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EBAY CONNECTOR

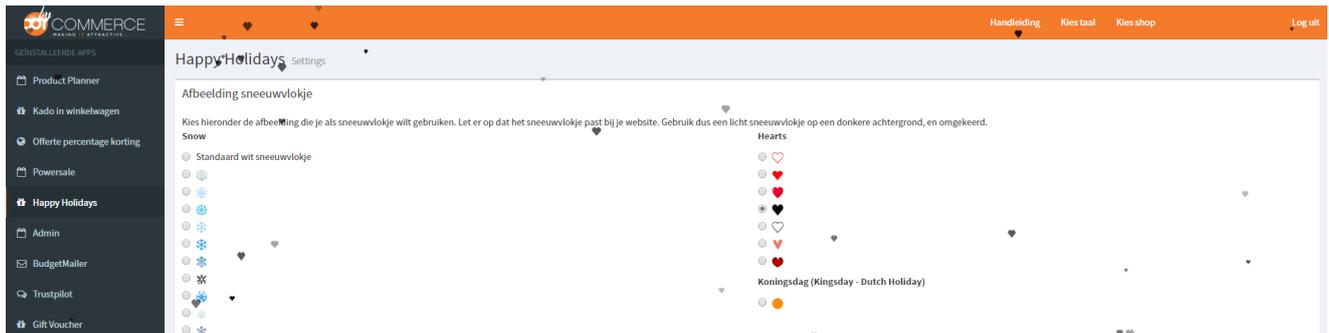
MANUAL

Appframework byDotCommerce

Welcome to the appframework by DotCommerce, we offer all our apps within this framework.

DotCommerce has designed the appframework to function as a hub where our customers are able to make usage of all apps made by DotCommerce. After installing an application from the Lightspeed appstore you'll be provided with a link to our appframework and receive an email with a password, you are able to log onto our framework using your e-mail address and password.

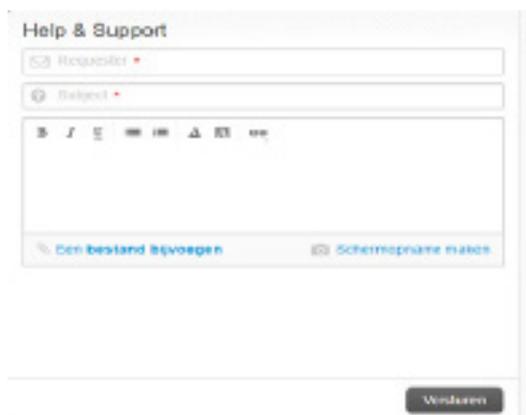
You'll have unlimited access to our framework, any updates, new features and apps will be shown here.



Installing new apps made by DotCommerce will also be added to this page (provided you've installed the application using the same e-mail address).

Are there more than one store under your account? Not a problem! On the top of this page you'll find a menu where you are able to switch to another shop (under the 'shops' tab) and your preferred language.

Should you encounter any problems we advise you to use the help-button located at the left-hand bottom of this page.



Help and support

- Via the help-button at the bottom of the page it's possible to submit a ticket to our support-team.
- You are able to attach an image (with the errorcode for example).
- You'll also find our FAQ here (we advise to use our FAQ before contacting our support-team).

Should any questions arise, we'd like to hear these via info@dotcommerce.nl. We usually respond to tickets within twenty four hours (excluding weekends).

Questions? contact us via: info@dotcommerce.nl
or ask your questions via our "Help" button.



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Welcome to the eBay connector, with this app it's possible to connect your products from the Lightspeed e-Commerce backoffice to any of the online marketplaces of eBay. Product categories are directly synchronized by the eBay connector to the eBay domain of choice.

To make use of the eBay connector you'll need:

a eBay business account:

<http://pages.ebay.nl/help/account/how-to-register-business.html>

an eBay store:

<http://pages.ebay.nl/help/specialtiesites/questions/open-store.html>

an eBay business PayPal account:

<https://www.paypal.com/nl/cgi-bin/webscr?cmd=xpt/Merchant/general/PersonalVsBusiness-outside>

Categories

Categories that are created via the Lightspeed backoffice are able to be directly synchronized via the app in the appframework.

Once you've logged onto the appframework click on the button **Connect a category** to search for a Lightspeed category. Once you've found the right category simply select it in the suggestion bar. Scroll down on this page and find the country to which you wish to connect to and set the category, condition and the return policy.

Should one of these options not appear on this page, this is simply because no preset profiles have been set, we'll have a description on how to set profiles on page three.

Scroll down to the bottom to save any made changes.

NOTE: Keep in mind that the selected category will determine where your product will be shown on eBay. eBay WILL remove any product that has been placed in a faulty directory.



Ebay connector

Settings

The settings will allow you to connect with the different national marketplaces of eBay, once you've clicked on the option 'settings' you'll be presented with a list of twenty one countries

TIP: You only need to register once, your credentials will work for any eBay site.

- **Payment Methods.** Here you're able to select which payment methods will be available for your customers (when ordered via eBay);
 - Instellingen.
 - **Lightspeed.** Enabling this option will allow the eBay connector to send orders made in eBay back to Lightspeed. In Lightspeed, the order will appear as a regular order.
 - **eBay.** This option will enable the orderstatus to be send back to eBay, customers will get a notification that their order has been packaged and shipped via the eBay dashboard;
 - **Brand/MPN.** MPN or Manufacturer Part Number is much like an EAN or SKU. You're able to set a MPN using the following three options:

NOTE: some categories on eBay require a valid MPN, for example car parts;

- **Don't send brand and MPN to eBay.** The first option,, the connector will leave the MPN blank;
- **Send brand to eBay.** Use article code as MPN. Option number two connects the brand and uses the item number/article number as the MPN on eBay;
- **Send brand to eBay.** Use SKU as MPN. The third option connects the brand and uses the SKU as the MPN on eBay;
- **Description.** In the Lightspeed backoffice products have both a description and content field. Under this option you can select which field to use;
- **Stock Level.** Lightspeed eCom allows you to disable stock tracking, or enable stock tracking but to allow sales even when a product isn't in stock. This isn't possible in ebay. Use the following stock level for these products

Profielen

Profiles are the policies or 'guidelines' you employ in your eBay store. To set profiles, **log onto eBay** and once you are logged on navigate towards **My eBay**.

You'll arrive at the profile page on eBay. On this page you'll see various tabs, click on the account tab. Once you arrive on the **account page** you'll see a drop-down menu with another string of options.

In the drop-down you'll find the option **business policies**, click on this option. You'll now arrive on the page where you can create and edit business policies.

To optimize the eBay-connector, it is important to set the following policies.



- **Payment.** Define payment methods using this policy;
- **Condition.** The current state of the product(s) you're synchronizing, for example 'brand new';
- **Return policy.** Like its name suggests this is where you'll set the return policies. Specify how many days the customer may be able to return a product.

Should you wish to edit any policy at a later date you may do so by clicking on **Edit**.

Once the policies have been created, return to the DotCommerce appframework and select the option **Categories** in the menu. Now select the category you wish to connect to eBay. Scroll down to the country you wish to connect to and you'll notice that three new options have appeared, you can now click on these option and select the newly made policies for each individual option.

After all settings have been saved your products should synchronize within the hour.

NOTE: Settings profiles for the eBay connector is mandatory, when no profiles have been set the categories will not be synchronized to your eBay store. Profiles have to be set per country.

When profiles have just been created on eBay it may take up to an hour before these options are visible in the appframework.

Logs

In the logs you'll have the option to select a country, once a country has been selected a list of different messages are displayed sorted on date and time. In the body you'll usually find an error message.

The following rule of the thumb is used for the error logs. When the error message has a numerical value between the brackets the error must be resolved on the side of eBay (customer side).

An example of such an error log:

Warning!

Your eBay account isn't configure to use business profiles. Business profiles are a way for you to configure your shipping policy, return policy and payment methods. If you don't use seller profiles we are going to conservatively guess based on wat you configure here, and your Lightspeed eCom settings. Nevertheless, we strongly recommend you use seller profiles.

To opt in for business policies go to [this page](#).

Please read [this page](#) in the ebay documentation for more information about business profiles. It may take up to an hour for the seller profiles you've configured in ebay to be visible here. You have to reconfigure these settings, and the category settings once seller profiles are enabled. Please read the manual for more information.

This message indicates the user must log in again for security reasons and is just one of the many messages you may receive. We always recommend looking at the logs before contacting Dotcommerce.

In the logs you'll always find a description of the issue, solutions for eBay-sided errors can be found through Google.

Questions? contact us via: info@dotcommerce.nl
or ask your questions via our "Help" button.



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Ebay connector

Tips. Tricks and frequently asked questions.

Orders placed via eBay won't show up in the Lightspeed e-Commerce, why?

We hear this complaint often and in 99% of the cases the perpetrator are products that have been manually added to the eBay store or products that have been added via other software. The eBay connector will only synchronize orders back to Lightspeed that have been added via the eBay connector.

My products have a description but the logs indicate this is not the case, what am I doing wrong?

Descriptions are synchronized directly from the Lightspeed e-Commerce backoffice, the connector will however not translate descriptions for you. Should you wish to connect to another domain you'll have to submit a translation in the Lightspeed backoffice. eBay has a very strict policy on implementing the correct language.

Also keep in mind that you've added the correct currency to your Lightspeed store.

I have followed every step very carefully, my products however still do not appear in my eBay store?

Once you've followed every step it may take up to sixty minutes before the products are synchronized to your eBay store. Depending on the current capacity (of Lightspeed) it may in fact take longer. We strongly recommend you check the logs before contacting DotCommerce support. Usually any faulty setting can be found here.

Are you positive you've set everything correctly and are products still not appearing on eBay? Please contact us at info@dotcommerce.nl, we'll try to resolve the issue within twentyfour hours.

Contact: info@dotcommerce.nl, Phone: 085-3001114; Prins Hendrikstraat 97, 4835 PL Breda

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