# shopiage

# Warehouse User Guide

# How to Clone a Marketplace Fixed price listing

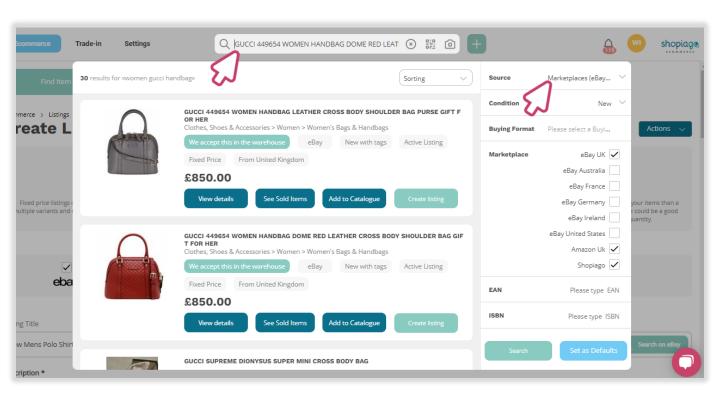
Version 2.0.2



Cloning an existing Marketplace listing will help speed up your listing process. By cloning, Shopiago will fetch all information relating to the item from the Marketplace catalogue, which includes the item title, brand, attributes and category etc. It will drop this information into the listing form, and you can modify or add additional information. You can then list the item to your chosen Marketplaces. For more information about the eBay cloning listings policy, please click <a href="here">here</a>.

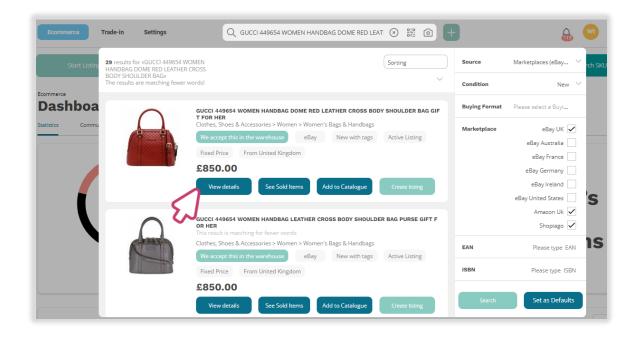
#### To match-up an existing Marketplace listing;

- Login to a lister account.
- From the dashboard, click on the 'search bar' at the top to match up an existing listing by name, photo, or barcode.
- Q Use the 'Search filter' at the top righthand side of the pop-up screen, to enhance your search.

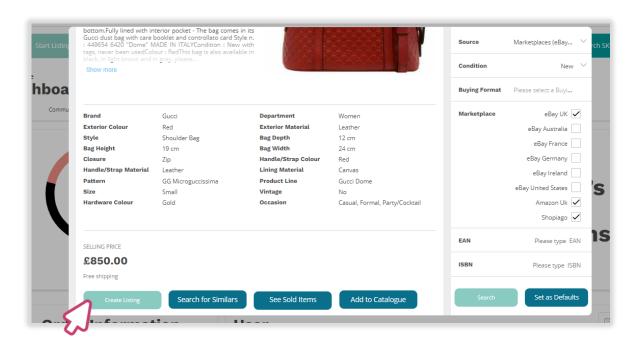




Once you've found your item, click on the 'View details' button, to see the item information.

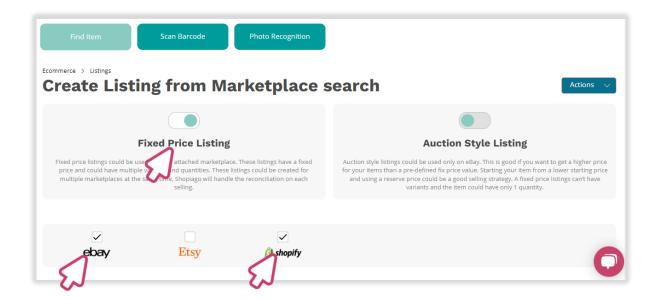


And then, click on the 'Create listing' button once you are ready!

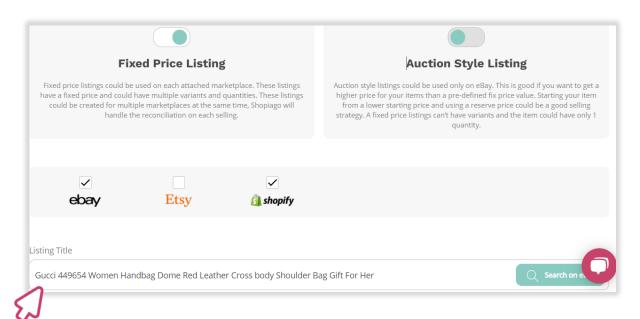




- From the next page, select 'Fixed price listing' as the buying format.
- Then select single or multiple Marketplace(s) for the listing.



**Q** Check that the item title is correct and modify if necessary.

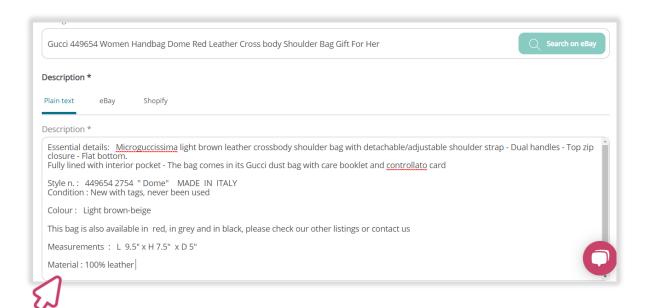




- You can update the listing description if necessary.
- @ Confirm that the item description matches your item.
- Add any additional details to your listing description if necessary.

#### Tips:

- The more information you provide, the easier it will be for customers to make a purchasing decision.
- The description should be comprehensive and accurate.
- Q Don't forget to mention any defects if necessary, to avoid complaints.
- You can update the item description at any time.

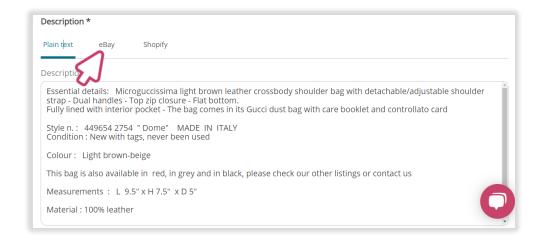




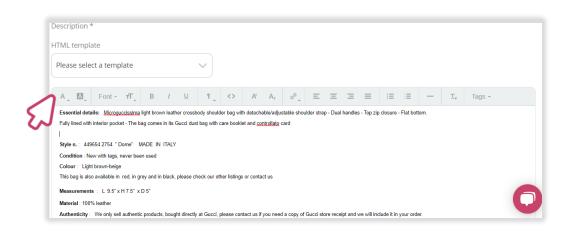
If you are listing to multiple Marketplaces, please note that each Marketplace has it's own listing description features.

The plain text Description field will be used on every Marketplace. You can add an HTML template or edit the listing description for eBay only.

To edit or format the listing description for eBay, click on the 'eBay' on the description tab.



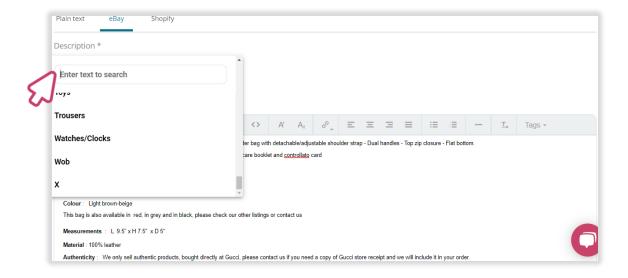
Then, use the formatting tools and format the description text to how you want it.





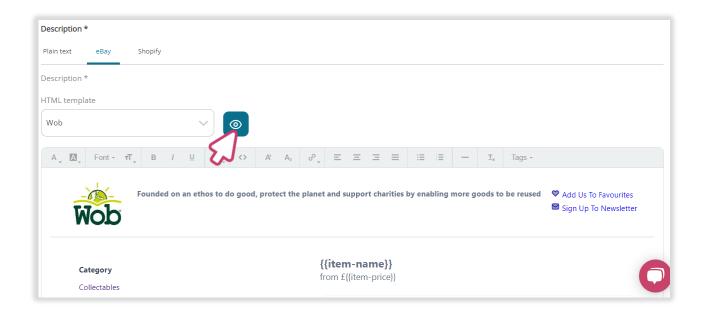
#### Item description

To add an HTML template to eBay listing description, click on the 'HTML field' and select a template from the drop down.



Once selected, the template will then drop into the listing description field.

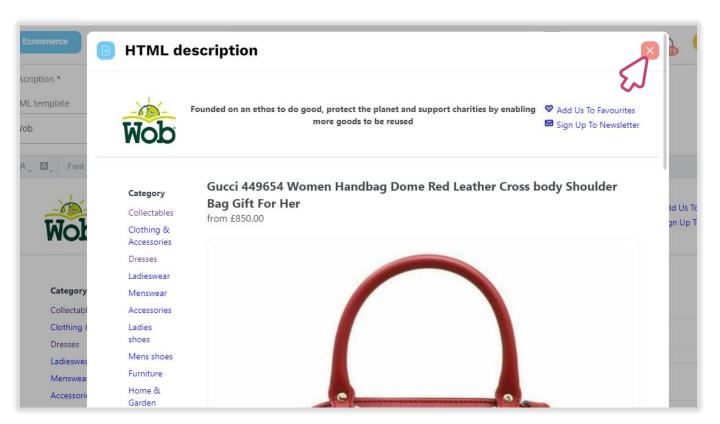
To preview selected HTML template, click on the 'Quick view' icon.





# Item description

And press the 'ESC' on your keyboard or click the 'Close' icon to go back to the listing form once you are ready!



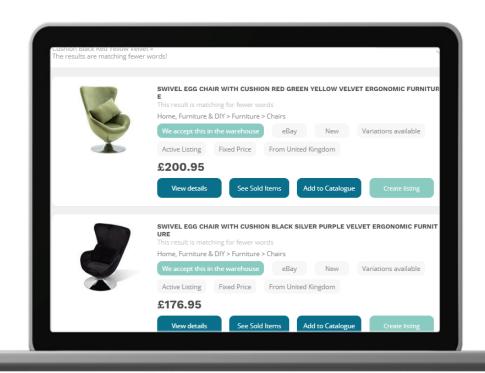


#### Setting up your item price, location, and adding tag(s)

Pricing is one of the top influencing factors. You should think carefully when setting up your price. Most customers will take the item's price into consideration when deciding whether to buy.

#### Tips:

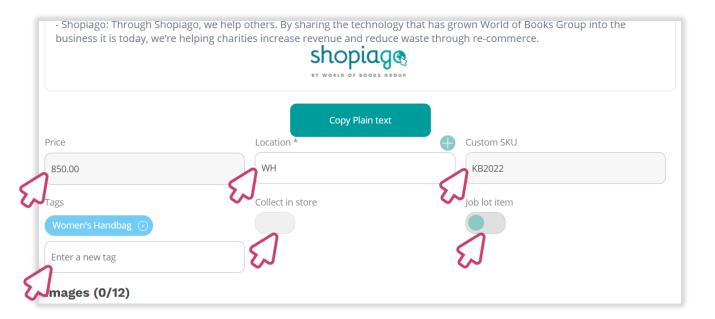
- Avoid setting up your price based on what you want to achieve.
- Q Don't presume what a customer might pay for your item.
- Use the Shopiago market research tool, to find out the recommended item price.





#### Setting up your item price, location and adding tag(s)

- Once you've decided on the item price, click on the 'Price' field and enter the item price. This will appear on selected Marketplace(s).
- Click on the 'location' field and select the item location.
- You can add tag(s) to the item. This is for internal use for categorising listings.
- Turn-on 'Job Lot Item' toggle switch, if you are selling the item as a group. If not, leave as default.





Displaying high quality photos is one of the best ways to attract customers.

#### Tips:

- Take photos from as many angles as possible.
- Shopiago photo uploader makes it very easy to add, edit and move photos of your item.
- You can add up to 12 photos.
- If possible, your main image should be on a white background (this will improve visibility on Google search) and show the item photo in full.





- The minimum photo size should be 500 x 500 pixels or 800-1600 pixels on the longest side.
- Photo must be a PNG, JPEG, BMP or GIF.
- Q Don't use a filter as natural colours are better at showing the buyer what to expect.
- Q Don't add thumbnails as these can affect the clarity of the photo when submitted to Marketplaces.
- The photo should depict the item being described.
- The photo should not contain any watermarks or digital signature.



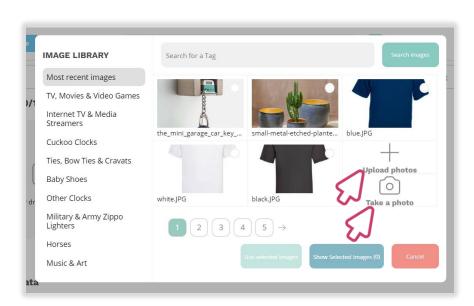


#### To add additional photo(s);

If there is no item image(s) or to add additional image(s), click on the 'Photo icon' to select the item photo(s) from your Shopiago image library, PC or mobile device. You can also drag & drop the item images into the centre of the upload photo icon area.



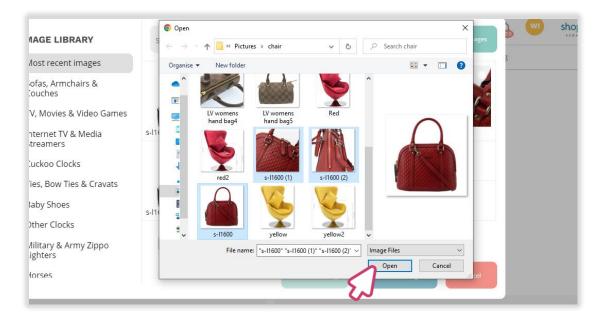
- From the pop-up screen, click on the 'Upload photos' icon to upload photo(s) already stored on your pc or mobile devices.
- You can also take photo(s) directly from your mobile device or PC camera by clicking the 'Take a photo' icon.



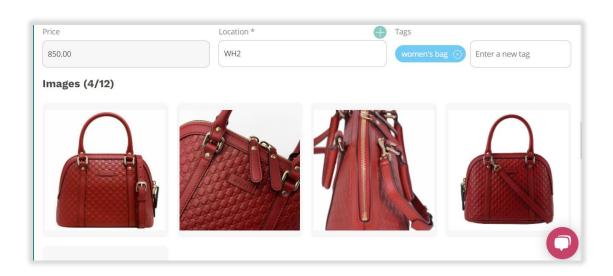


Once you've clicked on 'upload photos', you will be prompted to select the item photo(s).

- To select multiple photos, hold down the Ctrl key and select photos (windows) or Command key for (Mac) then click on the open button.
- After selecting photo(s), click on the 'Open' button.

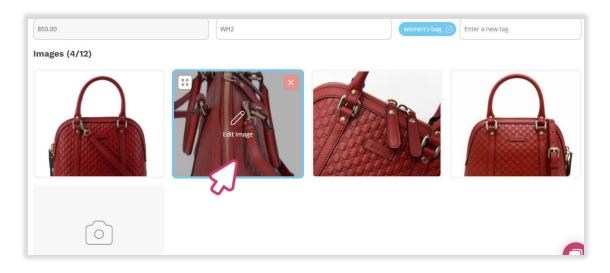


**Q** Uploaded photos should then appear on the listing form.

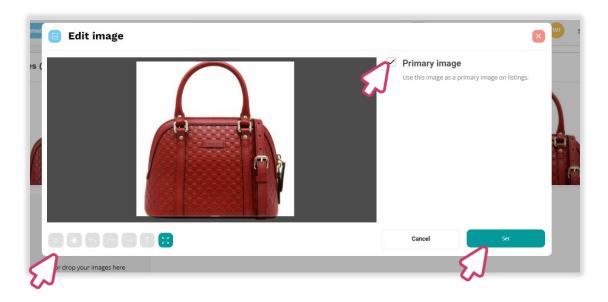




To edit item image, hover your mouse around the center of the photo and click on the appearing 'Edit Image' icon.

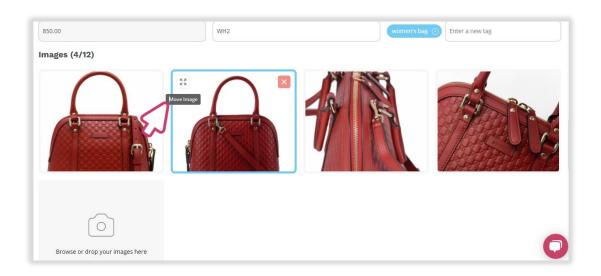


- From the photo editor screen, use the editing tools to adjust, rotate, crop, flip and change the photo brightness.
- To use image as primary listing photo, tick the 'Primary image' box at the top right-hand side of the screen.
- To crop image, click on the 'Crop' icon, highlight preferred image area, click on the 'Set' icon, and then, click 'Save' button.





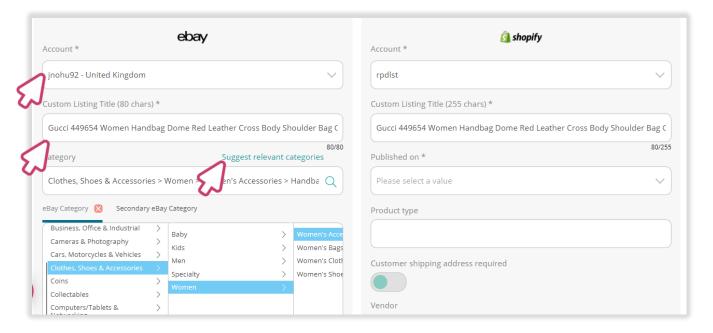
- To rearrange photo(s), hover your mouse to upper-left of the image, click on 'Move image' icon, and drag the image to a suitable position.
- To change the primary listing image, move your mouse to upper-left of the image and click on the 'Move image' icon then, drag the image to the main position.



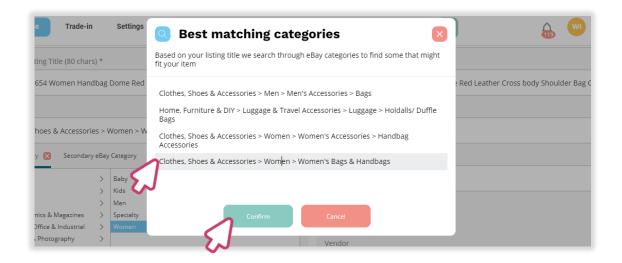


#### **Updating eBay listing information**

- For eBay, select the correct eBay account.
- Click on the 'Custom Listing Title' field to modify the title if necessary. The title shouldn't be more than 80 characters.
- The item category will be pre-populated. If not, click on 'Suggest relevant categories'.



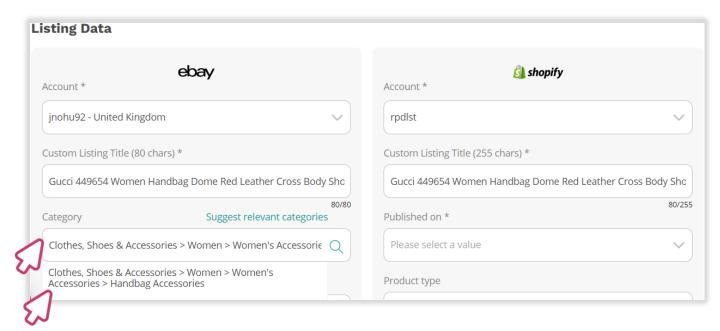
Select the best matching item categories from the pop-up screen, then click the 'Confirm' button.



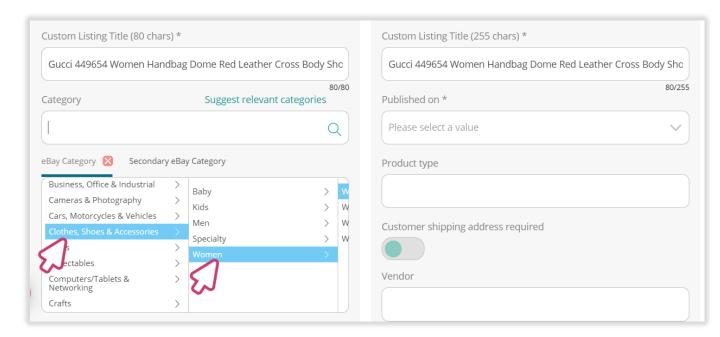


#### **Updating eBay listing information**

You also can manually type in the item category in the search field and select the closest match. Make sure you find the best fitting category.



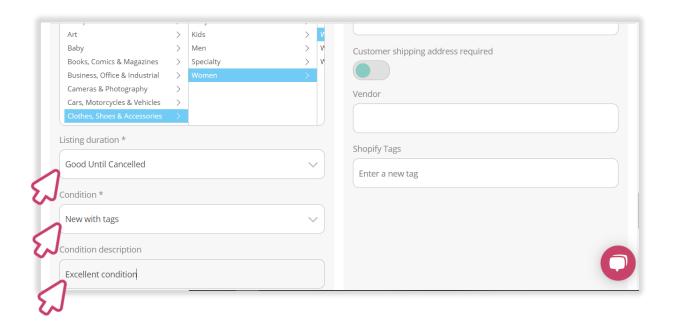
• If you can't find the right item category, use the 'category selector' and work through the different categories to find the best fit.





## **Updating eBay listing information**

- & Listing duration will automatically be selected.
- Select the item condition from the drop-down menu.
- Manually type in the item condition into the description field.





#### Item specifics

Item specifics are required when listing to eBay. Using item specifics can really boost sales. Below are 3 categories for item specifies;

#### Required

- eBay requires mandatory attributes for this category. It will help customers to find items when they perform a search.
- On the Marketplace, buyers usually filter their search by using item specifics. Making it easier for them to find what they are looking for.
- If you haven't entered at least one of these specifics, the item will drop off the search and therefore it won't be visible to customers.

#### Recommended

- Your listing will perform better if you fill in these recommended attributes.
- (4) It could reach a higher search position and will show up in more search results.
- This is not mandatory but if you have these details, please enter them.

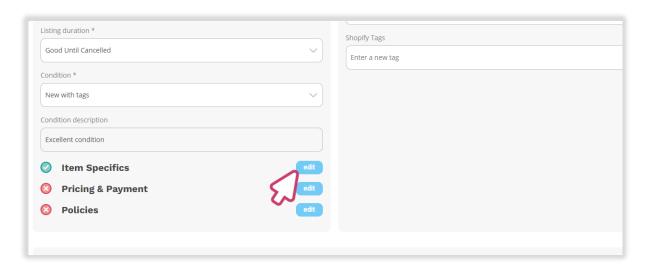
#### **Optional**

- You can add additional attributes to your listing but this is not mandatory.
- These attributes will be shown on the listing but may not be used during eBay search.
- This doesn't affect buyer's search but could improve customers experience.

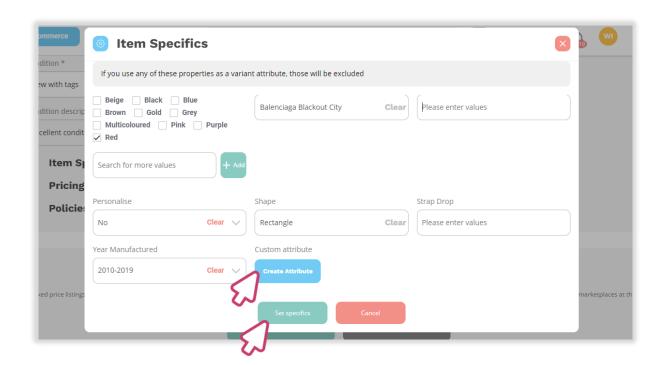


#### Item specifics

To modify item 'Specifics', click on the 'Edit' button.



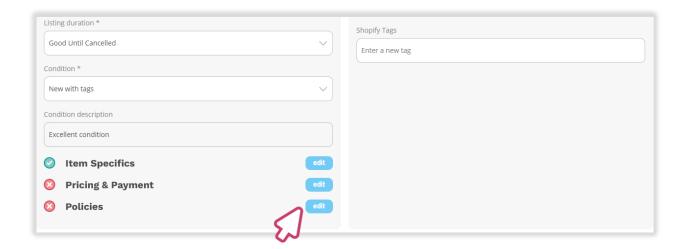
- From the pop-up screen, enter or modify all item specifics that are necessary.
- To add custom attribute(s), click on the 'Attribute' button at the bottom of the screen then, enter attribute name and value from the pop-up screen.
- Click on the 'Set specifics' button, once you are ready!



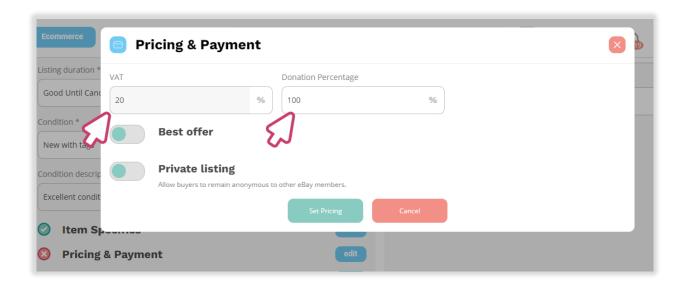


#### **Pricing and payment**

To set 'Vat %' and 'listing donation percentage' for the item, click on Pricing & Payment 'edit' button.



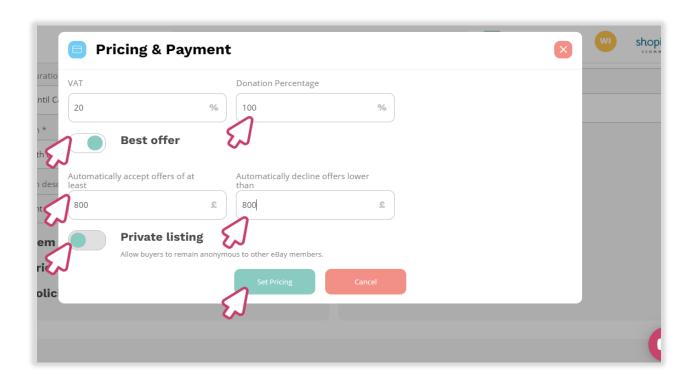
- From the pop-up screen, key-in item VAT %. (This applies only to 'new' bought goods. Leave it blank if the item is not new).
- Click on 'Donation percentage' field to select a 'Listing Donation Percentage' for the item. (This is the amount you are donating for the item. If you are a charity then this should automatically be set to 100% in your settings).





#### **Pricing and payment**

- Switch on the 'Best Offer' toggle switch if necessary. This allows buyers to submit an offer for what they are willing to pay (you can decide whether to accept or make a counter-offer).
- Enter the amount you are willing to automatically accept as well as the lowest amount to automatically decline.
- Switch on 'Private Listing' if necessary, to keep buyers identities hidden from other eBay members.
- Click on the 'Set pricing' button to save changes.



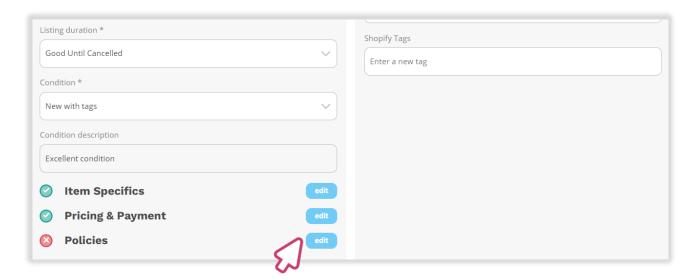


#### **Policies**

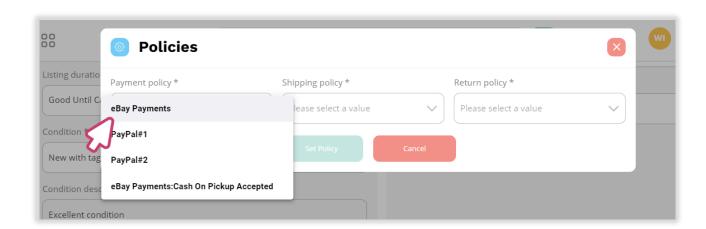
When selling on eBay, you have to let the buyers know how they can pay, how long it will take to ship an item, and whether you accept returns or not. If these policies are already set on your eBay account, you can sync them into your Shopiago account, making it easier to select them when listing.

#### To set policies;

Click on the Policies 'Edit' button.



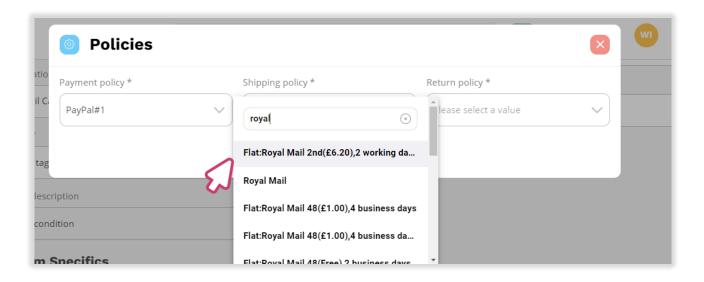
From the pop-up screen, click on the 'Payment policy' field and select a preferred payment policy.



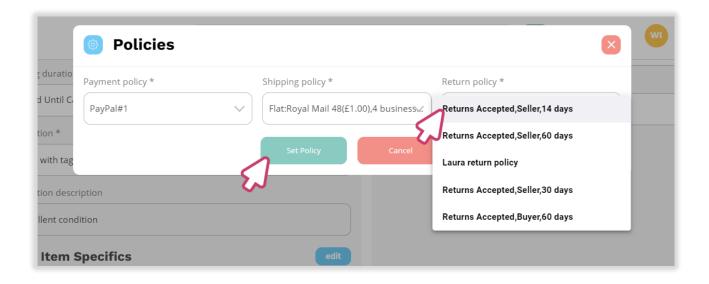


#### **Policies**

Click on the 'Shipping policy' field and select the relevant postage service provider.



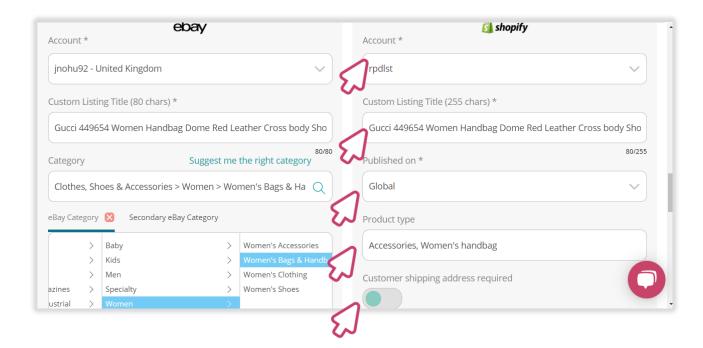
- Click on 'Return policy' field and select the relevant return policy.
- And click on the 'Set Policy' button, once you are ready!





# Adding listing information for Shopify

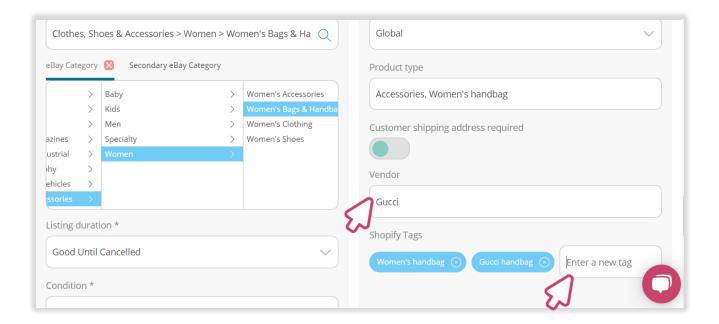
- **&** For Shopify, select the correct account.
- Click on the 'Custom Listing Title' field to modify the title if necessary.
- Click on 'Published on' field and select either 'Global' or 'Web'. (Web publishing is the process of publishing original content on the Internet which includes building and uploading websites, updating the associated webpages, and posting content to these webpages online. While global publishing refers to the international publishing original content on the internet).
- **©** Enter the 'item type' if necessary. This refers to the item category.
- Switch on the 'Customer shipping address' toggle (to request the customer address when they checkout).





# Adding listing information for Shopify

- Click on the 'Vendor' field and enter the item manufacturer name if necessary.
- Click on the 'Shopify tags' field and enter tag(s) if necessary. (Shopify tags are searchable keywords that is associated with the item, which helps customers locate your item when searching.

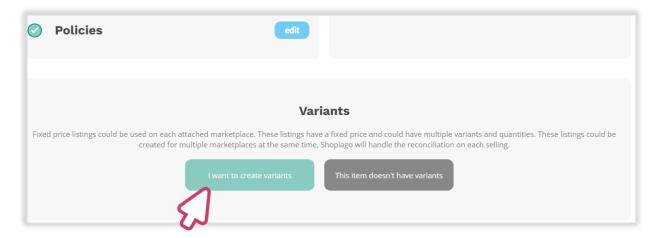




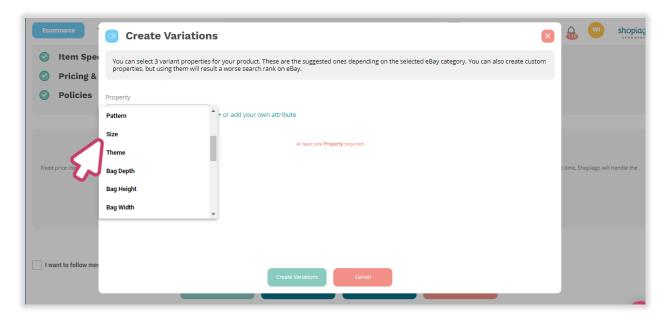
Variants are sets of items that are related but differ in terms of their characteristics, e.g. size, colour, etc. So, when you have the same item with multiple variants, you can create variations to include these characteristics. If you don't want to add item variants, please scroll down to Slide 37.

#### To add item Variants;

Click on the 'I want to create variants' button.

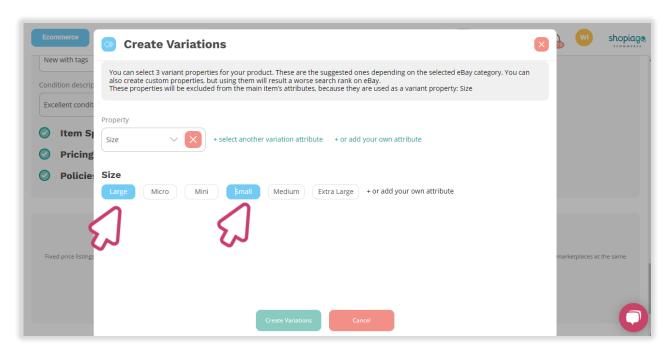


From the pop-up screen, click on the 'Property' field and select a variant type. (Variants properties are suggested based on the selected item category).

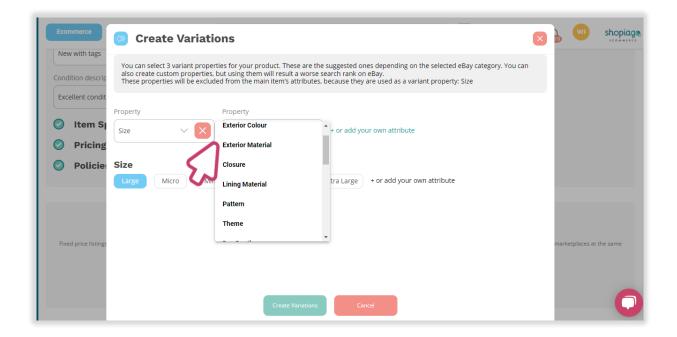




Next select the item variants from the pre-populated options.

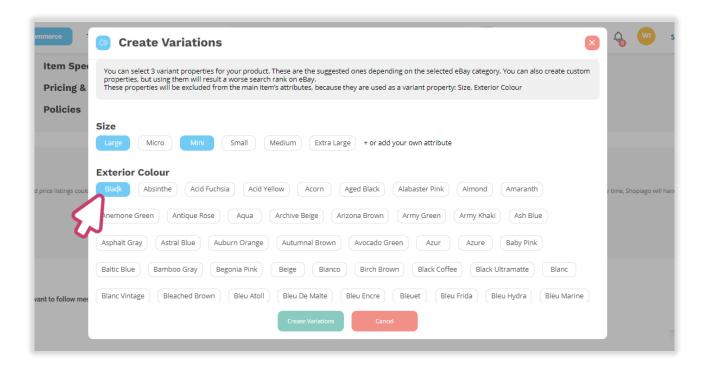


**Q** To add additional variants, click on the second property, select a variant type.

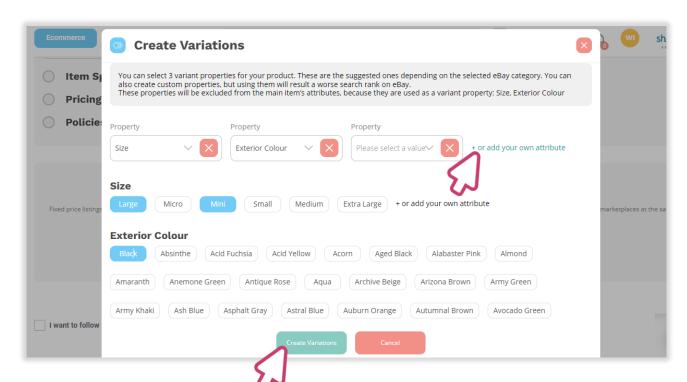




And then, select the item variant(s) from the pre-populated options.

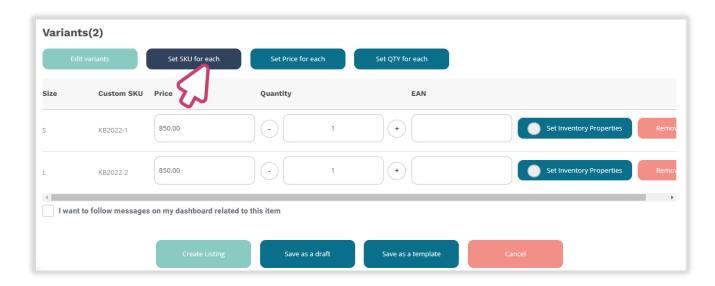


- To add custom variant properties, click on the 'Or add your own attribute' tab and enter the property name.
- Then, click on the 'Create attribute' button once you are ready!

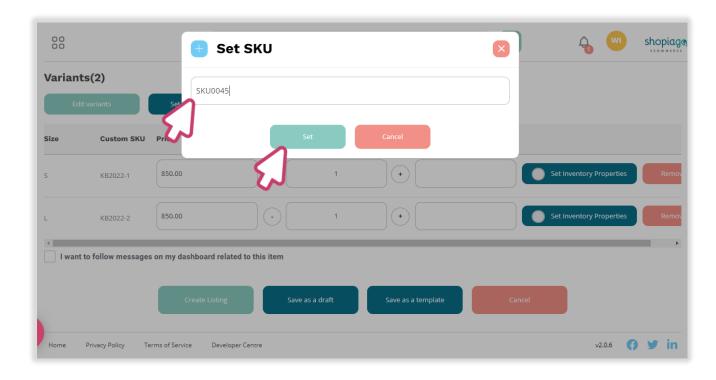




Custom SKU" (stock keeping unit) will automatically be populated. If not, click the "Set SKU for Each" button.



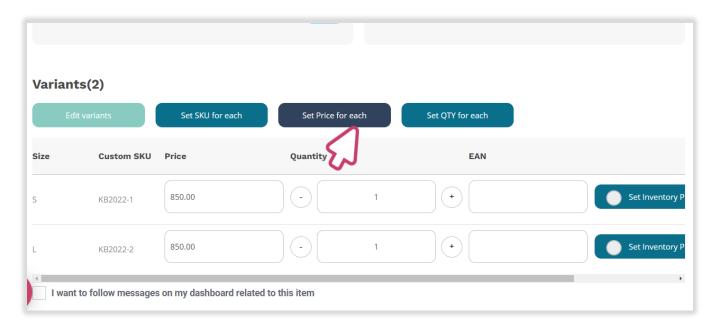
- G From the pop-up screen, type-in the SKU into the text field.
- Then, click on the 'Set' button.



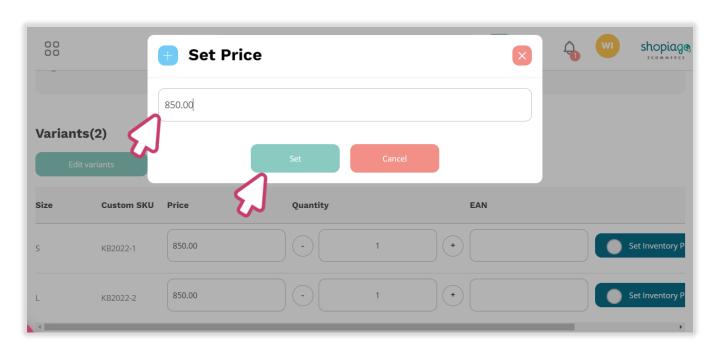


#### Adding item variant(s)

Variants prices will be pre-populated. If not, click on the 'Set price for each' button.

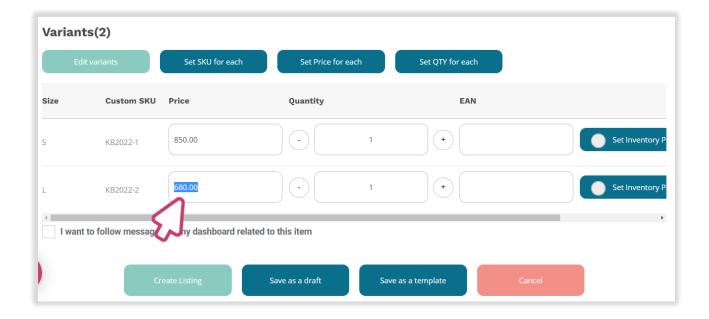


- And enter the item price into the 'Set price' field.
- Then, click on the 'Set' button.

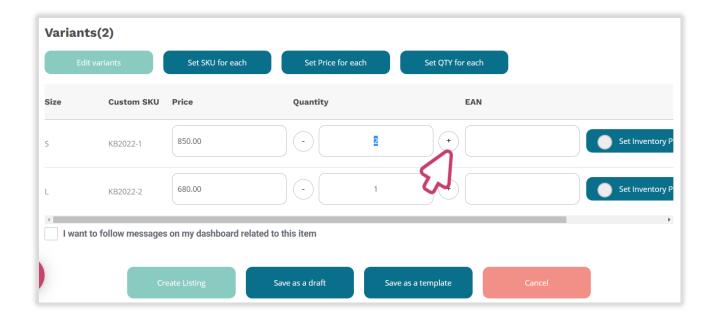




• If prices are different for each variant, click on the 'Price' field and enter them individually.

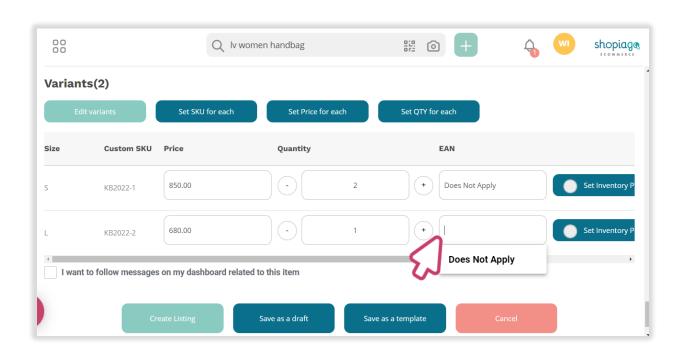


Next, enter the item quantity, or use the 'Quantity adjustment button' to increase or decrease the item quantity for each variant.





- Enter the item identifier number (EAN) for each variant. Identification number makes it easer for customers to find your item, so please be sure to fill in this field.
- If your item doesn't have an EAN, click the text field individually and select 'Does Not Apply'.

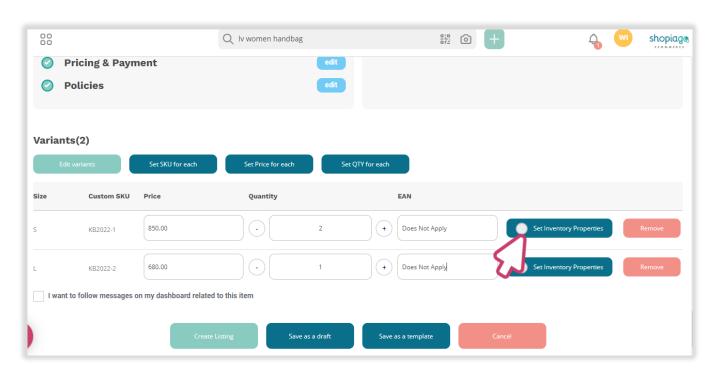




#### **Set Inventory Data for Variants**

Setting inventory data for variants will help you manage and track your stock record when selling the same item in different sizes, colours, etc. to a single or multiple marketplaces. When one of the items is sold, Shopiago will adjust the inventory level for each sale.

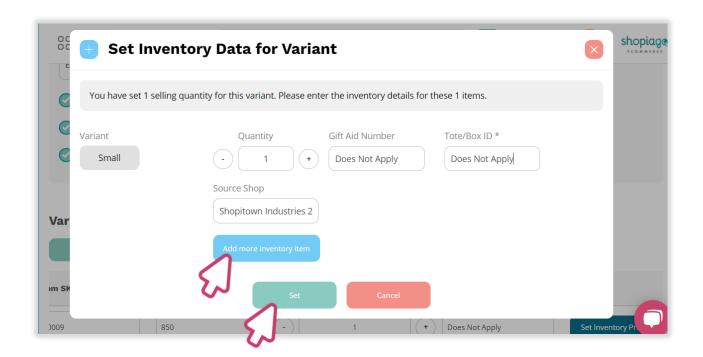
To set inventory information for each variant, click on 'set inventory properties'.





#### Set Inventory Data for Variant

- Representation of the second section of the sect
- Enter item Gift Aid number or Select 'Does Not Apply' from the drop-down if you don't have it.
- © Enter the 'Tote/Box ID' where the item would be stored. This can be box or shelf number. Or select 'Does not apply' if it is not applicable.
- Click on 'source shop' field and select where the item is stored from the drop-down.
- To set an additional inventory item , click on 'Add more inventory item', and enter the item quantity, source shop, gift aid and tote/Box ID.
- @ Once all inventory information are entered, click on the 'Set' button.

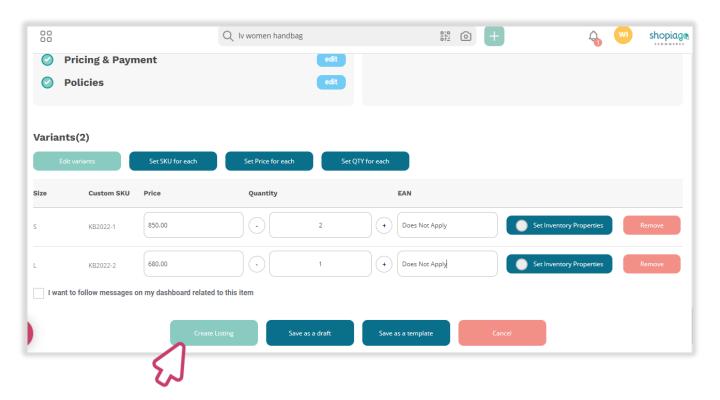


To add more inventory properties, please follow the same process.



# Submit your listing

• Once all the item information has been entered, click on the 'Create listing' button to list the item.

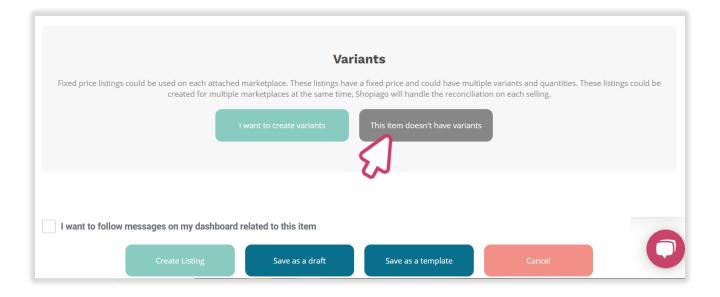




#### If the item doesn't have variants

If the item doesn't have variants;

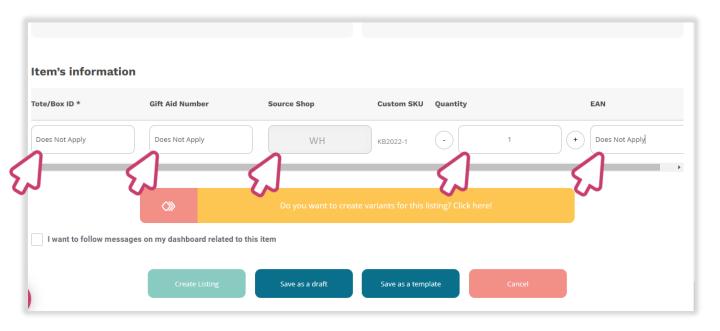
Click on the 'This item doesn't have variants' button.





#### If the item doesn't have variants

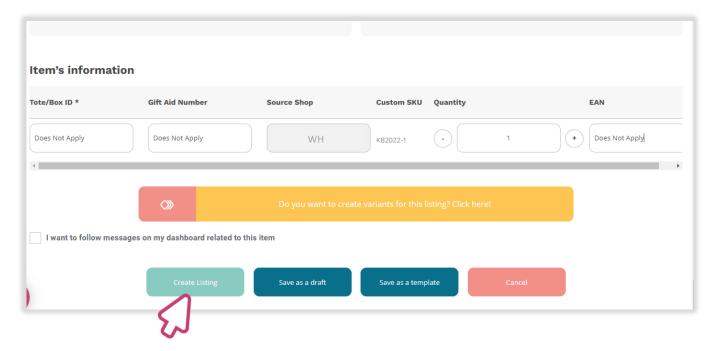
- Renter the 'Tote/Box ID' where the item would be stored. This can be box or shelf number. Or select 'Does not apply' if it is not applicable.
- Enter item Gift Aid number or Select 'Does Not Apply' from the dropdown if you don't have it.
- Click on 'source shop' field and select where the item is stored from the drop-down.
- Assign 'Custom SKU' (Stock Keeping Unit) if necessary. Otherwise, leave blank as the system will automatically assign a SKU to the item.
- Enter variant quantity. You can use the 'Quantity adjustment button' to increase or decrease the variant quantity.
- Renter the item identifier number. item identification number makes it easier for customers to find your item. Or click the text field and select Does Not Apply. If your item doesn't have EAN.





# Submit your listing

• Once all the item information has been entered, click on the 'Create listing' button to list the item.

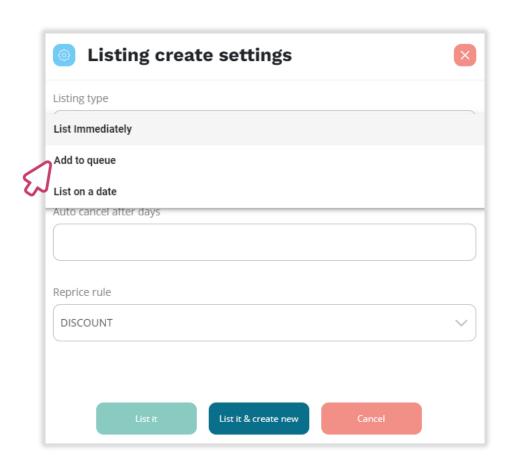




#### Listing option

Once you've clicked on the 'Create listing' button, you will be prompted to select one listing type:

- **List immediately** select this option if you want the item to go live instantly.
- Add to queue means the item will be sent to eBay at a scheduled time that you have determined within your settings.
- List on date a set date that you want the item to go live on eBay.

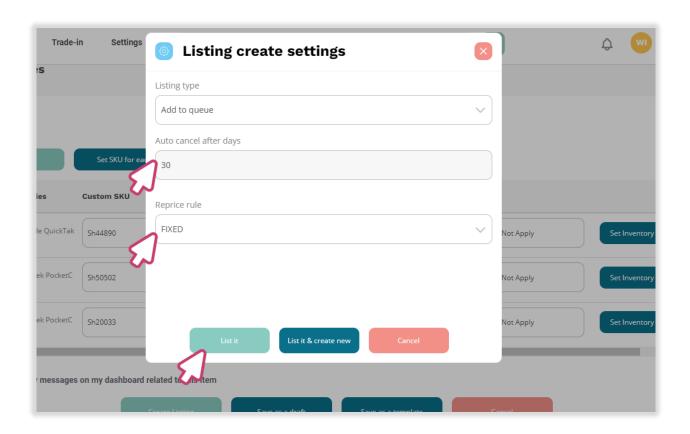




#### Listing option

If you've selected 'Add to queue' as your listing option:

- Enter value for 'Auto-cancel after days'.
- Click on 'Reprice rule' field and select a rule that you've created, or leave blank if it is not applicable.
- Finally, click 'List it' OR list it & create new' button.



# shopiage

# Happy Selling!

If you need further help or support, please email us at help@shopiago.com