

Shop User Guide

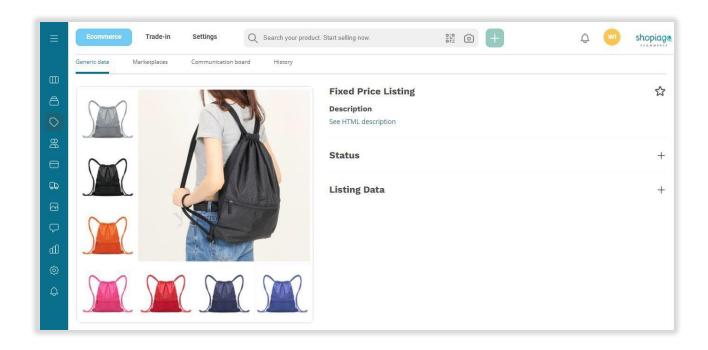
How to create a Fixed Price Listing

Version 2.0.3

Please note that the screenshots in this User Guide show the colour blue, but in our live system these colours have now changed to green.



To start selling on a marketplace or marketplaces, you must first create a listing. Whether you intend to sell on a single or multiple marketplaces, World of Books will help you list items quickly and easily.



What is a fixed price listing?

With fixed price listing, you are giving buyers the option to purchase your item at a set price without bidding or waiting for the auction listing to end. In other words, a fixed price is a set price that you have agreed on, and customers can use this option to buy the item immediately.

This guide will explain how you can create fixed price listing to appear in multiple-marketplaces.

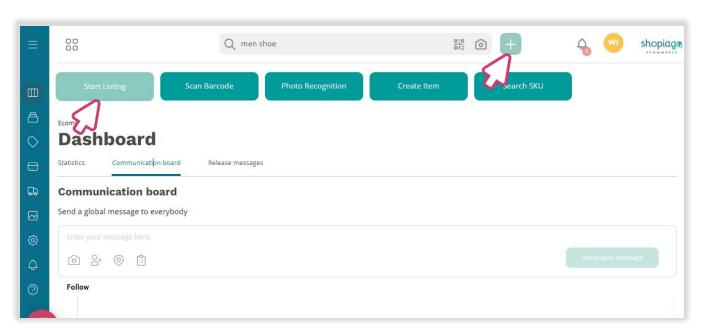


Listing Process

Step 1	Step 2	Step 3	Step 4	Step 5
Have the physical item.	Prepare the item information and images.	Select fixed price listing as the buying format and marketplace(s).	Select listing account(s), fill-in the listing information and attach photos.	Start selling.

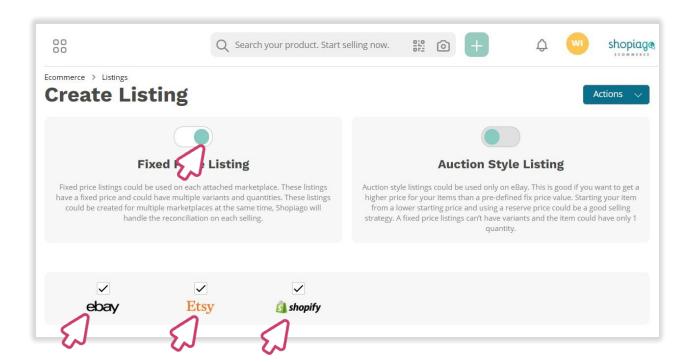
To list an item to Marketplace(s):

- Login to your World of Book account.
- Click on the 'Start listing' button at the top-left corner of the dashboard.
- You can also use the "quick link" (plus) button at the top-right of the dashboard and then click on the "listing" icon from the pop-up screen.

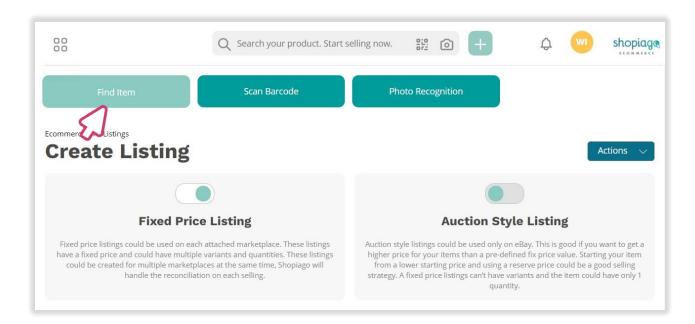




 On the Create Listing page, select 'Fixed price listing' as the buying format and select single or multiple marketplaces for the listing.

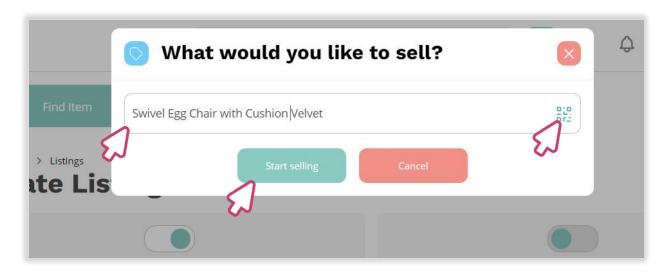


• To research your item price on marketplaces, click on the 'Find Item' button (top-left).

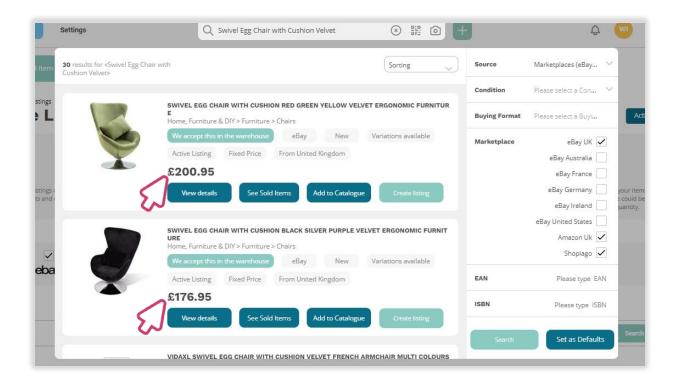




- Enter the item name in the text field or click on the barcode scanner to scan the item.
- Then, click on 'Start selling' button.



From the next screen, you will find the item selling prices.

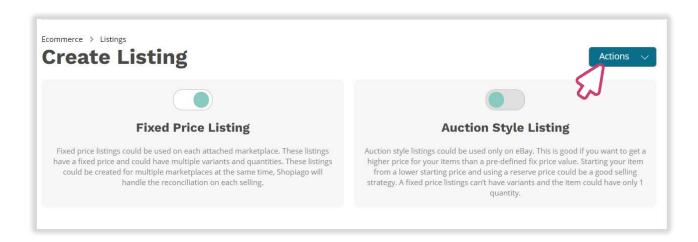




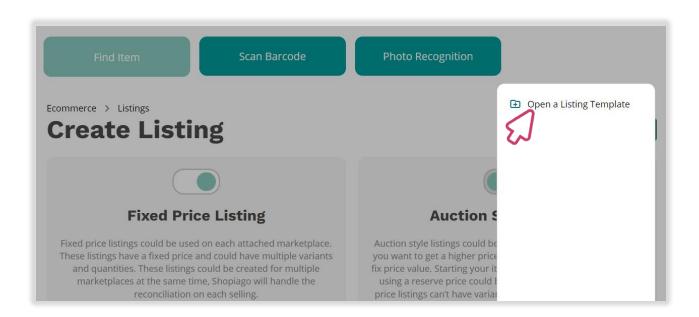
Applying a template to listing

A listing template contains the necessary information required to create a listing, which could include the title, description, images, shipping information, and return policy. Using templates can save you valuable time.

• To apply a listing template that you've created for similar item, click on the 'Actions' button (right-side corner of the screen).



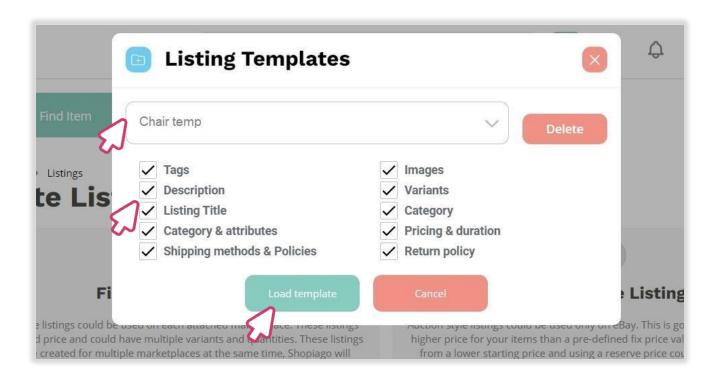
From the pop-up screen, click on 'Open a listing template'





Applying template to listing

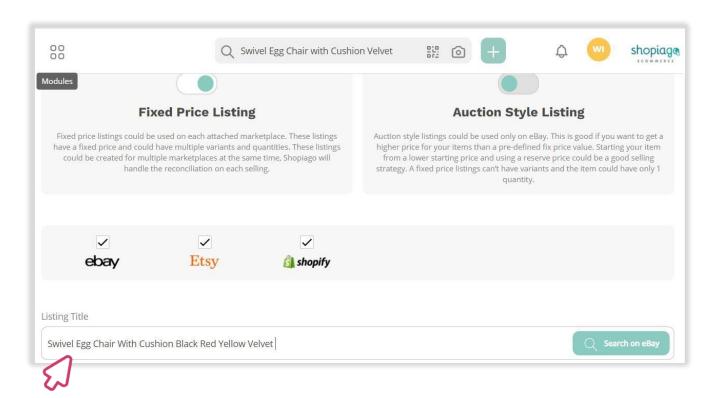
- On the next screen, click on the listing 'Option field', and select a template to drop into the listing form.
- Tick to add, or untick to remove template features.
- Then, click on the 'Load template' button.





Give your listing a title

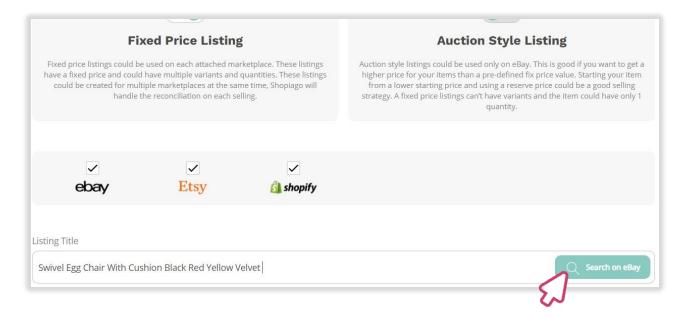
- Type-in the full name of the item.
- Make it a short, yet attention grabbing name.
- Buyers usually find listings based on their titles, please be sure to give your item a good title.
- Think of what a buyer would be searching for (brand name, size, colour etc).
- Maximise the space with as many key words as possible. It doesn't need to be a sentence.
- Don't use descriptive words like 'Lovely' or 'Amazing' as buyers wouldn't include such words in their search.



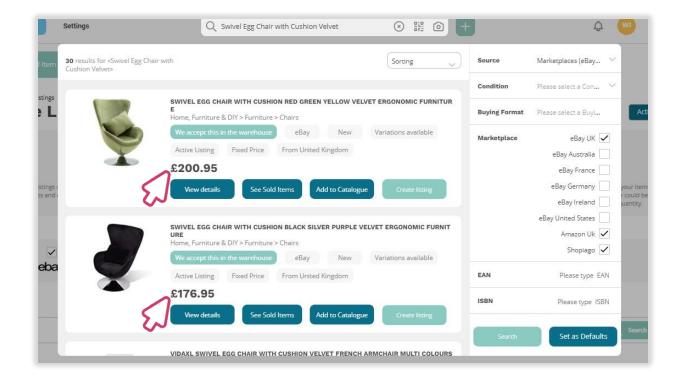


Conducting market price research

 Once you have entered the item title, you can click on 'Search on eBay' button, to search for item price on eBay marketplace.



 The next screen will show you market prices for your item. Once you have finished searching for the item price, press the Escape key on your keyboard to close the pop-up screen.





You need to describe your item. Please add keywords and optional details that may include the item measurements, condition, care instructions, and any damage if necessary.

Tips:

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

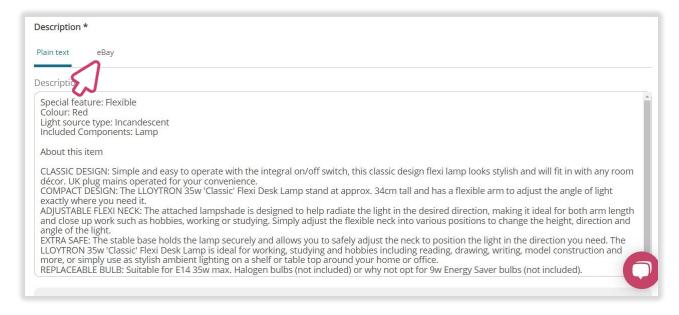




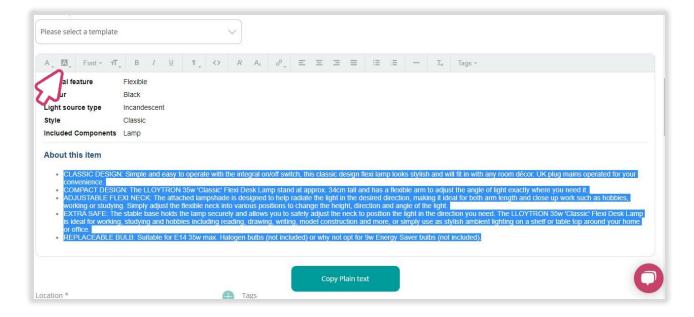
If you are listing to multiple marketplaces, please note that each marketplace has it's own listing description features.

The plain text description field will be used on every marketplace. You can add an HTML template and format the listing description text for eBay only.

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



 Then use the formatting tools to adjust the description text to how you want.

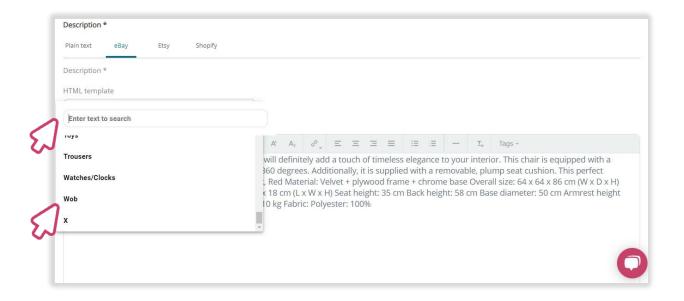




 To add an HTML template for eBay, click on the 'eBay' description tab.



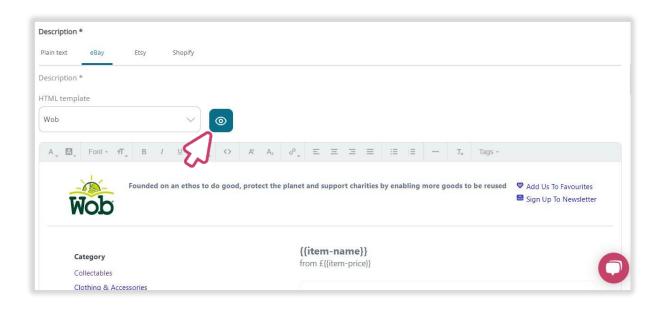
Click on the HTML field, and select the correct template.





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

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

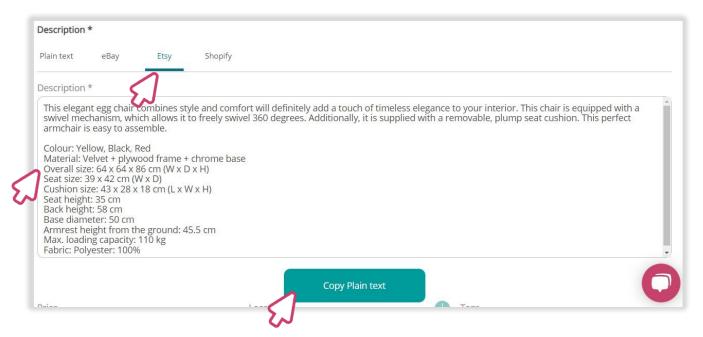


• And then, press 'ESC' on your keyboard or click on the 'Close' icon to return to the listing form.

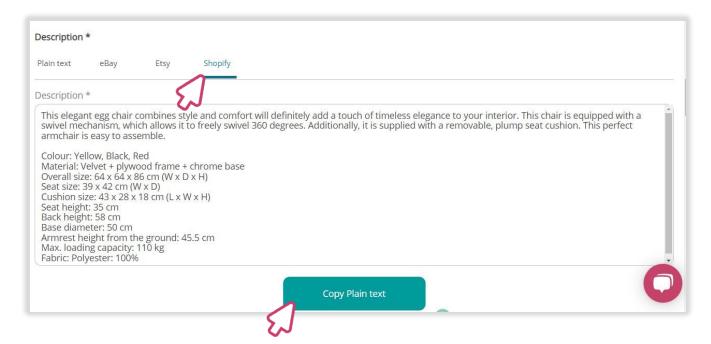




- To update or edit the listing description for Etsy, click on the 'Etsy' description tab.
- Then, click on the 'Copy plain text' button. The current listing description will then drop into the Etsy description field.



For Shopify, please repeat the same process.



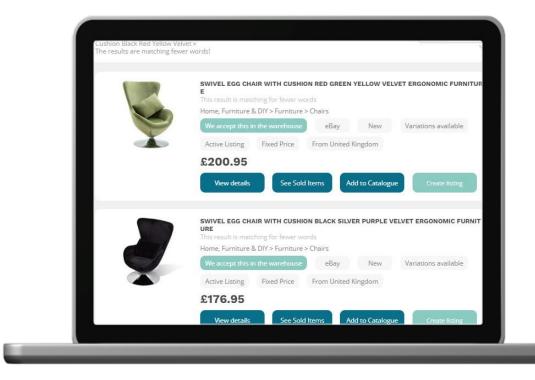


Item price

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

Tips:

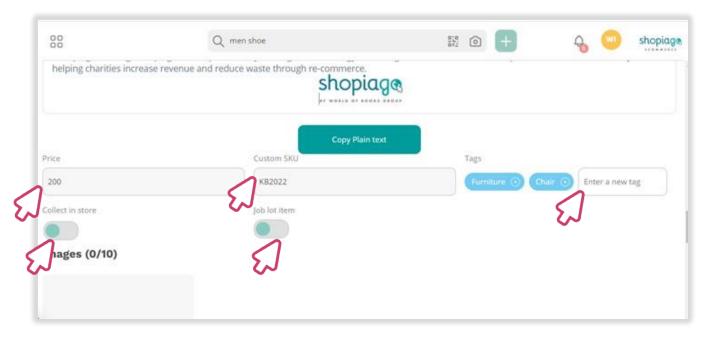
- Avoid setting up your price based on what you want to achieve.
- Don't presume what a customer might pay for your item.
- Use World of Books market research tool, to find out your item price!





Setting up your item price, location and tag

- 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).
- Add a custom SKU if necessary. Otherwise, leave blank as them system will automatically assign a SKU to the item once it is listed.
- You can add tag(s) to the item if necessary. This is for internal use for categorising listings.
- Enable 'Collect in Store', if you want buyers to collect the item in store. (To use this feature, the account owner or administrator must add these to the shipping methods).
- Turn-on 'Job Lot Item' switch, if you are selling the item as a group. If not, leave Off.





As you can imagine, having high quality photos is one of the best ways to attract customers.

Tips:

- Take photos from as many angles as possible.
- World of Books 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.
- Don't use a filter as natural colours are better at showing the buyer what to expect.
- 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.



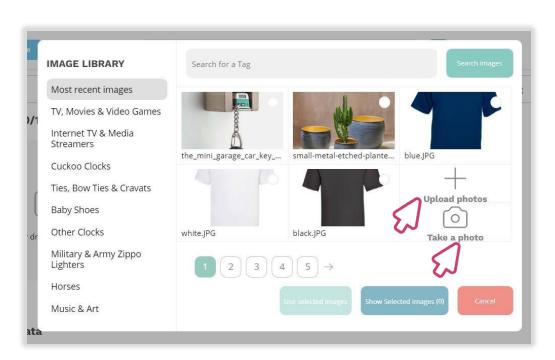


To add photo(s):

• Click on the 'Photo icon' to select item photo(s) from your World of Books image library, PC or mobile device. You can also drag & drop the item images into the centre of the upload photo icon area.



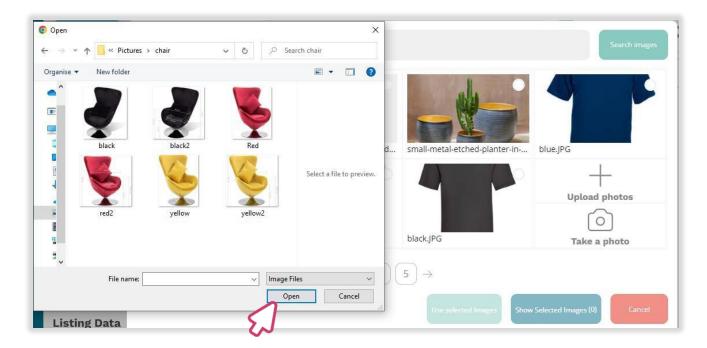
- From the next screen, click on the 'Upload photos' icon to upload photo(s) already stored on your pc or mobile device.
- You can also take photo(s) directly from your mobile device or PC camera by clicking the 'Take a photo' icon.



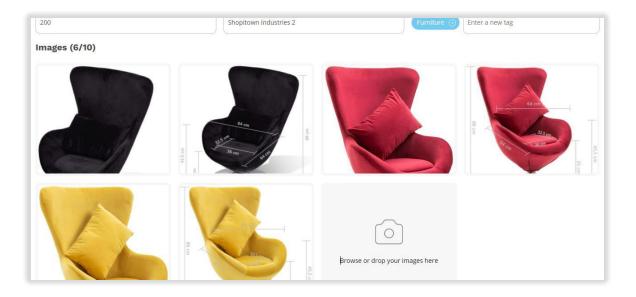


Once you've clicked on 'upload photos' icon, you will be prompted to select the item photo(s).

- 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.

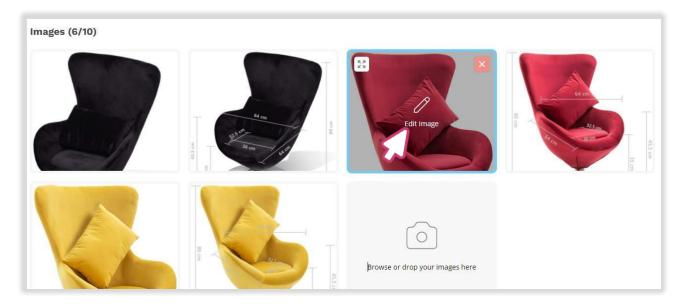


· Uploaded photos should then appear on the listing form.

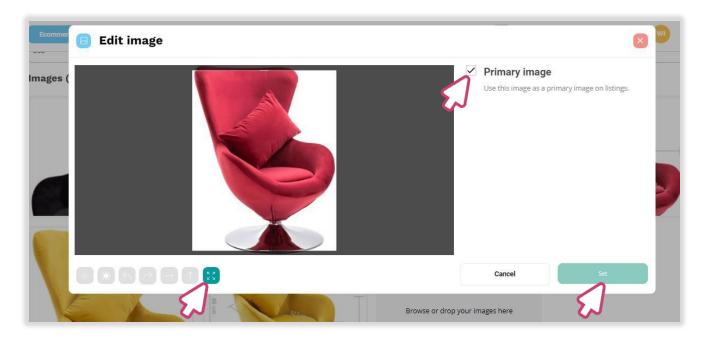




 To edit item image, hover your mouse around the center of the photo and click on the appearing 'Edit Image' icon.

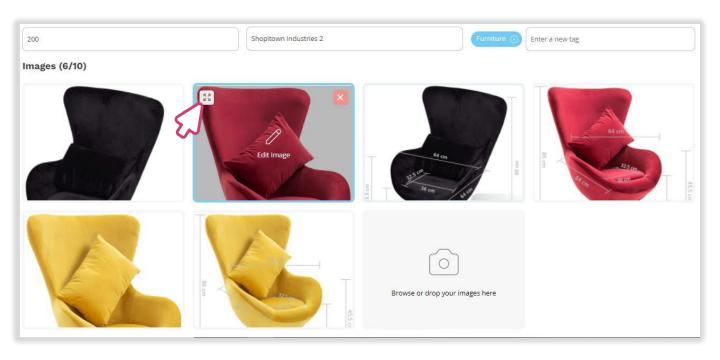


- From photo editor screen, use the editing tools to adjust, rotate, crop, flip and change the photo brightness.
- To use image as primary listing photo, tick the 'Primary image' box at the top right-hand side of the screen.
- To crop image, click on the 'Crop' icon, highlight preferred image area, click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





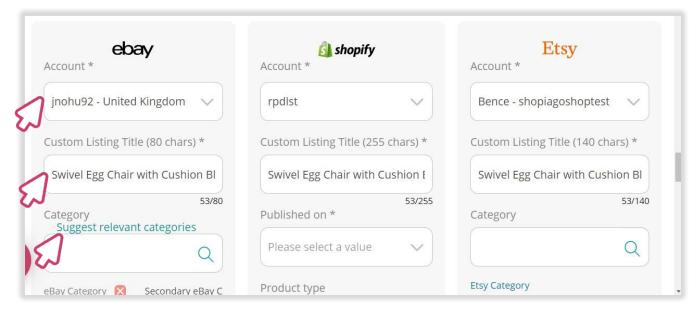
- To rearrange photo(s), hover your mouse to upper-left of the image, click on 'Move image' icon, and drag the image to a suitable position.
- To change the primary listing image, move your mouse to upper-left of the image and click on the 'Move image' icon then, drag the image to the main position.



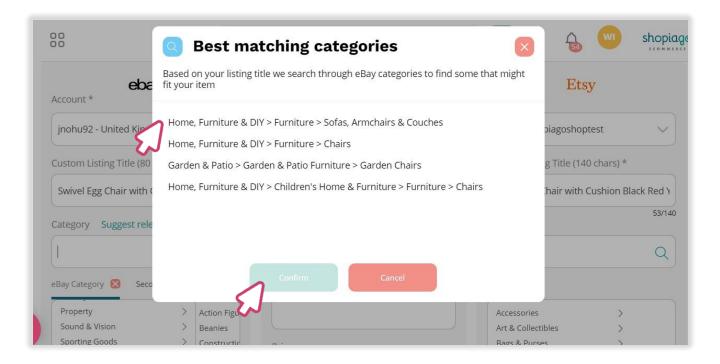


Adding listing information for eBay

- For eBay, select the right eBay account.
- Click on the 'Custom Listing Title 'field to modify the title if necessary. (The title shouldn't be more than 80 characters).
- Click on 'Suggest me the right categories'.



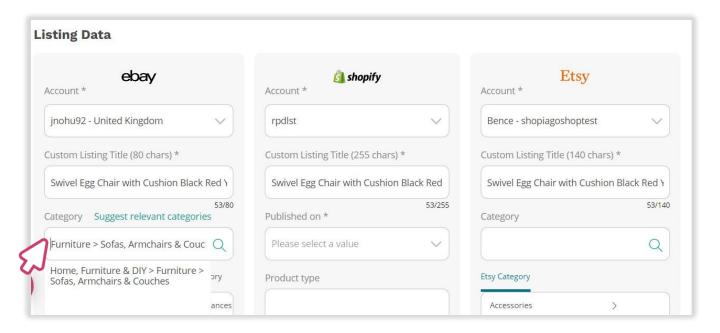
• And, select the best matching item categories from the pop-up screen, then click the 'Confirm' button.



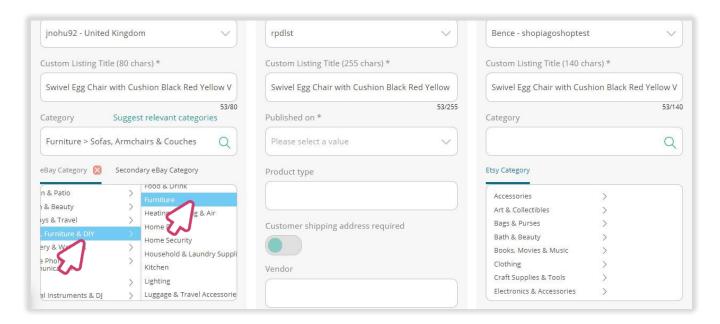


Adding listing information for eBay

 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.



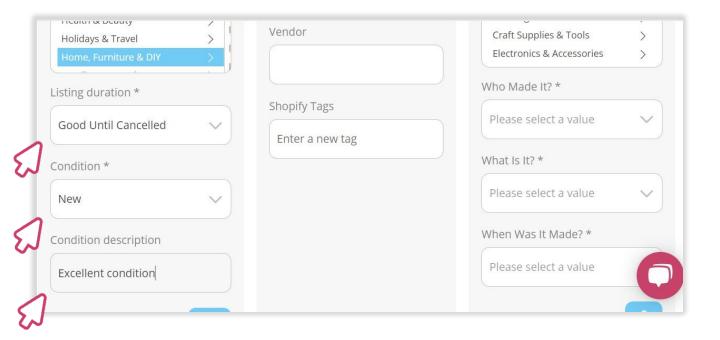
• If you can't find the right item category, use the 'category selector' and work through the different categories to find the best fit.





Adding listing information for eBay

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





Item specifics

Item specifics are required when listing to eBay and once you get it right, it can 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 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.
- 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.

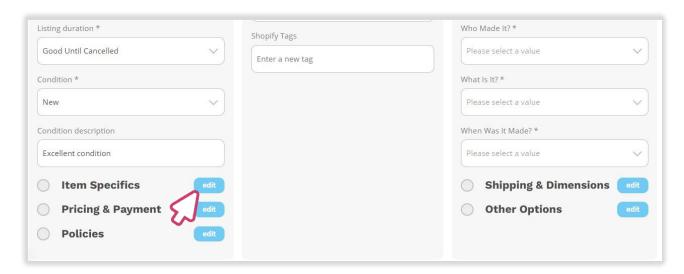
Optional

- 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.

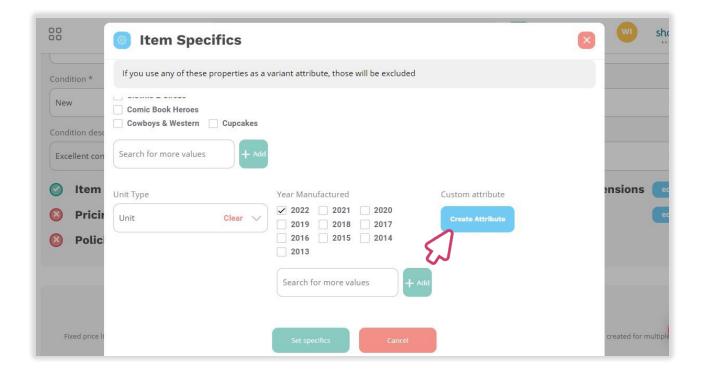


eBay item specifics

To add 'Specifics' that applies to the item, click on the 'Edit' button.



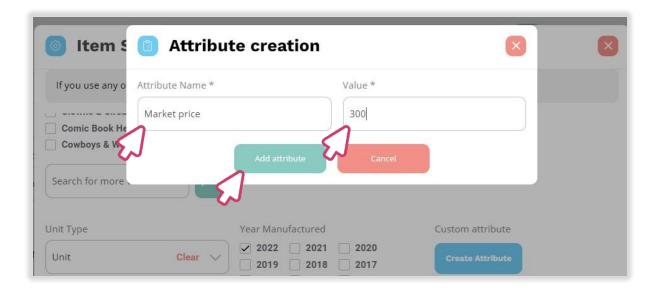
- And enter all item specifics that are require and any optional attributes from the next screen.
- To add custom attribute(s), click on the 'Create Attribute' button.



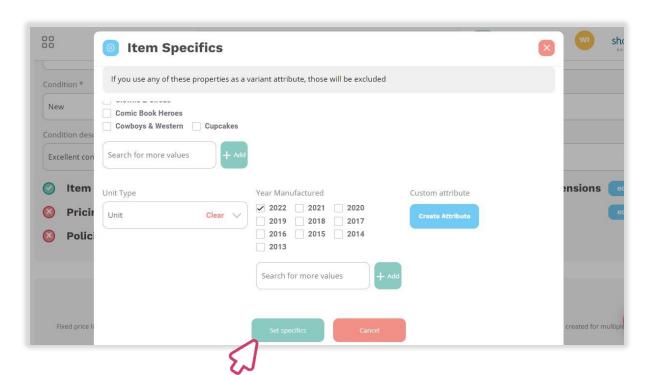


Item specifics

- And enter the attribute name and value.
- Click on the 'Add attribute' button once you are!



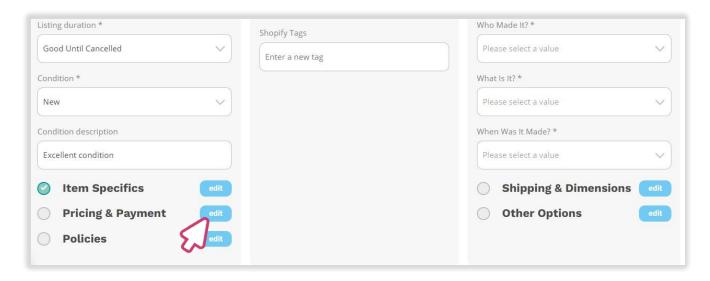
• Once all required item specifics are entered, click on the 'Set specifics' button.



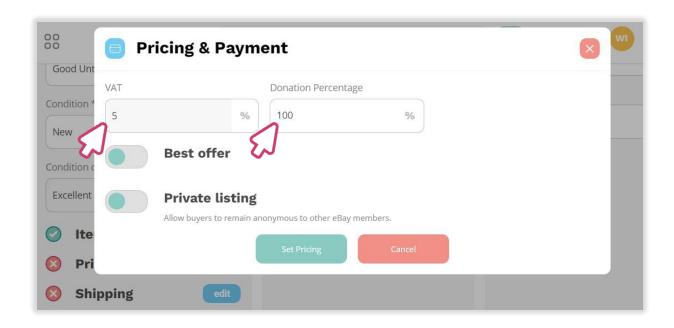


Pricing and payment

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



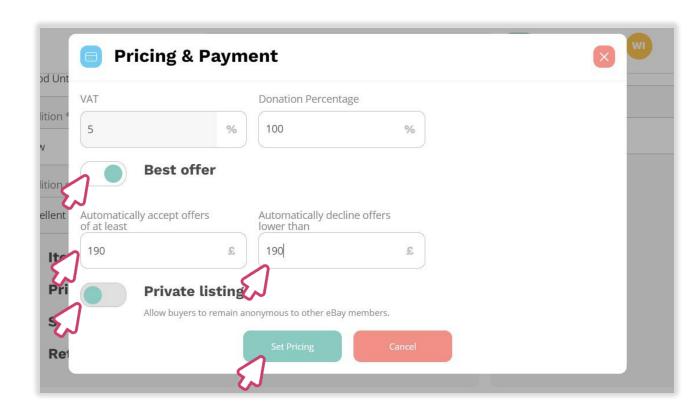
- From the pop-up screen, key-in item VAT % If necessary. (This only applies to 'new' goods. Leave it blank if the item is not new).
- Click on the 'Donation percentage' field and select a 'Listing Donation
 Percentage' for the item. This is the amount you are donating for the item. If
 you are a charity 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.
- And then, click on the 'Set pricing' button to save changes.



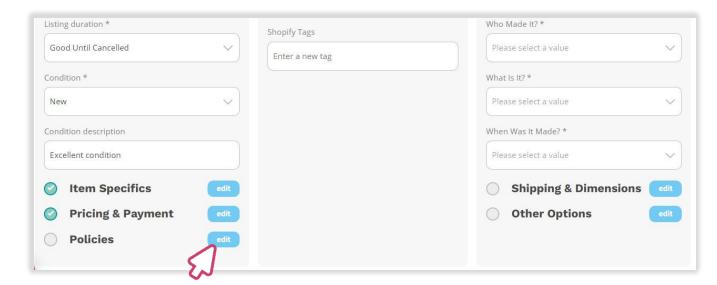


Policies

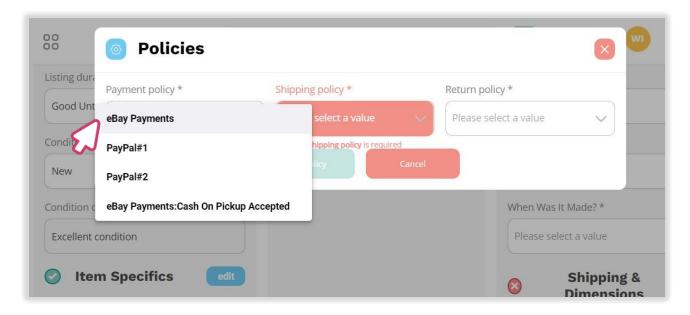
When selling on eBay, you have to let the buyers know how they can pay, how long it will take to ship an item and whether you accept returns or not. If these policies are already set on your eBay account, you can sync them into your World of Books account, making it easier to select them when listing.

To set policies;

Click on the 'Edit' button.



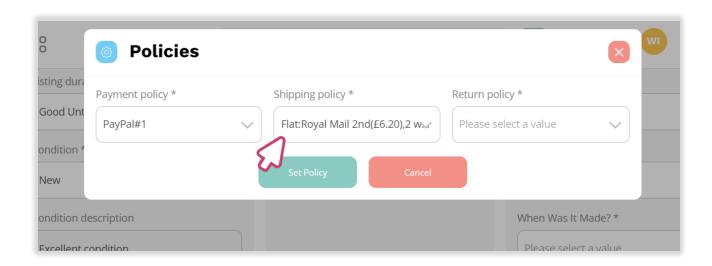
• From the pop-up screen, click on 'Payment policy' field and select a preferred payment policy.



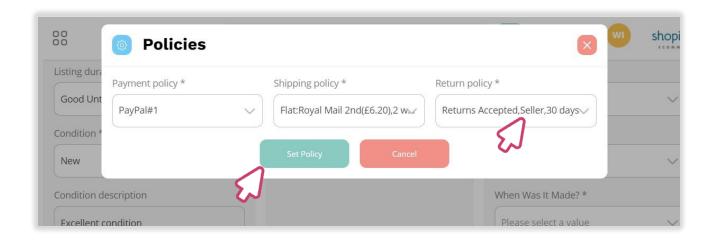


Policies

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



- Click on 'Return policy' field and select a relevant return policy.
- Then, click on the 'Set Policy' button.





eBay shipping policy not synced into World of Books account?

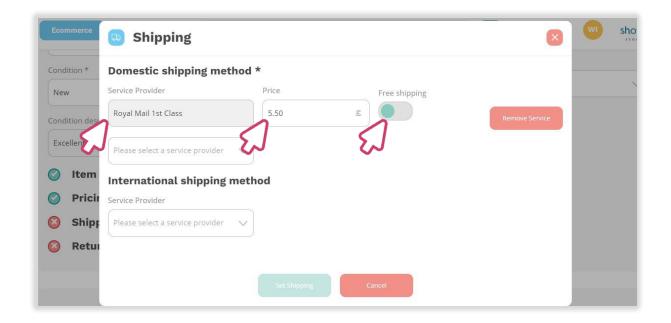
If you've not synced your eBay shipping policy into your World of Books account, you still have the option to specify these policies when creating a listing. Please follow the steps below;

To set Shipping policy for domestic:

Click on Shipping 'edit' button.



- From the pop-up screen, click on the 'Service provider' field and select a domestic shipping provider.
- Enter item 'Shipping price'.
- Or turn on 'Free shipping' if you are not charging a postage fee.

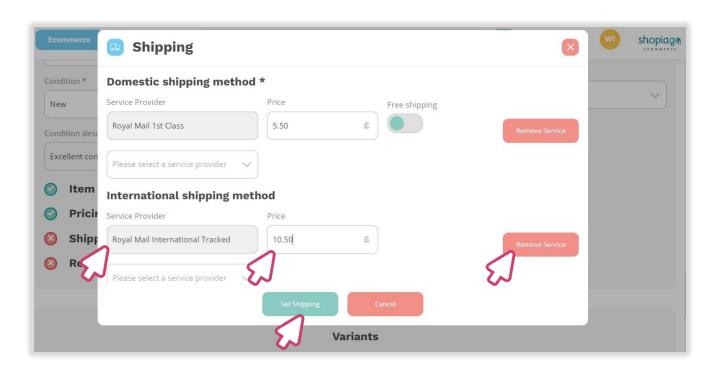




eBay shipping policy not synced into World of Books account?

To set Shipping policy for international:

- Click on 'International shipping method' and select a shipping provider.
- Enter the postage amount.
- To remove shipping, click on the 'Remove service' button.
- Click on 'Set Shipping' once you are ready!



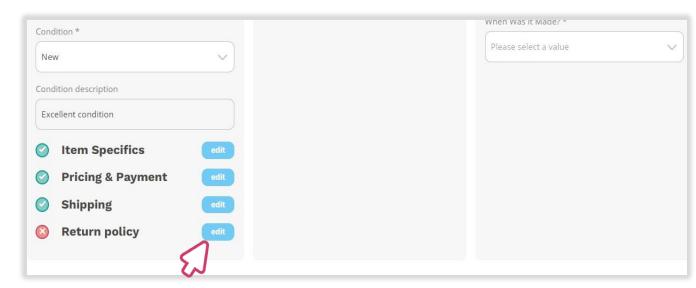


eBay return policy not synced into World of Books account?

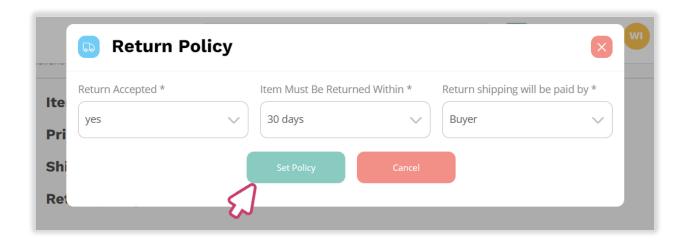
If you've not synced your eBay return policy into your World of Books account, you still have the option to specify these policy when creating a listing.

To set return policy:

Click on the Return policy 'edit' button.



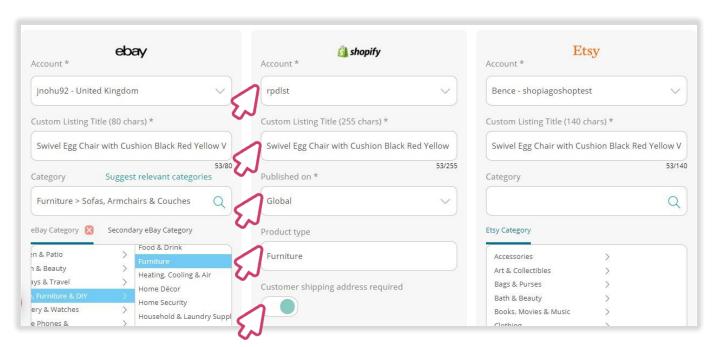
- From the next screen, click on the 'Return accepted' field and select if you accept a return or not.
- Also select a return duration from 14 to 60 days.
- Select who pays for the return e.g Buyer.
- Then, click on the 'Set policy' button.





Adding listing information for Shopify

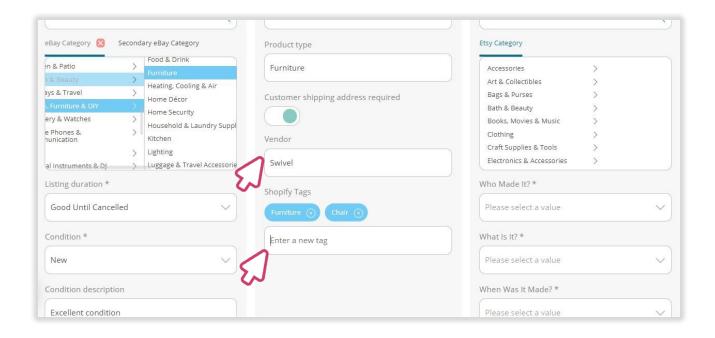
- For Shopify, select the correct account.
- Click on the 'Custom Listing Title' field to modify the title if necessary.
- Click on the 'Published on' field and select either 'Global' or 'Web'. (Web
 publishing is the process of publishing original content on the Internet
 which includes building and 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).
- Type in the 'product type' if necessary. (This refers to the item category).
- Switch on 'Customer shipping address' (to request the customer address when they checkout).





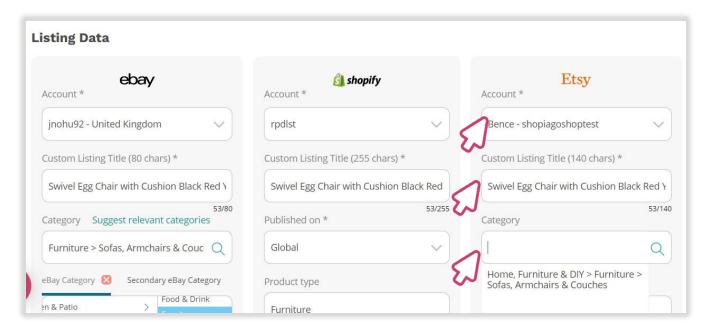
Adding listing information for Shopify

- Click on the 'Vendor' field and enter the item manufacturer name if necessary.
- Click on 'Shopify tag' field and enter tag(s) if necessary. Shopify tags are searchable keywords that are associated with the item, which helps customers locate your item when searching. If you want your listing to reach wider buyers, please include tags.

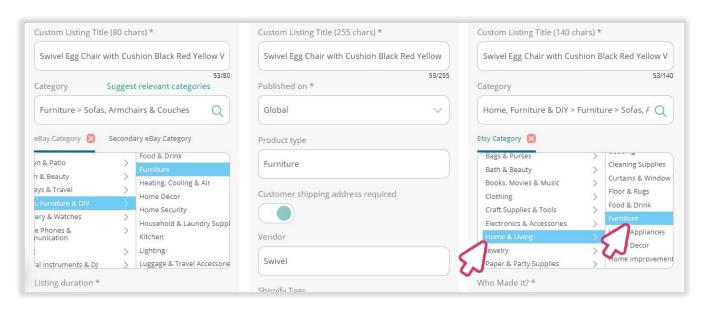




- For Etsy, select the correct account.
- Click on the 'Custom Listing Title' field to modify the title if necessary.
- Manually type in the item name in the search field and select the best fitting category.

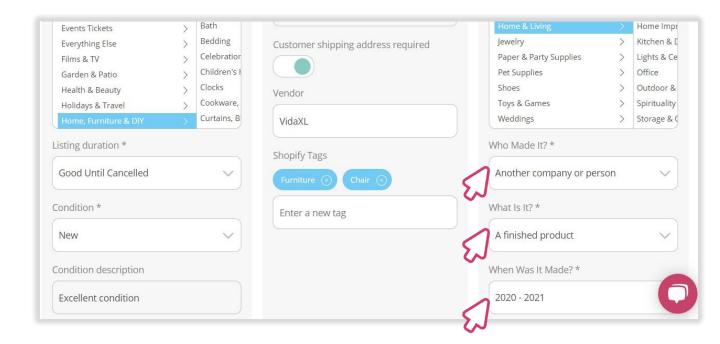


• If you can't find the right category, you can use the 'Item category selector' and look at the different categories to find the best fit.

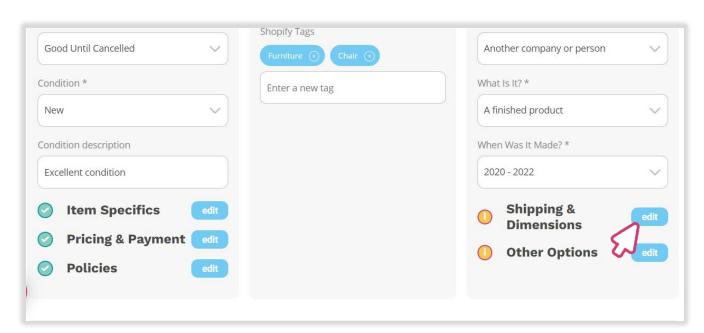




- Click on the 'Who made it' field, and select one option from the list.
- Click on the 'What is it' field, and select one option from the list.
- Click on the 'When was it made' field, and select the item manufacture year.

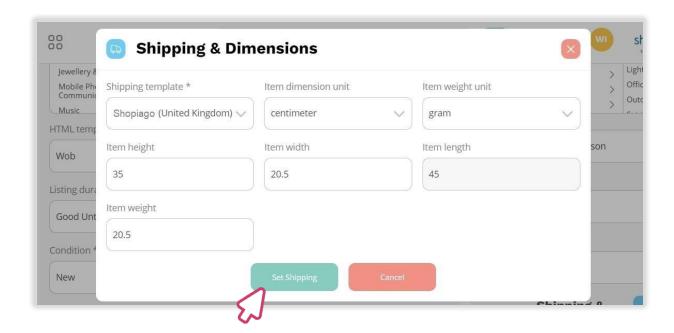


To add shipping & dimensions information, click on 'Edit' button.

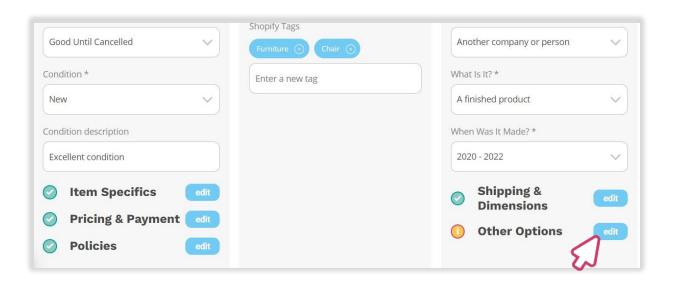




- On the next screen, enter all the item dimensions.
- Once all necessary information is entered, click on the 'Set Shipping' button.

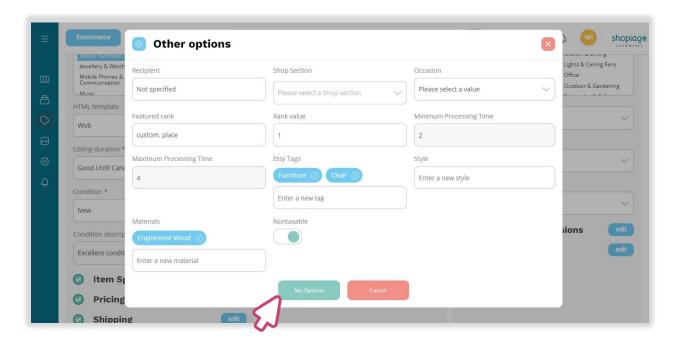


• To add more item information, click on the 'Other Options' edit button.





- And enter any additional item options, like tags, style, shop section, processing times etc.
- Then, click on the 'Set Options' button.

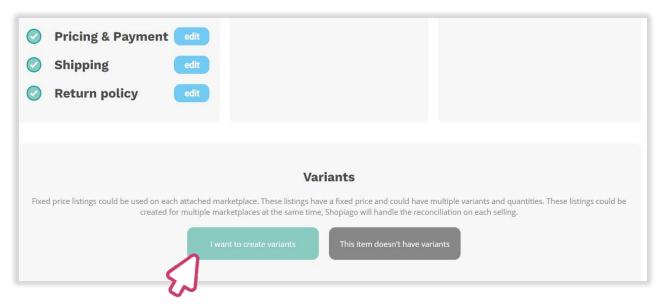




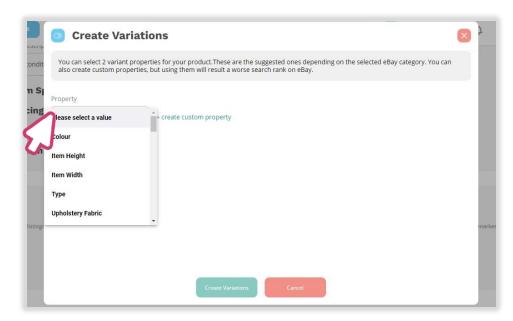
Variations are sets of items that are related but differ in terms of their characteristics, e.g. size, colour, etc. So, if you have the same item in various sizes, colours, or other attributes, you can create variation for the items. For non variant item, scroll down to Slide 53.

To create Variants for the item:

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

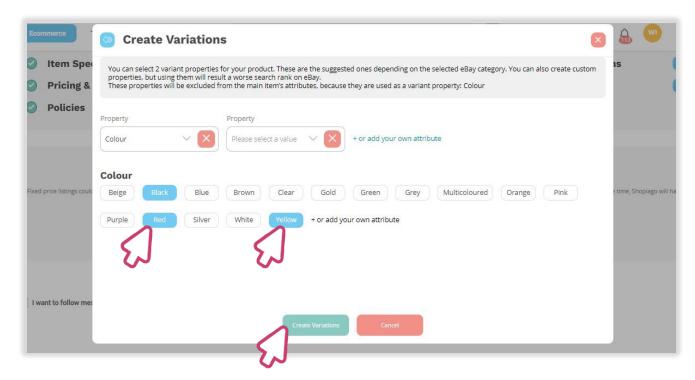


 From the pop-up screen, click on the 'Property' field and select a variant type. (Variants properties are suggested based on the selected item category).

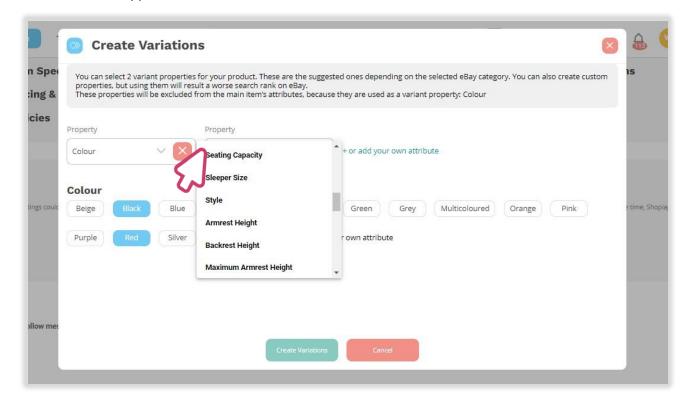




- Next, select the item variants from the pre-populated options.
- And click on the 'Create Variations' button.

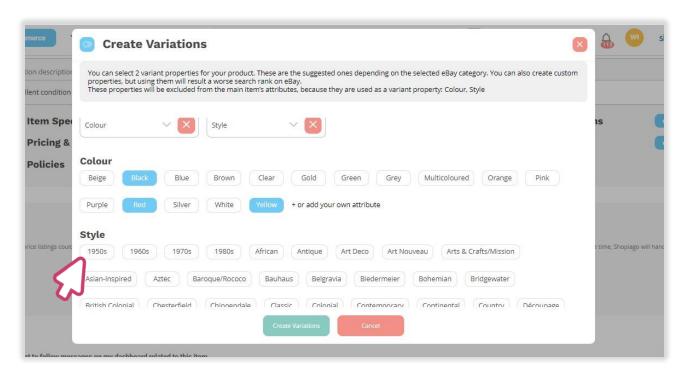


 To add additional variants, click on the next property and select a variant type.

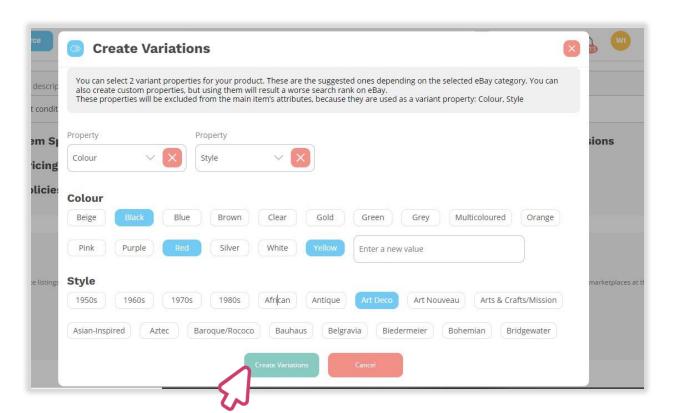




• And select the item variants from the pre-populated options.



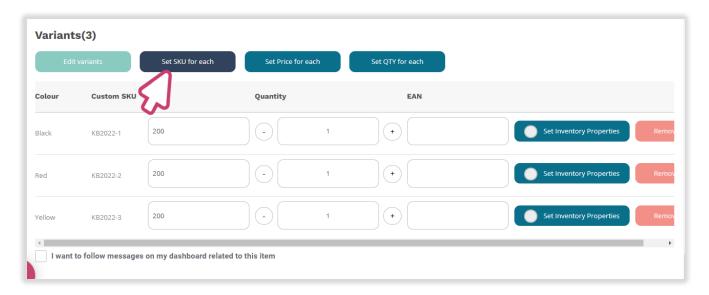
• Once all variants are set, click on the 'Create Variations' button.



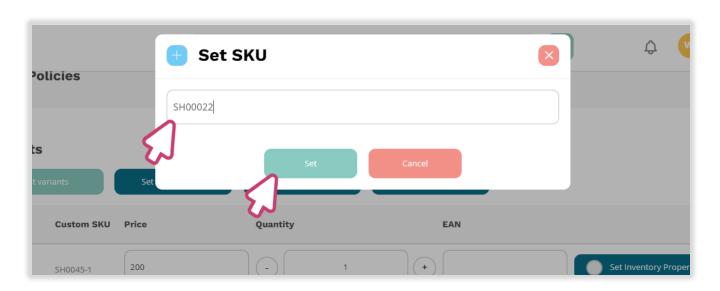


Adding item Variants information

- The custom SKU (stock-keeping unit) will be populated. If you have not entered the item's SKU previously, you can still assign it to the items if necessary. Otherwise, leave it blank as the system will automatically assign a SKU to the items.
- To assign SKU to all variant items, click on the 'Set SKU for each' button.



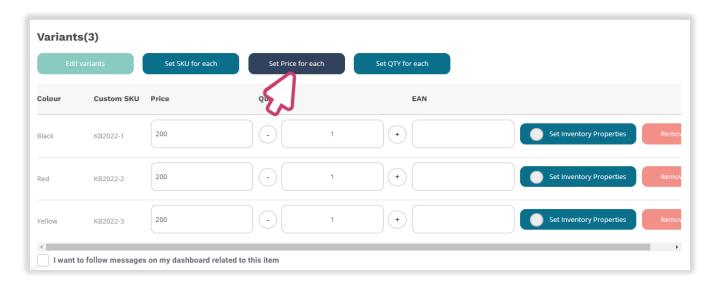
- On the pop-up screen, type-in the SKU into the text field.
- Then click on the 'Set' button.



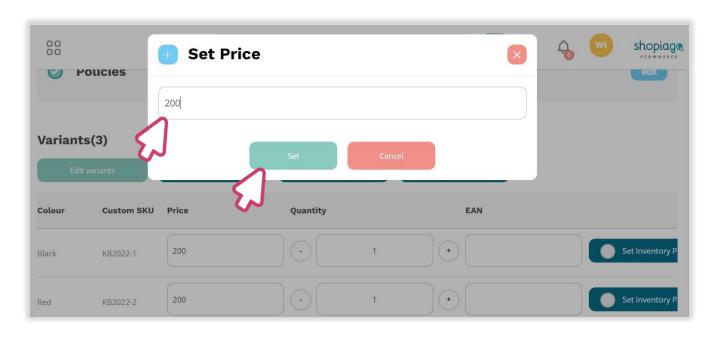


Adding item Variants information

• If you have entered the item price previously, this will be applied to each variant. If not, click on the "Set Price for Each" button to add the price.



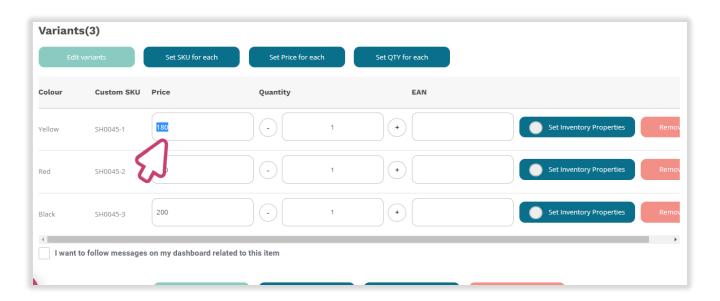
- And enter the item price into the 'Set price' field.
- Then, click on the 'Set' button.



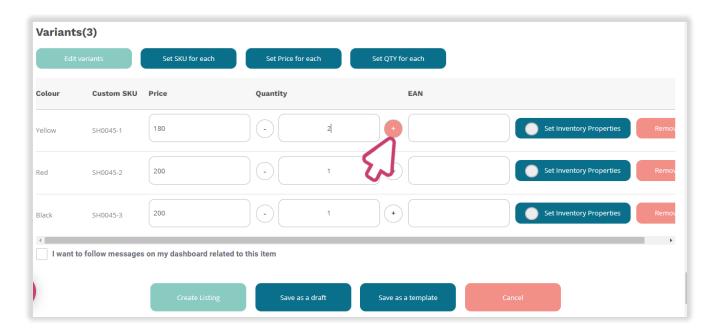


Adding item Variants information

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

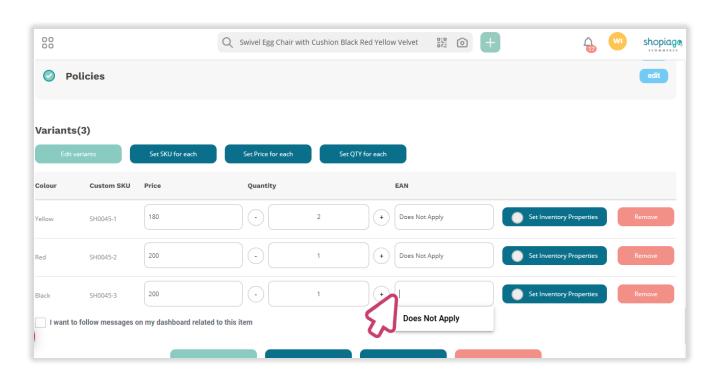


• Next, manually enter item quantity, or use the 'Quantity adjustment button' to increase or decrease item quantity for each variant.





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

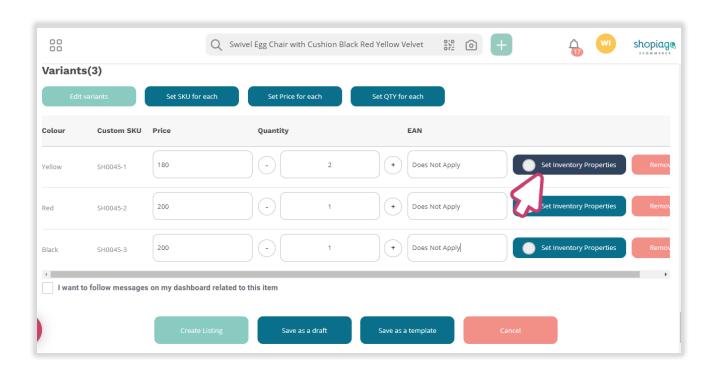




Setting up Inventory Data for each variant

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 single or multiple marketplaces. When one of the items is sold, World of Books will adjust the inventory level for each sale.

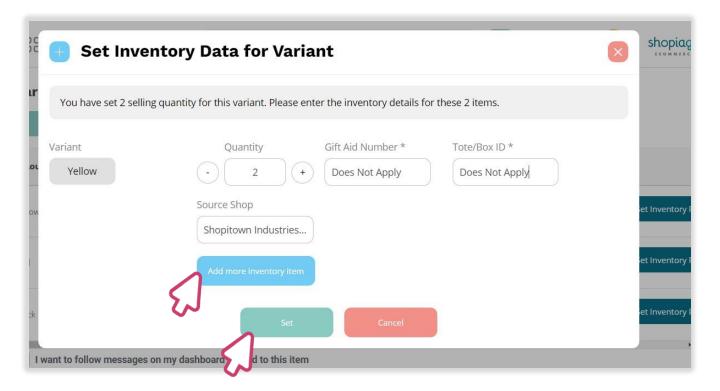
• To set inventory information for each item, click on 'set inventory properties' button.





Setting up Inventory Data for each variant

- And enter variant quantity in the next screen. You can use the 'Quantity adjustment button' to increase or decrease the variant quantity. This should be equal with the Listing quantity.
- 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.
- Select the "Source Shop". This is where the item is stored.
- To add 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 set, click on the 'Set' button.



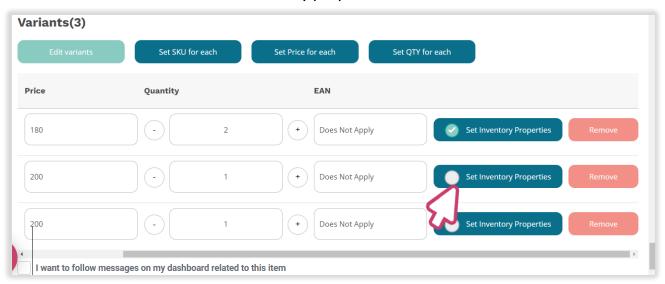


Setting up Inventory Data for each variant

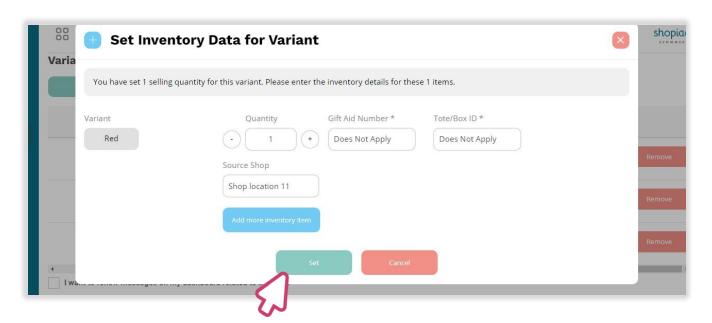
Once the properties are set, a green tick will appear in the inventory properties button.

Continue to set inventory properties for other items;

Click on the next variant 'inventory properties' button.



• And enter all necessary information, then click on the 'Set' button.

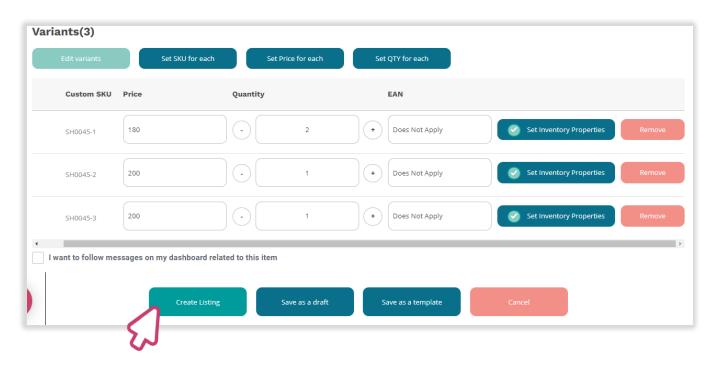


Please repeat the same process for other items.



Submit your listing

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

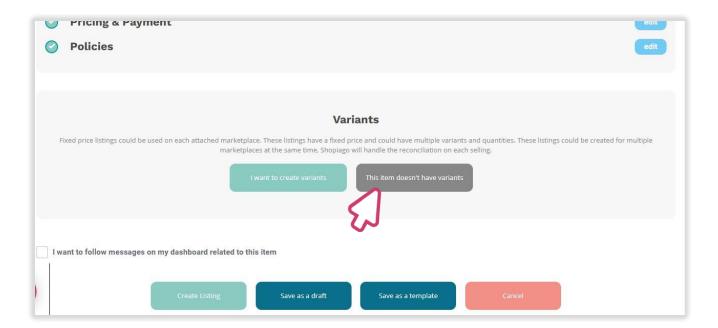




For non-variant items

If the item do not have variations;

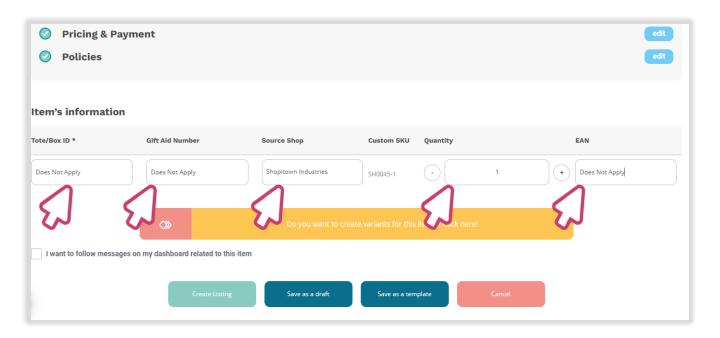
• Click on the 'This item doesn't have variants' button.





Enter the item's information

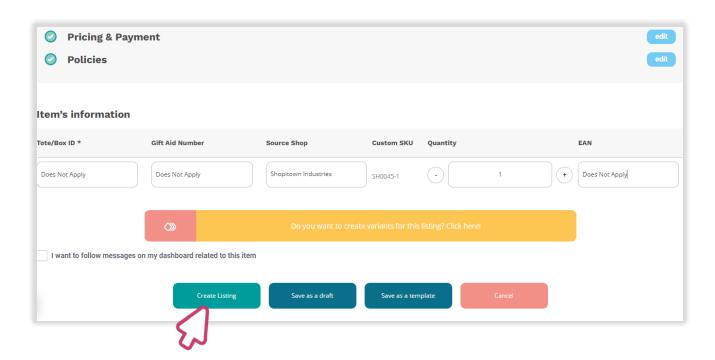
- And enter the 'Tote/Box ID' where the item would be stored. This can be box or shelf number. Or select 'Does not apply' if it is not applicable.
- Enter item Gift Aid number or Select 'Does Not Apply' from the drop down if you don't have it.
- Select the "Source Shop". This is where the item is stored.
- If you have initially assigned a custom SKU (Stock Keeping Unit) to the item, this will automatically be populated.
- Manually enter item quantity, or use the 'Quantity adjustment button' to increase or decrease the quantity.
- Enter 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 item information is entered, click on the 'Create listing' button to list the item.

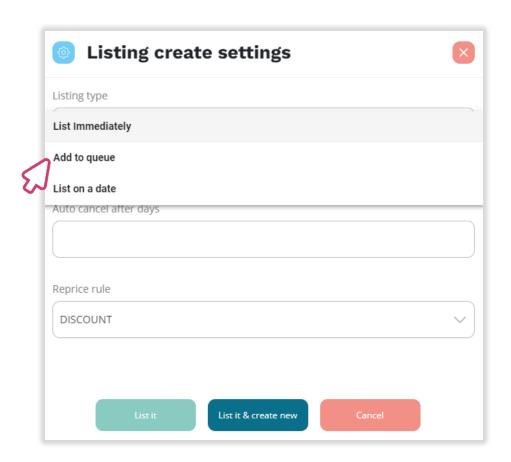




Listing options

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

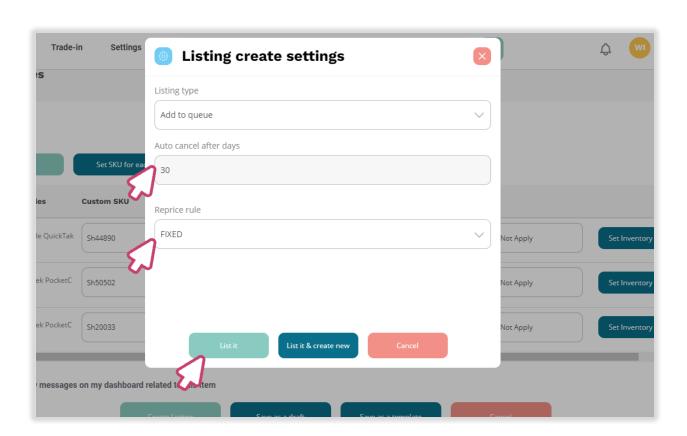
- List immediately when you want the item to go live instantly.
- Add to queue means the item will be sent to eBay at a scheduled time that you have determined within your settings.
- List on date a set date that you want the item to go live on eBay.





Listing options

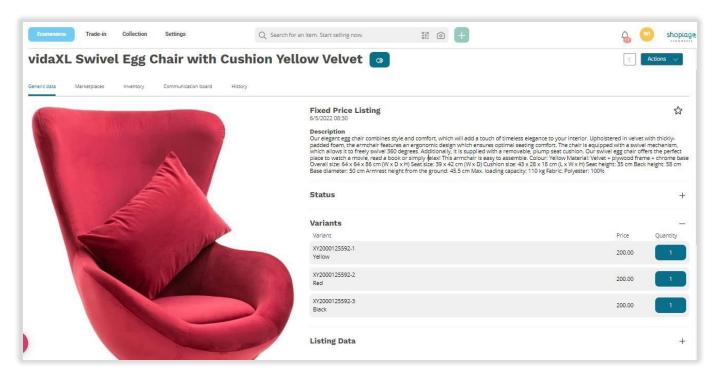
- If you've selected 'Add to queue' as your listing option: Enter a value for 'Auto-cancel after days'.
- Click on the 'Reprice rule' field and select a rule that you've created, or leave blank if it is not applicable.
- Finally, click 'List it' or 'list it & create new' button.





Listing confirmation

Once the item is listed, you will be taken to the item details page, where you will find all information relating to the item.





Happy Selling!

If you need further help or support, please speak to your Customer Success Manager or access our Live Chat Support when logged into your account