



# **Warehouse User Guide**

## **How to create an Auction-style listing**

**Version 2.0.2**



## How to create an Auction-style listing

Currently, Shopiago only support eBay Marketplace for auction-style listing.

### eBay auction-style listings:

For an auction-style listing, you simply set a starting bid price, and buyers then bid on the item during a set timeframe of 3 to 10 days. The highest bidder at the close of the auction buys the item.

The benefit of auction-style listing is that you may end up achieving a higher price for your items than you would with a fixed price.

Setting a reserve price and starting your item at a lower price is a good selling strategy to consider.

The screen below is an example of an auction listing.

The screenshot shows the Shopiago interface for an eBay auction listing. At the top, there's a search bar and navigation icons. The main title is "Kitchen Craft Master Class MCCHILDSET 4-Piece Cutlery Set". Below the title, there's a navigation bar with tabs: "Generic data", "Marketplaces", "Inventory", "Orders", "Communication board", and "History". The "Generic data" tab is selected. On the left, there's a product image of a cutlery set in a box. On the right, the listing details are shown: "Auction Listing" with a timestamp of "22/9/2022 11:52", a "Description" section, a "Status" section showing the item is "Sold", and a "Listing Data" section with fields for "Lister", "Lister's location", "Listed on", and "Auto Reconciliation".

Generic data   Marketplaces   Inventory   Orders   Communication board   History

### Kitchen Craft Master Class MCCHILDSET 4-Piece Cutlery Set

<   Actions ▾

**Auction Listing**  
22/9/2022 11:52

**Description**  
Kitchen Craft Master Class MCCHILDSET 4-Piece Cutlery Set.  
[See HTML description](#)

**Status**

eBay	Kitchen Craft Master Class MCCHILDSET 4-Piece Cutlery Set	Sold
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**Listing Data**

<b>Lister</b> System	<b>Lister's location</b> Central Warehouse	<b>Listed on</b> 22/9/2022 11:50
<b>Auto Reconciliation</b> false		





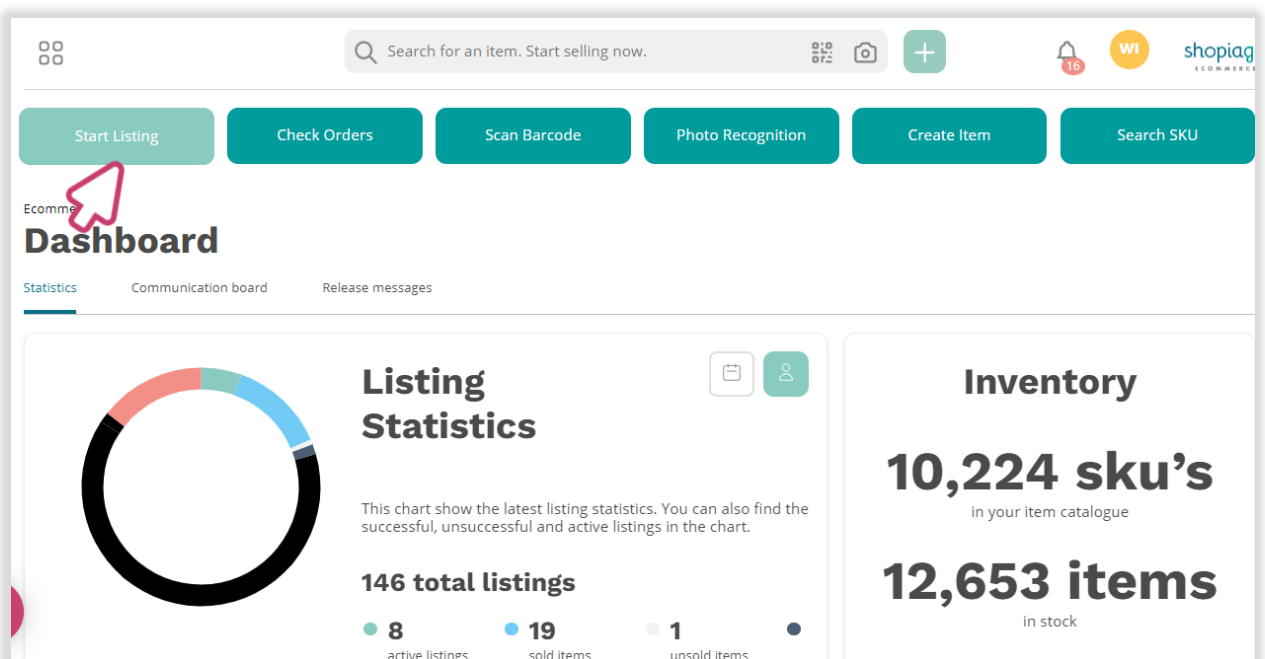
## How to create an Auction-style listing

### Auction-style Listing Processes

Step 1	Step 2	Step 3	Step 4	Step 5
Have the physical item available.	Prepare the item information and images.	Select auction style listing as the buying format.	Select listing account, fill-in the listing information and attach photos.	Submit listing and start selling.

### To create auction-style listing;

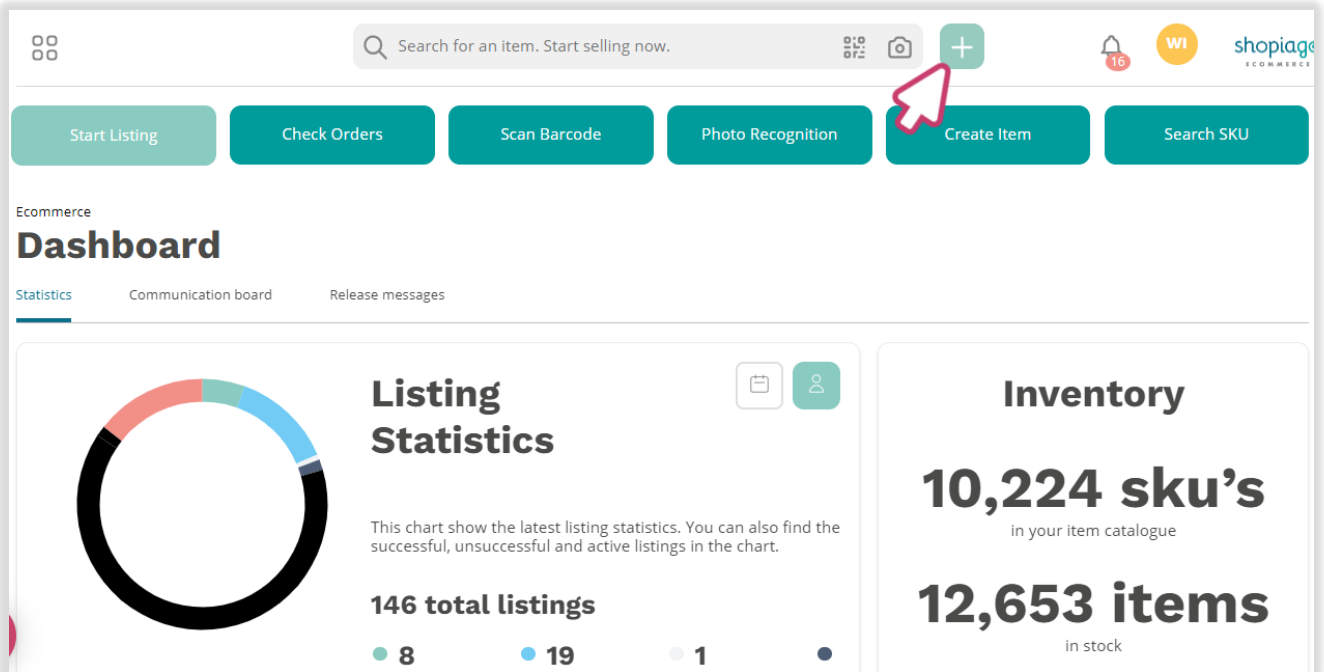
-  [Login](#) to your Shopiago account.
-  Click on 'Start listing' button at the top left corner of the dashboard.



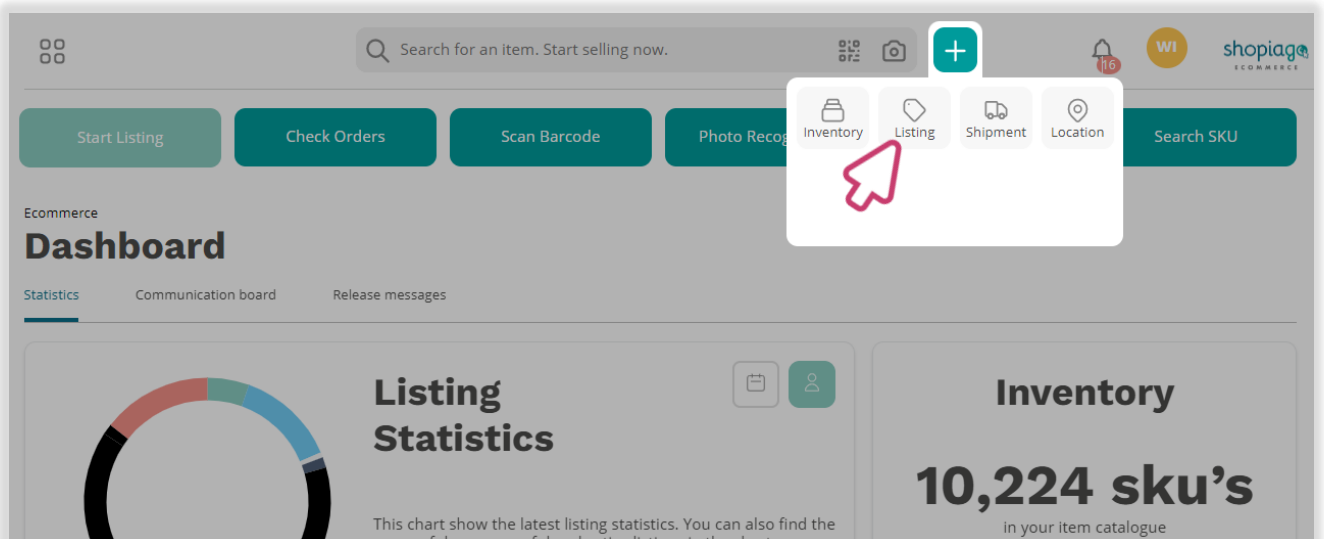


## How to create an Auction-style listing

Alternatively, you can also use the 'quick link' (plus) button at the top right side of the dashboard.



And then, click on the 'listing' icon in the pop-up screen.





## How to create an Auction-style listing

- Once directed to the next page, turn on the "Auction style listing" option.

Find Item

Scan Barcode

Photo Recognition

Ecommerce > Listings

Create Listing

Actions

Fixed Price Listing

Fixed price listings could be used on each attached marketplace. These listings have a fixed price and could have multiple variants and quantities. These listings could be created for multiple marketplaces at the same time, Shopiago will handle the reconciliation on each selling.

Auction style Listing

Auction style listings could be used only on eBay. This is good if you want to get a higher price for your items than a pre-defined fix price value. Starting your item from a lower starting price and using a reserve price could be a good selling strategy. A fixed price listings can't have variants and the item could have only 1 quantity.

- To research your item price, click on the 'Find Item' button (top left side of the listing page).

Find Item

Scan Barcode

Photo Recognition

Ecommerce > Listings

Create Listing

Actions

Fixed Price Listing

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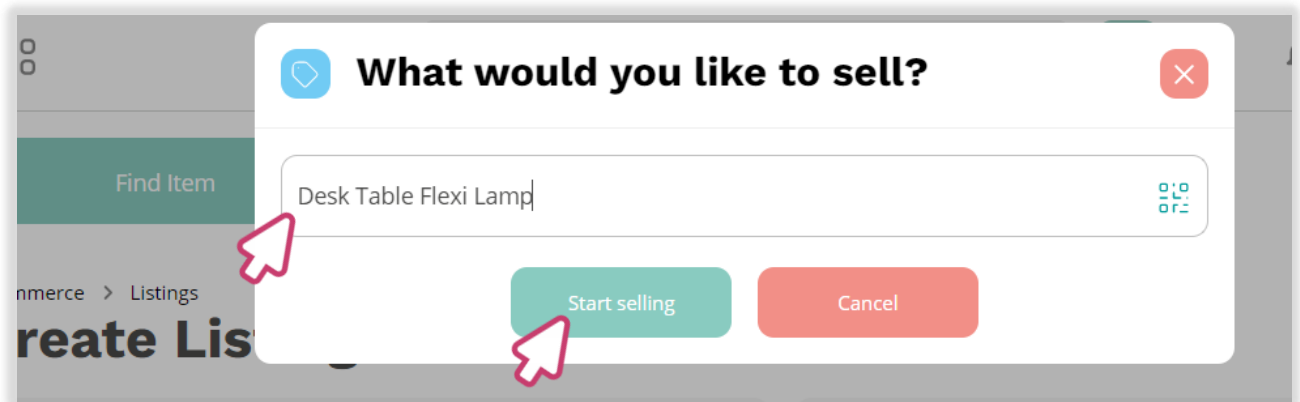
Auction Style Listing

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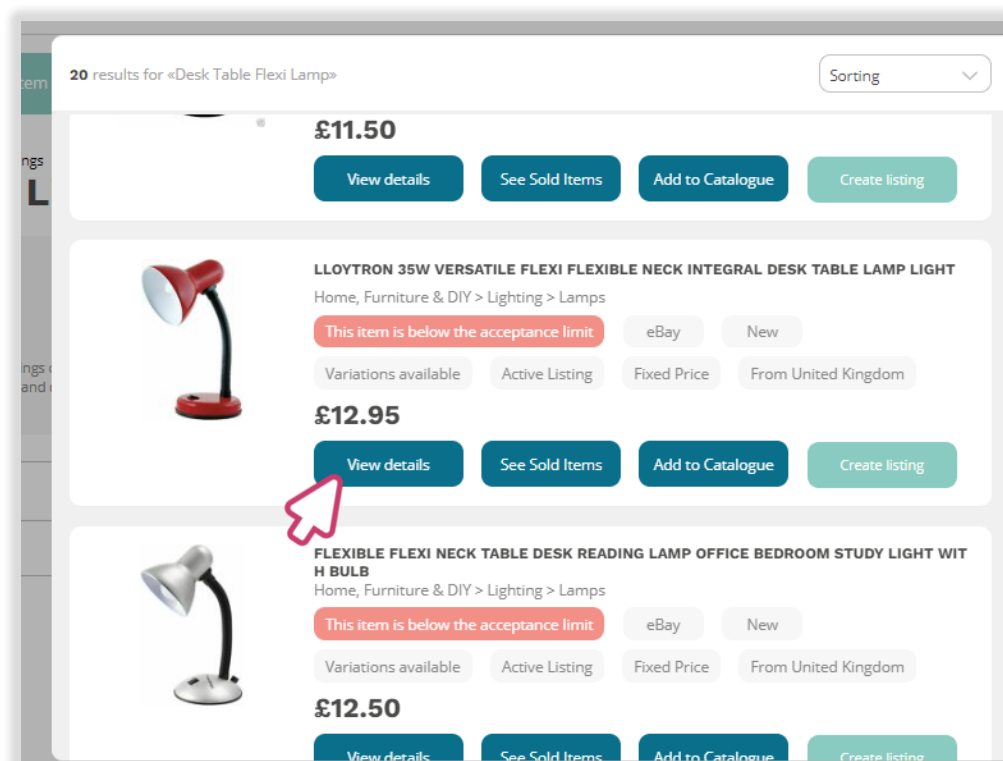


## How to create an Auction-style listing

- From the pop-up screen, enter the item name into the text field or click on the barcode scanner to scan the item.
- Then click on the 'Start selling' button.



- From the next screen, you will find the item selling prices. To view the item information, click on 'View details' button.

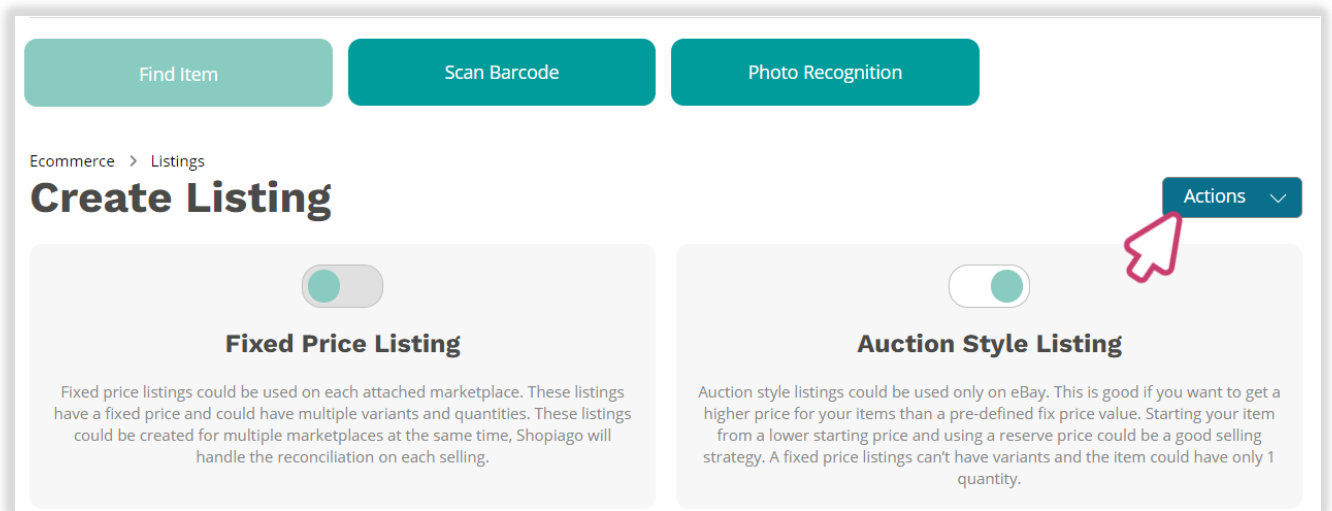




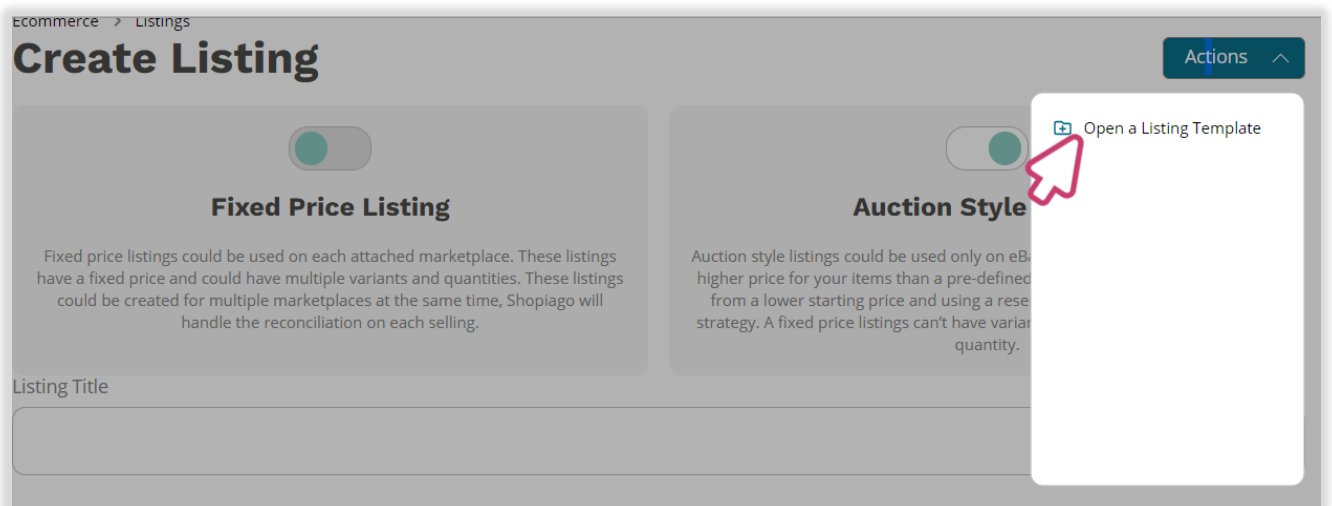
## Applying a listing template

Listing templates contain the necessary information required to create a listing, which could include things like the title, description, images, shipping information, and return policy. Using templates can save you time and allow you to list more items in a shorter period of time.

- 🔗 To apply a listing template that you've created for similar item, click on the 'Actions' button on the right hand side.



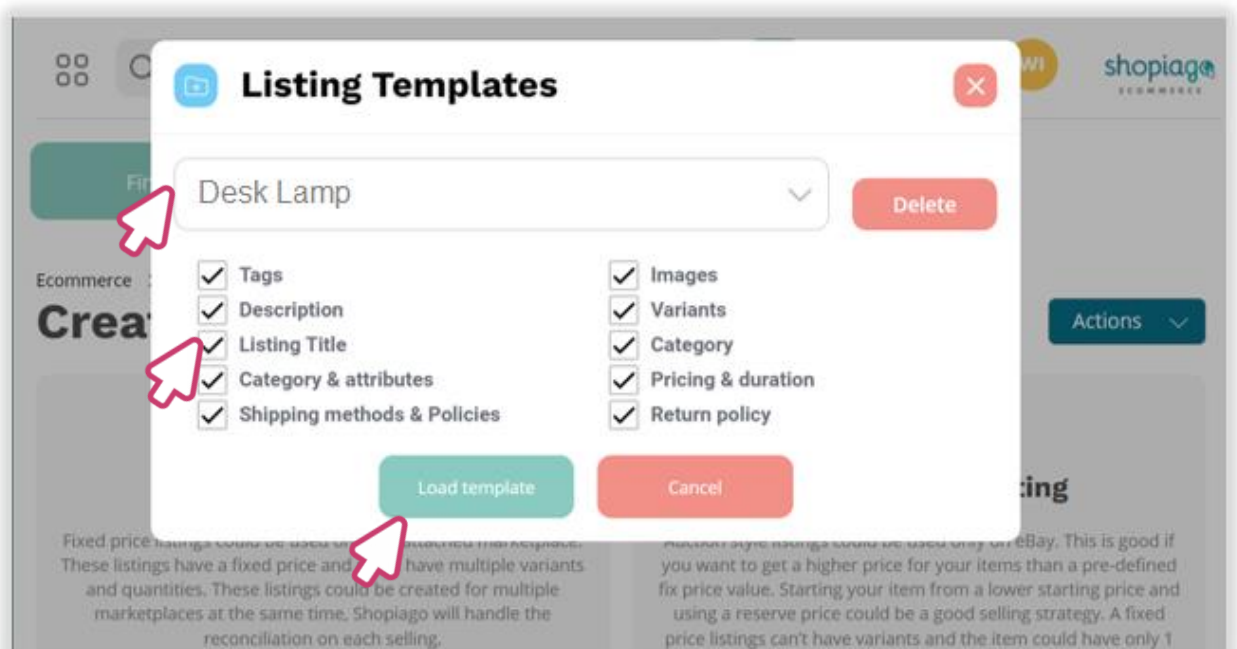
- 🔗 From the pop-up screen, click on 'Open a listing template'





## Applying a listing template







- 🕒 Click on the listing option field and select a template to drop into the listing form.
- 🕒 Tick the boxes to add template features., or untick to remove.
- 🕒 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, so make sure to give your item a good title.
-  Think about 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.

Find Item

Scan Barcode

Photo Recognition

Ecommerce > Listings

Create Listing

Actions

Fixed Price Listing

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Auction Style Listing

Auction style listings could be used only on eBay. This is good if you want to get a higher price for your items than a pre-defined fix price value. Starting your item from a lower starting price and using a reserve price could be a good selling strategy. A fixed price listings can't have variants and the item could have only 1 quantity.

Listing Title

Flexi Desk Lamp with Versatile Flexible Neck - Integral On/Off Switch - Approx. 34cm Height - L958BK - Red





Search on e



## Describe your item

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

### Tips:

-  The more information you provide, the easier it will be for customers to make a purchasing decision.
-  The 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.

**Description \***

[Plain text](#) [eBay](#)

**Description \***

Special feature: Flexible  
Colour: Red  
Light source type: Incandescent  
Included Components: Lamp

About this item



CLASSIC DESIGN: Simple and easy to operate with the integral on/off switch, this classic design flexi lamp looks stylish and will fit in with any room décor. UK plug mains operated for your convenience.

COMPACT DESIGN: The LLOYTRON 35w 'Classic' Flexi Desk Lamp stand at approx. 34cm tall and has a flexible arm to adjust the angle of light exactly where you need it.

ADJUSTABLE FLEXI NECK: The attached lampshade is designed to help radiate the light in the desired direction, making it ideal for both arm length and close up work such as hobbies, working or studying. Simply adjust the flexible neck into various positions to change the height, direction and angle of the light.

EXTRA SAFE: The stable base holds the lamp securely and allows you to safely adjust the neck to position the light in the direction you need. The LLOYTRON 35w 'Classic' Flexi Desk Lamp is ideal for working, studying and hobbies including reading, drawing, writing, model construction and more, or simply use as stylish ambient lighting on a shelf or table top around your home or office.

REPLACEABLE BULB: Suitable for E14 35w max. Halogen bulbs (not included) or why not opt for 9w Energy Saver bulbs (not included).





## Describe your item

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

Description \*

Plain text

eBay

Description \*

Special feature: Flexible  
Colour: Red  
Light source type: Incandescent  
Included Components: Lamp

About this item

CLASSIC DESIGN: Simple and easy to operate with the integral on/off switch, this classic design flexi lamp looks stylish and will fit in with any room décor. UK plug mains operated for your convenience.  
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REPLACEABLE BULB: Suitable for E14 35w max. Halogen bulbs (not included) or why not opt for 9w Energy Saver bulbs (not included).

 And then, use the formatting tools to adjust the item description.

Please select a template ▼

A Font ↕ B / U ¶ < > A<sub>o</sub> P ≡ ≡ ≡ ≡ ⋮ ⋮ — T Tags ▾

al feature	Flexible
ur	Black
Light source type	Incandescent
Style	Classic
Included Components	Lamp

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About this item

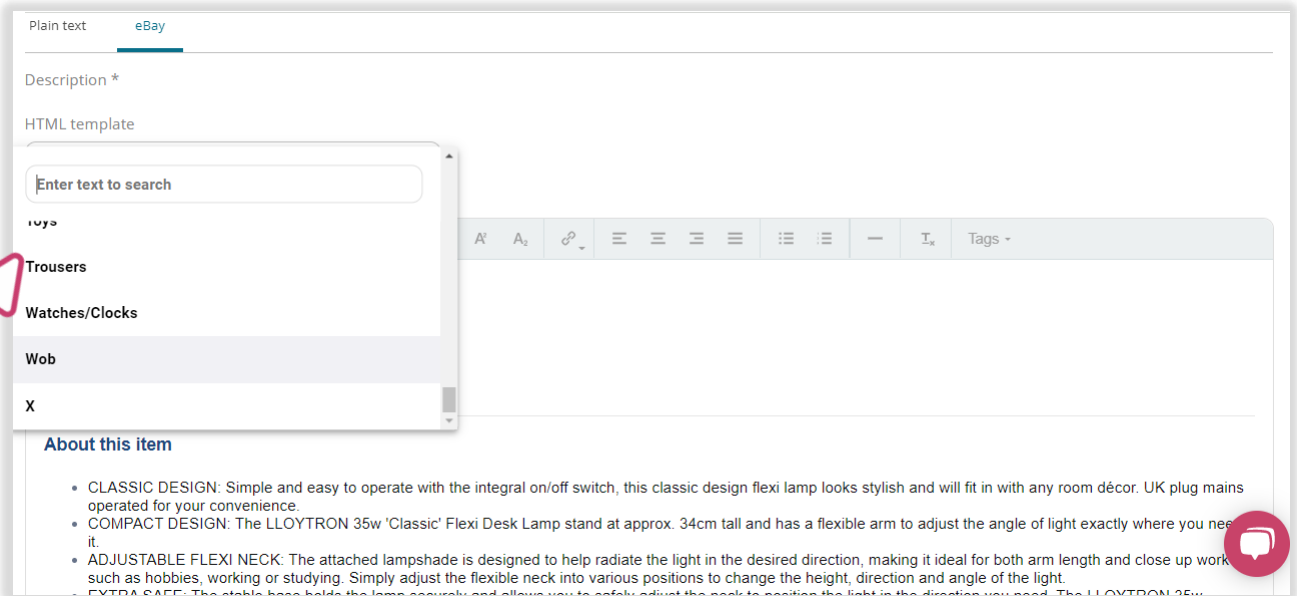
- CLASSIC DESIGN: Simple and easy to operate with the integral on/off switch, this classic design flexi lamp looks stylish and will fit in with any room décor. UK plug mains operated for your convenience.
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- REPLACEABLE BULB: Suitable for E14 35w max. Halogen bulbs (not included) or why not opt for 9w Energy Saver bulbs (not included).

COPY Plain text

Location \* + Tags

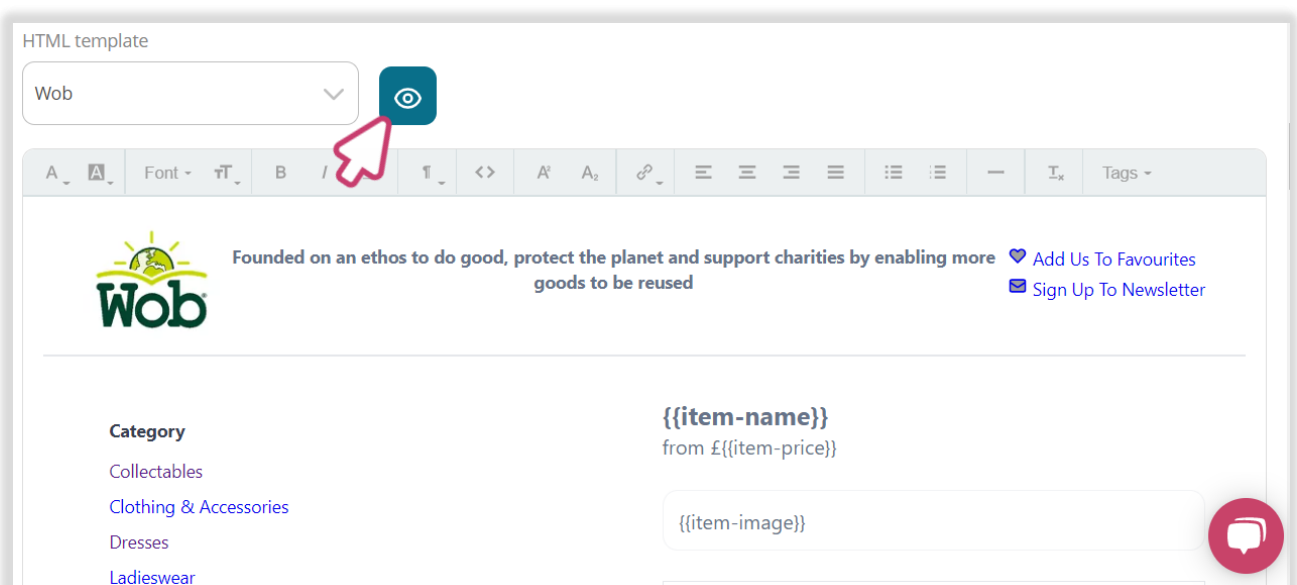
## Describe your item

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



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

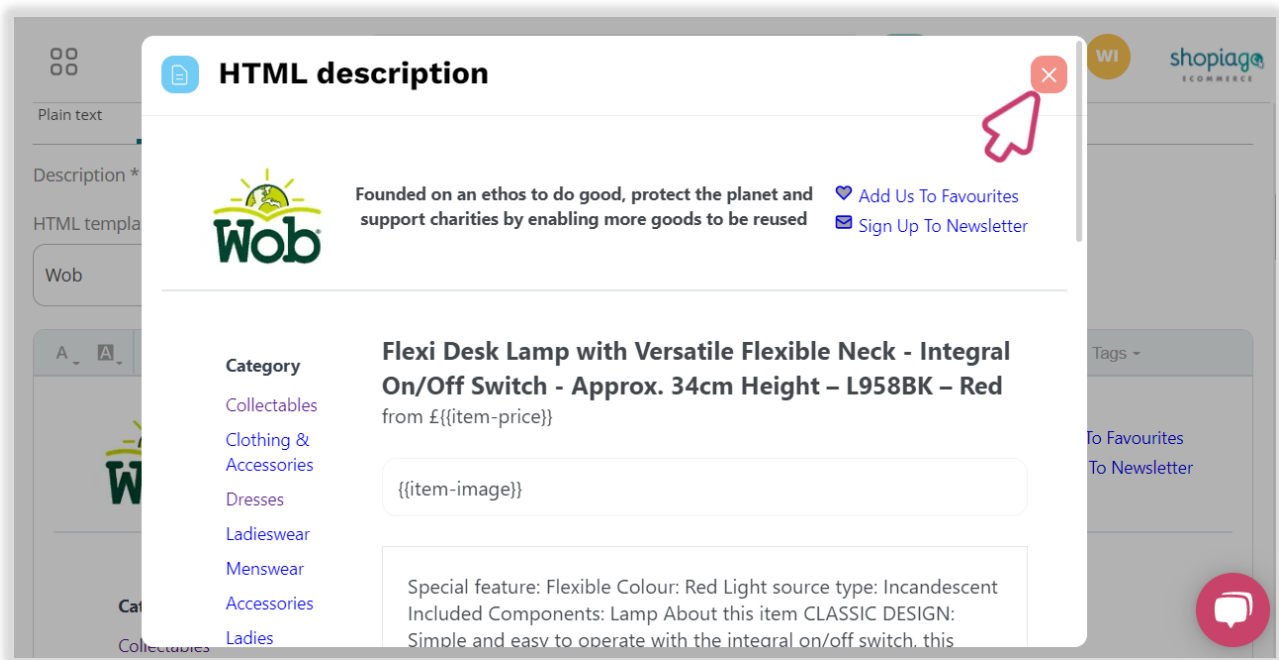
To preview the selected HTML template, click on the 'Quick view' icon.










## Describe your item

🌐 Press 'ESC' on your keyboard or click the 'Close' icon to go back to the listing form.







## Select the item Location

-  Select the item location from the drop-down. This can be the shop or warehouse (where the item is stored).
-  Assign a 'Custom SKU' to the item if necessary.
-  You can add tag(s) to the item. This is for internal use for categorising listings - e.g. 'Lighting'.
-  Enable 'Collect in Store' toggle switch, if the item is for collection only.
-  Turn-on 'Job Lot Item' switch, if you are selling the item as a group. If not, leave Off.


money and protect the planet, by trading their unwanted books and media.  
- Shopiago: Through Shopiago, we help others. By sharing the technology that has grown World of Books Group into the business it is today, we're helping charities increase revenue and reduce waste through re-commerce.


  
BY WORLD OF BOOKS GROUP


Location \*  Custom SKU

Central Warehouse SH0045

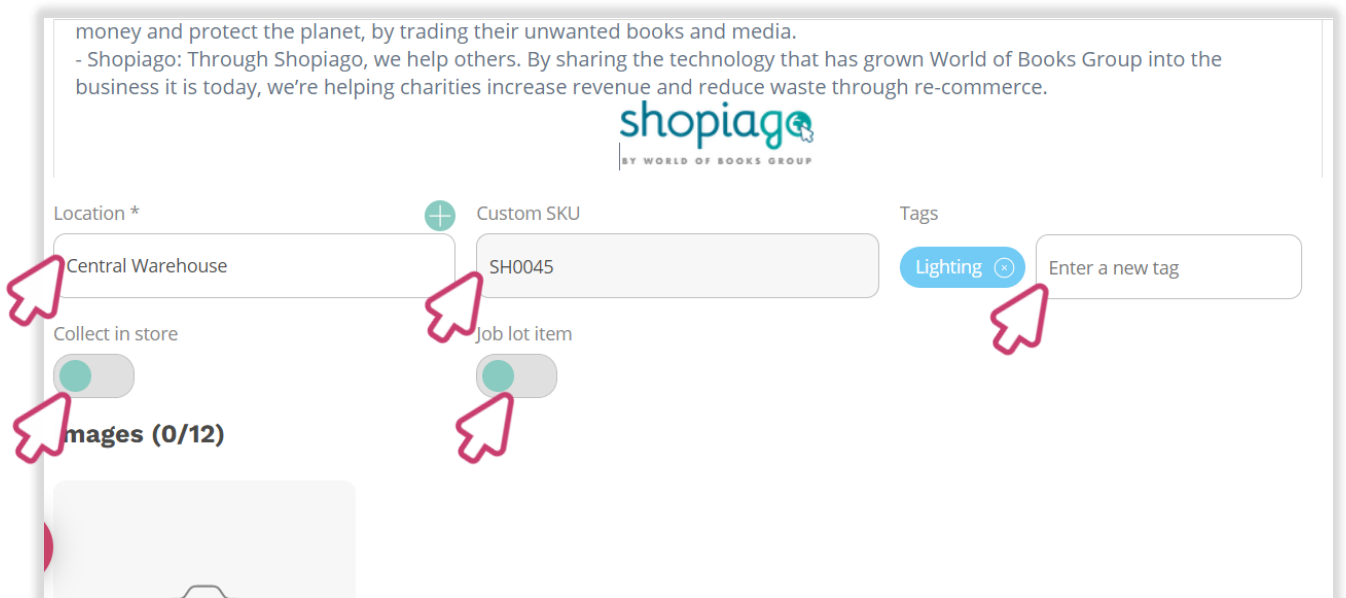
Tags

Lighting  Enter a new tag

Collect in store 

Job lot item 

Images (0/12)





A screenshot of the Shopiago web application's item creation form. The form is white with a light gray border. At the top, there is a paragraph of text about Shopiago's mission and a logo. Below this, the form has several sections: 'Location \*' with a dropdown menu showing 'Central Warehouse', 'Custom SKU' with a text input field containing 'SH0045', 'Tags' with a blue button labeled 'Lighting' and a text input field 'Enter a new tag', 'Collect in store' with a toggle switch that is currently turned on, and 'Job lot item' with a toggle switch that is currently turned off. At the bottom, there is a section for 'Images (0/12)' with a placeholder image. Red arrows are drawn on the screenshot, pointing to the 'Location \*' dropdown, the 'Custom SKU' input field, the 'Collect in store' toggle switch, the 'Job lot item' toggle switch, and the 'Tags' section.



## Adding photo(s) to your listing

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.
-  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) and show the item in full.





## Adding photo(s) to your listing

-  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.







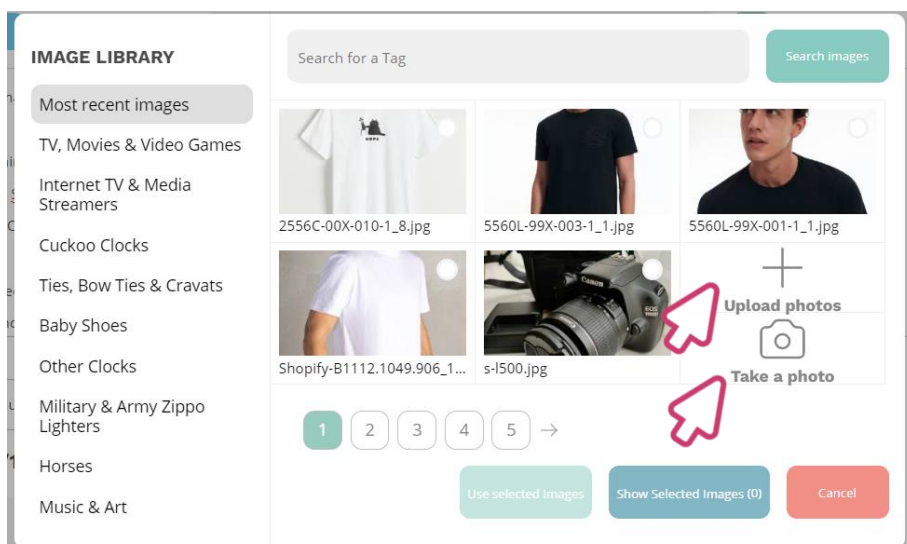
## Adding photo(s) to your listing

To add photo(s);

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

A screenshot of the Shopiago listing form. At the top, there's a "Location \*" field with "Shoptown Industries 2" entered. To the right is a "Tags" section with a "Lighting" button and an "Enter a new tag" input field. Further right is a "Collect in store" toggle switch. Below these is a "Job lot item" toggle switch. The main section is titled "Images (0/12)" and contains a large grey box with a camera icon and the text "drop your images here". A red arrow points to the camera icon.

- 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.

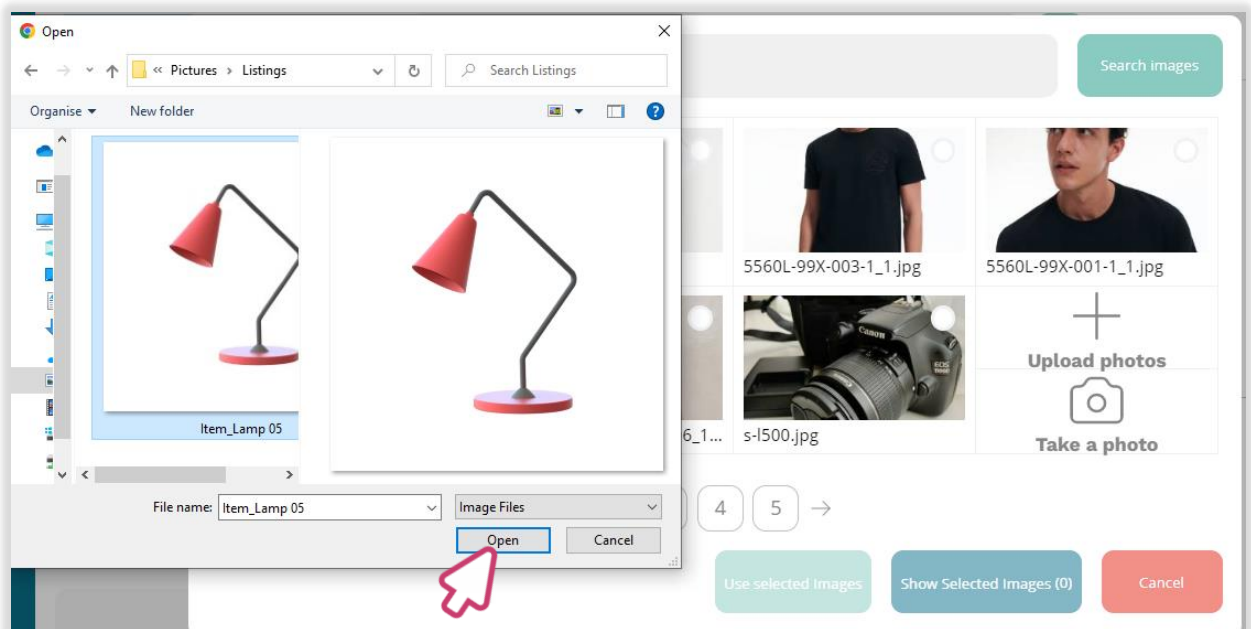




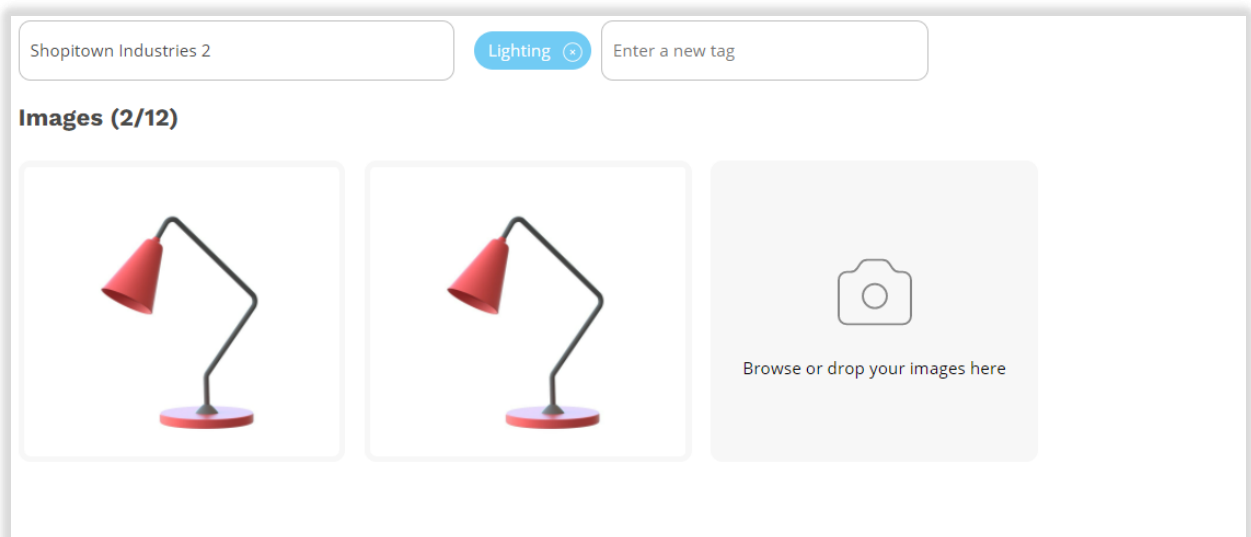
## Adding photo(s) to your listing

To select multiple photos, hold down the Ctrl key and select photos (windows) or Command key for (Mac) then click on the open button.

🔍 Once the item photos are selected, click on the 'Open' button.

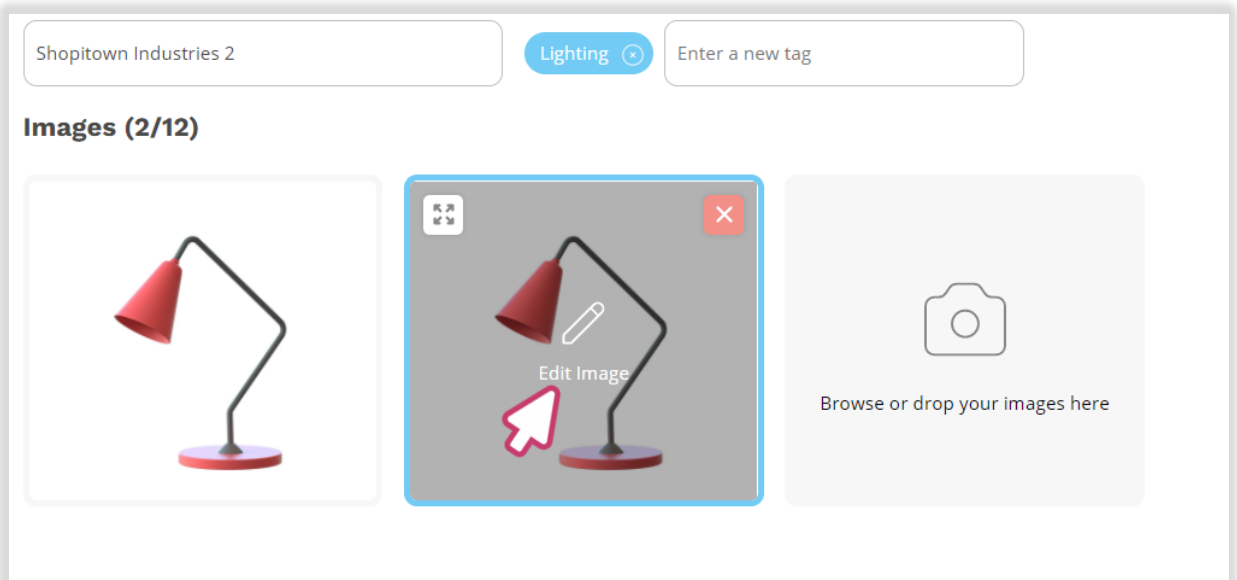


Uploaded photos should then appear on the listing form.

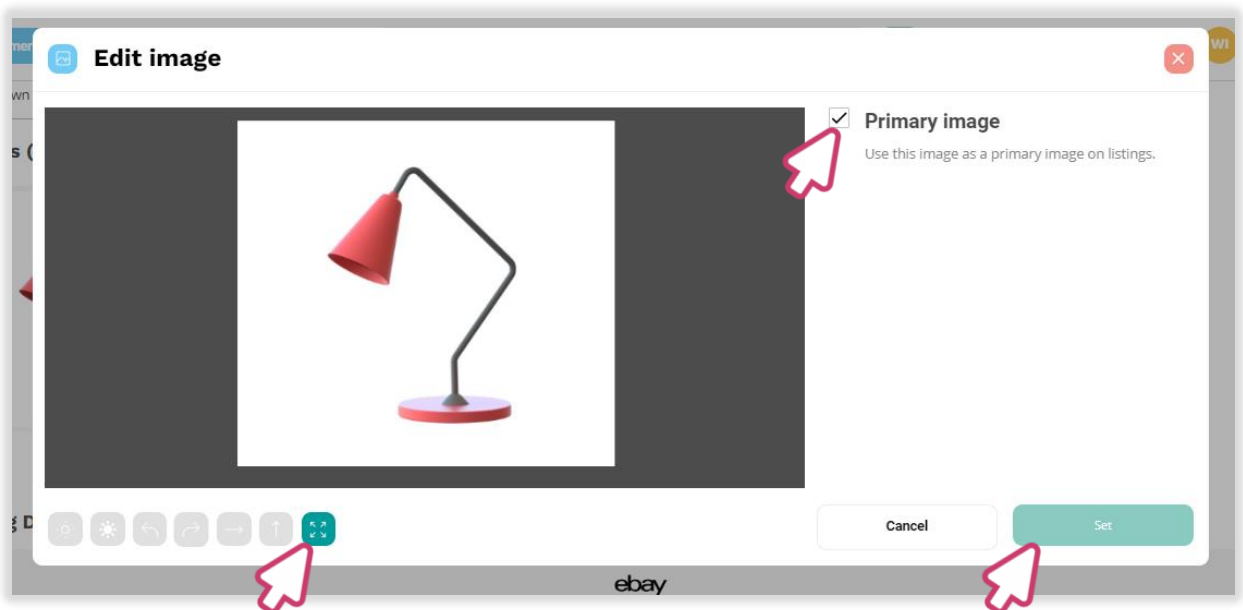


## Adding photo(s) to your listing

- To edit the item image, hover your mouse over the centre of the photo and click on the '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.
- To crop image, click on the 'Crop' icon, highlight preferred image area, click on the 'Set' icon, and then, click on 'Save' button.






## Adding photo(s) to your listing

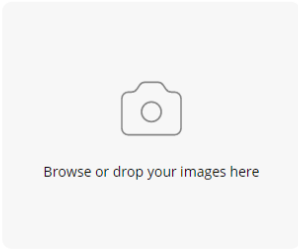


-  To re-arrange photo(s), move your mouse to the upper-left of the image, click on the 'Move image' icon, and drag the image to a suitable position.
-  To change the primary listing image, hover your mouse to the upper-left of the image and click on the 'Move image' icon then, drag the image to the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

Style: Touch  
Battery required: No  
Energy Efficiency Label: A+

Location \*  
Shoptown Industries 2




Tags  
Lighting  Enter a new tag

**Images (2/12)**





## Adding listing information

-  Select the right eBay account.
-  Click on the 'Custom Listing Title' field to modify the title if necessary. (the title should not be more than 80 characters).
-  Click on 'Suggest relevant categories'.

**Listing Data**

Account \* **ebay**

Account \*

jnohu92 - United Kingdom

Custom Listing Title (80 chars) \*

Desk Lamp with Versatile Flexible Neck - Integral On/Off Switch - Approx.34cm

Category

Suggest relevant categories

78/80

eBay Category

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


**Best matching categories**

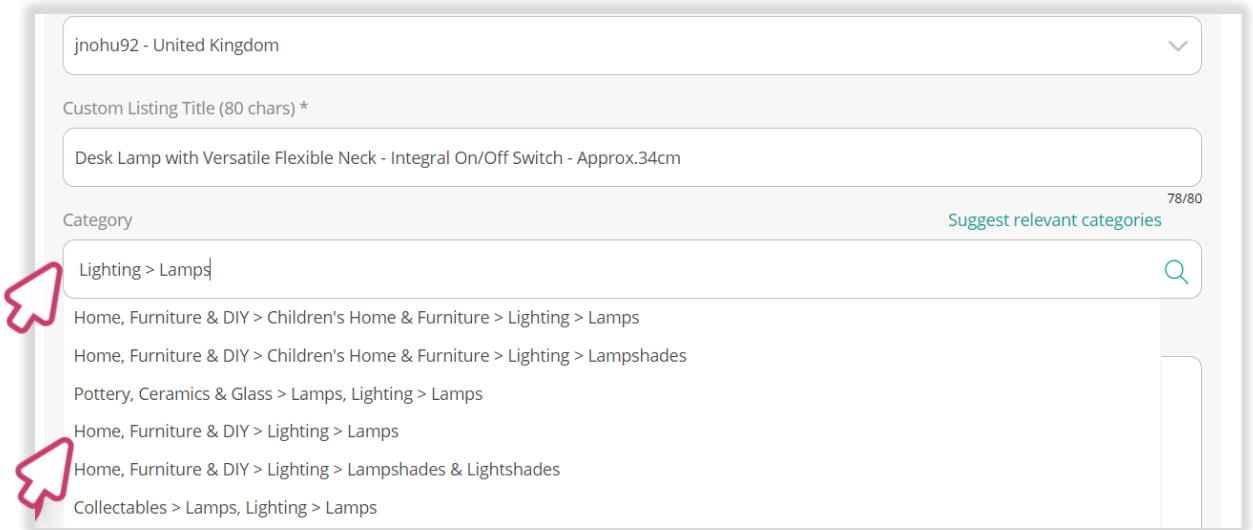
Based on your listing title we search through eBay categories to find some that might fit your item

- Home, Furniture & DIY > Lighting > Lighting Parts
- Home, Furniture & DIY > Heating, Cooling & Air > Air Quality & Fans > Air Purifiers
- Home, Furniture & DIY > Lighting > Lamps
- Home, Furniture & DIY > Lighting > Light Fittings
- Home, Furniture & DIY > Other Home, Furniture & DIY

Confirm Cancel


## Adding listing information

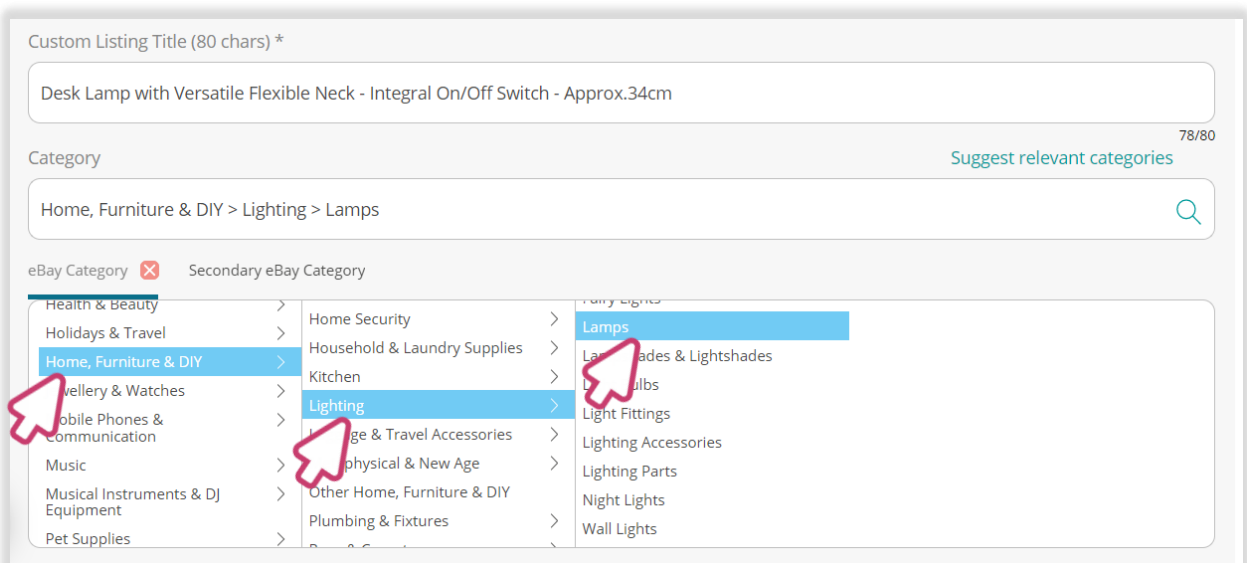
 You also can manually type in the item category in the search field and select the closest match. Make sure you find the best fitting category.



Form fields and suggestions:

- Location: jnohu92 - United Kingdom
- Custom Listing Title (80 chars) \*: Desk Lamp with Versatile Flexible Neck - Integral On/Off Switch - Approx.34cm
- Category: Lighting > Lamps (78/80)
- Suggest relevant categories
- Suggestions:
  - Home, Furniture & DIY > Children's Home & Furniture > Lighting > Lamps
  - Home, Furniture & DIY > Children's Home & Furniture > Lighting > Lampshades
  - Pottery, Ceramics & Glass > Lamps, Lighting > Lamps
  - Home, Furniture & DIY > Lighting > Lamps
  - Home, Furniture & DIY > Lighting > Lampshades & Lightshades
  - Collectables > Lamps, Lighting > Lamps

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



Form fields and category selector:

- Custom Listing Title (80 chars) \*: Desk Lamp with Versatile Flexible Neck - Integral On/Off Switch - Approx.34cm
- Category: Home, Furniture & DIY > Lighting > Lamps (78/80)
- Suggest relevant categories
- Item category selector:
 

eBay Category	Secondary eBay Category
Health & Beauty	Home Security
Holidays & Travel	Household & Laundry Supplies
Home, Furniture & DIY	Kitchen
Jewellery & Watches	Lighting
Mobile Phones & Communication	Large & Travel Accessories
Music	Physical & New Age
Musical Instruments & DJ Equipment	Other Home, Furniture & DIY
Pet Supplies	Plumbing & Fixtures
	Lighting



## Adding listing information

- 🔗 Next, select a 'Listing duration' from 3 - 10 days.
- 🔗 Select the item condition from the drop-down menu.
- 🔗 And manually type in the item condition description into the description field.

The screenshot shows a portion of the shopiagogo listing creation interface. At the top, there is a category selection grid with three columns and four rows of items, each followed by a right-pointing chevron. Below this grid are three main input fields: 'Listing duration \*', 'Condition \*', and 'Condition description'. The 'Listing duration \*' field is a dropdown menu currently showing 'Days 10'. The 'Condition \*' field is also a dropdown menu currently showing 'Used'. The 'Condition description' field is a text input area containing the text 'This item is in good condition with only light surface wear'. Three red arrows are overlaid on the image, pointing to the 'Listing duration \*' dropdown, the 'Condition \*' dropdown, and the 'Condition description' text field. At the bottom of the form, there is a section header 'Item Specifics' preceded by a red 'x' icon, and a red speech bubble icon is visible in the bottom right corner.

Business, Office & Industrial >	Furniture >	Light Bulbs
Cameras & Photography >	Heating, Cooling & Air >	Light Fittings
Cars, Motorcycles & Vehicles >	Home Décor >	Lighting Accessories
Clothes, Shoes & Accessories >	Home Security >	Lighting Parts
	Household & Laundry Supplies >	

Listing duration \*

Days 10

Condition \*

Used

Condition description

This item is in good condition with only light surface wear




Item Specifics






## Item specifics

Item specifics are required by eBay and once you get them right, it can boost sales. Below are 3 categories for item specifics:




### 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

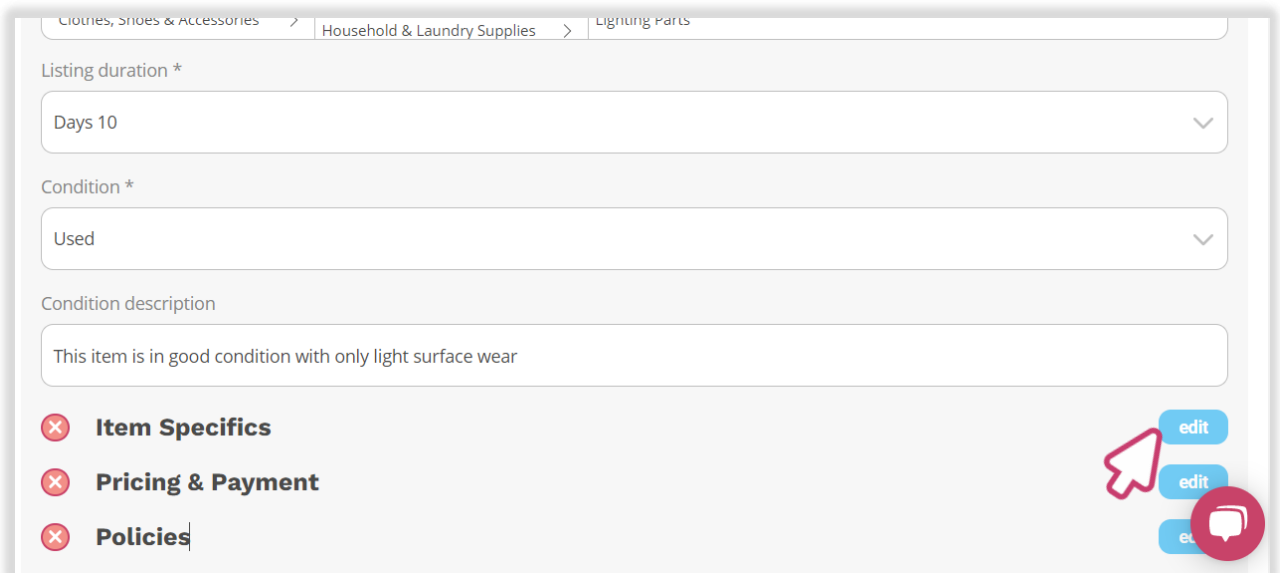
-  You can add additional attributes to your listing but this is not mandatory.
-  These attributes will be shown on the listing but may not be used during eBay search.
-  This doesn't affect buyer's search but could improve customers experience.





## Item specifics

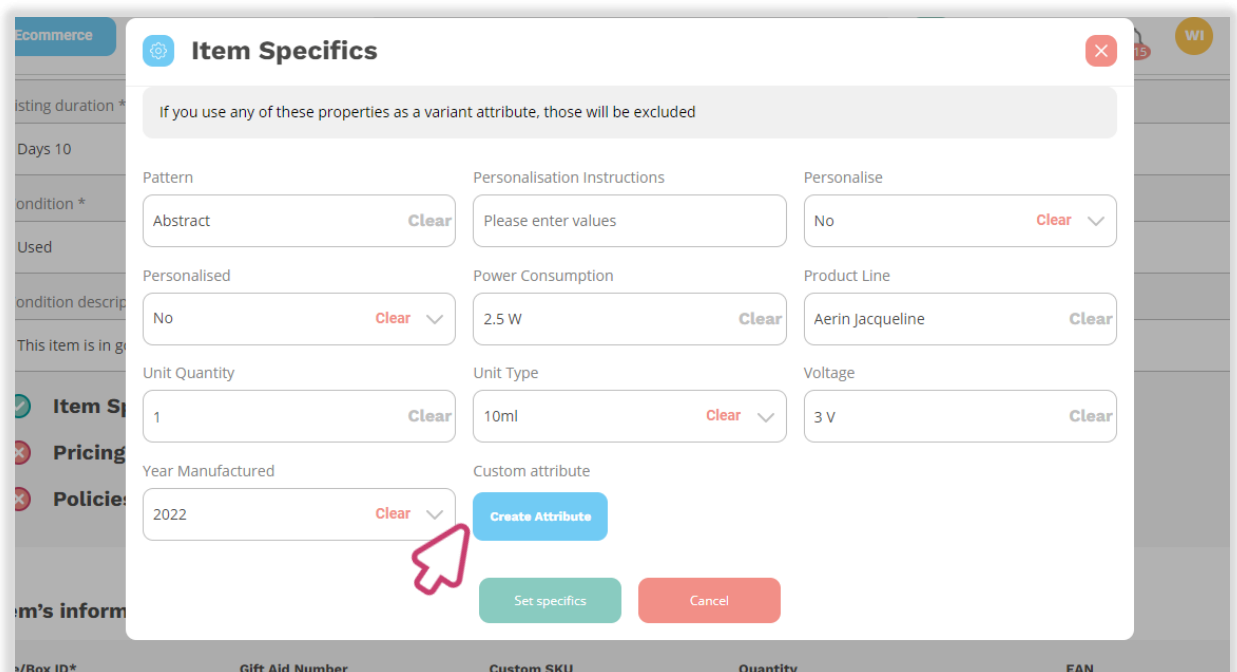
 To add 'Specifics' that apply to the item, click on the 'Edit' button.



The screenshot shows the 'Listing duration \*' dropdown set to 'Days 10', the 'Condition \*' dropdown set to 'Used', and the 'Condition description' text area containing 'This item is in good condition with only light surface wear'. Below these fields is a list of tabs: 'Item Specifics', 'Pricing & Payment', and 'Policies'. The 'Item Specifics' tab is selected. A red mouse cursor icon points to the 'edit' button next to the 'Item Specifics' tab.

 From the pop-up screen, enter all item specifics that are required and any optional attributes.

 To add custom attribute(s), click on 'Create Attribute' button.



The 'Item Specifics' pop-up screen displays various fields for item attributes. A red mouse cursor icon points to the 'Create Attribute' button. The fields include:

- Pattern: Abstract (Clear)
- Personalisation Instructions: Please enter values
- Personalise: No (Clear)
- Personalised: No (Clear)
- Power Consumption: 2.5 W (Clear)
- Product Line: Aerin Jacqueline (Clear)
- Unit Quantity: 1 (Clear)
- Unit Type: 10ml (Clear)
- Voltage: 3 V (Clear)
- Year Manufactured: 2022 (Clear)
- Custom attribute: Create Attribute

At the bottom, there are buttons for 'Set specifics' and 'Cancel'.



## Item specifics

📍 Key-in the attribute name and value.

📍 And click on 'Add attribute' button.

A screenshot of the 'Attribute creation' dialog box. The dialog has a title bar with a gear icon and the text 'Attribute creation'. It contains two input fields: 'Attribute Name \*' with the value 'Market price' and 'Value \*' with the value '30'. Below these fields are two buttons: 'Add attribute' (green) and 'Cancel' (red). A red 'X' button is in the top right corner. In the background, a blurred 'Item S' form is visible with various fields like 'Listing duration', 'Condition', 'Pattern', 'Personalised', 'Power Consumption', and 'Product Line'. Red arrows point to the 'Attribute Name' field, the 'Add attribute' button, and the 'Value' field.

📍 Finally, click on the 'Set specifics' button, once you've entered all required item specifics.

A screenshot of the 'Item Specifics' dialog box. The dialog has a title bar with a gear icon and the text 'Item Specifics'. It contains a warning message: 'If you use any of these properties as a variant attribute, those will be excluded'. Below this, there are several input fields arranged in a grid: 'Pattern' (Abstract), 'Personalisation Instructions' (Please enter values), 'Personalise' (No), 'Personalised' (No), 'Power Consumption' (2.5 W), 'Product Line' (Aerin Jacqueline), 'Unit Quantity' (1), 'Unit Type' (10ml), 'Voltage' (3 V), 'Year Manufactured' (2022), 'Market price' (30), and 'Custom attribute'. At the bottom, there are two buttons: 'Set specifics' (green) and 'Cancel' (red). A red 'X' button is in the top right corner. A red arrow points to the 'Set specifics' button. The background shows a blurred 'Ecommerce' form with various fields like 'Listing duration', 'Condition', 'Item S', 'Pricing', and 'Policy'.






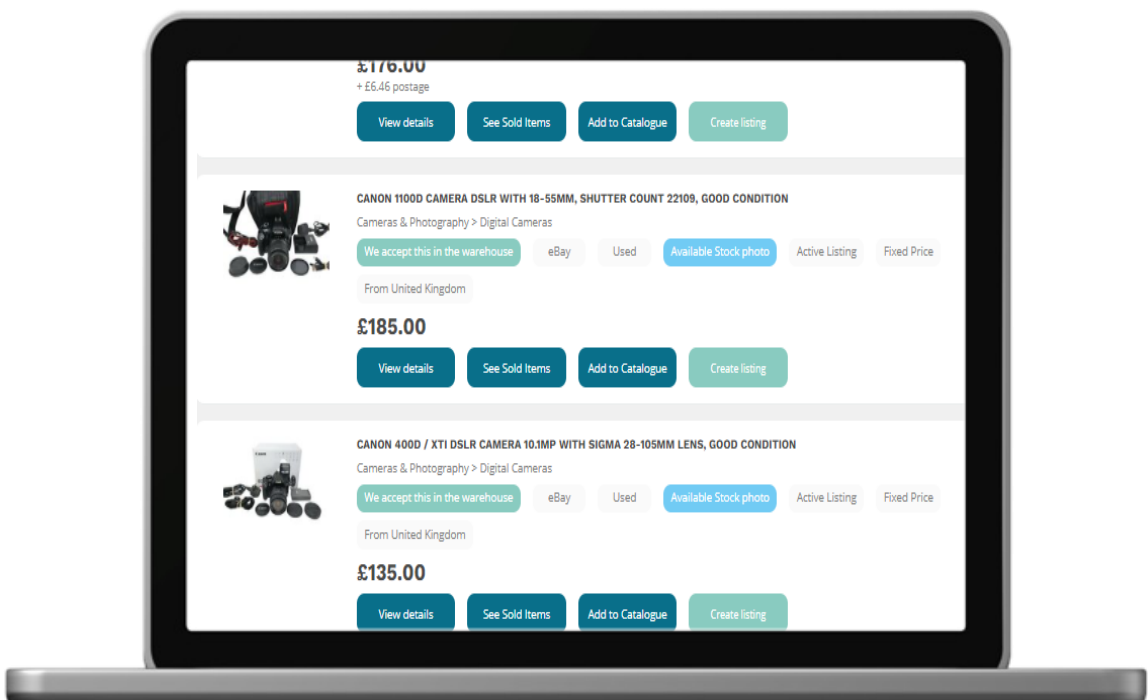
## Pricing and payment

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.

Customers will bid on your item during a set period of 1 to 10 days and the highest bidder at the close of the auction buys your item.

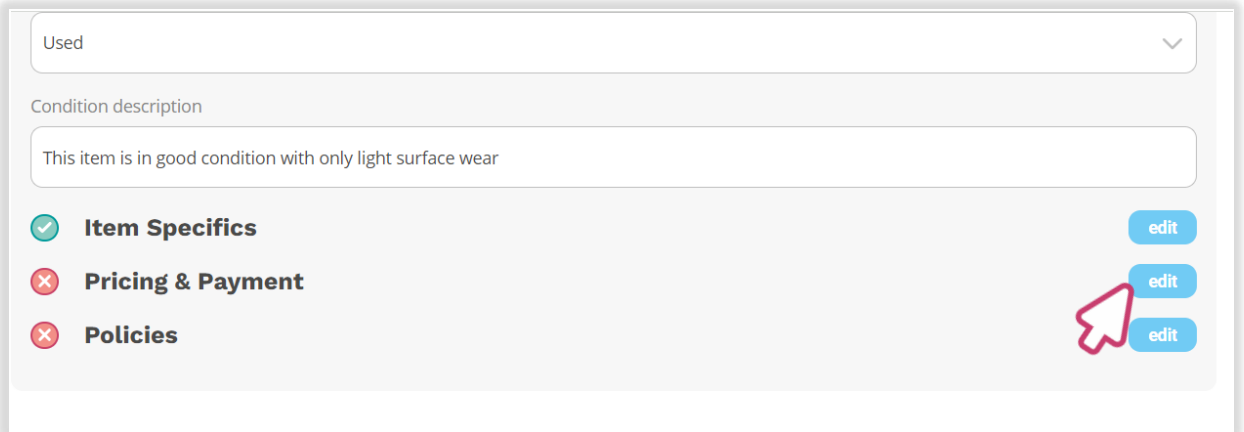
### Tips:

-  Avoid setting up your price based on what you want to achieve.
-  Don't presume what a customer might pay for your item.
-  Do your research!



## Pricing and payment

To set item 'Price and payment' click on the 'Edit' button.



Used

Condition description

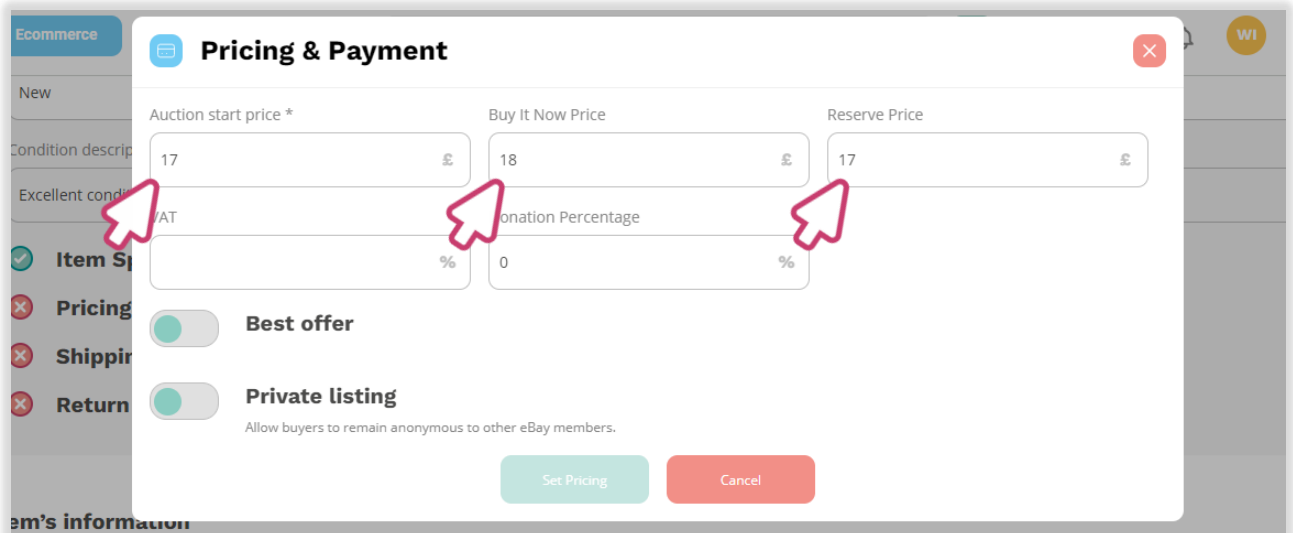
This item is in good condition with only light surface wear

- Item Specifics [edit](#)
- Pricing & Payment [edit](#)
- Policies [edit](#)

From the pop-up screen, enter a reasonable amount as a start price. If you set your price too low, the buyer may not think that the item is genuine.

You may want to set a **'Buy it Now'** price as a backup, to give customers the option to buy the item immediately rather than bidding. Please research the market if you are not sure how much to price your item.

Set a **'Reserve Price'** - a minimum amount that you would want the item to sell for. Leave it blank if you do not want a reserve price.



**Pricing & Payment**

Auction start price *	Buy It Now Price	Reserve Price
17 £	18 £	17 £
Donation Percentage	0 %	

☒ **Best offer**

☒ **Private listing**  
Allow buyers to remain anonymous to other eBay members.

[Set Pricing](#) [Cancel](#)

## Pricing and payment

- 🔗 Key-in item VAT %. (This applies only to 'new' goods. Leave it blank if it does not apply).
- 🔗 Select your 'Listing Donation Percentage' (this is the amount you are donating for the item). If you are a charity, this should automatically be 100% in your settings.

**Pricing & Payment**

Auction start price \* 17 £

Buy It Now Price 18 £

Reserve Price 17 £

VAT 5 %

Donation Percentage 100 %

☐ **Best offer**

☒ **Private listing**  
Allow buyers to remain anonymous to other eBay members.

Set Pricing Cancel

- 🔗 Switch - On '**Best Offer**' 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).
- 🔗 And enter the amounts that you are willing to accept and the lowest amounts to automatically decline.

**Pricing & Payment**

Auction start price \* 17 £

Buy It Now Price 18 £

Reserve Price 17 £

VAT 5 %

Donation Percentage 100 %

☒ **Best offer**

Automatically accept offers of at least 18 £

Automatically decline offers lower than 17 £

☒ **Private listing**  
Allow buyers to remain anonymous to other eBay members.

Set Pricing Cancel



## Pricing and payment

- 🔗 Switch on 'Private Listing' if necessary, to keep bidder and buyer identities hidden from other eBay members.
- 🔗 Click the 'Set pricing' button once all properties are set.

A screenshot of the shopiago 'Pricing & Payment' modal form. The form is white with a red close button in the top right corner. It contains several input fields for pricing and payment settings. A red arrow points to the 'Private listing' toggle switch, which is currently turned on. Another red arrow points to the 'Set Pricing' button at the bottom of the form. The background shows a blurred view of the shopiago dashboard with various sections like 'Item's information' and 'Pricing' visible.

**Pricing & Payment**

Auction start price *	Buy It Now Price	Reserve Price
17 £	18 £	17 £

VAT	Donation Percentage
5 %	100 %

☒ **Best offer**

Automatically accept offers of at least	Automatically decline offers lower than
18 £	17 £

☒ **Private listing**  
Allow buyers to remain anonymous to other eBay members.

☐ I want to follow messages on my dashboard related to this item

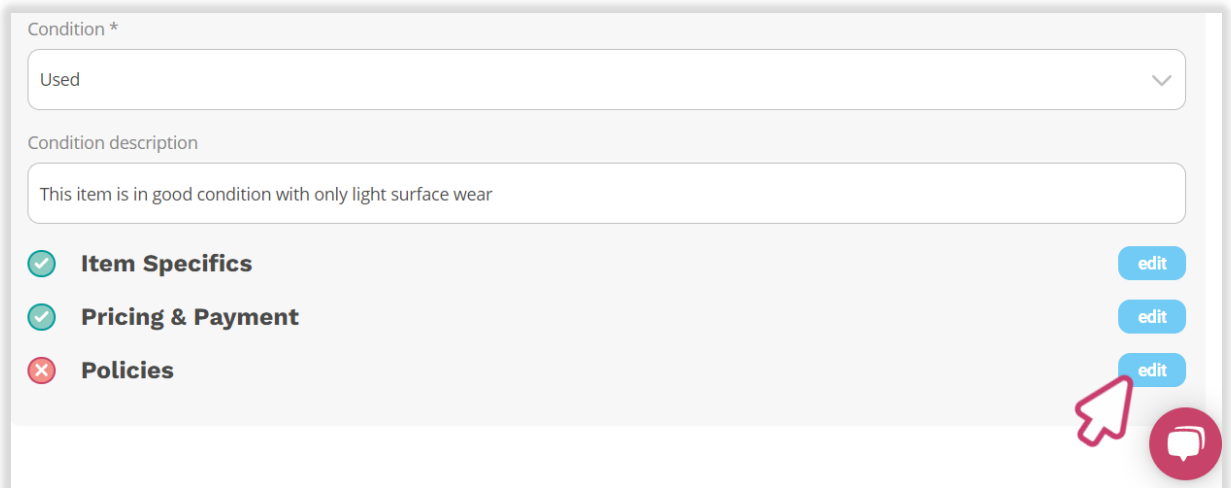



## Policies

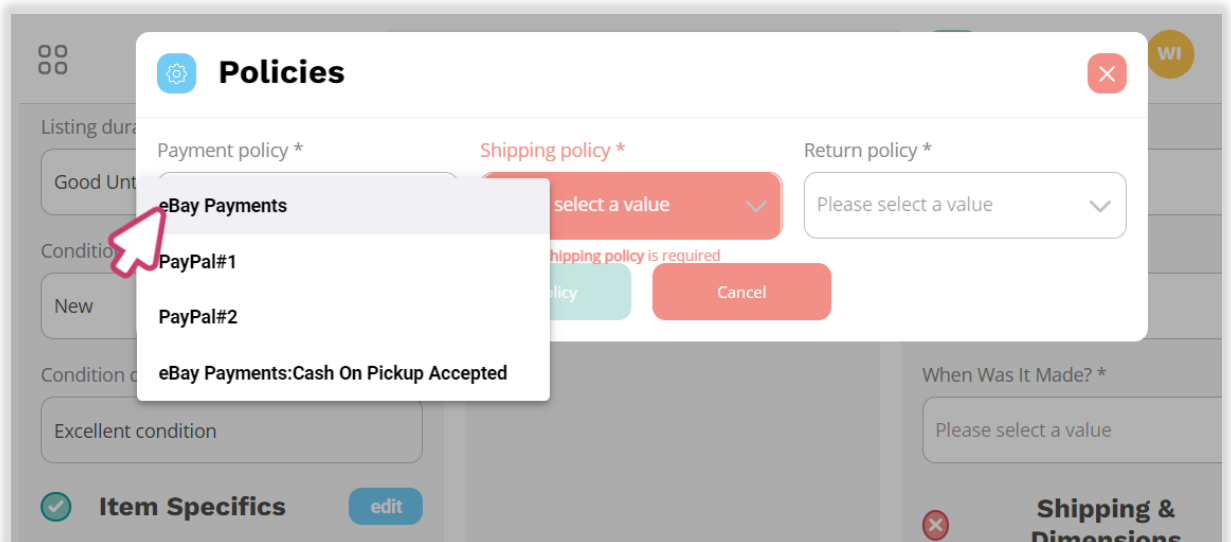
When selling on eBay, you have to let the buyers know how they can pay, how long it will take to ship an item and whether you accept returns or not. If these policies are already set on your eBay account, you can sync them into your Shopiago account, making it easier to select them when listing.

### To set policies;

 Click on the 'Edit' button.

A screenshot of the Shopiago listing form. The "Condition \*" dropdown is set to "Used". The "Condition description" field contains the text "This item is in good condition with only light surface wear". Below this, there are three sections: "Item Specifics" (checked), "Pricing & Payment" (checked), and "Policies" (unchecked, marked with a red X). Each section has an "edit" button to its right. A red mouse cursor is pointing at the "edit" button for the "Policies" section. A red speech bubble icon is also visible in the bottom right corner.

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

A screenshot of the Shopiago "Policies" pop-up screen. The screen has a title bar with a gear icon and the word "Policies". Below the title bar, there are three fields: "Payment policy \*", "Shipping policy \*", and "Return policy \*". The "Payment policy \*" field is open, showing a dropdown menu with the following options: "eBay Payments", "PayPal#1", "PayPal#2", and "eBay Payments:Cash On Pickup Accepted". A red mouse cursor is pointing at the "eBay Payments" option. The "Shipping policy \*" field is currently empty and has a red error message below it that says "Shipping policy is required". The "Return policy \*" field is also empty. At the bottom right of the pop-up, there is a "Cancel" button. The background of the screen shows a blurred view of the listing form, with the "Item Specifics" section visible at the bottom.



## Policies

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

A screenshot of a web application showing a modal window titled "Policies" with a close button (X) in the top right corner. The modal contains three dropdown menus: "Payment policy \*" with "PayPal#1" selected, "Shipping policy \*" with "Flat:Royal Mail 2nd(£6.20),2 w..." selected, and "Return policy \*" with "Please select a value" selected. Below the dropdowns are two buttons: "Set Policy" (teal) and "Cancel" (red). A pink mouse cursor arrow points to the "Shipping policy" dropdown menu. The background shows a blurred view of a product listing page with fields like "Listing duration", "Good Unt...", "Condition?", "New", "Condition description", and "When Was It Made? \*".

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

A screenshot of the same "Policies" modal window. In this step, the "Return policy \*" dropdown menu now shows "Returns Accepted,Seller,30 days" selected. A pink mouse cursor arrow points to this dropdown. Another pink mouse cursor arrow points to the "Set Policy" button. The "Shipping policy" remains "Flat:Royal Mail 2nd(£6.20),2 w...". The background is the same blurred product listing page as in the previous screenshot.





## eBay shipping policy not synced into Shopiago account?

If you've not synced your eBay shipping policy into your Shopiago account, you will have the option to specify this policy when creating a listing.

### To set Shipping policy for domestic:

👉 Click on 'Edit' Shipping.

A screenshot of the Shopiago listing setup interface. At the top, there's a 'Condition \*' dropdown menu set to 'New'. Below it is a 'Condition description' text box containing 'Excellent condition'. A list of four sections follows: 'Item Specifics' (checked), 'Pricing & Payment' (checked), 'Shipping' (unchecked with a red X), and 'Return policy' (unchecked with a red X). To the right of each section is a blue 'edit' button. A red mouse cursor is pointing at the '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 switch on 'Free shipping' if you are not charging a postage fee.

A screenshot of the 'Shipping' pop-up screen. The title is 'Shipping' with a close button (X) in the top right. It is divided into two sections: 'Domestic shipping method \*' and 'International shipping method'. In the 'Domestic' section, there is a 'Service Provider' dropdown menu with 'Royal Mail 1st Class' selected, a 'Price' input field with '5.50' and a currency symbol, and a 'Free shipping' toggle switch that is currently turned on. A red 'Remove Service' button is on the right. In the 'International' section, there is a 'Service Provider' dropdown menu with the text 'Please select a service provider'. At the bottom, there are two buttons: 'Set Shipping' (teal) and 'Cancel' (red). Red mouse cursors are pointing to the 'Service Provider' dropdown in the domestic section, the 'Price' input field, and the 'Free shipping' toggle switch.



## eBay shipping policy not synced into Shopiago account?

To set Shipping policy for international:

- 🌐 Click on 'International shipping method' and select a shipping provider.
- 🌐 Enter postage amount.
- 🌐 To remove shipping, click on the 'Remove service' button.
- 🌐 Click on 'Set Shipping' once your shipping policy is set.

A screenshot of the Shopiago Ecommerce interface showing the 'Shipping' modal. The modal is titled 'Shipping' and has a close button (X) in the top right corner. It is divided into two sections: 'Domestic shipping method \*' and 'International shipping method'. The 'Domestic shipping method' section shows 'Royal Mail 1st Class' as the service provider, a price of '5.50' with a pound symbol, and a 'Free shipping' toggle switch that is currently turned off. There is a 'Remove Service' button to the right. Below this is a dropdown menu with the text 'Please select a service provider'. The 'International shipping method' section shows 'Royal Mail International Tracked' as the service provider, a price of '10.50' with a pound symbol, and a 'Remove Service' button to the right. Below this is another dropdown menu with the text 'Please select a service provider'. At the bottom of the modal are two buttons: 'Set Shipping' (green) and 'Cancel' (red). Four pink mouse cursor arrows are overlaid on the image, pointing to the 'Royal Mail International Tracked' dropdown, the '10.50' price field, the 'Set Shipping' button, and the 'Remove Service' button for the international method. The background shows parts of the Shopiago interface, including a sidebar with 'Condition \*' and 'Item' sections, and a 'Variants' section at the bottom.



## eBay return policy not synced into Shopiago account?

If you've not synced your eBay Return policy into your Shopiago account, you will have the option to specify this policy when creating a listing.

### To set a Return policy:

- 👉 Click on the Return policy 'Edit' button.

A screenshot of the Shopiago listing creation interface. On the left, there's a sidebar with a list of sections: 'Item Specifics', 'Pricing & Payment', 'Shipping', and 'Return policy'. Each section has a green checkmark icon and an 'edit' button. The 'Return policy' section is highlighted with a red 'X' icon, and a red mouse cursor is pointing at its 'edit' button. The main area shows a 'Condition \*' dropdown set to 'New', a 'Condition description' text box containing 'Excellent condition', and a 'When was it made? ^' dropdown set to 'Please select a value'.

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

A screenshot of the 'Return Policy' modal form. The modal has a title bar with a blue icon and the text 'Return Policy', and a red 'X' close button. It contains three dropdown menus: 'Return Accepted \*' set to 'yes', 'Item Must Be Returned Within \*' set to '30 days', and 'Return shipping will be paid by \*' set to 'Buyer'. At the bottom, there are two buttons: a green 'Set Policy' button and a red 'Cancel' button. A red mouse cursor is pointing at the 'Set Policy' button.



## Add the Stock information

- Next, enter the 'The Tote/Box ID' where the item is stored. This can be a box or shelf number. Or select 'Does not apply'.
- Enter the item Gift Aid number or select 'Does Not Apply' from the drop-down if you don't have it.
- Click on 'source shop' field and select where the item is stored from the drop-down.
- Item 'Quantity' will automatically be set to 1 for auction style listing.
- Enter item identifier number (EAN). Identification number makes it easier 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 and select Does Not Apply.
- Once all the item information are entered, click on the 'Create listing' button to list the item.

The screenshot shows the 'Item's information' form in the Shopiagi interface. At the top, there are three sections: 'Item Specifics', 'Pricing & Payment', and 'Policies', each with an 'edit' button. Below these is the 'Item's information' section, which contains a table with the following columns: 'Tote/Box ID \*', 'Gift Aid Number', 'Source Shop', 'Custom SKU', 'Quantity', and 'EAN'. The 'Tote/Box ID \*' and 'Gift Aid Number' fields are dropdown menus with 'Does Not Apply' selected. The 'Source Shop' field is a text input with 'Shoptown Industries' entered. The 'Custom SKU' field is a text input with 'SH0045-1' entered. The 'Quantity' field is a numeric input with '1' entered. The 'EAN' field is a text input with 'Does Not Apply' entered. Below the table, there is a checkbox labeled 'I want to follow messages' and a text input field labeled 'dashboard related to this'. At the bottom of the form, there are four buttons: 'Create Listing' (green), 'Save as a draft' (dark blue), 'Save as a template' (dark blue), and 'Cancel' (red). Red arrows point to the 'Does Not Apply' dropdowns, the 'Create Listing' button, and the 'I want to follow messages' checkbox.

Tote/Box ID *	Gift Aid Number	Source Shop	Custom SKU	Quantity	EAN
Does Not Apply	Does Not Apply	Shoptown Industries	SH0045-1	1	Does Not Apply




☐ I want to follow messages dashboard related to this

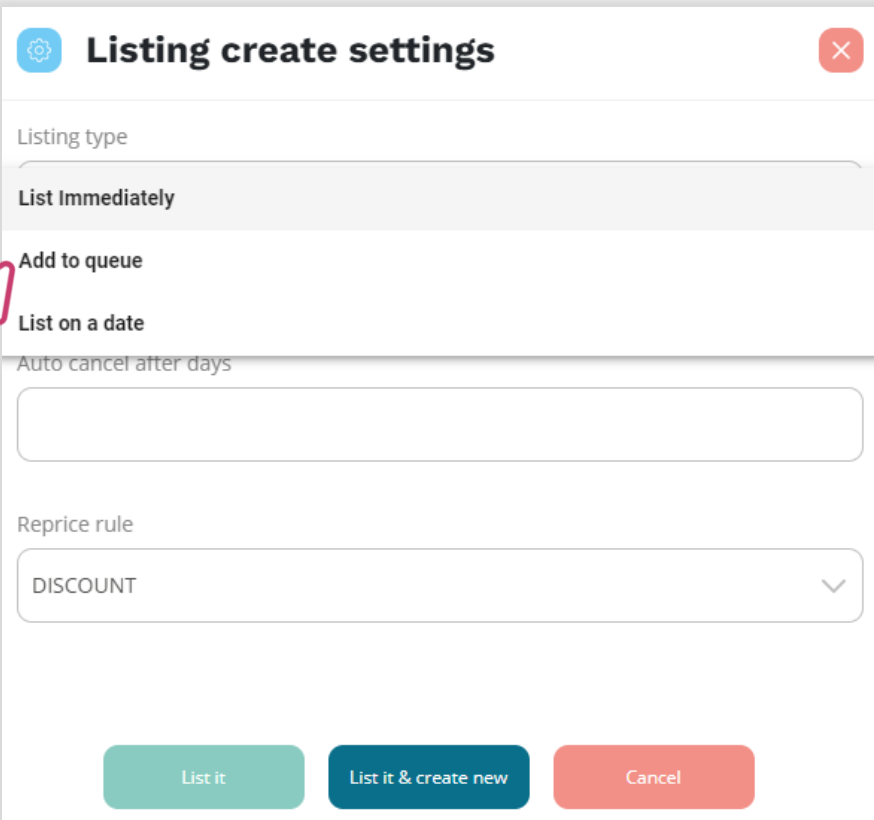
Create Listing Save as a draft Save as a template Cancel



## Listing option

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

-  **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.

A screenshot of a "Listing create settings" dialog box. The dialog has a title bar with a gear icon and a close button (red square with a white 'X'). Below the title bar, there is a section labeled "Listing type" with three options: "List Immediately" (highlighted with a grey background), "Add to queue", and "List on a date". A red mouse cursor icon is pointing at the "Add to queue" option. Below this section is a field labeled "Auto cancel after days" with an empty input box. Further down is a section labeled "Reprice rule" with a dropdown menu showing "DISCOUNT" and a downward arrow. At the bottom of the dialog are three buttons: "List it" (teal), "List it & create new" (dark teal), and "Cancel" (red).



## Listing options

- 🔗 Tick the 'Relist automatically' box, so if the item doesn't sell after the listing period, Shopiago will automatically relist the item for another chance of a sale.
- 🔗 Enter value(s) for auto-relists.
- 🔗 Select a 'Reprice rule' from the drop-down menu or leave blank if it is not applicable.
- 🔗 Finally, click '**List it**' or '**list it & create new**' button.

A screenshot of a web application showing a modal window titled "Listing create settings". The modal has a red close button in the top right corner. It contains the following fields:

- "Listing type": A dropdown menu with "Add to queue" selected.
- "Relist automatically \*": A checkbox that is checked. A red arrow points to this checkbox.
- "Number of automatic relists": A text input field containing the number "2". A red arrow points to this field.
- "Reprice rule": A dropdown menu with "Auction Reprice" selected.

At the bottom of the modal are three buttons: "List it" (teal), "List it & create new" (dark teal), and "Cancel" (red). A red arrow points to the "List it" button. The background of the application is dimmed, showing parts of a "Settings" page.



**Happy Selling!**

If you need further help or support,  
please email us at [help@shopiago.com](mailto:help@shopiago.com)