Adding images to your products (in COMS)

Etail Systems Tip Sheet

Objective: To add images to your products in COMS.

The following tells you how to achieve this;-

Firstly, search for the product you want to add an image to by going to Products > Product Search.

Click 'Image' to go straight to the image part of your product.

NB: Please make your images are the largest we've told you they can be e.g. 1600 x 1600. COMS will resize all the thumbnails & keep everything in proportion.

Main, Zoom & Thumbnail Images

You'll then see this screen. To upload your 'main image' & 'zoom image', click the first 'Choose File' to choose your image from your computer, & tick the 'Create new thumbnails from this image', which will automatically create thumbnails (under the 'Thumbnail Images' heading) for you.

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Large Images

To upload any extra images (which will be placed under the main product image), use the upload buttons under the 'Large Images' heading.

NB: Select an 'Image' & 'Thumbnail' file at the same time, & then click 'Upload Large Image'.

NB: Please make sure ALL your image names are UNIQUE. If you upload images with the same name to different products, the last image you uploaded with that name will replace the original image.

Marketplace Images

If you're selling on Amazon or eBay, use 'Marketplace Images' to upload the image you want to use. Please note, these can take 12 hours to appear on Amazon or eBay.
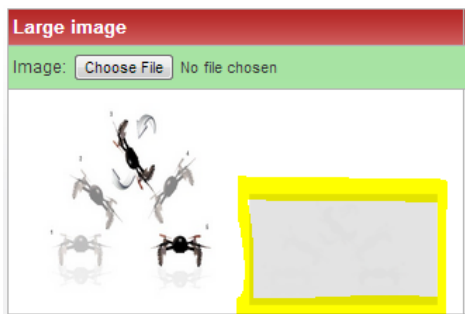
Updating & deleting

You can change the order of these images by changing the number in the dropdown, & click the green 'update' button. To delete an image, click the red 'delete' button.

Troubleshooting

Corrupt image:

If an image ever appears as above, where a box with a grey hue appears instead of the image, it means that image is corrupt & cannot be used.

Image file size:

Images to upload must be less than 4mb in size. Images larger than this will throw an error.

If you need further assistance with your product images, please call 0844 482 0908 or email support@etailsystems.com