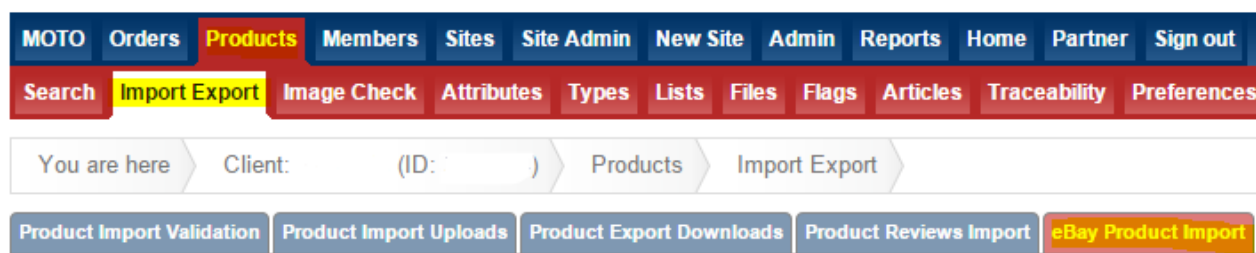


Etail Systems Tip Sheet

Objective: To understand how to import your eBay listings as products, or just as listings.

Importing your listings from eBay can save a lot of time adding your data, & it can be a good foundation to start your website product data on.

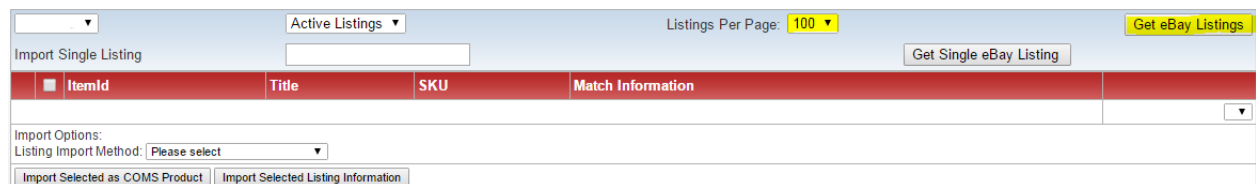
To import your listings, you'll need to go to Products > Import Export > eBay Product Import.



You now have 2 options – bring back all your listings, or bring back single listings. See below for both options.

Importing your listings in bulk

You'll then see this screen. If you have a lot of listings to bring back, it'll be easier to change the "Listings Per Page" to "100". Then click "Get eBay Listings".



Your listings will then appear below.

Importing single listings

You also have the option of importing a single listing, using the Listing ID. To get this ID, you'll need to go to listing URL in eBay, & get the number after the slash at the end:

www.ebay.co.uk/itm/MRS-BROWNS-BOYS-OFFICIAL-BIRTHDAY-ANNIVERSARY-BLANK-or-SOUND-CARDS-/130669471651

You'll then need to put that ID into the "Single Import Listing" box in COMS, & click "Get Single

eBay Listing”.

Your listing should then appear below.

There are various error or information messages that might appear, which will stop you from importing. Some common ones are:

No Item SKU (custom label) Found: all your items in eBay need custom labels before we can import them. Please edit this in eBay & then try the listing import again. **Our system works off matching the Client SKU Ref (in COMS) & the Custom Label (on eBay) to bring in orders & for stock control.**

No match found to existing Products: If this is your first import, you’ll see this a lot. This just means that this item has never been imported to COMS (or that the Custom Label/Client SKU Ref has been changed so COMS & eBay don’t match).

Could not match product by Title! This means that after looking at the Client SKU Ref & Custom Label, it tries to match my title to a product in COMS, but this has failed. To fix this, you’ll need to edit the Custom Label in eBay.

Listing already managed by COMS. (Listing status in COMS: Live) This means that item’s listing has already been imported. Is there is a “Full Import” button to the right, this means that just the item’s listing has been import, rather than it being a full product in COMS. Click the button to bring it in as a full product (the listing will be linked to this product).

To navigate through the page, you just change the dropdown in the top right hand corner of the screen.

You can also select all items on your page by selecting the tick box on the left of the screen.

NB: If any items don’t have boxes next to them, it’s because that item is already imported or has errors that need to be fixed before it can be imported. Please see the error messages on the listing in COMS to fix this issue.

The next process is the same if you import in bulk or a single listing.

Importing your listings as products

If you have variations on a listing (e.g. a dropdown on your listing, for size, colour etc) & you're wanting to import these into COMS, you'll need to import all your SKUs as products.

Select all the item via the tick boxes that you want to import as products, & then at the bottom left of the page, you'll see a "Listing Import Method" dropdown. This needs to be "Listing Variations as Products". Then click "Import Selected as COMS Products".

Import Options:
Listing Import Method: **Listing Variations as Products** ▼

Import Selected as COMS Product Import Selected Listing Information

If you only have one SKU on each item, you can choose the "Listing Variations as SKUs" from the dropdown instead.

A little spinning wheel will then appear beside each selected item. A success message will appear against each item once it's been successfully imported.

NB: If there are any particular wheels that keep spinning for a long while, reload the page (either by clicking to another page in the dropdown or clicking the "Import Export" tab) & try importing them again. Also do this if you want to import some items as Products & some as Listings.

Importing your listings as COMS listings

The same process as above is used, but instead, you'll click "Import Select Listing Information".

Import Options:
Listing Import Method: **Listing Variations as Skus** ▼

Import Selected as COMS Product **Import Selected Listing Information**

Viewing your listing in COMS

If you're wanting to check or edit your listings, you'll need to go "Products", & search for the items you're after. Click the "Search" button if you want to bring everything back.

Anything that's linked with eBay will have an "eBay" link on the left of it. This means this item is enabled for eBay, but not necessarily live on eBay. The link will say "eBay Live" if the listing is live. Click this link to fast track to the eBay page.

2			1057-02 10th Wedding Anniversary card Tin 1.99 / 19 free stock	1	3	Associated: 0 Recommended: 0 Related: 0	Live 1 3		
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Or, you can click into the normal edit pages, & then click the eBay button at the top of the page:

[Back to Listing](#) [Product Edit](#) [Prices / SKUs](#) [Images](#) [Stock](#) [Departments](#) [Relations](#) [Reviews](#) [eBay](#)

If the listing is live, you'll be able to click to see the listing on eBay:

Status	Tagname (optional)	Auction Type	eBay Category 1	eBay Category 2 (optional)	Action
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
view on eBay	IMPORTED FROM EBAY	Fixed Item	Cards & St		

You can then click the magnifying glass button to edit the listing. Please ask for our “Adding your products to eBay” walkthrough if needed.

If you need any help with importing your products from eBay, please call 0844 482 0908 or email support@etailsystems.com