

eBay Module for Prestashop

Seller guide

Based on add-on version 1.6, published in 11/2013

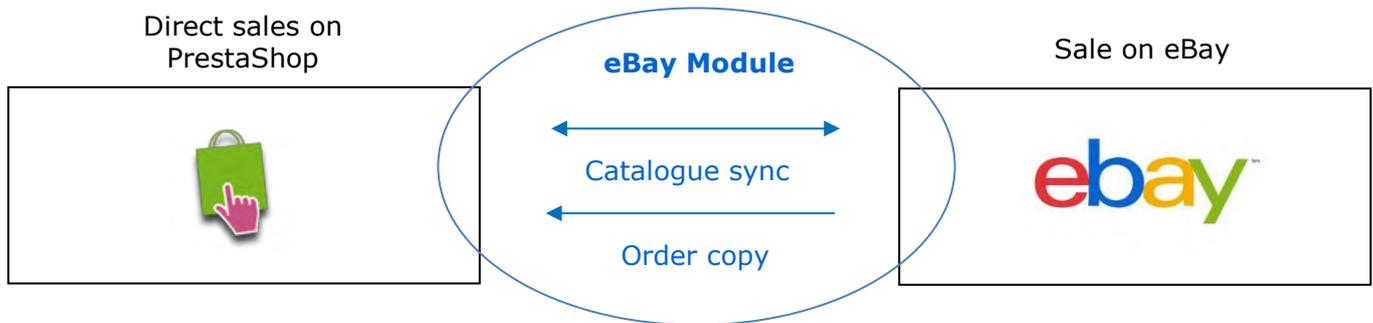
1. Overview and benefits

The eBay module for Prestashop enables you to:

1. Create eBay listings from your Prestashop product catalogue.
2. Synchronise available product quantities across Prestashop and eBay.
3. Create orders in Prestashop when sales occur on eBay.

The general work flow is as follows:

1. You create listings on eBay based on your webshop products.
2. Buyers buy products from those eBay-listings and pay with PayPal.
3. Orders are then copied to the Prestashop back office and stock levels are kept in sync across sales channels.



2. Before you get started

Before you start working with the eBay module for PrestaShop you need to do a few things to set yourself up as an eBay business seller:

1. Create an eBay business seller account
2. Create an eBay shop
3. Create a PayPal account
4. Link your eBay and PayPal accounts

For more information on setting up an eBay seller account take a look at our guide for new business sellers on the [eBay Seller Centre](#).

You also need to have your PrestaShop up and running and have access to the PrestaShop BackOffice.

3. Step by step guide

3.1. Installation, activation and upgrade of the module

3.1.1. Overview

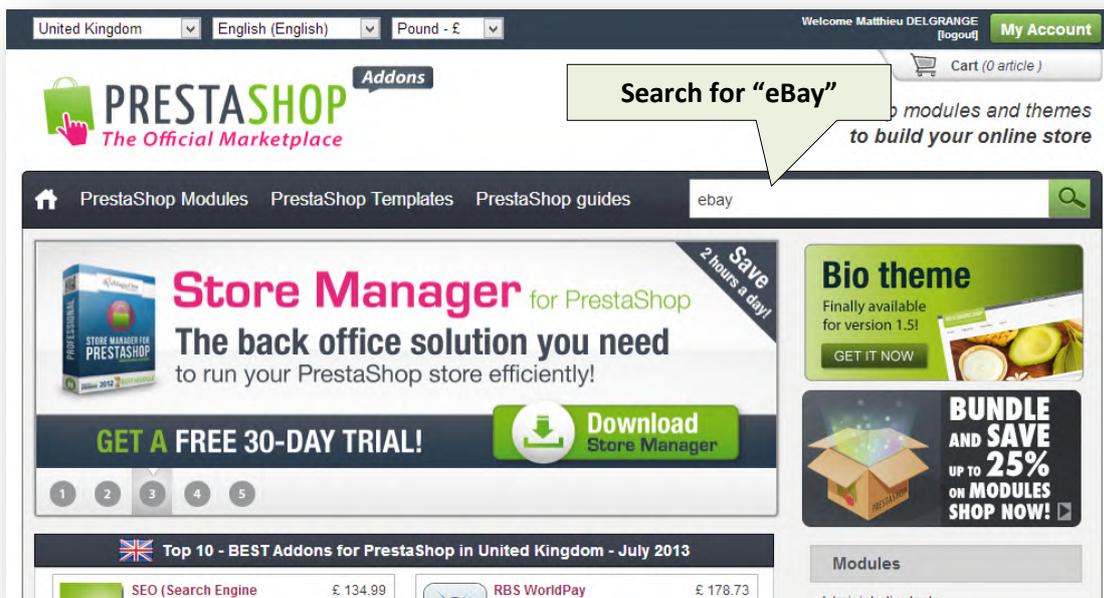
There are three stages to get modules up and running:

1. Availability of the module on the webshop

If the module cannot be found in your PrestaShop back office or you are not using the current version (v1.5) go to the [PrestaShop add-on page](#) and search for eBay. Or go directly to [eBay add-on page](#). From there you can download the module file and save it on your computer so you can install it in your PrestaShop.

The eBay module is distributed with Prestashop, so it should always be available in your PrestaShop.

Downloading the zip-file <http://addons.prestashop.com/>



Or: Download zip-file from

<http://addons.prestashop.com/en/marketplace-prestashop-modules/2742-ebay.html>

The screenshot shows the PrestaShop Addons marketplace interface. At the top, there are navigation elements for location (United Kingdom), language (English), and currency (Pound - £). A user is logged in as 'Matthieu DELGRANGE'. The main header features the PrestaShop logo and the text '2,500+ PrestaShop modules and themes to build your online store'. Below the header, there are navigation tabs for 'PrestaShop Modules', 'PrestaShop Templates', and 'PrestaShop guides'. The main content area displays the 'eBay Module eBay' product page. The product is labeled as 'compatible application' with a 5-star rating from 5 votes. It is free and compatible with PrestaShop versions v1.4.0.0 to v1.5.4.1. A 'Download zip-file' button is highlighted with a callout box. Other buttons include 'DEMO FRONT OFFICE', 'DEMO BACKOFFICE', and a green 'DOWNLOAD' button with a download icon.

2. Installation of the module

When you install the module, it is linked to Prestashop and activated. You will then need to configure the module.

3. Deactivation/activation

Deactivation allows you to remove a module but keeps its configuration in case you want to use it again later.

3.1.2. Find the module & install it

Once the module is available in your PrestaShop, you will need to find the module to install it. Click on the modules tab and then search for eBay. You'll need to check that you've got the latest version 1.5. If you do not have this version you will need to download the latest module file and upgrade. See step 3.1.3.

The screenshot shows the PrestaShop administration interface. The top navigation bar includes tabs for Catalog, Orders, Customers, Price Rules, Shipping, Localization, Modules (highlighted), Preferences, Advanced Parameters, Administration, and Stats. The main content area is titled "Module : List of modules".

Four callout boxes provide instructions:

- 1 - Click modules tab**: Points to the "Modules" tab in the top navigation bar.
- 2 - Search eBay**: Points to the search input field in the "Search" section.
- 3 - Check version**: Points to the "Version : 1.5" information for the eBay module.
- 4 - Click install button**: Points to the "Install" button for the eBay module.

The "Categories" sidebar on the left lists various module categories with their counts:

Categories	Count
Favorites	0
Total	119
Administration	13
Advertising and Marketing	6
Analytics and Stats	27
Billing and Invoicing	2
Checkout	1
Front Office Features	40
Migration Tools	2
Payments and Gateways	9
Payment Security	1
Pricing and Promotion	2
Search and Filter	1
SEO	2

The main module list shows the "eBay" module with the following details:

- Module name: eBay (NOT INSTALLED)
- Developed by: PrestaShop | Version : 1.5 | Category : Marketplace
- Description: Easily export your products from PrestaShop to eBay, the biggest market place, to acquire new customers and realize more sales.
- Buttons: Install, Uninstall the selection

3.1.3. Add / upgrade module

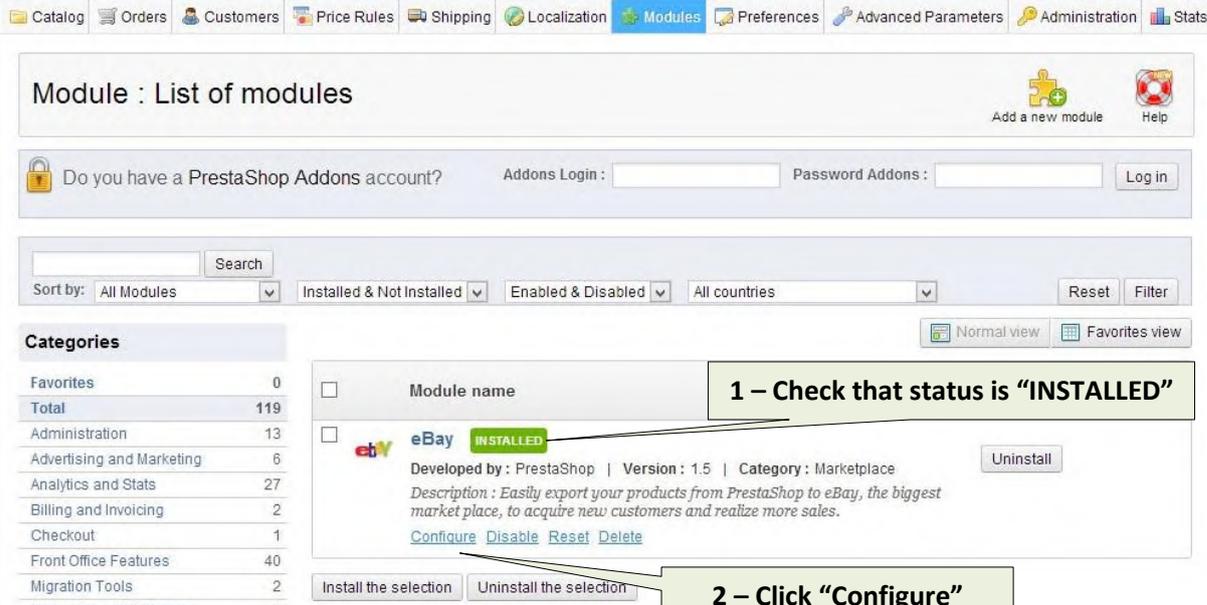
If the module is not in your PrestaShop installation or you need to upgrade download the latest zip file from the [PrestaShop add-on page](#). Then click on “Add a module” and click on “Choose file”.

The screenshot shows the PrestaShop administration interface for managing modules. At the top right, there is a button labeled "Add a new module" with a puzzle piece icon and a "Help" button. Below this, a section titled "Add a new module" contains instructions: "The module must either be a zip file or a tarball." It features a "Module file" section with a file selection button labeled "Choisissez un fichier" and a message "Aucun fichier choisi". Below this is the text "Upload a module from your computer." and a button labeled "Upload this module". Three callout boxes provide instructions: "1 - Click Add a new module" points to the top button, "2 - Select zip-file downloaded from add-ons" points to the file selection button, and "3 - Click 'Upload this module'" points to the bottom button. Below the upload section is a login area for "PrestaShop Addons" with fields for "Addons Login" and "Password Addons" and a "Log in" button. Further down, there is a search bar and a filter section with dropdown menus for "Sort by" (set to "All Modules"), "Installed & Not Installed", "Enabled & Disabled", and "All countries", along with "Reset" and "Filter" buttons. On the left, a "Categories" sidebar lists: Favorites (0), Total (119), Administration (13), Advertising and Marketing (6), and Analytics and Stats (27). On the right, a table lists modules, with the first entry being "eBay" (NOT INSTALLED) by PrestaShop, version 1.5, in the Marketplace category, with an "Install" button.

3.2. Configuration

3.2.1. Check “installed”-status

Once the module has been installed, click on “Configure” to go to the configuration screen.



The screenshot shows the PrestaShop administration interface for the 'Modules' section. The page title is 'Module : List of modules'. At the top, there is a navigation bar with various menu items: Catalog, Orders, Customers, Price Rules, Shipping, Localization, Modules (highlighted), Preferences, Advanced Parameters, Administration, and Stats. Below the navigation bar, there are two icons: 'Add a new module' and 'Help'. A login section for 'PrestaShop Addons' is visible, with fields for 'Addons Login' and 'Password Addons', and a 'Log in' button. Below the login section, there is a search bar and a 'Search' button. A 'Sort by:' dropdown menu is set to 'All Modules', and other filters include 'Installed & Not Installed', 'Enabled & Disabled', and 'All countries'. There are 'Reset' and 'Filter' buttons. On the left side, there is a 'Categories' sidebar with a list of categories and their counts: Favorites (0), Total (119), Administration (13), Advertising and Marketing (6), Analytics and Stats (27), Billing and Invoicing (2), Checkout (1), Front Office Features (40), Migration Tools (2), and Payments and Gateways (9). The main content area displays a list of modules. The first module is 'eBay', which is marked as 'INSTALLED'. A callout box points to the 'INSTALLED' status with the text '1 – Check that status is “INSTALLED”'. Below the module name, there is a description: 'Developed by : PrestaShop | Version : 1.5 | Category : Marketplace' and 'Description : Easily export your products from PrestaShop to eBay, the biggest market place, to acquire new customers and realize more sales.' There are links for 'Configure', 'Disable', 'Reset', and 'Delete'. A callout box points to the 'Configure' link with the text '2 – Click “Configure”'. At the bottom of the module list, there are buttons for 'Install the selection' and 'Uninstall the selection'.

Module : List of modules

Do you have a PrestaShop Addons account? Addons Login : Password Addons : Log in

Sort by: All Modules Installed & Not Installed Enabled & Disabled All countries Reset Filter

Categories

Favorites	0
Total	119
Administration	13
Advertising and Marketing	6
Analytics and Stats	27
Billing and Invoicing	2
Checkout	1
Front Office Features	40
Migration Tools	2
Payments and Gateways	9

Module name

eBay **INSTALLED** Uninstall

Developed by : PrestaShop | Version : 1.5 | Category : Marketplace

Description : Easily export your products from PrestaShop to eBay, the biggest market place, to acquire new customers and realize more sales.

[Configure](#) [Disable](#) [Reset](#) [Delete](#)

Install the selection Uninstall the selection

1 – Check that status is “INSTALLED”

2 – Click “Configure”

3.2.2. Check prerequisites and link module to eBay

Check that points 2 and 3 on the eBay Module Status both have a green tick before you register the module on eBay. This confirms that your hosting provider is prepared for the eBay module to function properly.

Then enter your eBay user ID and click the “Register the module on eBay” button.

The screenshot shows the 'eBay Module Status' and 'Register the module on eBay' sections. The status section lists four prerequisites: 1) Register the module on eBay (warning icon), 2) Allow url fopen (green tick), 3) Enable cURL (green tick), and 4) Please register an eBay business seller account to configure the application (warning icon). The registration section asks if the user has an eBay business account, provides a text input for the eBay User ID, a dropdown menu for the eBay site (currently set to 'ebay.co.uk'), and a blue 'Link your ebay account' button. A link to 'Subscribe as a business seller on eBay' is also present. Four numbered callouts are overlaid on the page: 1 - Check 2 & 3 are OK (pointing to the status list), 2 - Enter your eBay User ID (pointing to the input field), 3 - Choose the eBay site you want to list on (pointing to the dropdown menu), and 4 - Click the button (pointing to the 'Link your ebay account' button).

Click [here to learn more about business selling on eBay](#)

eBay Module Status

Please complete the following settings to configure the module

- 1) Register the module on eBay
- 2) Allow url fopen
- 3) Enable cURL
- 4) Please register an eBay business seller account to configure the application

Connection to eBay.co.uk

Register the module on eBay

Do you have an eBay business account?

eBay User ID

Choose ebay site you want to listen

[Link your ebay account](#)

You do not have a professional eBay account yet ?
[Subscribe as a business seller on eBay](#)

[Review the eBay business seller fees page](#)
Consult our "Help" section for more information

1 – Check 2 & 3 are OK

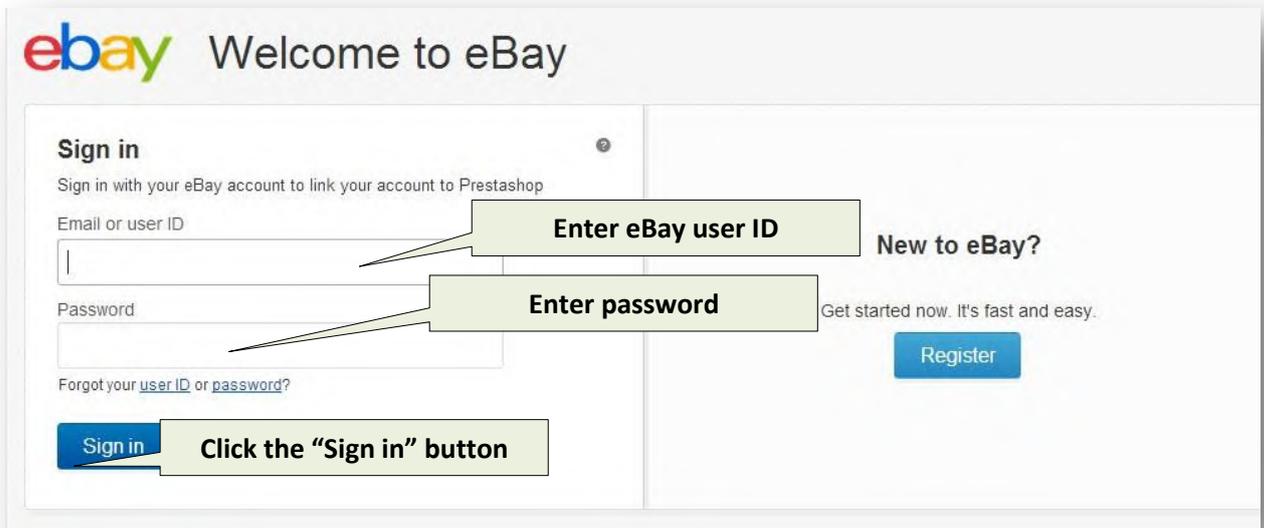
2 – Enter your eBay User ID

3 – Choose the eBay site you want to list on

4 – Click the button

3.2.3. eBay pages (open in a new window)

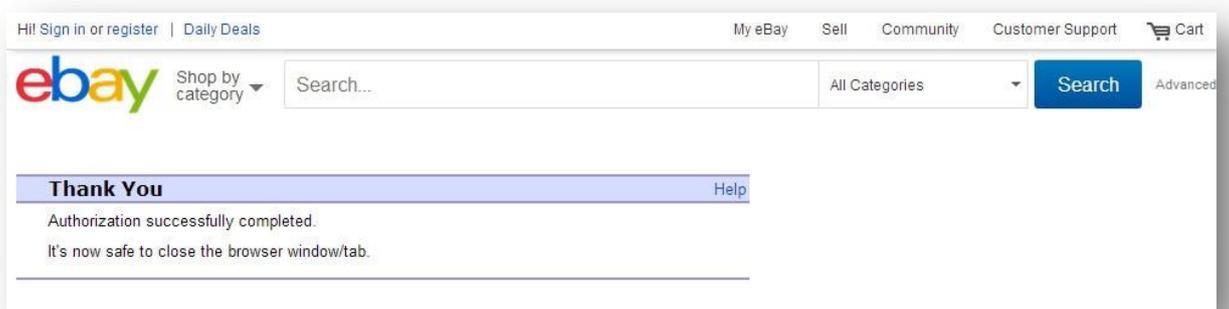
1. Sign in to eBay



2. Accept that eBay add-on will connect to your eBay account



3. Important: Close this browser window now



3.3. Basic settings

In the “Parameters” tab you have to make sure a couple of settings apply to all your eBay listings:

- Your eBay shop name
- Your PayPal email address
- The postcode of where your items are located. eBay uses this to display the item location to buyers.
- Image sizes that are going to be used for the default listing image and images in the description.
- Returns policy: For legal and eBay policy reasons all business registered sellers have to accept returns.

[More information.](#)

- Listing duration: Listings on eBay run for a certain duration which either end or are relisted/renewed. Business sellers typically use “good till cancelled” listings that renew automatically every 30 days. You need to subscribe to an eBay shop to use 30 days and “Good till cancelled”.

The option to choose “automatically relist” has the same effect as “Good till cancelled” but can cause higher costs as eBay typically charges an insertion fee every time a listing is relisted.

The screenshot shows the 'Account settings' page with a navigation bar at the top containing: 1. Account settings, 2. Categories and pricing, 3. Item specifics, 4. Dispatch and Shipping, 5. Template manager, 6. List products, 7. Order history, 8. Help.

The main content area is divided into sections:

- Account details:** Contains a heading: "To list your products on eBay, you need to create a **business seller account** and a **PayPal account**." Below this are four input fields: "eBay User ID" (pre-filled with "testuser_prestab"), "eBay Shop" (empty), "Paypal email address" (pre-filled with "boutique@202-ecomm"), and "Item location" (pre-filled with "ML1 2DA"). Callouts point to these fields with the text: "Enter eBay shop name", "Enter PayPal email address", and "Enter the post code of the place where your items are located".
- Returns policy:** Contains a heading: "Please define your returns policy:". Below this are three dropdown menus: "Returns Accepted" (selected), "Returns within:" (pre-filled with "14 days"), and "Who pays:" (pre-filled with "Buyer"). A callout points to the "Returns Accepted" dropdown with the text: "Specify your returns policy".
- Photo sizes:** Contains three dropdown menus: "Default photo" (pre-filled with "home_default"), "Main photo" (pre-filled with "large_default"), and "Small photo" (pre-filled with "small_default").

At the bottom of the page is a blue button labeled "Save and continue".

3.4. Category settings

In the “Categories settings tab” you determine which eBay category corresponds with each your PrestaShop categories. All products from one PrestaShop category will be listed into one eBay category.

Please be aware that only the default product category is used by the module. For example, a product listed on PrestaShop with the default category “Home” can also be displayed in the category “iPods”. However, it will *not* be synchronised if only the “iPods” category has been matched to an eBay category.

On the left side of the screen, you see all your PrestaShop categories. To start, click the “Suggest Categories” button and all line items will now be automatically populated with eBay categories. Please check them for accuracy afterwards.

Price adjustment

If you’d like to alter the price of your product that will be listed on eBay, you can enter values in the “Price adjustment” fields.

The screenshot shows the 'Categories and pricing' configuration page in PrestaShop. At the top, there are tabs for '1. Account settings', '2. Categories and pricing', '3. Item specifics', '4. Dispatch and Shipping', '5. Template manager', '6. List products', '7. Order history', and '8. Help'. The main content area is titled 'Select a category' and includes instructions: 'To list your products on eBay, you must first select a category. The button below will suggest categories that correspond to your PrestaShop categories. We recommend that you check that you're happy with the category chosen and amend if necessary.' Below this is a 'Suggest eBay categories' button. The 'Your eBay selling price' section explains: 'You can adjust the price of your items for sale on eBay. You can enter a percentage to take into account the fees for selling on eBay. Or, reduce your price to be competitive. Look at what similar items are selling for to see what a good price is.' The 'List on eBay' section says: 'Choose which of your items you want to list on eBay by ticking the box.' The main table has the following columns: 'PrestaShop category (Quantity in stock)', 'eBay category', 'eBay selling price', 'List on eBay', and 'Photos'. The table contains four rows of data:

PrestaShop category (Quantity in stock)	eBay category	eBay selling price	List on eBay	Photos
► Accueil ()	No category selected	+ [] £	<input type="checkbox"/>	Unselect products that you do NOT want to list on eBay
► Accueil > iPods (800)	Clothes, Shoes & Acces Men's Clothing T-Shirts	+ [5] £	<input type="checkbox"/>	Unselect products that you do NOT want to list on eBay
► Accueil > Accessoires (40)	Computers/Tablets & Ne iPad/Tablet/eBook Acces Accessory Bundles	+ [10] %	<input type="checkbox"/>	Unselect products that you do NOT want to list on eBay
► Accueil > Portables (875)	No category selected	+ [] £	<input type="checkbox"/>	Unselect products that you do NOT want to list on eBay

At the bottom left is a 'Save and continue' button. At the bottom right are fields for 'Change extra pictures numbers for all products' (set to 0) and 'Set maximum pictures for all products'. A warning message states: 'Warning: Only default product categories are used for the configuration'. A footnote at the bottom explains: '* In most eBay categories, you can list variations of your products together in one listing called a multi-variation listing, for example a red t-shirt size small, medium and large. In those few categories that don't support multi-variation listings, a listing will be added for every variation of your product. Click here for more information on multi-variation listings.'

Excluding individual products from being listed on eBay

You have the option to exclude individual products from being listed on eBay. To do this, expand the category by clicking on the category name and all your PrestaShop products in this category will be displayed as a list. If you *remove* the check in the “Synchronize Product” column for a product it will be excluded from the category sync and not be listed on eBay.

Save

Don't forget to save your settings by clicking the “Save” button at the bottom.

The screenshot shows the 'Categories and pricing' configuration page in PrestaShop. The interface includes a navigation menu at the top with tabs for 'Account settings', 'Categories and pricing', 'Item specifics', 'Dispatch and Shipping', 'Template manager', 'List products', 'Order history', and 'Help'. Below the navigation, there are instructions on how to select a category, set an eBay selling price, and list items on eBay. A table lists PrestaShop categories and their corresponding eBay categories, selling prices, and checkboxes for 'List on eBay'. Callouts highlight the 'Save and continue' button, the 'List on eBay' checkboxes, and the 'Change extra pictures numbers' field.

PrestaShop category (Quantity in stock)	eBay category	eBay selling price	List on eBay	Photos
► Accueil (0)	No category selected	+ [] £	<input type="checkbox"/>	
► Accueil > iPods (800)	Clothes, Shoes & Acces Men's Clothing T-Shirts	+ [5] £	<input type="checkbox"/>	
▼ Accueil > Accessoires (40)	Computers/Tablets & Ne iPad/Tablet/eBook Acces Accessory Bundles	+ [10] %	<input type="checkbox"/>	
Écouteurs à isolation sonore Shure SE210			<input checked="" type="checkbox"/>	[1] ⇄
Housse portefeuille en cuir (iPod nano) - Noir/Chocolat			<input checked="" type="checkbox"/>	[1] ⇄
► Accueil > Portables (875)	No category selected	+ [] £	<input type="checkbox"/>	

Unselect products from being listed (points to the 'List on eBay' checkboxes)

Click "Save" to complete (points to the 'Save and continue' button)

Make general setting for additional images (points to the 'Change extra pictures numbers for all products' field)

Save and continue (button)

Warning: Only default product categories are used for the configuration

* In most eBay categories, you can list variations of your products together in one listing called a multi-variation listing, for example a red t-shirt size small, medium and large. In those few categories a listing will be added for every variation of your product.

Additional images

By default the eBay module lists your PrestaShop product with one image to eBay. You have to make one default setting for all categories.

Please note that you can upload up to 12 images per listing for no extra fees on eBay.co.uk.

[More information](#)

Multi variation listings

Multi variation listings (for example, a listing for one t-shirt type with variations in size and colour) are supported but need the eBay category to be enabled for this type of listing. [More information](#)

If you list a multi-variation product from your webshop into an eBay category that is *not* enabled for this type of listing the eBay module will create individual eBay listings for each variation.

Please be aware of this as eBay typically charges an insertion fee for every listing.

3.5. Item specifics and item condition

On eBay *item specifics* relate to “attributes” or “features” on PrestaShop. Item specifics let you provide details about the item you're selling, such as brand, size type, size, colour, and style. These details appear at the top of your listing description, in a consistent format, making it easy for buyers to get the facts about your item. Item specifics are supported by the module if the respective eBay category supports them.

Mandatory items specifics

- On eBay some categories require item specifics as a mandatory field – you cannot list in those categories without providing this data. For example, you can't list in women's fashion without specifying the brand and size of the garment.
- In the eBay module you see these mandatory item specifics as fixed values in the “eBay Items Specifics” column. On the right hand side you now have to choose to either associate a PrestaShop attribute with this item specific, e.g. “brand” for “Brand”. The values in your “brand” attribute on your PrestaShop products in this category will then be transferred to eBay as the “brand” item specific.
- You can also choose to assign the same value in this item specific for all products in this category. For example, your category is “Levis Jeans” and you match it to eBay's Clothing, Shoes, Accessories / Men's clothing / Jeans. As all your products in this category are from the same brand you can choose the value “Levis” to be used for “brand” for all products.

Item condition

You also have to match the item conditions (new, used etc.) that eBay offers in this category to item conditions on PrestaShop.

[Click here to learn more about business selling on eBay](#)

 eBay Module Status

✓ eBay Module is configured and online! Connection to eBay.co.uk

1. Parameters 2. Categories settings 3. Items Specifics 4. Shipping 5. Template manager 6. eBay Sync 7. Orders history 8. Help

Match eBay Items' Specifics with PrestaShop Characteristics

eBay Configured Category	eBay Items' Specifics	Mandatory item specifics	PrestaShop Matching
Clothes, Shoes & Accessories > Men's Clothing > T-Shirts	Brand		Brand
	Size		XL
	New with tags		new
	Used		used
	New with defects		refurbished
See optional items			
Computers/Tablets & Networking > iPad/Tablet/eBook Accessories > Accessory Bundles	New		new
	Used		used
	Seller refurbished		refurbished
See optional items			

Click "Save" to complete

Optional item specifics

You can add a large number of optional item specifics to your eBay listings to describe your listing better. You should also match these with your PrestaShop attributes, features or with a default value suggested by eBay for the entire category.

Click here to learn more about business selling on eBay

eBay Module Status

✓ eBay Module is configured and online! Connection to eBay.co.uk

1. Parameters 2. Categories settings 3. Items Specifics 4. Shipping 5. Template manager 6. eBay Sync 7. Orders history 8. Help

Match eBay Items' Specifics with PrestaShop Characteristics

eBay Configured Category	eBay Items' Specifics	PrestaShop Matching
Clothes, Shoes & Accessories > Men's Clothing > T-Shirts	Brand	Brand
	Size	XL
	New with tags	new
	Used	used
	New with defects	refurbished
	Design	
	Exact Material	
	Fit	
	Garment Care	
	Main Colour	
Material		
Multipack		
Neckline		
Number in Pack		
Pattern		
Sleeve Type		
Computers/Tablets & Networking > iPad/Tablet/eBook Accessories > Accessory Bundles	New	new
	Used	used
	Seller refurbished	refurbished

See optional items

Save

Optional item specifics

Matching PrestaShop attributes

Matching PrestaShop features

eBay suggested values

Click "Save" to complete

3.6. Shipping configuration

- The eBay module for PrestaShop allows you to configure up to 4 domestic and 5 international shipping methods.
- Each shipping methods has to be mapped to a Prestashop shipping solution so when a sale occurs on eBay and an order is created in Prestashop the order can be associated to this carrier.
- Shipping fees on eBay are determined based on the Prestashop carrier: Prestashop integrates various rules for shipping price (weight of goods, total price of order, fixed, etc...). In order to send the correct shipping cost for a product to eBay, the module first calculates the PrestaShop shipping cost for the selected carrier then adds an optional extra fee as configured in the module and sets the result as a shipping cost on eBay.
- A shipping solution cannot be banned for a product in the module, but if in Prestashop, the product cannot be ordered with the carrier, then the carrier will not be available on eBay.
- Remember to click “Save” when you are done.

The screenshot shows the 'eBay Module Status' section at the top, indicating the module is configured and online. Below this is a navigation menu with tabs for Parameters, Categories settings, Items Specifics, Shipping (selected), Template manager, eBay Sync, Orders history, and Help. The main configuration area is divided into three sections: Global Configuration, Shipping method for domestic shipping, and Shipping Method for Interational Shipping. The Global Configuration section has a 'Dispatch time' dropdown set to '1 Day'. The Shipping method for domestic shipping section shows 'Europe' as the Prestashop zone, 'Royal Mail 1st Class' as the chosen eBay carrier, and 'My carrier' as the associated PrestaShop carrier, with an extra fee of 0. The Shipping Method for Interational Shipping section shows 'North America' as the Prestashop zone, 'Parcelforce Global Express' as the chosen eBay carrier, and 'My carrier' as the associated PrestaShop carrier, with an extra fee of 0. Below this, there is a list of countries to ship to, including N. and S. America, Asia, Australia, Canada, European Union (checked), Ireland, United States, Worldwide, Germany, France, Europe, and Japan. The Exclude shipping locations section has checkboxes for various regions, all of which are currently unchecked. A 'Save' button is located at the bottom of the page.

3.7. Template manager

- This template determines how your listings will look on eBay. The template will be applied to all your listings. The module provides a standard template which should work for most sellers.
- You can make changes to the template either by making formatting changes directly to the template or by editing the underlying HTML by clicking on the HTML button.
- Please note: that the original default template cannot be restored at the moment. If you want to experiment we suggest you click on the HTML-button and save the HTML code in a separate text file on your computer. This way you can always copy and paste the original source code back in if you are not satisfied with the results of your changes.

The screenshot shows the eBay Module Status section with a green checkmark indicating the module is configured and online. Below this is a navigation menu with tabs for Parameters, Categories settings, Items Specifics, Shipping, Template manager (selected), eBay Sync, Orders history, and Help. The main content area is titled 'You can customise the template for your products page on eBay :'. It includes instructions on how to design a good template and a rich text editor with a toolbar. The editor contains a placeholder for a logo ('YourLogoHere'), a slogan placeholder ('{SLOGAN}'), a product name placeholder ('{PRODUCT_NAME}'), and a 'See our ratings' link with a star icon. A 'Save' button is located at the bottom of the editor area.

3.8. Product synchronisation

1. Decide which categories you want to sync

First you need to decide which categories you want to sync to eBay. "List all products on eBay" will select all the PrestaShop categories that you configured in the "Categories settings" tab and sync them with eBay. "Sync the products only in selected categories" allows you to select the categories that you want to sync with eBay.

2. Revising price and quantity

When you make changes to a product in PrestaShop the whole product will be re-synced with eBay. If you only want to update a product's price and quantity then you can select this as an option and only the price and quantity will be updated – this will speed up the synchronisation process.

3. Choose a sync mode

There are two ways to synchronise your PrestaShop with eBay:

Sync with eBay

The option "Only sync new products" will create new eBay listings whenever you add new products in your PrestaShop in a synced category. The rest of the existing eBay listings will not be updated even if they change on PrestaShop. This option can be helpful if you need to make and retain changes to an eBay listing on the eBay site that you cannot make via the module.

Sync with eBay and update

The option "Sync new products and update existing listings" will add new products whenever they are added in PrestaShop and make changes to all existing products according to changes you made in PrestaShop. This is the preferred option as it provides the most comprehensive synchronisation across both channels.

Regardless of sync-mode: Whenever a product is disabled on PrestaShop the corresponding eBay listing is ended.

The screenshot shows the PrestaShop interface for listing products on eBay. The navigation bar at the top includes: 1. Account settings, 2. Categories and pricing, 3. Item specifics, 4. Dispatch and Shipping, 5. Template manager, 6. List products (highlighted), 7. Order history, 8. Help.

The main content area displays the following options:

- List all products on eBay :**
 - List all products on eBay
 - Sync the products only in selected categories
- Option :**
 - Only synchronise price and quantity
- Sync mod :**
 - Sync new products and update existing listings
 - Only sync new products

A note at the bottom states: "Note: If some of your categories don't support multi-variation listings, all variations will appear as separate listings."

At the bottom, there are two buttons: "Save and publish" and "Save".

Callouts from the image:

- 1. Syncing all or just selected categories** points to the radio buttons under "List all products on eBay".
- Option: "When revising products on eBay ..."** points to the checkbox under "Option".
- Sync modes** points to the radio buttons under "Sync mod".

Advice on product synchronisation

- The initial stock synchronisation can take up to 30 seconds per product.
- A new seller should always start with one category which contains only a few (less than 10) products. As soon as you're happy with the results and understand the sync process you should increase the share of your stock that you list on eBay.
- Uploading large inventories (more than 2,000 products and/or 20 categories) to eBay can be complicated to synchronise due to hosting limitations on data size and script execution time. If you encounter any of these problems you should try to synchronise category by category. Alternatively, you can contact your hosting provider to change the settings on your account in order to allow time / resource consuming scripts.
- The synchronisation between PrestaShop and eBay is based on a matching between categories on both channels. Once a PrestaShop category is configured to be synced every new newly created product in this category will be replicated on eBay.
- All the product data, description, etc. are also kept in sync, depending on the sync mode – see page on “product synchronisation”.
- Whenever the quantity is updated on Prestashop (because of sales or re-stocked inventory), the available quantity on eBay is also updated. If you allow your product to keep on selling in your PrestaShop even if the quantity is zero or lower this product will not be available on eBay as only positive quantities are allowed on eBay.
- When a product is deactivated on Prestashop the eBay listing is ended automatically. Every 30 minutes new orders are pulled from eBay to Prestashop.
- In the “eBay sync” tab you make settings about how you want your PrestaShop products to be synchronised with eBay. After you've made the settings on this page there is no need to come back to this page as the module will keep your PrestaShop and eBay inventory in sync automatically.
- Legacy eBay-listings (= listings that exist on eBay before you start using the add-on) cannot be synced with the module – only eBay listings that were created by the module can be held in sync.

4. Troubleshooting

Prestashop's multi shop feature is *not* supported at the moment; if you use multishop only the default shop will be used for eBay. You can list on eBay sites in the UK (ebay.co.uk), France (ebay.fr), Italy (ebay.it), Spain (ebay.es), Poland (ebay.pl), Netherland (ebay.nl), and Belgium (benl.ebay.be and befr.ebay.be). Per PrestaShop webshop you can only list on one eBay site.

If you need help [visit the online forum](#) on the PrestaShop website, managed by users.

This forum includes 2 topics: “eBay module FAQ” & “Known issues”.

If you encounter a problem that you believe is a bug, please report it on <http://forge.prestashop.com>