Seller Hub Reports Guide

Copyright statement

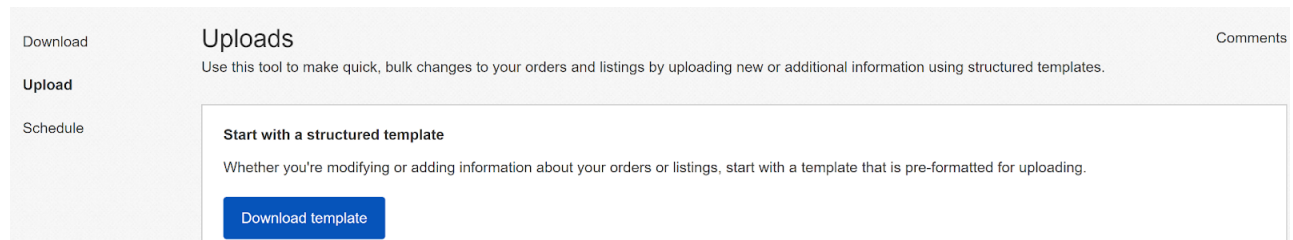# Document information

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Company Information

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UPLOADABLE TEMPLATES

Capabilities of a structured template

An uploadable template file contains a set of structured data in a table that describes the products you are selling. Each row in the table contains the data for one product. Each column in the table contains a specific part of the description of each product. The first column determines what action the file feed will perform with the information. The rest of the columns each contain information about the product.

Choosing a Structured template file

Before choosing a template, determine the type of template you need. There are specific templates for each category, as well as a basic template. Each type of template is designed for a specific purpose.

- **Item specific template (Coming Soon!)**
  - Use this template to list items based on a particular eBay category, like a particular type of memorabilia. Use this template to list in one category
- **Catalog templates (Coming Soon!)**
  - Use this template to list items with ISBN, UPC, or SKU established identifiers
- **Edit Price & Quantity template**
  - Use this template to revise Price & Quantity listing information, which you can then update with only minimal changes before uploading those changes to eBay.

- **Revise Shipping Template**
  - Use this template to update shipping information on each order with your tracking number and shipping carrier. A buyer can then start tracking their order.

Download structured templates
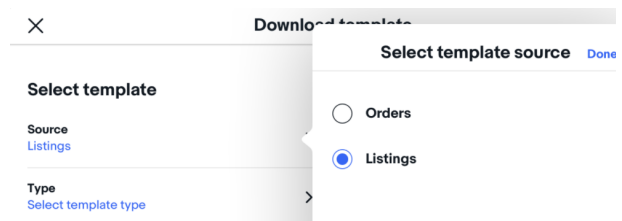
1. Navigate to the **Reports tab**

2. Go to the **Upload Page**

   Download

   Upload

   Schedule

3. Click on the **Download template** button

   Download template

4. Select the Template source **Listings**

   ×   Download template

   Select template

   Source
   Listings

   Type
   Select template type   >

   Select template source   Done

   ○ Orders

   ● Listings

5. Select the Template **Type** (edit price and quantity)

6. Click the **Download button.** Look for your downloaded template in lower left of your screen, "**Your template is ready**"

Edit Price & Quantity template

To simplify the revision process, you can download a template file that contains existing listing information, which you can then update with only minimal changes before uploading back to the site. For example, you can revise the price or update the Quantity using the template, changing the corresponding values on each row.

When your listings have Variations, they will be included on this template. To revise the quantity or price of a variation attribute, change the values on the corresponding variation rows.

In addition to the fields you use to update your listings, the revision file provides the *Action* and *Item Number* fields and values. These field values need not be changed.

Summary of fields (Price & Quantity)

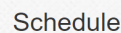| Column	Definition
Action	Determines the purpose of each row on the file.
Item number	eBay automatically generates and assigns a unique read-only ID to identify each item (the value for Item Number cannot be changed or selected).for ItemID cannot be changed or selected).
Title	Primary name that appears in the search results for an item.
Listing site	Represents the site where you listed your item.
Currency	Represents the monetary system in which you want to list your items.
Start price	The current Price on the listing which can be changed by the seller.
Buy It Now price	Price required to immediately buy an auction-style format item. Once buyer enters the amount, it will immediately end an auction
Available quantity	Number of remaining items for a specific listing at the time of the downloaded report, after any sales.
Relationship	The information will be prefilled with the word Compatibility (for vehicle parts) or Variation (for all other eBay categories).
RelationshipDetails	This information will be pre-filled with what is currently on the listing. For information on how to change any Relationship details, see here
CustomLabel (SKU)	Your unique identifier for the item, like a stock-keeping unit (SKU) number. The buyer does not see this information.

Revise the values in the price and quantity fields in the corresponding row, or child row corresponding to the variation. When you are finished, save the file in CSV format with a file name you can easily identify and remember where you saved it. **Required**: <u>**Format the download CSV file before saving**</u>

Format the download CSV file before saving

- In the excel file, select column C and hold control key and click on F
- Once both columns are selected, right click and choose Format Cells
- Click on number on the left category
- Change decimal places to zero and click OK.
  - You will now be able to see the Item Number
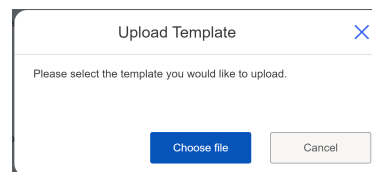
Upload Edit Price and Quantity templates

1. Go back to the **Upload section** of the Reports tab.

Download

Upload

Schedule

2. Select the **Start Upload** button.

Start upload

3. Select **Choose file**

Upload Template   ✕

Please select the template you would like to upload.

Choose file   Cancel

4. Choose the **.csv** file

5. Select the **template type** you're uploading.

6. Select **Upload**.

Once you've added information to the template and converted it to a .csv file, the process for uploading it is the same whether you're listing new inventory or editing existing listings in bulk.

Once you hit the Upload, your file will be processed and all the actions you requested will be run. This usually takes less than 15 minutes, though very large files can take longer. When the upload is finished, you'll see a message saying Your upload is complete and a downloadable report of all the actions taken will be generated. Note: Even though the upload may be completed, you must check the download report to make sure there are no rows that failed.
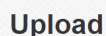
Revise Shipping template

Use this template to update the tracking number and carrier name. The tracking number will be posted on the buyers account so that they can see you shipped the item.

How to download shipping template

1. Go to the **Seller Hub Reports** tab
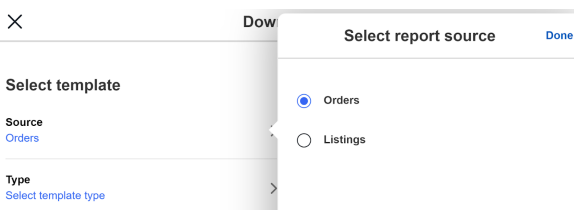
2. Click on **Upload**
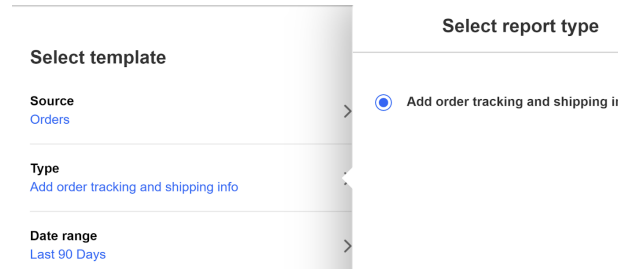

3. Click on **Download template**

4. Select **template source**

5. Select **Orders**

6. Select **template type**

7. Click on add **Order Tracking and Shipping info**

Select template

Source
Orders   >

Type
Add order tracking and shipping info

Date range
Last 90 Days   >

Select report type

🔘 Add order tracking and shipping in

8. Select the **date range** (default is last 90 days)

9. Click **done**

10. Click **Download button**
    Look at the bottom left corner for the downloaded templates in progress.

Format the download CSV file before saving (Required)
- In the excel file, select column C and hold control key and click on F
- Once both columns are selected, right click and choose Format Cells
- Click on number on the left category
- Change decimal places to zero and click OK.
  - You will now be able to see the Order Number and Tracking Number

Summary of fields (Shipping)

Column name	Definition
Shipping Status	Expected string value added by users/sellers: Shipped or Not shipped. This Column is **optional**; if tracking info is provided then our system interprets and marks it as shipped.
Order Number	An eBay-generated ID used to uniquely identify the transaction for a multiple item order.
Item Number	eBay automatically generates and assigns a unique read-only ID to identify each item (the value for Item Number cannot change or be selected).
Item Title	Primary name that appears in the search results for an item.
Custom Label	Your unique identifier for the item, like a stock-keeping unit (SKU) number.The buyer does not see this information.
Transaction ID	An eBay-generated ID used to uniquely identify the transaction for a single item order.
Shipping Carrier Used	Field is kept blank for the seller to fill in the carrier name used. On the carrier page browser, use Control + F to find your carrier. Enter a valid shipping carrier name. For example, if ShippingService-X:Option is UPSNextDay , enter UPS. Do not enter the value UPSNextDay. To use this field, you must also provide a value for Tracking Number.
Tracking Number	The tracking number assigned when requesting a shipping label. To use this field, you must also provide a value for Shipping Carrier Used.

Editing Tracking information for the buyer

- Add tracking number and add carrier name on every row that has transaction ID and item number
  - If you are shipping with no tracking info, mark the row as Shipped. If you've provided tracking info then the status column is optional and implicit.
- Save the CSV file
- Upload the CSV file

How to Upload the ReviseShiping template

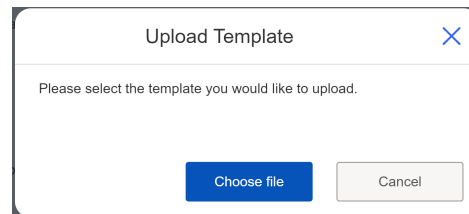1. Go to the Upload section of the Reports tab
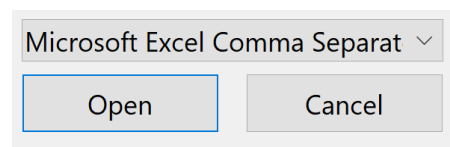
Download

Upload

Schedule

2. Click **Start Upload**

Start upload

3. Click the **Choose file** button

Upload Template ✕

Please select the template you would like to upload.

Choose file   Cancel

4. Browse to the .csv file you just saved, select it and click **Open**.

Microsoft Excel Comma Separat ⌄

Open   Cancel

5. Look at the bottom left corner for the **Upload in Progress**

Upload in progress   ✕

eBay Orders Sept-12-2020-8_54.csv

6. Check the status of your upload by clicking on the **Download results** link

7. Open the results report and check the
    Status column [C } where you will see
    failure or success.

For any row that has a status failure, see error
message in column [E] and/or contact customer
support.