eBay Integration Guide

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eBay Integration Overview

Integration with eBay is achieved via the **eBay API** which allows the user to create a connection in Tradebox Finance Manager to **individual eBay ID's** enabling them to:

- Rapidly download orders, either routinely or on demand
- Create customers and invoices in Sage
- Update stock levels in Sage (if required)
- Mark unshipped items as dispatched on eBay
- Upload Sage free stock levels directly to the eBay listing
- Accurately calculate VAT liability for all sales, including overseas sales.

Tradebox can only download sales that have occurred within the last 30 days and that meet the download criteria established by the user. Generally sales are downloaded that have a status of either, **Paid and awaiting dispatch**, or, **Paid and dispatched.**

Each individual order downloaded from eBay is cross referenced against the existing sales data in the Tradebox database to ensure duplication cannot occur in Sage. I**ndividual** invoices/orders are created in Sage Accounts for each order downloaded, containing comprehensive transaction and buyer details. Tradebox can be configured to create:

- Service Invoices (no stock control)
- Product Invoices (stock control)
- Sales Orders (stock control)

The user has the option to create and use a **single generic customer account** in Sage to report all eBay sales to, or alternatively, create **individual customer accounts** in Sage for each unique buyer.

Sequence of setting up

1. Configure Sage Accounts for Tradebox
2. Download and Install Tradebox
3. Create an eBay connection in Tradebox
4. Refine eBay connection settings
5. Optimise Tradebox and Sage reporting
6. Import eBay listings and map to Sage stock (if stock control required in Sage)
7. Synchronise and download sales

Sage Accounts set up

1. Install and configure **Sage Instant** or **Sage 50 Accounts** on your pc. Finance Manager is compatible with Sage Instant Accounts version 15 onwards and Sage 50 Accounts version 12 onwards.

2. **IMPORTANT:** If you use **Sage 50 Accounts 2008**, you **MUST** download and install the **Sage SDO Hotfix** prior to using Tradebox

3. Enable Sage Accounts **to connect to a third party application**. This can be achieved within Sage Accounts by clicking on **Tools** – **Activation** – **Enable 3rd Party Integration**. This will take you to a screen with a full set of instructions of how to gain the required enable keys from Sage.

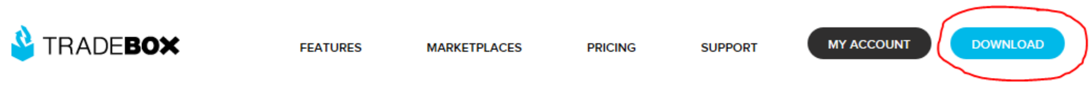
4. Create a Sage Username specifically for Tradebox, to prevent logon issues. This does not require a multi user Sage licence as the username Tradebox utilises does not count against your Sage user allocation. This can be done in Sage by selecting **Settings** – **Access Rights**.

5. If you wish to gain stock control establish Product Records in Sage. An overview of how to do this is available by clicking here.

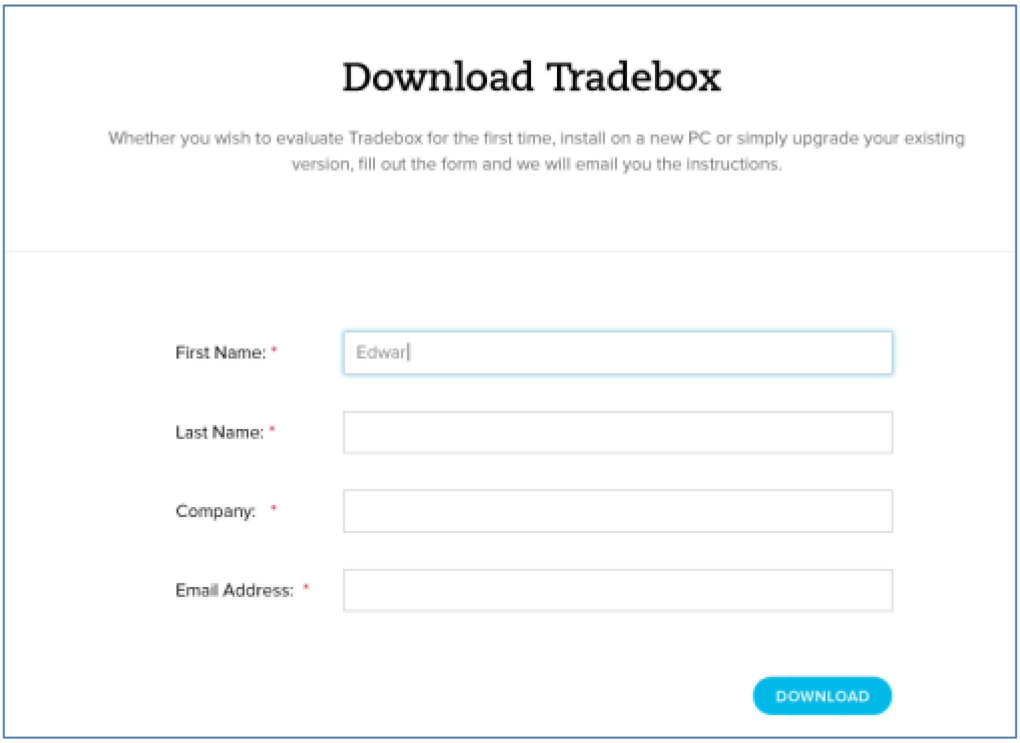
Action	Verify
Compatible version of Sage installed and registered	
3rd party integration activated in Sage Accounts*	
Set up Sage user specifically for Tradebox**	
Nominal codes created for sales	
Nominal codes created for expenses/fees	
Departments created, if required	
Generic customer accounts created, if required	
Bank Accounts set up, as required	
Suppliers created, as required	
Products created, if required	
Stock levels adjusted against existing products, if required	

Installing Tradebox Finance Manager

Tradebox Finance Manager can be downloaded from the [Tradebox website] by clicking on the **Download** button at the top of the web page.



This will generate the download page:



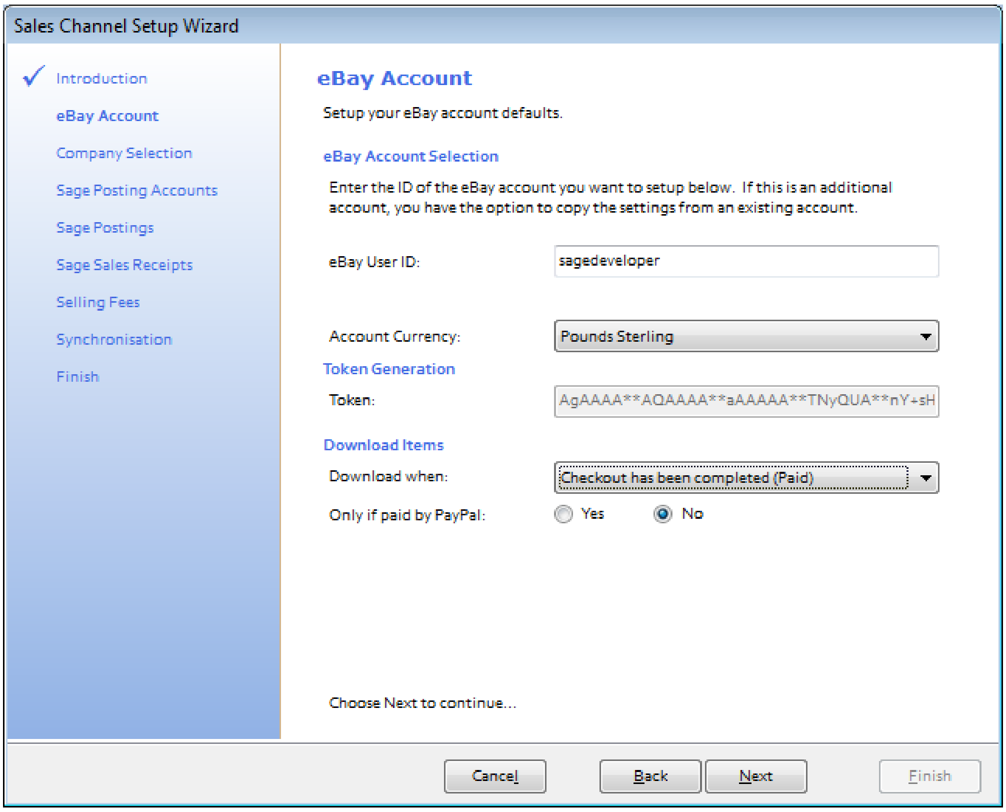
Simply fill out the form and select **Download** button at the bottom of the form. Tradebox will send you an automated email (to the email provided in the form) with a full set of download and installation instructions.

Creating and configuring an eBay connection in Tradebox

1. In Finance Manager, select **New Sales Channel** from the **Configuration** menu, select **eBay** from the drop down menu and click on **OK**.

2. This will display the **Sales Channel Setup Wizard** which is designed to guide the user through all of the configuration settings. The first screen is the **Introduction page**. Select **Next**.

3. The second screen is entitled **eBay Account** and enables the user to create a connection to an **individual eBay ID** and establish the download criteria for eBay sales.

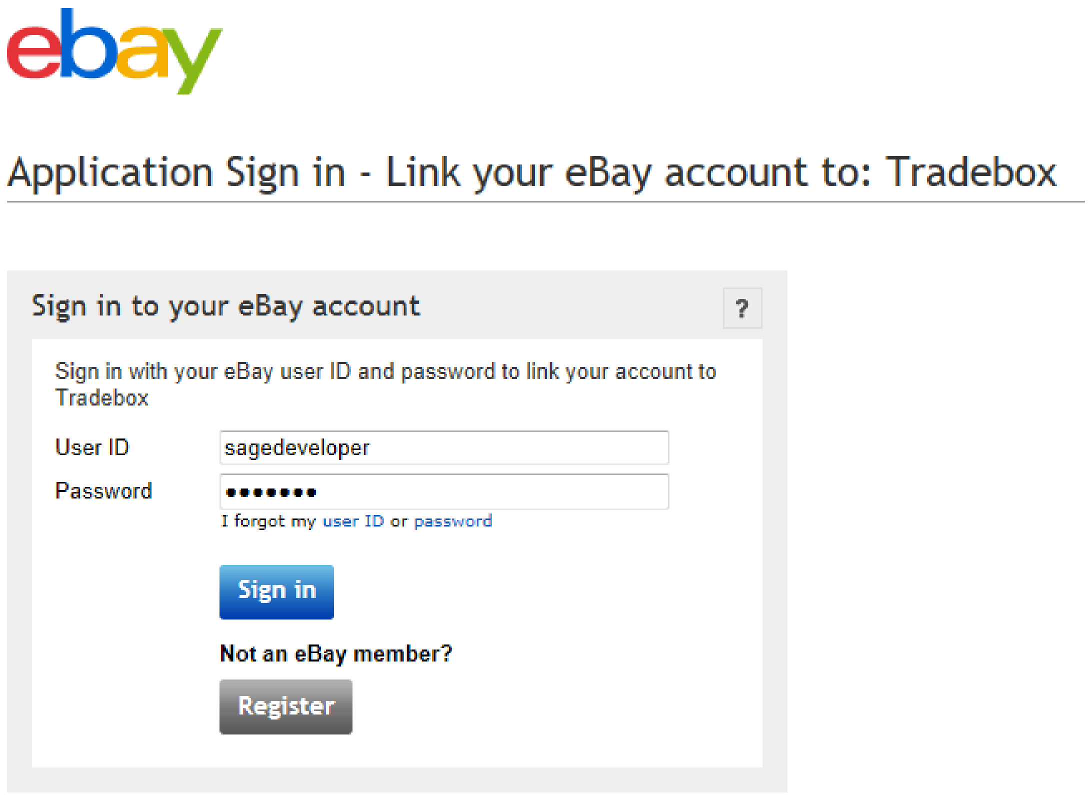


Creating a connection to an eBay ID

Connections to eBay are done via the eBay API requiring authorisation to generate a **Token**; a unique and secure code which links the individual eBay ID to Tradebox. The following sequential steps will take you through the Token generation.

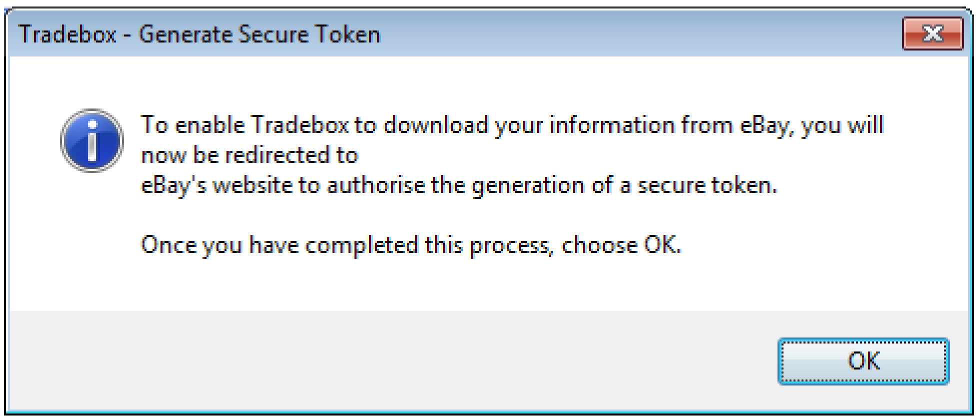
4. Type the eBay ID you wish to link with into the **eBay User ID** field. Then press the TAB key on your keyboard to move the cursor out of this field.

5. This action will open your internet browser on the **Application Sign in** page for Tradebox on eBay.



6. Sign into eBay and click on the '**I Agree**' button.

7. Go back to the Tradebox application and select **OK** on the following dialog box:



Failure to follow these steps <u>sequentially</u> will prevent the Token being created.

8. **Account Currency** is dependent upon the eBay platform you are connecting to, i.e. eBay.co.uk should be configured to Pounds Sterling and eBay.com should be configured to US Dollars. The default currency in the drop down list is Pounds Sterling.

9. **Download Items** enables the user to determine the status of the eBay orders they wish to download. The options available are:

   a. **Checkout has been completed (Paid):** Checkout has completed and the order paid for.

   b. **Item has been despatched:** Order has been marked as despatched.

   c. **Item has been sold:** Order has been placed but remains unpaid.

   d. **Checkout has been completed (Unpaid):** Checkout has completed but the order has not been paid for.

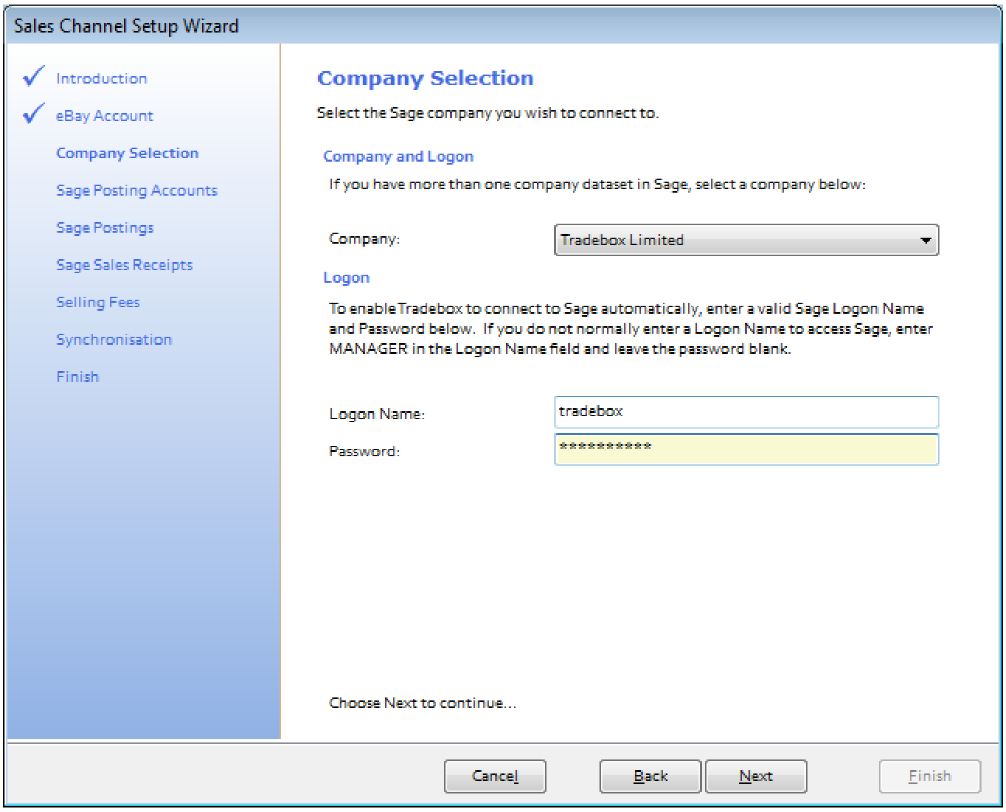
10. **Only if paid by PayPal** allows the user to configure Tradebox to only download those sales where the payment method is PayPal.

11. Click **Next**.

The third screen in the wizard is entitled **Company Selection** and enables the user to decide which company in Sage they wish to pass their sales into. Tradebox automatically detects where Sage is installed on the user's PC and displays this information in the Sage Folder field.

12. From the Company field select the Sage Company you wish to pass your sales data into. Please note that Tradebox enables you to pass data into the Sage Demo and Practice companies.

13. Provide an existing Sage username in the logon field for Tradebox to use. Please note that providing Tradebox with the MANAGER Username often leads to logon conflicts. Tradebox highly recommends creating an additional user in Sage specifically for Tradebox's use. This will not count against your Sage user allocation.



14. Click on **Next.**

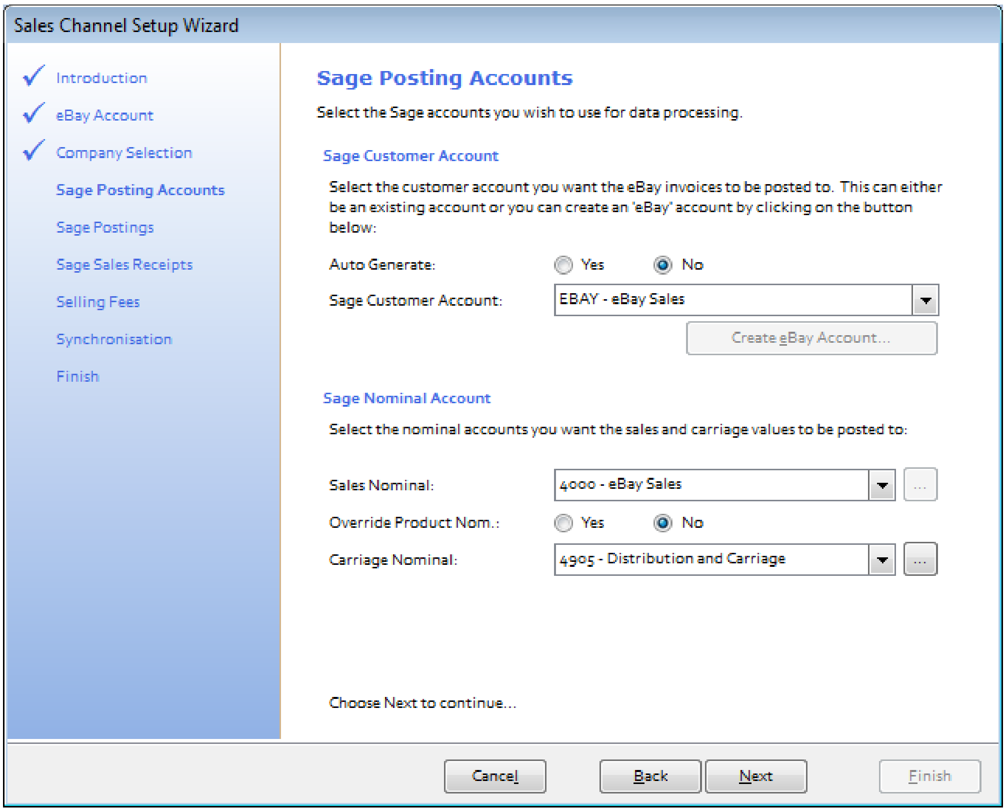
The fourth screen in the wizard is entitled **Sage Posting Accounts** and enables the user to decide how to manage Customer Accounts in Sage and also to establish global nominal settings to report sales and carriage income to.

15. Users can choose to use a **single generic customer** account in Sage to report all eBay sales to, or, **to create individual customer** accounts in Sage for every unique buyer. **Regardless of this choice, a Generic Default Customer is always required.**

a. To use a **single generic customer account** in Sage, either select a pre-existing Sage account from the drop down list, or choose the **Create eBay Account** button for Tradebox to create the Account. Ensure the Auto Generate option is turned to **NO.**

b. To create **individual customer accounts** in Sage you initially still need to select a pre-existing Sage account from the drop down list, or choose the **Create eBay Account** button. Then ensure the Auto Generate option is turned to **YES.**

Sage will only accept the following characters as valid to make up the **Sage Customer Account Reference**; 1 2 3 4 5 6 7 8 9 0 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z ! " $ % & ( ) - _ ' # . /. Where invalid characters form the basis of the Sage Account Reference, Tradebox will allocate the Sage invoice to the default customer.



16. From the **Sales Nominal** field choose a Sales Nominal Code from Sage to report your eBay Sales to. This is a global setting. If you elect to create Product Invoices or Sales Orders (in the next page of the wizard) Tradebox will, by default, report the sales to the nominal code held within the **Sage Product Record**. If you wish to override this default and simply report sales income to the single global nominal code select the **YES** option next to **Override Product Nom**.

17. From the **Carriage Nominal** field choose a Sales Nominal Code from Sage to report your carriage income to. Again, this is a global setting. Different shipping options can be mapped to separate sales nominal codes after the connection has been established.

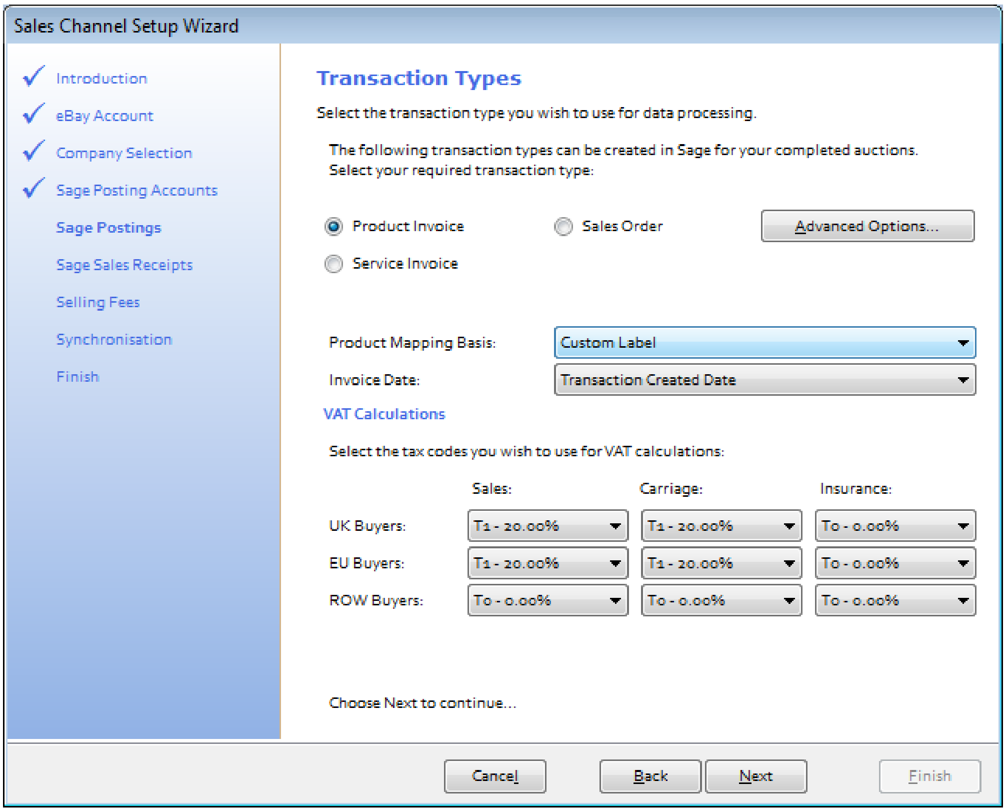
18. Click on **Next.**

The fifth screen in the wizard is entitled **Transaction Types** and enables the user to choose what type of transaction they wish to create in Sage Accounts:

- Service Invoice – No stock control
- Product Invoice – Stock control
- Sales Order – Stock Control (requires Sage 50 Professional)

If you are unsure of the best transaction type to create, please refer to the **online retailer's guide to Sage Accounts** which can be downloaded by clicking here.

Where stock control is required in Sage Accounts, Tradebox highly recommend the use of Product Invoices, which are significantly easier to use than Sales Orders.



Product Mapping Basis

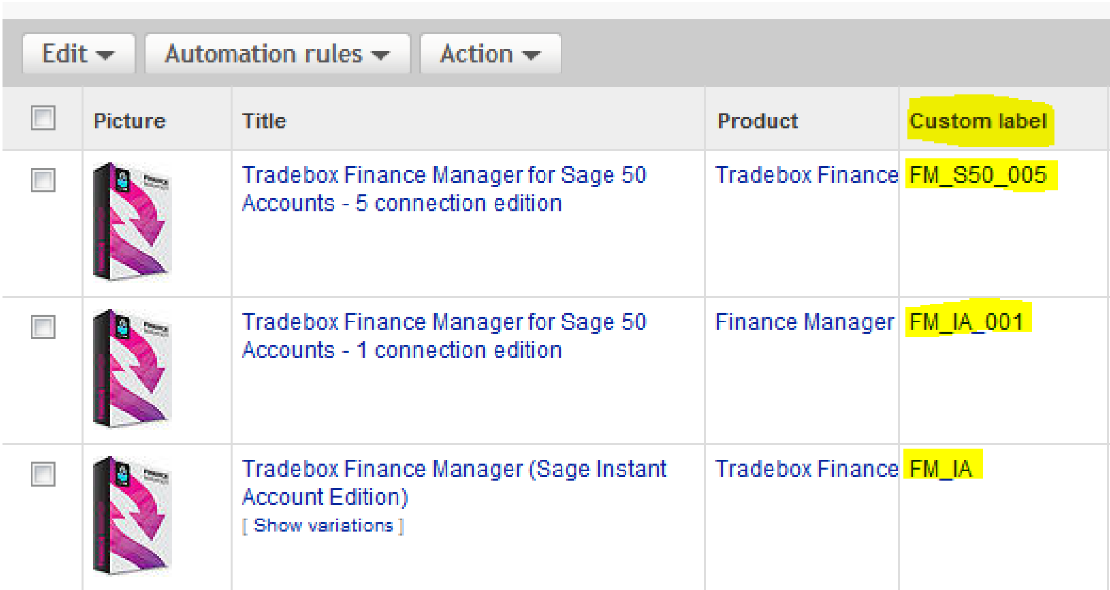
Where stock control is required in Sage Accounts, Tradebox will attempt to map each item on the online order to the corresponding Product Record in Sage Accounts. This can be achieved automatically if the **Custom Label** field in the eBay listing and the **Product Code** in the Sage Product Record **match exactly**. If these two identifiers do not match exactly

Tradebox will invite the end user to manually map the non matching product ID's at the end of the import and then save this mapping for future use.

What is the Custom Label field?

The **Custom Label** field is a free text field in the eBay listing that allows the user to enter product identifiers or SKUs. This enables inventory to be managed or tracked, as well as allowing listings on eBay to be linked to other 3rd party inventory systems, such as Sage Accounts. The Custom Label field is not visible on the eBay listing itself and is often overlooked by many sellers unless they use eBay tools such as Selling Manager, Selling Manager Pro or Turbo Lister where this field is visible.

Selling Manager Pro Inventory



If the Custom Label has never been utilised in the listings and is blank, Tradebox can be used to import the active eBay listings, map these to the corresponding products in Sage and then write the Sage Product Code back to the active eBay listing, without interrupting the listing. This can be achieved in the **Product Mapping** section of the eBay connection in Tradebox upon completion of the wizard.

Alternatively, the user can choose to manually map the **Item Title** of the eBay listing to the **Product Code** in the Sage Product Record. Each time Tradebox imports an eBay order it will invite the user to manually map the Title of the eBay listing to a Sage Product Code. This information is saved in the Tradebox database so it only needs to be done once.

19. The **Invoice Date** dropdown field allows the user to choose the date used on the Sage invoice created by Tradebox. By default this is set to **Transaction Created Date**, which is the date the order was actually placed by the customer. Alternative options are the **Paid Date** or the **Downloaded Date**.

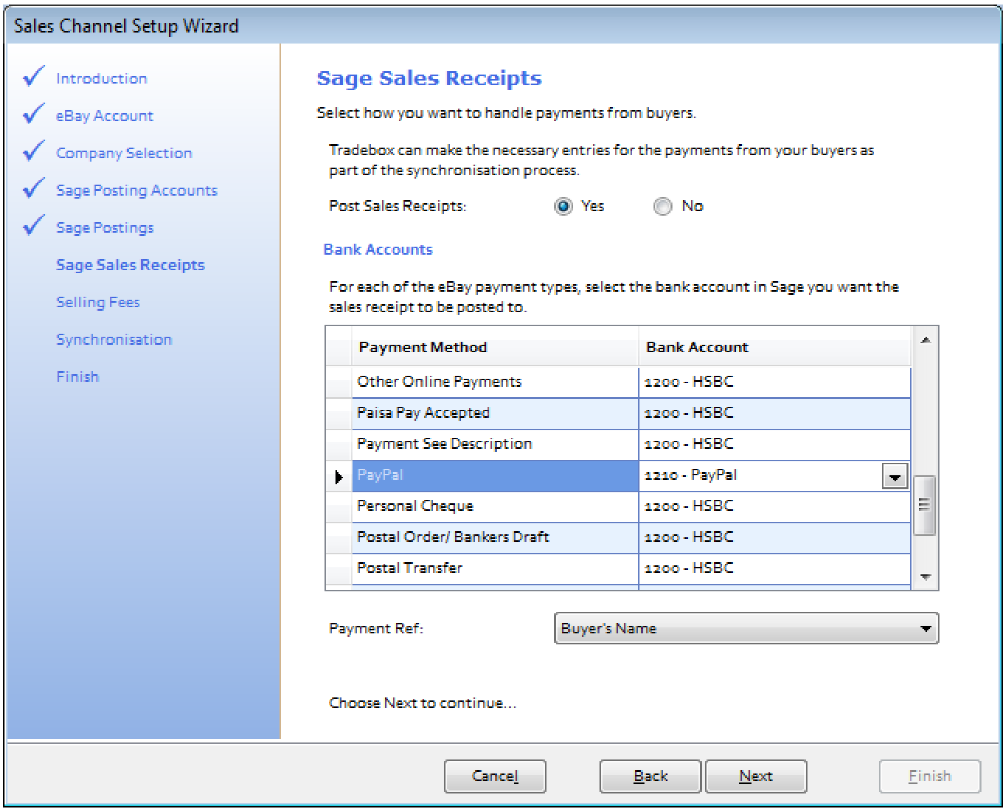
20. The VAT calculations grid enables Tradebox to establish rules on calculating VAT on overseas sales. By default UK and EU sales are set to the Sage T1 tax code and Rest of World Sales (ROW) are set to T0. The tax rates for these codes are picked up directly from Sage.

    If the user has chosen to create Product Invoices or Sales Orders, Tradebox will initially read the Tax code from the Sage Product Record and use this as the default for UK and EU sales.

21. Click on **Next.**

The sixth screen in the wizard is entitled **Sage Sales Receipts**. Where **Service Invoices** or **Product Invoices** have been chosen as the transaction type for Tradebox to create, the following screen allows the user to choose:

- To automatically **Post Sales Receipts** (SR) into a Sage bank upon updating the Sage invoices. By default this is turned on.
- Which Sage bank account the Sales Receipt should be paid into based upon the payment method used.
- Which reference to use against each Sales Receipt in Sage to identify it for reconciliation purposes.



Creating 'notional' banks in Sage to reflect and contain activity for a given payment method is a widely used approach by many online retailers. Doing this allows large volumes of individual transactions from a given payment method to be isolated away from the businesses other transactions, assisting in the reconciliation process.

The above is **NOT applicable** if Sales Orders (SO) have been chosen as the transaction type for Tradebox to create.

Sales Orders

If **Sales Orders** (SO) are chosen as the transaction type for Tradebox to create, Sales Receipts (SR) will NOT be paid into a bank, as illustrated above. This is because Sales Orders operate in a different way in Sage, as follows:

1. Sales Order is created in Sage by Tradebox automatically creating a Sales Receipt on Account (SA), against the Sage Customer Account. Effectively this credits the Sage Customer Account as a payment taken in advance of an invoice being raised.

2. Once the SO has been marked as dispatched, Sage will automatically create a Product Invoice. When the Invoice is updated to the ledgers a Sales Invoice (SI) is created against the Sage Customer Account. Generally this will contra off the SA leaving a balance on the Customer Account of zero.

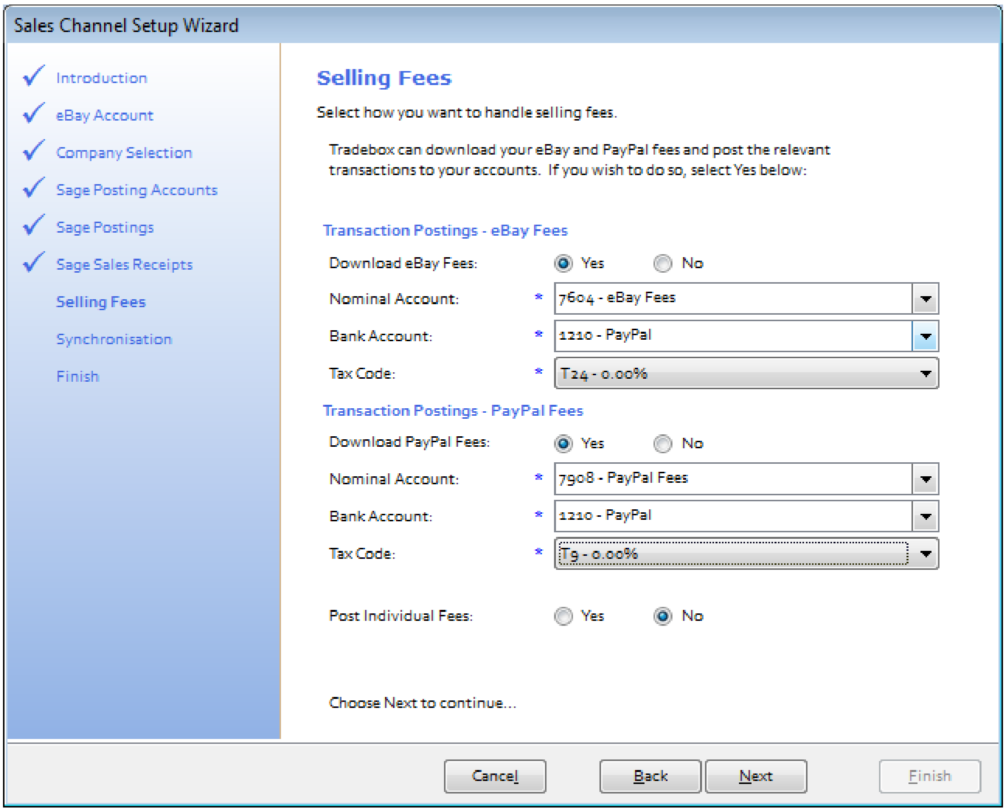
3. However, both transactions will still be outstanding and will need to be allocated against each within a bank. To do this the user needs select the relevant bank within Sage, click on the Customer button and choose the Customer Account from the drop down list. Both transactions (SA and SI) will appear. Marking both as paid in full will allocate the transactions together.

Where the user has chosen to create individual customer accounts in Sage, the task of allocating the transactions together in the bank will become significantly time consuming, especially if they conduct many online transactions.

A work around does exist for this is Tradebox, which prevents the creation of an SA to the Customer Account and allocates a Sales Receipt against the invoice, as described for Service and Product invoicing. However, this only works where the SO is fully dispatched and should not be used if SO's are partially dispatched.

The work around can only be applied after the set up wizard is complete and the connection has been set up. Once done, select the Sales Channel List and double click on the connection. In the screen displayed, untick the **Post Sales Receipts** tick box and then re-tick it. A dialog box will be displayed to confirm this setting. Click on **OK**.

The seventh screen in the wizard is entitled **Selling Fees** and enables the user to choose whether to download eBay and/or PayPal fees and, if so, how and where to report these fees into Sage Accounts.



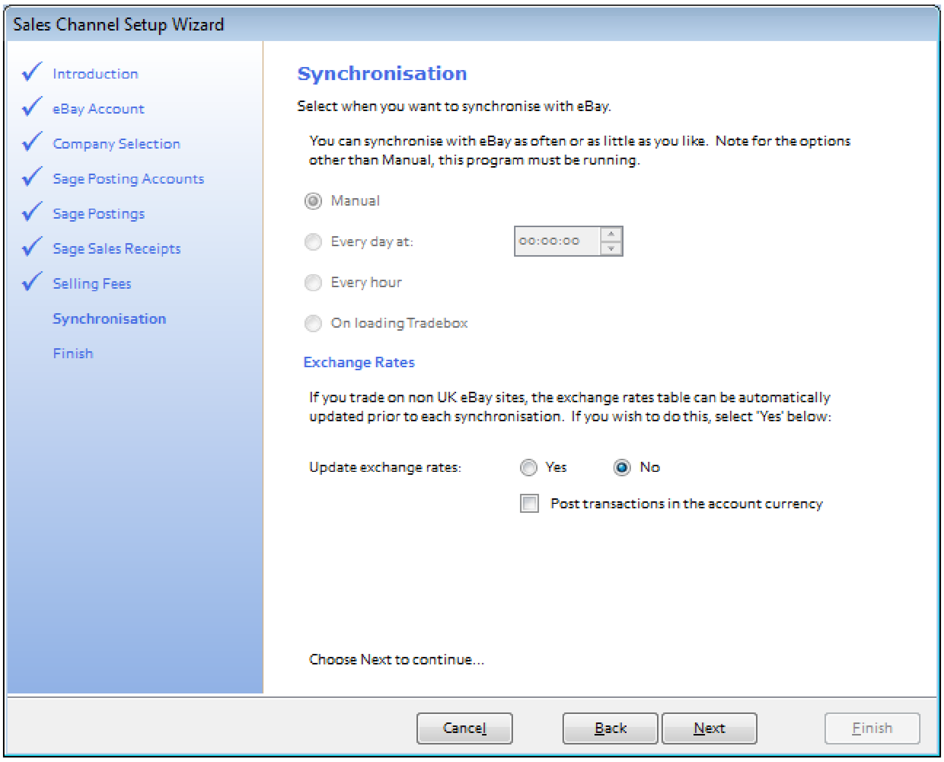
If the software is configured to import eBay or PayPal fees it is important to note that these fees will **NOT** automatically be entered into Sage Accounts, unlike sales. Rather, fees will be captured and stored into the Tradebox database where they can be analysed and reported upon. If the user wishes to post the fees into Sage Accounts, this needs to be done manually by selecting the **Selling Fees** section from the left hand menu of the programme. Within this section the user can filter the fees by date range and origin and then post them to Sage as either a single summary entry or as individual fees.

Fees will be entered as **Bank Payments (BP)** directly into the Sage bank account using the tax code and nominal code chosen in the fees settings.

The eighth screen in the wizard is entitled **Synchronisation** and enables the user to choose when to import sales from eBay.

22. The user has 4 **Download** options:
    a. Manual – every time they click on **Download**
    b. Every day at a specified time
    c. Every hour
    d. On loading Tradebox

For any of the automated options (b, c & d) to take effect, the Tradebox programme needs to be closed and re-opened. Automated downloads can only occur if the Tradebox programme is left open. The synchronisation method is a global setting so will apply to all connections. This option may appear ‘greyed out’ if another connection already exists. A manual synchronise can always be ran even if an automated option has been chosen.



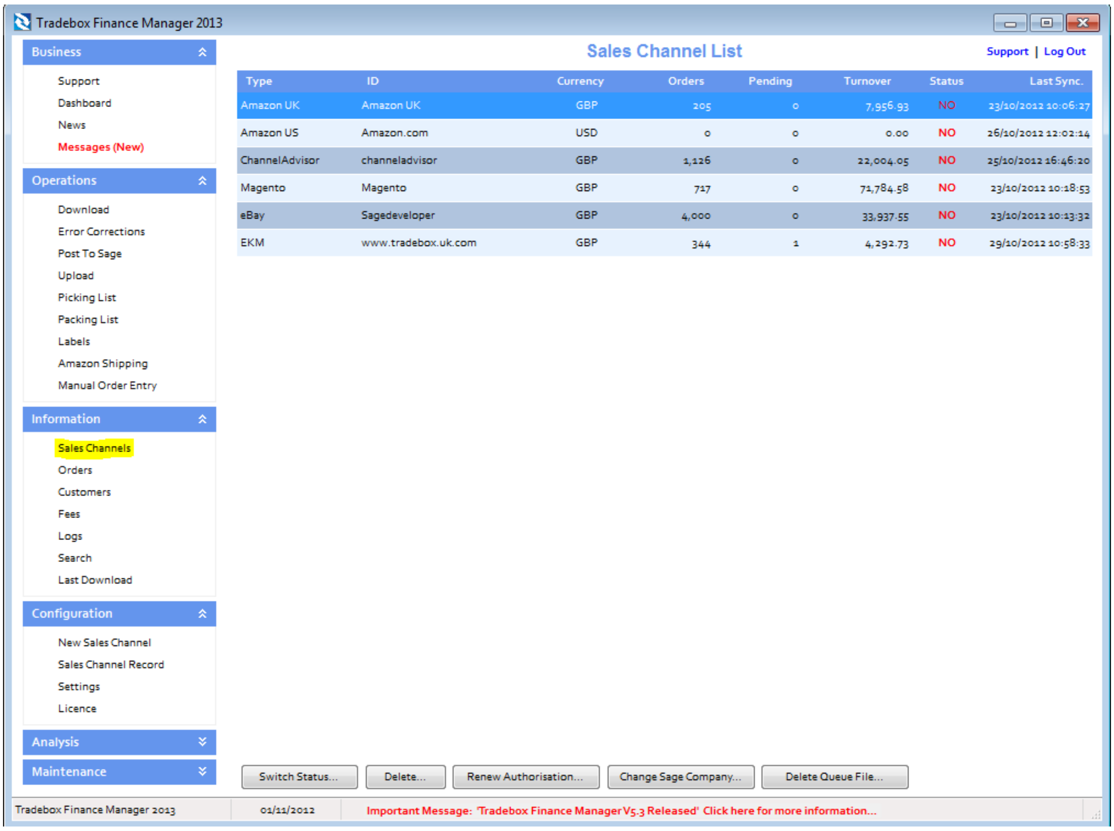
23. **Exchange Rates** can be automatically updated using a 3rd party service. This is generally used where sales are being downloaded from an eBay platform other than eBay.co.uk in a foreign currency and the user has chosen to convert the currency into GBP. By default this is turned off.

24. Click **Next** to move to the final page of the wizard and then select **Finish**.

Applying and refining additional settings

Sales Channel List

Upon completion of the **Sales Channel Setup Wizard**, a connection to eBay will be established in the **Sales Channel List.** This is the working screen of the software and contains an overview of every marketplace/website a connection has been created for. To access the Sales Channel List, select the **Sales Channels** option from the **Information** menu.



The command buttons at the bottom of the Sales Channel List affect the connection selected in the list at the time of selection.

Double clicking on the connection in the Sales Channel List opens the **Sales Channel Record** which contains all of the settings and configuration for that specific connection. The Sales Channel Record also holds all of the **mapping tables** for the connection which record and store the relationships between the data downloaded from the online marketplace/website and the entries in Sage.

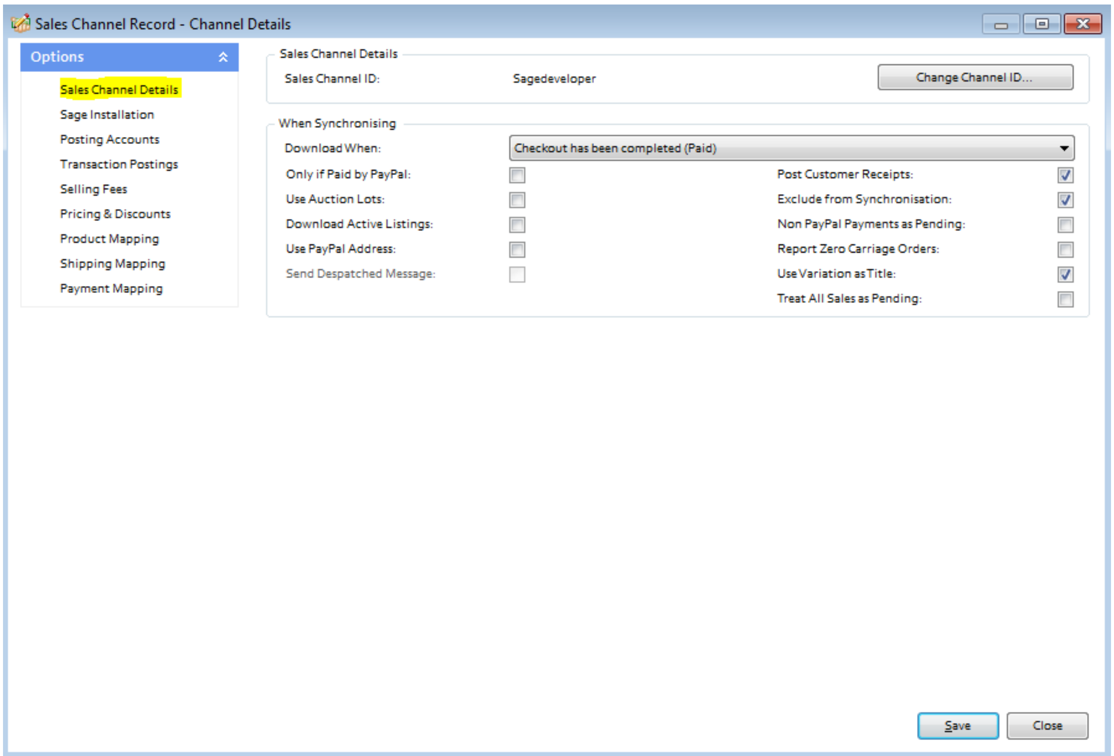
These tables cover mappings for:

- Customers
- Products
- Shipping Methods
- Payment Methods

The following pages will cover additional features and settings not explained in the previous wizard walkthrough.

Sales Channel Details

The first page of the Sales Channel record is the **Sales Channel Details** page. This page holds a variety of additional settings that can be applied and/or changed.



The '**Change Channel ID'** button allows the user to rename the connection. Simply click on this button and enter a new name. All sales channel names must be unique.

'Download When', allows the user to determine the status of the eBay orders they wish to download.

'Only if paid by PayPal' allows the user to configure Tradebox to only download those sales where the payment method is PayPal.

'**Use Auction Lots'**, allows the eBay Lot Quantity to be applied to the Sage invoice. This is an old eBay feature that is rarely used or known of.

Use PayPal Address configures the software to retrieve the buyer's PayPal address from PayPal to use on the Sage invoice. This only occurs if the buyer's purchase is made using PayPal as the payment method. Ticking this box reveals a further 3 fields prompting the user for the following **PayPal Connection Details**:

- API Username
- API Password
- API Signature

Please note these are the **PayPal API** details and **NOT** the users PayPal username and password. To obtain the PayPal API details above log into PayPal, select **Profile**, **Request API Credentials** and **View API Signature**. Copy and paste the details into the relevant fields in Tradebox and select **Save**.

'Post Customer Receipts' ensures that a Sales Receipt is paid into a nominated Sage bank upon updating the Sage invoice created by Tradebox.

Exclude from Synchronisation suspends the connection and excludes it from the download or upload process.

Non PayPal Payments as Pending instructs Tradebox to treat all orders paid with a payment method **other** than PayPal as pending. Pending orders are not passed to Sage but trapped in the **pending folder** awaiting clearance from the user.

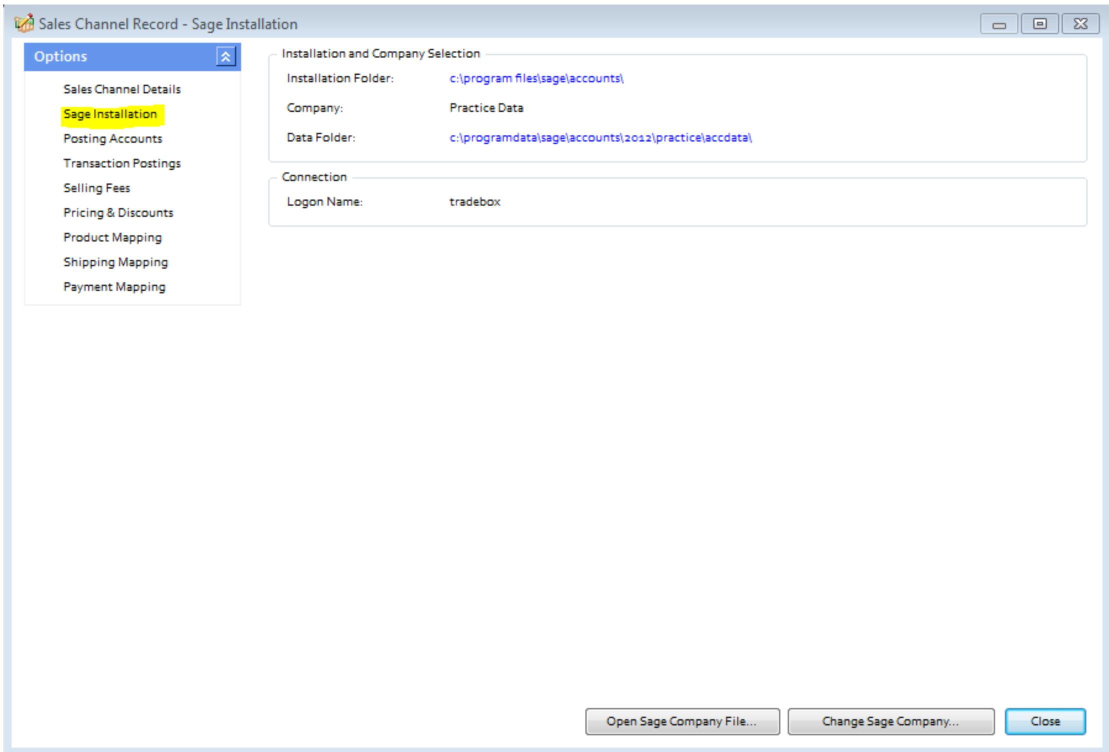
Report Zero Carriage Orders creates a text file at the end of the synch containing a list of all orders with zero value shipping

Use Variation as Title adds the eBay variation onto the end of the item description in the Sage invoice; e.g. Nike Trainers [size 9] [blue].

Treat all Sales as Pending places all sales imported from the connection directly into the **Pending Folder**.

The **Save** button must be selected to record any changes made.

Sage Installation



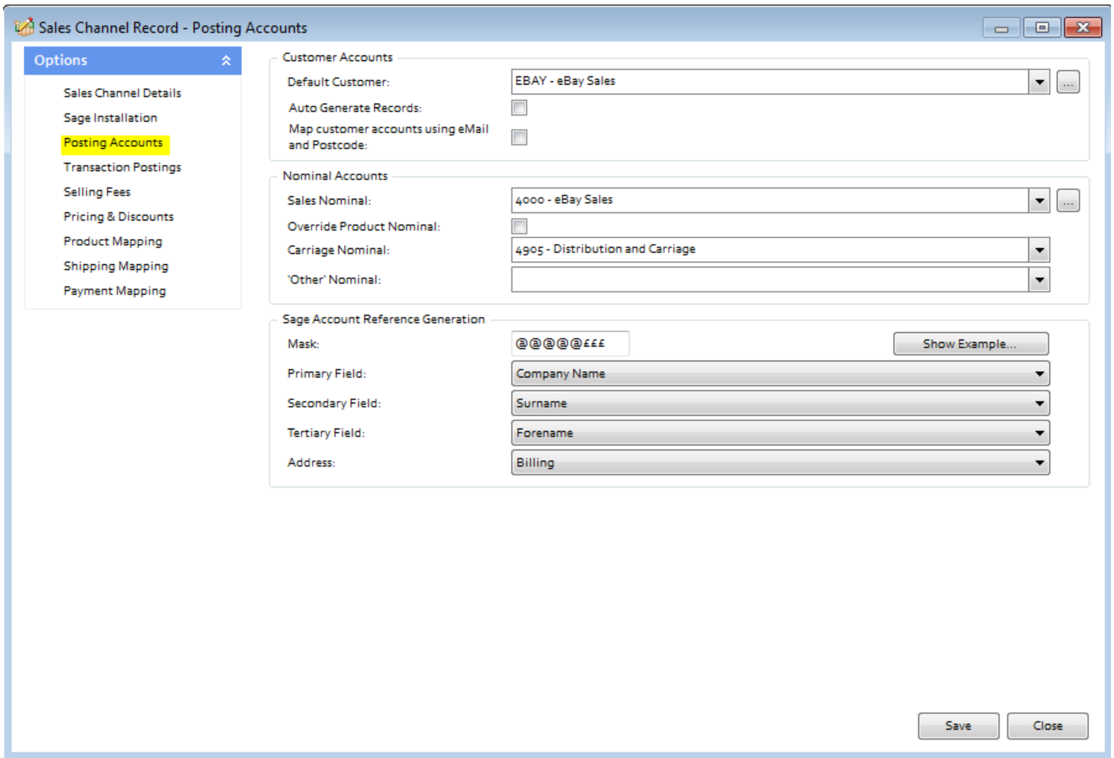
The Sage Installation screen shows the user which Sage Company Tradebox is pointing to and where the eBay Sales downloaded will be created.

This screen also shows the Sage user name that has been provided by the user to enable Tradebox to log into Sage. Tradebox highly recommends creating a unique Sage user name specifically for Tradebox. Providing Tradebox with the standard Sage 'Manager' username, often leads to login conflicts.

These details can be changed by selecting the '**Change Sage Company'** button.

Open Sage Company File opens the local Sage Company file (in Notepad) containing a list of all Sage companies in the user's data set. This feature should only be used when directed by Tradebox support.

Posting Accounts



Map Customer Accounts using email and Postcode is only applicable if the option to **auto generate individual customer** records in Sage has been chosen. Ticking this option instructs Tradebox to search through existing customer records in Sage and determine if a customer already exists based upon the email and postcode in the imported order. If there is a **match for both criteria** then Tradebox will link the order to the existing customer account. If there is not match Tradebox will create a new customer record. This feature will slow the import routine and requires that the Sage user name provided to Tradebox has Full Access.

Other Nominal option is a legacy feature allowing the user to allocate income from **shipping insurance** to a nominal code in Sage. This has been discontinued for most eBay platforms and it is unlikely that any additional sales income will be downloaded from eBay other than Sales and carriage. If this does occur the Other income will need to be allocated to a sales nominal code.

Sage Account Reference Generation: This feature allows the user to determine how the **Sage Customer Account Reference (SCAR)** should be configured and is only applicable if the option to create individual customer records has been chosen. Customer Account

References in Sage have a maximum of 8 characters. The tools in this section allow the user to determine:

a. What information the SCAR should be based upon
   i. Company Name
   ii. Surname
   iii. Forename
b. The priority the data upon which the SCAR is based should be in
c. Which address information to base the SCAR upon (billing address or shipping address)
d. The format of the SCAR in terms of letter and numbers through the use of a Mask.

The 3 pieces of information upon which the Sage Customer Account Reference can be based are the buyer's company name, surname or forename. The priority of this information is established in the primary, secondary and tertiary fields. Where information on the highest priority field may not exist in the feed, Tradebox will move to the second priority and then the third. So, in the above example the highest priority is the company name. If this exists in the feed it will be used. If this field is blank, Tradebox will move to the second priority, which in the above example is the buyer's surname.

Mask: The mask allows the user to establish how many letters and/or number to use in the creation of the Sage Customer Account Reference (SCAR). In the mask:

@ equals a letter
£ equals a number

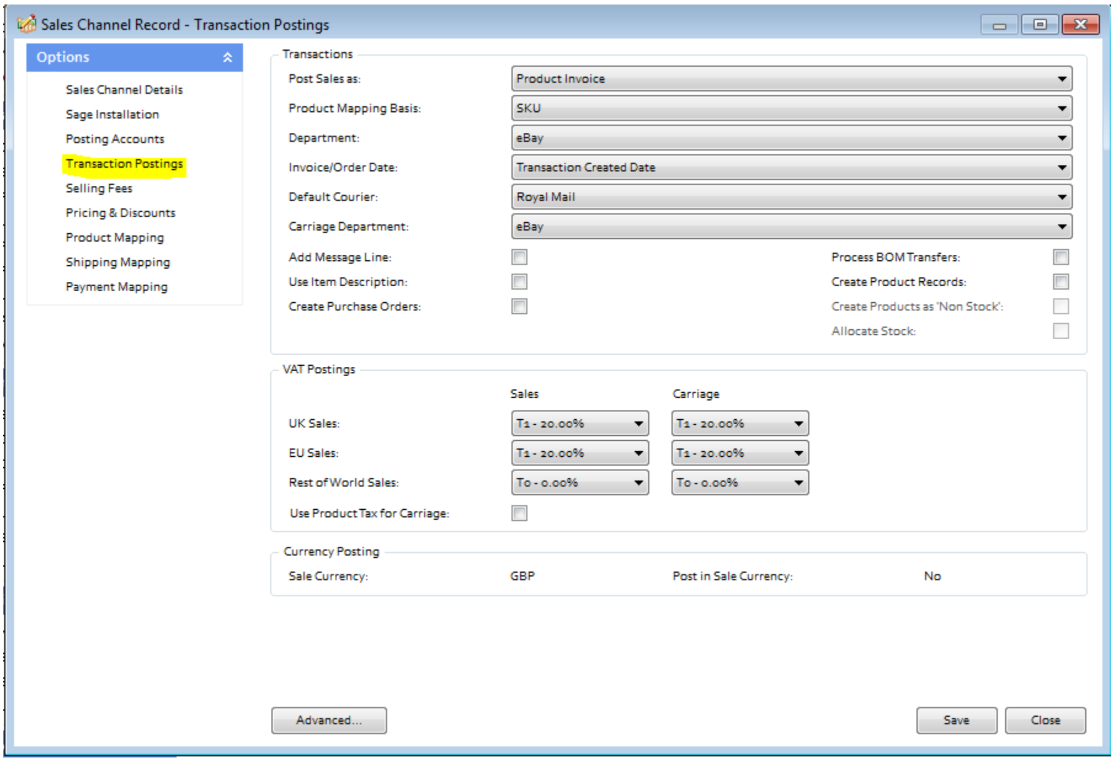
Using the above example (@@@@@£££) Tradebox would create the SCAR using the first 5 characters of the data followed by 3 numbers. The numbers are incremental to allow separation of different customers with similar information. For example, if John Smith and Adam Smith made purchases Tradebox would create SMITH001 and SMITH002 Customer Account References in Sage.

The mask can also contain prefixes. So, if you wished to prefix the SCAR with an 'E' (for eBay) then you would simply type the letter into the mask as follows:

E@@@@£££

The mask will always be limited to 8 characters, which is the maximum Sage allows.

Transaction Postings



The Transaction Postings screen enables a number of additional settings to be applied, as follows:

Department: allows the user to allocate sales income from imported eBay sales to an established department in Sage. This is useful to isolate sales income in Sage from a given marketplace.

Invoice/Order date: This is the date used on the Sage invoice. By default this is set to the date the transaction occurred. However this can be changed to the **Paid Date** or the **Downloaded Date**.

Default Courier: allows an existing default courier from Sage to be added to the order details on the Sage invoice

Carriage Department: allows carriage income to be allocated to an established department in Sage. This is useful to isolate carriage income in Sage from a given marketplace.

Add Message Line: allows the user to add any message left by the customers onto the invoice in Sage.

Use Item Description: uses the item title from eBay on the Sage invoice, as opposed to using the description from the Sage Product record.

Create Purchase Orders: Automatically creates **Purchase Orders** in Sage to the supplier of the product, at the established cost price, for delivery to the buyer. Product needs to be specifically marked as a dropship item in the **Product Mapping** Screen first. ***Requires Sage 50 Accounts Professional***.

Process BOM Transfer: Instructs Tradebox to transfer component parts into a pre-existing Bill of Materials (BOM) in Sage, as and when an order containing a BOM product is downloaded. Requires Sage 50 Accounts Plus or Professional.

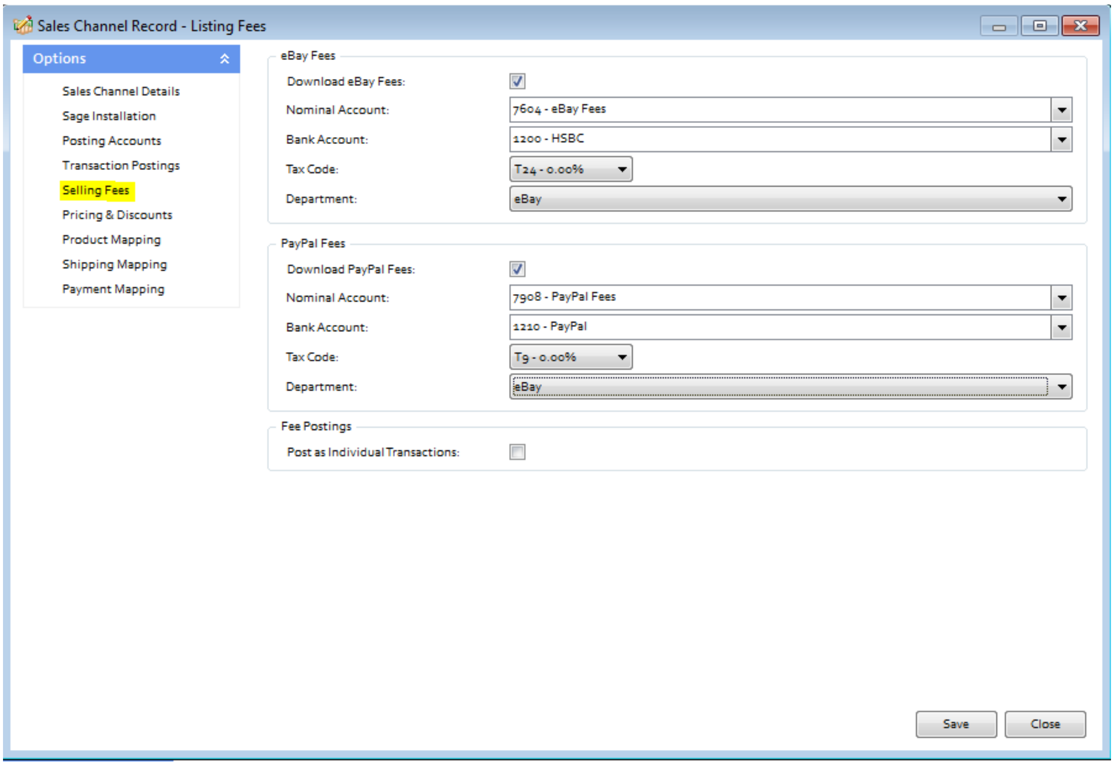
Create Product Records: Instructs Tradebox to automatically create a new product record in Sage for any eBay product it cannot automatically match to an existing Product in Sage. This is only achievable if the Custom Label Field in the listing on eBay is populated with a unique SKU. Products created in Sage by Tradebox only contain a Product Code, Description, the Sage default tax code and the Sage default nominal code. All other information that can be entered against a Sage product, such as location, supplier, cost price, sales price, quantity in stock etc, will need to be added manually. Generally this function is used as an initial option to get stock records set up in Sage. **It is NOT recommended to have this function permanently turned on.**

Create Products as Non Stock: If the user has chosen to auto create products in Sage then this setting allows them to specify the creation of Non Stock products, i.e. product records that do NOT carry a quantity.

Allocate Stock: Where Sales Orders have been chosen as the transaction type to be created, Tradebox will automatically allocate stock to the Sales Order upon creation.
Requires Sage 50 Accounts Professional

Use Product Tax for Carriage: Where Product Invoices or Sales Orders have been chosen as the transaction type in Tradebox, the software has the ability to amend the VAT liability on Carriage in line with the first product in the order.

Selling Fees



The only additional settings in the Selling Fees section of the Sales Channel record is the ability to allocate eBay and PayPal fees to an existing department in Sage for analysis and reporting purposes.

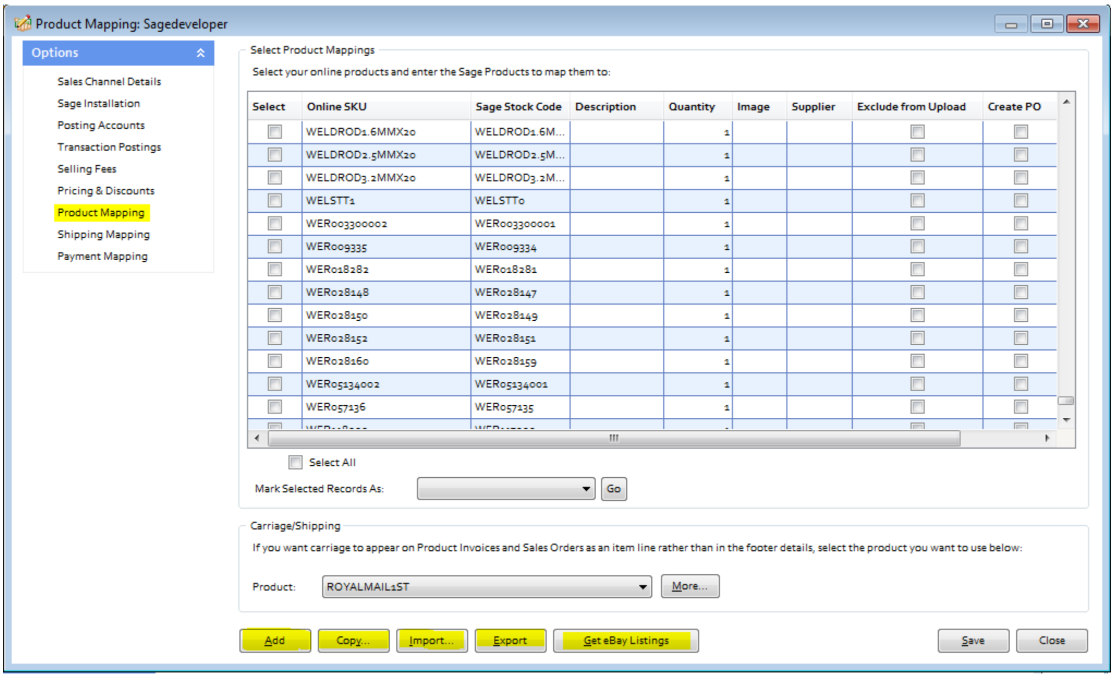
As illustrated, the download fees tick boxes need to be ticked to enable the fees to be downloaded. Both fee types need to be allocated to a Sage nominal code, bank and tax code.

Fees are NOT automatically posted to Sage but captured and placed within the Selling Fees section of the programme. Fees can then be sorted and filtered and passed into the established Sage Bank Account as Bank Payments. By default Tradebox will gather and combine all selected fees together and post to Sage as a single transaction. If the Post as individual Transactions option is selected, Tradebox will post every fee to Sage as an individual Bank Payment.

Product Mapping

The Product Mapping screen holds the relationship between the online product and the corresponding Sage Product Code. This relationship or mapping can be either **Online SKU** mapped to **Sage Product Code**, or, **Online Product Title** mapped to **Sage Product Code**

In both instances the online product identifier is always mapped to the **Sage Product Code**. This choice is established during the sales channel set up wizard.



In most cases the product mappings in the table are created **automatically** as sales are imported into Tradebox. Online product SKU's are mapped automatically when the online SKU and the Sage Stock Code are an exact match. If the online SKU imported does not match an existing Sage Stock Code, Tradebox alert the user and invite them to manually allocate the non-matching online SKU to an existing Sage Stock Code.

Product Mappings can be added one at a time by clicking on the **Add** button.

Product Mapping can be copied from another existing connection by selecting the **Copy** button.

Alternatively, Product Mappings can be imported in a csv file in advance of using Tradebox by utilising the **Import** button. The csv template can be obtained by selecting **Export** button and saving the csv file locally.

The **Get eBay Listings** button allows users to import all active listings from eBay and allocate them to a Sage Product Code. If the listing has the Custom Label Field populated, Tradebox will attempt to match it to an existing Sage Product Code. If the entry in the Custom Label Field does not match an existing Sage Product Code then the user can manually allocate and this relationship will be saved. If the Custom Label Field is blank, then again the user can allocate each listing to a Sage Product Code. However, upon completion, Tradebox will write the Sage Product Code to the Custom Label Field of the active eBay listing. This will not affect the listing.

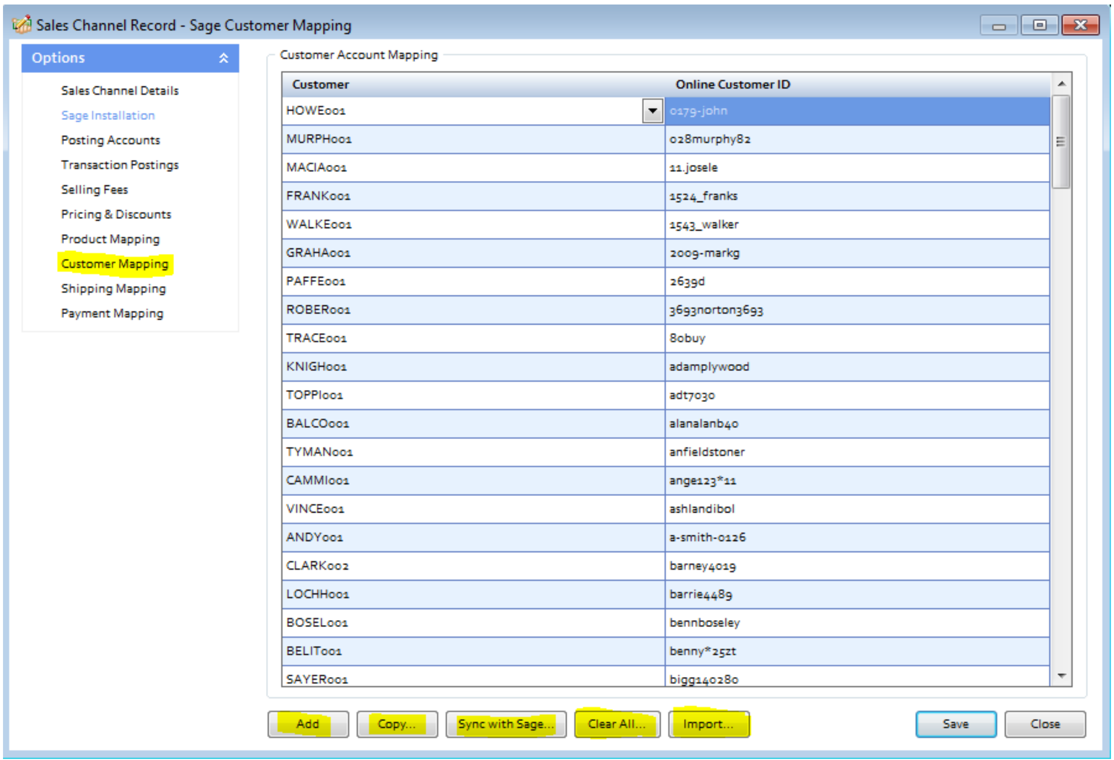
Click **here** to watch a video of product mapping using the **Get eBay Listings** feature.

Where the user wishes to automatically create Purchases Orders in Sage for given products these need to be identified in this screen by ticking the **Create PO** box next to the relevant product. The **Create Purchase Orders** box also needs to be ticked in the **Transaction Postings** section of the Account record**.** When Tradebox imports an order with a product that has been marked as **Create PO**, it will automatically raise a Purchase Order (PO) in Sage, with the Product Suppliers name and billing address, at the last cost price with the buyers shipping address. For this to work seamlessly, the Sage Product Record needs to have a supplier allocated to it and have cost prices recorded against it. ***Requires Sage 50 Accounts Professional***.

If the user wishes the **shipping method to appear on the body of the Sage invoice/order** as a product line, rather than in the footer of the invoice, then a default carriage product needs to be selected from the drop down menu under the **Carriage/Shipping section**. Further settings need to be established in the **Shipping Mapping section**.

Customer Mapping

The Customer Mapping screen holds the relationship between the **Sage Customer Account** and the unique buyer details in Tradebox and enables Tradebox to recognise which existing Sage Account to use for a returning buyer. In the case of eBay sales, Tradebox maps the **eBay buyer ID** against the Customer Account created in Sage.



Customer Mappings are created automatically by Tradebox when importing orders. However, Customer Mappings can be added by clicking on the **Add** button.

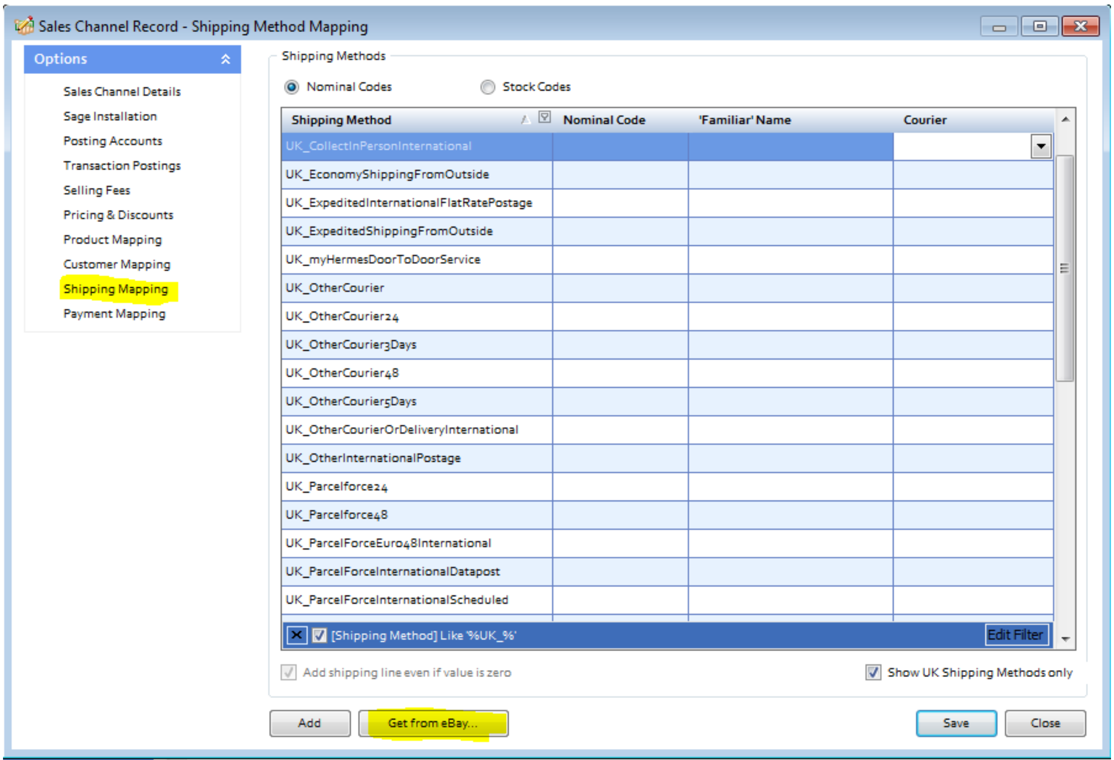
Customer Mappings can be copied from another existing connection by selecting the **Copy** button. Alternatively, Customer Mappings can be imported in a csv file in advance of using Tradebox by utilising the **Import** button.

A common mapping error results when Sage Customer accounts, that have been created by Tradebox, are deleted from Sage. The error results because the Sage Customer Account Reference (SCAR) held in the Tradebox database no longer exists in Sage. Selecting the **Sync with Sage** button will recreate any missing Sage Customer Accounts in Sage that are held in the customer mapping table. This can take some time depending upon the amount of customer records held in Tradebox and sage Accounts.

Shipping Mapping

The Shipping Mapping screen shows how carriage is reported onto a Sage invoice and also how the income from carriage is reported into Sage.

By default Tradebox displays the carriage amount on the carriage footer of the Sage invoice and reports the carriage income to the default carriage nominal code, as established in the Sales Channel Setup Wizard. Nominal code reporting can be amended in this screen so different shipping methods are reported to different nominal codes.



Alternatively, carriage can be displayed as a product line on an invoice. To do this, a default carriage product needs to be selected from the drop down menu under the Carriage/Shipping section of the **Product Mapping** screen. Once done, the shipping method will appear as Stock Codes at the top of the Shipping Mapping screen. Each shipping method can then be allocated against an established carriage stock code in Sage.

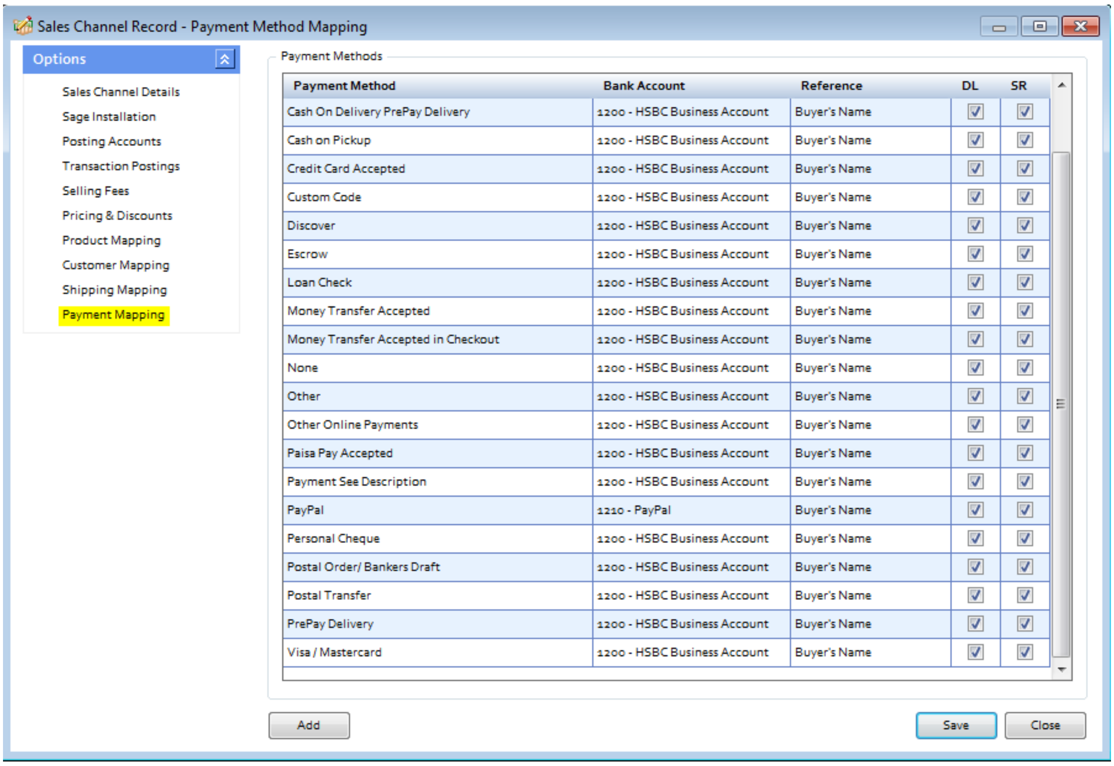
Add shipping line even if value is zero allows the shipping method to still be included on the body of the invoice even if it is a free item.

To retrieve Shipping Methods from eBay, select the **Get from eBay** button.

Payment Mapping

The Payment Mapping table allows the user to determine:

- Which payment methods to download sales for
- Which payment methods are mapped to which Sage banks
- if the Sales Receipt (SR) should be paid into the Sage bank upon posting the invoice
- Which reference to use against the Sales Receipt (SR)



Payment Method	Bank Account	Reference	DL	SR
Cash On Delivery PrePay Delivery	1200 - HSBC Business Account	Buyer's Name	☑	☑
Cash on Pickup	1200 - HSBC Business Account	Buyer's Name	☑	☑
Credit Card Accepted	1200 - HSBC Business Account	Buyer's Name	☑	☑
Custom Code	1200 - HSBC Business Account	Buyer's Name	☑	☑
Discover	1200 - HSBC Business Account	Buyer's Name	☑	☑
Escrow	1200 - HSBC Business Account	Buyer's Name	☑	☑
Loan Check	1200 - HSBC Business Account	Buyer's Name	☑	☑
Money Transfer Accepted	1200 - HSBC Business Account	Buyer's Name	☑	☑
Money Transfer Accepted in Checkout	1200 - HSBC Business Account	Buyer's Name	☑	☑
None	1200 - HSBC Business Account	Buyer's Name	☑	☑
Other	1200 - HSBC Business Account	Buyer's Name	☑	☑
Other Online Payments	1200 - HSBC Business Account	Buyer's Name	☑	☑
Paisa Pay Accepted	1200 - HSBC Business Account	Buyer's Name	☑	☑
Payment See Description	1200 - HSBC Business Account	Buyer's Name	☑	☑
PayPal	1210 - PayPal	Buyer's Name	☑	☑
Personal Cheque	1200 - HSBC Business Account	Buyer's Name	☑	☑
Postal Order/ Bankers Draft	1200 - HSBC Business Account	Buyer's Name	☑	☑
Postal Transfer	1200 - HSBC Business Account	Buyer's Name	☑	☑
PrePay Delivery	1200 - HSBC Business Account	Buyer's Name	☑	☑
Visa / Mastercard	1200 - HSBC Business Account	Buyer's Name	☑	☑

The above table contains a prescribed list of payment methods available on eBay. New payment methods can be added by selecting the **Add** button. By default, all payment methods are opted in for the download. Unticking the box in the DL (download) column will omit any sales from the download that has been paid for with the chsosen payment method.

If the **Pay Sales Receipt** option was chosen in the **Sage Sales Receipt** section of the set up wizard then sales receipts will automatically be paid into the Sage bank(s) upon invoice update, leaving no outstanding debt on the Sage Customer account. By unticking the box in the SR (Sales receipt) column, the user can choose not to have the Sales Receipt paid upon updating the Sage Invoice. This will leave an outstanding debt on the customer account that will need to be collected manually.

Optimising Tradebox and Sage Accounts for reporting

Before downloading sales from eBay there are a couple of final tweaks that will be greatly beneficial for reporting purposes.

Tradebox Settings

In Tradebox select the **Settings** option from the **Configuration** menu which will generate the Settings Screen. This is split into multiple tabs.

Downloads Tab

If you wish to download sales manually (i.e. on demand), tick the '**Always prompt for days/date to download from**' tick box. Every time a download is ran, Tradebox will always prompt the user to provide the number of days to go back.

If you wish to download automatically, choose the **Interval** option and from the dropdown list choose the download interval; every 30 minutes, 1 hour, 2 hours, 4 hours, 8 hours or 12 hours.

Dashboard Tab

Configure the settings to display the data as you wish to see it on the Tradebox Dashboard. The Group by Sage Code tick box groups products sold by the Sage Product Code, rather than the online SKU. This provides a more accurate overview of products sold where the same product has multiple online SKU's.

Sage Field Mapping Tab

This section shows which data is reported onto the Sage customer account record and the Sage invoice/order. For the invoice/order settings the following mappings are recommended:

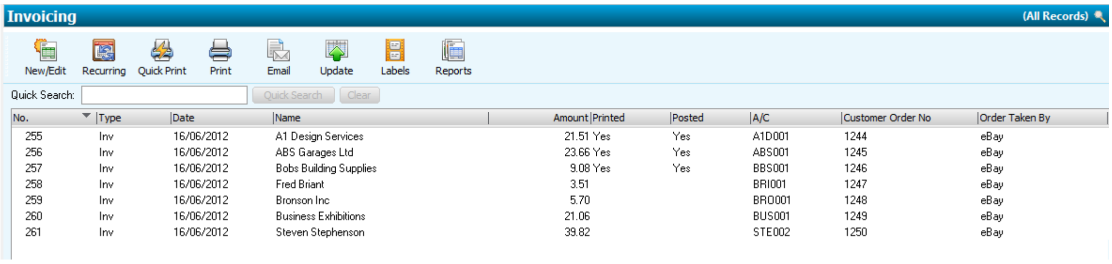
- SMP Rec No (eBay) = Cust_Order_Number
- Order Taken By = Sales Channel Name
- Payment Method = Notes 1
- Shipping Method = Notes 2

Sage Invoice/Order List

The invoice/sales order list in Sage can be configured to provide useful ‘at a glance’ data by including certain columns. Right click on the column headers to reveal all of the available columns. Tradebox recommend including the following additional columns:

- A/C
- Customer Order No
- Order Taken By

Based upon the changes suggested in the Tradebox settings, the invoice list could look as follows:



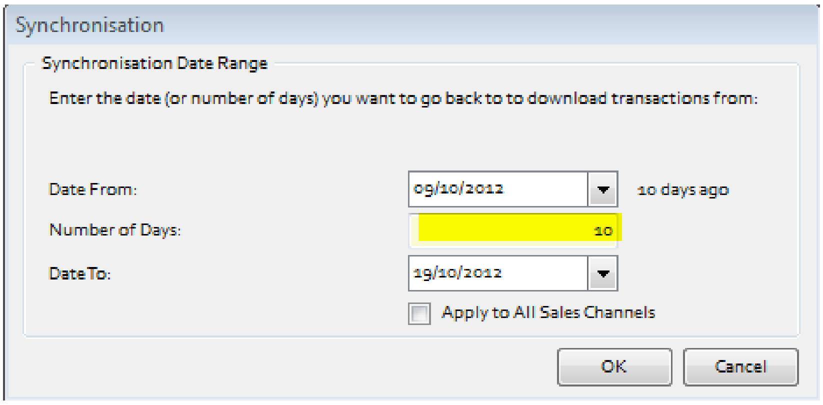
No.	Type	Date	Name	Amount	Printed	Posted	A/C	Customer Order No	Order Taken By
255	Inv	16/06/2012	A1 Design Services	21.51	Yes	Yes	A1D001	1244	eBay
256	Inv	16/06/2012	ABS Garages Ltd	23.66	Yes	Yes	ABS001	1245	eBay
257	Inv	16/06/2012	Bobs Building Supplies	9.08	Yes	Yes	BBS001	1246	eBay
258	Inv	16/06/2012	Fred Briant	3.51			BRI001	1247	eBay
259	Inv	16/06/2012	Bronson Inc	5.70			BRO001	1248	eBay
260	Inv	16/06/2012	Business Exhibitions	21.06			BUS001	1249	eBay
261	Inv	16/06/2012	Steven Stephenson	39.82			STE002	1250	eBay

Where Tradebox has created the invoice/order, the user will be able to quickly ascertain:

- The marketplace each invoice originated on
- The eBay order number
- Which Sage Customer Account the invoice relates to
- Who the invoice is for
- The date of the order
- Whether it has been printed and/or updated

Downloading Orders from eBay

To download sales from eBay select the **Download** option from the **Operations** menu. The first time an eBay download is ran the following dialog box will appear:



The maximum number of days eBay allows is 30. Either enter the number of day's worth of sales in the 2nd box or enter a Date From and a Date To. Then select OK. Tradebox will only download sales that have NOT been previously downloaded. This ensures that duplication will not occur in Sage.

For all subsequent downloads, Tradebox will go back to the date/time of the last download. If you would like to always be prompted for the number of days to go back, select – **Settings** and in the **Download tab** tick the '**Always prompt for days/date to synchronise from**'.

Running a synchronisation takes place in the **Operations Log** which will show a script of the download procedure, detailing how many transactions have been downloaded and how many invoices/orders have been created in Sage. If Tradebox encounters any issues during the download or posting to Sage. It will generate the following message:

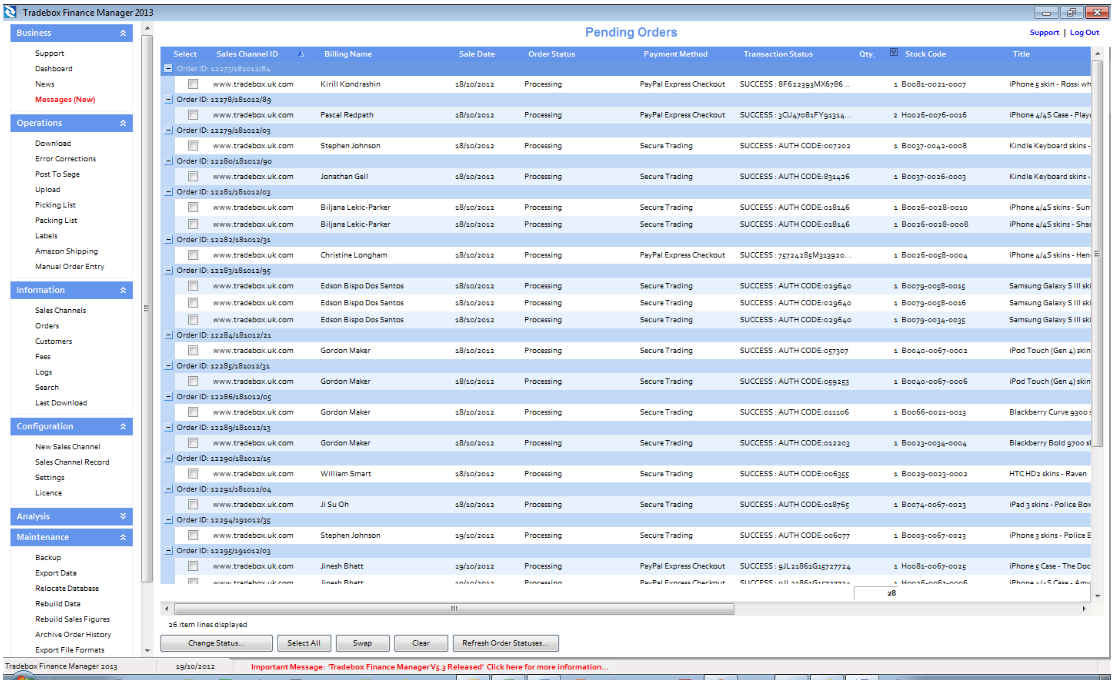
There may have been errors during the synchronisation for Sales Channel: XXXXXXX Check the Error Log for details

Alongside the Operations Log are the **Process Log** and the **Error Log**. Click onto the Error Log to see details of each issue Tradebox has encountered. Generally errors are generated because of mapping issues. The most common of these are Product Mapping errors where Tradebox cannot match the SKU in the downloaded order to an existing Product Code in Sage. Select the **Error Corrections** button to generate a grid where the downloaded SKU can be manually mapped to a Sage Product Code. Once done, this relationship can be saved. To see an explanation of the common errors, select the **Common Errors** button.

Orders

To view a list of orders imported into Tradebox click on the **Orders** option under the **Information** menu. This will generate the '**Imported Orders Criteria**' dialog box, with options to choose:

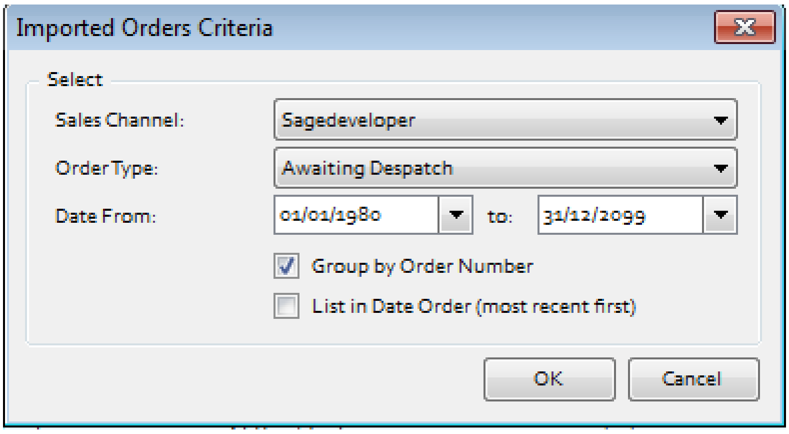
- Orders from all connections, or, orders from a specified connection
- The type of order you wish to see; Posted to Sage, Unposted or Pending.



The imported orders chosen in the dialog box are presented in a configurable grid. Columns can be added, removed and sorted into the order required by the user. To move the columns, simply click on the column headers and drag the column into the required position. To add or remove columns, right click on the column headers and from the drop down menu choose the **Select Columns** option. Data in the grids can be sorted in ascending or descending order by clicking on the column headers. Hovering the mouse above the columns will reveal a filter control  . Clicking on the control allows the user to filter the grid by data in the column, for example showing all sales between 2 dates.

Marking Orders as Dispatched

Click on the **Orders** option under the **Information** menu. This will generate the '**Imported Orders Criteria**' dialog box.



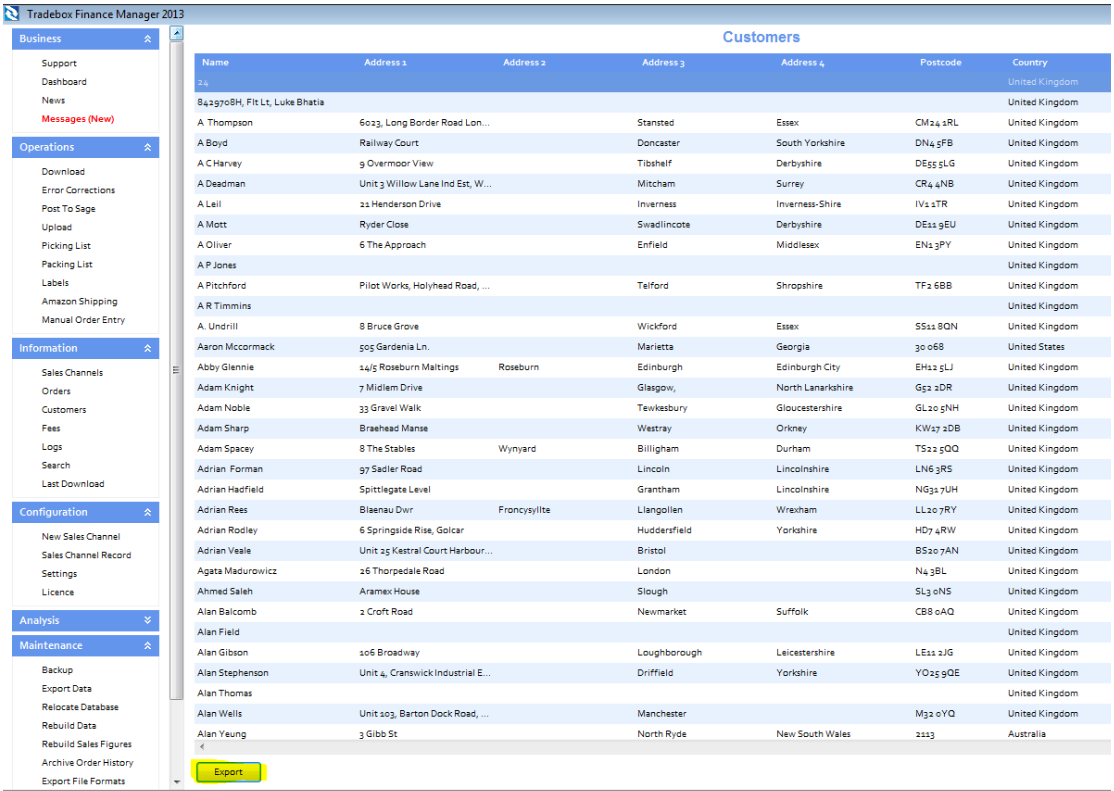
Choose your eBay connection from the Sales Channel drop down list and **Awaiting Despatch** from the Order Type drop down list. This will generate a grid of eBay sales downloaded by Tradebox that do not have a despatch date. Select the **Mark as Despatched** button to change the status of the order to despatched on eBay.

Customers

Regardless of whether you choose to create individual customer accounts in Sage or simply use a single generic Sage customer account, Tradebox will always hold comprehensive details of every individual customer that is processed through the software. To access the customer list simply click on the **Customers** option in the **Information** menu.

This will provide a configurable grid of customers that can sorted into the order required by the user. Data in the grids can be sorted in ascending or descending order by clicking on the column headers. Hovering the mouse above the columns will reveal a filter control  . Clicking on the control allows the user to filter the grid by data in the column.

Double clicking into a customer will generate a customer details screen containing more in-depth information on the customer, as well as a history of purchases.



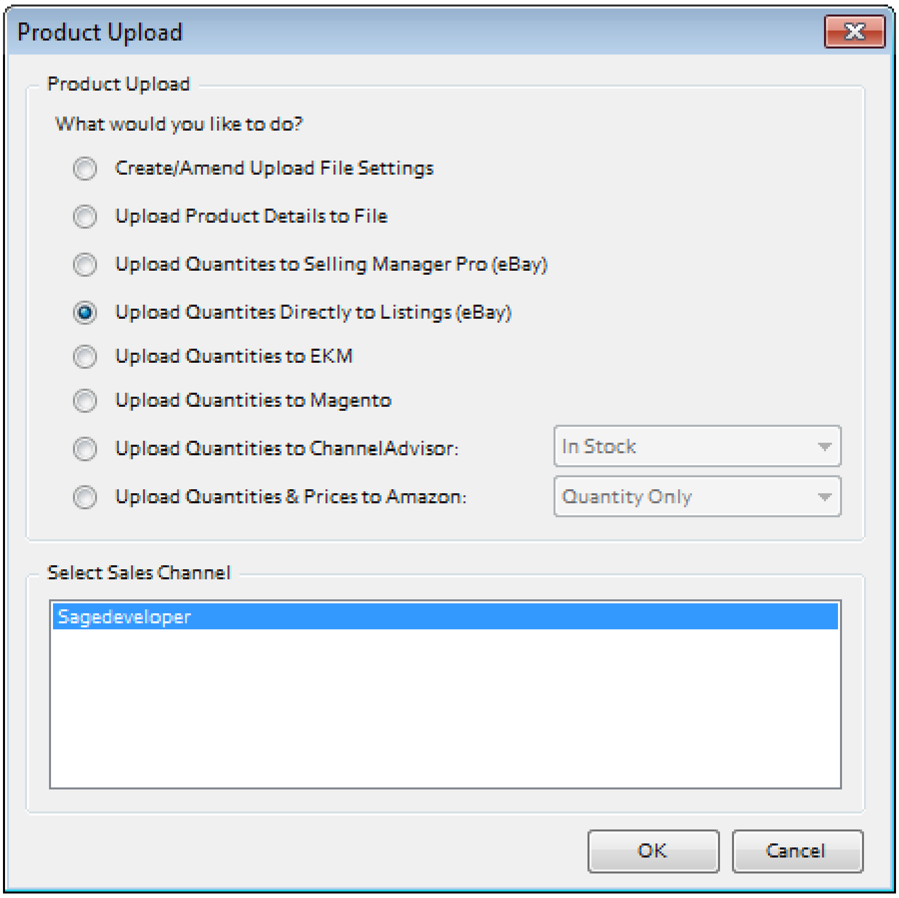
All customer details held in Tradebox can be exported into Excel by selecting the **Export** button.

Uploading data back to eBay

Tradebox enables the **free stock quantity** from the Sage Product record to be updated back to the active eBay listing. This process is achieved manually by selecting the **Upload Product Details** option from the left hand menu. Tradebox will only upload stock levels where a mapping exists in the Product Mapping table and the free stock quantity is greater than zero.

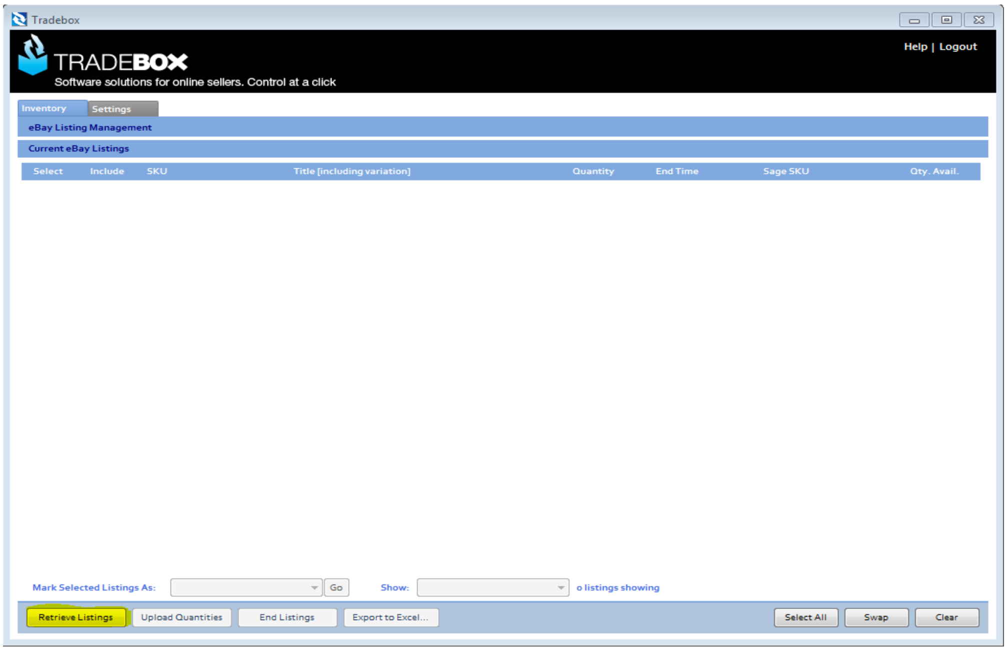
Click [here]() to watch a video of product mapping and stock uploads to eBay.

The upload process is currently manual and can only be done on demand. To pass free stock levels from Sage to the eBay listing, select the **Upload** option from the **Operations** menu. This will generate the following screen:

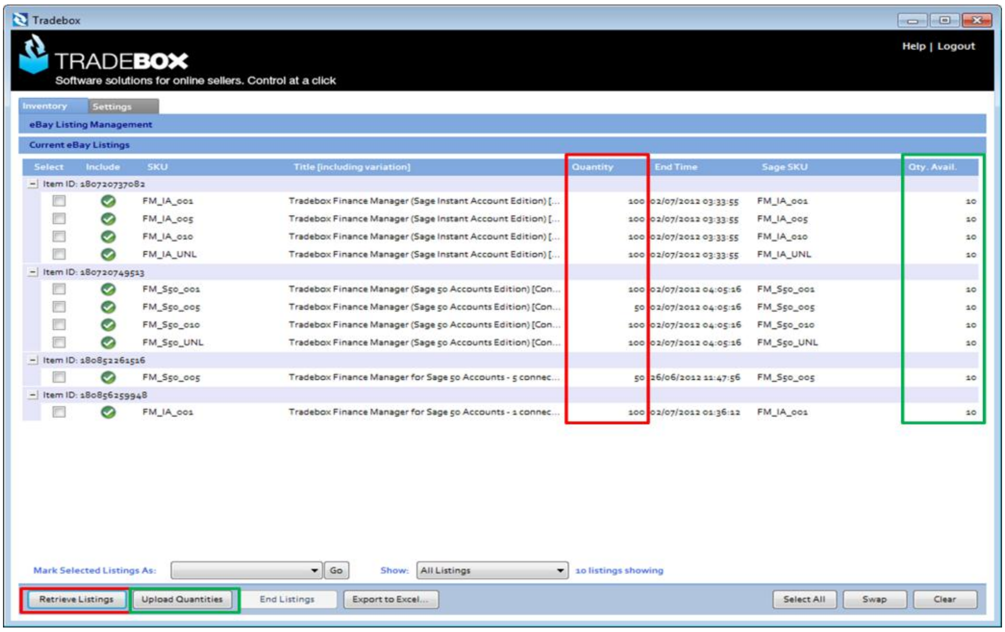


1. Choose **Upload Quantities Directly to Listings (eBay)**
2. Select the relevant eBay ID from the Sales Channel List and select **OK**.

From the following screen select the **Retrieve Listings** button



This will download all active eBay listings that have a **Product Mapping** in Tradebox and present the **current eBay listing quantity** and the **Sage Free stock quantity**. To upload the Sage free stock quantity to the eBay listing, select the **Upload Quantities** button.



Upload criteria

- Tradebox will only include listings in the upload screen that have a mapping in the Product Mapping section.

- The eBay connection in Tradebox must be configured to create Product Invoices or Sales Orders (Transaction Postings section).

- The product mapping basis in Tradebox must be set to SKU/Custom Label (Transaction Postings section).

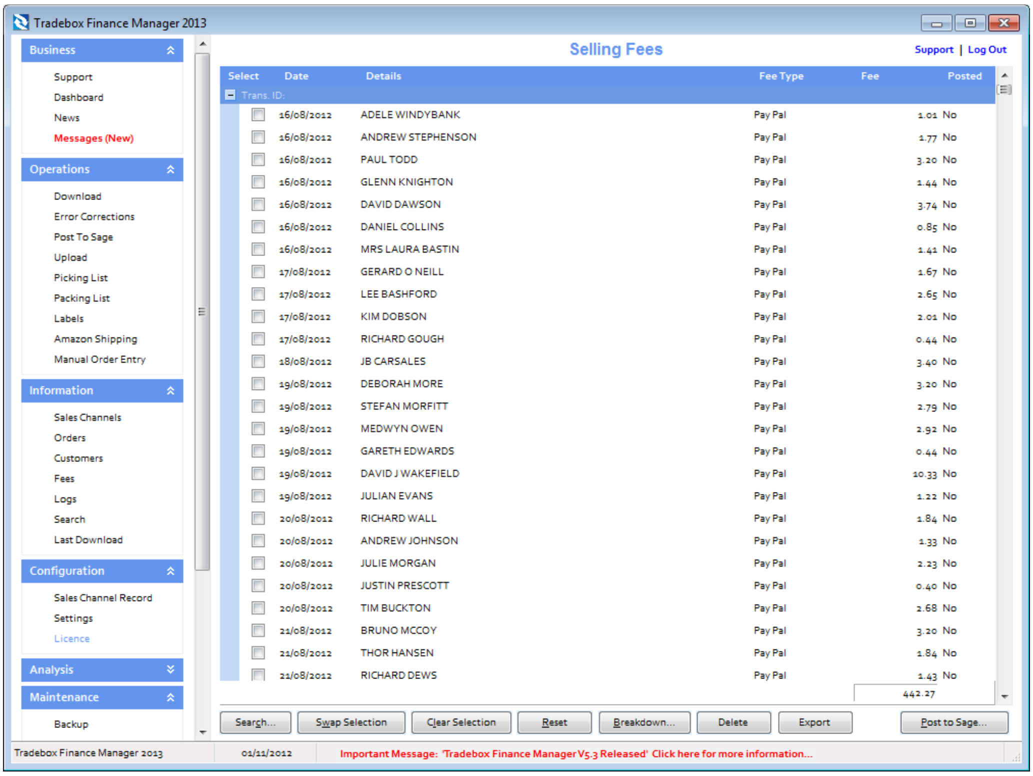
- If the Sage product has a free stock quantity of zero it will automatically be excluded from the upload to prevent the listing be ended. This can be overwritten by selecting the check box and choosing to include the listing in the upload.

- If the Sage product has a free stock quantity equal to the quantity on the active listing it will automatically be excluded from the upload to reduce the time taken. This can be overwritten by selecting the check box and choosing to include the listing in the upload.

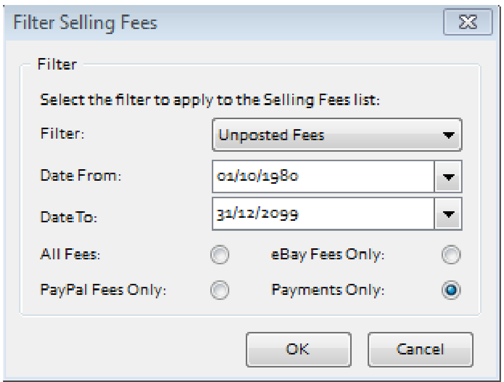
Fees

Where Tradebox has been configured to download eBay and/or PayPal fees these will be downloaded during the synchronisation and trapped in the Tradebox database. Fees are **NOT** automatically posted to Sage but need to be sorted and manually posted.

To access, sort and filter fees, select the **Fees** option from the **Information** menu. This will generate a screen containing all fees imported.



Filters can be applied on the fees grid by selecting the **Search** button, which generates the following dialog box:

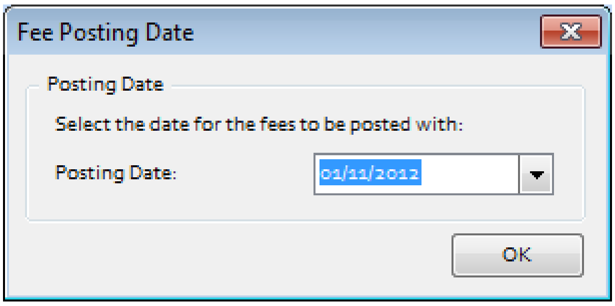


The Filter dropdown menu allows you to select All Fees, Posted Fees or Unposted Fees. A date range can then be applied on the selected fees.

Only a single fee type can be posted to Sage at time, i.e. eBay and then PayPal but not together.

Upon clicking **OK** the previous screen will appear but will only contain fees that fit the applied filters.

To select all fees in the grid choose **Clear Selection** then **Swap Selection**. To create the fees as Bank Payments in Sage select the **Post to Sage** button. If you have chosen to post fees as a summary entry and the fees in the list have a variety of dates, Tradebox will prompt the user for a single date to apply to the summary Bank Payment in Sage:



Menu Options

Business	
Support	Contains serial number, version number, licence type, expiry date, Tradebox contact details, installation path, data path, logs path, videos, guides, send/receive database function, remote support link and repair & compact utility.
Dashboard	Link to dashboard overview of sales processed by Tradebox
News	Indicates new Tradebox news when **emboldened**. Clicks through to news page on Tradebox website
Messages	Indicates new message from Tradebox when emboldened and red. Clicks through to message page on Tradebox website
Operations	
Download	Runs the download function to connect to online sales platform and import new sales before automatically posting to Sage Accounts. Sales Channel must be turned on (status of YES) in the Sales Channel List for download to occur.
Error Corrections	Loads Error Corrections grid, where sales that cannot be automatically posted to Sage (usually because of mapping issues) can be manually corrected and then posted to Sage.
Post to Sage	Runs the function to send any unposted sales in the Tradebox database to Sage without connecting to the online sales platform first. If there are any errors at the end of the Post to Sage routine, an alert will be displayed in the Operations Log. Full details of each issue encountered during the Post to Sage will be displayed in the Error Log.
Upload	Runs the Upload function to pass Sage 'free' stock quantities back to the inventory on the selected sales platform.
Picking List	Generates a Picking List of products and quantities for the criteria provided in the dialog box.
Packing List	Generates a Packing List for each individual order containing SKU's, quantities, delivery information etc.

Labels	Generates Avery Standard label sheets (either 3 x 7 or 2 x 7) of delivery addresses
Amazon Shipping	Generates the Amazon Shipping confirmation grid from where Amazon orders can be marked as despatched and this information passed back to the Amazon marketplace.
Manual Order Entry	Opens the Manual Order Entry form, if a manual entry sales channel has been established in the Sales Channel List.
Information	
Sales Channels	Opens the Sales Channel List which contains an overview of each sales channel established in the software. Double clicking on a sales channel opens the configuration settings for that sales channel and allows the configuration to be amended as required.
Orders	Opens a list of orders downloaded or imported into the Tradebox database. Users can choose to see all orders or orders from a specified sales channel.
Customers	Opens a list of customers.
Fees	Accesses the list of fees imported from specific marketplaces, such as eBay and Amazon.
Logs	Opens the Process and error logs for each day
Search	Generates a search utility.
Last Download	Opens the Operations log for the last download. From here the user can also access the Process and error log for the last download.
Configuration	
New Sales Channel	Click on New Sales Channel to generate the Sales Channel Setup Wizard to create a new sales channel in Tradebox
Sales Channel Record	Opens the configuration settings for the Sales Channel selected in the Sales Channel List.
Settings	Opens the generic settings for the application which include download options,

	dashboard options, exchange rates, address/labels, countries table, Sage field mapping and the feedback screen.
Licence	Accesses the Programme Activation screen to enter serial numbers and activation keys to activate, renew or upgrade the software licence.
Analysis	
Reports	Access the reports section
Sales Channels	Provides analysis graph comparing sales channels in Tradebox by turnover or units sold in the last 12 months. By default all products sold are included but graph can be refined to compare specific products by sales channels.
Units	Provides a Calendar 3 year graph overview of units sold across all sales channels. Can be refined to drill down to units from a specified sales channel.
Turnover	Provides a Calendar 3 year graph overview of turnover across all sales channels. Can be refined to drill down to turnover from a specified sales channel.
Products	Provides a Calendar 12 month graph illustrating the performance of a specified product. Performance can be changed between units, turnover and average selling price.
Products (All)	Provides a Calendar 12 month grid of all units sold. The grid can include all sales channels or a single specified sales channel. Product performance can be presented as units or turnover.
Countries	Provides an 'all time' graph of countries sold to. Graph can display all countries or be grouped into UK, EU and rest of World Sales. By default sales from all sales channels are included, albeit this can be refined to present country sales from a specific sales channel.
Sales v Fees	Presents a line graph illustrating a Calendar year of sales against fees. Only applicable for Amazon and eBay where fees are downloaded.
Fees	Presents a graph of fees, broken down into specific types. Only applicable for Amazon and eBay where fees are downloaded.
Time of Day	Provides and 'all time' graph of the time of day sales are made from eBay

	only.
Day of Week	Provides and ‘all time’ graph of the day of the week sales are made from all sales channels. This graph can be configured for time frames, sales channels and swapped between units and turnover.
Day of Month	Provides and ‘all time’ graph of the day of the month sales are made from all sales channels. This graph can be configured for time frames, sales channels and swapped between units and turnover.
Amazon Margins	Exports Amazon sales and fees data into an Excel spread sheet, comparing income against fees for each products sold
eBay Margins	Exports eBay sales and fees data into an Excel spread sheet, comparing income against fees for each products sold
Maintenance	
Backup	Enables the Tradebox data to be backed up. Includes options to automate the back up on closing the programme.
Export Data	Where an Export File Format has been created (see below) this function exports the data from a given date range into the existing template which can then be saved.
Relocate Database	Allows the user to export the Tradebox database off the client PC to a shared network drive. Also enables users to point additional installations of Tradebox at the existing database on a shared network drive.
Rebuild Data	Allows users to rebuild data in the Tradebox database. This can be for all channels or for specified channels. Data that can be rebuilt (deleted) includes sales information as well as mappings.
Rebuild Sales Figures	All the data in the Tradebox database to be rebuilt and all analysis and reporting to be recreated.
Archive Order History	Allows Tradebox data, older than 30 days, to be archived to improve performance.
Export File Formats	Allows users to create an export template of specified fields in a given order into a csv or excel spread sheet. Once the template is created and saved, the

	chosen data is exported using the Export Data option (see above).
Clear Order History	Deletes data from the Tradebox database prior to a given date.
Reset Sage Postings	Allows invoices to be recreated in Sage a second time by resetting the internal sage invoice number in Tradebox prior to a given date or invoice number. Once rebuilt, Tradebox can repost the invoices into Sage.
Restore	Restores previous backups.
Security	Allows a password to be added to the program or an existing password to be deleted or changed.