



Frooition Implementation guide

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Contents

Account Setup:

1. Software Checklist
2. Accessing the Frooition Software
3. Completing your Account Profile
4. Updating your Frooition Subscriptions

Customizing your Store

5. Syncing eBay Categories
6. Store Promotion Boxes
 - i. Creating Dynamic Promotion Boxes
 - ii. Creating Static Promotion Boxes

Customizing your Listings

7. Template Settings
8. Seller Info Tabs
9. Listing Promotion Boxes
10. Cross Promotions

Listing directly to eBay

11. **Step #1:** Creating a Listing Profile
12. **Step #2:** Describe your Item
13. **Step #3:** Preview Item
14. **Step #4:** Category Selection
15. **Step #5:** Item Specifics
 - i. Multi Variations
 - ii. Item Specifics
16. **Step #6:** Pricing & Shipping
17. **Step #7:** Review & Launch

Other Tools

18. 3rd Party Listing Tools
19. Bulk applying templates to live listings
20. Import items from eBay

Getting Help

21. The Frooition Knowledgebase (FAQ)
22. The Frooition Ticket System

1: Checklist

Use this helpful Checklist to help ensure you are ready to use the Frooition software:

- ☐ Ensure you have an active eBay Store Subscription
- ☐ Setup your eBay store categories
- ☐ Accept the Frooition eBay Token
- ☐ Confirm the Frooition design has been Installed
- ☐ Complete your Frooition Account Profile
- ☐ Sync your eBay Store Categories
- ☐ Complete your seller info tabs
- ☐ Setup your Cross Promotion
- ☐ Import any active eBay Items
- ☐ List your first item
- ☐ Bulk Apply your design to live items
- ☐ Familiarize yourself with the Frooition Knowledgebase

2: Accessing the Frooition Software

To access the Frooition software you will need an active Internet connection.

Login

To access the Frooition software visit:



Early in the design process you will have received your Username and password via email.

Enter your Username

Enter your Password

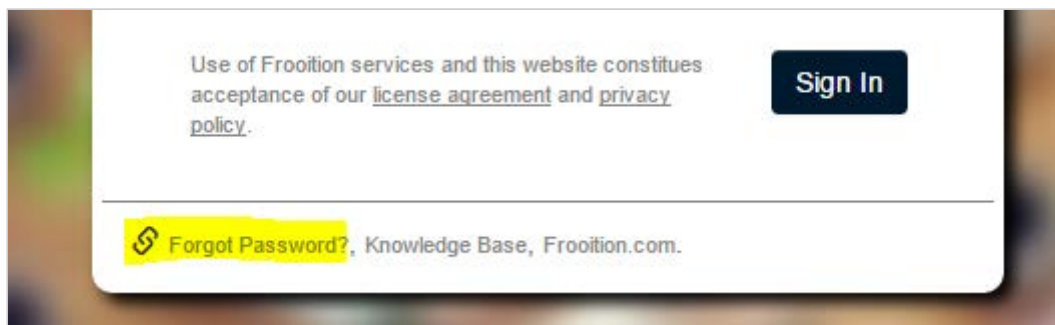
Click **Sign In**

First Login

The first time you login to the Frooition software you will be required to change your password to something more memorable. Simply follow the on screen instructions.

Lost Username


if you cannot find your login details or have forgotten your password you can use the Forgot Password? link:



You can then enter your Username, registered email address or your eBay Id:

A screenshot of a "Login Reminder" dialog box. The title bar says "Login Reminder" with a close button (X) on the right. The main text says "Enter your **Username**, **registered email** address, or **eBay ID** below to have you login reminder emailed to you:". Below this text is a single-line text input field. At the bottom right of the dialog are two buttons: "Cancel" and "Send Reminder".

You will receive an email with password reset instructions. (*Check your junk folder if you don't receive the email within 15 minutes*).

 Remember to add *@froo.com to you safe senders list to ensure emails don't go to SPAM.

3: Completing your Account Profile

Ensuring you have up to date details within your Frooition account is vital to make sure we can always give you the best help and advice. If your details are correct we will always be able to get hold of you if you open a support ticket within our help center.

Update Your Contact Details:

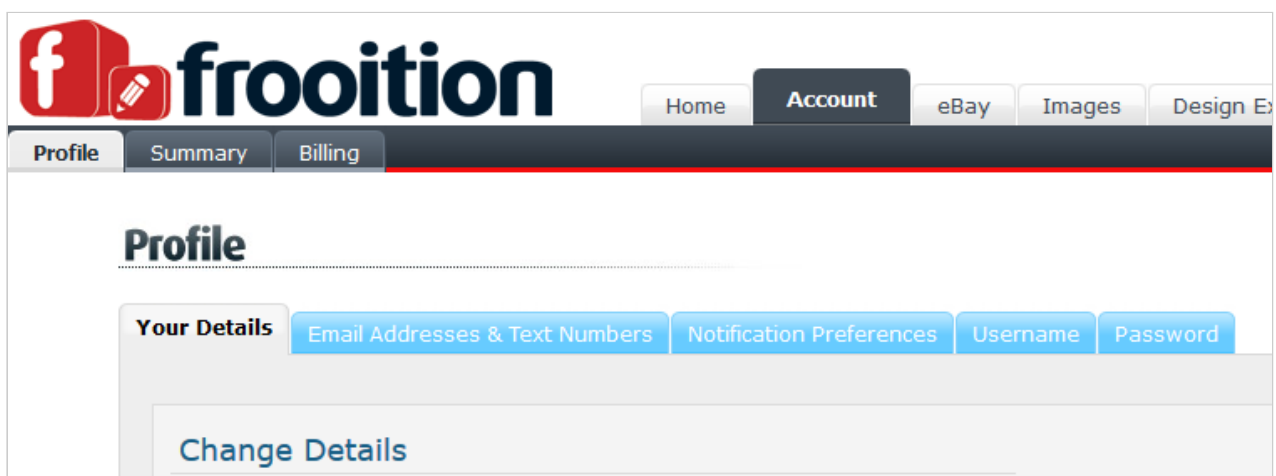
Login to the **Frooition Software**

Click the **Account Tab**

Click **Profile**

Complete your **contact details**

Click **Save Details**



Update Your Email Address & Text Number:

Click the **Account Tab**

Click **Profile**

Click **Email Addresses & Text Numbers**

Update your **email address**

Confirm with your **password**

Click **Change my email**

Update your **Mobile / Cell Number**

Click **Update Mobile / Cell Numbers**

Update Notification Preferences:

Click the **Account Tab**

Click **Profile**

Click **Notification Preferences**

Select the **subscription reminders preference** - Choose to send reminders via: Email, SMS

message or Email and SMS message

Click **Update**

Update Your Username:

Click the **Account Tab**

Click **Profile**

Click **Username**

Update your Username

Confirm with your **password**

Click **Change my Username**

Change Your Password:

Click the **Account Tab**

Click **Profile**

Click **Username**

Enter your **Old Password**

Create your New Password

Confirm your **New password**

Click **Change my Password**

4: Updating Frooition Subscriptions

The Frooition subscriptions cover the constant dynamic delivery of your custom design templates, including promotion boxes, dynamic categories and cross promotion areas.

Every-time one of your products is viewed the Frooition software dynamically delivers all CSS and graphics and handles all the API calls, which give your store and listings the great professional look and feel through advanced design and functionality.

Also included in this fee is a bandwidth allowance for the delivery of the code and graphics.

Updating your subscriptions

Click the **Account** Tab


Click the **Summary Sub-tab**

Select the **Subscription** Tab you require

(Advanced & Topseller eBay designs require **Shop & Template** subscriptions, Signature customers require the **Signature** Subscription)

Choose to add **1 month, 6 months or 12 Months** by clicking **Select** under the desired duration

Click **Add to Shopping Cart**


frootion

[Home](#)
[Account](#)
[eBay](#)
[Images](#)
[Design Extras](#)
[Social](#)
[Help](#)
[Sign Out](#)

[Profile](#)
[Summary](#)
[Billing](#)

Account Summary

Current Subscriptions:

Shop & Template	5th Dec 2025
10mb Image Hosting	5th Dec 2025
Bulk Revision	30th Apr 2025

Subscription Package:

Save time & money by purchasing your subscriptions altogether. By purchasing your Shop & Template hosting, Bulk Revision, Image hosting and support contract all in one save up to 30% off your subscription costs.

Package includes:

- Shop & Template Hosting
- Bulk Revision
- 2gb Image Hosting
- Bronze Maintenance Support

6 months
save 23%
Add to Shopping Cart

12 months
save 30%
Add to Shopping Cart

Shop & Template

[1 month](#)
[6 months \(save 5%\)](#)
[12 months \(save 10%\)](#)

Click a subscription period above or enter a date to extend subscription to (dd-mm-yyyy):

Bulk Revision

[1 month](#)
[6 months \(save 5%\)](#)
[12 months \(save 10%\)](#)

Click a subscription period above or enter a date to extend subscription to (dd-mm-yyyy):

10mb Image Hosting

[1 month](#)
[6 months \(save 5%\)](#)
[12 months \(save 10%\)](#)

Click a subscription period above or enter a date to extend subscription to (dd-mm-yyyy):

Support & Maintenance

We understand that on occasion you may need help with the design service you have purchased from Frootion, and depending on the level of support you require we offer a number of different options to maintain you design.

<h4>FREE</h4> <ul style="list-style-type: none"> Full use of online videos and knowledge base. Ticket Based Support, response within 1-3 working days. Pay per update graphical changes <p>Free with any subscription</p>	<h4>BRONZE</h4> <ul style="list-style-type: none"> Full use of online videos and knowledge base. Priority Ticket Based Support, guaranteed response within 1 working day. Pay per update graphical changes <div> <input type="text"/> <input type="button" value="Purchase Support Package"/> </div>	<h4>SILVER</h4> <ul style="list-style-type: none"> Full use of online videos and knowledge base. Priority Ticket Based Support, guaranteed response within 1 working day. 5 custom work credits per month, for graphic updates. <div> <input type="text"/> <input type="button" value="Purchase Support Package"/> </div>	<h4>GOLD</h4> <ul style="list-style-type: none"> Full use of online videos and knowledge base. Priority Ticket Based Support, guaranteed response within 1 working day. 10 custom work credits per month, for graphic updates. <div> <input type="text"/> <input type="button" value="Purchase Support Package"/> </div>
--	---	--	---

Select your desired **Payment Method**

Confirm that you **accept the Frootion Terms & Conditions**

Click **Proceed to Secure Checkout**

Shopping Basket

Subscription Renewal

Shop & Template - 12 months

Plus VAT @ 20.0%

Select Payment Type:

Total (excluding tax):

Tax:

Total:

Fill In your **Payment Details / PayPal Details**

Click **Complete Payment**

Billing Details

Email Address:

First Name:

Last Name:

Billing Address Line 1:

Billing Address Line 2:

Billing City:

Billing Postal / Zip Code:

Billing Country:

Telephone Number:

Card Type:

Card Holder's Name:

Card Number:

Expiry Date: (month / year)

 /

CVV:

Total (excluding tax):

Tax:

Total:

COMPLETE PAYMENT

Your subscriptions will now be updated

Retrieving your Subscription Invoices

Click the **Account Tab**


Click the **Billing Sub-tab**

Here you will see a log of your past payments and download invoices for each payment.

The screenshot shows the Frooition website interface. At the top, there's a navigation bar with links for Home, Account (selected), eBay, and Images. Below this is a sub-navigation bar with Profile, Summary, and Billing (selected). The main content area is titled "Billing History" and contains a table with the following data:

Date	Reference	Invoice Number	Payment Method	Payment	Invoice Total	
01 01 2025	Subscription	00015	Visa Debit	0.01	0.01	

At the bottom of the page, there is a footer with the text "Copyright © Frooition.com | [Report a problem](#)".

Clicking the preview icon() will open the invoice allowing you to save it or print it.



Invoice

Frooition Limited



Invoice Date:
Invoice Num:

Sample Invoice

Invoice To:



Billing Address:

Description	Price (ex VAT)	VAT RATE	Price (inc VAT)
Invoice Total			£0.00

Invoice paid in full by

VAT Registration #

Customizing Your Store

5: Syncing eBay Categories

One of the valuable features of a Frooition design are the dynamic categories across the store and listings. The technology we have built allows a seller to update categories on eBay and have them instantly synced across every live item saving weeks of work with every update.

This software relies on the eBay API to pull your active store categories from eBay and then display them on every item. As we use server-side technology we are able to provide this service without breaking eBay's Active Content Policy.



Update categories from eBay

Click the **eBay Tab**

Click the **Storefront sub-tab**

Click the **eBay Store Cats** menu option

frooition Home Account eBay Images Design Extras Help

eBay Store Categories

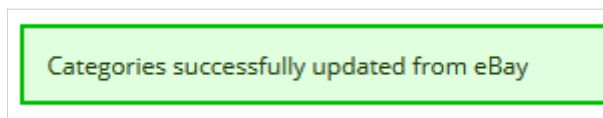
[Sync Categories From eBay](#) [Select / Unselect All Sub Cats](#)

Category Name (Category ID)

- ☒ ■ Other (1)
- ☒ ■ Women's & Others (2952964011)
- ☒ • Advanced (2952973011)
 - ☒ ○ example 1 (5194221011)
 - ☒ ○ example 2 (5194222011)
 - ☒ ○ example 3 (5194223011)
 - ☒ ○ example 4 (5194224011)
 - ☒ ○ example 5 (5194225011)
 - ☒ ○ example 6 (5194226011)
 - ☒ ○ example 7 (5194227011)
 - ☒ ○ example 8 (5194228011)

Click the **Sync Categories from eBay** button

Your Frooition account will now be synced with your eBay Store categories



Enabling and disabling Categories

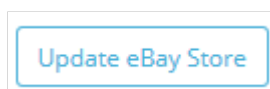
You can enable and disable individual categories on the eBay Store Cats page (follow process above)

Uncheck any categories that you don't want to display on your store and listings:

Category Name (Category ID)

- ☒ ■ Other (1)
- ☒ ■ Women's & Others (2952964011)
- ☒ • Advanced (2952973011)
 - ☐ ○ example 1 (5194221011)
 - ☐ ○ example 2 (5194222011)
 - ☒ ○ example 3 (5194223011)

Once you have unchecked any unnecessary categories click **Update Storefront**



Your store and listings will update to reflect the change.

Disable/enable all sub categories

If you want to hide or show all subcategory boxes click the **Select / Unselect All Sub Cats** button

Select / Unselect All Sub Cats

Click **Update Storefront**

Update eBay Store

Your store and listings will update to reflect the change.

Sort Categories Alphabetically

Click the **Sort into Alphabetical Order** button:

Sort into Alphabetical Order

Your categories will now be sorted alphabetically.

Click **Update Storefront**

Update eBay Store

Your store and listings will update to reflect the change.

6: Store Promotion Boxes

Sellers have the option of creating static HTML promotion boxes or Dynamic product boxes that display products and pricing.

Promotion Box Placement

Click the eBay Tab








Click Storefront

Click **Store Promos**

Each Store has up to 7 promotional areas to display promotion boxes.

Store Promo Placement

Use the placements below to change how promotion boxes are displayed on your eBay store front. Click the edit button next to each placement to change or remove. Once new placements are complete click the 'Update Store Front' button.

<div>Left Column Upper: <input type="text" value="Star Item"/>  Lower: <input type="text" value="None"/> </div>	<div>Center Top: <input type="text" value="None"/>  Middle: <input type="text" value="Best Sellers"/>  Bottom: <input type="text" value="None"/> </div>	<div>Right Column Upper: <input type="text" value="Ending Soon"/>  Lower: <input type="text" value="None"/> </div>
---	---	--

Update Store FrontCreate / Edit Dynamic PromotionsCreate / Edit Static Promotions

Select an editable section (e.g. Left Column >Upper) and click the **edit icon**:



You can choose between a Dynamic or Static promo box using the tabs

Select the **promotion box** you require

Click Select

Change Promo Box Selection - Upper Left

Dynamic Promos

Static Promos

Promo Title	
<input type="radio"/>	NONE
<input checked="" type="radio"/>	Star Item
<input type="radio"/>	Ending Soon
<input type="radio"/>	Best Sellers

Select

Create / Edit

Close

Once you have made all your amendments click **Update Storefront**

Update Store Front

Visit the **Store Promos tab (eBay Tab > Store Front > Store Promos)**

Click **Create / Edit Dynamic Promotions**:

Create / Edit Dynamic Promotions

To edit a previously created promotion box click Edit/Preview and follow the same instructions as creating a new promotion:

Store Galleries & Promotions

Create New

Back to Promo Placement

Saved Galleries & Promotions:

Box Name	Type		
At A Glance	Promo Box	Edit / Preview	Delete
Best Sellers	Slider	Edit / Preview	Delete
New Arrivals	Promo Box	Edit / Preview	Delete
Star Item	Promo Box	Edit / Preview	Delete

To create a new promotion box click **Create New**

Create New

Choose between a Promo Box or Slider:

Store Galleries & Promotions

Type:

Promo Box

Slider

A Promo box is static and doesn't move, a Slider moves left and right allowing for more products to be displayed.

Choose how many items to display:

Items & Pagination:

Number of Items:

-

5

+

i A Promo Box will allow a maximum of 5 products, a slider can display up to 40.

Choose a Header for your promotion box.

! Note this will be visible to customers so check your spelling!

Header:

Box Title:

Fantastic Offers

Choose the sort order for your items and choose whether to display auction, buy it now or both:

Sort:

Item Sort:

Time: Newly Listed

Time: Newly Listed

Price: High (exc P&P)

Price: Low (exc P&P)

Time: Ending Soonest

Best Selling

Most Viewed

Most Discounted By Sale

Most Stock

Item Filter:

Auctions, Buy It Now

i Sort options are: Newly Listed, Ending Soonest, Price (Highest first), Price (lowest first), Best Sellers, Most Viewed, Biggest Discount and Most stock.

Optional: If you are creating a slider box choose a style :

Style:

Featured Routers



Edimax BR-6228NS V2 IEEE 802.11n Ethernet Wireless Router BR-6228NS V2
Over Millions of Products from Leading Brands
\$ 26.81



BUFFALO AirStation AC433 Dual Band Wireless Travel Router (WNR-433-BK)
Over Millions of Products from Leading Brands
\$ 55.34

Featured GPS



Garmin eTrex Jox Handheld GPS Navigator - Mountable, Portable 010-01508-10
Over Millions of Products from Leading Brands
\$ 322.22



Garmin Handheld GPS Case 010-10117-02
Over Millions of Products from Leading Brands
\$ 12.94



Garmin GPSMAP 64s Handheld GPS Navigator 010-01199-08
Over Millions of Products from Leading Brands
\$ 314.23

Filtering:

Filter:

Store Category: +

eBay Category: +

Keyword:

Item Specifics:

Item Specific Search Mode:

Item Price Range: From: + To: +

Filtering allows you to choose which items are displayed in your promotion box. Filter based on Store or eBay Category.



Click the Plus icon and select your category from the drop-down menu:

Store Categories

Store Category:

Click **Add Current Selection**

You can also filter by keyword. Simply enter a search term to only display matches to that search:

Keyword:

Or you can filter by Item Specifics:

Item Specifics:

Item Specific Search Mode:

Filter by a price range, enter the minimum and maximum price ranges:

Item Price Range: From: + To: +

Once you are happy with your filtering give your box an internal name for your reference:

I.D.:

Then click Save

Click Preview to see what items will be displayed in your promotion box.



After each change to the filtering you must click Save then Preview to see any changes.

Preview:

Fantastic Offers



TOYOTA LANDCRUISER ENGINE
DIESEL, 4.5, 1VD, TWIN TURBO, 200
SERIES, 11/07-

AU \$ Buy It Now
22,550.00
19d left



TOYOTA LANDCRUISER ENGINE
DIESEL, 4.5, 70 SERIES (UPDATE),

i Your preview may not have any visible styling in the preview but will display correctly on the

storefront:

FANTASTIC OFFERS



TOYOTA LANDCRUISER ENGINE
DIESEL, 4.5, 1VD, TWIN TURBO, 200
SERIES, 11/07-

AU \$ 22,550.00 Buy It Now

19d left



TOYOTA LANDCRUISER ENGINE
DIESEL, 4.5, 70 SERIES (UPDATE),
03/07-

AU \$ 12,000.00 Buy It Now

5d left

You can now place the newly created box on your storefront, following the instructions above.

A static promotion box allows sellers to add custom HTML to store promotion boxes. This is great for adding messages and images to the storefront.

Visit the **Store Promos tab (eBay Tab > Store Front > Store Promos)**

Click **Create / Edit Dynamic Promotions:**

A rectangular button with a blue border and rounded corners, containing the text "Create / Edit Static Promotions" in blue.

To edit a previously created promotion box click Edit and follow the same instructions as creating a new promotion:

Static Promotion Boxes

Create New

Back to Promo Placement

Saved Galleries & Promotions:

Box Name	Type		
blank	Custom HTML	Edit	Delete
Christmas Message	Custom HTML	Edit	Delete

To create a new promotion box click **Create New**

A blue rectangular button with rounded corners, containing the text "Create New" in white.

Select **Custom HTML**

Type:

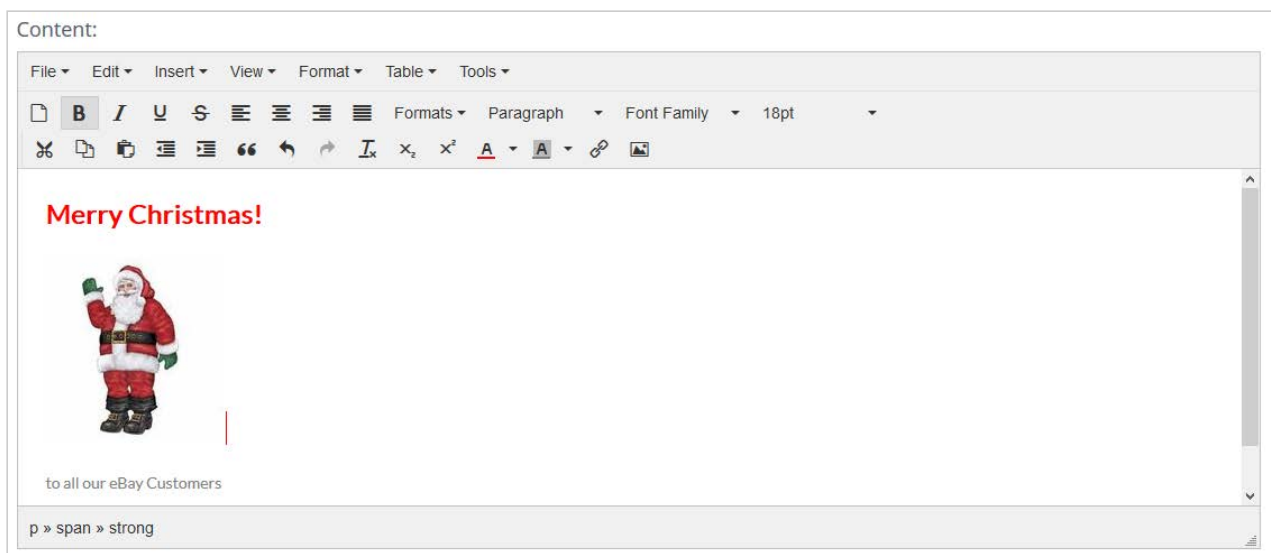
Custom HTML

Script



The script option is for custom functions built by Frooition and shouldn't be used unless instructed by Frooition

Enter your content using the in-built editor to format it how you wish:



Once you are happy with your box, give it an internal name for your reference:

I.D.:

Box Name:

Then click Save

You can now place the newly created box on your storefront, following the instructions above.

Customizing Listings

7: Template Settings

Default Template Settings

The Frooition software allows you to set default settings for new listing profiles, saving you time and creating uniform listings.

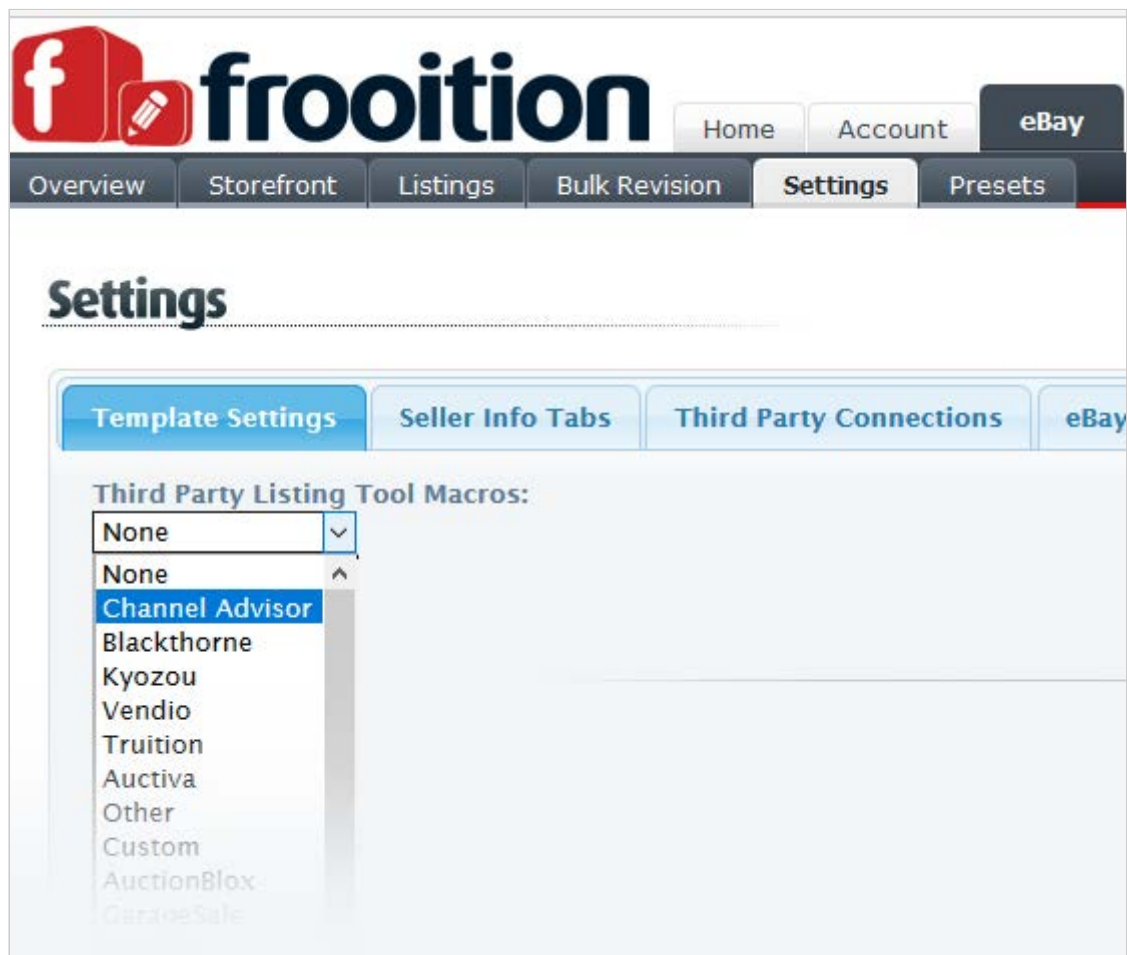
Default Third Party Macros

Click the **eBay** Tab

Click the **Settings** sub-tab

Click the **Template Settings** menu option

Pick your **3rd Party Listing tool** from the list:



You will then be shown the 3rd party macros for your selected tool (any changes to the macros can be made here).

Third Party Listing Tool Macros:

Channel Advisor ▾

Item Title:	{{itemtitle}}
Description:	{{itemauctiondescription}}
Image 1:	{{IMAGE(ITEMIMAGEURL1)}}
Image 2:	{{IMAGE(ITEMIMAGEURL2)}}
Image 3:	{{IMAGE(ITEMIMAGEURL3)}}
Image 4:	{{IMAGE(ITEMIMAGEURL4)}}
Image 5:	{{IMAGE(ITEMIMAGEURL5)}}
Image 6:	{{IMAGE(ITEMIMAGEURL6)}}
Thumbnail 1:	{{THUMB(ITEMIMAGEURL1)}}
Thumbnail 2:	{{THUMB(ITEMIMAGEURL2)}}
Thumbnail 3:	{{THUMB(ITEMIMAGEURL3)}}
Thumbnail 4:	{{THUMB(ITEMIMAGEURL4)}}
Thumbnail 5:	{{THUMB(ITEMIMAGEURL5)}}
Thumbnail 6:	{{THUMB(ITEMIMAGEURL6)}}

Once you have made your selection click Save

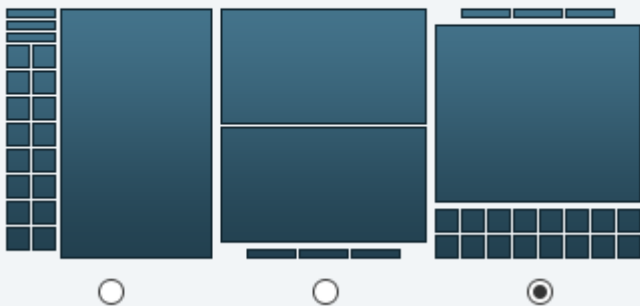
Any new listing profiles will have this listing tool pre-selected.

Default Picture Display Type:

Pick the default position of product thumbnails:

Picture Display Type:

Select how you would like your pictures displayed within you listing template.



The image shows three visual representations of how product thumbnails can be arranged relative to the main product image. Each representation consists of a large central rectangle representing the main image and smaller rectangles representing thumbnails. The first layout shows thumbnails stacked vertically to the left of the main image. The second layout shows thumbnails stacked horizontally below the main image. The third layout shows thumbnails stacked both to the left and below the main image. Below each layout is a radio button. The third radio button is selected, indicated by a black dot in the center.

Choose to display thumbnails:

- To the left of the main image
- No thumbnails
- Thumbnails below the main image.

Once you have made your selection click Save

Toggle Template Features

Toggle the default features on the listing template, tick to display the feature, untick to hide the feature:

Show/Hide Template Features:

☒

Include Add to favorite sellers link

☒

Include newsletter signup link

☒

Include feedback link

☒

Include ask seller a question link

☒

Include shop link

☒

Include aboutme link

☒

Include Item Title

☒

Include Item Description

☒

Include Picture Gallery

☒

Include Cross Promotion Section

Once you have made your selection click Save
Any new listing profiles will have these features enabled.

The following graphic shows where each feature is displayed on the template.

Note: Custom templates may vary from this layout:

This is an example product title. It is a fairly long title This is an example product title. It is a fairly long title

ITEM DESCRIPTION

This is an example product Description. This is an example product Description. This is an example product Description. This is an example product Description. This is an example product Description. This is an example product Description. Here is a Bullet List:

HELPFUL LINKS

Add to Favourite Sellers

Sign up to Newsletter

View Feedback

Contact Seller

Visit seller's eBay Shop

About Seller Page

MOORE ITEMS

Test Item Please Please Please Please Please Do Not Bid

£0.99

Show/Hide Template Features:

☒

Include Add to favorite sellers link

☒

Include newsletter signup link

☒

Include feedback link

☒

Include ask seller a question link

☒

Include shop link

☒

Include aboutme link

☒

Include Item Title

☒

Include Item Description

☒

Include Picture Gallery

☒

Include Cross Promotion Section

8: Seller Information Tabs

Seller Information tabs enable you to write important terms and conditions about your listings and position them in a prominent position within the listing; without increasing listing length!

Once you have written your tab content it is saved in the software so you don't have to write or copy the information every time you list a new item.

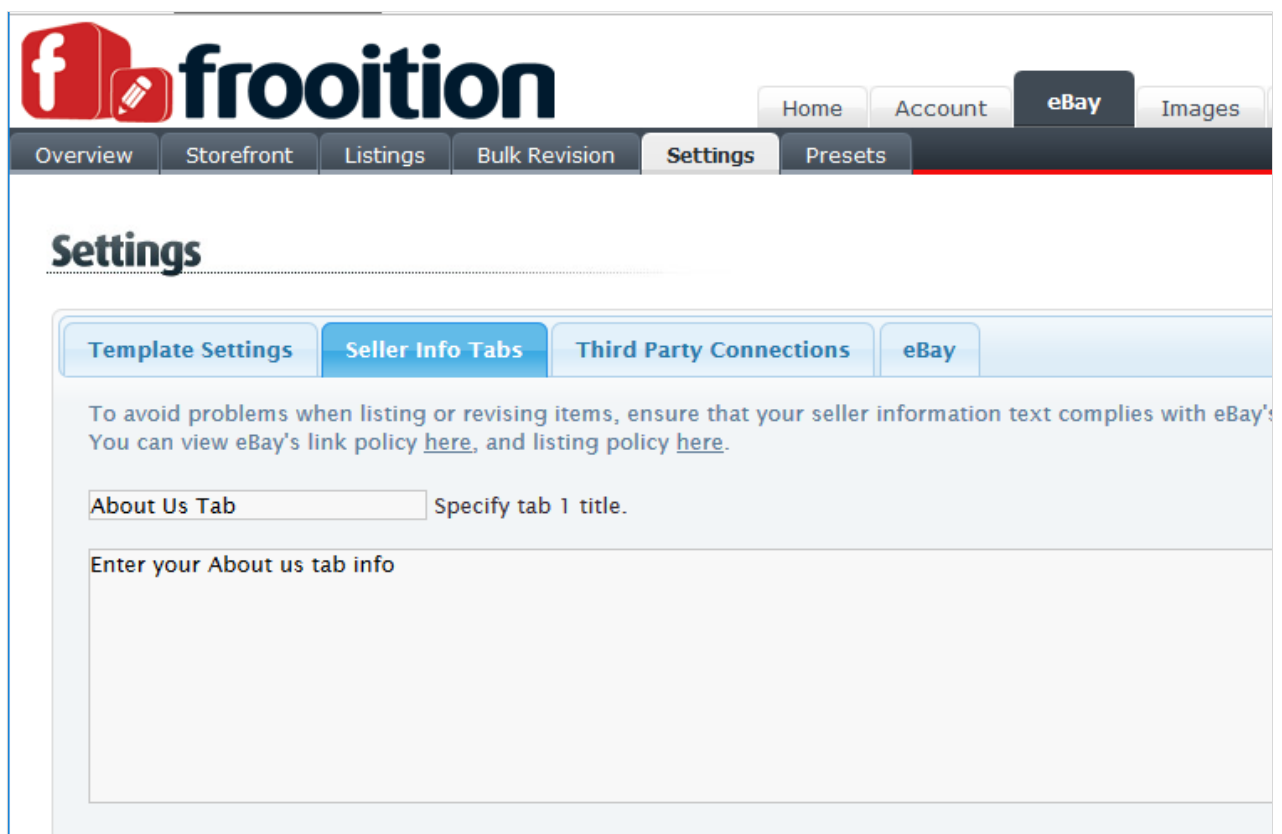
Update your Seller Information Tabs

Click the **eBay Tab**

Click the **Settings sub-tab**

Select the **Seller Info Tabs** menu option

You will see 5 sets of input boxes:

The screenshot shows the Frooition web interface. At the top is the Frooition logo. Below it is a navigation bar with tabs: Home, Account, eBay, and Images. Underneath is a secondary navigation bar with tabs: Overview, Storefront, Listings, Bulk Revision, Settings (highlighted), and Presets. The main content area is titled 'Settings' and contains four sub-tabs: Template Settings, Seller Info Tabs (highlighted), Third Party Connections, and eBay. Below these sub-tabs is a message: 'To avoid problems when listing or revising items, ensure that your seller information text complies with eBay's. You can view eBay's link policy [here](#), and listing policy [here](#).' This is followed by a form for 'About Us Tab' with a label 'Specify tab 1 title.' and a large text area labeled 'Enter your About us tab info'.

Specify the title of the tab (this will be visible by customers)

The large text-box enables you to **write your content**

i Please note you can use simple HTML to format your tabs.

Once you are happy with all 5 of your tabs click Save

Any new listings will have the updated info tabs.

ABOUT US	TAB TITLE 2	TAB TITLE 3	TAB TITLE 4	
About Us content Here				



You can change live seller info tabs using Bulk revision.

9: Listing Promotion Boxes

The Frooition Software allows you to rapidly create custom boxes for your eBay Listings, meaning you are always in control of your design and layout.

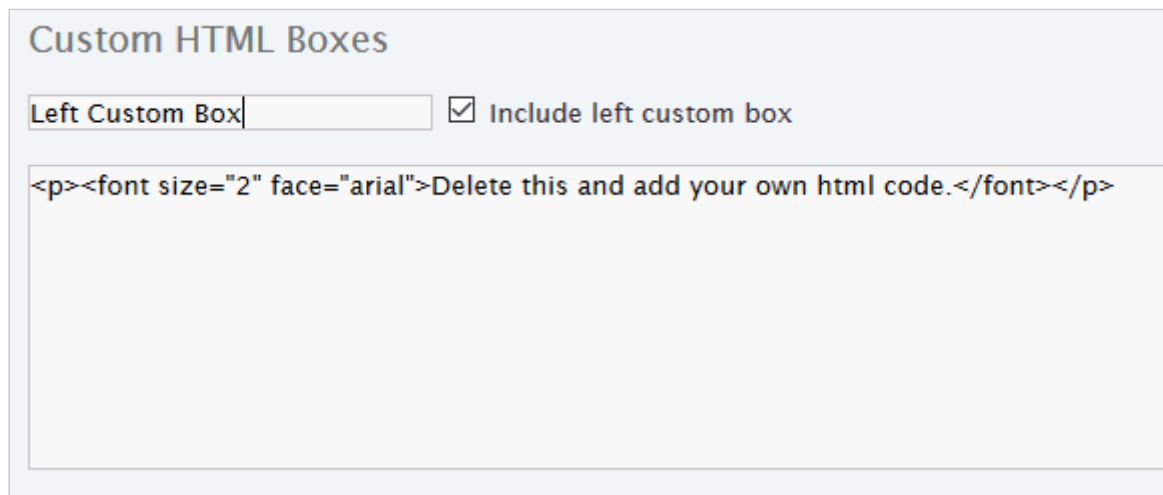
Creating/editing Listing Template custom boxes

Click the **eBay Tab**

Click the **Settings sub-tab**

Click the **Template Settings** Menu Option

Scroll down to **Custom HTML Boxes**



The screenshot shows a web interface titled "Custom HTML Boxes". It features a label "Left Custom Box" next to a text input field. To the right of the input field is a checked checkbox labeled "Include left custom box". Below these elements is a large text area containing the placeholder text: `<p>Delete this and add your own html code.</p>`.

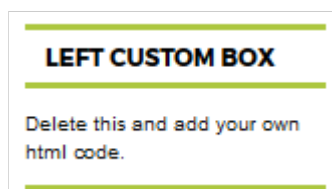
You have 4 positions where you can place a custom box in your listing: Left Column, Right Column, Top Middle (above description) and Bottom Middle (Below description).

Check the **Include {position} custom box** check-box

Write your HTML information in the large **HTML Box**

Click **Save**

The new custom boxes will be present for any new listings:






10: Cross Promotions

Frooition's cross promotion dynamically offers buyers related items, linked to the item they are currently looking at: e.g. Offer the drumsticks with the drumkit.


JBL Synchros S500 Over the Ear headphone (WHITE) with REMOTE/MIC
* SAVE \$\$ *

[Watch This Item](#)
[Email A Friend](#)




[Click here to view full size.](#)


More Items!



HIFIMAN Edition S portable Closed/Open Back On-Ear Dynamic Headphones * NEW! *
\$249.00
[View Item](#) | [Buy Now](#)



HIFIMAN HE-560 full-size Planar Magnetic Headphones * BRAND NEW *
\$899.00
[View Item](#) | [Buy Now](#)



Cross Promotion Rules

Click the **eBay Tab**

Click the **Cross Promotions** sub-tab

You will see your existing rules:

CREATE NEW RULE

These rules determine which of your items are selected for cross-promotion.

	When someone views an item:	Promote Items:
<input type="checkbox"/>	All other items	eBay default (items promoted from same category)

i The default rule is to offer products from the same eBay Store Category

To create a new rule click **Create New Rule**

You can choose to promote an item from Category A when an item in Category B is viewed:

Create New Rule

When someone views an item matching these criteria.

Store Category: (or select [eBay category](#))

Brown Leather Handbags

Promote items matching these criteria.

Store Category: (or select [eBay category](#))

Brown Leather Shoes

ADD RULE CANCEL

Click **Add Rule**

You will see the new rule in the list:

Create New Rule

When someone views an item matching these criteria.

Store Category: (or select [eBay category](#))

Brown Leather Handbags

Promote items matching these criteria.

Store Category: (or select [eBay category](#))

Brown Leather Shoes

ADD RULE CANCEL

To delete a rule check the tick box and click delete

Listing directly to eBay

11: Step #1 - Creating a Listing Profile

The Frooition software uses Listing Profiles for each item listed to eBay. Profiles can be imported from a spreadsheet or from live items.

Create a profile

Click the **eBay** Tab

Click the **Listings** sub-tab

Profile Name	Title	SKU	Modified	Details	Pics	Stage	Edit Get Code
<input type="checkbox"/> Blackthorne Test Template	[[Category 1]]		2008-12-24		5		Edit Get Code
<input type="checkbox"/> cars			2008-11-17		1		Edit Get Code
<input type="checkbox"/> dvds			2008-11-12		0		Edit Get Code

Click **Create New**

Create a Profile

Choose your listing method

☒ Direct listing to eBay (My eBay, Seller Manager Pro, Turbo Lister)

☐ Tag based template (ChannelAdvisor, Blackthorne, Vendio)

Listing to eBay site

UK

Create a New Listing Profile

My new Listing Profile

Continue

Select **Direct listing to eBay**

Select your **eBay listing site** (e.g. UK):

Give the listing profile a **unique name**

Click Continue.

12: Step #2 - Describe your item

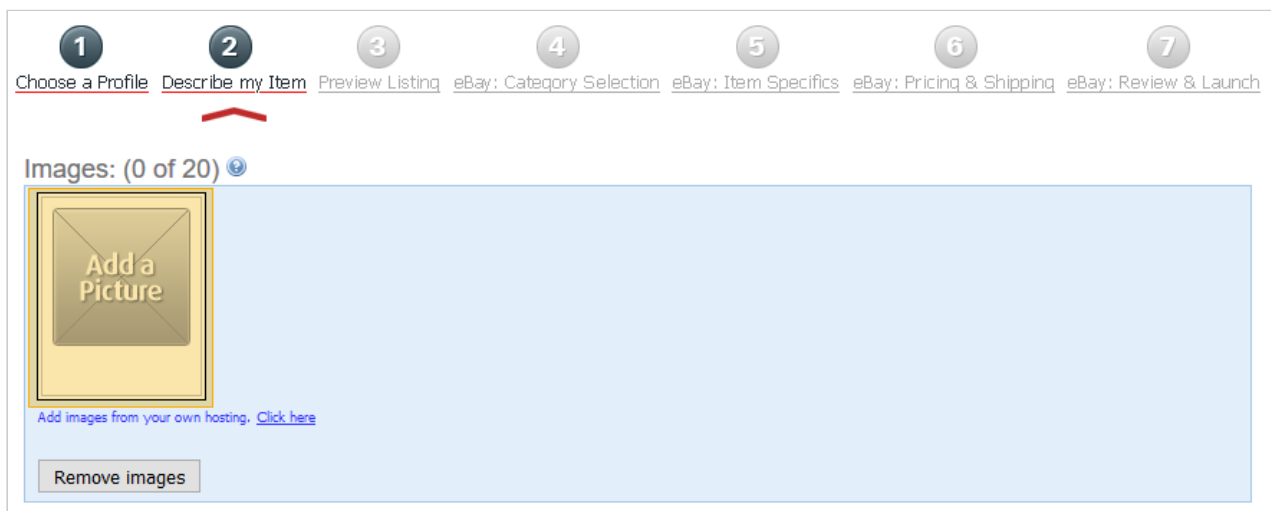
Once you have created a profile you will be taken to stage 2:

Images:

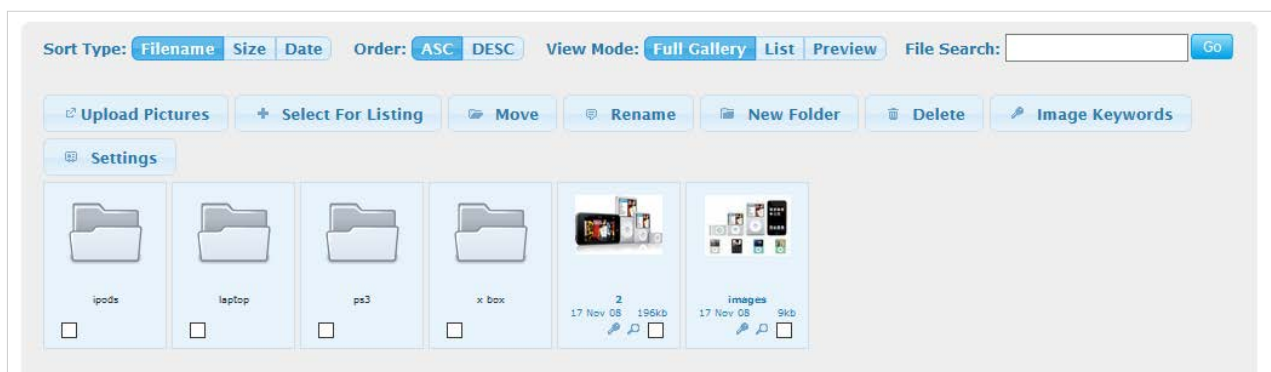
With Frooition you can host Images with Frooition directly or host images yourself and add the image URL's.

To host images with Frooition:

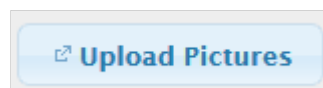
Click **Add a Picture**:



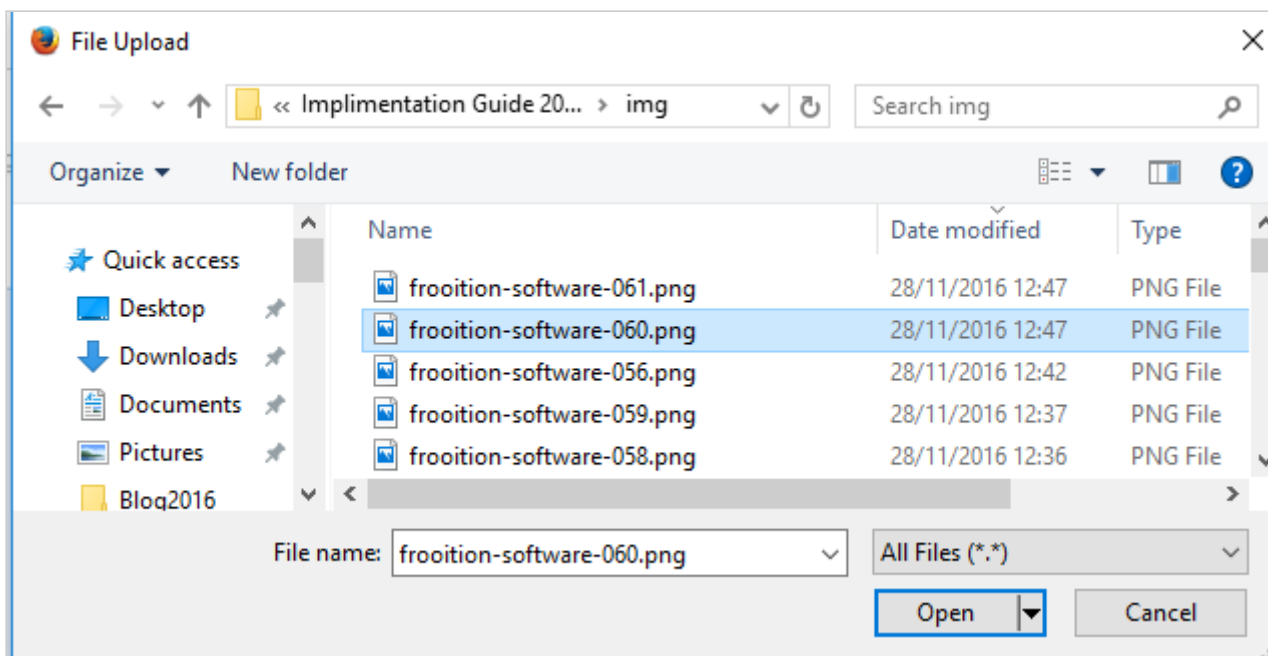
Choose an existing image:



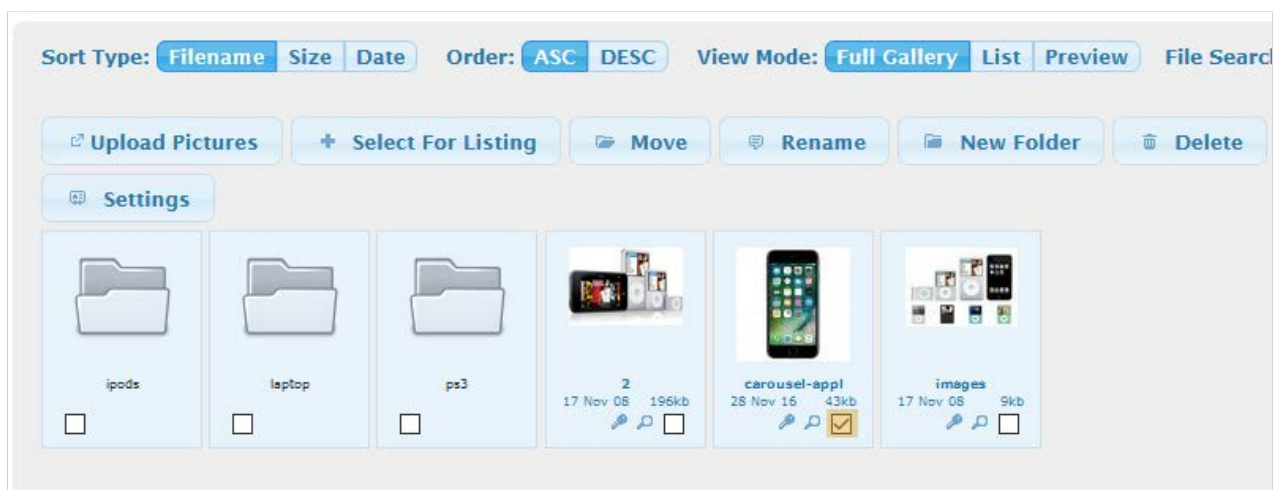
Or click **Upload Pictures**:



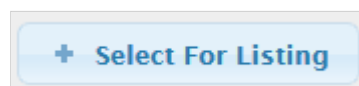
Select an image from your computer and click Open



Check any images you want to use (max 20)



Click **Select for Listing**



The images will update on the profile:



To host images Externally:

Click **Add Images from your own hosting**:

Add images from your own hosting. [Click here](#)

Enter the URL's of the images:

Add images from your own hosting ⓘ

Image 1:

http://cdn.frooition.com/08110014/images/carousel-apple-iphone-7-b

Image 2:

Image 3:

Go Back

Continue

Click Continue The images will update on the profile:

Images: (1 of 20) ⓘ


☐


Add a Picture

[Add images from your own hosting. Click here](#)

Remove images

Titles and descriptions:

Enter your item title (max 80 characters). This will be displayed when the item goes live to eBay.

Item Title: ⓘ

80 characters left.

Enter your description - using the inbuilt editor to style the description.

More information can be found [here](#).

Path: p

picture display type.

Continue

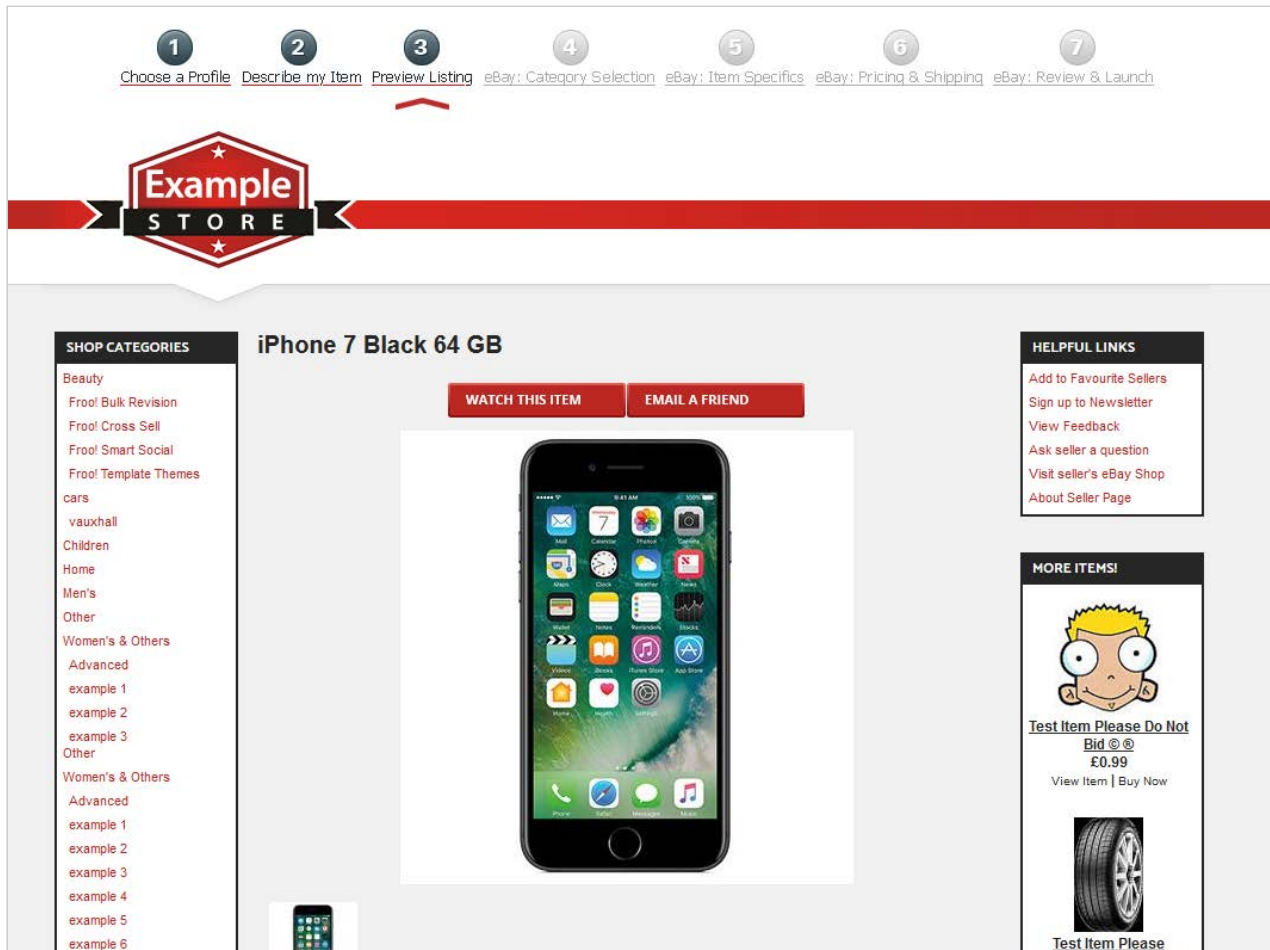
Continue to preview your listing

13: Step #3 - Preview Listing

Once you have written your description you will move to stage 3:

Preview Listing:

At stage 3 you will see a preview of how your listing appears.



If you need to make changes to the description or images click the **Go Back** Button



Optional: If you wish to use a 3rd party listing tool to list your item click **Get Code** and copy & paste the code into your listing tool:



If you are happy with the preview click **Continue** to carry on listing.



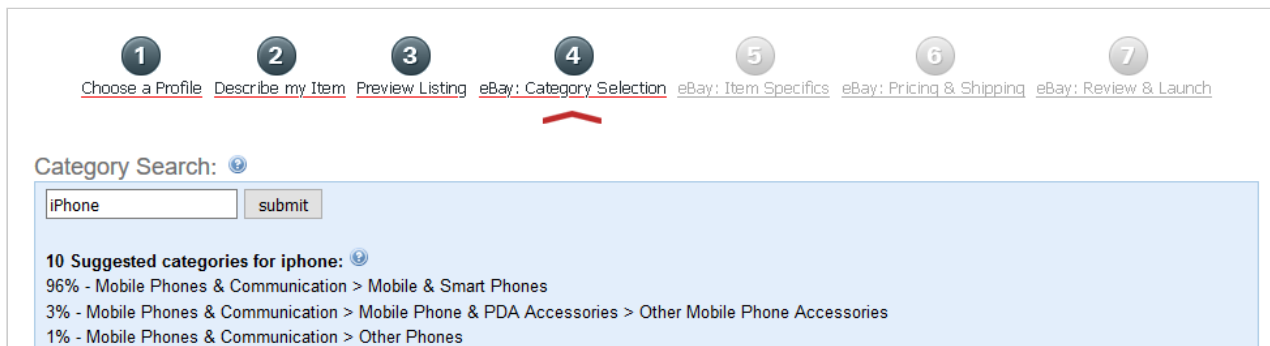
14: Step #4 - Category Selection

Once you have previewed the listing you move on to Stage 4 - Category Selection

Choose Category:

Category Search

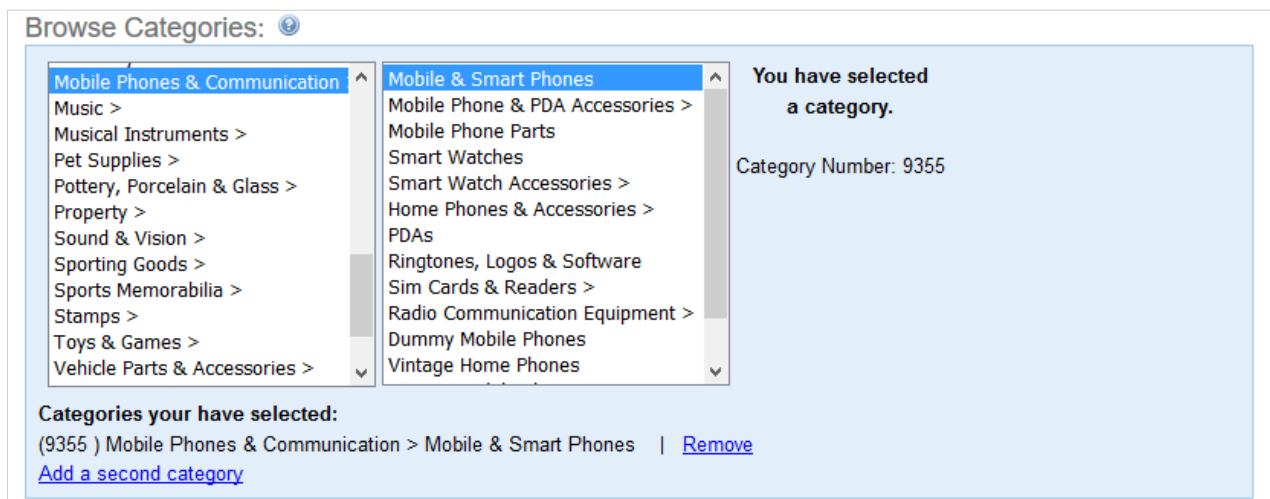
Search for your eBay category using the Category Search function **enter the category keyword** and click Submit to begin the search:



Click the correct category to set the category.

Browse Category

Alternatively you can browse the eBay Category tree. Select the top level category and click through to the relevant category:



Remove a chosen category by clicking Remove .

i If you wish to list to a second category click **Add a Second Category** and repeat the process above.

Shop Categories

Select up to 2 store categories from your store category list:

Browse Categories:

Mobile Phones & Communication

Music >
Musical Instruments >
Pet Supplies >
Pottery, Porcelain & Glass >
Property >
Sound & Vision >
Sporting Goods >
Sports Memorabilia >
Stamps >
Toys & Games >
Vehicle Parts & Accessories >

Mobile & Smart Phones

Mobile Phone & PDA Accessories >
Mobile Phone Parts
Smart Watches
Smart Watch Accessories >
Home Phones & Accessories >
PDAs
Ringtones, Logos & Software
Sim Cards & Readers >
Radio Communication Equipment >
Dummy Mobile Phones
Vintage Home Phones

You have selected
a category.

Category Number: 9355

Categories you have selected:

(9355) Mobile Phones & Communication > Mobile & Smart Phones | [Remove](#)
[Add a second category](#)



See Section 5 to see how to Sync store categories

Click Continue :

Continue

15: Step #5 - Item Specifics

If your category supports it you may be offered the option of Multi-variation listings:

Multiple variations is supported by the category **Mobile & Smart Phones**.

This allows you to create a single multi-quantity fixed price listing that includes all the variations of your product.

Create variations: ☐

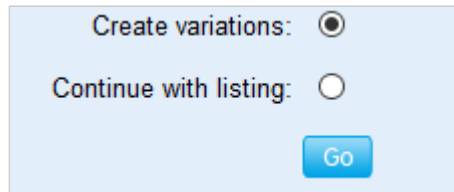
Continue with listing: ☒

[Go](#)

A multi-variation listing allows customers to pick options from a base product - for example clothing colors. Instead of 5 separate listings you can create 1 listing with 5 variations.

If you don't wish to use Multi-variations skip to Item Specifics

To use Multi variation listings select **Create variations** and click Go

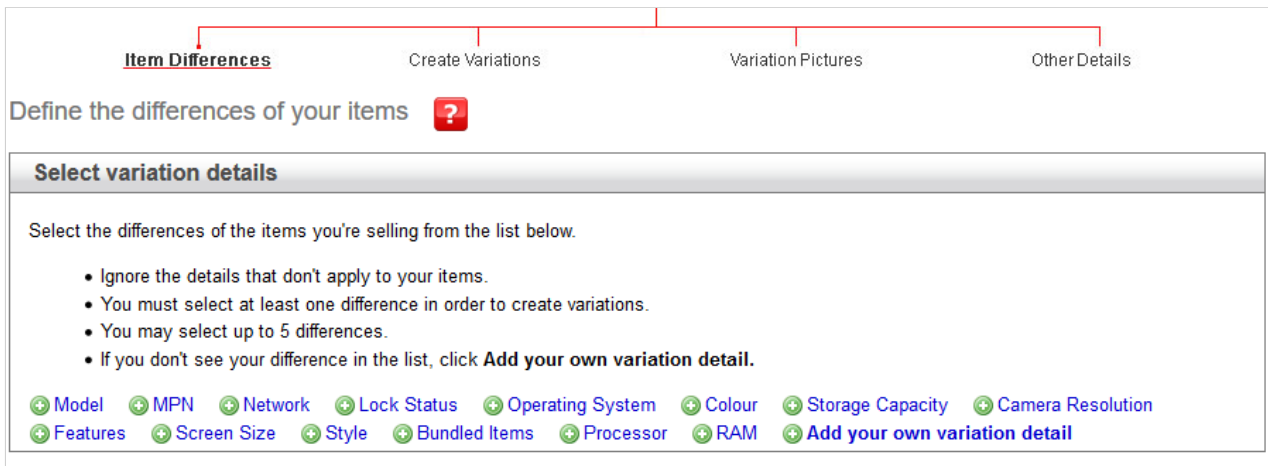


Create variations: ☒

Continue with listing: ☐

Go

You will be offered some standard variations specific to the chosen category:



Item Differences Create Variations Variation Pictures Other Details

Define the differences of your items ?

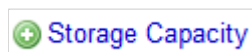
Select variation details

Select the differences of the items you're selling from the list below.

- Ignore the details that don't apply to your items.
- You must select at least one difference in order to create variations.
- You may select up to 5 differences.
- If you don't see your difference in the list, click **Add your own variation detail**.

+ Model + MPN + Network + Lock Status + Operating System + Colour + Storage Capacity + Camera Resolution
+ Features + Screen Size + Style + Bundled Items + Processor + RAM + Add your own variation detail

To add a variation press the plus icon next to the variation title:



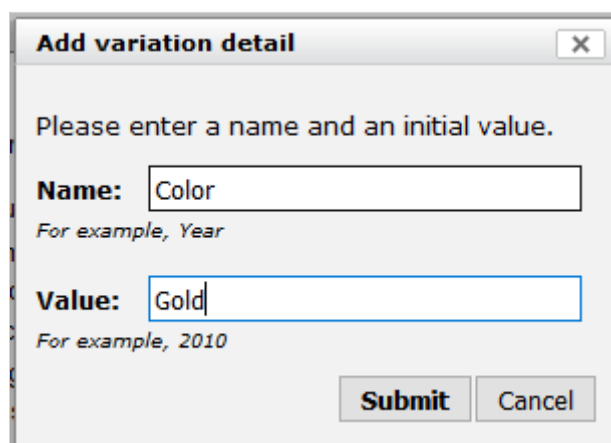
+ Storage Capacity

Optional: You can also create your own variation by clicking **Add your own variation detail**



+ Add your own variation detail

Enter the Name of the variation and a value (e.g. Color and Gold).



Add variation detail [X]

Please enter a name and an initial value.

Name:
For example, Year

Value:
For example, 2010

Submit Cancel

You can then build a list of option values. Select or type a value from the drop-down and click the **plus icon**:

Storage Capacity

MAX

+

32GB

64GB

128GB

When you have built your variation set click Continue :



Create Variations:

Here you can create items based on the variation combinations. Enter a Base SKU, set the base quantity and price and click **Create Variations**.

The software will then create 1 product for each possible variation:

<input type="checkbox"/>	Name or SKU	Storage Capacity	Quantity	Fixed Price	EAN *	Does not apply	
<input type="checkbox"/>	IPHONE7_3	32GB	1	400.00	5400324304	<input type="checkbox"/>	⊖
<input type="checkbox"/>	IPHONE7_6	64GB	1	450.00	5400324306	<input type="checkbox"/>	⊖
<input type="checkbox"/>	IPHONE7_1	128GB	1	550.00	5400324309	<input type="checkbox"/>	⊖
<input type="checkbox"/>		-				<input type="checkbox"/>	<div>Add</div> <div>Remove all</div>

Here you can alter the **prices, Quantities and Global identifiers** (EAN in this example). You can remove any unwanted variations by clicking the minus icon.

Click Continue :



Variation Pictures

Set different images for each variation. These images change as customers select different options in the listing:

Configure value pictures


You can specify one set of pictures for each value that matches the selected name.

Example: If the name is Color, and its possible values are Blue, Black, and Pink, you can specify a set of pictures for all the blue variations, another set for all the black variations, and another set for all the pink variations.

- You can specify up to 12 pictures for each value.
- You do not have to specify pictures for a value if you do not wish to.

Variation name: **Storage Capacity**

Value: **32GB** (0 of 12 pictures)



Add pictures from your own hosting. [Click here](#)

[Remove pictures](#)

i See **Step #2: Describe your item** for help uploading images

Once you are complete click Continue to move on to Item Specifics:



ii: Item Specifics

Item Condition

Specify the Item Condition for your item - this field is Mandatory for all categories. Pick a condition from the drop down:

Item Condition

Specifying the Item Condition is **mandatory** for your chosen category.

Condition: eBay's help page on item conditions can be found [here](#).

You can also write up to 1,000 words to describe the condition:

Help your buyers to understand an item's condition and thereby reduce disputes by clarifying the condition below. Extra information can include.

- The location of any imperfections.
- The number times an item has been used.

You can enter up to 1,000 characters.

New Battery Installed. Slight scratch to screen. Not noticeable when the screen is on. See pictures for details. |

Select Item Specifics

Pick the item specifics for your item. Any specifics with a Blue Asterisk (*) are required and vary based on category.

Select from the drop-down or type custom specifics for each field:

Help your buyers to understand an item's condition and thereby reduce disputes by clarifying the condition below. Extra information can include.

- The location of any imperfections.
- The number times an item has been used.

You can enter up to 1,000 characters.

New Battery Installed. Slight scratch to screen. Not noticeable when the screen is on. See pictures for details. |

You can create custom item specifics by clicking **Add your own item specific** and following the instructions above

 **Add your own item specific**

Add item specific ✕

Please enter a name and value.

Name:

For example, Year

Value:

For example, 2010

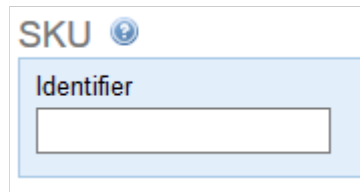
Click Continue :



16: Step #6 - Pricing & Shipping

SKU

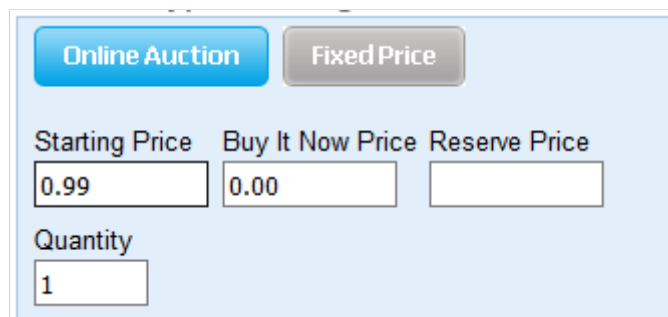
If you haven't created a Multi Variation listing you will need to provide a unique SKU identifier:

A form element for entering a SKU identifier. It features a light blue header with the text 'SKU' and a small blue circular icon with a question mark. Below the header is a white input field with the placeholder text 'Identifier'.

Auction type, Pricing & Duration

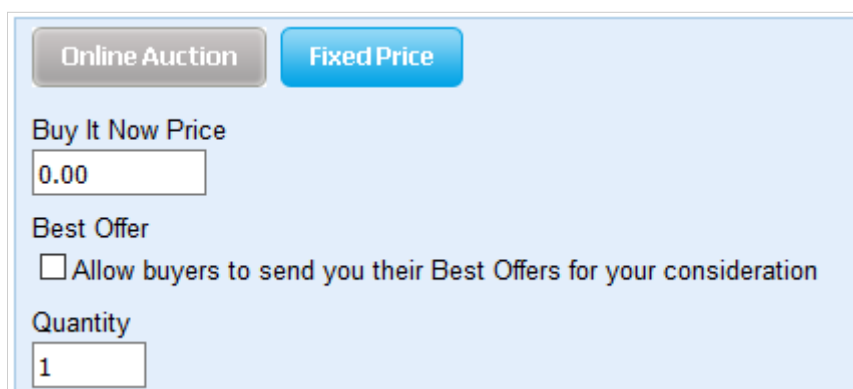
Select the auction type (**Online Auction** or **Fixed Price**):

Auction:


A form for configuring an Online Auction. It has two buttons at the top: 'Online Auction' (highlighted in blue) and 'Fixed Price' (greyed out). Below the buttons are three input fields: 'Starting Price' with the value '0.99', 'Buy It Now Price' with the value '0.00', and 'Reserve Price' which is empty. At the bottom is a 'Quantity' input field with the value '1'.

If you select Auction enter the **Starting price**, and optional **Buy It Now** and Reserve Prices.
Set the quantity .

Fixed Price (Buy it Now):

A form for configuring a Fixed Price (Buy it Now) listing. It has two buttons at the top: 'Online Auction' (greyed out) and 'Fixed Price' (highlighted in blue). Below the buttons is a 'Buy It Now Price' input field with the value '0.00'. Underneath is a section for 'Best Offer' with an unchecked checkbox and the text 'Allow buyers to send you their Best Offers for your consideration'. At the bottom is a 'Quantity' input field with the value '1'.

Multi-variation listing:

 *If you have created a multi-variation listing you will not have the choice of auction type or quantities*

Select the Duration of the Listing (choose from **3, 5, 7, 10, 30 days** or **Good till Canceled**):

Auction Type, Pricing & Duration

Price and quantity have already been specified for the individual variations.

Enabling of the Out of Stock Control is now done via your eBay account. More information can be found in the eBay [help](#).

Duration

7 Days

Private Listing

☐ Allow buyers to remain anonymous to other eBay users

Set the **Buy It Now** price

Optional: choose to accept **Best Offers**

Set the Quantity

VAT / Tax Rate

Optional: Depending upon your registered location and status you can enter your VAT or TAX rate:

Vat Details

VAT Rate

This field is only applicable to sellers who have registered a VAT-ID with eBay and are listing on a VAT-enabled site.

Shipping Policy

If you have created shipping policies in your My eBay Account you can select them from the drop-down list:

Shipping Policy

Postage policy 5459699

[Hide details](#)

Description: Domestic: Flat: Economy services(£1.00).

Or you can tick **Edit shipping cost for this listing only** to make changes to your shipping.

☐ Edit shipping cost for this listing only.

Enter the Cost for shipping and the cost for **Each Additional** item or select **Free Shipping**.

Domestic Shipping

Flat: Same cost to all buyers

Service

Other Courier 3-5 days (3-5 business days)

Cost

12.00 1.0

Each Additional

6.00 0.0

☐ Free Shipping

Dispatch Time: 10 business days

International Shipping

No international shipping

Optional: Specify the package type and dimensions:

Package Details

Information is optional unless you are using Calculated shipping in your selected Shipping policy.

Type

Dimensions

Length cm. Width cm. Height cm.

☐ Irregular package

Weight
 kg. g.

Item Location

Specify the Item Location:

Item Location

Country City Postcode

Payment Policy

If you have created payment policies in your My eBay Account you can select them from the drop-down list:

Payment Policy

[Hide details](#)

Description: PayPal, @

PayPal (Email address for accepting payments: @)

Returns Policy

If you have created returns policies in your My eBay Account you can select them from the drop-down list:

Returns Policy

[Hide details](#)

Description: Returns Not Accepted

Returns Not Accepted

Visitor Counter

Optional: Choose a visitor counter to add to the bottom of your listing:

Visitor Counter

01234

Once you are complete click Continue :



17: Step #7 - Review & Launch

Picture Gallery

Choose to add the small **Gallery Picture** to your listing search results or choose **Gallery Plus** to add a larger image.

Pick the image to showcase as your **gallery image**:

Picture Gallery

Gallery Picture


☐ Add a small version of your selected picture to search results

Gallery Plus

☐ Display a larger picture in search results when buyers mouse over "Enlarge". Free Gallery Picture included.

eBay Gallery

1 image have been selected for the eBay Gallery. Select more images, up to a maximum of 12, by single clicking on a image. Images that will appear in the gallery are indicated with a red border.

☒

Listing Enhancements

Enhance your listings by adding optional features to the listing such as Subtitle and larger gallery images.

Listing Enhancements

Subtitle

☐ Give buyers more information in search results (searchable by item description only)

Bold

☐ Attract buyers' attention by making the title of your listing appear in **Bold**

Highlight

☐ Make your listing stand out in search results with a brightly coloured band

Featured Plus

☐ Showcase your listing in the Featured area of search results

Gallery Featured

☐ Showcase your item in search results with an enlarged picture and close up views. Free Gallery Picture included.

How your item will look in search results

Item Title	Price	Postage	Bids	Time Listed
iPhone 7 Black 64 GB	£400.00	£0.00	-	01-Dec 12:12

Check the features you wish to add.

Your preview will update to show you how the listing will look in eBay search.

Listing Enhancements

Subtitle

☒ Give buyers more information in search results (searchable by item description only)

Great item - perfect present

Bold

☒ Attract buyers' attention by making the title of your listing appear in **Bold**

Highlight

☒ Make your listing stand out in search results with a brightly coloured band


Featured Plus

☐ Showcase your listing in the Featured area of search results

Gallery Featured

☒ Showcase your item in search results with an enlarged picture and close up views. Free Gallery Picture included.

How your item will look in search results

	Item Title	Price	Postage	Bids	Time Listed
	iPhone 7 Black 64 GB Great item - perfect present	£400.00	£0.00	-	01-Dec 12:12

Listing your item

You can post your listing immediately or schedule the listing to launch later on:

Listing your item

☒ Post immediately

☐ Scheduled start time GMT (eBay will automatically convert the specified time into your local timezone.)

Your listing will be posted on the eBay site and can be viewed in My eBay. Your listing may not be immediately searchable by keyword or category for several hours, so eBay cannot guarantee exact listing duration in search results. Where your listing appears in search results may be based on certain factors including listing format, end time, keywords, price, P&P cost, Feedback, and Detailed Seller Ratings.

Estimated eBay insertion fee

Click Get fees to estimate your eBay listing fees

Estimated eBay insertion fee

Click 'Get Fees' to determine the listing fees. Fees are *estimated*, and based on the information provided in your listing profile. If your listing profile is incomplete, then fees can not be calculated. You may be liable for additional charges or discounts on your eBay account depending on your subscription level and/or account status with eBay, which will not be shown in the list below.

Get Fees

	Estimated Fee (£)
Gallery Plus	2.50
Insertion Fee	0.05
Total estimated fees	2.55

Listing Recommendations

eBay feedback any listing recommendations based on their listing data which can vastly improve your eBay success

Listing Recommendations

See if eBay have any recommendations for your listing before it is listed on eBay. Recommendations can be used to improve the quality of your listings and get benefits such as increased exposure in search. Please note that recommendations are determined from the information that is currently in the listing profile. If your listing profile is incomplete eBay may not be able to return any recommendations. More information about listing recommendations can be found on our [Knowledge Base](#).

Get Recommendations

Listing Recommendations

eBay has returned the following recommendations for this listing. By editing this profile and implementing the recommendations you can improve the item before it is listed to eBay. More information about listing recommendations can be found on our [Knowledge Base](#).

- **Gallery Picture**
 - pictureCount - Recommended Standards Not Met
For listings in this category, we recommend uploading 3 or more photos, which may increase your chances of selling by 7%. (Percentage is based on the rates of selling with varying number of images in this category. Actual results may differ and sale is not guaranteed.)
- **Price**
 - listingType - Field Value Recommendation
Items in this category sell best as an auction.

Ready to Launch your Item? Click Launch .

Clicking Launch will result in a **new** item been listed on eBay. You should not proceed if you are updating an item that already exists on eBay as this will result in a **duplicate** item been listed.
Editing of existing eBay items should be done via our [Bulk Revision](#) tool.

Go Back

Launch

Success

You will receive feedback outlining the success or failure of your listing. You may also receive Recommendations and Warnings relating to your listing.

Success

Your item has been posted to eBay.



[iPhone 7 Black 64 GB](#) - 322346016967

Track your listing in [My eBay](#).

► Warnings

▼ Listing Recommendations

eBay has returned the following recommendations for this listing. The listing can be improved by implementing the recommendations when revising the item. Recommendations can be used to improve the quality of your listings and get benefits such as increased exposure in search. More information about listing recommendations can be found on our [Knowledge Base](#).

- FnF

- shipsWithinDays - Recommended Field Value Missing

Same day or 1-day dispatch time along with free postage improves your chances of qualifying for FAST & FREE, which can increase your sales by 3%.

Profiles

18: 3rd Party Listing Tools

The Frooition software also allows you to integrate your design with 3rd party eBay solutions such as ChannelAdvisor, Blackthorne, and many more.

These systems use template tags such as {{TITLE}} this is then replaced by the software for each individual title at the point of listing.

Create a 3rd Party Listing Profile

Click the **eBay** Tab

Click the **Listings** sub-tab

Profile Name	Title	SKU	Modified	Details	Pics	Stage	Actions
<input type="checkbox"/> Blackthorne Test Template	[[Category1]]		2008-12-24		5		Edit Get Code
<input type="checkbox"/> cars			2008-11-17		1		Edit Get Code
<input type="checkbox"/> dvds			2008-11-12		0		Edit Get Code

Click **Create New**

1 Choose a Profile 2 Describe my Item 3 Preview Listing 4 eBay: Category Selection 5 eBay: Item Specifics 6 eBay: Pricing & Shipping 7 eBay: Review & Launch

Create a Profile

Choose your listing method

☐ Direct listing to eBay (My eBay, Seller Manager Pro, Turbo Lister)

☒ Tag based template (ChannelAdvisor, Blackthorne, Vendio)

Listing Tool

Linnworks

Listing to eBay site

UK

Create a New Listing Profile

(Number of saved listing profiles 8 out of 9999)

LINNWORKS TEMPLATE

Edit Existing Continue

Select **Tag based template**

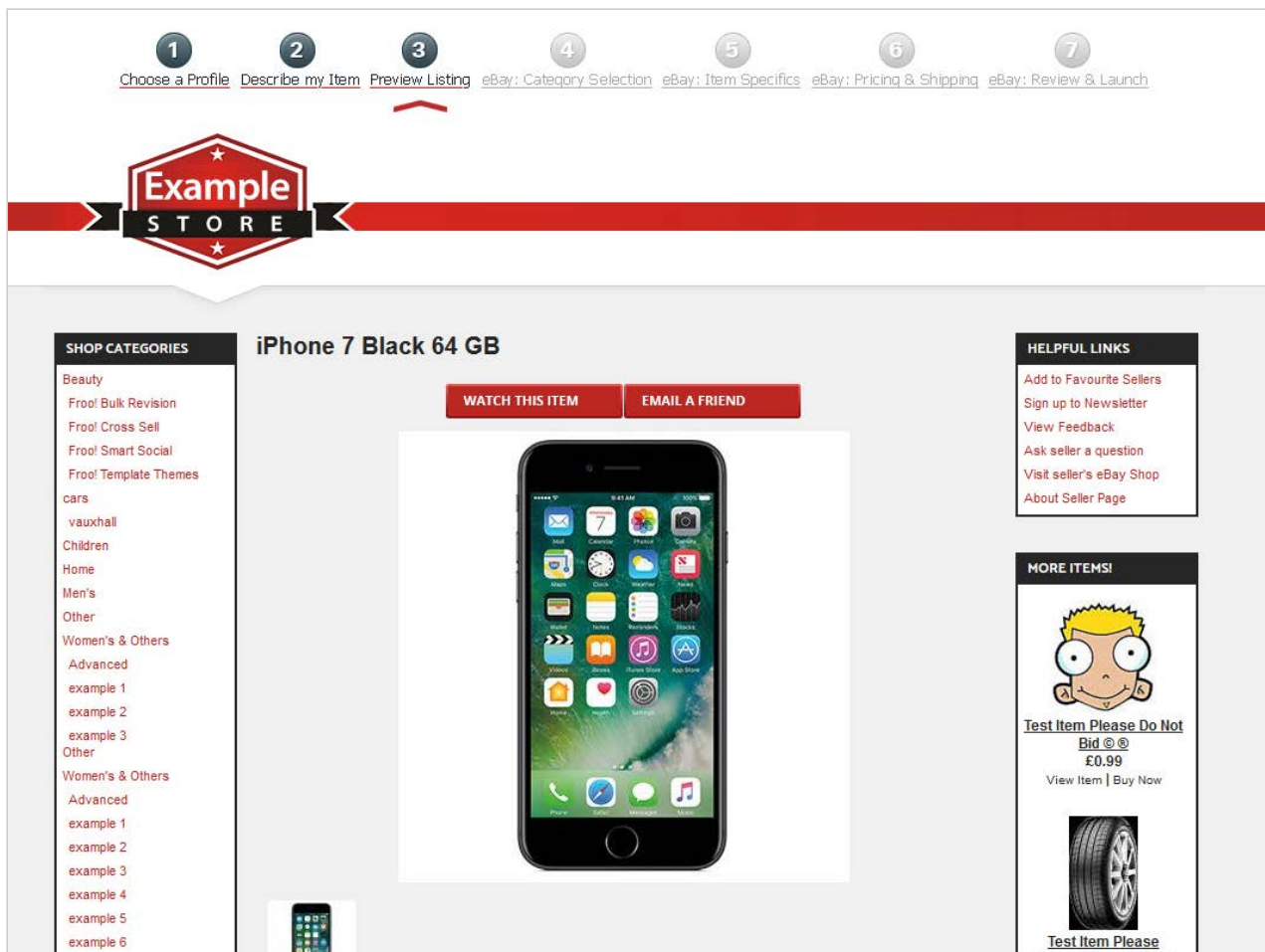
Select your **Listing Tool** from the drop-down list.

Select your **eBay listing site** (e.g. UK):

Click Continue. Stage 2 will show you the default tags for your chosen tool:

Modify any that are not standard or relevant.
Click **Continue** to Preview the listing.

Click Continue to Preview the listing.



To use a 3rd party listing tool to list your item click **Get Code** and copy & paste the code into your listing tool:



Copy and paste the code into the relevant area of your 3rd party tool.

19: Bulk Applying templates to live listings

Bulk Revision

As a Frooition customer you also get 30 days free subscription to our Bulk Revision tool this enables you to make changes to your eBay listings in bulk.

One of the most powerful features is the ability to bulk apply your new Frooition design to your live eBay Listings!

Bulk applying templates to your live items

Click the **eBay Tab**

Click the **Bulk Revision** Sub Tab

Select your **sort type**

Sort by: Ending Time ▾

Select how many **results to display**

Max results to display: 25 ▾

Select **All Active Items**

☒ All Active Listings ☐ Keyword Search

Alternatively you can select **keyword search** to search for a specific item or **eBay Item Number**

Search Criteria

Result Display Settings

Sort by: Ending Time ▾ Max results to display: 25 ▾ ☐ All Active Listings ☒ Keyword Search

Current Price Range

From: 0.00 To: 999999.99

Starting Time

Starting After ▾
Date: Time:
(Date format: yyyy-mm-dd, Time format hh:mm:ss) Leave blank for all.

Ending Time

Ending After ▾
Date: Time:
(Date format: yyyy-mm-dd, Time format hh:mm:ss) Leave blank for all.

Listing Status

Listing Type: All ▾
Number of Bids: 0 to 1000





Site

eBay Site: UK ▾

Click **Start Search**

Start Search

Tick the **check-boxes** for each listing you wish to apply design to (or check the top box to select all)

Live Listings									
<input type="checkbox"/>	ID	Item Title	Format	Start	Time Left	Qty	Price	BIN	Bids
<input checked="" type="checkbox"/>	220960918466	Test Item Please Please Please Do Not Bid		2012-02-22 13:01	19d 41m	1	0.99	0.99	0
<input checked="" type="checkbox"/>	220959071090	Test Item Please Do Not Bid ? © ®		2012-02-20 15:24	17d 3h 4m	1	0.99	0.99	0
<input type="checkbox"/>	220959069666	Test Item Do Not Bid ? © ®		2012-02-20 15:22	17d 3h 2m	1	0.99	0.99	0
<input type="checkbox"/>	221133695641	Test Item Please Please Please Please Please Do Not Bid		2012-10-02 10:12	1d 21h 52m	1	0.99	0.99	0
Total Results: 4 Page: 1 of 1									

Select **Frooition Template Design** from the amendment drop-down

Amendment


Select the type of amendment you would like to make.

Frooition Template Design ▼

Select **Add/Replace Design**

Add / remove a listing design

☒ Add/Replace design ☐ Remove design

☐ Save as template profiles 

☐ Attempt large image retrieval.

i Tip: You can save a live listing as a Frooition profile to use as a template for future use: Tick **Save as template profile**

☐ Save as template profiles

The item will appear in your profiles on the **eBay > listings** tab

Click Continue .

In rare cases the eBay Gallery images that are imported into a listing's template are smaller in size than expected. If you are experiencing this issue select the 'Attempt large image retrieval' option. Do not select this option if you are unsure how it will your live listings.

Continue

Click yes to continue with the revision.

Proceed with Amendment?

YES

NO

WARNING: Amendments will be made immediately to your live listings and are permanent. Changes can not be undone, only proceed after reviewing your amendment settings.

You will be given a status for each item you are revising.

Amendments Complete.
Review the list below for any errors.
100% complete.

eBay Listing ID	Status
220960918466	Amendment complete.

Start New Search

20: Import items from eBay into Frooition

You can import live eBay items directly into Frooition ready to modify and list again with the Frooition design applied.

Import active eBay items into Frooition

Click the **eBay Tab**









Click the **Overview** sub-tab

Expand the **Active eBay Items** panel:

i You can follow the same instructions for *Unsold items* and *Recently sold* by expanding the corresponding panel

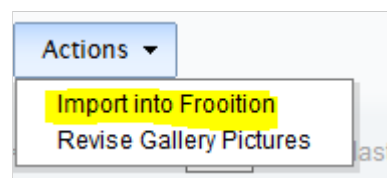
► Active eBay Items

After a few seconds you will see your Active eBay items:

Actions ▼										
<< first < prev 1 ▼ next > last >> Items per page: 25 ▼										
<input type="checkbox"/>	Picture	Title	Item Number	Site	Format	Category	Condition	Current Price	# of bids	Time Left ▼
<input checked="" type="checkbox"/>		Test Item Please Please Please Please Do Not Bid	221133695641	UK		eBay UK Tests - DO NOT BID (80555)	New (1000)	GBP 0.99	--	1d 20h 6m
<input type="checkbox"/>		Test Item Please Please Please Please Do Not Bid	220960918466	UK		eBay UK Tests - DO NOT BID (80555)	New (1000)	GBP 0.99	--	18d 22h 54m
<input type="checkbox"/>		Test Item Please Do Not Bid ? © ®	220959071090	UK		eBay UK Tests - DO NOT BID (80555)	New (1000)	GBP 0.99	--	17d 1h 18m
<input type="checkbox"/>		Test Item Do Not Bid ? © ®	220959069666	UK		eBay UK Tests - DO NOT BID (80555)	New (1000)	GBP 0.99	--	17d 1h 15m
<< first < prev 1 ▼ next > last >> Items per page: 25 ▼										
Actions ▼										

Select the check-boxes to choose which items to import.

Pick **Import into Frooition** from the Actions menu:



Choose to update or ignore any existing profiles:

Import eBay items into Frooition (Step 1 of 3)

The options below will be applied to each imported item

Select how you wish to handle importing items that already exist.

Do not update ▼

Click Import .

Import

You will be given a status when the import is complete:

Import Results (Step 3 of 3)

1 items where imported

21: Frooition FAQ (KnowledgeBase)

The Frooition software also comes with an extensive Knowledge Base to help you get the most from your new eBay Design

Click the **Help** Tab

Click the **Knowledge base** sub-tab

Here you can browse the help categories or search for a specific article.

The Video Tutorials Section has many useful help guides.

You can access the knowledge base without logging in here (<http://faq.frooition.com>).

22: Ticket System

If you cannot find a solution in the Knowledgebase then the next best way to get help is through the Frooition Ticket Support System. The Ticket system has a dedicated, in house team of trained support staff who can instantly see your entire support history and will be able to solve your issues or escalate them where needed.

Rather than have costly, premium rate support phone lines Frooition utilize this free ticket based support system. The ticket system also insures that every customer is treated fairly with a documented queuing system.

Opening a ticket:

Click the **Help** Tab

Click the **Support Requests** sub-tab

Click **Contact Us**

Confirm your contact details are correct:

Contact Information	
Name:	<input type="text" value="Ann Other"/>
Email:	<input type="text" value="example@example.com"/>
Company Name:	<input type="text" value="Example.PLC"/>
Contact Number:	<input type="text" value="0123456789"/>

Select a **Request Type**:

Request Details	
Request Type:	<div><div>Listings</div><div>Select One</div><div>Help with the Frooition eBay software</div><div>Big Commerce</div><div>Bulk revision</div><div>eBay token</div><div>Image hosting</div></div>

Type your Subject

Type your Message :

Subject:

Message:

Please provide me with some support.

Thanks

If applicable upload any attachments or screenshots by clicking Browse (Screenshots will often improve the speed of a successful resolution)

Attachment: No file selected.

Click Submit

We aim to respond to all tickets as soon as we can but you should always receive a response within 3 working days.

Check the status of an open ticket

Click the **Help** Tab

Click the **Support Requests** sub-tab

You will see any open tickets in the Support Request list:

Support Requests

Contact Us

All1

Open1

Closed0

Listings1

<< first < prev1next > last >> Per page: 25

	Date	Number	Subject	Request Type	Status
View	2016-12-08	345963	Issue listing	Listings	Open

<< first < prev1next > last >> Per page: 25

Click the ticket subject to go into a ticket:

Issue listing

Created: December 08 2016 15:57
Number: #345963
Request Type: Listings

Clientref: 8110014
Name: Ann Other
Email: example@example.c
Company: Example.PLC
Phone: 0123456789

Message:

Attachment: No file selected.

Thu, Dec 8 2016 3:57pm

Please provide me with some support.

Thanks

You will see any responses to the ticket as well as be able to add additional information or attachments at any point