



Shopify User Guide

Dashboard

On the homepage of your Sync2Sell account you will see your Dashboard. This page displays information about listings connected to different marketplaces, a quick glance at order stats, and the overall number of listings on each marketplace, as well as alerts that can help you get more items listed.

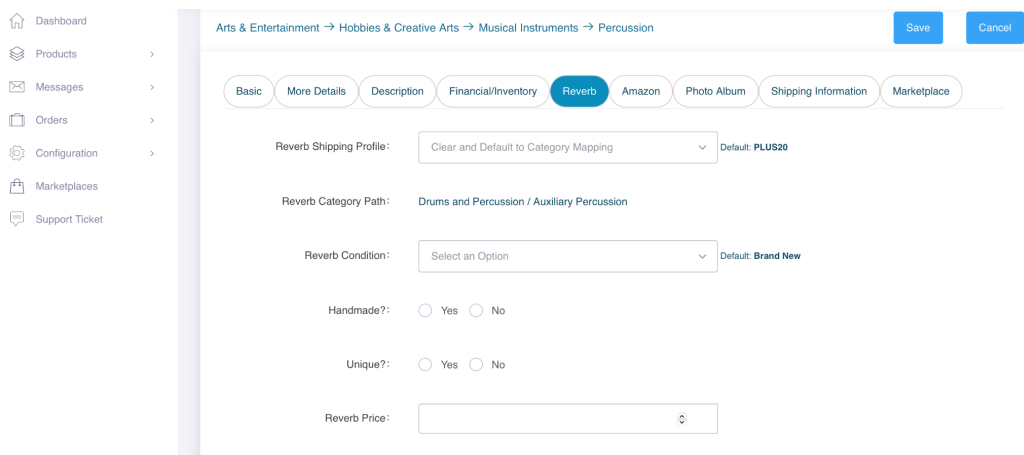
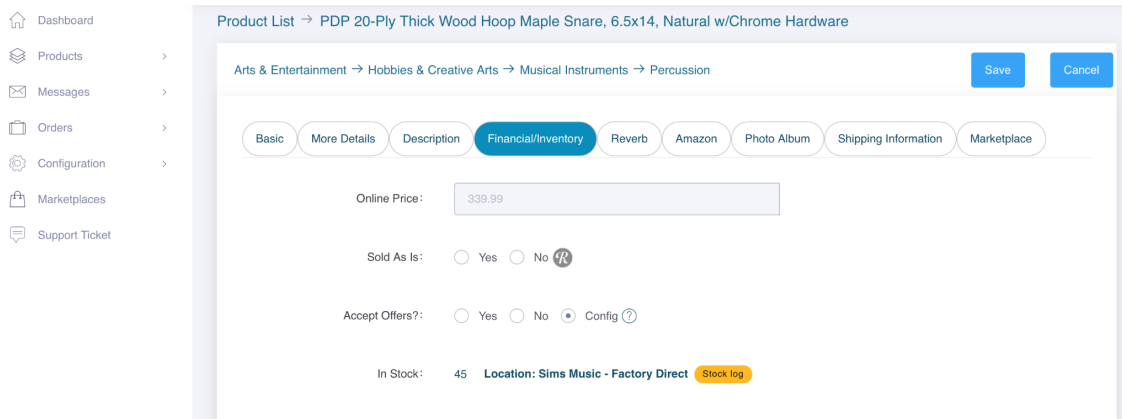
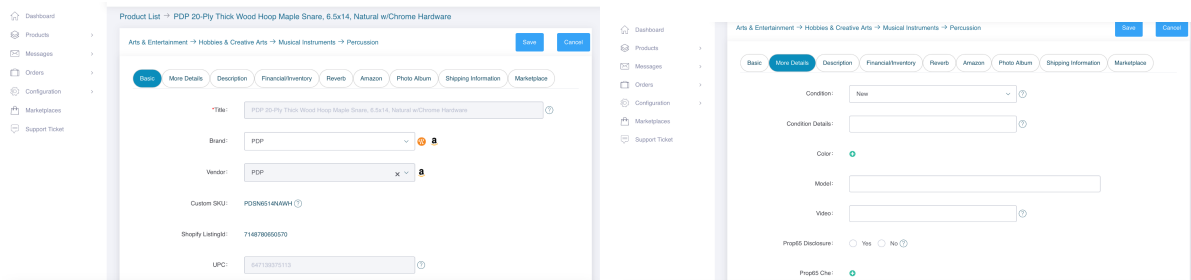
Market	Not Ready	Sync	New (Ready to Add)	Changed	Deleted	End
Reverb	53	321	82 82 api error	0	0	0
amazon	53	391	2 2 api error 10 add in process	0	0	8

Products

Within the Products Tab, you can view your Shopify products, run reports on these products such as “UPC empty”, “Description empty”, “No Image”, etc. These reports are here to help you have a quick view at your Shopify products and what information may be needed in order to get them to post to online marketplaces. While these reports are designed for marketplaces, this information will also help your shop’s website. You will also have access to the Market Error Report. If there are specific items missing from your products that are required in order to post to a particular marketplace, you will be able to view and fix these issues here.

Photo	Title	Custom SKU	UPC	In Stock	Action
	CP 11" MTD Conga Head	CP265B	731201072113	7	Action
	CP 12" MTD Conga Head	CP265C	731201411615	1	Action
	PDP 20-Ply Thick Wood Hoop Maple Snare, 6.5x14, Natural w/Chrome Hardware	PDSN6514NAWH	647139375113	45	Action
	Latin Percussion 9" Rawhide Jr. Conga Head	LP266B	731201157513	35	Action
	PDP Rack Systems Side Rack Package	PDSRSIDE	647139139685	38	Action
	DW 9000 Series Tom and Cymbal Stand	DWCP9999	647139107462	104	Action

- Product Details:** By clicking Action > Edit for a particular product, you can see and control the details of each product. You will see multiple tabs that allow you to control a variety of information, including marketplace specific information. Within these tabs you can control the item's condition, country of origin, year manufactured, video links, and more. You also have the ability to choose shipping profiles for particular items that will sync over to your marketplace listings. The shipping profile that you select at the product level will override what you have chosen in Configuration for that product's category. You also have the ability to set a different price for an item's marketplace listing.



Please take time to learn the information within these tabs, as they will help you have control over your marketplace listings at the product level.

Working Category

- If you have chosen Shopify Categories for your products you will not have to select your Working Category. If you have selected Product Types at setup, you will need to choose your Working Category. Select any product categories that apply to the products that you sell. This will allow you to see the appropriate product categories, of which you will map your Product Types.

The screenshot displays the 'Setup Working Category' interface. The top section, titled 'The Primary Category', contains a grid of checkboxes for various product categories. The 'Musical Instruments & Gear' checkbox is checked. The bottom section, titled 'The Second Category', contains a grid of dropdown menus for sub-categories. The 'Musical Instruments & Gear' dropdown is selected, and a 'Select All' button is visible next to it.

Category Mapping

- If your products are assigned to Shopify Categories within your Shopify account and you chose this option during setup, then your product categories are already mapped to the Sync2Sell system categories. If you use Product Types within your Shopify account and have chosen this option at setup, you will need to manually map your Types to the Sync2Sell system categories. It is best practice to map your Types to the closest option that you can find. These categories are pre mapped by Sync2Sell to the appropriate categories on Reverb (as well as ebay and amazon) so that your items will show in the appropriate categories and so that any required marketplace item specifics can be reported back to your S2S account.

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Shopify Category Summary

Shopify Category shopify

55

Mapped 2

Unmapped 53

Ignore 0

Here you will map your Shopify product type categories to the Sync2Sell categories to the best of your abilities so that your items may be placed in the proper location on your synced marketplace(s). This will also allow Sync2Sell to show you item specifics and other information required for your products per the marketplaces, based on their category.

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Shopify Category Summary → Shopify Category Unmapped

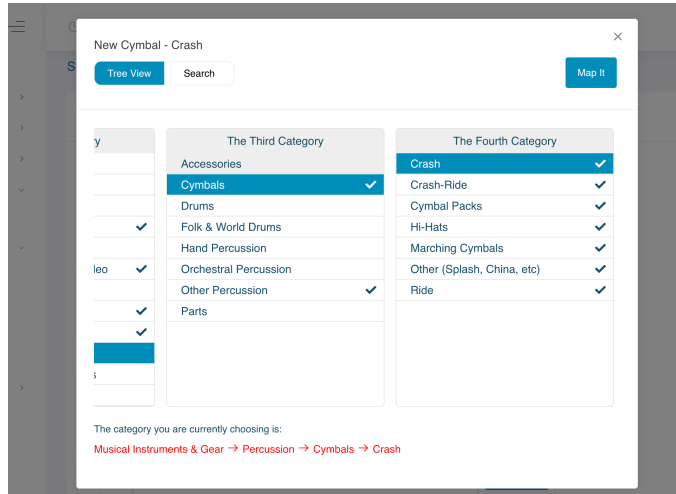
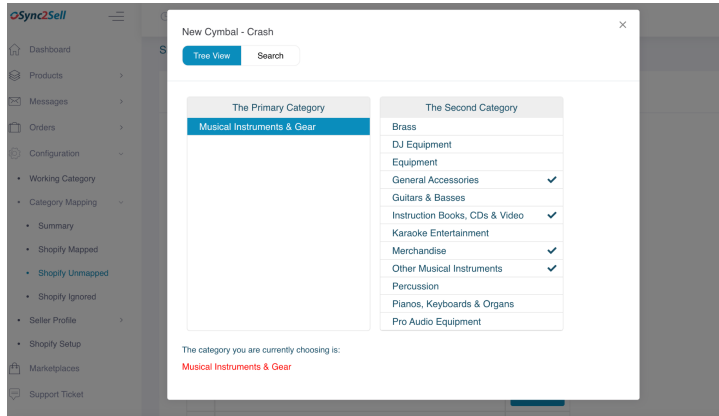
Search Bulk Map

<input type="checkbox"/>	Shopify Category Name	Action
<input type="checkbox"/>	Auxiliary Percussion - cymbal	Action ▾
<input type="checkbox"/>	New Cymbal - Crash	Action ▾
<input type="checkbox"/>	New Cymbal - Hi-Hat	Action ▾
<input type="checkbox"/>	New Cymbal - Ride	Action ▾
<input type="checkbox"/>	New Cymbal - Splash	Action ▾
<input type="checkbox"/>	New Hardware - cymbal stand	Action ▾
<input type="checkbox"/>	Used cymbal - china	Action ▾

Shopify Category Summary → Shopify Category Unmapped

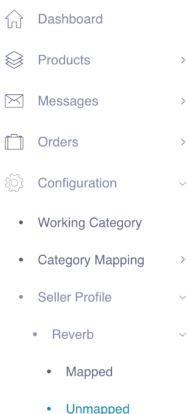
Search Bulk Map

<input type="checkbox"/>	Shopify Category Name	Action
<input type="checkbox"/>	Auxiliary Percussion - cymbal	Action ▾
<input type="checkbox"/>	New Cymbal - Crash	Action ▾
<input type="checkbox"/>	New Cymbal - Hi-Hat	<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;"> Map Ignore </div>
<input type="checkbox"/>	New Cymbal - Ride	Action ▾



Seller Profile Mapping:

- Within the Seller Profile Mapping, you will map your Reverb Shipping Profiles to your Shopify Product Categories. Any category that you plan to sync or post items from will need to have a Reverb Shipping Profile mapped. Please be aware that while this profile will apply to all the products in that category, you will still have the ability to edit the shipping profile at the product level. For example, if you have a Category with FREE SHIPPING, you will still be able to adjust a product(s) within that Category to have a different profile from your Reverb account.











Reverb Seller Profile Unmapped		
<input type="text"/> <input type="button" value="Search"/> <input type="button" value="Bulk Map"/>		
<input type="checkbox"/>	Shopify Category	Action
<input type="checkbox"/>	Auxiliary Percussion - block	<input type="button" value="Map"/>
<input type="checkbox"/>	Auxiliary Percussion - chime	<input type="button" value="Map"/>
<input type="checkbox"/>	Auxiliary Percussion - cowbell	<input type="button" value="Map"/>
<input type="checkbox"/>	Auxiliary Percussion - cymbal	<input type="button" value="Map"/>

Auxiliary Percussion - chime ×

Reverb Shipping Profile:

- In the event that you add or update a Shipping Profile within your Reverb account, you will need to refresh these profiles into your Sync2Sell account. To do this, go to the Marketplace tab in your S2S menu and then click the small truck icon for Reverb. This will allow you to update your shipping profiles in S2S so that you can continue mapping as needed.

Market List

 shopify ✓ 	 Reverb ✓     
	Accept Offers: Disabled New Added Items: Included

 Reverb ✓     

Messages

- Here you can read and reply to your Reverb messages within your Sync2Sell account. Instead of bouncing between multiple platforms, you can communicate with customers while working on your product information within S2S.

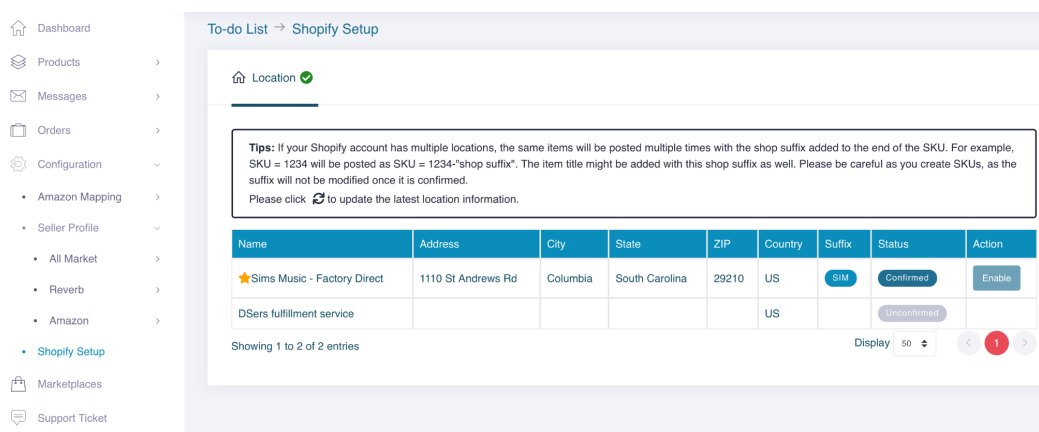
Orders

- Within the Orders section of S2S, you can see your marketplace orders and their status. Once an order has synced properly to your Shopify account, you will see a green check mark next to the order. In the event that there is an issue that stops an order from syncing properly, you will be alerted here.

Configuration

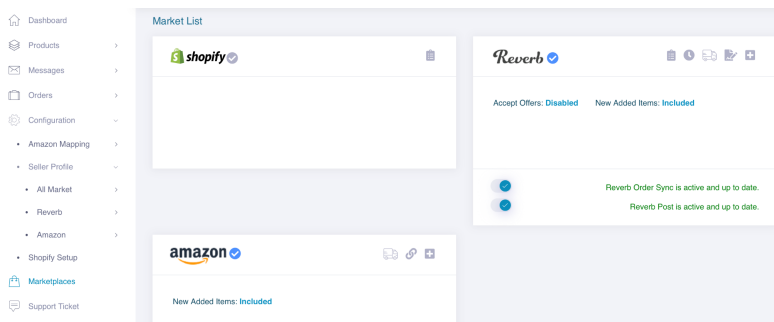
Depending on which marketplace(s) you have synced your account to, the options in this section may vary.

- **Specific Mapping:** In the event that a particular product category has certain consistent item specifics required in order to post, S2S will show you these specifics here and allow you to save your selections so that they will be automated for those categories moving forward.
- **Shopify Setup:** Within this section, you will be able to see and confirm your location information from your Shopify account. If you have multiple locations, please take note of the information on this page.



The screenshot shows the 'Shopify Setup' configuration page. On the left is a navigation menu with options: Dashboard, Products, Messages, Orders, Configuration (with sub-items: Amazon Mapping, Seller Profile, All Market, Reverb, Amazon, and Shopify Setup), Marketplaces, and Support Ticket. The main content area is titled 'To-do List → Shopify Setup' and features a 'Location' section with a green checkmark. A tip box states: 'Tips: If your Shopify account has multiple locations, the same items will be posted multiple times with the shop suffix added to the end of the SKU. For example, SKU = 1234 will be posted as SKU = 1234-"shop suffix". The item title might be added with this shop suffix as well. Please be careful as you create SKUs, as the suffix will not be modified once it is confirmed. Please click [refresh icon] to update the latest location information.' Below the tip is a table with columns: Name, Address, City, State, ZIP, Country, Suffix, Status, and Action. The table contains two entries: 'Sims Music - Factory Direct' (Address: 1110 St Andrews Rd, City: Columbia, State: South Carolina, ZIP: 29210, Country: US, Suffix: SIM, Status: Confirmed, Action: Enable) and 'DSers fulfillment service' (Country: US, Status: Unconfirmed, Action: Unconfirmed). At the bottom, it says 'Showing 1 to 2 of 2 entries' and 'Display 50'.

- **Marketplaces:** Within the Marketplaces tab you can see your Shopify connection as well as any other online marketplaces of which you have synced. Here you can enable and disable your marketplace post and order sync, as well as refresh any new shipping profiles that may need to be brought into your S2S account.



The screenshot shows the 'Market List' configuration page. On the left is the same navigation menu as in the previous screenshot. The main content area displays three marketplace cards: 'shopify', 'Reverb', and 'amazon'. The 'shopify' card is at the top and is currently inactive. The 'Reverb' card is in the middle and shows 'Accept Offers: Disabled' and 'New Added Items: Included'. Below this, it indicates 'Reverb Order Sync is active and up to date' and 'Reverb Post is active and up to date'. The 'amazon' card is at the bottom and shows 'New Added Items: Included'.

- **Support Ticket:** In the event that you have any questions regarding your Sync2Sell account, please use the Support Ticket system provided in order for our team to assist you. If your issue or question is regarding a particular item, please include the SKU, as this is very helpful for our team to give you the proper help needed. You also have the option to upload any screenshots that may be helpful as well. Tickets are usually replied to within 24 hours.