



V2 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.

market	status	Not Ready	Sync	New (Ready to Add)	Changed	Deleted	End
		0	11826	0	0	0	0
		332 276 fields error 11 category null 268 description null	3925	0	5 5 api error	0	3608
		359 279 fields error 12 category null 272 description null	3805	74 74 api error	18 18 api error	0	782
		653 591 fields error 35 category null 226 description null	2919 133 fields error 1709 api warning	601 601 api error	19 8 fields error 8 category null 17 api error	1 1 delete in process	2043

This chart will show you the marketplaces you are synced to, the number of products synced and their statuses, as well as any errors that may be taking place that are prohibiting items from posting.

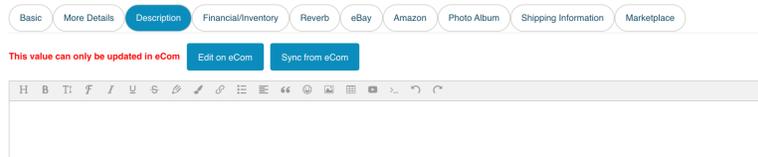
Not Ready

Fields Error: These are errors such as image,description, or any other crucial information for that marketplace is missing. You can click these red warnings to see a list of these products, where you will then be given the option to see these issues for each item as well as edit and correct the issues. Once corrected, the items are able to post.

Category Null: This warning message is showing you that an item(s) does not have an assigned category, either at the product level or the product's category is not properly mapped to a Sync2Sell System Category. By clicking this error message, you can see all the products that meet this criteria and edit as needed. You can assign a category in Sync2Sell for this product, which will update in Lightspeed if needed. If an error message is showing that the item is missing a System Category or Category Path, this can be edited under Configuration > Category Mapping > Unmapped in your S2S menu.

Description Null: In order for an item to post to a marketplace, a product description is required. Clicking this error alert will show you all of the items that are missing a description. This description can be added in your Webstore Long Description if you use Retail only. If you use

Lightspeed eCom, you will edit this description in your eCom back office. You cannot edit this description in S2S but you are able to manage online details for eCom via the “Edit in eCom” button at the product level in S2S.



Sync:

This column will show you the amount of listings that are posted to each marketplace. Error warnings may appear in this column (as pictured). This would mean that the item was able to post to the marketplace but there is information missing that may cause the item to be removed by the marketplace or unable to be edited when a change occurs to this item.

New (Ready to Add):

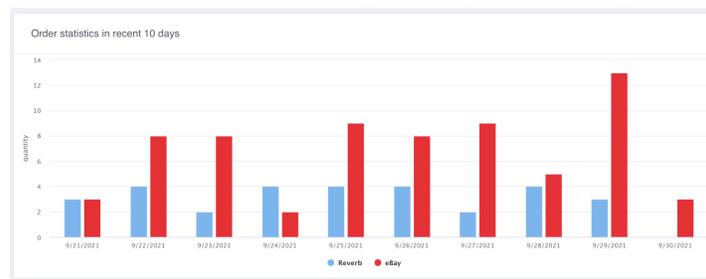
This column will show you items that have been received into S2S and are ready to and/or in the process of posting. While items in this column may have the proper information such as SKU, images, description, etc., errors may still be shown that are being sent from the marketplaces. By clicking these errors you will see which data needs to be corrected, such as a required marketplace specific.

Changed:

Items in this column have recently been updated or attempted to by S2S. Error messages may apply showing issues that need to be addressed. Please be aware that some of these errors may be something that only the marketplace itself can help fix. *For example, “You cannot publish a suspended listing” via Reverb; you will need to contact Reverb to have this listing posted.*

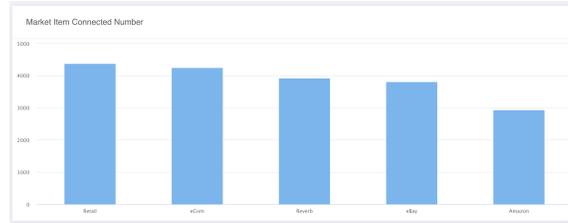
Order Statistics in recent 10 days:

This chart will give you a quick overview of your orders coming from different marketplaces. You can always see your order information in detail by clicking Orders in your Sync2Sell Menu.



Market Item Connected Number:

This chart will give you a quick overview of the amount of items posted to each marketplace.



Products

Product List:

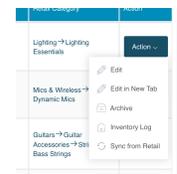
This page/report will show a list of all of your products in S2S. With this list you can edit items individually or in bulk, as well as quickly see important information such as SKU, UPC, Stock levels, Brand, and Category. You will also be able to see icons under each item referencing to which marketplaces the item is currently synced. This page is very helpful as you can run reports to see which information may be missing and causing items not to post to marketplaces.

*Product list will default to items 'with stock'. Unselect this box to see all items.

Photo	Title	Custom SKU	Manufact SKU	UPC	In Stock	Brand	Retail Category	Action
	ADJ Accu-Case F4 Par Bag 🔗 📦 📊 📌		F4P586	819730012586	1	ADJ	Lighting → Lighting Essentials	Action
	Shure Beta 58A 🔗 📦 📊 📌		BETA58A	042406054720	1	Shure	Mics & Wireless → Dynamic Mics	Action
	GHS ML3045 Bass Boomers 4-String Bass Set, Long Scale 45-100 🔗 📦 📊 📌		ML3045	737681004330	3	GHS	Guitars → Guitar Accessories → Strings → Bass Strings	Action
	PreSonus Eris Sub 8 Studio Subwoofer 🔗 📦 📊 📌		Eris Sub 8	673454009617	2	PreSonus	Studio Recording → Studio Monitors	Action

Action >

To make an edit to an item you will click the Action button. You have the ability to open the item on the current page or open the item in a new tab, so that you can maintain your current search results/list. You can also archive an item if it is no longer available in Retail, see an Inventory Log, and Sync from Retail, which will update changes that may have been made in Retail quicker if needed.



Search Function:

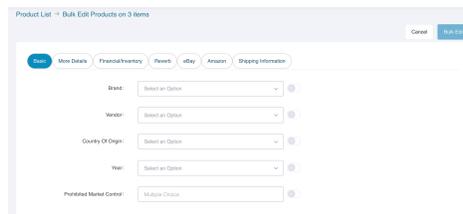
In your product list you can search by Title, SKU, or System ID or filter by Category and Brand. You can also use the “Search Report” pulldown menu to filter the items. With these reports you can see which products are missing information such as Descriptions, Images, UPC, etc. This can be very helpful to getting your data cleaned up so that items can post properly.

Tip: Run a report of all items by a particular brand/category that are missing description > Click Action to edit each item in a new tab > Go to Description > Edit on eCom > Update and save. Once complete, close this tab and return to the search query in S2S and continue down the list. Checking this report like this on a regular basis will allow more and more items to be posted!

Advanced: By selecting the + sign on the right hand side of the search panel, you will see an Advanced Search, Custom Searches, as well as a Bulk Edit feature.

Bulk Edit on Selected Items:

By selecting multiple items and then selecting the bulk edit button, you can edit item information such as Brand, Color, Country of Origin, Pricing, and more. These changes will also write back to Lightspeed as well. You can also edit marketplace information in bulk*, such as “Reverb Shipping Profile”, “eBay Return Policy”, “Amazon Shipping Profile”, and more.



*Be sure to toggle on the specific information you want to update. You can toggle on multiple selections at a time.

*If you filter items that are in the same category, ie... ‘Electric Guitars’, you can then edit detailed item specifics for marketplaces such as ebay (Fretboard material, Scale Length, etc.)

Inventory Checking:

While Sync2Sell works hard to keep your inventory synced to marketplaces, there are always chances that things can slip by from time to time. With ‘Inventory Checking’ you can do an export of your Lightspeed Retail inventory and import it into S2S, to confirm quantities match between the two programs. You will not need to do this often, if at all, but this feature is available if needed. Just follow the instructions on this page to download the proper Retail export and then upload the .csv. Once complete, any items where inventory was not matching for some reason, will now be corrected.

eBay Error Report:

For accounts syncing to eBay, this report will be very helpful to making sure you comply with eBay's item specific guidelines so that you can get the most of your items up for sale.

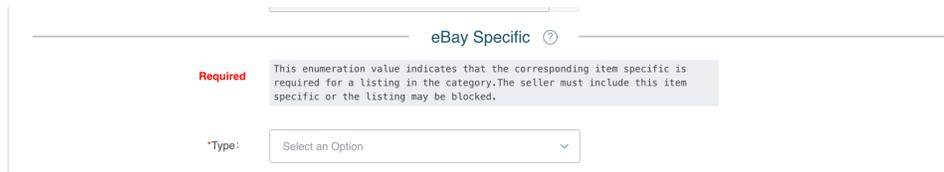
eBay requires a variety of item specifics such as 'For Instrument', 'Form Factor', 'Size', 'Type', and more. There are also suggested specifics that eBay lets you enter that can help buyers find your products on their platform.



The screenshot shows a window titled "eBay Error Report" containing a table with the following data:

Title	Count
Author	11
Color	27
Form Factor	5
Publication Name	11
Suitable For	4
Type	17

By clicking the line item for the errors, you will then see a list of all items needing this specific field entered. You can edit this information one at a time for products by clicking "Edit Product" and then going to the eBay tab for that product and scrolling down to see the Required eBay Specific(s) for that product.



The screenshot shows a form for configuring an eBay Specific. It includes a "Required" checkbox, a text box with a help icon, and a dropdown menu for "Type".

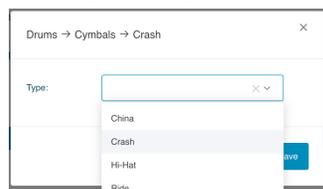
Required This enumeration value indicates that the corresponding item specific is required for a listing in the category. The seller must include this item specific or the listing may be blocked.

*Type:

You can also edit these specifics in bulk if you filter by Category first, then selecting 'Bulk Edit on Selected Items'. This will allow you to move through the errors quickly and getting the items to post to eBay.

Item Specific Mapping:

If there are certain ebay specifics (such as "Type") that always applies to every product in a particular category, you are able to map these specifics so that anytime a new product is entered into Lightspeed, it will automatically post to ebay with the proper item specific completed. In order to map the specific, you can go to Configuration > Specific Mapping > ebay > Unmapped. Here you can attach the required specific to the particular category.



The screenshot shows a window titled "Drums → Cymbals → Crash" with a dropdown menu for "Type". The dropdown is open, showing options: China, Crash, Hi-Hat, and Ride. A blue "Save" button is visible at the bottom right.

In this example, in the category Drums > Cymbals > Crash, ebay is always going to ask for the “Type”. Here we have chosen to map “Crash” to all products in this category. Now, moving forward, we will no longer need to manually select a type for this item.

*Please be aware that as you continue to add items or categories to your Retail account, you will need to check the error report frequently as items will continue to need this information completed (unless you have already edited this information at the product level in Sync2Sell or in your S2S extension in Lightspeed Retail)

You will also see a table titled “Post Error”. The items shown in this table have been posted to eBay but are being flagged as items with errors or incorrect information, which may stop an item from updating on eBay. You will want to continue to check this report and edit the information the best you can so that inventory, price, etc. information that is updated in Retail can reflect onto eBay.



The screenshot shows a table titled "Post Error" with a blue header and a blue eye icon in the top right corner. The table has two columns: "Title" and "Count".

Title	Count
Image Size Error(After enlarged by S2S)	2
Upload Image Error	1
UPC Is Invalid Or Missing	22
Listing Titles Are Limited	1
MPN Is Invalid	10

Both of the eBay Error Reports will default to only show the errors that currently are showing for items that have stock. If you'd like to see what other potential information eBay may require for items, you can click the eyeball graphic to see all item specifics.

Amazon Error Report:

For accounts syncing to Amazon, this report will help you map the data from your Lightspeed account to the information in Amazon's database. In order to list items properly to Amazon, an item's Brand and Vendor must match what Amazon's database shows. This may be confusing as, as you may see incorrect information from Amazon. In the first column you will see the brands of your products that have come over from Lightspeed Retail, which are attached to products attempting to post to Amazon. In the next column you will see the brand that amazon believes that product(s) belong to. Amazon may show the name of the brand in a different format than what you have in your Lightspeed account (for example: Bikes By Bob versus BOBSBIKES). In this situation you would just accept that they are the same brand. In the event that the brand is completely wrong and you believe this could cause an issue with your listings, you are able to file a dispute with Amazon to inform them that they have incorrect information. If you would rather just match to their system and post your items, this report will allow you to do so. You can connect the brands one at a time or you can also do this in bulk by selecting multiple or all and then clicking Bulk Accept.

Amazon Brand Unaccepted List

Amazon requires to rename the following brand name to post items. If you do not accept items will not be posted. While the brand name shown by Amazon may not be the same brand as your products, this is what is listed as the brand on Amazon. Your brand information will not be changed in your point of sale.

Bulk Accept

<input type="checkbox"/>	S2S Brand	Amazon Brand	Action
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This same process is required to map the Vendor Information from your Lightspeed Retail to Amazon's database. Be sure that you have a Vendor listed in Retail for any products you would like to post to Amazon.

Amazon Vendor Unaccepted List

Amazon requires to rename the following vendor name to post items. If you do not accept items will not be posted. While the vendor name shown by Amazon may not be the same vendor as your products, this is what is listed as the vendor on Amazon. Your vendor information will not be changed in your point of sale.

Bulk Accept

<input type="checkbox"/>	S2S Vendor	Amazon Vendor	Action
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Once you have properly mapped Brands and Vendors from this report, they will be moved to the Accepted Reports under Amazon Report.

Messages

Once a marketplace has been connected to your Sync2Sell account, you may now access messages from that marketplace inside S2S, as well as in the S2S Chrome extension in your Lightspeed Retail account. Within your Marketplace Messages in S2S, you can read and reply to all messages, as well as see the product that is being referenced.

Reverb Message List

All Search

From	Title	Photo	Received

You are unable to attach any images, other listings, or offers to the messages within S2S but if needed, you can click to "Reply on Reverb" and you will be taken to that message within your Reverb or ebay account.

Write your message

Reply on Reverb Send Message

In order to access your messages within your Lightspeed Retail account, Click Sync2Sell in your Retail menu. You can then select which messages you would like to read/reply.



Orders

To keep your inventory levels correct on different marketplaces within minimal effort from you, it is important to have your Order Sync turned on within S2S. All orders from marketplaces will come over into your Lightspeed Retail just as if the customer was making the purchase inside your shop. All of the available data (Name, Address, and Phone Number) will come over to Lightspeed as a new customer and the item(s) purchased will be rung up and paid for with the Payment Type chosen for the appropriate marketplace, chosen during your initial Retail Setup.

The orders report within S2S will allow you to see all orders and filter them by data range. When an item is properly synced, you will see a green checkmark (✓) in the Status column. In the event that you see a red X in this column, you will also see an error message showing why the order was unable to sync. The most common issue for an order sync to fail is that an item that sold does not exist in Retail. If the item is in stock and the order is able to be fulfilled, it is usually best to ring up this item manually in your Retail account so that the sale is accounted for, as S2S cannot push the order through.



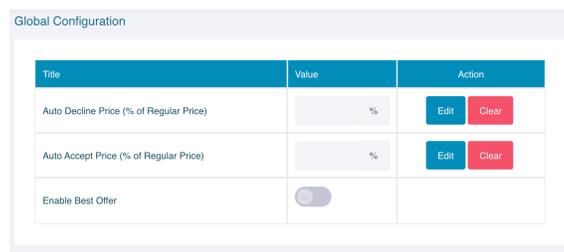
You may also see a notification stating “Waiting for Payment” in the status column.

This will appear in the event that a buyer has accepted an offer on a marketplace but has not paid yet. Once the order is paid for, this will be updated to show that the order has been synced.

Configuration

Global Configuration:

Within this configuration, you can allow all listings to allow offers to be made on products, as well as Auto Decline and Auto Accept offers from customers. Most users will leave this feature disabled, as it is usually best to control this at the marketplace and/or product level. But if offers are able to be accepted to all products, you may control them here.



Title	Value	Action
Auto Decline Price (% of Regular Price)	<input type="text"/> %	<button>Edit</button> <button>Clear</button>
Auto Accept Price (% of Regular Price)	<input type="text"/> %	<button>Edit</button> <button>Clear</button>
Enable Best Offer	<input type="checkbox"/>	

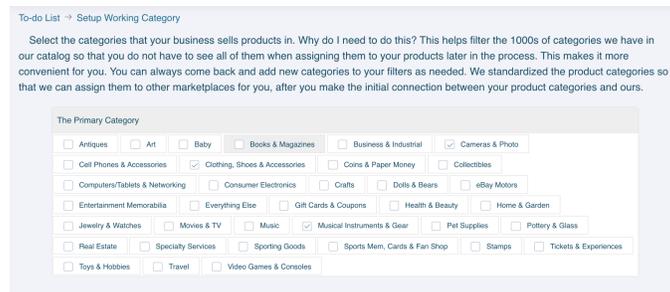
Auto Offers:

When enabled, offers will auto accept or decline at the percentage chosen for the listed price. For example, if an item is \$100 and Auto Accept Price is set to 80%, then any offer of \$80 or higher would be automatically accepted. If an item is \$100 and Auto Decline Price is set to %50, then any offer of \$50 or less would be declined automatically.

-When an item is sold via offers at a lower price, the lower price will be what you see in the order in Lightspeed Retail.

Working Category:

Your working category will be chosen during your initial account setup but you always have access to this in case you need to add or remove a product category. By selecting the categories that you sell products in, S2S is able to show you the categories from different marketplaces that fit your products. By doing this, you do not have to see the thousands of categories in our catalog, so that you can map your categories and products easier and quicker. Please be aware that you can always return to this step to add other working categories if needed for new products.



Category Mapping:

Category mapping is initially available to be completed during the initial setup of your account, but as new categories continue to be added to your Lightspeed Retail account, you will need to map them to the appropriate system category. You can see a Summary showing how many categories are mapped/unmapped as well as a list of each. As you add new categories in Retail, you can refresh them into your Sync2Sell account by clicking the Category Sync icon on your Lightspeed account in the Marketplaces tab. Once you have refreshed them, they will appear in the Unmapped list and you will have the ability to quickly map them to the appropriate category.

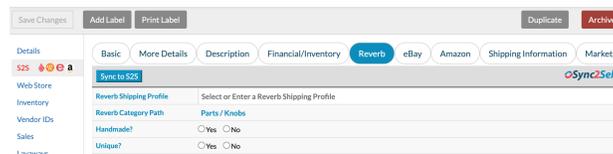


Once you have completed this for a category, you will never need to do it again, even as you continue to sync to different marketplaces, as S2S will do this for you. In the event that you have categories in Retail that do contain products/skus that need to be posted to a marketplace, you

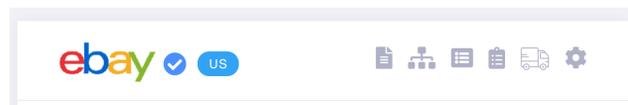
have the ability to ignore them so that you will not have to continue to see them as you update categories.

Seller Profile:

In order to post items to marketplaces, there are a variety of profiles that are required to be mapped at a Category and product level. Some marketplaces (such as Reverb and Amazon) may only require a Shipping Profile, while others (such as eBay) require a Shipping, Returns, and Payments Profile. While the profiles are initially set at the category level, you are able to edit the profile at the product level as well. For example, if all “Guitars” are mapped to have the shipping profile “Free Shipping”, you can still choose individual products to apply a different profile such as “\$20 Shipping” or whatever you may have in your account. This can be done within your S2S account as well as in the S2S Extension within Lightspeed by choosing the desired profile from the “Shipping Profile” pulldown. .



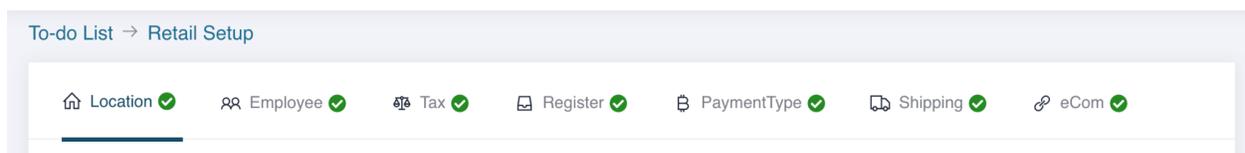
*As you continue to add new categories to your Lightspeed Retail account, be sure to map them to the desired shipping profile in the “Unmapped” list. If new profiles are created in your marketplace account, you will want to click the small truck icon on that Marketplace in Sync2Sell. This will refresh them into S2S so that you can then map to them.



Be aware that any new items created into Retail will post with the profiles chosen at their category level, if not selected at the product level.

Retail Setup

The information in Retail Setup will be completed in the initial setup process of your S2S account, but as things may change for your shop, you will always have access to update this information. This can be accessed at any time under Configuration in S2S.



-Location: If you have multiple locations in your Lightspeed Retail account, you will need to set up multiple locations in your Sync2Sell account so that items from both can post to

marketplaces. Items in different shops will be posted to market with a suffix appended to the SKU of this item. You need to confirm a suffix value for each shop, and once confirmed this suffix can not be changed. You must select one location as the master shop. Items posted to the master shop will not have the suffix appended to the SKU. If you have only one location in Retail this location will be set as the master shop automatically.

-Employee: An employee ID is required to create a sale in Retail. Here you will select the employee that you would like attached to all sales from marketplaces.

-Tax: In order to sync your orders, three types of tax, eCom (0%), eCom (6%) and [State] Marketplace Facilitator, and they will be used in different conditions of sales. If they are existent in Retail, S2S will find and bind them automatically, otherwise S2S will create them.

-Register: A register ID is required to create sales. You must select a register here and connect it to S2S.

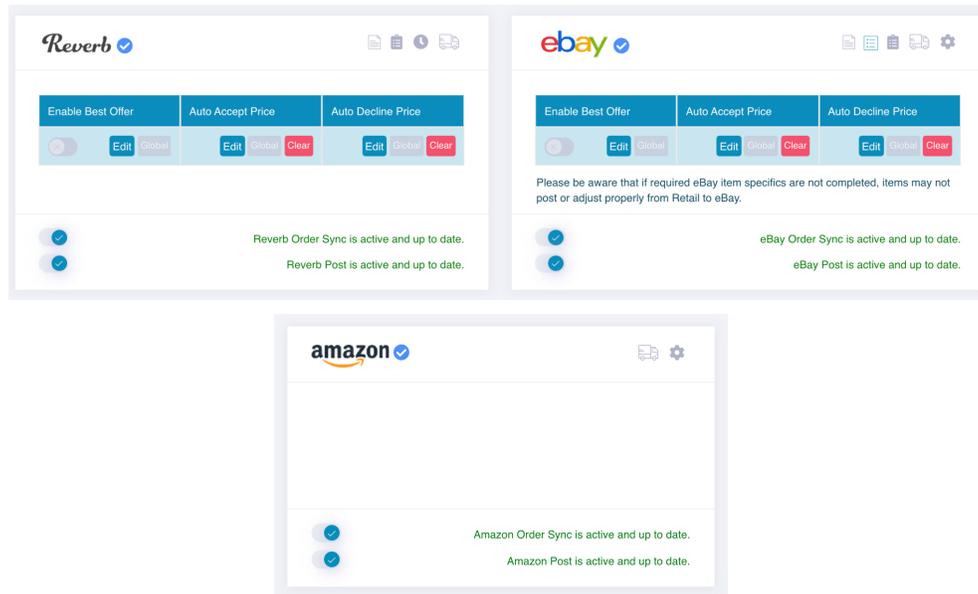
-Payment Type: Payment type is used to create sales in Retail. Here you must either select an existent payment type from your Retail account to connect to S2S, or create a new one to connect it.

-Shipping: In order to sync orders from marketplaces, any shipping charges from the sale must be accounted for in your Retail account. These shipping charges will be rung up as a line item (when applicable) under the SKU: 'S2S-Shipping". S2S tries to find a SKU value of 'S2S-Shipping' in your Retail account. If S2S finds it this item will be synced automatically. If it is not found S2S will create it.

-eCom: In order to connect to your Lightspeed eCom properly. In the provided field, copy and paste your eCom web address from your account.
(ie "https://bobs-music.shoplightspeed.com")

Marketplaces

On this page you will be able to see your connected marketplaces as well as adjust different settings for each.

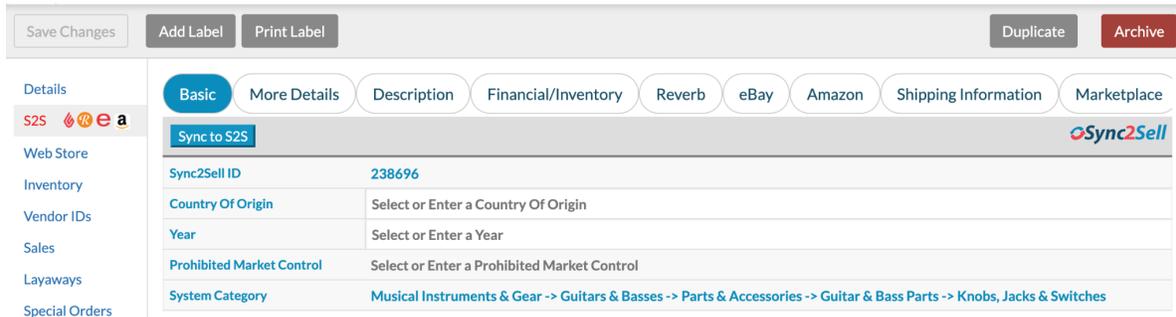


- If you would like to enable best offer for all products on a marketplace, you can toggle this on, as well as edit auto accept/decline pricing. You may also edit this information at the product level within S2S or in Lightspeed Retail in the S2S extension. (*For details see “Auto Offers” section above*)
- You have the ability to toggle on/off your Order Sync and Post for each marketplace.
- If you have created new Shipping Profiles in a marketplace, you can click the small truck icon to refresh these profiles into your S2S account so that they may be mapped to categories/products.

Sync2Sell Chrome Extension

With the S2S Chrome extension, you are able to edit all of the necessary information for all marketplaces at the product level within your Lightspeed Retail account. (Please be aware that all of this information can also be edited at the product level within your Sync2Sell account as well)

Basic:



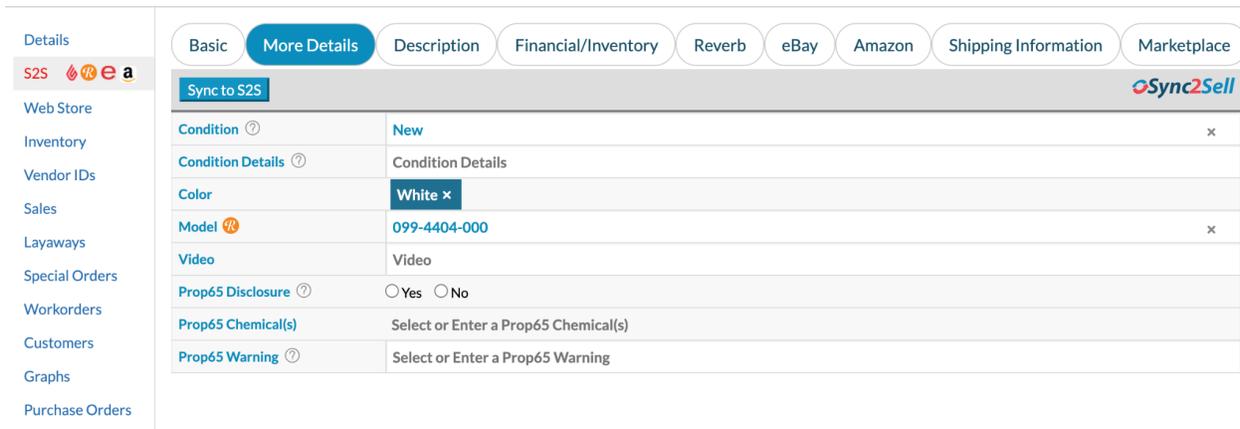
Sync2Sell ID	238696
Country Of Origin	Select or Enter a Country Of Origin
Year	Select or Enter a Year
Prohibited Market Control	Select or Enter a Prohibited Market Control
System Category	Musical Instruments & Gear -> Guitars & Basses -> Parts & Accessories -> Guitar & Bass Parts -> Knobs, Jacks & Switches

Country of Origin: While not required by all marketplaces, this information can be helpful to educating potential customers on products, as well as help filter items better on marketplaces.

Year: This information is not required but valuable for certain items.

Prohibited Market Control: If there is a product(s) that you do not want to sell on a particular marketplace, you can select the name of the marketplace here. Please keep in mind that you can do this in bulk for particular brands, categories, or search queries in the Product List within your S2S account or within the S2S Extension.

More Details:



Condition	New
Condition Details	Condition Details
Color	White
Model	099-4404-000
Video	Video
Prop65 Disclosure	<input type="radio"/> Yes <input type="radio"/> No
Prop65 Chemical(s)	Select or Enter a Prop65 Chemical(s)
Prop65 Warning	Select or Enter a Prop65 Warning

Condition: This field is required by all marketplaces. Whatever is selected here will carry over to all synced marketplaces. S2S defaults to brand new for all items so this will need to be edited at the product level or in bulk if an item is in any other condition than new.

Condition Details: Certain marketplaces may allow extra information about a product's condition.

Color: This field is not always required by marketplaces but can be beneficial to enter.

Model: You have the ability to complete this field how you would like, but S2S will automatically enter in this information for you if left blank.

Video: Post a youtube.com video link into this field so that the video will be visible online (Reverb only)

Prop 65: Not required by all marketplaces but available if information is needed.

Description:

The screenshot shows the 'Description' tab selected in a navigation menu. The main content area contains a rich text editor with the following text:

Keep your guitar tuned up with top-quality parts used on U.S. Fender® instruments.

High-quality melamine (synthetic bone) string nut for electric guitars with modern 9.5" fingerboard radius.

Pre-slotted with string location grooves to make spacing and positioning a breeze when performing the final string slot filing. Please note: Some filing and shaping modification is required to ensure proper fit and performance.

9.5" (241mm) top radius. 7.25" (184mm) bottom radius, 1.695" (43.05 mm) wide.

Used on many US and Mexico made guitars.

In the description tab you will see the product description from Lightspeed. You are not able to edit the description within this field but you are able to click “Edit on eCom” to be taken to the product in the back office of your Lightspeed eCom account, where you can then complete/edit any information needed.

Financial/Inventory:

The screenshot shows the 'Financial/Inventory' tab selected in a navigation menu. The main content area contains a table with the following fields:

MAP Price	\$ MAP Price	
Sold As Is	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Accept Offers? [?]	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Auto Accept Price (Percentage)	Auto Accept Price (Percentage)	%
Auto Accept Price (Amount)	\$ Auto Accept Price (Amount)	
Auto Decline Price (Percentage)	Auto Decline Price (Percentage)	%
Auto Decline Price (Amount)	\$ Auto Decline Price (Amount)	

MAP Price: Certain marketplaces may ask for this price but most do not. If left blank, your pricing will not be affected in any way and your Retail pricing will continue to go to the synced marketplaces.

Sold As Is: Select this if an item is to be sold ‘as is’ and not to follow a return policy selected for a particular marketplace.

Accept Offers: Unless selected differently in global configuration, this will default to No. You may change to Yes at the product level and then complete the amount fields below.

Reverb:

Details	Basic	More Details	Description	Financial/Inventory	Reverb	eBay	Amazon	Shipping Information	Marketplace
S2S    	Sync to S2S 								
Web Store	Reverb Shipping Profile <input type="text" value="Select or Enter a Reverb Shipping Profile"/>								
Inventory	Reverb Category Path <input type="text" value="Parts / Knobs"/>								
Vendor IDs	Handmade? <input type="radio"/> Yes <input type="radio"/> No								
Sales	Unique? <input type="radio"/> Yes <input type="radio"/> No								
Layaways									

If synced to Reverb, you will be able to edit certain fields that Reverb allows you to complete for listings.

Reverb Shipping Profile: If an item's shipping profile needs to be different than what was selected at it's category level, you can select the profile from the pull down menu in this field.

eBay:

Details	Basic	More Details	Description	Financial/Inventory	Reverb	eBay	Amazon	Shipping Information	Marketplace
S2S    	Sync to S2S 								
Web Store	eBay Payment Profile <input type="text" value="Select or Enter a eBay Payment Profile"/>								
Inventory	eBay Return Profile <input type="text" value="Select or Enter a eBay Return Profile"/>								
Serial #s	eBay Shipping Profile <input type="text" value="Select or Enter a eBay Shipping Profile"/>								
Vendor IDs	eBay Category Path <input type="text" value="Musical Instruments & Gear -> Guitars & Bases -> Electric Guitars"/>								
Sales	Format* <input type="text" value="Fixed price"/>								
Layaways	Posting Immediately? <input type="text" value="Publish my listings when I submit them"/>								
Special Orders	Duration* <input type="text" value="Good 'Til Cancelled"/>								
Workorders	Store Category <input type="text" value="eBay Store Category"/>								
Customers	eBay Price <input type="text" value="\$ eBay Price"/>								
Graphs	eBay Condition <input type="text" value="Select or Enter a eBay Condition"/>								
Purchase Orders	eBay Title <input type="text" value=""/>								
Transfers									
Vendor Returns									
History									
Merge									

If synced to eBay, you will be able to edit certain fields that eBay allows you to complete for listings.

eBay Payment / Return / Shipping Profile: This field will default to what is selected at the product's category level. You may select a different profile for each line if needed for this item.

eBay Price: If you would like to have a different price on ebay than what is in your Lightspeed Retail account, you can enter that price here.

eBay Specific:

eBay Specific 	
Required	This enumeration value indicates that the corresponding item specific is required for a listing in the category. The seller must include this item specific or the listing may be blocked.
Type*	Guitar Part x
Recommended	This enumeration value indicates that the corresponding item specific is typical and recommended for a listing in the category, but not fully required. The seller should include this item specific if its value is known because including it may improve search results and sale conversion.
Position	Select or Enter a Position
To Fit	Select or Enter a To Fit
Optional	This enumeration value indicates that the corresponding item specific is completely optional for a listing in the category, but the seller should still include it if the item specific is relevant to the product and its value is known.
Bundle Description	Select or Enter a Bundle Description
California Prop 65 Warning	Select or Enter a California Prop 65 Warning
Custom Bundle	Select or Enter a Custom Bundle

eBay has a lot of different item specifics that are either required or recommended for products. Here you will be able to see which specific(s) are required and you can select the proper information from the pull down menu or enter custom information if needed.

Required: If Required fields are not completed, an item may not post or update properly. Please continue to check your eBay Error Report to see what fields may be missing for your products.

Recommended/Optional: While not required by eBay to post/udpate, the information available to be entered can help potential customers locate your products easier on eBay.

Amazon:

Sync To S2S		Sync2Sell
ASIN	B09G25FK3B	
Amazon Category Path	Musical Instruments -> Guitars -> Electric Guitars	
Amazon Sub Category Path	Musical Instruments -> Guitars	
Amazon Shipping Profile	Select or Enter a Amazon Shipping Profile	
Handling Time	Handling Time	
Amazon Brand		
Amazon Vendor		
Amazon Title		
Amazon Price	\$ Amazon Price	

Amazon Shipping Profile: This field will default to what was selected at the category level in your Seller Profile but you are able to edit the profile for this individual product.

Amazon Price: If you would like to have a different price on Amazon than what is in your Lightspeed Retail account, you can enter that price here.

Support:

While using SyncSell if you ever have any questions or issues, the Support Ticket system is here to help. Here you can inform our team of any problems or questions you may have and provide the appropriate information needed so that we can assist you better.

A screenshot of a support ticket form. The form has a title field, a description field, and a priority dropdown menu. The priority options are: High, Medium, Low, Urgent, and Other. There are also fields for 'Name' and 'Email' at the bottom of the form.

If you have other questions about your Sync2Sell account please use the Support Ticket system located in S2S. If needed, you may also contact our support team via email at support@sync2sell.com.

If needed, please contact us to schedule a training demo.