

eBay order sync manual



The eBay order synchronization is currently supported for [Shopify](#), [Magento](#), [Magento 2](#), [WooCommerce](#), [Lightspeed](#), [BigCommerce](#) and [CV Shop](#) platforms.

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Update your Koongo plan



Prior the [eBay order sync setup](#), you need to upgrade your plan and add a **connection**. For more details, please check [My Plan & Pricing manual](#).

Current Usage

1 stores	5 channels	193 products	0 connections	0 orders
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💡 Stores limit of your current plan has been reached. [Upgrade your plan!](#)

Change plan limits

Shopify App	Pay only the resources you use!
 Current limits	 New limits
1 language ↕	1 language ↕
10 channels ↕	10 channels ↕
2000 products ↕	4000 products ↕
0 connections ↕	1 connection ↕
0 orders ↕	100 orders ↕ <small>\$13 for each 100 additional orders above plan</small>
Support through Support Desk via e-mail ↕	Support through Support Desk via e-mail ↕
\$30 /month <small>Excluding VAT</small>	\$57 /month <small>Excluding VAT</small>
Expiration Date: Never	I agree with this plan
	<small>This is NOT double charge. Your previous charge will be canceled!</small>

Order sync setup

To activate the eBay order synchronization, please follow the steps below:

Add connection

Click **Add Connection** button.

The screenshot shows the Koongo Orders page. At the top, there is a navigation bar with 'Koongo' logo and menu items: Stores, Channels, Orders, Products, English, and Help. Below the navigation bar, the page title 'Orders' is displayed. The main content area is divided into two sections: 'Order Syncing Connections' and 'Order List'. In the 'Order Syncing Connections' section, there is a table with columns: ID, Channel, Market, API, Sync Orders, Status, Message, and Actions. Above the table, there are buttons for '+ Add Connection', 'Statistics', 'Synchronize Orders', and 'Edit Store'. The 'Add Connection' button is highlighted with a red box. Below this section is the 'Order List' section, which has a table with columns: ID, Channel, Market, ID in Store, Customer, Created At, Price, Order Status, Sync. Status, Details, and Actions. There are also search filters and a 'Reset Filter' button. The table is currently empty, with a message 'There are no items matching this selection.'

Select the eBay connection

Select the eBay connection from the list

The screenshot shows the 'Add New Connection' dialog in the Koongo Orders page. The dialog has a title bar with 'Add New Connection' and a close button. Below the title bar, there is a list of e-commerce platforms represented by their logos: amazon, bol.com, beslist.nl, miinto, and ebay. The 'ebay' logo is highlighted with a red box, indicating it is the selected connection.

Fill user details

Fill your eBay account **Marketplace**, **Mode** and click **Connect eBay Account** button. You'll be redirected to your eBay account where you confirm your eBay connection.

Then, set **Activate Order Synchronization** to **ACTIVE** and save the settings.

Connection Form Manual Back Save And Continue Edit Save

Connection Info

Connection Label * Status

Ebay Marketplace NEW

Auth Config

Marketplace *
US (ebay.com)

Mode *
Production

Connect Ebay Account

Get Account Settings

Orders Config

Activate Order Synchronization
ACTIVE

Order Synchronization Level
Orders & Stock

Product Identification Attribute
id

Product Identification Suffix

Default Shipping Service *
UPS

Sync your orders

Click **Synchronize Orders** button

Order Syncing Connections

+ Add Connection Synchronize Orders Edit Store

ID	Channel	Market	API	Status	Message	Actions
1696	Ebay Marketplace		ebay_marketplace	ACTIVE		

Order List

Reset Filter Search

ID	Channel	Market	ID in Store	Customer	Created At	Price	Order Status	Sync. Status	Details	Actions
					From: <input type="text"/>	From: <input type="text"/>				
					To: <input type="text"/>	To: <input type="text"/>				
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

There are no items matching this selection.

Orders configuration

You can modify various parameters in the **Orders Config** section

The screenshot shows the configuration page for an eBay Marketplace connection. The top navigation bar includes 'Koongo', 'Stores', 'Channels', 'Orders', and 'Products'. The page title is 'Channel API Connection - Ebay Marketplace (#1696)'. Below the title, there are buttons for 'Connection Form', 'Manual', 'Back', 'Save And Continue Edit', and 'Save'. The main content area is divided into three sections:

- Connection Info:** Shows 'Connection Label' as 'Ebay Marketplace' and 'Status' as 'CONNECTED'.
- Auth Config:** Includes fields for 'Marketplace' (US (ebay.com)), 'Mode' (Production), and a 'Connect Ebay Account' button. Below this are dropdown menus for 'Payment policy' (Betaling opties), 'Return policy' (Retourbeleid), 'Fulfillment policy' (Verzendkosten), and 'Inventory location' (Primaprijs_NL_1483 GA_de Rijk).
- Orders Config (highlighted with a red box):** Includes dropdown menus for 'Activate Order Synchronization' (ACTIVE), 'Order Synchronization Level' (Orders & Stock), 'Product Identification Attribute' (id), 'Product Identification Suffix' (_us), and 'Default Shipping Service' (UPS).

Activate Order Synchronization

You can set the connection to **Active** or **Disabled**.

Order Synchronization Level

The Order Synchronization Level option can be set to **Orders&Stock** or **Stock only**.

Product Identification Attribute

Store attribute which is mapped to SKU attribute during eBay product syncing.

Product Identification Suffix

Suffix assigned to identification attribute value during eBay product syncing.

Default Shipping Service

You can define the shipping service default value. The default value will be used in case the order shipping service from the store doesn't match the eBay allowed services.

Order details

You can check each [order details](#).



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Then, set **Activate Order Synchronization** to **ACTIVE** and save the settings.

Connection Form Manual Back Save And Continue Edit Save

Connection Info

Connection Label * Status NEW

Auth Config

Marketplace *
Mode *

Orders Config

Activate Order Synchronization
Order Synchronization Level
Product Identification Attribute
Product Identification Suffix
Default Shipping Service *

Sync your orders

Click **Synchronize Orders** button

Koongo Stores Channels Orders Products English Help Jirka

Orders

Order Syncing Connections

ID	Channel	Market	API	Status	Message	Actions
1696	Ebay Marketplace		ebay_marketplace	ACTIVE		<input type="button" value="Settings"/> <input type="button" value="Delete"/>

Order List

ID	Channel	Market	ID in Store	Customer	Created At	Price	Order Status	Sync. Status	Details	Actions
From: <input type="text"/> To: <input type="text"/>										
There are no items matching this selection.										

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- Orders Config (highlighted with a red border):** Includes 'Activate Order Synchronization' (ACTIVE), 'Order Synchronization Level' (Orders & Stock), 'Product Identification Attribute' (id), 'Product Identification Suffix' (_us), and 'Default Shipping Service' (UPS).

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