eBay In8Sync DirectConnect

PRODUCT OVERVIEW

A NetSuite eBay integration using In8Sync DirectConnect enables businesses to automate the exchange of data between their NetSuite ERP system and their eBay marketplace account. In8Sync DirectConnect is an in platform NetSuite-based integration platform that provides a pre-built connector for NetSuite and eBay, allowing businesses to easily configure and manage the integration.

The integration can support a range of data flows between NetSuite and eBay, including item sync, stock level sync, order sync, and shipping sync.

In8Sync DirectConnect also provides a range of configuration options and customization features to support businesses' specific integration needs. The platform includes a user-friendly dashboard for managing the integration, monitoring data flows, and troubleshooting issues.

Overall, a NetSuite eBay integration using In8Sync DirectConnect can streamline business operations, reduce manual data entry, and improve accuracy and efficiency across the organization.

In8Sync's eBay Connector is part of In8Sync DirectConnect (IDC), an Advanced Integration Platform running directly within your NetSuite account. The IDC platform provides a user-friendly central management dashboard for all connections, with easy to understand status reports, error handling and configuration tools. Built to be used by business operators, the IDC dashboard provides the information for users to identify, correct and reprocess any data flow errors, and even install and configure new connections. Using IDC, new connections are built in a fraction of the time, are cost effective and reduce the complexity of building new applications from scratch.

Key Features

eBay Key Features

- Full control and visibility over integration details from the NetSuite account dashboard.
- Manage all eBay orders directly in NetSuite
- Control Shipping details from NetSuite
- eBay sales reporting from netSuite
- Multi location stock feature

In8Sync's DirectConnect Core Product Key Features

- **Directly Installed into your NetSuite account**
  - In8Sync's DirectConnect eliminates the need for an external integration platform (Middleware)
  - Protected by NetSuite's security protocols
- **Integration Management Dashboard**
  - Manage all your applications within a single dashboard
  - Easy-to-read user interface
  - Monitor connection statuses and activity
  - Identify, correct, and reprocess data errors
  - Schedule and initiate connector features, such as flows and triggers
- **Easy to Use Setup Features**
  - Self service wizard guides users through installation and configuration
  - Take advantage of pre-mapped configurations to simplify the setup process
  - Change common connection settings including account mappings and sync conditions without technical expertise
  - Run tests prior to going live.

FLOWS

Flow	Description
Items | NetSuite to eBay	A powerful flow has been designed to streamline the process of syncing item data between NetSuite and eBay, enabling businesses to efficiently manage and update their eBay listings from their NetSuite item records. This flow offers a wide range of field mapping options, including SKU, title, description, price, and image URLs. Additionally, businesses can choose to sync data on create/edit, on-demand, or through a scheduled process. The flow can also seamlessly integrate inventory data, providing critical information such as Available Quantity and Package Weight. For businesses with multiple locations, the flow includes a setting that allows for mapping of multi-location data and calculation of total quantity.

Stock Levels | NetSuite to eBay	This flow has been developed to address the need for accurate and up-to-date inventory levels on eBay, by syncing inventory levels from NetSuite to eBay. This flow enables businesses to stay on top of their inventory levels, ensuring that the available quantity of each item on eBay is accurate and up to date. The flow can be configured to sync inventory levels at regular intervals and is scheduled for optimal performance, taking into consideration eBay API limitations that do not allow real-time syncing.
Price Levels | NetSuite to eBay	Efficiently managing and updating pricing levels for eBay listings has become easier with the development of a powerful flow that syncs price levels from NetSuite items to eBay listings. This flow provides businesses with the flexibility to select a price level to use and enables regular price updates based on a predetermined schedule. Furthermore, the flow is seamlessly integrated with stock level sync, providing businesses with the capability to manage both pricing and inventory levels simultaneously on eBay. With this flow, businesses can confidently manage and update their eBay listings with the most up-to-date pricing information.
Orders | eBay to NetSuite	The process of managing eBay orders and fulfillment has been simplified with the development of a powerful flow that syncs order data from eBay to NetSuite. This flow enables businesses to manage their eBay orders from their NetSuite ERP system by creating new sales orders for new eBay orders, and updating existing sales orders for any changes in eBay orders. The flow is scheduled to import eBay orders, providing businesses with the flexibility to manage and fulfill orders in a timely manner. Additionally, the flow is designed to match line items by SKU or eBay ID, particularly for listings that are synced from NetSuite items, to ensure that the order fulfillment process is accurate and efficient. With this flow, businesses can effectively manage their eBay orders and improve their fulfillment processes.
Shipping | NetSuite to eBay	Efficiently managing the shipping process for eBay orders has become easier with the development of a powerful flow that syncs fulfillment information from NetSuite to eBay. This flow seamlessly integrates tracking numbers and carrier details into eBay orders, enabling buyers to track their orders and receive timely notifications. With the capability to sync in real-time upon create/edit or through a scheduled process, businesses can effectively manage their shipping processes for eBay orders. This flow provides businesses with the flexibility to manage their shipping processes in a timely manner, improving the overall customer experience and ensuring that shipping information is accurate and up to date.

FUNCTIONALITY

Out-of-the-Box (Standard Connections)

1. Shipping sync: This flow syncs fulfillment information from NetSuite to eBay, such as tracking numbers and carrier details. The flow can update the eBay orders with the latest shipping information, enabling buyers to track their orders and receive timely notifications.

- **Item sync (NetSuite items eBay Listing)**
  - This flow syncs item data from NetSuite to eBay, enabling businesses to create and update their eBay listings from their NetSuite item records. The flow can map a range of fields between the two systems, such as SKU, title, description, price, and image URLs.
  - Syncs on create/edit, on-demand, or scheduled.
  - The inventory data will also contain the Available Quantity and Package Weight. Mapping of Multi location and calculating total qty is also possible with a setting.
- **Stock Levels (NetSuite available quantity eBay Listing)**
  - This flow syncs inventory levels from NetSuite to eBay, ensuring that the available quantity of each item on eBay is accurate and up to date. The flow can be configured to sync inventory levels at regular intervals.
  - Syncs on a schedule. Due to eBay API limitations real-time is not possible.
- **Price Levels (NetSuite items eBay Listing)**
  - This flow can update listing prices on a regular schedule.
  - Scheduled with Stock Level sync.
  - Select a price level to use

- **Orders (eBay Orders NetSuite Sales Order)**
  - This flow syncs order data from eBay to NetSuite, allowing businesses to manage their eBay orders and fulfillment processes from their NetSuite ERP system. The flow can create new sales orders in NetSuite for new eBay orders, and update existing sales orders for any changes in the eBay orders.
  - Scheduled to import eBay orders.
  - Matches line items by sku or eBay id if listing is synced from NetSuite items.
- **Shipping (NetSuite Item Fulfillment eBay Order)**
  - This flow syncs fulfillment information from NetSuite to eBay, such as tracking numbers and carrier details. The flow can update the eBay orders with the latest shipping information, enabling buyers to track their orders and receive timely notifications.
  - Can sync in real-time upon create/edit. Also can be scheduled

Optional Add-Ons (additional cost)

Optional Add-Ons are typically stand alone products that are only sold along with IDC Sub-Apps.

- **Returns Flow**
  - Seller can issue a full or partial refund to a buyer for an order.
  - Creation of RMA within NetSuite and Refund
  - This is not included because of the management of PayPal that usually occurs with payments

- **Manage buyer-iniated payment disputes**
  - It is possible that an eBay buyer will initiate a payment dispute with their payment provider instead of directly on the eBay platform. The payment dispute operations in the Fulfillment API allow sellers to discover these types of disputes. In addition to 'get' calls that retrieve payment disputes that have been created, there are also operations to accept or contest these payment dispute, and operations to upload image files to support the seller's case if a seller decides to contest a payment dispute.

- **Inventory Flow**
  - Deletion of SKU from eBay and setting eBay listed to false in NetSuite
  - Bulk Migrating list to a new location
  - Creation of new locations

- **Payout Reports**
  - Retrieve detailed information on seller payouts for eBay orders, and also retrieve details on all monetary transactions on eBay's system between the seller, buyer, and eBay. These transactions include sales, buyer refunds, seller credits, payment disputes, shipping label purchases, and non-sales related charges to the seller's account.
  - Highlighting the variances for Review and Reconciliation of each payment received from eBay for ease of accounting

- **Payment Flow**
  - Receiving of Payments on eBay schedule and auto creation of Deposits/JE and paying Cash Sale/Invoices within NetSuite
  - This is not included because of the management of PayPal that usually occurs with payments

Custom Flows (optional)

When a customer has unique requirements that are not met with the out of the box 'Standard Flows', Custom Flows can be created to meet their requirements. These can be added to any IDC Sub-Apps. These custom flows will be discussed and recorded during the customer scoping call using the Customer Scoping Document.

Integration Considerations

- It is important to match up current eBay listings with NetSuite items using the eBay listings record in NetSuite. When syncing listings from NetSuite the id matching is automatic. If Skus are matching, listing can match that way as well.
- Stock and price level updates API has a limited number of calls that can be made at any given time. For high volumes of listing please expect longer update intervals.
- High volume accounts should expect slower update times.
- The integration is meant for automating the transactions, orders, fulfilments, stock and pricing between eBay and NetSuite. There are many eBay management features inside of eBay that are not possible to manage within NetSuite.

SPECIFIC USE CASES

- XYZ company sells auto parts on eBay, they have 20,000 listings. They want stock levels to update as quickly as possible so they do not oversell. With eBays API limitation on requests, stock level updates can onl;y occur every 15 minutes with 20,000 listings.
- ABC company sells 2000-3000 collectible coins at any given time on eBay. Because market prices change so frequently, they would like to automate the update of pricing in real-time from NetSuite to eBay. With eBays API limitation on requests, price level updates can onl;y occur every 5 minutes with 3,000 listings.
- LMNO Inc. has a handful of products on eBay but receives dozens of orders every hour. Every 15 minutes they receive a new batch of eBay orders in NetSuite. They fulfill about 100 orders per hour. Because they fulfill in bulk, the fulfilment API updates all new fulfilled orders every 15 minutes.

Flowchart