



## **User Guide**

**Compatibility: Prestashop v1.7.x – v8.x.x**

**For Module Version: 1.0.0**



## Intended Audience

The content of this document is designed to facilitate the users -managers, supervisors and others of **Prestashop Ebay Integration**. A step-by-step instruction has been added to this document to help users to install the module on PrestaShop.

As a safe practice always, backup your files and database before installing any module on PrestaShop. If you are looking for someone to install the module, we can do it for you as well. Just go to the support section share the order id to expedite the installation process.

Once you have installed, please see the User Guide to help you understand on how to use the module to its full capacity. If you still have questions feel free to contact us on the support platform where you bought this module.

If you have any custom requirements feel free to touch base with us.



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## Getting Started!

### Overview

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The PrestaShop eBay Marketplace Synchronization Module allows you to seamlessly connect your PrestaShop store with eBay, enabling automated product and order synchronization. With features such as bulk product export, category mapping, auto-import of orders, discount handling, and multi-marketplace support, this module simplifies the integration of your online store with one of the world's largest marketplaces. Save time, eliminate manual effort, and increase sales through centralized management.



## Installation Instructions

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1. Go to Modules → Modules Manager → Click Upload a Module → Browse for Downloaded Module ZIP file and click Upload this module.
2. Click Proceed with Installation.
3. Make sure Cache is disabled in Advance Parameters → Performance.
4. Go to Modules → Modules Manager → PrestaShop Custom Gaming Console Builder to Configure the module



## User Guide

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In order to use this module, you need to follow following steps

1. Install the module to your Prestashop backend
2. Create Ebay accounts and get credentials
3. Configure the module using those credential

### Ebay Dev Account Creation

1. Go to ebay.com and register for your new account
2. New Go to developer.ebay.com and apply for new account creation

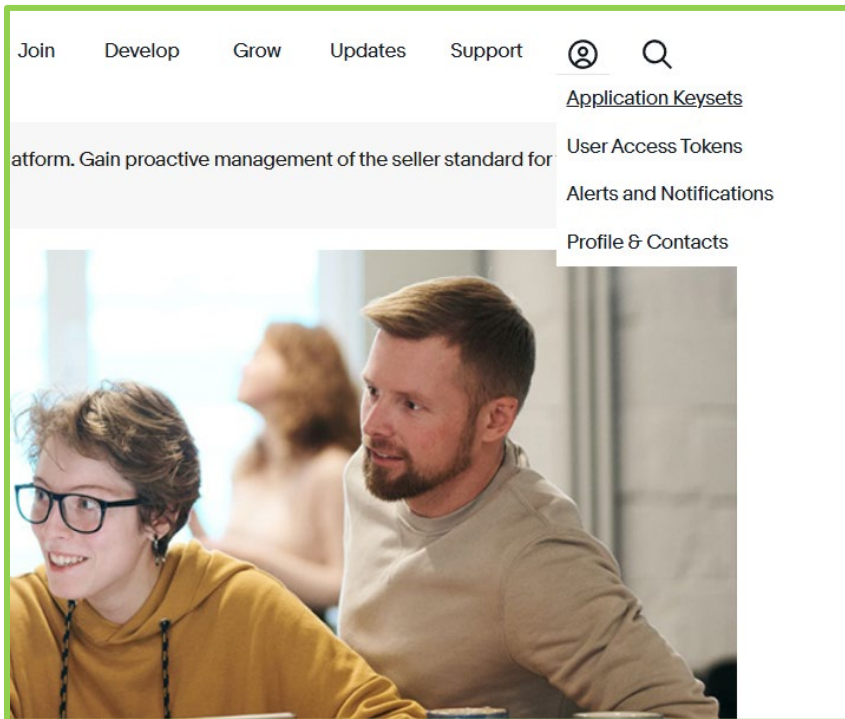
The screenshot shows the 'Register' tab of the eBay account creation page. The heading is 'Create a Username and Password for your eBay developer account.' Below this, it states 'Membership is free! [Whats included?](#)' and asks the user to 'Please fill in all the fields'. The form includes input fields for 'Username', 'Password' (with a 'Show' checkbox), 'Email (for sign-in and password reset)', and 'Re-enter Email'. There is also a 'Mobile Phone Number (For Verification)' field with a dropdown for country and a text input for the number. At the bottom, there is a checkbox for 'I have read and accept the [eBay API License Agreement](#)' and an 'I am human' checkbox with an hCaptcha logo. A blue 'Join' button is at the bottom.

3. Ebay might take some time for your dev account to get activated.

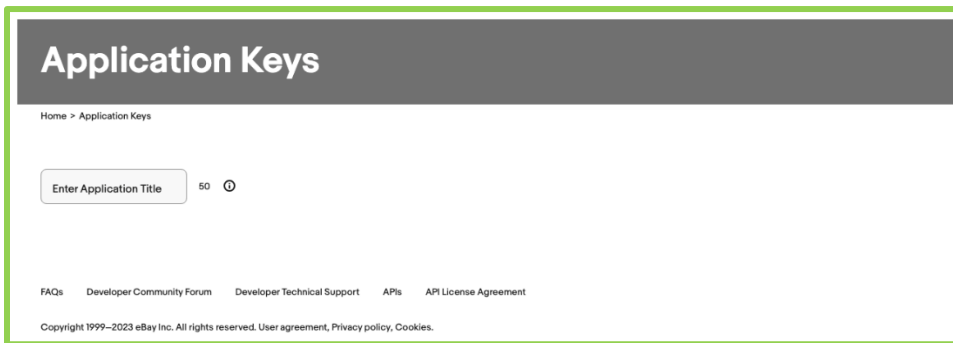
The screenshot shows the 'Sign In' tab of the eBay account creation page. The heading is 'Sign in to your eBay Developers Program account'. It features input fields for 'Username or email' and 'Password' (with a 'Show' checkbox). Below the password field is a link for 'Forgot username or password?'. A blue information icon is followed by the text: 'Thank you for registering with the eBay Developers Program. We are reviewing your account information. Access to your new account is pending approval, which takes at least one business day.' A blue 'Sign In' button is at the bottom.



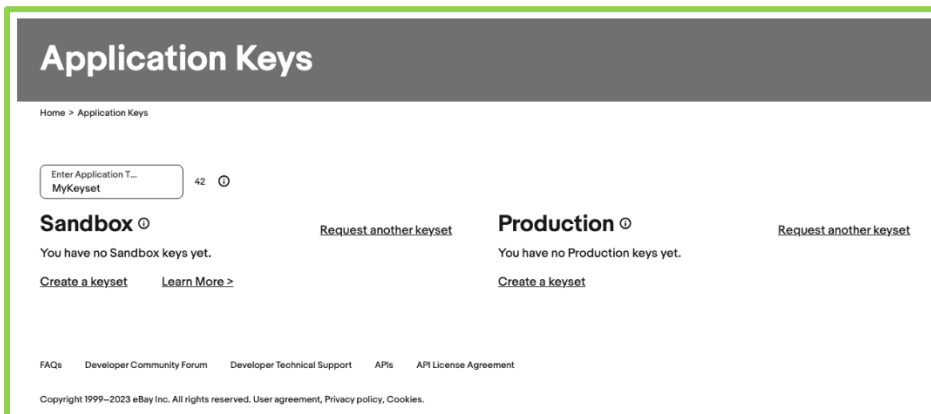
- 4. Once your account has been approved, login to your dev account.
- 5. Go to the Application Key Page



- 6. Here create a new application and give it some name



- 7. Click on Create a keyset for Production application





- You may need to apply for exemption for Marketplace Account Deletion when creating product application. Just enter your email and follow the steps.

### Event Notification Delivery Method

Platform Notifications (push)
  Marketplace Account Deletion

Exempted from Marketplace Account Deletion

Exemption reason\*
 

- I do not persist eBay data
- I am an eBay vendor and handle data as per my contractual/legal agreement with eBay

ⓘ Note: Failure to provide correct information may result in penalties or having your account disabled.

Additional information

✔ Exemption has been granted to your keyset for Marketplace Account Deletion notifications.

Submit

- You will be able to get App ID and Keys from this page. These will be used while configuring the module. <https://developer.ebay.com/my/keys>

## Production ⓘ Request another keyset

### Prestashop Integration Testing Application ⓘ

App ID (Client ID)	<div style="background-color: #eee; padding: 2px;">[Redacted]</div> <span style="color: purple;">User Tokens   Notifications</span>
Dev ID	<div style="background-color: #eee; padding: 2px;">[Redacted]</div>
Cert ID (Client Secret)	<div style="background-color: #eee; padding: 2px;">[Redacted]</div> <span style="color: purple;">Rotate (Reset) Cert ID</span>

OAuth Scopes



## Ebay Sellers Account Configuration

1. You must already have a seller account on eBay, which be integrated with your Prestashop store.
2. Other then basic information, you need to have following setup on your ebay seller account
  - a. eBay Payment Policy ID
  - b. eBay Return Policy ID
  - c. eBay Fulfilment Policy ID

**Manage your business policies** Create policy ▾

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All policies
Payment
Return
Shipping

[Combine shipping policies](#) | [Delete inactive policies](#)

	Actions	Type ↑↓	Name ↑↓	Description	Status	Listings ↓
<input type="checkbox"/>	⋮	Return	<a href="#">All returns allowed within 30 days</a>	We accept returns within 30 days of delivery. Items must be unworn and in...		0
<input type="checkbox"/>	⋮	Shipping	<a href="#">Free domestic shipping</a>			0
<input type="checkbox"/>	⋮	Payment	<a href="#">Vintage loafers payment policy.</a>	We accept PayPal, credit/debit cards, Apple Pay, and Google Pay via eBay ...		0

3. To create these visits following link, <https://www.ebay.com/bp/manage>
4. To get Payment policy ID click in create policy and select Payment. Fill out the next form accordingly.

**Create payment policy** [How to set up payment policy?](#)

Policy name

Example: Vintage watch payment policy 0/64

Description (optional)

Additional text to help you identify the content of this policy 0/250

**Payment methods managed by eBay**

Require immediate payment when buyer uses Buy It Now

**Allow offline payment**  
Add payment methods not managed by eBay.

Cash On Pickup

Check

Money Order

Cancel
Save



5. Once you have saved Payment Policy. Click on the payment policy, it will open its page and in the url you will have your ID.



6. Follow same steps to get your return policy ID and fulfillment policy ID.



## Module Configuration:

Once you have configured eBay Dev account and seller account. Next you will need to configure the module. You need following information in order to configure the module.

You need following information in order to configure the module.

1. **eBay App / Client ID:** Unique identifier for your eBay API application. Get it from eBay Developer Program → My Account → Application Keys. We have already configured it.
2. **eBay Dev ID:** Developer ID assigned by eBay to identify your developer account. Available in your eBay Developer Account → Application Keys section.
3. **eBay Payment Policy ID:** ID of the payment policy used in business policies. Go to eBay Seller Hub → Business Policies → Copy the ID from the URL or retrieve via API.
4. **eBay Return Policy ID:** ID of the return policy defined in business policies. Find it in Business Policies section of Seller Hub or via API.
5. **eBay Fulfillment Policy ID:** ID for your shipping/fulfillment policy. Found in Seller Hub → Business Policies under Shipping Policies.
6. **eBay Cert ID / Client Secret:** Secret key used with Client ID to generate access tokens. Found in your eBay Developer Account → Application Keys.
7. **eBay Access Token:** Token used to authenticate API requests. Generate using OAuth2 flow in the eBay Developer Portal.
8. **Cron Link Security Token:** A secure token used to protect cron job access. This is for your Prestashop cron only. Give it any secure number.
9. **eBay Store Name:** The name of your eBay Store. Available under your eBay account settings → Store settings.



10. **Merchant Location Key:** Key referencing your inventory location on eBay. Created and managed through eBay Inventory API or Seller Hub → Locations.
11. **Item Location - Country:** Country where items are stored/shipped from. Use a valid country code (e.g., US, GB).
12. **Item Location - State or Province:** State or province of your item's physical location. Enter based on your warehouse or store.
13. **Item Location - City:** City where your inventory is located. Provide your warehouse or store's city name.
14. **Item Location - Postal Code:** Postal or ZIP code of the item location. Use your inventory location's postal code.
15. **Item Location - Address Line:** Full street address of your item's location. Enter your business or warehouse address.
16. **Default Item Condition:** Default condition for listed products (e.g., New, Used). Select a condition supported by eBay for your category.
17. **Locale (i.e en\_US):** Language and regional setting for listings. Use standard locale format like en\_US.
18. **Marketplace ID (i.e EBAY\_US):** Identifier of the eBay marketplace you're listing on. Use values like EBAY\_US, EBAY\_GB, etc.
19. **Category Mapping:** Links PrestaShop product categories to eBay categories. Set manually in the module or use eBay's category tool. Enter mappings in the format: "PrestaShop Category ID => eBay Category ID". Example: "12 => 1001". Each line represents one mapping.
20. **Enable Product Sync:** Option to enable automatic product synchronization with eBay. Set to Yes to sync products.
21. **Default Shipping Service:** Shipping method selected for all listings by default. Choose from eBay's supported shipping services.
22. **API Base URL:** Endpoint for API requests. Use <https://api.ebay.com/> for production or <https://api.sandbox.ebay.com/> for testing.
23. **Enable Free Shipping:** Option to enable free shipping on all products. Set to Yes to offer free shipping to buyers.



## Rule Creation

Once you have configured the module next step is to create the rules in order to fetch data to and from eBay. Go to eBay Tools > eBay Rules on left hand side. Here you will see all the rules that you have already created. Click on plus button to add a new rule.

The screenshot shows the 'eBay Rules' management page. At the top, there is a search bar and navigation options like 'Debug mode' and 'View my store'. Below the header, there is a table listing existing rules. The table has columns for ID, Rule Name, Sync All, From Date, To Date, Sync All Products, Status, Created At, Updated At, and Disabled Rule. Two rules are listed:

ID	Rule Name	Sync All	From Date	To Date	Sync All Products	Status	Created At	Updated At	Disabled Rule
1	Orders Import	✗	04/02/2025 00:00:00	04/30/2025 00:00:00	Yes	in_process	04/30/2025 03:13:50	05/23/2025 01:54:08	✗
2	All Product export	✓	04/02/2025 00:00:00	04/26/2025 00:00:00	No	complete	04/30/2025 03:40:17	05/23/2025 01:54:17	✗

### Creating a new rule:

Here you will find following settings:

The screenshot shows the configuration page for the 'All Product export' rule. The settings are as follows:

- Rule Name:** All Product export
- Disabled Rule:** No (toggle switch)
- Sync All Orders from eBay to PrestaShop:** No (toggle switch)
- Order Sync From Date:** 2025-04-02 00:00:00
- Order Sync To Date:** 2025-04-26 00:00:00
- Sync only Specific Order Reference:** (Empty text field)
- Sync All Products from PrestaShop to eBay:** Yes (toggle switch)
- Sync only Specific Product References:** (Empty text field)

Additional instructions: 'Leave empty to sync orders up to the most recent (no end date).', 'Comma-separated order reference values. Use this field only if you do not want to sync all orders. Leave it empty to sync all matching orders based on the selected date range or settings.', 'Comma-separated product references. Use this field only if you want to sync specific products. Leave it empty to sync all products based on the selected settings.'

- 1. Rule Name:** Name for the sync rule to identify its purpose. Enter any custom name (e.g., "Daily Order Sync").
- 2. Disabled Rule:** Indicates if the rule is active or disabled. Set to Yes to disable or No to enable the rule.



3. **Sync All Orders from eBay to PrestaShop:** Option to import all eBay orders into PrestaShop. Set to Yes to enable full order sync.
4. **Order Sync From Date:** The start date from which orders should be synced. Enter a valid date (format: YYYY-MM-DD) to begin syncing from.
5. **Order Sync To Date:** The end date until which orders should be synced. Enter a valid date (format: YYYY-MM-DD) or leave blank to sync ongoing.
6. **Sync only Specific Order Reference:** Sync only the order(s) matching specific eBay order reference(s). Enter one or more specific eBay order IDs (comma-separated).
7. **Sync All Products from PrestaShop to eBay:** Option to sync all PrestaShop products to eBay. Set to Yes to enable full product sync.
8. **Sync only Specific Product References:** Sync only selected products based on reference/ID. Enter specific product references or IDs (comma-separated) from PrestaShop.

**Note: You need to run the cron job in order for any rule to run. The cron link is available on top page at module configuration.**

#### PrestaShop eBay Sync

[Get Access Token based on Refresh Token here.](#)

**Data Sync Cron URL:** [http://localhost/ps820/index.php?security\\_token=123456&fc=module&module=ebaysync&controller=cronrunner&id\\_lang=1](http://localhost/ps820/index.php?security_token=123456&fc=module&module=ebaysync&controller=cronrunner&id_lang=1)

This is the cron link that automatically manages all created rules. You only need to schedule this cron on your server according to how frequently you want to sync the data.

**Data Processing Cron URL:** [http://localhost/ps820/index.php?security\\_token=123456&fc=module&module=ebaysync&controller=cronprocess&id\\_lang=1](http://localhost/ps820/index.php?security_token=123456&fc=module&module=ebaysync&controller=cronprocess&id_lang=1)

This cron link is responsible for fetching data from local tables and processing the tasks. You should schedule this cron to run periodically to ensure all tasks are processed correctly.

[Click here to get eBay API credentials \(Client ID, Secret Keys, etc.\).](#)



## Logs

Once you have successfully configured the module, created the rule and ran cron job you will be able to see logs that will show you the status. You can see products logs and orders logs.

Quick Access  Debug mode View my store 15

eBay Tools / eBay Product Logs Help

### eBay Product Logs

Product Record ID	PS Product	Reference	eBay Item ID	eBay SKU	eBay Category ID	Status	Last Sync	Error Message
147	<a href="#">View Product #9</a>	demo_14	ITEM12345	demo_14	111422	Pending	05/02/2025 02:54:38	SKU not match
62	<a href="#">View Product #7</a>	demo_13	ITEM12346	demo_13	111422	Success	05/02/2025 02:54:38	
5	<a href="#">View Product #7</a>	demo_12	ITEM12347	demo_12	111422	In Process	05/06/2025 10:59:01	
1	<a href="#">View Product #6</a>	demo_11	ITEM12348	demo_11	111422	Success	05/13/2025 10:59:03	

### eBay Order Logs

Order Record ID	eBay Order ID	PS Order ID	Import Status	Date Imported	Error Message	Raw Data
3	ORDER12322	#4	Success	04/30/2025 03:14:05		<a href="#">View Details</a>
2	ORDER12344	No Order	Error	04/30/2025 03:14:05		<a href="#">View Details</a>
1	ORDER12345	#5	Success	04/30/2025 03:14:05		<a href="#">View Details</a>



## Disclaimer

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It is highly recommended to backup your server files and database before installing this module.

No responsibility will be taken for any adverse effects occurring during installation.

**It is recommended you install on a test server initially to carry out your own testing.**

## Support

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If you need more information or have any questions or problems, please refer to our support helpdesk:

You can log a ticket and a support technician can assist you further.

## Customization

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If you have requirements that are not covered by our module and you need to have our module customized, feel free to contact us through support helpdesk.