

Sellercloud Terms and Definitions

There are a variety of terms that are used in the Sellercloud software or across different retail channels. Below is a table of terms with their definitions to expand your understanding of e-commerce vocabulary.

Term	Definition
ASIN	<p>The listing identifier acronym for "Amazon Standard Identification Number."</p> <p>An ASIN is used to connect a product to a listing.</p>
Aggregate Quantity	<p>Aggregate Quantity is the product's available inventory that can be sent to the channels.</p> <ul style="list-style-type: none">• Any quantities reserved by channels or for unshipped orders are not included in the Aggregate Quantity• Inventory in warehouses that are not set as Sellable is not included

Amazon Merchant SKU	<p>Amazon uses a Merchant SKU to identify a seller's product. While the listing has an ASIN as the unique identifier, the seller relates their product to that listing with their Merchant SKU. So, if a seller adds a listing without specifying the Merchant SKU, Amazon will auto-generate it with a random combination of numbers and letters.</p> <p>It is possible to relate these random Merchant SKUs to regular product SKUs, but ideally, you should use a Merchant SKU to help you recognize the product. By default, SellerCloud will post the Product ID as the Merchant SKU when posting new products to Amazon.</p> <p>The Merchant SKU field does not appear by default on a product's Amazon Properties. You must actually disable the default Client Setting Use ProductID as Amazon Merchant SKU. After this setting is saved, the Merchant SKU will appear.</p>
AmazonFixedQuantity	<p>If a product is marked as replenishable, a fixed quantity can be sent to Amazon whether or not the item is available in inventory. This can be done by using the AmazonFixedQuantity setting, which can be set either on a company level using the 'default quantity' setting, or on a product level.</p>

Average Cost	<p>Average Cost is the cost of units continually averaged. Costs are averaged from the price on the PO at the time the POs are received.</p> <p>There are 2 kinds of average costs:</p> <ul style="list-style-type: none"> • Simple Average Cost - Looks at the cost of a single unit against a cost of another single unit. Here's an example: <ul style="list-style-type: none"> • • 10 units at \$2.00/piece and 20 units at \$3.00/piece. Quantities are ignored while only averaging the dollar values. Thus, Average Cost is \$2.50. • Weighted Average Cost - Also factors in quantity. Here's an example: <ul style="list-style-type: none"> • • 10 units at \$2.00/piece = \$20.00 and 20 units at \$3.00/piece = \$60.00. Total cost of \$80.00 is divided by all units received, in this example, 30. $\\$80.00 / 30 =$ Weighted Average Cost of \$2.67. <p>Note that weighted average only weighs units received against units currently in stock, not units since Day One. To calculate with a weighted average, select Average Cost as above and enable the Client Setting Use Weighted Average Cost for PO. SellerCloud will consider in the calculations both Sellable and Non-Sellable quantities in the warehouses; however, quantities in Dropship warehouses will be excluded from the Average Cost calculation.</p> <p>PO shipping costs or other third-party costs can also be factored into Average Cost. These can be averaged into the item cost to get an accurate P&L report by enabling the Client Setting Consider PO Extra Costs when Calculating Product Costs.</p>
Buy It Now Price	This is the product price that is used for eBay fixed price listings.
Channel	The term "channel" refers to a sales channel, and is also known as a marketplace.

<p>Channel Order Number</p>	<div data-bbox="523 239 1394 432" style="border: 1px solid #ccc; padding: 10px; margin-bottom: 10px;"> <p>Channel Order # was formerly called Order Source ID in Sellercloud.</p> </div> <p>The Channel Order # refers to the order number used by the website where the order originated.</p> <p>For example, an Amazon order will have a Channel Order # like 002-0030851-3586669.</p> <p>Sellercloud's Manage Orders page has an option to search an order by Channel Order #. Similarly, the Channel Order # can be printed on invoices.</p>
<p>Custom Company Settings</p>	<p>Custom Settings store information at the company level, and are used by plugins and channel integrations.</p> <p>They are located in your company's Toolbox > Custom Settings.</p>
<p>Custom Label</p>	<p>SellerCloud uses a custom label to relate the SellerCloud SKU to an eBay listing.</p> <p>Whenever SellerCloud posts a listing to eBay, it will automatically put the product SKU in the custom label box.</p> <p>Similarly, when downloading eBay listings into SellerCloud, the custom label will be used for the SKU of the newly created product.</p>
<p>Default Quantity</p>	<p>Default Quantity only applies to Replenishable products. For these products, the Default quantity is the number that will always be sent to the channel in inventory updates regardless of the actual available inventory.</p>
<p>Description Image</p>	<p>On certain channels, such as Magento, the description image is assigned to show full size on a product details of a webpage.</p> <p>However, when publishing items to eBay, this full-size image is placed in the HTML product description template. For details, see Product Images.</p>

Dispatch Time	<p>eBay has a "Dispatch Time" setting used to define fulfillment latency, or lead time to ship - let customers know how long it will take you to ship their order after they have paid. It can be set by number of days (1, 2, 3, 4, 5, 10, 15, or 20). On eBay, the listing will show a date range based on location of item and possible Ship To locations.</p>
Fixed Price Quantity	<p>This is the maximum quantity sent to eBay when posting or revising an item. If the InventoryAvailableQty is lower than the FixedPriceQuantity, then the lower of the two values is sent. SellerCloud will not send a higher value to eBay than is available in inventory, unless if the product is set to Replenishable.</p> <p>A default value can be set for FixedPriceQuantity on the eBay Attribute Defaults page, which can be accessed by Company Toolbox > Ebay Settings > eBay Attribute Defaults. Enable client setting Enable eBay Default Fixed Price Qty. Then, on the ebay Properties page check Use Default next to the Fixed Price Qty field. Bulk update using column header FixedPriceQuantityUseDefault.</p>
Gallery Image	<p>Certain channels, such as Magento, will use the gallery image for displaying search results on the web page. This image will usually be smaller than the image that displays on the product detail page so it loads faster. In some cases, the same image can be used for both the gallery and description image.</p> <p>Other channels, such as eBay, will use the gallery image for both the search results and product detail pages. For more information see Product Images.</p>
Inventory Available Quantity	<p>This is the inventory quantity available for sale: the physical quantity in all sellable warehouses, minus unshipped orders and reserves.</p>
LongDescription	<p>The LongDescription is a text field that holds a long description of a product. It can store HTML-formatted text or simple text. It is usually used in the eBay description, and populated into the larger HTML description using a placeholder.</p>
MAP Price	<p>MAP price is the Minimum Advertised Price. This works differently based on the channel and is not supported by all channels.</p>

Max Order Quantity	Indicates the maximum number of these same items that can be shipped together in the same package. This is used by some channels like Amazon, and is very useful for FBA sales.
Maximum Quantity	<p>The InventoryMaxQuantity (referred as Max Qty in SellerCloud) can limit the inventory available for channels to never show the full quantity on the channel - even if there is more available. For example, if there are 500 units available for a specific product and the InventoryMaxQuantity is set to 10, a quantity of 10 will be sent to the channel, but if the available quantity drops to 5, a quantity of 5 will be sent.</p> <p>InventoryMaxQuantity can be set on a company level and a product level. Before it can be set on a specific product, it first must be enabled on the company level. For example, when enabled on a company level with InventoryMaxQuantity set to 10, all products will default to 10. By overriding the InventoryMaxQuantity on a product level, a quantity of 5 of that product will be sent to the channel while a quantity of 10 will sent for all other products.</p>
Multi SKU Order	A Multi SKU Order is an order that has multiple SKUs in it. Each SKU can be a single unit or multiple units.
Multitem Order	<p>A MultitemOrder is an order that has more than one unit in it. There are a few cases:</p> <ol style="list-style-type: none"> 1 Order has one OrderItem with a quantity > 1 2 Order has multiple SKUs. 3 Order has one OrderItem that is a kit, and that kit contains either one kit component with quantity > 1 or multiple kit components. <p>Orders can be filtered by SingleItemOrder or MultitemOrder on both the PickList and from within ShipBridge. It is often easier to handle SingleItemOrders separately since they all have the same weight and can be processed in a batch.</p>

<p>Order Payment Status</p>	<p>Every order has a payment status. It represents the payment status of the order from the perspective of the customer that purchased the item. It doesn't necessarily correspond to whether the merchant actually received payment yet.</p> <p>The different order payment statuses are:</p> <ul style="list-style-type: none"> • No Payment - meaning no payment has been received. • Authorized - meaning that a credit card was authorized but the payment wasn't captured yet. • UnCleared - meaning that an echeck hasn't cleared yet • EbayPaid - When the customer made a payment that wasn't processed through the seller's PayPal account, SellerCloud cannot receive confirmation from PayPal that the order was paid, as is usually done. The order will come in from eBay as Ebay paid. • Charged - means paid • Partial Payment • Partial Refund • Full Refund • Payment Error
<p>Order Shipping Status</p>	<p>Every order has a shipping status to denote if the order has/has not shipped:</p> <ul style="list-style-type: none"> • Unshipped • Partially Shipped • Fully Shipped
<p>Order Source</p>	<p>Order source has been renamed to Channel in Sellercloud.</p> <p>This refers to where the order originated from.</p>
<p>PO Last Cost</p>	<p>PO Last Cost is the cost of the items in the last purchase order received.</p>
<p>Physical Inventory</p>	<p>In Sellercloud Physical Inventory is referred to the total of inventory a product has in all warehouses.</p>

Product Alias

An alias can be set on a product so it is searchable in many different ways.

For example, if a product with a SKU of 811214 has a UPC of 813986006726, but you also want to search by the old UPC that the manufacturer used, the old UPC can be added as an alias. Multiple aliases can be set for one product.

For products that have aliases, you can search for them on the Manage Inventory page by entering the alias into the UPC field.

- Adding aliases
- Add an alias to a product by clicking Aliases from its toolbox
- Add aliases in bulk to multiple products through Inventory > Import Product Info > Import Product Alias
- If Bin Management is enabled, you cannot add an alias to ShadowProducts. You must add them to the parent.

Check out this video tutorial in Sellercloud's new interface!

Product Titles	<p>While every product has one general Product Name, it can have different titles that are used while publishing the product to marketplaces such as eBay.</p> <p>Keywords used in a title have a major impact on a listing's visibility, and having multiple titles can multiply the product's chances of being seen and ultimately purchased.</p> <p>A title must be approved before it will be used for eBay. This is a precaution to prevent someone from using the wrong title accidentally. These are the different types of titles:</p> <ul style="list-style-type: none">• RegularTitle - Not assigned to any of the other types• CustomTitle - Used for websites when they have an abbreviated title that displays on search results or while advertising related products• SubTitle - Used optionally for eBay listings. Enable the Client Setting Enable Sub title for eBay Listings to post the sub-title to eBay.• TopTitle - Main title of the product• Channel-specific titles - You can set different titles for each channel. This can be imported or exported with the following column headers: AmazonTitle, BonanzaTitle, JETTitle, SearsTitle, WalmartAPIProductTitle, etc. For more information, contact Sellercloud Support.
Queued Job	<p>Sellercloud has a system of queued jobs to schedule tasks to be done in the background while you can continue working on the website. Any large data processing task automatically gets queued and the system checks for new jobs every 1-2 minutes. Queued Jobs can be scheduled to run at any time. This way you can schedule heavy jobs to run at night or at off peak hours for server efficiency.</p> <p>Sellercloud can process multiple jobs at the same time, but in the event that it many jobs are submitted at the same time, it will queue the jobs and process the later jobs after the first ones have finished.</p> <p>Please note that jobs are deleted after 10 days.</p> <ul style="list-style-type: none">• Job Status- There are various job statuses to track whether the system has processed the job or not. When it is first queued, it gets the status of 'Submitted' and then it gets the status 'Processing' when it is actively being worked on.

- Job Priority - New jobs automatically get a priority of 'Normal,' but you can manually raise the priority of a job so that it gets processed earlier. The priority level of 'High' is the next level up and 'Critical' is the highest priority. Critical jobs will actually be processed on a separate dedicated thread and will be started immediately without waiting for other jobs to be completed.
- My Queued Jobs:- You can view the status of jobs that you have submitted from the dashboard. There is a panel on the bottom left of the dashboard labeled 'My Queued Jobs'. If you click a particular JobID, it will show you the details of that job and whether there were any errors etc.
- Company Queued Jobs- You can view the status of all jobs that you have submitted for a company under the Company Toolbox> Queued Jobs. If you click a particular JobID it will show you the details of that job and whether there were any errors etc.
- Queued Job Notes- Notes can be added to the queued job. After submitting the job, click on the link to open the Job Detail page. Click the Add Notes hyperlink to open a text box to add notes. Notes can also be accessed on the My Queued jobs pane on the dashboard.

Email Job Completion:

Emails can be generated upon completion of a queued job and sent to a specified recipient. This can be configured for completed, failed, and cancelled service restarted queued jobs.

- 1 Enable the client setting Enable Queued Job completed emails.
- 2 Create separate email templates for completed, failed, and cancelled service restarted queued jobs,
- 3 Map the templates in the Email Template Assignment page for completed, failed, and cancelled service restarted queued jobs.

<p>Replenishable</p>	<p>If you want to sell a specific item regardless of the available quantity, mark it as Replenishable. There is a replenishable checkbox on the Product General page. When updating various channels, Sellercloud sends a fixed quantity for replenishable products, so it consistently shows a specific available quantity.</p> <p>For eBay, it will look at the value in the Fixed Price Quantity field.</p> <p>For Amazon, use the Fixed Quantity setting on the Amazon Properties page.</p> <p>On most channel properties pages, you may need to check a box to reveal the Default qty field.</p> <p>When set to Replenishable, the Safety Quantity is ignored.</p>
<p>Rush Order</p>	<p>Any order for which the customer paid to upgrade the shipping is marked as a Rush Order. Here are two examples:</p> <p>Amazon orders marked as Standard will not be marked as Rush, but Expedited, Prime, Second Day and Overnight will be marked as Rush.</p> <p>eBay's Guaranteed Delivery orders can be automatically marked as Rush Orders by enabling a Client Setting.</p> <p>Filters on the Manage Orders page (Advanced Search > Rush Orders) and in Ship Bridge (on the grid as Rush Order) help you identify your rush orders.</p>
<p>SKU</p>	<p>A stock keeping unit, or SKU, is the unique product code assigned to a product.</p> <p>The SKU is used as the primary product identifier.</p> <p>Typically, merchants create their own code as the product' SKU.</p>

<p>Safety Quantity</p>	<p>A Safety Quantity is a buffer between the amount of inventory you have and the amount we are sending to the channel to prevent overselling on high selling items. It is used to subtract a number from the available quantity. For example, if there are 5 units available and the Safety Quantity is 1, only 4 will be sent to Amazon.</p> <p>This can be set on a company level so it defaults for all products, but it can still be overridden on a product level on the Amazon Properties page.</p> <div data-bbox="523 622 1394 898" style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p>It is important to realize that the safety quantity subtracts from the channel's available quantity, so if there is an available quantity of 5 and you have a safety quantity of 5, a quantity of zero will be sent to the channel.</p> </div> <p>Each channel has a default company-level safety quantity and a product-level safety quantity. On the channel's Settings page, there are two safety quantity settings - one for regular products and one for replenishable products. Typically, Safety Quantity can be set to 0 for replenishable products because there is no strict inventory for replenishable products.</p> <p>Another option is to set percentages of available qty that should be sent to each channel.</p>
<p>Settlements</p>	<p>Settlements are reports sent by a channel that contain information about order-related fees, commissions, and taxes.</p>
<p>ShippingWeight</p>	<p>ShippingWeight is measured in ounces. The weight of the product after it has been prepared for shipping, including the box.</p> <p>While uploading a bulk upload file, ShippingWeight is no longer a valid column. Instead use PackageWeightLbs and PackageWeightOz</p>

<p>SingleItemOrder</p>	<p>A SingleItemOrder is an order that has only one unit of one SKU. There are a few requirements for an order to qualify as a SingleItemOrder:</p> <ol style="list-style-type: none"> 1 Order has only one OrderItem 2 Order has no OrderItem with a quantity > 1 3 If Order's OrderItem is setup as a kit, that kit contains either one kit component with quantity < 2 and can't have multiple kit components. <p>If the order doesn't meet one of these requirements it is considered a MultiItemOrder. The SingleItemOrders can easily be processed in a batch in ShipBridge since the packages all have the same weight etc.</p>
<p>Site Cost</p>	<p>Site Cost refers the current value that is entered in the "Site Cost" field on the Product Summary page. This is an arbitrary value, but can be updated to the "PO Last Cost" or "Average Cost" by enabling client settings:</p> <ul style="list-style-type: none"> • Update Product SiteCost based on PO LastCost • Update SiteCost when updating AverageCost
<p>Start Price</p>	<p>This is the product price that is used for eBay listings of the auction format.</p>
<p>Supplemental Image</p>	<p>Images that are neither gallery images nor description images fall under the category of supplemental images. They can be displayed in the products extended image gallery.</p>
<p>Swatch Images</p>	<p>Swatch Images are used by channels to display variations of different colors, fabrics and other types of product's dimensions. Normally channels that work with Swatch Images, accept 1 swatch image per product's variation.</p> <p>You can set the variation images on a SKU from the product's Toolbox > N-Matrix > Image Manager.</p>

<p>Third-party Authorizations for eBay</p>	<p>eBay requires third-party authorization before Sellercloud can interact with your account. This means you are letting eBay know you are using Sellercloud to manage your account, and you are granting permission for Sellercloud to access it. This is accomplished by fetching a token.</p> <p>After third-party authorization is set up, you can see it in your eBay account on Account > Site Preferences >Third-party authorizations.</p> <div data-bbox="523 584 1394 898"><p>We recommend that you review your existing third-party authorizations to ensure no conflicts exist with Sellercloud. Customers have had listings end, or listed with no history in Sellercloud, due to conflicting authorizations.</p></div>
<p>Top Title</p>	<p>Multiple titles can exist for a given product, but there can be only one top title, which is used as the default title for fixed priced listings on eBay.</p> <div data-bbox="523 1200 1394 1435"><p>To change and approve your Top Title, update the TopTitle column. Updating this column will set the Top Title and automatically approve it.</p></div>

VendorSKU	<p>The Vendor SKU is the unique code the vendor uses to identify a product.</p> <p>Sellercloud lets you save Vendor SKUs from multiple vendors for a specific product, lets you search products by Vendor SKU, and print the Vendor SKU on a Purchase Order when submitting the order to the vendor.</p> <p>Vendor SKUs and Vendor Prices can be imported from a tab delimited file; see the attached import file for download:</p> <ul style="list-style-type: none"> • SKU column refers to the SellerCloud Product ID • For Vendor, enter the vendor's name (if the Vendor exists in SellerCloud, it will match it by name) • The column "Is Default Vendor For Product" is set to 1 for true and 0 for false. <p>You can see a list of Vendor SKUs for a product by clicking 'Vendor Prices' from the product sub-menu. If the product has a default vendor set, the Vendor SKU is visible on the product's purchasing page.</p> <p>VendorSKU.txt (https://www.dropbox.com/s/ignygon43525z6c/VendorSKU.txt?dl=1).</p> <p>VendorSKUSample.txt (https://www.dropbox.com/s/bhcyisa4yfc2ukd/VendorSKUSample.txt?dl=1).</p>
WPID	<p>The Walmart Product ID assigned by Walmart to your products when listed on Walmart Marketplace.</p>
eBay Item Condition	<p>This value is specific to each eBay category:</p> <ul style="list-style-type: none"> • 1000 - New • 1500 - New other (see details) • 2000 - Manufacturer-refurbished • 2500 - Seller-refurbished • 3000 - Used • 7000 - For parts or not working <p>Note: The column header for bulk-update is "EBayItemCondition."</p>

eBay Ready	<p>eBayReady means that a product has all the details filled out so that it is ready to list on eBay. A product can be considered eBayReady even if it doesn't have any inventory and even if it isn't eBayEnabled yet.</p> <p>On a product's eBayProperties page, you will see a green checkbox if it is eBayReady and a red X if it isn't. Hovering the mouse over the red X will display what fields are required in order for it to become eBayReady.</p> <p>The required pieces of information are:</p> <ul style="list-style-type: none">• Title• StartPrice• BuyItNowPrice• Fixed Price Quantity• eBayCategory1• eBayItemCondition• eBayStoreCategory1• LongDescription• ShippingPriceTemplate• DescriptionTemplate
ePID	<p>The ePID identifies a product within eBay catalogs. ePID is used in the ProductReferenceID field.</p> <p>You can also find the ePID on eBay's Web site. When you search by keyword, search results will return matching products. ePID for the product can be seen once you click into the product.</p> <p>More info can be found here. (https://help.sellercloud.com/article/qNEIEI5T2a-e-pid-ebay-product-identifier).</p>