RELIQRA

RELIQRA USER GUIDE

Selling on eBay **Field guide**

Prepare your seller account, review eligible item listings and export separate Coins, Cards and Comics files.

FOR
Collectors & dealers

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01 / PRACTICAL WORKFLOW

Complete seller setup

Reliqra publishes into your existing eBay seller account. eBay fees and policies still apply.

Before you begin

Have an eBay account that can sell, an eligible inventory item with accurate details and photos, and a Reliqra role allowed to publish. The ordinary eBay selling workflow is included on Free; Lookups and inventory limits still apply. Availability and eligibility depend on the installed version, role and connection. eBay may charge selling or listing fees.

1. Open the eBay connection

iPhone/iPad: open Marketplace from the Collectibles More menu or Tools, then choose eBay.
Android: open Marketplace from the Collectibles ⋯ menu (or Settings › Marketplaces › Open Marketplace), then use the eBay section.
Choose the connection action and sign in on eBay's own authorization page. Review its permissions, approve if appropriate, then confirm Reliqra shows Connected.

2. Register the ship-from location

Open the eBay inventory-location setup. Enter the correct shipping address and any required contact fields. Review it before **Save Inventory Location**, which registers the location with eBay. Check the saved result. Updating an existing location can affect future listings.

3. Set eBay business policies

On eBay Business Policies, configure fulfillment/shipping, payment and returns policies. A shipping policy needs a shipping service, not only a name. Review the actual terms and charges; Reliqra does not create an eBay seller account for you.

4. Run the readiness check

Check account connection, inventory location and all three policies. Resolve each named issue, then refresh readiness or reopen the listing screen. A green readiness check confirms required setup, not that every item or fee has been reviewed.

> Navigation varies by installed release. On iOS, use the Marketplace hub and eBay detail rather than an older Settings-only path. Do not create a second seller connection merely because a control moved.

02 / PRACTICAL WORKFLOW

Publish one eligible item

Review the item and its listing details before the final publish confirmation.

1. Open List on eBay

Open the correct eligible inventory item, verify its PID and photos, and choose **List on eBay** in its marketplace area. If it is already listed, use **Manage eBay Listing** rather than creating another listing. Fix readiness warnings first. The presence of a CSV export option does not establish direct-listing eligibility.

2. Check price and category

Review the pre-filled price; it may include your saved markup. Choose the correct eBay leaf category, not a broad parent category. Review that category's required condition and item-specific fields, including grading details where applicable. Check quantity against actual stock. An AI suggestion or best-match category still needs review.

3. Check description and shipping

Edit the title and description so they accurately describe what the buyer will receive. Confirm at least one usable photo. Enter the **actual packed weight** and appropriate shipping policy. Do not rely on a default package weight for a slab, lot or unusually heavy item.

4. Confirm and inspect

Read the final publish confirmation, including the selling price and any fee warning. After success, keep the Listing ID and open **View on eBay**. Check title, pictures, quantity, price, shipping and returns on the actual live listing. A queued job is not yet a live listing.

Revise, end or relist

For a live listing, Manage can revise supported fields or end the listing. End a listing you no longer want available and verify the result on eBay. Relist only when the ended item is genuinely available and the new terms are correct.

> Publishing, revising and ending listings changes your real eBay offers. Never treat a saved Reliqra inventory edit as proof that the live listing changed.

03 / PRACTICAL WORKFLOW

Batch work and auto-listing

Bulk and auto-listing save steps, but each item still needs accurate data and a clear fee decision.

Choose eligible inventory items

iPhone/iPad: enter inventory selection/edit mode, choose items, then List on eBay.
Android: in Marketplace's eBay section, choose **Bulk list on eBay** and select eligible items.
Cloud: select items in All Inventory (or open an item's drawer), then choose **List to eBay**.
Browser extension: open the item in Collectibles and choose **List on eBay**.
Review each item's category, required condition and item specifics, quantity, photos, asking value and availability. Eligibility and available controls can vary by installed version, role and connection; do not assume all types can publish.

Read every queue outcome

Validation can hold items as **Needs fixes**. Queued and Publishing rows are still processing; Listed means a publish result was reported. Failed or attention-required rows need their stated issue resolved. Inspect successful listings and the remaining queue instead of assuming the whole selection completed.

Review insertion-fee approval

An over-allowance batch may pause for insertion-fee acknowledgment. Review the affected count, estimated amount and recurrence before **Acknowledge & Publish**. Leave the batch paused if you do not accept the charge. The estimate is not a guarantee of eBay's final invoice or total selling costs.

Understand recurring listing costs

Good-Til-Cancelled listings can renew and incur further insertion fees under your eBay plan. Other selling charges can still apply even when no insertion-fee prompt appears. Review eBay's current fee terms and the actual invoice; end listings you no longer want renewed.

Use auto-list only after testing

Where your version exposes auto-list, start with **Don't list** and prove the manual workflow first. Review markup, package weight and the current item before choosing **List this one** or **Always**. If publication fails, check the saved item and listing queue before retrying. Turn the default off when it is no longer wanted.

> A marketplace-on-save toggle can publish a real offer. An export checkbox only selects data for an export. Read the exact control and saved receipt so you know which action occurred.

04 / PRACTICAL WORKFLOW

Export separate eBay CSV files

Choose the matching file family, inspect the export report, then check the result of your eBay import.

1. Choose a separate file

On mobile, use **CSV Tools** in the Collectibles data menu. In Cloud, open **Inventory > Export Inventory**. Choose **Export For eBay**, then choose **Coins, Cards or Comics** under **Items To Export**. Fill **Your eBay Details**: location and all three policy names, matching eBay's spelling and case. Use **Prepare Export**, review the result, then **Download CSV**. Each choice creates a separate family file, not a mixed-type CSV.

2. Check the Coins file

Use **eBay Coins** for coins with a known issuer and **Bullion items with Form set to Coin**. A Bullion record remains a Bullion record. Check denomination, year, mint, grade and other required details against the item. Currency/notes, proof sets, gems and bullion bars or rounds are outside these CSV families.

3. Check Cards and Comics separately

Choose **eBay Cards** or **eBay Comics**. Cards need a recognized Sport, Game or Franchise. Check exact identity, category, condition, grading details, price, quantity and photos. Each template has its own requirements. Use the item's own condition when present; fallback conditions are only for raw items without one, never graded items. Fix missing source data rather than inventing values.

4. Review included and skipped rows

Cloud exports items **marked for eBay, active, reconciled, in stock and not already live**, not an arbitrary inventory selection. Review the included rows in the downloaded file and every **Left Out Of This File** reason and count. Check quantities, fix source records and regenerate the family file. A successful download does not prove every intended item was included.

5. Import and verify the result

Review the downloaded file, then use eBay's current import workflow for that template. Check accepted and rejected rows, fix reported errors and verify the resulting listings or drafts on eBay. Do not treat file generation as proof that eBay will accept its categories, fields or images.

> Generating or downloading a CSV does not publish a listing. Separate file families are not a promise that every item is eligible for direct listing. Review the actual eBay import result before considering the work complete.

05 / PRACTICAL WORKFLOW

Sync sales and troubleshoot

Compare Reliqra with the actual eBay order and inventory rather than relying on an alert alone.

Check a sold item

In the eBay marketplace view, sync orders: **Refresh** on iPhone/iPad, **Sync eBay Orders Now** on Android. Reliqra matches supported orders through the listing/SKU association and records the sale on the item. Inspect the PID, sold quantity, date and price. Listings created outside Reliqra may not have a usable association.

Prevent a second sale

Check any other active listings for the same physical item. End them on the relevant marketplace and verify their status. A Reliqra Sold status, successful order pull or notification does not prove every other offer has ended.

Connection or readiness problem

Not connected or expired: reconnect the intended eBay account and verify the status.
Setup required: inspect inventory location and all business-policy rows.
Shipping policy exists but fails: check that it includes a shipping service.
Control unavailable: confirm workspace, team role and installed version.

Listing or sync problem

Needs fixes: correct the named category or item-specific requirement.
Awaiting cost approval: review the paused batch rather than repeatedly publishing it.
Missing sale: compare the actual eBay order, listing ID, SKU and Reliqra item, then sync.
Uncertain publish: inspect active listings and the queue before retrying.

Get help with evidence

Open cloud.reliqra.com and choose **Help & Support**. Include the app version, the action you attempted, the time and the item PID if relevant. Never include passwords, API keys or payment-card details. Include the listing or order reference when appropriate, but omit buyer personal details unless support specifically needs them. For app basics, see the iPhone/iPad or Android guide.

> No sync service can guarantee that an item will never be oversold. Reconcile stock and external listings, especially after a failed or delayed update.