

Tools for selling - 3rd party tools for sellers

<h2>GUIDE.RELATED\_LINKS Related Help Pages <ul> <li> Seller Center Selling Tools<br>

[</li> </ul> Related guides <ul>](http://pages.ebay.com/sellerinformation/build-your-business-online/boost-profits/selling-tools/#AccordionTitle813213883)

[All "Tools for selling" guides</a></li>](https://cskb.qa.ebay.com/cskbapp/browse?categoryId=9066&channelId=GUIDE&level=3&catchain=|CCR_SR_TOPIC|8007|9066)

[Tools for selling - the Applications tab</a></li>](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1117)

[Seller best practices - developing an eBay business</a></li> </ul> Related solutions <ul>](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1106)

[What tools are available for Macintosh users?</a></li> </ul>](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL2222)

<h2><h2>GUIDE.TALKING\_POINTS What program does eBay recommend to do (insert desired feature)? <ul> <li> Since eBay is not affiliated with any 3<sup>rd</sup> party provider, we dont have any that we recommend.</li> <li> You can find a list of popular tools on the <a

[Seller Center Selling Tools page</a>.</li> <li> You may want to check the <a](http://pages.ebay.com/sellerinformation/build-your-business-online/boost-profits/selling-tools/)

[eBay Community</a>, where other sellers discuss the pros and cons of various tools.</li> </ul> Help with \(insert 3<sup>rd</sup> party tool\) <ul> <li> 3<sup>rd</sup> party tools are sites and services not affiliated with](http://community.ebay.com/)

eBay. We can't provide technical support or assistance for these tools.

- All of the companies that create solutions for eBay sellers have their own websites and customer service; these should be easily accessible from any eBay page about the tool or the tool itself.
- Please contact the company directly if you have questions about their systems.

The 3<sup>rd</sup> party company says the problem is on eBay's end

- If there is a problem with how a 3<sup>rd</sup> party tool interacts with the eBay platform, that tool's developer will need to contact us directly. eBay Customer Service isn't able to troubleshoot this kind of larger issue.
- Larger companies will have a contact to fix this problem, and smaller companies will need to contact the eBay Developer Network.

For now, you're welcome to list directly on eBay or use any eBay-created selling tools, which we fully support for any issues.

Getting an error when listing with your selling tool

You listed with a 3<sup>rd</sup> party tool, but the listings didn't show up

- There are a number of reasons why you're receiving an error when trying to list an item. The reason is often not reflected in the tool's error messages.
- Let us check into your account and verify the error you are seeing. If we're unable to see an error related to your eBay account, then we suggest you contact the 3<sup>rd</sup> party software company to see if they can help.

Internal Information

Check the following to see what might be causing the member's error:

- eLVIS Look up in AD to see if the listings are hitting any sort of filters.
- Any account issues in both AD and MAC Notes to see if there are any account issues that would prevent them from listing.

If you don't want this 3<sup>rd</sup> party tool to have access to your account any more

- To keep a 3<sup>rd</sup> party from accessing your account, we will need to remove the authorization token.
- See [https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1112&ViewLocale=en\\_US#instructions](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1112&ViewLocale=en_US#instructions)

I am trying to

contact Auctiva Customer Support- do you have contact information for them?&nbsp; &lt;ul&gt;  
&lt;li&gt; You can contact Auctiva Customer Support through their site- Auctiva.com or you may  
email [help@auctiva.com](mailto:help@auctiva.com) for assistance. &nbsp; &lt;/li&gt; &lt;/ul&gt; &nbsp;

&lt;/h2&gt;&lt;/h2&gt;GUIDE.DETAILED\_INFORMATION Common desired features from third party  
tools: &lt;ul&gt; &lt;li&gt;Bulk Listing&lt;/li&gt; &lt;li&gt;Bulk Revisions&lt;/li&gt; &lt;li&gt;Inventory  
Management&lt;/li&gt; &lt;li&gt;Automation Capabilities&lt;/li&gt; &lt;li&gt;Shipping, Tracking, Printing  
Services&lt;/li&gt; &lt;li&gt;Market Research&lt;/li&gt; &lt;li&gt;Email Management&lt;/li&gt;  
&lt;li&gt;Search Engine Marketing&lt;/li&gt; &lt;li&gt;Sales Tracking / Reporting&lt;/li&gt; &lt;/ul&gt;  
&lt;br&gt; &lt;br&gt; Optiseller is a third party tool that sellers can use to identify which listings  
require item specifics. &lt;a

[https://www.optiseller.com/landingpage-aspect-finder-usa?utm\\_source=ebay&utm\\_medium=AB&utm\\_campaign=Aspect\\_Finder\\_USA\\_2020&utm\\_content=Jan2020](https://www.optiseller.com/landingpage-aspect-finder-usa?utm_source=ebay&utm_medium=AB&utm_campaign=Aspect_Finder_USA_2020&utm_content=Jan2020)&gt;eBay  
Aspect Finder in Optiseller&lt;/a&gt;&nbsp;is free until the April 30, 2020. Any other tools/features by  
Optiseller are subject to charge.&nbsp; &nbsp; Common third party companies (with links to  
company websites): &lt;ul&gt; &lt;li&gt;&lt;a

<https://www.auctiva.com/default.aspx>&gt;Auctiva&lt;/a&gt;&lt;/li&gt; &lt;li&gt;&lt;a  
[http://go.channeladvisor.com/PPCUSBranded\\_US-BeSeen-PPC.html](http://go.channeladvisor.com/PPCUSBranded_US-BeSeen-PPC.html)&gt;Channel  
Advisor&lt;/a&gt;&lt;/li&gt; &lt;li&gt;&lt;a <http://kyozou.com/>&gt;KyoZou&lt;/a&gt;&lt;/li&gt;  
&lt;li&gt;&lt;a <http://www.equinux.com/us/products/isale/index.html>&gt;iSale&lt;/a&gt;&lt;/li&gt;  
&lt;li&gt;&lt;a <http://www.iwascoding.com/GarageSale/>&gt;GarageSale&lt;/a&gt;&lt;/li&gt;  
&lt;li&gt;&lt;a <http://www.frooition.com/us/>&gt;Frooition&lt;/a&gt;&lt;/li&gt; &lt;li&gt;&lt;a  
<http://www.sellersourcebook.com/>&gt;Seller Sourcebook&lt;/a&gt;&lt;/li&gt; &lt;li&gt;&lt;a  
<https://www.inkfrog.com/>&gt;InkFrog&lt;/a&gt;&lt;/li&gt; &lt;li&gt;&lt;a  
<http://www.monsooncommerce.com/>&gt;Monsoon Commerce&lt;/a&gt;&lt;/li&gt; &lt;li&gt;&lt;a  
<http://www.mercent.com/>&gt;Mercent&lt;/a&gt;&lt;/li&gt; &lt;li&gt;&lt;a  
<http://www.vendio.com/>&gt;Vendio&lt;/a&gt;&lt;/li&gt; &lt;li&gt;&lt;a

<http://www.shiprush.com/> &gt; ShipRush &lt;/a> &lt;/li>

<http://www.shipworks.com/> &gt; ShipWorks &lt;/a> &lt;/li>

<http://www.endicia.com/> &gt; Endicia &lt;/a> &lt;/li>

<http://www.stamps.com/shipping/ebay-plan-features/> &gt; Stamps.com &lt;/a> &lt;/li>

&lt;/ul> &nbsp; &lt;a name="lapp"&gt;&lt;/a>&lt;big>Listing App IDs&lt;/big> This section contains a list of various Listing App IDs and their corresponding names. This is not a complete list as there are too many to list, and new ones are being added as new programs, services, 3rd parties develop new tools. How do I find out if a listing used an Listing App? &lt;ul> &lt;li>If an item used a Listing App, the App ID can be viewed by pulling that item number up in Full Item Details and looking in the Listing App section for a number. Click this number (if available) for more information.&lt;br>

<https://billing.vip.ebay.com/cs/item-detail.php> &gt; &lt;/li> &lt;/ul> What if I need to just look up an App ID? &lt;ul> &lt;li>If you need to look up a Listing App ID outside of an item number or listing, you can use the Listing Application Info tool. In the top right, enter the App ID to search. (e.g. 56507)&lt;br> &lt;br> &lt;a

<https://billing.vip.ebay.com/items/appinfo.php> &gt; &lt;/li> &lt;/ul> &lt;img alt="" src="https://cskb.qa.ebay.com/library/EBAY/EU%20Images/DE/GUIDES/GUIDE1112/lapp1.png" data-bbox="47 613 950 663"/>

vspace="10px"&gt; Clicking the Listing App in most cases will display the tool with which the item was posted:&lt;br> &lt;br> &lt;img alt="" src="https://cskb.qa.ebay.com/library/EBAY/EU%20Images/DE/GUIDES/GUIDE1112/lapp2.png" data-bbox="47 713 950 765"/>

; &lt;br> Here is a non-exhaustive list of the most popular&nbsp; listing app IDs: eBay Tools: 1285 = Selling Manager Pro automation&lt;br> 2828 = File Exchange/ listed with CSV Manager&lt;br> 2887 = eBay Asynchronous Bulk Relist&lt;br> 67161 = C2C WebNext&lt;br> 114100 = Auto Relist feature&lt;br> 415699 = BLING: Bulk List Item Next Generation. External

name: "Bulk Listing Tool"&lt;br&gt; &lt;br&gt; 3rd Party Tools&lt;br&gt; &lt;br&gt; 81 = ChannelAdvisor&lt;br&gt; 83 = Fairmarket&lt;br&gt; 131 = SquareTrade/Allstate&lt;br&gt; 152 = Auctionworks&lt;br&gt; 153 = Vendio&lt;br&gt; (1004, 5159) = Inkfrog&lt;br&gt; 1035 = Zoovy&lt;br&gt; 1069 = eBizAutos&lt;br&gt; 1180 = Auction123&lt;br&gt; 1167 = Sparedollar&lt;br&gt; 1840 = Auctiva&lt;br&gt; 1898 = Fillz&lt;br&gt; 2219 = AfterBuy&lt;br&gt; 116199 = Speed for trade&lt;br&gt; 1741 = Plentymarkets&lt;br&gt; 82360 = Suntek E-Commerce third party/ China&lt;br&gt; 2787 = FlashAuction GmbH/ Supreme Lister&lt;br&gt; 2219 = ViA Online GmbH/ Sell it smart&lt;br&gt; &lt;br&gt; Mobile Tools&lt;br&gt; &lt;br&gt; 49121 iPhone Selling App&lt;br&gt; 49122 Android app&lt;br&gt; 57978 Windows mobile app&lt;br&gt; 52535 iPad&lt;br&gt; 28383 Black Berry&lt;br&gt; 50497 Mobile Web&lt;br&gt; 68632 Mac Desktop App &lt;/h2&gt;&lt;h2&gt;GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE &lt;a

name="instructions"&gt;&lt;/a&gt;Revoke a 3&lt;sup&gt;rd&lt;/sup&gt; party's access to your account: &lt;ol&gt; &lt;li&gt;Log into your account.&lt;/li&gt; &lt;li&gt;Hover your mouse over "Hi \*Name\*" in upper left corner and click on Account settings.&lt;/li&gt; &lt;li&gt;Under Personal Info click on Sign in and security.&lt;/li&gt; &lt;li&gt;At the bottom of the list, locate Third-party app access.&lt;/li&gt; &lt;li&gt;Check the appropriate box to Revoke then click Apply.&lt;/li&gt; &lt;/ol&gt; That tool or service will no longer have access to your account. &nbsp; &lt;/h2&gt;&lt;h2&gt;GUIDE.SUMMARY Remember: You can click the buttons on the left of the page to jump to each of these sections! &nbsp; Summary 3&lt;sup&gt;rd&lt;/sup&gt; party selling tools aren't made or supported by eBay Related links Help pages; CSKB content for selling tools Talking points FAQs on how customers can get help with these tools Detailed information Lists of desired tool features and commonly used 3&lt;sup&gt;rd&lt;/sup&gt; party companies Listing app IDs (eBay / mobile tools and 3rd party tools) Instructions / Steps to resolve Steps to revoke a 3&lt;sup&gt;rd&lt;/sup&gt; party authorization token &nbsp; &lt;/h2&gt;