

Latest translation function (eBay translation API & order message translation)

??ID??: 777 | ???: ??? | ???: Wed, Aug 26, 2020 2:36 PM

Latest translation function

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eBay translation API &

order message translation?

1. Listing translation
2. Order message translation

1.Listing translation

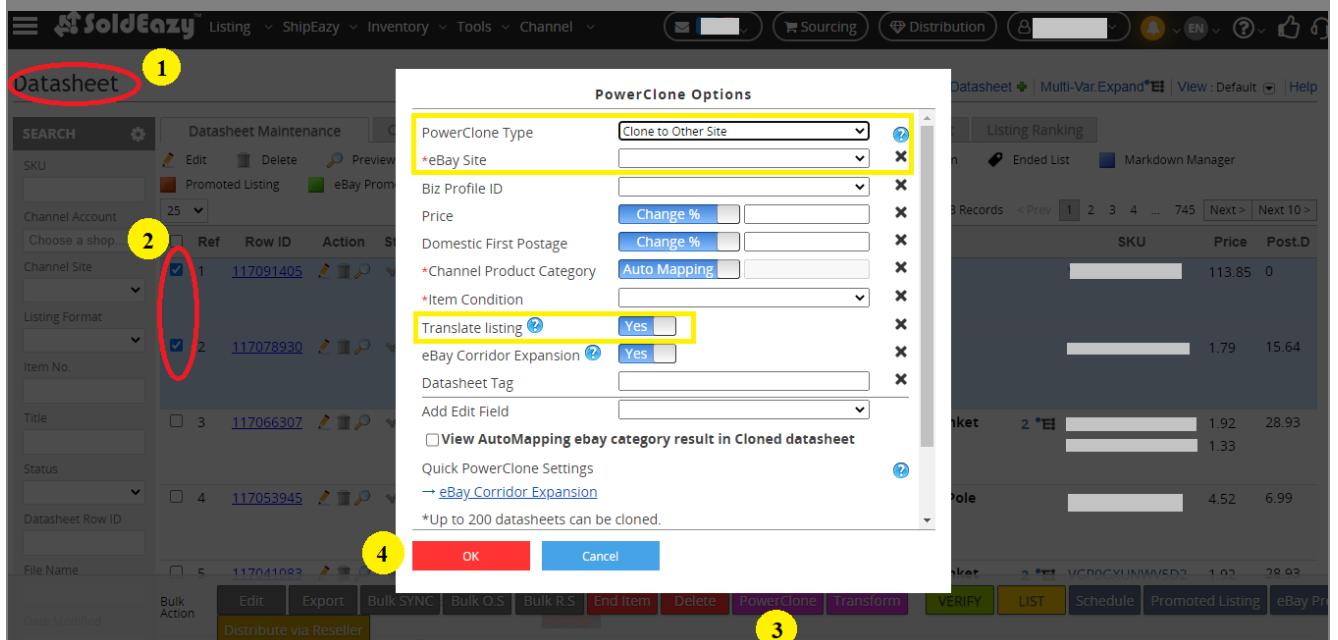
Listing translation: It can translate the listing title, item specifics, multi-variation option name from English to German, Italian, French, Spanish

How to do it?

First, go to **Listing > Datasheet > Datasheet Maintenance** and tick the information sheet of the English listing you want to translate. At this time, as long as you choose the minor language market, the system will default to use eBay's translation engine.

The scope of translation includes: **The listing title, item specifics, multi-variation option name and description**

**The translation will be based on the title, item specifics, multi-variation option name and description of the real live listing, rather than the content of the datasheet. If there is a discrepancy between your live listing and datasheet, please handle it yourself before doing the translation.



Fee-Free eBay translation API service is included in monthly fee

Restriction: The original listing must be live listing; can only translate from English to German, Italian, French, Spanish; eBay translation API has a monthly quota limit, but will be updated monthly

**Description translation function can only translate the HTML content from active listing

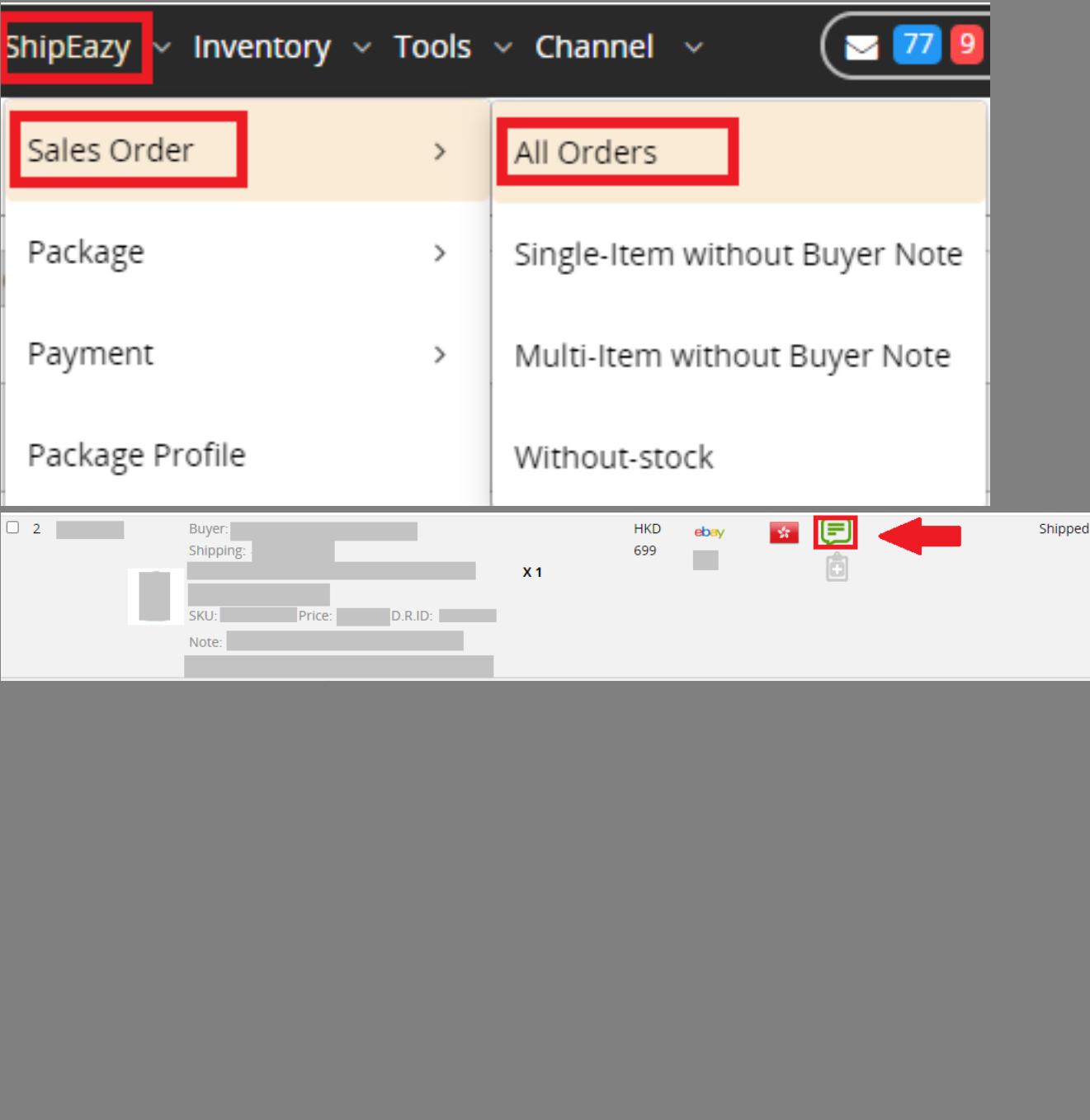
description. It will not translate SoldEazy's listing template and 'text description 01' in the datasheet

**After the PowerClone is completed, the user needs to manually enable the "original HTML" in the datasheet (turn off the listing template) to preview the translated description

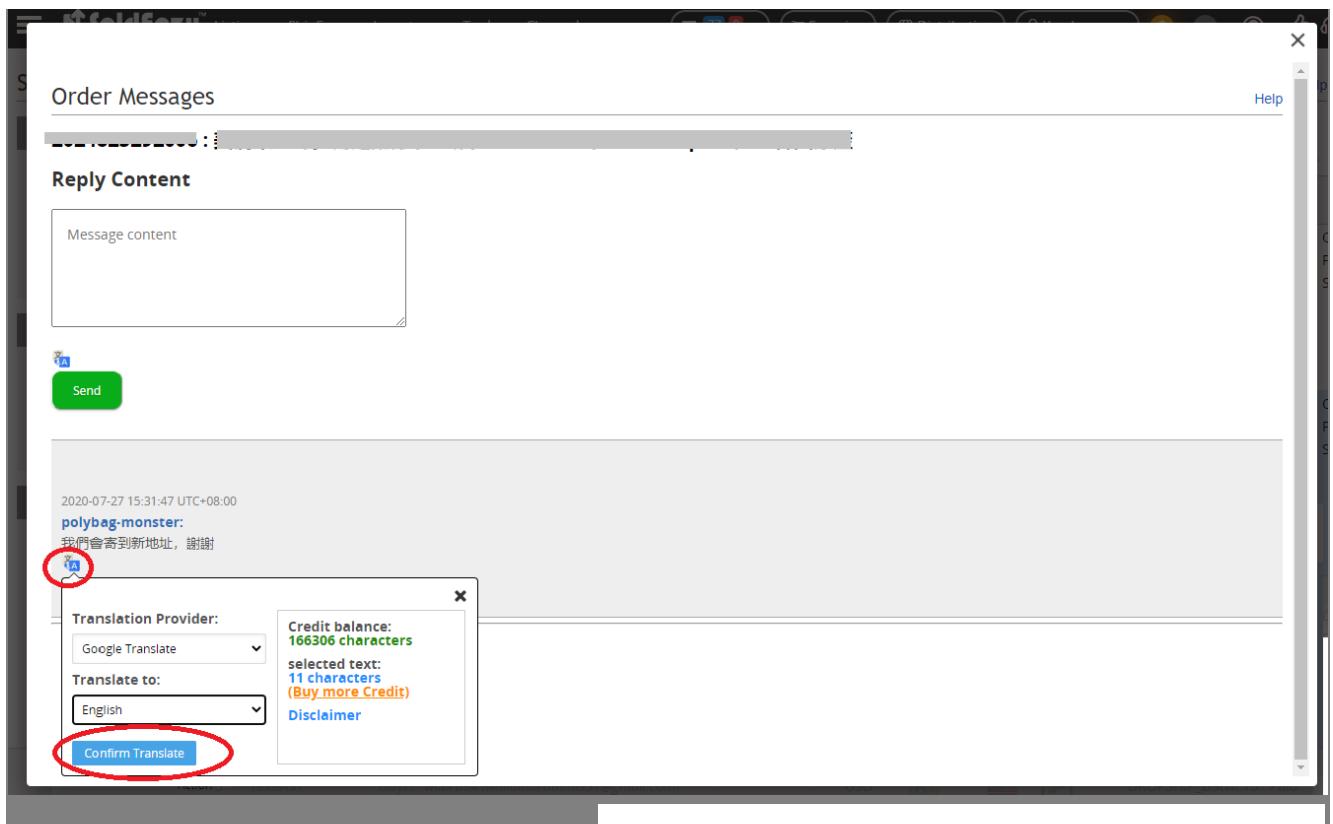
2. Order message **translation**

Order translation: Buyer's message and reply can directly translate to Chinese. Customer service work can be more smoothly and handle the after-sales situation quickly

How to do it?



The screenshot shows the ShipEasy software interface. The top navigation bar includes 'ShipEasy', 'Inventory', 'Tools', 'Channel', and a notification badge for 77 messages and 9 new messages. The main menu on the left lists 'Sales Order', 'Package', 'Payment', and 'Package Profile', each with a right-pointing arrow. To the right of these, under 'All Orders', are three categories: 'Single-Item without Buyer Note', 'Multi-Item without Buyer Note', and 'Without-stock'. At the bottom, a specific order detail is shown for 2 items. The order summary includes 'Buyer: [REDACTED]', 'Shipping: [REDACTED]', 'SKU: [REDACTED]', 'Price: [REDACTED]', 'D.R.ID: [REDACTED]', and 'Note: [REDACTED]'. The price is listed as 'HKD 699' with an 'x 1' quantity. To the right of the summary are icons for eBay, a star, a green document (highlighted with a red arrow), and a clipboard. The status 'Shipped' is also visible. The background of the interface is dark grey.



First, you need to activate ShipEazy and go to **ShipEazy > Sales Order > All Orders.**

Select the order containing the message, then click the message logo and appear pop-up windows to view the details. Then, click the translation logo to set the Google Translate as default. The client message can translate to Chinese and you can handle and reply it now.

Fee: First 10,000 characters are free, after that, you will need to pay 1 USD for every 10,000 characters. You can buy the Google translation quota in BILLING page.

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: Holistic Tech - Wed, Jul 29, 2020 12:51 PM. 4666

URL: <https://www.soldeazy.com/support/article.php?id=777>