

June 2025 features update

Customer service

Timeline

Order related activities are now placed on a timeline reached from the order detail page.

This makes it easier to get an understanding of the history of an order

Also, as an alternative to the notes feature, a short piece of text can be posted to the timeline giving the benefit or recording when it occurred and who placed it there without the need to enter this in the notes.

The Timeline will build from this release as is not back dated.

The screenshot displays the eBay Seller interface for an order. On the left, a list of order details is shown, including 'SurfSeller order number:', 'Listing/order number:', 'Sold:', 'Received from Service:', 'Despatch promise:', 'Delivery promise:', 'Buyer name:', 'Buyer phone:', 'Buyer email:', 'Delivery phone:', and 'Order delivery address:'. A green box highlights the 'Timeline 1 note(s)' link at the top. Below the details, there is a checkbox labeled 'Mark for suspicious fingerprint'. On the right, the 'Notes' section is visible, featuring a text area with a toolbar containing icons for undo, redo, copy, paste, link, unlink, quote, and paragraph. A green box highlights the 'Post to timeline' button at the bottom right. The interface also includes a 'Merchant fulfilled' status at the top right and an 'Update notes' button at the bottom right.

Timeline 1 note(s)

Merchant fulfilled

Notes:

SurfSeller order number:

Listing/order number:

Order in channel

Sold: 21/10/2023 19:31

Received from Service: 21/10/2023 19:46

Despatch promise: 24/10/2023 00:59

Delivery promise: 26/10/2023 00:59

Buyer name:

Buyer phone:

Buyer email:

Delivery phone:

Order delivery address:

☐ Mark for suspicious fingerprint

Purchase order:

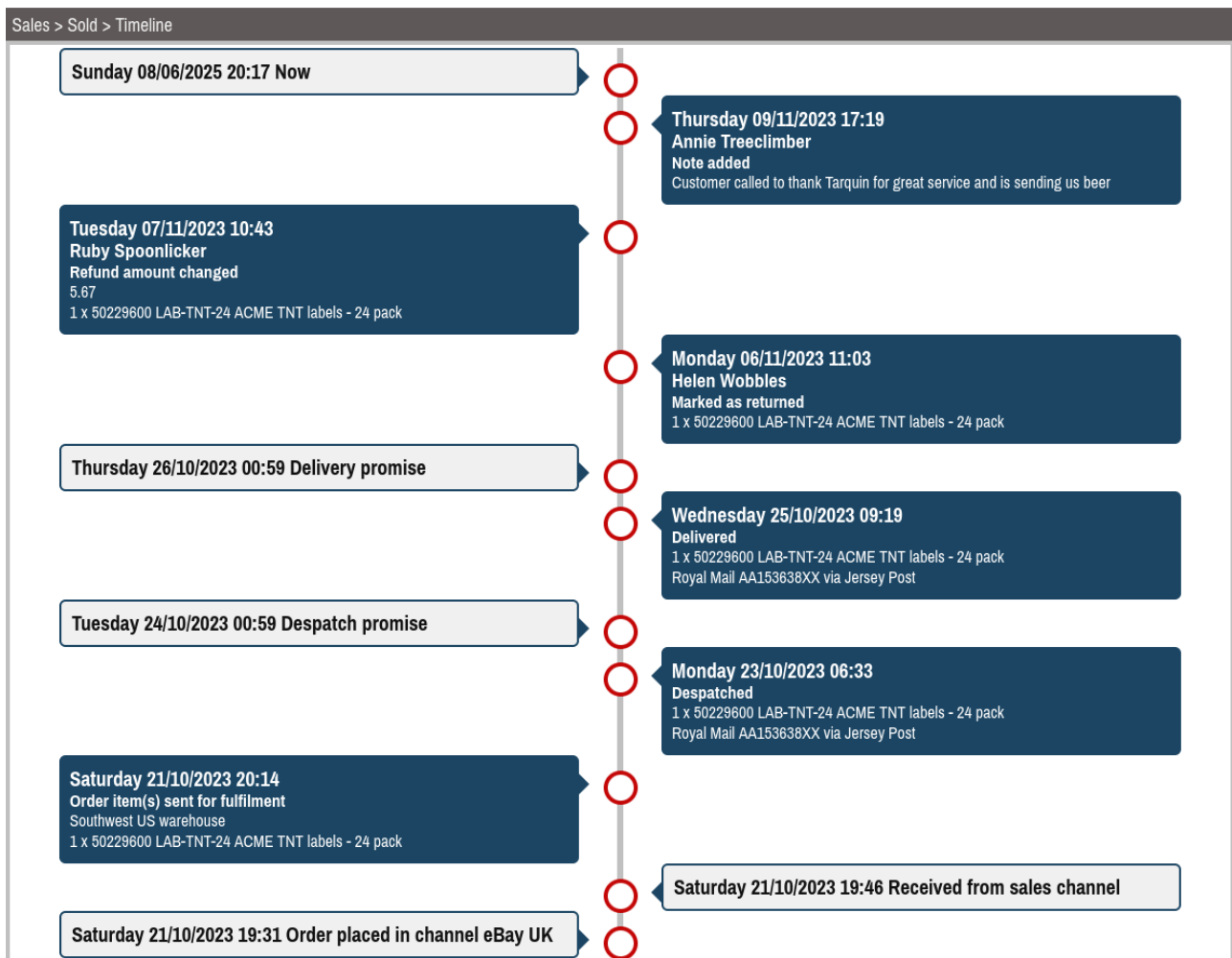
Customer request:

Feedback:

Post to timeline:

Update notes

Post to timeline



Bulk cancellations and refunds

Instead of entering the refund amount or clicking the button on each order line, a new feature enables a full refund to be marked against all order lines in one go.

In addition, all lines in the "Processing" state can be bulked cancelled.

Another button does both together.

Items not assigned to a despatch document									
Delivery address:									
Qty	SKU	Supplier code	Product	Price	Discount	Postage	Refunded	Status	Issue
							0.00	Processing	
<div> <div>Refund all</div> <div>Cancel all</div> <div>Cancel and refund all</div> </div>									
								Returned	Action

Layout changes

Minor changes to descriptions and Improved layout for displays below 4k.

eBay ePID

When eBay listings are created SurfSeller now fetches back the ePID. The ePID is the eBay catalogue identifier and can be thought of as similar to an Amazon ASIN.

It can be viewed in Identifiers/Categories and is provided in preparation for the upcoming eBay automated price matching feature which will use the ePID to identify competing offers.

Products > Catalogue > Identifiers Check

	Active		Store categories	ePID	SKU for channel (Leave blank for auto) Use 0-9,a-z,A-Z,+_&..	
1	<input checked="" type="checkbox"/>	Merchant fulfilled	<div><div></div><div></div></div>	8428729197	84284284-11C5	Remove Internet Channel updates
2	<input checked="" type="checkbox"/>	Merchant fulfilled	<div><div></div><div></div></div>	23238729197	84284284-15P8	Remove Internet Channel updates

Fee calculations

Historically SurfSeller relied on the fee provided by the channel with the order, and although mostly accurate, the value could differ from the actual fee at settlement.

For Amazon and CDiscount, where this issue most likely to manifest, SurfSeller will fetch the accurate fee as it becomes available, usually within 24 hours of despatch. In the meantime you'll see a (Fees not final) badge in Sold listings.

Sales page

As well as the new *Fees not final* badge, there are new badges for *Deferred settlement*, *Priority* (e.g. Amazon Prime) orders and *Subscription*.

Stock adjustments

When adding or removing stock in "Stock" > "View/add/remove" a *Reason* and *Narrative* can be entered. The reasons are categorised as applying to add, remove or both. These are then stored on the stock history record to help future understanding on the reason for adjustment.

LiveShip users can set up reasons for themselves in "Settings" > "Stock adjustment reasons" and can also use the same reason codes for stock shortages.

Add stock

Quantity

to

Revise static buying price

1293.99

GBP

Reason

Other

Narrative

Save changes

Back orders

SurfSeller had a feature to allow or not allow the part despatch of orders in “Settings” > “Fulfilment”. This feature has been extended to instead allow a maximum number of packages to be selected.

The equivalent settings to the current behaviour (which we’ll set for you) are: “1” for not allowing part despatch and “Unlimited” to allow.

Should you wish, a number of packages between 1 and 10 plus unlimited are now selectable.

The labels have been renamed to make the usage more obvious.

Fulfilment class of service

Initial despatch: Default

Standard

Initial despatch: Higher value

Express

where value over

500.00

EUR

Subsequent despatch override: Default

Economy

Subsequent despatch override: Higher value

Tracked and/or signed

where value over

300.00

EUR

Split orders

Keep weight below

0

g

Keep value below

0.00

EUR

Optimise split for

Weight

Part despatch

Maximum number of packages

Unlimited

Release part ship held items after

0

hours (0=Never)

Channel specific options

☐ Give priority to subscription order lines

Save changes

Technical changes

Shopify stock and price update are now using the latest GraphQL API instead of REST and will “patch” rather than batch update.

We hope you find these changes useful and thank you for using our products. We’re here at care@shopcute.com.