Tools for selling - Selling Manager (Pro)

<h2>GUIDE.SUMMARY Remember: You can click the buttons on the left side of the page to jump to each of these sections!   Summary Selling Manager is a tool to manage and track listings Related links Help and eBay pages; CSKB content Talking points FAQs about general functionality Detailed information Differences between SM and SMP; information on archiving listings Instructions / Steps to resolve Identify international sales; combine / uncombine invoices   </h2><h2>GUIDE.RELATED_LINKS Related Help pages <ul> Seller Center Selling Manager
 http://pages.ebay.com/sellerinformation/build-your-business-online/boost-profits/selling-tools/selling-manager/
   Seller Center Selling Manager Pro
 http://pages.ebay.com/sellerinformation/build-your-business-online/boost-profits/selling-tools/sellingmgrpro/
   Updating Your Sales Record
 http://pages.ebay.com/help/sell/sales-record.html
   Subscribing and Unsubscribing
 http://pages.ebay.com/help/sell/selling-manager-subscription.html Related articles <ul> All "Tools for selling" guides Tools for selling - New bulk listing tool experience (BLING) <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1106">Seller best practices - developing an eBay business Setting up an eBay store - subscription levels, creating, opening, closing Related solutions <ul> How do you list an item with Selling Manager Pro? How to combine purchases and sales records in Selling Manager/SMPro How to change status - mark items as paid, shipped, paid & shipped - in Selling Manager/SMPro Item is not appearing as Paid in Selling Manager/SMPro How do you access Archived listings in Selling Manager/ SMPro? How do you unsubscribe from Selling Manager?   </h2><h2>GUIDE.TALKING_POINTS What is Selling Manager? Selling Manager (SM) and Selling Manager Pro (SMP) are online tools that help you manage and track your listings. All existing subscribers are able to use Selling Manager for free. If you are a store subscriber and Selling Manager Pro is a free benefit for your store, you will now be automatically enrolled into SMP for free. Sellers with a Premium or Anchor store subscription receive SMP for free and do not need to purchase it separately. If you are a store subscriber and Selling Manager Pro is not a free benefit for your store, you can purchase SMP for $15.99/month. Once a subscription to the tool is

activated, the Selling Manager tool replaces the standard Selling section of My eBay. Internal Information <ul> Selling Manager and Selling Manager Pro are supported by the Advanced Apps team and questions specific to SM / SMP can be transferred. Anything involving shipping labels, the SYI form, Limits, or Returns are not to be transferred to Advanced Apps, even if the member is using Selling Manager. What does SM / SMP cost? Selling Manager is a free tool developed to help medium-volume sellers run their eBay businesses. Selling Manager Pro is available for $15.99 per month as an add-on package for Starter or Basic Store subscribers, or free with a Premium, Anchor, or Enterprise Store subscription. Starter or Basic Store Subscribers: If you're a first time subscriber, you can try out Selling Manager Pro with a 30-day free trial. When you sign up, a subscription credit for the first 30 days will be added to your account at the end of the trial period. If you unsubscribe before the 30-day free trial is up but subscribe again later, you'll be charged a monthly fee when you subscribe a second time. If you're a Premium or higher Store subscriber, you're automatically opted in to Selling Manager Pro, and you do not need to purchase it separately.   Why your My eBay page looks different. If you have recently subscribed to SM or SMP, your default landing page has likely changed to the SM / SMP Summary. This page has a lot of useful information, but it may be different from what you're used to. You can still access the old Selling view by hovering your mouse cursor over the Activity tab on My eBay, then clicking Selling. You can also change your default landing page through a link at the top right of that My eBay page (it may say Page options, General settings, or just Change). Why Selling Manager (Pro) may not match your eBay invoice.
 Why aren't these sales numbers correct? One of the greatest things about Selling Manager (and Selling Manager Pro) is that you can customize it to fit your exact needs. This means that you can track sales, inventory, and more in the way that makes most sense to you, and add / remove items as needed. This can cause the way you've set Selling Manager to display to not

match all of your historical sales data. For example, if you archive items from your Sold view, their value will be subtracted from your total Sold amount - even on your Summary page. Your eBay invoice, however, will still reflect your total value of Sold items. How to manage your drafts in Selling Manager. There's a dedicated "Draft listings" view within Selling Manager and Selling Manager Pro. This page allows you to pick up where you left off with any listing that you haven't completed. You can save up to 250 drafts through the quick listing tool on eBay.com and the eBay mobile app, and up to 5,000 through the single and bulk business listing tools in Seller Hub. Drafts expire after 30 days. To keep your Draft listings view organized, consider deleting drafts you know you won't use. Saving your listings to your computer for your records. If you need an offline catalog of what you're selling, or a quick checklist of your inventory, you can export your listings to a spreadsheet or PDF. See instructions. You cant find a certain sold item. Often, when an item is missing, it's for one of these reasons: <ul> The item has been archived. Check the archives for the month your item was sold in.   You're viewing a time period in which your item doesn't display. Check the period currently displayed. If you have a lower period, such as 24 hours, today only, or 7 days, your item may not be displayed because it's older than the chosen period.   How to remove a transaction from your Awaiting Payment view.
 You refunded the buyer, but the item is back in your Awaiting Payment folder. While you can't actually remove sold listings from Selling Manager, what you can do is go into your Sold view and locate the item. Click the white box to the left of your listing, then click the Archive button. This will move your item from the Sold section to the Archived section. The sale will no longer show as pending in your Selling Manager summary page.

 What bulk options are supported? Selling Manager and Selling Manager Pro allow you to archive, add / edit notes, relist and sell similar for multiple listings at a time. See New bulk listing tool experience (BLING) for more information on bulk listing options. Leaving Feedback in bulk. With Selling Manager and Selling Manager Pro you have the option to leave Feedback in bulk. From the Sold page you check the items for which you want to leave Feedback. Click on the Other Actions button and choose the Leave Feedback option.
 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1149/sm-smp1.png">   How do I view the sales tax? To find the sales tax in Selling Manager Pro: <ol> Go to "Selling manager reporting". Select the Reporting Period and click "Search". On the upper-right side of the page, click on "Expanded View", this will show you the sales tax.   </h2><h2>GUIDE.DETAILED_INFORMATION Program features Archiving listings My eBay Site Preferences Reporting Summary Page <a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1149&ViewLocale=

en_US#auto">Automation Preferences Program features <table border="1" cellpadding="0" cellspacing="0"> <tbody> <tr> <td valign="top"> Selling Manager </td> <td valign="top"> Selling Manager Pro </td> </tr> <tr> <td valign="top"> The basic version of Selling Manager is geared towards medium volume sellers. Bulk features <ul> Relist / sell similar Leave Feedback Filing of unpaid item disputes Printing of invoices and shipping labels   Sales Management Assign Automation Rules - Automatic relist options View post-sale activities Archive sold listings </td> <td valign="top"> Selling Manager Pro is geared towards high volume sellers. It includes all the features of the regular Selling Manager, plus the following functionality: <ul> Inventory Management Automation <ul> Listings Feedback Email   Reporting options </td> </tr> </tbody> </table> Archiving listings You can't delete items in Selling Manager and Selling Manager Pro. Instead, these items move to the "archived" section of the program and are stored there. General information <ul> The archive stores up to 122 days of sold listings (the current month and the previous 3 months). Items that are more than 90 days old are automatically archived. Only sold items can be archived. Last three months You can take these actions on archived items from the last three months: <ul> View archived items by month. Add a note. Save to inventory. Move to Sold view. Current month You can take these actions on archived items from the current month: <ul> View archived items by month. Add a note. Save to inventory. Move to Sold view. Viewing archived items <ul> By default, when you view archives, the current month displays. You can change the month of

archived items to display using the "period" drop-down menu near the top centre of the page. You can only view one month of archives at a time. Searching and sorting archived items <ul> Once you've specified the month you want to view archived items for, you can choose to sort your items by store category (if applicable). If you want to find a particular item in the archives, you can search by: <ul> Buyer's name Buyer's email Buyer's User ID Item title Item number Sale record number Custom label Product name   My eBay Site Preferences Selling Manager specific Preferences are displayed in the My eBay Site Preferences > Sell your Item form and listings section. From this section you can set the following preferences: <table border="1" cellpadding="0" cellspacing="0"> <tbody> <tr> <td> Selling Manager </td> <td> Selling Manager Pro </td> </tr> <tr> <td> Show Confirmation pages before: <ul> Deleting Scheduled Listings Deleting Unsold Items Archiving Sold Items   Manage Email Templates Send you an email when any of your automation rules fail Copy your emails to your buyers My Messages </td> <td> Show Confirmation pages before: <ul> Deleting products Deleting Scheduled Listings Deleting Unsold items Archiving Sold Items Automatically listing more than 100 listings Removing Automation Rules   Manage Email Templates Copy your emails to your buyers My Messages The option to create Selling Manager Pro templates on Multiple eBay Sites <ul> When you create listings from product templates, any sites you select here will be available to list on. This lets you list the same product in different countries.   </td> </tr> </tbody> </table> <a id="overview"

name="overview">Selling Manager Pro - Reporting <table align="center" border="1" cellpadding="2" cellspacing="2"> <tbody> <tr bgcolor="#666699" valign="top"> <td colspan="2">Reporting</td> </tr> <tr bgcolor="#cacaeb" valign="top"> <td width="25%">Info</td> <td>Details</td> </tr> <tr valign="top"> <td width="25%">What</td> <td>The Selling Manager Pro Reporting feature lets you get detailed information about your sales figures including cost, profits / loss, gross sales and fees.</td> </tr> <tr valign="top"> <td>How</td> <td> The Reporting tool in Selling Manager Pro stores your reports from the date you subscribe for one year.

 The report is available in 2 views: <ul> Condensed - provides a basic report Expanded - provides a detailed report <table border="0" cellpadding="0" cellspacing="0"> <tbody> <tr> <td align="LEFT" valign="TOP"> This table outlines the information displayed in each view of the report:
   <table border="1" cellpadding="0"> <tbody> <tr> <td> Condensed </td> <td> Expanded </td> </tr> <tr> <td> Date Sales Record # Quantity Custom Label Gross Sales Cost Gain </td> <td> The Expanded view contains all the options of the Condensed report, plus the following: <ul> Sale Price Postage Charged Cost of Item Postage Cost eBay Fees PayPal Fees Total Cost Total Gain Sales Tax </td> </tr> </tbody> </table>
 You can view a report online, download it in CSV format, and print it for your records. You can find the Print and Download links at the top right of the Reports page.
 The Reporting tool generates a report using information stored in the Product Inventory of an item. If the item wasn't listed from Inventory, the report pulls information from the item's Sale Record. If you haven't specified information such

as item cost or actual postage cost, these fields remain blank on the report.   </td> </tr> </tbody> </table> </td> </tr> </tbody> </table> Selling Manager Pro - Summary Page Detailed Overview:

 The Selling Manager Summary page is a hub for information related to your listings. You can use this page to check your: <ul> Listing activity Recent sales Alerts Other information about your listings You can access this page by clicking the Selling Manger / Selling Manager Pro link in the left column of My eBay.

 The summary page is updated every 10 minutes to provide the most up-to-date information.

 At the top of the Summary page, you'll always have a search bar to quickly find your items. This search bar also contains: <ul> Help link Customise Summary link
 Here you will locate the Print page option highlighted by the "Printer Icon"
    The summary page has these sections: <ul> At a Glance Listing Activity Favourite Links Sold (last 90) days Seller Dashboard Selling Manager Pro Alerts & To Dos (Selling Manager Pro only) Product Inventory (Selling Manager Pro only) My Top Performing Shop Categories (Shop subscribers only) Shop Categories I'm tracking (Shop subscribers only) Manage My Shop (Shop subscribers only) Picture Manager (Picture Manager subscribers only)
    To provide a customised summary page, you can choose which sections to display, what information to display in each section, and where on the summary each section appears.

 At A Glance

 <img alt="" border="0" src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DUB/pf/12/WebFiles/Colm/sm_ataglance2.jpg">

 Listing Activity

 <img alt="" border="0" src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DUB/pf/12/WebFiles/Colm/sm_summar

y_listingactivity4.jpg">

 Sold last 90 days

 <img alt="" border="0" src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DUB/pf/12/WebFiles/Colm/sm_summary_sold5.jpg">

 Seller Dashboard

 <img alt="" border="0" src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DUB/pf/12/WebFiles/Colm/sm_summary_sellerdashboard8.jpg">

 Seller Manager Pro Alerts

 <img alt="" border="0" src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DUB/pf/12/WebFiles/Colm/smp_summary_smpalertsandtodos9.jpg">

 Inventory

 <img alt="" border="0" src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DUB/pf/12/WebFiles/Colm/sm_summary_productinventory10.jpg">

 Picture Manager

 <img alt="" border="0" src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DUB/pf/12/WebFiles/Colm/sm_summary_picman13.jpg"> Automation Preferences Go to Automation Preferences in Selling Manager Pro to choose what kind of automation you want your listings to have.
    You can locate Automation Preferences under the Selling Manager Pro header on the left side of your My eBay "Activity" tab.
   Available Automation Preferences include: Automated Feedback for Buyers Automated Email for Buyers My Automated Emails
 Listings Automation Schedule   <table border="1" cellpadding="0" cellspacing="0"> <tbody> <tr> <td valign="top" width="284"> Automated Feedback for Buyers </td> <td valign="top" width="284"> Allows automatic Feedback to be left: <ul> After a buyer has paid After a buyer has paid and left positive Feedback
    </td> </tr> <tr> <td valign="top" width="284"> Automated Email for Buyers </td> <td valign="top" width="284">

These emails can be automated: <ul> Winning buyer notification Payment reminder <ul> Provides you with the option to specify after how many days this email is sent.   Payment received Item is posted <ul> Provides the option to automatically mark an item as posted when this email is sent.   Feedback reminder <ul> Allows you to specify how many days after postage you send a Feedback reminder.   </td> </tr> <tr> <td valign="top" width="284"> My Automated Emails </td> <td valign="top" width="284"> Lets you know if any of your automation rules fail
   </td> </tr> <tr> <td valign="top" width="284"> Listings Automation Schedule </td> <td valign="top" width="284"> If you have listing automation rules, you can temporarily shut them off using this section. Also provides the option for you to copy automation rules when you relist and or use sell similar options. </td> </tr> </tbody> </table>   How many Scheduled Listings can a seller create? A seller can create up to 3,000 listings as far as 3 weeks in advance. </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Add a note to identify international sales: <ol start="1"> From My eBay, click the Account tab and select Site Preferences. Click the Show link next to "Sell Your Item form and listings". Click Edit next to Display "international sale" note in My Notes. Select Display "international sale" note, and click Submit. Combine an invoice: <ol start="1"> Go to the Sold page in Selling Manager. Click the sales record number for one of the purchases you want to combine. Click the Combine purchases link near the top of the Transaction Details section. You'll see a list of items you can combine. Check the box next to the items you're combining. Click the Reset button just below the

shipping information. This recalculates the shipping, insurance and tax for these purchases. If you want to send the invoice immediately or receive a copy of it, check the relevant boxes: <ul> Send invoice to the buyer Copy me on this invoice   Click the Combine Purchases button at the bottom of the page. You'll be directed back to the sales record. There, you'll see all the items you combined listed in Transaction Details. Uncombine an invoice: <ol start="1"> Go to the Awaiting Payment page in Selling Manager. Locate the items and select the down arrow (menu). Select Uncombine Invoice. The items will be returned to your Sold page in Selling Manager (Pro). Export your listings to a file: <ol> Go to My eBay, Selling Manager, or Selling Manager Pro, and then go to your Active, Sold, or Unsold listings view. Select the listings you want to export to a file. Click the Other actions drop-down and then select Download. You will be prompted to download the CSV file, or the download will begin automatically. Set up default description footer: <ol start="1"> From My eBay, click the Account tab and select Site Preferences. Click the Show link next to "Selling Manager (Pro)". Click Edit next to "Include a customer description footer". Select listing format, create footer information, and click Save.   </h2>