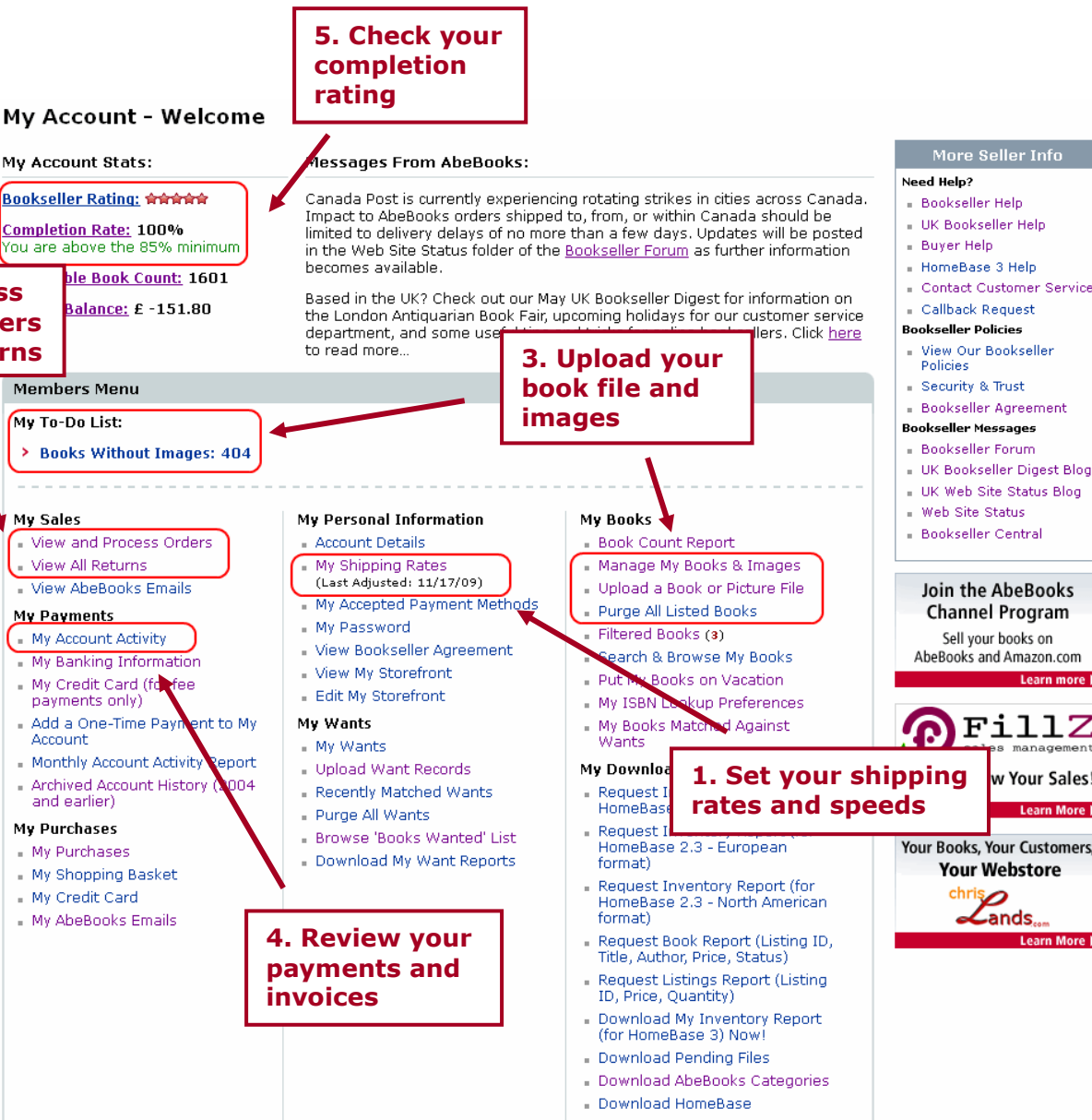


User Guide: Your AbeBooks Members Menu

To access your Members Menu:

1. Go to www.abebooks.com (not AbeBooks.co.uk!)
2. Click on **[my account]** at the top right hand side of the screen
3. Enter the email address and password you gave when setting up your account
4. Click [Sign On].

If you have forgotten your password, enter the email address with which you set up your bookseller account and click the **[Forgot your password?]** button. An email will automatically be sent to that email account with the details of your password. Please be advised that your password is case-specific.



5. Check your completion rating

2. Process your orders and returns

3. Upload your book file and images

1. Set your shipping rates and speeds

4. Review your payments and invoices

My Account - Welcome

My Account Stats:

- Bookseller Rating:** ★★★★★
- Completion Rate:** 100%
You are above the 85% minimum
- Available Book Count:** 1601
- Balance:** £ -151.80

Messages From AbeBooks:

Canada Post is currently experiencing rotating strikes in cities across Canada. Impact to AbeBooks orders shipped to, from, or within Canada should be limited to delivery delays of no more than a few days. Updates will be posted in the Web Site Status folder of the [Bookseller Forum](#) as further information becomes available.

Based in the UK? Check out our May UK Bookseller Digest for information on the London Antiquarian Book Fair, upcoming holidays for our customer service department, and some useful links for booksellers. Click [here](#) to read more...

Members Menu

- My To-Do List:**
 - > Books Without Images: 404
- My Sales**
 - View and Process Orders
 - View All Returns
 - View AbeBooks Emails
- My Payments**
 - My Account Activity
 - My Banking Information
 - My Credit Card (for fee payments only)
 - Add a One-Time Payment to My Account
 - Monthly Account Activity Report
 - Archived Account History (2004 and earlier)
- My Purchases**
 - My Purchases
 - My Shopping Basket
 - My Credit Card
 - My AbeBooks Emails
- My Personal Information**
 - Account Details
 - My Shipping Rates (Last Adjusted: 11/17/09)
 - My Accepted Payment Methods
 - My Password
 - View Bookseller Agreement
 - View My Storefront
 - Edit My Storefront
- My Wants**
 - My Wants
 - Upload Want Records
 - Recently Matched Wants
 - Purge All Wants
 - Browse 'Books Wanted' List
 - Download My Want Reports
- My Books**
 - Book Count Report
 - Manage My Books & Images
 - Upload a Book or Picture File
 - Purge All Listed Books
 - Filtered Books (3)
 - Search & Browse My Books
 - Put My Books on Vacation
 - My ISBN Lookup Preferences
 - My Books Matched Against Wants
- My Downloads**
 - Request Inventory Report (for HomeBase 2.3 - European format)
 - Request Inventory Report (for HomeBase 2.3 - North American format)
 - Request Book Report (Listing ID, Title, Author, Price, Status)
 - Request Listings Report (Listing ID, Price, Quantity)
 - Download My Inventory Report (for HomeBase 3) Now!
 - Download Pending Files
 - Download AbeBooks Categories
 - Download HomeBase

More Seller Info

Need Help?

- Bookseller Help
- UK Bookseller Help
- Buyer Help
- HomeBase 3 Help
- Contact Customer Service
- Callback Request

Bookseller Policies

- View Our Bookseller Policies
- Security & Trust
- Bookseller Agreement

Bookseller Messages

- Bookseller Forum
- UK Bookseller Digest Blog
- UK Web Site Status Blog
- Web Site Status
- Bookseller Central

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Fillz business management

Grow Your Sales!

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Your Books, Your Customers, Your Webstore

chris **Lands.com**

[Learn More](#)

1. SET YOUR SHIPPING RATES & SPEEDS

To access your Shipping Matrix, click on **[My Shipping Rates]** under 'My Personal Information' in your Members Menu.

The screenshot shows the 'Shipping Matrix' configuration interface. It features a table with columns for Buyer's Country, Service, Min. Time, Max. Time, First Item (£), and Extra Item (£). The table is populated with data for various countries like Domestic(United Kingdom), International, Canada, France, Germany, Italy, Spain, and U.S.A. Red callout boxes with arrows point to specific elements: 'Select the country of destination' points to the 'Select Country to Add to Matrix' dropdown; 'Enter the delivery speeds in days' points to the 'Min. Time' and 'Max. Time' dropdowns; 'Define the shipping costs' points to the 'First Item (£)' and 'Extra Item (£)' input fields; and 'Save your changes' points to the 'Save Changes' button at the bottom.

Buyer's Country	Service	Min. Time	Max. Time	First Item (£)	Extra Item (£)
Domestic(United Kingdom) (Modified)	Priority	1	2	3.50	1.80
	Standard	2	5	3.50	1.80
International (Modified)	Priority	1	2	26.00	4.45
	Standard	4	12	10.00	3.00
Canada(Modified)	Priority	1	2	25.00	4.45
	Standard	4	12	8.00	2.15
France(Modified)	Priority	1	2	16.00	4.00
	Standard	3	7	8.00	3.00
Germany(Modified)	Priority	1	2	16.00	2.65
	Standard	3	7	8.00	2.15
Italy(Modified)	Priority	8	14	25.00	4.45
	Standard	3	7	8.00	2.15
Spain(Modified)	Priority	1	2	25.00	6.00
	Standard	4	10	12.00	6.00

The information entered in your Shipping Matrix will be visible in your book search results so that buyers know what shipping rates and speeds to expect. NOTE: Your shipping rates and speeds also define when a buyer can first initiate a refund with the reason "Item Did Not Arrive".

Further information can be found on our online bookseller help pages: 'Manage Your Account' -> [How can I adjust my shipping rates and speeds?](#)

In the 'My Personal Information' section you can also update your email address, postal address, password and accepted payment methods, and your AbeBooks Storefront.

Further information can be found on our online bookseller help pages: [Manage Your Account](#)

2. PROCESSING YOUR ORDERS AND REFUNDS

Click on **New Orders** or **View and Process Orders** to access a list of your pending sales.

From this page you can:

- Call up an order based on the date, order number, etc.
- View the status of each order (Pending, Cancelled, Expired, etc.)
- Process and update orders
- View details of orders already processed
- Initiate a refund

To view and process a pending order:

1. Click on **Process Order** on the pending order
2. **Verify the payment method** selected by the buyer (in red at the right hand side of the page)
3. **Refer to the corresponding instructions below**

2.1. PROCESSING ORDERS PAID VIA CREDIT CARD – PAYMENTS ARE PROCESSED BY ABEBOOKS

Ecommerce orders must be updated or processed within 4 days. Orders that are not processed within that period will expire and the customer will be informed that their order has been cancelled.

- Choose a status for every book in this order and then click the [Save Order Changes] button.
- If you update the order to "Will Ship", a shipping manifest will be automatically made available. Please print two copies of the shipping manifest; it is designed to be used as both a label and order information for the buyer.
- Selecting [Extra Charges] and then clicking the [Save Order Changes] button allows you to enter the amount you'd like to increase the charge by, plus a reason. The buyer will be sent an e-mail with these details asking them to confirm the charges.

Status	Book No.	Title	Author	Book Price	Details
Ordered <input type="radio"/> Will Ship <input type="radio"/> Extra Charges <input type="radio"/> Reduce Shipping <input type="radio"/> Previously Sold <input type="radio"/> Rejected	SKU001321	Unrepentant	Harlot, Scarlet; Leigh, C...	US\$ 4.90	Book Details
		0867195843 New book, may show some slight shelf or ...			
		ISBN: 0867195843			

[Help with ISBN Matching]

Special Instructions from the Buyer or Buyer Credit Card Billing Address: None

Save Order Changes

Order Overview

Payment processed by Abebooks (abebooks.com)

If order confirmed, payment will be sent to you by Abebooks.

No. of Books:	1
Total Book Price:	US\$ 4.90
Shipping Price:	US\$ 3.99
Total:	US\$ 8.89

Order Information

Abebooks Purchase Order No.:

Status: seller notified

Program: Abebooks (abebooks.com)

Purchase Method: Payment processed by Abebooks (abebooks.com)

Shipping Time: 5 - 14 days

Date Ordered: June 21, 2011 7:41:05 AM PDT

Buyer E-mail:

Destination: NY, U.S.A., 12627

Shipping Company (Optional):

Tracking No. (Optional):

If the book is available and the postage is correct:

1. Click on **Will Ship**
2. Click Save Order Changes
3. The buyer will then be charged. If payment is successful, a button for the **Shipping Manifest** will appear. Click this icon to access the buyer's delivery address and ship the book.
4. **Enter the tracking information** if available. This will prevent automatic refunds if the book should not arrive by its estimated delivery date.

If it's necessary to increase the postage:

1. Click the option **Extra Charges**
2. Click Save Order Changes

3. Enter the extra amount to be charged and click **confirm**

The buyer then has 4 days to accept, or reject, those charges and a confirmation will be sent to you via email. Should the charges be rejected you have the possibility to ship the order at the original cost, or to reject it.

Once you receive a response, return to the order page:

1. If the sale is ready, click **Will Ship** and **Save Order Changes**
2. If the payment is successful click on the **Shipping Manifest** icon to retrieve delivery information and send the book.
3. If the buyer does not respond or the extra charges are refused, click **Rejected** and **Save Order Changes**. The client will be informed that the order has been cancelled. NOTE: You can also choose to accept and ship the order at the original shipping cost quoted.

If the shipping costs need to be reduced:

1. Select **Reduce Shipping**
2. Click **Save Order Changes**
3. Enter the amount to be deducted and confirm.

In the case of a shipping cost reduction, buyer confirmation is not required. You are able to directly process the order and ship the book.

Status "Credit Card Rejected":

You will be notified immediately if a buyer's credit card should be rejected. The order will be cancelled and the book will be relisted in your online inventory. The customer will also be notified via email and asked to place a new order.

Further information can be found on our online bookseller help pages:

[How can I process my orders?](#)

2.2. PROCESSING ORDERS BY ALL OTHER PAYMENT METHODS: PAYMENT PROCESSED BY THE BOOKSELLER

NOTE: Should the order not be updated within 4 days, the status will automatically change to Availability Confirmed

1. If the book is available, select **Availability Confirmed**
2. Click Save Order Changes
3. **Contact the buyer** and confirm the details of payment (cheque, PayPal, etc.) and shipping
4. Click on the **Shipping Manifest** icon to retrieve delivery information. Do not send the book until payment has been received (or agreed upon with buyer).

Adjusting the shipping costs: It is not necessary to inform AbeBooks of these changes. They can be discussed directly with the buyer when finalising payment details.

2.3. CANCEL OR REFUND AN ORDER THAT HAS ALREADY BEEN PROCESSED

You can cancel or refund an order up to 90 days after it is processed, for example in the case of a buyer cancellation, a return or a lost book.

1. On www.abebooks.com click on **My Account**
2. Click on **View and Process Orders**
3. Locate the order
4. Click on **Request a Refund**
5. Select the **Return Reason** and enter a **comment** – it will be sent to the buyer.
6. **Save** and confirm

For orders paid with credit card, AbeBooks will be responsible for the repayment to be buyer. The commission will also be credited back to your account.

For other payment methods you are advised to agree to the refund terms with the buyer. Commissions will be credited back to your account.

Further information can be found on our online bookseller help pages:
[Processing returns, refunds and cancellations](#)

3. MANAGE YOUR BOOKS AND IMAGES

3.1. UPDATE YOUR INVENTORY

To ensure your listings are up to date, we recommend that you **update your inventory file once per week** (or more depending on the number of listings you have).

A book ordered via AbeBooks will automatically be removed from your online inventory. However, it is very important to update your listings in HomeBase marking that book as sold to ensure that in your future uploads the book is not accidentally reloaded.

To mark your books as sold in HomeBase 2.3, double click on the entry for the book you need to update, change the status to **[Sold]** and click **[Save]** to update the listing.

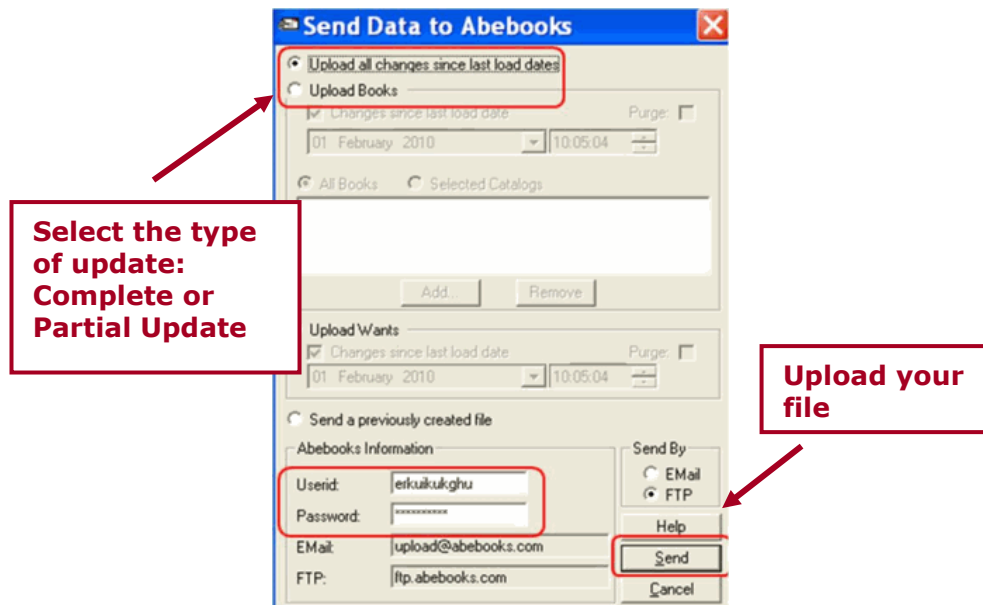
*PLEASE NOTE: It is very important that you do not delete books in HomeBase. Your books will only be completely removed from your AbeBooks inventory if you have marked them as **[Sold]**.*

3.2. PREPARING TO UPLOAD YOUR LISTINGS

1. In HomeBase, click on 'View' and 'Options'
2. Enter the UserID and Password for your AbeBooks account
3. Click 'OK' to save these settings.

You can then send your inventory to AbeBooks to ensure your listings are up-to-date:

In HomeBase, click on **'File' -> 'Import/Export' -> 'Export/Send to AbeBooks'**



3.3. SEND DATA TO ABEBOOKS

- 1) Choose which data you would like to send to AbeBooks:
 - For the **complete** inventory: Click on the [**Upload Books**] and ensure that you removed the tick in 'Upload all changes since last load dates'.
 - For just a **portion** of your inventory: Click on [**Upload all changes since last load date**]. This will upload those books updated during the period when you last opened the HomeBase program.
- 2) Ensure that you have selected 'Send By FTP'.
- 3) Click on the [**Send**] button.
- 4) A Dialogue box will appear - a file name will already have been generated.
- 5) Click [**Save**].
- 6) Select [**OK**], to create the data. The Export box will appear.
- 7) Click on [**Connect**].
- 8) Select [**Send Data**].
- 9) Finally click the [**Exit**] button.

Should you see that your online inventory does not match the data that you uploaded, please contact our [Customer Service](#) team.

Further information can be found on our online bookseller help pages: Upload and Manage Your Inventory -> [Quick Help HomeBase 2.3](#)

3.4. UPLOADING IMAGES

Uploading images one-by-one:

1. Click on Manage **My Books & Images** under the "My Books" section
2. Search for the desired listing(s) and click **View Items**
3. Click on **Update Images**
4. Use the **Browse** button to locate the corresponding images
5. Click **Send**

For details on how to upload multiple images using compressed (.zip) files or image URLs please visit our help pages online.

Further information can be found on our online bookseller help pages:
[How can I upload pictures?](#)

4. YOUR PAYMENTS AND INVOICES

The screenshot displays the seller dashboard. At the top left, 'My Account Stats' shows a 5-star Bookseller Rating, a 100% Completion Rate (above the 85% minimum), and a Searchable Book Count of 1601. The Current Balance is £ -151.80, highlighted with a red box. To the right, 'Messages From AbeBooks' contains two messages: one about Canada Post strikes and another about a UK Bookseller Digest. Below this is the 'Members Menu' with sections for 'My To-Do List' (Books Without Images: 404), 'My Sales' (View and Process Orders, View All Returns, View AbeBooks Emails), 'My Payments' (My Account Activity, My Banking Information, My Credit Card), 'My Personal Information' (Account Details, My Shipping Rates, My Accepted Payment Methods, My Password, View Bookseller Agreement, View My Storefront, Edit My Storefront), and 'My Books' (Book Count Report, Manage My Books & Images, Upload a Book or Picture File, Purge All Listed Books, Filtered Books (3), Search & Browse My Books, Put My Books on Vacation, My ISBN Lookup Preferences). A red box highlights 'View your sales and account details' with an arrow pointing to the 'My Account Activity' link in the 'My Payments' section.

Each Friday, the details for that week's orders are recorded and viewable from your Members Menu.

Click on your **Current Balance** or **My Account Activity** to retrieve sales summaries by week or month:

- To view an invoice from an earlier month, specify the desired month and click **View**
- For a weekly summary including payment details click **Weekly Summaries for Statement Period**
- For details on commissions and processing fees for each sale, updated each Friday, click on **Sales Details for Statement Period**

Further information can be found on our online bookseller help pages:
AbeBooks Payments and Fees > [Where can I view details for payments and fees?](#)

5. CHECK YOUR BOOKSELLER RATING

Your bookseller rating or "completion rate", presented to buyers as your star-rating, reflects the number of orders which are fulfilled as opposed to cancelled or refunded.

To view the details of your bookseller rating, click on the link **Completion Rate**:

The screenshot displays the 'My Account Stats' section with the following information:

- Bookseller Rating:** ★★★★★
- Completion Rate:** 100% (You are above the 85% minimum)
- Searchable Book Count:** 1601
- Current Balance:** £ -151.80

The 'Messages From AbeBooks' section contains two messages:

- A message about Canada Post rotating strikes in cities across Canada, noting that orders shipped to, from, or within Canada may experience delivery delays.
- A message for UK-based sellers about the May UK Bookseller Digest, upcoming holidays, and tips for online booksellers.

The 'Members Menu' section includes:

- My To-Do List:** > Books Without Images: 404
- My Sales:**
 - View and Process Orders
 - View All Returns
 - View AbeBooks Emails
- My Personal Information:**
 - Account Details
 - My Shipping Rates (Last Adjusted: 11/17/09)
- My Books:**
 - Book Count Report
 - Manage My Books & Images
 - Upload a Book or Picture File

From here, you can also view the number of orders which were completed, cancelled or refunded and access the details of each of those orders.

AbeBooks booksellers are required to maintain a minimum completion rate of 85%. If your completion drops below this level you will receive a warning message in your Members Menu. By clicking on this message you will find helpful tips on how to increase your completion rate.

Further information can be found on our online bookseller help pages: [Bookseller Rating](#)

6. OTHER USEFUL FUNCTIONS

View AbeBooks Emails: Click here to view recent emails. Be sure to respond to all buyers and AbeBooks staff emails within 2 business days.

Put My Books on Vacation: Use this function to temporarily remove your books from the website and avoid receiving orders you cannot process, should you be away for more than 3 days.

Edit My Storefront: Customise your AbeBooks storefront and add your own personal details and logo. Feel free to share this unique URL with your customers to lead them straight to your account and listings!

Need Help? Easily locate our help pages, our Bookseller Blog or contact our customer service team for assistance.

AbeBooks Customer Service

[Contact Form](#)

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