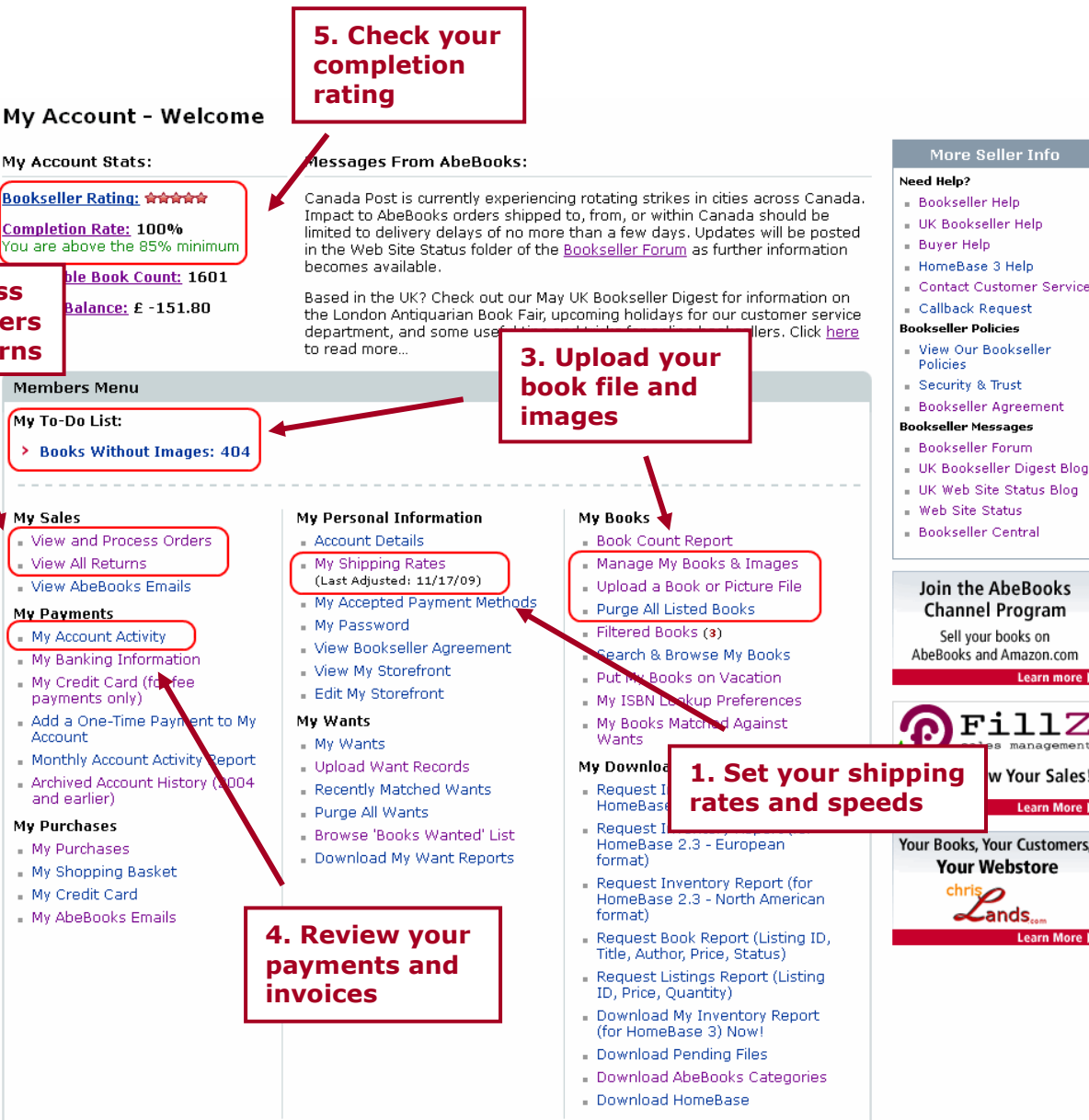


User Guide: Your AbeBooks Members Menu

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 our UK 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

Join the AbeBooks Channel Program

Sell your books on AbeBooks and Amazon.com

[Learn more](#)

Fillz business management

Grow Your Sales!

[Learn More](#)

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' interface. At the top, there is a dropdown menu labeled 'Select Country to Add to Matrix' and a 'Save changes' button. Below this is a table with columns for Buyer's Country, Service, Min. Time, Max. Time, First Item (£), and Extra Item (£). The table lists various countries and their shipping options. Red callout boxes with arrows point to specific fields: 'Select the country of destination' points to the dropdown menu; '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
U.S.A.(Modified)	Priority	1	2	25.00	6.00
	Standard	4	10	12.00	6.00

Buttons: Remove Selected Countries, Save Changes, Restore Default Shipping Matrix

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	SKU001321	Unrepentant	Harlot, Scarlet; Leigh, C...	US\$ 4.90	Book Details
<input type="radio"/> Will Ship <input type="radio"/> Extra Charges <input type="radio"/> Reduce Shipping <input type="radio"/> Previously Sold <input type="radio"/> Rejected		0867195843 <i>New book may show some slight shell or ...</i>			
		ISBN: 0867195843			

[\[Help with ISBN Matching\]](#)

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

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., 12827
Shipping Company (Optional):	
<input type="text"/>	
Tracking No. (Optional):	
<input type="text"/>	

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. UPLOAD YOUR BOOK FILE

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 book file marking that book as 'sold' or set the quantity to '0' to ensure that the book is not accidentally relisted in your future uploads.

To make a complete update of your inventory:

1. Under the section "Your Books", click on **Purge All Listing Books**
2. Click **Purge** to confirm the purge request
3. Click **Browse** to locate the new file on your computer which will replace all listings
4. Click **Send File** to upload the new file

Important: Always upload your file with the **same format and file extension** each time. If you wish to change your data format, please let us know before your upload so that we can ensure that your conversion is updated on our system. Please ensure that there are no gaps or unusual symbols in the file name, as this may result in a file processing error.

You will receive **two confirmation emails**: one informing you that your data has been received; and a second, which will give you a status report of the number of items which have been added, removed or updated. Should you not receive an email, you may find that the upload of your file was not successful.

Further information can be found on our online bookseller help pages:
[I am having issues with uploading](#)



3.2. MANUALLY UPDATE LISTINGS OR REMOVE SOLD BOOKS

To manually remove a book that has been sold or is no longer available:

1. Click on Manage **My Books & Images** under the “My Books” section
2. Search for the desired listing(s) and click **View Items**
3. Select the listing to be removed and select **Delete**
4. Click **Yes, Delete** to confirm the book’s removal

To manually edit a listing:

1. Click on Manage **My Books & Images** under the “My Books” section
2. Search for the desired listing(s) and click **View Items**
3. Select the listing to be updated and select **Edit**
4. Click **Save Changes**

3.3. 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 '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 (highlighted with a red box)

The 'Messages From AbeBooks' section contains two messages:

- 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 tips and tricks for online booksellers. Click [here](#) to read more...

The 'Members Menu' section includes:

- My To-Do List:**
 - > Books Without Images: 404
- View your sales and account details** (highlighted with a red box and an arrow pointing to the 'Current Balance' and 'My Account Activity' links)
- My Sales:**
 - View and Process Orders
 - View All Returns
 - View AbeBooks Emails
- My Payments:**
 - My Account Activity (highlighted with a red box and an arrow)
 - My Banking Information
 - My Credit Card (for fee payments only)
- 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 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

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**:

My Account Stats: Bookseller Rating: ★★★★★ Completion Rate: 100% <small>You are above the 85% minimum</small> Searchable Book Count: 1601 Current 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 tips and tricks for online booksellers. Click here to read more...
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Members Menu
My To-Do List:
 > [Books Without Images: 404](#)

My Sales <ul style="list-style-type: none">■ View and Process Orders■ View All Returns■ View AbeBooks Emails	My Personal Information <ul style="list-style-type: none">■ Account Details■ My Shipping Rates <small>(Last Adjusted: 11/17/09)</small>	My Books <ul style="list-style-type: none">■ 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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