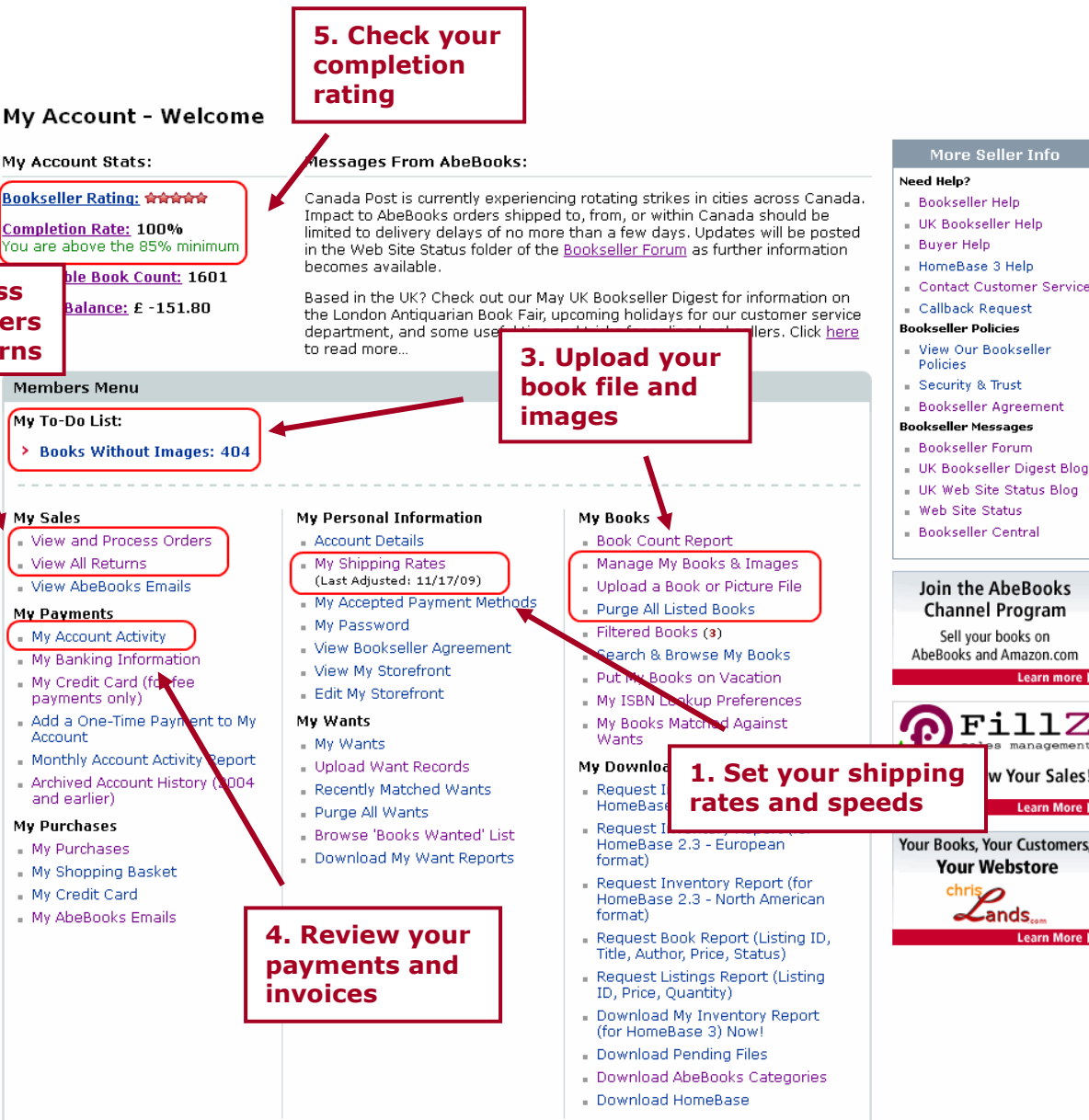


# User Guide: Your AbeBooks Members Menu

To access your Members Menu:

1. Go to [www.abebooks.com](http://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

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**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 of the table.

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

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.

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

Status	Book No.	Title	Author	Book Price	Details
Ordered	SKU001321	Unrepentant	Harlot, Scarlet; Leigh, C...	US\$ 4.90	<a href="#">Book Details</a>
<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

Save Order Changes

Order Information	
<b>Abebooks Purchase Order No.:</b>	
<b>Status:</b>	seller notified
<b>Program:</b>	Abebooks (abebooks.com)
<b>Purchase Method:</b>	Payment processed by Abebooks (abebooks.com)
<b>Shipping Time:</b>	5 - 14 days
<b>Date Ordered:</b>	June 21, 2011 7:41:05 AM PDT
<b>Buyer E-mail:</b>	
<b>Destination:</b>	NY, U.S.A., 12827
<b>Shipping Company (Optional):</b>	
<b>Tracking No. (Optional):</b>	

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](http://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. ADD A BOOK DIRECTLY ONLINE

You have the possibility to enter books directly online via your Members Menu. To do this, select **[Manage My Books & Images]** from the 'My Books' section.

Click on **[Add Listing]** to enter the details of a new book:

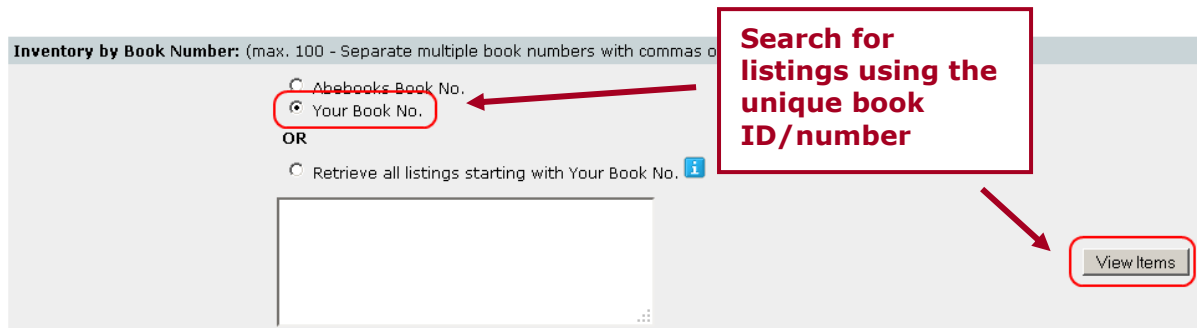
The screenshot shows the 'Add Listing' form on the AbeBooks website. The form is divided into several sections. At the top, there is an 'ISBN Lookup' section with an input field for the ISBN and an 'ISBN Lookup' button. Below this is the 'Add Listing' section, which contains various input fields and dropdown menus. The fields are: 'Your Book No.', 'ISBN', 'Author', '\* Title', 'Publisher', 'Published Year', '\* Price', 'Keywords', and 'Description'. The dropdown menus are: '\* Binding', '\* Condition', 'Dust Jacket', 'Edition', 'Signature', and 'Catalog'. The 'Price' field has a 'Compare Prices' link. The 'Description' field has a character limit of 4000. There are two red boxes with arrows pointing to specific parts of the form. The first box, on the left, contains the text 'Save the details of your listing' and has an arrow pointing to the 'Add' button at the bottom of the form. The second box, on the right, contains the text 'The required fields (marked with \*) should be used to enter the basic details of a book. The other fields can be used for additional details you wish to include.' and has an arrow pointing to the '\* Title' and '\* Price' fields. There are also several red boxes around the form fields, some containing an asterisk (\*) to indicate required fields. A red arrow points from the '\* Condition' dropdown menu to the '\* Price' field.

### 3.2. DELETE BOOKS NO LONGER AVAILABLE

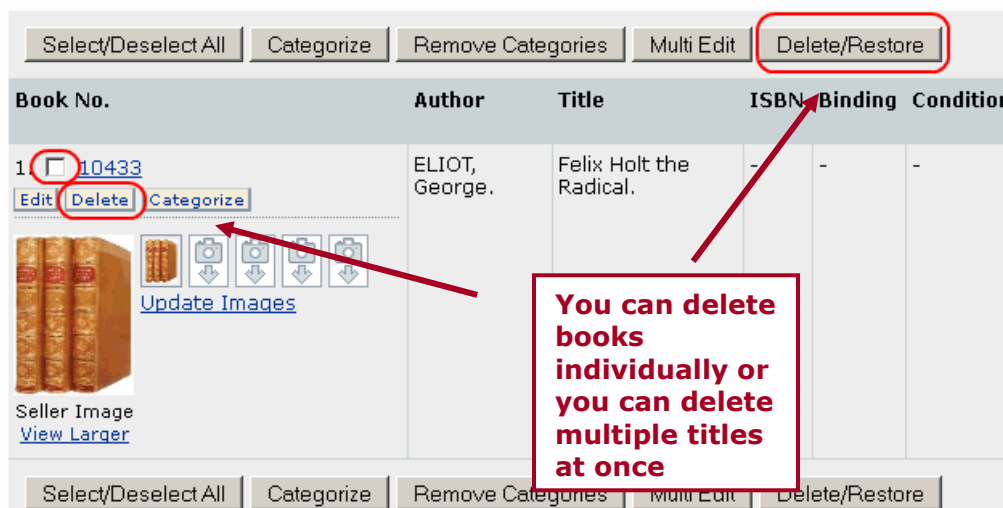
Books that have been sold via AbeBooks are removed automatically from your online inventory.

Books which have been sold through other channels, e.g. in your shop or via another Internet platform, will need to be removed from your AbeBooks inventory to ensure that those titles cannot be ordered by other buyers.

To do this you simply need to select **[Manage My Books & Images]** from the 'My Books' section of your Members Menu:



From the results, select the books to be deleted:



Titles which have been recently deleted are saved and can be restored if necessary by clicking on the appropriate link.

### 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 'Members Menu' with several sections:

- My Account Stats:**
  - Bookseller Rating: ★★★★★
  - Completion Rate: 100% (You are above the 85% minimum)
  - Searchable Book Count: 1601
  - Current Balance: £ -151.80 (highlighted with a red box)
- 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...
- 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 (highlighted with a red box)
    - 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

Red arrows point from the 'Current Balance' and 'My Account Activity' links to a red box containing the text: **View your sales and account details**.

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%  
You are above the 85% minimum

**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...

**Members Menu**

**My To-Do List:**

- > **Books Without Images: 404**

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<b>My Sales</b> <ul style="list-style-type: none"><li>View and Process Orders</li><li>View All Returns</li><li>View AbeBooks Emails</li></ul>	<b>My Personal Information</b> <ul style="list-style-type: none"><li>Account Details</li><li>My Shipping Rates (Last Adjusted: 11/17/09)</li></ul>	<b>My Books</b> <ul style="list-style-type: none"><li>Book Count Report</li><li>Manage My Books &amp; Images</li><li>Upload a Book or Picture File</li></ul>
-----------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------

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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