

Feedback Reminder User Manual

Step-by-step Guide

The following guide will explain how to setup Feedback Reminder. You will also find here a list of frequently asked questions and answers.

If you need any further assistance visit our support center at: support.3dsellers.com.

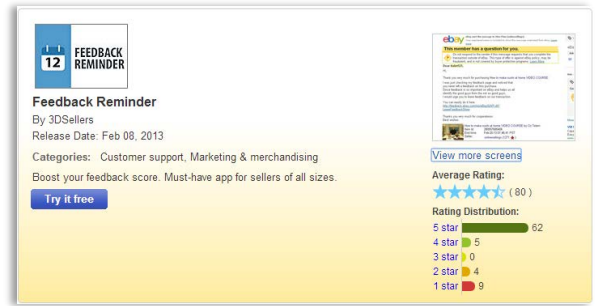
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Subscribe to Feedback Reminder

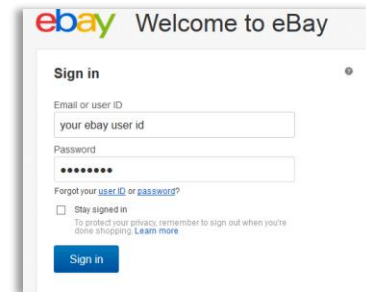
Step 1:

Subscribe to the application at [eBay's app center](#).



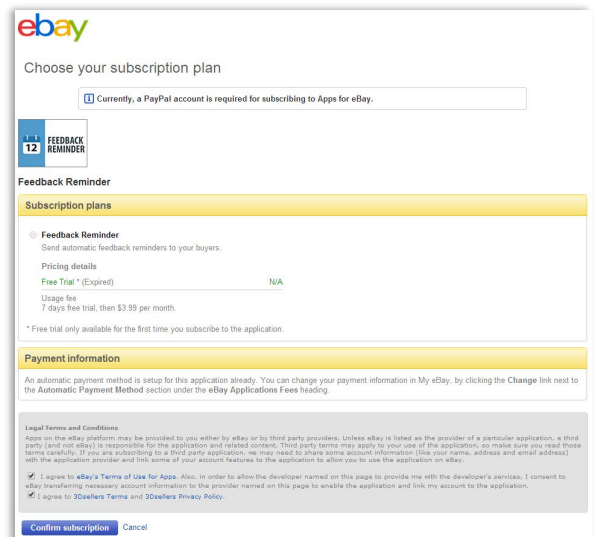
Step 2:

If you aren't logged-in in eBay, you will be asked to login.



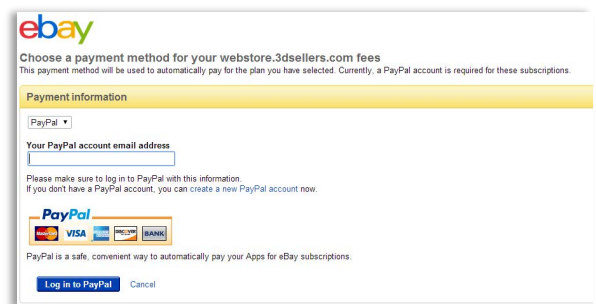
Step 3:

In the next page you will be asked to agree to ours & eBay's Terms. Once you've read them checkmark both boxes and click "continue".



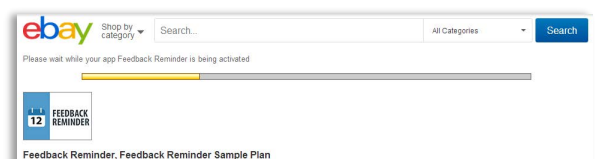
Step 4:

If this is the first eBay app you're signing up to you will be asked to set up your recurring payment in PayPal for your eBay apps.



Step 5:

Wait while your app is activated. Keep in mind that you will also need to activate the app in your control panel.

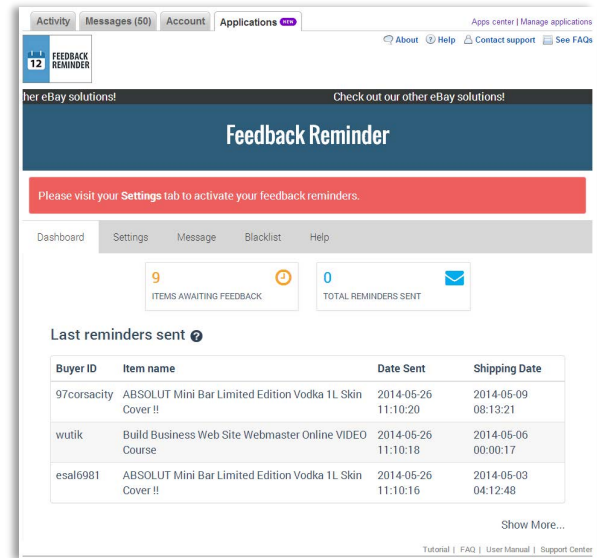
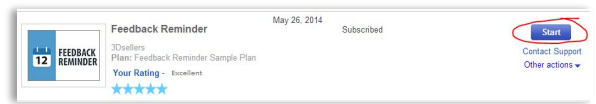


Step 6:

Next you will be redirected to your app management area on eBay, here you will find the “Start” button for the app. Click on the “Start” button to login to your control panel.

Step 7:

Next you will be sent to your control panel to activate your reminders.



Activate/schedule your reminders

Step 1:

Once you’ve signed up to Feedback Reminder you will be sent to your control panel. You can also access your control panel by going to: [My eBay](#) > [Applications](#) > [Feedback Reminder](#).

Step 2:

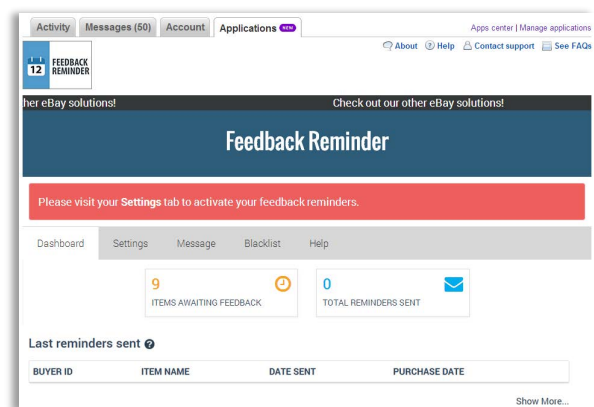
At the first tab of your control panel you will find your dashboard. You can check here the number of items you have awaiting feedback, the number of reminders that were sent and the last reminders sent.

The “Items awaiting feedback” counter is based on eBay’s awaiting feedback list. It shows you all the buyers you sold to in the past 60 days that still haven’t left feedback.

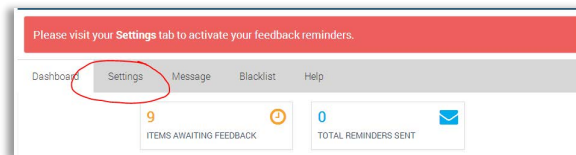
The “Total reminders sent” counter shows you all the reminders that were already sent to buyers. Once you activate your reminders, reminders will be sent to all the buyers on your awaiting feedback list.

The “Last reminders sent” table shows you the last 10 reminders that were sent to your buyers including the buyer’s eBay ID, item name, purchase date and the send date.

Before activating your reminders the list will be empty and “Total reminders sent” counter will show “0”.



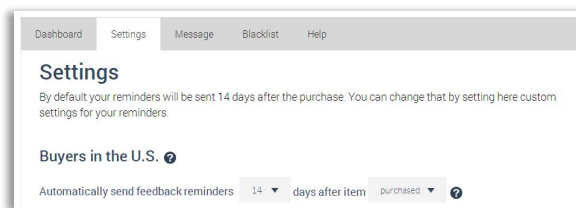
To activate your reminders and remove the red alert at the top of your control panel visit your “Settings” tab.



Step 3:

In your “Settings” tab you will be able to activate & schedule your reminders.

By default your reminders will be sent 14 days after a purchase was made. But you can schedule your reminders to be sent from 3 to 60 days after the purchase. You can also schedule your reminders according to when you ship your item.



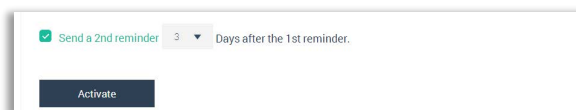
If you ship internationally you can setup a different time for sending reminders to your international buyers.



You can also choose to email yourself a copy of each reminder.



You can also choose to send a 2nd follow up reminder and set a time for the follow up reminder.



Once you’ve set up your reminders’ settings click on “Activate” to activate your reminders.

Your reminders will be sent to all the buyers on your awaiting feedback list within the hour.

To customize your reminder’s message proceed to the next step.

Change your reminder’s message

Step 1:

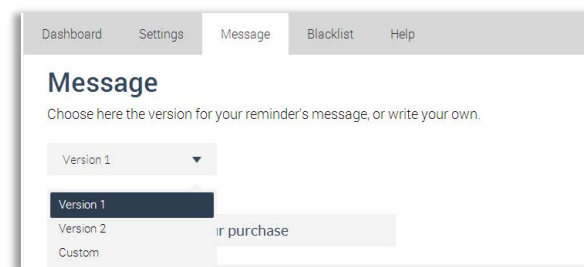
In your control panel you will be able change your reminder’s message. You can access your control panel by going to: [My eBay](#) > [Applications](#) > [Feedback Reminder](#).

Step 2:

To change your reminder’s message visit your “Message” tab.

Step 3:

In your “Message” tab you will be able to choose one of our versions for your reminder’s message, or write your own.

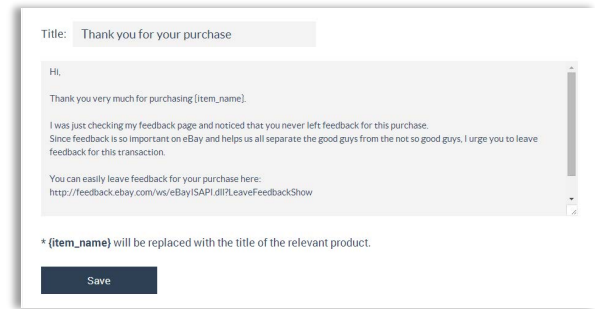


By default our version #1 will be sent as your message.

Step 3:

In these fields you can edit the subject & body of your message.

Keep in mind that the field "{item_name}" will be replaced automatically with the name of the item purchased by the buyer.



The screenshot shows an email composition interface. At the top, there is a 'Title' field containing 'Thank you for your purchase'. Below this is a large text area for the message body. The body text includes a greeting 'Hi.', a thank you message 'Thank you very much for purchasing {item_name}.', a note about checking the feedback page, and a URL for leaving feedback: 'http://feedback.ebay.com/ws/eBayISAPI.dll?LeaveFeedbackShow'. A note at the bottom states '* {item_name} will be replaced with the title of the relevant product.' and there is a 'Save' button at the bottom right.

Step 4:

Once you've finished editing your message click on "Save" to save your changes.

Add/remove buyer from blacklist

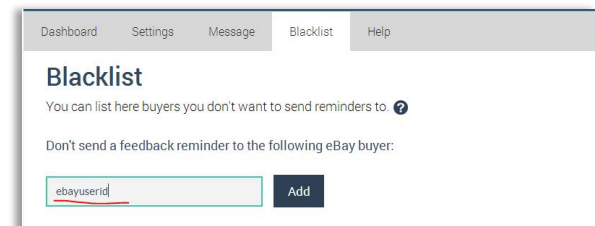
In your "Blacklist" tab you will be able to add the names of buyers you don't want to send feedback reminders to.

Step 1:

In your control panel visit your "Blacklist" tab. You can access your control panel by going to: [My eBay](#) > [Applications](#) > [Feedback Reminder](#).

Step 2:

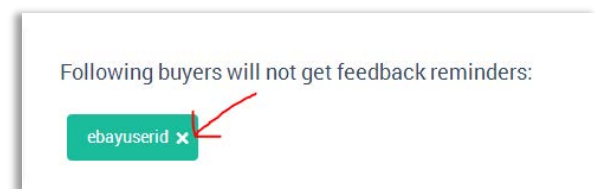
To add a name enter the buyer's eBay user ID in the given field and click on "Add".



The screenshot shows the 'Blacklist' management page in the eBay control panel. The page has a navigation bar with 'Dashboard', 'Settings', 'Message', 'Blacklist', and 'Help'. The main heading is 'Blacklist'. Below the heading, there is a sub-heading 'You can list here buyers you don't want to send reminders to.' followed by a question mark icon. A note says 'Don't send a feedback reminder to the following eBay buyer:'. There is a text input field containing 'ebayuserid' and an 'Add' button next to it.

Step 2:

To remove a buyer's name from the list click on the "x" sign near the buyer's name.



The screenshot shows the 'Blacklist' page with a list of buyers. The list contains one entry: 'ebayuserid' with a small 'x' icon next to it. A red arrow points to the 'x' icon, indicating how to remove the buyer from the list.

FAQ

Q: What is Feedback Reminder?

A: Feedback Reminder sends automated reminders to your buyers through eBay's messaging system reminding your buyers to leave feedback for their purchase.

Q: Does it work?

A: Yes! Feedback Reminder has been proven to show immediate results and to increase sellers' positive feedback in up to 50%!

Q: My reminders are sent too early, how do I change that?

A: You can change when your reminders are sent in your control panel under your "Settings" tab.

Q: What are my items awaiting feedback?

A: Your items awaiting feedback list is an eBay list that includes all the items that sellers did not leave feedback for. It also includes all items that you purchased and haven't left feedback for.

Q: When will my reminders be sent?

A: Your reminders will be sent up to an hour after you've activated Feedback Reminder. You can check that your reminders are sent in your dashboard by checking your "Last reminders sent" list and "Total reminders sent" counter.

Q: How do I access my control panel?

A: To access your Feedback Reminder control panel login to your eBay account. Then go to: My eBay > [Applications](#) > [Feedback Reminder](#).

Q: How do I know which reminders were sent?

A: You can view in your dashboard the last 10 reminders that were sent. You can also see all the reminders that were sent in your "sent" folder under your eBay message board at: My eBay > messages > sent.

Q: I've changed my eBay user ID, what should I do?

A: If you've changed your seller ID please contact us at support@3dsellers.com so that we can update your new user ID in our database.