

Checkout FAQs

Customize eBay Checkout

What are my Pay Now Button Options?

These options define the end user experience of your buyers during checkout.

Do not show Pay Now option

This option will not publish your listing with Pay Pal payment option. Your buyers can use Andale Checkout for buying items from your listings.

With this option buyers will not be able to search listings based on Pay Pal search on eBay.

Show Pay Now Option

This option will show Pay Now button to your buyers. With this buyers will be able to search your listings with Pay Pal search on eBay.

For Andale to track the information of your buyers, you can use Instant Payment notification (IPN) or Block Payment method for your Pay Pal account.

What are the Paypal Settings I should use with Andale Checkout?

PayPal Instant Payment Notification (IPN)

What is IPN and how does it work?

Instant Payment Notification (IPN) integrates PayPal payment notification and authentication with your website's back-end operations (Andale Checkout). When a customer makes a payment to you, PayPal will post a notification to your server at a URL you specify (if you use Andale Checkout, the URL is provided in the next section). Included in this notification will be all of your customers' payment information (e.g. customer name, amount) as well as a piece of encrypted code. When your server receives a notification, it must then post the information, including the encrypted code, back to a secure PayPal URL. PayPal will authenticate the transaction and send confirmation of its validity back to your server.

To activate Instant Payment Notification:

1. When logged in to your PayPal account, go to your Instant Payment Notification Preferences under Profile > Selling Preferences
2. Click the Edit button
3. Check the IPN box and paste the following URL in the text field - <http://www.andale.com/paypalProcessing>
4. Click Save

PayPal block Payment

1. When logged in to your PayPal account, go to your Payment Receiving Preferences under Profile > Selling Preferences
2. Check the box next to "Initiate payments from the Send Money tab" under "Block Payments from users who:

3. In the "Alternate Payment URL" field, paste this link directing users to Andale Checkout - http://www.andale.com/buyer/checkout_seller_item.jsp
4. Then, send your PayPal email address to us at supportplatinum@andale.com

Note: To use eBay's Immediate Payment through Andale Checkout: Uncheck the box next to "Initiate payments from the Pay Anyone sub-tab of the Send Money tab" option that is under "Block Payments from users who:" section.

Why should I turn off eBay Checkout?

When you utilize Andale Checkout, we send the automatic winning bidder notification based on your settings and customization. Turning off the eBay Checkout emails will prevent conflicting instructions.

Customize Emails

Can I use HTML in the Graphic WBN Email?

It is not recommended that you insert HTML into the Graphic WBN Email. If you know how, you can insert images, links, and formatting. Do not use Java, form tags, or form fields. If you use these, you may break the checkout process and your buyers will not be able to use your checkout.

What is a Graphic WBN Email?

The Graphic WBN Email makes your Winning Bidder Notification look like your Checkout, and your Gallery and Store if you have them. It allows you to present in your WBN Email either the first page of your Checkout, or a link to your Shopping Cart.

If you have an Andale Store or Gallery, having buyers go to your shopping cart first will allow you to offer them additional featured items before they fill out your checkout.

If you do not have an Andale Store or Gallery, putting the Checkout in the WBN makes it faster and easier for your buyers to Checkout.

Most email readers recognize HTML email, but if your buyer's does not, we will detect it and they will see a text WBN Email that is very similar to the current WBN Email.

If you use the Graphic WBN Email and choose not to include your checkout in the email itself:

We will detect email programs that do not support HTML, like AOL 5.0, and the buyer will see clear text instructions and a link to your checkout. AOL 6.0 does fully support this email.

If you use the Graphic WBN Email and choose to include the first page of Checkout in the email itself:

The same instructions as above will display for email programs that do not support HTML. For AOL 6.0, we will show the Graphic Email without the Checkout page included, and provide a link to Checkout.

How are taxes, insurance, and handling calculated?

You set the VAT tax that you charge, if any, in your Pay and Ship Preference Profile.

You set whether and how you offer insurance in your Pay and Ship Preference Profile. Within the Pay and Ship Preference Profile you set the insurance charge based on whether the buyer pays the actual amount, or whether the buyer pays a fixed amount, or you can create a rate table that calculates the insurance charge based on the cost of the sale. You decide how insurance will be calculated for multiple items within a shopping cart in your shopping cart settings.

You can set your handling fee, if any, in your Pay and Ship Preference Profile.

When an ad closes successfully, Checkout uses these settings to calculate the total price.

To view and edit your Checkout Profiles and Checkout Settings click the Checkout tab then click Settings sub-tab.

Invoices and Labels

How do I change the size of the invoice and printing labels?

You may change the size of the Invoice and Labels by going to the Checkout tab followed by the Settings sub-tab. Once on this page click on the link labeled Invoices and Labels to edit and customize your invoice and label preferences.

What size labels should I print my shipping labels on?

When printing shipping labels from Andale Checkout, we suggest using Avery 2"x4" labels, as these are standard sized labels that will match the shipping label printout.

Since some printers print differently, we provide the flexibility of adjusting the size of the labels in pixels to make them fit properly. Some users may need to try our smallest pixel setting, however, this will not work if the page has more than 2 columns of labels.

Shopping Cart

How do I determine my fixed shipping costs?

Typically, a fixed shipping cost is an estimate of what it will cost to ship an item. Some sellers prefer to use this option to cover handling and other costs, while others prefer to give their buyers a shipping discount here.

How is the shipping price calculated?

The shipping price is calculated based upon the preferences specified in your profile and the data entered either through the One-Step Lister, Archive, or the Add Checkout process.

What is a shipping discount and how does it get determined?

The shipping discount is determined through your Shopping Cart Settings. To edit these settings click on the Checkout tab followed by the Settings sub-tab. Once on this page click on the Shopping Cart link.

What is a shopping cart?

A shopping cart allows your buyers to buy multiple items from you from any of the markets on which you sell.

Why do the subtotals not add up to the total price?

The subtotals do not add up because the shipping, insurance, VAT tax, handling, and other charges specified in your Pay and Ship Preference profile have not been applied yet.

General

What is Andale Smart Trace?

Andale Checkout users can now experience increased transparency in the checkout process through the new Smart Trace feature. This new post-sale process tracking feature now reports all actions and calculations performed with respect to each individual order - and makes it available in a single view to the seller.

- a) Due to the complexities of invoice calculation and the effect various Checkout settings have on the final value charged, the Smart Trace report for each order includes:
- b) Have unparalleled depth of knowledge about the fulfilment status on each of your buyer's carts.
- c) Never feel unsure about the final amount charged for your items.
- d) Have a 1-page view of all the various conditions governing the calculation of invoice value for each of your orders, and make immediate modifications where necessary.
- e) Have ready access to transaction information required for resolving purchase disputes.
- f) No more waiting for Customer Support responses from Andale for reviewing an order history.

How can I use Andale Smart Trace?

You can use Andale Smart trace to get in-depth information about each purchase. Andale Smart Trace includes :

Summary - Containing Order ID, Order Total, Current Order Status & Activity Needed.

Payment Heads - Includes Total Item Price (sub-total), VAT Tax, Insurance, Shipping, Handling Charges, Discounts & Total Price.

Amount - The amount levied/reduced by each of the Payment Heads as applicable.

Computation Logic Source & Time - Who (system/buyer/seller) specified the amounts and when did were they calculated.

What is Checkout Anywhere?

Checkout Anywhere allows sellers to use Andale Checkout functionality for markets that Andale does not support such as Yahoo! Classifieds, uBid, or their own personal website.

Can I change the Checkout Profile on the Anywhere button?

No, to change the Checkout Profile for an item, you must delete the button and the code that is currently live from your website and create a new button.

Can I change the price for an item sold with the Anywhere button?

Yes, simply select the item and click the Update button. You will be allowed to edit the price from the subsequent page.

How can I add HTML code to my website?

This feature is not for beginning web users. You will need a basic understanding of HTML. However, in order to add HTML, you will need access to the files that are currently serving your website on the Internet. Once you have that access, paste the HTML into the appropriate file, in the part of the HTML where you want your changes to appear.

How many Anywhere Checkout buttons should I create?

The number of buttons that you create depends on how many different inventory items that you have for sale. Most users create one button for each individual SKU in stock.

Should I use Checkout Anywhere with third-party payment processors like PayPal?

Checkout Anywhere can take the place of these services because it allows the buyer to: send you payment information, calculate total price, and send you his or her mailing address.

What is a Checkout Anywhere button?

This is an Add to Cart button that a buyer can press when they want to buy an item from your website or store. This button adds this item to the Andale Shopping Cart and allows the buyer to purchase more items.

What is HTML code?

HTML is HyperText Markup Language, the programming language used to create web pages. HTML uses "tags" which describe how text and images will appear on a page.

What will I get charged for using Checkout Anywhere?

There is no charge for creating a Checkout Anywhere button. However, you will get charged the Checkout closing fees if an item successfully sells through the Anywhere button.

Where do I put the Web Page Code?

The Web Page Code can be placed on any HTML web page. When the HTML is placed into an existing web page, it will display the Add to Cart button, which will link to your Andale Checkout shopping cart.

Why can't I change profiles for listings that are already on a market?

Once you have launched an ad, the auction markets do not allow you to change these policies in the middle of an auction.

Why can't I specify any shipping information for some of my ads?

Please check the particular Pay and Ship Preference profile selected for the ad. If the Pay and Ship Preference profile had 'Seller pays shipping' selected, then you can't specify shipping charges for that particular ad.

Why do different ads ask for different shipping information?

The shipping information displayed depends on which Shipping Option you specified in your Pay and Ship Preference Profile. If Seller is selected, then no shipping information is required. If Buyer - Fixed shipping charges is selected, then the fixed shipping price is required. If Buyer - Actual shipping costs is selected, then the dimensions and weight of the package are required.
