

Pending Sales

Can I reopen a revoked or closed sale?

No, once a sale is revoked or marked paid and shipped it cannot be reopened.

Once I change the status for a sale, can I change it back to a previous state?

Yes, go to the Pending Sales page, and then click on the name of the ad in the sale that you want to change. Next, uncheck the relevant status. To complete the process, simply click the save button at the bottom of the page.

Some of my transactions are missing from my pending sales page. Where are they?

It may be that the Andale system has not yet detected that these items have closed with Buy It Now which can take up to 2 hours.

To find these items, click the "Missing Orders" button at the top of the pending sales page. Once here, you can force the Andale site to process the checkout if the ads are eligible, by selecting the ads on the Left and scrolling down and clicking on the "Process Checkout" button.

What are the components of my Pending Sales Page?

What does Checkout Not Visited mean?

Checkout Not Visited means the buyer has not clicked through the Winning Bidder Email directly to checkout.

What does Needs Payment mean?

This filter is for sales in which payment has not been made.

What does Needs Shipment mean?

This filter is for sales in which the items have not been shipped.

What does Needs Total Calculation mean?

These are sales for which you must specify the shipping price of the item because Andale could not calculate the total price.

What does Revoke mean?

Revoke cancels the sale and moves the sale into the closed item status. This is often done in non paying bidder situations or when the buyer changes his or her mind about a sale. If you utilize our REFUNDS program, we will request a refund from ebay and complete the process to receive your refund of final value fee.

What does Scheduled mean?

Scheduled auctions will have the Checkout process complete at the end of the

auction.

What does Send Email do?

Send Email allows you to send a variety of common emails to your buyers (Shipping Address Request, Invoice, Payment Reminder, Payment Received, Item Shipped).

What is an On-Market Title?

The On-Market Title is the title of the ad when it is launched to a market (eBay, Stores, etc.). Only your potential buyers will see the On-Market Title.

What is an Order Number?

The Order Number is the identification number for the transaction with the buyer. It covers all of the items purchased by the buyer in a single shopping cart.

What is Item Price?

Item price is the price you are charging for the item you are selling.

What is Paid/Shipped?

Paid/Shipped marks the item as paid and shipped and moves the item to closing.

What is Paid?

Paid marks the sale as paid when the payment has cleared.

What is Shipped?

Shipped marks the sale as shipped.

What is the Closing Date?

This is the date that a given transaction has been marked closed (paid and shipped).

What is the Order Number?

The Order Number is the identification number for the transaction with the buyer. It covers all of the items purchased by the buyer in a single shopping cart.

What does Process Checkout do?

This feature prompts Andale to check whether an item has closed early and, if so, to move the item to the Pending Sales page and send out a Winning Bidder email. Typically, this feature is useful for auctions that have closed early and for Buy It Now auctions. Andale only checks if the auction is closed at the market, but does not close the auction for you. You must do this at the market if you want to close the auction early.

This is located under Checkout >> Add Checkout >> Checkout Pending.

What happens if I delete a transaction?

If you delete a transaction, you will no longer be able to access it. Deleting a transaction simply removes it from Checkout, so that you do not have to scroll through multiple pages of completed transactions.

What if I want to close an auction early?

Go to the market and close the auction early. Soon after closing the auction, Andale will process Checkout automatically. If, for some reason, Andale does not process Checkout, click on the Missing Orders button in the Pending sales page and select the item and click the Process Checkout button.

Note: If you use Lister, and have auto re-list selected, please make sure you have cancelled auto re-list before you close your ad on the Marketplace.
