

## Archive

### Archive FAQs

#### **What is an Archive? Does this show me all the listings I have ever launched?**

The **Archive** is a storage place for all your live ads. Remember, it is possible to have several live listings associated with each ad. If you want to see how many times an ad has been launched, you can select the ad and click **View Launch History**. Ad Archive will show the last successful, last unsuccessful launches of each ad as well as any draft ads or revoked launches.

#### **Why can't I see the One-Step Lister and Ad Archive links?**

An Ad blocker software may prevent you from seeing the One-Step Lister and Ad Archive links in the sub-navigation bar under the Lister tab. Other functionality throughout Andale may also be affected. Please be aware that a security software, such as Norton Internet Security, may also include an ad blocker. To turn off Norton Internet Security, follow the procedure below :

1. Open the Norton Internet Security control panel by double-clicking the green and blue globe in your windows taskbar.
2. Under Status & Settings select Security and click the Turn Off button.
3. Turning Security off will disable Ad Blocking, Intrusion detection and Personal Firewall without disabling Norton AntiVirus that auto-protects your system from viruses, worms and Trojan horses.

If you are still experiencing limitations in functionality, we recommend that you turn off any other ad blocking software while you are using Andale. You can turn the ad blocking software on, when you are finished using Andale.

For your reference, the following sub-tab links should show up under the Lister main tab: Start | One-Step Lister | Archive | Scheduled | Live | Import | Stock | Settings.

#### **What is a launch?**

When an ad is "Launched" it becomes live on a particular market. It is possible for one ad to be live on multiple markets, scheduled to go live and/or off market, all at the same time. If you choose to list on multiple markets or have multiple live items listed at the same time, be sure to check your inventory to cover all the possible sales.

#### **How do I change the ad name?**

You can change the name of your ad on the second page of the One Step Lister.

You can also quickly create a similar ad with the name that you want by using the SAVE AS feature. To do this, click on the name of the ad that you want to rename. This will take you to the One Step Lister page. From this page and the page following, you can make changes as needed.

At the bottom page of the One Step Lister, click SAVE AS. A pop-up window will appear asking you for the new ad name. Enter the new ad name and save. Your new listing will be saved under this ad name.

## **How do I create many similar ads quickly?**

You can create a batch of similar ads rapidly by using the Save As Button.

First create an ad with the One-Step Lister and save the ad. Then go to the Ad Archive Page and click on the name of the ad that you have just saved. This will take you to the One-Step Lister page again. You can make the needed changes to the existing ad on this page and the following page. When you are done with the changes, click on the Save As tab, a pop-up window will appear asking you for a new name for this ad. Enter a new ad name and save. Repeat this process to create many more similar ads.

## **What is Save as New Ad?**

If you click this box for an ad, the original ad will be copied and any changes made on this page will be saved under the new ad name that you will have to provide on the next page. If you do not select this box for an ad, the original ad will be modified with the changes that you make on this page.

## **How does Quick Change work?**

The Quick Change bar provides a way to quickly apply the same values to many items at once. Just use the checkboxes to select the items that you want to change. Then enter the appropriate data in the Quick Change bar, and click Apply to save those changes to each of the selected items.

## **How does the Search feature work?**

The Search feature allows you to search the Ad Archive for a specific ad or group of ads. To use the Search Feature, type the information (e.g. keyword, marketplace, ad name) that you want to run the search on and use the drop down menu to select where you want to run the Search. If you want to search only within a specific folder, then you can select that folder.

If you want to view the contents of a folder, then don't enter anything in the search box, choose the folder that you want to view and click search. This will show the items contained in the selected folder.

## **How do the filters work?**

The filters allow you to select which group of ads you want to see in your Ad Archive. To use the filters click the status that you would like to view (All, Successful, Unsuccessful, etc)

## **What is the difference between Ad Name and the On-Market Title?**

The Ad Name is a file name that helps you to identify the ads that you have created with Andale Lister (This title will NEVER be seen by your potential buyers). The On Market Title is the title of the item that buyers read and the one that appears on the live listing on the market ( This title WILL be seen by your potential buyers).

## **What is Launch time?**

Andale allows you to schedule your ads to launch when you know buyers will be shopping. To schedule an Ad Launch, select the ad, click Launch. You will be able to set the Launch schedule using the pulldown menu on the next page.

## **How do I find out how many times one ad has been launched?**

Clicking View Launch History for each ad will show information on all listings ever launched through Andale. Exact listings are not saved here, just the ad they were based on until you deleted the ad.

### **Why didnt my ad launch on eBay?**

To find out the reason for the ad failure, click on the Lister tab, then on the **Scheduled** link. Under this page, click on the **Failed filter**. If you had ad failure(s), you can view them here. The Summary column will show the number of times the particular ad has failed. Click on this link and you will get a pop up window with a line saying 'There was an Error in submitting your Ad'. Clicking on the 'Error' link will show the exact reason why the ad didn't go through.

Most of the times the error is simple and self explanatory. If you need clarification on the same, click on the 'Live chat' Icon in your andale account to chat with one of our online representatives. We have the Live Chat feature available on all days round the clock.

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