



# Order Manager: General Overview

- Order Information Included on Order List
- Editing Orders
- Sorting Orders
- Filtering and Searching Orders
- Importing New Orders
- Tracking Information / Additional Order Information
- Merge, Un-Merge, Split and Delete
- Order Comments and Customer Comments
- Order Cost Breakdowns
- Export Orders



# Order Manager: General Overview

## Order Management (Base Subscription / Free Trial Version)

- Seamless integration with existing eBay accounts, eBay sales since the last refresh are imported with the click of a button.
- Manage sales transactions from initial sale to shipment.
- Filter orders by status for quickly targeting groups of orders (e.g. orders shipped but missing tracking in eBay).
- Pulls in tracking numbers provided by eBay and PayPal shipping as well as allows user to manually add tracking and push to eBay when needed.
- When used with Inventory add-on allows for syncing inventory price / qty with the eBay transaction via a single click (e.g. adjust stock count and assign wholesale cost of item to the transaction for profit and weight calculations).
- Notification when transaction results in negative profit.
- When used with Inventory add-on, notification when stock counts are approaching zero, are zero, or item has been discontinued.
- Ability to manually create orders for non eBay sales.

Additional Information

Shipping Method:

Inhouse Shipping Weight: 0.0

Total Shipping Weight: 0.0

Tracking Details:

N/A

Update All Like Items (All Inhouse or All Non-Inhouse)

Sort By: Username

# results shown: 62

Un-Merge Merge Split Delete

Order Status	Order Date	S...	Acco...	Ebay...	Ref. ...	Item ID	Item Name	Customer ID	Email	Name	Country	Ad
Pending	2013-04-01	Hand...	US	EBAY...	sku_8029	EBAY_AUCTION_TITL...	ebay_user_10...	ebay_user_10...	Mike Pinkst...	Canada	31	
Pending	2013-04-01	Hand...	US	EBAY...	sku_2478	EBAY_AUCTION_TITL...	ebay_user_10...	ebay_user_10...	ROBERT GR...	United St...	54	
Pending	2013-04-01	Hand...	US	EBAY...	sku_1230	EBAY_AUCTION_TITL...	ebay_user_10...	ebay_user_10...	Jennifer Du...	United St...		
Pending	2013-03-31	Hand...	US	EBAY...	sku_7541	EBAY_AUCTION_TITL...	ebay_user_12...	ebay_user_12...	Andrei Seco...	United St...	16	
Pending	2013-03-31	Hand...	US	EBAY...	sku_8075	EBAY_AUCTION_TITL...	ebay_user_12...	ebay_user_12...	Tanya LeM...	United St...	14	
Pending	2013-03-28	Hand...	US	EBAY...	sku_9787	EBAY_AUCTION_TITL...	ebay_user_13...	ebay_user_13...	Allison Lord	United St...	82	
Pending	2013-03-31	Hand...	US	EBAY...	sku_8601	EBAY_AUCTION_TITL...	ebay_user_13...	ebay_user_13...	michelle th...	United St...	65	
Pending	2013-03-30	Hand...	US	EBAY...	sku_4406	EBAY_AUCTION_TITL...	ebay_user_13...	ebay_user_13...	Christina ...	United St...	31	
Pending	2013-03-29	Hand...	US	EBAY...	sku_4966	EBAY_AUCTION_TITL...	ebay_user_13...	ebay_user_13...	kevin r. hor...	USA	PO	
Pending	2013-04-01	Hand...	US	EBAY...	sku_9927	EBAY_AUCTION_TITL...	ebay_user_13...	ebay_user_13...	Carl Antho...	United St...	26	
New	2013-04-01	Hand...	US	EBAY...	sku_2302	EBAY_AUCTION_TITL...	ebay_user_13...	ebay_user_13...	Bronson Va...	United St...	77	
Pending	2013-04-01	Hand...	US	EBAY...	sku_9597	EBAY_AUCTION_TITL...	ebay_user_13...	ebay_user_13...	Huba Kele...	United St...	79	
Pending	2013-03-31	Hand...	US	EBAY...	sku_8522	EBAY_AUCTION_TITL...	ebay_user_14...	ebay_user_14...	marc young	United St...	31	
Pending	2013-03-30	Hand...	US	EBAY...	sku_8126	EBAY_AUCTION_TITL...	ebay_user_14...	ebay_user_14...	april Snow	United St...	25	
Pending	2013-04-01	Hand...	US	EBAY...	sku_6015	EBAY_AUCTION_TITL...	ebay_user_14...	ebay_user_14...	tracy sherrin	United St...	19	
Pending	2013-04-01	Hand...	US	EBAY...	sku_430	EBAY_AUCTION_TITL...	ebay_user_15...	ebay_user_15...	Alfonso Tal...	United St...	po	
New	2013-04-01	Hand...	US	EBAY...	sku_4591	EBAY_AUCTION_TITL...	ebay_user_15...	ebay_user_15...	Tom Gleitz	United St...	64	
Pending	2013-04-01	Hand...	US	EBAY...	sku_9528	EBAY_AUCTION_TITL...	ebay_user_15...	ebay_user_15...	Zara grana...	United St...	10	
Pending	2013-03-30	Hand...	US	EBAY...	sku_6991	EBAY_AUCTION_TITL...	ebay_user_15...	ebay_user_15...	James Hough	United St...	58	
Pending	2013-03-30	Hand...	US	EBAY...	sku_7727	EBAY_AUCTION_TITL...	ebay_user_15...	ebay_user_15...	Rodney Leech	United St...	11	

Additional Details for: Cost Breakdown (Estimates Only)

Wholesale Cost: 0.0 Total: 0.0

S/H Cost: 0.0 Subtotal: 0.0

PayPal Fees: 0.0

Customer Comments:

Items in order: 0.0



# Order Information Included on Order List

## Default Columns

- **Order Status** and **Order date**
- **Shipped Date** (after order is complete)
- **eBay Account Name** (for users with multiple eBay accounts) or users selling on multiple websites (eBay, Etsy, iOffer, etc.)
- **eBay Site** for users with listings in different country websites (e.g. eBay UK)
- **Reference Number** / eBay Auction Number or Order Number
- **Item ID** / SKU Number and **Item Name**
- **Customer ID** – eBay user ID or customer number
- **Customer Email Address, Name** and **Address**, including country, city, state zip code and phone number
- **Retail Price** of the items and **shipping cost** paid by the customer
- **Wholesale item price** and **in-house shipping cost**.
- **Weight** and **Location** of the item

Gamut  
File Services  
Order Manager 88

Last Update: 01 Apr 2013 18:10:44  
Current Status: Refreshing Complete.

Refresh Orders Since:  
Last Update Refresh

Additional Information  
Shipping Method:   
Inhouse Shipping Weight: 0.0  
Total Shipping Weight: 0.0  
Tracking Details:   
N/A Push Tracking to eBay/Website  
 Update All Like Items (All Inhouse or All Non-Inhouse)

Sort By: Username

# results shown: 62  
Un-Merge Merge Split Delete

Order List

Order Status	Order Date	Ship Date	Account Name	Ebay Site	Ref. Number	Item ID	Item Name	Customer ID
Pending	2013-04-01		HandsUpSolutions	US	EBAY_ITEM_ID3390	sku_8029	EBAY_AUCTION_TITLE8552	ebay_user_10349
Pending	2013-04-01		HandsUpSolutions	US	EBAY_ITEM_ID4092	sku_2478	EBAY_AUCTION_TITLE3713	ebay_user_10526
Pending	2013-04-01		HandsUpSolutions	US	EBAY_ITEM_ID2173	sku_1230	EBAY_AUCTION_TITLE4922	ebay_user_10594
Pending	2013-03-31		HandsUpSolutions	US	EBAY_ITEM_ID3223	sku_7541	EBAY_AUCTION_TITLE5745	ebay_user_1212
Pending	2013-03-31		HandsUpSolutions	US	EBAY_ITEM_ID6087	sku_8075	EBAY_AUCTION_TITLE6978	ebay_user_1277
Pending	2013-03-28		HandsUpSolutions	US	EBAY_ITEM_ID7611	sku_9787	EBAY_AUCTION_TITLE5610	ebay_user_13032
Pending	2013-03-31		HandsUpSolutions	US	EBAY_ITEM_ID320	sku_8601	EBAY_AUCTION_TITLE9042	ebay_user_13048
			HandsUpSolutions	US	EBAY_ITEM_ID148	sku_4551	EBAY_AUCTION_TITLE6177	
Pending	2013-03-30		HandsUpSolutions	US	EBAY_ITEM_ID6167	sku_4406	EBAY_AUCTION_TITLE1973	ebay_user_13284
Pending	2013-03-29		HandsUpSolutions	US	EBAY_ITEM_ID4063	sku_4966	EBAY_AUCTION_TITLE9826	ebay_user_13425
Pending	2013-04-01		HandsUpSolutions	US	EBAY_ITEM_ID5126	sku_9927	EBAY_AUCTION_TITLE7101	ebay_user_1350
New	2013-04-01		HandsUpSolutions	US	EBAY_ITEM_ID1082	sku_2302	EBAY_AUCTION_TITLE265	ebay_user_13764
Pending	2013-04-01		HandsUpSolutions	US	EBAY_ITEM_ID9923	sku_9597	EBAY_AUCTION_TITLE6601	ebay_user_13806
Pending	2013-03-31		HandsUpSolutions	US	EBAY_ITEM_ID7155	sku_8522	EBAY_AUCTION_TITLE5330	ebay_user_14478
Pending	2013-03-30		HandsUpSolutions	US	EBAY_ITEM_ID7486	sku_8126	EBAY_AUCTION_TITLE856	ebay_user_14695
Pending	2013-04-01		HandsUpSolutions	US	EBAY_ITEM_ID8269	sku_6015	EBAY_AUCTION_TITLE1889	ebay_user_14791
Pending	2013-04-01		HandsUpSolutions	US	EBAY_ITEM_ID1031	sku_430	EBAY_AUCTION_TITLE8488	ebay_user_15186
New	2013-04-01		HandsUpSolutions	US	EBAY_ITEM_ID4056	sku_4591	EBAY_AUCTION_TITLE8519	ebay_user_15187
Pending	2013-04-01		HandsUpSolutions	US	EBAY_ITEM_ID803	sku_9528	EBAY_AUCTION_TITLE5211	ebay_user_15190
Pending	2013-03-30		HandsUpSolutions	US	EBAY_ITEM_ID5579	sku_6991	EBAY_AUCTION_TITLE4416	ebay_user_15405
Pending	2013-03-30		HandsUpSolutions	US	EBAY_ITEM_ID8705	sku_7727	EBAY_AUCTION_TITLE3097	ebay_user_15598

Additional Details for: Username  
Cost Breakdown (Estimates Only)  
Wholesale Cost: 0.0 Total: 0.0  
S/H Cost: 0.0 Subtotal: 0.0  
PayPal Fees: 0.0  
Items in order: 0.0

Customer Comments:



# Order Information Included on Order List

The columns which are shown, the order shown, and the width of columns is completely customizable

id	Whole...	S/H Cost	Weight	Location	Inhouse	Backo...
2.29	12.01	0.0		<input checked="" type="checkbox"/>	Order Status	
6.45		0.0		<input checked="" type="checkbox"/>	Order Date	
45.66		0.0		<input checked="" type="checkbox"/>	Ship Date	
5.29		0.0		<input checked="" type="checkbox"/>	Account Name	
2.72		0.0		<input checked="" type="checkbox"/>	Ebay Site	
4.78		0.0		<input checked="" type="checkbox"/>	Ref. Number	
0.8	1.69	0.0		<input checked="" type="checkbox"/>	Item ID	
0.91		0.0		<input checked="" type="checkbox"/>	Item Name	
0.8		0.0		<input checked="" type="checkbox"/>	Customer ID	
0.91		0.0		<input checked="" type="checkbox"/>	Email	
3.33	1.69	0.0		<input checked="" type="checkbox"/>	Name	
4.18	2.21	0.0		<input checked="" type="checkbox"/>	Country	
8.11	2.21	0.0		<input checked="" type="checkbox"/>	Address	
8.04	7.7	0.0		<input checked="" type="checkbox"/>	City	
4.72	1.86	0.0		<input checked="" type="checkbox"/>	State	
4.0	2.04	0.0		<input checked="" type="checkbox"/>	Zipcode	
13.16	7.15	0.0		<input checked="" type="checkbox"/>	Retail \$	
4.47	2.04	0.0		<input checked="" type="checkbox"/>	S/H Paid	
13.39	5.27	0.0		<input checked="" type="checkbox"/>	Wholesale \$	
4.59	3.23	0.0		<input checked="" type="checkbox"/>	S/H Cost	
1.35	2.04	0.0		<input checked="" type="checkbox"/>	Weight	
0.39	1.69	0.0		<input checked="" type="checkbox"/>	Location	
0.39		0.0		<input checked="" type="checkbox"/>	Inhouse	
5.29	2.9	0.0		<input checked="" type="checkbox"/>	Backordered	
4.57	8.88	0.0				
9.08	2.55	0.0				
2.38	1.69	0.0				

Apply Changes

Table Options

Horizontal Scroll

Pack All Columns

Pack Selected Column

- **Table Options Button:** Allows the user to pick which columns are shown in the Order Manager Screen
- **Horizontal Scroll Option:** Allows the user to add or remove a horizontal scroll bar when the Order Manager is minimized or viewed on a small screen
- **Pack All Columns:** Auto resizes all columns based on the contents
- **Pack Selected Column:** Auto resizes the last column selected

**NOTE:** Columns which are only available with Inventory Manager Add-on include:

- **Inhouse checkbox:** works with the inventory system to track inventory
- **Backordered checkbox:** for out of stock items in the inventory system

S/H Cost	Weight	Location	Inhouse	Backo...
12.01	0.0		<input checked="" type="checkbox"/>	<input type="checkbox"/>
	0.0		<input checked="" type="checkbox"/>	<input type="checkbox"/>
	0.0		<input checked="" type="checkbox"/>	<input type="checkbox"/>

Apply Changes



# Editing Orders

Last Update: 01 Apr 2013 18:10:44  
Current Status: Data has been updated, ...

Refresh Orders Since:  
Last Update Refresh

Shipping Method:  
Inhouse Shipping Weight: 0.0  
Total Shipping Weight: 0.0  
Tracking Details: 9405509699937590342657  
USPS Push Tracking to EBay/Website  
 Update All Like Items (All Inhouse or All Non-Inhouse)

Sort By: Order Date  
# results shown: 100

Un-Merge Merge Split Delete

Search Orders  
John Search  
Filter By  
New  Complete  Pending Print   
Pending  NPB  Pending E-Check   
OOS  Canceled  Pending MO   
Date Range  
From:   
To:   
100  
Apply Changes

Order List

Order Status	Order Date	Ship Date	Item ID	Item Name	Customer ID	Email	Name	Country	Address	City	State	Zipc...	Retail \$	S/H ...	Wholesal...	S/H Cost	Weight	Location	Inhouse	Backordered
Complete	2013-03-22	2013-03-22	sku_5215	EBAY_AUC...	ebay_user_...	ebay_...	Brian Zitnik	Unit	PO Box 1552	Johns Island	NJ	1137...	12.99	0.0	3.9	2.04	0.0		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pending	2013-03-22		sku_2277	EBAY_AUC...	ebay_user_...	ebay_...	John Geisler	Unit	2943 S.Revere ...	Plainfield	AZ	75236	102.2	9.75	0.0	0.0	0.0		<input type="checkbox"/>	<input type="checkbox"/>
Complete	2013-03-22	2013-03-22	sku_7291	EBAY_AUC...	ebay_user_...	ebay_...	Jennifer John...	Unit	2145 McKnigh...	Swansea	TX	1000...	14.99	0.0	6.03	3.23	0.0		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Complete	2013-03-23	2013-03-24	sku_2995	EBAY_AUC...	ebay_user_...	ebay_...	PATRICIA JO...	Unit	3811 Yorkshir...	Republic	TX	2751...	11.85	0.0	5.91	2.21	0.0		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Complete	2013-03-23	2013-03-25	sku_9166	EBAY_AUC...	ebay_user_...	ebay_ust_r_7...	sylvia johns...	United St...	6509 Queensbury	Marlison	TX	7304...	39.89	0.0	2.29	6.25	0.0		<input checked="" type="checkbox"/>	<input type="checkbox"/>
		2013-03-25	sku_2247	EBAY_AUC...											0.01		0.0		<input checked="" type="checkbox"/>	<input type="checkbox"/>
		2013-03-25	sku_5318	EBAY_AUC...											0.01		0.0		<input checked="" type="checkbox"/>	<input type="checkbox"/>
		2013-03-25	sku_4667	FRAY_AUC...											0.97		0.0		<input checked="" type="checkbox"/>	<input type="checkbox"/>

- To edit orders, (1)double click the cell you want to edit. After you have made your edits, (2)the changed cell appears green.
- (3)Apply Changes after you have completed your edits. You must click the apply button to continue processing orders. To clear any changes, click the **Clear All** button.
- Note: Customer ID is unique for each customer and can not be edited.

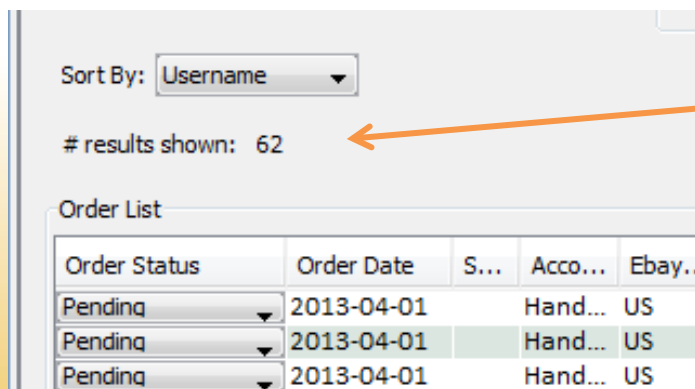
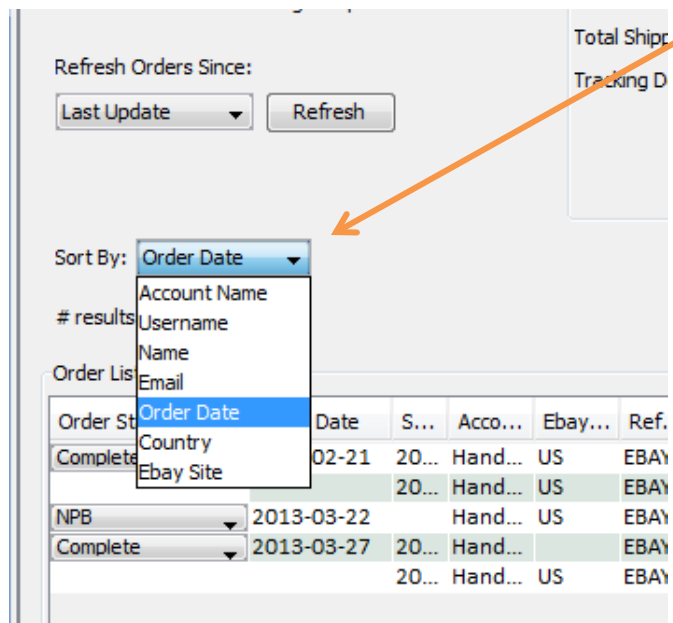




# Sorting Orders

Sort orders based on:

- Account Name
- Customer ID
- Name
- Email
- Order Date
- Country
- eBay Site



# results shown on order list.

- For example, search by item ID to see how many of that item has sold within a set time period.
- Only the first 100, 200, or 500 orders at a time will be shown depending upon user settings.



# Changing Order Status

Order Status	Order Date	S...	Acco...	Ebay...
Complete	2013-03-23	20...	Hand...	US
Pending MO	2013-03-23	20...	Hand...	
Pending Print		20...	Hand...	
Canceled		20...	Hand...	
New		20...	Hand...	US
Pending E-Check		20...	Hand...	US
Export Labels	2013-03-23	20...	Hand...	US
Pending	2013-03-23	20...	Hand...	US
Complete	2013-03-24	20...	Hand...	US
Complete	2013-03-24	20...	Hand...	US
Complete	2013-03-24	20...	Hand...	US

- **Order statuses** are for the most part completely user driven and are for managing new orders from purchase to order shipment.
- Gamut focuses on giving the user **complete control over their orders**.
- Once an order has been imported and changed (status other than “New”):
  - Changes from 3<sup>rd</sup> party sites (such as eBay or Amazon) will be **ignored**
  - **Prevents data loss by a 3<sup>rd</sup> party site overwriting changes made by user**
  - 3<sup>rd</sup> party sites may not be privy to changes made by user, e.g. customer changes address or item ID via email/messages

(Please see the Search and Filter Tutorial for more information)



# Filtering and Searching Orders

## Filter orders based on **Order Status**

- **New** - Orders which have been placed but where customer has not completed checkout or paid.
- **Pending** – Orders which have been placed and customer has completed checkout.
- **OOS** (out of stock)- Orders which have an item that is out of stock.
- **NPB** (non-paying bidder) – eBay orders which have not been paid for and been filed as NPB.
- **Pending Print** – Orders which have been paid and can be moved on to further processing by printing the label for shipping.
- **Pending E-check** – Orders which were paid via E-check and are pending for the payment to clear.
- **Pending Money Order** – Orders which are pending a Money order payment.
- **Export Labels** – Orders which have been processed, shipping labels have been printed, and are waiting to be shipped.
- **Admin Hold** – Orders which have been placed on hold for any order issues or are pending customer response such as incorrect address or requested order changes.
- **Pending Tracking** – Orders which do not have a tracking number pulled in from eBay or entered manually.
- **Unmerged Multi-Orders** – Orders that are in new, pending, or pending print status where the same customer has purchased several products from different auctions. These orders can be merged to save on shipping.

Order Status	Order Date	S...	Acco...	Ebay...	Ref. ...	It...
Complete	2013-03-23	20...	Hand...	US	EBAY...	ski
Pending MO	2013-03-23	20...	Hand...		EBAY...	ski
Pending Print		20...	Hand...		EBAY...	ski
Canceled		20...	Hand...		EBAY...	ski
New		20...	Hand...	US	EBAY...	ski
Pending E-Check		20...	Hand...	US	EBAY...	ski
Export Labels	2013-03-23	20...	Hand...	US	EBAY...	ski
Pending	2013-03-23	20...	Hand...	US	EBAY...	ski
Complete	2013-03-24	20...	Hand...	US	EBAY...	ski
Complete	2013-03-24	20...	Hand...	US	EBAY...	ski
Complete	2013-03-24	20...	Hand...	US	EBAY...	ski

Filter Search

Filter Orders by Status

<input checked="" type="checkbox"/> New	<input type="checkbox"/> Pending Print	<input type="checkbox"/> Pending Tracking
<input checked="" type="checkbox"/> Pending	<input type="checkbox"/> Pending E-Check	<input type="checkbox"/> Unmerged Multi-Orders
<input type="checkbox"/> OOS	<input type="checkbox"/> Pending MO	
<input type="checkbox"/> NPB	<input type="checkbox"/> Export Labels	
<input type="checkbox"/> Admin Hold		

Apply Changes





# Filtering and Searching Orders

- Search through orders and apply a filter if needed:
  - Search by customer name, customer ID, address, country, item SKU #, item name, and more.
  - Use the filter by option to specify:
    - Order status
    - Date Range
    - Order Number of Results

Filter Search

Search Orders

John Search

Filter By

New  Complete  Pending Print

Pending  NPB  Pending E-Check

OOS  Canceled  Pending MO

Admin Hold

Date Range

From: 07/10/12

To: 10/11/12

# Results: 100

Apply Changes

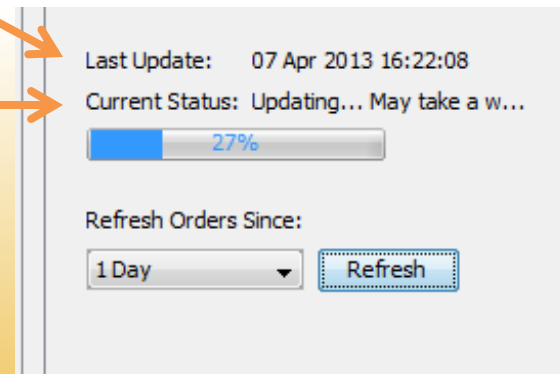
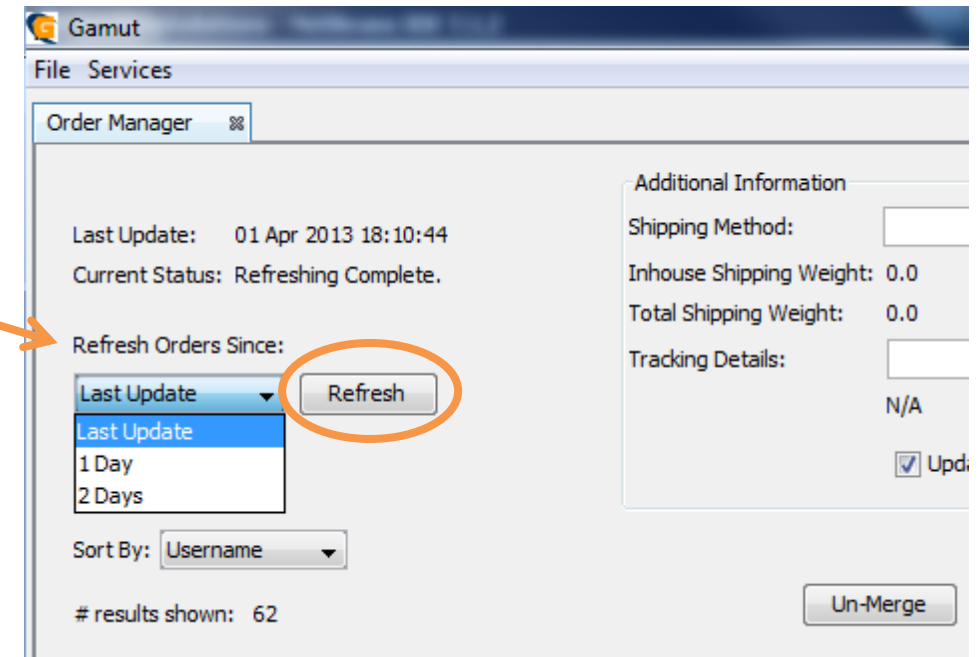
(Please see the Search and Filter Tutorial for more information)



# Importing New Orders from eBay or Websites

- **Refresh button** – pulls in new orders from eBay
- Drop down menu allows you to choose to pull in orders from last update or 1-2 days prior.
- **Last Update** – Date when new orders were last pulled from eBay
- **Current Status** – While refreshing, the status update will change to “Updating” until complete

(Please see the Importing New Orders tutorial for more information)





# Additional Order Information

- When a **completed** order or an order with a **printed label** is selected, the shipping method and tracking details are pulled from eBay.
- If the shipping label was not printed through eBay or PayPal, the tracking can be entered **manually**.
- The “**Push Tracking to eBay**” button will push any manually entered tracking information to eBay.
- For customer orders which have been **paid separately but shipped together** (i.e. multiple checkouts by same customer) you can push the same tracking number out to all related orders provided they are merged within Gamut.

Additional Information

Shipping Method:

Inhouse Shipping Weight: 0.0

Total Shipping Weight: 0.0

Tracking Details:

USPS

Update All Like Items (All Inhouse or All Non-Inhouse)

..	Acco...	Ebay...	Ref. ...	Item ID	Item Name	Customer ID	Email
	Hand...		EBAY_...	sku_8048	EBAY_AUCTION_TITL...	ebay_user_85...	ebay_user_85
	Hand...	US	EBAY_...	sku_9561	EBAY_AUCTION_TITL...	ebay_user_18...	ebay_user_18

(Please see the Importing and Tracking tutorial for more information)



# Additional Order Information

To estimate the best shipping method, the total shipping weight of a selected order is displayed

- **Total Shipping Weight:**
  - Displays total shipping weight for all of the items in the order.
- **Inhouse Shipping Weight:**
  - When the inhouse checkbox is selected, the weight of all of the checked items in an order will be displayed.
  - This information will only be shown if the inventory add-on is enabled

Snapshot    Create Order

Additional Information

Shipping Method:

Inhouse Shipping Weight: 15.0

Total Shipping Weight: 23.0

Tracking Details:

Update All Like Items (All Inhouse or All Non-Inhouse)



# Merge, Un-Merge, Split and Delete

- **Merge / Un-Merge:** Combine or uncombined items in multiple item orders. Great for eBay purchases with multiple checkouts by the same customer.
- **Split:** Selling multiple items in one auction? Split the order to add items for better management of inventory.
- **Delete:** Delete unwanted item lines. Please note deletion is **permanent** and can not be undone. You can re-enter the information manually. See **Create Orders Manually** tutorial for more information.

(Please see the Merge, Un-Merge, Split tutorial for more information)

The screenshot displays an eBay order management interface. On the left, there's a sidebar with 'Additional Information' (Shipping Method: USPSFirstClass, Inhouse Shipping Weight: 0.0, Total Shipping Weight: 0.0, Tracking Details) and a 'Push Tracking to eBay/Website' button. Below this, there are 'Un-Merge', 'Merge', 'Split', and 'Delete' buttons, which are circled in orange. The main area shows a table of orders with columns for Order Status, Order Date, S..., Acco..., Ebay..., Ref. ..., Item ID, Item Name, Customer ID, Email, Name, Country, Address, City, St..., Zipc..., Retail \$, S/H ..., Whole..., S/H ..., Weight, Location, Inhouse, and Backordered. The table contains several rows of order data. On the right, there's a 'Search Orders' panel with a search box containing 'john geisler', a 'Search' button, and various filter options (New, Complete, Pending Print, Pending, NPB, Pending E-Check, OOS, Canceled, Pending MO) and a 'Date Range' section. The '# Results' is shown as 100.

Order Status	Order Date	S...	Acco...	Ebay...	Ref. ...	Item ID	Item Name	Customer ID	Email	Name	Country	Address	City	St...	Zipc...	Retail \$	S/H ...	Whole...	S/H ...	Weight	Location	Inhouse	Backordered
Complete	2013-02-21	20...	Hand...	US	EBAY_...	sku_4246	EBAY_AUC...	ebay_user_19...	ebay_user_19...	john geisler	United St...	4640 Garland St	Bulimba	TX	6525...	24.939...	0.0	5.6	2.9	0.0		<input checked="" type="checkbox"/>	<input type="checkbox"/>
		20...	Hand...	US	EBAY_...	sku_4864	EBAY_AUC...											2.59	0.0			<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pending	2013-03-22		Hand...	US	EBAY_...	sku_2277	EBAY_AUC...	ebay_user_12...	ebay_user_12...	John Geisler	United St...	2943 S Revere St	Plainfield	AZ	75236	102.2	9.75	0.0	0.0	0.0		<input type="checkbox"/>	<input type="checkbox"/>
Pending	2013-03-27	20...	Hand...	US	EBAY_...	sku_6048	EBAY_AUC...	ebay_user_12...	ebay_user_12...	John Geisler	United St...	2943 S Revere St	Plainfield	AZ	75236	6.75	0.0	0.39	0	0.0		<input checked="" type="checkbox"/>	<input type="checkbox"/>
		20...	Hand...	US	EBAY_...	sku_5527	EBAY_AUC...											0.39	0.0			<input checked="" type="checkbox"/>	<input type="checkbox"/>







# Order Cost Breakdowns

## Cost Breakdown includes:

- Number of Items in the Order
- Customer Order Retail Total
- Total Wholesale Cost
- Shipping and Handling Cost
- Estimated PayPal Fees
- Profit Subtotal

Additional Details for:  
ebay\_user\_6255

Items in order: 1

Cost Breakdown (Estimates Only)

Wholesale Cost:	\$69.00	Total:	\$110.00
S/H Cost:	\$8.00	Subtotal:	\$30.61
PayPal Fees:	\$2.39		

Custom Fee/...	Fee Amount	Profit	...
EBay Standard	\$9.90	\$20.71	
EBay TRS 20%	\$7.92	\$22.69	

- 
- Final Profit Estimates Based on Sale Site
    - The fees shown are customizable based on your sales site



# Order Cost Breakdowns

## Offers Customizable Final Profit Estimates Based on Sale Site

Additional Details for: ebay\_user\_6255

Items in order: 1

Cost Breakdown (Estimates Only)

Wholesale Cost:	\$69.00	Total:	\$110.00
S/H Cost:	\$8.00	Subtotal:	\$30.61
PayPal Fees:	\$2.39		

Custom Fee/...	Fee Amount	Profit
EBay Standard	\$9.90	\$20.71
EBay TRS 20%	\$7.92	\$22.69

- Estimates are for assisting in giving a **snapshot of profit** break down for each sale, they are **not** added into any of the financial information in the Financial Snapshot tab.

- Most ecommerce sites provide sellers with an invoice each **Month** with the exact amount due, it is suggested that that amount is added directly as an expense each month to insure accurate reporting of expenses.
- The cost breakdown is a great tool for quickly identifying whether a listing is generating **profit or losing money**.

Manage Custom Fees

Additional Fee List

- EBay Standard
- EBay TRS 20%

Add 3rd Party Site/Fee

Site/Fee Name:

Fee Percentage:  %

Flat Fee:  (e.g. 0.05)

Delete Clear Add/Update

**Customizable Fees:** Enter a name for your fee and either a % or flat fee. For example:

- eBay fees (20%) – Top Rated Seller Discount
- Your Own Website – No final value fees



# Export Orders

**Export Labels** Button outputs all orders which are under the “Export Labels” Status into a tab delimited “ExportedLabels.txt” file, which can be opened and viewed in excel. Additionally, invoices for each order can also be created.

## Export Labels Status

# results shown: 25

Order Status	Order Date	Ship Date	
Export Labels	2013-03-17	2013-03-18	F
	2013-03-18	2013-03-18	F
	2013-03-18	2013-03-18	F
	2013-03-18	2013-03-18	F
	2013-03-18	2013-03-18	F
	2013-03-18	2013-03-18	F
Export Labels	2013-03-20	2013-03-21	F
	2013-03-21	2013-03-21	F
	2013-03-21	2013-03-21	F
	2013-03-21	2013-03-21	F
Export Labels	2013-03-29		F
Export Labels	2013-03-30		F
Export Labels	2013-03-16	2013-03-18	F
Export Labels	2013-03-18	2013-03-19	F
Export Labels	2013-03-26	2013-03-26	F
Export Labels	2013-03-29	2013-03-29	F
Export Labels	2013-03-21	2013-03-22	F
Export Labels	2013-03-17	2013-03-18	F
Export Labels	2013-03-17	2013-03-20	F
Export Labels	2013-03-27	2013-03-28	F
Export Labels	2013-03-21	2013-03-22	F

Additional Details for: Wholesale Cost: \$1.35 Total  
ebay user 754

## Export Labels Button

BSK 23	<input type="checkbox"/>	<input type="checkbox"/>
BSK 33	<input type="checkbox"/>	<input type="checkbox"/>
NVS6	<input type="checkbox"/>	<input type="checkbox"/>
BSK 18A	<input type="checkbox"/>	<input type="checkbox"/>
IKEA 740	<input type="checkbox"/>	<input type="checkbox"/>

Clear All

Export Labels

## Export Labels .TXT file

Name	Date modified	Type	Size
bin	10/13/2012 10:36 ...	File folder	
etc	10/13/2012 10:36 ...	File folder	
nb	10/13/2012 10:36 ...	File folder	
platform	10/13/2012 10:36 ...	File folder	
php_administrator	12/1/2012 3:42 PM	File folder	
ExportedLabels_1365043028372.txt	4/3/2013 10:37 PM	Text Document	2 KB
ImportTemplate_1361413177510.txt	2/20/2013 10:16 PM	Text Document	4 KB
pnpdb.h2.db	4/3/2013 10:29 PM	DB File	108,896 KB
pnpdb.lock.db	4/3/2013 10:29 PM	DB File	1 KB
pnpdb.trace.db	4/3/2013 10:29 PM	DB File	97 KB



# Export Orders

**Export Labels File** – Can be used to match customer names with the items which were ordered along with locations of those items.

**Perfect printable sheet to use while shipping!**

• Includes:

- Location
- Item ID
- Item Name
- Customer Name
- State
- Order Comments

(Please see the Exporting Tutorial for more information)

	A	B	C	D	E	F	G
1	Location	Item ID	Item Name	CustomerName	State	Comments	
2		sku_2314	EBAY_AUCTION_TITLE3587	Anita StJohn	TX		
3		sku_5325	EBAY_AUCTION_TITLE8898	Brian Zitnik	FL		
4		sku_752	EBAY_AUCTION_TITLE9639	Chantel Johnson	NY		
5		sku_9822	EBAY_AUCTION_TITLE1693				
6		sku_7084	EBAY_AUCTION_TITLE9425				
7		sku_727	EBAY_AUCTION_TITLE1116				
8		sku_4155	EBAY_AUCTION_TITLE6587				
9		sku_6656	EBAY_AUCTION_TITLE3484				
10		sku_9561	EBAY_AUCTION_TITLE7184	Colin Baker		Wants Pink	
11		sku_4750	EBAY_AUCTION_TITLE2814	Elizabeth Aceves	WA		
12		sku_5872	EBAY_AUCTION_TITLE4199	John Williams	FL		
13		sku_3166	EBAY_AUCTION_TITLE8937	John Kissell	HI	refunded \$1.56 extra shipping charge	
14		sku_4632	EBAY_AUCTION_TITLE4254				
15		sku_647	EBAY_AUCTION_TITLE8380				
16		sku_241	EBAY_AUCTION_TITLE1628				
17		sku_6125	EBAY_AUCTION_TITLE4597	John R. Van Horn	CA		
18		sku_7311	EBAY_AUCTION_TITLE7100	John Richardson	KS	ordered med, customer wanted large	
19		sku_1360	EBAY_AUCTION_TITLE7757	John Richmond	CA		
20		sku_9911	EBAY_AUCTION_TITLE7354	John de Vries	PA		
21		sku_8048	EBAY_AUCTION_TITLE5442	Natalie Degnan	MA		
22		sku_663	EBAY_AUCTION_TITLE7312	Taylor Johnson	TX		
23		sku_9141	EBAY_AUCTION_TITLE1494	john osullivan	NV		
24		sku_6018	EBAY_AUCTION_TITLE4935	john smyth	PR	e-check cleared 3/20/2013-3/22/2013.	
25		sku_2118	EBAY_AUCTION_TITLE859	kile bay	NC		
26		sku_7007	EBAY_AUCTION_TITLE7475	stephanie franklin	CA		





# Further Tutorials

- **Please view our other tutorials for more information or feel free to contact us with any questions**
- Further Tutorials:
  - More Order Manager Tutorials:
    - Importing eBay sales and tracking
    - Search and Filter Orders
    - Manually Create Orders
    - Merge, Un-Merge, and Split
    - Exporting and Invoice Creation
  - Add-on Tutorials:
    - General Inventory Management
    - General Financial Overview