Checkmate Listing Manager for eBay Quick Reference Guide

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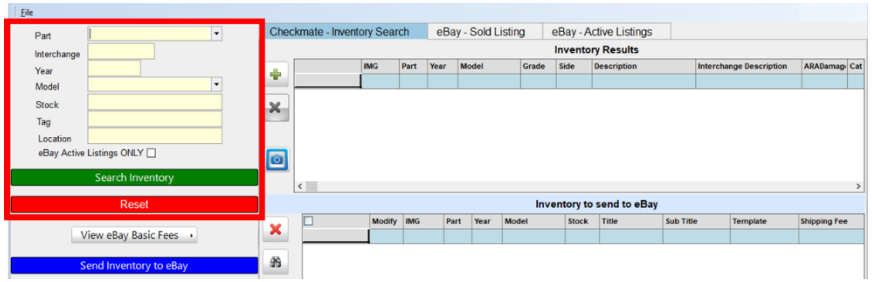
Getting Started

From Checkmate Workstation, click the **eBay** button in the top menu to open Checkmate Listing Manager.

Search Inventory for Parts to List

The process of listing parts from Checkmate begins with an inventory search. On the **eBay** tool, you can look up parts in your inventory and then list them on eBay.



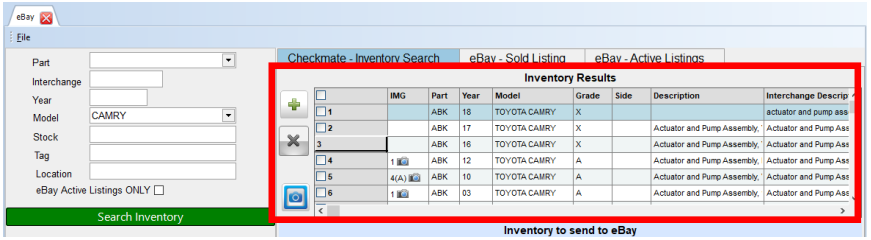
There are several ways to conduct a search:

- Enter the **Part** you are looking up, or use the drop-down to select from a list of parts.
- Enter the part's **Interchange** number.
- Enter the **Year** and **Model**, or use the **Model** drop-down to select from a list of models.
- Enter the part's **Stock** number.
- Enter the part's **Tag** number.
- Enter the part's **Location**.
- Check the **eBay Active Listings ONLY** checkbox to only view parts that are currently listed on eBay.

Click **Search Inventory** to search, or click **Reset** to clear the search criteria.

Inventory Results

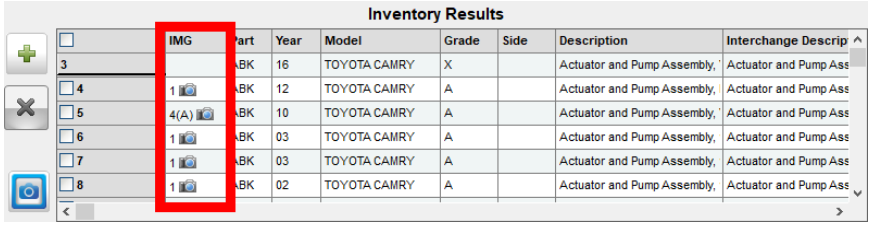
The **Checkmate – Inventory Search** tab displays available parts in your inventory that match your search.



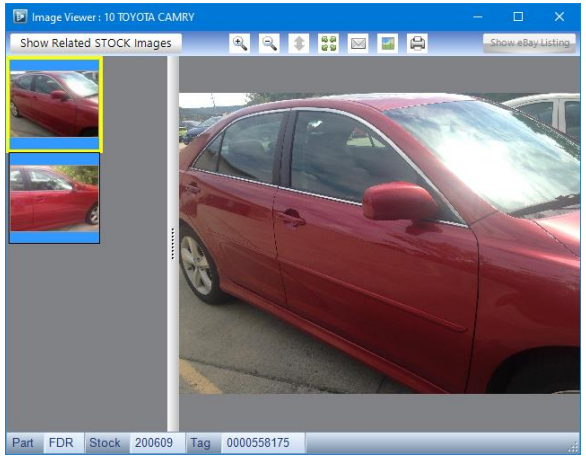
Images

If images are associated with a part, a camera icon will display in the **IMG** column of the **Inventory Results**. The number listed in this column indicates how many pictures are associated with this part. If this number is followed by the letter **A**, this indicates that the photos are from the vehicle's AUT record.

Note: This number includes any **Private** images in Checkmate. However, private images will *not* upload to eBay listings.



To view the images, double-click on the camera icon. The **Image Viewer** window opens. Thumbnails for each photo are listed on the left.



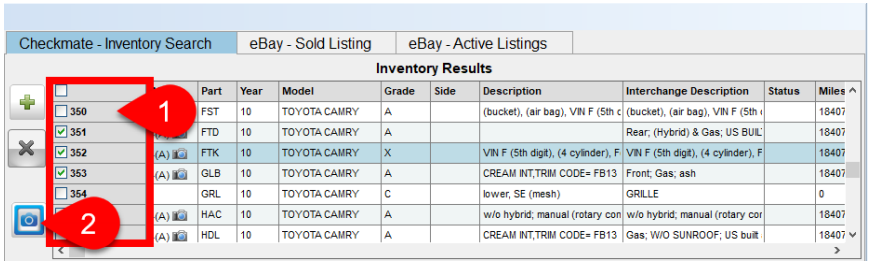
Double-click a thumbnail to view the image and/or use the other available buttons:

- **Show Related STOCK Images** (Show Related STOCK Images) – Shows any image associated with the AUT record or the rest of the vehicle
- **Magnifying Glass** ( ) – Increases and decreases the size of the selected image
- **Best Fit ( )** – Resizes the image to optimally fit the **Image Viewer** window
- **Expand** ( ) – Expands the photo to match the size of the **Image Viewer** window
- **Envelope** ( ) – Emails the selected image
- **Image Editor** ( ) – Opens **Image Editor** in a new window
- **Printer** ( ) – Prints the selected image
- **Show eBay Listing** (Show eBay Listing) – Opens the eBay listing in your browser (if the part is currently listed on eBay

Send Parts to Photomate

If any parts need to have pictures taken, you can send them to the Photomate mobile app.

1. Check the part(s) in the **Inventory Results** that you would like to send to Photomate.
2. Click the Photomate button.



3. If desired, select an **Employee** and type in a **Task Comment**.

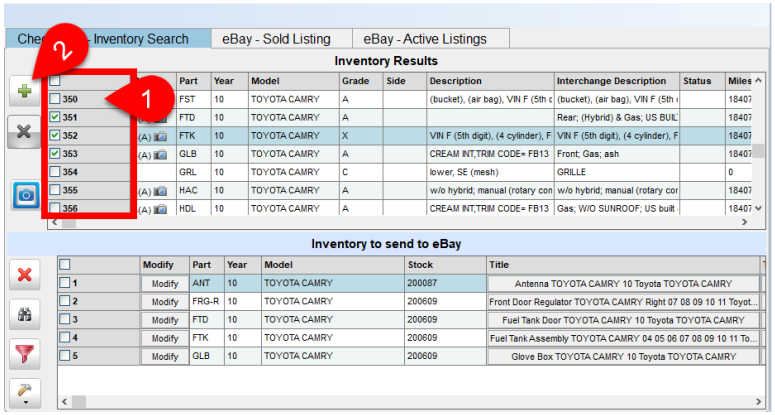
   Click **Accept** to send the part(s) to Photomate.

Select Inventory to send to eBay

Add Parts

To add parts to send to eBay, follow these steps:

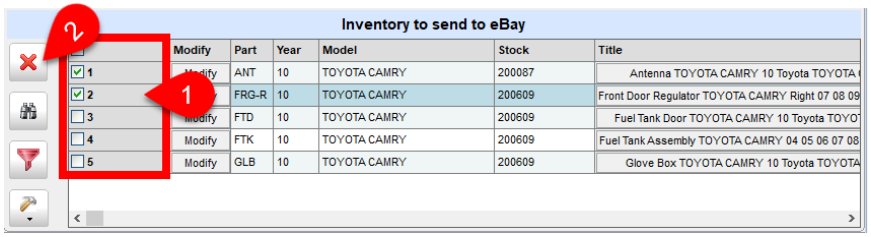
1. Check the part(s) in the **Inventory Results** you would like to send to eBay.
2. Click the green plus sign button to add the selected items. The part(s) are now listed in the **Inventory to send to eBay** section of the screen.



Remove Selected Items

The red **X** button removes all of the selected items from the **Inventory to send to eBay** list.

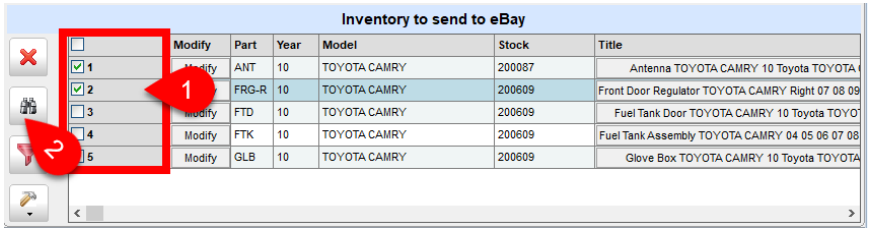
1. Check the part(s) you would like to remove from the **Inventory to send to eBay** list.
2. Click the red **X** button to remove the selected parts from the **Inventory to send to eBay** list.



Search and Replace

The binoculars button allows you to **Search and Replace** the text in a part's data (**Template**, **Description**, **Title**, etc.). To use this function, follow these steps:

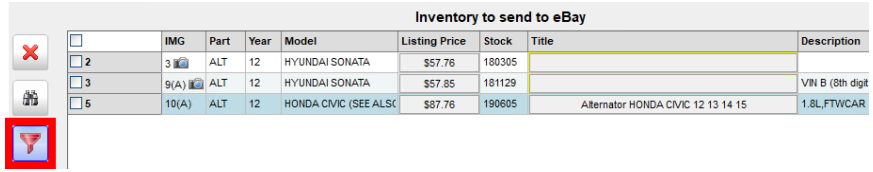
1. Check the items you would like to use the **Search and Replace** function on.
2. Click the binoculars button.



3. The **eBay Search and Replace** window opens. Select the **Data** type you would like to apply changes to. Select the **Search/Action** you would like to perform. If applicable, fill out the **Text** fields with the appropriate information.
4. Click **Accept** to perform the selected function on the selected parts.

Filter for Items with Listing Problems

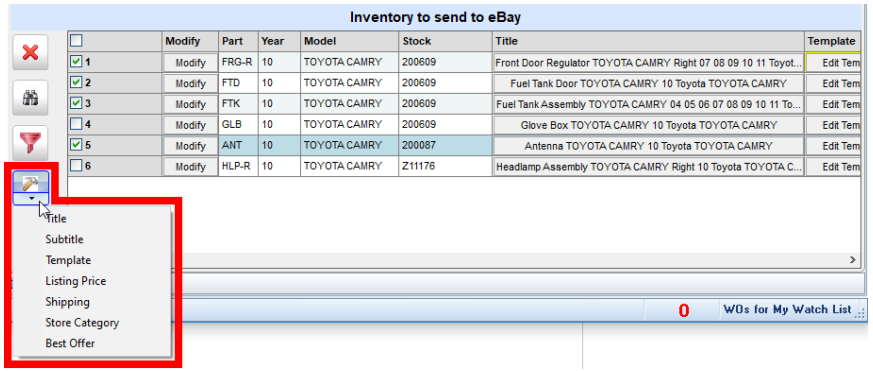
The red filter button identifies any errors before parts are sent to eBay. Click this button to see only parts with errors such as empty descriptions, invalid shipping fees, etc. After clicking the filter button, any areas that have problems will be highlighted in red, so you can edit the information before listing the part.



Mass Modify Items

The hammer button allows you to edit multiple listings at once. It makes the same change to every checked listing. Follow these steps:

1. Check the items you would like to be modified.
2. Click the hammer button.
3. Select the field type you would like to edit.

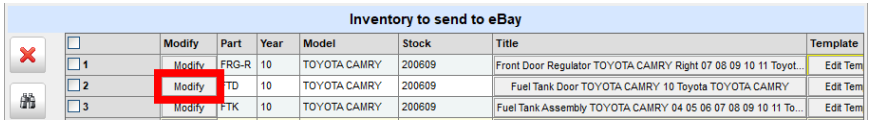


4. In the window that appears, follow the prompts to specify the change you would like to make.
5. Click **Apply** to apply your changes.

Warning: This change will be made to every part you selected in your list, and it cannot be undone (except manually).

Modify Part

The **Modify** button allows you to view or modify the listing for individual parts. Click the **Modify** button on any part to view or change the listing for that specific part.



The **eBay Listing Editor** window opens. From here, you can view and edit:

A. **Title**, **Sub Title**, and **Inventory Description**

B. Pricing information and shipping fees

- **Percentage Modifier** adds or subtracts from the listing price. To subtract from the listing price, add a dash (-) in front of the value you enter. Click **Set %** to save changes.
- Select **Retail**, **Wholesale**, or **Custom** for the listing price
- Check the **Immediate Payment** checkbox to require immediate payment.

C. Part's listing description

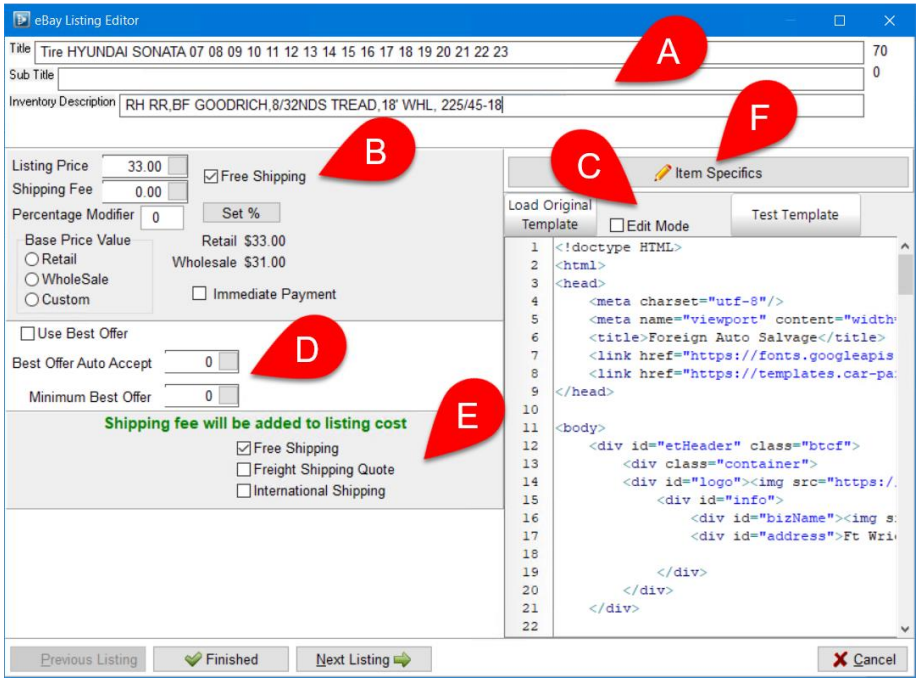
- Check the **Edit Mode** checkbox to allow editing.
- Click **Load Original Template** to load the standard listing template. (If you created a template for a specific part code, then this button will load that per-part template).
- Click **Test Template** to view the template in your web browser.

D. **Best Offer** parameters

- Check **Use Best Offer** to use this feature.
- **Best Offer Auto Accept** sets a price that you will automatically accept.
- **Minimum Best Offer** sets a minimum price you will accept.

E. **Free Shipping**, **Freight Shipping Quote**, and **International Shipping –** Check the checkboxes to include these shipping options.

F. **Item Specifics** – Click this button to open the **Item Specifics** window for the part. (For more info, see the [Item Specifics]() section of this guide.)



When you are finished, click **Finished** or **Next Listing** to save your work on this listing.

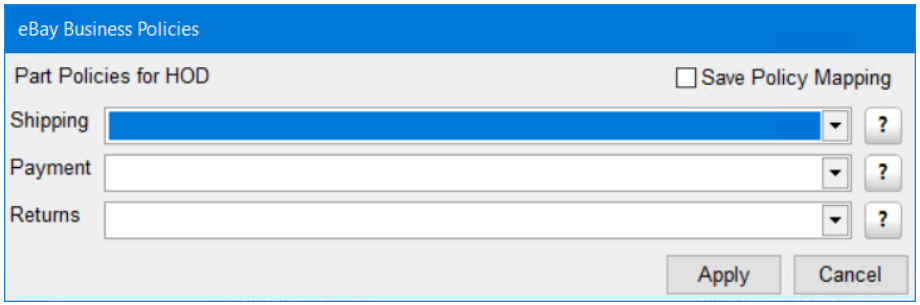
⚠ **Note**: Clicking **Cancel** only cancels changes to the visible listing. It does not cancel changes to previous listings.

Policies

You can use the **Policies** column to assign eBay Business policies to a part. To change the Business Policies of a specific part, click **Policies** in its part line.

Note: To map eBay Business Policies to parts in Checkmate, you will first need to receive authorization from eBay. See our full **Checkmate Listing Manager for eBay - User Guide** for information on this process.

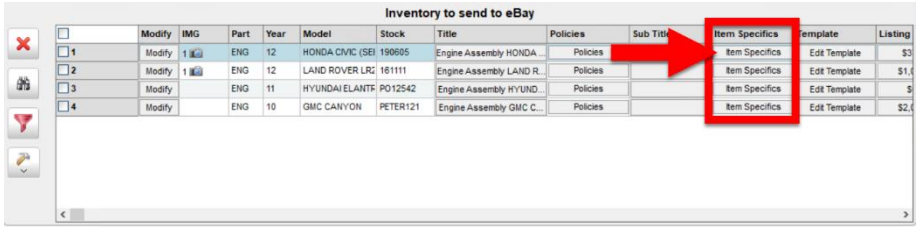
A window appears, in which you can set policies for the part. Use the drop-downs to set the **Shipping**, **Payment**, and **Returns** policies for the part.



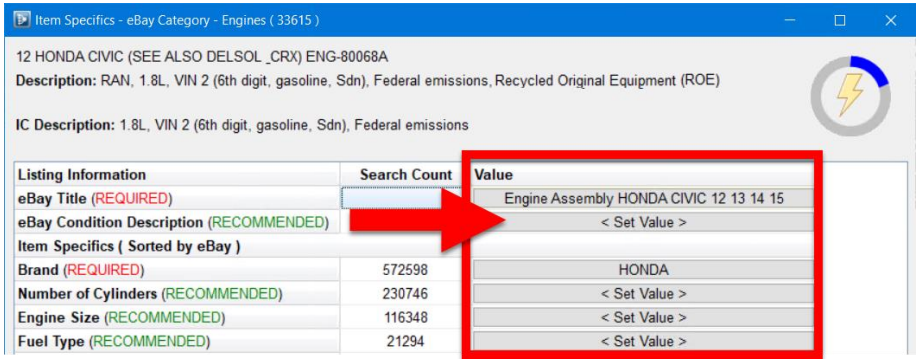
Item Specifics

You can use the **Item Specifics** column to add eBay Item Specifics to a part. To add Item Specifics to a part:

1. Click **Item Specifics** in its part line.



2. The **Item Specifics** window opens for the part. In the **Listing Information** column, you can see whether each Item Specific is **REQUIRED**, **RECOMMENDED** or **OPTIONA**L, per eBay. To select an Item Specific, click its button in the **Value** column.



3. A new window opens. Enter the value for the Item Specific. You can:
   a. Right-click a check the box to apply one of the **eBay Supplied** options (if available), and move directly to the next Item Specific.
   b. **Enter Your Own Text** in the text box. When you're done typing, hit **Ctrl + Enter** to apply the Item Specific, and move on to the next Item Specific.
   c. Click the **Description** button to copy the part's Description from your inventory data into the **Enter Your Own Text** field. Then hit **Ctrl** + **Enter** to apply the Item Specific, and move to the next Item Specific.

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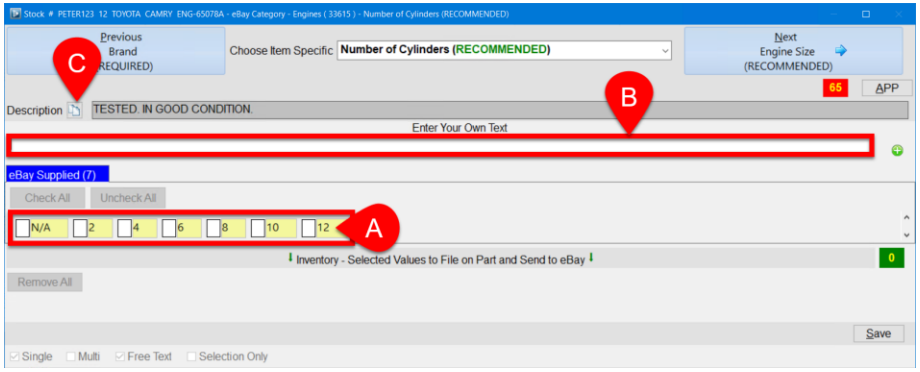
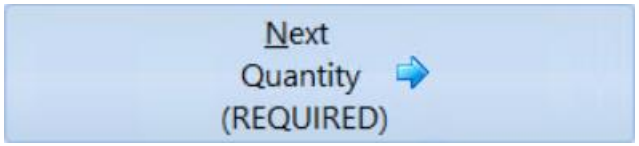
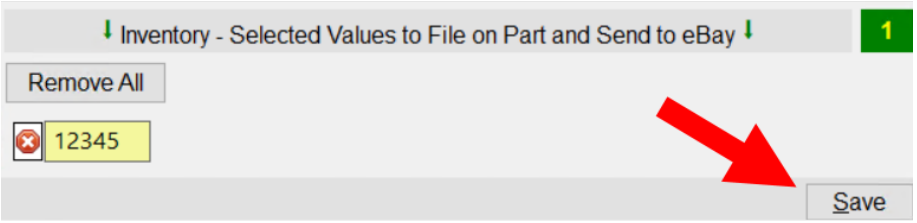


4. If you want to skip an Item Specific, you can click the **Next** button to move on (parts missing **REQUIRED** Item Specifics can't be listed to eBay).



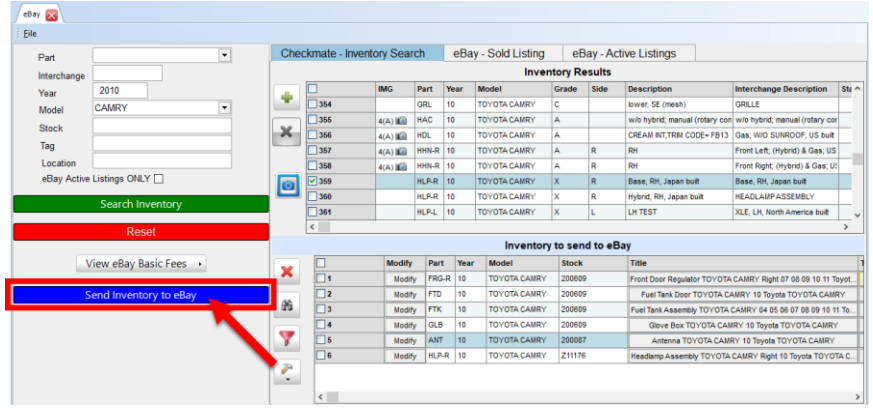
5. Repeat this process until you've added all desired Item Specifics (including all **REQUIRED** and **RECOMMENDED** Item Specifics will boost the part's searchability on eBay). When done, click **Save**.



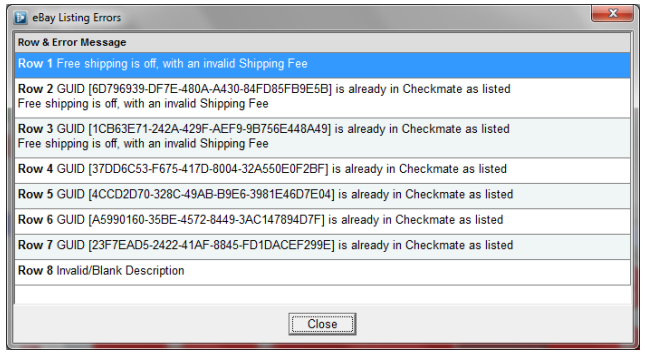
6. The window closes, and the Item Specifics you added show in the **Value** column. Click **Close** to exit the **Item Specifics** window.

Send Parts to eBay

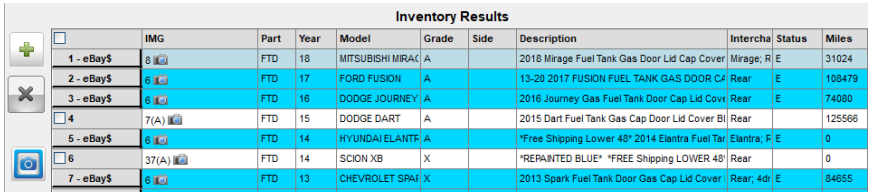
When you are finished editing your listings, and you are ready to create listings for all of the parts listed in the **Inventory to send to eBay** list, click the blue **Send Inventory to eBay** button to create these listings.



You will be warned if you try to list an item with errors. In the **eBay Listing Errors** window, the row numbers represent the part's location in the **Inventory to send to eBay** list. Items without errors will still upload to eBay, but items with errors listed in this window will *not* upload. To list these items, **Close** this window, address the errors, and click **Send Inventory to eBay** again.

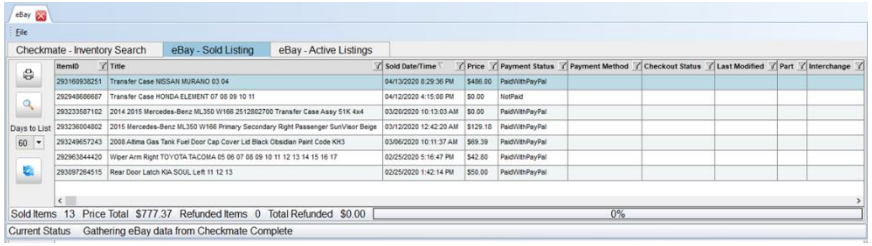


Parts that have been uploaded and have listings on eBay will turn blue and display an **eBay$** button to indicate that they have been listed. Click this button to view the eBay listing in your browser window.



eBay – Sold Listing

The **eBay – Sold Listing** tab displays any parts that you have sold on eBay during a specified period of time. This tab lists details about each sold listing (e.g., **Title**, **Sold Date/Time**, and **Price**). Along the bottom of the screen, this tab lists the number of **Sold Items** and the **Price Total** of those items. This part of the screen also shows the number of **Refunded Items** and the **Total Refunded** amount.

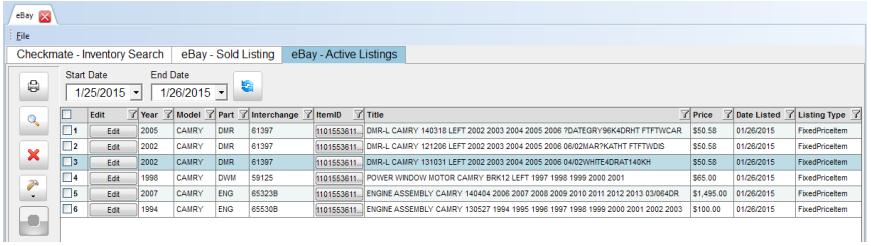


From here, you can:

- Click the printer button to **Print Sold Listings**.
- Click the spy glass search button to enter a keyword in the **Find text** window. Select the method of the search, and then click **Ok**. Checkmate Listing Manager will highlight items that match this criteria.
- Use the **Days to List** drop-down to select the number of days' history to show in this list.
- Click the blue refresh button to refresh the information on this tab.

eBay – Active Listings

The **eBay – Active Listings** tab displays your active listings and gives you the opportunity to edit them within Checkmate Workstation.

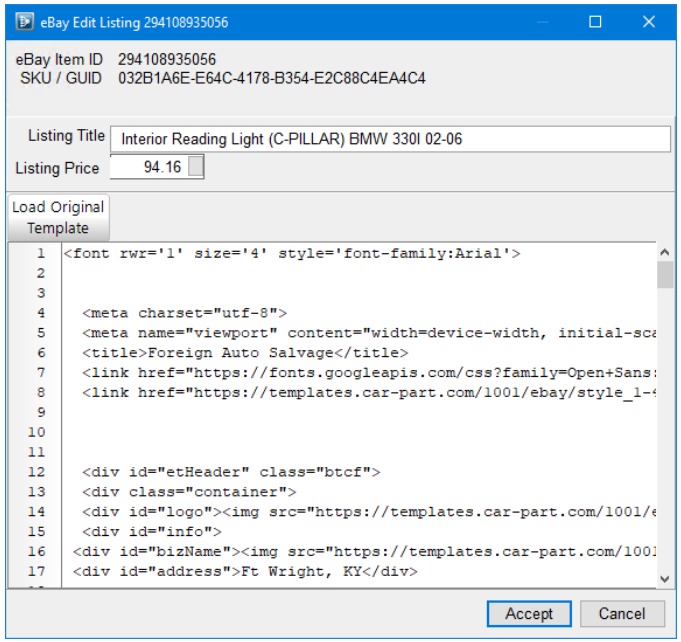


From this screen, you can:

- Check multiple listings and use hammer button to mass modify multiple listings at once.
    - **Price** updates the price listed on eBay
    - **Resend Images** updates the images uploaded to eBay if you have added to or made changes to the images displayed in Checkmate
    - **Update Template** updates the template used in the listing if you have made any changes.

  Once you have begun a mass modify function, it may take a long time. (The time it takes depends on how many parts you modify. Modifying a few parts will only take seconds. Modifying tens of thousands of parts may take several hours.) In the window that appears, you may click the stop sign button to abort the mass modification. If you abort the operation, Checkmate Listing Manager will stop wherever it is in the process of modifying parts.
- Click **Edit** on an individual listing to edit one listing at a time.

In the **eBay Edit Listing** window, you can edit the **Listing Price**, **Listing Title**, and **Template**. When you are finished with your changes, click **Accept** to upload these changes to eBay. Click **Cancel** to cancel without uploading changes.



eBay – Relist (Refresh Listings)

The **eBay – Relist** tab helps refresh stagnant listings. Listings that have been on eBay for a long time often have poor visibility in search results, so refreshing listings helps shoppers see them.

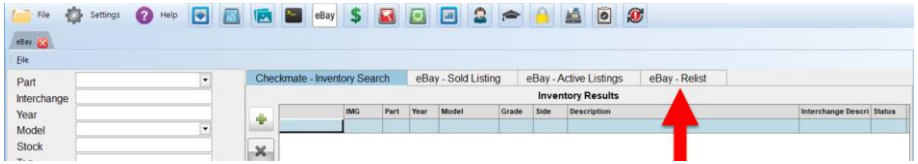
This feature delists the item, changes the eBay ID (but leaves all other info the same), and relists it. You get a refreshed part listing that's treated like a new listing in eBay search results.

Note: During this process, you can't do other work in Checkmate.

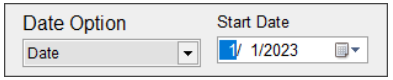
Caution! We recommend checking your eBay subscription. **There may be fees for relisting parts if you exceed the number of listings that are allotted for your subscription**. eBay fees depend on your subscription.

To refresh listings:

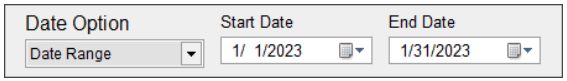
1. Click the **eBay – Relist** tab.



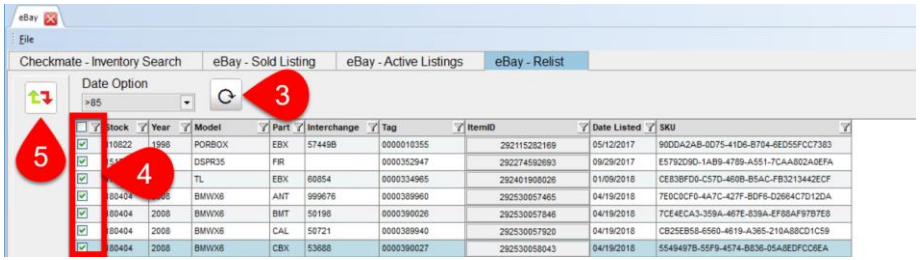
2. Select a **Date Option** to specify which listings you want to work with.
   - **Date** – Parts listed on a specific date.



   - **Date Range** – Parts listed within a specified date range.



   - **>30** – Listings over 30 days old.
   - **>60** – Listings over 60 days old.
   - **>85** – Listings over 85 days old.
   - **Custom** – Listings over a custom number of days.
3. Click the refresh button. All active listings that match the selected **Date Option** display..
4. In the left column, check the box for the items you want to relist.



5. Click the relist button. The process begins; the **ItemID** changes as each part is relisted.

When the process is complete, parts that were successfully relisted show the current date in the **Date Listed** field. The bottom of the window displays the status, including the number of errors:

- Parts that display in red couldn't be delisted and weren't updated; all listing info is the same as before the relist attempt. Try relisting these parts at a later time.

t Selected Listings	Year	Model	Part	Interchange	Tag	ItemID	Date Listed	SKU	Error
TYC2010	2007	SILV15	HLP	878B	0000515947	46536542666	10/10/2022	A3112B96-54A1-44B8-BF0B-B72440421FE1	17 : This item cannot be accessed because the l
TYC2010	2014	SILV25	HLP	1012	0000515998	66763815730	10/10/2022	B48F3D4B-043B-4C37-A60D-D0626226022B	17 : This item cannot be accessed because the i
TYC2010	2012	COLORA	HLP	817	0000515955	75404468439	10/10/2022	A5CCECBD-3D82-4D6D-8658-5CC2539464 61	
TYC2010	2012	COLORA	HLP	817	0000515956	92227479584	10/10/2022	812918BF-8CA1-46CA-B07F-75F30B74DEB9	17 : This item cannot be accessed because the i
TYC2010	2012	COLORA	HLP	818	0000515959	49492006780	10/10/2022	5FD8C31E-6DB7-4474-BBF9-7157DE4C1E2B	
TYC2010	2005	AVAL15	HLP	681	0000516176	27277289756	10/10/2022	FB35CA33-863E-4C1C-BBA0-62B56033459C	17 : This item cannot be accessed because the i
TYC2010	2005	AVAL15	HLP	682	0000516189	50941854104	10/10/2022	337D0730-D900-4DCF-9AF3-F0CBA20CAD1E	

- If the **Checkmate – Inventory Search** tab opens automatically, this means some parts couldn't be relisted and are *not* currently listed on eBay. The parts were added to the **Inventory to Send to eBay** section. Relist them through the normal listing process (see **Send Parts to eBay**).
-

Relisting Parts Returned from eBay

If a part was sold through eBay, you can relist it during the return process. The new listing will automatically include the info from the original listing.

Note: Don't relist items through your eBay store. Only use Checkmate to relist parts, to ensure that eBay and Checkmate inventory stay synced.

While returning a part in Sales Pro, on the **Credits / Returns** tab, find the **Relist to Ebay** column. Parts that had been listed on eBay will have a drop-down here. Select **Yes***, to relist the part when you Print (or save) the Credit Work Order or Credit Invoice.

* To have returns set to **Yes** by default: in the eBay tool, go to **File > Configure eBay Settings**. On the **Returns & Refunds** tab, change the **Automatically relist to eBay when A part is restocked** to **Yes**.

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Getting Help

For more information about this product, including access to online training videos and documentation, visit Products.Car-Part.com for our recycler resources.

Car-Part.com takes customer service seriously. We have a variety of support options available to help you if you have questions about our products or if you need help for any reason. Your questions are very important to us and we want your experience to be a positive one. Please contact us with any questions or concerns using any of the following methods.

Phone Support

If you have a question not covered in this guide, Car-Part.com offers phone support. Please call 859-344-1925 with your questions.

Online Support using Car-Part Messaging (iCPM)

Support technicians are available online using Car-Part Messaging (iCPM) support rooms. These technicians are available LIVE to help answer any questions you may have. The support rooms are staffed Monday–Friday, 8:00AM–6:00 PM Eastern Time.

To enter an iCPM support room:

1. Double-click the **iCPM** icon on your desktop.

2. **Car-Part Messaging** opens.
3. Double-click the name of the **Support Room** from your bookmark list.
4. Type **HELP** and a brief explanation of your issue. A Car-Part.com support technician will answer and help with your issue.

Training

If you have ongoing training needs, Car-Part.com has a team of product training specialists to help you learn how to use our products quickly. If you are interested in product training, please call our training department at 859-344-1925 and a trainer in your area will call to schedule training.

Comments

We welcome your comments and suggestions concerning the content and organization of this guide as well as the accuracy and the usability of the instructions it contains. Email us at documentation@car-part.com. We're listening!

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