

Tradetool²



USER GUIDE

Jun 2007

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Introduction

Tradetool2 is an internet enabled application that provides an easy and fast way to manage your Trade Me activities so that you can spend time making sales and managing your business rather than maintaining listings and downloading auction data.

Tradetool2 is the successor to Tradetool and provides a number of enhancement in usability, scalability and speed. Tradetool2 can operate independently as purely an auction bulk lister or it can be used in conjunction with Small Business Manager (a free application from the developer of Tradetool2 that helps you manage your products, inventory and sales) to simplify your entire sales process from listing right through to dispatch.

This manual describes the operation of Tradetool2, but be sure to check www.tradetool.co.nz for updates.

Disclaimer

Tradetool2 is in no way affiliated with or supported by Trade Me Ltd. Tradetool2 interacts with Trade Me by emulating your web browser and can be affected by changes to the Trade Me website, meaning that there may be a short period of downtime immediately following updates performed by Trade Me Ltd until an update is issued to remedy the issue.

Tradetool2 Main Features List

The following is a brief list of the tasks Tradetool2 is designed to perform. Tradetool2 is by no means limited to the following list , but this will give you an understanding of what business processes you will be able to enhance using Tradetool2.

- Allow you to manage multiple Trade Me accounts simultaneously through the use of profiles (each profile represents one Trade Me account).
- Use a database that can be accessed simultaneously from multiple computers on your network if required.
- Create auctions for Trade Me anytime (including when your computer is not connected to the internet) that can be uploaded quickly and easily as Trade Me listings as desired.
- Schedule auctions to load to Trade Me at certain times, including repeating schedules to
- Download lists of Sold, Unsold and Current auctions to monitor your Trade Me activity. These listings are stored in your local database as permanent records.
- Import previous auctions from Trade Me so that you can easily create similar listings on Trade Me as required.
- Relist multiple unsold auctions on Trade Me quickly with a single command.
- Make Fixed Price Offers on sold and unsold auctions quickly and easily.
- Integrate with Small Business Manager to easily transfer your sales so you can effectively manage the post-sale process.
- Place feedback quickly and easily on buyers from your preset list of feedback text.

Minimum Requirements

In order to run Tradetool2 it is recommended that your computer meet these requirements:

Processor	1GHz +
RAM	256MB
Free Hard Disk Space	100MB
Operating System	Windows 2000/XP/Vista

Installation of Tradetool2

Tradetool2 requires Microsoft Windows with the Microsoft .NET Framework 2.0 installed. Note that Windows 2000/XP users will need to install this framework if it is not installed, however Windows Vista users do not need to as Windows Vista as it comes with the required components.

Step 1 (Windows 2000/XP users only):

Check to see if the .NET Framework 2.0 is already installed. You can do this by going into your Control Panel (Start>Settings>Control Panel or Start>Control Panel for Windows XP) and double clicking on the "Add/Remove Programs icon. When the list of installed programs appears, scroll down and look for "Microsoft .NET Framework 2.0". If you cannot find it in the list then your computer does not have the framework installed. Download the .NET 2.0 installation file from www.tradetool.co.nz and run it to begin the installation.

Note: different versions of the framework exist and can be installed together on a computer. You must have .NET Framework 2.0 installed but you can leave 1.0 and 1.1 installed if you already have them

Step 2

Download the Tradetool2 setup file from www.tradetool.co.nz, this file will be a single .exe or .msi file that you can double click to install Tradetool2. Once you have installed Tradetool2 you will be able to click the icon in your Windows Start Menu to run Tradetool2.

Upgrading Tradetool2

Tradetool2 is updated periodically as new features are added and as changes occur on the Trade Me website. When these updates occur it may be necessary to update your installation of Tradetool2 to keep Tradetool2 fully functional.

Tradetool2 has an automatic update feature which will automatically find if a new version is available and prompt you to update. You can choose not to update if you don't want to, but it is recommended. If you accept the automatic update then Tradetool2 will initiate the automatic updater which will download the latest update and apply it to your installation of Tradetool2.

For the updater to run you will need to ensure that Tradetool2 is not running, you can do this by closing any Tradetool2 windows you have open. If the update is still waiting for Tradetool2 to finish after you have closed all its windows then you

may need to use the Processes tab in the Windows Task Manager (press Ctrl Alt Del to get to the task manager) and ensure there are no instances of Tradetool2.exe still active.

If you are unable to perform automatic updates then you can download the latest update as a .zip file from www.tradetool.co.nz. To apply the update simply ensure that Tradetool2 and all related applications (such as Small Business Manager) are not running before unzipping the update zip file into your installation folder.

Note: The default installation location is C:\Program Files\Solar Flare\SmallBusinessManager

If you have followed the above and still cannot get the update to install then the next step is to contact Tradetool Support

The FREE Version

Like Tradetool v1.1, Tradetool2 is available as a 100% free, limited functionality, version to use without any time restrictions.

The FREE version is suited for:

- People wanting to trial Tradetool2 to see if it fits their needs
- People with only a small number of auctions to manage

The Free version has (but is not limited to) the following limitations:

- A maximum of 2 Profiles
- A maximum of 5 Prepared auctions visible
- Unable to set stock levels on Prepared auctions which decrease each time an auction is sold
- Unable to print Prepared/Sold/Unsold/Current auction lists
- Unable to export auction/listing data to .csv
- Unable to schedule auctions to load at a particular day/date/time
- Unable to load more than 10 auctions to TradeMe until Tradetool2 is closed and opened again
- Can only import 5 auctions from TradeMe until Tradetool2 is closed and opened again
- Cannot place feedback on auction buyers, cannot make Fixed Price Offers to bidders or watchers on auctions, cannot relist sold or unsold listings, cannot withdraw current auctions, cannot answer questions on current auctions

The Free version of Tradetool2 does not expire and can be upgraded to a paid version of Tradetool2 without losing any of your data.

Registering

When you register Tradetool2 you will receive an email containing a key to unlock your version of Tradetool2. This key will only work with the email address and password you provided when registering. You can also request a key by logging into the Tradetool2 website should you need to reinstall Tradetool2 or install it on another computer.

If you renew your Tradetool2 subscription then Tradetool2 will automatically find the updated licence and prompt you to accept the new licence. If you agree then the licence is updated and you will be able to continue using Tradetool2's unlocked functionality.

If you allow your licence to expire then Tradetool2 will revert to the Free version and limit functionality accordingly. Your data will still be stored in your database, but may not appear within Tradetool2 due to the Free version restrictions. Renewing your licence will unlock Tradetool2 and make all your data available once again.

Getting Started with Tradetool2

Running Tradetool2 for the first time

The first time you run Tradetool2 you will be prompted to select database options for the current installation of Tradetool2. These options are specific to this computer and need to be set up on each computer that you install Tradetool2 on.

The screenshot shows a dialog box titled "Database Options (apply to this computer only)". It features three radio button options for database configuration. The first option, "Use a local database on this computer", is selected. The second option, "Specify the location of the database file", includes a text input field and a "Browse..." button. The third option, "Connect to a Microsoft SQL 2005 Express Server", includes input fields for "Server" (localhost), "Port" (1433), "Login" (sa), and "Password". Below these options are checkboxes for "Allow this computer to automatically perform scheduled uploads" (checked for the second and third options) and "Run this application on this computer automatically when Windows starts" (unchecked). "OK" and "Cancel" buttons are located at the bottom right.

Figure 1: The database options form

Use a local database on this computer:

This is the easiest option and requires no further database setup. Selecting this option will create a database file on your computer which will be used to store your data.

Specify the location of the database file

This will use the same database file as the option above, but lets you specify where the database file should reside. You can enter the address of a shared folder on your network to use a database file residing on another computer.

When specifying the location of a database file there is a possibility that more than one computer could be accessing the database so it is important that only one computer be allowed to respond to scheduled events otherwise multiple auctions would be created on Trade Me when multiple computers load the same auction at a scheduled time.

Connect to a Microsoft SQL 2005 Express Server

This lets you use a database server on your network for increased performance in multiuser settings. You will need to have a database server set up on your network in order to use this option.

Microsoft SQL Server 2000 is also supported using this option. Other database servers such as MySQL are not supported at this time.

When using a database server the same principle apply as when specifying a database location; only set one computer to perform scheduled tasks otherwise duplicate auctions may be created on TradeMe as multiple computers respond to a single scheduled event.

Automatically performing scheduled tasks

When using the top database option your installation of Tradetool2 will respond to all scheduled events that you set up in the Tradetool database. This includes automatic auction loading as well as automatic downloading of sold, unsold or current auction data. Because this installation of Tradetool2 will be the only one using the database file that is created there is no need to explicitly enable the performing of scheduled tasks.

Run Tradetool2 when Windows Starts

The final option on the database options window is to make Tradetool2 run when you start up your computer. If this is enabled then Tradetool2 will be added to the list of programs that run automatically and will start up as soon as you log onto your computer.

Setting up and Managing Profiles

In Tradetool2 and Small Business Manager you have the ability to set up multiple profiles in order to maintain an independent set of data for each profile. An example of when you might use this is if you are operating two Trade Me accounts, perhaps for two different businesses. In this case you would create two profiles - only the auctions and data from the first profile show when that profile is selected and then only the auctions and data from the second profile showing when you switch to that second profile. This way you can maintain 2 independent sets of auctions and data without having to run multiple copies of Tradetool.

When a new database is created (such as with a new installation of Tradetool2) a single profile is created named Default. You can delete or rename this profile as well as add new profiles using the Profile Manager, available from the Manage menu in the main menu in Tradetool2.

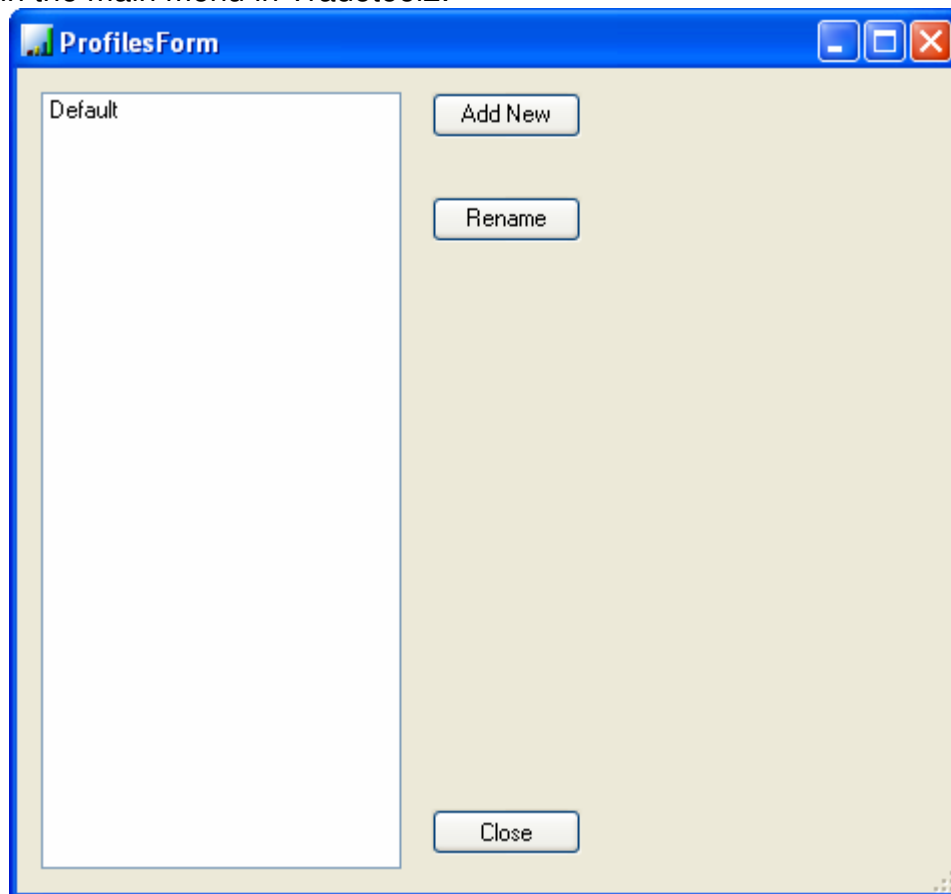


Figure 2: The Profile Manager

Options

Tradetool2 has two layers of options available; Options and Profile Options. The difference between the two is that Options apply to everything in Tradetool2 and

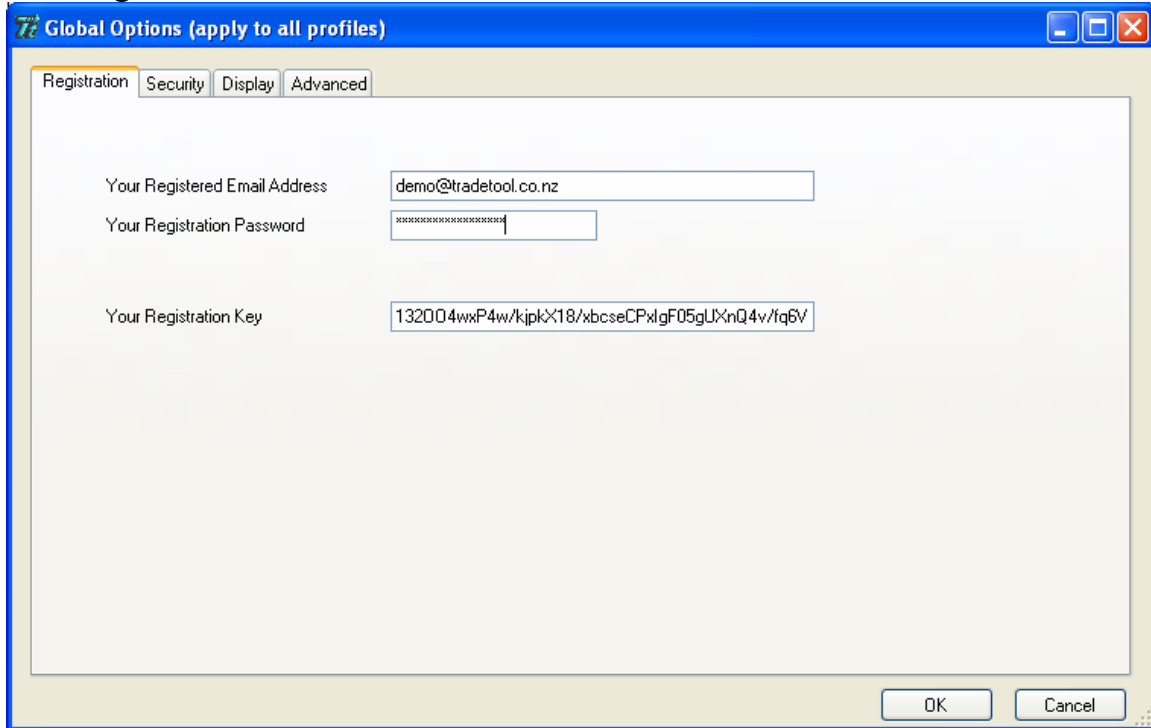
affect all profiles, but the Profile Options only affect the currently selected profile. An example of an option that applies to the entire application would be your registration information – this is only entered once but unlocks the entire application. An example of a profile option would be your Trade Me username as you need to specify a different username for each profile.

Any option you change under Options will affect all profiles, whereas any option you change under Profile Options will only affect the currently selected profile and will not be applicable if you switch profiles.

Tradetool2 Options

These are the options that apply to the entire application including all profiles

The Registration tab



The screenshot shows a window titled "Global Options (apply to all profiles)" with a blue border and standard Windows window controls. Inside the window, there are four tabs: "Registration" (selected), "Security", "Display", and "Advanced". The "Registration" tab contains three input fields:

- "Your Registered Email Address" with the text "demo@tradetool.co.nz".
- "Your Registration Password" with a masked password represented by asterisks "*****".
- "Your Registration Key" with the text "132004wwP4w/kjpkX18/xbcseCPxlgF05gUXnQ4v/tq6V".

At the bottom right of the dialog box, there are two buttons: "OK" and "Cancel".

Figure 3: The Registration Options tab

The registration tab is where you enter the email address, password and registration key from signing up on the Tradetool website. The email address and password must match the ones you used on the Tradetool website (case sensitive) in order for the registration to unlock the features of Tradetool2.

The Security Tab

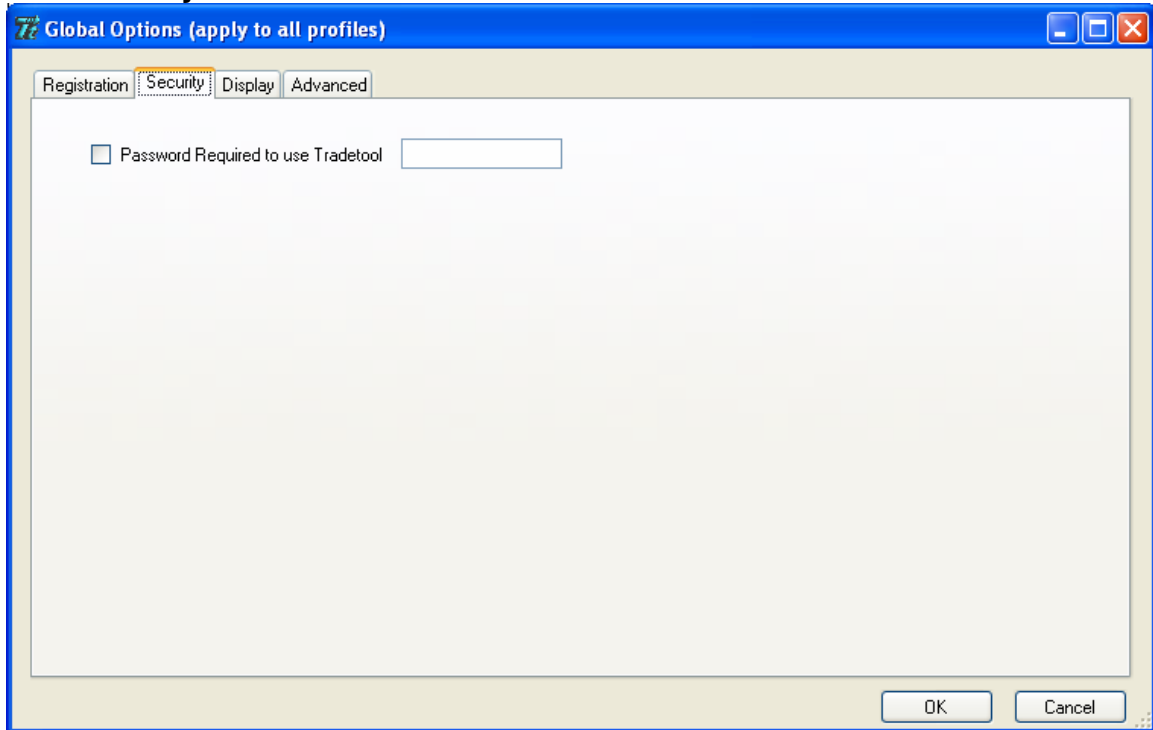


Figure 4: The Security Options tab

The security options tab lets you specify a password that is required to use this copy of Tradetool2. If the password is set then Tradetool2 will still run and perform scheduled events but the user interface will be locked until the password is entered.

The Display tab

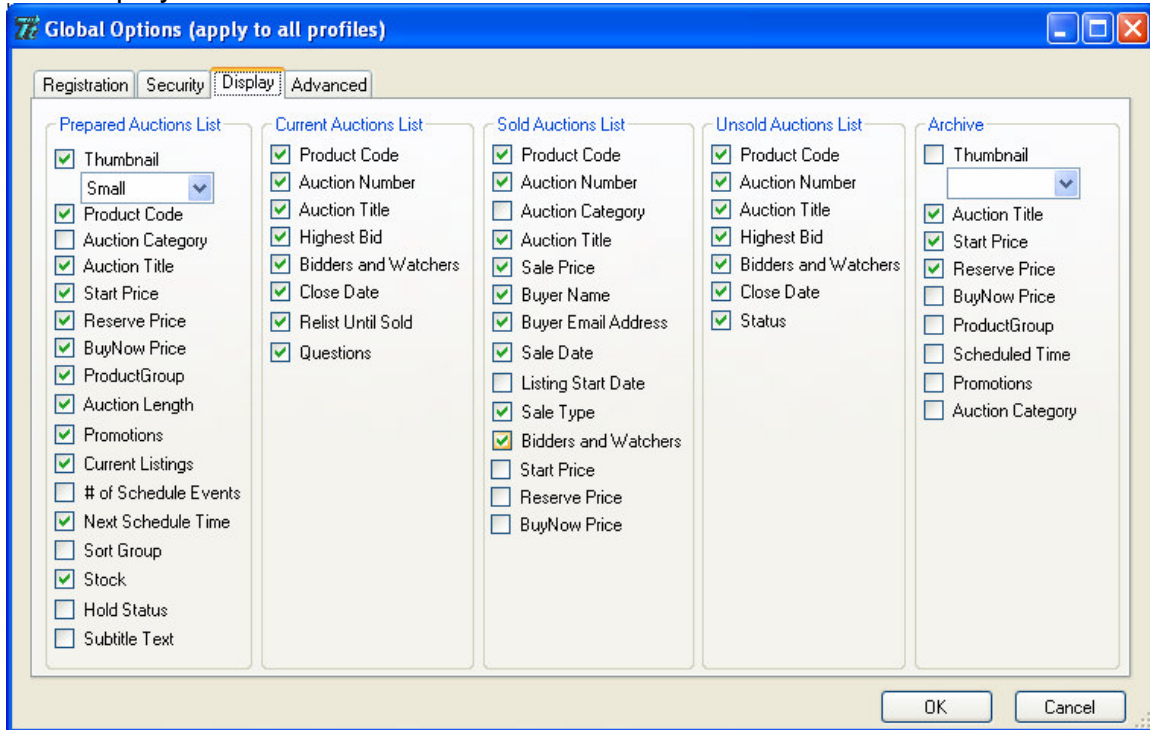


Figure 5: The Display Options tab

The display options tab lets you specify which columns you want visible in Tradetool2. These display settings will apply to all profiles.

Note that some display columns have a performance impact as they require extra data processing. They are as follows:

“Next Schedule Time” (Prepared Auctions List) – this will slow down the time to refresh the Prepared auctions list as the next scheduled time for each auction must be determined.

The Advanced tab

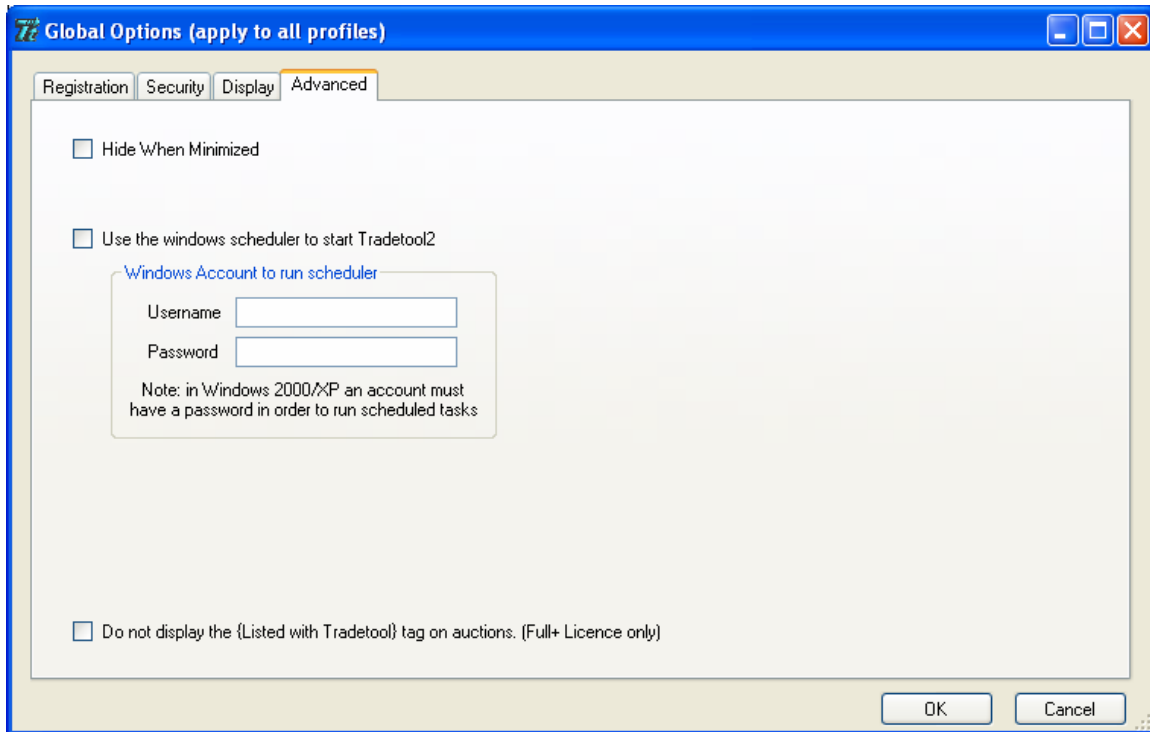


Figure 6: The Advanced Options tab

The advanced tab lets you set additional options in Tradetool2:

Hide When Minimized: This will make Tradetool2 disappear from your Windows Taskbar and appear as an icon in your System Tray (usually the bottom right of the screen). To restore Tradetool simply click the Tradetool icon in the system tray.

Use the windows scheduler to start Tradetool2: This will create a scheduled event in your Windows Task Scheduler to run Tradetool2 at the time of the next scheduled auction in your database. The scheduler works regardless of which profile you have selected – it will simply select the next auction scheduled time from all auctions from all profiles. Tradetool2 will then start at the scheduled time and load the auction(s) to Trade Me as set up in the scheduling.

Note that a windows account username and password must be supplied to the scheduler. You must have a password on your account for it to work with the scheduler – you can set up a password in Windows XP under Control Panel> Users Accounts.

Do not display the {Listed with Tradetool} tag: This option is available to customers using the Full+ licence of Tradetool2. Enabling this option will cause auctions to load to Trade Me without advertising that they were created using Tradetool.

Managing Auctions

This section deals with the preparation of auctions within Tradetool2 and the listing of those auctions on the Trade Me website.

The Concept

The basic principle behind Tradetool2 is that you have Prepared Auctions that reside in a database on your computer. These auctions are not listings on the Trade Me website, but are more like a template used to create listings on Trade Me. When you load an auction to Trade Me, Tradetool2 makes a new Trade Me listing based on the Prepared Auction and records that you created a listing and remembers which Prepared Auction was used to create the listing. This allows you to make multiple listings on Trade Me from a single Prepared Auction and continue using the Prepared Auction to make listings until you don't have any of that item left to sell.

Because a Prepared auction does not represent any actual listings on Trade Me, if you make changes to a Prepared Auction after using it to make listings on Trade Me you will notice that the Prepared Auction will change but the listings on Trade Me will not - however the next time you use that Prepared Auction to make any listings on Trade Me the changes will come into effect.

The Prepared Auctions List

On the main Tradetool2 window you will see a tab named "Prepared Auctions". This tab shows your Prepared Auctions for the currently selected profile and can also be filtered by Trade Me category or by Product Group. You can modify the columns displayed in the Options of Tradetool (see the Options section of the manual).

Tip: You can adjust the size of the thumbnail in the Prepared Auctions list in the Display Tab of the Tradetool2 Options.

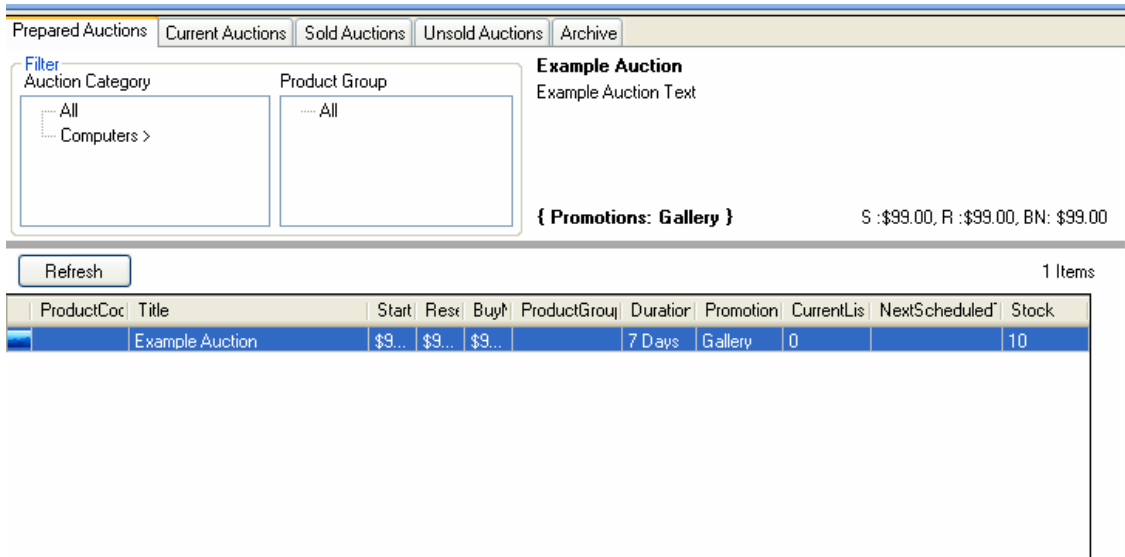


Figure 7: The Prepared Auctions List

Auction Category Filter

The Auction Category Filter allows you to limit the Prepared Auctions shown in the list based on the category you select. When you select a category in the filter the Prepared Auctions list will be restricted to auctions with that category or any of its subcategories.

Example: If you had items under Antiques, Men's Clothing and Women's Clothing and then you selected the top level Clothing category in the filter you would see only your Prepared Auctions from the Men's and Women's Clothing categories. If you were to drill down further into the filter and select Men's Clothing then only the Men's Clothing Prepared Auctions would be shown.

You can undo the category filter at any time by selecting "All" at the top of the list of categories.

Product Group Filter

The Product Group Filter allows you to limit the Prepared Auctions list to only those item in a particular Product Group that you have assigned when creating a Prepared Auction. The Product Group filter will display only those Prepared Auctions that are in the selected Product Group and not any of its sub groups.

You can undo the product group filter at any time by selecting "All" at the top of the list of product groups.

Auction Preview

The upper right portion of the Prepared Auctions tab is a preview that shows more of the currently selected Prepared Auction. You can check the text of an auction quickly using this preview without having to open the auction up for editing. If you need to see more text than is currently shown you can resize the area used for the filters and the preview by dragging the line separating the two areas up and down.

Refresh Button

The Refresh button will repopulate the list of Prepared Auctions from the database. You may want to use this option if an auction has been changed in the database since Tradetool2 last fetched the list of Prepared Auctions. A common scenario where this would be necessary is when using Tradetool2 on multiple computers on a network; if one computer edited a Prepared Auction then the Prepared Auction in the database will be different to the one shown on the other computer. Note that if you edit or load an auction that has been modified in the database then the latest version of the auction will be used – you will not be editing or loading an ‘out-of-date’ copy of the Prepared Auction.

Right Click Menu

Edit (ctrl + E)

Edit will bring up a new Auction Editor window for the selected auctions. If multiple Prepared Auctions are selected then an Auction Editor window will appear for each selected auction.

Load Auction Now (ctrl + L)

This will immediately send the selected auctions to the queue to be listed on TradeMe.

Send To Archive (del)

This is effectively a Delete command, though the auction is sent to your archive so it can be retrieved at a later time if required.

Clone Selected (ctrl + C)

This will make duplicate copies of all the selected auctions. The copies will be identical to the originals but can be edited without affecting the original auction it was cloned from.

Toggle Hold Status (ctrl + H)

This will invert the current Hold status on each selected auction. Any auctions that are set to Hold will not list on TradeMe until the Hold status is removed.

Copy Auction to Clipboard

This will make a copy of the selected auction in the Auction Clipboard, allowing you to then paste attributes of that auction onto other auctions. This is useful if you want to duplicate one aspect (eg the shipping options, scheduling times etc) of one auction onto other auctions without having to edit them individually.

Paste Clipboard Auction Attribute

This allows you to paste certain attributes of the auction currently in the Auction Clipboard onto the selected items. The available attributes are shipping, scheduling, promotions and pricing.

For example you may decide that 10 auctions all need to have the TradeMe promotion “Gallery” – rather than edit all 10 auctions and tick the “Gallery” box on each, you can edit one auction and tick Gallery, copy that auction to the Auction Clipboard, select the target Prepared Auctions, right click and select Paste Clipboard Auction Attribute > Promotions. This will copy the Promotions from that first auction onto the others in one go.

Set Scheduling For Selected

This allows you to quickly adjust the scheduling on multiple auctions at once. First select all the Prepared Auctions that you wish to schedule, right click and select Set Scheduling For Selected. You will be prompted to set the date and time of the scheduling, and you can also set an interval so that the scheduled times are staggered. For example if you select 8:00pm on a certain day and then enter an interval of 2 minutes then the first auction will be scheduled for 8:00pm, the next for 8:02pm and so on.

Note that using this option removes all existing scheduling on an auction and creates a single scheduled time.

Send Auction to Profile

This will remove the selected auctions and put them under a different profile of your choosing. This allows you to move auctions between different profiles should you need to do this.

SBM Product

This option is only used when the selected Prepared Auction is linked to a product in Small Business Manager. It provides a means of quickly getting to the Product to edit it or alter the inventory rather than opening Small Business Manager and searching for the Product.

The Current Auctions List

The Current Auctions list shows you the current listings that you have on Trade Me. You can choose which columns you would like to display in the Options under the Display tab.

Note that the Current auctions list will show listings from Tradetool2's database from the last download of Current Auctions from TradeMe. If you have not recently downloaded your Current Auctions from TradeMe then the items shown in the list may be incorrect.



Figure 8: The Current Auctions tab

Refresh

Clicking the 'Refresh' button will update the list from Tradetool2's database. This may be useful in multi-user scenarios where another computer has updated the database from TradeMe and you want to ensure Tradetool2 is showing the latest available data.

ReDownload

The 'ReDownload' button will download the latest 'Current Auction' data from TradeMe and update the Tradetool2 database. This may be necessary if you have recently made changes to your current listings on TradeMe or the data in Tradetool2's database is otherwise out-of-date.

Only show auctions with questions

Selecting this option will hide all items in the Current Auctions list apart from those with unanswered questions. This makes it easy to find those auctions with questions and answer those questions.

To answer a question on an auction, select the appropriate auction and right click to bring up the right-click menu. The "Answer Questions" option will be enabled and will have any unanswered questions as sub-menu items. Clicking on any of these sub-menu items will prompt you to type in your answer to the question. When you have finished typing the answer you can click OK or hit the enter key and Tradetool2 will submit the answer to TradeMe for you.

Right Click Menu

Import

This will queue up the importation of the selected auction from TradeMe into your Prepared Auctions list. Tradetool2 will attempt to download the details of the auction as well as the photo to create the new Prepared Auction.

Withdraw

This allows you to easily withdraw a current auction from TradeMe. You will be prompted to give a reason for the withdrawal.

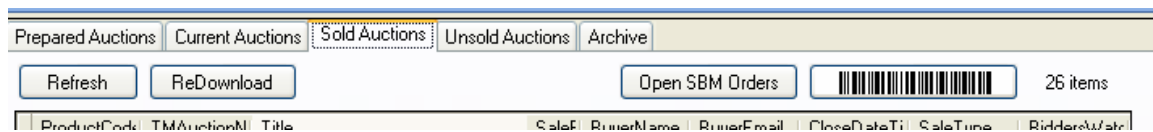
Toggle Relist Until Sold

This will toggle the Relist Until Sold status of the selected auctions. If set to true, then Tradetool2 will either send the auction back to your Prepared Auctions list or immediately relist (depending on what you have selected in your Profile Options) if that auction closes without selling.

Answer Question

If your auction has any questions on it, you can use this option to select the question and type in an answer. The answer will then be submitted to TradeMe rather than you having to go to the auction in a web browser and answer the question.

The Sold Auctions tab



The Sold Auctions tab displays the sold items for the currently selected profile from the last 45 days. You can select which columns you would like to be displayed in the Options under the Display tab.

Sold Auctions highlighted Blue indicates that you have placed feedback on the buyer for those auctions.

Sold Auctions highlighted Pink indicates that you have not placed feedback on the buyer for those auctions.

Refresh

Clicking the 'Refresh' button will update the list from Tradetool2's database. This may be useful in multi-user scenarios where another computer has updated the

database from TradeMe and you want to ensure Tradetool2 is showing the latest available data.

ReDownload

The 'ReDownload' button will download the latest 'Sold Auctions' data from TradeMe and update the Tradetool2 database. This may be necessary if you have recently sold items on TradeMe or the data in Tradetool2's database is otherwise out-of-date.

Note that when downloading your Sold Auctions, Tradetool can download data for the last 24 hours, 7 days or 45 days. The selection that you have made in Profile Options under Automatic Downloading is what governs how many days worth of data Tradetool2 will download when fetching data from TradeMe. The amount of data you download affects how much internet traffic Tradetool2 uses and how long it takes to process the incoming data.

Right Click Menu

Create Order in Small Business Manager

If you have Small Business Manager installed then this option allows you to create a new, open, Order in Small Business Manager. If multiple sold items are selected then an order will be created for each selected item, however multiple items against the same buyer will be combined into a single order if your Profile options specify this.

Import

This will queue up the importation of the selected auction from TradeMe into your Prepared Auctions list. Tradetool2 will attempt to download the details of the auction as well as the photo to create the new Prepared Auction.

Email Buyer

This will bring up a new email window in your default mail client (for example Microsoft Outlook or Outlook Express). The buyers address and the subject line will be pre-filled, but the body of the email will be blank.

Place Feedback

This allows you to select a predefined feedback or enter custom feedback text against the buyer. See the "Placing Feedback" section below for more information.

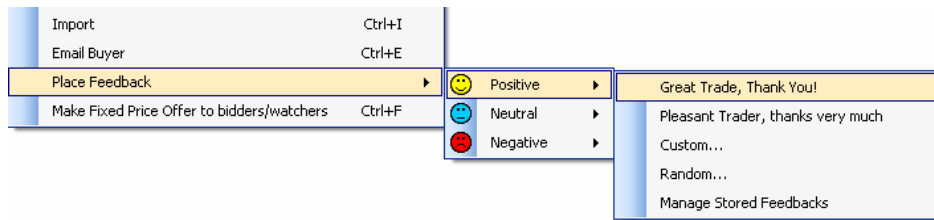
Make Fixed Price Offers

This will prompt you for an amount to make the Fixed Price Offer (FPO) at, and if you click OK it will attempt to upload the FPO to TradeMe. All buyers and watchers will receive the offer. If multiple items are selected then you will be

prompted for a price for each auction – the start, reserve and highest bid values are shown (if known to Tradetool2) to help you with the offer process. See the Making Fixed Price Offers in the Unsold List section for more information.

Placing Feedback

To place feedback on a buyer for an auction must first select the relevant auction in the Sold Auctions list and then use the right-click menu to select the feedback you wish to place. Selecting the sub-item of the “Place Feedback” menu item will immediately place feedback on the buyer.



The Feedback text that appears in the sub-items of the “Place Feedback” right click menu option is determined by your list of pre-prepared feedback texts. To manage this list select Manage>Manage Stored Feedbacks from the main menu of Tradetool2, or you can also select “Manage Stored Feedbacks” under the Place Feedback right click menu.

You can place custom feedback text that is not in your pre-prepared list of feedbacks by selecting the “Custom...” option.

You can have Tradetool2 select one of your pre-prepared feedback texts at random rather than selecting one particular feedback text. This works well when selecting multiple auctions to place feedback on as Tradetool2 will select a random feedback text for each selected auction, simplifying feedback placement if you have many auctions to place feedback on.

Note: You can select multiple auctions before using the “Place Feedback” option. If you select a feedback text or enter a custom feedback then all selected auctions will have that feedback placed on them, and if you select Random feedback then each selected auction will have a randomly selected (positive) feedback placed on it.

Open SBM Orders

Note: this option only appears if Small Business Manager is installed and has been run at least one time.

This button will bring up the “Open Orders” window from Small Business Manager so that you can manage your orders, print out packing slips and invoices and send emails to customers. Small Business Manager does not have

to be running to use this feature, though any changes you make affect the database for Small Business Manager and will be visible next time you use Small Business Manager.

Barcode Scanning

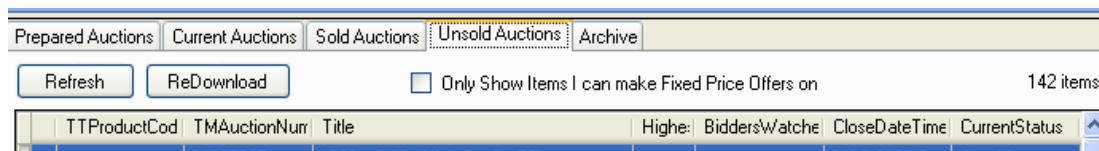
Note: this option only appears if Small Business Manager is installed and has been run at least one time.

Clicking the Barcode button will bring up the Shipping Barcode Scanning window from Small Business Manager. As with the Open Orders window, SBM does not need to be running to make use of this function. Any automatic emails will still be sent according to your options in SBM (you will need to start SBM to change these options).

For more information on scanning shipping barcodes see the Small Business Manager User Manual.

Unsold Auctions tab

The Unsold Auctions tab shows you a list of the your Auctions for the selected profile that have closed without selling on TradeMe in the last 45 days.



The screenshot shows a software interface with a tabbed menu at the top containing 'Prepared Auctions', 'Current Auctions', 'Sold Auctions', 'Unsold Auctions' (which is selected), and 'Archive'. Below the tabs are two buttons: 'Refresh' and 'ReDownload'. To the right of these buttons is a checkbox labeled 'Only Show Items I can make Fixed Price Offers on' and a text label '142 items'. Below this is a table with the following columns: 'TTProductCod', 'TMAuctionNurr', 'Title', 'High:', 'BiddersWachte', 'CloseDateTime', and 'CurrentStatus'. The first row of data is partially visible, showing values for 'TTProductCod' and 'TMAuctionNurr'.

Refresh

Clicking the 'Refresh' button will update the list from Tradetool2's database. This may be useful in multi-user scenarios where another computer has updated the database from TradeMe and you want to ensure Tradetool2 is showing the latest available data.

ReDownload


The 'ReDownload' button will download the latest 'Sold Auctions' data from TradeMe and update the Tradetool2 database. This may be necessary if you have recently sold items on TradeMe or the data in Tradetool2's database is otherwise out-of-date.

Note that when downloading your Unsold Auctions, Tradetool can download data for the last 24 hours, 7 days or 45 days. The selection that you have made in Profile Options under Automatic Downloading is what governs how many days worth of data Tradetool2 will download when fetching data from TradeMe. The

amount of data you download affects how much internet traffic Tradetool2 uses and how long it takes to process the incoming data.

Each Unsold item has a status associated with it (the column labeled “CurentStatus”). For each new unsold item the status will be “Unsold”, but if you relist or make a Fixed Price Offer on the auction through Tradetool2 then the status will change.

Only Show Items I can make Fixed Price Offers on (filter)

This filter will show only those unsold items that had bidders/watchers and can have a Fixed Price Offer made on them. These items in the list are also indicated by a FPO symbol () .

Right Click Menu

Import

This will queue up the importation of the selected auction from TradeMe into your Prepared Auctions list. Tradetool2 will attempt to download the details of the auction as well as the photo to create the new Prepared Auction.

Make Fixed Price Offer

This will prompt you for an amount to make the Fixed Price Offer (FPO) at, and if you click OK it will attempt to upload the FPO to TradeMe. All buyers and watchers will receive the offer. If multiple items are selected then you will be prompted for a price for each auction – the start, reserve and highest bid values are shown (if known to Tradetool2) to help you with the offer process. See the Making Fixed Price for more information.

Relist (Informs Previous Bidders)

This will attempt to immediately relist the auction and inform any previous bidders on the expired auction. This does not import the auction to your Prepared Auctions list.

Remove From List

This will remove the selected items from the list so that they do not reappear in the future. The listing information is not deleted from your database, but will no longer appear in the unsold list.

Making Fixed Price Offers

To make a Fixed Price Offer on a sold or unsold auction you must select that unsold auction in the list and select “Make Fixed Price Offer” from the right click menu.

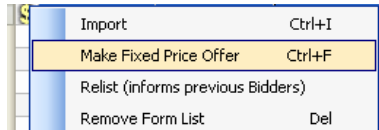


Figure 9: Fixed Price Offer in Unsold Auctions Right Click Menu

When you have selected “Make Fixed Price Offer” a popup will appear prompting you to enter the amount of the FPO. The default value is the reserve price of the auction, so you can hit the enter key as soon as the popup appears to simply make an offer at the reserve price.



Note that if all bidders/watchers have removed the auction from the watchlist or for any other reason there are no users to make the offer to, the FPO placement will fail and will stay in the queue with a red X beside it.

Relist, Informing Previous Bidders

The right click menu of the Unsold Auctions list provides a quick way to relist an auction that closed without selling.



Figure 10: Relist option in Unsold Auctions Right Click Menu

Selecting “Relist(informs previous bidders)” will immediately try to relist all the unsold auctions you have selected.

“informing previous bidders” means that TradeMe will email the bidders and watchers of the auction to inform them that the item has been relisted.

The Archive tab

The Archive contains all your previous auctions that have been removed from the Prepared Auctions tab. This includes Prepared Auction that have been deleted

as well as Prepared Auctions that were archived automatically after being listed if you only had one of the item to sell.

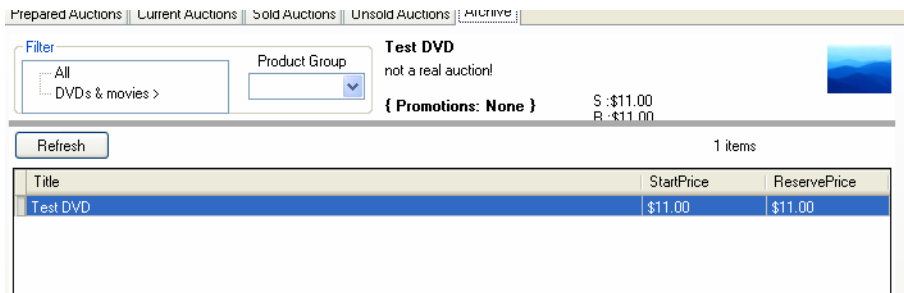
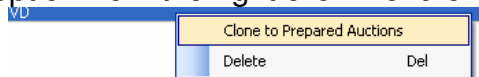


Figure 11: The Archive

The archived auctions can be filtered by category and sorted in the same way as the Prepared Auctions list, however auctions cannot be listed on TradeMe directly from the archive. Any Prepared Auctions that were scheduled to load to TradeMe automatically will not do so if they have been sent to the archive.

In order to list an auction on TradeMe after it has been archived, you must first make a copy of that auction as a Prepared Auction. To do this you use the “Copy to Prepared Auctions” option from the right click menu of the Archive list.



Cloning an archived auction to Prepared Auctions will not remove the archived copy, it will simply make a duplicate of the auction which will immediately appear in your Prepared Auctions list on the Prepared Auctions tab.

You can permanently delete an archive item by using the Delete option from the right click menu. Once an item has been deleted in this way it cannot be retrieved.

Creating a new Prepared Auction

To create a new Prepared Auction, click the “New Auction” button in the top left of the main Tradetool 2 window, this will bring up a new Prepared Auction editor window that you can enter your auction details in.

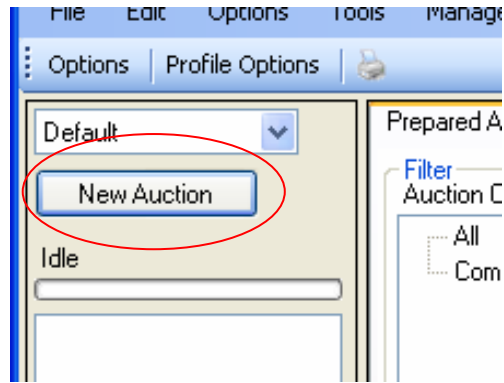
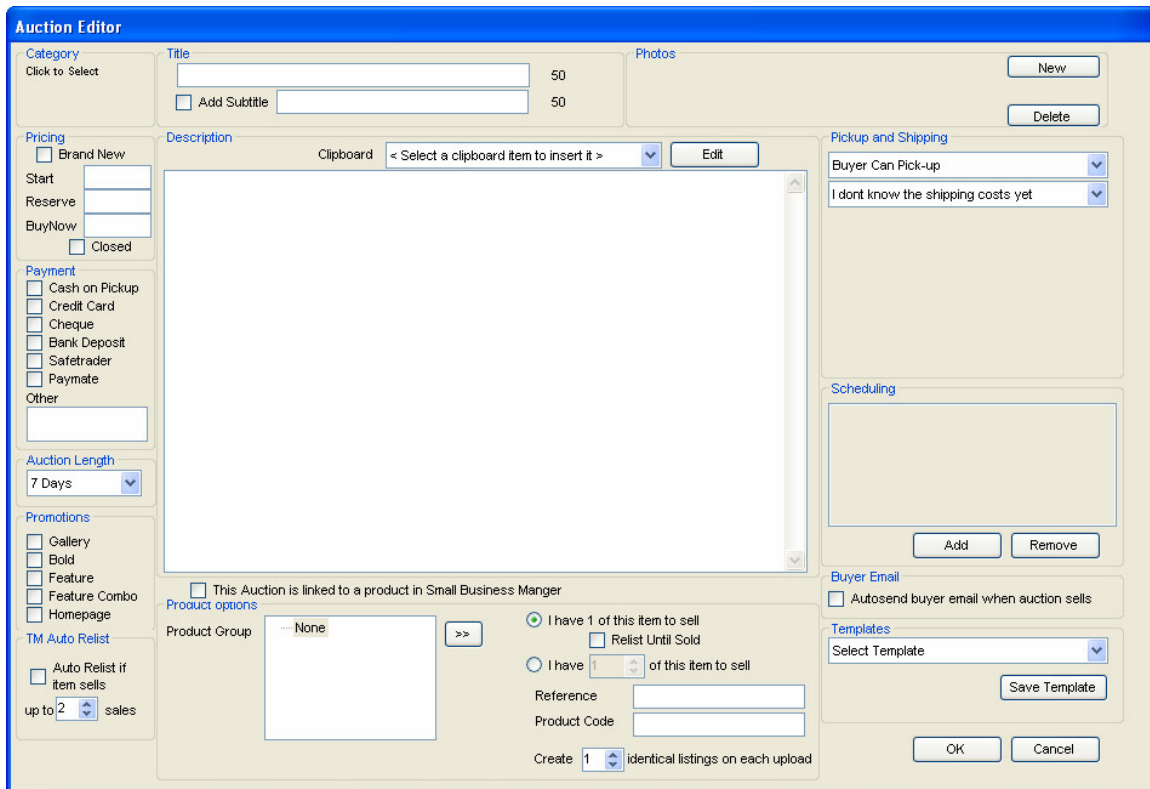


Figure 12 New Auction Button

Clicking the New Auction button will bring up a blank auction editor window for the currently selected profile. If you have multiple profiles set up to control multiple TradeMe accounts then you must ensure the correct profile is selected before clicking the New Auction button.

The Auction Editor

This is where you will enter all details of an auction to be loaded to TradeMe.



The screenshot shows the 'Auction Editor' window with the following sections and fields:

- Category:** Click to Select
- Title:** Text input field with '50' next to it.
- Photos:** 'New' and 'Delete' buttons.
- Price:** 'Brand New' checkbox, 'Start', 'Reserve', 'BuyNow' input fields, and 'Closed' checkbox.
- Payment:** 'Cash on Pickup', 'Credit Card', 'Cheque', 'Bank Deposit', 'Safetrader', 'Paymate', and 'Other' (with a text input field) checkboxes.
- Auction Length:** '7 Days' dropdown menu.
- Promotions:** 'Gallery', 'Bold', 'Feature', 'Feature Combo', and 'Homepage' checkboxes.
- TM Auto Relist:** 'Auto Relist if item sells' checkbox and 'up to 2 sales' dropdown.
- Description:** Large text area with a 'Clipboard' dropdown and 'Edit' button.
- Pickup and Shipping:** 'Buyer Can Pick-up' and 'I dont know the shipping costs yet' dropdown menus.
- Scheduling:** Empty area with 'Add' and 'Remove' buttons.
- Buyer Email:** 'Autosend buyer email when auction sells' checkbox.
- Templates:** 'Select Template' dropdown and 'Save Template' button.
- Product options:** 'This Auction is linked to a product in Small Business Manger' checkbox, 'Product Group' dropdown, and 'I have 1 of this item to sell' radio button.
- Reference:** Text input field.
- Product Code:** Text input field.
- Create:** '1' dropdown and 'identical listings on each upload' text.
- Buttons:** 'OK' and 'Cancel' buttons.

Figure 13: The Auction Editor Window

The Auction Editor window is divided up into areas relating to each aspect of an auction, for example the payment options are grouped together as a payment selection area and the stock/inventory grouped into a Product Options area.

Category

This is the TradeMe auction category that you want for your auction. If this is blank then you should re-download the categories using the Download>Update Categories option in the menu of the main Tradetool2 window.

Pricing

Enter the pricing you want on the auction. Buy Now price is optional, and the start price must be at least 10% of the reserve price.

Authenticated Bidders Only (a closed auction)

To restrict bidding to only TradeMe members that are authenticated, tick the "Closed" box in the pricing area.

Payment

Select the payment methods you accept. You must select at least one option or enter text under 'Other'.

Auction Length

Choose how long you want the auction to run. 10 day auctions incur an additional fee from TradeMe.

Promotions

You can promote your auction at extra cost. You can read more about this on the TradeMe website.

TM Auto Relist

This is a function provided by TradeMe which will create a new auction if the listing sells successfully. Note that this occurs within TradeMe itself and the relisting process has nothing to do with Tradetool2.

Note: if an auction is created automatically by TradeMe then Tradetool2 will detect the listing but not be able to tell which prepared auction or stock should be decremented if the auction sells. It is recommended to use Tradetool2 relisting functionality rather than auto relisting to maintain accurate records and stock levels.

Title

You must enter a title for the auction (maximum of 50 characters). You can also add a subtitle to promote your auction and provide more information for an extra listing fee.

Description

You must enter a description for your auction. You can store text that you use regularly in auctions with the clipboard function (clipboard is covered later in this section).

Photos

You can add up to 5 auction photos in Tradetool2 and thumbnails will be shown in the photos area. To remove a photo click on the photo's thumbnail and click the delete button in the photo area. You can also edit photos by double clicking them, which will bring up the photo editor window.

Pickup and Shipping

The pickup option that you specify appears on the auction page on TradeMe and affects the shipping options a buyer sees after they buy an auction.

If you specify "Custom Shipping" for the shipping option then you need to add at least one shipping option. Once "Custom Shipping" is selected you will be able to click the "Edit" button below the list of shipping options. The Edit button will bring up a list of all the shipping options you have in your database and let you select which ones are relevant to this auction, and you can also add new shipping options if required. Once you have made your selection of shipping options click the OK button and the selected shipping options will appear in the Auction Editor window.

Buyer Email

If the buyer email box is checked then your preconfigured buyer email will be sent by TradeMe as soon as an auction is sold. This email is not sent by Tradetool2 and must be configured by logging onto the TradeMe website.

Templates

Templates allow you to save a snapshot of the current information in the Auction Editor window to easily reuse for later auctions. To save a new template click the "Save Template" button and enter a name for the template when prompted. To load a previously saved template into the current Auction Editor you only need to select the appropriate template from the drop down box (all current auction information will be overwritten with information from the template).

You can overwrite an existing template with a new template by following this sequence:

- 1) Select the template from the drop down box to fill in the template information. You will notice the template remains selected in the drop down box.
- 2) Make changes to the information displayed in the Auction Editor window
- 3) Click the "Save Template" button – because a template was already selected it will overwrite that template with the new information you entered in the Auction Editor.

Note: A template will save even if an auction is incomplete, for example you can save a template without entering an auction title or description.

Scheduling Prepared Auctions

You can schedule Prepared Auctions to load at certain times, dates or days of the week to reduce the amount of work required to maintain your listings on TradeMe.

In general there are two types of scheduling you can apply to a Prepared Auction;

- 1) On a certain date at a certain time of day, optionally repeating at certain intervals.
- 2) On specific days of the week at a certain time of day.

When adding scheduled times to a Prepared Auction the Schedule Event window will be shown:

Figure 14: The Schedule Event Window

To add a scheduled time to your auction you must select the type of event and also a time (AM/PM format) and click the Add button. The scheduled time will appear in the Auction Editor window in the background and you can continue adding as many schedule events as you like. When you are finished adding schedule events click the Close button on the Schedule Event form and you will see all your schedule events in the Auction Editor.

Note: if a schedule event is set for a specific date and your computer is off or not connected to the internet then any increment in days will not occur as the increment only occurs at the execution time of the event.

Note: If Tradetool2 is not running at the scheduled time to load the auctions then you must enable the use of the windows task scheduler in the options for Tradetool2 to be able to automatically run and load your auctions at the scheduled time.

Product Options

Tradetool2 allows you to manage stock, product codes, references and so on against Prepared Auctions so you can keep track of the products through the sale process. Tradetool2 can optionally integrate with Small Business Manager for product information.

Stock Level Management

You can set the amount of stock you have for a particular auction in order to maintain stock levels and prevent listing more auctions than you have stock for. There are 3 ways that you can set stock levels:

1) **“I have 1 of this item to sell”**

This tells Tradetool2 that you only have a single item to sell and that it need not calculate stock levels. When you list an auction that is set to this option then that auction will be sent from your Prepared Auctions list to your Archive (it is assumed you will not need the auction in your Prepared Auctions list because you only have one and it is already listed on TradeMe). With this option selected you can also tell Tradetool2 that you want to relist the item until it sells by ticking the appropriate box. Enabling the Relist Until Sold option will cause Tradetool2 to either move the auction back into your Prepared auctions list or relist the auction immediately (depending on your setting in the Profile Options).

2) **“I have X of this item to sell”**

This tells Tradetool2 that this is to be a recurring auction since you have multiple items to sell. When using this option, enter the number of items you have to sell in the appropriate box so Tradetool2 knows how much stock you have. When the Prepared Auction is listed on TradeMe it will not be sent to the archive as it is expected that you will be listing the auction again. Each time an auction on TradeMe sells successfully Tradetool2 will decrease the stock number on the Prepared Auction.

When using this method of stock management, Tradetool2 checks to ensure that you have enough stock before making any new listings. If you do not have enough then the listing is aborted – this ensures that you do not list more auctions than you have in stock.

3) **Link the Prepared Auction to a product in Small Business Manager**

If you elect to link a Prepared Auction to a product that you have in your Small Business Manager database then Tradetool2 will use the stock/inventory from Small Business Manager instead of asking you to specify how much stock you have. This works in a similar way to method 2) above, but allows you to link multiple Prepared Auctions to a single Product so that all the Prepared Auctions share a single stock level. This enables you to create variations on your auctions for an item and not have to manage the stock levels on each of those variant auctions.

Managing Product Information in Tradetool2 without Small Business Manager:

If you do not use Small Business Manager then you can enter a product code, stock/inventory level and other reference information in a Prepared Auction. This product information is carried through to sold items when auctions sell so that

Tradetool2 can decrement the Prepared Auction's stock level and show the product code against the sold auction.

- When listing a Prepared Auction the stock level of that auction must be greater than zero to create the listing.
- When an auction sells, the product code appears next to the auction in your sold items list so you can tell which product the sold auction refers to.
- When an auction sells, the stock level of the Prepared Auction decreases by 1.
- Every Prepared Auction has an isolated stock level. If you create 2 slightly different auctions for the same product then each auction will decrement stock upon sales independently.

Managing Product Information with Small Business Manager:

You can optionally check the box labeled "This Auction is linked to a product in Small Business Manager" to shift the management of your products to Small Business Manager rather than Tradetool2. Since Small Business Manager is designed to manage products you can create a list of products and inventory independently of any auctions you wish to create. This method has the advantage of being able to link more than one Prepared Auction to a particular product so that all those Prepared Auctions share a single stock level maintained independently from Tradetool2.

- When listing a Prepared Auction the inventory of the product in Small Business Manager must be greater than zero to create the listing.
- When an auction sells a new Order in Small Business Manager is created, which consumes 1 stock so decrements the product's inventory by 1.
- If multiple Prepared Auctions share the same product then the sale of any of those auctions will cause the inventory level on that product to decrease.

Editing Prepared Auctions

You can alter a prepared auction that you have previously created by either double clicking on the auction in the Prepared Auctions list or using the 'Edit' option from the right click menu of the Prepared Auctions list

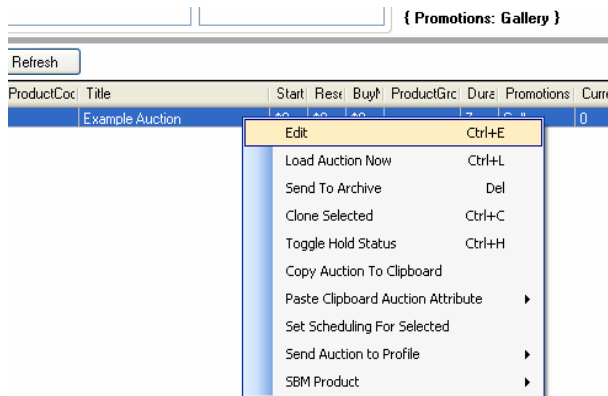


Figure 15: The right click 'Edit' option

You can select multiple Prepared Auctions and edit them; each selected Prepared Auction will appear in a separate Auction Editor window. If you select 3 Prepared Auctions and select Edit from the right click menu then 3 new Auction editor windows will appear (you can edit the auctions in any order you like)

When an Auction Editor window appears to edit a Prepared Auction all the fields of the window will contain the details from the Prepared Auction from when it was last saved.

Clicking the Cancel button when editing an existing Prepared Auction will close the Auction Editor window without making any changes the Prepared Auction in your database.

Adding & Editing Auction Photos

You can add photos to your Prepared Auctions by clicking the “New” button in the photo area of the Auction Editor window. At any time you can double click a photo to edit that photo using Tradetool2’s inbuilt photo editor.

The photo editor allows for simple alterations to photos such

Importing Auctions

You can import auctions from various sources to speed up the initial creation of your Auction Database. When importing, all the available information is saved into a new Prepared Auction so that you don’t have to enter all the information again.

Importing from TradeMe

The Sold, Unsold and Current Auctions list allow you to import auctions from TradeMe into new Prepared Auctions.

To import an auction, select “Import” from the right click menu of the Sold, Unsold or Current Auctions lists. This will fetch as much information about the auction as possible from TradeMe and create a new Prepared Auction based on that information.

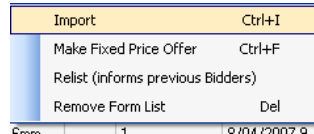


Figure 16: The Import option in the right click menu

It is better to retrieve Prepared Auctions from the Archive than to import them From TradeMe (if possible) as the Archived copy will be exactly the same as the last time you used it. If the Auction has not previously been in the Tradetool2 database then importing from TradeMe provides a fast way to set up your auctions in Tradetool without re-entering all the auction information.

Importing an auction from TradeMe is not guaranteed to capture 100% of the information about the auction as changes to TradeMe can disrupt the import process. It is recommended that you check and correct any auctions you import from external sources to ensure they are correct.

Importing from Tradetool v1.x

Tradetool2 stores data in a different database format to Tradetool v1 so an import function is provided to bring across your auctions and listing data from v1.

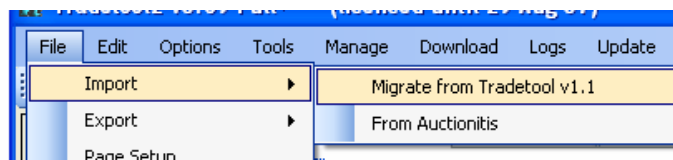


Figure 17: the menu option to import data from Tradetool v1.x

After selecting “Migrate from Tradetool v1.1” you will be prompted to choose the location of the Tradetool v1 data files. You must choose the parent folder named “Tradetool” rather than any of it’s subfolders (such as “Auctions” or “Archive”).

The default installation location of Tradetool v.1.1 is c:/Program Files/Solar Flare/Tradetool. This is the default location of the folder select popup when importing from Tradetool v1.x.

Tradetool2 will attempt to import the following items:

- Prepared Auctions
- Archived Auctions
- Sold Items
- Unsold Items

Other Import sources

Tradetool2 also allows a function to migrate data from Auctionitis. While this function attempts to read as much data as possible, changes outside the control of Tradetool can impact the effectiveness of the import, so be aware that data might have errors after importing or is prevented from importing so your auction data should be checked after importing.

Exporting Data

Tradetool2 has the ability to export your listing data in .csv format so you can make use of your information outside Tradetool2.

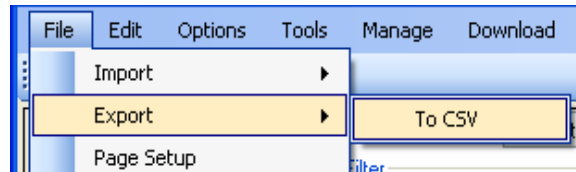


Figure 18: Export to CSV function

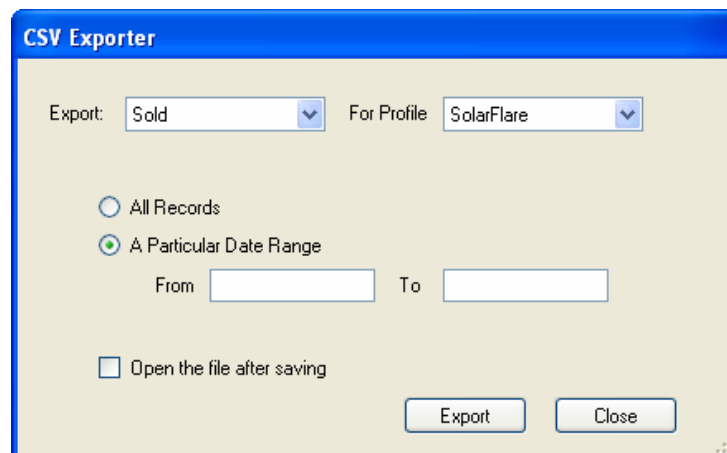


Figure 19: The export window

You can export listing records for Sold, Unsold and various other formats

- Unknown listings are any records without a status. Generally there should not be any of these in your database.
- Sold listings are any records that have been identified as sold in the download of sold items from TradeMe.

- Unsold listings are any records identified as unsold in the download of unsold items from TradeMe. If an unsold item is relisted or had a Fixed Price Offer made on it through Tradetool2 then it will be marked accordingly and no longer appear as an unsold item.
- Withdrawn listings are any records marked as withdrawn in Tradetool2. This occurs when you select 'Withdraw' from the right-click menu of the current auctions list in Tradetool2 and the auction is withdrawn from TradeMe by Tradetool2.

Backing up your data

It is important to backup your data on a regular basis as computer crashes can and do occur.

Note that file-based databases are more likely to become corrupted than database servers, especially if the database file is shared by multiple computers across a network.

Backup up a local database

If you are using the "Local Database" option then all your data will be stored in a file named SBM.mdb in the Data folder under the Tradetool2 installation folder. For example c:/Program Files/Solar Flare/Small Business Suite/Data/SBM.mdb.

Making a copy of this .mdb file will make a backup of all the data contained in Tradetool2. In the event of a restore you can copy your backup file back into this Data folder (replacing any existing file) and start Tradetool2 – this will restore your data to the state it was when you made the copy of the file.

Backing up a database file, specified by location.

This is similar to backing up a local database but the file will be located in the specified location in the database options. If multiple computers access this file then you only need to backup the one file. Before restoring a shared database file by replacing the existing .mdb file ensure that Tradetool2 is not running on any of the computers otherwise the file will not allow you to overwrite it.

Backup up a database server

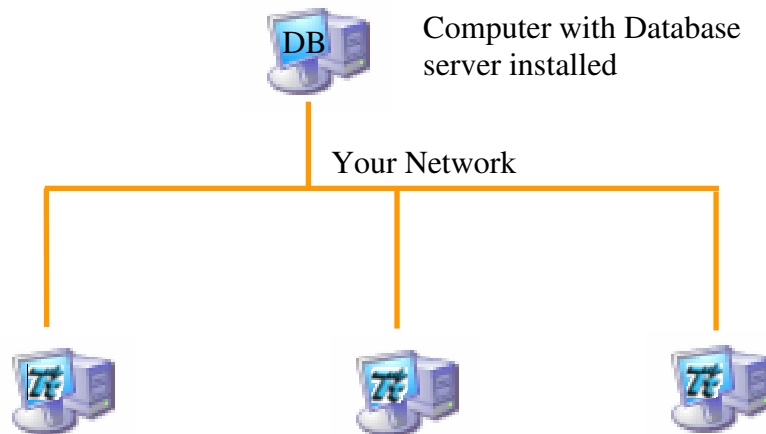
When using a database server it is necessary to follow the backup procedure for that server. Usually there will be an administration program for the database server (such as Microsoft Management Studio for SQL Server 2005).

Whenever you make a backup file for a database, be sure to store it somewhere safe and not on the same computer as the original database. This will ensure that you will have a copy of your data even in the event the entire computer crashes or fails.

Using Database Servers

Tradetool2 offers the ability to connect to a database server rather than using database files for data storage. When using a database server all of the computers connected to that server share the same data. This means that multiple users can be entering auction data at once or you could have one user entering auctions and another user managing sold items.

Tradetool2 is designed for use with Microsoft SQL Server 2005 Express Edition, available as a free download from Microsoft. Tradetool2 is also compatible with Microsoft SQL Server 2000.



The advantages of using a database server are:

- More reliable than a database file.
- Better performance across networks than a database file.
- Many computers can connect without affecting performance or reliability.
- Makes it possible to connect across the internet and share a single set of data from anywhere.

The disadvantages that come with a database server

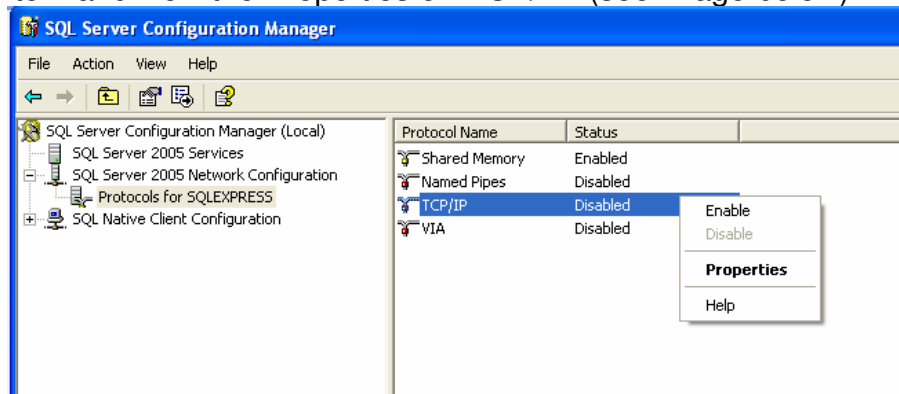
- Can be daunting for new users.
- More complex to set up initially than a database file.
- Is an extra program/computer to maintain.
- Is harder to troubleshoot than a database file.
- More difficult to backup and restore.

In general, if you are using Tradetool2 on only a single computer then it is easier to simply use the “Local Database” option. If you have multiple computers on a network that you want to use Tradetool2 on simultaneously then you should consider using a database server.

Installing a Database Server

To install MS SQL Server 2005 Express you would take the following steps:

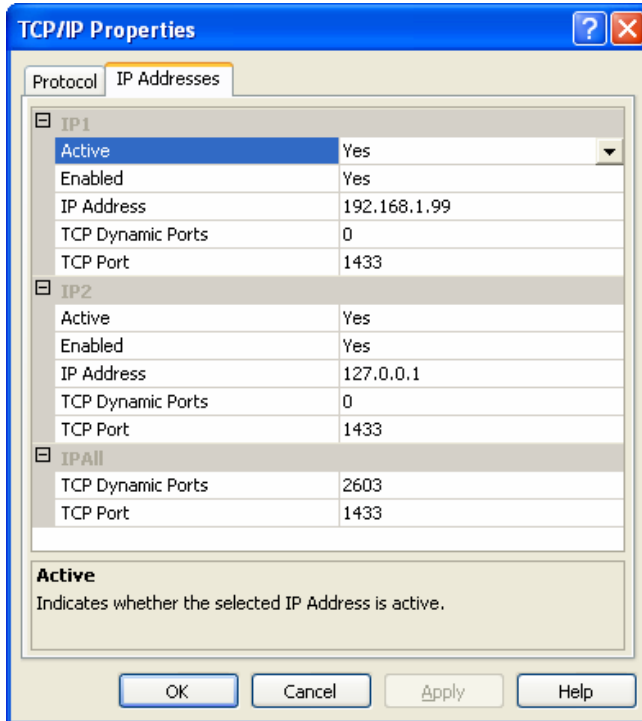
- 1) Download the installation files for SQL Server Express and Management Studio Express from the Microsoft website.
- 2) Install SQL Server Express.
- 3) Install Management studio Express.
- 4) Run the SQL Server Configuration Manager (Microsoft SQL Server 2005 > Configuration Tools > SQL Server Configuration Manager in your Windows Start Menu)
- 5) Expand SQL Server 2005 Network Configuration, select the “Protocols” item and view the Properties of “TCP/IP” (see image below)



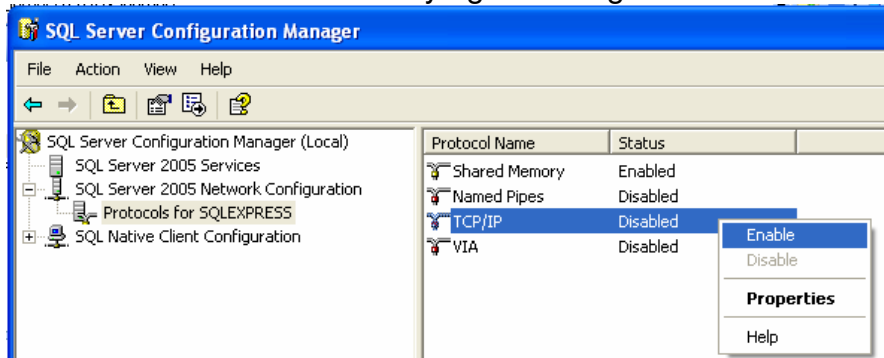
- 6) Select the IP Addresses tab then for IP1 set “Enabled” to true and set the “TCP Port” to “1433” (the default port for SQL server is 1433). Make a note of the IP Address (192.168.1.99 in the image) as this is the address of the database server on the network, you will need to enter this in the Tradetool2 database options later to be able to connect to this database server.

Also Enable IP2 and then enter your port (default is 1433) again for “TCP

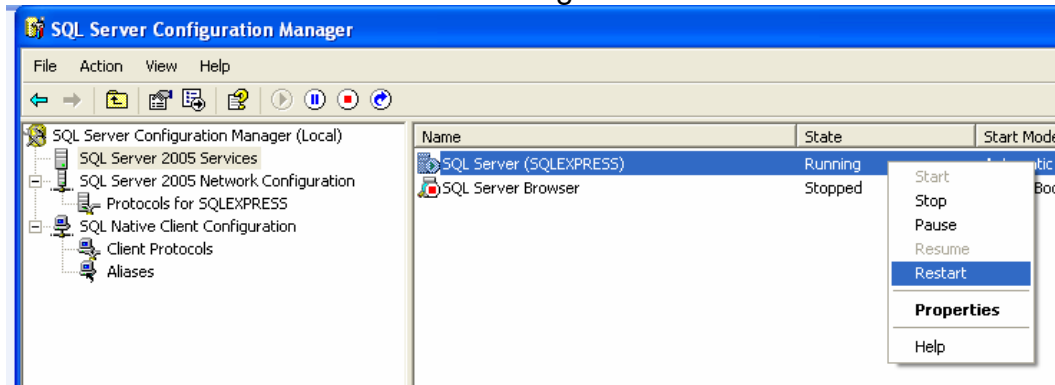
Port” on both IP2 and IPAll.



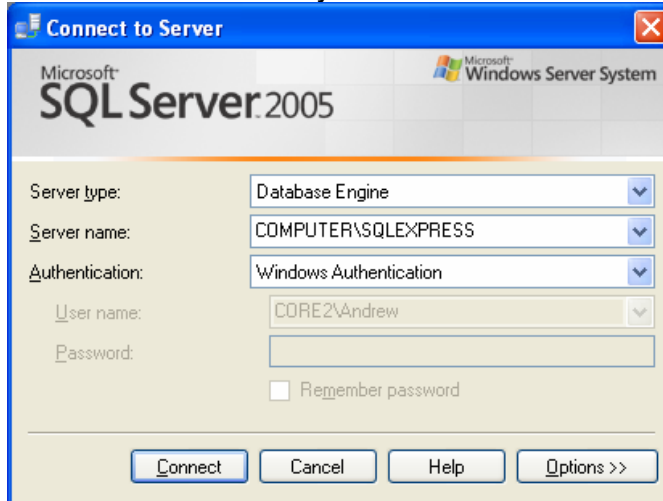
- 7) Click OK.
- 8) Click OK again when prompted that changes will not take effect until the server is restarted.
- 9) Enable the TCP/IP Protocol by right clicking on TCP/IP



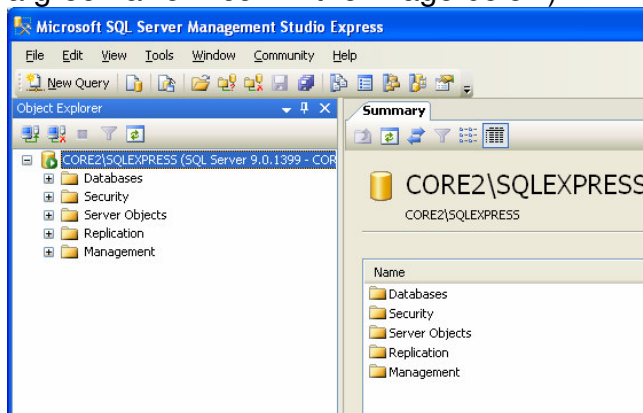
- 10) Restart the database server by selecting “SQL Server 2005 Service”, right click on the “SQL Server” that is running and select “Restart”.



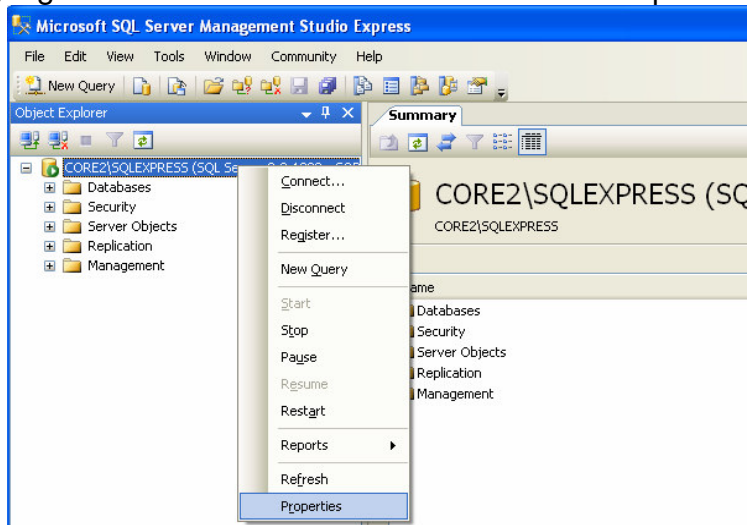
- 11) Now that the server is configured to accept network connections (TCP/IP), we must enable network logins to the server. To enable the network logins, start SQL Server Management Studio on the computer that is running the SQL Express server. When prompted to login for the first time the defaults will allow you to connect to the local server.



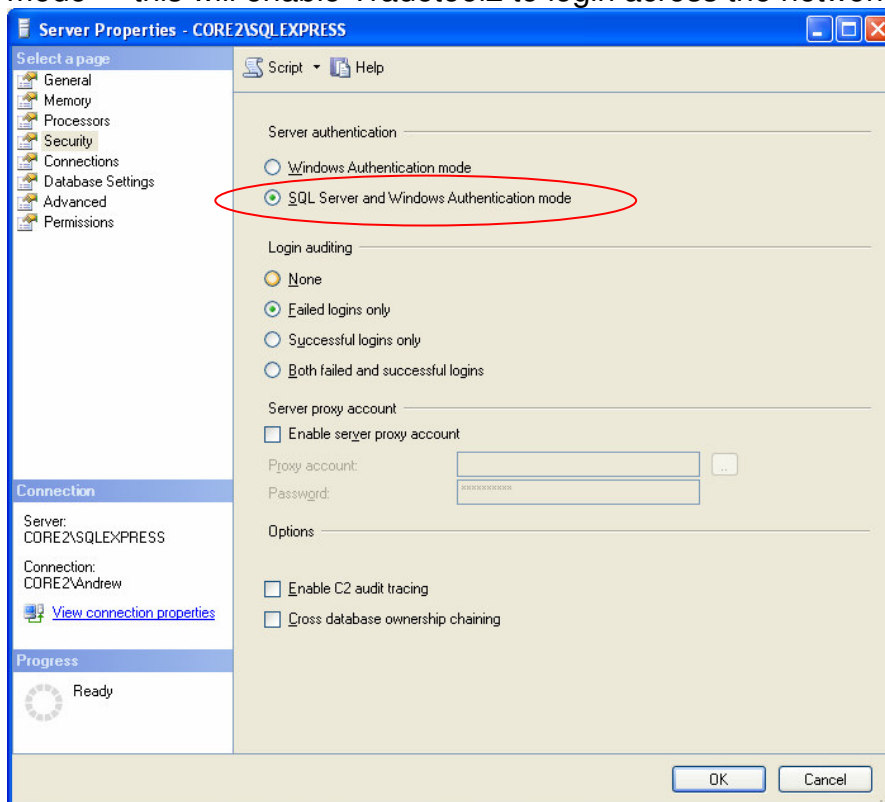
- 12) Click Connect – Management Studio will connect to the local database and show you the console in which you will see the database server (has a green arrow icon in the image below)



13) Right Click the server instance and select Properties



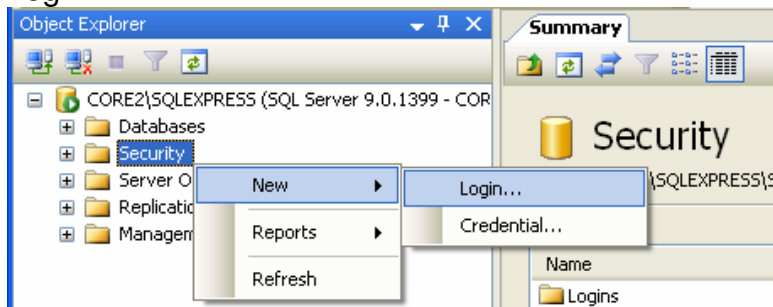
14) In the Properties window that appears, select “Security” and change the Server Authentication mode to “SQL Server and Windows Authentication mode” – this will enable Tradetool2 to login across the network. Click OK.



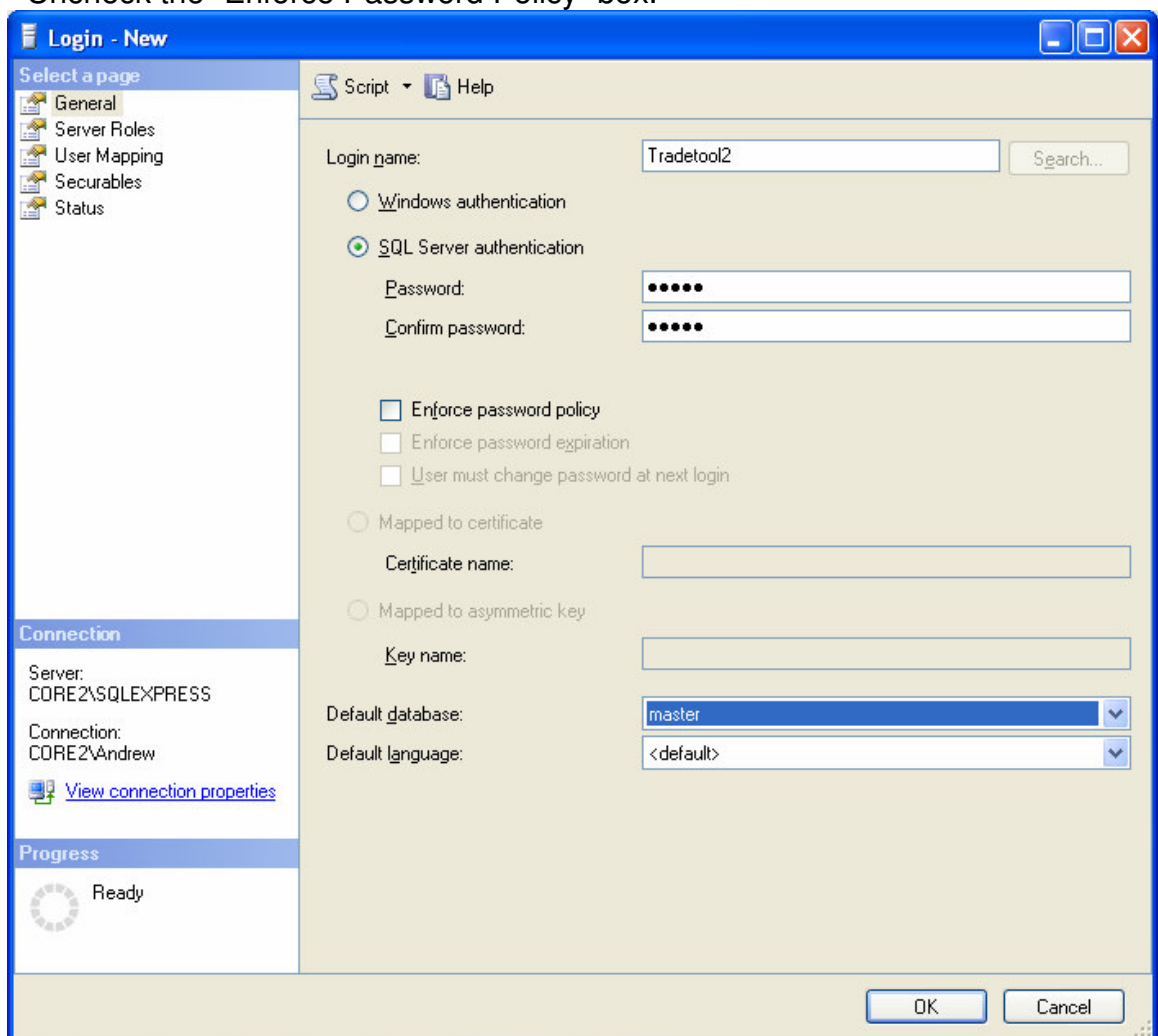
15) Restart the SQL Server the same way as you did in 8)

16) Now you need to create a new Login on the server for Tradetool2 to use. In the main window of Management Studio, right click Security > New >

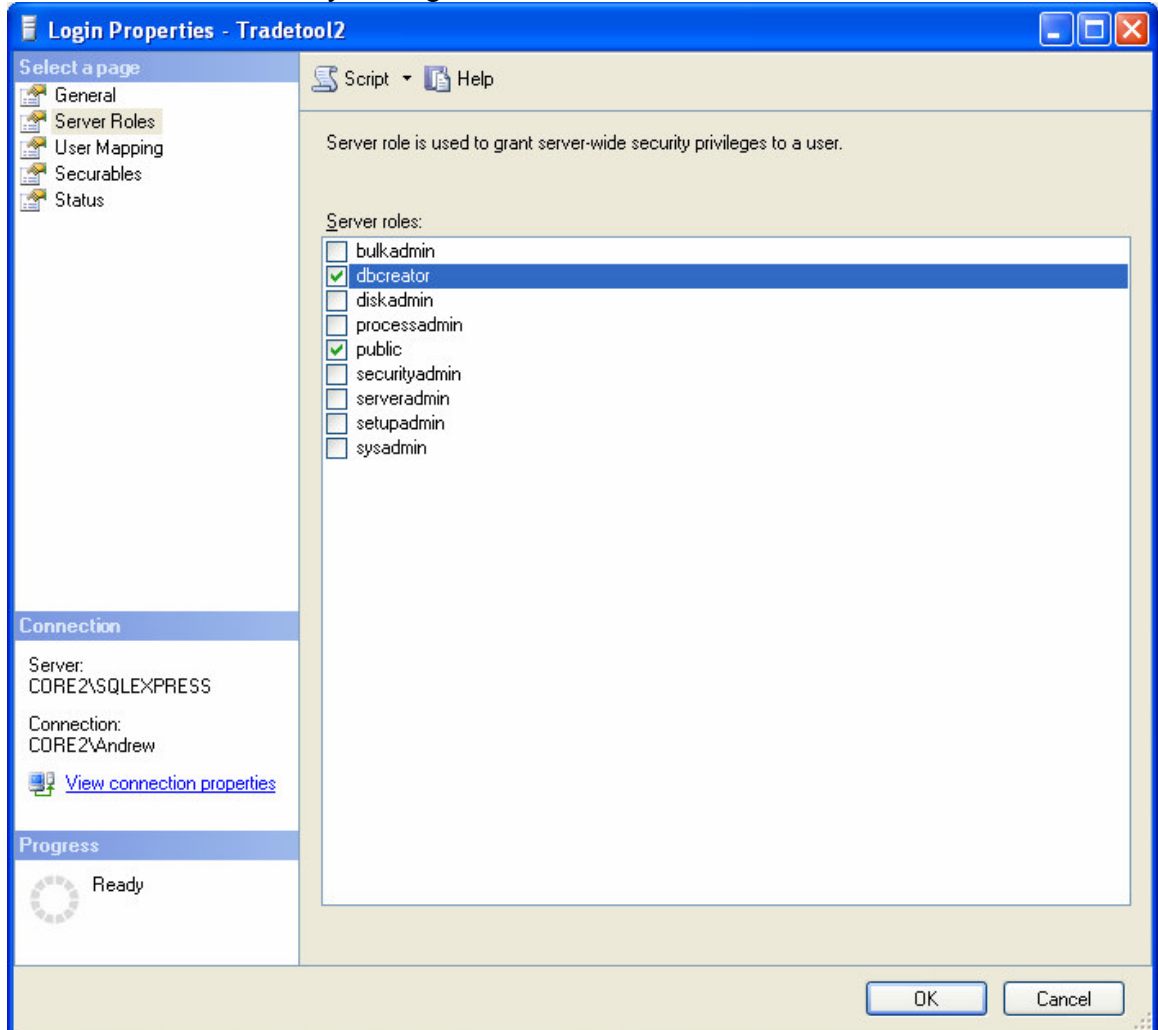
Login



- 17) In the “New Login” window that appears enter the following:
- A name for the login such as “Tradetool2”
 - Select “SQL Server Authentication” and enter a password (twice)
 - Uncheck the “Enforce Password Policy” box.



- 18) Select “Server Roles” and give the new user access to create the Tradetool2 database by ticking “dbcreator” in the list



- 19) Click OK to close the “New Login” window and create the user.
20) You can now enter the username and password into the database options in Tradetool2, along with the database server address and port from the

earlier steps.

Database Options (apply to this computer only)

Use a local database on this computer

Specify the location of the database file

Browse...

Allow this computer to automatically perform scheduled uploads

Connect to a Microsoft SQL 2005 Express Server

Server Port

Login

Password

Allow this computer to automatically perform scheduled uploads
(Ensure that only one computer has this enabled to prevent duplication of uploads)

Run this application on this computer automatically when Windows starts

OK Cancel

Now Tradetool2 will connect to the database server and you can setup Tradetool2 on multiple computers all connecting to the same database server.