

# Feedback Reminder User Manual

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## Step-by-step Guide

The following guide will explain how to setup Feedback Reminder. You will also find here a list of frequently asked questions and answers.

If you need any further assistance visit our support center at: [support.3dsellers.com](https://support.3dsellers.com).

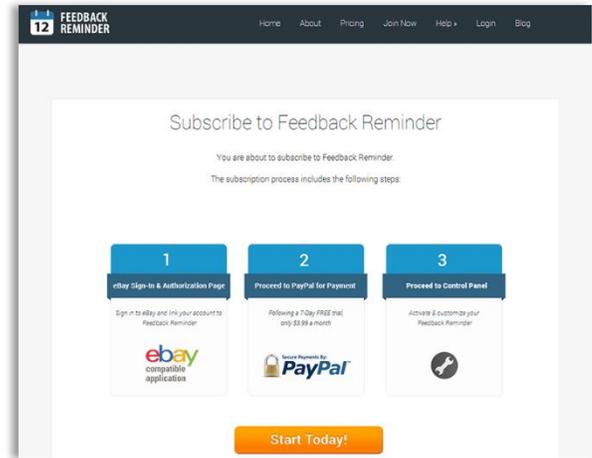
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# Subscribe to Feedback Reminder

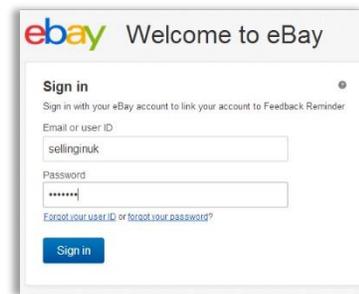
## Step 1:

Subscribe to the application on our site: [www.feedback-reminder.com](http://www.feedback-reminder.com).



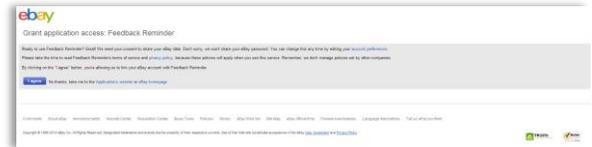
## Step 2:

If you aren't logged-in in eBay, you will be asked to login.



## Step 3:

In the next page you will be asked to agree to ours & eBay's Terms. Once you've read them checkmark both boxes and click "I Agree".



## Step 4:

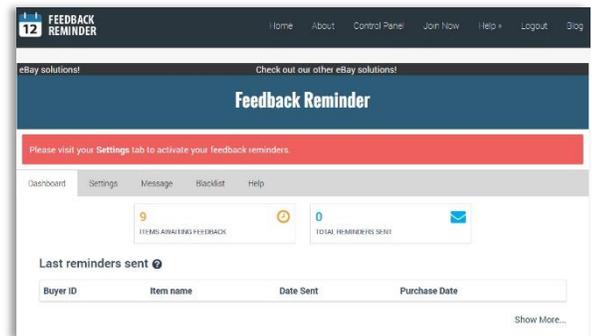
Next proceed to PayPal to setup your monthly automatic payment. You won't be charged for Feedback Reminder until your 7-day trial ends.



## Step 6:

Once you've setup your monthly automatic payment in PayPal you will be redirected to your Feedback Reminder control panel.

To activate your reminders proceed to the next step.



# Activate/schedule your reminders

## Step 1:

Once you've signed up to Feedback Reminder you will be sent to your control panel. You can also access your control panel by logging in [here](#).

## Step 2:

At the first tab of your control panel you will find your dashboard. You can check here the number of items you have awaiting feedback, the number of reminders that were sent and the last reminders sent.

The "Items awaiting feedback" counter is based on eBay's awaiting feedback list. It shows you all the buyers you sold to in the past 60 days that still haven't left feedback.

The "Total reminders sent" counter shows you all the reminders that were already sent to buyers. Once you activate your reminders, reminders will be sent to all the buyers on your awaiting feedback list.

The "Last reminders sent" table shows you the last 10 reminders that were sent to your buyers including the buyer's eBay ID, item name, purchase date and the send date.

Before activating your reminders the list will be empty and "Total reminders sent" counter will show "0".

To activate your reminders and remove the red alert at the top of your control panel visit your "Settings" tab.

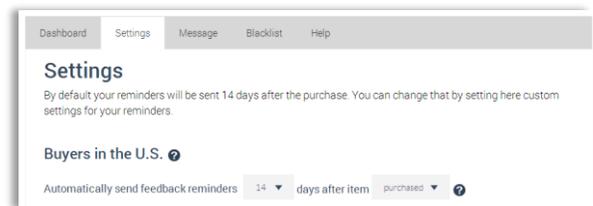
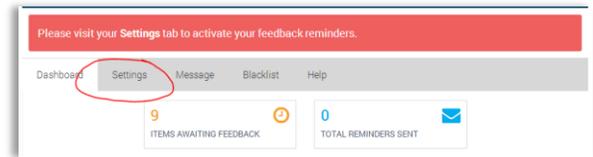
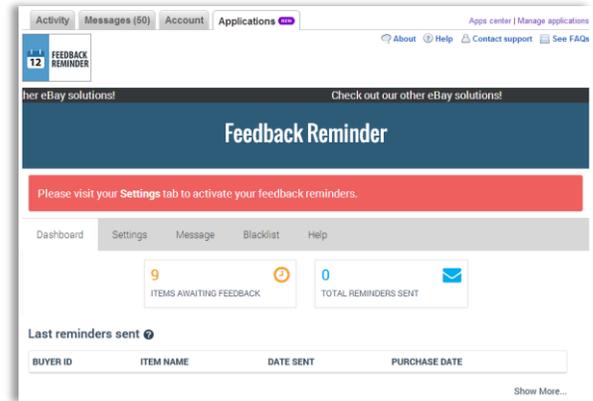
## Step 3:

In your "Settings" tab you will be able to activate & schedule your reminders.

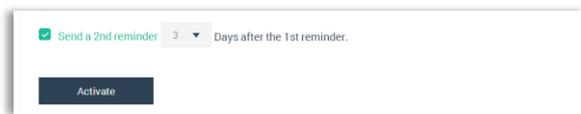
By default your reminders will be sent 14 days after a purchase was made. But you can schedule your reminders to be sent from 3 to 60 days after the purchase. You can also schedule your reminders according to when you ship your item.

If you ship internationally you can setup a different time for sending reminders to your international buyers.

You can also choose to email yourself a copy of each reminder.



You can also choose to send a 2<sup>nd</sup> follow up reminder and set a time for the follow up reminder.



Once you've set up your reminders' settings click on "Activate" to activate your reminders.

Your reminders will be sent to all the buyers on your awaiting feedback list within the hour.

To customize your reminder's message proceed to the next step.

## Change your reminder's message

### Step 1:

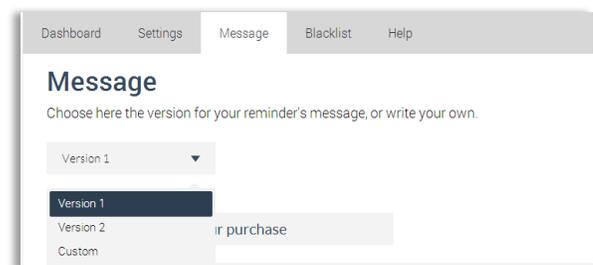
In your control panel you will be able change your reminder's message. You can also access your control panel by logging in [here](#).

### Step 2:

To change your reminder's message visit your "Message" tab.

### Step 3:

In your "Message" tab you will be able to choose one of our versions for your reminder's message, or write your own.

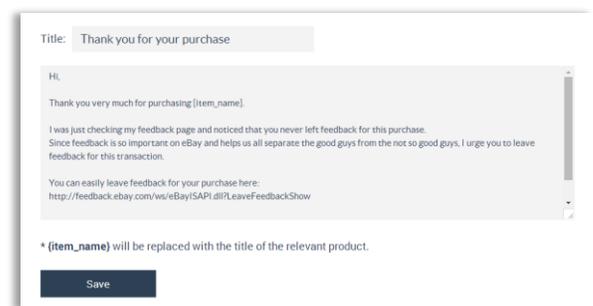


By default our version #1 will be sent as your message.

### Step 3:

In these fields you can edit the subject & body of your message.

Keep in mind that the field "{item\_name}" will be replaced automatically with the name of the item purchased by the buyer.



### Step 4:

Once you've finished editing your message click on "Save" to save your changes.

## Add/remove buyer from blacklist

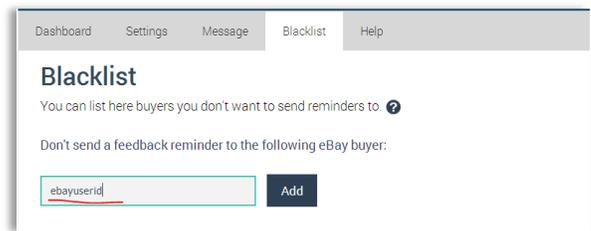
In your "Blacklist" tab you will be able add the names of buyers you don't want to send feedback reminders to.

### Step 1:

In your control panel visit your "Blacklist" tab. You can also access your control panel by logging in [here](#).

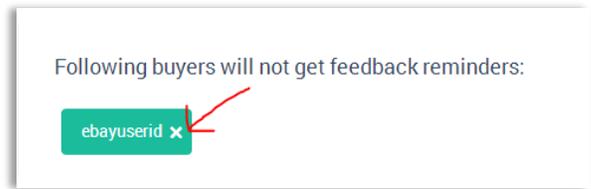
### Step 2:

To add a name enter the buyer's eBay user ID in the given field and click on "Add".



### Step 2:

To remove a buyer's name from the list click on the "x" sign near the buyer's name.



## FAQ

Q: What is Feedback Reminder?

A: Feedback Reminder sends automated reminders to your buyers through eBay's messaging system reminding your buyers to leave feedback for their purchase.

Q: Does it work?

A: Yes! Feedback Reminder has been proven to show immediate results and to increase sellers' positive feedback in up to 50%!

Q: My reminders are sent too early, how do I change that?

A: You can change when your reminders are sent in your control panel under your "Settings" tab.

Q: What are my items awaiting feedback?

A: Your items awaiting feedback list is an eBay list that includes all the items that sellers did not leave feedback for. It also includes all items that you purchased and haven't left feedback for.

Q: When will my reminders be sent?

A: Your reminders will be sent up to an hour after you've activated Feedback Reminder. You can check that your reminders are sent in your dashboard by checking your "Last reminders sent" list and "Total reminders sent" counter.

Q: How do I access my control panel?

A: To access your Feedback Reminder control panel [click here](#) and login through eBay.

Q: How do I know which reminders were sent?

A: You can view in your dashboard the last 10 reminders that were sent. You can also see all the reminders that were sent in your "sent" folder under your eBay message board at: My eBay > messages > sent.

Q: I've changed my eBay user ID, what should I do?

A: If you've changed your seller ID please contact us at [support@3dsellers.com](mailto:support@3dsellers.com) so that we can update your new user ID in our database.