

AMan Pro from SpaceWare

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AMan Pro Information

[Introduction to AMan Pro](#)



Welcome to AMan Pro. AMan Pro provides Order Fulfillment, Pricing and Listing management all in one desktop package. AMan Pro offers these facilities regardless of the items you are selling on Amazon - it is not restricted to a single category such as books. Using AMan Pro, there is rarely a need to visit your account on the Amazon web site. Our intention is that this tool will prove useful to you in your selling endeavours on Amazon and allow you to increase your revenue while streamlining your business process. If we can be of help at any time, please [contact us](#).

Order Fulfillment

Orders may be manually imported from an Order Fulfillment report (generated and downloaded using facilities within AMan Pro) or imported from a scheduled Order Fulfillment report. Using the Order Fulfillment functionality, you can create shipping labels, picklists, packing slips, order confirmation emails, and follow-up emails. Using the powerful Template Editor supplied with AMan Pro, picklists, packing slips and emails may be customized to your business. Additionally, AMan Pro provides the ability to issue a batch of refunds simply by selecting the appropriate orders.

If you are a user of [Endicia DAZzle](#), AMan Pro allows you to print internet postage (including international and customs forms) by simply selecting the orders. Default postage classes may be configured based on the weight of the item and the shipping method requested by the customer. The weight of orders may be typed in or, using a PC Scales, automatically read by AMan Pro. Also, AMan Pro allows weighing of items (or obtaining the weight from Amazon) during the listing process. Once an order arrives for pre-weighed items, AMan Pro accumulates the weight of the entire order automatically for you. For more information see the [Order Fulfillment Quick Start](#).

AMan Pro fully supports Amazon Charge When Ship (CWS) functionality. AMan Pro enables you to reconcile your orders in AMan with the orders on Amazon that have not yet had the shipments confirmed. Order shipments may be confirmed in bulk.

Pricing Management

AMan Pro provides a comprehensive set of rules that allow you to map your pricing strategy. Whether you price at the lowest price or determine your price based on other criteria, it is likely that AMan Pro will have a rule. If the built-in rules are not sufficient for your business model, scripts may be written in VB Script to supplement the rules. Pricing with AMan Pro can be as simple as clicking on a button to price all active items in your inventory or you can select categories of items to price in batch. To protect your investment in your inventory, you can specify a return on your items based on your cost. Additionally minimum and maximum prices may be set on a per item basis and globally

for all items. AMan Pro provides a safeguard feature (Price Watch) to prevent your price going too low or high due to unsophisticated or malicious sellers. Sellers that you do not wish to compete against may be excluded from the pricing process. For further information see the [Pricing Quick Start](#). For pricing rules configuration, see [MWS Pricing Rules](#).

Listing Management

Listing items with AMan Pro may be done either singly or in batches. Items may be entered by typing or scanning UPC/EAN barcodes, typing ISBNs/ASINs or importing inventory lists. AMan Pro supports most scanners. If a scanner scans into Notepad, MS Word or any text editor, it will work with AMan Pro with no configuration required. During the entry of items, items may be weighed automatically at scan time. Pricing of new items may be done at the time the UPC/EAN/ISBN/ASIN is entered or may be postponed until later to allow very quick entry of a batch of items. Pricing of items is done based on a sophisticated set of rules that may be easily configured for your pricing model. Additionally, for more complex pricing strategies, a script may be used to supplement the rules. For more information see the [Listing Quick Start](#).

Customer Communications

In addition to allowing creation of customized packing slips and shipment emails, AMan Pro allows you to create customized follow-up emails to solicit feedback, customized refund emails, and customized documents to allow you to send instructions with the order.

Tools

Because your data is important, AMan Pro provides backup functionality within the product. Additionally, settings may be saved at any time and also be moved to another PC if you happen to upgrade. If you wish to visit the Amazon web site, AMan has pre configured links to the most commonly used areas used by sellers. Rather than having to edit customized templates for emails and other documents, AMan Pro provides a WYSIWYG template editor. Anyone familiar with using MS Word or MS Outlook will be already familiar with the editor.

Safeguards

Recognizing that AMan Pro is a very powerful product, possessing sensitive data, we have built in many safeguards to prevent disclosure of your data and inadvertent actions. Some of these are:

- All credentials are encrypted locally on your machine. These credentials are never transmitted except to the site that they are required on (such as Amazon).
- Any actions that cause a change in your Amazon account status (whether it be issuing refunds or changing inventory) display a warning before being executed (once you are comfortable with the product, these warnings may be turned off if you wish). Additionally, actions that are customer impacting or Amazon account impacting are highlighted throughout the product.
- Data can be backed up on startup and/or exit of AMan Pro.

- Settings are backed up once weekly.

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System Requirements



System Requirements

AMan Pro requires the following:

- Hardware
 - Pentium Processor 1GHz or greater
 - 512 MB RAM (1 GB or more recommended)
 - 1GB free disk space
 - Broadband Internet Connection

- Software
 - Windows 7 or later (32 bit or 64 bit) (US and UK English versions only)
 - MS Word 2003 or later (AMan Pro does not support MS Word 97, 2000 or 2002/XP).
 - Optionally MS Outlook 2003 or later (AMan Pro does not support MS Outlook 97, 2000 or 2002/XP)
 - Internet Explorer 8 or later.
 - If using [Endicia DAZzle](#) to print postage, a premium (or better) DAZzle account is required.

Setup

To install AMan Pro, open the setup file (setup.exe) that has been downloaded from the SpaceWare web site. The setup is very simple and you should just follow the prompts.

Getting Help




At SpaceWare, we pride ourselves on the support we provide the users of our products. If you have an issue that is not resolved by the documentation, please [contact us](#). Alternatively, you may call us at +1 (281) 568-9402. We are available via phone 9AM to 6PM Central Time (GMT - 6) Monday through Friday. If you would like to call us outside these hours, please email us first.

One of the best places to start is the SpaceWare web site. In the support section, you will find the latest code and documentation. To visit our site, please go to [SpaceWare Support](#)

If you wish to email us a question, you may use the [Contact Us](#) section of the web site.

AMan performs extensive logging while running. This logging information allows us to respond to issues and questions much more quickly and limits the amount of questions we have to ask you. You may easily send a log to support using AMan by using the following procedure:

- Click on  [Help](#) tab
- Click on the Upload Logs to Support button

This will send the logs directly to our servers for analysis. The logs contains diagnostic information and all your settings EXCEPT any passwords. AMan never transmits passwords in any diagnostic information. You should also send an email describing the issue you are experiencing to our support group using your email client or the [Contact Us](#) section of the web site.

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AMan Pro Subscriptions and Licensing



AMan Pro is licensed by subscription. Subscriptions are available either monthly or annually. All subscriptions are paid using PayPal. All support and upgrades are free during the period of your subscription.

Quick Start Guides

[Getting Help](#)




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Initial Configuration



When first executed, AMan Pro will request you to enter data that it needs to perform its function. It will also set up your default configuration. All of the information is kept locally and passwords are encrypted. AMan Pro will attempt to obtain suitable defaults where possible.

The first screen will be the trial screen. To run AMan Pro simply click on

[Click here to Run AMan Trial](#)

During the trial period, all AMan Pro functionality will be available to you.

The screenshot shows the AMan Pro trial screen. At the top, it says "AMan Pro" and "SpaceWare". Below that, it says "AMan Pro Trial" in green. There is a button that says "Click here to Run AMan Pro Trial". Below the button, there is text: "There are many options on this dialog. But if you are just trying out the product, click on the Run AMan Pro Trial button above.. The trial will expire in 21 Days". Below this text, there is a button that says "Signup for an AMan Pro Subscription". Below the button, there is text: "Click on Exit below if you have just subscribed but the trial has expired. You will be prompted for subscription details." Below this text, there is a button that says "Exit". Below the "Exit" button, there is text: "If you have been supplied with a special code (not a subscription) by support, enter it below." Below this text, there are two input fields: "Key:" and "Code:". Below the input fields, there is a button that says "Enter Code".

After the splash screen has been displayed, AMan Pro will request your Amazon logon. This is required to enable AMan Pro to generate and obtain reports, and to upload listings. Please enter your Amazon email address and password. This information will never be transmitted to any web site apart from Amazon.

Logon to Amazon

Amazon Email:

Password:

Please note: The user name and password is used only for the purpose of logging onto your Amazon account from AMan. The password is stored in encrypted format locally and never transmitted across the internet to any site other than Amazon's.

OK Cancel

After this the initial configuration dialog will commence. The first screen request your name, address and email address (and optionally your Amazon seller nickname). This information is required for the creation of packing slips and emails and the values you enter will be substituted in the templates supplied.

AMan Basic Configuration Options

Welcome to AMan Initial Configuration

The information you enter on the next few screens will allow you to start using AMan immediately. If you are unsure of what to enter, just use the default AMan has selected for you. All of this information will be retained by AMan. None of this information is transmitted outside of your computer.

Please enter your name and address as you wish it to appear on Packing Slips, Emails to customers and the return address on shipping labels. If you wish, you may enter your company name rather than your personal name.

Name:

Address1:

Address2:

City:

State:

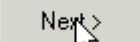
ZIP/Postal Code:


Country:

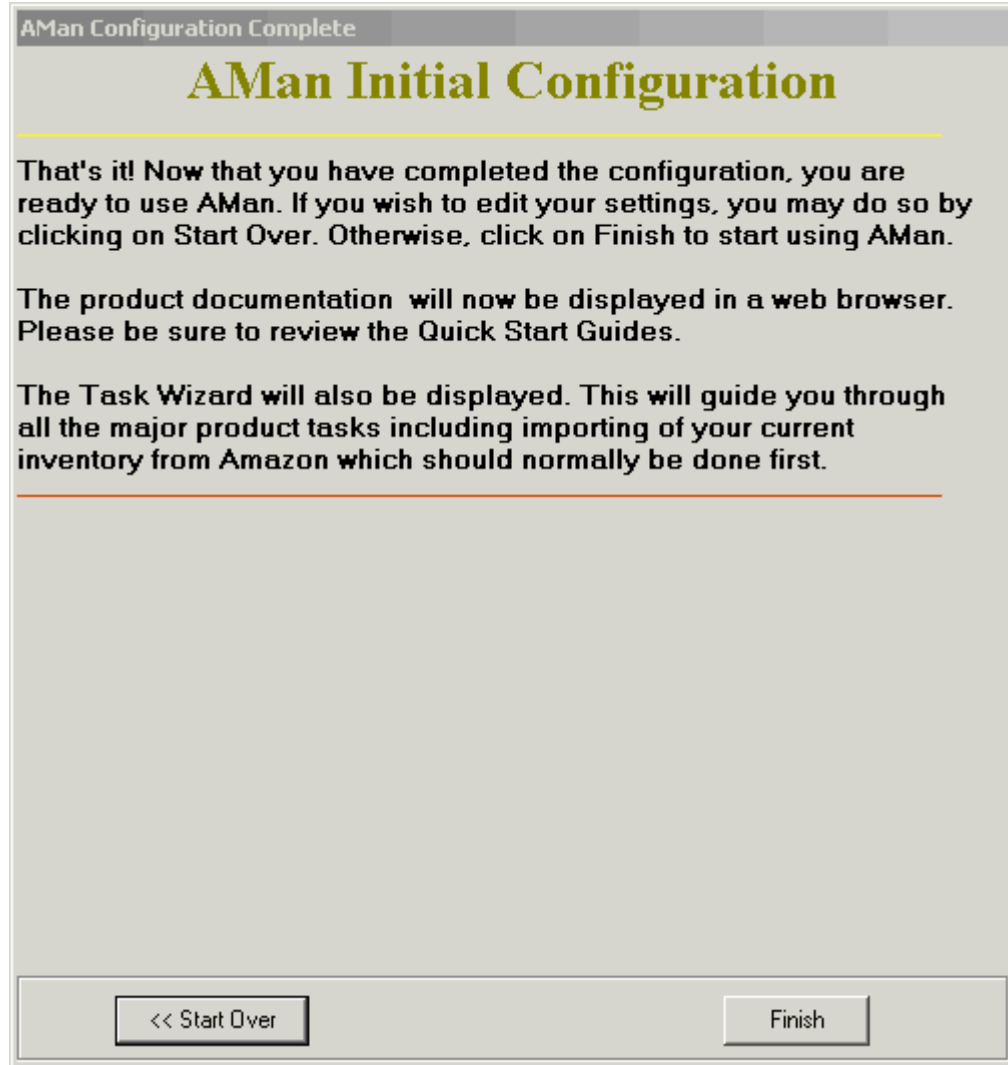
Email Address:

Amazon Nickname: Optional

Next >

Clicking on the  button will bring you to the next screen which will look like:

The final screen appears and you should simply click on  to continue.




At this point you are fully configured to use the Order Fulfillment functionality. Listing and Pricing has been configured to their defaults which should be reviewed. At this point you should review one of :

- [Importing your existing Listings](#)
- [Order Fulfillment Quick Start](#)
- [Listing Quick Start](#)
- [Pricing Quick Start](#)

Using the User Interface

AMan Pro Tasks Wizard



The AMan Pro Task Wizard will enable you to get started with AMan Pro very quickly. It may also be used to perform common tasks. By default, the Tasks Wizard appears at startup. To use the Tasks Wizard, select the type of task you wish to perform and click on Net to continue. The Tasks Wizard will prompt you and request any input needed. The Tasks Wizard may be started from the main AMan Pro screen at any time by clicking on the  Task Wizard button.

AMan Pro Common Tasks Wizard

Please select your required option and click on Next to continue

- Order Fulfillment Tasks**
Import Orders; Create and Print Pick lists, Packing Slips, Shipping Labels, Internet Postage; Send Shipment Emails
- Listing/Pricing Tasks**
Generate and Import Open Listings Reports; List Single Items; Batch up multiple Items; Import New Inventory files; Upload to Amazon; Reprice your current inventory; Upload price changes to Amazon;
- Customer Service**
Find Orders; Send Follow-up Emails;
- Configure and Import required data into AMan Pro**
To access the full power of AMan and to customize it to your needs, you should follow the steps in this section. Configure Amazon sign on, pricing rules, email (if not using MS Outlook), Import a current Open Listings Report. If you are using Endicia DAZzle you should configure postage settings.
- AMan Pro Tools**
Test or change your Amazon User/Password; Backup your AMan database; Save your AMan Pro settings; Configure AMan Pro; Customise Packing Slips, Pick lists and Emails using the Template Editor;
- Help, Support and Licensing**
Access AMan Pro Documentation; Email Questions to Support; Send Diagnostics to Support; Purchase and Manage AMan Pro Subscriptions

If you are a new user of AMan Pro, please note that the use of this Wizard will not prevent you from performing your Amazon tasks outside of AMan Pro until you are comfortable having AMan Pro perform them. Additionally, the functions available through this wizard are only a subset of the functionality provided by AMan Pro. Other functions such as issuing refunds, importing deletes from other sites, exporting data etc. are available through the menus.

AMan Pro will complement your existing business process by automating and simplifying Amazon seller tasks. The dramatic time savings provided by AMan Pro will allow you to concentrate on your business rather than your business processes!

Display Task Wizard at AMan Startup

< Previous **Next >** Perform Task Exit Task Wizard

AMan Pro Main Screen



The AMan Pro toolbars on the main screen are broken up into various sections. These are:

1. Section Navigation Tabs - Used to navigate to various functionality within AMan Pro. Clicking on a tab will cause the command buttons relevant to that section to appear.
2. Section Toolbar - These are the default tools displayed for the section navigated to. Typically this consists of two rows of tools. The first row will have a menu with all available tasks listed. The first row will also have tasks that are available regardless of the section that is currently being displayed. The second row makes the most commonly tasks available.
3. This is the User Toolbar and is customizable. This toolbar is initially empty. Please see [Customizing the User Toolbar](#) for details on how to customise.
4. This is the Options Toolbar. This used for quick access to some task inputs. Typically this will display a Find function.
5. This is the Actions Toolbar. This displays all task available for the section that you are currently displaying. This may or may not be visible depending on how you have it configured. The placement may also be configured to have this toolbar on top, right, left or bottom (see Configure->General Settings->Display Settings).
6. The sixth section display Amazon announcements. This is useful to browse in case you are having difficulties receiving orders or listing/pricing items.

The screenshot shows the AMan Pro US software interface. At the top, there is a title bar with the text "AMan Pro US - Desktop - Copyright 2003-2005 SpaceWare, Inc. - All rights reserved." Below the title bar is a menu bar with options: Order Fulfillment, Inventory Management, Amazon Reports, Queries, Find, Import/Export, Tools, and Help. A secondary toolbar contains icons for List an Item, Active Listings, Pending Uploads, Prepare Active for Pricing, Prepare Selected for Pricing, Price Active, and Modify/Delete Upload. Below this is a search area with fields for "Search Listings:", "Active Only", "Search Pending Uploads:", and "Search Orders:". The main content area features the SpaceWare logo on the left, the text "Welcome to AMan Pro US" in the center, and the Amazon.com logo on the right. A paragraph of text explains that functionality is broken into sections accessible via links or the top tab. Six numbered callouts (1-6) point to specific elements: 1 points to the "Order Fulfillment" menu item; 2 points to the "Inventory Management" menu item; 3 points to the "Amazon Reports" menu item; 4 points to the "Queries" menu item; 5 points to the "Tools" menu item; and 6 points to the "Find" menu item. Below the text, there is a section titled "Amazon Seller Announcements Recent Postings" with links for "Amazon Planned Maintenance 08/13 Resolved - Canada Customer Order Impact" and "Canada Customer Order Impact". The bottom status bar shows the SpaceWare logo, the time "10:16 PM", and the page number "7 2".

AMan Pro US - Desktop - Copyright 2003-2005 SpaceWare, Inc. - All rights reserved.

Order Fulfillment | Inventory Management | Amazon Reports | Queries | Find | Import/Export | Tools | Help

Inventory Management Menu | Find Order | Find Listing | Configure | Help Menu

List an Item | Active Listings | Pending Uploads | Prepare Active for Pricing | Prepare Selected for Pricing | Price Active | Modify/Delete Upload

Right Click on this toolbar to add frequently used tools to be visible on a per section basis or create toolbars to display tools that always visible

Search Listings: Active Only Search Pending Uploads: Search Orders:

SpaceWare **Welcome to AMan Pro US** **amazon.com**

Functionality within AMan Pro is broken into various sections which may be accessed using the links below or by clicking on the tab at the top of the screen.

1 To create packing slips, bills of lading, shipment emails and refunds, go to the [Order Fulfillment Section](#).

2 To perform Listing/Pricing tasks, go to the [Inventory Management Section](#).

3 Generation and Downloading of Amazon Order Fulfillment and Open Listings reports may be performed in the [Amazon Reports Section](#).

4 You may search for Orders or Listings by going to the [Find Section](#).

5 Detailed data analysis may be performed in the [Queries Section](#).

6 The [Import/Export Section](#) provides tools and wizards to import data from files (such as a new inventory). It also provides export functionality to allow saving AMan data to various formats.

The [Tools Section](#) provides the AMan Template Editor and various administrative tasks.

K:\AManTipsHTML\prospero.htm

[Amazon Seller Announcements Recent Postings](#)

[Amazon Planned Maintenance 08/13 Resolved - Canada Customer Order Impact](#)

[Canada Customer Order Impact](#)


SpaceWare 10:16 PM 7 2

Using the AMan Grid

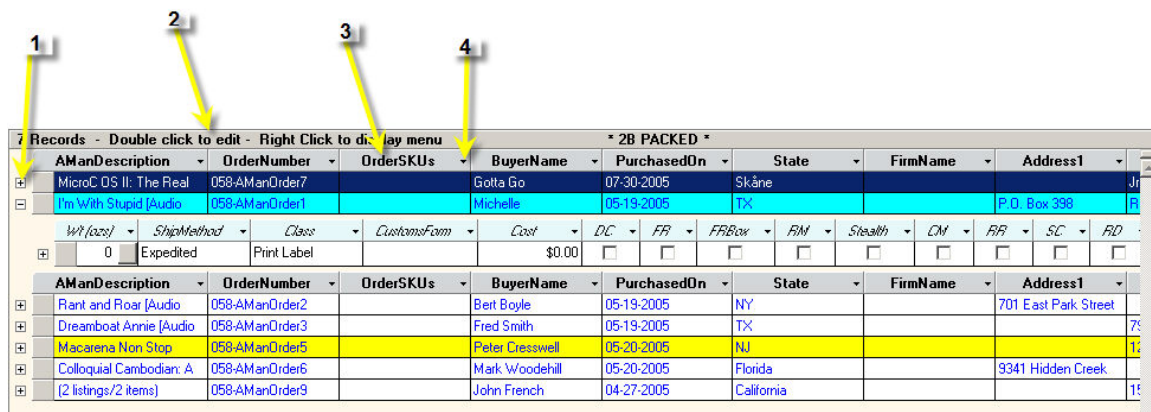










The AMan Grid is the main data display in the product. This is used for all of the Order Fulfillment, Listing and pricing functions. The data in the grid may be sorted by any of the columns and the columns may be moved to suit your viewing pleasure. Each functional display (e.g. orders awaiting to be packed, listings etc) may have its own grid display layout.

The main components are:

1. On some grids the data for an item is displayed on more than one line. When this is the case, AMan will display a  which when clicked on will display the next row of data.
2. The main header informs you of the number of items displayed, the basic actions available and the associated name of the display.
3. This is the column title. Here you may click once to sort by that column in ascending order. A further click will sort in descending order. Once you have sorted by a column, you may then further sort within another column by holding the Shift key and clicking on the second column. If you click on and drag a column header, the column may be moved to another area.
4. The black down arrow if clicked will display the names of all the other columns. Selecting one of those columns will swap the current column with the selected column.

On most data displays, right clicking on the data will display a context sensitive action menu.



7 Records - Double click to edit - Right Click to display menu * 2B PACKED *												
AManDescription	OrderNumber	OrderSKUs	BuyerName	PurchasedOn	State	FirmName	Address1					
 MicroC OS II: The Real	058-AManOrder7		Golta Go	07-30-2005	Skåne							
 I'm With Stupid [Audio]	058-AManOrder1		Michelle	05-19-2005	TX		P.O. Box 398					
 0	Expedited	Print Label		\$0.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AManDescription	OrderNumber	OrderSKUs	BuyerName	PurchasedOn	State	FirmName	Address1					
 Rant and Roar [Audio]	058-AManOrder2		Bert Boyle	05-19-2005	NY		701 East Park Street					
 Dreamboat Annie [Audio]	058-AManOrder3		Fred Smith	05-19-2005	TX							
 Macarena Non Stop	058-AManOrder5		Peter Cresswell	05-20-2005	NJ							
 Colloquial Cambodian: A	058-AManOrder6		Mark Woodhill	05-20-2005	Florida		9341 Hidden Creek					
 (2 listings/2 items)	058-AManOrder9		John French	04-27-2005	California							

Customizing the AMan Pro Grid



The various formatting options available on the grid are:

1. **Column Sort**

To sort the data based on a particular column, click on the column header (the gray header with the column name). The first click will cause the grid to be sorted based on the ascending values in the column and a gray **up** arrow will appear on the column header . If you click on the same header again, the data will be sorted based on the descending values in the column and a gray **down** arrow will appear on the column header . After sorting by one column, you may sub-sort by further columns by holding the Shift key down while clicking on the column header.

2. **Column Resizing**

Sometimes, the default column width is insufficient to show enough of the data. To overcome this, you change the width of columns. To do so, move the mouse to the right of the column you wish to resize until a horizontal, 2-way arrow appears (<-->). Click on the left button of the mouse and move the mouse until the size of the column is as you wish it. Columns to the right of column being resized will move to the right and maintain their current widths.

3. **Column Moving**

To move a column, click on the column header and move the mouse so that the column header is dragged to the location you wish. As you drag the column header, red vertical arrows will appear indicating where the column would go if you released the mouse at this point.

4. **Column Swapping**

This allows you to swap two columns. As there are many columns in the AMan displays, this provides a faster method of getting the columns you wish to have displayed present. To swap 2 columns, click the first column on the dark down arrow on the header. A list of the other columns will appear. Scroll down and select the second column. Clicking on the selected column will cause that column to be swapped with the first column.

All of the above settings are retained by AMan Pro across displays. Each type of display (e.g. orders listings etc.) have their own settings.

AMan Pro Order States



Understanding Order States

AMan Pro classifies orders according to the stage in the Order Fulfillment process they are in. This allows easy displays of orders according to what needs to be still completed for the order. The stages are:

- **2BPacked** - This is the state a new order comes in as. No processing has been done to the order yet.
- **2BShipped** - This is the state after the packing has been done for the order. Typically, an order is in this state when the packing slip has been created for it. However, AMan Pro may be customized to cause the order to enter this state after printing labels or DAZzle postage or when manually set.
- **2BFollowedUp** - Once marked as packed and shipped, the order is in a state which allow you to determine which customers should be solicited for feedback via email.
- **Held** - This order in some part of the fulfillment process but for some reason you do not want to process further for the moment. The reasons for this may be out of stock, address invalid etc. AMan Pro can automatically hold orders for which it cannot validate the address.
- **Refunded** - These are orders that you have issued refunds for.

Understanding AMan Pro Colors for Orders

To help with distinguishing orders, AMan Pro color codes each order. This make it easy to distinguish (for instance) domestic orders from international orders. The colors used are:

Background/Foreground	Coloring	What it means
Background	Cyan	Expedited Order
	Magenta	International Orders
	Light Purple	Expedited International Orders
	Yellow	Order is Held
	Light Orange	More than 1 item in an order
	Dark Orange	One item in the order has a quantity greater than 1
Foreground	Blue	Order more than 2 days old
	Red	US address not standardised
Postal Row Background	Yellow	Not processed for internet postage
	Red	Internet postage processing for order failed

Green

Internet postage printed for order

Color Coding for Pending Uploads Display



The Pending Uploads displays color in both rows and columns to impart information. The table below describes what each color means.

	Color	Specific Column?	Meaning
Background	Pink		Calculated price is zero or item is not priced. Normally due to not being able to obtain pricing data due to network errors.
	Blue/Purple		Price exceeds Amazon's maximum price (if 99999, indicates AMan could not price due to pricing constraints or no other sellers available)
	Cyan		Request to price item has not been issued.
	Red	Quantity	Quantity of item has dropped below configured value.
	Green	OldPrice	Your current price is the lowest price on Amazon.
	Red	PW	Price Watch has kicked in for this item.
Foreground	Red	Profit	The current price would return a loss based on cost.
	Blue	Profit	The current price would return a profit based on cost.
	Red	PriceDifference	AMan calculated price is less than your current price.
	Blue	PriceDifference	AMan calculated price is greater than your current price.
	Red	PricePercent	AMan calculated price difference percentage is negative.
	Blue	PricePercent	AMan calculated price difference percentage is positive.

[Quick Start Steps](#)



Once AMan Pro has been installed, the following steps should be followed to get familiar with the product:

- Configure your Amazon Marketplace Web Services (MWS) credentials (see MWS Authorization Steps)
- Follow the steps in [Importing your existing Listings](#)
- For Order Fulfillment functions, please read [Order Fulfillment Quick Start](#)
- For setting up [Endicia DAZzle](#), please read [DAZzle Quick Start](#)
- If you want to quickly list using AMan Pro, please follow the steps in [Listing Quick Start](#)
- For setting up Pricing in AMan Pro, please go to [Pricing Quick Start](#)
- To upload items to Amazon, follow the steps in [Upload to Amazon Quick Start](#)

If like most people, reading documentation is a chore, you may want to start off by using the [AMan Pro Tasks Wizard](#). This will guide you through most of the common tasks and setups.

Note: When starting AMan Pro for the first time, you are prompted to allow AMan to import your orders and inventory from Amazon. If you allowed this to complete, AMan will display any unconfirmed orders in Order Fulfillment->2BPacked and your current inventory on Amazon in Inventory Management->Active Listings.



More specific details about AMan Pro functionality may be found throughout this documentation. If you have questions or issues please [contact us](#).

Verify your Amazon Signon




It is very important that your Amazon signon is correctly configured within AMan Pro as it is used to access your account information on Amazon. Without a correct configuration, much of the functionality of AMan Pro will not be available. Your Amazon signon is never transmitted on the internet except to the Amazon web site. The information is kept on your local PC in encrypted format. SpaceWare *never* has access to this information. Configuring your signon information is a safe action that will not risk compromising your Amazon account.

To verify your Amazon signon information, please follow these steps:

- Click on  **Tools** to display the Tools tasks.
- Click on  **Amazon Signon** and a dialog similar to the following will appear:

A screenshot of a Windows-style dialog box titled "Logon to Amazon". It contains two input fields: "Amazon Email:" with the text "amazon_email@xxx.com" and "Password:" with "xxxxxxx". Below the fields is a note: "Please note: The user name and password is used only for the purpose of logging onto your Amazon account from AMan. The password is stored in encrypted format locally and never transmitted across the internet to any site other than Amazon's." At the bottom are "OK" and "Cancel" buttons.

- Click on  to verify that the information is correct.

[Importing your existing Listings into AMan Pro](#)



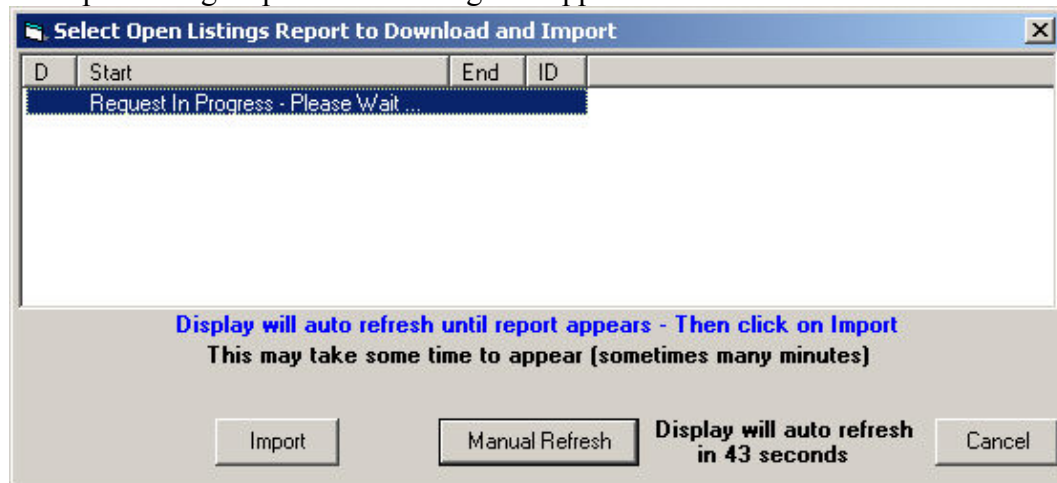
One of the first tasks to perform once you install AMan Pro is to import your existing listings. These are used both for order fulfillment and listing/pricing management.

Typically the process will take a few minutes to complete. However, if there are issues at Amazon or Amazon is being slow this can take an hour or longer to complete. If the report is taking a long time to complete, cancelling and reissuing the request is **NOT** recommended as this will further delay the generation of the report as the first report will need to complete before the 2nd report is generated.

While AMan does allow importing of old Open Listing Reports, **this facility should NOT be used except under special circumstances**. This is because importing old reports will cause AMan to not be synced up with your inventory on Amazon and could cause sold listings to be relisted (thereby causing you to have to issue refunds). A new report should normally always be generated.

An Open Listings Report may be generated and imported without visiting the Amazon web site by following these steps:

- Click on **Amazon Reports** to display the Amazon reports tasks
- Click on **Generate Open Listings Report** to send a request for an open listing report to Amazon
- The open listings report status dialog will appear:



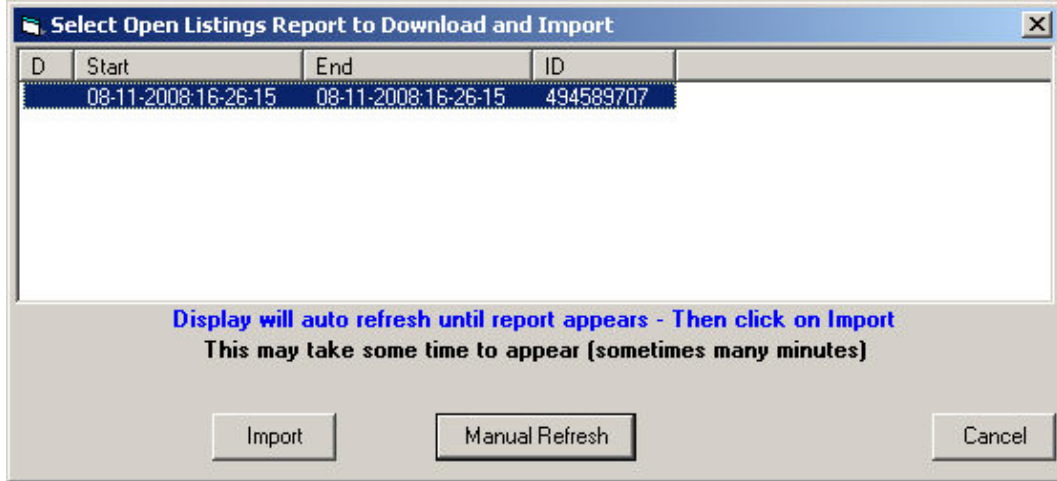
AMan will automatically refresh the display every minute until the report has been generated. Typically this will take a few minutes to complete. However, if there are issues at Amazon or Amazon is being slow this can take an hour or longer to complete. If the report is taking a long time to complete, cancelling and reissuing the request is **NOT** recommend as this will further delay the generation

AMan Pro from SpaceWare

of the report as the first report will need to complete before the 2nd report is generated.

The may be used to manually refresh the display. However, this will not speed up the generation of the report and is not recommended.

- Once the report has been generated at Amazon and is ready for importing, the following dialog will appear:



(US users: Please note that the date and time is Pacific Time). This may take a few minutes.

- Select the report just generated and click on to download and import into AMan Pro.

Order Fulfillment Quick Start



The typical steps involved in fulfillment of one or more orders (may be changed to suit your business process)

1. Import one or more orders
 - To manually Generate and Import an Order Fulfillment report see [Importing Orders](#) .
 - To schedule Order Fulfillment report see [Scheduled Tasks](#) .
2. Display orders awaiting packing (2BPacked)
 - Click on the Order Fulfillment tab


Order Fulfillment
 Inventory Management
 Aman Pro
 - Click on 2BPacked (see AMan Pro Order States).
 - A grid with the items waiting to be packed will appear.
3. Select one or more orders
 - To select one order, simply click on it
 - To select more than one order, select the first order by clicking on it and , while holding the SHIFT key, click on the last order. All the orders in between will be selected
 - To select all orders, either press CTRL-A or right click on one order and click on Select All
4. Print Picklist by clicking on Picklist1 and then clicking on to the right.
5. Print Packing Slips by clicking on Packing Slips and then clicking on to the right. Order will become 2BShipped.
6. Print AMan Pro shipping labels by clicking on Labels and then clicking on to the right.
7. Alternatively, Print DAZzle postage labels by following the procedure outlined in Using DAZzle with AMan Quick Start.
8. Click on 2BShipped (see AMan Pro Order States).
9. Confirm your orders with Charge When Ship are per [Charge When Ship \(CWS\) Quick Start](#) .

Please note the following:

- If you requested AMan to automatically import orders on a schedule, then AMan Pro will import your last 60 days of orders. Processed orders may be marked as such by selecting the orders in 2BPacked, right clicking and selecting "Mark Selected as complete and enter date" from the pop-up menu.
- Prior to using the Charge When Ship upload functionality, **it is VERY important that you generate an Unconfirmed Orders Report** (see

[Charge When Ship \(CWS\) Quick Start](#) for details). Failure to do so could cause your old orders to be reconfirmed resulting in a) an extra email being sent to your customer by Amazon and b) your shipment dates being changed to the current date with the result that your late shipment metrics will be adversely affected.

A more abbreviated version would be :

1. Import one or more orders
 - Import Order Fulfillment Report
2. Display orders awaiting packing (2BPacked)
3. Select one or more orders
4. Use 1-Click  1-Click to print picklist, packing slips and Shipping Labels/DAZZle postage
5. Confirm your orders with Charge When Ship are per [Charge When Ship \(CWS\) Quick Start](#) .

To configure AMan Pro to automatically schedule importing of order fulfillment reports, please see [Scheduled Tasks](#) .

[Import an Order Fulfillment Report](#)



AMan Pro allows you to request and import Order Fulfillment reports. This may be performed manually or AMan may be configured to import orders on a schedule. It is recommended that you configure AMan to import on a schedule. Details on how to configure the schedule are available at [Scheduled Tasks](#) .

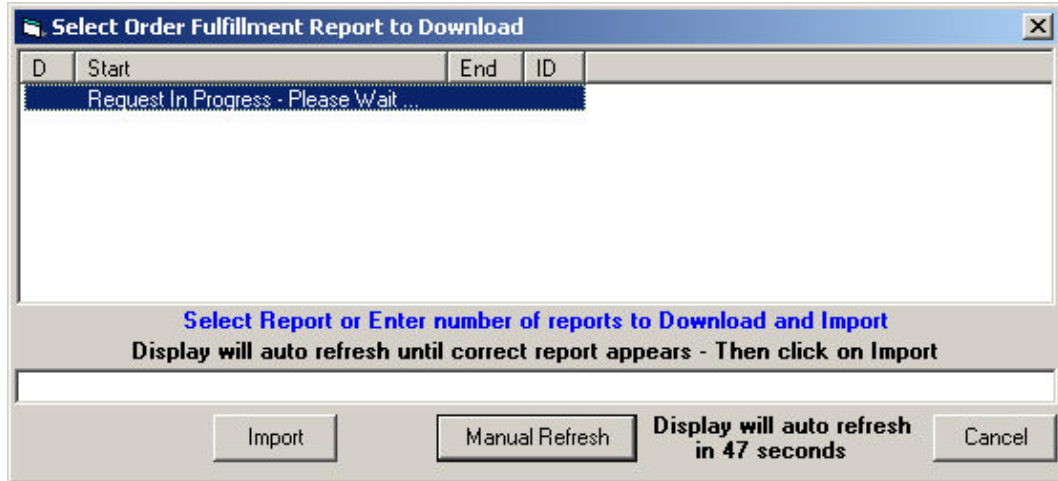
AMan allows you to generate and import order fulfillment reports ranging from 1 day to 60 days worth of orders. Since reports are generated using the exact time when requested (i.e. if a 2 day report is requested it will cover the period from the current time to exactly 48 hours prior to that), it is strongly recommended that a 2 day report be generated at a minimum and on days following a weekend or holiday a 4 day report should be generated.

Typically the process will take a few minutes to complete. However, if there are issues at Amazon or Amazon is being slow this can take an hour or longer to complete. If the report is taking a long time to complete, cancelling and reissuing the request is **NOT** recommended as this will further delay the generation of the report as the first report will need to complete before the 2nd report is generated.

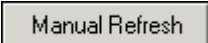
The steps to generate and import and order fulfillment report are:

- Click on the Amazon Reports section tab
- Click on Generate Order Fulfillment Report
- You will then be prompted for the number of days you wish the report to cover. The number may be any number between 1 and 60 days

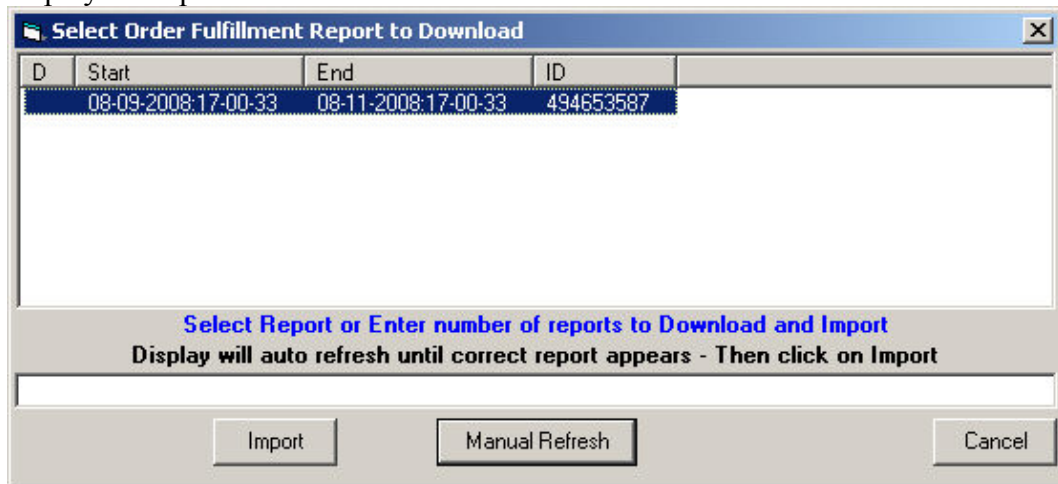
- AMan Pro will then sign on to the Amazon web site and request the report.
- Once the report has been requested, a dialog displaying the status of the request will be displayed. This will normally not show any report initially.




- AMan will automatically refresh the display every minute until the report has been generated. Typically the process will take a few minutes to complete. However, if there are issues at Amazon or Amazon is being slow this can take an hour or longer to complete. If the report is taking a long time to complete, cancelling and reissuing the request is NOT recommend as this will further delay the generation of the report as the first report will need to complete before the 2nd report is generated.

The  may be used to manually refresh the display. However, this will not speed up the generation of the report and is not recommended.

- Once the report has been generated by Amazon, the dialog should change to display the report details



- To import the report, click on the  button

[Confirming Orders \(Charge When Ship\) Quick Start](#)

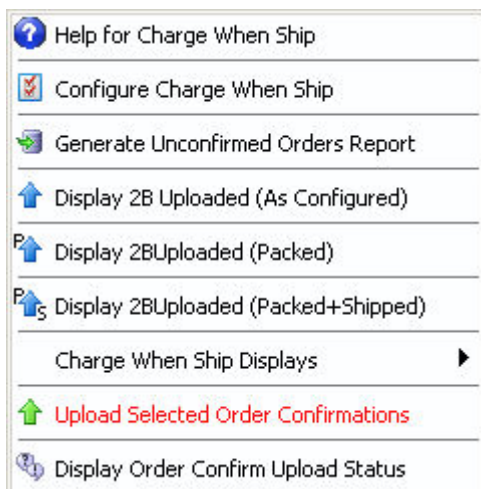


In 2009 Amazon introduced Charge When Ship which is a program whereby sellers have to confirm shipment of orders prior to being paid by Amazon. AMan Pro provides functionality that allows you to easily and safely confirm orders in bulk. The product provides a lot of flexibility in what orders you decide to confirm and when you confirm them.

Note: **If you have not previously used the order fulfillment functions of AMan Pro**, you will need to either manually or on a schedule import orders into AMan prior to using the Charge When Ship functionality. Details on setting up order fulfillment in AMan Pro are available in the [Order Fulfillment Quick Start](#) guide. The Charge When Ship process does **NOT** import orders.

For more detailed information about the Charge When Ship functions please review [Charge When Ship \(CWS\) functions](#) .

The Charge When Ship functions are accessible via the Charge When Ship menu on the toolbar in the Order Fulfillment section. The menu options are:



Initial Setup Steps:

Before using the Charge When Ship functions, you should first generate and import an Unconfirmed Orders Report to allow AMan Pro to obtain data on which orders need to be confirmed. This may be done using the Generate Unconfirmed Orders Report function from the Charge When Ship menu in the Order Fulfillment section.

You MUST allow the report generation to complete and be imported. This may take up to 45 minutes.

Note: If you are just starting off with order fulfillment with AMan, you will need to first import orders as generating the Unconfirmed Orders Report does not import any orders - merely reconciles the orders in AMan with the shipment status as per Amazon. See [Importing Orders](#) for details. The Initial Amazon Data Populate, which is run when you first start a new copy of AMan, performs this function.

Steps involved in uploading order confirmations:

1. For more detailed information about the Charge When Ship functions please review [Charge When Ship \(CWS\) functions](#) .
2. Optionally, review [Configuring Charge When Ship \(CWS\)](#) for configuration options and configure accordingly.
3. Display and select the orders that you wish to have confirmations uploaded for. This may be from any orders grid such as **2BShipped** or **Display 2BUploaded**. When starting to use this function or it is recommended that you test with one or two orders. However, for normal end of day type processing it is strongly recommended that you upload as many as possible in bulk. The reason for this is that Amazon has limitations on frequency of use of their upload servers.
4. Click on **Upload Selected Order Confirmations** to start the upload process. Please note that by default you will be warned by AMan that you are about to send a communication to your buyer. This is because each upload will cause Amazon to send an email to your customer. For this reason it is very important that you only confirm an order once. However, AMan will warn you if you are trying to confirm an order more than once.
Note: You MUST upload order shipment confirmations to get paid by Amazon. AMan does NOT automatically upload the confirmations.
5. The Shipment date and Carrier details dialog will appear to allow you to enter values to be used with orders that may be missing some data. Please note that these values (such as shipment date, shipping service) will only be used if they have not already been filled for orders by other means (such as using DAZzle or editing the order).
6. Click on OK to have to have AMan verify the data for each selected order. If any inconsistencies are detected, AMan Pro will prompt you and give you the option of skipping confirmations uploads for the orders with the discrepancy, ignoring or fixing the discrepancy or cancelling the entire upload.
7. The upload status display will then appear. This should be allowed to auto-refresh until a status of _DONE_ appears.
8. Once the process has a status of _DONE_, you can view the results by clicking on View
9. Once complete, click on Exit
10. If it has been over 24 hours since generating an Unconfirmed Order report, you will be asked if you wish to generate one and reconcile your orders. While not mandatory, it is recommended that you allow AMan to do this if prompted. This

will ensure that previous uploads of order confirmations have been accepted by Amazon (and that you will get paid!).

11. For more detailed information about the Charge When Ship functions please review [Charge When Ship \(CWS\) functions](#) .

Note: As per the [Amazon Charge When Ship FAQ](#) , payment for confirmed orders may take several hours.



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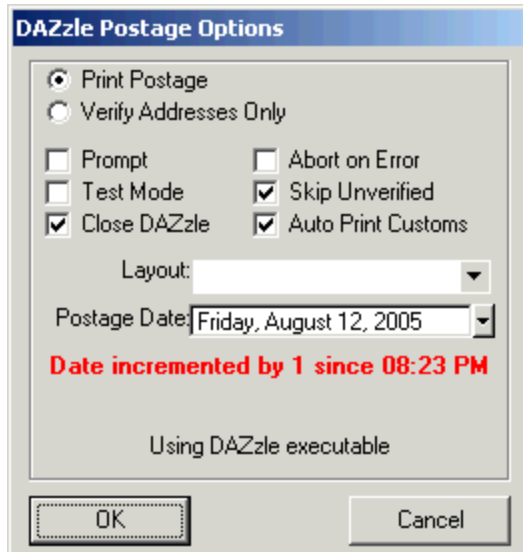
Notes:

1. Once AMan detects that you are signed up for Charge When Ship, you will be prompted if you attempt to send shipment emails (not order confirmation or follow-up emails).
2. For DAZzle users (US Only), it is common to create postage the night prior to mailing. This means the postmark (and hence the shipping date in AMan) will be a day in the future. In this case you will be prompted to change the date for the confirmation upload to the current date. This is normal and typically you should accept this option.

Using DAZzle with AMan Quick Start



- Before using DAZzle with AMan, please ensure that you have a premium account with them. You may subscribe to DAZzle at Endicia.com.
- If you have not previously configured AMan Pro to use DAZzle, please follow the steps in Configuring Endicia DAZzle within AMan.
- Display orders awaiting packing  Display 2B Packed: (see AMan Pro Order States).
- Expand each order to display the postal row by clicking on the plus sign (+).
- Ensure that a weight has been entered for each order. All weights are in ounces. Orders with a zero weight specified will be skipped. See [Configuring a PC Scales](#) for details on how to configure AMan to read a PC attached scale.
- Verify and/or change the shipping class for each order.
- Select the orders to have postage printed for.
- Click on  DAZzle to print the postage
- The DAZzle options screen will be displayed with your default options:



You may change options as appropriate.

- Click on OK to print.
- Once printed, AMan will display the results of the printing.

Listing Quick Start



Listing a single item on AMan Pro is easy. Assuming that you have configured your pricing rules (the default is to price as the lowest by a penny), the steps to follow are:

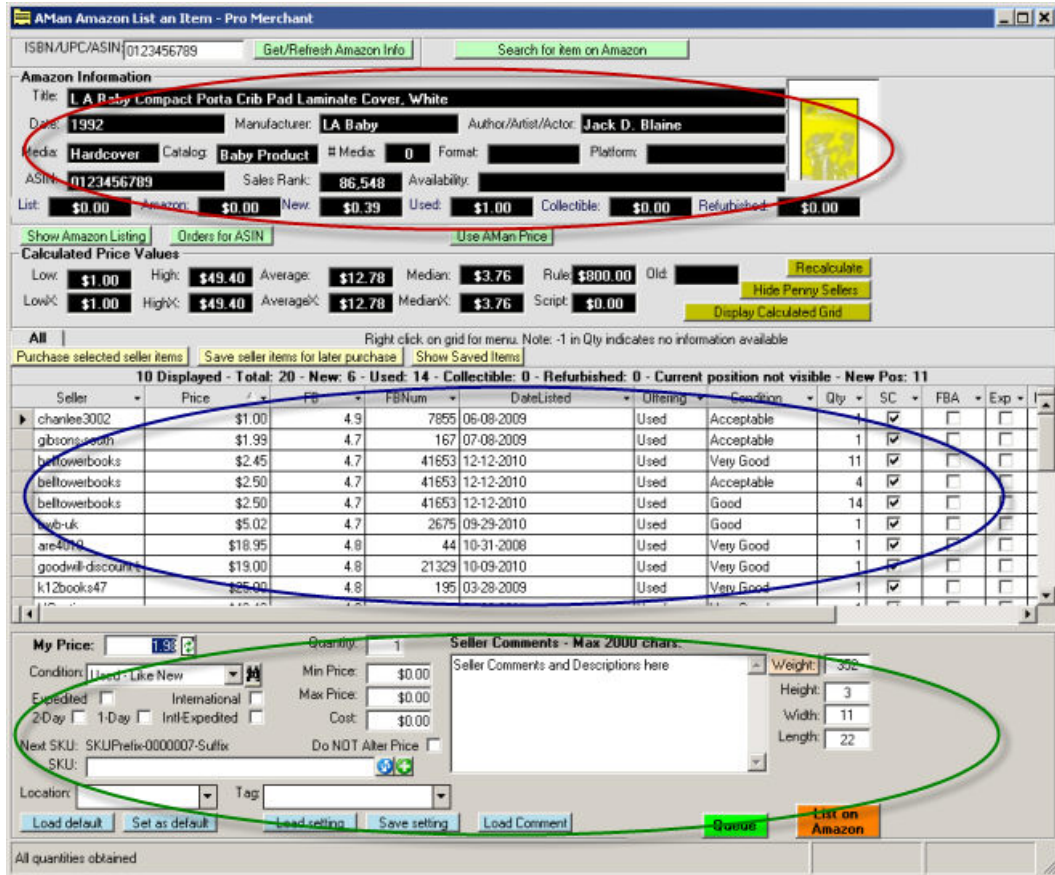
1. Make sure that your Amazon Sign-on has been correctly configured.
2. Navigate to Inventory Management section by clicking the Inventory Management tab



3. Click on the List an Item button.
4. The List an Item screen will appear:

5. Enter or Scan the ISBN/UPC/ASIN into the
6. Press Enter or click on button.


- The screen will change to display the details for the item:







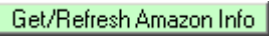
- The Red area displays the Amazon information for the item. The Blue area displays the offers of competing sellers and your offers for the item. The Green area is the area to enter your details for the item.
- The green area is used to enter the details about the item being listed. Defaults may be set which are then used to populate the various fields once the screen is first displayed. Other defaults may be saved and recalled when you wish to change the item settings. For more information see Setting Defaults for List an Item.



The values that may be set are as follows:

- My Price** - This is the price that AMan Pro calculated and may be changed
- My Cost** - Here you can enter the cost of the item. The price calculated can be configured to be dependant on cost
- Condition** - This is the condition of the item
- Expedited & International** - Here extra shipping provided can be specified
- Weight** - This is the weight of the item. When available from Amazon, AMan Pro will fill in that information. Additionally, if you have a PC

Scales attached, you may click on the  button to read the scales (see Configuring a PC Scales). You may also just type in the weight in ounces.

- **H/W/L** - These are the height, Width and Length of the item. If available from Amazon, AMan Pro will fill these values in. These values may factor into what shipping you offer.
- **Min Price/ Max price** - Here you may specify the minimum and maximum you wish to sell the item for.
- **SKU** - You may enter the SKU required here or AMan Pro will generate one for you automatically
- **Do NOT Alter Price** - If checked, AMan Pro will maintain the price at what you set for My Price (regardless of the competition). If set, the price may always be overrode later.
- **Comments** - Here you enter the seller notes for the item (see default below).
- **Tag** - This is an internal label that you can use label items. Think of it as being a SKU that does not have to be unique. For instance, you may want to label all items you purchased from a certain vendor. You could put the name of the vendor here. Later, the Tag can be used to sort items in your inventory.
- **Location** - This is a field which can be used the same as the Tag field or for different purposes (e.g. shelf location).
-  - Refresh the pricing display
-  - Search for an item on Amazon (e.g. if you do not have an ISBN for a book)
-  - Change SKU prefix or suffix
-  - Increment SKU number

Please Note: If you change any of the values that affect prices such as cost or minimum, you should click on  to have AMan Pro recalculate the price.

10. To list the item, simply click the  button. The item will be listed on Amazon immediately.
11. To queue the item for later uploading, click on  . The item will be queued to the pending uploads to be uploaded later (see [Upload to Amazon Quick Start](#)) . This is often used when scanning in a batch of items. You may also have AMan Pro automatically queue the item once scanned or typed in. For further information, please see Configuring Listing Options.
12. For information setting and using defaults for List an Item screen, please see Setting Defaults for List an Item.

List an Item Offer Colors



List an Item display the offers for the item your are pricing and/or listing. Offers are color coded to simplify the determination of why an item was priced the way it was. The colors currently used are:

- **Yellow** - The offer that was used for the pricing calculation.
- **Gray** - This is a filtered offer that was excluding from being used in the pricing calculations. The reason for being ignored will be in the Filter Notes field.
- **Cyan** - This is an FBA offer (also indicated by the Fulfillment field having a value of 'Amazon' as opposed to 'Merchant' for merchant fulfilled offers).
- **Green** - These are your offers (also indicated by the MyOffer field being checked)
- **Red** - This is a Buy Box owning offer (also indicated by the BuyBox field being checked)
- **Orange** - This listing owns the Buy Box (it is possible to own the buy box for an item where you have multiple listings – this will indicate that this particular listing is the owner of the buy box). Also indicated by the ListingOwnsBuyBox field being checked.

[Pricing Quick Start](#)



AMan Pro allows you to price your **Active Listings** without impacting your inventory during the pricing process. To achieve this, AMan Pro copies your active listings to an area called **Pending Uploads**. Here prices may set, comments changed etc. No changes made to Pending Uploads impacts either your Amazon inventory or AMan Pro's copy of your active listings. Any changes made take effect only when you Upload Inventory to Amazon or see [Upload to Amazon Quick Start](#)).

Note: AMan Pro **does** factor in your shipping and that of your competitors when pricing your items.

The steps required to (re)price with AMan Pro are as follows:

1. Initial Setup

If you have not already done so, first do the following:

- Please read [Understanding AMan Pro Pricing Rules](#).
- Please read [Understanding the Pricing Mechanism](#).
- [Importing your existing Listings](#)
- Configure according to [MWS Pricing Rules](#) to set your pricing strategy.


2. Pricing Steps

Pricing is performed within the Inventory Management section of AMan Pro.



Before (re)pricing, you must first copy your active listings to the pending uploads area. This can be done in a variety of ways depending on what you want to achieve:

2.1 Price All Active Listings

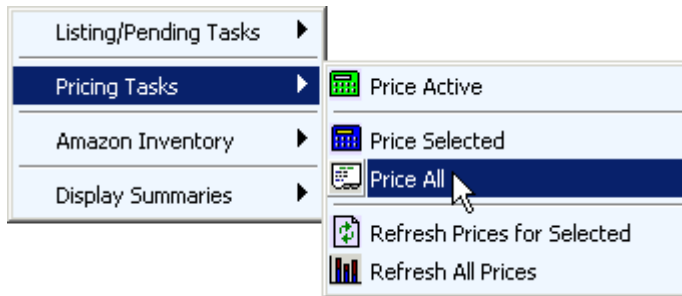
This is done by simply clicking on  Price Active . This will copy all active listings to the pending uploads area and reprice them according to your pricing rules. *If you have not specifically configured pricing options, AMan will by default reprice your items one penny lower than the competition.* **No changes to your Amazon inventory will be done at this time.** (That will require you to Upload Inventory to Amazon). Therefore it is quite safe to experiment with your pricing options to see the effects here. Once the repricing is complete, AMan Pro will display the pending uploads grid which will show you the suggested changes to your prices and the price differences from the current prices. Items may be edited individually to manually set prices or to review the competition. See Edit a Pending Upload for details. Items that could not be repriced (because it would violate

your pricing rules) are shown color coded (See Color Coding for Pending Uploads Grid for details).

2.2 Price Selected Listings

The steps to perform this operation are:

- Display Active Listings by clicking on **A Active Listings**.
- A grid will appear with all your active listings. The grid may be sorted by any of the columns to categorise the display for you (see [Using the AMan Pro Grid](#) for details).
- Select one or more listings to reprice.
- Click on **Prepare Selected for Pricing**. This will copy the selected listings to the pending uploads area.
- Once you have finished copying the listings you want to reprice, click on **Pending Uploads** to view the listings in the pending uploads area.
- To reprice all pending uploads, click on the **Inventory Management Menu** and then click on



This will reprice all pending uploads. No changes will be made to your Amazon inventory at this point. That will require you to Upload Inventory to Amazon.

- The pending uploads grid will show you the suggested changes to your prices and the price differences from the current prices. Items may be edited individually to manually set prices or to review the competition. See [Edit a Pending Upload](#) for details. Items that could not be repriced (because it would violate your pricing rules) are shown color coded (See Color Coding for Pending Uploads Grid for details).

Once you are satisfied with the prices generated, you should then review the [Upload to Amazon Quick Start](#).

To configure AMan Pro to automatically reprice your inventory, please see [Scheduled Tasks](#). Please note that you should not use automatic repricing until you are satisfied with your pricing rules.

Upload to Amazon Quick Start



Uploading new or repriced items to Amazon is a simple task. Amazon has 3 upload modes. Each mode requires that a SKU be associated with each listing.

AMan Pro always performs uploads from the Pending Uploads area. Items get into Pending Uploads through a variety of means. You may use one of the many tools to copy from your Active Listings to Pending Uploads such as Prepare Active for Pricing or Price Active from the Inventory Management section. You may also use List an Item in the same section to add items individually. Additionally, you may use the Add New Inventory Wizard from the Import/Export section to import new inventory from a file.

Once items are in Pending Uploads, you upload the items with AMan Pro using the following steps:

- Go to the Inventory Management section.
- Display Pending Uploads by clicking on Pending Uploads
- Select one, more or all of the items you wish to upload. All items may be selected by right clicking on any item in the grid and then clicking on Select All from the menu displayed. Alternatively, you may simply select all items by pressing CTRL+A on your keyboard or clicking the Select All Rows button.
- The actual upload is performed by selecting the upload type from the Upload to Amazon menu on the toolbar



There are multiple upload types available:

- **Upload Price Changes Only** - This is the safest and fastest upload. Only items whose prices have changed are upload and only the price is sent up.

Other values such as quantity, comment etc are not uploaded. This means that if an order comes in during the pricing process, the wrong quantity will not be upload to Amazon. Please note that if you have made changes to fields such as quantity, comments etc, only the items that have changed prices will have those changes moved back to Active Listings. This upload may only be used with existing items.

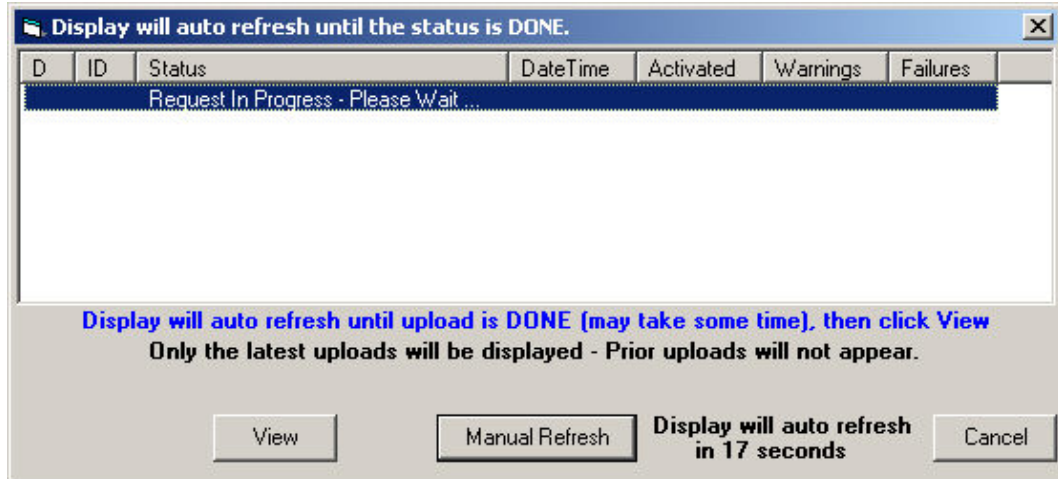
- **Upload Prices Only** - This option is safe for the same reasons that Upload Price changes only is. However, it is slower as all items selected will be uploaded and all changes are moved back to Active listings. However, no changes apart from prices are sent to Amazon. This is a safe upload.
- **Upload Shipping Methods + Prices** - This upload should be used when changing the shipping methods being offered to buyers. This is a safe upload as no quantities are sent to Amazon when using this type of upload.
- **Upload Price and Quantity changes (Modify/Delete)** - If you have only modified prices and/or quantities or have marked some items for deletion, this upload will upload those changes. However, any other field changes will not be transmitted to Amazon even though they are moved back to AMan's Active Listings. This is equivalent to Amazon's Modify/Delete upload. However, because the upload process takes some time and some orders may not have yet arrived into AMan Pro due to delays in Amazon informing sellers of orders, the quantities may differ from your actual quantities and may cause double listings. **As this upload sends quantities to Amazon, this upload should be used with caution.** This is because Amazon does not notify sellers of sales for up to 90 minutes and therefore AMan will only be as current as the last report imported plus the Amazon delay. Therefore any upload which contains quantities will run the risk of reopening a closed or sold listing. After performing this type of upload, you should check your sales for any items sold since the last report was generated.
- **Upload Quantity changes or Deletes only** - This option is mainly used for a Deletes only upload. **As this upload sends quantities to Amazon, this upload should be used with caution.** This is because Amazon does not notify sellers of sales for up to 90 minutes and therefore AMan will only be as current as the last report imported plus the Amazon delay. Therefore any upload which contains quantities will run the risk of reopening a closed or sold listing. After performing this type of upload, you should check your sales for any items sold since the last report was generated.
- **Upload New/Modified (Add/Modify/Delete)** - This is equivalent to Amazon's Add/Modify/Delete. All changes and values will be transmitted to Amazon. Before the upload, AMan Pro will attempt to reconcile the quantities in your Active listings with the values in Pending Uploads to account for any orders that may have come in during the pricing process. However, because the upload process takes some time and some orders may not have yet arrived into AMan Pro due to delays in Amazon informing sellers of orders, the quantities may differ from your actual

quantities and may cause double listings. Therefore it is recommended that you use this upload for new inventory only if possible. **This upload should be used with caution with existing inventory.**

- **Purge/Replace Upload** - This upload will replace your existing inventory on Amazon with the inventory you select to upload. **This upload type should be used with extreme caution** as it will erase your existing Amazon inventory.
 - **Add/Modify/Delete Upload after Import** - This used when AMan does not have ASINs for items in Pending Uploads. Typically this is used to upload UPC/EAN values after [Importing New Inventory](#) which have not been priced. This is equivalent to Amazon's Add/Modify/Delete. All changes and values will be transmitted to Amazon. Before the upload, AMan Pro will attempt to reconcile the quantities in your Active listings with the values in Pending Uploads to account for any orders that may have come in during the pricing process. However, because the upload process takes some time and some orders may not have yet arrived into AMan Pro due to delays in Amazon informing sellers of orders, the quantities may differ from your actual quantities and may cause double listings. You use this upload for new inventory ONLY.
 - **Purge/Replace Upload after Import** - This used when AMan does not have ASINs for items in Pending Uploads. Typically this is used to upload UPC/EAN values after [Importing New Inventory](#) which have not been priced. This upload will replace your existing inventory on Amazon with the inventory you select to upload. **This upload type should be used with extreme caution** as it will erase your existing Amazon inventory.
- Once uploaded, AMan Pro will then offer to display the Amazon status page for the upload.



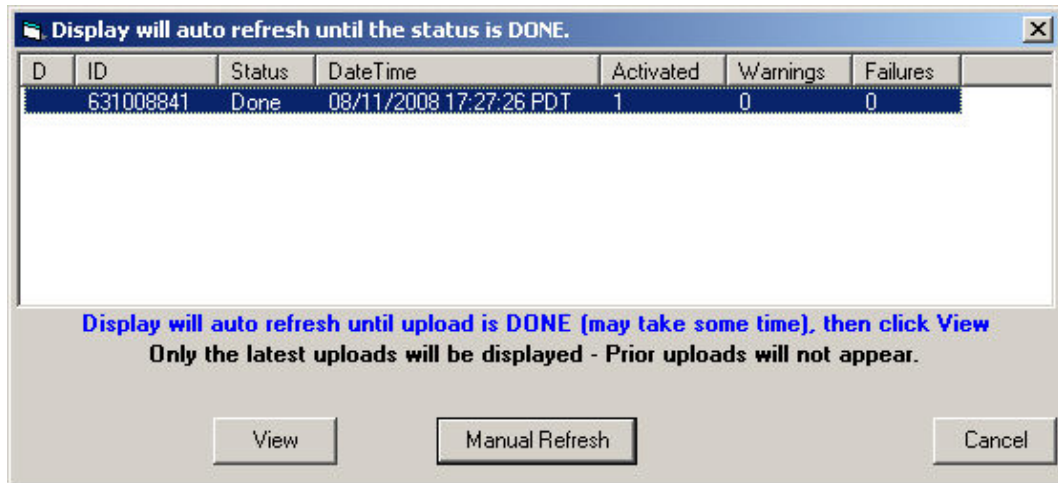
- After uploading new inventory or a Purge/Replace you should **always** reply Yes.
- The following dialog will appear:



AMan will automatically refresh the display every minute until the upload has completed. Typically this will take a few minutes to complete. However, if there are issues at Amazon or Amazon is being slow this can take an hour or longer to complete. If the upload is taking a long time to complete, cancelling and reissuing the request is **NOT** recommended as this will further delay the upload as the first upload will need to complete before the 2nd upload is processed.

The may be used to manually refresh the display. However, this will not speed up the generation of the report and is not recommended.

- Once the upload is complete at Amazon, the following will appear:



Once it appears with the summary, you may view the upload log (and error log if it exists) using the View button.

- Once the upload is complete and you have added new items, you should see [Generating and Importing an Open Listings report](#) to refresh the listings on AMan.

Order Fulfillment Reference

[Introduction to Order Fulfillment with AMan Pro](#)



AMan Pro provides order fulfillment functions such as the creation of Packing Slips, Emails and Internet postage. Additionally, AMan Pro allows you to issue refunds to customers without having to go to the Amazon web site. For US users, there are tools available to display the options and costs of various postage classes for an or and to obtain the status of an order sent using Delivery Confirmation.

AMan Pro comes with pre-configured picklist, packing slip and email templates. These may be used to perform your order fulfillment tasks. If you wish to customise the templates to (for instance) add your company logo, full details are available at [Customizing AMan Templates](#). AMan Pro may be configured to automatically send an order confirmation email to customers once the order is first imported into AMan Pro (see Configuring Automatic Order Confirmation Emails.). Refunds may be issued using the steps outlined in [Issuing Refunds](#) .

For US users, tools are provided to display the cost of postage for an order to allow you to obtain the least expensive shipment cost. Also, you may check on the status of any order sent using Delivery Confirmation. Use of these tools are documented in [Using the USPS Postage Calculators](#) and [Checking the status of shipments with Delivery Confirmation](#) .

Prior to using emails with AMan Pro, you must first configure your email settings. For users of AMan Pro Outlook integration, there is no configuration required as AMan Pro will automatically detect Outlook For users of the POP3, you will have to set up your email server parameters. This configuration is documented in [Configuring POP3/SMTP support](#).

AMan Pro Order States



Understanding Order States

AMan Pro classifies orders according to the stage in the Order Fulfillment process they are in. This allows easy displays of orders according to what needs to be still completed for the order. The stages are:

- **2BPacked** - This is the state a new order comes in as. No processing has been done to the order yet.
- **2BShipped** - This is the state after the packing has been done for the order. Typically, an order is in this state when the packing slip has been created for it. However, AMan Pro may be customized to cause the order to enter this state after printing labels or DAZzle postage or when manually set.
- **2BFollowedUp** - Once marked as packed and shipped, the order is in a state which allow you to determine which customers should be solicited for feedback via email.
- **Held** - This order in some part of the fulfillment process but for some reason you do not want to process further for the moment. The reasons for this may be out of stock, address invalid etc. AMan Pro can automatically hold orders for which it cannot validate the address.
- **Refunded** - These are orders that you have issued refunds for.

Understanding AMan Pro Colors for Orders

To help with distinguishing orders, AMan Pro color codes each order. This make it easy to distinguish (for instance) domestic orders from international orders. The colors used are:

Background/Foreground	Coloring	What it means
Background	Cyan	Expedited Order
	Magenta	International Orders
	Light Purple	Expedited International Orders
	Yellow	Order is Held
	Light Orange	More than 1 item in an order
	Dark Orange	One item in the order has a quantity greater than 1
Foreground	Blue	Order more than 2 days old
	Red	US address not standardised
Postal Row Background	Yellow	Not processed for internet postage
	Red	Internet postage processing for order failed

Green

Internet postage printed for order

[Import an Order Fulfillment Report](#)





AMan Pro allows you to request and import Order Fulfillment reports. This may be performed manually or AMan may be configured to import orders on a schedule. It is recommended that you configure AMan to import on a schedule. Details on how to configure the schedule are available at [Scheduled Tasks](#) .

AMan allows you to generate and import order fulfillment reports ranging from 1 day to 60 days worth of orders. Since reports are generated using the exact time when requested (i.e. if a 2 day report is requested it will cover the period from the current time to exactly 48 hours prior to that), it is strongly recommended that a 2 day report be generated at a minimum and on days following a weekend or holiday a 4 day report should be generated.

Typically the process will take a few minutes to complete. However, if there are issues at Amazon or Amazon is being slow this can take an hour or longer to complete. If the report is taking a long time to complete, cancelling and reissuing the request is **NOT** recommended as this will further delay the generation of the report as the first report will need to complete before the 2nd report is generated.

The steps to generate and import and order fulfillment report are:

- Click on the  Amazon Reports section tab
- Click on  Generate Order Fulfillment Report
- You will then be prompted for the number of days you wish the report to cover. The number may be any number between 1 and 60 days

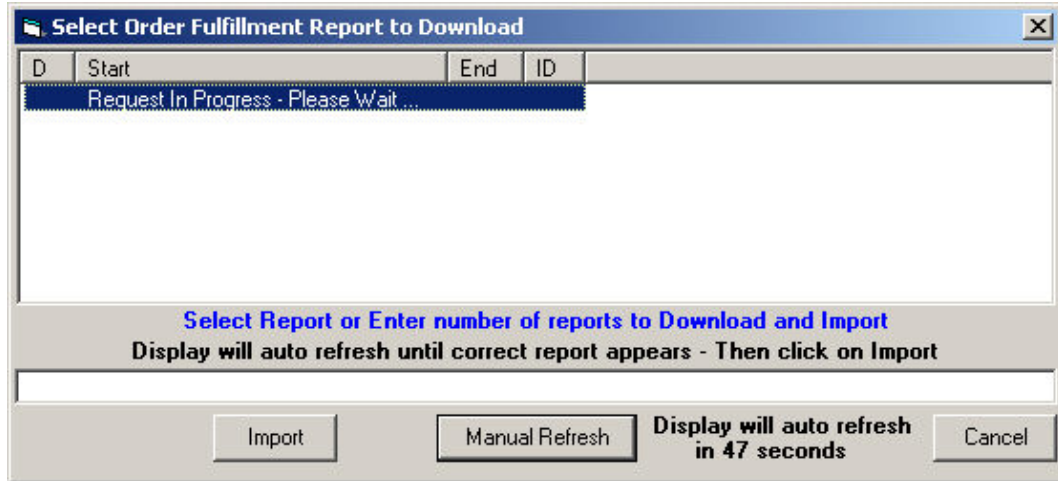
A dialog box titled "Days for Order Fulfillment Report" with a yellow background. It contains a question mark icon in a blue circle, the text "Please enter number of days for order fulfillment report (max 60)", a text input field containing the number "2", and two buttons labeled "Ok" and "Cancel".

Days for Order Fulfillment Report


Please enter number of days for order fulfillment report (max 60)

Ok Cancel

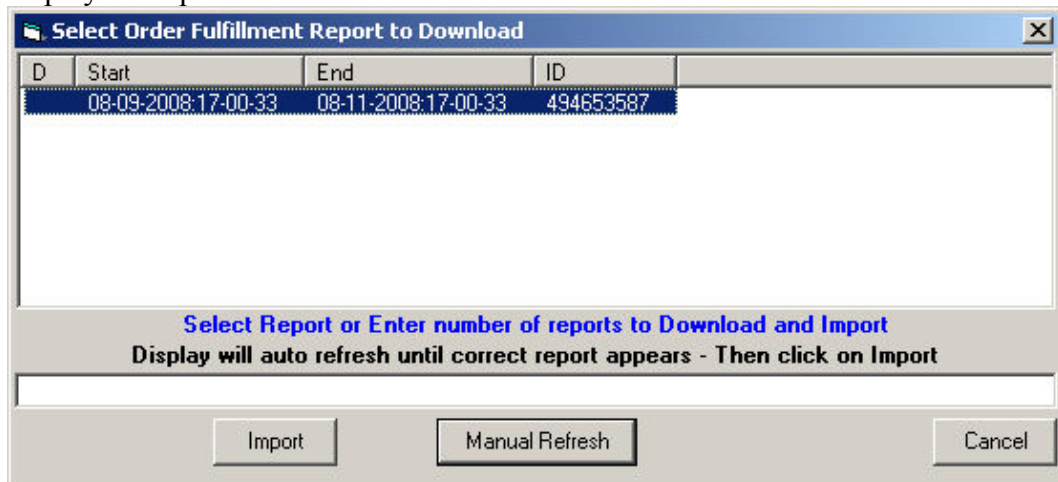
- AMan Pro will then sign on to the Amazon web site and request the report.
- Once the report has been requested, a dialog displaying the status of the request will be displayed. This will normally not show any report initially.



- AMan will automatically refresh the display every minute until the report has been generated. Typically the process will take a few minutes to complete. However, if there are issues at Amazon or Amazon is being slow this can take an hour or longer to complete. If the report is taking a long time to complete, cancelling and reissuing the request is NOT recommend as this will further delay the generation of the report as the first report will need to complete before the 2nd report is generated.

The  may be used to manually refresh the display. However, this will not speed up the generation of the report and is not recommended.



- Once the report has been generated by Amazon, the dialog should change to display the report details



- To import the report, click on the  button

Viewing Orders








In the Order Fulfillment section, orders may be displayed using  2BPacked=2 or  2BShipped=0 . This will give you a summary of the orders and allow you to enter weights if you are using Internet postage. Once displayed, double clicking on any order will display the Order Detail page

Creating Picklists








To create pick lists with AMan Pro, follow these steps:




- Click on  Order Fulfillment section tab
- Display your orders using either  2BPacked=2 or  2BShipped=0
- Select one or more orders
- Click on  Picklist1
- This will create a Word document with the picklist
- Make sure that you have the correct stationary in your printer
- Use either the Word Print menu or use the AMan Pro print button () to print

Creating Packing Slips



To create packing slips with AMan Pro, follow these steps:

- Click on  Order Fulfillment section tab
- Display your orders using either  2BPacked=2 or  2BShipped=0
- Select one or more orders
- Click on  Packing Slips
- This will create a Word document with the picklist
- Make sure that you have the correct stationary in your printer
- Use either the Word Print menu or use the AMan Pro print button () to print






Please note that once you create a packing slip for an order, AMan will by default change the status from 2BPacked to 2BShipped (see [AMan Pro Order States and Grid Colors](#)) and may then be displayed with the 2BShipped display. Previously processed orders may always be displayed using  Queries ->  All Orders or may be located using  Find Order

Creating Shipping Labels



Note: If you are using Endicia DAZzle to print shipping labels, please refer to [Creating Internet Postage with AMan and DAZzle](#).

To create shipment labels with AMan Pro, follow these steps:

- Click on  Order Fulfillment section tab
- Display your orders using either  2BPacked=2 or  2BShipped=0
- Select one or more orders
- Click on  Labels
- This will create a Word document with the labels
- Make sure that you have the correct label stationary in your printer
- Use either the Word Print menu or use the AMan Pro print button () to print the labels

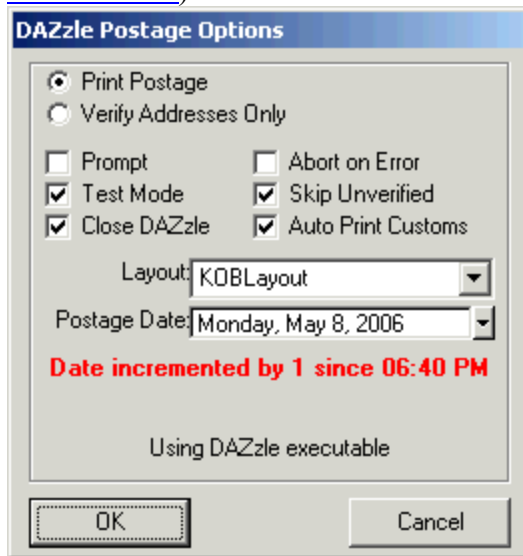
Using Endicia DAZzle



If you use Endicia DAZzle to print Internet postage, AMan Pro allows you print the postage (and customs forms if international).

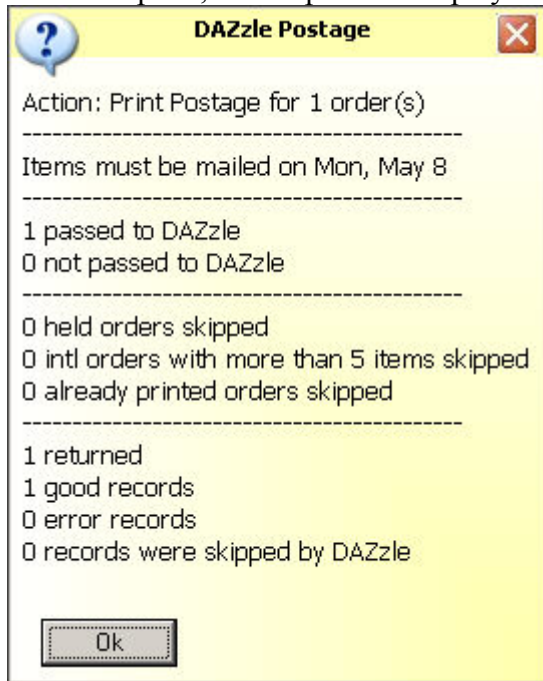
To create Internet postage with AMan Pro, follow these steps:

- Make sure that you have configured AMan to use DAZzle (see [Configuring Endicia DAZzle within AMan](#))
- Click on Order Fulfillment section tab
- Display your orders using either 2BPacked=2 or 2BShipped=0
- Ensure that all orders have a weight entered - AMan pro will not print postage for orders with a weight of 0.
- Select one or more orders
- Click on DAZzle
- You will prompted with the DAZzle prompt which will allow you to change the options that you have previously configured (see [Configuring Endicia DAZzle within AMan](#))



- Clicking on will cause AMan Pro to start DAZzle and print postage.

- Once complete, AMan pro will display a dialog with the results of the operation



AMan Pro will automatically import the cost of the postage and , if using DC, the delivery confirmation number. The tracking status of any orders shipped with DC may be displayed as per [Checking the status of shipments with Delivery Confirmation](#) .

[Charge When Ship \(CWS\) functions](#)



AMan provides the ability to display orders requiring confirmation uploads in a variety of ways, upload order confirmations to Amazon with shipping information and reconcile the orders in AMan with those that Amazon still requires to be uploaded. The Charge When Ship functions are available in the Order Fulfillment section of the product through the Charge When Ship menu on the main toolbar or through the Order Fulfillment menu. For initial setup and use of Charge When Ship please see the [Charge When Ship \(CWS\) Quick Start](#) .

Concepts:

Similar to 2BPacked and 2BShipped (but not necessarily related), orders have two more possible state values – 2BUuploaded and 2BConfirmed. When an order is first imported, it will be marked as 2BUuploaded and 2BConfirmed. Once an upload of an order confirmation is performed, it will no longer be marked as 2BUuploaded. However, because the upload of order confirmations can fail for a variety of reasons, orders will remain as 2BConfirmed until an Unconfirmed Order Report is generated and imported. This report details what orders still need to be confirmed (according to Amazon) and any orders not in the report will have the 2BConfirmed state turned off. Two new displays (and variants of them) are available – they are Display 2BUuploaded and Display 2BConfirmed. By default, they will display orders with those states regardless of the 2BPacked and 2BShipped states. However, it is strongly recommended that you configure the default display according to your work process. There are further displays to filter by the 2BPacked and/or 2BShipped states. Also, you can configure the default display to show only orders that are marked as packed and/or shipped.

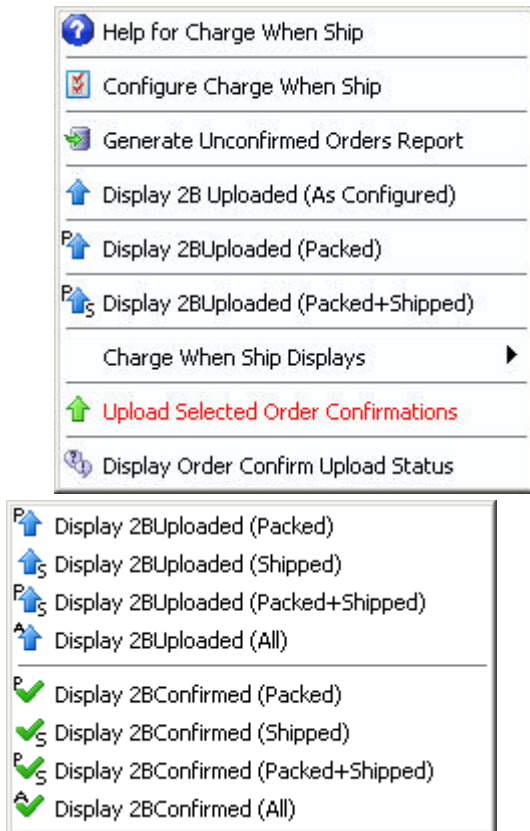
Note: The 2BUuploaded and 2BConfirmed displays can be used to perform all normal order fulfillment tasks and are color coded in the same way (apart from Packed/Shipped status). However, the displays are slightly different from the 2Bpacked and 2BShipped displays in that the Packed and Shipped status of the orders are always displayed in the first two columns. The Packed and Shipped status cannot be changed from these displays.

	Packed ▾	Shipped ▾	OrderNumber
⊕ ▶	<input checked="" type="checkbox"/>	<input type="checkbox"/>	102-4481222-96970

Configuring Charge When Ship Functions:

Please see [Configuring Charge When Ship \(CWS\)](#) for configuration options.

The Charge When Ship main menu and displays menu appear as:



The functions available are:

- **Help for Charge When Ship** - This will display a page on your browser with the documentation for the Charge When Ship functionality.
- **Configure Charge When Ship** - This will display the configuration dialog for Charge When ship. The options available are described at [Configuring Charge When Ship \(CWS\)](#) .
- **Generate Unconfirmed Orders Report** - This will generate and import a list of orders not yet confirmed as per Amazon. The report is used to mark the orders as 2BUploaded and 2BConfirmed. It is recommended that this report be generated once a day and at least once a week. To allow AMan access to the data you **MUST** allow the report generation to complete and be imported.
- **Display 2BUpload (As Configured)** - This will display the orders requiring shipment confirmation uploads and in the state (i.e. Packed, Shipped, Packed + Shipped or All - see [Orders Display Color Coding and States aman_pro_order_states_htm](#)) configured as per [Configuring Charge When Ship \(CWS\)](#) . It is recommended that the display be configured to your working process. For instance if you print packing slips only (which will mark the orders as Packed) then it should be configured to display Packed orders requiring confirmation uploads. However, if you also print Internet Postage (US only) and have AMan configured to mark items as shipped when postage is printed, then it should be configured to display orders requiring confirmation uploads that are both Packed and Shipped (Packed + Shipped).

- **Display 2B Uploaded (Packed)** - This will display orders requiring confirmation uploads that are marked as packed.
- **Display 2B Uploaded (Packed + Shipped)** - This will display orders requiring confirmation uploads that are marked as both packed and shipped.
- **Charge When Ship Displays** - This option will provide more displays which appear in a sub menu.
- **Upload Selected Order Confirmations** - This option may be used from any order display (2BPacked, 2BShipped, All Orders, 2BUploaded, 2BConfirmed). Orders in the grid that you wish to upload confirmations for should be first selected and then this option should be clicked. A dialog will appear which allows specifying defaults where data is required (see below). Also, depending on the CWS configuration, warning about some orders may be displayed and you will be given the option to skip those orders or upload the confirmation.
- **Display Order Confirm Upload Status** - This will display the upload status of previous batches of order confirmation uploads.

Steps involved in uploading order confirmations:

1. Review [Configuring Charge When Ship \(CWS\)](#) for configuration options and configure accordingly.
2. Display and select the orders that you wish to have confirmations uploaded for. This may be from any orders grid such as **2BShipped** or **Display 2BUploaded**. When starting to use this function or it is recommended that you test with one or two orders. However, for normal end of day type processing it is strongly recommended that you upload as many as possible in bulk. The reason for this is that Amazon has limitations on frequency of use of their upload servers.
3. Click on **Upload Selected Order Confirmations** to start the upload process. Please note that by default you will be warned by AMan that you are about to send a communication to your buyer. This is because each upload will cause Amazon to send an email to your customer. For this reason it is very important that you only confirm an order once. However, AMan will warn you if you are trying to confirm an order more than once.
4. The Shipment date and Carrier details dialog will appear to allow you to enter values to be used with orders that may be missing some data. Please note that these values (such as shipment date, shipping service) will only be used if they have not already been filled for orders by other means (such as using DAZzle or editing the order).
5. Click on OK to have to have AMan verify the data for each selected order. If any inconsistencies are detected, AMan Pro will prompt you and give you the option of skipping confirmations uploads for the orders with the discrepancy, ignoring or fixing the discrepancy or cancelling the entire upload.
6. The upload status display will then appear. This should be allowed to auto-refresh until a status of `_DONE_` appears.
7. Once the process has a status of `_DONE_`, you can view the results by clicking on View
8. Once complete, click on Exit

9. If it has been over 24 hours since generating an Unconfirmed Order report, you will be asked if you wish to generate one and reconcile your orders. While not mandatory, it is recommended that you allow AMan to do this if prompted. This will ensure that previous uploads of order confirmations have been accepted by Amazon (and that you will get paid!).

Shipment Date and Carrier Details Dialog:

This dialog allows you to specify values to be used when no suitable values are associated with one or more orders selected for upload. For instance, if there is not a shipment date for an order, the date specified in this dialog will be used. However, if the shipment date for an order has previously been entered (either manually or by AMan), then the value previously entered will be used.

The dialog appears as:

Enter shipment date and carrier details

Once complete, processed orders will be marked as Shipped.
(Use Configure->Order Fulfillment Settings->Charge When Ship to change this setting)

**The following values will be used ONLY if no value exists in an order record
Existing values will be retained.**

Use Ship Date below if the order does not already have a value:
07/17/2009

Enter Shipper Information
For items having no shipping information:

Select shipper from pull down list: Other

OR

Select "Other" Above and Enter name of shipper:

Enter Shipping Service:

Check to use the Ship method selected by buyer (i.e. Standard, International etc.)

OR

Enter value up to 50 characters (e.g. "First Class" or "Immediate" or whatever):

OK Cancel

Once complete, processed orders will be marked as Shipped - Whether orders are marked as Shipped when uploaded for confirmation is determined by the value for Configure->Order Fulfillment Settings->Mark Uploaded Orders as Shipped setting . Please see [Configuring Charge When Ship \(CWS\)](#) for details.

The options, which are only used if there is no associated data in the order record, are:

- **Use Ship Date below if the order does not already have a value** - If the order does not have an associated ship date, the date selected will be used as the shipment date when uploading order confirmations to Amazon. Please note that

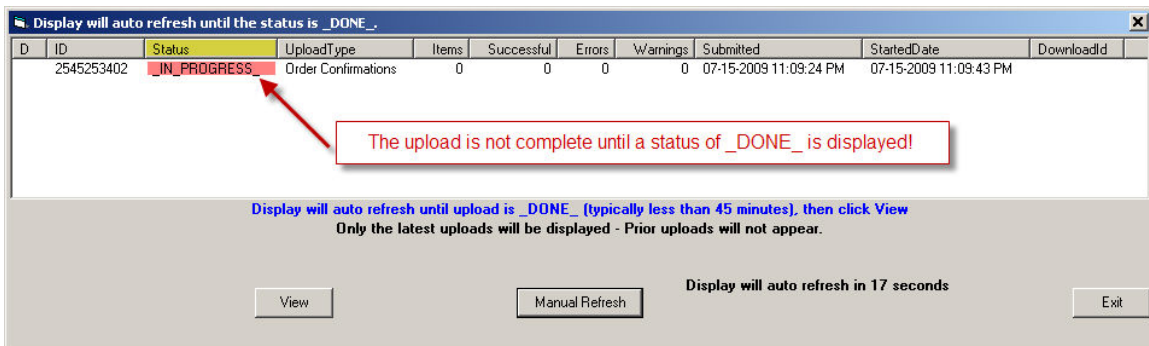
for US DAZzle users, AMan will have already filled in this field with the postmark of the associated postage.

- **Enter Shipper Information** - This allows you to specify the shipper that is uploaded with the order confirmations if no shipper data exists with orders. Please note that US users of DAZzle will have this already filled in by AMan to USPS. The two options available are:
 - Select a shipper from the pull down list. These are shippers that are known to Amazon. This is the recommended option.
 - Select "Other" from the pull down list and type in the name of the shipper. This should only be used if the shipper used is not available via the pull down list.
- **Enter Shipping Service** - This allows you to enter the shipping service (e.g. First Class) used. You can also enter any value here up to 50 characters (e.g. "Fastest way possible"). Additionally you can have AMan enter the shipping method requested by the buyer (e.g. International) with " Shipping" appended (e.g. "International Shipping"). Please note that for US users of DAZzle, AMan will have automatically entered the shipping class used when postage was printed via DAZzle.
- **OK or Cancel** - Clicking on OK will continue with data verification and upload; clicking on Cancel will cancel the upload.

Once OK is clicked, AMan will verify the data associated with each order, fill in any missing data and warn about any data or orders that may be ineligible. For instance, if the shipping date is in the future, you will have the option of skipping orders with that date or setting the shipping date to today's date.

Note for US users: For DAZzle users , it is common to create postage the night prior to mailing. This means the postmark (and hence the shipping date in AMan) will be a day in the future. In this case you will be prompted to change the date for the confirmation upload to the current date. This is normal and typically you should accept this option.

Once the verification is complete, the Upload Status dialog will appear. This should be allowed to auto-refresh until a status of `_DONE_` appears. At this point you may View the results.



AMan Pro from SpaceWare

Once complete you will receive a message stating how many order confirmations were uploaded. This is NOT necessarily the number of confirmations accepted by Amazon. Therefore it is VERY important that you review the results after the status is `_DONE_`.

If prompted to generate an Unconfirmed Orders Report, it is recommended that you reply Yes to the prompt. This will ensure that prior uploads of order confirmations have been accepted by Amazon. If you reply Yes, a similar status display will appear to the upload status. If there are unconfirmed orders (this would be typical), then AMan will automatically import the report and reconcile your orders. If there are no unconfirmed orders, a status of `_DONE_NO_DATA_` will appear and you will be prompted to mark all orders as uploaded and confirmed.

D	ID	Status	ReportType	Start	End	Submitted	StartedDate	DownloadId
	2545286800	_DONE_NO_DATA_	Unconfirmed Orders	05-11-2009 11:37:10 PM	07-15-2009 11:37:10 PM	07-15-2009 11:37:11 PM	07-15-2009 11:37:19 PM	

`_DONE_NO_DATA_ means all orders are currently confirmed`





Display will auto refresh until report is generated and will then automatically import
This may take some time to appear (typically less than 45 minutes)




Import Manual Refresh Exit

Using 1-Click for Order Fulfillment



AMan Pro provides a facility where you can create packing slips, Internet postage or labels and, if configured, confirm your orders with the click of one button. To use 1-Click, please follow these steps:

- Click on  Order Fulfillment section tab
- Display your orders using either  2BPacked=2 or  2BShipped=0
- Select one or more orders
- Click on  1-Click
-

Please note that once you process your orders with 1-Click AMan will by default change the status to shipped (see [AMan Pro Order States and Grid Colors](#)) and the order will no longer be visible in 2BPacked or 2BShipped. Previously processed orders may always be displayed using  Queries ->  All Orders or may be located using  Find Order

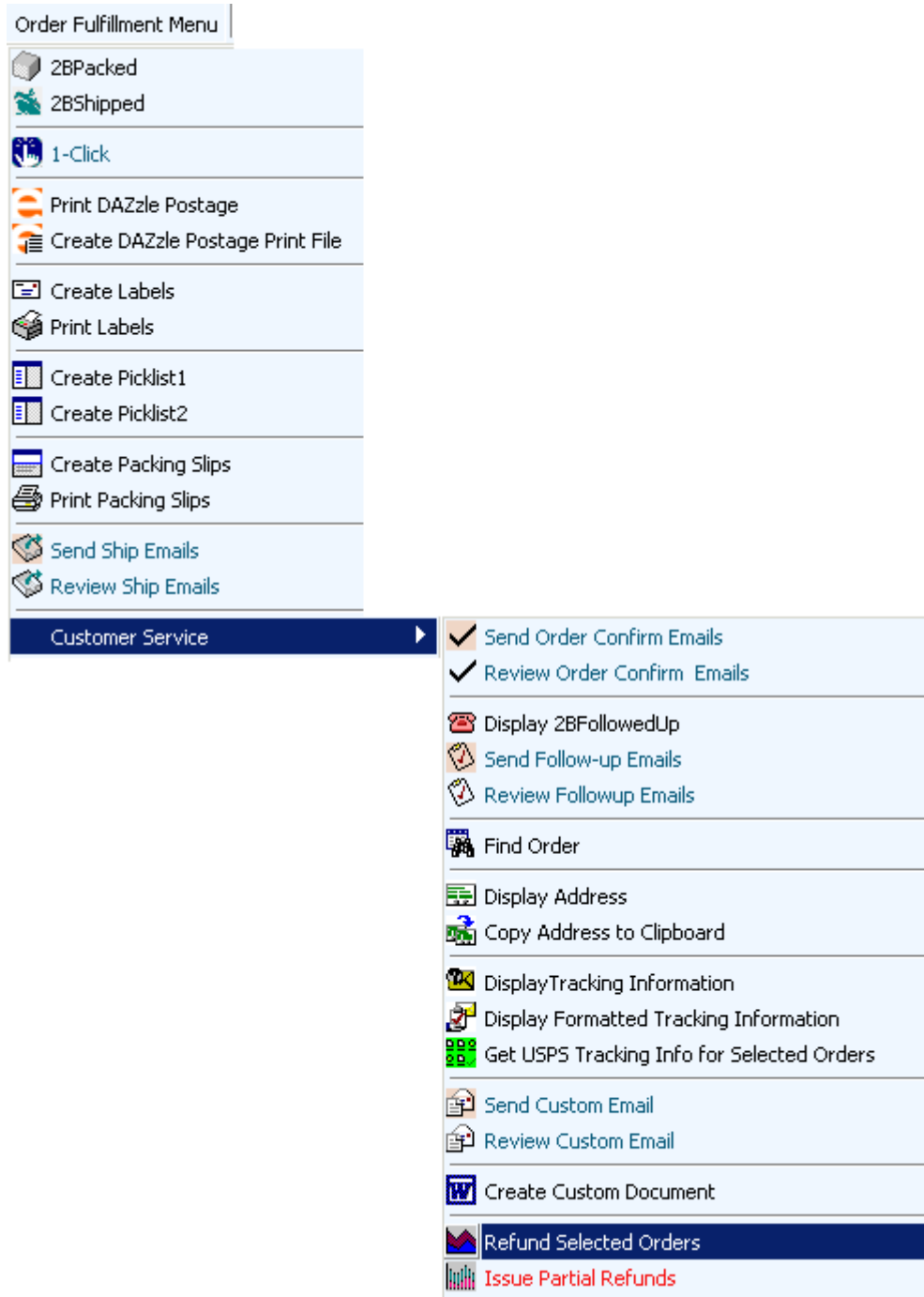
Issuing Refunds



Issuing a refund with AMan Pro is very simple. If you are issuing a full refund, you may perform the complete action from AMan Pro. If you wish to issue a partial refund, AMan Pro will take you to the appropriate Amazon web page.

To issue a full refund:

- Select the order you wish to refund
- Click on the Order Fulfillment tab and then click on Order Fulfillment Menu->Customer Service->Refund Selected Orders



- The Refund dialog will appear displaying a summary of the orders that will be refunded

Enter Bulk Refund Information

Memo to Buyer:
 Apologies but we appear to be out of stock on this item. This can happen if our inventory goes out of sync with the Amazon.com inventory. We apologise for any inconvenience caused.

Refund Reason:
 Item Not Delivered

Continue Cancel


Warning: The payment below does NOT reflect the amount of refund. The refund will also include postage costs. Also, the payment value may be zero if the order has been imported using an Order Fulfillment report.

4 Orders to be Refunded			
AManDescription	Payment	BuyerName	OrderSKUs
(4 listings/4 items)	\$13.44	Spaceware,inc.	AManP04866
Closing Arguments (Ba	\$3.19	Spaceware,inc.	AManP04867
(2 listings/2 items)	\$6.64	Spaceware,inc.	AManP04867
Hidden Agendas (Tom	\$3.79	Spaceware,inc.	AManP04866

In this dialog, you can enter a memo to your buyers and the reason for the refund.

- Clicking on OK completes the refund process.
- **Note:** Once a full refund is issued, AMan Pro will mark the order as packed and shipped and not eligible for follow-up.

To issue a Partial refund:

- A partial refund is when you may want to refund the shipping cost to a customer
- Display and select the orders you wish to partially refund
- Using the same menu navigation, select Issue Partial Refunds
- A refund page will be displayed for each order. You may then enter the amount you wish to refund and click the  button.

amazon.com.

Refund Buyer

Please complete the information below to refund a buyer for any amount up to the total amount your buyer was charged ([how this works](#)).

Important Note: Once we've processed the refund, we will debit your account for the amount refunded and credit you for any applicable fees.

Item Details	Refund Amount	Reason for Refund
Fire of Freedom [Audio CD] Black 47 Listing ID: 0502R664160 Buyer e-mail:	\$ 6.32 (6.32 max)	Item Not Delivered
Memo to Buyer: (optional)	<input type="text"/>	

Using the USPS Postage Calculators (US Only)



AMan Pro allows you to determine the USPS shipping costs of any order (domestic or international) before deciding on the type of USPS service (class) to use. To display shipping cost for an order:

- Display the order
- Right click on the order and select USPS Postal Rates for Order from the menu that appears
- The Postal Rates display will appear with the shipping costs and, if configured, the approximates shipping times.

USPS Domestic Rates Calculator - Copyright 2005 SpaceWare, Inc.

Package Information:

From Zip: Package Size:

To Zip: Service Type:

Package Weight: Lbs Oz Flat Rate Container:

Machinable Calculate Shipping Times

Calculate Postage

Postal Zone: 6 - All costs in USD (\$)

Class	Cost	Days
First-Class Mail	1.35	2
Library Mail	1.51	6
Media Mail	1.59	6
Bound Printed Matter	2.22	6
Priority Mail	4.05	2
Priority Mail Flat Rate Envelope (12.5" x 9.5")	4.05	2
Parcel Post	6.85	6
Priority Mail Flat Rate Box (11.25" x 8.75" x 6")	8.10	2
Priority Mail Flat Rate Box (14" x 12" x 3.5")	8.10	2
Express Mail PD to Addressee	14.40	0
Express Mail Flat Rate Envelope (12.5" x 9.5")	14.40	0

Note: All Days are approximate

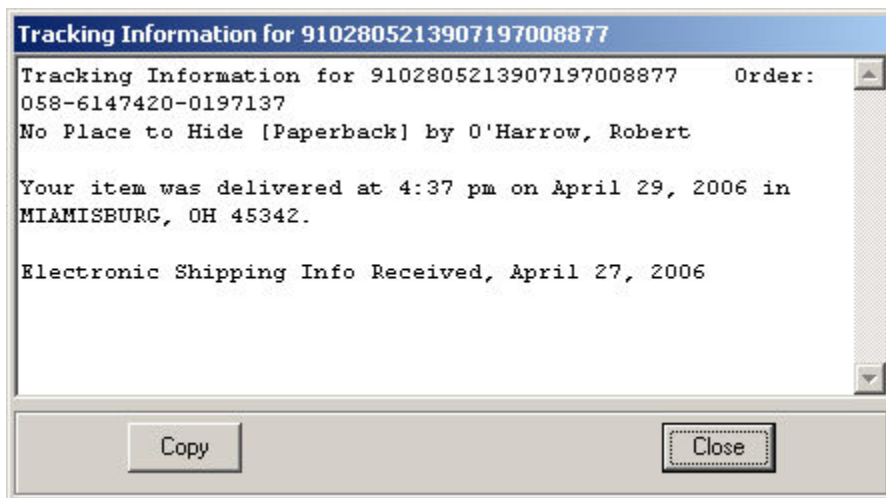
Checking the status of shipments with Delivery Confirmation (US Only)



If you use Delivery Confirmation with USPS shipments or if you enter the tracking number for any other shippers, AMan Pro allows you to quickly display the status of any order. There are two displays available. Both are available by right clicking on the order and selecting the option from the pop-up menu.

1) Display USPS Delivery Confirmation information for order

This will go to the USPS web site and obtain the most current DC information for the order. A screen such as below will appear. You may the information to the clipboard for pasting later into emails.



2) Display tracking page for order (any shipper)

Assuming that there is a tracking number and shipper in the order, AMan Pro will either go directly to the shipper tracking information web page for the associated tracking number or if it cannot recognize the shipper, Google the tracking number for you.

A third option is available for USPS shipments. Clicking on Order Fulfillment Menu->Customer Service will display an option to import the DC information into the AMan Pro database for all selected orders. The option is "Get USPS Tracking Info for selected orders". This is useful if you use DC on all items and want to send follow-up emails (see [Sending Follow-up emails](#)) to customers soon after the item arrives. Using this function, the AMan Database will have the status of the order.

[Sending Follow-up emails](#)



Follow-up emails are normally used to solicit feedback from your customers. Without the use of follow-up emails, Amazon sellers typically get an 8-10% feedback response. AMan Pro users that make use of follow-up emails typically get 25-35% feedback responses. Also, because your email is sent prior to the Amazon email, you have an opportunity to intercept any issues that may have arisen with the order prior to the customer giving you bad feedback..

To send follow-up email:

- From the Order Fulfillment Menu, select Customer Service->Display 2B Followed-up
- This will prompt you for the age of orders that you want to display. The default is orders that are at least 21 days old.

A screenshot of a dialog box titled "Age of orders in days". The dialog box has a yellow background and a question mark icon in the top left corner. Below the title, it says "Enter the number of days since receiving the orders". There is a text input field containing the number "21". At the bottom of the dialog box, there are two buttons: "Ok" and "Cancel".

- Once selected, the relevant orders will be displayed
- Select all the orders by clicking on Select All Rows.
- From the Order Fulfillment Menu, select Customer Service->Send Follow-up emails
- AMan Pro will create and send follow-up emails using your template

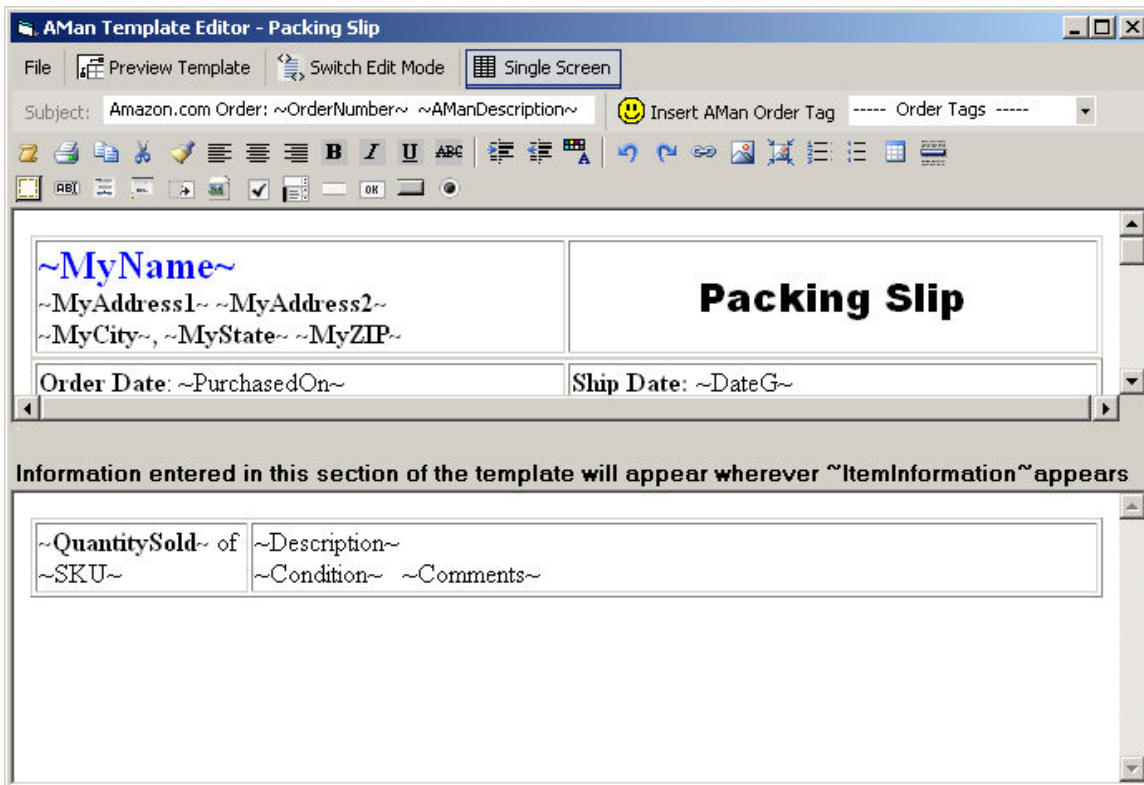
Customizing AMan Templates



AMan Pro comes with an easy to use Template editor. The built-in editor is very similar to a normal word processor. The main difference is that it is structured in two parts:

1. Order Information section - This is the template that will be used when filling customer information about an order such as name, address, total price etc.
2. Item Information section - Since an order may have one or more items, AMan allows you to define the format of one item and that will be used to format each item in the order. Each item will have its information such as comments and condition filled in separately. When creating a document or email from a template, AMan Pro will create one instance for each item and insert that into the Order Information section wherever the ~ItemInformation~ tag appears.

The Template Editor may be accessed using Tools->Template Editor->Amazon Templates and selecting the template you wish to change. Normal word processing function are available on the toolbar.



Pricing Management Reference

[Importing your existing Listings into AMan Pro](#)



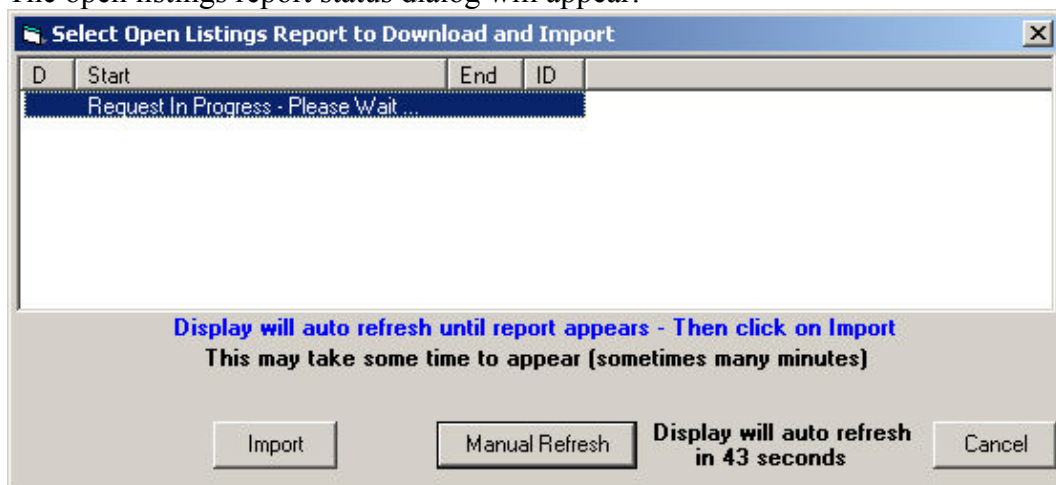
One of the first tasks to perform once you install AMan Pro is to import your existing listings. These are used both for order fulfillment and listing/pricing management.

Typically the process will take a few minutes to complete. However, if there are issues at Amazon or Amazon is being slow this can take an hour or longer to complete. If the report is taking a long time to complete, cancelling and reissuing the request is **NOT** recommended as this will further delay the generation of the report as the first report will need to complete before the 2nd report is generated.

While AMan does allow importing of old Open Listing Reports, **this facility should NOT be used except under special circumstances**. This is because importing old reports will cause AMan to not be synced up with your inventory on Amazon and could cause sold listings to be relisted (thereby causing you to have to issue refunds). A new report should normally always be generated.

An Open Listings Report may be generated and imported without visiting the Amazon web site by following these steps:

- Click on **Amazon Reports** to display the Amazon reports tasks
- Click on **Generate Open Listings Report** to send a request for an open listing report to Amazon
- The open listings report status dialog will appear:

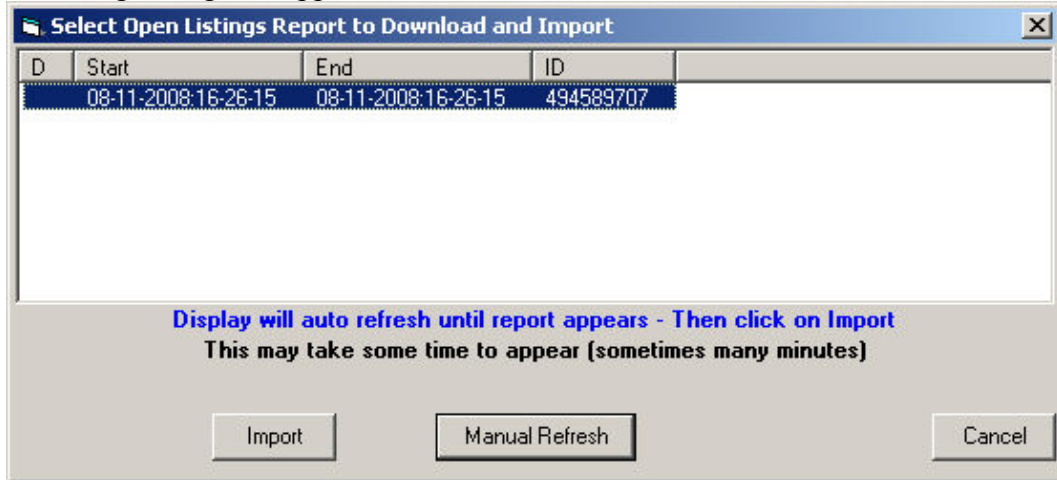


AMan will automatically refresh the display every minute until the report has been generated. Typically this will take a few minutes to complete. However, if

there are issues at Amazon or Amazon is being slow this can take an hour or longer to complete. If the report is taking a long time to complete, cancelling and reissuing the request is NOT recommend as this will further delay the generation of the report as the first report will need to complete before the 2nd report is generated.

The may be used to manually refresh the display. However, this will not speed up the generation of the report and is not recommended.

- Once the report has been generated at Amazon and is ready for importing, the following dialog will appear:



(US users: Please note that the date and time is Pacific Time). This may take a few minutes.

- Select the report just generated and click on to download and import into AMan Pro.

[Understanding AMan Pro Pricing Rules](#)



AMan Pro provides you with a sophisticated set of pricing rules that may be configured to match your business and pricing strategy. AMan Pro comes with a default set of rules that will price your items such that they match the lowest competition price.. However you may easily change the rules to price whatever way you wish (see [MWS Pricing Rules](#)).

AMan Pro pricing rules simply filter out other seller prices to get a set of prices. Once that set has been obtained, AMan Pro will select the lowest remaining price and add/subtract an amount that you configure (the amount can be zero to match the lowest remaining price).

For instance, AMan Pro allows you to filter out other seller prices by selecting the condition of items you want to compete against and , the feedback of sellers you want to compete against. When pricing, AMan Pro will obtain the prices of all the other sellers of an item. It will then exclude all items that do not match the condition you have specified. It will then exclude all items sold by sellers with feedback less than you have specified. It will then have a set of prices remaining. The lowest price from that set is then selected. The price is then adjusted up or down by the amount you configured to arrive at the final price for your item.

Understanding the Pricing Mechanism



AMan Pro maintains your active listings for use with both Order Fulfillment and Listing/Pricing management functions. When you wish to reprice items, AMan Pro requires that you copy the active listings to what is known as the **Pending Uploads** area. This area is a staging area for your listings. This allows you to "play" with your items without impacting AMan Pro functionality or your Amazon inventory. Once you are satisfied with the prices set for your items, you may then [Upload Inventory to Amazon](#) from the Pending Uploads area.

By using the Pending Uploads scratch pad area, you are protected from making any unintentional changes to your Amazon inventory while giving you the opportunity to test different pricing strategies and see what the impact on your bottom line will be.

The pricing process is a relatively long process - both for the calculation of new prices and the time taken for your upload to take effect. During the pricing process you may receive orders which alter your real inventory. AMan Pro, because it is aware of these changes, automatically adjusts for any changes in quantity during that time period. This reduces the risk of double listings and the chances of having to refund orders because you are out of stock.

Color Coding for Pending Uploads Display



The Pending Uploads displays color in both rows and columns to impart information. The table below describes what each color means.

	Color	Specific Column?	Meaning
Background	Pink		Calculated price is zero or item is not priced. Normally due to not being able to obtain pricing data due to network errors.
	Blue/Purple		Price exceeds Amazon's maximum price (if 99999, indicates AMan could not price due to pricing constraints or no other sellers available)
	Cyan		Request to price item has not been issued.
	Red	Quantity	Quantity of item has dropped below configured value.
	Green	OldPrice	Your current price is the lowest price on Amazon.
	Red	PW	Price Watch has kicked in for this item.
Foreground	Red	Profit	The current price would return a loss based on cost.
	Blue	Profit	The current price would return a profit based on cost.
	Red	PriceDifference	AMan calculated price is less than your current price.
	Blue	PriceDifference	AMan calculated price is greater than your current price.
	Red	PricePercent	AMan calculated price difference percentage is negative.
	Blue	PricePercent	AMan calculated price difference percentage is positive.

List an Item Offer Colors



List an Item display the offers for the item your are pricing and/or listing. Offers are color coded to simplify the determination of why an item was priced the way it was. The colors currently used are:

- **Yellow** - The offer that was used for the pricing calculation.
- **Gray** - This is a filtered offer that was excluding from being used in the pricing calculations. The reason for being ignored will be in the Filter Notes field.
- **Cyan** - This is an FBA offer (also indicated by the Fulfillment field having a value of 'Amazon' as opposed to 'Merchant' for merchant fulfilled offers).
- **Green** - These are your offers (also indicated by the MyOffer field being checked)
- **Red** - This is a Buy Box owning offer (also indicated by the BuyBox field being checked)
- **Orange** - This listing owns the Buy Box (it is possible to own the buy box for an item where you have multiple listings – this will indicate that this particular listing is the owner of the buy box). Also indicated by the ListingOwnsBuyBox field being checked.

MWS Pricing Rules



The Pricing Rules Wizard will guide you through configuring AMan pricing rules. You may click Finish at any time to save any settings you have changed. The first series of dialogues will go through the most common pricing rules which should be sufficient for most users.

The MWS Pricing Rules Wizard is displayed by doing the following:

- Click on Configure
- Click on MWS Settings
- Click on MWS Pricing Rules
- Click on Start Pricing Rules Wizard

The following dialog will appear:

A screenshot of a dialog box titled "Condition and Sub-Condition Filters". It is divided into two columns. The left column is titled "Price against offers having:" and contains four radio button options: "Same or better Sub-Condition" (selected), "Same Sub-Condition", "Same Condition", and "Any Condition". The right column is titled "Condition Exceptions:" and contains four checkboxes: "Always price below Lowest New offer if not New" (checked), "If Collectible, only price against Collectible offers" (checked), "Exclude Acceptable offers (if not Acceptable)" (checked), and "Exclude offers that ship from other countries" (unchecked). Below the columns is a note: "Note: Condition means New, Used, Collectible and Refurbished" and "Sub-Condition means Like New, Very Good, Good and Acceptable".

Condition and Sub-Condition Filters

Price against offers having:

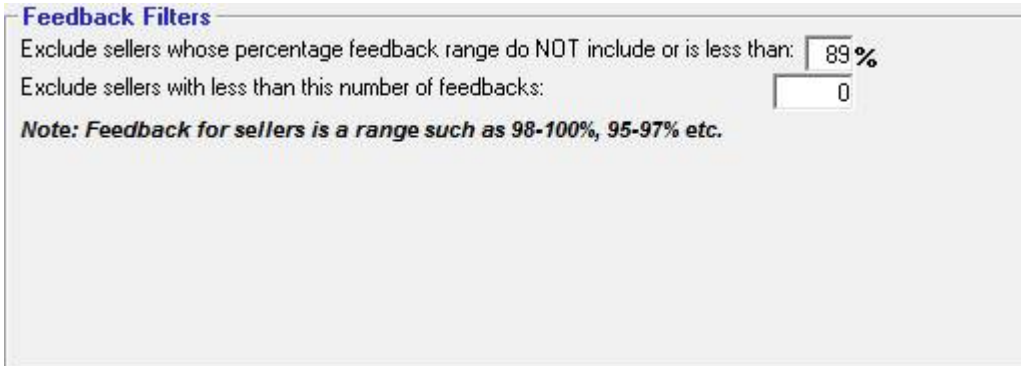
When listing on Amazon, the condition of the item is specified as two parts - Condition and Sub-Condition. As an example, an item listed as Used - Very Good would be considered to have a Condition of Used and a Sub-Condition of Very Good. AMan allows you to decide if you wish to price within the same Condition and/or Sub-Condition.

- **Same or better Sub-Condition** - This option will price against other seller offers that have the same Condition or better. For instance, if your item is listed as Used - Good, then AMan would price against offers that are listed as Used - Good, Used - Very Good and Used - Like New. Used - Acceptable items would not be factored in. (*Default = Selected*)

- **Same Sub-Condition** - If specified, AMan will only price against offers with the same Sub-Condition (e.g. Used - Very Good offers will not be considered when pricing an item that you have listed as Used - Good). *(Default = Not Selected)*
- **Same Condition**- If specified, AMan will only consider offers with the same Condition (e.g. New, Used etc.). *(Default = Not Selected)*
- **Any Condition** - If specified, AMan will consider all offers regardless of the Condition. That means that you may be pricing against New and Used offers. *(Default = Not Selected)*

Condition Exceptions

- **Always price below Lowest New offer if not New** - If selected, AMan will price your Used and Refurbished items lower than the lowest New offer. *(Default = Selected)*
- **If Collectible, only price against Collectible offers** - If selected, only Collectible offers will be considered when pricing your Collectible items. *(Default = Selected)*
- **Exclude Acceptable offers (if not Acceptable)** - This option will cause AMan to not consider Acceptable offers if your item is not Acceptable. *(Default = Selected)*
- **Exclude offers that ship from another country** - This option will cause AMan to ignore offers that ship from a foreign country. *(Default = Not Selected)*



Feedback Filters

Feedback will be returned in ranges rather than absolute values. The ranges will be available in the List an Item screen when listing or repricing inventory. Currently Amazon uses the following ranges: 98-100%, 95-97%, 90-94%, 80-89%, 70-79%, Less than 70%, Just launched.

- **Exclude sellers whose percentage feedback range do NOT include or is less than** - *(Default = 89%)*
- **Exclude sellers with less than this number of feedbacks** - Setting a non-zero value will cause AMan to exclude pricing against sellers whose number of feedbacks is less than that number. This is usually used to exclude pricing against new sellers who may under-price. *(Default = 0)*

Calculate My Price

Amount to adjust lowest offer found after applying above filters. Use:

- Negative value to price below lowest found
- Zero to match lowest found
- Positive value to price above

% Use \$ Amount Use Percentage

If no competing offers remain after filtering, set My Price to item MaxPrice

Calculate My Price

Once AMan has filtered out offers you do not wish to price against, your price will be calculated against the lowest remaining price and then adjusted by the amount or percentage specified.

- **Amount to adjust lowest price found after applying rules** - If this is negative, then AMan will subtract this value from the lowest of the remaining prices to obtain your price, if positive will add this value to the lowest remaining price to obtain your price. If zero, AMan will match the lowest remaining price to obtain your price. (*Default = 0.00*)
- If Use \$ Amount is selected, AMan will treat the value as an absolute monetary value. (*Default = Selected*)
- If Use Percentage is selected, AMan will adjust your calculated price by this percentage. (*Default = (Not Selected)*)
- **If no competing offers remain after filtering, set My Price to item MaxPrice** - If checked, and a MaxPrice is assigned to an item, and all competing offers obtained are filtered out based on your configured rules, AMan will set your price at the MaxPrice. (*Default = Selected*)

Minimum Price to use after My Price is calculated

Never price items below: unless a minimum (floor) has been assigned to the item

Minimum Price to use after My Price is calculated

Never price below - This value is a "Global Minimum Price". If no MinPrice is assigned to an item, and no Cost is assigned to an item or a Cost Formula is not configured, AMan will use the price configured here as the minimum price.

- If zero, AMan will never price below 0.01. (*Default = 0.00*)

- For items that have a MinPrice and/or a Cost assigned to an item + a Cost Formula configured, AMan will use the item specific minimum as the minimum price and ignore the global minimum configured here.

If you have completed configuring the rules you wish to use, you may click on Finish to complete the process. The next series of dialogs will display pricing rules for minimums based on the Lowest New offer, item specific Costs and the Buy Box.

Lowest New Pricing

Price at least below lowest New offer (ignored if zero)

Price at least below lowest New offer (ignored if zero)

Note: Only applies to items that do not have a condition of New

Lowest New Pricing

Using this option, AMan can be configured to always set the prices an amount or percentage below the lowest New price. This will only apply to Used or Refurbished items. It will not factor in when pricing Collectible items. New items will be priced against New items by default.

- **Price at least X below low New-** This will cause AMan to always ensure that the price of each Used or Refurbished item will be X below the current lowest New price. This will allow you to be competitive with New prices when pricing Used or Refurbished items. (Default = 0.00)
- **Price at least Y% below low New-** This option always ensures that the price of your Used or Refurbished items are at least Y% below that of the lowest New price. (Default = 0.0%)

Cost Formula

For items with an associated Cost value, use the following formula to set a minimum price:

(Cost x) +

Note: Cost formula is ignored if multiplier value is zero

Cost Formula

This section allows you to set a minimum price for all your items based on the cost of your item. AMan allows entry of the cost of each item when listing (or afterwards in bulk) - see [Listing a Single Item](#) or [Changing Pricing Parameters in Bulk](#) .

Here you can specify the formula for the minimum price based on the cost of an item. The formula is simply: $\text{Min Price} = (\text{Cost} * X) + Y$

- Typically, X is the amount of profit you wish to make and the Y is the amount to factor in to cover the cost of shipping handling.
- For instance, if the cost of an item was 5.00, X was set at 1.5 and Y was set at 2.00, then AMan would never price that item at less than 9.50 (7.50 + 2.50) which would allow a 50% profit and 2.00 for handling charges. (Default = 1 + 0.00)
- **Note:** The Cost Formula is ignored if the multiplier value is 0.0 or there is no Cost associated with an item.

New Buy Box Pricing

Note: For media items, the New Buy Box is usually the Amazon price

Price at least below New Buy Box price (ignored if zero)

Price at least below New Buy Box price (ignored if zero)

Do not change my price if the New Buy Box is already owned by me

New Buy Box Pricing

These options allow you to price a percentage and/or amount lower than the New Buy Box price. Additionally you may choose not to reprice your item if you own the New Buy Box.

Note: If a New Buy Box price is obtained for media items, this will usually be the Amazon price.

- **Price at least X below New Buy Box price (ignored if zero)** - Here you can specify an amount you want to always price your items below the New Buy Box price. (Default = 0.00)

- **Price at least Y below New Buy Box price (ignored if zero)** - This option allows you to enter a percentage to always price your items below the New Buy Box price. (*Default = 0.0%*)
- **Do not change my price if the New Buy Box is already owned by me** - If you own the New Buy Box and this option is selected, AMan will not reprice your item. (*Default = Not Selected*)

Price Watch


Never Reduce prices by more than: or

Never Raise prices by more than: or

Action to take when above limits reached: Leave price unchanged
 Change price by lower of % or amount

Apply Price Watch when my existing price is at least:

Price Watch

Price Watch is a function within AMan pricing used to prevent large deviations in price. These deviations may be caused by inexperienced sellers or malicious sellers reducing prices which cause your price to drop artificially, or from increasing beyond what you feel is a reasonable price. Price Watch allows you to specify what action to take if a price changes by more than an amount or a percentage value. It also allows you to specify which items to apply Price Watch to. Note that when prices are limited by Price Watch, Pending Uploads (the column **PW** will be checked and colored) and List an Item will display .

Note: Price Watch is turned on only if both the checkbox is checked AND a non-zero value has been entered for the amount and/or the percentage.

- **Never Reduce prices by more than:** - Here you may specify the amount or percentage that will trigger Price watch. For instance if you specify 70% as a percentage amount, then if a price decreases by that amount or more, the Price Watch action will be taken. (*Defaults = Selected and 70.0%*)
- **Never Raise Prices by more than:** - Here you may specify the amount or percentage that will trigger Price watch when your price increases. For instance if you specify 50% as a percentage amount, then if a price increases by that amount, the Price Watch action will be taken. (*Defaults = Not Selected and 0.0%*)

Action to take when above limits reached:

- **Leave price unchanged** - If specified, then AMan will leave the price at its current value. (*Default = Selected*)
- **Change price by lower of % or amount** - If selected, and Price Watch kicks in, AMan will adjust the price but only to the lower of the amount or percentage.

This provides a graduated price change mechanism while still protecting you from large deviations. (*Default = Not Selected*)

- **Apply Price Watch when my existing price is at least** - This allows you to exclude items with a value less than specified from Price Watch. For instance, you may not be interested in price deviations for an item you have listed at 0.50. (*Default = 1.00*)

If you have completed configuring the rules you wish to use, you may click on Finish to complete the process. The next series of dialogs will display more advanced Pricing Rules which will allow you to be more selective on the items in your inventory that are priced, the offers that are used and allow you to control how much AMan will lower/raise pricing in a pricing session.

Shipping Time Options

Exclude offers whose shipping time do NOT include or is greater than Days

Note: Shipping Time for offers is a range such as 0-2 days, 3-7 days etc.

Shipping Time Options

For non-media items, Amazon allows sellers to specify a shipping time greater than 2 days. If you sell non-media items, you may not wish to price against sellers whose shipping times are greater than 2 days.

- **Exclude offers whose shipping do NOT include or is greater than X Days** - If checked, and a number of days is entered, AMan will not price against other seller offers whose shipping time does not include or is greater than the number of days specified. (*Default = Not Selected*)

Condition of items to price

Do NOT price my New items
 Do NOT price my Collectible items
 Do NOT price my Used items
 Do NOT price my Refurbished items

Condition of items to price

These options allow you to specify which Condition(s) you do not want AMan to price.

- **Do NOT price my New items** - If checked, AMan will not price any items in New Condition.
- **Do NOT price my Used items** - If checked, AMan will not price any items in Used Condition.
- **Do NOT price my Collectible items** - If checked, AMan will not price any items in Collectible Condition.
- **Do NOT price my Refurbished Items** - If checked, AMan will not price any items in Refurbished Condition.

Offers to Exclude

Exclude offers priced below my minimum price (specific, global or cost based)
 Exclude offers priced below the New Buy Box offer

Offers to Exclude

AMan can exclude other sellers offers that are below your minimums before calculating your prices. It is possible to have up to 3 different minimum prices for any item. These are:

- The "Global Minimum Price" configured above
- An item specific Minimum Price
- A cost based minimum, if a Cost is entered for an item and a Cost Formula is configured above
- **Exclude offers priced below my minimum price (specific, global or cost based)** - This option will cause AMan to filter out any seller offers that are less than the highest minimum price entered or calculated for the item. Turning this option on will cause AMan to price against the next highest *available* offer price above your minimum when pricing causes your minimum to be used. Note that as Amazon

- does not provide a contiguous set of offer prices, the next **available** (as opposed to the next **actual**) offer price may be significantly higher than your minimum and cause AMan to price your items quite high. (*Default = Not Selected*)
- **Exclude offers priced below the New Buy Box offer** - Setting this option will cause AMan to filter out any seller offers that are less than the New Buy Box offer (if one exists). If you are interested in pricing against the buy box but do not want to price below it and cause a downward spiral of prices you should select this option. (*Default = Not Selected*)

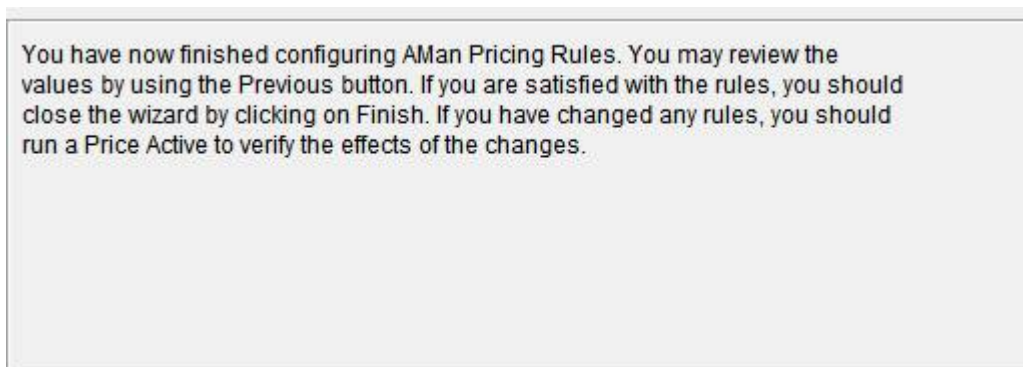


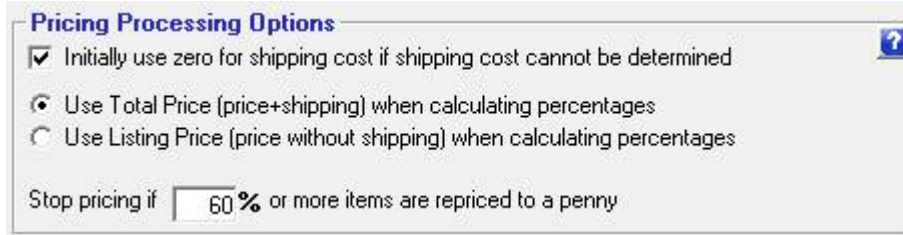
Merchant (Self/MFN) Fulfilled Items Filter

Here you can specify which type(s) of offers you wish to price your Merchant Fulfilled items against.

Price my Merchant Fulfilled items against:

- **Merchant Fulfilled (MFN)** - If checked, AMan will price your Merchant Fulfilled items against other Merchant Fulfilled offers. (*Default = Selected*)
- **Fulfilled by Amazon (FBA)** - If checked, AMan will price your Merchant Fulfilled items against FBA offers. (*Default = Not Selected*)





Pricing Processing Options

When listing new inventory, AMan will not know, and may not be able to determine your shipping cost.

- **Initially use zero for shipping cost if shipping cost cannot be determined** - Checking this option will cause AMan to assume your item has a \$0.00 shipping cost. Therefore, the price calculated when listing new inventory may be too high. However, once listed, AMan will know your shipping cost and will adjust your price accordingly when repricing. Leaving this option unchecked is not recommended as AMan may be unable to price the new listing. (*Default = Selected*)

If you configure AMan to increase or decrease prices calculated by a percentage, there are two ways to calculate the percentage - a percentage of the price without shipping, or a percentage of the total (price + shipping). The options below allow you to choose which method AMan will use when calculating percentage increases and decreases.

- **Use Total Price (price + shipping) when calculating percentages** - If selected, AMan will use the Total Price when calculating a percentage increase or decrease. (*Default = Selected*)
- **Use Listing Price (price without shipping) when calculating percentages** - If selected, AMan will use only the Price (excluding shipping) when calculating a percentage increase or decrease. (*Default = Not Selected*)

AMan has a safety mechanism that will trigger warning messages and prompt you to review the prices calculated if the configured percentage of your items that previously were not priced at a penny are repriced to a penny. This mechanism works the same whether repricing manually or automatically. If automatic repricing is halted due to the trigger, those prices will not be uploaded to Amazon and automatic repricing will be turned off.

- **Stop pricing if X% or more items are repriced to a penny** - Enter a percentage you feel comfortable with. (*Default = 60%*)

Pricing all Active Listings



If you are just starting with AMan Pro, please make sure that you have followed the steps in [Generating and Importing an Open Listings report](#) before using this function. You should also review [MWS Pricing Rules](#) prior to using the List and Pricing functions in AMan.

To reprice all your current inventory, simply do the following:

- Click on the Inventory Management tab
- Click on the Price Active tool

This will cause AMan to copy your active listings to the Pending Uploads area and reprice them according to your rules. At this point no changes are made to your inventory in AMan Pro or on the Amazon web site. Once repriced, you may [Upload Repriced items to Amazon](#) to have the changes take effect on the Amazon web site.

Pricing Selected Active Listings



If you are just starting with AMan Pro, please make sure that you have followed the steps in [Generating and Importing an Open Listings report](#) before using this function. You should also review [MWS Pricing Rules](#) prior to using the List and Pricing functions in AMan.

To reprice some of the items in your current inventory, please follow these steps:




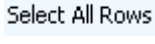
- Click on the Inventory Management tab
- Click on Active Listings
- Select the Items you wish to reprice
- Click on the Inventory Management Menu->Pricing Tasks->Price Selected

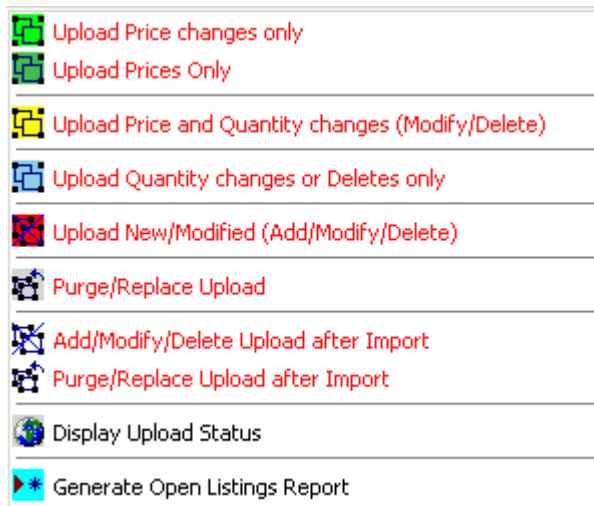
This will cause AMan to copy the selected listings to the Pending Uploads area and reprice them according to your rules. At this point no changes are made to your inventory in AMan Pro or on the Amazon web site. Once repriced, you may [Upload Repriced items to Amazon](#) to have the changes take effect on the Amazon web site.

Upload Inventory to Amazon



Once items are in Pending Uploads, you may upload the items with AMan Pro using the following steps:

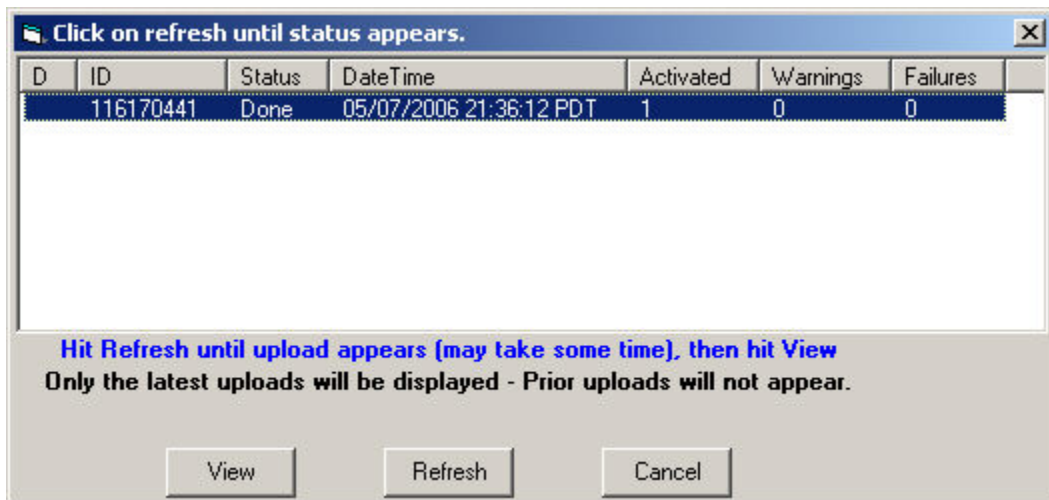
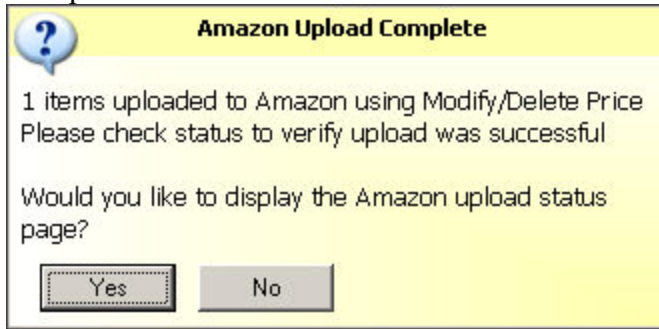
- Go to the  **Inventory Management** section.
- Display Pending Uploads by clicking on  Pending Uploads
- Select one, more or all of the items you wish to upload. All items may be selected by right clicking on any item in the grid and then clicking on  **Select All** from the menu displayed. Alternatively, you may simply select all items by pressing CTRL+A on your keyboard or clicking the  **Select All Rows** button.
- The actual upload is performed by selecting the upload type from the Upload to Amazon menu on the toolbar



There are multiple upload types available:

- **Upload Price Changes Only** - This is the safest and fastest upload. Only items whose prices have changed are upload and only the price is sent up. Other values such as quantity, comment etc are not uploaded. This means that if an order comes in during the pricing process, the wrong quantity will not be upload to Amazon. Please note that if you have made changes to fields such as quantity, comments etc, only the items that have changed will have those changes moved back to Active Listings. This upload may only be used with exiting items.
- **Upload Prices Only** - This option is safe for the same reasons that Upload Price changes only is. However, it is slower as all items selected will be uploaded and all changes are moved back to Active listings. However, no changes apart from prices are sent to Amazon. This is a safe upload.
- **Upload Price and Quantity changes** - If you have only modified prices and/or quantities or have marked some items for deletion, this upload will upload those changes. However, any other field changes will not be

- transmitted to Amazon even though they are moved back to AMan's Active Listings. This is equivalent to Amazon's Modify/Delete upload.
- **Upload Quantity changes or Deletes only** - This option is mainly used for a Deletes only upload.
- **Upload New/Modified** - This is equivalent to Amazon's Add/Modify/Delete. All changes and values will be transmitted to Amazon. Before the upload, AMan Pro will attempt to reconcile the quantities in your Active listings with the values in Pending Uploads to account for any orders that may have come in during the pricing process. However, because the upload process takes some time and some orders may not have yet arrived into AMan Pro due to delays in Amazon notifying sellers of sales (up to two hours), the quantities may differ from your actual quantities and may cause double listings. Therefore it is recommended that you use this upload for new inventory only if possible.
- **Purge/Replace Upload** - This upload will replace your existing inventory on Amazon with the inventory you select to upload. This upload type should be used with extreme caution as it will erase your existing Amazon inventory.
- Once uploaded, AMan Pro will then offer to display the Amazon status page for the upload.



You should click on Refresh until your upload appears. Once it appears with the

AMan Pro from SpaceWare

summary, you may view the upload log and/error log using the View button.

- Once the upload is complete and you have added new items, you should see [Generating and Importing an Open Listings report](#) to refresh the listings on AMan.

[Editing a Pending Upload](#)



To edit a Pending Upload, simply double click on the Pending Uploads tool in the Inventory Management section. A screen similar to the one below will appear. If the item you are editing is an existing listing, some of the fields such as SKU and condition cannot be edited. Once you are happy with the changes, you may click on Modify to cause the change to take place immediately or click on Save to save your changes in Pending Uploads and move to the next item. Saved changes may then be uploaded using the steps in [Upload Inventory to Amazon](#).

AMan Amazon List an Item - Pro Merchant - amazon@spaceware.com - kobrien

Actions

ISBN/UPC/ASIN: 141162551X [Get/Refresh Amazon Info](#) | 2 of 6 | [Next Product](#)

Amazon Information

Title: **The Web Developer's Guide to Amazon E-commerce Service**

Date: **2005-05-20** Manufacturer: **Lulu Press** Author/Artist/Actor: **Jason Levitt**

Media: **Paperback** Catalog: **Book** # of Media: **1**

ASIN: **141162551X** Sales Rank: **219,162** Availability: **Usually ships in 24 hours**

List: **\$14.85** Amazon: **\$14.85** New: **\$13.80** Used: **\$13.36** Collectible: **\$0.00** Refurbished: **\$0.00**

[Show Amazon Listing](#) [Check Buyer Waiting](#) [Close Listing](#) [Use AMan Price](#) [Use Old Price](#) [Clone Listing](#) [Mark for Closing](#)

Calculated Price Values

Low: **\$13.36** High: **\$15.63** Average: **\$14.44** Median: **\$14.36** Rule: **\$15.16** Old: **\$13.36** [Recalculate](#)

LowX: **\$14.85** HighX: **\$15.63** AverageX: **\$15.21** MedianX: **\$15.17** Script: **\$0.00** [Hide Penny Sellers](#) [Display Calculated Grid](#)

All | New | Used | Collectible | Refurbished

6 Displayed - Total: 30 - New: 20 - Used: 10 - Collectible: 0 - Refurbished: 0 - Position: 1 - New Pos: 1

Seller	Price	FB	Offering	Condition	Qty	DateListe	Exp	Intl	C	Comments
kobrien	\$13.36	4.8	Used	Very Good	1	01-24-2006	<input type="checkbox"/>	<input type="checkbox"/>	US	Excellent Condition.
ljohnson282	\$13.80	5	New	New	1	04-26-2006	<input type="checkbox"/>	<input type="checkbox"/>	US	
alldirect_com	\$13.87	4.8	New	New	0	12-31-2010	<input type="checkbox"/>	<input type="checkbox"/>	US	Item is Brand New!
Amazon	\$14.85	5	Amazon	Amazon		12-31-2010	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		*Entry inserted by AMan*
superbookdealsdo	\$15.17	4.5	Used	Like New	0	12-31-2010	<input type="checkbox"/>	<input checked="" type="checkbox"/>	US	Brand New, Perfect Condition, F

My Price: \$15.16 **My Cost:** \$0.00 **Quantity:** 1

Condition: **Used - Very Good** **Weight:** 0 **W**

Expedited International **Min Price:** \$0.00

H:0 W:0 L:0 **Max Price:** \$0.00 **Tag:** **Loc:**

SKU item will be given: **Do NOT Alter Price** **Image:** **Featured:**

SKU: **TESTSKU** **ZIP:** 77477

Category: **Other Goods & Services** **General**

[Load default](#) [Set as default](#) [Load setting](#) [Save setting](#) [Load Comment](#) [Delete](#) [Save](#) [Modify on Amazon](#)

Item Information Display Complete

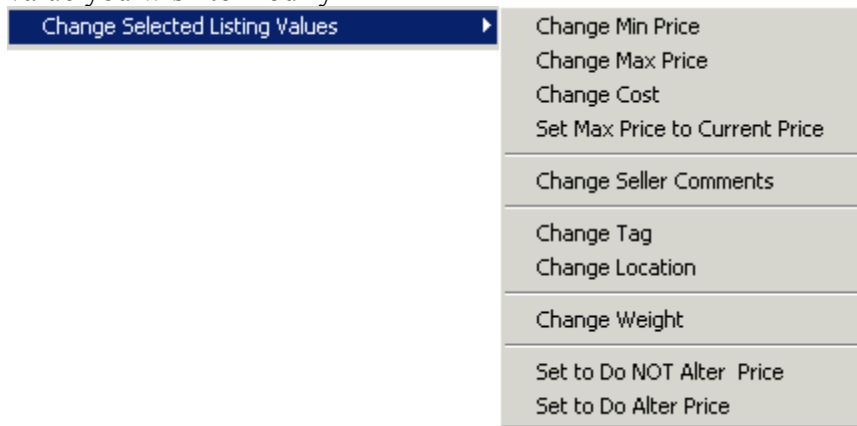
Changing Pricing Parameters in Bulk



Often times, you will need to change values in your Active Listings or Pending Uploads in bulk. For instance, you may want to change the minimum prices on a batch of items. AMan Pro provides a facility for doing this from your Active Listings or Pending Uploads.

To change Active Listings in Bulk:

- Click on Active Listings in the Inventory Management section
- Select the items you wish to change
- Right click on any Item
- On the menu that appears, select "Update Selected Listing Values" and select the value you wish to modify



- Please note that the changes will not affect your Amazon inventory until you upload the items changed.

To change Pending Uploads in bulk:

- Click on Pending Uploads in the Inventory Management section
- Select the items you wish to change
- Right click on any item

- On the menu that appears, select "Change Selected Pending Upload Values" and select the value you wish to modify



- Please note that the changes will not affect your Amazon inventory until you upload the items changed.





Automatic Repricing



To maintain competitive prices on your inventory, AMan Pro provides an automatic, regular repricing function. Once you have configured your pricing rules, you can use automatic repricing to constantly check your prices and adjust if necessary. AMan Pro allows you to reprice from every 60 minutes up to any interval you wish. Before using this function you should make sure that you review [MWS Pricing Rules](#). Once you are happy with your pricing options, you may turn on automatic pricing using one of two methods described below.

Automatic Repricing should NOT be started unless you have verified that the pricing rules configured in AMan match your business requirements for repricing. This may be done by first going through the pricing calculation process (see [Pricing Quick Start](#)) which will display the prices calculated without uploading the values to Amazon.

Starting Automatic Repricing:

- Double click on the automatic pricing icon in the bottom right hand corner of the main screen. When not repricing automatically, the icon will look like  .
Once you have turned on automatic repricing, the icon will change to  .
- In the Inventory Management Menu, click on Automatic Repricing->Start Automatic Repricing and Upload. Once again the automatic repricing icon will change from  to .

Both of these actions will cause AMan Pro to reprice automatically and upload the prices of any items that changed. When not repricing, AMan Pro may be used for other tasks. If you stop the automatic repricing while it is active, you will have to restart it using one of the methods above.

Please Note: Repricing runs on **your** PC. Therefore AMan Pro **must** be running to have Automatic Repricing run. This means that your PC needs to be powered up and connected to the internet during the times you wish it to run. If your PC is configured to **Sleep/Suspend/Hibernate**, this will also prevent AMan Pro from repricing when in that state. Also, each time you restart AMan you will need to restart Automatic Repricing.

To configure AMan Pro to automatically reprice your inventory, please see [Scheduled Tasks](#) . **Please note that you should NOT use automatic repricing until you are satisfied with your pricing rules.** See [Pricing Quick Start](#) for details.

Listing Management Reference


Listing a Single Item



Listing a single item on AMan Pro is easy. Assuming that you have configured your pricing rules (the default is to price as the lowest by a penny), the steps to follow are:

1. Make sure that your Amazon Sign-on has been correctly configured.
2. Navigate to Inventory Management section by clicking the Inventory Management tab

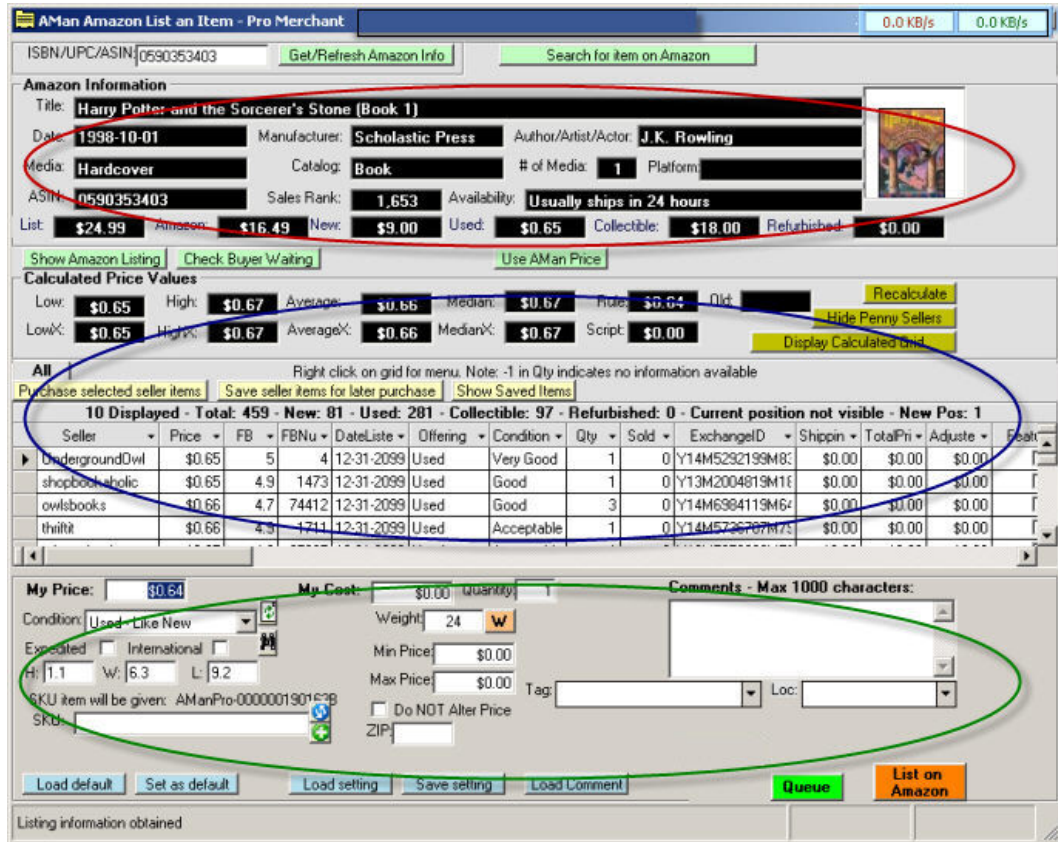


3. Click on the  List an Item button.
4. The List an Item screen will appear:

The screenshot shows the 'AMan Amazon List an Item - Pro Merchant' window. It features several sections: 'Amazon Information' with fields for Title, Date, Manufacturer, Author/Artist/Actor, Media, Catalog, # of Media, Platform, ASIN, Sales Rank, Availability, and List status; 'Calculated Price Values' with fields for Low, High, Average, Median, Rule, Old, LowX, HighX, AverageX, MedianX, and Script; and a 'My Price' section with fields for My Price, My Cost, Quantity, Condition, Expedited, International, H, W, L, SKU, and ZIP. There are also buttons for 'Recalculate', 'Hide Penny Sellers', 'Display Calculated Grid', 'Queue', and 'List on Amazon'.

5. Enter or Scan the ISBN/UPC/ASIN into the text box.






6. Press Enter or click on **Get/Refresh Amazon Info** button.
7. The screen will change to display the details for the item:






8. The Red area displays the Amazon information for the item. The Blue area displays the AMan calculated prices including averages and a list of the lowest sellers. The Green area is the area to enter your details for the item.
9. The green area is used to enter the details about the item being listed. Defaults may be set which are then used to populate the various fields once the screen is first displayed. Other defaults may be saved and recalled when you wish to change the item settings. For more information see Setting Defaults for List an Item.

The values that may be set are as follows:

- **My Price** - This is the price that AMan Pro calculated and may be changed
- **My Cost** - Here you can enter the cost of the item. The price calculated can be configured to be dependant on cost
- **Condition** - This is the condition of the item
- **Expedited & International** - Here extra shipping provided can be specified

- **Weight** - This is the weight of the item. When available from Amazon, AMan Pro will fill in that information. Additionally, if you have a PC Scales attached, you may click on the  button to read the scales (see Configuring a PC Scales). You may also just type in the weight in ounces.
- **H/W/L** - These are the height, Width and Length of the item. If available from Amazon, AMan Pro will fill these values in. These values may factor into what shipping you offer.
- **Min Price/ Max price** - Here you may specify the minimum and maximum you wish to sell the item for.
- **SKU** - You may enter the SKU required here or AMan Pro will generate one for you automatically
- **Do NOT Alter Price** - If checked, AMan Pro will maintain the price at what you set for My Price (regardless of the competition). If set, the price may always be overrode later.
- **Comments** - Here you enter the seller notes for the item (see default below).
- **ZIP** - This is your zip code and should not normally be changed.
- **Tag** - This is an internal label that you can use label items. Think of it as being a SKU that does not have to be unique. For instance, you may want to label all items you purchased from a certain vendor. You could put the name of the vendor here. Later, the Tag can be used to sort items in your inventory.
- **Location** - This is a field which can be used the same as the Tag field or for different purposes.
-  - Refresh the pricing display
-  - Search for an item on Amazon (e.g. if you do not have an ISBN for a book)
-  - Change SKU prefix or suffix
-  - Increment SKU number

Please Note: If you change any of the values that affect prices such as cost or minimum, you should click on  to have AMan Pro recalculate the price.

10. To list the item, simply click the  button. The item will be listed on Amazon immediately.
11. To queue the item for later uploading, click on  . The item will be queued to the pending uploads to be uploaded later (see [Upload to Amazon Quick Start](#)) . This is often used when scanning in a batch of items. You may also have AMan Pro automatically queue the item once scanned or typed in. For further information, please see Configuring Listing Options.
12. For information setting and using defaults for List an Item screen, please see Setting Defaults for List an Item.

Setting Defaults for List an Item



Defaults may be set for the List an Item screen which are then used to populate the various fields once the screen is first displayed. Other defaults may be saved and recalled when you wish to change the item settings.

To save the default screen setting, enter the values you wish to use in the green area of the screen.

AMan Amazon.com Quick Listing - Pro Merchant - amazon@spaceware.com - kobrien

ISBN/UPC/ASIN: 9780596004811 [Get/Refresh Amazon Info](#)

Amazon Information

Title: **SQL In A Nutshell, 2nd Edition**

ASIN: **0536004818** Media: **Paperback** # of Media: **1** Catalog: **Book**

Manufacturer: **O'Reilly** Author/Artist/Actor: **Kevin Kline, Daniel Kline, Brand Hunt**

Sales Rank: **15,004** Availability: **Usually ships in 24 hours**

List: **\$44.95** Amazon: **\$29.67** New: **\$26.15** Used: **\$22.48** Collectible: **\$44.95** Refurbished: **\$0.00**

[Show Amazon Listing](#) [Check Buyer Waiting](#) [Use AMan Price](#) [Clone Listing](#)

Calculated Price Values

Low: **\$22.48** High: **\$30.11** Average: **\$25.05** Median: **\$24.95** Rule: **\$22.48** Old: [Recalculate](#)

LowX: **\$22.48** HighX: **\$30.11** AverageX: **\$25.05** MedianX: **\$24.99** Script: **\$0.00** [Hide Penny Sellers](#) [Display Calculated Grid](#)

10 Displayed - Total: 27 - New: 0 - Used: 0 - Collectible: 0 - Refurbished: 0 - Not offered in data obtained - New Pos: 1

Seller	Price	FB	Offering	Condition	Qt	DateList	Exp	Intl	Comments
textbooksnow_cor	\$22.48	4.7	Used	Good	0	12:00:00		<input checked="" type="checkbox"/>	Used Book, highlighting good cond
curigadistributionsr	\$23.05	4.9	Used	Very Good	0	12:00:00		<input checked="" type="checkbox"/>	Mint interiors, no underlining
abebooks	\$23.29	4.5	Used	Very Good	0	12:00:00		<input checked="" type="checkbox"/>	SKU: 505177486; Soft Cover, Very
abebooks	\$24.99	4.5	Used	Good	0	12:00:00		<input checked="" type="checkbox"/>	SKU: 529163533; PAPER, 2ND EI
abebooks	\$24.99	4.5	Used	Good	0	12:00:00		<input checked="" type="checkbox"/>	SKU: 542285433; PAPER, 2ND EI

My Price: \$22.48 **My Cost:** \$0.00 **Quantity:** 1 **Comments - Max 1000 characters:**

Condition: **Used - Like New** **Weight:** 0 **W**

Expedited International

Min Price: \$0.00 Max Price: \$0.00

Next SKU: AManSKU00001 Do NOT Alter Price **ZIP:** 12345 **Tag:**

SKU: **Image:** **Featured:**

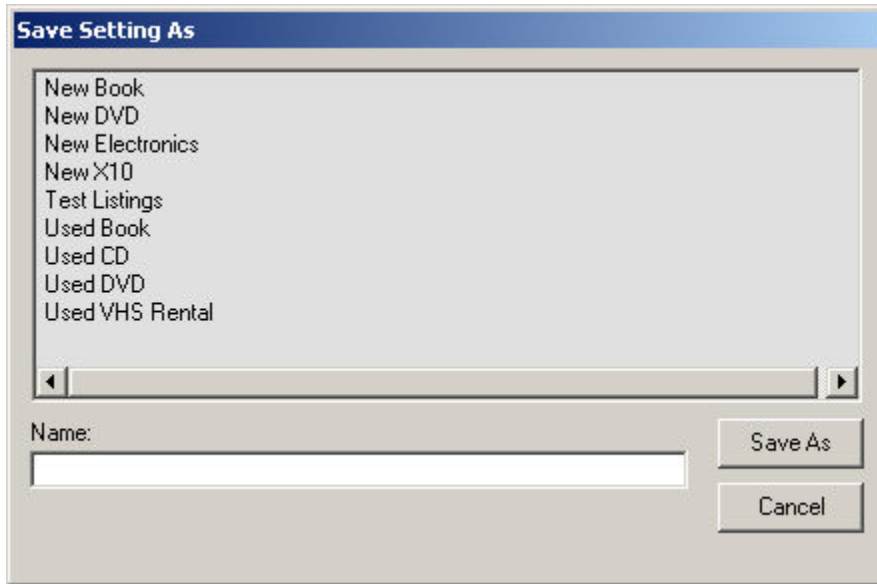
Category: **Other Goods & Services** **General**

[Load default](#) [Set as default](#) [Load setting](#) [Save setting](#) [Load Comment](#) [List](#) [Queue](#) [Cancel](#)

Listing information obtained

Once happy with the values, click on [Set as default](#) button.

To save as a named setting which may be recalled later, click on [Save setting](#). A dialog will appear requesting the name of the setting:



You may select an existing setting and overwrite it or specify the name for the setting in the area provided.

To recall the default settings, click on [Load default](#) . To load a named setting click on [Load setting](#) . If you wish to just retrieve the comments of a saved setting, click on [Load Comment](#) . The comment area will be loaded from the named setting but all other values will remain as they were..

Configuring Listing Options



The Listing Options page allows you to configure the data collection and listing parameters for AMan Pro when obtaining information for items in your inventory.

Listing Options

Data Collection Options

Get Item Information Get at least other offers

Listing Dialog Options

<input type="checkbox"/> Queue after entering	<input type="checkbox"/> List after entering	<input type="checkbox"/> Hide Penny Sellers
<input checked="" type="checkbox"/> Message if item not found	<input checked="" type="checkbox"/> Display Item Image	
<input checked="" type="checkbox"/> If already queued, offer edit	<input checked="" type="checkbox"/> If already listed, offer edit	

Amazon Catalog Information (only available for some items such as books)

Get Weight/Dimensions when first listing items

Get Weight/Dimensions for existing items (not recommended as it slows repricing)

The options available are:

- **Get Item information** - If set, this will cause AMan Pro to obtain competitive pricing information during the repricing process. This should normally be set on unless you wish to reprice all your inventory manually.
- **Get at least X other offers** - This value determines the number of competing sellers to obtain for each item when repricing. The default is 6 which will actually obtain the 9 lowest competing seller offers. If you set this value to 10 or more, it will significantly slow down the repricing process as AMan Pro will have to obtain a lot more data from the Amazon web site.
- **Queue after entering** - If set, AMan Pro will automatically queue an item when entered in the List an Item screen (see [Listing a Single Item](#)) and clear the screen awaiting the next item. This is useful if you are scanning in a large amount of items and want to do it as quickly as possible as when you scan, AMan Pro will save the item information and move on to the next. if you use this option, you will then have to upload the items in pending Uploads later.
- **List after entering** - If set, this option will cause AMan Pro to automatically list an item after being scanned or entered in the List an Item screen (see [Listing a Single Item](#)). AMan Pro will list the item with a price calculated using your pricing rules.

- **Hide Penny Sellers** - If set, AMan Pro will not display competing items that are being offered at one penny. This can be useful to get rid of the clutter in the List an Item screen when there are many penny sellers.
- **Message if item not found** - If set AMan Pro will display a message if you enter an item in the List an Item screen and it was not found in the Amazon catalog. This should normally be set on.
- **Display Item Image** - If set, AMan Pro will display the image of the item being listed/modified in the List an Item screen. It is recommended that this be left on. However, it does cause a slight delay on the List an Item screen as AMan Pro has to obtain the image..
- **If already queued, offer edit** - If set (default), AMan Pro will prompt you if you enter an item that is already in Pending Uploads when using the List an Item screen. Once prompted you can elect to edit the item's quantity which will prevent you having multiple listings for items that are identical.
- **If already listed, offer edit** - If set (default), AMan Pro will prompt you if you enter an item that is already in actively listed on Amazon when using the List an Item screen. Once prompted you can elect to edit the item's quantity which will prevent you having multiple listings for items that are identical.
- **Get Weight/Dimensions when first listing items** - For some items (esp. books) the Amazon catalog provides the weight and dimensions of items. AMan Pro is able to obtain this information which can then be used to automatically calculate the weight of orders for you. Setting this option will obtain this information when you first list the item. If you are using the Internet postage functionality of AMan Pro (see [Creating Internet Postage with AMan and DAZzle](#)), this can be quite a time saving option.
- **Get Weight/Dimensions for exiting items** - For some items (esp. books) the Amazon catalog provides the weight and dimensions of items. AMan Pro is able to obtain this information which can then be used to automatically calculate the weight of orders for you. Setting this option will obtain this information every time you reprice an item. It is highly recommended that you not set this option as it slows down the repricing option..

Configuring SKU Generation



AMan Pro allows you to dictate the format of SKUs created for new items. To configure the format, follow these steps:

- Click on Configure
- Click on Amazon Settings
- Click on SKU Options
- The following screen will appear:

A screenshot of the "SKU Options" configuration window. The window has a title bar that says "SKU Options". Inside, there is a section titled "SKU Options" in green. Below this title, there is a checkbox labeled "Generate SKUs" which is checked. There are four input fields: "Default SKU Prefix" with the value "CreatedByAMan", "Default SKU Suffix" with the value "New", "Current SKU Number" with the value "00001", and "SKU Number Width" with the value "5". A mouse cursor is visible in the center of the window.

Enter the SKU prefix and suffix you require. The SKU number is the start number for generated SKUs and the SKU Number width dictates how many digits to generate at a minimum for SKUs.

SKUs generated by AMan Pro will be in the format PrefixXXXXXSuffix where XXXXX is the number generated by AMan Pro. For example, if the prefix is set as AMan and the suffix is set as Pro, the starting number is set as 1 and the width as 3, then the first 2 SKUs generated by AMan Pro will be: AMan001Pro and AMan002Pro.

[Importing New Inventory](#)



AMan Pro provides a Wizard to enable you to import new inventory from text files, Excel files or bulk scanners. Just about any file format can be used. The only requirement is that the columns can be mapped to the columns required by AMan Pro. Common formats such as tab delimited (preferred), CSV or fixed length files may be imported. The **Add New Inventory Wizard** is accessed through the Inventory Management Menu->Inventory Wizards. Once started, simply follow the dialogs presented. Once imported, AMan Pro can then start pricing the new inventory based on your rules and upload to Amazon. Also, after the repricing you can decide which items you will list and which you will not.

Please note that this wizard should **NOT** be used to import your existing inventory on Amazon. To do that, please see [Importing your existing Listings](#). The **Add New Inventory Wizard** is designed to import inventory that you do not have yet listed on Amazon (such as supplier files).

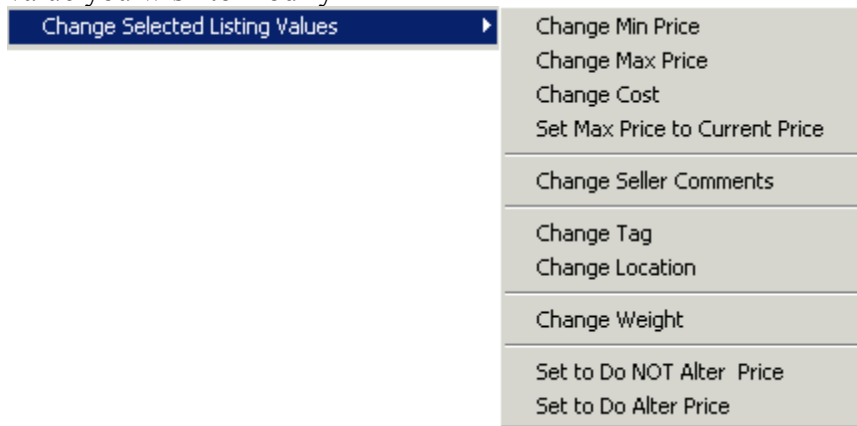
Changing Pricing Parameters in Bulk



Often times, you will need to change values in your Active Listings or Pending Uploads in bulk. For instance, you may want to change the minimum prices on a batch of items. AMan Pro provides a facility for doing this from your Active Listings or Pending Uploads.

To change Active Listings in Bulk:

- Click on Active Listings in the Inventory Management section
- Select the items you wish to change
- Right click on any Item
- On the menu that appears, select "Update Selected Listing Values" and select the value you wish to modify



- Please note that the changes will not affect your Amazon inventory until you upload the items changed.

To change Pending Uploads in bulk:

- Click on Pending Uploads in the Inventory Management section
- Select the items you wish to change
- Right click on any item

- On the menu that appears, select "Change Selected Pending Upload Values" and select the value you wish to modify



- Please note that the changes will not affect your Amazon inventory until you upload the items changed.

Uploading Inventory to Amazon

[Configuring Amazon Upload Options](#)



AMan Pro provides some configuration options for the Amazon upload. However, you do not normally have to change these options as the defaults are sufficient for most uses.

A screenshot of the "Upload Options" configuration panel. The panel has a title bar "Upload Options" and a sub-header "Upload Options" in green. Below the sub-header are two checkboxes: "Ignore items with zero price difference" and "Backup Active Listings after Upload". Both checkboxes are currently unchecked.

Upload Options

Upload Options

- Ignore items with zero price difference
- Backup Active Listings after Upload

The options are:

- **Ignore items with zero price difference** - If set (default is off), AMan Pro will only upload items that changed in price. This reduces the size and time to upload. However, the Upload Price Changes Only does essentially the same thing and is the recommended method.
- **Backup Active Listings after Upload** - If set (default is on), AMan Pro will make a backup copy of all the AMan specific values in your inventory. This will backup values such as min/max price, cost etc. It is recommended that this option be left on.

Upload to Amazon Quick Start

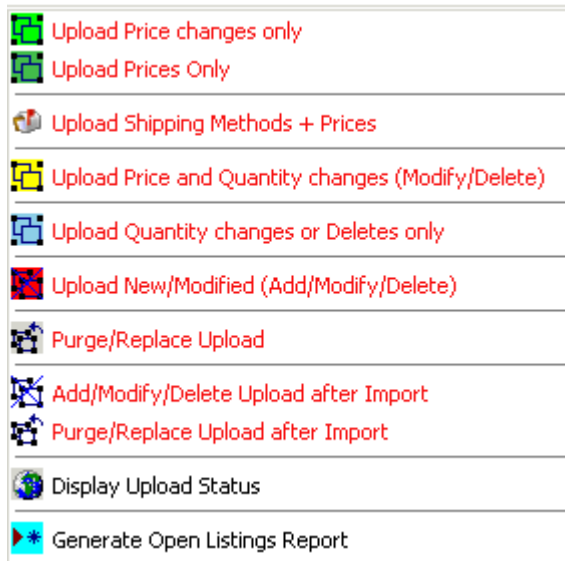


Uploading new or repriced items to Amazon is a simple task. Amazon has 3 upload modes. Each mode requires that a SKU be associated with each listing.

AMan Pro always performs uploads from the Pending Uploads area. Items get into Pending Uploads through a variety of means. You may use one of the many tools to copy from your Active Listings to Pending Uploads such as Prepare Active for Pricing or Price Active from the Inventory Management section. You may also use List an Item in the same section to add items individually. Additionally, you may use the Add New Inventory Wizard from the Import/Export section to import new inventory from a file.

Once items are in Pending Uploads, you upload the items with AMan Pro using the following steps:

- Go to the Inventory Management section.
- Display Pending Uploads by clicking on Pending Uploads
- Select one, more or all of the items you wish to upload. All items may be selected by right clicking on any item in the grid and then clicking on Select All from the menu displayed. Alternatively, you may simply select all items by pressing CTRL+A on your keyboard or clicking the Select All Rows button.
- The actual upload is performed by selecting the upload type from the Upload to Amazon menu on the toolbar



There are multiple upload types available:

- **Upload Price Changes Only** - This is the safest and fastest upload.. Only items whose prices have changed are upload and only the price is sent up.

Other values such as quantity, comment etc are not uploaded. This means that if an order comes in during the pricing process, the wrong quantity will not be upload to Amazon. Please note that if you have made changes to fields such as quantity, comments etc, only the items that have changed prices will have those changes moved back to Active Listings. This upload may only be used with existing items.

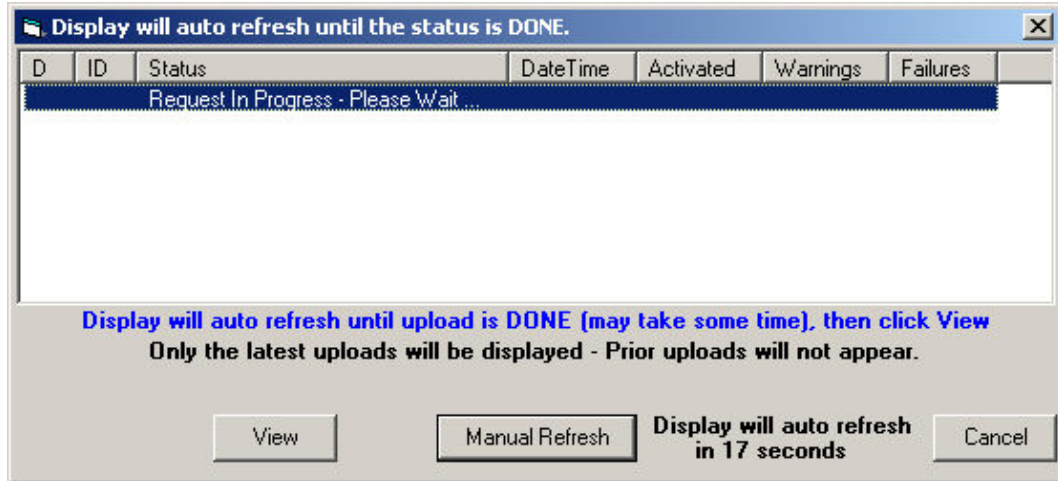
- **Upload Prices Only** - This option is safe for the same reasons that Upload Price changes only is. However, it is slower as all items selected will be uploaded and all changes are moved back to Active listings. However, no changes apart from prices are sent to Amazon. This is a safe upload.
- **Upload Shipping Methods + Prices** - This upload should be used when changing the shipping methods being offered to buyers. This is a safe upload as no quantities are sent to Amazon when using this type of upload.
- **Upload Price and Quantity changes (Modify/Delete)** - If you have only modified prices and/or quantities or have marked some items for deletion, this upload will upload those changes. However, any other field changes will not be transmitted to Amazon even though they are moved back to AMan's Active Listings. This is equivalent to Amazon's Modify/Delete upload. However, because the upload process takes some time and some orders may not have yet arrived into AMan Pro due to delays in Amazon informing sellers of orders, the quantities may differ from your actual quantities and may cause double listings. **As this upload sends quantities to Amazon, this upload should be used with caution.** This is because Amazon does not notify sellers of sales for up to 90 minutes and therefore AMan will only be as current as the last report imported plus the Amazon delay. Therefore any upload which contains quantities will run the risk of reopening a closed or sold listing. After performing this type of upload, you should check your sales for any items sold since the last report was generated.
- **Upload Quantity changes or Deletes only** - This option is mainly used for a Deletes only upload. **As this upload sends quantities to Amazon, this upload should be used with caution.** This is because Amazon does not notify sellers of sales for up to 90 minutes and therefore AMan will only be as current as the last report imported plus the Amazon delay. Therefore any upload which contains quantities will run the risk of reopening a closed or sold listing. After performing this type of upload, you should check your sales for any items sold since the last report was generated.
- **Upload New/Modified (Add/Modify/Delete)** - This is equivalent to Amazon's Add/Modify/Delete. All changes and values will be transmitted to Amazon. Before the upload, AMan Pro will attempt to reconcile the quantities in your Active listings with the values in Pending Uploads to account for any orders that may have come in during the pricing process. However, because the upload process takes some time and some orders may not have yet arrived into AMan Pro due to delays in Amazon informing sellers of orders, the quantities may differ from your actual

quantities and may cause double listings. Therefore it is recommended that you use this upload for new inventory only if possible. **This upload should be used with caution with existing inventory.**

- **Purge/Replace Upload** - This upload will replace your existing inventory on Amazon with the inventory you select to upload. **This upload type should be used with extreme caution** as it will erase your existing Amazon inventory.
 - **Add/Modify/Delete Upload after Import** - This used when AMan does not have ASINs for items in Pending Uploads. Typically this is used to upload UPC/EAN values after [Importing New Inventory](#) which have not been priced. This is equivalent to Amazon's Add/Modify/Delete. All changes and values will be transmitted to Amazon. Before the upload, AMan Pro will attempt to reconcile the quantities in your Active listings with the values in Pending Uploads to account for any orders that may have come in during the pricing process. However, because the upload process takes some time and some orders may not have yet arrived into AMan Pro due to delays in Amazon informing sellers of orders, the quantities may differ from your actual quantities and may cause double listings. You use this upload for new inventory ONLY.
 - **Purge/Replace Upload after Import** - This used when AMan does not have ASINs for items in Pending Uploads. Typically this is used to upload UPC/EAN values after [Importing New Inventory](#) which have not been priced. This upload will replace your existing inventory on Amazon with the inventory you select to upload. **This upload type should be used with extreme caution** as it will erase your existing Amazon inventory.
- Once uploaded, AMan Pro will then offer to display the Amazon status page for the upload.



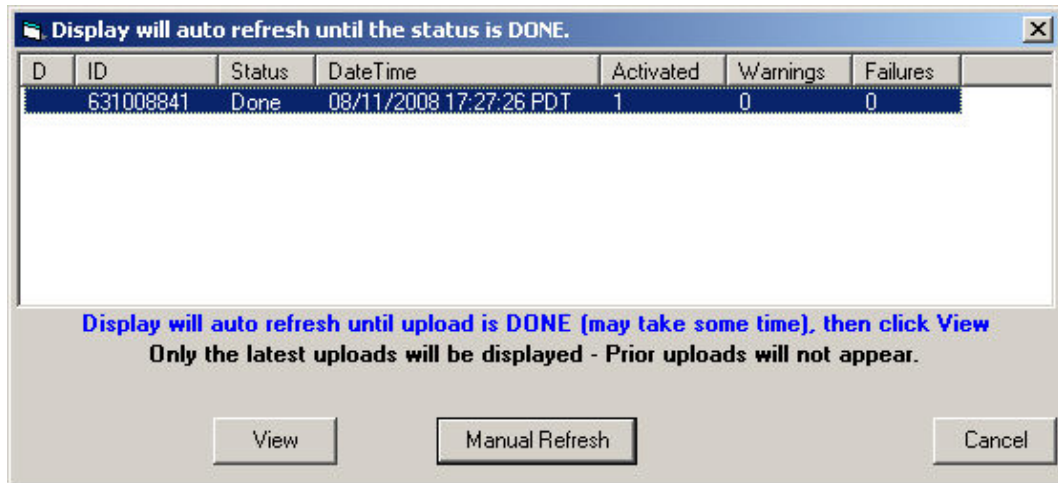
- After uploading new inventory or a Purge/Replace you should **always** reply Yes.
- The following dialog will appear:



AMan will automatically refresh the display every minute until the upload has completed. Typically this will take a few minutes to complete. However, if there are issues at Amazon or Amazon is being slow this can take an hour or longer to complete. If the upload is taking a long time to complete, cancelling and reissuing the request is **NOT** recommended as this will further delay the upload as the first upload will need to complete before the 2nd upload is processed.

The may be used to manually refresh the display. However, this will not speed up the generation of the report and is not recommended.

- Once the upload is complete at Amazon, the following will appear:



Once it appears with the summary, you may view the upload log (and error log if it exists) using the View button.

- Once the upload is complete and you have added new items, you should see [Generating and Importing an Open Listings report](#) to refresh the listings on AMan.

Importing New Inventory



AMan Pro provides a Wizard to enable you to import new inventory from text files, Excel files or bulk scanners. Just about any file format can be used. The only requirement is that the columns can be mapped to the columns required by AMan Pro. Common formats such as tab delimited (preferred), CSV or fixed length files may be imported. The **Add New Inventory Wizard** is accessed through the Inventory Management Menu->Inventory Wizards. Once started, simply follow the dialogs presented. Once imported, AMan Pro can then start pricing the new inventory based on your rules and upload to Amazon. Also, after the repricing you can decide which items you will list and which you will not.

Please note that this wizard should **NOT** be used to import your existing inventory on Amazon. To do that, please see [Importing your existing Listings](#). The **Add New Inventory Wizard** is designed to import inventory that you do not have yet listed on Amazon (such as supplier files).

Amazon Reports

[Importing your existing Listings into AMan Pro](#)



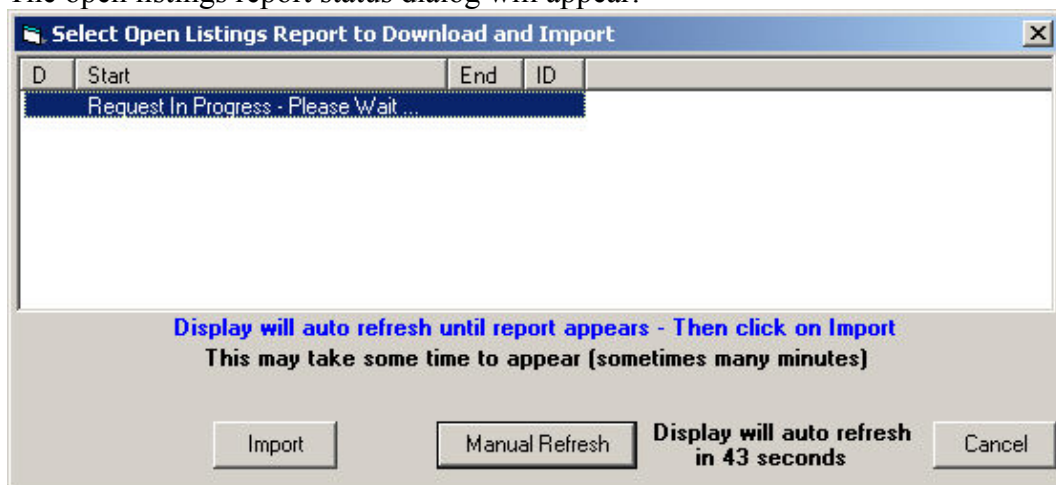
One of the first tasks to perform once you install AMan Pro is to import your existing listings. These are used both for order fulfillment and listing/pricing management.

Typically the process will take a few minutes to complete. However, if there are issues at Amazon or Amazon is being slow this can take an hour or longer to complete. If the report is taking a long time to complete, cancelling and reissuing the request is **NOT** recommended as this will further delay the generation of the report as the first report will need to complete before the 2nd report is generated.

While AMan does allow importing of old Open Listing Reports, **this facility should NOT be used except under special circumstances**. This is because importing old reports will cause AMan to not be synced up with your inventory on Amazon and could cause sold listings to be relisted (thereby causing you to have to issue refunds). A new report should normally always be generated.

An Open Listings Report may be generated and imported without visiting the Amazon web site by following these steps:

- Click on **Amazon Reports** to display the Amazon reports tasks
- Click on **Generate Open Listings Report** to send a request for an open listing report to Amazon
- The open listings report status dialog will appear:

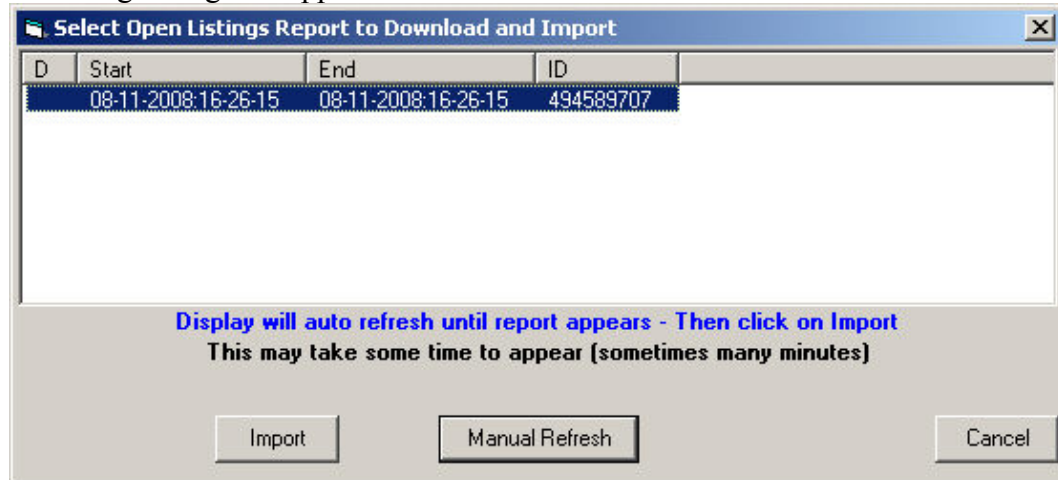


AMan will automatically refresh the display every minute until the report has been generated. Typically this will take a few minutes to complete. However, if

there are issues at Amazon or Amazon is being slow this can take an hour or longer to complete. If the report is taking a long time to complete, cancelling and reissuing the request is NOT recommend as this will further delay the generation of the report as the first report will need to complete before the 2nd report is generated.

The may be used to manually refresh the display. However, this will not speed up the generation of the report and is not recommended.

- Once the report has been generated at Amazon and is ready for importing, the following dialog will appear:



(US users: Please note that the date and time is Pacific Time). This may take a few minutes.

- Select the report just generated and click on to download and import into AMan Pro.

[Import an Order Fulfillment Report](#)





AMan Pro allows you to request and import Order Fulfillment reports. This may be performed manually or AMan may be configured to import orders on a schedule. It is recommended that you configure AMan to import on a schedule. Details on how to configure the schedule are available at [Scheduled Tasks](#) .

AMan allows you to generate and import order fulfillment reports ranging from 1 day to 60 days worth of orders. Since reports are generated using the exact time when requested (i.e. if a 2 day report is requested it will cover the period from the current time to exactly 48 hours prior to that), it is strongly recommended that a 2 day report be generated at a minimum and on days following a weekend or holiday a 4 day report should be generated.

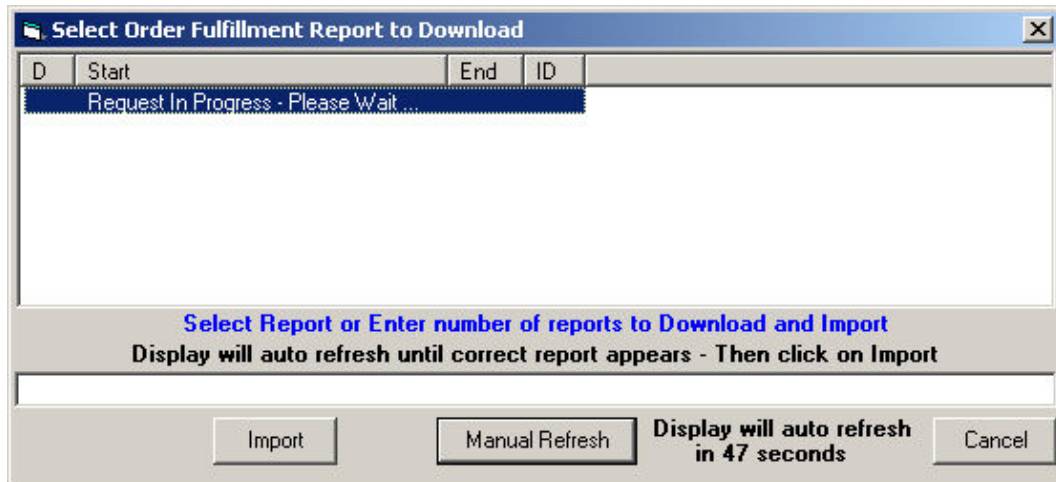
Typically the process will take a few minutes to complete. However, if there are issues at Amazon or Amazon is being slow this can take an hour or longer to complete. If the report is taking a long time to complete, cancelling and reissuing the request is **NOT** recommended as this will further delay the generation of the report as the first report will need to complete before the 2nd report is generated.

The steps to generate and import and order fulfillment report are:

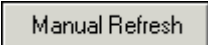
- Click on the  Amazon Reports section tab
- Click on  Generate Order Fulfillment Report
- You will then be prompted for the number of days you wish the report to cover. The number may be any number between 1 and 60 days

A dialog box titled "Days for Order Fulfillment Report" with a yellow background. It contains a question mark icon in a blue circle, the text "Please enter number of days for order fulfillment report (max 60)", a text input field containing the number "2", and "Ok" and "Cancel" buttons at the bottom.

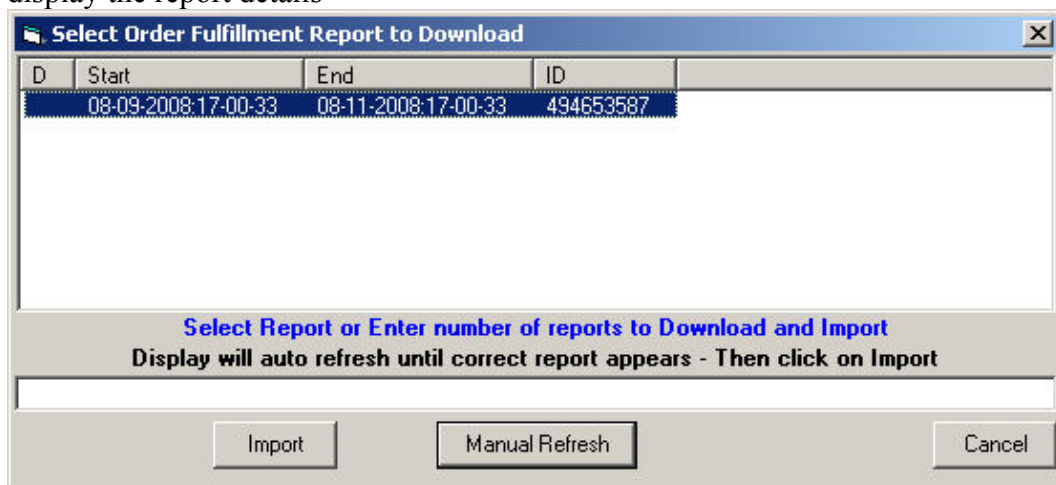
- AMan Pro will then sign on to the Amazon web site and request the report.
- Once the report has been requested, a dialog displaying the status of the request will be displayed. This will normally not show any report initially.



- AMan will automatically refresh the display every minute until the report has been generated. Typically the process will take a few minutes to complete. However, if there are issues at Amazon or Amazon is being slow this can take an hour or longer to complete. If the report is taking a long time to complete, cancelling and reissuing the request is NOT recommend as this will further delay the generation of the report as the first report will need to complete before the 2nd report is generated.

The  may be used to manually refresh the display. However, this will not speed up the generation of the report and is not recommended.

- Once the report has been generated by Amazon, the dialog should change to display the report details



- To import the report, click on the  button

Customizing the AMan Pro Display

Customising the User Toolbar



AMan comes out of the box with a set of toolbars containing tools and menus. While every attempt has been made to organize these tools and menus in the most efficient manner, we understand that different businesses run in different ways and will want a different work flow.

To allow you this flexibility, AMan Pro allows you to define one toolbar per section and multiple toolbars that are common to all sections. These toolbars may be used to hold your most commonly used tools.

To customise a section specific toolbar:

- Navigate to the section by clicking the section tab.
- Right click on the toolbar that looks like :

Right Click on this toolbar to add frequently used tools to be visible on a per section basis or create toolbars to display tools that always visible

- Click on Customize Toolbars (the section name will appear in the prompt)
- In the dialog that appears, click on the Tasks tab
- Two panes will appear - the left pane is categories of tasks and the right pane are the tools available for that category
- If you wish to have a tools from a category appear in the section specific toolbar, simply drag the tool from the right hand pane to the toolbar
- Continue to do this for each tool that you want to have appearing.
- You may change the order of the tools on the toolbar by dragging the tool within the toolbar.
- You may delete the tool by right clicking on the tool and selecting Delete
- You may change the caption associated with the tool by right clicking on the tool and changing the Name
- You can have the icon not appear by selecting the tool and opting for Text Only
- To separate two tool with a single separator bar, right click on the rightmost tool and select Separator before?

To add a toolbar that is visible in all sections:

- Right click on the toolbar that looks like :

Right Click on this toolbar to add frequently used tools to be visible on a per section basis or create toolbars to display tools that always visible

(If you have previously customized the tool bar, no text will appear on the toolbar)

- Click on Customize Toolbars (the section name will appear in the prompt)
- In the dialog that appears, click on the Create Toolbar
- When prompted, enter the name of the toolbar
- In the dialog, click on the Tasks tab

- Two panes will appear - the left pane is categories of tasks and the right pane are the tools available for that category
- If you wish to have a tools from a category appear in the newly created toolbar, simply drag the tool from the right hand pane to the toolbar
- Continue to do this for each tool that you want to have appearing.
- You may change the order of the tools on the toolbar by dragging the tool within the toolbar.
- You may delete the tool by right clicking on the tool and selecting Delete
- You may change the caption associated with the tool by right clicking on the tool and changing the Name
- You can have the icon not appear by selecting the tool and opting for Text Only
- To separate two tool with a single separator bar, right click on the rightmost tool and select Separator before?

Customizing the AMan Pro Grid



The various formatting options available on the grid are:

1. **Column Sort**

To sort the data based on a particular column, click on the column header (the gray header with the column name). The first click will cause the grid to be sorted based on the ascending values in the column and a gray **up** arrow will appear on the column header . If you click on the same header again, the data will be sorted based on the descending values in the column and a gray **down** arrow will appear on the column header . After sorting by one column, you may sub-sort by further columns by holding the Shift key down while clicking on the column header.

2. **Column Resizing**

Sometimes, the default column width is insufficient to show enough of the data. To overcome this, you change the width of columns. To do so, move the mouse to the right of the column you wish to resize until a horizontal, 2-way arrow appears (<-->). Click on the left button of the mouse and move the mouse until the size of the column is as you wish it. Columns to the right of column being resized will move to the right and maintain their current widths.

3. **Column Moving**

To move a column, click on the column header and move the mouse so that the column header is dragged to the location you wish. As you drag the column header, red vertical arrows will appear indicating where the column would go if you released the mouse at this point.

4. **Column Swapping**

This allows you to swap two columns. As there are many columns in the AMan displays, this provides a faster method of getting the columns you wish to have displayed present. To swap 2 columns, click the first column on the dark down arrow on the header. A list of the other columns will appear. Scroll down and select the second column. Clicking on the selected column will cause that column to be swapped with the first column.

All of the above settings are retained by AMan Pro across displays. Each type of display (e.g. orders listings etc.) have their own settings.

Configuration Reference

Configuring Display Options



AMan Pro provides extensive customization of the user interface and its interaction with the user. Some of the customizations are performed using actions on the interface itself. Other are configured using this section of the configuration dialog.

The screenshot shows a configuration dialog box titled "Display Options". It is divided into several sections:

- Visible Controls:** A grid of checkboxes for "Filter Toolbar", "Color ToolBar", "Grid Scroll Button", "SQL Commands", "Play Sounds", "Hide when Pricing", "Display User Tools", "Next Product Button", "Center MsgBox in screen", "Allow Grid Edit", and "Use Split Screen".
- Actions Toolbar Position:** Radio buttons for "Dock Top", "Dock Bottom" (selected), "Dock Left", "Dock Right", and "Hide".
- Display Font Size:** A text box containing the number "10".
- Optimise Find Function:** A checked checkbox.
- Hierarchical Grid:** Radio buttons for "Collapse Grid", "Expand Grid", "Expand 1st Row", "Expand Postal Row", and "Leave same" (selected). Checkboxes for "Display Hierarchical Grid", "Collapse previous rows when navigating", and "Only use for color coded grids".
- Warn about the following actions:** A list of actions with checked checkboxes, including "Actions that affect your customer", "Actions that affect your Amazon account", "Actions that affect your Amazon inventory", "Marking a listing for closing", "Add/Modify/Delete and Safe Upload", "Changing Packed/Shipped status", "Copying Pending to Active", and "Listing if Auto Pricing is running".
- Browser Options:** Checkboxes for "Use AMan Browser", "Use New Browser", and "Show Amazon Messages".
- Customise Toolbars:** A button.
- Colour Configuration:** A list of color-coded items: "Menu and Actions" (blue), "Options" (blue), "User Tools" (yellow), "Section Tabs" (blue), and "Active Section Tab" (blue).
- Reset to Defaults:** A button.

- **Visible Controls**

This determines what components are visible on the main screen. If real estate is an issue on the main screen for you, turning off some of these options will provide more space for the grid.

- **Filter Toolbar** - AMan Pro provides a facility where you can look at a subset of your data on the grid based on criteria you specify. e.g. You may

want to look at all your listings that are Used. You may want to only look at your orders that are International. . The filter toolbar allows you to do this easily and quickly.

- **Color Toolbar** - If you wish to color code orders to allow you to differentiate between certain type of orders, you can do this with the Color Toolbar. While AMan color codes orders based on pre-defined states, you can color code orders to indicate things like Ship Tuesday, Process using DHL, Remind me to refund shipping for this order. The colors you assign to orders is determined by you. Color coding does not prevent the addition of Notes to orders.
- **Grid Scroll Button** - Setting this option will display a quick scroll button where you can quickly navigate through the grid. The button will appear in the upper right hand corner of the grid.
- **SQL Commands** - Checking this option will cause AMan to display the SQL used by AMan Pro and allows you to enter your own. This will allow you to display customized data grid.
- **Play Sounds** - Certain actions cause AMan Pro to play a sound to indicate that the action is complete. One example is when you are using the Move to Next after Weigh (see [Configuring a PC Scales](#)). If turned on, this will cause AMan Pro to beep after the scales have been read, thus notifying you that you can weigh the next order.
- **Hide when Pricing** - Setting this option will cause AMan Pro to hide the main screen when repricing.
- **Display User Tools** - If you are not using customized toolbars ([Customizing the User Toolbar](#)), turning this option on will hide the User Toolbar and free up more space for the grid.
- **Next Product Button** - If you list the same item (same offer or not) multiple times, turning this option on, will display a button on the List an Item dialog which causes AMan pro to navigate to the next ASIN rather than the next item in the grid.
- **Center MsgBox in screen** - If this option is on, all messages displayed by AMan Pro will be centered in the screen. If you are using multiple monitors, this may cause the messages to appear in between the monitors. Turning this option off will cause the message to be displayed where it was last displayed.
- **Allow Grid Edit** - This turns on the option where you can edit certain fields directly from the grid
- **Use Split Screen** - When displaying Pending Uploads, turning this option on will split the screen into a summary display on top and a detail display of the current item on the bottom.
- **Use Postal Displays**- If you are using Internet Postage with AMan Pro, this must be turned on. The order display will then show an extra line with the postage information for each item.
- **Display Orders in Flat Mode** - At times you may want to display orders where each item in an order is displayed on a single row. This is useful

when exporting data to some applications. Please note that many functions are disabled in this mode.

- **Auto Preview** Turning this on will add an extra row to each order displayed. The extra row will contain the full description of the Items being purchased by the customer.
- **Actions Toolbars Position** - For each section navigated to, AMan Pro displays all the tools available for that section as a row of icons. This option allows you to specify where that row appears or if you wish, to hide it.
- **Display Font Size** - This determines the font size of grid and other displays.
- **Optimize Find Function** - Turning this option on, will show orders found because of a Find/Search to display in a non-hierarchical format regardless of the hierarchical option. This significantly speeds up the Find process.

- **Hierarchical Grid**

- **Display Hierarchical Grid** - Turning on this option will cause AMan Pro to display multiple rows for each order. This will give you more information for the order fulfillment process. This is required if you are using Internet Postage.
- **Collapse grid** - If set, the default display format is collapsed. Each order may be expanded by clicking the + sign.
- **Expand grid** - If set, the default display format is all order rows displayed. Each row may be collapsed by clicking on the - sign
- **Expand 1st Row** - If set, the default display format with the first two rows displayed
- **Expand Postal Row** - If set, the default display format is the postal row being visible (only applies if Postal Displays is set)
- **Leave Same** - If set, the default display format is the same format as you left the previous display
- **Collapse previous rows when navigating** - This is useful if you are editing the postal row for each order. If set, AMan Pro will move to the next order, expand that order and collapse the previous order.
- **Only use for color coded grids** - If set , AMan Pro will only display color coded grids in a hierarchical format.

- **Browser Options**

AMan Pro displays web pages on a browser at times. These options allow you to specify if the web pages will be displayed in a browser with the AMan Pro application or if it will use a separate browser page. Please note that some displays are in the AMan browser and some displays are in a standalone page regardless of these settings.

- **Use AMan Browser** - If set all configurable displays will appear within AMan Pro

- **Use New Browser** - If set, all displays will appear in a separate IE window. If not set, AMan Pro will use your most recently opened IE window.
- **Show Amazon Messages** - AMan Pro displays Amazon Seller Messages at startup and if AMan Pro has been idle for a long period of time. This is useful as you will be automatically notified of any issues on the Amazon web site. Certain versions and configurations of IE may (rarely) cause issues with script errors. If you are having this issue, you should turn this option off.
- **Warn about the following actions**

There are so many tools available in AMan Pro. Some of these tools if inadvertently clicked, could cause an action that you did not want to occur. AMan Pro warns you about these types of actions by default. In this section you can turn these warnings on or off. You can also turn off the message when it appears.


 - **Actions that affect your customer** - This includes any actions that will cause a customer communication such as sending emails.
 - **Actions that affect your Amazon account** - This includes any action will cost you money such as issuing a refund.
 - **Actions that affect your Amazon inventory** - This includes any action that will change what you have listed on Amazon such as uploading.
 - **Marking a listing for closing** - This will warn you that marking an item for closing does not actually close the listing. You still have to upload the delete request.
 - **Changing Packed/Shipped status** - This will issue a warning when you are changing the status of an order.
 - **Copying Pending to Active** - This will display a message to inform you if there are items in Pending Uploads when you are performing a task that may clear Pending Uploads.
 - **Listing if Auto Pricing is running** - This will inform you that listing when the Auto Repricer is running may cause any items queued to Pending Uploads to be deleted.
- **Color Configuration**

Using this, you may set the colors for Menus and Actions toolbars, Options toolbar, User Toolbar, Sections Tabs and the Active Section. Click on the relevant button to set the color.


Scheduled Tasks



AMan Pro provides the ability to request and import Amazon order fulfillment reports on a schedule and to reprice and upload prices changes in your inventory. Additionally, AMan runs an internal task to obtain the listing ID for items uploaded to AMan using [Listing a Single Item](#) . These tasks may be configured in Configure->General Settings-

>Scheduled Tasks. When a task has been configured to run a  will appear in the configuration section for that task.

Scheduled Tasks

Scheduled Amazon Order Fulfillment Reports Options 

Import Order Fulfillment Every Hours

Between and

Import: Minutes after Request

Catchup Days: Reset dates for auto-import

Display message when processing

Request Reports

Use short timeout for requests

Scheduled Pricing Options

Auto Price every minutes

Skip AutoPricing if using List an Item

Skip AutoPricing if Pending Uploads is being displayed

ListingID Retrieval Task

Run ListingID Retrieval Task every Minutes

Process Listing when at least Minutes old

Search closed listings

Method To Use

Use ECS

Use Web Site

Use Both

Display Queued SKUs Table
Populate Queued SKUs Table

Process Queued SKUs Table
Clear Queued SKUs Table

Scheduled Amazon Order Fulfillment Reports Options

The options available are:

- **Import Order Fulfillment Every** checkbox - If checked, AMan will schedule importing (and optionally requesting) of order fulfillment. To turn off this function, uncheck this box
- **Every X Hours** - This is the interval that AMan will use for the process. It can be set at a minimum of 1 hour and a maximum of 24 hours in increments of 30 minutes.
- **Between X and Y** - This can be used to specify times during the day that the process will run. For example if you normally do order fulfillment tasks between 2 and 5 PM, you may want to set this to 1PM and 5PM respectively.
- **Import X Minutes after Request** - When a report is requested, Amazon takes some time to fulfill that request. This value is used to give AMan sufficient time to wait before trying to import orders.
- **Run in Desktop** - This option tells AMan where to run the process and cannot be changed.
- **Display Message when processing** - If checked (default) AMan will display a balloon notice from the systray when importing orders.
- **Request Reports** - If checked, AMan will send report requests to Amazon twice during the interval specified above. If you have configured your Amazon seller account to schedule order reports, you should leave this unchecked. However you should normally always check this option.
- **Reset dates for auto-import** - This is used to clear the dates of the last import done by AMan. This should only be used for diagnostic purposes.

Scheduled Pricing Options

The options for scheduled repricing are:

- **Auto Price every X minutes** - This option allows you to specify the time frame that AMan Pro uses for its automatic pricing feature. The default (and minimum) value is 60 minutes. If you want AMan Pro to reprice once a day for you, you should set this value to 1440 (number of minutes in a 24 hour period).
- **Skip Auto Pricing if using List an Item** - If checked, AMan Pro will suspend auto-repricing when the List an Item dialog is displayed. This is to prevent the auto-repricing process from deleting items in Pending Uploads if you are currently listing or modify inventory.
- **Skip Auto Pricing if Pending Uploads is being displayed** - If checked, AMan Pro will suspend auto-repricing when Pending Uploads is being displayed. This is to prevent the auto-repricing process from deleting items in Pending Uploads if you are currently listing or modifying inventory.

ListingID Retrieval Task

This section allows entry of the parameters for the Listing ID retrieval task. This is required for AMan to obtain the Listing ID for newly listed items when using [Listing a Single Item](#) and the values should not be changed unless directed to by AMan support.

MWS Pricing Rules



The Pricing Rules Wizard will guide you through configuring AMan pricing rules. You may click Finish at any time to save any settings you have changed. The first series of dialogues will go through the most common pricing rules which should be sufficient for most users.

The MWS Pricing Rules Wizard is displayed by doing the following:

- Click on Configure
- Click on MWS Settings
- Click on MWS Pricing Rules
- Click on Start Pricing Rules Wizard

The following dialog will appear:

Condition and Sub-Condition Filters

<p>Price against offers having:</p> <ul style="list-style-type: none"> <input checked="" type="radio"/> Same or better Sub-Condition <input type="radio"/> Same Sub-Condition <input type="radio"/> Same Condition <input type="radio"/> Any Condition 	<p>Condition Exceptions:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Always price below Lowest New offer if not New <input checked="" type="checkbox"/> If Collectible, only price against Collectible offers <input checked="" type="checkbox"/> Exclude Acceptable offers (if not Acceptable) <input type="checkbox"/> Exclude offers that ship from other countries
---	--

*Note: Condition means New, Used, Collectible and Refurbished
Sub-Condition means Like New, Very Good, Good and Acceptable*

Condition and Sub-Condition Filters

Price against offers having:

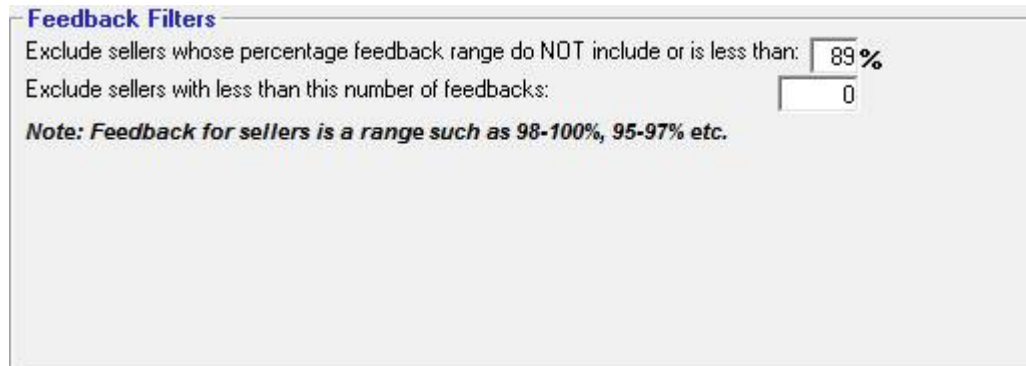
When listing on Amazon, the condition of the item is specified as two parts - Condition and Sub-Condition. As an example, an item listed as Used - Very Good would be considered to have a Condition of Used and a Sub-Condition of Very Good. AMan allows you to decide if you wish to price within the same Condition and/or Sub-Condition.

- **Same or better Sub-Condition** - This option will price against other seller offers that have the same Condition or better. For instance, if your item is listed as Used - Good, then AMan would price against offers that are listed as Used - Good, Used - Very Good and Used - Like New. Used - Acceptable items would not be factored in. (*Default = Selected*)

- **Same Sub-Condition** - If specified, AMan will only price against offers with the same Sub-Condition (e.g. Used - Very Good offers will not be considered when pricing an item that you have listed as Used - Good). (*Default = Not Selected*)
- **Same Condition**- If specified, AMan will only consider offers with the same Condition (e.g. New, Used etc.). (*Default = Not Selected*)
- **Any Condition** - If specified, AMan will consider all offers regardless of the Condition. That means that you may be pricing against New and Used offers. (*Default = Not Selected*)

Condition Exceptions

- **Always price below Lowest New offer if not New** - If selected, AMan will price your Used and Refurbished items lower than the lowest New offer. (*Default = Selected*)
- **If Collectible, only price against Collectible offers** - If selected, only Collectible offers will be considered when pricing your Collectible items. (*Default = Selected*)
- **Exclude Acceptable offers (if not Acceptable)** - This option will cause AMan to not consider Acceptable offers if your item is not Acceptable. (*Default = Selected*)
- **Exclude offers that ship from another country** - This option will cause AMan to ignore offers that ship from a foreign country. (*Default = Not Selected*)



Feedback Filters

Exclude sellers whose percentage feedback range do NOT include or is less than:

Exclude sellers with less than this number of feedbacks:

Note: Feedback for sellers is a range such as 98-100%, 95-97% etc.

Feedback Filters

Feedback will be returned in ranges rather than absolute values. The ranges will be available in the List an Item screen when listing or repricing inventory. Currently Amazon uses the following ranges: 98-100%, 95-97%, 90-94%, 80-89%, 70-79%, Less than 70%, Just launched.

- **Exclude sellers whose percentage feedback range do NOT include or is less than** - (*Default = 89%*)
- **Exclude sellers with less than this number of feedbacks** - Setting a non-zero value will cause AMan to exclude pricing against sellers whose number of feedbacks is less than that number. This is usually used to exclude pricing against new sellers who may under-price. (*Default = 0*)

Calculate My Price

Amount to adjust lowest offer found after applying above filters. Use:

- Negative value to price below lowest found
- Zero to match lowest found
- Positive value to price above

%
 Use \$ Amount
 Use Percentage

If no competing offers remain after filtering, set My Price to item MaxPrice

Calculate My Price

Once AMan has filtered out offers you do not wish to price against, your price will be calculated against the lowest remaining price and then adjusted by the amount or percentage specified.

- **Amount to adjust lowest price found after applying rules** - If this is negative, then AMan will subtract this value from the lowest of the remaining prices to obtain your price, if positive will add this value to the lowest remaining price to obtain your price. If zero, AMan will match the lowest remaining price to obtain your price. (*Default = 0.00*)
- If Use \$ Amount is selected, AMan will treat the value as an absolute monetary value. (*Default = Selected*)
- If Use Percentage is selected, AMan will adjust your calculated price by this percentage. (*Default = (Not Selected)*)
- **If no competing offers remain after filtering, set My Price to item MaxPrice** - If checked, and a MaxPrice is assigned to an item, and all competing offers obtained are filtered out based on your configured rules, AMan will set your price at the MaxPrice. (*Default = Selected*)

Minimum Price to use after My Price is calculated

Never price items below: unless a minimum (floor) has been assigned to the item

Minimum Price to use after My Price is calculated

Never price below - This value is a "Global Minimum Price". If no MinPrice is assigned to an item, and no Cost is assigned to an item or a Cost Formula is not configured, AMan will use the price configured here as the minimum price.

- If zero, AMan will never price below 0.01. (*Default = 0.00*)

AMan Pro from SpaceWare

- For items that have a MinPrice and/or a Cost assigned to an item + a Cost Formula configured, AMan will use the item specific minimum as the minimum price and ignore the global minimum configured here.

If you have completed configuring the rules you wish to use, you may click on Finish to complete the process. The next series of dialogs will display pricing rules for minimums based on the Lowest New offer, item specific Costs and the Buy Box.

Lowest New Pricing

Price at least	<input type="text" value="\$0.00"/>	below lowest New offer (ignored if zero)
Price at least	<input type="text" value="0.0%"/>	below lowest New offer (ignored if zero)

Note: Only applies to items that do not have a condition of New

Lowest New Pricing

Using this option, AMan can be configured to always set the prices an amount or percentage below the lowest New price. This will only apply to Used or Refurbished items. It will not factor in when pricing Collectible items. New items will be priced against New items by default.

- **Price at least X below low New-** This will cause AMan to always ensure that the price of each Used or Refurbished item will be X below the current lowest New price. This will allow you to be competitive with New prices when pricing Used or Refurbished items. (*Default = 0.00*)
- **Price at least Y% below low New-** This option always ensures that the price of your Used or Refurbished items are at least Y% below that of the lowest New price. (*Default = 0.0%*)

Cost Formula

For items with an associated Cost value, use the following formula to set a minimum price:

(Cost x) +

Note: Cost formula is ignored if multiplier value is zero

Cost Formula

This section allows you to set a minimum price for all your items based on the cost of your item. AMan allows entry of the cost of each item when listing (or afterwards in bulk) - see [Listing a Single Item](#) or [Changing Pricing Parameters in Bulk](#) .

Here you can specify the formula for the minimum price based on the cost of an item.

The formula is simply: $\text{Min Price} = (\text{Cost} * X) + Y$

- Typically, X is the amount of profit you wish to make and the Y is the amount to factor in to cover the cost of shipping handling.
- For instance, if the cost of an item was 5.00, X was set at 1.5 and Y was set at 2.00, then AMan would never price that item at less than 9.50 (7.50 + 2.50) which would allow a 50% profit and 2.00 for handling charges. (*Default = 1 + 0.00*)
- **Note:** The Cost Formula is ignored if the multiplier value is 0.0 or there is no Cost associated with an item.

New Buy Box Pricing

Note: For media items, the New Buy Box is usually the Amazon price

Price at least below New Buy Box price (ignored if zero)

Price at least % below New Buy Box price (ignored if zero)

Do not change my price if the New Buy Box is already owned by me

New Buy Box Pricing

These options allow you to price a percentage and/or amount lower than the New Buy Box price. Additionally you may choose not to reprice your item if you own the New Buy Box.

Note: If a New Buy Box price is obtained for media items, this will usually be the Amazon price.

- **Price at least X below New Buy Box price (ignored if zero)** - Here you can specify an amount you want to always price your items below the New Buy Box price. (*Default = 0.00*)

- **Price at least Y below New Buy Box price (ignored if zero)** - This option allows you to enter a percentage to always price your items below the New Buy Box price. (*Default = 0.0%*)
- **Do not change my price if the New Buy Box is already owned by me** - If you own the New Buy Box and this option is selected, AMan will not reprice your item. (*Default = Not Selected*)

Price Watch


Never Reduce prices by more than: or

Never Raise prices by more than: or

Action to take when above limits reached: Leave price unchanged
 Change price by lower of % or amount

Apply Price Watch when my existing price is at least:

Price Watch

Price Watch is a function within AMan pricing used to prevent large deviations in price. These deviations may be caused by inexperienced sellers or malicious sellers reducing prices which cause your price to drop artificially, or from increasing beyond what you feel is a reasonable price. Price Watch allows you to specify what action to take if a price changes by more than an amount or a percentage value. It also allows you to specify which items to apply Price Watch to. Note that when prices are limited by Price Watch, Pending Uploads (the column **PW** will be checked and colored) and List an Item will display .

Note: Price Watch is turned on **only** if both the checkbox is checked AND a non-zero value has been entered for the amount and/or the percentage.

- **Never Reduce prices by more than:** - Here you may specify the amount or percentage that will trigger Price watch. For instance if you specify 70% as a percentage amount, then if a price decreases by that amount or more, the Price Watch action will be taken. (*Defaults = Selected and 70.0%*)
- **Never Raise Prices by more than:** - Here you may specify the amount or percentage that will trigger Price watch when your price increases. For instance if you specify 50% as a percentage amount, then if a price increases by that amount, the Price Watch action will be taken. (*Defaults = Not Selected and 0.0%*)

Action to take when above limits reached:

- **Leave price unchanged** - If specified, then AMan will leave the price at its current value. (*Default = Selected*)
- **Change price by lower of % or amount** - If selected, and Price Watch kicks in, AMan will adjust the price but only to the lower of the amount or percentage.

This provides a graduated price change mechanism while still protecting you from large deviations. (*Default = Not Selected*)

- **Apply Price Watch when my existing price is at least** - This allows you to exclude items with a value less than specified from Price Watch. For instance, you may not be interested in price deviations for an item you have listed at 0.50. (*Default = 1.00*)

If you have completed configuring the rules you wish to use, you may click on Finish to complete the process. The next series of dialogs will display more advanced Pricing Rules which will allow you to be more selective on the items in your inventory that are priced, the offers that are used and allow you to control how much AMan will lower/raise pricing in a pricing session.

Shipping Time Options

Exclude offers whose shipping time do NOT include or is greater than Days

Note: Shipping Time for offers is a range such as 0-2 days, 3-7 days etc.

Shipping Time Options

For non-media items, Amazon allows sellers to specify a shipping time greater than 2 days. If you sell non-media items, you may not wish to price against sellers whose shipping times are greater than 2 days.

- **Exclude offers whose shipping do NOT include or is greater than X Days** - If checked, and a number of days is entered, AMan will not price against other seller offers whose shipping time does not include or is greater than the number of days specified. (*Default = Not Selected*)

Condition of items to price

<input type="checkbox"/> Do NOT price my New items	<input checked="" type="checkbox"/> Do NOT price my Collectible items
<input type="checkbox"/> Do NOT price my Used items	<input type="checkbox"/> Do NOT price my Refurbished items

Condition of items to price

These options allow you to specify which Condition(s) you do not want AMan to price.

- **Do NOT price my New items** - If checked, AMan will not price any items in New Condition.
- **Do NOT price my Used items** - If checked, AMan will not price any items in Used Condition.
- **Do NOT price my Collectible items** - If checked, AMan will not price any items in Collectible Condition.
- **Do NOT price my Refurbished Items** - If checked, AMan will not price any items in Refurbished Condition.

Offers to Exclude

<input checked="" type="checkbox"/> Exclude offers priced below my minimum price (specific, global or cost based)
<input type="checkbox"/> Exclude offers priced below the New Buy Box offer

Offers to Exclude

AMan can exclude other sellers offers that are below your minimums before calculating your prices. It is possible to have up to 3 different minimum prices for any item. These are:

- The "Global Minimum Price" configured above
- An item specific Minimum Price
- A cost based minimum, if a Cost is entered for an item and a Cost Formula is configured above
- **Exclude offers priced below my minimum price (specific, global or cost based)**
- This option will cause AMan to filter out any seller offers that are less than the highest minimum price entered or calculated for the item. Turning this option on will cause AMan to price against the next highest *available* offer price above your minimum when pricing causes your minimum to be used. Note that as Amazon

does not provide a contiguous set of offer prices, the next **available** (as opposed to the next **actual**) offer price may be significantly higher than your minimum and cause AMan to price your items quite high. (*Default = Not Selected*)

- **Exclude offers priced below the New Buy Box offer** - Setting this option will cause AMan to filter out any seller offers that are less than the New Buy Box offer (if one exists). If you are interested in pricing against the buy box but do not want to price below it and cause a downward spiral of prices you should select this option. (*Default = Not Selected*)

Merchant (Self/MFN) Fulfilled Items Filter

Price my Merchant Fulfilled items against: Merchant Fulfilled (MFN)
 Fulfilled by Amazon (FBA)

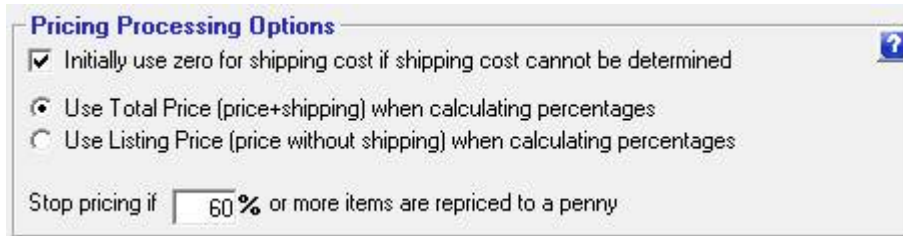
Merchant (Self/MFN) Fulfilled Items Filter

Here you can specify which type(s) of offers you wish to price your Merchant Fulfilled items against.

Price my Merchant Fulfilled items against:

- **Merchant Fulfilled (MFN)** - If checked, AMan will price your Merchant Fulfilled items against other Merchant Fulfilled offers. (*Default = Selected*)
- **Fulfilled by Amazon (FBA)** - If checked, AMan will price your Merchant Fulfilled items against FBA offers. (*Default = Not Selected*)

You have now finished configuring AMan Pricing Rules. You may review the values by using the Previous button. If you are satisfied with the rules, you should close the wizard by clicking on Finish. If you have changed any rules, you should run a Price Active to verify the effects of the changes.



Pricing Processing Options

When listing new inventory, AMan will not know, and may not be able to determine your shipping cost.

- **Initially use zero for shipping cost if shipping cost cannot be determined** - Checking this option will cause AMan to assume your item has a \$0.00 shipping cost. Therefore, the price calculated when listing new inventory may be too high. However, once listed, AMan will know your shipping cost and will adjust your price accordingly when repricing. Leaving this option unchecked is not recommended as AMan may be unable to price the new listing. (*Default = Selected*)

If you configure AMan to increase or decrease prices calculated by a percentage, there are two ways to calculate the percentage - a percentage of the price without shipping, or a percentage of the total (price + shipping). The options below allow you to choose which method AMan will use when calculating percentage increases and decreases.

- **Use Total Price (price + shipping) when calculating percentages** - If selected, AMan will use the Total Price when calculating a percentage increase or decrease. (*Default = Selected*)
- **Use Listing Price (price without shipping) when calculating percentages** - If selected, AMan will use only the Price (excluding shipping) when calculating a percentage increase or decrease. (*Default = Not Selected*)

AMan has a safety mechanism that will trigger warning messages and prompt you to review the prices calculated if the configured percentage of your items that previously were not priced at a penny are repriced to a penny. This mechanism works the same whether repricing manually or automatically. If automatic repricing is halted due to the trigger, those prices will not be uploaded to Amazon and automatic repricing will be turned off.

- **Stop pricing if X% or more items are repriced to a penny** - Enter a percentage you feel comfortable with. (*Default = 60%*)

Configuring Listing Options



The Listing Options page allows you to configure the data collection and listing parameters for AMan Pro when obtaining information for items in your inventory.

Listing Options

Data Collection Options

Get Item Information Get at least other offers

Listing Dialog Options

<input type="checkbox"/> Queue after entering	<input type="checkbox"/> List after entering	<input type="checkbox"/> Hide Penny Sellers
<input checked="" type="checkbox"/> Message if item not found	<input checked="" type="checkbox"/> Display Item Image	
<input checked="" type="checkbox"/> If already queued, offer edit	<input checked="" type="checkbox"/> If already listed, offer edit	

Amazon Catalog Information (only available for some items such as books)

Get Weight/Dimensions when first listing items

Get Weight/Dimensions for existing items (not recommended as it slows repricing)

The options available are:

- **Get Item information** - If set, this will cause AMan Pro to obtain competitive pricing information during the repricing process. This should normally be set on unless you wish to reprice all your inventory manually.
- **Get at least X other offers** - This value determines the number of competing sellers to obtain for each item when repricing. The default is 6 which will actually obtain the 9 lowest competing seller offers. If you set this value to 10 or more, it will significantly slow down the repricing process as AMan Pro will have to obtain a lot more data from the Amazon web site.
- **Queue after entering** - If set, AMan Pro will automatically queue an item when entered in the List an Item screen (see [Listing a Single Item](#)) and clear the screen awaiting the next item. This is useful if you are scanning in a large amount of items and want to do it as quickly as possible as when you scan, AMan Pro will save the item information and move on to the next. if you use this option, you will then have to upload the items in pending Uploads later.
- **List after entering** - If set, this option will cause AMan Pro to automatically list an item after being scanned or entered in the List an Item screen (see [Listing a Single Item](#)). AMan Pro will list the item with a price calculated using your pricing rules.

- **Hide Penny Sellers** - If set, AMan Pro will not display competing items that are being offered at one penny. This can be useful to get rid of the clutter in the List an Item screen when there are many penny sellers.
- **Message if item not found** - If set AMan Pro will display a message if you enter an item in the List an Item screen and it was not found in the Amazon catalog. This should normally be set on.
- **Display Item Image** - If set, AMan Pro will display the image of the item being listed/modified in the List an Item screen. It is recommended that this be left on. However, it does cause a slight delay on the List an Item screen as AMan Pro has to obtain the image..
- **If already queued, offer edit** - If set (default), AMan Pro will prompt you if you enter an item that is already in Pending Uploads when using the List an Item screen. Once prompted you can elect to edit the item's quantity which will prevent you having multiple listings for items that are identical.
- **If already listed, offer edit** - If set (default), AMan Pro will prompt you if you enter an item that is already in actively listed on Amazon when using the List an Item screen. Once prompted you can elect to edit the item's quantity which will prevent you having multiple listings for items that are identical.
- **Get Weight/Dimensions when first listing items** - For some items (esp. books) the Amazon catalog provides the weight and dimensions of items. AMan Pro is able to obtain this information which can then be used to automatically calculate the weight of orders for you. Setting this option will obtain this information when you first list the item. If you are using the Internet postage functionality of AMan Pro (see [Creating Internet Postage with AMan and DAZzle](#)), this can be quite a time saving option.
- **Get Weight/Dimensions for exiting items** - For some items (esp. books) the Amazon catalog provides the weight and dimensions of items. AMan Pro is able to obtain this information which can then be used to automatically calculate the weight of orders for you. Setting this option will obtain this information every time you reprice an item. It is highly recommended that you not set this option as it slows down the repricing option..

Configuring Amazon Upload Options



AMan Pro provides some configuration options for the Amazon upload. However, you do not normally have to change these options as the defaults are sufficient for most uses.

A screenshot of the "Upload Options" configuration panel. The panel has a title bar "Upload Options" and a sub-section titled "Upload Options" in green. Below this, there are two checkboxes: "Ignore items with zero price difference" and "Backup Active Listings after Upload". Both checkboxes are currently unchecked.

Upload Options

Upload Options

- Ignore items with zero price difference
- Backup Active Listings after Upload

The options are:

- **Ignore items with zero price difference** - If set (default is off), AMan Pro will only upload items that changed in price. This reduces the size and time to upload. However, the Upload Price Changes Only does essentially the same thing and is the recommended method.
- **Backup Active Listings after Upload** - If set (default is on), AMan Pro will make a backup copy of all the AMan specific values in your inventory. This will backup values such as min/max price, cost etc. It is recommended that this option be left on.

Advanced Options



The Advanced Options in the Amazon Settings provides extra controls over the listing, pricing and upload processes. For the majority of the options, the default should be satisfactory. However, you may want to change some options to fine tune your process.

Advanced Amazon Options

<p>Quantity Changed Action</p> <p><input type="radio"/> Warn</p> <p><input type="radio"/> Skip</p> <p><input checked="" type="radio"/> Use Current Value</p> <p><input type="radio"/> Ignore</p>	<p>Data Collection Options</p> <p><input checked="" type="checkbox"/> Get specified offering prices only</p>														
<p>List an Item Refresh</p> <p><input type="checkbox"/> Clear Shipping Information</p> <p><input checked="" type="checkbox"/> Reset Quantity to 1 for new items</p> <p><input type="checkbox"/> Load Defaults After Listing</p> <p><input checked="" type="checkbox"/> Clear Screen after processing</p> <p><input checked="" type="checkbox"/> Obtain other seller quantity and date</p>	<p>Bulk Listing Options</p> <p><input checked="" type="checkbox"/> Skip Incomplete Entries</p> <p><input type="checkbox"/> Display Pricing/Listing Errors</p> <p><input type="checkbox"/> Skip items with negative profit</p> <p><input type="checkbox"/> Request Quantity</p>														
<p>Inventory Analysis</p> <p>Highlight listings when quantity less than: <input style="width: 50px;" type="text" value="0"/></p>	<p>Amazon Logon</p> <p><input checked="" type="checkbox"/> Cache Logon</p> <p><input checked="" type="checkbox"/> Defer Logon</p>														
<p>Miscellaneous</p> <table style="width: 100%;"> <tr> <td><input checked="" type="checkbox"/> Allow Invalid ASINs</td> <td><input checked="" type="checkbox"/> Store Listing XML</td> </tr> <tr> <td><input checked="" type="checkbox"/> Delete Pending after Listing</td> <td><input checked="" type="checkbox"/> Display zShopID not found</td> </tr> <tr> <td><input checked="" type="checkbox"/> Relist uses original SKU</td> <td><input checked="" type="checkbox"/> Sort Cloned Row</td> </tr> <tr> <td><input checked="" type="checkbox"/> Add X to 9 digit ISBN</td> <td><input type="checkbox"/> Display all Pricing Tabs</td> </tr> <tr> <td><input checked="" type="checkbox"/> Convert ISBN to EAN</td> <td><input type="checkbox"/> Use AMan Price for Price Difference</td> </tr> <tr> <td><input checked="" type="checkbox"/> Convert UPC to EAN</td> <td><input type="checkbox"/> Amazon logon also logs onto Vendornet</td> </tr> <tr> <td><input type="checkbox"/> Use HTML ASIN Search</td> <td><input type="checkbox"/> Prune listings prior to Purge/Replace Upload</td> </tr> </table>		<input checked="" type="checkbox"/> Allow Invalid ASINs	<input checked="" type="checkbox"/> Store Listing XML	<input checked="" type="checkbox"/> Delete Pending after Listing	<input checked="" type="checkbox"/> Display zShopID not found	<input checked="" type="checkbox"/> Relist uses original SKU	<input checked="" type="checkbox"/> Sort Cloned Row	<input checked="" type="checkbox"/> Add X to 9 digit ISBN	<input type="checkbox"/> Display all Pricing Tabs	<input checked="" type="checkbox"/> Convert ISBN to EAN	<input type="checkbox"/> Use AMan Price for Price Difference	<input checked="" type="checkbox"/> Convert UPC to EAN	<input type="checkbox"/> Amazon logon also logs onto Vendornet	<input type="checkbox"/> Use HTML ASIN Search	<input type="checkbox"/> Prune listings prior to Purge/Replace Upload
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<input type="checkbox"/> Use HTML ASIN Search	<input type="checkbox"/> Prune listings prior to Purge/Replace Upload														

- **Quantity Changed Action**
 This tells AMan Pro what to do when uploading items to Amazon and the quantities of some items have changed from what is in Pending Uploads. This happens because of orders arriving during the pricing process. This option is not relevant if you upload price changes only.
 - **Warn** - This will cause AMan Pro to display a message and ask you what you want to do
 - **Skip** - This causes AMan Pro to skips any items that have changed so that you can manually adjust later

- **Use Current Value** - This is the default and tells AMan Pro to use what is in the database currently
- **Ignore** - This tells AMan to use what is in Pending Uploads
- **Data Collection Options**
 - **Get specified offering prices only** - If set (default), AMan Pro will only download information about competing sellers that are offering the item in the same condition (i.e. New, Used, Collectible, Refurbished) as you are. The default is on which is the most efficient setting. However, turning this off, gives you more control over the pricing process but will slow it down considerably. If you just want to include the lowest price in the other offer categories, then the most efficient method is to use Advanced Metrics in Advanced Pricing Options
- **List an Item Refresh**

This determines some of the values on the List an Item dialog when it is being prepared for the next item to list

 - **Clear Shipping Information** - This will automatically uncheck the Expedited and International shipping options - New listings only.
 - **Reset Quantity to 1 for new items** - This will cause the quantity field to always be reset to 1. If unchecked, the quantity will be left with the same value as used when listing the previous item - New listings only.
 - **Load defaults after listing** - This will reset all values to your defaults before presenting the dialog for listing a new item - New listings only.
 - **Clear screen after processing** - This clear all values from the List an Item dialog - New listings only.
 - **Obtain other seller quantity and date** - When obtaining pricing information for competing sellers, this will cause AMan Pro to obtain the quantities and listing dates for you competitors. This will slow down the data collection but can provide very valuable information.
- **Bulk Listing Options**
 - **Skip incomplete entries** - This causes AMan to ignore items that have not being priced
 - **Display Pricing/Listing errors** - This will display errors as they occur. These errors are normally due to items not being in the Amazon catalog. It is not recommended that you turn this on as it will slow the process.
 - **Skip items with negative profit** - If turned on, this will prevent AMan Pro from listing items that are priced less than your cost.
 - **Request Quantity** - If set, AMan Pro will prompt for the quantity on every item being listed.
- **Inventory Analysis**
 - **Highlight listings when quantity less than X** - If X is non-zero, AMan Pro will color any listings that have a quantity less than X. This will alert you the fact that you may want to order these items from your supplier.

- **Amazon Logon**
 - **Cache Logon** - If set (default), AMan Pro will only logon to Amazon when the prior logon have expired. This speeds up processing. However, you may want to turn this off if you logon to the Amazon web site with more than one user account.
 - **Defer Logon** - If set, this will stop AMan pro logging on at startup. AMan Pro then logon when required.
- **Miscellaneous**
 - **Allow Invalid ASINs** - If set (not recommended) AMan Pro will not validate ASINs/ISBNs as they are entered
 - **Delete Pending after Listing** - If set (default), AMan Pro will delete items from Pending Uploads once the items have been listed or uploads
 - **Relist uses original SKU** - If you relist an item, with AMan Pro, the SKU field is normally left blank. Setting this option will reuse the SKU from the original listing.
 - **Add X to 9 digit ISBN** - When listing, if an item has a 9 digit ISBN, AMan will add the X to it
 - **Convert ISBN to EAN** - AMan Pro stores the ISBNs of each item in a field called AManUPC. If this option is set, AMan will convert the ISBN to an EAN code (978XXXXXX)
 - **Convert UPC to EAN** - Amazon returns UPC codes as UPCs (12 digit barcodes). If this option is set, AMan Pro will convert the UPC to a 13-digit EAN. This is useful if you are exporting your items to another site.
 - **Use HTML ASIN Search** - To convert a barcode to an ASIN, AMan Pro by default uses a HTML search. If unchecked (not recommended), AMan Pro will use AWS. This is much slower.
 - **Store Listing XML** - If you have a large inventory (> 40,000), turning this option off will free up database space cause displays to be quicker. However, it will require AMan Pro to obtain information about you items every time.
 - **Display zShopid not found** - For certain function, AMan Pro requires the zShopid (also called an exchange id). Turning this option on will display a message whenever AMan Pro cannot locate this value. This should only be turned on if requested to do so by support.
 - **Sort Cloned Row** - When you clone an existing listing with AMan Pro, by default it is placed as the last row in the grid. Setting this option will place the cloned row in the sorted position in the grid.
 - **Display all Pricing Tabs** - When running in split screen mode, if this option is on, AMan Pro will display further information the bottom pane.
 - **Use AMan Price for Price Difference** - If you are not automatically updating prices, setting this option will cause AMan Pro to calculate the price difference based on the AManPrice column rather than the Price column.
 - **Amazon logon also logs onto Vendornet** - For certain function, AMan Pro is required to logon to a section on the Amazon web site called Vendornet. By default, AMan Pro always logs onto this are. Turning this

option off, will cause AMan Pro to only logon if necessary. However, due to changes on the Amazon site, this may cause some functionality to fail occasionally.

- **Prune listing prior to Purge/Replace Upload** - If set, AMan Pro will perform a prune of your listing before a Purge/Replace Upload. This will keep your database tidy if you are performing Purge/Replace uploads regularly.

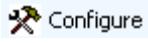
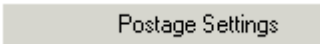
[Configuring Endicia DAZzle within AMan](#)



AMan Pro allows printing of internet postage directly without having to start up DAZzle. (If you do not have a DAZzle account, you may get a free trial at Endicia.com. - Please note you should subscribe for the Premier service to use with AMan Pro) If items have been weighed at listing time, AMan Pro will have already entered the weight of the order for you and selected your default postage class for that weight. AMan Pro will retrieve cost of the postage, tracking numbers if applicable and the customs form id after printing the postage. AMan Pro

The steps to configure the use of DAZzle with AMan Pro follow. Please note that most of the defaults for DAZzle are appropriate and should be used.

Configuring Default Postage Classes

- Click on  Configure
- Click on  Postage Settings
- The following screen will appear:

Postage Defaults

* Click here to display abbreviations and their meanings *

Domestic Shipment Defaults:

Standard Expedited

Domestic Standard Shipping Defaults

WT (Ozs) up to:	Use:	DC	Stealth	RM
▶ 5	First Class - Parcel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Priority - Flat Rate Envelope	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
99999	Priority - Flat Rate Box	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

International Shipment Defaults:

Standard

International Standard Shipping Defaults



WT (Ozs) up to:	Use:	DC	Stealth	RM
▶ 5	Intl First Class - Parcel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Intl Priority - Flat Rate Envelope	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
99999	Intl Priority - Flat Rate Box	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

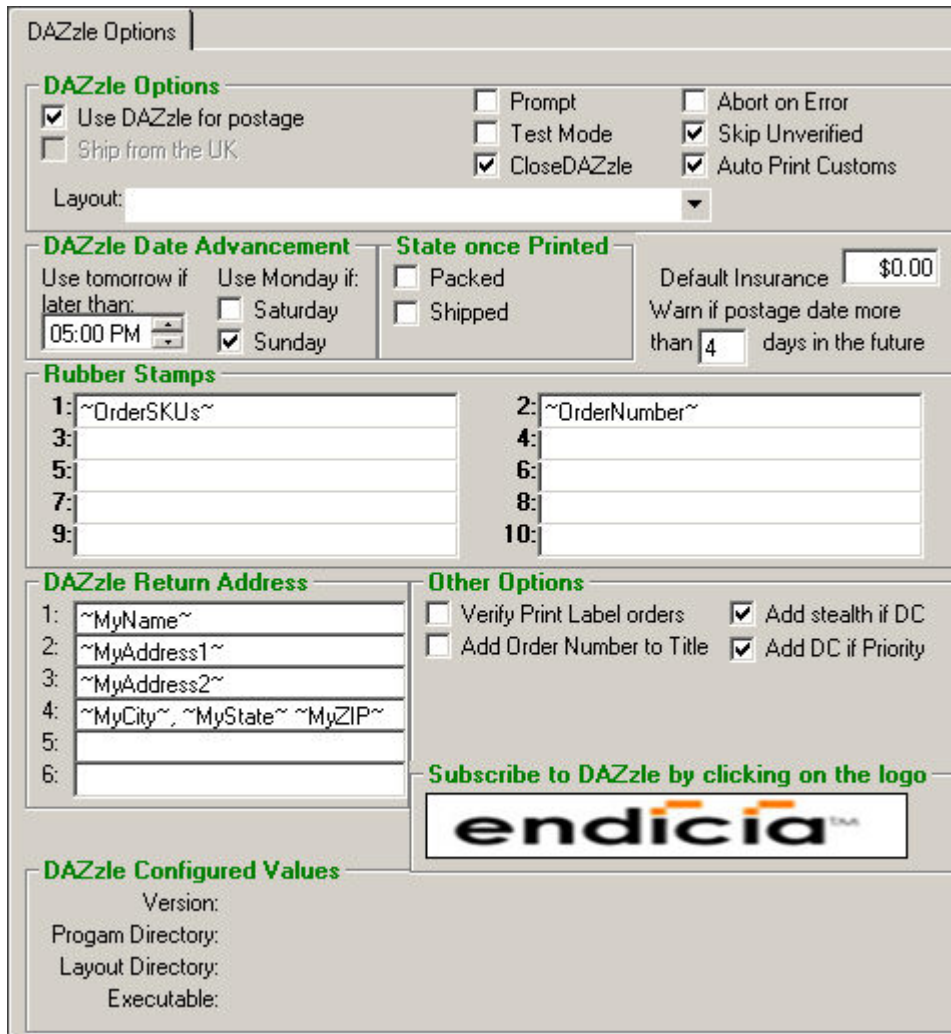
- Here you enter the default postage classes for various ranges of weight. Each shipping method (Standard, Expedited, International and zShops) that may be requested by your customer can be individually configured.
Please Note: All weights within AMan are specified in ounces and not pounds.
- There are 3 ranges allowed. Using the standard example above, the 3 ranges and their default postage classes are:

0-5 ounces	First Class
6-16 ounces	Priority Mail Flat Rate with Delivery Confirmation and Stealth
17 ounces or more (99999 indicates any weight)	Priority Mail Flat Rate Box with Delivery Confirmation

-

Configuring DAZzle Options

- Click on  Configure
- Click on 
- Click on DAZzle Options
The following screen will appear:



DAZzle Options

Use DAZzle for postage
 Ship from the UK

Prompt
 Abort on Error
 Test Mode
 Skip Unverified
 CloseDAZzle
 Auto Print Customs

Layout:

DAZzle Date Advancement
 Use tomorrow if later than: 05:00 PM
 Use Monday if: Saturday Sunday

State once Printed
 Packed
 Shipped
 Default Insurance: \$0.00
 Warn if postage date more than 4 days in the future

Rubber Stamps

1: ~OrderSKUs~
 2: ~OrderNumber~
 3:
 4:
 5:
 6:
 7:
 8:
 9:
 10:


DAZzle Return Address

1: ~MyName~
 2: ~MyAddress1~
 3: ~MyAddress2~
 4: ~MyCity~, ~MyState~ ~MyZIP~
 5:
 6:

Other Options

Verify Print Label orders
 Add stealth if DC
 Add Order Number to Title
 Add DC if Priority

Subscribe to DAZzle by clicking on the logo



DAZzle Configured Values

Version:
 Program Directory:
 Layout Directory:
 Executable:

- **Check the Use DAZzle for Postage checkbox.** This is mandatory as otherwise AMan Pro will not use DAZzle.
- You may select a DAZzle layout or if left blank, AMan Pro will use your default
- The following options how DAZzle is executed by AMan Pro. All of these are defaults and may be changed at the time of printing. It is recommended that the defaults with AMan Pro be left as is.

Prompt - This will cause DAZzle to prompt you for further details when

printing postage - this is not recommended as it slows the process down.

Test Mode - This causes AMan Pro to print a test indicia and is useful to verify that DAZzle is working correctly.

Close DAZzle - This will cause AMan Pro to automatically close DAZzle once all postage has been printed. If not set, you will have to manually shutdown DAZzle before AMan Pro will continue.

Abort on Error - This will cause DAZzle to cease printing postage if an error occurs. Otherwise, DAZzle will just skip the item in error.

Skip Unverified - DAZzle requires that all addresses be verified before being printed. If this is checked, DAZzle will simply skip unverified addresses.


Auto Print Customs - If checked, will cause AMan Pro to automatically print customs forms for International and APO/FPO postage.

- The **DAZZle Date Advancement** options allow you tell AMan Pro how to deal with postmark dates, DAZzle and the USPS requires that any packages must be mailed the same day as the postmark states. Since postage is often printed a day or more before mailing, AMan Pro allows you specify how to treat postage printed after a certain time and on certain days:

Use tomorrow if later than - This specifies a time after which AMan Pro will increment the date by one.

Use Monday If - This tells AMan Pro to advance the date to Monday if postage is printed on Saturday and/or Sunday.

- You may specify the state that the order is considered to be in after DAZzle postage has been printed (see AMan Pro Order States). The options available are:

Packed - The order will be considered to be Packed and can be displayed using  Display 2BShipped-

Shipped - The order is considered to be complete at this point.

- DAZzle Rubber Stamps allow you to print information on the postage being printed. When configuring a layout in DAZzle they are set up and placed on the layout. AMan Pro allows you to specify what information is placed in those areas. AMan Tags may be used. By default, AMan Pro inserts the order SKUs in Rubber Stamp 1 and the order number in Rubber Stamp 2. And the defaults are specified using AMan Tags .
- The **DAZZle Return Address** specifies what you wish to be printed as you return address. AMan Tags may be specified so that if you change the address for packing slips etc, it will be automatically changed for postage. The default is specified using AMan Tags and is the value you specified at initial configuration time.
- The remaining set of options specify defaults for various postage class options:

Add DC if Priority - Since delivery confirmation is free when sending mail

via Priority, setting this option will automatically request it.

Add Stealth if DC - Checking this option will request stealth postage (postage is not displayed on the label).

Add Order Number to Title - Checking this will cause AMan Pro to send the order number to DAZzle as the title of the recipient of the item. This will allow you to search the postage log using order number. However, the order number will be printed on the address label between the name and address and is not recommended.

Verify Print Label Orders - Before printing postage, AMan Pro validates the orders for such things as weights. Setting this option will cause AMan Pro to also validate orders for which a non-postage label is to be printed.

Specifying Customs Forms Options

- AMan Pro allows you to specify what is used for the item description on customs forms. By default, AMan Pro using the item title. This may not be appropriate if you are sensitive items by mail. In that case you can configure AMan Pro to use the type of item (such as Book, DVD, CD etc.). The second option will only be available if you list/price through AMan Pro or get the extra listing information. If not available, AMan Pro will print 6 dots that may be overwritten by hand.

The options are available through the Advanced Options in Postage Settings. The options are:

Use Media Type - Print Book, CD, DVD etc

Use Item Description - Use the actual description of the item (default)

[Configuring Charge When Ship \(CWS\)](#)



AMan Pro provides configuration options to allow flexibility in the Charge When Shipped functions (see [Charge When Ship Quick Start](#) and [Charge When Ship \(CWS\) functions](#)) in the product. CWS may be accessed using Configure->Order Fulfillment Settings->Charge When Ship (CWS) or using Charge When Ship->Configure Charge When Ship in the Order Fulfillment Section.


Configuring Charge When Ship:


- Click on Configure
- Click on Order Fulfillment Settings
- Click on Charge When Ship (CWS)

The meanings of the various options are:

- **Confirm orders when using 1-Click:** If checked, the last step in the 1-Click process (see [Using 1-Click for Order Fulfillment](#)) will upload confirmations for the selected orders. It is recommended that, if you previously had AMan configured to send shipment emails with 1-Click, you configure this option. Checking this option will automatically turn off sending of shipment emails with 1-Click.
- **Mark Uploaded Orders as Shipped:** If checked this option will mark orders that have been uploaded for confirmation as being shipped (see [Orders Display Color](#)

[Coding and States](#)). As uploading order confirmations is typically the last step in order processing, this is checked by default.

- **Warn if uploading orders that are NOT packed:** During the order confirmation process, AMan checks the state of orders. If this option is checked, any orders not marked as Packed will cause a dialog to be displayed which will provide the option of skipping those orders, ignoring the state and uploading anyway or cancelling the current upload of order confirmations.
- **Warn if uploading orders that are NOT shipped:** During the order confirmation process, AMan checks the state of orders. If this option is checked, any orders not marked as Shipped will cause a dialog to be displayed which will provide the option of skipping those orders, ignoring the state and uploading anyway or cancelling the current upload of order confirmations. This is typically checked by AMan users who have configured AMan to mark orders as shipped when printing internet postage.
- **Warn if uploading orders that are marked as Refunded:** During the order confirmation process, AMan checks the state of orders. If this option is checked, any orders marked as Refunded will cause a dialog to be displayed which will provide the option of skipping those orders, ignoring the state and uploading anyway or cancelling the current upload of order confirmations. Typically orders that have been cancelled do not need to be confirmed. Orders that have been refunded have already been confirmed as only confirmed orders can be refunded (prior to confirmation, orders have to be Cancelled using your Amazon seller account page).
- **Warn about sending Shipment Emails:** If checked, AMan displays a warning if you attempt to send shipment emails. Users that have signed up for Charge When Ship or have been moved to the program by Amazon are prohibited by Amazon from sending shipment confirmation email to buyers as Amazon will send an email when the order has been confirmed. AMan will automatically set this option on when it detects an AMan user enrolled in the Charge When Ship program.
- **2BUploaded Display Options:** This allows you to set the default for displays to view orders that have not yet had confirmations uploaded to Amazon (see [Charge When Ship \(CWS\) Quick Start](#)). The default will be used when using the  Display 2B Uploaded (As Configured) task. The options are:
 - **All Orders** - If selected, this will cause the display to show all orders that need to have confirmations uploaded regardless of their Packed or Shipped state.
 - **Packed Orders** - If selected, only orders that need to have confirmations uploaded AND are marked as Packed - regardless of the Shipped status - (e.g. by printing packing slips) will be displayed.
 - **Shipped Orders** - If selected, only orders that need to have confirmations uploaded AND are marked as Shipped - regardless of the Packed status - (e.g. by printing internet postage or manually marked as shipped will be displayed.
 - **Packed + Shipped** - If selected, only orders that need to have confirmations uploaded AND are marked as Packed AND marked as Shipped will displayed.

- **2BConfirmed Display Options:** This allows you to set the default for displays to view orders that have not yet confirmations uploaded to Amazon AND been reconciled with Amazon by generating an Unconfirmed Orders report (see [Charge When Ship \(CWS\) Quick Start](#)). The default will be used when using the  Display 2BConfirmed (As Configured) task. The options are:
 - **All Orders** - If selected, this will cause the display to show all orders that need to have confirmations reconciled regardless of their Packed or Shipped state.
 - **Packed Orders** - If selected, only orders that need to have confirmations reconciled AND are marked as Packed - regardless of the Shipped status - (e.g. by printing packing slips) will be displayed.
 - **Shipped Orders** - If selected, only orders that need to have confirmations reconciled AND are marked as Shipped - regardless of the Packed status - (e.g. by printing internet postage or manually marked as shipped will be displayed.
 - **Packed + Shipped** - If selected, only orders that need to have confirmations reconciled AND are marked as Packed AND marked as Shipped will be displayed.

Configuring a PC Scales




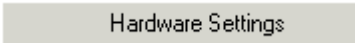

AMan Pro allows the use of compatible PC scales to weigh orders and items that are being listed. The recommended scales are available from Endicia at Endicia.com. AMan Pro support both USB and COM port based scales. USB scales are the recommended type of scale to use because of reliability and ease of installation. COM port scales connected via a USB port (COM port emulation) are not supported. While USB 1.1 is supported by AMan, it may not be supported by some scales and it is strongly recommended that a USB scale be connected via a USB 2.0 port.

Weighing Options

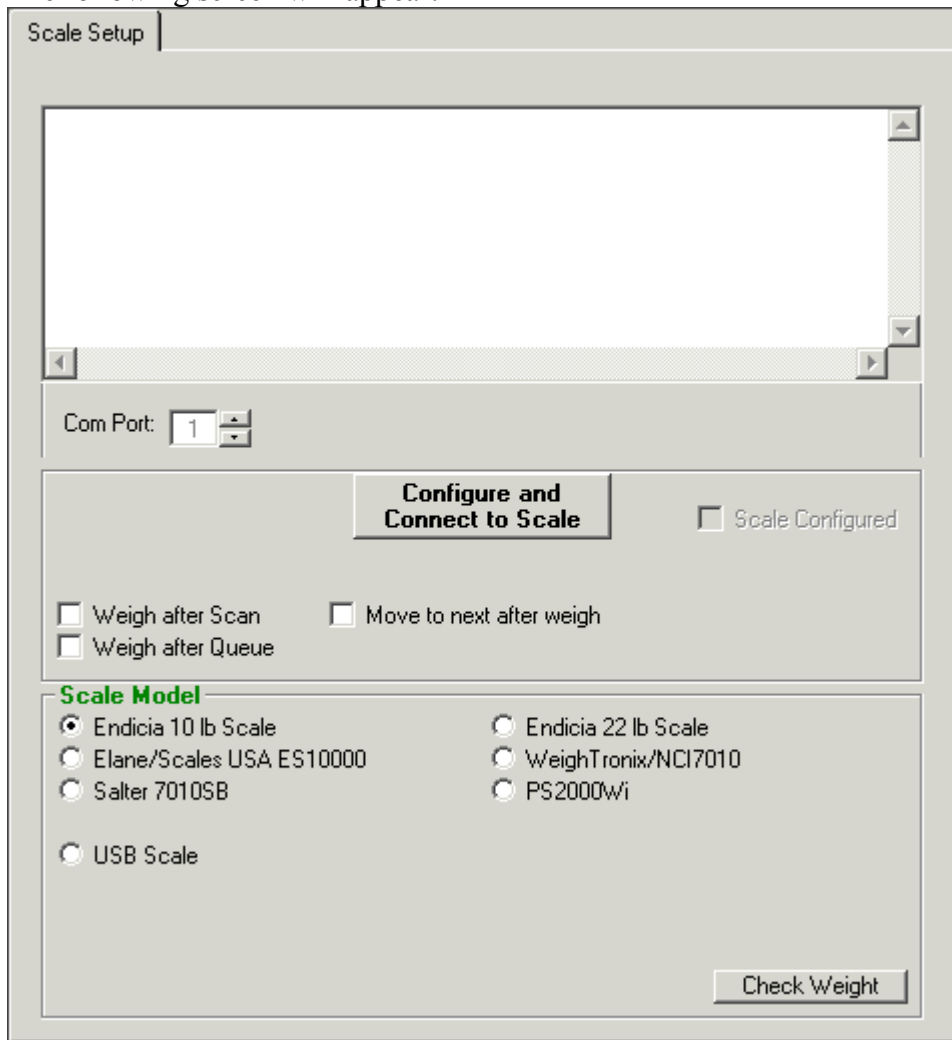
AMan allows you to weigh quickly both when listing and processing orders. The options to allow AMan to automatically weigh the item on a scale when performing tasks are:

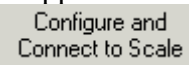
- **Weigh after Scan** - If checked, AMan will weigh the item on the scale when an item is scanned or entered into the List an Item screen. This option allows you to place an item on the scale, scan the barcode and have the weight from the scale automatically entered. If you use this option, you should turn off the option to obtain weights from the Amazon catalog when listing. To turn this off see [Configuring Listing Options](#) .
- **Weigh after Queue** - If checked, AMan will weigh the item on the scale when an item is queued to Pending Uploads from the List an Item screen. This option allows you to place an item on the scale, scan the barcode and have the weight from the scale automatically entered when queued. If you use this option, you should turn off the option to obtain weights from the Amazon catalog when listing. To turn this off see [Configuring Listing Options](#) .
- **Move to next after weigh** - This option is used for weighing orders. If checked, AMan will automatically weigh the item on the scale. When the item is removed from the scale, AMan will insert the weight into the order and move to the next order. The following is the procedure to use this option:
 1. Display orders (2BPacked or 2BShipped)
 2. Double click the first order
 3. Place package for order on scale and allow the scale to stabilize (Please note that if the weight is not stable, this function will not work)
 4. Remove the item from the scale
 5. The weight will be added to the order and the next order will be displayed
 6. Repeat steps 3 through 5 until all orders are weighed

To configure a USB port scale with AMan Pro, please follow these steps:




1. Connect your scales to the USB port
2. Click on  Configure button.
3. Click on  Hardware Settings
4. Click on  Scale Setup

5. The following screen will appear:

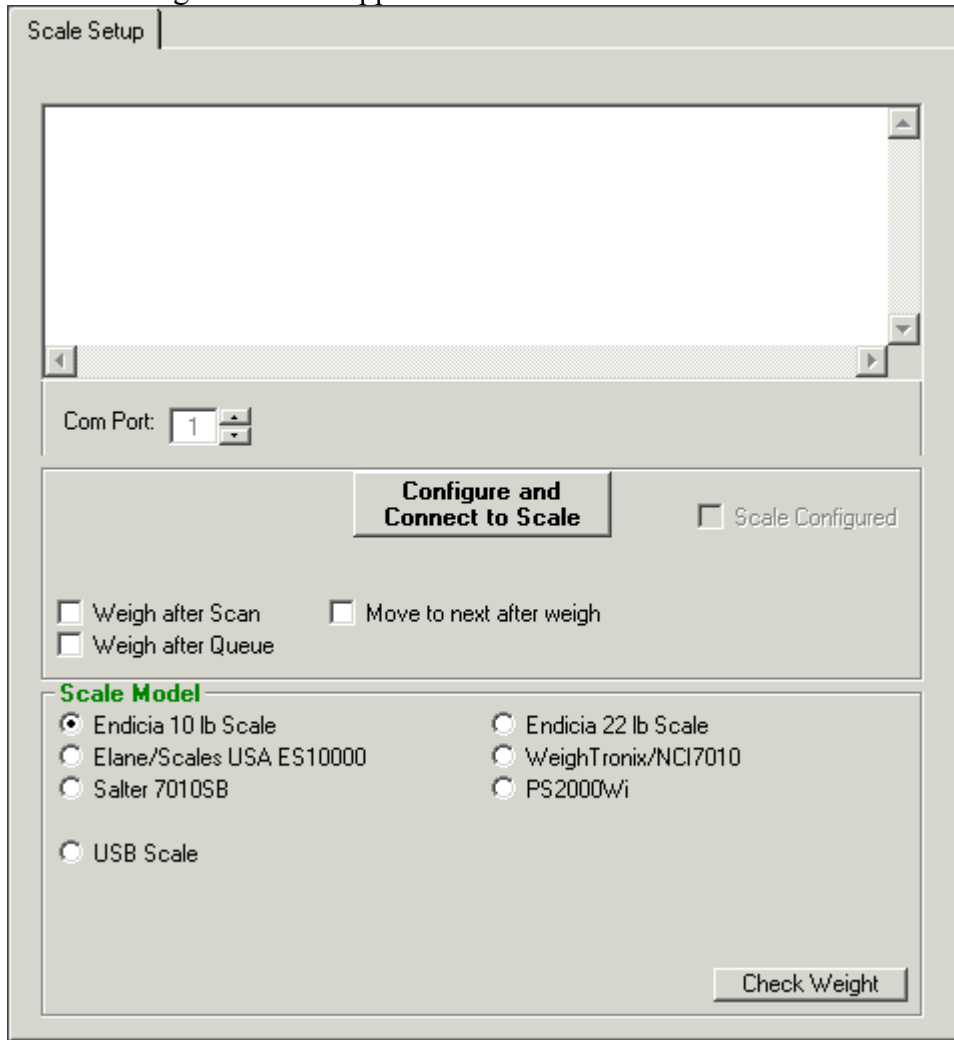


6. Select "USB Scale". Any scales that are connected to your PC and recognized by AMan will appear.
7. Click on  button.
You will be prompted to turn on the scale and place a weight on it. AMan Pro will weigh the item and display the weight in ounces.
8. If AMan Pro cannot read the scale, please try reconnecting the scale to the USB port.

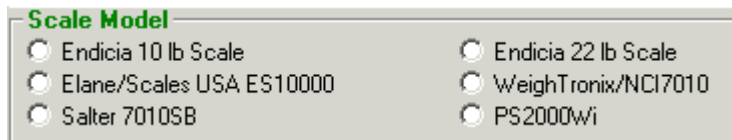
To configure a COM port scale with AMan Pro, please follow these steps:

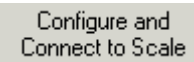
1. Connect your scales to the COM port
2. Click on  Configure button.
3. Click on  Hardware Settings
4. Click on  Scale Setup

5. The following screen will appear:



6. Select the COM Port number (if you are unsure try each number starting from 1 onwards)
7. Select the type of scale being used from the list (only those listed are supported):



8. Click on  **Configure and Connect to Scale**
- You will be prompted to turn on the scale and place a weight on it. AMan Pro will weigh the item and display the weight in ounces.
9. If AMan Pro cannot read the scale, please try selecting another COM Port or scale model.

Configuring Address Verification (US addresses only)



AMan Pro can automatically verify US address for orders and add the ZIP+4 code at the time that the order arrives into AMan Pro. This can save much time and reduce the chance that the order is not delivered. Additionally, if you are using Internet postage with AMan Pro, then unverifiable addresses may be rectified long before order fulfillment process begins, thus saving you time. If you use order confirmation emails with AMan Pro (see Using order confirmation emails), then AMan Pro can add a message to the order confirmation email subject and text if the address is not verifiable, thereby alerting your customer to the issue.

The options available are:

Address Verification

US Postal Service Information

- Standardise/Verify US addresses
- Display Address Errors
- Hold order if address not verified

Order Confirm Email and Address Verification

The following defines extra text for the body and subject of the Order Confirm email if address verification failed for the order. To use, place the AMan tag ~AddressUnknown~ in the template for the Order Confirm email. If the address is verified, nothing will appear at that location. Otherwise the body text below will appear. The value specified for the subject text will be prepended to the subject.

Extra Body Text:

Extra Subject Text:

- Do not add address verification message for military addresses

AMan Pro from SpaceWare

- Standardize/Verify US addresses - If set, AMan Pro will use verify US addresses once an order arrives. Unverifiable addresses will be displayed in red on the orders display.
- Display Address Errors - If set, this will prompt you every time AMan Pro cannot verify an address. It is not recommended that you set this option as AMan Pro will stop processing and wait for your response every time this occurs.
- Hold Order if address not verified - If set, AMan Pro will put all orders that have an unverifiable address in a Hold status. This means that no action can be taken for that order until you release (mark as not held) the order. Any requests to print packing slips, create emails or Internet postage will be ignored. A held order is displayed with a yellow background in the orders display.
- Order Confirm Email and Address Verification - This section allows you to automatically insert extra text in order confirmation emails when an address is not verifiable.

Configuring POP3/SMTP support



To specify that AMan Pro should use POP3/SMTP for email options, you should configure these settings in the Configure->Email Settings->POP3/SMTP Options. AMan Pro has some common POP3 providers already pre-configured. If you are using one of these providers, you should use the pre-configured options. If not, you will have to go to your provider to get the specific settings to use with their service. The configuration is very similar to the Outlook or Outlook Express configuration screens for email account configuration.








The top buttons may be used to configure for common email providers. Once clicked you will need to enter the values for your Account and Password, this is normally your sign on credentials for your email provider and typically will be the same as if checking email via the web. Once all the values have been entered, you should click on **Test Connection** to verify that the email setup has been configured correctly.

Please note that many providers provide free and paid accounts. If so, typically only paid accounts have access to SMTP, which is required for AMan to send emails. This is true for Yahoo and MSN Hotmail (live.com).

POP3/SMTP Options

Receive/Send Emails with POP3

Click on appropriate button to set defaults for Common Email Providers

POP3/SMTP Server Information

Incoming mail (POP3) Account:
Outgoing mail (SMTP) Password:
Send/Receive mail every: minutes

Outgoing Server (SMTP) needs authentication Use same as POP3
Username Password

POP3 Port: SMTP Port:

STARTTLS / SSL Options

POP3 server requires SSL SMTP server requires STARTTLS/SSL

The options available are:

- Receive/Send Email with POP3 - If set, this will enable POP3 support. This should Not be set if you are using AMan Pro with Outlook.
- POP3/SMTP Server Information - Here you should enter the values for your email account and the parameters required by the email provider. You can have AMan Pro pre-fill many of these values if your provider is one of the providers on the buttons.

Getting Help



At SpaceWare, we pride ourselves on the support we provide the users of our products. If you have an issue that is not resolved by the documentation, please [contact us](#). Alternatively, you may call us at +1 (281) 568-9402. We are available via phone 9AM to 6PM Central Time (GMT - 6) Monday through Friday. If you would like to call us outside these hours, please email us first.

One of the best places to start is the SpaceWare web site. In the support section, you will find the latest code and documentation. To visit our site, please go to [SpaceWare Support](#)

If you wish to email us a question, you may use the [Contact Us](#) section of the web site.

AMan performs extensive logging while running. This logging information allows us to respond to issues and questions much more quickly and limits the amount of questions we have to ask you. You may easily send a log to support using AMan by using the following procedure:

- Click on  [Help](#) tab
- Click on the Upload Logs to Support button

This will send the logs directly to our servers for analysis. The logs contains diagnostic information and all your settings EXCEPT any passwords. AMan never transmits passwords in any diagnostic information. You should also send an email describing the issue you are experiencing to our support group using your email client or the [Contact Us](#) section of the web site.

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