

# Thank You Emails User Manual

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## Step-by-step Guide

The following guide will explain how to setup our “Thank You Emails” app. You will also find here a list of frequently asked questions and answers.

If you need further assistance contact us at: [support@3dsellers.com](mailto:support@3dsellers.com).

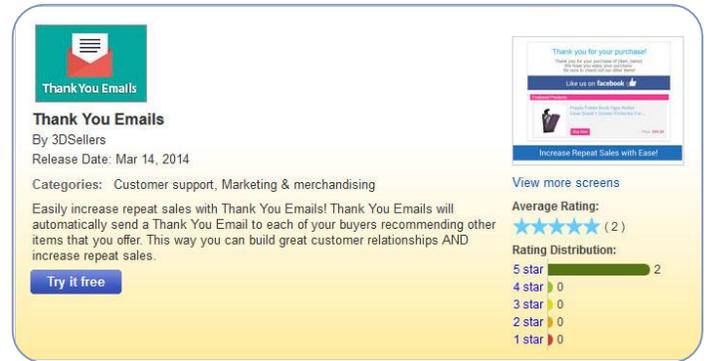
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# Subscribe & Activate Thank You Emails

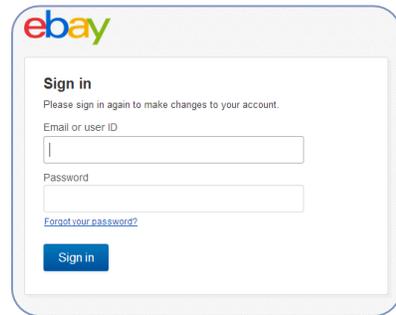
## Step 1:

Subscribe to the application at [eBay's app center](#).



## Step 2:

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

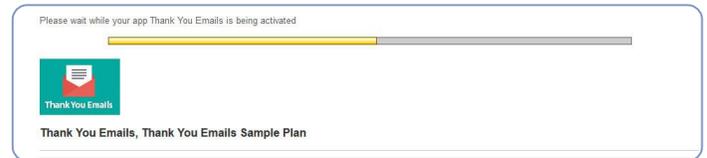


## Step 3:

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

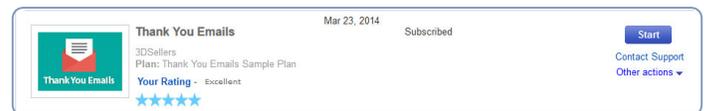
## Step 4:

Wait while your app is activated. Keep in mind that you will also need to activate the app in your control panel.



## Step 5:

Next you will be redirected to your app management area on eBay, here you will find the "start" button for the app. Click on the "start" button to login to your control panel.

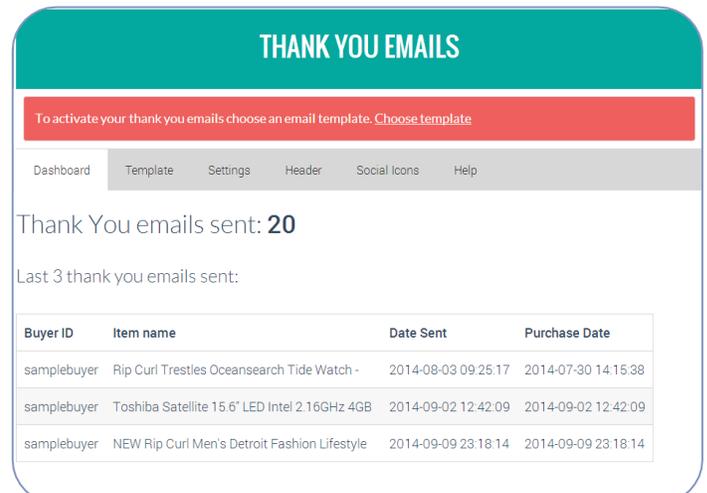


## Step 6:

Next you will arrive at your app's control panel.

To activate the app visit your "Template" tab and choose an email template.

The emails will be sent according to our default settings, until you change the default settings in your "Settings" tab.



# Choose Or Change An Email Template

## Step 1:

Access your control panel by going to: [My eBay](#) > [Applications](#) > [Thank You Emails](#).

## Step 3:

In your control panel visit the "Template" tab.

For each template you will find an option to "Preview" the template or "Save".

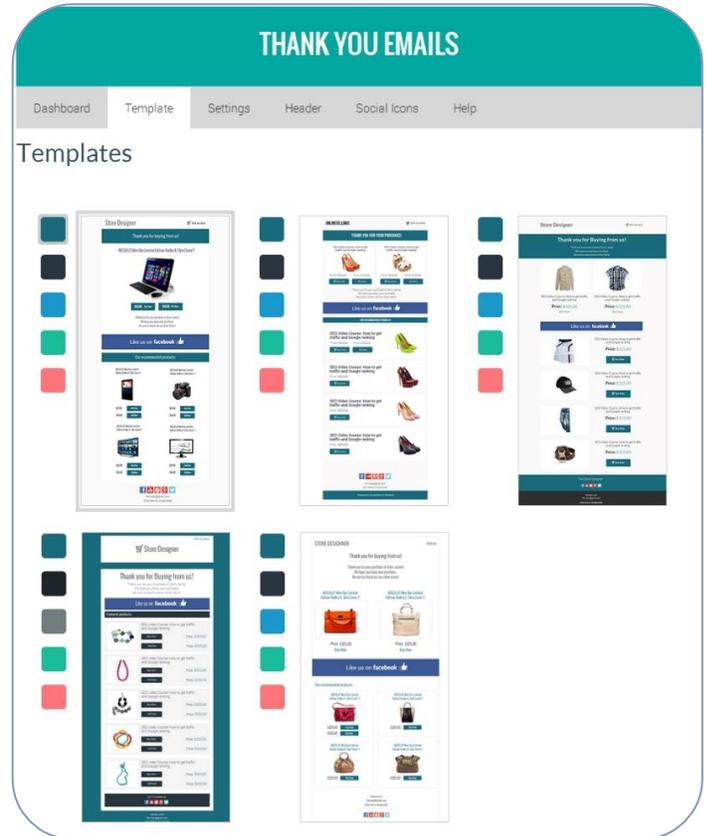
The preview option will allow you to view the template with your items in a new tab before choosing the template.

We offer 5 different email templates: Basic, Simple, Creative, ecommerce and Light.

Each has 5 different color variations.



The screenshot shows the top navigation bar of the 'Thank You Emails' control panel. On the left is the 'Thank You Emails' logo. To its right, it displays '3DSellers', 'Plan: Thank You Emails Sample Plan', and 'Your Rating - Excellent' with five stars. Further right, the date 'Mar 23, 2014' and 'Subscribed' status are shown. On the far right, there are buttons for 'Start', 'Contact Support', and 'Other actions'.

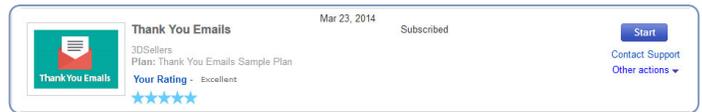


The screenshot shows the 'Template' tab in the 'Thank You Emails' control panel. The page title is 'THANK YOU EMAILS'. Below the title is a navigation menu with 'Dashboard', 'Template', 'Settings', 'Header', 'Social Icons', and 'Help'. The main content area is titled 'Templates' and displays a grid of seven different email template designs. Each template is shown with a color-coded selection button (teal, black, blue, green, red) to its left. The templates vary in layout, including sections for 'Thank you for buying from us!', 'Like us on Facebook', and product recommendations.

# Change Email Text

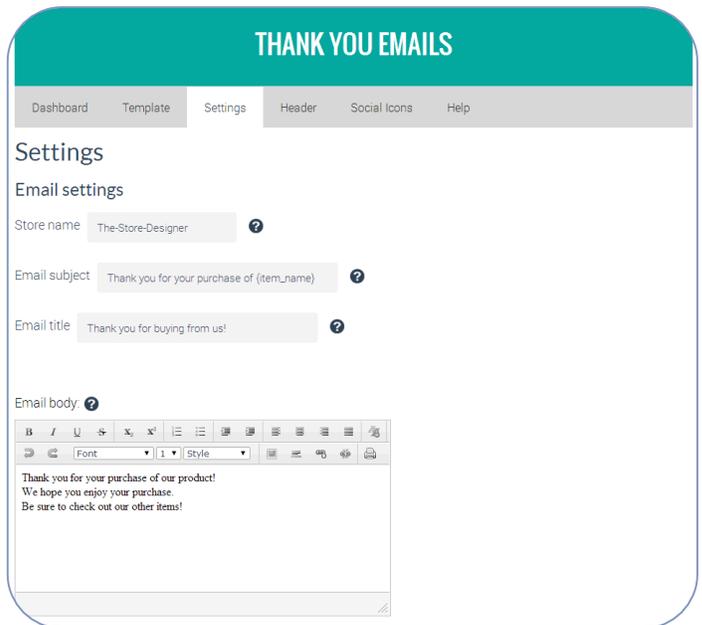
## Step 1:

Access your control panel by going to: [My eBay](#) > [Applications](#) > [Thank You Emails](#).



## Step 2:

Under your "Settings" tab you will be able to change the name of your store as it appears at the top of your emails, your email's subject line, title and the body text.



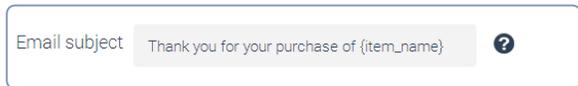
## Store name:

To change the name of your store as it appears at the top of your emails, or to remove it, edit this field.



## Subject line:

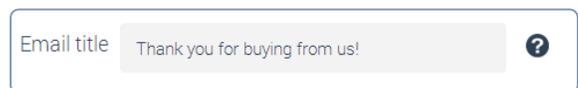
To change your email subject line, change this field. We recommend that you keep the "{item\_name}" field, which will be replaced with the name of the item the buyer purchased from you.



Also, it's recommended that you stick to a subject line that isn't longer than 50 characters.

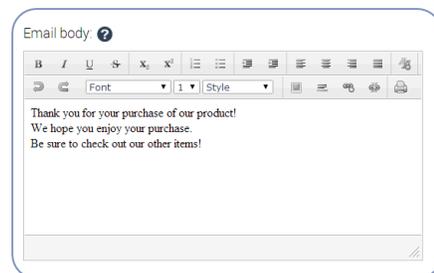
## Email title:

To change the title of your emails change this field.



## Email body:

You can change the main text of your emails in this window. You can also change the formatting of this text including change the text's font, style (bold, italics, underline) and size.



## Choose Products & Timing

### Step 1:

Access your control panel by going to: [My eBay](#) > [Applications](#) > [Thank You Emails](#).

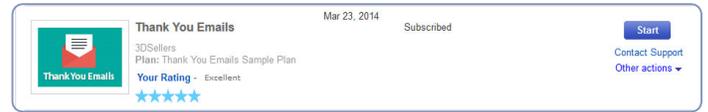
### Step 2:

Under your “Settings” tab under “General settings” you will be able to choose when to send your emails and the type & number of products you would like to show in your emails.

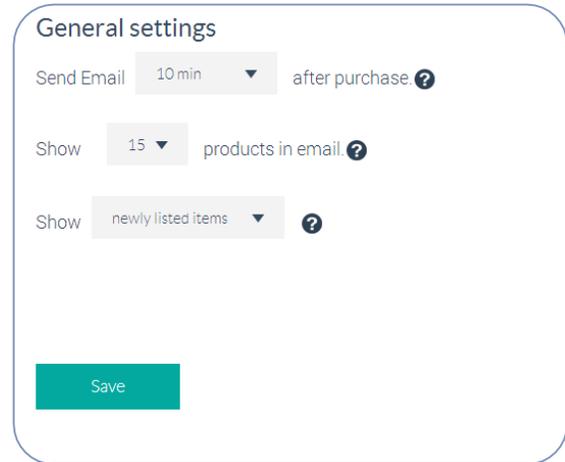
You can choose to send your emails from immediately after a purchase up to 1 week after.

Depending on the template you use, you will be able to show from 3 up to 15 items in each email.

You will also be able to choose your items type. The types you can choose your products by are: “*Best match items*”, “*Newly listed items*”, “*Ending soonest items*”, “*Most expensive items*” or “*Cheapest items*”.



The screenshot shows the header of the 'Thank You Emails' control panel. On the left is a logo with a red envelope icon and the text 'Thank You Emails'. To the right of the logo, it says 'Thank You Emails', '3DSellers', 'Plan: Thank You Emails Sample Plan', and 'Your Rating - Excellent' with five stars. Further right, it shows the date 'Mar 23, 2014' and the status 'Subscribed'. On the far right, there are two buttons: a blue 'Start' button and a 'Contact Support' button with a dropdown arrow for 'Other actions'.



The screenshot shows the 'General settings' form. It has three rows of settings, each with a dropdown menu and a help icon (a question mark in a circle). The first row is 'Send Email' with a dropdown set to '10 min' and the text 'after purchase'. The second row is 'Show' with a dropdown set to '15' and the text 'products in email'. The third row is 'Show' with a dropdown set to 'newly listed items'. At the bottom of the form is a green 'Save' button.

# Setup email header

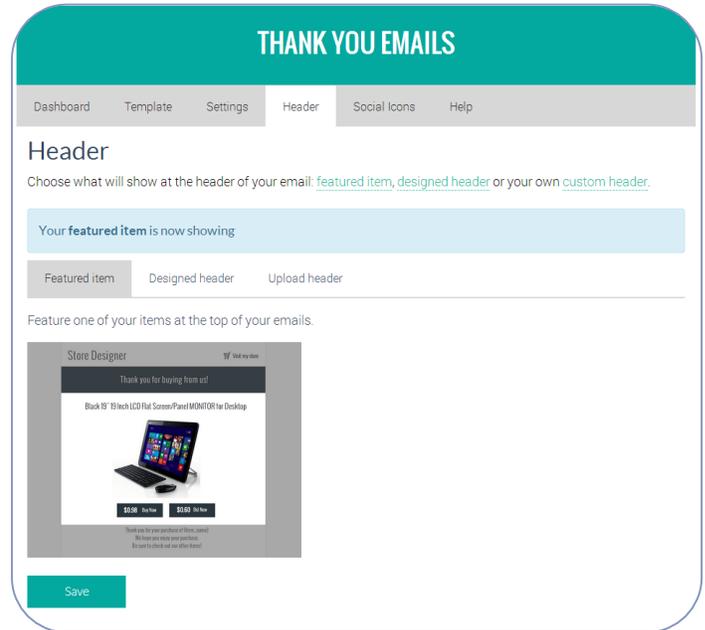
## Step 1:

Access your control panel by going to: [My eBay](#) > [Applications](#) > [Thank You Emails](#).

## Step 2:

Under your "header" tab you will be able to choose what will show at the top of your emails. You can either feature 1-2 of your products at the top, choose one of our designed headers or upload your own custom header.

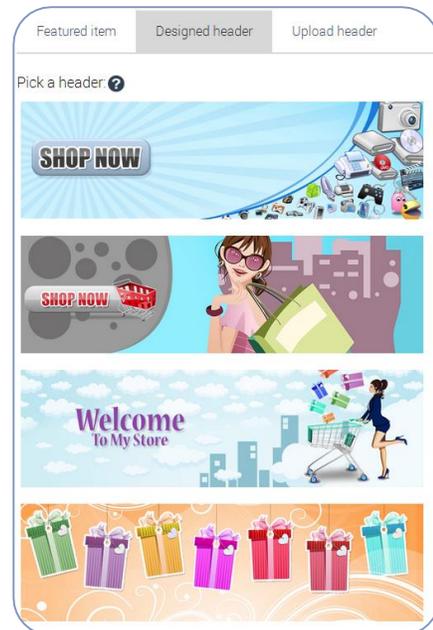
By default 2 of your items will show in your emails header.



## Designed header

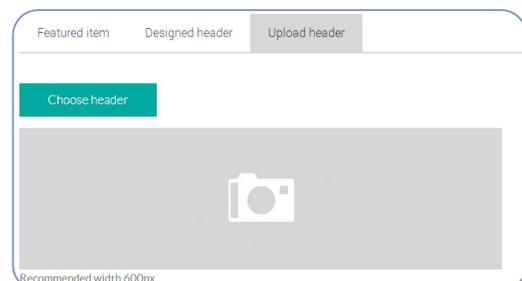
You can also choose one of our headers to use as your emails header.

Just click on the header to save it as your header.



## Upload header

You can also upload your own custom header to use as your email header. The width of the header should be 600px.



# Add social icons/Facebook banner

## Step 1:

Access your control panel by going to: [My eBay](#) > [Applications](#) > [Thank You Emails](#).



## Step 2:

Under your "Social icons" tab you will be able to add links to your social accounts.

Once you've filled in the link in your control panel automatically your social icons will show up in your emails' footer.

## Step 3:

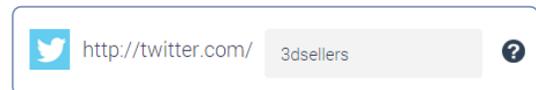
To add a link to your Facebook page just fill the URL to your page, this is an example of how a Facebook page URL looks like: <https://www.facebook.com/3dsellers>.



Once you've added the link to your Facebook page, automatically the Facebook banner will be added to your emails.

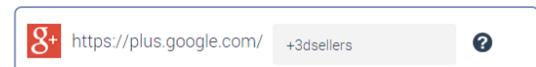
## Step 4:

To add a link to your Twitter account just fill in your Twitter username, this is an example of how the link to your Twitter account should look like: <https://www.twitter.com/3dsellers>.



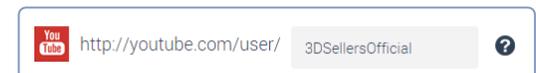
## Step 5:

In this field add the link to your Google+ account, this is an example of how the link to your Google+ account should look like: <https://plus.google.com/+3dsellers>.



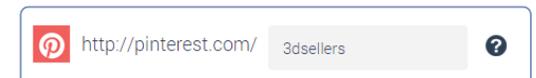
## Step 6:

In this field add the link to your YouTube, this is an example of how a link to YouTube channel should look like: <https://www.youtube.com/user/3DSellersOfficial>.



## Step 7:

In this field add the link to your Pinterest account, this is an example of how the link to your Pinterest account should look like: <https://www.pinterest.com/3dsellers>.



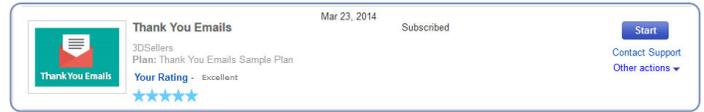
## Step 8:

Once you've added the links to your social accounts be sure to click on "Save" to save all your changes.

# Edit contact information

## Step 1:

Access your control panel by going to: [My eBay](#) > [Applications](#) > [Thank You Emails](#).



## Step 2:

Under your "Social Icons" tab you will be able to edit your contact information that appears at the bottom of your emails including: email address, phone number and website address.

### A few important notes:

- Changing your email address in your control panel will change the email address to which buyers reply back to.
- If you don't have a website you can always add a link to your "My eBay" page or to your store on eBay.

A screenshot of the 'Contact Information' form. The title 'Contact Information:' is at the top. Below it are three input fields: 'Email:' with the value 'info@3dsellers.com', 'Phone:' with the value '999-999999', and 'Website:' with the value 'www.3dsellers.com'. Each input field has a question mark icon to its right. At the bottom of the form is a green 'Save' button.

## Step 3:

Once you've finished to update your contact info be sure to click on "Save" to save all your changes.

## FAQ

Q: What is "Thank You Emails"?

A: *Thank You Emails* is a great cross promotion tool for eBay sellers that will also help you build strong customer relationships with your buyers. The app will send an automated thank you emails to your buyers recommending to your buyers other items that your offer. Thank you emails are great for helping buyers stay in touch with you and helping you stimulate repeat sales.

Q: How do I access my control panel?

A: To access your "Thank You Emails" control panel login to your eBay account. Then go to: [My eBay](#) > [Applications](#) > [Thank You Emails](#).

Q: How long will it take until the emails are sent?

A: Once you activate the app by selecting one of the email templates, your app will be live and all future buyers will receive a thank you email from you. If your thank you emails aren't sent please contact us at: [support@3dsellers.com](mailto:support@3dsellers.com).

Q: What does {item\_name} mean?

A: The {item\_name} field in your email's subject line and email body will be replaced with the name of the item the buyer bought from you.

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

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