

# Feedback Reminder User Manual

---

## Step-by-step Guide

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

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

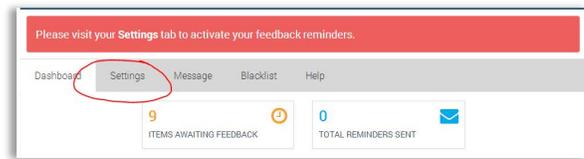
### *Table of contents:*

1. [Subscribe to Feedback Reminder](#)
2. [Activate/schedule your reminders](#)
3. [Change your reminder's message](#)
4. [Add/remove buyer from blacklist](#)
5. [FAQ](#)





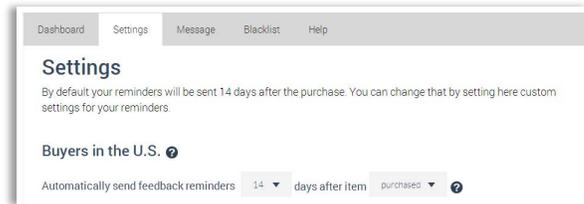
To activate your reminders and remove the red alert at the top of your control panel visit your “Settings” tab.



### Step 3:

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

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



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



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

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

Once you’ve set up your reminders’ settings click on “Activate” to activate your reminders.

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

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



## Change your reminder’s message

### Step 1:

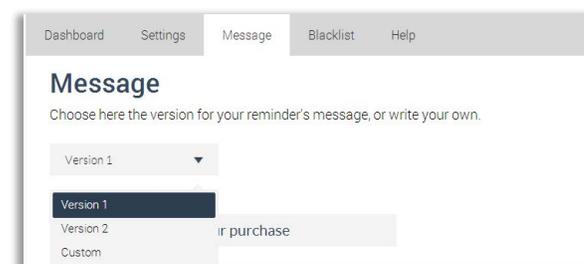
In your control panel you will be able change your reminder’s message. You can access your control panel by going to: [My eBay](#) > [Applications](#) > [Feedback Reminder](#).

### Step 2:

To change your reminder’s message visit your “Message” tab.

### Step 3:

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

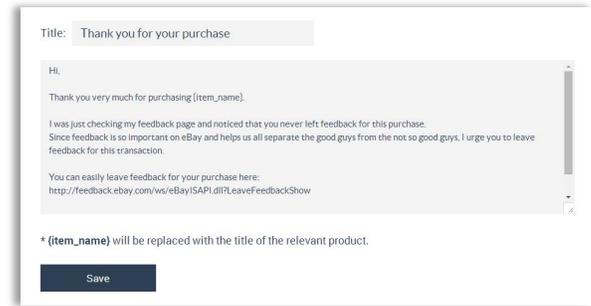


By default our version #1 will be sent as your message.

### Step 3:

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

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



The screenshot shows an email composition interface. At the top, there is a 'Title' field containing 'Thank you for your purchase'. Below this is a large text area for the message body. The text in the body is as follows: 'Hi, Thank you very much for purchasing {item\_name}. I was just checking my feedback page and noticed that you never left feedback for this purchase. Since feedback is so important on eBay and helps us all separate the good guys from the not so good guys, I urge you to leave feedback for this transaction. You can easily leave feedback for your purchase here: http://feedback.ebay.com/ws/eBayISAPI.dll?LeaveFeedbackShow'. Below the text area, there is a note: '\* {item\_name} will be replaced with the title of the relevant product.' At the bottom right of the text area, there is a 'Save' button.

### Step 4:

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

## Add/remove buyer from blacklist

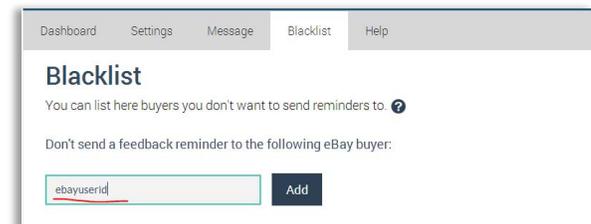
In your "Blacklist" tab you will be able to add the names of buyers you don't want to send feedback reminders to.

### Step 1:

In your control panel visit your "Blacklist" tab. You can access your control panel by going to: [My eBay](#) > [Applications](#) > [Feedback Reminder](#).

### Step 2:

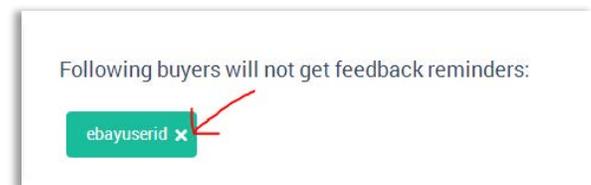
To add a name enter the buyer's eBay user ID in the given field and click on "Add".



The screenshot shows the 'Blacklist' management page in the eBay control panel. At the top, there is a navigation bar with 'Dashboard', 'Settings', 'Message', 'Blacklist', and 'Help'. The main heading is 'Blacklist'. Below the heading, there is a sub-heading: 'You can list here buyers you don't want to send reminders to.' followed by a help icon. Below this, there is a text label: 'Don't send a feedback reminder to the following eBay buyer:'. Underneath, there is a text input field containing 'ebayuserid' and an 'Add' button.

### Step 2:

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



The screenshot shows the 'Blacklist' page with a list of buyers. The list contains one entry: 'ebayuserid' with a small 'x' icon next to it. A red arrow points to the 'x' icon, indicating that clicking it will remove the buyer from the blacklist.

## FAQ

**Q: What is Feedback Reminder?**

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

**Q: Does it work?**

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

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

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

**Q: What are my items awaiting feedback?**

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

**Q: When will my reminders be sent?**

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

**Q: How do I access my control panel?**

*A: To access your Feedback Reminder control panel login to your eBay account. Then go to: My eBay > [Applications](#) > [Feedback Reminder](#).*

**Q: How do I know which reminders were sent?**

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

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

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