

## **Andale Checkout Quick Start**

Printable Instructions

### **Andale checkout setup process Steps**

There are three main steps to setup your Andale checkout.

- (a) Creating a Checkout profile
- (b) Setting up payment options
- (c) Adding Andale Checkout to live ads on eBay

### **Set Up Your Andale Checkout Account**

- 1) Sign into <http://www.andale.com> using your Andale username and password.
  - 2) Click on the 'Auction Tools' tab.
  - 3) Click on the button 'Sign in to eBay'. This will take you to the eBay sign in page. (In order to use Andale services for your eBay listings you must first activate your Andale account with your eBay account details. Andale doesn't store your eBay information. eBay issues a unique token and Andale uses this token to link your eBay and Andale accounts).
  - 4) Enter your eBay username and password and click on the 'Sign in' button.
  - 5) On the next page, click on 'Agree and Continue'. This will take you back to your Andale account.
- On this page, click on the 'Start using now' button next to 'Checkout'.

### **Creating a Checkout profile**

You would need a 'Profile', which is a combination of settings saved to make attaching them to eBay listings easier. You can create any number of checkout profiles. Appropriate naming of the checkout profile makes it easier to select the right one to attach to your ad. Follow the steps below to create a checkout profile

### **Login to your Andale account**

- 2) Click on Auction tools>>Checkout. Now click on the 'Settings' link and then click on 'Create New' button below the 'Checkout Profiles' section.
- 3) Enter the details. The checkout profile will have information regarding the payment methods you accept, shipping carriers of your choice etc.

The very last option is to redirect all customers via the Andale Checkout process. The option is beside 'Checkout Redirect : When buyers use eBay Checkout, redirect them to your Andale Checkout instead'. This essentially means that even if the buyer clicks on the eBay's 'Pay Now' button on the ad, he will be redirected to Andale checkout. The advantage of this option is that each status of the order

is automatically updated. For example if a buyer makes payment via paypal, the status of this order will show as 'Paid' automatically. The only step remaining would be to confirm the payment in your paypal account and check the option 'Payment cleared'.

Follow the process above to create as many checkout profiles as applicable.

### **Credit card payments**

If you use Credit Cards as a payment option on your ads, then there are two methods to process the payments, Online and Offline. To set these options, click on the My Andale button towards the top right hand side of the window as soon as you login to your Andale account. Then click on the 'Settings' link on this page. Next, click on the 'Buyer Payments' link.

With Online processing of credit cards, you need to have a Verisign (PayflowPro) account or an Authorize.net (Payment Gateway) account and a Internet Merchant bank account tied up to your Andale account. When a buyer enters his credit card information during Checkout, we will submit the credit card information to Verisign/Authorize.net who in turn will charge the card for the amount due and credit your merchant bank account with the same. The order will automatically be marked Paid in the pending sales page.

With Offline processing, the buyer will enter his credit card information during checkout. This information will get stored in your pending sales details page (Click on Checkout>Pending sales and then click on the Order Number). When the buyer, the status of the order changes to 'Payment Received', submits credit card information. You need to login to your account, take the credit card info to your credit card processing agent, process the card for the amount due and then manually mark the account paid. You can clear payment, from the credit card info page by clicking on the Payment cleared button.

### **Adding Andale Checkout to live ads on eBay**

- 1) Click on Checkout>>Add Checkout. This page displays all the live ads you have on eBay.
- 2) Check the box next to the item numbers and then select the profile you have created and click on the 'Add checkout' button towards the bottom right of this page.
- 3) Once item ends, you will see the item showing up in the pending sales page.

Important: Once Andale checkout is added to a live ad, relisting the same ad directly via eBay will not have a valid checkout code. Thus, the same checkout button will not work for the relisted ad. You would have to make sure that the Andale checkout button is removed from the listing and then relist the ad. Once the ad is live again, you need to add Andale checkout to it.