

## A SOLD ITEM on TRUEANT

As the Seller you have the choice to receive an email when your item is sold. See **Mail Preferences** link in **Members Area**.

Your Sold item email will contain a message like the sample below

### **SAMPLE: Sold item email to seller**

Your auction, TEST, has been successfully sold.

Sale Details:

- Price: **3.00 AUD**
- Quantity Sold: **1**
- Auction URL: [ [Click to View](#) ] **"This link will take you to the auction that sold"**

For more details about the sale, please access the [ [Sold Items](#) ] page. **"This link takes you to login first then takes you to the Sold Item section of your Members Area"**.

**"It is important to note that if you are already logged in then this link will only take you to the Home Page"**



After you have accessed the page above, click on the "Message Board" link next to each item sold. This message board is your direct communication board with your buyer. Please use this board to answer any questions the buyer may have regarding payment and delivery.

**Important:** To help resolve any possible disputes ensure you use the board for all queries and updates.

Best regards,  
The Trueant - Online Auctions Trading staff

**"Please note that this email recommends using the Message Board for all contact with your buyers. This is for your protection. So any changes you may have to make to a Sale PLEASE have evidence of the acceptance from the buyer by using the Message Board"**

### Below is a sample of your Sold Items Page

Picture	Auction ID	Item Title	Winning Bid	Quantity	Trueant Contact Information	Purchase Date / Status	Options
	# 102399 - TEST		2.00 AUD	Requested: 1 Offered: 1	Username: ant Full Name: Trueant	30 Jun. 2009 12:02:23 Unpaid Processing Go	• Message/Request • Leave Feedback • Send Bank/Payment Details • Delete
• Send Product(s) Invoice							
	# 101929 - Star Wars Pin Collection, Revenge of the Sith.		5.00 AUD	Requested: 1 Offered: 1	Username: Cyro Full Name: Antonius Vanden Hoogen	22 Jun. 2009 22:10:01 Paid Posted/Sent Go	• Message/Request • View Bank Details
• Invoice Sent [ID: 10] View Product Invoice - Resend Product Invoice							
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Here you will notice 2 Items at different stages of the sold process

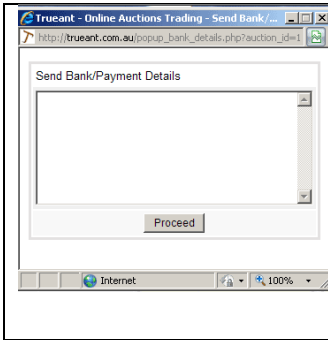
1. **The top Ad shows** an item sold waiting for an invoice to be sent. Notice the **Option column on the right side** gives you 4 choices: - **Message/Request, Leave Feedback, Send Bank/Payment Details & Delete** Plus a link to **Send**

**Invoice** located just under the Auctions ID. **"Here it is important to send the payment details you prefer"**. You will get to edit & add postage plus insurance cost to the invoice when you click the Send Invoice link.

2. **The bottom Ad shows** the Invoice has been sent & gives you the option to **View or Resend the Invoice, View Bank Details & to send a Message to the Buyer & Leave Feedback** (once feedback is left the link will be removed).

**"Important in all cases to use the Message /Request link in this sold section for all contact with your buyer. This is for everyone's security which is very important when dealing over the internet"**

**To Send Your Preferred Payment Details** (you can wait until the buyer request them or send the details before hand).

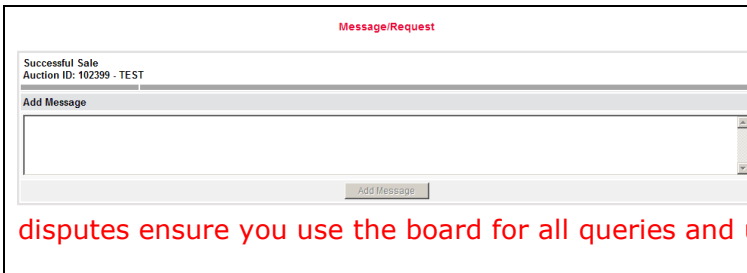


This is the window that appears when you click the **Send Bank/Payment Details**. Here place the information the buyer needs to make payment.

Only the Buyer & Admin will see these details. Also use this option to change these details later If the transaction Payment Details requires adjusting.

**“Important to only place payment details. Other details not related like postage extra should be sent through the Message Board”**

## IMPROTANT – The Message Board



This message board is your direct communication board with your buyer. Please use this board to answer any questions the buyer may have regarding payment and delivery.

**Important:** To help resolve any possible

**disputes ensure you use the board for all queries and updates.**

## To Send Invoice to Buyer



When you click **Send Invoice** this Edit Product Invoice page appears. Here you can edit Postage & Insurance Cost. You can not change the Winning Bid.

**“Important to be sure all cost is included here before sending the invoice. You can edit a sent invoice (explained in next section). If you do need to make changes be sure the buyer is aware of them through the Message Board so there is a record of both parties agreeing to the change”**

**To Edit a Sent Invoice** goes to the **Invoice Sent** link in the left column of your **Members Area**

### STEP 1 Edit a Sent Invoice



Here you see all the invoices you have sent & you get the choice to View, Resend or Edit the invoice of your choice.

Click the Edit Product Invoice link

### STEP 2 Edit a Sent Invoice



Now you can edit the selected invoice. **“Important to be sure the Buyer is accepting this change & there is a record of this before making the change”.**

***I hope this helps make things a little easier for all***