

RainWorx Software

Administration Manual

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Table of Contents

1	Welcome	1
2	Pro Auction Pro 6.0	2
	Introduction	3
	Installation	4
	System Requirements	5
	Installation Steps	6
	Database	8
	Software Activation	9
	Zip Code Search	10
	Enable Translation	11
	Payment Processing	12
	PayPal Services	13
	PayPal Standard	14
	PayPal PayFlow Pro	15
	Authorize.NET	16
	CyberSource	17
	SECPay	18
	Administration Guide	19
	Site Preferences	20
	Setup	21
	General	23
	Company Information	24
	Display	25
	Listing Options	27
	Stores	29
	Email Templates	30
	IP Blocking	32
	Bid Increments	33
	Billing and Fees	34
	General	35
	Credit Cards	36
	Payment Services	38
	Checks	39
	Fee Amounts	40
	Classified Fees	42
	Membership Plans	43
	Discount Settings	45
	Maintenance	46
	Processing	47
	Send Invoices	49
	International	50
	General	51
	Supported	52
	Translation	53
	Users	55
	User List	56
	User Information	57

Transactions	60
Feedback	61
View Items	62
Bids	63
New Account	64
Email Users	65
Custom User Fields	66
Items	68
Item List	69
Item Approvals	70
Custom Item Fields	71
Import Items	73
Categories	75
Category List	76
Custom Field	77
Regions	78
CMS	80
Content	81
Banners	82
Reports	83
Recent Activity	84
Statistics	85
Tops Sellers	86
Account Fee	87
Listing Fees Revenue	88
Data Management	89
Restore Defaults	90
Clear Data	91
Reset Database	92
User Guide	93
Introduction	94
MyAccount	95
Summary	96
Bidding	97
Listings	100
Invoices	103
Purchases	104
Sales	106
Trading	108
Feedback	109
Account	110
Item Listing Details	112
Email Template Tags	113
License Agreement	118
3 wAuction Pro 5.0	122
4 FAQ	123
wAuction Pro	124
Licensing	125
Installation and	126
Customization	127
International Use	128
Glossary of Terms	129

RainWorx Software

Online Help

Search:



rwAuction Pro
6.0



rwAuction Pro
5.0



FAQ

Welcome

Welcome to the RainWorx Software online help system. Browse through the help pages by clicking on the links above or selecting pages in the table of contents. To quickly find specific product information, enter search criteria in the search box above and click the search button.

Ask Someone

If you're unable to find what you're looking for in this help system, please contact our [customer support department](#).

Home > rwAuction Pro 6.0

rwAuction Pro 6.0



[Home](#) - [rwAuction Pro 6.0](#) - [Introduction](#)

Introduction

This manual covers the software requirements and installation, administration functions, common setup scenarios, and the necessary information for running rwAuction Pro. The most important part of this documentation is the Administration Reference where all settings and preferences are defined. It is recommended that you thoroughly test your administration preference configuration before taking your site live.

The following listing types are available in rwAuction Pro v6.0:

Auction: A traditional auction format with the option to set a “Buy Now” and “Reserve Price”

Dutch Auction: An auction format for selling multiple identical items.

Reverse Auction: An auction format where the person listing an item is requesting to purchase goods or services for the lowest offer.

Reverse Dutch Auction: A multiple item auction format listing where the person listing is requesting to purchase many of the same item for the lowest offer.

Request For Quote (RFQ): The person whom created the listing selects the winning offer rather than the software automatically accepting the lowest bid as the winner (reverse auction).

Trade: Similar to an RFQ, a trade listing allows users to accept non monetary offers for an item and select the best offer.

Fixed Price Sale: A listing format to sell item(s) without bidding.

Classified Ad: Generate leads with this informative listing. The sale is not completed through the software.

See also

[Installation](#)
[Payment Processing](#)
[Administration Guide](#)
[User Guide](#)
[Email Template Tags](#)
[License Agreement](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Installation](#)

Articles in this section



See also

- [Introduction](#)
- [Payment Processing](#)
- [Administration Guide](#)
- [User Guide](#)
- [Email Template Tags](#)
- [License Agreement](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Installation](#) > [System Requirements](#)

System Requirements

rwAuction Pro v6.0 System Requirements

1. Windows Server 2000/2003 (x86) or 2008 (x86/x64),
2. MS SQL Server 2005/2008
3. classic ASP 3.0 support
4. the ability to register COM DLLs

See also

[Installation Steps](#)
[Database](#)
[Software Activation](#)
[Zip Code Search](#)
[Enable Translation](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Installation](#) > [Installation Steps](#)

Installation Steps

The following installation instructions are also included with the installation package as "install.txt."

Step 1: Create a web application in IIS or remotely through FrontPage extensions. If your web account is already setup you can skip this step or create a subdirectory if you do not want the software installed into your root directory.

Step 2: Copy/Upload the ASP files, images, and all ASP related subdirectories to your web server leaving the directory structure as it is provided. NOTE: You do not have to keep the files in the "ASP" subdirectory.

Step 3: Create a new SQL Server database and execute the Auction60.sql script

Make appropriate connection changes in "setup.asp" as follows:

```
sqlserver Enter your SQL Server IP or Server Address
sqlcatalog Enter database/catalog name
sqluser Enter your SQL Server username
sqlpass Enter your SQL Server password
```

Step 4: Copy/upload all the DLLs onto your server. It is recommended that you do not upload them to an area accessible from the web. Instead upload them to your FTP root and then copy them to a directory such as "C:\COM". The drive or directory name does not matter.

Step 5: Register all DLLs. This step must be performed directly on the server. If you do not have direct access to the server then you will need to send this request to your web hosting administrator.

For additional help with registering DLLs we have provided the file ocxdllreg.reg. Double click ocxdllreg.reg and confirm "Yes" in the dialog that comes up. Now simply double click each DLL file and click OK.

The permissions must also be properly set: Make sure that the IUSR_[SERVERNAME] user has Read & Execute permissions set for each DLL.

Step 6: Set permissions on the "uploaded" subdirectory:

The IUSR_[SERVERNAME] user must be given full control permissions for the uploaded directory.

Step 7: In order to be able to edit various CMS content from the admin control panel the IUSR_[SERVERNAME] user must be given full control permissions for the "content" directory. To upload CSV files from the admin control panel the IUSR_[SERVERNAME] user must be given full control permissions for the "csv" directory. If translation will be enabled the IUSR_[SERVERNAME] user must be given full control permissions for the "language" directory

Step 8: Go to your auction website with your web browser. If index.asp is not set to be a default document you may need to enter index.asp manually after your domain name. You will need to activate the auction software with the license key given to you to proceed any further.

Step 9: For the remaining configuration options you will need to login to the admin control panel.

```
http://[Insert your website address here]/webmaster.asp
User: admin
Password: admin321
```

Step 10: If you are not already there, go to the Site Preferences -> Setup section.

Normal URL

For this setting you will need to enter the full URL just like you would enter it from your web browser to get to your website. If you are installing the website in your web root you will not need to add a subdirectory at the end (for example it would just be

http://www.xyz.com).

SSL URL

If you have a secure URL pointing to the same files on the server you will enter the secure website address here. Otherwise just fill it in with the same value as what you entered above.

SSL Secured Login

This preference determines if the user is redirected to a secure page anywhere they are asked for their username and password.

Physical Application Path

You will need to enter the full absolute path to your website files. If you do not have the absolute path then clicking on the detect button should fill the correct path in for you.

Email Component

You will need to contact your web host provider to find out what email component(s) are installed on the server. Usually CDOSYS is standard but you can also try CDONTS if no emails are being sent out.

The remaining preferences on the Setup page are all optional depending on your needs.

Note: It is recommended you change your password as soon as the installation is complete.

See also

- [System Requirements](#)
- [Database](#)
- [Software Activation](#)
- [Zip Code Search](#)
- [Enable Translation](#)

[Home](#) - [rwAuction Pro 6.0](#) - [Installation](#) - [Database](#)

Database

Step 1. Create a new database on SQL Server.

Step 2. Open query analyzer and execute Auction60.sql on the new database.

WARNING: executing the script on an existing (rather than new) SQL database may corrupt or delete the data.

Step 3. Make appropriate connection changes in the setup.asp file:

```
const sqlserver = ""      Enter your SQL Server IP or Server Address
const sqlcatalog = ""    Enter database name
const sqluser = ""       Enter your SQL Server username
const sqlpass = ""      Enter your SQL Server password
```

See also

[System Requirements](#)
[Installation Steps](#)
[Software Activation](#)
[Zip Code Search](#)
[Enable Translation](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Installation](#) > [Software Activation](#)

Software Activation

After the software has been successfully installed, you will need to activate the software. Open a web browser to the URL where the software has been installed. Read through the license agreement and insert the key or serial number provided to you. By activating the software, you agree to all factors outlined within the license agreement.

Once the software has been activated, you will be prompted to enter a username and password. This default administration username and password will be provided to you with your purchase.

Note: It is recommended you change the default password after activating the software.

See also

[System Requirements](#)
[Installation Steps](#)
[Database](#)
[Zip Code Search](#)
[Enable Translation](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Installation](#) > [Zip Code Search](#)

Zip Code Search

The zip code and zip radius search are disabled by default. This option requires the database to contain latitude and longitude data to function properly. A script is provided to populate the database with US (50 states & Puerto Rico) zipcode, latitude, and longitude data. Other location data is not included within the software package.

Steps to enable zip/radius search:

- 1: Execute the USZipData.sql script on the same SQL Server database
- 2: Edit setup.asp and change `"const ZipcodeSearchEnabled = false"` to `"const ZipcodeSearchEnabled = true"`

See also

[System Requirements](#)
[Installation Steps](#)
[Database](#)
[Software Activation](#)
[Enable Translation](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Installation](#) > [Enable Translation](#)

Enable Translation

When the software is installed, the translation system is disabled by default. The software must first be activated by entering the license key before translation can be enabled.

To enable the translation of the static website text:

1. Edit setup.asp using Windows notepad.exe or a similar text editor and make the following changes:
 1. set TranslationEnabled to true
 2. set stringpath to the physical location of the .loc files to be used

Note: you can check the "Physical Application Path" setting under "Site Preferences" in the admin control if you are not sure of this setting.
Example:

```
const TranslationEnabled = true
```

```
const stringpath = "C:\inetpub\wwwroot\auction\language\"
```

Note : English.loc must be located in the language folder off of the web root.

See also

[System Requirements](#)
[Installation Steps](#)
[Database](#)
[Software Activation](#)
[Zip Code Search](#)

Home > rwAuction Pro 6.0 > Payment Processing

Payment Processing



[Home](#) > [rwAuction Pro 6.0](#) > [Payment Processing](#) > [PayPal Services](#)

PayPal Services



[Home](#) > [rwAuction Pro 6.0](#) > [Payment Processing](#) > [PayPal Services](#) > [PayPal Standard Payments](#)

PayPal Standard Payments

PayPal Standard Payments are defined as a payment service (not a Merchant Account Gateway) in rwAuction Pro.

Simply enter your PayPal email address into the “PayPal email to send payment” field and ensure that “PayPal Accepted” option is set to ON .

Be sure to set the “Auto Return” preference to “On” in your PayPal Profile.

Note: When using a PayPal business account, you may want to allow transaction-based shipping settings to override profile settings. This option is available in your PayPal profile for Shipping Calculations.

See also

[PayPal PayFlow Pro](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Payment Processing](#) > [PayPal Services](#) > [PayPal PayFlow Pro](#)

PayPal PayFlow Pro

To start using your PayPal PayFlow Pro account with rwAuction Pro, set PayPal PayFlow Pro as your "Merchant Account Gateway" in the administration control panel under "[Billing and Fees](#)" > "[Credit Cards](#)". The following settings are required:

PayFlow User - If you set up one or more additional users on the account, this value is the ID of the user authorized to process transactions. If, however, you have not set up additional users on the account, USER has the same value as VENDOR. This value is case-sensitive.

PayFlow Vendor - Your vendor is the Login ID or merchant login you created when you signed up for PayPal Merchant Services. The user is also the vendor, unless you have created additional accounts (users) within PayPal Manager.

PayFlow Partner - Your Partner depends on how you registered for your Payflow account. If you purchased your account from PayPal's website or sales department, your Partner ID is PayPal, VeriSign, VSA, or CyberCash. If you purchased it from a reseller, contact the reseller for your Partner ID. This value is case-sensitive.

PayFlow Password - The 6- to 32-character password that you defined while registering for the account. This value is case-sensitive.

See also

[PayPal Standard Payments](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Payment Processing](#) > [Authorize.NET](#)

Authorize.NET

To start using your Authorize.Net account with rwAuction Pro, set Authorize.net as your "Merchant Account Gateway" in the administration control panel under "[Billing and Fees](#)" > "[Credit Cards](#)". Set your "Merchant Gateway Login" to your Authorize.Net API login and "Merchant Gateway Password" to your Authorize.Net API Transaction Key.

See also

[PayPal Services](#)
[LinkPoint / YourPay](#)
[CyberSource](#)
[SECPay](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Payment Processing](#) > [CyberSource](#)

CyberSource

To start using your CyberSource account with rwAuction Pro, set CyberSource as your “Merchant Account Gateway” in the administration control panel under "[Billing and Fees](#)" > "[Credit Cards](#)". Set the “Merchant Gateway Login” to your Merchant ID and “CyberSource Keys Path” to the physical path of your .p12 file which you have uploaded to your server.

Note: If you need help finding this path, either examine setup.asp in your web root or ask your webhost provider for assistance. Please note that CyberSource requires additional COM dll's and .pdb files to be installed on your web server for proper operation.

See also

[PayPal Services](#)
[Authorize.NET](#)
[LinkPoint / YourPay](#)
[SECPay](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Payment Processing](#) > [SECPay](#)

SECPay

To start using your SecPay account with rwAuction Pro, set SecPay as your “Merchant Account Gateway” in the administration control panel under “[Billing and Fees](#)” > “[Credit Cards](#)”. Set your “Merchant Gateway Login” to merchant ID (generally 6 letters and 2 numbers) and “Merchant Gateway Password” to your SecPay VPN Password.

Note: Your VPN Password must be manually set up from SecPay's control panel. It may not be the same as your other SecPay passwords! Additionally, make sure the VPN Password does not contain any url reserved characters such as '?' or '&')

A SecPay setup guide is available at <https://www.secpay.com/docs/SECCardIntegrationGuide.pdf>

Known SECPay issues:

“Micro Payments”

If you need to process payments less than 5.00, you must get special permission from your bank and send proof to SecPay. Micro-payments require the consent of your Merchant bank. Once you have obtained this consent and agreed a minimum amount per transaction, please supply the confirmation document from your Merchant bank along with the request for micro-payments to be enabled to admin@secpay.com or to the admin department:

SECPay Ltd
PO Box 111
Ripon
North Yorkshire
HG4 1WR

“Not Authorized [N]” error message

If your account is not currently enabled to take live transactions, sending transactions as live to the system will result in the transaction being returned with the message “Not Authorized”

See also

[PayPal Services](#)
[Authorize.NET](#)
[LinkPoint / YourPay](#)
[CyberSource](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#)

Articles in this section



See also

[Introduction](#)
[Installation](#)
[Payment Processing](#)
[User Guide](#)
[Email Template Tags](#)
[License Agreement](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Site Preferences](#)

Site Preferences



[Setup](#)



[General](#)



[Company
Information](#)



[Display](#)



[Listing Options](#)



[Stores](#)



[Email
Templates](#)



[IP Blocking](#)



[Bid Increments](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Site Preferences](#) > [Setup](#)

Setup

■

Normal URL - For this setting you will need to enter the full URL just like you would enter from your web browser to get to your website. If you are installing the website in your web root you will not need to add a subdirectory at the end.

Example: <http://www.xyz.com>

SSL URL - If you have a secure URL pointing to the same files on the server you will enter the secure website address here. If you do not have a secure URL, fill this field with the same value as what you entered for "Normal URL" above.

SSL Secured Login – (ON or OFF) Select ON for enabling secure account login. Select OFF to disable secure account login.

Note: SSL (Secured Socket Layer) is the industry standard security protocol for the transmission of sensitive data. When accepting credit card or other billing information, it is necessary for you to secure the data transmission.

Physical Application Path – You will need to enter the full absolute path to your website files. If you do not know the absolute path you may need to contact your web host administrator.

Email Component – Select the email component used for all email events. Supported components are CDONTS, Persits ASPEmail, JMail, and ServerObjects ASPMail.

Email Component Host – Enter the hostname or IP of your mail server. Typically this is the localhost (127.0.0.1).

Note: For CDONTS this field is not used and the web server is the default.

CDOSYS Charset Override – Leave blank for normal use. This field allows an alternate character set to be used when sending out emails.

Example: "gb2312" specifies Simplified Chinese characters

Max Image file size – Enter the maximum allowed image size (in bytes).

Note: 1024 bytes = 1 kb and 1024 kb = 1 mb

Auto Resize Item Images – (ON or OFF) If set to ON, uploaded images will be resized according to the Max Image Width and Max Image Height Properties (see below) when a user views their full size. If set to OFF, images will retain their original size.

Max Image Width – The maximum width (in pixels) allowed for the full size view of an image.

Max Image Height - The maximum height (in pixels) allowed for the full size view of an image.

Note: The default value for the Max Image Width and Max Image Height is 500 pixels x 500 pixels. This is the maximum size of the image on the listing detail page. If Max Image Width and Max Image Height values are decreased and Auto Resize Item Images is ON, the image size on the listing detail page will decrease.

Max Thumbnail Width –The maximum width (in pixels) for the image thumbnails (a small, low resolution copy of a larger image).

Max Thumbnail Height - The maximum height (in pixels) for the image thumbnails (a small, low resolution copy of a larger image).

Note: The default value for the Max Thumbnail Width and Max Thumbnail Height is 80 pixels x 60 pixels. All images uploaded for a listing will be sized to these maximum values. If these values are increased the "table" height within the css file for the individual gallery images will also need to be increased to accommodate this larger thumbnail size.

META Keywords – Enter keywords used by search engines for ranking your site.

Note: Not all search engines support META Keywords.

META Description –Enter your site description for use by search engines when displaying search results containing a link to your site.

Note: Not all search engines support META Keywords.

See also

[General](#)
[Company Information](#)
[Display](#)
[Listing Options](#)
[Stores](#)
[Email Templates](#)
[IP Blocking](#)
[Bid Increments](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Site Preferences](#) > [General](#)

General

Site Name – Type the name of your website. This name will show up in page footers, and E-mails. If you do not have a logo for the site this property will show up in text.

Site Motto – This text will be displayed in the meta title of each webpage, and may also be displayed below the site name on the home page

Site Logo – Enter the URL of your logo image or upload an image from your local machine. This image will be displayed at the top header of each page.

Sniper Protection Minutes – If a bid is placed within this set number of minutes before the item ends, the auction will be automatically extended this number of minutes. This is also known as **Popcorn Bidding**.

Example : The sniper protection minutes are set to 2. Bidder A is the highest bidder on Item #1. Bidder B places a bid on Item #1 with 30 seconds left before the end of the auction. The end time for Item #1 is now extended 2 minutes.

Proxy Bidding On – (ON or OFF) If set to ON, bids will be placed automatically when outbid, up to the maximum bid placed.

If set to OFF, the proxy system will not be used and the maximum bid will always be placed immediately.

Skin – A “skin” is the combination of the graphics, colors, and fonts used throughout the site. Several basic skins are included. Select a skin using the dropdown menu.

The options available utilize several different banner options and page widths. The differences between skins are entirely CSS based and additional customization can be accomplished by editing the CSS files directly.

See also

[Setup](#)
[Company Information](#)
[Display](#)
[Listing Options](#)
[Stores](#)
[Email Templates](#)
[IP Blocking](#)
[Bid Increments](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Site Preferences](#) > [Company Information](#)

Company Information

The information entered as “Company Information” will appear on all website invoicing and receipts.

Administrator Email – Enter the email address you wish to use for website communications. All messages sent though the website (contact.asp) will go to this email address.

See also

- [Setup](#)
- [General](#)
- [Display](#)
- [Listing Options](#)
- [Stores](#)
- [Email Templates](#)
- [IP Blocking](#)
- [Bid Increments](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Site Preferences](#) > [Display](#)

Display

Maximum Results per Page – The number of items that will be displayed per page. (Main page, category, sub-category, search pages, etc)

Maximum Pages – The number of page links to show at the bottom of each page.

Maximum HomePage Featured – The maximum number of items to display in the featured list on the homepage.

Allow Highlight on HomePage Featured – (ON or OFF) Select ON to allow the listing highlight to show in the homepage featured list.

Maximum Gallery Results per Page – Enter the number of images to display per page of gallery listings.

Maximum Gallery Pages – The number of page links to show at the bottom of each page in the gallery.

Maximum Gallery HomePage Featured – The maximum number of gallery images to display in the homepage featured list.

Show Scheduled Listings – (ON or OFF) If sellers are allowed to select the listing start date and time, some items will be scheduled to start in the future. If set to ON, items that are not yet available for bidding will still be displayed in search results and in other item lists. If set to OFF, these listings will not be included in search results or item lists until their official start time.

Show Auction Icons – (ON or OFF) Select ON to display Auction icons used to distinguish between listing types. These icons are used for Dutch Auctions, Fixed Price / Buy Now listings, Classified Ads, Request for Quote(s), Reverse Auctions, and Trade Listings.

Always Show Thumbnail on HomePage – (ON or OFF) Select On to use image thumbnails for homepage featured items. A camera icon will be displayed in place of an image thumbnail if this feature is turned OFF. If the listing does not contain images, neither will appear.

Allow User PayPal Item Link When Closed – (ON or OFF) Select ON to allow users to display their PayPal e-mail address for payment at the close of an item.

Enable WYSIWYG HTML Editor – (ON or OFF) Select ON to enable the HTML editor for item descriptions, stores, and profiles. If disabled (OFF) it will be replaced with a standard form textbox.

Note: rwAuction Pro version 5.0 uses the Tiny MCE javascript WYSISWG editor by MoxieCode Systems. This editor is licensed under LGPL. All TinyMCE copyrights are held by MoxieCode Systems. tinymce.moxiecode.com

See also

- [Setup](#)
- [General](#)
- [Company Information](#)
- [Listing Options](#)
- [Stores](#)
- [Email Templates](#)
- [IP Blocking](#)
- [Bid Increments](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Site Preferences](#) > [Listing Options](#)

Listing Options

Restrict Outside Sellers – (ON or OFF) If set to ON, only administrative users will be allowed to post items for sale. If set to OFF, all users are allowed to post items for sale.

When 'ON', all links throughout the site involving creating/editing listings will be hidden from normal users. The sell link will still be available from the admin control panel when logged in as an admin user. All selling-related links will still be available for the administrator users in the 'My Account' section.

This option is useful for websites that are intended to have a webmaster-controlled inventory and visitors are only allowed to bid on or buy items.

Seller Verification Required – (ON or OFF) If set to ON, users must request permission to be a seller before they are allowed to post any items on the site. If set to OFF, no permissions must be set to allow a user to post items.

When 'ON', a user can go into their 'My Account' section 'Account Details' and 'Request Access to Post Listings'. The administrator can review and approve the request from the 'Seller Requests' panel.

Listing Approval Required – (ON or OFF) If set to ON, all listings will require administrator approval before going "live". If set to OFF listings will display on the live website as soon as they are posted.

Auction Listing Format – (ON or OFF) If set to ON, the auction selling method is available for posting items for sale. If set to OFF, the auction selling method will not be available.

Dutch Auction Listing Format – (ON or OFF) If set to ON, the dutch auction selling method is available for posting items for sale. If set to OFF, the dutch auction selling method will not be available.

Note: Both "Dutch Auction Listing Format" and "Reverse Auction Listing Format" must be on to have "Reverse Dutch Auctions".

Reverse Auction Listing Format – (ON or OFF) If set to ON, the reverse auction method is available for posting items for sale. If both this and "Dutch Auction Listing Format" is ON, "Reverse Dutch Auctions" will also be available. If set to OFF, neither the "Reverse Auction" nor the "Reverse Dutch Auction" selling methods will be available.

RFQ Listing Format – (ON or OFF) If set to ON, the Request For Quote method is available to allow posters to receive offers from other users. If set to OFF, the Request For Quote method will not be available.

RFQ Bid Description – (ON or OFF) If set to ON, buyers will be able to include a text description along with their bid offer for RFQ style listings. If set to OFF, they will only be able to make a monetary offer.

RFQ File Attachments – (ON or OFF) If set to ON, buyers will be able to include file attachments along with their offers. If set to OFF, they will be unable to include attachments. Only .GIF, .JPG, .DOC, .PDF and .RTF file formats are allowed.

Maximum RFQ Attachments – The maximum number of attachments that can be added per offer on a RFQ style listing.

Max RFQ Attachment Size -- Enter the maximum allowed attachment size (in bytes).

Note: 1024 bytes = 1 kb and 1024 kb = 1 mb

Fixed Price Listing Format – (ON or OFF) If set to ON, the fixed price selling method is available for posting items. If set to OFF, the fixed price selling method will not be available.

Classified Listing Format – (ON or OFF) If set to ON, the classified ad selling method is available for posting items. If set to OFF, the classified ad selling method will not be available.

Trade Listing Format – (ON or OFF) If set to ON, users are allowed to post trade listings. If set to OFF, trade listings will not be available.

Allow Sellers to Specify Start Date – (ON or OFF) If set to ON, sellers will be allowed to determine when the item(s) they post will be available for bidding/purchase. If set to OFF, items become available for bidding/purchase as soon as they are posted.

Allow Sellers to Specify End Date – (ON or OFF) If set to ON, sellers will have the ability to enter a specific date for the item to end. If set to OFF, a duration dropdown list will appear instead.

Auction and Dutch Auction Duration Options – A comma delimited list of integer values. These are the choices for the number of days an item will be listed. This dropdown box will only appear if “Allow seller to specify End Date” is set to OFF. (Listing formats: Auction, Dutch Auction, Reverse Auction, Reverse Dutch Auction)

Fixed Price and Trade Duration Options - A comma delimited list of integer values. These are the choices for the number of days an item will be listed. This dropdown box will only appear if “Allow seller to specify End Date” is set to OFF.

RFQ Duration Options – A comma delimited list of integer values. These are the choices for the number of days an item will be listed. This dropdown box will only appear if “Allow seller to specify End Date” is set to OFF.

Max Auto Relists – The maximum number of times an item will be allowed to automatically re-list if it does not sell.

Note: If one item in a multiple item listing sells, the listing will not automatically re-list.

Charge Fees When Relisting – (ON or OFF) If set to ON, the seller will be re-charged for all listing options selected including the post fee when an automatic re-list occurs. If OFF, the item will be re-listed for free.

Max Images Per Item – The maximum number of images per item to be uploaded.

Max Free Images– The number of images that can be uploaded (included in a listing) at no charge.

Max Listing Templates Allowed – Maximum number of listing templates allowed to be saved by each user.

See also

[Setup](#)

[General](#)

[Company Information](#)

[Display](#)

[Stores](#)

[Email Templates](#)

[IP Blocking](#)

[Bid Increments](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Site Preferences](#) > [Stores](#)

Stores

Enable Storefronts – (ON or OFF) Set to ON to allow the stores/storefront feature. Set to OFF to disable the store/storefront option.

Number of Random Stores to Show on Stores Page – The maximum number of random stores to display on the main storefronts page.

Store Billing Day of Month – The billing day of the month that a user is charged for their online store. A transaction is posted to the user's invoice.

Note: *To not charge a monthly store fee, set the store fees to 0 under the "Fees" section.*

See also

- [Setup](#)
- [General](#)
- [Company Information](#)
- [Display](#)
- [Listing Options](#)
- [Email Templates](#)
- [IP Blocking](#)
- [Bid Increments](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Site Preferences](#) > [Email Templates](#)

Email Templates

The email template system allows you to change the content and style of the various email notifications that are sent to buyers and sellers on your website. The default templates will work without being edited, however it is strongly recommended that you customize the email templates. Depending on the email's purpose, different email tags are available to insert specific information into the To, From, CC, Subject and Body fields of the message.

Available email templates:

Ends w/o Success (To Seller)

Ends W/ Success (To Seller)

Ends W/ Success (To Buyer)

Verification Code Email

User has been outbid

Feedback is left for User

A user has bid on your item

Trade Offer (To Seller)

Offer Rejected (To Buyer)

Offer Accepted (To Buyer)

Multiple Item Sale(To Seller)

Multiple Item Sale(To Buyer)

Send Invoice

Bid Confirmation

Seller Question Response

Item post confirmation

Send Invoice (C2C)

Bid Retraction

C2C Invoice Updated

C2C Tracking Updated

Send Auction To A Friend

RFQ Listing Ended With Bids – Listing Agent

RFQ Bid Successful – Bidder

Balance Due Notification

Item Denied Notification

Buyer Question To Seller

Listing Approved

See also

[Setup](#)
[General](#)
[Company Information](#)
[Display](#)
[Listing Options](#)
[Stores](#)
[IP Blocking](#)
[Bid Increments](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Site Preferences](#) > [IP Blocking](#)

IP Blocking

Block users from specific IP ranges from logging into the website.

Add IP Range – Insert an IP range, then mark as “These IP’s are safe” or “Block these IP’s” and select save.

Test an IP – [Test IP blocking by entering an](#)

Safe IP’s - Safe IP ranges that you have entered.

Blocked IP’s – Blocked IP ranges that you have entered.

See also

[Setup](#)
[General](#)
[Company Information](#)
[Display](#)
[Listing Options](#)
[Stores](#)
[Email Templates](#)
[Bid Increments](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Site Preferences](#) > [Bid Increments](#)

Bid Increments

The “Bid Increment” is the amount a bid is raised. This is the minimum increase in price of each bid.

Use Bid Increments for Dutch Auctions – (ON or OFF) If set to ON, Dutch Auctions and Reverse Dutch Auctions will adhere to the defined bid increments. If OFF, Dutch Auctions and Reverse Dutch Auctions will not use bid increments.

If amount is greater than or equal to: When the item value has reached or exceeded this amount a new bid increment will be used.

Bid increment will be: This value will be used as the bid increment when the item’s value has reached the corresponding tier.

See also

- [Setup](#)
- [General](#)
- [Company Information](#)
- [Display](#)
- [Listing Options](#)
- [Stores](#)
- [Email Templates](#)
- [IP Blocking](#)

Home > rwAuction Pro 6.0 > Administration Guide > Billing and Fees

Billing and Fees



General



Credit Cards



Payment Services



Checks



Fee Amounts



Classified Fees



Membership Plans



Discount Settings

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Billing and Fees](#) > [General](#)

General

Admin/Business Email - Your website or business email address.

Require Fee Payment Up-front - (ON or OFF)

If **“Require Payment Up-front”** is set to ON, when users post new items or edit existing items, all listing option fees and the post fee will be due immediately. A payment method selection will appear on the last page before the sell/edit confirmation page. Additionally, a link will appear below these options allowing the seller to add or edit their billing details.

When an auction item ends, the final percent fee billing transaction is added. If valid credit card information is available a charge will be attempted at that time. (A merchant account is required to charge credit cards, such as Authorize.net).

If **“Enable Storefronts”** is set to ON and a **“Store Monthly”** fee is defined, on the **“Store Billing Day of Month”** a billing transaction will be added to each appropriate account. If the account has valid credit card or checking information a charge will be attempted.

If **“Require Payment Up-front”** is set to OFF, all billing transactions listed above will still be added to the User's account. The user can either pay the account balance from the My Account > Billing tab and clicking the “Make Payment” button or the website administrator can use the batch payment system (see [Maintenance: Process Batch Payments](#)”).

See also

[Credit Cards](#)
[Payment Services](#)
[Checks](#)
[Fee Amounts](#)
[Classified Fees](#)
[Membership Plans](#)
[Discount Settings](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Billing and Fees](#) > [Credit Cards](#)

Credit Cards

Credit Card Accepted – (ON or OFF) Select ON to accept credit card information from users. This should only be set to ON if you have a merchant account. If you do not have a merchant account set up, this will only store the user's information. If OFF is selected, users will not be asked for credit card information.

Require Credit Card Info - (ON or OFF) Select ON to require users to enter their credit card information when registering. Either credit card information or checking information should be required when using batch payment processing. Set to OFF if credit card information is optional and not required to register.

Require Credit Card for Sellers – (ON or OFF) If set to ON, your customers who are registering to become sellers must include credit card information. If set to OFF, credit card information is optional and not required to list items. **This option requires “Seller Verification Required” to be set to On.**

Auto Credit Card Verification – (ON or OFF) During registration the auto verification feature will verify a user's credit card by authorizing a small amount on the CC. This amount is not captured and no funds are actually charged. Set to ON to enable automatic credit card verification. Set to OFF do disable automatic credit card verification.

Note: This feature requires a merchant account.

Merchant Account Gateway - Select your merchant gateway provider. Authorize.net, LinkPoint/YourPay, CyberSource, SkipJack, and SecPay are supported.

Note: SECPay, CyberSource, SkipJack all support a Test Mode. Similarly, you can set the merchant gateway to a separate test mode (Success or Fail).

Authorize.net & SECPay Merchant Account Fields

Merchant Gateway Login - API Login

Merchant Gateway Password – API Transaction Key

Merchant Account Email Notify Business

Merchant Account Email Notify Customer

LinkPoint / YourPay Merchant Account Fields

Merchant Gateway Login - Your Merchant Store Number as supplied by LinkPoint

Linkpoint PEM Path - The physical application path of the PEM file on the server

Note: If you need help finding this path, either examine setup.asp in your web root or ask your webhost provider for assistance. Please note that LinkPoint requires an additional COM DLL to be installed on your web server for proper operation.

CyberSource Merchant Account Fields

Merchant Gateway Login

CyberSource Keys Path

SkipJack Merchant Account Fields

Skipjack Serial

Skipjack Test Mode

Skipjack SSL mode

MASTERCARD Accepted – (ON or OFF) Select ON or OFF to accept MasterCard (please check with your bank to verify that you can accept MasterCard with your merchant account)

VISA Accepted - (ON or OFF) Select ON or OFF to accept Visa (please check with your bank to verify that you can accept Visa with your merchant account)

AMEX Accepted - (ON or OFF) Select ON or OFF to accept American Express (please check with your bank to verify that you can accept American Express with your merchant account)

DISCOVER Accepted - (ON or OFF) Select ON or OFF to accept Discover (please check with your bank to verify that you can accept Discover with your merchant account)

PayPal PayFlow Pro

PayFlow User - If you set up one or more additional users on the account, this value is the ID of the user authorized to process transactions. If, however, you have not set up additional users on the account, USER has the same value as VENDOR. This value is case-sensitive.

PayFlow Vendor - Your vendor is the Login ID or merchant login you created when you signed up for PayPal Merchant Services. The user is also the vendor, unless you have created additional accounts (users) within PayPal Manager.

PayFlow Partner - Your Partner depends on how you registered for your Payflow account. If you purchased your account from PayPal's website or sales department, your Partner ID is PayPal, VeriSign, VSA, or CyberCash. If you purchased it from a reseller, contact the reseller for your Partner ID. This value is case-sensitive.

PayFlow Password - The 6- to 32-character password that you defined while registering for the account. This value is case-sensitive.

See also

[General](#)
[Payment Services](#)
[Checks](#)
[Fee Amounts](#)
[Classified Fees](#)
[Membership Plans](#)
[Discount Settings](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Billing and Fees](#) > [Payment Services](#)

Payment Services

PayPal Accepted – (ON or OFF) Set to ON to accept PayPal payments from users for fees incurred. If set to OFF if you will not accept PayPal payments.

PayPal Email to Send Payment – Site operator or business PayPal email address.

WorldPay Accepted – (ON or OFF) Set to ON to accept WorldPay payment. Set to OFF if you will not be using WorldPay.

WorldPay Installation ID – 5 digit number provided by WorldPay

WorldPay URL - This value should only be changed at the direction of WorldPay if the default value does not work.

Default: <https://select.worldpay.com/wcc/purchase>

WorldPay Test Mode –

0 = Live Mode

100 = Force Success

200 = Force Failure

WorldPay Fix Contact – (ON or OFF) Set to ON to remove a user's access to change their billing information through WorldPay. If set to OFF, users will be allowed to change their billing information used by WorldPay, when making a WorldPay payment, to verify credit card payments.

See also

[General](#)
[Credit Cards](#)
[Checks](#)
[Fee Amounts](#)
[Classified Fees](#)
[Membership Plans](#)
[Discount Settings](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Billing and Fees](#) > [Checks](#)

Checks

Checks Accepted – (ON or OFF) Set to ON to accept personal check payments by mail. This payment method allows the user to send notification when a payment has been mailed. The website administrator must manually finalize the payment transaction in the Administrator Control Panel when payment is complete. If set to OFF, the user will not have the option to send a check payment notification.

Note: If “**Require Payment Up-Front**” is set to ON, this option is not used as a payment method when posting new items. It is possible for a user to make a check payment, and after a site administrator marks the payment as received, use the account credit to post new items

Name to Write Check – The site operator’s name or business name.

Address Line 1 to Send Check – Line 1 of the address to send payment.

Address Line 2 to Send Check – Line 2 of the address to send payment.

City to Send Check – City of payment address.

State to Send Check – State of payment address.

Zip to Send Check - Zip Code or Postal Code of payment address.

Country to Send Check – Country of payment address.

See also

- [General](#)
- [Credit Cards](#)
- [Payment Services](#)
- [Fee Amounts](#)
- [Classified Fees](#)
- [Membership Plans](#)
- [Discount Settings](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Billing and Fees](#) > [Fee Amounts](#)

Fee Amounts

The fee description field that is available for each fee can be customized. This description is used in the billing invoice.

Use Aggregate Final Percentage Fees – (ON or OFF) This setting will only take effect if final percentage fee tiers are used. Please see the example below.

Example: The final fee settings are set to charge the following amount:

$$\$0.00 - \$25.00 = 5\%$$

$$\$25.01 - \$100.00 = 2.5\%$$

$$\$100.01 = 1.0\%$$

An item sells with a final price of \$125.00. If this option is set to **ON**, the final percentage fee is calculated as follows:

$$(\$25.00 \times 5.0\%) (\$75.00 \times 2.5\%) (\$25.00 \times 1.0\%) = \text{the final percentage fee}$$

If this option is set to **OFF** the final percentage fee is calculated as follows:

$$\$125.00 \times 1.0\% = \text{the final percentage fee}$$

Bold Listing – (Listing Option) The item(s) title will be displayed in a bold font.

Category Featured – (Listing Option) Item(s) will be featured above other items in category listings.

Dutch Auction – (Listing Option) This fee is charged when an auction has a quantity greater than 1 (one).

Extra Pictures – (Listing Option) The cost of additional pictures beyond the free picture allowance as defined by the difference between the “**Max Images Per Item**” and “**Max Free Images**” preferences.

Final Sale – If an item sells, this percent of the final sale price is charged to the seller. This value is only used if the Final Sale Tiers are not set.

Final Sale Tier 1-5 – If an item is sold and the final sale price is between “min value” and “max value” of a tier, this percentage is charge to the seller. If these settings are defined, they override the “Final Sale” fee setting.

Gallery Listing - (Listing Option) Items will be featured in the Gallery section.

Highlight Listing - (Listing Option) A colored highlight will surround the listing, making it stand out.

Home Page Featured – (Listing Option) Home Page Featured – Item(s)

Post Item - A flat fee charged when posting any item that is not a classified listing. Classifieds are charged based on “Classified Settings. This value is only used if the Post Item Tiers are not set.

Post Item Tier 1-5 - The item value is based on the highest of Price, Start Bid, Reserve or Buy Now amounts entered for the item. If the item value is between “min value” and “max value” for this tier this flat fee is charged to the seller when the item is posted.

If the item value is changed when the item is edited by the seller, the difference between the original post fee and the new post

fee is charged to the seller's account.

If defined, these settings override the "Post Item" setting above.

Store - This fee is charged when a store front is first enabled.

Store Monthly - This fee is charged to the seller's account on the anniversary date the store front was opened. An automatic payment is attempted if:

- Require Payment up-front is enabled
- The seller has valid credit card or checking information
- A Merchant Account is set up

Trade - This fee is charged to the seller's account when a successful trade is completed.

See also

[General](#)
[Credit Cards](#)
[Payment Services](#)
[Checks](#)
[Classified Fees](#)
[Membership Plans](#)
[Discount Settings](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Billing and Fees](#) > [Classified Fees](#)

Classified Fees

Define the classified ad listing options by amount per duration (in days). These are flat fees. **These prices replace the Post Item fee for classified ads.**

See also

- [General](#)
- [Credit Cards](#)
- [Payment Services](#)
- [Checks](#)
- [Fee Amounts](#)
- [Membership Plans](#)
- [Discount Settings](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Billing and Fees](#) > [Membership Plans](#)

Membership Plans

Membership plans affect users who post listings. Memberships are not required for browsing and buying.

Note: If a user wishes to cancel a recurring membership plan and uses PayPal, they must also cancel the recurring payment directly in their PayPal account.

Memberships Enabled – (Disabled, Optional, or Required)

Disabled: No membership system

Optional: Membership available but not required to post items

Required: All users must be members to post items

The membership system can be used for a variety of different payment situations. The duration of a membership period as well as the price and various benefits can be altered to suit the purpose of the website. One way to use the system is to set up several tiers that are all 1 month in duration but vary by price and the % discount that is applied to all listing fees.

Another way to arrange different membership tiers is to set up different durations such as a weekly, monthly and yearly membership where the longer memberships offer a better value of discounts for longer membership periods.

A third way to set up different membership tiers is to offer a fixed number of items per membership tier. Using this method, sellers can be offered a block of item listings for a fixed price where larger blocks could be a better value.

Any of these different methods can be used individually or mixed and matched to create a unique pricing structure for your website.

Title - (required) A short description of each membership option.

Description - (required) A description of the membership option.

Duration - (required) Months, days, or a onetime fee. This value determines the length of the membership tier.

Note: When using a “OneTime Fee” for memberships, enter the amount in the “Recurring Price” field. The user will only be charged once.

Example: Specifying 1 month means that the membership fee will automatically be charged to the user's account every month on the user's anniversary date. Specifying onetime fee means the membership will never expire after the price is paid once and only once.

Recurring Price - (required) The amount due each period of membership. If onetime fee is selected as the duration, this fee is only charged once at signup.

Initial Price - (optional) This is an optional alternative signup price which replaces the “Recurring Price” for the first payment if it is set to a non-zero value.

Listing Limit – (optional) If this value is greater than zero the seller will only be allowed to sell this many items before the membership renewal date.

Note: If accepting PayPal as the method of payment, it is recommended there be an unlimited item limit. If an item limit is set, and the customer reaches that limit and wishes to renew early, they must cancel their subscription with PayPal before re-subscribing for a new membership.

Listing Fee Discount - Set this number to a value between 0 and 100. This is the percent discount the seller will receive off all listing fees (Home Page Featured, Bold Listing, etc) when they have this tier of membership.

Post Fee Discount - Set this number to a value between 0 and 100. This is the percent discount the seller will receive off the

post fee when they have this tier of membership.

Final Pct Discount - Set this number to a value between 0 and 100. This is the percent discount the seller will receive off the final percent fee when they have this tier of membership.

Store Fee Discount - Set this number to a value between 0 and 100. This is the percent discount the seller will receive off the monthly store fee when they have this tier of membership.

Display Order - An integer value which determines the order (from lowest to highest) that the various membership tiers are listed.

Update Membership Tiers:

1. Make changes in one tier.
2. Select the button marked "Save all changes."

Delete Membership Tiers:

1. Select the button marked "Delete this plan" to delete the membership tier selected.

Add New Tier:

1. Enter all required information in the blank form.
2. Select the button marked "Create New Plan" to add tier.

See also

[General](#)
[Credit Cards](#)
[Payment Services](#)
[Checks](#)
[Fee Amounts](#)
[Classified Fees](#)
[Discount Settings](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Billing and Fees](#) > [Discount Settings](#)

Discount Settings

Discount Tier Name - This discount name is displayed in the My Account user section.

Percent Off - This is the discount percentage off all fees the user will receive.

These discount settings can be applied directly to a user's account by editing their account information. This discount will affect all fees incurred by the user.

The default tier for all registered users is tier '0' with a 0% discount. Adding a discount to this tier will apply the discount to all accounts; unless they have a different tier associated with their account.

See also

- [General](#)
- [Credit Cards](#)
- [Payment Services](#)
- [Checks](#)
- [Fee Amounts](#)
- [Classified Fees](#)
- [Membership Plans](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Maintenance](#)

Maintenance



[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Maintenance](#) > [Processing](#)

Processing

Process All – Clicking this button will process all items, memberships, and store fees.

Process Items – Clicking this button will cause all items that have not been viewed recently to be evaluated and processed, sending out all appropriate emails and closing any items necessary.

Clean: Deleted Items - Enter a number of days and click [Clean!] This function will remove all bid and item data for old items from the database. These items will no longer appear in any lists and will not be available to view or relist.

Clean: Delete Invoice Data - Enter a number of days and click [Clean!] This function will permanently remove old sale, payment and invoice data from the database. These sales and invoices will no longer appear in any lists and will not be available to view or edit.

Note: If "Include un-archived transactions" is un-checked only data that has been designated as archived by both parties will be deleted.

Process Memberships – If the membership system is enabled clicking this button will renew all users with expired memberships. If require payment up-front is enabled a payment will also be attempted for each member with valid cc info. If payment fails, that membership will not be renewed. **It is recommended that this function be executed at least once per day.**

Note: This button is not needed when using PayPal.

Process Store Fees – If store fronts are enabled clicking this button will charge all users with a store front. If "Require Payment Up-front" is turned on a payment will also be attempted for each store front owner with valid cc info. **It is recommended that this function be executed at least once per month if storefronts are activated.**

Note: A user will only be charged the storefront fee if it has been a month since the last time they were charged.

Process Batch Payments – This function is primarily for use when "Require Payment Upfront" is set to OFF. It allows the administrator to charge each user's credit card (or checking account) only once per month (or however often you wish) instead of each time a fee is incurred.

Clicking this button will attempt to charge each account specified as a batch account if that account has a balance due. New accounts by default are batch accounts. If the account has valid credit card information available that will be used first.

Note: Batch Payments only work using a merchant account / gateway such as Authorize.Net. Payment processors that require the user to be present for a charge to occur (such as PayPal standard payments) are not supported by this function.

Reload HTTP:// Admin Preferences & Reload HTTPS:// Admin Preferences - Use these buttons to ensure any admin preference changes take effect immediately throughout the website on both http and https when your Normal and SSL URLs are different.

Example: Normal URL = http://www.yourdomain.com

SSL URL = <https://secure.yourdomain.com>

See also

[Send Invoices](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Maintenance](#) > [Send Invoices](#)

Send Invoices

Use this section to send users an invoice for their fees incurred from listings and final values fees.

Email invoices from the first of this month until present – For same month billing

Email invoices from the first of last month until the end of last Month – For previous month billing

Send the “Balance Due Notification” email to all users with a balance due – An email will be sent to all users with a balance due on their account.

See also

[Processing](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [International](#)

International



General



Supported
Currencies



Translation

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [International](#) > [General](#)

General

Enable foreign Currency Dropdown - (ON or OFF) If set to ON , users are allowed to specify which currency they prefer to sell their items in. If set to OFF, only the default site currency is accepted.

Site Currency – Select the currency that will be the site’s default currency.

Note: If your currency is missing, then it has not been enabled in the International > Supported Currencies menu.

Time Zone Offset - Set this number to a positive or negative integer value to offset the current time displayed in the header or footer. The correct offset will depend on the relative web server location.

Example: If the machine hosting your website is on the East Coast of the United States and the website is intended for a community on the West Coast then the offset will be -3. This would cause the East Coast time of 3:30 PM (the location of the server) to be displayed as 12:30 PM on the website.

VAT Percent – Add a VAT Tax percentage to all Listing Fees. Each individual Listing Fee transaction on a user’s transaction statement will incur a separate VAT fee transaction.

Example: 5% VAT Tax is used for demonstration purposes only.

Item #	Name	Description	Credit	Debit
1156	Classified Fee	Charge for a Classified Ad	-	(EUR) €9.99
1156	Home Page Featured Listing	Listing will be randomly displayed on the Home Page	-	(EUR) €2.00
1156	VAT	5% VAT	-	(EUR) €0.50
1156	VAT	5% VAT	-	(EUR) €0.10

See also

[Supported Currencies Translation](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [International](#) > [Supported Currencies](#)

Supported Currencies

This is a list of all currencies that may be accepted on your website. By default USD, AUD, GBP CAD and EUR are enabled. The conversion rates are listed in relation to the American Dollar (USD). **These rates must be manually updated on a regular basis. They are quickly outdated as exchange rates change on a daily basis.**

The currency type specified as the “Site Currency” cannot be disabled. Select a new “Site Currency” to allow the previous designated currency to be disabled.

Convert – Test a currency conversion.

1. Select starting enabled currency.
2. Enter amount to convert.
3. Select ending enabled currency.
4. Select the button marked “Try It” to complete conversion.

Currency Code – The standard 3 digit currency code.

Currency Name – Name of currency.

1 USD = Enter the decimal value (greater than 0) which converts \$1 USD (one American Dollar) to the selected currency.

WARNING: *These rates will require periodic updates for accuracy. These rates are only intended to be an estimate for the convenience of users. These rates do not automatically update.*

Symbol – The one character symbol such as \$ or or which will be displayed next to monetary values.

Enabled - Check or Uncheck this box to enable/disable the currencies you wish to support on your website. **You must enable at least one currency which is used as your site currency.**

WARNING: *When deciding which currencies to allow, double check which ones your payment processor or bank will accept.*

See also

[General Translation](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [International](#) > [Translation](#)

Translation

When the software is installed, the translation system is disabled by default.

To enable the translation of the static website text:

1. Edit setup.asp using Windows notepad.exe or a similar text editor and make the following changes:
 1. set TranslationEnabled to true
 2. set stringpath to the physical location of the .loc files to be used

Note: you can check the "Physical Application Path" setting under "Site Preferences" in the admin control if you are not sure of this setting.

Example:

```
const TranslationEnabled = true
```

```
const stringpath = "C:\inetpub\wwwroot\auction\language"
```

Note: English.loc must be located in the language folder off of the web root.

2. Go to **Admin Control Panel > Site Preferences > International > Translation**.

<!--[if !supportLists]-->

1. Enter the name of the language to be used
2. Click [add language]
3. A new row will appear for the language, click [edit language]
4. Translate strings as necessary, all changes are effective immediately after saving.

Multiple Languages

<!--[if !supportLists]-->

To allow users to choose from multiple languages:

- Add at least 2 languages as described above.
- Set Enable **Multiple Language Dropdown** to On

The order in which languages are listed can be altered using **Change Display Order**. Select the two languages to be switched and click swap.

Languages can be permanently removed from the system using the **Delete Language** function

Note: The default language is the one that appears at the top list.

See also

[General](#)
[Supported Currencies](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Users](#)

Users



User List



New Account



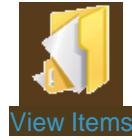
Email Users



Custom User
Fields

Home > rwAuction Pro 6.0 > Administration Guide > Users > User List

User List



[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Users](#) > [User List](#) > [User Information](#)

User Information

Make necessary changes and click the button marked “SAVE” to update the users information.

User Info – Account Details

User # – Number associated with the user’s account

Username – (Required) Unique identifier for this user. A specific username cannot be used by more than one user.

Password - (Required) Account Password.

First name – (Required)

Last name – (Required)

Company – (Optional)

Email - (Required) User’s email address. An email address cannot be used by more than one user.

Address 1 - (Required)

Address 2 - (Optional)

City - (Required)

State - (Required) State, region, or territory.

Zip - (Required) Zip Code or Postal Code.

Country - (Required)

Home Phone - (Required)

Work Phone - (Optional)

Paypal Email – (Optional) The email address used by this account to accept PayPal payments.

User Info – Billing Details

Copy From Account Details – This button will copy the name and address information from Account details to Billing details.

Credit Card Information

Credit card information is optional or required, depending on billing preferences. When credit card information is entered and confirmed the data becomes masked with ‘X’ characters, improving security for you and your customers. This is done automatically.

Card Number – 16 digit credit card number.

Note: If using the "Auto Verify CC" function, the credit card number does not go through the verification when edited from the Admin control panel.

Expiration Date – MM/YYYY date format

Card Type – Credit cards accepted. The cards available will depend on what cards are enabled in Billing>Credit Cards.

Account Settings

Manual Discount – (Optional) Set a discount level for this user from your defined discount fields under Site preferences > Fees > Discount Settings.

Admin – Check this box to set user as a Site Administrator.

Note: Administrator privileges enable a user to change all settings in the admin control panel. Only one user with Administrator privileges is recommended.

Verified – This checkbox indicates when a new user has verified their account by logging in with their email address, the verification code they received, and their password.

Note: Checking this box will allow a user to sign in without verifying their email address. Deselecting this check box will remove a user's ability to log into their account without re-verification.

Restricted – Checking this box will prevent the user from signing into their account.

Note: The benefit of restricting a user instead of deleting them is that the user is prevented from registering with the same email address and username.

Batch Payment Processing – (Default: Enabled) This user will be evaluated when batch payment processing is performed. Uncheck this option to remove them from batch processing.

For more information on Batch Payment Processing, see: Maintenance>Processing.

Seller – (Default: Disabled) Signifies whether a user is allowed to post listings if the "Seller Verification Required" option is set to ON. Also specifies whether a user should be emailed from the form located in Users > Email Users when sent to Sellers. If "Seller Verification Required" is set to OFF, this checkbox will only be checked if the user has posted a listing.

Buyer – (Default: Disabled) Signifies whether a user has bid on listings. Also specifies whether a user should be emailed from the form located in Users > Email Users when sent to Buyers.

Email Preferences - Uncheck user email preferences to prevent the indicated email(s) from being sent to the user.

Other Details

Last Signed On – Date when user last logged into their account.

Member Since – Date of user registration.

Last IP – The last IP address the user logged in from and status.

Reg IP – IP used when registering the account and status.

Verification Code – Code sent when verifying the email address of a new account.

Membership Details – This information appears when Memberships are optional or required.

Active Membership – Membership Type (as defined in Billing & Fees >Membership Plans) or None.

PayPal Subscription ID - Unique PayPal generated ID number. This ID number is used by PayPal in reference to this user's subscription in your PayPal transaction history.

Expiration Date – Expiration of current membership duration.

Item Credit –Value of the total item listing credits currently available to the user or unlimited. This is defined by the user's membership plan.

Note: The Administrator has the ability to add or subtract item listing credits.

Effective Discounts – All discounts for this account related to the user's membership plan.

See also

[Transactions](#)
[Feedback](#)
[View Items](#)
[Bids](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Users](#) > [User List](#) > [Transactions](#)

Transactions

(Edit, Refund, Mark Payment Received)

Lists the user's billing transactions in the date range specified. To edit a transaction click the (edit) link to the left of the transaction row. To add a new transaction, select the "Add New Transaction" button at the bottom of the page.

Credit – (Refund) Enter a monetary value here to credit the user's account. This credit is only applied to their billing statement. An actual monetary refund to a credit card must be done manually through a credit card gateway or other payment service.

Debit - Enter a monetary value here to charge the user's account.

Date - Enter the date the transaction is effective.

Name - The type of transaction.

Description – Description details.

Completed – Transaction has been applied to the user's account.

Pending – Transaction has been added to the user's account but not applied. Click the text 'Pending' to change the status to 'Completed'.

Example: When a user sends a "Check Sent" payment notification, a transaction is added to the account with "pending" status. When the payment has cleared, an admin user must change the status from "pending" to "completed".

Deleting a Transaction – Select the check box next to the transaction to be deleted. Select the delete button at the bottom of the page.

Send Invoice – Selecting the "Send Invoice" button will generate an invoice including all completed transactions and send it to the user's email address on file. All transactions included in the invoice fall within the specified start date and end date.

Send Balance Due Notification – An email will be generated from the corresponding template and sent to the user as notification of their account balance.

See also

[User Information](#)
[Feedback](#)
[View Items](#)
[Bids](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Users](#) > [User List](#) > [Feedback](#)

Feedback

Lists all feedback left for this user. Select the radio button below a given feedback message and click the “Change” button to edit the message, or click “Delete” to remove this feedback message.

See also

[User Information](#)

[Transactions](#)

[View Items](#)

[Bids](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Users](#) > [User List](#) > [View Items](#)

View Items

Selecting this button will return the results of a pre-filled advanced search form (where search by username is selected and the username is filled in). Selecting “Refine Search” will allow you to edit the search query.

The “View Items” button shows the item count. The first number represents all open, non-template listings. The second number represents the total number of all open, closed, and template listings.

See also

[User Information](#)

[Transactions](#)

[Feedback](#)

[Bids](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Users](#) > [User List](#) > [Bids](#)

Bids

This displays all items with bids by this user. The first number represents the total number of successful winning bids or offers placed . The second number represents the total number of bids/offers the user has placed.

See also

[User Information](#)
[Transactions](#)
[Feedback](#)
[View Items](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Users](#) > [New Account](#)

New Account

This section allows the site Administrator to manually create user accounts. The following information is required for account creation: username, e-mail address, first and last name, address (including city, state, zip or postal code, and country), home phone number, password, and billing information. Depending on the site configuration, credit card information may be required.

Discount – (Optional) Set a discount level for this user from your defined discount fields under Site preferences > Fees > Discount Settings.

Admin – Check this box to set user as a Site Administrator.

Note: Administrator privileges enable a user to change all settings in the admin control panel. Only one user with Administrator privileges is recommended.

Verified – This checkbox indicates when a new user has verified their account by logging in with their email address, the verification code they received, and their password.

Note: Checking this box will allow a user to sign in without verifying their email address. Deselecting this check box will remove a user's ability to log into their account without re-verification.

Restricted – Checking this box will prevent the user from signing into their account.

Note: The benefit of restricting a user instead of deleting them is that the user is prevented from registering with the same email address and username.

Batch Payment Processing – (Default: Enabled) This user will be evaluated when batch payment processing is performed. Uncheck this option to remove them from batch processing.

For more information on Batch Payment Processing, see: Maintenance>Process Batch Payments.

Email Preferences - Uncheck user email preferences to prevent the indicated email(s) from being sent to the user.

See also

[User List](#)
[Email Users](#)
[Custom User Fields](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Users](#) > [Email Users](#)

Email Users

This section allows the site administrator to send announcements in bulk to the user base.

Specific User – Use this field if you want to send a single user an email notification.

All Users – This option will send the email to all registered users.

All Sellers – This option will send the email only to users designated as “Sellers” in their Account Settings.

All Buyers – This option will send the email only to users designated as “Buyers” in their Account Settings.

Ignore Promotional Email Preference – Checking this option will ignore any user’s promotional email preference and include them as a recipient of the email.

Example: Sending a notification to users regarding site maintenance.

Next – Brings user to the Preview page. Here you can send out the emails by clicking on the “Send Block #” buttons which send the emails to the recipients in groups of fifty at a time.

Clear Form – This refreshes the information on the page.

See also

[User List](#)
[New Account](#)
[Custom User Fields](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Users](#) > [Custom User Fields](#)

Custom User Fields

Custom user fields are used to store additional information about users. These extra fields will appear on the registration pages, in the My Account section, and in the Administrator Control Panel.

Example: These can be useful if you need additional information from your users such as “Where did you hear about us.”

True / False Field – A checkbox field that allows the user to select or not select an option.

Currency Field – A field for including additional monetary information.

Date/Time Field – A field for including date and time information.

Integer Field – A field for accepting numerical values.

Text Field – A field for accepting addition text information. You can define the minimum and maximum number of characters allowed by entering a min and max length.

Display Order - (required) This numerical value determines the order in which all custom user field appear. The lowest values appear first.

Symbol - (required) This is a unique internal identifier for the field which can be used by advanced users to access custom fields in the asp code. It must begin with a letter and can only contain letters and numbers. For example, “Age”, “field1” or “xxx” are all valid symbols. “1stField”, “field#1” and “My Custom Field” are invalid symbols.

Title - (required) This field title will appear on forms where information can be input or edited.

Caption - (optional) This will display instructions on what to enter into the form in a smaller font below the input field.

Required - Check this box if the user is required to enter a information before continuing.

DropDown - (text fields only) Check this box if you wish to have a list of options presented in dropdown list for instead of a text field.

DropDown List – (required for all drop down lists) After adding a text dropdown user field, enter a comma delineated list of options.

Example: The following is a comma delineated set of options for “Where did you hear about us?”

TV,Newspaper,Magazine,Website,Web Search,Friend,Other

Validate - (integer and text fields only) Check this box if minimum and maximum amounts are needed.

Min Value / Max Value – (integer fields only) Enter the limits of the value to be entered. If the value entered is outside this range the user will be given an error message indicating the problem.

Min Length / Max Length – (text fields only) Enter the minimum and maximum text lengths allowed for this field. If the value entered is outside this range the user will be given an error message indicating the problem.

Add New – To add a new custom field, enter all required information and select the “Submit” button.

Update Field – Make changes. Select update. Click “Submit” button.

Delete Field – Select delete. Click “Submit” button.

See also

[User List](#)
[New Account](#)
[Email Users](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Items](#)

Items



[Item List](#)



[Item Approvals](#)



[Custom Item
Fields](#)



[Import Items](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Items](#) > [Item List](#)

Item List

This page allows the administrator to list all items by specific search criteria. Clicking on an item title will bring you to the edit item page, the same one that a user uses to edit their items. However, the administrator has much more control over what can be edited from this page. The administrator can also get to this page by clicking the edit item link on the item detail page.

See also

[Item Approvals](#)

[Custom Item Fields](#)

[Import Items](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Items](#) > [Item Approvals](#)

Item Approvals

This section will only be available if “Listing Approval Required” is enabled.

View – Select this button to view the listing before approval.

Edit – Select this button to edit the listing content before approval.

Contact Seller - Select this button to contact the seller regarding the listing they submit for approval.

Edit Seller – Select this button to edit the user’s information.

Note: Users who consistently request to post unacceptable content can be restricted from logging in.

Approve Selected – Check off listings and select this button to approve listings.

Delete Selected – Check off listings and select this button to permanently delete the listing requests.

Denied Explanation - Enter your comment for a denied listing. This comment will be emailed to the user.

Deny Selected – Select this button to send the “Denied Explanation” for the selected listings.

See also

[Item List](#)
[Custom Item Fields](#)
[Import Items](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Items](#) > [Custom Item Fields](#)

Custom Item Fields

One of the unique features of rwAuction Pro allows the site operator to add/edit/delete custom fields for items that are posted on the site. These extra fields will appear on the item detail page and on the sell/edit pages. Custom item fields can be assigned to all or select categories. To assign categories to include custom item fields, navigate the administrator panel to **Categories > Category Groups**.

Example: A custom item field for VIN numbers would be assigned to category groups for vehicles

True / False Field – A field that allows the user to select or not select an option.

Currency Field – A field for including additional monetary information.

Example: A wholesale category may include an option to allow sellers to enter the MSRP (manufacturers suggested retail price).

Date/Time Field – A field for including date and time information.

Example: A “Concert” category may benefit by allowing the user to enter the date of time of the event.

Integer Field – A field for accepting numerical values.

Text Field – A field for accepting addition text information. You can define the minimum and maximum number of characters allowed by entering a min and max length.

Display Order - (required) This numerical value determines the order in which all custom user field appear. The lowest values appear first.

Symbol - (required) This is a unique internal identifier for the field which can be used by advanced users to access custom fields in the asp code. It must begin with a letter and can only contain letters and numbers. For example, “Age”, “field1” or “xxx” are all valid symbols. “1stField”, “field#1” and “My Custom Field” are invalid symbols.

Title - (required) This field title will appear on forms where information can be input or edited.

Caption - (optional) This will display instructions on what to enter into the form in a smaller font below the input field.

Required - Check this box if the user is required to enter a information before continuing.

DropDown - (text fields only) Check this box if you wish to have a list of options presented in dropdown list for instead of a text field.

DropDown List – (required for all drop down lists) After adding a text dropdown user field, enter a comma delineated list of options.

Example: The following is a comma delineated set of options for “Item Condition”:

Mint, Excellent, Good, Fair, Poor

Validate - (integer and text fields only) Check this box if minimum and maximum amounts are needed. This option checks the users input against the minimum and maximum values.

Min Value / Max Value – (integer fields only) Enter the limits of the value to be entered. If the value entered is outside this range the user will be given an error message indicating the problem.

Min Length / Max Length – (text fields only) Enter the minimum and maximum text lengths allowed for this field. If the value entered is outside this range the user will be given an error message indicating the problem.

Add New – To add a new custom field, enter all required information and select the “Submit” button.

Update Field – Make changes. Select update. Click “Submit” button.

Delete Field – Select delete. Click “Submit” button.

See also

[Item List](#)
[Item Approvals](#)
[Import Items](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Items](#) > [Import Items](#)

Import Items

Administrative users can bulk import items in a CSV format. A blank .csv template can be downloaded from the administration control panel.

To upload listings:

1. Download blank CSV file from the administration control panel if needed
2. Insert values into CSV file
3. Zip the CSV file and all images together
4. From the admin control panel, select the "Browse" button to select the .zip file
5. Click Upload to upload all new listings

To verify your information without creating listings, select the checkbox "Validate Data Only (no items will be posted)". This will check all of the data contained in the .zip file for accuracy.

The CSV Template includes the following values:

* indicates required fields for all listings types.

Column #	Column Name	Value Type	Notes
1	Seller*	text value	username of the seller
2	Category*	integer value	category #
3	ListingFormat*	text value	auction, revauc, dutch, revdutch, rfq, trade, fixedprice, or classified
4	Title*	text value	max 60 characters
5	Description*	text value	
6	ItemLocation*	text value	max 30 characters
7	Quantity	integer value	default value of 1 if omitted
8	PreferredCurrency	3-character text	currency code "USD", "AUD", "GBP", etc; default "USD" if omitted
9	Price	decimal value	required for non-auction listing formats
10	StartBid	decimal value	required for auction listing formats
11	Reserve	decimal value	only applicable to auction listing formats
12	BuyItNowPrice	decimal value	only applicable to auction listing formats
13	ShippingCost	decimal value	
14	ExtraShippingCost	decimal value	
15	TaxPercent	decimal value	
16	ImmediatePayment	0, 1 or 2	<ul style="list-style-type: none"> • 0 = optional, 1 = required, 2 = not allowed • blank = 0 or 2 as appropriate • Either PayPalEmail or CreditCardAccepted must be set to use 0 or 1

			<ul style="list-style-type: none"> • If left blank, 0 or 2 will be used as appropriate. • 2 or blank are the only valid values for Classified, Trade, RFQ and Reverse listing formats
17	CreditCardAccepted	1 or 0	1 = Yes, 0 or blank = No This option is only valid when the seller is an admin user and Credit Cards are enabled.
18	PaymentInstr	text value	
19	PayPalEmail	text value	
20	StartDate	date value	
21	EndDate	date value	required if duration is omitted
22	Duration	integer value	number of days ; required if end date is omitted
23	ReList	integer value	optional number of times to auto-relist an unsuccessful item
24	HomePageFeatured	1 or 0	1 = On, 0 = Off
25	CategoryFeatured	1 or 0	1 = On, 0 = Off
26	HighlightListing	1 or 0	1 = On, 0 = Off
27	BoldListing	1 or 0	1 = On, 0 = Off
28	GalleryListing	1 or 0	1 = On, 0 = Off
29	HitCounterStyle	0, 1 or 2	
30	Image01	text value	filename of for an image
31	Image02	text value	filename of for an image
32	Image03	text value	filename of for an image
33	Image04	text value	filename of for an image
34	Image05	text value	filename of for an image
35	Image06	text value	filename of for an image
36	Image07	text value	filename of for an image
37	Image08	text value	filename of for an image
38	Image09	text value	filename of for an image
39	Image10	text value	filename of for an image
40	[Custom Field Symbol]	see notes	<p>The value type expected depends on the type of field specified.</p> <ul style="list-style-type: none"> • True/False: 0 or 1 • Currency: decimal value • Date/Time: date/time value • Integer: integer value • Text: text value

See also

- [Item List](#)
- [Item Approvals](#)
- [Custom Item Fields](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Categories](#)

Categories



[Category List](#)



[Custom Field
Category
Groups](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Categories](#) > [Category List](#)

Category List

This section allows you to view, add, and delete categories and subcategories. Click on any category link to edit its name, add a sub-category, or delete it from the database.

Note: Categories are not automatically listed in alphabetical order. It is generally recommended that no main category have more than 200 subcategories.

Insert Multiple New Categories:

1. Select the parent category from above list. To add main categories click the link provided in the admin control panel.
2. Add categories, one per line to the text box at the left.
3. Select insertion arrangement.
 1. Alphabetically - Insert each new category in alphabetical order
 2. Top of List - Place new categories at the top of the list
 3. Bottom of List - Place new categories at the bottom of the list
4. Click "Add".

See also

[Custom Field Category Groups](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Categories](#) > [Custom Field Category Groups](#)

Custom Field Category Groups

Category groups are an addendum to custom item fields. They allow categories to be arranged into specific groups which share custom item fields.

Example: A car auction site owner wants to have a custom item field “Year” only under the Automobiles category and subcategories. However they do not want the custom field “Year” available under the Air Fresheners or Car Paint category. They also want a “Color” item field under the Car Paint category. Category groups allow these fields to be added only to the chosen categories.

Add New Group - Enter a name for the new category group and click “Create New Group”

Assign a Category to a Group – Select a category to assign to a category group. Select “also add subcategories” to include all subcategories to a group.

Note: The “also add subcategories” selection includes all subcategories under the main category. If some, but not all subcategories apply to the category group; they can be individually removed after they are added.

Assign a Field to a Group - A field can only be assigned to one category group at a time. When created all custom item fields are automatically assigned to the “Default” group which applies to all categories.

Group Name – Defines a group. Default includes all categories.

Categories in Group – Categories and subcategories included in each group.

Fields in Group – Custom item fields assigned to the group.

Removing a Category from a Group – Click the category name to remove it from a group.

Switching Fields – A custom field can only exist in one category group. To switch a field from one group to another, re-assign the field to another group.

Deleting a Group – A category group can only be deleted (removed) when there are no categories or fields assigned to it.

See also

[Category List](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Regions](#)

Regions

Set up to four tiers of regions to be used for the item location. If the "region specific options" are enabled, users will be able to search by region in the advanced search and the ability to set a region will be available as a selling preference when listing an item.

Example: Region Titles - Country > State > City
Region Values - United States > Nevada > Las Vegas

Region Specific Options - (ON / OFF) Enable or disable the Region functionality

Max Region Tiers - The number of tiers to make available

Max Tiers to Display - The number of tier values to display on the item detail page under "location"

Example: When Max Tiers to Display = 2, the regions will be displays as follows:

Location: Vermont, United States

Region Tier 1-4 Title - The titles for each tier.

Example: Tier 1 - Country
Tier 2 - State / Province
Tier 3 - City
Tier 4 - Neighborhood

Add - Add a new Region

Edit - Edit a current region

Delete - Delete a region

Up / Down - Move region display position up or down

Insert Multiple New Regions:

1. Select the parent region from above. To add regions to the first tier click the link provided in the admin control panel.
2. Add regions, one per line.
3. Select insertion arrangement.
 1. Alphabetically - Insert each new region in alphabetical order
 2. Top of List - Place new regions at the top of the list
 3. Bottom of List - Place new regions at the bottom of the list
4. Click "Add".

See also

[Site Preferences](#)
[Billing and Fees](#)
[Maintenance](#)
[International](#)
[Users](#)
[Items](#)
[Categories](#)
[CMS](#)

Reports
Data Management

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [CMS](#)

CMS

CMS stands for Content Management System. This section allows you to control certain editable aspects of your website.



[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [CMS](#) > [Content](#)

Content

Contact Form – Any information entered here will appear above the form (contact.asp).

Terms and Conditions – Enter the Terms and Conditions of use for your online business/website.

About Us – Include information about yourself or company.

Homepage Announcement – Any information entered here will appear on the website homepage (index.asp).

Site Announcement – Any information entered here will appear in the header for every end user accessible page. This space is limited and text overflow will be hidden.

Privacy Policy – Enter your privacy policy here. This information is presented upon registration.

Note: Registering users must agree to both the terms and the privacy policy to create an account.

Help Files – Basic help information is preloaded. Edit or expand on the information to fit your business needs.

Note: You may not require all information that has been included. We recommend tailoring the site help files to fit your business model. Additional information that can be included as help content is available in the [User Guide](#) section.

Fees – Include information regarding site fees and membership options (if applicable).

Header Scripts - (no HTML editor) This content will appear between the <head></head> tags in the HTML. (For use with third party scripts. i.e. Google Analytics)

Footer Scripts - (no HTML editor) This content will appear just before the closing </body> tag in the HTML. (For use with third party scripts. i.e. Google Analytics)

See also

[Banners](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [CMS](#) > [Banners](#)

Banners

Top Banner Caption – Displays text over your top banner(s) section.

Side Banner Caption – Displays text over your side banner(s) section.

Maximum Side Banners – Determines how many side banners can be displayed simultaneously.

Note: Recommended width for side banners is 125px. Images with a width larger than 125px will be cropped. To allow images with a larger width, you will need to edit the CSS files directly to edit the layout.

Link URL – The click-thru or destination URL.

Note: You must include http:// for a link to an outside URL to be valid. Otherwise, it will create a link in reference to the current website. Ex: If you enter [www.test.com](#), the banner will bring you to <http://www.yourdomain.com/www.test.com>

Image URL – Direct image URL path.

Image File (Browse) – Upload a banner from your computer.

Clicks – Total banner clicks to date. (Non-Flash only)

Impressions – Total banner impressions (views) to date.

Note: To edit an existing banner, make the changes then select the edit button to save your changes. Delete a banner from the rotation by selecting the “delete” button.

Type – Allows you to designate a banner as a “Top” or “Side” banner. Only two banners can be simultaneously displayed as “Top” and “Maximum Side Banners” for “Side”. If more than the maximum banners are entered for any section, they will be randomly selected when a user loads a page.

Flash Banners - All flash banners must include the destination URL directly in the Flash movie. Adding a Link URL in the banner form will not affect the banner link destination and is for reference only.

See also

[Content](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Reports](#)

Reports

The Reports help you manage your website and billing. Reports have a date range input and several quick links including “this month”, “last month”, “today” and “yesterday”. By default you are shown the last 2 months of activity.



[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Reports](#) > [Recent Activity](#)

Recent Activity

This report displays information about users whom recently visited or are currently visiting your website.

User – Lists the username of the visitor, or “Guest” if they do not have an account or are not logged into their account.

Note: Multiple “Guest” sessions can occur for a single browser.

Referred From – The referral URL.

Current Page – The current webpage the user is viewing.

See also

[Statistics](#)
[Tops Sellers](#)
[Account Fee Balances](#)
[Listing Fees Revenue](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Reports](#) > [Statistics](#)

Statistics

of Open Listings – Current number of open active listings within the specified date range.

Total # of Listings – Total number of listings within the specified date range. Deleted closed listings are not included in this value.

of Successful Bids – Total number of successful bids (does not include bids that are below Reserve

Total # of Bids Placed - Total number of bids placed.

of New Users – Total number of new registered users within the specified date range.

Total # of Registered Users – Total number of registered users within the specified date range.

See also

[Recent Activity](#)

[Tops Sellers](#)

[Account Fee Balances](#)

[Listing Fees Revenue](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Reports](#) > [Tops Sellers](#)

Tops Sellers

This report shows a list of the sellers who have made the most sales in the date range specified.

Username – The registered user.

Total Listings – The total number of listings available to view in the following categories: Active, Templates, Successful. (Deleting closed items will affect this value).

Total Sales – The total number of successful listings (Deleting closed sold items will affect this value).

Total Revenue – The total of bid and invoice values (Deleting closed sold items will affect this value).

See also

[Recent Activity](#)

[Statistics](#)

[Account Fee Balances](#)

[Listing Fees Revenue](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Reports](#) > [Account Fee Balances](#)

Account Fee Balances

This report will list all users with a balance due from item listing and final value fees.

See also

[Recent Activity](#)

[Statistics](#)

[Tops Sellers](#)

[Listing Fees Revenue](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Reports](#) > [Listing Fees Revenue](#)

Listing Fees Revenue

This report shows a list of fees charged and fees paid.

See also

[Recent Activity](#)

[Statistics](#)

[Tops Sellers](#)

[Account Fee Balances](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Data Management](#)

Data Management



[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Data Management](#) > [Restore Defaults](#)

Restore Defaults

Restore Default Fees – This resets all fees to the default values (the fees when the software is first installed)

Restore Default Email Templates – This resets all email templates to the default content (the content when the software is first installed)

Restore Default Currency Settings – This resets all currency options and sets all item listings to USD.

Restore Default Categories – Clear all item listings, bids, trades, feedback, categories and category groups. This loads Demo categories.

Restore Default Regions - Clear all regions and restore default regions. Item associations with old regions will also be removed.

See also

[Clear Data](#)
[Reset Database](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Data Management](#) > [Clear Data](#)

Clear Data

Clear all item listings only – Removes all items listings, bids records, purchases, trades, and feedback.

Clear billing transactions only – Remove all billing transactions (fees and payments).

Clear sales transactions and invoices only - Remove all sales transaction records and all invoices.

Clear categories and item listings – Clears all item listings, bid records, trades, feedback, categories and category groups. Categories will need to be recreated according to your business model.

Clear Regions - Remove all regions and items associations with old regions.

Clear User Accounts and Item Listings – Clears all non Admin user accounts, billing transactions, stores, item listings, bid records, purchase records, trades and feedback.

Clear Membership Plans – This clears all membership plans and resets all users to “no membership” status.

Clear Custom Item fields – Clears all custom item fields and all custom item field data.

Clear Custom User Fields – Clears all custom user fields and all custom user field data.

See also

[Restore Defaults](#)
[Reset Database](#)

[Home](#) > [rwAuction Pro 6.0](#) > [Administration Guide](#) > [Data Management](#) > [Reset Database](#)

Reset Database

Permanently delete all data and restore default settings – Clear all user and listing data and restore default settings.

Load Demo Data – Populate the website with demo users and item listings.

See also

[Restore Defaults](#)

[Clear Data](#)

[Home](#) > [rwAuction Pro 6.0](#) > [User Guide](#)

User Guide



[Introduction](#)



[MyAccount
Management](#)



[Item Listing
Details](#)

[Home](#) > [rwAuction Pro 6.0](#) > [User Guide](#) > [Introduction](#)

Introduction

The following information covers end user (registered user) help and account information. Please use this information as necessary when editing the help files (CMS > Content) or providing customer services.

The “My Account” help page will be blank after installation. Please update this page using the following information to reference the functions you have made available to your users.

See also

[MyAccount Management](#)
[Item Listing Details](#)

[Home](#) > [rwAuction Pro 6.0](#) > [User Guide](#) > [MyAccount Management](#)

MyAccount Management



[Home](#) - [rwAuction Pro 6.0](#) - [User Guide](#) - [MyAccount Management](#) - [Summary](#)

Summary

This section allows a user a quick glimpse of their account activity. The following information is defined in the summary:

General

Listings being watched - The number of listings in the watch list
Listings being bid on - The number of listings you are bidding on
Listings won - The number of listings where you have the winning bid
Listings not won - The number of listings where you do not have the winning bid
Successful listings - Your listings that closed successfully (closed with a winning bid)
Unsuccessful listings - Your listings that have closed without a winning bid
Active listings - Your live listings
Listing Templates - The number of templates you have created
Invoice Purchases - The number of invoices for your purchases
Invoice Sales - The number of invoices for your sales

Action Needed

Invoices awaiting payment - Invoices needing payment
Listings awaiting payment - Total listings needing payment
Listings awaiting invoice - The number of listings that have not been invoiced
Templates were recently added - number of new templates
RFQ Listings need a winner selected - (if RFQ is enabled) The number of RFQ listings that require you to select a winner
Listings need feedback - The number of listings where you have not yet left feedback

See also

[Bidding](#)
[Listings](#)
[Invoices](#)
[Trading](#)
[Feedback](#)
[Account](#)

[Home](#) > [rwAuction Pro 6.0](#) > [User Guide](#) > [MyAccount Management](#) > [Bidding](#)

Bidding

Watching

Price – The current price of the item

Shipping Cost - The cost to ship the item as defined by the seller

User ID – The user listing the item

Bids – Total number of bids the item has received, or the total number of items sold in a fixed price listing

Time Left – The amount of time until the listing ends (this time may extend if sniper protection/popcorn bidding is enabled)

Listing Number – The listing number is displayed in () parenthesis

Listing Title – The listing title is displayed after the listing number

How to remove an Item from your watch list:

Check the box associated with the listing to be removed from the watch list.

Click the “Remove from list” button located at the bottom of the watch list.

View Sellers Other Items – This button allows a user to view the seller’s other items. If stores are enabled and the seller has a storefront, the user will be directed to this seller’s store.

Contact Seller – An email will be sent containing the message that is entered into the contact user form.

Bidding

Current Price – The current winning bid

Shipping Cost - The cost to ship the item as defined by the seller

Bid Amount – The maximum amount you have bid on a listing

Time Left – The amount of time until the listing ends (this time may extend if sniper protection/popcorn bidding is enabled)

Listing Number – The listing number is displayed in () parenthesis

Listing Title – The listing title is displayed after the listing number

User ID – The user listing the item

Won

Lister ID – The User ID of the person whom created the listing

Sale Price – The amount of the sale (highest accepted bid or fixed price)

Quantity – Number of items you have selected to purchase

Sale Date – Date the listing ended or item was purchased with Buy Now

Status – The communication status (by symbol) between the buyer and seller

Remove from list – This allows a user to remove old completed transactions

Action Panel: Options will vary depending on purchasing scenario.

View Invoice - View your invoice with the option to print.

Create Invoice - This option is available for winning bidders on RFQ and Reverse Auctions.

Checkout - Pay for your invoice. This option is available if the seller accepts immediate payment.

Note: This will be available if the seller accepts immediate payments through the PayPal standard payment service and / or the seller is the website owner using a Merchant Gateway to accept direct credit card payments.

Leave Feedback – Buyer is directed to their “Leave Feedback” section (this is available if the buyer has not left feedback for this transaction)

How to remove a transaction:

Check the box associated with the listing to be removed from the watch list.

Click the “Remove from list” button located at the bottom of the watch list.

Not Won

Final Price – The final selling price of the item

My Max Bid – The maximum amount you bid on the item

Seller ID – The username of the seller

End Date – The date the listing ended

View Seller’s Other Items - – This button allows a user to view the seller’s other items. If stores are enabled and the seller has a storefront, the user will be directed to this seller’s store.

Contact Seller - An email will be sent containing the message that is entered into the contact user form.

Remove from list - This allows a user to remove non-winning listing records

How to remove a transaction:

Check the box associated with the listing to be removed from the watch list.

Click the “Remove from list” button located at the bottom of the watch list.

[See also](#)

Summary
Listings
Invoices
Trading
Feedback
Account

[Home](#) - [rwAuction Pro 6.0](#) - [User Guide](#) - [MyAccount Management](#) - [Listings](#)

Listings

Successful

Winner ID – The username of the Buyer

Sale Price – The final price of the item (does not include shipping or tax)

Quantity – The quantity of goods purchased

Sale Date – The date the bidding ended on an auction listing or the date a fixed price item was purchased with “Buy Now”

Status - The communication status (by symbol) between the buyer and seller

Action Panel: Options will vary depending on selling scenario.

Create Invoice – Creates the invoice for your buyer

View Invoice – View the invoice associated with this listing with the option to print

Leave Feedback – The Seller is directed to their “Leave Feedback” section (this is available if the seller has not left feedback for this transaction)

Unsuccessful

Highest Bid – The highest bid received

Reserve – The reserve price of the listing (auctions only)

#Bids – The number of bids the listing received

#Watchers – The number of users who have this item on their watch list

End Date – The date the listing expired

Status – Copied, or not copied.

List Similar – Create a new listing similar to this expired listing.

Remove From List – Remove this listing record from view.

Copy Listing – Select the checkbox and click “Copy Listing(s)” to add this as a new template

Active Listings

Quantity – The quantity available

Current Price – The current bid price (or the only price for a fixed price listing)

Reserve – The reserve price (auctions only)

#Bids – The current number of bids

#Watching – The total number of users who have this item on their watch list

Time Left – The amount of time until the listing ends (this time may extend if sniper protection/popcorn bidding is enabled)

Edit Listing – Edit or add information to the listing

End Early – Cancel the listing before the scheduled end date

Copy Listing(s) – Select the checkbox and click “Copy Listing(s)” to add this as a new template

Listing Templates

Create New Template – Select this to create a new listing template

Quantity – The quantity available

Current Price – The beginning bidding price or the fixed price

Reserve – The reserve price (for auction listings)

Buy Now – The Buy Now price (for auction listings)

Created - The date the template was created

Edit Template – Change the listing information

Activate Listing(s) – Activate a listing template

Delete Template(s) – Delete a listing tempate (non-recoverable)

Scheduled

Number – The listing number

Title – The listing title

Duration – The number of days the listing will run when activated

Date Start/Time – The date and time the listing will become active

Edit Listing – Change the listing information

Preferences

The preferences set here will automatically populate the form when you list an item.

Item Location - Select the location for your listing, this is an advanced search option(This option must be enabled in the administration control panel under Regions > Region List .)

Preferred Currency - Currency you are selling your items in (This option must be enabled in the administration control panel under International > General)

PayPal Email Address - The email address used to accept PayPal payments

Shipping Cost - The base shipping cost for your items

Extra Item Shipping Cost - Discounted shipping for additional items shipped to the same buyer.

Immediate Payment - Options for accepting immediate payment with the PayPal Service

- **Optional** - Allow instant checkout
- **Required** - Require instant checkout for Buy Now and Fixed Price listings
- **Not Allowed** - Do not allow instant checkout. Buyer must wait for an invoice from the seller.

Default Tax Percent- Enter the tax percentage to be applied to all invoices and payments

See also

[Summary](#)
[Bidding](#)
[Invoices](#)
[Trading](#)
[Feedback](#)
[Account](#)

[Home](#) > [rwAuction Pro 6.0](#) > [User Guide](#) > [MyAccount Management](#) > [Invoices](#)

Invoices



[Home](#) - [rwAuction Pro 6.0](#) - [User Guide](#) - [MyAccount Management](#) - [Invoices](#) > [Purchases](#)

Purchases

Display - All non archived invoices are displayed by default. Select one of the following options to change the invoices displayed:

- Unpaid - All invoices that still need to be paid or have not been marked as paid by the seller
- Paid - All invoices with the "Paid" status will be displayed
- Not Shipped - All invoices that have not been marked as shipped
- Shipped - All invoices with the "Shipped" status will be displayed
- All - All non archived invoices will be displayed
- Archived - All Invoices that you have archived

Filter: Filter the displayed invoices by Username, Listing #, or Invoice #.

1. Enter your value in one of the form fields.
2. Click the button marked "View".

To clear the Filtered values, click the button marked "Reset".

Contact Seller - Select the envelope to contact the seller using an online form.

Archive Invoice(s) - Check off each invoice and click the button marked "Archive Invoice(s)" to hide old invoices from being displayed.

View/Print - View or print an invoice for your records.

Checkout - Pay Invoice.

Due - This is the total amount due from the invoice. It includes any added shipping or tax.

Invoice Details

Multiple items from one seller may or may not appear on a single invoice.

Invoices include the following information:

- Website name
- Payee username and address
- Bill to and Ship to address
- Payee comments
- Item title and listing number
- Quantity of goods
- Unit Price
- Subtotal
- Shipping and Handling
- Tax
- Total amount due
- Payments made

- Invoice price adjustments (will only appear if entered by the payee)

See also

[Sales](#)

[Home](#) > [rwAuction Pro 6.0](#) > [User Guide](#) > [MyAccount Management](#) > [Invoices](#) > [Sales](#)

Sales

Display - All non archived invoices are displayed by default. Select one of the following options to change the invoices displayed:

- Unpaid - All invoices that still need to be paid or have not been marked as paid
- Paid - All invoices with the "Paid" status will be displayed
- Not Shipped - All invoices that have not been marked as shipped
- Shipped - All invoices with the "Shipped" status will be displayed
- All - All non archived invoices will be displayed
- Archived - All Invoices that you have archived

Filter: Filter the displayed invoices by Username, Listing #, or Invoice #.

1. Enter your value in one of the form fields.
2. Click the button marked "View".

To clear the Filtered values, click the button marked "Reset".

Contact Buyer - Select the envelope to contact the buyer using an online form.

Archive Invoice(s) - Check off each invoice and click the button marked "Archive Invoice(s)" to hide old invoices from being displayed.

View/Print - View or print an invoice for your records.

Edit - Multiple items to one buyer may or may not appear on a single invoice.

The following information is editable:

- Comments - Add a comment to the invoice
- Tracking - Add shipping tracking information
- Remove - Remove items from the invoice
- Taxable? - Check to enable tax on the item. Uncheck if the item is not taxed.
- Shipping - The amount of shipping charged for each listing. Additional items on the invoice use the "Extra Item Shipping Cost" defined for the listing.
- Tax - change the tax percentage for the invoice
- Adjustments - Credit or debit the invoice by adding a price adjustment
- Payments - Add individual payments and payment details here.

Email - Send the invoice via email to the buyer

Due - This is the total amount due from the invoice. It includes any added shipping or tax.

Mark Paid - Select this button to mark the invoice as being paid in full. Partial payments can be added by editing the invoice.

Mark Shipped / Mark Not Shipped - Select this button to change the order status to 'shipped', if a mistake is made this option can be undone by selecting "Mark Not Shipped"

Invoice Details

Multiple items from one seller may or may not appear on a single invoice.

Invoices include the following information:

- Website name
- Payee username and address
- Bill to and Ship to address
- Payee comments
- Item title and listing number
- Quantity of goods
- Unit Price
- Subtotal
- Shipping and Handling
- Tax
- Total amount due
- Payments made
- Invoice price adjustments (will only appear if entered by the payee)

See also

[Purchases](#)

[Home](#) > [rwAuction Pro 6.0](#) > [User Guide](#) > [MyAccount Management](#) > [Trading](#)

Trading

Offers Sent

Listing Title – The listing number and listing title

Date – The date the offer was sent or a reply received

To – The username of the person who will receive the trade message

From – The username of the person who sent the message

Status – Pending, Accepted, or Rejected. A pending offer has not been evaluated by the user who created the listing. If rejected, you will be able to send a counter offer.

Quantity – The quantity requested in trade.

Message – The trade offer sent plus the replies from the other party.

Offers Received

Listing Title – The listing number and listing title

Date – The date the offer was sent or when you replied

To – The username of the person who will receive the trade message

From – The username of the person who sent the message

Status – Pending, Accepted, or Rejected. A pending offer has not been evaluated by the user who created the listing. You will be able to mark each offer as either accepted or rejected.

Quantity – The quantity requested in trade.

Message – The trade offer and your reply.

See also

[Summary](#)
[Bidding](#)
[Listings](#)
[Invoices](#)
[Feedback](#)
[Account](#)

[Home](#) - [rwAuction Pro 6.0](#) - [User Guide](#) - [MyAccount Management](#) - [Feedback](#)

Feedback

My Feedback – This section lists the users who left feedback, their comment, whether it is positive, neutral, or negative, date, and item number.

Leave Feedback - A user can only leave feedback once per listing number, and that user must be one of the two parties involved in the transaction. To leave feedback:

1. Check the box(s) of the listing(s) where feedback will be left.
2. Select feedback status (Positive, Negative, Neutral).
3. Enter comment.
4. Click “Leave feedback for selected users”.

See also

[Summary](#)
[Bidding](#)
[Listings](#)
[Invoices](#)
[Trading](#)
[Account](#)

[Home](#) > [rwAuction Pro 6.0](#) > [User Guide](#) > [MyAccount Management](#) > [Account](#)

Account

Account Details

Request to Change Username or Email Address – This is at the sole discretion of the site administrator. Enter the new username or email address, and a email notice is sent to the site administrator requesting the change.

Change Account Information – This section allows a user to update their personal information, change their email settings, and change their membership plan (if enabled).

Change Password – This allows a user to change their password at any time.

1. Enter current password (case sensitive).
2. Enter new password.
3. Confirm new password.
4. Click “Change Password”

Billing Details

Change Billing Info – This allows a user to change their billing address and credit card information (if accepted).

Make Payment – This is where a user can submit a payment for the charges they have incurred from using the website. The user must enter the amount in the field corresponding to their payment type.

View Invoice/Hide Invoice – The user can define the date range of charges/payments to view. Each transaction will have a status of either “completed” or “pending”. Pending transactions are not included in the total due.

Storefront

Quick Links: View Store – Brings the user to their storefront

Quick Links: Inventory – Brings the user to Selling > Active Listings in their My Account section

Quick Links: Recently Sold – Brings the user to Selling > Sold in their My Account section

Store Title - The name of the store

Short Description – This short description is shown on the main stores page beneath the store title

Upload Banner – The store banner is displayed on the user’s store page (suggested size is 468 x 60 standard banner)

Upload Logo – This logo is show on the main stores page for all randomly selected featured stores

About the Store – Information is displayed in the user’s store, accessible by selecting the “About the store”

tab

Close Storefront – Disable the storefront feature.

Confirm Changes - Preview the storefront details.

Correct Changes – This allows the user to go back to fix any errors before saving the new changes.

Cancel Changes – This cancels all new changes.

Save Changes – This saves all new changes

Public Profile

This allows a user to give more information about themselves or their business. This information is displayed alongside a users feedback. The link to a user's profile will appear next to their username on their item listing pages.

See also

[Summary](#)
[Bidding](#)
[Listings](#)
[Invoices](#)
[Trading](#)
[Feedback](#)

[Home](#) - [rwAuction Pro 6.0](#) - [User Guide](#) - [Item Listing Details](#)

Item Listing Details

Every item listing created within the software will have its own display page. This page is what prospective buyers will see. The following information will also appear on the listing detail page.

Comments & Ask the Seller a Question - There are two ways to post a question to the seller (Contact User Form), by clicking the username or selecting “Ask the seller a question” from the listing details page. Only verified registered users can access this function. After submitting the Contact User Form, the message is posted on the item detail page and the seller receives an email notification. The seller must login to answer the user directly from the listing detail page.

Mail This Item to a Friend – Enter an email address into the “To” field of the form to send your message and a link to this listing.

Watch This Item – Selecting this option adds this listing to your “Watch List”. This is only available for registered users.

Bid History (Auctions and Dutch Auctions) – Lists the username, bid amount, and date of bid. Since traditional auctions use proxy bidding, only the current winning bid is shown. Dutch Auction bid histories show the maximum bid by each user.

Purchase History (Fixed Price Listings) – Lists the username, quantity, purchase amount, and purchase date.

See also

[Introduction](#)
[MyAccount Management](#)

Email Template Tags

Email Event	Tags Available
Common	[ADMINEMAIL], [SITENAME], [SITEURL], [BUSINESSEMAIL]
Auction Ends For Seller With No Success (#1)	[ITEMNUMBER], [ITEMNAME], [ITEMDESCRIPTION], [SELLERFULLNAME], [SELLEREMAIL], [SELLERUSERNAME], [SELLERADDRESS], [SELLERCITY], [SELLERSTATE], [SELLERZIP], [SELLERCOUNTRY]
Auction Ends For Seller With Success (#2),	[ITEMNUMBER], [ITEMNAME], [ITEMDESCRIPTION], [ITEMFINALPRICE] [SELLERFULLNAME], [SELLEREMAIL], [SELLERUSERNAME], [SELLERADDRESS], [SELLERCITY], [SELLERSTATE], [SELLERZIP], [SELLERCOUNTRY]
Auction Ends for Buyer (#3)	[BUYERFULLNAME], [BUYEREMAIL], [BUYERUSERNAME], [BUYERADDRESS], [BUYERCITY], [BUYERSTATE], [BUYERZIP], [BUYERCOUNTRY]
Registration Verification (#4)	[VERIFICATIONCODE], Administrator, [USEREMAIL], admin, [USERADDRESS], [USERCITY], [USERSTATE], [USERZIP], [USERCOUNTRY]
User Outbid (#5)	[ITEMNUMBER], [ITEMNAME], [ITEMDESCRIPTION], [ITEMCURRENTPRICE] Administrator, [USEREMAIL], admin, [USERADDRESS], [USERCITY], [USERSTATE], [USERZIP], [USERCOUNTRY]
Feedback Left For User (#6)	[FEEDBACKITEMNUMBER], [FEEDBACKCOMMENT], [FEEDBACKTYPE] [TOUSERFULLNAME], [TOUSEREMAIL], [TOUSERUSERNAME], [TOUSERADDRESS], [TOUSERCITY], [TOUSERSTATE], [TOUSERZIP], [TOUSERCOUNTRY] [FROMUSERFULLNAME], [FROMUSEREMAIL], [FROMUSERUSERNAME], [FROMUSERADDRESS], [FROMUSERCITY], [FROMUSERSTATE], [FROMUSERZIP], [FROMUSERCOUNTRY]
User Bid On Item (To Seller) (#7)	[ITEMNUMBER], [ITEMNAME], [ITEMDESCRIPTION], [ITEMCURRENTPRICE] [SELLERFULLNAME], [SELLEREMAIL], [SELLERUSERNAME], [SELLERADDRESS], [SELLERCITY], [SELLERSTATE], [SELLERZIP], [SELLERCOUNTRY] [BIDDERFULLNAME], [BIDDEREMAIL], [BIDDERUSERNAME], [BIDDERADDRESS], [BIDDERCITY], [BIDDERSTATE], [BIDDERZIP], [BIDDERCOUNTRY]
Trade Offer Made (#8),	[TRADEMSG] [ITEMNUMBER], [ITEMNAME], [ITEMDESCRIPTION]
Trade Offer Rejected (#9),	[SELLERFULLNAME], [SELLEREMAIL], [SELLERUSERNAME], [SELLERADDRESS], [SELLERCITY], [SELLERSTATE], [SELLERZIP], [SELLERCOUNTRY]
Trade Offer Accepted (#10)	[BUYERFULLNAME], [BUYEREMAIL], [BUYERUSERNAME], [BUYERADDRESS], [BUYERCITY], [BUYERSTATE], [BUYERZIP], [BUYERCOUNTRY]

<p>Multiple Item Sale (To Seller) (#11)</p>	<p>Same as #2,3 above with 2 additional tags: [ITEMQTY], [ITEMGRANDTOTAL]</p>
<p>Multiple Item Sale (To Buyer) (#12)</p>	<p>Same as #11 above with the following difference:</p> <p>If the item is a Dutch Auction (an auction where the quantity is greater than 1) there is a possibility that some bidders will win a partial quantity (in the case where someone else bid first and only some of the second bidder's desired quantity is still available) a message stating that the partial winner is not obligated to complete the sale will be inserted. This message may be changed by editing the text found between the two hidden tags</p> <p><!--[DUTCH_MSG_BEGIN]--> and</p> <p><!--[DUTCH_MSG_END]--></p> <p>[DUTCH_WON_QTY] and [DUTCH_BID_QTY] should only be placed between these two hidden tags.</p>
<p>Invoice Template (#13)</p>	<p>Note: All tags that begin with "<!--" and end with "-->" must be left intact. Only change the text <i>between</i> these tags to modify the appearance of the invoice.</p> <p><!-- [TABLE_START_BEGIN] --></p> <p><!-- [TABLE_START_END] --></p> <p><!--[PREV_BAL_ROW_BEGIN] --></p> <p>[PREV_BAL/CREDIT], [PREV_BAL_AMT]</p> <p><!-- [PREV_BAL_ROW_END] --></p> <p><!-- [ROW1_BEGIN] --></p> <p>[TXN_DATE], [TXN_ITEMID], [TXN_NAME], [TXN_DESCR], [TXN_CRED_AMT], [TXN_DEB_AMT], [TXN_SUBTOTAL]</p> <p><!-- [ROW1_END] --></p> <p><!-- [ROW2_BEGIN] --></p> <p>(same tags as for row 1)</p> <p><!-- [ROW2_END] --></p> <p><!-- [TABLE_FINISH_BEGIN] --></p> <p>[TOTAL_DUE/CREDIT], [TOTAL]</p> <p><!-- [TABLE_FINISH_END] --></p>
	<p>[ITEMNUMBER], [ITEMNAME], [ITEMDESCRIPTION], [ITEMCURRENTPRICE]</p> <p>[SELLERFULLNAME], [SELLEREMAIL], [SELLERUSERNAME],</p>

Bid Confirmation (#14)	<p>[SELLERADDRESS], [SELLERCITY], [SELLERSTATE], [SELLERZIP], [SELLERCOUNTRY]</p> <p>[BIDDERFULLNAME], [BIDDEREMAIL], [BIDDERUSERNAME], [BIDDERADDRESS], [BIDDERCITY], [BIDDERSTATE], [BIDDERZIP], [BIDDERCOUNTRY]</p>
Seller Question Response (#15)	<p>[ITEMNUMBER], [ITEMNAME], [ITEMDESCRIPTION], [ITEMFINALPRICE]</p> <p>[SELLERFULLNAME], [SELLEREMAIL], [SELLERUSERNAME], [SELLERADDRESS], [SELLERCITY], [SELLERSTATE], [SELLERZIP], [SELLERCOUNTRY]</p> <p>[BUYERFULLNAME], [BUYEREMAIL], [BUYERUSERNAME], [BUYERADDRESS], [BUYERCITY], [BUYERSTATE], [BUYERZIP], [BUYERCOUNTRY]</p> <p>[QUESTION_TEXT], [ANSWER_TEXT]</p>
Item Post Confirmation (#16)	<p>Note: All tags that begin with “<!--” and end with “-->” must be left intact. Only change the text <i>between</i> these tags to modify the appearance of the invoice.</p> <p>[ITEMNUMBER], [ITEMNAME], [ITEMDESCRIPTION]</p> <p>[SELLERFULLNAME], [SELLEREMAIL], [SELLERUSERNAME], [SELLERADDRESS], [SELLERCITY], [SELLERSTATE], [SELLERZIP], [SELLERCOUNTRY]</p> <p>[ITEMCHARGE]</p> <p><!--[VAT_MSG_BEGIN]--></p> <p>[VAT_TAX], [VAT_ITEM_TOTAL]</p> <p><!--[VAT_MSG_END]--></p>
Send Invoice (C2C) (#17)	<p>[ITEMNUMBER], [ITEMNAME], [ITEMDESCRIPTION]</p> <p>[SELLERFULLNAME], [SELLEREMAIL], [SELLERUSERNAME], [SELLERADDRESS], [SELLERCITY], [SELLERSTATE], [SELLERZIP], [SELLERCOUNTRY]</p> <p>[BUYERFULLNAME], [BUYEREMAIL], [BUYERUSERNAME], [BUYERADDRESS], [BUYERCITY], [BUYERSTATE], [BUYERZIP], [BUYERCOUNTRY]</p> <p>[INVOICENUMBER], [INVOICEDATE],</p> <p>Note: All tags that begin with “<!--” and end with “-->” must be left intact. Only change the text between these tags to modify the appearance of the invoice.</p> <p><!-- [ROW A BEGIN] --></p>

	<pre> [ITEMNUMBER], [ITEMNAME], [ITEMQTY], [ITEMPRICE], [ITEMSHIPPINGCOST], [ITEMTAXCOST], [ITEMSUBTOTAL] <!-- [ROW A END] --> <!-- [ROW B BEGIN] --> [ITEMNUMBER], [ITEMNAME], [ITEMQTY], [ITEMPRICE], [ITEMSHIPPINGCOST], [ITEMTAXCOST], [ITEMSUBTOTAL] <!-- [ROW B END] --> <!-- [OTH AMT A BEGIN] --> [OTHER_AMT_DESCR], [OTHERCHARGEAMOUNT] <!-- [OTH AMT A END] --> <!-- [OTH AMT B BEGIN] --> [OTHER_AMT_DESCR], [OTHERCHARGEAMOUNT] <!-- [OTH AMT B END] --> <!-- [AMT PAID A BEGIN] --> [AMT_PAID_DESCR], [AMT_PAID_DESCR] <!-- [AMT PAID A END] --> <!-- [AMT PAID B BEGIN] --> [AMT_PAID_DESCR], [AMT_PAID_DESCR] <!-- [AMT PAID B END] --> <!-- [TOTAL ROW BEGIN] --> [INVOICEGRANDTOTAL] <!-- [TOTAL ROW END] --> <!-- [TRACKING BEGIN] --> [TRACKINGINFO] <!-- [TRACKING END] --> </pre>
<p>Bid Retraction (#18)</p>	<pre> [ITEMNUMBER], [ITEMNAME] , [ITEMDESCRIPTION], [ITEMCURRENTPRICE] Administrator, [USEREMAIL], admin, [USERADDRESS], [USERCITY], [USERSTATE], [USERZIP], [USERCOUNTRY] [RETRACTIONUSERNAME], [RETRACTIONUSERID], [RETRACTIONBIDDERNAME], [RETRACTIONBIDDERID], [RETRACTIONDATETIME], [RETRACTIONREASON] </pre>
	<pre> [INVOICEID], [INVOICENUMBER], [INVOICEDATE], [SELLERFULLNAME], [SELLEREMAIL], [SELLERUSERNAME], [SELLERADDRESS], </pre>

C2C Invoice Updated (#19)	[SELLERCITY], [SELLERSTATE], [SELLERZIP], [SELLERCOUNTRY] [BUYERFULLNAME], [BUYEREMAIL], [BUYERUSERNAME], [BUYERADDRESS], [BUYERCITY], [BUYERSTATE], [BUYERZIP], [BUYERCOUNTRY]
C2C Tracking Updated (#20)	[INVOICEID], [INVOICENUMBER], [INVOICEDATE], [SELLERFULLNAME], [SELLEREMAIL], [SELLERUSERNAME], [SELLERADDRESS], [SELLERCITY], [SELLERSTATE], [SELLERZIP], [SELLERCOUNTRY] [BUYERFULLNAME], [BUYEREMAIL], [BUYERUSERNAME], [BUYERADDRESS], [BUYERCITY], [BUYERSTATE], [BUYERZIP], [BUYERCOUNTRY]
Send Auction To A Friend (#21)	[FRIENDSEMAIL], [USEREMAIL], [SITENAME] admin, [ITEMNAME], [MESSAGETXT]
RFQ listing ended with bids - Listing Agent (#22)	[SELLEREMAIL], [ADMINEMAIL], [ITEMNUMBER], [SITENAME] [SELLERUSERNAME], [ITEMNAME], [ITEMFINALPRICE], [BUYEREMAIL], [ADMINEMAIL], [ITEMNUMBER], [SITENAME] [BUYERUSERNAME], [ITEMNAME], [ITEMFINALPRICE]
RFQ bid successful – Bidder (#23)	<!-- [BEGIN_BID_DESCR] --> [BID_DESCRIPTION] <!-- [END_BID_DESCR] --> [SITEURL], [ITEMNUMBER]
Balance Due Notification (#24)	[USEREMAIL], [ADMINEMAIL], [SITENAME] admin, [BALANCEDUE], [SSLURL]
Item Denied Notification (#25)	[SELLEREMAIL], [ADMINEMAIL], [SITENAME] [SELLERUSERNAME], [ITEMNUMBER], [ITEMNAME], [ADMINCOMMENT], [SITEURL]
Buyer Question To Seller (#26)	[SELLERUSERNAME], [BUYERUSERNAME] [QUESTION_TEXT], [SITEURL], [ITEMNUMBER]
Listing Approved (#27)	

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See also

Introduction
Installation
Payment Processing
Administration Guide
User Guide
Email Template Tags

[Home](#) > [rwAuction Pro 5.0](#)

rwAuction Pro 5.0

The rwAuction Pro v5.0 manual is available for download [HERE](#).

[Home](#) - [FAQ](#)

Articles in this section



See also

[Welcome](#)
[rwAuction Pro 6.0](#)
[rwAuction Pro 5.0](#)

[Home](#) > [FAQ](#) > [rwAuction Pro](#)

rwAuction Pro



[Licensing](#)



[Installation and Requirements](#)



[Customization](#)



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[Home](#) > [FAQ](#) > [rwAuction Pro](#) > [Licensing](#)

Licensing

Q. Do I need to purchase a separate license if i want to have rwAuction Pro used on more than one website?

A. Yes, each license is good for only a single installation. (Note: Additional licenses are available at a discounted rate. Please contact us for more details.)

Q. Is the license a one time fee? Do I have to pay it every year?

A. A license for rwAuction Pro is a one time purchase. You do not have to renew the license each year.

Q. When I purchase a license, do I own the software?

A. We retain full ownership and copyright of our auction software product. When you make a purchase you are buying a license to use our software based on our [EULA](#).

See also

[Installation and Requirements](#)
[Customization](#)
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[Home](#) > [FAQ](#) > [rwAuction Pro](#) > [Installation and Requirements](#)

Installation and Requirements

rwAuction Pro v6.0 System Requirements

1. Windows 2000, 2003, 2005, or 2008 server (IIS 5,6, or 7)
2. MS SQL Server 2005
3. classic ASP 3.0 support
4. the ability to register COM DLLs

[6.0 Installation Steps >>](#)

rwAuction Pro v5.0 System Requirements

1. Windows 2000, 2003, 2005, or 2008 server (IIS 5,6, or 7)
2. MS SQL Server 2000 or 2005
3. classic ASP 3.0 support
4. the ability to register COM DLLs

See also

[Licensing](#)
[Customization](#)
[International Use](#)

[Home](#) > [FAQ](#) > [rwAuction Pro](#) > [Customization](#)

Customization

Q. Do I need any programming knowledge to work with rwAuction Pro?

A. After the installation you will have a website similar to our online demo. You can make many changes in the admin control panel. For any serious design or layout changes you will need a working knowledge of editing ASP/HTML code directly.

Q. What parts of the software can I change?

A. All of the design, layout, and some functionality are accessible through the ASP files. However, it will require some working knowledge of editing ASP/HTML code directly to make any changes. The remaining auction logic resides in compiled COM DLLs. Source code for the COM DLLs is available through a separate developer license.

Q. Can you make changes in the software for me?

A. Yes. Before we can provide you with a cost estimate we require full written specifications for the changes that you are looking to have completed. Customization requests can be submit on our website [HERE](#).

Q. Can I have a third party developer make changes to the software?

A. Yes, the license you purchase entitles you or a hired developer to make any necessary changes to the ASP code. A separate developer license is also available if full COM DLL source is required.

See also

[Licensing](#)
[Installation and Requirements](#)
[International Use](#)

[Home](#) > [FAQ](#) > [rwAuction Pro](#) > [International Use](#)

International Use

Q. Will rwAuction Pro work in my country?

A. Yes, all currencies and date formats are supported.

Q. Can you translate the software into another language?

A. The ability to translate all static website text can be completed within the software administration control panel. Read more on translating the text [HERE](#). Unfortunately we do not provide any translation services.

See also

[Licensing](#)
[Installation and Requirements](#)
[Customization](#)

[Home](#) > [FAQ](#) > [Glossary of Terms](#)

Glossary of Terms

Administrator (Admin) – The user(s) in charge of / responsible for maintaining and setting the site preferences.

ASP – Active Server Pages.

Auction – The sale of an item to the highest bidder.

Auto Re-list – A function of rwAuction Pro where a person listing an item for sale can choose to have their item automatically list again if it does not sell. The administrator can define the maximum number of auto re-lists allowed.

B2B – Business to Business. Products or services sold by one business to other businesses.

B2C – Business to Consumer. Products or services sold by a business to end-user consumers.

Batch Payments – Automated payments collected in bulk through a payment processor for settling credit card transactions. Transactions are authorized and collected in an efficient manner.

Bid Increment – Specified monetary amount used for increasing item price.

Bulkloader – Utility used for creating item listings off-line.

Buy Now – Feature allowing the purchase of an item for a fixed price, which allows a user to bypass bidding.

C2C – Consumer to Consumer. Commerce without the middleman. (C2C includes bartering, flea markets, yard sales, etc.)

Caption – A comment used to describe or instruct.

Classified Ad – Text based advertising that usually lists items for sale or service for hire.

Comma Delimited – Data elements separated by a comma.

Content Management System (CMS) – A system (collection of tools) used to manage the content of a website

Currency Field – Part of a form that accepts a monetary amount as input.

Date/Time Field – Part of a form that requires the user to select a date and time.

Directory – An entity in a file system.

Discount Tier – Admin defined discounts that can be manually applied to a user's account.

Display Order - The order in which items are arranged (numerically).

DLL – Dynamic Link Library. Functions or data that can be run by a Windows application.

Drop Down (Drop Down List) – A dialog box that contains multiple choices.

Dutch Auction – Multiple item online auction format where the item's final cost is the lowest successful bid by the highest bidders.

Email Template – Pre-defined text and graphic forms used for system email. (e.g. Registration Email, or Outbid Notice)

Feedback – Information supplied by a user in reference to the service(s) given by another user.

Feedback Score – The sum of all feedback given (Positive 1, Neutral 0, Negative -1)

Final Sale Fee – The percentage of the final selling price of an item that is charged to the user in exchange for the services

provided and ability to post an item for sale.

Fixed Price - A constant price. (No Bidding)

Integer Field – Part of a form that accepts whole number (Positive or Negative) input.

IPN System – Instant Payment Notification. Interface for real time payment confirmation. (e.g. PayPal)

Item Credit – Units used to measure the remaining number of items (item limit) a user can list in relation to their membership plan.

Local ID (LCID) – A value defined by Windows (for use on Windows Servers) that consists of a language ID and a sort ID. (also defined as Locale ID) <http://www.microsoft.com/globaldev/reference/lcid-all.mspx>

Manual Discount – A % discount applied to an account by an Administrator.

Membership – Belonging to a defined Membership Tier.

Merchant Account – A special bank account used when processing credit cards.

Merchant Account Gateway – A services that coordinates the process of card verification and settlement plus transferring money from a buyers account to a sellers account.

Payment Processor – A company that processes data from credit card transactions.

PayPal – Internet business which allows users to send and receive money (www.paypal.com)

Popcorn Bidding – (See Sniper Protection) The closing time of an auction is extended with each bid until all bidding activity ends.

Post Item Fee – Fee charged when a user activates an item listing, making it viewable to other users.

Proxy Bidding - An automatic method of bidding that increases your bid to the next lowest price when another user bids on the same item. Your bid is increased until your maximum bid amount is reached or the auction ends.

Reserve – The hidden minimum dollar amount that a seller is willing to accept for an item.

Restricted –If a user is “Restricted” they will be unable to log into their account. Restricted status is set by the administrator in Users > User List > Edit User.

RFQ – Stands for a “Request for Quote” style listing, allowing bidders to make price quote offers for services the lister requests.

Skin – The set of images that form the graphical user interface (GUI).

Sniper Protection – Automatically extends the closing time of an auction by an admin specified number of minutes when a user bids within this number of minutes from the end of the auction. This removes a user’s ability to “play the clock” and allows all bidders an equal chance to bid. The auction will end when all bidding activity ends. (Also called Popcorn Bidding)

SQL Server- Microsoft database management software.

Starting Price – The beginning bid price.

Terms and Conditions – The rules of site usage and operation.

Text Field – Part of a form that accepts alpha-numerical input.

Trade – The exchange of goods or services.

True / False Field – Part of a form that allows a user to select the options of “True” or “False”

URL - An acronym for "Uniform Resource Locator." The address that specifies the location of a file on the internet.

Verified – If a user is “Verified” they have activated their account using the verification code sent to their email when registering.

WYSIWYG – An Acronym for “What you see is what you get.” This is usually used in reference to built in HTML editors.

Index

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