



Vendio Tickets Manager - Get Started List

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Get started with Vendio Tickets Manager in five easy steps. We recommend having your contact, payment, and shipping information handy to complete these steps even faster.

Step One: Register and Set up Your Account with Vendio Quick Start

- Go to vendio.com, and click the Sales Manager Tab located in the left navigation bar.
- Click on the Tickets Manager link in the left navigation bar.
- Click the 'Get Started' button and complete the secure registration process.
- On the Welcome to Tickets Manager page, click the 'Quick Start Wizard' button.

The Vendio Quick Start Wizard will help you set up your account, including your payment, location, and default listing options so you can begin selling tickets right away.

- Enter your eBay account information.
- Enter your payment and location details.
- Enter your default listing options.
- Set up Customer Manager to efficiently manage incoming emails (optional).

*Note that some of the above steps are necessary to successfully create your first listing. If you are having difficulty listing items because you haven't entered this information, [click here](#) to access Vendio Quick Start. If you want to change or update these settings in the future, you can find them on the Global Preferences page. To access your Global Preferences, login, and click on the My Account link at the top of the page. Then click on the Global Preferences link.

Step Two: Import Your Current and Closed Listings into Vendio

After you have completed Vendio Quick Start, you can import all of your current and closed listings, including images into Vendio. This will allow you monitor the number of bids received and the ending time for all of your currently active ticket listings.

- In the left navigation bar, select **Import/Track**, and click on the Import link.
- Follow the steps outlined on the page to import your listings, and click the 'Return to Sales Manager' button when you are finished.
- When the import is complete (it takes a few minutes), all of your active listings will appear in your Control Panel under the Active and Closed Listings Tabs.

In addition to monitoring your listings after they are imported, you can bulk-revise your live listings to optimize sales, bulk re-list your closed listings, and build customer lists from buyer emails to boost repeat sales. If you choose to bypass these steps and proceed directly to [Tickets Central](#), you can begin listing tickets.

Step Three: Bulk-Revise Live Listings to Optimize Sales

In the left navigation bar, select **Control Panel** and click on the All Active link.



Select the checkbox(s) of the listings that you want to revise and click the 'Bulk Revise' button. This will bring up your selected listings on the Bulk Revise page.

- On the Bulk Revise page, fields that are still revisable (per eBay's rules) are noted in blue. Click on these text links to bring those fields into editing mode, and make your desired changes.
- Click the 'Submit', 'Submit Selected', or 'Submit All' button after you've completed your changes to revise one listing, a select group of listings, or all listings at once. If you need help, click on the link in the Bulk Revise page to learn how to bulk revise your live listings.

Step Four: Bulk-Relist Closed Listings

In the left navigation bar, select **Post Sale**, and click on the Unsold Items link.



To re-list items, select the checkbox(s) of the items that you want to re-list and click the 'Relist' button. This will bring up the selected items in a re-list screen.

- You can edit all price fields (Starting Bid, Buy-It-Now/Fixed Price, and Reserve Price) and schedule a launch time for all items before you re-list them. Remember that any items that you schedule through Tickets Manager will not incur eBay "Scheduled Listing" fees.
- For imported listings (not listings launched through Vendio), you must click on the Edit link at the far right of each row in order for Vendio's system to merge your global account settings with the listing. This brings the listing up in Vendio's standard Edit Auction page, where you can make edits if desired and preview how the listing will appear. Scroll down to the bottom of the page and click the 'Save' button to complete this step.
- When you have made all necessary price and scheduling changes, click the 'Relist' button to launch your items.

Step Five: Build Customer Contact Lists from Buyer Emails to Boost Repeat Sales

To access your customer contact list(s), click on the Customers link, which appears in the left navigation bar. This will bring up the Customers page, which displays your customer contact lists and the customers in those lists.

- To import customers from previously closed listings, click the 'Import' button and select the listings from which you want to import customer e-mails. When you are finished, click the 'Back to Customer Mgt' button.
- To create new contact lists, click on 'Edit Contact Lists' in the Display Options section of the page. You can organize customers into these contact lists by selecting, copying and/or moving them as needed in the Action Panel section of the page.
- To e-mail customers in a contact list, highlight the contact list(s) that you want to contact and click the 'Display Results' button. From the display results, select the customers you want to contact.
- In the Action Panel, select 'e-Mail' from the dropdown menu and click the 'Go' button. This will bring up a simple e-mail editor where you can type in your message. When you are finished composing your message, click the 'Send E-mail' button.
- Your e-mail will be sent, coming from your primary e-mail address, with a copy sent to your primary e-mail address (as defined in your Vendio account, Personal Information settings).
- **Note:** Before sending your message, you must agree to the terms of the Vendio Customer Management Tool.

After you are finished with these steps, [click here](#) to proceed to the Tickets Central How to Use section, where you can begin listing tickets.

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