

# My GunBroker

## Activity Manager for GunBroker.com

Track and manage all of your GunBroker.com Buying, Selling, Messaging, Auction Preferences, Account Information, Support Issues and more from a single, secure location. GunBroker.com is easier to use than ever before!



Show Items I'm Bidding On: All (2) | Winning (2) | Not Winning

Thumb	Title	Current Price	My Max Bid	Shipping Cost	Time Left	Actions
	Custom Caspian Arms 1911 45 ACP 6" Ported Bbl	\$1,999.00	\$1,999.99	\$0.00	6d 23h +	Bid
	Antique US CAVALRY Quartermaster CHEVRONS Chevron	\$250.00	\$250.00	\$0.00	6d 23h +	Buy Now!

Items 5 Go 1 of 1 Period Current Auctions Go Found 2 items

Show Items I've Sold: All (115)

Thumb	Title	Buyer Name	Qty	Sale Price	Total Price	Sale Date	Actions
	Colt 1861 Game Master rifle black powder	akhogdog NR	1	\$899.00	\$899.00	11/9/2007	Select
	Rock River Arms AR15 A4 Car 16in 223	outoftraverse NR	1	\$779.00	\$779.00	11/7/2007	Select
	GLOCK MODEL 21 carbine 45acp MEC TEC CCU		1	\$349.00	\$349.00	11/7/2007	Select
	Brand New CZ 550 american 30-06 w/rings		1	\$559.00	\$559.00	11/7/2007	Select
	Taurus PT92 9mm ss/black 17rd mag nib	kgauch NR	1	\$389.00	\$389.00	11/7/2007	Select

Items 5 Go 1 of 23 Period Ended within last 30 days Go Found 115 items

# “My GunBroker” Overview:

My GunBroker will allow any user to track and manage all of their activity from one central, secure location. My GunBroker separates your information into sections called Views. Views can contain your Selling Reminders, Items I'm Watching List, recent Feedback, seller preferences, and many other types of information. You can navigate among these views by clicking on the links in the left column of My GunBroker. The current view is highlighted with a gray bar. You can sort and customize view information.

Using My GunBroker, you can...

- View the status of all your buying and selling activities on GunBroker.com at a glance.
- Follow your bids, purchases, and the items you're interested in. See your current maximum bids, totals for your purchases, and more.
- Track your item listings, sold items, unsold items. Relist items quickly and easily.
- Choose and view your Favorite Searches.
- Manage your account: View and update your personal information, GunBroker.com preferences, feedback, seller account information.
- View and leave Feedback with My GunBroker for all your transactions.
- Monitor the status of your support issues **...all from one central location!**

The current view is highlighted in gray

Click on any link in this column to display a new view

Example of a view

Filter the information that is displayed

Sort information by clicking on headers

**My GunBroker My Summary**

Account Status: Active  
Your account is currently active. It has been registered and verified.

Show Support Issues: All | Open | Closed

No results found

Items: 5 | Go

Period: Active within last 30 days | Go

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**Show Items I'm Watching: All (2) | Active | Ended (2)**

	Thumb	Title	Current Price	Shipping Costs	Bids	Seller	Time Left	Actions
<input type="checkbox"/>		SIGTAC Concealed Carry 3/4 Length Coat (Lg)	\$87.75	\$0.00	0	gregg A+(12)	Auction has Ended	Select
<input type="checkbox"/>		Cimmaron Single Action Army	\$380.00	\$35.00	0	greggemmer A+(31)	Auction has Ended	Select

Remove

Items: 5 | Go

Period: All Available | Go

---

**Show Items I've Won: All | Awaiting Payment | Awaiting Feedback**

No results found

Items: 5 | Go

Period: Ended within last 30 days | Go

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**Show My Favorite Searches: All (8)**

	Name of Search	Search Criteria	Email Settings	Actions
<input type="checkbox"/>	SavedSearch	paint Sort: Shortest Time Left	Do Not Receive Emails	Select
<input type="checkbox"/>	SavedSearch	id:53181 Sort: Shortest Time Left	Do Not Receive Emails	Select
<input type="checkbox"/>	SavedSearch	mossberg 500 Sort: Shortest Time Left	Do Not Receive Emails	Select
<input type="checkbox"/>	SavedSearch	colt Firearms (Modern), Sort: Shortest Time Left	Do Not Receive Emails	Select
<input type="checkbox"/>	SavedSearch	ruger Sort: Shortest Time Left	Do Not Receive Emails	Select

Delete

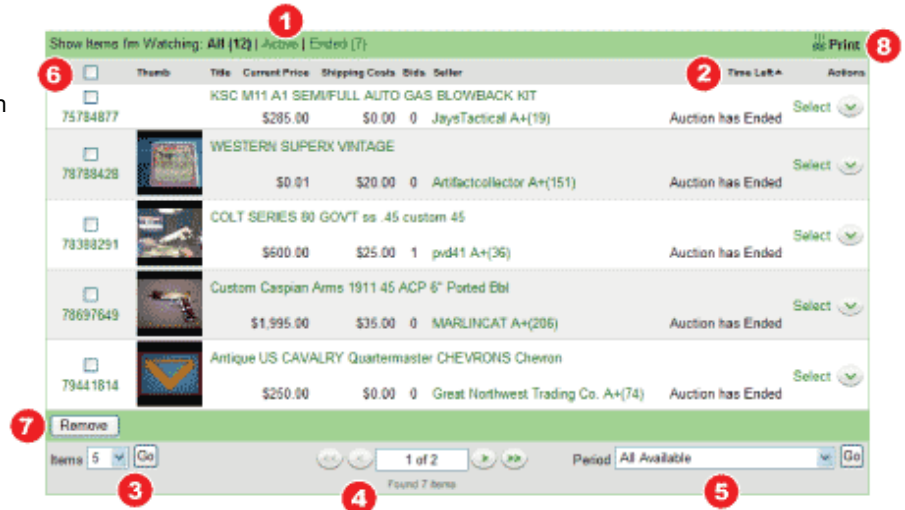
Items: 5 | Go

Period: 1 of 2 | Go

## My GunBroker - Navigation Overview:

You can customize views to suit the way you work. Different views have different customization options. The following customization tools apply to all of My GunBroker:

1. Filter Items
2. Sort Options
3. Number of Items Displayed
4. Paging/Change Page
5. Time Period
6. Select/Deselect All
7. Multiple Row Functions
8. Print Items



### 1. Filter Items:

You can narrow your view by filtering the items in your view. Each view begins with a green header bar where the View Title title is displayed Show Items I'm Selling: All (76) | Selling | With Bids (4) | Not Selling (76)

Next to the title of the views, there is a set of links, such as Show: All | Active | Ended. To narrow the displayed list of items, click on one of the links. Black, Bold type will indicate which filter is currently being used.

### 2. Sort Options:

You may want to see your items in a certain order. For example, you may want to see the items you're selling in order of Current Price, or you may want to see the items you've bid on in order of Time Left.

The label that is used to sort the results is indicated with a small arrow to the right of the label.



The arrow indicates if the list sorts in ascending order or descending order.

To change the sort preference, click the label or header at the top of the column you want to sort. The first time you click on a label, the list sorts in ascending order (least to most, or soonest to furthest away in time). The second time you click, the list sorts in descending order (most to least, or furthest away in time to soonest).

### 3. Number of Items Displayed:

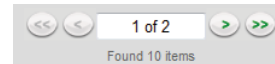
You can set the number of items you'd like to see in a particular view. To change the number of items displayed in a view:



From the "Items" in each view menu, click on the arrows to display a drop down list. Select the number of items you want to display in that view. Click the "Go" button. This value is held for this view during your entire session.

### 4. Paging/Change Page:

At the bottom of each list is a box showing which page you are viewing:

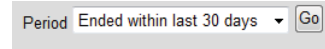


Click the arrow icons to display a different page of items. You can also type a page number in the box and press enter, and the view will go directly to that page.

- << Displays the first page.
- > Displays the next page
- < Displays the previous page.
- >> Displays the last page

### 5. Time Period:

To change the time period, use the Period drop down list in the lower right hand corner to select the time period for the items you want to view. Select a new value from the drop down list, then click "Go". This value is held for this view during your entire session.



### 6. Select/Deselect All:

To select all the items in a view, click the checkbox in the gray header row:




To deselect all, click the checkbox again. To select (or deselect) a single or multiple item(s) from a list, select (or deselect) the checkbox next to the item(s) you want to select or deselect.

### 7. Multiple Row Functions:

After you select multiple items from a list, use the function button ("Remove", "Delete", etc.) to perform an action on multiple items.



### 8. Print Items:


To print the item list, select the printer icon . This will open the view by itself. From that window, you can use the browser's print function to print the items in the view.

# “All Buying” View


From this view, you will be able to manage all your buying views:

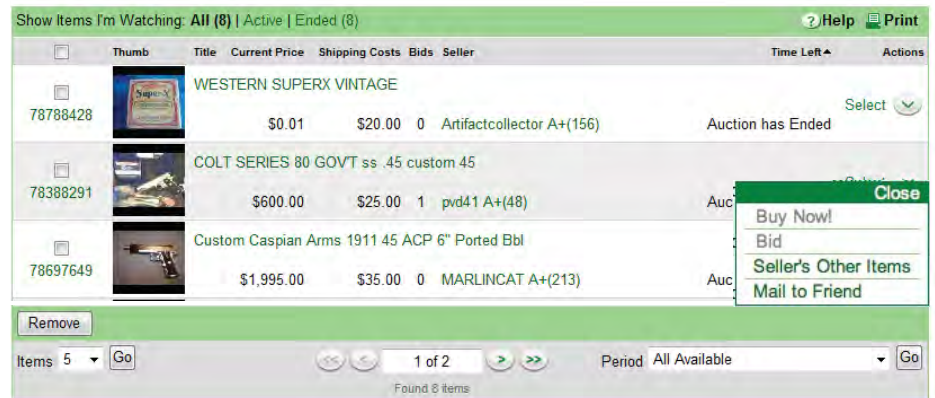
## “Show Items I’m Watching” View:

From this view, you will be able to track items that you are interested in buying. Manage this list by adding or removing items. You can also bid and buy now, view Seller’s other items, and e-mail the listing to a friend directly from this view.

Click **Select**  to bring up a menu of Actions specific to that item:


Select This :	To Do This:
Buy Now!	End Bidding and Buy the item immediately
Bid	Bid on the item
Seller’s Other items	Open a list of the Seller’s other items
Mail to Friend	Open a window to e-mail the item listing to someone

- If you are bidding on an item, prices of those that you are currently winning are green and bold; those that you are not currently winning are red.
- Add an item to your Watch List by clicking the  “Add this item to your watch list” link on the middle of any view item page.
- Remove an item from your Items I’m Watching list by selecting the check box to the left of the item title, and then clicking the “Remove” button.



## “Show Items I’m Bidding On” View:

From this view, you will be able to see all items that you are currently bidding on - including those that you’re winning or not winning. You can also place bids directly from this view.

Click **Select**  to bring up a menu of Actions specific to that item:

Select this:	To do this:
Buy Now!	End Bidding and Buy the item immediately
Bid	Bid on the item

- Prices of those items that you are currently winning appear in green; those that you are not currently winning appear in red.
- To see all of the items you are Bidding On, or just those that you are Winning or are Not Winning, use the link filter in the green header bar.
- To bid on items directly from this view, click the Select icon and choose “Bid” or “Buy Now!” (if offered).
- To read a full item description, click on the item number or item name to bring up the full item listing.
- After a listing ends: The listing automatically moves to the “Items I’ve Won” or “Items I Didn’t Win” views.



From this view, you will be able to manage all your buying views:

## “Show Items I’ve Won” View:

From this view, you will be able to manage your post-buying activities, such as telling a Seller you have made a payment and leaving feedback. Details about all of the items you have won - both by bidding and by using Buy Now! - will display here.

Color-coded icons indicate the transaction activities of the item. Gray icons indicate action needed, green icons indicates action taken/completed. Half-colored icons indicate action taken on the Buyer or Seller side

Payment Status	Feedback Status	FFL Status	Shipping Status
Payment not sent or received	Feedback not left	FFL not sent or received	Item not shipped
Payment sent	Feedback left by Buyer	FFL sent	Shipment sent
Payment received	Feedback left by Seller	FFL received	Shipment received
Payment sent and received	Feedback left by Buyer and Seller	FFL sent and received	Shipment sent and received

Thumb	Title	Seller	Qty	Sale Price	Total Price	Sale Date	Actions
Winchester 1894 30/30 Rifle MFG 1950							
74718967		ashbran A+(146)	1	\$406.00	\$406.00	7/14/2007	Select
M11, PM 11, Cobray, MAC, Leinad, SWD							
78679465		toolhead A+(2)	1	\$265.00	\$265.00	8/26/2007	Select
Saiga, AK 47 AK47							
78679324		Threecard NR	1	\$240.00	\$240.00	8/26/2007	Select
open bolt, KG-9, TEC-9, interdynamic, intratec							
78354228		ratsnake A+(28)	1	\$1,525.00	\$1,525.00	8/22/2007	Select
AK-47 dummy receiver AK47							
77369365		QuakerPhil A+(25)	1	\$11.00	\$11.00	8/8/2007	Select

## “Show Items I Didn’t Win” View:

This view shows items you bid on that ended, but were won by another Buyer. Use this view to find other items by same Seller - many Sellers regularly sell the same or similar items.

- To view other items by the same Seller: Click the button and click the “Seller’s other items” link in the table above to see other items offered by the Same seller.
- To see more listings, change the time period in the lower bar.

Thumb	Title	Sale Price	My Max Bid	Bids	End Date	Actions
Winchester 94 Coca-Cola Rifle 0095 of 2500 No Res!						
75092612		\$1,400.00	\$757.00	36	7/14/2007	Select
Smith & Wesson Model 39 All Steel NIB						
75441373		\$0.00	\$0.00	7	7/13/2007	Select

Click **Select** to bring up a menu of Actions specific to that item:

Select this:	To do this:
View Seller Contact Info	Display the Seller’s contact information
Mark Payment Sent	Indicate the payment has been sent
Mark Payment Not Sent	Indicate the payment has not been sent
Mark FFL Sent	Indicate the Buyer has sent the FFL
Mark FFL Not Sent	Indicate the Buyer has not sent the FFL
Mark Item Received	Indicate the item has been received
Mark Item Not Received	Indicate the item has not been received
Leave Feedback	Open the Feedback window
Seller’s Other items	Open a list of the Seller’s other items
Resolve Seller Problem	Open a window to resolve a problem with the Seller of this item
File Fraud Report	Open a window to file a fraud report

Click **Select** to bring up a menu of Actions specific to that item:


Select this:	To do this:
Seller’s Other items	Open a list of the Seller’s other items
View Relisted Item	Open a window that shows the relisted item

# “All Selling” View

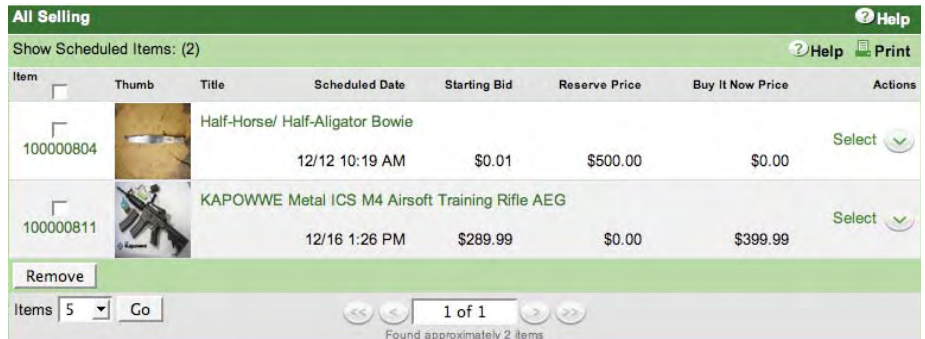
From this view, you will be able to manage all your Selling views:

## “Show Scheduled Items” View:

From this view, you will be able to manage items that you have scheduled to start in the future. Scheduling gives you the flexibility to list items at a starting day and time you choose in advance.


Click **Select**  to bring up a menu of Actions specific to that item:

Select this:	To do this:
Edit	Edit a scheduled item
Delete	Delete a scheduled item



## “Show Items I’m Selling” View:

Details about all of the items you are currently selling will display here. Note: After an item ends, it will appear in either your “Items I’ve Sold” or “Unsold Items” view. Scheduled Items appear in the “Scheduled Items” view.

Click **Select**  to bring up a menu of Actions specific to that item:

Select this:	To do this:
Manage Pictures	Add, delete and change pictures
Edit	Revise the details of an item listing that has not received bids
Add to Description	Add to the description of an item without changing the original description
Relist with Edit	Sell a similar item starting with the details of the current item
End Auction Early	Ends the item early



- You can choose to see All of the items, or just those that are **Selling, With Bids**, or **Not Selling**, using the link filter in the green header bar.
- **Selling** means your item has received bid(s) that have met the reserve or minimum price (if set). If the item listing ends early, the item would be sold.
- **With Bids** means your item has received bid(s), regardless of whether or not the reserve has been met.
- **Not Selling** means your item has either received no bids or has not received any bids that have met your reserve price.
- After a listing ends: The listing automatically moves to the “Items I’ve Sold” or “My Unsold Items” views.

From this view, you will be able to manage all your Selling views:

## “Show Items I’ve Sold” View:

Details about all of the items you have sold will display here. From this view, you will be able to manage your post-sale activities, such as noting payment from your buyers and leaving feedback.

Color-coded icons indicate the transaction activities of the item. Gray icons indicate action needed, green icons indicates action taken/completed. Half-colored icons indicate action taken on the Buyer or Seller side.

Payment Status	Feedback Status	FFL Status	Shipping Status
Payment not sent or received	Feedback not left	FFL not sent or received	Item not shipped
Payment sent	Feedback left by Buyer	FFL sent	Shipment sent
Payment received	Feedback left by Seller	FFL received	Shipment received
Payment sent and received	Feedback left by Buyer and Seller	FFL sent and received	Shipment sent and received

Click **Select** to bring up a menu of Actions specific to that item:

Select this:	To do this:
View Buyer Contact Info	Display the Buyer’s contact information
Mark Payment Received	Indicate the payment has been received
Mark Payment <b>Not</b> Received	Indicate the payment has not been received
Mark FFL Received	Indicate the Seller has received the FFL
Mark FFL <b>Not</b> Received	Indicate the Seller has not received the FFL
Mark Item Shipped	Indicate the item has been shipped
Mark Item <b>Not</b> Shipped	Indicate the item has not been shipped
Leave Feedback	Open the Feedback window
Relist	Sell the same item
Relist with Edit	Sell a similar item starting with the details of the current item
Resolve Buyer Problem	Open a window to resolve a problem with the Buyer of this item
Send Payment Reminder	Send a Payment Reminder to a non-paying bidder
Send Non-Paying Bidder Alert	Send a Non-Paying Bidder Alert to a non-paying bidder

Thumb	Title	Buyer Name	Qty	Sale Price	Total Price	Sale Date	Actions
	Colt 1861 Game Master rifle black powder	akhogdog NR	1	\$899.00	\$899.00	11/9/2007	Select
	Rock River Arms AR15 A4 Car 16in 223	outoftraverse NR	1	\$779.00	\$779.00	11/7/2007	Select
	GLOCK MODEL 21 carbine 45acp MEC TEC CCU 92knucklehead A+(4)		1	\$349.00	\$349.00	11/7/2007	Select
	Brand New CZ 550 american 30-06 w/rings	smhms NR	1	\$559.00	\$559.00	11/7/2007	Select
	Taurus PT92 9mm ss/black 17rd mag nib	kgauch NR	1	\$389.00	\$389.00	11/7/2007	Select

## “Show My Unsold Items” View:

Details about the items you listed but that did not sell will display here. These items may have received no bids, not received bids meeting your reserve price, or not sold for another reason. You can relist an item directly from this view.

Click **Select** to bring up a menu of Actions specific to that item:


Select this:	To do this:
Relist	Sell the same item
Relist with Edit	Sell a similar item starting with the details of the current item

Thumb	Title	Start Date	End Date	Start Price	Watchers	Reserve Price	High Bid	Bids	Actions
	Ultimate Survival BlastMatch™ fire starter	11/7/2007	11/8/2007	\$27.99	0	\$0.00	\$0.00	0	Select
	Ultimate Survival BlastMatch™ fire starter	11/7/2007	11/8/2007	\$27.99	0	\$0.00	\$0.00	0	Select

## “Show My Favorite Searches” View:

Details about your saved searches will display in this view. To view the results of a saved search, select the search name.

- You can set the system to automatically search for items you’re interested in and notify you by e-mail when new matching items are listed.
- You can find items with your **Saved Search** in My GunBroker. To search for items, click the “**Searches**” link under All Favorites. Then click the search name.
- Once you save a Search, you can run the Search at any time from this view. You can also change e-mail preferences for the search at any time.
- To delete a specific search, select the checkbox next to the search name, and click the “**Delete**” button on the lower green footer bar. To delete all your saved searches, click the top checkbox in the grey header bar, which will select all the checkboxes. Then click the “**Delete**” button.

Click **Select**  to bring up a menu of Actions specific to that item:

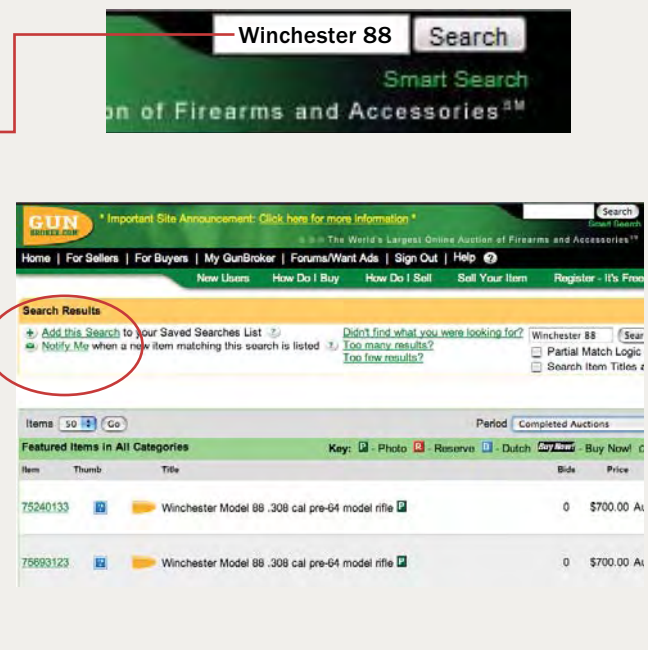
Select this:	To do this:
Set Email Notification On	Set an e-mail notification for a specific search
Set Email Notification Off	Turn off an e-mail notification for a specific search



## How To Create a Saved Search

If you are interested in a item and you would like a way to be notified when a particular item is listed for sale on our web site, you can create a **Saved Search**. Saved Searches can then be run at anytime using My GunBroker.

- To create a Saved Search, use the Search box located at the top page of our web site. As an example, enter Winchester 88 into the search box and click the **Search** button.
- The results of your search will then be displayed.
- At the very top left of this Search Results web page, you will see some highlighted text that says “**Add this Search to your Saved Searches List**”. This simply adds that search into your Favorite Searches section in My GunBroker.
- To create a Saved Search and be Notified via email when an item is listed on our auction site that matches your search, click on the link that says **Notify Me when a new item matching this search is listed**.



From this view, you can manage all the major administrative tasks for your account

## “Billing Information” View:

Use this view to manage billing information for GunBroker.com listing fees that you have incurred.

- To view your Billing statement, click the **view** link on the right hand column next to Monthly Billing Statement.
- To pay your account, select **Make a Payment** next to the Account Balance window, or click the **pay** link on the right hand column next to Credit Card Payment.
- To change the credit card you have on file, click the **edit** link on the right hand column next to Credit Card Info.
- To change the checking account you have on file, click the **edit** link on the right hand column next to Checking Info.
- To fill out a credit application, click the edit link on the right hand column next to Credit Application.

### GunBroker.com Listing Fees:

To pay your account, select **Make a Payment**, or click the **pay** link.

Note: This link is only to pay GunBroker.com listing fees associated with listing items on GunBroker.com.

Payments for items are coordinated and paid directly to the seller of the particular item(s).

The screenshot shows the 'My Account' interface with a green header. Below the header is the 'Billing Information' section. It includes an 'Account Balance' of \$3,413.21 with a 'Make a Payment' link circled in red. Below this is a table with details about the credit card on file. At the bottom, there is a list of items with corresponding 'view', 'edit', 'pay', and 'edit' links on the right side, which are also highlighted with a red box.

Click these links to manage billing information.

## “Account Information” View:

Current account information appears in this screen. This is your main contact information for billing and all shipping, so it's important to keep it up to date and accurate.

To update your account information, click the edit link on the right hand column of the information you wish to update.

The screenshot shows the 'Account Information' page with a green header. It contains a table of personal information fields. Each field has an 'edit' link on the right side, which are highlighted with a red box. The fields include Name, Address, Phone Number, Alternate Phone Number, Fax Number, Username, Password, Primary Email Address, and Alternate Email Address.

Click these links to make changes to your account information.


## “Feedback” View:

At the completion of your transaction, you should post feedback on the transaction partner. Feedback lets other users know how the other party handled his transaction with you. You **MUST** post your feedback within 90 days of the close of the auction. Our system does not allow feedback to be posted on an item after 90 days has expired.

You can use the Feedback view in My GunBroker to leave feedback for your transactions, send reminders for feedback you are awaiting from others, and view the feedback you received from others.

**!** All feedback must be left **within 90 days** of the close of the auction.

- You can choose to see **All** of the items you need to leave feedback for, or just for **Items Bought**, or **Items Sold**, by selecting the desired link filter in the green header bar.
- You can choose to view recent feedback for **All Items**, **Left by Me**, or **Left for Me**, by selecting the desired link filter in the green header bar.
- To leave feedback for multiple items, select the checkboxes to the right of the item name, and select the **“Bulk Feedback”** button. Note that the exact same rating and comments will be posted on all of the selected users if you use the Bulk Feedback feature.

Click **Select**  to bring up a menu of Actions specific to that item

Select this:	To do this:
Leave Feedback	Enter rating and comments for the buyer or seller of the transaction
Send Reminder	Send an e-mail to the transaction partner, requesting that they send feedback

Items I Need To Leave Feedback For: **All Items (5)** | Items I Bought (3) | Items I Sold (2) Help Print

<input type="checkbox"/>	Title	Seller	Buyer	Sale Date	Actions
<input type="checkbox"/>	105575623	Benjamin Sheridan 392 Bolt Action Pump Air Rifle USA Guns NR	jiac A+(2)	2/26/2008	Select
<input type="checkbox"/>	105575624	HB17 Bolt Action, Single Shot Pump USA Guns NR	jiac A+(2)	2/26/2008	Select
<input type="checkbox"/>	105575625	#17 Vector Holster, Fits: 9mm Auto, Beretta, Tan USA Guns NR	jiac A+(2)	2/26/2008	Select
<input type="checkbox"/>	106481960	2000 Round Case Santa Barbara .380 Auto jiac A+(2)	USA Guns NR	2/26/2008	Select
<input type="checkbox"/>	106481960	Glock 23C PORTED .40 cal Used - 40 cal jiac A+(2)	USA Guns NR	2/26/2008	Select

**Bulk Feedback**

Items   1 of 1  Period

Found 5 items

Items Awaiting Feedback from Others: **All Items (5)** | Items I Bought (3) | Items I Sold (2) Help Print

Item	Title	Seller	Buyer	Sale Date	Actions
105575623	Benjamin Sheridan 392 Bolt Action Pump Air Rifle USA Guns NR		jiac A+(2)	2/26/2008	Select
105575624	HB17 Bolt Action, Single Shot Pump USA Guns NR		jiac A+(2)	2/26/2008	Select
105575625	#17 Vector Holster, Fits: 9mm Auto, Beretta, Tan USA Guns NR		jiac A+(2)	2/26/2008	Select
106481960	2000 Round Case Santa Barbara .380 Auto jiac A+(2)		USA Guns NR	2/26/2008	Select
106481960	Glock 23C PORTED .40 cal Used - 40 cal jiac A+(2)		USA Guns NR	2/26/2008	Select

Items   1 of 1  Period


Found 5 items

From this view, you can manage all the major administrative tasks for your account

## “Feedback” View: cont.

Our feedback system is setup as a debate forum where users can post their opinions of the transaction and can reply to what has been posted. We cannot decide who is ‘right’ or ‘wrong’ in feedback matters; we allow both sides to post their opinions and we let the viewing public decide.

You can use the Recent Feedback view in My GunBroker to **Remove Feedback** that you have posted, **Edit feedback** that you have posted, and **Reply to Feedback** has been left about you.

Click **Select**  to bring up a menu of Actions specific to that item

Item	Comment	From	Date	Actions
79363865	A+	USA Guns NR	11/29/2007	Select 
79363865	A+	postcub A+(1)	11/29/2007	Select 
79606475	A+	USA Guns NR	11/29/2007	Select 
79555547	A+:	USA Guns NR	11/29/2007	Select 
79601890	A+	postcub A+(1)	11/29/2007	Select 


Items 5  1 of 2  Period Left within last 30 days   
Found 7 items

Select this:	To do this:
Remove Feedback	Remove feedback that you have recently posted within time limits
Edit Feedback	Modify feedback that you have recently posted within time limits
Reply to Feedback	Post a response or a follow-up to the feedback record

## “Preferences” View:

Use this view to manage preferences for all your auctions and communication with the site.

- To edit your Auction Listing Defaults, click the **edit** link on the right.
- To edit your Blocked Bidder Lists, click the **edit** link on the right.
- To edit your Email Notification preferences, click the **edit** link on the right.
- To edit your Web Service API Keys, click the **edit** link on the right.
- To subscribe to the Monthly Newsletter, click the checkbox on the right.
- To receive other promotional offers by E-mail, click the checkbox on the right.


Preferences 	
Auction Information	
Auction Listing Defaults	<a href="#">edit</a>
Blocked Bidder Lists	<a href="#">edit</a>
Email Notification Preferences	<a href="#">edit</a>
Web Service API Keys	<a href="#">edit</a>
Communication Preferences	
Subscribe to Monthly Newsletter	<input type="checkbox"/>
Receive other Promotional Offers by Email	<input checked="" type="checkbox"/>

Click these links to manage Auction preferences.

Select these checkboxes to manage Communication preferences.

# “My Support”

Use this view to review the status of your submitted support issues, to review Non-Paying Bidder Reports, and to manage Fraud Claims.


Click **Select**  to bring up a menu of Actions specific to that item:

Select this:	To do this:
Reply to Issue	Reply to an issue answered by Support
Close Issue	Close an issue submitted to Support
Reopen Issue	Reopen a previously closed issue

## Show Support Issues” View:

Use this view to review the status of both past and present issues that you submitted, and view the responses sent to you from our support team. You can choose to view support issues for All, Open, or Closed, by selecting the desired link filter in the green header bar.




Click **Select**  to bring up a menu of Actions specific to that item:

Select this:	To do this:
Relist	Relist the item
Cancel Report	Cancel the Report
Request Credit	Request a credit of Seller's Fees due to a non-paying bidder

## “Show Non-Paying Bidder Reports” View:

Use this view to manage Non-Paying Bidder Reports. You can choose to view reports for All, Open, or Closed, by selecting the desired link filter in the green header bar.

Click **Select**  to bring up a menu of Actions specific to that item:

Select this:	To do this:
Cancel Claim	Cancel the Fraud Claim investigation

## “Show Fraud Claims” View:

Use this view to manage Fraud Claims. You can choose to view reports for All, Open, or Closed, by selecting the desired link filter in the green header bar.