# Auctioneer Pro

## User Manual & Documentation

**mbm designs**
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# Contents

# Chapter 1: Introduction

Online auctions have exploded in popularity with Amazon, eBay, and Yahoo all offering world class auction sites that contain millions of items for sale. It has allowed people from all over the world to buy and sell just about any type of item imaginable. Auctioneer Pro is a tool to help you take advantage of and participate in online auctions.

## About Auctioneer Pro

Auctioneer Pro is a software program that runs on MacOS and Windows operating systems that assists you in finding, tracking, and completing auctions that are posted online. It is compatible with the top three auction sites: Amazon, eBay, and Yahoo.

Auctioneer Pro can search for a certain item by keyword on one, two or all three auction sites simultaneously and sort the results. You can then add the interesting auctions to a Bidding window to track the progress of the auction. The details can be viewed in a separate window and you can link out to the auction site for bidding or more information.

After the auction closes, Auctioneer Pro assists you in keeping track of the transaction details such as payment, shipping, and receipt of the item. You can also track the package automatically using the shipper's website (e.g. UPS, Federal Express, Airborne Express).

As you use Auctioneer Pro, it keeps track of vital statistics such as your win or sell percentage and how much money you have made or spent. This information allows you to fine tune your auction skills and see how successful you are in buying or selling online.

## Software Updates

Auctioneer Pro relies on the various online auction sites for its information and data. These sites may change their format or programming which would require an update to Auctioneer Pro for full compatibility.

It is important that you frequently check the Auctioneer Pro website for updates to the software, especially if you are experiencing parsing errors. You can aid us in keeping Auctioneer Pro up to date by sending in errors with detailed information.

**http://www.auctioneerpro.com/**

## System Requirements

To use the Macintosh version of Auctioneer Pro:

- Apple Macintosh PowerPC computer system
- MacOS 8.x or newer (with Open Transport 1.x or newer)
- Monitor supporting 640x480 or higher resolution
- 4MB of available RAM*
- 5MB of available hard disk storage*
- Internet connection (one of the following)
    - Dial-up analog modem
    - ISDN modem
    - Cable modem
    - xDSL modem
    - Direct connection (such as T1)
    - LAN with Internet access
- Internet account with direct TCP/IP access
    - Not compatible with AOL or other such services

To use the Windows version of Auctioneer Pro:

- x86 compatible computer system with Pentium class processor
- Windows 95 or newer
- Monitor supporting 640x480 or higher resolution
- 4MB of available RAM*
- 5MB of available hard disk storage*
- Internet connection (one of the following)
    - Dial-up analog modem
    - ISDN modem
    - Cable modem
    - xDSL modem
    - Direct connection (such as T1)
    - LAN with Internet access
- Internet account with direct TCP/IP access
    - Not compatible with AOL or other such services

* More RAM and hard disk space may be required if a large number of auctions are used.

## Where to Find More Information

For more information about the software, please visit the Auctioneer Pro website. The website contains breaking news, updates, and technical support.

     http://www.auctioneerpro.com/

If you need to contact mbm designs for any reason:

     http://www.mbmdesigns.com/
     info@mbmdesigns.com

# Chapter 2: Getting Started

In this section you will learn how to quickly install, set up, and get started using Auctioneer Pro.

## Installing Auctioneer Pro - MacOS

If you received Auctioneer Pro on a CD-ROM, simply drag the "Auctioneer Pro ƒ" folder from the CD-ROM to your hard disk.  This will copy all necessary files to your hard drive and your software will be ready to use.

We recommend to install the "Arial" font if you do not already have it installed. Auctioneer Pro uses the "Arial" font to format the auction data is an easy-to-read format.  To install the Arial font, drag the Arial font suitcase into your "Fonts" folder (located in your "System Folder").
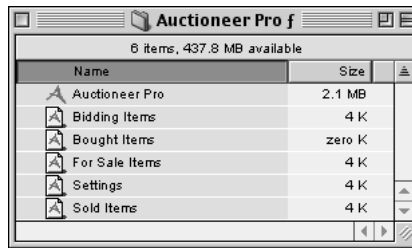
| Auctioneer Pro ƒ |  |  |
| --- | --- | --- |
| 6 items, 437.8 MB available |  |  |
| Name | Size |  |
| Auctioneer Pro | 2.1 MB |  |
| Bidding Items | 4 K |  |
| Bought Items | zero K |  |
| For Sale Items | 4 K |  |
| Settings | 4 K |  |
| Sold Items | 4 K |  |

If you received Auctioneer Pro through electronic distribution such as an Internet download, you will need to decode and decompress the software before using it. The "AuctioneerPro.sea.hqx" file is binhex encoded and compressed into a self-extracting archive.

To decode the file, use a common binhex decoder application such as StuffIt Expander (http://www.aladdinsys.com/).  The resulting file will be "AuctioneerPro.sea".

To decompress the file, double-click it and follow the given directions.  The "Auctioneer Pro ƒ" folder will be placed in the location you specified during decompression.

We recommend that you install the "Arial" font if you do not already have it installed on your system by dragging the font suitcase into your "Fonts" folder (located in your "System Folder").

## Installing Auctioneer Pro - Windows

If you received Auctioneer Pro on a CD-ROM, simply drag the "Auctioneer Pro" folder from the CD-ROM to your hard disk.  This will copy all the necessary files to your hard drive and your software will be ready to use.

Auctioneer Pro uses the "Arial" font which is installed as part of the Windows operating system. If for some reason this font is missing from your system, please install it using the original Windows disks that came with your computer.


If you received Auctioneer Pro through electronic distribution such as an Internet download, you will need to decompress the software before using it.  The "AuctioneerPro.zip" file is compressed using the ZIP format.

To decompress the file, use a common ZIP application such as StuffIt Expander (http://www.aladdinsys.com/), WinZip, or PKunzip.  The resulting folder will contain all the files necessary to use Auctioneer Pro.

Auctioneer Pro uses the "Arial" font which is installed as part of the Windows operating system. If for some reason this font is missing from your system, please install it using the original Windows disks that came with your computer.


## Demonstration Mode

When you run Auctioneer Pro for the first time, you will be shown the welcome window. You have a choice of either registering the product using a valid serial number or using the product in demonstration mode.
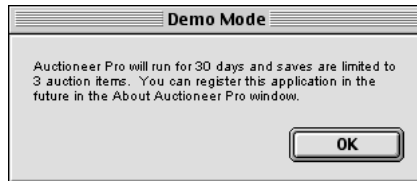


If you choose demonstration mode, you will be greeted with the demonstration mode window every time you run Auctioneer Pro.

Demonstration mode allows you to try Auctioneer Pro for 30 days from the date you first run the application.  After 30 days have elapsed, the software will become non-

functional. You will, however, be able to register the software so that you can use it indefinitely.

```
═══════════ Demo Mode ═══════════

Auctioneer Pro will run for 30 days and saves are limited to
3 auction items.  You can register this application in the
future in the About Auctioneer Pro window.

                                    [    OK    ]
```

Demonstration mode also limits the save capability of the software.  Under this mode you will only be able to save three auctions in each category of the main window.  All other auctions will be discarded.

This allows you to evaluate Auctioneer Pro before you decide to purchase the software.

## Registering Your Copy

When Auctioneer Pro is run for the first time you will be greeted with the welcome window.  If you choose to register the application at this time, simply enter the serial number provided and click the "Register" button.

You need to enter the serial number exactly as it was given to you otherwise Auctioneer Pro will not accept it.

```
═══════════ About Auctioneer Pro ™ ═══════════

                    Auctioneer Pro

                      Version 1.0

                      mbm designs
                http://www.mbmdesigns.com/
                   info@mbmdesigns.com

                http://www.auctioneerpro.com/

    Please check the Auctioneer Pro website often for updates
    and additions to the program.

    eBay is a registered trademark of eBay, Inc.  The data
    used is provided by Amazon.com, eBay, and Yahoo! and
    all questions regarding auctions should be directed to the
    appropriate site.

    Serial #: [                                        ]
    _____

    [ Website ]    [  Close  ]    [ Register ]
```

If you would like to register Auctioneer Pro after using it in demonstration mode, sim-

ply go to the "About Auctioneer Pro" menu.  Here you will be able to enter the serial number and register the software.


## Configuring the Software

Before using Auctioneer Pro you need to configure a few settings.  Choose the "Settings" menu item under the "Edit" menu to display the settings window.
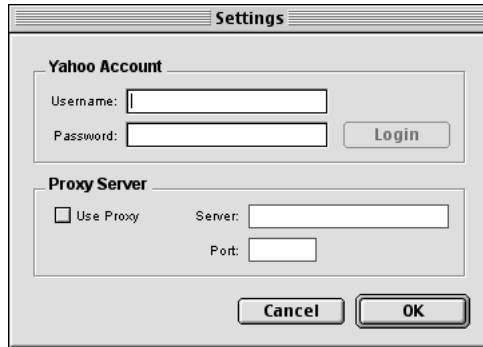


The proxy server and port number settings are for those computers that do not have a direct connection to the Internet, but instead must pass through a proxy server. This is most common in office LAN environments. Contact your network administrator if you are unsure or you can look at the settings in your web browser.

Make sure not to check the "Use Proxy" box if there is no proxy server. This would mean that Auctioneer Pro would not be able to contact any online auction sites.



The Yahoo username and password are required for access to certain auctions in Yahoo. For instance, you will not be able to view closed auctions without a correct

username and password.

If you do not have a Yahoo account, go to http://auctions.yahoo.com/ and sign in as a new user. You must also sign in at least one more time to acknowledge the user agreement.

Enter your username and password in the text fields and click the "Login" button. Auctioneer Pro will log in so all the features of Yahoo auctions will be accessible. If an error occurs, please double-check your username and password using a web browser.

## Quick Tour

Auctioneer Pro gives you access to your "Bidding", "Bought", "For Sale", and"Sold" auction items all from one main window.  By clicking on the appropriate tab, you can immediately view that category.
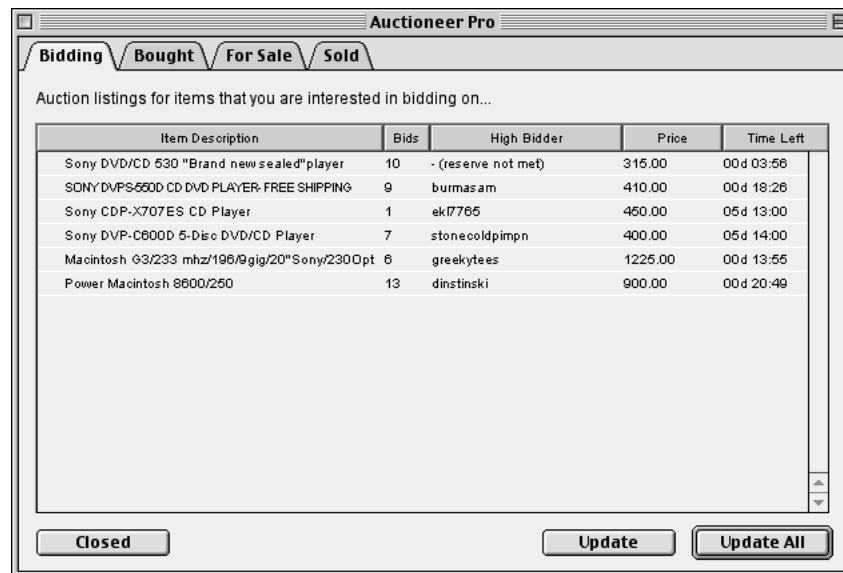


The "Bidding" area allows you to store auctions that you are either interested in or are bidding on.  You can update an individual auction by selecting the item of interest and clicking the "Update" button. You can also update the entire list by clicking the "Update All" button.  When the auction closes, select the item from the list and click the "Closed" button. You will be shown a closed window that gives you several options.  If you have successfully purchased the item, the auction is then moved into your "Bought" area.

The same concept extends to items that you have posted online for sale. These items are stored in the "For Sale" area until the auction closes. If the item is sold, it is moved to the "Sold" area.



To view the detail of an auction item, double-click the item from the list. You can view the details and description of the auction via the details window. To view the images or to bid on an item, click the button that displays the auction site's name. Your web browser will be launched and the auction web page will be opened automatically.

When viewing the details of a bought or sold item, there is an additional tab named "Transaction" that allows you to track the payment, shipment, and receipt of the item.



To add an auction item to Auctioneer Pro, simply select "New" under the "Auction" menu. You will be able to enter the item number in the field, select the auction website, and choose which area to put the item in.

You can also search for auction items using descriptive keywords. Choose "Find" under the "Auction" menu and you will be shown the "Find Auctions" window.

Type in a few keywords in the field, select the auction sites you would like to search, and select the sort order.  Auctioneer Pro will search all the selected auction sites simultaneously and return the results in a single window.



View the results in any sorted order by clicking the column headings. You can then add a selected auction to your "Bidding" or "For Sale" area by selecting the auction and clicking the appropriate button.

# Chapter 3: Adding and Viewing Auctions

In this section you will learn how to add auction items to the Auctioneer Pro main window.  You will also learn how to update, delete, and sort auctions already located inside Auctioneer Pro.

## Adding an Auction Item

If you have the item number for a specific auction, you can add it directly into Auctioneer Pro.  Select "New" under the "Auction" menu.

Enter the item number in the field, select the online auction site the item is from, and choose to which area of Auctioneer Pro you would like the item added.  If it is an item that you are interested in bidding on, select "Bidding."  If the item is something you have posted for sale online, select "For Sale."

You will be able to add open or closed auctions from eBay, open auctions from Amazon, and open auctions from Yahoo!.  If you need to add a closed auction from Amazon, use the item number starting with a "Y" found inside the URL of the amazon auction item.  You will be able to add Yahoo closed auctions only if you have logged in from the settings window (see Chapter 2).

If you encounter a parsing error, the file sent back from the online auction site has an error or is formatted incorrectly.  This could happen if one of the auction sites changes the format of its auctions.  It is important that you frequently check the Auctioneer Pro website for updates that handle these circumstances.

If the progress window appears but never finishes, your network connection may be down, the proxy settings may be incorrect, or the auction site may be down.  Make sure that you can reach the auction site using a web browser.  If you have consistent problems using Auctioneer Pro contact Technical support at the Auctioneer Pro website.

## Updating, Deleting, and Sorting Auctions

Once you have several auctions in the Auctioneer Pro main window, you can update them individually or all at once.



To update a single auction item, select the item from the list by clicking it once and press the "Update" button or select "Update" from the "Auction" menu. MacOS users can use the keybard shortcut Command-U and Windows users can use the Control-U shortcut. Auctioneer Pro will download the latest data from the appropriate online auction site.

To update the entire list of auction items, press the "Update All" button or select "Update All" from the "Auction" menu. MacOS users can use the keybard shortcut Shift-Command-U and Windows users can use the Shift-Control-U shortcut. Auctioneer Pro will update each item on the list. The speed of updating is dependent on the type and speed of Internet connection you have installed.

To delete an auction item from Auctioneer Pro, select the item from the list and choose "Delete" from the "Auction" menu. MacOS users can use the keybard shortcut Command-D and Windows users can use the Control-D shortcut.

You can sort the auctions that appear in the Auctioneer Pro main window by clicking on the column heading of the column you want to sort. If you would like to change the sort order in a specific column, click the column heading a second time.

## Viewing Auction Details

Auctioneer Pro keeps detailed data on each auction you are tracking.  To access the auction detail window, double-click on the auction you wish to view or select the auction and choose "View Details" from the "Auction" menu.
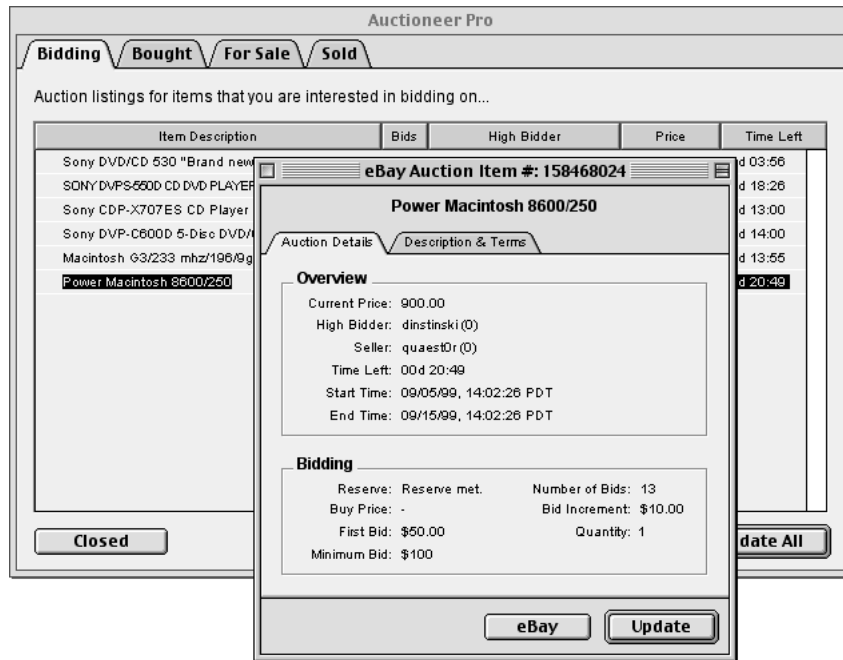


The auction detail window contains all the relevant information regarding the auction including the description of the item.  To view the pictures or bid, simply click the button with the auction site name.  Your web browser will be launched with the auction item webpage.

For more information on the auction detail window, see Chapter 5.

# Chapter 4: Finding Auctions

Auctioneer Pro allows you to search for auction items from the top three online auction sites simultaneously.

## Searching Auction Sites

One of the most powerful features of Auctioneer Pro is also one of the easiest. To search for an auction simply choose "Find" from the "Auction" menu. MacOS users can use the keyboard shortcut Command-F and Windows users can use Control-F.

Type in a series of keywords that you feel describes the item you are looking for in the keywords field. Choose the auction sites you would like to search by clicking on the appropriate check boxes. Select the sorting data by using the pull-down menu and whether you want Auctioneer Pro to search in ascending or descending order.

Auctioneer Pro will return up to 50 items from each auction site. The sort order you choose determines which 50 are sent back by each auction site. For instance, if you are searching for an inexpensive item you should select the "Bid Price" and "Ascending" options.

If Auctioneer Pro does not return an item you were looking for, try using fewer or more general keywords. For instance, instead of searching for "13" RGB Color Monitor with Stand," search for "13" Monitor." If the auction sites return too many items, try to be more specific in your keyword choice.

## Search Results

Auctioneer Pro will display the search results from all selected online auction sites in a single, new window. The results will be grouped by auction site, however you can sort them in any manner you wish. To change the sort column, click the heading of

the column you want sorted.  Clicking the heading again will change the sort order from ascending to descending.



You can add a retrieved auction item to either your "Bidding" or "For Sale" areas of Auctioneer Pro.  To add an item to your "Bidding" area, select the auction item from the list and click the "Add to Bidding" button. To add an item to your "For Sale" area, select the auction item from the list and click the "Add to For Sale" button.  You cannot add an item to the "Bought" or "Sold" area.  You need to add the item to the "Bidding" or "For Sale" area first and then close the item.
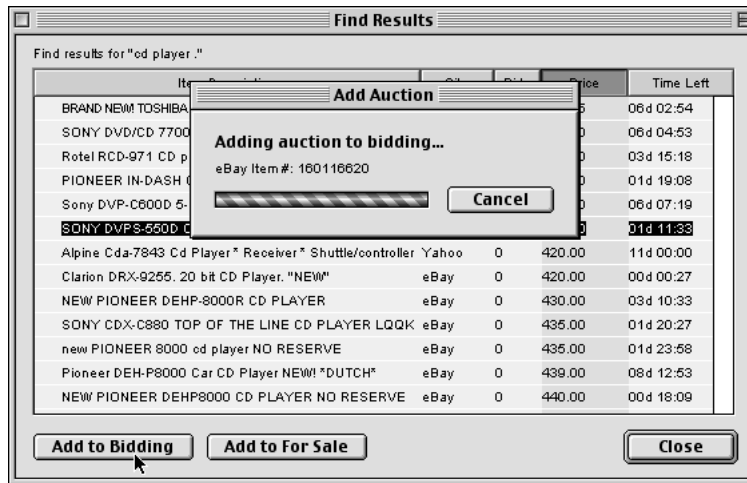


The "Time Left" format is a custom format that allows you to sort items despite each

online auction site's different format.  The number to the left of "d" is the number of days left.  The number to the left of the colon is the number of hours and the number after the colon is the number of minutes left.
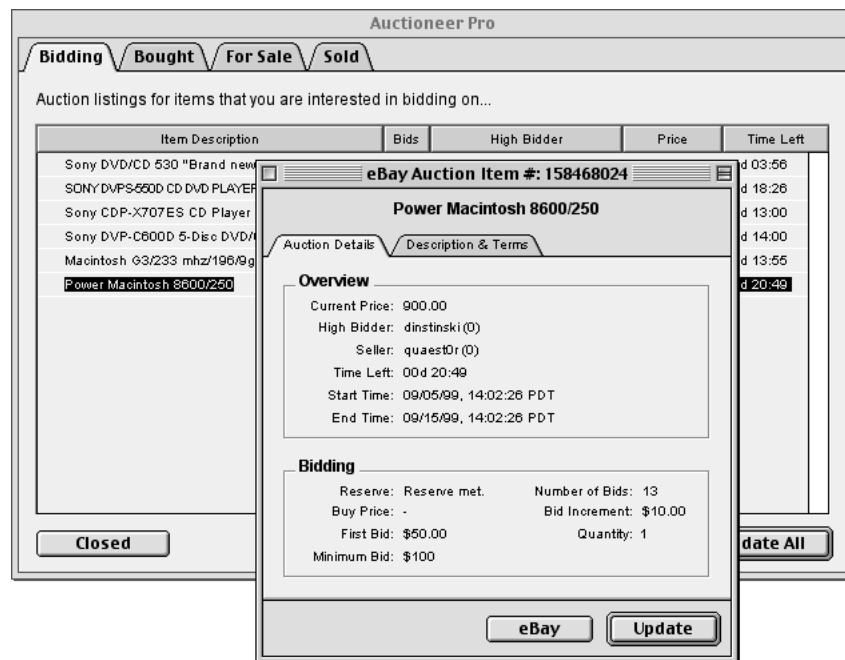
# Chapter 5: Viewing Auction Item Details

Auctioneer Pro provides access to all information related to an auction in a simple and easy to read manner.

## Auction Details

To view the details of an auction item, simply double-click the item in the list or select the item and choose "View Details" from the "Auction" menu.



Current Price - the current bid on the item
High Bidder - the user ID of the highest bidder and the user's rating in parenthesis's
Seller - the user ID of the seller and the user's rating in parenthesis's
Time Left - the amount of time left before the close of the auction
Start Time - the date and time the auction opened
Stop Time - the date and time the auction will close

Reserve - shows is there is a reserve on the item and if it has been met
Buy Price - the buy price of the auction (used only by Yahoo auctions)
First Bid - the price at which bidding started
Minimum Bid - the minimum price accepted as a bid for the item

Number of Bids - the number of bids that have been placed for the item
Bid Increment - the amount the next bid needs to be above the current bid
Quantity - the number of items for sale

The high bidder information is sometimes not displayed if the reserve has not been met.  It will also show "Dutch Auction" when the auction is in that format and includes more than one item for sale.

User ratings are based on feedback from other users that have worked with them.  Higher user ratings are a result of positive evaluations of the user; however, keep in mind that low numbers are common for new, inexperienced users.  Negative ratings show that a person has had more negative than positive feedback.

## Description and Terms

By clicking on the second tab in the details window, you can view the description and terms of the item.

```
eBay Auction Item #: 158468024

                    Power Macintosh 8600/250

 Auction Details  / Description & Terms \

        Item Number:  158468024
           Location:  New Haven
           Pictures:  0
      Payment Terms:  Money Order/Cashiers Checks,  See item
                      description for payment methods accepted
     Shipping Terms:  Buyer pays actual shipping charges, See item
                      description for shipping charges

   Power Macintosh 8600/250- 250mhz- 4 gig HD- 64 megs of
   ram- built in zip drive- 24 speed CDROM- 3 1/2 inch floppy
   drive* a voodoo 2 card ** great condition *




                                         [ eBay ]  [ Update ]
```

Item Number - the item number of the auction
Location - where the item is located
Pictures - the number of pictures that are included with the posting
Payment Terms - the terms for payment of the auction
Shipping Terms - the terms for shipping of the item

The description of the item is included in the scrollable text field.  If you would like to

bid or view the pictures of an item, click the button with the name of the auction site. Your default web browser will be auctomatically launched with the correct auction web page.

For more information on the specific information provided in the details window, see the descriptions provided by the auction website.

# Chapter 6: After the Auction Closes

Auctioneer Pro not only provides an easy way to track open auctions, but also helps you keep on top of the transactions that occur after auctions have closed. You can track payment, shipment, and receipt dates as well as locate a package through online package tracking.

## Closing a Bidding Auction

After an auction closes, select the auction and click the "Closed" button. If the "Time Left" field sayd "Closed" after the auction is updated the auction is over. Do not close an open auction, because you will no longer be able to update it.



If you have won the auction, select the first option "I Bid On and Won This Auction," and the auction listing will be moved into the "Bought" area of Auctioneer Pro.

If you have won an auction your user ID will appear as the highest bidder after the auction has closed. You will also get an email confirming you as the winner. After the auction closes, you should contact the seller through email immediately to begin the payment and shipping of the item. Remember that the seller is not required to sell you the item if the highest bid did not reach the reserve price.

If you lost the auction after bidding on the item, select the second option. If you decided not to bid on the item select the third option. These last two options will delete the auction from Auctioneer Pro and record them in the "Statistics" window.

## Bought Transaction Details

The details window of a bought auction has a new tab. The "Transaction" tab holds the important information about the auction after it closes. This area will help you track the status of the payment and shipment of the item.

Once you have shipped payment for the item, click the "Sent Payment" checkbox.

Auctioneer Pro will automatically put the current date in the date field next to the check box. You can edit the date if you sent the payment prior to clicking the check box. Select the type of payment you sent to the seller using the pop-up menu and type in the amount that was sent.



After the seller has shipped the item, click the "Seller Shipped Item" check box and Auctioneer Pro will automatically put the current date in the date field. Select the shipper the seller used from the list and input the tracking number that was given to you.

If the shipper allows online tracking of packages, the "Track" button will be enabled. To track the package, simply click the "Track" button. Auctioneer Pro will launch your default web browser and locate the package using the shipper's website.

Once you have received the item, click the "Received Item" check box. If the item is satisfactory, the transaction is complete. You can save the record of the transaction for as long as you need. When an auction listing is no longer needed, simply delete it from the "Bought" list.


## Closing a For Sale Auction

After an auction closes that you have posted, select the auction and click the "Closed" button. If the auction closed and you received a price above any reserves you set, the item has sold.

Select the first option "My Item Sold (and any reserves were met)" and the item will

be moved to Auctioneer Pro's "Sold" area.  You should also contact the high bidder immediately to begin the transaction.
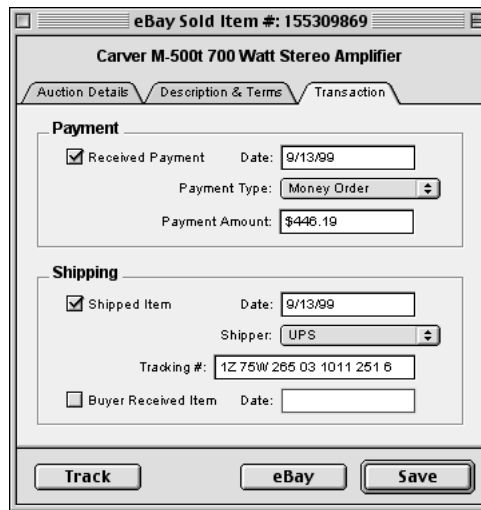


If your auction closed and your reserve was not met, select the second option "My Item Did Not Sell."  The auction listing will then be deleted from Auctioneer Pro.

## Sold Transaction Details

The details window of a sold auction is similar to the bought details window.  This area will help you track the status of the payment and shipment of the item.
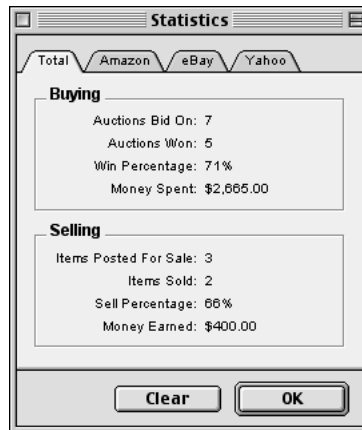


You can save the record of the transaction for as long as you need.  When an auction listing is no longer needed, simply delete it from the "Bought" list.

# Chapter 7: Statistics

As you work with Auctioneer Pro, the software collects statistics on your buying and selling actions.  To view your current statistics choose "Statistics" from the "Auction" menu.



Auctions Bid On - the number of auctions that you have placed a bid on
Auctions Won - the number of auctions you have won
Win Percentage - the percentage of auctions that you have bid on and won
Money Spent - the amount of money you have spent on items

Items Posted For Sale - the number of auctions you have posted
Items Sold - the number of auctions that have successfully ended with a sale
Sell Percentage - the percentage of auctions that you have posted resulting in a sale
Money Earned - the amount of money you have made selling items

The "Money Spent" and "Money Earned" does not include shipping costs.

The window allows you to view the statistics in total or by each online site separately. To clear the statistics, click the "Clear" button.

# Chapter 8: Troubleshooting

This section contains answers to common questions regarding Auctioneer Pro.  For more information or support, visit the Auctioneer Pro website.

> http://www.auctioneerpro.com/

**When I update, add, or search for an item the progress window appears but the action never finishes.**
Two common sources of trouble are your network connection and the auction site itself which may be temporarily down. The easiest way to determine the cause is to load an auction item using a web browser.  Often only part of an auction site is down, so visiting the home page is not enough to determine if the site is down.

If only the searching function seems to be the problem, try the same search using a web browser.  If it works with a web browser, check the browser settings and confirm that your Proxy settings are correct.

**Text display does not fit or is in a poor format.**
Make sure the "Arial" font is installed on your system.  The font is included in the software archive for Macintosh users.  Windows users can load the font from the Windows CD-ROMs that came with the computer.

**I am getting frequent parsing errors.**
The auction site may be down or sending bad data.  Try accessing the same item using a web browser.  If it works with the web browser, the auction site may have changed its auction format.  Check the Auctioneer Pro website for software updates.

**I cannot get Auctioneer Pro to work with my AOL account.**
Auctioneer Pro is not compatible with AOL or other online services that do not give you direct access to the Internet.