

# Sellerise Smart Alerts Tool

100% control over your Amazon listings.  
Faster and easier than ever

## User Manual

### About Sellerise

We are Sellerise.

We create affordable, reliable, and cutting-edge software products designed to make working and managing processes on Amazon easier and more efficient.

At Sellerise, we work for hundreds of business owners and managers who want to increase sales and profitability of their business on Amazon while saving time and energy to focus on their families, hobbies, and lifestyles.

Our software products help increase the effectiveness and efficiency of solving every task, making it easier than ever to work on the marketplace.

We have crafted a suite of must-have tools and unique products using our own algorithms based on our experience of selling on Amazon and other marketplaces:

- Financial analytics tools
- Keyword tools and tools for sales growth
- Reviews and rating management tools
- Inventory management tools
- Amazon reimbursement tools
- Marketplace administration tools

We test these tools in our own Amazon business and receive invaluable advice and feedback from major Amazon sellers.

We monitor trends and stay up-to-date on any changes to Amazon's rules and regulations. We are constantly improving our products to keep them highly relevant and effective at helping you to capitalize on opportunities.

Sellerise is an Amazon Partner and holds the following statuses:

- Amazon Seller Central Partner: Software Partner
- Amazon Seller Central Partner: Service Partner

We monitor and maintain compliance with marketplace rules for sellers and software developers.

We are confident in the quality of our products. Therefore, our customers can:

- Test all tools within a free trial period
- Select the right set of tools and get everything they need without overpaying
- Receive a 100% refund within the first 30 days if not satisfied
- Terminate their subscription at any time

Want to keep your listings under control without any additional effort?

We can help!

## About Sellerise Smart Alerts Tool

*Smart Alerts* is a simple and effective tool which enables account managers, marketers, logisticians, or anyone doing business on the marketplace to receive notifications about any changes to listings on Amazon.

*The Sellerise Smart Alerts Tool* automatically monitors the status of product listings 24/7 based on a special Amazon data subscription and analyzes hundreds of gigabytes of data from 6 key marketplace reports, notifying you of everything you need to know to make timely decisions.

- Products report
- Stranded Inventory Report
- Inventory Report
- Orders report
- Inbound Shipments Report
- Reimbursements Report

Whether you're in charge of Account Health or manage conversions, advertising campaigns, finances, or FBA purchases and deliveries, *Smart Alerts Tool* will help you to stay up to date without the need for routine monitoring and will increase both your personal productivity and the effectiveness and efficiency of your entire business.

### On-time alerts

Notifications arrive at optimal intervals without creating an information overload. Critical situations that require immediate attention will be reported almost immediately. Alerts for indicators that do not require a quick response will come once or twice a day, allowing you to keep the situation control.

### 30+ types of alerts

In addition to reporting on the status of listings, *Smart Alerts Tool* keeps you up to date on reviews, content, inventory and other metrics, allowing you to effectively manage all aspects of your Amazon business.

### Powerful mobile app

Stay informed wherever you are and whatever you're doing - the mobile app will keep you up to date with notifications about every change in your listings.

### Diverse notification channels

*Sellerise Smart Alert Tool* lets you set up a notification channel for each type of alert: email, Slack or mobile app push notification. You can select the channel either for a group of products or for each listing separately.

### Quick and easy setup

The setup takes only a few minutes. You can select only the notifications you need and update notification preferences at any time.

### 100% Amazon compliant

*Smart Alerts Tool* is an exclusive product of Sellerise, an *Official Amazon Seller Central Partner Network: Service Partner & Software Partner*.

Keep your listings under control. Receive information in a timely manner. Manage situations by reacting on time or even anticipating events. Invest time in growing your business, not in routine monitoring of listings.

**Let's get started!**

## General information about notifications

### Notification types and delivery time:

*Sellerise Smart Alerts Tool* delivers over 30 types of notifications, informing you of listing changes and other events that are important to monitor when doing business on Amazon.

#	Alert Name	Description	Time*
<b>Content Management</b>			
1	<i>Title Changed</i>	You will receive an alert when the titles of your listings change.	1 hour
2	<i>Description Changed</i>	You will receive an alert when the descriptions of your listings change.	1 hour
3	<i>Bullet points</i>	You will receive an alert when the bullet points of your listings change.	1 hour
4	<i>Images</i>	You will receive an alert when the images of your listings change.	1 hour
5	<i>Listing Price Changed</i>	You will receive an alert when the prices of your listings change.	1 hour
<b>Marketing &amp; Sales</b>			
7	<i>BuyBox Lost</i>	You will receive an alert when you lose the BuyBox on listings where you have offers.	1 min
8	<i>Hijacker</i>	You will receive an alert when there are new offers on listings that you sell.	1 min
9	<i>Hijacker Removed</i>	You will receive an alert when offers are removed from the listings you sell.	1 min
10	<i>Inactive Offer</i>	You will receive an alert when any of your offers become inactive.	1 hour
11	<i>Suppression</i>	You will receive an alert when any of your listings are no longer available on Amazon (due to their being out-of-stock or for any other reason)	1 hour
12	<i>Listing Is Active</i>	You will receive an alert when any of your listings has become active after suppression.	1 hour
13	<i>Stranded Inventory</i>	You will receive an alert when some of your inventory becomes stranded.	6 hours
14	<i>Adult</i>	You will receive an alert when any of your listings have been tagged as adult.	1 hour
<b>Rating &amp; Reviews</b>			

15	<i>Rating Drop</i>	You will receive an alert when your rating drops lower than a specified value.	6 hours
16	<i>Rating Star Gain</i>	You will receive an alert when star rating on your listing increases.	6 hours
17	<i>Rating Star Drop</i>	You will receive an alert when star rating on your listing drops.	6 hours
18	<i>Seller Feedback</i>	You will receive an alert when you receive negative seller feedback that is equal to or below the specified amount of stars.	2 hours
19	<i>Review Alert</i>	You will receive an alert when you get a new review equal to or lower than a specified value.	Depending on the amount of listing reviews, the delivery time varies
20	<i>Negative Review On Page</i>	You will receive an alert when you get a new review on page equal to or lower than a specified value.	
21	<i>Review Deleted</i>	You will receive an alert when we find that a review for your product was removed.	
22	<i>Negative Review Went From Page</i>	You will receive an alert when a negative review disappears from your product page.	
<b>Orders &amp; Logistics</b>			
23	<i>Large Order</i>	You will receive an alert when you receive large orders with units more than the specified amount.	30 min
24	<i>BoL is Available</i>	You will receive an alert when a bill of lading becomes available for any of your inbound shipments.	15 min
25	<i>Shipment Requires Additional Info</i>	You will receive an alert when any of your inbound shipments requires additional information entry (number of packages or pallets) and has saved notification channels.	15 min
26	<i>Low Stock</i>	You will receive an alert when your stock goes below the specified number of units.	1 hour
27	<i>Out of Stock</i>	You will receive an alert when you run out of stock, and you are at 0 inventory.	1 hour
28	<i>Dimensions Changed</i>	You will receive an alert when the dimensions of your products on Amazon change. This can impact your FBA fees and storage fees.	1 hour
<b>Other</b>			
29	<i>Brand Changed</i>	You will receive an alert when the brand of your listings changes.	1 hour
30	<i>Category Changed</i>	You will receive an alert when the categories that your products are listed in have changed.	1 hour

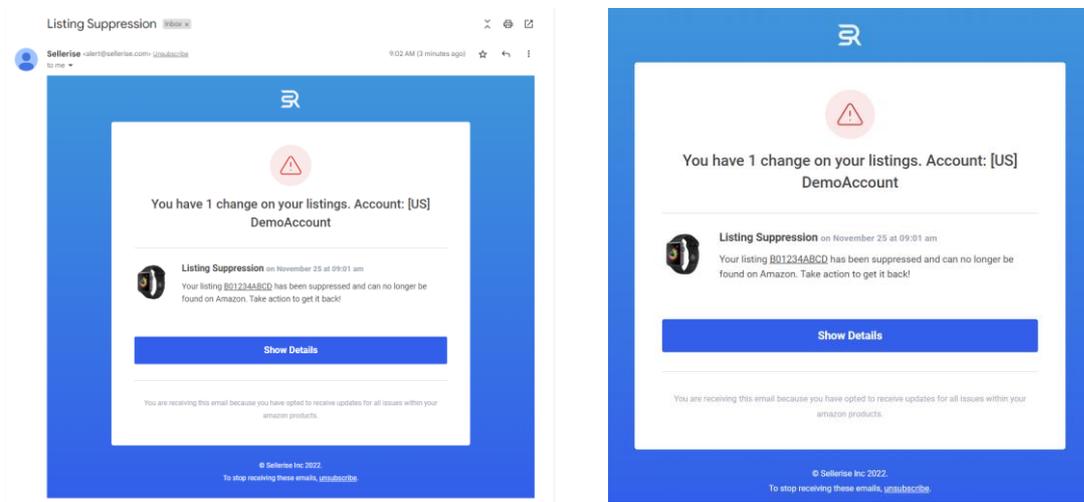
31	New Reimbursable Units	You will receive an alert when new reimbursable units become available	daily at 19:00 UTC**
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\*- notification will be delivered within the specified timeframe  
 \*\*- notification will be delivered precisely at the specified time

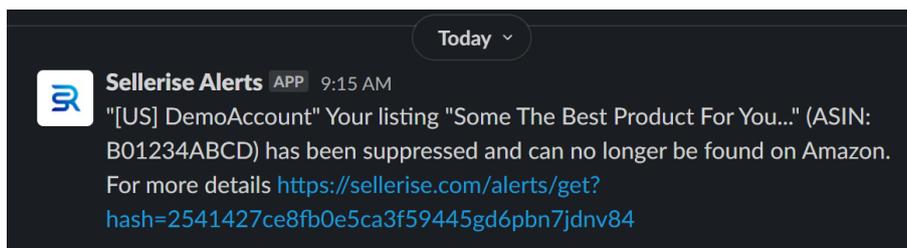
### Appearance and content of notifications:

Depending on the selected communication channel, notifications may have a different appearance. However, regardless of the channel, each notification will contain image, ASIN, as well as a brief message about the nature of the event or change with a link to check additional information.

Email notification:



Slack notification:



Mobile app notification: \*



\*- The mobile app allows you to track notifications on an ongoing basis, giving managers and business owners the opportunity to always be in the know. Available for download on the AooStore and Google PlayMarket.

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## Main interface and tool menu

When you launch the *Smart Alerts Tool*, the program window will display the following sections:

1. Main menu
2. Panel with information about the number of notifications of each type that require a response
3. Panel with a list of all notifications received in the past 30 days
4. Notification settings panel (Configuration)
5. Dashboard with a list of products and information about the notification settings for each of them

**Smart Alerts** Dashboard History Channels

BUYBOX 3 HIJACKER 1 SUPPRESSION 3 OUT OF STOCK 1 SELLER FEEDBACK 1 TITLE 4

**Recent Events**

- Your title on listing ASIN4 has been changed. It's affected these SKUs: FG-9N0S-EJ3P. If this was you ignore this message, otherwise please review your listing! March 18 at 8:40 pm
- Title Changed**  
Your title on listing ASIN5 has been changed. It's affected these SKUs: TY-9N0S-EJ3P. If this was you ignore this message, otherwise please review your listing! March 15 at 8:32 pm
- Title Changed**  
Your title on listing ASIN7 has been changed. It's affected these SKUs: SD-9N0S-EJ3P. If this was you ignore this message, otherwise please review your listing! March 14 at 8:30 pm

**Configuration** Set Configurations

- Negative Review On Page Critical Enabled
- Dimensions Changed Critical Enabled
- BuyBox Lost Critical Enabled
- Hijacker Critical Enabled
- Listing Suppression Critical Enabled

Search Products With Events All Products

PRODUCT	EVENTS	CONFIGURATIONS	EDIT	ENABLED
Merkury Innovations Smart WiFi 72... SKU: TY-9N0S-EJ3P	3 1 1	MC	Set Configurations	Enabled
VIZIO 32" Class HD Smart TV D-S... SKU: SD-9N0S-EJ3P	2 1 1	MC	Set Configurations	Enabled
Logitech Wireless Keyboard and M... SKU: GH-9N0S-EJ3P	1	MC	Set Configurations	Enabled
MobiCam Multi-Purpose, Wi-Fi Vi... SKU: XC-9N0S-EJ3P	1	MC	Set Configurations	Enabled
HP 14" Laptop, AMD Ryzen 3 3200... SKU: ER-9N0S-EJ3P	1	MC	Set Configurations	Enabled

**The Main menu contains the following tabs:**

Help Hub Smart Alerts Dashboard History Channels

BUYBOX 3 HIJACKER 1 SUPPRESSION 3 OUT OF STOCK 1 SELLER FEEDBACK 1 TITLE 4

- *Dashboard* – (open by default). Provides basic information about received notifications and notification settings
- *History* – A list of all notifications received for the connected account
- *Channels* – A section for setting notification delivery channels.

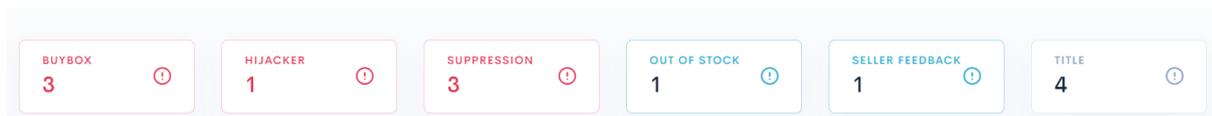
## Dashboard

The *Dashboard* tab opens by default when you launch the *Smart Alerts Tool* and contains all the essential information you need to quickly analyze incoming alerts. In this tab, you can also configure settings for any particular notification type or adjust settings for notifications about each listing of the connected account.

**Information presented in this section is grouped into blocks:**

- Alerts requiring action
- Recent events
- Notification configuration
- Product list

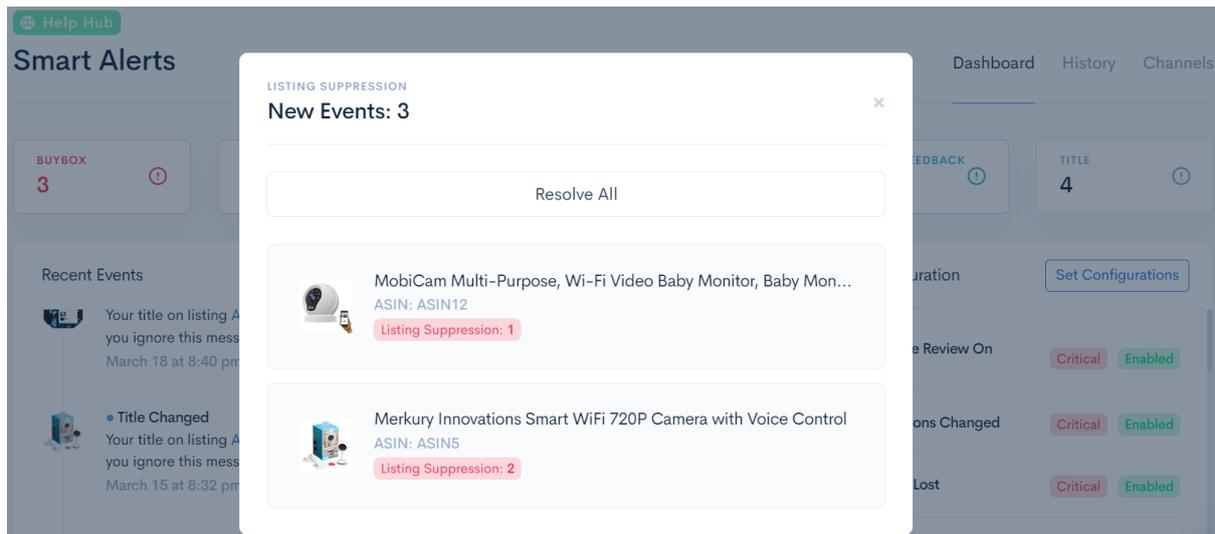
### Alerts requiring action:



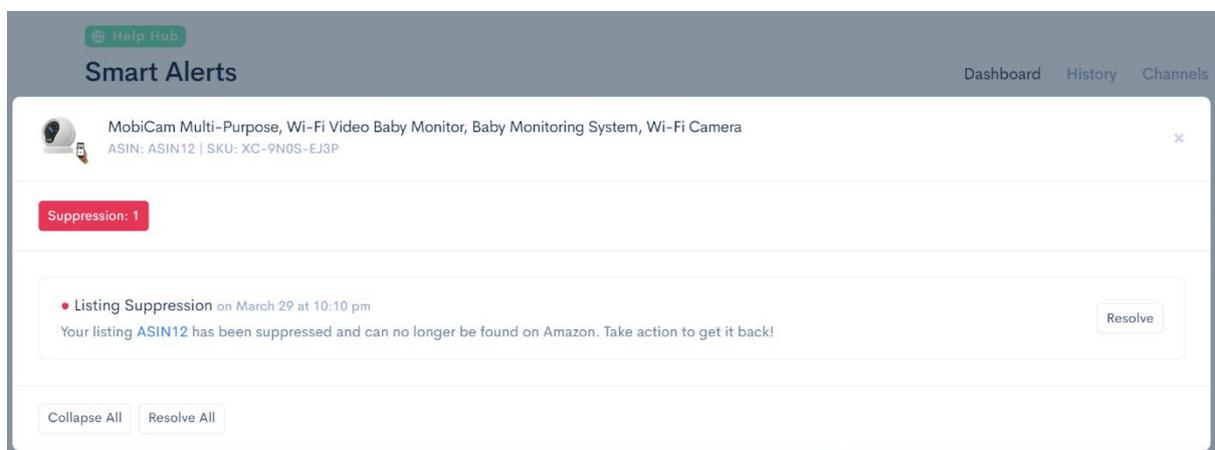
This section displays data on the number of notifications of each type requiring a response.

Depending on the status assigned to notifications, information for each type is displayed in gray (*log priority*), blue (*higher warning priority*) or red (*highest critical priority*) colors.

By clicking on any notification type, a pop-up window shows up with a list of all notifications of this type that require a response. For each listing, the tab contains product title and image, ASIN, and information about the number of alerts.



To view the notification details for a listing, just click on its title - details will be shown in a new pop-up window.

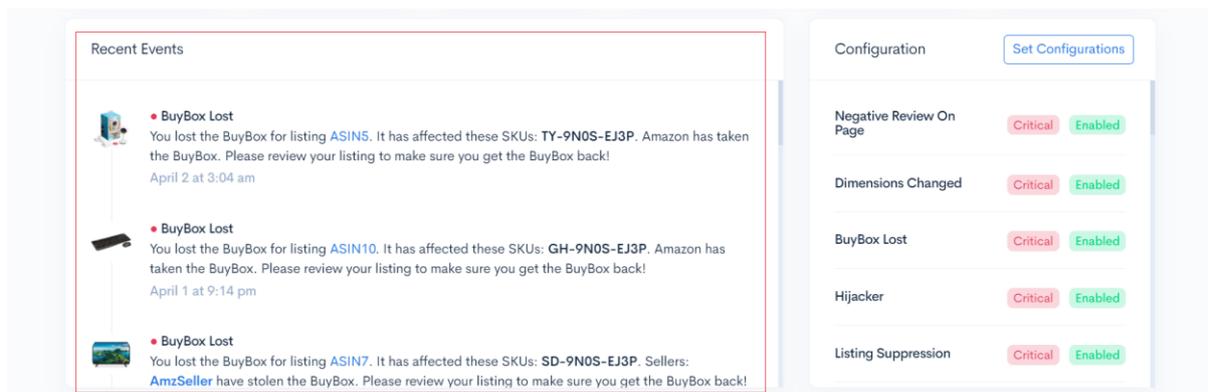


To remove alerts from the list, use the *Resolve All* (for a list of alerts) or *Resolve* (for a specific alert) buttons.

To close pop-up windows, click the *X* in the upper right corner of the window or any area of the screen outside of the pop-up window.

### **Recent events:**

This section contains a list of the most recent notifications about changes on listings or your seller account.



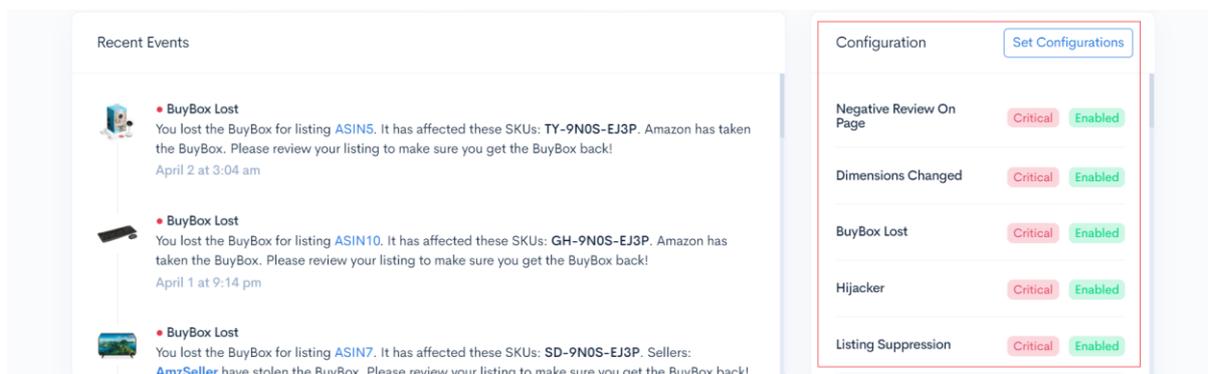
Each notification in the list contains:

- Color marker indicating the level of importance of the notification
- Notification type
- Information about events on the listing or account
- Product title, SKU and ASIN (if the notification concerns a particular listing)
- Other information that is important to making decisions and effectively reacting to changes

For more information about an event, click on the corresponding notification from the list. Information will be presented in a pop-up window similar to the one described in the “Notifications requiring action” section.

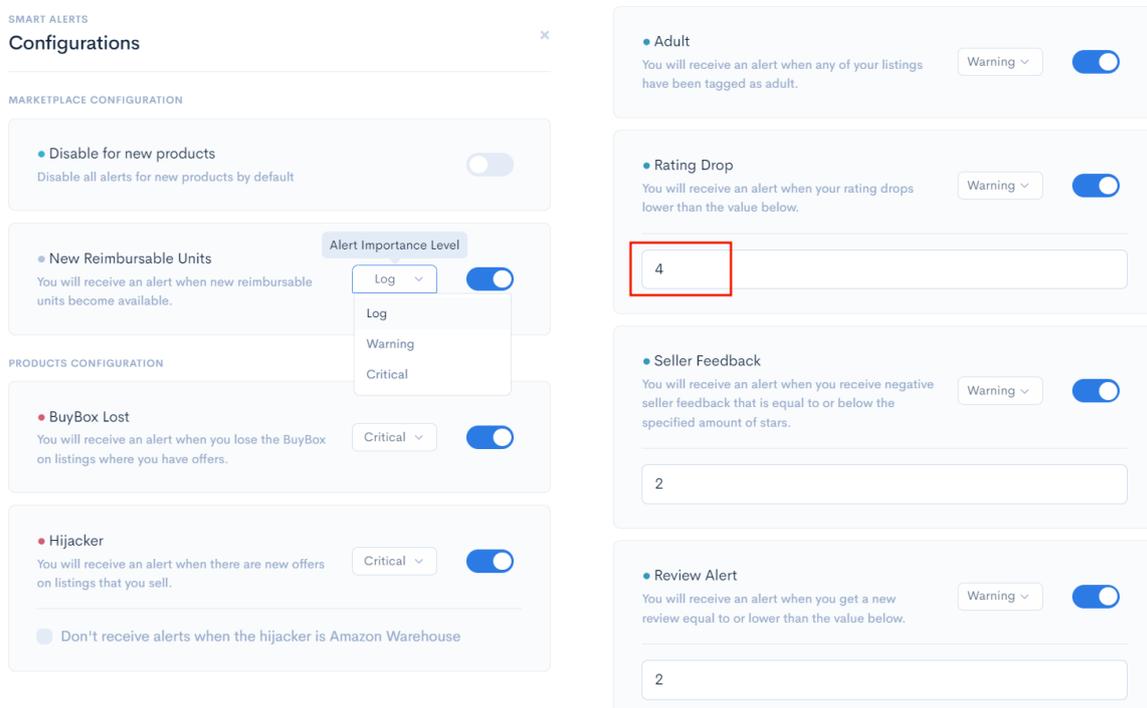
### **Configuration:**

This section contains a list of notification types indicating their importance (*log, warning, critical*) and activity (*enabled, disabled*).



To change the notification configuration, click the *Set Configurations* button. In the window that shows up you can set the importance and enable or disable notifications.

For some types of notifications, it is also necessary to specify numeric values, such as: the number of rating stars below which a notification must be delivered; the number of stars at which a review is considered negative, etc.



In order to close a pop-up window, just click the X in its upper right corner or outside the window (anywhere on the screen). All settings will be saved automatically.

### **Share notification settings between accounts and across all your country-specific Amazon stores:**

When connecting multiple Amazon seller accounts or stores to *Sellerise Smart Alerts*, the tool allows you to quickly copy notification settings set for a particular store to other stores and accounts.

After additional stores or accounts are connected, the copy settings icon is displayed in the *Configuration* section.

Configuration

Set Configurations



Negative Review On  
Page

Critical

Enabled

Clicking on the icon opens the *Copy Settings* pop-up window containing a menu for selecting the account and store for which notification settings are already configured and accounts and stores for which you want to configure similar settings.

SMART ALERTS

## Copy Settings



You can copy settings from one account to the others. Just select one account to copy settings from, and choose all of the accounts that you want to copy those settings to.

Copy from account

 Account 1

Copy to accounts

Select All

Collapse All

 Account 1

 Marketplace 1 Configured

 Marketplace 2

In order to choose an account and a store to take a copy of the notification settings, just click *Copy from account*.

The list that appears on the screen will show all the seller accounts and stores connected to the tool and your Sellerise user account. Select the store with the configuration you want to copy by clicking on its name.

## Copy Settings



You can copy settings from one account to the others. Just select one account to copy settings from, and choose all of the accounts that you want to copy those settings to.

Copy from account

Account 1

Account 1  
USD (\$)

Account 1  
CAD (\$)

Account 1  
MXN (\$)

Account 2  
USD (\$)

Account 2

To select accounts and stores to which the copied settings will be applied, click on the *Copy to Accounts* menu field. In the list of all accounts and stores that appears on the screen, just click on each store to which you want to assign settings. To quickly select all stores or cancel an action, use the *Select All* and *Deselect All* buttons.

To confirm your choice, click on the *Copy* button.

## Copy Settings



You can copy settings from one account to the others. Just select one account to copy settings from, and choose all of the accounts that you want to copy those settings to.

Copy from account

Account 1

Copy to accounts

Account 1

Marketplace 1 Configured

Marketplace 2

## Product list:

This section contains a table with all products on the connected account, information about notifications that require action, and notification settings for each product.

Q Search Products With Events All Products Disabled Enabled

PRODUCT	EVENTS	CONFIGURATIONS	EDIT	ENABLED
 Merkury Innovations Smart WiFi 72... SKU: TY-9N0S-EJ3P	3 1 1	MC	<a href="#">Set Configurations</a>	<input checked="" type="checkbox"/>
 VIZIO 32" Class HD Smart TV D-S... SKU: SD-9N0S-EJ3P	2 1 1	MC	<a href="#">Set Configurations</a>	<input type="checkbox"/>
 Logitech Wireless Keyboard and M... SKU: GH-9N0S-EJ3P	1	MC	<a href="#">Set Configurations</a>	<input checked="" type="checkbox"/>
 MobiCam Multi-Purpose, Wi-Fi Vi... SKU: XC-9N0S-EJ3P	1	MC	<a href="#">Set Configurations</a>	<input checked="" type="checkbox"/>
 HP 14" Laptop, AMD Ryzen 3 3200... SKU: ER-9N0S-EJ3P	1	MC	<a href="#">Set Configurations</a>	<input checked="" type="checkbox"/>
 HP 63 Black Original Ink Cartridge ... SKU: FG-9N0S-EJ3P	1	MC	<a href="#">Set Configurations</a>	<input checked="" type="checkbox"/>

Each row of the table contains:

- Product title, image and SKU
- The number of events that require attention by each level of importance
- Notification configuration type marker for this product: *MC (Main Configuration)* - for products with standard notification settings, *CC (Custom Configuration)* - for products with notifications manually configured by the user
- A *Set Configurations* button to open the window for setting individual notification preferences for this product
- A switch that allows you to completely disable all notifications for this product.

By clicking on the product title, the *Sellerise Sales & Profit* tool window opens with detailed information about this product's sales, profits, and other business metrics.



SKU: TY-9N0S-EJ3P| ASIN: [ASINS](#)

## Mercury Innovations Smart WiFi 720P Camera with Voice Control

Overview Orders Shipments / CoG Promo & Coupons

Today Yesterday Last 30 Days Custom Range

<b>SALES</b> \$5,235.50	<b>NET PROFIT</b> \$2,586.65	<b>MARGIN</b> 49.4%	<b>UNITS SOLD</b> 337
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<b>ORGANIC</b> 315 (82%)	<b>PPC</b> 68 (18%)	<b>MULTICHANNEL</b> 1 (1%)	<b>PROMO</b> 42 (11%)	<b>REFUNDS</b> 1 (1%)	<b>SNS</b> 35 (9%)	<b>COUPONS</b> 1 (1%)
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Sales	Expenses	Advertisement
Orders / Units 322 / 337	FBA Fees (20.0% of sales) \$1,049.38	Clicks / Orders 15 / 72
Promo / Coupon 30 / 0	Referral Fees (13.9% of sales) \$725.58	TACoS / ACoS -5.58% / -1221.64%
SnS Orders 24	Promos (1.4% of sales) \$73.33	Total Spent -\$291.97
Refunds 1	Refunds \$0.00	PPC Sales \$23.90
Conversion N/A	Advertising Cost (-5.6% of sales) -\$291.97	PPC Conversion 480.0%
True / PPC Conversion N/A	Cost of Goods (11.5% of sales) \$600.56	Impressions 12

By clicking on the colored markers with the number of notifications that require a response, a window pops up with a list of notifications of all types and levels of importance received for this product and not marked as resolved.

Mercury Innovations Smart WiFi 720P Camera with Voice Control  
SKU: TY-9N0S-EJ3P

Total Events: 5 BuyBox: 1 Suppression: 2 Out Of Stock: 1 Title: 1

- BuyBox Lost** on April 2 at 3:04 am  
 You lost the BuyBox for listing **ASIN5**. It has affected these SKUs: **TY-9N0S-EJ3P**. Amazon has taken the BuyBox. Please review your listing to make sure you get the BuyBox back! Resolve
- Listing Suppression** on March 29 at 10:10 pm  
 Your listing **ASIN5** has been suppressed and can no longer be found on Amazon. Take action to get it back! Resolve
- Listing Suppression** on March 26 at 9:02 pm  
 Your listing **ASIN5** has been suppressed and can no longer be found on Amazon. Take action to get it back! Resolve
- Out Of Stock** on March 21 at 8:48 pm  
 You have run out of stock for **ASIN5 (TY-9N0S-EJ3P)**. Get an order in ASAP, it's time to restock! Resolve
- Title Changed** on March 15 at 8:32 pm  
 Your title on listing **ASIN5** has been changed. It's affected these SKUs: **TY-9N0S-EJ3P**. If this was you ignore this message, otherwise please review your listing! Show More Resolve

Collapse All Resolve All

At the top of the window, there is a filter that allows you to select notifications of a specific type. You can mark a notification as “resolved” by clicking on the *Resolve* button to the right of the notification.

To get detailed information about the change on the listing, click *Show more*: A box explaining the essence of the changes will be expand under the notification text.

**Title Changed** on March 15 at 8:32 pm  
 Your title on listing **ASIN5** has been changed. It's affected these SKUs: **TY-9N0S-EJ3P**. If this was you ignore this message, otherwise please review your listing! Hide Resolve

Before	After
Mercury Innovations Smart Camera <span>- 0 Removals</span>	Mercury Innovations Smart <b>WiFi 720P Camera with Voice Control</b> <span>+ 2 Additions</span>

When you click on the *Set Configurations* button, a pop-up window will show a list of all alert types available for this product.

You can configure alerts individually for each product. Also, for some types of notifications, you can set unique indicators such as listing rating, review rating, number of items per order, and other numeric values determining message delivery.

SMART ALERTS

## Configurations

 VIZIO 32" Class HD Smart TV D-Series D32h-G9  
SKU: SD-9N0S-EJ3P

**BuyBox Lost**  
You will receive an alert when you lose the BuyBox on listings where you have offers.

**Hijacker**  
You will receive an alert when there are new offers on listings that you sell.

**Listing Suppression**  
You will receive an alert when any of your listings are no longer available on Amazon.

**Dimensions Changed**  
You will receive an alert when the dimensions of your products on Amazon change. This can impact your FBA fees and storage fees.

**Rating Drop**  
You will receive an alert when your rating drops lower than the value below.

**Seller Feedback**  
You will receive an alert when you receive negative seller feedback that is equal to or below the specified amount of stars.

**Review Alert**  
You will receive an alert when you get a new review equal to or lower than the value below.

**Negative Review On Page**  
You will receive an alert when you get a new review on page equal to or lower than the value below.

You may search for products by SKU, ASIN, or product title and using the following search filters:

- *All products* – Displays all products
- *Products with Events* – Displays products with alerts requiring a response
- *Custom Products* – Displays products with non-standard (custom) notification settings
- *Enabled* – Displays products for which notifications are enabled
- *Disabled* – Displays products for which notifications are disabled

Some filters may be hidden depending on the notification settings. For example, if notifications are enabled for all products on the account, the *Enabled* and *Disabled* filters will not be shown, etc.

## History

The *History* tab contains information about all alerts received for the connected account.

Help Hub

### Smart Alerts

Dashboard History Channels

All Products Selected All Types Selected May 28th-Nov 28th All Alerts **Apply**

#### History

-  • Title Changed on March 14 at 8:30 pm  
Your title on listing **ASIN7** has been changed. It's affected these SKUs: **SD-9N0S-EJ3P**. If this was you ignore this message, otherwise please review your listing! Show More Resolve
-  • Title Changed on March 15 at 8:32 pm  
Your title on listing **ASIN5** has been changed. It's affected these SKUs: **TY-9N0S-EJ3P**. If this was you ignore this message, otherwise please review your listing! Show More Resolve
-  • Title Changed on March 18 at 8:40 pm  
Your title on listing **ASIN9** has been changed. It's affected these SKUs: **FG-9N0S-EJ3P**. If this was you ignore this message, otherwise please review your listing! Show More Resolve

Each notification includes an image, title, ASIN, and SKU of the associated products, as well as a description of the event on the listing or seller account.

On the right of each notification, there is a *Resolve* button. Clicking on it marks a notification as resolved. For notifications related to listing changes, a *Show more* button is also available. Clicking on it opens an additional panel under the notification with information about the essence of the changes.

 • Title Changed on March 14 at 8:30 pm  
Your title on listing **ASIN7** has been changed. It's affected these SKUs: **SD-9N0S-EJ3P**. If this was you ignore this message, otherwise please review your listing! Hide Resolve

**Before** - 0 Removals

VIZIO 32" Class Smart TV D-Series

**After** + 2 Additions

VIZIO 32" Class **HD** Smart TV D-Series **D32h-G9**

To quickly find a notification you need, you can search by products, notification types, "resolved"/"unresolved" notifications, and by the date when the notification was received. After setting the filters, click the *Apply* button to start the search.

Help Hub

## Smart Alerts

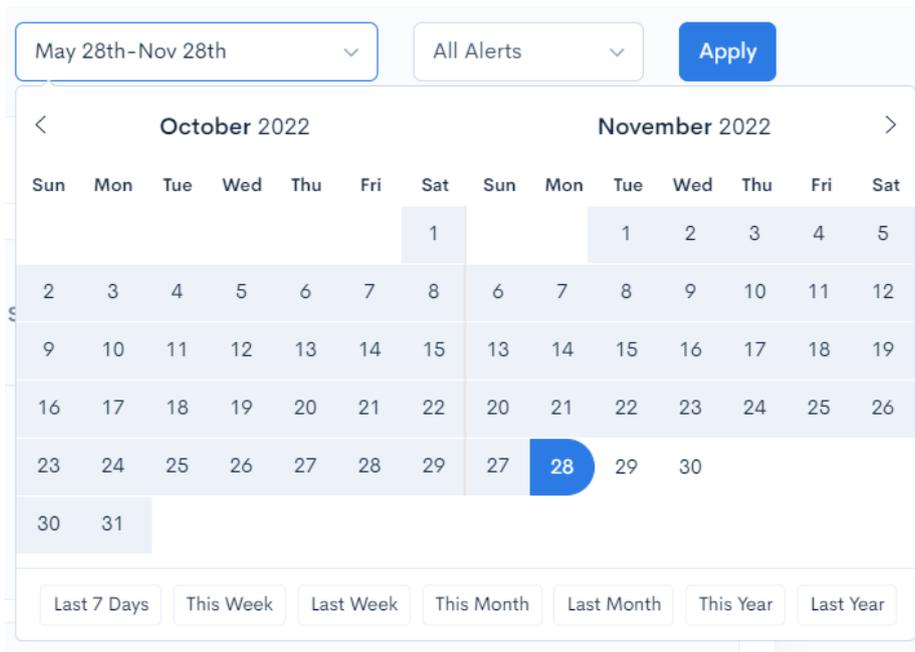
Dashboard History Channels

All Products Selected  All Types Selected  May 28th - Nov 28th  All Alerts

The image shows three screenshots of filter dropdowns from the Smart Alerts interface:

- All Products Selected:** A dropdown menu with a search bar and a list of products. Each product entry includes a product icon, name, ASIN, and a blue checkmark indicating it is selected. The products listed are: Straight Talk Apple i..., XP-PEN Artist22 Pr..., HP 14" Laptop, AM..., HP DeskJet 2652 All..., Merkurs Innovations..., and Apple Watch Series ...
- All Types Selected:** A dropdown menu with a list of alert types, each with a blue checkmark indicating it is selected. The types listed are: New Reimbursable Units, BuyBox Lost, Hijacker, Listing Suppression, Dimensions Changed, Adult, Rating Drop, and Seller Feedback.
- All Alerts:** A dropdown menu with three options: All Alerts, Resolved, and Unresolved.

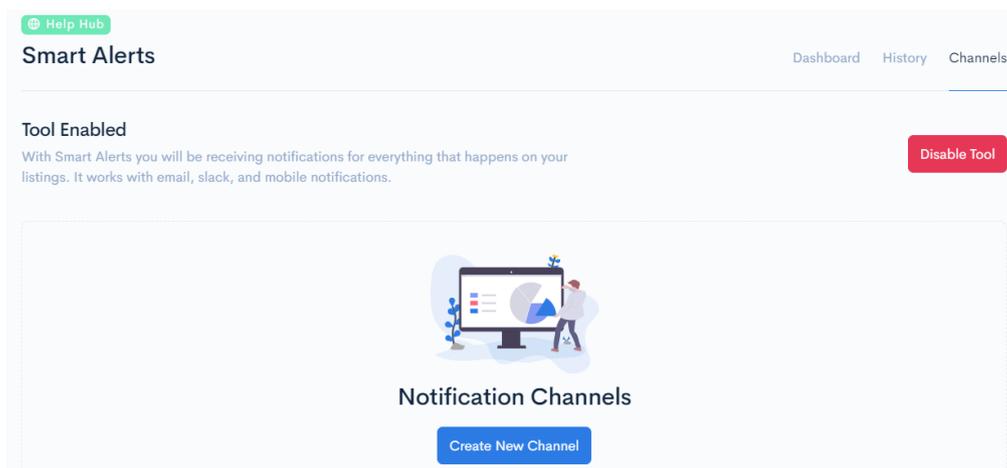
- The *Selected Products* filter allows you to select products for which you want to display notifications in the tab – notifications for other products will be hidden.
- The *Selected Types* filter allows you to display only selected types of notifications.
- Using the *Selected Alerts* filter, you can choose to display "resolved", "unresolved", or all alerts.
- The *Calendar* allows you to set a custom date range and display data that falls within that range. You can also select time-range presets, including: *Last 7 Days*, *This Week*, *Last Week*, *This Month*, *Last Month*, *This Year*, and *Last Year*.



## Channels

The *Channels* tab allows you to configure notification delivery channels.

If delivery channels are not configured, notifications will be displayed in the *Dashboard* and *History* tabs, and the *Channels* tab will look like this:



Clicking the *Disable Tool* button completely disables the *Smart Alerts* tool, which stops processing new notifications for the connected account and its listings. The tool can be re-enabled by clicking on the *Activate Tool* button.

To set up a notification delivery channel, click the *Create New Channel* button. Notifications will continue to be displayed in other tabs in the same way as before.

Once you have clicked the *Create New Channel* button, the tool window will display fields for configuring the notification delivery channel.

The *Sellerise Smart Alerts Tool* allows you to define an unlimited number of channels to ensure that alerts are properly assigned to team members responsible for certain aspects of the business without distracting the rest of the team.

Notification Channel Save Changes

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Name  Seller account(s)

Methods  Products

Choose how you want to receive alert notifications Choose what product you want to monitor for this channel

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TYPE	ENABLED
<b>New Reimbursable Units</b> You will receive an alert when new reimbursable units become available.	<input checked="" type="checkbox"/>
<b>BuyBox Lost</b> You will receive an alert when you lose the BuyBox on listings where you have offers.	<input checked="" type="checkbox"/>
<b>Hijacker</b> You will receive an alert when there are new offers on listings that you sell.	<input checked="" type="checkbox"/>
<b>Listing Suppression</b> You will receive an alert when any of your listings are no longer available on Amazon.	<input checked="" type="checkbox"/>

For each channel, you need to specify its name\*, seller account\*\*, and products for which you would like to receive notifications. You also have to choose how you want to receive notifications\*\*\*: via email, to a Slack channel, or with our mobile app push notifications.

\*- You can use any characters

\*\*\_ You may choose a single or multiple accounts

\*\*\*- You can select multiple notification delivery channels at the same time.

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Select options from the drop-down menu in the tool window:

Notification Channel Save Changes

Name: Common Channel

Methods: Choose how you want to receive alert notifications. Select Method

Seller account(s): Choose Seller Account (dropdown menu open, showing Demo Account)

Choose what product you want to monitor for this channel: Select Products

Notification Channel Save Changes

Name: Common Channel

Methods: Choose how you want to receive alert notifications. Select Method (dropdown menu open, showing Mobile App, Slack Channel, Add Email)

Products: Choose what product you want to monitor for this channel. Select Products

ENABLED

New reimbursable units: You will receive an alert when new reimbursable units become available.

Notification Channel Save Changes

Name: Common Channel

Methods: Choose how you want to receive alert notifications. Select Method

Seller account(s): Demo Account

Products: Choose what product you want to monitor for this channel. Select Products



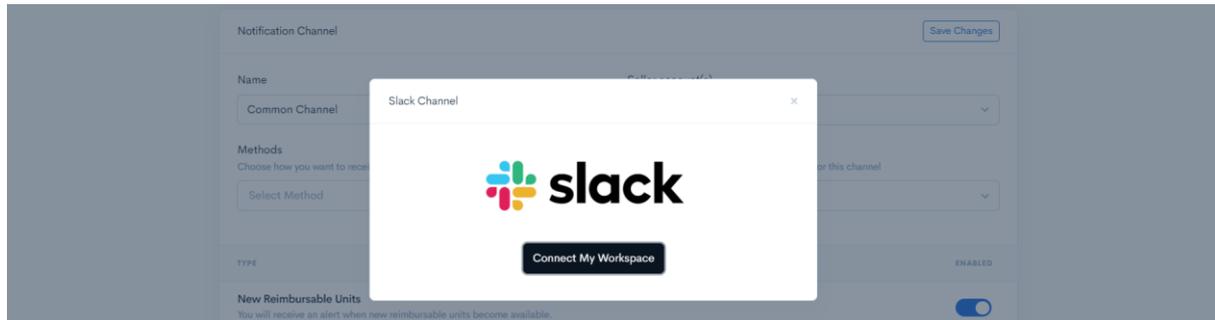
Select Product

Search

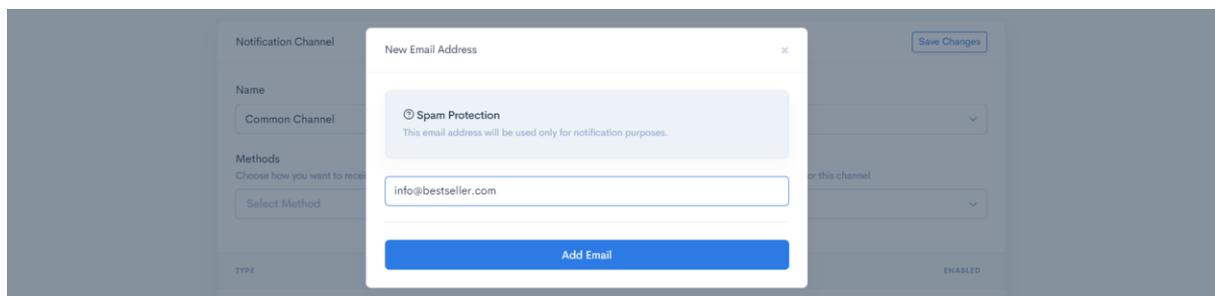
- Straight Talk Apple iPhone 6s Prepaid Smartphone with 32GB, Space Gray
- XP-PEN Artist22 Pro Drawing Pen Display 21.5 Inch Graphics Monitor 1920x1080 FHD Digital Drawing Monitor with Adjustable Stand and PN025 Stylus (8192 Pressure Sensitivity)
- HP 14" Laptop, AMD Ryzen 3 3200U, 4GB SDRAM, 128GB SSD, Whisper Silver, 14-dk002bwm
- HP DeskJet 2652 All-in-One Wireless Color Inkjet Printer - Instant Ink Ready
- Mercury Innovations Smart WiFi 720P Camera with Voice Control

Selected 0 product(s) Save Select All

If you choose to receive notifications via Slack, the tool will offer synchronization with the messenger workspace, after which you can select the channel to which notifications will be delivered.



When choosing to receive notifications via email, enter your preferred email address in the pop-up window. This address may be different from or the same as the one you specified while registering your Sellerise account.



We recommend adding *alert@sellerise.com* to the list of trusted senders to avoid getting notifications in your spam mailbox.

Selecting to deliver alerts via a mobile app requires no additional action: Notifications will automatically arrive on the smartphone or tablet on which the app is installed.

By default, all types of notifications are enabled for each custom channel. You can disable a notification type that is not relevant for a given channel by using the switch located to the right of each notification type name.

TYPE	ENABLED
<b>New Reimbursable Units</b> You will receive an alert when new reimbursable units become available.	<input checked="" type="checkbox"/>
<b>BuyBox Lost</b> You will receive an alert when you lose the BuyBox on listings where you have offers.	<input type="checkbox"/>
<b>Hijacker</b> You will receive an alert when there are new offers on listings that you sell.	<input checked="" type="checkbox"/>
<b>Listing Suppression</b> You will receive an alert when any of your listings are no longer available on Amazon.	<input type="checkbox"/>

To save the notification channel settings, click the *Save Changes* button in the upper right corner of the tab.

Channels > New Channel ← Go Back

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Notification Channel Save Changes