

How to Buy and Sell on Etsy

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What is Etsy?

Etsy is an online community marketplace of handmade goods, vintage items and supplies made available by individual sellers. Sellers make their own shops with their own goods available in individual shops. They then become part of the greater whole of the Etsy marketplace, searchable through Etsy's search feature.

Etsy describes itself as "a venue, not a retailer; Etsy's role is to connect the buyer and the seller. This means when you place an order on Etsy, you are entering into a direct transaction and personal relationship with an individual seller (facilitated by Etsy)."

From: http://www.etsy.com/policy/dosdonts

What is available on Etsy?







- Handmade
- o Vintage
- Supplies

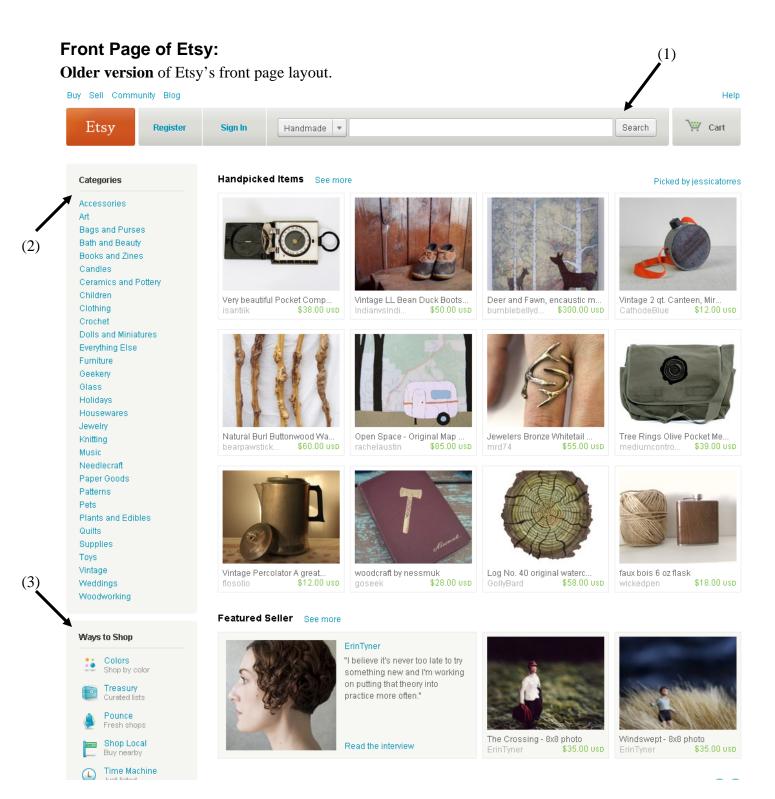
Who can sell on Etsy? Anyone can sell on Etsy.

How much is available on Etsy?

- o 800,000 sellers
- o 8.9 million items

What does Etsy look like?

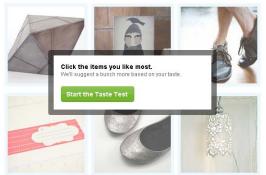
Etsy is currently (April 2011) transitioning its front page. When you arrive at Etsy.com you may see either the older version or the newer version. Both are similar and have the same features on each. The layout has changed and features have moved but the site is generally the same.



Older version of front page:

- (1) Search
- (2) Categories
- (3) Ways to Shop





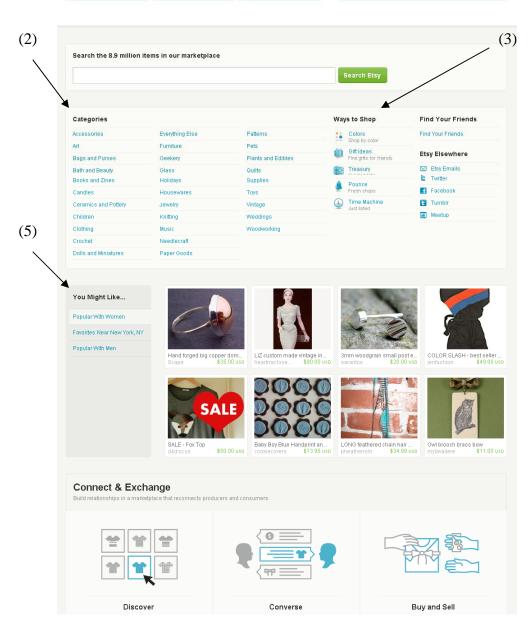


Features of front page:

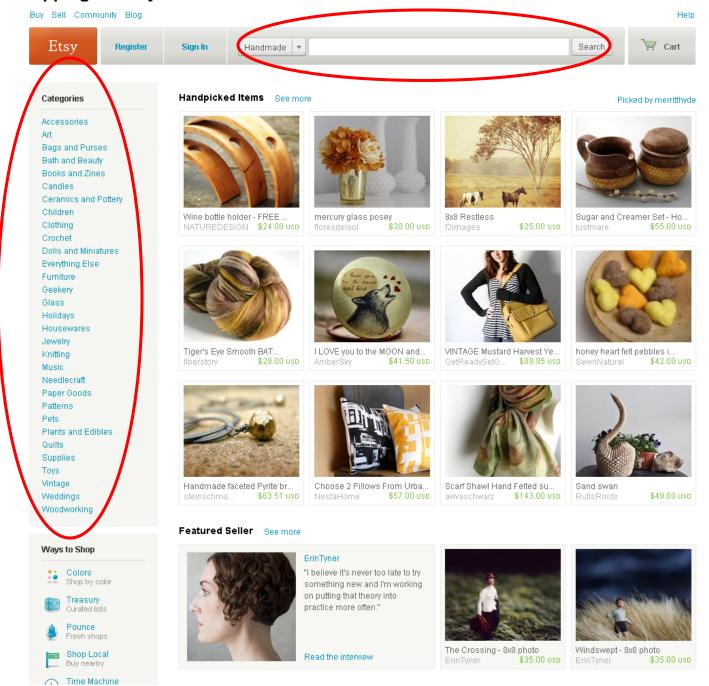
- (1) Search
- (2) Categories
- (3) Ways to Shop

New features to front page:

- (4) Taste Test
- (5) Suggestions

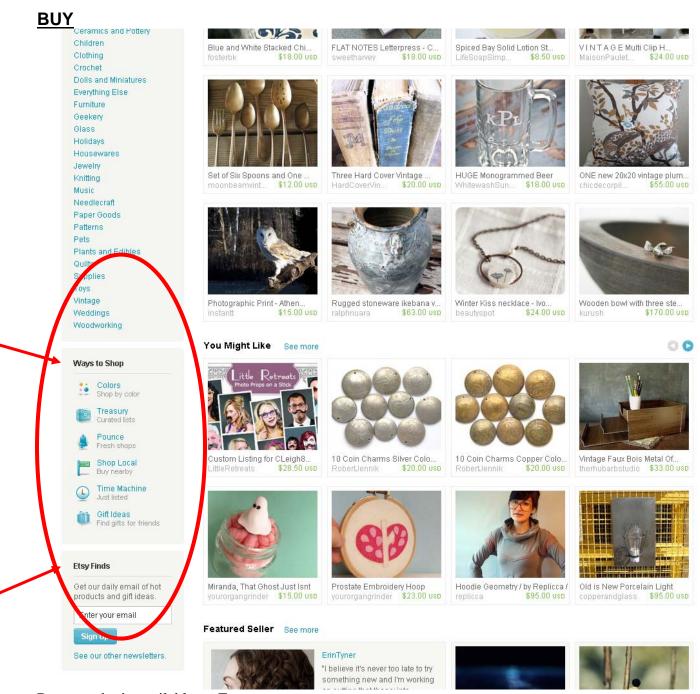


BUY Shopping on Etsy:



How to **shop** on Etsy:

- Use the **search box**
 - o Keyword search
- Use Categories:
 - o Browse available goods by category
 - o Refine your search using categories and sub-categories



Browse what's available on Etsy:

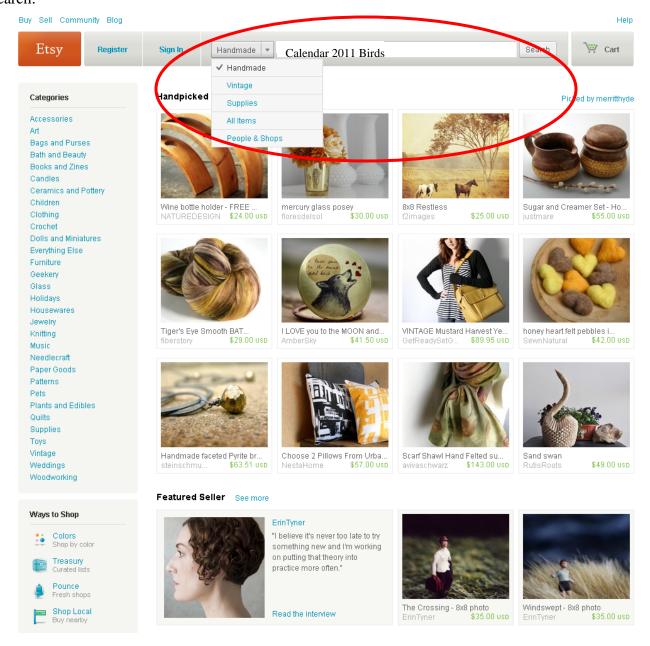
Other ways to shop:

- Colors: shop by color of the item
- Treasuries: curated collections of items selected by other buyers and sellers on Etsy
- Pounce: browse newly opened shops
- Shop Local: browse your city
- Time Machine: most recent listings
- Gift Ideas: find gifts for Facebook friends

Etsy Finds:

• Daily emails feature items and shops selected by Etsy staff

BUY Search:

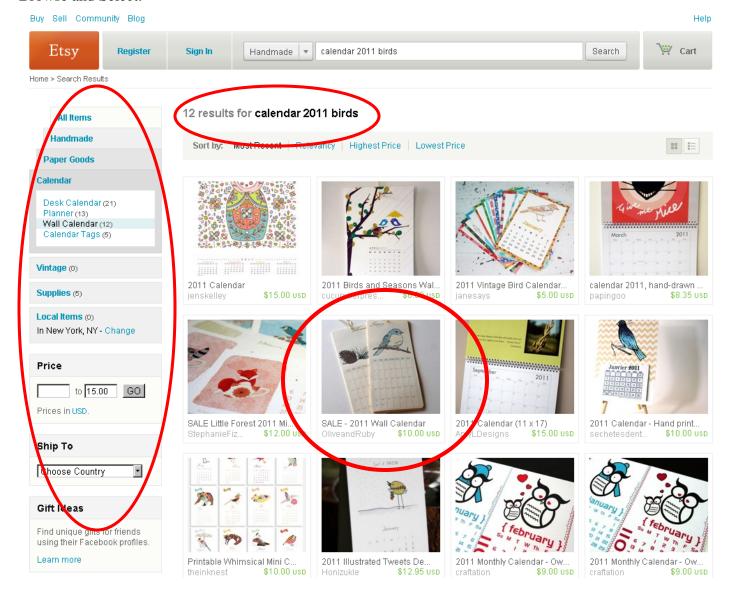


Search box:

- Drop-down menu options:
 - o Handmade
 - o Vintage
 - o Supplies
 - o All Items
 - o People & Shops
- Keyword search for items. Ex: 'Red Hat Feathers' or 'calendar 2011 birds'

BUY

Browse and Select:

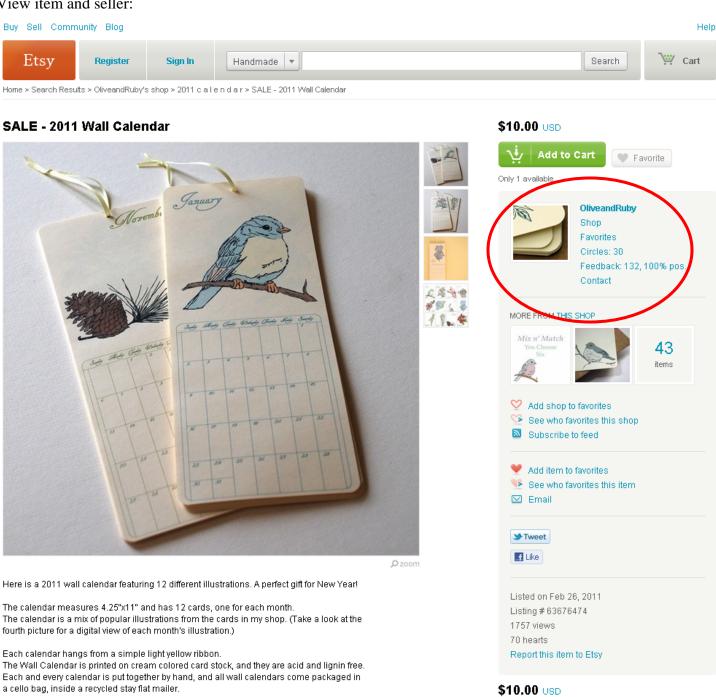


Browse results

- Left side-bar: Narrow your results by:
 - o Categories and sub-categories
 - Location
 - o Price
 - Ship-to location
- Click on item to see more details



View item and seller:



View this item, browse the shop in which it is sold, or find out more about this seller by looking to the side bar options on the right. These include:

Shop: this seller's shop and other available items

And when the year is up you can cut and trim the calendar illustrations and frame them as

Favorites: what this seller likes

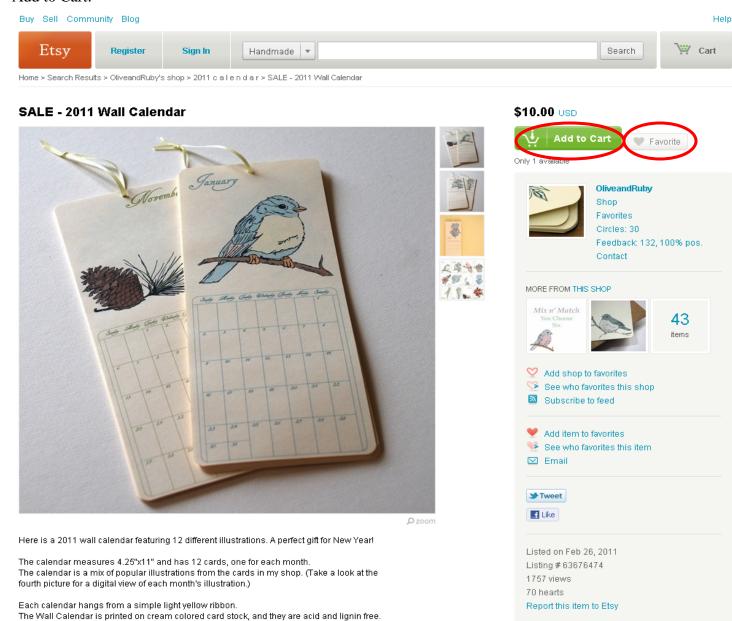
mini prints!

- Circle: this seller's social circle in Etsy
- Feedback: what other buyers have said about this seller after a purchase
- Contact: send a message to this seller

Add to Cart

Favorite





Browse item results:

mini prints!

a cello bag, inside a recycled stay flat mailer.

\$10.00 USD

Only 1 available

🖖 🛘 Add to Cart

Favorite

How to purchase on Etsy:

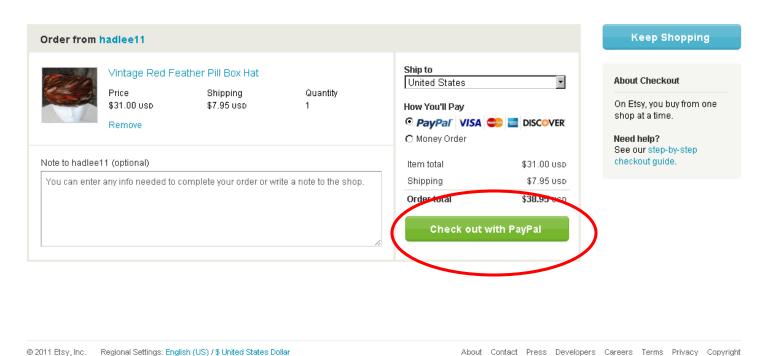
• Add the item you want to buy to your cart

Each and every calendar is put together by hand, and all wall calendars come packaged in

And when the year is up you can cut and trim the calendar illustrations and frame them as



1 item in your cart

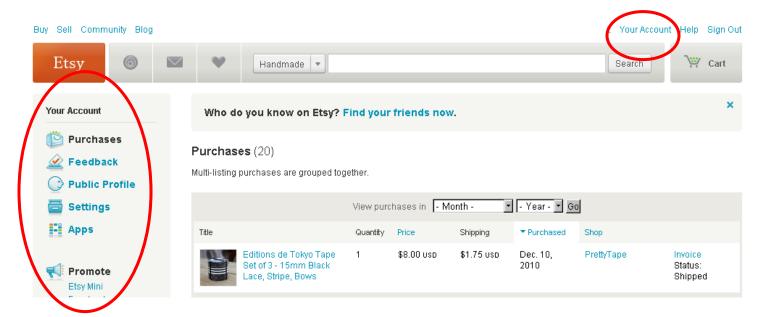


Make a purchase:

- A (free) Etsy account is needed to make a purchase.
- You do not need a PayPal account to purchase on Etsy, you simply use PayPal (without any fee or registration) to transfer your money to the seller safely.

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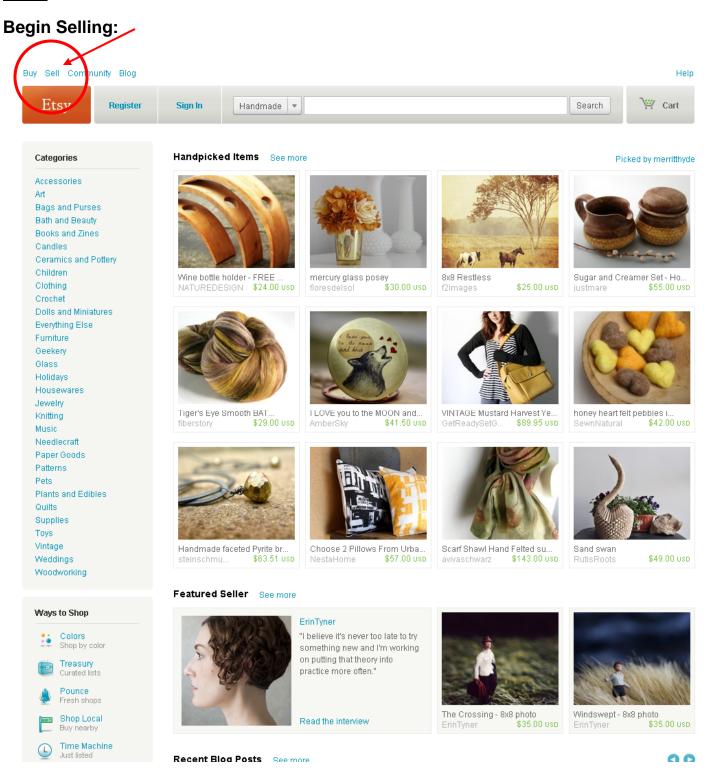
BUYYour Account:



As a buyer, sign in and click on YOUR ACCOUNT. Here you will find a list of your recent purchases. Account information is located in the left side-bar:

- Purchases: all purchases you have made
- Feedback: what you have said about sellers, and what they have said about you as a buyer
- Public Profile: information that others see about you, you can edit this as you wish
- Settings: account info, email settings, shipping info, etc.
- Apps: applications you use

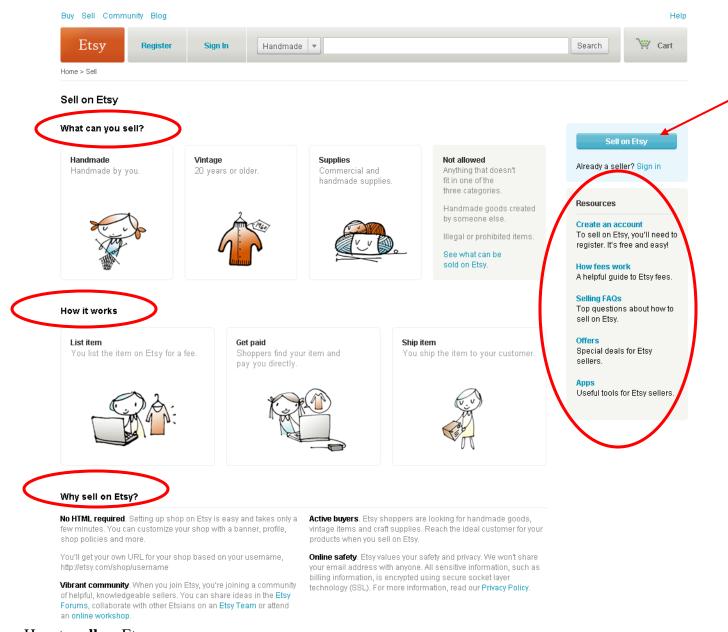
<u>SELL</u>



Interested in selling your handmade goods, vintage items or supplies on Etsy? Click on SELL in the upper right corner to begin.

SELL

Understand Selling on Etsy:

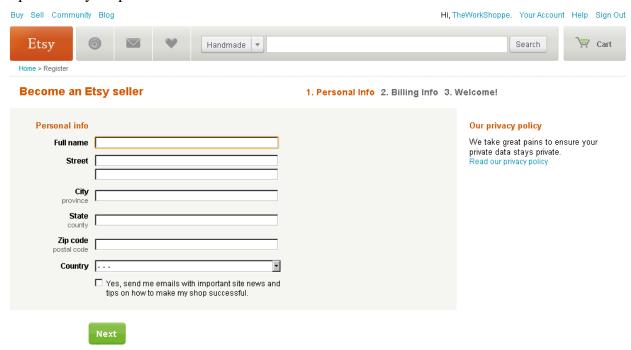


How to sell on Etsy:

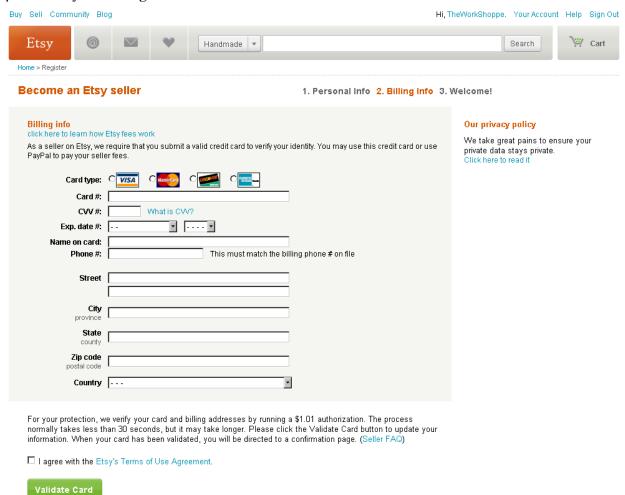
- Create an Etsy Seller's account
 - o Think of a name for your shop and create an account under that name.
 - Link with your email. Consider creating an email account with the same name as your shop
 - Provide personal information, address etc...
 - Provide billing information, credit card information "to verify identity"
- Before you list your first item for sale:
 - o Determine your payment methods, how you want to get paid
 - Options: PayPal, Money Order, Personal Check and/or other
 - o Sign up for PayPal: Create a free <u>Premier</u> PayPal account, which will allow you to accept credit card payments. (PayPal asks for personal info, bank info, ie: routing #s)
 - Link your Etsy account with your PayPal account using your email address associated with PayPal.

SELL

Step 1. Enter your personal info:



Step 2. Enter your billing info:



Step 3. Welcome, and begin selling:

Buy Sell Community Blog

Hi, TheWorkShoppe. Your Acc



Become an Etsy seller

1. Personal Info 2. Billing Info 3. Welcome!

Set up your shop

Every seller on Etsy gets their own shop (for free), located at username.etsy.com. For example, if my username is rokali, my shop is at rokali.etsy.com. You can customize your shop by adding a banner, bio etc.

List an item

Listing an item is done in five simple steps. We recommend that you have your photos and description ready before jumping in. Listing an item costs 20 cents per quantity.

Selling an item

As a seller you get to choose what payment methods you accept. We recommend PayPal, as it facilitates instant payment and offers anti-fraud protection. When an item sells both the buyer and seller are sent emails with the transaction details in it. There's a 3.5% sales fee.

Fees

Sign up - free, your own shop - free, listing an item - 20 cents, selling - 3.5% fee. That's it. All listings get up to 5 images free of charge. Listings stay up for 4 months.

Click here for a helpful quide to Etsy fees

Reporting transactions

We keep a tight ship here on Etsy, and we respond to all reported transactions quickly. If a buyer does not pay for an item, we will happily refund all fees associated with the transaction, letting you relist it for free.

Fees FAQ

Can I sell on Etsy if I'm not in the United States?

Yes you can. We already have many sellers in other countries and we'll be adding built-in currency conversion soon.

What currency are fees in?

All fees are in US dollars. When paying your fees by credit card, currency conversion is handled automatically by those services.

If I unlist an item, is the listing fee refunded?

No it's not.

Resources for more info List an item now If you're a registered seller, you can list an item right now.



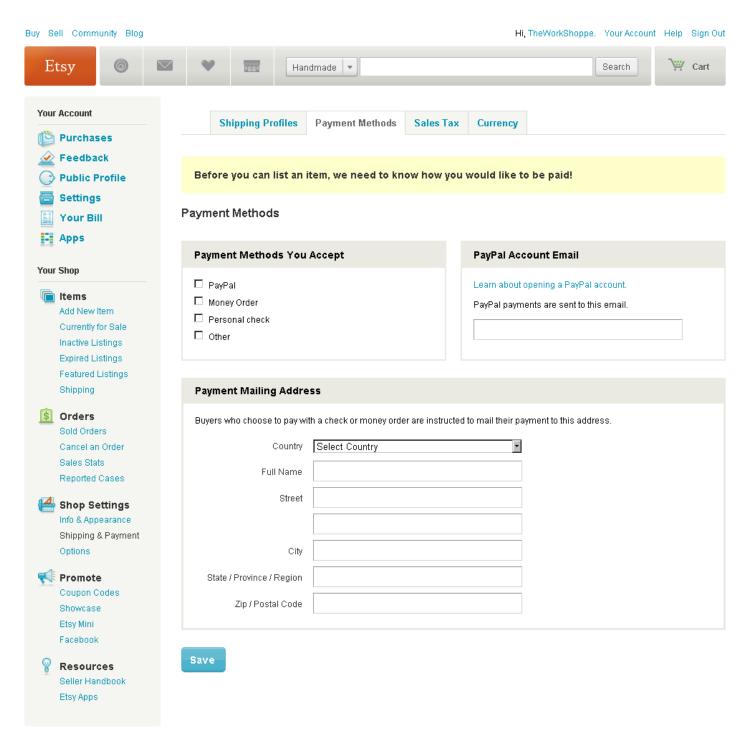
After you enter your information (steps 1&2), you are ready to list an item on Etsy.

@ 2011 Etsy, Inc. Regional Settings: English (US) / \$ United States Dollar

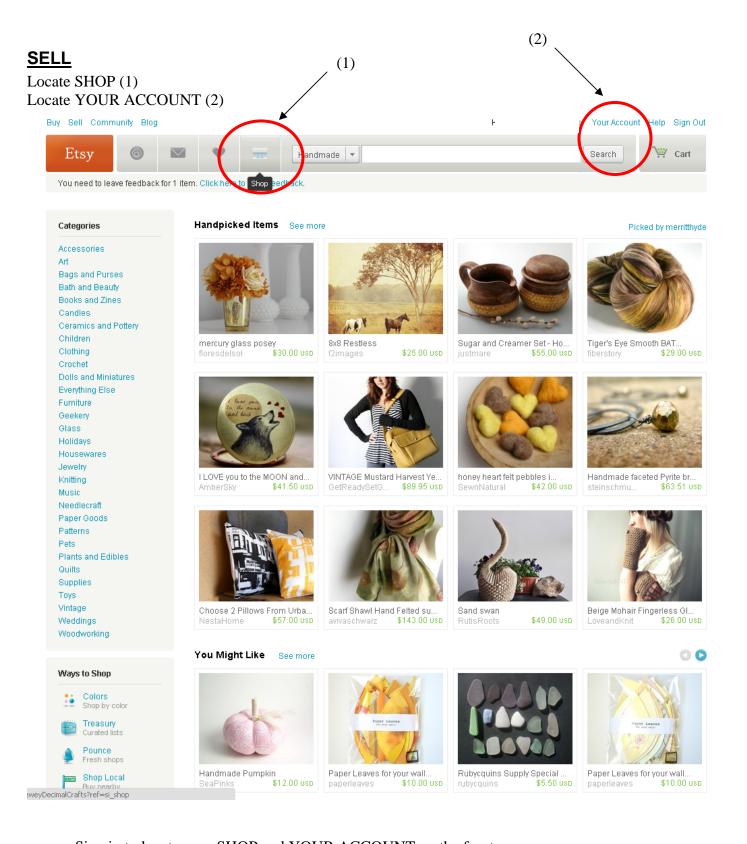
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SELL

Link your PayPal account to accept payments:



You must link your shop with PayPal in order to receive payments. Enter your email associated with PayPal to link Etsy and PayPal together.



- Sign in to locate your SHOP and YOUR ACCOUNT on the front page.
 - Click SHOP to see your shop as it appears to everyone.
 - o Click YOUR ACCOUNT to see the behind-the-scenes details of your shop.
 - Under YOUR ACCOUNT you can list items, make changes, add banners, avatars and other details.

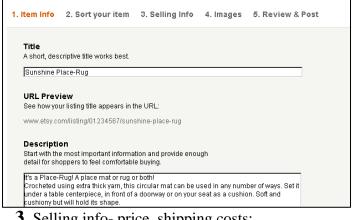
Under YOUR ACCOUNT, there is a left-hand column of settings and shop tasks.

Etsy Account	Description	
Your Account	Account info	
Purchases	-Purchases: all purchases you have made.	
<u></u> Feedback	-Feedback: what you have said about sellers/ what they have said about you.	
Public Profile	-Public Profile: Information that others see about you, editable.	
Settings	-Settings: Account info, email settings, shipping info, etc.	
Your Bill	- Billing amounts and Payment options	
Apps	-Apps: apps you use	
Your Shop	Shop tasks	
items		
Add New Item	- List a new item in your shop	
Currently for Sale	- View all currently listed items	
Inactive Listings	- Inactive items may include listings being edited	
Expired Listings	- After 4 months and no buyers, listings expire, but can be renewed.	
Featured Listings	- Items featured in your shop	
Shipping	- Shipping profiles for multiple items	
S Orders		
Sold Orders	- Items that have been sold	
Cancel an Order	- Instructions for canceling incomplete orders	
Sales Stats	- Statistics on sales per month or per year	
Reported Cases	- Listing of non-delivery reports	
🕌 Shop Settings		
Info & Appearance	- Info & Appearance: edit your shop info, policies, banner, sections.	
Shipping & Payment	- Shipping profiles, payment methods accepted	
Options	- Vacation mode, Analytics	
Promote		
Coupon Codes	- Coupon Codes: offer your buyers coupons for price reductions	
Showcase	- Purchase promotional space in Etsy	
Etsy Mini	- Add a widget to your shop on your blog, website or Facebook.	
Facebook		
Resources		
Seller Handbook	-Seller Handbook discusses almost everything related to selling on Etsy!	
Etsy Apps	- Available apps to supplement your Etsy shop	

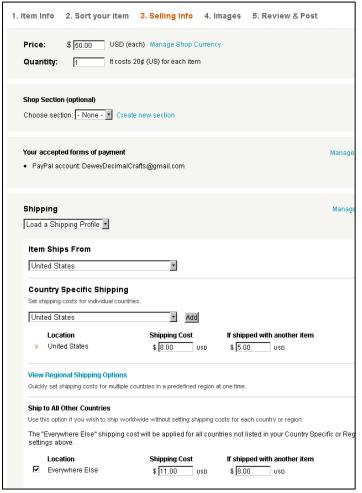
SELL

Steps to list an item: Fill out each section and click "next." To finish the listing process click "finish"

- **1.** Item info- title, description and materials:
- **2.** Sort your item- add tags and descriptors to item:

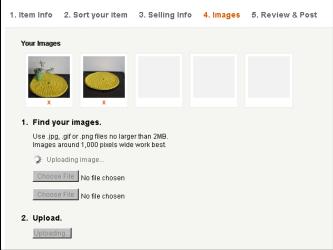


3. Selling info- price, shipping costs:





4. Images- upload pictures of item:



5. Review & Post- Make available to buyers and agree to 20 cent charge:



About Selling on Etsy:

Notes on Selling:

• Sold items:

- Upon sale, two emails are sent to you; one from Etsy (order confirmation) and one from PayPal (payment receipt confirmation)
- o The item listing will move to the Sold section of your shop. To make the same item available again, you must renew it.
- o The payment made from the customer goes into your PayPal balance. Withdraw money to linked bank account as desired.
- o Etsy fees: 20 cents per 4 month listing and 3.5% of total upon sale. There are also PayPal sale fees (3% of sale).

• Billing:

- o On the first of every month, Etsy will send a bill to your email. It will also be available under 'Your Account'.
- o Listing fees (20 cents per item) and sales fees (3.5% of each sale) will be tabulated here

• Shop Appearance:

- o Use continuity or cohesion throughout your shop to create a recognizable brand.
- o Edit your photos to look cohesive, clean and eye-catching. Etsy's Seller Handbook (http://etsy.me/hnHsdk) describes this more.
- o Free photo-editor example: picnik.com

Use Etsy as:

• a starting point

o Etsy can be an easy way to promote your work. Use it as a portfolio to show other venues.

• a social community

- o Forums, Chat Rooms, and Virtual Labs, are all venues for this community.
- o Join teams, create treasuries, and make add friends to your circle.
- o Add items and shops to your favorites to allow others to see and support your work.
- o Use resources like Twitter, Facebook, Flickr and blogs to promote your work and your shop.

Use Etsy's resources:

• Blog:

- o http://www.etsy.com/storque
- o Etsy's Blog (the Storque) and Etsy's emails provide many resources to help sellers improve and promote their sales. A good resource on relevant issues including taxes, pricing, photography, wholesale orders, etc.

• The Seller's Handbook:

- o http://www.etsy.com/storque/seller-handbook/the-etsy-seller-handbook-all-our-how-tos-about-selling-2383/
 OR http://etsy.me/hnHsdk
- o Etsy's Seller Handbook has advice on everything related to Selling on Etsy:
 - Getting started
 - Photography
 - Shipping
 - Advertising
 - Pricing
 - And on and on and on....

About Etsy:

Notes on Etsy:

- Etsy-related vocab:
 - o **Reserved or Custom listing:** a hold is place on an item or a custom order is made for a specific buyer. It is prices accordingly and is ready for checkout by that buyer
 - Taste Test: based on your individual selection of items. Etsy produces a group of suggestions.
 - o Tags: keywords or descriptors used in describing and searching items for sale on Etsy
 - Treasury: "an ever-changing, member-curated shopping gallery of handpicked items." (From: Etsy's Dos and Donts)
 - o **OOAK**: Acronym for "One Of A Kind"
 - o **Circles**: "stay connected with other members of the Etsy community. When you add someone to your circle, you can see their stories on your activity feed." -Etsy
 - o **Activity feed**: "a collection of stories about your activity on Etsy and the activity of people in your Circle" -Etsy

• FAQs

- O Does Etsy have fees?
 - Etsy fees: 20 cents per 4 month listing and 3.5% of total upon sale. There are also PayPal sale fees (3% of sale).
- o Are there other sites that offer similar services?
 - Artfire, BigCartel and DeviantArt are examples of online marketplaces for art, but all are different in what they offer and how they offer it.
- What makes Etsy a place for individualized shopping?
 - Sellers are generally small scale producers.
 - Communication with sellers, requests and custom items are encouraged.
 - Many one-of-a-kind items.
- What are Etsy's terms and policies for transactions on Etsy?
 - For more details, see the Transactions section of the Dos and Don'ts:

http://www.etsy.com/policy/dosdonts#transactions

Terms of Use:

http://www.etsy.com/policy/terms

Privacy Policy:

http://www.etsy.com/policy/privacy

Can Etsy answer my questions?

• Information about basic use of the site:

At the top left corner of every page on Etsy is a 'Help' button which leads you to this page, answering many FAQs: http://help.etsy.com/app/home

• Peri's Example Etsy Shop:

http://www.TheWorkShoppe.Etsy.com

• Feel free to browse this shop that I created to accompany this Tech Workshop and help familiarize its attendees with Etsy.