First Baptist Concord Children's Consignment Sale
Frequently Asked Questions about Bar Code Labels

We are excited to announce that you are able to print your own barcode labels from the comfort of your own home! You have the power to decide when to print your labels. No more waiting for consignment personnel to print your barcode labels. No more driving to pick up your labels. You can make multiple orders all the way through your drop off date. Any barcodes you have already ordered and saved to your computer can be printed again and again all the way up to and including the drop off days.

We know there will be lots of questions with this system so we will try to answer some of them here.

WHAT LABELS DO I NEED?
The barcode labels are designed to print on Avery labels #5160 that are 1" tall x 2 5/8" wide. They are 30 labels per sheet. Any sheet of labels that conforms to the Avery template 5160 should work, but we have only performed testing on actual Avery brand labels. Consignors should be aware that Avery makes labels specifically for laser or inkjet printing and it is important (for barcode quality purposes) that you get the correct type of labels for the printer you will be printing on.

HOW DO I PRINT THE BARCODES?
Consignors will login and order barcodes exactly the same way they have always done in the past. Once they submit their order, the system will present them with a screen telling them their barcode batch # (order number) and will display a link they can click to view and print the .pdf file of their barcodes. The consignor needs Adobe Acrobat Reader installed on their computer in order to view and print the barcodes. Adobe Reader is free and can be downloaded from http://get.adobe.com/reader/. Once the consignor has clicked the link to display their barcodes, they can print them at that time. Since this is a .pdf file, they also have the option to save the file for printing later (or even take the file somewhere else for printing, such as Office Depot or Kinkos). We do recommend that you save the file for printing later in case you find that you need more labels. You can print the file as many times as needed.

CAN CONSIGNORS ACCESS THEIR BARCODE ORDER FOR PRINTING AT A LATER DATE?
Yes. When the consignor logs in to their consignor homepage, they will see a status of all the barcode orders they have made thus far. Each batch # is a hyperlink and can be clicked and it will display the .pdf file of barcode labels for that order so they can be printed or saved to their computer to be printed later.

(Tip: Barcodes print 30 to a page. If you have multiple items with the same amount, make one order of 30 barcodes with that amount and another order of 30 with a different amount. You can save each order to your computer and print them whenever you need them, now or in the future).

WHAT IF MY TAGS ARE NOT PRINTING?
When consignors report that they cannot get their tags to print, the most common cause for this is that a popup blocker is turned on. In certain instances, MSM will use a popup to display the tags for the consignor to print. The reason for this is so that when they are done printing, they can simply close the window and they are right back on the print tags screen, in case you want to print another set.

A simple way to stop the popup blocker is for the consignor to hold down the CTRL key when they click on the print button. This will disable the popup blocker for that particular link. They will need to do this each time they click. If you want a more permanent solution, read below...

If the consignor is running a popup blocker, it may block this popup. What usually happens when a popup blocker blocks the popup is that they will click the button to print the tags and nothing happens. The consignor needs to disable their popup blocker, or to simply configure it to allow popups from www.mysalemanager.net. Following are some instruction documents for turning off popup blockers.

Working with the IE popup blocker:

http://www.microsoft.com/windowsxp/using/web/sp2_popupblocker.mspx

Working with other common popup blockers:

https://host.softworks.ca/Agate3/blocker/disable-blockers.htm

One thing that is important to note, and often overlooked is that it is not uncommon for a computer to be running more than one popup blocker. Almost any IE toolbar that is installed (google, yahoo, aol, etc.) have their own popup blocker. If you disable the IE popup blocker, then the toolbar popup blocker just takes over. So the consignor will need to modify or disable ALL the popup blockers that may be installed.

MY TAGS ARE PRINTING OFF THE PAGE ON MY MAC COMPUTER. WHAT SHOULD I DO?
Some Mac users are reporting issues with 1/2 of the tag printing off the page when they print their tags on a Mac using the Safari browser. The solution for this is to print their tags using Internet Explorer. They should be able to do all other functions in MSM with no problem on their Mac, but tag printing is better done using Internet Explorer if they have printing issues when using the Safari browser.