RELIQRA

RELIQRA USER GUIDE

Web Portal **Field guide**

Use the big screen for inventory, research, sales records and account administration at cloud.reliqra.com.

FOR
Collectors & dealers

EDITION
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01 / PRACTICAL WORKFLOW

Open your workspace

Every Reliqra plan includes the portal. Page access also depends on your team role and add-ons.

1. Sign in

Visit cloud.reliqra.com. Choose Apple, Google or email/password using the same method as your mobile app. Confirm new email accounts before signing in. Use the account avatar to check the workspace and switch organizations when needed.

2. Follow the grouped sidebar

Overview summarizes the business. **Inventory** holds All Inventory, collections, imports and exports. **Identify & Research** holds research and Lookup History. **Selling** contains Orders, Sales History, Shipping and Marketplaces. **Reports**, **Settings** and **Help & Support** cover review and administration.

3. Work in All Inventory

Search by title or PID, filter by type, status or grader, and sort the relevant column. Open a row to inspect the item drawer. Confirm the PID and photographs before editing a similar-looking record. Clear filters if a record seems missing.

4. Read the item drawer

Review photos, identity, grade, quantity, valuation, cost, metal data and sale history where present. Edit the appropriate field and confirm the saved result. For lots, check available quantity as well as original lot size; graded units remain individual records.

> Use the **same sign-in method and workspace** on every device. Apple Hide My Email can create a different account from your usual email address. If your items or plan seem missing, check the account and workspace before adding data or purchasing again.

02 / PRACTICAL WORKFLOW

Export separate marketplace files

Inventory exports prepare data for another service. They do not by themselves create marketplace listings; to publish, use **List to eBay** or **List to Whatnot**.

1. Choose the export family

In Cloud, open **Inventory > Export Inventory**. Choose **Export For eBay** (or **Export For Whatnot** for a Whatnot file), then choose **Coins, Cards or Comics** under **Items To Export**. Fill **Your eBay Details**: location and all three policy names, matching eBay's spelling and case. Use **Prepare Export**, review the result, then **Download CSV**. Each choice creates a separate family file, not a mixed-type CSV.

2. Check the Coins file

Use **eBay Coins** for coins with a known issuer and **Bullion items with Form set to Coin**. A Bullion record remains a Bullion record. Check denomination, year, mint, grade and other required details against the item. Currency/notes, proof sets, gems and bullion bars or rounds are outside these CSV families.

3. Check Cards and Comics separately

Choose **eBay Cards** or **eBay Comics**. Cards need a recognized Sport, Game or Franchise. Check exact identity, category, condition, grading details, price, quantity and photos. Each template has its own requirements. Use the item's own condition when present; fallback conditions are only for raw items without one, never graded items. Fix missing source data rather than inventing values.

4. Review included and skipped rows

Cloud exports items **marked for eBay, active, reconciled, in stock and not already live**, not an arbitrary inventory selection. Review the included rows in the downloaded file and every **Left Out Of This File** reason and count. Check quantities, fix source records and regenerate the family file. A successful download does not prove every intended item was included.

5. Import and verify the result

Review the downloaded file, then use eBay's current import workflow for that template. Check accepted and rejected rows, fix reported errors and verify the resulting listings or drafts on eBay. Do not treat file generation as proof that eBay will accept its categories, fields or images.

> Generating or downloading a CSV does not publish a listing. Separate file families are not a promise that every item is eligible for direct listing. Review the actual eBay import result before considering the work complete.

03 / PRACTICAL WORKFLOW

Research without guessing

Identify the exact collectible first. Then interpret the source, date and coverage of any price.

1. Use Identify

Open **Identify & Research > Identify**. Select the item type and add clear front/back photos. Read the cost beside **Identify** before running it. Review the returned identity and correct errors before relying on a price or adding the result to inventory. Gems are manual records, without photo identification or a pricing source.

2. Request a value deliberately

Identification and pricing can be separate metered actions. Check the label before selecting **Price** or another value action. A missing match is not a zero-dollar value. Match grade, variant, year and condition before comparing a guide or sold result.

3. Save and report

Use **Add to Inventory** to review the pre-filled item form and save it. Eligible AI and Greysheet records offer **Report Incorrect** in the result or Lookup History. Select a field, provide details, or both. Staff review a report before any credit is considered.

Use Assistant as a research aid

The portal's **Assistant (beta)** can answer supported inventory questions and help inspect individual items. It is read-only: it does not create, change or delete records. Review its answer against the item and source. Do not treat a response as an appraisal or as a guaranteed grading outcome.

Understand Assistant cost and privacy

Assistant uses the shared Lookup balance; the documented charge is **1 Lookup per question**. Viewer roles cannot use it. The question, recent conversation and inventory details needed for the answer are sent to Anthropic's Claude. Assistant usage does not currently appear as an ordinary Lookup History receipt.

AI identification, price guides and sold comparisons are research aids, not an appraisal or a guarantee of sale price. Check the exact item, grade, variant and source date. Melt is the value of the metal content at the displayed spot price, not the collectible's market value.

04 / PRACTICAL WORKFLOW

Sports and Pokémon cards

A catalog match is useful only when it represents the exact card you own.

Upload and confirm

In **Identify**, upload a clear sports or Pokémon card image and review CardSight's matches. Check player, year, set, card number, parallel and printing before selecting a result. Review the inventory form before saving; do not choose a near match simply to obtain a price.

Inspect Graded Values

The **CardSight sales ladder** shows completed-sale medians where sales exist. **Separate graded estimates** are modeled values, not recorded sales or appraisals. Pokémon cards are valued from the price guide, because CardSight sales can mix printings. Check the exact card version, grade, source and dates. Neither source predicts the grade a raw card will receive or guarantees sale proceeds.

Know which action uses a Lookup

CardSight covers **baseball, basketball, football, hockey, soccer, MMA and Pokémon**. It is included with Pro, fair use applies. On Free, a scan that finds a match uses **1 Lookup**; a scan with no match is free. **Identify With AI**, available for any card, uses **1 Lookup on every plan**; use it for cards CardSight does not cover, such as Magic or One Piece.

Keep other item types distinct

Coins, currency, bullion, proof sets, cards and comics have type-specific research paths and available sources. Gems are entered by hand with Gem Type, Carat, Cut, Color, Clarity and Origin. Gems have no photo identification, pricing source or eBay CSV row. Cloud can export gems to Whatnot's Crystals & Gems category and list them on Whatnot once the gem's Origin is set.

CardSight runs after you agree to send the card's front image. CardSight may keep that image and use it to improve its models. For Pokémon cards, the crop goes to OpenAI to check CardSight's match only if you tap **Identify With AI**, which uses **1 Lookup** unless it returns no identification. A graded card's crop may go once to OpenAI to read the card number on the slab label; that read uses no Lookup. You can withdraw that choice for future scans. Review the Privacy Policy before agreeing.

05 / PRACTICAL WORKFLOW

Review sales and orders

Use coverage notes and record-level checks, not a green indicator alone, to judge completeness.

Overview and Sales History

Overview shows inventory value, cost basis, gains and fees with coverage notes. Sales History breaks down recorded sales, fees and gains. Missing cost basis can make a margin misleading. Fill missing source records rather than assuming every displayed total covers the same items.

Orders and Shipping

Open **Selling > Orders** to inspect an order and its line items. Check ingestion indicators for order and shipment data. Shipping lists recorded tracking and shipment details. A status reflects the latest available marketplace update; it is not a guarantee of live carrier tracking.

Reports for reconciliation

Review proceeds, fees, cost basis and gains, including the covered item count. Use **Export CSV** for your records or accountant. Reconcile the export against marketplace statements and actual expenses. The reports support tax preparation; they do not determine your tax treatment.

Marketplace status

Selling > Marketplaces summarizes channels, listings and recorded sales. Once your Whatnot seller token is connected in **Settings > Connections**, Whatnot orders and sold items sync on Reliqra's servers with no browser open. To list from Cloud, select items in **All Inventory** (or open an item's drawer) and choose **List to eBay** or **List to Whatnot**. Check each item's Category, Condition and Status in the preview, then confirm; the marketplace must already be connected. Whatnot listings made from Reliqra are **Buy It Now listings in your Whatnot profile shop**, not shows or auctions. Check the matched item and external listing before assuming a sold record has removed every active offer.

Hosted-shop fulfillment

If your workspace has Storefront Hosting, website orders can include shipping-label and refund controls. Check **Labels Are Billed To** before any postage purchase. Quoting or buying a label requires the appropriate shipping connection. Printing an invoice uses your shop's details and your browser's print dialog.

> Buying postage, refunding a customer or publishing a listing changes a real transaction. Verify the order, amount and destination before confirming.

06 / PRACTICAL WORKFLOW

Manage access and settings

Keep billing, team permissions and public-shop controls separate from routine inventory work.

Billing and usage

Open **Settings > Billing & Usage** for plan, Lookup allowance, packs and the billing provider. Free includes up to **500 inventory items, including Sold items** and **50 monthly Lookups**. Pro adds no fixed item cap and 500 monthly Lookups. Your account and balance are shared across Reliqra surfaces. Check the current offer and renewal terms in the app or pricing page before purchasing. Manage an existing subscription with the provider shown, rather than buying a second one.

Team roles

For team workspaces, owners manage billing and seats. Seats are added in Cloud with a web (Stripe) Pro subscription. Pro bought in the iPhone or Android app does not include seats. Admins manage team and inventory. Sellers can publish to marketplaces. Listers can edit inventory but cannot publish or end listings or connect marketplace accounts. Viewers are read-only. Verify the workspace and role before inviting or changing access.

Online Store add-on

Storefront Hosting adds the **Online Store** group: Catalog & Curate, Design, Policies, Shop Settings and Domains. Review catalog approvals, public prices, policies and shipping rates before enabling a shop or publishing changes. A saved inventory record is not by itself proof that the item is public.

Connections and notifications

Use **Settings > Connections** for service connections and follow the current panel's instructions. Keep credentials private. In **Notifications**, verify new recipient addresses through their confirmation email. New Orders routing is supported; configurable notification categories should not be assumed to send until their workflow is active.

Get help with a specific record

Open cloud.reliqra.com and choose **Help & Support**. Include the app version, the action you attempted, the time and the item PID if relevant. Never include passwords, API keys or payment-card details. If a page is missing, first check your workspace, role and required add-on. If totals look wrong, inspect their coverage and missing cost data.

> Some features require a specific role, plan, add-on or newer release. Use the controls available to your account and check the current feature description before relying on a preview.