

Getting started with Opero3P

Everything from first sign-in to your first gating scan, and meeting Bob, the assistant that watches your business. About thirty minutes, and most of it is waiting on Amazon.

Step	What you connect	Takes
1	Sign up and first sign-in	2 min
2	Amazon seller account	5 min
3	Market data key (optional)	2 min
4	Bob for Chrome (recommended)	3 min
5	Gmail for brand outreach (optional)	2 min
6	Your contact details, so templates fill in	2 min
7	Your first VA, with permissions	3 min
8	First real task: a gating scan	10 min
9	Bookkeeping: bank and cards (optional)	10 min
10	Returns, reimbursements and Amazon cases	10 min
11	Switch on the repricer	5 min
12	Meet Bob: your briefing, his plans and Ask Bob	5 min
13	Connect your own Claude (optional)	3 min

Stuck at any step? Ask Bob

Press **Ask Bob** at the top of the app (the plumb bob 📍). He knows every screen in this guide and can look at your own numbers. If he can't solve it, one click sends the conversation to us.

Your free trial

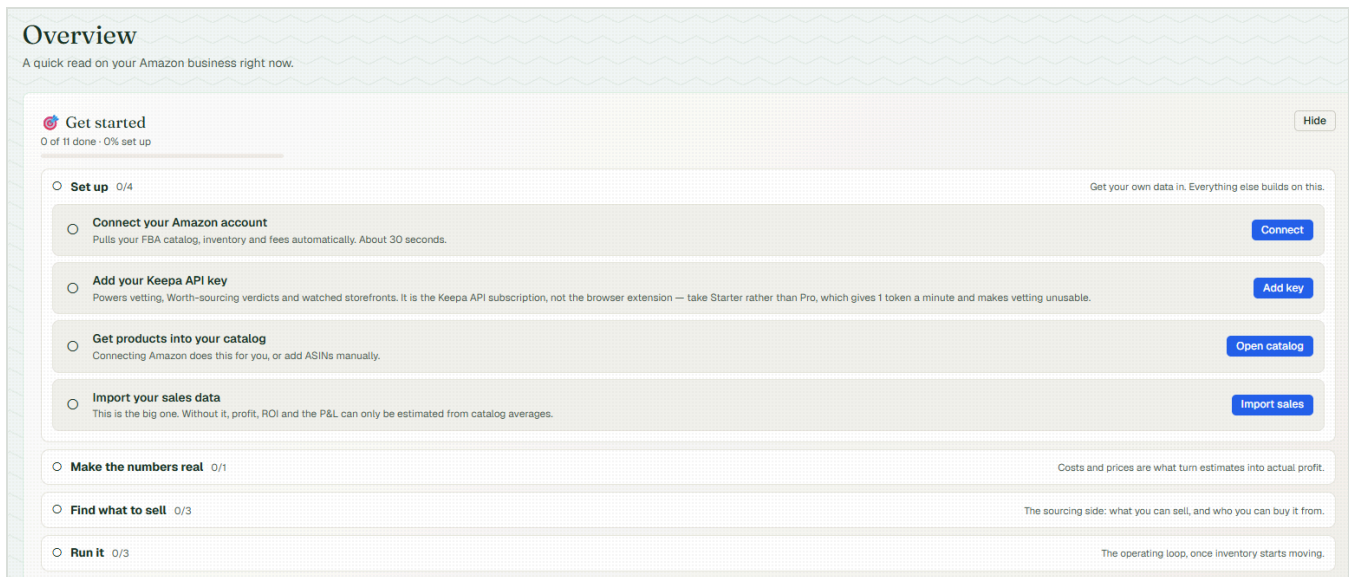
You start on a 14-day free trial with no card required. Everything in this guide works during the trial. When you are ready to keep going, press **Subscribe now** in the green bar at the top of the app.

Before you start, have these to hand

Your Amazon Professional seller login (the account owner's, since Amazon only lets the account owner authorise apps) · Google Chrome on a computer, for Bob for Chrome · a Gmail address if you plan to do brand outreach · your VA's email address · about thirty minutes.

1. Sign up and first sign-in

- 1 Go to opero3p.com and choose **Start free trial**. The trial runs 14 days and does not ask for a card.
- 2 Sign up with Google, or with an email address and password. Google is quicker, and it is the same account you will use to connect Gmail later.
- 3 You land on the Dashboard. It opens with a short checklist, and the first item is **Connect Amazon**, which is step 2 below.
- 4 The app creates your workspace automatically. Everything you add lives inside it, and it is what you later invite your VA into.



The Get started checklist. Connect your Amazon account is the first item.

You are the owner

Whoever signs up first owns the workspace. Only the owner can connect Amazon and manage the team, so sign up as yourself rather than letting a VA do it.

2. Connect your Amazon seller account

This is the one connection Opero3P genuinely needs. It is what tells you which brands you are approved to sell, and what pulls your real FBA and referral fees rather than estimates.

- 1 On the Dashboard, press **Connect Amazon**. (It is also in Settings if you have dismissed the checklist.)
- 2 You are sent to Amazon Seller Central to sign in. This happens on Amazon's own site. Opero3P never sees your Amazon password.
- 3 Amazon shows you what the app is asking for. Approve it, and you are returned to Opero3P.
- 4 The first sync starts on its own. Your products appear in Catalog within about a minute. Sales history takes longer, and keeps filling in while you carry on.

What is loading	How long	What you can do meanwhile
Products and listings	30–60 seconds	Start browsing Catalog straight away
Fees and pricing	With the same pass	Deal Check and vetting work as soon as it lands
Sales history, 24 months	Several minutes on a large account, sometimes longer	Nothing needed. It keeps going on its own, including if you close the tab
After that	Once a day, automatically	Nothing

Authorize Opero3P

Opero3P requires access to view and edit the following data related to your account:

- Selling Partner Insights ⓘ
- Finance and Accounting ⓘ
- Inventory and Order Tracking ⓘ
- Product Listing ⓘ
- Brand Analytics ⓘ

Note: Authorizing an application gives an application the ability to view or edit information about your Amazon business and take action on your account.

Note: Any use of your data by Opero3P is subject to Opero3P's own terms of use and privacy notice. Opero3P may share information with other parties or applications. For more information, please refer to Opero3P's terms of use or privacy notice. You can review and change your authorizations at any time from the [Manage your Apps page](#)

☒ I direct Amazon to provide Opero3P access to my account and related data. I am responsible for any actions taken by the application.

Once you confirm, Opero3P will be authorized to access selling data on your behalf.

Cancel
Confirm

Amazon's own authorization screen. Tick the box, then Confirm.

What each permission is for

Permission	What Opero3P does with it
Selling Partner Insights	Reads account health metrics such as late shipment rate.
Finance and Accounting	Reads settlements and refunds, which is what turns estimated margin into realized margin.
Inventory and Order Tracking	Reads on-hand and inbound stock for restock timing.
Product Listing	Reads your catalog, checks which brands and ASINs your account is approved to sell, and pulls Amazon's referral and FBA fees. Nothing is created or deleted, and no price is changed unless you ask Opero3P to change it.
Brand Analytics	Reads brand-level search and market data for brands your account has access to.
Amazon Fulfillment	Reads your FBA returns, removals and reimbursements, so each refund can be matched to a return or a payment. Waiting on Amazon's approval; until then, see step 10.
Pricing	Reads your prices and the competing offers on your listings, for the pricing signals and the repricer. Waiting on Amazon's approval.

After it finishes

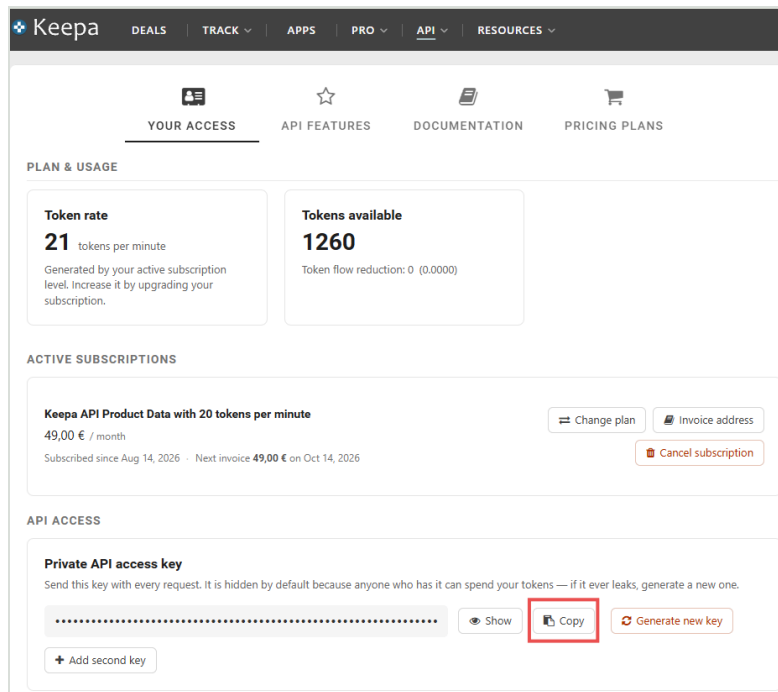
The sync then runs itself once a day, so your stock and fees stay current without you doing anything. If products ever show as stale, it means the Amazon connection needs reconnecting. There is a link on the banner that does it.

3. Add your market data key (optional)

This is what fills in seller counts, sales velocity and Buy Box share when you vet an ASIN. It runs on your own Keepa subscription and tokens. Opero3P does not resell it and does not mark it up. Skip this if you do not have a Keepa account; everything else still works.

- 1 In Keepa, open **API** → **Your access** and press **Copy** on the private API access key. While you are there, check **Token rate**: aim for 20 tokens a minute or more. The cheapest tier gives one a minute, which is too slow to vet with and makes the app look broken.
- 2 In Opero3P, open Settings and find the market data card. Paste the key into the **market data API key** field.
- 3 Press **Save key**. The key is encrypted on the server and is never shown again.

- 4 Vetting is now live: any **Vet** button spends your own tokens and fills in the seller and demand figures.



Step 1: copy the key from your Keepa account, and check the token rate while you are there.

market data

Connect the market data Data API to vet prospects with real competition and demand data — FBA/FBM seller counts, sales-rank and price trends. Your API key is encrypted before being stored and never leaves the server. You bring your own market data API key lookups draw from your own token allotment.

market data API key

Step 2: paste it into the market data card in Opero3P and press Save key.

Why the app never says "Keepa"

Amazon's Acceptable Use Policy does not allow an app that uses the Selling Partner API to name or promote outside services that sell Amazon data. So inside Opero3P the field is called **market data API key** and the buttons just say **Vet**. It is the same Keepa key you already have.

4. Install Bob for Chrome (recommended)

Bob for Chrome is the Opero3P extension for Google Chrome: Bob, riding along with you on Amazon. Open any Amazon product page and the Bob panel appears beside it with the answers you would otherwise piece together from four tabs:

The panel shows	So you can
Bob says: what Bob knows about this product	For one you sell: its stage, his pricing plan and his Hold or sell call. For one you don't: why it is on his radar, such as a seller you watch adding it
Gated status for your account	See at a glance whether you can sell it, and refresh the check
Every seller on the listing, FBA and FBM	Filter to FBA or FBM and see stock levels and prices
Market data: sales per month, BSR, Buy Box	Judge demand before you look at the numbers
Your profit, ROI and breakeven price	Type in your cost, prep and shipping and watch it update
Go / No-Go against your own criteria	Know straight away whether it fits how you buy

From the same panel you can save it as a lead (with a note), add it to your catalog, or log a purchase, and it lands in Opero3P with the cost, source link and fees already filled in. You can also ask Bob about the product you are looking at, such as "should I buy 24 at \$8.50?"

Install it

- 1 In Opero3P, open Sourcing Leads and press **Install Bob for Chrome** at the top. Or open the Chrome Web Store link below.
- 2 Press **Add to Chrome**, then pin it: click the puzzle-piece icon at the top right of Chrome and press the pin next to Bob for Chrome.
- 3 Click the Bob for Chrome icon (the plumb bob on a green tile) and press **Connect to Opero3P**. Sign in, and the popup reads Connected.
- 4 Open any Amazon product page. The panel appears on its own. You can drag it anywhere, or shrink it to a small pill.

chromewebstore.google.com/detail/kmkmojjhnjfpaddimfhpihklfnomdmc

Bob learns from what you look at

The products you and your team look up are kept in History. Bob uses them too: anything you star, or keep coming back to, ranks higher in Bob Sourcing, and his morning briefing gives you his take on it.

On a supplier's website too

Looking at a product on a supplier's site? Click the Bob for Chrome icon and press **Show panel on this page**. The panel opens over the supplier page with the supplier's price as your cost, and **Add source** saves that page as where you buy it.

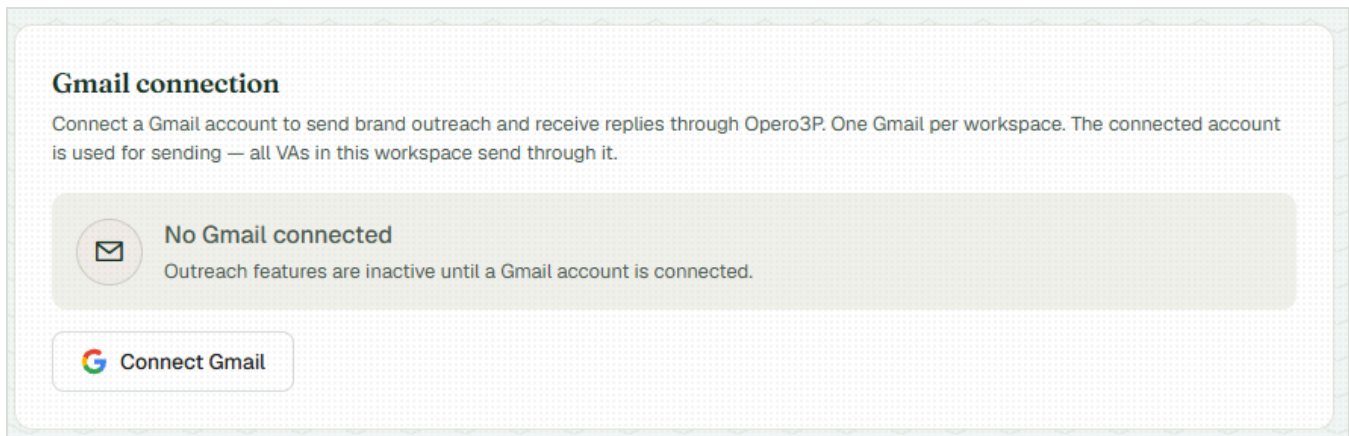
Your VAs use it too

Each VA installs Bob for Chrome on their own computer and connects with their own Opero3P login. Leads they save land in your workspace under their name, so you can see who found what.

5. Connect Gmail for brand outreach (optional)

Only needed if you will email brands and distributors from inside Opero3P. Replies come back to your own inbox, and campaigns send from your own address rather than a shared one, which is what keeps them out of spam.

- 1 Open the Outreach area, then its **Settings** tab.
- 2 Press **Connect Gmail** and sign in with the Google account you send from.
- 3 Approve the permission screen. You are returned to Opero3P with Gmail connected.
- 4 Send yourself a test from a template before you start a campaign.



One Gmail per workspace. Every VA sends through it.

Who can do this

Only workspace owners and admins can connect Gmail. A VA on a Sourcing or Outreach role will see the button grayed out. That is the permission model, not a fault.

6. Fill in your contact details

Every outreach template writes your company name, your name and your phone number into the email for you. It reads them from one card, and if that card is blank the emails still send, just with holes in them. Two minutes here saves an embarrassing first impression with a brand.

- 1 Open the Outreach area, then its **Settings** tab, and find **Your contact info**.
- 2 Fill in first name, last name, full name, company, phone and contact email.
- 3 Save. Open any template afterwards and check the preview reads the way you would write it.

Your contact info

These details appear in your email signatures via merge tokens like {my_phone} and {my_contact_email}. Updates apply to all future sends; emails already sent are unchanged.

First name

Last name

Full name
Optional override. Leave blank to use "First Last" automatically.

Company

Phone
Used by the {my_phone} merge token. Any format works.

Contact email
Optional override for the {my_contact_email} token. Leave blank to fall back to your sending Gmail address.

Save

Your contact info, in Outreach settings. Fill it in once; it applies to every future send.

What each field fills in

Field	Where it lands in your emails
Company	The line that introduces your business: "I run [company], an Amazon FBA business". The one that reads worst when empty.
First name / Full name	The greeting and your sign-off.
Phone	Your contact block, where a brand looks when they want to call rather than reply.
Contact email	The address you want replies sent to, if it differs from the Gmail you send from.

Blank fields do not look blank

A missing company name does not print as {my_company} in the email. It prints as nothing at all, so the brand reads "I run , an Amazon FBA business" and knows it came out of a tool. Fill this in before you send a single campaign.

Optional: Apollo enrichment

Finding the right person at a brand can be done by hand: **Add contact** in Outreach takes a name and address. If you would rather it was found for you, add an Apollo.io API key in the same settings area. Two things to know: Apollo charges a credit for every attempt, including brands it finds nothing for, so Opero3P puts a monthly credit cap on it (2,500 by default) that you can lower. Outreach works without this.

7. Add a VA, with the right permissions

This is the part most sellers ask about first: how to let someone work without showing them what you pay, what you make, or what Amazon pays out.

- 1 Open Settings, then the **Team** tab.
- 2 Press **+ Invite**, enter your VA's email address and choose the role you want them to have (the table below).
- 3 Press **Send invite**. They get an email with a link.
- 4 They accept, sign in with Google or an email address, and land in your workspace, restricted to their role from the first second.



The Team card. + Invite opens the form where you enter the email and pick the role.

The roles you can invite

Role	Built for	What they can do
Admin	A partner or manager you trust fully	Everything except owning the workspace and billing. Can connect Gmail and manage the team.
Sourcing	A sourcing VA finding products	The Scanner, brands and ASINs, sourcing leads. Runs gating checks and vetting.
Outreach	A VA emailing brands	Brand outreach, campaigns and the inbox. Works the reply queue.
Operations	Receiving and day-to-day work	Purchases, receiving, inventory and the operational queues.

What VAs never see

Costs, margins, profit and payouts are hidden from every VA role. They see the work (which products, which brands, which shipments) and their own daily queue, and nothing about your money. You do not have to configure this; it comes with the role. Ask Bob follows the same rules: he only looks up what that person is allowed to see.

8. Your first real task: a gating scan

The fastest way to see whether Opero3P is worth it. Ten minutes, and you get an answer no other tool gives you: of everything in this list, what can I actually sell on my account?

- 1 Open Sourcing, then **Scanner**.
- 2 Drop in a CSV of ASINs, or paste ASINs straight into the box, one per line. A supplier catalog with prices works too, and gets priced as well as checked.
- 3 Press **Check ASINs**. Each one is checked against your own Amazon account, so the answer is yours, not a general one.
- 4 Results split three ways: **Ungated** (sell today), **Ungateable** (approval available), and **Hard-gated** (not available to you).
- 5 Filter to **Worth sourcing** to see the ones that also clear your buying criteria.
- 6 From any row: **Vet** for seller counts and demand, or send it to sourcing leads, the catalog, or a purchase.

1787 ASINs

All (1787) Ungated (494) Ungateable (684) Hard-gated (605)

Worth sourcing

Vet these 1787 Check source vs Amazon Export Worth Sourcing

Custom Solutions Unlimited LLC A3TZF3D3M9YT9 203 listed 65 settable 54 84

ASIN	Product Name	FBA	FBM	SOLD/MO	BUY BOX	AMZ BB	Status
B0D4643VX5	Cosmic by Kylie Jenner eau de parfum pen spra...	3	2	~50	\$37.90	0%	vetted 2d ago
B0D46B3GMD	Kylie Cosmetics by Kylie Jenner cosmic eau de ...	8	6	~300	\$60.26	0%	vetted 2d ago
B0FTXVMZGB	Sand + Fog Whipped Body Butter, Coconut Crea...	16	3	~100	\$17.00	0%	vetted 2d ago
B0DXRJXDRW	HUDA 1 Coat WOW! Extra Volumizing and Lifting...	7	3	~50	\$35.48	0%	vetted 2d ago
B09X29CR24	Caliray Come Hell Or Highwater Zero Smudge CL...	18	1	~100	\$31.69	0%	vetted 12d ago
B0G365SV53	Sand + Fog Vanilla Sugar Eau de Parfum Oil, Cal...	4	3	~50	\$31.66	0%	vetted 12d ago
B0GTHWPKYK	Rhode Pineapple Refresh PGA Daily Cleanser	11	8	~200	\$47.79	0%	vetted 2d ago

Scanner results: ASINs split into ungated, ungateable and hard-gated, filtered to Worth sourcing.

Set your criteria first, if you have ten spare minutes

Press the gear-icon **Criteria** button (on the Sourcing Leads page, or above the Scanner) and enter your minimum ROI, margin and profit, and your buying lanes. Everything the Scanner and Bob for Chrome show you is then judged against your numbers rather than generic ones.

9. Bookkeeping: bank and cards (optional)

Opero3P already counts your Amazon sales, fees, purchase orders and prep bills. Bank & Cards brings in everything else your business pays for, like software, VA pay, insurance and card interest, so your profit is your true net profit, not just product profit. It feeds the P&L, your monthly goals, the monthly close and the Accountant Pack.

- 1 Go to Growth, then **Money**, then the **Bank & Cards** tab.
- 2 Press **Bank feeds**, then **+ Connect a bank**. A secure Plaid window opens. Pick your bank, sign in there and choose the business accounts and cards to share. Your bank login goes to Plaid, never to Opero3P.
- 3 Check each account is linked. If you already added the account with its last 4 digits, it links on its own and shows a link icon. Otherwise pick the account from the dropdown.
- 4 Press **Sync now**. Posted lines come in, and from then on they arrive by themselves every morning.
- 5 Press **Auto-sort**, then open **Needs review** and click each line left over to choose its group. Tick **Always sort...** for anything that repeats, and it becomes a rule.

No bank feed? Import a statement instead

Some banks can not connect, and feeds only bring in recent months. For anything else, press **+ Add account**, then **Import CSV** with the statement export from your bank or card website. Duplicate lines are skipped, and **Undo import** at the bottom of the month removes a file if you picked the wrong one.

Group	What goes in it
Overhead	Real business costs Opero3P does not count anywhere else: software, VA pay, insurance, phone, interest.
Already counted	Things Opero3P already counts, like supplier and purchase-order payments, prep bills and Amazon payouts.
Transfer	Money moving between your own accounts, including paying off a credit card from the bank.
Income	Money in that is not an Amazon payout, such as refunds from suppliers or cash back.
Ignored	Personal or one-off lines you do not want in the books.

Only you see this

Bank and card data is owner-only. VAs and admins can not see Bank & Cards, and can not connect or sync banks. Do it as the owner.

10. Returns, reimbursements and Amazon cases

When a customer is refunded, Amazon should either put the item back in your inventory or pay you for it. Sometimes neither happens, and nobody tells you. Opero3P matches every refunded order to its return and to any reimbursement, flags the ones worth a case, and writes the case for you.

Bring your reports in

- 1 In Seller Central, open **Reports** → **Fulfillment** → **Payments** → **Reimbursements**. Pick a date range, request the download and save the file.
- 2 Then **Reports** → **Fulfillment** → **Customer Concessions** → **Returns**, same date range, and save that file too.
- 3 In Opero3P, open Owner, then **Reimbursements**. Press **Import from report** and upload the reimbursements file.
- 4 Open **Returns**, press **Import from report** and upload the returns file. Anything already in Opero3P is skipped, so overlapping dates are fine.

Work the Discrepancies tab

- 5 Open **Discrepancies**, next to Reimbursements, and press **Re-check**. Every refunded order lands in one of the groups below.
- 6 Under **Needs a case**, press **File case** on a row. The panel links you to Seller Central, lists the exact clicks, and has Copy buttons for the order ID, ASIN and a ready-made message.
- 7 Once you submit, paste Amazon's case ID into the panel and press **Save as filed**. It also shows up in your Cases list.
- 8 When Amazon answers, press **Update** on the row and mark it Paid, Denied or Dismiss.

Group	What it means
Owed	Refunded, never back in stock and never paid for. File a case.
Damaged by Amazon	Came back damaged by the warehouse or carrier. Worth a case.
Probably not owed	Amazon's rules usually say no, for example a refund given before any return was due.
Waiting / Too early to tell	The customer still has time to send it back. Check again later.
Back in stock, Reimbursed, Came back	Settled. Nothing to do.

Do this monthly

Amazon has time limits on these claims, so import and check at least once a month. Once Amazon approves the Amazon Fulfillment permission, returns and reimbursements will come in by themselves. Owners, admins and Operations VAs can do all of this.

11. Switch on the repricer

The repricer prices your FBA listings for you. It reacts to a competitor's price change within seconds, and never goes below a floor worked out from what you actually paid. It needs the Amazon connection from step 2, and your purchases in Opero3P so it knows your costs.

Turn it on

- 1 Open Growth, then **Repricer**. Every product you have in stock is listed with its floor (the lowest price allowed), its target and the price on Amazon now.
- 2 Check the floors. Each one comes from the average landed cost of the units you hold (purchase price, freight, prep, inbound shipping) plus Amazon's fees, at your minimum ROI. A product with no cost has no floor and is never repriced: add its purchase first.
- 3 Pick the products to reprice, set their strategy to **Auto** and switch them on. Nothing is repriced until you switch a product on yourself. You can give any product a different strategy later, or set one across many at once.
- 4 Set your minimum and target ROI (or profit per unit), then switch on **Automatic pricing** and **Fast reactions**. Fast reactions answer Amazon's offer alerts within seconds; a full check of every listing still runs every 15 minutes.
- 5 Open **Activity**. Every change, and every change it refused, is listed with the reason. Undo any change in one click, or pause all pricing at once.

Good to know

Safety checks on every change

Never below your floor · at least 5 minutes between changes on a listing · big moves made in steps of at most 15% · no more than 25% movement on a listing in a day · Amazon checks every price before it goes live.

Each listing has a stage

🌱 New stock is never cut. 🏆 Selling holds its price and looks for room to raise. 🐢 Slow (no sale in 14 days from when it became available) steps down to your floor, never lower. 🚫 Priced out holds at the floor. Only 📦 Liquidate, old stock with no recent sales, may go under the floor, to get your cash back.

Strategies beyond Auto

Match Buy Box, Undercut next Prime seller, Room above the Buy Box, Go get sales, Learning mode, Hold until live (on by default), Yo-yo, and your own WHEN / DO / LIMITS rules. Full list at opero3p.com/repricer.html.

Your daily summary

Each morning an email lists what changed, which products are sitting at their floor, and anything that needs you, such as a listing Amazon has suppressed.

🔑 12. Meet Bob

Bob is the assistant built into Opero3P. He watches your repricer, stock, sales and sourcing, explains what is going on in plain words, and suggests what to do next, with his reasons and how sure he is. You decide: he never changes anything unless you switch that on. You will find him in Growth → **Bob**, on the Dashboard, and behind the **Ask Bob** button at the top of every screen.

Five minutes to get to know him

- 1 Open the Dashboard and read **Bob's briefing**. Each morning he writes the few things that most deserve your attention, with the product, the dollar figure and what he would do. Act on the red items first. **Run now** writes a fresh one.
- 2 Open Growth → **Bob**. This is his room: the briefing, his plan for every repriced listing, what he has switched and whether it helped, Hold or sell, and Bob Sourcing.
- 3 In the Repricer, hover the small plumb bob chips under each product. Each one is Bob's read of that listing, such as "Price war → Match Buy Box", with why and how sure he is.
- 4 Press **Ask Bob** and try a real question: "why did my price drop yesterday?" or "what should I reorder this week?" He looks it up in your own data and answers with the product and the numbers.
- 5 When you trust his plans, turn on **Bob Command** in the Repricer. He then switches a listing between your own strategies when the situation calls for it, and back when it passes. It starts off, every price still goes through your floor and every safety check, and turning it off sends every listing straight back to its own strategy.

Where Bob helps	What he does
Pricing	Names each listing's situation (price war, a rival sold out, room to raise) and the strategy that fits. Flags listings where the Buy Box sits under your floor, so you don't reorder at a loss.
Hold or sell	For stock priced under break-even, weighs what selling now pays back against what waiting costs a month (storage, the aged-stock surcharge, money tied up). With recouping on, Sell calls liquidate to free cash for your winners.
Restock	Shows how long your purchases really take from order to live at Amazon, per supplier, and the date to order by.
Sourcing	Bob Sourcing ranks products worth a look: sellers you watch adding them, products you were just ungated on, your top brands, and what you starred in Bob for Chrome.
On Amazon	Bob for Chrome shows Bob says on every product page and lets you ask him about it (step 4).

13. Connect your own Claude (optional)

If you use Claude (claude.ai, on a paid plan), you can let it read your Opero3P data through the **Opero connector**. Then you can ask your own Claude about your business in plain English: real profit on your top products, what to reorder, which purchases are missing invoices, what Amazon owes you. It works right alongside other connectors, such as **SmartScout** (brand and keyword data) and **FBA+ Academy** (playbooks for outreach, ungating and reimbursement audits).

- 1 In Opero3P, open Settings → **Connections** → **Claude connector** and press **Copy** next to the connector address (<https://www.opero3p.com/mcp>).
- 2 In Claude, open Settings → **Connectors** → **Add custom connector**, name it **Opero**, and paste the address.
- 3 Sign in to Opero3P when Claude asks, and pick the workspace.
- 4 Choose **read only**, or tick **Also allow changes** if you want Claude to be able to save things back into Opero3P (an outreach email, a case for the case log, a repricer setting). Every change shows you a preview first and can be undone.
- 5 Try it: ask Claude *"What are my top 5 products by profit this month?"*

Who can do this

Workspace owners and admins. Every Claude connection to your workspace is listed in Settings → Connections, where you can disconnect it at any time.

Recording a demo or a video?

Turn on **Recording mode** in Settings → Connections first. Your business name, people, suppliers, product names, ASINs and order numbers are replaced with stand-ins on every screen and in what Claude sees, while your numbers stay real. Nothing saved changes; turn it off when you are done.

If something goes wrong

What you see	What it means and what to do
Amazon returns a 403 when scanning	The Amazon app is missing the Product Listing role. Reconnect Amazon from Settings and approve every permission Amazon shows you.
Returns, removals or reimbursements will not pull (403)	The connection is missing the Amazon Fulfillment permission. Reconnect Amazon from Settings and approve everything. Until then, import the reports (step 10).
Products marked stale	The Amazon connection has lapsed. Use the reconnect link on the banner; your data is not lost.
A VA gets "no access" on the Scanner	They are on a role that does not include sourcing. Change it in Settings → Team.
Connect Gmail is grayed out	Only owners and admins can connect Gmail. Ask the owner, or raise the VA to admin.
Vetting says no key	The market data API key is missing or wrong. Re-paste it in Settings.
Fees look wrong or missing	Fees come from Amazon at a given sale price. Check the product has a sale price set, and that Amazon is connected.
The Bob panel asks you to connect	Click the Bob for Chrome icon in Chrome and press Connect to Opero3P . If you were signed out of Opero3P, sign in again.
No Bob panel on an Amazon page	Make sure the page is a single product (its address contains /dp/), then refresh it. Check the extension is turned on in Chrome's extensions page.
No Bob's briefing on the Dashboard	The briefing is for the workspace owner. Your first one arrives the morning after it is switched on.
No Bank feeds button, or no Growth tab	Bank & Cards is owner-only. Sign in as the workspace owner.
A card charge is missing from Bank & Cards	Feeds only bring in posted charges. Pending ones arrive once they post, usually within 1 to 3 days, or press Sync now .
Discrepancies shows a red error	Press Try again . If it keeps happening, email rob@opero3p.com .
Amazon says an order was already reimbursed	Import the latest Reimbursements report and press Re-check . The payment is probably newer than your last import.

Stuck on any of this?

Press **Ask Bob** at the top of the app, or email rob@opero3p.com. Say which step you are on and what you saw, and we will get you moving.