

TCG Nexus - The Ultimate User Guide & FAQ (For Dummies)

Welcome to TCG Nexus! Whether you're here to buy a rare Charizard, sell your graded card collection, or host a live card opening stream, this guide is here to walk you through how everything works in plain English. No programming talk, just simple instructions!

1. Choosing Your Membership

Think of memberships like passes to a trading card convention. Everyone can buy, but if you want to sell or stream, you can choose a level that fits your volume:

- **Bronze (Free)**: Perfect for casual buyers. You can search cards, build wishlists, and purchase items. You can also list cards for sale with a standard 8% commission fee.
- **Silver (EUR9.99/mo)**: Designed for active collectors. Your selling commission fee drops to 7%, and you get limited access to streaming.
- **Gold (EUR19.99/mo)**: Ideal for regular sellers and streamers. Commission drops to 6%, and you can host standard Live+ streams.
- **Platinum (EUR49.99/mo)**: The ultimate tier for professional shops. Your selling commission drops to the lowest level (5%), you get unlimited streaming privileges, and your own dedicated storefront.

2. Buying Cards & The Checkout Flow

Finding and buying cards is quick and easy.

How do I use my Account Balance?

If you have sold cards on the platform or added funds to your wallet, you will have **Account Credits**:

1. When you go to the Checkout page, the platform will automatically prioritize using your account credits first.
2. At the top of the payment section, you'll see a toggle bar showing your balance.
 - **To use credits**: Leave the toggle on. It will deduct your balance from the total order amount.
 - **To save credits**: Switch the toggle off. The system will ignore your balance and ask you to pay the full price using your credit card or PayPal.
3. If your credits cover the entire cost of the order, all other payment fields (like credit card inputs) will automatically disappear!

3. Listing Cards & "Sequential Slabs"

Selling is simple. Go to **New Listing** to get started.

What is a "Slab"?

A "Slab" is a card that has been professionally graded and sealed in a protective plastic case by companies like **PSA**, **CGC**, or **Beckett (BGS)**.

- **Note**: Graded slabs do not have standard conditions (like "Near Mint"). The grade (e.g., PSA 10, CGC 9.5) represents the card's official state. The system will display this grade instead of a condition badge.

What are "Sequential Slabs"?

If you have a set of cards that were graded together and received consecutive certificate numbers (e.g., certs `55501`, `55502`, and `55503`), you can list them as a **Sequential Slab Package**:

1. Check the **Slab** box, then check **Sequential**.
2. Put the first card details as the main listing.
3. Click **+ Add Card** to add the rest of the cards in the sequence.
4. **Rule**: The certificate numbers must be consecutive (e.g., if card 1 is `12345`, card 2 must be `12346` or `12344`). The website will warn you if you make a typo!
5. In the cart and order views, buyers will see a special **Sequential (X cards)** tag. Clicking it opens a drop-down table showing all the cards, sets, card numbers, grades, and direct verification links for each slab in the set.

4. Managing Your Orders (Shipping & Payouts)

Once a buyer purchases your item, here's how the handoff works:

Step 1: Pack the Cards

Pack the cards safely. Graded slabs should be wrapped in bubble wrap to avoid scratching the cases.

Step 2: Mark as Shipped (Seller)

1. Go to your **Sales** or the specific **Order Page**.
2. Enter the parcel tracking number in the tracking input field.
3. Click the green **Mark as Shipped** button.
4. **What happens next?** The buyer is automatically emailed, and the platform registers the tracking number with tracking services so both of you can follow its delivery.

Step 3: Confirm Arrival (Buyer)

1. Once the package arrives, the buyer inspects the cards.
2. The buyer goes to their **Purchases** page, opens the order, and clicks **Confirm Arrival**.
3. **What happens next?** The platform marks the order as complete, calculates the seller commission based on the seller's tier (Bronze/Silver/Gold/Platinum), adds 20% VAT on that commission, and instantly releases the remaining funds to the seller's wallet!

5. Live+ Streaming & Auctions

Streamers can host live auctions and sell products in real-time.

- **Going Live**: Set up your stream details and select which cards from your inventory you want to place in your "Stream Queue".
- **Running an Auction**: Select a card, set a starting price (e.g., EUR10) and a timer (e.g., 30 seconds), and click start.
- **Bidding**: Viewers watch your video feed and click to place bids. The highest bid is updated instantly for everyone watching. When the timer hits 0, the highest bidder wins!
- **Buy-It-Now (BIN)**: Viewers can also buy cards immediately from the stream shop without waiting for an auction.

6. Collector Tools

TCG Nexus has extra features built just for collectors:

- **Set Tracker**: Want to collect every card in a specific set (like *151* or *Crown Zenith*)? The Set Tracker shows you a checklist. Check off cards as you get them to see your progress bar grow.
- **Tradebinder**: Upload cards you are willing to trade away, and add cards you are looking for. The system helps you find other local users with matching trade offers!
- **Card Scanner**: Have a card and don't know what it is? Open the scanner on your phone, snap a photo of the card, and let the system identify its name, set, and current market value.

7. Frequently Asked Questions (FAQ)

Q: Can I cancel an order?

A: Yes, but only before it is shipped. Open the order page and click **Request Cancellation**. Both buyer and seller must agree to the cancellation before the system refunds the money.

Q: How do I withdraw my earnings?

A: Go to your Wallet, click **Withdraw Funds**, enter the amount, and link your bank account/PayPal. Withdrawable balances are paid out within 1-3 business days. Note that promotional or Live+ credits are non-withdrawable and must be spent on the platform.

Q: What if a sequential slab has a broken cert link?

A: Ensure the grading company name (PSA, CGC, Beckett) and the certificate number were entered correctly when

listing. Clickable links are generated automatically based on official grading databases.

Q: I clicked "Mark as Shipped" and nothing happened.

A: Ensure you have entered a valid tracking number if one is required. If the page doesn't refresh, reload the browser tab and check if the order status badge has updated to "Shipped".