

# VM3COP20.16 Viamed eBay

Updated May 2024

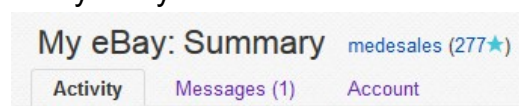
## General notes

Ensure that the eBay account is logged into daily to check for messages. Messages should be checked regularly through the day, email notifications are not working so the messages should be checked **at least 3 times a day**, morning, lunch and afternoon. There are 2 places on the eBay page that show there are messages or alerts:

### Top Right



### In my eBay



If you are unsure how to answer the queries please check with Catrin or Helen.

## Useful information

Trading name: Medesales

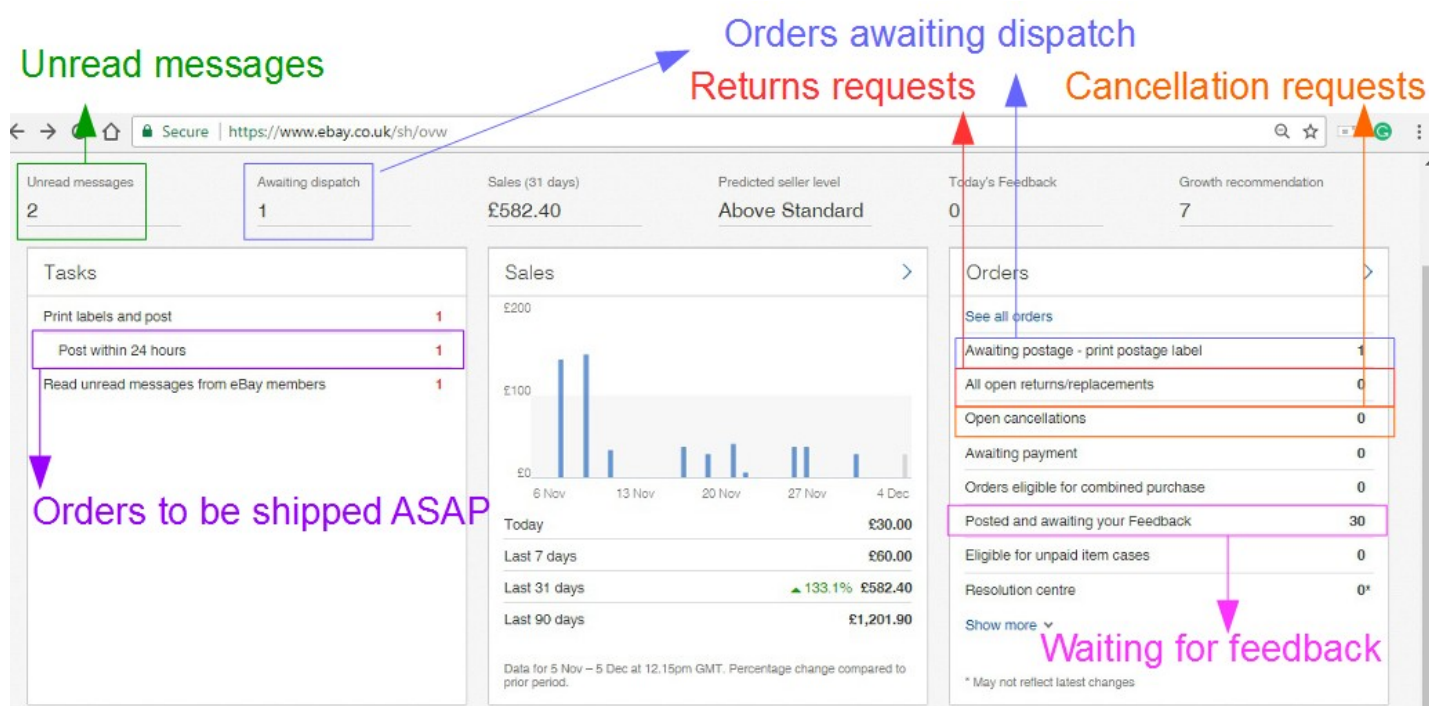
PayPal email address: paypal@viamed.co.uk

eBay Username: medesales

eBay Password: See CRM Account Memo for up-to-date password.

How to process an order: UK - VM3COP20.30, Export - VM3COP20.31

## Seller Hub Overview



Unread messages – see page 6

Orders to be shipped ASAP – If already processed, prompt Goods Out

Orders awaiting dispatch – If not yet processed, see page 2

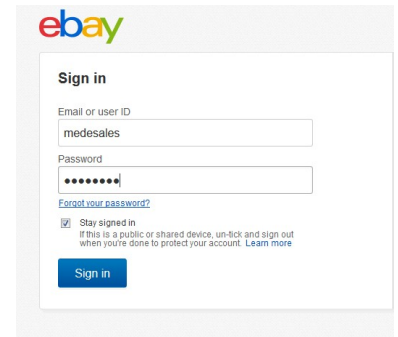
Waiting for feedback – see page 7

Returns requests – see page 7

Cancellation requests – see page 8

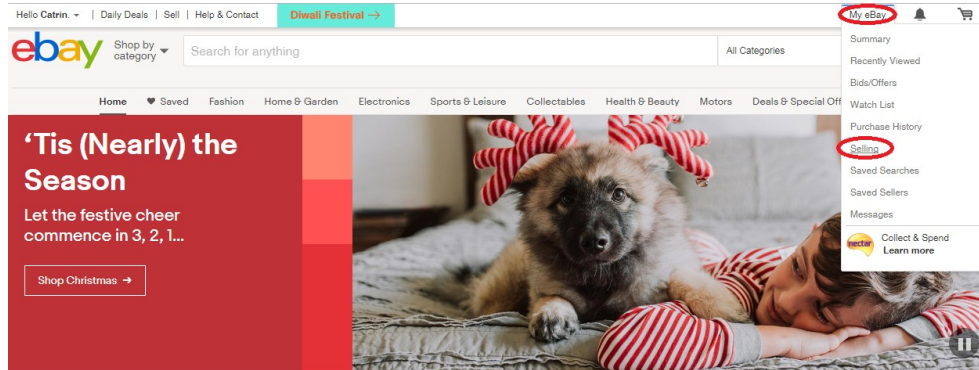
## Processing orders

Sign in to eBay with the username and password detailed on page 1.

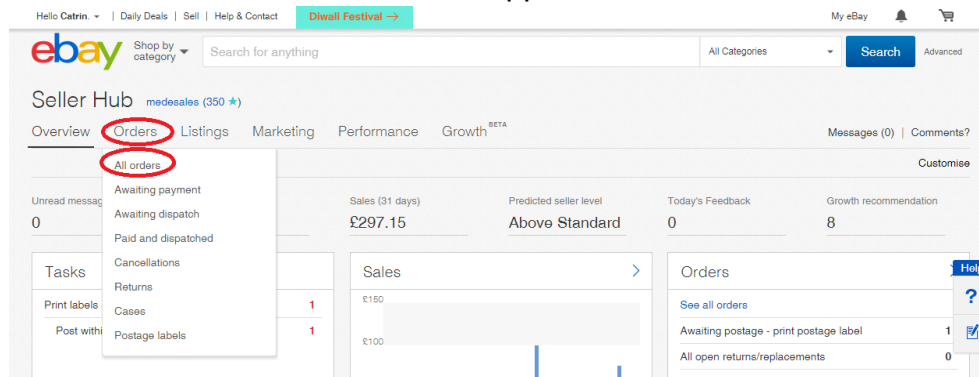


The image shows the eBay sign-in page. At the top is the eBay logo. Below it is a 'Sign in' section with two input fields: 'Email or user ID' containing 'medesales' and 'Password' containing eight dots. There is a link 'Forgot your password?' below the password field. A checkbox labeled 'Stay signed in' is checked, with a note: 'If this is a public or shared device, un-tick and sign out when you're done to protect your account. Learn more'. At the bottom is a blue 'Sign in' button.

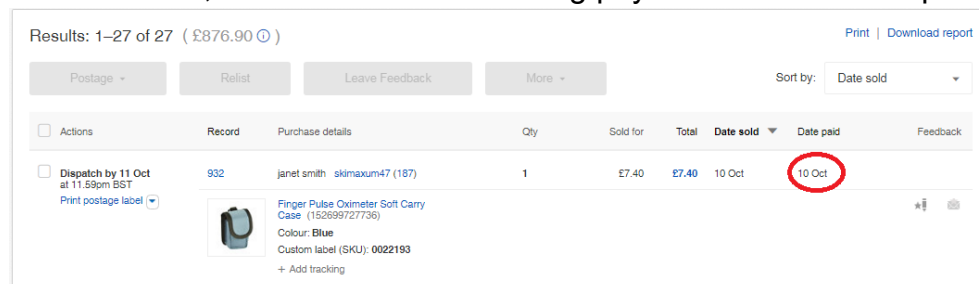
Hover over, 'My eBay' at the top right of the web page, when the menu appears, click on, 'Selling'.



Hover over the, 'Orders' menu and when the list appears, click on, 'All orders'.



If the order has been paid for, a payment date will be displayed. If an order has not yet been paid for, do not process the order, it will show in the awaiting payments section until paid.







The image shows a table of eBay orders. The table has columns: Actions, Record, Purchase details, Qty, Sold for, Total, Date sold, Date paid, and Feedback. The first row shows an order with record number 932, purchased by 'janet smith' (skimaxum47 (187)), quantity 1, sold for £7.40, total £7.40, date sold 10 Oct, and date paid 10 Oct. The date paid is circled in red. The order is for a 'Finger Pulse Oximeter Soft Carry Case (152699727736)' with a custom label (SKU): 0022193. There is a 'Print postage label' button next to the order.

Actions	Record	Purchase details	Qty	Sold for	Total	Date sold	Date paid	Feedback
<input type="checkbox"/> Dispatch by 11 Oct at 11.59pm BST <a href="#">Print postage label</a>	932	janet smith skimaxum47 (187) Finger Pulse Oximeter Soft Carry Case (152699727736) Colour: Blue Custom label (SKU): 0022193 <a href="#">+ Add tracking</a>	1	£7.40	£7.40	10 Oct	10 Oct	


Hover over 'Orders' menu and click 'Awaiting Dispatch'.

Click on the arrow next to, 'Print postage label' and a list of options will be displayed. Click on, 'Print postage labels or invoices'.

Actions	Record	Purchase details	Qty	Sold for	Total	Date sold	Date paid	Feedback
<input type="checkbox"/> Dispatch by 11 Oct at 11.59pm BST <input type="checkbox"/> <b>Print postage label</b>  <input type="checkbox"/> Leave Feedback <input type="checkbox"/> Add tracking number <input type="checkbox"/> <b>Print postage labels or invoices</b> <input type="checkbox"/> Mark as dispatched <input type="checkbox"/> Unmark as payment received <input type="checkbox"/> Cancel order <input type="checkbox"/> View PayPal transaction <input type="checkbox"/> Add note <input type="checkbox"/> Sell similar <input type="checkbox"/> Report buyer <input type="checkbox"/> Contact buyer <input type="checkbox"/> View record <input type="checkbox"/> Archive	932	janet smith skimsaxum47 (187)  Finger Pulse Oximeter Soft Carry Case (152699727736) Colour: Blue Custom label (SKU): 0022193 + Add tracking	1	£7.40	£7.40	10 Oct	10 Oct	
	931	KAREN BRACKLEY mumkaz666 (570)  MD300-C5 Paediatric Finger Pulse Oximeters inc free case and silicone cover (152706749876) Design: Frog Tracking: KS247007925GB Edit	1 (46 available)	£38.00	£38.00	9 Oct	9 Oct	
	930	Sunjay Kumar skum_66 (288)  MD300-C5 Paediatric Finger Pulse Oximeters inc free case and silicone cover (152706749876)	1 (46 available)	£38.00	£38.00	9 Oct	9 Oct	

From the options provided, select, 'Invoice/packing slip', and then click the, 'Continue' button.

### Print postage labels

 **Tip:** [Learn how](#) to remove extra information from the top and bottom of your printouts.

Please select one of the following:

**Purchase and print postage labels**

☐ Royal Mail, Parcelforce or Collect+ postage labels through eBay.

**Invoice and address labels**

☐ Address labels and invoice/packing slip

☒ **Invoice/packing slip**

☐ Address labels

1 label per page

☐ Invoice for your own records

☐ All (address label, invoice/packing slip, invoice for your own records)


**Invoice templates**

☐ Invoice template with VAT separately displayed

☐ Invoice template based on net prices

Suggested invoice number  ([Edit number scheme](#))

[Back](#) | [Edit invoice and address label template](#)



This will open the print dialog box. Print a copy to PDF and attach to the order.

## Processing Order

Process order in Intrastats as per VM3COP20.30 (UK) or VM3COP20.31 (Export) on account 00006666, **do not** amend the invoice address. The priority should be determined in the same way as normal orders.


## Payment Notification

In the Payments section, click the relevant transaction and print the page (Ctrl+P). Then upload this to the Payments Notification section of the order processing screen.



## Part Numbers

If you are unsure of the part number to use, return to 'Awaiting Dispatch' orders and click on the link to the product.

<input type="checkbox"/> Dispatched 5 Dec <a href="#">Leave Feedback</a>	950	Leonard Chadwick Ichadwicktarvin (47)  MD300-C2 (MD300-D) Finger Pulse Oximeter (152789723355) Tracking: KS246991355GB Edit	1 (66 available)	£30.00	£30.00	4 Dec	4 Dec	
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Scroll to the bottom of the item description, in small font there is the Viamed part number.

For full specification information please contact us for further information.

2810011


The, 'Cust Ref' on Intrastats is the 'Order #' on the packing slip.

Send to:

**Petru-Casian Aftode**  
6 Attlee Road  
Hayes, London  
UB49JB  
United Kingdom

Contact information:  
casian\_ksy87@yahoo.com  
07480128884

### Invoice/Packing slip

		Order #		Date	Record #
		02-04724-78296		25-Mar-2020	1471
Quantity	Item #	Picture	Item name	Price	Subtotal
1	153461539839		MD300-C2 (MD300-D) Finger Pulse Oximeter	£30.00	£30.00
				Subtotal:	£30.00
				Postage & packaging (Royal Mail 1st Class Signed For):	£0.00
				Seller discounts (-) or charges (+):	£0.00
				<b>Total:</b>	<b>£30.00</b>

**Note:** The prices on eBay orders are inclusive of VAT.

The Intrastats UK End user total price is the same but excludes VAT. When adding to Intrastats, the end total invoice value should be equal to the total paid value of the eBay order (within a couple of pence).

For example: 2810011 is priced at £30.00 on eBay, this would be processed on Intrastats at £25.00 with VAT code 1. This also applies to postage (as we charge VAT on this also), therefore if eBay states a price of £12.00 postage, you would input this as £10.00 with VAT box unchecked on Opera.

**Calculating VAT:** eBay price (i.e. £30.00) divided by 120 and multiplied by 100 = £25.00 (£30.00 minus VAT).

Postage example: eBay Price (£12.00) divided by 120 and multiplied by 100 = £10.00 (£12.00 minus VAT).

**Note:** Currently not all eBay orders include UK carriage and they can upgrade the shipping service or purchase

Send to:  
Jan Kennedy  
1 bark rise castleview  
brackla  
bridgend, mid glamorgan  
CF31 2NU  
United Kingdom

From:  
Medesales  
15 Station Road  
Cross Hills  
Keighley, West Yorkshire  
BD20 7DT  
United Kingdom

Contact information:  
jan58smith@hotmail.co.uk  
01656661193

Invoice/Packing slip					
		Date	Record #		
		10-Oct-2017	932		
Quantity	Item #	Picture	Item name	Price	Subtotal
1	152699727736		Finger Pulse Oximeter Soft Carry Case Colour: Blue	£7.40	£7.40
				Subtotal:	£7.40
				Postage & packaging (Royal Mail 1st Class Signed For):	£0.00
				Seller discounts (-) or charges (+):	£0.00
				<b>Total:</b>	<b>£7.40</b>

Thank you for your order!

*from outside the UK. If carriage isn't included or if the customer has upgraded the service, it would be shown in the 'Postage & packaging' section.*

*Please be aware that when we are sending outside of the UK that the postage service shown on eBay may not be correct. Please see the 'Royal Mail Franking Guide' document # 28158 for the correct service to use.*

When adding postage price to Intrastats this is excluding VAT:

E.g. £5.00 carriage on eBay is £4.16 in Intrastats, £12.00 carriage on eBay is £10.00 in Intrastats.

**Which delivery service should be used?**

Follow VM3COP03.011 for the service but disregard the carriage pricing, see note above.

For products not included on VM3COP03.011, please check with Goods Out regarding size of packaging and best shipment method.

The order with eBay delivery note should then be checked as per VM3COP20.32 and taken to goods out.

## Customers using the Global Shipping Program

eBay now offer a Global Shipping Program, this means that customers from outside of the UK can use this service to get a reduction in the amount of postage they pay.

For example, within the UK we offer free postage for Pulse Oximeters, if we were to sell outside of the UK we have a standard £12 postage charge.

The postage paid by the customer is not paid to us but to a Third Party Delivery Provider.

Therefore you **MUST** read the invoice carefully and use the figures which are stated under **Paid to Seller**. Also double check the delivery address, the information here will state if it is to be delivered to a Hub in the UK or directly to the customer.

Send to:

**Vero Medical Srl**  
A21126796524IT  
GSP, Unit 3 Dove CL, Fradley Pk  
LICHFIELD, Staffordshire  
WS13 8UR  
United Kingdom


From:

**Helen Lamb: Medesales**  
15 Station Road  
Keighley, West Yorkshire  
BD207DT  
United Kingdom

Contact information:  
sales@veromedical.com  
3386626162

**Invoice/Packing slip**

Quantity	Item #	Picture	Item name	Date	Record #
2	153445616518		Masimo PC12 12ft patient cable - 1006	24-Apr-2019	1150
				Price	Subtotal
				£48.00	£96.00

Subtotal: £96.00

Postage & packaging: £12.92

Seller discounts (-) or charges (+): £0.00

Import charges: £0.00

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**Total: £108.92**

**Paid to seller:**

Purchase price: £96.00

Domestic postage: £0.00

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**Total: £96.00**

**Paid to third-party delivery provider:**

International postage: £12.92

Import charges: £0.00

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**Total: £12.92**

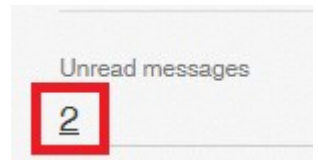
## Received Offers

Certain listings allow for offers to be made to the seller. Should these be received please consult Catrin or Helen before accepting. Usually the customer will look at a counter offer before accepting so we may go back to them with an alternative price.

Offers received, which are £20 less than listed price, will not be accepted. Above this (product dependant) will be considered. Please feel free to Skype Catrin with these queries any day of the week.

## Messages

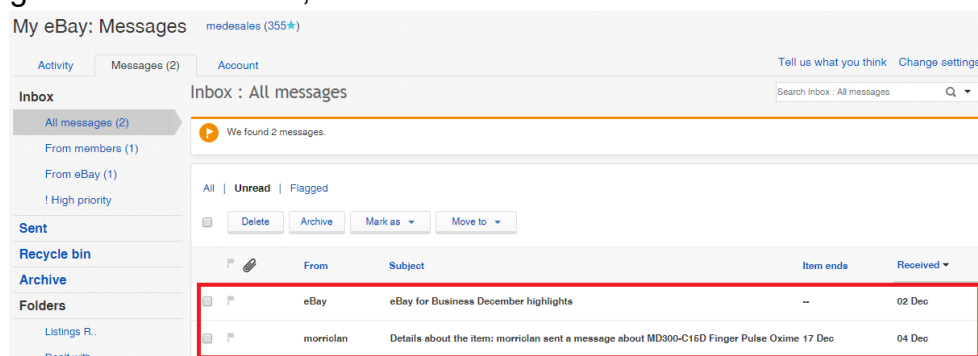
Messages should be checked regularly through the day, email notifications are not working so the messages should be checked **at least 3 times a day**, morning, lunch and afternoon.



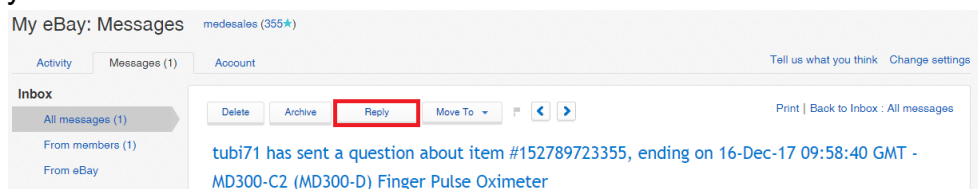
If there are any unread messages, they should be addressed immediately. Click on the number of unread messages to open them.

- If the message is from eBay and contains an invoice, print the invoice and place in the mail tray for the accounts department; a reply is not needed.
- If it is an advertisement from eBay, it does not need a reply.
- Any message from a customer must be replied to promptly.

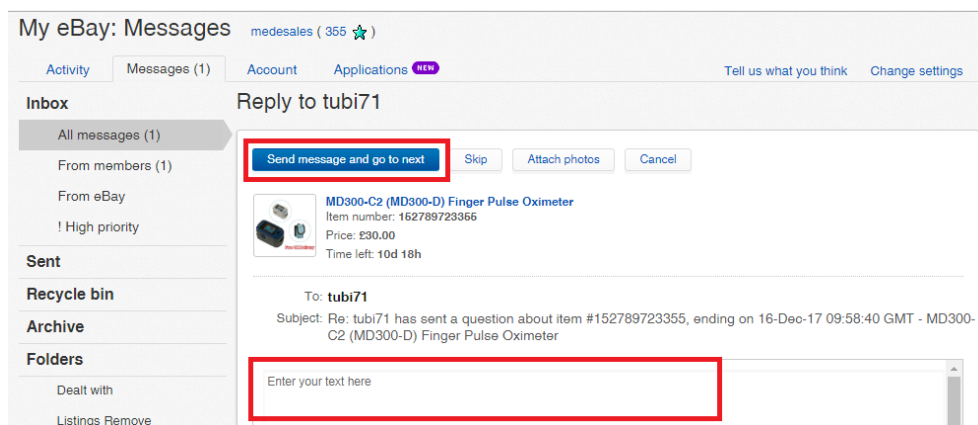
Unread messages are emboldened, click on them to view.



Click the 'Reply' button.



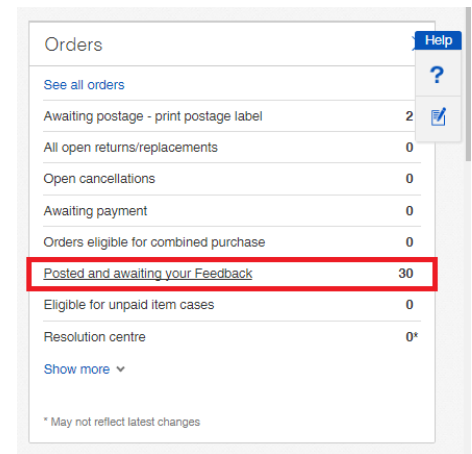
Enter your response and press the 'Send message and go to next' button. If you are unsure how to answer the queries please check with Catrin or Helen.





## Waiting for feedback

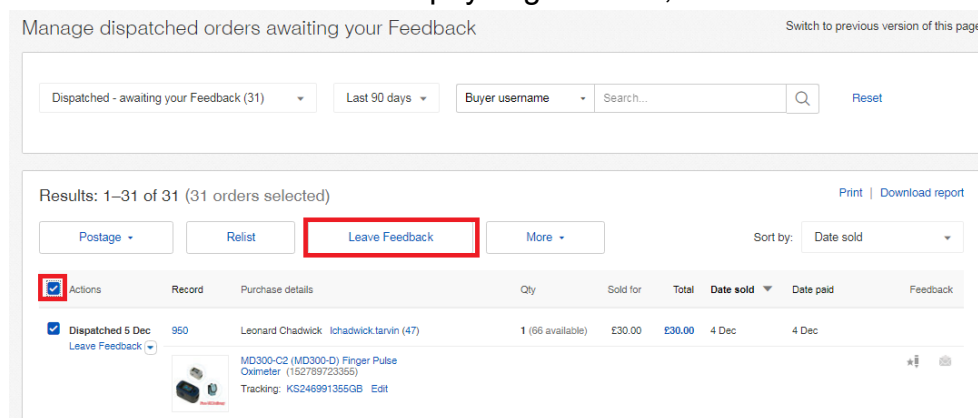
From the Seller Hub, click on the 'Posted and awaiting your feedback' link.



Orders	
<a href="#">See all orders</a>	
Awaiting postage - print postage label	2
All open returns/replacements	0
Open cancellations	0
Awaiting payment	0
Orders eligible for combined purchase	0
<b>Posted and awaiting your Feedback</b>	<b>30</b>
Eligible for unpaid item cases	0
Resolution centre	0*
<a href="#">Show more</a>	

\* May not reflect latest changes

Click the box next to 'Actions' to select all of the orders and press the 'Leave Feedback button'. If there is an order for a customer who did not pay in good time, unselect their tick box on the left.



Manage dispatched orders awaiting your Feedback

Dispatched - awaiting your Feedback (31) Last 90 days Buyer username Search... Reset

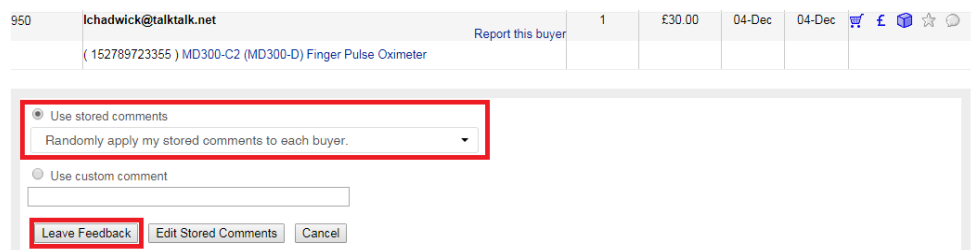
Results: 1–31 of 31 (31 orders selected)

Postage Relist **Leave Feedback** More

Sort by: Date sold

<input checked="" type="checkbox"/> Actions	Record	Purchase details	Qty	Sold for	Total	Date sold	Date paid	Feedback
<input checked="" type="checkbox"/> Disputed 5 Dec Leave Feedback	950	Leonard Chadwick Ichadwick.tarvin (47) MD300-C2 (MD300-D) Finger Pulse Oximeter (152789723355) Tracking: KS246991355GB Edit	1 (66 available)	£30.00	£30.00	4 Dec	4 Dec	

Scroll to the bottom of the list. Ensure the option for 'Randomly apply my stored comments to each buyer' is selected and click the 'Leave Feedback' button.



950 Ichadwick@talktalk.net Report this buyer

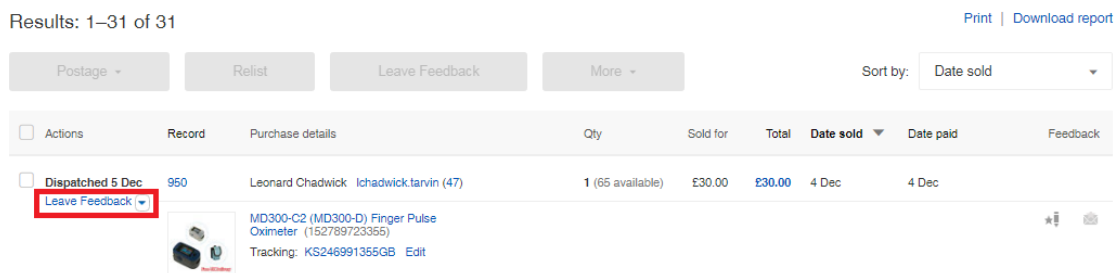
(152789723355) MD300-C2 (MD300-D) Finger Pulse Oximeter

☒ Use stored comments  
Randomly apply my stored comments to each buyer.

☐ Use custom comment

**Leave Feedback** Edit Stored Comments Cancel

To leave feedback for a specific customer, such as those who do not pay in good time, from the feedback page, click the 'Leave Feedback' link.



Results: 1–31 of 31

Postage Relist **Leave Feedback** More

Sort by: Date sold

<input type="checkbox"/> Actions	Record	Purchase details	Qty	Sold for	Total	Date sold	Date paid	Feedback
<input type="checkbox"/> Disputed 5 Dec <b>Leave Feedback</b>	950	Leonard Chadwick Ichadwick.tarvin (47) MD300-C2 (MD300-D) Finger Pulse Oximeter (152789723355) Tracking: KS246991355GB Edit	1 (66 available)	£30.00	£30.00	4 Dec	4 Dec	

From here, you can select a specific comment from the drop down menu, or click the button next to 'Use custom comment to type your own comment. When complete, click the 'Leave Feedback' button beneath.



## Leave positive Feedback

Invoice No	Buyer email	Quantity	Final price	Sale date	Paid on	
950	lchadwick@talktalk.net ( 152789723355 ) MD300-C2 (MD300-D) Finger Pulse Oximeter	1	£30.00	04-Dec	04-Dec	<a href="#">Report this buyer</a>

☒ Use saved comments  
 Great communication. A pleasure to do business with.

☐ Use custom comment

## Returns requests

From the Seller Hub, click on the 'All open returns/replacements' link. Issue a returns reference number as per VM3COP20.031 and follow the steps on eBay. Ensure you message the customer with the returns reference number and returns address, using 'Medesales' as the company name.

Refunds should only be processed when the goods have been returned and when authorisation has been given from the accounts department.

Orders		Help
<a href="#">See all orders</a>		?
Awaiting postage - print postage label	1	
All open returns/replacements	0	
Open cancellations	0	
Awaiting payment	0	
Orders eligible for combined purchase	0	
Posted and awaiting your Feedback	31	
Eligible for unpaid item cases	0	
Resolution centre	0*	
<a href="#">Show more</a>		
* May not reflect latest changes		

## Cancellation requests

From the Seller Hub, click on the 'Open cancellations' link.

Follow the steps on eBay to refund the customer and cancel the order, delete the order on Intrastats and ask Goods Out to destroy their copy of the CVM. Make a note on the original paperwork that should still be in filing that the order has been cancelled and deleted; do not remove it from the CVM files as the other people may need to refer to it in the future.

Orders		Help
<a href="#">See all orders</a>		?
Awaiting postage - print postage label	1	
All open returns/replacements	0	
Open cancellations	0	
Awaiting payment	0	
Orders eligible for combined purchase	0	
Posted and awaiting your Feedback	31	
Eligible for unpaid item cases	0	
Resolution centre	0*	
<a href="#">Show more</a>		
* May not reflect latest changes		

## Goods out only

Scan the order and deliver & invoice as usual.

**Do not** send the Viamed delivery note or invoice, just the eBay one provided. Please check there are no missed messages in eBay messages (see above for how to).

**FILING:** Please staple all paperwork, Viamed delivery note and Viamed invoice together and file with normal orders in Goods Out.

Please make sure you update as dispatched on eBay using login details found on the CRM, please also add tracking number.