

VM3COP20.16 Viamed eBay

General notes

Please make sure that the eBay account is logged into daily to check for messages.
There are 2 places on the eBay page which show there are messages or alerts:

Top Right



In my eBay



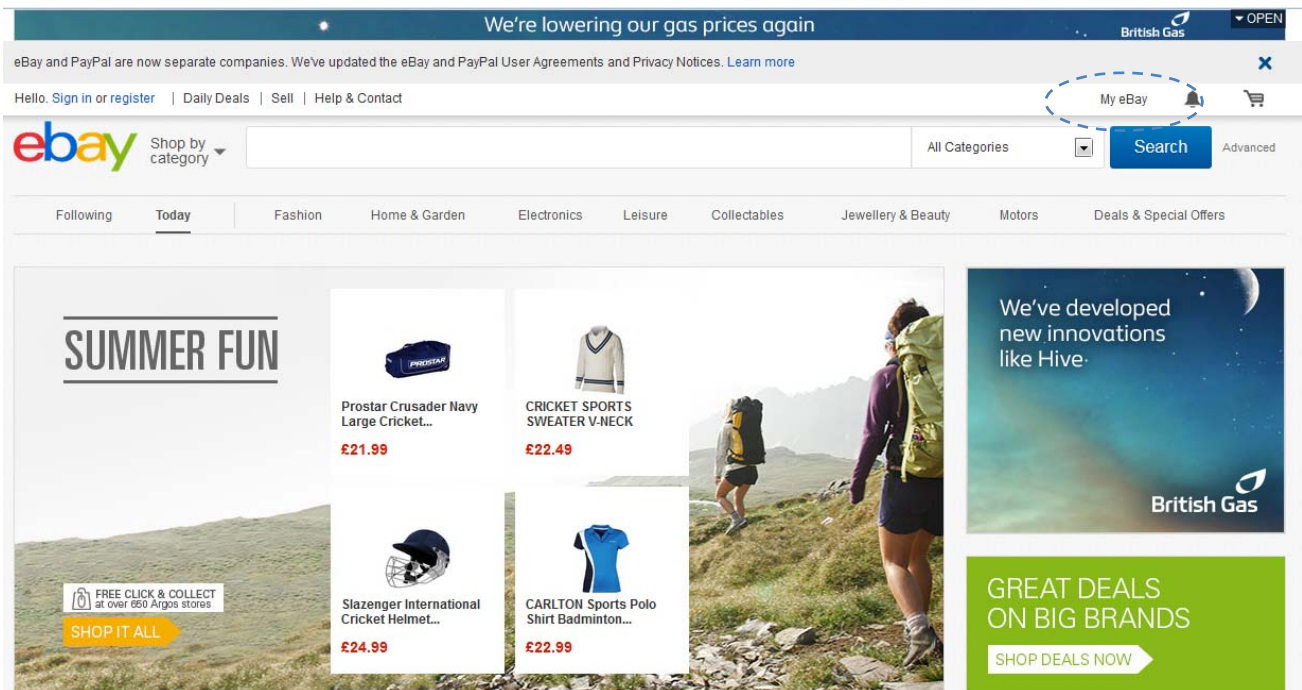
If you are unsure how to answer the queries please ask Catrin, Jonathan or Helen.

Useful information

Paypal email address: paypal@viamed.co.uk
Medesales phone number: 01535 639941

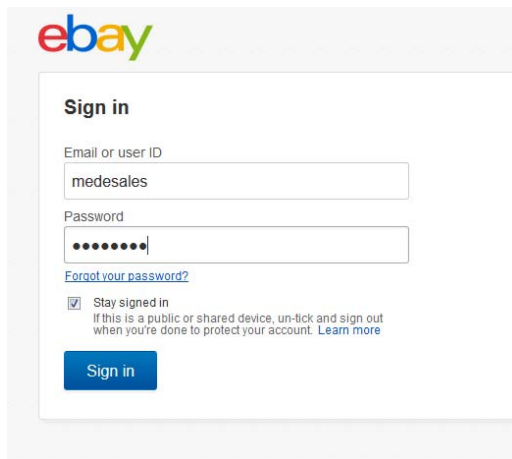
Processing orders

1. Sign in to My eBay – Username: medesales, Password: viamed17
Top right of the webpage.



Today's Featured Collections





Sign in

Email or user ID
medesales

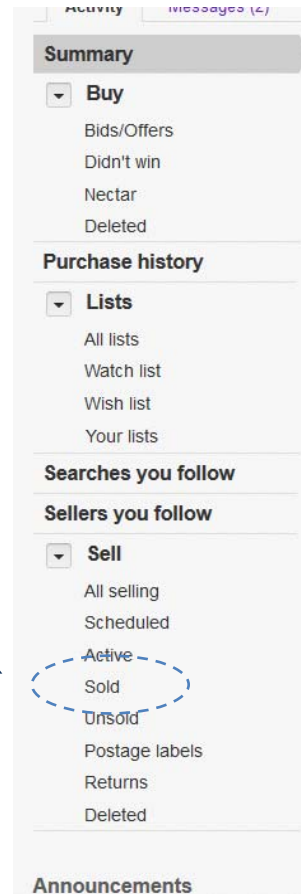
Password
••••••••

[Forgot your password?](#)

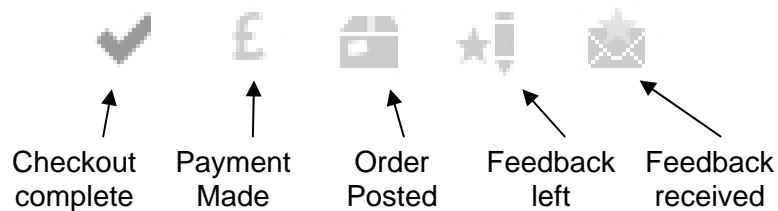
☒ Stay signed in
If this is a public or shared device, un-tick and sign out when you're done to protect your account. [Learn more](#)

Sign in

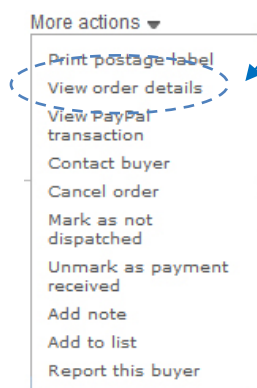
2. Go to Sell, Sold.
Left hand of the page...



This will show all orders which have been placed. Please make sure that the payment has been received, the icons will go black when the action has been completed. The icons mean...



3. Print **3 copies** of the order (More actions dropdown, click "View order details")
Click "Printer-friendly page", Ctrl+P.
 - a. 2 to be sent with Opera paperwork to Goods out.
 - b. 1 for checking and filing in main office.



eBay order explained

Home > My eBay > Order details

Order details

← Back to order details

Payment summary		Delivery address	Order total
Seller	medesales	Richard Wardle	Subtotal £ 18.00
Buyer	merlinwizzard74	8 Woodlands Court Woolley Grange	Postage £ 5.00
Order placed on	Friday, 14. Aug. 2015	Barnsley South Yorkshire S75 5FE	Total £ 23.00
Payment method	PayPal	United Kingdom	
Payment date	Friday, 14. Aug. 2015		

Items sold

Qty	Item name	Delivery service	Item price
1	MD300-C15D Finger Pulse Oximeter Green (Black or White Casing) (151761335458)	Royal Mail 1st Class Signed For	£ 18.00

- Produce order in Opera on account 00006666, **do not** amend invoice address. Priority should be determined in the same way as normal orders. Royal Mail Priority 4, UPS Priority 3.

Order reference is the first 9 characters of the buyer's username, with a # at beginning. i.e. "#kerryharpe". (If the buyers name is longer please include in the footer #kerryharper2k7).

Also in the footer please write: "eBay sale" then 12 digit listing number.

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

The Opera UK End user total price is the same but excludes VAT.

When adding to Opera the end total invoice value should be equal to the total end paid value of the eBay order (within a couple of pence)

ALL EBAY ORDERS WILL INCLUDE UK CARRIAGE

Unless the customer has upgraded or is purchasing from outside the UK.

When adding postage price to Opera this is excluding VAT:

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

Which delivery service should be used...

1-10 Oximeters – Royal Mail

11+ Oximeters – UPS

Other products, please check with CG/JC regarding size of packaging and best shipment method.

- The order should then be checked as normal, take round to goods out.

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 from how to).
- FILING:** Please staple all paperwork, copy of order, delivery note and Viamed invoice together and file with normal orders in Goods Out.
- Add Medesales sender labels on the jiffy bag/box, do not use the Viamed franking address.
- Please make sure you update as dispatched on eBay using the above login details, please also add tracking number where applicable.