VM3COP20.16 Viamed eBay

General notes

Ensure that the eBay account is logged into daily to check for messages.
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
Medesales phone number: 01535 639941
eBay Username: medesales
eBay Password: viamed17
How to process an order: UK - VM3COP20.30, Export - VM3COP20.31
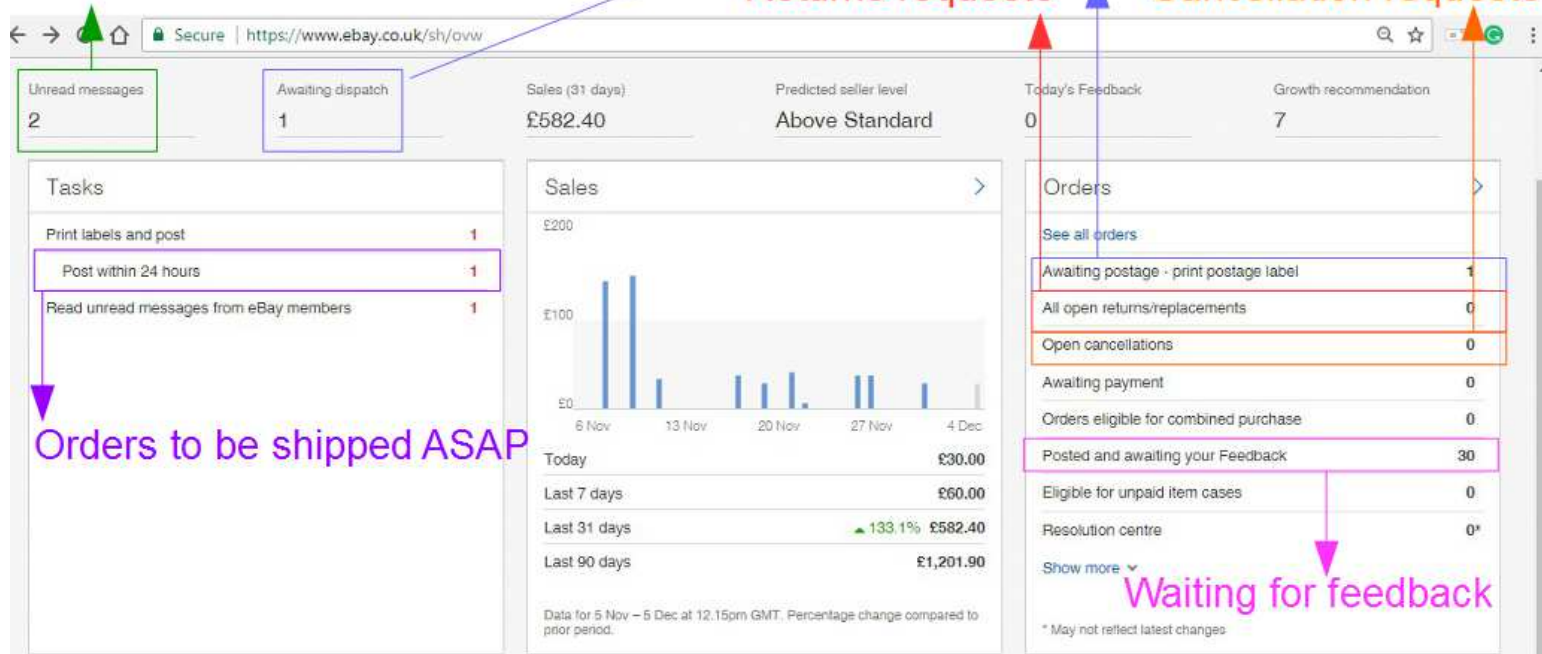
Seller Hub Overview

Unread messages – see page 6
Orders to be shipped ASAP – If already processed, prompt Goods Out
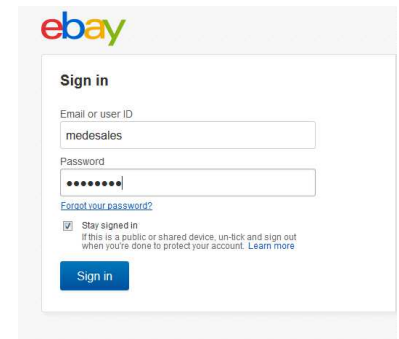Orders awaiting dispatch – If not yet processed, see page 2
Waiting for feedback – see page 7
Returns requests – see page 7
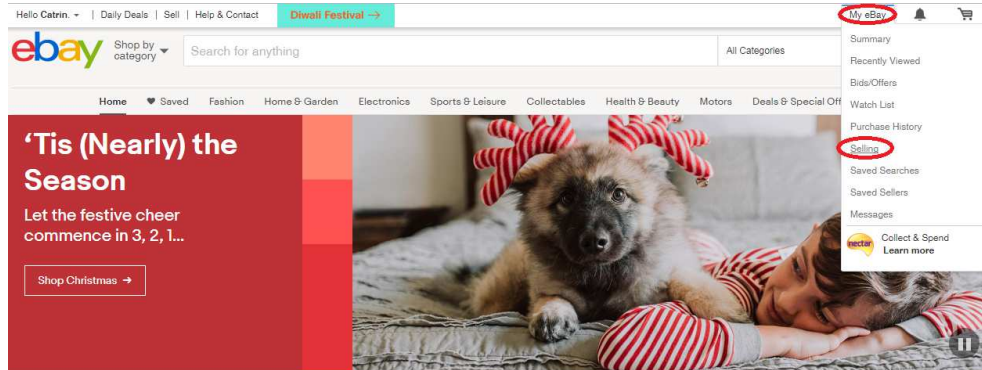Cancellation requests – see page 8

Processing orders

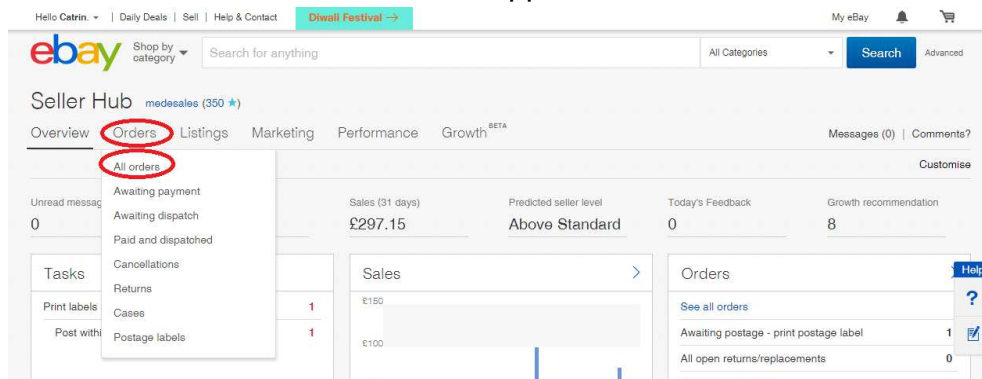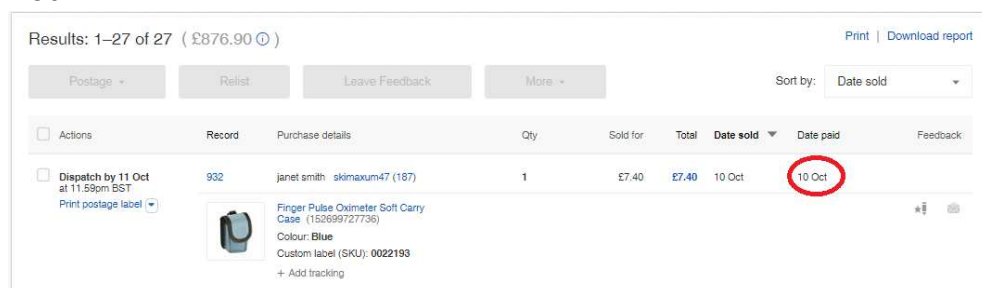Sign in to eBay with the username and password detailed on page 1.

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, process the order but leave on priority 8 and place in the awaiting action tray until payment has been received.

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

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

This will open the print dialog box. Print **2 copies** of the packing slip.
1 to be sent with the ORD to Goods out.
1 for checking and filing in main office.

Process order in Opera 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.

If you are unsure of the part number to use, return to 'All Orders' and click on the link to the product.
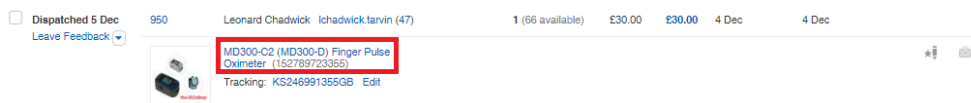
Scroll to the bottom of the item description, in small font there is the Viamed part number.

The, 'Cust Ref' on Opera is the 3 digit 'record #' on the packing slip. In the, 'Comments' section in Opera, type "eBay sale" then 12 digit 'item #' noted on the packing slip.
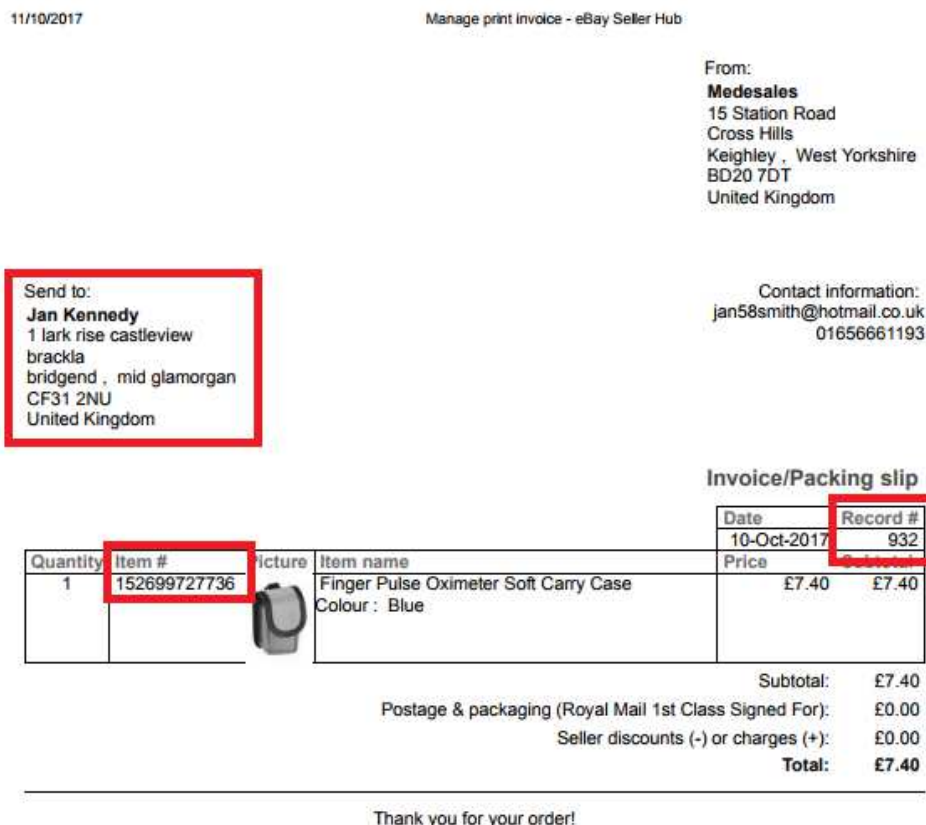
Note: *The prices on eBay orders are inclusive of VAT.*

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 paid value of the eBay order (within a couple of pence)
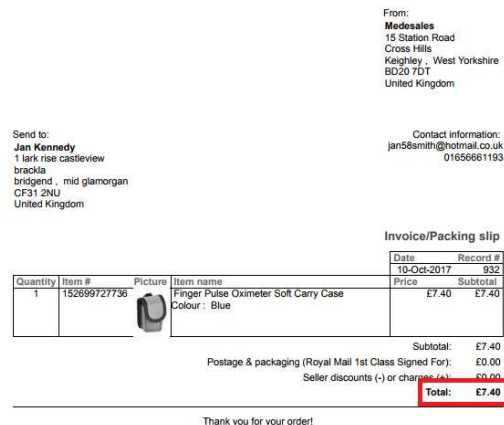
Note*: All eBay orders include UK carriage unless the customer has upgraded the shipping service or is purchasing from outside the UK. If carriage isn't included or if the customer has upgraded the service, it would be shown in the 'Postage & packaging' section.*

When adding postage price to Opera this is excluding VAT:
E.g. £5.00 carriage on eBay is £4.16 in Opera, £12.00 carriage on eBay is £10.00 in Opera.


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.

Unread messages

If there are any unread messages, they should be addressed immediately.
Click on the number of unread messages to open them.
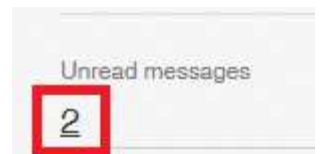
- If the message is from eBay and contains an invoice, print the invoice and place in the mail tray for the accounts department; a reply is not needed.
- If it is an advertisement from eBay, it does not need a reply.
- Any message from a customer needs to be replied to

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.

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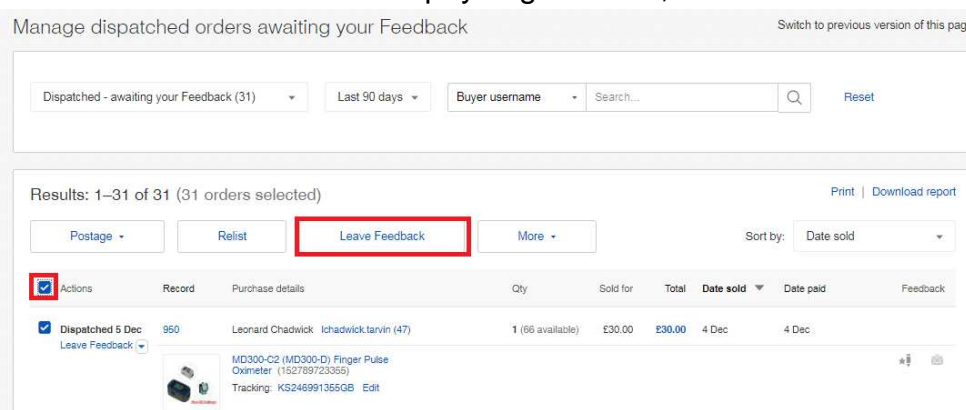
Scroll to the bottom of the list. Ensure the option for 'Randomly apply my stored comments to each buyer' is selected and click the 'Leave Feedback' button.

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.

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.

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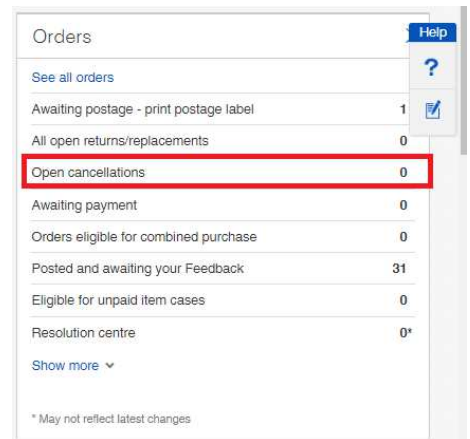
Refunds should only be processed when the goods have been returned and when authorisation has been given from the accounts department.

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 Opera and ask Goods Out to destroy their copy of the ORD. 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 ORD files as the other people may need to refer to it in the future.

Orders	Help
See all orders	?
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*
Show more ⌄	
* 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.

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.