

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

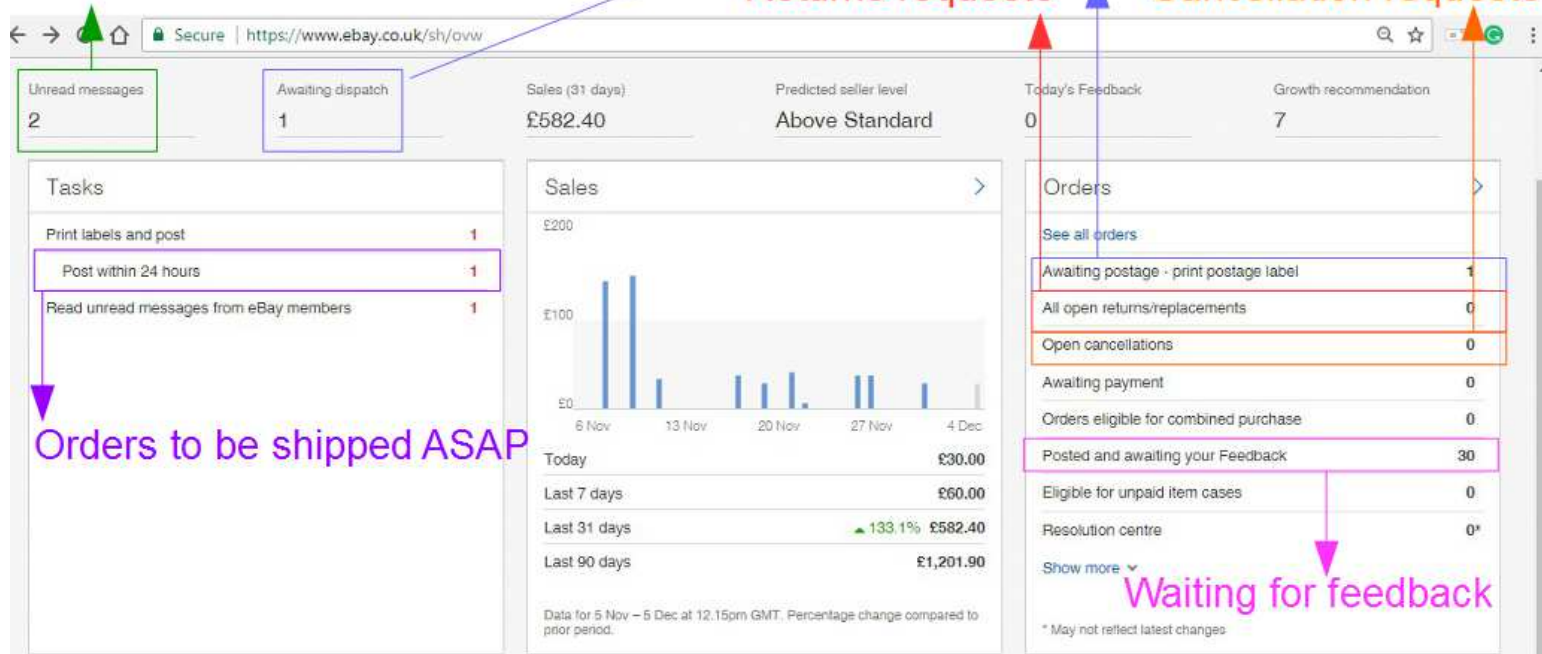
Seller Hub Overview

Unread messages

Orders awaiting dispatch

Returns requests

Cancellation requests



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

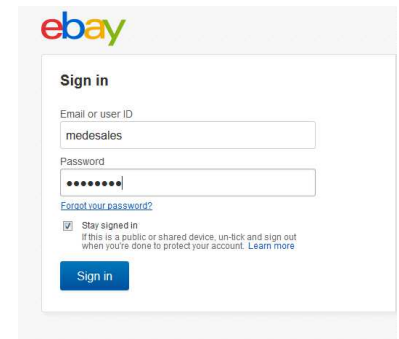
Waiting for feedback – see page 7

Returns requests – see page 7

Cancellation requests – see page 8

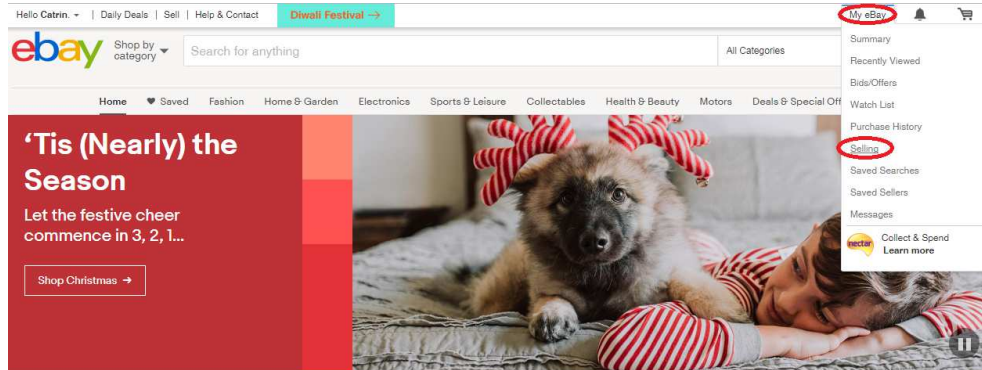
Processing orders

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

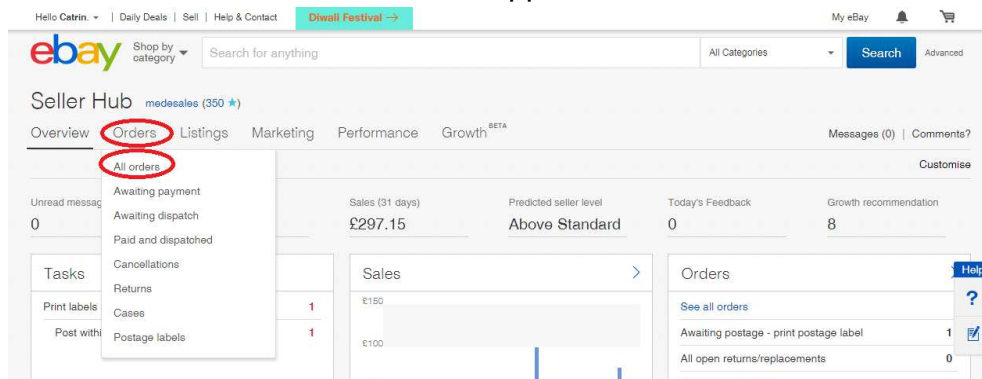


The image shows the eBay sign-in page. At the top is the eBay logo. Below it is a 'Sign in' section with two input fields: 'Email or user ID' containing 'medesales' and 'Password' containing a masked password. There is a link 'Forgot your password?' below the password field. A checkbox is checked with the text 'Stay signed in' and a sub-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.

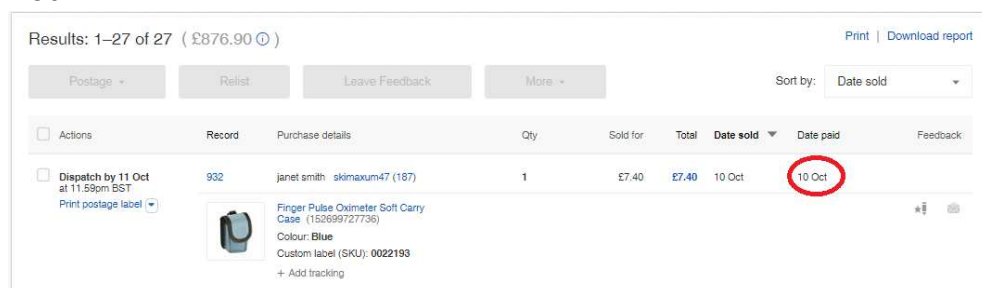
Hover over, 'My eBay' at the top right of the web page, when the menu appears, click on, 'Selling'.



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



The image shows a table of eBay orders. The 'Date paid' column for the first order is circled in red, showing '10 Oct'.

Actions	Record	Purchase details	Qty	Sold for	Total	Date sold	Date paid	Feedback
<input type="checkbox"/> Dispatch by 11 Oct at 11.59pm BST Print postage label	932	janet smith skimaxum47 (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	

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"/> Print postage label <input type="checkbox"/> Leave Feedback <input type="checkbox"/> Add tracking number <input type="checkbox"/> Print postage labels or invoices <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 EBAY99 (Edit number scheme)

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

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.

Print

Total: 3 sheets of paper

Print Cancel

Destination: HP LaserJet Professional...
Change...

Pages: ☒ All
e.g. 1-5, 8, 11-13

Copies Collate

Layout: Portrait

Options: ☐ Two-sided

[More settings](#)

Print using system dialogue... (Ctrl+Shift+P)


11/10/2017 Manage print invoice - eBay Seller Hub

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

Contact information:
jan58smith@hotmail.co.uk
01656661193

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

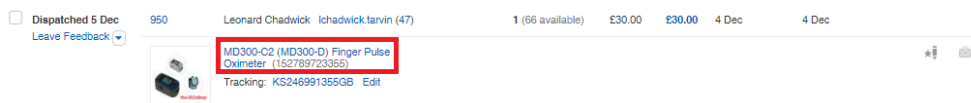
Invoice/Packing slip

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

Thank you for your order!

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.

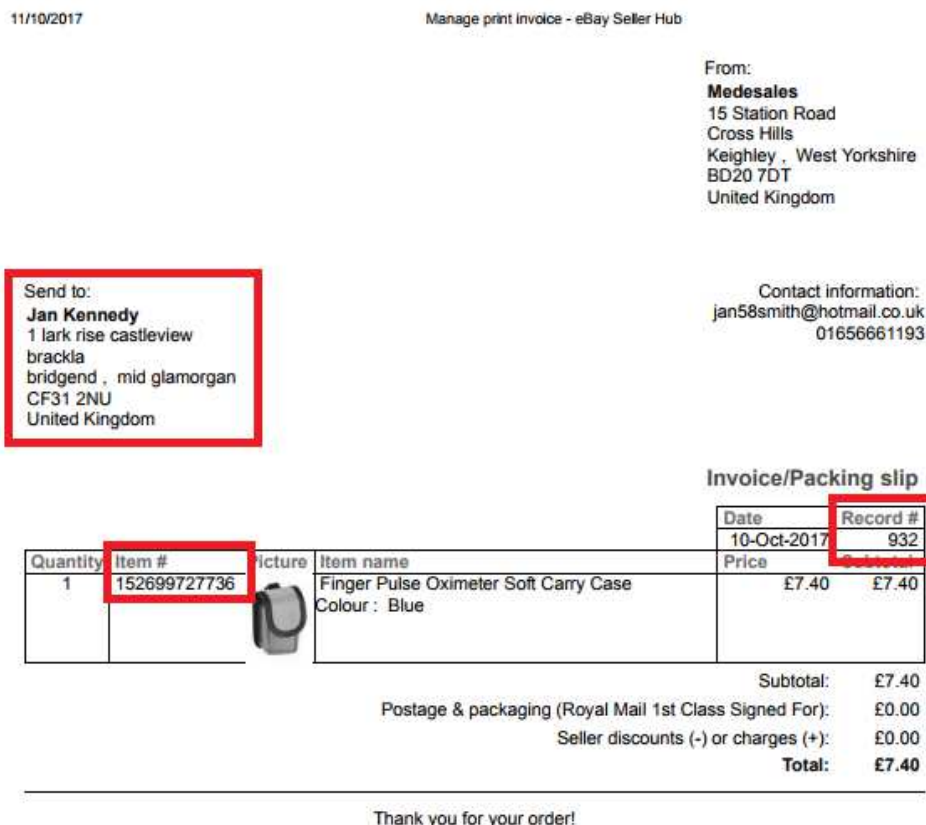


Scroll to the bottom of the item description, in small font there is the Viamed part number.

For full specification information please contact us for further information.

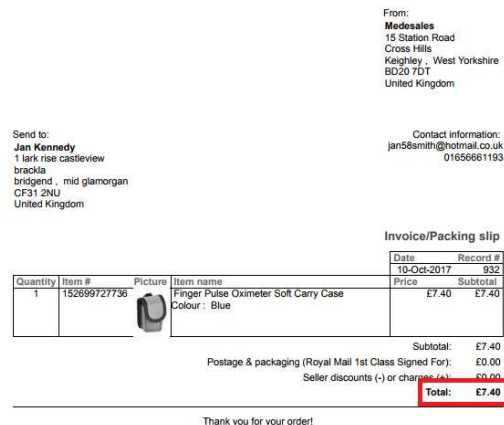
2810011

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.

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

Contact information:
jan58smith@hotmail.co.uk
01656661193

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

Invoice/Packing slip

		Date		Record #	
		10-Oct-2017		932	
Quantity	Item #	Picture	Item name	Price	Subtotal
1	152669727735		Finger Pulse Oximeter Soft Carry Case	£7.40	£7.40
			Colour : Blue		
				Subtotal:	£7.40
				Postage & packaging (Royal Mail 1st Class Signed For):	£0.00
				Seller discounts (-) or charges (+):	£0.00
				Total:	£7.40

Thank you for your order!

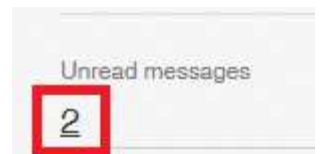
Which delivery service should be used?

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.

My eBay: Messages medesales (355★)



Activity Messages (2) Account Tell us what you think Change settings

Inbox : All messages Search inbox : All messages

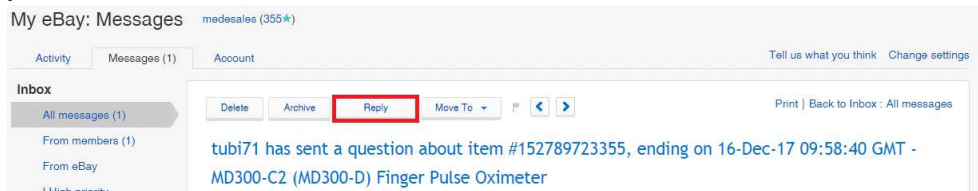
We found 2 messages.

All | **Unread** | Flagged

Delete Archive Mark as Move to

	From	Subject	Item ends	Received
	eBay	eBay for Business December highlights	--	02 Dec
	morriclan	Details about the item: morriclan sent a message about MD300-C16D Finger Pulse Oxime	17 Dec	04 Dec

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.

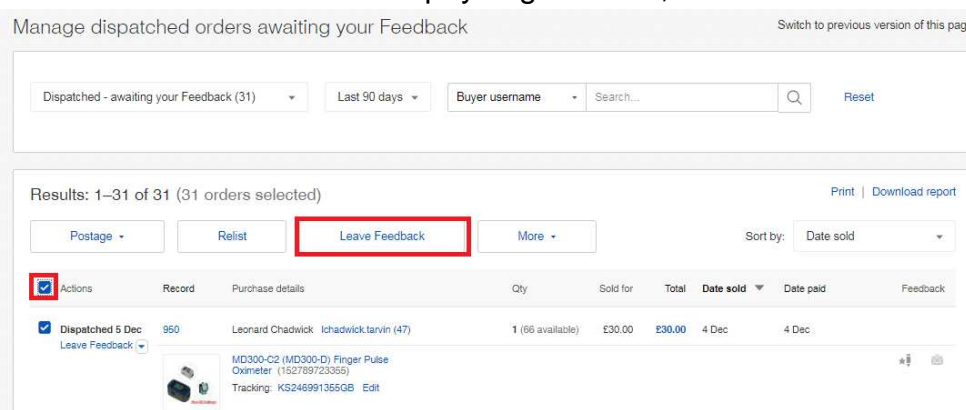


Waiting for feedback

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

Orders		Help
See all orders		?
Awaiting postage - print postage label	2	
All open returns/replacements	0	
Open cancellations	0	
Awaiting payment	0	
Orders eligible for combined purchase	0	
Posted and awaiting your Feedback	30	
Eligible for unpaid item cases	0	
Resolution centre	0*	
Show more ▾		
* 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.



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 | 1 | £30.00 | 04-Dec | 04-Dec | [Shopping Cart] [Facebook] [Twitter] [Star] [Feedback]

(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 | [Print](#) | [Download report](#)

Postage - | Reinst | 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"/> Dispatched 5 Dec	950	Leonard Chadwick Ichadwick@talktalk.net (47)	1 (65 available)	£30.00	£30.00	4 Dec	4 Dec	
Leave Feedback		MD300-C2 (MD300-D) Finger Pulse Oximeter (152789723355) Tracking: KS246991355GB Edit						

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	[Shopping Cart] [Facebook] [Twitter] [Star] [Feedback]
950	Ichadwick@talktalk.net Report this buyer	1	£30.00	04-Dec	04-Dec	[Shopping Cart] [Facebook] [Twitter] [Star] [Feedback]
	(152789723355) MD300-C2 (MD300-D) Finger Pulse Oximeter					

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

☐ Use custom comment

Leave Feedback | Edit saved comments | Cancel

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.

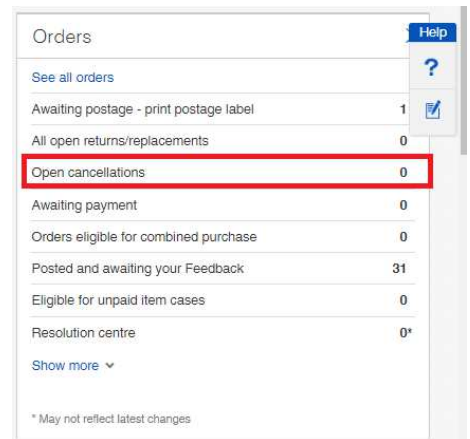
Refunds should only be processed when the goods have been returned and when authorisation has been given from the accounts department.

Orders		Help
See all orders		?
Awaiting postage - print postage label	1	[Feedback]
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		

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 ▾		
<small>* May not reflect latest changes</small>		

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.