VM3COP20.16 Viamed eBay

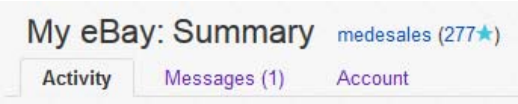
Updated April 2021

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

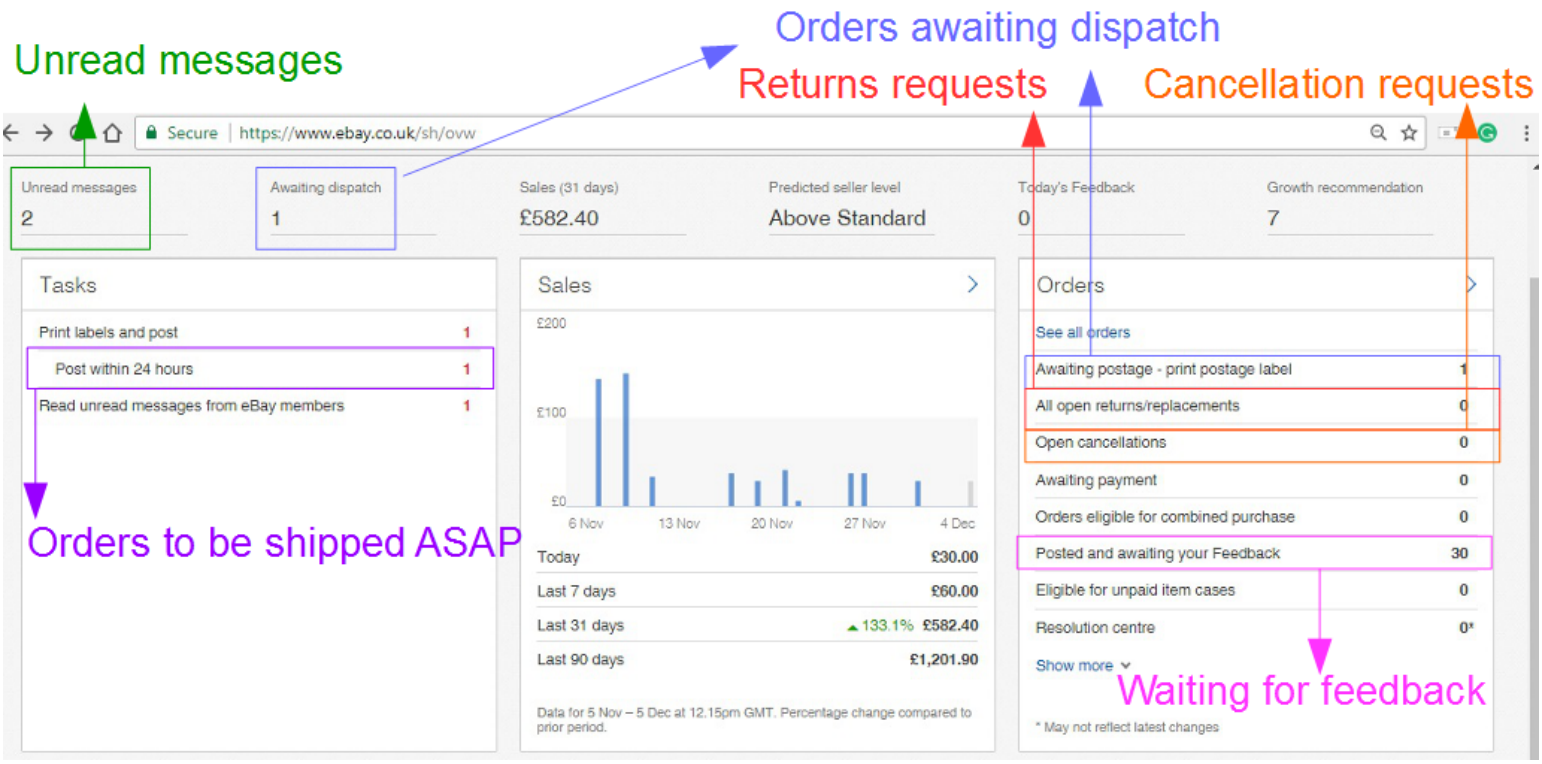


If you are unsure how to answer the queries please check with Catrin or Helen.

Useful information

Trading name: Medesales
PayPal email address: paypal@viamed.co.uk
eBay Username: medesales
eBay Password: Vandagraph17!
How to process an order: UK - VM3COP20.30, Export - VM3COP20.31

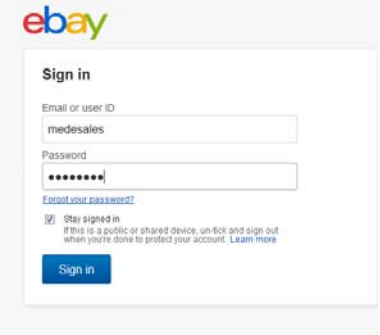
Seller Hub Overview



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’.

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

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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.

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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’.

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

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

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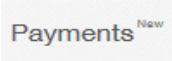
Processing Order

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 NotificationThese are no longer received by email but are in eBay Payments section



These are no longer received by email but are in eBay 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.

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

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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
Total:	**£30.00**

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).

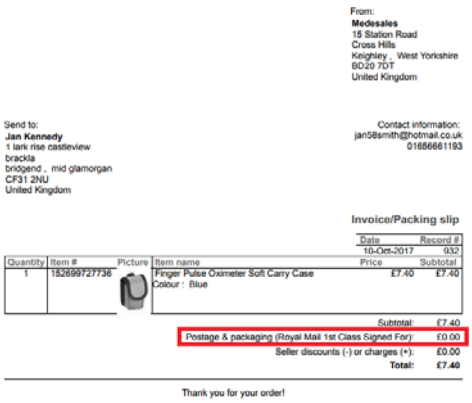
For example: 2810011 is priced at £30.00 on eBay, this would be processed on Intrastats at £25.00 with VAT code 1. This also applies to postage (as we charge VAT on this also), therefore if eBay states a price of £12.00 postage, you would input this as £10.00 with VAT box unchecked on Opera.

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 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 sercice to use.


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

Send to:
Jan Kennedy
1 lark rise castleview
brackla
bridgend , mid glamorgan
CF31 2NU
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
Total:	£7.40

Thank you for your order!

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.

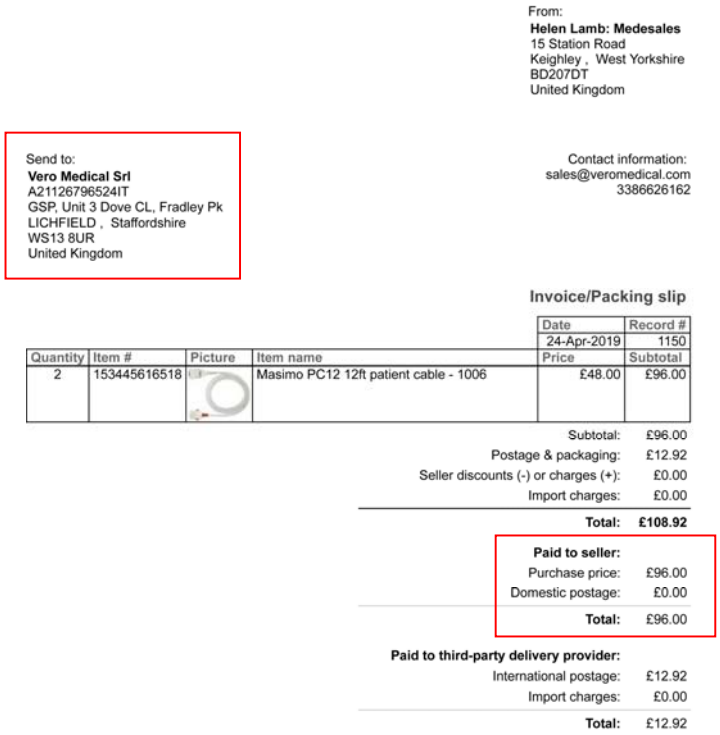
The order with eBay delivery note should then be checked as per VM3COP20.32 and taken to goods out.

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.



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

Send to:
Vero Medical Srl
A211267965 24IT
GSP, Unit 3 Dove CL, Fradley Pk
LICHFIELD , Staffordshire
WS13 8UR
United Kingdom

Contact information:
sales@veromedical.com
3386626162

Invoice/Packing slip

Date	Record #
24-Apr-2019	1150

Quantity	Item #	Picture	Item name	Price	Subtotal
2	153445616518		Masimo PC12 12ft patient cable - 1006	£48.00	£96.00

Subtotal:	£96.00
Postage & packaging:	£12.92
Seller discounts (-) or charges (+):	£0.00
Import charges:	£0.00
Total:	**£108.92**
Paid to seller:	
Purchase price:	£96.00
Domestic postage:	£0.00
Total:	£96.00
Paid to third-party delivery provider:	
International postage:	£12.92
Import charges:	£0.00
Total:	£12.92

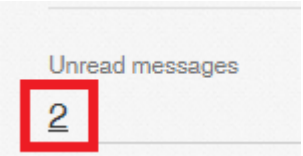
Received Offers

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.

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 must be replied to promptly.

Unread messages are emboldened, click on them to view.

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Click the 'Reply' button.

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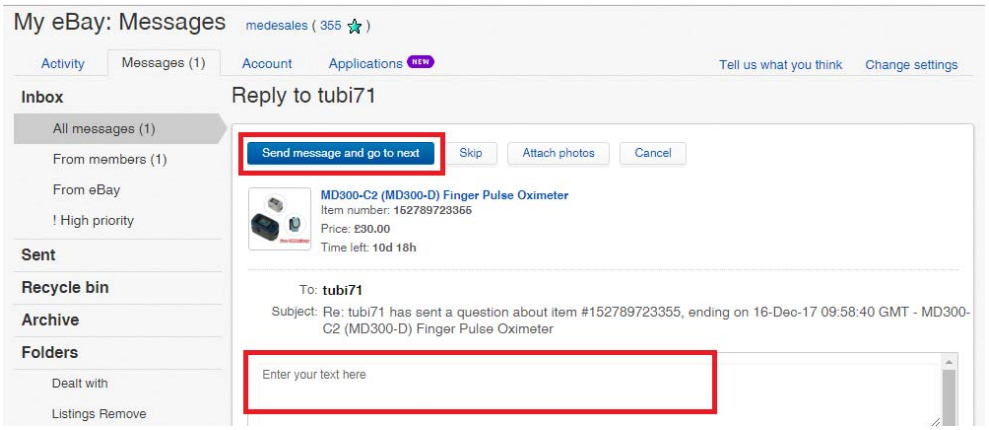
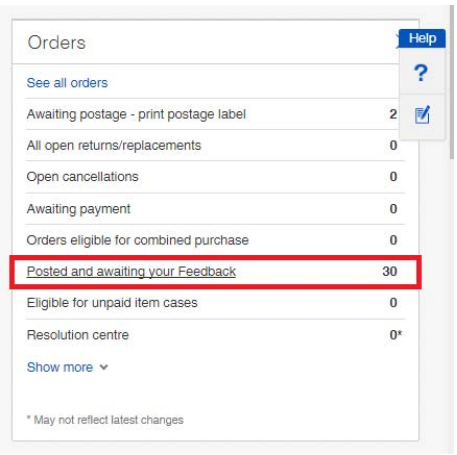
Enter your response and press the 'Send message and go to next' button. If you are unsure how to answer the queries please check with Catrin or Helen.



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.

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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.

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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.

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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.

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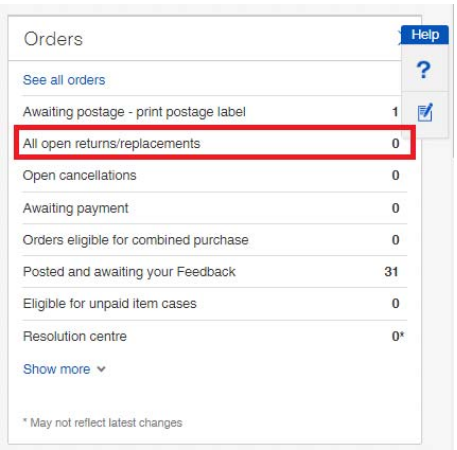
Returns requests

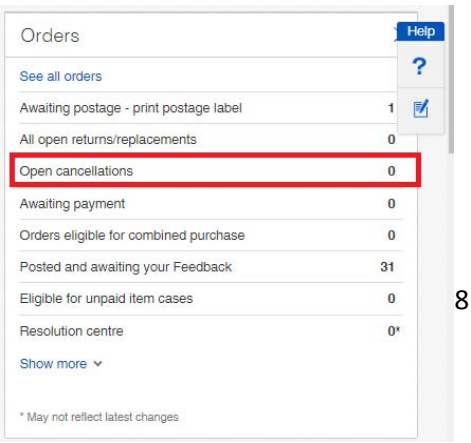
From the Seller Hub, click on the ‘All open returns/replacements’ link. Issue a returns reference number as per VM3COP20.031 and follow the steps on eBay. Ensure you message the customer with the returns reference number and returns address, using ‘Medesales’ as the company name.

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 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.

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.