

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



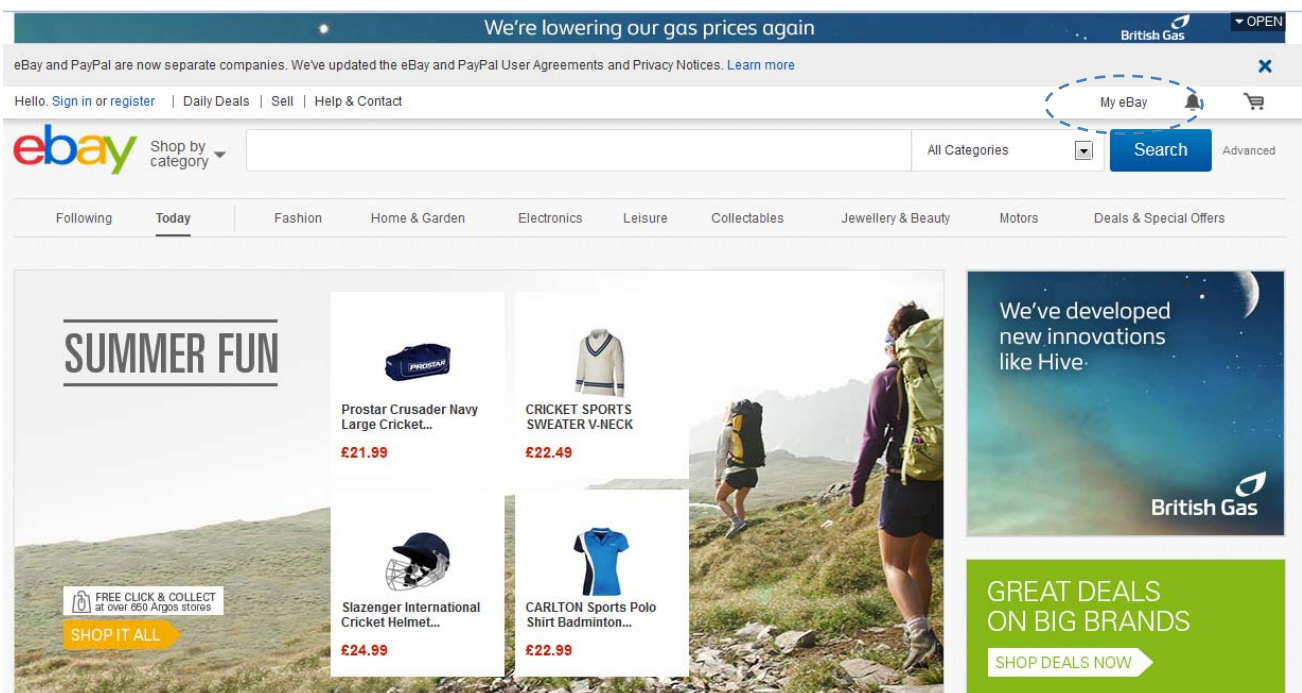
If you are unsure how to answer the queries please ask Catrin, Jonathan or Helen.

Useful information

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

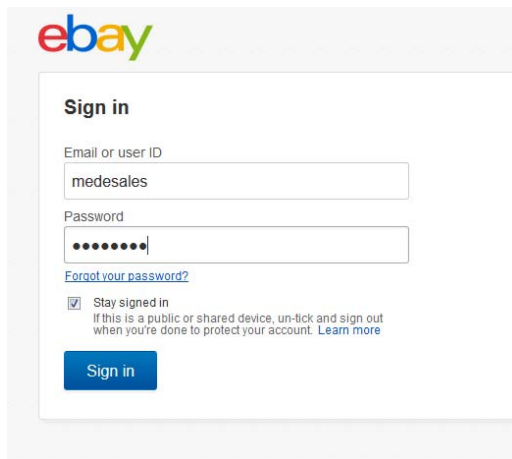
Processing orders

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



Today's Featured Collections





Sign in

Email or user ID
medesales

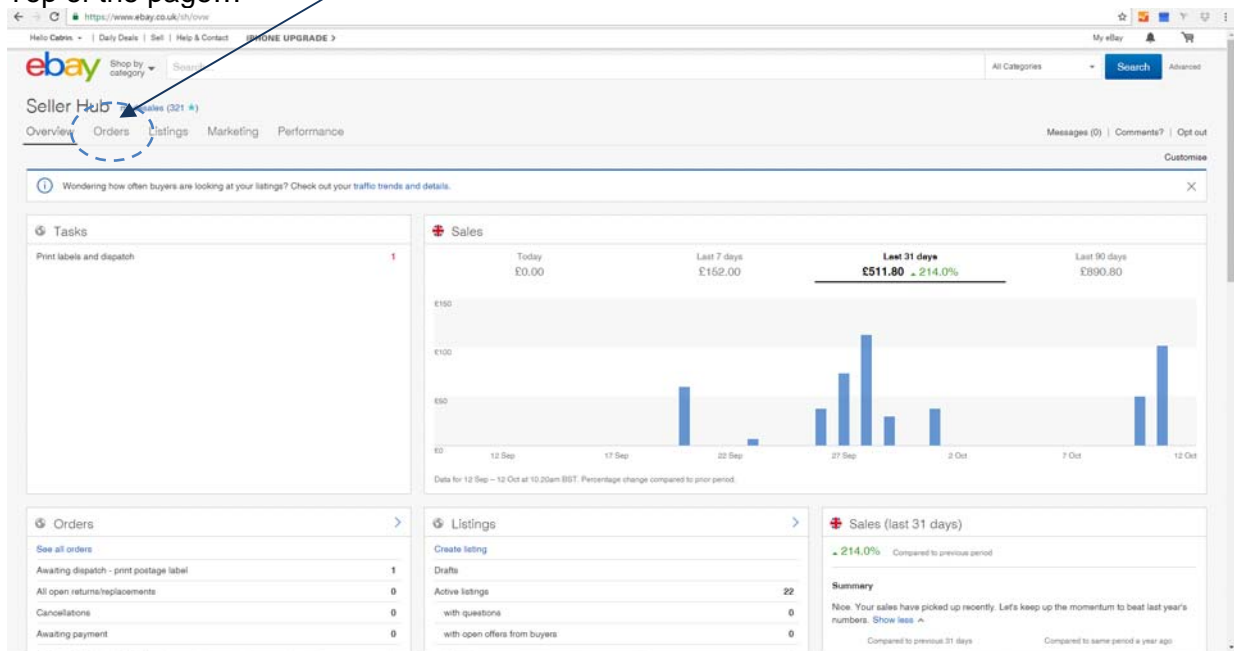
Password
••••••••

[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

- Go to Orders (underneath where it says Seller Hub).
Top of the page...



Seller Hub medesales (321 ★)

Overview **Orders** Listings Marketing Performance

Wondering how often buyers are looking at your listings? Check out your traffic trends and details.

Tasks

Print labels and dispatch 1

Sales

Today	Last 7 days	Last 31 days	Last 90 days
£0.00	£162.00	£511.80 +214.0%	£890.80

£180
£160
£140
£120
£100
£80
£60
£40
£20
£0

12 Sep 17 Sep 22 Sep 27 Sep 2 Oct 7 Oct 12 Oct

Data for 12 Sep - 12 Oct at 10:30am BST. Percentage change compared to prior period.

Orders

See all orders

Order status	Count
Awaiting dispatch - print postage label	1
All open returns/replacements	0
Cancellations	0
Awaiting payment	0

Listings

Create listing

Listing status	Count
Drafts	0
Active listings	22
with questions	0
with open offers from buyers	0

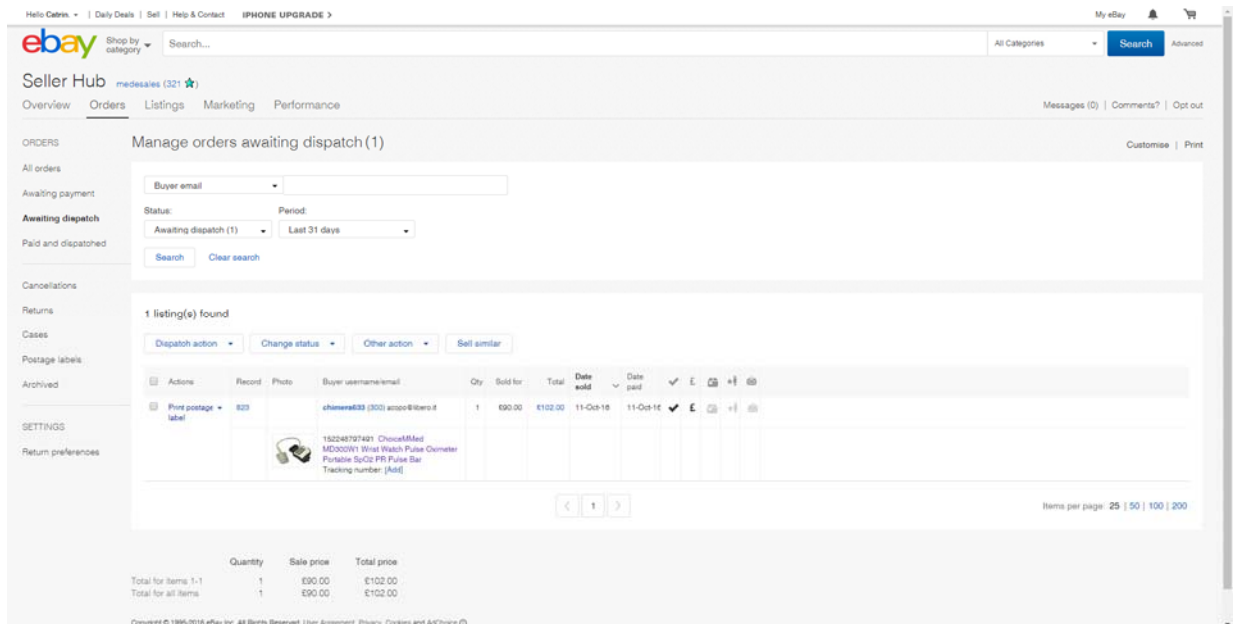
Sales (last 31 days)

+214.0% Compared to previous period

Summary

Now. Your sales have picked up recently. Let's keep up the momentum to beat last year's numbers. [Show less](#)

Compared to previous 31 days Compared to same period a year ago



Seller Hub medesales (321 ★)

Overview **Orders** Listings Marketing Performance

Manage orders awaiting dispatch (1)


Buyer email: [dropdown]

Status: Awaiting dispatch (1) Period: Last 31 days

[Search](#) [Clear search](#)

1 listing(s) found

[Dispatch action](#) [Change status](#) [Other action](#) [Sell similar](#)

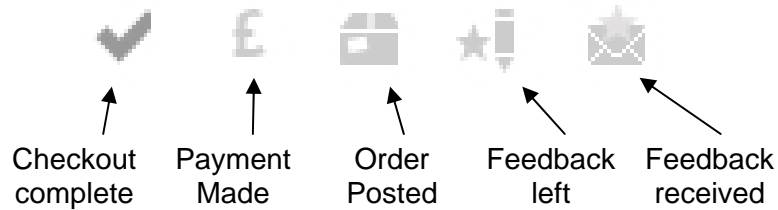
Actions	Record	Photo	Buyer username/email	Qty	Sold for	Total	Date sold	Date paid	✓	£	+	⊞
Print postage label	823		chiesse633 (302) scope@ibers.it	1	£90.00	£102.00	11-Oct-18	11-Oct-18	✓	£	+	⊞
152045707421 ChiesseMed MD200W1 Wrist Watch Pulse Counter Portable SpO2 PR Pulse Bar Tracking number: (Add)												

Items per page: 25 | 50 | 100 | 200

	Quantity	Sale price	Total price
Total for items 1-1	1	£90.00	£102.00
Total for all items	1	£90.00	£102.00

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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 (Print postage label action dropdown, click "Print postage labels or invoices")
Select Invoice/packing slip and press continue, this will open a new tab and allow you to print the order.

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: -1 (Edit number scheme)

Continue > Back | Edit invoice and address label template

Actions	Record	Photo
Print postage label	823	
Print postage label Add tracking number View sales record Print postage labels or invoices Mark as dispatched Leave Feedback Contact buyer Cancel order Sell similar Relist Archive Report a buyer		

- 2 to be sent with Opera paperwork to Goods out.
- 1 for checking and filing in main office.

eBay order explained

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

Buyer Address

Send to:
Manzoni Jacopo
Via Pavia 3
Melzo, MI
20066
Italy


Contact information:
acopo@libero.it
3455922272

Buyer Contact Details

Use this for the order number

eBay Listing Number

Invoice/Packing slip

Quantity	Item #	Picture	Item name	Date	Record #
1	152248797491		ChoiceMMed MD300W1 Wrist Watch Pulse Oximeter Portable SpO2 PR Pulse Bar	11-Oct-2016	823
				Price	Subtotal
				£90.00	£90.00

Subtotal: £90.00

Postage & packaging (Royal Mail International Signed): £12.00

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

Total: £102.00

Delivery service paid for

Total amount paid

Thank you for your order!

- 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 Record #.

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 as per VM COP20.32 ensuring 2 copies of the eBay order are taken.

Goods out only

1. Scan the order and deliver & invoice as usual.
Do not send the Viamed delivery note or invoice, just the eBay one provided.
2. Please check there are no missed messages in eBay messages (see above from how to).
3. FILING: Please staple all paperwork, copy of order, delivery note and Viamed invoice together and file with normal orders in Goods Out.
4. Add Medesales sender labels on the jiffy bag/box, do not use the Viamed franking address.
5. Please make sure you update as dispatched on eBay using the above login details, please also add tracking number where applicable.