

VM3COP20.16 Viamed eBay

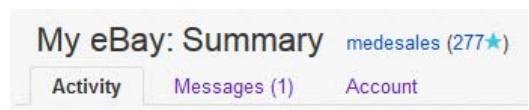
General notes

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.

We're lowering our gas prices again

My eBay

SUMMER FUN

CRICKET SPORTS SWEATER V-NECK

£22.49

Prostar Crusader Navy Large Cricket...

£21.99

Slazenger International Cricket Helmet...

£24.99

CARLTON Sports Polo Shirt Badminton...

£22.99

FREE CLICK & COLLECT at over 850 Argos stores

SHOP IT ALL

We've developed new innovations like Hive.

British Gas

GREAT DEALS ON BIG BRANDS

SHOP DEALS NOW

Today's Featured Collections



Sign in

Email or user ID

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 Orders (underneath where it says Seller Hub).

Top of the page...

ebay Seller Hub

Orders (321)

Overview Orders Listings Marketing Performance

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

Sales

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

Data for 12 Sep – 12 Oct at 10:20am BST. Percentage change compared to prior period.

Orders

- See all orders
- Awaiting dispatch - print postage label
- All open returns/replacements
- Cancellations
- Awaiting payment

Listings

- Create listing
- Drafts
- Active listings
- with questions
- with open offers from buyers

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](#)

ebay Seller Hub

medesales (321)

Overview Orders Listings Marketing Performance

ORDERS

Manage orders awaiting dispatch (1)

Awaiting dispatch

Buyer email	Status	Period
chimeral03 (300) amco@libero.it	Awaiting dispatch (1)	Last 31 days

Search Clear search

listing(s) found

Actions	Record	Photo	Buyer username/email	Qty	Sold for	Total	Date sold	Date paid	✓	£	GB	+	GB
Print postage label	823		chimeral03 (300) amco@libero.it	1	£90.00	£102.00	11-Oct-16	11-Oct-16	✓	£	GB	+	GB

Items per page: 25 | 50 | 100 | 200

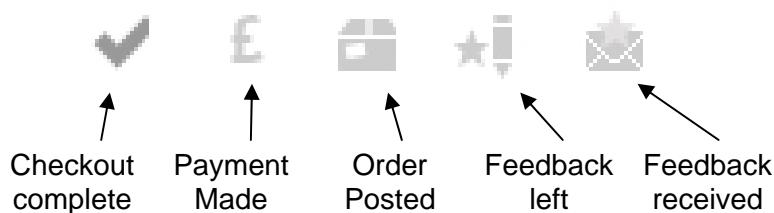
Quantity Sale price Total price

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

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

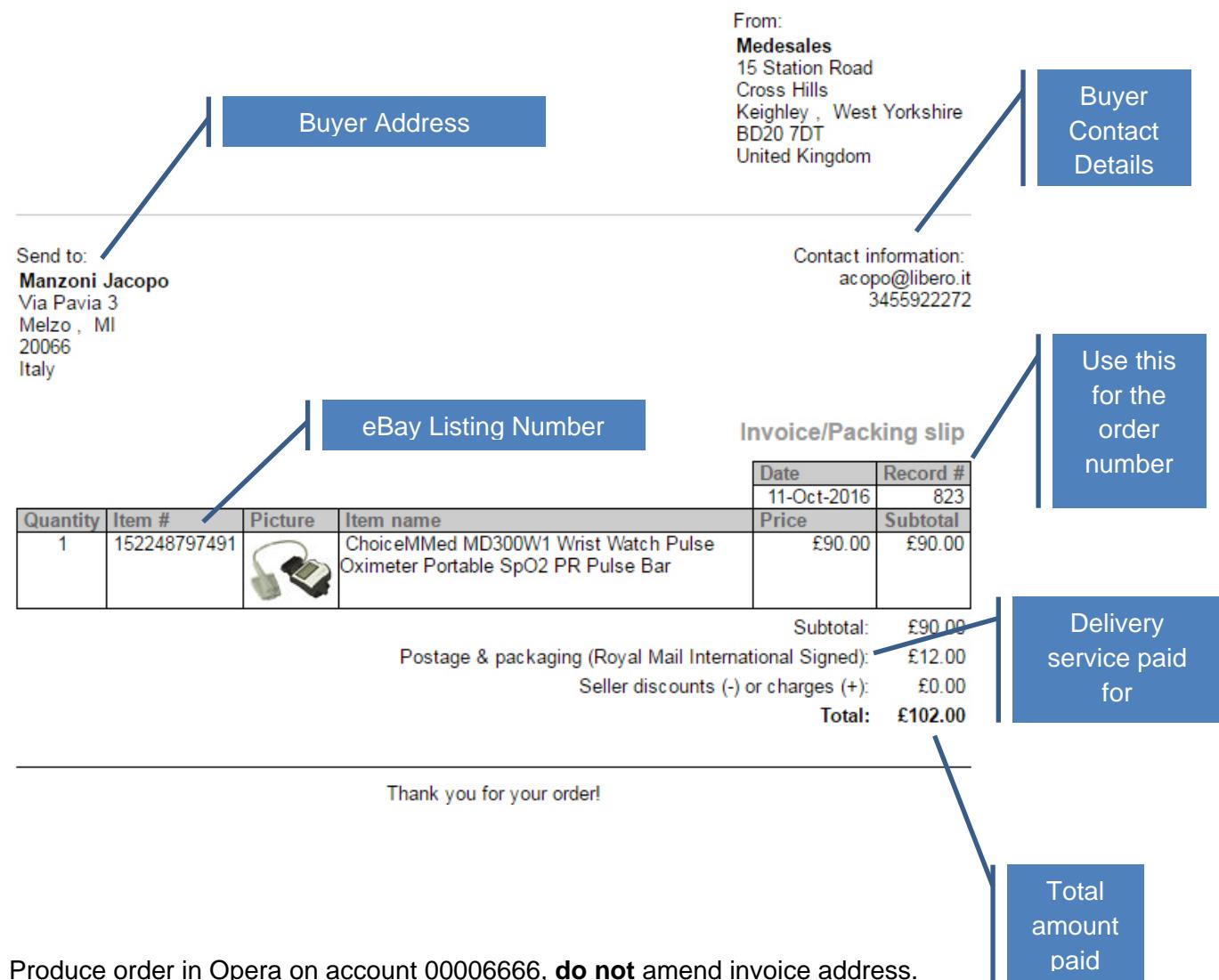
Suggested invoice number (Edit number scheme)

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

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

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

eBay order explained



- 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 VMCOP20.32 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.