

## How to process an EBAY order

Log into the EBay website, <https://www.ebay.co.uk/sh/ovw>. Login: peacocksalt. Password: sz7U6sVEgCbH0

Make sure you are in the “Seller Hub” screen.

Near the top of the main screen, check for Unread messages and Awaiting dispatch (below).

Unread messages need checked for customer queries or complaints – action any of these. Awaiting dispatch

Clicking into the orders awaiting dispatch takes you into a screen showing current orders. These can be view

If processing manually, create a new order in Nav in EBay account number C032852. The External Docume

Make sure the total on the order matches “What your buyer paid” on the ebay order.

There’s a way to import automatically (highly recommended for multiple orders, and helpful even for single o

Click on the blue “Download Report” button. In the next screen, click on the right arrow beside “Source” and

Accept the download and open in Excel. In the column with delivery postcodes, look for any without a space

Back in Nav, go into the search bar at the top right and type “ebay”, and select the option of “Ebay Orders Im

To update the Ebay portal once order has been shipped

Once the order has been shipped access the parcel courier portal and obtain Tracking No.

On the eBay order screen click on ‘Add Tracking’ and input the tracking no and the courier. In the case of DH

Click on ‘More actions’ and select ‘Mark as Dispatched’