

Print documents experience

GUIDE.SUMMARY

- What We have launched a New Print documents experience on the Seller Hub Orders page.
- When We just launched the Phase 1 of Print documents flow on the Seller Hub Orders page.
- Who The phase 1 experience was launched for 10% sellers in U.S.
- How Solves multiple pain points in the order fulfillment process:
 - Customizable Packing Slip: Current packing slip just gives cost breakdown same as an invoice.
 - With eBay launching new initiatives such as Certified Refurbished, Coupons, Stores, sellers want to communicate with buyers through all available experiences and expect that Packing slip can be extended to support these new programs/features.
 - The new experience lets users customize documents based on their preferences.
 - Real-Time Preview: Sellers want to review the details before they print, and current print documents do not support PDF preview; with advanced customization options in new flow, it is even more important for sellers to preview the document before they print.
 - The new print flow shows a preview and updates it as soon as user changes any customization option.
 - Consistent Experience: Both Shipping label and Seller Hub Orders pages support two different packing slips (with their own feature sets) and sellers are often confused between these.
 - In order to provide a seamless experience to sellers, the new print documents flow solves both Shipping and Selling use cases, and is created in a separate repo so that any team at eBay can integrate or extend it as per their use cases.
 - Native-First Design: The User experience is built using new Native first designs from the Selling Design team and soon we will extend this feature to My eBay mWeb and Native Sold.
 - The New Print documents experience supports: PDF format to preview and print documents such as Packing slip, Order receipt.
 - Customization

options for each document type. Example: You can customize packing slip to include your eBay store logo, store QR code, seller rating, pre-defined or custom Thank you notes, Warranty information. Extendable design: Print documents experience can be easily extended to support any new document type and the project is created in a separate repository so that its easier for any team at eBay to integrate or extend it as per their needs. Save document preferences: Users customization preference selection (for each document) will be saved under their profile so that they dont have to select it the next time they want to print the same document. Upcoming features Continue ramp up in U.S. Add new print documents flow in My eBay: mWeb and dWeb. Extend print documents to support Coupons. Integrate new Packing slip with Shipping Labels page (Work with Shipping team on this). <h2><h2>GUIDE.TALKING_POINTS How do I

change the ship from/return address on the packing slip? You can change the ship from/return address on your packing slip via the print shipping label flow

 <h2><h2>GUIDE.DETAILED_INFORMATION Old experience on Seller Hub Print documents entry point is available for both Bulk and Single order

actions: Bulk: Single: PDF Preview is shown for single order for selected

documents:  

[src="https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/PDFpreviewSingleOrder%20v2-1%20-%20Print%20Documents%20Flow.png"](https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/PDFpreviewSingleOrder%20v2-1%20-%20Print%20Documents%20Flow.png) >  

[src="https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/PDFpreviewSingleOrder%20v2-2%20-%20Print%20Documents%20Flow.png"](https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/PDFpreviewSingleOrder%20v2-2%20-%20Print%20Documents%20Flow.png) > Sellers can customize each document type (and their preference will be saved under their profile):

-  Packing slip customization 

[src="https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/PackingSlipCustomizationV2_PrintDocumentsFlow.png"](https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/PackingSlipCustomizationV2_PrintDocumentsFlow.png) > -  Add Store info to Packing slip 

[src="https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/AddStoreInfoToPackingSlipV2_PrintDocumentsFlow.png"](https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/AddStoreInfoToPackingSlipV2_PrintDocumentsFlow.png) > -  Order receipt customization:
-  Note: what was previously called Invoice is now called Order receipt 

[src="https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/OrderReceiptCustomizationV2_PrintDocumentsFlow.png"](https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/OrderReceiptCustomizationV2_PrintDocumentsFlow.png) > -  In bulk orders- print flow, sellers can see all the selected orders:  

[src="https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/BulkOrdersPrintFlowV2_PrintDocumentsFlow.png"](https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/BulkOrdersPrintFlowV2_PrintDocumentsFlow.png) >  Sample packing slip  

[src="https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/SamplePackingSlipV2-01_PrintDocumentsFlow.png"](https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/SamplePackingSlipV2-01_PrintDocumentsFlow.png) >  

[src="https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/SamplePackingSlipV2-02_PrintDocumentsFlow.png"](https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/SamplePackingSlipV2-02_PrintDocumentsFlow.png) >

-  Packing slip for UK / EU VAT scenarios 

[src="https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/SamplePackingSlipV2-03_PrintDocumentsFlow.png"](https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/SamplePackingSlipV2-03_PrintDocumentsFlow.png) > -  Sample order receipt 

[src="https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/SampleOrderReceiptV2-01_PrintDocumentsFlow.png"](https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/SampleOrderReceiptV2-01_PrintDocumentsFlow.png) >  

[src="https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/SampleOrderReceiptV2-02_PrintDocumentsFlow.png"](https://cskb.qa.ebay.com/library/EBAY/2251_LIVE/SampleOrderReceiptV2-02_PrintDocumentsFlow.png) >

sFlow.png"> Order Receipt for UK / EU VAT scenarios Pick list (which sellers can use during order fulfillment in
their warehouse) <

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