

## Awaiting Payment Orders

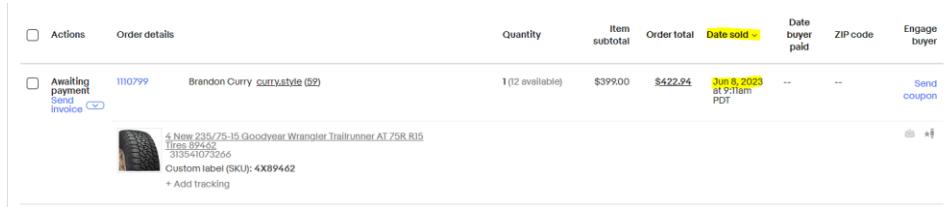
### **Description:**

How to handle orders that are awaiting payment

### **Guidelines:**

You will need the [Awaiting Payments](#) page open in eBay

### **Process:**

STEP	ACTION
1	<p>When on the awaiting payments page in eBay, identify orders by looking at the date sold</p> 
2	<p>If the order has been on this page for 3 days, send the following message to the customer</p> <p><i>Hello,</i></p> <p><i>We just wanted to follow up on your offer that was accepted for this listing. We noticed that you have not yet made payment on the order. Were you still wanting this, or would you like us to cancel the order?</i></p>
3	<p>Leave a note on the eBay order</p> <p>Note format: "AP message sent (date)"</p> <div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p>My note: -AP message sent 6/8/23</p> </div>

### **Contact:**

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