

WISMO eBay updates

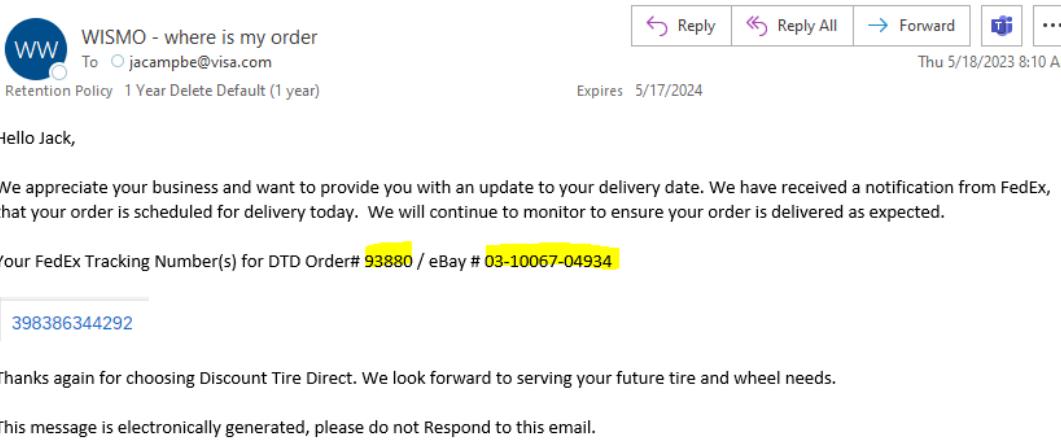
Description:

How to forward WISMO emails to eBay customers

Guidelines:

Most eBay customers only communicate with us via eBay messages, which usually is attached to the corresponding order. Because of this, our message communication is slightly different than it is in a traditional email.

Process:

STEP	ACTION
1	<p>When WISMO emails come into the eBaycommunications inbox, they should always include the FSA order # and the eBay order # as shown below</p> <p>Discount Tire Direct Order# 93880 / eBay # 03-10067-04934</p> 
Note:	<p>The eBay order # is also known as the "Purchase Order Number" and can be found in FSA if the WISMO email didn't include it.</p> <p>Order #93598</p> <p>Transaction Type: MAIL_ORDER</p> <p>Purchase Order Type: eBay</p> <p>Purchase Order Number: 16-10053-07549</p> <p>Shipped To Type: B2C</p> <p>AR Account Number:</p>

There are various message templates that are sent depending on the shipment status. The templates that the WISMO team uses are not always suitable for eBay customers, so we send alternative templates that pertain to them better. These templates can be found in the [Master Messages Index](#) under the WISMO tab.

Note:

ebay Rewrite:	Message:	WISMO Version:	Email:
Order Delivered:	<p>Hello,</p> <p>Exciting news! We see your order has been fully delivered as of DATE, under master tracking number: [Enter Tracking Number]. Please confirm all have been received successfully.</p> <p>Thanks again for choosing Discount Tire Direct. We look forward to serving your future tire and wheel needs.</p>		<p>Subject Line: Discount Tire Direct Order# [order number]</p> <p>Dear [customer name]</p> <p>We appreciate your business and want to provide you with an estimated delivery date. We have received a notification from FedEx that your scheduled delivery date is DATE. We will continue to monitor it, to ensure your order is delivered as expected.</p>
Scheduled Delivery / Arriving Today:	<p>Hello,</p> <p>We appreciate your business and want to provide you with an update on your delivery date. We have received a notification from FedEx that your scheduled delivery date is DATE. We will continue to monitor it, to ensure your order is delivered as expected.</p> <p>Tracking number(s): [Enter Tracking Number]</p> <p>Thanks again for choosing Discount Tire Direct. We look forward to serving your future tire and wheel needs.</p> <p>If you need further assistance, please e-mail us at WISMO@Discounttire.com</p>	<p>On time no delay / On track for delivery today:</p>	<p>Subject Line: Discount Tire Direct Order# [order number]</p> <p>Dear [customer name]</p> <p>We appreciate your business and want to provide you with an estimated delivery date. We have received a notification from FedEx that your scheduled delivery date is [Enter Delivery Date].</p> <p>Tracking number(s) for [Enter Order Number]: [Enter Tracking Numbers]</p> <p>Thanks again for choosing Discount Tire Direct. We look forward to serving your future tire and wheel needs.</p> <p>This message is electronically generated, please do not Respond to this email.</p> <p>If you need further assistance, please e-mail us at https://www.discounttiredirect.com/customer-service/faqs/request-form.</p> <p>Subject Line: Discount Tire Direct Order# [OTD Order number]</p> <p>Dear [customer name]</p> <p>We appreciate your business and want to provide you with an update to your order. We processed and shipped your order in full, however we noticed that your order partially delivered. We understand this can be frustrating, but, be assured that your DISCOUNT TIRE team is working on this and we show the remainder of your order scheduled for delivery on [enter delivery date].</p> <p>We apologize for any inconvenience this may have caused and thank you for your understanding.</p>
Partial Delivery:	<p>Hello,</p> <p>We appreciate your business and want to provide you with an update on your recent eBay order. Your order was processed and shipped in full, however it appears your shipment was only partially delivered. We understand this can be frustrating, but not to worry! Please rest assured we are monitoring this, and currently show the remainder of your order is scheduled for delivery on DATE.</p> <p>We apologize for any inconvenience this may have caused and thank you for your understanding.</p>		<p>Subject Line: Discount Tire Direct Order# [OTD Order number]</p> <p>Dear [customer name]</p> <p>We appreciate your business and want to provide you with an update to your order. We processed and shipped your order in full, however we noticed that your order partially delivered. We understand this can be frustrating, but, be assured that your DISCOUNT TIRE team is working on this and we show the remainder of your order scheduled for delivery on [enter delivery date].</p> <p>We apologize for any inconvenience this may have caused.</p>

You will need to use these templates instead. Notice the “eBay Rewrite” column to the left of the “WISMO version” column. This will help you determine which template to send based on what the WISMO email says.

Copy the eBay order# from the email or FSA, and run a search for it under the “Manage all orders” page on eBay. Be sure to change the “Search by” field to “Order number”

Manage all orders

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Results: 1-1 of 1

Shipping Print coupon Relist Leave feedback More

Actions Order details

Delivered May 18 03-10067-04934 Jack Campbell 454jack (18) [View order details](#)

 1NEW 205/50-17 GT RADIAL CHAMPIRO WINTERPRO HP 50R R17 TIRE 28289 314314201351
Custom label (SKU): 1X28289
Tracking: 398386344292 [Edit](#)

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Once the order appears, click the *down arrow* to the left of the blue order number and select **Contact buyer** from the drop down. (TIP: Open this page in a new tab by pressing/holding the Ctrl key before clicking on contact buyer)

	<input type="checkbox"/> Actions Order details
	<input type="checkbox"/> Delivered May 18 View order details ▼
	 1 NEW 205/50-17 GT RADIAL CHAMPIRO WI Custom label (SKU): 1X28289 Tracking: 398386344292 Edit
5	The message box will appear on this page. From here, find the eBay template that correlates with the WISMO email in the message index, and copy the text
	Paste the template into the message box page, and fill in any blanks such as ETA dates or tracking numbers
6	<p>Hello,</p> <p>We appreciate your business and want to provide you with an update on your delivery date. We have received a notification from FedEx that your scheduled delivery date is DATE. We will continue to monitor it, to ensure your order is delivered as expected.</p> <p>Tracking number(s): </p> <p>Thanks again for choosing Discount Tire Direct. We look forward to serving your future tire and wheel needs.</p> <p>If you need further assistance, please e-mail us at WISMO@Discounttire.com</p>
Note:	If you have the time, double check the tracking numbers to ensure they are correct for that customer/order, and verify the update we are sending is still relevant (TIP: Sometimes the shipment status will have changed since the WISMO email was sent or FedEx progress will not reflect immediately)
7	Review the message one last time for grammar, spelling, typos, etc. before sending to ensure it is accurate and professional
9	Once everything looks correct, click Send message and close the tab

	<p>We appreciate your business and want to provide you with an update on your delivery date. We have received a notification from FedEx that your scheduled delivery date is DATE. We will continue to monitor it, to ensure your order is delivered as expected.</p> <p>Tracking number(s):</p> <p>Thanks again for choosing Discount Tire Direct. We look forward to serving your future tire and wheel needs.</p> <p>If you need further assistance, please e-mail us at WISMO@Discounttire.com</p> <p>553/2000</p>
10	<p>Add Photos</p> <p>0 of 10</p> <p></p> <p><input type="checkbox"/> Send a copy to my email address</p> <p>Send message Cancel</p> <p>We scan and analyze messages to identify potential fraud and policy violations. Sometimes it will keep us from sending your message, even when there is no intention to commit fraud.</p> <p>Move the WISMO email to the “WISMO Sent” folder in the eBaycommunications inbox</p>

Contact:

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