

eBay Communications Inbox



Description:

This inbox allows Customer Care Agents, WISMO and other departments to communicate with eBay customers, regarding their eBay orders.

Guidelines:

eBay customers are best contacted through an eBay message, instead of an email or phone call.

Process:

STEP	ACTION
1	Most of the emails this inbox receives are things we need to communicate to eBay customers. The emails can be forwarded to the customer by simply copy & pasting the text into an eBay message
2	<p>Here is an example of an email from a Customer Care agent:</p> <div> <p>Please reach out to the customer Order #87397</p> <div>  <div> <p>Jacob Ruiz</p> <p>To ○ eBaycommunications</p> <p>Cc ● Arnold Wilkerson</p> <p>Retention Policy 1 Year Delete Default (1 year)</p> <p> You replied to this message on 5/1/2023 1:19 PM. This message was sent with High importance.</p> </div> </div> <div> <p>Expires 4/30/2024</p> <p>Mon 5/1/2023 9:23 AM</p> </div> <p>Hello,</p> <p>This customers phone number is incorrect and the email address is blocked out.</p> <p>Can you please reach out to the customer? And send them this?</p> <p>"Hello Sergio,</p> <p>Can we please have your phone number? The number we have in our system is not correct. We are able to exchange the wheel, we have the same wheel available with the correct bolt pattern.</p> <p>Please provide me with your number or give me a call and I will get working on this.</p> <p>Thank you.</p> <p>Jacob Ruiz Customer Care Agent Discount Tire 800-385-3322 EXT. 51836 Jacob.Ruiz@discounttire.com</p> </div>
3	Look up the associated order in FSA

Use the FSA "Purchase Order Number" to search for the customer's order on eBay

4

Order #89854

Transaction Type: MAIL_ORDER

Purchase Order Type: eBay

Purchase Order Number: 03-09984-85283

Shipped To Type: B2C

AR Account Number:

Manage all orders Comments

Status: All orders Period: Last 90 days Search by: Order number 03-09984-85283 Reset

Results: 1-1 of 1 Print Download report

Shipping Print coupon Relist Leave feedback More

Sort by: Date sold

<input type="checkbox"/> Actions	Order details	Quantity	Item subtotal	Order total	Date sold	Date buyer paid	ZIP code	Engage buyer
<input type="checkbox"/> Delivered May 2 View order details	03-09984-85283 Joseph McCallum josmcca-29	1 (0 available)	\$448.00	\$606.04	Apr 24, 2023 at 11:04am PDT	Apr 24	44241-6827	Send coupon

4 New 255/40-19 Westlake SA07 Sport 40R R19 Tires 14927
 363409376835
 Custom label (SKU): 4X14927
 Tracking: [617851741243](#) [Edit](#)

My note: 4/27 1145 25stamper SS- No ETA label created 4/27 Track 617851741243 em customer update 89854-HANDOK-44241 PO#4726185864

Items Per Page: 200

Click the down arrow next to their eBay order number, press Ctrl and select "Contact Buyer" from that drop down. The message box page should open in a new tab

5

Contact [josmcca-29](#) Provide feedback for this page

4 New 255/40-19 Westlake SA07 Sport 40R R19 Tires 14927
 \$505.04

Item number 363409376835

Order number **03-09984-85283**

Shipping \$0.00

FedEx Ground or FedEx Home Delivery

Write something to [josmcca-29](#)

0/2000

Add Photos

0 of 10

☐ Send a copy to my email address

Send message Cancel

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.

[josmcca-29](#) (1 ★)
100.0% Feedback

Helpful Hints

My eBay makes it easy to connect with other members. Follow these tips for a safe, secure, trusted experience.

- Communicate only on eBay
- Be respectful at all times
- Make sure transactions take place on eBay
- Avoid unsolicited or commercial offers

[Learn more](#)

ebay MONEY BACK GUARANTEE
 Automatically included for virtually all items. Get the item you ordered or get your money back.
[Learn more](#)

6	Highlight the message section addressed to the customer in the agent's email, and copy it
7	Paste that into the eBay message box, and click "Send message"
8	Reply to the agent's email, and let them know the message has been sent to the customer
9	Move the email to the "Messages Sent" folder
9	You're done! That is how we forward email communications to an eBay customer, via eBay messages
10	To forward the WISMO emails, refer to the "WISMO eBay updates" task best practice

Contact:

Kate Heward - katelyn.heward@discounttire.com

Alisha Barton - alisha.barton@discounttire.com