

## 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	<p>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 &amp; pasting the text into an eBay message</p>
2	<p>Here is an example of an email from a Customer Care agent:</p> <p>Please reach out to the customer Order #87397</p> <p>JR Jacob Ruiz      To <input type="radio"/> eBaycommunications      Cc <input checked="" type="radio"/> Arnold Wilkerson      Retention Policy 1 Year Delete Default (1 year)      ⓘ You replied to this message on 5/1/2023 1:19 PM.      This message was sent with High importance.</p> <p>Expires 4/30/2024</p> <p>Mon 5/1/2023 9:23 AM</p> <p>Reply Reply All Forward ...</p> <p>Hello,</p> <p>This customer's 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  <a href="mailto:Jacob.Ruiz@discounttire.com">Jacob.Ruiz@discounttire.com</a></p>
3	Look up the associated order in FSA

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

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**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

Results: 1-1 of 1 Print | Download report

Sort by: Date sold

Actions	Order details	Quantity	Item subtotal	Order total	Date sold	Date buyer paid	ZIP code	Engage buyer
<input type="checkbox"/>	<a href="#">Delivered May 2</a> <span style="border: 1px solid yellow; padding: 2px;">03-09984-85283</span> Joseph McCallum <a href="#">josmcca-29</a> 4 New 255/40-19 Westlake SA07 Sport 40R R19 Tires 14927 Item number: 363409376835 Custom label (SKU): 4X14927 Tracking: <a href="#">#17851741243</a> <a href="#">Edit</a>	1 (0 available)	\$468.00	\$605.04	Apr 24, 2023 at 11:04am PDT	Apr 24	44241-5827	<a href="#">Send coupon</a>

My note: 4/27/1445 ZStamper SS- No ETA label created 4/27 Track #17851741243 em customer update  
 89854-HAKOOK-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

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

4 New 255/40-19 Westlake SA07 Sport 40R R19 Tires 14927  
 Item number: 363409376835  
 Order number: **03-09984-85283**

Shipping: \$0.00 FedEx Ground or FedEx Home Delivery

0/2000

Add Photos: 0 of 10

Send a copy to my email address

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.

**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](#)

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

**Contact:**

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