

eBay Tracking

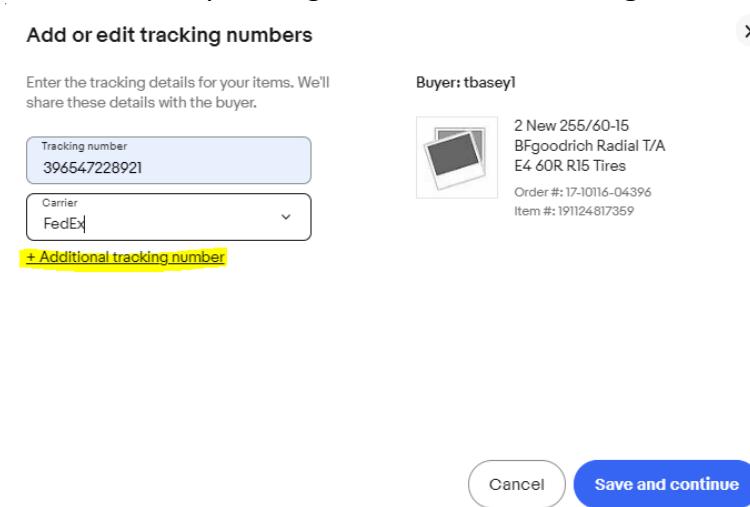
Description:

How to handle eBay 24hr & overdue tracking.

Guidelines:

Certain actions will need to be performed based on the product type, and tracking issue.

Process:

STEP	ACTION
1	Go to the Manage orders awaiting shipment – 24 hours page on eBay
Note:	<i>These are eBay orders that must ship and/or have tracking info added before the end of the day. Some orders may get tracking added automatically throughout the day.</i>
2	Go through the results list by searching each order number in FSA, and check the tracking or notes tab to see if any tracking info is available
3	If there is tracking info ready, add it to the eBay order by clicking + Add tracking 
4	Copy & paste the tracking number into the box. The Carrier should automatically populate. If there are multiple tracking numbers, you can add each one by clicking on +Additional tracking number 

Note:	<p><i>FedEx is our primary carrier service. Occasionally, you might see a UPS# (18 characters long beginning with "1Z") and some accessory items are shipped through Meyer Distributing (Ex: DADL972629)</i></p> <p><i>Be sure to select those carriers when adding the tracking to the eBay order. This is important so the customer gets accurate transit updates. You can visit Meyer Distributing or Google to view those shipments.</i></p>
5	<p>If there are orders that don't have tracking information available by the end of the day, send each customer the following message:</p> <p><i>Hello,</i></p> <p><i>Thank you for contacting Discount Tire Direct. Your order will be shipped soon! We greatly apologize for this delay. Once your order has been shipped you will receive the tracking information added to the order. Please reference the transit updates & ETA there. Thank you for your patience and understanding!</i></p>
Note:	<p><i>If any of the orders without tracking were a Drop Ship, we must wait 48hrs before emailing DTD_Followup to ask for a tracking update. These orders are now classified as "overdue" on eBay.</i></p>
6	<p>When handling overdue tracking orders, go to the Awaiting Shipment – Overdue page on eBay</p>
Note:	<p><i>These are eBay orders that still do not have tracking added to them. We will need to follow up on them to obtain the tracking and get them out of the overdue list.</i></p>
7	<p>Go through the results list by searching each order number in FSA, and check the tracking or notes tab to see if any tracking info is available</p>
8	<p>If there is tracking info ready, add it to the eBay order by clicking + Add tracking (see Step 3). This will remove it from being in overdue</p>
9	<p>If there are orders that have been drop shipped and in overdue for 48hours, send an email to DTD_Followup, and ask for a tracking update. Be sure to leave an FSA note stating you emailed them for tracking</p>
10	<p>Once they respond providing the tracking info, add it to the eBay order</p>
11	<p>If there are overdue orders sourced from a DC, email the DC and ask for a tracking update. Be sure to leave an FSA note for this too</p>
12	<p>Once they respond providing the tracking info, add it to the eBay order</p>

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****ACCESSORIES**** - If there are any that don't have tracking information available when going through the 24hr page (step 2), log them onto Hope's "24-hour Accessory tracking order report Excel sheet" and send a screenshot of the log to DTD_Accessories, with the date as the subject line

Date In 24	Date Ordered	Order Number	PO Number	Brand	Misc Wheels / Accessory?	Item ID	Username	24 hour/Overdue?
7-Jul	2-Jul	18989	4722967840	Anzo	Accessory		2000ford4me	Overdue
11-Jul	2-Jul	18926	4722980624	Eibach	Accessory	314026643141	son-sfr-vsgmfmfd0	Overdue
13-Jul	6-Jul	19871	4722997725	Eibach	Accessory	313840829515	robertegonantonruffing1	Overdue
14-Jul	7-Jul	19994	4723005861	Eibach	Accessory	313840829957	jipeerce	Overdue
15-Jul	10-Jul	20647	4723034548	BodyArmor	Accessory	363463132189	all_for_fun	Overdue
15-Jul	10-Jul	20659	4723034009	Eibach	Accessory	194751210241	dumpsterdiver80	Overdue
15-Jul	10-Jul	20678	4723037514	Eibach	Accessory	194751203149	myrun15	Overdue
15-Jul	12-Jul	21060	4723053087	Husky	Accessory	194215096450	colepark11	Overdue
18-Jul	11-Jul	20897	4723044331	Body Armor	Accessory	313643039148	gamcc-24	24

Note:

The accessory team will follow up with the necessary vendors and obtain tracking information for those orders.

Contact:

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