

EBAY MANAGED PAYMENTS -Guide for online team to action pending/issues

[link loop to zoho](#)

[link to admin team tasks for managed payment issues](#)

[Link to pending issues table - this is shared with admin team](#)

Updated matt 290524

OVERVIEW

This task is to action and finalize items as shown from ebay payments table, admin team will advise via the table that there is some issue with payment and online team advise details so admin team can finish work

The table we use

Its a link table to share information between admin team and online team

STEPS FOR ONLINE TEAM

[Link to video guide](#)

Admin team will add items to the table

Online team to check pending tab

[Link to pending tab \(PENDING ISSUES ONLINE TEAM \)](#)

Search for that order in pinnacle (tip use text filter past 30 days)

You are looking so you can update the invoice number details into online team notes column

When notes updated add comment add name and date (We do this so accounts team has better information of status)

Once item is **completed (INVOICED OR CREDITED)** mark that row green so admin team know this can be finalized

Note : if not complete then at times you may add work order details just so you have easy starting point for when you search the next day

When you do that you note the date of dispatch in details column

Admin team are the ones who clear off this table not online team

If cant find this order in pinnacle then search by that buyer user name in zendesk tickets and this should show you details and status of this

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GUIDES TO UPDATE MATT 070624

GUIDE FOR DOING REFUNDS VIN MANAGED PAYMENTS

GUIDE FOR CANCELING UNPAID ITEMS/ORDERS ON EBAY

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Guide for admin team to action pending/issues

If online team has marked detail of items invoice in online team column then we can finalise and complete this transaction

i.e

for this example below

Online team now advising that item is invoiced

17-Sep-21	3473nick	Nick Kinbacher	\$81.06	\$90.00	not yet invoiced	SAME AS LINE 9 / WO 1346453 ORDER ON EBAY 20/09
20-Sep-21	margto5629	Margaret Toth	\$551.86	\$610.80	not invoiced yet	WO 1347186 - UNDER VIN VER
20-Sep-21	ian01s	Ian Spinks	\$149.60	\$165.82	not yet invoiced	INVOICE 777754
20-Sep-21	cream-n-cherries	Anja Wolf	\$148.97	\$165.12	not yet invoiced	WO 1346982 - TO BE SHIPPED

We reconcile as we would for item in step 2 of process by auto allocating payment from Customer Balance tab/view in pinnacle

Once items all completed admin tema move to the PENDING COMPLETED TAB

So we keep the pending tab clean

