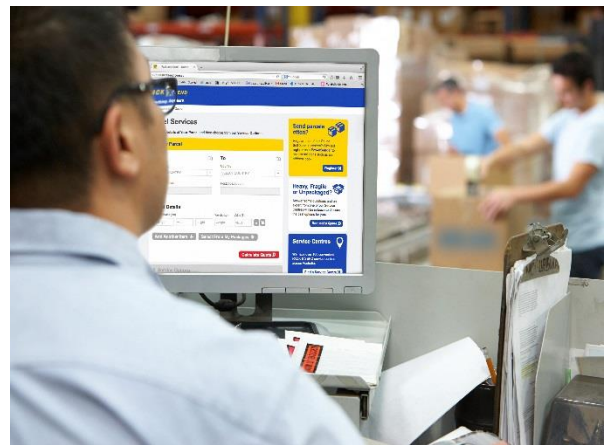


LINKING EBAY WITH POWERSENDER

USER GUIDE

Seamless eBay selling and shipping with PACK & SEND



online.packsend.com.au/Registration



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Contact Us for Further Help

Please contact us for further help or support relating to the PACK & SEND PowerSender portal at:

Email: powersender@packsend.com.au

Tel: + 61 (0) 2 9822 5622

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November 2015

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1. INTRODUCTION

1.1 Seamless eBay selling and shipping with PACK & SEND

- Streamline your parcel shipping process by connecting your eBay store with PACK & SEND.
- Remove the time it takes to enter customer address details.
- Process multiple orders.
- Simplified sending, tracking and label printing.

PACK & SEND is committed to being a vital link to synchronise the exchange of products between buyers and sellers on eBay.

We continuously listen to our eBay customers and based on their needs, invest in the development of innovative eBay online shipping tools to make it easier for them to sell online and deliver parcels.

eBay sellers that register as a PowerSender customer via our website, automatically have free access to use our eBay website integration system. This means that you can link up your eBay account with PACK & SEND's PowerSender portal – and conveniently provide parcel delivery quotes to your customers - and then automatically import your customer orders to PowerSender for easy courier booking and despatch.

The benefits of the system include being able to save significant processing time, enabling you to send your customer shipments faster and with less hassle.

This User Guide is intended to give detailed assistance to our customers – so you can get the most out of this innovative system and efficiently sell more goods online.

Should you require further help or support with linking your eBay account to PowerSender, please contact us at powersender@packsend.com.au or phone the PowerSender support team at +61 (02) 9822 5622.

We also welcome feedback or suggestions to further updates to PowerSender that will help you sell more product online.

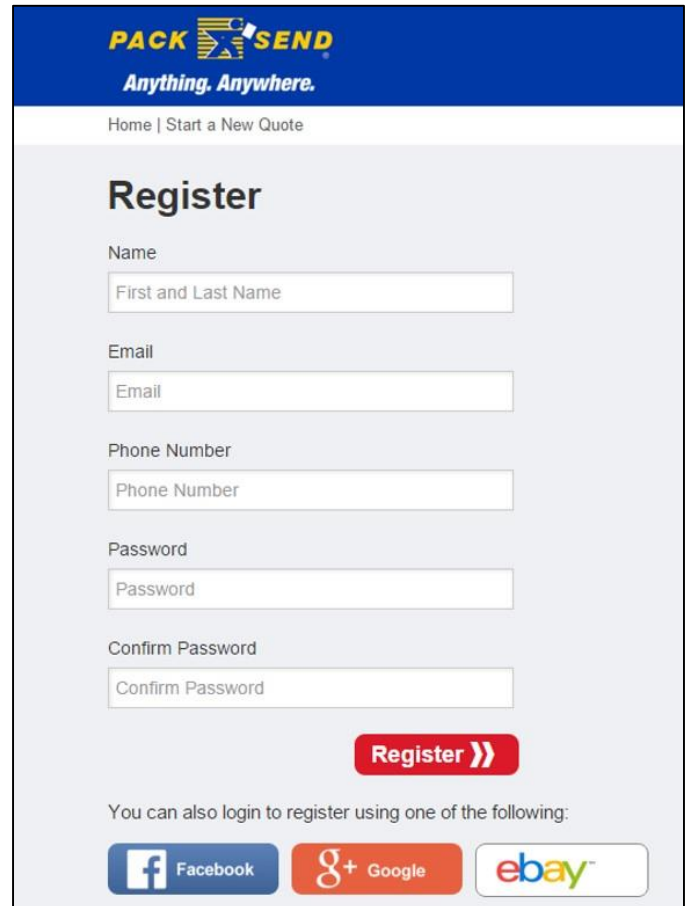
2. GETTING STARTED

2.1 Registering for PowerSender

If you are new to PowerSender, follow these steps to register to use it.

Go to online.packsend.com.au/registration and complete the fields requested in the screen shot on the right and click **Register**.

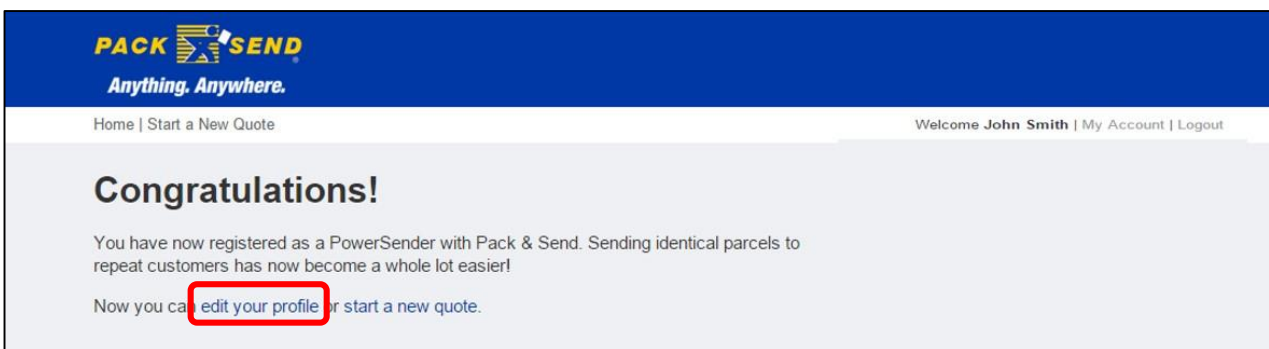
Alternatively, you can login to register using Facebook, Google+ or eBay by clicking the relevant logo button.



The screenshot shows the registration page for PowerSender. At the top is the logo "PACK & SEND" with the tagline "Anything. Anywhere." Below the logo is a navigation bar with "Home | Start a New Quote". The main heading is "Register". The form contains the following fields: "Name" (with a sub-label "First and Last Name"), "Email", "Phone Number", "Password", and "Confirm Password". A red "Register >>" button is located below the form. At the bottom, there is a section titled "You can also login to register using one of the following:" with three buttons for "Facebook", "Google+", and "ebay".

A confirmation screen will display congratulating you on your PowerSender registration as shown below.

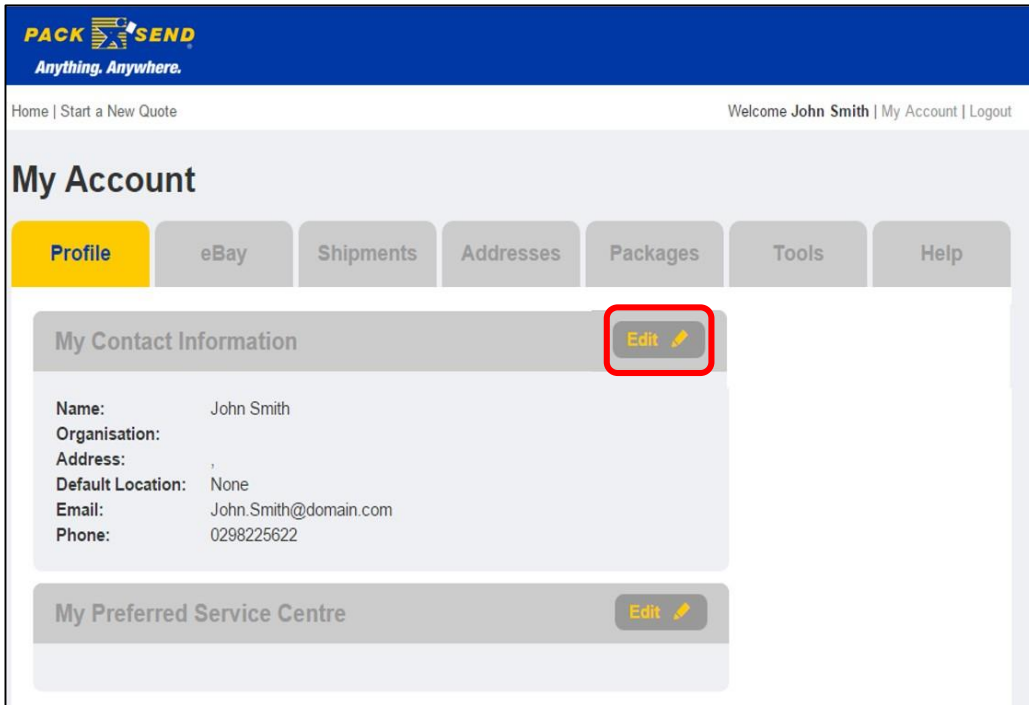
You can now click the **Edit Your Profile** button and add further details to your profile.



The screenshot shows the confirmation screen for PowerSender registration. At the top is the logo "PACK & SEND" with the tagline "Anything. Anywhere." Below the logo is a navigation bar with "Home | Start a New Quote" on the left and "Welcome John Smith | My Account | Logout" on the right. The main heading is "Congratulations!". Below the heading is a paragraph: "You have now registered as a PowerSender with Pack & Send. Sending identical parcels to repeat customers has now become a whole lot easier!". At the bottom, there is a sentence: "Now you can [edit your profile](#) or start a new quote." The "edit your profile" link is highlighted with a red box.

2.2 Editing your Profile

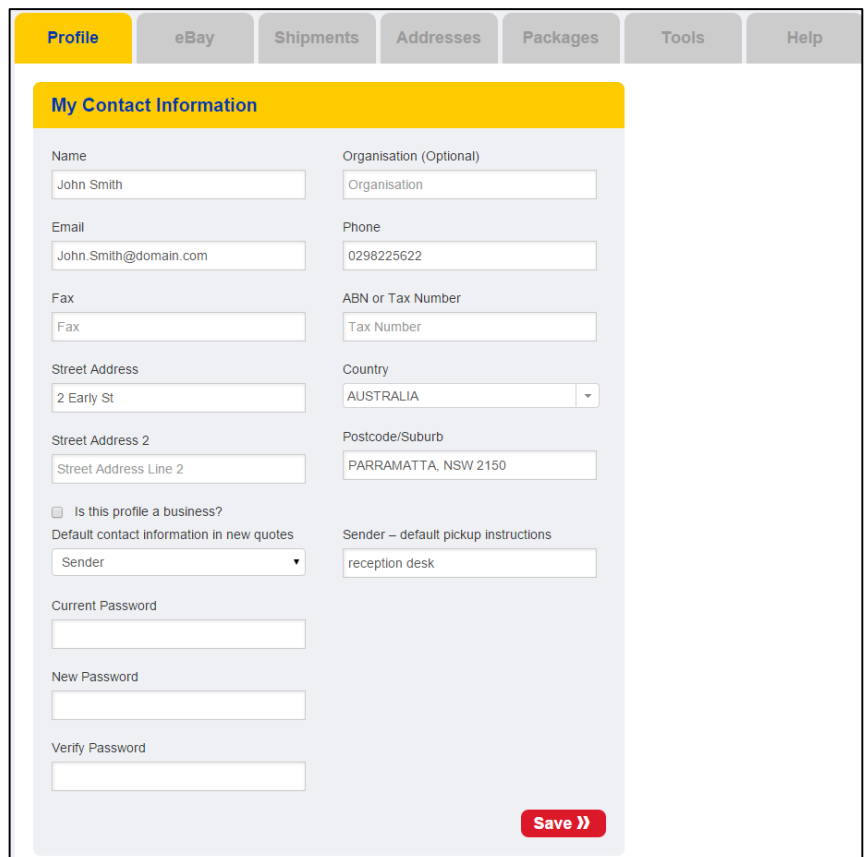
Click the **Edit** button as per the screen shot below.



The screenshot shows the 'My Account' page with a navigation menu including Profile, eBay, Shipments, Addresses, Packages, Tools, and Help. The 'Profile' tab is selected. Under 'My Contact Information', the following details are listed: Name: John Smith, Organisation: (blank), Address: (blank), Default Location: None, Email: John.Smith@domain.com, and Phone: 0298225622. An 'Edit' button with a pencil icon is highlighted with a red box.

Then complete the relevant fields as shown in the screen shot to the right.

Click the **Save** button to update your contact information.



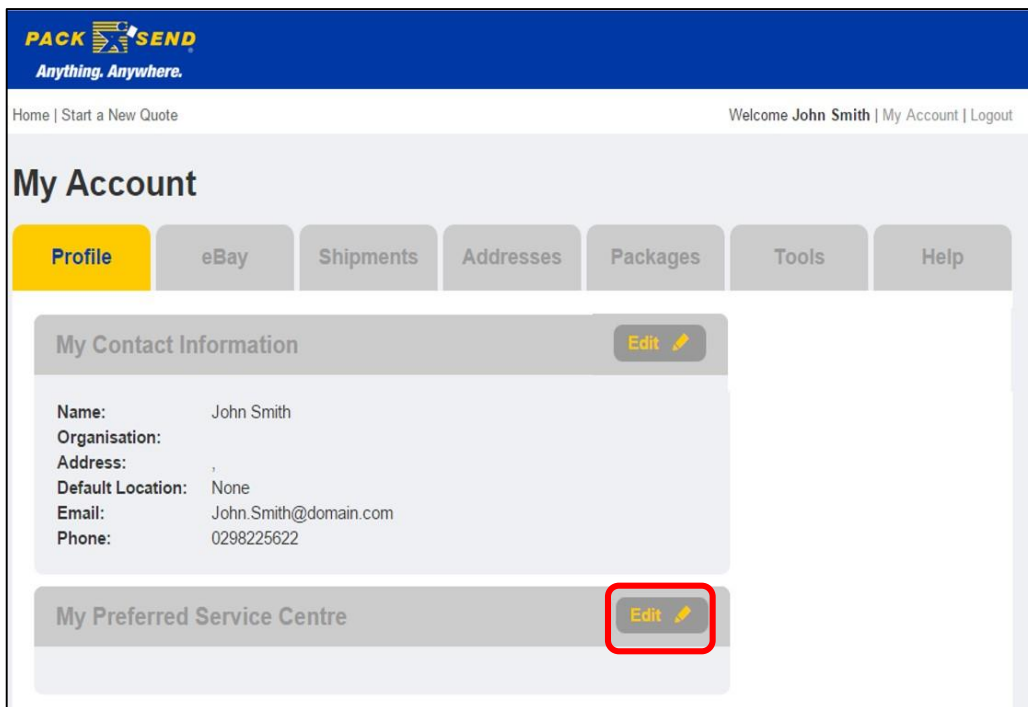
The screenshot shows the 'My Contact Information' form with the following fields filled out: Name (John Smith), Organisation (Optional) (Organisation), Email (John.Smith@domain.com), Phone (0298225622), Fax (Fax), ABN or Tax Number (Tax Number), Street Address (2 Early St), Country (AUSTRALIA), Street Address 2 (Street Address Line 2), Postcode/Suburb (PARRAMATTA, NSW 2150), and Sender - default pickup instructions (reception desk). There is a checkbox for 'Is this profile a business?' and a dropdown for 'Default contact information in new quotes' set to 'Sender'. Password fields for Current, New, and Verify are present. A red 'Save' button is at the bottom right.

2.3 Selecting your Preferred Service Centre

A key benefit of registering as a PowerSender is that you are assigned a Key Account Manager at one of our PACK & SEND Service Centres to handle your customer service.

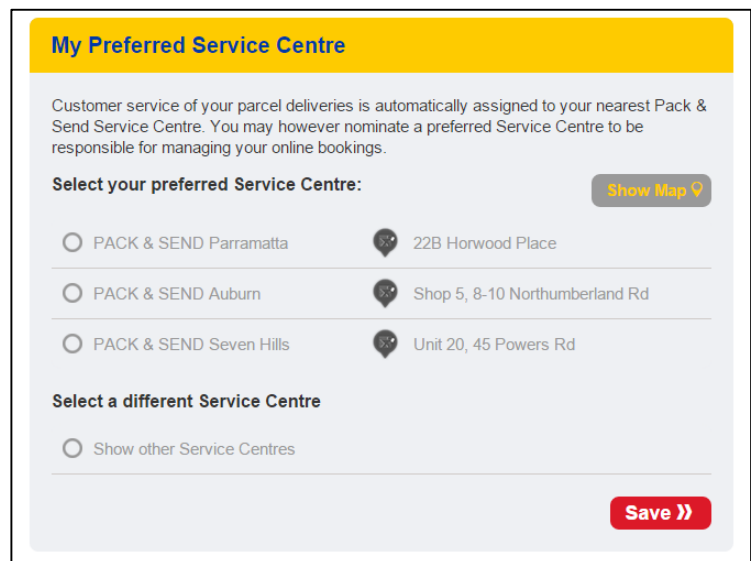
Customer Service of your parcel deliveries is automatically assigned to your nearest PACK & SEND Service Centre. You may however, nominate a preferred Service Centre to be responsible for managing your online bookings.

To nominate a preferred Service Centre, click the **Edit** button as shown in the screen shot below.



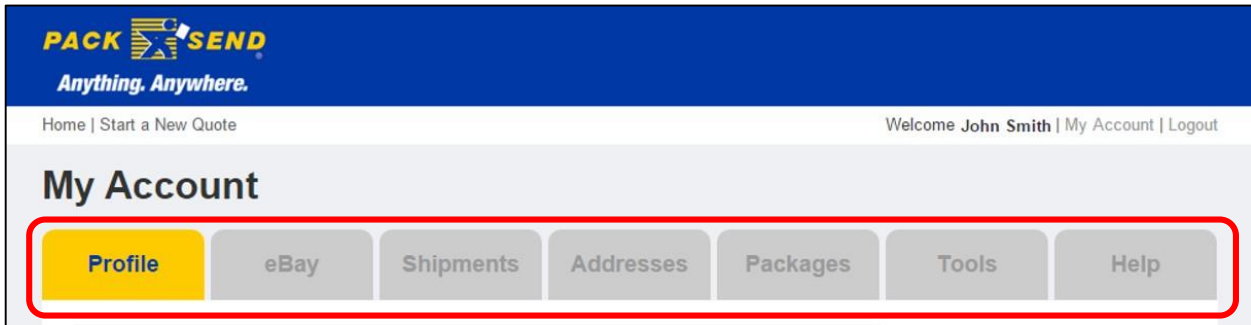
The next step is to review the PACK & SEND Service Centre locations as shown in the screen shot to the right and select your preferred centre.

Then click the **Save** button.



3. NAVIGATING AROUND POWERSENDER

3.1 Finding your way around the site



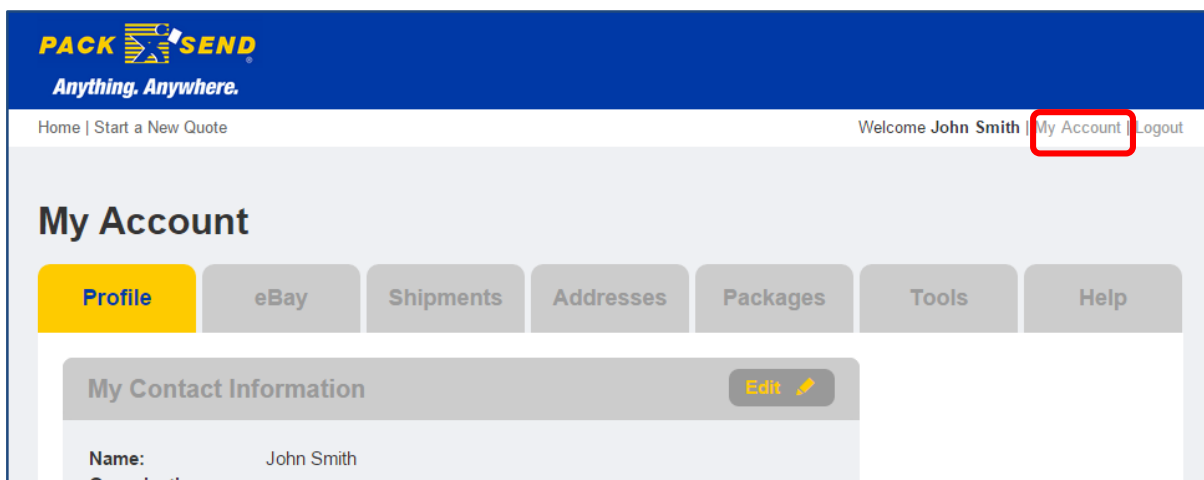
The table below explains the meaning of each link at the top of the PowerSender portal page.

Section	Function	Brief description/usage
Profile	My Contact Information	Edit your contact details
	My Preferred Service Centre	Select your preferred PACK & SEND Service Centre for customer service
eBay	Link your eBay account to PowerSender	This links your eBay account to PowerSender and imports eBay items that are ready for shipment.
Shipments	Shipment history and status	Review completed, in progress and incomplete shipments
	Send a repeat shipment	Allows you to click on a shipment you wish to resend in your My Shipments list
Addresses	Address Book	Manage and keep contacts up-to-date
	Import My Contacts	Import address book contacts from text files in the csv format.
	Export My Contacts	Creates a csv file containing all the contacts in your address book.
	Send 'to' or 'from' a Contact	Allows you to start a quote or booking from a contact in your address book.
Packages	Add a Package	Add parcel details (product name, weight, dimensions and value) for products you regularly send to your customers.
	Send a Package	Allows you to start a quote or booking from one of your packages in your database.
Tools	Online Postage Calculator	Build a price calculator that can be added to any website or eBay listing to provide 'real time' parcel delivery price quotes.
Help	Support	FAQ's to support your use of the PowerSender portal

4. LINKING YOUR EBAY ACCOUNT TO POWERSENDER

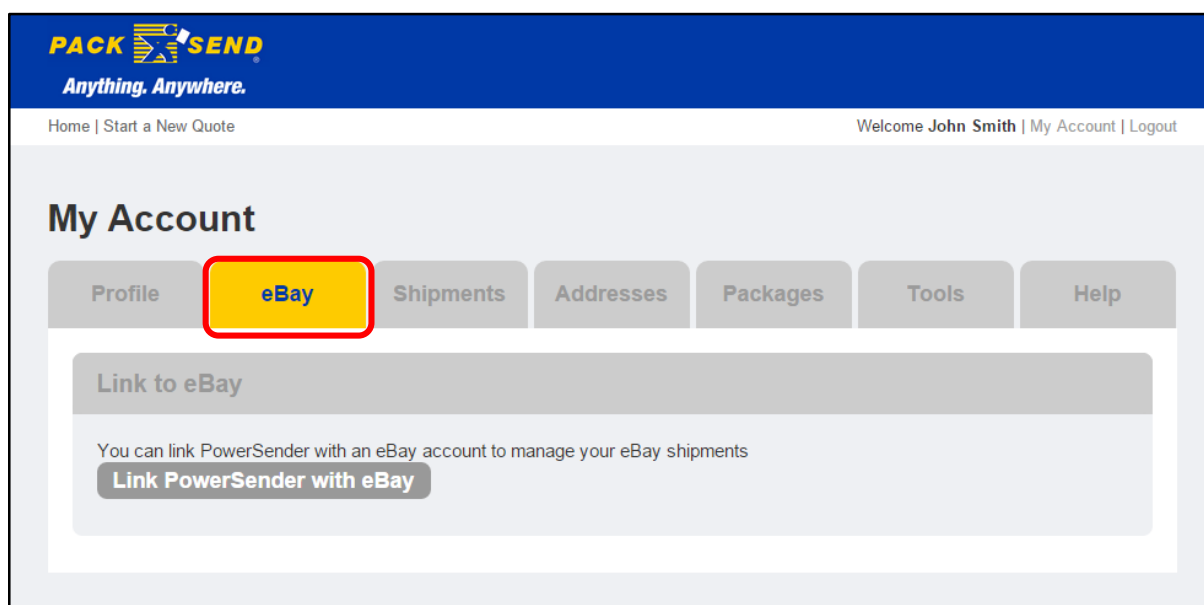
4.1 Navigate to My Account Page

Once logged-in to PowerSender, navigate to My Account Tab by clicking the link **My Account** link in the global menu shown in red rectangle in the screen shot given below.



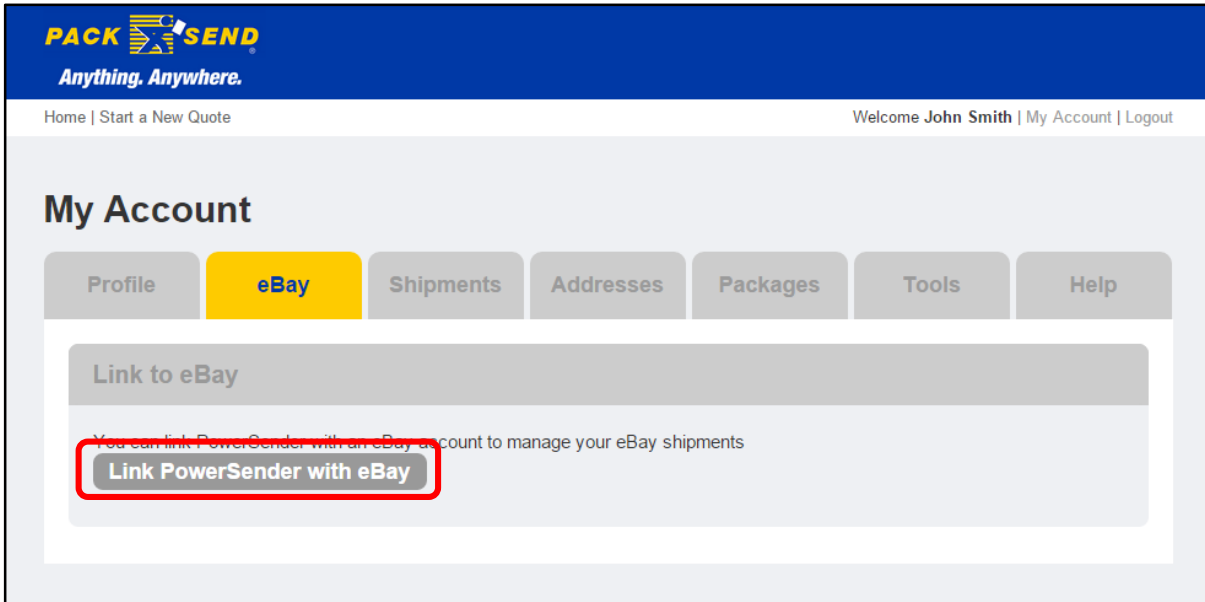
4.2 Navigate to eBay Tab

Click on **eBay** tab as mentioned in the screen shot below in red rectangle.

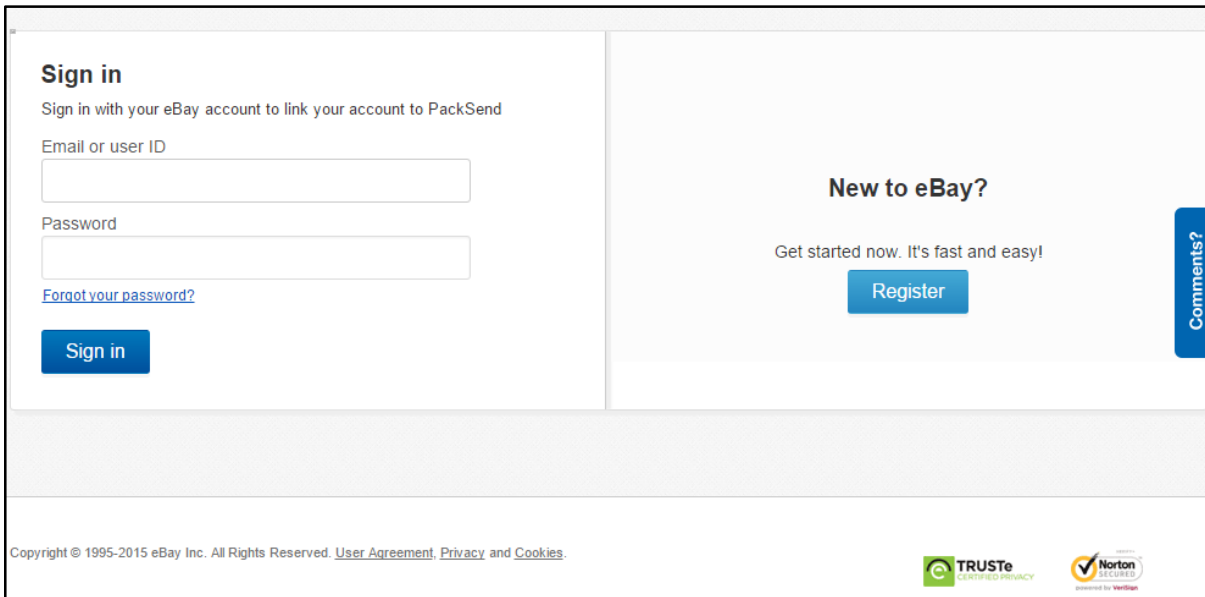


4.3 Link PowerSender with eBay

To link PowerSender with eBay, you have to click the button **Link PowerSender with eBay** button as shown in the red rectangle in the screen shot below.



Upon clicking on the **Link PowerSender with eBay** button – it will redirect you to the eBay website with the following details as shown in the screen shot below.



Once you signed-in to eBay with your eBay Seller account credentials, you will be redirected to the following page as shown below for your consent to share your eBay data:

Grant application access: PackSend

Ready to use PackSend? Great! We need your consent to share your eBay data. Don't worry, we won't share your eBay password. You can change this any time by editing your [account preferences](#).

Please take the time to read PackSend's terms of service and [privacy policy](#), because these policies will apply when you use this service. Remember, we don't manage policies set by other companies.

By clicking on the "I agree" button, you're allowing us to link your eBay account with PackSend.

I agree No thanks, take me to the [Application's website](#) or [eBay homepage](#)

<https://localhost:8088/> - opens in a new window or tab

Packsend would like to know more about you using your eBay profile.

Additional site navigation

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You will need to click **I agree** button to allow us to link your ebay account with PACK & SEND. When you click on **I agree** button, you will be redirected to PACK & SEND online portal with the following screen:

The screenshot shows the PACK & SEND user interface. At the top, there's a blue header with the logo and tagline 'Anything. Anywhere.'. Below that, a navigation bar contains 'Home | Start a New Quote' and 'Welcome John Smith | My Account | Logout'. The main content area is titled 'My Account' and has several tabs: 'Profile', 'eBay' (highlighted), 'Shipments', 'Addresses', 'Packages', 'Tools', and 'Help'. Under the 'eBay' tab, there's a 'Search eBay Orders' section. It includes a text input for 'Keyword', checkboxes for 'New', 'Not Paid', 'Ready', 'Shipped', and 'Completed', a red 'Search' button, and a green 'Get eBay Orders' button. Below this is a red message: 'No order is found. Please note that you may have to click 'Get eBay Orders' button first to refresh the orders from eBay.' At the bottom of the search section, there are pagination symbols and a 'Results per page' dropdown menu set to '10'.

Please note that when we link your eBay account with PACK & SEND, we do not get your eBay orders into the PowerSender portal at the same time. You will need to follow the steps in section 6 (page 18) to import eBay Orders.

5. SPECIFYING POSTAGE COSTS IN YOUR EBAY LISTING

When you list an item on eBay, you need to tell the buyer how much the postage will cost. You enter your postage options and costs for the item you are selling in the **Add postage details** section of the eBay listing form.

The postage costs you enter are shown in your eBay listing, allowing buyers to work out the total cost to buy your item. Your buyers will be charged the cost you specify when they pay for the item.

Therefore, before listing on eBay, you need to determine your pricing strategy for shipping costs and also to understand how to specify your choice of postage options on your eBay listing. The shipping cost options include:

1. **Free Postage** offered to all buyers
2. **Flat Postage cost** charged to all buyers
3. **Calculated Postage cost** based on buyers location using PACK & SEND's Online Postage Calculator
4. **Buyer to contact Seller** for postage costs

You may also choose to use a combination of these pricing strategies, depending on the type of item being sold.

Each of the four postage options are described below, with instructions on how to include each option when listing your product on eBay.

5.1 Free Postage

No courier company of course ships goods for free. However, eBay widely promotes the promotional benefit of sellers listing products with 'free postage' as a great way to attract more buyers and get a higher placement in search results.

This means your shipping costs need to be included in the cost of your product. This strategy works well if your eBay store has a limited number of products that you sell, and where the shipping cost is no more than 20% of the product price.

Here's how to offer free postage when listing your product on eBay:

The following screen shot shows the **Add postage details** section of the eBay listing form and the 4 steps for 'free postage' listing.

The screenshot shows the 'Add postage details' section of the eBay listing form. It includes the following elements and callouts:

- 1. Choose from the drop-down menu Flat: same cost to all buyers.** This points to the 'Domestic postage' dropdown menu.
- 2. In the 'service' drop-down menu, choose Courier (1 to 3 business days)** This points to the 'Services' dropdown menu.
- 3. Select the Free postage checkbox** This points to the 'Free postage' checkbox.
- 4. In the 'Handling time' drop-down menu, choose the number of days handling time. This is the number of days from the time the buyer pays for the item until the courier collects the parcel from you.** This points to the 'Handling time' dropdown menu.

The form also shows the 'Cost' field set to AU \$ 0.00 and a 'Calculate postage' button.

The screen shot below shows how the 'free postage' offer will be seen by your buyers after completing your eBay listing (as shown in the red rectangle).

The screenshot shows the 'Postage and payments' section of an eBay listing. The 'Postage and handling' section is expanded, showing the following details:

- Item location: Eagle Vale, NSW, Australia
- Posting to: Australia
- Change country: Australia

A table below shows the shipping options:

Postage and handling	To	Service	Estimated delivery*
Free postage	Australia	Express Shipping (Courier)	Within 3-5 business days

* Estimated delivery dates include seller's handling time, and will depend on postage service selected and receipt of cleared payment. Delivery times may vary, especially during peak periods.

5.2 Flat Postage cost

Flat rate postage to all buyers does share similar advantages of a free postage strategy – in that customers know exactly what they will be charged and it is relative easy for you to setup. You should consider this approach if all of your products have similar shipping costs.

Here's how to offer flat postage cost to all buyers when listing your product on eBay. The following screen shot shows the **Add postage details** section of the eBay listing form and the 4 steps for having 'flat postage cost to all buyers' on your eBay listing.

The screenshot shows the 'Add postage details' section of the eBay listing form. It includes the following elements and callouts:

- 1.** A callout box pointing to the 'Domestic postage' dropdown menu, which is set to 'Flat: same cost to all buyers'.
- 2.** A callout box pointing to the 'Services' dropdown menu, which is set to 'Courier (1 to 3 business days)'.
- 3.** A callout box pointing to the 'Cost' field, which is set to 'AU \$ 18.00'.
- 4.** A callout box pointing to the 'Handling time' dropdown menu, which is set to '2 business days'.

Other visible elements include the eBay logo, a progress bar with steps '1. TELL US WHAT YOU'RE SELLING', '2. CREATE YOUR LISTING', and '3. REVIEW YOUR LISTING', and a 'Free postage' checkbox which is unchecked.

The screen shot below shows how the 'flat postage' offer will be seen by your customers after completing your eBay listing (as shown in the red rectangle).

The screenshot shows the 'Postage and payments' section of an eBay listing. The 'Postage and handling' section is highlighted with a red rectangle. It displays the following information:

Postage and handling	To	Service	Estimated delivery*
AU \$18.00	Australia	Express Shipping (Courier)	Within 3-5 business days

* Estimated delivery dates include seller's handling time, and will depend on postage service selected and receipt of cleared payment. Delivery times may vary, especially during peak periods.

5.3 Calculated Postage cost

A 'Calculated postage' pricing strategy works on the basis of charging your customers a different shipping rate based on the buyers location. In other words, your shipping cost can vary from customer to customer.

This pricing strategy is generally favoured by eBay sellers because for most products the actual courier cost varies depending on the destination. For example, it costs more to deliver a parcel from Sydney to Perth than from Sydney to Melbourne. If you sell products of relative high weight or size and/or your customers buy more than one item at a time, you should probably favour a 'calculated postage' pricing strategy.

To accommodate a variable pricing strategy, PACK & SEND offers an *Online Postage Calculator* for eBay listings. By using this calculator on your listing, your buyers simply need to enter their delivery postcode or suburb and they will then have displayed the range of parcel delivery price options.

Here's how to include PACK & SEND's *Online Postage Calculator* when listing your product on eBay.

1. Choose from the drop-down menu Freight: large & bulky items..

ebay
SELL YOUR ITEM 1. TELL US WHAT YOU'RE SELLING 2. CREATE YOUR LISTING 3. REVIEW YOUR LISTING

Create your listing

Add postage details Add or remove options | Get help

* Domestic postage ?

Freight: Large and bulky items **1**

Specify your freight options in your item description **2**

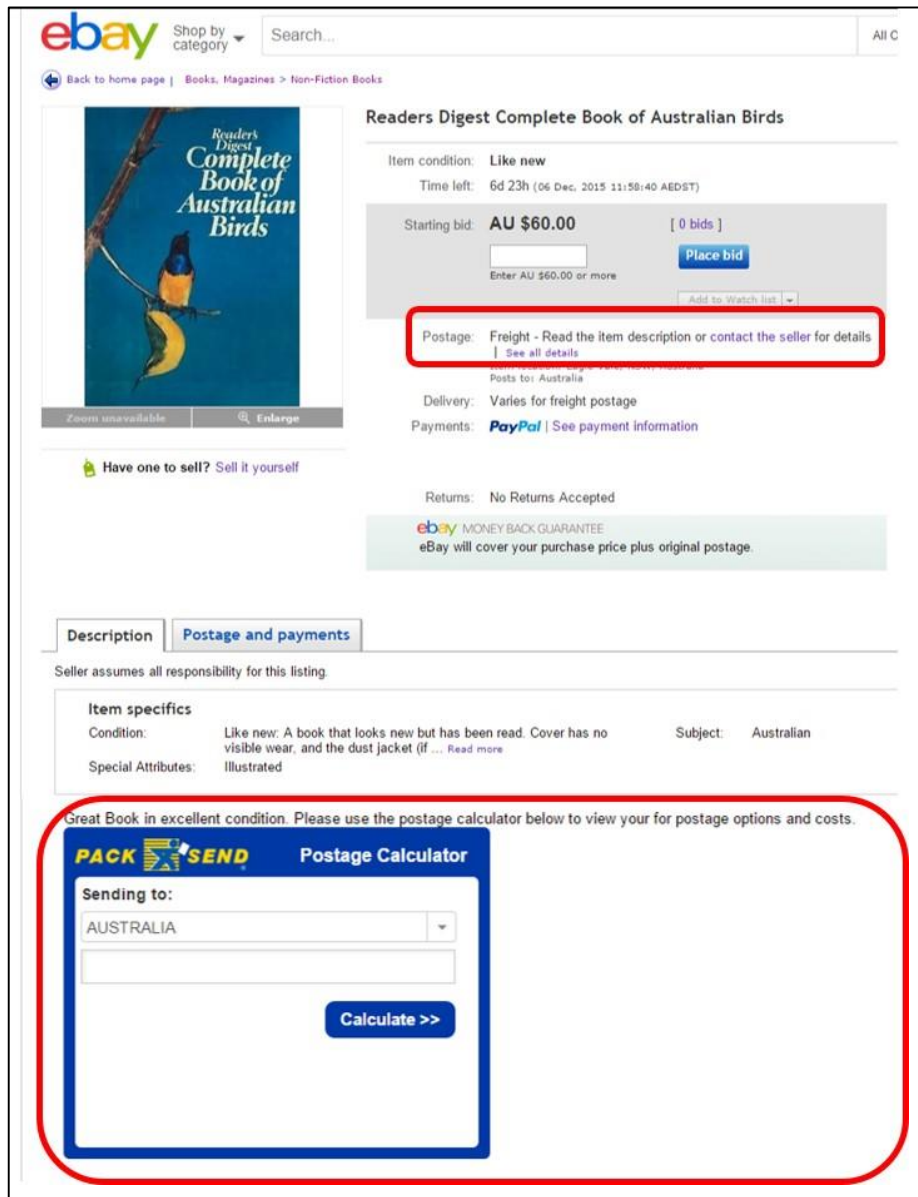
2. The next step is to insert your PACK & SEND *Online Postage Calculator* in the **Description section of the eBay listing form.**

To do this, you must first build a calculator for the item you are selling.

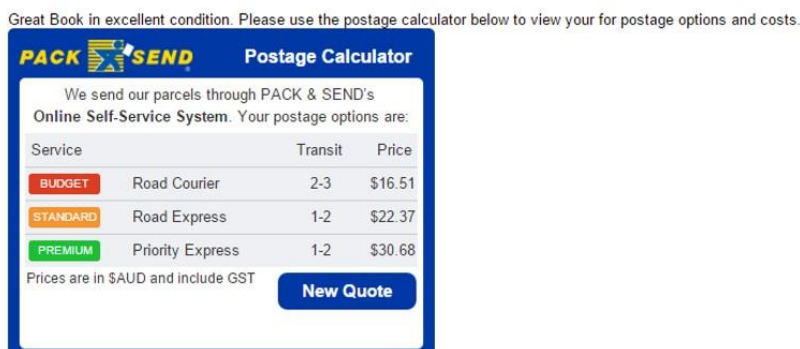
This is very easy to do – and you don't need any developer experience. Simply log-in to PowerSender and select the **Tools** tab at the top of the PowerSender portal page for instructions to build and insert calculator in your listing.

If you require more help on building your *Online Postage Calculator* and inserting it into your eBay listing, then you may refer to page 35 of this User Guide for more details.

The screen shot below shows how the *Online Postage Calculator* will be seen by your buyers after completing your eBay listing (as shown in the red rectangle).



The screen shot below shows how the postage prices will be displayed on your eBay listing once the customer has entered their postcode or suburb delivery location.



5.4 Buyer to contact seller for postage costs

Some eBay sellers prefer that for certain products sold, their buyers contact them for the freight postage costs.

Here's how to offer the option of buyers contacting you for postage costs on your eBay listing.

1. Choose from the drop-down menu **Freight: large & bulky items..**

2. You can then describe in the **Description** section of the eBay listing form any details relevant to the customer contacting you for postage costs.

The screen shot below shows how the 'contact the seller for postage details' will be seen by your customers after completing your eBay listing (as shown in the red rectangle).

Description | **Postage and payments** | [Print](#) | [Report item](#)

Seller assumes all responsibility for this listing.

Postage and handling

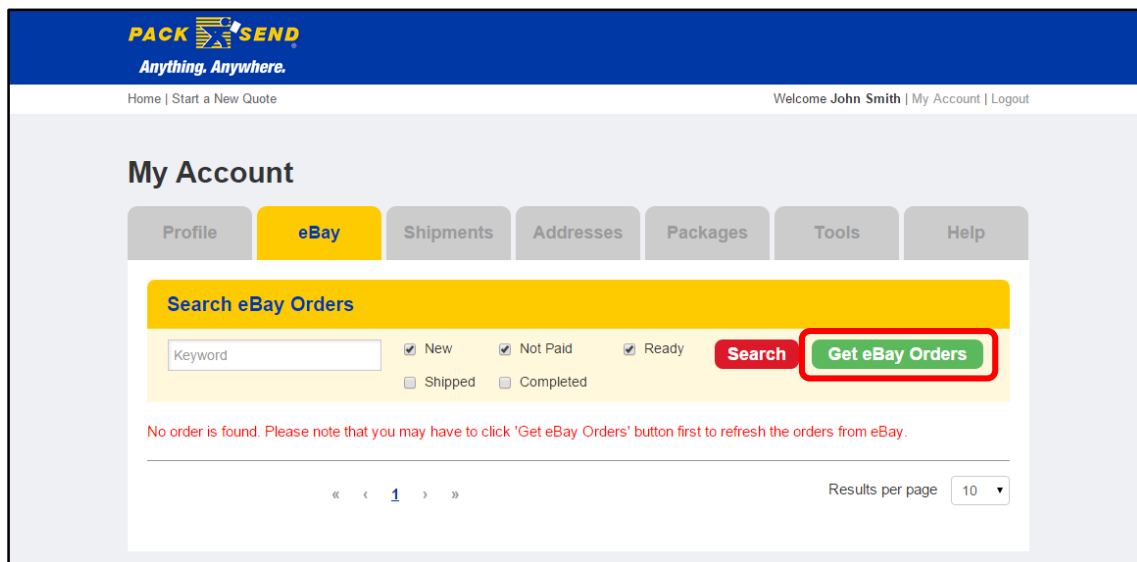
Item location: Eagle Vale, NSW, Australia

Services available: Freight - Check the item description or **contact the seller for details**

Posts to: Australia

6. IMPORT EBAY ORDERS TO POWERSENDER

Clicking the green button **Get eBay Orders** (as shown in the screen shot below) will refresh the orders from eBay into the PowerSender portal. Please note that we only retrieve those orders customers have made a commitment to buy over the last 30 days.



Whenever you click the green button **Get eBay Orders**, we update the status of your existing orders and add any new orders into your database – as shown in the screenshot below.

In the 'Paid' column a green symbol indicates that the order has been paid by the customer and a red indicates the customer is yet to pay for the order. Customers can only pay for their order when they know the postage costs. Therefore, customers can immediately pay for their order if you list your item as offering 'Free postage' or 'Flat Postage costs'.

However, listings that show other postage options (including *Online Postage Calculator* and 'Buyer to contact seller for postage') require you to confirm the actual postage costs for the buyer so they can proceed with the payment at checkout. Section 7 of this User Guide ('Book an eBay order for parcel delivery') explains how to do this.

The screenshot shows the 'Search eBay Orders' page with a table of orders. The table has the following columns: Date/Time ↑, Buyer, Sale, Paid, Ship Type, Quoted, Shipped, Selected Service, My Cost, and Action. The 'Paid' column contains green checkmarks for the first row and red 'x' marks for the other two rows. The 'Shipped' column contains red 'x' marks for all three rows. The 'Action' column contains icons for each row: a single gear icon for the first row and two gear icons for the other two rows.

Date/Time ↑	Buyer	Sale	Paid	Ship Type	Quoted	Shipped	Selected Service	My Cost	Action
19-Oct-15	testuser_julbuyer	\$120.00	<input checked="" type="checkbox"/>	AU_Freight	\$18.89	<input type="checkbox"/>	Road Courier	\$20.92	
19-Oct-15	testuser_julbuyer	\$120.00	<input type="checkbox"/>	AU_Freight	\$0.00	<input type="checkbox"/>			
19-Oct-15	testuser_julbuyer	\$120.00	<input type="checkbox"/>	AU_Freight	\$0.00	<input type="checkbox"/>			

7. BOOK PARCEL DELIVERY FOR EBAY ORDER

7.1 Providing postage price for buyer to complete payment at checkout

If the status of an eBay order in PowerSender shows the customer has **Paid** (green tick), then you can proceed to book the parcel delivery. To do this, please **go to section 7.2** of this User Guide (Page 25) for instructions on booking the delivery.

This section of the User Guide explains how to provide a postage price for the customer at checkout when you list your item using either the *Online Postage Calculator* or 'Buyer to contact seller for postage'.

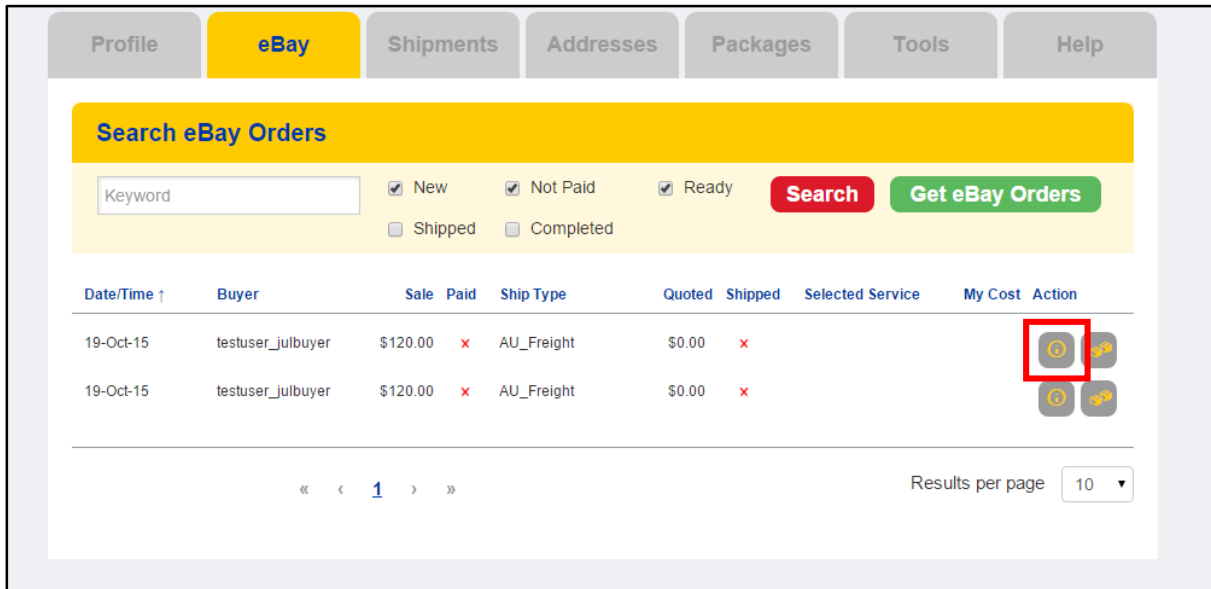
eBay customers cannot complete payment for their goods on eBay unless they know their Freight/postage charge. A customer will request a freight postage fee from you by clicking a link in the eBay Checkout – as shown in the red rectangle in the screenshot below.

The screenshot shows the eBay checkout page with the following elements:

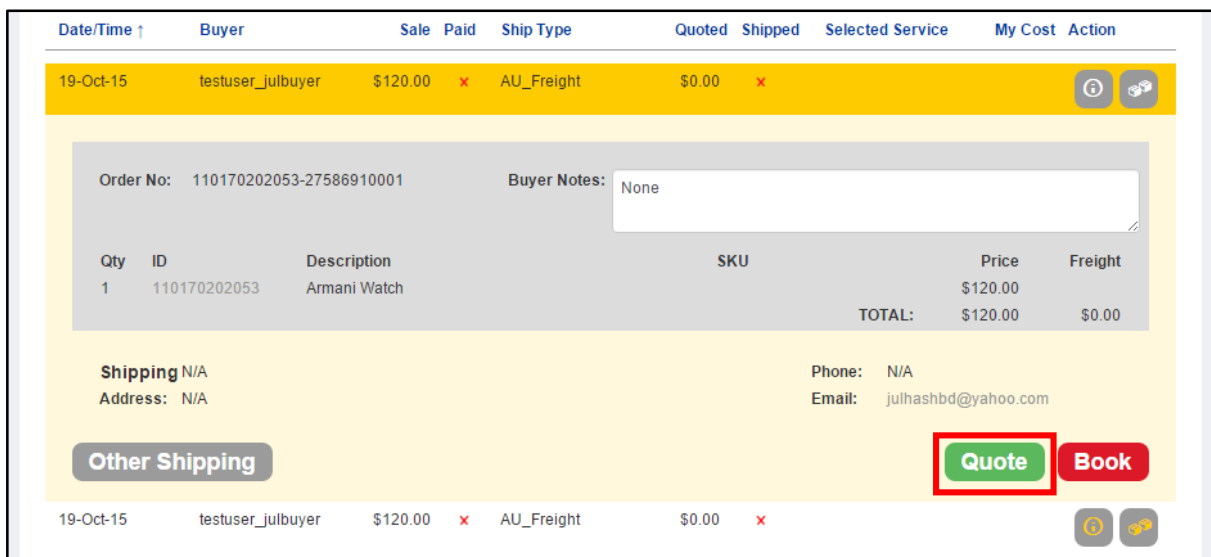
- Warning Message:** A red box at the top contains the text: "One or more of the items below can't be purchased because the seller has not specified freight postage fees." Below this is a bullet point: "To continue checkout, see your options below."
- Checkout: Review order**
- Post to:** Jul Buyer, 2 Moorebank Avenue, Moorebank New South Wales 2170, Australia, 04 33928014. Includes a link to "Change postage address".
- Pay with:** VISA, MasterCard, American Express, and PayPal. Text: "Processed by PayPal".
- Total:** AU \$240.00. Includes a "Continue" button and the text "Continue to PayPal to complete your purchase".
- Item List:** Two "Armani Watch" items, each with a quantity of 1 and a price of AU \$120.00. Each item has a "Freight" section with "Est. delivery varies" and a red warning message: "Please contact the seller to request total for the freight postage fee." The "request total" link in the second message is highlighted with a red rectangle.
- Redemption code:** A text input field with an "Apply" button.
- Summary:** Subtotal (2 items) AU \$240.00, Postage FREE, Total: AU \$240.00.

There are 6 easy steps to calculate Freight/Postage fee and have it automatically update in eBay for the buyer to complete payment at checkout. These steps are as follows:

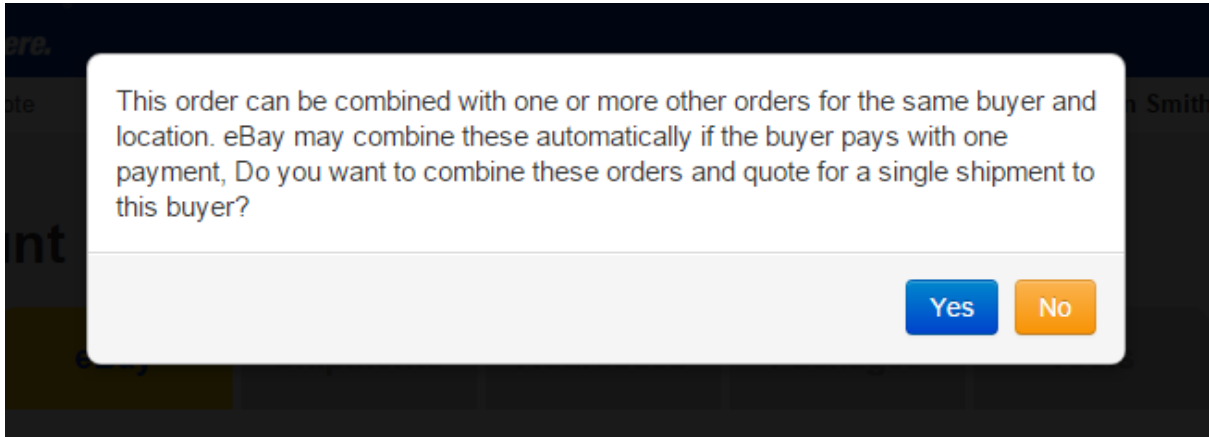
Step 1: The first step to provide the freight/postage fee is to click the info symbol corresponding to the chosen eBay order as shown in the red rectangle in the screen shot below.



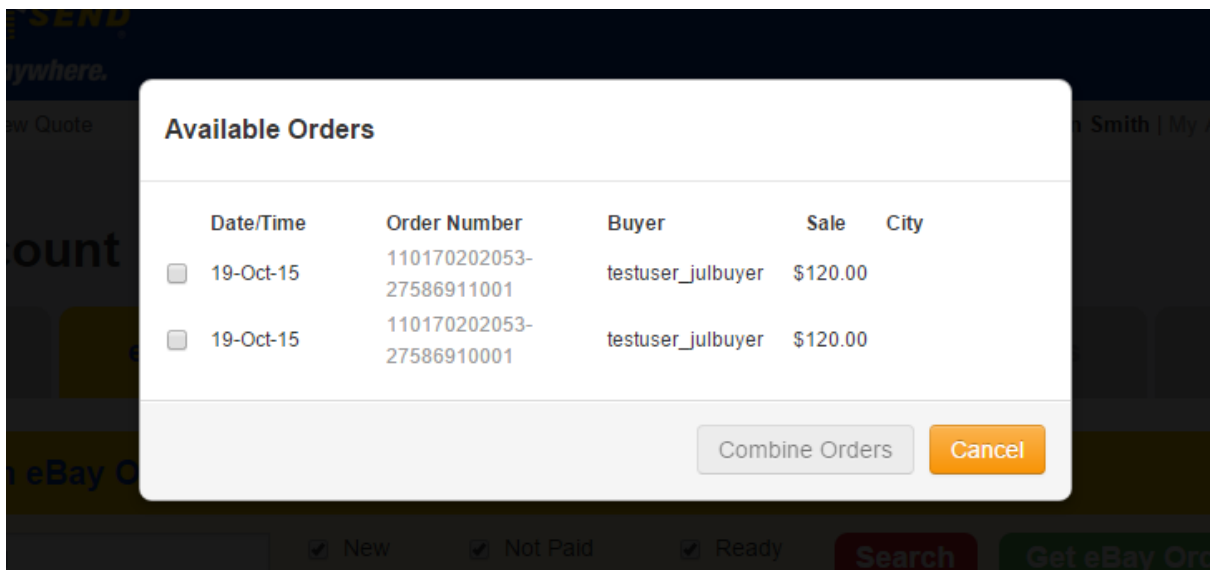
Step 2: After clicking on the info symbol, the details of the order will be shown as below. You should then click on green **Quote** button to quote this order and update the Freight cost in eBay.



Step 3: As soon as you click on green **Quote** button, a popup will appear asking you whether you wish to combine one or more orders that may exist from the same buyer and location. Please see the screen shot below.



If you click the **Yes** button, the following screen will be displayed. Select the orders you wish to combine and then click **Combine Orders**.



Step 4: The quote page will appear – showing your eBay Order Details to the right of the screen for your reference. Click on **Calculate Quote**. A range of Online Self-Service parcel delivery options will then be displayed with different transit times and prices. Select the parcel delivery service required for the eBay order.

PACK SEND
Anything. Anywhere.

Home | Start a New Quote Welcome John Smith | My Account | Logout

Parcel Services

Provide the details of **Your Parcel** and then choose from our **Service Options**.

1. Your Parcel

From **To**

Country Country

Postcode/Suburb Postcode/Suburb

Parcel Details

	Dimensions (cm)			Weight (kg)	Value (\$)
1	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="1"/>	<input type="text" value="120"/>

Heavy, Fragile or Unpackaged?

Answer some questions and an expert from one of our Service Centres will be in touch to discuss the best options for you.

Order Details

ID 110170202053-27586910001
 Buyer testuser_julbuyer
 Name N/A
 Address N/A
 Phone N/A
 Email julhashbd@yahoo.com
 Items 1 x Armani Watch
 Sale \$120.00
 Ship AU_Freight

Step 5: The Order Quote panel will appear as shown in the screen shot below. Click on the **Update** button.

PACK SEND
Anything. Anywhere.

Home | Start a New Quote Welcome John Smith | My Account | Logout

Parcel Services

Provide the details of **Your Parcel** and then choose from our **Service Options**.

1. Your Parcel Edit

From SYDNEY, NSW 2000 **To** MELBOURNE, VIC 3000

Parcel Details 1 package(s) **Weight** 1kg **Value** \$120

2. Choose Self-Service or Full Service

3. Order Quote

Freight:	<input type="text" value="18.52"/>
Package Handling Cost:	<input type="text" value="0"/>
<input checked="" type="checkbox"/> Warranty:	<input type="text" value="0.37"/>
Total:	<input type="text" value="18.89"/>

Heavy, Fragile or Unpackaged?

Answer some questions and an expert from one of our Service Centres will be in touch to discuss the best options for you.

Order Details

ID 110170202053-27586910001
 Buyer testuser_julbuyer
 Name N/A
 Address N/A
 Phone N/A
 Email julhashbd@yahoo.com
 Items 1 x Armani Watch
 Sale \$120.00
 Ship AU_Freight

After you have clicked the **Update** button, it will redirect you to the eBay order tab with the Freight/Postage costs as shown in the screen shot below.

The screenshot shows the eBay order management interface. At the top, there are navigation tabs: Profile, eBay (highlighted), Shipments, Addresses, Packages, Tools, and Help. Below this is a search bar for eBay orders with filters for New, Not Paid, Ready, Shipped, and Completed. A table lists the search results with columns for Date/Time, Buyer, Sale, Paid, Ship Type, Quoted, Shipped, Selected Service, My Cost, and Action. One order is listed for 19-Oct-15, buyer testuser_julbuyer, sale \$120.00, ship type AU_Freight, quoted \$18.89, and selected service Road Courier, with a total cost of \$20.92. Below the table, there is a detailed view of the order, including the order number, buyer notes, a table of items (Armani Watch), shipping information, and contact details. At the bottom, there are buttons for 'Other Shipping', 'Quote', and 'Book'.

Your Freight/Postage Cost will have also been updated to eBay at the same time automatically. See screen shot below.

The screenshot shows the eBay 'Sold' orders page. At the top, there are filters for 'Sold (2)' and various status categories. Below this is a table of sold items with columns for Price, Sale date, and Actions. Two listings are shown for an Armani Watch (110170202053) sold to testuser_julbuyer (1) for AU \$120.00 on 19/10/15. The second listing shows a price of AU \$120.00 and a postage cost of + AU \$18.89, which is highlighted with a red box. Below the table, there are buttons for 'Delete', 'Sell similar', 'Relist', 'Add note', 'Add to list', and 'Add tracking number'. At the bottom, there is a pagination control showing 'Page 1 of 1'.

Your customer will also see the Freight/Postage cost in their list in eBay. See screen shot below.

The screenshot shows the 'My eBay: Summary' page for user 'testuser_julbuyer (1)'. The 'Purchases' section is active, showing a list of items. The first item is 'Armani Watch' (ID: 110170202053) purchased from 'testuser_skseller' for AU \$240.00. Below this, two individual items are listed. The first item is 'Armani Watch' (ID: 110170202053) for AU \$120.00, with a postage cost of + AU \$18.89 highlighted in a red box. The second item is also 'Armani Watch' (ID: 110170202053) for AU \$120.00. The page includes navigation tabs for Activity, Messages, Account, and Applications, and a sidebar with sections for Buy, Purchase history, Lists, Searches you follow, Sellers you follow, and Sell.

Your customer can now complete the checkout process. See screen shot below.

The screenshot shows the 'Checkout: Review order' page. The shipping address is 'Jul Buyer, 2 Moorebank Avenue, Moorebank New South Wales 2170, Australia, 04 33928014'. Payment options include VISA, MasterCard, and PayPal. The order summary shows two items: 'Armani Watch' (AU \$120.00) and 'Express Services - AU \$18.89 Courier' (+ AU \$18.89). The total is AU \$138.89. A 'Continue' button is visible. The page also includes a 'Post to' section, a 'Pay with' section, and a 'Redemption code' field.

Step 6: Once your customer has finally paid after having receiving their Freight/Postage cost, if you click **Get eBay Orders** again, you will notice that Paid Status is now updated to 'paid' as shown in the screen shot below.

You are now ready to book the parcel delivery for the order.

The screenshot shows the 'eBay' tab in a navigation menu. Below it is a search bar and filter options. A table lists orders with columns: Date/Time, Buyer, Sale, Paid, Ship Type, Quoted, Shipped, Selected Service, My Cost, and Action. The first row shows an order from 19-Oct-15 for buyer 'testuser_julbuyer' with a sale of \$120.00, a 'Paid' status of a green checkmark (highlighted with a red box), and a ship type of 'AU_Freight'. The second row shows a similar order but with a 'Paid' status of a red 'x'.

Date/Time ↑	Buyer	Sale	Paid	Ship Type	Quoted	Shipped	Selected Service	My Cost	Action
19-Oct-15	testuser_julbuyer	\$120.00	✓	AU_Freight	\$18.89	x	Road Courier	\$20.92	
19-Oct-15	testuser_julbuyer	\$120.00	x	AU_Freight	\$0.00	x			

7.2 Booking the Parcel Delivery

Step 1: After a customer has paid for their order, you can book the parcel delivery. The first step is to click on the info symbol as shown in the screen shot below.

This screenshot is identical to the one above, but the 'Action' column for the first order (the one with the green checkmark in the 'Paid' column) is highlighted with a red box. The icon in this box is a grey circle with a white 'i' inside, representing an information symbol.

Step 2: Click on the red button **Book**, as shown below and complete the usual Online Self-Service booking process.

Date/Time ↑	Buyer	Sale Paid	Ship Type	Quoted	Shipped	Selected Service	My Cost	Action
19-Oct-15	testuser_julbuyer	\$120.00 ✓	AU_Freight	\$18.89 ✗		Road Courier	\$20.92	

Order No: 110170202053-27586910001 Buyer Notes:

Qty	ID	Description	SKU	Price	Freight
1	110170202053	Armani Watch		\$120.00	
TOTAL:				\$120.00	\$18.89

Shipping N/A Phone: 04 33928014
 Address: 2 Moorebank Avenue, Moorebank, New South Wales, 2170 Email: julhashbd@yahoo.com

Packages: 1 Weight: 1 Value: \$120.00 Warranty: ✓ Tracking:

Other Shipping
Quote
Book

Step 3: After completing the booking process, print and attach labels to your parcel. From the Booking Confirmation page, you can still get back to the eBay orders list Tab by clicking the red button **Return to my Orders** as shown below.

Booking Documents

Address Label
 Print the provided Address Labels and attach them to your packages. These should be attached securely with clear packaging tape (not sticky tape or cellophane tape). There should be 1 label per package.

Download Address Label for Printing

Carrier Labels
 Print the provided Shipping Labels and attach them securely to your packages. These should be attached securely with clear packaging tape (not sticky tape or cellophane tape). There should be 1 label per package.

Download Carrier Labels for Printing

Carrier Documents
 Print these COURIERS PLEASE Documents and then sign your name. DO NOT ATTACH THESE PAGES TO YOUR PACKAGE, but have them ready to hand to the driver upon collection.

Download Carrier Documents for Printing

Tax Invoice

Tax Invoice
 Tax Invoice for your records

Download Tax Invoice for Printing

Return to my Orders

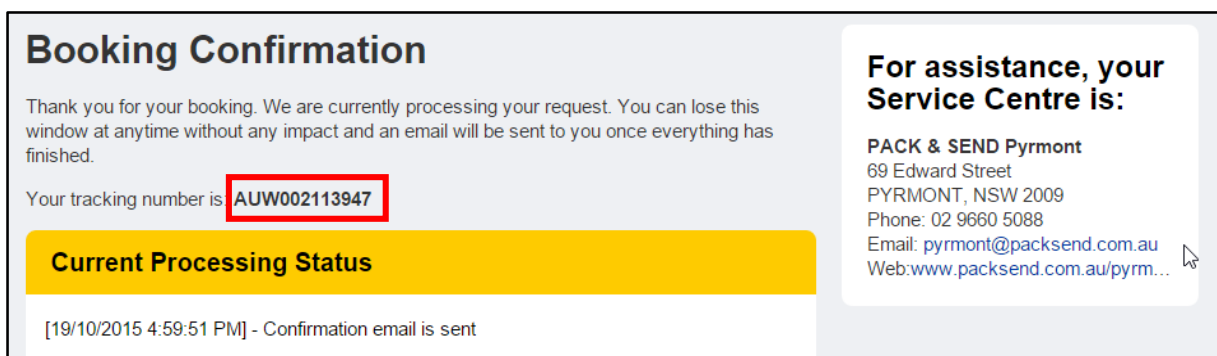
8. UPDATE TRACKING INFORMATION IN EBAY

Adding tracking information to eBay lets your buyer check the status of a parcel delivery at any time.

PACK & SEND's eBay integration system has been developed to automatically send the tracking number of each shipment to eBay. You can also update the Tracking Number manually in eBay if you wish by taking the following steps.

Step 1: Copy the Tracking Number

Copy the tracking number provided by PACK & SEND as shown in the red rectangle in the screen shot below.



Booking Confirmation

Thank you for your booking. We are currently processing your request. You can lose this window at anytime without any impact and an email will be sent to you once everything has finished.

Your tracking number is **AUW002113947**

Current Processing Status

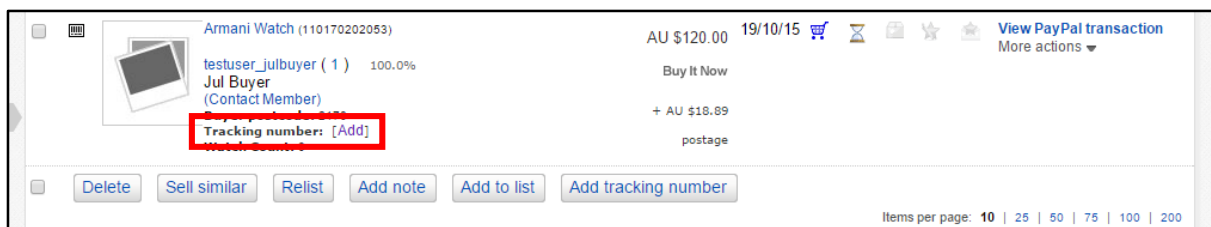
[19/10/2015 4:59:51 PM] - Confirmation email is sent

For assistance, your Service Centre is:

PACK & SEND Pyrmont
69 Edward Street
PYRMONT, NSW 2009
Phone: 02 9660 5088
Email: pyrmont@packsend.com.au
Web: [www.packsend.com.au/pyrmont...](http://www.packsend.com.au/pyrmont)

Step 2: Add the Tracking Number to My eBay

1. Go to the **Sold** section of My eBay.
2. Select the check box next to the item you want to add a tracking number for.
3. Click the **Add tracking number** button – as shown in the red rectangle in the screen shot below.



Armani Watch (110170202053) AU \$120.00 19/10/15

testuser_julbuyer (1) 100.0% Buy It Now

Jul Buyer (Contact Member) + AU \$18.89 postage

Tracking number: [Add]

Delete Sell similar Relist Add note Add to list Add tracking number

Items per page: 10 | 25 | 50 | 75 | 100 | 200

4. On the **Add/Edit/Delete Tracking Number** page, enter or paste the tracking number and enter the name of the carrier – PACK & SEND.
5. Click the **Submit** button

9. VIEW TRACKING INFORMATION IN POWERSENDER

You can also view Tracking information for each eBay order in PowerSender, by clicking on the **Tracking** number link as shown in red rectangular box below.

Date/Time ↑	Buyer	Sale	Paid	Ship Type	Quoted	Shipped	Selected Service	My Cost	Action
19-Oct-15	testuser_julbuyer	\$120.00	✓	AU_Freight	\$18.89	✗	Road Courier	\$20.92	

Order No: 110170202053-27586910001 Buyer Notes:

Qty	ID	Description	SKU	Price	Freight
1	110170202053	Armani Watch		\$120.00	
TOTAL:				\$120.00	\$18.89

Shipping
Address: 2 Moorebank Avenue, MELBOURNE, VIC, 3000, AU. Phone: 0433928014
Email: julhashbd@yahoo.com

Packages: 1 Weight: 1 Value: \$120.00 Warranty: ✓ Tracking: **AUW002113947**

[Other Shipping](#) [View Shipment](#)

19-Oct-15	testuser_julbuyer	\$120.00	✗	AU_Freight	\$0.00	✗			
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When you click on the **Tracking** number link above, it will redirect you to the following page, showing tracking details.

PACK & SEND
Anything. Anywhere.

Home | Start a New Quote Welcome John Smith | My Account | Logout

Track & Trace

Online Self-Service

Tracking Information for Tracking Number AUW002113947:

Date	Time	Location/Status
19 Oct 2015	16:59	Consignment is accepted
19 Oct 2015	16:59	Payment - Transaction Number: 11988833
19 Oct 2015	16:59	Consignment request is initiated with carrier
19 Oct 2015	16:59	Confirmation email is sent

Enter another Tracking Number:


[Submit >>](#)

For assistance, your Service Centre is:

PACK & SEND Pyrmont
69 Edward Street
PYRMONT, NSW 2009
Phone: 02 9660 5088
Email: pyrmont@packsend.com.au
Web: www.packsend.com.au/pyrmont

10. VIEW EBAY ORDERS DIRECTLY FROM POWERSENDER

To View eBay Orders directly from the PowerSender portal, you can click on the **Order Item ID** as shown in the red rectangle below.

Date/Time ↑	Buyer	Sale Paid	Ship Type	Quoted	Shipped	Selected Service	My Cost	Action
19-Oct-15	testuser_julbuyer	\$120.00 ✓	AU_Freight	\$18.89	x	Road Courier	\$20.92	

Order No: 110170202053-27586910001 Buyer Notes:


Qty	ID	Description	SKU	Price	Freight
1	110170202053	Armani Watch		\$120.00	\$18.89
TOTAL:				\$120.00	\$18.89

Shipping
 Address: 2 Moorebank Avenue, MELBOURNE, VIC, 3000, AU. Phone: 0433928014
 Email: julhashbd@yahoo.com

Packages: 1 Weight: 1 Value: \$120.00 Warranty: ✓ Tracking: A UW002113947

Other Shipping
View Shipment

When you click on the **Order Item ID**, it will redirect you to the following page on eBay site.



All Categories Search Advanced


Home > My eBay > Order details

Order details

Postage details

Jul Buyer
2 Moorebank Avenue
Moorebank New South Wales 2170
Australia

Payment details



BANK ACCOUNT MasterCard VISA

Order details

Item title	Available actions	Postage & handling (estimated delivery*)	Price
Buyer: testuser_julbuyer (1) Contact buyer Printer version			
Payment was initiated on 19-Oct-15 and is being processed through PayPal			
Armani Watch 110170202053 - Price: AU \$120.00 Quantity: 1	View PayPal transaction	Express Shipping : AU \$18.89 Courier Estimated delivery: Wed. 21 Oct. - Fri. 23 Oct.	AU \$120.00

Subtotal:	AU \$120.00
Postage and packaging:	AU \$18.89
Total:	AU \$138.89

*The estimated delivery time is based on the seller's handling time, the postage service selected, and the payment method selected.

11. VIEW SHIPMENT DETAILS OF AN EBAY ORDER

You can view shipment details for each booking in PowerSender by clicking the Sky Blue button **View Shipment** as shown in the screenshot below.

When you click the **View Shipment** button above, it will redirect you to **Shipments** Tab with the following details from where you can view orders again, repeat the same shipment and so on.

12. OTHER SHIPPING

If one of your shipments is processed by another carrier (not PACK & SEND), you can update the details by clicking **Other Shipping** button as shown in the red rectangle below.

The screenshot displays a shipping management interface. At the top, a table lists shipment details: Date/Time (19-Oct-15), Buyer (testuser_julbuyer), Sale Paid (\$120.00), Ship Type (AU_Freight), Quoted (\$18.89), Shipped (x), Selected Service (Road Courier), and My Cost (\$20.92). Below this, a summary card shows Order No: 110170202053-27586910001, Buyer Notes: None, and a table of items: Qty 1, ID 110170202053, Description Armani Watch, Price \$120.00, and Freight \$18.89. Shipping details include Address: 2 Moorebank Avenue, MELBOURNE, VIC, 3000, AU; Phone: 0433928014; Email: julhashbd@yahoo.com; Packages: 1; Weight: 1; Value: \$120.00; Warranty: ✓; Tracking: AUW002113947. A red rectangle highlights the 'Other Shipping' button. A 'View Shipment' button is also visible.

When you click the **Other Shipping** button, you can then complete the details shown within the red rectangle below and click **Save** to finalise.

This screenshot shows the 'Other Shipping' form. It contains fields for Carrier (with a dropdown menu), Tracking Number (with a dropdown menu), and Mark as shipped (checkbox). Below these fields are 'Save' and 'Cancel' buttons. The background shows the same shipment summary as the previous screenshot.

13. SEARCH EBAY ORDERS

You can search eBay orders in the PowerSender portal that have already been retrieved from the eBay website.

The following screen shot shows the 4 steps for searching eBay orders in PowerSender.

The screenshot displays the 'eBay' section of the PowerSender portal. The navigation bar includes 'Profile', 'eBay', 'Shipments', 'Addresses', 'Packages', 'Tools', and 'Help'. The main heading is 'Search eBay Orders'. Below this, there is a search input field containing 'Road Courier', a filter section with checkboxes for 'New', 'Not Paid', 'Ready', 'Shipped', and 'Completed', and two buttons: 'Search' and 'Get eBay Orders'. A table below shows search results with columns: Date/Time, Buyer, Sale Paid, Ship Type, Quoted, Shipped, Selected Service, My Cost, and Action. The first row shows a result for '19-Oct-15' with buyer 'testuser_julbuyer', sale price '\$120.00', ship type 'AU_Freight', quoted price '\$18.89', and my cost '\$20.92'. The page also features pagination controls and a 'Results per page' dropdown set to 10.

1. Update your eBay orders in PowerSender first by clicking **Get eBay Orders**.

2. Enter a search term - e.g. road courier.

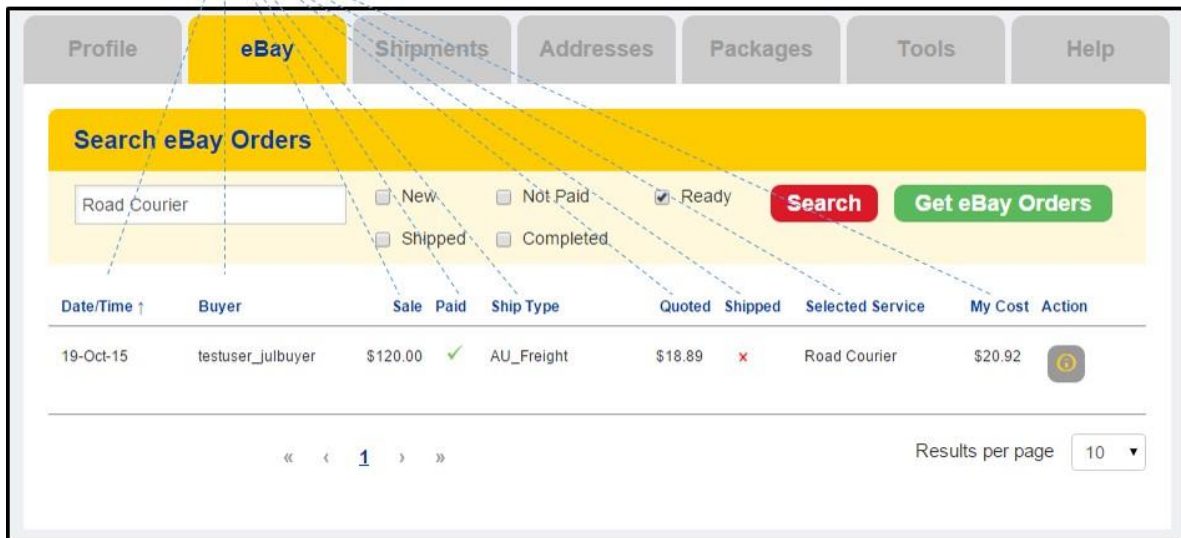
3. Select your filter options

4. Click on **Search** button.

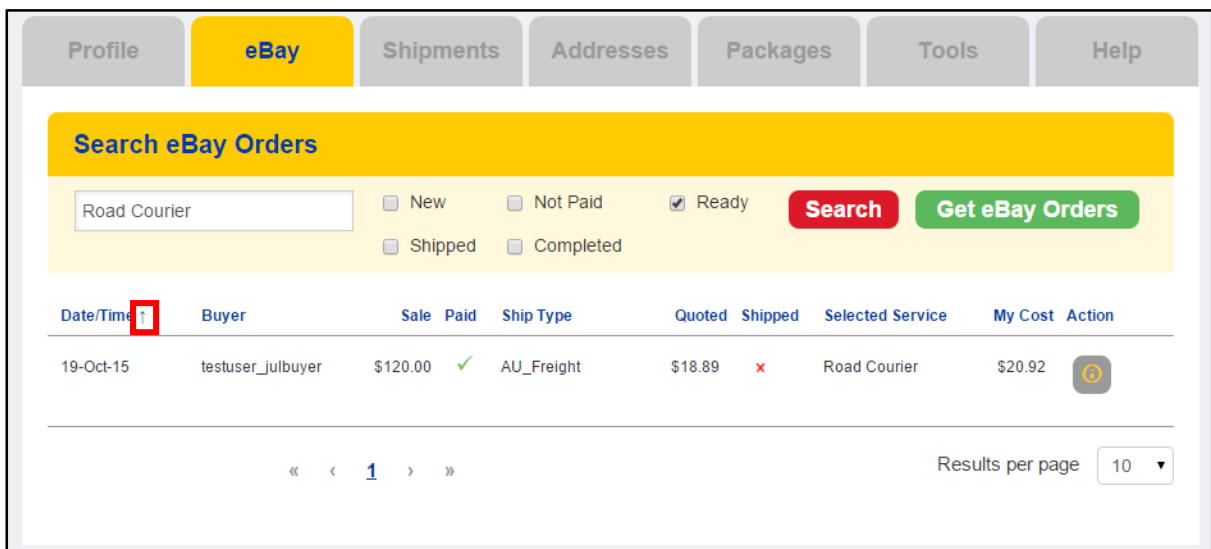
14. SORT EBAY ORDERS

You can sort eBay Orders in ascending or descending orders by clicking on any of the column heading names, as shown in the screen shot below.

You can sort orders by column. Simply click on one of the column heading names, to sort by that column.

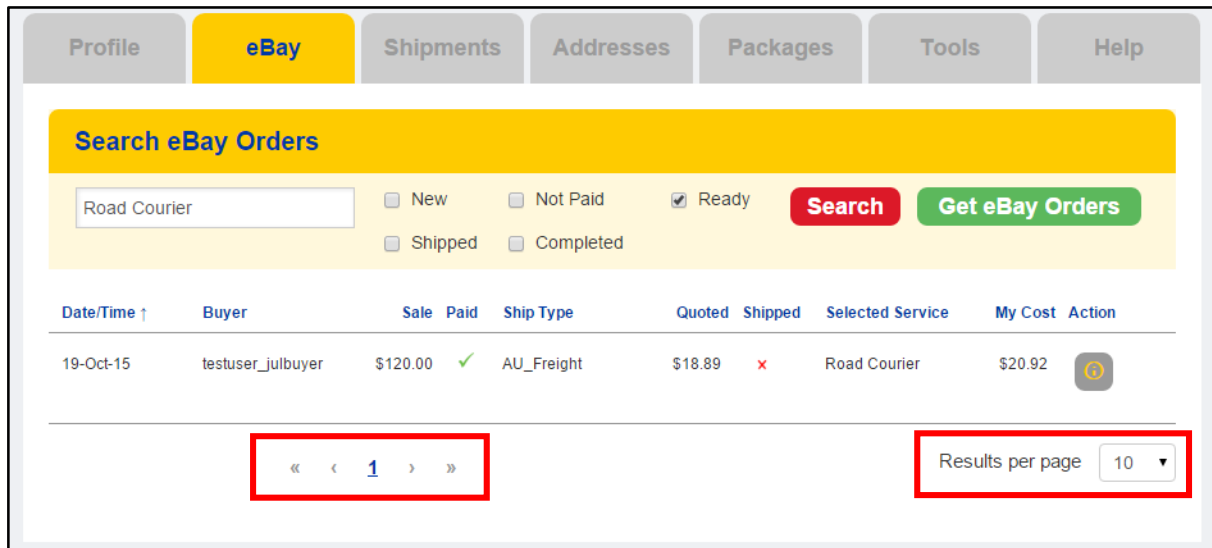


To identify which column is in current sort, you can see an arrow symbol to the right hand side of the column name. The arrow symbol also indicates whether the column is in ascending or descending order mode – as shown in the red rectangle below.



15. PAGINATION

Pagination is also available for you to view orders easily and load quickly. You can set **Result per page** to 10, 20 or 30. There are arrows to indicate to go to first page, last page, next page or previous page. You can even click on the page number to go to that page straight away. Please see the screen shot below.



16. ONLINE POSTAGE CALCULATOR

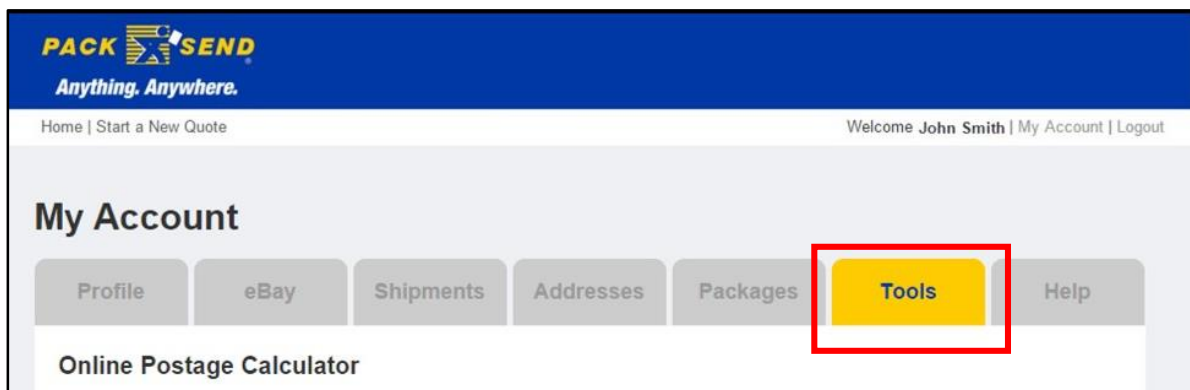
If you choose a 'Calculated postage' pricing strategy for your eBay store, you will be charging your customers a different shipping rate based on the buyers location. In other words, your shipping cost can vary from customer to customer.

To accommodate a variable pricing strategy, PACK & SEND offers an *Online Postage Calculator* for eBay listings. By using this calculator on your listing, your buyers simply need to enter their delivery postcode or suburb and they will then have displayed the range of parcel delivery price options.

Inserting PACK & SEND's Online Postage calculator in your eBay listing is easy - just follow the steps below.

Step 1: Click on Tools tab

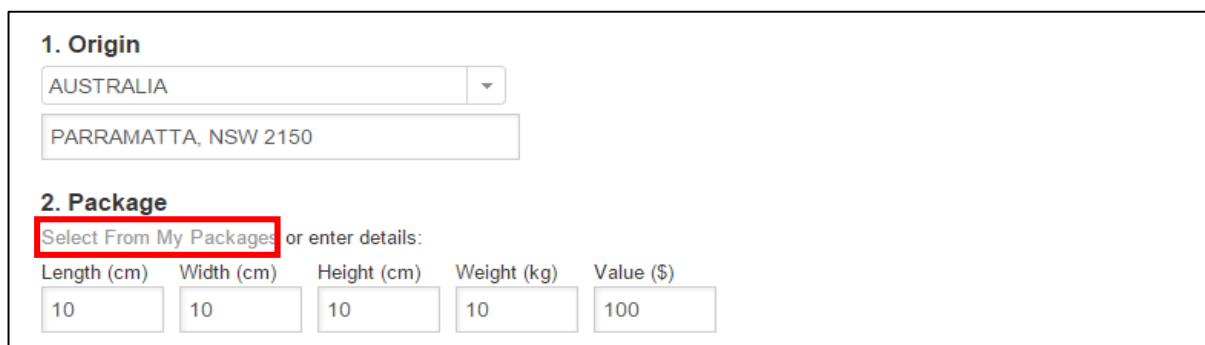
Click on the Tools tab at the top of the PowerSender portal page as shown in red rectangle in the screen shot below.



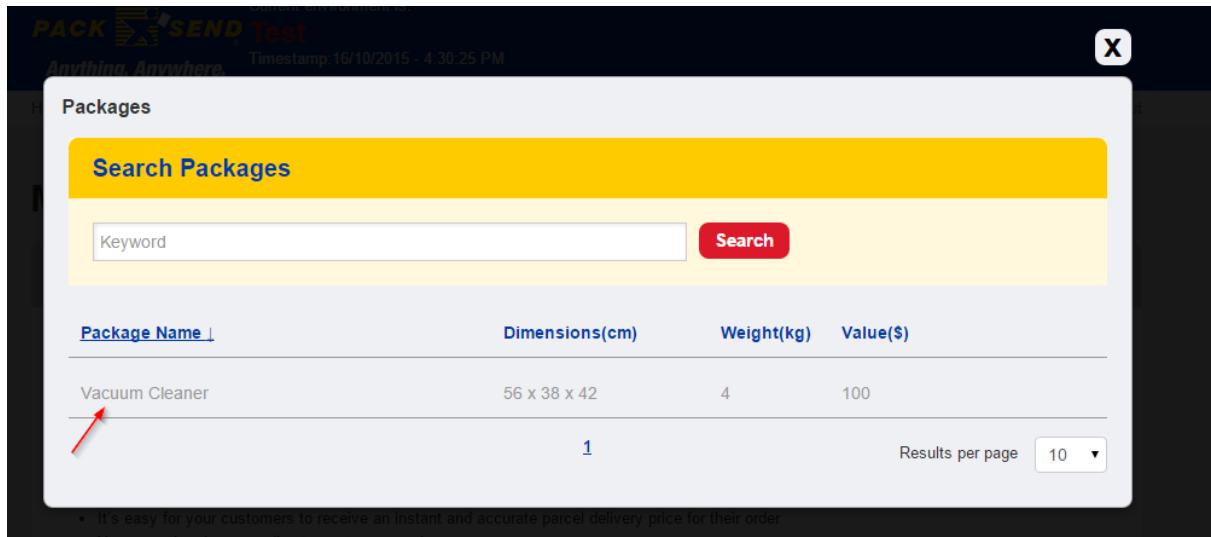
Step 2: Enter Origin and Package details

Enter the location of where the parcel will be sent from. Then enter the dimensions and weight of the parcel, and the value of the item. It's important to specify the accurate weight and dimensions for the parcel (taking into account the weight of the item, box and any packing materials).

You can also automatically select the parcel details from package details already entered in PowerSender by clicking the **Select From My Packages** link, as shown in the red rectangle below.

A screenshot of the online postage calculator form. The form is divided into two sections: '1. Origin' and '2. Package'. In the '1. Origin' section, there is a dropdown menu for 'AUSTRALIA' and a text input field for 'PARRAMATTA, NSW 2150'. In the '2. Package' section, there is a link 'Select From My Packages' highlighted with a red rectangle, followed by the text 'or enter details:'. Below this, there are five input fields for 'Length (cm)', 'Width (cm)', 'Height (cm)', 'Weight (kg)', and 'Value (\$)'. The values entered in these fields are 10, 10, 10, 10, and 100 respectively.

When you click on the **Select From My Packages** link, the following screen will be displayed. You can then search for your package to be selected for the Online Postage Calculator.



Step 3: Enter and Packing & Handling charges

You may wish to add a packing/handling fee that can be automatically added to the postage charge displayed in your calculator. Your buyers will not be made aware of any packing/handling fee in the quote displayed.

Select the **Add allowance for Packing/Handling** check box and then add the \$ amount to be charged or add the \$ % - as shown below.

3. Packing and Handling

Add allowance for Packing/Handling Add \$ Add %

Step 4: Select your Service Options

Our Online Postage Calculator has the option to list a range of Budget, Standard and Premium services with different transit times and prices for both domestic and overseas locations. You can choose to build a calculator to display one or more service options for your customers.

Select which services you would like to offer your customers.

4. Service Options:

BUDGET Services

STANDARD Services

PREMIUM Services

Show Authority to Leave (ATL) Services

Show Warranty option where applicable

As part of our domestic delivery service options, you can choose whether to offer an Authority to Leave service (ATL). This is where the parcel can be left at your customers premises without obtaining a signature. No warranty is available on ATL services. To offer this option in your calculator select the check box **Show Authority to Leave (ATL) Services** – as shown in the above screenshot.

Your calculator can also show warranty options for both domestic and international services. We offer for all our 'signature on delivery' services the option of warranty cover against physical loss or damage while in transit. To offer this option, select the check box **Show Warranty option where applicable** – as shown in the above screenshot.

Step 5: Build, Test and Copy your calculator into your eBay listing

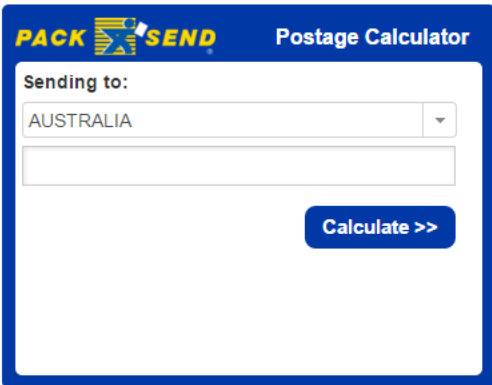
You should now click on the **Build Calculator** button as shown in the screen shot below. The calculator widget will appear below the build calculator button and you can play with the widget by entering different destinations and clicking "Calculate" button.

When you are pleased with your calculator, you can just Copy the HTML code by clicking the **Copy To Clipboard** button and insert it into the HTML of your listing/website. For more specific details on how to insert the calculator into your eBay listing, refer to page 15 of this User Guide.

5. Build, Test and Copy

Build Calculator

The calculator will appear as follows. You can test the calculator here before inserting it into your item listing.



Copy To Clipboard

Copy the HTML code from the box below and insert it into the HTML of your listing/website:

```
<div id="psCalculator"></div></iframe'+me>')" >
```

For eBay Listings: When listing on eBay, please select "Switch to Advanced Tool" to list your product. Choose the 'Freight-Large & Bulky Items' option from the "Domestic Postage" option. Then select the HTML tab in the details section to paste this code.