

CRM - Management Control

??ID??: 914 | ??: ??? | ????: Fri, Nov 5, 2021 4:46 PM

CRM - Management Control

1. Centralized Refund Management
2. Paypal Invoice Management
3. Staff Workload and Performance reporting

1. Centralized Refund Management

Go to **CRM > Refund Management**

CRM TOOLS

- CRM Settings
- Customer Message
- Dispute Case Handling

- Refund Management
- PayPal Invoice Management**

- Performance Reporting

- Message Automation >
- Message Settings >

You can view all PayPal invoices sent via SoldEazy

PayPal Invoice [Help](#)

Invoice ID Buyer ID Buyer Email

Status Created At

[Search](#) [Reset](#)

Buyer Name	Invoice Email Address	Descriptions	Amount	Created At	Paid At	Status	
Y****, Y**** O****@members.ebay.com (e****)	t****@yahoo.com.hk	Upgrade to Express Shipping	USD 28	2021-09-15 19:49	-	Sent	<a>🔍 <a>🔄 <a>🗑️ <a>📄 <a>📧 <a>📧
-	s****	Additional purchased item	USD 1	2021-07-05 16:19	-	Cancelled	<a>🔍 <a>🔄 <a>🗑️
-	p****@sold****.com	Extra handling cost	USD 0.1	2021-07-05 16:18	-	Cancelled	<a>🔍 <a>🔄 <a>🗑️
****, N**** O****@members.ebay.com (r****)	p****@****.in	Test 123 中文	USD 0.9	2021-07-05 16:17	-	Cancelled	<a>🔍 <a>🔄 <a>🗑️ <a>📄 <a>📧 <a>📧
M****, N**** O****@members.ebay.com (r****)	p****	Upgrade to Express Shipping	USD 0.1	2021-07-05 16:17	-	Sent	<a>🔍 <a>🔄 <a>🗑️ <a>📄 <a>📧 <a>📧
****, N**** Invalid Request (r****)	p****	Change item extra cost	USD 0.9	2021-07-05 16:16	-	Sent	<a>🔍 <a>🔄 <a>🗑️ <a>📄 <a>📧 <a>📧
A****, A**** @members.ebay.com (a****)	p****	Test	AUD 0.1	2021-07-05 16:12	-	Sent	<a>🔍 <a>🔄 <a>🗑️ <a>📄 <a>📧 <a>📧
B****, B**** @members.ebay.com (c****)	p****@****.com	Postage extra cost	HKD 0.01	2021-07-05 16:04	-	Sent	<a>🔍 <a>🔄 <a>🗑️ <a>📄 <a>📧 <a>📧
E****, E**** @members.ebay.com (e****)	p****	Upgrade to Express Shipping	USD 0.01	2021-07-05 16:03	-	Sent	<a>🔍 <a>🔄 <a>🗑️ <a>📄 <a>📧 <a>📧

17 Records < Prev 1 Next >

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You can use action buttons on each invoice



1



2



3



4



5



6

1. Refresh Status: Click to get most recent status on this transaction
2. View Details: Click to view details of this invoice

Invoice Details

PayPal

Created At

September 15, 2021

Paid At

-

Sent

Sent To

t[REDACTED]1@yahoo.com.hk

Channel ID

e[REDACTED]2

Descriptions

Upgrade to Express Shipping

Amount

USD 28



Sent From

al[REDACTED]8

Invoice NO. (Invoice ID)

0[REDACTED]3 (I[REDACTED])



Exit

* the QR code is for the buyer to make payment

CRM TOOLS

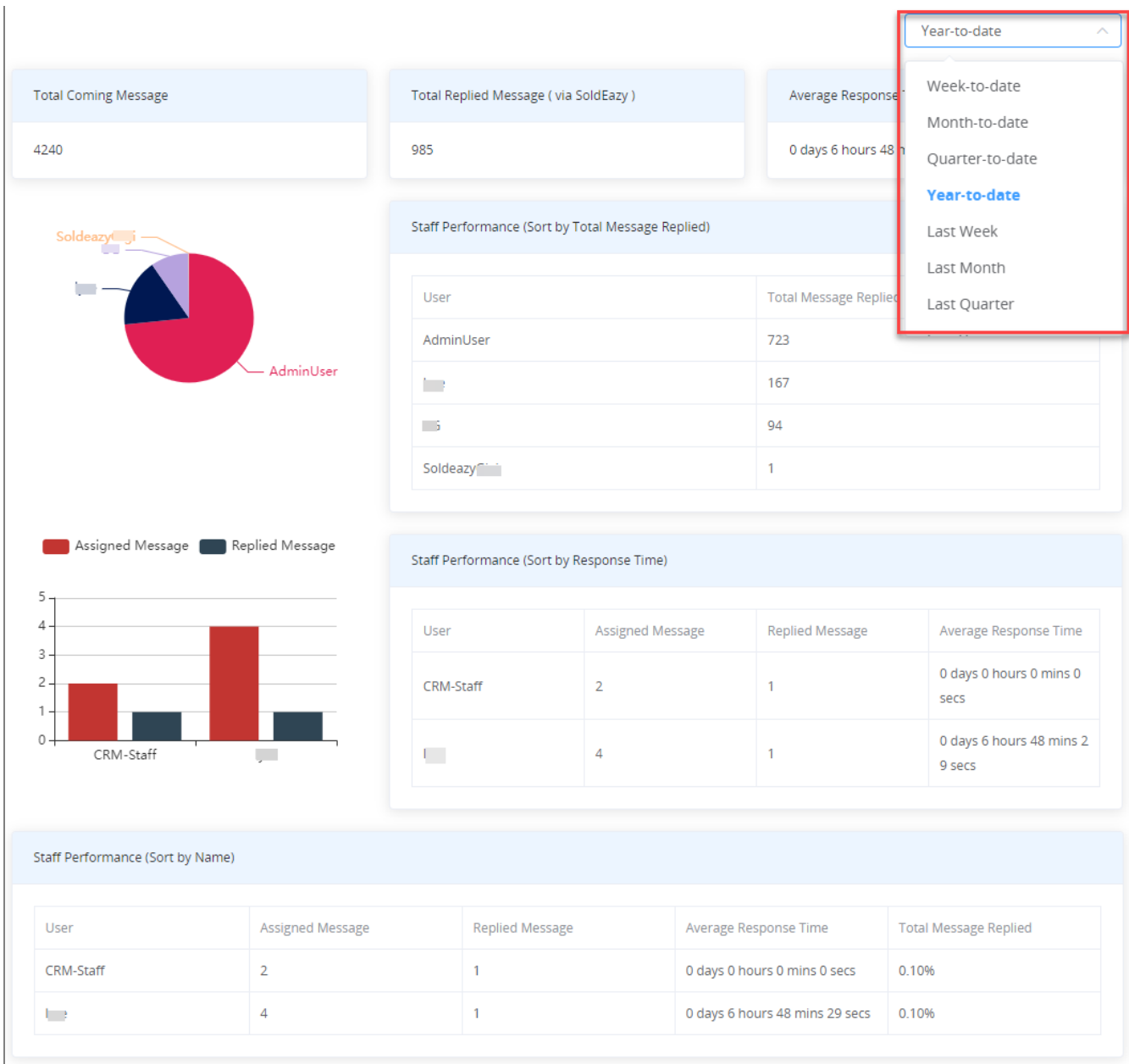
- CRM Settings
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- Message Automation >
- Message Settings >

Choose a period and view staff workload and performance



Fin

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