



# eBay Customer Service

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## Sending invoices to buyers

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If your buyer hasn't gone directly through eBay checkout, you may need to send them an invoice.

[How do I send or revise an invoice?](#)

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There are a number of situations where it's useful to send an invoice to your buyer:

- The buyer is purchasing several items from you, and you want to combine them into a single purchase
- You need to change some of the transaction details, such as shipping charges or payment method (although this should only be done at the buyer's request)
- The buyer hasn't paid for an auction they've won, and you want to send them a reminder

You can't send an invoice if it's been more than 30 days since the listing ended.

### How do I send or revise an invoice?

You can send or revise an invoice from either My eBay or Seller Hub.

1. Find the item:
  - In Seller Hub, select [Orders](#)
  - In My eBay, select [Sold](#)
2. From Actions, select **Send invoice**.
3. Make any necessary changes (to shipping charges, payment methods, etc.).
4. Select **Send invoice**.

### How to combine payments for a buyer

When a buyer purchases more than one item from you, you can combine their purchases into one invoice. It'll save you time, and you can offer the buyer a [shipping discount](#).

To offer combined payments, you'll have to enable it on your account.

How do I enable combined payments?

How do I send a buyer an invoice for combined payments?

How do I add items to an existing invoice?

**Tip**

If you don't see a Send invoice option for an item, it may have been more than 30 days since the listing ended.

**Top Takeaway**

It can be helpful to send an invoice if you want to combine a buyer's items into a single purchase, or if the buyer hasn't paid and you want to send them a reminder.

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