



# eBay Customer Service

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## Seller Hub

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Seller Hub is the central place for managing your eBay business. It's free to use and consolidates all our selling tools into one location.

Seller Hub gives you useful data and recommendations to help you grow your eBay sales.

### Seller Hub tools

Seller Hub gives you tools to:

- **Manage your listings** – You'll find all the listing, reporting, and order management functionality here
- **Monitor your business** – You can create custom dashboards to track listing activities, sales, costs, traffic data, and more
- **View payouts** – You can view previous payouts, find out when you'll receive your next payout, and check if you've any funds on hold
- **Analyze business performance** – You'll receive personalized insights, as well as tips to improve your business

If you have an [eBay Store](#), you'll manage your Store and access all the features of [Promotions Manager](#) or [Promoted listings](#) from Seller Hub.

#### Tip

You can personalize your Seller Hub to suit you. Simply select the **Customize** link to adjust what you see on each page.

### Using Seller Hub

Simply go to [Seller Hub](#) and sign in using your eBay username and password.

You'll need to have had at least one sale to use Seller Hub.

The Seller Hub overview page summarizes all you need to know about your selling activity, but by selecting the different tabs listed below you'll access a range of different tools and data:

- **Overview** – See a summary view of your Tasks, Orders, Listings, and Feedback, along with access to frequently used actions and selling tools

- **Orders** – Take action on orders, including printing shipping labels and uploading tracking. You can also review past orders and set up rules for managing returns
- **Listings** – Create and manage listings, individually or in bulk. You can also manage listing templates and create business policy settings
- **Marketing** – Use our tools to build your brand, attract more buyers, and sell more per visit. (Some tools are only available to Store subscribers)
- **Store** – Manage all aspects of your eBay Store, including your subscription, store categories and layout, and promoting your Store. Review your Store traffic stats and get tips on optimizing your Store's performance
- **Performance** – Understand your business performance through detailed information on sales, selling costs as a percentage of sales, traffic, buyer traffic source, and more. Select the data on the page to drill into in-depth charts and graphs
- **Research** – Get advice for improving your listings, sourcing, pricing, and restocking
- **Payments** – The Payments tab in Seller Hub helps you keep track of all the payouts you receive from your eBay transactions. For more information, see our article on the [Using the Payments tab in Seller Hub](#)
- **Reports** – Optimize your business with file based (CSV/XLSX ) reports & templates. Get detailed information about your business, and upload new information in bulk. Try [Reports](#) today

You can find out more about Seller Hub in our [Seller Center](#).

## Seller Hub orders download report

The orders report is a CSV (comma-separated) file that contains all of the data that appears on the Seller Hub [Manage orders](#) page and more, including a new field showing [how much tax eBay collected and remitted](#) for each transaction.

You can easily download the orders report from the [Manage orders](#) page by selecting **Download report** at the top right of the table. This will download all orders in your current results set (e.g. If you have 2,460 orders in your results set, this will download 2,460 orders).

### Tip

You can also choose to only download individual orders by checking the boxes next to them and choosing **More > Download selected**.

If you previously downloaded your orders into CSV files using File Exchange or Selling Manager, you'll find the new report is a little different. Columns have been rearranged, with some being added and some removed. Some column titles have also been updated.

Below, you can see the columns that are in the new orders report plus highlights of what's new in comparison to File Exchange and Selling Manager. Column titles in **bold** are either new columns, or have been renamed.

Seller Hub orders report

Seller Hub orders download report vs. Selling Manager sales history download

## Sales and selling costs reports

You can now keep track of both your sales and your selling costs from the [Sales section of the Performance tab](#).

To generate a sales and costs report:

1. Use the dropdown menus at the top of the [Sales section](#) to refine your results:
  - Choose a time period of your choice for the report (Last 31 days, today, this month, last month, this quarter, or custom)
  - Choose a time period to compare your results to (month over month, year over year, custom, or other options)
2. Select **Generate Report**.

In the **All sales** section of your report, you'll see a detailed breakdown of sales including item sales, shipping and handling and government taxes and fees. If you select **Promoted Listings sales**, you can also see what percentage of your total sales came via Promoted Listings. You can also see how all your sales compare to your selected prior time period.

In the **Selling costs** section of the report, you can see the amount and the percentage of your selling cost that came from eBay fees and shipping labels. If you select the arrow beside eBay fees, you can also see a detailed breakdown of your eBay fees.

If you want to see sales performance insights for individual listings, select **Download listings sales report**.

## Refurbished Program dashboard

If you sell items through the eBay Refurbished Program, you can now easily monitor your progress in the Seller Hub Performance section. By selecting the Refurbished Program tab, you'll have access to a dashboard providing real-time metrics and insights into your monthly refurbished transactions.

The dashboard makes it easier to ensure you are meeting minimum program requirement metrics as defined in the refurbished contract. These metrics are evaluated and refreshed on a monthly cadence, after the 25th of each month, based on a complete 3 month (90-day) rolling lookback period. Sellers can also download data for transactions in the program dashboard via the transactions tab.

If you have questions on your program metrics please email us at [ebayrefurbamsupport@ebay.com](mailto:ebayrefurbamsupport@ebay.com).

### Top Takeaway

Seller Hub consolidates all your listing, reporting, payout, and order management tools in one place. It also provides a range of data and insights to help you grow your business.

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**Selling with the eBay app**

The eBay mobile app makes it easy to create, edit, and monitor your listings. You can also relist items and provide tracking information on the go.

3 min article

**Promotions Manager**

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