Interactive storyboards

<h2>GUIDE.SUMMARY The storyboards listed below cover common buying and selling issues. These are interactive workflows that will guide you through to resolutions. We encourage you to provide feedback at the end of each storyboard so we can constantly improve your experience using them. Core topics Buy Sell M2M Payments
 Core_topics
 <table_border="1"> <tbody> <tr> <td colspan="2"> <h3>Core topics</h3> </td> </tr> <tr> <td align="left">Updating a customer's email address</td> <td>This storyboard helps you to walk the customer through the process of updating the email address</td> </tr> <tr> <td align="left">New login activity - Notification emails</td> <td>This storyboard has information on what to do when a customer receives a new login activity notification</td> </tr> <tr> <td align="left">Spoof or **Phishing** emails</td> <td>This storyboard has details on what to do if a customer receives a suspicious email</td> </tr&qt; <tr&qt; <td align="left"&qt;Troubleshooting common technical problems</td&qt; <td> This storyboard contains information on common technical problems and tips on how to identify and solve them</td> </tr> <tr> <td align="left">Canceling an order</td> <td>This storyboard shows how and when buyers and sellers can cancel an order</td> </tr&qt; <tr&qt; <td align="left">Reporting а member</td> <td>This storyboard contains information on how to report a member</td> </tr> </tbody> </table> </h2><h3> </h3> <hr>
 Buy
 <table border="1"> <tbody> <tr> <td colspan="2"> <h3> Buy</h3> </td> </tr> <tr> <td align="left">Common buying questions</td> <td>This storyboard covers common buying questions</td> </tr> <tr> <td align="left">Problems PayPal</td> paying with <td>This storyboard deals with issues when paying with PayPal</td> </tr> <td align="left">Questions before buying</td> <td>This storyboard covers common questions buyers have before they buy on eBay</td> </tr&qt; <tr&qt; <td align="left">All about coupons</td> <td>This storyboard helps you deal with customer questions about coupons</td> </tr> <tr> <td align="left">Checkout and Lvis Rule Activities Tools</td> <td>This storyboard helps you troubleshooting payment issues with the checkout and LVIS Rules activity tools</td> </tr> </tbody> </table> <hr>
 Sell
 <:table border="1"&qt; <tbody> <tr> <td colspan="2"> <h3> Sell</h3> </td> </tr> <tr> <td align="left">All about the eBay International Shipping program</td> href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=KB2793" <td> This storyboard covers questions about the eBay International Shipping program</td> <:/tr&at: <:tr&at: <:td align="left">:Checking tracking numbers</td> <td>This storyboard covers the most common shipping methods and how to track shipments that use them</td> </tr> <tr> <td align="left">Listing using product identifiers -**UPC** and MPN</td> <td>This storyboard has details on sellers can list using product identifiers</td> </tr> <tr> <td align="left">Adjusting the total sale amount and shipping costs</td> href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=KB2772" <td>:This storyboard has information on how to adjust the total amount of a sale and details on shipping costs</td> </tr> <tr> <td align="left">Automatic relisting</td> <td>This storyboard has information and instructions on automatic relisting</td> </tr> <tr&qt; <:td align="left">Managing bidders buyers</td> <td><a and

href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=KB2845" target="_self">This storyboard covers how sellers can manage and block bidders and buyers</td> </tr> <tr&qt; <td align="left">Creating multi-quantity listina and listings with variations</td> <td>This storyboard has details on how to create multi-quantity listings and listings with variations </td> </tr> <tr> <td align="left">Adding/editing sales tax rates listings</td> <td><a to href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=KB2833" target=" self">This storyboard contains information about how sellers can add or edit sales tax rates to their listings</td> </tr> <td align="left">Requesting a credit</td> href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=KB2775" <td>This storyboard helps you deal with customers who are requesting a credit </td> </tr> <tr> <td align="left">Legal information in listings</td> <td>This information queries storyboard has seller about legal information in their on listings </td> </tr> <tr> <td align="left">Making a one-time payment</td> <td>This storyboard helps you walk the seller through the steps to make a one-time payment and details of when this is necessary </td> </tr> <tr> <td align="left">Managing eBay store</td> an <td>This information storyboard covers for sellers how to manage their on eBay store </td> <tr&qt; <td align="left">Multi-user </tr&qt; account access</td> This storyboard has information on how sellers can set up multi-user account access on their eBay account </td> </tr> <tr> <td align="left">How to use Best Offer</td&qt; <td>This storyboard covers everything the seller needs to know about using Best Offer in their listings</td> </tr> <tr> <td align="left">Blocked or restricted accounts because of non-payment of eBay fees</td> <:td&at:<:a href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=KB2774" target="_self">This storyboard covers common questions sellers have when their account is blocked or restricted because of outstanding fees </td> </tr> <tr> <td align="left">Business policies and shipping settings</td> <td>This storyboard covers how sellers can set up business policies and shipping and delivery options </td> </tr> <tr> <td align="left">Opening and closing an eBay Store</td> <td>This storyboard has details on how to open and close an eBay store </td> </tr> <tr> <:td align="left">Time away settings</td> <td>This storyboard has information on how sellers can use the Time Away tool </td> <:/tr&at: <:tr&at: <:td align="left">Ending а listing early<:/td>: <:td>This storyboard shows how and when sellers can end a listing early </td> </tr> <td align="left">Bulk listings - BLING editing tool</td> <:tr&at: <td>This storyboard covers the new bulk listing and editing tool - BLING </td> </tr> <tr&qt; <td align="left">Selling promotions</td> <td>This storyboard has details on how sellers can take part in selling promotions eBay </td> </tr> <tr> <td align="left">Multi-factor authentication</td> <td>This benefits multi-factor authentication storyboard covers the of and how up</a&qt; </td&qt; </tr&qt; <tr&qt; <td align="left"&qt;Selling in the Sexual wellness category</td> <td>This storyboard has details and **limitations** on selling in the Sexual wellness category </td> </tr> <tr> <td align="left">Editing listings and setting sales rates</td> <td><a tax href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=KB2852" target="_self">This storyboard has details on how sellers can edit their listings and information on setting sales tax rates </td> </tr> <tr> <td align="left">Adding and changing items listing</td> specifics in <td>This sellers add change in storyboard covers how can and item specifics а listing </td> </tr> </tbody> </table> <hr>
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information troubleshooting common storyboard covers on issues buvers have with returns</td> </tr> <tr> <td>Item not received (INR)</td> href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=KB2745" <td>This storyboard has details on what to do when the buyer's item hasn't arrived</td> </tr> <tr> <td>Returns - Buyer - Pre-Case</td> href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=KB2740" <td>This storyboard covers questions buyers may have before they open a return</td> </tr> <tr> <td>Returns - Buyer - Seller make it right (SMIR)</td> <td>This storyboard has information on the steps buyers can take during the SMIR period</td> </tr&at; <tr&at; <td>Returns - Buyer - Cross Border Trade (CBT)</td> <td>This storyboard covers common questions buyers have with CBT returns</td> </tr> <tr> <td>Returns Seller Pre-Case</td&qt; <td>This storyboard covers questions sellers have before a return is opened on an item they've sold</td> </tr> <tr> <td>Returns - Seller - Seller make it right (SMIR)</td&qt; <td>This storyboard has information on the questions sellers have during the SMIR period</td> </tr> <tr> <td>Seller returns Troubleshooting</td> <td>This storyboard covers information on troubleshooting common issues sellers have with returns</td> </tr> <tr> <td>Payment disputes</td> <td>This

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