

## Sending invoices to buyers

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

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.

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.

Find the item:

- In Seller Hub, select [Orders](https://www.ebay.com/sh/ord/?filter=status:ALL_ORDERS) - opens in new window or tab
- In My eBay, select [Sold](http://my.ebay.com/ws/eBayISAPI.dll?MyEbayBeta&CurrentPage=MyeBayNextSold) - opens in new window or tab

From **Actions**, select **Send invoice**.

Make any necessary changes (to shipping charges, payment methods, etc.).

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

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href="https://www.ebay.com/help/selling/posting-items/postage-rates/postage-discounts?id=4168"&gt;shipping discount&lt;/a&gt;. To offer combined payments, you'll have to enable it on your account. How do I enable combined payments?&lt;ol&gt;&lt;li&gt;Go to &lt;a href="https://www.ebay.com/ship/prf" target="\_blank"&gt;Manage shipping settings&lt;/a&gt;. &lt;/li&gt;&lt;li&gt;Select Edit next to Combined Payments.&lt;/li&gt;&lt;li&gt;Check the box beside Allow buyers to send one combined payment for all items purchased.&lt;/li&gt;&lt;li&gt;Select Save.&lt;/li&gt;&lt;/ol&gt;&nbsp;How do I send a buyer an invoice for combined payments?&lt;ol&gt;&lt;li&gt;Find the items you're wanting to combine payments for:&lt;ul&gt;&lt;li&gt;In Seller Hub, select &lt;a href="https://www.ebay.com/sh/ord/?filter=status:ALL\_ORDERS" target="\_blank"&gt;Orders - opens in new window or tab&lt;/a&gt;&lt;/li&gt;&lt;li&gt;In My eBay, select &lt;a href="http://my.ebay.com/ws/eBayISAPI.dll?MyEbayBeta&amp;CurrentPage=MyeBayNextSold" target="\_blank"&gt;Sold - opens in new window or tab&lt;/a&gt;&lt;/li&gt;&lt;/ul&gt;&lt;/li&gt;&lt;li&gt;Select Send invoice next to one of the items you'd like to include in the invoice.&lt;/li&gt;&lt;li&gt;On the next page, we display all items purchased by that buyer. Remove the check from any items you don't want to include in the invoice.&lt;/li&gt;&lt;li&gt;Add shipping charges.&lt;/li&gt;&lt;li&gt;Enter a message to the buyer (optional) and select the payment methods you accept.&lt;/li&gt;&lt;li&gt;To preview the invoice, select Preview invoice before sending.&lt;/li&gt;&lt;li&gt;To send the invoice, select Send invoice.&lt;/li&gt;&lt;/ol&gt;&nbsp;How do I add items to an existing invoice?&lt;ol&gt;&lt;li&gt;Find the order:&lt;ul&gt;&lt;li&gt;In Seller Hub, select &lt;a href="https://www.ebay.com/sh/ord/?filter=status:ALL\_ORDERS" target="\_blank"&gt;Orders - opens in new window or tab&lt;/a&gt;&lt;/li&gt;&lt;li&gt;In My eBay, select &lt;a href="http://my.ebay.com/ws/eBayISAPI.dll?MyEbayBeta&amp;CurrentPage=MyeBayNextSold" target="\_blank"&gt;Sold - opens in new window or

The items you've combined into one invoice are grouped under the buyer's username. From More actions across from the username, select Send invoice. (If you don't see the Send invoice option, you can no longer add to this invoice and will need to send a separate one.)

On the next page, you'll find all the items the buyer has purchased that can be added to the invoice. Remove the check from any you don't want included.

Add shipping charges if needed.

Enter a message to the buyer (optional) and select the payment methods you accept.

To preview the invoice, select Preview invoice before sending. To send the invoice, select Send 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.

**sending invoice eBay, eBay combined invoice, combined invoices eBay, send invoice eBay, edit invoice eBay, combined payments**