

Payments on hold

<h2>You can check on the status of a payment by going to the Payments tab in Seller Hub.</h2 id="section1">

<h2 id="section1">Why we put payments on hold and how to avoid it</h2>In most cases, holds are lifted when a buyer confirms they've received their item or when a case is resolved.To help ensure eBay remains a safe place to buy and sell, and to meet our legal and compliance obligations, we sometimes place a hold on funds, for example, if there's an open case or dispute on a transaction, if your buyer reports a problem with the order, if your account is restricted or suspended, if you owe eBay money or if you're a new or infrequent seller. If we placed a hold on your funds, we'll notify you by email and depending on the reason, may request additional information from you to help resolve the issue.</h2 id="section2">

<h2 id="section2">Types of holds</h2>There are various reasons why we may place a hold on your funds.</h2>

<h3>Transaction holds</h3>Transaction holds are when we place a hold on funds related to a particular buyer transaction. The funds on hold may be used to refund the buyer for the same transaction.While proceeds from your sales typically become available within 2 days of confirming the buyer's payment, we may place a transaction hold on funds while we ensure a successful transaction. To reduce the likelihood of a transaction hold, we recommend shipping an item the same day your buyer pays for it and following good shipping practices, such as adding tracking information to your order.TipIf we place a hold on your funds, it will usually be resolved within 30 days, but in rare circumstances it may take longer. For most orders, adding tracking information can help you receive your funds faster. Additionally, we may place a transaction hold on funds depending on your seller status, changes to your account status, or other factors we use to help ensure a safe marketplace in all categories, regardless of whether the transaction is covered by our eBay Money Back Guarantee or not:New or infrequent sellers will experience transaction holds while learning best selling practices. This helps sellers become established and build a strong selling history on eBay. New sellers typically experience holds for up

to 14 days, although sometimes it may be longer

- Previously restricted or suspended sellers will experience transaction holds for the 30 days after the restriction or suspension is lifted, while we confirm that the items have been successfully delivered
- High priced items or unusual selling patterns may lead to transaction holds for up to 30 days to help us ensure that buyers don't have any issues with the order
- The authentication process may lead to transaction holds for up to 30 days until the authenticity of items sold with eBay's Authenticity Guarantee can be confirmed

Payment dispute holds

Payment dispute holds are when we place a hold on funds related to a problem reported by a buyer, regardless of whether the transaction is covered by our [eBay Money Back Guarantee](https://www.ebay.com/help/policies/ebay-money-back-guarantee-policy/ebay-money-back-guarantee-policy?id=4210#section8) or not. For example, if a buyer reports that an item hasn't arrived, or the item they received is significantly different from the listing description, we hold funds until the case is resolved and closed. For more information see our [article on best practices for avoiding and handling issues with buyers](https://www.ebay.com/help/selling/managing-returns-refunds/best-practices-avoiding-handling-issues-buyers?id=4113). The funds on hold may be used to refund the buyer for the same transaction.

Payout holds

Payout holds are when we hold funds payable to a particular seller, and usually require further seller action on the account.

Registration holds: We may hold payouts if we identify a discrepancy with the information you provided at registration. If your account is restricted, we'll notify you by email with a request for additional information. For more information on how to verify your identity, see our [article on registering as a seller](https://www.ebay.com/help/selling/getting-paid/registering-seller?id=4792).

Compliance holds: eBay maintains policies and procedures to

protect buyers and sellers while [complying with applicable laws](https://pages.ebay.com/payment/2.0/terms.html). If your account has a payout hold or restriction for compliance reasons, we'll notify you by email and may request additional information from you.

Performance holds: We hold your payouts if we identify unusual activity associated with your account, such as increased customer claims, a sudden change in your selling activity, late deliveries, or negative buyer feedback.

Invalid payment method: We may put your payouts on hold if we can't deduct your selling fees and other costs from any of your [on-file payment methods](https://www.ebay.com/help/selling/fees-credits-invoices/setting-changing-payment-method-fees-selling-costs?id=5205). In this case, you'll need to add another payment method.