

eBay guest checkout - Buying as a guest and troubleshooting tips

GUIDE.SUMMARY What Guest checkout allows you to purchase BIN items (<\$5000) as a guest using PayPal, Credit or Debit Card. If you want to bid on or sell items or leave feedback for sellers, you'll need to register an account. Note: For eBay on Sears Marketplace, checkout is by credit card only (no PayPal). When buying as a guest, you can:

- View order details
- Track the package
- Email the seller
- Return the item
- Let us know you didn't receive the item

Where

- North America (US, CA, CA-FR)

Who

- Customers without an eBay account who wish to purchase an item
- Customers with an eBay account, who choose to purchase an item as a guest
- Sears Marketplace customers buying something from an eBay seller

Why Customers who purchase as a guest may seek help related to:

- Paying as a guest
- Locating their order, their order confirmation email
- Post transaction flows (e.g. cancel, return, item not received)
- Upgrading from guest to a registered eBay account

Navigating this Guide

- https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1444&ViewLocale=en_US#Payforitem How to pay for an item using eBay guest checkout
- https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1444&ViewLocale=en_US#OrderDetails How to view order details for guest purchases
- https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1444&ViewLocale=en_US#cancel How to cancel a transaction as a guest
- https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1444&ViewLocale=en_US#eMBGRequest Instructions for guest customers to open an eMBG request (INR/Return)

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1444&ViewLocale=en_US#Remorse>How to file a remorse return as a guest How to upgrade from a guest purchase to an eBay registered account How to find out if an account is a guest account: <a

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1444&ViewLocale=en_US#GuestUnify>Through Unify <a

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1444&ViewLocale=en_US#GuestAD>Through Agent Desktop (AD) Resend access code: <a

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1444&ViewLocale=en_US#Resend_AD>Through AD <a

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1444&ViewLocale=en_US#ResendUnify>Through Unify <a

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1444&ViewLocale=en_US#URL>URL Generator <a

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1444&ViewLocale=en_US#eMBG_Escalation>eMBG request escalation steps for Buy/Sell/M2M </h2><h2>GUIDE.RELATED_LINKS eBay on Sears Marketplace Sears Marketplace
 <a

https://www.sears.com/en_us/marketplace.html

https://www.sears.com/en_us/marketplace.html

 Frequently Asked Questions
 <a

https://www.sears.com/en_us/marketplace.html#eBayMarketplace

https://www.sears.com/en_us/marketplace.html#eBayMarketplace</li

 Help Pages Buying as a guest
 http://pages.ebay.com/help/buy/buying-as-guest.html
 Buying as a guest on eBay FAQs (OCS) US/GBX: </a href="https://www.ebay.com/help/buying/paying-items/buying-guest?id=4035">https://www.ebay.com/help/buying/paying-items/buying-guest?id=4035 UK: </a href="https://www.ebay.co.uk/help/buying/paying-items/buying-guest?id=4035">https://www.ebay.co.uk/help/buying/paying-items/buying-guest?id=4035 DE: </a href="https://www.ebay.de/help/buying/paying-items/buying-guest?id=4035">https://www.ebay.de/help/buying/paying-items/buying-guest?id=4035

</h2></h2>GUIDE.TALKING_POINTS Why can I no longer see my watched / saved items? Your guest watch and saved lists are device specific. It may be that your list was saved on another device. Its also possible you signed into an eBay account on a device with watch and save list stored, and this list was then migrated to that account. Can you recover my previously watched / saved items? No, however if youve enabled notifications, you will still receive emails based on your watch and save lists until you unsubscribe. Why can I only see my watch saved items on one device and not all devices? Guest Watch and Save lists are device specific. If you sign into an eBay account on the same device as your guest watch and save list, the list will be automatically migrated into that account, and then be accessible by any device using this account. I do not have an eBay account. Why am I receiving emails about items I previously viewed?

<blockquote> Note: The customer may not specifically say "watched" or "saved" the way a seasoned eBay customer might. </blockquote> You may have signed up to receive notifications on your guest watch and save lists. To stop receiving these emails from eBay, select the unsubscribe link in the email footer. I do not have and or do not wish to register an eBay account. How do I stop receiving email notifications? To stop

receiving these emails from eBay, select the unsubscribe link in the email footer.

If I wish to purchase an item I previously watched or saved without an eBay account, do I need to register an account to complete a purchase? No, you can complete the purchase as a guest, however at the end of guest checkout you will be given an opportunity to create an eBay account, to make your next checkout experience even easier.

Why can't I bid on auction-style listings? Guest buying only applies to Buy It Now transactions. To bid on auction-style listings, please upgrade your eBay account.

Do I qualify for the eBay Guarantee when I buy as a guest? Eligible transactions are fully covered, even for Guest purchases.

Can I leave the seller feedback? No, a registered eBay account is required to leave and receive feedback.

What are the advantages of upgrading my account? With a Full eBay account, you can:

- Bid on auction-style listings
- Leave feedback for transactions
- View member-to-member messages in your "Messages" section of My eBay
- Use My eBay for managing and tracking orders
- Write a review or guide in the Reviews and Guides section
- Access eBay community resources such as Discussion Boards, Groups, and Answer Center Forums

Why are my listings showing on Sears.com? Sears is featuring listings from sellers in good standing with New Item Conditions including additional features such as Buy it Now (BIN) and Free Shipping (not required). This will allow for buyers on Sears.com to purchase items from eBay Sellers as an eBay Guest purchase.

How can I have my listings removed from Sears.com? If you have a business reason for needing your listings to be removed from Sears.com (brand constraints, contracts, etc.) we can send a request to our Sears integration team to have your request reviewed and your listings removed. Please note, these requests can take 3-5 business days to be completed and may be rejected by Sears.

Internal Information Please send the members user id, business case, and brands (required) they are requesting to be removed to DL-eBay-GXO-Escalations. A member

of the Sears Integration team will follow up with you within 3-5 business days.

What is the benefit of my listings displaying on Sears.com? Sellers can now extend the reach of their inventory and increase sales with additional visibility to Sears existing user base. Post sales interactions will remain as if the buyer purchased as a Guest on eBay.com. eBay Money Back Guarantee and Seller Protection policies remain so buyers and sellers are protected.

Why are my listings displaying on Sears.com without my permission? eBay does reserve the right to distribute and market seller listings.

My listing is not displaying correctly on Sears, what should I do? If you feel that your listing is not displaying on Sears.com (incorrect quantity, items, features, etc.) we can send your concern to our Sears Integration team to have your listing reviewed. Please note, these requests can take 3-5 business days to be complete and necessary adjustment to be implemented.

Internal Information Please send the member user id, item number in reference, and a link to the listing on sears.com (if available) to DL-eBay-GXO-Escalations. A member of the Sears Integration team will follow up with you within 3-5 business days.

<h2>GUIDE.DETAILED_INFORMATION


Social media sign in eBay guests may be offered to sign in (or register) using social media like facebook or google. Looking ahead, eBay guests may find more options available to them. Over time, we'll expand to 100% of customers around the world. Until then, customers will be asked to use email or username and password. For more about these features, refer to eBay sign in and personal account information.

<h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

How to pay for an item using eBay Guest checkout: Direct the customer to open/view the item they wish to purchase. Direct the customer to select Buy It Now. Direct the customer to select Continue as

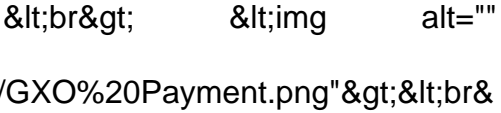
Guest.

- Direct the customer to enter and review the shipping information and email address.




src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1444/GXO%20Shipping.png"

- Direct the customer to choose a payment method.
- Choosing PayPal will require the customer to enter their PayPal login information to verify.
- Choosing Credit or Debit Card will provide fields for the customer to enter their payment details.



src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1444/GXO%20Payment.png"

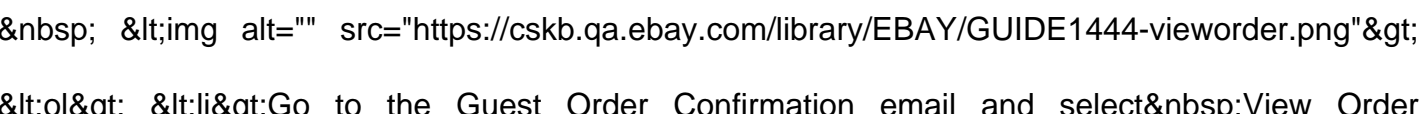
- Direct the customer enter their coupon code if they have one.
- Direct the customer to review the order and select Confirm and Pay.



src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1444/GXO%20Confirm.png"

How to view order details for guest purchases

[a name="OrderDetails"](#)



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Go to the Guest Order Confirmation email and select View Order Details.

You'll be taken to your View Order Details page from where you can:

- Get an eBay account by adding a password
- Contact seller
- Return your item
- Open a case for an item not received or for an item not as described.

Note: Guests will be prompted to create an eBay account at these places:

- Order confirmation - View Order Details page
- Email link - View Order Details guest checkout page
- My eBay link from View Order Details guest checkout page

How to cancel a transaction as a guest:

[a name="cancel"](#)

Go to the Guest Order Confirmation email and select View Order Details.

Select Contact Seller, you will be provided with a basic menu of reasons why you need to contact the seller.

Select the option for Request to Cancel, from here the

customer will be able to message the seller.

 Note: If it is too late to cancel the sale, you will still be able to contact the seller. They may be willing to work with you.

Instructions for Guest customers to open an eMBG request (INR/Return) Internal Information The preferred scenario is that teammates will guide Guest customers to their Guest Order Confirmation email to access the Guest View Order Details page. If for some reason the customer does not have the confirmation email or is not in front of a computer, M2M teammates are able to open the case on behalf of the member. Refer to Transfer Guidelines. If the customer needs to escalate the claim, please see these< a href="https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1444&ViewLocale=en_US#eMBG_Escalation">instructions. If a guest paid with a PayPal guest account (paid with a credit card not linked to a PayPal account or signed into a PayPal account), they will receive an error message to contact PayPal while attempting to open an exchange/replacement return claim. At this time, PayPal guests cannot open exchange or replacement claims. However, PayPal guests can still open a normal return claim without error. The customer selects< a href="https://cskb.qa.ebay.com/library/EBAY/1444_Guide/GUIDE1444_Order_details.png">Contact Seller from the View Order Details (VOD) page. The Find answers< a href="https://cskb.qa.ebay.com/library/EBAY/1444_Guide/GUIDE1444_Find_answers.png">page loads. The customer selects I haven't received my item yet.

href="https://cskb.qa.ebay.com/library/EBAY/1444_Guide/GUIDE1444_I_havent.png"

target="_top">

 The customer selects No, I want to contact the seller and

the Communicate with seller page loads.
 The

customer fills in their details and selects Submit.
 The You

have opened a case page loads with a success message. <a

href="https://cskb.qa.ebay.com/library/EBAY/1444_Guide/GUIDE1444_You_have.png"

target="_top">

 A guest can respond to a case by accessing Resolutions in two different ways.

<ol type="a"> Open the Order Confirmation Email - Select Track your order - VOD -

Resolutions. Receive response from seller on claim - Get notified with an email -

Select Respond to this case in that email - Go straight to Resolutions.

 How to file a remorse return as a guest Follow <a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1567#InstructionsStepsto

Resolve">these steps to file a remorse return. How to upgrade from a guest purchase

to an eBay registered account There are 4 ways you can

upgrade from your guest purchase to an eBay registered account. Guest

Checkout page at the bottom Guest Order Success page Guest

Order Confirmation email and Guest Order Update email Guest View Order Details

page Using the Guest Checkout page <ol type="a">

Direct the customer to fill out the checkout information. Once the checkout

information is entered, the customer can add or save a password. This creates an account where

the buyer can reference their order later if needed.

Using the Order Success page <ol type="a"> Through the Order Success page

during the guest checkout flow, there is an link to register an eBay account.
 Note: This option is only available if the email address used was unique to eBay. If the email address is associated to another account, this option will not appear.

 ; Using the Guest Order Confirmation email and Guest Order Update email <ol type="a"> Direct the customer to locate their Guest Order Confirmation or Guest Order Update email.
 Teammates: You can resend the access code to the customer through AD or Unify.
 Note: Customers may sometimes receive marketing emails encouraging them to register an eBay account which will also have an upgrade link. Select Set your password. Enter a password and select Register. Using the View Order Details page <ol type="a"> Locate your Guest Order Confirmation email or the Guest Order Update email. Select View order details or Track my package. (verbiage will depend on which email you open) You will be brought to the View Order Details page. Locate the Enter Password box under the heading Just enter a password to create an eBay account.

 ; Select Register. The guest account was created using the same email address as my registered account. How can I upgrade the guest account? ** Only follow this flow if the customer requests to upgradetheir account. This is not something we should be soliciting.
 We should be encouraging them to use their registered account and help them get into their registered account if needed. ** You will need to use a unique email address that is not associated to any registered account. If you do not have one, you will need to create one. Once you create a new email address, follow steps on how to confirm your guest account. Teammates: If needed, walk the customer through creating a new

email address. You can ask them what service they would like to use. Examples: Yahoo, Gmail, and the like.

- Make sure you specify that they should not "Register" the email address on eBay through the normal flows. They will need to follow the Confirmation steps at the top of this article.