

Interactive storyboards

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.

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1414&ViewLocale=en\\_US#Core\\_topics](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1414&ViewLocale=en_US#Core_topics)Core topics

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1414&ViewLocale=en\\_US#buy](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1414&ViewLocale=en_US#buy)Buy

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1414&ViewLocale=en\\_US#sell](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1414&ViewLocale=en_US#sell)Sell

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1414&ViewLocale=en\\_US#m2m](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1414&ViewLocale=en_US#m2m)M2M

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1414&ViewLocale=en\\_US#payments](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1414&ViewLocale=en_US#payments)Payments

Core topics

Updating a customer's email address

This storyboard helps you to walk the customer through the process of updating the email address

New login activity - Notification emails

Spoof or Phishing emails

Troubleshooting common technical problems
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Canceling an order
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Reporting a member
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Buy
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Problems paying with PayPal
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Questions before buying
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All about coupons
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storyboard helps you deal with customer questions about coupons	
Checkout and Lvis Rule Activities Tools	

[This storyboard helps you troubleshooting payment issues with the checkout and LVIS Rules activity tools](https://cskb.vip.ebay.com/csKBapp/art?page=content&id=KB2851)

<a href="https://cskb.vip.ebay.com/csKBapp/art?page=content&amp;id=KB2793" target="_self">This storyboard covers questions about the eBay International Shipping program</a>	<a href="https://cskb.vip.ebay.com/csKBapp/art?page=content&amp;id=KB2876" target="_self">This storyboard covers the most common shipping methods and how to track shipments that use them</a>
<a href="https://cskb.vip.ebay.com/csKBapp/art?page=content&amp;id=KB2769" target="_self">This storyboard has details on sellers can list using product identifiers - UPC and MPN</a>	<a href="https://cskb.vip.ebay.com/csKBapp/art?page=content&amp;id=KB2772" target="_self">This storyboard has information on how to adjust the total amount of a sale and details on shipping costs</a>
<a href="https://cskb.vip.ebay.com/csKBapp/art?page=content&amp;id=KB2847" target="_self">This storyboard has information and instructions on automatic relisting</a>	<a href="https://cskb.vip.ebay.com/csKBapp/art?page=content&amp;id=KB2847" target="_self">This storyboard has information and instructions on automatic relisting</a>
Managing bidders and buyers	

<https://cskb.vip.ebay.com/csxbapp/art?page=content&id=KB2845> target="\_self">This storyboard covers how sellers can manage and block bidders and buyers</a></td></tr> </tr> <td align="left">Creating multi-quantity listing and listings with variations</td></a>

<https://cskb.vip.ebay.com/csxbapp/art?page=content&id=KB2864> target="\_self">This storyboard has details on how to create multi-quantity listings and listings with variations</a></td></tr> </tr> <td align="left">Adding/editing sales tax rates to listings</td></a>

<https://cskb.vip.ebay.com/csxbapp/art?page=content&id=KB2833> target="\_self">This storyboard contains information about how sellers can add or edit sales tax rates to their listings</a></td></tr> </tr> <td align="left">Requesting a credit</td></a> <https://cskb.vip.ebay.com/csxbapp/art?page=content&id=KB2775>

target="\_self">This storyboard helps you deal with customers who are requesting a credit</a></td></tr> </tr> <td align="left">Legal information in listings</td></a>

<https://cskb.vip.ebay.com/csxbapp/art?page=content&id=KB2866> target="\_self">This storyboard has information on seller queries about legal information in their listings</a></td></tr> </tr> <td align="left">Making a one-time payment</td></a>

<https://cskb.vip.ebay.com/csxbapp/art?page=content&id=KB2844> target="\_self">This storyboard helps you walk the seller through the steps to make a one-time payment and details of when this is necessary</a></td></tr> </tr> <td align="left">Managing an eBay store</td></a>

<https://cskb.vip.ebay.com/csxbapp/art?page=content&id=KB2854> target="\_self">This storyboard covers information for sellers on how to manage their eBay store</a></td></tr> </tr> <td align="left">Multi-user account

access	
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2877" target="_self">https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2877</a> This storyboard has information on how sellers can set up multi-user account access on their eBay account	
How to use Best Offer	
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2848" target="_self">https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2848</a> This storyboard covers everything the seller needs to know about using Best Offer in their listings	
Blocked or restricted accounts because of non-payment of eBay fees	
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2774" target="_self">https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2774</a> This storyboard covers common questions sellers have when their account is blocked or restricted because of outstanding fees	
Business policies and shipping settings	
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2843" target="_self">https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2843</a> This storyboard covers how sellers can set up business policies and shipping and delivery options	
Opening and closing an eBay Store	
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2855" target="_self">https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2855</a> This storyboard has details on how to open and close an eBay store	
Time away settings	
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2790" target="_self">https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2790</a> This storyboard has information on how sellers can use the Time Away tool	
Ending a listing early	
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2869" target="_self">https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2869</a> This storyboard shows how and when sellers can end a listing early	
Bulk listings - BLING editing tool	

	Selling promotions
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	Multi-factor authentication
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	Selling in the Sexual wellness category
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	Editing listings and setting sales tax rates
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	Adding and changing items specifics in a listing
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	M2M
	M2M
	Buyer returns - Troubleshooting

storyboard covers information on troubleshooting common issues buyers have with returns

Item not received (INR)
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2745" target="_self">This storyboard has details on what to do when the buyer's item hasn't arrived</a>
Returns - Buyer - Pre-Case
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2740" target="_self">This storyboard covers questions buyers may have before they open a return</a>
Returns - Buyer - Seller make it right (SMIR)
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2742" target="_self">This storyboard has information on the steps buyers can take during the SMIR period</a>
Returns - Buyer - Cross Border Trade (CBT)
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2763" target="_self">This storyboard covers common questions buyers have with CBT returns</a>
Returns - Seller - Pre-Case
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2741" target="_self">This storyboard covers questions sellers have before a return is opened on an item they've sold</a>
Returns - Seller - Seller make it right (SMIR)
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2743" target="_self">This storyboard has information on the questions sellers have during the SMIR period</a>
Seller returns - Troubleshooting
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2797" target="_self">This storyboard covers information on troubleshooting common issues sellers have with returns</a>
Payment disputes
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2918" target="_self">This</a>

<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2917" target="_self">This storyboard covers details on transaction holds including details on when and how holds can be lifted</a>	
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2919" target="_self">This storyboard has everything you need to understand how micro deposits work and information on Silent penny verification</a>	<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2920" target="_self">This storyboard has details on how to handle customer questions about payment blocks and restrictions</a>
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2921" target="_self">This storyboard covers the verification process for sellers</a>	<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2926" target="_self">This storyboard walks you through the options you have when a customer has an issue with their Form 1099-K</a>
<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&amp;id=KB2930" target="_self">This storyboard guides you through the issues some sellers may have with receiving their payouts</a>	