

Time away

GUIDE.SUMMARY What This guide provides information on time away (previously known as vacation settings). Time away is a site feature which allows sellers to define what happens to their listings while they are temporarily away. They currently have two time away options:

- Hide listings from search, so that buyers can no longer find and purchase them.
- Keep listings visible, so that buyers can continue to purchase them but will be notified that the seller is temporarily away.

Who

- Time away will be available to ALL sellers. This feature will no longer be available only to store subscribers.
- Use this article to help sellers who need to take a break from eBay and won't be able to process sales as normal.
- How When on time away, you can:
- Make your Fixed Price listings hidden in search
- Display a message in your listings
- Choose whether you want to Allow item sales or Pause item sales by hiding them from search
- Set an automatic response for buyers who contact you through eBay messages during your time away

This Article Covers

- Scheduling time away
- Allowing item sales (soft time away)
- Pausing item sales (hard time away)
- Auction listings
- Ending time away early
- Time away in the eBay app
- Setting an Automatic response

GUIDE.TALKING_POINTS Will I need to manually update handling time when I enable time away?

- Handling Due time will be updated automatically based on the combined total of your stated handling time and time away duration
- What happens if I receive negative feedback during time away?
- Negative feedback as a result of a buyer not seeing the time away message at the top of the View item page of your listings will be automatically removed
- This applies in cases where the seller met the updated handling date timeline and updated EDD
- If the seller breaches the updated timelines, the feedback will be valid and will not be removed
- SNAD or any

other issues will be handled as they are today

- Time away and top-rated status
- Putting your store on time away does not protect your top-rated status, you will still need to upload tracking within the combined total of your stated handling time and time away days as well as meet all the terms of your listings. We suggest you:
- Pause Selling so all of your fixed-price listings will be hidden
- Be sure all your auctions are ended to both avoid early termination fees and so you do not have to upload tracking on any sales while you are gone

Note: You will still need to follow all the guidelines and eligibility criteria to receive the 10% discount on Final Value Fees of eTRS eligible sales that take place during time away. Example: Since your handling due time will be automatically updated, if you ship within the combined total of your Time Away + 1 day handling time, your new handling time will be more than 1 day and therefore would deem the transaction ineligible for the eTRS discount. If I end my time away early, will the EDD be recalculated for sales made during my time away?

- Time away ended early will not recalculate the EDD for sales made during time away
- EDD is automatically calculated based on the duration of your time away when the sale is made and will not be recalculated if time away is ended early
- All sales made after your time away was ended will reflect your standard EDD handling time even if your time away was ended earlier than originally scheduled

Example: if a seller is gone for 3 days and a buyer makes a purchase, the EDD will reflect that 3 days even if the time away is ended early. If I sell an item while on time away and then I extend my time away, will the EDD be recalculated?

- An extended time away will not automatically extend the EDD.

EDD is automatically calculated based on the duration of your time away when the sale is made and will not be recalculated if an extension is made to your time away after the sale.

- Example: if a seller is gone for 3 days and a buyer makes a purchase, the EDD will reflect that 3 days even if the time away is extended for another 15 days. Will my out of office reply be automatically updated if I extend my time away or end my time away early?

- Since your out of office response is a customizable message, it will not be automatically

updated based on changes to your time away settings As a result you will need to manually update your out of office response to match any changes made to your time away settings

When should I schedule time away to start and end?

You can choose between starting your time away immediately or scheduling it in advance.

When scheduling it in advance, your time away will begin at 12:01 am (in your registered site timezone) on your scheduled start date and finish at 11:59 pm on your scheduled end date.

For the best experience for you and your buyers we recommend the following:

- Start time away a day before your actual start date so you can handle any last day orders
- End time away a day after your return so you can process all pending orders
- Can I alter my time away dates or end time away early?
- Yes. You can cancel time away if it's scheduled for the future and end time away if it's active
- Whether your time away reaches its scheduled end date, or you end it early, it can take a couple of hours for your listings to appear in search results
- If you want to alter your time away dates simply select End date under time away
- If you want to end your time away earlier than the scheduled dates, simply select Turn off under time away
- Can I allow item sales for only certain listings? Can I pause item sales for only certain listings?
- Allowing or pausing item sales while on time away applies to all listings and cannot be filtered to only certain listings.
- Item sold while time away was scheduled
- There are several possible reasons for why your items sold while on time away hold:
- Your settings may not have been set up to make your Fixed-Price listings unavailable
- This needs to be turned on manually and you can choose between Allow Selling and Pause Selling options while scheduling time away
- Your listing may have been in the Online Auction
- If this is the case, you'll need to have ended the listings instead, as your settings would hide only Fixed-Price listings
- You have auto-accept on for Offers

There is a pending counter-offer or SIO that the buyer accepts during your time away

 Solution: Cancel any pending offers and turn off auto-accept

 Any last minute transactions Solution: It is advisable to schedule your time away a day or two earlier than your actual time away to keep some buffer time for such transactions In any case, we recommend that you work with your buyer to agree on a resolution. The buyer might be willing to cancel the transaction, or you may be able to complete the transaction. If there were delays with you getting back to the buyer, I'd also suggest explaining why you weren't able to contact the buyer sooner Items aren't showing when time away is off After the time away settings are turned off, the items need to index again Search indexing can take up to several hours Your items will appear again after indexing has completed Please avoid revising items through bulk editing tools like BEAR as this will not speed up the re-indexing process How will the Estimated Delivery Date / Handling Due Date be impacted if the checkout happened during my time away but the payment was made after my return from time away? EDD and HDD are recalculated at the time of payment. If your time away has already ended at the time of payment, your previous time away dates will not be considered for EDD/HDD calculation. <h2><h2>GUIDE.DETAILED_INFORMATION Allowing item sales (soft time away) Your listings will still be visible and buyers can still purchase them However, buyers will see a message at the top of the View item page of your listings informing them that you are on time away The estimated delivery date will also be automatically updated in the Shipping and Delivery sections of the View Item page, so you don't need to make any manual changes Important: EDD will be recalculated for any active listings but will not be recalculated for any sold listings. Items with Second Chance Offers or In-store pickup as the shipping option will

not have their estimated delivery date updated while on time away You may want to change the shipping format or the handling times on these items while on time away Local pick-up or Digital items do not have estimated delivery dates You may want to change the shipping format on these items while on time away All eBay fees will continue to apply during your time away (such as listing-related fees or any subscription fees you have) Time away can be up to 15 days with this option Pausing item sales / Make your Fixed-Price listings unavailable (hard time away) Your Fixed Price format items will remain hidden until your time away ends or you return to the time away settings page and turn time away off Only your Fixed-Price listings will be hidden (including Fixed Price with Best Offer) All other characteristics of your Fixed Price format listings will proceed normally, except they will be hidden from search results and buyers will be blocked from purchasing them It can take a few hours for your fixed price listings to become hidden, so we recommend setting your time away in advance whenever possible After time away ends it can take a couple of hours for your listings to re-appear in search results Listings will re-appear automatically, you do not need to edit your listings Time away can be up to 30 days with this option. Important: All auction-style format and any other eBay format listings will continue to appear to buyers as normal Buyers who have already purchased items from Fixed Price format listings will still be able to view these listings as well as buyers who bookmarked the link to one of your items or added one of your items to their watch list or cart. In any of these scenarios: The buyer won't be able to purchase it while you're away The buyer will see a note stating that you're away and not processing orders until the time away end date Note: If you selected the immediate payment option for your listings, buyers who have already "won" your items will still be able to pay for them Auction listings

Buyers will still be able to see and buy your auction-style listings but they'll see a message at the top of the View item page for these listings informing them that you are on time away;

The estimated delivery date will also be updated in the shipping and delivery section of the View Item page;

Auctions Items with Second Chance Offers or In-store pickup as the shipping option will not have their estimated delivery date updated while on time away


You may want to change the shipping format or the handling times on these items while on time away;

Local pick-up or Digital items do not have estimated delivery dates

You may want to change the shipping format on these items while on time away;

Display a time away message in your listings

Places a notification above the item descriptions of all of your active listings, including auction-style and Fixed Price listings (if you have not chosen to hide them from buyers).




https://cskb.qa.ebay.com/library/EBAY/1741_GUIDE/displayTimeAwayInListings.png A similar note will appear for buyers who have previously added items to their watch list or cart and attempts to purchase them while the seller is away. If the seller paused their listings and the buyer had one or more of their items in their cart, two things will happen:

- A note is displayed on checkout page
- The items are blocked from checkout

Note: Due to eBay policy restrictions, you must use the standard away message provided. You'll need to select a date by which you expect to return. You can come back to the time away settings page to change this date if needed.

Time away banner in My eBay



https://cskb.qa.ebay.com/library/EBAY/1741_GUIDE/MyEbayTimeAwayBanner.png

Extending or scheduling another instance of time away duration

A sellers standard EDD/HDD is displayed even though the seller scheduled another instance of soft time away dates after their current soft time away dates ended

When scheduling soft time away dates back to back, there can be a small lag of time between when a sellers previous time away

dates end and their next set of time away dates begin.

Sellers are still responsible for any transactions which may happen in this interim window of time.

Sellers may not appeal these transactions.

To avoid this in the future, we recommend sellers pause item sales for the full 30 days instead of creating another instance of time away dates.

Impact to EDD if a seller extends their current soft time away duration to the maximum 15 days limit

This extension is allowed because it is within the 15 days but sellers need to be aware that the previous transactions will not have the EDD adjusted

Example: A seller scheduled a soft time away duration for 5 days and on day 4, the seller extends it for 10 more days.

Transactions during Day 1 Day 4 will have a shorter EDD.

Transactions occurred after the change will have a longer EDD.

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

Scheduling time away

Go to your time away settings

Seller Hub:

Selling Tools - Time away

Marketing -

https://cskb.qa.ebay.com/library/EBAY/1741_GUIDE/MarketingManageYourBrand_schedulingTimeAway.png

Manage your brand

My eBay:

Quick links (bottom of the screen) - time away

Account: Selling

time away

Note:

Time away will not be available on native apps and mweb. The old page Messages - Change Settings will have a message and a link to redirect to the new page.

Select Schedule time away

Select Allow item sales while on time away or Pause item sales while on time away

Select Apply

Set a Start date and End date for your time away

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 If you allow item sales, your time away can be up to 15 days If you pause Item sales, your time away can be up to up to 30 days You should schedule your time away to start a day before your time off to accommodate any last day orders and end it a day later than your return date to accommodate processing of all pending orders.

 Select Apply. <img alt=""

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 Note: When taking time away, please keep in mind: You can choose between starting your time away immediately or scheduling it in advance. When scheduling it in advance, your time away will begin at 12:01 am on your scheduled start date and finish at 11:59 pm on your scheduled end date. Times are based on your registered site time-zone.

Ending time away early If you want to end your time away earlier than the scheduled date, select Cancel time away or set the End date to an earlier date. If you cancel time away or set the end date to today's date, it can take a couple of hours for your listings to appear in search results <img alt=""

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<img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/1741_GUIDE/endingTimeAwayEarly_2.png"> <img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/1741_GUIDE/endingTimeAwayEarly_3.png">

Ending time away early in the eBay app If you're currently on time away, you can update or cancel it in the app by selecting the time away banner in My eBay. Set an Automatic response If you're taking time away from selling or not planning to check your email for a while, an automated out of office response lets buyers know you're unavailable and when they can expect a response. You can set up an automatic response for anyone who contacts you through eBay messages during your time away. Here's how: Go to time awaysettings <img alt=""

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 Select Automatic response Select Message when on time away

 Set a Start date and End date for your message.
 Type your message in the Automatic response box.
 Select Apply.
 If someone contacts you through eBay messages during your time away, they'll
receive your automatic response message, along with the end date of your time away. When the out
of office reply is on, you'll see an alert every time you visit your Messages inbox. To turn off your out
of office reply: Go to Time Away settings Select Automatic
response Select Cancel automatic response
 Select Apply Sellers on the old vacation settings flow wanting
to change their existing vacation settings or switch to the new time away flow If a
seller has an active vacation via the old vacation settings: We don't allow the users
to change their existing vacation settings via this older flow. There is the Turn Off
option to end their current active vacation Once they end, they will be able to use
the new flow via https://www.ebay.com/vac/TimeAway
 Members need to explicitly Turn Off their active vacation. Until

then, they cannot use the new experience. Account > Messages > Change
Settings </h2><h2>GUIDE.RELATED_LINKS Related pages Help Hub

https://www.ebay.com
/help/selling/selling-tools/time-away?id=5137 Time away
settings
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