z_Billing cycle - invoices and payments change billing date (seller)

<h2>GUIDE.RELATED_LINKS   Related help pages <ul> Payment due dates
 http://pages.ebay.com/help/sell/payment-due-date.html
   Setting up automatic payments
 http://pages.ebay.com/help/sell/automatic-payments.html Related articles <ul> Payment method for paying eBay - onetime, automated Account Delinquency - Collections Related solutions <ul> Invoice - How do I get billed How to view account status / invoice / account activity/ fees / credits How to view invoice   </h2><h2>GUIDE.TALKING_POINTS

 When in the billing cycle does eBay generate invoices? End of month billing cycle: Invoices are generated between the 3rd and the 5th day of the month. The invoicing period is the previous month. For example, an invoice that was generated on June 3rd includes activity that occurred between May 1st and May 31st. Mid-month billing cycle: Invoices are generated between the 18th and the 20th of the month. The invoicing period is from the 16th of the previous month to the 15th of the current month. For example, an invoice that was generated on June 18th includes activity that occurred between May 16th and June 15th. Can you change the day that you're billed?

 It is not possible to change the day that your invoices are billed as this is based on the date of seller registration on eBay and is tied into how our billing system operates. You have a good amount of flexibility when it comes to paying invoices. Internal Information If you feel that a change of billing cycle is necessary for a large, high-profile seller, then follow the workflow to request a change to their billing cycle   A payment has been made on your account, but your bank says it hasn't been withdrawn. With direct pay and PayPal, we post payment to your Account Status page before we actually process the payment. The payment will be deducted shortly. If the payment fails, we'll reverse the payment on your Account Status page and will notify you by email if this occurs. Your direct payment was deducted twice. If our first attempt to deduct payment is unsuccessful, our bank will try a second time. If the second attempt is successful, the payment is considered successful. You won't see any indication on VAS of the first unsuccessful attempt. If the second attempt is unsuccessful, then the payment is returned and a Returned Item Fee is charged. See Billing - chargebacks, payment reversals, direct debit rejections.   The wrong payment method was charged. We charge the payment method that was on file on the invoice date. Can you turn off automatic billing if you no longer want to use it? You can remove your Automatic Payment Method (APM) on your own. If a balance is on the account, you may be asked to make a payment during

the removal process.   You may also ask eBay for help in removing an APM. You can still accrue fees if you have any listings remaining on the site or if you have any open subscriptions (e.g., eBay Store). Note: This will make your seller account inactive - sellers will be blocked from listing new items. See A PM Block for more information. Internal Information After a member successfully removes their own automatic payment method, a MAC note is automatically left on their account to track the change.   </h2><h2>GUIDE.DETAILED_INFORMATION
 Billing cycle There are 2 bill cycles: cycle 0 and cycle 15. Sellers are assigned to a bill cycle based on when they created their eBay seller account. Sellers who register between the 1st and the 14th of the month are assigned to billing cycle 15. Sellers who register between the 15th and the end of the month are assigned to cycle 0. Note that bill cycle is based on seller registration date.

 Agent Desktop:
 <img alt="" height="102" src="https://cskb.qa.ebay.com/library/EBAY/Images/3001-3500/3396/AD%20buyer%20since.png" width="295">
 **This customer is in billing cycle 0.
   Processing Dates <h4>Cycle 0</h4> Credit card processing 8th-9th PayPal and direct pay processing 15th-16th <h4>Cycle 15</h4> Credit card processing 23rd-24th PayPal and direct pay processing 30th-1st Cycle 0 <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr> <td valign="top" width="14%">Sunday</td> <td valign="top" width="14%">Monday </td> <td valign="top" width="14%">Tuesday</td> <td valign="top" width="14%">Wednesday</td> <td valign="top" width="14%">Thursday</td> <td valign="top"

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   Internal Information End-of-month (EOM) exceptions <ul> Before credit card, PayPal, or direct pay is run, we check for onetime payments on the account. If the account was paid in full, we do not charge the

automatic payment method (APM). If there is a partial payment, we charge the APM the difference. Members may be charged a reduced amount to the APM if they had credits that posted between invoicing and billing. This timeframe varies. To be safe, we shouldn't tell members to make a onetime payment with less than 5 days before the automatic payment would take place. The onetime payment screen will warn the member if their onetime payment may result in a duplicate payment.   Billing EOM exclusions <ul> Members who have a billing EOM exclusion will be excluded from the payment steps of the billing cycle until that exclusion expires. (EOM refers to the automatic payment as opposed to a onetime payment.) The MAC note for the exclusion will give the date when it expires. Exclusions are usually done for 2 reasons: <ul> Following an account takeover (ATO), to avoid the fraudulent items from being charged to the member Part of a payment plan arrangement with collections   Collections <ul> The EOM exclusion is a step in our payment plan processing. On occasion, a Motors or large merchant will request an EOM exclusion due to trading volumes and accounting requirements. These types of requests are an exception and require management approval. They are done via TRACE to Global_Collections SJCA.   </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Remove automatic payment method <ol> Go to My eBay. (You may need to sign in.) Move your mouse over the Account tab near the top of the page, and then click the Business Information link. In the Financial Information section, where each of your payment methods is listed, click the Remove link to the right. If your account has a balance of $1.00 or more, you'll be asked to pay this balance before you can remove your payment methods. Simply click Pay to the right, and follow the instructions. Once you've paid, you'll be

brought back to the payment method removal page. In the Remove payment methods section, select which payment method you'd like to remove, or select All payment methods. Click the Remove button. How to download invoices during a billing cycle <ul> If you are requesting the invoice during a billing cycle, it may take up to a week for the file to be ready. We notify you by email when the invoice is ready for download. See here for more information on how to download invoices   When in a billing cycle is payment for an invoice due? End of Month Billing Cycle. Payment is due before the last day of the next month. Mid-Month Billing Cycle. Payment is due before the 15th of the next month. </h2><h2>GUIDE.SUMMARY   What <ul> There are 2 bill cycles: cycle 0 and cycle 15. Sellers are assigned to a bill cycle based on when they created their eBay seller account. Sellers who register between the 1st and the 14th of the month are assigned to billing cycle 15 Sellers who register between the 15th and the end of the month are assigned to cycle 0   Note that bill cycle is based on seller registration date, not buyer registration date. While this is the ideal state, the system tries to balance the two cycles and may move people at seller registration to a cycle that doesn't fit this pattern.   When <h4> </h4> <h4>Invoice date</h4> <h4>Invoice generated</h4> <h4>Payment date</h4> <a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1037&ViewLocale= en_US#zero">Cycle 0 Last day of the month 4th - 7th of next month Last day of the following month Cycle 15 15th of the month 19th - 22nd of the month 15th of the following month See here for more information on invoice dates Payment due <ul> Members are expected to base their payment off of the information in their invoice. Payment is due before your next invoice date. For example, the April 30th invoice needs to be paid by May 31st. The automatic payment methods will process your payment before it's actually due to give you time to make a onetime payment if your automatic payment fails. Who <ul> Use this article to assist sellers who have questions about when they will receive invoices or when they should pay on their invoice. This article covers <ul> When, on the billing cycle, a seller will be invoiced When, on the billing cycle, payments are due When, on the billing cycle, automatic payments take place   </h2>