

My eBay: Messages

GUIDE.SUMMARY Messages is a feature of the My eBay page where you can get secure, relevant messages from eBay and other eBay members. All messages sent to Messages comes from within the eBay email system. Previously, this feature of the My eBay page was referred to as "My Messages". Internally at eBay, you may hear this feature referred to as "member-to-member" (or "M2M") messaging.

GUIDE.RELATED_LINKS

Related Help Pages

- Contacting eBay Members

<http://pages.ebay.com/help/buy/contact-member.html>

- Contacting your seller

<http://pages.ebay.com/help/buy/contact.html>

- Using My eBay Messages

<http://pages.ebay.com/help/account/my-ebay.html#messages>

- Member-to-member contact policy

<http://pages.ebay.com/help/policies/rfe-spam-ov.html>

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Related articles

- <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1039>

Contact trading partner

- <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1309>

INV - Member-to-member contact policy (user-to-user threat)

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Related solutions

- <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=SOL9725>

How to contact a seller

- <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=SOL3999>

How to email another member (EFS)

- <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=SOL9444>

target="_blank">How to attach photos to eBay Messages
</h2></h2>GUIDE.TALKING_POINTS Can I recover an email that is no longer in Messages? Emails in eBay: Messages will expire 6 months from the date the message was received. Once an email is removed from My Messages, it cannot be recovered. Check your personal email folder to see if you have a copy. Can I delete the messages in my Trash folder? Currently there is not an option to delete trashed emails. They will expire after 6 months. What are the requirements of sending an email with attachments through eBay? You can send attachments to other users' Messages as long as they meet the below requirements: Attachment is in .jpg, .gif, .bmp, OR .png file format. Total size of attached images does not exceed 5MB per message. Note: If the file size exceeds 5MB, you will not receive an error message. Your images will simply not be sent. What's the character limit for member-to-member communications? The character limit for the Contact eBay Member form is 1000. When a member replies to a message sent through the Contact eBay Member form, the character limit is 2000. When a buyer send a question about an item through the Ask a Question link, the character limit is 1000. I received an error message: "We were unable to deliver your message to email address" You need to keep the Email Reference ID in the email when replying. If it's removed, we won't be able to deliver the message. Are there any restrictions on what I can send in my email response when I reply through my personal email? Yes, there are some limitations. These limitations are: Inappropriate content: You cannot send malicious messages, harmful attachments, pornography or promote illegal activity. Offers to buy or sell outside of eBay: You cannot send messages offering to buy or sell outside of the eBay platform, even after a transaction is complete or if buyers and sellers are not actively engaged in a transaction. Encrypted content: You cannot send content that is encrypted. Accurate From address: The address you are

sending the response email from must be registered to your eBay account.

- Invalid item title or number: You cannot send a response should the email have an invalid item title or item number in it, or if the item you are discussing is invalid.
- Expired item title or number: You cannot send a response if the item you are discussing has expired.
- Exceeded your daily limit: In order to help stop spam, each user will have a limit of how many emails they can send per day. If you meet your limit for the day, you will need to wait until the following day to respond. You can always respond to a new question; however, there are limits as to how many times you can respond to the same email.
- Email is too big: You can only send an email that is 5MB or less in size.
- Suspended recipient: You cannot send email to a suspended member.
- You are suspended: You cannot send emails if your account has been suspended.
- Virus: We will block emails in which a virus has been detected.
- Invalid email address: This occurs when your email conversation has expired. You can go back to eBay and start another conversation through Contact Buyer, Ask Seller A Question, or Contact eBay Member.
- Mailbox is full: If the recipients personal inbox is full, eBay cannot deliver your email.
- Members email server is not working: If the recipients email server is down, eBay cannot deliver your email.
- Members email provider is blocking the email: If the recipients email provider is not accepting emails, eBay cannot deliver your email.

Can my email conversations expire?

Yes. The amount of time a given anonymous email address remains valid depends on who you are having the conversation with. If you are corresponding with a transaction partner, the anonymous email address is valid for 60 days.

If you are corresponding with someone you are not actively having a transaction with regarding a non-Fixed Priced item or about something other than an item (i.e., a user contacted you through the Contact eBay Member link), the anonymous email will last for 30 days.

If you are talking to a non-transaction partner about a listing, the email will last for 15 days.

 Will HTML, links, pictures and formatting styles go through email intermediation?

 Yes, all content will be forwarded, including HTML tags, links, and images. In addition to attaching images, you can also attach .pdf, .doc, and .txt files. Please keep in mind that links to off-eBay sites or personal email addresses may prevent the email from being forwarded to the recipient. Will attachments be viewable in Messages?

 Yes, attachments are viewable in Messages. Can eBay view my email conversations with other users? Yes, eBay can view conversations between members. We may step in if we see evidence of spam, harassment, or the encouragement of sales off eBay. Also, should you or your transaction partner file a case (such as an unpaid item dispute, item not received, or item not as described), then eBay Customer Service is able to view the conversations associated with the transaction in order to help resolve the issue. I received an error message: "We were unable to deliver your message to email address Make sure you're replying to the email address from which the request came, and do not adapt or change it. You need to keep the Email Reference ID in the email when replying. The eBay reference number is created automatically and if it's removed, we won't be able to deliver the message. You can't add another e-mail address in Cc. Note: Not all messages are displayed in the eBay messages. Why am I being asked to enter a SMS code to be able to send a message? The phone verification process helps us protect our members from fraudsters and ultimately ensures the safety of our marketplace. I don't access to my mobile phone, but I want to contact my trading partner The mobile number you registered on eBay is required for verification before contacting your trading partner. You'll need to have this mobile phone in your possession as the code will be sent to the phone number registered on your account. I didn't receive the SMS code This might be an issue with the phone carrier. Please wait a few minutes and if you still don't receive the SMS code, please try sending a message to the seller again. The SMS code I received is not working The code you received might have timed out. Please try sending a message

to the seller again to generate a new SMS code. Do I need to use the mobile phone number registered to my eBay account to verify myself? Yes, the number you used to register your account will be the number we send your 6-digit code to. Seller time to respond I have a question for the seller about an item. When can I expect an answer? On the View Item page, you'll see the seller's typical response times: Responds within 1 hour Responds within 3 hours Responds within 6 hours Responds within 12 hours Responds within 24 hours Responds within 48 hours No signal Note: If a seller has working days/hours set for the purposes of shipping cut offs, these are not taken into consideration, however they may be in the future. How is response time calculated? Response time is calculated based on data over the last 12 months for sellers. We only look at the response from the seller for the first question. Here's some further information on how it works: Seller has received at least 1 question and answered 60%+ questions over the last 12 months Only the first question and response in each conversation are included The result is rounded up to the nearest bucket from the list of 7 signals mentioned above The signal is not shown if the calculation shows a seller responds in more than 48 hours The signal is also not displayed when a seller has received no questions over the last 12 months or when a seller's response rate was lower than 60% Note: Occasional fluctuations in response time (such as when you're sick, away, or unable to respond as quickly as you usually do) will not considerably impact your overall performance evaluation. Will this new response time signal impact my seller rating? No, this response time signal will not impact your seller's rating in any way, and there are no plans to add this as a criterion to qualify as a Top Rated Seller. Are auto-generated responses considered in the calculation? Yes, auto-generated responses are considered in the calculation. Is response time calculated only on eBay messages? Yes, only messages sent via eBay messages will be factored

into this calculation. Responses to offers are not factored into the calculation, nor are messages sent via send message in the Best Offer flow.

- What happens when the buyer sends multiple messages to a seller?
- Only the first message is counted. So for example, if a buyer sends a message, the seller doesn't respond, and buyer sends a follow up message which the seller responds to, this is considered a no response as the seller did not respond to the buyers first question.

GUIDE.DETAILED_INFORMATION My Messages consists of three main

sections:

- Inbox:** Contains all messages, including those from other members, eBay Community Support, and promotional emails. There isn't a limit on the number of messages that can be stored here.
- Sent:** Contains a record of emails you've sent through the eBay Email System for up to 6 months.
- My Folders:** Allows you to create custom folders to sort emails in your My Messages. Emails here still expire and get removed like emails in the Inbox.

Functionality of My Messages:

- Automatic out-of-office replies.
- Reading pane functionality.
- Filtering options by user, date and item.
- Display that can hold up to 100 messages in a single pane.
- Ability to flag messages in the full-view screen.

Features:

- Important alerts that require immediate attention.
- Member-to-member communications (Ask a Question, Contact Member, Second Chance Offer, etc.).
- Customer Service correspondence and replies.
- Useful information about buying and selling.
- News about upcoming activities, promotions, events and product updates.
- Policy changes and other special notes.

Benefits to Sellers:

- With automatic out-of-office replies sellers can let their buyers know when they're unavailable and set their expectations for getting a response.
- Reading pane allows sellers to preview higher-priority messages fast.
- One-click filtering so sellers can separate emails from members,

emails from eBay and high priority emails. Limitations on answering a buyer's question through the Ask a question link: When an auction has less than 12 hours left and has active bids, sellers can answer a buyers question but cannot post the question and answer to their listing. </div> </div>

</h2></h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE How a buyer contacts a seller through the Ask a Question Link on the item page: After the buyer clicks Ask a Question on the View Item Page, they will be taken to the Find Answers Page. Buyer selects a topic and all available Q&A for that topic are shown.

 If the buyer's question is not answered, they can select to Contact the seller.

 How a buyer can contact a seller through the seller's eBay Profile Page: Go to the
seller's eBay Profile Page
by selecting the
seller's username. Select Contact at the top right of the page. Select an item from the drop down or select This is not about an item. If selecting an item, you will be taken to the Answer a Question page with common FAQ's on the item you are inquiring about. If selecting This is not about an item, you will be taken to the Contact seller page. Fill out the email and select Send. How do I see attachments that were sent to Messages inbox? In My eBay, select the Messages tab. Select the message you want to open (if an email has an attachment, you will see a paper clip icon to the left of the subject). In the body of the email, you will see a preview of the image. Select the image to see a larger

view.

- How do I use the Archived folder? If you want to keep messages for future reference but don't want to keep them in your inbox, you can move them to your Archived folder. Here's how:

Manual Archiving Messages:

- Select the check box next to the message you want to archive.
- Choose Archive from the Move To drop-down menu.

Auto Archiving Messages:

- Select the Messages tab in My eBay.
- Select the Change settings link on the top right hand side of the page.
- In the Auto Archived Messages section, choose how often you want your messages to be automatically archived. If you want to turn off your auto archiving, select None.
- Select the Apply button.

Note: Messages in your Archived folder will be automatically deleted after 6 months. If you want to keep them longer, please save them to your computer.

How do I add folders?

- In My eBay, select the Messages tab.
- On the left hand side of the page, under My folders, select the Add a Folder link.
- Type a name for the folder.
- Select Save.

Note: You can add up to 10 folders. Once you have 10 folders, you won't get a message indicating you can't add more, you simply will not see the Add link.

How can I filter my messages to only show messages from other members?

- In My eBay, select the Messages tab.
- Select From members link that appears under Inbox.

How do I change the default view of Messages?

- Go to the Messages tab in My eBay.
- Select the Change settings link.
- Under When I open my Inbox, select from one of the below:

- Show me all messages.
- Only show messages from members.
- Only show messages from eBay.

How do I turn on the out-of-office notification?

- Go to the Messages tab in My eBay.
- Select Change settings.
- Under Out of office email response, select Turn on.
- Enter a message to send to customers.

Note:

Consider including the date when you will be back and when customers can expect to hear from you.

Select Apply.

How do I add more informational columns to Messages?

Go to the Messages tab in My eBay.

Select Change settings.

In inbox settings, select the settings you prefer for the following:

- When I open my inbox (Show all messages, Only show messages from members, Only show messages from eBay)
- Show these columns in my inbox (Item end time, Item number, Item name)
- Show this number of messages per page (25-100)

In Out of office email response, select Turn on.

In Auto archive email messages, select None or 1-3 months.

Can I send member-to-member messages to buyers from an email address other than my registered email address on eBay? Yes, you can by following this <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1652#buyermessages>

How can I send an email with attachments?

Go to the eBay Profile page of the user you are contacting (select their username in a message or search for the item using the Advanced Search).

Select Contact.

Select the item you are messaging about or check This is not about an item.

Select Attach photos directly under the text box of your message.

Select the photo(s) from your computer you want to attach.

Select Send.

How can I (a seller) add a message to each sale?

Go to My eBay (make sure you're signed in).

Select Account, then select Manage communications with buyers (under Selling).

You can hover over the icons on the left to see the automated message eBay provides for your convenience.

To add a message to each sale, select Edit to the right of What your buyers can do.

Be sure to check the box to the left of Include a message at checkout when they pay.

Select Submit.

Is it possible for a member to be blocked from M2M messaging? Yes, a member can be blocked from M2M messaging

due to the inclusion of contact information or language to drive off-eBay sales. Please see Issue555 in the Trust & Safety issues directory for more details. Remember to forward any suspicious messages to spoof@ebay.com. How can I hide unanswered questions? There are several reasons you might still be seeing these notices and there is a way to remove these alerts. This can be done by following these steps: Go to My eBay and select My eBay Selling (If using Selling Manager or Selling Manager Pro, under Seller Tools on the left hand side of the page, select View My eBay Selling) At the top of the page under Selling Reminders, select I have active items with questions from buyers. To the right of the item that has been answered, select the More: actions dropdown and select Mark as answered. </h2>