Piggybacking

<h2>GUIDE.SUMMARY Internal Information What Piggybacking functionality has been changed. This is relevant to all teammates who use piggybacking as a tool to research and solve customer queries. See below a list of the pages where piggybacking is now blocked, the error message you will receive and the relevant CSKB article to help you assist the customer. You will also find a table that includes a list of pages with read only piggybacking functionality. Blocked piggybacking pages
 Read only piggybacking Blocked piggybacking pages   <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr> <td colspan="1">Blocked Page</td> <td colspan="1">PB Error type</td> <td colspan="1">CSKB Guide</td> <td>When</td> </tr> <tr> <td>Draft Listing Page
 SYI / Helix (New listing experience) Tool</td> <td>Piggyback error message</td> <td>SYI Form
 Quick listing tool</td> <td>June 22, 2020</td> </tr> <tr> <td>Revise Listing Page
 SYI / Helix (New listing experience) Tool</td> <td>Piggyback error message</td> <td>GUIDE1056</td> <td>June 22, 2020</td> </tr> <tr> <td>BLING tool</td> <td>Piggyback error message</td> <td><a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1751"

target="_blank">GUIDE1751</td> <td>June 22, 2020</td> </tr> <tr> <td>Create a Promotion > Shipping Discount
 *Currently only blocked for Buy, M2M, and some e2M</td> <td>Piggyback error message</td> <td>GUIDE1148
 GUIDE1446</td> <td>Sept 14, 2020</td> </tr> <tr> <td>Creating Seller Account</td> <td>Piggyback error message</td> <td>GUIDE1447</td> <td>Oct 5, 2020</td> </tr> <tr> <td>Selling Manager Pro</td> <td>Piggyback error message</td> <td>GUIDE1149</td> <td>Oct 5, 2020</td> </tr> <tr> <td>Opt Into Seller Hub Seller Preferences</td> <td>Sign-in loop</td> <td>GUIDE1446</td> <td>Oct 5, 2020</td> </tr> <tr> <td>Second chance offer</td> <td>Piggyback error message</td> <td>GUIDE1019</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Seller Dashboard late shipment and transaction defect create report function</td> <td>Oops we ran into a problem error message</td> <td>GUIDE1374</td> <td>Apr 15th, 2022</td> </tr> <tr> <td>Seller Hub Payments tab create a report function and Seller Hub payout settings</td> <td>Reload with no changes error message</td> <td><a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1446"

target="_blank">GUIDE1446</td> <td>Apr 15th, 2022</td> </tr>

</tbody> </table> Read Only

piggybacking   <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr>

<td colspan="1">Read only piggybacking page</td> <td colspan="1">Error

encountered if action attempted</td> <td>When</td> </tr> <tr>

<td>Seller Hub > Listings Page </td> <td>Varies depending on action

attempted</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Seller Hub >

Research > Listing Improvements Page </td> <td>Varies depending on

action attempted</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Seller Hub

> Orders Page</td> <td>Varies depending on action attempted</td> <td>Oct

18, 2021</td> </tr> <tr> <td>Seller Hub > Store > Edit</td>

<td>Varies depending on action attempted</td> <td>Oct 18, 2021</td> </tr>

<tr> <td>Revise Listing Page <ul> Helix Quick Listing Tool /

BOLT </td> <td>Page will reload with no changes saved</td>

<td>Oct 18, 2021</td> </tr> <tr> <td>Draft Listing Page

Helix Quick Listing Tool / BOLT </td>

<td>Page will reload with no changes saved</td> <td>Oct 18, 2021</td>

</tr> <tr> <td>Create Promoted Listing campaign</td> <td>Piggybacking

access error</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Create a

Promotion <ul> Order Discount Volume Pricing

Codeless Coupon Sales event + markdown </td>

<td>Piggybacking access error</td> <td>Oct 18, 2021</td> </tr> <tr>

<td>Turn on Time Away</td> <td>Piggybacking access error</td> <td>Oct

18, 2021</td> </tr> <tr> <td>Manage MUAA permissions</td>

<td>Varies depending on action attempted</td> <td>Oct 18, 2021</td> </tr>

<tr> <td>Change Seller Settings <ul> Personal/Business information Sign in and security Addresses </td> <td>Varies depending on action attempted</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Wallet view subpages</td> <td>Piggybacking access error</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Leave Feedback for a customer</td> <td>Page will reload with no changes saved</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Cancel Bid</td> <td>Sign in loop</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Seller Help > Returns & Refunds</td> <td>Varies depending on action attempted</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Messages > Change Settings</td> <td>Varies depending on action attempted</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Automatic Payment Method</td> <td>Piggybacking access error</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Closing eMBG Claims</td> <td>Piggybacking access error</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Contact Member</td> <td>Varies depending on action attempted</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Managing Subscriptions</td> <td>Varies depending on action attempted</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Business Policies</td> <td>Varies depending on action attempted</td> <td>Oct 18, 2021</td> </tr> <tr> <td>Open/Close Cancel Transaction</td> <td>Site error</td> <td>Oct 18, 2021</td> </tr> </tbody> </table> When Restricting piggybacking access to pages began June 22, 2020. Read only piggybacking will take effect on October 18, 2021. Why We've audited some of our customer support tools to better balance internal controls: <ul> We've determined that some functionalities of piggybacking expose significant risk and have been blocked This risk impacts eBay, our customers and teammates alike We want to balance security and risk while being able to deliver great customer

support so we have developed a read only version of piggybacking which prevents actions from being taken on site Who All teammates in all regions This article Covers <ul> Why we are blocking pages Which pages will be blocked and the alternative workarounds Which pages will be unblocked as a result of read only piggybacking Talking points </h2><h2>GUIDE.TALKING_POINTS Customer Talking Points Why cant you change this for me? The last time I contacted this was not an issue <ul> We are limiting what we can do on your account so that your account remains protected. While I cannot change that for you, Im happy to provide the information to enable you to manage your account. Why aren't you able to see this information on my account? For security and privacy reasons, only you have access to particular information on your account. If you tell me what you are seeing, I can help you navigate through the problem. Teammate Talking Points Internal Information Are Ill take care of it scenarios still allowed? No. As per the Piggybacking Actions on Behalf of member policy the I'll Take care of it Program has been retired Teammates are not to take any action or change/ edit customer accounts through piggybacking Failure to adhere to this policy will result in disciplinary action up to and including termination or removal from your current position Is piggybacking going to be removed for all permanently? To level set expectations, this is not the end of the road for the work we need to do around limiting piggybacking and combating fraud We are evaluating all pages currently blocked to determine if they can be unblocked in a read only environment <ul> If the pages can adopt read only piggybacking, they will be brought back for teammates in a safe environment This Guide will provide an updated inventory of read only pages

 We will continue to review teammate piggybacking behaviors across the business as well as fraud trends to block more pages <ul> But with each new page we identify, we will work on finding the right training and alternate solutions to ensure this will not impact the way that you work   Why cant you just block the actions so that we can still see the page? Read only piggybacking will allow teammates to view and navigate on the page without the ability to take action However, not all pages can adopt this new functionality. In these cases, the pages must remain blocked to ensure we are mitigating the risk to our members, teammates and eBay Can I tell the member that I cannot see their page anymore? Do not share with customers that you are unable to piggyback on to parts of their account or cannot see their page. Our customers do not need to know about our internal tools and access. Use the information at hand to advise the customer. What should I do if I cant answer the customers question without piggybacking to these pages? If the alternative paths do not answer the question or there is a work stoppage you are experiencing as a result of not having sufficient piggybacking access, consult with your TL. If after discussing the use case and your TL agrees that special access should be given, they need to fill out the Piggybacking Restricted Access Request form found in the One Offs section. </h2><h2>GUIDE.DETAILED_INFORMATION Internal Information Teammate seeing an error when piggybacking to a page they have access to <ol> Clear cache/cookies/browsing history. Close out all open browser sessions. Pull open a new browser and try again. If you are still experiencing the same error, file a MyIT ticket and include the following information: <ul> Date when you were last able to access the page Date you discovered you couldn't access the page Screenshot of error page Type of error

(Loop, access, etc.) Name of the page Steps taken to get to the page (breadcrumb trail) Teammate experience when piggybacking to blocked page or try to take action on a Read Only page Teammates will see either error below. Text Errors Applies to cancel transaction page, revise a listing page, draft edit page and others: <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1732_GUIDE/CreateCampaignError_v4.png"> Sign in Loop (login page will keep coming back) Applies to Seller Hub Listings tab, Active listings section: <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1732_GUIDE/GUIDE1732_Sign%20in%20Loop_IMAG E-2.PNG"> Site error Applies to various pages as seen below: <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/Leave%20Fe edback%20Flow%203%20(002).PNG"> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/HH%20Buyer %20Retract%20a%20Bid%20Site%20error.png"> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/SH%20Order %20Returns%20upload%20photos%20site%20error.png"> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/Subscriptions %20Subscribe%20Review%20and%20Submit%20site%20error.png"> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/My%20eBay %20Sold%20View%20Order%20Details%20Send%20Refund%20site%20error.png"> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/My%20eBay %20Account%20Delete%20Addresses%20site%20error.png"> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/SH%20Resea rch%20Listing%20Improvements%20site%20error.png"> </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Internal

Information <h2>Best Known Workflows:</h2> <h3>Workflow/ Additional Details</h3> Read only Piggybacking solution: Use these instructions as your primary solution. Alternate Tool Solution: Information can be found using the GCX tools (AD, Billing, Communicator) Alternate Site Solution: Information can be found on a different site page that is not blocked. CSKB Info and Probing Questions: Information can be found in the CSKB with some teammate probing to assist the customer.   <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr> </tr> <tr> <td colspan="1">Teammate Need</td> <td colspan="1">Pages Impacted</td> <td colspan="1">Solutions</td> </tr> <tr valign="top"> <td>How can I review what the draft listing looks like with the customer and/or troubleshoot draft listing issues?

 How can I see and/or help troubleshoot issues the customer is having with the revise listing page?

 How can I see and/or help troubleshoot issues the customer?

 How can I see and/or help troubleshoot issues the customer is having with the sell like/sell now listing page? is having with the sell similar listing page?</td> <td>Draft Listing Page

 Revise Listing Page

 Sell Similar Listing Page

 Sell Like/Sell Now Listing Page</td> <td>Read only Piggybacking solution:

 BLING: <ol> Piggyback to the users account
   Entering BLING
    Option 1: <ol> Retrieve the workspace ID from the users browser URL field Enter the following to your browser URL field: https://<ebay domain>/bulksell?workspaceId=<ID which you just retrieved>
     Option 2: <ol> You may copy the entire URL from the users browser URL field and paste it to your own browser Note: If you didnt piggyback to the correct users account and attempted to visit the page, youll see an error message
       On BLING
    Each item on the table is a listing draft. You will see

exactly what the user sees. Refresh the page after the user updates a draft (or multiple drafts), youll see the changes made by the user. On the other way around, the user will also see your changes. Prohibited actions (Currently these actions are not blocked but they will be blocked in the future):   DO NOT click on Submit or Save for later buttons for the sellers. DO NOT click on Cancel edits > Save drafts for the sellers <ol start="4"> Available window for piggyback access
    If the user already clicked on Submit all or Save for later, the BLING view (with the same workspace ID) will become empty and youll not able to see what listings were loaded to BLING
   For a view that wasnt submitted or saved, you have access to that view (through the workspace ID) for 30 days from last modified   Future improvements <ul> See the same error messages as users saw Remove the Submit all button <ul> What are teammates permission enum?   BOLT (Quick Listing Tool) Piggyback into the customer's account and navigate to the listing in question. Review the listing with the customer and provide instructions. Helix Listing Tool: <ol> Using an internet browser, piggyback into the customer's account. Based on the impacted listing page, copy and paste the appropriate URL below into a new browser tab: <ul> Draft Listing Page
 https://www.ebay.com/lstng?draftId=9999999999&mode=AddItem Revise Listing Page
 https://www.ebay.com/lstng?draftId=9999999999&mode=ReviseItem Sell Similar Listing Page
 https://www.ebay.com/lstng?draftId=9999999999&mode=SellSimilarItem Sell Like/Sell Now Listing Page
 https://www.ebay.com/lstng?draftId=9999999999&mode=SellLikeItem   Ask the customer to provide the draft id number in the URL they see

when they have the draft listing pulled up. Replace the 9999999999 in the sample URL with the draftid the customer provided. Hit enter and you will be taken to the listing. Alternate Tool Solution: SYI / Helix (New listing experience) Tool <ul> Open these links to the Quick Listing Tool and the Helix (advanced listing tool experience) screenshots to review a Draft Listing page. CSKB Info and Probing Questions: Utilize KB to walk through the different sections of the listing form. SYI Listing Tool Helix - advanced listing tool experience Revise a listing Are you listing from desktop, mWEB, or a mobile app?

 If the seller wants to switch from quick listing to the advanced form: <ul> Teammate would piggyback, select Sell and select switch to advanced Customer refreshes draft on mweb Which form are you using? What does it look like? If the seller doesn't know: Can you go into your listing draft? On the top of the page, does it say Switch to Advanced listing tool? If yes they are on the Quick listing tool If no They are on the Advanced listing tool   What are the options you see to select from?

 Can you please describe other aspects of the section

of the page you are in, just so I can get an understanding of where you are at currently?

 What do you think is the best choice for your item to best describe it?
 </td> </tr> <tr valign="top"> <td>How will I help a customer update things like shipping via the bulk lister (BLING)?</td> <td>BLING Tool</td> <td>Alternate Site Solution: What are you trying to update on your listings? Before suggesting the BLING tool, you should first check if the seller has Business Policies set up. They can apply these rules across active listings. Path 1: My eBay > Account > Business Policies Path 2: Seller Hub > Listings > Business Policies   CSKB Info and Probing Questions: What are you trying to do in bulk (edit, copy, or list multiple drafts)?

 What are you trying to update on your listings? If you go the business policies route, more information on what you can manage with business policies is in GUIDE1405 Utilize KB to walk the customer through how to use the BLING tool. BLING Tool GUIDE1751   </td> </tr> <tr valign="top"> <td>How will I troubleshoot if I cannot use the bulk listing (BLING)?</td> <td>BLING Tool</td> <td> CSKB Info and Probing Questions: What are you trying to update on your listings? What errors are you seeing? Can you please talk me through what you are seeing step by step up to the point where you are getting the issue? Is there an active listing that you can compare these to that hasnt had to be updated? Utilize KB to troubleshoot why the customer may be having issues <ul> BLING Tool <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1751"

target="_blank">GUIDE1751 Seller can select to view only listings causing an error by selecting the appropriate error radio button If the seller is still struggling with errors, advise them to review individual listings and compare What are you trying to do in bulk (edit, copy, or list multiple drafts)?   </td> </tr> <tr valign="top"> <td>How will I know what business policies the customer has on individual listings?</td> <td>Business Policies Page

 Seller Hub Active Listing Page</td> <td>Read only Piggybacking solution: <ul> Piggyback into the customer's account and navigate to the listing in question </td> </tr> <tr valign="top"> <td>How will I know all the active listings on a customer's account?</td> <td>Seller Hub Active Listing Page </td> <td>Read only Piggybacking solution: <ul> Piggyback into the customer's account and navigate to the active listings page </td> </tr> <tr valign="top"> <td>If a customer is disputing the label cost, how will I see the original measurements on the listing?</td> <td>Revise Listing Page</td> <td>Read only Piggybacking solution: BOLT (Quick Listing Tool) Piggyback into the seller's account. Search by item number and the View Item Page will be displayed. From the View Items Page, click View Order Details. Note: If it's a multi-quantity listing, go to the purchase history and then click View Order Details for the specific buyer dropdown list on the right. Identify and document shipping cost at the bottom. Copy or write down buyer's zip code from Shipping Details sections. Select the Back Button to go back to the View Item Page. Select the Shipping and Payments tab. Enter the buyers zip code, and then click the Get Rates button: <ul> If the rate is different, check the following: <ul> Access Full Item Details from the billing hub (https://billing/items/itemdetails.php) and check the

Revisions section for any modifications that indicate Shipping Terms. If this revision is found, then talk with the seller about changes that were made during that revision session Important: If a revision was made, then this step may not be used to determine the buyers shipping rate at the time of purchase   Check to see if the seller has discount percentages entered or checkboxes that provide USPS or UPS discounted rates in Selling Preferences > Shipping Preferences <ul> If the seller is passing on discounted rates to their buyers, you will need to take this into consideration and determine if the discounted amount makes up the discrepancy   Helix Listing Tool: <ol> Using an internet browser, piggyback into the customer's account. Copy and paste the URL below into a new browser tab: <ul> https://www.ebay.com/lstng?draftId=9999999999&mode=ReviseItem   Ask the customer to provide the draft id number in the URL they see when they have the draft listing pulled up. Replace the 9999999999 in the sample URL with the draftid the customer provided. Hit enter and you will be taken to the listing. Alternate Tool Solution #1: SYI/Helix (New listing experience) Tool <ul> View the listing information in Billing Full Item Details <ul> Billing > Full Item Details > Load Item Number > Expand Shipping Details   </td> </tr> <tr valign="top"> <td>How can I see what item specifics or product identifiers are required on each listing now?</td> <td>Seller Hub Active Listing Page

 Seller Hub Listing Improvements Page </td> <td>Read only Piggybacking solution: <ul> Piggyback into the customer's account and navigate to the listing in question </td> </tr> <tr valign="top"> <td>How can I advise the customer on how many watchers/views they have on their listings?</td> <td>Seller Hub Active Listing Page </td> <td>Read only Piggybacking solution: <ul> Piggyback into the customer's account and navigate to the active listing

page </td> </tr> <tr valign="top"> <td>How can I coach to item pricing guidance?</td> <td>Seller Hub   Listing Improvements Page</td> <td>Read only Piggybacking solution: <ul> Piggyback into the Research tab in Seller Hub </td> </tr> <tr valign="top"> <td>How can I advise the customer on which items are not meeting eTRS requirements?</td> <td>BLING Tool</td> <td>Read only Piggybacking solution: <ol> Piggyback to the Listing Improvements Page with the member. Guide them to select the number under Qualify Top Rated Plus. This will access the BLING Tool which is not visible through piggybacking.   Communicate to the member that the bulk listing tool will show the list of items which are not meeting eTRS requirements. </td> </tr> <tr valign="top"> <td>How can I provide listing recommendations for items that are not selling?</td> <td>Seller Hub   Listing Improvements Page</td> <td>Read only Piggybacking solution: <ul> Piggyback into the Research tab in Seller Hub </td> </tr> <tr valign="top"> <td>How can I walk a customer through canceling a transaction if I cant see the page they are on?</td> <td>Open Cancel Transaction from Sell

 Close open cancel transaction from Sell or Seller Hub

 Cancel Transaction in Helphub </td> <td>Read only Piggybacking solution: <ul> Piggyback into the customer's account and navigate to the SH Orders or My eBay Sold page </td> </tr> <tr valign="top"> <td>How can I determine the state of a donation?</td> <td>My Account</td> <td>Read only Piggybacking solution: <ol> Piggyback into the customer's account. Go to the customers: Home > My eBay > My Account > Donation. Check to see if the donation is in the "unprocessed" area (e.g. uncollected) or in the "Donation History" (e.g. collected). </td> </tr> </tbody> </table>   Screenshots of alternative solutions (if applicable) LVIS or MAC Icons AD

<img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1732_GUIDE/GUIDE1732_LVIS%20or%20MAC%20Icons%20AD_IMAGE-10.PNG"> Business Policies <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1732_GUIDE/GUIDE1732_Business%20Policies_IMAGE-11.PNG"> Promoted Listings View in AD Select the Campaign: <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1732_GUIDE/GUIDE1732_Select%20the%20Campaign_IMAGE-12.PNG"> Select Load Details (Double-Click): <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1732_GUIDE/GUIDE1732_Select%20Load%20Details%20(Double-Click)_IMAGE-13.PNG"> Use the left arrow to expand. Here you will see the item numbers associated with the campaign: <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1732_GUIDE/GUIDE1732_Use%20the%20left%20arrow_IMAGE-14.PNG"> Promoted Listings Dashboard <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1732_GUIDE/GUIDE1732_Promoted%20Listings%20Dashboard_IMAGE-15.PNG"> AD STTI <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1732_GUIDE/GUIDE1732_AD%20STTI_IMAGE-16.PNG"> Billing Full Item Details <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1732_GUIDE/GUIDE1732_Billing%20Full%20Item%20Details_IMAGE-17.PNG"> My eBay Classic View <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1732_GUIDE/My%20eBay%20Classic%20View_IMAGE-18.PNG"> Active listings in AD <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/Active%20Listings%20AD.png"> Business policies - edit payment info screen <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/Business%20Policies%20-%20Edit%20Payment%20Info.png"> Editing Multi variations Select edit in listings forms on variations section <img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/Variations.png"> Select Edit at the top of the next page to make changes to the Variation attributes, eg Style, size, Color and other customer variations. <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/Variations%202.png"> Variation attributes page <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/Variations%20Attributes.png"> Edit default photos and variation specific photos <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/Variation%20images.png"> Edit Price, quantity SKU, EAN or delete variations from the bottom of the page. <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/Variation%20Price%20qty%20sku.png"> Utilize draft preview link to see names of variations. (cannot see variation options) <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1732/Variation%20preview.png"> </h2>