

Seller Hub

Seller Hub is the central place for managing your eBay business. It's free to use and consolidates all our selling tools into one location.

Seller Hub consolidates all your listing, reporting, payout, and order management tools in one place. It also provides a range of data and insights to help you grow your business.

Seller Hub gives you useful data and recommendations to help you grow your eBay sales.

Seller Hub tools

Seller Hub gives you tools to:

- Manage your listings – You'll find all the listing, reporting, and order management functionality here
- Monitor your business – You can create custom dashboards to track listing activities, sales, costs, traffic data, and more
- View payouts – You can view previous payouts, find out when you'll receive your next payout, and check if you've any funds on hold
- Analyze business performance – You'll receive personalized insights, as well as tips to improve your business

If you have an [eBay Store](https://www.ebay.com/help/selling/ebay-stores/ebay-stores?id=4071), you'll manage your Store and access all the features of [Promotions Manager](https://www.ebay.com/help/selling/ebay-tools/promotions-manager?id=4094) or [Promoted listings](https://www.ebay.com/help/selling/listings/listing-tips/promoted-listings?id=4164) from Seller Hub.

Using Seller Hub

Simply go to [Seller Hub](http://www.ebay.com/sh/ovw) - opens in new window or tab and sign in using your eBay username and

password. You'll need to have had at least one sale to use Seller Hub. The Seller Hub overview page summarizes all you need to know about your selling activity, but by selecting the different tabs listed below, you'll access a range of different tools and data:

- Overview – See a summary view of your Tasks, Orders, Listings, and Feedback, along with access to frequently used actions and selling tools
- Orders – Take action on orders, including printing shipping labels and uploading tracking. You can also review past orders and set up rules for managing returns
- Listings – Create and manage listings, individually or in bulk. You can also manage listing templates and create business policy settings
- Marketing – Use our tools to build your brand, attract more buyers, and sell more per visit. (Some tools are only available to Store subscribers)
- Store – Manage all aspects of your eBay Store, including your subscription, store categories and layout, and promoting your Store. Review your Store traffic stats and get tips on optimizing your Store's performance
- Performance – Understand your business performance through detailed information on sales, selling costs as a percentage of sales, traffic, buyer traffic source, and more. Select the data on the page to drill into in-depth charts and graphs
- Research – Get advice for improving your listings, sourcing, pricing, and restocking
- Payments – The Payments tab in Seller Hub helps you keep track of all the payouts you receive from your eBay transactions. For more information, see our article on the [Using the Payments tab in Seller Hub](https://www.ebay.com/help/selling/selling-tools/seller-hub/using-payments-tab-seller-hub?id=4798)
- Reports – Optimize your business with file based (CSV/XLSX) reports & templates. Get detailed information about your business, and upload new information in bulk. Try [Reports](https://ebay.com/sh/reports) - opens in new window or tab today

You can find out more about Seller Hub in our <http://pages.ebay.com/seller-center/new-business-seller/seller-hub.html>

target="_blank">Seller Center - opens in new window or tab.
<h2 id="section3">Seller Hub orders download report</h2>
The orders report is a CSV (comma-separated) file that contains all of the data that appears on the Seller Hub
Manage orders - opens in new window or tab

page and more, including a new field showing

how much tax eBay collected

and remitted for each transaction. You can

easily download the orders report from the
Manage orders - opens in new window or tab

page by selecting

Download report

at the top right of the table. This will download all orders in your current results set (e.g. If you have 2,460 orders in your results set, this will download 2,460 orders).

Tip You can also choose to only download individual orders by checking the boxes next to them and choosing

More

Download selected. If you previously downloaded your orders into CSV files using File Exchange or Selling Manager, you

ll find the new report is a little different.

Columns have been rearranged, with some being added and some removed. Some column titles have also been updated. Below, you can see the columns that are in the new orders report plus highlights of what

s new in comparison to File Exchange and Selling Manager. Column titles in bold

are either new columns, or have been renamed.

Seller Hub orders report

<table><thead><tr><th>Column</th><th>Column title</th><th>What

s new</th></tr></thead><tbody><tr><td>1</td><td>Sales Record Number</td><td>

</td></tr><tr><td>2</td><td>Order Number</td><td>

</td></tr><tr><td>3</td><td>Buyer Username</td><td>

</td></tr><tr><td>4</td><td>Buyer Name</td><td>

</td></tr><tr><td>5</td><td>Buyer Email</td><td>

</td></tr><tr><td>6</td><td>Buyer Note</td><td>

</td></tr><tr><td>7</td><td>Buyer Address 1</td><td>

</td></tr><tr><td>8</td><td>Buyer Address 2</td><td>

</td></tr><tr><td>9</td><td>Buyer City</td><td>

</td></tr><tr><td>10</td><td>Buyer State</td><td>

</td></tr><tr><td>11</td><td>Buyer Zip</td><td>

</td></tr><tr><td>12</td><td>Buyer Country</td><td>

</td></tr><tr><td>13</td><td>Buyer Tax Identifier Name</td><td>

</td></tr><tr><td>

</td><td>Buyer Tax Identifier Name indicates the type of tax identification being used for the buyer. Possible values: VATIN</td><td>

</td></tr><tr><td>14</td><td>Buyer Tax Identifier Value</td><td>

</td></tr><tr><td>

</td><td>Buyer Tax Identifier Value indicates that</td><td>

</td></tr></tbody></table>

the taxpayerId value. Example: VATIN number, which is the value-added tax identification number for the buyer. Possible values: 123456615

15 Ship To Name
16 Ship To Phone
17 Ship To Address 1
18 Ship To Address 2
19 Ship To City
20 Ship To State
21 Ship To Zip
22 Ship To Country
23 Item Number
24 Item Title
25 Custom Label
26 Sold Via Promoted Listings
27 Quantity
28 Sold For
29 Shipping And Handling
30 Item Location

Item Location indicates the geographical location of the item (along with the value in the country field). This field provides city, province, state, or similar information. Possible values: Zip Code, City, State, Country

31 Item Zip Code

The zip code of the physical location of the order line item.

32 Item Country

The two-letter ISO 3166 code representing the country of the address.

33 eBay Collect And Remit Tax Rate

The rate used to calculate the tax amount (SalesTaxpercentage).

34 eBay Collect And Remit Tax Type

The type of tax collected for the transaction Includes types such as VAT, IST, etc.

35 eBay Reference Name

eBay Reference Name indicates the VAT tax type, which will vary by country/region Possible values: IOSS (or) OSS for EU, VOEC for Norway

36 eBay Reference Value

eBay Reference Value is the VAT identifier number (VATIN), which will vary by country/region. Possible values: IOSS ID (1234567890123456), Norway VOEC NO: (12345..)

37 Tax Status

Tax Status indicates if tax is paid. Possible values: VAT Paid

38 Seller Collected Tax

39 eBay Collected Tax

40 Electronic Waste Recycling Fee

The Electronic Waste Recycling Fee is imposed on the retail sale of certain electronic products that include a variety of video display devices. The fees are used to pay for the future recycling of these products, as many contain hazardous materials.

41 Mattress Recycling Fee

Specific state legislatures have written laws that require retailers to collect a fee designated towards mattress recycling.

42 Battery Recycling Fee

Specific state legislatures have written laws that require retailers to collect a battery recycling fee on sales of new and used lead acid batteries.

43 White Goods Disposal Tax

Specific state legislatures have written laws that require retailers to collect a tax for every new white goods item sold by a retailer and shipped into the state – e.g. ovens, refrigerators, heaters, washers,

etc.⁴⁵Tire Recycling FeeSpecific state legislatures have written laws that require retailers to collect a fee designated towards tire recycling.⁴⁶Additional FeeMore information about tax and fee types here

⁴⁷eBay Collected ChargesCumulated charges eBay collected from the buyer for this order (such as eBay shipping charges for Authenticity Guarantee eligible sneakers)⁴⁸Total PriceTotal

Price includes eBay Collected Tax & eBay Collected Charges (as applicable)⁴⁹eBay Collected

Tax Included in TotalIf the value is "Yes", then the "Total Price" column includes eBay collected tax and any fees charged to buyers.If the value is "No", the

"Total Price" column does not include eBay collected tax and fees charged to buyers.⁵⁰Payment Method ⁵¹Commitment Date ⁵²Sale Date ⁵³Paid On

Date ⁵⁴Ship By Date ⁵⁵Minimum Estimated Delivery Date ⁵⁶Maximum

Estimated Delivery Date ⁵⁷Shipped On Date ⁵⁸Feedback Left ⁵⁹Feedback

Received ⁶⁰My Item Note ⁶¹PayPal Transaction ID ⁶²Shipping

Service ⁶³Tracking Number ⁶⁴Transaction ID ⁶⁵Variation

Details ⁶⁶Global Shipping Program ⁶⁷Global Shipping Reference ID ⁶⁸Click And

Collect ⁶⁹Click And Collect Reference Number ⁷⁰eBay Plus ⁷¹Authenticity

Verification ProgramIf the value is "Yes", then the order qualifies for Authenticity Guarantee program.If the value is "No", then the order does not qualify for Authenticity

Guarantee program.⁷²Authenticity Verification Status If the value is "Pending", then the inspection check is still not done.If the value is "Passed", then the authenticity

check has passed and item will be sent to buyer.If the value is "Failed", then the inspection check has failed and item will be returned back to seller.If the value is "Passed with

Exception", then the inspection check has passed and item will be sent to buyer.⁷³Authenticity

Verification Outcome ReasonIf the value is "Not authentic", then the inspection check has failed and item will be returned back to seller.If the value is "Not as described", then the

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74eBay Vault ProgramIf the value is “Yes”, then the order is part of the eBay vault program.If the value is “No”, then the order is not part of the eBay vault program.

75Vault Fulfillment TypeIf the value is “Seller to Vault”, then the item will be shipped from the seller to the eBay vault.If the value is “Vault to Vault”, then eBay will transfer the ownership of the item from the seller to the buyer within the eBay vault.If the value is “Vault to Buyer”, then eBay will ship this item from the eBay vault to the buyer.If the value is empty, then this is not a vault related order.

76eBay Fulfillment Program

77Tax City

78Tax State

79Tax Zip

80Tax Country

81eBay International ShippingIf the value is "Yes", then the order is part of the eBay International Shipping program.If the value is "No", then the order is not part of the eBay International Shipping program.</tbody>

Seller Hub orders download report vs. Selling Manager sales history

download <thead>Column	Column	titleWhat’s
1Sales Record Number 	2Order Number	Updated column
Previous title: Order ID3	Buyer Username	Updated column
Previous title: User Id4	Buyer Name	Updated column
title and data change	Previous title: Buyer Fullname	Data change: Previously this field contained the name of the recipient. In the new report it contains the name of the buyer. The name of the recipient is now shown under the new Ship To Name column.
5Buyer Email 	6Buyer Note 	7Buyer Address 1
8Buyer Address 2 	9Buyer City 	10Buyer State
11Buyer Zip 	12Buyer Country 	13Buyer Tax Identifier
Name	New field	Buyer Tax Identifier Name indicates the type of tax identification being used for the buyer.
Possible values: VATIN	14Buyer Tax Identifier Value	New field
Buyer Tax Identifier Value indicates that the taxpayerId value. Example: VATIN number, which is the value-added tax identification number for the buyer.	Possible values: 1234566	15Ship To Name
16Ship To		

PhoneUpdated column titlePrevious title: Buyer Phone number17Ship To Address 1 18Ship To Address 2 19Ship To City 20Ship To State 21Ship To Zip 22Ship To Country 23Item Number 24Item Title 25Custom Label 26Sold Via Promoted Listings 27Quantity 28Sold ForUpdated column titlePrevious title: Sale Price29Shipping And Handling 30Item LocationNew fieldItem Location indicates the geographical location of the item (along with the value in the country field). This field provides city, province, state, or similar information.Possible values: Zip Code, City, State, Country31Item Zip CodeNew fieldThe zip code of the physical location of the order line item.32Item CountryNew fieldThe two-letter ISO 3166 code representing the country of the address.33eBay Collect & Remit Tax TypeNew fieldThe type of tax collected for the transaction Includes types such as VAT, IST, etc.34eBay Reference NameNew fieldeBay Reference Name indicates the VAT tax type, which will vary by country/regionPossible values: IOSS (or) OSS for EU, VOEK for Norway35eBay Reference ValueNew fieldeBay Reference Value is the VAT identifier number (VATIN), which will vary by country/region.Possible values: IOSS ID (1234567890123456), Norway VOEK NO: (12345..)36Tax StatusNew fieldTax Status indicates if tax is paid.Possible values: VAT Paid37eBay Collect & Remit Tax RateNew field The rate used to calculate the tax amount (SalesTaxpercentage).38Seller Collected TaxUpdated column titlePrevious title: Sales Tax39eBay Collected TaxNew field40Electronic Waste Recycling FeeNew fieldThe Electronic Waste Recycling Fee is imposed on the retail sale of certain electronic products that include a variety of video display devices. The fees are used to pay for the future recycling of these products, as many contain hazardous materials.41Mattress Recycling FeeNew fieldSpecific state legislatures have written laws that require retailers to collect a fee designated towards mattress recycling.42Battery Recycling FeeNew field Specific state legislatures have written laws that require retailers to collect a battery recycling fee on sales of new and used lead acid batteries.43White goods disposal taxNew fieldSpecific state legislatures have written laws that require retailers to collect a tax for every new white goods item sold by a retailer and shipped into the state– e.g. ovens, refrigerators,

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Insurance
Column removed

Cash on delivery fee
Column removed

Checkout date
Column removed

Notes to yourself
Column removed

Unique Product Id
Column removed

Product ID Type
Column removed

Product ID Value
Column removed

Product ID Value-2
Column removed

Cash on delivery option
Column removed

Sales and selling costs reports

You can now keep track of both your sales and your selling costs from the [Sales section of the Performance tab](https://www.ebay.com/sh/performance/sales) - opens in new window or tab. To generate a sales and costs report:

- Use the dropdown menus at the top of the [Sales section](https://www.ebay.com/sh/performance/sales) - opens in new window or tab to refine your results:
- Choose a time period of your choice for the report (Last 31 days, today, this month, last month, this quarter, or

custom)Choose a time period to compare your results to (month over month, year over year, custom, or other options)Select Generate Report.In the All sales section of your report, you'll see a detailed breakdown of sales including item sales, shipping and handling and government taxes and fees. If you select Promoted Listings sales, you can also see what percentage of your total sales came via Promoted Listings. You can also see how all your sales compare to your selected prior time period.In the Selling costs section of the report, you can see the amount and the percentage of your selling cost that came from eBay fees and shipping labels. If you select the arrow beside eBay fees, you can also see a detailed breakdown of your eBay fees.If you want to see sales performance insights for individual listings, select Download listings sales report.<h2 id="section5">Refurbished Program dashboard</h2>If you sell items through the eBay Refurbished Program, you can now easily monitor your progress in the Seller Hub Performance section. By selecting the Refurbished Program tab, you'll have access to a dashboard providing real-time metrics and insights into your monthly refurbished transactions.The dashboard makes it easier to ensure you are meeting minimum program requirement metrics as defined in the refurbished contract. These metrics are evaluated and refreshed on a monthly cadence, after the 25th of each month, based on a complete 3 month (90-day) rolling lookback period. Sellers can also download data for transactions in the program dashboard via the transactions tab.If you have questions on your program metrics please email <div><div>us</div><div>at</div></div>ebayrefurbamsupport@ebay.com.</h2><h2>eBay tools,eBay selling tools,eBay seller tools,sellerhub,seller hub</h2>