

Tools for selling - the Applications tab - eBay and 3rd party apps

**GUIDE.SUMMARY** Remember: You can click the buttons on the left of the page to jump to each of these sections! Summary The Applications tab contains apps made by eBay and 3rd party companies Related links Help pages and the Applications Directory; CSKB content for selling tools Talking points FAQs on how applications work Instructions / Steps to resolve Steps to unsubscribe from, report, or get help with an application

**GUIDE.RELATED\_LINKS** Related Help and eBay Pages Application Directory link

<http://applications.ebay.com/selling?EAppsHome>  
<http://applications.ebay.com/selling?EAppsHome>  
Using the Apps Center Help Page

<http://pages.ebay.com/help/sell/applications-directory.html>  
<http://pages.ebay.com/help/sell/applications-directory.html>  
Related guides  
[https://cskb.qa.ebay.com/cskbapp/browse?categoryId=9066&channelId=GUIDE&level=3&catchain=|CCR\\_SR\\_TOPIC|8007|9066](https://cskb.qa.ebay.com/cskbapp/browse?categoryId=9066&channelId=GUIDE&level=3&catchain=|CCR_SR_TOPIC|8007|9066) target="\_blank" All "Tools for selling" guides

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1112>  
Tools for selling - third party tools for sellers

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1106>  
Seller best practices - developing an eBay business  
Related solutions  
<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4567>  
How to subscribe/unsubscribe in My eBay

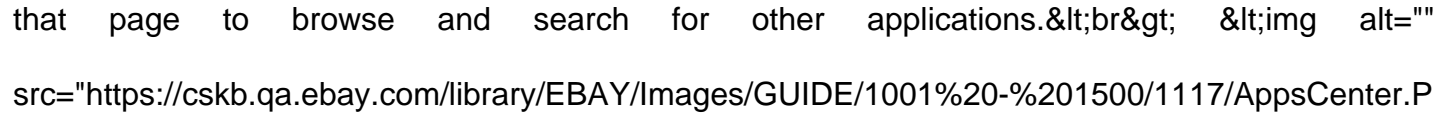
**GUIDE.TALKING\_POINTS** Does eBay recommend any particular applications? All of the applications in the Apps Center have been included because they can help you manage your selling activities. eBay is not able to recommend any particular 3rd party application, and we won't be able to verify its usefulness

in your situation.

- However, you will see designations on certain apps that indicate a high level of quality:
- "Developed by eBay" applications are built by eBay for you to use to grow your eBay business and make selling faster and easier.
- "eBay Certified Provider" applications are developed by third party companies that excel at providing tools or services for eBay sellers.

Where can you find more information about the applications?

- You can find information about these applications in the Applications tab of My eBay and the Apps Center.
- Click on the Applications tab in My eBay. From this page you will be able to manage your applications.
- Click on the Apps Center link on the right side of that page to browse and search for other applications.



You can also access the App Center by typing <http://applications.ebay.com/> in your browser.

Where to get support for your applications:

- Support is handled by the company providing the application.
- How does billing work with applications?
- When you subscribe to an application, you pay on eBay through PayPal, but your payment goes directly to the app's developer.
- The fees and subscription plans differ based on each developer.
- Some apps will prorate your subscription, giving you a credit for unused subscription time; others will not give you a credit, but you will have access to the app for the entire subscription term.
- Some apps have a free trial; others do not.
- Make sure you read all terms and conditions carefully to fully understand that app's pricing.

Where can you see the charges for an application?

- Invoices for applications show in the same place that invoices for eBay fees.
- From your My eBay page you'll go to your Account Summary page.
- On the Account Summary you'll see a drop down next to your Account

ID.&nbsp;&lt;br&gt;

&lt;img

alt=""

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1117/Appcharges.p

ng"&gt;&lt;/li&gt; &lt;li&gt;From the drop-down select the appropriate application.&nbsp;&lt;/li&gt;

&lt;li&gt;You can now see an account summary for the application.&nbsp;&lt;/li&gt; &lt;li&gt;In the

box to the right there will be a drop down to select current and past invoice statements.&lt;/li&gt;

&lt;/ul&gt; You would like to receive a&nbsp;credit&nbsp;or refund for your application You have

questions about your Applications statement &lt;ul&gt; &lt;li&gt;eBay processes payments through

PayPal, but the developer receives your payment.&nbsp;&lt;/li&gt; &lt;li&gt;If you need help with

your subscription, contact the developer.&lt;/li&gt; &lt;li&gt;Most problems can be resolved through

direct communication with the developer.&lt;/li&gt; &lt;/ul&gt; What standards do app developers

need to meet? &lt;ul&gt; &lt;li&gt;Developers must pass a detailed review in order to be able to offer

applications to you. This includes a review of their hosting infrastructure, business processes and

data security policies.&lt;/li&gt; &lt;li&gt;All developers are required to provide their users with a

stable, reliable and secure service.&lt;/li&gt; &lt;/ul&gt; How to submit your developed

application&nbsp;to eBay: &lt;ul&gt; &lt;li&gt;To get started, go to the Selling applications directory,

and then click the Join our applications developer program link on the left side of the page.&lt;/li&gt;

&lt;li&gt;You can learn more about submitting your application in our Developer pages

here:&lt;br&gt; &lt;a href="http://developer.ebay.com/products/selling-manager-applications/"

target="\_blank"&gt;http://developer.ebay.com/products/selling-manager-applications/&lt;/a&gt;&lt;/li&

gt; &lt;li&gt;You can learn more about the participation requirements here:&lt;br&gt; &lt;a

href="http://developer.ebay.com/products/selling-manager-applications/program/"

target="\_blank"&gt;http://developer.ebay.com/products/selling-manager-applications/program/&lt;/a

&gt;&lt;/li&gt; &lt;/ul&gt; &nbsp; &lt;/h2&gt;&lt;h2&gt;GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE

Unsubscribe from an application &lt;ol start="1"&gt; &lt;li&gt;Go to My eBay.&lt;/li&gt; &lt;li&gt;Click

the Applications tab to go to the "Manage your applications" page.&lt;/li&gt; &lt;li&gt;Click the Other

actions link for the application you want to unsubscribe from.&lt;/li&gt; &lt;li&gt;Choose Unsubscribe

from the drop-down menu.

- Report an application First, we recommend that you contact the developer. If you've contacted the developer and haven't reached a resolution regarding a performance or privacy issue, contact us to report the application by following these steps:

- Go to My eBay.
- Click the Applications tab to go to the "Manage your applications" page.
- Click the Other actions link for the application you want to report, and then select Report this application from the drop-down menu.
- Fill out the form describing the issue and select one of the following reasons for reporting the application:

- Application unavailable
- Application does not work as described
- Application violates privacy policy
- Other issues

- Click the Submit button.

We'll review your report and determine what action is appropriate. Get support for your application

- Hover your mouse over the Applications tab of My eBay, then click Manage Applications.
- From there you will see a list of your applications programs. For support, click Contact support to the right of the relevant application.

- Alternatively, there is often a phone number on the invoice for the application.

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