Finding items you listed for sale

<h2>GUIDE.TIPS_FOR_MEMBERS To avoid indexing delays, create your listing 24 hours before you want the item visible. You can also make your listing searchable at a specific time by scheduling it in advance. Scheduled listings begin indexing before the item actually goes live to the site and if you create the listing 24 hours early, indexing should be completed by the time it's visible. Learn more about scheduled listing. </h2><h2>GUIDE.SUMMARY What <ul> If it's been more than 24 hours and you still can't find your item on eBay by searching or browsing, there are a few things that could be causing the delay. Make sure you explore all these factors before submitting an eWatch ticket. This article covers <ul> The indexing process When and why eBay delays listings from showing up in search How long it takes for a listing to show in search What to do when you can't find your item What to do when the quantity on your listing changed but there isnt an order yet   </h2><h2>GUIDE.RELATED_LINKS Related help pages <ul> Finding items you listed for sale
 http://pages.ebay.com/help/sell/find_listing.html Related CSKB <ul> Improving search placement (Best Match, Google, etc) Profanity Policy </h2><h2>GUIDE.TALKING_POINTS Your listing isn't showing up in search There are a few reasons why your item may not be visible in search: <ul> You searched for an eBay item number of a listing that is no longer active: Now the main search box only searches for active listings. If you're searching for the eBay

item number of a listing that is no longer active, you can do any of the following: <ul type="square"> Search for that item number from advanced search by selecting "Completed" or "Sold" listings. Look up the item on My eBay or Seller Hub Navigate directly to the view item page for that listing by going to the following URL: http://www.ebay.com/itm/<Your eBay item number>   It's been less than 24 hours since you listed your item. If you created your listing within the last 24 hours, then it's probably still going to be processed in the eBay search engine. This process is called indexing and can take up to 24 hours. Once the listing has been indexed, you should be able to find it.   It's been more than 24 hours since you listed your item. Did you revise your listing? If you've made changes to your new listing before it was indexed, it causes a delay. Every time you change it, the indexing process has to start over. If you must make changes, please do, but be aware that it will take longer for your item to appear in search results. Did you turn on your store vacation settings recently? If so, be sure to turn off your store vacation settings so your listings appear in search results. If the seller closed a store with vacation settings on, the seller will need to sign back up for a store and turn the vacation settings off.   Does your listing have any vulgar language? If so, it may not show in search until you remove those words. This can easily happen by accident, so review the listing to make sure it isn't because of a simple typo.   <img alt="" height="16" name="enforement" src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1296/iconRestricted_25x25.gif" width="16">Exception (for media items only): We allow media titles and descriptions, such as a CD name and track list, that contain profanity on the main site and in the Adult Only category. This profanity is only permitted if the original production company title or description contains the profane terms. All other profanity is not allowed. It's been more than 24 hours since you listed your item and you can't find anything that would stop the item from indexing.

Let us escalate this issue to the appropriate team to have it reviewed. Internal Information <ul> Escalate the issue by following your department's guidelines. Do not tell the member to end the item. It's more important to figure out why the item isn't showing. If the member ends and relists their item, the new listing may be subject to the same issues.   Your item is no longer visible on the site <ul> If you revise your listing once it's visible in search then the new information needs to be indexed again in our search engine. The item won't be available in search until it has finished. The process may take up to 24 hours. Your listing is visible in search but the picture isn't showing <ul> Internal Information <ul> For information on the gallery image, please see Adding photos to your listing.   Listing indexed but quantity lowered and no order yet <ul> The order and payment can take time to process. Frequently, this happens within minutes but can take up to 4 hours. If pressed: The transaction is currently under review, which is standard for all sales. Please do not increase the quantity or relist, which can result in additional but unwanted sales of this item.   </h2><h2>GUIDE.DETAILED_INFORMATION Indexing <ul> For listings to display correctly in search results, information must be entered into the eBay search engine and organized with other listings on the site. This process is called indexing and is done in cycles, where a large amount of listing information is gathered at once and processed. We run several cycles every day to make the process as quick as possible. Because all listings must be indexed, no listing is immediately visible in keyword searches on the site. The process can take anywhere from a few minutes to several hours, depending on the listing. Some factors that can cause delays in indexing are: <ul> A high volume of listings need to be indexed at the same time. Some categories have more complex indexing processes. Certain keywords in a listing may require

additional time to process into the search engine.   In some instances, delays may occur so that eBay can confirm that listings comply with eBay policies. This helps make sure the marketplace remains a safe and enjoyable trading site. Indexing should never take more than 24 hours. If an item is not visible after 24 hours, it may mean that there is a problem. See the Instructions / Steps to Resolve section for troubleshooting. eBay Item number, UPC, EAN, GTIN, MPN searches will show all matching items in the search results page instead of the View item page, ensuring a consistent search experience. Revising a listing <ul> When you change a listing that affects how it displays in search, it has to be indexed again. If the item hasn't completed its initial indexing when it's revised, it causes the initial indexing to take longer.
 If the item is already indexed and changes are made to it, the item has to be indexed again and won't be searchable until that process is complete. Allow up to 24 hours for indexing on items that have been revised. Completed or sold item searches <ul> Searching for a completed or sold item requires the same process as for a revised listing. When an item ends, it takes from a few minutes to a few hours for it to show up in searches. The keywords, category of the listing, and site volume affect how quickly the listing indexes. <ul type="circle"> If you're searching for the eBay item number of a listing that is no longer active, you can: <ul type="square"> Search for the item number from advanced search by selecting "Completed" or "Sold" listings. Look up the item on My eBay or Seller Hub Navigate directly to the View Item page for that listing by browsing the following URL: http://www.ebay.com/itm/<Your eBay item number>   Misspelled words or profanity <ul> Check your listing again to make sure that you didn't misspell several words. Sometimes, misspelling a word results in profanity in your listing; listings that, with profanity, don't appear in search results.

 Tip: A common misspelling that results in profanity is when sellers forget the letter "r" from the

word "shirt." Be sure to watch out for this common mistake if you're selling a shirt.   Mature audience Items <ul> Adult Only (or Mature Audience) items don't appear in regular search. If you're selling these items, you need to go to the Adult Only section of the site, then search for your item there. (For security, you'll be asked to log in to enter the Adult Only category.)   eBay Listing Violation Inspection System (LVIS) blocks Internal Information Most indexing delays are for Trust and Safety reasons. eBay runs multiple filters through a system called eBay Listing and Violation Inspection System (LVIS) to catch problem listings before they're visible on the site. Listings flagged by these filters take longer to index into search; however they shouldn't take longer than 24 hours. You can review any item to see if it has been flagged in any filters, but keep in mind that unless a listing hasn't indexed after 24 hours, the system is still functioning as intended.
   Do not mention filters or let the seller know if one of their listings has been flagged.
 Delays caused by the filters are included in the 24-hour timeframe for indexing. Providing members with this information may enable sellers who are trying to bypass our filters and list prohibited items. Listing indexed but quantity lowered and no order yet <ul> Sellers may notice that the quantity on the listing has deceased including down to zero on a single or multiple quantity listing. However, they cannot locate an order/ purchase for the change in inventory. In this case the Buy button will not be available to potential buyers. The transaction is under review for up to 4 hours. Unless denied, the order and payment will process as soon as possible. If denied, the inventory will revert back to previous quantity. The seller should not increase quantity or relist, which could result in unwanted sales/ not enough inventory to fulfill all orders.   </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Troubleshooting listings that aren't visible in search or cant be listed due to LVIS block in SYI Remember that a listing takes up to 24 hours to show up in search. However, some members want reassurance that their item will show up. Here are some ways you can identify why a listing may be taking a long time to index and make

sure it won't be blocked from indexing. Keep in mind that not all of them can be discussed with the member. Confirm the item isn't showing in search. Sometimes members don't know the correct way to search for their item. The best way to check is to simply do an exact title search. Copy and paste the entire title into the search bar. If it doesn't come up, it's still indexing.   Does it contain profanity? Items outside of the media categories with profanity are blocked from search. Follow the steps below to see if the item is blocked in LVIS for profanity. If so, check the all areas of the listing, including the HTML, to remove the offending words.   Was the item recently listed? If it hasn't been 24 hours, the item is still indexing.   Has it been revised? A revised item has to be indexed again, which can take up to 24 hours. See steps below to check if an item was revised.   Is the member being blocked from listing an item in a SYI tool? If certain keywords or key patterns of text is present in titles and/or descriptions, LVIS will block the item from being listed and the member will receive messaging stating what the issue is. This messaging is designed to inform the member of what to do and how to rectify if possible. Though this is highly accurate, it is possible that its being blocked simply due to a misunderstanding. Here are some examples: <ul> LVIS will not only block keywords, but rather key letters and patterns as these can sometimes be used to get around filters. Sometimes this could occur in error such as the below examples: <ul> Listing an Olivia Grace item that is being blocked for potentially listing Viagra (see bolded text) Selling an album by the artist Machine Gun Kelly, not an actual machine gun (see bolded text) Selling a Now You See Me DVD disc being flagged for Drug Paraphernalia with the title Now You See Me Starring Franco Caine Freeman (see bolded text)   It may not be easily apparent why the item is being blocked simply by looking at words so be sure to review titles letter by letter to see if multiple fragments of words could be the culprit (as seen above) If you believe you have an item that is being flagged incorrectly and youre unable to ascertain why
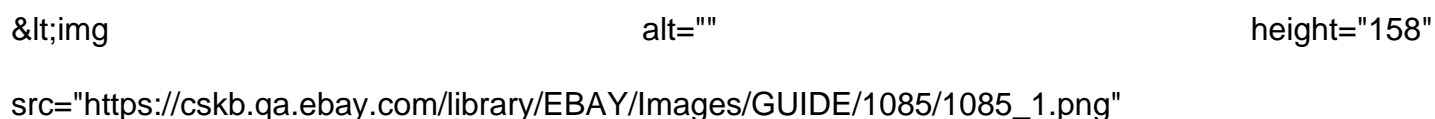
using the above criteria, please send an example to your team leader who will escalate the concern for further review.
     Was the listing blocked in LVIS for other reasons? Review the LVIS tool in Agent Desktop (AD) to see if the item has been blocked. While we can't tell the member their listing has been blocked, we can tell them we see it processing in the system and that it should be visible within 24 hours. Internal Information <ul> If it's been longer than 24 hours, then there may be a problem, especially if you see a listing has been flagged in LVIS for longer than it should be. If this is the case, let the member know there may be a problem and you're escalating it to the appropriate team to have it reviewed.   Do not tell the member to end the listing unless it will end naturally before we have a chance to review it (1-day listings, etc.). Leaving the item up lets us investigate and resolve the problem so we can prevent it from happening again. Follow whatever steps have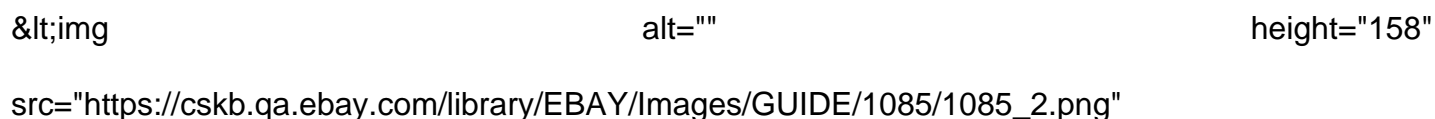 been specified by your department to report site issues. How to verify if a listing was revised: Pull up item in Billing Hub > Full Item Details (https://billing.vip.ebay.com/cs/item-detail.php) and review the Revisions section. Revisions can also be seen on the listing on the site: <ol> Pull up the item on the site Under the Description tab, there would be a note stating that the item was last modified and provide a time stamp. If the item hasn't been revised, this area will be blank.
 <img alt="" height="158" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1085/1085_1.png" width="600"> Click the View All Revisions link to see what's changed.
 <img alt="" height="158" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1085/1085_2.png" width="600"> How to verify if a listing was blocked in LVIS in AD <ol> Log into AD or AD Lite using your ASAC login. Under the Tools menu, click LVIS Lookup. Enter the item ID in the box. Click the search button. You can expand the row for more details by clicking on the +

sign next to the appropriate field. These details are included: Date the item was flagged Keywords for which it was flagged (if any) IP address where the item was listed Item number   For more information, see How to use AD and AD Lite. Troubleshooting a listing that isnt visible in a members storefront <ul> Confirm the member is logged out of their account or searching in a private browser window <ul> Since a member cant purchase items from their own listings, their listings will not be visible while they are logged into their account As a result, before searching or viewing their storefront, members should log out of their account or open a private browser window Direct the member to the Finding your listing Help Hub article for more information   Confirm the member has an active quantity greater than 0 Reports of visibility issues should ONLY be filed to eWatch after: <ul> Having the member go through basic troubleshooting steps We have also confirmed there is no other explanation for the item not being visible (indexing, member was logged into the account they used to list, regional blocks, etc.)   </h2>