

Selling with Best Offer (BO) and Seller Initiated Offer (SIO)

GUIDE.SUMMARY What If you're willing to consider offers on your item that are below your starting price, you can include a Best Offer option in your listing. This feature is free of charge. Like bids, Best Offers are binding. After a potential buyer has submitted their Best Offer, you will have up to 24 hours (or until the end of the listing, if that comes first) to respond in one of three ways:

- Accept the offer
- Send a counteroffer (good for 24 hours)
- Decline the offer

To help you manage your offers, you can track:

- How many offers each potential buyer sends
- How much time is left on active offers
- How much time is left on the listing
- The remaining quantity on the listing (if applicable)
- Any specified terms from the buyer

You can also set up rules to automatically accept or decline Best Offers based on a price threshold you set. If your listings offer personalization, buyers will be able to leave comments about personalizing their order within the Best Offer flow.

Seller Initiated Offers (SIO) allows sellers to send offers to watchers

- Sellers can send offers to buyers
- Applicable to sellers using fixed-price listings
- The offer can be sent by the seller to the last 30 (the most recent) watchers
- Seller can send the offer via My eBay Selling, or the Active Listings page in Seller Hub
- Only buyers who have chosen to receive promotions (in their My eBay Communication preferences) will receive these offers
- Available on Web and Mobile
- Sellers can send offers on more than one listing at a time (bulk offer)
- Sellers can also send offers to buyers who have an item in their shopping cart for at least 2 days
- Both sellers and buyers can send counteroffers when the seller initiates an offer

https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1031&ViewLocale=en_US#seller_initiated See here for more information

 Offer timelines Best Offers - expire after 24 hours
Counteroffers - expire after 24 hours Seller-Initiated Offers - expire after 48
hours (includes SIO counteroffers)

</h2></h2>GUIDE.RELATED_LINKS Related help pages Selling with
Best Offer

href="https://www.ebay.com/help/selling/listings/selling-buy-now/adding-best-offer-listing?id=4144"
target="_blank">https://www.ebay.com/help/selling/listings/selling-buy-now/adding-best-offer-listin
g?id=4144 Related CSKB articles

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1065">Bidding/buying
items - buy it now, best offer - proxy, increments
</h2></h2>GUIDE.TALKING_POINTS

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1031&ViewLocale=
en_US#generalq">General questions about Best Offer

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1031&ViewLocale=
en_US#aucbo">Auction with Best Offer questions ("Smart Best Offer")

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1031&ViewLocale=
en_US#fpbestoffer">Best Offer added to fixed-price listings ("Super smart Best Offer")

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1031&ViewLocale=
en_US#seller_initiated">Seller Initiated Offers (SIO)

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1031&ViewLocale=
en_US#coupons">Sending coupons to interested buyers (Store sellers)
</hr> General questions about Best Offer Can you retract your counteroffer and accept a
buyer's original offer? You can retract (cancel) a counteroffer, however, doing so
does not revert you back to the buyer's last offer. The buyer's offer was canceled
with the submission of your counteroffer. The potential buyer would need to make

another offer in order for your item to sell. Buyers can only make up to 5 offers on your item, so make sure that you take counteroffers seriously as you cannot negotiate indefinitely. You can accept other offers while having active counteroffers. Once your counteroffer has been accepted, you can't receive or accept other offers. What happens if the buyer doesn't pay? Please see Opening an Unpaid Item Case. Can Feedback be left with Best Offers? Feedback can be left if you accept the offer or the buyer accepts your counteroffer. Why can't you revise your listing? If your listing has any active Best Offers or counteroffers, you won't be able to revise your listing. If you would like to revise your listing, please decline any existing offers on your listing. Once you've done this, you'll be able to revise your listing. What should you do if you accept an offer with additional terms that you don't agree to? Before you accept an offer, we recommend that you review the additional buyer terms and make sure you're happy to go along with them. In our experience, taking this step helps you avoid disputes and transaction problems. If you do accept an offer in which you do not agree to the buyer terms, we recommend you get in touch with the buyer to come to an agreement about how you'll handle the transaction. You can also file an Unpaid Item case if you absolutely cannot sell the item based on the buyer's additional terms. Why can't bidders place a best offer on your listing? Bidders who are having trouble making Best Offers need to look into these possible reasons for the error: Best Offer is not available on Multi-Variation Fixed Price listings. For most categories, bidders can only make up to five Best Offers per item. If a bidder has sent more than the maximum number of Best Offers, the bidder won't be permitted to make another offer. If the bidder already has an active offer on the


item, another offer on that same item can't be made until the seller responds to the first offer or until the offer expires.

- If the bidder has more than 30 active offers at any given time across all categories, the bidder won't be able to make another offer until one of the active offers is accepted, declined, retracted, or expired.
- If the bidder doesn't meet the criteria outlined in the seller's buyer preferences, or if the bidder is on the seller's blocked bidder list, the bidder won't be able to make an offer to that seller.
- If the bidder makes a Best Offer for a quantity greater than one and the inventory isn't available, the Best Offer will be blocked and the bidder will be notified of the situation.
- If the bidder is sending a Best Offer with a Message and the seller has 5 or less Feedback score. (Check LVIS) The offer can be sent if the bidder removes the message.
- If the buyer is sending a Best Offer with contact information in the Message to the seller. (Check LVIS) Offer can be sent if contact information is removed OR bidder removes message.

I've changed my mind, how can I remove Best Offer?

- Simply revise the listing, and unselect the Best Offer feature (under Selling Details > Price) before relisting.

Can I permanently switch off Best Offer on my listings? Yes, you can permanently turn off Best Offer from your listings through the Manage Offers page. On your listing click on 'Change offer Settings' and remove the tick beside 'Allow Offers (recommended)'. This is live in Desktop and mWeb.



Auction with Best Offer questions ("Smart Best Offer") What is changing?

- The aim of this change is to increase the chance of selling on auctions that are overpriced
- The best offer option will automatically be added to items that are overpriced (any item that is above the average price for similar items in that specific category will be considered overpriced)
- The seller does not need to accept the offer made by the buyer. They can accept, decline, counteroffer etc.
- These auctions can be submitted directly to the BOLT listing tool and can use

Best Offer option

- Auction with Best Offer option is only available in the BOLT desktop and the mobile app
- Auctions that the tool does not support include: Motors, tickets, Cell phones, tablets, real estate
- In listings with auction with best offer, if another buyer makes a bid: The bid will "win-over" the offer
- Pending offers will be auto-declined
- The Make Offer option will no longer be available

how it looks like (for buyers):

Desktop: [click here](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1031/ABO_BuyerFlow_Desktop1.png)

Mobile Web: [click here](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1031/ABO_BuyerFlow_mWeb1.png) and [click here](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1031/ABO_BuyerFlow_mWeb2.png)

Why are you doing this?

- Best offer is the fastest growing format in eBay, with nearly a 10% increase in GMB year over year (data from before "Auto apply best offer" features were launched)
- When listings have best offer enabled: We are seeing a 10-15% increase in buyer engagement, such as placing offers, messaging etc
- There is a recorded 10% increase in conversion
- Can I set up an auto decline for the Best Offers I receive? Yes. You can automatically reject offers below the amount youre willing to sell the item for.
- Keep in mind the system will auto-decline offers below 40% of the starting price you specified.

(See https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1031&ViewLocale=en_US#InstructionsStepstoResolve Specifying an auto response subsection)

Is it possible to activate Auction listing format with Best Offer option manually? Yes, you can manually activate "Auction with Best Offer" in the BOLT-tool.

Prerequisite:

"More Options" has to be activated, and the auction should not have a "Buy it Now" option.

You can also deactivate it manually at any time.

What happens if I change (reduce) the starting price of the auction?

If you reduce the starting price of a current auction to a value below the Auction with Best Offer limit, the option Auction with Best Offer will be deactivated.

What if I receive an offer that I don't want to accept?

You may:

- Reject the offer
- Counter the offer with a price that you would accept
- Ignore the offer (the offer will expire after 24 hours)

See example of seller options [here](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1031/ABO_SellerFlow_mWeb1.png).

Keep in mind the system will auto-decline offers below 40% of the starting price you specified.

What happens if I receive a bid and an offer?

If a bid is placed on your item, offers will no longer be enabled on that listing:

- Pending offers will automatically be declined (including pending counteroffers)
- Buyers will no longer be able to make additional offers on that listing.

If the offer was higher than the current bid, the buyer that submitted the offer may resubmit their offer as a maximum bid.

If a bid is retracted so that there are 0 bids on the item, offers will be re-enabled on the listing.

(Buyer) Why was my pending offer declined?

Pending offers are automatically declined when a bid is placed on an auction listing.

If the offer was higher than the current bid, the buyer that submitted the offer may resubmit their offer as a maximum bid.


If a bid is retracted so that there are 0 bids on the item, offers will be re-enabled on the listing.

Best Offer added to fixed-price listings ("Super smart Best Offer") Why is Best Offer applied to my listing?

For new or occasional private sellers, eBay applies Best Offer if the item is listed above the recommended price, or does not sell within 8 days.

You don't need to accept any offer made by a buyer. You can accept, decline, or send a counteroffer to the

buyer. If ignored, an offer will expire after 24 hours. When we add the Best Offer feature to a listing, you will get an email letting you know that the Best Offer feature has been added.

 [https://cskb.qa.ebay.com/library/EBAY/Images/LIVE/2001-3000/2132/Multi-Item Email.png](https://cskb.qa.ebay.com/library/EBAY/Images/LIVE/2001-3000/2132/Multi-Item%20Email.png)

How is an item identified to have Best Offer added?

An item is identified to have Best Offer added if it was listed above the recommended

price. The recommended price is based on prices of similar listings sold on eBay

over the past 90 days. Why are you doing this?

Best offer is the fastest growing format in eBay, with nearly a 10% increase in GMB year over year (data from before

"Auto apply best offer" features were launched). When listings have best offer

enabled: We are seeing a 10-15% increase in buyer engagement, such as placing

offers, messaging etc. There is a recorded 10% increase in conversion.

How can I remove Best Offer from my listing?

We recommend that you keep Best Offer on your listing as we've seen it help with conversion.

If you want to remove the Best Offer option, you can turn it off at any point by just revising


your listing. If your listing already has an offer and you want to remove Best Offer,

you have to first decline the offer (if you are not happy with the amount), then proceed to revise the


listing and remove the best offer option from your listing. Instructions for removing

Best Offer on Fixed Price listings:

1. Click the gear icon on the top right corner of the listing tool.

 In the Listing Preferences pop up that appears, ensure that the checkbox next to Enable more options is checked.

 Save your preference and close the pop up.

 In the pricing section, click More options.



src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/2132/Step%203%20Best%20Offer.png">
 Uncheck the "Allow Offers" option to remove Best Offer from your listing.

 Ensure you click on the Update Listing at the bottom of the listing tool, to ensure that your preference is saved and published. I

don't feel like my price is overpriced and don't want the Best Offer on my listing. Based on the Best Offer logic, if you reduce your price to the recommended price or below, Best Offer will no longer appear on your listing. Can I set up features to auto

decline the Best Offers I receive? You can update your auto-decline amount to automatically reject offers below the amount you're willing to consider through the Manage Offers.
 This page can be reached through offer settings on your item

page. Desktop: item page (view item) > Manage Offers > Change offer settings:
 Mobile App: item page (view item) > Change Offer Settings

 Seller Initiated Offers (SIO) How does the Seller Initiated Offer (SIO, or "Send offers to buyers") feature work? Seller-initiated Best Offer allows sellers using My eBay or Seller Hub, to send

offers to buyers The seller can specify the offer amount, share a message, and send the offer to
the last 30 item watchers Sellers are asked to enter a

percentage discount for items \$100 or less, and a dollar value discount for items more than \$100.

When a seller initiates an offer to the buyer, the buyer gets a notification about the offer in the app and an email about the offer

Note: only buyers who have their email "marketing preference" turned on will receive the offer

Only 1 offer allowed per watcher (up to 30 watchers will receive the same offer simultaneously)

Sellers can also send offers to buyers who have an item in their shopping cart for at least 2 days

Buyers have 48 hours to accept the offer (if they don't, nothing happens)

The buyer is made aware that the seller has only one chance to offer, and declining the offer will stop the offer process from going further

For single quantity items, the first watcher/buyer to respond gets the offer. For multiple quantity items, more buyers can accept until the listing runs out of stock

[Seller Initiated Offer \(SIO\) new experience](#)


Beginning the week of October 23rd 2023, a new Seller Initiated Offer (SIO) will be gradually introduced.

Original Experience: If a buyer accepts a SIO, the item quantity is immediately removed from the listing without checkout and payment being completed.

Example: A seller has a listing with a quantity of 1 and sends an SIO. When the buyer accepts the SIO, the listing immediately shows as sold - making the item unavailable to other potential buyers & sits in the buyers cart until they complete checkout or the seller records an unpaid item.

New experience: When a buyer accepts an SIO or seller accepts a counteroffer from an SIO, the quantity on the listing will not immediately adjust. Instead the buyer will see messaging that they need to complete checkout to get the item.

This change is being made to reduce the rate of UPIs and make transactions smoother for buyers and sellers.



(Seller) Where can I find the Seller-initiated Best Offer option? This option is available to sellers in

the <a

href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1031/seller%20initiated%20offers.jpg"

target="_blank">My eBay Selling and Seller Hub active listings page, on all platforms (Desktop, mWeb, and Mobile apps) (Seller) How do I send an offer on more than one listing at a time? Go to Seller Hub or use the eBay app. Click Active. Click Send Offers - Eligible. This filters listings to those that the seller can make an offer to the buyer. Select the listings you want to make an offer on Click Send Offers. From the dropdown menu, choose Offer amount and select Amount off or choose Percent off. Amount off and percentage off is only available for bulk seller initiated offer. (A seller individual offer requires entering a new offer amount.) Add a message. Click Send offers.

(Seller) When I send an offer on more than one listing, how do I set the offer amount? When sending an offer on one listing at a time, you enter the new price for your item When sending an offer on multiple listings, rather than providing the new price for each item, you select either Amount off or Percentage off and it will apply to all selected listings. For example, if you have three listings you want to send an offer on and you choose amount off as \$5, an offer will be sent for \$5 less than the current listing price.

<img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1031/Bulk%20Offer%20Mock%20Up%20with%20outline.png"> (Seller) Can I automatically send offers?

You can save time by enabling offers to be sent automatically to interested buyers on your existing listings. You can change the settings for your automatic offers by going to active listings and selecting the status With offers sending automatically. This filters all your listings with the automation setting enabled. Select View Offer settings to manage your automation setting. Here you'll be able to: Enable or disable offers from being sent automatically. Adjust the automatic offer amount.

[Turn on or off counteroffers.](#) [Change your message.](#)

[Advanced offer automation for Store subscribers](#)

eBay Store subscribers can now set up rule-based automatic offers.

Instead of manually opting listings into automatic offers, you can select the criteria for what listings to include and set the offer terms.

We'll automatically send your offer to eligible buyers who show an interest in listings that fit your criteria including any new listings you create.

You can set how long your automatic offers will run, for a maximum of 150 days.

Here's how to create and manage your rules for automatic offers:

- Go to Buyer Groups on your Seller Hub Marketing tab.
- Select Send Automatic Offers.
- Choose the inventory to include, set your price range, and name your buyer group.
- Select Update offer settings.

To turn off an automatic offer rule:

- Go to Buyer Groups on your Seller Hub Marketing tab.
- Select the rule(s) you'd like to turn off.
- Select Delete.

(Seller) Why are my listings sending seller initiated offers automatically? I didn't apply this setting and my items are selling for less than I want them to.

When you set up automatic seller-initiated offers, the listings you create afterwards will have Automatically Send Offers toggled on. In order to manage this setting, go to

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1031&ViewLocale=en_US#toggle_sio

How to disable automatic seller initiated offers in the Instructions/Steps to Resolve section below

(Seller) I disabled automatic seller-initiated offers but my listings are still sending offers automatically.

When you disable automatic seller-initiated offers, this will affect the listing you have edited and any future listings you create. For any other listings that have this setting toggled to On, you will need to manually toggle it off following the second part of the process described in

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1031&ViewLocale=en_US#toggle_sio

en_US#toggle_sio">How to disable automatic seller initiated offers in the Instructions/Steps to Resolve section below (Seller) Can I cancel a Seller Initiated Offer after I've sent it to a buyer? No. Once you've sent the offer, the buyer will have the option to accept or reject it. If the buyer doesn't accept or reject the offer, it will time out and the offer will become invalid. (Seller) What happens if I adjust my item's price? If you change your items Buy It Now price, we will update your automatic offer amount. The discount that was set at the time of first sending the offer will be applied to the new Buy It Now price. If you increase or decrease the Buy It Now price, we change the automatic offer amount to whichever number is higher between the new and original offer amounts.

 Example when increasing the Buy It Now price:
 Original pricing: Buy It Now price: \$100 Original offer discount: 10% Original offer amount: \$90
 Updated pricing: New Buy It Now price: \$110 Original offer discount: 10% 10% off of the new BIN price of \$110 = \$99 Maximum of \$99 and \$90 = \$99 New automatic offer amount = \$99
 If you decrease the Buy It Now price below the current offer amount: If you adjust your Buy It Now price so that its lower than your current automatic offer amount, well stop sending offers automatically. (Buyer) Does the seller see my user ID or other information? The seller will not see your user ID or other information unless you accept the offer They simply have the option to push a button to send and offer to the last 30 (or fewer) most recent watchers (Buyer) Is this a legitimate offer from the seller? This is a new feature that buyers have not been offered before These are legitimate offers from the seller for buyers to consider (Buyer) Why did I receive the seller's offer but the item is no longer available? If you received an offer but no longer see the item for sale that means

the offer was accepted by another watcher already Can a buyer opt out of receiving the Seller-initiated Best Offer? Yes, a buyer can opt

out of future offers like this This is selected in their marketing preferences, by turning off/unsubscribing the option to receive these kinds of offers How do counteroffers work when the seller initiates an offer? Both buyers and sellers can send counteroffers when the seller initiates an offer. Sellers can go to My eBay or the Seller Hub to see if they received a counteroffer. Buyers and sellers can send up to 5 offers each (1 initial offer and 4 counteroffers). Counteroffers are good for 48 hours, and any counteroffer can be accepted or declined within that time. An expired counteroffer has the same effect as a declined counteroffer. Here are screen shots of the seller experience:

 Make a counteroffer: Review your offer and history of offers: Example of declining a counteroffer: Is a Seller-Initiated Offer impacted by the Seller's Auto Accept or Auto Decline Best Offer feature? No - the Seller-Initiated Offer is a separate tool and is not impacted by Best Offer settings Sending coupons to interested buyers (Store sellers) (Store sellers) Sending coupons to interested buyers Information on how to create a voucher can be found here: LIVE2248 A new feature that allows sellers to send

coupons to interested buyers via the current Offers to buyers flow (Internally known as Seller Initiated Offer SIO flow) is launching to Store Sellers (feature not currently available in CA).

- Store sellers can send interested buyers the coupon after the Seller Initiated Offer is complete.
- The seller can send a coupon to eligible* interested buyers who will receive the coupon after all offers have expired from the same seller.
- *Interested buyers who have received a seller funded coupon in the last 14 days will not be eligible.
- If the buyer declines the seller initiated offer, they will not receive a coupon.
- The coupon can be used on any item that the seller has added to the promotion, as long as the item does not have an active offer on it (Any exceptions should be clearly stated in the terms and conditions you add during the coupon creation process).
- The buyer will receive this coupon via email and eBay Messages and can only use one coupon per checkout.
- A coupon and an offer cannot be stacked on the same item where the offer will take precedence.

Internal Information If the buyer has any issue with any seller initiated coupons, advise them to contact the seller. Do not issue a new coupon to them.

More information about Seller funded coupons in LIVE2248.

(Store sellers) The buyer declined my offer. Can I send them a coupon for the item or another item I'm selling?

- No, currently declines are not supported.

(Store sellers) How will I know who is eligible to receive a coupon?

- The 'interested buyers' section will show you how many eligible buyers will receive the coupon.
- However, some buyer may be ineligible if they:
 - accepted or declined the last pending offer.
 - received a seller funded coupon from the same seller in the last 14 days.
 - have active offers pending from the same seller.

(Store sellers) Can I send coupons in bulk?

- You can send a single coupon for interested buyers for one item or multiple items at once.

(Store sellers) Where will the buyer see the coupon?

- The coupon will be in the buyers email and eBay Messages.

Send your coupon with this offer selection

Select Coupon type

</h2></h2>GUIDE.DETAILED_INFORMATION Restrictions Best Offer is not available on listings with variations. Best Offer is not available in all categories(e.g. gift cards). Adding Best Offer to your single-quantity listing requires that you have a Feedback score of 10 or more. Adding Best Offer to your multi-quantity listing requires that you have a Feedback score of 30 or more and have been a registered user for at least 14 days. To reduce unpaid items and create smoother transactions, buyers may be asked to add a payment method and shipping details when making an offer. If the offer is accepted, payment will be taken immediately. Sellers can turn off this requirement by going to their Buyer Management setting page and unchecking the Require buyers to provide a payment method before they make an offer box Most parts of a listing cannot be revised while there are pending Best Offers. Shipping When considering offers, keep the following points in mind regarding shipping costs: For listings where you have specified shipping costs, the Best Offer price includes only the listed item. For listings where you asked buyers to contact you about shipping (in categories where you're not required to specify shipping), buyers may choose to include shipping in their offer price. Maximum number of Best Offers from buyers In most categories, buyers can send up to 5 Best Offers per listing. The limit is higher in most Vehicles categories (10).

Buyer payment requirements Some buyers may be asked to add or confirm their payment and shipping details when they're making a Best Offer. This is part of a new experience we are rolling

out to make the Best Offer process quicker for both buyers and sellers. (See https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1065&viewlocale=en_US&curPage=art&prevPage=srp;GUIDE1065; for more details.) Sellers are automatically opted in to this experience, but they can choose to opt out by updating their Buyer Management settings. If a seller opts out, buyers will no longer be asked to confirm their payment details when they make offers on the seller's items. See https://cskb.qa.ebay.com/library/EBAY/1031_GUIDE/Buyer%20management%20best%20offer%20opt%20out.png;screenshot of the Buyer Management page, or go to Instructions/Steps to resolve. [GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE](#)

Adding a Best Offer Specifying an auto response

- Click Sell at the top of the eBay homepage.
- Select a category for your item.
- Select an item from our catalog as a basis for your listing (if available).
- In the "Choose a format and price" section, select Let buyers make offers.
- To accept offers automatically, select Automatically accept offers of at least; to decline offers automatically, select Automatically decline offers lower than.
- Specify your accept/decline price threshold.
- Continue with the rest of your listing.

Note: Auto response does not work with Best Offers in which the buyer has specified additional terms; you'll need to manually review these offers. Manually responding to a Best Offer


At the top of the eBay homepage, click My eBay.

Click the Selling link, this should load the Active Selling page.

Find your item and click Respond to Offers (find the link in the Action column).

This next step depends on if there is only one, or more than one offer open for a response from seller.

If you have just one active/open Best Offer, you will already see all of your options. (Accept, Decline, Counteroffer)



If you have

more than one active/open Best Offer, you will need to select the correct one from the left in order to see your options. (Accept, Decline, Counteroffer)
 The next step depends on the decision being made by the seller. If you choose to decline an offer, you also have the option to leave a message.
 If you choose counteroffer, provide your price, quantity, and additional terms and click Review Offer.
 If you choose to accept an offer, the listing ends immediately and the buyer is directed to pay you. Be sure that you agree with the additional terms specified by the buyer because they are also binding.

Buyer payment requirements Some buyers may need to confirm their payment and shipping details when making a Best Offer. Sellers can choose to opt out of this requirement: Hover over your username in the top left-hand corner of the page and select Account settings. Go to the Selling section and select Selling preferences. Select Edit next to Managing who can buy from you. Go to the Buyer Payment Requirements section and uncheck the box. Select Submit. Sending a counteroffer How to send a counteroffer Go to the Deal Sheet for the item. Click the offer your want to respond to on the left hand side of the page. (If there is only one offer, it will be automatically displayed on the page.) Click Make a Counteroffer. Fill in the counteroffer price, quantity and any additional terms you may have for the sale. Click the Review Offer tab. Disabling automatic Seller initiated offers </a

name="toggle_sio"> How to disable automatic seller initiated offers
Go to Seller Hub. In the Search section, select the All statuses dropdown
and filter for With offers sending automatically.
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src="https://cskb.qa.ebay.com/library/EBAY/Guide1031/SIO%201.png"> Select
Search.
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view offer settings.
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src="https://cskb.qa.ebay.com/library/EBAY/Guide1031/SIO%203.png"> Select
the > symbol next to Automatically send offers.
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the blue switch next to Automatically send offers to off.
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Done.
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src="https://cskb.qa.ebay.com/library/EBAY/Guide1031/SIO%206.png"> Select
Update offer settings.
 <img alt=""
src="https://cskb.qa.ebay.com/library/EBAY/Guide1031/SIO%207.png">
 Tip: If you want to keep the Automatically send offers setting toggled off as
default, you can follow these steps (Note: these steps require you to send an offer):
 Select Send offers - eligible from the Quick filters menu.

Select send offers next to one of your filtered items.
 <img alt=""
src="https://cskb.qa.ebay.com/library/EBAY/Guide1031/SIO%20two.png">
Toggle off Automatically send offers.
 <img alt=""
src="https://cskb.qa.ebay.com/library/EBAY/Guide1031/SIO%20three.png">
Enter your offer amount and select Send.
 <img alt=""
src="https://cskb.qa.ebay.com/library/EBAY/Guide1031/SIO%20four.png"> Now

select any other of your filtered items.
 You will see that Automatically send offers is now unchecked for your other items as well.
 Note: This will affect the listing you have edited and any future listings you create. For any other existing listings that have the Automatically send offers setting active, you will need to manually toggle it off following the process in the section above. Mobile App Best Offer Seller Flow iOS Phone In the view item screen,click Review Offers to go to Manage Best Offers. In the Received tab, you can Accept Offer, Make Counteroffer, or Decline Offer Accept offer: click this tab to accept offers you have received Make Counteroffer: click this tab to create a counteroffer to an offer you have received Decline offer: click this tab to decline an offer

 Sent tab: click here to see counteroffers you have sent Complete tab: click here to see offers accepted or declined. iOS Tablet Seller flow is similar to iPhone above. See image for seller view. Android Phone The Best Offers screen has three tabs. Received tab - click here to: Accept Offer: click this tab to accept offers you have received Make Counteroffer: click this tab to create a counteroffer to an offer you have received Decline offer: click this tab to decline an offer Sent tab: click here to see counteroffers you have sent Complete tab: click here to see offers accepted or declined.

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