

## Billing invoice

**GUIDE.SUMMARY** What Sellers incur fees by listing and selling items, subscribing to services, and printing shipping labels. Each month, eBay adds up the fees and generates an invoice for the seller to review and pay. From late Oct 2019, information about seller fees, seller promos (including eligibility), and seller invoices, can be seen in Agent Desktop. See more information in <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1409#PlutusIntegration> How to use Agent Desktop (GUIDE1409)

All invoice dates are based on GMT -7, the local server time of the billing system, which is currently operating in the Pacific time zone. For example, all May 1st invoices will include all unbilled transactions up until midnight, April 30th GMT -7. This means that invoices in Asia and Europe include transactions from May 1st local time. Invoices in Hawaii do not include all transactions from April 30th local time. Also, the transaction dates shown on the invoice in GMT -7 may not match the dates shown in View Account Status which uses local time zones.

Factoring credits into the invoice payment amount due

Pending or requested credits that do not appear in the current invoice should not be factored into the payment amount due; these credits will be reflected on the next invoice.

This article covers

- What is a billing invoice
- What information is in an invoice
- Under what circumstances will a seller get an invoice
- When are invoices sent out
- The View Account Status page
- How to view an invoice
- How to read an invoice
- How to customize an invoice
- How to download an invoice
- When is payment for an invoice due
- How to pay an invoice
- How to use an invoice to improve business
- Aged credit

**GUIDE.RELATED\_LINKS** Related help pages

<ul> <li>Review your invoice<br> <a href="http://pages.ebay.com/help/sell/invoice.html" target="\_blank">http://pages.ebay.com/help/sell/invoice.html</a></li> </ul>

<ul> <li>View your invoice<br> <a href="http://pages.ebay.com/help/sell/invoice-display.html" target="\_blank">http://pages.ebay.com/help/sell/invoice-display.html</a></li> </ul>

<ul> <li>Download invoice details<br> <a href="http://pages.ebay.com/help/sell/invoice-download.html" target="\_blank">http://pages.ebay.com/help/sell/invoice-download.html</a></li> </ul>

<ul> <ul> <li>Choose detailed or summary invoices<br> <a href="http://pages.ebay.com/help/sell/invoice-format.html" target="\_blank">http://pages.ebay.com/help/sell/invoice-format.html</a></li> </ul> </ul>

Related CSKB Articles <ul> <li><a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1079">Store Fees</a></li> </ul> <ul> <li><a href="http://www.youtube.com/watch?feature=player\_embedded&v=M6H0RqQ-t\_s">How to view and download your billing invoice</a></li> </ul> <ul> <li><a href="/cskb.vip.ebay.com/cskbapp/art?page=content&id=sol3681">Invoice - How do I get billed</a></li> </ul> <a href="/cskb.vip.ebay.com/cskbapp/art?page=content&id=sol3649">How to view account status / invoice / account activity/ fees / credits </a></li> </ul> <a href="/cskb.vip.ebay.com/cskbapp/art?page=content&id=sol3684">How to view invoice </a></li> </ul> </h2></h2>GUIDE.TALKING\_POINTS <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1003&ViewLocale=en\_US#general">General invoice questions</a> <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1003&ViewLocale=

en\_US#accountstatus">View Account Status page questions</a> <a name="general"></a> General invoice questions <a name="payinginvoices"></a>When can you pay an invoice? <ul> <li>You have a good amount of flexibility when it comes to paying invoices. You receive each invoice more than 3 weeks before its due date -&nbsp;if it's more convenient for you to pay sooner, you're always free to do that. You can also make a onetime payment with a credit card, check, or direct pay, at any time.&nbsp;</li> </ul> <a name="updatedpaymentmethod"></a>What if you update your type of payment method after being invoiced? <ul> <li>If you updated your type of payment method after you were invoiced, we'll still charge the previous payment method</li> </ul> You received an invoice you believe is incorrect. How can you check you are being billed correctly? <ul> <li>We want to be sure we are charging you the correct amount. eBay provides various ways to verify that your monthly fees are correct. (See <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL8583">How To Read An Invoice</a>.)</li> <li>To be sure you were charged correctly on an item, go to all account activity and type in the item number. This way you can see all related fees and credits for a particular item.</li> <li>To view the invoice information in a spreadsheet, download the invoice as a CSV file. (See <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL8581">How to Download an Invoice</a>.)</li> <li>To make your invoice easier to read and help you determine where your fees are coming from, customize how your invoice displays. (See <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL8584">How to Customize an Invoice</a>.)</li> </ul> When does eBay send invoices? <ul> <li>We send our sellers their invoices at the end of their <a href="https://cskb.qa.ebay.com/cskbapp/artPreview?id=GUIDE1037#generate">billing cycle</a>. The invoice includes all activity that occurred during the invoicing period.</li> </ul> Can you change your invoice schedule? <ul> <li>You cannot change your

invoice date. eBay processes invoices for over 26 million sellers each month. Sellers are assigned to [a Billing Cycle](#) to ensure we can process all invoices in a timely manner. Monitor your fees and use one-time payments to pay all or part of your balance when it is convenient for you. eBay automatically bills you on your invoice date for any remaining balance. The balance is deducted from the payment method you have on file. Internal Information If you feel that a change of billing cycle is necessary for a large, high-profile seller, then follow the workflow to [request a change to their billing cycle](#). Why did you receive an invoice when your account balance is \$0.00 or negative? We want you to know what is happening with your eBay Seller's account. If your balance due is less than \$1.00 but a payment, adjustment, or credit was applied, we send you an invoice. You calculated all your fees manually, but are getting a different total than your invoice shows. We round off final value fees, which sometimes contain a fraction of a cent. An account balance can appear to be off by a few cents when compared to a manual calculation of invoice line items. Why was your invoice amount different from what your payment method was charged? Sometimes, the total amount due on your invoice is different from the amount we charged to your payment method. This difference occurs when we apply a payment or item-based credit to your account after an invoice is calculated but before the payment is processed. Any charges that occur after the invoice is calculated appear on the next invoice. Your billing preferences determine whether we apply credits to your automatic payment for the current invoice or whether we apply the credits to your next invoice. Can eBay help with your taxes? Internal Information Sellers often call with questions about their invoices

because they need assistance with their taxes. If this is the reason for the member's contact, see <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1403> Sales tax questions; so that we are providing them with all of the options available to help them.

- View Account Status page questions
- Why is my balance not available?
- While your invoice is being processed, you may see the message "Balance temporarily unavailable" instead of your Current Balance in your account status and My eBay "Seller Account" pages.

[https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DEN/pf/12/WebFiles/NA\\_eBay\\_CS/Article/Images/8067/temporarilyunavailable.jpg](https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DEN/pf/12/WebFiles/NA_eBay_CS/Article/Images/8067/temporarilyunavailable.jpg)

- Please check back in 24 hours as it will resolve itself soon.
- The Account Status page says "Item not available View Item" - why?
- At times there are delays with listing information appearing in your account status pages.
- All credits are not showing in the credits section - why?
- The "Credits, payments and refunds applied to latest invoice:" section of the Account Summary only includes credits for fees which have already been invoiced.
- Credits for un-invoiced fees do not count against the invoice, so they are included in the "New activity not applied to invoice" total instead.

## GUIDE.DETAILED\_INFORMATION

- [https://cskb.qa.ebay.com/csxbapp/art?page\\_content&id=GUIDE1003&ViewLocale=en\\_US#generalinvoicefacts](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1003&ViewLocale=en_US#generalinvoicefacts) General invoice facts
- [https://cskb.qa.ebay.com/csxbapp/art?page\\_content&id=GUIDE1003&ViewLocale=en\\_US#internetsalestax](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1003&ViewLocale=en_US#internetsalestax) Internet Sales Tax
- [https://cskb.qa.ebay.com/csxbapp/art?page\\_content&id=GUIDE1003&ViewLocale=en\\_US#viewaccountstatus](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1003&ViewLocale=en_US#viewaccountstatus) The View Account Status page
- General invoice facts What is a billing invoice?
- Sellers incur fees by listing and selling items, subscribing to services, and printing shipping

labels.</li> </li>Each month, eBay adds up the fees and generates an invoice for the seller to review and pay.</li> </li>Sellers do not receive an invoice when the account has a balance due of less than \$1.00 and no payments, adjustments, or credits were applied during the month. In all other conditions, eBay generates an invoice.</li> </ul>

What information does an invoice include? Billing invoices provide a summary of a seller's eBay fees, payments, discounts, and credits for the month. Invoices include the following information. </ul> </li>

Any insertion, listing upgrade, and Final Value fees for items listed or sold during the invoice period. These fees are referred to as Transaction Fees.</li> </li>Subscription fees for eBay services, like Stores or Selling Manager.</li> </li>One-time charges, like late payments or returned items.</li> </li>

Credits or discounts that were applied to the seller's account.</li>

Payments that were applied to the seller's account.</li> </li>Charges for FedEx shipping labels that were printed through eBay's Shipping label program.</li>

Supplemental charges, like Guaranteed Returns shipping costs</li> </ul>

What item information does an invoice include? </ul> </li>Transaction Fees show the item title and item number.</li> </li>The Final Value Fee shows the final price of the item.</li>

The Final Value Fee on Shipping shows the total of shipping and related charges paid by the buyer, excluding sales tax. Other costs paid by the buyer may include handling charges, gift wrapping, or other seller charges.</li> </li>FedEx Shipping Label charges show itemized shipping costs.</li> </ul>

What item information does an invoice not include? </ul>

Transaction fees do not show the sales tax for a transaction or the actual shipping cost paid by the seller.</li> </li>Sellers can see sales tax and actual shipping cost information by clicking the item's title in the invoice to open the listing's View Order Details page.</li>

</ul> </h2><h3> </h3> <h3> </h3> <a name="internetsalestax"></a> Internet Sales Tax    About Internet Sales Tax (how it's collected, who pays for it) </ul> </li>

Depending upon where an item is purchased or sold, sales and import taxes may be due.</li> </li>The seller receives payment for both the item

and Internet Sales Tax. eBay then immediately deducts the cost of sales tax from the sellers' account.

- eBay will remit the tax to the appropriate tax authorities.

### View Account Status

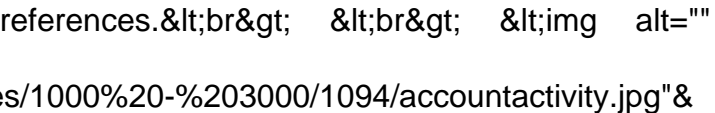
What is View Account Status (VAS)?

- The View Account Status page allows you to review your account activity for up to the last 4 months.
- Older transactions can be viewed in your invoice archive, which you can access from the upper right-hand corner of the View Account Status page.

How to access/use the page

- You can access the View Account Status page from My eBay. Under the "Account" tab, click the "Seller Account" link.
- At the top of the View Account Status page, you'll see your basic account information displayed:
- eBay account ID (This is assigned to a seller's account and is based off the Oracle ID and the currency the seller is billed in)
- Amount of most recent invoice
- Credits, payments and refunds applied to that invoice
- Amount due as of today's date
- Current account balance

The invoice dropdown is on the right side of the page - click the Go button to view the selected invoice. There is also messaging here if the member doesn't have an invoice yet to view, and a link to set invoice download preferences.



Internal Information

- CS teammates are able to see all zero fee line items (promotional and non-promotional) by downloading a member's CSV invoice.
- There is also a zero fee line item view in VAS for all ASAC accounts so CS can utilize for investigations but it is not visible to the member.
- You can explain these line items to members but be aware that they do not have this link on their own VAS page. This is not a bug.

The bottom section of the View Account Status page displays account activity, including fees, credits, and debits for particular items or transactions.

- Debits are displayed as positive amounts and credits appear as

negative amounts.

- This information can be sorted by fees or credits, fee type, item number, and more.



Internal Information

Every CS credit has an icon and the message "Customer Service Issued Credit" next to it credit in VAS, to help easily find these credits and avoid confusion.

The icon will appear next to any credits issued with the following Credit Rules and/or Credit Reasons:

- Reason 7 - TnS policy : bidder/buyer violation
- Reason 23 - Courtesy : general/retention
- Rule 995 - prohibited/restricted inc. VeRO
- Rule 996 - account takeover
- Rule 997 - non-payment suspension
- Rule 998 - credit all fees except FVF
- Rule 999 - credit all fees including FVF

Internal features (pink boxes)

Internal Information

Two internal pink boxes appear above the account summary in VAS.-

These are not visible to the member.

These boxes contain internal information that is account specific, such as:

- Generic information (name, address, phone number, etc.)
- Internal information (IP address, dates in which the account has been modified, etc.)
- Technical information that applies to our internal processes and are not relevant to customer service.
- Any billing-specific information that is necessary in customer service can also be found in the User Information section of

AD



Contact information: Use this section to verify account ownership when working phones or Live Help.

This is the date the member created his eBay account.

If the member has ever switched his/her billing currency, the date of the most recent switch is found here. If the billing currency has never been changed, then the date defaults to: Dec-31-69.

If an account is "Past Due" (owes



us money for more than 30 days) this field will give you the date the account became Past Due. If the account is more than 180 days past due, then we "charge off" the account. The charge off date is found here.

TLO Trading Limit Override: If the member has a credit card on file it will be "on", if not it will be set to "off".

## GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE

### General questions about invoices

#### How to view an invoice (desktop)

eBay notifies sellers by email when their invoices are ready. Invoices are available on My eBay for up to 18 months after the invoice is generated.

Here's how to view your invoice:

- Go to [My eBay](http://my.ebay.com/ws/eBayISAPI.dll?MyeBay).
- Select Account.
- Select Seller Account.

Invoices are saved in My eBay for 18 months. If you're going to need older invoices, you must download them while they're available. eBay Customer Support can also send you older invoices - see [https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1003&ViewLocale=en\\_US#bulkdownload](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1003&ViewLocale=en_US#bulkdownload) workflow section.

#### How to view an invoice (mobile)

Here's how to view your invoice from a mobile device:

- Locate the message from eBay with the subject line "Your eBay invoice for [month] is now ready to view."
- You can find this message in either your personal email or My Messages on eBay.
- Select the View Invoice button in the message.
- You will be redirected to a mobile web page that shows a summary of your latest seller invoice.

Note that the mobile invoice view is simply a summary; you'll need to use a computer to access the full version.

#### How to change your invoice format

eBay provides the following invoice formats:

- Detailed: This format shows all transactions that were charged during the invoice period and includes a separate line item for each discount, credit, or fee. This format is recommended for low- to medium-volume sellers or

sellers who want to see the fees for every item they sell.

Summary: This format shows a summary of billing activity and includes total amounts for each type of discount, credit, or fee. This format is recommended for high-volume sellers or any sellers who want a summary of their billing activity at a glance, without pages of detail about individual sales.

To change your invoice format:

- Go to My eBay and select Account.
- Go to Selling preferences.
- Beside Your monthly invoice select Edit.
- Select Summary or Detailed.
- Click Save.

How to sort invoice line items

Under Seller Account > All account activity, click a column header to sort the invoice line items by that column.

Chronological order



Grouped by item number



Grouped by date



Grouped by fee type



Select which fees to include in Fees as a percentage of your sales

The Fees as a percentage of your sales graph typically includes all fee types in the calculation. Some sellers prefer to exclude shipping labels, returns, or other types of fees in this calculation.

- Go to My eBay.
- Select Account.
- Select Seller Account.
- Under the Invoice drop down menu, in the Personalize your invoice section, click the Try it now link.
- Make your changes.
- Click Submit.

The changes will be reflected on your next invoice.

How to download invoices

Your invoices are available for download for 18 months in the following formats:

- HTML: Provides

the data in the same format that you view online

- CSV: Provides the data in a format that you can view and manipulate in a spreadsheet program such as Excel

Large invoices might not be ready for immediate download. If your invoice does not download immediately, it may take 24 to 48 hours for the file to be ready

See <https://cskb.qa.ebay.com/csxbapp/artPreview?id=GUIDE1037#downloadinvoicebillingcycle> if you are requesting the invoice during a billing cycle

- To download an invoice:
- Go to My eBay
- Click on Account
- Select Seller Account and then select the invoice to download
- Click Go
- Click the Download link
- On the Download Invoice page, select HTML or CSV
- Click Download
- Select whether to open the file immediately or save it to your computer

How to download invoices automatically every month

Most invoices download automatically within 24 to 48 hours after the invoice is available on the site. Large invoices might require up to a week before the automatic download begins.

Sellers may also request that their invoice be automatically downloaded every month. This is helpful for sellers who want a Summarized Invoice online, but still would like the detailed version as well.

- To request a monthly file of invoice details:
- Go to My eBay > Account > Selling preferences.
- Under Your monthly invoices select the toggle beside Receive email with detailed invoice.

When is payment for an invoice due?

Your <https://cskb.qa.ebay.com/csxbapp/artPreview?id=GUIDE1037#billingcycleinvoicedue> billing cycle determines the payment due date. Past due accounts may be suspended for non-payment and subject to late fees.

- How to pay an invoice
- Pay your invoice manually through a one-time payment or register to have your payment automatically deducted each month

How to change how

you pay your invoices

- Sometimes, the total amount due on your invoice is different from the amount we charged to your payment method.
- This difference occurs when we apply a payment or item-based credit to your account after an invoice is calculated but before the payment is processed.
- Any charges that occur after the invoice is calculated appear on the next invoice.
- Your billing preferences determine whether we apply credits to your automatic payment for the current invoice or whether we apply the credits to your next invoice.

To change how we apply credits to your invoice:

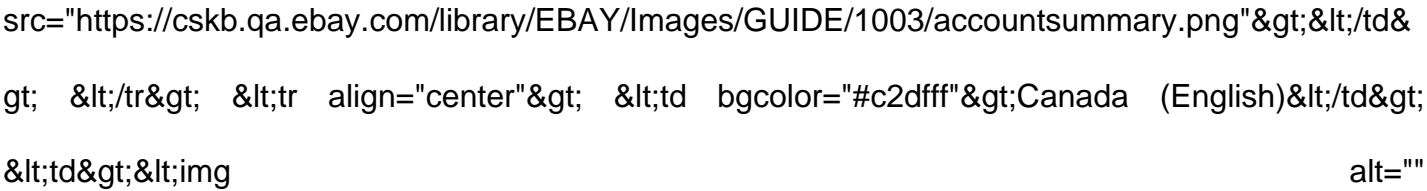
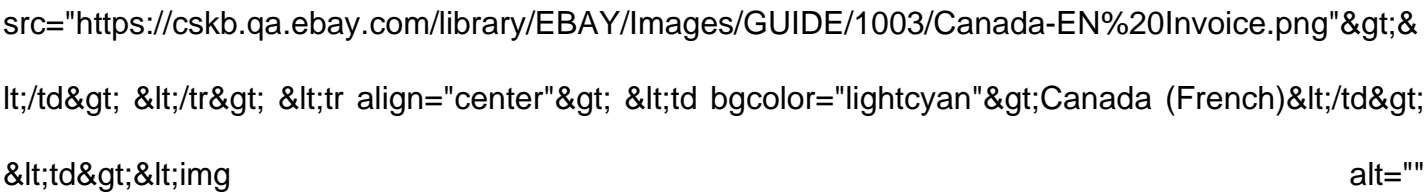
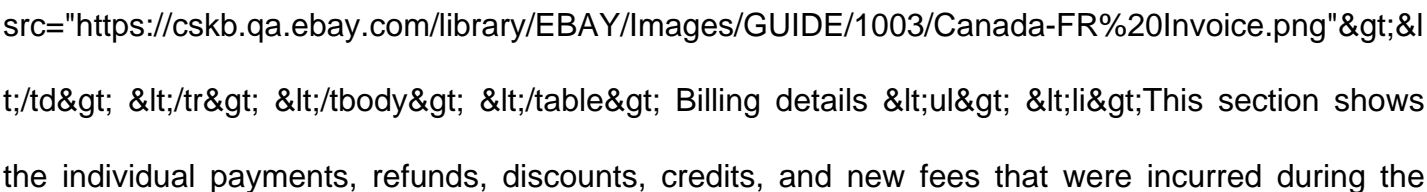
- Go to My eBay Account.
- Click Selling preferences.
- Under Your monthly invoice, select the toggle beside Apply account credits to amount due

- How to read an invoice

Invoices are divided in to 5 sections.

- Account summary

This section summarizes any new billing activity since the last invoice and shows the total amount due.

Country (Language)	Invoice
US	
Canada (English)	
Canada (French)	

Billing details

- This section shows the individual payments, refunds, discounts, credits, and new fees that were incurred during the invoicing period.

[src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1003/september\\_invoice.png"](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1003/september_invoice.png)> Know your invoice </ul> </li></ul>This section links to Help pages that provide more information about the fees that you are paying.</li> </ul>  Fees as a percentage of your sales </ul> </li></ul>This section shows your fees as a percentage of your sales for the invoicing period. See Tips for Members for more information about this helpful tool.</li> </ul>  Helpful information </ul> </li></ul>This section includes important announcements and notices. The Boost your Savings section links you to Help pages that show you how to save money and understand your fees.</li> </ul>  </a> </li></ul>VAT for sellers with stock in Europe (from June 2017) If all of the following points are true... </ul> </li></ul>You are a business seller</li> </li></ul>You are based either outside the EU, or inside the EU in a country different from your stock location</li> </li></ul>You are selling goods to an EU country</li> </li></ul>Your stock is located in an EU country </ul> </li></ul>Including stock can held by you or by a third party (e.g. drop shipments, consignment stock, call-off stock)</li> </ul> </li> </ul> ...You must be registered for Value Added Tax (VAT) in that country </ul> </li></ul>See the UK GOV< a href="https://www.gov.uk/guidance/vat-overseas-businesses-using-an-online-marketplace-to-sell-goods-in-the-uk" target="\_blank" data-bbox="100 710 250 730"/> official communication here</a></li> </ul></li></ul>Example:< a href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1003/UK/VAT%20ID%20-%20Exiting%20the%20UK" data-bbox="100 840 250 860"/> a Chinese business seller, with registration address outside of UK, but with a warehouse in UK from where items are dispatched to UK buyers -> this seller must be registered for VAT in UK</li> </li></ul>We are introducing a< a href="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1003/UK/VAT%20ID%20-%20Exiting%20the%20UK" data-bbox="100 870 250 890"/> new My eBay section</a></li></ul>

20IDs%2C%20Adding%20new.jpg" target="\_blank">screenshot here)</a>&nbsp;where sellers can maintain all the VAT codes they have for various EU countries</li> </ul> &nbsp;</h2></h2>GUIDE.TIPS\_FOR\_MEMBERS How to use your invoice to improve your business Invoices provide insight into the costs you incur when you sell items. Your invoice helps you determine how to spend your fee money effectively. Fees as a percentage of your sales This graph shows how much money you spend with eBay compared with your total sales income. If this percentage seems high, review the fees to see where you can save. One question to consider is whether the fees would be acceptable if you were selling more products. 

Discounts and credits The Account Summary shows whether you earn a Top Rated Plus discount.



Advanced listing upgrades The Account Summary shows the different fee types you incur. Check the advanced listing upgrades to see if you are spending money on unnecessary upgrades for your listings. 

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