

## Managed Payments - Seller

### <h2>GUIDE.RELATED\_LINKS

### Help

### pages

### <ul>

### <li><a

href="https://www.ebay.com/help/selling/getting-paid/introducing-managed-payments-ebay?id=4795

" target="\_blank">Start getting paid on eBay</a></li> <li><a

href="https://www.ebay.com/help/selling/selling-tools/seller-hub/tracking-your-payouts-in-seller-hub?

id=4798" target="\_blank">Using the Payments tab in Seller Hub</a></li> <li><a

href="https://www.ebay.com/help/selling/getting-paid/getting-paid-items-youve-sold?id=4814"

target="\_blank">Getting paid for items you've sold</a></li> </ul> Related articles

<ul>

<li><a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1754">Managed

Payments

-

Payouts</a></li>

<li><a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1697">Payment

disputes</a></li>

<li><a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1094">eBay

fees</a></li>

<li><a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1635">Checkout -

resolving

errors</a></li>

<li><a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=KB2715">eBay to

intermediate payments on its Marketplace platform</a></li> <li><a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1765"

target="\_blank">US Form 1099-K, W-9 Form, W-8 Form, Withholding, B Notice, and Tax

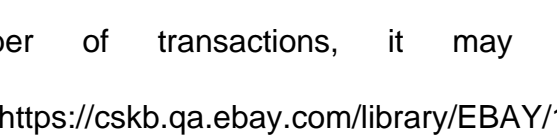
Reporting</a></li> </ul> <h2><h2>GUIDE.TALKING\_POINTS <a

name="reconciliation"><a>Reconciliation What is reconciliation? Reconciliation is the

process in which a seller compares deposits to their bank with their sales and payout reports to

ensure funds in or out are aligned between the two. Where can I find my financial statement? Every

month, we'll send you an email to let you know that your monthly financial statement is available to

download. To download your financial statement, Go to My eBay or Seller Hub > Payments: > Select Reports > Select Statements > Select Download next to the statement you would like to download > Select Summary or Full Statement > The Full Statement provides a detailed breakdown of the sellers monthly activity while the Summary only provides a high-level overview. If the statement has a high number of transactions, it may be split into multiple files:  If a download attempt fails, the seller will be notified by email when the file becomes available. Note: For US sellers, Full statements are only available after September 2020, though the Summary statement should be available from the date they onboarded into payments. Monthly statements will be available to download for 10 years. Whats included in the financial statement? The financial statement includes a summary of your managed payments activity and a detailed view of your transactions, including information on: > payouts > claims > refunds > payment disputes > charges > shipping labels > The statement report will help you reconcile your transaction activities, however, you should still refer to your invoice for billing information. Please note: the statement is not an invoice and does not replace other reports. The reports I used to get in PayPal are better than what I have now with Managed Payments. This makes it more challenging for me to stay on track of my business now. "We really appreciate you sharing your feedback as this helps us to improve the reports for you and our other sellers. We have already made several changes to our reporting based on feedback that we have received from the sellers like you. Can you tell me a little more about the features or functions you would like to see or what you think could be improved within our Managed Payments reporting?" If I use trading and fulfillment APIs, how can I access them now that I am in Managed Payments? If you use eBay Trading or Fulfillment APIs, you will still be able to get order information through APIs. You will no longer receive PayPal transaction IDs for your payments. If you're relying on PayPal transactions

IDs instead, please consider revising your integration on Payment Status and Payment Dates. <a href="https://cskb.qa.ebay.com/csxbapp/art?page\_content&id=GUIDE1653&ViewLocale=en\_US#API">How to guide a seller to get an API.</a> Can I use third party tools for reconciliation (GoDaddy, QuickBooks, etc.) Sellers can use the listing and inventory features within third party tools (List, Multi-Quantity, Edit, Sold, Paid, Item ID, Return Requested, Refund). If you use GoDaddy for bookkeeping, you can now link your managed payments reports with GoDaddy bookkeeping services QuickBooks Online, Xero or Sage Business Accounting (through OneSaas Integrations) are also available now. You can easily connect your apps and set up how your sales data shows up in your accounting application. Note: members may use OneSaas, a third-party tool, to manage their listings and account. This tool was acquired by Inuit in early 2021, but members can continue to connect using the OneSaas subscription for free. In the meantime, OneSaas will no longer accept new users. Services will be supported until July 30, 2021. If a seller would like to use 3PP to reconcile finances, they will need to contact their individual third party provider for questions specific to their service offering. Why was my Automatic Payment Method or Payout Bank charged for a refund, eMBG claim, etc?<br> Whenever a refund is issued to your buyer, either directly through the refund flow or through the claim or return process, and there aren't enough Available funds to cover the cost, we'll charge your payout bank or automatic payment method for the excess refund amount. We do this to ensure your refunds are fully covered in case there isn't enough in your Available or Processing and/or On hold funds to cover the full amount.

Internal	Information	See	<a href="https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1697"
----------	-------------	-----	--

target="\_blank">GUIDE1697</a> for in-depth information on eMBG/dispute holds and recoupment process. How will I be able to reconcile charges from these refunds when all, or a portion, is paid by my card or payout bank? These top up charges will be associated with the related order, and can be located by searching the order in Seller Hub > Payments. There will be a separate line item under the order labelled a charge that shows which payment instrument

was used and how much was charged to fund the refund:<br>  Additionally, the order number will appear in the soft-descriptor, alongside an R for Refund, when viewing the charge on your card or bank statement:<br> <br> 

Why are you not invoicing me for these refunds (anymore)? Why did you make this change? This change was made to streamline the managed payments refund process. Today, if there are not enough Available funds to cover the refund cost, the full amount is added to your monthly invoice and billed at a later time - which can make refund reconciliation challenging. Now, the full amount is simply processed at the time of the refund, rather than charging the lump sum at the end of the month. See <a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1653&ViewLocale=en\_US#topping">seller workflow</a>. <a id="Claim\_Dispute-recoup" name="Claim\_Dispute-recoup"><a>Negative Funds - On-file Payment Method</a> id="topping" name="topping">

Why are my Available funds negative? When a seller pays for a cost or fee (listed below), and their Available funds are not adequate to cover the full cost or fee, Available funds will become negative. Types of costs & fees:

- Seller refunds
- Cancellation refunds
- Return refunds
- eBay Money Back Guarantee refunds
- Payment Dispute Refunds
- eBay fees (Fee Netting Phase 2 sellers)
- Shipping labels (Fee Netting Phase 2 sellers)
- Store Subscriptions (Fee Netting Phase 2 sellers)

What happens if my Available funds become negative? If there are not enough Available funds to cover a cost or fee, the sellers top up payment method (debit or credit card, and/or linked bank account) will be charged (per the below thresholds) to remedy an amount owed to eBay. These charges will appear when viewed in Seller Hub or My eBay. In order to reduce the total number of charges against a sellers top up payment method, any costs and fees not

covered by a sellers Available funds will be combined into a single charge. When combining multiple costs and fees, the top up payment method will be charged based on the following negative funds thresholds: Internal Information Thresholds: 

- Between \$0 - \$10: Billed on day 14
- Between \$10 - \$250: Billed at end of the day
- Over \$250: Billed immediately

 Sellers should not be made aware of these thresholds as they will change in the future based on the sellers profile. Scenario Example 1: 

- 3 claims are closed in buyers favor, totaling \$100
- Seller has \$50 Available and Processing
- \$50 Available and Processing is used, remaining brings payout amount to -\$50
- If no new orders are received, \$50 will be charged to top up method at end of day
- Available funds returns to \$0

 Scenario Example 2: 

- 1 claim closed in buyers favor, totaling \$300
- Seller has \$20 Available and Processing
- \$20 Available and Processing is used, remaining brings Available funds to -\$280
- \$280 charged to top up method immediately (over \$250)
- Available funds returns to \$0

 Scenario Example 3: 

- Seller lists two items with a Bold listing upgrade, totaling \$8
- Seller has \$0 Available and Processing
- Available funds becomes negative, totaling -\$8
- No future orders are made, funds remains -\$8 for 14 days, \$8 charged to top up method on day 14
- Available funds returns to \$0

 If charging the top up payment method fails for any reason: 

- Sellers in Fee Netting Phase 2: the sellers Available funds will remain negative and the collections process outlined in <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1220>

[GUIDE1220 Global Collections \(Seller\) and Bankruptcy](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1220) will be followed until the owed amount is paid in full. 

- Sellers in Fee Netting Phase 1: we will attempt to follow the process of trying to recoup from their Available funds balance for 20 days before moving the amount owed to eBay from their Available funds to the sellers monthly invoice, to

be included in the sellers next billing cycle/invoice payment.

- In the future, how will I know when you are going to charge me? (Top-up)
- Charges that are a result of a cost or fee will be paid from your Available funds.
- Once your Available funds are not sufficient to cover a cost or fee, resulting in negative total funds, we will combine these costs into a single amount and charge your top up payment method within 14 days (remedying the negative amount).
- How do the combined charges work?
- If your Available funds are insufficient to cover outstanding amounts owed, eBay will charge your payment method on file within 14 days.
- We will aggregate the amounts you owe into a single charge.
- All details related to such charges can be found on your All Transactions view and financial statement.
- Why do you aggregate these charges?
- By aggregating these costs together, you should see fewer charges against the payment method on file.
- What is the exact threshold?
- The threshold varies between sellers and may change over time. Based on this, exact thresholds are not available.
- I don't have money in my funding source which caused me to have a fee charged, can I please receive a credit for it?
- No. To avoid charges against your funding instrument, you can choose to switch your payout schedule from daily to weekly.
- This will help the charges be covered by your Available funds.
- Also, please ensure you are always using a properly funded funding source.
- I want to change my available payment method. How do I do that? To add a new payment method for selling costs:
- Go to "Payments" in My eBay
- Select "Add payment option"
- Under Select payment option, select "Credit card" or "Bank account"
- Select "Continue"
- For a credit card, enter your credit card information, and select "Continue"
- For a bank account, you'll be prompted to link to your bank account, sign in or enter your bank details, confirm your bank details, and select "Continue"
- Select "Preferred for selling costs" and then select

"Add" </li> </ol> If you don't want this to be your preferred payment method, skip this step.

To select one of your existing payment methods to pay for selling costs: </ol> </li> Go to "Payments" in My eBay </li> </li> Under Payment options, select "Manage" beneath the on-file payment method you want to choose for selling costs </li> </li> Select "Manage use", you can then select "Preferred for selling costs" </li> </li> Select "Done" </li> </ol> If an on-file payment method doesn't have Manage use as an option, this could be because it is not eligible as a preferred payment method or has expired.

What is the Preferred payment method? </ul> </li> When adding a new payment method, or managing an existing one, you can select a preferred payment method to pay for selling costs. </li> </li> We will always attempt to charge your preferred method first, before attempting another payment method on file, to pay for past due amounts. </li> </ul> What if there is an issue with my top-up payment method? The following issues may occur if your payment method is not set up correctly, or fails: </ul> </li> If your payment method is declined or you don't have an on-file payment method set up, we may suspend or place a hold on your account until the outstanding amount is paid in full (see <a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1220" target="\_blank">GUIDE1220 Global Collections (Seller) and Bankruptcy</a>) </li> If you haven't selected a payment method for selling costs, or if your payment is unsuccessful, we may attempt to charge another on-file payment method for any outstanding amount you owe eBay. </li> </li> If we need to remove your payment method for any reason and you do not have another on-file payment method to cover your selling costs, you'll need to add a new payment method. </li> </ul>   <a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1220" target="\_blank">GUIDE1220 Global Collections (Seller) and Bankruptcy</a> Shipping Can I use eBay International Shipping in managed payments? Yes, sellers in managed payments can use eBay International Shipping to increase their listings international visibility and streamline the international shipping process.

How do I pay for shipping labels? </ul> </li> US only - </ul> </li> For domestic orders, you can opt to automatically deduct shipping label costs from your Processing &nbsp; payout, as long as there are enough

Processing funds to cover the labels cost, or continue to pay for your shipping labels using PayPal. FedEx and UPS label charges will continue to appear on your monthly eBay invoice.

- UK only:-

In the UK managed Payments sellers will need to continue to pay for labels using PayPal.

Before the end of the year for domestic orders, you will be able to opt to automatically deduct shipping label costs from your Processing payout, as long as there are enough Processing funds to cover the labels cost.

This function is not yet available for the UK but we are working on it.

How will I be refunded if I void a shipping label that was paid for using my funds Processing payout? If you void a shipping label, you will see a credit added to your payout covering the cost of the voided label.

Internal Information

"Request for refund" works exactly the same way as "void label" from site

Shipping system will instantly send an email notification to the seller confirming the refund request.

USPS takes 14 - 21 days to approve / reject a refund.

If USPS approves the refund request:

- An email notification will be sent to the seller confirming the refund approval.
- MAC note will be created for approval and linked to the original refund request.
- Seller will be refunded label amount in payouts, the next day after approval

## GUIDE.DETAILED\_INFORMATION

## My eBay Payments

## My eBay Payments Experience

My eBay Payments:

- Desktop path: [https://cskb.qa.ebay.com/library/EBAY/1653\\_GUIDE/GUIDE1653\\_Account-Payment%20Options\\_1.PNG](https://cskb.qa.ebay.com/library/EBAY/1653_GUIDE/GUIDE1653_Account-Payment%20Options_1.PNG)
- Account > Payments
- Mobile path: [https://cskb.qa.ebay.com/library/EBAY/1653\\_GUIDE/GUIDE1653\\_My%20eBay-Payment%20Options\\_2.PNG](https://cskb.qa.ebay.com/library/EBAY/1653_GUIDE/GUIDE1653_My%20eBay-Payment%20Options_2.PNG)
- My eBay > Payments

iOS users must use app version 6.7 or later in order to have access to all the latest Payments features and notifications

Payments has similar features to the Payments tab in seller hub. Payments is where mobile and My eBay users will go to find their



Payments transaction information, since they don't use seller hub. On the Payments landing page you see:  See current  [Available + On hold/Processing funds](https://cskb.qa.ebay.com/library/EBAY/1653_GUIDE/GUIDE1653_available-pending%20balance_3.PNG)  [Update bank account](https://cskb.qa.ebay.com/library/EBAY/1653_GUIDE/GUIDE1653_Update%20bank%20account_4.PNG) Used for Payouts  Sections  [Transactions](https://cskb.qa.ebay.com/library/EBAY/1653_GUIDE/GUIDE1653_Transactions_7.PNG),  [Reports](https://cskb.qa.ebay.com/library/EBAY/1653_GUIDE/GUIDE1653_Reports_6.PNG) (desktop only)  and  [Payout Schedule](https://cskb.qa.ebay.com/library/EBAY/1653_GUIDE/GUIDE1653_Payout%20Schedule_5.PNG)    Transactions Members can find all transactions impacting their Processing and Available funds  [here](https://cskb.qa.ebay.com/library/EBAY/1653_GUIDE/GUIDE1653_Transactions_7.PNG). Within the  [all transactions view](https://cskb.qa.ebay.com/library/EBAY/1653_GUIDE/GUIDE1653_all%20transactions%20view_8.PNG), members can filter  [Payouts](https://cskb.qa.ebay.com/library/EBAY/1653_GUIDE/GUIDE1653_Payouts_9.PNG),   [Available](https://cskb.qa.ebay.com/library/EBAY/1653_GUIDE/GUIDE1653_Available_10.PNG),  and  [On hold/Processing](https://cskb.qa.ebay.com/library/EBAY/1653_GUIDE/GUIDE1653_Pending_11.PNG)  using the filter bubble at the top of the page. If a member wants to see more information for that transaction type, they can click into it to see all

Transaction Details. Payout Transaction details view show Payout ID, payout bank, date and status.

Transaction types: <ul><li><a

<li><a

experience only: <ul> <li>Account Settings > Payments > Reports</li> </ul>

Sellers can download their monthly financial statement and see a list of previous ones. Tax Invoices

are only available in the Seller Hub experience. If sellers using My eBay need to access their Tax

Invoice, they will need to first opt in to Seller Hub. Payout Schedule Sellers can customize how often we initiate their payments by clicking Payout Schedule.   Seller Hub   Payments Tab Summary   <ul>   <li>A financial summary of Available, Processing and/or On hold   funds with dates for next and last payout.</li>   <li>Invoice summary, last payment received, next invoice date, and option to make a one time payment.</li>   <li>Recent Activity snapshot, click see all to move to the all transactions page.   <ul>   <li>The Recent Activity snapshot, as well as the All transactions page, will show   <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1653&ViewLocale=en\_US#total\_funds">Total Funds</a> to assist sellers with keeping track of their running total balance</li>   <li>Details on   <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1653&ViewLocale=en\_US#total\_funds">Total Funds</a> can be found below.</li>   </ul>   <li>Settings including payout bank, payout schedule, automatic payment method and backup payment method on file.</li>   </ul> Payout   <em>More details on Payouts in   <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1754" target="\_blank">GUIDE1754</a>.</em> Summary   <ul>   <li>This view shows payout history which is essentially all payments the seller has received from sold items. This view includes date, payout ID, Payout method, status and amount. From the payouts section, the member can see all orders included in a given payout.</li>   <li>Seller Hub users can search by payout ID, Order number, or Buyer user name.</li>   <li>My eBay users can view payout details by going to the Transaction list view and clicking the   filter bubble labeled Payouts.</li>   <li>The Payout experience from eBay's side is the same for all managed payments sellers.</li>   </ul>   There are   <a href="http://cskb.vip.ebay.com/library/EBAY/Images/1000%20-%203000/1653/newFlowScreenshot\_PaymentsTabPayoutTimelines.png">3 statuses for funds</a>;   <ul>   <li>Money goes into Processing   funds</li>   <li>Moves to Available funds</li>   <li>On-hold





due to seller issues with the bank. Require sellers action to update the payout method, in order to get the payout back to being processed.

- Returned due to sellers issue with the bank
- Returned due to processor technical issues
- Returned due to generic errors

Blocked- Payout currently is being blocked due to account info (KYC/payout method) validation issue, or seller risk blocks. Require sellers action to resolve issues, in order to get the payout back to being processed. Refer seller to My eBay messages or notification banner on the account.

- Blocked due to KYC validation issue
- Blocked due to payout method validation issue
- Blocked due to seller risk hold

Payout details view:  src="https://cskb.qa.ebay.com/library/EBAY/1653\_GUIDE/GUIDE1653\_NEW\_Payout%20details%20view\_IMAGE1.PNG" data-bbox="899 346 949 361"/> Payouts view: New Memo column provides additional information on the status of the payout. If status shows Funds sent, we provide an estimated time of arrival for when funds show up in the bank account and a bank reference ID is assigned for the sellers reference if they need to contact their bank.  src="https://cskb.qa.ebay.com/library/EBAY/1653\_GUIDE/GUIDE1653\_NEW\_Payouts%20view\_IMAGE2.PNG" data-bbox="899 514 949 529"/>

[Total Funds \(Running Total\)](#)

Beginning
CA: July 25, 2022
AU: August 8, 2022
US, UK: 29 August, 2022

sellers will now see a snapshot of their account balance at a point in time, to better help them understand how every financial transaction/activity has impacted their Total Funds balance. A running balance for Total Funds will be viewable to sellers who:

On Desktop:

- Visit the Seller Hub
- Payments Tab
- View the Recent activity section of Summary or View All transactions

On Mobile Devices:

- Visit My eBay
- Payments
- Click on See all activity

[https://cskb.qa.ebay.com/library/EBAY/1446\\_GUIDE/GUIDE1446\\_running\\_total\\_2.png](https://cskb.qa.ebay.com/library/EBAY/1446_GUIDE/GUIDE1446_running_total_2.png)

How is the Running Total for Total Funds calculated?

Running total is the sum total of all the seller funds (available, processing, on-hold) which reflects the impact (increase/decrease of funds) after each new incoming transaction (e.g. new orders, payouts, purchases)

Why did eBay introduce a Running Total for Total Funds?

To provide transparency, make total funds comprehension easier, and help sellers trust the numbers that eBay is presenting, especially when there was a negative balance

What does the Running Total for Total Funds look like?

[https://cskb.qa.ebay.com/library/EBAY/1446\\_GUIDE/GUIDE1446\\_running\\_total\\_3.png](https://cskb.qa.ebay.com/library/EBAY/1446_GUIDE/GUIDE1446_running_total_3.png)

[https://cskb.qa.ebay.com/library/EBAY/1446\\_GUIDE/GUIDE1446\\_running\\_total\\_4.png](https://cskb.qa.ebay.com/library/EBAY/1446_GUIDE/GUIDE1446_running_total_4.png)

How can I help a seller understand their Total Funds?

The Total Funds are the amount of funds available, process, or on-hold at any one period of time. When funds are used (negative balances) the Total Funds will decrease by the amount of funds used. When funds are added (positive balances) the Total Funds will increase by the amount of funds added.

Using the above screenshot as an example:

May 2nd, the Total Funds were \$24.00

May 3rd, a refund was issued for \$17.00 from the sellers Total Funds, their new Total becomes \$7.00 (\$24.00 - \$17.00)

Why are my Total Funds blank / showing no values?

If you have filtered your All activity view to only show Available funds, Processing, On hold, Payouts, or Fees we are not able to show the Total Funds on a filtered view. If you unselect the filtered view to show All activity, Total Funds will calculate as expected.

Why does my most recent activity not show Total Funds yet?

If the Running Total is still being calculated, we wont show the running total for the most recent transactions. In cases where we are still calculating the Running Total for recent transactions, sellers will see a Last updated date and time at the top of the view to indicate the last time their Running Total for Total Funds was

updated.

- Reporting Summary Sellers using Seller Hub have a variety of reporting options. Below are some reports sellers should use to help with reconciliation.

**Transaction report** You can download historical transaction data from Jan 2020 onward in the <https://www.ebay.com/sh/fin/report> section of the Payments tab. Transaction reports are in .csv format.

**Report filters** Use this drop-down menu to modify the list of transactions by specifying the types of transaction, funds status and a specific period of time.

**Select a period of time** Use this feature to specify a range of dates for the list of transactions.

**Select transaction types**

Type	Description
All transactions	This is the default selection.
Order	Transactions that are related to the payment of orders.
Refund	Charges or credits that are related to seller voluntarily initiated or accepted refunds.
Claim	Charges or credits that are related to eBay Money Back Guarantee (eMBG) triggered refunds, including Item Not Received Cases and Not as Described Returns.
Payment dispute	Charges or credits that are related to chargeback triggered refunds.
Hold	Transactions that are related to held funds due to payment disputes. Learn more about <a href="https://www.ebay.com/help/selling/getting-paid/getting-paid-items-youve-sold/payments-hold?id=4816#section2">https://www.ebay.com/help/selling/getting-paid/getting-paid-items-youve-sold/payments-hold?id=4816#section2</a>
Payment dispute or eBay Money Back Guarantee holds.	
Other fees	eBay fees that are not part of the final value fees from a sale, for example: subscription fees, listing upgrades, and ad fees, etc.
Shipping label	Charges or credits that are related to shipping label purchases and

refunds.				Payout
Disbursements from the sellers account to the chosen payout account.				
Charge		Charges or credits that are between the sellers payment account and another account. For example, if the seller initiates a top up from their bank account to their eBay account.		
Adjustment		Charges or credits that are initiated by eBay. For example, if eBay Customer Service issues a credit to the seller as a manual adjustment.		

Field definitions \*\* Default columns are non-customizable, while the rest are optional based on seller preference. Sellers can customize column settings in the <https://www.ebay.com/sh/fin/report> target="\_blank">Reports section of the Payments tab in Seller Hub.

Header	Description
Transaction creation date (default)	The creation date of the transaction.
Type (default)	Type of the transaction.
Order number (default)	The unique identifier of the order.
Legacy Order ID	The legacy unique identifier of the order.
Buyer username	The buyer's eBay user ID.
Buyer name (default)	The full name of the buyer.
Ship to city	The city of the shipping destination.
Ship to province/region/state	The state or province of the shipping destination. Most countries have states or provinces, but not all.
Ship to zip	The postal code of the shipping destination. Usually referred to as Zip codes in the US. Most countries have



postal codes, but not all.</td> </tr> </tr> <td valign="top">Ship to country</td> <td>The country of the shipping destination. Countries typically, but not always, contain multiple cities or towns. This field is returned if known/available.</td> </tr> </tr> <td valign="top">Net amount (default)</td> <td>The gross transaction amount minus the associated final value fee.</td> </tr> </tr> <td valign="top">Payout currency (default)</td> <td>Currency that payouts are disbursed in.</td> </tr> </tr> <td valign="top">Payout date</td> <td>The date the payout is initiated.</td> </tr> </tr> <td valign="top">Payout ID (default)</td> <td>The unique identifier for payout.</td> </tr> </tr> <td valign="top">Payout method</td> <td>The bank account or debit card associated with the payout.</td> </tr> </tr> <td valign="top">Payout status (default)</td> <td>The payout status of the transaction.</td> </tr> </tr> <td valign="top">Reason for hold (default)</td> <td>Additional information related to on hold funds that are associated with the transaction.</td> </tr> </tr> <td valign="top">Item ID</td> <td>The unique ID for the item.</td> </tr> </tr> <td valign="top">Transaction ID</td> <td>The unique ID for the transaction which ties together an item, buyer, and item price.</td> </tr> </tr> <td valign="top">Item title</td> <td>The item title as provided at time of listing.</td> </tr> </tr> <td valign="top">Custom label</td> <td>A custom label containing information chosen by the seller such as a custom SKU.</td> </tr> </tr> <td valign="top">Quantity</td> <td>Quantity of the item within an order.</td> </tr> </tr> <td valign="top">Item subtotal</td> <td>= item price \* quantity.</td> </tr> </tr> <td valign="top">Shipping and handling</td> <td>Sum of the shipping and handling cost. If the item is sold through eBay International Shipping, this is the seller portion of the total cost of delivering the order to the buyer.</td> </tr> </tr> <td valign="top">Seller collected tax</td> <td>Tax the seller collected from the item sold.</td> </tr>

<tr> <td valign="top">eBay collected tax</td> <td>'Collect and Remit' tax that eBay will collect and remit to the proper taxing authority on the buyer's behalf.</td> </tr>	<tr> <td valign="top">Seller specified VAT rate</td> <td>VAT rate entered by seller at point of listing.</td> </tr>	<tr> <td valign="top">Final value fee fixed (default)</td> <td>Learn more about fee details <a href="https://www.ebay.com/help/selling/fees-credits-invoices/store-selling-fees?id=4822" target="_blank">here.</a></td> </tr>
<tr> <td valign="top">Final value fee variable (default)</td> <td>Learn more about fee details <a href="https://www.ebay.com/help/selling/fees-credits-invoices/store-selling-fees?id=4822" target="_blank">here.</a></td> </tr>	<tr> <td valign="top">Very high 'Item not as described' fee (default)</td> <td>Learn more about fee details <a href="https://www.ebay.com/help/selling/fees-credits-invoices/store-selling-fees?id=4822" target="_blank">here.</a></td> </tr>	<tr> <td valign="top">Below Standard performance fee (default)</td> <td>Learn more about fee details <a href="https://www.ebay.com/help/selling/fees-credits-invoices/store-selling-fees?id=4822" target="_blank">here.</a></td> </tr>
<tr> <td valign="top">International fee (default)</td> <td>Learn more about international fees in our <a href="https://www.ebay.com/help/selling/fees-credits-invoices/selling-fees?id=4822#section8" target="_blank">help page.</a></td> </tr>	<tr> <td valign="top">Deposit processing fee</td> <td>Learn more about deposit processing fees in our <a href="https://www.ebay.com/help/selling/fees-credits-invoices/motors-fees?id=4127" target="_blank">help page.</a></td> </tr>	<tr> <td valign="top">Gross transaction amount (default)</td> <td>The gross payment amount related to the payment transaction before any deductions in transaction currency.</td> </tr>
<tr> <td valign="top">Transaction currency (default)</td> <td>Transaction currency that the buyer used for their payment. </td> </tr>	<tr> <td valign="top">Exchange	

rate (default)</td><td>The exchange rate used by eBay to facilitate currency conversion between the payout currency and transaction currency. Learn more about eBay and currency conversion in our <a

href="https://www.ebay.com/help/selling/fees-credits-invoices/selling-fees?id=4822#section9"

target="\_blank">help page.</a></td><td></tr><tr><td

valign="top">Reference ID (default)</td><td>The unique ID for the payment

transaction.</td></tr><tr><td valign="top">Description (default)</td>

<td>Additional information related to the payment transaction. </td></tr>

</tbody></table> Transaction Reports Reconciliation Transaction reports record all money

movement transactions of your account, including orders, refunds, claims, payment disputes, holds,

other fees, shipping labels, adjustments, charges, payouts, and withheld taxes. You can customize

your transaction reports containing details associated with a specific payout, transaction types, fund

status, and a specific period of time. To download information about transactions associated with a

specific payout <ol><li>Navigate to <a

href="https://www.ebay.com/sh/fin/payouts">Payouts</a> in the Payments tab of Seller

Hub</li><li>Select the Payout ID of the payout you would like information about</li>

<li>Click on Download report</li></ol> Reconciling orders and final value fees

<ol><li>When a buyer places an order from yourself an Order number is generated. After

the payment is made for this purchase, its recorded in the transaction report as an Order.</li>

<li>Refer to the Gross transaction amount for order proceed before final value fee

deductions.</li><li>Refer to the Net amount for order proceed after final value fee

deductions.</li><li>The final value fees below are deducted from the Gross transaction

amount. You can find more information about fees in our <a

href="https://www.ebay.com/help/selling/fees-credits-invoices/selling-fees?id=4822#section2"

target="\_blank">help page.</a><ol><li>Final value fee fixed (charged once per

order)</li><li>Final value fee variable (charged once per item)</li><li>Very high

'Item not as described' fee (charged once per item, if applicable)</li> <li>Below standard performance fee (charged once per item, if applicable)</li> <li>International fee (charged once per item, if applicable)</li> <li>Deposit processing fee (charged once order, if applicable)</li> </ol> </li> </ol> Reconciling a multi-item order <ol> <li><ul> <li>An order may include multiple items. Each item has an unique Item ID. For an order with a single item, both order and item level details are included in a single row. For an order with multiple items, refer to the first row for order level details, and the following rows for item level details. An order with multiple quantities of the same item will show as one line item.</li></ul> </li> </ol> Reconciling&nbsp;eBay fees and credits <ol><li>Reconciling final value fees and credits for orders, refunds, claims, and payment disputes.</li><li>Select below transaction types from the filter on the <a href="https://www.ebay.com/sh/fin/report" target="\_blank">Reports</a> page. </ol><li>Order</li> <li>Refund</li> <li>Claim</li> <li>Payment dispute</li> </ol> </li> Refer to below columns for important fee details <ol> <li>Order number</li> <li>Item ID</li> <li>Final value fee fixed (charged once per order)</li> <li>Final value fee variable (charged once per item)</li> <li>Very high 'Item not as described' fee (charged once per item, if applicable)</li> <li>Below standard performance fee (charged once per item, if applicable)</li> <li>International fee (charged once per item, if applicable)</li> <li>Deposit processing fee (charged once per order, if applicable)</li> </ol> </li> Final value fees and credits are netted from the Gross transaction amount. Refer to Net amount for final payout amount of the transaction.</li> </ol> </li> Reconciling other fees and credits <ol> <li>Select Other fee from the filter on the <a href="https://www.ebay.com/sh/fin/report" target="\_blank">Reports</a> page.</li><li>Refer to below columns for important fee details <ol> <li>Order number</li> <li>Item ID</li> <li>Net amount</li> <li>Description</li> </ol>

</li> </ol> </li> </li> You could also refer to tax invoices for all applicable seller fees and other costs for a specific month.</li> </ol> Note: Be aware that transaction reports are generated based on your local time, while tax invoices are generated based on UTC-7 (PDT), hence, you may find some transaction discrepancies between these documents. Financial statement Financial statements provide a summary view of your monthly account activity in PDF format. Field definitions <table border="1" cellpadding="4" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td align="bottom">Term</td> <td align="bottom">Definition</td> </tr> <tr> <td align="top">Opening funds</td> <td>Amount carried forward from the previous settlement period, including any amount that we could not transfer to your bank account.</td> </tr> <tr> <td align="top">Total transactions</td> <td>Lump Sum amount from order, refund, claim, payment dispute, charges, shipping label, other fees, netting final value fees. </td> </tr> <tr> <td align="top">Closing funds</td> <td>Net amount from opening funds and total transactions minus payouts.</td> </tr> </tbody> </table>

Payments reports FAQ <ol> <li>What is the difference between net amount, and gross transaction amount? <ul> <li>The gross transaction amount is the order proceeds in the transaction currency. Net amount is the gross transaction amount deducted for final value fees in payout currency. Final value fees include: <ul> <li>Final value fee fixed</li> <li>Final value fee variable</li> <li>Very high 'Item not as described' fee</li> <li>Below Standard performance fee</li> <li>International fee</li> <li>Deposit processing fee</li> </ul> </li> </ul> </li>What primary IDs are provided for different transaction types? </li> </ol> <table border="1" cellpadding="4" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td align="bottom">Transaction Type</td> <td align="bottom">Primary ID</td> <td align="bottom">Primary ID Field</td> <td align="bottom">Primary ID Field</td> </tr> <tr> <td align="top">Order</td> <td>Order number</td> <td>Order number</td> <td>Order number</td>



specific month by visiting the Invoice tab.

- 7. What do I do if my CSV file export is not formatted properly?
- For sellers from CA-FR, FR, DE, IT, ES, their .csv files use semicolons as value separators.
- For sellers from all other regions, their .csv files use commas as value separators.

8. What is the difference between a financial statement and a tax invoice/invoice?

- A financial statement summarizes all transactions while a tax invoice/invoice summarizes all fees paid for a specific month.

9. Where do I find information on my paid Express Payout fees?

- You can find your Express Payout fees by referring to the description field for a specific express payout within the transaction report. Or by visiting the invoice/tax invoice.

10. What reports are available in Seller Hub versus MyeBay

- Seller Hub includes transaction reports, financial statements, tax invoices/invoices.
- MyeBay includes financial statements, tax invoices/invoices.
- In order to access transaction reports, you can opt-on to Seller Hub [here](http://ebay.com/sh/landing).

Tax invoice Tax invoices are issued by eBay Marketplace entities for services rendered and include all fees they are charging to their customers. Sellers can access their tax forms from the Seller Hub Payments tab. They can request to download both the summary or detailed invoice from this tab. (US ONLY) 1099-K Published HH Article: [eBay and Form 1099-K](https://www.ebay.com/help/selling/fees-credits-invoices/ebay-form-1099k?id=4794); Download 1099-K form and 1099-K detailed report If you want to view your 1099-K form, please go to Seller Hub Taxes > 1099 Forms. [!\[\]\(08a82c22d89d6b027ff69762ad096586\_img.jpg\)src="https://cskb.qa.ebay.com/library/EBAY/1653\\_GUIDE/GUIDE1653\\_1099k\\_1.png"/>](https://cskb.qa.ebay.com/library/EBAY/1653_GUIDE/GUIDE1653_1099k_1.png)

If you need a detailed breakdown of your unadjusted gross payment transactions, please go to Seller Hub Reports tab, and select 1099-K detailed report in the drop down menu. 1099-K detailed report will be available for you to download with data from 2020.

href="https://cskb.qa.ebay.com/library/EBAY/1653\_GUIDE/GUIDE1653\_1099k\_2.png"

target="\_blank"></a>

How to use a 1099-K detail report You can reconcile the 1099-K form with the 1099-K detailed report. The 1099-K detailed report is a CSV file that provides all unadjusted gross payment transactions that are reported on your 1099-K form for selected time frame. You can download the detailed report for the whole year by selecting Last year in the filter or for a month by selecting Custom. The Order total column in the 1099-K detailed report represents the unadjusted gross payment amount of the transaction. By summing the Order total amount for a specific month, for example, January, you should come to the same amount that is reported on your 1099-K form for January. You could also reconcile the 1099-K form for the whole year by downloading last years 1099-K detailed report. Form 1099-K and multiple eBay accounts We combine all sales that are associated with the same Tax ID Number. If you have multiple eBay accounts with sales exceeding the IRS reporting thresholds when combined, you will receive a Form 1099-K for each account, even if one or more of the individual accounts do not exceed the IRS reporting thresholds. 1099-K detailed reports are generated based on transactions in each account. If you have multiple eBay accounts associated with the same Tax ID Number, you need to download the 1099-K detailed report from each account for reconciliation. Beginning in 2019, any sales tax collected by eBay on sales made by you in the various marketplace states will not be reflected on your Form 1099-K. This is because eBay automatically collects and remits such sales tax directly to the state (i.e. the sales tax for these states is not paid to you). However, the eBay collected tax will be reflected in the 1099-K detailed report for your reference. 1099-K detailed report term definitions Detailed report

mock

screenshot

(<a

href="https://cskb.qa.ebay.com/library/EBAY/1653\_GUIDE/GUIDE1653\_1099k\_3.png"

target="\_blank">click here to open enlarged screenshot in new tab</a>): <a

href="https://cskb.qa.ebay.com/library/EBAY/1653\_GUIDE/GUIDE1653\_1099k\_3.png"



target="\_blank"></a>

<table border="1" cellpadding="4" cellspacing="0"> <tbody> <tr bgcolor="c2dfff">

<td valign="bottom">Term</td> <td valign="bottom">Definition</td> </tr>

<tr> <td valign="top">Order number</td> <td>The unique identifier of a sales

order.</td> </tr> <tr> <td valign="top">Buyer name</td> <td>The eBay

registered name of the order's buyer.</td> </tr> <tr> <td valign="top">Ship to

city</td> <td>The city of the shipping destination.</td> </tr> <tr> <td

valign="top">Ship to state</td> <td>The state or province of the shipping

destination.</td> </tr> <tr> <td valign="top">Ship to zip</td> <td>The

postal code of the shipping destination. Usually referred to as Zip codes in the US.</td>

</tr> <tr> <td valign="top">Ship to country</td> <td>The country of the

shipping destination.</td> </tr> <tr> <td valign="top">Item title</td>

<td>The title of the listing.</td> </tr> <tr> <td valign="top">Quantity</td>

<td>The number of units of the line item in the order.</td> </tr> <tr> <td

valign="top">Seller collected tax</td> <td>The monetary amount of the U.S.

state-mandated sales tax that the seller will collect for remittance to the proper state tax

authority.</td> </tr> <tr> <td valign="top">eBay collected tax</td>

<td>The monetary amount of the U.S. state-mandated sales tax that eBay will collect and remit

to the proper state tax authority on the buyer's behalf.</td> </tr> <tr> <td

valign="top">Transaction fee total</td> <td>The total amount of any transactional fees

applied to the order, such as final value fees and international fees.</td> </tr> <tr>

<td valign="top">Transaction currency</td> <td>The currency of the amount for the

monetary transaction.</td> </tr> <tr> <td valign="top">Exchange rate</td>

<td>The exchange rate used for the monetary conversion.</td> </tr> <tr> <td

valign="top">Order total</td> <td>The unadjusted gross amount of the order that is

processed by eBay payments.</td> </tr> </tr> </td valign="top">Payout  
currency</td> </td>The currency of the amount for the seller payout.</td> </tr>  
</tr> </td valign="top">Paid on date</td> </td>The date that the payment was  
completed by the buyer.</td> </tr> </tbody> </table>

</h2></h2>GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE Download transaction  
reports/order reports for tax purposes and reconciliation (please note: sales information is available  
for 90 days) 1. Go to the <a

href="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1653/1-orders.png"  
target="\_blank">Orders tab</a> within Seller Hub 2. Click <a

href="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1653/2-paid%20and%20s  
hipped.png" target="\_blank">Paid and shipped</a> which is located on the left hand side 3.  
Click <a

href="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1653/3-download%20repo  
rt.png" target="\_blank">Download report</a> on the right hand side Please note: You may  
receive an error that states We're working on an improved solution for downloading orders. Go  
ahead and click Ok. 4. Example of what a report looks like:&nbsp;  How to convert a CSV file into a table format <ol> <li>Start Microsoft

Excel and open the desired .csv file.</li> <li>Select column "A", click on the "Data" tab,  
then click on the "Text to Columns" button.</li> <li>The Convert Text to Columns wizard  
will start. Now select the data type that best describes your data.</li> <li>In step 2, select  
the delimiter and the Text qualifier. In our example we use ";" as separator and None as Text

qualifier.</li> <li>In step 3, you can select the Column data format. If you choose the  
"General" option, the columns will keep their date and number values. All other fields will be  
converted to text.</li> <li>Click on the "Finish" button to close the wizard. Your CSV file is

now divided into columns.</li> </ol> <a name="API"></a>Helping sellers get to

the APIs for reporting and refunds <ol> <li>Direct developers/seller to <a href="https://developer.ebay.com/" target="\_blank">developer.ebay.com</a> </li> <li>Once at this page, they need to select Docs & KBs and select <a href="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1653/api1.PNG" target="\_blank">All API documentation</a> from the drop-down menu. </li> <li>Once they click into this they'll will see <a href="http://cskb.vip.ebay.com/library/EBAY/Images/1000%20-%203000/1653/api2.PNG" target="\_blank">this page</a> with Sell and BUY APIs. </li> <li>The first one we would use for our sellers is the Fulfillment API. They need to click on <a href="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1653/api3.PNG" target="\_blank">API Reference</a> column and it will bring them here </li> <li>This API <br>allows for the refunds to be processed directly from the API being used and to get reporting for fulfillment purposes. The next one our sellers can use is the <a href="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1653/api4.PNG" target="\_blank">Finances API</a> (alpha). Again, clicking into this from the API Reference column </li> </ol> </li> </ol>

GUIDE.SUMMARY Summary eBay started processing payments for managed payments sellers on September 24, 2018 in the US. eBay now processes payments for managed payment sellers globally.

Site	Launch Dates	US, DE	September 2018	CA, CAFR, UK, AU	July 2020	FR, IT, ES, CN, HK, TW, Macao	January 2021
European sellers with registered addresses in countries outside of the one of the eBay sites listed above							
Non-European sellers							

with registered addresses in countries outside of the one of the eBay sites listed above

May 2021	Sellers with a registration address in one of the eBay site countries listed above, but registered on a different eBay site.
June 2021	US address registered on eBay.de

Managing all money movement between members means we can offer buyers new ways to pay and sellers can now manage all aspects of their business from within eBay and save money on fees. Depending on the item category, the buyer will be able to purchase using:

- Credit Card
- Debit Card
- Apple Pay
- Google Pay
- PayPal
- Cash on pickup

Additional forms of payment may be available in some regions. Refer to <https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1016#regionalPaymentOptions> for more details.

Please note: These options will be automatically selected during the listing flow only if you had originally selected them on your listings.

Offline payment methods are not covered by any protection program on eBay. You will have to manage any disputes between you and the buyer on your own since this form of payment is not managed or intermediated by eBay.

For more information, go to:

- (US) <https://pages.ebay.com/payment/2.0/terms.html>
- (UK) <https://pages.ebay.co.uk/payment/2.0/terms.html>
- (AU) <https://pages.ebay.com.au/payment/2.0/terms.html>
- (CA) <https://pages.ca.ebay.com/payment/2.0/terms.html>
- (IE) <https://pages.ebay.ie/payment/2.0/terms.html>

ml&lt;/a&gt;&lt;/li&gt;      &lt;/ul&gt;      This article covers:&nbsp;      &lt;ul&gt;      &lt;li&gt;&lt;a  
href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1653&ViewLocale=  
en\_US#reconciliation"&gt;Reconciliation&lt;/a&gt;&lt;/li&gt;      &lt;li&gt;&lt;a  
href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1653&ViewLocale=  
en\_US#Claim\_Dispute-recoup"&gt;Negative funds - On-file Payment Method&lt;/a&gt;&lt;/li&gt;  
&lt;li&gt;&lt;a  
href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1653&ViewLocale=  
en\_US#shipping"&gt;Shipping&lt;/a&gt;&lt;/li&gt;      &lt;li&gt;&lt;a  
href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1653&ViewLocale=  
en\_US#1099"&gt;Tax      Forms&lt;/a&gt;&lt;/li&gt;      &lt;li&gt;&lt;a  
href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1653&ViewLocale=  
en\_US#teammate"&gt;Teammate      Flows&lt;/a&gt;&lt;/li&gt;      &lt;li&gt;&lt;a  
href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1653&ViewLocale=  
en\_US#KYT"&gt;The Digital Services Act (DSA) KYT compliance&lt;/a&gt;&lt;/li&gt;      &lt;/ul&gt;  
&lt;/h2&gt;