Reconciling your eBay sales transactions

<h2>For more information on the fees you pay as a seller, see our article on seller feesYou can download reports, statements, and invoices of your orders, fees, and payouts in Seller Hub, and then reconcile these documents with your own records to make sure that everything matches up.<h2 id="section1">Downloading reports, statements, and invoices</h2>All documents will be available to download in Seller Hub.You can use these documents to reconcile your own records with eBay's records. We recommend you consult your financial advisor for financial reconciling of this information. Below are the documents you can find in Seller Hub, with instructions for downloading each one.<h2 id="section2">Transaction report</h2>Your transaction report provides a detailed breakdown of all your account activity for a specific date range. It's in CSV format, which you can open with spreadsheet software such as Microsoft Excel or Google Sheets, and allows you to customise the information in the document. It shows details of your transactions, including transaction date, order number, buyer name, payout date, fees, and other information. You’ll be notified by email when your transaction report is available. Here’s how to download your transaction report:
Go to the Payments tab in Seller Hub.
From the menu on the left, select Reports.
Select Transaction report from the download section.
Select the transaction Type, and the Start and End date.
Select Create report.
TipThe times in your transaction report may not match the transaction times in your records due to the differences in international time zones, and may result in discrepancies between your transaction report and other reports.<h3>Customising your transaction reports</h3>You can customise your transaction reports by adding or removing columns of information on transactions, payouts, shipping, items, and buyers. Here's how:
Go to the Payments tab in Seller Hub.
From the menu on the left, select Reports.
Select Transaction report from the download section.
Select Customise column

settings.
Select Transaction details, Payout details, Shipping details or Item details, or Buyer details.
Within each section, you’ll have the option to select or deselect columns for your report
Select Save.
Any customization you make will apply to all future Transaction reports. You can return to the default settings any time by selecting Reset to default settings.TipYour transaction report includes customisable columns to view your fees.<h3>Single and multi-item orders</h3>An order may include a single item or multiple items. In either case, each item will have its own unique Item ID. For an order with a single item, you’ll find the order and the item details on a single row of your transaction report. For an order with multiple items, the first row will include the order details, and the following rows will include the item details. An order with multiple quantities of the same item will show as one line item.Below are some of the details you may find in your transaction report, which individually or combined can help you with reconciliation:Details in your transaction report
Order ID: The unique ID for your order
Item ID: The unique ID for your eBay listing
Payout ID: The unique ID for the payout
Reference ID: The unique ID for the transaction
Transaction ID: The unique ID that combines information about a buyer, item, and item price
Gross transaction amount: The total payment for a transaction before any fees or credits are applied
Net amount: The total payment for a transaction after any fees or credits are applied
Payout method: The linked account for the payout
Payout status: The status of the payout transaction
Reason for hold: Additional information about a hold transaction status
Claim: Charges or credits related to eBay Money Back Guarantee (eMBG) refunds, including Item Not Received cases and Not as Described returns
Payment dispute: When a buyer requests their money back by reporting an issue with their order to their bank, credit card provider, PayPal, or other payment institution
Hold: Funds that are unavailable while we resolve an issue with an order or an account
Seller collected tax: Tax collected by the seller on a sold item
Final value fee: A fee calculated as a variable percentage of the total amount of each sale, plus a fixed amount on each sale. This fee is deducted from your funds before you receive your payout
Other fees: eBay fees that are not part of the final value fees from a sale, for example, subscription fees, listing upgrades, ad fees
Charge: Amounts recouped from your on-file payment methods for fees and other selling costs owed to eBay
Adjustment: Charges or credits initiated by eBay, for example, if eBay issues a credit to the seller
Transaction currency: The currency the buyer used to pay for the transaction
Exchange rate: The exchange rate used by eBay if the transaction currency and payout currency are different
TipIf any of your funds are On hold, you'll find details in your transaction report.<h2 id="section3">Financial statement</h2>Your financial statement provides a summary of your monthly account activity. It's in PDF format. Every month, you’ll receive an email to let you know that your financial statement is ready to download. In your financial statement, you’ll find a summary of your selling activity and a detailed view of your transactions, including information on orders, claims, refunds, payment disputes, payouts, fees, credits and more for that month.Here's how to download your financial statement:
Go to the Payments tab in Seller Hub or Payments in My eBay.
Select Report.
Select the Statements tab.
Select Download next to the statement you would like to download.
Select Summary or Full statement.
Financial statements are available to download for 10 years. The statement is not an invoice and does not replace existing reports.<h2 id="section4">Invoice</h2>Your invoice is issued for services rendered and includes all applicable seller fees and other costs. Every month you’ll receive an email to let you know your invoice is available to download. The summary is in PDF format. The detailed view is in CSV format, which you can open with spreadsheet software such as Microsoft Excel or Google Sheets, and allows you to customise the information in the document. Your Invoice shows you the applicable taxes on fees and other costs already deducted from your Available, Processing, and On hold funds. If you sell on multiple eBay sites, you'll see the fees and taxes grouped by currency.Here's how to download your invoice:
Go to the Payments tab in Seller Hub or Payments in My eBay.
Select Reports.
Select the Invoice tab. You'll see the list of available Tax invoices by month.
To download a report for a specific month, select Summary Download or Detail Download.
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