

Contact trading partner

<h2>GUIDE.SUMMARY What This guide covers how to contact an eBay member when:

 You're bidding on their item or they are bidding on yours. A best

offer is pending on an item. You're involved in a current or recent transaction with

the other member. You haven't had a transaction with a member.

 It also covers the emails eBay automatically sends to buyers after a transaction. When

Buyers may wish to contact sellers to ask questions about an item they are bidding on or if there's

an issue with the item or delivery.
 Typically, sellers will contact buyers when there's an

issue with payment. Note: Not all sellers accept questions before you buy an item, but all sellers will

accept questions after you've bought an item. Who All members can contact each other using eBay

messaging. Note: eBay guests can send a message to a seller but need to

register on eBay to request their trading partner's contact information. We will not facilitate a manual

info swap for guest accounts. <h2>GUIDE.RELATED_LINKS Related help pages

 Contacting a seller
 http

s://www.ebay.com/help/buying/resolving-issues-sellers/contacting-seller?id=4021

Contacting a bidder or buyer

https://www.ebay.com/help/selling/resolving-buyer-issues/contacting-buyer-bidder?id=4083

 Related SOLs <a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL9725"

target="_blank">How to contact a seller <a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL3604"

target="_blank">How to contact a buyer (after purchase) <a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL7608"

target="_blank">Manual Contact Info Swap Template

GUIDE.TALKING_POINTS id="tp" name="tp"> General questions

How to communicate with a seller or buyer

- We encourage you to use My eBay Messages to communicate with buyers and sellers.
- This protects you in eBay Money Back Guarantee cases, as we look at your Messages.

Can you contact the other party on my behalf?

- Unfortunately that is not possible as it is a direct violation of our Privacy Agreement. We must be compliant with laws regarding our members privacy, because of this we cant send an email from eBay on behalf of another member.
- Previously, you provided the personal email address of my trading partner. Now, you only provide an eBay email address. Why did you make this change? (Email intermediation / email alias)
- We made this change to protect our members privacy and also reduce risks of spam, harassment, and offers to buy or sell off eBay.
- Can I have my ##buyers/sellers## personal email address?
- We are unable to provide another users personal email address to you. You can send messages:
- Using eBay messaging
- Within on-site flows like within a returns flow

Why did you block my messages to my trading partner? We encourage open communication between our members. However, we dont allow our members to send messages with offers to buy or sell off eBay, spam, threats, profanity, or hate speech.

Internal information

- Emails blocked by email intermediation are visible in AD > Email Message List view. Check the Blocked and Reason for Blocking columns.

Buyer questions

How can I contact a seller if I can't request their contact information through the eBay site?

Internal Information

Review the sellers listing to see if they provide a phone number to buyers.

- If yes, direct the member to the listing so that they can get the phone number.
- If no, encourage the buyer to contact the seller through My eBay as described below.

To send a message to a seller, go to the listing or your Purchase history in My eBay, and then select Contact seller. The seller isn't responding to the messages Ive sent them

Internal Information

Review the sellers listing to see if

they provide a phone number to buyers. If yes, direct the member to the listing so that they can get the phone number. If no, encourage the buyer to continue using My eBay > Messages. Sometimes sellers aren't able to respond to messages in a timely manner due to personal issues. We suggest that you wait a bit longer for the seller to respond. If you prefer, you can send another message. If your seller continues to be unresponsive, you may want to purchase the item from a different seller. If you haven't received an item you purchased or are unsatisfied with your purchase, you may want to file a case through the Purchase history section of the My eBay. The seller has responded to my messages but hasn't resolved my issue If you are unable to work things out with your seller, you can ask eBay to step in through the Purchase history section of My eBay. Contacting a seller (correct return address) If you and the seller are working out a return, their address should be in your Returns request. If you're still not clear on the correct address, you can ask for this information from the seller using member-to-member messaging. It's important to use this return address because the seller may have shipped the item from a different address. The seller said they sent me an email about something, but I can't find it. What happened? To keep the eBay community safe, we have guidelines and policies that cover how you communicate. This ensures that our buyers enjoy a messaging platform which is free from SPAM, malicious content, and unwanted marketing messages. This email may not have followed eBay's Member-to-member contact policy. Ask the seller to send you a new message, but to ensure that the message is within the policy requirements. You can view the Member-to-member contact policy in full on our Help pages. I want to receive notifications of sales/coupons from my seller. Messages sent to eBay customers must follow our Member-to-member contact

policy. This ensures that our buyers enjoy a messaging platform that is free from SPAM, malicious content, and unwanted marketing messages. Seller questions

How can I contact a buyer if I can't request their contact information through eBay?

To send a message to a buyer, go to the Sold section in My eBay, and then select Contact buyer to send a message. The buyer is not responding to the messages I've sent them Sometimes buyers aren't able to respond to messages in a timely manner due to personal issues. If you haven't received a response, you may want to wait a bit longer. If you feel an appropriate amount of time has passed, you may want to send another message. If your buyer is unresponsive and has not paid for an item, within 4 calendar days, you can cancel the order from Order tab in Seller Hub, selecting the cancel option next to the order and selecting the Buyer hasn't paid reason. Why is the buyer contacting me asking for my return address? I thought I wasn't allowed to share any contact information with buyers When a buyer can't open a return on eBay, they can contact the seller to ask if they can return the item directly to the seller. If you have a buyer contacting you asking for your return details, it is completely up to you if you choose to facilitate the return for them. As the transaction is completed, you won't be affected by the off eBay sales policy so you are free to exchange information. However, please note that the return won't be protected by eBay if anything should go wrong. The buyer has responded to my messages but hasn't paid for the item yet If you're unable to work things out with your buyer, you can cancel the order from Order tab in Seller Hub, selecting the cancel option next to the order and selecting the Buyer hasn't paid reason. Concern about harassment In our experience, the vast majority of members are responsible in their communications with their trading partners. Harassing other members is not tolerated and we take harassment reports very seriously. Please be aware that we can't take action on communications that happen outside the eBay system. If you experience

harassment after providing your phone number to your trading partner, we recommend contacting your phone company to report any harassment.

If you receive calls that threaten your property or personal safety, we recommend reporting the incident to your local law enforcement agency.

Contacting the buyer (time frame)

We send out several emails to buyers after a transaction.

In most cases you shouldn't need to contact a buyer outside of that.

However, if there's an issue with payment, you can consider contacting the buyer in addition to the automatic notifications we send.

There isn't a specific time frame in which buyers and sellers must contact each other after a transaction ends.

As a general rule, we advise that you give buyers at least 3 days after the listing ends to respond to any emails/invoices that you send.

Contacting buyer (to confirm address)

If your buyer's address is incorrect, it's very important that they update their address on eBay before you ship the item.

This is the address we will refer to if there's an issue with the delivery.

Note: If you send an item to a buyer's address on the View Order Details page you'll be protected as long as you have proof of delivery.

The simplest way to confirm your buyer's address is to contact them through eBay's Email Forwarding System (EFS).

EFS abuse

EFS is intended for transaction-related communication only.

EFS abuse consists of sending messages to another eBay member which is either:

- Not transaction related or
- Has no intent of facilitating a transaction

See [guide](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1280) - Email forwarding system (EFS) abuse policy for more on this. Why am I being blocked from sending messages and seeing an error about reaching my limit on Contact member emails?

For security reasons, there are limits on how many times you can send messages to other members.

If you receive a message saying you've reached your daily limit, in most cases, you'll be able to send additional messages after approximately 24 hours have

passed.

- Internal Information

There's no set time for how long a member may be limited

- Some members may need to wait only 24 hours before they can contact other members
- Other members may need to wait more than 24 hours
- Never speculate on the number of messages to which a member may be limited to or the amount of time the member must wait before sending new messages

I sent an email to my buyer, but they never received it. What happened?

- The message didn't follow eBay's Member-to-member contact policy.

All emails sent to eBay customers must be free of SPAM, malicious content, and unwanted marketing messages. This may happen if you:

- Send messages too frequently
- Make offers to buy and sell outside of eBay
- Send a message with an attachment containing harmful software

I sent a buyer the same email from another selling account, but that was not blocked. Why?

- Enforcement of our Member-to-Member Communication policy will be rolled out to different accounts at different times.

Your other selling account may not yet be included in the enforcement. However, enforcement for all accounts will be completed within a few weeks, so it is important that you follow our policy on all of your eBay accounts. You can find our [Member-to-member contact policy](https://www.ebay.com/help/policies/member-behavior-policies/membertomember-contact-policy?id=4262) in full on our Help pages.

- I just sent an email to my buyer to inform them that the payment was received. Why are you blocking that type of content?

- We are not blocking such messages unless they also contain content that doesn't follow our policies.

However, please be aware that eBay is sending several buyer notifications on your behalf, so you don't have to. To create a consistent shopping experience for buyers, we notify them on the status of their purchases. These automatic messages save you time. Here are some examples of buyer messages we send:

- Confirmation to buyers that a payment was received
- Inform buyers when an item was shipped
- Remind buyers to leave seller feedback
- Ask

buyers for a product review

- Team

Team questions

Why are we blocking some emails that sellers send to their buyers?

- Messages sent to eBay customers must follow our Member-to-member contact policy. This ensures that our buyers enjoy a messaging platform that is free from SPAM, malicious content, and unwanted marketing messages. This may happen if a customer:

- Sends messages too frequently
- Makes offers to buy and sell outside of eBay
- Sends a message with an attachment containing harmful software

This buyer and seller are currently engaged in an active transaction. Why did we block the message?

- eBays Member-to-member contact policy includes enforcement for messages sent before and during a transaction and even after a transaction is complete.

What is the criteria for emails that are being blocked?

- This may happen if a customer:

- Sends messages too frequently
- Makes offers to buy and sell outside of eBay
- Sends a message with an attachment containing harmful software

When emails sent from sellers are blocked, is the seller notified? When a message is blocked, will the seller be notified instantly?

- Sellers are notified when an email they sent to a buyer is blocked in all regions. In order not to spam sellers, we will not send a notification for every single email but will let them know once a week.

When an email is blocked, will it still show up in the sent email folder on eBay Messages and the sellers personal email account?

- Blocked emails will not show up in sent messages on My Messages. However, the email will show up in sent messages for any external email client they may be using.

We incorrectly blocked an email to a buyer.

How can we resend it?

- We cant resend messages for members. However, we can provide guidance on why the email was blocked and encourage them to remove the content that resulted in us blocking the message and send it again.

If we block a message incorrectly and the buyer leaves negative feedback complaining about delays in responses/communication, will we protect the seller?

- The Feedback removal

policy allows us to remove feedback that is a direct result of an eBay program error.

Internal Information

Please refer to <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1118>; Seller performance and feedback for more information and follow the recommendations in Guided Judgment

Seller time to respond

What is Seller time to respond?

When on the View Item page, buyers can see the seller's typical response times:

- Responds within 1 hour
- Responds within 3 hours
- Responds within 6 hours
- Responds within 12 hours
- Responds within 24 hours
- Responds within 48 hours
- No signal

Note: If a seller has working days/hours set for the purposes of shipping cut offs, these are not taken into consideration, however they may be in the future. You can find further information on Seller time to respond in <https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1544#Sellertimetorespond>; GUIDE1544.

GUIDE.DETAILED_INFORMATION

Email

intermediation (Members personal email address no longer visible to their transaction partner on the eBay site) In the past, sellers have been able to access the buyers personal (external) email address through certain pages on eBay, like the Order details & Purchase details page. When the seller emailed this email address, the buyer then had the sellers personal email address. The two could then communicate completely off eBay, creating a risk of spam, harassment, and off-eBay sales. eBay will remove access to other members personal email addresses.

Rather than displaying a members personal email address, eBay will display a unique eBay email alias for each buyer-seller combination. This means the buyers alias eBay email address changes with each seller. It also means the sellers eBay email alias address changes with each buyer. It is this email alias that will show on the site where we previously showed a customers personal email address. See this example on the <https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1039/OrderDetailsMockup.jpg>

&td colspan="1" rowspan="1">>>&td colspan="1" rowspan="1">The recipient receives the email in their external email system (Gmail, Yahoo, etc). The email shows a reply-to address, which is their trading partners eBay alias email address&td> &tr> &tbody> &table> Can the buyer and seller still send attachments? &ul> &li>Yes, eBay email intermediation supports PDF, DOC, TXT, JPG, JPEG, PNG, BMP, and TIFF attachments and a total maximum attachment size of 10 MB.&li> &li>Note that this is different from standard eBay member-to-member messaging, which only supports JPG, GIF, BMP, or PNG file formats and a total maximum attachment size of 5 MB per message.&li> &ul> Why are we removing access to personal email addresses on eBay? &ul> &li>We made this change to protect our members privacy and also reduce risks of spam, harassment, and offers to buy or sell off eBay.&li> &ul> Look at &a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1409#emailAlias" target="_blank">GUIDE1409&/a> to see where to find the email aliases from Agent Desktop. &a name="limits">&/a>Limitations &ul> &li>We respect the privacy of our members.&li> &li>Thats why you can only request contact information for a trading partner for transactions where youve either paid for an item or sold an item.&li> &li>Otherwise, if you havent had a transaction with a member, you can communicate using the eBay Email Forwarding System.&li> &li>You need to &a href="https://reg.ebay.com/reg/PartialReg?ru=" target="_blank">register as a member&/a> to contact others.&li> &li>Not all sellers accept questions before you buy an item, but all sellers will accept questions after youve bought an item.&li> &li>For security reasons, there are limits to how many times you can send messages. If you receive a message saying youve reached your daily limit, in most cases, youll be able to send additional messages after approximately 24 hours have passed.&li> &ul> Internal Information Under no circumstances should we use &a href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1733"

target="_blank">piggybacking to reach out to a member. Manual contact info swap Manual contact info swap is a process that
helps one member obtain the contact information of another they have had a transaction
with. Internal Information Note: There isnt a timeline for us to do a manual contact information
swap. However, we need to <a
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1039&ViewLocale=
en_US#steps">follow several steps to help ensure account security.
All manual contact info swaps must be approved by your team lead or coach.
What may be shared in a contact information swap is determined by the members
registration site. For all eBay sites except the ones listed in the table below, the guidelines
are: <table border="1" cellpadding="1" cellspacing="1"> <tbody> <tr> <td>Full
name</td> <td>Full address</td> <td>Phone number</td> <td>Email
address</td> </tr> <tr> <td colspan="1" rowspan="6">Yes</td> <td
colspan="1" rowspan="6">Yes</td> <td colspan="1" rowspan="4">No </td>
<td colspan="1" rowspan="6">No</td> </tr> </tbody> </table>
The following eBay sites have different guidelines about what can be shared in a contact
info swap. If a member requests the contact information of a trading partner registered on one of
these sites, please be sure to provide only the contact information in the list below. <table
border="1" cellpadding="1" cellspacing="1"> <tbody> <tr> <td>Country</td>
<td>Full name</td> <td>Full address</td> <td>Phone number</td>
<td>Email address</td> </tr> <tr> <td>RU</td> <td colspan="1"
rowspan="6">Yes</td> <td colspan="1" rowspan="6">Yes</td>
<td>Yes</td> <td>No</td> </tr> <tr> <td>China &
HK</td> <td>Yes</td> <td>Yes</td> </tr> <tr>
<td>MY</td> <td>No </td> <td>Yes</td> </tr> <tr>
<td>PH</td> <td>No</td> <td>Yes</td> </tr> <tr>

IN	Yes	Yes
SG	No	Yes

For most eBay sites, email addresses are not part of the contact information exchange. Never exchange the members email addresses. This means you should not CC or BCC the other trading partner in the information swap email.

When processing a manual contact information swap, remind the member that well also send their contact information to their trading partner.

It isnt possible to give just one member the contact details of another member over the phone or by email. Both members must be provided with the contact information via email.

You can provide members contact details over the phone, if requested. If you provide the information over the phone, then both members must still be provided with contact information via email.

You can discuss/disclose any personal information already disclosed to the trading partner. You must be able to verify that the information you are sharing with the member is within the trading partners account. For example, a buyers shipping information/telephone number located in Order Details.

Automatic emails sent to buyer after a transaction
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When this happens....

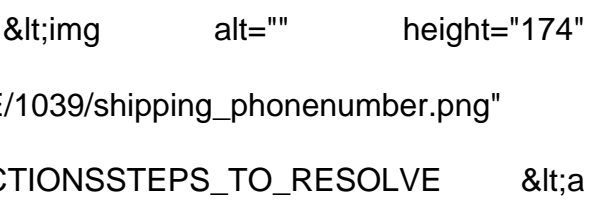
eBay sends this mail to the buyer...
Buyer wins an Auction-style listing
Buyer success email lets the buyer know that they have won the item and the next step is to pay. (This email is not sent for Fixed Price or Buy It Now item purchases.)
Buyer checks out
Order confirmation email thanks the buyer for their purchase and lets them know where to go for details on their purchase.
Buyer hasnt paid after a couple of days of committing to purchase the item
Payment reminder email reminds the buyer to pay for their purchase.
Order is updated with shipping information
Order update email provides the buyer with tracking information.
Buyer hasnt left feedback after about a

month

Feedback reminder email reminds the buyer to leave feedback.
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Sellers can modify some of these emails by going to My eBay > Account > Manage communications with buyers. Requiring a Shipping Phone number

- Some shipping carriers do not deliver if they don't have a delivery address phone number for contact.
- The shipping carriers want to confirm that a buyer will be at the delivery location at the time of delivery.
- This is especially true when delivery requires a signature or if the item is very large and needs a special delivery.
- Some sellers may need to capture a phone number for shipping addresses to ensure the carrier can receive a phone number.
- Sellers have the option of setting up a preference for a shipping phone number to be provided during checkout. If you need to add a shipping phone number you'll see the following message during checkout: "You must provide a phone number with your address to have this item shipped. Please update your shipping address below by including a phone number where you or the recipient of this shipment can be reached."



The image is a screenshot of an eBay help page titled "GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE". It contains a heading "How to contact another member - General" and a list of steps for contacting another member. The steps include clicking the username, clicking Contact, selecting an item, and choosing a reason for the question. The text is partially obscured by a large, semi-transparent watermark that reads "eBay".

How to contact another member - General Here's how you can contact another member:

- Click the username of the member you want to email.
- On the member's eBay profile page, click Contact.
- A dialog box will appear. Click on the drop-down menu arrow and choose one of the following:
- Select an item you've bought or are watching
- Select Enter item number and enter the item number of the listing you're asking about
- Select the checkbox This is not about an item
- Click Continue.
- Choose the reason that best fits your question. If you can't see your reason listed, select Other.
- A dialogue box will appear underneath recommending the best way to open contact your trading partner.

How to view and respond to your messages:

You can view and respond to your messages by visiting My eBay and clicking the Messages tab. To contact a buyer by email via classic My eBay view:

- Click My eBay at the top of most eBay pages. You may be asked to sign in.
- On the left-hand side of the page select Sold.
- You can click on either the members Username or the title of the item.
- If you click on the member's username you will be taken to the member's eBay profile page. From there click Contact.
- If you click on the title of the item you will be taken to the listing page with some links at the top. Select Contact buyer from that list of links.

To contact a buyer by email via Seller Hub:

- Hover your mouse over My eBay at the top of most eBay pages and click on Selling from the dropdown menu. You may be asked to sign in.
- Put your mouse on Orders in the top left-hand side of the page and select All Orders.
- Find the buyers order and in the Actions column on the left side of the page, click on the down arrow and select Contact buyer.