

## Communication preferences

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[How to change communication preferences](#)

**GUIDE.SUMMARY** What Communication preferences allow you to choose how and when you want to receive notifications from eBay about your buying and selling activities. This is also the place to select your member-to-member communication preferences, and choose which newsletters and promotions you want to receive. Why Customers may want to change the way they receive notifications, or opt in or out of receiving specific messages based on day to day relevance.

How To access "Communication Preferences", the customer just needs to go to Account.

**GUIDE.TALKING\_POINTS** What kind of notifications can I get from eBay? You can get notified about updates including:

- Delivery Options: Choose how you want notifications delivered to you
- Seller:** Notifications about items you're selling, seller tools, seller performance updates, and Best Offers
- Buyer:** Notifications about items you're watching, bidding on, or bought; saved searches and sellers; and Best Offers
- General Preferences:** Notifications about feedback
- Marketing Communications

As an eBay employee, why can't you set the notification settings for me? (Restriction Piggyback)

We have restricted the editing options for your eBay account to ensure the protection of your account. For security and privacy reasons, only you have access to certain information in your

eBay account and can only edit it yourself. While I cannot make this change for you, I am happy to describe how you can manage your account yourself.

Internal information:

- Piggybacking read access needs to be partially restricted to minimize risk to members, teammates, and eBay.

The user claims that he has not made any settings

- As soon as you open an eBay account, there are certain notifications that we think are useful for starting on eBay. Please check the boxes next to the notifications you want and turn off the notifications you don't want.

Internal information:

- The following notifications are disabled from the start:
- Seller: Shipping reminder after the processing time has expired
- Seller Tools
- Updates to the eBay seller report

## GUIDE.DETAILED\_INFORMATION

Communication preferences

How does the user get to the notification settings?

- Redirects the user via the username, in the upper left corner of the account settings
- On the right side under the account settings, you will come to the settings for account preferences

Note: If you have a buyer account, you won't see the Seller setting. This section allows the customer to view and usually edit the following fields:

- Delivery options
- Notification Delivery Format

Choose how you want notifications delivered to you.

- Email Format
- Includes graphics
- Text-only

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Buyer

- Buying Activity
- Select all
- Didn't win
- Won
- Outbid
- Offers to buyers
- Second Chance Offer
- Watch Alert
- Watched item relisted
- Price Reduced On Item
- Shopping Cart Update
- RMA Number and/ or return address received
- RMA Number and/ or return address overdue
- Reminder to Ship The Item
- Item Shipped
- Item Received
- Refund May Not Be Received (Item Delivered)
- Refund May Not be

Received (Delivery Status Unknown)</li> </li>>Product Question and Answer Communications</li> </li>>Offer AutoDeclined Email</li> </li> </ul> </li> </ul>

</li> </li>>Best Offer </ul> </li>>Best Offer Submit Confirmation</li> </li> </ul>

</li>



src="https://cskb.qa.ebay.com/library/EBAY/1652/Buying%20activity.png"> </hr> Seller

</ul> </li>>Selling Activity </ul> </li>>Select All </ul> </li>>Item Sold</li>

</li>>Item did not sell</li> </li>>Listing confirmed</li> </li>>Shipping label created</li> </li>>Shipping label voided</li> </li>>Image is selected as a catalog image</li> </li>>Shipping reminder after handling time has passed</li> </li>>Listing improvement recommendations</li> </li>>Item shipped</li> </li>>Item received</li> </li>>Refund issued</li> </li>>Recommendations to revise instantly</li> </li>>Offers added notification</li> </li>>Item did not sell coupon</li> </li>>Notifications on items or settings that do not comply to eBay policy</li> </li>>Notifications on items with missing item specifics</li>


</li>>Recommendations to improve your items and sales</li> </ul> </li> </ul>

</li> </li>>Seller Tools </ul> </li>>eBay Sales Report Updates</li> </ul>

</li> </li>>Seller Performance Notifications </ul> </li>>Top-rated seller status updated</li> </li>>Selling limits removed</li> </li>>Improve selling performance to avoid limits</li> </li>>Improve selling performance to remove limits</li> </ul>

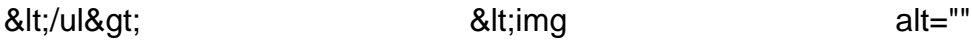
</li> </li>>Seller Payments Reports </ul> </li>>Monthly Statement summary</li>

</ul>



src="https://cskb.qa.ebay.com/library/EBAY/1652/Selling%20Activity.png"> </hr> General preferences </ul> </li>>Feedback </ul> </li>>Feedback reminder</li> </ul>

</li>



src="https://cskb.qa.ebay.com/library/EBAY/1652/General%20Preferences.png"> </hr>

Marketing communications </ul> </li>>eBay surveys and research</li> </li>>General

email promotions</li> </li> Seller email promotions</li> </li> Postal mail catalogs and promotions</li> </li> Phone updates and promotions</li> </ul>   

## Note: Changes to site emails take effect immediately. It may take up to 10 days for other changes to take effect. For example, if you were chosen for a phone survey before you opted out, you may be contacted before the 10 days pass. By selecting to opt out, you won't receive any further surveys in the future. <a name="sco"></a> How to set your My eBay preferences to opt out of Second Chance Offers. If you don't want to receive Second Chance Offers, you can opt out. <ol> </li> Hover over your name in the top left corner of most eBay pages. You may need to sign in.</li> </li> Select Communication Preferences.</li> </li> In the Buyer section, select Edit next to Buying Activity.<br> <br>  </li> </li> Untick the box next to Second Chance Offer.</li> </li> Select Save.</li> </ol> Opting out means sellers won't be able to send you Second Chance Offers if you don't win the item. Removing notifications (emails, alerts etc.,) <ol> </li> Hover over your name in the top left corner of most eBay pages. You may need to sign in.</li>

</li>Select Communication Preferences.</li> </li>Select Edit next to each option to see your current settings.</li> </li>Remove the notifications you no longer want and select Save.</li> </ol>   </h2>