

Business Registration

GUIDE.SUMMARY Today the ability to verify businesses during the registration process is limited by data collection and lack of a verification provider. eBay business users are registered through a flow that does not meet user expectation in terms of information collection, business verification, and user privilege setting. The business objective for this flow is to give US business users a differentiated on-boarding experience that caters to their expectations of creating a business account on eBay.

GUIDE.RELATED_LINKS Related articles

- [Changing a business account to a private account](https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1418)

GUIDE.TALKING_POINTS Should I register as a business on eBay? A business account may help you if you currently do, or want to do, any of the following:

- You sell items that you have bought to resell.
- You sell items you have produced yourself to sell.
- You sell a large amount of items on a regular basis.
- You sell new items that you bought but don't use personally.
- You buy items for your business.

If you're not sure whether to register as a business or as an individual, contact your legal and/or tax advisor.

How do I register as a business on eBay? To register as a business on eBay, click the register link on the eBay home page, and then click the start a business account link on the Get started with eBay page.

How do I choose a username for my eBay business account? A username is the unique name that you use to identify yourself on eBay. Your username is shown when you buy or sell on eBay or communicate with other eBay members. Choose a username that fits your business, business name, and is one that you and your buyers can remember.

Things to consider when creating a username:

- When creating a username, it must be at least 6 characters long.
- It can contain a combination of letters and numbers.
- Use a username that tells members something about your business, but isn't related to personal information (for example, avoid your name, your birthday, phone number, or the town you live in).

Some examples:

teddybears4kids, fashion_design_4_women, or DVDs_and_Games The user name login is not case sensitive, however all usernames are displayed in lower case letters. (e.g. GREATSELLER1234 and greatseller1234 are the same, but will show as greatseller1234 on eBay.) Why did I receive an error when I tried to create my username? The username you are wanting to register with may already be taken. However, you may have added a character or symbol to the username that is not allowed.

 You can't include any of the following in a username: Spaces or tabs Special characters or symbols (like \$ or %). Asterisks, underscores, periods, and dashes are OK. Your first or last name Obscene or profane words Email addresses or web address (for example, xyz.com), or representations of email addresses or web addresses (for example, xyz_com) A username or eBay Store name that's already being used Any characters other than letters, numbers, asterisks, underscores, periods, or dashes Consecutive underscores __ The word eBay The letter e followed by numbers A term that could be confused with someone else's trademark or brand (for example, CocaColaSeller) Can I still create a business account if I don't want to add a payment method? No, you'll need to add a payment method. An automatic payment method is a requirement to be a seller on eBay, and is how you would indicate to us the method you would like us to collect any fees that you incur as a seller. Here's more information: http://pages.ebay.com/help/sell/automatic-payments.html. Why am I being asked to go through phone verification? To keep eBay a safe place to buy and sell, we ask members to verify their phone number. Can I use a cell phone to verify my phone number? Yes, you can use a cell phone to complete the phone verification process. I haven't received a phone call to verify my information. What can I do? Try clearing the cache and cookies on your browser. Try using a different browser. Confirm that you have the most recent version of JavaScript on your computer. Internal Information

 For technical troubleshooting (cache, cookies, javascript) please see <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1452"

target="_blank">"Technical issues troubleshooting cache, cookies, browser, site bugs, and others" This situation may be an example where the Clean Verification

tool would be utilized
 <a href="https://cs.ebay.com/ws/eBayAdmin.dll?CleanVerificationApp"

target="_blank">https://cs.ebay.com/ws/eBayAdmin.dll?CleanVerificationApp

For more information on Clean Verification, see <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1483"

target="_blank">"Verifying the Contact Information". I received the following error message: "We were not able to verify the phone number you provided. Please try

again." What should I do? It's possible that you are using this phone number for

other eBay accounts as well. We limit the number of accounts that a single phone number can be

associated with to prevent fraud. You'll need to use another phone number for any other associated

accounts. Internal Information This situation may be an

example where the member is attempting to use a phone number that has been used on too many

other accounts. If a phone number has been added on too many eBay accounts,

please review MAC notes. Only 3 different accounts can use the same phone number. Review

registered phone number on file. Phone number with an extension could be

causing the error. The carrier or settings for your registered phone number may

block automated calls. Registered phone number on account may be located in a

different country from eBay registration (state members registration site ID).
 Note: If the

seller has a foreign phone number, please ensure they are selecting the correct country when

entering their number. (e.g. Seller's starting a US account, but has a Canadian phone

number) I didn't receive a registration confirmation email.

Where is it? Internal Information 1. Request the email address that the member is using to register

and receive emails. 2. If the same email address is showing for the account, confirm with the member. Have the member check spam, trash or junk mail folders. 3. Ask the member to confirm that the email program isn't forwarding to another email address. You can usually check this by clicking either Options or Settings. (See note) 4. Ask the member to check that their email is not set up to block eBay emails. You can usually check this by clicking Options or Settings, and finding a blocked addresses link. Look over the list and make sure no email addresses ending in eBay.com are listed. (See note) 5. If this is a work email address, ask the member to check with their IT department to see if they can do anything to make sure eBay emails are being accepted. 6. Send the member another confirmation email and confirm delivery with them. This may be immediately received, however there are many factors that may slow down, or stop an email from being received by the customer. Advise they may need to check the email account later to confirm delivery. 7. Ask if the member has an additional email address, and suggest they use that one to register instead. If not, suggest that the member sets up a free email account for registration. Note: If a customer is PIN or Contact Verified only (which would not be a guest account), the email address on file (current only) may be shared with the member. Email address information is used to Hard Verify and should not be provided to anyone who has not been through the Hard Verification Process. Inform the member that the email address (without revealing email address) is not the email address we have on file. Note on customer email help: The placement of options/settings on the customer's email account will vary. If a customer is unable to locate the settings with our generalized directions, they will need to seek the help of their email company. I received a business registration confirmation email, but when I click the Complete eBay Registration button, nothing happens. Why is this? If the button in the email doesn't work, you can confirm your registration with the code and link provided instead. I'm receiving a "System Error" message or "Unable to complete registration" message. Why? Internal Information The member is trying to register a new account and may be receiving one or both of these error messages. The username of the member is the same as the email address when the account is pulled up in Agent Desktop

(AD).

- From the AD Account Details page, you can see that the account has zero feedback and that the account is unconfirmed.
- If the member provides a name that doesn't match what is on the STTI page, the member needs to create a new account with a different email address. A member can't use an email address that is currently on eBay's file even if that account hasn't been used for some time.

When I try to register, the site tells me that my email address is already used on an eBay account. Why is this? Here are some situations when this may occur:

- You used this email address on an earlier account, even if the account has been closed.
- A family member who shares this email could have registered an account with this same email address.
- Your email address is what we call a "recycled address" from your email provider (that means used previously by another person), similar to when your current phone number was once assigned to an earlier customer.

The quickest way to continue with the registration process is to register a new email address either on a free domain site (such as Gmail, Hotmail, Yahoo!) or contact your current provider for a new, non-recycled email address. For security, the email address will remain associated with that account, even if the account is inactive or closed. You won't be able to use an email address that is registered on another account. Why do I have selling limits? All sellers on the site have selling limits. These limits are placed on your account or on particular categories and items until you confirm certain information or establish a positive selling history. These limits help you become a more successful seller, in addition to ensuring a safer experience for all eBay members.

Learn more about limits on eBay sellers:

<http://pages.ebay.com/help/sell/sellinglimits.html>

How can I see my selling limits? You can see your selling limits by going to My eBay, and then clicking the All Selling link. How can I increase my selling limits? Selling limits may be reviewed for an increase as often as every 30 days. At that time, we will review your account and make an appropriate decision on raising your limits.

</h2><h2>GUIDE.DETAILED_INFORMATION Why Gather additional business seller information required for verification. Establish appropriate selling limits for new business sellers. Send business sellers to the appropriate destination after theyve gone through the registration flow. How Give US business users a friendly and differentiated onboarding experience that caters to their expectations of starting as businesses on eBay Aim to increase the ability to verify business identity and appropriately set limits at seller registration (B2C) Appropriate risk segmentation and limit assignment to improve initial listing rate by business sellers Business verification will be completed with third party verification service via Zoot integration Who New eBay users When April 27, 2015 - ramped to 10% May 4, 2015 - ramped to 25% March 25, 2016 - ask new questions during onboarding and set new limits (ramped to 5%) </h2>