

The eBay vault

GUIDE.SUMMARY

What The eBay vault is a secure, climate-controlled, physical storage facility for seamless transactions of trading cards purchased on eBay. The eBay vault accepts graded single trading cards which are directly purchased on eBay or sent through the vault submission process. Only cards graded by the following graders will be accepted:

- Professional Sports Authenticator (PSA)
- Beckett Grading Services (BGS)
- Sportscard Guaranty Corporation (SGC)
- Certified Collectibles Group's affiliates (CCG)
- Certified Guaranty Company (CGC)
- Certified Sports Guaranty (CSG)

When The eBay vault launched on June 7th, 2022. Who Collectors on eBay are looking for a way to safely and easily store their cards as well as seamlessly buy and sell them. eBay is the world's biggest marketplace for trading cards, and we're always exploring new features we can build for our community of collectors and investors.

How Easily view and manage your items in the eBay vault with the Collection beta tool. You can get to your Collection from My eBay. To use the eBay vault you need an eBay account with two-step verification enabled. We want to make sure that the eBay vault and everything in it is secure. Only members who are registered in the United States are eligible. Certain users will also be required to provide a verified name, address, phone number, date of birth, and last four digits of their social security number.

Once you enroll in the eBay vault with your account, you'll be able to use the eBay vault.

Actions When the eBay vault launches, you will be able to enroll with your eBay account. In the meantime, you can get your eBay account ready by signing up for two-step verification. Set up two-step verification in [Sign in and security](https://accounts.ebay.com/acctsec/security-center).

GUIDE.RELATED_LINKS

Related pages

Authenticity Guarantee for Trading Cards
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 eBay Authenticity Guarantee
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 LIVE2264 - Collection beta GUIDE1520 - eBay Money Back Guarantee policy for Authentication Guarantee items Paying with Wire Transfer </h2></h2>GUIDE.TALKING_POINTS
 General questions
 General questions

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 https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1779&ViewLocale=en_US#withdrawalFromVault>Withdrawal from the eBay vault
 https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1779&ViewLocale=en_US#Other>Other
 General questions How does sales tax work when I buy and sell in the eBay

vault? When you purchase and ship a card to the eBay vault or store a card in the eBay vault, you will not be charged sales taxes. Owners or purchasers may have a use tax responsibility upon withdrawal of a card from the eBay vault. Please consult with your tax advisor to understand your individual responsibility. When you sell or purchase a card that is shipped from the eBay vault, eBay will collect sales taxes as required. How will the taxes show up in a statement for me for my personal taxes? Taxes apply only when a buyer is purchasing an item that is already in the eBay vault, and choosing to have that item shipped to their home (rather than keeping it in the eBay vault). Taxes will show exactly the same way as they do for any other purchase on eBay. What if I am tax exempt and put a buyers exemption in after my purchase but before my withdrawal? If a user is tax exempt but has not completed the tax exemption process prior to making their purchase, they will still be charged applicable taxes. eBay does not offer refunds for sales tax paid prior to the exemption being placed. You may want to contact your state tax authority to request a credit for the tax paid on your tax exempt purchase. Are NFTs eligible for the eBay vault? No, NFTs are not eligible for the eBay vault. Im in Canada, but I have a US address and use the US site, can I sign up for the eBay Vault? Not at this time. Currently, registration address and registration site = US is a part of eligibility to enroll in the eBay vault and to buy/sell from the eBay vault. For owner-initiated withdrawals, we dont check the registered address, only the ship-to address has to be in the US. We only check the ship-to address for eBay vault withdrawals in case someone moves, changes their registered address, then needs to get their cards out of the eBay vault. Can there be more than one person using the same eBay vault account? No, to keep the eBay vault secure, each user needs to enroll for their own account. Your eBay vault access will be associated with your phone number and email address, and you'll use these unique identifiers to safely log in. Individual and business accounts are eligible for an eBay vault

account.

- Can I visit the eBay vault to check on my cards?

No, for security reasons, the eBay vault is a private secured facility.

- You can view high-quality photos of your cards, plus stats about their value in My eBay > Collection beta > The eBay vault.

- Will I be charged to use the eBay vault?

- Storage in the eBay vault will be free for a limited time.
- Members will be charged whenever they want to withdraw an item from the eBay vault.
- For sellers, the final value fees are reduced on items sold from the eBay vault.

- Is there a cooldown for items in the eBay vault before they can be withdrawn? Meaning could someone decide a few days/weeks after their purchase arriving at the eBay vault to withdraw it?

- There is not a cooldown period for items in the eBay vault.
- Once the item is stored in the eBay vault, owners will go through the normal withdrawal process to remove it.
- The amount of time spent in the eBay vault does not impact or change the process.

- Are there fees for the eBay vault? Who pays them and when?

- During launch, the only fees involved are for withdrawing your cards from the eBay vault and sending them to the owners' physical location.
- At launch, shipping from the eBay vault, storage and insurance fees are covered by eBay.
- Eventually, users will be charged a storage fee.
- Any change to fees for the eBay vault will be communicated in advance of the change happening.

- Can you explain the eBay vault fees in simple terms to me?

- Currently, the only way for most members to submit items to the eBay vault are as a buyer.
- When the buyer goes to checkout, they have the option to:
- Ship items directly to them
- Send an item to the eBay vault
- Or keep it in the eBay vault if it's already there

- When an item is not in the eBay vault:
- Seller is charged FVF for selling item (same as a normal transaction)
- Buyer is not charged to ship to the eBay vault
- When an item is in the eBay vault and sells:
- Seller is not charged FVF

(currently) If buyer keeps it in the eBay vault - only buyers premium charged (waived through EOY 2023) If buyer ships it to themselves - buyer pays for item, buyers premium, and withdrawal fee charged (withdrawal fee and premium waived through EOY 2023) https://pages.ebay.com/vault/fees/ is the most updated page for fees. How is the eBay vault secured? The eBay vault facility is protected by 24-hour security. Cards are stored in a climate-controlled environment, and using our state of the art Vault Management Tool (VMT) we will limit operator touches to receive, put away and if necessary, pick-pack and ship. Where is the eBay vault located? The eBay vault is in Delaware. What are the criteria (category, price point, PSA eligible) for the eBay vault? Single graded trading cards \$250 and above in the following category: Sports Trading Cards Non-Sport Trading Cards (movies, Garbage Pail Kids) Collectible Game Cards (Pokemon, Yu-gi-oh!, Magic the Gathering) Can my autograph or patch card be sent to the eBay vault? Autographs that are placed on the card (via sticker or pre-signing) by the manufacturer are able to be sent to the eBay Vault. Cards with relics, patches, aftermarket signatures, or autographs that were placed on the card in person are eligible for the eBay Vault. Are there plans to add other categories? At this time, the eBay vault is only available for AG-eligible Trading Cards. However, we are always evaluating new opportunities. How long do I have to wait until my funds are released? Transactions within the eBay vault and shipped from the eBay vault: follow standard hold timelines Items going into the eBay vault: Funds will be transferred to the sellers account upon the successful authentication of the card. Once successfully authenticated, the funds will take 1-2 days to transfer to the sellers account. Is there a max amount of cards that can

be stored through the eBay vault? There is no cap at the moment.
 My item isn't showing correctly in the eBay vault / the information on my card isn't showing in the item title While we take every precaution to ensure eBay vault item aspects are entered correctly at the time the item arrives at the eBay vault, we appreciate you making us aware of any discrepancies. Items that are listed or sold are NOT eligible for title adjustments If the item is listed, the member will have to end the listing to adjust the title. They can then relist from the eBay Vault If a member reaches out asking for a change in their title, please direct them to the edit option within their eBay Vault view (upper right of the current title, selecting the pencil icon) to request the change.

 When a member requests these changes, some may be automatically approved, like reordering of the title. For aspect changes that need to be reviewed, an email will be generated to the Verticals Back Office Team to allow them to review the aspect change request. If an aspect change request is accepted, the member will receive a notification (by email and on item page) If an aspect change request is declined, they will get a notification and the option to resubmit If there is an error (i.e. misspelling of an aspect), the member will get a notification with our suggestion and then the member will have the option to accept or reject the suggestion If a member has updated their title through the edit option on the site, Back Office will not be able to make any changes to this aspect as the member's change takes precedence. Direct the member to request it again through the edit option in the vault Example: Member requested to update the year but input the wrong information, Back Office will not be able to correct this, the member will need to make the adjustment through the edit option again with the correct information. NOTE: If they do not have the option to edit (no pencil icon), please follow the process below to request a change through the BO Verticals team For items that do not have the edit button in the vault: If there is a

misspelling, missing information that is on the slab or wrong information in the title, we can request to update those item aspects Requests for updates generally take up to 3 business days Once the updates are complete, you will see them immediately within your Collection. There's no need to contact us back We can only update misspellings, information that is missing in the title but clearly shown on the slab or completely wrong information in the card title. We are not able to add additional item aspects to the card details if they are not part of the slab Examples of what can be updated (not a complete list):
Spelling errors Misrepresented (incorrect) Grade
Misrepresented (incorrect) Grading Company Title is for a completely different card than what is shown in the images Missing information that is clearly shown in the image Advise the member prior to submitting the request that, If we make this change, you may possibly see a change in eBay market value Internal Information Verticals teammates are the only ones who can request these updates. Make sure your request includes the following: Member Username Card Name as shown in the eBay vault Original EVTN from card purchase Error member is reporting (misspelling, missing aspect) Image as shown in the eBay vault (attach or send to BO request) Verticals teammates will submit a SR to Back Office through communicator: Vertical: Back Office
Classification: Selling > Listing Queries I requested to have my title updated, and the information was added to aspects, but my title doesn't read as I want it to Vault titles are built based on item aspects from the physical card slab. We use the aspects to build a title that shares relevant and most commonly searched aspects, while also adding relevant aspects where possible.
This means that some aspects may drop off if the title is over the 80 character limit. Rest assured that while the aspect may not be in the title, it is still

searchable by being included in the aspect list.

- We are not able to provide customized titles at this time.
- If your card was ingested into the eBay vault after 7/10/2023, you can reorder the vault title. To do so, select the edit option within their eBay Vault view (upper right of the current title, selecting the pencil icon). From here you can select to reorder the title, and submit once complete.
- I requested a title update, and my vault shows the correct title, but the item I have currently listed from the vault isn't updated. Can you update my current live listing from the vault?
- We are unable to update the title in the listing, but once the vault title has been updated, you can relist to reflect the aspect and title updates.
- The images for my item in the vault are blurry/incorrect/wrong card/not clear/etc. While we take every precaution to ensure eBay vault images are entered correctly at the time the item arrives at the eBay vault, we appreciate you making us aware of any discrepancies.
- If the images are unclear or inaccurate we can request the vault team retake these photos.
- Requests for updates generally take up to 3 business days.
- Once the updates are complete, you will see them immediately within your Collection.

There's no need to contact us back.

- If the listing is currently live, you may need to end and relist to see the photo updates.
- Internal information
- Verticals teammates are the only ones who can request these updates.
- Make sure your request includes the following:
 - Member Username
 - Card Name as shown in Vault
 - Original EVTN from card purchase
 - Error member is reporting
 - Image as shown in Vault (attach or send to BO request)
- Verticals teammates will submit a SR to Back Office through communicator:
- Vertical: Back Office
- Classification: Selling > Listing Queries

[a id="Seller general questions" name="Seller general questions">Seller general questions](#) What does hassle-free selling mean with respect to the eBay vault?

- When you're ready to sell a card in the eBay vault, eBay makes it

easy by prepopulating the listing and handling the fulfillment of orders.

- For items that are sold from the eBay vault, you'll receive your sales proceeds when the buyer's payment completes.
- Can others see what I have in the eBay vault?
- No, only what you list for sale will be visible to others on eBay.
- How often do you ship to the eBay vault from the authenticator?
- Will my card be sitting there until you have a full shipment?
- We are planning to have a shipment to the eBay vault every day, even if there is only 1 item to go there.
- The only time we don't ship is if there were no cards for the eBay vault processed pre FedEx cut off.
- Why use the eBay vault? What are the benefits?
- Same day rapid payment for items sold from the eBay vault
- Discounted final value fees on items sold from the eBay vault
- Final sale for all the eBay vault transactions (no returns)
- Easier listing flow and hassle-free fulfillment (streamlined way to sell)
- What if the buyer receives the card after withdrawing from the eBay vault and discovers a discrepancy with the listing?
- All items in the eBay vault have passed authentication, so we do not expect a buyer to have concerns with a withdrawal.
- When a user withdraws an item from the eBay vault, their transaction is for the withdrawal fee only.
- For this reason, withdrawals and the withdrawal fee are not covered by eBay Money Back Guarantee.
- In the case of a concern with wanting to return a withdrawal due to Not as Described, all withdrawals are Final Sale.
- In the case of a concern with the withdrawal item arriving damaged, members will need to contact GCX. See https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1779&ViewLocale=en_US#withdrawalFromVault

Withdrawal from the eBay vault

section below for steps to resolve.

- How do I list my card that is currently in the eBay vault?
- To list a card in the eBay vault, first view your item by going to My eBay > the eBay vault. Then select your card and choose create listing.
- IMPORTANT NOTE: if you list or relist an item in the eBay vault from any page other than the eBay Vault, it will cause an error in the

transaction being processed. If this happens, you'll need to cancel the transaction and then relist from the eBay vault.

- What aspects am I able to edit when creating my listing?
- You are only able to edit Price and Format-related details of a listing.

How do I get photos to list my item in the eBay vault?

- Only images from the authenticator are allowed on the eBay vault listings.
- When an item entering the eBay vault passes authentication, the authenticator takes multiple high resolution photos of the card.
- If I withdraw the cards, do they stay in my collections or are they removed?
- When a card owner withdraws a card, it leaves the eBay Vault section of Collection but remains a part of their eBay Collection with the status Withdrawn.
- What if I want to sell my item on a different platform and not on eBay? How do I get my item back? (withdrawal)
- You must first withdraw your card from the eBay vault.
- You can withdraw cards by viewing the item in Collection.
- You will have the option to Withdraw this item on the item view in Collection.

How are selling limits going to work with eBay vault transactions? Since we have the cards in our possession are we going to allow higher limits for these sales?

- We are excluding eBay vault items from limits enforcement calculation.
- eBay Vault items will not be taken into account while doing the calculation for the seller's monthly selling limits.
- The exclusion is only if the item is in the eBay vault.

Buyer general questions

Buyer general questions How will my item be shipped from the eBay vault to me (the buyer)?

- The shipping method will vary depending on the value of the card you are shipping.
- Items valued \$100k and above will be contacted directly from Back office to arrange shipment.
- Please refer to the shipping matrix [Matrix in progress] to see which method your item qualifies for.

What does seamless buying mean with respect to the eBay vault?

- When you buy a card that's already in the eBay vault and decide to keep it there, ownership transfers as soon as your payment completes.
- How

can I trust what I'm buying when I send it to the eBay vault? Cards in the eBay vault are inspected by independent experts and insured. Every item in the eBay vault is backed by Authenticity Guarantee. How do I know if a card I want to buy is already in the eBay vault? Cards that are already in the eBay vault will have an eBay vault badge next to the listing photo.
 Simply browse eBay like you normally would. What happens if I buy a card that is already in the eBay vault and keep it there? When ownership changes for a card within the eBay vault, we will transfer ownership immediately without physically moving the card. Why use the eBay vault? What are the benefits? Store your high-priced collector pieces in a physical vault to ensure security, proper storage conditions and fulfillment (premium service) Rapid vault-to-vault transactions with instant ownership transfer Vault is located in a state without use taxes (though taxes may apply upon withdrawal of the item) Dedicated eBay vault customer service team We'll take high quality images of your cards going into the eBay vault and ensure all relevant item aspects are added to your card when it shows up in your Collection. Cards in the eBay vault are inspected by independent experts and insured. Every item in the eBay vault is backed by Authenticity Guarantee. Enhanced security so no one else can access the eBay vault(2FA) Eligibility: Graded cards \$250+ only backed by Authenticity Guarantee Price guide integrated with the eBay vault view View your items in the eBay vault through Collection Signing up for the eBay vault questions Why is 2FA required for members of the eBay vault? Using Two-step verification (also called Two-factor Authentication,

or 2FA) to protect your eBay account prevents a malicious actor from accessing the eBay vault even if they discover your password, by requiring authentication from a secondary device when you log in.

- Step up authentication using SMS OTP to a member's phone will prevent a malicious actor from withdrawing an item or listing an item for sale from the eBay vault on a member's behalf.

Why do I need to set up two-step verification for my eBay account to use the eBay vault?

- We take pride in keeping the eBay vault extremely secure. Two-step verification is a requirement for all members of the eBay vault.
- Protecting your account helps prevent a malicious actor from accessing the eBay vault with your credentials, even if they discover your password, by requiring authentication from a secondary device when you log in.

Why do I need an account recovery PIN and what should I do with it?

- A members account needs to be 2FA-enabled in order to use Vault. When an account is 2FA -enabled, there are 2 factors needed for authentication.
- The first factor is generally the Password and the second factor is SMS OTP notification.
- In the case of mobile, the first factor is Push notification and second factor is SMS OTP notification.
- In some cases, the user has the option to specify a backup second factor which is Email OTP.
- When the member wants to use their Vault for listing to sell or withdraw activities; they would need to complete step up authentication with SMS OTP.
- If the member does not have access to their device to complete the required step up authentication with SMS OTP, they are able to use the backup code/Account recovery pin in lieu of this second factor.
- Will customers ever get additional Recovery pins if they are forgetful and gone through the single time use codes?
- You will need to go through the Account Recovery process in the unlikely event you need new Recovery codes for the eBay vault.
- Internal Information
- The E2M Premium Services team will assist with the account recovery process.

Please refer to the Transfer Guide for Vault Account Recovery

We may launch self-service options in the future.


Why am I receiving an error /

being asked to contact eBay when I try to enroll for the eBay vault? Accounts with a risk or compliance concern may be blocked from enrolling for the eBay vault until the concern is resolved Internal Information Please refer to Instructions/Steps to Resolve for a list of account issues that may prevent a member from enrolling for the eBay vault Checkout/ Shipment/ Storage questions Can I store my card in the eBay vault if I am located outside the United States? No, the eBay vault is currently only available in the United States. Are cards stored in the eBay vault stored by eBay or another company? eBay is the owner of the eBay vault and therefore the card will be stored by eBay. If a buyer purchases a card from the eBay vault and has it shipped to them accidentally instead of keeping it in the eBay vault, can they have it sent back to the eBay vault at a future time? Members can now submit cards directly to the eBay vault. More info at Vault Submission. If a buyer changes their mind on having their card sent to the vault and it is either at or on the way to the authenticator, is there a way to have it shipped to them instead? At this time we are not able to change the routing. The item will need to complete its delivery to the vault and then the buyer can withdraw it and have it shipped to them. How does eBay package and ship cards that are sold or withdrawn from the eBay vault? Our dedicated team meticulously packages the cards in custom protective packaging and provides tracking information as soon as the card is on its way to you. What types of notifications will go to buyer and seller as their item ships to/from vault? Transactional email and push notifications confirming your order, providing an update when enroute to the eBay vault and a confirmation of the successful

ingestion into the eBay vault. If you sell a card from the eBay vault, you will receive the typical Seller transactional emails with information about its processing from the eBay vault (i.e. eBay will handle the shipping). How will I know when a card I purchased or sold has arrived at the eBay vault? You will get a notification when the item has shipped from the seller and a second notification when it has arrived at the eBay vault. In between, you will see when it has arrived at our Authenticity Guarantee partners facility and passed inspection. Due to the secure nature of the eBay vault location, buyers will not have full visibility into the tracking details from the authenticator to the eBay vault. If the eBay vault is in Delaware, why am I shipping the card to another location? All cards destined for the eBay vault are required to go through our Authenticity Guarantee service at no cost to the buyer or seller. If your buyer chooses to send their purchase to the eBay vault, you will first ship the card to the partners facility to be inspected by professional, independent experts. Why cant I (the buyer) see the tracking from Authenticator to Vault? eBay will help transport your card from our authenticator to the eBay Vault for safe storage and archival. While we dont share the carrier tracking details, we will provide proactive updates about where your card is up until the item is available for viewing in your Collection. How long can I store my card in the eBay vault? No limit to the amount of time stored. Are vault transactions covered by eBay Money Back Guarantee? Transactions that are shipped to the eBay vault are covered if the item is lost or damaged in transit. (shipping from authenticator to vault or from vault to a buyer). Items withdrawn from the eBay vault are NOT covered. See </a href="https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1779&ViewLocale=en_US#withdrawalFromVault">Withdrawal from the eBay vault for more information. Are items stored in the eBay vault insured? eBay insures all items in the eBay Vault; for more information, see the eBay vault User

Agreement.

- Where can I see my item in my Collection?

- Your items will appear in the eBay Vault section under my eBay within 24 hours of the card being stored in the eBay vault.


<https://cskb.qa.ebay.com/library/EBAY/GUIDE1779/vault.jpg>

[id="Vault Submission" name="Vault Submission"](#)

Vault Submission

What is vault submission?

- Vault submission allows eBay members to send items they own directly to the eBay vault for storage, fast trading, and selling.

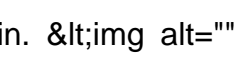
Member questions

How do I submit cards to the eBay vault?

- You can click through to the vault submission from your eBay vault. Once there, select Create submission to get started.

What is the vault submission process?

- Create submission: Set-up the submission with the correct ship-from and return addresses. Download the template, and prepare the CSV file on your computer. Upload this sheet back up to this page.
- Review details: All the required information about the cards must be filled out to proceed. Review any missing information or information errors in order to proceed. You can edit any card details by selecting the pencil. If many cards have errors, you can also start over and clear your submission in order to fix all the issues in the CSV directly and upload it again.



https://cskb.qa.ebay.com/library/EBAY/1779_GUIDE/Review_Details.png

- Confirm submission: Make sure the cards you want to send are on the list, and that the cards you don't want to send have been removed. This submission cannot be edited after placing the order.
- Pay submission: Checkout will be the standard process of selecting any method of payment. The item being checked out is the card submission fee. The delivery will be noted as \$0 and the customer is directed to ship the submission on their own (including getting a label). It will appear as though there is a \$1 fee per card that is nulled with the help of a coupon that is auto applied and that the customer will not be able to remove/edit.
- Shipping your submission to the authentication center: Ship your submission by the date associated to your submission. Make sure to upload your tracking number to the submission details.

You can get to your submission details through the checkout confirmation page, your confirmation email, or through the submission to vault section of your eBay vault.

- Track your submission: Once you have submitted the tracking number of your submission, and your submission is shipped, you'll be able to see any updates to your submission on your submission details.
- Your submission is complete once all the cards are secured in the vault, and any cards returning to you have been delivered.

How can I successfully fill out my spreadsheet for submission?

- Each downloaded template will have instructions. Ensuring to follow them, not editing/removing any column titles, will help ensure the order of the entries are correct and match how the submission fields will be filled. This will also reduce the amount of time needed to edit card entries in the Review details screen.
- Note: When filling out the spreadsheet in the bulk submission form, members should not make any changes to the header or add any new rows above the header row, otherwise the file won't be accepted.

What fields do I have to fill out for my submission?

- The fields required vary per category and are clearly marked in the submission form.
- I made an error on my submission, how do I correct it? (pre-ingestion)
- Open your submission by clicking through the vault submission of your eBay vault and selecting the draft submission. Go to Review details by selecting the stepper at the top.

You can edit any card in your submission by selecting the pencil icon and saving your changes.

- I made an error on my submission, how do I correct it? (post-ingestion)
- Card details cannot be edited post-transaction.
- I forgot to send a card, can I add it to my submission or do I need to make a new submission?
- We are unable to add to an existing submission, you will need to create a new one.

What addresses are accepted that I can ship from?

- US addresses only, no PO Boxes, or APO/FPO etc.
- What do I need to include when shipping my submission (checklist)?
- The cards in the submission, which can be found on the packing slip, along with the packing slip. Remove everything else from the package as we will




dispose of any sleeves, marketing materials, etc. (same as AG).

- Why do I have to print my own label for this?
- While this feature is not currently available, we are actively working to build the capabilities needed so labels can be provided on site. We expect to have this later this year.
- Now that I have submitted my order, what are my shipping instructions?
- Only ship the items listed on the packing slip. Note: Only trading cards are eligible for submission to the eBay vault. Do not combine multiple submissions into one package as this can cause issues at the Authentication Center.
- Use a bubble mailer or a carefully packaged box with a minimum of 2 padding between your cards and the corners of the mailer or box.
- Make sure to include the packing slip in the package.
- Once the confirmation email is received, get a shipping label to the ship to address from the carrier of choice (labels on site are not provided for MVP).
- Add the tracking number to the submission.

Note: We'll inform the submitter once the package reaches the authenticator, when items are approved for the vault, and if we need to return items back. Latest updates are always on the submission details page.

How do I track my Vault submission?

Once the submission is on its way to the vault, you will be able to track it from our authenticator to the eBay vault by checking the submission in your purchase history. Note: These tracking numbers are internal eBay tracking numbers and the member will not be able to use them to track through an external carrier.

Where is the members inputted tracking number stored, for GCX to access if a member calls in for their vault submission?

Members will be able to see the tracking number they input to the authenticator in their submission status. We do not provide the tracking details from the Authenticator to the Vault to keep the vault location address secure. If there is a concern with the items going from the Authenticator to the Vault, please escalate through the

escalation process for us to investigate.

- I no longer want to send my cards to the Vault, can I cancel this order?
- You can cancel the order within 10 business days by selecting the cancel option on the View Order Details screen.
- I noticed my order was canceled, but I didn't cancel it. Why?
- Your order was likely canceled because it was not shipped in time. Members can see the cancellation reason on the View Order Details screen.
- I got a notice that one or more of my cards was getting sent back. Can you tell me why?
- One or more cards failed authentication.
- Why did certain cards fail authentication?
- These reasons would be the same as AG.
- Internal Information
- There's no vetting of the value of the card, so eBay finding out the card was below the dollar threshold for Vault is not a reason we will fail authentication.
- Why did certain cards fail eligibility as when I added information in the spreadsheet?
- Certain cards failed eligibility because the value of the card is too low for the current threshold of the eBay vault.
- Why did my submission fail?
- Pre-transaction: Refer the member to the error message on the submission form.
- Post-transaction: If the full submission failed, it would mean that the card details input into the submission did not match what was sent or that authentication failed for all of the cards of that submission.
- A complete list of Vault Submission site errors and reasons can be [found here](https://docs.google.com/spreadsheets/d/1NsVPNtcTRZYaylwHDmEQ4OjYsI84hS0DITdOf3vfvec/edit#gid=0).
- id="forget to send all the cards" name="forget to send all the cards"
- What do I do if I forget to send all the cards in my submission?
- Generate another shipping label and send cards to Auth Ops
- Add EVTN from the first shipment to the label for the second shipment
- Include a copy of the same packing slip from the original order, with notes or an indicator of what's already sent and what is being sent now
- Handwrite a note indicating this is a supplemental package
- Submit a

request to Back Office for a Quickbase ticket to inform Auth Ops. What do I do if I've sent more cards than expected to the Vault and I want these cards to be passed to the Vault?

- Pass along the pictures of the extra cards received by Auth Ops to the submitter Have them generate another submission using the details provided in the photos Submitter will then pay for the Vault Submission fee Ask the submitter for the new EVTN Submit a request to Back Office, including the new EVTN, for a Quickbase ticket to inform Auth Ops How do I ship my items (premium Malca Shipment) Individually wrap Wrap each slab with bubble wrap rubber banded, or taped around the slab Double Box Place all items in a corrugate box (inner box), take care to fill any gaps within the corrugate with bubble, foam, or dunnage paper Include Packing Slip eBay provides a packing slip with each submission. Print the packing slip and place inside the inner box Airtight and Secure Packing Inner box packing should be airtight and secure. Place inner box into another corrugate box (outer box). Put dunnage as needed so all contents do not move around when shifted H-Method of Taping Tape inner box and outer box closed with the H-Method Carrier Pickup Provided Supplies When the carrier comes to pick up your shipment, they will bring a sack and transportation seal Sealing your Shipment Place the shipment into the carrier provided shipment sack. Seal the sack with the carrier provided transportation seal. Take note of the Unique ID on the shipment Seal, and handwrite the Seal Unique ID on the label in black ink in the section provided Affix the Shipping Label Once the shipment is sealed within the sack, attach the shipping label Hand over shipment to carrier Do not place plastic slabs without properly packing into the box since there is high probability for damage. I'm using the premium shipment option (Malca) and they didn't arrive to pick up my shipment. What do I do now?
 - We have a dedicated team of specialists to help you in such an event. Please follow the instructions provided to you with your Malca label and email

DL-eBay-carriernotif_malcaamit@ebay.com. Teammate questions What are all the use cases for when Vault Submission fees should be credited or not credited? Fees should only be credited in the case of an error when a submission was cancelled and the refund was not automatically processed. We should not be crediting submission fees for any reasons outside normal crediting policy. What is the pricing for submissions and shipping options? Shipping and submission fees are covered for 2023. We will provide any updates regarding fees once available. The member is stating their submission does not match or a card is missing from their submission at x event. How do we research this? You will be able to see their submission through their vault account. Follow the </a href="https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1779&ViewLocale=en_US#forget to send all the cards">workflow steps&/a> above for reporting the missing/additional card. Who is included on the allow list/ who is able to submit cards directly to the vault? All active (non-suspended/restricted) members with an eBay account who have enrolled in the eBay vault will be able to submit their cards directly. If a member has an issue at checkout and pay, how should we submit these for review? These should be filed with MyIT as normal checkout technical issues. BO team - how many attempts should be made to contact the member in the less than/more than use cases? We will make 3 attempts to contact the member, split up 24 hours apart. Will Vault Submission be excluded from eMBG protections? Yes, INR or Returns will not be allowed. Who do I contact for issues with premium shipment (Malca)? Contact DL-eBay-carriernotif_malcaamit@ebay.com Be sure to include the following: Order Number EVTN Member ID Any malca details What the issue is How are labels created for premium (Malca) shipments? Our Back

Office Verticals teammates will work with the submitter to create the manual label

If a member is calling for the status of their Malca label you can submit a SR to Back Office through communicator:

Vertical: Back Office

Classification: Selling > Listing Queries

Be sure to include the following information:

- Order Number
- EVTN
- Member ID
- Any Malca details
- What the issue is

How are PSNADs determined?

We are using the same PSNAD matrix in place for Trading cards, and will reach out to members if a PSNAD is determined with the card.

What are the different site errors that a member could experience on site and why is a member getting them?

A complete list of Vault Submission site errors and reasons can be found here

How are we handling SNAD issues?

See new approved SNAD matrix:

Item Type	Issue	SNAD Reason (Authenticator Facing)	Public Note (Customer Facing)	Action
	SNAD	Graded	Condition	Encapsulation damaged for inspection
			The sealed plastic holder of your graded card is too damaged to confirm its authenticity or to examine for signs of tampering. Prior to future submission, please have this card re-encapsulated.	
Return to User	SNAD	Graded	Description	Serial number on card does not match submission
			Please update your submission with the correct grader serial number.	
Return to User	SNAD	Graded	Description	Grade, grader

incorrect

Please review and update your submission to ensure the grade/grader you provided is accurate.	Return to User		
SNAD	Graded	Condition	Slab certification is not active
The PSA certification number of your card is deactivated which requires the authenticator to return it. Prior to future submission, please contact PSA to resolve the deactivated certification.			
Return to User			
SNAD	Graded	Description	Year on card does not match year on submission
Please update the year in your submission to match your card.			
Return to User			
SNAD	Graded	Image	Card does not match image in the submission
Please review and update the image in your submission to ensure that it matches your card.			
Return to User			
SNAD	Graded	Title	Card does not match title
Please review and update your submission title with more details to ensure that it matches your card.			
Return to User			
SNAD	Graded	Description	Card does not match submission details/specifics
Please update your submission with more details to make sure that your submission information is accurate.			
Return to User			
SNAD	Graded	Card	User sent wrong card
The card you sent to the authenticator is not the same card displayed in your submission. Please send the correct card to the authenticator when you make a submission.			
Return to User			

[Authentication questions](#) name="Authentication questions">Authentication questions Will cards need to go through the eBay Authenticity Guarantee program before theyre admitted into the eBay vault?

- Yes, all cards will

be inspected by independent experts before they are stored in the eBay vault.
Cards in the eBay vault are backed by Authenticity Guarantee. Why do eBay vault items have to be authenticated? Can authentication be skipped when shipping a card to the eBay vault? In order to ensure the card you ordered matches the listing, all items stored in the eBay vault are authenticated. What third party authenticator will be used? Top rated grading companies, Certified Collectibles Group (CCG) and Professional Sports Authenticator (PSA) will be authenticating the cards. What tool will be leveraged to see the status of the authentication? Auth Ops Ginza Tool (internal to eBay) What if the card does not pass authentication on its way to the eBay vault? The item will be rejected by authenticator and returned to seller Both the seller and the buyer will be notified the item fails authentication or inspection If the seller lists the item incorrectly and the authenticator notices minor discrepancies, what will happen to the card? If the item is found to be not as described or miscategorized, it will be rejected by authenticator and returned to seller The eBay vault is only available (optionally) when the card is eligible for Authentication Guarantee. Can a card be eligible for Authentication Guarantee and not be eligible to store in the eBay vault? During launch, yes, only Authentication Guarantee eligible cards will be eligible to store in the eBay vault, but not all Authentication Guarantee eligible cards will be eligible to store in the eBay vault. Documentation questions Why do I need to send in documentation? Compliance request for hitting the eBay vault value threshold Verify identity to withdraw an item from or list an item from the eBay vault as member is unable to complete step up authentication using SMS OTP sent to device as part of the requirement to complete the eBay vault transaction. The member may not

have their device in their possession to complete the step up authentication as well do not have the backup code or account recovery pin that could be used in lieu of the step up authentication.

- eBay requires the user to provide additional documentation to verify their Identity

[ATO/ Ownership/ Account Recovery](#) name="ATO/ Ownership/ Account Recovery">ATO/ Ownership/ Account Recovery

What security measures are in place to prevent a hacker from withdrawing or placing an eBay Vault item?

- The eBay vault accounts are required to be MFA (Multi-factor Authentication or 2FA) enabled to be enrolled in the eBay vault

What does a vault member do if they lose access to their phone and cant sign-in?

- Vault members will be provided with an account recovery pin at registration which will allow them one-time access to their account if they lose their phone
- Vault members will be provided a secure account recovery process where after an identification check an account recovery pin will be physically mailed to the eBay vault member.

What does a vault member do if they lose access to their phone, cant sign-in and no longer has the recovery pin codes?

- Vault members can contact GCX (e2M Premium Services) to request vault account recovery.
- Vault members will be emailed a secure account recovery link to send identity documentation.
- After an identification check, an account recovery pin will be physically mailed to the eBay vault member.

[Protections](#) name="Protections">Protections

Buyer questions ingested into vault

Can I return an item purchased and ingested into the eBay Vault?

- Items shipped to the eBay vault are final sale purchases and cannot be returned.
- Items that were deposited into the eBay Vault have been authenticated and determined they were accurately described in the listing. However, you are covered under eBay Money Back Guarantee if the item is lost or damaged during shipping

How will I know my trading card arrived in the eBay Vault in good condition?

- High quality photos of the item and condition will be taken once the authenticator completes their inspection.

When the item arrives at the eBay vault it will be checked to make sure there was no damage done during shipping before depositing it. The photos taken during inspection will be shown on your item once it appears in your Collection. Are items that are ingested in the eBay vault protected by the eBay Money Back Guarantee? Items sent to the eBay vault and items in the eBay vault that are sold and shipped to a buyer are covered under eBay Money Back Guarantee if it is lost or damaged during transit. Items withdrawn from the eBay vault are not covered. See <a

(including shipping costs and any taxes) of \$750 or more, sellers are required to purchase signature confirmation to be protected if an item doesn't arrive at the authenticator or if the buyer opens a payment dispute.

- Am I protected against chargebacks as a seller?
- Sellers shipping to authenticator - You are responsible for the item to arrive to the authenticator in the condition that you described. In order to be protected from an item hasn't arrived chargeback you must be able to prove with tracking the item was delivered to the authenticator. If the item is more than \$750 USD you must also purchase signature confirmation in order to be protected.
- In the event of a chargeback, we may ask for additional information to help us defend it.

(Seller) What if my item is lost on the way to the authenticator?

- As a seller, you are responsible to get the item to the authenticator. If an item is lost on the way to the authenticator we will ask you to work with the shipping service to find the item. If you are not able to locate the item we will refund the buyer the full amount and seek reimbursement from you.
- We recommend using tracked services and signature confirmation to ensure the item arrives at the authenticator without any issues.

Withdrawal from the eBay vault

What is the process for withdrawal if I have a card over \$200,000?

- For High ASP items exiting the eBay vault, we are choosing to deliver those items through a secure shipping service that provides:
- Security
- ID check upon delivery
- and
- Expedited delivery to the member

- High ASP items are considered any item valued \$200,000 or more.
- Our Back office team will reach out to the individual withdrawing the card to arrange for shipment.

For these orders, the buyer will need to confirm the following:

- Able to take delivery within 10 calendar days
- Delivery can only be made to the address on the order details
- Person accepting delivery will need to have a valid, government-issued ID and be present to accept delivery

(Withdrawal value over \$200,000) What if my withdrawal from the eBay vault was canceled?

 eBay will cancel the Withdrawal request for cards over \$200,000 related to a secure shipment (see above) if the buyer: Cannot be reached by CS to confirm delivery details No longer wanted to Withdraw the item Cannot take delivery within 10 calendar days Requests to change the delivery address Note: eBay will also cancel the Withdrawal request if an ATO or risk-related issue was detected (Withdrawal) What if my item is lost after I withdraw it from the eBay vault? Owner of the item should report it to eBay. eBay will investigate and provide timelines for resolution on a per-incident basis. If the item is not found/no resolution, eBay will refund the owner See below for (Withdrawal) Claims Process for INR, Damaged In Transit For items lost within the eBay vault: eBay will make it right with the owner of the item (Withdrawal) What if my item is damaged after I withdraw it from the eBay vault? Owner of the item should report it to eBay. eBay will investigate and provide timelines for resolution on a per-incident basis. If sufficient proof of the damage during transit from Vault to the owner, eBay will refund the owner. See below for (Withdrawal) Claims Process for INR, Damaged In Transit (Withdrawal) What if the tracking shows delivered but I didn't receive my item? Owner of the item should report it to eBay. eBay will investigate and provide timelines for resolution on a per-incident basis. If sufficient proof of the owner not receiving their withdrawal is provided, eBay will refund the owner. The Withdrawal Claims Form will outline specific proof required for each use case. See below for (Withdrawal) Claims Process for INR, Damaged In Transit (Withdrawal) Claims Process for INR, Damaged In Transit Teamates will complete the eBay vault Withdrawal Claims Form and request any additional information prompted in the form. These

will then be worked by the Back Office team and the Business Unit to resolve the members issue.

- Is the withdrawal fee for each item? For example: If owners of items in the eBay vault have 3 cards sent to them at one time, is it the one charge or 3 charges?
- The withdrawal fee is per item.

Purchased and shipped from vault

What if I receive my trading card damaged?

- If an item arrives damaged it is covered under eBay Money Back Guarantee.
- You need to open a return request within 3 calendar days of receiving the item to let us know that it arrived damaged.

What if my item is lost on its way to me?

- We ship the items using a tracked service and using signature confirmation.
- In the unlikely event that the item is lost during shipping the item is covered under eBay Money Back Guarantee.
- You must report that the item hasn't arrived within 30 calendar days after the estimated delivery date.

What if tracking shows delivered but I didn't receive my cards?

- All items will be shipped using signature confirmation.
- In the unlikely event that the item shows as delivered but you do not have the item, report the issue as soon as possible so we can work with the shipping company to locate it.

Will my cards be shipped using signature confirmation?

- All orders shipped from the eBay vault will require signature confirmation.

Other Member doesn't know it's going to the authenticator/grader before the eBay vault? Why? Can we be transparent and show the tracking ...seller auth vault like we do with AG today?

- Tracking will be provided and show transit to the Authenticator.
- Any item sent to the eBay vault requires authentication prior to being stored.

How do the trading cards tools and features interact with the eBay vault?

- All items stored in the eBay vault will live in the eBay Collection.
- As a part of Collection, your items receive all the benefits of being accessible in Collection.
- Track your items price history, explore similar items sales, and list your item to sell via Collection.

Will eBay

Customer Service be able to communicate with the eBay person at the eBay vault since it will be considered internal? When necessary, GCX can submit a ticket to the eBay vault for required support. All requests will go through Back Office and should be outlined as a resolution pathway in this Guide. Why is an item stored in the eBay vault showing under review in my Collection? (INR/Dispute/Cancellation/SNAD) This means that your item currently has a claim or dispute open on it. Why cant I take any action on an item in my Collection that is stored in the eBay vault? (Can't withdraw, Can't list or sell) If you have been partially or fully refunded for an item, you will not be able to sell this item through the eBay vault. If you have been partially refunded, you can withdraw the item, but not sell it through the eBay vault. If you have been fully refunded, the card is no longer in your possession and ownership has transferred to eBay. Why is my item no longer showing in my Collection? If the buyer has been refunded in full the item will be removed from the Collection. </h2><h2>GUIDE.DETAILED_INFORMATION Withdrawal Fees Up to date fees for Vault can be found here: https://pages.ebay.com/vault/fees/ </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Member is encountering an error when attempting to list from the eBay vault or withdrawal from the eBay vault Ask the member for The exact steps they are following when they encounter the error The error message they encounter The time (as close as they can provide) when they attempted to list or withdrawal (including time zone). Submit a request to the back office team with this information so the eBay vault team can investigate the issue. Internal Information Verticals teammates will submit a SR to Back Office through communicator: Vertical: Back Office Classification: Selling & Listing Queries </h2> What are the steps for enrollment into the

eBay vault? When the member lands on the eBay vault landing page from varied entry points, they will be asked to read and accept the Terms & Conditions (T&C) for enrolling into the eBay vault service On accepting the T&C, the member will complete the step up authentication step that includes receiving an SMS OTP to their registered phone on file. User will enter the received SMS OTP and move to the next step Since 2FA being enabled is a requirement for eBay vault, if the member is not enrolled in 2FA, they will first complete 2FA enrollment by entering the Email OTP sent to their registered email address on file. If the user is completing eBay vault enrollment using their mobile device, the steps will be slightly different as under: After reading the T&C from the eBay vault landing page, the member will accept push notifications to their mobile device and thereafter. Complete the step up authentication step that includes receiving an SMS OTP to their registered phone on file. User will enter the received SMS OTP and move to the next step The final step in the eBay vault enrollment process is the Account Recovery Pin page which will display a 1 pin/set of x backup codes/account recovery pins that the user can take a Printout of or write down on a piece of paper to save in a safe place, accessible to them. This/these backup codes/account recovery pins can be used as a backup option for 2FA (eg. SMS OTP to mobile device) in case of an emergency when the member does not have access to their device to complete step up authentication using SMS OTP as required for most eBay vault related activities. How do I set up 2FA? The member will be guided through 2FA enablement of their account as part of the eBay vault enrollment flow. Why am I unable to sign up for the eBay vault? Accounts with an open risk or compliance/sanction concern will encounter a block and asked to contact eBay when they attempt to enroll Load the account in Agent Desktop and reference the Issue Viewer view If any of the following issues are

Open on the account, the open issue will need to be resolved before the member can complete enrollment Please refer to the date the issue was opened and review MAC notes from that same date that explain why the issue was placed and resolution steps for the member.

You may also refer to the Trust & Safety Issue Directory for guidance on how the member can resolve the open issue

 Issue List: Related to Selling: 12, 34, 49, 122, 123, 172, 173, 176, 181, 188, 216, 217, 218, 233, 234, 243, 305, 384, 386, 387, 419, 436, 730, 799, 86 Related to Sanctions: 461, 774, 779, 499, 453, 509, 884 Related to Buying: 248, 250, 308, 327, 358, 396, 585, 688, 825 (Teammate)

Where can I see if a member is registered for the eBay vault? Vault Flag visible in team mate tools In Agent Desktop using the Account Details View

Under Status Info look for Vault Enrollment = True/False

 How can the teammate locate the trading card within the eBay vault? Is there a unique identifier the buyer/seller will have? Piggybacking on the read-only version of Collection. Select Items in the eBay vault. Use CTRL + F to search for the item by the item title. (Teammate) Where can I see all the items in a members eBay vault? Piggybacking on the read-only version of Collection Select Items in the eBay vault

Member wants to unenroll from the eBay Vault The eBay Vault is voluntary. If the member no longer wants to use it, they simply need to not use it, including withdrawing any of their items stored in the Vault. Once enrolled, accounts cannot unenroll from the eBay vault. Some members may want to unenroll from the eBay vault, because they do not want their account in 2FA. 2FA cannot be deactivated on eBay vault accounts. Many of the new features we've introduced, and look to introduce in the future, will require 2FA to be enabled as it's the most secure method to keep accounts safe.

If the vault member is unable to complete 2FA due to an out of date phone number, follow

the Account Recovery workflow.

- Withdrawal/ List to sell

What are the steps to list an item in the eBay vault?

- Navigate to your Collection and view your "Items in the eBay vault"
- Find and select the eBay vault item you would like to list using the Status filter and Search features.
- On the eBay vault item View, select the Sell this Item CTA (Call To Action/Button) to create a listing for this specific eBay vault item.

What are the steps to withdrawal?

- Navigate to your Collection and view your Items in the eBay vault.
- Find the specific and select the eBay vault item you would like to withdraw using the Status filter and Search features.
- An option to Withdraw this item is available as long as the card is not in transit to the eBay vault, listed for sale, or has a case or payment dispute opened.
- When you choose to withdraw from the eBay vault, you'll pay for the withdrawal fee which includes processing, shipping, and insurance costs.
- Once the withdrawal request is in, eBay will fulfill your item from the eBay vault to the shipping address selected at time of checkout.

What if a member provides the wrong address on Withdrawal? Is there a way for us to re-route or stop the package?

- For launch, no, we will not have a way to reroute or stop the Withdrawal.

How can I withdraw my card if I am unable to complete 2FA (two factor authentication)? Can you disable/ reset 2FA since I am unable to?

- I lost my phone and have a new number.
- At the time of enrollment, eBay vault members are provided with a single/x number of Backup/ Account recovery pins.
- Neither the member nor GCX can disable 2FA for a member who is enrolled in the eBay vault.
- If the member has lost their phone and has updated their phone number, they would have to go through step up authentication to verify their new phone number.
- Members can continue with the eBay vault withdrawal using the new device that will receive another SMS OTP before the withdrawal can be completed.
- As part of a new update, every phone change for 2FA users will require an SMS OTP authentication to the old phone number to be completed and thereafter to the new phone number before the new number

can be saved.

- How can I withdraw my card if I am unable to complete 2FA and do not have the account recovery PIN?
- The member will have to go through an account recovery process if they do not have an account recovery PIN as a backup.
- Members can click on the Account Recovery link that will be presented as the next option if the member does not have an account recovery/backup PIN to use in lieu of SMS OTP for step up authentication.
- If the member needs assistance with the Account Recovery process, you can transfer them to E2M Premium Services following the steps outlined in the Transfer Guide for Vault Account Recovery.
- How do I get a new eBay vault recovery PIN?
- Members can access Pin Re-generation through the Security center in Account Settings (To be updated as this will be planned after initial go-live).

(Teammate) Where can I see if an item has been withdrawn from the members eBay vault?

- Withdrawals can be viewed in the member's Purchase history where we will show the withdrawal order.
- Withdrawals can also be viewed by Piggybacking into Collection and viewing the card details.

My account has been suspended, and I have items in the vault, how do I withdraw them?

- If a member is calling and has been suspended, you will need to send a request to the Verticals back office with the confirmed address for where the cards can be shipped.
- Make sure to include:
- User ID
- Date of Suspension
- Type of Suspension
- Is suspension appealable?
- Item titles in the Vault
- Address where the cards will be shipped
- Best phone number to reach them if necessary

What the member can expect:

- The cards will be removed from the member's vault.
- Generally, the cards will be shipped within 3-5 business days after being removed from their vault.
- Once we have shipped their cards, they will receive an email to the registered email address on file with the tracking information.

Internal Information

- Verticals teammates are the

only ones who can request these updates. Verticals teammates will submit a SR to Back Office through communicator: Vertical: Back Office Classification: Selling & Listing Queries ATO/Ownership The eBay vault member had a sign-in that they didnt recognize and they are worried their account may be compromised Instruct the member to reset the password on their account which will sign-out any active sessions and review recent activity on the account My spouse / parent has passed away and they have items in the eBay vault. How do I withdraw them? There is a waiting period before property can be claimed after death. At that point, the requester will need to submit a certified copy of the death certificate and a legally operable letter of some sort in order to claim the property. </h2>