

eBay app for iOS & Android

GUIDE.SUMMARY What this article includes The information is organized in the following sections:

- [Summary](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1473&ViewLocale=en_US#Summary) - Who, what, when, where, and why.

- [Related links](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1473&ViewLocale=en_US#RelatedLinks) - Resources available on eBay, Google Play, and from internal eBay sources.

- [Talking points](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1473&ViewLocale=en_US#TalkingPoints) - Top, general, eBay Motors-specific, and Android-specific comments and questions.

- [Detailed Information](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1473&ViewLocale=en_US#DetailedInformation) - Information, screenshots, and examples for the refreshed and updated Android features.

- [Instructions / Steps to resolve](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1473&ViewLocale=en_US#InstructionsStepstoResolve) - Steps customers can or must follow and

- [Troubleshooting Steps](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1473&ViewLocale=en_US#troubleshooting).

This article does not include information about:

- eBay mobile web (mWeb).
- Previous releases and apps that we've discontinued.

Where

Search, Buy

PayPal	Progressive Checkout with PayPal
Progressive Checkout on Exp Svc	
Progressive Checkout on core checkout	
PaisaPay	Listing, Selling
US	

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<http://anywhere.ebay.com/mobile/android/ebay/> eBay desktop and mobile tools

<http://anywhere.ebay.com> Get the eBay app for iPhone

<http://ebay.com/anywhere> (resolves to iPhone)

<http://anywhere.ebay.com/mobile/iphone/ebay/>
 Get the eBay app for iPad

<http://anywhere.ebay.com/mobile/ipad/ebay/>
 Community-powered support for eBay mobile

<http://community.ebay.com/t5/eBay-Mobile-App-Android/gp-p/Mobile-Android> eBay Community Community-powered support for eBay mobile

there so many ads? Where are my saved searches? Can I request an invoice from eBay sellers through the app now? Is there a way for me to me to pay sellers individually? Will you be introducing a Report a Listing link in the future? How do I navigate the new apps without getting lost? Where's my profile? Where are my saved searches and sellers? Where are my Search refinements? Where are my saved collections? What's this "Share screen with us" option in my app?

	Motors-specific
Are Vehicle history reports available on the eBay app? Is Vehicle Purchase Protection (VPP) available on the the eBay app? Is Market Price Analysis available on the eBay app? Why can't cars and trucks be listed from the eBay app? 	Android-specific</td> </td>
I'm trying to use the microphone to add my item description but it doesn't work. The app keeps dropping all the photos that I've added to my listing. I can see the new Android app is available in Google Play but I can't download the new version. What happened to Motors (Android)? 	iOS-specific</td> </td>
I can't use the Sell One Like This feature when item is an international listing. I'm still using the iPhone 4 and can't even upgrade to the latest version of iOS. 	Apple Watch for Iphone</td> </td>

Apple Watch is no longer supportedit has been removed from the app entirely at this time. There is no ETA on when support might resume.

Question	Answer
I'm not receiving any push notifications after upgrading to the	

current version. Is there a fix or workaround?

The customer should verify notifications are enabled and, if applicable, troubleshoot notifications. Following are the steps:

- Verify notifications are enabled.
- Go to Settings.
- Tap Notifications.
- If notifications are "off", slide the toggle to the right (or "on"). Otherwise, go to the next step.
- Troubleshoot notifications.
- If notifications are "on", slide the toggle to the left (or "off").
- Wait at least 15 seconds.
- Slide the toggle back to the right (or "on").

After the customer has followed these steps, they need to go back to the menu and tap Notifications. Have them verify if notifications are coming through. If they aren't, the customer may need to uninstall and then to reinstall the eBay app.

[Screenshot](#)

[I_just_upgraded](#)

Why havent you made changes based on my feedback?

Prior to the recent launch, we invited over 45,000 buyers and sellers to test our app in our most extensive beta program ever. We carefully considered the range of feedback and incorporated our customers ideas at every stage of development. User feedback is critical to help us prioritize future fixes and features. There is much more in the works and wed like to share updates based on some of the comments weve received since launching.

[Delete_my_notifications](#)

How can I delete my notifications?

Please open the menu and tap Notifications. Once you're there, you can delete any notification by swiping to the left and tapping Delete.

[FAQ_comments](#)

I've got comments about the new design of the app. Looks like some features were removed?

Thank you for sharing your feedback regarding the new design of the app. We recently released an update. At this time, we're gathering feedback, suggestions, and ideas. We'll take this into consideration for future app releases. I can send your general questions and feedback to our mobile development team.

Teammate instruction For more, teammate refers to instructions about

https://cskb.vip.ebay.com/cskbapp/art?page=content&id=KB1669&actp=search&viewlocale=en_US how to report a bug or issue through the TIP.

Thanks!

I want to revert back to the previous version.

Thank you for sharing your feedback regarding the new design of the app. At this time, we're gathering feedback, suggestions, and ideas. We don't have a set of reliable instructions to revert. Our developers recommend that you do not revert back to the previous version of the app. Teammate instruction Customers may inform you that they've seen steps from other customers that have been posted to online user communities. Although we're aware the steps are available online, we don't recommend customers follow those instructions. If applicable, teammate refers to instructions about

https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1452&actp=search&viewlocale=en_US Technical issues troubleshooting cache, cookies, browser, site bugs, and others.

Question	Answer
Will the View Item mobile summaries	Will the View Item mobile summaries replace the item descriptions?
	<ul style="list-style-type: none">No, the full item description is still available to shoppers the same as today.
Is there any	Is there any action I need to take?
	<ul style="list-style-type: none">No. There is no action that is required for sellers. We'll automatically create the View Item summary from the information included in your listing for all your listings. This means every listing a buyer views on our mobile platforms will show the View Item summary.
Can I control	Can I control what information is included in the View Item summary?
	<ul style="list-style-type: none">Sellers with Hypertext Markup Language (HTML) editing skills may indicate which content eBay should use for the View Item summary by encapsulating desired content in a special HTML tag attribute. Using HTML tags

requires some technical knowledge. eBay auto generated summaries will be limited to 250 characters. If a seller chooses to use HTML to generate their own summary, they can display up to 800 characters. This can be done using third party listing tools.

General

Question	Answer
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verify_status	How do I more easily view and verify status of
-------------------------------	--

	items with bids?	When you're on the Sell channel, the Active card will indicate if an item currently has bids/reserve met (indicated as will sell). Tapping on will sell will take you directly to the list of just those items.
--	------------------	---

Search_results_show	Search results show 2 items side by side.
-------------------------------------	---

	You can change the view of search results by tapping on Refine and selecting a different View icon.
--	---

Why_are_there	Why are there so many ads?	Ads and promotions are marked as Ad. All other content is eBay content and other merchandising.
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Where_are_my	Where are my saved searches?	Saved searches can be found by tapping the Search bar at the top of each screen or in My eBay under Saved.
------------------------------	------------------------------	--

FAQ_invoice	Can I request an invoice from eBay sellers through the app now?	No. This isn't a currently a feature of the app.
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FAQ_pay_sellers	Is there a way for me to pay sellers individually?	In the shopping cart, you can pay for the items for certain sellers by moving the others, ones you prefer not to pay at the moment, into Save for Later. That said, dont forget to go back and pay for items that you saved for later.
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FAQ_report	Will you be introducing a Report a Listing link in the future? Or does this new version already include that?	We don't have immediate
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plans to implement this feature. We agree that it's a feature we'd like to introduce.

How do I navigate the new apps without getting lost? You can navigate between Home, My eBay, Search, Notifications, and Selling.

Where's my profile? Your profile is accessible by way of the My eBay tab.

Where are my saved searches and sellers? Your saved searches and sellers are accessible from two places:

- In the Saved section of My eBay.
- Tap the search box at the top of the app to open up the search page, then scroll down the page to access saved searches and sellers.

Where are my Search refinements? To clean up the search results page we've removed the Carousel of refinements that used to sit in the header of the page. You can still access all the same powerful search refinements, just tap the Refine button to open the refinement panel.

Where are my saved collections? We had very few customers engaging with 'Saved Collections', and most of our customers were using them as custom watch lists. We've added the ability for customers to create 'Custom Watch Lists' on their 'Watch List' and are removing Collections.

What's this [Share screen with us](https://cskb.vip.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1474/Share%20screen%20with%20us%20picture.jpg) option in my app? That's an option we are testing at the moment. Not all eBay support representatives can utilize this feature. When that option is activated, we can see where you're at on the eBay site or app, but nothing else. This way we could guide you on the site or investigate an issue together (teammate: [see here](https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1614) for more info)

Question	Answer
Are vehicle history reports available on the eBay app?	Yes. Reports are available to customers who use eBay desktop and the eBay app (Android, iOS). eBay mobile web (mWeb) is excepted. For more about how the program works, see eBay Motors - Buying and selling vehicles .
Is VPP available on the the eBay app?	Yes. VPP is available to customers who use eBay desktop, eBay mobile web (mWeb), and the eBay app (Android, iOS). For more about how the program works, see ehicle Purchase Protection (VPP) - Money back program for Motors .
Is Market Price Analysis available on the eBay app?	Yes. Market Price Analysis is available on eBay desktop and eBay apps (Android, iOS). Mobile web (mWeb) is the only exception. On eBay apps, scroll down to see the analysis. It's just below the Vehicle History Report Summary. Market price is based on listings for similiar cars (same make, model) on eBay and other online platforms. For more, see Buying a Vehicle - eBay Motors .
Why can't cars and trucks be listed from the eBay app?	<ul style="list-style-type: none"> Motors listings are more complex than most other types of listings. Development is being done to add more categories to the eBay app all the time. We may have a mobile option on the eBay app in the future. Stay tuned. You can list cars and trucks using eBay mobile web (mWeb).

Question	Answer
I'm trying to use the microphone to add my item description but it doesn't work.	This is a bug in some specific Android Operating System (OS) versions and the eBay app cannot fix this problem. You might try this functionality on a different device or when the Google updates the Android OS.
The app keeps dropping all the photos that I've added to my listing.	Our developers report that this has been fixed. That said, if you keep seeing this I'd like to gather information to help them follow up, as follows: <ul style="list-style-type: none">Android deviceOSeBay app version (Up to date?)steps used to add photos (Camera versus Gallery?)photo software used to create photos for eBay
I can see the new Android app is available in Google Play but I can't download the new version?	As we've done previously, we may start our Android launch with a certain percentage of customers. This happens if the customer isn't part of the ramp allocation at that moment. If a customer calls, we can tell them that shortly, in the next few days, we'll ramp to 100% and that they need to redo the download to get the new app.
What happened to Motors (Android)?	The old eBay Motors functionality was removed from the Android app. In the meantime, you can still search for any Part or Vehicle using the regular search box and our powerful search refine tools.
iOS-specific	

Question	Answer
I can't use the Sell One Like This feature when an item that is an international listing?	That is correct. If a listing is from an international seller, the mobile app does not support the "Sell One Like This" feature. This has

always been the case on mobile. This feature, however, is supported on the desktop version of eBay.

What do I do? I'm still using the iPhone 4 and can't even upgrade to the latest version of iOS.

The new app versions support iOS 8 or newer. If your phone can't upgrade, you'll have to keep using the previous version.

Apple Watch for iPhone

Apple Watch is no longer supported; it has been removed from the app entirely at this time. There is no ETA on when support might resume.

GUIDE.DETAILED_INFORMATION

The customer can access these features in the app:

Home Android: Customers access 'Home' from a global navigation drawer available on most screens of the app.

Home provides access to the following:

- Search eBay
- Navigation pills
- Deals
- Categories
- Sell now: (Also accessible from My eBay by tapping Selling.)
- Active selling: Filters available. Items they're currently selling. (Also available from My eBay by tapping Selling.)
- Watching (Also available from My eBay.)
- Purchases (Also available from My eBay.)
- Can now see a history of 3 years OR 300 items
- Buyer history will also provide an update of whether the item is shipped, delivered, etc.
- Orders over 90 days won't show shipped/delivered and will say paid/canceled
- The 'Delete' function will no longer be there, you will always see your purchase history
- Bids & Offers (Also available from My eBay.)
- Saved (Also available from My eBay.)
- Selling (Also available from My eBay.)
- Dynamic content
- Watched Items
- Recently Viewed Items
- Give feedback or other special opportunities from eBay or eBay partners

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1474&viewlocale=e>

n_US&curPage=art&prevPage=srp#Deals">Deals Trending on eBay: The top three trends for items being searched on eBay. Sales & Events: Promotional and marketing information from eBay. Nearly all of the dynamic content included on the Home screen provide a link to More. iOS: Home provides access to the following: Search for anything (or "Search eBay") Categories (or "Browse Categories" Deals My eBay Android: My eBay includes access to the following screens: Note: Options to return Home, Search eBay, or to access the customer's Cart are available as the customer clicks through most My eBay options. The Android OS provides a return option if the customer wants to return to the previous option. Watching: Customers tap this option to access editable and sortable lists of active as well as ended items they've watched. Purchases: An editable history of the customer's purchases. Bids & Offers: Currently active bids and offers made along with items the customer did not win. Selling (or "List an item"): Filterable lists of items the customer is selling now, drafts of listings they've started, as well as the opportunity to list an item now or to have eBay sell an item for them (eBay Valet). Saved: Editable lists of searches and sellers the customer has saved. iOS: My eBay includes direct access to the following screens: Customer profile (if they've signed in): The customer taps their profile (or "avatar") for a quick overview of their Feedback, Member Since information, and the country where they're registered. They'll also be able to access the following: Items for Sale (Sortable, Filterable) See All Feedback (Filterable)

eBay for Charity (Editable, activity view).

Settings: Includes quick access to the following: Sign Out

Shipping Address or "Primary Shipping Address" (Editable) Personal Information (Editable) Change Password or "Reset your password" (activity view) Notifications or "Push Notifications" Country

Note: Includes an Auto-Detect feature. Customers enable this so that the country is detected using a combination of carrier location and primary shipping address. Clear History eBay Gift Card Balance eBay Money Back Guarantee User Agreement Privacy Advertising Opt Out About Messages

Watching: Customers tap this option to access editable and sortable lists of active as well as ended items they've watched. Both the Active and the Ended sections include options to Find, Refine, and to Sort watched items. Purchases: An editable history of the customer's purchases. There is a Find (or Find purchased items) option to search purchases. Bids & Offers: Currently active bids and offers made along with items the customer did not win. For items the customer did not win, there is an option to Refine (or to "Sort by") the following: Time ended: recent first Time ended recent last Priced lowest Priced highest

There is also an option to reset the filter.

Saved: Editable lists of searches and sellers the customer has saved.

Recently Viewed: Editable list of items the customer has searched for and selected recently. The Recently Viewed items view on the app allows single items to be deleted, whereas the desktop view only has the Clear All option.

Note: When a member edits their Recently Viewed items list on the app, the edited list will also be visible on the desktop view. Selling (or "List an item"): Filterable lists of items the customer is selling now, drafts of listings they've started, as

well as the opportunity to list an item now or to have eBay sell an item for them (eBay Valet).

- Help & Contact:

When customers tap this option, they'll see some of their recent orders. They can select the item they're concerned about. If they don't see the order they're concerned about, this section of the app also includes View all orders, Popular solutions, Browse by topic, and Contact us.

- Navigation Android: Customers can access a global navigation drawer two ways from most screens in the app:

- Tap the "hamburger" icon in the upper left near the eBay logo
- Swipe right from the left edge of their Android tablet or smart phone

The navigation drawer options include the following:

- Note: With the exception of Settings, options to return Home, Search eBay, or to access the customer's Cart are available as the customer clicks through most global navigation drawer options. The Android OS provides a return option if the customer wants to return to previous selection.
- Sign in with password verification,

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1473#InstructionsStepstoResolve> & Fingerprint ID, or

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1034> & Google

- Home
- Notifications: Lets customers know if there are any eBay activities they need to know about or to take action to resolve.
- Messages: Lets customers know if there are communications from eBay, buyers, or sellers they haven't reviewed yet.
- My eBay: includes

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1473#InstructionsStepstoResolve> & watching, purchases, bids & offers, selling & saved

- Categories

Categories: Enables buyers to browse by eBay categories such as Antiques or Video Games & Consoles. (Also available from Home. It's right after My eBay.)

- Deals

Deals: Featured, Tech, Fashion, Home & Garden,

Other Deals, and links to More. (Also available from home and navigational pills.)

Settings: Lets customers review or take action regarding the following:

- Shipping address
- Enter a new shipping address
- Specify a primary shipping address
- Personal Information (Editable)
- Sign out
- Change password
- Notifications
 - Buying notifications
 - Selling notifications
- Customize sounds
- Quiet times (eBay notifications are silenced, start time, end time)
- Country/region
 - Auto-detected by eBay based on primary shipping address or carrier location
 - Customer specified
- Clear search history
- eBay Gift Card Balance
 - Check balance with 13-digit redemption code
- Notes regarding gift card expiration, transferability, registered PayPal account, and a link to full terms and conditions.
- About
 - eBay Money Back Guarantee
 - User Agreement
 - Privacy
 - Advertising Opt-Out
 - Customer Service / Help & Contact
 - View all orders
 - Popular solutions
 - Browse by topic
 - Contact us
 - About
 - Legal
 - Help & Contact

If the customer is signed in, there is a second Home menu available where they can access their Profile. To switch between the menus, the customer taps their username or profile picture (or "avatar").

iOS: Persistent navigation (present at the bottom of most screens):

- Home
- My eBay
- Search
- Notifications
- Selling

While an activity view is open, the navigation bar may be unavailable. When that's the case, customers need to look at the top of the screen. They may need to indicate that they're finished with that activity by tapping: Cancel (upper left of the screen) Done or X (upper right of the

screen) Cart appears at the top right of most screens For example, when the customer selects an opportunity to give eBay feedback regarding the app or any other special offer banner, the navigational bar is unavailable. They'd need to tap the "X" in the upper right corner of the view to close and move to other screens. That also means the activity wasn't completed. Tire Finder

Screenshots of the tire finder module <a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1473&ViewLocale=

en_US#tabs-1">The tire fits the car <a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1473&ViewLocale=

en_US#tabs-2">The tire does not fit <a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1473&ViewLocale=

en_US#tabs-3">Tell us about your vehicle button <a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1473&ViewLocale=

en_US#tabs-4">Service error or timeout <a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1473&ViewLocale=

en_US#tabs-5">Guidance screen on multiple tire size options The

confirmation message will always have tire size info:

 Clicking on 'Lets find tires that fit' will take the member to a search results page with results

that match the member's selection

 When the user landed here directly from Deals, from an email marketing, or from other

promotional listing, we will show a button asking user for more information about their

vehicle

 Apple Touch ID Apple defines Touch ID as a fingerprint identity sensor that makes it easy for you to get into your device. It's a version of Fast Identity Online (FIDO). Note: We support authentication to only one eBay account per device. With this release, users with multiple accounts are not supported on one individual device. Customers opt into Touch ID as they sign into the eBay app. Note: The customer must provide their valid eBay sign in / password credentials. We display a warning that alerts the end user that any fingerprint stored on their phone or tablet can be used to access their eBay account. The concern is that - although the customer may be happy to share their device with a partner, friend, or family member - they may not wish to share access to their eBay account. After they register, customers can sign in with Touch ID. The does ensure the customer can make a quick visual check of the eBay username. However, for security reasons, the app does not display the customer's password. The customer can enable or disable Touch ID whenever they'd like, for security or for any other reason. If the app is unable to read fingerprint, the customer is asked to try again. Alternatively, the customer can enter the passcode they established when they registered their fingerprint(s). Note: The passcode is not their eBay password. Secure Local Pickup QR Codes What Sellers can use the eBay mobile app to scan a buyers QR code during local pickup to confirm that the item was successfully received by the buyer. This is not mandatory but is a benefit to both buyer and seller to show that the transaction was completed. When Launched May 21, 2020 Who Available to sellers and buyers who choose local pickup option for delivery How After purchase, the buyer receives a 6-digit code and a QR code in their email messages to

show to the seller upon meetup. Buyer should show QR code or give 6-digit code to the seller who will scan it or enter it in their app. The Seller can access the feature to add the 6-digit code or scan the QR code in either My eBay Selling by clicking on the Arrange Pickup banner or by clicking on the item in their sold items on the app and clicking on the Scan to confirm pickup button on the Closed View Item page. Buyers should not give sellers the QR code before picking up the item. More info In order to utilize this feature, sellers must use their mobile app to scan the QR code or enter in the 6-digit code. There is no desktop version. Once the QR code is scanned it provides a confirmed delivery tracking event. This marks the item as delivered. The funds release depends on seller standards, policies, markets, and other seller account related activities. Using this feature (rather than asking the buyer to leave feedback upon receipt) can release the funds earlier, but it is not required that sellers scan QR codes.

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Below are instructions for actions members can or must take using their device followed by https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1473&ViewLocale=en_US#troubleshooting Troubleshooting Steps


Finding items to buy

To search for items, enter keywords in the search box. To narrow your search results:

- Select Filter in the search results.
- Select the criteria you want to specify, such as Category, Condition, and Price.

Note: On the eBay app only, item conditions (Brand New, Pre-Owned, and the like) appear in search results automatically by default.

- Select Show More button to see further filter options.
- To save a search, tap Save (or the "heart" icon). If you can't find an item you saw previously, the listing may have ended or someone may have bought the item. You can also select Deals on the homepage to view daily eBay deals. Select the Featured Deals drop down button to browse the categories. "Item level pivots" (<https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1474/Item%20leve>

 provide quick access to [Item level pivots](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1474/Item%20level%20pivots%201.png); [filters](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1474/Item%20level%20pivots%202.png), [watching](#), and [visual search](#);

Buying items

To bid on an item:

- From the listing, tap Place bid.
- Select Confirm Bid.

If you've been outbid, you can place additional bids until the listing ends. To increase your bid, go to My eBay > Bids and Offers and select the listing. Select Increase bid.

To buy an item:

- From the listing, tap Buy It Now.
- Enter the quantity you want and select Purchase.

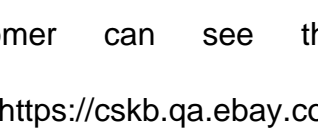
To check whether your item is on its way:

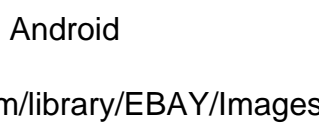
- Go to My eBay and select Purchases.
- The listing will show whether the item has shipped.

Generally, you can't retract or cancel a bid. Once you win or buy an item, you're obligated to complete the transaction and pay the seller. However, you can retract a bid if you accidentally entered the wrong bid amount, are unable to contact the seller, or if the item's description changed significantly after you entered your last bid.

Buy again

Customers will have the option to buy items again. This is designed to make purchasing easier for repeat items. The customer can see this from the menu screen:

 iOS

 Android

Paying for items

To pay for an item using PayPal or credit card:

- Go to the listing and, if you won the item, select Buy It Now or Pay Now.
- Log in to your PayPal account if you haven't already done so.
- If you'd like to pay with a credit card instead of PayPal, select the payment method. You'll have the option to add a credit card to your PayPal account.
- If you have a coupon or gift card to apply, select Gift Cards, Coupons and enter your coupon code.
- Review your order, then select Pay Now.

To use a

payment method other than PayPal or credit card: Go to the full version of eBay. Go to My eBay and select Purchase History. You may need to sign in. Find the item, then select Pay Now.

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timeframes, etc. see: Returns - Remorse, SNADs, False SNADs, and Forced SNADs (FSNAD) <h3>Item not received</h3> Tap My eBay then tap Purchase History Select the item you didn't receive Scroll down and select More Options Select the reason Item has not arrived Then select between I would like to get a refund or I would like to get the item Write a message to the seller Check the box I have read my text above again and confirm that the content is correct Finally select Send request To follow the open request, use steps 1-3 Internal Information For more details regarding INR policies, timeframes, etc. see: eMBG - Item not received (INR), including stolen from porch <h3>Listing items</h3> You can list an item for sale in a few ways: Enter the details of your item: Select Selling near the top of the screen. Enter a detailed title for your listing. If a product appears that matches what you're selling, tap it to prefill your listing details. Select a category for your listing. Enter your item details and be sure to include pictures of it. Tap Continue. Review your listing, and then tap List it. If this is your first listing, you may be prompted to set up a payment method for eBay selling fees and accept our user agreement. Use the Sell Similar feature: If you would like to sell an item like one you've sold before, select Selling, then Sold. Select the listing you'd like to sell again, then Sell Similar Item. Enter the details of your particular item, add pictures if necessary, and then tap Continue. Review your listing, and then tap List it. To relist an item: Select Selling, then Sold. Select the listing you'd like to relist, scroll down, and tap Relist Item.

If necessary, tap Edit Listing to change the details; otherwise, tap List it.

Tracking shipping

To add a tracking number for an item you sold or mark it as shipped:

- Tap , scroll to My eBay then tap Selling.
- Select Sold and then tap on your listing.
- Select Add Tracking Number or Mark as Shipped.

Contacting the seller

To contact the seller before bidding on or buying an item:

- From the listing, scroll down to About the Seller and select the seller's name.
- Tap CONTACT.

To see the seller's response, Tap and then Messages. To contact the seller after paying for an item:

- Tap , scroll to My eBay then tap Purchases.
- Select the item you want to contact the seller about.
- From the listing, select CONTACT THE SELLER.

Buyer didn't pay (unpaid item)

If you haven't been paid for an item that you sold, start by contacting the buyer:

- Select Selling near the top of the screen.
- In the Sold section, select the item.
- From the listing select CONTACT BUYER.

After learning a little more about the buyer's situation, you have a few options:

- If you can work things out, you can cancel an order.
- If you can't work things out, you can open an unpaid item case.

In either instance, you may receive a final value fee credit.

Your item was removed

If one of your listings was removed or if your account is affected by a limit or suspension, check your messages in My eBay for an explanation.

Seller makes offer to buyer (Seller initiated offer)

Sellers who have buyers watching an item, or have it in their cart, may receive guidance on making an offer to buyers. Seller can click Send offers to buyers.



width="706"> <h3>Update Automatic Payment Method (APM)</h3> If a seller's payment method has expired or isn't working, a line may show up to Update Automatic Payment Method. Click the link to add a new valid payment method. <h3>Item wasn't as described</h3> The eBay Money Back Guarantee covers your purchase price plus original shipping for virtually all items on eBay. We guarantee you'll get the item you ordered or your money back. You can open a request and let the seller know the item you received isn't as described in the listing and you want to return it. Let us know if your concern isn't resolved. If you're waiting for a response, you can check the status of your request. If you're not happy with the seller's resolution after 3 business days of opening your request, ask us to step in and help.
 You'll get an answer within 2 days, and if your request qualifies, we'll send you a refund. <h3>Forgot username or password</h3> If you forgot your username, you can sign in with your email address instead. If you forgot your password, you'll need to provide the email address registered on your eBay account. Keep in mind that for your security, we don't have access to your password. If you can't sign in here are a few more things you can do: Check for spelling errors Make sure the Caps Lock key on your keyboard is off Check that your browser's autocomplete settings aren't automatically filling in extra information for the username or password If you recently reset your password and can't find the eBay email about resetting your password, look in your "junk" or "spam" email folder. If you can't access your email, you may need to contact your email service provider. <h3>Reporting an item or listing</h3> If you see an item that isn't allowed on eBay or a listing that doesn't follow our rules and policies, let us know by selecting the REPORT THIS ITEM button near the bottom of the listing. <h3>Using the Watch list</h3> Adding items to your watch list Type your keywords into the search box. Tap Search. In the search results list, when you see an item you like, tap its photo or title link to view the item. Scroll down till you see the Watch

button, click Watch. Remove an item from your watch list
Tap , scroll to My eBay, then tap Watching.
Select the item you want to remove. Scroll down till you see the Unwatch
button, click Unwatch. Find your watched items
Tap , scroll to My eBay, then tap Watching.
Select ACTIVE or ENDED Tap the listing to view more
information <h3>Turning notifications on/off</h3> You can set
notifications for when you've won an item, when you've been outbid, when an item is ending soon
etc. To set up notifications: Tap , scroll to My eBay, then
tap Settings. Select Notifications. Make sure your
notifications are turned on by selecting Push Notifications.
Select Buying. Turn on the notifications you'd like to receive, such
as Item Ending, Auction Updates, Offer Updates, and Order Updates. If you've
followed the steps above to switch on notifications but are still not receiving them, try signing out of
the eBay app and then signing back in. <h3>Filter Search Results to items located in your
home country</h3> Note: For many locales, the default is Any. There isn't an option to
set your home country as a default item location for search results.

 Heres how to
filter search results to items located in your home country: Search eBay.
When you have search results, tap Filter. Tap Item
Location. Select your home country (for example UK Only).
Tap Done. All of the items in your search results will be ones located in your home
country. Follow these steps to verify your country settings: Go
to My eBay. Tap Settings. Tap Country.
If youre in your home country, you can enable Auto-Detect. Otherwise, tap Country
and select your home country. Teammate instruction Although country settings
don't filter search results on the app, it will enable the customer's home country as an option for

filtering their search results. Exceptions include countries and regions such as Brazil, Latin America, and the Russian Federation which are part of our GBH and / or Geo Expansion programs.

How do I delete multiple unsold items?

- Tap on Edit on the upper left
- Select the item(s) to be deleted
- Tap the delete button at the bottom of the screen

How do I delete my drafts?

- Go to 'View all drafts' from the Selling channel
- Tap 'Edit' on the upper left
- Select the draft(s) you want to delete
- Tap 'Delete'

Note: If you're on an iPhone, you can also swipe to delete from the main Drafts page. If the drafts still appear on the home page, pull down to refresh the page.

Which Box? (Android Only)

How to use this feature:

- From the Home Page, tap 'Selling'.
- Tap on 'Will it Fit?' at the bottom of the screen.
- The system will prompt the customer to place the item on a surface (non-reflective works best).
- Aim your camera at the surface and move around to help map the item.





The customer may receive an error message if the Augmented Reality cannot detect a surface; have them try again

Once AR has found a surface, select a box and tap where you want the box to appear; tap again to move the box

Move your camera around the box to see if it fits (don't forget to leave some extra

code using the eBay mobile app. To access the feature, the seller should click on "Selling" in the eBay app, then click Sold. Then they should select the item they wish to deliver and tap on "Scan to Confirm Pickup." They can also get to this from their Messages. See screenshots below.

Screenshots:

iOS:	
	
	

src="https://cskb.qa.ebay.com/library/EBAY/1473_GUIDE/iOS_3_SecureLocalPickup.png">

Android:

Buyers: Buyers receive an email in their Messages. The email will have the QR code for the seller to scan. The QR code or 6 digit code can also be accessed in their My eBay Messages. Note that this experience is for just local pickup transactions. It's not for BOPIS (buy online pick up in store) or PUOD (click and collect in stores).</h2><h3>Troubleshooting Steps</h3><h3>Verify you are logged into the eBay app</h3>Click and verify your user name is listed at the top of the screen.If it says "Sign in" instead of your user name, click Sign in.Enter your user name and password and click Sign in.<h3>Shutdown/restart the app</h3>Press and hold the Home button to display recent apps.Swipe left or right on the app's thumbnail image to quit the eBay app.Press the Home button, and then restart the eBay app.<h3>Force Stop the app</h3>Open your device's Settings app.Find Apps or Application manager (depending on your device, this may be different, possibly under "more" settings).Select the eBay app from the list.Tap Force Stop.<h3>Reboot the device</h3>

 Depending on your device, this may be different Hold down the Power button until the device restarts. (about 30 seconds) Hold down the Power button to bring up phone's Power options. Tap Power Off or Restart.

 Check for app updates Android Open the Play Store app. At the top left, tap Menu . Tap My apps & games. Apps with available updates are labeled "Update." If an update is available, tap the eBay app and then Update. iOS Open the App Store. On top right, click Account icon. Scroll to AVAILABLE UPDATES. Apps with available updates are labeled "Update." If an update is available, tap the eBay app and then Update.

Clear the app's cache Open your device's Settings app. Find Apps or Application manager (depending on your device, this may be different, possibly under "more" settings). On the list, tap the eBay app. Find Storage. Tap Clear cache.

Clear the app's data Open your device's Settings app. Tap Apps or Application manager (depending on your device, this may be different). On the list, tap the eBay app. Find Storage. Tap Clear data.

Uninstall/Reinstall the app Tap the Apps button Touch & hold the eBay app. Drag the app to Uninstall at the top of the screen. Open the Play Store app. Tap Menu , then go to My Apps and games and tap All. Tap the eBay app. Tap Install or Enable.

Fingerprint Troubleshooting (Android) Have the customer check the following: Is there a Fingerprint option in ebay app? (Menu > Settings > Signing in) Are other apps able to use fingerprint sign in successfully ? Does the device have a fingerprint

sensor? Are fingerprints stored on the device? Settings > Security & Location > lock screen and security Verify the latest version of the eBay app is installed Install any Android Play Store updates If it still isn't working Delete the app and re-add fingerprints to the device Reinstall app