

Seller Hub - features, how to use

GUIDE.SUMMARY What Seller Hub is the default tool for managing your listings on eBay. Why Benefits of using Seller Hub include:

- Competitive listing guidance
- Detailed sales information
- Listing tools to better manage your listings
- Access to marketing tools for Store subscribers
- Access to Payments Reports such as Transaction report, Tax Invoice, Financial Statement and 1099-K detailed report for Payments.

Who Seller Hub is available in US, CA, UK, AU, DE, FR, IT, ES, and HK, SG, MY, PH.

GUIDE.TALKING_POINTS

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1446&ViewLocale=en_US#generalquestions General Questions

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1446&ViewLocale=en_US#trafficreports Understanding Seller Hub Traffic Reports

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1446&ViewLocale=en_US#orderquestions Orders Questions

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1446&ViewLocale=en_US#restockadvice Restock Advice Questions

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1446&ViewLocale=en_US#listinginsights Listing Insights (formerly Pricing Guidance)

[General Questions](#) What is Seller Hub?

- eBay Seller Hub is a single destination for sellers who want to manage and improve their entire business on eBay.
- What are the benefits of eBay Seller Hub? eBay Seller Hub allows you to:
- Monitor the overall status of your business
- Manage your listings and orders
- Manage your payments
- Access to reports to reconcile your sales
- Receive metrics on the current performance of your business
- Access insights and guidance

that can help you grow your business

- Note: Smaller sellers who are satisfied with their current business may want to continue using My eBay Selling. What information and resources are available to support sellers switching to Seller Hub?
- You can learn more about the Seller Hub [here](http://pages.ebay.com/seller-center/new-business-seller/seller-hub.html)

Seller Hub has a Help module on the right side of the screen. It personalizes the help suggestions based on the page you are on. There are also several videos.

- Can I compare the features of eBay Seller Hub with other listing tools?
- Review the comparison chart below to see how eBay Seller Hub compares with other listing tools such as Selling Manager and Selling Manager Pro.



Which tools are included in eBay Seller Hub? eBay Seller Hub consolidates the full functionality of:

- Selling Manager and Selling Manager Pro
- Reports and dashboards for Sales, Payouts, Selling Costs, Traffic, Seller Standards, and Service Metrics
- Advertising Performance Reporting
- And the ability to create and edit listings

If you have an eBay Stores subscription you can also access:

- eBay Stores
- Promotions Manager
- Promoted Listings
- Markdown Manager

Is eBay Seller Hub free to use? eBay Seller Hub is free to use and includes listing, reporting and order management functionality.

- Selling Manager Pro is free for Premium and eBay Anchor Store sellers and available as a subscription for \$15.99 a month for Starter or Basic store subscribers. Note: After November 15, 2021, Selling Manager Pro will no longer be charged for sellers who already have the subscription, and no more subscriptions will be available for sign up.
- Selling Manager is free for sellers already using Seller Hub.

How do I start using it? To use the Seller Hub, go to

<http://ebay.com/sellerhub> and click Start using Seller Hub.

How do I get to the Seller Hub pages?

From the top of most eBay pages: Click Sell and you'll be taken to your Seller Hub active listings page where you can manage your current listings as well as create new listings by doing Sell similar or Create new.

From the top of most eBay pages: Click My eBay at the top right, and click Selling. This will take you to your Seller Hub Overview page.

Web Link: You can also access Seller Hub from <http://ebay.com/sellerhub>.

How do I change the My eBay link to go to Seller Hub instead?

Sellers can click the Sell link to get to their Seller Hub active listings page, so Seller Hub is always one click away from any eBay page.

Seller Hub is your destination for your selling activity and My eBay is your destination for your buying activity.

Seller Hub cannot currently be set to be the destination for the My eBay link.

Why are you recommending that I change my listings? Where do your recommendations come from?

The Seller Hub can tell you ways to make your item more likely to sell.

This data comes from billions of sales completed on eBay.

You'll find a complete list of our recommendations in the Research tab.

Why is eBay making this change?

Sellers told us they're looking for a selling environment that's more powerful with data and insights to better manage and grow a business.

We created eBay Seller Hub as a way to support you and help you get to the next level.

Now you can run your entire eBay business, end-to-end, with everything you need to manage it along with the insights you need to grow it in one, easy-to-reach destination.

What's excluded from Seller Hub? As of now, Seller Hub does not include the following in any way:

- eBay mobile apps
- Third party listing tools

What happens to my current listings that were created using the business tool?

We automatically migrate any existing listings to the updated listing tool so you don't have to re-enter any information.

Is Seller

Hub available on mobile? You can access Seller Hub by going to eBay.com on your mobile devices web browser. You cant access Seller Hub from the standard eBay app. There are no plans for a standalone Seller Hub app.

Do the same listing fees apply when listing with Seller Hub? Yes, listing fees are the same whichever listing tool you use. What will happen to Selling Manager /

Selling Manager Pro? Sellers subscribed to Selling Manager Pro have access to additional features like inventory management and automated feedback -

which are not available to Selling Manager users. When Selling Manager Pro sellers switch to Seller Hub they'll get these additional features in Seller Hub as well - as long as

they continue to subscribe to Selling Manager Pro (either by paying the monthly fee or having a Premium or Anchor store). What will happen to Sales Reports Plus?

Sales Reports Plus is still active at this time, but new sellers can't subscribe to it.

This functionality will eventually be incorporated into Sales reports under the Performance

tab in Seller Hub. What's going to happen to the pages I currently use to access

eBay tools and features? You'll be able to access these pages via Seller Hub. If you're not opted in to Seller Hub, you can access eBay tools and features, just as you do

today. Where is ___ feature in Seller Hub? <table border="1" cellpadding="0"

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number of unread messages on the Seller Hub overview page is wrong. When I click the Messages
link to go to my Inbox, there are more unread messages than the number listed on the Seller Hub
overview page. The Message counter on the Seller Hub overview page counts
only the number of unread messages from members, and high priority emails from eBay.
You may have additional unread messages in your inbox that don't fall in either of those
categories. I can only see 2 years of sold activity on the Seller Hub.
How can I see more history? Under the Seller Hub Performance Tab, in the
Sales section, you can see your sales history. There are lots of reports available to help
you manage your business Where can I find more info about Seller Hub?
 You can find all information about the Seller Hub here:
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href="https://pages.ebay.com/seller-center/listing-and-marketing/seller-hub.html">https://pages.e

bay.com/seller-center/listing-and-marketing/seller-hub.html

Can I opt out of Seller Hub?

No, you won't be able to opt out of Seller Hub. Seller Hub has more information available and has been designed to be easier to use. All your seller information is in one place.

Feel free to leave us feedback about Seller Hub. We are always working to try to make the seller experience better.

I have feedback about the Seller Hub. We value your opinions about Seller Hub. I can pass your feedback on to the team in charge.

Internal Information

There are 2 ways to submit customer feedback about Seller Hub:

- Enter it on the

<http://hubworks.corp.ebay.com/teamworks/sites/35314/Lists/SellerHUBGCXFeedback1/AllItems.aspx>

Customer Feedback Page

Email it to the Seller Hub team:

<mailto:DL-eBay-SH-GCX-Feedback@ebay.com>

DL-eBay-SellerHub-GCX-Feedback

Understanding Seller Hub Traffic Reports

Why has eBay changed the way listings traffic is measured?

Previously, traffic to your listings was counted only when shoppers clicked on eBay search results.

Now, because there are so many additional ways to surface your listings on eBay, we have improved how traffic is measured through Seller Hub Traffic reports.

What are the typical sources of traffic for listings on eBay? Traffic to your listing is measured from both internal and external sources. Internal traffic is generated from:

- eBay search results on desktop, eBay Store search, and from eBay apps
- Enhanced eBay Shopping Experience features such as featured deals and promotional events.

See </?page=content&id=LIVE2043> for more information about the Enhanced eBay Shopping Experience

The Suggested Items feature on every listing page

- Sponsored links

External sources of traffic include:

- Direct access from a bookmark
- Links from external websites
- Links from social media
- Traffic from search

engines such as Google and Bing

- What if a buyer finds an item outside eBay and then finds my listing from the site?
- When a shopper starts from an external source and then goes on to shop on the eBay site, the original visit is counted as external and the subsequent visits are counted as internal traffic.
- These appear under separate headings on your traffic report on Seller Hub.
- Does this affect my listings performance?
- The traffic report has no direct effect on your sales performance.
- This selling tool helps you understand your performance on eBay but because this is only a change to the way we measure data, it has no direct effect on your sales performance.
- For more information on promoting your eBay Store, see [GUIDE1033, Promoting an eBay Store - Markdown Manager, keywords.](/?page=content&id=GUIDE1033)
- Why is the traffic number lower than expected?
- Store traffic represents a smaller percentage of the total traffic to your listings. On the Stores tab, you'll also find suggestions to improve your storefront and get more traffic through your Store.
- Orders Questions
- Why did you change the Sold/ Manage orders page?
- Our existing Orders Management page was built on old technology, making it difficult to regularly update and improve. To resolve this issue, we rebuilt the page and as we did that, we also made improvements based on seller feedback and usage.
- Our goal was to simplify the page by removing features and information that either was not frequently used or not related to order management. These changes will help sellers maximize their efficiency, accuracy, timeliness and help them meet standards requirements.
- Providing Feedback
- CS Feedback is important.
- Teammates can provide feedback on the Seller Hub and the new Orders Management by sending an email to DL-eBay-SH-GCX-Feedback@ebay.co
- How can I find reports related to my sales?
- When you want to report on and analyze your sales, please use the various reports available in the [Performance](#) section of Seller Hub, in particular [Sales](#)

<https://www.ebay.com/sh/prf/sales>>Review your sales, which allows you to analyze your sales going back to 2015. Does the new Manage orders experience mean only one new page? No. The benefits extend beyond the Manage orders page itself. The Tasks module on the Overview tab notifies you when you have paid orders that are ready to ship within the next 24 hours as well as any orders that are overdue for shipment. Where are the totals? The manage orders page shows the Totals right above the table, next to where you see Results 1-200 or 350. Hover over the info icon to see more details about your totals. A more extensive sales reporting is available under the Seller Hub Performance tab. Why can't I filter by other time periods such as last month, April, etc.? The new page is focused on helping you efficiently and accurately fulfill your orders each day. So the page has been streamlined to remove any features that are really about analysis and reporting. When you want to take some time to analyze yoursales performance or yourselling costs, those reports are available under Performance, which is all about helping you see how your business is doing. And those reports allow you to filter by custom time period. Where's the ZIP code? There's a column in the Manage orders table for the ZIP code of the shipping address. Where is the custom label (SKU)? The new page shows the custom label (SKU). Unlike the old page, it's not in a separate column. Instead, it appears near the item title and item ID in the Order details column. If the order came from a listing that had a custom label (SKU), then the SKU appears in the Manage orders grid. If the order came from a listing that did not have a SKU, then there is no SKU to show for the item in the Manage orders grid. Unlike the old page, you cannot add a custom label SKU to an order; it must be added to items when they are listed or added to your inventory. Why am I no longer able to see how many

watchers and views I have on my listings? We have removed the watchers and views view from the Orders page because they are not related to an order. This data is still available on the Manage active listings page. Why can I no longer see the Days awaiting shipment and Days since sale notifications? The orders page will now provide a Ship by date. The Ship by date is the date and time by when the seller must upload tracking and get the carrier acceptance scan. Why can I no longer customize my Orders Tab? The option to customize the Orders tab has been removed because the new page provides all of the most used and needed data points without the need for the seller to customize and add anything. Why can I no longer opt out or switch back to the old version of the Orders Page? We have updated the Orders Page to help sellers efficiently and accurately fulfil their orders. All sellers are being moved to the new Orders Page and will no longer have the option to revert to the old view. Why can't I sort by feedback left or received? While you cannot sort by feedback left or feedback received, you can use the status filter drop-down control at the top of the page to filter by
Paid-awaiting your feedback
Shipped-awaiting your feedback. Why can I no longer edit the shipping address for the buyer? We understand that having the ability to edit the shipping address is important and will be adding this feature in the future. Until this feature is added, you can edit the shipping address through the Purchase shipping label flow by selecting Print Shipping Label. You are not required to purchase the label but you will be able to change the address and print the packaging slip. How can I apply a discount to the shipping costs agreed with the buyer or a combined shipping if I cannot modify the shipping amount field on the new sales record page? The new order details/sales

record page is intended to be a read-only, true record of the sale.

- When the seller wants to make any adjustment to the shipping costs, they can do that through the Send invoice flow, and this can be done only before the buyer has paid for the order.
- The Send invoice action is available from the main actions drop-down menu at the top right of the new sales record page.

My Orders folders are blank and missing orders information Internal Information

If a seller that has been reinstated after a suspension and reports that their folders are blank and missing orders please send the user ID and details to DL-eBay-SHOX and they will resolve the issue for the seller.

How far back can I view my order details? Sellers have access to orders history for the last 2 years. This means they can:

- Filter 2 years of orders using newly introduced date filters - this year, last year, and custom date search going back to 2 years
- Download orders report csv for 2 years
- Re-engage with past buyers by sending them coupons
- Not access buyer and recipient PII information for orders older than 90 days. This will protect buyer privacy

[restockadvice](#) Restock Advice Questions Which listings will I get restock advice about?

- All listings with an initial quantity of at least 5 are checked.
- To identify if the listing will run out of stock, the sales rate of the previous 4 weeks is analyzed. Based on the slowest performance of those 4 weeks, the algorithm checks if the remaining quantity would sell out in the upcoming 4 weeks.
- If the analysis shows that it would sell out during that time, the listing is flagged as running out of stock. The guidance is calculated on a daily basis.
- How is the suggested quantity to add calculated?
- The suggested quantity to add is derived from the listing's current sales speed.
- It also takes into consideration the initial number of items the listing offered and does not recommend a value higher than this initial offering.
- The suggested quantity is not guaranteed to sell.

Can I hide alerts if I can't or don't want to restock?

- Yes, you can either hide individual alerts or select multiple alerts to hide them by clicking the remove link.
- This hides the alert for the listing until you

update its inventory. After the inventory is updated, we once again check to see if the listing is likely to run out of stock and will alert you when stock is low.
 Listing Insights (formerly Pricing Guidance) How should I interpret trending online price guidance? This section shows the price history for the item youre selling on sites outside of eBay for the past 60 days.The basis for this comparison is the EAN/UPC. Why are there no price guidance recommendations in the Research tab? There are two reasons why we wouldnt have price guidance for a listing: When the listing is already performing well compared to the competition. When we dont have enough competitive data to produce high quality price guidance for that listing. Can I export and download the guidance recommendations? Yes, a CSV download is available in the listing improvements and restock sections.The download report button is on the top right of the table if there are listings in the table How frequently is it updated? Is it real-time or once a week? Data in the Seller Hub Research tab is updated on a daily basis.

 </h2><h2>GUIDE.DETAILED_INFORMATION Here's a description of the different tabs within Seller Hub and what you can do in each section: Overview This section provides a quick visual reference of information in the other sections of Seller Hub, along with links to those sections for full details. Here are the different sections of the Overview page: Orders

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1446&ViewLocale=en_US#listings">Listings

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1446&ViewLocale=en_US#marketing">Marketing

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1446&ViewLocale=

[en_US#store">Store](#)

[en_US#performance">Seller Level](#)

[en_US#Payments_1.1">Payments](#)

[en_US#research">Research](#)

[en_US#reportsTab">Reports](#) [Promotional Offers](#)

[Monthly Selling Limits](#) [Listing Impressions](#) [Alerts &](#)

[To Do's](#) [Shortcuts](#) [Resources](#) [Seller Tools](#)

[en_US#tools">Tools to Identify Item Specific Mandates](#)

[en_US#orders">Orders](#)

The Orders tab provides quick access to the status of all of your orders (sold items). You can search and sort these orders by a variety of criteria, and update the status as necessary. You can also manage the following processes from this page:

- Cancellations
- Returns
- Cases
- Shipping (including eBay labels, tracking information, and bulk invoices)
- GSP (i.e., which of your orders are being done through GSP)

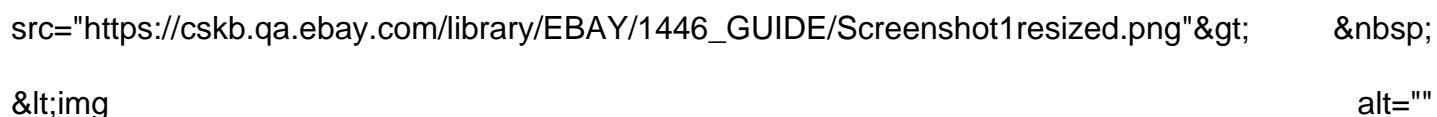
Seller Hub team has revamped the Orders page in the Seller Hub in order to help sellers maximize efficiency, accuracy, timeliness,

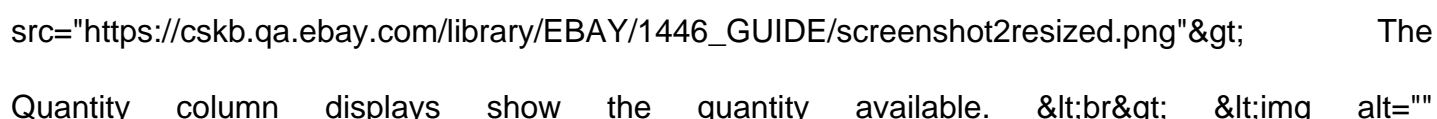
meet standards requirements and increase customer satisfaction and sales. New features include the following:

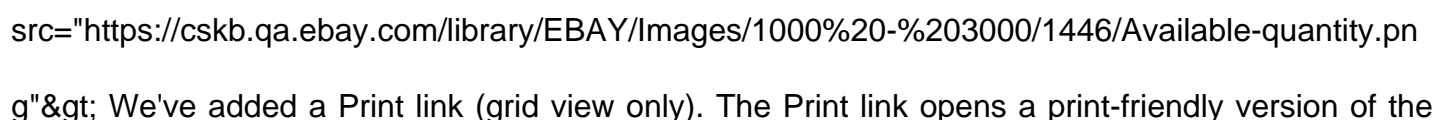
- Ability to clear new order statuses, including ship by date, delivered, refunded, and more
- The buyer's checkout note on the Orders page
- The buyer's name in addition to their username
- Ability to take actions on orders individually or in bulk
- New filters to prioritize orders, including orders awaiting shipment, overdue for shipment, awaiting payment, and more
- Ability to sort orders by date sold, date paid, buyer name, and more
- Ability to see when each item was shipped and delivered, directly in the Manage Orders Page
- New view to display when a full or partial refund has been issued
- Ability

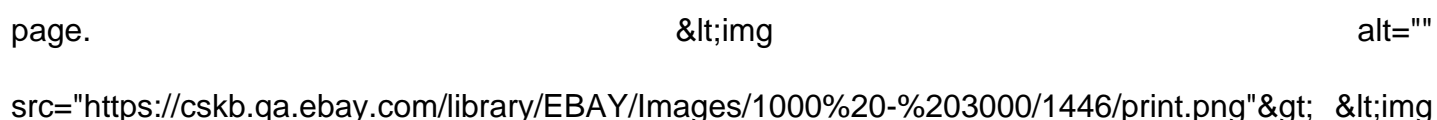
to <https://www.ebay.com/help/selling/selling-tools/seller-hub?id=4095#section3> download an orders report (click + symbol on help page to expand)

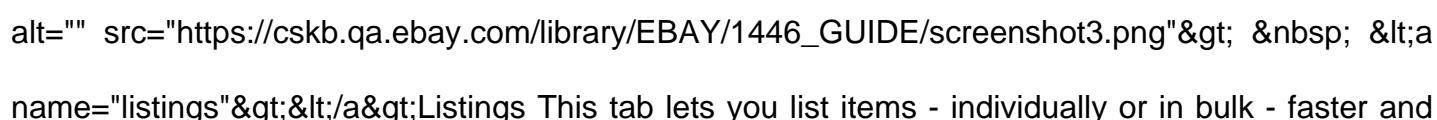
Some data has also been removed in order to clean up the view. Teammates can answer seller's questions using the Orders talking points in the CSKB below.

 https://cskb.qa.ebay.com/library/EBAY/1446_GUIDE/Screenshot1resized.png

 https://cskb.qa.ebay.com/library/EBAY/1446_GUIDE/screenshot2resized.png The Quantity column displays show the quantity available.

 <https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1446/Available-quantity.png>

We've added a Print link (grid view only). The Print link opens a print-friendly version of the page.  <https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1446/print.png>

 https://cskb.qa.ebay.com/library/EBAY/1446_GUIDE/screenshot3.png Listings This tab lets you list items - individually or in bulk - faster and easier.

Click Create listings to list items. Clicking single listing brings up a streamlined listing form - this will eventually replace the SYI form.

 Clicking multiple listings brings up a new version of the new bulk listing tool experience (BLING). You'll also be able to take the following actions: Edit listings (including adding photos) directly from the page Edit your live listings in bulk for more efficiency Set automation rules to streamline your selling processes End listings, add notes, and perform other actions as before Listings dropdown: Update to the Seller hub active listing page: Sellers will now be able to edit the price, quantity and custom label fields from the active listing page. This will reduce the number of clicks required to change these item specifics. The seller must hover over the price, quantity or custom label field and click the pencil icon to add or edit these fields. Once the seller saves the changes on the active listing page their listing will be updated. Active Listings: Download/Upload Workflow for Item Specifics Sellers can download an item specifics file with listings missing required, soon to be required and recommended items specifics from the seller Hub Active Listings page. Sellers will be prompted to select the site ID and up to 3 different categories (optional) for the listings that they wish to download. Once they have selected 3 categories, the rest of the category selection checkboxes will be disabled. Once they initiate download,

the file is prepared and downloaded to the local machine. The file will include an Instructions tab for the seller to review, a Listings tab and Categories tab.
 Sellers will receive a warning message to save the file as a .csv if they have not done so Sample report:
 They can then return to the SH Active listings page to upload the file.
 When they select upload, they are prompted to selected only .csv format before uploading the file. Once the upload has been initiated, the upload component displays a progress indicator. Once complete, the status will be shown on the page as Upload completed. The missing required item specific values that were updated using the uploaded file will now be visible in the listing.
 New links for Downloads and Uploads history pages will be available in the left navigation panel of the Seller Hub Active Listings page. All files that were downloaded in the last 30 days are available as reference in the Download History Page view. All files that were uploaded in the last 30 days, along with the responses received are available as reference in the Upload History view.
 Marketing Tab The Marketing Tab includes tips on how to grow your business, plus the following tools available to eBay Stores subscribers: Manage your Store. See GUIDE1025 for information on Customizing a Store. Set up promotions or markdown

items.

See

GUIDE1148

for promotions and markdown tools. Use Promoted Listings. See GUIDE1556

for Promoted Listings. Here is a screen shot of what sellers see

when they click the Marketing Tab. Navigation within the Marketing Tab is along the left hand side of

the

screen.

<img

alt=""

src="https://cskb.qa.ebay.com/library/EBAY/1446_GUIDE/screencapture-latest-ebay-sh-mktg-pl-2020-04-14-15_53_12.png"> To access Promoted Listings (via Marketing Tab) <ol start="1"

type="1"> Go to the Seller Hub (My eBay> Selling) Hover over, or

click on the Marketing Tab for the drop down menu. Click on the Advertising

Dashboard link.
 <img alt="" height="219"

src="https://cskb.qa.ebay.com/library/EBAY/1446_GUIDE/US GUIDE1446 detailed information revised April 19, 2020 for Marketing Tab redesign_clip_image002.gif" width="459"> . Store The Store tab is located between the Marketing and Performance

tabs on the Overview page. This tab is now the central place for eBay Store subscribers to manage

and customize their store. This includes: Store categories Store

newsletters Subscriptions Store design and features

<img

alt=""

src="https://cskb.qa.ebay.com/library/EBAY/1446_GUIDE/Store_traffic.png"> Sellers can select

or hover over the Store tab in Seller Hub to see a dropdown menu of features, including the Edit

store page and Store categories. See screenshot below: <img alt="Store tab in Seller Hub with

dropdown

of

features"

src="https://cskb.qa.ebay.com/library/EBAY/1446_GUIDE/Store%20tab%201.png"> For


more information on customizing an eBay Store, see <a

href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1025&viewlocale=e

n_US&curPage=art&prevPage=srp">GUIDE1025. Sellers who haven't subscribed to an eBay Store yet can sign up for a store subscription by selecting or hovering over the Store tab and then selecting Manage subscription. See screenshot. For instructions on how to set up a store or manage a subscription, see GUIDE1035.

name="performance">Performance The Performance tab offers you detailed sales metrics, including: Sales (by day, month, country, etc.) Selling costs as a percentage of your sales Listing impressions and conversion rates Sources of buyer traffic (referring domains) Final value fee details And more You can click into any of this data to see in-depth charts and graphs. This information allows you to create a winning sales strategy that makes sense for your business. Listing Quality Report The Listing Quality Report located in the Performance tab gives sellers analysis per category on how they are performing vs. other sellers on eBay. It offers a clear picture of their performance and ways to improve listings to help increase their visibility and sales.

For those sellers who have access, the button Download listings quality report will be available on the right as shown in the screenshot below: The report has a summary tab and tabs that feature the sellers top ten categories and their recommendations. Recommendations include suggestions such as Add Best Offer to your listings or Reduce handling time, etc. to help the seller improve sales. Google shopping rejections: eBay sends selected and eligible items from sellers to Google to be displayed as part of the Google Product Listing Ads. Some listings are rejected by Google because they do not meet the criteria.

This tab contains information on the listings that were rejected, and the reasons for rejection.  src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1446/1446%20perf%20(1).png">

The Listing Quality report is aimed at all sellers that sell Buy It Now listings and have at least a few listings live on their account. Ramp began in October 2020 and will continue throughout 2021.

Refurbished Program dashboard Starting June 2023, if you sell items through the Refurbished Program, you can monitor your progress in the Seller Hub Performance section. By selecting the Refurbished Program tab, you'll have access to a dashboard providing real-time metrics and insights into your monthly refurbished transactions. The dashboard makes it easier to ensure you are meeting the required program requirement metrics. These metrics are evaluated and refreshed on a monthly cadence, after the 25th of each month, based on a complete 3 month (90-day) rolling lookback period. You can view metrics for a particular category and refurbished condition from the Refurbished Program Service Metrics tab or download those metrics from the Transactions tab. The dashboard helps sellers meet the program's requirements which are as follows for refurbished transactions:

- Item Not as Described (INAD) - Must be less than 4.0%
- Stockout rate - Must be less than 2.0%
- Late shipment rate - Must be less than 3.0%
- Late delivery rate - Must be less than 5%
- Item Not Received (INR) - Must be less than 1.0%
- Cases closed without seller resolution - Must be less than 0.3%
- Return Rate - Must be less than 10%
- Handling time - Must be less than 48 hours
- Return process time - Must be less than 48 hours
- Refund process time - Must be less than 48 hours

Buyer feedback must also be higher than 98.0% across all transactions (Not specifically refurbished transactions).

Payments The Payments tab allows sellers to keep track of all the payouts they have received from their eBay transactions, as well as view any selling fees and charges. You can view more information on using the Payments tab

in Help Hub by following these links: General info on using the Payments tab Creating and customizing transaction reports from the Payments tab Creating payout reports from the Payments tab Downloading financial statements from the Payments tab Downloading tax invoices from the Payments tab You can also use these anchors to navigate to more info on the payments tab, payouts and reports: Payments tab Payout Payout Statuses Reports Payments Tab Financial summary of Available, Processing and/or On hold funds with dates for next and last payout.

Option to make a one-time payment if available funds are negative. Recent Activity snapshot, click see all to move to the all transactions page. The Recent Activity snapshot, as well as the All transactions page, will show Total Funds to assist sellers with keeping track of their running total balance Details on Total Funds can be found below. Settings including payout bank, payout schedule and preferred payment method. Payout More details on Payouts in GUIDE1754 Summary This view shows payout history which is essentially all payments the seller has received from sold items. This view includes date, payout ID, Payout method, status and amount. From the payouts section, the member can see all orders included in a given payout. Seller Hub users can search by payout ID, Order number, or Buyer user name. There are 3 statuses for funds: Processing funds Available funds On-hold funds Current flow screenshot
 Processing: Funds are in a processing state while we wait for them to clear the buyers financial source. Sellers should ship the item once they see the funds are processing. On hold: Funds could be on hold due to a case being open, seller is in ship-to-funds, or a dispute - see Managed Payments - Disputes On hold reasons Open Case The buyer has opened a case that

needs to be resolved before the funds can be released.

- Awaiting shipment
- Ship the item, add tracking, and mark it as shipped. Its easy to purchase a shipping label on eBay and its a way to get your funds faster.
- Awaiting delivery
- The funds will be released after the items are marked as delivered, unless the buyer reports a problem with the order.

Note:


- We do not hold funds for interest purposes.

3. Available for Payout: Payouts will be processed in the next cycle. Maximum time will be 24 hours in this status

- Last payout: Funds have been sent by eBay but it may take a few days to reach the customers account.
- Note: The timeframe is dependent on the sellers bank institution.

Payout Statuses

- Created - payout ID created for the payout
- In progress - eBay has not yet initiated payout
- Funds sent - eBay initiated payout successfully
- Returned - Payout was previously sent to the bank, however, returned due to seller issues with the bank. Require sellers action to update the payout method, in order to get the payout back to being processed.
- Returned due to sellers issue with the bank
- Returned due to processor technical issues
- Returned due to generic errors
- Blocked- Payout currently is being blocked due to account info (KYC/payout method) validation issue, or seller risk blocks. Require sellers action to resolve issues, in order to get the payout back to being processed. Refer seller to My eBay messages or notification banner on the account.
- Blocked due to KYC validation issue
- Blocked due to payout method validation issue
- Blocked due to seller risk hold

Payout details view: 

https://cskb.qa.ebay.com/library/EBAY/1653_GUIDE/GUIDE1653_NEW_Payout%20details%20view_IMAGE1.PNG

Payouts view: New Memo column provides additional information on the status of the payout. If status shows Funds sent, we provide an estimated time of arrival for when

funds show up in the bank account and a bank reference ID is assigned for the sellers reference if they need to contact their bank.

Total Funds (Running Total)

Sellers can access a snapshot of their account balance at a point in time, to better help them understand how every financial transaction/activity has impacted their Total Funds balance. Access

Total funds On Desktop:

On Mobile Devices:

Visit the Seller Hub

Payments Tab

View the Recent activity section of Summary or View All transactions

How is the Running Total for Total Funds calculated?

Running total is the sum total of all the seller funds (available, processing, on-hold) which reflects the impact (increase/decrease of funds) after each new incoming transaction (e.g. new orders, payouts, purchases)

Why did eBay introduce a Running Total for Total Funds?

To provide transparency, make total funds comprehension easier, and help sellers trust the numbers that eBay is presenting, especially when there was a negative balance

What does the Running Total for Total Funds look like?

Financial Summary - Recent Activity

All activity - Total funds

How can I help a seller understand their Total Funds?

The Total Funds are the amount of funds available, process, or on-hold at any one period of

time. When funds are used (negative balances) the Total Funds will decrease by the amount of funds used. When funds are added (positive balances) the Total Funds will increase by the amount of funds added.

- Using the above screenshot as an example:
- May 2nd, the Total Funds were \$24.00
- May 3rd, a refund was issued for \$17.00 from the sellers Total Funds, their new Total becomes \$7.00 (\$24.00 - \$17.00)

Why are my Total Funds blank / showing no values?

- If you have filtered your All activity view to only show Available funds, Processing, On hold, Payouts, or Fees we are not able to show the Total Funds on a filtered view. If you unselect the filtered view to show All activity, Total Funds will calculate as expected.
- Why does my most recent activity not show Total Funds yet?
- If the Running Total is still being calculated, we wont show the running total for the most recent transactions. In cases where we are still calculating the Running Total for recent transactions, sellers will see a Last updated date and time at the top of the view to indicate the last time their Running Total for Total Funds was updated.

[Reports](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1653#reconciliation)

Transaction and payout reports provide a seller with valuable insight about their eBay activity. Pending the seller's needs, they can use the below reporting options to drill deeper into their transactions and payouts. Note: some reports are both accessible in My eBay and in Seller Hub. If a member wants to access a report available in Seller Hub only, he should opt into the Seller hub to receive it.

Find more details on downloading reports in [GUIDE1653, Reconciliation section](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1653#reconciliation)

Report Type	Where it is available	When it will be received	Report details
Transaction Report	Seller Hub	Anytime - seller generates this report	Breakdown of all account activity for a customer

date range CSV download Smaller data set, 23 columns Option to download only orders or refunds Doesnt include buyer stat Item Cost reflects price after incentive amount Note: When a seller downloads their transaction report, it can take some time to generate. When its ready to retrieve the download they will receive a notification.

 Transaction reports can be customized. Click here to see how

</td> </tr> <tr> <td> Financial Statement </td> <td> Seller Hub, My eBay </td> <td> Monthly (end of month) </td> <td> Summary view of monthly account activity: Payouts Claims

Refunds Payment disputes Transfers Shipping labels Fees: listing, FVF, store (if applicable), promoted listing ad, advanced listing fees Note: This report does not include holds This is not an invoice to be paid

</tr> </tr> <td> Payout Report </td> <td> Seller Hub </td> <td> Anytime - seller generates this report </td> <td> Summary of payouts CSV download 7 columns How much was paid out, when, and to what bank Note: This report does not include holds When a seller downloads their payout or transaction reports, it can take some time to generate. When its ready to retrieve the download they will receive a notification.

 </td> </tr> <tr> <td> Tax Invoice </td> <td>

Seller Hub, My eBay </td> </td> Monthly (end of month) </td> </td> Services rendered and includes all fees being charged (this report includes FVFs charged on tax) VAT Tax Internet Sales Tax Fees Tax applied to fees already deducted from the Available funds PDF download Note: This report does not include holds The Tax invoice is a statement and not a document requesting payment from the seller. This point is mentioned in the body of the invoice We are required to send this invoice/information for services rendered as a regulated payments entity. If a seller sells on multiple eBay sites, the fees and taxes are grouped by currency. </td> </tr> </tbody> </table> Research The Research tab helps sellers to increase their business success at eBay. It consists of 3 areas: Listing improvements shows you recommendations around your existing listings, highlighting underperforming listings and allowing you to easily screen your competitors. Sourcing guidance allows you to browse through our categories to identify product clusters that represents a great opportunity to sell in the next weeks. Restock advice helps you identify if you should increase your inventory quantity. What Listing improvements does Identifies listings that lack product identifiers Offers pricing guidance for listings with product identifiers Identifies listings

that do not qualify for Top Rated Plus Identifies listings that have a likelihood to sell below 10% and gives you individual recommendations around them Analysis is based on listings with EPID only, comparing them to items with the same EPID. In case your likelihood to sell is below 10% we individually highlight these listings and give you a clear recommendation. For other listings the experience allows you to browse competition to identify the right price, title and picture as well as selling conditions to ensure you are competitive.

 Pricing guidance:

Competitive price and price history:

 What Sourcing Guidance does Allows you to browse ca. 4K categories Informs you about seasonality and price breakdown of the categories. Learn what buyers are willing to pay for a product. Informs you about the most important aspects of a category and their top 10 in regards to their growth opportunity Allows you to browse for product clusters to identify ASP and the growth opportunity Growth opportunity is shown for product clusters which have a higher change to sell at eBay than the average of the category. The higher the score the more demand.

 What Restock Advice does Highlights listings that had a quantity of at least 5 items and are sold out by 80% or more. Reviews the last 4 weeks of activity and applies the slowest sales rate to determine when the remaining quantity will sell out. Calculates guidance on a daily

basis.

When the listing quantity is updated from the Restock advice page, the listing is immediately updated to reflect the new quantity.

Downloading Growth Guidance

Sellers can download listing guidance information in bulk by selecting the "Download report" link. Reports are provided in CSV (comma-separated values) format.

Reports tab The Reports tab gives sellers the capability to optimize their business with file based (CSV/XLSX) reports and templates. Sellers can access detailed information about their business, and upload new information in bulk.

Download: Generate, download, and keep track of all the reports you've run about your orders, listings, and ads performance

Upload: Use this tool to make quick, bulk changes to your orders and listings by uploading new or additional information using structured templates

Schedule: Set up and manage recurring reporting at your preferred frequency about your orders

Learning resources: Resources to help sellers learn and become familiar with the Reports tab and all of its features

Advertising Performance Reporting: Sellers who use Promoted Listings Advanced are able to download and schedule reports through the Reports tab. These reports include:

- Keyword Report
- Listing Report
- Campaign Report
- Search Query Report

[Tools to Identify Item Specific Mandates](#) We have introduced several tools in Seller Hub. Under the Listings tab, click Item Specifics Required pill. Sellers will be able to

identify which listings require item specifics prior to relisting or revising. There will also be a banner at the top of the Listings page flagging the seller that they have required item specifics they need to update within their active listings.

If sellers do not update their required item specifics, they will not be able to relist or revise their items.

Clicking the Item specifics required quick filter narrows down the results to only those listings that are missing required item specifics.

The seller can then add item specifics by clicking either "Add required" or "Add item specifics." This opens up an overlay.

Sellers can scroll down within the overlay to add not only Required but also Recommended and Additional item specifics.

Creating a new listing in the Seller Hub

To create a single listing in Seller Hub, go to <http://www.ebay.com/sellerhub>, and then click the Create listing link in the Listings section.

To create multiple listings in Seller Hub, go to <http://www.ebay.com/sellerhub>, and then hover over the Listings tab and select Active. Click Create and then select Multiple listings.

Using Best Offer on Auctions

Best Offer can now be added for AUCTION-style listings in the single and multi-item listing flows in Seller Hub (Advanced Listing flows BLING/Helix).

When you receive a bid, current offers and

counteroffers will be declined automatically and buyers won't be able to make any additional offers on your item.

- If a bidder retracts their bid, the Best Offer feature will become available again.
- If you received an offer that was higher than the current bid, the buyer who made the offer will have to place a bid.

This option isn't available in these categories: Cell Phones, Motors, Real Estate, Tablets, and Tickets.

Customizing the Overview tab

To customize the Overview tab:

- Click Customize in the upper-right of the Overview tab.
- Add or remove modules from the list at the top of the Overview tab by clicking in the checkbox next to the module name.
- Rearrange modules by dragging them to your preferred location. For example, you can move the Orders module up higher and move the Traffic module down.
- Click **Im Done** to save your changes.

Customizing the Listings tab

To customize the Listings tab:

- Click Customize in the upper-right of the Listing tab.
- Select the columns in you want to view in the Customize active listings window.
- Change the order of the columns using the up and down arrows in the Arrange columns section.
- Click Apply to save your changes.

Finding 3rd party apps on Seller Hub

Go to the Selling tools module in the Overview tab, and then click 3rd party applications.

Marking product questions as answered

To remove Answer product questions notifications from your Tasks module on the Overview page:

- Go to the Tasks module in the Overview tab.
- Click Answer product questions.
- From the Manage active listings tab, click the Respond drop-down menu.
- Select Mark as answered.

Purchasing and printing shipping/postage labels in bulk

To bulk print shipping labels:

- Click the Orders tab.
- Select Awaiting shipping.
- Select the orders for which you want to purchase shipping labels by clicking the checkbox to the left of each.
- Go to Shipping actions > Print postage labels or invoices.
- On the next page, accept the default selection by clicking Continue.

All the selected orders are loaded into the bulk shipping tab

where you can enter in the necessary info and purchase labels in bulk.

Locating a buyers checkout message

You can view a buyers checkout message in the sales record by either clicking on the sales record number or by selecting View sales record from the Actions drop-down.

Contacting a buyer from the Manage orders grid

The Contact buyer option is available in the Actions drop-down next to each of your orders in the Manage orders grid.

How do I manage returns/cancellations?

The Orders tab allows you to administer any action to take after an item sells, from updating tracking details to managing returns and cancellations.

Where is my Seller Dashboard in Seller Hub?

The Performance tab displays your seller standing similarly to how the Seller Dashboard did, but it also includes more in-depth data that sellers can use to increase sales.

[id="custom_transaction_report" name="custom_transaction_report"&](#)

How to customize my Transaction report in Seller Hub?

You can add or remove columns for all future reports you generate.

You can add or remove Transaction details, shipping details, payout details or item details.

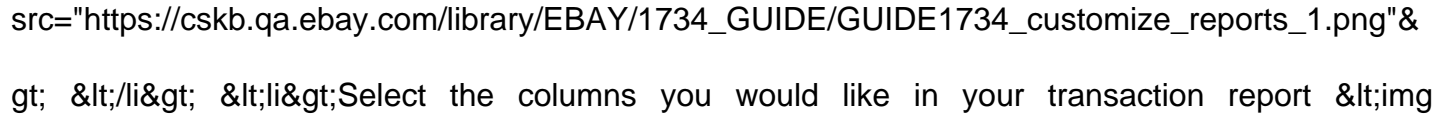
Some columns are not customizable (list below)

You do not have to customize your report. If you want, you can use the default setting

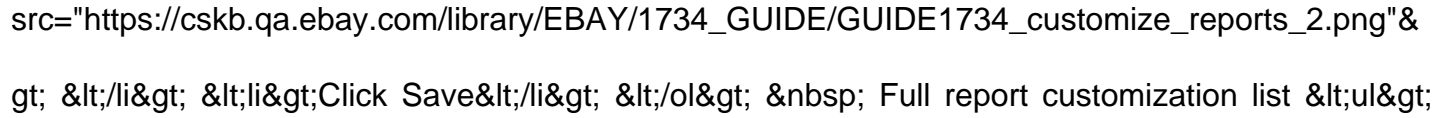
Go to Payments tab within Seller Hub

Select Reports

Click Customize column settings



Select the columns you would like in your transaction report

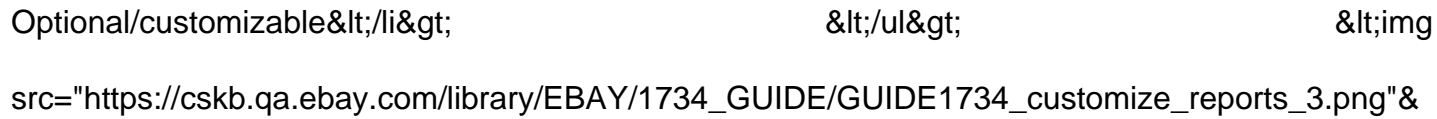


Click Save

Full report customization list

Black font = Default (cannot customize)

Blue font = Optional/customizable



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