Managing bidders and buyers

<h2>GUIDE.SUMMARY What <ul> There are many ways you can manage your transactions to ensure that you're comfortable with those who buy your items: <ul> Canceling bids: Allows you to cancel bids of individual buyers for any item, at any time. Setting buyer requirements: Allows you to require someone to meet certain criteria before they can bid, buy, or make an offer. Block bidder/buyer list: Allows you to block up to 5,000 individuals from bidding, buying, or making an offer. Block bidder/buyer exemption list: Allows individuals who would otherwise be blocked by your requirements to bid/buy/make an offer. When sellers remove bids, it's referred to as Canceling Bids. When a buyer wants to remove a bid it's referred to as Retracting a Bid. Sellers can opt in to surface their own customer service phone number to buyers. They can specify that the phone number is available only after a purchase or both before and after a purchase. See Talking Points and Detailed Information.   Why <ul> These options provide you with better control over your transactions and serve as a means of seller protection. When <ul> Cancel a bid: <ul> The bidder wants to cancel his bid. (Buyers may also retract a bid or best offer.) You're concerned the buyer might be fraudulent. The highest bidder is international and you don't offer international shipping. You need to end the listing early because the item is no longer available for sale. You made an error in the listing and are unable to end the listing.   Set up buyer requirements: <ul> A lot of your items are being purchased by nonpaying or fraudulent buyers. You want to block buyers who have a primary shipping address in locations to which you won't ship.   Add a buyer to your block bidder/buyer list: <ul> The buyer has a history of not

paying for items. The buyer is aggressive or threatening in communications with you. You suspect the buyer is fraudulent.   Add a buyer to your block exemption list: <ul> You don't normally ship internationally but want to make an exception for a particular buyer. You want to allow a loyal customer who is now being blocked by your requirements to be able to continue to purchase.   </h2><h2>GUIDE.RELATED_LINKS Related help pages <ul>   Managing bidders and buyers
 http://pages.ebay.com/help/sell/manage_bidders_ov.html   Selecting buyer requirements
 http://pages.ebay.com/help/sell/buyer-requirements.html Related CSKB <ul> Ship to exclusions list Requiring immediate payment Retracting a bid or Best Offer Bidding on/buying items - not able to bid/bid cancelled (buyer) INV - Blocked buyer policy   </h2><h2>GUIDE.TALKING_POINTS <ul> <a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1022&ViewLocale=

en_US#Managing">Managing your Q&A for buyers Canceling bids Setting buyer requirements <ul> Blocking buyers with zero (0) feedback   Block bidder/buyer list <ul> Blocked buyer contacting you   Block bidder/buyer exemption list Blocking buyer no longer possible Managing your Q&A for buyers How do I opt-in to share my phone number with buyers? Both before and after purchase? Go to Manage your Q&A for buyers.
 (Here's the link: https://contact.ebay.com/ws/eBayISAPI.dll?ManageSellerFAQ) Under Choose how you want to answer buyers' questions, select Have your phone number. Select your country (default is US). Add your phone number in the following format (XXX) XXX-XXXX. Select one of the following:

 Only show this info after purchase
 Show this info both before and after

purchase
   Select Submit. Your phone number will be available to buyers before and / or after they make a purchase with you, depending on the selection you make. If I want to opt-out later, how do I do that? Follow these steps if you prefer to only show your phone number after a buyer makes a purchase: <ol> Go to Manage your Q&A for buyers.
 (Here's the link: https://contact.ebay.com/ws/eBayISAPI.dll?ManageSellerFAQ) Under Choose how you want to answer buyers' questions, verify that you de-select the following:

 Show this info both before and after purchase
   Select Submit. Your phone number will be available to buyers only after they make a purchase with you, depending on the selection you make. Follow these steps if you prefer not to show your phone number before or after a buyer makes a purchase: <ol> Go to Manage your Q&A for buyers.
 (Here's the link: https://contact.ebay.com/ws/eBayISAPI.dll?ManageSellerFAQ) Under Choose how you want to answer buyers' questions, de-select the following:

 Have your phone number
   Select Submit. Your phone number will be available to buyers before and / or after they make a purchase with you, depending on the selection you make.   If I dont opt-in, what happens (or doesnt happen) to my business? If you dont opt in, your business will continue to operate like it currently does. It is not required for you to opt in. Where on eBay will the buyer see my phone number? For desktop, the phone number will be available on the FAQ page, the Ask Seller Question page, and the Reply To Question page. Where on the eBay app will the buyer see my phone number? For Google Android, it'll be in the Seller Profile. For Apple iOS it'll be in the Contact Seller area.

 Canceling bids Reinstating canceled bids <ul> Canceled bids can't be undone, so make sure you're certain that you want to cancel the buyer's bid before doing so. Buyers can always re-bid on the item if their bid was canceled accidentally. Price dropped when a bid was cancelled <ul> Canceling a bid may cause the price of the item to drop, especially if that buyer was the highest bidder. Canceling a bid to block a buyer <ul> Canceling a bid won't keep that buyer from bidding on the item again. To block a buyer from bidding on items in the future, consider adding them to your blocked bidder/buyer list. Canceling only one bid <ul> When you cancel a bid, every bid placed by that buyer on that item will be canceled; there's no option to cancel just one bid from a buyer. Setting buyer requirements Non-paying buyers still bidding/buying <ul> While setting buyer requirements does reduce instances of nonpaying bidders, it doesn't remove them completely. The only way to force buyers to pay before a transaction is created is to require immediate payment on Buy It Now items. Buyer Requirements do not apply to purchases made by guest accounts. Blocking all international buyers <ul> To block international buyers (buyers with a primary delivery address in a country you don't want to post to), you need to set up the "Buyers in locations to which I don't post" buyer requirement and create a shipping exclusion list. International buyers still

bidding/buying <ul> The international bidder may have a primary shipping address in a location to which you do ship. This is often the case for buyers who are shipping gifts to family or friends located in the US. Let's ensure that you've set up your buying requirements correctly. Blocking buyers with zero Feedback <ul> Seeing that purchasing items is the way buyers gain Feedback, we don't allow sellers to block buyers with no Feedback. Doing so would prevent new buyers from shopping on eBay. Remember that just because a buyer has no Feedback doesn't mean the transaction will go poorly. Viewing bidders blocked by requirements <ul> The Buyer Requirements Activity Log shows you which buyers have been blocked, when they were blocked, what item they were blocked from purchasing, and the specific buyer requirement that resulted in the block. Buyer requirements not applied to sold and unsold items <ul> If you relist a sold or unsold item, you must edit your listing and apply your buyer requirements to that individual listing. Setting buyer requirements doesn't apply them automatically to sold and unsold listings. Block bidder/buyer list List is empty <ul> You can restore a past blocked buyers list by clicking Restore list. You can only restore blocked buyers lists from 3 months prior to today, dont forget to inform the buyer so they can resume bidding on your items.. When adding new usernames, avoid overwriting existing IDs by making sure that you add new ones to the end of the list-separating each one with a comma. Blocked buyer

contacting you <ul> To ensure that buyers can communicate about past situations, a buyer who would otherwise be blocked by your requirements may contact you in the following situations: <ol> Buyers can send a message for an existing transaction up to 90 days after purchase. Buyers can reply to previous messages sent by you.   Blocked buyer still bidding/buying <ul> Adding a buyer to your block list will only keep them from placing bids in the future. It will not cancel past bids or purchases. A best practice would be to cancel their bids after blocking them from buying. Blocked bidder changes their username <ul> At the time of registration, a number is attached to all accounts created on the site. When you block a buyer's username, you're actually placing a block on the account number, meaning the system will block that buyer regardless of what the username is. Because the block is based on account number, related and linked accounts are not blocked unless they are also manually added to the list. Block bidder/buyer exemption list Exempt buyer unable to purchase <ul> Follow these steps to ensure your account settings are not blocking the buyer: <ol> Verify with the buyer that they tried to purchase the item after your exemption list was updated. Check your Buyer Requirements Activity Log to see if the buyer is being blocked by one of your buyer requirements. If so, have the buyer try to purchase the item again after updating your exemption list.   If a buyer who has been added to your exemption list is still unable to bid on your item, there is likely a different type of block on the buyer's account. Please have the buyer contact us for further assistance. Blocking buyer no longer possible for: PayPal / negative feedback / policy violations / not verified <ul> We removed the option of blocking buyers who don't have linked PayPal account.

Buyers increasingly want to use other payment options that are also safe. Limiting payments to only linked PayPal accounts negatively impacts on opportunities for sales. We removed the option of blocking buyers with negative feedback because buyers are no longer able to receive negative feedback from sellers. This made it an outdated option. We removed the option of blocking buyers with policy violations as eBays risk and security teams have evolved the process of tracking buyers with policy violations. This made the option obsolete. We removed the option of blocking members who are not verified as eBays risk and security teams have evolved the process of tracking risky buyers. This made the option obsolete. Seller's who were choosing it were inadvertently blocking newly registered users from whom there was no risk.   </h2><h2>GUIDE.DETAILED_INFORMATION Buyer requirement options Manage your Q&A for buyers Buyer requirement options Block buyers with unpaid item strikes <ul> Blocks buyers who have received 2, 3, 4, or 5 unpaid item strikes in the last 1, 6, or 12 months. Strongest block: Buyers with 2 or more unpaid item strikes within 12 months. Weakest block: Buyers with 5 or more unpaid item strikes within 2 months.   Block buyers in locations to which you don't ship <ul> Blocks customers from bidding/buying that have a primary shipping address in a location to which you don't ship. The excluded shipping locations selected in the Sell Your Item (SYI) form determine where your listing won't ship. Countries automatically selected in the SYI form are those you blocked

through your shipping exclusion list. Note: This option will not block any bidders if you have no shipping locations blocked in your listing. Block buyers who may bid on several items and not pay for them <ul> Blocks buyers who are currently winning or have bought 1-10, 25, 50, 75, or 100 items from you in the last 10 days. You can choose to only apply this block to buyers with a Feedback score of 0-5. Helps you protect yourself from a single buyer who is intentionally or unintentionally buying your entire inventory. This rule includes buyers who have submitted best offers that are active or have expired. Require buyers to provide a payment method before they make an offer <ul> With this requirement, buyers will be asked to provide a payment method and shipping details when making an offer. If you accept the buyer's offer, their payment will be taken immediately. This option may be turned on by default for C2C sellers. They can turn it off by unchecking the Require buyers to provide a payment method before they make an offer box from the Buyer Management settings page. Manage your Q&A for buyers Sellers opt-in to show their phone number <ul> Since the summer of 2017, sellers can choose an account setting that enables them to share their phone number only after a purchase.

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1022_GUIDE/GUIDE1022_Call.png">
   Effective as soon as July 2018, sellers can choose from an additional account settings that enables them to share their phone number both before and after a purchase. This setting is available on eBay, mobile web (mWeb), and on the eBay app (Android and iOS).
 Exception: This setting is unavailable in France (FR), Italy (IT), and Spain (ES). <img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/1022_GUIDE/GUIDE1022_share.png">   Find answers page Before a purchase If the seller has opted in to providing a customer service phone number, the buyer will be able to contact the seller by phone. On eBay, the option is available on the Find answers page (internally referred to as "FAQ"). <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1022_GUIDE/GUIDE1022_FAQ_before.png"> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1022_GUIDE/GUIDE1022_after.png">   Ask seller a question (ASQ) Buyers can ask a question by phone. <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1022_GUIDE/GIODE1022_ASQ.png">   Reply to a question (RTQ) Sellers can reply to buyer questions by phone. <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1022_GUIDE/GUIDE1022_RTQ.png">   One click phone number access Before the buyer selects get the seller's phone number. (We may prompt them to do so.) <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1022_GUIDE/GUIDE1022_click.png"> After the buyer makes the selection. <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1022_GUIDE/GUIDE1022_clicked.png">   Android On Android devices, CALL SELLER is an option available in the seller's profile. <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1022_GUIDE/GUIDE1022_android.png">   iOS On iOS devices, Call the seller is an option in the Contact seller flow. <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1022_GUIDE/GUIDE1022_iOS.png">   What buyers see after they purchase an item <ul> If the seller has opted in to providing a customer service phone number, the buyer will be able to contact the seller by phone after purchasing an item. <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1022/whatbuyersees.png"> </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Cancel a bid <ol> Click Site map at the bottom of most eBay pages Click Sell at the top of the Site map page Under the Sell

Activities section, click Cancel Bids on Your Listing Enter the item number, bidder's username, and your reason for cancellation. Note: Buyers will receive an email explaining the reason for cancellation   Click cancel bid View buyers blocked by buyer requirements <ol> Click My eBay at the top of most eBay pages. Within the Account tab click Site Preferences / Selling preferences. Select Edit beside Blocked Buyer list. Display frequently asked questions in listing <ol> Click My eBay at the top of most eBay pages. Within the Account tab click Manage communications with buyers. Find the Manage questions and answers section and click Edit. Select Show Q&A Select the different topics shown and review the auto answers; if you don't like an answer, click Don't show to buyers. You can also create your own questions by clicking Add a question. Click Submit

 Note: The FAQs themselves will not display in the listing; members will need to click the "Ask a question" link on the view item page to see the FAQs. Set buyer requirements <ol> Click My eBay at the top of most eBay pages. Within the Account tab click Site Preferences / Selling preferences. Click Edit beside Manage who can buy from you. Select the buyer requirements you'd like to apply to your account. If you want the requirements to be applied to active and future listings, select Apply above settings to active and future listings. Leaving this box unchecked applies settings to future listings only. Third party listing tools pick up these changes after synchronization takes place, even if this box isn't checked.   If you don't want buyers blocked by these requirements to be able to contact you, select Don't allow blocked buyers to contact me. In some instances, blocked buyers will still be able to contact you.

Click Submit. Block a buyer <ol> Click Site map at the bottom of most eBay pages Click Sell at the top of the Site map page Under the Sell Activities section, click Block bidder/buyer list Click Add an eBay user to my Block Bidder/Buyer ListEnter the buyer's username in the text field. If there's more than one username, separate them by commas <img alt="" border="1" height="352" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1022/blockedBidderList.png" width="550"> Click Submit Exempt a buyer from buyer requirements <ol> Click Site map at the bottom of most eBay pages Click Sell at the top of the Site map page Under the Sell Activities section, click Block bidder/buyer list Click add a buyer to my Buyer Block Exemption List Enter the buyer's username in the text field. If there's more than one username, separate them by commas   Click Submit Set up Bidder Management tool for members <ol> First, always walk the seller though how to set up the Bidder Management Tool themselves. This allows us to educate and ensure they can do this for themselves in the future. After receiving education, if the seller asks us to do it for them (usually due to being away from their computer) we can do so, as long as the member has been contact verified.   </h2>