# Buying and Selling on eBay

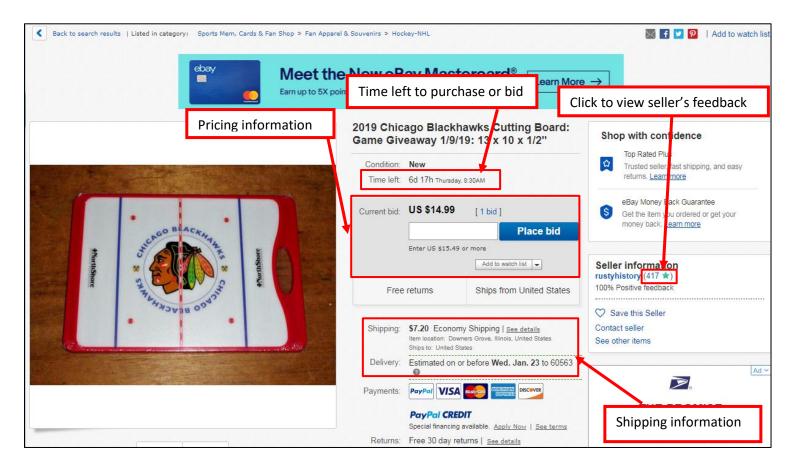
# Getting Started

- 1. Create an eBay account
  - a. Go to <u>www.ebay.com</u> and click **Register**.
  - b. To create a personal account, fill in your information and click **Create account**. (If you wish to create a business account instead, click **Create a business account** at the top of the screen.)
    - i. Password must be at least 6 characters including at least 1 letter and at least one number or symbol.
  - c. Your account is now active!
  - d. Keep the auto-generated username or click on the **Change Username** link in your welcome email to pick your own.
- 2. Create a PayPal account
  - a. Go to <a href="https://www.paypal.com">www.paypal.com</a> and click **Sign Up** in the top right corner.
  - b. Select Personal or Business and click Next.
  - c. Fill out your personal information and click **Next**.
  - d. Follow the prompts to add a payment method.

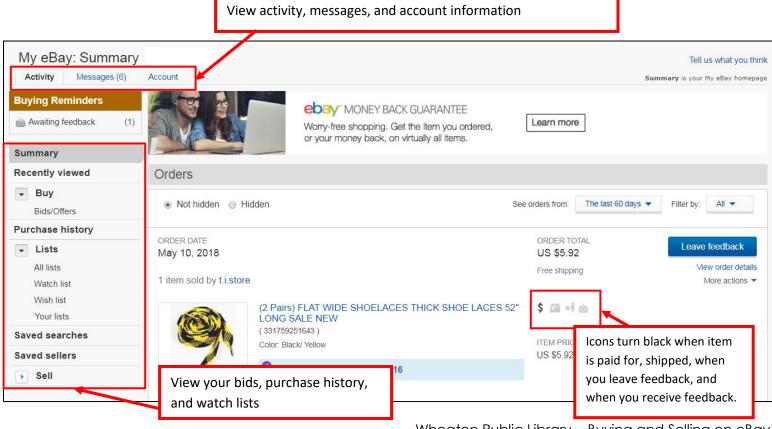
# Searching and Bidding

- Find items using the search box at the top of the screen.
- On the results screen, choose modifiers along the left side of the screen to narrow down your search.
- 3 different purchasing options, not all available on every listing:
  - Auction Enter your bid, click Place Bid, and wait for end of auction.
    - If you win, you will get an email with payment instructions.
  - Buy It Now Click Buy It Now to buy at seller's asking price.
    - You will be prompted to enter payment information immediately.
  - o Make Offer Click **Make Offer** and enter your offer.
    - Seller can accept, decline or counter. If your offer is accepted you will get an email with payment instructions.
- For Auction listings, eBay uses an automatic bidding system.
  - Enter the maximum amount that you are willing to pay.
    - If the amount you entered is higher than the maximum entered by the current highest bidder, you will become the new highest bidder.
      - eBay will automatically bid up the auction on your behalf until the current bid is one increment above the other person's maximum bid, but no higher.
    - If the amount you entered is lower than the maximum entered by the current highest bidder, eBay will automatically bid up on that person's behalf until they outbid you by one increment, but no higher. That person will remain the high bidder.
  - You may end up paying less than your bid if you win. When you win an auction you will always pay
    a small amount more than the next highest bid, even if your bid was much larger.
  - o Because the maximum amount entered by the current highest bidder is a secret, there is no way to know the amount you would have to enter to outbid them.
  - o Many bidders wait until the last few seconds to bid, so if you want to win an item, you may want to put it on your watch list and be ready to put in a higher bid as the auction is ending if necessary.
  - o eBay bids are contractual obligations and in most cases are not retractable. If you win an item you are expected to buy it.

# Item Listings



# My eBay



Wheaton Public Library - Buying and Selling on eBay

### Creating a Listing

- 1. Click **Sell** at the top right corner of the screen.
- 2. Enter keywords or UPC/ISBN number and search.
- 3. Look at the automatically suggested category—keep it or change to a different one.
- 4. Click **Sell One Like This** if you find an identical item, or click **Create A New Listing**.
- 5. Choose condition (New, Used, etc.)
- 6. Create a title, making sure to include all relevant keywords.
- 7. Fill out Details section if applicable (click on Change to see additional fields you can add.)
- 8. Upload photos. Be sure to take pictures from every angle, including clear photos of any defects.
- 9. eBay automatically generates a simple description but you should add additional information. To avoid complaints, be as detailed as possible and mention any defects or unusual features.
- 10. Pricing: Keep recommended pricing or click **Change** to adjust it.
  - o Use toggle buttons to choose Auction, Buy It Now, or both. Then, set a price.
  - Click on More Options to enable options like Easy Pricing, Allow Offers, Schedule Listing Start Time,
     Auction Reserve Price, or Auction Duration.

#### 11. Shipping:

- o Enter the weight and dimensions of the package.
- Select your preferred shipping service by clicking Change Shipping Service, then choose between:
  - You Pay (buyer gets free shipping): The range gives you possible costs. Actual cost will depend on buyer's location.
  - Buyer Pays Calculated Shipping: Buyer will pay a shipping cost based on their location.
  - Buyer Pays Flat Shipping: you select a fixed amount to charge for shipping.
- o Add a second shipping service, international shipping, or local pickup if desired.
- 12. Check Listing Preferences at the bottom of the page to change your settings for:
  - Handling Time (how long you estimate it will take you to ship the item after receiving payment)
  - Item Location
  - Accept Returns
- 13. Click **Preview** to check for errors, then click **List It** if everything looks OK.

# Selling Fees

	Insertion fee (per listing)	Final value fee (per item, charged only if item sells)	PayPal transaction fee (if PayPal is used as payment method)	Managed Payments transaction fee (if enrolled in Managed Payments)
Your first 50 listings	Free	10% of total sale price,	\$0.30 per	\$0.25 per listing
per calendar month		including shipping (12% for	transaction plus	plus 2.7% of total
All additional listings	\$0.35 (free	books, movies, & music, 3.5%	2.9% of total sale	sale price,
over 50 (per month)	for guitars)	for guitars, or 0% for	price, including	including
		men's/women's athletic shoes)	shipping	shipping

Additional fees may apply for upgrades such as auction reserve price, larger photos, and bold text.

## Maintaining Auctions

Go to **My eBay** Sell All Selling. Choose Active, Sold, or Unsold to see all your listings. Use the buttons to the right of each listing to see available actions, such as viewing order details, printing shipping labels, adding tracking numbers, canceling orders, or contacting buyers.

When you print a USPS, FedEx, or UPS shipping label through eBay you can pay for (discounted) postage at the same time.

### Blocking Individual Buyers or Categories of Buyers

Go to My eBay Account Site Preferences Buyer Requirements. To block individual buyers click on Blocked List link at the bottom of the screen next to Don't Allow Blocked Buyers to Contact Me and add usernames to list.

### Prohibited and Restricted Items

https://www.ebay.com/help/policies/prohibited-restricted-items/prohibited-restricted-items?id=4207

# **Terminology**

**Auction:** A type of listing for which the seller sets a starting price and potential buyers place bids. Auctions last for a pre-set number of days, and whoever is the high bidder when the auction ends will win the item.

**Fixed Price:** A type of listing for which the seller only sets a fixed "Buy It Now" price instead of allowing users to place bids.

**Buy it Now:** (auction-style and fixed price listings) Allows you to purchase an item immediately at a set price. Not available on all items. If a particular listing has a Buy It Now price but does not allow bidding, this is called a fixed price listing.

**Make Offer:** (auction-style and fixed price listings) The Make Offer button allows you to propose to pay a certain amount for an item. The seller can then choose to accept, decline, or counter your offer. Not available on all items.

**Place Bid:** (auction-style listings only) Enter the maximum amount you are willing to pay for an item during an auction. Your bid must be higher than the current bid listed on the auction page.

**Current Bid:** (auction-style listings only) The amount that the item would sell for if the auction ended right now. This is the price listed on the auction page. Because of eBay's automatic bidding system, it may be much lower than the maximum bid amount entered by the current highest bidder.

Final Value Fee: The fee that a seller pays to eBay when their item sells. It is a percentage of the sale price.

**Insertion Fee:** The fee that a seller pays to eBay when they list an item.

**PayPal:** An online payment service that allows you to safely send and receive payments for online purchases. It is the most common method of payment used on eBay.

Watch List: A way to keep watch on an auction you are interested in without placing a bid or making an offer.

**Add to Cart:** (available only for items with a Buy It Now option) If you intend to purchase multiple Buy It Now items, use the Add To Cart button to place them into your "shopping cart" so that you can pay for all of the items at once. Useful when a seller offers a discount for purchasing multiple items.

**My eBay:** The section of your account where you will find your account information as well as a list of items you are watching or bidding on, purchase history, messages, etc.

Feedback: Reviews that buyers and sellers leave for each other to rate the quality of the transaction.

**Feedback Score:** The number of positive feedback that a user has received, minus the number of negative feedback. A user's feedback score always appears in parentheses to the right of their username. Click on the feedback score to see more detailed feedback information for that user.

**Feedback Percentage:** The percentage of a user's feedback which is positive. It is usually better to look at feedback percentage than feedback score when trying to choose which seller to buy from.