



Teaching New Sellers about eBay Selling Limits and Payment Holds

Griff

Dean of eBay Education

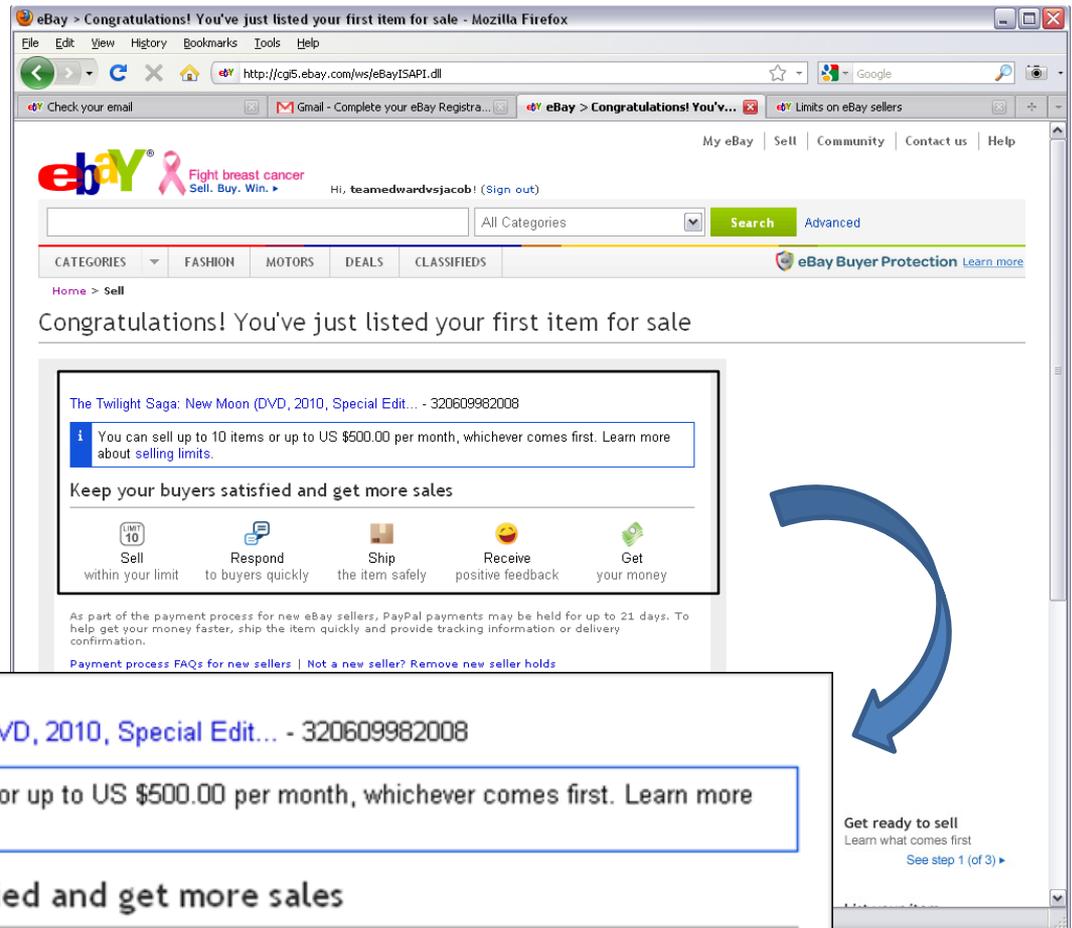
Two Topics for New Sellers



- Selling Limits
 - Account limits
 - Category limits
 - Item limits
- eBay Payment Holds

Selling Limits: Account Limits

- Monthly Account limits
 - Sold items
 - Gross Merchandise Volume
 - Active items for Sale



The screenshot shows a Mozilla Firefox browser window displaying the eBay website. The page title is "eBay > Congratulations! You've just listed your first item for sale". The user is logged in as "teamedwardvsjacob!". A notification box highlights the selling limits: "You can sell up to 10 items or up to US \$500.00 per month, whichever comes first. Learn more about selling limits." Below this, there are five icons representing the selling process: Sell (with a "LIMIT 10" icon), Respond, Ship, Receive, and Get. A blue arrow points from the notification box in the screenshot to a larger, detailed view of the notification box below.

The Twilight Saga: New Moon (DVD, 2010, Special Edit... - 320609982008

i You can sell up to 10 items or up to US \$500.00 per month, whichever comes first. Learn more about [selling limits](#).

Keep your buyers satisfied and get more sales

Sell within your limit

Respond to buyers quickly

Ship the item safely

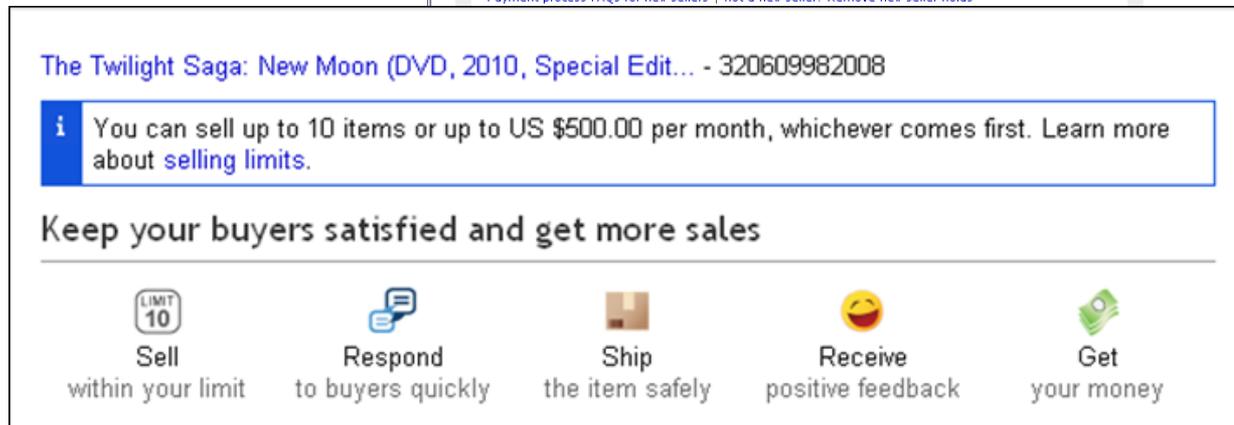
Receive positive feedback

Get your money

As part of the payment process for new eBay sellers, PayPal payments may be held for up to 21 days. To help get your money faster, ship the item quickly and provide tracking information or delivery confirmation.

[Payment process FAQs for new sellers](#) | [Not a new seller? Remove new seller holds](#)

Get ready to sell
Learn what comes first
[See step 1 \(of 3\)](#)



This block provides a detailed view of the notification box from the screenshot above. It contains the same text and icons, but with a larger font size and a clear border. The notification text is: "You can sell up to 10 items or up to US \$500.00 per month, whichever comes first. Learn more about selling limits." The icons represent the selling process: Sell (with a "LIMIT 10" icon), Respond, Ship, Receive, and Get.

The Twilight Saga: New Moon (DVD, 2010, Special Edit... - 320609982008

i You can sell up to 10 items or up to US \$500.00 per month, whichever comes first. Learn more about [selling limits](#).

Keep your buyers satisfied and get more sales

Sell within your limit

Respond to buyers quickly

Ship the item safely

Receive positive feedback

Get your money

Finding Your Account Limits

- My eBay > Selling (or Selling Manager) > Monthly Selling Limits
- Shows Current Monthly Activity relative to a Seller's Monthly Account Limits

The screenshot shows the eBay interface for a seller named 'teamedwardvsjacob'. The breadcrumb trail is 'Home > My eBay > All Selling'. The page title is 'My eBay' with the user's name and a notification icon. There are tabs for 'Activity', 'Messages (2)', 'Account', and 'Applications' (marked 'NEW'). A 'General settings' link is visible in the top right.

The main content area is titled 'All Selling' and features a yellow header for 'Monthly selling limits' with an 'Edit' dropdown. Below this, a message states: 'You can sell up to 10 items or up to \$500.00 per month, whichever comes first.'

A table titled 'Your October selling activity' shows the following data:

	Items	Amount
You have sold	0	\$0.00
You have listed (active)	1	\$50.00
You can list	9	\$450.00
	Out of 10	Out of \$500.00

At the bottom of the table area, there are links for 'How selling limits work' and 'Request a higher limit'.

Below the table is another yellow header for 'Selling Reminders' with an 'Edit' dropdown.

On the left side, there is a 'Summary' sidebar with sections for 'Buy' (All Buying, Bids/Offered(0), Won/Purchased(0), Didn't Win(0), Deleted) and 'Lists' (All Lists, Watch List & Other Lists, Saved searches(0)).

Selling Limits Warning: My eBay

All Selling

Monthly selling limits

Edit ▾

You can sell up to 10 items or up to \$500.00 per month, whichever comes first.

Your July selling activity	Items	Amount
You have sold	4	\$515.00
You have listed (active)	0	\$0.00
You can list	6 out of 10	\$0.00 out of \$500.00

! You reached your selling limits for this month. Request higher selling limits, or check next month to see when you can list more items.

[How selling limits work](#) | [Request higher selling limits](#)

Selling Limits Warning: SYI

SELL YOUR ITEM 1. SELECT A CATEGORY 2. CREATE YOUR LISTING 3. REVIEW YOUR LISTING

Complete Your Listing

 Save for later  Help

 **You've exceeded the number of items and dollar amount you can list.**
You can list up to 10 items or up to \$500.00 this month, whichever comes first. Learn about [selling limits](#) or [request higher selling limits](#).

Preview your listing [Edit listing](#) | [Get help](#)

Preview your listing

 This is how your listing will look when it's live on eBay. It's not published yet, so review it to make sure everything looks right.

- If you'd like to make any changes, close this preview window and click "Edit".
- If you're ready to publish it, close the preview and click on the "List your item" button.

[Close preview](#)

 Hi, fatbbcat! [\(Sign out\)](#) [My eBay](#) | [Sell](#) | [Community](#)

CATEGORIES — FASHION — MOTORS — DAILY DEAL — 

Selling Limits: Category Limits



Apply if the seller has...

- Registered the account less than 90 days ago
- Not sold multiple items in this category before
- Not sold in this category in over a year
- Had eBay Buyer Protection cases opened for more than 3% of total transactions in the last year

Categories With Limits



- Cameras & Photo > Camera Accessories
- Cell Phones & PDAs > Cell Phones & Smartphones
- Cell Phones & PDAs > Cell Phone & PDA Accessories
- Clothing, Shoes & Accessories > Men's Accessories
- Clothing, Shoes & Accessories > Men's Shoes
- Clothing, Shoes & Accessories > Women's Accessories
- Clothing, Shoes & Accessories > Women's Clothing
- Clothing, Shoes & Accessories > Women's Shoes
- Computers & Networking > Apple Desktops
- Computers & Networking > Apple Laptops & Notebooks
- Computers & Networking > Computer Accessories
- Computers & Networking > Computer Components
- Computers & Networking > Drives & Storage
- Computers & Networking > Other
- Computers & Networking > PC Desktops
- Computers & Networking > PC Laptops & Netbooks
- Computers & Networking > Software
- DVDs & Movies > DVD, HD DVD & Blu-ray
- Electronics > DVD & Home Theater
- Electronics > GPS Navigation
- Electronics > iPod & MP3 Players
- Electronics > Camcorders
- Electronics > Cameras
- Electronics > Televisions
- Gift Certificates
- Jewelry & Watches > Fashion Jewelry
- Jewelry & Watches > Jewelry Design & Repair
- Jewelry & Watches > Loose Diamonds & Gemstones
- Jewelry & Watches > Fine Jewelry
- Jewelry & Watches > Loose Beads
- Music > CDs
- Sporting Goods > Exercise & Fitness
- Tickets
- Video Games > Games
- Video Games > Systems

Selling Limits: Item Limits



- Apply to all sellers, new and long time.
- Apply to a variety of *non-specific*, popular items bearing trademark or copyright
- Sellers of items subject to item limits may qualify to have item limits increased or lifted.
 - Sometimes some item limits are lifted when seller has established a good track record.
 - Other types of item limits remain in place forever.

Increasing a Seller's Account Limits



- By Request
 - Confirming the seller's information
 - Linking a new account to an established account
 - Direct contact with eBay Customer Service (phone or email)

Removing Category Limits



Category Limits Automatically Removed After...

- Seller active for 90 days or more
- Multiple Items sold in the specific category

And if Seller has...

- Proven Customer Service Track Record
- No eBay Rules and Policies violations

Raising Limits for Established Accounts



Limits may be increased if the seller meets all of these conditions:

- Has been a registered seller for at least 90 days.
- Has no unresolved eBay Buyer Protection cases.
- Detailed Seller Ratings are at least 4.8 in all areas.

Increasing Item Limits



For a seller active 90 days or more, with good ratings and who is confident that their items are authentic, eBay considers the following criteria:

- Positive buyer Feedback
- No unresolved eBay Buyer Protection cases with buyers
- Selling history (minimum 3 months) and activity as a seller on the site
- Absence of Feedback questioning the authenticity of the item(s)
- PayPal verification
- History of following eBay policies
- General good standing of the account

Selling Limits: Talking Points



- Applied to all new seller accounts
- Help guide the new seller to success
- Reduce the risk of unintentional customer dissatisfaction and policy violations
- Insures a positive experience for all eBay customers – buyers & sellers.
- Not permanent! Limits can be continually raised as the seller's business grows

Item Limit Talking Points



- Apply to certain, unspecified brand name items and merchandise
- Initially apply to ALL new sellers
- Helps to keep counterfeits off eBay
- Can be gradually increased with persistent good listings and no violation reports.

eBay Payment Holds



Apply to sellers...

- With 90 days or less from their first sale on eBay
- With 25 or fewer sales transactions or
- \$250 or less in total sales
- Rated Below Standard
- With other unusual account activity (high and sudden incidence of Buyer Protection cases.)

Or in brief, all of your new students who have not sold before

eBay Payment Holds: How Long?



Held Funds Available:

- **3 days** after eBay receives confirmation of delivery when seller uploads tracking information, or
- **7 days** after seller's latest estimated delivery date or
- **21 days** after the buyer pays if seller doesn't upload tracking but marks the item as shipped and no claim has been filed by the buyer.

eBay Holds Talking Points



Provide your students with the following Best Practices:

- **Achieve eBay Top-Rated Seller**, Above Standard, or Standard status.
- **Offer an Expedited shipping** option (package delivered in 1-3 business days).
- **Specify 1-day handling time** and always ship within 1 business day of receiving the order.
- Pay postage and **print shipping labels on eBay**
- Ship with a carrier that offers package tracking and always upload the tracking information to eBay.
- If no tracking, make sure to **mark the item as shipped** in My eBay.
- **Respond quickly** to resolve any buyer issues.
- Follow all recommended best practices for providing great service and preventing Buyer Protection claims.

Thank You!

- Questions?