



Seller Hub Reports Guide

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DOWNLOADABLE REPORTS

Download your orders, listings and your scheduled **reports** to get a broad view of your business. If you have prior sales, you can start with downloading your entire reports history, keeping track of your orders, and schedule them to be generated at your preferred frequency. Reports are useful for record-keeping, auditing and order fulfilment, thus learning more about your business.

The screenshot shows a user interface for managing reports. On the left, there is a sidebar with three options: 'Download', 'Upload', and 'Schedule'. The main content area is titled 'Downloads' and includes a sub-header 'Get more information about your business'. Below this, there is a paragraph of text: 'You can learn more about your business by generating and downloading up-to-date reports that reflect the state of your orders and listings.' To the right of this text is a blue button labeled 'Download report'. In the top right corner of the main area, there is a link for 'Comments'.

Orders reports

- Each Orders report that you download contains data organised into columns with headers that identify the type of information in each column. Your computer system and Seller Hub Reports can recognise and interpret the data fields.
- The Orders reports will have each sale you have made in your selected date range. These reports are: **All orders; Awaiting payment; Awaiting postage; Awaiting postage – overdue; Awaiting postage – send within 24 hours; Awaiting express postage; Paid and posted; Paid – awaiting your Feedback; and Posted – awaiting your Feedback.**
- These reports do not contain data about returns or refunds. Posted; Paid and awaiting your Feedback; and Posted and awaiting your Feedback. These reports do not contain data about returns or refunds.
- Order fulfilment can be accomplished by using "Add order tracking and delivery info".
- Inventory can be tracked by downloading a Listings report.

Order report name	What's it for
All orders	All and present orders in the system regardless of their status
Awaiting payment	When a buyer chooses to pay with the Buy It Now option but doesn't actually pay, this report will include these orders. Once eBay Payments launches fully, this report may no longer be valid. eBay does not recommend that you fulfil your order until you've received payment from the buyer.
Awaiting postage	Paid orders that have not yet been sent
Awaiting postage – overdue	Paid orders that have not yet been sent and that have passed the handling time indicated in the listing.
Awaiting postage – send within 24 hours	High priority orders that are required to be sent within 24 hours.

Awaiting express postage

High priority orders that were marked as needing to be sent with express delivery (i.e. priority mail)

Paid and posted

All orders that have been paid and have been sent. This report should be used to validate shipments, in case of double-checking order fulfilment and/or resolving disputes.

Paid and awaiting your Feedback

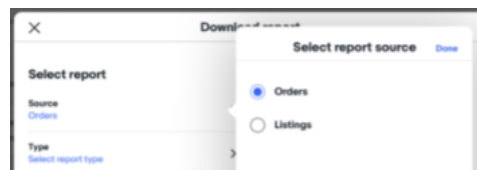
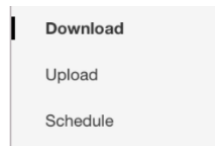
All orders that have been paid and awaiting the seller's Feedback. Providing Feedback will help you build trust and good will with your buyers.

Posted and awaiting Feedback

Orders that have been sent and that are awaiting Feedback from the buyer. When buyers provide Feedback, this helps to build trust with other buyers who see your seller profile. Once you receive Feedback from the buyer, we recommend that you provide Feedback on your transaction with them after you have updated tracking information.

Steps to download Orders report:

1. Go to the **Reports tab** in Seller Hub.
2. Select the Download page on the left-hand side.
3. Select the **Download report** button.
4. Select **report source** (i.e. Orders).
5. Select the **Orders** radio button.



6. Select the **report type** (e.g. Paid and posted).

Select report type [Done](#)

- All orders
- Awaiting payment
- Awaiting shipment
- Awaiting shipment - overdue
- Awaiting shipment - ship within 24 hours
- Awaiting expedited shipment
- Paid and shipped
- Paid - awaiting your feedback
- Shipped - awaiting your feedback

7. Select **date range** (e.g. today, this week).

Date range [Done](#)

- Today
- Yesterday
- This week
- Last week
- This month
- Last month
- Last 90 days

8. Click the **Download** button.



9. Look for your **Download** link under the **Action** column.

Status	Action
Completed	Download

Listings reports

This section explains how to generate a report that shows all of your active listings.

The Active listings report provides you a view of all your current listings still selling on eBay. This report will include the following columns: Item number, Title, Variation, Custom label, Available quantity, Format, Currency, Start price, Buy It Now price, Reserve price, Current price (figure), Sold quantity, Views (future), Watchers, Bids, Start date, End date, eBay category 1 name, eBay category 1 number, eBay category 2 name, eBay category 2 number, Condition, eBay Product ID (ePID), Listing site

Column name	What is it?
Item number	eBay-specified 12-digit number assigned to any listing, located in the upper right corner of the listing description.
Title	This is the primary name that appears in the search results and on the listings page for an item.
Variation	Also called multi-SKU, this field identifies multiple variants of the same single product (such as colours or sizes). Variation helps to define products in addition to item specifics.
Custom label	A seller-defined unique value for each product (SKU codes). Not required but can be extremely useful in managing inventory
Available quantity	Number of remaining items for a specific listing at the time of the downloaded report, after any sales.
Format	Listing format will be either auction-style (buyers place bids) or fixed price (seller sets the price). See Selecting a selling format .
Currency	Represents the monetary system in which you want to list your items.
Start price	Price at which bidding starts for an auction-style listing. If the listing is in fixed price format, this is the item listing price.
Buy It Now price	Price required to immediately buy an auction-style format item. Once buyer enters the amount, it will immediately end an auction
Reserve price	Bid amount that is required to be met before an item will sell. The value must be greater than zero. Additional fees apply.
Current price (figure)	Current bid amount for an auction-style listing or current price for a fixed price listing. For fixed price listings, this price may include any sale prices.
Sold quantity	Number of items that have been sold at the time of the download.
Views (future)	Number of people that viewed the listing.
Watchers	Number of users watching the item.
Bids	Number of bids on an auction-style listing.
Start date	Date on which the listing was started. For example 25-Mar-21 10:57 PDT
End date	Date on which the listing ended. For example May-01-21 10:57:24 PDT
eBay category 1 name	Last leaf name in eBay category tree, which is selected by the seller.
eBay category 1 number	Numeric ID of the category where the item is to be listed.
eBay category 2 name	Last leaf name in eBay category tree, which is selected by the seller.

eBay category 2 number Numeric ID of the category where the item is to be listed.

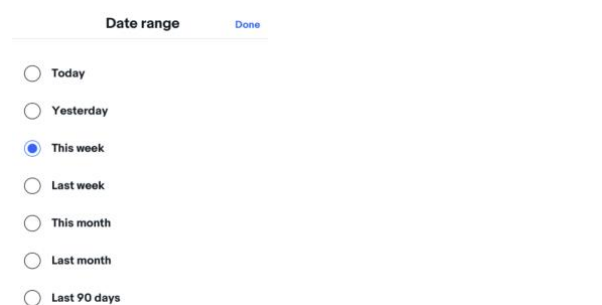
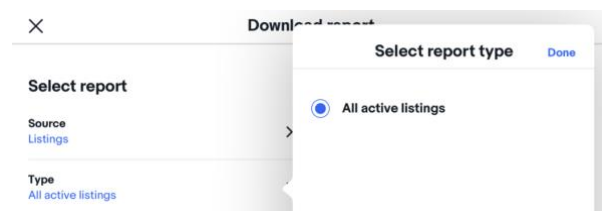
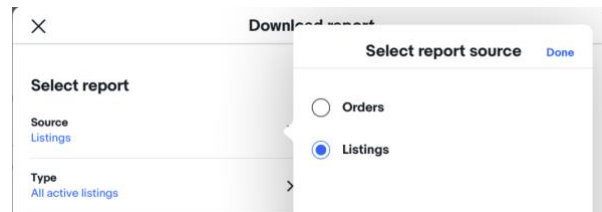
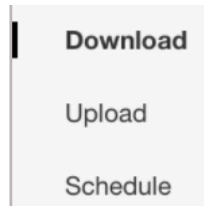
Condition Used to describe the state and appearance of an item.

eBay Product ID (ePID) eBay product ID number comes from eBay catalogue if used for this item.

Listing site Represents the site where you listed your item.

Steps to download Listings reports:

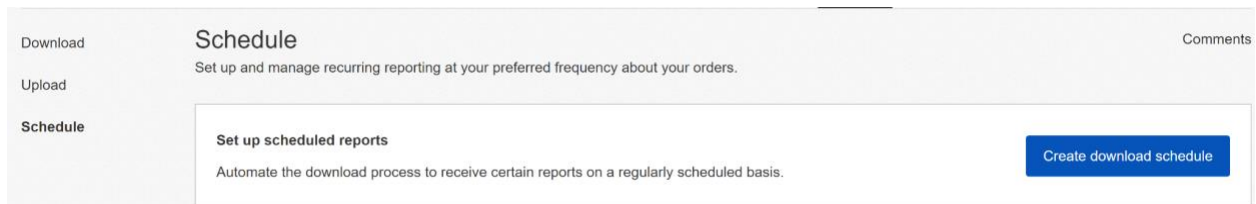
1. Go to the **Reports** tab in Seller Hub.
2. Select the **Download** page on the left-hand side.
3. Select the **Download report** button.
4. Select **report source** (i.e. Listings).
5. Select the **Listings** radio button.
6. Select the **report type** (i.e. All active listings).
7. Select **date range** (i.e. today, this week).
8. Click the **Download** button.



9. Look for your **Download** link under the **Action** column.

Status	Action
Completed	Download

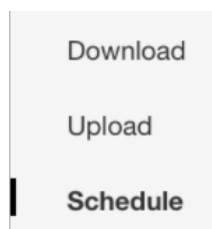
Scheduling automated reports:



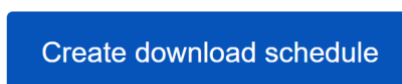
- Set up and manage recurring reports of your orders at your preferred frequency. You should use the schedule feature when trying to specify which reports will be automatically
- Max. number of scheduled reports
 - You'll only be able to display a maximum number of 25 reports. You'll need to delete an existing report to be able to create a new one.
- Download a scheduled report by choosing the orders, the type, frequency and run time. You can also modify existing scheduled reports.

Steps to schedule an Orders report

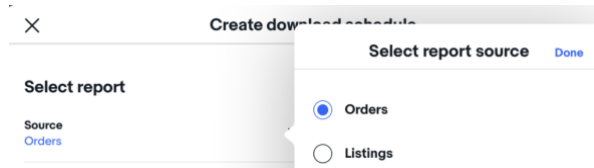
1. Go to the [Reports tab](#) in Seller Hub.
2. Select the **Schedule** page on the left-hand side.



3. Select the **Create download schedule** button.



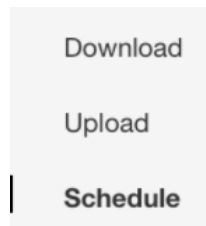
4. Choose **Orders** from the **Source** options.



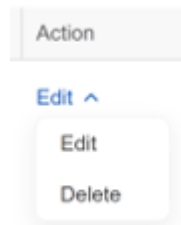
5. Select the **Type** of report you want to schedule (e.g. All orders, Awaiting postage, etc.).
6. Select the **Frequency** of your reports (hourly, daily, weekly or monthly).
7. Select a **Run time**.
8. Select an **Ends on date** of the report or select **No end date**.
9. Select **Save**.

Updating existing scheduled reports

1. Find the report you want to edit in the Scheduled page.



2. Click **Edit** under the Action column (or **Delete** if you want to remove it completely).



3. Select your **Frequency run time** and **Ends on** option. Click **Save**.

✕
Edit download schedule

Select report

Source
Orders 🔒

Type
Awaiting Shipment - overdue 🔒

Additional details
Review and update information as needed

Frequency
Hourly >

Ends on
04/01/2022 >

Summary of Order reports columns:

Sales record number
Order number
Buyer username
Buyer email
Buyer note
Buyer address
Ship to name
Ship to address
Item number
Item title
Additional columns

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