



# **Seller Hub Reports Guide**

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# Document information

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# Company Information

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# DOWNLOADABLE REPORTS

Download your Orders, Listings and you 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 fulfillment, thus learning more about your business.

Download

Upload

Schedule

Downloads

Generate, download, and keep track of all the reports you've run about your orders and listings.

Get more information about your business

You can learn more about your business by generating and downloading up-to-date reports that reflect the state of your [orders](#) and [listings](#).

Download report

Comments

## Orders Reports

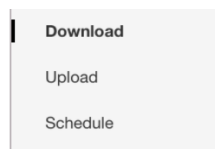
- Each Orders Report that you download contains data organized into columns with headers that identify the type of information in each column. Your computer system and Seller Hub Reports can recognize and interpret the data fields.
- The Orders Reports will have each sale you have made in your selected date range. These reports are: **All Orders; Awaiting Payment; Awaiting Shipment; Awaiting Shipment – overdue; Awaiting shipment = ship within 24 hours; Awaiting expedited shipment; Paid and Shipped; Paid - awaiting your feedback and Shipped - awaiting your feedback.**
- These reports do not contain data about returns or refunds. Shipped; Paid and awaiting your feedback and Shipped and awaiting your feedback. These reports do not contain data about returns or refunds.
- Order fulfillment can be accomplished by using “Add order tracking and shipping 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 fulfill your order until you've received payment from the buyer.
Awaiting Shipment	Paid orders that are pending shipment
Awaiting Shipment - overdue	Paid orders that are pending shipment and that have passed the marked handling time, defined by the created listing.

Awaiting Shipment - ship within 24 hours	High priority orders that are required to be shipped within 24 hours.
Awaiting expedited shipment	High priority orders that were marked as needing to be shipped with expedited shipping (i.e priority mail)
Paid and Shipped	All orders that have been paid and have been shipped. This report should be used to validate shipments, in case of double checking order fulfillments 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.
Shipped and Awaiting feedback	Orders that have been shipped 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 the Seller Hub.
2. Select **Download** on the left-hand side

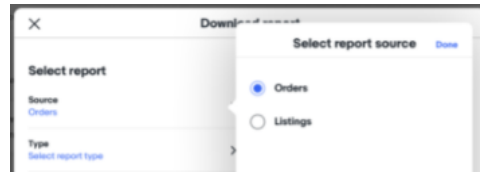


3. Select the **Download report** button.



4. Select **report source**. (i.e Orders)

5. Select the **Orders** radio button



6. Select the **report type** (i.e. Paid and shipped)

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** (i.e. 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	<a href="#">Download</a>

# Listings Reports

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

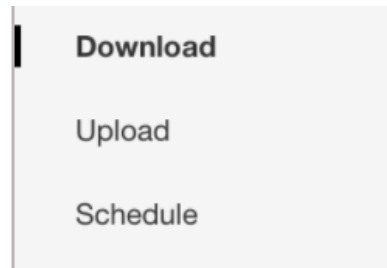
The Active listings report provides you a view of all your current listings still selling on eBay. This report will include the following columns: Item number, Title, Variation, Custom label, Available quantity, Format, Currency, Start price, Buy It Now price, Reserve price, Current price (figure), Sold 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 colors 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 <a href="#">Selecting a selling format</a> .
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. <b>Additional fees apply.</b>
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 <a href="#">category</a> 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 catalog 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 the Seller Hub.
2. Select **Download** on the left-hand side

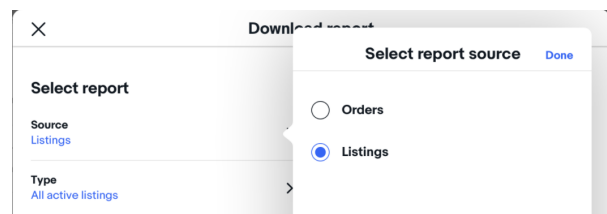


3. Select the **Download report** button.

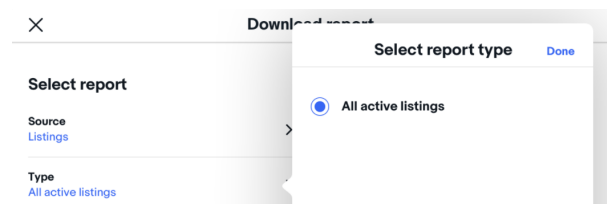


4. Select **report source**. (i.e Listings)

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	<a href="#">Download</a>

## Scheduling automated Reports:

Download

Upload

**Schedule**

### Schedule

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

**Set up scheduled reports**

Automate the download process to receive certain reports on a regularly scheduled basis.

Create download schedule

Comments

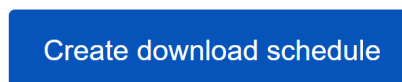
- Set-up and manage recurring reports of your orders at your preferred frequency. You should use the schedule feature when trying to specify which reports will be automatically
- Max number of scheduled reports
  - You will only be able to display a maximum number of 25 reports. You will need to delete 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

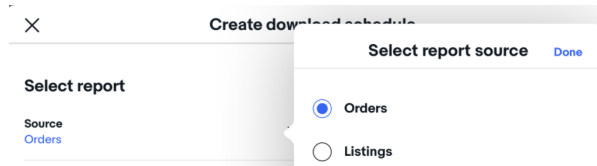
1. Go to the [Reports tab](#) in Seller Hub.
2. Select **Schedule** on the left-hand side.



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



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



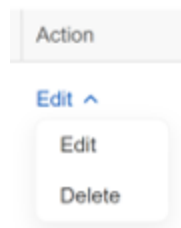
5. Select the **Type** of report you want to schedule (e.g. All orders, Awaiting Shipment, etc.).
6. Select the **Frequency** of your reports (Hourly, Daily, Weekly or Monthly).
7. Select a **Run Time**.
8. Select an **Ends on date** of the report or select **No end date**.
9. Select **Save**.

## Updating existing scheduled reports

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



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

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Summary of Order reports columns:

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

<b>DOWNLOADABLE REPORTS</b>	<b>3</b>
Orders Reports	3
Steps to download Orders Report:	4
Listings Reports	6
Steps to download Listings Reports:	8
Scheduling automated Reports:	9
Steps to Schedule an Orders Report	9
Updating existing scheduled reports	10