



## **Advanced Selling Strategies**

Action Plan for  
Professional Sellers



October 2012



## Evaluate your subscription level

- Calculate the lowest possible fees
- Review marketing and management tools (FREE with eBay Stores)
- Open or upgrade your eBay Store  
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## Maximize visibility and sales

- Experiment with a variety of listing formats
- Write effective titles with relevant keywords
- Add up to 12 free pictures (for all listings except Motors vehicles)
- Maintain Top Rated seller status (see following)
  - Price items competitively
- Offer free and/or expedited shipping
- Use item specifics and product details
- Sell more with Best Offer, Buy It Now, and multi-variation listings
- Monitor traffic with counters, Listing Analytics, and Store Traffic Reports  
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## Earn eBay Top Rated seller status and rewards

- Complete 100 transactions with \$1,000 in sales from US buyers in the past 12 months
- Maintain 98% or better positive feedback
- Maintain low rates of 1s and 2s on and Buyer Protection cases from US buyers
- Upload tracking within your stated handling time on 90% of transactions with US buyers
- Offer 1-day handling and minimum 14-day returns with money-back option
- Keep account in good standing  
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## Get 5-star ratings

- Describe items completely and accurately (including flaws) with a brief bulleted list
- Include clear, well-lit photos from multiple angles on a neutral background
- Set expectations, anticipate questions, and respond quickly with courtesy
- Specify 1-day handling and upload tracking by end of next business day
- Offer free shipping and combined discounts
- Monitor your seller dashboard  
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## Track your success

- Subscribe to eBay Sales Reports Plus (FREE)
- Calculate your conversion rate
- Determine average selling prices
- Refine your strategy  
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## Save time, reduce costs

- Ship daily and print labels on eBay
- Take advantage of shipping discounts
- Get discounted supplies on eBay
- Set up questions and answers (Q&A)
- List faster and compare tools to streamline your process  
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## Build and expand your brand

- Drive traffic to your eBay Store or ProStore
- Create a “sale” with Markdown Manager
- Build customer loyalty with flyers and email
- Optimize your listings for search engines
- Go global, list internationally
- Sell for your favorite cause
- Use social media to grow your sales  
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**Get a FREE  
business  
consultation**

The eBay Seller Outreach team is committed to helping you succeed.

Get personalized, practical advice to help you boost efficiency, optimize listings, and earn maximum rewards.

Space is limited, so schedule your call today: [www.scheduleonline.com/ebay](http://www.scheduleonline.com/ebay)

*This service is available to professional sellers of all levels, including eBay PowerSellers, eBay Top Rated sellers and eBay Stores subscribers.*



# Evaluate your subscription level



Choose the pricing structure that works best for the way you sell—standard fees with a free Auction-style listing option or an eBay Stores subscription package with discounted fees.

As a professional seller with the goal of growing your business, consider the following benefits of a Stores subscription package:

## Get cost-effective pricing based on your selling activity

- Insertion fees as low as 3¢ for Fixed Price listings
- Discounted Auction-style final value fee rates

## Leverage powerful marketing and management tools (FREE)

- A customizable storefront where buyers see all of your listings in one place
- A unique URL that promotes your Store online and offline to attract repeat business
- FREE Selling Manager Pro with Premium and Anchor subscriptions
- Proven marketing tools like Markdown Manager, advanced cross-promotion opportunities, and email newsletters  
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## Get cost-effective pricing based on your selling activity

Choose from three eBay Stores subscription levels:

Basic	Premium	Anchor
<b>20¢</b> Fixed Price Insertion Fees	<b>5¢</b> Fixed Price Insertion Fees	<b>3¢</b> Fixed Price Insertion Fees
Consider a Basic Store if you list more than 50 Fixed Price or Auction-style items per month. It's a great starter package to ramp up your selling.	If you're a higher volume seller with more than 250 items per month, or if you list in both Auction-style and Fixed Price, a Premium Store may be right for you. Subscribers must meet <a href="#">minimum performance standards</a> for all sellers	If you're a higher volume seller who wants top savings and the lowest package rates on eBay, an Anchor Store may be right for you. Subscribers must meet <a href="#">minimum performance standards</a> for all sellers.
<b>\$15.95</b> per month	<b>\$49.95</b> per month	<b>\$299.95</b> per month

## Take Action!

### Evaluate your subscription level

- ▶ Calculate the lowest possible fees for your business using the [Fee Illustrator](#)
- ▶ Review powerful marketing and management tools (FREE with eBay Stores)
- ▶ Open or upgrade your eBay Store now (click the "Account" tab in My eBay and choose "Subscriptions")



# Maximize visibility and sales

Visibility means sales, and a number of strategies can help buyers find your items. eBay's search results look at a variety of factors to put your listings in front of serious buyers. While no "silver bullet" guarantees exposure, the strategies below can help increase your visibility and increase sales.

## Attract more buyers

Follow these best practices to increase the odds of buyers finding and reviewing your listings.

### **Experiment with a variety of listing formats.**

Even if you've had consistent success with one [listing format](#), it's a good idea to take another for a test-drive occasionally to see how it performs. Different types of inventory will sell better in specific formats, depending upon demand and accessibility of product over time and season to season.

### **Write winning titles and descriptions.**

[Relevant and specific item titles attract buyers.](#) Use up to 80 characters with keywords that most accurately describe your item such as brand name, condition, model or style. For multi-variation listings, search results look at your variation information (size, color, etc.), so you can save titles for other differentiating factors that help your items stand out. Describe your items completely, accurately (including flaws), and concisely with relevant keywords.

The best way to determine the right keywords is to act like a buyer and search for your product by name. What are the most common keywords on the first page of results? Do they apply to your item? Be sure to check off and review "Completed listings" under the "Show only" menu on the left side of the page to determine which listings are the most successful. Again, be as specific and relevant as possible.

**Add pictures.** A picture is worth a thousand words and great photos can often make the sale—especially with the growing number of shoppers on mobile devices. That's why up to 12 pictures per listing are FREE, including zoom and enlarge capabilities, on all listings (excluding eBay Motors vehicles) starting July 2, 2012. The more clear, crisp, quality pictures you show, the easier it is for buyers to find your listings and make purchase decisions. Visit our [Photo Center](#) for our top tips and tricks.

**Maintain Top Rated seller status.** Earn [Top Rated](#) seller status and your listings that offer the services buyers want most—14 day or longer returns and 1-day handling—can earn a 20% final value fee discount, the highest average boost in Best Match, and, coming this fall, the new Top Rated Plus seal. See page 8

**Price competitively.** Use Auction-style the way it works best—with a [low start price](#) to attract buyers and stimulate bidding. For Fixed Price, [price your items competitively](#). Tools like [Marketplace Research by Terapeak](#) can help you get a handle on how other sellers are pricing similar inventory.

**Offer free or expedited shipping.** Consider offering [free shipping](#) when you can and provide an expedited shipping option for buyers that are willing to pay more to get it fast. This can help your position in Best Match, eBay's default sort order. It also ensures that the eBay [Fast 'N Free](#) logo will appear on listings for all U.S buyers, increasing visibility and demand for your listings.

**Use item specifics.** List your item's features and attributes by using the [item specifics](#) provided by eBay or customizing them. Item specifics let you provide details about the item you are selling, such as brand, size, type, color, and style. These details appear at the top of your listing description in a consistent format, making it easy for buyers to find your items.

### **Use product details from our catalog.**

When you list certain items in many categories, you can use [product details](#) from the eBay catalog to help you create complete listings that are more visible and appealing to buyers. Be sure they are an exact match, however. If your item is used or refurbished, select the most accurate item condition and use the listing description or the item condition notes field (available in October 2012) to provide details about any flaws.

## Close more sales

The following features can help you sell more items faster and save on listing fees.

**Use Best Offer – It's FREE!** If you're willing to shave a little off your asking price to increase your sales volume, [add Best Offer to your Fixed Price listings](#). This free feature lets you negotiate price with auto-accept/auto-reject to ensure you get the price you want without any extra effort. It's a great way to boost your sell-through rate while saving on relisting fees. Add Best Offer when you list by going to the Fixed Price tab. Find "Best Offer," then click the check box next to "Allow buyers to make offers."

**Buy It Now.** Some buyers like the excitement of bidding and winning, while others are willing to pay more for the convenience of buying right away. Get the best of both worlds by adding a [Buy It Now](#) price to your Auction-style listings.

**Multi-variation.** When you have several sizes or colors of the same product, list them all in a single Fixed Price listing for one low fee. Price each variation just the way you want. Find out which categories support [multi-variation Fixed Price listings](#).

## Measure traffic to your listings

Find out how many people are visiting your listings, and how many of those visits yield sales. These tools can help you to refine your keywords and promotions by measuring traffic to your listings.

**Add traffic counters (FREE).** Instantly see how many people visit a listing by adding a free [traffic counter](#). Check counters 24 hours after listings go live, and, if there are only a few visits, consider updating the keywords in your titles and descriptions.

**Analyze your listings (FREE).** Increase your sales by gaining insight into how your listings perform—the rate at which buyers see, click, and buy from your listings. The [Listing Analytics application](#) helps you identify specific areas to improve your listings and additional business practices to help your sales.

**Get Store Traffic Reports.** [Store Traffic Reports](#) show you where traffic is coming from, which keywords generate the most attention (so you can use them in your titles and descriptions), and which Store pages buyers visit most often.

Your Store Traffic Reports give a detailed view of all pages within your Store (including any custom pages, custom category pages, search results, and more), all of your Auction-style and Fixed Price listings, and other pages on eBay that are specific to you (Seller's Other Items page, your Membership Profile/Feedback page, About Me) or your listings (including bid and Buy It Now confirmation pages). If you find that more buyers are finding your listings from certain categories or pages, you'll want to focus on optimizing those areas.

## Find out what's hot

The eBay home page is the most visible page on eBay, filled with links to listings for the most popular products. For even more detailed market trend information and insights into what products may be popular tomorrow, next week, next month, or even next season, check out [Marketplace Research by Terapeak](#).

**Identify key trends with Marketplace Research.** Turn knowledge into profit with a subscription to [Marketplace Research by Terapeak](#). Determine the market value (average selling price) of products you plan to sell, find the best performing keywords and categories for your titles and listings, track products to gauge seasonal demand, monitor your competition, determine the most effective formats and upgrades to help sell specific products, and more.

## Take Action!

### Maximize visibility and sales

- ▶ Experiment with a variety of [listing formats](#)
- ▶ Write winning titles and descriptions with relevant keywords
- ▶ Add up to 12 pictures FREE (excluding eBay Motors vehicles)
- ▶ Earn and maintain [Top Rated](#) seller status (see page 8)
- ▶ Price your items competitively
- ▶ Offer free shipping or an expedited shipping option
- ▶ Use item specifics and product details
- ▶ Sell more with Best Offer, Buy It Now, and multi-variation listings
- ▶ Monitor traffic with counters, Listing Analytics, and Store Traffic Reports
- ▶ Find out what's hot with [Marketplace Research](#).



# Earn eBay Top Rated status and rewards

Buyers expect great service. When they're happy, it builds confidence in the eBay marketplace and keeps them coming back for more. That's why we reward and recognize sellers delivering the best experiences with eBay Top Rated seller status.

## Qualify for Top Rated seller status

To achieve and maintain seller status as of June 1, 2012, you must:

- Have at least 100 transactions and \$1,000 in sales over the past year and follow the [selling practices policy](#).
- Maintain very few instances of low DSRs (1s and 2s) and [opened and unresolved Buyer Protection cases](#) from U. buyers.
- Upload tracking information to eBay within your stated handling time on 90% of transactions with US buyers.

## Earn the highest rewards

Sellers who consistently deliver a great experience for their buyers earn a prominent badge (and the following rewards on their listings that offer 1-day handling and returns:

- **20% final value fee (FVF) discounts**
- **Greatest average boost in Best Match**

*Note: You can choose not to offer 1-day handling and returns on some or all of your listings, but only listings with both services will receive the discount.*

Every PowerSeller in the eBay Community also gets the following benefits:

- **USPS® Savings.** Save up to 32% on postage with the USPS® Savings Program – Platinum/Titanium PowerSellers and eBay Top Rated sellers who use eBay Labels for an average of 2,500+ transactions a month are eligible for Commercial Plus™ pricing.
- **UPS® Savings.** Save up to 32% off air shipments, up to 25% of international shipments and up to 23% off Ground Shipments through the UPS® Savings Program for eBay PowerSellers.

Visit the Seller Information Center for the complete [list of requirements](#).

### New this fall:

#### Top Rated Plus seal.

Buyers will see the new Top Rated seal on listings from Top Rated sellers that offer both 1-day handling and 14 day or longer returns with money-back option.



## Take Action!

### Earn Top Rated seller status and rewards

- ▶ Complete 100 transactions with \$1,000 in sales from US buyers in the past 12 months
- ▶ Maintain 98% or better positive feedback
- ▶ Maintain low rates of DSRs and Buyer Protection cases from US buyers
- ▶ Upload tracking within your stated handling time on 90% of transactions with US buyers
- ▶ To earn discounts on your final value fees offer 1-day handling and returns on as many listings as possible
- ▶ Keep your account in good financial standing

Delighting customers is about more than building a reputation—it's about improving your bottom line. Maintaining high [detailed seller ratings \(DSRs\)](#) with minimal low ratings (1s and 2s) and very few Buyer Protection cases is essential for eBay Top Rated seller status. Being a Top Rated seller offers eligibility for increased visibility and [final value fee](#) discounts. To earn 5-star ratings, proactively manage customer expectations and follow these best practices.

## Item/product description

Describe items completely and accurately, (including flaws) and be sure to include lots of photos.

**Take great photos:** Include [clear, well-lit photos](#) of the actual item you're selling and take photos from different angles on a neutral background. With up to 12 free photos per listing (excluding eBay Motors vehicles), be sure to capture any flaws, defects, or wear and tear.

**Specify the condition of your item.** Choose the most accurate [Item Condition](#) value during the listing process and clarify with additional information in your listing description. Clearly describe any wear and tear, defects, missing parts, or any other imperfections (many buyers don't mind if items aren't in perfect condition--as long as you let them know ahead of time).

**Set expectations and anticipate questions.** Address buyer concerns up front. Set up [questions and answers](#) to address common concerns.

**Avoid stock-outs.** When you list an item and a buyer bids on it or buys it, both parties enter into a contract that they are expected to honor.

## Communication

Most transactions on eBay go smoothly and without any need for contact at all. You'll get an **automatic 5-star DSR for Communication** for transactions with no communication between buyer and seller when you specify 1-day handling time and upload tracking information by the end of the next business day!

**Answer emails quickly.** Many buyers use email to test your responsiveness and gain trust.

**Be courteous.** When a buyer does need to contact you, be sure to provide great customer service. DSRs are all about meeting a buyer's expectations, so put yourself in your buyer's shoes and treat them the way you'd like to be treated.

**Follow up.** If an issue comes up, keep the buyer informed as you take steps to resolve it. They'll feel better knowing that you're on top of things.

**Be proactive.** On your packing slip, tell buyers you're available to resolve any issues. For example, "We strive to provide 5-star customer service. If you need help or there's anything we can do to improve, we welcome you to contact us!" This simple message can go a long way toward heading off any potential issues before a claim is made or feedback is left.

**Add a personal touch.** When you package the item, include a handwritten "Thank you!" on the packing slip or include a [promotional flyer](#) offering a discount on the next purchase to encourage repeat business.

**Always provide ship tracking information.** When you use [eBay Shipping Labels](#), it's automatic!

## Shipping time

When you specify 1-day handling time, upload tracking information by the end of the next business day after the buyer's payment clears, and we know your package arrived within 4 business days from when the buyer pays (or arrived by your estimated delivery if that was earlier), eBay will rate the transaction with an **automatic 5-star DSR for shipping time!**



# Get 5-star ratings

Ship within 24 hours of receiving payment. Use carrier pickup (USPS® is free) to save trips to the Post Office. UPS and FedEx® also offer customers the flexibility to choose from a variety of package pickup options in the US. Or, find your closest FedEx or UPS drop-off locations, including nearly 4,400 locations of The UPS Store®.

**Offer expedited shipping.** Offer expedited shipping option for buyers that are willing to pay more to get it fast. The eBay Fast 'N Free logo will also appear on items where you've offered free shipping and eBay estimates the item will be delivered within 4 business days.

**Provide tracking numbers.** Tracking and delivery confirmation numbers will be added to the Order Details page automatically when you print shipping labels on eBay. You can also upload tracking for virtually any carrier directly to eBay—for single items in My eBay and for multiple items using File Exchange. If you don't have this information, mark items as shipped in My eBay.

## Shipping & handling charges

When you offer free shipping and the buyer selects that option, eBay will rate the transaction with an automatic 5-star DSR for shipping cost!

**Consider free shipping.** Buyers comparing identical items perceive a better value when shipping costs are lower, even if total cost is the same. The eBay Fast 'N Free logo will also appear on items where you've offered free shipping and eBay estimates the item will reach the buyer within 4 business days.

**Offer discounts on combined shipping.** Offer combined shipping discounts to encourage multiple item purchases.

**Pass carrier discounts on to buyers.** Use eBay label printing to get automatic discounts on USPS® Priority Mail® and Express Mail®. eBay Top Rated sellers and Platinum/Titanium PowerSellers with an average of 2,500 or more transactions per month can also join the USPS Commercial Plus™ Program and save up to 32%.

## Monitor your seller dashboard

To evaluate customer satisfaction, the best tool is your seller dashboard. This quick reference guide is always available in My eBay. Check it regularly to track your ratings for each of the four DSR areas, review your opened and unresolved cases, get tips on improving your overall seller performance level, and get alerts on situations that may require immediate attention.

## Take Action!

### Get 5-star ratings

- ▶ Describe items completely and accurately (including flaws) with a brief bulleted list
- ▶ Include clear, well-lit photos from multiple angles on a neutral background
- ▶ Set expectations, anticipate questions, and respond quickly with courtesy
- ▶ Specify 1-day handling and upload tracking by end of next business day
- ▶ Offer free shipping, expedited shipping, or combined shipping discounts

- ▶ Monitor your seller dashboard

The screenshot shows the eBay Seller Dashboard. At the top, there's a navigation bar with 'My eBay', 'Sell', 'Community', and 'Customer Support'. Below that is a search bar and category filters. The main content area is titled 'My eBay (730 ★)' and 'Seller dashboard'. It features a 'My Account' sidebar with links like 'Personal Information', 'Addresses', and 'Seller Dashboard'. The main dashboard area includes a 'Seller performance numbers' summary with a table of metrics:

Average detailed seller ratings	Your average	Low ratings (1s and 2s)
Item as described	4.91	0.75% (2)
Communication	4.91	0.37% (1)
Shipping time	4.95	0.37% (1)
Shipping and handling charges	4.81	0.37% (1)

Below this is a 'Buyer Protection cases' table showing 0% for both opened and closed cases. At the bottom, there are sections for 'Reports and service tools' and 'Your lifetime transactions'.

# Track your success



Now that you've had a taste of success, it's time to take a closer look at your metrics to find out what's working and what's not. By tracking and analyzing your own sales trends, you can fine-tune your selling strategy to stay competitive.

**eBay Sales Reports Plus** (FREE) provides detailed sales metrics you can use to refine your selling strategy and effectively scale your business. Use the information to:

- Measure your sales performance against your sales goals
- Find out which factors contribute to sales
- Determine areas of opportunity and areas for improvement
- Spot marketplace trends based on your sales
- Track your growth from month to month through archived reports

### To start your free subscription:

1. Log into My eBay
2. Click the "Account" tab and choose "Subscriptions"
3. Click the "Subscribe" link next to Sales Reports Plus

Your free Sales Reports Plus subscription will help you understand and manage trade-offs you may need to make when selling on eBay. To determine what's right for your business, carefully monitor:

**Conversion Rate (CR).** A measure of selling success on eBay. It is the combined measure of the number of successful listings divided by the number of total listings.

**Average Selling Price (ASP).** The combined value of all items sold divided by the number of items sold. To calculate ASP, divide Total Listings or Gross Merchandise Volume (GMV) by Successful Listings.

Here are two examples that highlight how the two work together:



Last month	This month
Successful listings: 40	Successful listings: 45
Total listings: 100	Total listings: 100
ASP: \$10	ASP: \$8
Gross Merchandise Volume: \$400	Gross Merchandise Volume: \$360
<i>CR increased from 40% to 45%, but because ASP declined, total sales decreased.</i>	

Last month	This month
Successful listings: 40	Successful listings: 35
Total listings: 100	Total listings: 100
ASP: \$10	ASP: \$15
Gross Merchandise Volume: \$400	Gross Merchandise Volume: \$525
<i>ASP increased from \$10 to \$15. Although CR decreased, total sales increased.</i>	



## Track your success

Sales Reports Plus lets you see results by category, listing format, or both. You can also see your fees for Auction-style and Fixed Price listings. Look at the big picture to decide which format and items are giving you the highest conversion rates and best value on fees.

For more advanced reporting tools, consider a Premium or Anchor Store subscription.

### Take Action!

#### Track your success

- ▶ Subscribe to eBay Sale Reports Plus (FREE)
- ▶ Calculate your conversion rate
- ▶ Calculate average selling prices (ASP)
- ▶ Evaluate your strategy



# Save time, reduce costs



Building for long-term growth requires a sustainable model that keeps costs consistently in line with sales through efficient processes. That's why we've made a variety of tools available to help you optimize your processes, reduce operating costs, and maintain your sales volume—freeing up time for you to focus on the future.

## Save on shipping

Daily shipping is a best practice that will not only save you time but also helps you earn automatic 5-star DSRs for shipping time to achieve and maintain eBay Top Rated seller status.

**Print shipping labels on eBay.** Create and pay for [labels on eBay](#) at no additional cost and take advantage of postage and shipping discounts exclusively available to business sellers on eBay. Automatically fill in correct addressing information and display tracking and delivery confirmation numbers directly in My eBay to help get those automatic 5-star DSRs. Printing up to 25 labels at a time can be done easily on a standard home or office printer.

**Order FREE supplies online.** Get free boxes and envelopes at the [USPS® Shipping Zone](#). For [UPS® shippers](#), packaging for air shipments, self-adhesive labels, and more are also available free of charge.

**Have carriers come to you.** Use [USPS® Carrier Pickup™](#) for your Express Mail®, Priority Mail®, and international packages at no charge. [UPS](#) offers customers the flexibility to choose from the most [package pickup options](#) in the US. Visit the [Shipping Center](#) for complete details.

**Get a good postal scale.** Knowing the exact weight of your package allows you to determine accurate shipping costs. You can find great deals on shipping scales and everything else, from [packing peanuts](#) and [bubble wrap](#) to [padded mailers](#) and [packing tape](#), right on eBay.

## Answer questions before buyers ask

Two easy actions can reduce the number of emails you get from buyers.

1. Write brief, yet detailed item descriptions in an easily scanned format.
2. Set up frequently asked [questions and answers \(Q&A\)](#).

*Remember, if a buyer emails you a question you've already answered in your listing or Q&A, reply promptly and remain courteous. They could be testing to see if you're a responsive seller.*

## Streamline your workflow

How much time does it take you to sell an item on eBay? If you're still using the basic listing form on eBay, chances are you have an opportunity to speed things up. Our feature comparison table will help you choose the right tools to optimize your sales process.

**Turbo Lister (FREE).** Create listings in bulk on your computer and then upload or edit them either one at a time or in bulk on eBay. When this easy-to-use, downloadable tool is combined with [Selling Manager \(FREE\)](#), you have a complete end-to-end selling solution.

**Selling Manager (FREE).** Manage all of your listing and sales-related activities online. Track your inventory, edit active listings, and generate bulk feedback, invoices, or labels right in My eBay.

**Selling Manager Pro (30-day FREE trial).** Compare [Selling Manager](#) to [Selling Manager Pro](#) and you'll see additional listing, product inventory, and automation features. Selling Manager Pro is included FREE in Premium and Anchor Store subscriptions.

**File Exchange (FREE).** Designed for high-volume sellers, [File Exchange](#) integrates with Microsoft® Excel® and Access® and other inventory software so you can list items in bulk and manage sales using flat files.



## Save time, reduce costs

### **Blackthorne Basic/Pro (30-day FREE trial).**

Do you sell at least 25 items a month? Consider [Blackthorne Basic](#). It lets you create professional listings in bulk, track the status of your sales, and manage buyer communications and feedback—all from your desktop. How many employees sell on eBay for your business? If your answer is more than two, consider [Blackthorne Pro](#). This top-of-the-line tool supports multiple user profiles and includes all the features in Blackthorne Basic plus inventory management, reporting tools, and more.

### Take more work off your plate

Hundreds of services and solutions are available from third parties to help make high-volume selling and post-sales management more efficient. You can now access several [third-party tools](#) directly in the “Applications” tab of Selling Manager or Selling Manager Pro. All have free trials, so find the one that is right for you.

Other tools that fit your business needs are found at the [eBay Certified Providers website](#). Certified Providers are carefully screened and must have extensive experience with eBay, support the features sellers need most, and provide a number of proven customer references that are checked by eBay, among other criteria.

### Take Action!

#### Save time, reduce costs

- ▶ Ship daily and print [shipping labels on eBay](#)
- ▶ Take advantage of exclusive shipping discounts, free shipping supplies, and pickup
- ▶ Get discounted [packing materials](#) right on eBay
- ▶ Set up automated questions and answers (Q&A)
- ▶ List faster and compare tools to streamline your process



Marketing and self-promotion accelerate sales and develop long-term customer loyalty. Put your brand and your listings in front of the broadest possible audience with eBay promotional tools. Branch out and expand your reach and customer base.

## Drive traffic to your Store

Every eBay Stores subscription includes powerful tools to drive traffic and the ability to easily [build a customized, branded web page](#) where your customers can return again and again.

**Leverage keywords.** Search engines look at every area of your store, so optimize pages with keywords likely to attract buyers. Talk about the products and brands you sell, and even use these keywords when organizing your custom categories.

Link back to your Store in listing headers and add Store categories, a search box, and category navigation to your listing frame. When you're done, use the Search Engine Keywords tool in the design section of your Store preferences (My eBay > My Subscriptions > Manage my Store > Search Engine Keywords) to create meta tags. These tags appear at the top of the HTML code in your listings, helping search engines find and present your pages in search results.

### **Create a “sale” with Markdown Manager.**

Buyers love a deal, so catch their attention by temporarily slashing prices or advertising free shipping. [Markdown Manager](#) lets you discount items by a percentage or dollar amount so you can create seasonal sales events to move excess inventory or attract buyers to your Store through “loss leaders” (deeply discounted items that entice buyers into your Store). Promote your savings in email newsletters to increase repeat business and customer loyalty.

**Include promotional flyers in each package.** Customize [promotional flyers](#) that advertise your Store, highlight interesting products, and promote your sales and special deals. Flyers give you another opportunity to reiterate your return policy, remind buyers to leave positive feedback if they're satisfied, and recommend products repeat buyers may need soon. Include a flyer in every shipment and, if appropriate, make them available at your retail store.

**Try Email Marketing.** Promote your Store and build repeat business with email newsletters. The [Email Marketing](#) tool lets you create compelling emails with links to your eBay Store and listings, generate up to five mailing lists (targeting buyers based on their interests, purchase activity, or type of promotion), and measure the success of each email through the Sent Email page so you can refine your email marketing strategy. Buyers can subscribe when they add you to their Favorite Sellers list or by clicking the “Sign Up for Store Newsletter” link in your Store.

**Extend your brand with ProStores (30 day trial).** Take advantage of multiple sales channels to accelerate your business growth. Open your own ecommerce site at your own web address with [ProStores](#)® (an eBay company). Take advantage of discounted monthly subscription fees, which include everything you need to set up, manage, and promote your store online: domain registration and hosting, a customizable online storefront, shopping cart, secure credit card processing, marketing tools, and integration with your eBay listings.

## Optimize your listings for internet search engines

Attract a world of online shoppers through their favorite search engines using [search engine optimization \(SEO\)](#) techniques. Keep these tips in mind when setting up your Store and choosing the keywords for your listing titles and descriptions.

**Use relevant keywords.** Search engines index eBay constantly, so make sure your listing titles and item descriptions start with important keywords buyers are most likely to use. Include relevant brand names and other popular keywords in your Store description and when naming custom categories. Create full sentences when you can and be specific. You're not fishing for page views; you're appealing to buyers who are ready to purchase. Be careful not to overdo it-- your listing can actually get less visibility if a search engine (on or off eBay) thinks you're keyword “spamming.”

**Include unique identifiers.** One of the most important things you can do to make sure your listing is found by search engines including eBay, Google and Yahoo!, is to [include unique identifiers](#) like Universal Product Codes (UPCs), European Article Numbers (EANs), or International Standard Book Numbers (ISBNs) in your listings. It's also a good idea to include the item brand name and Manufacturer's Part Number (MPN) in item specifics whenever they're available.



## Build and expand your brand

**Link to your Store.** Include links back to your Store from other websites or social networking pages and within your listings. As a general rule, the more a page is linked to, the more relevant it becomes to a search engine. Besides having SEO benefits, cross-promotion offers great opportunities to drive multiple sales, recommend accessories and add-ons, or entice buyers with combined shipping discounts.

**Link your keywords.** Contextual links typically get more search engine recognition. For example, link “see more digital cameras” instead of “click here.”

### Go global

Thanks to increased buyer demand abroad, there’s never been a better time to [sell internationally](#). We’re expanding the eBay marketplace to welcome even more European countries to help you reach more buyers looking for your products. Here are a few tips for making international sales work for you.

**Specify shipping destinations and rates.**

To sell internationally, specify the countries you’re willing to ship to when you list. You can even specify a region such as Europe and exclude a specific country, such as Italy. Buyers will then be able to purchase your items on eBay.com or at [global.ebay.com](#). You can also purchase and print [international shipping labels](#), order free international flat rate boxes, get customs forms, and automatically track shipments right in My eBay. Remember that you must specify shipping carriers and costs for Canada, the UK and Australia when you make your items available to those countries.

**Communicate.** Be clear about your international policies and proactively address questions an international buyer might have. eBay displays an automatic customs notification message for all international transactions in the shipping section of the listing page, informing buyers of potential customs delays and duties before they place their orders. We will remove Feedback if the seller receives any Feedback comment that refers to customs delays or customs fees. (Note: only transactions with US buyers count toward your performance rating for eBay Top Rated seller status on eBay.com, but you’re now eligible to earn Top Rated seller status in other countries).

**Find out what’s hot.** When choosing products to sell, look for things that buyers abroad can’t source locally or that are significantly more expensive in other countries. In general, look for items with a high value relative to their weight, such as collectibles, clothing, jewelry, accessories, electronics, and auto parts. Cultural differences can influence product desirability, so look at completed listings on other eBay sites and use tools like Marketplace Research by Terapeak when deciding what to sell.

### Sell for a cause

Buyers love to purchase items associated with causes they support. In fact, we’ve found that charitable listings often have more bids and end up with higher final selling prices. Don’t forget, your donations are also tax deductible!

**Join eBay Giving Works.** Donate all or part of an item’s final sale price to a nonprofit through [eBay Giving Works](#), our dedicated program for charity listings. Your listings will get an eye-catching ribbon icon and will appear on eBay, on eBay Giving Works, and on the benefiting nonprofit’s About Me page. As a thank-you for your generosity, we’ll give you a [prorated credit](#) on your insertion and final value fees equal to the percentage of the proceeds you donate.

## Use social media to grow your sales

Millions of people visit social media sites like Facebook, Twitter, YouTube, LinkedIn and Pinterest and blogs every day to interact with others who share their interests. When they see something they like (or dislike!), they share it instantly with their friends, who share it with more friends—often within hours. Tapping into this phenomenon isn't difficult or costly, but it does require some knowledge and planning. Here are our top tips for putting the power of social media to work for your business. To get more detailed tips for each social media channel, visit the [Seller Information Center](#).

**Evaluate before you start.** Social Media channels all have very different attributes and audiences. In a nutshell, Facebook is for staying in touch, Twitter is for "breaking news," LinkedIn is for business contacts, Pinterest is for creativity and inspiration, YouTube and blogs are for telling the in-depth story. Explore each one carefully before deciding where to start. Find out where your customers are—look for groups within these channels that might be interested in your listings, like camera buffs or fashion mavens.

**Start small.** Start with one channel and build up your presence. Social media can be a valuable tool to enable online commerce, but it's important to focus your efforts on those activities that are most likely to provide a good return on your time investment.

**Create a separate business account.** Facebook rules require you to create a separate fan page for your business. Post about your products and eBay listings on your fan page, instead of on your personal Facebook page. Both your friends and fans will appreciate it—and it helps smaller businesses look more professional!

## **Genuinely contribute to the**

**conversation.** Consider your target audience and how you can build your relationship with them. Budget time for keeping your presence fresh. You need to create original posts at least several times a week, and respond quickly to comments from your online friends and followers. Simply posting links to your listings is not likely to keep them engaged. Consider what unique perspective, insights, and expertise you offer and use those attributes to set you apart from the competition.

**Listen and engage.** Take the time to listen to what your social media fans and followers are saying about you on social channels. Responding promptly and engagingly to your customers helps you take advantage of the power of social media to cultivate loyal customers.

**Cross-promote your social media channels.** Use your social media channels judiciously to cross-promote your content. For example, post your YouTube videos on your blog and Facebook page. Point your Twitter followers to your blog and Facebook page. Post a Facebook update when you have a new blog post or video, and include the link. Consider linking your business Twitter handle to your Facebook fan page so that your tweets are also auto-posted on your Facebook page—reaching both audiences at the same time. But be selective—you don't want to duplicate information on the same channel. Again, you want to keep your followers engaged and interested.

**Stick with it (be patient).** It takes time to build a presence on any social media channel, so don't expect instant results. As long as you continue to post interesting new content on a consistent basis, the fans and visitors--your potential customers--will keep coming.

## Take Action!

### Build and expand your brand

- ▶ Drive traffic to your eBay Store or integrated ProStore
- ▶ Create a "sale" with Markdown Manager
- ▶ Bring customers back with promotional flyers and email marketing
- ▶ Optimize your store and listings for internet search engines
- ▶ Go global, [list internationally](#) and expand your market
- ▶ Tap into the power of [social media](#)



## Quick Links to eBay selling resources

### Congratulations!

You're ready to build your brand and take your business to the next level on eBay. Please print this guide and keep it for your reference.

If you have questions, these resources are available anytime at [ebay.com/advancedselling](http://ebay.com/advancedselling).

Resource	URL
<b>Seller Information Center</b>	<a href="http://ebay.com/sellerinformation">ebay.com/sellerinformation</a>
<b>Shipping Center</b>	<a href="http://ebay.com/shipping">ebay.com/shipping</a>
<b>Photo Center</b>	<a href="http://ebay.com/photocenter">ebay.com/photocenter</a>
<b>Seller Dashboard</b>	<a href="http://ebay.com/sellerdashboard">ebay.com/sellerdashboard</a>
<b>eBay Sales Reports (FREE)</b>	<a href="http://ebay.com/salesreports">ebay.com/salesreports</a>
<b>Listing Analytics Application (FREE)</b>	<a href="http://ebay.com/listinganalytics">ebay.com/listinganalytics</a>
<b>Search Engine Optimization</b>	<a href="http://ebay.com/seo">ebay.com/seo</a>
<b>Seller Tools (FREE)</b>	<a href="http://ebay.com/sellertools">ebay.com/sellertools</a>
<b>Marketplace Research by Terapeak (30-day free trial)</b>	<a href="http://ebay.com/marketplaceresearch">ebay.com/marketplaceresearch</a>
<b>eBay Top Rated seller</b>	<a href="http://www.ebay.com/TopRated">www.ebay.com/TopRated</a>
<b>eBay Stores</b>	<a href="http://ebay.com/stores">ebay.com/stores</a>
<b>Global Selling</b>	<a href="http://ebay.com/goglobal">ebay.com/goglobal</a>
<b>eBay Giving Works</b>	<a href="http://ebaygivingworks.com">ebaygivingworks.com</a>
<b>Seller Protection</b>	<a href="http://ebay.com/sellerprotection">ebay.com/sellerprotection</a>



