



# **File Exchange Tickets Template Instructions**

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# Introduction

This section describes this document's purpose and explains where to find the File Exchange listing templates.

## How to use this guide

This guide explains how to use the File Exchange listing tool to post product listings to the eBay web site. This guide was designed to be used with one of the standard templates available on the File Exchange [Select Template](#) web page.

## How to interpret text styles

The text in this document use these text styles in sentences to imply specific meanings:

- **Bold** signifies objects clicked to perform a function, such as menu commands, buttons, and keyboard keys. **Bold** is also used to highlight a term or phrase before its explanation.
- *Italic* denotes names of pertinent objects, such as application windows, field names, hyperlinks, and introductory terms.
- `Monospace` signifies programming objects, such as code examples, field values, and URLs.
- PlainCapitalLetters signify a general reference, such as "For Action, use the VerifyAdd value," and "ReturnsAcceptedOption supports the ReturnsAccepted and ReturnsNotAccepted values."

# What is File Exchange?

This section provides a general overview of File Exchange, and then explains the template structure and how to use it.

- [eBay File Exchange overview](#)
- [Understanding template structure](#)

## eBay File Exchange overview

This section explains the requirements for, and the features of, the File Exchange templates, and then presents a general workflow.

## File Exchange benefits and requirements

File Exchange allows you to create a large number of listings offline and then easily bulk upload and manage those listings and the resulting sales reports.

File Exchange is the ideal tool if you:

- Are already familiar with the eBay listing process
- Have a lot of inventory items you want to list on eBay
- Use software, such as Microsoft® Excel, Access or another program to manage your inventory and want to use it to create a listing file for eBay
- Are familiar with flat files and want to batch list several items in a single file.

The File Exchange tool helps you quickly and efficiently:

- Create new listings
- Confirm there are no errors in your listing files before you post them
- Revise active listings
- End active listings
- Download sales reports
- Issue refunds
- Mark items as shipped
- Leave feedback.

File Exchange is a free subscription service, but does have certain computer system requirements.

### Requirements for using File Exchange

File Exchange is a cross-platform tool, meaning it can be used on Windows, Mac, or Linux systems, as long as the system has:

- An Internet connection
- A recent version of a standard Web browser such as Firefox, Safari, or Internet Explorer
- A text-editing software application that supports the comma-separated value (CSV) format.

You must also have an eBay account and be subscribed to File Exchange.

To subscribe to File Exchange:

1. Sign in to eBay, and go to the [File Exchange home page](#).
2. Click **Sign Up Now**.
3. Read the Terms of Use agreement, and then click **I Agree To These Terms**.

You are now ready to use File Exchange.

## File Exchange features

The benefits of File Exchange include faster file processing, better response files, the ability to view processing status, and more consistency in naming conventions.

Using the eBay File Exchange features, templates and processes, you can upload and manage a large number of listings, and the resulting sales, using a standard flat-file format.

A flat file is an electronic data file used to exchange information between two systems. Data for each record is separated by a comma, semicolon, or tab. With File Exchange, you can use flat files to list in any eBay category. Flat-file benefits include:

- **Platform independence:** Create and use flat files on any operating system
- **Software independence:** Manage your inventory with almost any spreadsheet or database application
- **Improved efficiency:** Batch list or update several listings simultaneously.

You can also upload and download files using scripts. If you prefer to automate uploads via an HTTP Post, or automate downloads via an HTTP Get, please refer to the [File Exchange Advanced Instructions](#).

### Downloadable templates

Each default template file that you download will contain data organized into fields (also called *columns* or *headers*) that your computer system and File Exchange can recognize and interpret.

Using the File Exchange template, you can create one file that contains multiple actions; that is, you can add one listing, revise another listing, end a third, and so forth. eBay has designed several default templates that you can download. Refer to [Using the default templates](#).

### Sales Management

File Exchange also helps you to download and manage your item sales data at every stage of the listing process. For example, you can download an order report to obtain your most recent sales, or you can download a refunded order report to verify refunds.

## File Exchange workflow

To create a product, you perform these steps, which are described in this guide:

1. Select a product creation template to download from the eBay File Exchange Center.
2. Download the template(s) you selected to a known location on your computer.
3. Open the template using a spreadsheet or similar application.
4. Fill in the template to create a new listing file.
5. Save your new listing file in the CSV (comma-separated values) or tab-delimited file format.
6. Upload the new listing file to eBay.
7. Review the upload status and results, and then troubleshoot errors, if needed.

For in-depth information about the File Exchange templates, refer to the [File Exchange Advanced Instructions](#).

## Understanding template structure

This section explains how templates are structured, how to enter your data into the templates, and how to specify the actions to perform on the the data you enter.

You can enter product information into a template or if your product information is already documented in a database or spreadsheet file, map your data into the template file. Regardless of the method you choose, pay close attention to the following details as you enter data into the structure contained in the File Exchange template:

- *Required field:* Data must be entered into every required field. Asterisks (\*) denote required fields. For example, \*Description and StartPrice.



**Note:** New sellers must provide a safe payment method such as PayPal or a credit card such as American Express, Discover, Visa, or MasterCard. For explanations about payment option, see [Optional template fields](#).

- *Character type, character limit, and values:* Data must conform to the character types and limits provided in the definitions of the template data fields.



**Important:** Fields in File Exchange cannot contain new lines, line feeds, or carriage returns. To avoid file processing errors, remove any such characters. To force line breaks, such as in the Description field, use the HTML `<br>` and `<p>` tags.

- *Header field names are not case-sensitive:* For example, File Exchange recognizes `paypalaccepted` and `PayPalAccepted` as the same field. We recommend you use the field names as they are provided in this guide.
- *Field Relationships:* Some fields depend on other fields. For example, if you enter a value for `ShippingService-1:Option`, you must also enter a value for `ShippingService-1:Cost`. In some cases, a field may be optional but require use of a related field. For example, `ShipmentTrackingNumber` is optional but when used must be accompanied by a value for `ShippingCarrierUsed`. Error messages may appear in the Load Results report when fields contain incorrectly populated fields.
- *Using multiple values in one field:* Some fields enable you to enter several values. When doing so, use the pipe ( | ) character to separate values.
- *Template variations across eBay sites:* Different eBay sites support different default templates. For example, not all sites support the Catalog template.

The Action data field header includes metadata information such as SiteID, Country, and Currency, which are specific to the site from which the template is downloaded. Do not change these values unless you are an advanced user who wants to list items on a different eBay site and you have the necessary permissions from [Customer Support](#) to do so.

## Choosing a template file

This section explains the designed purpose for each of the listing templates.



Before you download templates, determine where to store the files for easy access and retrieval. Good file management practices help alleviate losing data and time-consuming rework. Each type of template was designed for an intended purpose.

For example, the listing templates have these prescribed uses:

- Use the Item Specifics template to list items based on a particular eBay category, like a particular type of memorabilia
- Use the Catalog template to list items with ISBN, UPC, or SKU established product identifiers
- Use the Basic template for all other types of listings such as items that do not have major similarities
- Use the Tickets template for listing tickets in the Events Category, such as concerts and sporting events.

When you first create a listing template, keep the item listings to a minimum, and use the *VerifyAdd* action the first time you upload a file. Uploading a simple file first will help you more easily resolve any errors. After successfully uploading a file, create a file with actual listings, and then upload that file to post real items on eBay.

When you create a new listing file, keep in mind that you can later use it to create similar listing files.

## Using the default templates

This section explains how to download a template file, and then enter product information in the template fields.

### Acquire a default template

This section explains how to acquire the default templates via the internet.

Downloadable templates enable you to easily create your product and listing template files with a standardized file structure. The column headings in the template files control how the data is uploaded, so standardized files help minimize processing errors. Column header text should not deviate from the standard formats used in the templates.

You must be connected to the Internet in order to download File Exchange templates. For in-depth information about the File Exchange templates, refer to the [File Exchange Advanced Instructions](#).

You can download the templates in two different formats: Excel or CSV. Excel-formatted templates provide field descriptions inside the file, but the CSV templates do not. Choosing the right template will help make listing your items easier. Each template was designed for a specific purpose.



**Note:** If a pop-up blocker is enabled on your computer, disable this function, or choose to override the blocker when prompted, in order to download the templates.

To acquire a default template:

1. Sign in to your eBay account with your user ID and password.
2. Navigate to the [File Exchange Center](#) page.
3. Click **Select Template** on the left side of the page. The *Select Template* page opens.

**Select a Template: File Exchange**

Select the template that you would like to use to upload your listings and updates. [Learn more.](#)

**Item Specifics Category template**  
Use this template to list in one category. This option allows you to enter item specifics to your listings.  
[Select a category](#)

**Catalog listing template**  
Use this template if you plan to use ISBN or UPC codes to list items in the following categories: Books, Movies, Music, and Video Games.  
[CSV format](#) | [Excel format](#) | [Instructions](#)

**Tickets listing template**  
Use this template if you plan to list in the Event Tickets category.  
[CSV format](#) | [Excel format](#) | [Instructions](#)

**Basic template (no item specifics)**  
Use this template if you're listing in categories that do not include item specifics.  
[CSV format](#) | [Excel format](#) | [Instructions](#)

**Half.com templates**  
Use these templates to manage inventory and sales on Half.com.  
Load Inventory: [CSV format](#) | [Excel format](#) | [Instructions](#)  
Post Sales Management: [CSV format](#) | [Excel format](#) | [Instructions](#)

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**Figure 1: Select Template page**



**Tip:** After navigating to the *Select Template* page, you can use the links on the left side of the page to access all of the other File Exchange pages used in these procedures.

4. Select one of the template files in either CSV or Excel format, and then follow the prompts to save the template on your computer.

## Enter data in the template fields

This section explains how to use a File Exchange template file to create product listings.

The default templates can be modified using any software program that reads comma-separated value (CSV) format, such as a spreadsheet program or a text editor. We recommend using a spreadsheet program, which structures the information in a table layout.

The procedure below provides sample entries for the a default template. The action used in a template file determines which of the default fields are required to contain values (data). For example, using the Revise and Relist actions only require using the ItemID field; whereas using End requires the ItemID and Endcode fields. For more information about Action field requirements, refer to the [File Exchange Advanced Instructions](#).

For more information about general field requirements, refer to [Required template fields](#).

When you are done, save the file in CSV format to a location on your computer.

## Deleting a field from a default template

This section explains how to remove fields from a default File Exchange template.

The File Exchange templates contain both required and optional fields. Unused optional fields can be deleted to streamline your template files. Do not change or delete any of the required field headers. Required fields are in **bold type** or have an asterisk (\*) beside the field name.



**Tip:** Instead of deleting an unused optional field, it can be renamed to serve as a new field that is not in the default templates. For example, you may not want to use the *BoldTitle* field, but would like to offer free shipping for this item, you can replace it with *ShippingService-1:FreeShipping*, and use it for that purpose.

To delete an unused optional field, select the column and select **Edit > Delete**.



**Tip:** If you want to delete multiple new fields, hold down the *Ctrl* button while clicking on columns you want to delete, and then select **Edit > Delete**.

# Uploading and downloading files

This section explains how to upload a template file and then download inventory and sales reports.

## Upload a template file

To upload listing files to File Exchange, you must be connected to the internet. You'll also need a valid email address in order to receive upload confirmations.

Template files are validated when uploaded as follows:

- A basic format check is performed when files are uploaded. For example, if you use a format other than .csv, or tab-delimited .txt in some regions, the upload will fail. Also, if the Action field is not present in the first column, or the required fields are not present and properly formatted, the upload will fail.
- If you create your File Exchange CSV files on a Unix system (such as Linux), you must convert the files from Unix format to DOS format before you upload them to eBay. To do so, run the unix2dos utility against the files to properly encode line breaks. For example, run `unix2dos linuxfilename.csv`. Doing so converts the Unix instruction for a new line (\n) to an instruction recognized by Windows (\r\n). Be sure to upload the converted Windows-compatible version of the files.
- You can only upload 1,000 actions every 24 hours. If you have exceeded your upload limits for the day, the upload will fail. If the number of actions in the file exceeds the eBay limit, the upload will fail. To request an increase in your upload limit, contact [Customer Support](#).
- Files can only have up to 150,000 rows and cannot be over 5 MB in size

An example of an *Upload Inventory* page is shown below.

**Upload Inventory**

It may take 30 minutes or more to process your uploaded files. You can review the status of your uploads on the [View Upload Results](#) page.

To upload your files:

1. Click **Browse** to select the file or enter the file path.
2. Make sure your Email Address is correct. If there is a problem, you will receive an email with detailed error messages.
3. Click **Upload** to upload your file to eBay.

**File Location**

   
 Click **Browse** to select a file or enter a file path.

**Email Address**

  
 Success and error messages will be sent to this address. To change, enter a new email address.

---

[Cancel](#)

Click **Upload** to upload your file to eBay.

**Figure 2: Upload Inventory page**

After uploading files, always check the upload results report to verify that no errors occurred. eBay sends you an email confirmation noting its success or failure. (If the upload fails, the email you receive will describe any errors.)

Later, you will receive another email notifying you that the product listings were posted successfully.

Follow these steps to upload your template file:

1. Go to the [File Exchange Center](#) page, select **Upload Listings and Updates**, which opens the *Upload New Listings and Updates* page.
2. Under File Location, click **Browse** and locate the new template .csv file that you previously created. When you have found and selected the file, click **Open** to place it in the *File Location* field.
3. Type in the email address where you want File Exchange to send emails to (it defaults to your account email).
4. Click **Upload** to send your template file to eBay.

## View upload results

Click **View Upload Results** on the *Upload Inventory* page to view the summary and status of the file(s) you've just uploaded.

The *View Upload Results* page shows the status of uploaded files, along with this information:

- Date you uploaded the file
- Reference number generated by eBay File Exchange
- Number of requested actions in the file
- Percentage of actions completed
- Links to the uploaded file(s)
- Upload status, which includes: File Received-In Queue, In Progress, Completed, Failed - Invalid File Format
- Links to the Load Results report, as described in [Load results report details](#).

The *View Upload Results* page also allows you to download any file that has been previously uploaded. For example, if you want to create a similar file from one that uploaded successfully simply download that file and rename it when you save it. You can also download your upload results report from this page once processing has completed.

Use the *View Last* drop-down menu to see your upload results sorted by time frames (24 hrs, last 7 days, 30 days or 90 days).

An example of a *View Upload Results* page is shown below.

View Upload Results						
File Receipt History						
						View last: <input type="text" value="7 days"/> <input type="button" value="Go"/>
Upload Date	Ref #	# of requested actions	% of completed actions	Uploaded File*	Status	Load Results Report**
Feb-17-11 12:28:42 PST	51181	500	100%	<a href="#">Download (Compressed)</a>	Completed	<a href="#">Download (Compressed)</a>
Feb-11-11 14:32:57 PST	50904	500	100%	<a href="#">Download (Compressed)</a>	Completed	<a href="#">Download (Compressed)</a>
Feb-11-11 09:54:29 PST	50902	1000	100%	<a href="#">Download (Compressed)</a>	Completed	<a href="#">Download (Compressed)</a>
Feb-11-11 09:41:48 PST	50901	750	100%	<a href="#">Download (Compressed)</a>	Completed	<a href="#">Download (Compressed)</a>

\* eBay will retain uploaded files and upload results files for 90 days.

\*\* The Load-Results report provides information regarding successful and unsuccessful uploads. Use the [Error Codes Reference](#) table to correct unsuccessful uploads.

**Figure 3: View Upload Results page**

Click on a **Download** link under *Load Results Report* to open a results file.

## Load results report details

The Load Results report contains processing data about each listing in your upload file. An example file is shown below.

	A	B	C	D	E	F	G	H	I
1	Line Numb	Action	Status	Error Code	ItemID	Application	StartTime	EndTime	AuctionL
2	1	Add	Success		2.70E+11		2008-05-11	2008-05-18	
3	2	Add	Success		2.80E+11		2008-05-11	2008-05-18	
4									
5									
6									
7									
8									
9									

**Figure 4: Load Results report**

The column headers (or data fields) are described in [Result and report fields](#).

## Generating reports

This section explains how to download inventory, sales, and recommendations reports generated by completing a download request, and then explains how to create download schedules.

### Create a download request

Now it's time to learn how to create inventory and sales history reports based on the inventory and listing files you just created. Click **Create a Download Request** on the *File Exchange Center Overview* page (or **Download Files** in the left navigation bar) to open the *Create a Download Request* page shown below.

**Create a Download Request**

Select active listings and sales history records that you want to download.  
**Note:** Your sales records are available for the current month and the past three calendar months.

**Listings and records**

**Date Range**  
 All records  
 All new records since last download only (Last downloaded: Jul-01-08 00:00:00 PDT)  
 From

From    at  US Time (PST)  
 To    at  US Time (PST)

**Email address**  
  
 Your downloads will be sent to this email address. Separate multiple email addresses with commas.

---

[Cancel](#)

**Note:** Downloads may take a day past your scheduled time to become available.

**Figure 5: Download request form**

The *Create a Download Request* page enables you to generate inventory and sales reports by choosing one of these filters on the *Listing and Records* menu:

- Active items
- Sold items
- Unsold items
- Sold and archived items
- Items awaiting payment
- Items paid and awaiting shipment
- Items paid and shipped
- Recommendations
- Archived items
- All Sold and Archived



You can also use date ranges to control which data gets captured in a generated reports. All of the above reports can be generated using the example procedures in these types of reports:

- [Download a Sold items report](#)
- [Download an Active listings report](#)
- 

The Recommendations report evaluates all of your Active listings.

## Download an Active listings report

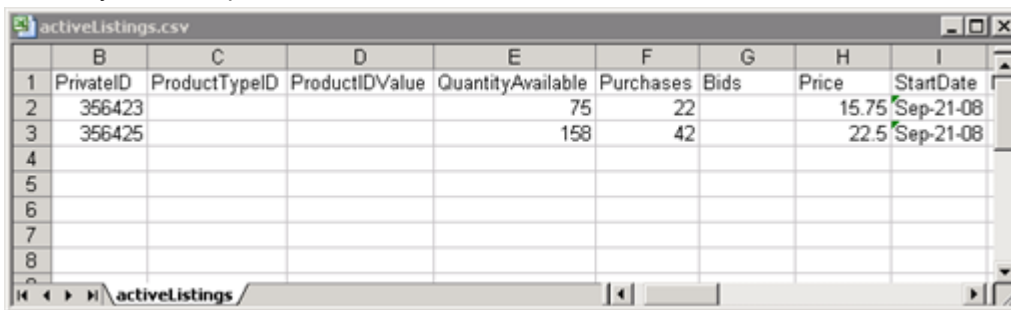
This section explains how to generate a report that shows all of your active listings.

There are several types of status-oriented reports, all of which can be downloaded using this procedure. In this example, you will generate an inventory snapshot report following these steps:

1. Select **Active Listings** from the *Listing and Records* drop-down menu.
2. Type in the email address(es) you want the file sent to (it defaults to your registered email).
3. Click **Save**.
4. In the navigation bar, click **Completed Downloads**. The *View Completed Downloads* page provides links to download the report(s) you just created.

The Active listings report, in .csv format, provides you a view of all your listings still selling on eBay. (After a listing ends, it moves to the Sold or Unsold listings) This file is in default list order by end date, and with all Good Till Cancel Items listed at the end.

You can import this file into your inventory system and use the data in it to reconcile and manage your inventory. An example file is shown below.



	B	C	D	E	F	G	H	I
1	PrivateID	ProductTypeID	ProductIDValue	QuantityAvailable	Purchases	Bids	Price	StartDate
2	356423			75	22		15.75	Sep-21-08
3	356425			158	42		22.5	Sep-21-08
4								
5								
6								
7								
8								

**Figure 6: Active listings report**

For Active listings field descriptions, see [Result and report fields](#).

## Download a Sold items report

This section explains how to generate a report that shows your current sales.

There are several types of sales-oriented reports, all of which can be downloaded using this procedure. In this example, you will generate a Sold items report.

1. Select **Sold** from the *Listing and Records* drop-down menu.
2. Type in the email address(es) you want the file sent to (it defaults to your registered email).

3. Click **Save**.
4. In the navigation bar, click **Completed Downloads**. The *View Completed Downloads* page provides links to download the report(s) you just created.

The report you download provides a summary of the profits generated by each of your sold listings. The data displayed is calculated based on stored product information, eBay fees, and the total revenue generated by the sold listing.

The report contains the following:

- Buyer information
- Payment information
- Shipping information
- Sales information
- Cost information
- Listing information
- Feedback information



**Note:** For report field definitions, refer to [Sold Listings report fields](#).

The figure below is a sample Sold Items report (in .csv format). The generated report and its data fields or column headers will differ depending on the filter you select.

	A	B	C	D	E	F	G	H	I	J
1	Sales Rec	User Id	Buyer Full	Buyer Pho	Buyer Em	Buyer Add	Buyer Add	Buyer City	Buyer Stat	Buyer Zip
2	2545	jdoe	John Doe		jdoe.ebay	1283 Hendrickson Ave.	Lynbrook	NY		11563
3	2546	jndoe	Jane Doe		tlam.ebay	1261 hamilt suite 402	palo alto	CA		94301
4										
5										
6										
7										
8										

Figure 7: Sold items report

## Create a download schedule

You can create automated download schedules using the File Exchange Center for various types of inventory reports in order to view your updated sales information on a regular basis.

The *Download Schedule* page enables you to specify which reports will be automatically sent to you by choosing one of these filters on the *Listing and Records* menu:

- Sold items
- Unsold items
- Sold and archived items
- Items awaiting payment
- Items paid and awaiting shipment
- Items paid and awaiting shipment
- Archived items
- All Sold and Archived items

You can also use date ranges to control which data gets captured in a generated reports.

The following is an example of *Create a Download Schedule* page with **Sold** selected.

### Create a Download Schedule

You can automate the download process and access your updated sales information on a regular basis.

**Listings and records**

**Frequency**  
  
 Select how often you'd like to receive a report. [Learn More](#)

**End schedule**  
 Specify when you'd like us to stop sending your sales information  
 End by:    at  US Time (PST).  
 No end date

**Email address**  
  
 Your downloads will be sent to this email address. Separate multiple email addresses with commas.

[Cancel](#)

**Note:** Downloads may take a day past your scheduled time to become available.

**Figure 8: Create a Download schedule**

After selecting the options you want and entering your email address, click **Save**.

## View download schedule

To view a summary of your download schedule, and a list of completed downloads, click **Download Schedule** on the left side of *File Exchange Center* page.

### View Download Schedule

**Current Schedule (1 item)**

<input type="checkbox"/>	Schedule Id	File Type	Frequency	End Schedule	Email	Action
<input type="checkbox"/>	5522	Sold	Weekly (on Friday)	No End Date	seller@ebay.com	<a href="#">Edit Schedule</a>

**Figure 9: View Download schedule**

This page shows the currently scheduled downloads, and allows you to edit or delete download schedules.

## Template field definitions

This section explains the field requirements and purpose by specifying character limits, data types, and field relationships.

### Required template fields

The fields defined in this section are required. Use these fields to specify how a listing appears on eBay.

#### \*Action

**Required field in all templates.** Determines the purpose of the row: add item, relist item, revise item, end listing, mark an item's status, verify an added item, and add item description information.

<b>Character limit</b>	N/A
<b>Type</b>	Text string
<b>Valid Entry</b>	<ul style="list-style-type: none"> <li>• Add</li> <li>• Revise</li> <li>• Relist</li> <li>• End</li> <li>• Status</li> <li>• VerifyAdd</li> <li>• AddToItemDescription</li> </ul>
<b>Field Dependency</b>	Must enter all required field data for a particular type of action.

#### \*Cost

Specify the minimum amount that you will accept for the ticket(s).

<b>Character limit</b>	N/A
<b>Type</b>	Currency
<b>Valid Entry</b>	Example: 55.00

#### \*DispatchTimeMax

Use this field to specify the maximum number of business days you take to prepare an item for shipment to a domestic buyer once you receive a cleared payment. The value you enter for *\*DispatchTimeMax* does not include the duration of time needed to actually ship the item (the carrier's transit time) to the buyer.

To specify:

- zero-day handling, enter 0 (zero)
- that an item is not shipped (for example, an item that is picked up locally), enter -1

<b>Character limit</b>	N/A
<b>Type</b>	Integer
<b>Valid Entry</b>	<ul style="list-style-type: none"> <li>• -1</li> <li>• 0</li> <li>• 1</li> <li>• 2</li> <li>• 3</li> <li>• 4</li> <li>• 5</li> <li>• 10</li> <li>• 15</li> <li>• 20</li> <li>• 30</li> </ul>
<b>Field Dependency</b>	* <i>DispatchTimeMax</i> is valid for Flat and Calculated shipping. You can enter a value for * <i>DispatchTimeMax</i> even when you do not enter a value for shipping service costs.

## \*C:Event

Specify the event name, which will be used by buyers to find the event in Search.

<b>Character limit</b>	N/A
<b>Type</b>	User input
<b>Valid Entry</b>	Examples: U2 or Houston Astros vs Chicago White Sox

## \*C:Number of tickets

Specify the number of tickets you want to sell per transaction. For example, you have 20 tickets, and would like to sell them in pairs. In this case, the value for *C:Number of tickets* field will be 2, and the *Quantity* field will have the value of 10. If you want to sell the tickets individually, the *C:Number of tickets* field will be 1, and the *Quantity* field will have the value of 20.

<b>Character limit</b>	N/A
<b>Type</b>	Integer
<b>Valid Entry</b>	Example: 2

## \*C:Venue

Specify the event location, which will help buyers find the event at a local venue.

<b>Character limit</b>	N/A
<b>Type</b>	User input
<b>Valid Entry</b>	Examples: Madison Square Garden or Fenway Park

### \*C:Venue State/Province

Specify the state or province where the event occurs.

<b>Character limit</b>	N/A
<b>Type</b>	User input
<b>Valid Entry</b>	Example: CA, NY

### \*Description

How would you describe the event, or the specific ticket characteristics. Be sure to include the special or unique features about them.

<b>Character limit</b>	Max length 32,000 characters
<b>Type</b>	Alphanumeric
<b>Valid Entry</b>	Sentences that explicitly describe the item.

### \*Location

Location of the item. Enter the State and Country information.

<b>Character limit</b>	Max length 45
<b>Type</b>	Alphanumeric
<b>Valid Entry</b>	State and Country where the item is located (do not enter postal code).
<b>Field Dependency</b>	If you use the PostalCode field, do not use the Location field. The location will be derived from the postal code value.

### \*Quantity

Quantity of the item available for sale. A quantity of more than one implies all the items are the exact same.

<b>Character limit</b>	Max length 45
<b>Type</b>	Integer
<b>Valid Entry</b>	Standard numbers, like 1, 15, and 100.

<b>Field Dependency</b>	If <i>LotSize</i> is greater than 1, then the <i>Quantity</i> field indicates the number of lots being listed and <i>LotSize</i> indicates the number of items in each lot. You can only use <i>LotSize</i> in lot-enabled categories.
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## \*ReturnsAcceptedOption

Indicates that a buyer can return the item.

<b>Character limit</b>	N/A
<b>Type</b>	Text string
<b>Valid Entry</b>	<ul style="list-style-type: none"> <li>• ReturnsAccepted</li> <li>• ReturnsNotAccepted</li> </ul>

## Optional template fields

The fields described in this section are optional. Use them to provide additional information about an item.

### AdditionalDetails

Provides detailed explanation of your return policy.

<b>Character limit</b>	Max 5000 characters
<b>Type</b>	Text string
<b>Valid Entry</b>	User input
<b>Field Dependency</b>	

### C:Event Type

Specify the event type, which will be used by buyers to find the event in Search.

<b>Character limit</b>	N/A
<b>Type</b>	User input
<b>Valid Entry</b>	Examples: Concert or baseball game

### C:Time

Specify the time the event occurs.

<b>Character limit</b>	N/A
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<b>Type</b>	Alphanumeric string using this format: HH:MM AM/PM
<b>Valid Entry</b>	Example: 07:30 PM

## C:Venue City

Specify the name of the city where the event occurs, which will help buyers find the event in their area.

<b>Character limit</b>	N/A
<b>Type</b>	User input
<b>Valid Entry</b>	Examples: San Francisco or New York

## CustomLabel

Your unique identifier for the item, like a stock-keeping unit (SKU) number. The buyer does not see this information.

<b>Character limit</b>	Max length 50
<b>Type</b>	Alphanumeric string
<b>Valid Entry</b>	Text or numeric string.

## DomesticRateTable

You can use your eBay domestic shipping rate table to calculate shipping costs to areas in the continental United States, Alaska/Hawaii, United States protectorates (Puerto Rico, Guam), and to Army Post Office (APO) and to Fleet Post Office (FPO) addresses in the United States.

You define rate tables in your eBay account on [Shipping Preferences](#). You must create at least one rate table before you can use this feature.

When you set up a rate table, you can specify a rate for each region and service level you want to support. You can opt to specify rates per item, per weight, or by surcharge. Only one of these rate types can be used at a time. The rate type you specify in your Shipping Preferences becomes the default rate table used in your listings.

If you are applying a shipping rate table that specifies a surcharge by weight, you must specify the item weight in the WeightMajor and WeightMinor fields, even though this is a flat rate listing.

Remember that any value in the WeightMinor field is rounded UP to the next unit, that is, to the next pound or kilogram, when the shipping cost is calculated. If the required weight values are not supplied, a default weight of one unit (1 lb or 1 kg, depending on locale) is used as the basis for the surcharge.



**Note:** To stop using the rate table with a listing, leave the DomesticRateTable field blank.

<b>Character limit</b>	N/A
<b>Type</b>	Predefined



Valid Entry	Default
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## GalleryType

Indicates how and where images are displayed. The options are:

- **Gallery:** Image is included in the eBay search results.
- **Plus:** In addition to the benefits of 'Gallery', includes an icon in the eBay search results that, when clicked or moused over, displays a large 400 x 400 pixel preview image of the item. Otherwise, your image is shown at the standard size of 96 pixels.
- **Featured:** In addition to the benefits of 'Plus', your item is at the top of the search results in the Featured section.

For more information, see [About gallery upgrades](#).

Character limit	N/A
Type	Text string
Valid Entry	<ul style="list-style-type: none"> <li>• None (default)</li> <li>• Gallery</li> <li>• Plus</li> <li>• Featured</li> </ul>

## ImmediatePayRequired

Indicates that immediate payment is required from the buyer. This field is used to require that an item be paid for before it is considered closed and purchased. This field is supported for Premier and Business PayPal accounts only.

For more information, see [Requiring immediate payment](#).

Character limit	N/A
Type	Boolean
Valid Entry	0 or 1 (0=false, 1=true) Default is 0.
Field Dependency	

## PaymentInstructions

Do you want to provide payment instructions to a buyer? Informs buyers of payment contingencies.

Character limit	Max length 500 characters
Type	Alphanumeric string
Valid Entry	Null (default); use short descriptive sentences.

## PayPalAccepted

Do you allow buyers to use PayPal to pay for your items?

Although we do not require a specific payment method for each listing, you must set at least one payment method to 1 (true). For more information, see [Requiring immediate payment](#).

<b>Character limit</b>	N/A
<b>Type</b>	Boolean
<b>Valid Entry</b>	0 or 1 (0=false, 1=true) Default is 0.
<b>Field Dependency</b>	Use this field only for sites that support PayPal.  If you designate PayPal as a payment option on your Site Preferences on My eBay but do not specify a value for <i>PayPalAccepted</i> , we automatically add <i>PayPalAccepted</i> as a payment method and display a message to indicate this to you.

## PayPalEmailAddress

When you accept PayPal, you must also provide the email address associated with your PayPal account.

<b>Character limit</b>	N/A
<b>Type</b>	Text string
<b>Valid Entry</b>	A valid email address such as name@example.com
<b>Field Dependency</b>	

## PicURL

URL of the picture to add to your listing. If a Gallery upgrade is specified (Plus or Featured), the image will be used for the search preview image. For best results, use an image that is in JPEG format and is at least 1000 pixels wide.

Pictures can be self-hosted, hosted by a third party, or hosted by eBay Picture Services (EPS). To add up to 12 pictures, separate the URL with a pipe " | " character.

Pictures for a listing can either self-hosted, or hosted by a third party, but not both.



**Important:** If an image URL has blank spaces, you must replace the blank spaces with %20; otherwise, the image will not appear in the listing.

<b>Character limit</b>	Max length 2048
<b>Type</b>	Text string
<b>Valid Entry</b>	http://hostedpics.com/images/item1.jpg http://hostedpics.com/images/item2.jpg

## RefundOption

Defines how the buyer is to be compensated for a returned item.

<b>Character limit</b>	N/A
<b>Type</b>	Text string
<b>Valid Entry</b>	<ul style="list-style-type: none"> <li>• MoneyBackOrExchange</li> <li>• MoneyBack</li> <li>• MoneyBackOrReplacement</li> </ul>
<b>Field Dependency</b>	

## ReturnsWithinOption

Defines the length of time a buyer has in which to notify you of their intent to return an item.

<b>Character limit</b>	N/A
<b>Type</b>	Text string
<b>Valid Entry</b>	<ul style="list-style-type: none"> <li>• Days_14</li> <li>• Days_30</li> <li>• Days_60</li> </ul>
<b>Field Dependency</b>	

## ShippingCostPaidByOption

Specifies who pays to return the item.

<b>Character limit</b>	N/A
<b>Type</b>	Text string
<b>Valid Entry</b>	<ul style="list-style-type: none"> <li>• Buyer – Buyer pays to return the item</li> <li>• Seller – Seller pays to return the item</li> </ul>
<b>Field Dependency</b>	

## ShippingDiscountProfileID

The numeric ID of the shipping discount profile we use to calculate domestic shipping costs for the buyer.

Use this field to specify that a shipping discount be applied to an item when an item in a transaction is combined with another item (or items) by the buyer into a Combined Payment order. If you don't enter a value in this field, we use the default profile defined by your *My eBay* shipping preferences. For details, see [Using Combined Payments](#) and [About Shipping Discounts](#).

To locate your shipping profile ID numbers, go to **My eBay > Account > Site Preferences > Shipping Preferences > Show > Offer combined payments and shipping > Edit**. Shipping profile ID numbers are listed on the *My eBay: Combined Payments and Shipping Discounts* page.

<b>Character limit</b>	N/A
<b>Type</b>	Integer
<b>Valid Entry</b>	Numeric ID. For example, 780385439. Be sure this integer refers to a valid rule created in your eBay account for Shipping Preferences.
<b>Field Dependency</b>	To use this field, you must create at least one valid shipping rule profile on your <i>My eBay</i> Shipping Preferences page.

## ShippingService-1:Cost

Cost to ship the item with the selected shipping service.

<b>Character limit</b>	N/A
<b>Type</b>	Currency
<b>Valid Entry</b>	Numeric amount, like 0 . 00, 1 . 99.
<b>Field Dependency</b>	Do <i>not</i> enter a value when <i>ShippingService-1:FreeShipping=1</i> for domestic services. For domestic services, do <i>not</i> enter a value when <i>ShippingType=Freight</i> . For domestic services, do <i>not</i> enter a value when <i>ShippingType=Calculated</i> .

## ShippingService-1:Option

A domestic shipping service that can be selected by the buyer.

<b>Character limit</b>	N/A
<b>Type</b>	Text string
<b>Valid Entry</b>	Must be a valid service option value. For valid service option values, refer to the Shipping services fields section of the <a href="#">File Exchange Advanced Instructions</a> .
<b>Field Dependency</b>	Use the <i>Freight</i> value for the <i>FreightFlat</i> ShippingType.

## ShippingService-1:Priority

Defines the display order of the domestic shipping service options shown in your listing.

For example, if two or more domestic shipping services are specified, the service with *Priority* as 1 will be the first shipping option shown in your listing.



**Note:** Each domestic service priority must be unique; no two domestic shipping services can have the same *Priority*.

<b>Character limit</b>	N/A
<b>Type</b>	Integer
<b>Valid Entry</b>	Numeric value, like 1, 2, or 3.
<b>Field Dependency</b>	Field and a value are required if more than one domestic shipping service is specified.

## StoreCategory

Numeric ID of a custom category in your eBay Store.

<b>Character limit</b>	Maximum length is 10 digits
<b>Type</b>	Integer
<b>Valid Entry</b>	<p>Numeric value – Must be an integer between 1 and 10 digits, such as 5938 or 9346990. Invalid values (for example, 60040030111) are automatically reset to 1 (Other). Valid options are:</p> <ul style="list-style-type: none"> <li>• 0=Not an eBay Store item</li> <li>• 1=Other</li> <li>• 2=Category A</li> <li>• 3=Category B</li> <li>• 4=Category Z</li> </ul>

## Subtitle

In addition to the primary field of Title, this secondary field appears in search results for an item.



**Note:** Additional fees apply for using this field.

<b>Character limit</b>	Max length 55
<b>Type</b>	Alphanumeric string
<b>Valid Entry</b>	Keywords and item descriptors



**Tip:** To remove a subtitle when revising or relisting an item, open a new Excel or CSV file. Enter a column header for *Action* and *ItemID*. Under *Action*, enter *Revise* (or *Relist*), and under *ItemID*, enter the Item ID value for this listing (from the Load Response file). In the third column, enter `DeletedField=Item.Subtitle` in the column header. Save in CSV format, and upload the file.

## Title

Primary name that appears in the search results for an item. This field is required for non-catalog listings and optional for catalog listings.

<b>Character limit</b>	Max length 80
<b>Type</b>	Alphanumeric string
<b>Valid Entry</b>	Keywords and item descriptors, such as product name and model, that buyers will use when searching for an item.

## Result and report fields

Explains the field definitions used for upload results and various reports.

### About report scripts

To extract specific data from the reports described in this chapter, it is possible to write scripts to search for and extract only the data you want to view.

If you write such scripts, please search for the column name (such as *Title* or *Price*) instead of the column number (such as 1, 2, or 11). When your scripts search for and extract column titles instead of column numbers, your scripts will continue to work when we add or remove columns from the reports.

On the other hand, if you write scripts to extract column numbers (instead of column titles), there is a high probability we will inadvertently break your scripts when we add or remove columns from the reports.

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