

Session #1 Feb. 6, 2012

## Welcome to eBay

International internet venue for buying and selling

Millions of eBay members

Millions of items listed every day

1. First step is to register with basic personal information

Accept user agreement-must be 18 years old

2. Contacting eBay

Upper right corner of any eBay page-customer support

Email, Chat or Call

Follow instructions-if calling must use both phone # and pin#

pin# effective for only 15 min.

3. Searching and Researching

To use the search function, enter keywords, also may indicate category

To research items available, prices, or items sold recently use current listings

and completed listings(useful for buyers and sellers)

Listings frequently include icons that give you additional information(see attached list)

4. Paypal

Accepted eBay method of payment(some sellers accept only Paypal)

Advantages: safe, no need to exchange personal credit information with other members

Buyer protection-assures buyers of safe & complete transactions

Payments are collected and deposited into sellers account

Paypal account should be established by buyers and sellers!

5. Safety & Privacy on eBay

eBay never sells member info to marketing companies

uses current technology to assure site safety

encourages members to communicate with other members through eBay system

NOTE: Never give personal or financial

info in emails which appear to come from eBay or Paypal

6. Feedback - number beside user ID










both buyers and sellers can leave feedback for transaction.

Buyer evaluates price, item as described, shipping & handling time, shipping charges

Helps build trust

Not required, is a courtesy

Our listings often include icons that give you additional information about the item or listing.

Icon	Description
	The PayPal logo means that the seller accepts PayPal as a payment method for the listing.
	The rising sun icon means that the item was listed within the last 24 hours.
	The Buy It Now icon means that an item has a set price for which you can purchase it without going through the auction process. Learn about different ways of buying on eBay.
	The blue and yellow ribbon icon means that the seller has chosen to donate a percentage of the final sale price to charity. Visit eBay Giving Works.
	The <b>About Me</b> icon means that the member has created an <b>About Me</b> page to tell you more about themselves. Click this icon to go to the <b>About Me</b> page. Learn more about creating an About Me page.
	The eBay Stores icon means that the seller has an eBay Store. Click this icon to go to this member's eBay Store.
	The Top-rated seller icon indicates that this seller is a eBay PowerSeller who has achieved the highest level of detailed seller rating scores.
	On eBay Motors, the 4x4 icon indicates that the vehicle has four-wheel drive.
	On eBay Motors, the V8 icon indicates that the vehicle has a V8 engine.

**Note:** Icons for eBay Motors listings don't appear in searches on the eBay Motors website. You may also experience some discrepancies with eBay Motors icons when searching from the main eBay website, eBay.com.

