

Step 5

Communicate, manage your listings and complete your sale

Communicate

- Check your email regularly to answer questions from potential buyers during listings
- Many bidders will 'Watch' your item for several days and put a bid in during the last 24 hours
- Get in touch with your buyers as soon as possible after listings end
- Good communication can really make a difference, and ensures you get good feedback

Manage your listings

- Click on the "My eBay" link at the top of any eBay page to see all your listings

Use the All Selling link to see:

- **Scheduled Items:** items that you scheduled to start at a future time
- **Items I'm Selling:** items currently for sale on eBay including current price, number of watchers, number of bids, and the current high bidder
- **Items I've Sold:** listings which ended in a successful sale
- **Unsold Items:** listings which did not end in a successful sale. You can choose to relist items from this view



4.12 Section Four

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The screenshot shows the eBay.co.uk 'My eBay' account page. At the top, there are navigation links: home, pay, register, sign out, services, and site map. Below that are buttons for Buy, Sell, My eBay, Community, and Help. The main header says 'My eBay' with a shopping bag icon. The user is logged in as 'dealer1234 (60 ★) me'. The left sidebar has a 'My Account' link circled in red. The main content area shows 'All Selling' with a 'Selling Reminders' section (no reminders), 'Scheduled Items' (no items), 'Selling Totals' (0 items sold for £0.00), and 'Items I'm Selling' (no items).

Use the My Account link to see:

- **Personal Information:** All your important personal information, billing or shipping address, credit card & bank account information on file
- **eBay Preferences:** Customise preferences for selling, signing in, using My eBay, receiving eBay emails
- **Feedback:** Keep up-to-date with feedback you've received or need to leave for others
- **Seller Account:** Summary of your seller fees statement, including what you owe and showing recent payments. Set up automatic payments or make a one time payment

Complete your sale

If the listing is successful...

- eBay will send you and the buyer emails
- Contact the buyer and arrange for payment and collection
- When the buyer has paid the balance and collected the vehicle, leave them positive feedback and encourage them to do the same
- Remember to delete the vehicle from HPI Exchange. If you forget to do this the vehicle will be automatically deleted 90 days after the vehicle was first loaded to HPI Exchange

If the listing is not successful...

You can use My eBay to:

- Make a Second Chance Offer to the highest bidder if bidding didn't meet your Reserve Price
- Revise your listing by changing the title, description or adding more photos. If it sells the 2nd time, eBay will refund the listing fee
- If you sell the vehicle through another channel, you can end the listing early or file an Unpaid Item Dispute through the Services page (<http://pages.ebay.co.uk/services/index.html>)