eBay Connect 2020

Agenda

Managed Payments Journey

Account API

Listings & Business Policies

Orders

Finances API & Trading: Account API

Post Transaction

Q & A
2018
Announced we’d offer managed payments
Managed payments rolled out to select US sellers
Introduced Apple Pay at checkout

2019
Introduced Google Pay and PayPal at checkout
Expanded managed payments offering to Germany

2020
Expand managed payments experience across eBay’s global marketplace

2021
Journey will be largely complete

Our Payments Journey
Account API

Onboarding status, program enrollment & KYC
Check if the seller is in Managed Payments

Check the seller's eligibility

Encourage them to complete registration
Account API: Managed Payments Onboarding Status

GET
https://api.ebay.com/sell/account/v1/paidments_program/EBAY_US/EBAY_PAYMENTS/onboarding

API consumers can:

- Check a seller’s eligibility for Managed Payments
- Their current onboarding step
- Retrieve the URL to continue the flow on eBay

```json
{
  "onboardingStatus": "ELIGIBLE_TO_ONBOARD",
  "steps": [
    {
      "name": "1. businessType",
      "status": "IN_PROGRESS",
      "webUrl": "https://ebay.com/validate-user"
    },
    {
      "name": "2. accountInfo",
      "status": "NOT_STARTED"
    },
    {
      "name": "3. payoutInfo",
      "status": "NOT_STARTED"
    },
    {
      "name": "4. review",
      "status": "NOT_STARTED"
    }
  ]
}
```
Account API: Payments Program

GET
https://api.ebay.com/sell/account/v1/
payments_program/EBAY_US/EBAY_PAYMENTS

{  
  "marketplaceId": "EBAY_US",
  "paymentProgramType": "EBAY_PAYMENTS",
  "status": "OPTED_IN",
  "wasPreviouslyOptedIn": "false"
}
Account API: KYC

GET
https://api.ebay.com/sell/account/v1/kyc

```
{
  "kycChecks": [
    {
      "dataRequired": "COMPANY_DETAILS",
      "alert": "Update business info now."
    },
    {
      "dataRequired": "COMPANY_DETAILS",
      "alert": "Update business info now."
    },
    {
      "dataRequired": "BANK_DETAILS",
      "alert": "Upload bank document now."
    }
  ],
  "dueDate": "2020-07-22T00:00:00.000Z",
  "detailMessage": "Please update your business info by July 22, 2020 to get your account back in good standing."
}
```
Listings & Business Policies
Changes in Listings & Business Policies for Managed Payments

Trading API & Inventory API
No value is required for Payment Method or PayPal payment address. Any data provided will be dropped.

Business Policies
No value is required for Payment Method or PayPal payment address. Any data provided or in existing policies will be dropped.
Orders

Order details for purchased items
The paymentMethod field in the getOrder methods returns the payment method used by a buyer to pay for an order.

**Fulfillment API: getOrder**

- **EBAY** value will be returned for all orders where payment is made on the eBay platform. Other offline values may also be available.

<table>
<thead>
<tr>
<th>Fulfillment API Designation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EBAY</td>
<td>The buyer payment is managed by eBay, and payment can be considered complete from seller’s perspective</td>
</tr>
<tr>
<td>CASHIER_CHECK</td>
<td>The buyer will pay with a cashier’s check or money order offline</td>
</tr>
<tr>
<td>PERSONAL_CHECK</td>
<td>The buyer will pay with a personal check</td>
</tr>
<tr>
<td>CASH_ON_PICKUP</td>
<td>The buyer will pay with cash</td>
</tr>
<tr>
<td>EFT</td>
<td>The buyer will pay with an off-platform electronic funds transfer</td>
</tr>
</tbody>
</table>

**Trading API: GetOrders**

CheckoutStatus.PaymentMethod enum value will be **CreditCard** for managed payments orders or **CCAccepted** for orders paid with eBay Gift Card.
Fulfillment API: Get Order

GET

Trading API getOrder and getItemTransactions methods also return tax and recycling fee details.
Finances API

Financial activity and fees
You Can Now Track Your Funds on eBay

Finances API enables sellers to get payout status and balances for financial and reconciliation operations.
eBay Payout User Experience
eBay Payout User Experience

Seller Funds Summary

Your payout summary

- Last payout: $729.30 (Fri, May 11)
- Available for payout: $336.29
- Pending funds: $94.37

6 orders
1 refund
3 orders
1 refund
4 orders
1 refund

How you’ll get paid

- Payout method:
  - Old Bank 4655 Edit
- Payout schedule:
  - Daily at 1:00pm PST

Same banks may take 3-4 business days to make the funds available.

Results: 1-4 of 4

<table>
<thead>
<tr>
<th>Transaction date</th>
<th>Type</th>
<th>Sales record no.</th>
<th>Buyer username</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>$336.29</td>
</tr>
<tr>
<td>May 13, 2018</td>
<td>Order</td>
<td>762</td>
<td>chocolate_deco22</td>
<td>$12.75</td>
</tr>
<tr>
<td>May 13, 2018</td>
<td>Order</td>
<td>768</td>
<td>mochil</td>
<td>$29.17</td>
</tr>
<tr>
<td>May 12, 2018</td>
<td>Refund</td>
<td>766</td>
<td>mochil</td>
<td>($17.49)</td>
</tr>
<tr>
<td>May 13, 2018</td>
<td>Order</td>
<td>764</td>
<td>bigbearhugs_03</td>
<td>$34.06</td>
</tr>
</tbody>
</table>
Finances API: 
Get Seller Funds Summary

GET
https://apiz.ebay.com/sell/finances/v1/seller_funds_summary

```
{
    "totalFunds": {
        "value": "334.86",
        "currency": "USD"
    },
    "processingFunds": {
        "value": "198.6",
        "currency": "USD"
    },
    "availableFunds": {
        "value": "118.47",
        "currency": "USD"
    },
    "fundsOnHold": {
        "value": "17.79",
        "currency": "USD"
    }
}
```
eBay Payout User Experience

Payout Summary

Last payout
$729.30
Fri, May 11
6 orders
1 refund

Available for payout
$336.29

Pending funds
$94.37
($81.51 on hold)

3 orders
1 refund
4 orders
1 refund

How you'll get paid

Payout method
Citi Bank *4655

Payout schedule
Daily at 1:00pm PST

Some banks may take 3-4 business days to make the funds available.

Payouts

Results: 1-20 of 30

Payout Id

<table>
<thead>
<tr>
<th>Payout date</th>
<th>Payout Id</th>
<th>Status</th>
<th>Payout method</th>
<th>No. of transactions</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>May 11, 2018</td>
<td>346349304</td>
<td>Funds sent</td>
<td>Citi Bank *4655</td>
<td>7</td>
<td>$729.30</td>
</tr>
<tr>
<td>May 16, 2018</td>
<td>346349303</td>
<td>Funds sent</td>
<td>Citi Bank *4655</td>
<td>4</td>
<td>$502.44</td>
</tr>
<tr>
<td>May 9, 2018</td>
<td>346349302</td>
<td>Funds sent</td>
<td>Citi Bank *4655</td>
<td>11</td>
<td>$845.55</td>
</tr>
<tr>
<td>May 8, 2018</td>
<td>43080593</td>
<td>Funds sent</td>
<td>Citi Bank *4655</td>
<td>54</td>
<td>$729.30</td>
</tr>
<tr>
<td>May 7, 2018</td>
<td>94830048</td>
<td>Funds sent</td>
<td>Citi Bank *4655</td>
<td>12</td>
<td>$2,402.99</td>
</tr>
</tbody>
</table>
Finances API: Get Payout Summary

Retrieve cumulative values for payouts in a particular state, or all states

GET https://apiz.ebay.com/sell/finances/v1/payout_summary

```json
{
  "payoutCount": 4,
  "transactionCount": 10,
  "amount": {
    "value": "467.9",
    "currency": "USD"
  }
}
```
Finances API:
Get Payouts

GET
https://apiz.ebay.com/sell/finances/v1/payout

{  "href": "https://apiz.ebay.com/sell/finances...",  "limit": 20,  "offset": 0,  "payouts": [    {      "payoutId": "57777854584",      "payoutStatus": "SUCCEEDED",      "payoutStatusDescription": "Funds sent",      "amount": {        "value": "317.93",        "currency": "USD"      },      "payoutDate": "2018-12-20T03:50:53.000Z",      "transactionCount": 7,      "payoutInstrument": {        "instrumentType": "BankAccount",        "nickname": "Chase",        "accountLastFourDigits": "1234"      }    }  ],  "total": 10}
Finances API: Get Transactions

Retrieve one or monetary transactions. In this case, 'monetary transactions' include sales orders, buyer refunds, and seller credits, along with their status.

GET

https://apiz.ebay.com/sell/finances/v1/transaction?filter=transactionType: {SALE}&filter=transactionStatus: {FUNDS_ON_HOLD}
Support for Shipping Labels

eBay is billing sellers' accounts directly for eBay-generated shipping labels when the seller is in Managed Payments.

eBay shipping label fees are returned in the getTransactions and getTransactionSummary methods.
Finances API:
Get Transactions (Shipping Labels)

GET
https://apiz.ebay.com/sell/finances/v1/transaction?filter=transactionType: {SHIPPING_LABEL}
Finances API: Dispute Transactions

getTransactions and getTransactionSummary methods now return dispute information when a dispute is initiated by the buyer through their payment provider.

The new **DISPUTE** value in the TransactionTypeEnum type can be used with the transactionType filter in a getTransactions or getTransactionSummary method to limit transaction type to payment disputes.

<table>
<thead>
<tr>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SALE</td>
<td>This enumeration value indicates that the monetary transaction type is an order purchase.</td>
</tr>
<tr>
<td>REFUND</td>
<td>This enumeration value indicates that the monetary transaction type is a buyer refund.</td>
</tr>
<tr>
<td>CREDIT</td>
<td>This enumeration value indicates that the monetary transaction type is a credit to the seller's account.</td>
</tr>
<tr>
<td>DISPUTE</td>
<td>This enumeration value indicates that the monetary transaction type involves a payment dispute between the buyer and seller.</td>
</tr>
<tr>
<td>SHIPPING_LABEL</td>
<td>This enumeration value indicates that the monetary transaction type involves eBay billing the seller for the purchase of an eBay shipping label. Note that the shipping label functionality will initially only be available to a select number of sellers.</td>
</tr>
</tbody>
</table>
# Finances API

## Fee Updates: New Fields

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>amount</td>
<td>Amount by which seller’s virtual account balance is adjusted. For sellers with fees netted, fees are removed.</td>
</tr>
<tr>
<td>totalFeeBasisAmount</td>
<td>Amount paid to seller for order before eBay fees. Includes price discounts &amp; shipping.</td>
</tr>
<tr>
<td>totalFeeAmount</td>
<td>Amount of fees paid to eBay at time of order.</td>
</tr>
<tr>
<td>orderLineItems</td>
<td>Order line item level specific fees paid to eBay at time of order.</td>
</tr>
</tbody>
</table>
Finances API Fee Updates:
Get Transactions

GET
https://apiz.ebay.com/sell/finances/v1/transaction?filter=transactionType: {SALE}&filter=transactionDate: [2020-05-01T00:00:01.000Z..2020-05 10T00:00:01.000Z]

{ "transactions": [
  {
    "transactionId": "200009081244-...",
    "orderId": "01-03955-1111",
    "salesRecordReference": "44",
    "buyer": {
      "username": "rrpbuyer2"
    },
    "transactionType": "SALE",
    "amount": {
      "value": "175",
      "currency": "USD"
    },
    "totalFeeBasisAmount": {
      "value": "200",
      "currency": "USD"
    },
    "totalFeeAmount": {
      "value": "25",
      "currency": "USD"
    },
    "bookingEntry": "CREDIT",
    "transactionDate": "2020-02-09T02:42:14.000Z",
    "transactionStatus": "FUNDS_ON_HOLD"
  }
]
Finances API Fee Updates: Fee Types

The `feeType` field in the `getTransaction` methods returns the fee type associated with the OrderLineItem.

<table>
<thead>
<tr>
<th>Fee type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>BELOW_STANDARD_FEE</td>
<td>Fee for below standard performance</td>
</tr>
<tr>
<td>BELOW_STANDARD_SHIPPING_FEE</td>
<td>Fee on shipping for Below Standard performance</td>
</tr>
<tr>
<td>FINAL_VALUE_FEE_PER_ORDER</td>
<td>Fixed FVF for fee-netted sellers</td>
</tr>
<tr>
<td>FINAL_VALUE_FEE</td>
<td>Variable FVF for fee-netted sellers</td>
</tr>
<tr>
<td>INTERNATIONAL_FEE</td>
<td>Fee for cross-border orders</td>
</tr>
<tr>
<td>HIGH_ITEM_NOT_AS_DESCRIBED_FEE</td>
<td>Fee charged for buyer Significantly Not as Described claim</td>
</tr>
<tr>
<td>HIGH_ITEM_NOT_AS_DESCRIBED_SHIPPING_FEE</td>
<td>Fee charged on shipping for buyer Significantly Not as Described claim</td>
</tr>
<tr>
<td>OTHER_FEES</td>
<td>Any other fees assessed</td>
</tr>
</tbody>
</table>
Finances API Fee Updates: Order Line Items

GET https://apiz.ebay.com/sell/finances/v1/transaction?filter=transactionType:{SALE}&filter=transactionDate: [2020-05-01T00:00:01.000Z..2020-05-10T00:00:01.000Z]

‘orderLineItems’ = array of specific fees paid to eBay at time of order
Trading API: GetAccount

```xml
<?xml version="1.0" encoding="utf-8"?>
<GetAccountRequest
    xmlns="urn:ebay:apis:eBLBaseComponents">
    ...
    <IncludeNettedEntries>false</IncludeNettedEntries>
    ...
</GetAccountRequest>

<?xml version="1.0" encoding="utf-8"?>
<GetAccountResponse
    xmlns="urn:ebay:apis:eBLBaseComponents">
    <AccountID>string</AccountID>
    <FeeNettingStatus/></FeeNettingStatus>
    <AccountSummary>
        <NettedTransactionSummary>
            <TotalNettedChargeAmount currencyID="CurrencyCodeType">
                AmountType (double)
            </TotalNettedChargeAmount>
            <TotalNettedCreditAmount currencyID="CurrencyCodeType">
                AmountType (double)
            </TotalNettedCreditAmount>
        </NettedTransactionSummary>
        <AccountEntries>
            <AccountEntry>
                <DiscountDetail>
                    <Discount>
                        <DiscountType></DiscountType>
                        <Amount currencyID="CurrencyCodeType">
                            AmountType (double)
                        </Amount>
                    </Discount>
                    <Discount/>
                    <DiscountDetail/>
                    <Netted>boolean</Netted>
                </AccountEntry>
                ...
            </AccountEntries>
        </AccountSummary>
    </GetAccountResponse>
```
Post Transaction

Disputes, Refunds, Returns, Cancellations
Fulfillment API: Payment Disputes

For sellers to manage buyer-initiated payment disputes

Payment dispute detail includes

- Current status of payment dispute
- Amount of the payment dispute
- Reason the payment dispute was opened
- Order and line items associated with the payment dispute
- Seller response options if an action is currently required on the payment dispute
- Details on the results of the payment dispute if it has been closed
- Details on any evidence that was provided by the seller

Sellers respond by

- Accepting the payment dispute
- Contesting
- Adding evidence and uploading evidence files
- Updating evidence
Fulfillment API: Get Payment Dispute

GET
https://api.ebay.com/sell/fulfillment/v1/payment_dispute/7654321

```json
{
  "paymentDisputeId": "7654321",
  "paymentDisputeStatus": "OPEN",
  "revision": 2,
  "reason": "FRAUD",
  "orderId": "22-00009-21",
  "buyerUsername": "ebaybuyer",
  "openDate": "2019-10-03T20:07:17.000Z",
  "respondByDate": "2019-10-09T06:59:59.000Z",
  "lineItems": [
    {
      "itemId": "300013704248",
      "lineItemId": "5712077022"
    }
  ],
  "amount": {
    "value": "250.0",
    "currency": "USD"
  },
  "sellerResponse": "SELLER_ACCEPT",
  "buyerProvided": {
    "note": "I have issue with the transaction"
  }
}
```
Fulfillment API: Contest Payment Dispute

POST
https://api.ebay.com/sell/fulfillment/v1/payment_dispute/1234567/contest

```json
{
  "revision": 1,
  "returnAddress": {
    "primaryPhone": {
      "number": "4081234567",
      "countryCode": "US"
    },
    "fullName": "Joe Smith",
    "addressLine1": "2050 Hamilton Ave",
    "addressLine2": "Apt 77",
    "city": "Sunnyvale",
    "stateOrProvince": "CA",
    "postalCode": "94087-5527",
    "country": "US"
  }
}
```
Fulfillment API: Seller Initiated Refunds
Fulfillment API: Seller Initiated Refund

POST
https://api.ebay.com/sell/fulfillment/v1/order/{order_id}/issue_refund

Request
{
    "orderLevelRefundAmount": {
        "value": "1.0",
        "currency": "USD"
    },
    "reasonForRefund": "BUYER_CANCEL",
    "comment": "Buyer changed mind and requested cancellation of order"
}

Response
{
    "refundId": "5000000453",
    "refundStatus": "PENDING"
}
Post-Order API

All Post Order 1.0 features will be available for managed payment sellers.

Coming in July:

Refund summary with information on how the refund was funded

Ability to offer partial refunds via Post Order API when a buyer requests a return with the same eligibility rules as in 1.0

Coming post-July:

Support for converted refund and held amounts based on FX conversion rates for Active CBT transactions

Sell-side post order functionality as part of Fulfillment API
Post-Order API: funding for refunds/returns

GET
https://api.ebay.com/post-order/v2/inquiry/{inquiryId}

"moneyMovementEntryList": [
{
"date": {
  "value": "2020-04-13T20:54:00.823Z"
},
"amount": {
  "value": -24.0,
  "convertedFromValue": -24.0,
  "convertedFromCurrency": "USD",
  "currency": "USD"
},
"type": "REFUND",
"fundingSource": {
  "type": "CREDIT_CARD",
  "brand": "VISA",
  "memo": "Last four digits is 0007"
},
"fundingStatus": "FUNDED"
}]