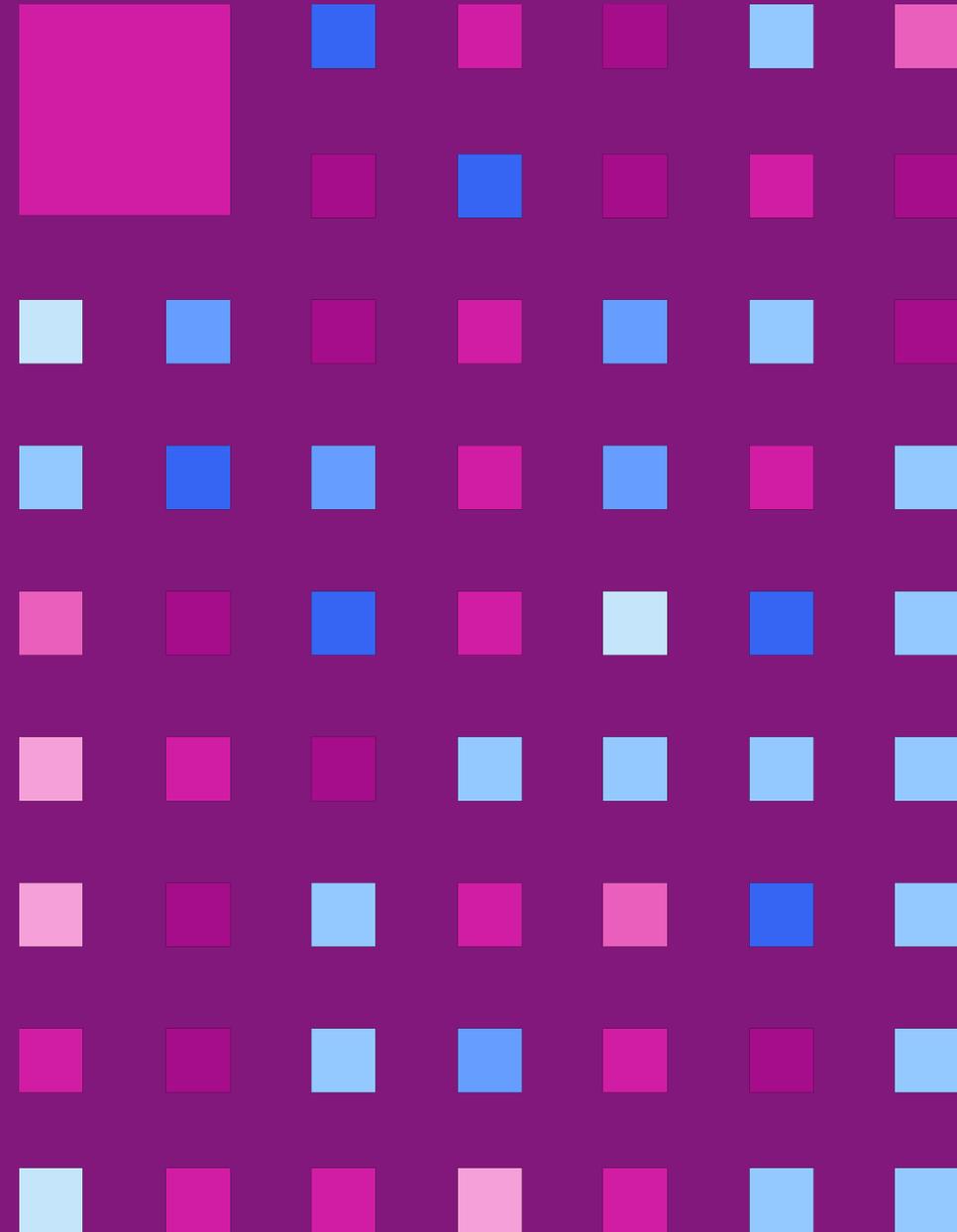

eBay Connect 2021 Payments

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eBay Connect 2021

Agenda

Managed Payments progress and next steps

Cross-border trade

Fee netting & charging

Further enhancements & changes ahead



Managed Payments Progress

We are on track to transition the majority of sellers onto managed payments by 2022

- The majority of sales volume on eBay is already on managed payments
- Millions of sellers worldwide are seeing the benefits of increased buyer choice, easier selling and simpler fees
- All sellers are invited and migration is not optional
- More benefits are coming in the months ahead



As of this week, managed payments is available globally

June

All eBay sites and markets worldwide are enabled for managed payments

July

All newly registered sellers globally will be on managed payments by default

H2

Any remaining listings which have not migrated will be ended

Sellers will need to go through reactivation process to re-enable selling privileges and re-list

Launch

Full Rollout

Required participation ultimately reflects in API

After a period of not onboarding, we revoke selling privileges

Trading API: Error code 120 - “You need to create a seller's account.”

Sellers must then go to Seller Hub / My eBay Selling to update their account

Depending on their entity type, some additional data and documentation may be required.

Once reactivated, they can relist ended listings up to 90 days after end date

— Cross-Border Trade

Sellers are normally paid in the currency of their domicile

Sellers are paid in the default currency of their domicile, regardless of what site they list on

Example: US seller lists on UK site (GBP), gets paid in USD

Currency conversion happens at transaction time and is reflected in holding currency

Some sites do or will support choice of holding currency at onboarding time:

CA: CAD or USD

HK: HKD or USD

SG: SGD or USD

PL: PLN or EUR

Sellers in markets without eBay sites will default to EUR for EEA or USD for the rest of the world

In our rest of world markets, payouts go through our partner, Payoneer

APIs reflect the transacted price/currency and converted price/currency

Recent enhancements in multi-currency support

Disputes API

getPaymentDispute method now shows:

- Listing site's currency (convertedFromCurrency)
- Seller's default currency (currency)
- Exchange rate for the conversion (exchangeRate)

The **DisputeAmount** type was added to support this capability.

Post-order API

GetCancellation, **GetInquiry**, **GetCase** and **GetReturn** APIs now show:

- Claim amount in listing currency
- Fee credit details in listing currency
- Amount seller owed for a refund in both listing currency and seller's holding currency
- Reimbursement details in seller's holding currency

Finances API

getPayout(), **getPayouts()**, **getPayoutSummary()**, **getTransaction()**, **GetTransactionSummary()**, **getTransfer()**, and **getSellerFundsSummary** now show:

- Converted from and converted to currency
- Converted from and converted to amount
- Exchange rate at the time of transaction



Fee Netting & Charging

Fees are netted from proceeds of sales

Sellers no longer will have a separate monthly fee invoice billed in arrears

Charges of any kind are debited from available funds in the seller account

Policy determines trigger points for when account is debited

Bank is the default top-up method, but sellers can specify their preferred payment instrument in payment settings

Recent enhancements in fee netting & charging

Disputes API

New fields added to the following types used by the `getPaymentDispute` method under `PaymentDispute` type

- **monetaryTransactions**: new array to provide details on transactions that occur when a dispute is resolved.
- **protectedAmount**: new field that shows the amount that the seller is protected against in a dispute under eBay's seller protection policy.
- **totalFeeCredit**: new field that shows the amount of money in selling fee credits due back to the seller

Post-order API

Added new fields to the **GetCancellation**, **GetInquiry**, **GetCase** and **GetReturn** APIs to expose the following details:

- Fee credits due for a refund as per eBay's fee credit policy
- Net charge amount derived from subtracting the fee credit amount from the total charge
- Details on the seller payment instrument used to fund buyer refunds

Recent enhancements in fee netting & charging

Finances API

getTransactions() and **getTransactionSummary()** are updated:

- To net the non-transaction fees (and corresponding credits) from the seller account balance.
- A new transaction type 'NON_SALE_CHARGE' added for insertion fees, listing upgrade fees, and ad fees
- A new transaction type 'Adjustment' added to notify any adjustments made to seller funds.
- Updated transaction type - "SHIPPING_LABEL" to help get details on the post-paid shipping charge

Finances API: getTransfer

Added a new endpoint **getTransfer()** to provide more details for seller transferring money to eBay for reimbursement of one or more charges.

- A new transaction type 'TRANSFER' and a filter condition added **getTransactions()**, to explain seller transferring money to eBay for reimbursement of one or more charges.
- In addition to the amount, funding source, currency, exchange rate and relevant identifiers for cancellations, returns, refunds, or other charges are provided
- Mixed sources of funds are supported between balance, bank, and cards

— Further Enhancements & Changes Ahead

Post-Order API

New Post-Order APIs (as part of the fulfilment set of APIs):

- In 2021, eBay will launch new post order APIs (as a part of the fulfilment API) that will enable sellers to cancel orders and manage cancellation requests, returns and item not received requests from buyers.
- Additionally, new Refund Details API will be introduced to expose granular refund details including:
 - Fee credits due for a refund as per eBay's fee credit policy
 - Details on the seller payment instrument used to fund buyer refunds

Expected Improvements:

- Simplified API structure with a fewer number of endpoints compared to the existing Post-Order APIs
- Light-weight response payload
- Search improvements (includes supporting search by order number, issue ID, issue status and buyer username)
- Next available actions based on the state of the issue
- New endpoint for detailed activity history
- Improved documentation with clearly defined error codes and failure reasons
- Support for item-level cancellation

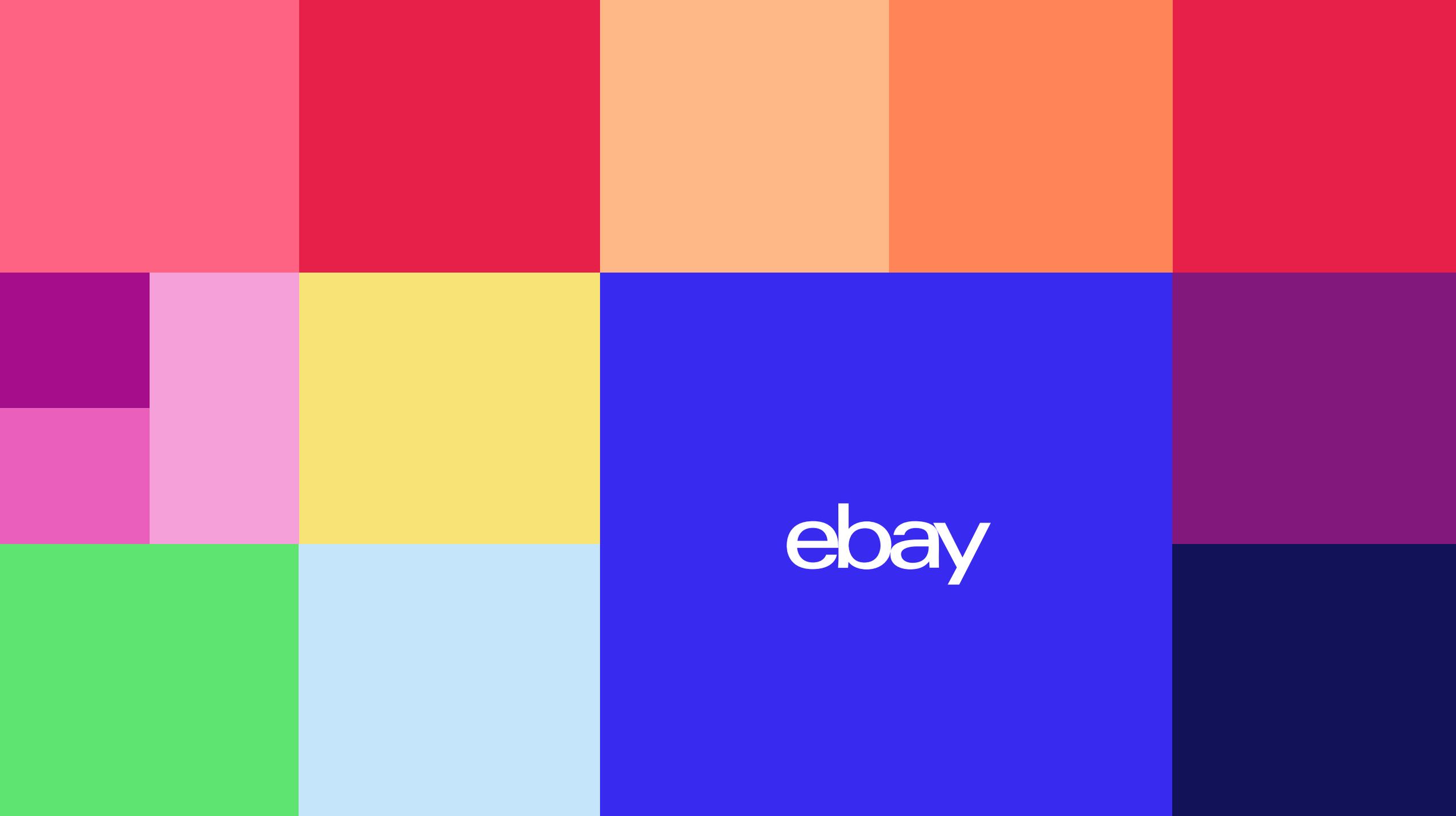
Finances API

Add International fee memo:

Added international fee memo to the the `getTransactions()`, to provide more info (buyer country) about International fees added to the Final value Fee.

Finances API planned enhancements:

- Adding a memo to the the `getTransactions()` method for the orders on hold, to explain reason for transaction hold and timeframe of hold release.
- Adding Bank reference ID to the `getTransactions()`, `getPayout()` and `getPayouts()` method, for easy reconciliation of payouts with seller's bank account.
- Adding Funds sent timeframe to the `getTransactions()`, `getPayout()` and `getPayouts()` method, to provide the timeframe it takes for funds to reach seller's bank account after payout sent from eBay.

The background consists of a grid of colored squares. The top row has five squares: light pink, red, light orange, orange, and red. The second row has four squares: dark purple, light pink, yellow, and dark purple. The third row has three squares: pink, light blue, and dark purple. The bottom row has two squares: green and dark blue. The 'eBay' logo is centered on the dark blue square in the second row.

eBay