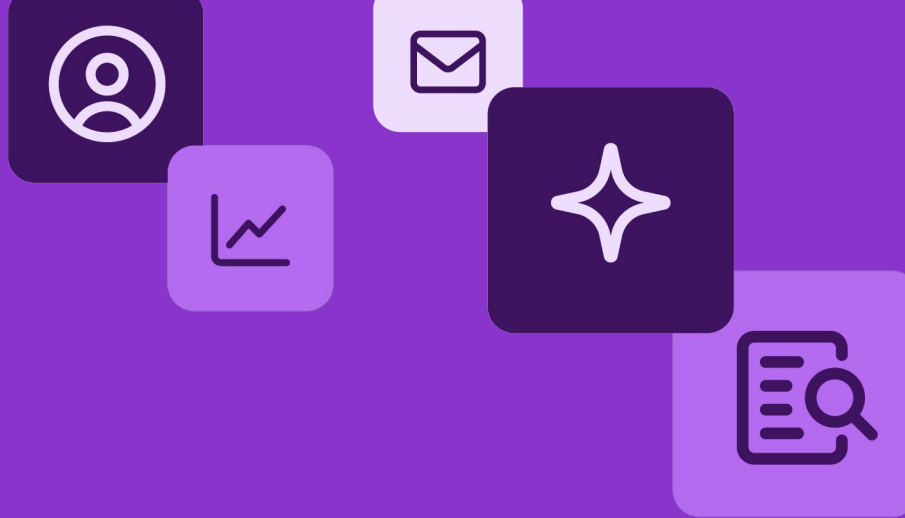




Revitalizing Sandbox

Srivatsan Srinivasan, Lead Product Manager – DECO
Grant Shively, Principal MTS

- 01** Goal
- 02** Roadmap
- 03** Pulling back the curtains
- 04** FlowJo
- 05** Feedback
- 06** Q/A

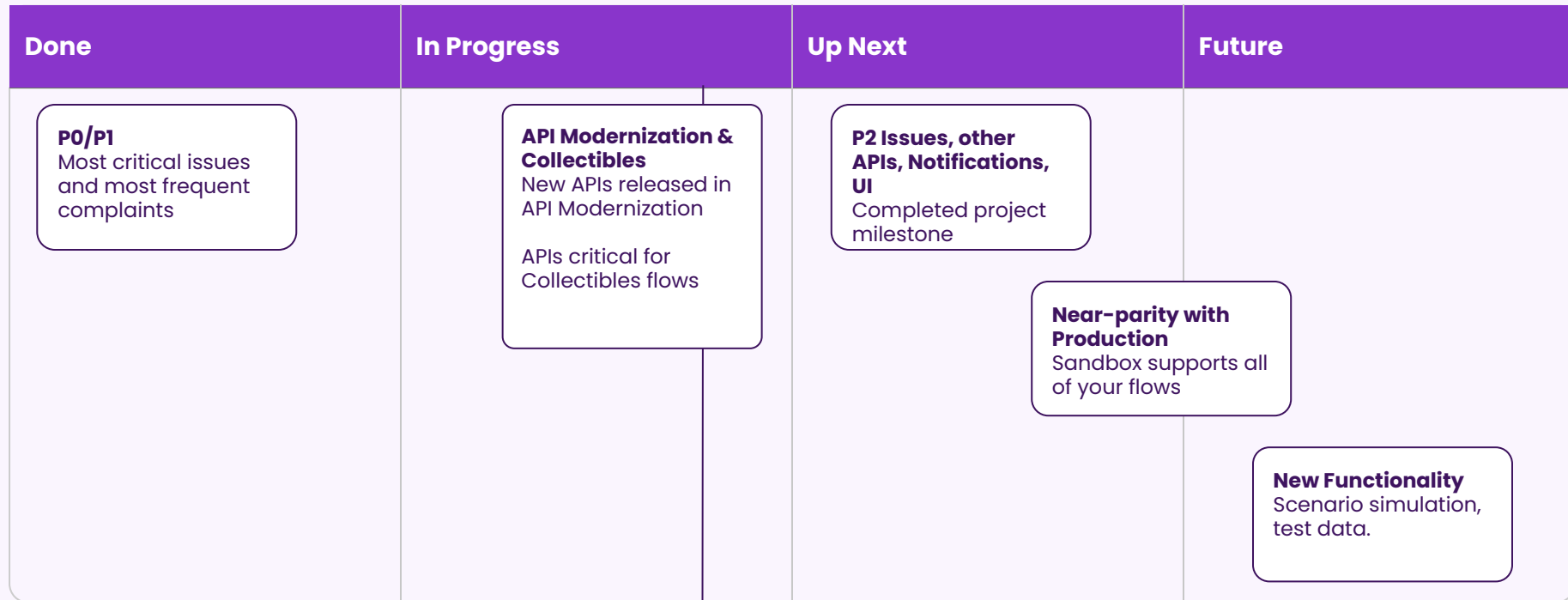
Contents

GOAL

**Transform Sandbox from a friction point
into your *fastest path* to launching eBay
API experiences**

**Build, test, and validate end-to-end flows with confidence before
Production**

Roadmap



Roadmap

Done: P0/P1 Fixes

UI: Header redirection to prod

Clicking header links will keep you in sandbox

API: Business policies

Configure multiple business policies via API

UI & API: Member Checkout

Test the listing to order flow by checking out items via API or UI.

UI: Search & Advanced Search

Improved listing-to-search latency from hours toward minutes.

UI: Item page enhancements

See what your listing will look like to a buyer

API: Catalog search

Search for catalog products, retrieve ePIDs, and use those ePIDs to fetch product details. *Refinement support is in progress.*

UI: Login

Added tests to continuously monitor and ensure login remains functional

API: Publish Offer API: Store Categories

Create and test offers programmatically, place proxy bid using the API.
Retrieve the category hierarchy of a store

Roadmap

In Progress

1

API Modernization

~90 GraphQL Operations, ~100 REST operations across Listing Management, Order Management, Post-Order Management, Account Management, Buy APIs

2

Collectibles

Finances, Feedback, Message, Account (sales tax, user preferences) APIs

3

Flows

Multi-operation flows tested

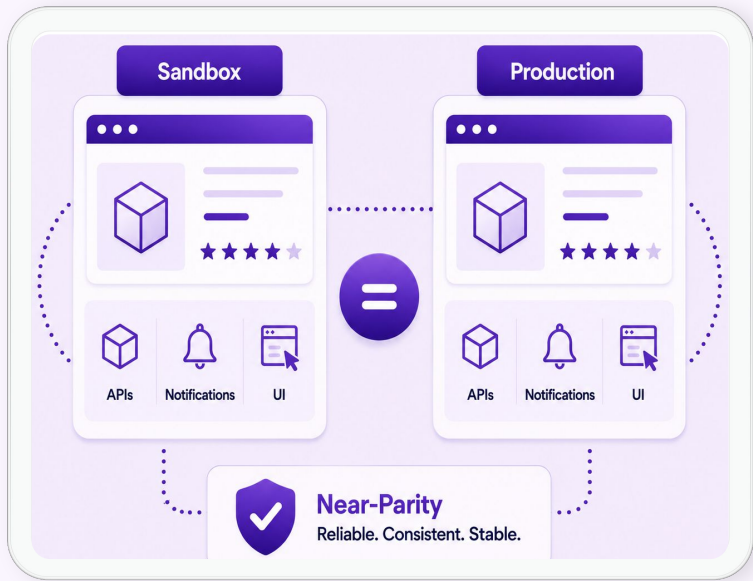
Roadmap

Up Next

P2 Issues

- UI: Seller dashboard
- UI: Bid on item, track status, cancel order, request refund
- UI: Display stores category fields on item page
- API: Negotiation
- Notifications/Events

Near-Parity with Production



Sandbox APIs, UI, and Notifications in near-parity with Production

Roadmap

Future

Supercharging Sandbox

- Scenario Simulation
- Force errors
- Generate data
- Clear data
- Sandbox MCP
- Buyer/Seller Agents
- Your ideas?



Pulling Back the Curtain

- Behind the scenes of the Sandbox revitalization
- Challenges and solutions
- Lessons we've learned
- Why we're optimistic about the future



Grant Shively

Principal Engineer

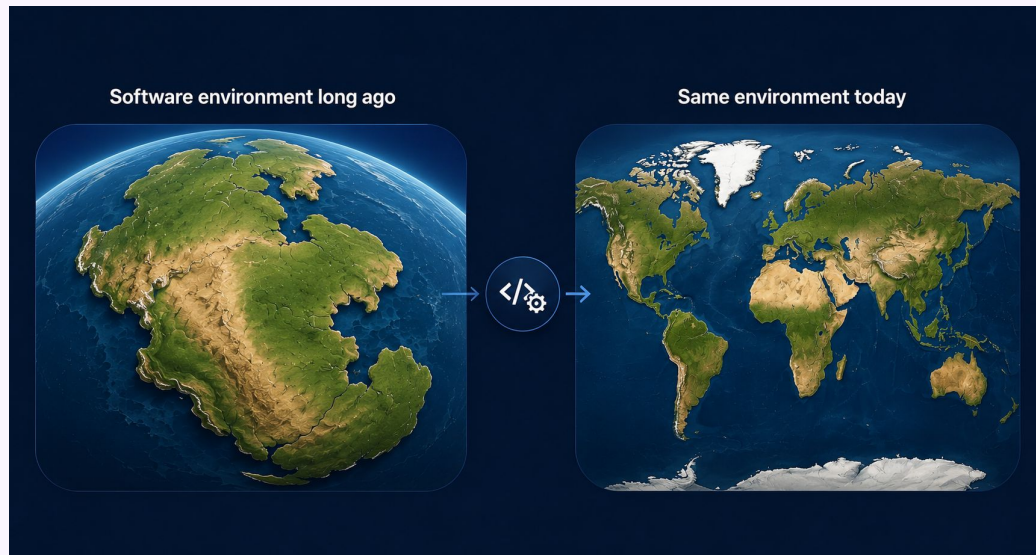
<https://www.linkedin.com/in/grant-shively>

Environmental Drift

- Production changed, Sandbox didn't
- Problems grow over time
- Drift comes from many places

Two problems to solve

1. Get things sync'd
2. Prevent future desync

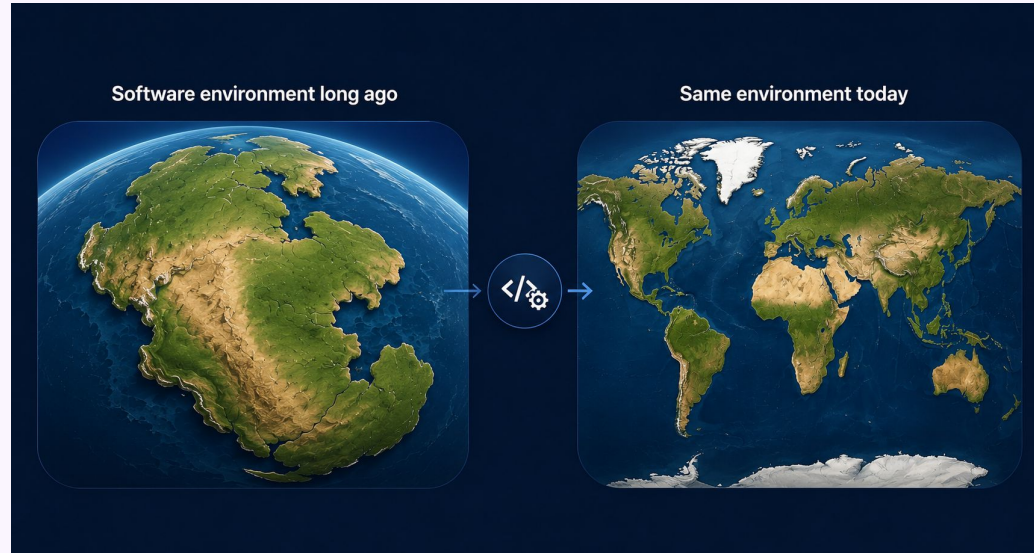


Environmental Drift

- Focus on platforms and automation
- Prevent drift by default
- Avoid manual synch

Lesson Learned

Drift can come from many places, prevent it by default.



System Complexity

Challenges

- Thousands of applications
- Large dependency graphs
- Hidden dependencies
- Gaps in tooling

System Complexity

Solutions

- Visualize and provision full dependency graphs
- Tooling to detect and fix drift, biggest areas:
 - Configuration
 - Database schemas
- Distributed tracing
- CI/CD

Lesson Learned:

Invest in tooling that makes it easy to understand and provision everything an application needs to function.

Observability

- Failures often reported by customers first
- Existing monitoring wasn't effective for Sandbox

Goals

1. Identify important customer flows
2. Detect flow failures automatically

Introducing FlowJo

Live Demo!

***The following hidden slides are
backup slides in case the live
demo fails during the
presentation***



Flows

Steps

create-listing-with-re



create-listing-with-rest-apis

create-listing-with-rest-apis

Overview

Diagram

Code

Run

Description

Demonstrates how to create a live eBay listing using eBay's REST APIs.

This flow covers the complete listing creation pipeline:

- Confirming seller program enrollment
- Creating an inventory location
- Creating an inventory item
- Creating an offer
- Publishing the offer to make it a live eBay listing.

All listing parameters are pre-configured with sample data, so only seller credentials and an API domain are required to run this flow. A unique SKU and item title are generated on each run so the flow can be executed repeatedly without conflicts.

CENSORED

Input Parameters

Name	Type	Required	Default Value	Default Random	Description
sellerToken	string	Yes	-	-	OAuth access token for the seller with appropriate inventory and listing scopes
apiDomain	string	Yes	"api.sandbox.ebay.com"	-	API domain to use (e.g., api.sandbox.ebay.com or api.ebay.com)

Output Parameters

Name	Type	Description
listingId	string	The eBay listing ID of the published offer



Favorites

Flows

Steps

create-listing-with-re



create-listing-with-rest-apis

create-listing-with-rest-apis

Overview

Diagram

Code

Run

This is the actual source code of the flow, without the YAML declaration.

```
// Step 1: Confirm seller is opted into the SELLING_POLICY_MANAGEMENT program
step('confirm-seller-is-opted-into-program');

// Step 2: Create an inventory location (okIfExists so repeated runs succeed)
step('create-inventory-location', {
  merchantLocationKey: 'demo_listing_location',
  name: 'Demo Listing Warehouse',
  okIfExists: true,
  address: {
    addressLine1: '123 Main Street',
    city: 'San Jose',
    stateOrProvince: 'CA',
    postalCode: '95128',
    country: 'US',
  },
});

// Step 3: Create or replace inventory item with a unique SKU and title per run
step('create-or-replace-inventory-item', () => ({
  sku: `DEMO_LISTING_SKU_${Date.now()}`,
  inventoryItem: {
    condition: 'NEW',
    availability: {
      shipToLocationAvailability: {
        quantity: 5,
      },
    },
  },
  product: {
    title: `Sample Drone ${Date.now()}`,
    description: 'This is a sample drone listing created via the eBay Inventory REST APIs.',
    aspects: {
      Brand: ['Generic'],
      Type: ['Quadcopter'],
      Model: ['X1000'],
    },
    imageUrls: ['https://example.com/sample-drone-image.jpg'],
  },
}),
));

// Step 4: Create an offer for the inventory item (sku passes through from previous step)
step('create-offer', {
  marketplaceId: 'EBAY_US',
  format: 'FIXED_PRICE',
  availableQuantity: 1,
  categoryId: '179697',
```



► Favorites

Flows

Steps

Search steps...

- accept-offer offer v1
- add-item trading v1
- add-listings-to-return-rule-listing-group return v1
- add-payment-instrument ems v4
- add-return-shipping-label post-order v2
- add-store-category stores v1
- add-to-watch-list account v1
- append-seller-return-response-rule return v1
- append-seller-return-to-address-rule return v1
- approve-cancellation post-order v2
- approve-contract-cancellation order v1
- approve-return return v1
- attach-return-shipment-label return v1
- browse-search-by-keyword browse v1
- bulk-create-ads-by-inventory-reference marketing v1

confirm-seller-is-opted-into-program

Overview

Code

Run

This is the actual source code of the step, without the YAML declaration.

```
import flowjo from '../../flowjo.mjs';
import { wrappedFetch } from '../../http/fetch.mjs';

const { func } = // YAML configuration has been removed for clarity;

func(async (input, ctx) => {
  const {
    programType,
    sellerToken,
    apiDomain,
  } = input;
  // Construct the API URL
  const url = `https://${apiDomain}/sell/account/v1/program/get_opted_in_programs`;

  // Make the API request
  const response = await wrappedFetch(url, {
    method: 'GET',
    headers: {
      Authorization: `Bearer ${sellerToken}`,
      Accept: 'application/json',
      'Content-Language': 'en-US',
      'Accept-Language': 'en-US',
    },
    ctx,
  });

  // Extract the programs from the response
  const programs = response.body?.programs || [];

  // Check if the seller is opted into the specified program
  const programTypes = programs.map((program) => program.programType);
  const isOptedIn = programTypes.includes(programType);

  // Throw an error if the seller is not opted into the required program
  if (!isOptedIn) {
    throw new Error(
      `Seller is not opted into the ${programType} program. `
      + `Currently opted into programs: ${programTypes.length > 0 ? programTypes.join(', ') : 'None'}`
    );
  }
});
```



Favorites

Flows

Steps

create-listing-with-re

create-listing-with-rest-apis

create-listing-with-rest-apis

Overview

Diagram

Code

Run

Input Parameters

Reset

sellerToken (string) *

OAuth access token for the seller with appropriate inventory and listing scopes

.....

Get Token

apiDomain (string) *

API domain to use (e.g., api.sandbox.ebay.com or api.ebay.com)

api.sandbox.ebay.com

Run Flow

Flow Execution Results

Flow executed successfully (5.85s)

Output Parameters

listingId

110589866550

warnings

[]

Action Runs

Expand All

confirm-seller-is-opted-into-program

SUCCESS

Duration: 212ms

create-inventory-location

SUCCESS

Duration: 37ms

create-or-replace-inventory-item

SUCCESS

Duration: 200ms

Flows

Steps

create-listing-with-re x

create-listing-with-rest-apis

Action Runs

Expand All

confirm-seller-is-opted-into-program

SUCCESS

Duration: 212ms

Input Parameters

programType: SELLING_POLICY_MANAGEMENT
sellerToken: [REDACTED]
apiDomain: api.sandbox.ebay.com

Output Parameters

No parameters

STEP STARTED	STEP FINISHED	DURATION	FLOW STARTED
15:04:15.062	15:04:15.274	212ms	15:04:15.062

API Calls

GET

https://api.sandbox.ebay.com/sell/account/v1/program/get_opted_in_programs

Request Headers:

```
{
  "Authorization": "Bearer v-1.1#1-1#f-0#I-3#p-3#r-0#t-1#s-1AAAAAAA/+VZa2wRk332USK50P5AC0qF1b5t8Eez7uKcutcXS1Vw5P+17P21rZndn7zbeF20zPm94yPMHBFUJW1QCkR5gg1UpSkVBpAVIAag1SPatHvq41ptKJqS3m/mqo",
  "Accept": "application/json",
  "Content-Language": "en-US",
  "Accept-Language": "en-US",
  "sec-fetch-mode": "cors",
  "user-agent": "undici",
  "accept-encoding": "br, gzip, deflate"
}
```

Request Body:

No body

Response Status:

200 OK

Response Headers:

```
{
  "cache-control": "no-cache, no-store, max-age=0, must-revalidate",
  "content-length": "97",
  "content-type": "application/json",
  "date": "Fri, 10 Jul 2026 22:04:15 GMT",
  "expires": "0",
  "pragma": "no-cache",
  "rlogid": "t6pitf60quq60fiw28ufmadh47B%3F%3Ctowgdwvdpd60jhs.vgiggi%7F.3ba40%3E%3E43%60*w%60ut4%3C%2B5sknd-19f4e0f5365-0x233b",
  "server": "ebay-proxy-server",
  "strict-transport-security": "max-age=31536000",
  "x-content-type-options": "nosniff",
  "x-xss-protection": "1; mode=block"
}
```

Response CAL Log:

t6pitf60quq60fiw28ufmadh47B%3F%3Ctowgdwvdpd60jhs.vgiggi%7F.3ba40%3E%3E43%60*w%60ut4%3C%2B5sknd-19f4e0f5365-0x233b

Response Body:

```
{
  "programs": [
    {
      "programType": "OUT_OF_STOCK_CONTROL"
    },
    {
      "programType": "SELLING_POLICY_MANAGEMENT"
    }
  ]
}
```

Tests

Search tests...

Test Name	Cron ⓘ	Last Cron Run	Success Rate ⓘ	Active ⓘ	Actions
add-and-remove-user-note-on-item	0 ****	Success @ Jul 10, 2026, 3:00 PM (8.45s)	90%	Active	Deactivate Run
bulk-inventory-item-lifecycle	0 ****	Success @ Jul 10, 2026, 3:04 PM (1.46s)	90%	Active	Deactivate Run
buyer-item-discovery	0 ****	Fail @ Jul 10, 2026, 3:00 PM (2.78s)	0%	Active	Deactivate Run
buyer-motors-item-discovery	0 ****	Fail @ Jul 10, 2026, 3:00 PM (4.19s)	0%	Active	Deactivate Run
buyer-offer-lifecycle	0 ****	Fail @ Jul 10, 2026, 3:04 PM (2.52s)	0%	Active	Deactivate Run
buyer-return-buyer-pays-for-shipping	0 ****	Fail @ Jul 10, 2026, 9:03 AM (78.52s)	0%	Inactive	Activate Run
buyer-return-buyer-pays-for-shipping-gql	0 ****	Fail @ Jul 10, 2026, 9:02 AM (75.87s)	0%	Inactive	Activate Run
buyer-return-escalate-wrong-item	0 ****	Success @ Jul 10, 2026, 3:03 PM (120.26s)	90%	Active	Deactivate Run
buyer-return-escalate-wrong-item-gql	0 ****	Fail @ Jul 10, 2026, 2:03 PM (100.92s)	87%	Active	Deactivate Run
buyer-return-partial-refund	0 ****	Fail @ Jul 10, 2026, 9:01 AM (56.67s)	0%	Inactive	Activate Run
buyer-return-partial-refund-gql	0 ****	Fail @ Jul 10, 2026, 9:01 AM (73.48s)	0%	Inactive	Activate Run
buyer-return-seller-custom-label	0 ****	Fail @ Jul 10, 2026, 9:04 AM (65.28s)	0%	Inactive	Activate Run
buyer-return-seller-custom-label-gql	0 ****	Fail @ Jul 10, 2026, 2:03 PM (81.64s)	0%	Active	Deactivate Run
buyer-return-seller-decline-gql	0 ****	Success @ Jul 10, 2026, 3:02 PM (95.44s)	93%	Active	Deactivate Run
catalog-product-search	0 ****	Fail @ Jul 10, 2026, 3:00 PM (3.56s)	0%	Active	Deactivate Run
change-user-preferences	0 ****	Success @ Jul 10, 2026, 3:03 PM (1.74s)	90%	Active	Deactivate Run
check-for-logout-bug	0 ****	Fail @ Jul 10, 2026, 3:04 PM (36.48s)	0%	Active	Deactivate Run
combined-shipping-rules-lifecycle	0 ****	Fail @ Jul 8, 2026, 4:01 PM (3.13s)	0%	Inactive	Activate Run
commitment-lifecycle	0 ****	Success @ Jul 10, 2026, 3:03 PM (13.32s)	97%	Active	Deactivate Run
complete-feedback-lifecycle	0 ****	Fail @ Jul 10, 2026, 2:04 PM	0%	Active	Deactivate Run



Coverage

APIs

UIs

Coverage: Has Test No Test No Flow Health: Healthy Unhealthy Test Inactive Type: REST GQL SOAP Migration: Wave 1

Search...

[Download CSV](#)

447 of 447 unique APIs

Use Case	Family		Method / Operation	Path	Tests	Flows	Steps
buy	account	OQL	addToWatchList (mutation)	/graphql	offer-negotiation-lifecycle 0% user-watch-list-lifecycle 93%	offer-negotiation-lifecycle user-watch-list-lifecycle	add-to-watch-list
buy	account	OQL	createOrReplaceUser Note (mutation)	/graphql	add-and-remove-user-note- on-item 90%	add-and-remove-user-note-on-item	create-or-replace-user-note
buy	account	OQL	deleteUserNote (mutation)	/graphql	No tests	-	delete-user-note
sell	account	OQL	user (query)	/graphql	get-user 87%	get-user	get-user-account
sell	account	OQL	userSavedSearches (query)	/graphql	No tests	-	get-user-saved-searches
sell	account	OQL	userSavedSellers (query)	/graphql	No tests	-	get-user-saved-sellers
buy	account	OQL	removeAllFromWatch List (mutation)	/graphql	user-watch-list-lifecycle 93%	user-watch-list-lifecycle	remove-all-from-watch-list
buy	account	OQL	removeFromWatchList (mutation)	/graphql	user-watch-list-lifecycle 93%	user-watch-list-lifecycle	remove-from-watch-list
buy	account	OQL	userCustomLists (query)	/graphql	user-watch-list-lifecycle 93%	user-watch-list-lifecycle	user-custom-lists
buy	account	OQL	userWatchList (query)	/graphql	user-watch-list-lifecycle 93%	user-watch-list-lifecycle	user-watch-list
sell	account	REST	GET	/sell/account/v1/fulfillment_policy	fulfillment-policy-lifecycle 97%	create-sample-listing fulfillment-policy-lifecycle	get-fulfillment-policies



Alerts

Active

Past

Filters and search coming soon

38 active alerts

Failure Source	Tests Impacted	Timing	Jira Key	Actions
PLATFORM check-for-logout-bug	check-for-logout-bug 0%	CREATED: Jul 10, 2026, 2:04 PM LAST FAILURE: Jul 10, 2026, 2:03 PM	CENSORED	Details Silence Archive
STEP view-order-details-via-web	sell-and-buy-it-now-member-checkout 0%	CREATED: Jul 10, 2026, 11:04 AM LAST FAILURE: Jul 10, 2026, 3:00 PM	CENSORED	Details Silence Archive
STEP propose-keep-item-partial-refund	buyer-return-partial-refund-gol 0%	CREATED: Jul 10, 2026, 4:04 AM LAST FAILURE: Jul 10, 2026, 9:01 AM	CENSORED	Details Silence Archive
STEP mark-item-commitments-paid	item-commitment-paid 0%	CREATED: Jul 9, 2026, 6:00 PM LAST FAILURE: Jul 10, 2026, 2:02 PM	CENSORED	Details Silence Archive
FLOW catalog-product-search	catalog-product-search 0%	CREATED: Jul 8, 2026, 10:02 PM LAST FAILURE: Jul 10, 2026, 3:00 PM	CENSORED	Details Silence Archive
STEP provide-rma-number	buyer-return-seller-custom-label-gol 0%	CREATED: Jul 8, 2026, 8:04 PM LAST FAILURE: Jul 10, 2026, 2:03 PM	CENSORED	Details Silence Archive
STEP buyer-negotiation-history	buyer-offer-lifecycle 0%	CREATED: Jul 8, 2026, 2:01 PM LAST FAILURE: Jul 10, 2026, 2:03 PM	CENSORED	Details Silence Archive
STEP create-listing-via-web	sign-in-and-create-listing-via-web 0%	CREATED: Jul 8, 2026, 1:49 PM LAST FAILURE: Jul 10, 2026, 3:04 PM	CENSORED	Details Silence Archive
STEP get-order-line-items-by-ids	ways-of-getting-order-info 0%	CREATED: Jul 8, 2026, 1:20 PM LAST FAILURE: Jul 10, 2026, 3:04 PM	CENSORED	Details Silence Archive
STEP search-for-newest-listing	create-listing-and-verify-newest 3%	CREATED: Jul 8, 2026, 1:20 PM LAST FAILURE: Jul 10, 2026, 12:02 PM	CENSORED	Details Silence Archive
STEP home-to-payments	view-payments-via-web 0%	CREATED: Jul 8, 2026, 1:19 PM LAST FAILURE: Jul 10, 2026, 3:01 PM	CENSORED	Details Silence Archive
STEP home-page-sign-out	home-page-sign-out 0%	CREATED: Jul 8, 2026, 1:19 PM LAST FAILURE: Jul 10, 2026, 3:02 PM	CENSORED	Details Silence Archive
STEP home-to-cart	view-empty-cart-via-web 0%	CREATED: Jul 8, 2026, 1:18 PM LAST FAILURE: Jul 10, 2026, 3:00 PM	CENSORED	Details Silence Archive
STEP home-to-selling-overview	my-ebay-selling-overview 0%	CREATED: Jul 8, 2026, 1:18 PM	CENSORED	Details Silence Archive

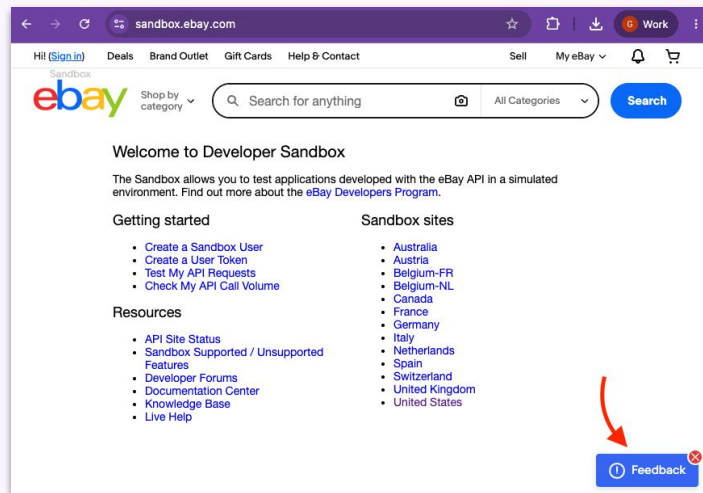
We'd Love Your Feedback!

- Interested in Flow Explorer?
- Help us build the Sandbox you need.



<https://forms.gle/7NGVSJzmmqEaVfd48>

← **Feedback!** →



Questions?