

# Welcome to Kick-starter training, from Charity Connect

[ukcharity@ebay.com](mailto:ukcharity@ebay.com)

**Charity  
Connect**

**ebay**  
FOR CHARITY 

A close-up photograph of four hands of different skin tones cupping a single, glossy red heart. The hands are positioned around the heart, with fingers slightly curled, creating a sense of care and support. The background is a neutral, light-colored surface.

# eBay Basics for New and Inexperienced Charity Sellers

**Charity  
Connect**

**ebay**  
FOR CHARITY 

# Today's Topics



**The “eBay  
Mindset”**



**Registering  
and getting  
started**



**Your Physical  
Setup**



**The Seller Hub  
and Customer  
Service**



**Creating  
a Listing**



**Postage  
and Pricing**



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# The “eBay Mindset”



# The “eBay Mindset”



- What is it?
- What is it worth?
- How big is it?
- How heavy is it?
- How will I pack it?
- How will I post it?





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# Registering and Getting Started



## Registering is a multi-stage process

1. Register for a PayPal Business Account
2. Register for the PayPal Giving Fund
3. Register for eBay and link the account to your PayPal
4. Add your eBay User ID to your PayPal Giving Fund as a “Direct Seller”

**Steps 1&2  
Guide attached**

**Step 3  
Link  
click the “create a business  
account” link**

# Make it easy by preparing beforehand



Account Holder  
Details



Charity  
Details



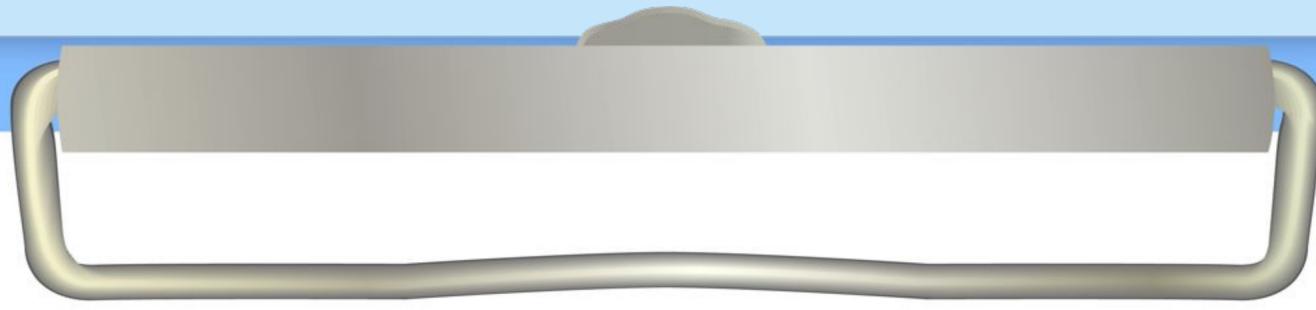
Trustee/s  
Details required



Charity Bank  
Account  
Information



PayPal  
Giving Fund  
Enrollment  
Form



# Make it easy by preparing beforehand

## ACCOUNT HOLDER DETAILS

- Email Address *(primary log in)*
- Job Title
- Date of Birth
- Home Address

## CHARITY DETAILS

- Registered Charity Name
- Charity Number **or** OSCR number
- Company Registration Number *if you do not have this CRN please enter your charity number ending with an 0*
- Registered charity address
- Website URL
- Date charity was established
- Anticipated monthly donations *This can be a rough estimate of donations your charity currently receives each month*
- Letter of Authorisation *a downloadable template is available as you go through the charity confirmation flow*
- Company Letterhead

## TRUSTEE/S DETAILS

- First and Last Name
- Date of Birth
- Nationality
- Home Address

## CHARITY BANK ACCOUNT INFO

- Account Number
- Sort Code **or** a Debit/Credit Card

## PAYPAL GIVING FUND ENROLLMENT FORM

- Charity Description
- Logo *(must be 512kb or less)*
- Call to Action
- Primary Contact Information



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# Your Physical Setup



1. Dedicated area
2. Laptop/pc
3. Smartphone/camera
4. Printer
5. Measurement – weight/size
6. Packing materials
7. Lightbox/ white backdrop/ mannequin



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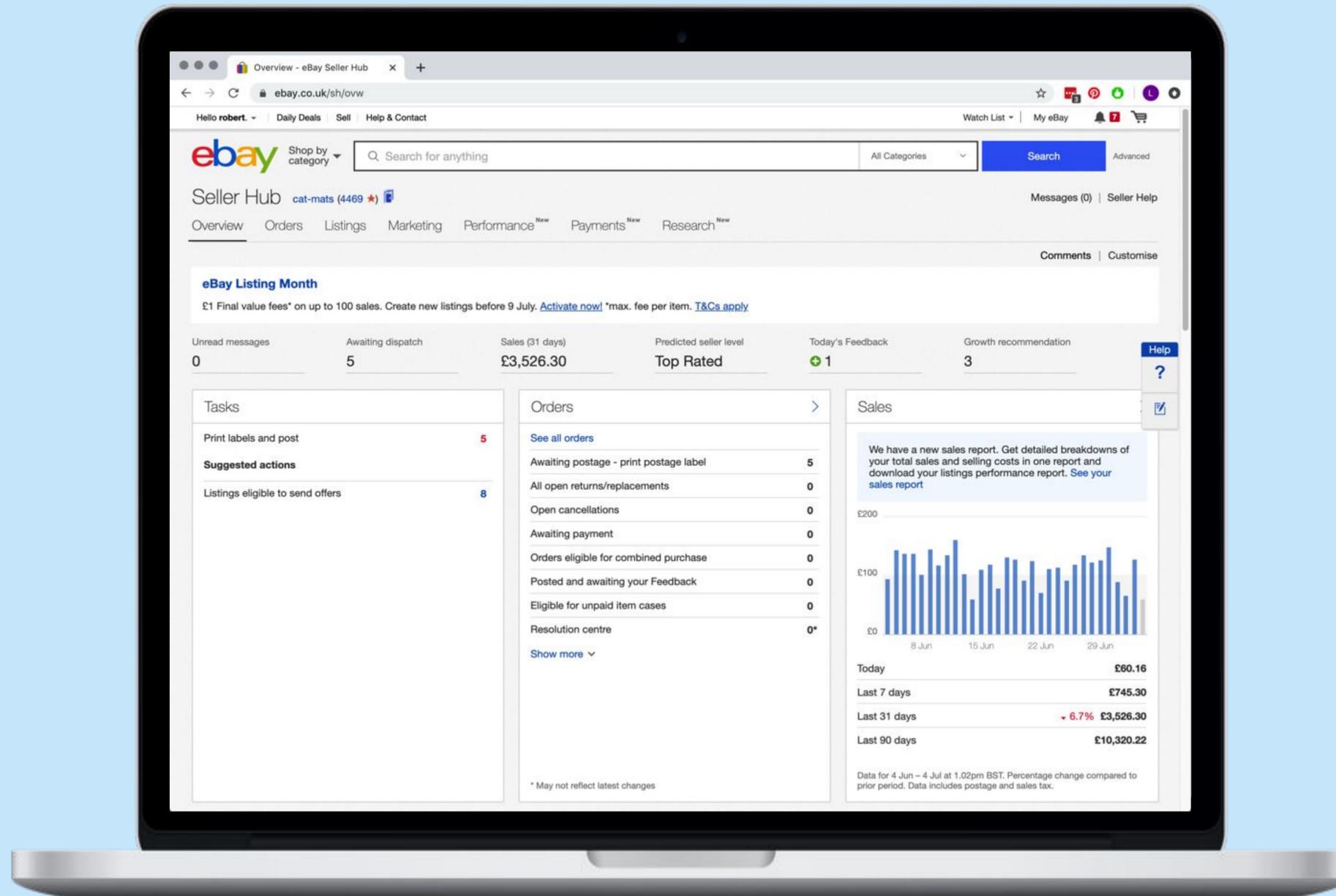
# The Seller Hub and Customer Service



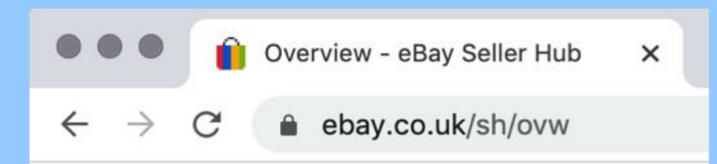
# Seller Hub

<https://www.ebay.co.uk/sh/ovw>

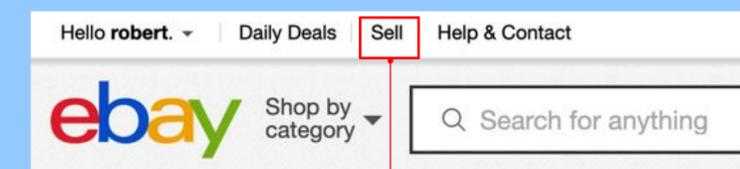
You may have to sell 1 item before accessing seller hub



Via URL:



Via menu:



Sell

# Standards



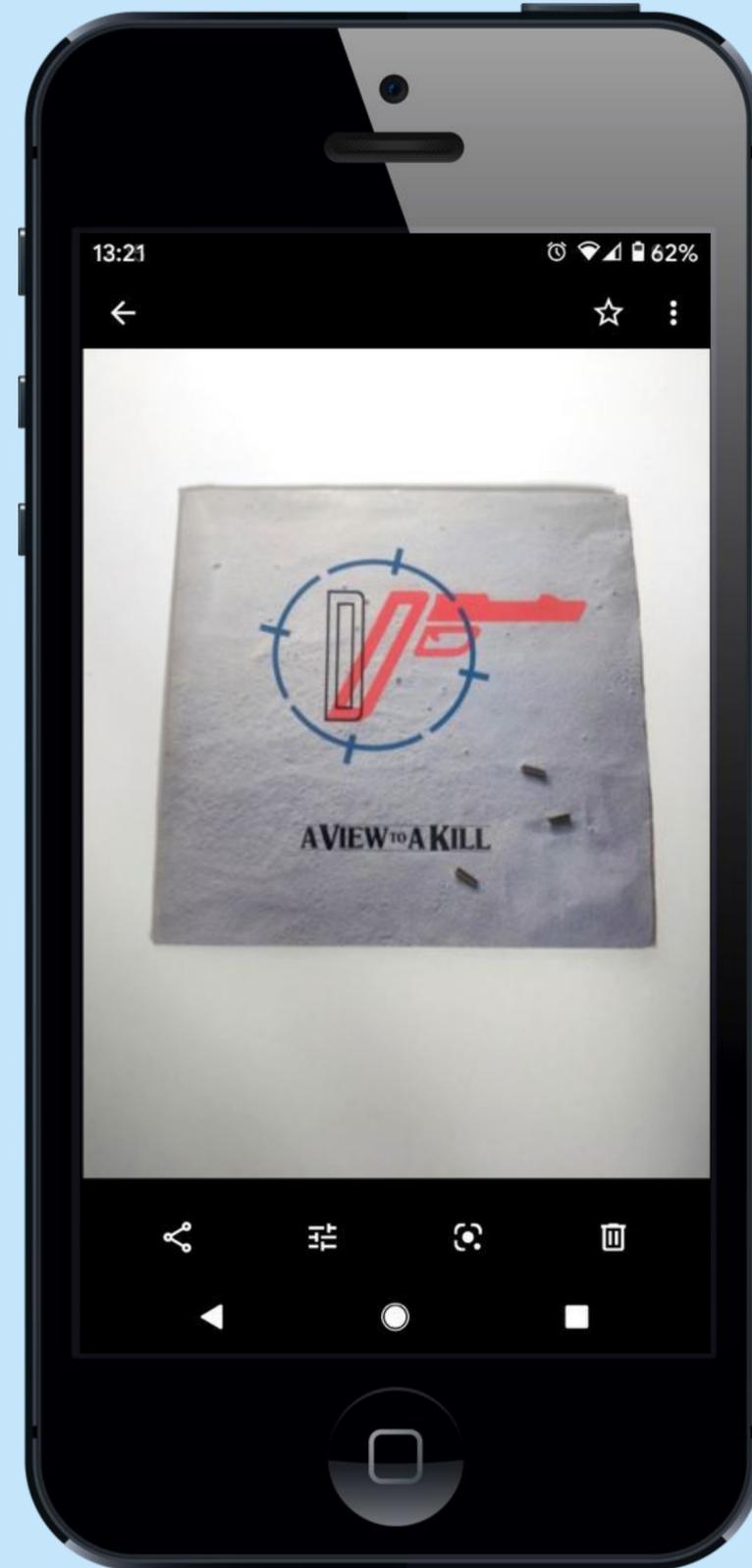
- Make sure your items are accurately described and photographed
- Send your items when you say you will
- Use the correct postage method and appropriate packing
- Use tracking for items over £20
- Use postage insurance for valuable items
- Respond to customer messages quickly
- Offer returns
- Resolve issues with customers quickly



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# Creating a Listing







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doghouse.

let, and  
including



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[www.canongate.tv](http://www.canongate.tv)



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# Postage and Pricing





Weight

Postage Printing

Size

Size	Weight up to and including
Letter	100g
Large Letter	100g
	250g
	500g
	750g
Small Parcel	1kg
	2kg
Medium Parcel	1kg
	2kg
	5kg
	10kg
	20kg

Format	Max weight	Max length	Max width	Max thickness/d epth
 Letter	100g	24cm	16.5cm	5mm
 Large Letter	750g	35.3cm	25cm	2.5cm
 Small Parcel	2kg	45cm	35cm	16cm
 Medium Parcel	20kg	61cm	46cm	46cm
 Large Parcel	30kg	1.5m	3m length and depth combined	

Show only ^

- Free returns
- Returns accepted
- Authorised seller
- Completed items
- Sold items
- Deals & savings
- Authenticity verified

[See all](#)

Buy it Now vs Auction

Working out the price

**Questions?**

Kick-starter training, from Charity Connect

Home Create

# Charity Connect

ebay FOR CHARITY

Joined Notifications Share More

Write post Photo/Video Live Video More

Write something...

Photo/Video Ask for reco... Check In

GROUP BY

ebay for Charity UK  
16,313 people like this  
Shop Now

CATEGORISE POSTS  
+ Create Topic

NEW ACTIVITY

ukcharity@ebay.com

# Charity Connect

ebay  
FOR CHARITY