



Charity Donation Help & FAQ

How does eBay for Charity work?

eBay for Charity has partnered with the [PayPal Giving Fund](#) to make it easy for sellers to donate 10% to 100% (or as low as 1% for eBay Motors vehicles) of your item's final sale price to a [certified charity](#).

It's as easy as 1 - 2 - 3!

1. SELECT CHARITY

- Seller picks the charity and the donation percentage when listing an item

[Learn more](#)

2. SELL & SHIP

- Item sells
- Buyer pays full amount to seller
- Seller ships item to the buyer

[Learn more](#)

3. DONATE

- After the transaction is complete (approx 21 days), [PayPal Giving Fund](#) will automatically collect the donation from the seller's PayPal account*
- Once a month PayPal Giving Fund will combine and deliver 100% of all donations collected for that charity

[Learn more](#)

*If your donation cannot be collected automatically then you will be emailed an invoice from PayPal Giving Fund requesting payment for the donation.

Are you an employee or authorized agent of a charity?

If you are listing items on eBay directly for a charity, such as you are an employee or a authorized agent of the charity, you should take an extra step and designate yourself as a "Direct Seller" in our system. After you do so, when you list an item for your charity, eBay will automatically choose 100% as the donation percentage and the proceeds from the sale will go directly to the charity. To become a Direct Seller, you will need to ask the charity administrator to add your account to their Direct Seller list. [Learn more about getting your account set up as a Direct Seller.](#)

Are you a standard seller on eBay?

If you don't work on behalf of a charity, all you need to do is add the charity and donation percentage to your listing and after the item sells and the buyer pays, the system will automatically collect your donation through our charity partner, the [PayPal Giving Fund](#). PayPal Giving Fund will email you with a donation receipt. Then, once per month, the PayPal Giving Fund consolidates all the donations collected for that charity in a single payment.

What are the benefits to selling for charity?

- Items tend to sell more often and at higher prices because buyers are more willing to purchase items that benefit a nonprofit
- Your item will stand out because we add a unique charity ribbon icon to the search view and the full details of the charity donation on the item description
- Your item will appear in searches where buyers are specifically looking for items that benefit charity
- If the item sells, your listing and final value fees will be discounted by the same percentage that you donated. For example if you donate 25% to charity then you will get a 25% discount on your listing and final value fees. [Learn more about eBay for Charity Fee Credit Policy](#)

I'm listing items on behalf of a charity. Do I need to do anything differently?

If you are listing items on eBay on behalf of a charity, either as an employee or a authorized agent, you are considered a "Direct Seller". When you list an item and select that charity, eBay will automatically choose 100% as the donation percentage and the proceeds from the sale will go directly to the charity. Make sure that the charity administrator adds your account to their Direct Seller list. [Learn more about getting your account set up as a Direct Seller](#).

What is the PayPal Giving Fund?

PayPal Giving Fund (PPGF) is a registered non-profit that connects donors, businesses & charities in order to help charities raise new funds. eBay for Charity works directly with the PayPal Giving Fund to enable sellers to donate a portion of their sales and buyers to shop while supporting their favorite charity. It's a win-win-win opportunity!

Thanks to operating support from PayPal, 100% of every donation processed by PayPal Giving Fund reaches the donor's chosen charity organization. And because PayPal Giving Fund is a nonprofit itself, 100% of your donation amount is tax deductible to the extent allowed by law.

PayPal Giving Fund also certifies the charity, provides donation and donor reports, issues tax receipts, aggregates donations for monthly electronic distribution, and handles legal registration requirements. [Learn more about PayPal Giving Fund](#).

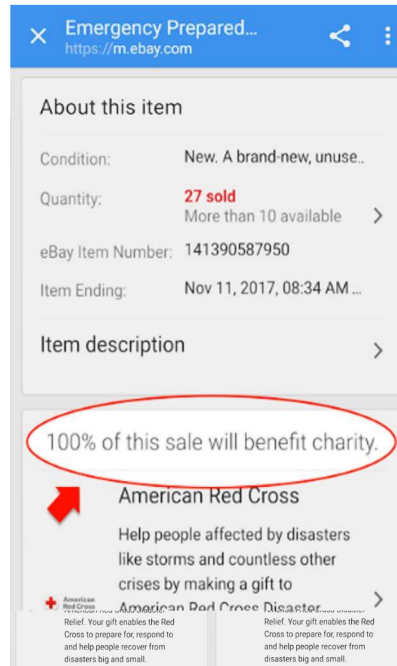
1. SELECT CHARITY

How do I add charity to my listings?

- In the listing flow, select the option to "Donate a portion to Charity"

- Select a charity* from the list of options or search for a different charity
- Select the percentage you would like to donate to charity
- You can verify the charity and donation percentage on your item by checking the information included in the item description

*The charity you select will be notified of your listing according to its account preferences and has the right to request an item cancellation if it prefers not to benefit from your listing.



How do charity listing fee credits work?

When you create a listing with eBay for Charity and that item sells, eBay will credit the Insertion and Final Value Fees back to you, equal to the percentage of the final sale price that you elected to donate. Here's an example:

Auction Starting Price = \$10.00
 Shipping: Free
 Final Sale Price = \$100.00

Insertion Fee = \$0.30
 Final Value Fee = \$10.00
 Total Basic Selling Fees = \$10.30

Elected Donation Percentage = 50%

Insertion Fee Credit = 50% x \$0.30 = \$0.15
 Final Value Fee Credit = 50% x \$10.00 = \$5.00
 Total Basic Selling Fees Credited = \$5.15

Are Insertion or Advanced Upgrade fees charged for charity listings?

Yes, Insertion and Advanced Upgrade fees will be charged for charity listings even if the item does not sell. However, for those listings that sell, we'll credit the Insertion and Final

Value fees equal to the percentage you donate. For example, donate 50% of your listing proceeds toward the charity listed and you will get 50% of the Insertion and Final Value fees credited. Advanced listing upgrade fees aren't included in these credits. [Learn more about selling fees.](#)

How do I add, change or remove the charity on my listing?

Use the “revise listing” tools in the selling section of ebay.com to make changes. Most of the time you can add, change, or remove a charity, or adjust the donation percentage on your active listing as long as it meets the following criteria:

- Your auction item has no bids
- Your fixed price item has no pending transactions or offers

I am unable to change the charity or donation percentage on my item. Why?

You cannot make any changes to the charity or the donation percentage when:

- Your auction item has bids on it
- Your fixed price item has pending transactions or offers

My charity listing was removed. Why?

There are many reasons that a listing might be removed -- see the original email you were sent or contact customer service to find out why. There are two charity-specific reasons that typically apply:

- The charity may ask eBay to remove an item listed on their behalf
- The charity's account has been closed by the PayPal Giving Fund

Are there any item or category restrictions for charity listings?

Yes, there are some limitations on what items and categories can be included in an eBay for Charity listing. The “Mature Audiences” category may not be used, and offering items such as raffle or lottery tickets is prohibited. For a complete list, please go to [Rules about Prohibited and Restricted Items.](#)

Also, the nonprofit that you select has the right to request an item cancellation if they prefer not to be associated with your listing.

2. SELL & SHIP



After the item sells and the buyer pays, ship the item. The donation is not collected immediately to ensure the transaction is complete.

In approximately 21 days, PayPal Giving Fund automatically collects* the donation from the seller and sends a confirmation email.

At the end of each month, PayPal Giving Fund combines the donations from individual sellers and sends 100% to the selected charity.

*If your donation cannot be collected automatically then you will be emailed an invoice from PayPal Giving Fund requesting payment for the donation.

What should I expect after my charity item has sold?

After your item has sold and you've been paid by the buyer, ship the item as quickly as possible. eBay will schedule the donation payment which you will find on your [Donation Account Dashboard](#). The donation will be collected about 21 days after it sells to ensure that the transaction with the buyer is complete.

Make sure that you have set up a charity payment method.

Your charity donation payment method is used to collect donations from your completed eBay charity sales. Since donations are paid directly to the PayPal Giving Fund, the donation payment method must be a PayPal account.

First, check your [Charity Donation settings](#) to see if there is already a PayPal account set up for charity donations. You can add or edit your charity payment method in your [Personal Information](#) in My eBay, just look for the Charity Donation Payment at the bottom of the Financial Information section:

Financial Information	
Automatic Payment Method	None
Backup Payment Method	None
Update your automatic payment method.	
You can make a one-time payment using PayPal or another payment method.	
Checkout saved payment methods	
This data was saved by you during your checkout. You can manage it here. Learn more	
PayPal	p...d@gmail.com Remove
Reimbursement payment method	Not Specified Add
Charity payment method	Add
In order to donate a percent of your sales to benefit charity, a valid PayPal account is required. This will be automatically used to process any future donations.	
PayPal Account	p...d@gmail.com Edit
Security Information	
2 step verification	Off Edit

What if the buyer doesn't pay or returns the item?

- We will not collect the charity donation until the buyer has paid

- If a return is completed before we collect the donation, the donation will be automatically canceled
- If your donation was already collected by PayPal Giving Fund you [can request a refund](#) from the PayPal Giving Fund Community Care Team
- If your donation has been delivered to the charity by the PayPal Giving Fund then you will need to contact the charity directly to request a refund

You can check the status of your outstanding donation payments and pay your invoices from your [Donation Account Dashboard](#).

3. DONATE

How and when will my donations be paid to the charity?

Our charity partner, PayPal Giving Fund, automatically collects* donations approximately 21 days after your item sells. When possible, we use the same PayPal account added as your automatic payment method for seller fees as your charity payment method. Once successfully collected, you will receive an email from PayPal indicating that your donation has been collected which is your official tax receipt as well.

The PayPal Giving Fund then combines donations received from eBay sellers from the 16th of the previous month to the 15th of the current month and then delivers a single donation to the charity's PayPal account. For example, if a donation is paid on the 10th of October, the donation will be delivered to the charity at the end of October. However, if a donation is paid on the 20th of October, the donation will be delivered to the charity at the end of November.

*If your donation cannot be collected automatically then you will be emailed an invoice from PayPal Giving Fund requesting payment for the donation. You can pay these invoices with credit card, PayPal, bankcard or other supported payment types.

Why am I being invoiced from PayPal Giving Fund?

eBay for Charity has partnered with the PayPal Giving Fund to collect donations from eBay sellers and deliver them to the charity. If your donation cannot be collected automatically then you will receive an invoice payable to the PayPal Giving Fund requesting payment for the donations due. You can pay these invoices with credit card, PayPal, bankcard or other supported payment types. You can check to see if you have a charity payment method in your [Personal Information](#) in My eBay, just look for the Charity Donation Payment at the bottom of the Financial Information section.

I deleted the invoice email from PayPal, how can I pay my invoice?

You can check the status of your outstanding donation payments and pay your invoices from your [Donation Account Dashboard](#).

What do I need to do to make sure that my donation can be automatically collected?

First, check your [Charity Donation settings](#) to see if there is already a PayPal account set up for charity donations. You can add or edit your charity payment method in your

[Personal Information](#) in My eBay - look for the Charity Donation Payment at the bottom of the Financial Information section.

Why do you wait 21 days to collect my donation? Can I pay it sooner?

We wait 21 days to collect the donations to ensure that the transaction between you and the buyer is completed including payment, shipping, refunds or returns. If the buyer doesn't pay or returns the item then the donation will be canceled.

If you would like to pay your donation sooner, you can do so by requesting an invoice from your [Donation Account Dashboard](#) and pay the invoice immediately.

Can I pay my donation directly to the Charity instead of paying PayPal Giving Fund?

No - please allow our automated systems to collect your donation due. If you pay the charity directly, our systems will think you have outstanding donations due and your account may be restricted from listing items that benefit charity. Also, when paying your donation through the PayPal Giving Fund you receive an official tax receipt. All your outstanding donation payments and invoices can be found on your [Donation Account Dashboard](#).

What happens if I have not set up a charity payment method yet?

You will receive an invoice from PayPal Giving Fund requesting payment for the donation amount approximately 21 days after your item has sold. You can pay these invoices with credit card, PayPal, bankcard, or other supported payment types. All your outstanding donation payments and invoices can be found on your [Donation Account Dashboard](#).

If you would like to pay your donation sooner, you can request an invoice from your [Donation Account Dashboard](#).

You can add a charity payment method in your [Personal Information](#) in My eBay, just look for the Charity Donation Payment option at the bottom of the Financial Information section.

How can I change or remove my PayPal account from the charity donation method?

First, check your [Charity Donation settings](#) to verify which PayPal account is selected as your charity donation method. You cannot remove the PayPal account but you can add or change your charity payment method in your [Personal Information](#) in My eBay, just look for the Charity Donation Payment option at the bottom of the Financial Information section.

Where can I find a summary of all the donations that I've made?

Go to the [History tab of your Donation Account](#) where you can select the desired year to see all the donations you made that year. You can export that information into an Excel table if you want to save or print the yearly summary for your records.
