



Great Customer Communication

Tip Sheet



Top-Selling Tips

To receive high Communication scores, be sure to:

- Be professional
- Be accurate
- Respond quickly

Using eBay's **member-to-member messaging** keeps all your communication in one place, and even allows you to set up auto-response emails, such as an email addressing Frequently Asked Questions that may eliminate your need to respond personally.



Download the eBay App

Millions of sellers use eBay's app to list items and keep track of them until the time they sell. You can download it on your smart phone for free and use it to stay up-to-date when you're on the go.

Selling Manager and Selling Manager Pro

Let eBay make getting high communication ratings one of the easiest parts of doing business by using the tools in eBay's Selling Manager and Selling Manager Pro. These tools allow you to do things like:

- Manage listings
- Track sales
- Automate emails
- Track shipping
- And more...

Subscribe to these tools by going to your **Subscriptions** page.

Find Your Current Rating

Sign in to your eBay account and go to your seller dashboard. Learn your current Communication rating by filling in the chart below. Be sure to fill in your current performance level in the top row.

Low detailed seller ratings 3 months:	Your performance [Show count]	_____	Status
Item as described	X	X	X
Communication	_____	_____	<input type="checkbox"/>
Shipping time	X	X	X
Shipping and handling charges	X	X	X



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