



HOW TO LIST WITH A MATCHING PRODUCT FROM THE EBAY CATALOGUE

Latest updates

31 January 2013

- Removed GPS
- Added product section
- Updated FAQs

Purpose of this document

Sellers listing in certain Electronics categories (see below) must list with a matching product from the eBay catalogue when there's a matching product available. This document provides information on how to do this.

Categories

You need to list with a matching product from the catalogue in these categories (last updated 15 August 2012):

- **Consumer Electronics:**
 - MP3 Players (category id #73839)
 - GPS Devices (#156955)
 - Televisions (#11071)
 - Mobile Phones (#9355)
 - Video Games Consoles (#139971)
 - DVD & BluRay Players and Recorders (#175711)
 - Home Receivers (#14981, #175707)
 - Multimedia Projectors (#22610, #25321)
 - Home Theatre Systems (#72406)
 - Home Theatre Speakers & Subwoofers (#14990)

- **Photography:**
 - Digital Cameras (#31388)
 - Camcorders (#11724)
 - Camera Lenses (#3323)
 - Flash Devices (#48515)
 - Tripods (#30093)

- **Computers:**
 - iPads, Tablets & eReaders (#171485)
 - Apple Laptops (#111422)
 - Apple Desktops (#111418)
 - Printers (#1245)
 - Routers (#11183, #44995, #101270, #175709)
 - Hard Drives (#56083, #106273, #131553, #175669, #175670)
 - Monitors (#80053)
 - PC Laptops & Netbooks (#177)
 - PC Desktops & All-in-Ones (#179)
 - CPU/Processors (#164)
 - Server CPUs/Processors (#56088)
 - Motherboards (#1244)

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1. CREATING A NEW BUYER EXPERIENCE

The catalogue listing system makes it faster and easier for buyers to find exactly what they're looking for from eBay's broad inventory. Ultimately this will help sellers to sell more on eBay.

You can also save time preparing your listings with the eBay catalogue. Everything for the product description (category, item specifics, stock photo and product information) can be taken from the catalogue. So you can concentrate on accurately describing item condition, postage and return policies while offering competitive service and prices.

Search results page:

By listing with a matching product from the eBay catalogue, buyers will be able to find your listings more easily. It also saves you time.

The screenshot shows an eBay search results page for 'iPad 3'. The page features a navigation bar with the eBay logo, a search bar containing 'ipad 3', and a list of categories including Electronics, Fashion, Motors, and Daily Deals. Below the search bar, there are 104,401 results found for 'ipad 3'. The main content area displays a list of iPad 3rd Gen listings. Each listing includes a product image, a title, a price, and a 'Buy It Now' button. The first listing is for an Apple iPad 3rd generation 16GB, Wi-Fi + cellular (3), priced at £263.91. The second listing is for an Apple iPad 32GB, Wi-Fi + 3G (SIM Free), 9.7in - Black GRADE C, priced at £189.99. The third listing is for an Apple iPad 1st Generation 32GB, Wi-Fi + 3G (Unlocked), Black + 2PIN, priced at £183.00. The page also includes a sidebar with filters for Categories, Condition, Price, and Seller, and a 'Popular' section on the right side.

2. REVISING EXISTING LISTINGS





To view your active listings in mandated categories that are not currently listed with the catalogue, use the [Catalogue adoption tool](#) and follow these steps:

Select the right listings to revise: <http://cats.ebay.co.uk>

1. Start by entering the Catalogue adoption tool, you'll see the number of items to match in the top left hand corner. You will also notice that you can view exactly which categories those listings belong in. By ticking the box next to the category name, you are able to retrieve those listings on a per category basis. To find a full list of the categories currently mandated and available within this tool, you can go to the following link:
<http://pages.ebay.co.uk/help/sell/catalogue-adoption-tool.html>

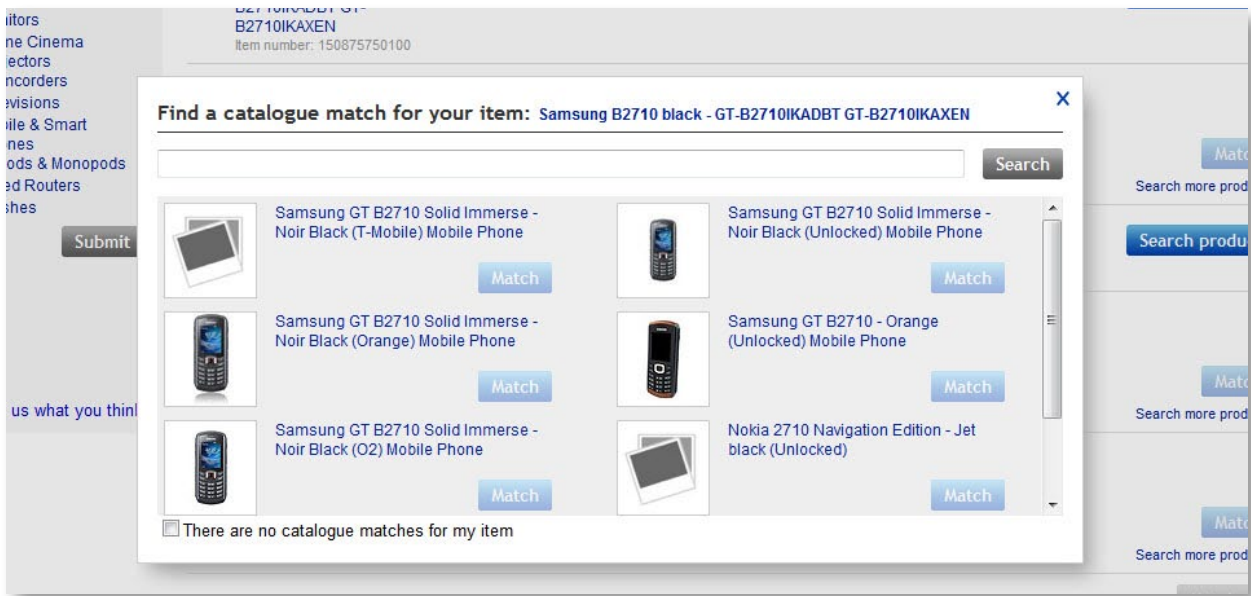
Please note that the tool will only display live items that need to be attached to the catalogue, but you may not see all categories.

The screenshot shows the 'Catalogue adoption tool' interface. At the top, it says '241 items to match' and 'How to use the catalogue adoption tool'. On the left, there is a 'Filter by category' section with a list of categories and a 'Submit' button. The main area displays a table of items with columns for 'Item title', 'Category', and 'Product suggestion'. Each row includes a checkbox, the item title, category, a product suggestion (with an image and text), and a 'Match' button. Below the 'Match' button, there are links for 'Search product' or 'Search more products'.

<input type="checkbox"/>	Item title	Category	Product suggestion	Match all
<input type="checkbox"/>	Fujifilm FINEPIX JZ200 16MP 8X P10NC07170A Item number: 150876320242	Digital Cameras	No Product suggestion	Search product
<input type="checkbox"/>	Sony HDR-PJ200E Full HD Flash Memory camcorder HDRPJ200 Item number: 160862096967	Camcorders	 Sony Handycam HDR-PJ200E Camcorder - Black	Match Search more products
<input type="checkbox"/>	Toshiba CAMILEO CLIP DarkBlue "SPLASHPROOF" P Item number: 160862096583	Camcorders	 Toshiba Camileo Clip 128 MB Camcorder - Blue	Match Search more products
<input type="checkbox"/>	Samsung B2710 black - GT-B2710IKADBT GT-B2710IKAXEN Item number: 150875750100	Mobile & Smart Phones	No Product suggestion	Search product
<input type="checkbox"/>	Canon POWERSHOT D20 YELLOW 6146B012AA Item number: 160862080654	Digital Cameras	 Canon PowerShot D20 12.1 MP Digital Camera - Yellow	Match Search more products
<input type="checkbox"/>	Canon POWERSHOT SX260	Digital Cameras	 Canon PowerShot SX260 HS 12.1 MP Digital	

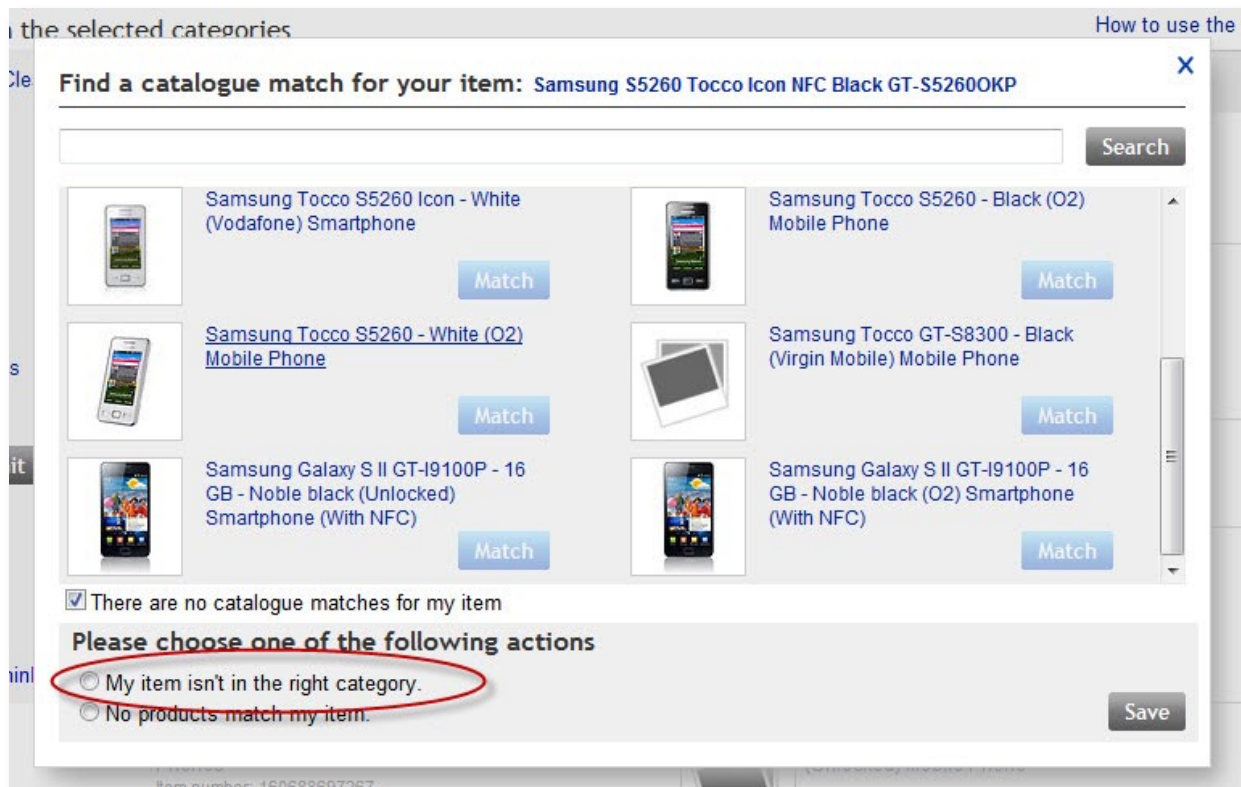
2. Then you'll want to review suggested products for your listings. You can easily find those as they will have a match button on the right hand side. If you're happy with the suggestion, then simply click on the **Match** button and your item will be attached to that catalogue entry and will therefore be shown on the corresponding product page. Please note that apart from that no other changes will be made to your listing, and the product details will not be visible on your listing page.

3. If no suggestions match your listings, then you should click on the **Search Product** button. By doing so, you should see a few suggestions for your items. You can either choose one of those, or alternatively you can search by keyword for the brand, model or the EAN or MPN.



4. If no products match any of your listings, it could mean that the product doesn't exist in our catalogue, or that your item isn't in the right category.

You should always check first that the listing that you are trying to match is listed in the correct category. If your item is in the wrong category, please select the **My item is not in the right category** option. This will take you to the Revise Your Item flow where you can update the category. If it is in the right category, and your product isn't in the catalogue, then you should select the **No products match my item** option.

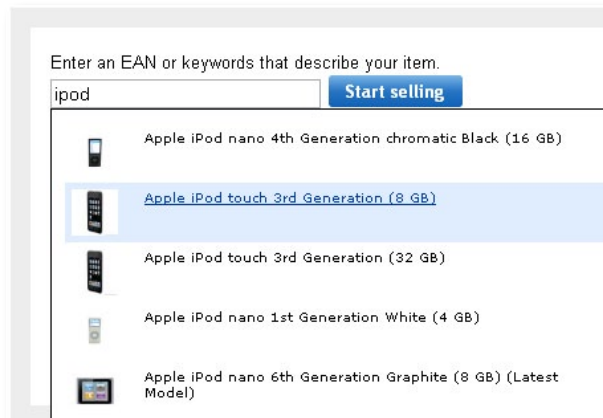


3. CREATING NEW LISTINGS

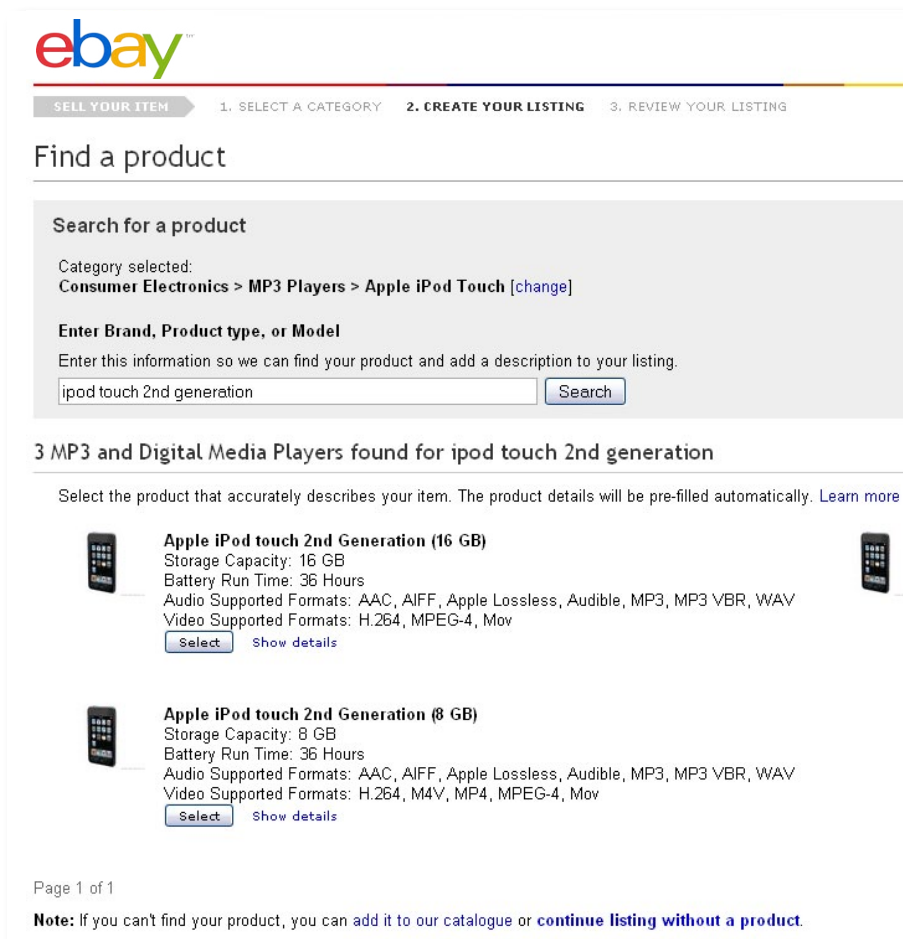
New listings can be added via the standard Sell Your Item form, Turbo Lister, Application Programming Interface (API) and File Exchange.

Standard (advanced) Sell Your Item flow:

You can pick the catalogue product on the first page.



If your product doesn't show immediately click **Start selling** and select the correct category. You will then be directed to the **Find a Product** page where you can search for your product using keywords or the EAN number. Then click **Select**.



ebay

SELL YOUR ITEM 1. SELECT A CATEGORY 2. CREATE YOUR LISTING 3. REVIEW YOUR LISTING

Find a product

Search for a product

Category selected:
Consumer Electronics > MP3 Players > Apple iPod Touch [change]


Enter Brand, Product type, or Model


Enter this information so we can find your product and add a description to your listing.

ipod touch 2nd generation

3 MP3 and Digital Media Players found for ipod touch 2nd generation

Select the product that accurately describes your item. The product details will be pre-filled automatically. [Learn more](#)

 **Apple iPod touch 2nd Generation (16 GB)**
Storage Capacity: 16 GB
Battery Run Time: 36 Hours
Audio Supported Formats: AAC, AIFF, Apple Lossless, Audible, MP3, MP3 VBR, WAV
Video Supported Formats: H.264, MPEG-4, Mov
 [Show details](#)

 **Apple iPod touch 2nd Generation (8 GB)**
Storage Capacity: 8 GB
Battery Run Time: 36 Hours
Audio Supported Formats: AAC, AIFF, Apple Lossless, Audible, MP3, MP3 VBR, WAV
Video Supported Formats: H.264, M4V, MP4, MPEG-4, Mov
 [Show details](#)

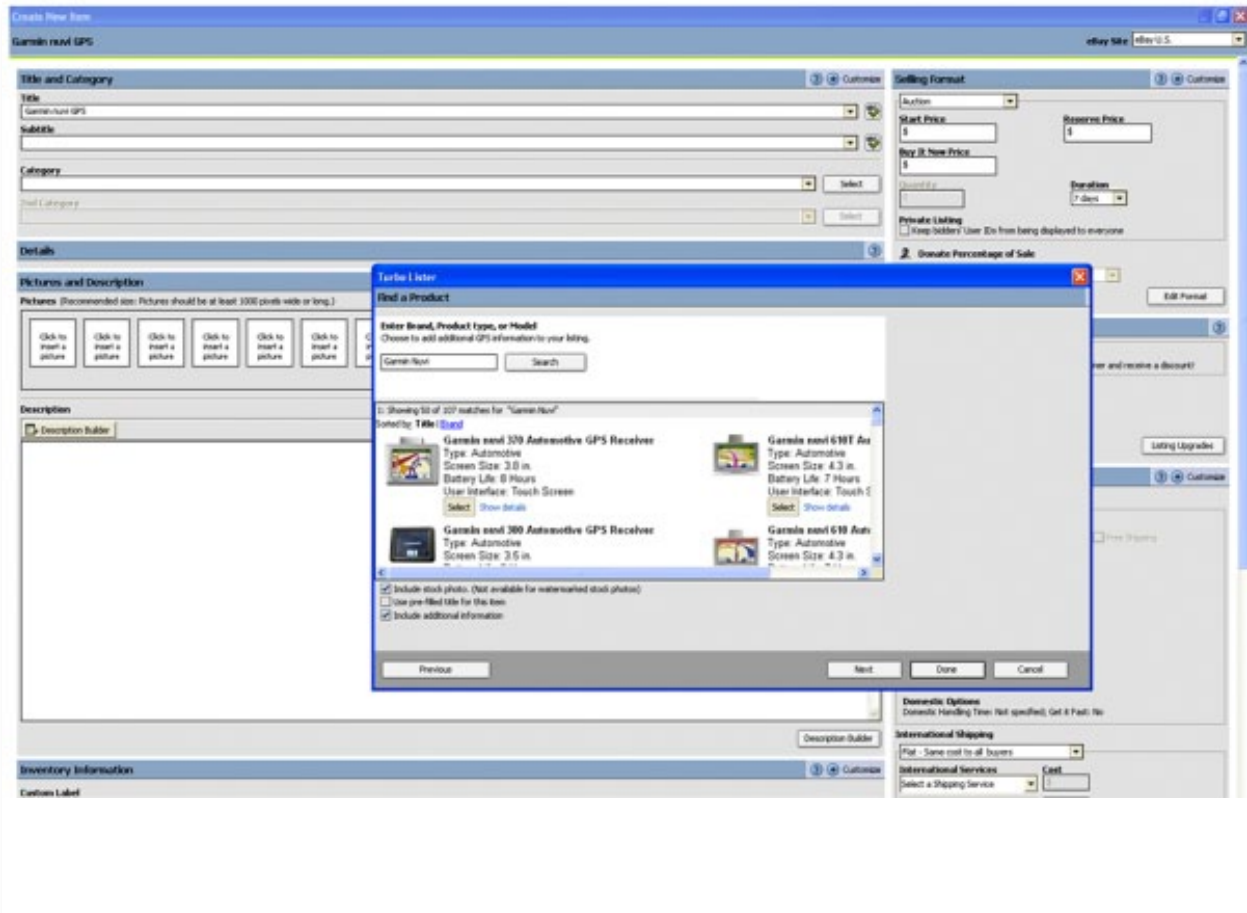
Page 1 of 1

Note: If you can't find your product, you can add it to our catalogue or [continue listing without a product](#).

If you cannot find your product in the catalogue, you can request for it to be added by clicking the link **add it to our catalogue** at the bottom of the page.

Turbo Lister

A similar **Find a product** function is also available for Turbo Lister.



Application programming interface (API)

To list with a catalogue product, specify a catalogue product ID in the product listing details in your [AddItem](#) or [AddFixedPriceItem](#). You can use the product reference ID (ePID), EAN number (barcode) or BrandMPN. ePID stands for eBay Product Identifier – it's the internal ID that we use for products.

You can select to use product details like stock photo, prefilled item information and category ID for all listings matched to a product in the catalogue, e.g. for listings where you identified the ePID. Items specifics data will be added to your listing when they are available from the catalogue product.

Always send the EAN to Item.ProductListingDetails.EAN if you have EAN information for your items. This is an easy way to make sure all your listings comply with the catalogue mandate policy without the need to manually find the correct ePID. Sending the EAN means that even if the catalogue doesn't cover the matching product, your listing will be matched to the correct catalogue product as soon as it is available.

How the catalogue product ID is used

If you use EAN numbers, UPC codes or BrandMPN, eBay will attempt to find a matching product on your behalf and use it for that listing.

If you specify more than one of these values (such as EAN and BrandMPN), eBay will use the first one that matches a product in eBay's catalogue. This may be useful if you aren't sure which ID is more likely to result in a match.

What if there's no matching product returned?

Occasionally there will be no matching catalogue product. This is because either the product is missing in the eBay catalogue or while the product exists in the catalogue, eBay doesn't store that particular product code.

If this occurs, we recommend you **look up the correct ePID** as this is the most reliable way to identify a product. You can find it using the [Find Products](#) search tool.

File Exchange

With [File Exchange](#) you can list with catalogues more easily. You will find detailed instructions in this [manual](#) (from page 15).

Other tools

Most other tools already support catalogues. You can find instructions in their respective help pages:

- Channel Advisor
- eSellerPro*
- Auctiva
- GarageSale
- inkFrog
- Mercent
- Seller Sourcebook
- Vendio
- Monsoon Works
- Froition

If your tool does not yet support the use of catalogues please contact the tool provider and request that they update the tool.

* Registered eSellerPro users will need to access this page using their eSP wiki username and password.

4. ADDING NEW PRODUCTS

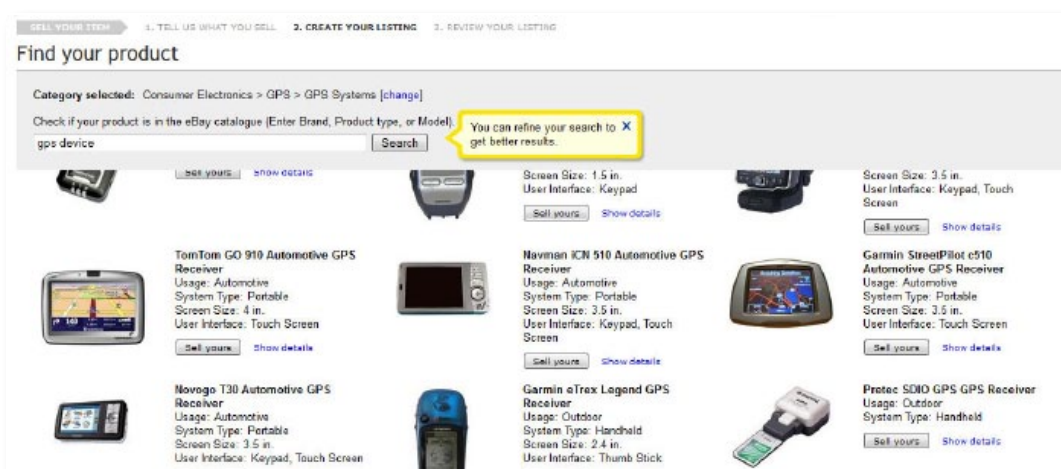
If you list in the following categories and your product is not yet in the catalogue, you can create it using various tools.

- Camcorders
 - Cell Phones
 - Digital Cameras
 - MP3 Players
 - Hard Drives
 - Monitors
 - Printers
 - Routers
 - iPads, Tablets and eReaders
 - Televisions
 - Video Game Consoles
 - GPS Devices
- **Web tool for creating products one at a time:** Go to <http://addproduct.ebay.co.uk> to create individual products. See below for detailed instructions.
 - **File Exchange for bulk product creation:** In the File Exchange web app you can upload multiple products in one .csv file. See below for detailed instructions.
 - **Turbolister, Bulk Edit and other flows:** Will be available later, but before 15 September (You can use the web tool and file exchange in the meantime).

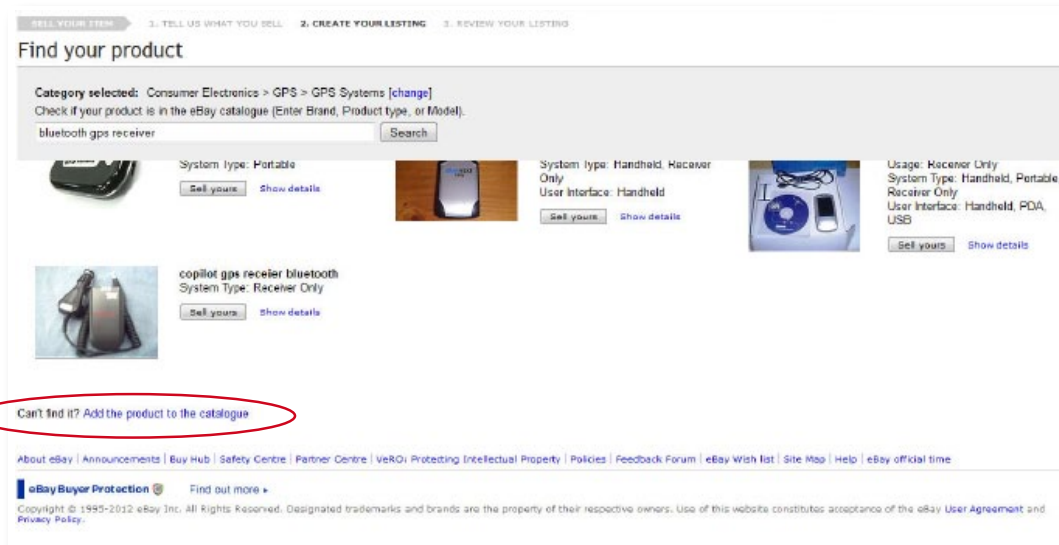
When you create your product you will receive an ePID, which you can then use in the listing tool of your choice (see chapters 2 and 3). ePID stands for eBay Product Identifier – it's the internal ID that we use for products.

Creating products one at a time: <http://addproduct.ebay.co.uk>

1. Use this [new tool](#) to search for your product in the eBay catalogue by entering an EAN or product brand and model number.

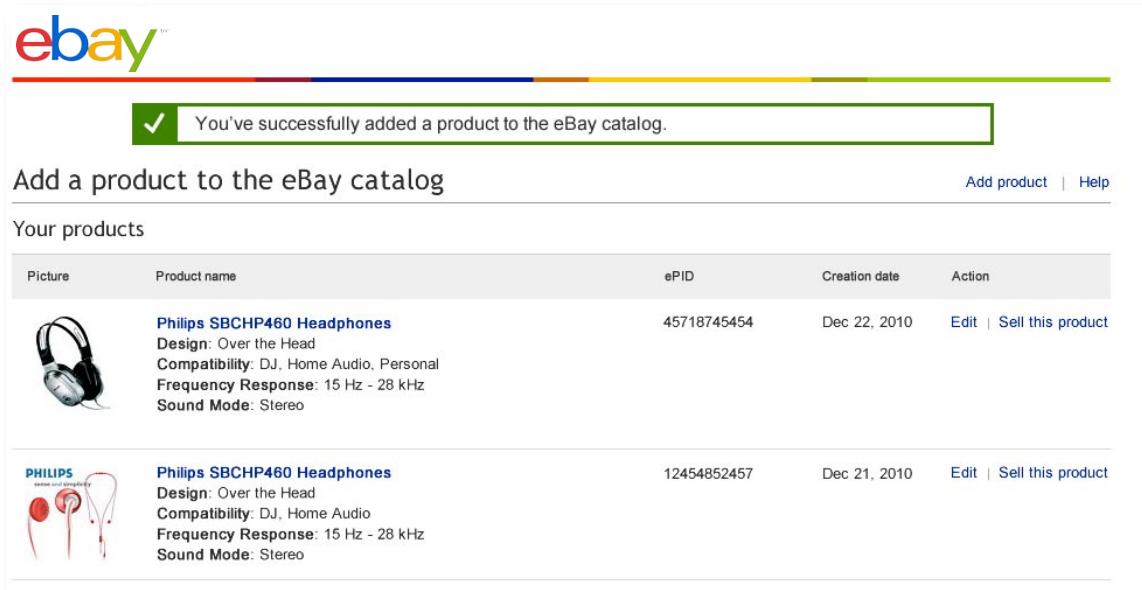


2. If you can't find a product that matches the item you want to list, click on the **Add the product to the catalogue** link.





3. Complete the **Add a product to the eBay catalogue** form.

4. Upon successful submission of your item you will see the following confirmation:



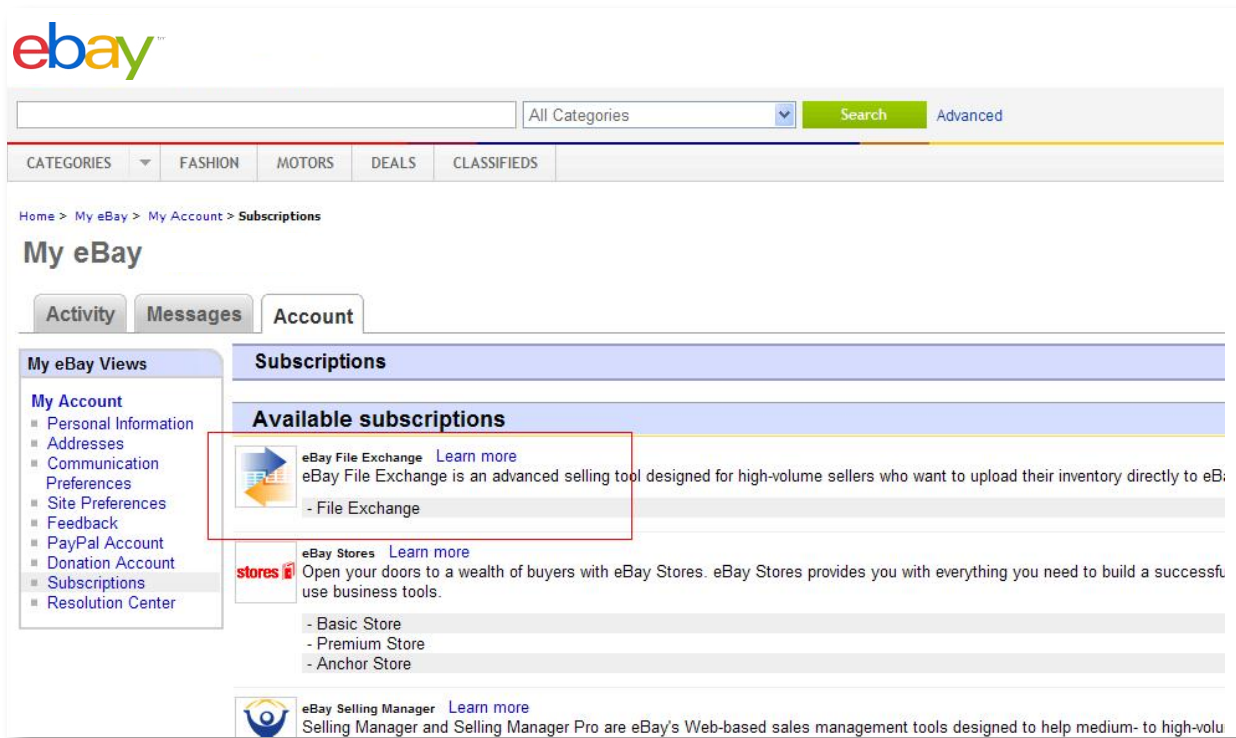
The screenshot shows the eBay seller interface. At the top left is the eBay logo. Below it is a green confirmation box with a checkmark and the text: "You've successfully added a product to the eBay catalog." Below the confirmation box is the heading "Add a product to the eBay catalog" with links for "Add product" and "Help". Underneath is the section "Your products" which contains a table with two rows of product information.

Picture	Product name	ePID	Creation date	Action
	Philips SBCHP460 Headphones Design: Over the Head Compatibility: DJ, Home Audio, Personal Frequency Response: 15 Hz - 28 kHz Sound Mode: Stereo	45718745454	Dec 22, 2010	Edit Sell this product
	Philips SBCHP460 Headphones Design: Over the Head Compatibility: DJ, Home Audio Frequency Response: 15 Hz - 28 kHz Sound Mode: Stereo	12454852457	Dec 21, 2010	Edit Sell this product

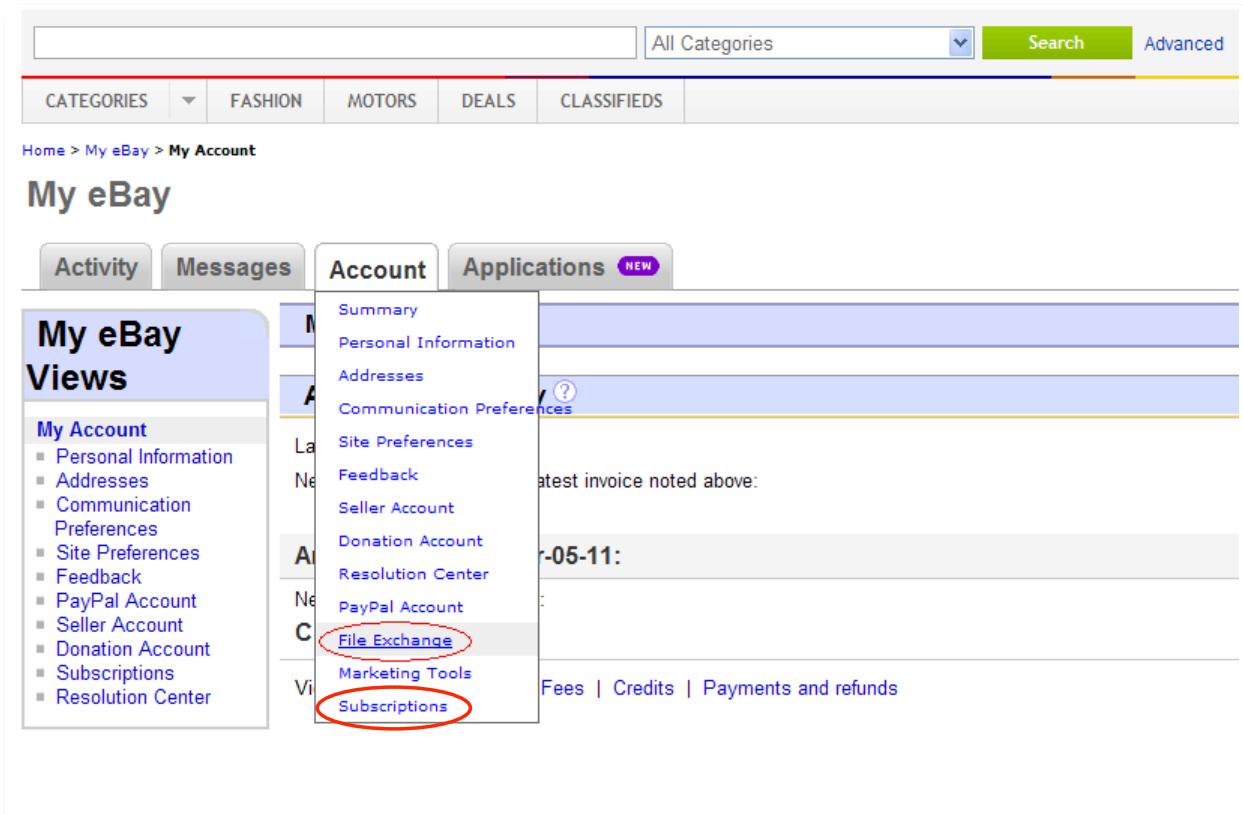
Once you've successfully added your product to the eBay catalogue, the information will then be available for you to list.

Creating multiple products in bulk: File Exchange

You must be a File Exchange subscriber to create products using File Exchange. Becoming a subscriber requires a one-time only registration process. Subscription is 100% free.



1. Access File Exchange from My eBay



2. Select a category-specific template

The screenshot shows the eBay File Exchange interface. On the left, a navigation menu includes 'Overview', 'Upload', 'Select Template', and 'Download'. Under 'Select Template', 'Product Creation' is selected. The main content area is titled 'Select Template: Product Creation' and contains a dropdown menu for 'Select a category' with 'Electronics, Cameras & Cellphones' chosen. Below the dropdown are 'Generate Template' and 'Cancel' buttons. The page also includes a search bar at the top and a footer with copyright information.

3. Download Template and create Data File

Sample Template

	A	B	C	D	E	F	G	H	I	J	K
1	*Action(SiteID=US)	eBayCategoryId	Title*	Description	SKU	UPC	Brand*	MPN*	Model	ImageURL	Color
2											
3											
4											
5											

↓

Sample Data File for Upload

	A	B	C	D	E	F	G	H	I	J	K
1	*Action(SiteID=US)	eBayCategoryId	Title*	Description	SKU	UPC	Brand*	MPN*	Model	ImageURL	Color
2	AddCatalogProduct	1111	Apple iPhone	The 4th gen..	A1111B	ABC111	Apple	101010	iPhone 4	http://eps.e	Black
3	AddCatalogProduct	2222	Nikon D90 Wit	Lorum Ipsu..	2343H7S	ABC222	Nikon	122323	D90	http://eps.e	Black
4	AddCatalogProduct	3333	Nikon D40 Wit	Lorum Ipsu..	W46476		Nikon	5466NM	D40	http://eps.e	Black
5	AddCatalogProduct	4444	Apple iPhone	Lorum Ipsu..	S23232	ABC444	Apple	101011	iPhone 4	http://eps.e	Silver
6	AddCatalogProduct	5555	Sony Vaio Lap	Lorum Ipsu..		ABC555	Sony	34531-2	Vaio 64..	http://eps.e	Silver
7	AddCatalogProduct	6666	Dell Inspiron 6	Lorum Ipsu..	1235SS	ABC6..	Dell	D1234-C	Inspiron	http://eps.e	Grey M
8	...										
9	...										
10	...										

Note: The document at the following link gives detailed instructions for creating the Data File
http://pics.ebaystatic.com/aw/pics/pdf/us/file_exchange/File_Exchange_Product_Creation_Instructions.pdf

4. Upload your Data File

Upload New Listings, Products, Updates and Inventory

It may take 30 minutes or more to process your uploaded files, except for product uploads. You can review the status of your uploads on the [View Upload Results](#) page.

To upload your files:

1. Make sure your Email Address is correct. If there is a problem, you will receive an error message.
2. Click **Browse** to select the files or enter the file path.
3. Click **Upload** to upload your file to eBay.

Email Address

 Success and error message will be sent to this address. To change, enter a new email :

File Location

Click **Browse** to select a file or enter a file path.

Click **Upload** to upload your file to eBay.

5. Check upload status and download Response File

View Upload Results

File Receipt History

View last: 24 hours

Upload Date	Ref #	# of requested actions	% of completed actions	Uploaded File*	Status	Load Results Report**
Mar-04-11 15:00:59 PST	72498	8	100%	Download (Compressed)	Completed	Download (Compressed)
Mar-04-11 14:28:25 PST	72497	8	100%	Download (Compressed)	Completed	Download (Compressed)
Mar-04-11 13:52:13 PST	72496	8	100%	Download (Compressed)	Completed	Download (Compressed)
Mar-04-11 13:48:33 PST	72495	8	100%	Download (Compressed)	Completed	Download (Compressed)

A	B	C	D	E	F	G	H
Line N	Action	Status	Sub-status	EPID	Error Sev	Error Cc	Error Message
2	Add	Success	Matched	EPID111			
3	Add	Success	Created	EPID222	Warning	2E+07	Your input {Brand=Aple} was corrected to {Brand=Apple}. Required input field "Brand" was not provided The input
4	Add	Failure			Error	219 54	UPC=123 is not valid. UPCs must be a valid 12 digit numeric.
5	Add	Failure			Error	2E+07	Your request is flagged for manual review, please check your data and try submitting your request again

Sample Response File

eBay Identifier for your newly created product

5. FREQUENTLY ASKED QUESTIONS

PLEASE CLICK ON THE FAQs BELOW TO VIEW THE ANSWERS

General:

- Must I use the stock photo and product information from the catalogue in my listing?
- Do I need to select the matching catalogue product for used items / bundles / existing listings?
- Can I list my item in more than one category?

Category specific questions:

- How do I list products (standard and customised) in Laptops and Desktops (PC & Apple)?
- How to use the new Sell Your Item Feature in both Laptops and Desktops?
- Which category-specific catalogue product should I select for my mobile phone that's carrier-locked / SIM-free / unlocked by me / with or without branding / with contract etc.?
- How will camera and lens bundles be treated?

Issues with the catalogue:

- What should I do if my item is not in the catalogue?
- What should I do if I find an error in the catalogue?
- What should I do if I am selling a product bundle?
- How do I list a group of items with the catalogue?
- How should I list items that are missing components?

Policies:

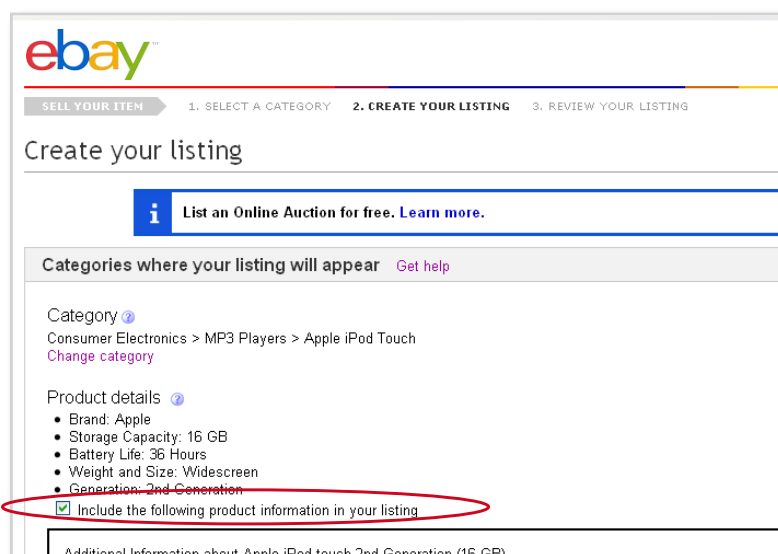
- What are the main listing violations in Electronics categories?
- Why am I blocked from listing without the catalogue in certain categories?

General

Must I use the stock photo and product information from the catalogue in my listing?

- No. You only need to select the catalogue product. You can choose not to add the stock photo and product information to your listing.

For example, when listing in Sell Your Item, you can disable this by clearing the checkbox as illustrated below.



Do I need to select the matching catalogue product for used items / bundles / existing listings?

- Yes. But you are free to disable the inclusion of product information in your listing if you feel this is unsuitable (see above).

Can I list my item in more than one category?

- No. For items listed in categories with mandatory catalogues, you may only list your item in a single category. Once you list your item in one of these categories, you will be blocked from listing your item in any additional categories.

Category specific questions

How do I list products (standard and customised) in Laptops and Desktops (PC & Apple)?

- Each desktop and laptop model has both a standard and customised version. If the seller has the standard version, they should find and use that product. If the model was bought as a custom version, or if it has been upgraded, it should be listed against a customised product and then the item specifics will need to be configured as necessary. If a seller had previously listed an item with correct item specifics, using the customised version of that product will mean that those are left untouched. This is also valid for those items that are matched to the catalogue with CATs.
- PC Laptops and Desktops: To help sellers find their product, we have introduced a new Sell Your Item feature in the Advanced Sell your item flow. This feature has been enabled in both the PC Laptops and Desktops category (177 & 179). This feature will be live on the site as of 15 August.

How to use the new Sell Your Item Feature in both Laptops and Desktops?

Option 1 – Laptop Customised Product

1. You want to list a DELL Latitude E6320 13.3" (250 GB, Intel Core i5, 2.8 GHz, 3.0GB)
2. Go to **Sell Your Item** and Search for DELL Latitude E6320
3. The **find your product** page is displayed with the new Sell Your Item Feature to help filter your results

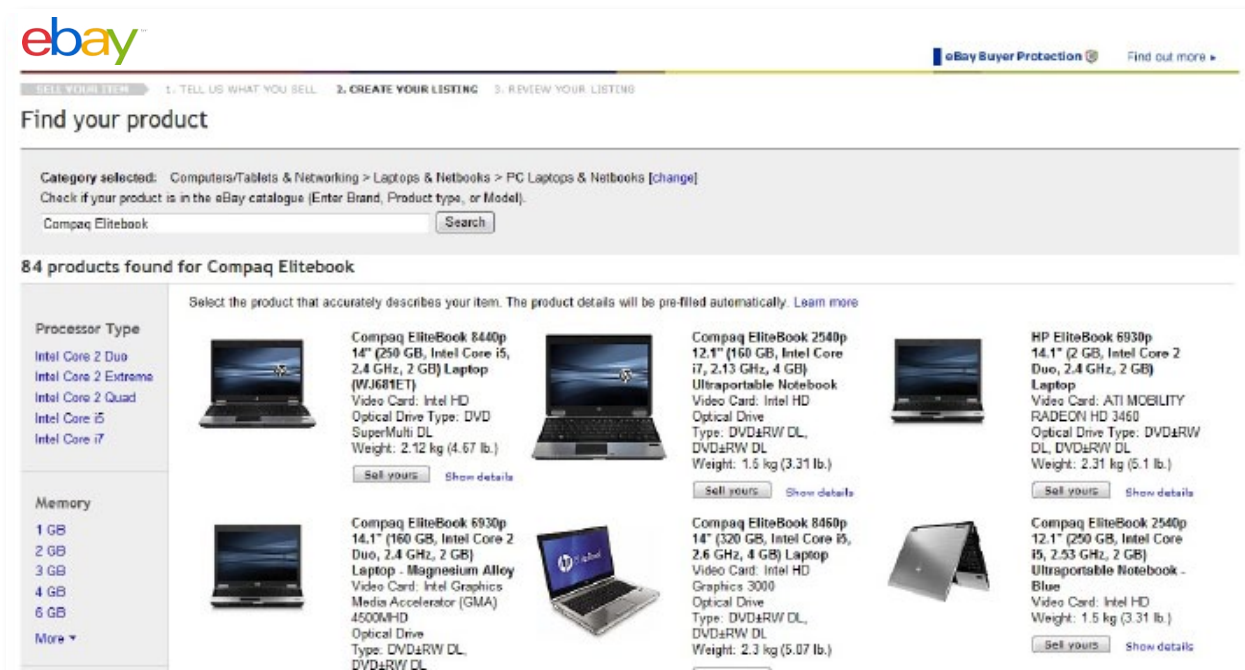
The screenshot shows the eBay 'Find your product' interface. At the top, the eBay logo is on the left, and 'eBay Buyer Protection' and 'Find out more' are on the right. Below the logo is a progress bar with three steps: '1. TELL US WHAT YOU SELL', '2. CREATE YOUR LISTING', and '3. REVIEW YOUR LISTING'. The main heading is 'Find your product'. Below this, the category path is shown: 'Category selected: Computers/Tablets & Networking > Laptops & Netbooks > PC Laptops & Netbooks [change]'. A search bar contains 'Dell Latitude E6320' and a 'Search' button. Below the search bar, it says '4 products found for Dell Latitude E6320'. A sidebar on the left has filters for 'Product Line' (Dell Latitude), 'Processor Type' (Intel Core i3, Intel Core i5, Intel Core i7), and 'Hard Drive'. The main content area shows four product listings, each with a laptop image, a title, specifications, and 'Sell your' and 'Show details' buttons. The products are: 1. 'Dell Latitude E6320 13.3" Laptop - Customised' with Intel HD Graphics 3000; 2. 'Dell Latitude E6320 13.3" (250 GB, Intel Core i5, 2.5 GHz, 4 GB) Laptop' with Intel HD Graphics 3000; 3. 'Dell Latitude E6320 13.3" (250 GB, Intel Core i3, 2.2 GHz, 4 GB) Laptop' with Intel HD Graphics 3000 and DVD+RW; 4. 'Dell Latitude E6320 13.3" (500 GB, Intel Core i7, 2.8 GHz, 4 GB) Laptop'.

- If you don't see an exact match, select the customised product and populate your item specifics



Option 2 – Laptops: Finding a Product using the Sell Your Item Feature

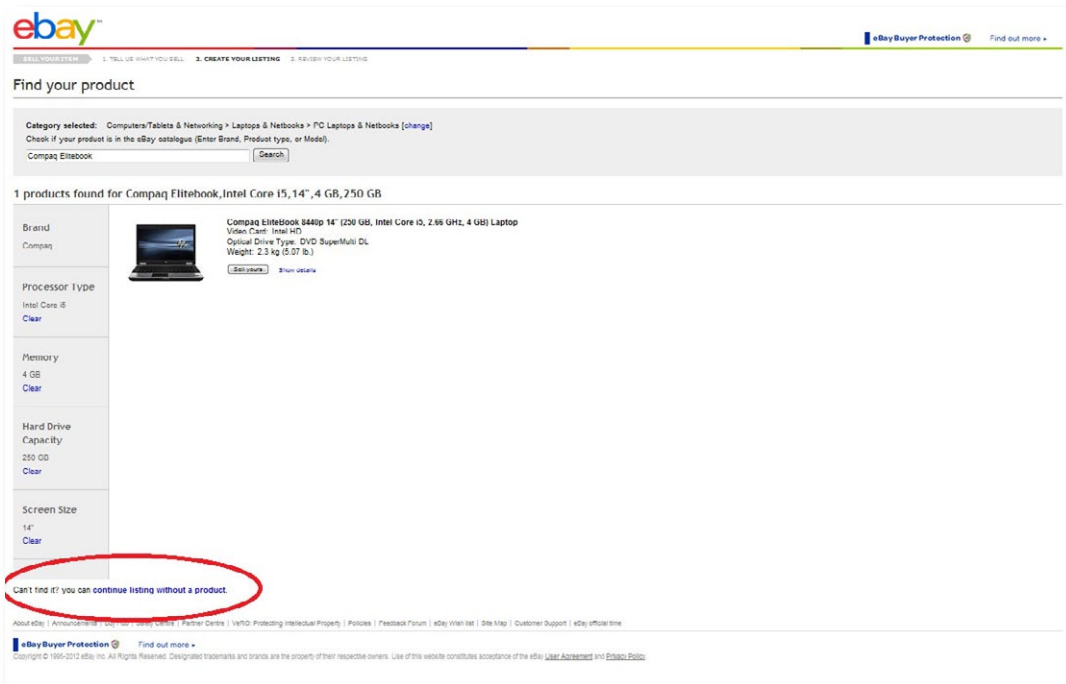
- You want to list a Compaq EliteBook 8440p 14" (250 GB, Intel Core i5, 2.4 GHz, 2 GB) Laptop
- Search in **Sell Your Item** for Compaq EliteBook



- Select : 2 GB Memory, Intel Core i5 Processor and 14" Screen Size
- Select your product and click **Sell Yours**

Option 3 – Using the Sell Your Item Feature and continue without selecting a product

1. Search for a product in **Sell Your Item** and then select the relevant aspects from Sell Your Feature Navigation



2. If you do not see your product, select **continue listing without a product**.

The **Sell Your Item** page will be pre-filled with the search term as the keyword and the item specifics are now populated with the values that were previously selected in the Sell Your Item Feature.

Which category-specific catalogue product should I select for my mobile phone that's carrier-locked / SIM-free / unlocked by me / with or without branding / with contract etc.?

- For every mobile phone you will find a version for SIM-free and one for each carrier in the catalogue. The SIM-free product can be used for all unlocked phones. For every phone that is locked to a carrier or comes with a contract you should use the catalogue product specifying the respective carrier.
- Always make sure you select the right category, especially for phones with contracts or pay-as-you-go phones. Also make sure you select the right item specifics for details like seller or factory unlocked, with or without branding, and bundles.

How will camera and lens bundles be treated?

- You will find different catalogue products for the camera body only, and for all manufacturer bundles.
- If you create your own bundle, you should select the body-only product and specify the extra lens bundled in the respective seller tag. Buyers will be able to filter for this.
- If the bundle you created yourself contains all items of an original manufacturer bundle which you find in the catalogue, you can use this catalogue product as well. Again you can specify additional items included on the respective item specifics.

Issues with the catalogue

What should I do if my item is not in the catalogue?

If your item is unbranded (generic) or customised:

- List as normal without using the catalogue. Your product will not conflict with the new policy and will not be warned. These listings will appear on the search results page for that item along with product cards.

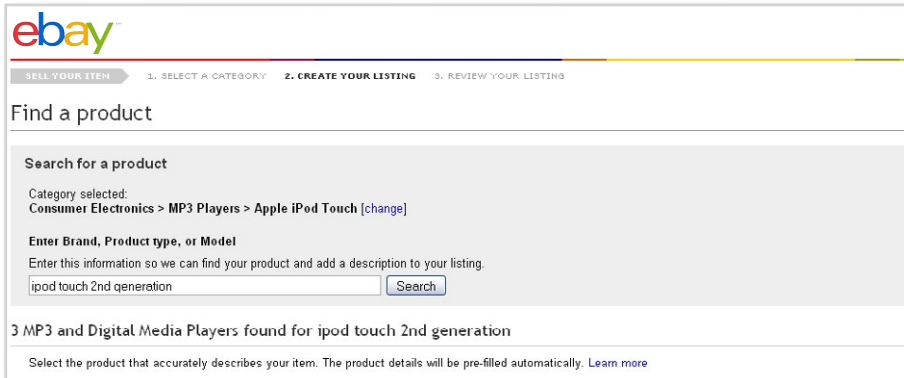
If your item is an accessory, e.g. an iPhone case:

- List in the appropriate accessory category without using the catalogue. Listing accessories in the device category is a policy violation. eBay will closely monitor the Electronics categories and enforce this policy.

If you are selling a branded device:

- Check carefully to verify if the product is really missing in the catalogue (if you searched for EAN or MPN try searching by keywords and also try different spellings of keywords, i.e. Nokia N75 instead of Nokia N 75).
- If you are sure the item is not in the catalogue you should list as normal, without using the catalogue (in this case your item does not conflict with the new policy and will not be ended). For long duration listings do check back at least every two weeks to see if the missing product has been added to the catalogue. In this case revise your item and list with the new product.

You can also request this product to be added to the catalogue. You will find a link to the product request form in the **Sell Your Item flow** (see below), alternatively you can email: DL-eBay-CatalogSubmission@eBay.com



The screenshot shows the eBay 'Sell Your Item' flow, step 2: 'CREATE YOUR LISTING'. The page has a navigation bar with three steps: '1. SELECT A CATEGORY', '2. CREATE YOUR LISTING', and '3. REVIEW YOUR LISTING'. Below the navigation bar, there is a section titled 'Find a product'. Underneath, there is a search bar with the text 'ipod touch 2nd generation' and a 'Search' button. Above the search bar, it says 'Search for a product' and 'Category selected: Consumer Electronics > MP3 Players > Apple iPod Touch [change]'. Below the search bar, it says 'Enter Brand, Product type, or Model' and 'Enter this information so we can find your product and add a description to your listing.' Below the search bar, it says '3 MP3 and Digital Media Players found for ipod touch 2nd generation' and 'Select the product that accurately describes your item. The product details will be pre-filled automatically. Learn more'.

What should I do if I find an error in the catalogue?

- You should still select the catalogue product, but we strongly recommend that you do not show the product information in your listing. (See also **Must I use the stock photo and product information from the catalogue in my listing?**)
- Send an email to DL-eBay-CatalogSubmission@eBay.com and include the following information:
 - Clearly describe the issue
 - Include the URL where the error can be found

- Your email and phone number in case we need to contact you for additional information
- Screenshot or file attachment of the issue if possible
- If you received negative feedback directly resulting from an error with the catalogue, please contact Customer Support immediately.

What should I do if I am selling a product bundle?

- If you're listing a product, which you bundled with accessories or services, list the bundle using the catalogue for your main product. Then specify the bundled items in the item specifics.

Bundled Items [Remove](#)

Armband Bag or Case

Batteries Cable(s)

Docking Station Headphone(s)

Power Charger (AC) Speakers

- Buyers will be able to look for listings with or without bundles. Adding accurate information during the listing process will help buyers compare your bundle to others more easily. It also helps eBay present the listing properly as a bundle.
- If you are selling a 'manufacturer bundle', i.e. the manufacturer included all bundled items in the original packaging and assigned a specific EAN number, you will often find the bundle with a separate product ID in the eBay catalogue.

How do I list a group of items with the catalogue?

- If you are listing a group of items (such as many different mobile phones), we recommend that you do not list with the eBay catalogue. Instead place those items in the **Wholesale** and **Job Lots** category.

How should I list items that are missing components?

- If your item is missing components follow the listing best practices – use the most appropriate item condition and state clearly what's missing.

For example, if you are selling a mobile phone that is missing the charger, list with the corresponding catalogue product, and clearly state in the title and description that the charger is missing. These listings will appear in search results along with complete items that contain all components. Items that are missing components are not considered to be in new condition. You should also consider not showing catalogue product information in your listing.

What are the main listing violations in Electronics categories?

- Listing without a catalogue product if there is a matching product in the catalogue
- Listing with a catalogue product that does not match your item (e.g. a catalogue product for a device if you are selling an accessory)
- Listing in the wrong category (e.g. an accessory in a device category)

You will first receive a warning that there is a problem with one or more of your listings. If you repeatedly violate these policies, those listings will be ended and eventually your account may be suspended.

Why am I blocked from listing without the catalogue in certain categories?

Listing using the eBay catalogue is mandatory in categories where we have complete product coverage. You must list using the eBay catalogue whenever there is a product that matches your item across SYI, Turbo Lister, and API flows. In mobile, we are building up the catalogue experience, so continue to list against the catalogue where available, but you will not be blocked from listing in that flow without the catalogue.