BOOKKEEPING · RECORDS WE NEED

How to download your eBay transaction report

The transaction report is the CSV file we use to prepare your VAT return and your accounts. It lists every order, refund, fee, postage label and payout for the period you choose, which is what lets us reconcile your eBay sales to the money that actually reached your bank. It takes about two minutes to produce.

THE SHORT VERSION

Payments › Reports › Transaction reports › Create report › Download

Before you start

- Sign in to eBay on a computer. Seller Hub reports are not available in the mobile app.
- Use the account that holds the listings. If you sell through more than one eBay account, run the report separately on each one.
- Know the period you need. We normally ask for a full VAT quarter, or a full accounting year at year end. If you are not sure of the dates, check with us first rather than guessing, because a report that starts a day late leaves a gap we cannot see.

1 Open Payments

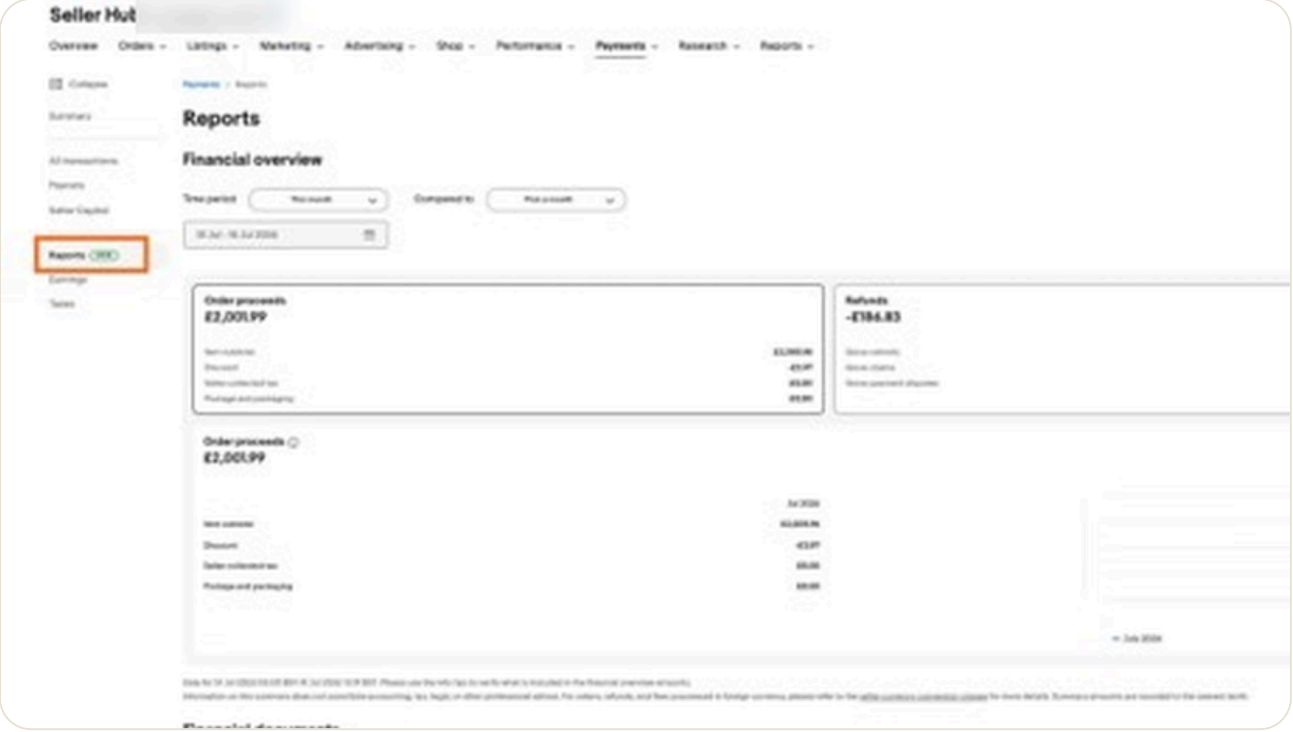
From the Seller Hub menu along the top of the page, select **Payments**. This is the section that holds the money side of your account rather than your listings.



Seller Hub, top navigation, Payments.

2 Go to Reports

In the left sidebar, select **Reports**. The Financial overview page opens, showing order proceeds, refunds, expenses and net transfers for the period on screen. Useful for a quick look, but it is not the file we need.



Left sidebar, Reports.

3 Open Transaction reports

Scroll down to **Financial documents** and select **See all** under **Transaction reports**. You can also get there from the **Transaction reports** tab at the top of the Reports page. Both land on the same screen.

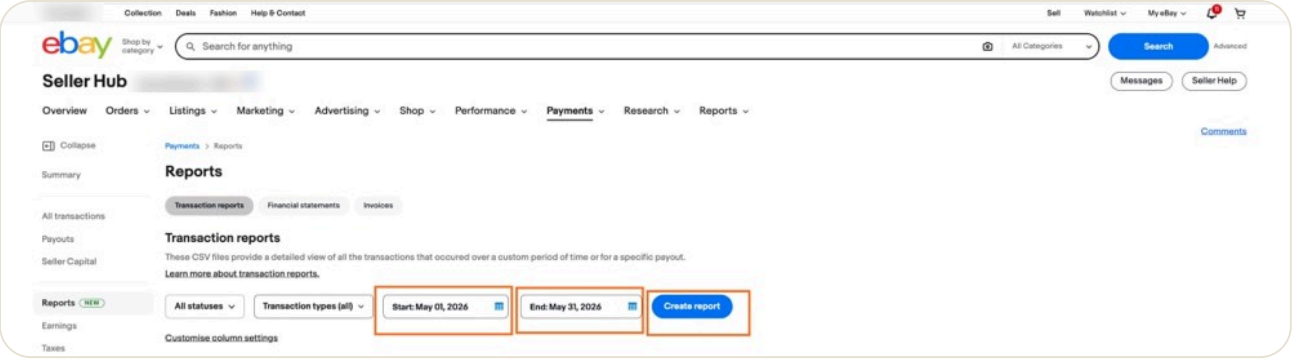


Financial documents, Transaction reports, See all.

Not the same as a financial statement. The monthly statement PDF is a summary. The transaction report is the line by line detail, and that is what we reconcile against, so please send the CSV rather than the PDF.

4 Set the date range, then create the report

Set **Start** and **End** to the first and last day of the period. For a VAT quarter ending 30 June 2026, that is 01 April 2026 to 30 June 2026. Leave `All statuses` and `Transaction types (all)` as they are unless we have asked for something narrower, because filtering here is the easiest way to lose transactions without noticing. Then select **Create report**.

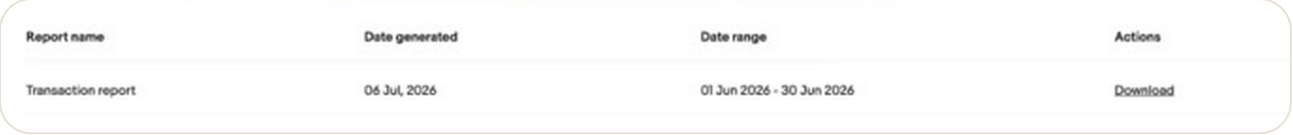


Start date, end date, Create report.

If eBay will not accept the range, the period is longer than a single report allows. Run it in shorter blocks, back to back with no gaps, and send us each file.

5 Download the CSV

The report is queued rather than produced on the spot, so it can take a few minutes to appear. Refresh the page if nothing shows. When the row appears in the table, check the **Date range** column matches what you asked for, then select **Download** under **Actions**.



Report name, date generated, date range, Download.

Sending it to us

Please do

- Send the CSV exactly as it downloaded.
- Name it so the period is obvious, for example **eBay transactions 01 Apr 2026 to 30 Jun 2026**.
- Send one file per period, and one set per eBay account.
- Include every file if you had to split a long range.

Please do not

- Open the file in Excel and save over it. That can strip leading zeros and reformat dates.
- Delete rows you think look wrong. Tell us instead, and we will look at them.
- Send a screenshot of the summary in place of the CSV.
- Send the same quarter twice under different names.

Why we ask for the full detail

The figure eBay pays into your bank is not your turnover. It is your sales less refunds, fees, postage labels, disputes and any charges, and each of those is treated differently for VAT and for your accounts. Working from the payout alone understates your sales and keeps the costs out of sight. The transaction report is what lets us split the payout back into its parts and put each one in the right place.

If you get stuck at any step, send us a screenshot of the screen you are on and we will point you to the next click.

Zmartly, accountants for UK ecommerce sellers. zmartly.co.uk
eBay Seller Hub screens change from time to time. If what you see does not match this guide, the wording may have moved but the route is still Payments, Reports, Transaction reports. This guide covers how to obtain your records and is not tax advice on your own circumstances.