



James (Griff) Griffith

1
00:00:21,930 --> 00:00:19,370

[Music]

2
00:00:26,130 --> 00:00:21,940

all right and welcome to the antique

3
00:00:28,920 --> 00:00:26,140

auction forum podcast I am I'm really

4
00:00:32,880 --> 00:00:28,930

glad we have our guest he was actually I

5
00:00:35,880 --> 00:00:32,890

visited him years ago in San Jose at the

6
00:00:39,000 --> 00:00:35,890

ebay campus and it's their Dean of

7
00:00:43,140 --> 00:00:39,010

Education Griff now people may know him

8
00:00:45,420 --> 00:00:43,150

from eBay as uncle Griff I think James

9
00:00:48,990 --> 00:00:45,430

Griff Griffith

10
00:00:53,189 --> 00:00:49,000

he is the ebay seller coach instructor

11
00:00:55,079 --> 00:00:53,199

mentor advocate with eBay North America

12
00:00:57,450 --> 00:00:55,089

marketplace team in addition he's an

13
00:01:00,420 --> 00:00:57,460

author of the official eBay Bible we'll

14

00:01:02,460 --> 00:01:00,430

talk about that a little bit and that's

15

00:01:04,259 --> 00:01:02,470

the authority of a guide for the

16

00:01:06,719 --> 00:01:04,269

beginning bitter seller professional

17

00:01:09,240 --> 00:01:06,729

entrepreneur as well as the host of he

18

00:01:11,670 --> 00:01:09,250

has a ebay radio which you can tune in

19

00:01:14,310 --> 00:01:11,680

to alright welcome to the show

20

00:01:18,770 --> 00:01:14,320

good to have you back good to be back

21

00:01:22,320 --> 00:01:18,780

it's been a long time and years ya know

22

00:01:25,830 --> 00:01:22,330

they they really have and a lot has

23

00:01:27,750 --> 00:01:25,840

changed in the world actually I mean

24

00:01:30,180 --> 00:01:27,760

look at what has changed since we last

25

00:01:32,730 --> 00:01:30,190

talked I mean cell phones now people can

26

00:01:34,470 --> 00:01:32,740

bid on their on their cell phones you

27

00:01:36,810 --> 00:01:34,480

know smartphones

28

00:01:38,670 --> 00:01:36,820

let's see social media I want to talk

29

00:01:41,970 --> 00:01:38,680

about that because I just noticed what

30

00:01:45,780 --> 00:01:41,980

is it 10 million likes on the Facebook

31

00:01:47,100 --> 00:01:45,790

page on on eBay first of all I don't

32

00:01:53,160 --> 00:01:47,110

know if you even know that but it's

33

00:01:57,180 --> 00:01:53,170

crazy yeah yeah yeah and so I also want

34

00:01:58,800 --> 00:01:57,190

to talk what how has a bay evolved not

35

00:02:00,120 --> 00:01:58,810

necessarily from the beginning because

36

00:02:01,920 --> 00:02:00,130

we kind of went over that I know the

37

00:02:04,050 --> 00:02:01,930

show was really old

38

00:02:07,800 --> 00:02:04,060

it started out sort of as an auction

39

00:02:10,830 --> 00:02:07,810

site started out in a garage - right in

40

00:02:13,470 --> 00:02:10,840

a condo in a condo yeah and piers condo

41

00:02:18,360 --> 00:02:13,480

here in Campbell which is a part of San

42

00:02:22,530 --> 00:02:18,370

Jose and corporate back in 1996 9065

43

00:02:24,839 --> 00:02:22,540

sorry 95 95 Wow and I would know I guess

44

00:02:29,009 --> 00:02:24,849

I'm an early eBay user because I started

45

00:02:30,360 --> 00:02:29,019

in 1998 which is kind of early right

46

00:02:32,490 --> 00:02:30,370

yeah back when I was at

47

00:02:34,410 --> 00:02:32,500

totally horrible to list something you

48

00:02:36,600 --> 00:02:34,420

had to upload your pictures elsewhere

49

00:02:40,289 --> 00:02:36,610

and it was just really really difficult

50

00:02:41,850 --> 00:02:40,299

took me maybe a half hour to list

51
00:02:44,369 --> 00:02:41,860
something on eBay and I just listed

52
00:02:45,180 --> 00:02:44,379
something in like five or less minutes

53
00:02:48,990 --> 00:02:45,190
the other day

54
00:02:51,000 --> 00:02:49,000
I mean it's so user-friendly back then

55
00:02:53,460 --> 00:02:51,010
has that been a goal right from the

56
00:02:57,539 --> 00:02:53,470
beginning to to make the site

57
00:02:59,940 --> 00:02:57,549
user-friendly yeah for both buying and

58
00:03:02,190 --> 00:02:59,950
selling they're separate initiatives but

59
00:03:04,110 --> 00:03:02,200
they are tied together and you know the

60
00:03:06,150 --> 00:03:04,120
challenge for eBay is it started out as

61
00:03:08,759 --> 00:03:06,160
a marketplace where anyone could sell

62
00:03:11,309 --> 00:03:08,769
anything to anybody and that was

63
00:03:15,990 --> 00:03:11,319

extremely appealing it was a kind of

64

00:03:19,530 --> 00:03:16,000

soft middle man platform that that broke

65

00:03:21,240 --> 00:03:19,540

the traditional barriers of location so

66

00:03:23,369 --> 00:03:21,250

that it didn't matter where you were you

67

00:03:25,309 --> 00:03:23,379

could offer things to basically the

68

00:03:30,050 --> 00:03:25,319

world if you have an internet connection

69

00:03:32,970 --> 00:03:30,060

the challenge for us since then is

70

00:03:35,670 --> 00:03:32,980

adapting to buyer expectations as the

71

00:03:38,370 --> 00:03:35,680

Internet has matured and online shopping

72

00:03:40,530 --> 00:03:38,380

has become more of a it's just a given

73

00:03:44,159 --> 00:03:40,540

everyone does it back then it were the

74

00:03:46,199 --> 00:03:44,169

the pioneers were the people who bought

75

00:03:48,360 --> 00:03:46,209

and sold and they would put up with a

76

00:03:50,699 --> 00:03:48,370

lot of built-in of inefficiencies like

77

00:03:54,059 --> 00:03:50,709

for example having to take 30 minutes or

78

00:03:55,740 --> 00:03:54,069

more just to list one item as those

79

00:03:57,629 --> 00:03:55,750

expectations have changed and the

80

00:03:59,309 --> 00:03:57,639

internet and technology itself has

81

00:04:01,800 --> 00:03:59,319

changed we've been able to pare that

82

00:04:04,589 --> 00:04:01,810

down to a much easier experience on the

83

00:04:06,839 --> 00:04:04,599

seller end right now I noticed today

84

00:04:09,569 --> 00:04:06,849

like for instance I'm buying a couple

85

00:04:12,780 --> 00:04:09,579

things for my boat and I'll just go into

86

00:04:15,479 --> 00:04:12,790

Google and I'll I'll type like I need a

87

00:04:18,930 --> 00:04:15,489

transient light you know a Trant transom

88

00:04:22,170 --> 00:04:18,940

light I type into Google and what comes

89

00:04:24,439 --> 00:04:22,180

up it's either Amazon or Ebay and I know

90

00:04:30,270 --> 00:04:24,449

I'm going to buy from one of those and

91

00:04:31,529 --> 00:04:30,280

is it's turned into a marketplace a lot

92

00:04:33,390 --> 00:04:31,539

of a marketplace that's kind of

93

00:04:35,640 --> 00:04:33,400

competing head-to-head with Amazon am I

94

00:04:39,540 --> 00:04:35,650

am I right about that well yes and no I

95

00:04:41,490 --> 00:04:39,550

mean of course all online marketplaces

96

00:04:42,990 --> 00:04:41,500

and retailers compete against each other

97

00:04:43,800 --> 00:04:43,000

now I mean in the past you'd have to

98

00:04:46,350 --> 00:04:43,810

walk into a

99

00:04:47,940 --> 00:04:46,360

colocation check out the prices jot them

100

00:04:50,640 --> 00:04:47,950

down get back in your car drive to

101
00:04:53,240 --> 00:04:50,650
another location not very efficient but

102
00:04:56,220 --> 00:04:53,250
now with something like Google shopping

103
00:04:59,610 --> 00:04:56,230
most everything online if it qualifies

104
00:05:03,600 --> 00:04:59,620
for Google's shopping feed will be

105
00:05:05,580 --> 00:05:03,610
presented in one one page so you'll see

106
00:05:07,200 --> 00:05:05,590
separate retailers separate websites

107
00:05:09,510 --> 00:05:07,210
you'll see different marketplaces and

108
00:05:11,730 --> 00:05:09,520
you'll see for example Amazon and eBay

109
00:05:13,890 --> 00:05:11,740
being those marketplaces and it's a

110
00:05:15,330 --> 00:05:13,900
great tool for buyers because that way

111
00:05:17,610 --> 00:05:15,340
buyers can find the best price

112
00:05:19,200 --> 00:05:17,620
regardless of a marketplace and to be

113
00:05:22,379 --> 00:05:19,210

honest with you as much as I want people

114

00:05:25,530 --> 00:05:22,389

to shop on eBay I most want people to

115

00:05:27,440 --> 00:05:25,540

buy the best deal they can find so yeah

116

00:05:30,330 --> 00:05:27,450

it's been it's it's a it's been a great

117

00:05:32,190 --> 00:05:30,340

tool for buyers to get the best value

118

00:05:35,010 --> 00:05:32,200

and it's not just when I say value it's

119

00:05:36,570 --> 00:05:35,020

not just for example the price but how

120

00:05:38,969 --> 00:05:36,580

fast am I going to get the item what

121

00:05:41,250 --> 00:05:38,979

guarantees are there these are all the

122

00:05:43,950 --> 00:05:41,260

the factors that a buyer uses for

123

00:05:45,719 --> 00:05:43,960

determining a final value that is going

124

00:05:47,880 --> 00:05:45,729

to compel them to either purchase or not

125

00:05:51,450 --> 00:05:47,890

from a particular vendor or marketplace

126

00:05:54,230 --> 00:05:51,460

I you know as an example uh if I if I

127

00:05:56,909 --> 00:05:54,240

don't need an item right away

128

00:05:59,370 --> 00:05:56,919

I'm willing to pay less for it if it's

129

00:06:01,110 --> 00:05:59,380

gonna take a month to get here but if I

130

00:06:03,840 --> 00:06:01,120

need an item really fast like I need to

131

00:06:06,480 --> 00:06:03,850

replace maybe my webcam and I need it

132

00:06:09,810 --> 00:06:06,490

for like in three days I'll pay a

133

00:06:11,640 --> 00:06:09,820

premium to get it that fast I'll balance

134

00:06:13,140 --> 00:06:11,650

that out if I can if I can actually get

135

00:06:15,029 --> 00:06:13,150

my car and drive to a store and get a

136

00:06:17,010 --> 00:06:15,039

better deal I might do that so the

137

00:06:18,690 --> 00:06:17,020

online read the merchant who's selling

138

00:06:21,510 --> 00:06:18,700

on any marketplace has to keep all of

139

00:06:23,490 --> 00:06:21,520

those considerations in play when they

140

00:06:26,340 --> 00:06:23,500

price and present their items regardless

141

00:06:28,170 --> 00:06:26,350

of where it is right now was the hardest

142

00:06:31,159 --> 00:06:28,180

part I know you were the very first

143

00:06:34,560 --> 00:06:31,169

customer service representative of eBay

144

00:06:41,940 --> 00:06:34,570

back in 96 am I where did you start

145

00:06:45,060 --> 00:06:41,950

yeah November of 96 what happened but

146

00:06:48,870 --> 00:06:45,070

but wouldn't you say that trust was the

147

00:06:51,600 --> 00:06:48,880

hardest thing to build to build the site

148

00:06:53,310 --> 00:06:51,610

trust on like both sides right yeah it's

149

00:06:57,180 --> 00:06:53,320

it's it's been an ongoing challenge

150

00:06:59,270 --> 00:06:57,190

because as as a marketplace that doesn't

151
00:07:04,740 --> 00:06:59,280
hold inventory like other marketplaces

152
00:07:06,630 --> 00:07:04,750
we shall be nameless Amazon there's we

153
00:07:08,160 --> 00:07:06,640
we have to take it on trust that the

154
00:07:09,900 --> 00:07:08,170
seller is shipping the item and the

155
00:07:11,370 --> 00:07:09,910
buyer is actually paying for it and not

156
00:07:14,460 --> 00:07:11,380
you know that everything is above board

157
00:07:16,710 --> 00:07:14,470
now appears original concept that people

158
00:07:19,170 --> 00:07:16,720
are basically good still holds true

159
00:07:20,460 --> 00:07:19,180
today but regardless of the fact that

160
00:07:22,260 --> 00:07:20,470
the majority of people are basically

161
00:07:24,540 --> 00:07:22,270
good all it takes is you know an

162
00:07:26,340 --> 00:07:24,550
experience one experience with a bad

163
00:07:29,010 --> 00:07:26,350

seller and you may be soured on that

164

00:07:30,600 --> 00:07:29,020

market place so yeah Trust is starting

165

00:07:36,540 --> 00:07:30,610

from the very beginning but then it

166

00:07:41,670 --> 00:07:36,550

really became a sort of a top-line topic

167

00:07:43,920 --> 00:07:41,680

for eBay back in 2007 it's a lot has

168

00:07:46,110 --> 00:07:43,930

happened since then but what we now

169

00:07:47,700 --> 00:07:46,120

offer buyers who shop on the site is an

170

00:07:49,320 --> 00:07:47,710

ebay money back guarantee so if

171

00:07:50,730 --> 00:07:49,330

something goes wrong with the sale you

172

00:07:54,420 --> 00:07:50,740

don't get the item the seller won't

173

00:07:56,130 --> 00:07:54,430

address your issues will cover it oh I

174

00:07:59,610 --> 00:07:56,140

didn't realize it was actually eBay

175

00:08:01,620 --> 00:07:59,620

covering it yeah well depending on the

176

00:08:03,750 --> 00:08:01,630

circumstances we covered and we may

177

00:08:05,880 --> 00:08:03,760

recoup from the seller or the merchant

178

00:08:07,650 --> 00:08:05,890

depending on the circumstances so there

179

00:08:08,130 --> 00:08:07,660

are there are instances where it's a no

180

00:08:10,290 --> 00:08:08,140

fault

181

00:08:12,120 --> 00:08:10,300

as you know the seller the seller

182

00:08:15,170 --> 00:08:12,130

shipped the item for example scan shows

183

00:08:18,060 --> 00:08:15,180

it was shipped but it was never delivered

184

00:08:21,390 --> 00:08:18,070

we can't hold the seller responsible for

185

00:08:24,750 --> 00:08:21,400

that but will will or if it was damaged

186

00:08:28,710 --> 00:08:24,760

in transit we will in those cases issue

187

00:08:30,600 --> 00:08:28,720

a full money back to the buyer and it's

188

00:08:32,310 --> 00:08:30,610

either out of eBay's pocket or we may

189

00:08:34,890 --> 00:08:32,320

recoup from the seller depending on the

190

00:08:37,560 --> 00:08:34,900

circumstances all right now that's been

191

00:08:40,079 --> 00:08:37,570

a great that's been that really went a

192

00:08:42,089 --> 00:08:40,089

long way to dispelling the notion that

193

00:08:44,340 --> 00:08:42,099

eBay was a unsafe place to purchase

194

00:08:46,950 --> 00:08:44,350

because it actually is and allowed us

195

00:08:49,380 --> 00:08:46,960

the space after we you know solve that

196

00:08:51,450 --> 00:08:49,390

major issue to then move on to issues

197

00:08:53,280 --> 00:08:51,460

like finding items as fast as possible

198

00:08:55,440 --> 00:08:53,290

there's no there's about a billion plus

199

00:08:57,510 --> 00:08:55,450

items on eBay that was one of my

200

00:09:00,660 --> 00:08:57,520

questions holy mackerel Wow

201
00:09:03,660 --> 00:09:00,670
now last time I you and I talked I think

202
00:09:05,370 --> 00:09:03,670
it was in the hundreds of millions yeah

203
00:09:08,100 --> 00:09:05,380
it made yeah maybe around five hundred

204
00:09:10,230 --> 00:09:08,110
million maybe a half a billion but it's

205
00:09:12,060 --> 00:09:10,240
there's over there's just about oh just

206
00:09:13,680 --> 00:09:12,070
a little bit more than a billion items

207
00:09:16,530 --> 00:09:13,690
on the site at any given time and that's

208
00:09:18,990 --> 00:09:16,540
constantly growing that's amazing and

209
00:09:21,449 --> 00:09:19,000
what about what about other countries

210
00:09:23,910 --> 00:09:21,459
that are you actually growing into other

211
00:09:25,680 --> 00:09:23,920
countries still today yeah

212
00:09:29,070 --> 00:09:25,690
the growth rates in various countries

213
00:09:31,769 --> 00:09:29,080

vary but the growth is still there we

214

00:09:35,519 --> 00:09:31,779

were pretty well established over time

215

00:09:38,970 --> 00:09:35,529

and markets in Europe and the UK Asia

216

00:09:41,220 --> 00:09:38,980

still offers great opportunity and as

217

00:09:44,639 --> 00:09:41,230

well as South America and even

218

00:09:47,190 --> 00:09:44,649

eventually Africa so there's still areas

219

00:09:49,500 --> 00:09:47,200

for expansion of any market place who

220

00:09:51,750 --> 00:09:49,510

has a global platform in two areas of

221

00:09:54,389 --> 00:09:51,760

the world where maybe right now there's

222

00:09:56,670 --> 00:09:54,399

not a lot of online shopping you know

223

00:09:59,250 --> 00:09:56,680

India is a huge player in the market now

224

00:10:02,040 --> 00:09:59,260

with with their burgeoning middle class

225

00:10:03,810 --> 00:10:02,050

and even Russia Russia has a burgeoning

226

00:10:06,870 --> 00:10:03,820

middle class they like to shop on eBay

227

00:10:08,639 --> 00:10:06,880

so now is Sir I've been to Russia a

228

00:10:11,430 --> 00:10:08,649

number of times lately in the last few

229

00:10:13,440 --> 00:10:11,440

years and I noticed some geo blocking on

230

00:10:16,350 --> 00:10:13,450

certain sites like Netflix for instance

231

00:10:20,370 --> 00:10:16,360

is there I mean certain shows on Netflix

232

00:10:22,530 --> 00:10:20,380

it's the really bizarre is eep does

233

00:10:24,210 --> 00:10:22,540

eBay have to deal with any geo blocking

234

00:10:28,470 --> 00:10:24,220

from one country to another

235

00:10:30,240 --> 00:10:28,480

not really so what we'll do is we'll set

236

00:10:32,420 --> 00:10:30,250

policies are the only reason that a

237

00:10:35,340 --> 00:10:32,430

country a country might want to block

238

00:10:37,500 --> 00:10:35,350

eBay or specific eBay listings is

239

00:10:39,210 --> 00:10:37,510

because the actual content or the item

240

00:10:44,160 --> 00:10:39,220

for sale might not be legal in that

241

00:10:47,329 --> 00:10:44,170

country but we pretty much take care of

242

00:10:49,530 --> 00:10:47,339

that with our policies cover all types

243

00:10:52,680 --> 00:10:49,540

you know they're not there for the

244

00:10:54,510 --> 00:10:52,690

entire site so for example except for

245

00:10:58,710 --> 00:10:54,520

some minor things which we take care of

246

00:11:02,550 --> 00:10:58,720

with shipping there's very little that

247

00:11:04,710 --> 00:11:02,560

you can list legally on eBay within

248

00:11:06,480 --> 00:11:04,720

policy that can't be sold around the

249

00:11:08,579 --> 00:11:06,490

world but there are some things you

250

00:11:12,150 --> 00:11:08,589

can't so for example ivory you can't

251
00:11:14,670 --> 00:11:12,160
list it on eBay endangered species there

252
00:11:16,260 --> 00:11:14,680
are some and I can't think off the top

253
00:11:18,390 --> 00:11:16,270
of my head right at the moment there's

254
00:11:20,280 --> 00:11:18,400
some specific types of products where we

255
00:11:22,470 --> 00:11:20,290
found it just as easy to just say look

256
00:11:24,069 --> 00:11:22,480
those are prohibited because it becomes

257
00:11:26,340 --> 00:11:24,079
a nightmare if you're trying to ship

258
00:11:29,559 --> 00:11:26,350
globally there is one interesting one

259
00:11:32,350 --> 00:11:29,569
which only impacts our global shipping

260
00:11:34,629 --> 00:11:32,360
program if you're shipping to Italy on

261
00:11:36,189 --> 00:11:34,639
your own you can ship the pair of shoes

262
00:11:38,259 --> 00:11:36,199
there and take a chance the customs will

263
00:11:41,259 --> 00:11:38,269

let them through but the custom laws in

264

00:11:42,850 --> 00:11:41,269

Italy from what I believe is that you

265

00:11:46,119 --> 00:11:42,860

can't ship shoes in Italy

266

00:11:47,319 --> 00:11:46,129

leather shoes really well if you've ever

267

00:11:49,119 --> 00:11:47,329

spent time in Italy there's no

268

00:11:52,509 --> 00:11:49,129

particular about their shoes yeah

269

00:11:55,600 --> 00:11:52,519

they're good shoes too what would you

270

00:11:56,939 --> 00:11:55,610

say is the strangest thing someone tried

271

00:11:59,739 --> 00:11:56,949

to list on eBay

272

00:12:02,079 --> 00:11:59,749

that I mean I I went to an auction where

273

00:12:04,379 --> 00:12:02,089

this is a shrunken head one time I mean

274

00:12:06,789 --> 00:12:04,389

as they that wouldn't be allowed yeah

275

00:12:09,789 --> 00:12:06,799

funny Marty part so you can't sell Vardy

276

00:12:11,729 --> 00:12:09,799

parts that was good to know and I'm

277

00:12:16,869 --> 00:12:11,739

pretty sure a shrunken head is a body

278

00:12:19,449 --> 00:12:16,879

where it used to be yeah yeah but I mean

279

00:12:21,699 --> 00:12:19,459

do people try attempt to sell like

280

00:12:26,199 --> 00:12:21,709

banned items and you they get kicked out

281

00:12:29,109 --> 00:12:26,209

well no so what what happens today back

282

00:12:30,850 --> 00:12:29,119

in the in the in the heyday of you know

283

00:12:33,730 --> 00:12:30,860

the the auction site when it was

284

00:12:35,619 --> 00:12:33,740

primarily auctions people used it as a

285

00:12:37,600 --> 00:12:35,629

platform for grabbing attention by

286

00:12:40,900 --> 00:12:37,610

selling things like their soul or their

287

00:12:43,449 --> 00:12:40,910

ghosts or their kidney but that's kind

288

00:12:46,030 --> 00:12:43,459

of that's fallen by the wayside as eBay

289

00:12:48,189 --> 00:12:46,040

is matured our seller seller base is

290

00:12:50,679 --> 00:12:48,199

matured as well so you don't see much of

291

00:12:51,340 --> 00:12:50,689

that if any anymore and probably just

292

00:12:53,350 --> 00:12:51,350

for the better

293

00:12:55,780 --> 00:12:53,360

yeah but sometimes somebody might list

294

00:12:57,160 --> 00:12:55,790

something we have filters in place that

295

00:13:00,119 --> 00:12:57,170

if you try to list something that's

296

00:13:02,739 --> 00:13:00,129

prohibited on the site the filters and

297

00:13:05,319 --> 00:13:02,749

99% of the time will catch it and either

298

00:13:07,299 --> 00:13:05,329

block it or give you a warning I think

299

00:13:10,350 --> 00:13:07,309

the biggest issue now is not so much

300

00:13:13,299 --> 00:13:10,360

those attention-grabbing unusual things

301

00:13:15,429 --> 00:13:13,309

we still have issues with copyrights so

302

00:13:17,559 --> 00:13:15,439

you know the way that the law is written

303

00:13:19,179 --> 00:13:17,569

in the United States that's the Digital

304

00:13:21,960 --> 00:13:19,189

Millennium Copyright Act from nineteen

305

00:13:25,150 --> 00:13:21,970

ninety six or eight I can't remember now

306

00:13:27,850 --> 00:13:25,160

if a rights holder see something on a

307

00:13:30,249 --> 00:13:27,860

site like eBay Amazon anywhere that they

308

00:13:33,519 --> 00:13:30,259

believe infringes upon their property

309

00:13:35,639 --> 00:13:33,529

rights they can issue a takedown demand

310

00:13:37,689 --> 00:13:35,649

of that site and the site has no

311

00:13:39,609 --> 00:13:37,699

recourse but to

312

00:13:41,949 --> 00:13:39,619

the item down deleted entirely from the

313

00:13:44,049 --> 00:13:41,959

site and that's what eBay does any any

314

00:13:46,960 --> 00:13:44,059

site will do that and a lot of our

315

00:13:49,090 --> 00:13:46,970

sellers are sometimes new time new

316

00:13:51,249 --> 00:13:49,100

sellers are not familiar with this

317

00:13:53,829 --> 00:13:51,259

process and they get very upset with

318

00:13:55,179 --> 00:13:53,839

eBay and say eBay is trying to ruin my

319

00:13:57,819 --> 00:13:55,189

business and you know this was

320

00:13:59,799 --> 00:13:57,829

definitely not fake and and we said look

321

00:14:01,840 --> 00:13:59,809

it's I have a whole explanation that I

322

00:14:04,359 --> 00:14:01,850

send to sellers who email me about this

323

00:14:07,539 --> 00:14:04,369

and say hey look it's not us we're we're

324

00:14:09,069 --> 00:14:07,549

bound by the federal law and or else

325

00:14:11,559 --> 00:14:09,079

we'll be in trouble and if the rights

326

00:14:13,509 --> 00:14:11,569

owner tells us that they we have to take

327

00:14:15,789 --> 00:14:13,519

something down we don't get to negotiate

328

00:14:18,429 --> 00:14:15,799

we don't get to act on behalf of the

329

00:14:21,340 --> 00:14:18,439

seller we can't say well prove it the

330

00:14:22,929 --> 00:14:21,350

law says immediate take down and that's

331

00:14:24,519 --> 00:14:22,939

what we do and it really gets some

332

00:14:26,319 --> 00:14:24,529

people angry but unfortunately that's

333

00:14:31,299 --> 00:14:26,329

the Lord you don't like the law talk to

334

00:14:34,569 --> 00:14:31,309

your Congressman or woman yeah now when

335

00:14:36,549 --> 00:14:34,579

something is on eBay and it slips

336

00:14:38,409 --> 00:14:36,559

through the filters does is there a way

337

00:14:40,629 --> 00:14:38,419

to flag something like that and like to

338

00:14:42,579 --> 00:14:40,639

say if I went on eBay and I saw a body

339

00:14:45,369 --> 00:14:42,589

part that was listed wrong or something

340

00:14:47,470 --> 00:14:45,379

yeah every listing has a little link

341

00:14:49,629 --> 00:14:47,480

that says report this item I see yeah I

342

00:14:51,369 --> 00:14:49,639

should have known that and body parts

343

00:14:54,849 --> 00:14:51,379

would get reported really quick

344

00:14:56,529 --> 00:14:54,859

I'm sure reports yeah yeah now I get it

345

00:14:58,809 --> 00:14:56,539

I got to tell you of a situation that

346

00:15:02,289 --> 00:14:58,819

happened a number of years ago in the

347

00:15:04,629 --> 00:15:02,299

beginning of eBay myself it wasn't my

348

00:15:06,970 --> 00:15:04,639

idea but someone another art dealer an

349

00:15:08,559 --> 00:15:06,980

antique dealer told me said hey look I

350

00:15:11,349 --> 00:15:08,569

got some advice for you

351

00:15:14,169 --> 00:15:11,359

he said go if there's an artist you like

352

00:15:16,529 --> 00:15:14,179

or collect or looking for go in and

353

00:15:19,869 --> 00:15:16,539

search on eBay and misspelled his name

354

00:15:22,029 --> 00:15:19,879

right so I was this is before the spell

355

00:15:24,699 --> 00:15:22,039

check was up and all that on on eBay

356

00:15:27,309 --> 00:15:24,709

long before that so I actually found a

357

00:15:30,159 --> 00:15:27,319

painting doing that it was a lot of but

358

00:15:31,479 --> 00:15:30,169

there was one artist that I really liked

359

00:15:33,879 --> 00:15:31,489

and ended up being a really valuable

360

00:15:36,099 --> 00:15:33,889

painting so I ended up buying it at a

361

00:15:38,229 --> 00:15:36,109

really good price and then someone

362

00:15:42,129 --> 00:15:38,239

contacted the seller and she cancelled

363

00:15:44,109 --> 00:15:42,139

the sale and I was really upset about

364

00:15:46,989 --> 00:15:44,119

that I caused I caused a little bit of

365

00:15:48,879 --> 00:15:46,999

trouble but nothing really happened do

366

00:15:51,170 --> 00:15:48,889

things like that still happen today I

367

00:15:53,420 --> 00:15:51,180

mean dude

368

00:15:54,710 --> 00:15:53,430

like that I wouldn't be surprised but I

369

00:15:58,550 --> 00:15:54,720

haven't heard of anything like that

370

00:16:01,640 --> 00:15:58,560

happening in years most sellers I think

371

00:16:04,640 --> 00:16:01,650

are more careful now about the way they

372

00:16:07,190 --> 00:16:04,650

spell something especially an artist

373

00:16:08,660 --> 00:16:07,200

name yeah they're still instances I can

374

00:16:10,490 --> 00:16:08,670

give you an example right off because I

375

00:16:13,280 --> 00:16:10,500

spend a lot of time buying clothing on

376

00:16:15,260 --> 00:16:13,290

the site I also sell up clothing but if

377

00:16:18,560 --> 00:16:15,270

you go search for Van Heusen and you

378

00:16:20,750 --> 00:16:18,570

spell Hughes and with a hu e and H E you

379

00:16:23,060 --> 00:16:20,760

be surprised how many show up with the

380

00:16:26,330 --> 00:16:23,070

wrong spelling hu e is wrong yeah and

381

00:16:28,430 --> 00:16:26,340

but people still use it now in certain

382

00:16:31,460 --> 00:16:28,440

cases where there are known misspellings

383

00:16:34,010 --> 00:16:31,470

we can we we have the power now to tie

384

00:16:35,630 --> 00:16:34,020

it back and say you know did you mean

385

00:16:37,370 --> 00:16:35,640

this and then show the items with the

386

00:16:39,950 --> 00:16:37,380

correct spelling so Wow

387

00:16:42,920 --> 00:16:39,960

yeah as we move away from keyword search

388

00:16:45,100 --> 00:16:42,930

being you know the single most important

389

00:16:47,450 --> 00:16:45,110

component on eBay for finding it items

390

00:16:48,920 --> 00:16:47,460

this becomes less and less of a problem

391

00:16:51,280 --> 00:16:48,930

now for things that are one-of-a-kind

392

00:16:53,450 --> 00:16:51,290

like art or antiques or collectibles

393

00:16:55,970 --> 00:16:53,460

keywords are always always going to

394

00:16:57,920 --> 00:16:55,980

matter but anything that's identifiable

395

00:17:01,160 --> 00:16:57,930

with a product identifier which would be

396

00:17:03,320 --> 00:17:01,170

a barcode a UPC number an ISBN number

397

00:17:04,820 --> 00:17:03,330

we're in the processes has been going on

398

00:17:07,610 --> 00:17:04,830

for a couple of years now building out

399

00:17:10,040 --> 00:17:07,620

the eBay catalog or database and those

400

00:17:13,430 --> 00:17:10,050

are more important points than the

401
00:17:14,900 --> 00:17:13,440
actual title keywords Wow speaking of

402
00:17:17,900 --> 00:17:14,910
that I know this is a little far-fetched

403
00:17:21,110 --> 00:17:17,910
but how about image recognition has that

404
00:17:26,270 --> 00:17:21,120
ever been discussed at eBay like if

405
00:17:28,340 --> 00:17:26,280
someone does you have it on eBay yeah

406
00:17:30,350 --> 00:17:28,350
soak up about a half a year ago we

407
00:17:31,730 --> 00:17:30,360
announced this initiative where we had

408
00:17:33,170 --> 00:17:31,740
not had the image search and it's I

409
00:17:35,270 --> 00:17:33,180
think it's available only on mobile

410
00:17:36,890 --> 00:17:35,280
phones but if you go on the mobile app

411
00:17:38,450 --> 00:17:36,900
and you run a search there's a and

412
00:17:40,540 --> 00:17:38,460
depending on which type of app you're

413
00:17:42,890 --> 00:17:40,550

running on which phone there's a little

414

00:17:45,200 --> 00:17:42,900

thing that you can use you can you can

415

00:17:48,530 --> 00:17:45,210

take a picture of an item and then eBay

416

00:17:51,050 --> 00:17:48,540

will search for similar lists images and

417

00:17:52,700 --> 00:17:51,060

bring up those listings for some things

418

00:17:55,190 --> 00:17:52,710

you know in its first day it's it's a

419

00:17:58,370 --> 00:17:55,200

it's a self learning algorithm like a

420

00:18:00,830 --> 00:17:58,380

lot of AI today you know you'd get some

421

00:18:03,650 --> 00:18:00,840

not-so-great results but over time it's

422

00:18:04,549 --> 00:18:03,660

actually been improving I was in a store

423

00:18:06,320 --> 00:18:04,559

about a month

424

00:18:08,749 --> 00:18:06,330

and I saw a pair of shoes that I liked

425

00:18:11,239 --> 00:18:08,759

and I took a picture of them I made sure

426

00:18:13,039 --> 00:18:11,249

it wasn't too busy and eBay brought up

427

00:18:16,399 --> 00:18:13,049

all the examples of those shoes

428

00:18:18,110 --> 00:18:16,409

so yeah image image recognition is a big

429

00:18:21,619 --> 00:18:18,120

component in search right now at eBay

430

00:18:23,960 --> 00:18:21,629

and it'll be more so as time goes on wow

431

00:18:25,220 --> 00:18:23,970

that's amazing and it makes me you know

432

00:18:27,680 --> 00:18:25,230

one of the questions I was going to ask

433

00:18:32,570 --> 00:18:27,690

late in this interview but since we're

434

00:18:35,509 --> 00:18:32,580

on it well aib more of of ebay as in

435

00:18:40,249 --> 00:18:35,519

what what could the evolution of eBay

436

00:18:41,690 --> 00:18:40,259

possibly be well it's always speculation

437

00:18:42,470 --> 00:18:41,700

about what the future holds and I

438

00:18:43,940 --> 00:18:42,480

wouldn't want to make any

439

00:18:46,220 --> 00:18:43,950

forward-looking statements because our

440

00:18:48,619 --> 00:18:46,230

Investor Relations team would take me to

441

00:18:52,549 --> 00:18:48,629

task for that but yeah a is a big

442

00:18:54,259 --> 00:18:52,559

component for search primarily there's

443

00:18:55,970 --> 00:18:54,269

there are two components this the

444

00:18:57,289 --> 00:18:55,980

component for search so that buyers can

445

00:18:59,779 --> 00:18:57,299

find what they're looking for not only

446

00:19:01,639 --> 00:18:59,789

fast and easy but based on the way they

447

00:19:04,159 --> 00:19:01,649

like to search involves artificial

448

00:19:05,810 --> 00:19:04,169

intelligence and machine learning and I

449

00:19:07,789 --> 00:19:05,820

eBay is not the only one although we

450

00:19:09,940 --> 00:19:07,799

take pride in in the challenge that we

451
00:19:13,310 --> 00:19:09,950
face because not all of our merchandise

452
00:19:16,119 --> 00:19:13,320
can be arrayed in a database like a

453
00:19:18,499 --> 00:19:16,129
catalog you know Amazon for example

454
00:19:20,869 --> 00:19:18,509
99.9% of all their merchandise is

455
00:19:23,119 --> 00:19:20,879
catalog able to begin with so it's much

456
00:19:25,039 --> 00:19:23,129
easier to find in some cases what you're

457
00:19:27,259 --> 00:19:25,049
looking for historically there we need

458
00:19:29,509 --> 00:19:27,269
to meet that challenge and then at the

459
00:19:31,700 --> 00:19:29,519
same time make sure that we're not

460
00:19:33,080 --> 00:19:31,710
leaving behind what the merchandise that

461
00:19:36,440 --> 00:19:33,090
makes eBay special which is that

462
00:19:39,259 --> 00:19:36,450
one-of-a-kind merchandise that big sites

463
00:19:41,810 --> 00:19:39,269

find it really hard to have to serve up

464

00:19:44,149 --> 00:19:41,820

so they they kind of not go after it so

465

00:19:47,119 --> 00:19:44,159

you can take a picture of a of a

466

00:19:49,220 --> 00:19:47,129

painting and eBay can show you examples

467

00:19:51,200 --> 00:19:49,230

that are similar to that and that might

468

00:19:52,970 --> 00:19:51,210

be an effective way besides just keyword

469

00:19:55,310 --> 00:19:52,980

search of finding the item itself and

470

00:19:59,119 --> 00:19:55,320

that will improve over time on the

471

00:20:00,830 --> 00:19:59,129

seller end our sellers understandably so

472

00:20:02,930 --> 00:20:00,840

whether you're experienced or brand new

473

00:20:05,389 --> 00:20:02,940

needs some guidance when they list an

474

00:20:09,289 --> 00:20:05,399

item for example price and price

475

00:20:10,730 --> 00:20:09,299

guidance based on AI isn't as a thing at

476

00:20:14,690 --> 00:20:10,740

eBay that's we're developing right now

477

00:20:16,609 --> 00:20:14,700

and it actually is in play especially

478

00:20:18,140 --> 00:20:16,619

for catalog able items but also for

479

00:20:19,610 --> 00:20:18,150

unique items

480

00:20:21,230 --> 00:20:19,620

so that sellers when they're listing an

481

00:20:23,240 --> 00:20:21,240

item get a better idea of what they

482

00:20:25,370 --> 00:20:23,250

should expect currently for a market

483

00:20:26,630 --> 00:20:25,380

price and they can then price their

484

00:20:28,610 --> 00:20:26,640

items accordingly because there's

485

00:20:31,220 --> 00:20:28,620

nothing more discouraging than putting

486

00:20:32,750 --> 00:20:31,230

an item at too high a price or maybe

487

00:20:34,040 --> 00:20:32,760

putting in a too low a price and then

488

00:20:36,020 --> 00:20:34,050

finding out afterwards you could have

489

00:20:39,080 --> 00:20:36,030

got a lot more money for it so I

490

00:20:42,290 --> 00:20:39,090

remember years ago a friend of mine

491

00:20:47,000 --> 00:20:42,300

listed something like 400 Royal Doulton

492

00:20:48,620 --> 00:20:47,010

mugs you know one at a time and he the

493

00:20:53,030 --> 00:20:48,630

thing back then this is I would say

494

00:20:55,340 --> 00:20:53,040

probably back in 99 or 2000 something

495

00:20:57,680 --> 00:20:55,350

like that the the deal was then he

496

00:21:00,110 --> 00:20:57,690

listed them all starting at like 29

497

00:21:01,910 --> 00:21:00,120

cents apiece and let all the tons of

498

00:21:03,980 --> 00:21:01,920

bids come in and they did they came in

499

00:21:07,100 --> 00:21:03,990

and they all sold for what for what

500

00:21:09,200 --> 00:21:07,110

happens now I tried that lately like a

501
00:21:14,060 --> 00:21:09,210
really low starting bid on eBay on

502
00:21:15,920 --> 00:21:14,070
something and it bombed yeah and so it's

503
00:21:17,900 --> 00:21:15,930
a bit it's more of a risk I think now

504
00:21:19,790 --> 00:21:17,910
today it is definitely more of a risk

505
00:21:22,790 --> 00:21:19,800
because the the marketplace for antiques

506
00:21:23,870 --> 00:21:22,800
has changed a lot I'm sure you know this

507
00:21:25,970 --> 00:21:23,880
I don't know I'm not telling you

508
00:21:27,740 --> 00:21:25,980
something you don't know but you know

509
00:21:29,840 --> 00:21:27,750
the best of the best is still bringing

510
00:21:32,770 --> 00:21:29,850
good prices but a lot of stuff is not

511
00:21:34,880 --> 00:21:32,780
selling for what it used to we find that

512
00:21:36,320 --> 00:21:34,890
collectors for example who've been

513
00:21:39,130 --> 00:21:36,330

collecting all their lives and are now

514

00:21:41,570 --> 00:21:39,140

entering their you know twilight years

515

00:21:42,920 --> 00:21:41,580

slouching slowly towards enfeeble Minh

516

00:21:44,450 --> 00:21:42,930

and they want to be able to give the

517

00:21:46,790 --> 00:21:44,460

stuff to their kids kids don't want the

518

00:21:49,630 --> 00:21:46,800

stuff anymore right so the marketplace

519

00:21:51,860 --> 00:21:49,640

gets flooded with you know medium grade

520

00:21:54,410 --> 00:21:51,870

antiques and collectibles and this is

521

00:21:57,050 --> 00:21:54,420

depressed prices so we're you know what

522

00:21:58,550 --> 00:21:57,060

I remember back in the in the 70s and

523

00:22:01,100 --> 00:21:58,560

the heyday of the antiques business when

524

00:22:03,650 --> 00:22:01,110

I started out as a young man you know a

525

00:22:05,330 --> 00:22:03,660

country for drawer chest of drawers and

526

00:22:07,280 --> 00:22:05,340

painted pine you know maybe just

527

00:22:08,750 --> 00:22:07,290

varnished could bring a premium at

528

00:22:11,240 --> 00:22:08,760

auction thousands and thousands of

529

00:22:13,850 --> 00:22:11,250

dollars you're lucky if it brings 500

530

00:22:16,100 --> 00:22:13,860

bucks today that's right so in many ways

531

00:22:18,740 --> 00:22:16,110

this is it may be bad for some sellers

532

00:22:21,440 --> 00:22:18,750

but it's if you're looking to collect

533

00:22:23,150 --> 00:22:21,450

it's probably a buyers market right now

534

00:22:25,610 --> 00:22:23,160

because every market eventually over

535

00:22:29,390 --> 00:22:25,620

time comes back or goes up but this is

536

00:22:31,670 --> 00:22:29,400

one of the one of the results of the the

537

00:22:33,170 --> 00:22:31,680

that happens when you make a market

538

00:22:34,550 --> 00:22:33,180

is more efficient as it cuts out a lot

539

00:22:36,620 --> 00:22:34,560

of middlemen and then that ends up

540

00:22:38,450 --> 00:22:36,630

bringing prices down and that we saw

541

00:22:41,840 --> 00:22:38,460

this immediately with the internet and

542

00:22:43,130 --> 00:22:41,850

eBay back in the late 90s a lot of

543

00:22:45,050 --> 00:22:43,140

things that for decades had been

544

00:22:46,370 --> 00:22:45,060

considered very valuable suddenly we

545

00:23:13,720 --> 00:22:46,380

realized there was a lot more of these

546

00:23:19,490 --> 00:23:17,600

but now yours are more valuable oh I

547

00:23:22,340 --> 00:23:19,500

just restricted the market that is

548

00:23:24,530 --> 00:23:22,350

really funny yeah you know I mean and

549

00:23:26,990 --> 00:23:24,540

here's here's it the other thing it that

550

00:23:29,170 --> 00:23:27,000

eBay has changed a little bit and I find

551

00:23:31,190 --> 00:23:29,180

this firm when I speak to you know

552

00:23:33,560 --> 00:23:31,200

people that I've collected for a long

553

00:23:35,810 --> 00:23:33,570

time they have a story with every item

554

00:23:38,630 --> 00:23:35,820

we got in our car we drove 50 miles so

555

00:23:40,340 --> 00:23:38,640

we've looked in and we found this you

556

00:23:42,290 --> 00:23:40,350

know on a little estate sale on the side

557

00:23:46,460 --> 00:23:42,300

of the road and they have their stories

558

00:23:49,520 --> 00:23:46,470

and in any online buying of any antique

559

00:23:51,200 --> 00:23:49,530

so to speak it kind of loses that you

560

00:23:55,790 --> 00:23:51,210

know that's that's gone with a click now

561

00:23:58,970 --> 00:23:55,800

I don't think that's necessarily a bad

562

00:24:02,450 --> 00:23:58,980

thing well yeah well you're sitting on

563

00:24:04,790 --> 00:24:02,460

that side this is our research shows

564

00:24:07,880 --> 00:24:04,800

that buyers unless your story is really

565

00:24:10,100 --> 00:24:07,890

compelling and easy to digest buyers

566

00:24:11,570 --> 00:24:10,110

aren't reading it so sellers will tell

567

00:24:13,070 --> 00:24:11,580

you this they'll say buyers don't read

568

00:24:15,410 --> 00:24:13,080

buyers don't read and then they'll put

569

00:24:17,240 --> 00:24:15,420

3,000 paragraphs in their listing yeah

570

00:24:18,980 --> 00:24:17,250

they're not gonna read it so if you can

571

00:24:22,520 --> 00:24:18,990

make it in a few sentences if you can

572

00:24:23,960 --> 00:24:22,530

sum it up and I you know I know from my

573

00:24:25,820 --> 00:24:23,970

book writing days that it's always

574

00:24:27,140 --> 00:24:25,830

possible to take a paragraph and reduce

575

00:24:28,970 --> 00:24:27,150

it to a sentence if you're really

576

00:24:31,610 --> 00:24:28,980

creative and you still get the same

577

00:24:33,590 --> 00:24:31,620

point across in what matters to the

578

00:24:35,630 --> 00:24:33,600

buyer if it's proven on sand they want

579

00:24:37,760 --> 00:24:35,640

some example of provenance being able to

580

00:24:39,470 --> 00:24:37,770

show that in a way that's easily read

581

00:24:42,230 --> 00:24:39,480

and scanned and remembered that's a good

582

00:24:44,600 --> 00:24:42,240

thing but a paragraph long story in the

583

00:24:45,350 --> 00:24:44,610

early days of eBay people really found

584

00:24:47,900 --> 00:24:45,360

those entertain

585

00:24:49,930 --> 00:24:47,910

that that day is over really and it's

586

00:24:52,039 --> 00:24:49,940

you really got to be brief concise and

587

00:24:55,940 --> 00:24:52,049

comprehensive about your descriptions or

588

00:24:57,770 --> 00:24:55,950

your buyer may may probably not read it

589

00:24:59,720 --> 00:24:57,780

but also may end up skipping over

590

00:25:01,430 --> 00:24:59,730

information that really is important

591

00:25:03,650 --> 00:25:01,440

because they know I'm not gonna read all

592

00:25:06,430 --> 00:25:03,660

this yeah well you know the rarity

593

00:25:10,130 --> 00:25:06,440

condition those are the things you know

594

00:25:13,730 --> 00:25:10,140

that really matter the most

595

00:25:18,020 --> 00:25:13,740

what would you say that was a Bay's best

596

00:25:19,760 --> 00:25:18,030

choice in in change in policy and that

597

00:25:23,060 --> 00:25:19,770

could be from anything from introducing

598

00:25:25,010 --> 00:25:23,070

a new type of thing eBay Motors for

599

00:25:27,020 --> 00:25:25,020

instance that must have been really big

600

00:25:28,610 --> 00:25:27,030

was that that was a big thing in fact

601
00:25:30,620 --> 00:25:28,620
even pierre thought well this won't work

602
00:25:34,039 --> 00:25:30,630
I was gonna buy cars on the internet

603
00:25:36,470 --> 00:25:34,049
piracy I I remember how I think you told

604
00:25:39,799 --> 00:25:36,480
me this that someone tried to list a toy

605
00:25:41,990 --> 00:25:39,809
mustang and then some or a real Mustang

606
00:25:44,510 --> 00:25:42,000
and they they couldn't understand how to

607
00:25:46,580 --> 00:25:44,520
list it as toy or or not a toy and

608
00:25:47,930 --> 00:25:46,590
that's how that created or did someone

609
00:25:49,039 --> 00:25:47,940
else tell me this I don't remember I

610
00:25:50,240 --> 00:25:49,049
think you may have heard that somewhere

611
00:25:51,830 --> 00:25:50,250
else I don't yeah remember that

612
00:25:54,440 --> 00:25:51,840
particular story I remember this someone

613
00:25:55,880 --> 00:25:54,450

did list a car on eBay and Pierre looked

614

00:25:58,700 --> 00:25:55,890

at the listing and said well how is this

615

00:25:59,960 --> 00:25:58,710

isn't gonna work but it did yeah if I

616

00:26:02,720 --> 00:25:59,970

had to think about the single most

617

00:26:05,120 --> 00:26:02,730

important thing and there's so many I

618

00:26:07,070 --> 00:26:05,130

would have to say the and it was

619

00:26:10,450 --> 00:26:07,080

probably inevitable but I would say the

620

00:26:15,770 --> 00:26:10,460

introduction of a fixed price format

621

00:26:17,510 --> 00:26:15,780

there's a lot of there's always there at

622

00:26:19,610 --> 00:26:17,520

the time and even today there still is

623

00:26:22,220 --> 00:26:19,620

controversy about well you know I only

624

00:26:25,850 --> 00:26:22,230

use auctions or you know I'll never use

625

00:26:27,200 --> 00:26:25,860

fixed price and that's always amazed me

626

00:26:29,659 --> 00:26:27,210

that people aren't willing to consider

627

00:26:31,400 --> 00:26:29,669

another format because even in the in

628

00:26:33,740 --> 00:26:31,410

the antiques business if you're a smart

629

00:26:35,570 --> 00:26:33,750

dealer you go to a show you don't

630

00:26:37,549 --> 00:26:35,580

auction the item off you put a price on

631

00:26:39,650 --> 00:26:37,559

it you may negotiate it down so the

632

00:26:41,180 --> 00:26:39,660

fixed price with the best offer option I

633

00:26:44,390 --> 00:26:41,190

think was one of the smarter things

634

00:26:46,370 --> 00:26:44,400

we've ever done in particular and

635

00:26:48,220 --> 00:26:46,380

specifically for those items were

636

00:26:51,260 --> 00:26:48,230

historically that's how they would sell

637

00:26:53,210 --> 00:26:51,270

the as you know the problem with or the

638

00:26:56,419 --> 00:26:53,220

risk with using an auction format as if

639

00:26:58,130 --> 00:26:56,429

it's not highly desirable your chance of

640

00:26:58,970 --> 00:26:58,140

getting that price bit up in a bidding

641

00:27:04,539 --> 00:26:58,980

war is

642

00:27:07,039 --> 00:27:04,549

less likely and sometimes we may over

643

00:27:08,930 --> 00:27:07,049

value our own antiques or collectibles

644

00:27:10,580 --> 00:27:08,940

because you know they mean a lot to us

645

00:27:13,220 --> 00:27:10,590

and that could be a big disappointment

646

00:27:15,200 --> 00:27:13,230

so understanding value and then using

647

00:27:18,200 --> 00:27:15,210

the right format is critical to success

648

00:27:20,630 --> 00:27:18,210

on eBay I'm always surprised that people

649

00:27:23,210 --> 00:27:20,640

still use clothing and they put it up

650

00:27:25,640 --> 00:27:23,220

for auction unless this is a rare piece

651
00:27:28,070 --> 00:27:25,650
of clothing who wants the number one

652
00:27:29,810 --> 00:27:28,080
who's gonna pay a lot and we also know

653
00:27:32,390 --> 00:27:29,820
from bio research that you know for

654
00:27:34,820 --> 00:27:32,400
example the early days of eBay lots of

655
00:27:36,860 --> 00:27:34,830
antique buyers and sellers use the site

656
00:27:39,680 --> 00:27:36,870
and they were they were comfortable with

657
00:27:41,930 --> 00:27:39,690
that format the vast majority of buyers

658
00:27:43,820 --> 00:27:41,940
in the world are not comfortable buying

659
00:27:45,980 --> 00:27:43,830
at auction they want to find something

660
00:27:47,360 --> 00:27:45,990
they want to see the price and they want

661
00:27:48,919 --> 00:27:47,370
to purchase it they don't want to put a

662
00:27:51,020 --> 00:27:48,929
bid and then wait to see if they get

663
00:27:53,180 --> 00:27:51,030

outbid and think oh do I have to bid

664

00:27:56,180 --> 00:27:53,190

more it becomes more of anxiety than you

665

00:27:58,820 --> 00:27:56,190

know just purchasing something so using

666

00:28:01,010 --> 00:27:58,830

that format is important but I think

667

00:28:04,190 --> 00:28:01,020

probably the introduction of the buy buy

668

00:28:06,169 --> 00:28:04,200

it now format was was it was a was a big

669

00:28:07,789 --> 00:28:06,179

one what I rated is the most important

670

00:28:09,919 --> 00:28:07,799

that's hard because there's so many

671

00:28:13,100 --> 00:28:09,929

things that we're done on eBay but

672

00:28:16,280 --> 00:28:13,110

that's a big one Wow I understand for

673

00:28:19,430 --> 00:28:16,290

the person who has like a rare

674

00:28:21,890 --> 00:28:19,440

collectible and they say well I don't

675

00:28:23,600 --> 00:28:21,900

know where to price this at and boy what

676

00:28:25,100 --> 00:28:23,610

happens if i under price it or what

677

00:28:26,830 --> 00:28:25,110

happens that like you said earlier what

678

00:28:29,390 --> 00:28:26,840

happens if I over price it no in a bit

679

00:28:32,210 --> 00:28:29,400

there is that sweet spot that they're

680

00:28:34,190 --> 00:28:32,220

trying to find an auction is really good

681

00:28:38,870 --> 00:28:34,200

for that I mean on a like you said the

682

00:28:42,110 --> 00:28:38,880

rare items get bid on is that like the

683

00:28:43,520 --> 00:28:42,120

the concern mostly is that people just

684

00:28:45,470 --> 00:28:43,530

don't know where to price something is

685

00:28:47,810 --> 00:28:45,480

that why they still go to auction the

686

00:28:49,840 --> 00:28:47,820

auction I think in the lack of price

687

00:28:51,980 --> 00:28:49,850

guidance for some of our categories

688

00:28:54,049 --> 00:28:51,990

people say well I'll just you know put

689

00:28:56,720 --> 00:28:54,059

it up for auction and fingers crossed

690

00:28:58,549 --> 00:28:56,730

that will bring a lot of money and that

691

00:29:00,110 --> 00:28:58,559

you know for some some sellers on eBay

692

00:29:02,510 --> 00:29:00,120

really works there are some sellers who

693

00:29:03,740 --> 00:29:02,520

understand value or unjust not so much

694

00:29:05,990 --> 00:29:03,750

they understand value but they

695

00:29:07,700 --> 00:29:06,000

understand intuitively that what they're

696

00:29:10,310 --> 00:29:07,710

looking at when they're putting

697

00:29:12,230 --> 00:29:10,320

something up this will do okay at

698

00:29:12,890 --> 00:29:12,240

auction if I started at \$10 my

699

00:29:14,600 --> 00:29:12,900

experience

700

00:29:16,970 --> 00:29:14,610

shows that I stand a good chance of

701
00:29:19,460 --> 00:29:16,980
making profit on this but if you're just

702
00:29:20,990 --> 00:29:19,470
a you know what we call consumer seller

703
00:29:22,550 --> 00:29:21,000
you're not really in the business you

704
00:29:24,170 --> 00:29:22,560
don't really have a lot of experience

705
00:29:27,380 --> 00:29:24,180
selling on or off eBay or with a

706
00:29:28,940 --> 00:29:27,390
particular category like antiques then

707
00:29:30,860 --> 00:29:28,950
this it's up to us to be able to provide

708
00:29:33,230 --> 00:29:30,870
better guidance especially to those new

709
00:29:34,760 --> 00:29:33,240
sellers so that they continue listing

710
00:29:36,440 --> 00:29:34,770
the merchandise on eBay that they bring

711
00:29:39,890 --> 00:29:36,450
which is a really important component of

712
00:29:42,290 --> 00:29:39,900
eBay those occasional or small sellers

713
00:29:43,760 --> 00:29:42,300

bring the type of merchandise that isn't

714

00:29:46,160 --> 00:29:43,770

available anywhere else you can't list

715

00:29:48,740 --> 00:29:46,170

it on Amazon so it's a big component of

716

00:29:50,360 --> 00:29:48,750

eBay's DNA and we want to make sure we

717

00:29:52,160 --> 00:29:50,370

maintain it so it's a challenge for us

718

00:29:54,740 --> 00:29:52,170

but I'm sure we can meet you you know

719

00:29:58,580 --> 00:29:54,750

it's up getting back to this buy it now

720

00:30:00,410 --> 00:29:58,590

or auction a lot of times I will stumble

721

00:30:02,870 --> 00:30:00,420

across something on eBay when I'm

722

00:30:04,820 --> 00:30:02,880

looking for something and then I'll see

723

00:30:06,260 --> 00:30:04,830

it's an auction you know say I don't

724

00:30:08,510 --> 00:30:06,270

want to wait for that you know I want to

725

00:30:11,210 --> 00:30:08,520

I'll go elsewhere and I'll buy a bid

726

00:30:14,210 --> 00:30:11,220

something like - shipping is that kind

727

00:30:15,830 --> 00:30:14,220

of like the most mindset today is

728

00:30:16,310 --> 00:30:15,840

someone like they'll see a really good

729

00:30:18,740 --> 00:30:16,320

deal

730

00:30:20,180 --> 00:30:18,750

but it's that auction and for you know a

731

00:30:22,310 --> 00:30:20,190

few dollars more I can just buy it now

732

00:30:24,380 --> 00:30:22,320

be done with it yeah this so that's

733

00:30:26,870 --> 00:30:24,390

important if this is not if you can buy

734

00:30:29,780 --> 00:30:26,880

it now from someone else then it's not

735

00:30:32,900 --> 00:30:29,790

that rare and now we have a now we have

736

00:30:34,910 --> 00:30:32,910

a balance to think of as as a seller I

737

00:30:36,800 --> 00:30:34,920

don't want my competitor to make this

738

00:30:38,660 --> 00:30:36,810

sale so I want to keep on top of the

739

00:30:40,490 --> 00:30:38,670

price so that I can be just under the

740

00:30:42,950 --> 00:30:40,500

price either with the price of the

741

00:30:44,990 --> 00:30:42,960

shipping so that a buyer who stumbles

742

00:30:46,910 --> 00:30:45,000

upon - in a search will pick mine as

743

00:30:48,620 --> 00:30:46,920

opposed to the other persons if the

744

00:30:49,820 --> 00:30:48,630

items truly rare and you know that

745

00:30:51,290 --> 00:30:49,830

happens there's still a lot of rare

746

00:30:52,460 --> 00:30:51,300

items on eBay and when I say rare I

747

00:30:54,980 --> 00:30:52,470

don't mean they're unique or

748

00:30:56,450 --> 00:30:54,990

one-of-a-kind those are there - but if

749

00:30:58,220 --> 00:30:56,460

they don't show up that off and I can

750

00:31:00,950 --> 00:30:58,230

give you a great example I collect

751
00:31:03,530 --> 00:31:00,960
fragrance among other things especially

752
00:31:06,230 --> 00:31:03,540
old ones yeah and there's some

753
00:31:09,020 --> 00:31:06,240
fragrances that they just don't show up

754
00:31:10,190 --> 00:31:09,030
that often and you'd be a fool not to

755
00:31:11,210 --> 00:31:10,200
put it up at auction because the

756
00:31:12,530 --> 00:31:11,220
collectors are going to come out in

757
00:31:13,880 --> 00:31:12,540
droves and they're gonna bid it up and

758
00:31:15,890 --> 00:31:13,890
it's gonna sell for a lot of money I

759
00:31:18,100 --> 00:31:15,900
think of one in particular that I

760
00:31:20,390 --> 00:31:18,110
actually don't own I'd like to have a

761
00:31:22,850 --> 00:31:20,400
I'd like to have an example of it it's

762
00:31:25,910 --> 00:31:22,860
it's by a company called Jacques sloth

763
00:31:26,870 --> 00:31:25,920

and the perfume is called iris Gris and

764

00:31:30,770 --> 00:31:26,880

it's from the 40s

765

00:31:33,260 --> 00:31:30,780

and it sells for thousands of dollars my

766

00:31:37,100 --> 00:31:33,270

god you're at a tax sale and you find

767

00:31:38,180 --> 00:31:37,110

iris Gris and it's by jacques sloth even

768

00:31:41,390 --> 00:31:38,190

if there's just a little bit in the

769

00:31:44,510 --> 00:31:41,400

bottle buy it and put it on eBay yes I'm

770

00:31:46,760 --> 00:31:44,520

sorry Z huh some sucker would like me

771

00:31:48,860 --> 00:31:46,770

will pay a lot of money for it Wow

772

00:31:51,020 --> 00:31:48,870

I never thought of you know I've said

773

00:31:52,790 --> 00:31:51,030

this on the show before people if it's

774

00:31:54,530 --> 00:31:52,800

out there people will collect it no

775

00:31:56,870 --> 00:31:54,540

matter what you know it doesn't matter

776

00:32:00,200 --> 00:31:56,880

if it's buttons or fragrances that's a

777

00:32:01,340 --> 00:32:00,210

new one for me you know and what about

778

00:32:05,570 --> 00:32:01,350

alcohol

779

00:32:06,890 --> 00:32:05,580

can't put that on eBay right I mean yes

780

00:32:08,840 --> 00:32:06,900

you can as long as the what you're

781

00:32:10,880 --> 00:32:08,850

selling is and the value is in the

782

00:32:13,340 --> 00:32:10,890

collectible bottle so you can sell this

783

00:32:16,070 --> 00:32:13,350

has been in place for a long time you

784

00:32:18,650 --> 00:32:16,080

can sell bottles of alcohol if the if

785

00:32:20,440 --> 00:32:18,660

it's the bottle that's collectible and

786

00:32:23,300 --> 00:32:20,450

it just happens to have alcohol in it

787

00:32:24,530 --> 00:32:23,310

you can sell other you can sell wine but

788

00:32:26,060 --> 00:32:24,540

I think you have to provide us with a

789

00:32:28,970 --> 00:32:26,070

resale license I'm not sure how that

790

00:32:30,770 --> 00:32:28,980

works yeah but yeah you mean you

791

00:32:33,320 --> 00:32:30,780

couldn't take a six-pack of Budweiser

792

00:32:35,630 --> 00:32:33,330

and put it up on eBay has that proven to

793

00:32:38,390 --> 00:32:35,640

be a slippery slope in any type of way

794

00:32:40,250 --> 00:32:38,400

the bottle thing not really no you would

795

00:32:42,560 --> 00:32:40,260

think it might be but no it really

796

00:32:44,240 --> 00:32:42,570

hasn't I think just started back when

797

00:32:44,810 --> 00:32:44,250

people were putting up cans of Billy

798

00:32:47,570 --> 00:32:44,820

beer

799

00:32:50,660 --> 00:32:47,580

oh yeah Billy Carter yeah Jimmy Carter's

800

00:32:52,370 --> 00:32:50,670

brother actually licensed his name too

801
00:32:54,980 --> 00:32:52,380
to beer and you know those are

802
00:32:56,540 --> 00:32:54,990
collectible yeah I had a six-pack for a

803
00:33:01,520 --> 00:32:56,550
while never I don't remember what I did

804
00:33:04,130 --> 00:33:01,530
with it yeah you probably drank it so

805
00:33:06,200 --> 00:33:04,140
but yeah there's we don't see we don't

806
00:33:09,740 --> 00:33:06,210
see much of an issue with that No you

807
00:33:11,330 --> 00:33:09,750
know yeah now I know firearms could

808
00:33:14,510 --> 00:33:11,340
never be on there what about things that

809
00:33:16,220 --> 00:33:14,520
simulate firearms well there are very

810
00:33:21,710 --> 00:33:16,230
specific rules and they and they do

811
00:33:25,010 --> 00:33:21,720
change over time so for the most part

812
00:33:27,710 --> 00:33:25,020
firearms are not allowed even some

813
00:33:29,660 --> 00:33:27,720

replicas or toy guns that look real they

814

00:33:33,200 --> 00:33:29,670

have to be sold and pictured with the

815

00:33:35,660 --> 00:33:33,210

orange plug in the barrel but yeah

816

00:33:37,940 --> 00:33:35,670

that's that's and every year it gets

817

00:33:39,770 --> 00:33:37,950

more controversial that has been

818

00:33:40,720 --> 00:33:39,780

disallowed on an eBay or prohibited

819

00:33:43,330 --> 00:33:40,730

since 1990

820

00:33:45,340 --> 00:33:43,340

what about black black powder and all

821

00:33:48,780 --> 00:33:45,350

the what they called the black powder

822

00:33:51,669 --> 00:33:48,790

guns there you know like muskets yeah

823

00:33:53,890 --> 00:33:51,679

like what wallhanger muskets things that

824

00:33:59,830 --> 00:33:53,900

can't be used type of thing I'm not

825

00:34:03,250 --> 00:33:59,840

absolutely sure yeah so we were talking

826

00:34:04,480 --> 00:34:03,260

about the changes and one of them I

827

00:34:07,360 --> 00:34:04,490

wanted to bring up is I don't think

828

00:34:10,690 --> 00:34:07,370

Facebook was the last time we talked it

829

00:34:14,980 --> 00:34:10,700

was either just barely going or or not

830

00:34:17,349 --> 00:34:14,990

how has social media changed eBay so

831

00:34:19,780 --> 00:34:17,359

it's interesting because initially it

832

00:34:22,840 --> 00:34:19,790

wasn't it wasn't so much a change as an

833

00:34:24,909 --> 00:34:22,850

enhancement a lot of people started

834

00:34:27,060 --> 00:34:24,919

using Facebook and their format to

835

00:34:29,669 --> 00:34:27,070

create groups around specific

836

00:34:31,930 --> 00:34:29,679

marketplaces or collecting interests and

837

00:34:34,899 --> 00:34:31,940

that was very helpful because you know

838

00:34:37,780 --> 00:34:34,909

one of the one of the important aspects

839

00:34:39,520 --> 00:34:37,790

of eBay in the beginning was the idea of

840

00:34:43,149 --> 00:34:39,530

sellers sharing with each other best

841

00:34:45,310 --> 00:34:43,159

practices tips experiences it not only

842

00:34:47,830 --> 00:34:45,320

helps increase a sellers knowledge about

843

00:34:50,680 --> 00:34:47,840

how to how to navigate and succeed in a

844

00:34:53,619 --> 00:34:50,690

marketplace but you know selling online

845

00:34:56,950 --> 00:34:53,629

is pretty much a solitary affair and

846

00:34:59,380 --> 00:34:56,960

this provided an outlet just like eBay

847

00:35:01,690 --> 00:34:59,390

community pages did and still do where

848

00:35:05,290 --> 00:35:01,700

sellers can actually communicate with

849

00:35:07,630 --> 00:35:05,300

each other and and share stories and and

850

00:35:10,690 --> 00:35:07,640

be social I mean it's perfect perfect

851

00:35:12,790 --> 00:35:10,700

word for it I think our challenge is now

852

00:35:14,170 --> 00:35:12,800

that the marketplaces like Facebook are

853

00:35:17,800 --> 00:35:14,180

starting to eat and they have their own

854

00:35:19,690 --> 00:35:17,810

marketplace and sellers are finding eBay

855

00:35:22,660 --> 00:35:19,700

as a platform where they can make like

856

00:35:25,420 --> 00:35:22,670

local sales it's it's interesting I'm

857

00:35:27,910 --> 00:35:25,430

seeing groups pop up where sellers are

858

00:35:30,849 --> 00:35:27,920

selling things they're facing the same

859

00:35:32,920 --> 00:35:30,859

difficulties eBay faced in 96 so they're

860

00:35:35,349 --> 00:35:32,930

gonna have to relearn or go through the

861

00:35:38,260 --> 00:35:35,359

same process we did when we started

862

00:35:41,140 --> 00:35:38,270

which is if you're acting as a middleman

863

00:35:43,630 --> 00:35:41,150

it doesn't matter where it is online

864

00:35:47,670 --> 00:35:43,640

keeping buyers and sellers happy and

865

00:35:52,840 --> 00:35:47,680

keeping things legit is a challenge and

866

00:35:54,250 --> 00:35:52,850

good luck Wow your watch it's fun to

867

00:35:55,960 --> 00:35:54,260

watch that kind of

868

00:35:57,640 --> 00:35:55,970

now has any of it I think the other

869

00:35:59,380 --> 00:35:57,650

thing that social media has done is eat

870

00:36:02,620 --> 00:35:59,390

into eBay a little bit with it with the

871

00:36:04,870 --> 00:36:02,630

idea of a localized classified so you

872

00:36:06,670 --> 00:36:04,880

know Facebook on my Facebook page I have

873

00:36:09,340 --> 00:36:06,680

a San Jose feed for their marketplace

874

00:36:11,500 --> 00:36:09,350

where I can see things that you would

875

00:36:13,900 --> 00:36:11,510

usually find on Craigslist or even on

876

00:36:15,880 --> 00:36:13,910

eBay as local pickup and now people are

877

00:36:17,830 --> 00:36:15,890

utilizing the platform there's a there

878

00:36:19,360 --> 00:36:17,840

is inherent risk there I mean people

879

00:36:22,180 --> 00:36:19,370

showing up to your house you know what

880

00:36:24,190 --> 00:36:22,190

kind of payment do you do so we're not

881

00:36:26,920 --> 00:36:24,200

really feeling threatened by it but it

882

00:36:28,680 --> 00:36:26,930

is fascinating to watch watch this of

883

00:36:30,940 --> 00:36:28,690

all that I think it's beyond just

884

00:36:34,180 --> 00:36:30,950

corporate interest is it's a human

885

00:36:35,950 --> 00:36:34,190

interest people and I think this is

886

00:36:37,900 --> 00:36:35,960

probably the basis for any marketplace

887

00:36:39,700 --> 00:36:37,910

based society is that human beings like

888

00:36:41,710 --> 00:36:39,710

to trade they have like they have

889

00:36:45,160 --> 00:36:41,720

enjoyed trading since the dawn of time

890

00:36:48,370 --> 00:36:45,170

and that has never changed so and that

891

00:36:50,320 --> 00:36:48,380

never will change one person cannot be

892

00:36:52,600 --> 00:36:50,330

self-sufficient in the world as much as

893

00:36:55,680 --> 00:36:52,610

some like to believe you still have to

894

00:36:59,110 --> 00:36:55,690

buy and sell stuff so these marketplaces

895

00:37:01,420 --> 00:36:59,120

just enhance what I think is basically a

896

00:37:03,850 --> 00:37:01,430

human need which is to trade with other

897

00:37:05,980 --> 00:37:03,860

people do you think Facebook is trying

898

00:37:09,670 --> 00:37:05,990

to get any part of that share of the

899

00:37:12,430 --> 00:37:09,680

market I don't know anything in detail

900

00:37:14,020 --> 00:37:12,440

that you know I don't I'm not on there

901

00:37:15,130 --> 00:37:14,030

I'm not employed by them I'm not on

902

00:37:17,260 --> 00:37:15,140

their board I don't know what goes on

903

00:37:19,120 --> 00:37:17,270

internally yeah but my suspicion is

904

00:37:22,480 --> 00:37:19,130

they're testing it they're testing to

905

00:37:24,670 --> 00:37:22,490

see how that how much they can do and to

906

00:37:28,570 --> 00:37:24,680

the extent that it helps enhance their

907

00:37:30,520 --> 00:37:28,580

revenue stream which is ads yeah I think

908

00:37:34,570 --> 00:37:30,530

they're they'd be fools not to continue

909

00:37:36,880 --> 00:37:34,580

testing it you know I I don't foresee I

910

00:37:38,800 --> 00:37:36,890

I wouldn't be surprised that for example

911

00:37:41,440 --> 00:37:38,810

if I showed interest and then contacted

912

00:37:44,050 --> 00:37:41,450

somebody about a set of chairs that I

913

00:37:46,390 --> 00:37:44,060

found on Facebook I'm gonna start seeing

914

00:37:49,090 --> 00:37:46,400

it in my Facebook feed sets of chairs

915

00:37:51,450 --> 00:37:49,100

from other you know it's retailers yeah

916

00:37:54,100 --> 00:37:51,460

they're very they're very good at that

917

00:37:57,250 --> 00:37:54,110

yes they are they are as they should be

918

00:37:59,740 --> 00:37:57,260

Isis I suppose but now eBay doesn't you

919

00:38:01,120 --> 00:37:59,750

know with the recent you know

920

00:38:04,210 --> 00:38:01,130

congressional hearing and everything

921

00:38:06,610 --> 00:38:04,220

with Mark Zuckerberg eBay is careful

922

00:38:08,080 --> 00:38:06,620

with the buyers and sellers information

923

00:38:13,150 --> 00:38:08,090

I mean yeah

924

00:38:14,950 --> 00:38:13,160

never had anything come up like money on

925

00:38:17,440 --> 00:38:14,960

transactions yeah you know you make a

926

00:38:20,200 --> 00:38:17,450

little bit of money on advertising on

927

00:38:21,370 --> 00:38:20,210

the site but the the core for our income

928

00:38:23,980 --> 00:38:21,380

is obvious it's always been

929

00:38:27,060 --> 00:38:23,990

transactional you know we don't make we

930

00:38:29,530 --> 00:38:27,070

do not sell our users data to anyone

931

00:38:31,750 --> 00:38:29,540

that's not how we make money so that's

932

00:38:33,670 --> 00:38:31,760

not a it's it's kind of a mood issue for

933

00:38:36,840 --> 00:38:33,680

us yeah luckily I'd hate to have that

934

00:38:39,880 --> 00:38:36,850

headache you know oh yeah you know now

935

00:38:41,680 --> 00:38:39,890

what about any other social medias has

936

00:38:44,620 --> 00:38:41,690

like Twitter or anything like that has

937

00:38:46,810 --> 00:38:44,630

any anyone else come into play with eBay

938

00:38:49,720 --> 00:38:46,820

well not so much twitter twitter isn't

939

00:38:51,580 --> 00:38:49,730

really twitter doesn't lend itself to

940

00:38:52,930 --> 00:38:51,590

being a marketplace of any sort but

941

00:38:55,690 --> 00:38:52,940

sites like Pinterest

942

00:38:59,230 --> 00:38:55,700

yeah those have been really big for

943

00:39:02,110 --> 00:38:59,240

commerce both on eBay and off so a lot

944

00:39:05,730 --> 00:39:02,120

of people have found success in really

945

00:39:07,930 --> 00:39:05,740

figuring out how to employ and utilize

946

00:39:09,490 --> 00:39:07,940

Pinterest to help boost their listings

947

00:39:10,810 --> 00:39:09,500

because you can take any eBay listing

948

00:39:12,670 --> 00:39:10,820

and a direct add it to one of your

949

00:39:14,260 --> 00:39:12,680

boards and if you develop enough

950

00:39:16,150 --> 00:39:14,270

followers and you provide compelling

951
00:39:18,940 --> 00:39:16,160
content it's a great way of making sales

952
00:39:20,770 --> 00:39:18,950
I know that you know I've just dabbled

953
00:39:24,160 --> 00:39:20,780
in this I haven't really like done some

954
00:39:26,560 --> 00:39:24,170
serious deep dives into Pinterest as a

955
00:39:27,550 --> 00:39:26,570
marketplace enhancement tool for my own

956
00:39:29,800 --> 00:39:27,560
selling on eBay

957
00:39:31,390 --> 00:39:29,810
but when I list I have like one board

958
00:39:32,920 --> 00:39:31,400
for Hawaiian shirts when I listed my

959
00:39:34,630 --> 00:39:32,930
ensures if I put them up on there the

960
00:39:37,090 --> 00:39:34,640
ones that I put up tend to sell faster

961
00:39:38,560 --> 00:39:37,100
than the ones that don't so if your goal

962
00:39:40,720 --> 00:39:38,570
is to sell you want to get your

963
00:39:42,730 --> 00:39:40,730

merchandise out in front of as many

964

00:39:46,090 --> 00:39:42,740

potential customers as possible as

965

00:39:48,160 --> 00:39:46,100

images all the time on Pinterest and so

966

00:39:50,860 --> 00:39:48,170

you click on the image and that's what

967

00:39:53,320 --> 00:39:50,870

brings you to the eBay site if somebody

968

00:39:55,150 --> 00:39:53,330

has actually linked their listing team a

969

00:39:57,430 --> 00:39:55,160

so you can put up an eBay listing as a

970

00:39:59,200 --> 00:39:57,440

pin on one of your boards and when

971

00:40:01,300 --> 00:39:59,210

someone clicks it it takes them to eBay

972

00:40:02,650 --> 00:40:01,310

to that listing yeah so it's a way of

973

00:40:05,320 --> 00:40:02,660

putting your items in front of more

974

00:40:07,300 --> 00:40:05,330

traffic people who are interested in

975

00:40:09,820 --> 00:40:07,310

those items because they wouldn't

976

00:40:11,200 --> 00:40:09,830

subscribe to your particular board on

977

00:40:12,910 --> 00:40:11,210

Hawaiian shirts unless that was an

978

00:40:16,360 --> 00:40:12,920

interest to them or you know maybe it's

979

00:40:18,340 --> 00:40:16,370

autographed celebrities or its fragrance

980

00:40:21,940 --> 00:40:18,350

or something like that you know but you

981

00:40:24,190 --> 00:40:21,950

know 16th century

982

00:40:26,710 --> 00:40:24,200

lighting we're you know pilgrim sentry

983

00:40:28,270 --> 00:40:26,720

all that stuff you're interested in it

984

00:40:30,010 --> 00:40:28,280

you might look on Pinterest and find

985

00:40:31,780 --> 00:40:30,020

these boards subscribe to them and then

986

00:40:33,640 --> 00:40:31,790

when somebody pins on it you see it and

987

00:40:35,140 --> 00:40:33,650

it might be the enticement you need to

988

00:40:37,059 --> 00:40:35,150

then click through and find it on eBay

989

00:40:40,180 --> 00:40:37,069

and purchase it yeah it would be

990

00:40:42,339 --> 00:40:40,190

especially for items that are really

991

00:40:44,559 --> 00:40:42,349

visual so I'm not talking about like

992

00:40:46,569 --> 00:40:44,569

electronics or things that are just

993

00:40:47,380 --> 00:40:46,579

commodity items but if you're dealing in

994

00:40:49,720 --> 00:40:47,390

one of the kind

995

00:40:52,299 --> 00:40:49,730

art antiques or collectibles not having

996

00:40:53,799 --> 00:40:52,309

a Pinterest account is probably really

997

00:40:56,170 --> 00:40:53,809

stupid you wanna you want to utilize

998

00:40:59,440 --> 00:40:56,180

this to get more buyers to find your

999

00:41:02,349 --> 00:40:59,450

merchandise yeah yeah all right well I

1000

00:41:04,690 --> 00:41:02,359

got to tell you I just wonder how this

1001
00:41:05,829 --> 00:41:04,700
happens now I but again I was looking

1002
00:41:07,420 --> 00:41:05,839
for something from my boat I talked

1003
00:41:11,760 --> 00:41:07,430
about my boat earlier I'm working on an

1004
00:41:17,370 --> 00:41:11,770
older boat and I was looking for like a

1005
00:41:21,700 --> 00:41:17,380
adhesive veneer to put on my dashboard

1006
00:41:24,970 --> 00:41:21,710
so I found some and it was like a small

1007
00:41:27,160 --> 00:41:24,980
roll of it it was like 1499 or something

1008
00:41:29,770 --> 00:41:27,170
like that buy it now so I bought it now

1009
00:41:32,170 --> 00:41:29,780
and it took forever to get here and then

1010
00:41:34,390 --> 00:41:32,180
I clicked like what's going on and I see

1011
00:41:37,539 --> 00:41:34,400
it was coming from China and I didn't

1012
00:41:40,120 --> 00:41:37,549
realize that so I buy something for only

1013
00:41:42,099 --> 00:41:40,130

that much money they ship it all the way

1014

00:41:44,200 --> 00:41:42,109

over to here how can they possibly make

1015

00:41:45,760 --> 00:41:44,210

money and I wonder that a lot of times

1016

00:41:47,440 --> 00:41:45,770

when I'm looking on eBay and see really

1017

00:41:50,109 --> 00:41:47,450

low Buy It Now price is free shipping

1018

00:41:53,370 --> 00:41:50,119

how do they make money the Chinese

1019

00:41:55,870 --> 00:41:53,380

government subsidizes your shipping you

1020

00:41:58,720 --> 00:41:55,880

serious yeah that's true it's it's a

1021

00:42:00,160 --> 00:41:58,730

well-known fact so they actually they

1022

00:42:04,420 --> 00:42:00,170

make arrangements with their shipping

1023

00:42:06,819 --> 00:42:04,430

companies to subsidize that cost the

1024

00:42:09,220 --> 00:42:06,829

Chinese are you know for a country that

1025

00:42:11,410 --> 00:42:09,230

started out in the 40s as communist

1026
00:42:13,510 --> 00:42:11,420
these are the fiercest marketplace

1027
00:42:16,359 --> 00:42:13,520
players I've ever seen they are they're

1028
00:42:18,280 --> 00:42:16,369
good at what they do so that's part of

1029
00:42:20,020 --> 00:42:18,290
the value proposition now that listing

1030
00:42:21,819 --> 00:42:20,030
should have had an indication of how

1031
00:42:23,770 --> 00:42:21,829
quick or how long it would take to be

1032
00:42:26,470 --> 00:42:23,780
delivered it probably did and I probably

1033
00:42:27,460 --> 00:42:26,480
didn't look at it yeah so you want to

1034
00:42:30,130 --> 00:42:27,470
but you want to pay a lot of attention

1035
00:42:33,069 --> 00:42:30,140
to the delivery estimate window because

1036
00:42:35,020 --> 00:42:33,079
that'll indicate to you if this the item

1037
00:42:35,559 --> 00:42:35,030
location is supposed to say where it is

1038
00:42:37,539 --> 00:42:35,569

like

1039

00:42:39,699 --> 00:42:37,549

example China and then the delivery

1040

00:42:42,099 --> 00:42:39,709

window dot not everything that's listed

1041

00:42:44,170 --> 00:42:42,109

by Chinese sellers takes forever to get

1042

00:42:46,719 --> 00:42:44,180

here some items take are pretty quick

1043

00:42:50,259 --> 00:42:46,729

but if you need something fast and you

1044

00:42:53,680 --> 00:42:50,269

you can find it low you know nearer to

1045

00:42:55,359 --> 00:42:53,690

you then if that's the if that's the

1046

00:42:57,999 --> 00:42:55,369

factor that is most important is getting

1047

00:42:59,709 --> 00:42:58,009

it quickly then you know you want to pay

1048

00:43:01,839 --> 00:42:59,719

attention to those delivery windows the

1049

00:43:04,209 --> 00:43:01,849

eBay's just introduced a couple months

1050

00:43:06,939 --> 00:43:04,219

ago a feature called guaranteed delivery

1051
00:43:08,920 --> 00:43:06,949
not all listings qualify but we're

1052
00:43:11,709 --> 00:43:08,930
adding more and more sellers inventory

1053
00:43:13,359 --> 00:43:11,719
as time goes on so if I know I need

1054
00:43:15,519 --> 00:43:13,369
something and I want to guaranteed

1055
00:43:18,309 --> 00:43:15,529
arrive here in three days I can toggle

1056
00:43:19,809 --> 00:43:18,319
all the search results and the only ones

1057
00:43:22,029 --> 00:43:19,819
that will show up are the ones that are

1058
00:43:26,229 --> 00:43:22,039
going to take three days or less to get

1059
00:43:29,769 --> 00:43:26,239
to my low location Chris Todd they're

1060
00:43:33,130 --> 00:43:29,779
shipping their their shipping pledge you

1061
00:43:35,170 --> 00:43:33,140
know they they ship in one day this for

1062
00:43:36,789 --> 00:43:35,180
example for folks who may not want to

1063
00:43:38,319 --> 00:43:36,799

see all the merchandise that's being

1064

00:43:40,299 --> 00:43:38,329

offered from outside the United States

1065

00:43:42,579 --> 00:43:40,309

you know whether it's China or anywhere

1066

00:43:46,029 --> 00:43:42,589

else this could this guaranteed delivery

1067

00:43:46,719 --> 00:43:46,039

tag just filters all of them out that's

1068

00:43:50,559 --> 00:43:46,729

really smart

1069

00:43:53,049 --> 00:43:50,569

Wow and I do I guess now's a good time

1070

00:43:55,870 --> 00:43:53,059

to talk about your book and basically

1071

00:43:58,839 --> 00:43:55,880

what I wanted to ask you is say one of

1072

00:44:01,449 --> 00:43:58,849

my listeners have has never used eBay

1073

00:44:03,789 --> 00:44:01,459

and they're considering it where would

1074

00:44:05,650 --> 00:44:03,799

you save for them to start are there

1075

00:44:08,289 --> 00:44:05,660

actually tutorials that they can watch

1076

00:44:10,150 --> 00:44:08,299

video tutorials so the first thing I

1077

00:44:12,699 --> 00:44:10,160

would say is unless you're collecting it

1078

00:44:15,609 --> 00:44:12,709

don't buy my book I know you never hear

1079

00:44:18,699 --> 00:44:15,619

an author say this the eBay Bible last

1080

00:44:21,549 --> 00:44:18,709

edition was 2007 it's totally out of

1081

00:44:23,469 --> 00:44:21,559

date so unless unless you're looking for

1082

00:44:25,089 --> 00:44:23,479

a historical record that of how eBay

1083

00:44:27,670 --> 00:44:25,099

used to be and there's some interesting

1084

00:44:29,920 --> 00:44:27,680

stories you know buy a copy for three

1085

00:44:32,349 --> 00:44:29,930

bucks but don't use it as a guide for

1086

00:44:33,759 --> 00:44:32,359

selling on eBay you know it's way out of

1087

00:44:35,979 --> 00:44:33,769

date well that's fine

1088

00:44:38,559 --> 00:44:35,989

yeah and I'm it's we're not going to

1089

00:44:41,920 --> 00:44:38,569

update it so you can find a lot of

1090

00:44:44,439 --> 00:44:41,930

tutorials on eBay we're in the process

1091

00:44:46,539 --> 00:44:44,449

of building more and more if you're a

1092

00:44:49,090 --> 00:44:46,549

first-time seller and you're looking to

1093

00:44:51,760 --> 00:44:49,100

establish a regular presence as a

1094

00:44:54,790 --> 00:44:51,770

business on eBay there's seller central

1095

00:44:56,380 --> 00:44:54,800

which is a link on the bottom of any

1096

00:44:59,380 --> 00:44:56,390

eBay page that has lots of great

1097

00:45:02,110 --> 00:44:59,390

information we have an eBay for business

1098

00:45:04,000 --> 00:45:02,120

blog that's also available if you if you

1099

00:45:06,670 --> 00:45:04,010

click on the community link there's a

1100

00:45:09,190 --> 00:45:06,680

whole area for reaching that and then

1101
00:45:10,960 --> 00:45:09,200
the eBay for business page on Facebook

1102
00:45:13,300 --> 00:45:10,970
is also a really good place to look for

1103
00:45:15,160 --> 00:45:13,310
tutorials and advice and if you're

1104
00:45:16,780 --> 00:45:15,170
really pressed what I'm in telling

1105
00:45:19,180 --> 00:45:16,790
people if you're whether you're new or

1106
00:45:21,310 --> 00:45:19,190
experienced one of the best things you

1107
00:45:23,950 --> 00:45:21,320
can do is to find a local meetup group

1108
00:45:26,770 --> 00:45:23,960
in your area of eBay sellers that meets

1109
00:45:29,230 --> 00:45:26,780
on a regular basis for example there

1110
00:45:31,000 --> 00:45:29,240
there's one in New Hampshire that covers

1111
00:45:34,090 --> 00:45:31,010
most of that area of New England and

1112
00:45:35,950 --> 00:45:34,100
I've visited it several times but you

1113
00:45:38,620 --> 00:45:35,960

can find a meetup groups across the

1114

00:45:41,440 --> 00:45:38,630

country at meetup calm and the these are

1115

00:45:42,670 --> 00:45:41,450

a wonderful resource because not only do

1116

00:45:44,560 --> 00:45:42,680

you get to meet with them once a week

1117

00:45:46,390 --> 00:45:44,570

you know what like I said it's a

1118

00:45:48,610 --> 00:45:46,400

solitary concern a lot of people don't

1119

00:45:49,990 --> 00:45:48,620

get a chance to socialize this is a way

1120

00:45:51,940 --> 00:45:50,000

of spending an evening with like-minded

1121

00:45:54,940 --> 00:45:51,950

people who are in the same boat you are

1122

00:45:56,860 --> 00:45:54,950

you can share tips and advice and sob

1123

00:45:59,050 --> 00:45:56,870

stories and war stories and the one that

1124

00:46:03,100 --> 00:45:59,060

got away there are lots of fun you can

1125

00:46:04,480 --> 00:46:03,110

meet people and you can also contact a

1126
00:46:06,640 --> 00:46:04,490
lot of the folks that you meet outside

1127
00:46:09,400 --> 00:46:06,650
of the meetup and share advice that way

1128
00:46:11,260 --> 00:46:09,410
we're we have a program inside of events

1129
00:46:13,450 --> 00:46:11,270
being headed up right now by Brian Burke

1130
00:46:17,020 --> 00:46:13,460
he's been an eBay for years where we're

1131
00:46:19,120 --> 00:46:17,030
actively for ways to pretend and support

1132
00:46:21,460 --> 00:46:19,130
to these meetup groups who actually meet

1133
00:46:24,100 --> 00:46:21,470
on a regular basis for example there's

1134
00:46:26,650 --> 00:46:24,110
one in the Bay Area that we we provide

1135
00:46:29,890 --> 00:46:26,660
room in our campus the last Tuesday of

1136
00:46:31,300 --> 00:46:29,900
every month and we provide employees to

1137
00:46:34,150 --> 00:46:31,310
talk about different subjects about

1138
00:46:35,800 --> 00:46:34,160

selling about new products and we're now

1139

00:46:37,930 --> 00:46:35,810

going to start video a lot of that

1140

00:46:41,140 --> 00:46:37,940

content and making it available to other

1141

00:46:43,840 --> 00:46:41,150

meetups and online as well so there is

1142

00:46:45,760 --> 00:46:43,850

there is a rather extensive and varied

1143

00:46:48,070 --> 00:46:45,770

Health Network for anyone who wants to

1144

00:46:50,290 --> 00:46:48,080

learn how to sell on eBay and if you're

1145

00:46:52,960 --> 00:46:50,300

still at a loss I give my email address

1146

00:46:58,570 --> 00:46:52,970

out to everyone it's still Griffin eBay

1147

00:47:00,670 --> 00:46:58,580

calm I'm still employed at eBay so mail

1148

00:47:02,520 --> 00:47:00,680

me anytime and I'm happy to answer

1149

00:47:05,100 --> 00:47:02,530

questions great so

1150

00:47:06,840 --> 00:47:05,110

I want to kind of wrap this up on a

1151
00:47:09,470 --> 00:47:06,850
couple of what I think might be kind of

1152
00:47:12,360 --> 00:47:09,480
fun topics and that is can you tell us

1153
00:47:15,060 --> 00:47:12,370
any type of details about the most

1154
00:47:17,400 --> 00:47:15,070
affluent seller and I don't mean price

1155
00:47:19,050 --> 00:47:17,410
wise I mean who has liked the most

1156
00:47:20,940 --> 00:47:19,060
things they've sold on eBay do you know

1157
00:47:22,890 --> 00:47:20,950
anything about well I don't actually

1158
00:47:24,810 --> 00:47:22,900
because there used to be easy to do that

1159
00:47:27,960 --> 00:47:24,820
when there was a small pool of sellers

1160
00:47:29,520 --> 00:47:27,970
who were like you know like II for city

1161
00:47:32,430 --> 00:47:29,530
in LA you know they were the first

1162
00:47:34,530 --> 00:47:32,440
people to meet a hundred feet 100 a 1

1163
00:47:35,840 --> 00:47:34,540

million feed back that was 10 years ago

1164

00:47:38,610 --> 00:47:35,850

Wow

1165

00:47:40,080 --> 00:47:38,620

what is still possible and has been

1166

00:47:42,270 --> 00:47:40,090

possible from the beginning is that if

1167

00:47:43,830 --> 00:47:42,280

you're determined and you're willing to

1168

00:47:45,990 --> 00:47:43,840

learn and you have some business savvy

1169

00:47:47,820 --> 00:47:46,000

or if you don't you're willing to learn

1170

00:47:49,410 --> 00:47:47,830

how to become more business savvy it is

1171

00:47:51,420 --> 00:47:49,420

still possible to start from scratch

1172

00:47:54,090 --> 00:47:51,430

with just a few listings on eBay and

1173

00:47:55,830 --> 00:47:54,100

build it into a business it's not easy

1174

00:47:57,960 --> 00:47:55,840

I'm never gonna lead anyone to believe

1175

00:47:59,760 --> 00:47:57,970

this is get-rich-quick scheme it takes a

1176

00:48:01,290 --> 00:47:59,770

lot of work selling on eBay is a lot of

1177

00:48:04,080 --> 00:48:01,300

hard work but it can be very fulfilling

1178

00:48:05,970 --> 00:48:04,090

you're your own boss and if you can find

1179

00:48:07,980 --> 00:48:05,980

a sweet spot with a product line or a

1180

00:48:10,110 --> 00:48:07,990

niche you can really shine and make a

1181

00:48:12,720 --> 00:48:10,120

lot of money for your business selling

1182

00:48:14,940 --> 00:48:12,730

online and we recommend eBay so yeah

1183

00:48:17,040 --> 00:48:14,950

it's still possible yes

1184

00:48:20,220 --> 00:48:17,050

what would you just mention the word

1185

00:48:23,670 --> 00:48:20,230

niche what would you consider a really

1186

00:48:28,890 --> 00:48:23,680

unusual niche that kind of surprises you

1187

00:48:35,550 --> 00:48:28,900

that is so so active you've caught me

1188

00:48:37,350 --> 00:48:35,560

off guard there's so many right now you

1189

00:48:39,720 --> 00:48:37,360

know I can't think of anything yeah

1190

00:48:41,940 --> 00:48:39,730

because everything that was once a niche

1191

00:48:44,340 --> 00:48:41,950

if it's successful eventually becomes a

1192

00:48:46,380 --> 00:48:44,350

popular category and just about

1193

00:48:48,660 --> 00:48:46,390

everything you can think of yeah hats

1194

00:48:50,490 --> 00:48:48,670

has now been taken I'll tell you one

1195

00:48:53,070 --> 00:48:50,500

that I keep thinking about it if I had

1196

00:48:56,820 --> 00:48:53,080

more time I think I'd pursue so there's

1197

00:48:58,890 --> 00:48:56,830

a ongoing I want to say complaint among

1198

00:49:03,480 --> 00:48:58,900

sellers of clothing in fashion in

1199

00:49:05,640 --> 00:49:03,490

apparel that sellers or buyers like to

1200

00:49:09,360 --> 00:49:05,650

buy things use them and then return them

1201
00:49:12,330 --> 00:49:09,370
and this some sellers crazy especially

1202
00:49:14,690 --> 00:49:12,340
sellers of new clothing but that you can

1203
00:49:16,410 --> 00:49:14,700
handle with a restocking fee if somebody

1204
00:49:18,390 --> 00:49:16,420
buys an item in

1205
00:49:20,250 --> 00:49:18,400
packager takes the tag off you you're

1206
00:49:22,620 --> 00:49:20,260
entitled to charge take some of the

1207
00:49:24,720 --> 00:49:22,630
refund back as a restocking fee for

1208
00:49:26,940 --> 00:49:24,730
mitigating the loss that the you take

1209
00:49:29,160 --> 00:49:26,950
for the items reduced value but I've

1210
00:49:31,710 --> 00:49:29,170
always thought wait a minute why fight

1211
00:49:35,190 --> 00:49:31,720
this if there are buyers out there who

1212
00:49:37,590 --> 00:49:35,200
just needs something for the weekend why

1213
00:49:40,530 --> 00:49:37,600

not make it so that you can buy

1214

00:49:42,720 --> 00:49:40,540

something on eBay there is a there's a

1215

00:49:45,030 --> 00:49:42,730

stated return fear you know it's going

1216

00:49:48,030 --> 00:49:45,040

to cost you fifteen twenty percent of

1217

00:49:50,250 --> 00:49:48,040

the price if you ship it back but I'm

1218

00:49:53,810 --> 00:49:50,260

happy to take it back and maybe maybe

1219

00:49:57,000 --> 00:49:53,820

turn it into a clothing rental business

1220

00:49:59,520 --> 00:49:57,010

complaint if there's buyers who

1221

00:50:01,500 --> 00:49:59,530

obviously there's some amount of buyers

1222

00:50:03,000 --> 00:50:01,510

out there i I don't run into them

1223

00:50:05,400 --> 00:50:03,010

but there's some amount of buyers out

1224

00:50:06,360 --> 00:50:05,410

there and I suspect this is more women's

1225

00:50:08,670 --> 00:50:06,370

apparel than men's

1226

00:50:10,410 --> 00:50:08,680

who buy a dress wear it for the weekend

1227

00:50:13,050 --> 00:50:10,420

it was pre-owned and then they want to

1228

00:50:14,970 --> 00:50:13,060

return it how can I turn that into a

1229

00:50:16,650 --> 00:50:14,980

profitable business I could I don't have

1230

00:50:18,900 --> 00:50:16,660

to repurchase that item over and over I

1231

00:50:20,880 --> 00:50:18,910

just say send it back you know it's 20

1232

00:50:22,980 --> 00:50:20,890

it's a 20 percent rental fee for the

1233

00:50:25,020 --> 00:50:22,990

weekend and now I could relist it and

1234

00:50:26,850 --> 00:50:25,030

let someone else have it I can keep

1235

00:50:29,430 --> 00:50:26,860

making money off that single piece of

1236

00:50:31,620 --> 00:50:29,440

apparel till it falls apart that's

1237

00:50:33,420 --> 00:50:31,630

something I think there's a rental

1238

00:50:37,730 --> 00:50:33,430

Denisha out there that no one's taking

1239

00:50:39,960 --> 00:50:37,740

advantage of yes do it before I do that

1240

00:50:43,740 --> 00:50:39,970

is really something that's really

1241

00:50:46,170 --> 00:50:43,750

something now in recent memory what

1242

00:50:48,270 --> 00:50:46,180

would you consider or I don't even know

1243

00:50:50,850 --> 00:50:48,280

if you follow this the most expensive

1244

00:50:53,220 --> 00:50:50,860

item that went through was it a car or

1245

00:50:57,990 --> 00:50:53,230

was it something else well for you so

1246

00:50:59,790 --> 00:50:58,000

for years it was it was a jet and I

1247

00:51:02,040 --> 00:50:59,800

think it was a Learjet and you know it's

1248

00:51:04,260 --> 00:51:02,050

sold for I forget what it was millions

1249

00:51:06,870 --> 00:51:04,270

of dollars and I'm getting old so I this

1250

00:51:09,150 --> 00:51:06,880

stuff doesn't stick around as much I'm

1251
00:51:11,700 --> 00:51:09,160
pretty sure that record somehow may have

1252
00:51:13,920 --> 00:51:11,710
been preempted by something else but if

1253
00:51:16,200 --> 00:51:13,930
it was it would have been something like

1254
00:51:19,740 --> 00:51:16,210
an airplane or a yacht and there maybe

1255
00:51:24,870 --> 00:51:19,750
that's what it is but yeah it would be

1256
00:51:27,060 --> 00:51:24,880
like a high-end vehicle like that but we

1257
00:51:29,680 --> 00:51:27,070
you know I think that we've done it in

1258
00:51:31,510 --> 00:51:29,690
the last 10 years as the

1259
00:51:33,070 --> 00:51:31,520
volume of stuff is sold on eBay we've

1260
00:51:34,420 --> 00:51:33,080
stopped paying attention to things like

1261
00:51:37,180 --> 00:51:34,430
well this is the most expensive thing

1262
00:51:38,800 --> 00:51:37,190
ever sold on eBay it's just evolved away

1263
00:51:40,450 --> 00:51:38,810

from being that kind of marketplace so

1264

00:51:42,160 --> 00:51:40,460

on the top of my head I really don't

1265

00:51:44,170 --> 00:51:42,170

know what I do get which is very

1266

00:51:45,790 --> 00:51:44,180

interesting is I get a report every

1267

00:51:48,250 --> 00:51:45,800

morning from there's a guy who set up

1268

00:51:50,410 --> 00:51:48,260

his server to take all the items that

1269

00:51:53,140 --> 00:51:50,420

sold the previous day and then rank them

1270

00:51:54,550 --> 00:51:53,150

as the highest so there's a filter you

1271

00:51:56,500 --> 00:51:54,560

know it's not every item but it's the

1272

00:52:00,630 --> 00:51:56,510

ones that brought a lot of money and

1273

00:52:04,650 --> 00:52:00,640

there's still things like Rolex watches

1274

00:52:08,350 --> 00:52:04,660

really expense reluck shuri cars

1275

00:52:10,060 --> 00:52:08,360

collectible guitars we have here those

1276

00:52:11,800 --> 00:52:10,070

things are still showing up at the top

1277

00:52:14,230 --> 00:52:11,810

of the list is the most expensive items

1278

00:52:17,440 --> 00:52:14,240

is sell on a regular basis on eBay Wow

1279

00:52:19,270 --> 00:52:17,450

now has there been any regrets on eBay

1280

00:52:21,850 --> 00:52:19,280

getting out of the live auction business

1281

00:52:25,690 --> 00:52:21,860

or was that was that just too much to

1282

00:52:27,400 --> 00:52:25,700

handle now as many years ago well for me

1283

00:52:30,310 --> 00:52:27,410

personally is a huge regret I love those

1284

00:52:33,790 --> 00:52:30,320

but you know they're back right Martin

1285

00:52:37,540 --> 00:52:33,800

know like we reintroduce live auctions

1286

00:52:39,760 --> 00:52:37,550

on eBay back a year or so ago I had not

1287

00:52:42,010 --> 00:52:39,770

known that I'd know of the to you know

1288

00:52:43,750 --> 00:52:42,020

live auctioneers kind of took over from

1289

00:52:46,090 --> 00:52:43,760

from there they're doing they're doing

1290

00:52:47,920 --> 00:52:46,100

well I hear yeah they are and then

1291

00:52:49,960 --> 00:52:47,930

there's a there's I think there's nine

1292

00:52:51,940 --> 00:52:49,970

auction platforms in total but

1293

00:52:54,490 --> 00:52:51,950

invaluable and live auctioneers are the

1294

00:52:56,890 --> 00:52:54,500

two big ones but I eBay's back at it

1295

00:52:59,920 --> 00:52:56,900

that's one yes I think so you'll see

1296

00:53:01,960 --> 00:52:59,930

you'll find them I'm thinking of auction

1297

00:53:05,800 --> 00:53:01,970

so when it comes to New England I know

1298

00:53:11,290 --> 00:53:05,810

that when I'm having another brain wash

1299

00:53:12,910 --> 00:53:11,300

and zip okay so it's not you know before

1300

00:53:16,660 --> 00:53:12,920

it was live auctioneers we plan for it

1301

00:53:19,560 --> 00:53:16,670

we partner with them who is the

1302

00:53:24,070 --> 00:53:19,570

auctioneer on the Cape that does all the

1303

00:53:26,290 --> 00:53:24,080

nautical stuff there yeah I know who you

1304

00:53:29,650 --> 00:53:26,300

mean been doing it for years and years

1305

00:53:31,960 --> 00:53:29,660

and years I know they're there stuff

1306

00:53:33,700 --> 00:53:31,970

shows up there's auctioneers across the

1307

00:53:35,590 --> 00:53:33,710

auction houses across the country that

1308

00:53:38,050 --> 00:53:35,600

are usual utilizing the new platform

1309

00:53:40,330 --> 00:53:38,060

it's been much improved so over time

1310

00:53:42,520 --> 00:53:40,340

technologies improve so you can submit a

1311

00:53:43,089 --> 00:53:42,530

bid in advance or you can live there

1312

00:53:45,700 --> 00:53:43,099

during the

1313

00:53:47,950 --> 00:53:45,710

action but no they've returned Wow how

1314

00:53:49,779 --> 00:53:47,960

about that yeah and they're there in the

1315

00:53:51,969 --> 00:53:49,789

inventory so you'll see them I know that

1316

00:53:53,589 --> 00:53:51,979

I still look for antiques and I still

1317

00:53:55,779 --> 00:53:53,599

find these you know you have to register

1318

00:53:57,880 --> 00:53:55,789

to you know be approved to bid and yeah

1319

00:54:00,489 --> 00:53:57,890

then you can submit a bid before during

1320

00:54:02,170 --> 00:54:00,499

the live auction itself Wow amazing well

1321

00:54:04,210 --> 00:54:02,180

it's been a lot of fun it's really good

1322

00:54:06,460 --> 00:54:04,220

to see you again and same here it's a

1323

00:54:08,380 --> 00:54:06,470

yeah it's been great thanks so much

1324

00:54:10,960 --> 00:54:08,390

my pleasure Martin or we'll have to have

1325

00:54:13,029 --> 00:54:10,970

you back on again sometime any time how

1326

00:54:14,229 --> 00:54:13,039

are you help all right take care see you

1327

00:54:18,759 --> 00:54:14,239

later

1328

00:54:22,450 --> 00:54:18,769

alright everyone so that's it and please

1329

00:54:24,910 --> 00:54:22,460

keep in mind we'll run these podcasts

1330

00:54:27,940 --> 00:54:24,920

when we can we have a couple lined up

1331

00:54:31,839 --> 00:54:27,950

and we'll be back I think within a

1332

00:54:35,859 --> 00:54:31,849

couple of weeks possibly talking about a

1333

00:54:38,319 --> 00:54:35,869

major artist Thomas Hart Benton the guy

1334

00:54:40,839 --> 00:54:38,329

who is writing that catalog resume hope

1335

00:54:43,299 --> 00:54:40,849

to have him on within the next few weeks

1336

00:54:45,010 --> 00:54:43,309

thanks so much and we'll talk to you