eBay Germany Order Shows “Invalid Request” Instead of Phone Number

eBay Listing Errors (Troubleshooting) · https://docs.m2ecloud.com/docs/ebay-germany-order-shows-invalid-request-instead-of-phone-number/

If you see “*Invalid request*” instead of a buyer’s phone number on eBay Germany orders, it’s because eBay.de restricts phone data in API responses by default.

Why am I seeing this

If your order from eBay Germany displays “*Invalid request*” instead of the buyer’s phone number, you're encountering a known behavior specific to eBay.de.

Even though the buyer's phone number is available on eBay, the API response for German buyers intentionally masks the phone field as “Invalid Request.”

This is how eBay Germany handles privacy for buyers registered on its site, and it’s not something M2E Cloud can override.

How to fix that

To ensure the buyer's phone number is included in the order data, follow this fix directly in your eBay account:

1. Log in to ***My eBay***.
2. Go to *Account > Site Preferences*.
3. Under ***Shipping Preferences***, find ***Require phone number for shipping***.
4. Enable this option.

Note:

- For most eBay sites, this setting forces buyers to enter a phone number during checkout.
- But on eBay Germany, enabling this also allows the phone number to be passed through the API and shown correctly in your order management system.