

GUIDE.SUMMARY

 This article has a list of issues with a description, remedy, and related articles for each issue. See <https://cskb.vip.ebay.com/kb/index?page=content&id=GUIDE1469#res> guidelines below to learn how to use this information properly.

GUIDE.RELATED_LINKS

[Other](#) Related Articles:

- [Call Transfer Guide for CS Phones](/kb/index?page=content&id=GUIDE1453&actp=search&viewlocale=en_US&searchid=1265218100114)

GUIDE.DETAILED_INFORMATION

 Internal Information This table is now searchable and sortable. Use the search box at the top of the issues table to search by name or issue number or click on the column headers to filter. You can also adjust the number of rows that are displayed by using the "show" drop down menu.

Issue Name	Description	Remedy	Related Education Articles
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0001	Compromised Account	This issue is set if user is suspected for Compromised Account.
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0002	Invalid Email	This issue is set by a CSR after they have received a report of Invalid Email. While this issue/flag is on the account, all eBay functions are restricted.
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0003	Account Takeover (ATO)	Agents don't need to add or remove Issue 1 as part of their workflows.
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0004	Account Takeover (ATO)	This issue is set if user is suspected for Compromised Account.
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0005	Invalid Email	Agents don't need to add or remove Issue 1 as part of their workflows.
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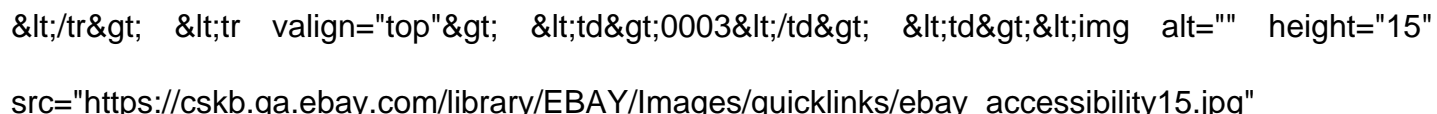
0006	Account Takeover (ATO)	This issue is set by a CSR after they have received a report of Invalid Email. While this issue/flag is on the account, all eBay functions are restricted.
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0007	Invalid Email	The member must confirm or update their email address (they will be prompted to do so when signing in). After the member has updated or confirmed their
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email address, the flag is automatically removed.

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1285> - False

Contact Information (name, address, email, phone) policies

 height="15" width="15"/>Invalid phone number

This issue is set by a CSR after they have received a report of Invalid phone number. While this issue/flag is on the account, all eBay functions are restricted.

The member must confirm or update their phone number (they will be prompted to do so when signing in). After the member has updated or confirmed their phone number, the flag is automatically removed.

</kb/index?page=content&id=GUIDE1284> - False

contact information (name, address, email, phone) policies

In suspension (AHAB)

This restriction is set by AHAB when a member is suspended. The main purpose of this flag is act as a workaround to Shareplex issues. While this issue/flag is on the account, all eBay functions are restricted.

This flag is automatically removed when the member is reinstated. Issue 4 is a general suspension. You must open and review the suspension Mac note to find out why the account has been suspended.

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1080>Account suspensions: reasons, types, and how to resolve

In suspension (PD)

This restriction is set when a member is suspended. The main purpose of this flag is to act as a workaround to Shareplex issues. While this issue/flag is on the account, all eBay functions are restricted.

Issue 5 is a general suspension. You must open and review the suspension Mac note to find out why the account has been suspended.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1080>>Account suspensions: reasons, types, and how to resolve </td> </tr> <tr valign="top"> <td>0006</td> <td>Issue 6 - VeRO Tutorial</td> <td>Note: Tutorial is not currently required.
 This restriction is set by a CSR when a seller has one or more VeRO or Infringement violations. While this issue/flag is on the account, the account is restricted from listing any new items.</td> <td>Note: Tutorial is not currently required.
 The member must complete a VeRO tutorial. The tutorial is available to the seller when they sign into the restricted account.</td> VeRO policy - Verified Rights Owner program overview </td> </tr> <tr valign="top"> <td>0007</td> <td>Deprecated: No longer in use.
 Suspicious Reg IP</td> <td>Deprecated: No longer in use.

 IMPORTANT Do not disclose any information about this restriction to the member.

 This issue is set because the account has been flagged by LVIS (Listing Violation Inspection System) filters as suspicious, and therefore is given lower bid / BIN limits in particular countries (currently only China).</td> <td>Deprecated: No longer in use
 .
 This flag can be removed if appealed. Member can also avoid restriction by placing CC on file.</td> New seller registration policy </td> </tr> <tr valign="top"> <td>0008</td> <td>Bid Limit Override</td> <td>This issue will be used to override pre-managed payments block rules and help buyers who have experienced declines when making purchases from sellers on the platform.</td> <td>This issue will be opened and closed by GCX Risk and Payments teammates upon validation of the buyer.
 If the user is attempting to purchase a high dollar item, additional scrutiny of buying history and recent account activity must be completed.</td> New seller registration policy </td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137>& Buying limits - open transaction, UPI, verification, high amounts, requirements</td></tr><tr valign="top"><td>0009</td><td>Deprecated: No longer in use. Shill Bidding Fixed Price Restricted</td><td>Deprecated: No longer in use. This restriction is set by a CSR after investigation for Shill Bidding. It provides an intermediate level of action between warning and suspension. The account is limited to listing Fixed Price format only which is essentially a shill-proof format.</td><td>Deprecated: No longer in use. The restriction will remain on the account until the restriction period is completed. After this period has ended, the restriction will be automatically removed.</td></tr></td></tr><tr valign="top"><td>0010</td><td>China Cross Border Listing Exclusion</td><td>This is a safelist that allows China based users to list cross border after they have been verified by the China CS team.</td><td>Remedy will be contacting China CS to determine legitimacy of listings.</td></tr></td></tr></table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1476>

[CBT Overview](#)</td></tr><tr valign="top"><td>0011</td><td>PAB block exclusion</td><td>We no longer offer PAB (Pre-Approved Bidder) to users, but CS can grant this option. For some reason the rules still fire. Until we know exactly why, we will leave these in place</td><td>CS must add PAB (Pre-Approved Bidder) to listing. In order for this issue to be placed on an account it would need to be escalated to a supervisor. We rarely provide this option to sellers - Only for highly publicized listings.</td></tr></td></tr><tr valign="top"><td>0012</td><td>ATO Restoration: Listing / Bidding / Email Block</td><td>Used to secure ATO accounts when user's email or phone is compromised. Member's account is indefinitely locked down and all listing, buying, and messaging activity is blocked until

user completes hard verification.</td><td>Member must be hard verified via CS call or chat options in order to remove the i12. Additionally, member must either secure their compromised email or provide a new email before account can be reinstated.</td><td>Account Takeover (ATO)</td><tr valign="top"><td>0013</td><td>DE Limit Active Content Exclusion</td><td>DE is limiting the use of active content on their site. This issue will exempt users from being blocked by this filter.</td><td>Remedy is to contact Mathias Toetzke and he will have a CS rep set the issue.</td><td>Eliminating active content for a secure, mobile-first eBay</td><tr valign="top"><td>0014</td><td>Vetted wine seller</td><td>Wine can be sold only in the Home & Garden > Food & Beverages > Wine category by vetted sellers, who will have this issue on their account.</td><td>PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit</td></tr><tr><td>PI - Alcohol policy - Prohibited and Restricted Items</td><td>PI - Wine Category Policy</td><td><tr valign="top"><td>0015</td><td>Shill Bidding Tutorial</td><td>Buying/Selling Restriction
 This issue is added when any Shill action is placed on the account (warning/restriction/suspension). It is a Shill Bidding Tutorial. This will block the member upon sign

in from doing anything on the site until they have completed the shill bidding tutorial.

Member must complete the Shill bidding tutorial. Once they have completed the tutorial they will be able to use the site. Note: the member could have other issues on their account that will cause them to be unable to list. Example: If issue 9 is also on the account the member must complete the shill bidding tutorial and also wait 14-day for issue 9 to be removed.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1388>

Bidding Policy

Issue 16 - Fee Circumvention Tutorial

Fee Circumvention Tutorial

Complete tutorial

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1241">LP - eBay Fee Avoidance policy - List Practices

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1529">Offering to Buy or Sell Outside of eBay policy </td> </tr valign="top"> </td>0017</td> </td>Issue 17 - 3-day Buying / Selling Restriction</td> </td>Restricts user from buying and selling for 3 days</td> </td>The member will need to follow the instructions in their suspension notice for further steps to resolve this restriction. Route this concern to the appropriate appeals team for resolution. For appeals questions and routing information, please refer to the Mac note on the account. The issue will remain open - elvis rule will look at the time since opened for enforcement.

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href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1120">Unified

consequences path - Trust policies </td> </tr> <tr

valign="top"> <td>0018</td> <td>Issue 18 - Search and Browse

Manipulation Tutorial</td> <td>Search and Browse Manipulation Tutorial</td>

Complete	tutorial		
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href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1296"

target="_parent">LP - Search manipulation policy - List Practices

</td> </tr> <tr valign="top"> <td>0019</td> <td>Issue 19 - 7-day Buying / Selling Restriction</td> <td>Restricts user from buying and selling for 7 days for DSR Manipulation, which is a violation of the Feedback Manipulation policy.</td> <td>The member will need to follow the instructions in their Suspension Notice for further steps to resolve this restriction. Route this concern to the appropriate Appeals team for resolution. The issue will remain open - elvis rule will look at the time since opened for enforcement.

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href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1120"

target="_blank">Unified consequences path - Trust policies

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1288"

target="_blank">INV - DSR Manipulation (Feedback Attacks)

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1287"

target="_blank">INV - Feedback manipulation policy </td>

</tr> <tr valign="top"> <td>0020</td> <td>UPI/Cancel buying limits override

</td> <td> This issue allows a buyer to bypass UPI/Cancel buying blocks designed to prevent UPIs for a 30 day duration. Only to be used under strict conditions: The reviewed account needs to fulfill the Temporary WL criterias as per <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137"

target="_blank">GUIDE1137 (Temporary WL process). </td> <td> The reviewed account needs to fulfill the Temporary WL criteria as per <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137"

target="_blank">GUIDE1137 (Temporary WL process) and then issue 20 can be opened for a duration of max 30 days. </td> <td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137>>Buying limits - open transaction, UPI, verification, high amounts, requirements </td> </tr> <tr valign="top"> <td>0021</td> <td>ATO Test Flag issue</td> <td>LVIS (Listing Violation Inspection System) will set this issue on an account when the account signs in from a Romanian IP address. Some exclusions will be applied.</td> <td>This will likely not be a blocking restriction.</td> <td> Account Takeover (ATO) </td> </tr> <tr valign="top"> <td>0022</td> <td>Temporary Delay Issue</td> <td>This issue is set if the user hits an ATO filter, or one of several other delay filters.</td> <td>Can be closed by a CSR after account has been reviewed. Note some users can have Issue 22 set frequently depending on what type of delay filters they're flagged in.</td> <td> Account Takeover (ATO) </td> </tr> <tr valign="top"> <td>0023</td> <td>Issue 23 - 14-day Buying / Selling Restriction</td> <td>Restricts user from buying and selling for 14 days</td> <td>Member will need to follow the instructions in their suspension notice for steps to remove restriction.

 Please route this concern to the appropriate appeals team for resolution.

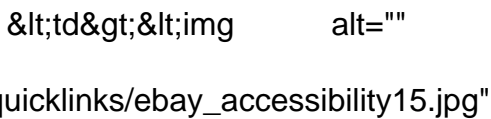
 The issue will remain open, elvis rule will look at time since opened for enforcement.</td> <td> Account restrictions - selling, buying - indefinite, temporary </td> </tr> <tr valign="top"> <td>0024</td> <td>Issue 24 - Infringement Tutorial</td> <td>Infringement Tutorial</td> <td>Complete tutorial</td> <td> Inf

Counterfeit policy	-	Infringement
		Selling Restriction (1-Day)
		Member restricted from selling
		24 hours must pass

[illegible]

expected to be maintainable for different rounds of the campaign. We need an issue to flag these sellers so we can exempt them from the block rule.

China CS will manually close



ATO Self Remedy

This issue is used to direct a member to an Authentify page for user verification in the case of either a suspected ATO or a confirmed ATO case.

user has to pass Authentify or contact CS if not able to.

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1067> Account Takeover (ATO)

Deprecated: No longer in use. Cross Border Seller

Deprecated: No longer in use. IMPORTANT Do not disclose any information about this restriction to the member. Issue for Cross Border. Similar to issue 7. Rules will set this issue (e. g. China IP and register on US site, or in India registers on UK). If issue is set then some restrictions on Buying / selling and email, combined with other issues etc.

Deprecated: No longer in use. Issue can be removed at any time.) Lifetime issue. In rare cases where good users get it (there will be a lot of exclusions to avoid this) and complain will need to be removed manually.

Motors Non Dealer Safelist

The issue will be set by Motors Account managers and Reps when they have a non dealer user that they would want to allow to list high volume.

Lifetime Issue user gets added to the safelist. Reps will need to unset the issue if they want to take a user off the safelist.

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1455> eBay Motors - Buying and selling vehicles

Deprecated: No longer in use. 20FB CN Seller Safelist

<p>Deprecated: No longer in use. This issue is set by CN MV agent after they get appeal from the CN sellers who has less than 20 FB and want to list more than 10 listings.</p> <p>Deprecated: No longer in use. When the issue is on the account, it will safelist sellers with less 20 FB.</p> <ul style="list-style-type: none"> Seller has been blocked by filter "APAC Verification Block," Seller can appeal to Shanghai CS team, our appeal guideline is: <ul style="list-style-type: none"> If it's new seller, no appeal. If it's existing seller's sub account, we need seller to provide existing account for review. Just good performance account can be safelisted. MSO escalation is the same process as above. <p>After seller passes our review, we add Issue37 on the new account.</p>	<p>0038</p> <p>High Severity PSU (Previously Suspended User) Link</p> <p>During Buyer Registration, Seller Registration and Contact Information Changes, if a link to a High Severity PSU (Previously Suspended User) exists with a certain probability, this issue will be dropped. The presence of this issue is detected at points of activity (Selling, Buying, Email), and is used to generate referrals and possible restrictions (need more than just Issue 38 to generate referral).</p> <p>None This issue has no member-facing impact and can be ignored</p> <p>https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1142</p> <p>Multi-account overview and appeals</p>
<p>Deprecated: No longer in use. UK</p> <p>PSU (Previously Suspended User) Link</p> <p>Deprecated: No longer in use. Dropped by LVIS (Listing Violation Inspection System) when account is strongly linked to a INF/Vero PSU (Previously Suspended User).</p> <p>Deprecated: No longer in use. None CS may manually close this</p>	<p>0039</p> <p>Deprecated: No longer in use. UK</p> <p>PSU (Previously Suspended User) Link</p> <p>Deprecated: No longer in use. Dropped by LVIS (Listing Violation Inspection System) when account is strongly linked to a INF/Vero PSU (Previously Suspended User).</p> <p>Deprecated: No longer in use. None CS may manually close this</p>
<p>0040</p> <p>Deprecated: No longer in use.</p> <p>B2C new seller Commercial Underwriting tracking tier 1</p> <p>Deprecated: No longer in</p>	

use.

 Based on a commercial underwriting review of a new B2C selling account, no limit increase is given; the account remains in the regular ramp flow.</td><td>Deprecated: No longer in use.

 Commercial Underwriting Teammates will add the issue to the account following the underwriting review.</td><td> </td></tr> <tr valign="top"> <td>0041</td><td>Deprecated: No longer in use.

 B2C new seller Commercial Underwriting tracking tier 3</td><td>Deprecated: No longer in use.

 Based on a commercial underwriting review of a new B2C selling account, significant limit increase is given and graduated from holds.</td><td>Deprecated: No longer in use.

 Commercial Underwriting Teammates will add the issue to the account following the underwriting review.</td><td> </td></tr> <tr valign="top"> <td>0042</td><td>Deprecated: No longer in use.

 B2C new seller Commercial Underwriting tracking tier 3</td><td>Deprecated: No longer in use.

 Based on a commercial underwriting review of a new B2C selling account, significant limit increase is given and graduated from holds.</td><td>Deprecated: No longer in use.

 Commercial Underwriting Teammates will add the issue to the account following the underwriting review.</td><td> </td></tr> <tr valign="top"> <td>0043</td><td>Content Platform Block</td><td>With an open issue 43, a member is not allowed to create any BLOG, WIKI, Guides and Reviews, or WIN content</td><td>This issue will be opened and closed manually</td><td> </td></tr> <tr valign="top"> <td>0044</td><td>Strong Verification PPV (PayPal Verified)</td><td>This issue is dropped when a user with a high buyer reg score lists an item with a high title risk rating. All subsequent listings will be blocked.</td><td>Remedy is country specific. Could be CC, Authentify, PPV (PayPal Verified), etc. This issue should NOT be removed.</td><td><a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1483"

target="_blank">Verifying the Contact Information</td></tr><tr valign="top"><td>0045</td><td>Strong Verification
Authentify</td><td>This issue is dropped when a user with a high buyer reg score lists an
item with a high title risk rating. All subsequent listings will be blocked.</td><td>Remedy is
country specific. Could be CC, Authentify, PPV (PayPal Verified), etc. This issue should NOT be
removed.</td><td></td><td>

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1483"

target="_blank">Verifying the Contact Information</td></tr><tr valign="top"><td>0046</td><td>Global CBT Safelist
(manual)</td><td>This is a safelist to CBT blocks. Users will be added through manual
verification flows. Users not on the safelist or without PP/Postident verification will be CBT blocked
and requested to be PP verified. </td><td>CS will manually close if needed
otherwise this issue will remain on the account forever.
 </td><td>

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1012">Selling Limits -
new seller, site wide, multi-account</td></tr><tr valign="top"><td>0047</td><td>Deprecated: No longer in use. BTAC </td><td>Deprecated: No longer in use. Issue is added on all ECG INI & INL suspensions to
require member to PayPal Verify upon reinstatement of account, before they will be allowed to list
items </td><td>Deprecated: No longer in use. Member must link a verified PayPal
account before listing. </td><td></td></tr><tr valign="top"><td>0048</td><td>BTAC Test Issue - INI-L1
Violation</td><td>Test issue. This issue is not currently active and being used.</td><td>Test
issue. This issue is not currently active and being used.</td><td> </td></tr><tr valign="top"><td>0049</td><td>Paypal

and eBay High risk accts</td> <td>(CrossPlatform) Users identified by both Paypal and eBay as at high risk for breakout fraud. Issue will be set by CSRs (and removed by CSRs). LVIS (Listing Violation Inspection System) will block and message the users at SYI and RYI and message only at Sign In.</td> <td>Opened and closed by Cross Platform team</td> <td> See MAC Notes for additional information. </td> </tr><tr valign="top"> <td>0050</td> <td>Deprecated: No longer in use. Strong Verification Post-Ident </td> <td>Deprecated: No longer in use. This issue is dropped when a user with a high buyer reg score lists an item with a high title risk rating. All subsequent listings will be blocked. </td> <td>Deprecated: No longer in use. Remedy is country specific. Could be CC, Authentify, PPV (PayPal Verified), etc. This issue should NOT be removed.

 Recycled issue. Formerly CC Bin blocklist. All old issue 50s closed</td> </tr> <tr valign="top"> <td>0051</td> <td>Deprecated: No longer in use.

 High Risk China Activity</td> <td>Deprecated: No longer in use.

 IMPORTANT Do not disclose any information about this restriction to the member. high risk China base Reg
 high risk China listing at SYI
 Potential China based ATO at SYI
 Accounts linked to high risk China users with issue set </td> <td>Deprecated: No longer in use.

 This issue may be closed by CSRs upon verification</td> <td> </td></tr> <tr valign="top"> <td>0052</td> <td>Deprecated: No longer in use.

 TW Users Registering on HK</td> <td>Deprecated: No longer in use.

 IMPORTANT Do not disclose any information about this restriction to the member. There will be a batch process that will migrate the TW users to HK. We will set this issue on those users. We will also set this issue in LVIS (Listing Violation Inspection System) rules when encounter a similar situation, based on </td> <td>Deprecated: No longer in use.

 The issue should never be closed by CSRs</td> <td> </td></tr> <tr valign="top"> <td>0053</td>

<p><td>Deprecated: No longer in use.

 Global CBT Safelist (grandfather)</td> <td>Deprecated: No longer in use.

 This is a safelist for Cross Border Trade (CBT) blocking. When the issue is open on the account, it adds the member to a grandfathered list of sellers that lets them continue with cross-border trading. Members not on the safelist (meaning they don't have issue 53 open on their account) or those without PayPal/PostIdent verification are blocked and requested to be PayPal verified. </td></p>	<p><td>Deprecated: No longer in use.

 CS will manually close if needed otherwise this issue will remain on the account forever.</td> <td> </td></p>
<p><tr valign="top"> <td>0054</td> <td> Deprecated: No longer in use. Bid Retraction Issue </td> <td>Deprecated: No longer in use. Set after a member trips an LVIS (Listing Violation Inspection System) bid retraction activity threshold. LVIS (Listing Violation Inspection System) will block and message users that have this Issue set. </td> <td></p>	<p>Deprecated: No longer in use. Since this issue is not currently in use; no remedy is required. </td> <td> </td> </tr> <tr valign="top"> <td>0055</td></p>
<p><td>Issue 55 - Brand Block</td> <td> An issue 55 brand block is manually placed on an account on the 2nd counterfeit offense. When this issue is present on an account, BTAC issue 331 will limit the seller from listing tier-1 branded items. </td> <td>Completed 90 days since last policy violation and not received new counterfeit violations</td> <td></p>	<p> Inf - Brand protection information - Infringement Inf - Counterfeit policy - Infringement </td></p>
<p><tr valign="top"> <td>0056</td> <td> Deprecated: No longer in use. Dormant Account Issue </td> <td> Deprecated: No longer in use. This issue is used for tracking only. It will not block a member from buying or selling. This issue is used to track an</p>	

account that is dormant for a long period of time. If you see this issue on a members account they will most likely have issues with a forgotten password or out of date contact information.

Deprecated: No longer in use. Update/verify CC or Authenticate

[Hard Verification \(HV\)](/kb/index?page=content&id=GUIDE1108)

[Forgot Password](/kb/index?page=content&id=GUIDE1078)

[eBay sign in and personal account information](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1034&viewlocale=en_US)

ATO selling or bidding velocity issue

Set by LVIS (Listing Violation Inspection System) if velocity thresholds are met in either selling or bidding. If open, blocks continued selling and buying activity. Is open for a duration of 30 days after which closed automatically.

In most cases, Authenticate will be shown as remedy. If user has altered their contact information recently, or attempts to change contact information to a phone number that will work for authenticate, they will be directed to ATO Chat. Issue may be removed on appeal.

[Account Takeover \(ATO\)](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067)

Deprecated: Vetted to list with Refurbished Item Condition on IN site

Deprecated: Sellers with this issue have been vetted and are able to list items with Item condition "Seller Refurbished" or "Manufacturer Refurbished" on the India site. Sellers without this issue may not use these item conditions.

Deprecated: Issue will be opened and closed by IN business unit

Deprecated: Secure Account Authenticate Validation

&td> Deprecated: No longer in use. CSR's working High Risk Selling drop this issue on questionable items/users that are borderline for suspension. This issue blocks all activity while allowing the member an opportunity to verify the account without having to go through the suspension and appeals process. If the user does not pass the verification in 10 days, the member is suspended in a batch process. &td> &td> Deprecated: No longer in use. Pass authenticify. If suspended, issue should be removed during reinstatement. &td> &td> &ul> &li>&a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1097">New seller registration policy&/a&&/li& &/ul& &/td& &/tr& &tr valign="top"&

&td&0060&td& &td&Issue 60 - Brand Block Safelist&td& &td&Issue 60 allows members to list BTAC-related items at their discretion without encountering any BTAC limits.

This issue is a remedy for the BTAC Limits (i.e. Issues 331, 332, and 365).&br&

 &td& &td&This issue exempts sellers from BTAC limits after they have demonstrated a selling history. Its placed by Trust & Safety Appeals or CIT agents. This issue does not restrict the members account.&td& &td&Calculated

Infringement and Building trust by reducing counterfeits&td& &/tr& &tr valign="top"&

&td&0061&td& &td&Verified merchant CC&td& &td&Opened on users using a merchant CC, who have been verified. This excludes the user from being blocked.&td&

&td&CSR's should never close this issue.&td& &td& &ul& &li&&a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1676">Merchant support operations (MSO) lobby&/a&&/li& &/ul& &/td& &/tr& &tr

valign="top"& &td&0062&td& &td& Deprecated: No longer in use. Feedback policy

manipulation Consequence guideline &td& &td& Deprecated: No longer in use. Restrict

member from selling, buyer, and eventually asq/cem. &td& &td& Deprecated: No longer in

use. It will never be closed &td& &td& &td& &/tr& &tr valign="top"&

&td&0063&td& &td&EU INF/VeRO issue&td& &td&Issue 63 is created if a

user has an Open VeRO Tutorial. Issue 63 is used by LVIS (Listing Violation Inspection System) rules to flag risk infringement users based on Infringement / VeRO ended items and other User / Item risk criteria. Issue 63 is not blocking any user as it is not being currently used by LVIS (Listing Violation Inspection System) block rules. </td> </td>There is no resolution for this issue. This issue should not be closed and is used for tracking purposes only.</td> </td>
 </tr> <tr valign="top"> <td>0064</td> <td>Deprecated: No longer in use. SNP Segment D seller issue </td> <td>Deprecated: No longer in use. Selling and buying restriction for Segment D. </td> <td>Deprecated: No longer in use. This issue is currently being leveraged for restricting accounts identified as SNP Segment D for the following countries: UK, AT, BEFR, IT, FR, DE, BENL, NL, CH, IE, ES, PL and AU </td> <td> </td> SPS - Below Standards (BSTD)/Global Standards </td> </tr> <tr valign="top"> <td>0065</td> <td>Virtual Items Safelist</td> <td>All virtual items are blocked except for users with this issue</td> <td>Manually by CSR if user breaks rules. Otherwise it will stay open.</td> <td> Inf - Electronically delivered items policy - Infringement </td> </tr> <tr valign="top"> <td>0066</td> <td>
Verification of Wares</td> <td>This restriction is set by a CSR after a High Risk investigation is completed. This will lock the account from further activity until proof of wares is received and verified by an Appeals representative.</td> <td>This restriction will be lifted by an Appeals CSR once a proof of wares has been received and verified. Recyled issue. Employee Non-internal IP safelist. All old issue 66s closed

</td> <td> </tr> <tr valign="top"> <td>0067</td>

<td>Deprecated: No longer in use.

 CBT Unsited User</td>

<td>Deprecated: No longer in use.

 This issue is will be dropped at registration for users who are unsited (contact information is from a country where we dont have a site) at time of registration. Users will be restricted from listing items until they pass Pay Pal verification (must be both Pay Pal Verified and Hard Linked to their eBay account).</td>

<td>Deprecated: No longer in use.

 Filters will block listings unless users are PayPal Verified or verified and placed on CBT (Cross Border Trade) safelist. CSRs should not close this issue. </td> <td> </td> </tr> <tr valign="top">

<td>0068</td> <td>High Risk Velocity Restriction</td> <td>Issue will restrict bidding, e-mail, and selling AND direct to Authenticate page.</td> <td>Pass authenticate or send in POI</td> <td> New seller registration policy </td> </tr> <tr valign="top">

<td>0069</td> <td>ATO Filter Restriction Remedy</td> <td>Safelist users from ATO restriction/block filters.</td> <td>It will not be closed This Issue is not to be added by CS agents. Only added by Policy or eLVIS Detection teams. </td> <td> Account Takeover (ATO) </td> </tr> <tr valign="top">

<td>0070</td> <td>MRT/IFD Safelist</td> <td>Safelist that excludes users from being referred to some of the MRT and IFD automated suspension processes.</td> <td>The issue should never be closed by CSRs</td> <td> New seller registration policy </td> </tr> <tr valign="top">

<td>0071</td> <td>Buyer Fraud PSU (Previously Suspended User) Link</td> <td>Detection purposes only, not open or close, no impact to members.</td>

&td>Used for tracking only. No action is necessary - this issue has no impact to a member.</td>	&td>	&td>	&td>
https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1104 >High risk buying policy	&td>	&td>	&td>
&td>0072</td>	&td>	Issue 72 - CN Users Registering on HK</td>	&td>
&td>IMPORTANT Do not disclose any information about this restriction to the member. There will be a batch process that will migrate the CN users to HK. We will set this issue on those users. We will also set this issue in LVIS (Listing Violation Inspection System) rules when encounter a similar situation, based on CN IP. </td> &td>The issue should never be closed by CSRs</td>			
https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1383 >Greater China Business On-boarding Process	&td>	&td>	&td>
&td>0073</td>	&td>	Deprecated: No longer in use. Segment D seller Block </td>	&td>
&td>Deprecated: No longer in use. Tax bad behavior block. No selling, bidding, or asq/cem permitted </td> &td>Deprecated: No longer in use. Manually set by CSR Indefinite no expiration date. </td> &td>			
/kb/index?page=content&id=GUIDE1373 >SPS - Bellow Standards (BSTD)/Global Standards	&td>	&td>	&td>
&td>0074</td>	&td>	Deprecated: No longer in use. Virtual Item Circumvention Block </td>	&td>
&td>Deprecated: No longer in use. IMPORTANT Do not disclose any information about this restriction to the member. This issue is automatically attached to accounts who have hit a Virtual Item block 2 or more times in the past day. This limits their ability to list items that have keywords linked to the sale of virtual items. </td> &td>Deprecated: No longer in use. Please route this concern to CW appeals team. Add issue 65 to accounts that have been vetted. </td> &td> </td>			
&td>0075</td>	&td>	Deprecated: No longer in use. Segment C / D seller issue US/CA </td>	&td>

Deprecated: No longer in use.

- Selling restriction for Segment D. When issue 75 is open, the member will not be able to Sell.
- However, bidding and use of ASQ/CEM are permitted.
- This issue is currently being leveraged only for Segment D for the following countries; US, CA, CAFR, AU, SEA, HK and CN.
- All other countries use issue 64 to restrict Segment D sellers.

Deprecated: No longer in use.

- The account is automatically reviewed 4 weeks after the issue is placed.
- If the member has shown improvement, the restriction will be lifted.
- If the member has not, the account will be indefinitely suspended.
- Please send appeals through email to Trust & Safety Appeals (eBay TnS - Trust and Safety)

</kb/index?page=content&id=GUIDE1373> SPS - Below Standards (BSTD)/Global Standards

0076

Deprecated: No longer in use. Segment C sellers Soft path

Deprecated: No longer in use. Limit account to 75% of open GMV in last 90 days

Deprecated: No longer in use. CSRs should be able to open and close this issue.

</kb/index?page=content&id=GUIDE1373> SPS - Below Standards (BSTD)/Global Standards

0077

Deprecated: No longer in use. ATO education tutorial

Deprecated: No longer in use. Issue 77 prompts the member to take the ATO education tutorial on the site at sign-in.

Deprecated: No longer in use. Complete tutorial

0078

Deprecated: No longer in use. ATO education tutorial Control Group

Deprecated: No longer in use. Issue 78 is used to track the population of accounts that did not receive the tutorial prompt (issue 77).

Deprecated: No longer in use. No remedy/no impact

valign="top"> <td>0079</td> <td>Segment C sellers Hard path</td>
<td>Limit account to 50% of open GMV in last 90 days</td> <td>CSRs should be able
to open and close this issue</td> <td> Below
Standards (BSTD) overview and appeals </td> </tr> <tr
valign="top"> <td>0080</td> <td> Exclude user from delay</td>
<td>Tracking only</td> <td>Do not open or close this issue. This Issue is not to be
opened or closed by CS agents. Only added by eLVIS Detection or Policy teams. </td>
<td> Finding items
you listed for sale </td> </tr> <tr valign="top">
<td>0081</td> <td>Deprecated: No longer in use. Bid Retraction First Offense
</td> <td>Deprecated: No longer in use. Issue dropped due to excessive bid retractions
(contact policy manager or LVIS (Listing Violation Inspection System) team for exact thresholds).
Issue remains open for 90 days; closed automatically. </td> <td>Deprecated: No longer in
use. Issue can be closed by CS if appealed (or if there is evidence bid retractions could continue
legitimately. </td> <td> </td> </tr> <tr valign="top">
<td>0082</td> <td>Deprecated: No longer in use.

 eMBG
courtesy payout exclusion (Seller Breach of Contract) </td>
<td>Deprecated: No longer in use.

 This issue identifies high risk
sellers that may be removed from eMIR eligibility based on risk score.</td>
<td>Deprecated: No longer in use.

 Issue will be opened and closed
by the Risk Decision Science team </td> <td> </td> </tr> <tr
valign="top"> <td>0083</td> <td>SE migrated members</td> <td>ALL
users who registered on SE will receive this issue</td> <td>Do not close.</td>
<td> </td> </tr> <tr valign="top"> <td>0084</td> <td>

<p>Deprecated: No longer in use. Cross-border trade restriction</p>	<p>Deprecated: No longer in use. Issue to be added manually to sellers reinstated from a Calculated Infringement suspension, LVIS (Listing Violation Inspection System) will identify accounts with active issues within the last 90 days and restrict cross-border trade on any item.</p>
<p>Deprecated: No longer in use. Issue will remain open, but LVIS (Listing Violation Inspection System) rules will only trigger if the issue was opened less than 90 days old</p>	<p>0085</p>
<p>Deprecated: No longer in use. Temporarily override Segment C & D sellers</p>	<p>Deprecated: No longer in use. A mechanism to allow these sellers a reprieve in the process of helping them to correct their behaviors. This new issue should have an expiration period such that if their behaviors are not improved within the specified expiration period, the sellers are reverted back to the treatment prior to obtain this override from the CS team.</p>
<p>Deprecated: No longer in use. This is a temp issue. It will expire on its own.</p>	<p>Below Standards (BSTD) overview and appeals</p>
<p>0086</p>	<p>Casual Segment C Seller Flag</p>
<p>0086</p>	<p>flags accounts as Casual Segment C (global)</p>
<p>0086</p>	<p>Opened indefinitely</p>

<p>Below Standards (BSTD) overview and appeals</p>	<p>Below Standards (BSTD) overview and appeals</p>
<p>0087</p>	<p>Deprecated: No longer in use.</p>
<p>0087</p>	<p>Selling Restriction (14-Day)</p>
<p>0087</p>	<p>Deprecated: No longer in use.</p>
<p>0087</p>	<p>14-day selling restriction will be applied; there will be no buying restriction.</p>
<p>0087</p>	<p>Deprecated: No longer in use.</p>
<p>0087</p>	<p>DP will open the issue; issue will be closed on 14-day expiration.</p>
<p>0087</p>	<p>SPS - Below Standards (BSTD)/Global</p>

[illegible]

theft policy					
0092	Non-Selling Velocity Safelist	Safelist for legit users who often hit SCO or Bidding Velocity blocks	No action or remedy; the issue will exclude users from block filters		
				Buying limits - open transaction, UPI, verification, high amounts, requirements	
0093	DE Private registered business sellers	Users that get this Issue are defined by the DE Auction Team. They run monthly queries in order to identify members selling high amount of items and with high monthly GMV but are registered as private sellers. The users that get this issue will be blocked.	The user will change registration from private to business user. Issue will then be closed by the DE Auction team		
				Changing a business account to a private account	
				DE VAT LAW - Liability of electronic marketplaces	
0094	Deprecated: No longer in use. Strong Verificaiton CC	Deprecated: No longer in use. This issue is dropped when a user with a high buyer reg score lists an item with a high title risk rating. All subsequent listings will be blocked.	Deprecated: No longer in use. Remedy is country specific. Could be CC, Authentify, PPV (PayPal Verified), etc. This issue should NOT be removed.		
0095	Deprecated: No longer in use. Issue 95 - Breakout Circuit Breaker	Deprecated: No longer in use. Issue will block selling and freeze Pay Pal activity	Deprecated: No longer in use. Opened and closed by the breakout team only		
0096					

Deprecated: No longer in use. Dormant Permanent Block </td> <td> Deprecated: No longer in use. Issue is dropped on accounts that meet certain dormancy requirements. </td> <td> Deprecated: No longer in use. This issue will block all activity on the account and message the member to open a new one due to being dormant for so long </td> <td> </td> </tr> <tr valign="top"> <td>0097</td> <td>CUD only - Do not take action on this account</td> <td>Commercial Underwriting (CUD) Tracking: This issue indicates that the account is managed by the CUD team with regard to increasing or decreasing selling limits, restrictions, and exits. No other team should take these actions when this issue is open on an account.

 Promoted listing safelist. Dropped on strategic accounts that have less than 30 days on site and are experiencing promoted listing blocks. </td> <td>Restricted Issue: To be opened and closed only by the Commercial Underwriting (CUD) team If member is requesting an increase / decrease to their limits or are appealing their restriction / exiting, send an email with the user ID, member name, and description of why they are contacting us to DL-eBay-E2M-CUDTeam. </td> <td> Commercial underwriting (CUD) </td> </tr> <tr valign="top"> <td>0098</td> <td>ATO Phone Verification</td> <td>Member can only be verified over the phone to close Issues 12 and 34.</td> <td>Phone call verification by a member of the ATO team</td> <td> </td> </tr> <tr valign="top"> <td>0099</td> <td>Deprecated: No longer in use. Manual Verification Safelist</td> <td>Deprecated: No longer in use. Safelist member against LVIS (Listing Violation Inspection System) rules that require member to go through additional verification prior to being able to list. </td> <td>Deprecated: No longer in use. Manual verification conducted by CSR with the result being placed on safelist. </td> <td> </td> </tr> <tr>

<p>valign="top"> <td>0100</td> <td>Suspicious Financial Instrument</p> <p>pending</td> <td>Issues is opened for 168 hours by LVIS (Listing Violation Inspection System) when a suspect CC is used. Users with this issue will be referred to the high risk selling queue.</td> <td>This issue does not restrict the user. After investigation an issue 91 may or may not be opened on the account</td> New seller registration policy </td> <td>0101 (Applied after June 2015)</td> <td>Risk Based Recoupment Treat as Low Risk</td> <td>We expect a strong chance of recouping funds from the seller. Recoupment risk is considered low.</td> <td>Do not open or close the issue manually. This issue is opened and closed by an automated batch process, or as an action within a disposition package. The issue remains open unless the member moves to a different risk segment for recoupment.</td> <td> </td> </tr> <tr> <td>valign="top"> <td>0101 (Applied before June 2015)</td> <td>Vanguard Class A Velocity Block</td> <td>Issue will open for a duration of 30 days when a non safelisted user lists X BTAC Class A items. This issue will prevent the user from listing any more Class A items for 30 days.</td> <td>Instructions to determine date for specific item: Check the issues on the sellers account for an open velocity block issue Find the date that the issue was left on the account Calculate the date that is 31 days from the date the issue was dropped, the member may list these types of items on this day. </td> <td>BTAC</td> </tr> <tr> <td>valign="top"> <td>0102 (Applied after June 2015)</td> <td>Risk Based Recoupment Treat as Medium Risk</td> <td>We expect a reasonable chance of recouping funds from the seller. Recoupment risk is considered medium.</td> <td>Do not open or close the issue manually. This issue is opened and closed by an automated batch process, or as an action within a disposition package. The issue remains open unless the member moves to a different risk segment </td></tr></td></tr></p>	valign="top"> <td>0101 (Applied before June 2015)</td> <td>Vanguard Class A Velocity Block</td> <td>Issue will open for a duration of 30 days when a non safelisted user lists X BTAC Class A items. This issue will prevent the user from listing any more Class A items for 30 days.</td> <td>Instructions to determine date for specific item: Check the issues on the sellers account for an open velocity block issue Find the date that the issue was left on the account Calculate the date that is 31 days from the date the issue was dropped, the member may list these types of items on this day. </td> <td>BTAC</td> </tr> <tr> <td>valign="top"> <td>0102 (Applied after June 2015)</td> <td>Risk Based Recoupment Treat as Medium Risk</td> <td>We expect a reasonable chance of recouping funds from the seller. Recoupment risk is considered medium.</td> <td>Do not open or close the issue manually. This issue is opened and closed by an automated batch process, or as an action within a disposition package. The issue remains open unless the member moves to a different risk segment </td></tr>	valign="top"> <td>0102 (Applied after June 2015)</td> <td>Risk Based Recoupment Treat as Medium Risk</td> <td>We expect a reasonable chance of recouping funds from the seller. Recoupment risk is considered medium.</td> <td>Do not open or close the issue manually. This issue is opened and closed by an automated batch process, or as an action within a disposition package. The issue remains open unless the member moves to a different risk segment
valign="top"> <td>0101 (Applied before June 2015)</td> <td>Vanguard Class A Velocity Block</td> <td>Issue will open for a duration of 30 days when a non safelisted user lists X BTAC Class A items. This issue will prevent the user from listing any more Class A items for 30 days.</td> <td>Instructions to determine date for specific item: Check the issues on the sellers account for an open velocity block issue Find the date that the issue was left on the account Calculate the date that is 31 days from the date the issue was dropped, the member may list these types of items on this day. </td> <td>BTAC</td> </tr> <tr> <td>valign="top"> <td>0102 (Applied after June 2015)</td> <td>Risk Based Recoupment Treat as Medium Risk</td> <td>We expect a reasonable chance of recouping funds from the seller. Recoupment risk is considered medium.</td> <td>Do not open or close the issue manually. This issue is opened and closed by an automated batch process, or as an action within a disposition package. The issue remains open unless the member moves to a different risk segment </td></tr>	valign="top"> <td>0102 (Applied after June 2015)</td> <td>Risk Based Recoupment Treat as Medium Risk</td> <td>We expect a reasonable chance of recouping funds from the seller. Recoupment risk is considered medium.</td> <td>Do not open or close the issue manually. This issue is opened and closed by an automated batch process, or as an action within a disposition package. The issue remains open unless the member moves to a different risk segment	
valign="top"> <td>0102 (Applied after June 2015)</td> <td>Risk Based Recoupment Treat as Medium Risk</td> <td>We expect a reasonable chance of recouping funds from the seller. Recoupment risk is considered medium.</td> <td>Do not open or close the issue manually. This issue is opened and closed by an automated batch process, or as an action within a disposition package. The issue remains open unless the member moves to a different risk segment		

for	recoupment.		
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1331			
Counterfeit policy	- Infringement		
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1331			
	0102 (Applied before June 2015)	Vanguard Class AP	
Velocity Block		Issue will open for a duration of 30 days when a non safelisted user lists X BTAC Class AP items This issue will prevent the user from listing any more Class AP items for 30 days.	
	No remedy, this issue will automatically close after 30 days		
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1331			
Counterfeit policy	- Infringement		
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1331			
	0103 (Applied after June 2015)	Risk Based	
Recoupment Treat as High Risk		We expect a low chance of recouping funds from the seller. Recoupment risk is considered high.	
Do not open or close the issue manually. This issue is opened and closed by an automated batch process, or as an action within a disposition package. The issue remains open unless the member moves to a different risk segment for recoupment.			
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1376			
Seller risk management (SRM) policy and appeals			
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1376			
	0103 (Applied before June 2015)	Vanguard Class B	
Velocity Block		Issue will open for a duration of 30 days when a non safelisted user lists X BTAC Class B items. This issue will prevent the user from listing any more Class B items for 30 days.	
	No remedy, this issue will automatically close after 30 days		
	BTAC		
	0104 (Applied after June 2015)	Risk Based Recoupment Treat as Returning High Risk	
We expect a low chance of recouping funds from the seller. Also, the seller was considered risky in the past. Recoupment risk is considered very high.			

<td>Do not open or close the issue manually. This issue is opened and closed by an automated batch process, or as an action within a disposition package. The issue remains open unless the member moves to a different risk segment for recoupment.</td> <td>

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376">Seller risk management (SRM) policy and appeals </td> </tr> <tr valign="top"> <td>0104 (Applied before June 2015)</td> <td>Vanguard Class BHB Velocity Block</td> <td>Issue will open for a duration of 30 days when a non safelisted user lists X BTAC Class BHB items. This issue will prevent the user from listing any more Class BHB items for 30 days.</td> <td>No remedy, this issue will automatically close after 30 days</td> <td>

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331">Inf - Counterfeit policy - Infringement </td> </tr> <tr valign="top"> <td>0105</td> <td>Exotic wood filters allow list</td> <td>Issue exempts vetted sellers from LVIS filters that block listings from international trade due to items potentially containing exotic wood in musical instruments categories.</td> <td>Issue will be opened/closed by Mike Carson from Regulatory Policy</td> <td>

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753">PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit </td> </tr> <tr valign="top"> <td>0106</td> <td>Hot Item Limits - Temporary Remedy</td> <td>Hot Items exception allows temporary lift of limits. Example: Seller has reached their limit and experienced a UPI or ended an item to correct a mistake and was unable to relist the unsold branded item(s). High quantity and BSTD limits still apply.</td> <td>Issue should be set for expiration after 1 day by teammates as it will cease to work as a safelist after this time period.</td> <td>

 Hot Items
Policy </td> </tr> <tr valign="top"> <td>0107

(Applied after June 2015)</td> <td>Risk Based Recoupment Treat as Strategic
Partner</td> <td>We expect a very strong chance of recouping funds from the seller.
Recoupment risk is considered very low.</td> <td>Do not open or close the issue
manually. This issue is opened and closed by an automated batch process, or as an action within a
disposition package. The issue remains open unless the member moves to a different risk segment
for recoupment.</td> <td> Commercial
underwriting (CUD) </td> </tr> <tr valign="top">
<td>0107 (Applied before June 2015)</td> <td>Vanguard Class E Velocity
Block</td> <td>Issue will open for a duration of 30 days when a non safelisted user lists X
BTAC Class E items. This issue will prevent the user from listing any more Class E items for
30 days.</td> <td>No remedy, this issue will automatically close after 30 days.</td>
<td> Inf -
Counterfeit policy - Infringement </td> </tr> <tr

valign="top"> <td>0108</td> <td>GC high potential seller</td> <td>Issue
identifies managed high potential Great China sellers; no action will be taken based on the
issue.</td> <td>After evaluation by GC team, qualified sellers will have this issue added.
The issue will be closed when seller does not meet evaluation criteria by GC team.</td>

<td> </td> </tr> <tr valign="top"> <td>0109</td> <td>High
Risk Bidding Block</td> <td>Issue will block bidding on eBay and Half.com. Block rules will
also generate referrals to CS. This will give CSRs the ability to close the issue if the account does
not pose a fraud risk.
 (Note: Users with Issue 109 will only be blocked from bidding if they

time out LVIS rules (meaning they bid at such high velocity that LVIS doesn't have time to evaluate.))</td> <td>CS will manually close if needed otherwise this issue will remain on the account forever.</td> <td> Buying limits - open transaction, UPI, verification, high amounts, requirements </td> </tr> <tr valign="top"> <td>0110</td> <td>HK High Risk Cross Border Registration</td> <td>Issue is dropped by SYI filter on high risk HK accounts registered from a TW or CN IP address. Once issue 110 is on the account, all listings will be blocked and the user is referred for manual review.</td> <td>Singapore TnS agents will close the issue upon successful manual verification.</td> <td> New seller registration policy </td> </tr> <tr valign="top"> <td>0111</td> <td>FR Business Vetting Untrusted and New Users</td> <td>Issue is dropped to identify untrusted (ex: suspended, unconfirmed, inactive for more than 6 months)and new FR business users and force them to go through the FR Business vetting.</td> <td>Issue will be opened via a batch job for the untrusted users and during business registration for the new business registering users. Issue will be closed by CSR (through application) once all the authentic vetting documents have been received and validated by the CSR</td> <td> FR Business Vetting Unknown Users </td> </tr> <tr valign="top"> <td>0112</td> <td>FR Business Vetting Unknown Users</td> <td>Issue is dropped to migrate existing unknown FR business users to a new verified business status called FR Business vetting. The user will be warned and asked to complete Business vetting in the coming 30 days (Until Oct 29th for PS). After that the user will be blocked until completing Business vetting.</td> <td>Issue is closed by CSR (through application) once all the authentic vetting documents have been received and validated by the CSR</td> <td> Vanguard Class E Apparel Velocity </td> </tr>

Block

Issue will open for a duration of 30 days when a non safelisted user lists X BTAC Class E items. This issue will prevent the user from listing any more Class E items for 30 days.

No remedy, this issue will automatically close after 30 days

BTAC

0114

GC HIPO Newbie Seller

Issue identifies managed high-potential Newbie Great China sellers. No action will be taken on the issue.

The issue will be added when the account is managed by GC HIPO AM. The issue will be closed when account is removed from GC HIPO AM managed account list by GC team.

0115

PayPal Merchandise Complaints

When a PayPal account is auto-restricted for merchandise-not-received complaints, we'll drop this issue on the hard-linked eBay account.

As this issue is placed on the account because of outstanding issues on a members PayPal account, refer the user to PayPal Resolutions Center.

There is no remedy. This is not a block or restriction.

It's used as detection and evidence to possibly restrict or suspend an eBay account after a review has taken place.

0116

Issue 116 - Selling Restriction (30-Day)

Member restricted from selling for 30 days. Refer to the associated policy or issue for more information on why this issue was placed on the account.

30 days must pass

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1120>

Unified consequences path - Trust policies

0117

M2M Anonymization All M2M Flow Safelist

This safelist will allow any member contact flows involving this user account to not get the anonymization experience, but will instead allow the use of the actual email address.

CS will manually close if needed otherwise this issue will remain on the

account	forever.			
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href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1039">Contact trading partner - section about Email intermediation </td> </tr> <tr valign="top"> <td>0118</td> <td>M2M Anonymization Ad Format & Embedded Lead Safelist</td> <td>This safelist will allow any embedded lead (ASQ_VI) or ASQ Adformat 2.0 contact flows involving this user account to not get the anonymization experience, but will instead allow the use of the actual email address.</td> <td>CS will manually close if needed otherwise this issue will remain on the account forever.</td> <td> </td> </tr> <tr valign="top"> <td>0119</td> <td>M2M Rate Limit Safelist</td> <td>This safelist will allow this user account to not be impacted by the m2m communication rate limits that are enforced across all m2m contact flows and anonymous response communications.</td> <td>This account issue should only be added for internal ASAC accounts that need to send many communications to members via the M2M message/contact flow platform. CS will manually close if needed otherwise this issue will remain on the account forever.</td> <td> </td> </tr>

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1039">Contact trading partner - section about Email intermediation </td> </tr> <tr valign="top"> <td>0120</td> <td>N/A</td> <td>Currently this issue is not being used.</td> <td> </td> <td> </td> </tr> <tr valign="top"> <td>0121</td> <td>Known Good Block Exclusion</td> <td>Issue removes Known Good challenge</td> <td>Can only be added by Team Leader or above & should have an expiration ofless than 24 hours. Caution: Adding this issue removes a layer of account protection due to removing the Known Good Remedy. Issue should only be added in extenuating circumstances. Guidelines of use for Team Leaders : Customer repeatedly challenged by Known Good. We have Hard Verified the customer AND (at least one of the following) </td> <td> </td> </tr>
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has been added as trusted. Member continues to be challenged.
Customers contact details need to be updated so they can complete the Authenticate flow
Large business with multiple Machines accessing the account </td></tr></table>
Known Good</td></tr></table> valign="top"</td></tr></table>
<td><td>Indefinite Selling Restriction - Multi Account</td></tr></table>
<td>Indefinite selling restriction, members accounts will be blocked from listing any goods. They will still be able to buy.</td></tr></table>
<td>Indefinite selling block. Appeals go to SH Appeals queue</td></tr></table>
Multi-account overview and appeals</td></tr></table> valign="top"</td></tr></table>
<td><td>
<td><td>New Seller Contact Request</td></tr></table>
<td><td>Restriction: Member is blocked from buying, selling, and M2M communication during restriction.</td></tr></table>
<td><td>Issue is closed if member contacts
TnS Phones and passes risk assessment.
Caution: Adding issue 123 to a members account should never be done using the issues tool. To correctly add issue 123, you must use the corresponding consequence package available under High Risk Selling Restrict (Issue 123). This will ensure that the member receives the appropriate message and all listings are ended.</td></tr></table>
New seller registration policy
</td></tr></table> valign="top"</td></tr></table>
<td><td>IN Restricted Category block safelist</td></tr></table>
<td><td>The issue will be used to give permissions for sellers who qualify to list items in restricted category (Music and Movies, Charity and Travel) on IN site</td></tr></table>
<td><td>CSR / TnS Specialists will Open and Close

the issue on qualified Indian sellers.			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376	Seller risk management (SRM) policy and appeals		
0125	Deprecated: No longer in use. Temp Deal of the day		
0126	Deprecated: No longer in use. DTD (deal of the day) seller		
	Deprecated: No longer in use. open		
	Deprecated: No longer in use.		
	Suspicious CBT User		
	Deprecated: No longer in use.		
	Dropped on users suspected of engaging in CBT (Cross Border Trade) activity. Most common will be Country of residence doesn't match CCBIN country. LVIS (Listing Violation Inspection System) will block the user from selling. Do not disclose this information to the member.		
	Deprecated: No longer in use.		
	Filters will block listings unless users complete PPV (PayPal Verified) or GBV before they can list. CSRs should not close this issue.		
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1012#issue			
http://pages.ebay.com/help/sell/intl-ov.html	Selling limits - new seller, site wide, multi account		
	Internationally		
0127	Return Resolution Flow Pilot Participation		
	This issue identifies sellers that are included in the Return Resolution Flow pilot. A case note is added when a return is escalated.		
	Issue will be opened manually using the MRT tool in AD. The issues will need to expire after 70 days.		
0128	UPI Buying Limits Exclusion		
	Issue excludes user from UPI buying limits in extreme cases when an exception should be made based on appropriate approvals.		
	RESTRICTED: Issue should only be opened by Adam Ranecki or Toni Sehlmeier		

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137>>Buying limits - open transaction, UPI, verification, high amounts, requirements </td> </tr> <tr valign="top"> <td>0129</td> <td>Instant rebate block</td> <td>Opened on sellers that we do not want to allow access to instant rebates. Once the issue is opened they can only get default 60 day rebates.</td> <td>No remedy. CSRs will open / close the issue</td> <td> </td> </tr> <tr valign="top"> <td>0130</td> <td>M2M ASQ link disabled for non-TP (manual)</td> <td>This safelist will disable the ASQ link for all Pre-transaction questions. Questions post transaction by the buyer transaction partner will still be allowed.</td> <td>CS will manually close if needed otherwise this issue will remain on the account forever. This issue should only be added to Vetted Seller / Channel Partner accounts as approved by the Seller Experience Team.</td> <td></td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1544>>My eBay: Messages </td> </tr> <tr valign="top"> <td>0131</td> <td>Billing PSU (Previously Suspended User)</td> <td>This issue will restrict selling activity on Previously Suspended User accounts to NonPayment suspensions and send the member a message that they have 21 days to pay off the debt on the suspended account. PSU suspends the account after 21 days of nonpayment. </td> <td>TnS will open and close the issue based on the details of a member's PSU (Previously Suspended User) investigation. If the original account has been reinstated we can close the issue for that account, as well.</td> <td></td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1018>>Non-payment account holds and suspensions for balance owed </td> </tr>

</kb/index?page=content&id=GUIDE1142>>Multi-Account overview and appeals
 </td> </tr> <tr valign="top"> <td>0132</td> <td>AP Account Relocation and

Misrepresentation

NOTE: (For teammates outside Shanghai CS teams), please check for ATO first when handling issue 132. If the member is determined to be ATO, please close issue 132 and apply regular ATO process. Issue is placed on accounts which either change their country or get non-AP address with AP activity. The issue will block the users from selling until they contact CS for appeal.

- For APAC-related accounts (except Malaysia and Philippine users), they should appeal by visiting <https://www.ebay.com.hk/help/home> and choosing the best communication channel.
- For Philippine-related accounts, they should appeal by emailing to: phrswebhelp@ebay.ph
- For Malaysia-related accounts, they should appeal by emailing to: myrswebhelp@ebay.com.my

SYI block message:

To further enhance a safe trading environment, we require users who registered on overseas eBay sites or who modify their registration information to an overseas location to go through an additional verification step. You will need to provide eBay with further information to verify your registration information. Please contact your Customer Service for detailed information through the following email addresses.

- <mailto:%20phrswebhelp@ebay.ph>: Customer Service for Philippines related account
- <mailto:%20myrswebhelp@ebay.com.my>: Customer Service for Malaysia related account
- <https://www.ebay.com.hk/help/home>: Customer Service for Other Asia-Pacific related account (Please choose email service.)

Thanks for your cooperation.

This issue should be opened and closed by Shanghai TnS.

Issue 132 workflow:

- APAC Account Relocation Report looks for accounts which have changed their country or get non-AP address with AP activity. Asia Pacific CS reviews the referrals from the model. If the account appears to have mismatching information, we drop Issue 132 on the account.
- When Issue 132 is dropped on an account, the user will see a

SYI block message telling him/her to contact CS team and in the meantime the user will be blocked from listing items on any site.

After the user contact CS via the contact method in the block message, the CS team will send an email asking the user to submit Proof of Identity (POI), Proof of Address (POA) and Proof of Merchandise(POM, only apply to seller).

Users who submit valid POA will have the issue removed. Users who fail POA will need to change their registration country or remain restricted. The POI must always match the account otherwise the account is suspended as High Risk.

Check issue description and remedy section for details.

0133	Issue 133 - Parallel Import Block	Loreal
	Users who have this issue have had VeRO removals for L'Oreal and are therefore prevented from listing or shipping these brands to certain countries.	Issue cannot be closed without consent from VeRo Legal.
		https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1347
0134	Coty brand block - Parallel imports	
	Users who have this issue have had VeRO removals for Lancaster and are therefore prevented from listing or shipping these brands to certain countries.	Issue cannot be closed without consent from VeRo/Legal.
		https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1347
		https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1443
		https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1331
0135	Commercial Underwriting Controlled limits	
	Sellers with this issue will not receive automated limits increases or	

decreases.

This issue will be opened or closed by the Commercial underwriting team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1527> Commercial underwriting (CUD)

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186> Seller vetting and performance reviews (Site Wide Limit increases)

Clarins brand block Parallel imports

Users who have this issue have had VeRO removals for Clarins and are therefore prevented from listing or shipping these brands to certain countries.

Issue cannot be closed without consent from VeRo/Legal.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347> VeRO policy - Verified Rights Owner program overview

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1443> Inf - Brand protection information - Infringement

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331> Inf - Counterfeit policy - Infringement

Deprecated: No longer in use. UGC Policy Snooze

Deprecated: No longer in use. This account issue will set the policy consequence on the particular users account to warn mode for the duration of 2 weeks from the date it is applied. In other words, this account issue will safelist sellers and exempt them from any content restrictions for 2 weeks.

Deprecated: No longer in use. Issue will close after 2 weeks.

Deprecated: No longer in use. UGC Policy Consequence Ignore

Deprecated: No longer in use. This account issue will set the policy consequence on the particular users account to ignore mode for an indefinite period of time.

	Deprecated: No longer in use. Opened indefinitely	
		0139
Deprecated: No longer in use. UGC Policy Consequence Warn	Deprecated: No longer in use. This account issue will set the policy consequence on the particular users account to warn mode for an indefinite period of time.	
	Deprecated: No longer in use. Opened indefinitely	
		0140
Deprecated: No longer in use. UGC Policy Consequence Error	Deprecated: No longer in use. This account issue will set the policy consequence on the particular users account to error mode for an indefinite period of time.	
	Deprecated: No longer in use. Opened indefinitely	
		0141
Deprecated: No longer in use. RADAR: Suddenly Bad Merchant 500 599	Deprecated: No longer in use. LVIS (Listing Violation Inspection System) will open the issues based on the bucket of RADAR score hit.	
	Deprecated: No longer in use. This is for tracking only and should not be closed.	
		0142
Deprecated: No longer in use. RADAR: Suddenly Bad Merchant 600 699	Deprecated: No longer in use. LVIS (Listing Violation Inspection System) will open the issues based on the bucket of RADAR score hit.	
	Deprecated: No longer in use. This is for tracking only and should not be closed.	
		0143
Deprecated: No longer in use. RADAR: Suddenly Bad Merchant 700 799	Deprecated: No longer in use. LVIS (Listing Violation Inspection System) will open the issues based on the bucket of RADAR score hit.	
	Deprecated: No longer in use. This is for tracking only and should not be closed.	
		0144
Deprecated: No longer in use. RADAR: Suddenly Bad Merchant 800 899	Deprecated: No longer in use. LVIS (Listing	

Violation Inspection System) will open the issues based on the bucket of RADAR score hit.

	Deprecated: No longer in use. This is for tracking only and should not be closed.
0145	Deprecated: No longer in use. RADAR: Suddenly Bad Merchant 900+
	Deprecated: No longer in use. LVIS (Listing Violation Inspection System) will open the issues based on the bucket of RADAR score hit.
	Deprecated: No longer in use. This is for tracking only and should not be closed.
0146	Deprecated: No longer in use. RADAR: New Seller 500 599
	Deprecated: No longer in use. LVIS (Listing Violation Inspection System) will open the issues based on the bucket of RADAR score hit.
	Deprecated: No longer in use. This is for tracking only and should not be closed.
0147	Deprecated: No longer in use. RADAR: New Seller 600 699
	Deprecated: No longer in use. LVIS (Listing Violation Inspection System) will open the issues based on the bucket of RADAR score hit.
	Deprecated: No longer in use. This is for tracking only and should not be closed.
0148	Deprecated: No longer in use. RADAR: New Seller 700 799
	Deprecated: No longer in use. LVIS (Listing Violation Inspection System) will open the issues based on the bucket of RADAR score hit.
	Deprecated: No longer in use. This is for tracking only and should not be closed.
0149	Category Specific Selling Block Motors PnA or Business & Industrial (PRCi, counterfeit, CF, category)
	Block seller from listing in Motors PnA or Business & Industrial categories based on merchant review. Issue is dropped by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal after receiving multiple VeRO reports, or infringement-related removals or defects within these categories.
	This

issue can only be opened or closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.

https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1229 - Vehicle, parts, and accessories policy - Prohibited and Restricted items			
0150	Resolutions APM Required		
Restricts selling activity until member places a Resolutions APM on file			
	Place Resolutions APM on file		
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1018 Non-payment account holds and suspensions for balance owed			
0151	Safelist Med. risk APAC Category limits		
This issue is used as a safelist. When the issue is open, the account will be excluded from APAC selling limits imposed on medium risk categories and medium risk products.			
CSRs will open and close the issue based on seller account performance.			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1616 High & Medium Risk Product Categories for Greater China			
0152	Safelist High risk APAC Category limits		
This issue is used as a safelist. When the issue is open, the account will be excluded from APAC selling limits imposed on high risk categories and high risk products.			
CSRs will open and close the issue based on seller account performance.			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1616 High & Medium Risk Product Categories for Greater China			
0153	Gray List Med. Risk APAC Category Limits		
This issue is used as a gray list. When the issue is open, the account will be subject to higher selling limits imposed on medium risk categories and medium risk products than			

if no issue existed. If account performance declines then CS will close the issue and the lower limits will apply once again.

<p>CSRs will open and close the issue based on seller account performance.</p>	<p>High & Medium Risk Product Categories for Greater China</p>
<p>This issue is used as a gray list. When the issue is open, the account will be subject to higher selling limits imposed on high risk categories and high risk products than if no issue existed. If account performance declines then CS will close the issue and the lower limits will apply once again.</p>	<p>Gray List High Risk APAC Category Limits</p>

This issue is used as a gray list. When the issue is open, the account will be subject to higher selling limits imposed on high risk categories and high risk products than if no issue existed. If account performance declines then CS will close the issue and the lower limits will apply once again.

<p>CSRs will open and close the issue based on seller account performance.</p>	<p>High & Medium Risk Product Categories for Greater China</p>
<p>Billing - User sent to collections</p>	<p>Billing - User sent to collections</p>

This is a tracking issue only. The issue placed after August 2016 is not restricting the account. If the issue was placed before August 2016 on an account with less than 10 feedback, the bug associated with that issue could prevent the member from closing the account. Check remedy on how to request an issue removal for that situation.

If the issue must be removed, submit request to Collection Production Team. Create a

<p>Jira request</p>	<p>Jira request</p>
<p>Select Billing Ops Requests, then:</p>	<p>Select Billing Ops Requests, then:</p>
<p>Issue Type: Support Request</p>	<p>Issue Type: Support Request</p>
<p>Support Request Category: Collection Exceptions</p>	<p>Support Request Category: Collection Exceptions</p>
<p>Request Type: Issue 155 Appeals</p>	<p>Request Type: Issue 155 Appeals</p>

Global Collections (Seller) and bankruptcy

<p>Deprecated: No longer in use. Approved Travel</p>	<p>Deprecated: No longer in use. Approved Travel</p>
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Seal Members- Lodging Safelist

Issue description: Sellers with this issue are able to list in this restricted Travel category

Issue status: Deprecated: No longer in use. Rules Team & CS (PI) will open issue, issue expected to be permanent. Do not close. This is a proactive issue, meaning it is not placed on an account to prevent something, its placed there to give the seller additional ability.

Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit

Travel policy - Prohibited and Restricted items

0157

Issue description: Sellers with this issue are able to list in this restricted Travel category

Issue status: Deprecated: No longer in use. Rules Team & CS (PI) will open issue, issue expected to be permanent. Do not close. This is a proactive issue, meaning it is not placed on an account to prevent something, its placed there to give the seller additional ability.

Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit

Travel policy - Prohibited and Restricted items

0158

Seal Members- Vacation Packages Safelist

Issue description: Sellers with this issue are able to list in this restricted Travel category

Issue status: Deprecated: No longer in use. Rules Team & CS (PI) will open issue, issue expected to be permanent. Do not close. This is a proactive issue, meaning it is not placed on an account to prevent

something, its placed there to give the seller additional ability. </td> <td>
PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit
PI - Travel policy - Prohibited and Restricted items </td> </tr> <tr valign="top"> <td>0159</td> <td>Deprecated: No longer in use. Approved Travel Seal Members- Airline Safelist</td> <td>Deprecated: No longer in use. Sellers with this issue are able to list in this restricted Travel category</td> <td>Deprecated: No longer in use. Rules Team & CS (PI) will open issue, issue expected to be permanent. Do not close. This is a proactive issue, meaning it is not placed on an account to prevent something, its placed there to give the seller additional ability.</td> <td> PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit
PI - Travel policy - Prohibited and Restricted items </td> </tr> <tr valign="top"> <td>0160</td> <td>Seller Vetted</td> <td>Seller has been vetted by the NA Seller Vetting team. This by no means indicates that action cannot be taken against this account. Issue is being used for tracking purposes only. Note: As this is a tracking issue only, do not transfer/route if this is the only issue on the account. </td> <td>Only Limits teammates will open and close. All other agents will transfer to Limits.</td> <td> Seller vetting and performance reviews (site wide limits increases) </td>

<p>30-day Buying / Selling Restriction</p> <p>from buying and selling for 30 days</p> <p>remain open, LVIS (Listing Violation Inspection System) rule will look at time since opened for enforcement</p>	<p>0161</p>	<p>Deprecated: No longer in use.</p>
<p>Automatic Payment Method Required</p> <p>Accounts sent to an outside collections agency will have this issue opened on them automatically. If the account gets reinstated, these accounts must place an automatic payment method on file in order to list.</p> <p>Opened by a batch process on all accounts sent to collections. This issue should never be closed.</p> <p>https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1220</p> <p>Global Collections (Seller) and bankruptcy</p>	<p>0162</p>	<p>Accounts sent to an outside collections agency will have this issue opened on them automatically. If the account gets reinstated, these accounts must place an automatic payment method on file in order to list.</p> <p>Opened by a batch process on all accounts sent to collections. This issue should never be closed.</p> <p>https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1220</p> <p>Global Collections (Seller) and bankruptcy</p>
<p>Best Match Standard search placement</p> <p>present a sellers new listings will always receive a Standard (neutral) search placement</p> <p>Do not close</p>	<p>0163</p>	<p>Best Match Standard search placement</p> <p>present a sellers new listings will always receive a Standard (neutral) search placement</p> <p>Do not close</p>
<p>Best Match-Raised search placement</p> <p>When issue is present a sellers new listings will always receive a Raised (promoted) search placement</p> <p>Do not close</p>	<p>0164</p>	<p>Best Match-Raised search placement</p> <p>When issue is present a sellers new listings will always receive a Raised (promoted) search placement</p> <p>Do not close</p>
<p>High Restricted Pay Pal Link</p> <p>Issue opened with LVIS (Listing Violation Inspection System) and closed by CS after review and high restriction has been resolved.</p> <p>Blocklist for accounts which have been linked to a PP high restricted account.</p>	<p>0165</p>	<p>High Restricted Pay Pal Link</p> <p>Issue opened with LVIS (Listing Violation Inspection System) and closed by CS after review and high restriction has been resolved.</p> <p>Blocklist for accounts which have been linked to a PP high restricted account.</p>
<p>Knowledge Based Authentication (KBA) Verified</p>	<p>0166</p>	<p>Knowledge Based Authentication (KBA) Verified</p>

Member has successfully passed KBA verification	Tracking purposes only		
0167	Knowledge Based Authentication (KBA) Failed	Member was unable to pass KBA verification	Tracking purposes only
0168	SRM Reviewed Seller Vetting Safelist	Safelist SRM reviewed users from the Seller Vetting blocks. These users have been reviewed by an SRM agent for seller risk, and limits have been placed on the account. This is to avoid conflicting limits and double reviews.	Only SRM agents should open and close this issue
0169	Deprecated: No longer in use. DSV Limit Reached	Deprecated: No longer in use. Some sites have Delayed Seller Verification (DSV) which allows a member to list one or two items before being asked to pass seller verification. This issue indicates the member has reached this limit.	Deprecated: No longer in use. Member must pass Seller Verification before they can list anymore items.
0170	Deprecated: No longer in use. KG Block	Suspicious email domain	Deprecated: No longer in use. KG block at SYI, RYI, or Pre-SYI if no previous KG success and not on KG safelist.
	Deprecated: No longer in use. This issue is a self-remedy.	Member must successfully pass KG remedy, or if escalated add KG safelist (issue 121)	
Identity			

Confirmation (or Known Good) </td> </tr> <tr valign="top"> <td>0171</td> <td> Deprecated: No longer in use. Affiliate Fraud </td> <td> Deprecated: No longer in use. This issue restricts the buying/selling activity of members caught abusing the eBay Affiliate program. Sellers are embedding code in their listings that unfairly manipulate the affiliate system, getting them paid for directing traffic to eBay when the people viewing their listings are already on eBay. </td> <td> Deprecated: No longer in use. The ATO AVS team will be applying the sanction which will open the issue. The issue will be on a 7 day auto-close. Appeals will be handled by the AVS ATO team who will also manually close upon a successful appeal. </td> <td> </td> </tr> <tr valign="top"> <td>0172</td> <td> Fraud Risk Account Lock</td> <td> Selling Restriction SRM:
 Member's account is currently undergoing fraud/risk review by SRM. While this review is taking place member will not be able to list any additional new items. Please direct member to the email in their My eBay for appeal instructions. Caution: Issue 172 is used by multiple worktypes </td> <td> The appeal must be addressed by team who took action. Restriction will stay on account until team has completed review. Direct member to the email in their My eBay for appeal instructions. Use Mac notes to determine which worktype took action </td> <td> Seller risk management (SRM) policy and appeals </td> </tr> <tr valign="top"> <td>0173</td> <td> Fraud Risk Account Review</td> <td> Member is currently undergoing a fraud/risk review. Please direct member to Resolution Center on Pay Pal for appeal instructions. All new listings will be blocked and PP acct low restricted if member does not respond within 72 hours.</td> <td> Complete all lifting requirements found in the PP Resolution center. Direct member to contact PayPal</td> <td> Seller risk

management (SRM) policy and appeals	
0174	Deprecated: No longer in use. Spot Buy project Participant
0175	Deprecated: No longer in use. This issue is assigned to customers participating in the Spot Buy project.
0176	Deprecated: No longer in use. GCX will open and close the issue upon notification from Selina Lam or one of the leaders on the Spot Buy project.
0177	Image Text Theft Tutorial
0178	This restriction is set by a CSR when a seller has one or more image text theft violations. While this issues/flag is on the account, the account is restricted from listing any new items.
0179	The member must complete a image text theft tutorial. The tutorial is available to the seller when they sign into the restricted account.
0180	PayPal Fraud Restriction
0181	This issue is opened on an eBay account when an associated PP account is restricted for a fraud reason. While open this issue will block all member facing activity (buying/selling restriction).
0182	When the PP restriction is resolved, the issue is removed
0183	Seller risk management (SRM) policy and appeals
0184	BPI Brand Block - Parallel Imports
0185	Users who have this issue have had VeRo removals for BPI (Beaute Prestige International S.A.) and are therefore prevented from listing or shipping the following brands to certain countries: Issey Miyake, Jean-Paul Gaultier, Kenneth Cole, and Narciso Rodriguez
0186	Issue cannot be closed without consent from VeRo Legal.
0187	VeRO - Verified Rights Owner Program Review
0188	Deprecated: No longer in use. DE - Test Category Safelist Issue

use. This issue is open only for eBay business partners who have been vetted by Merchant Business, to allow them to test their product in the eBay Germany Test Categories. These categories are restricted for all other users. </td> <td><div>Deprecated:No longer in use. This issue should only be opened and closed by the Merchant Business group </div> </td></tr><tr><td><div></div></td><td><div></div></td></tr></table>

Products with eligibility requirements policy - Prohibited, Restricted and Counterfeit items

0179

Billing Trading Limits Safelist

Safelist sellers from Billing Trading Limit Block rules

This is a safelist, do not close

<td>0180</td> <td>Suspicious sign-in detected DO NOT CLOSE</td>

<td>Issue is used for tracking only but can be consumed by LVIS rules or models to use as downstream signal if or when a transaction is attempted.

 </td>

<td>Issue will be opened upon suspicious sign in detection and should not be closed.</td>

<td>

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an indefinite Selling restriction. Note: Members may NOT open a new account to sell. As this is a circumvention of the policy and the other account will also receive a indefinite selling

restriction.

 This WILL cancel all eBay Selling Subscriptions including but not limited to eBay store and Selling Manager Pro.
 </td><td> </td> <td> Below Standards (BSTD) overview and appeals </td> </tr> <tr valign="top"> <td>0182</td> <td>Below Standard Buying / Selling restriction</td> <td>Selling / Buying Restriction</td> <td> </td> <td> Below Standards (BSTD) overview and appeals </td> </tr> <tr valign="top"> <td>0183</td> <td>Buyer Claim Fraud Restriction</td> <td>Enforce buying and selling restrictions as part of a consequence package for Buyer Claim Fraud. Buying and selling will be restricted for a certain period of time</td> <td>Issue will be closed when a fraud agent decides the buyer filing the claim is abusing the system</td> <td> Buyer risk management - Abusive buyer policy </td> </tr> <tr valign="top"> <td>0184</td> <td>Pharmacy/Apotheke Safelist Issue</td> <td>All users should be blocked from listing in the Pharmaceutical (Apotheke/Medikamenten) categories except verified Pharmacists. Once opened user can list in Medikamenten categories.</td> <td>This issue is open only to Verified Apotheken/Pharma</td> <td> PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit </td> </tr> <tr valign="top"> <td>0185</td> <td>Deprecated: No longer in use.

Issue 185 - Resolutions Recoup Required - CBT

Deprecated: No longer in use.

Educate, restrict and potentially trigger suspensions for sellers that owe eBay money from resolutions. This issue will be dropped on sellers when they owe us money that we paid on their behalf back to a buyer.

Deprecated: No longer in use.

Issued will be closed by batch after payment is made.

Paypal Account ATO restricted

This issue is set by a batch process when the associated Paypal account is restricted for ATO. It is for tracking and detection only. It does not restrict any activity

None. Tracking only

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067>

Account Takeover (ATO)

Paypal Account restricted new seller

This issue is set by a batch process when the associated Paypal account is restricted and the eBay account is a new seller. It is for tracking and detection only. It does not restrict any activity

None. Tracking only

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097>

New seller registration policy

High Risk Selling Suspension

Tracking issue on accounts suspended for New Seller Risk. The issue allows LVIS to generate specific messaging on sign-in. The messaging will illustrate the reason for the suspension, and detail the steps for appeal.

Issue will be opened as part of High Risk suspension consequence packages (When worked in AD). The issue can only be closed by appeals agents upon a successful High Risk suspension appeal. Please do not close the issue directly from AD without using DP.

New seller registration policy

account is linked to a restricted account. The issue will be closed by CSR after the related account is unrestricted			
Multi-account overview and appeals	Deprecated: No longer in use. New Seller Verify	Deprecated: No longer in use. 72 hour buying and selling restrictions as a consequence package get further identity verification	Deprecated: No longer in use. Opened via Agent Desktop, after an agent makes the determination that the account is risky and need further verification. CSR will close issue once the member has called in to verify information and passed
0193	Seller Experience Pilots	Tracking of customers involved in Seller Experience pilots	This issue will be opened or closed by the Customer Experience team
0194	Tracking for B2C promo	Tracking of customers involved in B2C promotions	Issue will be opened and closed by the Merchant Experience team
0195			

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=PROMO1930">Seller Promotions</td></tr><tr valign="top"><td>0196</td><td>Deprecated: No longer in use. Account Bankruptcy</td><td>Deprecated: No longer in use. This issue is set upon receiving official notice that the account owner filed bankruptcy and named eBay as a creditor. This issue restricts further selling on the account.</td><td>Deprecated: No longer in use. This issue will remain indefinitely unless the account has been approved to sell again by legal and Billing Operations. To appeal this restriction, a trace ticket to Billing Operations should be opened. (Trace > Customer Service > new CS Billing Request)</td></tr></table>

</kb/index?page=content&id=GUIDE1395> Bankruptcy

0197	Deprecated: No longer in use. Issue 197 - Resolutions Recoup Required - Domestic
0199	Deprecated: No longer in use. Educate, restrict and potentially trigger suspensions for sellers that owe eBay money from resolutions. This issue will be dropped on sellers when they owe us money that we paid on their behalf back to a buyer.
PSU	(Previously Suspended User) Restriction

The issue will restrict selling activity on PSU (Previously Suspended User) accounts as identified by CS or IFD and message the member letting them know they have 3 weeks to resolve the issues with the related suspended account.

CS will close the issue once the member has resolved the original suspension.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1142> Multi-account overview and appeals

0205	Deprecated: No longer in use. PaisaPay COD Safelist
0206	Deprecated: No longer in use. Applies to eBay India sellers only. Sellers who have the issue placed on their account will be able to offer PaisaPay COD as payment. If they do not have this issue they will be blocked from using it.
0206	Deprecated: No longer in use. India CS Ops will be vetting sellers that understand COD and placing the issue on the sellers account.

Seller Vetting Selling Block - POI/POM

Seller has been limited from listing by the Seller Vetting team until POI/POM is provided.

Issue will be closed only by the SV (Seller Vetting) appeals agent

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals

valign="top"> <td>0207</td> <td>PaisaPay only Selling Restriction</td>
<td>This issue restricts the user on India site only. When issue is present, Seller can only use
PaisaPay as a payment method. If any other payment method is selected during listing, the item will
be blocked.</td> <td>Sellers UPI (Unpaid Item) rate will be reviewed after 30 days. After
review the issue will either be closed, or opened for another 30 days by agent.</td> <td>

Seller risk
management (SRM) policy and appeals </td> </tr> <tr
valign="top"> <td>0208</td> <td>HRS Test Tracking</td> <td>Tracking
Issue is placed on accounts to identify them as part of a test vs. control in High Risk Selling. Issue
will be included in new No Action DP created for test vs. control action in IFD.</td>
<td>Issue will be opened and closed via IFD Disposition Package</td> <td>

New seller
registration policy </td> </tr> <tr valign="top">
<td>0209</td> <td>Deprecated: No longer in use. Issue 209 - Fulfillment Risk- 21
Day Watchlist </td> <td>Deprecated: No longer in use. This issue puts a 21 day selling
restriction on accounts that are identified as being a fulfillment risk. </td> <td>Deprecated:
No longer in use. The issue is closed after 21 days as long as no INRs are received. If an INR is
received during the fulfillment risk period (21 days) we will open issue 210 on the account </td>
<td>

Seller risk
management (SRM) policy and appeals </td> </tr> <tr
valign="top"> <td>0210</td> <td>Deprecated: No longer in use. Issue 210 -
Fulfillment risk- INR Management Period </td> <td>Deprecated: No longer in use. If an
account that has an open issue 209 receives an INR complaint this issue will be opened. If the INR

management (SRM) policy and appeals

0214	Category Specific Selling Block - Software
Block seller from listing in Software categories based on merchant review. Issue will be placed by applying CP in AD by the investigating agent	
Issue will be closed only by an SRM (Seller Risk Management) appeals agent	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals

0215	Category Specific Selling Block - Video Games
Block seller from listing in Video Games categories based on merchant review. Issue will be placed by applying CP in AD by the investigating agent	
Issue will be closed only by an SRM (Seller Risk Management) appeals agent	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals

0216	Selling Restriction - Automated Restriction and Appeal
Issue is automatically opened by Lvis rules for sellers showing Fulfilment Risk. With the issue the seller is blocked from payout, listing, and/or selling. Please direct seller to the eBay message for automated appeal instructions. Issue is automatically closed via Lvis rules/batch confirmation when seller completes all appeal requirements	
Direct seller to the ebay message for automated appeal instructions. Issue is automatically closed via Lvis rules/batch confirmation when seller completes all appeal requirements (account balance, claims/disputes, tracking)	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals

0217	Selling Block - Disputes & Claims
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<p>Issue will be closed only by an SRM (Seller Risk Management)</p>				
appeals	agent			
<p>https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1376 Seller risk management (SRM) policy and appeals</p>				
<p>Selling Block - Schedule a call 72 hrs</p>				
<p>Seller will be limited from listing in 72 hrs from Issue being placed unless call is scheduled</p>				
<p>Issue will be closed only by an SRM (Seller Risk Management)</p>				
appeals	agent			
<p>https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1376 Seller risk management (SRM) policy and appeals</p>				
<p>Selling Block - Schedule a call 24 hrs</p>				
<p>Seller will be limited from listing in 24 hrs from Issue being placed unless call is scheduled</p>				
<p>Issue will be closed only by an SRM (Seller Risk Management)</p>				
appeals	agent			
<p>https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1376 Seller risk management (SRM) policy and appeals</p>				
<p>CIT INR Prevention Limits Safelist</p>				
<p>Seller has been safelisted from the CIT Prevention Limits blocks</p>				
<p>This is used when the new sellers are linked to a trusted account.</p>				
<p>Issue should only be closed by an SH Appeals agent</p>				
<p>https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1012 Selling Limits - new seller, site wide, multi-account</p>				
<p>https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1485 Bullion category blocks</p>				
<p>https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1186 Seller vetting</p>				

and performance reviews (Site Wide Limit increases) </td>

</tr> <tr valign="top"> <td>0221</td> <td> Hot Item Limits - Business Vetted</td> <td> Seller has been safelisted from Hot Item velocity blocks after being thoroughly vetted for business selling of Hot Items. </td> <td>Restricted Issue to be opened only by those authorized to open it. Issue will be closed if the seller no longer meets business vetting criteria.</td>

<td> Hot Items PolicyCommercial underwriting (CUD) </td> </tr>

<tr valign="top"> <td>0222</td> <td>Deprecated: No longer in use.
 PSU (Previously Suspended User) Restrict-POI Eligible</td>

<td>Deprecated: No longer in use
 Member is being actioned for PSU (Previously Suspended User) is considered POI eligible because name + address match was not used for List A evidence. At next login user will be pushed to site KBA to verify identity.</td>

<td>Deprecated: No longer in use
 If identity is verified, product will lift issue 222 and return access to buy/sell. If not, user will be required to provide POI. If POI requirements are met CSR must close issue 222.</td> <td> Multi-account overview and appeals </td> </tr>

<tr valign="top"> <td>0223</td> <td>Deprecated: No longer in use.
 Half.com Top Buyer safelist</td> <td>Deprecated: No longer in use</td> <td>Deprecated: No longer in use
 Half Analysts can open and close this issue as needed.</td>

<td> Buying limits - open transaction, UPI, verification, high amounts, requirements

</td> </tr> <tr valign="top"> <td>0224</td> <td>Below standard restricted</td> <td>User has a 75% below standard selling restriction. This issue is added with a below standards URC limit is added to the members account. It is not the limit - only a notice that the URC limit was added.</td> <td>This issue is opened and closed automatically. Please note that opening or closing the issue will not change the selling restriction. It is only used to ensure the user gets the correct messaging while restricted.</td> <td> Seller vetting and performance reviews (Site Wide Limit increases) Below Standards (BSTD) overview and appeals </td> </tr> <tr valign="top"> <td>0225</td> <td>Downloadable Software Category Safelist</td> <td>Only sellers with this issue are able to list in the downloadable software category. They must be vetted in order to receive this issue.</td> <td>Rules and Category teams will open and close the issue as needed. CS should never open or close this issue.</td> <td> Inf - Enabling infringement policy - Infringement </td> </tr> <tr valign="top"> <td>0226</td> <td>Seller Reg Authenticate Safelist</td> <td>Safelist Issue excludes hearing impaired users from seller registration authenticate flow. </td> <td>Do not close Member needs to either: complete the SMS Pin Verification process first or send in a POI before this issue can be added. </td> <td> Registering an eBay account (for buying) </td> </tr> <tr valign="top"> <td>0227</td> <td>Deprecated: No longer in use. Fulfillment Risk Indefinite Selling Restriction </td> <td>Deprecated: No longer in use. This issue is opened by an automated

batch process on users who have failed to resolve INR/SNAD complaints while restricted by the Fulfillment Consequence Package. User is blocked from all selling activity indefinitely.	
Deprecated: No longer in use. User is required to resolve all INR/SNAD complaints before the issue can be removed.	
https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1376	Seller risk management (SRM) policy and appeals
0228	Deprecated: No longer in use. Buyer PSU (Previously Suspended User) Restriction Deprecated: No longer in use. This issue is part of the Buyer PSU (Previously Suspended User) consequence package. When an account is found to be linked to a BUYER PSU (Previously Suspended User), this issue is added and it will restrict the user from BUYING for 30 days. If still open after 30 days, the user will also be restricted from SELLING. If still open after 40 days, the account will be suspended.
Deprecated: No longer in use. CSRs open and close issue.	

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1142">Multi-account
overview and appeals </td> </tr> <tr valign="top">
<td>0230</td> <td>Education Messaging - Category Selling Limits</td>

<p>Member has received education messaging around best practices for selling in a restricted category. This issue is for tracking purposes only so please do not close!</p>	<p>Issue will be closed automatically.</p>
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<p>https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1012 Selling Limits - new seller, site wide, multi-account</p>	<p>0231</p>
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<p>Fraud/Risk Collections Exclusion</p>	<p>Issue will be opened to exclude accounts actioned for Fraud/Risk from the collections process.</p>
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<p>ATO and Risk suspension/restriction consequence packages.</p>	<p>The issue will be closed by appeals agents upon a successful appeal.</p>
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<p>https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097 New seller registration policy</p>	<p></p>
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<p>https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067 Account Takeover (ATO)</p>	<p>0232</p>
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<p>Deprecated: No longer in use. High Risk Score (SRM) - Block New Listings</p>	<p>Deprecated: No longer in use. Selling Restriction - Member receives block message due to a high RADAR score for suddenly bad risk and is requested to contact eBay for SRM (Seller Risk Management) process.</p>
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<p>Deprecated: No longer in use. Issue can be closed by SRM (Seller Risk Management) team. If after 5 days member has not contact Seller Vetting, all current listings are removed and the seller is continued to be blocked from listing. After 30 days, if the seller still has not contacted CS to appeal the block, Issue 233 is opened as an indefinite selling restriction.</p>	<p></p>
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<p>https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376 Seller risk management (SRM) policy and appeals</p>	<p>0233</p>
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<p>Indefinite Selling Restriction</p>	<p>Member is restricted from selling indefinitely for poor seller behavior. Member can continue</p>
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to buy on site. Issue may be placed by Seller Risk Management, Calculated Infringement, C2C Risk Management, or other.</td><td>Issue will stay open on account indefinitely.</td><td>Seller risk management (SRM) policy and appeals</td><tr valign="top"><td>0234</td><td>DDR Abuse Restriction</td><td>Users with this issue are restricted from all selling activity because of Direct Debit Return Abuse.</td><td>This issue is opened by an automated batch process. These users will be restricted from all listing activity until the balance is paid with CC or PayPal (immediate removal of restriction). If user pays with Direct Debit, then restriction will be removed in 21 days. Issue will be closed by a CSR after review.</td><td>Billing - chargebacks, payment reversals, direct debit rejections</td><tr valign="top"><td>0235</td><td>PPR - High PayPal Return Restriction</td><td>If a seller has PP payment of more than \$500 returned, the issue will be placed on the account until the payment is made up using a guaranteed one-time payment source (CC, PP OTP, wire transfer).</td><td>Collections Team will open the issue based on a daily PP return file provided by Billing.
Anybody can close the issue should the seller make up the payment as noted.</td><tr valign="top"><td>0236</td><td>Deprecated:
No longer in use</td><td>PSU (Previously Suspended User) - Strong ID Selling Restriction</td><td>Deprecated: No longer in use PSU (Previously Suspended User) account that has passed a strong ID remedy. Account is limited to a small number open listings at any time.
Note: This issue number is only used in countries that are not in the site wide limits product</td><td>Seller vetting

and performance reviews (Site Wide Limit increases)

overview and appeals </td> </tr valign="top">
<td>0237</td> <td>APAC Below Standard Limited</td> <td>Identifies users
who have been URC limited as part of a APAC/Crossborder Below Standard consequence
package</td> <td>This is opened for tracking only. It should not be removed unless placed
in error.</td> <td>

Initiatives

China Shipping Requirement (the Great China Only)

Defect Managment (CN only) </td> </tr valign="top">
<td>0238</td> <td>Deprecated: No longer in use. Multi Account Limits Circumvention
Selling Block </td> <td>Deprecated: No longer in use. Block NEW sellers from opening up
additional NEW accounts. New sellers are limited to ONE selling account. </td> <td>
Deprecated: No longer in use. This issue can be closed if seller successfully passes through vetting
or is no longer considered new. </td> <td>

consequences path - Trust policies </td> </tr valign="top">
<td>0239</td> <td>Multi Account PSU (Previously Suspended
User)-PRU BBE Risk Block</td> <td>Selling will be restricted to 0 or limited to 10 based on
whether seller has successfully passed PPV (PayPal Verified) or GBV. If seller passes, LVIS (Listing
Violation Inspection System) will increase limit from 0 to 10.</td> <td>This issue can be
closed if seller successfully passes identity verification, or the primary restricted or suspended
account is reinstated.</td> <td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1142>&Multi-account overview and appeals </td> </tr> <tr valign="top"> <td>0240</td> <td>N/A</td> <td>Not in use</td> <td>Not in use</td> <td> </td> </tr> <tr valign="top"> <td>0241</td> <td>CSA Category Brand Block (PRCi, counterfeit, CF, brand- multi- brand)</td> <td>Member accounts will be blocked from listing various branded goods in designated Clothing, Shoes & Accessories (CSA) categories. Issue is dropped by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal after receiving multiple VeRO reports, or infringement-related removals or defects of these branded goods.</td> <td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.</td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>&Seller risk management (SRM) policy and appeals </td> </tr> <tr valign="top"> <td>0242</td> <td>CSA Category block (PRCi, counterfeit, CF, category)</td> <td>Member accounts will be blocked from listing ANY goods in designated Clothing, Shoes & Accessories (CSA) categories. Issue is dropped by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal after receiving multiple VeRO reports, or infringement-related removals or defects within these categories.</td> <td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.</td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1628>&Inf - Repeat offender - Negative counterfeit feedback category restrictions - Infringement

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>&Seller risk management (SRM) policy and appeals </td> </tr> <tr valign="top"> <td>0243</td> <td>Deprecated: No longer in use.</td>

CW Indefinite Selling Restriction

Deprecated: No longer in use Member accounts are blocked from listing ANY goods. They are still allowed to buy.

Deprecated: No longer in use Agents will open and close issue. The issue is being used in a pilot phase and may eventually be used in place of suspensions for ECGs.

Unified consequences path - Trust policies

0244 Multi Account Young/Established User

For tracking/identification of Multi-Account Young/Established population only

Issue is opened via batch process. Issue is closed by CS agents when the account graduates out of the initial limits applied when the link was established

Multi-account overview and appeals

0245 Multi Account New User

For tracking/identification of Multi-Account New account population only.

Issue is opened via batch process. Issue is closed by CS agents when the account graduates out of the initial limits applied when the link was established

Multi-account overview and appeals

0246 Contact Tracking

For tracking purposes only. Used to track contact rate in various areas of Risk, including Site Wide Limits, Multi Account, and Seller Risk Management.

Issue is opened via batch process. Issue should be closed when a user contacts CS. NOTE Issue 246 alone is not an indicator of the type of automation an account has been processed through. Look at other issues, MAC notes and Limit amounts to make this determination

Seller vetting

and performance reviews (Site Wide Limit increases) </td>	
<a >multi-account="" <="" a><="" and="" appeals<="" href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1142" li>="" li><="" overview="" td="" td><=""> <td></td> 	
<a >seller="" <="" (srm)="" a><="" and="" appeals<="" href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376" li>="" management="" policy="" risk="" td="" td>="" tr>="" tr><="" ul>=""> <td></td> 	
<a >dormant="" a><="" account="" deletion<="" href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1147" td="" td><=""> <td></td> 	
Issue is dropped through batch job on dormant accounts. The issue is used to track these accounts, send messaging to the owner, and places limits on the account.</td>	
Unless the member signs into the account within 30 days from the issue being opened, the account will be deleted.</td>	
<a >account="" a><="" and="" closure="" data="" deletion="" href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1115" of<="" reinstatement="" requests="" target="_blank" td="" td><=""> <td></td> 	
<a >buyer="" <="" 14="" a><="" abuse="" day<="" href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1148" restriction="" td="" td>="" tr>="" tr><=""> <td></td> 	
Blocks the user from buying.</td> </td> Issue is opened and closed by CSRs assigned to work Buyer Abuse and Buyer Claims Abuse.</td> </td> </td>	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1174>>Appeals - Buyer risk management - Abusive buyer policy </td> </tr> <tr valign="top"> <td>0251</td> <td>Payment Holds Low Risk Order Fulfillment</td> <td>Indicates that the member is considered Low Risk for Order Fulfillment risk type in MAeSTRO</td> <td>eLVIS will evaluate Order Fulfillment risk as Low for S2F and PI hold evaluations</td> <td> Transaction holds </td> </tr> <tr valign="top"> <td>0252</td> <td>Payment Holds High Risk Order Fulfillment</td> <td>Indicates that the member is considered High Risk for Order Fulfillment risk type in MAeSTRO

 This issue may be placed on Multi Account linked accounts. </td> <td>eLVIS will evaluate Order Fulfillment risk as High for PI hold evaluations

 </td> <td> Transaction holds </td> </tr> <tr valign="top"> <td>0253</td> <td>UK/DE Site Limits high volume seller exclusion (Over 10)</td> <td>User is excludes from Site Wide Limits if already over the limit</td> <td>None, this issue excludes users from Site Wide Blocks</td> <a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186>>Seller vetting and performance reviews (Site Wide Limit increases) </td> </tr> <tr valign="top"> <td>0254</td> <td>UK/DE Site Limits high volume seller exclusion (Over 100)</td> <td>User is excludes from Site Wide Limits if already over the limit</td> <td>None, this issue excludes users from Site Wide Blocks</td> <td> <a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186>>Seller vetting

and performance reviews (Site Wide Limit increases) </td>
</tr> <tr valign="top"> <td>0255</td> <td>CSA Category Safelist</td>
<td>Safelist issue allows seller to avoid category limit in CSA meta.</td>
<td> </td> <td> Seller risk
management (SRM) policy and appeals </td> </tr> <tr
valign="top"> <td>0256</td> <td>Jewelry & Watches Category
Safelist</td> <td>Safelist issue allows seller to avoid category limit in Jewelry &
Watches meta.</td> <td> </td> <td> Seller risk
management (SRM) policy and appeals </td> </tr> <tr
valign="top"> <td>0257</td> <td>Cameras & Photos Category
Safelist</td> <td>Safelist issue allows seller to avoid category limit in Cameras &
Photos meta.</td> <td> </td> <td> Seller risk
management (SRM) policy and appeals </td> </tr> <tr
valign="top"> <td>0258</td> <td>Cell Phones & PDAs Category
Safelist</td> <td>Safelist issue allows seller to avoid category limit in Cell Phones &
PDA meta.</td> <td> </td> <td> Seller risk
management (SRM) policy and appeals </td> </tr> <tr
valign="top"> <td>0259</td> <td>Computer & Networking Category
Safelist</td> <td>Safelist issue allows seller to avoid category limit in Computer &
Networking meta.</td> <td> </td> <td> Seller risk
management (SRM) policy and appeals </td> </tr> </tr>

valign="top">	<td>0260</td>	<td>Electronics Category Safelist</td>
<td>Safelist issue allows seller to avoid category limit in Electronics meta.</td>		
<td> </td>	<td>	
		Seller risk management (SRM) policy and appeals		</td>	</tr>
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valign="top">	<td>0261</td>	<td>Strong ID Category Safelist</td>	
<td>This Issue is placed by Trust & Safety Appeals Agents to allow the seller the ability to list at the Strong ID level without completing Strong ID</td>	<td>Safelist issue allows seller to avoid Strong ID limit</td>	<td>	
			Selling Limits - new seller, site wide, multi-account		</td>	</tr>
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valign="top">	<td>0262</td>	<td>Seller Standards CBT selling restriction Segment C</td>	
<td></td>Seller is blocked from listing outside of their domestic site or having their listings displayed outside of their domestic site.</td>	<td>This This issue is opened and closed Seller Standards PD group based on the user's current segment.</td>	<td>	
			Below Standards (BSTD) overview and appeals		</td>	</tr>
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valign="top">	<td>0263</td>	<td>Seller Standards CBT selling restriction Segment D</td>	
<td></td>Seller is blocked from listing outside of their domestic site or having their listings displayed outside of their domestic site.</td>	<td>This issue is opened and closed Seller Standards PD group based on the user's current segment.</td>	<td>	
			Below Standards (BSTD) overview and appeals		</td>	</tr>
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valign="top">	<td>0264</td>	<td>Deprecated: No longer in use. CA Vetted Wine
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Seller Safelist

Deprecated: No longer in use. This issue is required in order to list in the Wine and Alcohol categories on CA and CAFR sites.

Deprecated: No longer in use. This issue is opened Sellers that have been vetted by the CA BU for selling Alcohol. It should only be opened and closed by this group.

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1753>PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1138>PI - Alcohol policy - Prohibited and Restricted Items

0265UPI Buyer restriction

User has exceeded the unpaid item thresholds and is blocked from buying. Check users Mac note to determine restriction duration.

CS will open this restriction through the use of Consequence packages.

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1137>Buying limits - open transaction, UPI, verification, high amounts, requirements

0266Proact Retail Investigations Safelist

Users with this issue are safelisted from Proact selling restrictions.

This issue is only opened by the Proact group after being vetted.

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1245>Global Asset Protection (GAP) - Law enforcement contacts or reports of crime

0267Safelist - User has updated 1099

Issue is opened when seller has updated 1099 form as required by law.

Issue will be opened by authorized agents.

0268

Deprecated: No longer in use.

Fraud-High Risk accounts

limit</td>> <td>>Deprecated: No longer in use.

 Account has been deemed Very High Risk. An account selling limit has been added to this account. If the user is not Strong ID the limit is set to zero. If they are SID the limit is 10/\$500.</td>>
<td>>Deprecated: No longer in use.

 This issue can only be closed by TnS appeals agents.</td>> <td>> </td>> </tr> <tr valign="top">
<td>>0269</td>> <td>>India Fixed Price Format Restriction</td>> <td>>Opened by India CS on sellers with very high UPI rates. Once opened the seller is restricted to fixed price formats only.</td>> <td>>This issue is only opened and closed by the Indian business unit on Indian registered sellers.</td>> <td>> </a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137">Buying limits - open transaction, UPI, verification, high amounts, requirements
</td>> </tr> <tr valign="top"> <td>>0270</td>> <td>> Deprecated: No longer in use. Segment C strong ID test population</td>> <td>> Deprecated: No longer in use. Sellers in the test populations will be forced into strong ID for one attempt and will be allowed to list whether they passed or failed. </td>> <td>> Deprecated: No longer in use. Opened and closed by batch process </td>> <td>> </td>> </tr> <tr valign="top">
<td>>0271</td>> <td>> Deprecated: No longer in use. Segment C strong ID control population </td>> <td>> Deprecated: No longer in use. Sellers in the control population will not be forced into strong ID. </td>> <td>> Deprecated: No longer in use. Opened and closed by batch process </td>> <td>> </td>> </tr> <tr valign="top">
<td>>0272</td>> <td>> Deprecated: No longer in use. Segment B strong ID test population </td>> <td>> Deprecated: No longer in use. Sellers in the test populations will be forced into strong ID for one attempt and will be allowed to list whether they passed or failed. </td>> <td>> Deprecated: No longer in use. Opened and closed by batch process </td>> <td>> </td>> </tr> <tr valign="top">
<td>> </td>> </tr> <tr valign="top"> <td>>0273</td>> <td>> Deprecated: No longer in use. Segment B strong ID control population </td>> <td>>

Deprecated: No longer in use. Sellers in the control population will not be forced into strong ID.

</td> <td> Deprecated: No longer in use. Opened and closed by batch process </td>

<td> </td> </tr> <tr valign="top"> <td>0274</td> <td>

Deprecated: No longer in use. Automated Selling Restriction Safelist </td> <td>

Deprecated: No longer in use. Account is safelisted from an automation batch that indefinitely restricts new sellers that obtain a >550 RADAR score and <10 feedback </td> <td>

Deprecated: No longer in use. Opened only by appeals agents if the restricted member contacts CS and has a valid reason to be safelisted </td> <td> </td> </tr> <tr

valign="top"> <td>0275</td> <td>Category Specific Selling Block - Flash

Memory</td> <td>Block seller from listing in Flash Memory categories based on agent review. Issue will be placed by applying CP in AD by the investigating agent</td>

<td>Issue will be closed only by appeals agent</td> <td> Seller risk

management (SRM) policy and appeals </td> </tr> <tr

valign="top"> <td>0276</td> <td>Category Specific Selling Block - Cell Phone

Accessories (PRCi, counterfeit, CF, category)</td> <td>Block seller from listing in Cell Phone Accessories categories based on agent review. Issue is dropped by proactive teammates,

VeRO, IFD, Trust Policy or at the request of Legal after receiving multiple VeRO reports, or infringement-related removals or defects within these categories.</td> <td>This issue can

only be opened or closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.</td> <td> Seller risk

management (SRM) policy and appeals </td> </tr> <tr

valign="top"> <td>0277</td> <td>Category Specific Selling Block - Jewelry and

Watches</td> <td>Block seller from listing in Jewelry and Watches based on agent review.

Issue will be placed by applying CP in AD by the investigating agent</td> <td>Issue will be

closed only by appeals agent			
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1376	Seller risk management (SRM) policy and appeals		
0278	Category Specific Selling Block - Entertainment and sports Memorabilia	Block seller from listing in Entertainment Memorabilia categories based on agent review. Issue will be placed by applying CP in AD by the	
	Issue will be closed only by appeals agent		
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1376	Seller risk management (SRM) policy and appeals		
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1443	Inf - Brand protection information - Infringement		
0279	GSB Restriction	Buying/Selling Restriction	
	This issue is placed on accounts flagged by the AVS teams GSB filters after all attempts to contact the member have failed. This issue will block all buying, M2M, and new selling activity. The member will still be able to revise existing items.		
	Communication from the AVS team to the member will be made informing the member of the restriction, and the requirements that need to be met to remove the issue and restore full service to the account.		
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1297	LP - Other site interference policy - List Practices		
0280	Deprecated: No longer in use. CN counterfeit ring test	Deprecated: No longer in use. Issue is opened on users that BIN 5 or more items from a specific set of APAC sellers and in less than 24 hours and leave feedback immediately.	
	Deprecated: No longer in use. Any users that lists after receiving an 280 will be suspended.		
0281	Group Buy Safelist	Issue restricts selling in the	

<p>AU Group Buy category to preapproved sellers only.</td> <td>Safelist allows the seller to list in the AU Group Buy category. Users without this issue will be blocked. This issue will be opened and closed by the AU CS and BU teams.</td> <td> </td> </tr> <tr> <td>valign="top"> <td>0282</td> <td>Not in Use</td> <td>Not in Use</td> <td>Not in Use</td> <td> </td> </tr> <tr> <td>valign="top"> <td>0283</td> <td>Deprecated: No longer in use. Indefinite buy/sell restriction </td> <td>Deprecated: No longer in use. Restricts the member from buying or selling any items until the issue is removed. </td> <td>Deprecated: No longer in use. This issue is opened and closed by CS agents dealing with CW and SH investigations. </td> <td></td></tr></p>					
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<p>href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1120">Unified consequences path - Trust policies</p>	<p>0285</p>	<p>Deprecated: No longer in use. SRM-Seller Vetting Selling Restriction</p>
<p>on sellers that have been identified as being restricted. The user is blocked from selling and is given specific content to call Seller Vetting</p>	<p>will be placed by IFD either via LVIS or a batch process. The issue can only be closed by the Seller Vetting team. The restriction will remain until the member calls in to verify themselves.</p>	<p>Deprecated: No longer in use. This issue is opened</p>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>& Seller risk management (SRM) policy and appeals

0286	SRM Category Specific Selling Block- Electronics
Block seller from listing in Electronics categories based on CIT review. Issue will be placed by applying CP in AD by the investigating agent.	
Issue will be closed only by the appeals agent.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>& Seller risk management (SRM) policy and appeals

0287	SRM Category Specific Selling Block- Health and Beauty
Block seller from listing in Health and Beauty categories based on CIT review. Issue will be placed by applying CP in AD by the investigating agent.	
Issue will be closed only by the appeals agent.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>& Seller risk management (SRM) policy and appeals

0288	Deprecated: No longer in use. Proact team- Strong ID
Deprecated: No longer in use. Issue forces users from the Proact team exception report through the Strong ID process.	
Deprecated: No longer in use. These accounts will be forced through Strong ID process. If accounts fail strong ID, they will be sent back to the Proact team for further review.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1428>& Strong ID - RSA (KBA) verification

0289	Payment Intermediation eligible
Seller is eligible for payment intermediation.	
When the Seller has this issue, transactions are eligible for Payment Intermediation. Non-Paypal transactions processed through Payment Intermediation may be eligible for eMBG payouts.	
When the Seller does not have this issue, Non-Paypal transactions are not eligible for ePB	

payouts.
 </td> <td> </td> </tr> <tr valign="top">
<td>0290</td> <td>Seller Standards US CBT selling restriction</td>
<td>Users with this issue are blocked from listing on the .com (US) site and are not permitted to
select any shipping option which includes the US from any other site.</td> <td>Indefinite
restriction. This issue is opened and closed by Seller Standards PD and BST CS agents.</td>
<td>

Below
Standards (BSTD) overview and appeals </td> </tr> <tr
valign="top"> <td>0291</td> <td>APAC Local Risk Model & Filter
Safelist
 </td> <td>This is a safelist issue that prevents the user from being
blocked by local APAC initiatives that use LVIS, referred by local APAC risk models, and actioned
by local APAC automated processes.</td> <td>The high value seller team located in
Shanghai will open/close the issue.</td> <td>
 New seller
registration policy </td> </tr> <tr valign="top">
<td>0292</td> <td>Links Safelist
 </td> <td>Used as a
safelist to exclude users from the Links blocks
 </td> <td>No action beyond
excluding from the block
 </td> <td>
 LP - Links
policy - List Practices </td> </tr> <tr valign="top">
<td>0293</td> <td>Deprecated: No longer in use. Top Brand Safelist

 </td> <td>Deprecated: No longer in use. Seller will be allowed to list unlimited
quantities of block brands. Issue to be opened only by CIT and seller vetting agents

</td> <td>Deprecated: No longer in use. No action beyond excluding seller from the
block
 </td> <td>
 Inf - Brand

protection information - Infringement				
valign="top">	0294	Category Specific Selling Block Coins & Paper Money	Block seller from listing in Coins & Paper Money categories based on CIT review. Issue will be placed by applying CP in AD by the investigating agent	Issue will be closed only by the appeals agent
href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1376"		Seller risk management (SRM) policy and appeals		
valign="top">	0295	Category Specific Selling Block Pet Supplies	Block seller from listing in Pet Supplies categories based on CIT review. Issue will be placed by applying a consequence package in AD by the investigating agent	Issue will be closed only by the appeals agent
href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1376"		Seller risk management (SRM) policy and appeals		
href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1443"		Inf - Brand protection information - Infringement		
valign="top">	0296	Category Specific Selling Block Toys & Hobbies	Block seller from listing in Toys & Hobbies categories based on CIT review. Issue will be placed by applying a consequence package in AD by the investigating agent	Issue will be closed only by the appeals agent
href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1376"		Seller risk management (SRM) policy and appeals		
valign="top">	0297	Category Specific Selling Block Home & Garden	Block seller from listing in Home & Garden	

categories based on CIT review. Issue will be placed by applying CP in AD by the investigating agent
Issue will be closed only by the appeals agent

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals
Deprecated: No longer in use. PP Tax ID Required
Deprecated: No longer in use. Selling Restriction
Block sellers who have a PayPal account that has reached the threshold of reached 190 transactions AND \$19,000 in transactions does not have a SSN, TIN, or EIN on file with PayPal.
Deprecated: No longer in use. Block remedy is to add SSN, TIN, or EIN to PayPal account. This restriction will be released 24-48 hours after that has been done.
<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=KB2515>

[2015-2016 information for PayPal 1099, taxes - PayPal IRS 6050W reporting](#)
PayPal Reject Abuser
This issue identifies PayPal Reject Abusers. It is informational only; there is no block or limit. This issue will be opened and closed by the collections team. Important: This issue should not be disclosed to the member.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1220> PayPal Reject (PPR) Abuser Policy
Vetted Seller - IN Perfumes Category
Listing in the Perfumes category on the IN site is by invitation only. Only trusted, well known sellers will be vetted and given this issue to allow listing in this category. This is for fraud and counterfeit prevention.
Issue will be opened and closed manually by IN Trust and Safety.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331> - Counterfeit policy - Infringement

valign="top">0302	SWL Silent Limits	This Issue triggers referrals for outbound calls as high volume sellers approach URC and SWL limits. In some cases it can also trigger eLVIS messaging. Issue is opened by an automated batch job, and can only be closed by the Seller Vetting team once limit increase has been either approved or denied.
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186> Seller vetting and performance reviews (Site Wide Limit increases)

valign="top">0303	Deprecated: No longer in use. SWL Silent Limits - Managed accounts	Deprecated: No longer in use. This is similar to issue 302. Issue triggers referrals for outbound calls as high volume sellers approach URC and SWL limits. In some cases it can also trigger eLVIS messaging. The only difference with issue 303 is that it is for managed accounts only. This allows us to treat these users a little different as well as use different messaging than issue 302.
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Deprecated: No longer in use. Issue is opened by an automated batch job, and can only be closed by the Seller Vetting team once limit increase has been either approved or denied.

		Note: This issue is not currently being used.
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186> Seller vetting and performance reviews (Site Wide Limit increases)

valign="top">0304	Expired Resolution APM on file	Deprecated: No longer in use. This issue is opened via batch on users who have an expired Resolution APM (CC) on file. Seller must update APM in order to list additional items.
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Deprecated: No longer in use. Issue is

opened by an automated batch job. The issue will never be closed, however if they update their APM, the rule will no longer be triggered.

		<ul style="list-style-type: none">/kb/index?page=content&id=GUIDE1040&actp=search&viewlocale=en_US&searchid=1337368980800Automatic Payment Method - Credit Card	
	0305	Indefinite Selling Restriction - Individual	This lower risk selling block is used to block selling on dormant accounts or in situations where Seller Vetting and Seller Risk Management teams are asking sellers with multiple accounts to focus their sales to just a few. This is a means of enforcing a selling block without the risk of related accounts being picked up and worked in the Multi Account automated process.
		Issue is opened and closed via SV/SRM agents working both proactive and reactive cases, as well as via IFD during automation for dormant accounts.	
		<ul style="list-style-type: none">/kb/index?page=content&id=GUIDE1376Seller risk management (SRM) policy and appeals	
	0306	Multi Account Safelist	This issue is used to safelist users from Multi Account automation.
		Issue will be opened based on CS escalation. Opened by Supervisors/Team Leaders and Policy Managers on an exception-level basis only.	
		<ul style="list-style-type: none">https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1142Multi-account overview and appeals	
	0307	Daily Deal block exemption	This issue will be added to vetted seller accounts that need to bypass block rules in order to list daily deals
		Opened and closed by MSO-Back Office team	
		<ul style="list-style-type: none">https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1109Daily Deals - Deals Program	
	0308	Buyer abuse warning	This tracking issue is

placed when a member has been warned for buyer abuse.

Issue is used for tracking purposes only.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1103> Buyer risk management - Abusive buyer policy

Business Vetted Safelist

Accounts flagged for risk, with this issue open, will be routed to the Business Vetting queue.

This issue will be opened by only Business Vetting agents (via a CP) once an in-depth review/underwriting has been completed. Concerns should be sent to DL-eBay-E2M-CUDTEAM. Please include username, contact name, and contact reason.

Issue 309 should not be closed or removed by anyone other than Business Vetting teammates.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1527> Commercial underwriting (CUD)

Safelisted Deal Voucher Seller

Presence of this issue will allow sellers to list in the Deal vouchers category.

This issue is restricted and can only be opened or closed at the request of the Advertising team.

Identity Documents Verified (vendor: Jumio)

This issue indicate that the user successfully passed an identity verification process, by providing identity documentation that was verified by third-party vendor Jumio.

This issue does not get closed.

New seller registration policy

Identity Documents Verified (vendor: ID Checker)

This issue open on an account indicates that the user successfully passed an identity verification process, by providing identity documentation that was verified by third-party vendor ID

Checker.</td> <td>This issue does not get closed.</td> <td>
Seller risk
management (SRM) policy and appeals </td> </tr> <tr
valign="top"> <td>0314</td> <td>AU CBT Block ICBT Sellers</td>
<td>Rules will leverage this issue to block sellers with the open issue from choosing AU as a
shipping destination in their listing on a non-AU site, and from listing on the AU site. ICBT sellers
only.</td> <td>This issue is opened and closed only by the AU SRM team.</td>
<td> Seller risk
management (SRM) policy and appeals </td> </tr> <tr
valign="top"> <td>0315</td> <td>Deprecated: No longer in use. Sexual Wellness
Category Safelist </td> <td>Deprecated: No longer in use. Sellers with this issue are able
to list in the sexual wellness category. Without the issue, sellers are blocked from listing there.
</td> <td>Deprecated: No longer in use. This issue was opened and closed by CS vetting
team. Use of issue will be retired. Going forward, vetting for this category will
be automated using LVIS rules. Please refer to related education article for more information.
</td> <td> Sexual Wellness Category || Sex Toys and
Sex Accessories </td> </tr> <tr
valign="top"> <td>0316</td> <td>Deprecated: No longer in use
 Collections
Selling Restriction</td> <td>Deprecated: No longer in use
 Members
with this issue have their selling privileges blocked because of an outstanding balance. However the
member is still allowed to buy.</td> <td>Deprecated: No longer in use
 This issue is opened and closed via batch job which runs every six hours.

Teammates can then Close Issue #316 (Can only be done in AD or AD Lite. Can not be done in

Unify.) once the payment has been made or the payment has cleared. You can classify this under

SR	Topic	Billing>Collections.
	 </td>	<td>		Non-payment				
		account holds and suspensions for balance owed		</td>	</tr>	
		<tr valign="top">	<td>0317</td>	<td>Deprecated: No longer in use
		
		
 APAC IAD DSR performance</td>	<td>Deprecated: No longer in use
			
		
 This issue will be opened on APAC sellers with low Item as described DSR ratings. Once				
		opened these sellers are put on an improvement plan which includes CS outreach. Depending on				
		how the seller responds there could be various GMV restrictions placed on the account. Please see				
		sellers mac notes for details on current restrictions.</td>	<td>Deprecated: No longer in			
		use
	
			
		This issue will be opened by a batch job. APAC CS will monitor these sellers				
		weekly and either removes the issue if DSR scores increase, or slowly start restricting				
		GMV.</td>	<td>		SNAD				
		Case				
		Management (the Great China Only)		</td>	</tr>	<tr
		valign="top">	<td>0318</td>	<td>Deprecated: No longer in use
	
	
		Vetted Fashion Seller</td>	<td>Deprecated: No longer in use
	
		
		has passed Fashion vetting</td>	<td>Deprecated: No longer in use
	
		
		To				
		be opened and closed only by the Business Seller Vetting team</td>	<td>			
		Commercial				
		underwriting (CUD)		</td>	</tr>	<tr valign="top">
		<td>0319</td>	<td>Greater China onboarding process</td>	<td>Accounts		
		with this issue open are hi-po BD accounts or TSAM sub-accounts recruited to sell on				
		eBay.
Benefits
include temporary reprieve from APAC category limits, APAC shipping				
		service mandates, and higher initial selling limits. Accounts which are unable to meet performance				

or velocity targets will automatically have this issue closed.</td> <td>The Business Unit Support Team (aka high value seller team) in CS located in Shanghai will open/close the issue.</td>

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<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1383>>Greater China Business On-boarding Process

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1617>>Greater China Business Plan Tracking </td> </tr> <tr valign="top">

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<td>0320</td> <td>APAC PSAM or MSO Managed Account</td>

<td>Users are excluded from lower risk filters and models.</td> <td>Opened and closed by a monthly batch job owned by APAC CS and BU teams.</td>

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<td>0321</td>

<td>Self-Linking Initiated</td> <td>This issue is dropped for downstream detection on all sellers who complete self-linking to get a limits increase. There is no action taken by itself, but it can be used as a risk factor in other models and processes.</td> <td>An elvis rule will open the issue when a seller goes into ILO and attempts self-linking. The issue should remain open indefinitely.</td>

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<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1186>>Seller vetting and performance reviews (Site Wide Limit increases) </td>

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<td>0322</td> <td>UK CBT Block ICBT Sellers</td> <td>Rules will leverage this issue to block sellers with the open issue from choosing UK as a shipping destination in their listing on a non-UK site, and from listing on the UK site. ICBT sellers only.</td> <td>Users will have the issue opened when they have an excessive amount of BBE based on shipping items to UK from another country. APAC selling team owns the opening and closing of this issue.</td>

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1609>>SNAD Case Management (the Great China Only) </td> </tr> </tr>

<p>valign="top"> <td>0323</td> <td>DE CBT Block ICBT Sellers</td></p> <p><td>Rules will leverage this issue to block sellers with the open issue from choosing DE as a shipping destination in their listing on a non-DE site, and from listing on the DE site. ICBT sellers only.</td> <td>Users will have the issue opened when they have an excessive amount of BBE based on shipping items to DE from another country. APAC selling team owns the opening and closing of this issue.</td> <td> SNAD Case Management (the Great China Only) </td> </tr> </table></p>	<p>valign="top"> <td>0324</td> <td>Deprecated: No longer in use. UK Smarter Limits</td> <td>Deprecated: No longer in use. Members with this issue have an increased item limit of 25 instead of 10. In addition, new seller holds are not applied to them. </td> <td>Deprecated: No longer in use. This issue is opened and closed by batch job at the direction of the Consumer Performance team. </td> <td> Seller vetting and performance reviews (Site Wide Limit increases) </td> </tr> </table></p> <table border="1"><tr><td><p>valign="top"> <td>0325</td> <td>Buyer Risk 2k Referral Safelist</td> <td>Buyer has been vetted for transactions 2k 10k</td> <td>This safelist can only be opened by the Buyer Vetting team.</td> <td> Buyer risk management - Abusive buyer policy </td> </tr> </table></p></td><td><p>valign="top"> <td>0326</td> <td>Daily Deals Vetted Safelist</td> <td>Sellers with this issue are approved to list on Daily Deals.</td> <td>Issue will be opened and closed by the Daily Deals Incentive Vetting Team.</td> <td> </td> </tr> </table></p></td></tr></table>	<p>valign="top"> <td>0325</td> <td>Buyer Risk 2k Referral Safelist</td> <td>Buyer has been vetted for transactions 2k 10k</td> <td>This safelist can only be opened by the Buyer Vetting team.</td> <td> Buyer risk management - Abusive buyer policy </td> </tr> </table></p>	<p>valign="top"> <td>0326</td> <td>Daily Deals Vetted Safelist</td> <td>Sellers with this issue are approved to list on Daily Deals.</td> <td>Issue will be opened and closed by the Daily Deals Incentive Vetting Team.</td> <td> </td> </tr> </table></p>
<p>valign="top"> <td>0325</td> <td>Buyer Risk 2k Referral Safelist</td> <td>Buyer has been vetted for transactions 2k 10k</td> <td>This safelist can only be opened by the Buyer Vetting team.</td> <td> Buyer risk management - Abusive buyer policy </td> </tr> </table></p>	<p>valign="top"> <td>0326</td> <td>Daily Deals Vetted Safelist</td> <td>Sellers with this issue are approved to list on Daily Deals.</td> <td>Issue will be opened and closed by the Daily Deals Incentive Vetting Team.</td> <td> </td> </tr> </table></p>		

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1109> > Daily Deals - Deals Program </td> </tr> <tr valign="top"> <td>0327</td> <td>Buyer Risk Vetting blocklist</td> <td>Buyers with this issue will not be able to make bullion and some high value watch purchases.</td> <td>Placed after Buyer Vetting review. Appeals can be made through DL-eBay-SLC-BuyerRiskVetting@ebay.com</td> <td> </td> </tr> <tr valign="top"> <td>0328</td> <td>Deprecated: No longer in use. India Top-Buyer Promotion Safelist </td> <td>Deprecated: No longer in use. IN buyers who have this issue can purchase items from specific .IN top-seller promotions. Buyers who don't have the issue will be blocked from participating in these promotions. Buyers without this issue can still make any other purchases. </td> <td>Deprecated: No longer in use. This issue will be opened and closed by India CS teams. </td> <td> </td> </tr> <tr valign="top"> <td>0329</td> <td>Deprecated: No longer in use. New seller coaching issue </td> <td>Deprecated: No longer in use. Users are directed to video tutorials on best practices around shipping. </td> <td>Deprecated: No longer in use. Batch job opens. Issue will auto close after 7 days. </td> <td> </td> </tr> <tr valign="top"> <td>0330</td> <td>Shipping Label Block Rules Safelist RESTRICTED USAGE DO NOT USE</td> <td>This issue will safelist accounts from being blocked by shipping label block rules. Issue will be used on trusted accounts that are repeatedly being blocked from shipping label block rules for labels that are attempting to be purchased unrelated to fraud. Sellers who receive this issue will have been carefully reviewed to ensure fraud exposure low.</td> <td>Issue may be opened or closed only by 1 of the following authorized persons: Long Luu Jessica Fernandez Matt Jacobson Jennifer Owen </td> <td> <a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376> > Seller risk

management (SRM) policy and appeals

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1008>

Shipping labels troubleshooting

0331

Deprecated: No longer in use

Limit Identifier - Keyword limits - Tier 1 Seller

Issue is opened on account when keyword limit rules are hit by seller. Seller is in Tier 1 due to poor performance or recent violations and may not be able to increase limits. This issue stays open for 7 days.

Deprecated: No longer in use

No Appeal. Seller will be limited until they reach standard status or 90 days since last policy violation with no further violations.

0332

Counterfeit policy - Infringement

0332

Deprecated: No longer in use

Limit Identifier - Keyword limits - Tier 2 Seller

Issue is opened on account when keyword limit rules are hit by seller. Seller is in Tier 2 and may be able to increase limits by going through seller vetting process. This issue stays open for 7 days.

Deprecated: No longer in use

No Appeal. Seller will need 25 selling Feedback and complete 90 days as a registered seller.

0333

Counterfeit policy - Infringement

0333

Deprecated: No longer in use. Limit Identifier - Keyword limits - Tier 3 Seller

Issue is opened on account when keyword limit rules are hit by seller. Seller is in Tier 3 and may be able to increase limits by going through seller vetting process. This issue stays open for 7 days.

Deprecated: No longer in use. Business registered accounts may contact Seller Vetting for higher

limits. </td> <td> BTAC 2.0 </td> </tr> <tr valign="top"> <td>0334</td> <td>Limit identifier -SWL Strong ID</td> <td>Issue is dropped on account when SWL Strong ID limit rules are hit by seller. This issue stays open for 7 days.</td> <td>This issue is for tracking and OCS routing only. Closes automatically after 7 days.</td> <td> Seller vetting and performance reviews (Site Wide Limit increases) </td> </tr> <tr valign="top"> <td>0335</td> <td>Limit identifier - SWL Not Strong ID</td> <td>Issue is dropped on account when SWL Not Strong ID limit rules are hit by seller. This issue stays open for 7 days.</td> <td>This issue is for tracking and OCS routing only. Closes automatically after 7 days.</td> <td> Seller vetting and performance reviews (Site Wide Limit increases) </td> </tr> <tr valign="top"> <td>0336</td> <td>Limit identifier - New Seller category limits</td> <td>Issue is dropped on account when New Seller category limit rules are hit by seller. This issue stays open for 7 days for tracking purposes. The actual limit duration is not determined by issue 336 being open. You can look up the issue to determine that the seller has a New Seller category limit. However, you cannot look up the issue to determine the limit duration. </td> <td>This issue is for tracking and OCS routing only. Closes automatically after 7 days.</td> <td> Selling Limits - new seller, site wide, multi-account </td> </tr> <tr valign="top"> <td>0337</td> <td>Limit identifier - High BBE Brand keywords</td> <td>Issue is dropped on account when High BBE Brand keyword limit rules are hit by seller. This issue stays open for 7 days for tracking purposes. The actual limit duration is not determined by issue 337 being open. You can look up the issue to determine that the seller has

a High BBE Brand keyword limit. However, you cannot look up the issue to determine the limit duration.

This issue is for tracking and OCS routing only. Closes automatically after 7 days.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331> - Counterfeit policy - Infringement

Limit identifier - Silent Limits

Issue is dropped on account when Silent limit rules are hit by seller. This issue stays open for 7 days.

This issue is for tracking and OCS routing only. Closes automatically after 7 days.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186> - Seller vetting and performance reviews (Site Wide Limit increases)

Limit identifier - URC limit

Issue is dropped on account when URC limit rules are hit by seller. This issue stays open for 7 days.

This issue is for tracking and OCS routing only. Closes automatically after 7 days.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1012> - Selling Limits - new seller, site wide, multi-account

Limit identifier - Bullion

Issue is dropped on account when Bullion category limit rules are hit by seller. This issue stays open for 7 days.

This issue is for tracking and OCS routing only. Closes automatically after 7 days.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1485> - Bullion category blocks

Limit identifier - Hot Item

Issue is dropped on account when Hot Item limit rules are hit by seller. This issue stays open for 7 days.

This issue is for tracking and OCS routing only. Closes automatically after 7

days.</td><td> <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1482"

target="_blank">Hot Items Policy</td></tr><tr

valign="top"><td>0342</td><td>Limit identifier - APAC Keyword brand

limit</td><td>Issue is dropped on account when APAC category limit rules are hit by

seller. This issue stays open for 7 days.</td><td>This issue is for tracking and OCS

routing only. Closes automatically after 7 days.</td><td> <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1443"

target="_blank">Inf - Brand protection information - Infringement

</td></tr><tr valign="top"><td>0343</td><td>Deprecated: No

longer in use.

Limit identifier - CBT</td><td>Deprecated: No

longer in use.

Issue is dropped on account when CBT rules are hit by seller. This

issue stays open for 7 days.</td><td>Deprecated: No longer in use.

This issue is for tracking and OCS routing only. Closes automatically after 7

days.</td><td> <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1012#issue"

target="_blank">Selling limits - new seller, site wide, multi account

</td></tr><tr valign="top"><td>0344</td><td>Deprecated: No longer

in use. Limit identifier - Motor Vehicle Velocity </td><td>Deprecated: No longer in use.

Issue is dropped on account when Motor Vehicle Velocity limit rules are hit by seller. This issue

stays open for 7 days. </td><td>Deprecated: No longer in use. This issue is for tracking

and OCS routing only. Closes automatically after 7 days. </td><td> Seller vetting

and performance reviews (Site Wide Limit increases)</td>

</tr><tr valign="top"><td>0345</td><td>Deprecated: No longer in use.

Limit identifier - APAC Category limits</td><td>Deprecated: No longer in use. Issue is

dropped on account when APAC category limit rules are hit by seller. This issue stays open for 7 days.

Deprecated: No longer in use. This issue is for tracking and OCS routing only. Closes automatically after 7 days.	
High	Medium Risk Product Categories for Greater China
	Greater China Business On-boarding Process
0346	EU Value Added Tax Number Requested
	This issue is added to APAC accounts believed to require an EU Value Added Tax (VAT) number but who have not provided us with a VAT# or documentation to show that the account owner is not required by law to register for a VAT#. For the first 30 days we will ask the seller to provided us with a VAT# or documentation to show that the account owner is not required by law to register for a VAT#. If this is not provided within 30 days, any listings will be blocked with item location within Europe.
	CS team in APAC will open and close this issue per instruction from APAC TnS BU. Thresholds will be set based on input by legal, tax, and BUs.
	Legal regulations on value added tax - Liability of electronic marketplaces - EU countries
0347	New Seller Information Request
	Tracking issue for Telesign/Authentify batch job of risky phone numbers. Used to track accounts processed through IFD that do not have active listings. Account will also receive a limit of 5/500. Accounts will also be referred to Seller fraud if they list new items.
	If account lists new items it will be referred for proactive Seller fraud review.
	New seller registration policy

0348	UK New Seller Holds Safelist	This issue excludes UK sellers from the New Seller Holds process.	This issue is opened by batch on accounts that meet certain thresholds.	https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1074	Transaction holds
0349	Deprecated: No longer in use. High BBE seller coaching tutorial	Deprecated: No longer in use. Used to offer coaching to high BBE sellers. Eventually it will force users through a tutorial.	Deprecated: No longer in use.	Sellers with this issue open will receive on-site messaging to help them improve BBE rates.	
0350	Deprecated: No longer in use. Promotions Manager Category Safelist	Deprecated: No longer in use. The Issue will safelist the seller to use the special promo category. It is only opened on very large strategic accounts.	Deprecated: No longer in use. This issue should only be opened by account managers at the request of the BU.		
0351	Auction Style listing limit exceeded	Opened on users that are driving BBEs from APAC to North America. The limit for these users is 1 auction style listing per month.	Opened and closed via APAC generated batch job.	https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1383	Greater China Business On-boarding Process
0352	Deprecated: No longer in use. eMBG No Fault Rule Safelist	Deprecated: No longer in use. This Issue is set by the eMBG BU to exclude sellers from some No Fault auto-disposition rules. When excluded from a rule, impacted			

eMBG Cases will require agent adjudication after Escalation, rather than auto-refunding the buyer. Agents should adjudicate these claims per standard policy. </td> <td> Deprecated: No longer in use. Issue will not be closed. </td> <td> </td> </tr> <tr valign="top"> <td>0353</td> <td>Seller Fraud Listing Delay</td> <td>Issue is opened on a seller when any item is flagged for referral to high risk. All subsequent listings will be delayed until account is reviewed.</td> <td>eLVIS opens the issue with rules and issue is closed through action in CPs.

 Note: Messaging instructs members to call in. If member does not call in, the account will still be filtered for review. The issue will be closed if the account passes the fraud review.</td> <td> New seller registration policy </td> </tr> <tr valign="top"> <td>0354</td> <td>Almost eTRS seller coaching</td> <td>Coaches good users who are on the verge of becoming eTRS with behaviors that will get them there. No CS action will be taken, the user will be directed to best practices for good seller tutorial</td> <td>Opened by batch and auto closed after 7 days.</td> <td> eBay Top Rated Seller/Top Rated Plus Performance (eTRS/TRP) </td> </tr> <tr valign="top"> <td>0355</td> <td>Deprecated: No longer in use. Generic Promo Qualifier </td> <td>Deprecated: No longer in use. This issue identifies users that qualify for various listing promotions. If the user has this issue, and there is a current site promotion running, they could receive a message when listing reminding them of the promotion. </td> <td>Deprecated: No longer in use. This issue is by batch and close after a predetermined duration. </td> <td> </td> </tr> <tr valign="top"> <td>0356</td> <td>Multi Account Buying Restriction 30 day</td> <td>This issue is used to block buying ability for users who have been identified as linked to other poor performing buyers. The issue is opened for 30 days and closed automatically.</td>

<p>Issue is opened via IFD Batch automation, using the Multi Account policy. The issue is closed automatically after 30 day restriction.</p>	<p>Multi-account overview and appeals</p>
<p>Issue is opened via IFD Batch automation, using the Multi Account policy. The issue will be closed automatically after 90 day restriction.</p>	<p>High risk buying policy</p>
<p>Issue is opened via IFD Batch automation, using the Multi Account policy. The issue will be closed automatically after 90 day restriction.</p>	<p>Multi Account Buying Restriction 90 day</p>
<p>This issue is used to block buying ability for users who have been identified as linked to other poor performing buyers. The issue will be opened for 90 days and closed automatically.</p>	<p>Multi Account Buying Restriction Indefinite</p>
<p>Issue is opened via IFD Batch automation, using the Multi Account policy. The issue will be closed automatically after 90 day restriction.</p>	<p>Multi Account Buying Restriction Indefinite</p>
<p>This issue is used to block buying ability for users who have been identified as linked to other poor performing buyers. The issue is indefinite unless closed by CS upon successful appeal.</p>	<p>Multi Account Buying Restriction Indefinite</p>
<p>Issue is opened via IFD Batch automation, using the Multi Account policy. The issue will be indefinite unless closed by CS upon successful appeal (if original account restriction is resolved).</p>	<p>Multi-account overview and appeals</p>
<p>Issue is opened via IFD Batch automation, using the Multi Account policy. The issue will be indefinite unless closed by CS upon successful appeal (if original account restriction is resolved).</p>	<p>Seller protections and seller protections abuse policy</p>
<p>GC Top Merchant Program - Grade</p>	

<td><td>This issue is used to identify sellers in Top Merchant Program with Grade A status. Accounts with this issue will be given a higher GMV limit and will be excluded from some Greater China limit enforcement programs.</td><td>Issue will be opened and closed by the Greater China TnS team.</td><td>Merchant support operations (MSO) lobby</td></tr><tr valign="top"><td>0360</td><td>GC Top Merchant Program - Grade B</td><td>This issue is used to identify sellers in Top Merchant Program with Grade B status. Accounts with this issue will be given a higher GMV limit and will be excluded from some Greater China limit enforcement programs.</td><td>Issue will be opened and closed by the Greater China TnS team.</td><td>Merchant support operations (MSO) lobby</td></tr><tr valign="top"><td>0361</td><td>Deprecated: No longer in use. 100% Limit for Below Standard</td><td>Deprecated: No longer in use. This issue is placed on Segment B Below Standard accounts to implement a 100% SWL on them.</td><td>Deprecated: No longer in use. Issue is opened and closed by the Sitewide Limits team.</td><td>Seller performance standards</td></tr><tr valign="top"><td>0362</td><td>Vetted Beer Seller</td><td>This issue is required in order to list in the category Home & Garden & Food & Beverages & Beer</td><td>This issue is opened Sellers that have been vetted by the BU for selling Alcohol. It should only be opened and closed by this group.</td><td>PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items,</td></tr></table>

Infringement/Counterfeit		
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1138	Alcohol policy - Prohibited and Restricted Items	
Vetted Spirits & Liqueur Seller	This issue is required in order to list in the category Home & Garden & Food & Beverages & Spirits & Liqueurs	This issue is opened Sellers that have been vetted by the BU for selling Alcohol. It should only be opened and closed by this group.
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753	Inf Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit	
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1138	Alcohol policy - Prohibited and Restricted Items	
Experienced User	This issue is used to indicate "Experienced User" status. As part of a pilot program, users with this status will have relaxed selling limits and will be excluded from some limits including New Seller category limits.	Issue will be opened via Batch automation at the direction of the Consumer performance team. Issue will be closed if seller loses eligibility.
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1014	Account restrictions - selling, buying - indefinite, temporary	
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1482	Hot Items Policy	
Deprecated: No longer in use. Limit Identifier - Keyword limits	Deprecated: No longer in use. Limit Identifier - Keyword limits	
Unverified user	Deprecated: No longer in use. Issue was opened on account when Keyword limit rules were hit by seller. Seller was unverified and had to verify account to	

increase limits. This issue was open for 7 days. </td> <td> Deprecated: No longer in use. Issue was opened via LVIS rules. This issue was for tracking and OCS routing only. Closed automatically after 7 days </td> <td> LP - Search manipulation policy - List Practices </td> </tr> <tr valign="top"> <td>0366</td> <td> Deprecated: No longer in use. Seller Performance Manipulation Indefinite Restriction </td> <td> Deprecated: No longer in use. Issue indicates an indefinite selling restriction due to seller performance manipulation. </td> <td> Deprecated: No longer in use. Issue is dropped through a consequence package. Issues will be opened and closed by the Agile Team working the Seller Performance Manipulation policy. Appeals should be sent to TnS Other Phones </td> <td> Seller performance standards </td> </tr> <tr valign="top"> <td>0367</td> <td> Seller Performance Identifier Greater China Seller with low BBE rates</td> <td> Issue will be used to identify good APAC sellers based on BBE history and BBE by ASP tranche. Different consequence packages will be applied based on the status of this issue to either block bad sellers or safelist good sellers. Accounts will be managed through AP local models like category limit, BSTD ECG, Shipping mandate etc.</td> <td> Issue will be set by the APAC team based on data analytics gathered by the APAC team. Users will have the issue open when they have an overall trusted performance history and good BBE rates in different ASP tranches. The issue will be closed when the performance of the account declines.</td> <td> China Item Quality Control process </td> </tr> <tr valign="top"> <td>0368</td> <td> Greater China Business Plan Tracking</td> <td> Greater China Business Plan Tracking </td> </tr>

opened to track and identify sellers who have had their limits decreased due to certain risk criteria.				
<td>> This issue will be opened with IFD Batch automation. Please See Document Mac Note on account or the enforcement criteria for Site Wide Limits &/a>for specific remedy before closing this issue <td>>				
<td>>				Seller vetting and performance reviews (Site Wide Limit increases) <td>>
<tr>>	<tr valign="top">	<td>>	0372</td>>	<td>>Adult Only Restriction</td>>
<td>>	This issue restricts the ability of sellers to sell outside of the Adult Only category.</td>>	<td>>	This issue will be opened and closed by the Prohibited Items team based on seller policy compliance.</td>>	<td>>
	<td>>			PI - Adult items policy - Prohibited and Restricted items <td>>
<tr>>	<tr valign="top">	<td>>	0373</td>>	<td>>India CBT category safelist Business Industrial</td>>
<td>>	This is a safelist issue that will India sellers to list in the specified category group related to Business and Industrial.</td>>	<td>>	Issue will be manually placed by India TnS after seller vetting.</td>>	<td>>
	<td>>			Seller risk management (SRM) policy and appeals <td>>
<tr>>	<tr valign="top">	<td>>	0374</td>>	<td>>India CBT category safelist Collectibles</td>>
<td>>	This is a safelist issue that will allow India sellers to list in the specified category group related to Collectibles.</td>>	<td>>	Issue will be manually placed by India TnS after seller vetting.</td>>	<td>>
	<td>>			Seller risk management (SRM) policy and appeals <td>>

valign="top">	<td>0375</td>	<td>India CBT category safelist Lifestyles</td>	
<td>	This is a safelist issue that will allow India sellers to list in the specified category group related to Lifestyles.</td>		
<td>	Issue will be manually placed by India TnS after seller vetting.</td>	<td>	Seller risk management (SRM) policy and appeals</td>
valign="top">	<td>0376</td>	<td>India CBT category safelist Music and Movies</td>	
<td>	This is a safelist issue that will allow India sellers to list in the specified category group related to Music and Movies.</td>		
<td>	Issue will be manually placed by India TnS after seller vetting.</td>	<td>	Seller risk management (SRM) policy and appeals</td>
valign="top">	<td>0377</td>	<td>India CBT category safelist Photo</td>	
<td>	This is a safelist issue that will allow India sellers to list in the specified category group related to Photo.</td>		
<td>	Issue will be manually placed by India TnS after seller vetting.</td>	<td>	Seller risk management (SRM) policy and appeals</td>
valign="top">	<td>0378</td>	<td>India CBT category safelist Tech</td>	
<td>	This is a safelist issue that will allow India sellers to list in the specified category group related to Technology.</td>		
<td>	Issue will be manually placed by India TnS after seller vetting.</td>	<td>	Seller risk management (SRM) policy and appeals</td>
valign="top">	<td>0379</td>	<td>India CBT category safelist Other</td>	
<td>	This is a safelist issue that will allow India sellers to list in the specified category group		

related to Other.</td> <td>Issue will be manually placed by India TnS after seller vetting.</td> <td> Seller risk management (SRM) policy and appeals </td> </tr> <tr valign="top"> <td>0380</td> <td>Strategic APAC merchants for SEA sites</td> <td>This issue is used to flag strategic SEA/GC sellers to SEA domestic business and later in a filter to block if these sellers switch to CBT sites. This issue will not block any listings.</td> <td>Issue will be manually opened and closed APAC CS teammates.</td> <td> </td> </tr> <tr valign="top"> <td>0381</td> <td>Tracking - Seller is in GC SRM Queue</td> <td>The issue will be used to identify Greater China accounts currently in the SRM queue.</td> <td>This is an issue for tracking purposes, no action taken. TnS team will monitor accounts and make further analysis.</td> <td> Seller risk management (SRM) policy and appeals </td> </tr> <tr valign="top"> <td>0382</td> <td>Seller Performance Identifier GC Core Hipo A&B program</td> <td>The issue will be used to identify trusted managed Greater China sellers of Core group Tier A&B based on historical BBE and BBE by ASP tranche. Consequence packages of different severity will be applied based on the status of this issue.</td> <td>Will be set by the GC TnS team based on data gathered by the team. Users will have the issue open when they have an overall trusted performance history and good BBE% performance in different ASP tranches.</td> <td> China Item Quality Control process </td> </tr> <tr valign="top"> <td>0383</td> <td>Greater China Business Plan Tracking</td> <td></td> <td></td> <td> Greater China Business Plan Tracking </td> </tr>

https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1609	SNAD Case Management (the Great China Only)
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1609	US/CA CBT Block ICBT Sellers
Rules will leverage this issue to block sellers with the open issue from choosing US/CA as a shipping destination in their listing on a non-US/CA site, and from listing on the US/CA sites. ICBT sellers only.	
Users will have the issue opened when they have an excessive amount of BBE based on shipping items to US/CA from another country. APAC selling team owns the opening and closing of this issue.	
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1609	SNAD Case Management (the Great China Only)
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1609	Returning Bad Seller Source Account
Flags source accounts for the RBS MA policy. Current source accounts are:	
<ul style="list-style-type: none"> Sellers suspended for High Risk Selling Sellers with a BBE Spike 	
High Risk Selling Suspensions Issue 384 can be removed after standard High Risk Selling appeal. (For appeal instructions, see related education articles.)	
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1142	Multi-account overview and appeals
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097	New seller registration policy
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186	Seller vetting and performance reviews (Site Wide Limit increases)
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186	Multi Account - Returning Bad Seller
This account is a Returning Bad Seller. They are linked to a source account with high risk activity. All selling activity is blocked while this issue is open.	
This issue can be closed by	

Seller Vetting or T&S Appeals agents upon successful appeal.</td> <td>
Multi-account overview and appeals </td> </tr> <tr valign="top">
<td>0386</td> <td>Returning Malicious Seller Source Account</td>
<td>Flags source accounts for RMS MA Policy. Current source accounts are:
Sellers suspended for High Risk Selling Sellers suspended for Mass Registration </td> <td>High Risk Selling Suspensions Issue 386 can be removed after standard High Risk Selling appeal Mass Registration Suspensions Issue 386 can be removed after standard Mass Registration appeal</td> <td> Multi-account overview and appeals
New seller registration policy </td> </tr> <tr valign="top">
<td>0387</td> <td>Multi Account - Returning Malicious Seller</td> <td>This account is a Returning Malicious Seller. They are linked to a source account with high risk activity. All selling activity is blocked while this issue is open.</td> <td>These accounts will be permanently blocked from selling.</td> <td> Multi-account overview and appeals
Seller vetting and performance reviews (Site Wide Limit increases) Seller protections and seller protections abuse policy Greater China Business On-boarding Process </td> </tr> </table>

valign="top"> <td>0388</td> <td>Safelist for Tickets > Special Experiences category</td> <td>Sellers that have been vetted by the BU for selling in the Tickets > Special Experiences category.</td> <td>It should only be opened and closed by this group.</td>

<td>Seller risk management (SRM) policy and appeals</td></tr>

valign="top"> <td>0389</td> <td>N / A</td> <td>Not in use</td> <td>Not in use</td> <td> </td> </tr> <tr valign="top">

<td>0390</td> <td>Feedback Collusion Seller Risk</td> <td>Issue used to identify sellers with what appears to be Feedback collusion with another member. These users gain a large number of Feedback in a 24-hour period, and then go dormant before listing fraudulent or high-risk items.</td> <td>Issue will be added automatically through a batch process.

Removed by SRM or TNS Appeals only.</td> <td>Seller risk management (SRM) policy and appeals</td></tr>

valign="top"> <td>0391</td> <td>Fair Warning</td> <td>Issue is placed on account after user has been vetted for entry into the Fair Warning process. (Less severe ECGs and flagged for 48-hour notice before action is taken). Issue only to be dropped by MSO team.</td> <td>This issue places the seller in the Fair Warning process. Issue only to be dropped by MSO team. This issue does not restrict the members account.</td> <td>

<td>0392</td> <td>Jewelry Category Safelist - India</td> <td>This issue is

<td>0393</td> <td>Jewelry Category Safelist - India</td> <td>This issue is

<td>0394</td> <td>Jewelry Category Safelist - India</td> <td>This issue is

<td>0395</td> <td>Jewelry Category Safelist - India</td> <td>This issue is

<td>0396</td> <td>Jewelry Category Safelist - India</td> <td>This issue is

<td>0397</td> <td>Jewelry Category Safelist - India</td> <td>This issue is

<td>0398</td> <td>Jewelry Category Safelist - India</td> <td>This issue is

consequence path for multiple policies. With this issue the buyer is blocked by Lvis rules from non-immediate pay items. The buyer can still purchase items by using Buy it Now or add to cart.

Issue can be removed by teammate if appeal is granted.

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137> Buying limits - open transaction, UPI, verification, high amounts, requirements

0397	Deprecated:
UPI Buyer Warning	Deprecated: User is at risk of increasing unpaid items threshold and may be blocked from buying if number of unpaid items keeps increasing.
Deprecated:	If the buyer doesn't breach the UPI warning threshold, the issue expires after 60 days.
0398	UPI Buyer Restriction Allow List
This issue allows a buyer to avoid buying restrictions resulting from excessive UPI (unpaid cancellation) strikes. This issue is consumed by the Cancel product flow and not by eLVIS.	
Issue can be added or removed via request by contacting DL-eBay-Issue398Requests (DL-eBay-Issue398Requests@ebay.com) and is restricted by FGA.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137> Buying limits - open transaction, UPI, verification, high amounts, requirements

0399	GC Organic NEW Seller Program VV Passed Users Identifier
This issue is used to identify newbie sellers which pass through Video Verification and would be eligible for policy benefits to accelerate growth. Accounts with this issue will be given grace period on Category Limit graylisting.	
CS team in APAC will open and close this issue per instruction from GC BPnA BU. Thresholds will be set based on input by BUs.	
0400	GC Account misrepresentation Tracking

&td>There will be a batch process to add this issue on non GC sellers if analysis show they get GC characteristic which is extracted from their item location/PP account/shipping label/IP/ linking account profile etc.&td> &td> &td> &td> &ul> &li>&a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1606">Shipping

Defect Managment (CN only)&a>&li> &/ul> &td> &tr> &tr valign="top">

&td>0401&td> &td>SRM-High Risk Account&td> &td>This issue tracks

accounts that have been through a SRM review and has displayed high-risk attributes/risky

behavior(s).&td> &td>Track accounts that have been flagged previously and allows

re-review within SRM when attributes have changed. SRM agents will open the issue as a result of

their reviews.&td> &td> &ul> &li>&a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376">Seller risk

management (SRM) policy and appeals&a>&li> &ul> &td> &tr> &tr

valign="top"> &td>0402&td> &td>SRM-Medium Risk Account&td>

&td>This issue tracks accounts that have been through a SRM review and has displayed

medium risk attributes/risky behavior(s).&td> &td>Track accounts that have been flagged

previously and allows re-review within SRM when attributes have changed. SRM agents will open

the issue as a result of their reviews.&td> &td> &ul> &li>&a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376">Seller risk

management (SRM) policy and appeals&a>&li> &ul> &td> &tr> &tr

valign="top"> &td>0403&td> &td>SRM-Low Risk Account&td> &td>This

issue tracks accounts that have been through a SRM review and has displayed low risk

attributes/risky behavior(s).&td> &td>Track accounts that have been flagged previously

and allows re-review within SRM when attributes have changed. SRM agents will open the issue as

a result of their reviews.&td> &td> &ul> &li>&a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376">Seller risk

management (SRM) policy and appeals&a>&li> &ul> &td> &tr> &tr

0404	GC Organic NEW Seller Program newly on-boarded off-eBay B2C sellers	This issue is used to identify newly on-boarded off-eBay B2C sellers that would be eligible for policy benefits to accelerate growth. Accounts with this issue will be excluded from some Greater China limit enforcement programs.	CS team in APAC will open and close this issue per instruction from GC BPnA BU. Thresholds will be set based on input by BUs.
0405	GC BD Merchant Program	The issued will be used to identify BD (Business development) key merchant, not representing all BD portfolio. This is an issue for tracking purpose, no action taken.	Issue will be opened and closed by the CS team under the policy of ICBT Business Management team.
0406	Deprecated: No longer in use. India CBT blocklist - No listing allowed on AU site	Deprecated: No longer in use. This is a blocklist issue that will prevent an IN Seller from listing on the AU site due to poor CBT performance on this site.	Deprecated: No longer in use. Issue will be Manually opened or closed by the IN TnS ops team based on review of seller performance.
0407	Deprecated: No longer in use. India CBT blocklist - No listing allowed on US site	Deprecated: No longer in use. This is a blocklist issue that will prevent an IN Seller from listing on the US site due to poor CBT performance on this site.	Deprecated: No longer in use. Issue will be Manually opened or closed by the IN TnS ops team based on review of seller performance.
0408	Deprecated: No longer in use. India CBT blocklist - No listing allowed on DE site	Deprecated: No longer in use. This is a blocklist issue that will prevent an IN Seller from listing on the DE site due to poor CBT performance on this site.	Deprecated: No longer in use. Issue will be Manually opened or closed by the IN TnS ops team based on review of seller

[illegible]

account holds and suspensions for balance owed

0413	German IBAN conversion Issue
0414	GC Hipo BD Merchant Strategic Partner Program
0415	Deprecated: No longer in use. BBE (2 or more in the last 6 months)
0416	Deprecated: No longer in use. This account has displayed 2 BBE over the last 6 months via Neg/Neut Feedback, Low DSRs (IAD, Comm, Ship Time/Charge), escalated INR/SNAD disputes, and/or PP Chargebacks
0417	UK Vetted wine seller

PI, Inf -

Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1138> - Alcohol policy - Prohibited and Restricted Items

0418 VeRO VRT account Removes Known Good challenge from VeRO Reporting Tool (VRT) accounts to allow reporting from multiple IP addresses. Applies indefinite Buying & Selling restriction. Issue will be opened and closed by VeRO legal agents.

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1422> - Information for Rights Owners - To be used by VeRO Legal only

0419 eBP Suspension Auto Disposition This issue is placed on accounts when they are suspended. All accounts with this issue will have all future eBP cases closed as Seller Fault. The issue will be open at time of suspension and will be removed during reinstatement. Seller will need to clear up suspension to remove issue.

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1520> eBay Money Back Guarantee (eMBG) policy

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1014> Account restrictions - selling, buying - indefinite, temporary

0420 UK CBT selling restriction This issue is placed on accounts due to poor CBT selling performance. Sellers with this issue are restricted from listing on the UK and IE sites and from shipping to the UK and IE from other listing sites. Issue will be opened and closed based on seller performance.

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1373> Below Standards (BSTD) overview and appeals

valign="top"> &td>0421&td> &td>DE CBT selling restriction&td> &td>This issue is placed on accounts due to poor CBT selling performance. Sellers with this issue are restricted from listing on the DECHAT sites and from shipping to DECHAT from other listing sites.&td> &td>Issue will be opened and closed based on seller performance.&td> &td>	&ul>	&li>&a
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href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1373">Below Standards (BSTD) overview and appeals&a>&li> &ul> &td> &tr> &tr		
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valign="top"> &td>0422&td> &td>Deprecated: No longer in use. GC Limit ramp up prohibition&td> &td>Deprecated: No longer in use. The issue will be used to restrict the limit increase action.&td> &td>Deprecated: No longer in use. Issue will be opened and closed by the CS team with the approval by BP&a>&td> &td>&td>		
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&tr> &tr valign="top"> &td>0423&td> &td>Category vetted seller - Home and Living Furniture&td> &td>Only vetted sellers are allowed to list in this category on the IN site. This is to avoid fakes and product issues prevalent in this category. Home and Living &td> Furniture&td> &td>Sellers when facing a block will be displayed a message, which will have a link to submit details of their business plans. Issue will be opened and closed by TnS teammates.&td>	&td>	&ul> &li>&a
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href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1376">Seller risk management (SRM) policy and appeals&a>&li> &ul> &td> &tr> &tr		
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valign="top"> &td>0424&td> &td>Category vetted seller - Car Electronics&td> &td>Only vetted sellers are allowed to list in this category on the IN site. This is to avoid fakes and product issues prevalent in this category. Cars and Bike Accessories &td> Car Accessories &td> Car Electronics&td> &td>Sellers when facing a block will be displayed a message, which will have a link to submit details of their business plans. Issue will be opened and closed by TnS teammates.&td>	&td>	&ul> &li>&a
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href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1376">Seller risk		
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management (SRM) policy and appeals

0425	Category vetted seller - Nutrition and Supplements
Only vetted sellers are allowed to list in this category on the IN site. This is to avoid fakes and product issues prevalent in this category. Fitness and Sports Exercise and fitness	
Sellers when facing a block will be displayed a message, which will have a link to submit details of their business plans. Issue will be opened and closed by TnS teammates.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>

Seller risk management (SRM) policy and appeals

0426	Category vetted seller - Jewellery & Diamonds
Only vetted sellers are allowed to list in this category on the IN site. This is to avoid fakes and product issues prevalent in this category. Jewellery & Diamonds & Precious Metal Coins & Bars, Diamond Jewellery, Gold Jewellery	
Sellers when facing a block will be displayed a message, which will have a link to submit details of their business plans. Issue will be opened and closed by TnS teammates.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>

Seller risk management (SRM) policy and appeals

management (SRM) policy and appeals

0427	Deprecated: No longer in use
Selling - Parting Ways Restriction	
Deprecated: No longer in use	
This issue will be placed on all BK discharged accounts in Europe. Blocks the seller from listing more items.	
Deprecated: No longer in use	

0428

Vetted Seller - DE Erotik categories	
This issue is required to list in the following categories in Beauty & Gesundheit & Familienplanung & Erotik: Aphrodisiaka (#176992), Sexspielzeug (#176997), Fetisch (#179283), Hilfsmittel (#176995).	

Only pre-approved sellers may list in these categories.

This issue is opened for sellers who've been vetted by the BU for selling in the listed categories. It should only be opened and closed by this group.

- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753>
- [Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit](#)
- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1130>
- [PI - Adult items policy - Prohibited and Restricted items](#)

0429

Bad/Breakout Transaction Rate Selling block

The issue is dropped for sellers who have a very high defect rate compared to other sellers who have sold in similar quantities over a period of time (ie. Last 60 days). Indefinite selling restriction; members accounts will be blocked from listing any goods. They will still be able to buy.

None. This is the sellers 3rd strike through the BTR process. This seller will no longer have selling privileges.

- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>
- [Seller risk management \(SRM\) policy and appeals](#)

0430

Dormant Risk Detection

This issue is used for tracking and detection only. It will not block a member from buying or selling. This issue is used to track an account that is dormant for a long period of time but then lists potentially risky / fraudulent items.

This issue will be opened via a batch process in IFD and will close automatically after 7 days.

- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097>
- [New seller registration policy](#)
- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104>
- [High risk buying policy](#)
- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067>
- [Account](#)

Takeover (ATO)					
0431	Vision	Category	Vetted	Seller	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753>

Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit

0432	Deprecated: No longer in use.	Vetted seller:	Gift Cards
	Deprecated: No longer in use.	Vetted sellers are allowed to list gift cards with higher values and in multi-quantity listings.	
	Deprecated: No longer in use.	Issue is restricted and will be opened and closed by Jill Marnick or Adam Ranecki.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1199>

policy - Prohibited and Restricted Items

0433	L'Oreal Business seller	User has been determined to be a "L'Oréal Business Seller" via criteria provided to eBay by L'Oreal. Seller's contact details may be provided to L'Oreal. Seller must register as a business in order to continue selling L'Oreal products.
		Do not open or close. Issue will be added automatically and will never be closed.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1443>

Brand protection information - Infringement

0434	Deprecated: No longer in use.	Non-GC APAC High Defect Rate Selling Limit Reduction
	Deprecated: No longer in use.	Sellers with this issue will be given a 50%-100% selling limit restriction based on poor defect rate performance.
	Deprecated: No longer in use.	SEA/JP/IL CS team will open and close the issue based on the information MMP provides. Issue will be opened if the sellers rolling 3 matured month defect rate or rolling 5-8 weeks forecasted defect rate is in the range of 3.5%-5%.

Issue will be closed if the seller improves their defect rate to go down to 3.5%.		
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1435 Seller performance standards		
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186 Seller vetting and performance reviews (Site Wide Limit increases)		
0435		Deprecated: No longer in use.
Non-GC APAC Proactive Limit Increase		Deprecated: No longer in use. Sellers with this issue will be given a 10%-50% selling limit increase based on the good performance they made in the last 3 month performance window.
		Deprecated: No longer in use.
SEA/JP/IL CS team will open and close the issue based on the information MMP provides. Issue will be opened if the seller's last 3 matured month defect performance is under 3.5% and utilization rate is above 70%. The issue will be closed if users hit the Non-GC APAC High Defect Rate Selling Limit Reduction.		
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1435 Seller performance standards		
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186 Seller vetting and performance reviews (Site Wide Limit increases)		
0436		Paypal Account High Restricted With No Appeals
		Issue will be opened on eBay accounts linked to PP accounts that are high restricted with no appeals allowed (permanent restriction)
		Opened via batch, never closed/closed upon suspension
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376 Seller risk management (SRM) policy and appeals		
0437		APAC Top Counterfeit Defect Restriction
		This issue indicates that an account has been given a

consequence package based on review of top counterfeit defect drivers by a CS agent.

This issue is opened by a CIT agent and will be closed automatically when it expires or closed by agents via appeal.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331> - Counterfeit policy - Infringement

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1628> - Repeat offender - Negative counterfeit feedback category restrictions - Infringement

0438

BRM Appeal Denied

This issue indicates that a member has appealed a suspension from BRM and the appeal has been denied. The issue will be used for tracking Denied Appeals.

This issue will be opened and closed by Reactive agents.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1103> - Buyer risk management - Abusive buyer policy

0439

Valid tracking exemption

This issue excludes specific accounts from being included in the eTRS valid tracking requirement. Sellers are given credit for valid tracking. Use this approach instead of an eTRS/BST override because all sellers will still be responsible to meet the defect rate and other eTRS requirements.

This issue should only be opened or closed by members of the Global Risk Management and Policy team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1467> - eBay Top Rated Seller/Top Rated Plus Performance (eTRS/TRP)

0440

GSP address update

Issue will be dropped on certain accounts where buyers need to update their account shipping address. Updated address will be given to Pitney Bowes to allow package delivery.

Issue will be closed after the buyer has successfully updated shipping

address.</td><td>Global Shipping Program post transaction</td></tr><tr valign="top"><td>0441</td><td>GC fashion (dresses) inventory</td><td>The issue will be used for the fashion inventory (dresses) optimization program in Great China to help improve the buyer experience. This issue would slow down listing activity for sellers on the US site under the dresses category.</td><td>Account with open issue would slow down listing activity under dresses category. Account with issue closed can sell on this category on condition seller has no other restrictions.</td></tr><tr valign="top"><td>0442</td><td>GC fashion (handbags) inventory</td><td>The issue will be used for the fashion inventory (handbags) optimization program in Great China and to help improve buyer experience. This issue would slow down listings activity for sellers selling on US site under the handbags category.</td><td>Account with open issue would slow down listing activity under handbags category. Account with issue closed can sell on this category on condition seller has no other restrictions.</td></tr><tr valign="top"><td>0443</td><td>Safelist for JP Seller listing over 10K USD with non-PayPal payment solution</td><td>Safelist from JP 10K USD pricing limit for alternative payment method (non-PayPal).</td><td>The issue will be added and removed by CS upon requests from Japan BU.</td></tr><tr valign="top"><td>0444</td><td>High value buyers and the May

2014 cyberattack

Tracking issue used to identify high value buyers and used for automated rules related to the May 2014 cyberattack. This is an internal issue only and should not be shared with the customer.

Do NOT close the issue manually.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=KB2423> eBay Users

Required to Change Passwords Due to Cyberattack

0445

New risky seller with incomplete identity

Seller has partial identity match or inconclusive identity, or seller is new to eBay (no selling history)

These members need to perform with this limit for the first 30 days after registration. After 30 days, teammates are being asked to fully vet the member and apply limits increases based on risk scoring. Do not automatically bump them up to the 100/\$5000 limit. (accounts do not need to be sent to SRM for review). Issue is opened automatically and should not be closed by teammates.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1012> Selling Limits - new seller, site wide, multi-account

0446

Seller with incomplete identity, questionable buying history

Seller has partial identity match; bad buying history on eBay; or flagged as high financial risk per third party.

These members need to perform with this limit for the first 30 days after registration. After 30 days, teammates are being asked to fully vet the member and apply limits increases based on risk scoring. Do not automatically bump them up to the 100/\$5000 limit. (accounts do not need to be sent to SRM for review).

Issue is opened automatically and should not be closed by teammates.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186> Seller vetting and performance reviews (Site Wide Limit increases)

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1012> Selling Limits -

new seller, site wide, multi-account

0447	Third-party data flags for intent risk	
	Seller has partial identity match; bad buying history on eBay; or flagged high intent risk based on third-party data.	
	These members need to perform with this limit for the first 30 days after registration. After 30 days, teammates are being asked to fully vet the member and apply limits increases based on risk scoring. Do not automatically bump them up to the 100/\$5000 limit. (accounts do not need to be sent to SRM for review). Issue is opened automatically and should not be closed by teammates.	

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1012> Selling Limits -

new seller, site wide, multi-account

0448	Third-party data flags for financial risk	
	Seller identity is unknown or flagged high financial risk based on third party data.	
	These members need to perform with this limit for the first 30 days after registration. After 30 days, teammates are being asked to fully vet the member and apply limits increases based on risk scoring. Do not automatically bump them up to the 100/\$5000 limit. Issue is opened automatically and should not be closed by teammates.	

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1186> Seller vetting and performance reviews (Site Wide Limit increases)

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1012> Selling Limits -

new seller, site wide, multi-account

0449	Third-party data flags for financial risk	
	Seller flagged for high intent risk based on third-party data. new to eBay (no selling history)	
	These members need to perform with this limit for the first 30 days after registration. After 30 days, teammates are being asked to fully vet the member and apply limits increases based on risk scoring. Do not automatically bump them up to the 100/\$5000 limit. Issue is opened automatically and should not be closed by teammates.	

https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186 Seller vetting and performance reviews (Site Wide Limit increases)	https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1012 Selling Limits - new seller, site wide, multi-account	https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1527 Commercial underwriting (CUD)	https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1527 Commercial underwriting (CUD)
0450	LiveAuctionWL	Used to exclude Live Auction selling accounts from the current Grey Market Block rules for email addresses and urls	Opening and closing of this issue will be managed by Jon Glover and/or David Green
0451	Risk Based Recoupment Force to Pay	This issue is set when a seller has been found at fault for an eMBG claim and an attempt to pay out the claim has failed due to the payment method on file failing. The purpose of this issue is to get the seller to pay the full amount owed on their invoice.	Seller must pay full amount owed on invoice.
0452	Risk Based Recoupment Place Fee APM on File	This issue is set when a seller has been found at fault for an eMBG claim and an attempt to pay out the claim has failed due to the payment method on file failing. The purpose of this issue is to get the seller to place a Fee APM on file.	Seller must place a valid Fee APM on file.
0453	Sanctions Indefinite OFAC/sanction suspension	eBay suspends member with confirmed compliance concerns. This issue is only actionable by Sanctions Compliance and IFD. The business rules team may also action for tech issues only, but requires Sanctions Compliance approval.	Issue will be opened and closed by the Global Payments and Compliance team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1464> Global Sanctions and PEP

0454	Half.com Compliance US Patriot Act - Customer Identification Program (CIP)	The restriction will put a hold on any payment disbursements and block new items from being listed. The duration will be until the customer is properly verified through the CIP page in the personal information section of Half.com, or until the member is verified through an appeal process, or 60 days, whichever is less. If member cannot be verified after 60 days we will need to give a parting of ways message to member	
		The issue will be opened by the GPRC team when a Half.com account is asked for their Customer ID info and either fails to provide within 30 days or fails to be verified after entering information	5 times

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716> Managed Payments - Anti Money Laundering

0455	Deprecated: No longer in use		
	Limit Identifier - User must update 1099	Deprecated: No longer in use	
		Issue is opened on account when block rules are hit by seller, who is required by law to update 1099 before accepting payments with the Paypal account entered. This issue stays open for 7 days	
		Deprecated: No longer in use	
		Issue will be opened via LVIS rules. This issue is for tracking and OCS routing only. Closes automatically after 7 days	
0456	Deprecated: No longer in use. False email (ATO)		
	Deprecated: No longer in use	Deprecated: No longer in use	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067> Account Takeover (ATO)

0457	HRB Pay to Commit	Buyers identified as at	

high risk for engaging in fraudulent transactions will be blocked by eLVIS at offer and forced into a Pay to Commit flow. This issue identifies users forced into this flow. Any user having this issue open will not be allowed to bid on auctions, and will not be able to conclude the offer process until they add the item to cart and pay through check out. Users with this issue open will experience this flow on every transaction from the time the issue is opened.

eLVIS will open this issue. It should also be possible for this issue to be opened with an open issue action within a disposition package. Teammates and IFD must be able to close this issue. Teammates can close this issue if a buyer successfully appeals the action. Criteria for a successful appeal are the same as for a no action when reviewing a case in the HRB queue. If the issue is closed eLVIS should not force the user into the Pay to Commit flow.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104> High risk buying policy

Deprecated: No longer in use.

Approved AU Gift Card Seller

Deprecated: No longer in use.

Sellers with this issue are approved to list in restricted Gift Card category.

Deprecated: No longer in use.

Issue will be opened and closed by the LVIS team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1199> PI - Gift cards policy - Prohibited and Restricted Items

HRB Seller/Buyer Collusion

Sellers identified as engaging in some type of collusion with a buyer being suspended for High Risk Buying will have this issue opened. This issue indicates two things: (1) the behavior between the buyer and seller has been deemed collusive; (2) the seller is not eligible to have Final Value Fees returned for the items BINd or bid on by the suspended buyer.

This issue will be opened as part of the High Risk Buying Suspension No Credits disposition package. It should only be closed in the event where the suspension on the buyer for High Risk

Buying Collusion is considered wrongful by an Appeals agent at the time of the appeal.

- High risk buying policy
- Buyer risk management - Abusive buyer policy
- Seller risk management (SRM) policy and appeals

0460

Seller Limit Increase Denied

After a risk review, SRM will set this issue when denying a Seller request for limit increase.

Intended to prevent automated processes from increasing seller limits after SRM has denied the limit increase due to risk on the account.

Appeal must be addressed by SRM.

- Seller risk management (SRM) policy and appeals

0461

Sanctions Restriction: Request for Information

If there is a potential compliance concern that requires additional information to properly classify, eBay will request information from the member. These members are blocked from selling, listing, buying, M2M communication, and receiving payouts until the account has been cleared. This issue is only actionable by Sanctions Compliance and IFD. The business rules team may also action for tech issues only, but requires Sanctions Compliance approval.

Issue will be opened and closed by the Global Payments Risk Compliance team (GPRC)

- Global Sanctions and PEP

0462

Indefinite Restriction: Gray Market Fee Avoidance

&td> Member has repeatedly violated fee avoidance policy with M2M Misuse or Best Offer Misuse. Member is indefinitely restricted from selling but may continue to buy. &td> &td> Issue will be opened by E2M risk. Restriction is indefinite. &td> &td> &ul> &li>&a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1529">Offering to Buy or Sell Outside of eBay policy&/a>&li> &/ul> &td> &tr valign="top"> &td>0463&td> &td>Greater China B2C seller flag&td> &td> We will review the government business License, proof of identification and proof of address to verify this seller is actually a business seller. After verification, we will put this issue to the seller. Only for tracking purpose, no other action will be taken. &td> &td> CS will open after B2C verification &td> &td> &td> &tr valign="top"> &td>0464&td> &td>eMBG courtesy payout exclusion (BRM)&td> &td> This issue identifies buyers who have been warned or suspended by Buyer Risk Management (BRM) and removes them from eMIR eligibility for 180 days. &td> &td> Issue will be opened via batch job and expires after 180 days. &td> &td> &ul> &li>&a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1103">Buyer risk management - Abusive buyer policy&/a>&li> &li>&a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520">eBay Money Back Guarantee (eMBG) policy &/a>&li> &li>&a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567"

target="_blank">Returns - Remorse, SNADs, False SNADs, and Forced SNADs (FSNAD)&/a>&li> &/ul> &td> &tr valign="top"> &td>0465&td> &td>Stop Gap Standards&td> &td>This issue is for tracking purposes only.&td> &td>Issue will close after 90 days&td> &td> &ul> &li>&a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1435">Seller

performance standards </td> </tr> <tr valign="top">
<td>0466</td> <td>Vetted Seller - Digital gift cards</td> <td>Sellers with this
issue have been vetted by the Business Unit, Policy Manager and Underwritten team to list Digital
Gift Cards within their registered site (no Cross Border trade allowed).</td> <td>Sellers
with failed performance or failed risk evaluation will have the issue removed.</td> <td>

PI - Gift cards
policy - Prohibited and Restricted Items </td> </tr> <tr
valign="top"> <td>0467</td> <td>Greater China UK VAT Compliance
Flag</td> <td>We will review the VAT information with European Commission online
validation website to identify the VAT is compliant or not. And this issue is only for tracking
purposes. Won't take any action.</td> <td>Issue will be opened and closed by CS
teammates</td> <td> Legal
regulations on value added tax - Liability of electronic marketplaces - EU countries
 </td> </tr> <tr valign="top"> <td>0468</td> <td>GC Seller in
Global Deal Flag</td> <td>This issue will be added to Greater China accounts that were
vetted to join global deals for SRM review.</td> <td>This flag is removed when
the deals are ended. Issue will be opened/closed by GC CS/SRM agents.</td>
<td> Seller risk
management (SRM) policy and appeals </td> </tr> <tr
valign="top"> <td>0469</td> <td>GMV enabler for new SMB sellers</td>
<td>Zoot SWL policy override as a GMV enabler for new SMB sellers</td> <td>Issue
will be opened and closed manually by CARE and CUD teammates</td> <td>
<a

https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1527	Commercial underwriting (CUD)
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067	Account Takeover (ATO)
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376	Seller risk management (SRM) policy and appeals
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1199	PI - Gift cards policy - Prohibited and Restricted Items
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1199	PI - Gift cards policy - Prohibited and Restricted Items

policy - Prohibited and Restricted Items

valign="top">0473	Triangle Fraud Activity Tracking
This issue is applied to accounts who have been verified to have been involved in, and/or have strong evidence, behavior, or information linking them to, transactions associated with triangle fraud activity. This issue does not have any effect on account functions or abilities, it is for tracking purposes only.	
Issue will be opened and closed manually by GAP and FACT teammates	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1245> Global Asset Protection (GAP) - Law enforcement contacts or reports of crime

valign="top">0474	Authorized Seller - Sex Toys, Fantasy, Fetish and Accessories
Seller has been approved to list in the category of Sex toys, Sex Accessories, Erotic or Fetish on site of Registration (no Cross Border trade allowed).	
Issue will be opened and closed as sellers become approved by the business unit	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753> PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1130> PI - Adult items policy - Prohibited and Restricted items

valign="top">0475	BSTD Graduation Limit Increase
Identifies sellers who have graduated from BSTD to ASTD/TRS and applies a limit increase.	
Risk will run a batch process to identify all sellers who received a seller status change from BSTD to ASTD or BSTD to TRS and will apply a limit increase. This Risk process will take place on the 21st of every month.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186>

target="_blank">Seller vetting and performance reviews (Site Wide Limit

increases)

[target="_blank">Below Standards \(BSTD\) overview and appeals](#)

</td> </tr> <tr valign="top"> <td>0480</td> <td>Suspicious sign-in

detected UNSUCCESSFUL</td> <td>A peeking attempt has been detected. Issue is used

for tracking only. but can be consumed by LVIS rules or models to use as downstream signal if or

when a transaction is attempted. Account should be watched for future peeking attempts.</td>

<td>Issue will be opened via batch job upon unsuccessful suspicious sign in detection. DO

NOT CLOSE</td> <td>

Takeover (ATO) </td> </tr> <tr valign="top">

<td>0481</td> <td>HRB Pay to Commit Test</td> <td>Buyers identified as

at high risk for engaging in fraudulent transactions will be blocked by eLVIS at offer and forced into a

Pay to Commit flow. This issue identifies users forced into this flow. Any user having this issue open

will not be allowed to bid on auctions and will not be able to conclude the offer process until they

add the item to cart and pay through check out. Users with this issue open will experience this flow

on every transaction from the time the issue is opened.</td> <td>eLVIS will open this

issue. It should also be possible for this issue to be opened with an open issue action within a

disposition package. Teammates and IFD must be able to close this issue. Teammates can close

this issue if a buyer successfully appeals the action. Criteria for a successful appeal are the same as

for a no action when reviewing a case in the HRB queue. If the issue is closed eLVIS should not

force the user into the Pay to Commit flow.</td> <td>

buying policy </td> </tr> <tr valign="top">

<td>0482</td> <td>Hoverboard Seller Allow List</td> <td>Seller has been

approved to list hoverboards</td> <td>Restricted - Issue can only be opened and closed

by Massi Ruggieri, Mike Carson and Larissa Bird

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753>PRCi-

Products with eligibility requirements policy - Prohibited, Restricted and Counterfeit items

0483Fuji brand block - parallel imports

Users who have this issue have had VeRO removals for specific Fuji products and are therefore prevented from listing or shipping these brands to certain countries.

Issue cannot be closed without consent from VeRo Legal.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347>target="_blank"VeRO policy - Verified Rights Owner program overview

0484Batch Loading Buyer Orders

Master Buyer Integration Platform (MBIP) allows buyers to sell in areas where ebay doesnt have a large presence, e.g. Japan. Master Buyer accounts place orders on behalf of third parties and then ship to that third party. Elvis rule PROD_USUK_PROX_BLOCK_High_Risk_Address_not_used_zip_name_mismatch_PP_858162 blocks the batch loading of orders unless that address has been shipped to previously.

This issue provides an exemption from this rule.

Issue will be opened and closed as buyers become approved by the business unit

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1392>Geo expansion - global buying hub

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104>High risk buying policy

0485Greater China 3rd Party Assessment Flag

We will add this flag to seller who pass the greater China 3rd party assessment policy. Only for tracking purpose, won't take action.

Issue will be opened and closed by CS teams

0486

&td> Deprecated: No longer in use. Authorized Seller - US Sex Toys and Sex Accessories&td> &td> Deprecated: No longer in use. Non-US Seller has been approved to list in the US Sex Toys category&td> &td> Deprecated: No longer in use. Issue will be opened and closed as sellers become approved by the business unit&td> &td> &ul>
&li>&a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1753">PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit&a>&li>&a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1130">PI - Adult items policy - Prohibited and Restricted items&a>&li> &ul> &td> &tr> &tr

valign="top"> &td>0487&td> &td>Authorized Seller: e-cigarettes&td>
&td>This issue enables safelisted sellers to list e-cigarettes and its components within the UK market&td> &td>RESTRICTED: This issue will be opened or closed by Larissa Bird, Massimiliano Ruggieri, Brian Duffy&td> &td> &ul> &li>&a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1753">PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit&a>&li>&a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1143">PI - Tobacco and e-cigarettes policy - Prohibited and Restricted Items&a>&li> &ul> &td>

&tr> &tr valign="top"> &td>0488&td> &td>Deprecated: No longer in use.&br> &br> CUD/ Risk Batch Only - Do not take Limits related action on this account&td> &td>Deprecated: No longer in use.&br> &br> &br>

issue indicates that these sellers will only get selling limits via a batch process run by the Risk team or the CUD team. No other team can increase or decrease their selling limits&td>
&td>Deprecated: No longer in use.&br> &br> &br> This issue will be opened or closed by the Commercial underwriting team OR the Risk Team&td>

FACT Tracking: This issue indicates that the account has listed a high profile listing that FACT is monitoring. No other team should take action on this account when this issue is open on the account.	This issue will be opened and closed by FACT.	https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1559	The Defect Reduction Specialist Team
Fair Warning and 7day buy/sell restriction	Placing this issue will automatically start a 7 day buy/sell restriction following a 72 hour delay for fair warning period. Used with high value members (Managed Accounts & RVS).	Issue will be opened/closed by those with skill set for Off-eBay Sales and RVS or MSO permissions.	https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1120
Google Alias Email 50+ Users	This issue is set if user is linked to 50+ accounts in which the emails all trace to a single Gmail address.	Member must update email to a non-alias email address.	https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104
High risk buying policy	RVS safelist	Safelist for Relationship Value Strategy (RVS) accounts, also known as concierge accounts.	Issue managed by Adam Bennett based on concierge exit process.
Greater China onboarding account management			

program - empowerment and accountability

This issue will be using to identify green channel accounts who ever applied through E&A program but failed the evaluation criteria. The consequence packages will be applied based on the issue date and status of the issue.

No appeal is required. Monthly evaluation will be conducted and release is automatically based on performance. Issue will be opened and closed by Greater China SRM team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1383>

Greater China Business On-boarding Process

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1617>

Greater China Business Plan Tracking

0494

Non UK Seller VAT Issue (JSL)

This issue is added to any Non UK sellers who are in violation of the UK VAT Regulation for non-payment of VAT notified to us by HMRC. Members with this issue on their account will be restricted on the UK site and all active listings on the UK site will be removed.

Issue will be automatically closed once seller complies with UK VAT regulations. This issue SHOULD NOT be removed by ANY teammate. Only the HMRC can validate

that the seller is compliant.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674>

Legal regulations on value added tax - Liability of electronic marketplaces - EU countries

0495

Robocop CAPTCHA Safelist

Opening this issue prevents the user from being presented with CAPTCHA due to the Robocop workflow. This should only be opened on an account

when the owner has been correctly hard verified and identified as the owner of the account. *Please

note that this will not prevent CAPTCHA from other flow. Please do not open an Issue 495 on

accounts that do not meet the requirements.

Issue should only be opened when two things occur:

Looking at the Lvis Rules Activities in Agent Desktop, check to

make sure that there is a Robocop Production rule under Policy Name and Make sure that the Action column shows Block_Remedies If both of these are true, then open an Issue 495 on the account with a 14 day expiration time. </td> </td> </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1034">eBay sign in and personal account information </td> </tr> <tr valign="top"> <td>0496</td> <td>Hot Item Limits - Business Vetted Other</td> <td>Seller has been safelisted from Hot Item velocity blocks after being thoroughly vetted for business selling Hot items. This issue will be used for items other than known electronics and consoles such as iPhone and Playstation.</td> <td>Restricted Issue to be opened by those authorized to open it. Issue will be closed if the seller no longer meets business vetting criteria.</td>

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1482">Hot Items Policy </td> </tr> <tr valign="top"> <td>0497</td> <td>GSP UK Shipping Center Delays - Seller</td> <td>The GSP UK Shipping Center has experienced severe processing delays that impacts 50K+ orders. Tracking is not visible to the buyers which is leading to INR claims. With no visible tracking, sellers are exposed to incorrect handling of claims. This particular issue is intended to be used on affected seller accounts.</td> <td>Issue will be opened and closed by product team in bulk.</td> </tr> <tr valign="top"> <td>0498</td> <td>GSP UK Shipping Center Delays - Buyer</td> <td>The GSP UK Shipping Center has experienced severe processing delays that impacts 50K+ orders. Tracking is not visible to the buyers which is leading to INR claims. With no visible tracking, sellers are exposed to incorrect handling of claims. This particular issue is intended to be used on affected seller accounts.</td> <td>Issue will be opened and closed by product team in bulk.</td> </tr> <tr valign="top"> <td>0499</td>

<td>Sanctions - PII Compliance Suspension</td> <td>Member's account has been indefinitely suspended (non-appealable) due to a discrepancy with the account information provided at the time of registration. This issue is only actionable by Sanctions Compliance and IFD. The business rules team may also action for tech issues only, but requires Sanctions Compliance approval.</td> <td>Issue will be opened and closed by the Sanctions Compliance Team. No GCX Teammate should have access to open and close this issue.</td> <td>
<a

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1067>&Account
Takeover (ATO)

</td>
</tr>
<tr valign="top">
<td>0501</td> <td>Off eBay Sales M2M Block</td> <td>This issue is set by
an OeS SWAT teammate when a member has a high-probability of being a repeat offender for Off
eBay Sales. Member will not be able to send M2M messages for a period of 7 days.</td>
<td>The block will automatically be lifted by the system after a period of 7 days.</td>
<td>

</td>

<td>0502</td> <td>eTRS Program Removal</td> <td>Will result in loss of eTRS status in the next cycle. This action is applied as part of the consequence path for various policy violations.</td> <td>This action is used for multiple policies, for some the action will automatically expire in the system after a period of 28 days. For other policies, like drop shipping (issue 587), it will remain active until the seller is no longer violating the policy.</td> <td>Offering to Buy or Sell Outside of eBay policySPx - Drop shipping policy - Selling practices</td></tr><tr valign="top"><td>0503</td> <td>Off eBay Sales Item End (Unsold Bucket)</td> <td>This issue is set by an OeS SWAT teammate when a member is a high-probability of being a repeat offender for Off eBay Sales. Member will have all live listings moved to Unsold folder within My eBay.</td> <td>Member will need to manually re-list their items via the Unsold folder.</td></tr><tr valign="top"><td>0504</td> <td>Greater China B2C seller verification Fail no appeal flag</td> <td>We will review the government business License, proof of identification and proof of address to verify this seller is actually a business seller. After verification, if the review result is Fail and we don't allow seller to appeal, we will put this issue on the seller's account. It's only for tracking purpose, no other action will be taken.</td> <td>CS Team</td></tr><tr valign="top"><td>0505</td> <td>Deprecated: No longer in use
 Collections Non-Payment Restriction</td> <td>Deprecated: No longer in use
 Collections Non-Payment Restriction is applied to an account when it falls past due and is considered a risk to

eBay's Bad debt. All active listings have been pulled down and the seller is not permitted to add new listings until the outstanding balance is paid in full.</td> <td>Deprecated: No longer in use

 The issue will be opened via a batch process managed through Global Collections. The issue should automatically close via LVIS rule that identifies the balance is paid (rule = Get Account Balance in Local Currency <=\$0.00).</td> <td> </td> </tr> <tr valign="top"> <td>0506</td> <td>Sanctions - International Selling Restriction (.com/US)</td> <td> Member's account has a possible discrepancy with the information provided at registration. This restriction applies to members registered on .COM with a US registered address.
 The following restrictions apply: Cannot list items for Sale outside of Registered Site (.com only) Cannot list items for sale with item location outside of the US Cannot list item for sale with International Shipping This issue is only actionable by Sanctions Compliance and IFD. The business rules team may also action for tech issues only, but requires Sanctions Compliance approval. </td> <td>Issue will be opened and closed by the Sanctions Compliance Team</td> <td> Global Sanctions and PEP </td> </tr> <tr valign="top"> <td>0507</td> <td>Sanctions - International Selling Restriction</td> <td> Members account has a possible discrepancy with the information provided at registration.
 The following restrictions apply: Cannot list items for sale with item location in the US This issue is only actionable by Sanctions Compliance and IFD. The business rules team may also action for tech issues only, but requires Sanctions Compliance approval. </td> <td>Issue will be opened and closed by the Sanctions Compliance Team</td> <td> Global Sanctions and PEP </td> </tr>

<td>0508</td> <td>Sanctions - International Buying Restriction</td> <td>
Members account has a possible discrepancy with the information provided at
registration. The following restrictions apply: Cannot buy from seller with
registered address in US Cannot buy item with location in the US
 This issue is only actionable by Sanctions Compliance and IFD. The business rules team
may also action for tech issues only, but requires Sanctions Compliance approval. </td>
<td>Issue will be opened and closed by the Sanctions Compliance Team</td> <td>

</a

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1464>
Global
Sanctions and PEP </td> </tr> <tr valign="top">
<td>0509</td> <td>Sanctions - POI Confirmed Match (for tracking only)</td>
<td>Member has provided their Proof of Identity (POI) request and is a confirmed match to the
watchlist entity. This issue is for tracking purposes only. This issue is only actionable by Compliance
and IFD. The business rules team may also action for tech issues only, but requires Compliance
approval. </td> <td>Issue will be opened and closed by the Sanctions Compliance
Team</td> <td>

</a
<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1464>
Global

Sanctions and PEP </td> </tr> <tr valign="top">
<td>0510</td> <td>Non UK Seller VAT Issue (Proactive)</td> <td>This
issue is added to any 'Non-UK' sellers who are in violation of the UK VAT Regulation for missing,
invalid, or other non-compliance of VAT. Members with this issue on their account are out of
compliance which will result in them being blocked by Lvis Rules from listing new items or revising
existing items on the UK site or if the item location is UK on any site. Buyers will be blocked from
purchasing items from sellers with 510 open when buyer country of registration or shipping address
is UK.</td> <td>VAT-related Issues investigation. Issue 510 is updated automatically when
the UK VAT number is registered on the site, valid, owned, and marked as compliant by automated

validation of these details against the HMRC database. Do not close this issue manually. For escalations, reach out to DL-ebay-GCX_Proactive_VAT

 Note: Issue 494 takes precedence over this issue.

 For further guidance, please contact: DL-eBay-GCX_Proactive_VAT@ebay.com</td> <td> Legal regulations on value added tax - Liability of electronic marketplaces - EU countries </td> </tr> <tr valign="top"> <td>0511</td> <td>Shipping Method misuse US</td> <td>US Site listing Restriction. Sellers with this issue have been identified by the China CS team as having misused shipping methods on the US site. New listings are blocked while the issue is open, but existing listings can be revised.</td> <td>Once the seller their shipping solution CN CS Team will close this issue.</td> <td> Legal regulations on value added tax - Liability of electronic marketplaces - EU countries </td> </tr> </tbody> </table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1595>&The Great China Shipping Requirement (the Great China Only)</td></tr><tr valign="top"><td>0514</td><td>Shipping Method misuse AU</td><td>AU Site listing Restriction. Sellers with this issue have been identified by the China CS team as having misused shipping methods on the US site. New listings are blocked while the issue is open, but existing listings can be revised.</td><td>Once the seller improves their shipping solution CN CS Team will close this issue.</td><td></td></tr><tr valign="top"><td>0515</td><td>Tiering Flag for differentiated treatment</td><td>This issue will flag accounts as they get verified/vetted to be consumed for differentiated treatment.</td><td>Issue will be opened by CUD team and Maestro/LVIS. Issue will be closed/overwritten as sellers are re-evaluated.</td><td></td></tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1527>&Commercial underwriting (CUD)</td></tr><tr valign="top"><td>0516</td><td>GC Seller Management - Local MA Consequence Package</td><td>This issue is used to identify accounts who have linkages with existing restricted status accounts. The consequence packages will be applied based on the issue date and status of the issue.</td><td>No appeal is required. Evaluation will be conducted on regular basis and release action will be applied automatically based on performance. Issue will be opened and closed by Greater China SRM team.</td><td></td></tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>&Commercial underwriting (CUD)</td></tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1142>&Multi-account overview and appeals</td></tr><tr valign="top">

<td>0517</td> <td>OCA Suspected Fraud (Collections)</td> <td>Issue is intended for tracking purposes. Issue will be applied through a batch process, owned by Collections, any time one of our Collection Agency vendors refers an account back to eBay as "Fraud".</td> <td>The issue will remain open indefinitely.</td> <td> Global Collections (Seller) and bankruptcy </td> </tr> <tr valign="top"> <td>0518</td> <td>OCA Fraud Reviewed (Collections)</td> <td>Issue is intended for tracking purposes. Issue will be applied through a batch process, owned by Collections, any time one of our Collection Agency vendors refers an account back to eBay as "Fraud" and a Fraud Teammate has reviewed it.</td> <td>The issue will remain open indefinitely.</td> <td> Global Collections (Seller) and bankruptcy </td> </tr> <tr valign="top"> <td>0519</td> <td>OCA Fraud Confirmed ID Theft (Collections)</td> <td>Issue is intended for tracking purposes. Issue will be applied through a batch process, owned by Collections, any time one of our Collection Agency vendors refers an account back to eBay as "Fraud" and a Fraud Teammate has Confirmed it as ID Theft.</td> <td>The issue will remain open indefinitely.</td> <td> Global Collections (Seller) and bankruptcy </td> </tr> <tr valign="top"> <td>0520</td> <td>OCA Fraud Confirmed ATO (Collections)</td> <td>Issue is intended for tracking purposes. Issue will be applied through a batch process, owned by Collections, any time one of our Collection Agency vendors

refers an account back to eBay as "Fraud" and a Fraud Teammate has Confirmed it as ATO.

The issue will remain open indefinitely.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1220> Global Collections (Seller) and bankruptcy

0521 Off eBay Sales - Contact Info M2M Block Safelist

This issue is manually set when a member was inappropriately blocked from sending a message due to the inclusion of contact information or language to drive off-eBay sales.

Issue will be manually removed once the false positive use case has been resolved in the block rule.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1529> Offering to Buy or Sell Outside of eBay policy

0522 Off eBay Sales - Contact Info Listing Block Safelist

This issue is manually set when a member was inappropriately blocked from listing due to the inclusion of contact information or language to drive off-eBay sales.

Issue will be manually removed once the false positive use case has been resolved in the block rule.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1529> Offering to Buy or Sell Outside of eBay policy

0523 Seller reviewed for Sales tax compliance

Issue used to track sellers who have been reviewed for Sales tax compliance.

Issue will be opened and closed by teammates as appropriate.

0524 Deprecated: No longer in use. New or Reactivated Buyer

Deprecated:No longer in use. This issue identifies a new or reactivated buyer (NORB) who has recently opened an INR or return request.

Deprecated:No longer in use. Issue will be set via IFD when a NORB user opens a return

or INR request and will auto close after 30 days. </td> <td> </td> </tr>
<tr valign="top"> <td>0525</td> <td>eLVIS Block for off-eBay sales & or
contact info sharing</td> <td>Members who have received multiple real-time in flow
warnings due to off-eBay sales verbiage or for sharing contact info are blocked until they remove the
flagged content. This is a tracking issue used by eLVIS to know that this account has moved from
real-time warnings to real-time blocks when content is flagged.</td> <td>IFD will automate
the open of this issue, once open it remains open for the lifetime of the account. This is an account
lifetime tracking issue, DO NOT remove this issue from the members account.</td> <td>

Offering to Buy
or Sell Outside of eBay policy </td> </tr> <tr valign="top">
<td>0526</td> <td>Blackbird - UK Item Location Safelist for Overseas GC
Sellers</td> <td>This issue is added to overseas GC seller accounts that wish to sell UK
onshore inventory once the seller has provided eBay with a valid UK VAT number, the
corresponding VAT registration certificate, and other documentation as deemed necessary. Sellers
are removed from this whitelist if they fail to provide regular documentation or when eBay has
reason to believe the seller is not compliant with regulations (i.e. notice from HMRC).</td>
<td>Applications are submitted to and processed by the GC GCX team.</td> <td>

Legal
regulations on value added tax - Liability of electronic marketplaces - EU countries
 </td> </tr> <tr valign="top"> <td>0527</td> <td>Beer seller
safelist (UK-only issue)</td> <td>Seller has been approved to list in the UK beer
category.</td> <td>This issue will be opened and closed as sellers become approved by
the UK Business Unit. Do not open or close this issue without BU approval.</td> <td>

<a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753>PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1138>PI - Alcohol policy - Prohibited and Restricted Items

valign="top">ATO high confidence Block	Open Issue indicates high confidence of ATO on the account. When user with issue signs-on or lists an item, they will be blocked from all activity and must contact CS to verify with hard authentication.	Remedy is to contact CS Team and have the account worked for Live ATO. eLVIS Rules will drop the issue, CS will close the issue.
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067>Account Takeover (ATO)

0529	Greater China seller US warehouse selling verification	GC (Greater China) sellers with this issue ON indicate they have passed US warehouse verification, and are able to list stating the item location is in the US.	If issue is off, sellers are required to go through warehouse verification if they want to offer domestic warehouse listings. If they fail verification, they can only list items located in GC.
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1606>Shipping Defect Managment (CN only)

0530	Greater China seller UK warehouse selling verification	GC (Greater China) sellers with this issue ON indicate they have passed UK warehouse verification, and are able to list stating the item location is in the UK.	If issue is off, sellers are required to go through warehouse verification if they want to offer domestic warehouse listings. If they fail verification, they can only list items located in GC.
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Shipping

Defect Managment (CN only) </td> </tr> <tr valign="top">

<td>0531</td> <td>Greater China seller DE warehouse selling verification</td>

<td>GC (Greater China) sellers with this issue ON indicate they have passed DE warehouse verification, and are able to list stating the item location is in DE.</td> <td>If issue is off,

sellers are required to go through warehouse verification if they want to offer domestic warehouse listings. If they fail verification, they can only list items located in GC.</td> <td>

Shipping

Defect Managment (CN only) </td> </tr> <tr valign="top">

<td>0532</td> <td>Greater China seller AU warehouse selling verification</td>

<td>GC (Greater China) sellers with this issue ON indicate they have passed AU warehouse verification, and are able to list stating the item location is in AU.</td> <td>If issue is off,

sellers are required to go through warehouse verification if they want to offer domestic warehouse listings. If they fail verification, they can only list items located in GC.</td> <td>

Shipping

Defect Managment (CN only) </td> </tr> <tr valign="top">

<td>0533</td> <td>India GSTIN Non-Compliance Restriction</td>

<td>Opened by India TnS team on sellers who have not provided their GSTIN, which has become mandatory after the roll out of GST (effective 1st July, 2017). Once opened, the seller will

not be able to list new listings.</td> <td>The appeal must be addressed by the India TnS team.

 For non-managed IN accounts, teammates can contact the appeals team

at: buappeals@ebay.com

 For managed accounts, please direct the IN registered

seller to reach out via: <a

https://www.ebay.com/help/home	https://www.ebay.com/help/home					
<td>	<td></td>					
<tr> <td style="vertical-align: top;">Seller risk management (SRM) policy and appeals</td> <td style="vertical-align: top;">Google Alias Email 2-49 Users
This issue is set if user is linked to 50+ accounts in which the emails all trace to a single Gmail address. Member must update email to a non-alias email address to resolve.
FACT team will open and close the Issue with eventual reliance in automated issue adding from IFD/backend processes.
</td><td></td></tr><tr><td style="vertical-align: top;">The Defect Reduction Specialist Team</td> <td style="vertical-align: top;">Internal Coupon Anti-Fraud blocklist
This user is being excluded from NJ campaigns due to risky account behavior or attributes by the loyalty team.
Issue will be closed by E2M teammates if Contact Verification completed, and passes buyer risk assessment.
</td><td></td></tr><tr><td style="vertical-align: top;">Account Takeover (ATO)</td> <td style="vertical-align: top;">SEA B2B2C Project Seller
This issue is placed on accounts that have been identified by the SEA BU team to join the SEA B2B2C Project. The objective of eBay B2B2C is to enhance the ability of sellers to increase new listings in bulk and sell very quickly. The turnover of the limit will be much higher than the organic speed because eBay facilitate business matching between sellers and source of supplies, shorten the sourcing time and hassles, ensuring the supplies are in good quality with less risks to SNAD and stockout.
Issue will be opened and closed by SEA MSO Team.
&nbsp;
</td><td></td></tr><tr><td style="vertical-align: top;">Recoupment Risk Flag</td> <td style="vertical-align: top;">This issue is set by a batch process and is used for tracking and detection only. It does not</td>		Seller risk management (SRM) policy and appeals	Google Alias Email 2-49 Users This issue is set if user is linked to 50+ accounts in which the emails all trace to a single Gmail address. Member must update email to a non-alias email address to resolve. FACT team will open and close the Issue with eventual reliance in automated issue adding from IFD/backend processes. </td><td></td></tr><tr><td style="vertical-align: top;"> The Defect Reduction Specialist Team	Internal Coupon Anti-Fraud blocklist This user is being excluded from NJ campaigns due to risky account behavior or attributes by the loyalty team. Issue will be closed by E2M teammates if Contact Verification completed, and passes buyer risk assessment. </td><td></td></tr><tr><td style="vertical-align: top;"> Account Takeover (ATO)	SEA B2B2C Project Seller This issue is placed on accounts that have been identified by the SEA BU team to join the SEA B2B2C Project. The objective of eBay B2B2C is to enhance the ability of sellers to increase new listings in bulk and sell very quickly. The turnover of the limit will be much higher than the organic speed because eBay facilitate business matching between sellers and source of supplies, shorten the sourcing time and hassles, ensuring the supplies are in good quality with less risks to SNAD and stockout. Issue will be opened and closed by SEA MSO Team. </td><td></td></tr><tr><td style="vertical-align: top;"> Recoupment Risk Flag	This issue is set by a batch process and is used for tracking and detection only. It does not

<p>restrict any activity.</td> <td>Issue is opened via batch process. Issue should not be closed by 'CSR's' but may be closed and reopened by batch.</td> <td> </td></p>	<p>0538</td> <td>Recurrent Recoupment Risk Flag</td> <td>This issue is set by a batch process and is for tracking and detection only. It does not restrict any activity.</td> <td>Issue is opened via batch process. Issue should not be closed by 'CSR's' but may be closed and reopened by batch process.</td></p>
<p>0539</td> <td>eMBG Use Only For 45 days Buyer Claims may be ATO selling</td> <td>eMBG Use Only Claims received over next 45 days may be related to ATO selling event. Issue will be used by eMBG teams to identify claims filed by a buyer against a seller who had a recent ATO selling event.</td> <td>DO NOT OPEN OR CLOSE. No action is necessary and there is no impact to seller. Issue will automatically be closed 45 days after it is opened. This issue will be opened by an ATO disposition package.</td></p>	<p>0539</td> <td>eMBG Use Only For 45 days Buyer Claims may be ATO selling</td> <td>eMBG Use Only Claims received over next 45 days may be related to ATO selling event. Issue will be used by eMBG teams to identify claims filed by a buyer against a seller who had a recent ATO selling event.</td> <td>DO NOT OPEN OR CLOSE. No action is necessary and there is no impact to seller. Issue will automatically be closed 45 days after it is opened. This issue will be opened by an ATO disposition package.</td></p>
<p>0540</td> <td>eBay PayPal related identifier</td> <td>This issue is set by a batch process when any of the associated Paypal accounts are suspected to be related to risk/fraud. This is for tracking and detection only. It does not restrict any activity and it does not confirm fraud on the account.</td> <td>Issue is opened via batch process. Issue should not be closed by CSR but may be closed by batch.</td></p>	<p>0540</td> <td>eBay PayPal related identifier</td> <td>This issue is set by a batch process when any of the associated Paypal accounts are suspected to be related to risk/fraud. This is for tracking and detection only. It does not restrict any activity and it does not confirm fraud on the account.</td> <td>Issue is opened via batch process. Issue should not be closed by CSR but may be closed by batch.</td></p>
<p>0541</td> <td>Category Specific Selling Block - Internet & Media Streamers</td> <td>Block seller from listing in Internet & Media Streamers</p>	<p>0541</td> <td>Category Specific Selling Block - Internet & Media Streamers</td> <td>Block seller from listing in Internet & Media Streamers</p>

categories. Issue will be placed by applying CP in AD by the investigating agent, after merchant review, or automatically by LVIS due to multiple hits by a category block.

Issue will be closed only by the appeals agent.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1323> - Enabling infringement policy - Infringement

Used within warning disposition packages for routing purposes only.

Issue will be opened by teammates via a disposition package drop, and closed either at expiration or by manually removing the issue.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1529> - Offering to Buy or Sell Outside of eBay policy

Off eBay Sales - Suspension Tracking Routing

Used within suspension disposition packages for routing purposes only.

Issue will be opened by teammates via a disposition package drop, and closed either at expiration or by manually removing the issue.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1529> - Offering to Buy or Sell Outside of eBay policy

Offensive Content M2M Block

This issue will be placed as a final step in consequence path for abusers of M2M system. Users with this issue will be blocked from using M2M system permanently.

This issue will be opened/closed manually by Seller Policies & Protections Team. Appeals will be managed by GCX and may be manually opened/closed by them as well.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1529> - Offering to Buy or Sell Outside of eBay policy

<td>0545</td>	<td>Greater China seller US warehouse verification requested</td>	<td>Greater China seller US warehouse verification requested (This is a blocklist - compare to Issue 529 safelist).</td>	<td>User must pass warehouse verification.</td>
<td>0546</td>	<td>Greater China seller UK warehouse verification requested</td>	<td>Greater China seller UK warehouse verification requested (This is a blocklist - compare to Issue 530 safelist).</td>	<td>User must pass warehouse verification.</td>
<td>0547</td>	<td>Greater China seller DE warehouse verification requested</td>	<td>Greater China seller DE warehouse verification requested (This is a blocklist - compare to Issue 531 safelist).</td>	<td>User must pass warehouse verification.</td>
<td>0548</td>	<td>Greater China seller AU warehouse verification requested</td>	<td>Greater China seller AU warehouse verification requested (This is a blocklist - compare to Issue 532 safelist).</td>	<td>User must pass warehouse verification.</td>
<td>0549</td>	<td>'M2M' Sender has been notified of OES Contact Info policy 1st strike</td>	<td>Tracking issue indicates user has been notified of 'OES' policy. This issue is opened when a member is actively blocked from M2M messaging due to the inclusion of contact information or language to drive 'off-eBay sales'.</td>	<td>Issue will be added automatically via 'LVIS' rules and should never be closed.</td>
<td>0550</td>	<td>Fashion B2B Pilot User</td>	<td>Sellers with this issue are participating in Fashion B2B Pilot and are able to list in a restricted category. The initial seller id that is participating is etailservices1</td>	<td>Issue should not be opened or closed except</td>

repeated communication violations, blocking M2M messages unless there is a recent transaction between the two members.

Disposition package	Issue will be opened and closed as part of a disposition package
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1360> Seller protections and seller protections abuse policy

0555	Silent Block M2M OES contact info sharing
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This issue is opened when a member is actively blocked from M2M messaging due to the inclusion of contact information or language to drive off-eBay sales. While the issue is open any further messages containing contact info will be silently blocked.

Issue will be opened via ELVIS rules and closed automatically after expiration
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1529> Offering to Buy or Sell Outside of eBay policy

0556	HRB - Temporary Restriction
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Buyers identified as at high risk for engaging in fraudulent transactions will be blocked and restricted by eLVIS. This issue identifies users forced into this flow. Any user having this issue open will not be allowed to buy or sell on the website until they reach out to GCX via a call.

Issue may be opened manually or as part of a disposition package. Issue may be closed by teammates if a buyer successfully appeals the action

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104> High risk buying policy

0557	B2C High risk identity
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Issue created during business registration for business identities unmatched to any external record.

Members can contact CS for seller vetting limits
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186> Seller vetting and performance reviews (Site Wide Limit increases)

</tr> <tr valign="top"> <td>0558</td> <td>Troublesome Buyer</td>
<td>This issue identifies a buyer who is part of the Troublesome buyer pilot for the
possible removal of IFD rule integration.</td> <td>Risk Analytics will open the issue
and close after the period of the pilot expires (Q1, 2018).</td> <td> Buyer risk
management - Abusive buyer policy </td> </tr> <tr
valign="top"> <td>0559</td> <td>3rd Party Small/Medium Business</td>
<td>Seller has been identified as a 3rd party Small/Medium business. This issue is a tracking
issue only and should not be closed unless the seller is no longer participating in any 3P SMB
programs.</td> <td>Issue will be opened by B2C BU or Risk as 3P SMB accounts
are onboarded to better identify the accounts in downstream processes.</td> <td>
 3rd party
small-medium business onboarding: Bulk inventory upload for sellers
(BigCommerce) </td> </tr> <tr valign="top">
<td>0560</td> <td>Selling/Buying restriction for DE UA
denial/non-acceptance</td> <td>As per legal requirement, we need to restrict all DE B2C
sellers that have not signed the new DE User Agreement by Feb 1, 2018. This issue restricts the
user from buying and selling.</td> <td>Issue will be added through automation and should
not be closed manually by teammates.</td> <td> eBay User
Agreement policy </td> </tr> <tr valign="top">
<td>0561</td> <td>Bitcoin approved seller</td> <td>This issue is used to
allow pre-approved sellers into the Bitcoin category.</td> <td>Issue will be opened and
closed by Larissa Bird or Mike Smith.</td> <td> PI, Inf -

Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit </td> </tr> <tr valign="top">
<td>0562</td> <td>Pre-approved subscription seller</td> <td>This issue is used to allow pre-approved sellers to offer Subscriptions .</td> <td>Issue will be opened and closed by Mike Smith.</td> <td> PI, Inf -
Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit </td> </tr> <tr valign="top">
<td>0563</td> <td>Deprecated: No longer in use
 Collections High-Risk Suspension</td> <td>Deprecated: No longer in use
 Seller is deemed as high risk for losses and bad debt (non-payment of fees). Seller is restricted from selling unless seller successfully appeals suspension. Issue will stay open unless there is a successful appeal.</td> <td>Deprecated: No longer in use
 If seller successfully appeals suspension, seller will be allowed back on site and the issue will be closed. Issue can also be closed by seller making one-time payment (ELVISRLS-2291).</td> <td> </td> </tr> <tr valign="top">
<td>0564</td> <td>Deprecated: No longer in use
 Collections High-Risk Hold</td> <td>Deprecated: No longer in use
 Seller is deemed as high risk for losses and bad debt (non-payment of fees). Seller is restricted from modifying and adding listings unless seller successfully appeals hold. Issue will stay open unless there is a successful appeal. </td> <td>Deprecated: No longer in use
 If seller successfully appeals hold, seller will be allowed back on site and the issue will be closed. Issue can also be closed by seller making one-time payment (ELVISRLS-2291).</td> <td> </td> </tr> <tr valign="top">
<td>0565</td> <td>Collections - OTP Required</td> <td>Seller is deemed as high risk for losses and bad debt (non-payment of fees). Seller is required to make a One-time

payment to pay any outstanding and current charges. Issue will stay open until at OTP is made or the seller has a zero balance of current and outstanding charges.</td> <td>If seller submits a on-time payment, the issue will be closed.</td> <td> Billing for Sellers - payment method for paying eBay Selling fees - onetime payment, automatic payment method </td> </tr> <tr valign="top"> <td>0566</td> <td>Deprecated: No longer in use. UK Seller VAT Restriction (Proactive)</td> <td>Deprecated: No longer in use. This issue is added to sellers who are in violation of the UK VAT Regulation for missing, inconsistent, or other non-compliance of VAT. Members with This issue on their account will be restricted and all active listings ended.</td> <td>Deprecated: No longer in use. Issue will be opened and closed by e2m teammates. Member is required to register their valid VAT number on site before restriction can be removed.</td> <td> Legal regulations on value added tax - Liability of electronic marketplaces - EU countries </td> <td>0567</td> <td>Deprecated: No longer in use.

 Safelist - User has updated 1099</td> <td>Deprecated: No longer in use.

 Issue is opened on account when seller has updated 1099 form as required by law. This safelist issue will bypass selling limits during even numbered calendar years. See also related Issue 267.</td> <td>Deprecated: No longer in use.

 Issue will be opened by authorized agents.</td> <td> </td> </tr> <tr valign="top"> <td>0568</td> <td>Deprecated: No longer in use. UK Seller VAT Restriction (JSL)</td> <td>Deprecated: No longer in use. This issue is added to sellers who are in violation of the UK VAT Regulation for non-payment of VAT notified to us by HMRC. Members with this issue on their account will be restricted and all active listings removed.</td> <td>Deprecated: No longer

in use. Issue will be opened and closed by the Dedicated Blackbird Team. NO APPEAL - Restriction will be lifted when we are notified by HMRC directly.

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1674> Legal regulations on value added tax - Liability of electronic marketplaces - EU countries

0569 GC High Duplicate Listing Seller

GC (Greater China) accounts with very high duplicate listing rate will get this issue and all of the duplicate listings are required to be removed. This is a tracking issue.

Issue will be opened and closed by Greater China SRM team (Seller Risk Management).

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1249> LP - Duplicate listings policy - List Practices

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals

0570 GC Duplicate Listing Restriction

Repeated offenders of very high duplicate listing rate will get this issue for GC (Greater China) accounts. Accounts with this issue will have listings hidden from search.

Issue will be opened and closed by Greater China SRM team (Seller Risk Management).

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1249> LP - Duplicate listings policy - List Practices

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals

0571 OES - Contact Info Temporary Safe List

This issue is manually set when a member was inappropriately blocked from sending a message or listing an item due to the inclusion of contact information and/or there is a legitimate reason for contact info to be exchanged. This issue temporarily releases the member from OES

block rules for 3 days.</td> <td>Issue should only be opened by e2m teammates. Issue will expire or be closed after 3 days. Issues older than 3 days will have no effect on an account.</td> <td> Offering to Buy or Sell Outside of eBay policy </td> </tr> <tr valign="top"> <td>0572</td> <td>Mass Registration Suspension</td> <td>Tracking issue. Opened through a manual review in the Mass Review Tool (MRT) > DP: HR-Registration-Suspend, or an automated process.</td> <td>Agent Desktop > File > Manual Case > Suspension Appeals > PA Suspension Appeals > DP: Reinstate - No Req. Needed or DP: Reinstate - Req. Met. ALWAYS use a Disposition Package to close i572.</td> <td> New seller registration policy </td> </tr> <tr valign="top"> <td>0573</td> <td>Suspicious First Listing</td> <td>Tracking issue for first listings generated from suspected Mass Registered or High Risk accounts. The issue will be used downstream in other processes or policies for detection/prevention purposes.</td> <td>Will be opened by eLVIS rules or via IFD automated action. Issue will be set to expire automatically.</td> <td> New seller registration policy </td> </tr> <tr> <td>0574</td> <td>VeRO Account Restriction</td> <td>This issue indicates a seller has been restricted by VeRO and poses a significant legal risk.</td> <td> Who will open: VeRO / Legal Who will close: VeRO / Legal At this time we do not need to add any limits or restrictions to the issue and will rely on other restrictions to impose actual sanctions on the seller. This is an issue that will be used by VeRO globally.</td> <td> New seller registration policy </td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347>>VeRO policy - Verified Rights Owner program overview </td> </tr> <tr valign="top"> <td>0575</td> <td>Trust Policy Tracking issue</td> <td>Issue for tracking purposes only. Issue does not indicate a restriction of any kind.</td> <td>Issue will be opened and closed by Christopher Bremser or Gary Fullmer.</td> <td> <a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1120>>Unified consequences path - Trust policies </td> </tr> <tr valign="top">

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1715>>Appeals - Trust policies </td> </tr> <tr valign="top"> <td>0576</td> <td>Trust Policy tracking issue - Suspension</td> <td>Issue for tracking purposes only. Account has been suspended for trust policy violations.</td> <td>Issue will be opened and closed by Christopher Bremser or Gary Fullmer.</td> <td> <a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1120>>Unified consequences path - Trust policies </td> </tr> <tr valign="top">

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1715>>Appeals - Trust policies </td> </tr> <tr valign="top"> <td>0577</td> <td>Cryptocurrency circumvention</td> <td>Issue prevents seller from using certain words/categories where seller is a repeat offender or has tried to circumvent our blocks.</td> <td>Issue will be opened and closed by the PI Proactive team <a href="mailto:DL-SLC-ProhibitedItemsRemoval@ebay.com"

target="_blank">DL-SLC-ProhibitedItemsRemoval</td> <td> PI - Virtual

currency policy - Prohibited and Restricted Items </td> </tr>

0578

Troublesome Buyer Pilot Warning

User has been warned (they are hitting guidelines for warning) under Troublesome Buyer project.

Issue is tracking only. Will be opened by BRM/HRB team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1103> Buyer risk management - Abusive buyer policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104> High risk buying policy

0579

3+ handling time block safelist

This issue safelists accounts from LVIS block that targets GC (Greater China) sellers from selecting handling time over 3 days when item location is specified as oversea warehouse. This is to tackle the "Item Location Misrepresentation" (e.g. item location in listing is US, but actual shipping from GC) used to circumvent GC shipping policy where a scan within handling time is required. The excessive long handling time manipulates EDD and it is opposite to our objective to ensure competitiveness versus Amazon. The safelist will be used for cases where longer handling time is legitimate but it requires approval by eBay.

User must contact Customer Service who can open this issue:

<https://www.ebay.com.hk/help/buying/paying-items/paying-items?id=4009487&st=7&topicName=%E5%B8%B3%E8%99%9F%E5%8F%97%E9%99%90%E5%92%8C%E8%A2%AB%E5%87%8D%E7%B5%90> target="_blank">OCS

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1265> LP - Item location policy - List Practices

0580

ULP PP Identifier

This issue is set by a batch process when any of the associated PayPal accounts are suspected to be related to risk/fraud. This is for tracking and detection only. It does not restrict any activity and it does not confirm fraud on the

account.</td> <td>Issue is opened via rules or batch process. Issue should not be closed by CSR but may be closed by batch.</td> <td> Seller risk management (SRM) policy and appeals </td> </tr> <tr valign="top"> <td>0581</td> <td>GSP US Seller Safelist for Motors Tires categories</td> <td>This issue will be used in order to flag selling accounts that are eligible to list and sell items through GSP from Motors tires categories. Sellers who do not have this issue on their account will not be able to sell tires through GSP. A separate LVIS rule will be created to utilize this issue.</td> <td>None.</td> <td> Global Shipping Program overview </td> </tr> <tr valign="top"> <td>0582</td> <td>Collusion Identifier</td> <td>Issue is set automatically by IFD when a case is referred to the Collusion queue for manual review and will expire automatically after 5 days. Payouts are blocked by Lvis while the issue is open.</td> <td>Issue is opened via IFD. Issue will close naturally after 5 days or may be closed manually by the Collusion GCX team.</td> <td> Conspiracy policy </td> </tr> <tr valign="top"> <td>0583</td> <td>Seller new UK listing block - not VAT compliant</td> <td>This issue is added to sellers who are in violation of the UK VAT regulation for missing, inconsistent, or other non-compliance of VAT.

 Members with this issue on their account are out of compliance which will result in them being blocked from listing new or revising existing items on the UK site, and all buyers will be blocked from purchasing items.</td> <td>This issue will be closed within 24-48 hours by the system when the member is compliant. The member is required to registered their valid VAT number on the site and ensure information across eBay, HMRC and companies house is matching before the restriction can

be removed.
 For further guidance, please contact:
DL-eBay-GCX_Proactive_VAT@ebay.com</td>a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674">Legal
regulations on value added tax - Liability of electronic marketplaces - EU countries
 <tr valign="top"> <td>0584</td> <td>Tobacco
repeat offenders
(PRCi, prohibited, restricted, P&R)</td> <td>This issue is to
be placed on repeat offenders' accounts to prevent them from listing any tobacco product including
related merchandise (even if these products are widely allowed to all customers).</td>
<td>Team leaders and coaches may remove the issue 584 guardrail only if: 1) has an open
issue 487 on the account, 2) seller is only shipping to the UK, and 3) they are following the nicotine
content and volume requirements listed in GUIDE1143. If the seller doesn't follow the guidelines the
issue 584 will be added back on the account.</td> a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1143">PI - Tobacco
and e-cigarettes policy - Prohibited and Restricted Items <td>
<tr valign="top"> <td>0585</td> <td>Issue for physical coupons
safelisting</td> <td>This issue exempts sellers to list physical coupons over established
limits.</td> <td>Mike Carson can open and close the issue.</td>
a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753">PI, Inf -

Products with eligibility requirements policy - Prohibited and Restricted Items,
Infringement/Counterfeit <td> <tr valign="top">
<td>0586</td> <td>Issue for AU alcohol enterprise sellers</td> <td>This
issue is to exempt a few large enterprise AU alcohol sellers from current rules as they posses
alcohol licenses.</td> <td>Issue can be opened and closed by issue owners Mike Carson,
James McCamey and jlagamon@eperformax.com</td> a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753">PI, Inf -

Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1138> - Alcohol policy - Prohibited and Restricted Items

0587	Selling Practices Policy Violation
Seller violated one or more of the requirements listed in the terms and conditions section of Selling Practices Policy which may result in unfavorable placement in search. Issue does not indicate a restriction of any kind.	
Sellers placement in Best Match will improve over time once they comply with the following requirement in the terms and conditions section of the Selling Practices Policy.	
A wide variety of factors go into our Best Match search algorithm, and as a result there's not a single point that would drastically change an account's performance. As with all sellers, we recommend following these selling practices:	
https://ebay.to/2Lr6l2Q and offering the best combination of price, quick shipping, and returns to attract the most buyers to your listings.	
Item location misrepresentation: Accurately represent where the item is located and be as specific as you can (i.e. city, state, etc.)	
Ensure the safe delivery of the item within the timeframe stated in your listing.	
Comply with the Presale listings policy where applicable: Items you list must be in your inventory or you must have an existing agreement with a third party to fulfill the delivery of the item under the terms of your listing.	
I am not violating the policy. Why does eBay think I violated the Selling Practices Policy? Which requirement is out of compliance on my account? You should review your practices and ensure you are in compliance with the Selling Practices Policy. I am not able to determine where you are not in compliance. Can you change it so I place higher in search? I cannot make a change to your account so you place higher in search. Once you comply with requirement in the terms and conditions section of the Selling Practices Policy you may see an improvement in 1-2 months. How long until I achieve better placement in search? Once you comply with requirement in the terms and conditions section of the Selling Practices Policy you may see an improvement in	

search in 1-2 months. Carrier issues are out of my control. How can I ensure safe delivery of my items within my stated timeframe? Always use the shipping method you committed to in your listing terms and upload tracking. If tracking shows acceptance by the carrier within your stated handling time or delivery by the estimated delivery date, this will not result in a late shipment. Please see the seller protection policy for the country platform you are listing on for more information. Can I list items that are not currently in my inventory if I know they are coming? You may list items that are not currently in your inventory only if you follow the guidelines in the Selling Practices Policy and Presale Listings Policy. Why must I have an agreement with the party that is delivering my item? eBay expects you to be in control of the fulfillment of your items. When you lack an agreement with a 3rd party that is delivering your items (or if you are in breach of the 3rd party's agreement) you do not have adequate control over the delivery of your items. This creates an unreasonably high likelihood of bad buyer experiences, which is not acceptable to eBay.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1673> - Drop shipping policy - selling practices

Assault Weapon Circumvention (PRCi, prohibited, restricted, P&R)

Issue intended for repeat offenders in the area of listing Assault Weapons. Sellers will not be able to market any part or accessory to fit an Assault Weapon. This issue is intended for sellers who are miscategorizing items outside the hunting category to bypass blocks.

Issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1192> - Firearms and accessories policy - Prohibited and Restricted Items

Sex Dolls Circumvention (PRCi, prohibited, restricted, P&R)

Issue intended for

repeat offenders in the area of listing sex dolls. Sellers will not be able to list any sex dolls (even if they are adult looking). They are still permitted to list sex toys and accessories in the permitted categories.

Issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1124	PI	-	Illegal explicit content policy - Prohibited and Restricted Items
0590			FIFA Tickets Circumvention (PRCi, prohibited, restricted, P&R)

Issue intended for repeat offenders in the area of listing tickets. Sellers will not be able to list any tickets, even if they are widely allowed (global) or within velocity limits (FR and IT).

Issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam			
0591			Ivory Circumvention (PRCi, prohibited, restricted, P&R)

Issue intended for repeat offenders in the area of listing ivory. Sellers will not be able to list any product claimed to be from bone or any other term that suggests that the item might be made of ivory.

Issue can be opened or closed by any member of the PI Horizontal Review Team: DL-eBay-PI-Appeals-ManagerTLUseOnly			
DL-eBay-PI-Appeals-ManagerTLUseOnly@ebay.com			
0592			Nazi items circumvention (PRCi, prohibited, restricted, P&R)

Issue intended for repeat offenders in the area of Nazi memorabilia. Sellers will not be able to list any memorabilia in eBay even if they are listing allowed items such as coins, stamps, etc.

Issue can be			
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opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1096> - Offensive materials policy - Prohibited and Restricted Items

Crack Pipe Circumvention (PRCi, prohibited, restricted, P&R)

This issue aims to prevent Drug Paraphernalia sellers to use certain words (such as oil burner) to list crack pipes.

Issue can be opened or closed by any member of DL: DL-SLC- Prohibited Items Removal

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1180> - Illegal Drugs and drug paraphernalia policy - Prohibited and Restricted Items

Used Underwear Circumvention (PRCi, prohibited, restricted, P&R)

This issue is intended for repeat offenders on the area of selling used underwear. Sellers won't be able to use underwear related words, even if they are legitimate to sell in eBay.

Issue can be opened or closed by any member of DL: DL-SLC- Prohibited Items Removal

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1121> - Used clothing policy - Prohibited and Restricted Items

Whitening skin and teeth Circumvention (PRCi, prohibited, restricted, P&R)

This issue is to prevent repeat offenders of whitening products (skin and teeth) from using certain keywords such as whitening, opalescence, hydroquinone, bleaching etc.

Questions regarding this issue or the possibility of appeal should be directed to your leadership. If they feel further review is warranted, they can send a query to DL: DL-eBay-PI-Appeals-ManagerTLUseOnly

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1210> -

Prescription and over-the-counter drugs policy - Prohibited and Restricted Items

0596	Flea and Tick Medication for pets
0596	Circumvention (PRCi, prohibited, restricted, P&R)
0596	This issue is to prevent repeat offenders of flea medicine for pets from using certain keywords such as flea, tick, frontline, advantage, etc.
0596	Issue can be opened or closed by any member of DL: DL-SLC- Prohibited Items Removal

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1210> -

Prescription and over-the-counter drugs policy - Prohibited and Restricted Items

0597	Sexual Enhancement Pills
0597	Circumvention (PRCi, prohibited, restricted, P&R)
0597	This issue is to prevent repeat offenders of sexual enhancement from using certain keywords such as Rhino, Viagra, Bluepill, etc.
0597	Issue can be opened or closed by any member of DL: DL-SLC- Prohibited Items Removal

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1210> -

Prescription and over-the-counter drugs policy - Prohibited and Restricted Items

0598	Curative Claims
0598	Circumvention (PRCi, prohibited, restricted, P&R)
0598	This issue is to prevent repeat offenders of curative claims from using certain keywords such as diabetes, cancer, high blood pressure, Alzheimer, etc.
0598	Issue can be opened or closed by any member of DL: DL-SLC- Prohibited Items Removal

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1210> -

Prescription and over-the-counter drugs policy - Prohibited and Restricted Items

PI - Medical devices policy - Prohibited and Restricted items </td> </tr> <tr valign="top"> <td>0599</td> <td>Legal Holds</td> <td>Issue is placed on accounts that are involved in a pending or anticipated legal dispute or investigation. Accounts with this issue number can be closed however customers data will be retained See GUIDE1115 for guidelines.</td> <td width="449">Legal Counsel will open and close the issues. This cannot be opened/closed by Customer Service.</td> <td> </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1487">Escalation and Customer Experience Guidelines </td> </tr> <tr valign="top"> <td>0600</td> <td>FVF Recoupment M2M OES contact info sharing</td> <td>This issue is opened when a seller is actively blocked from M2M messaging due to the inclusion of contact information or language to drive off-eBay sales. Block message informs seller "If you proceed, you'll be charged a final value fee, even if the item does not actually sell"</td> <td>Issue will be opened via ELVIS rules and closed automatically after expiration.</td> <td> </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1529">Offering to Buy or Sell Outside of eBay policy </td> </tr> <tr valign="top"> <td>0601</td> <td>C2C LifeCycle Risk Tier 1</td> <td>This issue is used to flag Tier 1 C2C merchants based on the fulfilment risk (BoC model) they pose to the business. Differentiated treatment to be assigned based on the rules that detect this issue.</td> <td>This is a tracking issue only and is not currently impacting the member. Issues will be assigned by batch and changes will be evaluated by model.</td> <td> </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097">New seller

buying policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186> Seller vetting and performance reviews (Site Wide Limit increases)

DE Non-Compliant VAT Issue

This issue is added to sellers who are in violation of the DE VAT regulation or for missing, inconsistent, or other confirmed non-compliance of VAT. Online retailers must pay DE VAT on items they sell which are stored within DE or EU at the point of sale. Members with this issue on their account will be: Blocked from listing on the DE site or if the item location is DE. DE/EU buyers will be blocked from purchasing items from these sellers on the DE site. Items listed on other sites by these sellers will be blocked from being visible to DE users. Issue will be opened and closed by DE E2M GCX teammates only. Removal of this issue will remove any seller blocks and buyer blocks. Any new items listed by this seller will no longer be subject to the IVF block, blocking visibility to DE.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674> Legal regulations on value added tax - Liability of electronic marketplaces - EU countries

Chargeback liability shift to seller

Issue indicates that this seller is not in good standing. The seller is financially liable for payment chargebacks while this issue is open. This issue is manually opened and closed by e2m teams following a risk review.

Payment disputes

Seller has provided sales tax documents

Used to flag accounts who have provided documents authorizing them to charge sales tax in certain states (see MAC note for detail list of states)

This issue is manually opened and closed by Shelby Clarke, Gabrielle Dubbleman and Garrick Micheletti only.

DE Pesticides Circumvention	This issue is to prevent repeat offenders of PI pesticides policy from using certain keywords such as Roundup, Pestizid, Glyphosat, Pflanzenschutz, Pflanzenschutzmittel, Unkraut, Unkrautfrei, Unkrautvernichter, Glyfos, Celaflor, Unkrautex	Issue can be opened or closed by any member of DL: DL-SLC- Prohibited Items Removal	https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1032	PI - Pesticides policy - Prohibited and Restricted items
DEPRECATED: No longer in use. Seller has removed sales tax table	DEPRECATED: No longer in use. Used to flag accounts who have removed their sales tax table as part of sales tax compliance.	DEPRECATED: No longer in use. This issue is manually opened and closed by Shelby Clarke, Gabrielle Dubbleman and Garrick Micheletti only.		
DE Approved Seller of e cigarettes in US	Seller has been vetted and approved to sell e cigarettes in the US in restricted categories.	Issue can be opened or closed by any member of DL: DL-SLC- Prohibited Items Removal	https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753	PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit
DE Tobacco and e-cigarettes policy	Prohibited and Restricted Items		https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1143	PI - Tobacco and e-cigarettes policy - Prohibited and Restricted Items
DE Hydra Sellers Circumvention	This issue aims to prevent repeat offenders of minor policy (nude minor pictures, etc.) to list any photos or any other minor erotic related inventory.	Issue can be opened or closed by any member of DL: DL-SLC- Prohibited Items		

Removal			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1702	PI - Protecting minors policy - Prohibited and Restricted Items		
0614	ELG Sex Toys circumvention (PRCi, prohibited, restricted, P&R)		
This issue is aimed for repeat offenders who are listing sex toys outside restricted categories.			
Who can open issue: members of DL-SLC-ProhibitedItemsRemoval.			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1130	PI - Adult items policy - Prohibited and Restricted items		
0615	DE Issue for e-liquids circumvention		
This issue is intended for those sellers who are repeat offenders of legal requirements for selling e liquids in DE.			
Issue can be opened or closed by any member of DL:			
DL-SLC-ProhibitedItemsRemoval			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1143	PI - Tobacco and e-cigarettes policy - Prohibited and Restricted Items		
0616	Deprecated: No longer in use.		
Indefinite Buying/Bidding restriction - MP			
Deprecated: No longer in use.			
Member cannot buy/bid on ebay when restricted during managed payments onboarding			
Deprecated: No longer in use.			
Issue will be opened by maestro and/or disposition package and closure will be determined by maestro rules/actions.			
0617	Disable new listings		
Prevent user from listing new items until issue is closed during payments onboarding			
Issue will be opened by maestro and/or disposition package and closure will be determined by maestro rules/actions.			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1664	Managed		

Payments verification - Know Your Customer (KYC) </td>
</tr> <tr valign="top"> <td>0618</td> <td>Indefinite Selling
restriction - MP</td> <td>Member cannot sell on ebay when restricted during
managed payments onboarding</td> <td>Issue will be opened by maestro and/or
disposition package and closure will be determined by maestro rules/actions.</td> <td>

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1664>>Managed
Payments verification - Know Your Customer (KYC) </td>
</tr> <tr valign="top"> <td>0619</td> <td>Deprecated: No longer in
use

 Buyer transacting with Payments 2.0 sellers</td> <td>Deprecated:
No longer in use

 Issue indicates a Buyer has transacted with eBay Managed
Payments 2.0 seller(s). This issue will be used to route referrals to payments skillsets. This issue will
only be used by IFD to route to specific skillsets and does not indicate a restriction.</td>
<td>Deprecated: No longer in use

 Issue will be opened by LVIS rules and
will automatically close upon expiration after 2 days.</td> <td> </td> </tr>
<tr valign="top"> <td>0620</td> <td>DDG approved seller</td>
<td>Enables seller to use DDG Item Specifics</td> <td>Restricted issue will be
opened and closed by Bill (William) Frence after approval from CUD team has been
provided.</td> <td>

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1350>>Inf -
Electronically delivered items policy - Infringement </td> </tr>
<tr valign="top"> <td>0621</td> <td>EMBG claims restriction - KYC Verification
failure</td> <td>This would be applied during onboarding KYC (Know Your Customer)
Verification failure - Seller Account Restriction due to inactivity (remedy/response not received for
<td> 70 days. This restriction would prevent the member from having embg privileges i.e.; the seller
when acting as a buyer on the site would not be able to open a claim. When the issue is closed, the

restriction should be removed. It would be determined by an LVIS rule and applied by a disposition package.</td> <td>Opening and closing of this issue would be determined by disposition package service.</td> <td> Managed Payments verification - Know Your Customer (KYC) </td> </tr> <tr valign="top"> <td>0622</td> <td>Open eBP Suspension - Close claims as seller fault</td> <td>Member has a KYC verification failure - Seller Account Suspension due to Verification Failure and lack of a response beyond 70 days. When this issue is open on a seller's account any open EMBG claims will be closed as "buyer wins, seller fault" via automated IFD process.</td> <td>Issue will be opened by disposition package during onboarding upon KYC (know your customer) Verification failure.</td> <td> Managed Payments verification - Know Your Customer (KYC) </td> </tr> <tr valign="top"> <td>0623</td> <td>Guardrail Apple (PRCi, counterfeit, CF, brand)</td> <td>Guardrail Issue based enforcement for Apple products. Blocks sellers from listing Apple products in all categories. Issue is dropped by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal after receiving multiple VeRO reports from Apple, or infringement-related removals or defects of Apple products.</td> <td>This issue can only be closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.</td> <td> VeRO policy - Verified Rights Owner program overview </td> </tr> <tr> <td>0624</td> <td>Brand protection information - Infringement</td> <td> Inf -

Counterfeit policy - Infringement

	0624	Buyer Claims Courtesy
		Issue will be set via disposition package when a buyer on a claim receives a payout under the stolen from porch courtesy.
		Issue will be set via platform with a 365 day expiration. Issue is for tracking purposes only and does not require a remedy.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1566> Item not received (INR), including stolen from porch

	0625	FRITES B2C Courtesy Payout
		Issue will be set via disposition package when a B2C seller on a FRITES claims receives a payout under the faulty return courtesy policy.
		Issue will be set via platform with a 365 day expiration. Issue is for tracking purposes only and does not require a remedy.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567> Returns - Remorse, SNADs, False SNADs, and Forced SNADs (FSNAD)

	0626	Special exclusion - Do not use
		Special exclusion - Do not use
		Special exclusion - Do not use

PO - Test / Priority Account Automated Action

	0627	exclusion
		Set by the Risk Policy Operations team on known test accounts or priority / high profile accounts to temporarily exclude from Risk Automated Actions.
		Do not close. This issue is not member facing and will be opened and monitored by the Policy Operations team. For concerns, please contact dl-ebay-riskops-processteam@ebay.com

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067> Account Takeover (ATO)

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097> New seller

registration	policy	
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104>High risk buying policy

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0628Vetted subscription sellerUsed to identify vetted subscription sellers and allow them to use related Item specifics and keywords in their listings.

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Issue will be applied to vetted accounts and removed if the seller violates any of the terms and conditions associated with the agreement.

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753>target="_blank"PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit

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0629RPO Hi Confidence ATO Comp

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Issue will be opened via batch on accounts that have been identified as high probability ATO comp, but are not currently actively selling or buying.

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Issue should auto expire after 90 days.

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067>target="_blank"Account Takeover (ATO

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0630RPO - Registration Canary

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Issue used by Risk Policy Ops to test process environments.

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Issue will be opened by LVIS Rules or Batch, and will be closed by IFD. Issue is tracking only and will have no impact to members.

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097>New seller registration

	policy	
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104>High risk buying policy

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0631RPO - Seller Reg Canary

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Issue used by Risk Policy Ops to test process environments.

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Issue will be opened by LVIS Rules or

Batch, and will be closed by IFD. Issue is tracking only and will have no impact to members.

New seller registration policy			
High risk buying policy			

0632 RPO - SYI Canary Issue used by Risk Policy Ops to test process environments. Issue will be opened by LVIS Rules or Batch, and will be closed by IFD. Issue is tracking only and will have no impact to members.

New seller registration policy			
High risk buying policy			

0633 RPO - Tracking Canary Issue used by Risk Policy Ops to test process environments. Issue will be opened by LVIS Rules or Batch, and will be closed by IFD. Issue is tracking only and will have no impact to members.

New seller registration policy			
High risk buying policy			

0634 Master Buyer Account Tracking Will be used as an identifier for Master Buyer accounts to exclude from Risk actions. Issue can be opened or closed via LVIS rules or Teammates.

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1392"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1392)

[target="_blank"&Geo expansion - global buying hub&/a&&/li&&](#)

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104)

[target="_blank"&High risk buying policy&/a&&/li&&](#)

[valign="top"&&/td&&0635&/td&&US Regulatory Issue&/td&&](#)

The issue is added to sellers who have been reported by US authorities as a repeat offender of US

regulatory laws. The issue specifically targets and limits only the seller's business that is related to

the relevant country. Background is that some products are for example non-compliant in Australia

but can be legally sold to the US and EU.&br&& As soon as the issue is placed the

seller gets informed that they were reported by the authority and needs to contact the authority. In

addition, we will inform them that we will remove the issue only if we receive confirmation from the

authority to do so.&/td&&The issue will be placed and removed by the

Horizontal/Proactive Team in SLC & DUB and Oliver Kupke on request of members of the

Legal/Regulatory Team.&/td&&&/ul&&

[target="_blank"&Repeat violator \(Internal policy name only\)&/a&&/li&&](#)

[&/td&&/tr&&valign="top"&&/td&&0636&/td&&UK Regulatory](#)

Issue&/td&&The issue is added to sellers who have been reported by UK authorities as

a repeat offender of UK regulatory laws. The issue specifically targets and limits only the seller's

business that is related to the relevant country. Background is that some products are for example

non-compliant in Australia but can be legally sold to the US and EU.&br&& As soon as

the issue is placed the seller gets informed that they were reported by the authority and needs to

contact the authority. In addition, we will inform them that we will remove the issue only if we receive

confirmation from the authority to do so.&/td&&The issue will be placed and removed by

the Horizontal/Proactive Team in SLC & DUB and Oliver Kupke on request of members of the

Legal/Regulatory Team.&/td&&&/ul&&

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771)

target="_blank">Repeat violator (Internal policy name only)
</td> </tr> <tr valign="top"> <td>0637</td> <td>DE Regulatory
Issue</td> <td>The issue is added to sellers who have been reported by DE authorities as
a repeat offender of DE regulatory laws. The issue specifically targets and limits only the seller's
business that is related to the relevant country. Background is that some products are for example
non-compliant in Australia but can be legally sold to the US and EU.

 As soon as
the issue is placed the seller gets informed that they were reported by the authority and needs to
contact the authority. In addition, we will inform them that we will remove the issue only if we receive
confirmation from the authority to do so.</td> <td>The issue will be placed and removed by
the Horizontal/Proactive Team in SLC & DUB and Oliver Kupke on request of members of the
Legal/Regulatory Team.</td> <td> German EPR
Packaging Act - Seller Requirements and Obligations Repeat violator
(Internal policy name only) </td> </tr> <tr valign="top">
<td>0638</td> <td>AU Regulatory Issue</td> <td>The issue is added to
sellers who have been reported by AU authorities as a repeat offender of AU regulatory laws. The
issue specifically targets and limits only the seller's business that is related to the relevant country.
Background is that some products are for example non-compliant in Australia but can be legally sold
to the US and EU.

 As soon as the issue is placed the seller gets informed that
they were reported by the authority and needs to contact the authority. In addition, we will inform
them that we will remove the issue only if we receive confirmation from the authority to do
so.</td> <td>The issue will be placed and removed by the Horizontal/Proactive Team in
SLC & DUB and Oliver Kupke on request of members of the Legal/Regulatory Team.</td>
<td> Repeat violator

(Internal policy name only) </td> </tr> <tr valign="top">
<td>0639</td> <td>Faulty Return Buyer</td> <td>Tracking issue only. Buyer
who returns items in a condition that is damaged or used.</td> <td>Issue will be opened
and closed by Buyer Risk Management team.</td> </tr> <tr> <td>0640</td> <td>False SNAD Buyer</td> <td>Tracking issue only. Buyer
who claims SNAD when the item is described accurately for the purpose of gaining a free
return.</td> <td>Issue will be opened and closed by Buyer Risk Management
team.</td> </tr>
<tr> <td>0641</td> <td>Serial returner
Buyer</td> <td>Tracking issue only. Buyer who "rents" items by using them and then
returning.</td> <td>Issue will be opened and closed by Buyer Risk Management
team.</td> </tr>
<tr> <td>0642</td> <td>Bid retractions
Buyer</td> <td>Tracking issue only. Buyer who bids for purposes other than
buying.</td> <td>Issue will be opened and closed by Buyer Risk Management
team.</td> </tr>
<tr> <td>0643</td> <td>Chargeback
Buyer</td> <td>Tracking issue only. Buyer who files chargebacks instead of working

through eBay arbitration methods.</td> <td>Issue will be opened and closed by Buyer Risk Management team.</td> <td> <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1103"

target="_blank">Buyer risk management - Abusive buyer policy </td> </tr> <tr valign="top"> <td>0644</td> <td>Extortion Buyer</td> <td>Tracking issue only. Buyer who uses feedback as a tool to gain "extras" from the transaction.</td> <td>Issue will be opened and closed by Buyer Risk Management team.</td> <td> <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1103"

target="_blank">Buyer risk management - Abusive buyer policy </td> </tr> <tr valign="top"> <td>0645</td> <td>DNR Buyer</td> <td>Tracking issue only. Buyer who claims items were not received in excess.</td> <td>Issue will be opened and closed by Buyer Risk Management team.</td> <td> <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1103"

target="_blank">Buyer risk management - Abusive buyer policy </td> </tr> <tr valign="top"> <td>0646</td> <td>Seller Vetting Enhanced Limits</td> <td>This issue is an identifier to allow IFD and Teammates to recognize that the seller is eligible for higher selling limits based on past performance. This will be a pilot program at launch, and pending successful results will be rolled out to a wider group subsequently.</td> <td>Issue will be opened and closed manually.</td> <td> <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186"

target="_blank">Seller vetting and performance reviews (Site Wide Limit increases) </td> </tr> <tr valign="top"> <td>0647</td> <td>Proactive Seller Vetting Enhanced Limits</td> <td>This issue indicates that the seller has been identified as being eligible for large batch limit increases.

These increases will be performed proactively without contact with the member.		
Issue will be opened and closed manually.		
Seller vetting and performance reviews (Site Wide Limit increases)		
0648	Fraudulent Return Buyer	Tracking issue only. Buyer who returns a different item than received or brick in a box. Issue will be opened and closed by Buyer Risk Management team.
Buyer risk management - Abusive buyer policy		
0649	No Tracking INR Buyer	Tracking issue only. Buyer who files INRs when no tracking is uploaded. Issue will be opened and closed by Buyer Risk Management team.
Buyer risk management - Abusive buyer policy		
0650	Seller opted into managed payments 2.0	Seller is opted into managed payments 2.0. Issue may be used to route referrals to payments skillsets or in other flows. The issue does not indicate a restriction. Issue will be opened by LVIS rules or by batch jobs and remain open while seller is opted into managed payments 2.0
Managed Payments - Seller		
Managed Payments - Payouts		
0651	2019 US Fulfillment Pilot Seller	Seller is

participating in the 2019 US Fulfillment Pilot. Please see [GUIDE1657](#) for more information.

This issue will be open and closed by NA Shipping BU based upon the seller's participation in the pilot.

[eBay fulfillment by Orange Connex](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1657)

0652

LVIS referral to Guided Judgement - seller vetting

Issue will be used to identify accounts that will be eligible for automated Seller Vetting limits reviews (through IFD) based on utilization. LVIS will flag accounts with 75% limits utilization & those accounts that have this issue will be referred for IFD to review for a limits increase.

Issue will be opened and closed manually.

[Seller vetting and performance reviews \(Site Wide Limit increases\)](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186)

0653

IN CBT Second chance account

Issue to track sellers who have been allowed a second chance to sell on eBay. The issue will be placed on accounts which are usually suspended or restricted for performance and allowed a second chance based on escalations, accompanied by a business plan to support the seller growth and performance. These accounts will have dedicated AM support and will start 50% lower limit than their current operating levels.

Issue will be Opened/closed by IN e2M on accounts approved for a second chance by Trust POC.

[Below Standards \(BSTD\) overview and appeals](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1373)

0654

Zao Wou-Ki VeRO Repeat Offender

All sellers who have more than one VeRO replica removal for Zao Wou-Ki items are no longer able to list Zao Wou-Ki items on any of our platforms.

Issue will be opened by VeRO team. There is no remedy / Issue should not be closed.

[href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1347"](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1347)

target="_blank"&VerO policy - Verified Rights Owner program overview&/a&/li&

[href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1443"](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1443)

target="_blank"&Inf - Brand protection information - Infringement&/a&/li& &/li&

[href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1331"](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1331)

target="_blank"&Inf - Counterfeit policy - Infringement&/a&/li& &/ul& &/td&

&/tr& &/tr valign="top"& &/td&0655&/td& &/td&Fullfilled by Bombino&/td&

&/td&This issue identifies sellers who are part of Fulfilled by Bombino Program (FBB). In FBB

program sellers use Bombino Express warehouse in the US for storing inventory and also for

accepting returns. This program is only for IN CNT sellers and is promoted by IN BU. This is only for

tracking purposes.&/td& &/td&Issue will be opened and closed by IN e2M team.&/td&

&/td&

&/ul&

[href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1606"](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1606)

Shipping

Defect Managment (CN only)&/a&/li& &/ul& &/td& &/tr& &/tr valign="top"&

&/td&0656&/td& &/td&IN CBT eGS Active Seller&/td& &/td&This issue identifies

sellers who are using eBay Global Shipping Program. This is an IN BU promoted local Shipping

program to support CBT sellers with logistics. This is only for tracking purposes.&/td&

&/td&Issue will be opened and closed by IN e2M team, based on data provided by IN Shipping

team.&/td& &/td& &/td& &/tr& &/tr valign="top"& &/td&0657&/td&

&/td&IN CBT HiPo&/td& &/td&This issue will be opened to identify IN CBT Hipo sellers

who are currently doing Million \$ in sales or have the potential for Million \$ in sales. This is only for

tracking purposes.&/td& &/td&Issue will be opened and closed by IN e2M team based on

the list shared by BU team.&/td& &/td& &/td& &/tr& &/tr valign="top"&

&/td&0658&/td& &/td&Seller eligible for protections&/td& &/td&Seller qualifies for

Top Rated seller / eBay Plus seller protections.&/td& &/td&Issue is used for tracking

purposes

only.&/td& &/td& &/ul& &/li&

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1360>

Seller protections and seller protections abuse policy

0659	Seller ineligible for protections	Seller has lost their eligibility for Top Rated seller / eBay Plus seller protections. Please see previous communications with the seller for more information.	Issue is used for tracking purposes only.
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1360>

Seller protections and seller protections abuse policy

0660	Seller ineligible for Top Rated Seller / eBay Plus seller protections for 90 days	Seller has lost their eligibility for Top Rated Seller / eBay Plus seller protections for 90 days due to abuse of the seller protection program.	Issue will close after 90 days and cannot be closed manually by a teammate. Sellers must wait until the 90 days have passed before they are eligible for Top Rated Seller / eBay Plus seller protections again.
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1360>

Seller protections and seller protections abuse policy

0661	Seller protections abuse violation	Seller has been warned for violating the seller protections abuse policy. Future violations may result in loss of partial refund tool and return shipping label credits for false not as described claims.	Issue is used for tracking purposes only.
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1360>

Seller protections and seller protections abuse policy

0662	Seller ineligible for Top Rated Seller / eBay Plus seller protections for 12 months	Seller
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has lost their eligibility for Top Rated Seller / eBay Plus seller protections for 12 months due to abuse of the seller protection program.</td><td>Issue will close after 12 months and cannot be closed manually by a teammate. Seller must wait until the 12 months have passed before they are eligible for Top Rated Seller / eBay Plus seller protections again.</td><td><a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1360"

target="_blank">Seller protections and seller protections abuse policy</td><td><tr valign="top"><td>0663</td><td>Buyer suspended for buyer abuse</td><td>This tracking issue is placed when a member has been suspended for buyer abuse.</td><td>Issue is used for tracking purposes only.</td><td>Buyer risk management - Abusive buyer policy</td><td><tr valign="top"><td>0664</td><td>Digital movie code repeat offenders</td><td>This issue is placed on accounts when sellers repeatedly violate our unauthorized content policies to sell digital movie items. This will block sellers from listing anything DVD related or code related (even if most sellers can list these items).</td><td>The issue can be opened and closed by Leo Tyler and by all the members of DL-SLC-ProhibitedItemsRemoval</td><td><a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1350"

target="_blank">Inf - Electronically delivered items policy - Infringement</td><td><tr valign="top"><td>0665</td><td>Buyer ineligible for protections - blocked</td><td>Buyer doesnt qualify for buyer protections and is blocked from filing returns and claims.</td><td>Issue will be opened and closed manually by assigned

teammates.			
https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1360			
<p>target="_blank">Seller protections and seller protections abuse policy</p> <ul style="list-style-type: none"> 			
<p>0666</p>			
<p>Recoup Opt Out Tracking</p>			
<p>This is to identify and track users who have opted out of recoup with PayPal. Issue will be opened and closed manually for downstream tracking purposes.</p>			
<p>Issue will be opened and closed manually for downstream tracking purposes by TM's or RPO.</p>			
<p>0667</p>			
<p>EDD - Request for Information</p>			
<p>This issue is used when the EDD team is performing a compliance review on the member's account and cannot verify pertinent information. We will contact the member to provide the information. This issue does not action the account, it will only request information. This issue is only actionable by Compliance and IFD. The business rules team may also action for tech issues only, but requires Compliance approval.</p>			
<p>Member must provide the requested information. The issue will be opened and closed by the EDD Compliance team.</p>			
<p>If documents need to be reviewed, use the compliance referral process in GUIDE1664.</p>			
<p>0668</p>			
<p>EDD - Request for Information and payout block</p>			
<p>This issue is used to block payouts when a member has not responded to the EDD team's initial requests for information after three attempts. These requests for information are a part of compliance reviews when pertinent information on the member's account cannot be verified. Issue is only actionable by compliance and IFD. For tech issues only business rules team may also action but requires Compliance approval.</p>			
<p>Member must provide information requested. Issue will be opened and closed by the EDD Compliance team. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</p>			

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716> - Anti Money Laundering

0669	KYC - Permanent Selling Restriction	This issue will be used to action accounts for KYC compliance processes. This issue will be placed using the Billing hub package applicator tool. This issue is only actionable by Compliance and IFD. The business rules team may also action for tech issues only, but requires Compliance approval.	
	Member must provide the requested information and pass verification successfully. Issue will be opened and closed by the KYC Compliance Ops team.	Follow the compliance referral process in GUIDE1664.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716> - Managed Payments - Anti Money Laundering

0670	EDD - PEP	This issue code is being used to track EDD reviews.	
		There is no remedy required, as this issue code doesnt apply any action on account and is used for tracking only.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1464> - Global Sanctions and PEP

0671	TM - Request for Information	This issue will be used to track TM Requests for information for AML processes. This issue will be put in place alongside other actions within the Billing hub package applicator tool.	
		If Member sends in information needed, issue will be closed through Billing hub.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716> - Managed Payments - Anti Money Laundering

0672	FIU - Request for Information	This issue will be used to track FIU Requests for information for AML processes. This issue	

will be put in place alongside other actions within the Billing hub package applicator tool.</td></tr><tr><td><td><td>If Member sends in information needed, issue will be closed through Billing hub.</td></tr><tr><td><td><td><a>

https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1716	Managed
Payments - Anti Money Laundering	
0674	AML - FIU - Suspend Account
<p>This issue will be used to suspend and track FIU Requests for information in compliance processes. This issue will be put in place alongside other actions within the package applicator tool.</p> <p>This issue is only actionable by Compliance and IFD. The business rules team may also action for tech issues only, but requires Compliance approval.</p> <p>If the member passed required verification, the issue will be closed by the FIU Compliance team.</p>	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716>>Managed Payments - Anti Money Laundering </td> </tr> <tr valign="top"> <td>0676</td> <td>High Risk Bank Suspension</td> <td>In accordance with Regulatory Compliance, the member's account has been suspended due to Regulatory Compliance issues with their account. Member should not be allowed to buy, sell, list, engage in M2M nor make shipping label purchases.</td> <td>Issue will be opened and closed by the KYC Compliance Team. No GCX Teammate should have access to open and close this issue. For escalations, follow the Compliance Referral process in GUIDE1664.</td> </tr> <td> </td> </tr> </table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1664>>Payments verification - Know Your Customer (KYC) - Talking Points and Workflows </td> </tr> <tr valign="top"> <td>0677</td> <td>BabyBorn/Baby Annabell brand block - legal</td> <td>Issue is dropped by Brand Protection or VeRO after receiving a legal escalation, or multiple VeRO reports from Baby Born/Baby Annabell, or infringement-related removals or defects of these products. Seller will not be able to list any Baby Born/Baby Annabell related items.</td> <td>This issue can only be closed by VeRO, Brand Protection or at the request of Legal.</td> </tr> <td> </td> </tr> </table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347>>VeRO policy - Verified Rights Owner program overview </td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1443>>Inf - Brand protection information - Infringement </td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331>>Inf - Counterfeit policy - Infringement </td> </tr> <tr valign="top"> <td>0678</td> <td>PJ MASKS repeat block</td> <td>This issue is to block repeat violators or legal escalations for the brand PJ MASKS.</td> </tr>

<p>The issue can be opened and closed by Leo Tyler and by all the members of DL-SLC-ProhibitedItemsRemoval.</p>			
<p>Verified Rights Owner program overview</p>			
<p>Brand protection information - Infringement</p>			
<p>Counterfeit policy - Infringement</p>			

0679 AU non-arbitrage FBA account

Distinguishes known FBA (Fulfilled by Amazon) from arbitrage accounts and is used for IVF blocks in AU.

Issue will be opened and closed manually.

<p>SPx - Drop shipping policy - Selling practices</p>			
<p>Sanctions - WLS - PEP Request for Information (Temporary selling restriction)</p>			
<p>This issue tracks WLS requests for information and temporarily restricts selling. This issue is only actionable by Sanctions Compliance and IFD. The business rules team may also action for tech issues only, but requires Sanctions Compliance approval.</p>			
<p>Member must provide information requested. This issue will be opened and closed by Sanctions Compliance team. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</p>			

0680

<p>Global Screening Guide (Sanctions, PEP and SIP)</p>			
<p>SEA Suspected GC Seller</p>			

0681

SEA Suspected GC Seller

Leverage issue to flag accounts who registered in SEA, but are suspected Greater China Sellers. International CBT Business management team is working on all CBT policy/seller

management parity. These suspicious accounts need to be tagged so that policy/analytical team can easily filter them out from SEA organic sellers.</td><td>International CBT Business Management team will be responsible for issue open and close.</td><td> </td></tr><tr valign="top"><td>0682</td><td>Guardrail Hacky Sack Block (PRCi, counterfeit, CF, brand)</td><td>Guardrail Issue based enforcement for Hacky Sack. Issue is opened by Brand Protection or VeRO after receiving a legal escalation, multiple VeRO reports, or infringement-related removals or defects of this brand or its products. Sellers will still be able to list other types of inventory on the site, but nothing related to the policy or brand they violated. Sellers with this issue open will not be able to list any items related to Hacky Sack.</td><td>Appeals are not accepted for this restriction. This issue can only be opened or closed by VeRO, Brand Protection or at the request of Legal.</td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr></table></div><div data-bbox="46 442 951 898" data-label="Text"><p>Repeat violator
(Internal policy name only)</td><td></td></tr><tr valign="top"><td>0683</td><td>Guardrail Adobe Block (PRCi, counterfeit, CF, brand)</td><td>Guardrail Issue based enforcement for Adobe Illustrator CS6. Issue is opened by Brand Protection or VeRO after receiving a legal escalation, multiple VeRO reports, or infringement-related removals or defects of this brand or its products. Sellers will still be able to list other types of inventory on the site, but nothing related to the policy or brand they violated. Sellers with this issue open will not be able to list any items related to Adobe Illustrator CS6.</td><td>Appeals are not accepted for this restriction. This issue can only be opened or closed by VeRO, Brand Protection or at the request of Legal.</td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr></table></div><div data-bbox="46 913 951 950" data-label="Text"><p>Repeat violator
(Internal policy name only)</td><td></td></tr><tr valign="top"><td>0684</td><td>AML - FIU - Suspension 2</td><td>This issue will be used to block payouts, suspend, and track FIU suspensions for compliance purposes. This issue will</td><td></td></tr></table></div></div>

be placed alongside other actions within the package applicator tool. This issue is only actionable by Compliance and IFD. The business rules team may also action for tech issues only, but requires Compliance approval. </td></td>If the member passes the required verification, the issue will be closed by the FIU Compliance team</td></td></a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716">Managed

Payments - Anti Money Laundering</td></tr><tr valign="top"><td>0685</td><td>IN Agency Accounts</td><td>India agency account identifier. Enables safelisting from mass registration fraud processes and other tracking.</td><td>Issue will be Manually Placed by IN e2M team.</td></td></a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097">New

seller registration policy</td></tr><tr valign="top"><td>0686</td><td>HRS Re-Review Tracking</td><td>This issue will be used to track users who, after successfully appealing a HRS suspension, get referred for HRS re-review and get re suspended. There are no appeals for accounts with this issue. </td><td>Issue will be opened and closed by Teammate and / or Batch process.</td></td></a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097">New

seller registration policy</td></tr><tr valign="top"><td>0687</td><td>Deprecated: This issue is no longer in use.

DE safelist for APAC e-cigarette vetted sellers</td><td>Deprecated: This issue is no longer in use.

APAC sellers who want to list on the DE site in the e-cig category must be vetted. This issue is placed only by the appropriate teams. It's only applicable to sellers located in Brunei (Brunei Darussalam), Cambodia, Indonesia, Laos, Malaysia, Myanmar, Philippines, Singapore, Thailand, Vietnam, China, Japan, South Korea, Hongkong or Taiwan.</td><td>Deprecated: This issue is no longer in use.

The issue is a safelist issue. If someone wants to have this issue, they must contact the appropriate GCX team to have them vetted.

0688	Buyer abuse warning - blocked	This tracking issue is placed when a member has received a second warning for buyer abuse and is blocked from opening returns and claims.	Issue is used for tracking purposes only.
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- <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1103> Buyer risk management - Abusive buyer policy

0689	Account balance limit safelist	Enables safelisting from account balance limits and allows the seller to continue listing without reducing their account balance.	Issue will be placed by INTL CBT business management team.
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- <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1012> Selling Limits - new seller, site wide, multi-account

0690	User verified for selling in motors and business	Sellers who are blocked by ATO detection rules may be asked to provide 2 factor authentication (2FA) to verify their identity and a voice PIN is sent to phone number on record. If they cannot successfully self-remedy via authenticify because they have recently changed their phone number or they fail in entering the PIN they will need to pass hard verification via GCX. This issue will allow the seller to continue listing their item without repeating the 2FA process.	Issue will be opened by teammates who are supporting selling ATO appeals after member has completed hard verification.
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- <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1067> Account Takeover (ATO)

0691	Drop shipping policy appeal denied	This issue is placed on an account when a drop shipping policy appeal is reviewed and denied.
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<p>This issue will expire at 30/60/90 days or it may be open indefinitely.</p>	
<ul style="list-style-type: none"> Drop shipping policy - Selling practices 	
<p>Pseudo private seller DE - safelist</p>	
<p>Safelist for successful DE pseudo private seller appeals. This issue will exclude sellers from pseudo private enforcement for six months.</p>	
<p>No action or remedy; the issue will exclude users from DE pseudo private block filters This issue will be opened by DE e2M teammates only.</p>	
<p>Changing a private account to a business account</p>	
<p>Guardrail Olympique Lyonnais tickets Block (PRCi, counterfeit, CF, brand)</p>	
<p>Guardrail Issue based enforcement for Olympique Lyonnais tickets. Issue is opened by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal after receiving multiple VeRO reports, or infringement-related removals or defects of this brand or its products. Sellers with this issue open will not be able to list Olympique Lyonnais tickets in any category.</p>	
<p>This issue can only be closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.</p>	

to Volkswagen.</td> <td>This issue can only be closed by VeRO, IFD, Trust Policy or at the request of Legal.</td> <td> Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>0695</td> <td>Managed Payments Decline Override</td> <td>This issue will be used to override managed payments block rules and help buyers who have experienced multiple authorization declines when making purchases from sellers in managed payments.</td> <td>Issue will be opened and closed by GCX Risk and Payments teammates upon validation of buyer.</td> <td> Managed Payments - Transaction Risk </td> </tr> <tr valign="top"> <td>0696</td> <td>Vetted Presale items seller</td> <td>Issue will be used to flag accounts who have been approved to offer 60 day presale listings.</td> <td>Issue will be manually opened/closed as sellers come into and out of the program.</td> <td> LP - Presale policy - List Practices </td> </tr> <tr valign="top"> <td>0697</td> <td>Guardrail Litigation - General block INF copyrights (PRCi, counterfeit, CF, brand) - multi-brand)</td> <td>Guardrail Issue based enforcement for Repeat offenses related to Right Owners reports & ongoing Litigation for copyright. Issue is opened by Brand Protection or VeRO after receiving a legal escalation, multiple VeRO reports, or infringement-related removals or defects of this brand or its products. Sellers will still be able to list other types of inventory on the site, but nothing related to the policy or brand they violated. Sellers with this issue open will not be able to list any items related to copyrights infringement. </td> <td>This issue can only be closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.</td> <td> LP - Presale policy - List Practices </td> </tr> <tr valign="top"> <td>0698</td> <td>Guardrail Litigation - General block INF copyrights (PRCi, counterfeit, CF, brand) - multi-brand)</td> <td>Guardrail Issue based enforcement for Repeat offenses related to Right Owners reports & ongoing Litigation for copyright. Issue is opened by Brand Protection or VeRO after receiving a legal escalation, multiple VeRO reports, or infringement-related removals or defects of this brand or its products. Sellers will still be able to list other types of inventory on the site, but nothing related to the policy or brand they violated. Sellers with this issue open will not be able to list any items related to copyrights infringement. </td> <td>This issue can only be closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.</td> <td> LP - Presale policy - List Practices </td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771>>Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>0698</td> <td>Guardrail Swim discs Block (PRCi, counterfeit, CF, brand)</td> <td>Guardrail Issue based enforcement for swim discs. Issue is opened by Brand Protection after receiving a legal escalation for in-compliant swim discs. Sellers will still be able to list other types of inventory on the site, but nothing related to the policy or product they violated. Sellers with this issue open will not be able to list any items related to swim discs.</td> <td>This issue can only be closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.</td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771>>Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>0699</td> <td>Guardrails RO - General block (Trademark)(PRCi, counterfeit, CF, brand - multi-brand)</td> <td>Guardrail Issue based enforcement for Repeat offenses related to Right Owners reports for Trademark. Issue is opened by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal after receiving a legal escalation, multiple VeRO reports, or infringement-related removals or defects of this brand or its products. Sellers with this issue open will not be able to list any items related to Trademark infringement.</td> <td>This issue can only be closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.</td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771>>Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>0700</td> <td>Seller privilege block during registration</td> <td>Issue is dropped on account when user is denied selling privilege in the seller registration flow. This block may be due to various factors like poor address, name-email mismatch, identity issues, failed phone verification, fraud history as a buyer etc. The seller registration fraud model does the risk assessment and grants/denies selling privilege accordingly.</td> <td>GCX team mates will

close the issue. If a seller is flagged as a potential fraudster by error, the seller has the option to contact GCX and get his selling account reinstated by authenticating.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1186> Seller vetting and performance reviews (Site Wide Limit increases)

0701	B2C LifeCycle RiskTier 1	This issue is used to flag Tier 1 B2C merchants based on the fulfilment risk (BoC model) they pose to the business. Differentiated treatment to be assigned based on the rules that detect this issue.
This is a tracking issue only and is not currently impacting the member. Issues will be assigned by batch and changes will be evaluated by model.		

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097> New seller registration policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104> High risk buying policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1546> Business Registration

0702	B2C LifeCycle RiskTier 2	This issue is used to flag Tier 2 B2C merchants based on the fulfilment risk (BoC model) they pose to the business. Differentiated treatment to be assigned based on the rules that detect this issue.
This is a tracking issue only and is not currently impacting the member. Issues will be assigned by batch and changes will be evaluated by model.		

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097> New seller registration policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104> High risk

buying policy
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1546">Business
Registration </td> </tr> <tr valign="top">
<td>0703</td> <td>B2C LifeCycle RiskTier 3</td> <td>This issue is used to
flag Tier 3 B2C merchants based on the fulfilment risk (BoC model) they pose to the business.
Differentiated treatment to be assigned based on the rules that detect this issue.</td>
<td>This is a tracking issue only and is not currently impacting the member. Issues will be
assigned by batch and changes will be evaluated by model.</td> <td>
</a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097">New seller
registration policy </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104">High risk
buying policy </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1546">Business
Registration </td> </tr> <tr valign="top">
<td>0704</td> <td>B2C LifeCycle RiskTier 4</td> <td>This issue is used to
flag Tier 4 B2C merchants based on the fulfilment risk (BoC model) they pose to the business.
Differentiated treatment to be assigned based on the rules that detect this issue.</td>
<td>This is a tracking issue only and is not currently impacting the member. Issues will be
assigned by batch and changes will be evaluated by model.</td> <td>
</a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097">New seller
registration policy </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104">High risk
buying policy </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1546">Business

Registration

- 0705 B2C LifeCycle RiskTier 5 This issue is used to flag Tier 5 B2C merchants based on the fulfilment risk (BoC model) they pose to the business. Differentiated treatment to be assigned based on the rules that detect this issue. This is a tracking issue only and is not currently impacting the member. Issues will be assigned by batch and changes will be evaluated by model.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097> New seller registration policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104> High risk buying policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1546> Business Registration

- 0706 B2C LifeCycle RiskTier 6 This issue is used to flag Tier 6 B2C merchants based on the fulfilment risk (BoC model) they pose to the business. Differentiated treatment to be assigned based on the rules that detect this issue. This is a tracking issue only and is not currently impacting the member. Issues will be assigned by batch and changes will be evaluated by model.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097> New seller registration policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104> High risk buying policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1546> Business Registration

- 0707 Prescribed Medicine Miscellanea (PRCi, prohibited,

restricted, P&R)</td> <td>Description: this issue targets repeat offenders of popular prescribed medicines, it covers a wide range of prescription drugs.</td> <td>Issue can be opened or closed by any member of DL: DL-SLC- Prohibited Items Removal</td> <td>PI

Prescription and over-the-counter drugs policy - Prohibited and Restricted Items </td> </tr> <tr valign="top"> <td>0708</td> <td>Mystery items

repeat offenders</td> <td>This issue is to be places on repeat offenders' accounts to prevent them from listing any mystery related items (even if these products are widely allowed to all customers).</td> <td>This issue can be opened and closed by Leo Tyler, Larissa Bird, and all members of DL-SLC-ProhibitedItemsRemoval</td> <td>LP

- Chance listings policy - List Practices </td> </tr> <tr valign="top"> <td>0709</td> <td>EDD - Request for Information</td> <td>This issue will

be used to track KYC Requests for Information for AML processes. This issue will be put in place alongside other actions within the Billing hub package applicator tool. Actions to take place: No action </td> <td>If Member sends in information needed, issue will be closed through Billing hub. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</td> <td>Managed

Payments - Anti Money Laundering </td> </tr> <tr valign="top"> <td>0710</td> <td>EDD Request for information and payout

block</td> <td>This issue will be used to track verification requests for information for AML processes. This issue will be placed alongside other actions within the package applicator tool. Actions to take place: Restrict Managed Payments Payout This issue is only actionable by Compliance and IFD. The business rules team may also action for tech issues only, but requires

Compliance approval. </td> </td>If the member passes the required verification, the issue will be closed by the AML Compliance team. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</td> </td> Managed Payments - Anti Money Laundering </td> </tr> <tr valign="top"> <td>0711</td> <td>EDD Request for information and account restriction </td> <td>This issue will be used to track verification Requests for Information for EDD processes. This issue will be put in place alongside other actions within the Billing hub package applicator tool. Actions to take place: No Listings
 Naturally end in-flight Listings
 Naturally end in-flight Bids
 No Bids / Purchases
 Block payouts This issue is only actionable by Compliance and IFD. The business rules team may also action for tech issues only, but requires Compliance approval. </td> <td>If the member passes required verification, the issue will be closed by the AML Compliance team. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</td> </tr>

 Managed Payments - Anti Money Laundering </td> </tr> <tr valign="top"> <td>0712</td> <td>LUX PEP Confirmed</td> <td>This issue will be used to track confirmed PEP matches for LUX AML processes. This issue will be put in place alongside other actions within the Billing Hub package applicator tool.</td> <td>This issue will be used for tracking purposes only - if this issue is placed in error, issue will be closed through Billing Hub. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</td> </tr>

 Global Sanctions and PEP </td> </tr> <tr valign="top"> <td>0713</td> <td>LUX PEP Request for Information</td> <td>This issue

will be used to track Requests for Information for LUX AML processes. This issue will be put in place alongside other actions within the Billing Hub package applicator tool.</td><td>If Member sends in information needed, issue will be closed through Billing Hub. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</td><td><a

applicator tool.</td> <td>If member sends in information needed, issue will be removed through Billing Hub. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</td>

<td>Managed

Payments - Anti Money Laundering </td> </tr> <tr valign="top"> <td>0717</td> <td>LUX FIU Request for Information</td>

<td>This issue will be used to track Requests for Information for LUX AML processes. This issue will be put in place alongside other actions within the Billing Hub package applicator tool.</td> <td>If member sends in information needed, issue will be removed through Billing Hub. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</td>

<td>Managed

Payments - Anti Money Laundering </td> </tr> <tr valign="top"> <td>0718</td> <td>LUX FIU Priority RFI</td> <td>This

issue will be used to track Requests for Information for LUX AML processes. This issue will be put in place alongside other actions within the Billing Hub package applicator tool.</td> <td>If member sends in information needed, issue will be removed through Billing Hub. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</td> <td>

Managed

Payments - Anti Money Laundering </td> </tr> <tr valign="top"> <td>0719</td> <td>LUX AML FIU Permanent Suspension 1</td>

<td>This issue will be used to action and track AML FIU suspensions for compliance purposes. This issue will be placed alongside other actions within the Billing Hub package applicator tool. This issue is only actionable by Compliance and IFD. The business rules team may also action for tech issues only, but requires Compliance approval. </td> <td>If the member passes the

required verification, the issue will be closed by the FIU Compliance team. If documents need to be reviewed, use the compliance referral process in GUIDE1664.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716> Managed Payments - Anti Money Laundering

0720	LUX AML FIU Permanent Suspension 2
This issue will be used to action and track AML FIU suspensions for compliance purposes. This issue will be placed alongside other actions within the Billing Hub package applicator tool. This issue is only actionable by Compliance and IFD. The business rules team may also action for tech issues only, but requires Compliance approval. If the member passes the required verification, the issue will be closed by the FIU Compliance team. If documents need to be reviewed, use the compliance referral process in GUIDE1664.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716> Managed Payments - Anti Money Laundering

0721	LUX GSS RFI Temporary Restriction
This issue will be used to action and track Requests for Information for LUX AML processes. This issue will be put in place alongside other actions within the Billing Hub package applicator tool. If member sends in information needed, issue will be removed through Billing Hub. If documents need to be reviewed, use the compliance referral process in GUIDE1664.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716> Managed Payments - Anti Money Laundering

0722	LUX GSS Permanent Suspension
This issue will be used to action and track Requests for Information for LUX AML processes. This issue will be put in place alongside other actions within the Billing Hub package	

applicator tool.</td> <td>If member sends in information needed, issue will be removed through Billing Hub. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</td>

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1716>>Managed

Payments - Anti Money Laundering </td> </tr> <tr valign="top"> <td>0723</td> <td>U.S. Sanctions Related Concerns</td>

<td>This issue will be used to track accounts of potential concern for Sanctions/AML processes. This issue will be put in place alongside other actions within the Billing Hub package applicator tool.</td> <td>If member sends in information needed, issue will be removed through Billing Hub. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</td>

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1464>>Global

Sanctions and PEP </td> </tr> <tr valign="top"> <td>0724</td> <td>AML Inappropriate Submission Suspension

GSS/HCR/AAR/PIR</td> <td>This issue will be used to suspend an account for LUX AML purposes. This issue will be placed alongside other actions within the Billing Hub package applicator tool. This issue is only actionable by Compliance and IFD. The business rules team may also action for tech issues only, but requires Compliance approval. </td> <td>The issue will be closed by the AML Compliance team. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</td>

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1716>>Managed

Payments - Anti Money Laundering </td> </tr> <tr valign="top"> <td>0725</td> <td>LUX Cross-Border Trade Restriction 1</td>

<td>This issue will be used to action and track cross-border trade transactions for LUX AML processes. This issue will be put in place alongside other actions within the Billing Hub package applicator tool.</td> <td>If member sends in information needed, issue will be removed

through Billing Hub. If documents need to be reviewed, use the compliance referral process in
GUIDE1664.</td><td>a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716">Managed
Payments - Anti Money Laundering</td></tr><tr
valign="top"><td>0726</td><td>LUX Cross-Border Trade Restriction 2</td>
<td>This issue will be used to action and track cross-border trade transactions for LUX AML
processes. This issue will be put in place alongside other actions within the Billing Hub package
applicator tool.</td><td>If member sends in information needed, issue will be removed
through Billing Hub. If documents need to be reviewed, use the compliance referral process in
GUIDE1664.</td><td>a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716">Managed
Payments - Anti Money Laundering</td></tr><tr
valign="top"><td>0727</td><td>LUX Cross-Border Trade Restriction 3</td>
<td>This issue will be used to action and track cross-border trade transactions for LUX AML
processes. This issue will be put in place alongside other actions within the Billing Hub package
applicator tool.</td><td>If member sends in information needed, issue will be removed
through Billing Hub. If documents need to be reviewed, use the compliance referral process in
GUIDE1664.</td><td>a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716">Managed
Payments - Anti Money Laundering</td></tr><tr
valign="top"><td>0728</td><td>LUX Cross-Border Trade Restriction 4</td>
<td>This issue will be used to action and track cross-border trade transactions for LUX AML
processes. This issue will be put in place alongside other actions within the Billing Hub package
applicator tool.</td><td>If member sends in information needed, issue will be removed
through Billing Hub. If documents need to be reviewed, use the compliance referral process in
GUIDE1664.</td><td>a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716>&Managed Payments - Anti Money Laundering&/a&&/li& &/ul& &/td& &/tr& &/tr valign="top"& &/td&0729&/td& &/td&China DNR Pilot Identification&/td& &/td&Issue will ne used to identify sellers who participate in INR DNR (Did Not Receive) automation. The issue can be static as IFD rules will be utilized to identify the seller accounts once the issue is added to their account.&/td& &/td&Issue will be removed manually or by batch job.&/td& &/td& &/td& &/tr& &/tr valign="top"& &/td&0730&/td& &/td&ICBT Selling Restriction&/td& &/td&This issue is added to ICBT sellers who have severe gaming behaviors to circumvent ICBT policies. Sellers with this issue will not be able to list new items or revise the quantity of existing items. &/td& &/td&Issue is opened and closed by the ICBT Business Management team. For routing information and appeals questions, please refer to the Document Mac Note on account.&/td& &/td& &/ul& &/li&&/a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1606">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1606&Shipping Defect Managment (CN only)&/a&&/li& &/li&&/a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1828">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1828&Shipping Performance Policy - Item Not Received Rate - ICBT countries ONLY&/a&&/li& &/ul& &/td& &/tr& &/tr valign="top"& &/td&0731&/td& &/td&Appeal Denied Tracking&/td& &/td&Tracking issue used in appeal disposition packages to track when we deny an appeal. This will be used for reporting in the future for automation and consequences.&/td& &/td&Issue should only be closed by members of the Global Risk Management and Policy team.&/td& &/td& &/ul& &/li&&/a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1737">https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1737&Managed Payments - Transaction Risk&/a&&/li& &/ul& &/td& &/tr& &/tr valign="top"& &/td&0732&/td& &/td&Demote Search Result Page (SRP) Ranking&/td& &/td&Tracking Issue used in disposition packages to track users sent to the Search Team to have their search ranking removed. This will be used for reporting in the future for

automation.

Issue should only be closed by members of the Global Risk Management and Policy team or by system.
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- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1120> Unified consequences path - Trust policies

0733

30 Day M2M Block

Issue set by Disposition Packages for violations of eBay policies. Member will not be able to send M2M messages for a period of 30 days.

Issue will automatically be closed upon expiration after 30 days.

- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1103> Buyer risk management - Abusive buyer policy

Issue will automatically be closed upon expiration after 10 days.

- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1529> Offering to Buy or Sell Outside of eBay policy

0734

10 Day M2M Block

Issue set by Disposition Packages for violations of eBay policies. Member will not be able to send M2M messages for a period of 10 days.

Issue will automatically be closed upon expiration after 10 days.

- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1103> Buyer risk management - Abusive buyer policy

Issue will automatically be closed upon expiration after 10 days.

- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1529> Offering to Buy or Sell Outside of eBay policy

0735

10 Day Buying / Selling Restriction

User is restricted from Buying or Selling for 10 days. The Member will need to follow the instructions in their Restriction Notice for further steps to resolve this restriction.

Issue will automatically be closed upon expiration after 10 days.

- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1120> Unified consequences path - Trust policies

valign="top"> <td>0736</td> <td>10 Day Selling Restriction</td>
<td>User is restricted from Selling for 10 days. The Member will need to follow the
instructions in their Restriction Notice for further steps to resolve this restriction.</td>
<td>Issue will automatically be closed upon expiration after 10 days.</td> <td>

Unified
consequences path - Trust policies </td> </tr> <tr

valign="top"> <td>0737</td> <td>eTRS / Concierge Program Removal</td>
<td>Member has been removed from eTRS / Concierge program because of policy
violations. </td> <td>Issue should only be closed by members of the Global
Risk Management and Policy team or by system.</td> <td> eBay Top
Rated Seller/Top Rated Plus Performance (eTRS/TRP) </td>

</tr> <tr valign="top"> <td>0738</td> <td>Mass Registration
Safelist</td> <td>This issue will be added to accounts that are either managed or were
created by internal parties to avoid them being actioned for Mass Registration. Issue will be placed
by account managers, GCX E2M teammates, and / or the risk policy ops team.</td>
<td>Issue can be removed by GCX teammates, Risk Policy Ops, or Account
Managers.</td> <td> New seller
registration policy </td> </tr> <tr valign="top">

<td>0739</td> <td>Guardrails RO - General block (Copyright) (PRCi, counterfeit, CF,
brand, media)</td> <td>Guardrail Issue based enforcement for General copyright
violations. Issue is opened by proactive teammates, VeRO, IFD, Trust Policy or at the request of
Legal after receiving a legal escalation, multiple VeRO reports, or infringement-related removals or
defects of this brand or its products.

 Sellers with this issue open will not be able

to list any items related to brands contained in the General copyright violations list.				
This issue can only be closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.				
Repeat violator (Internal policy name only)				
Guardrail PI General - Embargoed goods (PRCi, prohibited, restricted, P&R)				
Issue intended for embargoed goods repeat offenders in the area of Cuban currency, cigars, Donetsk Peoples Republic and Luhansk Peoples Republic. Sellers will not be able to list any embargoed goods related products.				
Issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam				
Repeat violator (Internal policy name only)				
Guardrail PI General - Hazardous material (PRCi, prohibited, restricted, P&R)				
Issue intended for Hazardous material repeat offenders in the area of pesticides, insecticide, dinitrophenol. Sellers will not be able to list any hazardous material related products.				
Issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam				
Repeat violator (Internal policy name only)				
Guardrail PI General - Knives for all sites excluding UK/IE (PRCi, prohibited, restricted, P&R)				
Issue intended for repeat offenders in the area of knives in all sites excluding UK/IE. Sellers will not be able to list any knives or swords related products. There is a separate issue number for UK/IE sellers.				
Issue is placed manually and can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam				

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771>&Repeat violator (Internal policy name only)</td></tr><tr valign="top"><td>0743</td><td>Deprecated: No longer in use. Required Participation - Warning</td><td>Deprecated: No longer in use. Sellers with this issue are required to register for Managed Payments. The sellers will see a warning message that listing functionality will be blocked unless they register for Managed Payments.</td><td>Deprecated: No longer in use. This issue will be opened via batch job and should not be opened or closed manually. Issue will be closed automatically after meeting the requirements and registering for Managed Payments 2.0.</td></tr><tr><td></td><td></td><td></td><td></td></tr></table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1714>&Managed Payments - Seller Registration</td></tr><tr valign="top"><td>0744</td><td>Profanity M2M 1st</td><td>Issue will be added to accounts as part of a workflow to track and refer to profanity violations in M2M.</td><td>Issue will auto close after 180 days.</td></tr><tr><td></td><td></td><td></td><td></td></tr></table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1309>&INV - Threats and offensive language policy - Spam policy</td></tr><tr valign="top"><td>0745</td><td>Profanity M2M 2nd</td><td>Issue will be added to accounts as part of a workflow to track and refer to profanity violations in M2M.</td><td>Issue will auto close after 180 days.</td></tr><tr><td></td><td></td><td></td><td></td></tr></table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1309>&INV - Threats and offensive language policy - Spam policy</td></tr><tr valign="top"><td>0746</td><td>Profanity M2M 3rd</td><td>Issue will be added to accounts as part of a workflow to track and refer to profanity violations in M2M.</td><td>Issue will auto close after 180 days.</td></tr><tr><td></td><td></td><td></td><td></td></tr></table>

INV - Threats and offensive language policy - Spam policy </td> </tr> <tr valign="top"> <td>0747</td> <td>Courtesy appeal tracking</td> <td>Tracking issue placed by system as part of courtesy appeal disposition packages. Used for system automated actions and reporting.</td> <td>Issue should only be closed by the system.</td> </td> </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520">eBay Money Back Guarantee (eMBG) policy </td> </tr> <tr valign="top"> <td>0748</td> <td>Guardrail PI Specific - Drugs, drug paraphernalia (PRCi, prohibited, restricted, P&R)</td> <td>Issue intended for Drugs and drug paraphernalia repeat offenders in the area of narcotics, steroids, controlled substances. Sellers will not be able to list any items designed or intended for use in manufacturing, concealing, or using of a controlled substance.</td> <td>Issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam</td> </td> </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1180">PI - Illegal Drugs and drug paraphernalia policy - Prohibited and Restricted Items </td> </tr> <tr valign="top"> <td>0749</td> <td>Guardrail PI Specific - Alcohol (PRCi, prohibited, restricted, P&R)</td> <td>Issue intended for repeat offenders in the area of wine and alcoholic beverages. Sellers will not be able to list any alcoholic beverages, items, or collectible containers that contain alcohol.</td> <td>Issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam</td> </td> </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771">Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>0750</td> <td>Empty box</td> <td>This is a tracking issue only. For

buyer who claims they have received an empty box.</td> <td>Issue will be opened and closed by Buyer Risk Management team.</td> <td> Buyer risk management - Abusive buyer policy </td> </tr> <tr valign="top"> <td>0751</td> <td>India SET account</td> <td>This issue identifies sellers who are part of the IN Seller Experience Transformation Program (SET). The SET program identifies sellers that are at risk of risk/trust/collections actions. The IN team coaches these sellers back to good performance or exits the seller. This is a tracking issue for now, however we may introduce policies for SET sellers in future (e.g. no PLI, holds, block daily deals, lower limits).</td> <td>Issue is for tracking purposes only. Opened/closed by India e2M for SET sellers.</td> <td> Seller performance standards </td> </tr> <tr valign="top"> <td>0752</td> <td>Guardrail PI General - Product safety items (PRCi, prohibited, restricted, P&R)</td> <td>Issue intended for repeat violators in the area of recalled items or product safety. Members with this issue cannot list products, such as recalled fidget spinners, airbag covers, water beads marketed as toys, recalled water purification systems, recalled pig ears, etc.</td> <td>Issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam</td> <td> Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>0753</td> <td>Guardrail PI Specific - Police Related items (PRCi, prohibited, restricted, P&R)</td> <td>Issue intended for repeat offenders in the area of badges/IDs. Sellers will not be able to list any law enforcement badges.</td> <td>Issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam</td> <td> Repeat violator (Internal policy name only) </td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771>>Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>0754</td> <td>Guardrail PI Specific - Encouraging Illegal Activity (PRCi, prohibited, restricted, P&R)</td> <td>Issue intended for repeat offenders in the area of synthetic urine. Sellers will not be able to list any items that encourages, promotes, facilitates, or instructs other people to engage in illegal activity.</td> <td>Issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam</td> </td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771>>Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>0755</td> <td>Temporary use - DE opt out tracking</td> <td>Open issue indicates that a DE seller has opted out of managed payments 2.0. This is to manage flows and prevent the user from being subject to opted in rules.</td> <td>Issue is for temporary use only and should be opened or closed by teammates as appropriate.</td> </td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1714>>Managed Payments - Seller Registration </td> </tr> <tr valign="top"> <td>0756</td> <td>Guardrail PI Specific - Currency (PRCi, prohibited, restricted, P&R)</td> <td>Issue intended for repeat offenders in the area of stamps, currency, and coins. Sellers will not be able to list any stamps, coins, or paper money items.</td> <td>Issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam</td> </td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771>>Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>0757</td> <td>ATO Selling Syphon Identifier</td> <td>This issue is set by a manual review when the user is potentially impacted by ATO syphoning funds case. This is for

tracking and detection only. It does not restrict any activity and it does not confirm fraud on the account.

Issue is opened via manual review of GCX teammates or batch process. Issue can be closed by CSR and/or may be closed by batch.

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1067>Account Takeover (ATO)

0758

Verified for C2C French verification

The purpose of the issue is to identify/flag ID verified sellers on the French site. These sellers have to provide their ID card to verify their identity, if they meet certain thresholds. No blocking or further messaging is required, as this is a positive review outcome.

No action or remedy; the issue will only identify verified sellers for French C2C.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1618>Annual Recap of eBay transactions and data transmission to the French tax authority (FRITES/UK/DE only)

0759

DE CIP Block

Issue is placed manually or en-masse on accounts where the merchant does not wish to have their CIP changed without manual verification. For larger businesses, with multiple employees, 2FA is not practical.

Close the issue (permanent removal from CIP block)

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1664>Managed Payments verification - Know Your Customer (KYC)

0760

DE CIP Block temporary safelist

This issue is set by a manual review when the account holder has verified themselves manually to CSR. This temporarily (for 24 hours) removes the Issue 759 block to allow the user to update their CIP. It does not restrict any activity and it does not confirm fraud on the account.

Issue is opened via manual review of GCX teammates or batch process. Issue can be closed by CSR and/or may be closed by batch. However as time in force is

read by rule(s) it does not need to be closed (unless to refresh issue's age)</td> </td>

</tr> <tr valign="top"> <td>0761</td> <td>India Top Managed Account</td> <td>Identifies top India managed accounts, sellers are excluded from some rules.</td> <td>Opened and closed by India business unit.</td>
<td> </td> </tr> <tr valign="top"> <td>0762</td> <td>Legal Issues</td> <td>This issue is applied when there are ongoing legal concerns that need to be resolved and eBay has been instructed by courts to hold funds. This will always be accompanied by a legal notification sent to seller.</td> <td>Payouts will be blocked until legal concerns resolved. The member must resolve outstanding legal concerns. Will only be closed when eBay is notified by Courts.</td> </td>
<tr valign="top"> <td>0763</td> <td>Risk review payout block</td> <td>This issue prevents payouts and displays a red banner on SellerHub Payments page. It's opened when some sellers are queued for risk review, typically only opened for 5 days.</td>
<td>Generally auto-closes in 5 days, but can also be closed manually by risk teammates.</td> </td>
<tr valign="top"> <td>0764</td> <td>Verified Seller 2.0 Pre-Onboarding</td> <td>This issue will be used to flag existing sellers who are fully

verified based on eBay KYC/KYB policy for pre-onboarding/migration for managed payments.	Tracking issue only. This issue will be assigned and updated via batch. Changes or updates will be made by batch only if eBay KYC/KYB policy changes or if seller info is re-evaluated resulting in a different status (fully verified to/from not fully verified).
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716>>Managed Payments - Anti Money Laundering </td> </tr> <tr valign="top"> <td>0768</td> <td>FIU1 Account Closure</td> <td>This issue is set by the AML team in order to close an account based on account activity or information that the customer has violated a regulation, law, or eBay policy. This issue restricts future activity and closes all current listings.</td> <td>This issue is intended to be an account closure based on a customer's violation of regulation, law, or internal policy. This issue is not intended to be remedied and will not need to be closed.</td> <td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716>>Managed Payments - Anti Money Laundering </td> </tr> <tr valign="top"> <td>0769</td> <td>Compliance Reviewed</td> <td>This issue is set by the AML team to serve as a notification to key stakeholders of AML team that a particular customer has been reviewed by the AML team but there has been no identified issue with this customer.</td> <td>This issue is not intended to be remedied and will not need to be closed.</td> <td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716>>Managed Payments - Anti Money Laundering </td> </tr> <tr valign="top"> <td>0770</td> <td>Guardrails RO - General block (Betty Bossi) (PRCi, counterfeit, CF, brand)</td> <td>Guardrail issue based enforcement for repeat VeRO violations. Issue is opened by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal after receiving a legal escalation, multiple VeRO reports, or infringement-related removals or defects of this brand or its products. Sellers with this issue open will not be able to list an items related to brands contained in the general copyright violations list.</td> <td>This issue can

only be closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.

https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1771	Repeat violator (Internal policy name only)		
0771	Deprecated: No longer in use. FR Seller VAT Restriction (JSL)	Deprecated: No longer in use. This issue is added to sellers who are in violation of the FR VAT regulation for non-compliance with FR VAT regulations notified to us by FR tax authorities. Members with this issue on their account will be restricted and all active listings on the FR site or with item location FR will be removed. FR buyers will also be blocked from purchasing items from these sellers on the FR site or on other eBay sites.	Deprecated: No longer in use. Issue will be opened and closed by dedicated FR team. NO APPEAL - Restriction will be lifted when we are notified by FR tax authorities.
0772	Deprecated: No longer in use. Restrict bidding - seller under EG review	Deprecated: No longer in use. This issue is used in two use cases. One will be opened by teammates working explosive growth cases in SRM. It should be closed upon successful appeal of an open Issue 172. The other use case is for HRS & HR Mass Reg, where it is automatically opened & closed during the suspension process	Deprecated: No longer in use. Issue can only be closed by SRM teammates when a seller passes a 172 appeal.
0773	Participation Listing Block - New listings	Deprecated: No longer in use. Sellers with this issue are required to register for Managed Payments. The sellers will see a block message	

informing them that creating new listing functionality is blocked. The creation of new listing functionality will be blocked until the seller registers for payments.

Deprecated: No longer in use. The issue will be opened via batch job and should not be opened or closed manually. Issue will be closed automatically after meeting the requirements and registering for Managed Payments 2.0.

Sanctions - User registered in sanctioned jurisdiction

This issue will be used to action and track accounts with ties to sanctioned jurisdictions for compliance purposes. This issue is only actionable by Sanctions Compliance and IFD. The business rules team may also action for tech issues only, but requires Sanctions Compliance approval.

The issue will be opened and closed by the Sanctions Compliance team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1464> Global Sanctions and PEP

Seller Credit Risk Review

This issue indicates that this account has been identified as having potential non-fraudulent credit risk associated to them.

Issue will be opened or closed by SRM, CUD, and/or Risk Policy teams.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1527> Commercial underwriting (CUD)

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals

Deprecated: No longer in use. Required Participation listing Block - New and revised listings

Deprecated: No longer in use. Sellers with this issue are required to register for Managed Payments. The sellers will see a block message informing them that creating new listings and revising their listing functionality is blocked. The creation of new listing and revising listing functionality will be blocked until the seller

registers for payments.</td> <td> Deprecated: No longer in use. The issue will be opened via batch job and should not be opened or closed manually. Issue will be closed automatically after meeting the requirements and registering for Managed Payments 2.0.</td> <td></td></tr> <tr> <td> <td>0777</td> <td>Trust Policy - Top 300 Seller</td> <td>This issue identifies a top seller and is excluded from trust rules. Top 300 sellers at fault for low-priority or fixable trust policy violations should be downgraded to general warning with concise external proofs, when possible.</td> <td>This issue will be opened and closed by members of the Trust Policy team.</td> <td></td></tr> <tr> <td></td></tr> <tr> <td>0778</td> <td>Warning - FR Seller VAT Restrictions (JSL)</td> <td>The purpose of the issue is to identify sellers who are not compliant with FR VAT law. These sellers have received a warning message in order to become compliant with FR VAT law. No blocking or messaging is required as this issue is for tracking purpose only and will be part of the disposition package which will be dropped on the account.</td> <td>This issue will be opened and closed by members of the Trust Policy team.</td> <td></td></tr> <tr> <td>0779</td> <td>OFAC SSI Selling Prevention</td> <td>This issue will be set when there is a potential compliance concern that requires additional information to properly classify; eBay will request information from the member.</td> <td>Issue may be removed upon review of requested documentation.</td> <td></td></tr> <tr> <td>0780</td> <td>Global

Sanctions and PEP		
0780	TruePic Issue	Seller has been instructed to use TruePic to submit more photos before new listings can go live. Issue will be manually removed by teammate if pic is deemed valid by vendor's evaluation OR if no pic is received or vendor indicates potential fraud. Further action will then be taken, such as suspending the account or contacting the seller.
0781	Deprecated: No longer in use. Required Participation - Warning	Deprecated: No longer in use. Sellers with this issue are required to register for managed payments. The seller will see a warning message that listing functionality will be blocked unless they register for payments.
0782	AU Managed B2C Account	Top tier seller in Australia with a dedicated account manager. Sellers will also have the P4 flag and receive differentiated treatment in risk and policy. Issue is open and closed by AU GCX team.
0783	AU Priority B2C Account	Priority B2C seller in Australia. Does not qualify for P4 but may get differentiated treatment in risk and policy. Issue is opened and closed by AU GCX team.
0784	AU Priority B2C Scaling Account	AU B2C

account currently in an onboarding or scaling program. Does not qualify for P4 but may get differentiated treatment in risk and policy.

Issue expires after 6 months.

Guardrail Nissan Block (PRCi, counterfeit, CF, brand)

Guardrail issue based enforcement for Nissan. Issue is opened by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal after receiving a legal escalation, multiple VeRO reports, or infringement-related removals or defects of this brand or its products. Sellers will still be able to list other types of inventory on the site, including certain parts compatible with Nissan, but nothing related to the policy or brand they violated. Sellers with this issue open will not be able to list any Nissan branded products.

This issue can only be closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771> Repeat violator (Internal policy name only)

US safelist face masks and sanitizer

eBay is currently not allowing listings for certain masks and sanitizing products in the US, unless they are safelisted, due to concerns that inflated prices for these products may violate applicable laws or regulations.

This is a safelist, so no remedy needed.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1724> PI - Price gouging policy

Guardrail PI - Coronavirus Price Gouging (PRCi, prohibited, restricted, P&R)

Issue identifies repeat offenders of Coronavirus Price Gouging. Sellers will not be able to list any of the banned/restricted items.

Team leaders and coaches may remove the guardrail only if the issue was placed incorrectly. Please review the Price Gouging policy for more details in GUIDE1724.

<td>Repeat violator
(Internal policy name only) </td> </tr> <tr valign="top">
<td>0788</td> <td>HIPO CBT Managed B2C Account</td> <td>Top tier
seller in HIPO/ROW with a dedicated account manager. Sellers will also have the P4 flag and
receive differentiated treatment in risk and policy. </td> <td>Issue is opened and
closed by HIPO GCX team. </td> </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1676">Merchant
support operations (MSO) lobby </td> </tr> <tr
valign="top"> <td>0789</td> <td>HIPO CBT Priority B2C Account</td>
<td>Priority B2C seller in HIPO/ROW. Does not qualify for P4 but may get differentiated
treatment in risk and policy. </td> <td>Issue is opened and closed by HIPO GCX
team. </td> </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1676">Merchant
support operations (MSO) lobby </td> </tr> <tr
valign="top"> <td>0790</td> <td>HIPO CBT Priority B2C Scaling
Account</td> <td>HIPO/ROW B2C account currently in an onboarding or scaling program.
Does not qualify for P4 but may get differentiated treatment in risk and policy. </td>
<td>Issue is opened by HIPO GCX team. Issue expires after 6 months. </td>
<td> </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1676">Merchant
support operations (MSO) lobby </td> </tr> <tr
valign="top"> <td>0791</td> <td>EMEA BU Tier1 Account</td> <td>Issue
is placed manually or en-masse on accounts where the merchant account is a strategic, partner, or
acquisition level account (usually managed by an eBay individual). This is a flag and has no effect
on the accounts privileges. The objective is to move away from human-only-readable MAC

notes. </td> <td>Close the issue to remove Tier1 status. </td> <td>
 Merchant support operations (MSO) lobby </td> </tr> <tr valign="top"> <td>0792</td> <td>EMEA BU Tier2 Account</td> <td>Issue is placed manually or en-masse on accounts where the merchant account is a BU targeted account (usually managed by MSO). This is a flag and has no effect on the accounts privileges. The objective is to move away from human-only-readable MAC notes. </td> <td>Close the issue to remove Tier2 status. </td> <td> Merchant support operations (MSO) lobby </td> </tr> <tr valign="top"> <td>0793</td> <td>Valid Tracking Mandate </td> <td>GC/SEA Seller needs to fulfill the orders by adopting eBay integrated carrier and select tracked shipping service. This issue identifies sellers who are not complying with the requirement which may result in a limit reduction. </td> <td>Sellers may appeal the limit reduction. Greater China Business Management team will close issue based on seller performance.</td> <td> The Great China Shipping Requirement (the Great China Only) </td> </tr> <tr valign="top"> <td>0794</td> <td>Account Linked to seller actioned for Guardrail PI - Price Gouging (PRCi, prohibited, restricted, P&R)</td> <td>Issue identifies accounts that are linked to repeat offenders in the area of COVID19 Price Gouging. This may be used to prevent additional linked users from listing those same types of banned/restricted items. See GUIDE1724. </td> <td>The issue will be opened by DP via teammates or via Risk Ops /b batch. Teammates may remove it if the account linking is proven incorrect. </td> <td> <a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1724>PI - Price gouging policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1142>Multi-account overview and appeals

0795Refurbished Seller

Sellers with this Issue are allowed to use the Certified Refurbished item condition and language indicating their items are Certified Refurbished. Both are enforced by Lvis rules. Sellers allowed to use other gated Refurbished item conditions will also need to have this Issue open. The issue itself will not grant any permissions as this is a site experience, but it will be used by Business Rules to allow the usage of language in their listings indicating the item is refurbished.

Issue will be opened/closed by Certified Refurbished program owners, or the GCX MPA team (see [GUIDE1744](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1744) and [GUIDE1782](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1782)). No remedy needed.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1744>Certified Refurbished item condition

0796Pre-Bankruptcy Filed

A pre-bankruptcy / pre-petition document was received for this account. Certain limitations/restrictions may have been applied.

Seller (Billing) Operations will place and remove this issue. No other user groups should be allowed to remove this issue from an account.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1220>Global Collections (Seller) and bankruptcy

0797Bankrupt Account

Account reported bankrupt. Certain limitations/restrictions may have been applied.

Seller (Billing) Operations will place and remove this issue. No other user groups should be allowed to remove this issue from an account.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1220> Global Collections (Seller) and bankruptcy

valign="top">0798	Promoted Listing Ineligibility
Accounts identified by Risk for high likelihood of non-payment of fees are given less visibility in search by excluding their listings from promoted listings.. This issue is used for tracking only. It indicates the account is currently ineligible for Promoted Listings. Eligibility is set through a parallel Risk process.	
The issue will be opened by batch. Teammates must not remove the issue. The issue will be removed by batch when the rules determine that the seller is not risky anymore. This issue is not appealable and its removal will not directly impact the Promoted listing eligibility of the seller.	
Please do not send to SRM team, they are not authorized to remove this issue.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1556>

target="_blank">Guide1556	
valign="top">0799	APAC CBT Specified Category Service Standard
Issue open for GC/SEA account not compiled with APAC CBT policy specified category service standard mandate program. Will take action for selling restriction after the issue is open.	
Issue for tracking seller not compiled with service standard mandate program for specific category. Issue is opened and closed by the ICBT Business Management team.	

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=KB2761> APAC CBT COVID-19 Mandatory Service Standard Policy

valign="top">0800	Dormant Seller Account
This issue is used for tracking only. It will not block a member from buying or selling. This issue is used to track an account that is dormant for a long period of time. If you see this issue on a member's account, they will most likely have problems with a forgotten password or out of date	

contact information. Sellers with this issue will be directed to re-verify their contact information through seller registration before listing again. This issue will be closed automatically after re-verifying, but if something seems broken feel free to close it.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1115> Account closure and data deletion requests / reinstatement of

Business & Industrial HRP

Safelist This safelist allows unlimited seller access to this category. This issue is opened and closed by the ICBT Business

Management team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1616> High &

Medium Risk Product Categories for Greater China

Business & Industrial MRP

blocklist This blocklist issue blocks seller access to this category. This issue is opened and closed by the ICBT Business

Management team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1747> APAC CBT GC

Vertical Block

0803 Electronics HRP Safelist This safelist allows

unlimited seller access to this category. This issue is opened and closed by the ICBT Business Management team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1616> High &

Medium Risk Product Categories for Greater China

0804 Electronics MRP blocklist

This blocklist issue blocks seller access to this category. This

issue is opened and closed by the ICBT Business Management team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1747>&APAC CBT GC Vertical Block

0805	Collectibles HRP Safelist	This safelist allows unlimited seller access to this category.	This issue is opened and closed by the ICBT Business Management team.
0806	Collectibles MRP blocklist	This blocklist issue blocks seller access to this category.	This issue is opened and closed by the ICBT Business Management team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1747>&APAC CBT GC Vertical Block

0807	Fashion HRP Safelist	This safelist allows unlimited seller access to this category.	This issue is opened and closed by the ICBT Business Management team.
0808	Fashion MRP blocklist	This blocklist issue blocks seller access to this category.	This issue is opened and closed by the ICBT Business Management team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1747>&APAC CBT GC Vertical Block

0809	Home & Garden HRP Safelist	This safelist	
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allows unlimited seller access to this category.</td> <td>This issue is opened and closed by the ICBT Business Management team.</td> <td> High & Medium Risk Product Categories for Greater China </td> </tr>

<p>0810</td> <td>Home & Garden MRP blocklist</td> <td>This blocklist issue blocks seller access to this category.</td> <td>This issue is opened and closed by the ICBT Business Management team.</td> <td> APAC CBT GC Vertical Block </td> </tr></p> <tr><td><p>0811</td> <td>Lifestyle & Media HRP Safelist</td> <td>This safelist allows seller unlimited access to this category.</td> <td>This issue is opened and closed by the ICBT Business Management team.</td> <td> High & Medium Risk Product Categories for Greater China </td> </tr></p><tr><td><p>0812</td> <td>Lifestyle & Media MRP blocklist</td> <td>This blocklist issue blocks seller access to this category.</td> <td>This issue is opened and closed by the ICBT Business Management team.</td> <td> APAC CBT GC Vertical Block </td> </tr></p><tr><td><p>0813</td> <td>Parts & Accessories HRP Safelist</td> <td>This safelist allows seller unlimited access to this category.</td> <td>This issue is opened and closed by the ICBT Business Management team.</td> <td> High & Medium Risk Product Categories for Greater China </td> </tr></p></td></tr></td></tr></td></tr>	<p>0811</td> <td>Lifestyle & Media HRP Safelist</td> <td>This safelist allows seller unlimited access to this category.</td> <td>This issue is opened and closed by the ICBT Business Management team.</td> <td> High & Medium Risk Product Categories for Greater China </td> </tr></p> <tr><td><p>0812</td> <td>Lifestyle & Media MRP blocklist</td> <td>This blocklist issue blocks seller access to this category.</td> <td>This issue is opened and closed by the ICBT Business Management team.</td> <td> APAC CBT GC Vertical Block </td> </tr></p><tr><td><p>0813</td> <td>Parts & Accessories HRP Safelist</td> <td>This safelist allows seller unlimited access to this category.</td> <td>This issue is opened and closed by the ICBT Business Management team.</td> <td> High & Medium Risk Product Categories for Greater China </td> </tr></p></td></tr></td></tr>	<p>0812</td> <td>Lifestyle & Media MRP blocklist</td> <td>This blocklist issue blocks seller access to this category.</td> <td>This issue is opened and closed by the ICBT Business Management team.</td> <td> APAC CBT GC Vertical Block </td> </tr></p> <tr><td><p>0813</td> <td>Parts & Accessories HRP Safelist</td> <td>This safelist allows seller unlimited access to this category.</td> <td>This issue is opened and closed by the ICBT Business Management team.</td> <td> High & Medium Risk Product Categories for Greater China </td> </tr></p></td></tr>	<p>0813</td> <td>Parts & Accessories HRP Safelist</td> <td>This safelist allows seller unlimited access to this category.</td> <td>This issue is opened and closed by the ICBT Business Management team.</td> <td> High & Medium Risk Product Categories for Greater China </td> </tr></p>
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1616>>High &
Medium Risk Product Categories for Greater China </td> </tr>
</tr valign="top"> </td>0814</td> </td>Parts & Accessories MRP
blocklist</td> </td>This blocklist issue blocks seller access to this
category. </td> </td>This issue is opened and closed by the ICBT Business
Management team. </td> </td>
<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1747>>APAC CBT GC
Vertical Block </td> </tr> </tr valign="top">
</td>0815</td> </td>India Covid Block List</td> </td>Orders from India sellers
with this issue will be blocked by Lvis due to COVID lockdowns in the seller's region. The issue will
be opened and closed by IN GCX team.</td> </td>There is no automatic remedy for this
issue. Please contact IN GCX. </td> </td>
<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753>>PI, Inf -
Products with eligibility requirements policy - Prohibited and Restricted Items,
Infringement/Counterfeit
<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1724>>PI - Price
gouging policy </td> </tr> </tr valign="top">
</td>0816</td> </td>IT e-liquid Safelist</td> </td>In order to sell e-liquids in
Italy, the seller must be vetted by the IT BU to verify they have a customs number provided by the IT
Government. If the seller doesn't have a customs ID provided by the government, they cannot sell
e-liquids in IT. Please see CSKB Guide1143 for more details. </td> </td>This is a
safelist, no remedy needed. However, it can be removed if the member isn't following the
appropriate guidelines. </td> </td>
<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753>>PI, Inf -
Products with eligibility requirements policy - Prohibited and Restricted Items,
Infringement/Counterfeit

valign="top"> <td>0820</td> <td>High INR - Automated Restriction Tracking</td> <td>This issue identifies accounts that were restricted from selling (issue 233 opened via IFD) due to a very high rate of INR claaims and/or a very high rate of claims closed as Seller Fault. Sellers with this issue will have a high possibility of being routed to an autoresponder if they attempt to appeal the restriction. </td> <td>This issue will be opened and closed in conjunction with issue 233 automatically via IFD. </td> <td></td></tr> <tr> <td>0821</td> <td>Pre-Bankruptcy Filed (Restrictions Placed)</td> <td>A pre-bankruptcy / pre-petition document was received for this account. Restrictions and a Pre-BK suspension will be placed on this account to prevent charges and payouts. </td> <td>Seller (Billing) Operations will place and remove these issues to and from user accounts, no other user groups should be allowed to remove this issue. </td> <td></td></tr>

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1376">Seller risk management (SRM) policy and appeals </td> </tr> <tr> <td>0821</td> <td>Pre-Bankruptcy Filed (Restrictions Placed)</td> <td>A pre-bankruptcy / pre-petition document was received for this account. Restrictions and a Pre-BK suspension will be placed on this account to prevent charges and payouts. </td> <td>Seller (Billing) Operations will place and remove these issues to and from user accounts, no other user groups should be allowed to remove this issue. </td> <td></td></tr>

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1220">Global Collections (Seller) and bankruptcy </td> </tr> <tr> <td>0822</td> <td>Bankrupt Account (Restrictions Placed)</td> <td>Account reported bankrupt. Restrictions and a BK suspension will be placed on this account to prevent charges and payouts. </td> <td>Seller (Billing) Operations will place and remove this issue to and from user accounts, no other user groups should be allowed to remove this issue. </td> <td></td></tr>

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1220">Global Collections (Seller) and bankruptcy </td> </tr> <tr> <td>0823</td> <td>High INR - Manual Restriction Tracking</td> <td>This issue identifies accounts that were restricted from selling (issue 233 opened manually

via SRM review) due to a high rate of INR claims and/or a high rate of claims closed as Seller Fault. Sellers with this issue may have a high possibility of being routed to an autoresponder if they attempt to appeal the restriction. This issue will be opened and closed in conjunction with issue 233 manually by SRM teammates.

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>; Seller risk management (SRM) policy and appeals

0824	High Likelihood of Fraud	This will be placed on sellers that have a high likelihood of fraud. Issue will be created and removed via batch. No teammate action will be necessary.
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097>; New seller registration policy

0825	Buyer Identity Verification	Member is temporarily restricted from bidding or buying for 14 days or until their identity can be confirmed. If the user has not submitted an appeal within 14 days this restriction will be upgraded to a suspension. Issue is closed if member contacts TnS phones and passes risk assesment.
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104>; High risk buying policy

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137>; Buying limits - open transaction, UPI, verification, high amounts, requirements

0826	Greater China Block Non-GC Item Location	Issue to identify sellers that are blocklisted from listing with a non-GC item location. Greater China team will open and close this issue. This rule will block those sellers from listing. Greater China BM team to open and close this
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issue.			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1606	Shipping		
Defect Managment (CN only)			
0827	Guardrail Nike Block (PRCi, counterfeit, CF, brand)		
Guardrail issue based enforcement for Nike. Issue is opened by proactive teammates, Trust Policy, IFD, or VeRO after receiving a legal escalation, multiple VeRO reports, infringement related removals or defects of this brand or its products. Sellers will still be able to list other brands on the site in CSA and Sporting Goods categories. Sellers with this issue open will not be able to list any Nike branded products or items using trademarked terms or words associated with Nike.			
This issue can only be closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771	Repeat violator		
(Internal policy name only)			
0828	Joelister Exclusion		
Issue is used to exclude Joelister accounts that are not using any other arbitrage tools.			
Will be removed if the seller is later identified as arbitrage.			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1673	SPx - Drop shipping policy - Selling practices		
0829	Pharma Repeat Offender (PRCi, prohibited, restricted, P&R)		
All sellers who have two or more policy violations for Prescription and Over-The-Counter Drugs Policy over a 365 day period.			
No remedy.			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1210	PI - Prescription and over-the-counter drugs policy - Prohibited and Restricted Items		
0830	Guardrail Moncler Block (PRCi, counterfeit, CF, brand)		
Guardrail issue based enforcement			

for Moncler. Issue is opened by proactive teammates, Trust Policy, IFD, or VeRO after receiving a legal escalation, multiple VeRO reports, infringement related removals or defects of this brand or its products. Sellers will still be able to list other brands on the site in CSA and Sporting Goods categories. Sellers with this issue open will not be able to list any Nike branded products or items using trademarked terms or words associated with Moncler.

This issue can only be closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771> Repeat violator (Internal policy name only)

Deprecated: No longer in use.

Guardrail Offensive Materials Black Americana circumvention (PRCi, prohibited, restricted, P&R)

Deprecated: No longer in use

This issue is placed when a member has circumvented our efforts to remove items under the Offensive Materials policy, specifically around the removal of the Black Americana categories in June 2020. This means the member cannot list in any of the Collectible & Cultures & Ethnicities & Black Americana categories. No appeals.

Deprecated: No longer in use.

No appeals.

HelpBot CUD Tracking

HelpBot Commercial Underwriting (CUD) Tracking: This issue indicates that the account is being reviewed for a limit increase by the CUD team. This has no impact to the member.

Used for tracking only. No action is necessary - this issue has no impact to a member. This issue will automatically close after 72 hours.

Commercial

underwriting (CUD)

0833	International Item Location Allow List	Sellers with this issue may use an item location outside their registration country. They will be allow listed from Lvis blocks enforcing this discrepancy.	ICBT BM team will open and close this issue.
	LP - Item location policy - List Practices	https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1265	
	Shipping Defect Managment (CN only)	https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1606	
	Greater China Business On-boarding Process	https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1383	
0834	Payout Block EU-UK FIU	User is restricted from receiving funds to their bank account. The member will not receive an email notification, as this is an internal matter that should not be communicated to the member.	Issue will automatically be closed upon expiration.
	AU 3PF Enforcement	This issue is picked up by IFD and moves AU sellers down our enforcement path.	Issue will be manually closed if seller is found to be compliant.
	Unified consequences path - Trust policies	https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1120	
	Buyer Risk Dormant Buyer	Issue will identify buyers who have no buying activity for a minimum of 180 days but are now coming into the buying flow and will be identified as previously dormant. We may place additional restrictions or take actions based on the issue identifier downstream in the TRISK flow.	Issue should default to be open for 90 days. We will use a rule to open the issue with a default for 90 days and the expiration time should resolve the issue. Issue can

also be closed manually by CS.</td> </td>
Buyer risk
management - Abusive buyer policy
Managed
Payments - Transaction Risk </td> </tr> <tr valign="top">
<td>0837</td> <td>Buyer Risk Payments Exclusion</td> <td>Temporarily
allow list exclusion which should only be opened by the rules team. This supports E2E testing and
payments launch of vetted and verified accounts. This will be replaced by an LMS based allow list
once product setup is completed.</td> <td>Issue should default to be open for 14
days and self expire. It may be opened or closed manually.</td> </td>

Managed
Payments - Transaction Risk </td> </tr> <tr valign="top">
<td>0838</td> <td>Guardrail Microsoft Block (PRCi, counterfeit, CF, brand)</td>
<td>Guardrail issue based enforcement for Microsoft. Issue is opened by proactive teammates,
Trust Policy, IFD, or VeRo after receiving a legal escalation, multiple VeRO reports, infringement
related removals or defects of this brand or its products. Sellers will still be able to list other brands
on the site in Software and Consumer Electronics categories. Sellers with this issue open will not be
able to list any Microsoft products or items using trademarked terms or words associated with
Microsoft.</td> <td>This issue can only be closed by proactive teammates, VeRO, IFD,
Trust Policy or at the request of Legal.</td> </td>
Repeat violator
(Internal policy name only) </td> </tr> <tr valign="top">
<td>0839</td> <td>Deprecated:
No longer in use.
Guardrail Offensive
Materials Aunt Jemima (PRCi, prohibited, restricted, P&R)</td> <td>Deprecated: No
longer in use
 This issue is placed when a member has violated the Offensive Materials

policy multiple times by listing Aunt Jemima and other Black Americana products after being asked not to. No appeals. Please let the member know about their violations and that they can't list these products anymore.</td> <td>Deprecated: No longer in use
 No appeals. Please educate members on policy.</td> <td> Repeat violator (Internal policy name only) </td> <tr valign="top"> <td>0840</td> <td>ECI CBT KYC Fail Restriction</td> <td>Seller has failed KYC for ECI CBT corridor. Selling privileges in ECI corridor restricted pending successful appeal.</td> <td>User must pass ECI KYC. KYC fail restriction may be removed systemically upon confirmation from
payment processor or manually following successful KYC appeal.</td> <td> Managed Payments verification - Know Your Customer (KYC) </td> </tr> <tr valign="top"> <td>0841</td> <td>SARL CBT KYC Fail Restriction</td> <td>Seller has failed KYC for SARL CBT corridor. Selling privileges in ECI corridor restricted pending successful appeal.</td> <td>User must pass SARL KYC. KYC fail restriction may be removed systemically upon confirmation from
payment processor or manually following successful KYC appeal.</td> <td> Managed Payments verification - Know Your Customer (KYC) </td> </tr> <tr valign="top"> <td>0842</td> <td>ECA CBT KYC Fail Restriction</td> <td>Seller has failed KYC for ECA CBT corridor. Selling privileges in ECI corridor restricted pending successful appeal.</td> <td>User must pass ECA KYC. KYC fail restriction may be removed systemically upon confirmation from
payment processor or manually following successful KYC appeal.</td> <td> Managed

Payments verification - Know Your Customer (KYC) </td>
</tr> <tr valign="top"> <td>0843</td> <td>ECC CBT KYC Fail
Restriction</td> <td>Seller has failed KYC for ECC CBT corridor. Selling privileges in ECI
corridor restricted pending successful appeal. </td> <td>User must pass ECC KYC.
KYC fail restriction may be removed systemically upon confirmation from payment processor
or manually following successful KYC appeal. </td> Managed

Payments verification - Know Your Customer (KYC) </td>
</tr> <tr valign="top"> <td>0844</td> <td>ECI CBT Seller Claim
Block </td> <td>Seller has failed KYC for ECI CBT corridor. Seller is restricted from
filing seller claims within ECI corridor pending successful appeal. </td> <td>User
must pass ECI KYC. KYC fail restriction may be removed systemically upon confirmation
from payment processor or manually following successful KYC appeal. </td>
<td>
 Managed

Payments verification - Know Your Customer (KYC) </td>
</tr> <tr valign="top"> <td>0845</td> <td>SARL CBT Seller Claim
Block</td> <td>Seller has failed KYC for SARL CBT corridor. Seller is restricted from filing
seller claims within SARL corridor pending successful appeal. </td> <td>User must
pass SARL KYC. KYC fail restriction may be removed systemically upon confirmation
from payment processor or manually following successful KYC appeal. </td>
<td>
 Managed

Payments verification - Know Your Customer (KYC) </td>
</tr> <tr valign="top"> <td>0846</td> <td>ECA CBT Seller Claim
Block </td> <td>Seller has failed KYC for ECA CBT corridor. Seller is restricted from

filing seller claims within ECA corridor pending successful appeal. </td>> </td>>User must pass ECA KYC. KYC fail restriction may be removed systemically upon confirmation from payment processor or manually following successful KYC appeal. </td>> </td>>

[</tr>> <tr valign="top"> <td>>0847</td>> <td>>ECC CBT Seller Claim Block</td>> <td>>Seller has failed KYC for ECC CBT corridor. Seller is restricted from filing seller claims within ECC corridor pending successful appeal. </td>> <td>>User must pass ECC KYC. KYC fail restriction may be removed systemically upon confirmation from payment processor or manually following successful KYC appeal. </td>> </td>>](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1664)

[</tr>> <tr valign="top"> <td>>0848</td>> <td>>AML tracking</td>> <td>>This is a tracking issue to be placed on seller accounts. It does not cause any type of action on the account. This is a regulatory requirement to be able to flag an account for AML purposes. For AML flagged accounts.</td>> <td>>Only the Anti-Money Laundering \(AML\) Legal Compliance team will have the ability to place and remove the issue/package on a seller's account. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</td>> <td>>](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1664)

accounts.</td> <td>The Anti-Money Laundering (AML) Legal Compliance Team under Matt Shustrin will have the ability to place and remove the issue/package on a seller account. If documents need to be reviewed, use the compliance referral process in GUIDE1664.</td> <td> Managed Payments - Anti Money Laundering </td> </tr> <tr valign="top"> <td>0850</td> <td>High Risk Buying Suspension</td> <td>Tracking issue on accounts suspended for High Risk Buying from both eLVIS and batch actioning. The reason for the suspension will be illustrated in eLVIS messaging or batch reason with details on appeal step.</td> <td>Issue will be opened and closed by Buyer Risk Policy team.</td> <td> High risk buying policy </td> </tr> <tr valign="top"> <td>0851</td> <td>Collection Agency</td> <td>Account has been placed at a Collection Agency due to non-payment. CCM will not be tapped while placed.</td> <td>Collections will place the issue on the account on day of placement. Collections will close the issue once an account is recalled.</td> <td> Global Collections (Seller) and bankruptcy </td> </tr> <tr valign="top"> <td>0852</td> <td>Guardrail Memory Cards (PRCi, counterfeit, CF, category)</td> <td>Guardrail Issue based enforcement for Memory Cards. Issue is opened by Trust Policy, IFD, Proactive teammates or VeRO after counterfeit-related removals. Sellers will still be able to list other non-memory card products outside of the memory card categories. Sellers with this issue open will not be able to list any products in the memory card categories. Additionally, they will not be able to use memory card keywords in any other category.</td> <td>This issue can only be closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of

Legal.			
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Repeat violator (Internal policy name only)			
0853	Guardrail Software (PRCi, counterfeit, CF, category)		
Guardrail Issue based enforcement for software. Issue is opened by Trust Policy, IFD, Proactive teammates or VeRO after counterfeit-related removals. Sellers will still be able to list other non-software products outside of the software categories. Sellers with this issue open will not be able to list any products in the software categories. Additionally, they will not be able to use Microsoft or Adobe keywords in any other category.			
This issue can only be closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.			

Repeat violator (Internal policy name only)			
0854	Guardrail Cell Phone Cases (PRCi, counterfeit, CF, category)		
Guardrail Issue based enforcement for Cell phone cases and screen protectors. Issue is opened by Trust Policy, IFD, Proactive teammates or VeRO after counterfeit-related removals. Sellers will still be able to list other products outside of the cell phone cases & screen protector categories. Sellers with this issue open will not be able to list any products in the cell phone cases or screen protector categories. Additionally, they will not be able to use cell phone case or screen protector keywords in any other category.			
This issue can only be closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.			

Repeat violator (Internal policy name only)			
0855	Approved seller - Cribs, car seats, and bicycle helmets		
Enables seller to list in the cribs, car seats, and bicycle helmets category.			

&td>Restricted issue, will be opened and closed by PRCI policy and teams. CSKB articles:
GUIDE1221 and GUIDE1753&td> &td> &ul> &li>&a
href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1753">PI, Inf -
Products with eligibility requirements policy - Prohibited and Restricted Items,
Infringement/Counterfeit&/a>&li> &ul> &td> &tr valign="top">
&td>0856&td> &td>Guardrail for cribs, car seats, and bicycle helmets (PRCi,
prohibited, restricted, P&R)&td> &td>When a member has violated our policies too
much, we place a guardrail on their account. This restricts them from using specific keywords or list
in certain categories related to their violations to prevent them to continue violating the
policies.&td> &td>No appeals, please educate the member about the policies they've
violated to avoid any further disruption to their account. GUIDE1221 and GUIDE1753.&td>
&td> &ul> &li>&a
href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1771">Repeat violator
(Internal policy name only)&/a>&li> &ul> &td> &tr valign="top">
&td>0857&td> &td>Deprecated: No longer in use.&br> &br> Approved
Seller - Car Seats&td> &td>Deprecated: No longer in use.&br> &br>
Enables seller to list in the Car Seat category.&td> &td>Deprecated: No longer in
use.&br> &br> Restricted issue, will be opened and closed by Trust policy.&td>
&td> &td> &tr valign="top"> &td>0858&td>
&td>Guardrail for Fragrances (PRCi, counterfeit, CF, category)&td> &td>Guardrail
issue based enforcement for men and women fragrances. Issue is opened by Trust Policy, IFD,
Proactive teammates or VeRO after counterfeit-related removals. Sellers will still be able to list other
products outside of the men and women's fragrance categories. Sellers with this issue open will not
be able to list any products in the fragrance categories. Additionally, they will not be able to use
fragrance keywords in any other category.&td> &td>This issue can only be closed by
proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.&td> &td>

Repeat violator
(Internal policy name only) </td> </tr> <tr valign="top">
<td>0859</td> <td>Approved Seller - Lab Chemicals</td> <td>Enables
seller to list in the Lab Chemicals category.</td> <td>Restricted issue, will be opened and
closed by Trust policy.</td> <td> PI, Inf -
Products with eligibility requirements policy - Prohibited and Restricted Items,
Infringement/Counterfeit </td> </tr> <tr valign="top">
<td>0860</td> <td>Guardrail Maglula Block (PRCi, prohibited, restricted, P&R,
counterfeit, CF, brand)</td> <td>Guardrail Issue based enforcement for Maglula. Issue is
opened by Trust Policy, IFD, proactive teammates or VeRO after receiving a legal escalation,
multiple VeRO reports, infringement-related removals or defects of this brand or its products. Sellers
will still be able to list in Sporting Goods categories but will be prevented from listing similar
products, even if the brand is different or unbranded. Sellers with this issue open will not be able to
list any Maglula products, speedloaders and/or assisted magazine loaders of any brand.</td>
<td>Appeals are not accepted for this restriction. This issue can only be opened or closed by
VeRO, IFD, proactive teammates, Trust Policy or at the request of Legal.</td> <td>
 Repeat violator
(Internal policy name only) </td> </tr> <tr valign="top">
<td>0861</td> <td>APAC CBT SNAD Claim Cleanup</td> <td>Issue open
for GC/SEA accounts with high SNAD claim. Will take action for selling restriction after issue
open.</td> <td>Issue for tracking seller actioned by SNAD claim cleanup. Issue is opened
and closed by the ICBT Business Management team.</td> <td> SNAD Case

Management (the Great China Only)			
Risk - Demote Listing			
Demote listings for high risk sellers.			
Issue will be created and closed via batch.			
Seller risk management (SRM) policy and appeals			
Buyer Gift Card Redemption Block			
This issue will be used to identify and freeze gift cards up front. This will drop based on policy determination when there are concerns of gift card fraud or abuse. This is part of ongoing work to drive down gift card abuse volume.			
Complete gift card relink flow or have the member submit photo of card with signature on it for identity verification. Follow the existing workflow			
GUIDE1571			
eBay Gift Cards			
Greater China seller FR warehouse verification requested			
Greater China seller, France warehouse verification requested. This is a block list - compare to issue 867 allow list.			
User must pass warehouse verification.			
The Great China Shipping Requirement (the Great China Only)			
Greater China seller IT warehouse verification requested			
Greater China seller, Italy warehouse verification requested. This is a block list - compare to issue 868 allow list.			
warehouse verification.			

<p> https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1595The Great China Shipping Requirement (the Great China Only) </p>	<p> 0866 </p>	<p> Greater China seller ES warehouse verification requested </p>
<p> User must pass warehouse verification. </p>		
<p> https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1595The Great China Shipping Requirement (the Great China Only) </p>	<p> 0867 </p>	<p> Greater China seller FR warehouse selling verification </p>
<p> GC sellers with this issue ON indicate they have passed France warehouse verification, and are enabled to list stating item location in France. This is an allow list - compare to Issue 864 block list. </p>		
<p> If issue is off, sellers are requested to go through warehouse verification process if they want to do domestic warehouse listing. If they fail the verification, they can only list item located in GC. </p>		

GC sellers with this issue ON indicate they have passed Spain warehouse verification, and are enabled to list stating item location in Spain. This is an allow list - compare to Issue 866 block list.	If issue is off, sellers are requested to go through warehouse verification process if they want to do domestic warehouse listing. If they fail the verification, they can only list item located in GC.
Shipping Defect Managment (CN only)	0870
Buyer Risk Strong Fraud Signal	0871
For segments with high fraud rate (> 70%) we will place the issue. Buyers with this issue will not be able to buy for next 15 days (temp cooling). These accounts will reviewed by teammates for action.	0872
GCX account review for action.	0873
Buyer risk management - Abusive buyer policy	0874
Dealer Fees Past Due	0875
This issue will be dropped when a dealer/seller is past due at least 2 months on subscription/listing fees. The Commercial Underwriting Team (CUD) will manage this issue.	0876
The Commercial Underwriting Team (CUD) will monitor accounts with this issue and remove the Issue once the payment has been received.	0877
Commercial underwriting (CUD)	0878
Seller permission removed from inactive account	0879
This tracking-only issue is placed on accounts that had selling permission removed due to inactivity. Users can regain selling permission through the regular sell flows.	0880
Users can regain selling permission through the regular sell flows.	0881
Registering a	0882

selling account - becoming a seller on eBay

valign="top"	0873	Court Restraining Order
This issue is applied when there is a court restraining order that needs to be resolved and eBay have been instructed by courts to hold funds. This will always be accompanied by a legal notification sent to seller. Payouts will be blocked until legal concerns resolved.		
		The member must resolve outstanding legal concerns. Will only be closed when eBay notified by Courts

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1754>

Managed Payments - Payouts

valign="top"	0874	WLS PEP Confirmed Auto High
Issue will track AML PEP Auto Highs.		
		Issue will not be removed.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1464>

Global Sanctions and PEP

valign="top"	0875	Lost in Transit eMIR Payout Identifier
Issue is used to identify sellers who received an eMIR payout for lost in transit through IFD adjudication. Issue is used for controlling velocity of spend as well as manual review of potential abuse & collusion.		
		Auto closure after 7 day timeframe.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1566>

Item not received (INR), including stolen from porch

valign="top"	0876	2.0 Risk restricted/suspended/on-hold payout block manual release
This issue will be opened when a 2.0 Risk payout block has been manually released for sellers that still have an open restriction/suspension/on-hold.		
		Issue is used for tracking so should remain open.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>> Seller risk management (SRM) policy and appeals </td> </tr> <tr valign="top"> <td>0877</td> <td>AML TMS Rule</td> <td>This issue will tag an account when a user's name matches M2M keyword as prescribed by the AML TMS team. Automatic refresh of tagged accounts on a weekly basis. Issue is for tracking and does not indicate a restriction.</td> <td>Issue will be opened and closed by issue Owners: BRW / TMS / TMS RE. Team members will not be able to close issues. This issue will tag an account under specific TMS conditions. Please do not close the issue.</td> <td></td></tr> <tr valign="top"> <td>0878</td> <td>SRM Listing Ending Exclusion</td> <td>This issue is set manually by a GCX Teammate when a restricted seller has appealed a Hide listing restriction and will require an extension on the 10 days Limit for Listing Hiding. This issue will be used as an exclusion from the End Listing Batch in order to allow the restricted Seller to continue the appeal without ending their listings. This is for tracking and exclusion only. It does not restrict any activity and it does not confirm or deny risk behaviors on the account.</td> <td>Issue will be manually closed by Teammates.</td> <td></td></tr> <tr valign="top"> <td>0879</td> <td>Seller Limit Increase Denied - Risk</td> <td>This issue will be used to identify sellers who have Risk related issues, such as Seller Fault INR Claims, missing or questionable User Info, etc. which needs to be resolved before they are allowed a limit increase</td> <td>Issue will be opened with a batch and auto expire</td> <td></td></tr> <tr valign="top"> <td>0880</td> <td>Seller vetting and performance reviews (Site Wide Limit increases)</td> <td></td> <td></td></tr>

0880	High risk APAC Category limits approval list	This issue is used as a approval list. When the issue is open, the account will be excluded from APAC selling limits imposed on high risk categories.	Issue allows unlimited seller access to this category. Issue is opened and closed by the ICBT Business Management team.	<ul style="list-style-type: none"> https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1747
0881	Deprecated	MP ATO Block Payouts	Deprecated	DO NOT USE - Please do not use this issue anymore instead use workflow in Guide1067. This issue should only be placed by reactive ATO teammates if the seller is a Managed Payments Seller. It will block the payouts of the seller while Payments BO review the case.
0882	PSA Eligible Sneaker Seller	This issue is to be used for PSA Eligible Sneaker Sellers.	This issue will be managed by PSA product Team - Christina Lohmeyer, Dan Gould, Bharat Pundi and Noah Zamansky	<ul style="list-style-type: none"> https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1730
0883	Premier League Guardrail (PRCi, counterfeit, CF, brand)	Guardrail issue based enforcement for Premier League. Issue is opened by Trust Policy, IFD, proactive teammates or VeRO after receiving a legal escalation, multiple VeRO reports, infringement related removals or defects of this brand or its products. Sellers will still be able to list other brands on the site. Sellers with this issue open will not be able to list any Premier League products or items using trademarked terms or words associated with Premier League.		

&td>This issue can only be opened or closed by VeRO, IFD, Proactive teammates, Trust Policy, or at the request of legal.&td> &td> &ul> &li>&a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1771">Repeat violator (Internal policy name only)&a>&li> &ul> &td> &tr valign="top"> &td>0884&td> &td>Promoted Listings Eligibility for BSTD Sellers&td> &td>Markets to add an i884 flag to strategic seller accounts so they stay eligible for PL even if they fall Below Standard.&td> &td>No remedy needed on GCX end. Issue 884 flag expires after 90 days (3 evaluation cycles).&td> &td> &ul> &li>&a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1556" target="_blank">Promoted Listings Standard&a>&li> &li>&a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1373" target="_blank">Below Standards (BSTD) overview and appeals&a>&li> &ul> &td> &tr valign="top"> &td>0885&td> &td>Gift Card Relink Approved&td> &td>This issue will be used solely if a user has been identified as having a gift card frozen using the proactive freeze process, completes the appeal flow only to have the gift card completed a second time. This will bypass risk checks allowing a user to continue to use the card however not screened using enhanced fraud rules.&td> &td>Gift Card Risk team will set and remove issue&td> &td> &ul> &li>&a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1571">eBay Gift Cards&a>&li> &ul> &td> &tr valign="top"> &td>0886&td> &td>India Tracking Mandate 7 Day Restriction&td> &td>Issue will be opened for 7 days and automatically close when the seller is not meeting the India regional tracking mandate standard. India BU will open the issue.&td> &td>Issue will close automatically after 7 days&td> &td> &ul> &li>&a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1265">LP - Item location policy - List Practices&a>&li> &ul> &td> &tr valign="top">

<td>0887</td> <td>Japan Green Channel Account</td> <td>Issue is dropped after the account has completed Japan Green Channel Onboarding. Customer has provided Individual Business Registration (for sole props), Official Identification, Address Verification and Used Dealer Licence (if applicable). Issue is used for tracking and automated fraud process exclusions.</td> <td>Issue is open and closed by Japan GCX team. For more information of JP Green Channel process, please contact DL-eBay-JP-SM@ebay.com.</td>

<td> </td> </tr> <tr valign="top"> <td>0888</td> <td>Speedy Resolution Courtesy Received</td> <td>Issue to be dropped when we grant an eMIR courtesy for speedy resolution claim action. Issue will be used to direct teammates through GJ to a deny appeal package in all future appeals for speedy resolution adjudication.</td> <td>Issue will be used by IFD to direct case flow.</td> <td> Speedy

resolution for INRs - Integrated carriers on US, CA, and AU sites </td> </tr> <tr valign="top"> <td>0889</td> <td>eBay Fulfillment Seller</td> <td>Issue is added to sellers with inventory in eBay fulfillment centers globally. Tracking purposes only.</td> <td>Issue is opened and closed by the ICBT Business Management team (DL-eBay-GC-BM).</td> <td> eBay fulfillment

by Orange Connex </td> </tr> <tr valign="top"> <td>0890</td> <td>Payout Blocks - High Risk Promoted Listings</td> <td>This issue will be placed on seller accounts that show high risk activity using promoted listings and would be used to put a payout block on the account.</td> <td>Once the seller has satisfied certain risk criteria, this issue can be removed by the Seller Risk Policy team.</td> <td> Promoted

Listings <td>Standard</td> <td> Promoted Listings

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>> Seller risk management (SRM) policy and appeals </td> </tr> <tr valign="top"> <td>0891</td> <td>Approval issue for alcohol (liquor, beer, and wine) for AU</td> <td>This issue is required to be able to sell liquor, wine, and beer in AU. This issue is opened by specific teammates for sellers that have been vetted and approved by AU BU for selling liquor, beer, and wine. It should only be opened and closed by this group.</td> <td>This is an approval list to allow approved seller to sell alcohol in AU. No remedy needed.</td> <td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753>> PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit </td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1138>> PI - Alcohol policy - Prohibited and Restricted Items </td> </tr> <tr valign="top"> <td>0892</td> <td>Guardrail Watches Block (PRCi, counterfeit, CF, category)</td> <td>Guardrail issue based enforcement for watches. Issue is opened by trust policy, IFD, proactive teammates or VeRO after counterfeit-related removals. Sellers will still be able to list other non-watch products outside of the watches categories. Sellers with this issue open will not be able to list any products in the watch categories.</td> <td>Issue is opened or closed by trust policy, IFD, proactive teammates or VeRO.</td> <td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771>> Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>0893</td> <td>Verified Bank Remedy</td> <td>Remedy override for bank re-entry temporarily added to a member's account after verification. Removed during ATO review.</td> <td>Issue will be removed by payments risk back office teammates after conducting an ATO and social engineering review.</td> <td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1653>>Managed Payments - Seller</td></tr><tr valign="top"><td>0894</td><td>Guardrail for Cosmetics (PRCi, counterfeit, CF, category) </td><td>Guardrail issue based enforcement for cosmetics. Issue is opened by trust policy, IFD, proactive teammates or VeRO after counterfeit-related removals. Sellers will still be able to list other products outside of the cosmetic categories. Sellers with this issue open will not be able to list any products in the cosmetic categories.</td><td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.</td><td></td></tr><tr valign="top"><td>0895</td><td>Restricted Products Approved Seller</td><td>This is a approved seller issue. Sellers with this issue will be allowed to list restricted products.</td><td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.</td><td></td></tr><tr valign="top"><td>0896</td><td>IT - Block Pseudo Private Seller</td><td>This issues will block IT sellers who have been identified as "professional" C2C and need to upgrade their account to business. After the account has been upgraded to business, the issue will be closed.</td><td>The seller needs to upgrade account to business or provide valid proof for an exception. Only IT e2M account teammates are allowed to open or close the issue manually. </td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr></table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1546>>Business
Registration</td></tr><tr valign="top">
<td>0897</td><td>ES - Block Pseudo Private Seller</td><td>This issues
will block ES sellers who have been identified as "professional" C2C and need to upgrade their
account to business. After the account has been upgraded to business, the issue will be
closed.</td><td>The seller needs to upgrade account to business or provide valid proof
for an exception. Only ES e2M account teammates are allowed to open or close the issue
manually.</td></tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1546>>Business
Registration</td></tr><tr valign="top">
<td>0898</td><td>IT - Safelisting Pseudo Private Seller</td><td>
<td>Safelist for successful IT pseudo private seller appeals. This issue will exclude sellers from
pseudo private enforcement for six months.</td><td>No action or remedy; the issue will
exclude users from IT pseudo private block filters. This issue will be opened by IT e2M teammates
only.</td></tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1546>>Business
Registration</td></tr><tr valign="top">
<td>0899</td><td>ES - Safelisting Pseudo Private Seller</td><td>Safelist
for successful ES pseudo private seller appeals. This issue will exclude sellers from pseudo private
enforcement for six months.</td><td>No action or remedy; the issue will exclude users
from ES pseudo private block filters This issue will be opened by ES e2M teammates only.</td></tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1546>>Business
Registration</td></tr><tr valign="top">
<td>0900</td><td>EDD - Request for Information and account restriction</td><td>
<td>This issue is used when a member has not responded to the EDD team's initial requests

for information after four attempts and a period of 40 days has elapsed. These requests for information are a part of compliance reviews when pertinent information on the member's account cannot be verified. Issue is only actionable by compliance and IFD. For tech issues only business rules team may also action but requires Compliance approval.</td><td>Member must provide information requested. This issue will be opened and closed by EDD Compliance team. Follow the compliance referral process in GUIDE1664.</td><td>Managed Payments - Anti Money Laundering<td><td><tr valign="top"><td>0901</td><td>KYC Request for Information</td><td>This issue will be used to track KYC requests for information for compliance processes. This issue will be put in place alongside other actions within the package applicator tool. This issue is only actionable by Compliance and IFD. The business rules team may also action for tech issues only, but requires Compliance approval. </td><td>The member must provide the requested information and pass verification successfully. The issue will be opened and closed by the KYC Compliance Ops team. Follow the compliance referral process in GUIDE1664.</td><td>Payments verification - Know Your Customer (KYC) - Talking Points and Workflows<td><td><tr valign="top"><td>0902</td><td>High Risk Payout Block</td><td>This issue will be used to track requests for information as part of high risk verification requirements. Payouts will be put on hold until the required information is received and verification is passed successfully. This issue will be put in place alongside other actions within the package applicator tool. This issue is only actionable by Compliance and IFD. The business rules team may also action for tech issues only, but requires Compliance approval. </td><td>The member must provide the requested information and pass verification successfully. The issue will be opened and closed by the KYC Compliance Ops team.

Follow the compliance referral process in [GUIDE1664](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1664).

- MP verification - KYC

0903 Payout Withdrawals - Seller Restriction

This issue will be placed on an account when they are restricted from further selling activity by risk teammates working the payout withdrawals queue. Issue can be removed by teammates working payout withdrawal / SRM Appeals.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals

0904 Payout Withdrawals - Follow Up

This issue is used to identify sellers who are under review by the Withdrawal team. It extends the current payout block for a further 3 days allowing further time to make a decision. It will be used for tracking and other downstream purposes. Issue will be closed by teammates working the withdrawals queue as part of their workflow, or by other downstream processes (batch / IFD).

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1754> Managed Payments - Payouts

0905 COMPLIANCE & SANCTIONS & SIP & Indefinite Selling Restriction: Request proof of information

This is an indefinite selling restriction requiring additional information from the member.

Members are blocked from selling, listing, buying, M2M communication and receiving payouts until resolved.

Issue only actionable by Compliance & Sanctions and IFD.

The business rules team may also take action for tech issues only, but requires Compliance &

Sanctions approval.</td> <td>Member must provide the requested information. The issue will be opened and closed by the Sanctions Compliance team. If documents need to be reviewed, use the compliance referral process in GUIDE1664. Member must provide the requested information. Issue will be opened and closed by the COMPLIANCE & SANCTION team.</td>

<td> Global

Sanctions and PEP </td> </tr> <tr valign="top">

<td>0906</td> <td>Payout Withdrawals - Block</td> <td>This issue is used

to identify sellers who have their Payments 2.0 payouts blocked due to the payout block model and

LVIS rule 1151818. Payouts are blocked for 5 days pending a review by our Withdrawal

Team.</td> <td>Issue will auto expire after 5 days or be closed by Withdrawal Teammates

post review or batch process.</td> <td> Seller risk

management (SRM) policy and appeals </a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1754">Managed

Payments - Payouts </td> </tr> <tr valign="top">

<td>0907</td> <td>COMPLIANCE & SANCTIONS & SIP & Permanent Selling

Restriction</td> <td>"Permanent selling restriction with payment hold.
 No action

can be taken on this account from GCX.
 Issue only actionable by Compliance &

Sanctions and IFD."</td> <td>The Sanctions Compliance Ops is the only team that can

open and close this Issue.</td> <td> Global

Sanctions and PEP </td> </tr> <tr valign="top">

<td>0908</td> <td>High Risk Selling Control</td> <td>This issue will be

used to identify users as part of a test vs. control group in High Risk Selling as part of a "Golden

Review Team". The issue will be opened by DP, Teammates, or IFD.</td> <td>This

issue will be applied for configurable timeframes and may auto expire after those times. Otherwise, it will be closed by IFD or TMs, and may also be closed if a case is not worked by a teammate.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097> New seller registration policy

Deprecated: No longer in use. P2.0 Block for Good Til Cancelled listings

Deprecated: No longer in use. Sellers with this issue are being required to register for Managed Payments. This is level 5 in the restriction process and will apply to specific sellers who missed the deadline to register and have already being blocked from new and revised listings. Good Til Cancelled listings will be naturally ended via IFD at the time they would have been renewed. Sellers will not be able to relist while the issue is open.

Deprecated: No longer in use. The issue will be opened via batch job and should not be opened or closed manually.

Issue will be closed automatically after meeting the requirements and registering for Managed Payments

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1714> Managed Payments - Seller Registration

ILM WL Tracking

Issue is used to track sellers who have being excluded from our detection models (Feedback ILM model, Acceptance scan / Tracking ILM tracking model). Seller Standards & Protections Team will open this Issue.

Manual / Time out close, automatic based on time set when issued

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1265> LP - Item location policy - List Practices

EDD review tracking

This issue will be used for tracking purposes only by the Compliance OPS EDD team in order to track accounts for ARR proposes. If this issue is placed in error, or if the reasoning for placing the issue (temporarily

suspended accounts) is over the issue will be closed. This issue is only actionable by Compliance and IFD. The business rules team may also action for tech issues only, but requires Compliance approval. </td></td>Will be closed manually by the EDD team.</td></td>

from Buyer Abuse policy targeting at excessive claims/returns. It is used for cases where there is valid reason for Buyers to have high claim or returns. Member with this Issue will be excluded from auto action and BRM cases for buyer abuse review will be auto closed with no action.

Both Buyer Risk Policy and BRM team have access to add and remove this issue manually.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1103> Buyer risk management - Abusive buyer policy

UK Pharmacy Medicine Approve List

Only sellers that have been vetted and selected are allowed to list in the Health & Beauty (26395) & Health Care (67588) & Pharmacy Medicines (261973) category. Sellers without this Issue will be blocked by Lvis rules.

Underwriting team will add and close the issue. Sellers may apply to be vetted.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753> PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit

Guardrail for LEGO (PRCi, counterfeit, CF, category)

Issue is dropped by proactive teammates, IFD, trust policy or at the request of legal or VeRO after receiving multiple VeRO reports from Lego, or infringement-related removals of Lego products. Sellers with this Issue will be blocked by Lvis rules from listing in the Lego Building Toys category directly and from listing LEGO or LEGO brands else where on the site.

This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771> Repeat violator (Internal policy name only)

Authorized Seller - NFTs Non-Fungible Tokens

Seller has been approved to list in NFT (Non-fungible Tokens). Only trusted sellers may

sell NFTs. This seller meets guidelines to list in the approved categories.

Prohibited Items Policy Managers will manually open and close this issue for sellers once approved.

Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit

0918

Boehringer Frontline Guardrail (PRCi, counterfeit, CF, brand)

Guardrail issue based enforcement for Boehringer Frontline. Issue is opened by proactive teammates, Trust policy, IFD, or VeRO or at legal request after receiving a legal escalation, multiple VeRO reports, infringement related removals or defects of this brand or its products. Sellers with this issue open will not be able to list any Boehringer Frontline products or items using trademarked terms or words associated with Boehringer Frontline (enforced by Lvis). Sellers will still be able to list other brands on the site.

This issue can only be opened or closed by proactive teammates, VeRO, IFD, Trust policy or at the request of legal.

Repeat violator (Internal policy name only)

0919

DE Blackbird VAT JSL Notice

This issue is added to sellers who are in violation of the DE VAT regulation and have been reported by DE TAX authorities for inconsistent or other confirmed non-compliance of VAT. Sellers with this issue on their account will be blocked by Lvis from listing on the DE site. Items listed on other sites by these sellers will be blocked from being visible to users of the DE site on items they sell which are stored within DE at the point of sale. DE buyers will also be blocked from purchasing items from these sellers on the DE or on other eBay sites.

Issue will be opened and closed by DE E2M GCX Team Mates ONLY. This issues can only be removed after withdrawal notice by DE Tax authorities. Removal of this issue will remove any seller blocks and buyer blocks. Any new

items listed by this seller will no longer be subject to the IVF block, blocking visibility to DE.

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1674>Legal

regulations on value added tax - Liability of electronic marketplaces - EU countries

VAT CI Notice

This issue is added to sellers who are in violation of the DE VAT

regulation and have been reported by DE TAX authorities for criminal investigation. Sellers with this

issue on their account will be blocked by Lvis from listing on the DE site. Items listed on other sites

by these sellers will be blocked from being visible to users of the DE site on items they sell which

are stored within DE at the point of sale. DE buyers will also be blocked from purchasing items from

these sellers on the DE or on other eBay sites.

Issue will be opened and closed

by DE E2M GCX Team Mates ONLY. This issues can only be removed after withdrawal notice by

DE Tax authorities. Removal of this issue will remove any seller blocks and buyer blocks. Any new

items listed by this seller will no longer be subject to the IVF block, blocking visibility to DE.

Seller sold in

exited Adult Only category - tracking

In light of the closure of the Adult Only

categories, this issue is placed to track and monitor sellers who previously listed in the exited

categories.

Tracking issue only, no remedy needed.

trusted sellers may sell tobacco and e-cigarettes. This seller meets guidelines to list in the approved categories.</td><td>Prohibited Items Policy Managers will manually open and close this issue for sellers once approved.</td><td>PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit<td>PI - Tobacco and e-cigarettes policy - Prohibited and Restricted Items</td></tr><tr valign="top"><td>0923</td><td>Louis Vuitton Guardrail (PRCi, counterfeit, CF, brand)</td><td>Issue is dropped by proactive teammates, Trust policy, at the request of legal or VeRO after receiving multiple VeRO reports from Louis Vuitton, or infringement-related removals of Louis Vuitton products. Sellers with this Issue will be blocked by Lvis rules from listing Louis Vuitton products on the site.</td><td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal</td><td>Repeat violator (Internal policy name only)</td></tr><tr valign="top"><td>0924</td><td>Guardrail NFT repeat offenders (PRCi, prohibited, restricted, P&R)</td><td>Guardrail issue based enforcement for NFTs (Non-fungible tokens). Issue is opened by prohibited and restricted items management and or prohibited items agents. Sellers will still be able to list other types of inventory on the site, but nothing related to NFTs and they will not be able to list in NFT categories.</td><td>Prohibited items Policy Managers will manually open and close this issue for sellers if approved.</td><td>Repeat violator (Internal policy name only)</td></tr></table>

<td>0925&/td> <td>Marketplace Selling Restriction&/td> <td>Sellers with this issue are restricted from selling on Marketplace but may list on Classifieds. Manual review by Commercial Underwriting team if Seller appeals.&/td> <td>Manual review by Payments team if Seller appeals. UK market specific requirement that states that approval from UK Legal is also a prerequisite for any appeal. UK cases will still be referred to msomotorssupport@ebay.com for appeals and appeals may be granted once KYC is complete and UK Legal approval has been obtained.&/td>

&td>Sellers with this issue placed on their account are considered low risk and can bypass the eligibility criteria for selling NFT. The issue will be open or close based on evaluation of seller by a Seller Risk Teammate or Policy Manager.&td> &td>There is no remedy for this issue.&td>

PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit&a>&li> &/ul> &td> &tr valign="top">

&td>0929&td> &td>NFT Seller High Risk List&td> &td>Sellers with this issue placed on their account are considered low risk and can bypass the eligibility criteria for selling NFT. The issue will be open or close based on evaluation of seller by a Seller Risk Teammate or Policy Manager.&td> &td>There is no remedy for this issue.&td> &td> &ul> &li>&a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1137">Buying limits - open transaction, UPI, verification, high amounts, requirements&a>&li> &/ul> &td> &tr valign="top"> &td>0930&td> &td>NFT Buyer Risk Allow list&td> &td>This issue is opened by the Buyer Risk team to allow purchases of NFT transactions. This issue should not be closed by teammates.&td> &td>There is no remedy for this issue.&td> &td> &ul> &li>&a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1753">PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit&a>&li> &/ul> &td> &tr valign="top"> &td>0931&td> &td>NFT Buyer High Risk List&td> &td>This issue is opened by the Buyer Risk team to block purchases of NFT transactions through Lvis. This issue should not be closed by teammates.&td> &td>There is no remedy for this issue.&td> &td> &ul> &li>&a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1137">Buying limits -

open transaction, UPI, verification, high amounts, requirements	
	0932
NFT Buyer Risk	
Graylist	
This issue is opened by the Buyer Risk team to monitor potentially risky purchases of NFT transactions over time. Transactions from Buyers with this issue open will be referred to the queues for verification. This issue should not be closed by teammates outside of this process.	
There is no remedy for this issue.	

https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1726 - INR and Return - Risky Claims and High Value (HASP) Claims	0934	Risky Seller - Claims This issue will be used to track potentially risky sellers with open claims. This issue will be used to route claims contacts from potentially risky sellers to a specific team to discuss what is happening within the claim and assess the overall risk of the seller. IFD will open the issue through automated process.	Risky claims TMs will remove issue manually and through disposition packages.
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1726 - INR and Return - Risky Claims and High Value (HASP) Claims	0935	Prohibited Battery Guardrail	

(PRCi, prohibited, restricted, P&R)</td> <td>Sellers with this Issue<nbsp> cannot use the term "18650" or "21700" in any listing due to previous violations for listing these prohibited battery types. This issue can only be opened or closed by Prohibited Restricted and Counterfeit Policy, or at the request of legal.</td> <td>Appeals are not accepted for this restriction.</td>

<td> Repeat violator (Internal policy name only) </td> <tr valign="top">

<td>0936</td> <td>Allow list for Payoneer Account edit</td> <td>This issue is used as allow list for Payoneer account edit. When the issue is open, the account will be allowed for editing/replace the existing Payoneer account if the existing Payoneer account has already KYC passed.<nbsp></td> <td>iCBT BM team (DL-eBay-GC-BM) will own the allow list appeal channel by reviewing business justification/risk/trust performance together with local BU/legal team.<nbsp></td>

<td> Managed Payments - Seller Registration </td> <tr valign="top">

<td>0937</td> <td>Approved Merchant for CCM Allowlist</td> <td>Issue used to allow Large GMV merchants to opt out/be safelisted from CCM/TopUp requirement. Issue will be placed on account manually, by user in Risk who performs underwriting/approval of safelist (this is after Regional CFO & BU Manager approve). Issue will be closed automatically if seller virtual balance ever becomes negative.</td> <td>Risk user will apply Issue to merchant account manually. Issue will close automatically.</td> Managed Payments - Seller </td> <tr valign="top">

<td>0938</td> <td>Bank Account Velocity Check</td> <td>Seller used a bank account that hits velocity max. Lvis opens this issue automatically.</td> <td>This is a

tracking issue and it will be closed by the risk holds or GSX Team once the bank account is removed or no longer above velocity max.</td><td>New seller registration policy</td></tr><tr valign="top"><td>0939</td><td>Credit Card Velocity Check</td><td>Seller used a credit card that hits velocity max. Lvis opens this issue automatically.</td><td>This is a tracking issue and it will be closed by the Risk Holds or GSX Team once the credit card is removed or no longer above velocity max.</td><td>High risk selling policy - issue 123/ 188</td></tr><tr valign="top"><td>0940</td><td>Online Payment block</td><td>Sellers with this issue open will be blocked from offering online payment methods in listing when migrated to 2.0 without completing KYC. This issue will be placed manually on a set of accounts and removed manually by E2M in the event sellers apply to upgrade to full 2.0 capabilities.</td><td>Seller needs to complete KYC.</td><td>Managed Payments verification - Know Your Customer (KYC)</td></tr><tr valign="top"><td>0941</td><td>Guardrail for COTY Fragrances (PRCi, counterfeit, CF, brand)</td><td>Issue is dropped by proactive teammates, Trust policy, at the request of legal or VeRO after receiving multiple VeRO reports from COTY, or infringement-related removals of COTY products. Issue to prevent sellers from listing COTY brand items on eBay due to reports of infringement. Sellers with this issue will be blocked by Lvis rules from listing COTY brands in the health and beauty category directly and from listing COTY brands elsewhere on the site.</td><td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.</td><td><a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771>&Repeat violator (Internal policy name only)</td></tr><tr valign="top"><td>0942</td><td>Guardrail L'Oreal Fragrances (PRCi, counterfeit, CF, brand)</td><td>Issue is dropped by proactive teammates, Trust policy, at the request of legal or VeRO after receiving multiple VeRO reports from L'Oreal, or infringement-related removals of L'Oreal products. Sellers with this issue will be blocked by Lvis rules from listing L'Oreal brands in the Health and Beauty category directly and from listing L'Oreal brands elsewhere on the site.</td><td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.</td><td></td></tr><tr valign="top"><td>0943</td><td>Guardrail Shiseido Fragrances (PRCi, counterfeit, CF, brand)</td><td>Issue is dropped by proactive teammates, Trust policy, at the request of legal or VeRO after receiving multiple VeRO reports from Shiseido, or infringement-related removals of Shiseido products. Sellers with this issue will be blocked by Lvis rules from listing Shiseido brands in the Health and Beauty category directly and from listing Shiseido brands elsewhere on the site.</td><td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.</td><td></td></tr><tr valign="top"><td>0944</td><td>Threatmetrics High Risk flag only action</td><td>This issue will flag users at seller registration when an external vender (Threatmetrics) indicates they are high risk. This this is a tracking issue and will not restrict an account.</td><td>Issue process to be automated either through ELVIS or IFD for placing issue and for assessment every 30 days. This issue is not intended to take action on any users, it will be a flag for monitoring that could be used for downstream actions such as limits & holds.</td><td></td></tr></tbody></table>

New seller registration policy </td> </tr valign="top"> <td>0945</td> <td>KYC Temporary selling restriction</td> <td>This issue will be used to action accounts and track KYC requests for information for compliance processes. Payouts will be put on hold until the required information is received. This issue will be put in place alongside other actions within the package applicator tool. This issue is only actionable by Compliance and IFD. The business rules team may also action for tech issues only, but requires Compliance approval. </td> <td>The member must provide the requested information and pass verification successfully. This issue will be opened and closed by the KYC Compliance Ops team. Follow the compliance referral process in GUIDE1664.</td> </td> </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716"></a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1664">Payments verification - Know Your Customer (KYC) - Talking Points and Workflows </td> </tr valign="top"> <td>0946</td> <td>High Risk Score Routing issue</td> <td>This issue will be placed on sellers within High Risk Selling who are suspended with a very high risk score. It will then be consumed in order to give these accounts a tailored appeal path which minimizes CS contacts.</td> <td>Will be opened automatically - Can be manually removed by e2M upon successful appeal.</td> </td> </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097">New seller registration policy </td> </tr valign="top"> <td>0947</td> <td>Guardrail for Collectible Card Games (PRCi, counterfeit, CF, category)</td> <td>Issue is dropped by proactive teammates, Trust policy, at the request of legal or VeRO after receiving multiple counterfeit reports from rights owners and buyers. Sellers

with this issue will be blocked by Lvis rules from listing in the collectible card game category.

This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.

Repeat violator (Internal policy name only)

Guardrail for Plush Toys (PRCi, counterfeit, CF, category)

Issue is dropped by proactive teammates, Trust policy, at the request of legal or VeRO after receiving multiple counterfeit reports from rights owners and/or buyers. Sellers with this issue will be blocked by Lvis rules from listing in the stuffed/plush toy categories.

This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.

Repeat violator (Internal policy name only)

DE-Blackbird - Full Block for ILM Use Case

This issue is added to sellers who are in violation of the DE VAT Regulation for Blackbird 2.0, where the seller is misrepresenting item location i.e. ILM, item in DE but claimed as being outside DE) AND there has been 1 shipment to DE. This action is deemed a conscious avoidance of tax and therefore requires a full block to be applied to all activity on a seller account to comply with VAT regulations.

If an update is not made within 5 days of a warning email, the block will automatically be applied to the account by CSTech. The Issue will be closed by DE E2M GCX teammates only.

DE VAT LAW - Liability of electronic marketplaces

Possible Collusive Seller

This issue is set by a batch, rule or manual process when the user is potentially colluding with another trading partner to circumvent eBay policies. This issue will trigger a payout block of 14 days for all

transactions from the day of creation onwards. This issue doesn't restrict any selling activity and it doesn't confirm fraud on the account. Issue will close automatically after 14 days and should not be removed without a seller risk review.

	Payout	block	appeal:
	https://wiki.vip.corp.ebay.com/display/HARP/Payout+Block		
	https://wiki.vip.corp.ebay.com/display/HARP/Payout+Block		

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals

	0951	Listing Triggered High Risk Selling Account Suspension	Seller Risk Management issue for seller listing triggered assessment of seller risk. Issue will be opened when pertinent eLVIS rules fire, which will in turn lead to account suspension.
			Account review by GCX team is needed to resolve the issue.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals

	0952	Listing Triggered High Risk Selling Account Restriction	Seller Risk Management issue for seller for listing triggered assessment of Seller Risk at SYI checkpoint. This issue will be opened when pertinent eLVIS rule fires, which in turn will lead to seller account restriction.
			Account review by GCX team is needed to resolve the issue.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals

	0953	High Risk Selling Payout Block	Leveraging models and features in Seller Risk domain, we are placing high potency rules at SYI checkpoint to capture
			fraudulent selling behavior before the conversion. If offline

analysis and online test mode has provided support for satisfactory rule precision, which usually needs to be $\geq 70\%$, we would like to have an Issue ID that will be dropped at seller level once the rule fires. This issue ID will eventually lead to seller account payout block until the issue is resolved.

Open of such issue is eLVIS rule based, placed at SYI checkpoint. Once pertinent rule fires, this particular issue ID will be opened automatically as an action. Such issue ID will trigger seller account level payout block at payout checkpoints. GCX review is needed to resolve the issue.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals

Approval issue for Food, Drinks, Oils and Supplements that contain CBD in UK

Sellers who are approved to sell Food, Drinks, Oils and Supplements that contain CBD in UK will have this issue. If the member doesn't have this issue, they are not allowed to sell CBD in any capacity. Approval process is outlined in the CSKB GUIDE1198.

This is an approval issue, no remedy needed.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753> PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit

Managed Payments Decline Override GT200

This issue will be used to override managed payments block rules where the purchase order amount is $\geq \$200$ and help buyers who have experienced risk declines when making purchases from sellers in managed payments. This will only be opened by the Back Office Payments Team.

Issue will be opened and closed by GCX Back Office Payments teammates upon validation of buyer.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1737> Managed Payments - Transaction Risk

<td>0956</td> <td>iCBT Seller Payout Hold Flag</td> <td>This issue is dropped on iCBT accounts for payout money hold. Accounts with this issue open will be applied with the status of transaction payout hold (max 30 days).</td> <td>CS team in APAC will open and close this issue per instruction from iCBT BU/BM.</td> <td> Seller risk management (SRM) policy and appeals Managed Payments - Payouts </td> </tr> <tr valign="top">

<td>0957</td> <td>GC/SEA Seller Handling Time Setting Mandate</td> <td>Issue is to identify GC /SEA sellers who failed to meet the handling time setting requirement.</td> <td>Issue is opened and closed by Greater China Business Management team.</td> <td> Shipping overview </td> </tr> <tr valign="top">

<td>0958</td> <td>Guardrail smoke and carbon monoxide detectors (PRCi, prohibited, restricted, P&R)</td> <td>This guardrail is issue based placed on sellers who have repeatedly list smoke detectors and carbon monoxide detectors that are unsafe or not allowed. This means the member cannot list in the smoke detectors categories (in Home & Garden AND Business & Industrial categories) or use keywords related to smoke or carbon monoxide detectors.</td> <td>No appeals. Please educate members on policy.</td> <td> Repeat violator (Internal policy name only) </td> </tr> <tr valign="top">

<td>0959</td> <td>Approval issue for Beauty and Skincare products that contain CBD in UK</td> <td>Sellers who are approved to sell Beauty and Skincare products that contain CBD in UK will have this issue. If the member doesn't have this issue, they are not

allowed to sell Beauty and Skincare products that contain CBD in any capacity. Approval process is outlined in the CSKB GUIDE1160 (Cosmetics policy).</td> <td>This is an approval issue, no remedy needed.</td> <td> PI, Inf - Products with eligibility requirements policy - Prohibited and Restricted Items, Infringement/Counterfeit </td> </tr> <tr valign="top"> <td>0960</td> <td>Guardrail DDG repeat offenders (PRCi, counterfeit, CF, category)</td> <td>This issue is used for Lvis Guardrail enforcement on DDGs (Digitally delivered goods). It is opened by proactive teammates, Trust policy, at the request of legal or VeRO after receiving multiple counterfeit reports, or infringement-related removals of DDG products. Sellers with this issue open will still be able to list other types of inventory on the site, but nothing related to DDG i.e. ebooks.</td> <td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.</td> <td> Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>0961</td> <td>Trading Cards Manual Vetting Completion >\$10K</td> <td>This issue is used to track if a user has been successfully vetted for high value trading cards over \$10K. This is a tracking issue for Buyer Risk to understand if buyer has been previously vetted.</td> <td>No remedy is appropriate as this is for tracking purposes.</td> <td> Buying limits - open transaction, UPI, verification, high amounts, requirements </td> </tr> <tr valign="top"> <td>0962</td> <td>Trading Cards Manual Vetting Completion >\$100K</td> <td>This issue is used to track if a user has been successfully vetted for high value trading cards over \$100K. This is a tracking issue for Buyer Risk

to understand if buyer has been previously vetted.</td> <td>No remedy is appropriate as this is for tracking purposes.</td> <td> Buying limits - open transaction, UPI, verification, high amounts, requirements </td> </tr> <tr valign="top"> <td>0963</td> <td>Guardrail for Philips brand products (PRCi, counterfeit, CF, brand)</td> <td>Issue is dropped by proactive teammates, Trust policy, at the request of legal or VeRO after receiving multiple VeRO reports from Philips, or infringement-related removals of Philips products. Sellers with this issue will be blocked by Lvis rules from listing Philips products in the Health and Beauty category directly and from listing Philips products elsewhere on the site.</td> <td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.</td> <td> Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>0964</td> <td>2.0 Registration Exempt</td> <td>This account has been added to approval list from 2.0 registration requirements.</td> <td>This issue is for reporting purposes only. No remedy required.</td> <td> Managed Payments - Seller Registration </td> </tr> <tr valign="top"> <td>0965</td> <td>Guardrail Magnetballs / Buckyballs (PRCi, prohibited, restricted, P&R)</td> <td>This issue is intended for repeat violators who violated the Product Safety policy by listing unsafe magnetballs. Members with this issue cannot list magnetballs anymore on the site. For more information, please see GUIDE1221</td> <td>Issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam</td> <td> GUIDE1221 </td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771>&Repeat violator (Internal policy name only)&

0966	WLS SIP Confirmed Auto High	This issue track AML SIP Auto Highs. Once placed, it raises the risk level of a seller account to high so that EDD is triggered.
There is no remedy for this issue.		

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1464>&Global Sanctions and PEP&

0967	High Risk Bank Accounts	This issue will be used to identify users with High Risk Bank Accounts. The issue will be consumed by downstream processes such as contact tracking, holds placement, etc.
Issue will be removed by Risk and/or Payments teams when member adds a bank account that is not high risk.		

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1664>&Managed Payments verification - Know Your Customer (KYC)&

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>&Seller risk management (SRM) policy and appeals&

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1074>&Transaction holds&

0968	MCD Debit Fail Payout Block	This issue will be used to block the payouts of sellers who failed debit verifications. Capability to set expiration dates based on policy.
Addition of new debitable bank account or backup CCM.		

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>&Seller risk management (SRM) policy and appeals&

0969	KYC Payout Block	This issue
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is used to action accounts for compliance processes. Payouts will be put on hold until the requested information is received. This issue will be put in place alongside other actions within the package applicator tool. This issue is only actionable by Compliance and IFD. The business rules team may also action for tech issues only, but requires Compliance approval. </td></td>The member must provide the requested information and pass verification successfully. The issue will be opened and closed by the KYC Compliance Ops team. If documents need to be reviewed, use the compliance referral process in [GUIDE1664](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1664).</td></td></td></td></tr></tr><tr valign="top"><td></td></td>TRO (Temporary Restraining Order) Brand Block</td></td>This issue will appear on accounts where Legal has received information that the account has a temporary restraining order against them by another entity (rights owner). Brands that are part of this Lvis block are extensive; issue is only reserved for high-risk accounts and not widely used.</td></td>Issue should not be removed by GCX and should only be done via the Legal team - member should simply be told that they are unable to list certain branded items at this time.</td></td></td></td></tr></tr><tr valign="top"><td></td></td>VeRO - Information for Rights Owners - To be used by VeRO Legal only</td></td></td></td></tr></tr><tr valign="top"><td></td></td>0971</td></td>Seller with written authorization from software rights owners</td></td>This issue may only be used when a seller has documentation from software providers that indicates they are an approved distributor for that software. Issue should not be opened on an account without the prior approval of the PRCi Counterfeits team.</td></td>The issue may only be opened or removed on an account with prior approval from the PRCi Counterfeits team</td></td></td></td></tr></tr><tr valign="top"><td></td></td>VeRO policy - Verified Rights Owner program overview</td></td></td></td></tr></tr>

valign="top"> <td>0972</td> <td>SRM Payout Block</td> <td>Will block payouts until the issue is closed.</td> <td>Opened and closed by SRM team mates as an alternative to using issue 172/772.</td> Seller risk management (SRM) policy and appeals </td> </tr> <tr valign="top"> <td>0973</td> <td>Guardrail for athletic shoes (PRCI, counterfeit, CF, category)</td> <td>This issue is used for a guardrail enforcement of men and women athletic shoes. Sellers with this issue open will not be able to list any products in the athletic shoes categories but will still be able to list other products outside of those categories. This issue is opened by Trust Policy, IFD, Proactive teammates or VeRO after counterfeit-related removals.</td> <td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of Legal.</td> Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>0974</td> <td>Guardrail Adult Magazines - Adult Items Policy (PRCi, prohibited, restricted, P&R)</td> <td>Guardrail is issue based enforcement for adult magazines. This issue is opened by Policy Management or Sweeps teams when a member has multiple violations for the same policy/type of item. Sellers will still be able to list, but they will be blocked with keywords related to adult magazines.</td> <td>No appeals. Please explain the policy to the member. </td> Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>0975</td> <td>Guardrail Pill Presses - Encouraging Illegal Activity policy (PRCi, prohibited, restricted, P&R)</td> <td>Guardrail is issue based enforcement for pill presses. These devices are used to make your own pills or capsules, which is illegal to have or sell on the site. This issue is opened by Policy Management or Sweeps teams when a member

has multiple violations for the same policy/type of item. Sellers will still be able to list, but they will be blocked with keywords related to pill presses and other illegal activity.</td> <td><td>No appeals. Please educate members on policy.</td> <td> Repeat violator (Internal policy name only) </td> <tr valign="top"> <td>0976</td> <td>KYC Compliance Check Request for Information</td> <td>This issue will be used to action and track KYC requests for information for compliance processes. This issue will be put in place alongside other actions within the package applicator tool.</td> <td>The member must provide the requested information and pass verification successfully. The issue will be opened and closed by the KYC Compliance Ops team. Follow the compliance referral process in GUIDE1664.</td> <td> Managed Payments verification - Know Your Customer (KYC) </td> <tr valign="top"> <td>0977</td> <td>Collusive Buyer Tagging</td> <td>This issue is added to Buyer accounts suspended for collusion. Accounts with this issue are suspended and will have evaluations to release funds extended by LVIS rules.</td> <td>This Issue is opened via rules or batch process. It should not be closed by CSR but may be closed by batch.</td> <td> Conspiracy policy </td> <tr valign="top"> <td>0978</td> <td>Collusive Seller Tagging</td> <td>This issue is added to Seller accounts suspended for collusion. Accounts with this issue are suspended and will have evaluations to release funds extended by LVIS rules.</td> <td>This Issue is opened via rules or batch process. CSR should not close this Issue.</td> <td> Conspiracy policy </td>

<td>0979</td> <td>Guardrail for Defeat Devices (PRCi, prohibited, restricted, P&R)</td> <td>Guardrail is issue based enforcement for defeat devices. This issue is opened by Policy Management or GCX teams when a seller is selling defeat devices and related items that are not allowed by the EPA. Sellers will still be able to list, but they will be blocked by Lvis with keywords related to defeat devices.</td> <td>Manually by GCX or policy management</td>

<td><td>Repeat violator (Internal policy name only)</td> <td><td>0980</td> <td>PRCi Forced Manual Review</td> <td>Sends Prohibited, Restricted and Counterfeit Item cases for a user to be manually reviewed in CS queues instead of IFD automation. Should always be placed with 365 day expiration.</td> <td>Manually applied by PRCi policy managers on an escalation basis for indefinite periods and opened by disposition packages to expire automatically after 365 days.</td> <td>Unified consequences path - Trust policies</td> <td>Inf - Counterfeit policy - Infringement</td> <td><td>0981</td> <td>Guardrail Medical Devices (PRCi, prohibited, restricted, P&R)</td> <td>Guardrail is issue based enforcement for Medical Devices. This issue is opened by Policy Management when a member has multiple policy violations for Medical Devices over a 365 day period. Sellers will still be able to list, but they will be blocked by Lvis with keywords related to medical devices</td> <td>No remedy.</td> <td>PI - Medical devices policy - Prohibited and Restricted items</td> <td></td>

0982	Deprecated: No longer in use. FR - Block Pseudo Private Seller Paracom
0983	Deprecated: No longer in use. This issues will block FR sellers who have been identified as "professional" C2C and need to upgrade their account to business. After the account has been upgraded to business, the issue will be closed.
0984	Deprecated: No longer in use. The seller needs to upgrade their account to business or provide valid proof for an exception. Only FR e2M account teammates are allowed to open or close the issue manually.
0985	Repeat violator (Internal policy name only)
0986	Deprecated: No longer in use. FR - Allow Listing Pseudo Private Seller
0987	Deprecated: No longer in use. Allow list for successful FR pseudo private seller appeals. This issue will exclude sellers from pseudo private enforcement for six months.
0988	Deprecated: No longer in use. No action or remedy; the issue will exclude users from FR pseudo private block filters. This issue will be opened by FR e2M teammates only.
0989	International shipping - customs, duties, Value Added Taxes (VAT)
0990	TRO Seller Standards US CBT Selling Restriction
0991	This issue is used for accounts that appear in temporary restraining orders (TROs). Users with this issue are blocked by Lvis from listing on the .com (US) site and are not permitted to select any shipping option which includes the US from any other site.
0992	Counterfeit Sweeps team will open and close this issue at the direction of Legal.
0993	Inf - Counterfeit policy - Infringement
0994	PI Firearm Ammunition Guardrail (PRCi,

prohibited, restricted, P&R)</td> <td>Issue intended for repeat offenders in the area of listing Firearm ammunition and their components. Sellers will not be able to market any ammunition or ammunition components. This issue is intended for sellers who continually list firearm ammunition despite prohibited items removals.</td> <td>Issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam</td> <td> Repeat violator (Internal policy name only) </td> <tr valign="top"> <td>0986</td> <td>First 90 Day Buyer Courtesy</td> <td>This issue will be dropped when a First 90 Day Buyer receives a One Time Courtesy on an eMBG case. If the buyer recontacts in the future and has a similar concern we will pick up this Issue and decline any future courtesys.</td> <td>Issue will be dropped when GJ recommends we issue a Courtesy to an F90D Buyer. This is a "tracking issue" and will remain open on the account indefinitely.</td> <td> First 90 Day Buyer Program Overview (F90DB) </td> <tr valign="top"> <td>0987</td> <td>Tax Compliance Payout Block</td> <td>Issue will be used to block payouts for designated sellers until they meet Tax Compliance requirements.</td> <td>Issue will be automatically be closed when the seller uploads the required information.</td> <td> US Form 1099-K, W-9 Form and Tax Reporting </td> <tr valign="top"> <td>0988</td> <td>AML GIS Flag</td> <td>This is AML/GIS Issue tracking the change of certain account related information. An automated process will notify the issue owner and the user. There is no additional action linked to it.</td> <td>Please do not remove this Issue without AML/GIS approval.</td> <td> <a

https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716	Managed
Payments - Anti Money Laundering	
0989	Empty Box Buyer Courtesy
<p>This issue is for tracking when a buyer has received an empty box courtesy within the last 365 days through the buyer protection program.</p> <p>Issue will be opened by a dispensation package and will be automatically removed 365 days after being placed.</p>	
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1566	Item not received (INR), including stolen from porch
0990	Guardrail for Air Bags (PRCi, prohibited, restricted, P&R)
<p>This issue is placed on repeat offenders selling airbags airbag accessories, steering wheels etc.</p> <p>Only regulatory or policy managers can remove this issue. The area is very high risk.</p>	
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771	Repeat violator (Internal policy name only)
0991	High Profile Account Action
<p>This issue will be used to track accounts that are on the High Profile Account Action List.</p> <p>This issue should be applied/removed by CUD TMs, Brandon Warenski, Jaynann Daly and Chris Callister.</p>	
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1527	Commercial underwriting (CUD)
0992	Abusive Buyer Educational Email
<p>This issue is placed when a buyer is sent the abusive buyer educational email. This email is the first "warning" email for abusive buyer policy. This issue is for tracking only.</p> <p>This issue will be placed by the Buyer Risk Management team when sending buyers this educational email for abusive buyer policy. It will also be placed by automation through IFD at some point.</p>	

<td> Buyer risk
management - Abusive buyer policy </td> </tr> </tr

valign="top"> <td>0993</td> <td>OFAC Sanctions Allow-list</td>

<td>This Issue is used to override compliance/sanctions block rules for OFAC and help Buyers
who have experienced declines when making purchases from Sellers in Managed Payments and
are not shipping to sanctioned addresses. The Sanctions Team will open and close this
Issue.</td> <td>This Issue can only be opened and closed by the Sanctions Team.

Closure of this Issue will remove the block rule exclusion.</td> <td> </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1464">Global

Sanctions and PEP </td> </tr> </tr valign="top">

<td>0994</td> <td>Approved seller - covid test</td> <td>Sellers with this

issue open are allowed to list covid tests and will be excluded from the relevant LVIS block
rules.</td> <td>Contact DL-eBay-Trust-ListingPolicyMgt</td> <td>

</a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753">PI, Inf -

Products with eligibility requirements policy - Prohibited and Restricted Items,
Infringement/Counterfeit </a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1724">PI - Price

gouging policy </td> </tr> </tr valign="top">

<td>0995</td> <td>Japan Priority B2C Account</td> <td>This issue

indicates Japan Priority B2C Account and it is used for tracking purposes and for allow listing from
automated fraud actions in IFD. Issue will be opened/closed by Japan BU.</td>

<td>Tracking and allow-listing issue managed by Japan BU, no remedy required.</td>

<td> </td> </tr> </tr valign="top"> <td>0996</td> <td>PRCI

suspension tracking</td> <td>Added to accounts suspended for PRCI policy violation(s)

and used for tracking and prioritizing accounts linked to the previously suspended user. This is only added by the Disposition Package. Do not manually add. This will also be automatically closed if the account is reinstated after successful appeal.</td><td>This tracking Issue will be automatically opened on all accounts suspended for PRCI policy violation and automatically closed if the account is reinstated after successful appeal. Do not manually open or close this Issue.</td><td>a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1120">Unified consequences path - Trust policies</td></tr><tr valign="top"><td>0997</td><td>Merchant Risk Monitoring</td><td>This issue is tracking accounts that have been reviewed through shadow monitoring process for seller risk queues. It is opened by Seller Risk Policy or CUD team and it is used for manual data pulls.</td><td>Issue to be removed by Seller Risk Policy or CUD team once monitoring of the account is completed. No remedy needed.</td><td>a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1527">Commercial underwriting (CUD)</td></tr><tr valign="top"><td>0998</td><td>Guardrail Books category (PRCi, counterfeit, CF, category)</td><td>Guardrail issue based enforcement for books. Issue is opened by Trust Policy, IFD, proactive teammates or VeRO after counterfeit-related removals. Sellers will still be able to list other products outside of the books categories. Sellers with this issue open will not be able to list any products in the books category.</td><td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, Trust Policy or at the request of legal.</td><td>a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347">VeRO policy - Verified Rights Owner program overview</td></tr><tr valign="top"><td>0999</td><td>Counterfeit policy - Infringement</td><td>This issue is used to track and prioritize accounts linked to the previously suspended user. This is only added by the Disposition Package. Do not manually add. This will also be automatically closed if the account is reinstated after successful appeal. Do not manually open or close this Issue.</td><td>a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331">Inf</td></tr>

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1350"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1350)>Inf -

Electronically delivered items policy - Infringement </td> </tr>
<tr valign="top"> <td>0999</td> <td>Guardrail Publishers specific (PRCi, CF, counterfeit)</td> <td>Guardrail issue based enforcement for books of specific publishers. Issue is opened by Trust Policy, IFD, proactive teammates, at the request of legal or VeRO after counterfeit-related removals. Sellers with this issue will be blocked by Lvis rules from listing books of any of the following publishers: Bedford, Freeman & Worth Publishing Group; LLC d/b/a Macmillan Learning; Cengage Learning, Inc.; Elsevier Inc.; McGraw Hill LLC; Pearson Education, Inc.; Macmillan Holdings; LLC and Elsevier B.V.</td> <td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.</td> <td>
</td>

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347)>VeRO policy -

Verified Rights Owner program overview

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331)>Inf -

Counterfeit policy - Infringement

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1350"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1350)>Inf -

Electronically delivered items policy - Infringement </td> </tr>
<tr valign="top"> <td>1000</td> <td>Guardrail for Sports Trading Cards (PRCi, Counterfeit, CF, Category)</td> <td>Issue is dropped by Brand Protection or VeRO after receiving multiple VeRO reports regarding Sports Trading Cards, or infringement-related removals of Sports Trading Cards. Sellers with this issue will be blocked by LVIS rules from listing Sports Trading Cards in the Sports Trading Cards category directly on the site.</td> <td>Appeals are not accepted for this restriction. This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.</td> <td>

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347)>VeRO policy -

Verified	Rights	Owner	program	overview
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331				
Counterfeit	policy	-	Infringement	
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1350				
Electronically delivered items	policy	-	Infringement	
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1443				
Brand protection information - Infringement				
<div> <div>1001</div> <div>Guardrail for Whirlpool Filters (PRCi, Counterfeit, CF, Brand)</div> <div>Issue is dropped by Trust Policy, IFD, proactive teammates, at the request of legal or VeRO after receiving multiple VeRO reports from Whirlpool, or infringement-related removals of Whirlpool Filter products. Sellers with this issue will be blocked by LVIS rules from listing Whirlpool Filters in the Water Purification category directly and from listing Whirlpool Filters elsewhere on the site.</div> <div>This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.</div> </div>				

Verified	Rights	Owner	program	overview
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347				
Counterfeit	policy	-	Infringement	
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1443				
Brand protection information - Infringement				
<div> <div>1002</div> <div>Guardrail for Jewelry (PRCi, CF, counterfeit, category)</div> <div>Issue is dropped by Trust Policy, IFD, proactive teammates, at the request of legal or VeRO after receiving multiple counterfeit reports from rights owners and buyers. Sellers with this issue will be blocked by Lvis rules from listing in the Jewelry category.</div> <div>Appeals are not accepted for this restriction. This issue can only be opened or closed by</div> </div>				

proactive teammates, VeRO, IFD, trust policy or at the request of legal.</td> </td>

[-](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347)

Verified Rights Owner program overview

[-](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331)

Counterfeit policy - Infringement

[- Brand](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1443)

protection information - Infringement

[- Jewelry](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1266)

policy - List practices </td> </tr> <tr valign="top">

<td>1003</td> <td>High Risk Potential Stolen ID</td> <td>This issue is

used to track and action sellers suspected of using stolen ID on the platform. This issue will be

opened by disposition package and respective Elvis rules will take the following actions: block

payout, block new listings and restrict existing listings.</td> <td>Appeals are not accepted

for this restriction. Seller Risk Onboarding Team will require Sellers to provide the ID/Bank

documents before closing this issue.</td> <td>

registration policy </td> </tr> <tr valign="top">

<td>1004</td> <td>Collection CCM/Top Up Pause</td> <td>This issue is

used to stop CCM attempts when there have been multiple CCM rejects/failures. The CCM will be

stopped until the seller makes a one-time payment or through a successful sale to clear the SVA

negative balance.</td> <td>Global Collections will open the issue through a daily batch

process. Reinstatement of the issue will be done through reinstatement rules (BES event) when the

balance is paid/cleared.</td> <td>

Collections (Seller) and bankruptcy </td> </tr> </tr>

valign="top">	<td>1005</td>	<td>Guardrail for Adidas-branded products (PRCi, counterfeit, CF, category)</td>	<td>This issue is opened by Trust, Policy, IFD, Proactive teammates, or VeRO after receiving multiple VeRO reports from Adidas, or infringement-related removals of Adidas-branded products. Sellers with this issue will be blocked by LVIS rules when using Adidas-related keywords in the title or the "brand" item specific field.</td>	<td>This issue can only be opened or closed by proactive teammates ,VeRO, IFD, Trust, Policy, or at the request of legal.</td>	<td>		VeRO policy - Verified Rights Owner program overviewInf Counterfeit policy - InfringementInf - Brand protection information - Infringement
<td>1006</td>	<td>Mexico - Valid RFC number</td>	<td>Tracking only. The purpose of the issue is to identify sellers that have uploaded a valid RFC tax number on their account.</td>	<td>There is no resolution for this issue, it is used for tracking purposes only. The issue will be opened and closed by teammates trained of the manual verification of the RFC number.</td>	<td> </td>	<td>	<td>	<td>
valign="top">	<td>1007</td>	<td>Guardrail Building Toys (PRCi, Counterfeit, CF, Category)</td>	<td>This issue is dropped by Trust Policy, IFD, proactive teammates, at the request of legal or VeRO after receiving multiple VeRO reports regarding Building Toys, or infringement-related removals of Building Toys. Sellers with this issue will be blocked by LVIS rules from listing in the Building Toys category directly on the site.</td>	<td>This issue can only be opened or closed by proactive teammates ,VeRO, IFD, Trust, Policy, or at the request of legal.</td>	<td>		VeRO policy -

Verified	Rights	Owner	program	overview
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331				
Counterfeit	policy	-	Infringement	
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1443				
Brand protection information - Infringement				
valign="top">				
1008				
Seller - Permanent collusion restriction				
The seller account is under a permanent collusion restriction for collusion violations. This issue is opened and closed by the Collusion team, DPs, and IFD and is enforced by LVIS rules.				
Issue may only be opened and closed by the Collusion team.				
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1796				
Conspiracy				
policy				
valign="top">				
1009				
Buyer - Permanent collusion restriction				
The buyer account is under a permanent collusion restriction for collusion violations. This issue is opened and closed by the Collusion team, DPs, and IFD and is enforced by LVIS rules.				
Issue may only be opened and closed by the Collusion team.				
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1796				
Conspiracy				
policy				
valign="top">				
1010				
Seller - 3 day collusion restriction				
The seller account is under a 3 day restriction for collusion violations. This issue is opened and closed by the Collusion team, DPs, and IFD and is enforced by LVIS rules.				
Issue may only be opened and closed by the Collusion team. The selling restriction will expire naturally after 3 days.				
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1796				
Conspiracy				
policy				
valign="top">				

1011	Buyer - 3 day collusion restriction	The buyer account is under a 3 day restriction for collusion violations. This issue is opened and closed by the Collusion team, DPs, and IFD and is enforced by LVIS rules.	Issue may only be opened and closed by the Collusion team. The buying restriction will expire naturally after 3 days.
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https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1796 Conspiracy policy			
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1012	Seller - 7 day collusion restriction	The seller account is under a 7 day restriction for collusion violations. This issue is opened and closed by the Collusion team, DPs, and IFD and is enforced by LVIS rules.	Issue may only be opened and closed by the Collusion team. The selling restriction will expire naturally after 7 days.
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https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1796 Conspiracy policy			
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1013	Buyer - 7 day collusion restriction	The buyer account is under a 7 day restriction for collusion violations. This issue is opened and closed by the Collusion team, DPs, and IFD and is enforced by LVIS rules.	Issue may only be opened and closed by the Collusion team. The buying restriction will expire naturally after 7 days.
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https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1796 Conspiracy policy			
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1014	Seller - Potential collusion account	This issue is used to monitor potentially collusive accounts. It is used for tracking purposes only.	Issue is opened and closed by IFD. Teammates should not close this issue.
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https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1796 Conspiracy			
--	--	--	--

policy

- 1015 Buyer - Potential collusion account

This issue is used to monitor potentially collusive accounts. It is used for tracking purposes only.

Issue is opened and closed by IFD. Teammates should not close this issue.

- [Conspiracy](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1796)

policy

- 1016 Shill bidding fixed price restriction

This restriction is placed after multiple warnings for Shill bidding. The account is limited to listing in Fixed Price format only by Lvis rules and will no longer be able to list auction style listings.

This restriction will remain on the account permanently as the member was given multiple warning/restrictions previously.

- [Inv - Shill Bidding Policy](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1388)

- 1017 VeRO Advocate Handling

This is a tracking issue only. It is designated for members who are receiving special VeRO advocate handling and routing of any VeRO issues. Please route any SR's regarding VeRO inquiries to the VeRO advocate team.

This issue should only be closed by a member of the VeRO advocate team. Please do not open/close this issue if you are not affiliated with that team.

- [VeRO policy - Verified Rights Owner program overview](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1422)

- 1018 Recently reinstated account tracking - High Risk Selling

This issue indicates that the account was suspended or restricted after a High Risk Selling review and it has been reinstated following an appeal. Depending on the original action, a suspension has been lifted and an issue 188 or issue 123 have been closed. The issue is

used for tracking purposes and should not be closed. It may be used to trigger other consequences such as temporary Payout Blocks, holds, hot item limits, etcetera.			
This issue will be opened and closed automatically via batches and/or rules/IFD. This issue is not a restriction, we're not requesting any action from the account holder and it should never be closed manually.			
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1097	New seller registration policy		
KYC Payouts Release W8 upload			
This issue is designated for members who have submitted a W8 that has been approved by our Tax Team to remove any payout blocks in relation to an invalid TIN/ B notice.			
This issue should only be closed by GCX after written approval from our Tax Team. Please do not open or close this issue if you are not affiliated with that team.			
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1765	US Form 1099-K, W-9 Form and Tax Reporting		
Guardrail for handbags (PRCi, CF, counterfeit, category)			
This issue is dropped by Trust Policy, IFD, proactive teammates, at the request of legal or VeRO after receiving multiple counterfeit reports from rights owners and buyers. Sellers with this issue will be blocked by Lvis rules from listing in the handbag category.			
This issue can only be opened or closed by proactive teammates, VeRO, IFD, Trust, Policy, or at the request of Legal.			
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1347	VeRO policy - Verified Rights Owner program overview		
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1443	Inf - Brand protection information - Infringement		
https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1331	Inf - Counterfeit policy - Infringement		

valign="top"> <td>1021</td> <td>Guardrail PI General - Pesticides (PRCi, prohibited, restricted, P&R)</td> <td>This issue is intended for Pesticides repeat offenders. Sellers with this issue will be blocked by Lvis rules from listing any pesticide related products.</td> <td>This issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam</td> <td> PI - Pesticides policy - Prohibited and Restricted items </td> </tr> <tr> <td>1022</td> <td>Guardrail for AG Handbags (PRCi, CF, counterfeit, category)</td> <td>This issue is dropped by Trust Policy, IFD, proactive teammates, at the request of legal or VeRO after a seller has failed Authentication for handbags. Sellers with this issue will be blocked by Lvis rules from listing the following Brands in the handbag category.</td> <td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, Trust, Policy, or at the request of Legal.</td> <td> Authenticity Guarantee VeRO policy - Verified Rights Owner program overview Inf - Brand protection information - Infringement Inf - Counterfeit policy - Infringement </td> </tr> <tr> <td>1023</td> <td>Identified Business Buyer</td> <td>This tracking issue is dropped when an account has been identified and verified as a Business Buyer.</td> <td>Buyer Risk Policy will open and close the issue. This is a manual process. No restrictions.</td> <td> Buyer risk

management - Abusive buyer policy

- Guardrail Sexually Explicit Home Items (PRCi, prohibited, restricted, P&R)

This Issue is intended for repeat offenders of Sexually Explicit Home Items (pillows, mousepads, mugs, etc.) in various Home & Garden categories. Sellers with this Issue will be blocked by Lvis from offering such products.

Issue can be opened and closed by GCX Teammates

PI - Adult items policy - Prohibited and Restricted items

Vault Enablement User Enrollment Risk Allow List

The user has been excluded from non-identity risk rules related to the vault enrollment flow.

Buyer Risk Policy will open and close the issue. This is a manual process.

No restrictions.

Managed Payments - Transaction Risk

The eBay Vault

Vault Transaction Risk Decline Override

This issue will be used to override block rules in Vault flows only. It will help buyers who have experienced risk declines when making purchases either 'to Vault' or during 'withdrawal from vault' flows. Only the back office team is able to open this issue.

Issue will be opened and closed by the GCX Back office payments teammates for buyers who want to undergo vault related transactions.

Managed Payments - Transaction Risk

The eBay

Vault

- Guardrail for Prevagen (PRCi, prohibited, restricted, P&R)
- We get regular reports from the maker of the supplement Prevagen for sellers listing items not in their original packaging. When we remove these we want to guardrail repeat violators from being able to use the word Prevagen (it's otherwise an allowed supplement).
- GCX, Regulatory and PI policy manager can place the issue or can remove it.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1210> - Prescription and over-the-counter drugs policy - Prohibited and Restricted Items

- Low Risk Sellers with early access to features
- Low risk sellers and are granted early holds graduation, high selling limits and early access to PL and other features.
- Issue is for flagging and tracking purposes. No actions or disposition packages are associated with the issue.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=LIVE2295> - New seller onboarding

- Low Risk Sellers with photo ID verification triggered
- Low risk sellers and are given early holds graduation, high selling limits and early access to PL and other features if they pass the photo ID verification.
- Issue is for flagging and tracking purposes. No actions or disposition packages are associated with the issue.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=LIVE2295> - New seller onboarding

- High Risk Sellers with photo ID verification triggered
- High Risk Sellers with photo ID verification triggered. They will be allowed to list only if they pass the verification, otherwise they will be blocked from selling.
- Issue is for

flagging and tracking purposes. No actions or disposition packages are associated with the issue.

https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1097	New seller registration policy		
1031	High Risk Sellers with Selfie and photo ID verification triggered		High Risk Sellers with Selfie and photo ID verification triggered. They will be allowed to list if they pass the verification, otherwise they will be blocked from selling.
1032	iCBT Meta Stone Program		The issue is to flag iCBT B2C sellers who participated in a local initiated program "Meta Stone Club" which are a group of sellers who are qualified for high customer value, growth potential, unique sourcing of inventory, while able to maintain high service standard with trustworthy behavior. Meta Stone program is designed to help these sellers unlock business growth opportunities by reducing possible business friction.
	APAC GCX team will open and close this issue per instruction from iCBT BMO Team.		
1033	AML Legal Compliance Permanent Suspension		This issue will be used to suspend permanently and track AML Legal Requests for Exit relationship for AML Compliance processes. This issue will be put in place alongside other actions within the package applicator tool.
	Managers of EDD Compliance Group would be the only group of individuals to open/close the issue following AML Legal decision (dl-ebay-edd-leads@ebay.com).		
https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1716	Managed Payments - Anti Money Laundering		

valign="top"> <td>1034</td> <td>Guardrail Jewelry Tiffany Block (PRCi, counterfeit, CF, brand)</td> <td>Guardrail Issue based enforcement for Jewelry (Tiffany). Issue is opened by Trust Policy, IFD, proactive teammates, at the request of legal or VeRO after receiving multiple VeRO reports, infringement-related removals or defects of this brand or its products. Sellers will still be able to list other brands on the site in Jewelry category. Sellers with this issue open will not be able to list any Tiffany branded products or items using trademarked terms or words associated with Tiffany.</td> <td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, Trust, Policy, or at the request of legal.</td> <td>VeRO policy - Verified Rights Owner program overviewInf - Brand protection information - InfringementInf - Counterfeit policy - Infringement</td> </tr>

valign="top"> <td>1035</td> <td>Guardrail Jewelry Bvlgari Block (PRCi, counterfeit, CF, brand)</td> <td>Guardrail Issue based enforcement for Jewelry (Bvlgari). Issue is opened by Trust Policy, IFD, proactive teammates, at the request of legal or VeRO after receiving multiple VeRO reports, infringement-related removals or defects of this brand or its products. Sellers will still be able to list other brands on the site in Jewelry category. Sellers with this issue open will not be able to list any Bvlgari branded products or items using trademarked terms or words associated with Bvlgari.</td> <td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, Trust, Policy, or at the request of legal.</td> <td>VeRO policy - Verified Rights Owner program overviewInf - Brand protection information - InfringementInf - Counterfeit policy - Infringement</td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1443> - Brand protection information - Infringement

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331> - Counterfeit policy - Infringement

1036	Guardrail Jewelry Cartier Block (PRCi, counterfeit, CF, brand)	Guardrail Issue based enforcement for Jewelry (Cartier). Issue is opened by Trust Policy, IFD, proactive teammates, at the request of legal or VeRO after receiving multiple VeRO reports, infringement-related removals or defects of this brand or its products. Sellers will still be able to list other brands on the site in Jewelry category. Sellers with this issue open will not be able to list any Cartier branded products or items using trademarked terms or words associated with Cartier.
1037	Guardrail Jewelry David Yurman Block (PRCi, counterfeit, CF, brand)	Guardrail Issue based enforcement for Jewelry (David Yurman). Issue is opened by Trust Policy, IFD, proactive teammates, at the request of legal or VeRO after receiving multiple VeRO reports, infringement-related removals or defects of this brand or its products. Sellers will still be able to list other brands on the site in Jewelry category. Sellers with this issue open will not be able to list any David Yurman branded products or items using trademarked terms or words associated with David Yurman.

be opened or closed by proactive teammates, VeRO, IFD, Trust, Policy, or at the request of legal.

Verified	Rights	Owner	program	overview
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href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347">VeRO policy - Brand protection information - Infringement

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331">Inf - Counterfeit policy - Infringement

valign="top"> 1038 Guardrail Jewelry Gucci Block (PRCi, counterfeit, CF, brand) Guardrail Issue based enforcement for Jewelry (Gucci). Issue is opened by Trust Policy, IFD, proactive teammates, at the request of legal or VeRO after receiving multiple VeRO reports, infringement-related removals or defects of this brand or its products. Sellers will still be able to list other brands on the site in Jewelry category. Sellers with this issue open will not be able to list any Gucci branded products or items using trademarked terms or words associated with Gucci.

This issue can only be opened or closed by proactive teammates, VeRO, IFD, Trust, Policy, or at the request of legal.

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347">VeRO policy - Verified Rights Owner program overview

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1443">Inf - Brand protection information - Infringement

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331">Inf - Counterfeit policy - Infringement

valign="top"> 1039 Guardrail Jewelry Van Cleef & Arpels (PRCi, counterfeit, CF, brand) Guardrail Issue based enforcement for Jewelry (Van Cleef & Arpels). Issue is opened by Trust Policy, IFD, proactive teammates, at the request of legal or

VeRO after receiving multiple VeRO reports, infringement related removals or defects of this brand or its products. Sellers will still be able to list other brands on the site in Jewelry category. Sellers with this issue open will not be able to list any Van Cleef & Arpels branded products or items using trademarked terms or words associated with Van Cleef & Arpels.

This issue can only be opened or closed by proactive teammates, VeRO, IFD, Trust, Policy, or at the request of legal.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347> VeRO policy - Verified Rights Owner program overview

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1443> Inf - Brand protection information - Infringement

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331> Inf -

Counterfeit policy - Infringement

1040 Guardrail Jewelry Pandora (PRCi, counterfeit, CF, brand)

Guardrail Issue based enforcement for Jewelry (Pandora). Issue is opened by Trust Policy, IFD, proactive teammates, at the request of legal or VeRO after receiving multiple VeRO reports, infringement related removals or defects of this brand or its products. Sellers will still be able to list other brands on the site in Jewelry category. Sellers with this issue open will not be able to list any Pandora branded products or items using trademarked terms or words associated with Pandora.

This issue can only be opened or closed by proactive teammates, VeRO, IFD, Trust, Policy, or at the request of legal.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347> VeRO policy - Verified Rights Owner program overview

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1443> Inf - Brand protection information - Infringement

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331> Inf -

Counterfeit policy - Infringement

1041	Guardrail Jewelry Chanel (PRCi, counterfeit, CF, brand)	Guardrail Issue based enforcement for Jewelry (Chanel). Issue is opened by Trust Policy, IFD, proactive teammates, at the request of legal or VeRO after receiving multiple VeRO reports, infringement-related removals or defects of this brand or its products. Sellers will still be able to list other brands on the site in Jewelry category. Sellers with this issue open will not be able to list any Chanel branded products or items using trademarked terms or words associated with Chanel.
1042	Stored Value Open Unauthorized Claim Issue	This issue would be used to identify users that have an open unauthorized claim where Stored Value was used. The issue will be opened by GCX when a user comes in with an unauthorized claim where Stored Value was used. Once the claim is closed the issue will be closed by GCX.
1043	Vault Withdrawal Block	New issue required for manual and automated withdrawal blocks from eBay Vault. Where there are confirmed fraud/credit

risk, User is unable to withdraw item from eBay Vault until eBay Account is returned to good standing. Initially new issue will be placed manually by GAP/CUD/FACT teams.</td></tr><tr><td>eBay account must be returned to good standing. Issue will be manually removed by CUD, FACT, GAP or Credit Risk teammates once review is complete.</td><td></td></tr></table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1779>>The eBay vault

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1527>>Commercial underwriting (CUD)</td></tr><tr valign="top"><td>1044</td><td>Motors Top Account</td><td>Tracking issue for Motors Top Accounts. Can be opened/closed by PRCI Policy Managers and Motors Policy Advocates. Used for PRCi protections and tracking for Motors Top Accounts.</td><td>Opened/closed by PRCI policy and Motors Policy Advocates as part of quarterly governance of Motors Top Account list.</td></tr></table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1070>>Inf, LP, PI, and VeRO - Listing policies - item ended, removed, or not renewed (seller)

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1676>>Merchant support operations (MSO) lobby</td></tr><tr valign="top"><td>1045</td><td>US New Sellers Assigned in Hold-out Group</td><td>US New Sellers who have selling privilege and are younger than 30 days post their first listing. They are randomly selected to be put into a hold out group to be excluded from any selected risk actions.</td><td>Issue is for flagging and tracking purposes. No actions or disposition packages are associated with the issue.</td></tr></table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097>>New seller registration policy</td></tr><tr valign="top">

1046	Appeal denial of High Risk Selling/New Seller Reg/Mass Reg	The issue indicates that an appeal is denied for restriction/suspension of High Risk Selling/New Seller Reg/Mass Reg. Denial is the result of either identity verification failure or teammate review. This is an indicator to block seller from repeated appeals.	The issue is opened and closed either automatically via batches and/or rules, or manually by teammates.	<ul style="list-style-type: none"> https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1097
1047	Korea Green Channel Account	Issue is opened on account after the account has completed Korea Green Channel Onboarding. Customer has provided Individual Business Registration (for sole props), Official Identification, Address Verification and Used Dealer License (if applicable). Issue is used for tracking and automated fraud process exclusions.	Issue is open and closed by Korea GCX team. For more information on KO Green Channel process, please contact DL-eBay-KOCBT-GC@ebay.com	<ul style="list-style-type: none"> https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1048
1048	Korea Priority B2C Account	This issue indicates Korea Priority B2C Account. It is used for tracking purposes and for allow listing from automated fraud actions in IFD. Issue will be opened/closed by Korea BU.	Issue is opened and closed by Korea GCX team. For more information of KO Green Channel process, please contact DL-eBay-KOCBT-GC@ebay.com	<ul style="list-style-type: none"> https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1049
1049	Category vetted seller - Pharmacy medicines AU	Only vetted sellers are allowed to list in the Pharmacy medicines category on the AU site.	This issue is opened for Sellers that have been vetted by the BU for selling in the listed categories. It should only be opened and closed by this group.	<ul style="list-style-type: none"> https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1210

target="_blank">PI - Prescription and over-the-counter drugs policy - Prohibited and Restricted Items </td> </tr> <tr valign="top">
<td>1050</td> <td>Suspected collusive seller identified via TRISK rules</td>
<td>This issue will be opened for a seller account if pertinent transaction(s) hit collusion related rules at TRISK checkpoints.</td> <td>This issue is opened via rules or batch process. CSR should not close this issue.</td> <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376"

target="_blank">Seller risk management (SRM) policy and appeals
</td> </tr> <tr valign="top"> <td>1051</td> <td>Guardrail for CDs, Vinyls, Cassettes, and LPs</td> <td>Issue is opened by Brand Protection or VeRO after receiving any of the following: a legal escalation, multiple VeRO reports, infringement-related removals, or defective products.</td> <td>Appeals are not accepted for this restriction. This issue can only be opened or closed by VeRO, Brand Protection or at the request of Legal.</td>
</td> </tr> <tr valign="top"> <td>1052</td> <td>European mail carrier accounts</td> <td>Accounts used by mail carriers to sell labels on eBay. This issue will prevent other behavior and should never be removed.</td> <td>This issue should never be removed.</td> </tr> <tr valign="top"> <td>1053</td> <td>Deprecated: No longer in use
 Vulnerable Customer</td> <td>Deprecated: No longer in use.
 eCUK (UK regulated payments entity) is required to record, monitor and support its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX.</td> <td>Deprecated: No longer in use.
 This issue

will be manually opened by UK Compliance and once complete, will be manually closed by UK Compliance.

1054	VeRO Authorized Seller	Tracking issue for VeRO Authorized Sellers. Used for PRCi protections and case routing logic. Open on sellers that we have legal confirmed authorization from one or more brands that the seller is an authorized reseller or has permission to use a brands intellectual property rights when listing products. Specific details about the type of authorization and brand can be found under the VeRO Authorized Status on the account.	Opened/Closed by PRCI Policy Managers and VeRO Policy Advocates as part governance of VeRO Authorized Seller list.	https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347	VeRO policy - Verified Rights Owner program overview
1055	Deprecated:	No longer in use			
	Tax Compliance Payout Block	Deprecated:	No longer in use.		
		Issue will be used to block payouts for designated sellers until they upload a document to be in compliance with a second B-Notice.	Deprecated:	No longer in use.	
		Issue will be automatically be closed when the seller uploads a specific tax form for their registration type.			
				https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1765	US Form 1099-K, W-9 Form and Tax Reporting
1056	Unpaid Item Education	This issue is placed when a buyer is educated about our Unpaid Item policy. This is for tracking purposes only.	This issue will be placed manually by GCX when they send emails to buyers who are abusing our Unpaid Item policy.		
				https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137	Buying limits - open transaction, UPI, verification, high amounts, requirements
1057	Unpaid Item				

Warning

This issue is placed when a buyer is warned about our Unpaid Item policy. This is for tracking purposes only.

This issue will be placed manually by GCX when they send emails to buyers who are abusing our Unpaid Item policy.

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137>Buying limits - open transaction, UPI, verification, high amounts, requirements

1058India & SEA

Listing Restrictions

This issue is added to India & SEA sellers who have risk & trust concerns. Sellers with this issue will not be able to list any additional new items or revise the quantity of any existing item.

Issue is manually opened and closed by the ICBT Business Management team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1747>APAC CBT GC Vertical Block

1059Global Guardrail for Stamps Category

Issue is dropped by the Anti-Counterfeit team after receiving multiple counterfeit reports from eBay buyers or the US Postal Services. Sellers with this Issue will be blocked by eLVIS rules from listing in the Stamps category.

Appeals are not accepted for this restriction. This issue can only be opened or closed by proactive teammates, Anti-Counterfeit Policy team or at the request of the Law department (Legal).

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1166>PRCi - Stamps policy - Prohibited, Restricted and Counterfeit items

1060APAC BU Project Account Allow List Issue

This issue is applied to protect accounts from suspension/restriction actions.

Issue is closed and opened manually by iCBT business management team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1747>APAC CBT GC

Vertical	Block
<td>1061</td>	iCBT BBE Hold
Sellers who kept performing much worse than peer average will be the target group to place the payment hold. Currently threshold is 3x of peer average level, which is adjusted based on each sellers selling profile (category, ASP, courier, etc.).	
Members of iCBT BMO team will manually open/close of the issue.	
Seller risk management (SRM) policy and appeals	
Managed Payments - Payouts	
<td>1062</td>	Vulnerable Customer - financial hardship
eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX	
This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.	
<td>1063</td>	Vulnerable Customer - sight issues
eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX	
This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.	

<td>1064</td> <td>Vulnerable Customer - hearing issues</td> <td>eCUC
(UK regulated payments entity) is required to track and monitor its vulnerable customer population.
There are ongoing discussions/requests from our regulator in the UK requiring eCUC to track and
have the ability to have MI available on all UK sellers deemed to be vulnerable by
OOTP/GCX</td> <td>This issue will be manually opened by front line teams (inc.
OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they
are no longer vulnerable. We must obtain consent from the Customer to add this to the
account.</td> <td> </td> </tr> <tr align="top">

<td>1065</td> <td>Vulnerable Customer - Speech issues</td> <td>eCUC
(UK regulated payments entity) is required to track and monitor its vulnerable customer population.
There are ongoing discussions/requests from our regulator in the UK requiring eCUC to track and
have the ability to have MI available on all UK sellers deemed to be vulnerable by
OOTP/GCX</td> <td>This issue will be manually opened by front line teams (inc.
OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they
are no longer vulnerable. We must obtain consent from the Customer to add this to the
account.</td> <td> </td> </tr> <tr align="top">

<td>1066</td> <td>Vulnerable Customer - low income (<£20,000)</td>
<td>eCUC (UK regulated payments entity) is required to track and monitor its vulnerable
customer population. There are ongoing discussions/requests from our regulator in the UK requiring
eCUC to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by
OOTP/GCX</td> <td>This issue will be manually opened by front line teams (inc.
OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they
are no longer vulnerable. We must obtain consent from the Customer to add this to the
account.</td> <td> </td> </tr> <tr align="top">

<td>1067</td> <td>Vulnerable Customer - mental illness</td> <td>eCUC
(UK regulated payments entity) is required to track and monitor its vulnerable customer population.

There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX

This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.	
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1068	Vulnerable Customer - physical illness - terminal
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eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX

This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.	
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1069	Vulnerable Customer - physical illness - temporary
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eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX

This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.	
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1070	Vulnerable Customer - physical illness - long term
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eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by

OOTP/GCX

This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.		
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1071	Vulnerable Customer - physical illness - permanent	
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eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by

OOTP/GCX

This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.		
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1072	Vulnerable Customer - reading/writing difficulties	
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eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by

OOTP/GCX

This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.		
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1073	Vulnerable Customer - addiction	
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eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by

OOTP/GCX

This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they		
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are no longer vulnerable. We must obtain consent from the Customer to add this to the account.			
1074	Vulnerable Customer - lack of English skills	eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX	This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.
1075	Vulnerable Customer - Bereavement	eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX	This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.
1076	Vulnerable Customer - low numeracy/literacy/financial capability skills	eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX	This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.

<td>1077</td> <td>Vulnerable Customer - caring for another</td>
<td>eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX</td> <td>This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.</td> <td> </td> </tr> <tr valign="top">

<td>1078</td> <td>Vulnerable Customer - age (can be young or elderly)</td>
<td>eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX</td> <td>This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.</td> <td> </td> </tr> <tr valign="top">

<td>1079</td> <td>Vulnerable Customer - mental capacity</td> <td>eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX</td> <td>This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.</td> <td> </td> </tr> <tr valign="top">

<td>1080</td> <td>Vulnerable Customer - recent immigrant</td> <td>eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population.

There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX

This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.	
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1081	Vulnerable Customer - ex-offender
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eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population.

There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX

This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.	
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1082	Vulnerable Customer - armed forces returning from abroad
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eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population.

There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX

This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.	
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1083	Vulnerable Customer - redundancy
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eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population.

There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by

OOTP/GCX

This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.		
1084	Vulnerable Customer - lack of computer literacy	eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX
This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.		
1085	Vulnerable Customer - other (please explain in SR notes)	eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX
This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.		
1086	Vulnerable Customer - lack of financial education/knowledge	eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX
This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer		

advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.

1087	Vulnerable Customer - learning difficulties	eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX	This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.
1088	Vulnerable Customer - domestic abuse	eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX	This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.
1089	Vulnerable Customer - communication related	eCUK (UK regulated payments entity) is required to track and monitor its vulnerable customer population. There are ongoing discussions/requests from our regulator in the UK requiring eCUK to track and have the ability to have MI available on all UK sellers deemed to be vulnerable by OOTP/GCX	This issue will be manually opened by front line teams (inc. OOTP/GCX/Compliance) and stay opened until the Customer advises us to remove it or that they are no longer vulnerable. We must obtain consent from the Customer to add this to the account.

&td>1090</td> &td>Top 1% NSO Low risk sellers with Good ID Model Score or Top 1% Low risk sellers who have passed optional Photo ID verification</td> &td>New Low Risk sellers who are among the top 1% of the good sellers. We will give them No Holds on transaction, high selling limit and access to Promoted Listing from Day 1. No photo ID or Bank Doc required from them.</td> &td>Issue is manually opened/closed by Seller Risk Policy for flagging and tracking purposes. No actions or disposition packages are associated with the issue.</td>

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1097>>New seller registration policy </td> </tr> <tr valign="top">

&td>1091</td> &td>NSO Low Risk sellers with Good ID Model Score</td> &td>New Low Risk sellers with good ID Model Score. We will allow Holds Release after Delivery Confirmation, high selling limit and access to Promoted Listing from Day 1. No photo ID or Bank Doc required from them.</td> &td>Issue is manually opened/closed by Seller Risk Policy for flagging and tracking purposes. No actions or disposition packages are associated with the issue.</td>

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1097>>New seller registration policy </td> </tr> <tr valign="top">

&td>1092</td> &td>NSO Low Risk sellers with Bad ID Model Score</td> &td>New Low Risk sellers with bad or null ID Model Score. We will grant them Holds Early Graduation and medium selling limit. If they pass the optional photo ID verification, they will be granted Holds Release after Delivery Confirmation, high selling limit and access to Promoted Listing from Day 1.</td> &td>Issue is manually opened/closed by Seller Risk Policy for flagging and tracking purposes. No actions or disposition packages are associated with the issue.</td>

&td> </a

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1097>>New seller registration policy </td> </tr> <tr valign="top">

<td>1093</td> <td>NSO Medium Risk sellers with Good ID Model Score</td>
<td>New Medium Risk sellers with a good ID Model Score. We will grant them Holds Early Graduation, medium selling limit and access to Promoted Listing from Day 1. No photo ID or Bank Doc required from them.</td> <td>Issue is manually opened/closed by Seller Risk Policy for flagging and tracking purposes. No actions or disposition packages are associated with the issue.</td>

<td><td>New seller registration policy</td></tr><tr valign="top">

<td>1094</td> <td>NSO Medium Risk sellers with Bad ID Model Score</td>
<td>New Medium Risk sellers with bad or null ID Model Score. If they pass the optional photo ID verification, they will be granted early holds graduation, medium selling limit and access to Promoted Listing from Day 1.</td> <td>Issue is manually opened/closed by Seller Risk Policy for flagging and tracking purposes. No actions or disposition packages are associated with the issue.</td>

<td><td>New seller registration policy</td></tr><tr valign="top">

<td>1095</td> <td>NSO High Risk sellers with Good ID Model Score</td>
<td>New High Risk sellers with good ID Model Score. They do not have selling privilege granted until they pass the mandatory photo ID & provide a bank statement.</td>
<td>Issue is manually opened/closed by Seller Risk Policy for flagging and tracking purposes. No actions or disposition packages are associated with the issue.</td> <td>New seller registration policy</td></tr><tr valign="top">

<td>1096</td> <td>NSO High Risk sellers with Bad ID Model Score</td>
<td>New High Risk sellers with bad ID Model Score. They do not have selling privileges

granted until they pass the mandatory photo ID & Bank verification through PWMB or bank statement.

Issue is manually opened/closed by Seller Risk Policy for flagging and tracking purposes. No actions or disposition packages are associated with the issue.

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1097>New seller registration policy

NSO High Risk sellers Passed Required Photo ID / Bank verification

This issue code is to label New High Risk sellers who have passed mandatory photo ID and have provided a bank statement or passed bank verification as required in

order to gain selling privilege and selling limit. Issue is manually opened/closed by Seller Risk Policy for flagging and tracking purposes. No actions or disposition packages are

associated with the issue.

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1097>New seller registration policy

Guardrail Baby Formula (PRCi, prohibited, restricted, P&R)

This Issue is intended for repeat violators of Baby Formula policy guidelines in the various Baby Categories. Sellers with this Issue will be blocked by Lvis from

offering such products. Issue can be opened and closed by GCX Teammates.

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1097>New seller registration policy

VeRO AAS - Asserted Authorized Seller

Tracking issue for sellers who have asserted authorization but have not been confirmed by a Rights Owner. Used for PRCi protections and case routing logic. Open on sellers that have

asserted, but not yet confirmed by the RO, that they are an authorized reseller or have permission to use a brands intellectual property rights when listing products. Specific details about the type of

asserted authorization and brand can be found under the VeRO Authorized Status on the account.

Opened/Closed manually by PRCI Policy Managers and VeRO Policy Advocates as part governance of VeRO Authorized Seller list.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097>New seller registration policy

1100 NSO High Risk sellers who have hard failed or have exhausted all verification attempts

New High Risk sellers who have hard failed or have soft failed in all verification attempts. Both selling & buying privilege will be blocked on them, and any new seller registration attempts will be blocked until they have successfully appealed.

Issue is manually opened/closed by Seller Risk Policy for flagging and tracking purposes. No actions or disposition packages are associated with the issue.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097>New seller registration policy

1101 Sellers frequently selling open box pesticides or OTC products

Used as a tracking issue to delay and refer sellers who chronically sell open package items (pesticides, pharma).

Issue is manually opened/closed by Trust Policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1210>PRCi - Prescription and over-the-counter drugs policy - Prohibited, Restricted and Counterfeit items

1102 Trusted Buyer Program

This issue is manually dropped by Payments Risk Management for buyers determined to be eligible to be in the Trusted Buyer Program in good standing.

No Remedy is appropriate as this is for tracking purposes.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1779>&The eBay vault </td> </tr valign="top"> <td>1103</td> <td>KYB Manual Verified Denied</td> <td>Buyer has failed KYB for Trusted Buyer identity. Buyer was blocked due to unsuccessfully passing Lexis Nexis screen however upon manual review declined. The account should not be considered to be identity verified.</td> <td>Issue should only be opened/closed manually by Payments Risk Management. Please do not open/close this issue if you are not affiliated with that team.</td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1779>&The eBay vault </td> </tr valign="top"> <td>1104</td> <td>NSO Experiment Sellers</td> <td>Issue ID placed for sellers who are part of the NSO experiment. IFD checks for this issue ID and excludes them from auto-actioning.</td> <td>Issue will be opened by Elvis rules when they are assigned as part of the experiment. Once a GMV threshold is reached, the Elvis rules will close the Issue so that normal course of action can take place. No action or disposition package associated with the issue.</td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097>&New seller registration policy </td> </tr valign="top"> <td>1105</td> <td>Guardrail for knives UK/IE (PRCi, prohibited, restricted, P&R)</td> <td>Guardrail is issue based enforcement for knives listed by UK/IE sellers. This issue is opened by Policy Management or GCX teams when a sellers are selling knives and related items that are not allowed to be sold in UK/IE. Sellers will still be able to list, but they will be blocked by Lvis with keywords related to knives.</td> <td>Issue is placed manually and can be opened/closed by GCX or Policy Management.</td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097>&New seller registration policy </td> </tr valign="top">

&td>1106&td> &td>Book of Business Sellers (DE EPR)&td> &td>Required for the DE EPR Regulatory project around packaging requirements. Needed to allow IFD identify and route all Book of Business (BoB) Sellers for manual review, ensuring no automated actions are be applied to this cohort. BoB sellers are determined by the BU's and are account managed sellers covering around 80% of the yearly DE GMV. Avoiding automated consequences to prevent risking this business.&td> &td>IFD will route these sellers who have received a warning to a queue where they will be reviewed manually, and the appropriate course of action will be taken by a teammate.&td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1775>&td>German EPR Packaging Act - Seller Requirements and Obligations&a>&li> &td>

&tr> &tr valign="top"&td>1107&td> Vault Withdrawal Block Override&td> &td>Manual override for automated withdrawal blocks from eBay Vault.

Restricted/suspended users are unable to withdraw items from eBay Vault until eBay Account is returned to good standing. This issue is required to allow withdrawals from Vault to take place (if there is no risk in relation to the item in eBay Vault) without the overarching selling restriction being removed from the account.&td> &td>Override issue will be manually opened/closed by GAP/CUD/FACT teams.&td> &td> &td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1779>&td>The eBay vault&a>&li> &td> &td>1108&td>

&td>Approved Vehicles Parts and Accessories Tuner Sellers&td> &td>Sellers that have this issue opened on their account will be excluded by Lvis rules which restrict listing in the Vehicles Tuner category.&td> &td>Issue is placed manually and can be opened/closed by Trust Policy Management.&td> &td> &td> &td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1753>&td>PRCi- Products with eligibility requirements policy - Prohibited, Restricted and Counterfeit items&a>&li> &td> &td> &td> &td> &td> &td>

1109	AML- Risk Score Adjustment	This issue will be placed on seller accounts to adjust seller risk score. It does not cause any type of action on user account. This is a regulatory requirement to be able to flag and adjust seller risk score, for AML purposes.
1110	EU/UK Payment Account Open Unauthorized Claim Issue	The Anti-Money Laundering (AML) Legal Compliance Team will have the ability to manually place and remove the issue/package on a seller account. This issue would be used to identify users that have an open unauthorized claim for sellers in EU/UK who are purchasing Shipping labels. We may use the same issue code if the unauthorized dispute is filed on other transactions such as refunds. The issue will be manually opened by GCX when a user comes in with an unauthorized claim where stored value was used. Once the claim is closed the issue will be closed automatically by Lvis rules.
1111	Onboarding Risk Level 1	Issue ID placed at seller registration to signal downstream processes that the seller has a Risk Level 1 at Onboarding. Issue opened by Elvis rules at seller registration. Only for tracking seller risk levels. No action or disposition package associated with the issue.
1112	Onboarding Risk Level 2	Issue ID placed at seller registration to signal downstream processes that the seller has a Risk Level 2 at Onboarding. Issue opened by Elvis rules at seller registration. Only for tracking seller risk levels. No action or disposition package associated with the issue.

<td>1113</td> <td>Onboarding Risk Level 3</td> <td>Issue ID placed at seller registration to signal downstream processes that the seller has a Risk Level 3 at Onboarding.</td> <td>Issue opened by Elvis rules at seller registration. Only for tracking seller risk levels. No action or disposition package associated with the issue.</td> <td>
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<td>1114</td> <td>Onboarding Risk Level 4</td> <td>Issue ID placed at seller registration to signal downstream processes that the seller has a Risk Level 4 at Onboarding.</td> <td>Issue opened by Elvis rules at seller registration. Only for tracking seller risk levels. No action or disposition package associated with the issue.</td> <td>
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<td>1115</td> <td>Onboarding Risk Level 5</td> <td>Issue ID placed at seller registration to signal downstream processes that the seller has a Risk Level 5 at Onboarding.</td> <td>Issue opened by Elvis rules at seller registration. Only for tracking seller risk levels. No action or disposition package associated with the issue.</td> <td>
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<td>1116</td> <td>Onboarding Risk Level 6</td> <td>Issue ID placed at seller registration to signal downstream processes that the seller has a Risk Level 6 at Onboarding.</td> <td>Issue opened by Elvis rules at seller registration. Only for tracking seller risk levels. No action or disposition package associated with the issue.</td> <td>
 <a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=LIVE2295>&New seller onboarding

1117	Onboarding Risk Level 7	Issue ID placed at seller registration to signal downstream processes that the seller has a Risk Level 7 at Onboarding.
1118	Onboarding Risk Level 8	Issue ID placed at seller registration to signal downstream processes that the seller has a Risk Level 8 at Onboarding.
1119	Default Onboarding Risk Level 99	Issue ID placed at seller registration to signal downstream processes that a risk level couldnt be determined for the seller at Onboarding.
1120	AT Non-Compliant VAT Issue	Issue manually placed on sellers likely obliged to register for Valued Added Tax (VAT) in Austria (AT). As no AT VAT ID has yet been provided as proof of their VAT registration OR the VAT ID provided could not

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=LIVE2295>&New seller onboarding

1117	Onboarding Risk Level 7	Issue ID placed at seller registration to signal downstream processes that the seller has a Risk Level 7 at Onboarding.
1118	Onboarding Risk Level 8	Issue ID placed at seller registration to signal downstream processes that the seller has a Risk Level 8 at Onboarding.
1119	Default Onboarding Risk Level 99	Issue ID placed at seller registration to signal downstream processes that a risk level couldnt be determined for the seller at Onboarding.
1120	AT Non-Compliant VAT Issue	Issue manually placed on sellers likely obliged to register for Valued Added Tax (VAT) in Austria (AT). As no AT VAT ID has yet been provided as proof of their VAT registration OR the VAT ID provided could not

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=LIVE2295>&New seller onboarding

1117	Onboarding Risk Level 7	Issue ID placed at seller registration to signal downstream processes that the seller has a Risk Level 7 at Onboarding.
1118	Onboarding Risk Level 8	Issue ID placed at seller registration to signal downstream processes that the seller has a Risk Level 8 at Onboarding.
1119	Default Onboarding Risk Level 99	Issue ID placed at seller registration to signal downstream processes that a risk level couldnt be determined for the seller at Onboarding.
1120	AT Non-Compliant VAT Issue	Issue manually placed on sellers likely obliged to register for Valued Added Tax (VAT) in Austria (AT). As no AT VAT ID has yet been provided as proof of their VAT registration OR the VAT ID provided could not

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=LIVE2295>&New seller onboarding

1117	Onboarding Risk Level 7	Issue ID placed at seller registration to signal downstream processes that the seller has a Risk Level 7 at Onboarding.
1118	Onboarding Risk Level 8	Issue ID placed at seller registration to signal downstream processes that the seller has a Risk Level 8 at Onboarding.
1119	Default Onboarding Risk Level 99	Issue ID placed at seller registration to signal downstream processes that a risk level couldnt be determined for the seller at Onboarding.
1120	AT Non-Compliant VAT Issue	Issue manually placed on sellers likely obliged to register for Valued Added Tax (VAT) in Austria (AT). As no AT VAT ID has yet been provided as proof of their VAT registration OR the VAT ID provided could not

be verified (including ownership & address), their account will be: Blocked from listing on the AT site or if the item location is AT. AT buyers will be blocked from buying from these sellers. Items listed on other sites by these sellers will be blocked from being visible to AT users. </td> <td>Issue is placed manually and can be opened/closed by GCX or Policy Management.</td> <td> Legal regulations on value added tax - Liability of electronic marketplaces - EU countries </td> </tr> <tr valign="top"> <td>1121</td> <td>FR Non-Compliant VAT Issue</td> <td>Issue manually placed on sellers likely obliged to register for Valued Added Tax (VAT) in France (FR). As no FR VAT ID has yet been provided as proof of their VAT registration OR the VAT ID provided could not be verified (including ownership & address), their account will be: Blocked from listing on the FR site or if the item location is FR. FR buyers will be blocked from buying from these sellers. Items listed on other sites by these sellers will be blocked from being visible to FR users. </td> <td>Issue will be opened and closed manually by FR E2M GCX teammates only. Removal of this issue will remove any seller blocks and buyer blocks. Any new items listed by this seller will no longer be subject to the IVF block, blocking visibility to FR.</td> <td> Legal regulations on value added tax - Liability of electronic marketplaces - EU countries </td> </tr> <tr valign="top"> <td>1122</td> <td>PT Non-Compliant VAT Issue</td> <td>Issue manually placed on sellers likely obliged to register for Valued Added Tax (VAT) in Portugal (PT). As no PT VAT ID has yet been provided as proof of their VAT registration OR the VAT ID provided could not be verified their account will be: Blocked from listing on EU sites when seller has registration address in PT or item

location is PT. PT buyers will be blocked from buying from these sellers.
Items listed on other sites by these sellers will be blocked from being visible to PT
users. </td> </td>Issue will be opened and closed manually by HIPO
E2M GCX teammates only. Removal of this issue will remove any seller blocks and buyer blocks.
Any new items listed by this seller will no longer be subject to the IVF block, blocking visibility to PT
registered buyers.</td> </td> Legal
regulations on value added tax - Liability of electronic marketplaces - EU countries
 </td> </tr> </tr valign="top"> </td>1123</td> </td>AML Legal
Compliance Permanent Suspension</td> </td>This issue will be used to suspend
permanently and track AML Legal Requests for Exit relationship for AML Compliance processes.
This issue will be put in place alongside other actions within the package applicator tool.</td>
</td>If member sends in information needed, issue will be manually closed. Managers of EDD
Compliance Group would be the only group of individuals to open/close the issue
(dl-ebay-edd-leads@ebay.com).</td> </td> Managed
Payments - Anti Money Laundering </td> </tr> </tr
valign="top"> </td>1124</td> </td>Vault KYC Incomplete Override</td>
</td>Exclusion added to the vault KYC. Lvis rules to provide an escalation stop gap for vault
withdrawals if KYC is incomplete.</td> </td>Refer the cases to Matt Shustrin, Jeff Yuck to
review and have the override placed manually or work with the KYC team to solve the KYC
problem.</td> </td> </td> </tr> </tr valign="top">
</td>1125</td> </td>Payout Block - 170 Day Extension</td> </td>This issue
will be opened manually by the Seller Risk Policy team (Richard Manning , Meena Padmanabhan,
James McCamey) on escalations from GCX. Sellers with this issue will have the payout block
extended by Lvis rules for up to 170 days from the time of original block and released by the

Unpayable funds evaluation if there are no open disputes. This issue serves as a catch-all for risky sellers who we want to place on payout block or have missed other checks.

This Issue is opened via rules or batch process. It should not be closed by CSR but may be closed by batch.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376> Seller risk management (SRM) policy and appeals

1126 Identity Issue-Greater China Seller

The issue is used to tag sellers who have possible identity issue. This issue does not trigger any account block/restriction. Sellers with this issue tag will go through BU internal processes to prove there is no issue of their identity.

BU can manually open and close the issue if sellers go through BU internal processes. Please contact DL for enquiries, contact DL information as below: DL-eBay-GC-BM DL-eBay-GC-BM@ebay.com.

1127 Würth

Products Guardrail

Some Würth products don't comply with CLP regulation and don't meet labelling requirements. Therefore, these products are not allowed to be sold to the wider public. This issue is for sellers that are circumventing our blocks for Würth products and will block them from listing these in the future.

This issue should only be placed manually by the PI team. The issue should only be closed manually upon approval by the Regulatory/Legal Team.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771> Repeat violator (Internal policy name only)

1128 EU-Block Pseudo Private Seller

This issue will Lvis block C2C EU sellers who have been identified going over the threshold, hence are considered "professional". Seller needs to upgrade their account to business. While the issue is opened their account will be:

- Blocked from listing on all sites.
- Buyers will be blocked from purchasing items from these sellers.
- Items listed on all sites will be

blocked from being visible to all buyers.

After the account has been upgraded to business, the issue will be closed.

Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any seller blocks and buyer blocks.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674>Legal

regulations on value added tax - Liability of electronic marketplaces - EU countries

1129

Intra EU-Block Pseudo Private Seller

This issue will Lvis block C2C EU sellers who have been identified going over the threshold, hence are considered "professional". Seller needs to

upgrade their account to business. While the issue is opened their account will be:

Blocked from listing on other EU sites (except their domestic).

Intra EU Buyers will be blocked from purchasing items from these sellers (wont affect domestic sales).

Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any seller blocks and buyer blocks.

1130

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674>Legal

regulations on value added tax - Liability of electronic marketplaces - EU countries

1130

Approved seller for EPA-regulated Pool chemicals

Sellers with this issue are allowed to sell Pool Chlorine, Algaecide and Bromine which are regulated by the EPA. Non-approved Sellers are

blocked by Lvis rules.

This Issue can only be opened or closed manually by Prohibited Item Policy Manager or GCX Pesticide Advocate. This is an allow-list Issue and it doesn't

require remedy.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1032>PI - Pesticides

policy - Prohibited and Restricted items

1131

Deprecated: No longer in use. Guardrail for

selling watches with exotic materials </td> <td>Deprecated: No longer in use. This Issue is intended for Sellers who have had repeated violations for selling watches that use exotic materials covered under CITES. Sellers with this Issue will be blocked by Lvis rules when offering such products. </td> <td>Deprecated: No longer in use. Approval only by PRCI or Regulatory

</td> <td> PI - Animal

products policy - Prohibited and Restricted Items </td> </tr>

<tr valign="top"> <td>1132</td> <td>Intra EU-CBT Block - Northern Ireland (XI)

impact</td> <td>This issue is added to sellers with more than 10k intra-EU CBT GMV

which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries

they ship to cross border. The issue is added per ship-to EU-country in this case northern Ireland

(XI). If sellers have not provided a valid Northern Irish (XI) VAT ID OR their local VAT ID and OSS

confirmation OR VAT ID provided could not be verified (including ownership and address), they will

see that :Northern Irish (XI) buyers will be blocked from purchasing items from these sellers (ship to

address OR registration address)</td> <td>Issue will be opened and closed by E2M GCX

teammates only. Removal of this issue will remove any buyer blocks.</td>

Legal

regulations on value added tax - Liability of electronic marketplaces - EU countries

 </td> </tr> <tr valign="top"> <td>1133</td> <td>Intra EU-CBT

Block -Netherlands (NL) impact</td> <td>This issue is added to sellers with more than 10k

intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT)

in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this

case Netherlands (NL). If sellers have not provided a valid Dutch (NL) VAT ID OR their local VAT ID

and OSS confirmation OR VAT ID provided could not be verified (including ownership and address),

they will see that Dutch (NL) buyers will be blocked from purchasing items from these sellers (ship to

address OR registration address)</td> <td>Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any blocks.</td> <td>
Legal

regulations on value added tax - Liability of electronic marketplaces - EU countries
 </td> </tr> <tr valign="top"> <td>1134</td> <td>Intra EU-CBT Block - Malta (MT) impact</td> <td>This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Malta (MT). If sellers have not provided a valid Maltese (MT) VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that: Maltese (MT) buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).</td> <td>Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.</td>
Legal

regulations on value added tax - Liability of electronic marketplaces - EU countries
 </td> </tr> <tr valign="top"> <td>1135</td> <td>Intra EU-CBT Block -Luxemburg (LU) impact</td> <td>This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Luxemburg (LU). If sellers have not provided a valid LU VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that : LU buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).</td> <td>Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.</td>

Legal

regulations on value added tax - Liability of electronic marketplaces - EU countries

 </td> </tr> <tr valign="top"> <td>1136</td> <td>Intra EU-CBT

Block - Lithuania (LT) impact</td> <td>This issue is added to sellers with more than 10k

intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT)

in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this

case Lithuania (LT). If sellers have not provided a valid LT VAT ID OR their local VAT ID and OSS

confirmation OR VAT ID provided could not be verified (including ownership and address), they will

see that : LT buyers will be blocked from purchasing items from these sellers (ship to address OR

registration address).</td> <td>Issue will be opened and closed by E2M GCX teammates

only. Removal of this issue will remove any buyer blocks.</td> <td> Legal

regulations on value added tax - Liability of electronic marketplaces - EU countries

 </td> </tr> <tr valign="top"> <td>1137</td> <td>Intra EU-CBT

Block - Latvia (LV) impact</td> <td>This issue is added to sellers with more than 10k

intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT)

in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this

case Latvia (LV). If sellers have not provided a valid LV VAT ID OR their local VAT ID and OSS

confirmation OR VAT ID provided could not be verified (including ownership and address), they will

see that: LV buyers will be blocked from purchasing items from these sellers (ship to address OR

registration address).</td> <td>Issue will be opened and closed by E2M GCX teammates

only. Removal of this issue will remove any buyer blocks.</td> <td> Legal

regulations on value added tax - Liability of electronic marketplaces - EU countries

 </td> </tr> <tr valign="top"> <td>1138</td> <td>Intra EU-CBT

Block - Italy (IT) impact

This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Italy (IT). If sellers have not provided a valid IE VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that : IT buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).

Issue will be opened and closed by E2M GCX teammates only.

Removal of this issue will remove any buyer blocks.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674>Legal

	regulations on value added tax - Liability of electronic marketplaces - EU countries	
	Intra EU-CBT Block - Hungary (HU) impact	This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Hungary (HU). If sellers have not provided a valid HU VAT ID OR their local VAT ID and OSS

confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that : HU buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).

Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674>Legal regulations on value added tax - Liability of electronic marketplaces - EU countries

Intra EU-CBT Block - Finland (FI) impact

This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Finland (FI). If sellers have not provided a valid FI VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that : FI buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).

Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674>Legal regulations on value added tax - Liability of electronic marketplaces - EU countries

Intra EU-CBT Block - Greece (GR) impact

This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Greece (GR). If sellers have not provided a valid FR VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that : GR buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).

Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674>&Legal regulations on value added tax - Liability of electronic marketplaces - EU countries </td> </tr> <tr valign="top"> <td>1143</td> <td>Intra EU-CBT Block - Estonia (EE) impact</td> <td>This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Estonia (EE). If sellers have not provided a valid EE VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that : EE buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).</td> <td>Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.</td> </tr> <tr valign="top"> <td>1144</td> <td>Intra EU-CBT Block - Denmark (DK) impact</td> <td>This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Denmark (DK). If sellers have not provided a valid DK VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that : DK buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).</td> <td>Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.</td> </tr> <tr valign="top"> <td>1145</td> <td>BB 3.0 Intra EU-CBT Block -Czech Republic impact</td> <td>This issue is added to sellers with more

than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Czech Republic(CZ). If sellers have not provided a valid CZ VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that : CZ buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).

Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.

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<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1674>Legal

regulations on value added tax - Liability of electronic marketplaces - EU countries

Intra EU-CBT Block - Croatia (HR) impact

This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Croatia (HR). If sellers have not provided a valid HR VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that: HR buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).

Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.

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<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1674>Legal

regulations on value added tax - Liability of electronic marketplaces - EU countries

Intra EU-CBT Block - Bulgaria (BG) impact

This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Bulgaria(BG). If sellers have not provided a valid BG VAT ID OR their local VAT ID and OSS

confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that : BG buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).

Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674>Legal regulations on value added tax - Liability of electronic marketplaces - EU countries

Intra EU-CBT Block - Belgium (BE) impact

This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Belgium(BE). If sellers have not provided a valid BE VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that : BE buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).

Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674>Legal regulations on value added tax - Liability of electronic marketplaces - EU countries

Intra EU-CBT Block - Austria (AT) impact

This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Austria (AT). If sellers have not provided a valid AT VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that : AT buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).

Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674>>Legal regulations on value added tax - Liability of electronic marketplaces - EU countries </td> </tr> <tr valign="top"> <td>1150</td> <td>Intra EU-CBT Block - Poland (PL) impact</td> <td>This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Poland (PL). If sellers have not provided a valid Polish (PL) VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that: Polish (PL) buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).</td> <td>Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.</td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674>>Legal regulations on value added tax - Liability of electronic marketplaces - EU countries </td> </tr> <tr valign="top"> <td>1151</td> <td>Intra EU-CBT Block - Portugal (PT) impact</td> <td>This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Portuguese (PT). If sellers have not provided a valid Portuguese (PT) VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that: Portuguese (PT) buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).</td> <td>Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.</td> </tr>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674>>Legal regulations on value added tax - Liability of electronic marketplaces - EU countries

 </td> </tr> <tr valign="top"> <td>1152</td> <td>Intra EU-CBT Block - Cyprus (CY) impact</td> <td>This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Cyprus (CY). If sellers have not provided a valid Cypriot (CY) VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that: Cypriot (CY) buyers will be blocked from purchasing items from these sellers (ship to address OR registration address).</td> <td>Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.</td> <td></td></tr></table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674>>Legal regulations on value added tax - Liability of electronic marketplaces - EU countries </td> </tr> <tr valign="top"> <td>1153</td> <td>Intra EU-CBT Block - Romania (RO) impact</td> <td>This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Romania (RO). If sellers have not provided a valid Romanian (RO) VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that: Romanian (RO) buyers will be blocked from purchasing items from these sellers (ship to address OR registration address)</td> <td>Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.</td> <td></td></tr></table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674>>Legal regulations on value added tax - Liability of electronic marketplaces - EU countries </td> </tr> <tr valign="top"> <td>1154</td> <td>Intra EU-CBT Block - Slovakia (SK) impact</td> <td>This issue is added to sellers with more than 10k

intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Slovakia (SK). If sellers have not provided a valid Slovakian (SK) VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that: Slovakian (SK) buyers will be blocked from purchasing items from these sellers (ship to address OR registration address)</td> </td> Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.</td> </td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674></td> Legal

regulations on value added tax - Liability of electronic marketplaces - EU countries </td> </tr> <tr valign="top"> <td>1155</td> <td>Intra EU-CBT Block - Slovenia (SI) impact</td> <td>This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Slovenia (SI). If sellers have not provided a valid Slovenian (SI) VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that: Slovenians (SI) buyers will be blocked from purchasing items from these sellers (ship to address OR registration address)</td> </td> Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.</td> </td>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1674></td> Legal

regulations on value added tax - Liability of electronic marketplaces - EU countries </td> </tr> <tr valign="top"> <td>1156</td> <td>Intra EU-CBT Block - Spain (ES) impact</td> <td>This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this

case Spain (ES). If sellers have not provided a valid Spanish (ES) VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that: Spanish (ES) buyers will be blocked from purchasing items from these sellers (ship to address OR registration address)</td> <td>Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.</td> <td> Legal regulations on value added tax - Liability of electronic marketplaces - EU countries </td> </tr> <tr valign="top"> <td>1157</td> <td>Intra EU-CBT Block - Sweden (SE) impact</td> <td>This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case Sweden (SE). If sellers have not provided a valid Swede (SE) VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they will see that: Swedes (SE) buyers will be blocked from purchasing items from these sellers (ship to address OR registration address)</td> <td>Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.</td> <td> Legal regulations on value added tax - Liability of electronic marketplaces - EU countries </td> </tr> <tr valign="top"> <td>1158</td> <td>Intra EU-CBT Block - France (FR) impact</td> <td>This issue is added to sellers with more than 10k intra-EU CBT GMV which therefore are likely to be obliged to register for Valued Added Tax (VAT) in the EU countries they ship to cross border. The issue is added per ship-to EU-country in this case France (FR). If sellers have not provided a valid French (FR) VAT ID OR their local VAT ID and OSS confirmation OR VAT ID provided could not be verified (including ownership and address), they

will see that French buyers (FR) buyers will be blocked from purchasing items from these sellers (ship to address OR registration address)</td></td> Issue will be opened and closed by E2M GCX teammates only. Removal of this issue will remove any buyer blocks.</td></td>

</td></td></tr></tr> valign="top"></td>1159</td>

</td>COMPLIANCE > AML > SIP > Permanent Selling Restriction</td>

</td>Account is fully restricted for selling, as a part of fulfillment of eBay Compliance obligation.

System used by rule, manually or in batch. COMPLIANCE > AML > Permanent Selling

Restriction
 Member blocked from selling and listing.
 No payment

hold.
 Member CAN continue to buy on eBay.</td></td>This restriction is not

appealable. If seller wants to appeal, please advise that the information has been reviewed and the

appeal is denied. Please reference Guide1464 for more information and escalate to AML Legal

DL-eBay-SIP_Communication if applicable.</td></td>

Sanctions and PEP</td></tr></tr> valign="top">

</td>1160</td></td>User is linked to a large loss</td></td>Issue is placed on

Users who are linked to Sellers who caused a large loss. This is a tracking Issue with no impact on

the account. It is an indicator that this might be a high risk user. This Issue is placed manually by

teammates from Seller Risk.</td></td>This issue has no effect on the account so no

Remedy is needed. It is open/closed manually by Seller Risk Teammates.</td></td>

management (SRM) policy and appeals</td></tr></tr>

valign="top"></td>1161</td></td>Guardrail Ford block (PRCi, counterfeit, CF,

brand)</td> <td>Issue is dropped by Trust Policy, IFD, proactive teammates, at the request of legal or VeRO after receiving multiple VeRO reports from Ford, or infringement-related removals of Ford branded products. Sellers with this Issue will be blocked by Lvis rules from listing Ford products in the Motors category directly.</td> <td>This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.</td> <td>Repeat violator (Internal policy name only)</td></tr> <tr valign="top"><td>1162</td> <td>Indefinite M2M Block</td> <td>Issue set by Disposition Packages for violations of eBay policies. Member will not be able to send M2M messages indefinitely.</td> <td>This will be a batch process through watchdog/IFD. As such opening the issue will be handled by, Alan Kuzmanovic, Phil Broadbent, Jessica Krepps. Closing the issue will be handled through an overturn violation package, this will need to be enabled for teammate use who have permissions for this package.</td> <td>Unified consequences path - Trust policies</td></tr> <tr valign="top"><td>1163</td> <td>Approved seller for case breaks / box breaks</td> <td>Sellers with this issue are allowed to sell within the Case Break categories Non-approved Sellers are blocked by Lvis rules.</td> <td>This Issue can only be opened or closed manually by Prohibited Item Policy Manager. This is an allow-list Issue and it doesn't require remedy.</td> <td>LP - Chance listings policy - List Practices</td></tr> <tr valign="top"><td>1164</td> <td>High risk email domain</td> <td>Account registered with a known high risk email domain such as a disposable account. This account is blocked by Lvis rules from sensitive m2m communication and sms-based verification flows.</td> <td>Account

Security Operations team will remove this issue after an account review with sufficient identity verification.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097> New seller registration policy

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1104> High risk buying policy

1165 Guardrail for PI Hazardous Refrigerants Block

Issue is for PI Hazardous Refrigerants repeat offenders. Sellers will be blocked globally by Lvis rules from listing any refrigerant related products.

Issue can be opened or closed by any member of DL: DL-eBay-PI-HorizontalReviewTeam

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771> Repeat violator (Internal policy name only)

1166 Removal of Guaranteed Fit Protections (PnA)

Issue is added to the account when a member has lost eBay Guaranteed Fit Protections (Service Metric Protection, NN Feedback Removal, and Free Return Labels) by intentionally abusing the program Guaranteed Fit landing page. Protections will be removed via consequence path after the member has received 2-3 warnings.

Issue will be removed if the seller performance improves after losing the protections after a probation period.

P and A - Fitment Protection Enhancements - eBay Guaranteed Fit

1167 Guardrail for Butterfly Lezoline brand

Issue is placed manually by Brand Protection or VeRO after receiving multiple VeRO reports from Butterfly Lezoline, or infringement-related removals of Butterfly Lezoline products. Sellers with this Issue will have Lvis visibility blocks to the EU.

Appeals

need to be escalated to DL-eBay-Anticounterfeits-policy@ebay.com. This issue can only be manually opened or closed by VeRO, trust policy or at the request of legal.

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1771> Repeat violator (Internal policy name only)

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1168 Misuse of Feedback Removals - Caution Teammate

Members with this issue have been flagged for potential Feedback Removal Abuse. This issue will be used to advise the teammate to more closely inspect the feedback prior to removal. Members should not be notified that they have this issue on their account.

Policy team will add and remove this account as needed.

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1299> Feedback misuse policy

-

1169 Misuse of Feedback Removals - Block

"Members with this issue have been flagged for Feedback Removal Abuse. They will be directed to an appeals team for only valid feedback removals. Members should not be notified that they have this issue on their account."

Policy team will add and remove this account as needed.

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1299> Feedback misuse policy

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1170 Certified By Brand Sellers

This issue will help Policy Managers identify a way to protect Certified by Brand (CBB) Sellers from eBay's anti-counterfeit rules.

The issue would be automatically applied to new CBB sellers as soon as they are launched. This means that the listings now receive the 'Authorized Seller' icon on the front end. The Issue will also be opened by a disposition package and issues 97, 980 and 991 will be automatically added by the approved CBB sellers.

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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=LIVE2307>&Certified by Brand</td></tr><tr valign="top"><td>1171</td><td>US medium risk + ID good sellers</td><td>Sellers with this issue are US sellers with onboarding risk level 3/4/5 + ID good. These sellers will not be actioned by onboarding risk policies.</td><td>If seller segment is not in (null, onboarding, emerging), the issue should be closed. GMV/net loss threshold determined by business need.</td></tr><tr><td></td><td></td><td></td><td></td></tr></table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097>&New seller registration policy</td></tr><tr valign="top"><td>1172</td><td>US low risk sellers</td><td>Sellers with this issue are US sellers with onboarding risk level 1 or 2. These sellers will not be actioned by onboarding risk policies.</td><td>If seller segment is not in (null, onboarding, emerging), the issue should be closed. GMV/net loss threshold determined by business need.</td></tr><tr><td></td><td></td><td></td><td></td></tr></table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097>&New seller registration policy</td></tr><tr valign="top"><td>1173</td><td>Unpaid Items (UPI) Bid Limits Policy - Restrict to Immediate Pay Only</td><td>Buyers with extreme UPI behavior will be limited to Immediate Pay only</td><td>As buyers pay for items (by paying for unpaid orders or establishing payment history on immediate pay items) they will graduate out of this "Immediate Pay only" restriction</td></tr><tr><td></td><td></td><td></td><td></td></tr></table>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1137>&Buying limits - open transaction, unpaid cancellations, verification, high amounts, requirements</td></tr><tr valign="top"><td>1174</td><td>DE EPR Electronics -Mass Natural End</td><td>Issue is dropped by GCX colleagues or CS Policy Team when we receive a complaint from a 3rd party lawyer that a seller is not compliant with Waste

Electrical and Electronic Equipment (WEEE) regulations. This issue needs to enable team mates to Mass Natural End listings at Sub-Category level. While this issue is applied to the account, seller cannot re-list in this Sub-Category until issue is removed.</td> <td>Appeals are not accepted for this restriction. It can be opened or closed by proactive teammates, CS Policy or Legal.</td> <td> Inf, LP, PI, and VeRO - Listing policies - item ended, removed, or not renewed (seller) </td> </tr> <tr valign="top"> <td>1175</td> <td>Guardrail for Wheel Bearings, Hubs and Seals (Listing Practices)</td> <td>"Issue is dropped by the Parts and Accessories Business Unit (BU) after a Warn Natural Ending items removal. The sellers with these items removals are not allowed to list new items in this category: eBay Motors (6000) > Parts and Accessories (6028) > Car and Truck Parts and Accessories (6030) > Steering and Suspension (33579) > *Wheel Bearings, Hubs and Seals (170141)*."</td> <td>This issue can only be opened or closed by proactive teammates, or at the request of Legal or the Parts and Accessories BU.</td> <td> Repeat violator (Internal policy name only) </td> </tr> <tr valign="top"> <td>1176</td> <td>Remediation Tracking</td> <td>Issue is dropped by CUD and Credit Risk after confirming accounts need to be remediated following a referral from OPRC.</td> <td>Issue can be removed by CUD and Credit Risk if appeal is successful. All appeals should be routed per MAC note instructions for review. Issue can only be opened or removed by CUD and Credit Risk. Issue can be opened or closed in bulk through IFD processes.</td> <td> Commercial underwriting (CUD) </td> </tr> <tr valign="top"> <td>1177</td> <td>Tax Document Received by Tax Team</td> <td>A seller

has Tax Audit document requirements for W-9 or other documents to be compliant and satisfy B notice requirements, hence resulting in payouts being blocked. After the documents are provided and are acceptable we can remove the block.

Issue should only be closed by GCX after written approval from our Tax Team. Please do not open/close this issue if you are not affiliated with that team.

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1765> US Form 1099-K, W-9 Form, W-8 Form, Withholding, B Notice, and Tax Reporting

DAC7 Full Selling Restriction

This issue is added to sellers who are in violation with DAC7 regulations. If the customer has sold 30 or more items ,or their DAC7 GMV is EUR2000 or more. The customer has failed to provide a valid Tax Identification number (TIN) or equivalent information.

Issue will be closed automatically after the customer has provided a valid Tax Identification number (TIN) equivalent information(e.g. Place of Birth).

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1812> DAC7 - Reporting obligations under the Platforms Tax Transparency Act

Authorized Seller - APAC Sex Dolls

This Issue is intended to allow only approved APAC Sellers to be able to sell sex dolls in the Sexual Wellness Categories. No NEW APAC sellers are allowed to sell sex dolls after this issue is launched.

Issue can be opened and closed by Policy Managers.

DE WEEE Number not provided by GC Business Seller

This issue identifies B2C Business sellers who have not provided a WEEE number, and have registered address country in Mainland China, Taiwan, Hong Kong, or Macau. Their listings are subject to Listing Visibility blocking in some categories and on some sites. Issues indicates that the seller is not compliant with WEEE regulations.

Issue is opened and closed via

automation. It can also be opened or closed manually by proactive teammates, CS Policy or Legal.			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1775	German	Extended Producer Responsibility (EPR) for Sellers	
1181	DE	EPR repeat violator	
<p>This issue identifies who seller repeatedly (repeat violator) does not have a valid WEEE# and the listing is on the DE site and in the DE EEE category.</p> <p>Issue is opened and closed via automation. It can also be opened or closed manually by proactive teammates, CS Policy or Legal.</p>			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1775	German	Extended Producer Responsibility (EPR) for Sellers	
1182	DE	EPR Packaging - reactive domestic / active CBT	
<p>This issue is for sellers that have a valid complaint received, B2C SIAB seller, DE Seller, listing ids in complaint, no verified Lucid#, listing site is DE and not excluded category.</p> <p>Issue is opened and closed via automation. It can also be opened or closed manually by proactive teammates, CS Policy or Legal.</p>			
https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1775	German	Extended Producer Responsibility (EPR) for Sellers	
1183		Seller Protections Guarantee	
<p>Allow CS Tech to provide specified sellers with grace period (72 hrs TBD) for certain policy violations before actions are taken on their accounts. Allow Sellers to be ring fenced for TMs to be able to determine they are part of this program. Allow CS Tech identify sellers correctly and to apply required changes for Seller routing for those within the program.</p> <p>In the case of violations we will ask sellers to provide an action plan for how they will resolve the violation and prevent this from happening in the future. This action plan will be discussed with the seller through a</p>			

proactive contact from a TM and the same TM will need to review the requisite action plan provided by the seller. Hence the need to ring fence these customers.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1360> Seller protections and seller protections abuse policy

1184	New Seller Onboarding (NSO) users under manual review	When they are referred for high-risk manual review.	Issue closed once they are deemed non-risky after manual review. No expiration on this issue. No actions or disposition packages are associated with the issue.
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097> New seller registration policy

1185	New Seller Onboarding (NSO) remedy in progress	When a NSO user is referred to an Identity verification remedy. Issue stays open until one of the following is reached - Pass, Fail or No Action for 30 days. This is so that they are not actioned while remedy completion is in progress.	Issue closed once one of the following stage is reached - Pass, Fail or No Action for 30 days. Expiration of 30 days. No actions or disposition packages are associated with the issue.
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<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1097> New seller registration policy

1186	CUD Temporary Selling Restriction	Member's account is currently undergoing a fraud/risk review by CUD. While this review is taking place, the member will not be able to list any additional new items.	All appeals must be directed to CUD. Restriction will remain on the account until the customer has resolved all outstanding concerns notated in the MAC note. Please direct the member to the email sent to their My eBay: Messages for appeal instructions. Use MAC notes to determine what concerns need to be
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resolved by the member.

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1527>; Commercial underwriting (CUD)

1187 CUD Permanent Selling Restriction

Member is permanently restricted from selling due to overall risk concerns. Member can continue to buy on the site.

Issue will stay permanently open on account.

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1527>; Commercial underwriting (CUD)

1188 Guardrail for Dyson Brands

Issue is dropped by Brand Protection or VeRO after receiving multiple VeRO reports from Dyson, or infringement-related removals of Dyson products. Sellers with this Issue will be blocked by LVIS rules from listing Dyson products in the Health and Beauty category directly and from listing Dyson products elsewhere on the site.

Appeals for this restriction can only be reviewed by the team that issued the guardrail. This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.

[Repeat violator \(Internal policy name only\)](#)

1189 New Seller Onboarding (NSO) remedy in progress

This issue will be used as a tracking issue in conjunction with ELVIS to block bidding for users we have identified as excessive Bid Retractors.

This issue's only purpose is to mark their account to trigger an ELVIS rule to prevent bidding from their account.

<https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1283>; INV - Invalid bid retraction policy

1190 Shill Bidding 3 Day Fixed Price Restriction

This

3 day restriction is placed after multiple warnings for Shill bidding. The account is limited by Lvis rules to listing in Fixed Price format only and will no longer be able to list auction style listings.</td><td>This temporary restriction will remain on the account until expiration.</td><td>a

href="https://cskb.qa.ebay.com/csksbapp/art?page=content&id=GUIDE1388">Shill Bidding Policy

1192

Shill Bidding 10 Day Fixed Price Restriction

This 10 day restriction is placed after multiple warnings for Shill bidding. The account is limited by Lvis rules to listing in Fixed Price format only and will no longer be able to list auction style listings.

This temporary restriction will remain on the account until expiration.

new seller, site wide, multi-account

<td>1194</td> <td>Identify eBay Motors US Vehicles Managed Book of Business</td> <td>This is a tracking issue only to help identify Active Vehicles Subscriptions in the US. Please do not close. Issue will be closed automatically when they are no longer on an active contract with us. Please contact the eBay Motors Vehicles Team with any questions about this account.</td> <td>Operations will open and close this issue based on Active non/active contract status.</td> <td> eBay Motors - Buying and selling vehicles </td> </tr> </tr>

<td>1195</td> <td>NSO High Risk sellers with Good ID Model Score Selfie Verification</td> <td>New High Risk sellers with good ID Model Score. They do not have selling privilege granted until they pass the mandatory selfie verification process & provide a bank statement.</td> <td>Issue is placed by IFD and can also be opened/closed manually by Seller Risk Policy for flagging and tracking purposes.</td> <td> New seller registration policy </td> </tr> </tr>

<td>1196</td> <td>Seller has Silent Penny Drop triggered for Bank Verification</td> <td>Silent Penny Drop has been initiated for to verify the debit-ability of seller's bank account.</td> <td>Issue is for flagging and tracking purposes. No actions or disposition packages are associated with the issue.</td> <td> Payments verification - Know Your Customer (KYC) - Talking Points and Workflows </td> </tr> </tr>

<td>1197</td> <td>Fee Fraud Flag</td> <td>This issue will be used to flag fee fraud users (including but not limited to AD fee fraud, high shipping fee fraud, FVF fraud and insertion fee fraud) for tracking, sending to queue review and auto action based on the situation.</td> <td>Closed by policy/GCX team manually.</td> <td> </td> </tr> </tr>

<td>1198</td>

<td>Greater China (iCBT) Seller NonBig7 Warehouse Selling Verification</td>
<td>Greater China sellers with this issue active indicate they have passed NonBig7 warehouse verification and are enabled to listing and stating item location is in NonBig7.</td>
<td>Closed manually by iCBT Business management team or iCBT GCX team.</td>
<td>

<a

Defect Managment (CN only) </td> </tr> </tr>
<td>1199</td> <td>Greater China (iCBT) Seller - NonBig7 Warehouse Verification
Requested</td> <td>Greater China sellers with this issue placed will have NonBig7
Warehouse Verification Requested.</td> <td>Closed by iCBT Business management team
or iCBT GCX team.</td> <td>

<aDefect Managment (CN only) </td> </tr> </tr>
<td>1200</td> <td>Deceased Member</td> <td>This issue is added to
accounts who have been reported as deceased member account. These accounts will be closed
and data deleted after all activities have been closed. Accounts with this open issue will be:

 Restricted from selling and buying items. Items will be
ended (admin or naturally). Excluded from collection cycles.
Close/cancel all subscriptions. Claims & Disputes will be closed with
buyer wins no seller fault. Open transactions will be cancelled.
</td> <td>The issue will remain open until the account has been closed and the data been
deleted.</td> <td>

<aDeceased member reports </td> </tr> </tr>
<td>1201</td> <td>Excessive Cancellation Restriction</td> <td>Issue is
placed via a disposition package when a buyer is identified as having excessive cancellations on

items they paid for. Buyers with this issue will be blocked from buying for at least 7 days and possibly permanently if they continue to cancel transactions.

This issue will be be
appealable by GCX.

Buying limits -
open transaction, UPI, verification, high amounts, requirements

1202

Mass Reg New Buyers Assigned in
Hold-out Group

This issue is for mass registration new buyers who are triggered
by Issue 572 or Issue 850. A certain population of these buyers will be randomly selected into a hold
out group and will then be excluded from any IFD-based risk actions.

The Issue
is for flagging purposes only during user registration stage. No actions or disposition packages are
associated with the issue itself.

High risk
buying policy

1203

New or Infrequent Buyers - Exempt from Bid Limits

This issue will be
placed via a disposition package to exclude users from related block rules.

Opening and closing of this issue will be determined by disposition package
service.

Registering an
eBay account (for buying)

1204

Fraud Returns Pilot Tracking

This issue is
manually placed on selling accounts that are in the fraud returns program in order to track them.
This pilot allows sellers to escalate fraud returns to the buyer risk queue in order for the buyer to be
reviewed for abusive buying.

This issue will be manually closed if a seller is
removed from this program

1567

Returns - Remorse, SNADs, False SNADs, and Forced SNADs

(FSNAD) </td> </tr> </tr> </td>1205</td>
</td>Gift Card Freight Forwarding False Positive</td> </td>Issue ID is placed manually
on the user shipping a Gift Card to a freight forwarding address. This will tag users who are true
false positives and allow them to transact/not be blocked in the future by the same Gift Card Freight
Forwarding Lvis block rules.</td> </td>Issue is applied manually and allows users who are
true false positives to complete transactions. Please review address to determine if this is a freight
forwarding address. If the address is residential, please reach out to smautone@ebay.com and
skashy@ebay.com.</td> </td> <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1571"

target="_blank">eBay Gift Cards </td> </tr> </tr>
</td>1206</td> </td>Cybercrime Activity Suspension Tracking</td>
</td>Tracking issue on accounts suspended for Cybercrime Activity. The issue will be used
downstream in other processes or policies to better identify why the account was
suspended.</td> </td>Will be opened by the disposition package applied via IFD
automated action. Issue should not be closed as it will be used for reporting purposes. Any appeals
should be directed to the eBay Cybercrime Security Team.</td> </td> </td>
</tr> </tr> </td>1207</td> </td>PI Emission Defeat Device Circumvention 24hr
Block</td> </td>Placing issue will be restricted member from selling for 24 hours.</td>
</td>Issue can be opened or closed by any member of DL:
DL-eBay-PI-HorizontalReviewTeam.</td> </td> <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1793"

target="_blank">PI - Emissions control defeat devices policy - Prohibited and Restricted
items </td> </tr> </tr> </td>1208</td>
</td>Gift Card Freight Forwarding Block e2M Routing</td> </td>Issue is placed on the
user shipping a Gift Card to a Freight Forwarding address by Lvis rules.</td> </td>If user's
transaction is blocked based on Gift Card Freight Forwarding Lvis Block rules users will be routed

for manual review by E2M team.</td> <td> eBay Gift Cards </td> </tr> <tr> <td>1209</td> <td>Gift Card Freight Forwarding Appeal Denied</td> <td>Issue is manually placed to tag users who have been reviewed after an initial block, appealed, and are denied.</td> <td>This will be placed manually to allow GCX to see that the users appeal has been denied and to not escalate future blocks under the same rule block/address combination.</td> <td> eBay Gift Cards </td> </tr> <tr> <td>1210</td> <td>AT EPR Seller compliant</td> <td>This Issue indicates that the Seller is complaint with EPR AT regulation. This Issue will be opened as part of AT EPR - Compliant disposition package applied by TM once the Seller appeals an EPR AT case and provides the correct documentation. This disposition package will also take selected listings in the case off-hold.</td> <td>No Remedy needed.</td> <td> Extended Producer Responsibility (EPR) for business sellers </td> </tr> <tr> <td>1211</td> <td>AT EPR Passive CBT restriction</td> <td>This Issue indicates that the Seller is not compliant with AT EPR regulations. It is used for Passive CBT only, it will not impact Domestic or Active CBT listings. The Issue is added by using the AT EPR - Warn Passive CBT disposition package, which does NOT put the listing on-hold but instead removes visibility on the AT site and shipping options to send it to AT with eBay International Shipping services.</td> <td>When the seller uploads the required documents, the TM will check the document then use the EPR - AT Compliant disposition package, which will close this issue.</td> <td> Extended Producer Responsibility (EPR) for business sellers </td> </tr>

target="_blank">Extended Producer Responsibility (EPR) for business sellers </td> </tr> </tr> </td>1212</td> </td>FR EPR selling block</td> </td>This Issue indicates that the Users is not compliant with EPR requirements on the FR site. The seller will be blocked by Lvis rules from listing on the FR site. The Issue is manually opened by TM only when requested from FR BU, Regulatory BU or Policy Manager.</td> </td>FR BU, Regulatory BU or Policy Manager will request closure of this Issue once the Seller is compliant to the EPR regulation on FR.</td> </td> </a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1813"

target="_blank">Extended Producer Responsibility (EPR) for business sellers </td> </tr> </tr> </td>1213</td> </td>Guardrail for Single Use Plastics</td> </td>Issue is intended for repeat offenders in the area of prohibited single use plastics. Sellers will not be able to list any items that are prohibited in this policy.</td> </td>Appeals for this restriction can only be reviewed by the team that issued the guardrail. This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.</td> </td> </a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1834"

target="_blank">PI - Single-use plastic products policy (SUP) - Prohibited and Restricted items </td> </tr> </tr> </td>1214</td> </td>Bid Retraction Abuse 3 Day Fixed Price Restriction</td> </td>This 3 day restriction is placed after multiple warnings for Bid Retraction Abuse. The account is limited by Lvis rules to listing in Fixed Price format only and will no longer be able to list auction style listings.</td> </td>This temporary restriction will remain on the account until expiration.</td> </td> </a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1283"

target="_blank">INV - Invalid bid retraction policy </td> </tr> </tr> </td>1215</td> </td>Bid Retraction Abuse 7 Day Fixed Price

Restriction

This 7 day restriction is placed after multiple warnings for Bid Retraction Abuse. The account is limited by Lvis rules to listing in Fixed Price format only and will no longer be able to list auction style listings.

This temporary restriction will remain on the account until expiration.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1283>

INV - Invalid bid retraction policy

1216

Bid Retraction Abuse 10 Day Fixed Price Restriction

This 10 day restriction is placed after multiple warnings for Bid Retraction Abuse. The account is limited by Lvis rules to listing in Fixed Price format only and will no longer be able to list auction style listings.

This temporary restriction will remain on the account until expiration.

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1283>

INV - Invalid bid retraction policy

1218

Promotion Win Temporary Risk Differentiation Indicator

Issue is dropped when user has won a marketing competition where there is a temporary differentiated risk strategy for promotional order. Issue is for tracking purposes and eLVIS will have rules based on the requirements of the campaign.

This issue will be closed by PreTransaction Risk Policy as appropriate.

1219

NI Limited Liability account tracking

Issue purpose is to track sellers who have indicated and proven they are a Limited Liability entity and are eligible to be reported under Company name/ EIN rather than Name and SSN. These sellers are "non individual" Limited Liability (SMLLC) entities that are either owned by another company or have been verified as an S-Corp, C-Corp, or have filed form 8832 with the IRS to be treated as a corporation.

This issue can only be opened or closed by Tax

1220

Buyer Hit UPI Velocity Block

Issue will be dropped via disposition package to allow front

line teammates to determine if a user hit the product rules.</td> <td>User can self remedy through paying for their open transactions. Issue does not block the member directly.</td><td> </td> <tr> <tr> <td>1221</td> <td>Guardrail Apple (product specific) (PRCi, prohibited, restricted, P&R)</td> <td>This issue is intended for repeat violators who Apple has reported multiple times and continue to listing the reported products (cables, charger, phone covers, etc.). Members with this issue are no longer allowed to list these specific products on the site.</td> <td>Appeals are not accepted for this restriction. This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.</td> <td> </td> <tr> <tr> <td>1222</td> <td>EU Regulatory Issue</td> <td>The issue is added to sellers who have been reported by EU authorities as a repeat offender of EU regulatory laws. The issue specifically targets and limits only the seller's business that is related to the relevant country. As soon as the issue is placed, the seller gets informed they were reported by the authorities and needs to contact the authorities. In addition, we will inform them that we will remove the issue only if we receive confirmation from the authority to do so.</td> <td>The issue will be placed and removed by the Horizontal/Proactive team in SLC/DUB and Ines Driesen.</td> <td> </td><tr> <tr> <td>1223</td> <td>iCBT Seller ID Fraud</td> <td>Flagging sellers after manual review with registration country in HIS (Hipo, India, SEA), who is highly likely to be GC (Greater China) seller, trying to evade more severe trust/risk policy in Greater China. HIS and GC sellers are under international CBT business scope.</td> <td>Closed by policy/GCX team manually after passing POI/POA verification.</td> <td> </td> <tr> <tr> <td>1224</td> <td>Suspicious Member - Protecting Minors Policy</td> <td>This issue is manually placed to track suspicious members who purchase and sell prohibited and questionable materials related to our protecting minors policy.</td> <td>Issue can be opened or closed by any member of DL: DL-eBay-gcx-e2m-ProhibitedItemsProtectingMinors</td> <td> </td> <tr>

Guardrail for FunkoPop (PRCi, Counterfeit, CF, Brand)	Issue is dropped by Brand Protection or VeRO after receiving multiple VeRO reports regarding FunkoPop! figures, or infringement-related removals of FunkoPop! figures. Sellers with this Issue will be blocked by Business rules from listing FunkoPop! figures directly on the site.	Appeals are not accepted for this restriction. This issue can only be opened or closed by proactive teammates, VeRO, IFD, trust policy or at the request of legal.
Dormant Sellers Tagging	This issue is used to flag dormant sellers when they come back and have the first transaction.	It will allow more targeted strategy across checkpoints, and also more convenient tracking and reporting mechanism.
Issue will be opened via rules or batch process. Issue should be automatically closed after 30 days.		
EPR DE Approved List	This issue is added to the account only by Legal direction. It is added/removed only by the Policy Manager or and Legal team. When this issue is open on a seller account then that seller's listings are not blocked or actioned for EPR policy in Germany.	Legal gives direction on who to add or remove.
The issue does not expire (no time limit).		
UK Risk Level 1 Sellers	Sellers with this issue are UK sellers with onboarding risk level 1. These sellers will not be actioned by onboarding risk policies.	If the seller segment is not in (null, onboarding) the issue should be closed.
UK Risk Level 2 Sellers	Sellers with this issue are UK sellers with onboarding risk level 2. These sellers will not be actioned by onboarding risk policies.	If the seller segment is not in (null, onboarding) the issue should be closed.
DE Risk Level 1 Sellers	Sellers with this issue are DE sellers with onboarding risk level 1. These	

sellers will not be actioned by onboarding risk policies.</td> <td>If the seller segment is not in (null, onboarding) the issue should be closed.</td> <td> </td> </tr>

<tr> <td>1231</td> <td>DE Risk Level 2 Sellers</td> <td>Sellers with this issue are DE sellers with onboarding risk level 2. These sellers will not be actioned by onboarding risk policies.</td> <td>If the seller segment is not in (null, onboarding) the issue should be closed.</td> <td> </td> </tr>

<tr> <td>1232</td> <td>US Risk Level 1 Sellers</td> <td>Sellers with this issue are US sellers with onboarding risk level 1. These sellers will not be actioned by onboarding risk policies.</td> <td>If the seller segment is not in (null, onboarding) the issue should be closed.</td> <td> </td> </tr>

<tr> <td>1233</td> <td>US Risk Level 2 Sellers</td> <td>Sellers with this issue are US sellers with onboarding risk level 2. These sellers will not be actioned by onboarding risk policies.</td> <td>If the seller segment is not in (null, onboarding) the issue should be closed.</td> <td> </td> </tr>

<tr> <td>1234</td> <td>Buyer Mass Reg Action Group Tracking</td> <td>This issue is for buyer mass registration users who are triggered by issue 572 or issue 850. This will track these new users and take necessary actions.</td> <td>The issue is for flagging purposes only during user registration stage. No actions or disposition packages are associated with the issue itself.</td> <td> </td> </tr>

<tr> <td>1235</td> <td>UK Digital Sales Reporting - Full Selling Restriction</td> <td>This issue is added to sellers who are in violation with UK Digital Sales Reporting regulation. Customers need to provide their Tax Identification Number (NINO/UTR/CRN) if they sold 30 items or GMV is >2000 or registered as business.
 Placing issue will:
Blocked from listing or revising items.
Items will be ended naturally.
Block buyers from purchasing from seller.
Blocked from creating new accounts
Notified that sales and listings are blocked until a valid looking TIN is provided.</td>

<p>&lt;td>Issue will be closed automatically after the customer has provided a valid looking TIN.&lt;br> &nbsp;Once the TIN has been provided the customer be notified:&lt;br> &nbsp;That selling block is lifted&lt;br> &nbsp;Enable listings&lt;br> &nbsp;Enable buyers to purchase from seller&lt;br> &nbsp;Enable seller to register new accounts&lt;/td></p>	<p>&lt;td>1236&lt;/td> &lt;td>High Risk Bank Flag&lt;/td> &lt;td>This issue will be used to flag high risk bank sellers (including but not limited to new onboarded sellers adding HRB for payout or ATO accounts updating bank to HRB for payout) for tracking, sending to queue review and/or automated batch process.&lt;/td> &lt;td>Closed by policy/GCX team manually.&lt;/td> &lt;td>&nbsp;&lt;/td> &lt;tr> &lt;td>1237&lt;/td> &lt;td>Seller Named in IP Lawsuit&lt;/td> &lt;td>Issue is used for tracking accounts that have been named in intellectual property lawsuits. This is CONFIDENTIAL information and should not be discussed with sellers.&lt;/td> &lt;td>There is no resolution for this issue. This issue is used for tracking purposes only. This Issue is not to be opened or closed by CS agents.&lt;/td> &lt;td>&nbsp;&lt;/td> &lt;tr> &lt;td>1238&lt;/td> &lt;td>High Risk Step-up Enforcement&lt;/td> &lt;td>This issue will be used as a signal in ELVIS if open, to enforce High Risk (SMS) step-ups on user accounts at various checkpoints or after they meet certain criteria.&lt;/td> &lt;td>Only authorized individuals will be allowed to add/remove this issue (Fine Grain Access).&lt;/td> &lt;td>&nbsp;&lt;/td> &lt;/tr> &lt;/tbody> &lt;/table> &lt;/h2></p>
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