

Guided Judgment - Seller limits

GUIDE.SUMMARY Internal Information What Seller Limits reviews are being managed through Guided Judgment. The tool is designed to help teammates make decisions when reviewing limits on accounts. As a teammate, you'll enjoy a far simpler, streamlined experience, where questions, answers, talking points and instructions help you review accounts quickly. Major features include: All relevant information for reviewing limits in a single view. Q&A flow guides, with relevant content and talking points guiding you through decisioning. Recommended actions provided within the flow (with overrides also supported).

Who E2M and Concierge teammates will have access to the Seller Limits Guided Judgment.

Why By replacing old workflows, end-to-end case decision-making saves you time in research and decisioning. Using Guided Judgment will allow you more time to concentrate on servicing our customers in the quickest, simplest, and easiest way possible.

How ASAC permissions are used to grant access to the Guided Judgment Tool. You'll receive notification when your ASAC permissions have been updated.

What this guide is for This guide will provide you with a basic run through of Guided Judgment for Seller limits. It will also provide FAQs, tips, tricks, troubleshooting and advice on bugs as this new experience gets underway.

GUIDE.RELATED_LINKS

Related	articles		
https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1186	Seller vetting and performance reviews (site wide limit increases)		
https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1012	Selling limits		

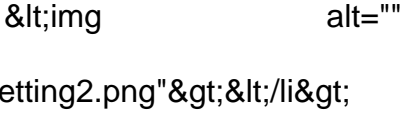
GUIDE.DETAILED_INFORMATION Internal Information

Starting Guided Judgment Usually, Guided

Judgment automatically loads in AD. It loads when you receive a phone/chat/email through Communicator. Sometimes, you may need to manually launch Guided Judgment:

- Follow the steps as if you were opening a manual Seller Vetting case.
- Choose the Seller Vetting (Guided Judgment) radio button.

This will launch the GJ workflow.



Working a case - no action package and overrides

There will be situations where Guided Judgment recommends no action package. In some cases, these cannot be overridden.

If you choose to override a no action package, you must document the decision in the Additional notes field with the following required information:

- Detailed reason(s) why Guided Judgment recommends no action
- Reason why you support a limit increase against the block reasons, examples:
 - A previous limit decrease by mistake
 - A previous insufficient limit increase by mistake
 - Seller business need with no risk concern, specify inventory to be listed including ASP and source
 - Seller has resolved the blocker issue per validation but system has not reflected it yet
- Reason why seller needs the limit increase

Working a case - Leaving notes

Anytime you need to document a case action, it's important you use the Guided Judgment tool to document your notes

The tool is designed to place notes in a unified location so that it's easy to read all notes relevant to a single case in one place.

Using other tools (including MAC Notes and SR Notes) to document an action/adjudication will make more difficult for other teammates to track down the information.

Previous review summary notes will appear in GJ in the next AD release, until then you will need to check in MAC.

Quick view of seller's account details

Within Guided Judgment, you can quickly access key information relating to the sellers account; click the Seller icon in the top-left corner to expand a window with additional

information.

- I think Guided Judgment's recommendation package isn't right for my member's situation

What do do:

- An Override option is available if you think the recommended package isn't quite right for your customer's situation.

Keep in mind:

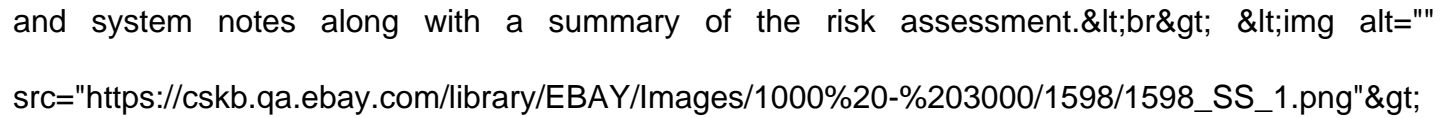
- The product team reviews Overrides to assess the flows and their recommended packages.
- They look for patterns where we're regularly overriding a flow and using a different package than what's recommended.
- They use the override patterns to make logic updates to improve the flows and recommended packages.

How do I conduct a Business Vetting review? The same GJ workflow will be able to be used when conducting a Business Vetting. If seller is going through a first vetting, this will be displayed in GJ. Business vetting logic is now built into the rules and - if relevant - will influence talking points, system notes or limit recommendations. If the account requires Commercial Underwriting review the same steps as today would still apply. Do I need to look for linked accounts outside of Guided Judgment? The entity view should only be reviewed via workbench if linked accounts were flagged by the system and highlighted to be reviewed in Guided Judgment. Whats else can I do in Guided Judgment?

If there is a multi-account issue, Guided Judgment will prompt you to review the multi-account links inside workbench views. If the case is eligible for a limits increase, this can then be done within Guided Judgment.

You no longer need to manually toggle the Site Wide Limits button in the Seller limits tab from no to yes. Guided Judgment does this automatically whenever a member's limits are increased within Guided Judgment.

You can now show previous review summaries on the timeline view by clicking the Notes icon. These contain teammate and system notes along with a summary of the risk assessment.



Seller Limits Timeline view

SRM, ATO, and High Risk Teammates can now access the new Guided Judgment Seller limits summary view from the SRM, ATO, and High Risk workflows in Agent Desktop.

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- PayPal/RSA verified - open issues 261 and set limits automated.
- We have built logic into the rules that will identify if a member is PayPal verified or not. Also, if a member is either PayPal or RSA-verified, Guided Judgment will recommend a new disposition package that automatically opens issues 261 and 160, sets the limits at: UK 100 items / £3500, US 100 items / \$5000, and sends an email to the member.

Text wrapping is now enabled in the Additional Notes field.

You can now jump to the Defect/Feedback removal workflow through the Profile panel by clicking on the three dots. You can also check if a member is a Private or Business seller in the Profile panel:

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