

SNAD Case Management (the Great China Only)

GUIDE.SUMMARY What: Except the specific shipping defect management (Guide1595 & Guide1606), there are other aspects which can reflect the bad buyer experience, one of the most important aspects is claim, dispute or return caused by item SNAD (Significantly Not as Described). To ensure our GC sellers provide great buying experience for global buyers, we provide weekly check for sellers performance on item SNAD claim trend to remind GC sellers of those opportunities to improve their overall experience on eBay. Who: Sellers who have addresses in eBay account locate in the Greater China (China mainland\Hong Kong\Taiwan) and Southeast Asia region (Singapore, Thailand, Malaysia, Vietnam, Philippines, Indonesia) Purpose: Help seller tracking their performance on item SNAD claim and remind seller to solve those issues as soon as possible.

GUIDE.RELATED_LINKS Portal seller BBE dashboard guide (External)

<http://community.ebay.cn/portal.php?mod=view&aid=247> Portal seller BBE dashboard backend tool: (internal for GC CS only)

<https://na01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.ebay.cn%2Fmaisha%2Fsellercenter%2Fperformancetool%2Fbackend%2F&data=02%7C01%7Ceniu%40ebay.com%7Cea0352ee7da94d49419508d4d016e465%7C46326bff992841a0baca17c16c94ea99%7C0%7C0%7C636362244807105573&sdata=rbB31re8V66E0EV%2BLemRg8ZF05jKMZ0T2d8PE82ky9w%3D&reserved=0> Portal seller BBE dashboard backend tool: (internal for GC CS only)

GUIDE.TALKING_POINTS What is item SNAD claim? Item SNAD claim includes item SNAD claim, dispute or return. What is active block? Active Block is an enforcement based on site. For example, when sellers get UK active block, they cannot update their listings or add new listings on UK site, but other sites listings could be edit/added. NA and DE site are the same. In Non-shipping defect program, after seller got limit reduction and non-shipping defect rate keeps high, this seller will get active block. issue383 for NA site block, issue322 for UK site

block, issue 323 for DE site block and issue314 for AU site. If my item SNAD claim does not meet the requirement, what is the impact on my account? If account cant meet item SNAD claim requirement, your account limit will be reduced or been blocked selling on specific eBay site. If account violats requirements frequently or in a long term, the account might be blocked selling on all eBay sites permanently. What I should do if my account have been restricted by item SNAD claim Management? Item SNAD claim includes item SNAD claim, dispute or return. If sellers get restriction and want to release from this program, they could do many things, including (but not limited to) improving the item description or specifics, improving the quality of images, responding buyer in time and appropriately and so on. Until the item SNAD claim rate recover to normal, your account will be released automatically. How can I find more details about performance related information? You can go to eBay China Portal site (www.ebay.cn) using your eBay id login and check your buyer experience report. The report will show you the account current item SNAD claim performance status and items which cause SNAD claims. You can review those items performances and improve your post sale service. </h2>