How to Use Agent Desktop (AD) - Overview

<h2>GUIDE.SUMMARY Internal Information What <ul type="disc"> This Guide describes the different views and features that are available within Agent Desktop. It provides guidance on how to access the views themselves and how to use the features. For details on when to use these views, please reference the appropriate workflows   <table border="0" cellpadding="2" cellspacing="2"> <tbody> <tr> <td>Load Account</td> <td> </td> <td>Leave a Mac Note</td> <td> </td> <td>View Seller Performance Metrics</td> </tr> <tr> <td>Lvis Lookup Tool</td> <td></td> <td>Warn User</td> <td></td> <td>Related Accounts (CLV)</td> </tr> <tr> <td>View/Modify Subscriptions</td> <td></td> <td><a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1409&ViewLocale=

en_US#reinstate">Reinstate User</td>
<td></td> <td><a
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1409&ViewLocale=
en_US#additional">Additional (secondary) contacts</td> </tr> <tr>
<td><a
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1409&ViewLocale=
en_US#tuv">Verification History</td>
<td></td> <td><a
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1409&ViewLocale=
en_US#feedback">Feedback View</td>
<td></td> <td><a
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1409&ViewLocale=
en_US#violation">Violation History</td> </tr> <tr> <td><a
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1409&ViewLocale=
en_US#reset">Reset Bidder/Email</td>
<td></td> <td><a
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1409&ViewLocale=
en_US#shipping">Shipping Labels Transaction View</td>
<td></td> <td><a
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1409&ViewLocale=
en_US#xidtool">xID Account Linking Tool</td> </tr> <tr> <td><a
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1409&ViewLocale=
en_US#knowngood">Known Good</td>
<td></td> <td><a
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1409&ViewLocale=
en_US#billing">Billing Account Activity Search</td>

<td></td> <td>Date Calculator</td> </tr> <tr> <td>Number Extractor</td> <td></td> <td>Payment Dispute (Guided Judgment)</td> <td></td> <td>MRT</td> </tr> <tr> <td>Item Credits</td> <td></td> <td>Pricing information (Plutus database)</td> <td></td> <td>Open/Close/Remove Issues</td> </tr> <tr> <td>eMBG Workflows</td> <td> </td> <td>Email Alias</td> <td> </td> <td>Recent SR's(service requests)</td> </tr> </tbody>

</table> </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Internal Information Prerequisites <ol> To access Agent Desktop, click https://csrtools/AgentDesktop/. Click Install. Type in your ASAC Log ID and password and click Sign in. <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1409/Agent%20Desktop%20login.png"> Custom or saved layouts / views How to save layouts to customize your view in AD: <ul> Arrange your views the way that you want them (in the desired order, on both monitors, etc.).   Using the Views menu, load the views that you need for the case type. To move a view, click the tab that you want to move from the bottom of the page and drag it where you want it. To a second monitor To the center, center-top, center-bottom, center-left, center-right, far-top, far-bottom, far-left, or far-right of the main AD window by dragging the tab to the appropriate indicator

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/3001-3500/3425/movelayout.png">
     To arrange columns within a view, click the column heading and drag it between the insert arrows where you want it. To delete columns within a view, click the column heading and drag it outside of the view until you see a black X; drop the column where the X appears. Click Window. Select Save Current Layout. Your layout will be saved so that AD loads it each time you bring up the same type of case. (You will need to save your layout for each case type that you want to customize.)

  <img alt="" height="120" src="https://cskb.qa.ebay.com/library/EBAY/Images/3001-3500/3425/SaveLayout.png" width="384">
     If you have done something wrong to your layout that you cannot fix, or if your layout does not look the way it should, then

click Restore to User Saved Layout from the Window menu. This will load your saved layout If your saved layout is not working or needs to be changed (or if you want to restore to the system default), then click Restore to System Default Layout from the Window menu Saved layouts may cause slowness in loading data. Restoring saved layouts will fix some of this slowness. (Click Restore all Layouts from the Help menu to restore all layouts to default.)

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/3001-3500/3425/adlayout.png">   To load an account in AD How to load an account in AD: <ol> Open Agent Desktop. Type the Username into the field Quick Member Lookup.

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1409/GUIDE1409_load%20user1.jpg">
   Select User ID. Select Send to Workbench.

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1409/GUIDE1409_load%20user.jpg">   LVIS Lookup tool <ol> Click on Tools. Click on LVIS Lookup. Enter the appropriate search field (Username, Oracle ID, Item ID or Rule ID) in the box. Uncheck the Actions (Delay, Flag, Block, Educate, Evaluate) you dont want to show in the search results, and select a timeframe for the search. Click search.   You can expand the rows for more details by clicking the + sign next to the appropriate field. These details are included: Date the Item was flagged, Keywords for which it was flagged (if any), IP Address where the item was listed, the Item Number.   View/Modify subscriptions <ol> Click Tools and select Modify Subscription. Select a Subscription Site. Load Username and press Enter. You can see active and inactive subscriptions.   Authentify and Verification

History <ol> Load the Username and press Enter. Load Workbench. Click on Views. Click on Authentify and Verification History (Shift + F5). This will populate a screen that shows the Authentify and Verification information.   Known Good <ol> Load the Username and press Enter. Load Workbench. Click View. Select Known Good. Make sure Known Good on the left of the screen is selected. Click on a Machine ID to get more details. If you click on the Machine ID, it will show all customer accounts linked to that Machine ID. You can also choose to expand the filters to search by the Remedy ID. Enter the Remedy ID you would like to search, and select OK.   xID Account Linking Tool <ol> Log into Agent Desktop. In the Menu Bar, select Tools. Select xID Explorer. Enter the user account number (Oracle ID) in the search bar and select Search.   Number extractor <ol> Load Username and press Enter. Click on Tools. Click on Item Lookup. Enter the text you want to extract the numbers from in the text box on the left, and click Load Item(s) on the bottom right of the text box. The items with details appear on the right-hand side. You can further format these item numbers by three categories: <ul> Comma separated Space separated Hard return   Item credits <ol> Load Username and press Enter. Click on Tools. Click on Item Lookup. Enter and load items numbers. You can either manually enter item numbers in the Item Lookup text box, or enter a block of text to extract the item numbers.
 The items with details will appear on the right-hand side Click on Credit in the bottom right-hand corner. In the new view that appears, select all rows. In the multi-row edit section, check the boxes you want to edit the item numbers by and click Apply to Selected. The fields below will get populated with what you selected above. Then click Submit (a pop-up box will appear, which will ask for confirmation).   Leave a MAC Note <ol> Click on Tools. Click on MAC Note Tool. Load the Username. Expand the Document Flow under Reason if you just want to leave a MAC Note. Check the type of MAC Note. If dropping a MAC Note, populate the MAC Note Content portion of the view. Click Submit in the bottom right-hand corner.   Warn user <ol> Click on Tools. Click on MAC Note Tool. Load the Username. Expand the Warnings under Reason and check the type of warning. Check the Send Email check box below. Once you check the Send Email box, the Subject and Body text boxes will not be grayed out anymore. Select a Site from the site drop-down and select a Recipient type (e.g. Seller, Bidder, recipient, RightsOwner). Click Get Content for the content to appear in the Body text box and Subject text box.
 You will need to fill in the TDE portions of the content before you can submit this warn message. You will see a pop-up box if you do not replace the TDE tags. After the TDE tags are replaced, click Submit.   Reinstate user <ol> Select File > Manual Case > Suspension Appeals. Select PA Suspension Appeals or other appropriate appeal type. Enter customer's Username. Select Load Data. Select Create Case. Select Done. Choose suspension from the Selected Suspension dropdown menu. Apply Reinstate-No Req. Needed from Selected Package dropdown. Fill in your comments for this case for the MAC note content. Select Submit.   Open, close / remove issues Open an issue: <ol> Click on the Tools drop-down. Click on the Issues Tool. Load Username. Press Enter. Select the Issue from the drop-down that you want to place on the account. Type in the number of days to expire (0 if not expiring). Click Add. This places the issue on the account.   Close/Remove an issue: <ol> Click on the Tools drop-down. Click on Issues Tool. Load Username. Press Enter. You should see a populated list of issues. Right-click on any issue with status Open. Click on Remove Issue. An Add Description to MAC note pop-up box will appear. Enter the notes related to the remove issue action you are about to take. Click OK. The issue status will appear CLOSED.   Billing Account Activity search <ol> Load the Username and press Enter. Load Workbench. The search defaults to Username; so you need to change the search to Item Number if searching by item number. Click View. Select Account Activity. Once in the Account Activity view, you need to select the month for specific details. Click Load. Billing data for the account appears.   View Seller Performance Metrics <ol> Load the Username and press User ID. Load Workbench. Click on Views. Click on Seller Performance Metrics. <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1409/Seller%20Performance%20Metrics.png">   This view will allow you to see the customers entire account status relating to Standards: including trends of defects/late shipments and a way to filter to find the specific transaction the customer is asking about. As you type in the additional access point field, it will give you suggestions and you can just click on the Seller Performance Metrics Tool. When you click on the transaction ID, youll be taken to the Timeline View. When you click on the filter/funnel icon, you can begin typing in the free-form box if the customer provides a buyer ID or item number. This is helpful when you know exact information. The Workbench view is for any teammate to research seller performance. Note that teammates with skill sets to take action on performance can access Seller Performance Metrics through their normal skill set. Teammates can remove defects only through the skill sets and loading a case. If you have these skill sets, see the M2M Workflow section for more details.   Additional/secondary contacts <ul> See the tool flow in the Communicator Overview article. AD is not used for this task anymore.   Violation History <ol> Load the Username and press Enter. Load Workbench. Click Views. Select Violation History.   Shipping Label Transactions View <ol> Load the Username and press Enter. Load Workbench. Click Views. Select Shipping label Transactions view. The view will show all the shipping information.   Date calculator <ul> On any view of AD, you will see the Date Calculator at the top of the screen in the right-hand corner
   <img alt="" border="1" height="407" src="https://cskb.qa.ebay.com/library/EBAY/Images/3001-3500/3425/calculator.jpg" width="395"> Agent Desktop Assistant - AD <ul> Previously, when you experienced a crash, a freeze, or longer than normal load times (latency) in AD, it wasnt clear what your next steps were. You might have used TIP or some of you may have used the tool itself. Also, after you were able to log back into the tool, likely as not, you would just get back to work and never submit a report. Most often, this has resulted in reports not being submitted and therefore, critical fixes not being made as early as the tools team may have been otherwise With this release, were introducing the all new AD Assistant. Its a program available through an icon on your taskbar. To open, its as easy as right clicking on the new icon (it looks like a teammate next to a computer) and selecting Report a Problem. Heres an example: <img alt="" height="193" src="https://cskb.qa.ebay.com/library/EBAY/Images/KB/KB2055/KB2055_1.jpg" width="500"> AD Assistant is not affected by any issue that the AD tool encounters. This means when the tool is experiencing long load times (latency) or the screen is frozen, you are still able to quickly submit a report through AD Assistant. This same technique can be applied if the tool crashes. While you are waiting for the tool to open again, you can use AD Assistant to report the issue you experienced.   Solution Details <ul> After you click Report a Problem, a popup will appear and you will be asked to classify the issue. Heres an example:
 <img alt="" height="318" src="https://cskb.qa.ebay.com/library/EBAY/Images/KB/KB2055/KB2055_2.jpg" width="500">

 <img alt="" height="454" src="https://cskb.qa.ebay.com/library/EBAY/Images/KB/KB2055/KB2055_3.jpg" width="500"> How to check the User Activity (i.e. Sign in attempts, password reset, etc.) on a customers account. Load the Username and press Enter. Load Workbench. Click User Activity - This will populate a screen that shows the activities on the customers account. (i.e. sign in attempts password changes, bidding, etc.).   Recent SRs(service requests) Please note that there may be multiple windows by which you can get to the same place. In these examples, we are using Workbench for our baseline as this functionality works similarly in other Agent Desktop workflows. Here are some details about the Recent SRs view that may be helpful: <ul> To expand or collapse a service request, click on the arrows (these will directionally change if open or closed): <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1409/Collapsed%20SR.png"> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1409/Expanded%20SR.png"> The number of contacts is signified underneath the "hamburger icon"(three horizontal lines stacked) You can see the owner of the SR within the SR notesection, view the status of the request, and determine what type of contact it was: <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1409/SR%20owner.png">   To view recent SRs quickly: <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1409/Quick%20apply%20no%20filter%20SR.png"> Load a user ID into Workbench. Either click on the Recent SRs icon at the top of Agent Desktop, or click on the Views menu and then on Recent SRs. Click Apply to see recent service requests. Additional filters are here to help reduce the amount of search results   How to determine the contact type: <ol> Load a user ID into Workbench. From the Recent SRs view (with a user ID loaded), click Apply without using any filters. Expand the individual SR to see the contact source the customer used. Note: you can also filter by channel to find specific contact types prior to clicking Apply
 Viewing attachments: <ol> Load a user ID into Workbench. Go to the Recent SRs view. Select the Has Attachment filter. Click Apply.

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1409/GUIDE1409_attachment1.jpg">
   Expand the service request.

Find the paperclip icon and click on the number below it.   <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1409/GUIDE1409_attachment2.jpg"> Note: If you receive an error or cant see an attachment on an SR, you can use the Secure Attachments option in the left navigation bar:

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1409/Left%20Navigation%20Secure%20Attachments.png">

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1409/GUIDE1409_attachment4.jpg"> Order Numbers An order number is a 12 digit numeric code we put in place for every single order. An order is a purchase a buyer makes from a single seller. This can be single-item as well as multi-purchase items. Customers may start providing you with the order number instead of an item number going forward.

 You can search for order numbers in the Quick Member Lookup search widget of Agent Desktop. Doing this will show you the buyer and the seller and give you the same quick links you get when searching for a User ID. <img alt="quick member lookup" src="https://cskb.qa.ebay.com/library/EBAY/1409/quick%20member%20lookup.PNG">

 However, the best way to search for an order number is using the Money Movement Tool.

 Order number search:
 <img alt="order number search" src="https://cskb.qa.ebay.com/library/EBAY/1016_GUIDE/adddd(1).PNG">

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1409/Guide1409-%20MQL.png"> Note: Order numbers can be used to search in Guided Judgment. See Searching Guided

Judgment with Order ID. To view order history Once the account has been loaded into Workbench, you can continue using the Order Number to search within View Order History. View Order History is mostly a search tool. Once an order is found, it also provides some high-level details. The Sales Record Number on the Seller Hub will be replaced by the new order number. Within this view, you may notice there is already an Order Number and the current format for this number is 12 digits13 digits. The existing Order number will also be replaced by the new 12 digit number with two dashes (2-5-5). You can use the old or new order number in searching in the tool. The older number will still be useful for non-managed payment orders pre-launch May 27 and as well with other regions where it has not launched.

 View order history:
 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1016_GUIDE/agentdeskotorderhistory(1).png"> To see a complete breakdown of the order You can click the Order Number to see a complete breakdown of the order. This will open the Order Details View and load that specific order into it.
 View order details:
 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1016_GUIDE/adorderdetails(1).png">
    To see the unique eBay email alias for the buyer/seller combination Heres where to find the alias in product order from AD Workbench: <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1409/Alias%20in%20Prod%20Order_Blurred1.png"> Heres where to find the alias in product transaction from AD Workbench: <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1409/Alias%20in%20Prod%20Transaction_Blurred1.png">
    Money Movement Tool Money Movement Tool will launch in basic form on May 20 and additional enhancements will be added in the future. This tool is a one-stop location to view information about transactions-based payments, either for managed payment transactions or all other on-site money movements. It will also allow you to see if an incentive was used on a managed payments order. It is heavily related to the new Order ID, also known as an Order Number.

 You can access the Money Movement Tool via the green dollar sign in the top bar menu:

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1409/tool.PNG">

 You can click in the box to populate the Order Number:

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1409/order%20number.png">

 This is how the Money Movement Tool will look after the second release. Please note below is a mock so the order number is not in the correct format:

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1409/orde%20rnumber%202.png">

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1016_GUIDE/money%20movementtool.png">

   What will the Money Movement tool be used for? You will be able to use it for many scenarios you would have used PayPal Admin or other tools for, including: <ul> Reverse money movements Guest payments Payment holds Partial refunds GSP transactions Verify a coupon / gift card was redeemed properly   Payment Dispute (Guided Judgment) Weve created a tool that will allow you to research Payment Disputes quickly and efficiently. It will have all the information you need to research the transaction and determine if the seller is eligible for seller protection.

 At this time, the view is more read-only. But we have plans to enhance it so it is similar to a guided judgment flow; prompting you with questions as you move along. Today, if a seller qualifies for protection, you issue them a credit for the dispute fee and/or the cost of the order. Please continue following this process for now. There are plans to integrate this action directly into the flow so additional tools and steps are not required.

 Seller Hub - collect chargeback, Dispute ID:
 AD Quick Search-Search with Payment Dispute ID selected. Launch payment dispute research tool:

 <img alt="paynent dispute" src="https://cskb.qa.ebay.com/library/EBAY/1016_GUIDE/payment%20dispute%202.png">

 Begin research:

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1016_GUIDE/payment%20dispute%203.png">

 Explore the Payments Disputes Research Tool:

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1016_GUIDE/oayment%20dispute%203.png">
   Read more about guided judgment in GUIDE1679 Guided Judgment for M2M Service Requests. Pricing information (Plutus database) - Seller Fees & Promotions   Plutus is the pricing platform eBay uses to store all details regarding fees. Its now integrated into AD (from late Oct 2019) You can access its information from Workbench You can check invoices, listings details, promotion details (including eligibility), and fees Views with Plutus information <ul> Invoices (last invoice by default): <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/LIVE/2001-3000/2207/Plutus_3.png"> Listings and seller promotions for the last 90 days: <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/LIVE/2001-3000/2207/Plutus_7.png"> Eligibility criteria for promotions: <img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1409/Blurred_Check%20eligibility%20with%20promotions.png"> Every fee associated with an item: <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1409/Blurred_Fees%20%26%20Savings%201.png"> You can copy and paste the numbers in Order ID and Checkout Transaction ID: <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1409/Blurred_Fees%20%26%20Savings%202%20copypaste.png"> You can filter by fee type or timeframe (see the image above). Scenarios that can be solved with this integration (examples) Reserve price charged, seller claims they did not put reserve price on the listing <ul> We can validate if the reserve option was added to the listing or not   Item met all the eligibility criteria of a promo, but the promo of 50$ off FVF did not apply <ul> We can check if the seller opted in to the offer or not   See what the customer qualifies for, so you can educate the seller accordingly <ul> Did you know that you have access to a new promotion that you are not taking advantage of? "   Seller claims they paid a different price on a store vs other sellers <ul> This may have been due to promotion, and you can now check this information in the tool   To check promotion eligibility <ol> Load the customer into Agent Desktop. Select the Seller Fees & Promotions tab. Select the article or enter the article number in the search field. Click on the Final Value Fee amount, and then click on Check eligibility with promotions.
 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1409/Blurred_Screen1.png"> Select the promo you want to check in the pop-up window. Wait a few seconds for the data to load in the background.
 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1409/Blurred_Screen2.png"></li&gt

; Now youll see what eligibility requirements the customer passed and failed.
 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1409/Blurred_Screen3.png"> <h3>Fee Summary</h3> What information can I see within Fee Summary? Fee summary allows you to view the seller's Fee netting status, billing cycle, & negotiated rates, if applicable. It also allows you to view the seller's Fees & Fee entails so that you dont have to piggyback into their account.

 Fee summary is broken up into 3 different sections: <ol type="1"> Seller Account <ol type="a"> What billing cycle the seller is in Fee netting status Date the seller was enabled into fee netting

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1734_GUIDE/GUIDE1734_Fee%20Summary-Agent%20Desktop_1.PNG">
     Negotiated Fees(if seller has any special pricing) <ol type="a"> Any specialty rates the seller has been given. Specialty rates are separated out by category To view the specialty rates: <ol type="i"> Click the arrow next to the category Next to the Final value fee, click view details The pop up box will show you what the sellers special/negotiated pricing is.

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1734_GUIDE/GUIDE1734_Fee%20Summary-Agent%20Desktop_2.PNG">
       Fees (this is where you see fee details)

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1734_GUIDE/GUIDE1734_Fee%20Summary-Agent%20Desktop_3.PNG">
    To learn more about a Final value Fee specifically, click on View Details next to the FVF fee. You will find this on the far right. A new drop down will appear called 'Fee Details'.

 Within Fee details, you will be able to view: <ul> If an eTRS discount was applied to the fee IF a BSTD surcharged was applied to the fee If the fee was credited & date credit was given Order Number Item ID Category The buyers payment and breakdown of the fees Variable fee the seller paid

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1734_GUIDE/GUIDE1734_Fee%20Summary-Agent%20Desktop_5.PNG">

 <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1734_GUIDE/GUIDE1734_Fee%20Summary-Agent%20Desktop_6.PNG"> </h2>