

Seller Dashboard - seller performance summary

GUIDE.SUMMARY What

- The Seller level section of the Seller Dashboard allows you to see where you rate as a seller compared to eBay's standards.
- Summary
 - The top of the seller performance summary provides you with high-level information and the tools to filter what detailed information you want to see. Specifically, this section includes:
 - The ability to switch between your global and country-specific seller performance summaries.
 - A statement as to what your current seller level is as of your last evaluation.
 - What your level would be if we rated you today
 - Drilling down in the summary
 - Drilling down into the seller performance summary provides you with the details. This includes your performance, transaction defect rate, late shipment rate, cases closed without seller resolution, tracking uploaded, and transactions and sales. You can also view a monthly breakdown of data and create reports.
 - Bottom of summary
 - The bottom of the seller performance summary provides you with an overview of your Top Rated Plus benefits, if applicable.

GUIDE.RELATED_LINKS Help pages [About your Seller Dashboard](http://pages.ebay.com/help/sell/seller-dashboard.html)

[target="_blank">http://pages.ebay.com/help/sell/seller-dashboard.html](http://pages.ebay.com/help/sell/seller-dashboard.html)

GUIDE.TALKING_POINTS How does the If we evaluated you today section work?

- The If we evaluated you today section provides a real-time view of how you're doing for the NEXT evaluation period.
- Sellers can use this informative data to provide insight into which areas they should improve on before the next evaluation.
- Information varies between 3 months and 12 months, depending on the specific requirement.
- Example:
 - Today is July 10th.
 - Your last evaluation happened on June 20th and covers tracking uploaded for transactions that took place between March 1st - May

31st.

The If we evaluated you today section would cover tracking uploaded for transactions that happened between April 1st - June 30th.

Tracking uploaded for transactions that happen between July 1st and July 19th will not be reflected in If we evaluated you today section until after the July 20th evaluation (at which point the evaluation period changes to April 1st - June 30th and the Daily Performance tab changes to May 1st - July 31st).

I have been upgraded to a Top Rated Seller, and want to take advantage of the Top Rated Plus seal on my listings. Where can I find which listings are eligible?

On the bottom of your Seller Dashboard, you'll see a section for Top Rated Plus benefits. In this section, you'll be able to see which one of your listings are currently eligible for the seal.

Please note, this only updates every 24 hours, so please allow it time to refresh if you just upgraded to Top Rated status.

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Creating a New Report

In the Transaction Defect or Late shipment section, click Get full report.

In the Report page, select the filters you want (e.g., region, defect type), and then click Download. The report will download as a CSV file.