

Multi-User Account Access

[GUIDE.TALKING_POINTS](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1694&ViewLocale=en_US#generalqanda) General questions and answers

[Account Take Over \(ATO\) questions and answers](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1694&ViewLocale=en_US#accounttakeoverqanda)

['View Orders' permission questions and answers](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1694&ViewLocale=en_US#vieworderspermissionqanda)

['Download Order Report' permission questions and answers](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1694&ViewLocale=en_US#downloadorderreportpermissionqanda)

['Terapeak' permission questions and answers](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1694&ViewLocale=en_US#terapeakpermissionqanda)

[Manage promotions & buyer groups permission questions and answers](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1694&ViewLocale=en_US#managepromotionsbuyergroupsqa)

[Mandatory 2FA questions and answers](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1694&ViewLocale=en_US#mandatory2faqanda)

General questions and answers Who can be a Delegator? The MUAA program is currently restricting Delegator access to seller accounts who have a Seller Hub subscription. Once your account starts acting as a Delegator, you will not be able to act as a Delegatee for someone else with that account. An account can be either a Delegator, or a Delegatee, but not both. MUAA is only available on the following Seller Hub enabled sites:

- US
- UK
- CA
- CAFR
- AU
- DE
- FRITES

Why does each

delegatee need their own eBay account? The delegatee needs their own eBay account so the password of the main account (delegator) does not have to be shared. This is to prevent any security risks. Who can be a Delegatee? The Delegatee can be from any region including US, DE, UK, CA, CAFR, FR, IT, ES, NL, BE, PL, AU, APAC, CN, HK, TW, IN, GEO RU & GEO ROW. Once you accept an invitation as Delegatee, you cannot be a Delegator with that account. Delegatees will be able to access MUAA only in the following sites: US UK CA CAFR AU DE FRITES How do Delegatees from regions without Seller Hub view the MUAA FAQs and help pages? MUAA help pagesare already localized for the following Seller Hub enabled sites: US, UK, CA, CAFR, AU, DE & FRITES. While Seller Hub will be expanding beyond these sites soon, new markets will not be able to avail of the MUAA experience directly on their site even when Seller hub is enabled.Example: A Delegatee who is located in say China wants to help a DE seller list items. It is likely they already know German if they are selling on the DE site for the seller, or into other Seller Hub enabled sites so they can view the FAQs on the DE site.For Global Seller Hub sellers, as in sellers who are unsited but log into site 0 (US), these sellers have an automatically translated user experience, that will cover MUAA FAQ and help pages as well As a Delegator, how many Delegatees can I invite? There is no limit to the number of Delegatees that can act on your behalf. As a Delegatee, how many invitations can I accept from Delegators? There is no limit to the number of Delegators you can act on behalf of. What permissions can a Delegator grant to a Delegatee? The MUAA program is currently limited to the following selling permissions: Create and edit drafts Publish and revise listings Research products using Terapeak (subscription required) View Orders Download order report Add shipping tracking Print shipping labels

Manage refunds, requests and disputes Create and manage promotions, buyer groups Create and manage advertising campaigns Manage member to member messages As a Delegator, what if the person I want to invite to act on my behalf does not have an eBay account? Delegatees can be existing eBay members, or new eBay members. If the email address you invite is already associated with an eBay account, then that member needs to sign in to their account when accepting the invitation. If the email address you invite is not associated with an eBay account, that person will be directed to the registration page where they can create a new eBay account using the same email address while accepting the invitation. As a Delegator, what if I mistype the Delegatee email in my invitation? How do I revoke access to a Delegatee? Invitations will automatically expire after 24 hours if not accepted. If you believe the wrong person received and accepted an invitation you sent, you can revoke the invitation in your My eBay > Account > Permissions > Authorized users page. What parts of the eBay site work with MUAA? As a Delegatee, you will only be able to act on behalf of a Delegator while in eBay Seller Hub. As a Delegatee, how do I switch accounts? While in Seller Hub, you will see a blue banner across the top of the page, which indicates which account you are acting on behalf of. If you wish to change to another account, click the Switch account link in the banner.

 Additionally, you can switch between users by going to My eBay > Account > Permissions > Authorized users page and click the Id like to drop down menu next to the Delegator and choose Go to Seller Hub. As a Delegatee, what if I

switch to my own personal account, but I don't have access to Seller Hub? If your Delegatee account is not a registered seller with access to Seller Hub, and you switch to act on your own personal account, you may find yourself in the seller registration page. To get back into Seller Hub and act on behalf of Delegator, go to My eBay > Account > Permissions > Account access and click the I'd like to drop down menu next to the Delegator and choose Go to Seller Hub.

As a Delegatee, what if I want to contact customer support? When calling customer support, please indicate to the representative that you are using the MUAA feature, and which account you were acting on behalf of when encountering your issue or question.. I received an error saying "You are not authorized to view this page." What does it mean? A member may see this error when trying to view permissions on their account through the site preferences.

The seller needs to check that they have the correct permission access and that they're signed into the right account. Internal Information This error message usually occurs due to scenarios such as:

- User trying to access links directly with a different access level. (Like Delegatee accessing Delegators links)
- Accessing a page belonging to a non-MUAA enabled site but user is signed in as a Delegatee.
- Invitation (sent via email) accessed using an incorrect user sign-in
- Technical: Internal (system) issue like incorrect data or the server is down

I deleted a message in error, how do I recover or view it? As a delegate you have access to the latest messaging experience, and we currently don't have a folder for deleted messages, however we are working on this. In the meantime, the main account holder can opt out of the new experience to view any deleted messages. What if an MUAA Delegate can't get out of piggybacking - or cannot get back to personal account pages, stuck in loop of delegator account pages? Users can

[href="https://www.ebay.com/actexp/user/switchacc"](https://www.ebay.com/actexp/user/switchacc)>go directly to the URL that the Switch Account link goes to. Users should also be advised that they may need to completely clear cache & cookies. As a Delegatee, how do I remove permissions / unlink my Delegatee account from the Delegator? Delegatees will need to go to the MUAA permissions page and choose to 'remove' permissions What are the benefits of MUAA? MUAA enables sellers to provide employees with restricted access to specific functions on their accounts without exposing their password and other personal details which means:

- Added security
- Added privacy
- Role and Permission based access controls
- Detailed activity logging

What actions can a delegatee perform with the manage refunds, requests and disputes permission?

- The delegatee will be able to
- Perform all return activities (except to change return address, update return disposition/preferences, relist after return/cancellation)
- Accept or appeal disputes (except change return address)
- Initiate cancellations
- Initiate seller initiated refunds
- Initiate item not received
- Send messages within the returns experiences (outside of the M2M flow)

Delegatees cannot

- Make changes to payment information (Consistent charging mechanism changes),
- Delegatee cannot initiate SCA (strong customer authentication, they will be directed to reach out to their delegator for legal reasons).

For all post transaction flows, the delegatee cannot access order detail links (consistent with other MUAA experiences - refer to above questions as to why you cannot view order details)

[a name="accounttakeoverqanda"> Account Take Over \(ATO\) questions and answers How do I work ATO Cases related to MUAA? Internal Information See \[GUIDE1067\]\(/cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1067\) - Account Takeover \(ATO\) for questions on ATO cases related to MUAA. If we are delayed in detecting the ATO could the unauthorized person use both accounts? Internal Information](#)

- If the employees account is compromised and it goes undetected they would have

only have the access the employer has given the account i.e Create/Edit/Manage listings.
If the employers account is compromised they would have no additional access to the employees account. What if actions are taken on the employers account while the employee is compromised? Internal Information If our system has not detected it in time and removed the link then once the account is restored post ATO all actions taken during the ATO are reverted just like we work selling ATO today. There is no change here. 'View Orders' permission questions and answers

Why am I unable to view the feedback left for an order? The feedback column in the orders view will be visible to show if feedback has been left for the transaction, however it will not be clickable for View Orders permissions. Why am I unable to view the payment details in the order details page? Payment details beyond paid/unpaid are not needed for a delegate to pick & pack the item. The delegate will be able to see that the item is paid for, but unable to click into the details. Why am I unable to add tracking in the orders details page? The View Orders permission is intended to allow delegates to pick and pack orders for the delegator. Future permissions may allow for all post transaction steps including adding shipping. Can I add/edit notes? Yes, delegates will be able to add/edit notes. What views will a delegatee see with View Orders permissions? Delegatees who have been granted access for View Orders will have access to the delegator's Orders tab. This will include visibility into All orders, Returns, Seller initiated refunds, Cancellations, Cases, Awaiting Payment, Awaiting shipment, and Paid and Shipped. Please note, there are views the delegatee will not be able to see (below) as they are not included in the View Orders permissions.
Shipping labels Archived Return Preferences
Messages Dollar amount Summary for displayed results (i.e. 1-12 of 12 items (\$xxx.xx) Download Report will only be available if they have been given the permission. If the permission has not been given, they will only see the option to print
 What actions can a delegatee perform with the View Orders permission? Delegatees will only be able to perform four actions under the View orders details. This includes the ability to view

order details, add/edit note, relist, and sell similar. Relist and sell similar are only available if the delegatee has permissions to edit listings. What bulk actions can a delegatee perform with the View Orders permission? Delegates will only see two bulk actions. These include the option to Relist or Sell Similar. These actions are enabled only if the delegatee has edit listing permissions. They will not see the options for shipping (print shipping labels or invoice, add tracking, mark as shipped) and will not have the More actions (Sell Similar, Archive, Mark as payment received, download selected).

What actions can a delegatee perform on the Order Details page? The delegatee will not have any edit permissions on the Order details page. The delegatee will be able to see the purchase and shipping details but will be unable to view the payment details and add/edit tracking. The feedback column will be visible but the delegatee will not be able to click on the icon that directs to the delegator's feedback profile.

'Download Order Report' permission questions and answers What actions can a delegatee perform with the Download Order Report permissions? The delegatee will be able to download all orders through an Excel file that provides additional information on the order details.

'Terapeak' permission questions and answers What actions can a delegatee perform with the Terapeak permission? The delegatee will have the same actions the delegator would within the Terapeak product research tab. This allows the delegatee to research products, filter by site, timeframes, and advanced search options.

Manage promotions & buyer groups permission questions and answers What actions can a delegatee perform with the Manage promotions & Buyer Groups permission? The Delegatee has access to the Promotions and Markdown sale dashboard and can create and edit the following promotions:

Order discount Shipping discount Volume pricing Coupon Sale event + markdown

In addition the delegatee can create and edit Buyer Groups. With the Buyer Groups Feature, delegates will be able to build a community of buyers by reaching out to specific groups with a

coupon. Mandatory 2FA questions and answers

Will this impact new or existing MUAA customers? This will impact both new and existing MUAA Delegatee customers How will this work for new Delegatee customers? For new MUAA Delegatee onboarding: They will need to agree to 2FA as part of the onboarding process Delegatees can turn off 2FA but they will then lose their MUAA permissions (they get blocked) Delegatees wont be able to turn off 2FA once enabled How will this work for existing Delegatee customers? For existing MUAA Delegatee customers: Delegatees can turn off 2FA but they will then lose their MUAA permissions (they get blocked) Existing users will have another 30 days to be 2FA compliant Delegatees wont be able to turn off 2FA once enabled Why do I have to use 2FA? 2 factor authentication or 2 factor verification, is an extra layer of security. In addition to the conventional username and password sign in process, it requires either a PIN provided to the customer via text, email, push notification to the eBay app or a one-time password generated by an authenitcator app. This extra piece of information besides the username and password makes it harder for a potential intruder to gain access to the users eBay account and/or steal personal information. For further information on 2FA, please review GUIDE1769

- Two factor Authentication (2FA)

</h2><h2>GUIDE.DETAILED_INFORMATION

There are two types of MUAA users, a Delegator and Delegatee. Delegator - means the person who is delegating or assigning specific functions to be performed. Delegatee - means the person(s) who has agreed to perform specific delegated or assigned functions on behalf of the Delegator.
 A Delegator invites a Delegatee to act on their behalf. The Delegatee accepts the invitation and can then begin acting on behalf of the user. Both Delegator and Delegatee manage their MUAA invitations and permissions in My eBay > Account > Permissions. The

MUAA program is currently limited to the following selling permissions:

- Create and edit drafts
- Publish and revise listings
- Research products using Terapeak (subscription required)
- View Orders
- Download order report
- Add shipping tracking
- Print shipping labels
- Manage refunds requests and disputes
- Create and manage promotions, buyer groups
- Create and manage advertising campaigns
- Manage member to member messages

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1694&ViewLocale=en_US#muaainAD MUAA in Agent Desktop

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1694&ViewLocale=en_US#vieworderspermission View Orders

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1694&ViewLocale=en_US#downloadorderreportpermission Download order report

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1694&ViewLocale=en_US#terapeakpermission Research products using Terapeak

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1694&ViewLocale=en_US#addtrackingnumbers Add shipping tracking

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1694&ViewLocale=en_US#printshippinglabels Print shipping labels

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1694&ViewLocale=en_US#activityLogging Activity logging

MUAA in Agent Desktop

Delegator View

AD Account Details Multi User Account:

Details:

 <h4>Delegatee View</h4> AD Account Details Multi User

Account:
 Details:

 View Orders <h4>Changes to top nav</h4> If the delegatee has only View orders permission - They will see only Orders tab If the delegatee has both Orders and Listings permissions they will see both tabs Under Orders tab dropdown, the delegatee will be only able to see following links: All orders, Awaiting payment, Awaiting shipment & Paid and shipped All other links will be hidden. <h4>Addition of Banner</h4> The Delegatee will see a banner at the top of the page to indicate that they are accessing the sellers account. The banner is consistent with that of listings tab.
 <h4>Changes to left nav</h4> The Delegatee will not see any links related to shipping or post-purchase activity. The only left nav links shown are as follows: All orders, Awaiting payment, Awaiting shipment & Paid and shipped <h4>Links - Print, Download report</h4> <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/1694_GUIDE/VOP_Links%20Print%20Download%20R

eport.PNG"> Download report link will be hidden under View Order permission. The amount in the Summary module will be hidden for this permission. Print will be allowed under 'View Orders' but not 'download report' <h4>Line actions</h4>

 As a Delegatee, I can only perform four line actions under this permission - View order details , Add/edit note,Relist & Sell similar Relist and sell similar are enabled only if the user has edit listings permissions on SH Listings.

 <h4>Bulk actions</h4>

 Only two bulk action are shown to delegatee - Relist and Sell similar. These actions are enabled only if the user already has edit listing permission on SH listings. If the user doesnt have edit listing permission, they will not see these bulk actions.

 <h4>Feedback</h4>

 The Feedback column will be will be visible but not clickable for View Orders permission.

 <h4>Sticky Preferences</h4>

 All user preferences (sort, items per page) will be sticky to Delegates selection

 <h4>Order details page</h4>

 The sales record page will show Add/edit note as the default action. Relist and Sell similar will be the secondary actions in the dropdown. The actions are available only if the user has edit listings permissions on SH listings The delegatee

will not have any edit permissions on the SRP page. The purchase details section will not show view payment details The shipping details section will not show tracking field. They cannot edit tracking details. The Feedback column will be visible but delegatee cannot click on the icons. The shipping status page is not MUAA aware. Hence the delegatee will not be able to see shipping status. The hyperlink will be disabled for a delegatee on orders page. Download order report New permission for Download report actions The delegatee will be able to download selected orders only if they have this permission. Anyone who has Download Order Report permission will automatically be authorized for View Orders permission Research products using Terapeak As part of the new Terapeak experience within Seller hub, Delegators will now be able to assign this new permission to Delegates. The Terapeak app will be deprecated on March 31.

 Add shipping tracking Delegators can now grant permission for delegatees to add tracking information to sold item. Once granted permission, delegatees can add the Shipping tracking numbers to their delegators sold item section in Seller Hub This is done via Seller Hub when the delegatee is piggybacked into the delegators account and the same steps are taken as when the delegator would add tracking. Print shipping

labels Delegators will now be able to grant delegates permission to print shipping labels so they can help prepare items to be shipped out. Delegates will follow the same steps to print labels as the delegator would, or as they would in their own account except while accessing Orders while in Seller Hub in Delegator's account. Activity Logging This section clarifies the activities Delegates are able to take and the message that is going to appear on a log page for the delegator

<table border="1" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td colspan="2">Returns</td> </tr> <tr> <td bgcolor="deeaf6"> Activity </td>

<td bgcolor="deeaf6"> Message </td> </tr> <tr> <td valign="top"> Accept Return
 Decline Return </td> <td valign="top">

 <Delegatee> accepted return request return ID
 <Delegatee> declined return request return ID
 <date><time> | <orderId>

 </td> </tr> <tr> <td valign="top"> Offer Partial Refund </td> <td valign="top"> <Delegatee>

offered partial refund for return request return ID
 <date><time> | <orderId> </td> </tr> <tr> <td valign="top">

Send Message </td> <td valign="top"> <Delegatee> sent the buyer a message for return request return ID

<date><time> | <orderId> </td> </tr> <tr> <td valign="top"> Provide eBay Label Information </td>

<td valign="top"> <Delegatee> chose an eBay return label for return request returnID
 <date><time> | <orderId> </td>

</tr> <tr> <td valign="top"> Provide Return Label Information </td> <td valign="top"> <Delegatee>

provided return label information for return ID
 <date><time> | <orderId> </td> </tr> <tr> <td valign="top">

Provide RMA</td><td valign="top"><Delegatee> provided an RMA for return request return ID
<date><time> | <orderId></td></tr><td valign="top">Escalate Return</td><td valign="top"><Delegatee> asked eBay to step in for return request return ID
<date><time> | <orderId></td></tr><td valign="top">Issue Refund</td><td valign="top"><Delegatee> issued a refund for return request return ID
<date><time> | <orderId></td></tr><td valign="top">Report Buyer</td><td valign="top"><Delegatee> reported <buyer-name> for return request return ID
<date><time> | <orderId></td></tr><td valign="top">Return Received</td><td valign="top">Delegatee marked return received for return request return ID
<date><time> | <orderId></td></tr><td valign="top">Offer Replacement</td><td valign="top">Delegatee offered replacement for return request return ID
<date><time> | <orderId></td></tr><td valign="top">Mark Replacement Shipped</td><td valign="top">Delegatee marked replacement shipped for return request return ID
<date><time> | <orderId></td></tr><td valign="top">Mark Refund Sent</td><td valign="top">Delegatee marked refund sent for return request return ID
<date><time> | <orderId></td></tr><td valign="top">Retried Refund</td><td valign="top">Delegatee retried refund for return

[illegible]

ID
 <date><time> | <orderId> </td> </tr>
<tr> <td valign="top"> Download Evidence </td>
<td valign="top"> Delegatee downloaded evidence for dispute Dispute
ID
 <date><time> | <orderId> </td> </tr>
<tr> <td valign="top"> Add Evidence
 Update Evidence
 </td> <td valign="top"> Delegatee added evidence for dispute
Dispute ID
 Delegatee updated evidence for dispute Dispute ID

<date><time> | <orderId> </td> </tr> <tr> <td
valign="top"> Submit Evidence </td> <td
valign="top"> Delegatee submitted evidence for dispute Dispute ID

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bgcolor="deeaf6"> Activity </td> <td bgcolor="deeaf6"> Message </td> </tr>
<tr> <td valign="top"> Accept </td> <td
valign="top"> Delegatee accepted cancellation request Cancel ID

<date><time> | <orderId> </td> </tr> <tr> <td
valign="top"> Decline </td> <td valign="top">
 Delegatee declined cancellation Cancel ID
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<orderId> </td> </tr> <tr> <td valign="top">
Created Cancel </td> <td valign="top">
Delegatee created cancellation Cancel ID
 <date><time> |
<orderId> </td> </tr> <tr> <td valign="top">
Retry Refund </td> <td valign="top">
Delegatee retried a refund for Cancel ID
 <date><time> |
<orderId> </td> </tr> <tr bgcolor="c2dfff"> <td
colspan="2">SIR</td> </tr> <tr> <td bgcolor="deeaf6"> Activity </td>

<td bgcolor="deeaf6"> Message </td> </tr> <tr> <td valign="top">
Send Refund </td> <td valign="top">
Delegatee sent a refund Refund ID
 <date><time> |
<orderID> </td> </tr> <tr bgcolor="c2dfff"> <td
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<td bgcolor="deeaf6"> Message </td> </tr> <tr> <td valign="top">
Send Message </td> <td valign="top">
Delegatee sent a message for request request ID
 <date><time> | Order:
<orderID> </td> </tr> <tr> <td valign="top">
Add tracking </td> <td valign="top">
Delegatee updated tracking for request request ID
 <date><time> | Order:
<orderID> </td> </tr> <tr> <td valign="top">
Refund </td> <td valign="top">
Delegatee
sent a refund for request request ID
 <date><time> | Order:
<orderID> </td> </tr> <tr> <td valign="top">
Escalate </td> <td valign="top">
Delegate
asked eBay to step in for request request ID
 <date><time> | Order:
<orderID> </td> </tr> <tr bgcolor="c2dfff"> <td
colspan="2">Case</td> </tr> <tr> <td bgcolor="deeaf6"> Activity </td>
<td bgcolor="deeaf6"> Message </td> </tr> <tr> <td valign="top">
Appeal </td> <td valign="top">
Delegatee
appealed the outcome of case case ID
 <date><time> | Order:
<orderID> </td> </tr> </tbody> </table> <h3>MUAA
and Auth App</h3> Authenticator apps provide business owners a sense of relief from sharing
time-sensitive security codes across distributed teams. <h2>GUIDE.SUMMARY
Multi-User Account Access (MUAA) is an eBay feature for Business sellers that allows one user to

delegate access and functions for another user to perform on their behalf. Both users must have an eBay account, with their own individual passwords. MUAA is currently restricted in terms of who can use it, and what permissions are allowed. See the Talking Points below for requirements and new features.

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Limitations to Piggybacking

Due to a privacy issue, the ability to piggyback into the delegatees account will be limited to select pages and features. You will not be able to access the I'd like to- Go to Seller Hub feature while piggybacked into the delegatees account. This feature allows the delegatee to create listings/drafts on behalf of the delegator. Piggyback access will only be available for a limited time frame as piggyback permissions will be removed globally over the coming months. Once these permissions are removed, you will need to rely on the information available in Agent Desktop and CSKB to assist with customer contacts on MUAA.

When assisting a delegatee (employee), you can piggyback into the delegatees account to confirm and assist with the following:

- Questions/assistance regarding invitations and how they become a delegatee
- Questions/assistance regarding the permissions given by their delegator
- Assistance in helping the delegatee set up a new eBay account
- General assistance in how they will create drafts/listings on behalf of the delegator
- Assistance in how to switch accounts (between their personal account and their delegator accounts)

When assisting a delegatee (employee), you will have limited visibility into the following which may require you to piggyback into the delegators account to trouble shoot:

- Delegatee has questions regarding a listing/draft created.
- Piggyback into the delegatees account
- Go to account tab and select permissions
- Confirm which account the delegatee is listing for (which delegator)
- Confirm their permissions (create and edit drafts and/or publish and revise listings)
- Confirm the title/item number for the listing in reference

Piggyback into the delegators account to pull up the listing in reference

Assist the member

 Important: you can only reference the listings created by the delegatee based on the permissions they have. You cannot take action on behalf of the delegatee or delegator. Piggybacking into the delegators account should only be used for troubleshooting. Features you may not be able to see while piggybacking into the delegates account:

- Blue banner at the top of the page delegatees while logged into their account will be able to see the banner to toggle between accounts.
- Default to Seller Hub while piggybacking- delegatees while logged into their account will default to the Seller Hub of the default delegators account selected in their permissions page.

 Error message when delegator (employer) is not opted into Seller Hub The delegator (employer), must be opted into Seller Hub, or the delegatee (employee) will see the following error when trying to list an item:

 The simple fix is for the delegator to opt into Seller Hub so that the delegatee can list items.

Error message when viewing MUAA Activities through Workbench in Agent Desktop When viewing MUAA Activities through Workbench in AD, you may receive the following error if your site domain in AD does not match the accounts site domain.

 To resolve this, you must change your site domain on the top left to match the site domain of the account. This will allow you to see the activity.

 Contact Handling Routing Most customer contacts are routed by member segment (Premium Service, High Value, Occasional, New Joiner), but with

MUAA it is possible & likely that a Delegatees personal account is not the same customer segment as the Delegators account (Delegatee is likely NJ, OCC, HV - while the Delegator is likely Premium Service) In the past we were not able to route a delegatee based on the delegators segment, but this has been updated to work as long as the delegatee is contacting us through the MUAA permissions page with the appropriate delegator account selected. If the delegatee is not in the MUAA permissions page and is clicking to contact us from any Help Hub or another avenue they will be routed according to their own segment. There is no need to transfer any MUAA contacts based on segment. All MUAA permissions are basic topics like creating a listing, adding tracking, or printing a label and should just be handled as any other contact. Identifying a MUAA account The Agent Desktop (AD) 'Account Details' page has been updated to help you determine if a customer is using MUAA (Delegator and Delegatees). This will allow you to determine the level of support that you can offer the customer according to their access permissions. When speaking with a Delegatee, it is important to remember that you can only discuss topics related to the specific permissions that they have been granted by the Delegator. Delegators account in the Account Details page

 Multi User Account Status - As you can see this account has granted access to Delegatees and is therefore a Delegator (Seller). MUAA Delegator Details - When you click on Details on a Delegators account, you will be able to see the following: A list of all Delegatees invited to perform tasks on the account The current status of each Delegatee in terms of their access - Active, Revoked, Invitation pending or Invitation expired. The permissions granted to each Delegatee. 'Delegatees' account in the 'Account

Details'

page

&img

alt=""

src="https://cskb.qa.ebay.com/library/EBAY/1694_GUIDE/identifyingMUAAaccount_delagateesAccountInAD.png"> MUAA Status - As you can see this account has been granted

access by Delegators and is therefore a Delegatee account (employee of the seller)

MUAA Details - When you click on Details on a Delegates account, you will be able to see the following: &img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/1694_GUIDE/identifyingMUAAaccount_delagateesDetailsPage.png"> A list of all the Delegators that they are performing listing tasks

for. The current status of each Delegatee in terms of their access - Active,

Revoked, Invitation pending or Invitation expired. The permissions granted to them

on each Delegator account. Handling contacts from

Delegates Delegates will be calling on their own account - where they show as

the registered owner Verification will be same process as all other calls (PIN

verified vs not PIN verified) Account is flagged as being part of MUAA?

Yes Ask Are you calling about your own account or an account that you are a delegate

for? Check MUAA permissions in the 'Account Details' view in Agent

Desktop or the 'Account Permissions' - Account Access page in My eBay to verify what

MUAA topics you can discuss with them. Yes - Caller have permissions for

the Delegator account in question thats all that is needed Multiple accounts with

permissions will require teammate to identify the correct account

No Member says they are calling about an account besides their own that they should have

permission to do We can only speak to them about a Delegator account that is

listed in the Account Permissions page They may have been invited by a Delegator

and still need to accept the invitation If nothing in the Account Permissions page -

they will need to work with Delegator to get permissions We will NOT contact

Delegator on Delegates behalf to ask for permissions (this could cause security concerns for the

Delegator and be an attempt at social engineering)

 Assisting the member on a MUAA call **We can ONLY assist the member with things that are visible in the pages they can see on the Delegator account** or basic public info in Help Pages, etc (this is a key mandatory takeaway) - nothing additional as far as account specifics for the Delegator account Basic info as visible in the limited number of pages visible to them in Delegators Seller Hub

 We should NEVER piggyback into the Delegator account and provide additional information or take any other action, we can only piggyback into the Delegates account and see the Delegator pages available there Anything outside of this will need to be handled by the Delegator - including but not limited to: Creating & editing listings/drafts Billing Limits Restrictions M2M messages etc, For security reasons we should NEVER add, remove or edit any MUAA permissions or Delegates on any account. It is only done by account owner (Delegator). All of these likely fall in Listing Queries CCR Wrap-up and notes Same process as other contacts, leave detailed enough SR note in relation to how you assisted the member Do NOT create or leave an SR note on the Delegator account, as you should not have logged in, and it may create confusion on who contacted when Delegators will have visibility of which actions delegates took on their account Handling contacts from Delegators The Delegator is the account owner, or an authorized contact on the account, as such, they require normal handling, verification, etc - this is just your average everyday contact They may have questions about inviting/managing/editing permissions for their MUAA Delegates All of this is done in the Accounts Permission page and should be fairly simple & intuitive (very few options - invite/remove to being with) For security reasons no teammates should ever add/remove/edit any MUAA permissions or

Delegates on any account, ever. It is only done by the account owner

- MUAA Delegatee vs Secondary Contact" or authorized contact (Unify contacts in AD)

For a period of time we'll be operating in a time where MUAA Delegatees may also already be a 'secondary contact' on the Delegator account.

Secondary contacts (seen in AD under Unify contacts) is part of the reason we're building out MUAA

MUAA will remove the need for sellers to add 'secondary contacts' and share their login & passwords with their employees.

Since we're starting with limited permissions in MUAA it will be up to the account owner (Delegator) to determine if they want to remove people from being secondary contacts on their account

As such, we may receive contacts from Delegators asking us to remove a 'secondary contact' from their account. If you receive requests of this nature, you can follow the current process that is outlined in the CSKB.

For now we should treat the Delegatee as just that

Limit discussions to the permission and access to the Delegator account

We should not ask if they are a secondary contact on the Delegator account

If the delegate brings it up and has a need to discuss topics that are beyond the delegatee permission and advise that they have access to the Delegator account, and we can verify that they are listed as a secondary contact on the Delegator account and have them verify - we can provide assistance

Close SR for Delegatee account

Create SR for Delegator account - note accordingly

Wrap up and notes

Same process as today. Leave SR notes on the account

Should I ask Delegatees if they are a secondary contact on a Delegatee account? We should not ask if the Delegatee is a secondary contact on the Delegator account and handle the call according to the Delegatee guidelines.

What do I do if a Delegatee states that they are a secondary contact? If the Delegatee states that they are a secondary contact and needs to discuss topics that are beyond their Delegatee permissions, we can then verify if they are listed as a secondary contact on the Delegator account. If we find that they are

listed as a secondary, we will need to verify them again, close the SR for the delegatee account and create a new SR for the delegator account. </h2>