

## Limit Adjustment (Greater China only)

**GUIDE.SUMMARY** What: To improve customer experience, and satisfy the need on limit for sellers with quite good performance, meanwhile decrease workload for GCX team, this limit auto-ramp-up program was designed, including two parts: 

- weekly limit auto-ramp-up program for GC managed accounts
- monthly limit auto-ramp-up program for casual accounts.

 Who: eBay accounts registered as Greater China (China mainland\Hong Kong\Taiwan) country, and were divided into managed (Issue 320) and casual group (no Issue 320).

**GUIDE.TALKING\_POINTS** Why did the limit decrease after adjustment? There are 1 or 2 days data lag when the evaluation process begins in each week, and sellers latest limit may not be obtained. The limit could be restored under this scenario.

**GUIDE.DETAILED\_INFORMATION** Evaluation Process: Review accounts from many aspects, and only those who passed all the criteria can get limit increase. The criteria include: 

- Account not in restriction
- Transaction volume in last 8 weeks no less than 20~30 or transaction volume in last 8 weeks no less than 5~10 and GMV no less than USD\$1000
- Quantity no less than 100
- Immature Non-ship defect rate in last 8 weeks less than 1% and immature adjusted defect in last 8 weeks less than 1.5%
- Matured adjusted defect (60 days ago completed transactions) in last 2 months less than 3.5%
- Quantity utilization higher than 60%~80%
- Conversion rate higher than 0.8%
- No limit increase in last 15 days
- No issues such as duplicate listings

 If its casual account, seller standard on main corridor should be eTRS.

Notes: Adjusted defect is calculated based on market\shipping method\category\ASP etc.