

CS Billing Tools Overview

GUIDE.SUMMARY What The CS Billing Hub Portal is intended to be a one stop shop for all your billing needs. It offers many different ways to search for and find the tools you need. There is a personalized section showing your open CAAARTs, open refund requests and recent credit jobs. Your most commonly used tools are even listed at the top of the page and change as your favorites change. Please note that these Billing Hub Tools perform best in a Chrome browser.

- [Billing Hub Portal](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#BillingHubPortal)
- [Job Status Viewer / Credit job List](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#JobStatusViewer)
- [Refund Submission Form](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#RefundSubmissionForm)
- [Managed Payments Activity](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#ManagedPaymentsActivity)
- [USSR \(Unified Settlement Search Results\)](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#USSR)
- [Item Details \(full item details\)](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#ItemDetails)
- [User Details](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#UserDetails)
- [Account Activity](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#AccountActivity)
- [Extractor Tool](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#ExtractorTool)
-

en_US#JiraBillingEscalations">Jira Billing Escalations
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#ROCS">ROCS (relisted item information)
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#eMBGResearchTool">eMBG Research Tool
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#bulk">Bulk Credit/Debit Process
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#AccountBatchTool">Account Batch Tool (hold removals and batch actions)
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#CreditBuilder">Credit Builder
href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1450&ViewLocale=en_US#CAAART">CAAART When This is a landing page and should be bookmarked for easy access. You will go to the CS Billing Hub Portal whenever you are looking for a billing tool or you link to a specific tool. How CS Billing Hub Portal </h2></h2>GUIDE.RELATED_LINKS Related Help Pages Paying eBay Fees

href="https://www.ebay.com/help/fees-billing#sell-fees-payments">https://www.ebay.com/help/fees-billing#sell-fees-payments Related articles
href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1399" target="_blank">Processing an individual credit, processing account and subscription credits
href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1396" target="_blank">Refund Policy
href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1398"

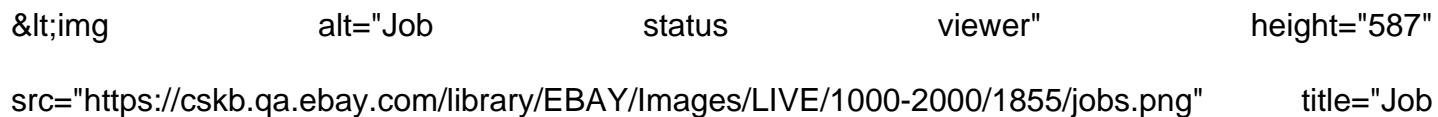
target="_blank">Billing escalations through JIRA

name="BillingHubPortal">Billing Hub Portal What: Global Billing has been making enhancements to the most used billing tools; they've also created a new CS Billing Hub Portal page. Most of the tools have new URLs. The new billing tools work best using the Google Chrome web browser. When: Updated tools are available now. Who: Affects all CS teammates. Why: Tools have been updated to address the following pain points raised by teammates: Billing Hub tools have an outdated look and feel. Billing hub tools all have a different look and feel. I sometimes can't find the tool I'm looking for. I don't know what tools are available or what they do. How: href="https://billing.corp.ebay.com/cs/" target="_blank">Billing Hub Portal Highlights Portal offers many different ways to find the tools you need. The "My Favorite Tools" section provides links to the tools you use the most, based on your click rate. In the center of the page, links to tools have been lumped into 3 different categories that can be expanded and collapsed. The "Personalized for" sections provides quick access to tasks you've recently worked on. The magnifying glass icon will allow you to search for the tool you're looking for or filter by topic group. The bookmark icon will display links to the tools you've recently used. name="JobStatusViewer">Job Status Viewer / Credit Job List What:

 The Job Status Viewer is used to check whether your credits or other actions have been processed such as hold and credit card removals. The tool can show you results at a batch or individual action level and also gives insight into why an action may have failed. In the

case a credit fails the MAC note is included in the details so you can just copy and paste for resubmitting. When: After processing a credit or other action, you can search your own jobs, jobs by another agent or a specific job ID. How:

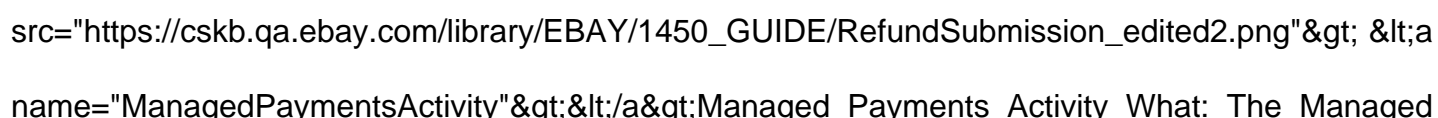
[Job Status Viewer](https://billing.corp.ebay.com/cs/jobs/#/)

 height="587" src="https://cskb.qa.ebay.com/library/EBAY/Images/LIVE/1000-2000/1855/jobs.png" title="Job statue viewer" width="795"/>

[Refund Submission Form](#)

Refund Submission Form What: The Refund Submission Form is used to request refunds for sellers which are then processed by our Billing Operations team. The form has built in policy checks to prevent out of policy refunds from being submitted. You can also use this form as a search tool to see recent and pending refund requests for the same seller. When: The most common reason to request a refund is when a seller has a credit balance on their account and wants it to be refunded back to the payment method that caused it or most recently used method. [See policy.](https://cskb.qa.ebay.com/cs/bapp/art?page=content&id=GUIDE1396) How:

[Refund Submission Form](https://billing.corp.ebay.com/cs/refund-request.php)

 alt="" src="https://cskb.qa.ebay.com/library/EBAY/1450_GUIDE/RefundSubmission_edited2.png" name="ManagedPaymentsActivity"/>

Managed Payments Activity What: The Managed Payments Activity section is used to view Payment account details, Recent Transactions, and Wallet details. When: It can be used as an admin view of the All Transactions section shown in the Seller Hub or my eBay. Teammates can paste an Order ID into the Filter field to find all transactions and amounts associated with an order. How:

[Managed Payments Activity](https://billing.vip.ebay.com/cs/payments/#/)

 alt="" src="https://cskb.qa.ebay.com/library/EBAY/1450_GUIDE/ManagedPaymentsActivity_GUIDE1450(1

).png"> USSR(Unified Settlement Search Results) What: For seller activity prior to registering to have eBay manage their payments. Used for researching and viewing wallet history, account activity history and settlement payments. You can easily switch between eBay Selling, eMBG and Half.com data. USSR also includes the Related Accounts view, which is useful when researching missing payments and the history of past/current Auto Payment Exclusions. When: Any scenario requiring research of payments, payment methods on file, refunds, chargebacks, exclusions and validation attempts for transactions that were not managed by eBay.

How: USSR
 Item Details (full item details) What: Used for reviewing and researching the various attributes of a specific item number. Special research tabs include: Buyer Transactions, Fees & Credits, Bid History, Feedback, Claims, Checkout, Messages, Pictures and Returns. The page also includes GSP and eBay Plus indicators. When: As needed to gain insight into specific attributes of an item while assisting a customer. How: Search for an item using an Item Number, Order Number, Transaction Number, or eCP ID by using the drop-down menu next to the search bar Item Details User Details What:

 Used for reviewing and researching all aspects of a specific user ID, including registration details, subscriptions, flags and seller account info. You can also view all seller account currencies from this page. When: While looking into a User ID and wanting to see contact

info, registration date, subscriptions etc. How:

 User Details
 Account Activity

What: This tool replicates what you'd see on a seller's account activity page in My eBay. You can see a customer's fees, payments, credits, subscriptions and account memos. This tool has options to filter out zero amounts, credits and creditable fees. You can also search by keyword to find FVFs for specific buyers from multi-quantity items. When: Most commonly used when needing to research fees and credits while seeing the same thing the seller sees in their My eBay. You can then issue credit directly from this tool once research is and filtering is complete. How:

 Account Activity
 Extractor Tool

What:

 The Extractor Tool helps by extracting item numbers from text. Once extracted, you can view the fee details for each item or you can view the item details for each item. Fees can take a long time to load so if you are issuing the same kind of a credit for a group of items, you can do the details extraction, send all the items for crediting in bulk, and choose the fee type during the crediting process. If you need to be able to hand pick a few different fees, you can use the fees extractor and specify the fees before sending them all for credit. See credit policies before processing any credit. When: Most crediting research can start in the Extractor Tool. Item details extraction works great for researching promotions and issuing credit. It's also great when you need to filter down to specific fees or item attributes. How:

 Extractor Tool

 Billing Support Requests What:

 Sends support requests to Billing Operations for processing. When: Requesting extra research on refunds, bankruptcies, chargebacks and requesting balance transfers. How:

 Billing Support Requests ROCS (relisted item information) What:

 Allows teammates to view the relist history of an item. When: To see if an item qualifies for a relist credit under the free relist policy. How:

 Rocs eMBG Research Tool What:

 This tool gives insight into eBay Money Back Guarantee(eMBG) claims and includes feedback, payments, M2M communication, wallet and settlement. When: Researching eMBG cases. How:

 eMBG Research Tool Bulk Credit/Debit Process What: While the majority of credits should be issues via the CS Tools, the Bulk Credit/Debit process (BCD) can be used when a large amount of fees need to be credited, or fees cannot be credited via the CS

Tools. It can also be used when processing a large number of debits. When: If you need to credit a large amount of fees, or the fees cannot be completed via regular CS Tools.

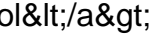
To process a large number of debits. How: This process includes filling out a spreadsheet and attaching that spreadsheet to a TRACE Ticket, for more information on the BCD Process, please refer to the <https://wiki.vip.corp.ebay.com/pages/viewpage.action?pageId=269519945> Billing Wiki.


Note: Access and permissions to this process will vary by department, location please look to your local process for who should be creating these tickets. In most cases a department analyst will be responsible for Bulk Credits.

[AccountBatchTool](#) Account Batch Tool (hold removals and batch actions)

What: Takes billing action on accounts. When: Removing holds for non-payment, adding memos, excluding automatic payments (APM) and adding or removing trading limits etc.

How: <https://billing.corp.ebay.com/account-batch/>

 Account Batch Tool

 Credit Builder


What: Credit Builder is the tool you will be taken to any time you submit a credit request from one of our Research tools found on the <https://billing.vip.ebay.com/credits/> Credits Landing Page.

In the credit tool, you will choose the credit policy you are issuing the credit under along with the Credit Reason that best fits the scenario. This tool will validate your request against the existing credit policy and warn you if you need to provide additional information.

When: All credits flow through this tool except for credits issued through AD, Unify and Bulk Credit Processing.

Item level credits and Account level credits will be sent for processing through this tool.

How: <https://billing.vip.ebay.com/credits/> Credits Landing Page

 CAAART

What: CAAART is the Credit Authorization and Account Adjustment Request Tool. It provides a way for you to

submit an approval request for a credit that is over your credit limit. This tool can also be used to ask for assistance in issuing credit directly through Kenan due to an error received when crediting through the tools. Your direct Team Leader can approve the request using this tool or via email and they can also escalate further up to Managers and Directors. Once credit is approved, you can issue the credit using one of the tools on the Credits Landing Page. When: CAAART should be used when you need to issue a credit that is over your credit limit. It should also be used when an item cannot be credited via the regular credit tools such as: Wackos, really old items, errors when processing, etc. You will use the CAAART ID to validate your request when submitting the credit through the credit builder. How:

 CAAART </h2>