

APAC CBT GC Vertical Block

GUIDE.SUMMARY What To ensure eBay has a safe trading environment, if accounts who has no enough trading experience or bad performance in those categories, eBay will set limit on some hot categories. Seller who already has good selling history in those categories will be automated lift the limit. Who eBay sellers with Greater China (China mainland\Hong Kong\Taiwan) country address who sell items in specific categories on global sites How Every month evaluate past 12weeks account overall performance and vertical selling performance. Account overall performance including:

- Account restriction or not
- Account selling performance level
- Account has unpaid eBay invoice or not
- Overall SNAD number and rate

 Vertical performance will focus on disputes, please make sure you have solved all your disputes in time.

GUIDE.TALKING_POINTS Why eBay has this process? To ensure buyer purchase products from good performance seller, for some categories, eBay only allow seller list certain amount within 30days before seller has enough good transaction history. How to appeal this limit? No appeal process for casual seller now. if seller has account manager, he can contact his account manager for appeal. When seller contact AM, he should include:

- Seller performance status (must above standards or eTRS)
- Explain the appeal reason
- Provide improvement plan

 When can the limit be raised? We will evaluate your selling performance from those categories monthly. Based on the category\sold price\transaction volume, we will automatically increase your limit. You can focus on these transactionsperformance for now. Current my limit is 5Qty. is it means I can list 5Qty in US and 5Qty in UK? No, if your current limit is 5Qty. Except HK site, you only can list total 5 Qty from global sites. For example, if you already list 1 item in US, you only can list at most 4 items on UK. In My eBay, my account selling performance show as above standard\eTRS, why has been blocked? Your My eBay dashboard only shows your account level performance, Vertical block will check your related vertical performance as well. If your account vertical selling performance not good, account

will be blocked on related vertical. </h2>