

Global Collections (Seller)

<h2>GUIDE.SUMMARY Global Collections Restrictions When a Seller is unable to pay their eBay Fees we may take additional steps to recover the payment, including applying restrictions to the account, suspending the account and placing it with an external collection agency: Internal Information When a fee or selling cost is collected from the seller, we will first look at their Available funds. If there are not enough funds to cover the fee or selling cost, eBay will charge the seller's Preferred on-file payment method to recoup the amount owed. If the sellers Preferred on-file payment method fails, or the payment is returned, the seller will owe eBay money and the collections process will start. Only sellers that owe more than \$10 will be subject to this process. Accounts with a balance greater than \$1 will receive a communication Accounts with a balance greater than \$5 will be placed on hold Accounts with a balance greater than \$10 will be subject to account suspension Note: Currency threshold values are the same in each regions designated currency (AUD, GBP, EUR, USD, CHF, etc.) Timeline below of non-payment: <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr> <td colspan="1">Day Negative & unpaid</td> <td colspan="1">Action</td> </tr> <tr> <td>Day 11-15 and not on hold or suspended

 Negative balance >=\$1.00</td> <td> Send email to notify seller of owed amount (Requests one-time payment or update to preferred on-file payment method) If balance remains, seller will continue to receive an email requesting payment </td> </tr> <tr> <td>Day 31+ and not on hold

 Negative balance >=\$5.00

 HOLD</td> <td> Restricts all new buying and selling activities Does not affect current active listings and/or completing selling activities Relisting and/or auto-relisting is disabled Sent weekly Important Notice email Notify of Hold status Requests one-time

payment or update to preferred on-file payment method

Day 61+ and account is suspended
Negative balance >=\$10.00
SUSPEND
Restricts all site activities (Except making a payment)
All active listings are immediately removed from the site (Admin ended)
Subscriptions are canceled
Account becomes non registered on eBay
Sent weekly Urgent take action email
Notify of suspended status
Requests one-time payment or update to preferred on-file payment method
Any time after the NP suspension
OUTSIDE COLLECTION AGENCY
Account qualifies to be placed with an external collection agency when a non-payment suspension has been in place
Issue 851 is placed on the account. This stops any attempt for eBay to collect debt using the sellers preferred on-file payment method
Seller has access to make a one-time payment
Once suspension is placed, eBay is no longer obligated to work with these members to resolve a past due amount owed
Teammate: Direct the seller to contact the Collection Agency (contact information is provided in corresponding MAC note) to make a payment
Day 180+
WRITE-OFF
Balance is Charged off ()
When a past due amount reaches 180+ days, the amount becomes written off as bad debt
This is called a Charged Off balance
This process does NOT result in debt forgiveness
Seller must pay the Charged off balance for account reinstatement
Seller can see debt in their account
Seller has access to make a one-time payment

Important:

Throughout each phase, sellers will always have the option to remedy their account by making a one-time payment. The amount will

need to be paid in full in order for a hold to be removed or to be reinstated from a non-payment suspension.

Holds will be removed automatically within 24 hours of full payment being received.

Global collections will not grant payment plans or courtesy exception removals to any account currently On Hold, Suspended, or placed with an outside Collection Agency.

A seller can make a on-time payment by going to:

Seller Hub > Payments

My eBay > Account > Payments

GUIDE.TALKING_POINTS

Payment exceptions questions I am unable to make the full invoiced payment right now. Can I pay by partial installments? We're sorry to hear of your recent troubles and we sincerely hope your situation is improving. At eBay we typically do not offer payment plans and cannot accept payment delays. However, any payments or partial payments made are always accepted and applied to resolving the balance. Please be aware your account will remain restricted until paid in full and collection activity will continue, possibly including referral to an outside collections agency.

Internal Information If the member is placed with outside collection agency, they should contact agency to arrange payment exception.

I am unable to make the full invoiced payment right now. Can I have an extension on the payment? We're sorry to hear of your recent troubles and we sincerely hope your situation is improving. You have requested more time in order to repay the debt owed on this account. Please be aware your account will remain restricted until paid in full and collection activity will continue, possibly including referral to an outside collections agency.

Internal Information If the member is placed with outside collection agency, they should contact the agency directly to determine payment options.

On Hold/Suspension removal questions I just paid the balance, but my account is still restricted. Can you remove the Hold/ Suspension? If you paid the full balance due on the account, the Hold will be automatically removed within 24 hours. I just paid my invoice, but my account is still on Hold/Suspended. Can you please remove the restriction so I have more time to pay my latest invoice? Unfortunately, you will need to pay the newest invoiced balance for account reinstatement. We recommend adding an automatic payment method on your account to avoid this

issue in the future. I already paid the Outside Collection Agency for the amount due, could you please reinstate my account? Please note that it may take up to 72 hours for the payment to post on the account. Once it has posted, the non-payment restriction will be removed automatically.

Internal Information If member paid more than 4 business days ago, then please ask for proof of payment for member and provide to the Collections team. I received a letter from an Outside Collection Agency, but I haven't sold anything on eBay. Internal Information Ask member to provide name and address as listed on letter to search for an account with that information. Look for member account or additional account, verify charges and determine if valid or possible fraud. Follow appropriate procedures for either scenario. I am unable to pay my invoice now, could you please remove on restrictions from my account so I could make some money? We're sorry to hear of your recent troubles and we sincerely hope your situation is improving. Unfortunately, we are not able to reinstate the account until the balance has been paid. Please be aware your account will remain restricted until paid in full and collection activity will continue, which may include referral to an outside collections agency. I would like to close my account but the system is preventing me from doing it. Could you please close it for me? I'm sorry to hear that you'd like to close your eBay account. We cannot close your account until the balance on the account is resolved. I have paid the Collection agency, could you please reinstate my account? Internal Information Once the balance has been fully resolved, the account will automatically be recalled from the OCA and collection efforts should immediately cease. Once the payment has been reported back to eBay (this can take up to 72 hours) and applied to your account, the restriction will be automatically removed. I have paid outstanding fees to eBay, could you please ask the OCA to stop contacting me? If the eBay account balance is resolved and the OCA still contacting you, it is likely due to additional agency fees charged. Please contact the OCA directly to determine the balance due and make any final payments to them. eBay promised to issue credits (could also be ATO related) but my account is still restricted. Please remove the restriction.

Internal Information Please check members accounts and confirm what fees qualified for crediting. After checking the account I can

confirm that the credits have been issued, however there are still valid outstanding fees that need to be paid. Once the account is brought current, the restriction will be lifted. I paid my balance in full and my account has not been reinstated. Please remove the restriction Internal Information

- When balance is resolved via payment and/or credit, the system will autoreinstate the account within 24 hours
- Account reinstatement will not occur until the payment posts to account
- There may be other restrictions on the account

It can take up to 24 hours for your account to automatically reinstate once the payment has posted. Please allow time for this to occur. If it has been more than 24 hours since the balance was fully cleared, wed be happy to refer it to our Global Collections team to review the restriction for manual removal.

GUIDE.DETAILED_INFORMATION Internal Information

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1220&ViewLocale=en_US#Summary of contents

Click on the accordions below to expand their information.

Contents per accordion are:

- Checking recent MAC notes
- Non-Payment On-Hold restriction
- Non-Payment suspension
- Account placed with a Collection Agency
- Checking older/archived MAC notes
- Collections related issues
- Marketplaces Collections-related restrictions and suspensions (Non-Payment of seller fees)
- Non-Payment Hold
- Buying Allowed Hold
- Non-Payment Suspension
- Placement with an Outside Collection Agency
- Written Off Balances
- eMBG Recoupment
- Hold: Seller Recoupment
- Suspend: Seller Recoupment
- Placement with an Outside Collection Agency

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1220&ViewLocale=en_US#

en_US#>Checking recent MAC notes</h3> Non-Payment On-Hold restriction See here
 Non-Payment suspension See here
 Account placed with a Collection Agency Use filters to search for Billing MAC notes. Search filtered list for MAC note title: Transfer to Collection with Collection Agencys name. Expand MAC note to view Collections Agencys contact information that is able to be shared with the member (see here)
 <h3>Checking older/archived MAC notes</h3> Go to https://billing.vip.ebay.com/cs/ Find Users Insert User ID and date range(change the start date year to 1999) and click 'Search' This will pull all MAC notes on account since registration date <h3>Collections-related issues</h3> Issue 155: Issue 155 is not restricting any activities on the account, it is for tracking purposes only. The issue is opened when the account is placed with a Collection Agency. Issue 851: Account has been

placed at a Collection Agency due to non-payment. CCM will not be tapped while placed. Collections will place the issue on the account on the day of placement. Collections will close the issue once an account is recalled.

Issue 1004: This issue is used to stop CCM attempts when there have been multiple CCM rejects/failures. The CCM will be stopped until the seller makes a one-time payment or through a successful sale to clear the SVA negative balance. Global Collections will open the issue through a daily batch process. Reinstatement of the issue will be done through reinstatement rules (BES event) when the balance is paid/cleared.

Go to the View Issues page in Agent Desktop

Issues will appear along with issue status

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1220&ViewLocale=en_US#

Marketplaces Collections-related restrictions and suspensions (Non-Payment of seller fees)

Non-Payment Hold

- Restricts all new buying and selling activities
- Does not affect current active listings and/or completing selling activities
- Relisting and/or auto-relisting is disabled

Buying Allowed Hold

- Placed on eligible accounts allowing member to bid/buy on site, but restricts them from all selling activities as mentioned in the non-payment hold

Non-Payment Suspension

- Restricts all site activities (except making a payment)
- All active listings are immediately removed from the site (admin ended)
- Account becomes non registered on eBay

Placement with an Outside Collection Agency

- Accounts are placed with an external Collection Agency when a non-payment suspension has been in place for at least 7 days
- Once placed, eBay is no longer obligated to work with these members to resolve a past due balance
- Teammates should always direct these members to contact the Collection Agency (contact information is provided in the corresponding MAC note) to make a payment

Written Off Balances

 When a past due balance reaches 180+ days past due, the balance becomes written off as bad debt This is called a Written Off balance This process does NOT result in debt forgiveness Member must pay the written off balance for account reinstatement Written Off amount appears in the Not Yet Invoiced section. The "pink boxes" (visible to teammates only when piggybacking) will also show the written off amount and in CS portal/User details under account information/Managed payments
 eMBG Recoupment As part of our User Agreement and Payment Terms of Use, sellers need to reimburse eBay for eMBG buyer refunds we made on seller's behalf. General Recoupment-Collections process: Communications A seller with a closed eMBG claim that requires reimbursement, will get 2 reminder emails (to their registered email address and in My Messages) per week, until the account is placed with a Collection Agency Hold Typically dropped on the account 15 calendar days after claim is closed/resolved in buyer's favour MAC Note Example: click here Suspend: Seller Recoupment Typically dropped on the account 30 calendar days after claim is closed/resolved in buyer's favour MAC Note Example: click here Placement with an Outside Collections Agency Typically occurs 12 calendar days after recoupment suspension has been placed APAC specific info- accounts are not placed with the Collection Agency </h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Members may contact the Outside Collection Agency listed in the email message a member receives or in MAC notes. If member requests to pay eBay directly for an amount owed: Ask member to visit

Seller Hub>Payments or My eBay > Account > Payments and update Account details Click on the Pay now link For technical issues that members have, please refer to the Technical issues troubleshooting cache, cookies, browser, bugs, eWatch reporting tool article.

</h2></h2>GUIDE.RELATED_LINKS

Related help pages