

## eBay Top Rated Seller/Top Rated Plus Performance (eTRS/TRP)

**GUIDE.SUMMARY** What Seller Performance standards recognize and reward sellers who provide high levels of customer service. Sellers performing at our highest standards earn Top Rated Seller status (eTRS).

- Higher placement in Best Match
- Ability to earn Top Rated Plus benefits
- Receive eTRS recognition on Feedback profile

Sellers who also meet additional criteria can earn more benefits per listing with Top Rated Plus (TRP).

- Receive 10% discount on Final Value Fees (FVFs)
- Receive a Top Rated Plus badge on qualified listings

Why

- Seller standards help maintain safe, positive experiences for members, to keep them coming back.
- The eTRS/TRP standards program gives sellers incentive to create great buying experiences and rewards our hardest working sellers.

This guide covers

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1435#EnforcementCriteria> to become a Top Rated Seller

- Requirements to earn Top Rate Plus benefits on your items
- Top Rated Seller status
- Regional Requirements and Exceptions
- Exceptions and Ineligibilities
- Grace Periods
- Disqualification for benefits
- eTRS Status Appeals
- Talking Points

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## GUIDE.TALKING\_POINTS

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1467&ViewLocale=en\\_US#eTRS](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1467&ViewLocale=en_US#eTRS)

Talking points are divided into:

- [Badging](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1467&ViewLocale=en_US#badgingQ)
- [Tracking Questions](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1467&ViewLocale=en_US#trackingQ)

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1467&ViewLocale=en\\_US#trackingQ](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1467&ViewLocale=en_US#trackingQ)

en\_US#statuslossQ">Loss of Status</a> <h2><a name="badgingQ"></a>Badging</h2> Im TRS, why dont I see the badge on my items?

- <li>Sites either show TRS badging for qualifying sellers, or they show Top Rated Premium / eBay Premium Service badging for the qualifying listings of qualifying sellers</li><li>If you are a TRS and there is no badging on your items, or only badging on some items:<li><li>Which site are you looking at? <li>US, UK, FR, IT, ES, AT, CH, IE are TRP/EPs sites and so only show badging on qualifying listings for TRS</li> <li>AU and DE do not show TRS/TRP badging on any items in Search (there may be badging in VI for qualifying sellers/listings)</li> <li>All other sites are TRS sites, but for the badge to show, you have to be a TRS for that site/region</li> </ul> <li><li>For a TRP site, does your listing qualify? Listing level qualifications vary by site/region but often cover things like fast shipping, tracked shipping and returns so reasons why the badge doesnt show may include: <li><li>Your shipping service does not offer tracking</li> <li>Your handling time is too long or its a CBT item that wont meet delivery expectations</li> <li>Your return policies dont meet the site requirement (e.g. you offer 30 day returns, but its buyer pays or you offer free returns, but only for 15 days)</li> </ul> <li><li>Finally, if you are newly qualified, it can take some time for the badging to show up</li> </ul>

<h2><a name="trackingQ"></a>Tracking</h2> Why did eBay change the tracking upload requirement for the eTRS program to 95%? <li><li>eBay has received very clear feedback from buyers that they like to know their item has shipped quickly, and tracking has become an ecommerce standard. It also helps protect sellers from Item Not Received Claims.</li> <li>This increased threshold applies to U.S. Top Rated Sellers, and only to purchases from buyers located in the U.S.</li> <li>What about one-off situations that happen when uploading tracking? <li><li>eBay set the tracking upload requirement to 95% to account for any out-of-the-ordinary situations that may cause a seller to either upload tracking outside the stated handling time, or be unable to upload tracking for a transaction.</li>

</ul> What if a buyer asks you to hold onto items to ship them all at once (combined shipping)?

<ul> <li>Unless you have set the expectation for combined shipping (and how the buyer should proceed) the timer will start on the tracking once the payment is made for the item.</li>

<li>You should set the expectation for a buyer that they should not make payment for their items until they have won all of their auctions/items that they would like combined.</li>

<li>Any transactions that are paid for then held and have the tracking uploaded outside of the handle time will have to fall into the 10% grace period that we have set for these instances.</li>

<li>Sellers may also want to include language within their listings that ask buyers to hold payment until they have finished shopping, so seller may send a single invoice and buyer can take advantage of combined shipping without costing the seller tracking upload percentage.</li>

</ul> Do sellers need to add a tracking number to each item within a transaction? <ul>

<li>Yes, each transaction within an order should have the tracking number uploaded.</li>

<li>Combined orders will need to have the tracking uploaded for each item to make sure you get credit for tracking each item. <ul> <li>When you only upload one tracking number your buyer receives a message that tells them that ONE item has been shipped. Add that same tracking number to the other items in the combined shipment.</li> </ul> </li> </ul> How do I upload tracking? <ul> <li>See <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1005">Adding/Managing Tracking Numbers in My eBay</a>.</li> </ul> When does the time start counting down to have tracking uploaded? <ul> <li>Sellers are required to upload tracking within the handling time once the item has been marked as payment received by the seller.</li> </ul> You sell low ASP items and can't afford to offer tracking. What are you supposed to do to stay eTRS? <ul> <li>We recommend that you compare the increased discount benefit that you would get from the eTRS/TRP program and compare that with the increased cost for mailing your items with tracking.</li> <li>If the Top Rated Seller rewards are a bigger benefit, then it may be worth changing some of your shipping practices so you can earn that discount to your Final

Value Fees.

- You need to offer 30-day free returns and 1-day handling, but will you still get the discount if you miss your handling time?
- eBay won't disqualify items from the Top Rated Plus discount if you miss the handling time when you upload tracking.
- However, keep in mind that you do need to upload tracking within your stated handling time for at least 95% of your transactions in order to stay in the eTRS program.
- Also, you need to offer 30-day free returns based on your item location:
- If the item location is in the same country as the eBay site you list in: You'd need to offer a 30-day free domestic return policy.
- If the item location is not in the same country as the eBay site you list in: You'd need to offer a 30-day free international return policy.

What holidays aren't counted toward the tracking upload requirement?

- Handling time is measured by business days. Weekends and holidays aren't counted. The following holidays do not count towards the tracking upload handling time requirement:
- New Year's Day
- Martin Luther King Jr Day
- Presidents Day
- Memorial Day Holiday
- Juneteenth
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

What should a seller do if their payment is on a (non-Funds Availability) hold?

- On a very small number of transactions across eBay, the seller will be notified that a payment is being held for review and will recommend that the seller not ship the item until the payment has cleared.
- When this occurs, only ship the item once the payment has cleared. You will not be required to upload tracking within your stated handling time for these transactions, as they will be excluded from the tracking upload requirement.
- Crediting of these transactions will occur on the 10th of each month to ensure all credits are in place for the monthly standards evaluation on the 20th.
- This means, however, that these transactions will show up on the seller's Tracking Upload report as a missed upload if the report is generated

before the 10th by the seller/teammate.

- What if an eBay site/system outage occurs and you are unable to upload tracking within stated handling time as a result?
- If a system outage occurs that causes a seller to miss the tracking upload requirement on a set of transactions, we will ensure that the seller's status is not affected.
- Examples would include problems with eBay shipping labels, FileExchange system issues, or system maintenance causing unavailability of the manual tracking upload feature within My eBay.
- To ensure that we can properly identify the issue and assess the impact, we will need full details from the seller on:
  - What eBay tool or tracking upload flow the seller is using?
  - Exactly what the seller was trying to do, and what error message or issue arose?
  - When did the error occur?
  - How long has the issue occurred?
  - If the seller is able to flag the transactions they are not receiving credit for directly on the tracking upload report, this information would also be helpful.
- What if you're having difficulties meeting the tracking upload requirement because of problems with a third-party provider?
- Sellers that are experiencing difficulty meeting the tracking upload requirement due to issues with a third-party tool should reach out directly to the provider to resolve any future problems.
- eBay will not grant any exemptions for meeting the tracking upload requirement for any issues unrelated to eBay site outage or system issues.
- What if you've already uploaded tracking to meet the handling time and sent the item, but now there's a problem and you need to ship a new item to the buyer?
- Some sellers may notice that when they upload a second tracking number, it causes a re-evaluation of whether their transaction met the handling time requirement.
- We've included the 5% cushion on the tracking upload requirement to accommodate for these unusual use cases that may arise.
- eBay recommends any new or updated tracking numbers associated with a transaction are sent to the buyer via member to member communications to avoid this issue.
- Using eBay labels to create a new tracking

number to use the shipping discount is not recommended as it will count against shipping and could cost you the eTRS/TRP status.

- I've noticed that when I ship using FedEx SmartPost and/or UPS SmartMail, a second tracking number is generated that causes me to miss my stated handling time for tracking upload.
- In general, we've included a 5% cushion in the tracking upload requirement to accommodate for these unusual use cases that may arise.
- At the same time, we will be looking at ways to make changes in the future that would meet the needs of sellers with this business model.

Because I offer calculated shipping on my listings, I am unable to also select local pick-up as a shipping method offered. As a result, I'm unable to meet the tracking upload requirement.

- Sellers will need to evaluate whether offering calculated shipping or local pick-up is critical to business success, and make a choice as to whether making this business change is worth the benefits of achieving Top Rated status.
- Remind them of the 5% cushion.

- Are you still required to upload tracking within your stated handling time if you use time away settings?
- Time Away settings do not exempt a seller from having to upload tracking within the stated handling time, you will still be required to meet the handling time you specify on your listings. However, if you use time away, your handling due date will be updated to reflect the time away duration.
- For example:
- If you have a 1 day handling time and a transaction happens on Jan 1st but your time away ends on Jan 7th, your handling due time will be updated to Jan 8th (Jan 7th+1 day handling time).
- You will need to ship by Jan 8th.

- For sellers utilizing time away settings and who still want to sell, the maximum duration for Allow item sales while on time away option is 15 days.
- If you cannot ship items within 15 days, then we recommend choosing Pause item sales while on time away which will hide your fixed price listings and provide you up to 30 days to ship your auction listings.
- Alternatively, you can set auction listings to end after returning from time away.

For more info see </cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1741>

away</a></li> </ul> You're selling a pre-sale item where the item is paid for but you can't ship until the item is released (e.g. limited edition video game collectors sets); how do you meet the tracking upload requirement? </ul> </li> Sellers are expected to set the handling time to correspond to the full amount of time a buyer must wait before the item will be shipped from the time that they send payment. If, for example, an item won't be available for 14 days, the handling time must be set for at least 14 days or longer, depending upon when the buyer can expect the item to be shipped.</li> </li> Meeting the tracking upload requirement on 95% of transactions, you will meet the requirements for eTRS. However, you will not receive the TRP discount for these listings, as they do not have a 1-day handling time.</li> </ul> <h2><a href="#">Loss of Status</h2> How many policy violations can I receive as an eBay Top Rated Seller before I lose my status? </ul> </li> Multiple infractions of our Selling Practice policies may cause loss of eTRS status for 1 month or more depending on the number of violations (2-4).</li> </li> There are 6 absolute high severity policies (1 violation and you may lose eTRS status) are: </ul> </li> Feedback Abuse & Threat of Bodily Harm</li> </li> Negative 4 Feedback</li> </li> Shill Bidding</li> </li> Feedback Manipulation & Artificial inflation of Feedback</li> </li> Retaliatory Feedback</li> </li> High Risk Infringement</li> </ul> </li> </ul> How can you tell if you're meeting the eTRS requirements? </ul> </li> Top Rated Seller status is evaluated monthly. Sellers are able to see how they are trending to meet requirements on the seller dashboard.</li> </ul> What happens when an eBay Top Rated Seller no longer meets all the requirements? </ul> </li> If the seller is eligible for the grace period, they'll automatically be moved into the grace period. The grace period will give the seller 2 full evaluation cycles to meet all the requirements.</li> </li> If a seller is not eligible for the grace period and no longer meets all the requirements, they will no longer receive the applicable status or benefits.</li> </ul> You sell in eBay Motors Parts & Accessories. Which Top Rated Seller status applies to you? </ul> </li> eBay.com Top Rated Seller status requirements and

benefits apply to Motors Parts & Accessories.</li> </ul> What about sellers who sell items with high value and meet all requirements except for the number of transactions. How will they be valued? <ul> <li>These are the requirements decided upon by the business to delineate where the top-seller special treatment (discounts, etc.) is financially responsible.</li> <li>If the requirements change, we will provide an update ASAP.</li> <li>We do value your account and absolutely appreciate your business. However, you do need to achieve both transactions and sales to meet our qualifications for Top Rated.</li> </ul> Why is the seller not Top Rated when they appear to meet Top Rated requirements? Internal Information <ul> <li>There are some scenarios where eBay will adjust the members status for not meeting policy requirements.</li> <li>To identify if we've taken this action and next steps, please review the Account Issues/MAC notes for details.</li> </ul> <h3><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1467&ViewLocale=en\_US#">Foreign eTRS</a></h3> In what countries can I become an eBay Top Rated Seller? As a U.S. seller, can I qualify for eBay Top Rated Seller status on other eBay sites? <ul> <li>You can become a Top Rated Seller in the US, UK, and Germany based on your transactions with buyers in those countries. US sellers may receive the Top Rated Plus seal if they meet the criteria for the UK and German Top-rated Seller programs. For example, if you are a US seller selling to the UK, you can qualify for UK Top Rated Seller status based on your UK performance rating, which is based on your transactions with UK buyers.</li> <li>US sellers who meet Top Rated Seller requirements based on global performance standards will receive the Top Rated Plus seal on these eBay sites. For example, if you are a US seller selling in France, you can qualify for these Top Rated Seller benefits based on your global performance rating, which is based on your transactions with buyers whose "ship to" location is not in US, UK, or Germany. <a href="http://pages.ebay.com/help/policies/global-seller-performance.html">global seller performance standards</a>.</li> <li>Important: Sellers who live in the US aren't



eligible for Top Rated Plus fee discounts offered by other eBay sites--even if they are a Top-rated Seller in that country, and offer Top Rated Plus service in that country. To qualify for sales discounts through those sites, a seller must reside in that country.

If you become eTRS on sites other than the US site, you will not receive an eTRS flag when you list on ebay.com

How do I qualify to become an eBay Top-Rated seller in Germany and the United Kingdom?

Internal Information

For our eTRS requirements by region,

see


<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1435#EnforcementCriteria> Seller Performance Standards

Enforcement Criteria, and click the relevant program tab.

How can I see if I qualify for Top Rated Seller status in other countries?

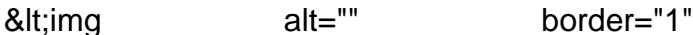
Check your status as an eBay Top Rated Seller in these countries through your Seller Dashboard.


Each country has requirements based on performance with buyers from that country. Please see the country you wish to view at the top of your Dashboard under region:



When I try to list my items on the eBay UK site, I receive a message that I need to register my account as a business to list more items. Why?

In order to comply with UK laws, even US eBay seller that list more than 100 items at a time are required to register their account as a business on the eBay UK site. Note: This is required in order to be eligible for Top Rated Seller Status on eBay UK.





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How can I register as a business?

To update your account from private to business, go to My eBay, Account tab, Personal Information, and set Account type to Business.

There are no tax or other implications for US sellers in changing this status. Business registration is a requirement for European Union Top Rated Seller status.

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1467&ViewLocale=en\_US#"&TRP</a></h3> Why did eBay add a 1-day handling and a minimum 30-day free return policy&nbsp;as a requirement for getting the best discounts and exposure? <ul><li>Since it was first introduced almost 3 years ago, the eBay Top Rated Seller status has helped many sellers improve buyer satisfaction and grow their business. However, ecommerce continues to evolve rapidly, and consumers today have new expectations for online purchasing. For sellers to be competitive and attract buyers, it's important to offer these two in-demand services.</li> </ul> How do I offer a 30-day free return policy with a money-back option? <ul><li>When listing your items in the Sell Your Item form, check "Returns Accepted" for your return policy. In the options under "After receiving the item, your buyer should contact you within" choose 30 days from the day the buyer receives the item. Under "Refund will be given as" choose either "Money Back" or "Money Back or Exchange."&nbsp;</li> </ul> Do I receive Top Rated Plus final value fee discounts on transactions with only U.S. buyers? <ul><li>The return policy evaluation for the top rated plus badge and discount will be based on listing site country and item location.</li> <li>If the item location is in the same country as the listing site, eBay will evaluate the domestic return policy for the top rated plus badge and discount.</li> </ul>

Listing site	Item location	Buyer ship to location	Before international return policy was introduced	New logic based on listing site				
US&nbsp;	US&nbsp;	US&nbsp;	Gets discounts	US&nbsp;	US&nbsp;	US&nbsp;	Gets discounts	
Item location is US. Seller needs to offer 30-day free domestic returns to benefit from badge and discount.				US&nbsp;	US&nbsp;	Non-US	Gets discounts	
Item location is US. Seller needs to offer 30-day free domestic returns to benefit from badge and discount.				US&nbsp;				

&td&gt;Non-US&nbsp;&td&gt;	&td&gt;US&td&gt;	&td&gt;Gets discounts&td&gt;
&td&gt;Item location is non-US. Seller needs to offer 30-day free international returns to benefit from badge and discount.&td&gt;	&td&gt;US&td&gt;	&td&gt;US&td&gt;
&td&gt;Non-US&td&gt;	&td&gt;Non-US&td&gt;	&td&gt;Gets discounts&td&gt;
&td&gt;Item location is non-US. Seller needs to offer 30-day free international returns to benefit from badge and discount.&td&gt;	&td&gt;US&td&gt;	&td&gt;US&td&gt;
&td&gt;Not available&td&gt;	&td&gt;Gets discounts&td&gt;	&td&gt;Item location is US. Seller needs to offer 30-day free domestic returns to benefit from badge and discount.&td&gt;
&td&gt;US&td&gt;	&td&gt;Non-US&td&gt;	&td&gt;Not available&td&gt;
&td&gt;Gets discounts&td&gt;	&td&gt;Item location is non-US. Seller needs to offer 30-day free international returns to benefit from badge and discount.&td&gt;	&td&gt;

&td&gt;

How will the Top Rated Plus seal be presented and explained to buyers?

- Buyers will see the Top Rated Plus seal on qualified listings in the search results page and view item page.
- It will be explained to buyers that this item is from "Sellers with highest buyer ratings; Returns, money back; ships in a business day with tracking".

When will the Top Rated Plus seal be presented?

- Most listings that meet the requirements will display the Top Rated Plus seal within minutes of listing creation or revision. However, there may be times when the Top Rated Plus seal may be delayed for up to 3 hours due to listing volume.

Can I filter my search results to show only items with the TRP seal?

- Unfortunately, this feature is not available at this time.

If I don't offer 30-day free returns, because I list in an exception category, will I still be eligible for the Top Rated Plus seal on my listings?

- Because the Top Rated Plus seal signals to buyers a specific set of service promises, i.e. item is shipped within 1 business day with tracking and offers 30 day free returns, only listings that meet these requirements from Top Rated Sellers will qualify for the seal.

GUIDE.DETAILED\_INFORMATION

Top Rated Seller requirements &ulgt; &li>&lt;a

href="https://www.ebay.com/help/selling/selling/seller-levels-performance-standards?id=4080&st=12&pos=1&query=Seller%20levels%20and%20performance%20standards&intent=top%20rated%20se&context=9056\_SELLER#section2" target="\_blank"&lt;Here is how to

become a Top Rated Seller&lt;/a>.&lt;/li> &lt;/ul> Top Rated Seller benefits &lt;/ul> &lt;/li>eTRS recognition on your Feedback profile&lt;/li> &lt;/li>Increased Best Match Placement &lt;/ul> &lt;/li>The sellers items will be placed above ASTD and BSTD sellers in the

Best Match Search Results. &lt;/a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1084&actp=search&viewlocale=en\_US&answerid=16777216&uniqueid=16777216:20971566&searchid=4&curPage=art&prevPage=srp"&lt;Improve Best Match Search

Results&lt;/a>.&lt;/li> &lt;/ul> &lt;/li> &lt;/li>Ability to earn Top Rated Plus benefits&lt;/li> &lt;/ul> Top Rated Plus benefits &lt;/ul> &lt;/li>For a listing to receive the Top Rated Plus seal, both same business day or 1 business day handling and a 30-day free (or

longer) return policy with a money back option must be offered. &lt;/ul> &lt;/li>Final Value Fee discount &lt;/ul> &lt;/li>You can earn up a 10% discount on your Final Value Fee (FVF) for the item price, however, shipping FVFs are not included.&lt;/li> &lt;/li>See &lt;/a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1094&actp=search&viewlocale=en\_US&answerid=16777216&uniqueid=16777216:20971689&searchid=2&curPage=art&prevPage=srp"&lt;eBay fees&lt;/a> for more information on how to calculate FVFs.&lt;/li> &lt;/ul> &lt;/li> &lt;/li>The Top Rated Plus seal displayed

prominently&lt;br> &lt;img alt="" height="70"

src="https://cskb-author.vip.ebay.com/library/EBAY/Images/1000%20-%203000/1903/trpSeal.png" width="72"&lt;/li> &lt;/ul> &lt;/li> &lt;/ul> &lt;/a

name="exceptionsinelegible"&lt;/a>Exceptions and ineligibility &lt;/ul> &lt;/li>Sellers are not required to upload tracking for the following scenarios: &lt;/ul> &lt;/li>Unpaid items or

canceled transactions</li> <li>Transactions using freight or local pick-up as the shipping service</li> <li>Classified Ad format listings</li> <li>Listings in the Travel & Lodging, Travel & Vacation Packages, Travel & Cruises, Travel & Airline, and Real Estate categories</li> <li>Listings removed from the site</li> <li>If the buyer has paid: the seller will need to refund or upload tracking - as soon as the refund is processed we will no longer look for tracking.</li> </ul> <li>The Top Rated Plus seal will only appear on listings that offer the 30 day free returns and 1 day handle. Listings in product category exceptions (see below) will get the seller fee discount but not feature the seal.</li> <li>In Jewelry & Watches, and most Collectibles & Art categories, sellers need to offer 14-day free returns.</li> <li>When sellers use freight shipping or sell items in the following categories, they need to offer 30-day or longer returns, but the buyer pays for return shipping: <ul> <li>Books</li> <li>DVDs & Movies</li> <li>Motors & Automotive Tools & Supplies</li> <li>Motors & Parts & Accessories</li> <li>Music</li> <li>Musical Instruments & Gear</li> </ul> <li>Sellers don't have to accept returns for these categories: <ul> <li>Business & Industrial</li> <li>Cell Phones, Smart Watches & Accessories & Cell Phone Cards & SIM Cards & Cell Phone SIM Cards</li> <li>Coins & Paper Money & Bullion</li> <li>Coins & Paper Money & Virtual Currency</li> <li>Collectibles & Non-Sports Trading Cards</li> <li>Computers, Tablets & Network Hardware & Computer Printers, Scanners & Supplies & Printer Ink, Toner & Paper & Printer Ink Cartridges</li> <li>Computers, Tablets & Network Hardware & Computer Printers, Scanners & Supplies & Printer Ink, Toner & Paper & Printer Toner Cartridges</li> <li>Computers, Tablets & Network Hardware & Computer Software Gift Cards & Coupons</li> <li>Home & Garden & Food & Beverages</li> <li>Home & Garden & Yard, Garden & Outdoor Living & Plants, Seeds &


Bulbs & Plants & Seedlings</li> </li>Pet Supplies & Bird Supplies & Food  
& Treats</li> </li>Pet Supplies & Cat Supplies & Cat Food</li> </li>Pet  
Supplies & Dog Supplies & Dog Food</li> </li>Pet Supplies & Fish &  
Aquariums & Coral & Live Rock</li> </li>Pet Supplies & Fish & Aquariums  
& Food</li> </li>Pet Supplies & Fish & Aquariums & Live Fish</li>  
</li>Pet Supplies & Fish & Aquariums & Live Invertebrates</li> </li>Pet  
Supplies & Fish & Aquariums & Live Plants</li> </li>Pet Supplies & Small  
Animal Supplies & Small Animal Food</li> </li>Sporting Goods & Fishing & Baits,  
Lures & Flies & Live Bait</li> </li>Sports Mem, Cards & Fan Shop & Sports  
Trading Cards</li> </li>Tickets & Experiences</li> </li>Toys & Hobbies  
& Collectible Card Games</li> </li>Wristwatches</li> </ul> </li>  
</li>The Top Rated Plus benefits dont apply to: </ul> </li>Items listed in the Real Estate  
and Specialty Services categories</li> </li>Items with local pickup only</li> </ul>  
</li> </li>For any listing to receive the Top Rated Plus seal, all TRP requirements must be  
met. No exceptions apply.</li> </li>Check the Seller Dashboard to confirm what listings  
meet the TRP requirements:<br>   
</li> </ul> Canadian Seller information </ul> </li>Top Rated Seller status  
requirements for Canadian sellers (sellers with a Canadian registration address) can be found  
at: <a  
href="http://pages.ebay.ca/help/sell/top-rated.html">http://pages.ebay.ca/help/sell/top-rated.html<  
/a></li> </li>Canadian sellers are excluded from tracking requirements for the eTRS  
grace period.</li> </li>Although Canadian sellers do not need to meet the U.S. tracking  
requirements to be an eTRS seller on the U.S. site, they do need to meet all U.S. requirements  
(including tracking) in order to have the eTRS seal (see examples below) on their listings. This is to  
ensure a consistent buyer expectation for U.S. buyers. If the listing does not qualify for TRP,

no badging will be visible on Search.  Canadian Top Rated Seller on ebay.ca

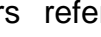
 Canadian Top Rated Seller on ebay.com that is not meeting tracking requirements.

 Sellers who meet all the Global Top-rated seller performance requirements receive the following benefits: 


- Priority customer support
- 10% discount on final value fees (on item price portion only)
- A badge on listing pages on eBay.ca
- Additional regional information

 What specific geographical areas are considered "US Buyers"? 

- The US eTRS program considers buyers in the United States, Turks and Caicos Islands and APO/FPO as US buyers. Other US territories are considered for the Global program.
- Also note that US buyers refers to those with a U.S. "ship to" location.

 You can become a Top Rated Seller in the US, UK, and Germany based on your transactions with buyers in those countries. 

- US sellers may receive the Top Rated Seller badge if they meet the criteria for the UK and German Top Rated Seller programs.
- For example, if you are a US seller selling in the UK, you can qualify for UK Top Rated Seller status based on your UK performance rating, which is based on your transactions with UK buyers.

 US sellers who meet Top Rated Seller requirements based on global performance standards receive the Top Rated Seller badge on these eBay sites. 

- For example, if you are a US seller selling in France, you can qualify for these Top Rated Seller benefits based on your global performance rating, which is based on your transactions with buyers in countries other than US, UK, and Germany.

[Learn more about](http://pages.ebay.com/help/policies/global-seller-performance.html) global seller

performance standards

Important: Sellers who live in the US aren't eligible for Top Rated Seller fee discounts offered by other eBay sites, even if they participate in those programs.

To qualify for discounts for sales through those sites, a seller must reside in the UK or Germany and be a Top Rated Seller in the UK or Germany program.

Additional General Information

Seller performance evaluations (standards and service metrics) will be performed on 20th of the month

Top rated Plus discounts for top rated sellers in a given month will be applied on qualifying listings for the following month.

Seller below standards fee or service metrics fee in a given month will be applied on qualifying listings for the following month.

Top Rated Plus badge evaluation: Domestic or International returns policies will be part of your Top Rated Plus/eBay Premium Service badge evaluation.

Discounts will be based on the country where the items are listing and the item location.

If the item location is not in the same country as the eBay site you listed on, you need to offer 30-day international returns.

If the item location is in the same country as the eBay site you listed on, you need to offer 30-day domestic returns.

US sellers must offer 30-day free domestic returns

We may, at our sole discretion, temporarily grant Top Rated Seller status to an account even if it doesn't otherwise meet the requirements at the time of evaluation. This may be to restore Top Rated Seller status lost due to an eBay site outage, natural disaster, postal strike, or for any other reason that we may determine.

Most listings that meet the requirements will show the Top Rated Plus seal within minutes of creating or revising a listing. However, occasionally this may take up to 3 hours to process.

If you are a Top Rated seller, you will receive a 10% discount on the final value fees for listings that qualify as Top Rated Plus. These discounts appear on your seller invoice.

Seller Evaluation & discount/Fee Timelines:



date

The sellers top rated plus discount / BSTD fees / SNAD fees will be based on evaluations from	
Applies to all transactions from	
End of the month	
Jun 30	Jun 20
Jun 1 - Jun 30	
End of the month	
Jul 31	Jun 20
Jun 20	Jul 1 - Jul 31
End of the month	
Aug 31	Jul 20
Aug 1 - Aug 31	
15th of the month	Jun 20
Jul 15	Jun 20
Jun 16 - Jun 30	Jul 1 - Jul 15
15th of the month	Aug 15
Jun 20	Jul 20
Jul 16 - Jul 31	Aug 1 - Aug 15
15th of the month	Sep 15
Jul 20	Aug 20
Aug 16 - Aug 31	Sep 1 - Sep 15

GUIDE.RELATED\_LINKS Related solutions

- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10255>Top-rated seller program grace period
- <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=sol4002>Top-rated seller program