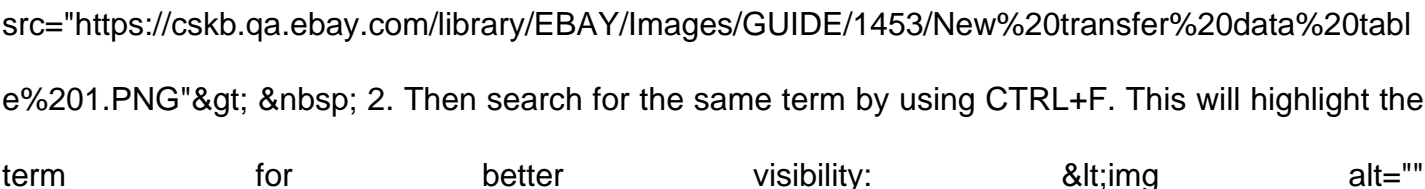


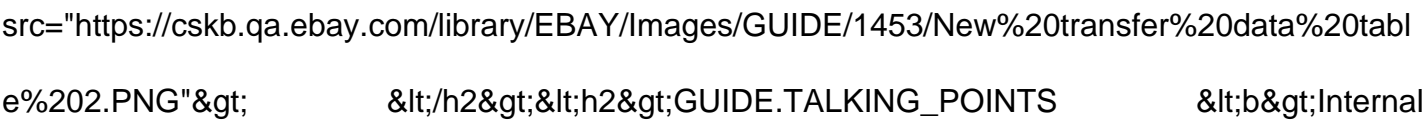
Transfer Guide for CS Phones, Chat, and Email

GUIDE.SUMMARY Internal Information What The transfer guide is an article to assist you in determining the best place to transfer to by using the data table

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1453#DetailedInformation>. When Anytime you need to transfer a call based on current policies, refer to the

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1731#WarmXfer> Warm Transfer FSP instructions. How to use this article: term-based searching (Example: "invoice" queries) 1. Use the filter box at the top right corner of the data table to search for a term. The table will be instantly updated to display rows with that term

 2. Then search for the same term by using CTRL+F. This will highlight the term for better visibility:

 **GUIDE.TALKING_POINTS Internal**

Consider these guidelines before transferring:

- If it is a topic you're trained to help with, help the customer.
- Transferring a contact to your same staff group is never allowed.
- Refer to the <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1731#WarmXfer>

- When resolution is not able to be solved by another group as outlined in this transfer guide, a teammate not equipped to resolve the customer issue directly must seek the help of a SME, coach or TL
- Never directly transfer an online contact to a non-English speaking region.
- Transfer guidelines are specific to each LOB (BUY, SELL, M2M,

E2M and Payments) For Concierge related queries, see Concierge Transfer Guidelines.

Transfer spiel To best assist you with ____, I need to transfer you to the specialized department/team that handles this type of query Please keep in mind there may be a wait time for the next available representative. May I now transfer this Call / Chat? I will note your account so my colleague understands exactly why you've contacted us today

Where is eBay's office? eBay's main office is located in San Jose, California USA. We also have offices and contact centers all over the world.

 eBay Inc.
 2025 Hamilton Avenue
 San Jose, California 95125 USA

Where are you located? Internal Information You can give the country/state where you are located (US, Ireland, Philippines, India, etc), not the city or any other specifics (for security reasons) Some of eBay's addresses can be found in the User Agreement; it is up to the member to locate this information, and should not be disclosed otherwise </h2><h2>GUIDE.DETAILED_INFORMATION

How to transfer using Communicator Follow the instructions in the how to use communicator guide. Leverage the Transfer Note Template.

Warm Transfers During a warm transfer, the transfer guidelines in this article are to be used by the teammate initiating the warm transfer, to determine the correct team to transfer to Ensure the customer is verified before you begin the warm transfer process Always verify the customer if they were not already verified at the start of the call

 Phone and Chat holds : Hold should be used minimally to ensure we are creating a great experience for our customers Only use hold when you need to research an issue in depth, or need to speak to a team leader or Subject Matter Expert A teammate should always seek a customer's permission before placing a customer on hold
 Using alternatives to Hold Procedure Best Practice is to keep the customer engaged throughout the call, talking the customer through your investigation or asking the customer if they are ok to stay on the line while you are investigating their query. Avoid long silences by checking in regularly or walking the customer through what you are doing. This helps you create a partnership with the customer. Phrases for keeping a customer engaged on the call/chat: Lets have a look at this to see what the issue is. Okay I am just having a look into this for you, thank you for your patience. I will still be present while I check this issue for you please bear with me. I am going to keep you on the line while I research that feedback record for you. Thank you for your patience, this will just take another moment. Let's walk through this together. Phrases to avoid using: I am going to be silent while I investigate this for you. Yes, I am still here (If a customer has to ask are you still there you are not engaging enough with the customer). Phone A customer should never be on hold for longer than two minutes without checking back to let the customer know they've not been forgotten. And if a customer is out of time, we should call back at their convenience. If a teammate needs to check back with a customer more than twice or the hold time is likely to become excessive during the call duration (5min+) the teammate should ask the customer if they would like to stay on the line while they continue to resolve their concern OR Have the teammate call the customer back at their convenience whilst they seek resolution To ensure professionalism the appropriate hold button (not mute) should always be used. Teammates should always use the

hold button on Communicator and not the AVAYA phone. Always thank the customer when coming out of the hold ("thanks for your patience" or similar statement). Hold time should only be used when a teammate needs to consult for support or leave their desk. Placed "On Hold" by customer PHONE / CHAT If a teammate is asked to Hold by a customer inform the customer that you will be "happy to hold for a few moments". Based on the situation (customer checking information in the account, getting their credit card, etc.) a teammate should wait for the customer to come back on line. If the hold is longer than 10 mins, teammate can end the contact. This is considered a disconnected contact, therefore a teammate is expected to make a call back attempt. If, however, you are put on hold for something not related to the call (customer needs to answer the door, take another call), a teammate should wait a maximum of 4 minutes (240 seconds) before releasing the Chat / Call and documenting a clear note on the account. This is considered a disconnected contact, therefore a teammate is expected to make a call back attempt. Chats are handled via the Chat SOP. Transfers and foreign language support If a customer needs to be transferred to another department, a teammate should always seek permission first, explaining the process, advising the customer of the correct department and that the customer might experience a delay in the queue. Foreign Language Support For now, eBay phone support for ebay.com customers is available only in English and Spanish. However, we can provide support by email in the language you speak, or if you can speak a little English, I can try my best to help you. If it'll be easier for you, you might want to use an online translation tool. Google offers a translation service (http://translate.google.com) which has also been integrated into the standard Google Chrome browser for automatic webpage translation Babelfish is another example: http://babelfish.yahoo.com

[Please consider emailing us your question or concern in the language you are fluent in. To send an email in the language that you prefer:](http://babelfish.yahoo.com/)

 Go to www.ebay.com Scroll down and look for the list of available eBay sites (right bottom corner) Click the country that speaks your language From the homepage of the eBay site that uses your language, click the "Help & Contact" link or tab You'll usually find this link at the top, left hand side Important: The Resolution Center should NOT be translated with Google Chrome's automatic translation feature or Babelfish. The response options may not translate correctly. If customers have to translate information from the Resolution Center, they should do so by copying and pasting the text into a translation service such as those mentioned above. Outside hours of operation (HOOP) You can see our <a

[Fundamental service policies for customer service policies for details Internal Information </h3> Use the search box at the top right corner of the table to filter by keywords</h3> </h3> You can also adjust the number of rows that are displayed by using the "show" dropdown menu </h3> </table border="1" cellpadding="5" cellspacing="0"> </thead> </tr> </th> Topic</th> </th> Transfer guidance</th> </th> Classification US</th> </tr> </thead> </tbody> </tr> </td align="left" valign="top"> eBay Vault Submission
 GUIDE1779](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=guide1731#OutsideHoop) </td align="left" valign="top"> Verticals teammates handle: All questions for Vault Submission Fees associated with Vault Submission Eligibility for Vault

Submission SNAD, INR, returns for Vault Submission Any other question related to the eBay Vault Submission </td align="left" valign="top">L1: Varies

 L2: Varies

 Select Verticals
 Authenticity Guarantee - eBay Vault

 Phone:
 6am - 11pm MST Monday - Sunday</td> </tr> </tr> </td align="left" valign="top">Conversational Help Escalations Click & Collect at an eBay collection point </td> <td align="left" valign="top">All teammates handle: How does Pick Up (Click & Collect) at an eBay collection point work? Transfer to the C&C team if: Pick Up/Click and Collect: Uncollected items / aged returns from an eBay collection point store. Note: Aged returns can be identified as the reason for the return will state PUDO RETURN in the returns case Aged Return tracking number has not updated Aged Return past 8 days - member wants a decision Tracking shows item has been delivered but no 'Ready For Collection' (RFC) code sent Tracking shows delivered, but item isn't at the store Tracking doesn't show a location Buyer collected the item but they keep receiving pick-up reminders or notifications Buyer wants to Appeal eMBG case because tracking shows delivery but no 'Ready For Collection' (RFC) code was sent Seller appeal claiming they received an aged return which was damaged Seller appeal claiming they didn't receive an aged return back Transfer note template: Buyer/Seller ID Item Number eCP Number Case ID (if applicable) Summary of the query </td>

| L1: Specialty | L2: Store Pickup - Member Phone (UK Argos/C&C OCS): | 8am | 10pm | GMT | Monday | Friday | 9am | 6pm | GMT | Saturday | 9:30am | 6pm | GMT | Sunday |
|--------------------|---|-----|-----------|--|--------|--------|-----|-----|-----|----------|--------|-----|-----|--------|
| | | GSP | Logistics | <a &gt;guide1047&lt;="" &gt;guide1048&lt;="" &gt;guide1049&lt;="" <="" <a="" a&gt;="" a&gt;&lt;br&gt;="" href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1049" target="_blank" td=""> | | | | | | | | | | |

target="_blank">GUIDE1049 </td> <td align="left" valign="top">All teammates

handle: Any query not explicitly mentioned below should not be transferred to Logistics; please handle those queries according to their contact reason Transfer to Logistics if: Seller needs photographs of the destroyed item so they can file an insurance claim Seller wants to cancel the order while its on route to the distribution centre Seller wants a VAT invoice (Proof of Import) Member needs to update the final ship-to address (this is not a guarantee as the member should always verify their address at checkout) Buyer needs Proof of Import documentation Buyer needs Pitney Bowes money (T2) reversed as service was not used (item must not have been processed and posted by the shipping centre) UK GSP Only: EU buyer has returned an item and needs a refund of the international shipping costs originally paid Customer wants to appeal a GSP Paypal case. Note: Case must have been closed incorrectly against the Seller or Buyer. Please review case with customer before assigning offline SR to ensure it is eligible for appeal Undeliverables. Exception: cases - these should still be handled by M2M Member wants to know why the item was liquidated or destroyed. Note: please refer to the automated email for notification email and explain reason Transfer note template: Buyer and Seller usernames Item ID Reference ID Updated address Member's phone number </td> <td align="left" valign="top">L1: Specialty L2: Logistics - CCR Email only: GSP: US Logistics Expert Group (offline) Include these: -Buyer and seller username -Item ID -Reference ID/ OREUS -Updated address (if contact reason 3 or 4) -Member's phone number (if contact reason 3 or 4) </td> </tr> <tr> <td align="left" valign="top">Motors GUIDE1455 </td> <td align="left" valign="top">All teammates handle: Off-eBay Motors scams eMBG cases - Vehicles don't

qualify for eMBG Epicor or WHI catalog reports (Should be reported directly to Epicore or WHI) Note: Parts and accessories (P&A) queries are handled like any other eBay query. Don't transfer to Motors UK and AU vehicle transactions should be handled by the core UK or AU site. Transfer to US Motors if: Vehicle Purchase Protection (VPP) questions (US only) Business equipment Purchase Protections (BEPP) questions Purchasing a vehicle through eBay Motors Selling a vehicle through eBay Motors, including general questions about enrollment, subscriptions, listing Net Neutral questions (Independent Feedback review - US only) If a transfer cannot be completed over the same SR, the customer can call 1-866-322-9227 when US Motors Seller/Dealers is available.</td> </tr>

| | |
|--|---|
| </td> US Motors Sellers/Dealers Phone: 7am - 6pm Mon - Fri MST </td> | </tr> </tr> </td align="left" valign="top">Social Media Customer Service - CCR</td> |
| </td align="left" valign="top">All teammates handle: General requests about selling on social media Escalations or requests where the member simply references social media Contacts about linking an account or listings to a social platform Contacts about content within a private social media group Transfer to Social Media: Emails where the customer specifically references the social media team has been handling their concerns If member is contacting by chat or phone, and they mention the social media team has been handling their case before, ask member to reply to the social media team email (they don't have online teammates) | </td align="left" valign="top">L1: Specialty L2: Social media escalation Email only </td> |
| </tr> </tr> </td align="left" valign="top">Returns </a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1567" target="_blank">GUIDE1567 | </td align="left" valign="top">BUY, SELL, e2M and Payments teammates handle: General Questions about Returns |

including GSP, PUDO & eBay Guest transactionsHow to file a ReturnFiling timeframe (min & max)</hr>M2M teammates handle: Complex Questions about Returns including GSP, PUDO & eBay Guest transactionsPreclaim blocks: Buyer is blocked from filing a Return (any reason)Return timeframesHow & when to escalate or ask eBay to step in and helpReturn postage who pays & whyAll queries about open Return request within SMIRAll Return Shipping Labels queriesReturn automation rules **All above only handled by M2M Escalation. M2M Mediation & Appeals follow other LOB instructions.</td><td align="left" valign="top">L1: M2M Escalation
L2: Returns Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday
 </td></tr></table><td align="left" valign="top">Buyer Protection Escalate SNAD GUIDE1520
GUIDE1567</td></tr></table><td align="left" valign="top">BUY and SELL teammates handle: This CCR is for post-SMIR Return cases onlyFor questions regarding open payment disputes transfer to MP-Payment Dispute</hr>M2M teammates handle: Member wants to escalate return request past SMIR including GSP, PUDO and eBay Guest requestCase already escalated & member wants a decisionWhat was the decision of the case & whyWhy was feedback removed when Buyer lost caseCase closed: "where is my refund?" **Only handled by M2M Escalation. Mediation & Appeals follow other LOB instructions
 For questions regarding open payment disputes transfer to MP-Payment Dispute </hr> E2M teammates handle:

This CCR is for post-SMIR Return cases only For questions regarding open payment disputes transfer to MP-Payment Dispute <hr>Payments teammates handle: This CCR is for post-SMIR Return cases only </td> <td align="left" valign="top">L1: M2M Escalation L2: Buyer protection Escalate SNAD Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </td align="left" valign="top">Buyer

Protection Case Questions <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1707"

target="_blank">GUIDE1707 </td> <td align="left" valign="top">BUY and SELL teammates handle: This CCR is for within-SMIR INR cases only For questions regarding open payment disputes transfer to MP-Payment Dispute <hr>M2M teammates handle: All queries about open INR request within SMIR including GSP, PUDO and eBay Guest request **Handled by M2M Mediation. Escalation & Appeals should follow other LOB instructions.
 For questions regarding open payment disputes transfer to MP-Payment Dispute. <hr>Payments teammates handle: This CCR is for post-SMIR Return cases only </td> <td align="left" valign="top">L1: M2M Mediation L2: Buyer Protection Case Questions Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </td align="left"

valign="top">Buyer Protection Escalate INR <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520"

target="_blank">GUIDE1520
 <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1566"

target="_blank">GUIDE1566 </td> <td align="left" valign="top">BUY, SELL and E2M teammates handle: This CCR is for within-SMIR INR cases only For questions regarding open payment disputes transfer to MP-Payment Dispute

 <hr>M2M teammates handle: Member wants to escalate INR request past SMIR including GSP, PUDO and eBay Guest request
Case already escalated & member wants a decision What was the decision of the case & why Why was feedback removed when buyer lost case Case closed: "where is my refund?" **Only handled by M2M Escalation. Mediation & Appeals follow other LOB instructions.
 For questions regarding open payment disputes transfer to MP-Payment Dispute. <hr>Payments teammates handle: This CCR is for post-SMIR Return cases only
</td> <td align="left" valign="top">L1: M2M Escalation

 L2: Buyer Protection Escalate INR

 Chat:
 6am - 11pm MST Monday - Sunday

 Phone:
 6am - 11pm MST Monday - Sunday</td>
</tr> </tr> <td align="left" valign="top">Buyer Protection Program Question eMBG eligibility criteria Item not received (INR), including stolen from porch </td>
<td align="left" valign="top">BUY, SELL, E2M and Payments teammates handle: Basic (handle) What is eMBG eMBG eligibility or coverage (items, payment methods etc) How to file an INR on site including GSP, PUDO and eBay Guest transactions High level overview what happens once INR is filed, timeframes of INR High level: How & when to escalate an INR or asking eBay to step in and help <hr>M2M teammates handle: Advanced (handle) All complex or advanced about eMBG Program & eligibility Preclaim blocks: Buyer is blocked from filing an INR (any reason) and wants to know why / what can they do **Only handled by M2M Mediation. Escalation & Appeals follow other LOB instructions.</td> <td align="left" valign="top">L1: M2M Mediation

L2: Buyer Protection Program Questions Chat: 6am - 11pm MST Monday - Sunday

Phone: 6am - 11pm MST Monday - Sunday

| | | | | |
|--------|---|-------|---------|--|
| Defect | - | Basic | Process | |
|--------|---|-------|---------|--|

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1076>

Feedback - Basic process - How the Feedback system works

BUY teammates handle:

- General questions about Defects and Leaving Feedback

SELL, M2M, and E2M

teammates handle:

- Basic questions about Shipping misses

- What is a shipping miss
- Where can I see my shipping misses
- Leaving Feedback, replying to Feedback, sending a Feedback revision request, the Feedback profile
- What are defects, how are they calculated
- Why did I receive a defect
- Questions about the Defect Removal Policy

Payments teammates handle:

- General questions about Defects and leaving Feedback

L1: M2M

Escalation L2: Defect Basic Process Chat: 6am - 11pm MST Monday - Sunday

Phone: 6am - 11pm MST Monday - Sunday

| | | | | |
|-------|------------|--------|------|--|
| Buyer | Protection | Appeal | SNAD | |
|-------|------------|--------|------|--|

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520>

GUIDE1520

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567>

BUY, SELL

and E2M teammates handle:

- This CCR is for appealing closed Returns cases only
- For payment dispute appeals transfer to MP-Payment Dispute

M2M teammates handle:

- Buyer or Seller want to appeal Returns case decision
- Appeal already decided but member has follow up questions
- Reimbursement Charge related to ATO
- Stolen items:

all Return queries where the item has been reported as Stolen

- **Only handled by M2M Appeals. Mediation & Escalation follow other LOB instructions.

For Mediation & Escalation untrained in Manual Corrections, transfers are allowed when a Manual Correction is required.

Payments teammates handle:

- This CCR is for appealing closed Returns cases only

| L1: M2M Escalation | L2: Buyer Protection Appeal | SNAD |
|--|---|--------|
| In Edit Classification, enter Case ID before transferring. Only enter Return ID if there is no Case ID for the transaction. | | |
| Buyer | Protection | Appeal |
| https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1520 | | |
| https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1566 | | |
| BUY, SELL and E2M teammates handle: | <ul style="list-style-type: none"> This CCR is for appealing closed INR cases only For payment dispute appeals transfer to MP-Payment Dispute | |
| <p>M2M teammates handle:</p> <ul style="list-style-type: none"> Buyer or Seller want to appeal an INR case decision Appeal already decided but member has follow up questions Reimbursement charge related to ATO Stolen items: all INR queries where the item has been reported as Stolen | | |

**Only handled by M2M Appeals Mediation & Escalation follow other LOB instructions).

For payment dispute appeals transfer to MP-Payment Dispute.

For Mediation & Escalation untrained in Manual Corrections, transfers are allowed when a Manual Correction is required.

Payments teammates handle:

- This CCR is for appealing closed INR cases only

| L1: M2M Escalation | L2: Buyer Protection Appeal | INR |
|---|-----------------------------|-----|
| In Edit Classification, enter Case ID before transferring. Only enter Return ID if there is no Case ID for the transaction. | | |

 In Edit Classification, enter Case ID before transferring. Only enter Return ID if there is no Case ID for the transaction.

 Seller Help Email </td> </tr> <tr> <td align="left" valign="top">Cancel Transaction Canceling a Transaction </td> <td align="left" valign="top">ALL teammates handle: How to file a Cancel request (seller) including eBay Guest transactions Cancel transaction timeframes High level overview of how Cancel transaction works Queries about FVF credits for Cancel requests Buyer wants to Cancel an order or purchase Buyer doesn't agree with the Cancel request How to hide a Cancelled purchase (item is "awaiting payment" in purchase history) How to close a Cancel request Problems with an open or closed Cancel request Problems issuing a refund within a Cancel request Why does seller have to wait 10 days to close (not paid / payment not handled by eBay or PayPal) I refunded the buyer already but I want an FVF credit Seller cancelled but buyer didn't receive a refund Seller cancels the order using the 'Buyer hasn't paid' </td> <td align="left" valign="top">L1: M2M Mediation L2: Cancel Transaction Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </table> <table align="left" valign="top">Buyer Protection

Refunds

GUIDE1520

GUIDE1053 </td> <td align="left" valign="top">BUY, SELL, E2M and Payments teammates handle: Only answer generic questions about refund timeframes </td> </tr> </table> <table align="left" valign="top">M2M teammates handle: Refund

timelines Refund destination UK: Refund timelines (eMBG or courtesy) All queries related to existing or new Whiteglove requests (courtesy) Buyer wants a partial refund for an open request </td> <td align="left" valign="top">L1: M2M Escalation

 L2: Buyer Protection Refunds Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday
 </td> </tr> </tr> <td align="left" valign="top">Buyer Protection High ASP Claims (HASP)
 GUIDE1726
 </td> <td align="left" valign="top">BUY, SELL, M2M and Payments teammates handle: Cancellation requests for high value claims Use this classification when transferring non-Authenticity Guarantee high value claims to CRM All Authenticity Guarantee claims and contacts should be routed to the verticals team <hr> Claims Risk Management (CRM) teammates (within e2M) handle: Escalated and/or Appealed INRs Returns and SNAD cases over the \$2,000 High Value Claim threshold, excluding Authenticity Guarantee This does include: GSP PUDO eBay Guest transactions </td> <td align="left" valign="top">L1: M2M Escalation

 L2: Buyer Protection High ASP Claims In Edit Classification, enter Case ID before transferring. Only enter Return ID if there is no Case ID for the transaction. Phone:
 9am 5.30pm MST Monday Sunday

 </td> </tr> </tr> <td align="left" valign="top">Unpaid cancellation records - Appeals Unpaid cancellation records - Buyers
 GUIDE1002 </td>

<td align="left" valign="top">BUY, SELL, M2M, e2M, and Payments teammates handle:

 For all queries related to unpaid cancellations, please see "M2M Escalation - UPI Appeal" CCR. <hr>BUY and M2M teammates handle: Appealing unpaid cancellation records for any reason **All BUY and M2M Teammates can handle unpaid cancellation appeals. </td> <td align="left" valign="top">L1: M2M Escalation

 L2: UPI Appeal Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td>

</tr> <tr> <td align="left" valign="top">Contact trading partner Contact Trading Partner </td> <td align="left" valign="top">ALL teammates handle: Member wants help communicating with trading partner (including eBay Guest) Member wants telephone number of trading partner Member past timeframe for resolution process - eMBG, Cancel, UPI </td> <td align="left" valign="top">L1: M2M Mediation L2: Contact Trading Partner CCR Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> <tr> <td align="left" valign="top">Defect appeals GUIDE1118 - Defect appeals GUIDE1745 - Seller Help </td> <td align="left" valign="top">BUY, SELL and Payments teammates handle: General questions about Defects and leaving feedback Defect or feedback that doesn't qualify for removal "Shipping miss" (late shipment) appeals that do NOT qualify for removal Note: for Chat SRs, please reassign offline <hr>M2M teammates handle: M2M Mediation and M2M Escalation: General questions about Defects

and leaving feedback

- Defect or feedback that doesn't qualify for removal
- "Shipping miss" (late shipment) appeals that do qualify for removal

M2M Appeals:

- All of the above
- Defect or feedback that does qualify for removal
- Questions regarding appealing a defect that has been removed

Note: for Chat SRs, please reassign offline

E2M teammates handle:

- General questions about Defects and leaving feedback
- Defect or feedback that doesn't qualify for removal
- Defect or feedback that does qualify for removal
- "Shipping miss" (late shipment) appeals that do qualify for removal

Note: for Chat SRs, please reassign offline

| | |
|-----|---------------------------------|
| L1: | M2M Escalation |
| L2: | Defect Appeal Seller Help Email |
| | Seller Protection Policy |

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1360>

BUY, SELL and E2M teammates handle:

- See other M2M classification for Seller eMBG queries

M2M teammates handle: Seller wants help with INR/Return problem (no case filed), examples:

- Buyer says they haven't received the item
- Buyer says there's a problem with the item they received
- Buyer won't collect the item
- How is eBay protecting sellers
- How can sellers protect themselves from cases
- How Sellers can win cases

Payments teammates handle: -See Payment Dispute - Managed payments for Seller Payment dispute protection policy

| | |
|-----|-------------------------------|
| L1: | M2M Mediation |
| L2: | Seller Protection Policy Chat |

6am - 11pm MST Monday - Sunday Phone:

| |
|--------------------------------|
| 6am - 11pm MST Monday - Sunday |
|--------------------------------|

Payment service dispute

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1159>

target="_blank">GUIDE1159 </td> <td align="left" valign="top">ALL teammates handle: Any questions about PayPal cases, use this CCR and ask member to contact PayPal Customer Service </td> <td align="left" valign="top">L1: M2M Mediation L2: Payment Service Dispute Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> <tr> <td align="left" valign="top">Bidding/buying (Bidding / buying items - buy it now, best offer - proxy, increments)</td> <td align="left" valign="top">ALL teammates handle: Using Proxy Bidding, One Click Bidding, bid increments, Buy It Now, and Best Offer (Bidding / buying items - buy it now, best offer - proxy, increments) Global Shipping Programme (GSP) general questions including countries enrolled (Global Shipping Programme Overview) GSP info from Listing to buying items, Pre transaction (Global Shipping Programme pre-transaction) General GSP Post transaction information from item shipment through problem resolution (Global Shipping Programme post transaction) Buying or bidding on a vehicle needs to go to Motors. <hr>BUY teammates ALSO handle: Member unable to bid, has been blocked from bidding, is unable to send best offer, or bid is cancelled (Bidding on/buying items - not able to bid/bid cancelled) Complex Shopping Cart / Basket errors / issues Purchasing a vehicle Live Auctions how to sign up, participate and pay (<a

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=guide1191"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=guide1191)>Live

auctions) </td> <td align="left" valign="top">L1:Buying- CCR

L2: Bidding/Buying Items Chat:
 6am - 11pm MST Monday - Sunday

Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> <tr> <td align="left"

valign="top">Paying for items <a

[href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1016"](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1016)

target="_blank">GUIDE1016 </td> <td align="left" valign="top">BUY, SELL,

M2M and E2M teammates handle: Accepted payments How

payment methods are added to items How forms of payment show up

on items Gift cards including card fraud or scams

Checkout error codes How to use Shopping cart/basket

eBay checkout, including using Streamlining Checkout Paying via invoice

(eBay), request total, paying for multiple items, combine shipping (Paying for items and checkout

error codes) Immediate Pay, what is it and what is required

Split cart inquiries Coupon questions related to split cart

scenarios Help member identify items that are paid or unpaid in My

eBay US State Sales Tax: Why a buyer is required to pay state sales tax.

Queries about buyer Sales Tax exemptions (send SOL11209 and inform member eBay

will respond in 3-5 business days to accept or deny request) <hr>BUY

teammates ALSO handle: Checkout errors-Prepaid credit cards (gift cards from

major credit issuers) Payment is limited by Dollar amount > \$10,000

Next steps: Incorrect address post checkout (transaction completed)

Complex payment method issues i.e. payment option is not available All

Delayed Capture transactions including denials Complex Gift Card

questions <hr>Payments teammates handle: Accepted

payment methods How payment methods are added to items

How forms of payment show up on items Transaction Risk (TRisk) with no related checkout errors </td> <td align="left" valign="top">L1: Buying- CCR L2: Paying for items Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </tr> <td align="left" valign="top">eBay account information GUIDE1034 </td> <td align="left" valign="top">SELL, M2M, E2M and Payments teammates handle: Sign in/out questions Changing/updating account information Adding Secondary Contact to account (Contact Verification (CV) and Hard Verification (HV) for Phone/Chat/Email) <hr>BUY teammates handle: Member experiences "sign in loop" Multiple eBay Guest accounts/finding purchased item <hr>BUY and SELL teammates ALSO handle: Downgrade requests from Business to Private (UK only) </td> <td align="left" valign="top">L1: eBay Account L2: eBay Account Information Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </tr> <td align="left" valign="top">Forgot user ID (username) or password GUIDE1078 </td> <td align="left" valign="top">ALL teammates handle: Resetting user ID / passwords (forgot password) </td> <td align="left" valign="top">L1: eBay Account L2: Forgot Username or Password Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </tr> <td align="left" valign="top">Site features GUIDE1108
 <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1109"

target="_blank">GUIDE1109
 <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1110"

target="_blank">GUIDE1110 </td> <td align="left" valign="top">ALL

teammates handle: Profile Daily Deals

Community Pages Comments on View Item page, including making

comments private/removing comments Navigating the Help & Contact

Pages Questions about Second Chance Offers (<a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=guide1019"

target="_blank">Sending and accepting a Second Chance Offer)

Watch Items / Wish List If the scenario is not listed above then refer to

the relevant CCR.
 <hr>BUY, SELL, E2M and Payments teammates ALSO

handle: For issues with site features, such as checkout errors, see <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=guide1635"

target="_blank">Checkout - resolving errors </td> <td

align="left" valign="top">L1: eBay Account L2: Site Features Phone:
 6am -

11pm MST Monday - Sunday </td> </tr> <tr> <td align="left" valign="top">eBay

guest account <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1444"

target="_blank">GUIDE1444 </td> <td align="left" valign="top">ALL

teammates handle: Upgrading (confirming) eBay Guest Account

eBay guest user - buy and item criteria for eBay guest purchase All eBay

guest INR, returns, UPI and cancel transaction please see relevant CCRs- do not transfer

these contacts to Buy <hr>BUY teammates ALSO handle:

Resending access code to buyer </td> <td align="left"

valign="top">L1: Buying- CCR L2: Bidding/Buying items Chat:
 6am - 11pm

MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr>

| | |
|---|---|
| <p>Buyer loyalty programs</p> <p>GUIDE1099</p> <p>teammates handle:</p> <ul style="list-style-type: none"> Queries on coupons, eBay Bucks, and buyer promotions Handles complex questions about promos eligibility and how they work Questions about how to utilize the rewards they get from the promotion (UK) Complex queries on Nectar points (UK), what items are eligible for Nectar, any other queries please advise to contact Nectar Complex queries on eBay Bucks (US), issues with not receiving eBay Bucks Points/Certificate <hr/> <p>SELL, M2M, E2M and Payments teammates handle:</p> <ul style="list-style-type: none"> Questions about promotion dates, Terms & Conditions and Rewards should be discussed with the customer If there are detailed questions beyond the T&C's then transfer to BUY For issues with Promos not working, review CSKB for relevant ALERTs for talking points and if required transfer to BUY (UK) General queries on Nectar points, what items are eligible - for any other queries please advise to contact Nectar General queries on eBay Bucks, how to earn & redeem, eBay Bucks promotions | <p>L1: Buying- CCR</p> <p>L2: Buyer Loyalty Programs Chat:</p> <p>6am - 11pm MST Monday - Sunday</p> <p>Phone: 6am - 11pm MST Monday - Sunday</p> |
| <p>Listing ended / removed - buyer</p> <p>GUIDE1100</p> <p>ALL teammates handle:</p> <ul style="list-style-type: none"> Assist the customer to find another similar item if the listing was ended or removed pre payment If the listing was ended or removed post payment, advise the customer to wait until the estimated delivery date to see if they receive their item - and if they don't, transfer to M2M to open INR If the Buyer receives an email | |

saying the account was compromised (ATO) and they didn't receive the item yet, then transfer customer to M2M Escalation to open an INR case

| |
|---|
| L1: Buying- CCR L2: Listing Ended/Removed - Buyer Chat: |
| 6am - 11pm MST Monday - Sunday Phone: |
| 6am - 11pm MST Monday - Sunday |
| Search - buying |

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1090>

target="_blank">GUIDE1090

| |
|--|
| ALL teammates handle: |
| How to use search, refine your search, filters and advanced search options |
| L1: Buying- CCR L2: Search - Buying Chat: |
| 6am - 11pm MST Monday - Sunday Phone: |
| 6am - 11pm MST Monday - Sunday |
| Search - buying |

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1062>

target="_blank">GUIDE1062

| |
|--|
| ALL teammates handle: |
| General questions on next steps which includes waiting for item to arrive |
| If the buyer reports the item has not arrived then refer to Buyer Protection Program Questions |
| There are many reasons why a Seller may be currently inactive and eBay would never disclose this information to anyone other than the seller |
| Do not Transfer to E2M |
| L1: Buying- CCR L2: Seller Suspended - Buyer Chat: |
| 6am - 11pm MST Monday - Sunday Phone: |
| 6am - 11pm MST Monday - Sunday |
| Account safety |

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1082>

target="_blank">GUIDE1082

| |
|--|
| ALL teammates handle: |
| General advice on how to keep your account safe |
| If the question is related to spoof email refer to spoof email CCR |
| If there is |

potential unauthorized activity on the member's account, but no ATO MAC Note, transfer to ATO to investigate
 Note: transfer to ATO is only applicable for phone contacts. Other contacts should be directed to help pages to get instant help (24/7) Such instances include unauthorized payments or listings on member's account or account details have been changed without member's consent </td> <td align="left" valign="top">L1: eBay Account L2: Account Safety Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </tr> <td align="left" valign="top">Payment service account setup</td> <td align="left" valign="top">ALL teammates handle: General questions about what payment methods are acceptable, how to link and unlink them from eBay, removing saved checkout payment method If the question is in relation to which funding source was used during their PayPal transaction, ask member to contact PayPal Customer Service </td> <td align="left" valign="top">L1: eBay Account L2: Payment Service Account Setup Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </tr> <td align="left" valign="top">Registering an account GUIDE1051
 GUIDE1447 </td> <td align="left" valign="top">ALL teammates handle general queries on: How to register an account How to register a business account How to register a second account How to use eBay Guest account How to upgrade a eBay Guest account to an eBay account Resolving errors while trying to register an account </td> <td align="left" valign="top">L1: eBay Account L2: Registering an Account Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </tr> <td align="left" valign="top">eBay partner sites <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1369"

target="_blank"&GUIDE1369 </td> <td align="left" valign="top">ALL
teammates handle: Questions in relation to StubHub & eBay Mastercard (US
only) should be directed to the Partner site for help with their enquiry Vehicle
Protection Plan (VPP) - Money back program for Motors (US only) </td>
<td align="left" valign="top">L1: eBay Account L2: eBay Partner Sites
Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> <tr> <td align="left"
valign="top">Non-Payment suspension - CCR <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1040"

target="_blank"&GUIDE1040 </td> <td align="left" valign="top">ALL
teammates handle: General advice on how to pay their invoice including
timeframes Check My Messages and / or MAC Notes eMBG reimbursement -
Seller wants to know how much and where to pay <hr>SELL teammates
ALSO handle: Account suspensions: reasons and types, and how to
resolve Advise the customer it can take up to 24 hours after payment is made for
the account to be reinstated </td> <td align="left"
valign="top">L1: Billing - CCR L2: Non-Payment Suspension CCR Chat:

6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td>
</tr> <tr> <td align="left" valign="top">Paying eBay <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1040"

target="_blank"&GUIDE1040 </td> <td align="left" valign="top">ALL
teammates handle: Assist customer in paying their eBay fees
Setting up one time payment to settle eBay fees <hr>SELL and
Payments teammates ALSO handle: Any issues/errors encountered around
making a payment or adding a payment method </td> <td align="left"
valign="top">L1: Billing - CCR L2: Paying eBay Chat:
 6am - 11pm MST

Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr>

</tr> <td align="left" valign="top">Business development - CCR GUIDE1106

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1112" target="_blank">GUIDE1112

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1366" target="_blank">GUIDE1366

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1435" target="_blank">GUIDE1435 </td> <td align="left" valign="top">BUY

teammates handle: (US) Confirm the customer's inquiry is about Business Development and if so transfer to SELL (UK) Downgrade requests from Business to Private account See eBay Account Information CCR and Business to Private Seller Appeals Process <hr>SELL teammates handle: Questions about succeeding as a seller on eBay This includes measuring and improving Seller Standards, growing sales numbers, sourcing product, or providing good customer service Seller best practices Seller performance standards Seller dashboard - seller performance summary Selling tools- 3rd party tools for sellers Seller Financing - ebay seller capital Downgrade requests from Business to Private account (UK only) See eBay Account Information CCR and Business to Private Seller Appeals Process <hr>M2M and E2M teammates handle: Confirm the customer's inquiry is about Business Development and if so transfer to SELL <hr>Payments teammates handle: Seller Financing - ebay Seller Capital All other questions, confirm the customer's inquiry is about Business Development and if so transfer to SELL </td> </td>

align="left" valign="top">L1: Selling - CCR L2: Business Development CCR
Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday -
Sunday </td> </tr> </tr> <td align="left" valign="top">Listing queries - CCR <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1056"
target="_blank">GUIDE1056
 <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1059"
target="_blank">GUIDE1059
 <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1135"
target="_blank">GUIDE1135
 <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1052"
target="_blank">GUIDE1052
 <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1452"
target="_blank">GUIDE1452 </td align="left" valign="top">ALL
teammates handle: Basic questions on how to list an Item How
to list How to add pictures How to revise an item
How to end a listing Shipping options available and RPI (Creating a listing
using SYI form, Revising a listing, Quick listing tool) US State
Sales Tax: queries regarding Sales Tax that sellers may be required to collect
<hr>SELL teammates ALSO handle: Non-basic questions about listing,
revising, or ending a listing Multi-quantity queries Multi variation
queries Error messages around listing an item where basic
troubleshooting does not resolve </td align="left"
valign="top">L1: Selling - CCR L2: Listing Queries CCR Chat:
 6am - 11pm
MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr>
</tr> <td align="left" valign="top">Shipping <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1005"

target="_blank">GUIDE1005
 <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1007"
target="_blank">GUIDE1007
 <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1008"
target="_blank">GUIDE1008
 <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1452"
target="_blank">GUIDE1047
 <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1048"
target="_blank">GUIDE1048 </td> <td align="left" valign="top">ALL
teammates handle: What is GSP / How does GSP works / Which countries are
covered with GSP How to tell if a transaction is GSP Selling with
GSP / Listing requirements for GSP Where to find estimated delivery date
How to update shipping address <hr>SELL and Payments
teammates ALSO handle: How to use pending funds for shipping labels
 <hr>SELL teammates ALSO handle: Non-basic questions about
listing, revising, or ending a listing Questions about shipping items, including
calculating shipping and printing shipping labels (Shipping overview) Error
messages around selecting shipping options or printing postage labels (Postage Overview)
Questions on combined shipping International shipping questions
How to print shipping labels <hr>Specific transfer guidelines
 BUY, SELL, M2M and Payments - For questions about late
shipment rate, transfer to Seller Performance E2M & Payments - For all other
questions not covered above, transfer to SELL </td> <td align="left"
valign="top">L1: Selling - CCR L2: Shipping Chat:
 6am - 11pm MST
Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr>
</tr> <td align="left" valign="top">Billing invoice <a

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1040>

[GUIDE1040](#)

teammates handle:

- General questions about where to find your invoice, fees and billing cycles
- eMBG reimbursement
- Seller wants to know how much and where to pay
- For payments, see eBay fees - CCR for details on what you can handle and what you should transfer

SELL teammates ALSO handle:

- Questions about invoices, including date due and invoice notifications
- Seller has overpaid their fees and needs a credit
- eBay fees/fees for private sellers
- Fees for business sellers
- Credit policy - seller fees only

Payments teammates ALSO handle:

- All inquiries related to where to find your invoice, fees and billing cycles
- eMBG reimbursement
- Fee netting enablement

L1: Billing - CCR L2: Billing

Invoice Chat: 6am - 11pm MST Monday - Sunday Phone: 6am - 11pm MST Monday - Sunday

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1734>

[GUIDE1734](#)

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1094>

[GUIDE1094](#)

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1079>

[GUIDE1079](#)

teammates handle:

- General questions about general fee information e.g. insertion fees, where to find breakdown of monthly fees, acceptable payment methods etc

SELL and Payments teammates ALSO handle:

- Questions about the selling fee structure, fee calculation, and the costs of selling
- Where a seller can see the fees they have been charged
- What fees the seller has been

charged Where the seller can find the fee policy What a Tax invoice is What a Invoice is Fee credit request Issue fee credit Questions on payments specific fees Reconciliation, Reporting available, Tax invoice, financial statement What is a Tax invoice What is a financial statement What is fee netting What fees are netted Where fees are netted from (Pre/post transaction, account level) Partial fee credit questions Final value fee structure (Variable and fixed components) eBay Motors fees

| | |
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| Billing - CCR | L1: eBay Fees CCR Chat: 6am - 11pm MST Monday - Sunday |
| | Phone: 6am - 11pm MST Monday - Sunday |

Completing a sale

[GUIDE1038](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1038)

[GUIDE1091](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1091)

ALL teammates handle:

- Questions about combined invoice to a buyer
- General advice on tracking
- How do I mark an item as posted
- Queries on dispatch, etc
- Questions from a buyer / seller querying which shipping address to use
- Questions from sellers where there is a pending payment or unclaimed payment

SELL teammates ALSO handle:

- Questions about completing a transaction after a buyer has won an auction or clicked Buy It Now
- This includes sellers who have accepted a buyer's Best Offer
- Errors associated with combining invoices, tracking packages, queries on dispatch etc

| | |
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| Selling - CCR | L2: Completing a Sale Chat: 6am - 11pm MST Monday - Sunday |
|---------------|--|

Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </tr> <td align="left" valign="top">Request a credit GUIDE1506 </td> <td align="left" valign="top">BUY, SELL, M2M and E2M teammates handle: The most common requests for credits are around fees for UPI or incomplete transactions. This is not an invoice issue, member should be guided through UPI or Cancel Transaction process If the seller is requesting a credit for a managed payments transaction, see eBay fees - CCR <hr>SELL teammates ALSO handle: Requesting specific fee or account credits, regardless of credit reason eBay Motors fee credits <hr>Payments teammates handle: Questions related to fee credits being requested for managed payments transactions Also see eBay fees - CCR </td> <td align="left" valign="top">L1: Billing - CCR L2: Request a credit Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </tr> <td align="left" valign="top">Managing bidders/buyers - CCR GUIDE1022 </td> <td align="left" valign="top">ALL teammates handle: Explain to the seller how to: Block bidders / buyers using site features Cancel bids Set up buyer requirements <hr>Sell teammates ALSO handle: Any issues or error messages relating to managing bidders / buyers <hr>All teammates outside of SELL If there are any issues or error messages relating to bidders / buyers refer to SELL </td> <td align="left" valign="top">L1: Selling - CCR L2: Managing Bidders/Buyers CCR Chat:

6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td>
</tr> <tr> <td align="left" valign="top">Billing refunds GUIDE1396 </td> <td align="left" valign="top">ALL teammates handle: For Billing Queries see Billing Invoice or Credit Requests transfer to Sell For Questions about top up payment method transfer to Sell <hr>SELL teammates ALSO handle: Billing Invoice queries or Credit requests Questions about charges to top up payment method Requesting account balance refunds (Billing refunds and credit transfers) <hr>Payments teammates ALSO handle: Questions about top up payment method Questions about charges to top up payment method </td> <td align="left" valign="top">L1: Billing - CCR L2: Billing Refunds CCR Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> <tr> <td align="left" valign="top">Billing account on hold GUIDE1040 </td> <td align="left" valign="top">ALL teammates handle: Direct customers towards making the payment <hr>SELL teammates ALSO handle: If customer is requesting a credit or made a payment and the account hasn't come off hold: Credit Policy - Seller fees only Non-payment - account holds and suspensions for balance owed <hr>Payments teammates ALSO handle: Payment holds <hr>ALL teammates outside of Payments:

| | |
|--|---|
| <p>For payment holds, transfer to MP - Seller Payout</p> | <p>L1: Billing - CCR L2: Billing Account on Hold Chat: 6am - 11pm MST Monday - Sunday Phone: 6am - 11pm MST Monday - Sunday</p> |
| <p>Collections</p> <p>https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1220</p> <p>BUY, M2M, E2M and Payments teammates handle:</p> <ul style="list-style-type: none"> Go to Guide1220 Seller Workflow Detailed transfer guidelines for Collections queries <p>SELL teammates handle:</p> <ul style="list-style-type: none"> Questions about accounts that have been, or are about to be, sent to collections Reports about deceased members: see Account Closure CCR in this table If the customer has been sent to collections, they would need to make that payment through the collection agency listed in the MAC notes If a customer is refusing to deal with a collections agency and wants to make payment: (Internal Info - not option given to customer) see Guide1220 - Seller Workflow Detailed transfer guidelines for Collections queries | <p>L1: Billing - CCR L2: Collections CCR Chat: 6am - 11pm MST Monday - Sunday Phone: 6am - 11pm MST Monday - Sunday</p> <p>Payment service account funds</p> <p>ALL teammates handle:</p> <ul style="list-style-type: none"> General queries about unclaimed or withheld payments, pay after delivery or paying with PayPal credits If the issue is about their PayPal account / PayPal credits, ask member to contact PayPal Customer Service <p>SELL teammates ALSO handle:</p> <ul style="list-style-type: none"> Check if the funds are being held as part of <p>https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1074</p> <p>Funds Availability</p> <p>M2M and E2M teammates handle:</p> <ul style="list-style-type: none"> Queries from buyers who have been affected by a seller ATO |

| | |
|--|--|
| <p>and the payment is stuck in a pending or unclaimed status</p> | <p> https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1527&actp=search&viewlocale=en_US&answerid=16777216&uniqueid=16777216:8402034&searchid=4&curPage=art&prevPage=srp </p> |
| <p> https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1186&actp=search&viewlocale=en_US&answerid=16777217&uniqueid=16777217:8401806&searchid=2&curPage=art&prevPage=srp </p> | <p> https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1731&actp=search&viewlocale=en_US&answerid=16777216&uniqueid=16777216:8425069&searchid=6&curPage=art&prevPage=srp </p> |
| <p> https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1482&actp=search&viewlocale=en_US&answerid=16777216&uniqueid=16777216:8424279&searchid=2&curPage=art&prevPage=srp </p> | <p> https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1482&actp=search&viewlocale=en_US&answerid=16777216&uniqueid=16777216:8424279&searchid=2&curPage=art&prevPage=srp </p> |

over: \$1M for North America (NA), £1M for United Kingdom (UK), 1M for the European Union (EU), including DE and FRITES; Please review MAC notes to see if previous CUD action was taken. The following issues will indicate CUD has reviewed the account. Issues: i97, i135, i221, i309, i326, i450, i469, i496, i775, i991, i1186, i1187,

| | |
|-------------------|-----------------------------------|
| Offline Transfer: | L1: e2M |
| Account: | L2: Commercial Underwriting (CUD) |
| | |
| | 24 hours a day |
| Online Transfer: | |
| | N/A |

Account closure - CCR

[GUIDE1115](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1115)

[GUIDE1469](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1469)

ALL teammates handle:

- Deceased member: never transfer
- The individual receiving the death certificate would own the contact from that point forward
- See

[GUIDE1279](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1279)

INV - Deceased member reports

- BUY, M2M E2M and Payments teammates ALSO handle:
- Check recent activities on the Account, account should be dormant for 30 days
- Check the MAC notes if the member has a restriction or suspension
- If yes, refer to Trust & Safety Issues Directory for member to resolve issue
- If none of the above applies, transfer to SELL

SELL teammates ALSO handle:

- Requests to close accounts (Account closure / reinstatement)

Requests related to ATO incidents should be transferred to the ATO team

| | | |
|----------------------|--|---------------------------------------|
| L1: Selling - CCR | L2: Account Closure CCR Chat: 6am - 11pm MST Monday - Sunday | Phone: 6am - 11pm MST Monday - Sunday |
| Marketing promotions | - | CCR |

[Promotions](https://cskb.qa.ebay.com/cskbapp/browse?channelId=PROMOTIONS)

ALL teammates handle:

- Questions about promotion dates, terms & conditions and rewards should be discussed with the member
- Refer to Promos channel at the top of any CSKB page
- BUY, M2M, and E2M teammates ALSO handle:
- If it is a regular promo and there are detailed questions beyond the T&C's then transfer to SELL
- If it is a payments promo and there are detailed questions beyond the T&C's, then transfer to Payments
- Seller Account
- SELL teammates ALSO handle:
- Complex questions about promos eligibility and how they work
- Questions about how to utilise the rewards they get from the promotion
- Payments teammates ALSO handle:
- Detailed/complex questions about payments marketing promos eligibility and how they work
- Questions about how to utilize the rewards they get from the promotion
- Detailed questions for 1.0/regular promos beyond T&C's should be transferred to SELL

| | | |
|-------------------|---|---------------------------------------|
| L1: Selling - CCR | L2: Marketing Promotions CCR Chat: 6am - 11pm MST Monday - Sunday | Phone: 6am - 11pm MST Monday - Sunday |
| Search | - | selling |

[GUIDE1084](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1084)

BUY, M2M, and E2M teammates handle:

- How to use search
- Refine your

search Filters Advanced search options

<hr>SELL teammates handle: Questions about items not appearing in search Visibility in search for items Search delay issues

 </td> <td align="left" valign="top">L1: Selling - CCR L2: Search

Selling Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST

Monday - Sunday </td> </tr> </tr> <td align="left" valign="top">Selling tools <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1033"

target="_blank">GUIDE1033
 <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1059"

target="_blank">GUIDE1059 </td> <td align="left" valign="top">ALL

teammates handle: Basic listing queries such as Sell Your Item (SYI)

form Any queries on Six Bit / File Exchange transfer to Advanced Apps

 <hr>SELL teammates ALSO handle: Selling Manager / Selling

Manager Pro queries Advanced questions around SYI form, markdown manager

and promote your listings </td> <td align="left"

valign="top">L1: Selling - CCR L2: Selling tools Chat:
 6am - 11pm MST

Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr>

</tr> <td align="left" valign="top">Stores/shops <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1035"

target="_blank">GUIDE1035 </td> <td align="left" valign="top">ALL

teammates handle: Queries on standard features of the store / shop

Annual / monthly fees, how to subscribe, how to create a sale

<hr>SELL teammates ALSO handle: Questions about setting up and

managing an eBay Store </td> <td align="left"

valign="top">L1: Selling - CCR L2: Stores/Shops Chat:
 6am - 11pm MST

Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr>

<td align="left" valign="top">Advanced applications GUIDE1060

<td align="left" valign="top">ALL teammates handle:

- Basic listing queries such as Sell Your Item (SYI) form
- Basic questions about Terapeak
- Creating a listing on the site
- Mobile app (usage, questions, errors)
- API support/queries - direct to developer.ebay.com - SOL2192

eWatch errors

Turbolister is deprecated and there is no support team

<hr>SELL teammates ALSO handle:

- Queries about

Terapeak billing, subscriptions, sign up, and log-in

Stores

BEAR questions

Promotions and promoted listings

Web interpret

Third party tools and applications

Shopify

General

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1060"

target="_blank"&seller hub reports&/a& / File Exchange questions&/li& &/ul&
&/hr&Advanced Apps teammates ONLY handle: &/ul& &/li&File exchange errors&/li&
&/li&Information not covered in GUIDE1060 talking points for File Exchange or Seller Hub
reports&/li& &/ul& &/td& &/td align="left" valign="top"&Offline SR:&br&
L1: Selling - CCR L2: Advanced applications Specify if the customer would prefer
a call or an email. Response times are 24-28 business hours. Include: &/ul& &/li&User
ID&/li& &/li&Listing site&/li& &/li&Contact name&/li& &/li&Best number and
time to call (if applicable)&/li& &/li&Issue/concern&/li& &/ul& &/td& &/tr&
&/tr& &/td align="left" valign="top"&Selling limits &/a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1012"

target="_blank"&GUIDE1012&/a&&br& &br& &br& &br& Multiaccount; multi
account &/td& &/td align="left" valign="top"&BUY, SELL, M2M and Payments teammates
handle: &/ul& &/li&Don't transfer general questions about selling limits&/li&
&/li&Direct the customer to self service flow&/li& &/li&Educate the customer that they can
only request to increase their limit every 30 days&/li& &/li&&/a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1012"

target="_blank"&Selling Limits - new seller, site wide, multi-account&/a&&/li& &/ul&
&/hr&E2M teammates handle: &/ul& &/li&If the seller is above standard and where the
member has not had a limit increase in the last 30 days by a team mate or 14 days by the system
(PLI)&/li& &/li&Questions about seller standards & seller performance, including
becoming below standard via 224&/li& &/li&Customers who have been refused a limit
increase by the system (Selling Limits)&/li& &/li&Hot item limits&/li& &/ul& Note: Any
inquiry on this list should be transferred to e2M Limits NOT e2M Account.&/td& &/td align="left"
valign="top"&L1: e2M Account L2: Selling Limits Chat:&br& 6am - 11pm MST
Monday - Sunday Phone:&br& 6am - 11pm MST Monday - Sunday &/td& &/tr&

<tr> <td align="left" valign="top">Report a member / listing GUIDE1043
 GUIDE1309 </td> <td align="left" valign="top">BUY, SELL, M2M and Payments teammates handle: Report an Item (Report a Listing): Direct Customer to the Report an Item Flow in Report a member or listing, including internal reports Report a Member: Buyer: Direct to Report a Buyer Flow onsite Seller: For eMBG related queries use relevant classifications Talking Points for repeated reports: We take all reports seriously, and will carry out a thorough investigation before taking any appropriate action To protect the privacy of our members, were unable to inform you of any actions we may take against another member <hr>e2M teammates handle: Email Threat A member is using abusive or threatening behaviour in the eBay messaging system EFS Abuse (eBay Message Abuse) eBay members are not allowed send abusive email within the eBay messaging system Sending SPAM/Unwanted email eBay members can't send unsolicited or commercial messages to other members within the eBay messaging system Obvious False Contact Information Circumventing fees Sellers asking buyers to transact outside eBay Messages should be in the eBay messaging system Seller changes shipping fees post transaction Use of personal imagery / information </td> </tr>

L1: e2M Account L2: Report a Member/Listing Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday -

| | |
|--|--|
| Sunday | Account takeover (ATO) |
| GUIDE1067 | BUY, SELL, M2M and Payments teammates handle: This CCR is for ATO only and to help a customer recover their account and should be transferred to E2M. If the inquiry is related to: <ul style="list-style-type: none">Reimbursement of charges then refer to CCRs for M2M Buyer Protection Appeal SNAD or M2M Buyer Protection Appeal INRAppealing a defect then refer to CCRs for Defect Appeal E2M teammates handle: <ul style="list-style-type: none">Questions about regaining access and use of the account following an ATOQuestions about potential unauthorized activity on the member's accountQuestions about Billing related to a previous ATOReplenish the funds from a stolen Gift Card (stolen prior to ATO) |
| L1: e2M Account | L2: Account Takeover Phone: 24 hours a day Monday - Sunday Chat: No transfers via chat, direct the customer to the help pages. Email: No email transfers, direct the customer to the help pages. |
| Known | Good |

| | |
|--|---|
| GUIDE1231 | BUY, SELL, M2M and Payments teammates handle: <ul style="list-style-type: none">If the customer's inquiry is about forgetting their password then classify as Forgot Your Password (FYP) CCR, otherwise transfer E2M teammates handle: <ul style="list-style-type: none">Customer has a MAC note stating: Refer to eBay Channel (Authenticate) Known Good AppealCustomer has a "Known Good" issue on their LVIS (some Known Good issues are not visible in MAC)Questions about a "block" on their accountCustomer states they need to present us with a "security code"Customer states they are using an advanced listing tool and/or device, and the system isn't allowing the |
|--|---|

listing

- L1: Account
- L2: Known Good Phone: 24 hours a day Monday - Sunday

Account restriction

[GUIDE1014](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1014)

[GUIDE1664](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1664)

Multiaccount; multi account

BUY, SELL and M2M teammates handle:

- Verify that the member has suspension restriction on their account in the mac notes, Account Issues and/or my messages
- If the member wants to appeal a case transfer to M2M appeals
- If the member is restricted due to non-payment of fees transfer to Billing
- If the member wants appeal a Payout Dispute or Payout Hold transfer to Payments
- If restriction is for non-payment then transfer to CCR Billing Account on Hold
- If member is appealing Payment Dispute transfer to CCR MP-Payment Disputes
- If member is appealing a Payout Block transfer to CCR MP - Seller Payout
- For everything else transfer to E2M

Payments teammates handle:

- Payment Dispute Appeals
- If there is an escheatment issue 233 or escheatment suspension
- If the member wants to appeal a case transfer to M2M appeals
- If the member is restricted due to non-payment of fees transfer to Billing
- For everything else transfer to E2M

E2M teammates handle:

- Contacts where the member has a valid risk/fraud related restriction with Related issue or mac note
- e.g. Multi-Account, Buyer Risk Management, Seller Risk Management
- If member wants to appeal open issue 786 or 763 transfer to MP- Seller Payout
- Contacts for open issues 172 or 233
- If restriction is for non-payment then transfer to CCR Billing

Account on Hold

Account L2: Account Restriction Chat: 6am - 11pm MST Monday - Sunday

Phone: 6am - 11pm MST Monday - Sunday

Listing removed - CCR

BUY, SELL, M2M and Payments teammates handle:

- Verify that the listing has been removed from their account in the Mac notes and/or My Messages
- If yes, reiterate the reason why it was removed
- If the customer has more detailed questions or wishes to appeal the removal, then transfer to E2M

E2M teammates handle:

- Questions about a seller's items being removed due to INF, PI or LP
- A restriction or suspension based on items removed due to INF, PI or LP

L1: e2M Listing L2: Listing Removed - CCR Chat: 6am - 11pm MST Monday - Sunday

Phone: 6am - 11pm MST Monday - Sunday

| Selling performance |
|--|
| GUIDE1435 |
| GUIDE1639 |
| GUIDE1366 |
| GUIDE1373 |
| GUIDE1378 |

BUY, SELL and Payments teammates handle:

- Educating the customer on the Seller Dashboard or Service Metrics page to check their selling performance and how to read the selling performance

service metrics, including how to understand the information. Basic questions like:What is Selling Performance? What is Service Metrics? How to improve my performance? Note: If the customer's question is about Defect Removal then refer to defect appeals. If the question is about appealing a Selling performance level (BSTD/ eTRS) refer to e2M. If the question is about a Selling Limits refer to selling limits. <hr>SELL teammates handle: Educate the customer on where to go on the site to check their selling performance and how to read the selling performance page 181 appeals in phone/chat Members should be directed to appeal via email through OCS1472 (member needs to have issue 181 on account for experience to show) Queries around What is Service Metrics? How to improve my Service Metrics scores? and similar basic questions Pre-transfer vetting for Service Metrics overrides i.e. is the member eligible for appeal based on criteria listed in the Use Cases for adjusting Service Metrics? If yes, transfer to e2M, otherwise advise member that they are not eligible for override Note: If the customer's question is about Defect Removal then refer to defect appeals. If the question is about a Selling Limits refer to selling limits. <hr>M2M teammates handle: Educating the customer on the Seller Dashboard or Service Metrics to check their selling performance and how to read the selling performance or service metrics, including how to understand the information.
 Sending in Below Standard level (BSTD) appeals for review when defects removal or cases are descored within policy. Note: If the customer's question is about Defect Removal, then refer to defect appeals. If the question is about appealing Below Standard level (BSTD) for ATO, Bug or Life Event Emergency refer to e2M. If the question is about a Selling Limits refer to selling limits.
 <hr>E2M teammates handle: Questions about the account impacts of sellers moving to Below Standards, Issue 224, losing ETRS, and sellers coming out of Below Standard

Questions about the account impacts of sellers moving to and out of Service Metrics High or Very High status Questions about how and when Seller Level or Service could change if no additional defects, late shipments or open cases are received Sending in Below Standard (BSTD) or Top Rated (eTRS) appeals for review when member has valid appeal </td> <td align="left" valign="top">L1: e2M Account L2: Selling Performance Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </tr> <td align="left" valign="top">Funds availability - CCR / payment holds GUIDE1074 </td> <td align="left" valign="top">BUY, SELL and M2M teammates handle: General questions relating to Funds Availability holds For PayPal holds, ask member to contact PayPal customer service <hr>M2M teammates ALSO handle: If a seller's funds are on hold due to an eMBG hold please see Buyer Protection Case Questions CCR <hr>E2M teammates handle: Contacts where the member's funds are held but the customer meets all criteria for release <hr>Payments teammates handle: Contacts where the member's funds are held but the customer meets all criteria for release If a seller's payouts are blocked, please see Seller Payout - Managed Payments CCR </td> <td align="left" valign="top">L1: Payments L2: Transaction Holds Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> <td align="left" valign="top">Account suspension GUIDE1080

 Multiaccount; multi account </td> <td align="left" valign="top">BUY, SELL, M2M Payments teammates handle: Verify that the member has a suspension on their account in the Mac notes and /

or My Messages If the member is suspended due to non payment of fees transfer to Billing For everything else transfer to E2M <hr>E2M teammates handle: Contacts where the member has a valid risk/fraud related suspension with Related issue or mac note e.g. Multi-Account, Buyer Risk Management, Seller Risk Management <hr>ALL teammates handle: If suspension is for non-payment then refer to CCR Non-Payment Suspension </td> <td align="left" valign="top">L1: e2M Account L2: Account Suspension Chat:
6am - 11pm MST Monday - Sunday Phone:
6am - 11pm MST Monday - Sunday </td> </tr> <tr> <td align="left" valign="top">Buying limits - CCR <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1137"

target="_blank">GUIDE1137 </td> <td align="left" valign="top">BUY, SELL, M2M and Payments teammates handle: Always advise members to pay for outstanding items. If the member has no outstanding items and still is blocked or limited from buying then transfer to E2M For UPI appeals please see UPI Appeals CCR <hr>E2M teammates handle: Buyers who have received a message when trying to bid/buy that they are blocked or limited (Buying Limits) and it's not related to resolution centre UPI cases </td> <td align="left" valign="top">L1: e2M Account L2: Buying Limits CCR Chat:
6am - 11pm MST Monday - Sunday Phone:
6am - 11pm MST Monday - Sunday </td> </tr> <tr> <td align="left" valign="top">INV policies (investigation policies)</td> <td align="left" valign="top">BUY, SELL, M2M and Payments teammates handle: Reference CSKB by searching 'INV' to validate that the customer's issue is related to an INV policy and then transfer to E2M <hr>E2M teammates handle: All validated reports - search CSKB "INV" for related policies </td> <td align="left" valign="top">L1: e2M Account L2: INV Policies Chat:
6am - 11pm MST Monday - Sunday Phone:
6am - 11pm MST Monday -

| | |
|--|--|
| Sunday | Law enforcement - CCR |
| GUIDE1245 | Note: Don't use this CCR for members' queries. Only for Law Enforcement contacts. If a member wants to report fraud, they need to do it through their local Law Enforcement. For other reports, search this table for the corresponding E2M policy. |
| BUY, SELL, M2M and Payments teammates handle: | <ul style="list-style-type: none"> Direct the customer (Law Enforcement) to the Security Center (eBay site); |
| E2M teammates handle: | <ul style="list-style-type: none"> All queries from law enforcement agencies regarding an eBay transaction |
| IMPORTANT: CRI (Criminal & Regulatory Investigations) is unable to accept phone transfers/escalations. Please refer to Criminal & Regulatory Investigations (CRI) - Law enforcement contacts or reports of crime. CRI only works directly with Law enforcement | |
| L1: e2M Account | L2: Law Enforcement: CCR Email only |
| CIT - counterfeit | BUY, SELL, M2M and Payments teammates handle: |
| | <ul style="list-style-type: none"> To report counterfeit items - go to Report a Listing CCR To report an item you have bought you think is counterfeit go to Returns CCR If they are appealing the removal of an item transfer to E2M Listing |
| E2M teammates handle: | <ul style="list-style-type: none"> Listings removal due to counterfeit (CIT) A restriction or suspension based on counterfeit (CIT) listings Category blocks based on counterfeit listings |
| L1: e2M Listing | L2: Listing Removed |
| Chat: 6am - 11pm MST Monday - Sunday | Phone: 6am - 11pm MST Monday - Sunday |
| List practices | BUY, SELL, M2M and Payments teammates handle: |
| | <ul style="list-style-type: none"> General Questions about how to List on eBay General questions about |

eBay Listing Policies refer the customer to the site for details on the listing policies

If they are appealing the removal of an item transfer to E2M

E2M teammates handle:

Listings removed due to List Practices (LP)

A restriction or suspension based on items removed for List Practices

L1: e2M Listing L2: List Practices

Chat: 6am - 11pm MST Monday - Sunday Phone: 6am - 11pm MST Monday - Sunday

Infringement - CCR

[GUIDE1331](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1331)

Calculated infringement

BUY, SELL, M2M and Payments teammates handle:

To report counterfeit items - go to Report a Listing CCR

To report an item you have bought you think is counterfeit go to Returns CCR

If they are appealing the removal of an item transfer to E2M Listing

E2M teammates handle:

Listings removal due to Infringement (INF)

A restriction or suspension based on items removed for Infringement (INF)

L1: e2M Listing L2: Infringement - CCR

Chat: 6am - 11pm MST Monday - Sunday Phone: 6am - 11pm MST Monday - Sunday

Prohibited & restricted item

BUY, SELL, M2M and Payments teammates handle:

For general questions about what items are prohibited, refer the customer to the site so that they can check if it is allowed

If the seller is appealing the removal of an item transfer to E2M

E2M teammates handle:

Listings removal due to Prohibited Item (PI)

Questions about why eBay doesn't allow certain items e.g., The confederate flag, assault rifles, Nazi Materials, etc

A restriction or suspension based on items removed for being a Prohibited Item (PI)

L1: e2M Listing

L2: Prohibited & Restricted Item Chat:
 6am - 11pm MST Monday - Sunday
Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> <tr> <td align="left"
valign="top">VeRO - CCR <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1070"
target="_blank">GUIDE1070
 <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1347"
target="_blank">GUIDE1347 </td> <td align="left" valign="top">BUY, SELL,
M2M and Payments teammates handle: General questions about what VERO is -
please handle Sellers appealing an item removed for VERO: Transfer to E2M
 Please do not attempt to answer the query and transfer immediately
 Rights Owners reporting an item: Transfer to E2M
Please do not attempt to answer the query and transfer immediately
 <hr>E2M teammates handle: Member's listing was
removed due to VeRO Member has questions about how to sign up for eBay's
Verified Rights Owner programme </td> <td align="left"
valign="top">L1: e2M Listing L2: VeRO - CCR Chat:
 6am - 11pm MST
Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr>
<tr> <td align="left" valign="top">High Risk <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1070"
target="_blank">GUIDE1070 </td> <td align="left" valign="top">BUY, SELL,
M2M and Payments teammates handle: Confirm if Members have an issue 123 /
188 on their account (Mac Notes) and transfer to E2M <hr>E2M teammates
handle: High Risk Buying Collusion Cases Questions about High
Risk action taken on accounts: issue 123, issue 188 Member providing documents
(POI, POW) for reinstatement </td> <td align="left"
valign="top">L1: e2M Account L2: High Risk Chat:
 6am - 11pm MST

Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr>
</tr> <td align="left" valign="top">Off site transaction - CCR</td> <td align="left" valign="top">BUY, SELL, M2M and Payments teammates handle: If the member is reporting their Trading Partner for offsite transaction and the purchase has not been completed then advise not to proceed For next steps if the transaction was taken off eBay transfer to E2M <hr>E2M teammates handle: Questions about the risks of offsite transactions or next steps if the transaction was taken off eBay </td> <td align="left" valign="top">L1: e2M Account L2: Off Site Transaction CCR Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </tr> <td align="left" valign="top">Spoof email GUIDE1073 </td> <td align="left" valign="top">ALL teammates handle: Do not transfer - advise member to forward to: Spoof@ebay.com (for North American customers) Spoof@ebay.co.uk (for United Kingdom customers) Spoof@ebay.de (for German customers) </td> <td align="left" valign="top">L1: e2M Account L2: Spoof Email only </td> </tr> </tr> <td align="left" valign="top">Buying - rules & policies</td> <td align="left" valign="top">BUY, SELL, M2M and Payments teammates handle: General questions on rules for buying, buying & bidding, retract a bid, paying your seller Sellers should be directed to Report a Buyer Flow onsite <hr>E2M teammates handle: Members with buying restrictions on their account - please check the member has an open issue Questions about action taken on accounts related to buying offenses, such as invalid bid retraction or unwelcome or blocked bidding </td> <td align="left" valign="top">L1: e2M Account L2: INV policies Chat:
 6am - 11pm MST

| | |
|--|--|
| Monday - Sunday Phone: 6am - 11pm MST Monday - Sunday | |
| | |
| VAT compliance (tax legislation) | |
| Important: eBay teammates are not allowed to give any tax advice Sell and e2M teammates handle: | |
| <ul style="list-style-type: none"> Questions regarding how to add/update VAT ID on the account or how to upgrade account from private to business See details and | |
| https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1674 | |
| talking points here | |
| | |
| If members have further questions refer them to their tax consultant | |
| | |
| E2M teammates also handle: | |
| <ul style="list-style-type: none"> Appeals if account restricted for VAT non-compliance Requests for VAT exceptions | |
| | |
| L1: e2M Account L2: Account restriction | |
| | |
| eBay International Standard Delivery (eISD) | |
| https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1010 | |
| GUIDE1010 | |
| BUY, SELL and M2M teammates handle: | |
| <ul style="list-style-type: none"> What is eBay International Standard Delivery How eBay International Standard Delivery works Which countries are covered with eBay International Standard Delivery How to tell if a transaction is eBay International Standard Delivery Selling with eBay International Standard Delivery Listing requirements for eBay International Standard Delivery Tracking shows received at the consolidation center and its been more than 72 hours since the acceptance scan Seller/Buyer is contacting us because of an email they received from eBay asking to provide an updated address | |
| | |
| SELL teammates ALSO handle: | |
| <ul style="list-style-type: none"> Questions about shipping items, including calculating shipping and printing shipping labels Error messages around selecting shipping options or printing postage labels | |
| | |
| E2M and Payments teammates handle: | |
| <ul style="list-style-type: none"> Use this classification when transferring to eBay | |

International

| | |
|--|---|
| L1: Specialty | |
| L2: eSD Email (offline) only: | eBay International Standard Delivery Include these: |
| Buyer and seller username | Item ID |
| Tracking ID: Starts with ESUS | Summary of the situation |
| Updated address (if that was the contact reason) | |

e2M social/political escalations (do not use unless directed)

ALL teammates handle:

- All teammates should route inquiries to the classification Initiatives

| | |
|-----------------|--|
| L1: Initiatives | |
| L2: Campaign 3 | |

Authenticity Guarantee verticals team

Watches Sneakers Handbags Trading Cards Jewelry Streetwear Exclusive Watch Member banner in AD and segment name in Communicator

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1730> - General Program Information

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1810> - Authenticity Guarantee Clothing Items

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1804> - Authenticity Guarantee Collectibles

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1803> - Authenticity Guarantee Luxury

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1800> - eMBG and Authenticity Guarantee

ALL teammates handle:

- Very general information regarding items in the Authenticity Guarantee program or the program itself
- Most contacts should be routed to the verticals team
- Verticals teammates handle:
- Authenticity Guarantee transaction/case questions
- Eligible sneaker

transactions

- Watch transactions over \$2,000
- Watch transactions between \$500 and \$1999.99 where Authenticity Guarantee has been selected as a service by the buyer
- All Exclusive Watch Member inquiries
- Handbag transactions over \$500
- Trading Cards \$250 and over
- Jewelry \$500 and over
- Streetwear \$200 and over

Varies

Select Verticals dropdown

Select vertical (Authenticity Guarantee Sneakers, Authenticity Guarantee Watches, Authenticity Guarantee Handbags, Authenticity Guarantee Trading Cards, Authenticity Guarantee High Value Watches, Authenticity Guarantee Jewelry) Chat: 6am - 11pm MST Monday - Sunday

Phone: 6am - 11pm MST Monday - Sunday

| | | |
|-----------------|---|----|
| Checkout errors | - | MP |
|-----------------|---|----|

[GUIDE1635](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1635)

[GUIDE1016](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1016)

[GUIDE1737](https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1737)

BUY and SELL teammates handle:

- Checkout errors related to Transactions
- What forms of payment are accepted
- Split cart experience
- If the checkout error is only related to Payments Transaction risk (TRISK) transfer to MP-Transaction Risk

BUY teammates ALSO handle:

- All Delayed Capture transactions including denials

M2M and E2M teammates handle:

- Transferring checkout errors to Buying
- Paying for items

Payments teammates handle:

- Transaction risk (TRISK) blocks

 </td> <td align="left" valign="top">L1: Payments L2: MP - Transaction Risk Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> <tr> <td align="left" valign="top">Opt out request - Managed Payments <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1714"

target="_blank">GUIDE1714 </td> <td align="left" valign="top">BUY, M2M and E2M teammates handle: Transfer to Payments > MP - Seller Account if seller is requesting to be opted out of eBay managing their payments Do not promise the member they will be opted out eBay now manages payments globally and there is no opt out option opt-out, optout <hr>SELL and Payments teammates handle: Can I opt out of eBay managing payments Why a seller cannot opt out </td> <td align="left"

valign="top">L1: Payments L2: MP - Seller Account Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> <tr> <td align="left" valign="top">Payment disputes - Managed Payments <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1697"

target="_blank">GUIDE1697 </td> <td align="left" valign="top">BUY and E2M teammates handle: Transfer payment disputes to Payments > MP - Payment Dispute Transfer eMBG returns and cases to the appropriate M2M queue Verify that the dispute is a payment dispute and not an eMBG return or case <hr>SELL, M2M and Payments teammates handle: What is a payment dispute Situations a buyer would file a payment dispute How to view payment dispute details on eBay Payment dispute policy Payment dispute fees Dispute holds Dispute hold policy How recoupment works How to view recoupment details <hr>M2M teammates ALSO handle:

Payment dispute appeals Payment dispute seller protection
 </td> <td align="left" valign="top">L1: Payments L2: MP - Payment
Dispute Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST
Monday - Sunday </td> </tr> <td align="left" valign="top">Refunds - MP <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1653"
target="_blank">GUIDE1653
 <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1697"
target="_blank">GUIDE1697
 <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1714"
target="_blank">GUIDE1714 </td align="left" valign="top">BUY, SELL,
M2M and Payments teammates handle: How to issue a seller initiated
refund Timelines for seller initiated refunds How to find a
refund <hr>M2M teammates ALSO handle: Top-up
payment method <hr>E2M teammates handle: Transfer to
M2M > MP - Refunds if seller has questions regarding issuing a refund to a buyer
 </td align="left" valign="top">L1: M2M L2: MP - Refunds
Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday -
Sunday </td> </tr> <td align="left" valign="top">Seller account - Managed
Payments <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1714"
target="_blank">GUIDE1714 </td align="left" valign="top">ALL
teammates handle: What does it mean for eBay to manage payments?
What are the benefits of ebay managing payments? How to express
interest in eligibility How to register <hr>BUY teammates
ALSO handle: Why is eBay managing payments How to check if
seller is opted into registered, activated or eligible for payments <hr>SELL
teammates ALSO handle: Programs compatible/incompatible with

payments How to check if seller is opted into registered, activated or eligible for payments <hr>E2M teammates ALSO handle: How to check if seller is eligible for payments How to express interest if ineligible Categories restricted for payments items / credit card compliance <hr>Payments teammates ALSO handle: How to check if seller is opted into registered, activated or eligible for payments Detailed questions related to how do I register for payments Why are you asking for documentation when I register What entity type do I register with Seller is unable to register/seller receives an error when attempting to register Seller is unable to add their bank information / receives an error when trying to add their bank What happens to listings upon activation Programs compatible & not compatible with payments Categories restricted for payments items / credit card compliance Active & Passive CBT questions Questions related to Issue 743, 773, 776, 781 Appeal for Issue 743, 773, 776, 781 </td> <td align="left" valign="top">L1: Payments L2: Seller Account Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> <tr> <td align="left" valign="top">Seller payout - Managed Payments GUIDE1653
GUIDE1714
 </td> <td align="left" valign="top">ALL teammates handle: What is a payout ID? How to find their payout ID? What does Pending vs. Available vs. Payout mean How to look up a transaction Note: For BUY, SELL, M2M and E2M - If seller payout status is Failed or Retry, transfer the contact. <hr>BUY,

SELL, M2M and E2M teammates ALSO handle: General questions about the payments tab including How to read it How to look up payouts Transaction If seller payout status is Failed or Retry, transfer the contact

Payments teammates ALSO handle: Payout currency questions Payout timeline questions Payout schedule questions Failed payouts Missing payouts Negative payout balance Payout holds Payout blocks Payouts in Failed/Retry status

| | | |
|--|---|---------------------------------------|
| L1: Payments | L2: MP - Seller Payout Chat: 6am - 11pm MST Monday - Sunday | Phone: 6am - 11pm MST Monday - Sunday |
| Seller verification - Managed Payments | | |
| GUIDE1664 | | |
| BUY, SELL, M2M and E2M teammates handle: | | |
| Transfer to Payments MP - Seller Verification | | |
| Payments teammates ALSO handle: Why we are asking for documents Documentation was declined Why we need additional information from seller Seller claims they cannot provide documentation/information being asked No banner on account Banner is on account Document security Being asked to verify identity, bank account or company when selling Internationally outside of GSP / why | | |
| L1: Payments | L2: MP - Seller Verification Chat: 6am - 11pm MST Monday - Sunday | Phone: 6am - 11pm MST Monday - Sunday |
| Special Interest Person (SIP) Sanctions PEP | | |

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1464>&GUIDE1464
; /a>
 Global Screening Guide
 (Sanctions, PEP and SIP) </td> <td align="left" valign="top">BUY, SELL, M2M and E2M teammates handle: General information provided in MAC note on accounts if noted as non appealable. <hr>Payments and E2M teammates ALSO handle: Why we are asking for documentsIf submitted documentation was declined/ pending reviewSeller claims they cannot provide documentation/information being askedGeneral information provided in MAC note on accounts</td> <td align="left" valign="top">L1: Payments L2: MP - Seller Verification Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> <tr> <td align="left" valign="top">AML
 https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1716&GUIDE1716
 Anti Money Laundering </td> <td align="left" valign="top">BUY, SELL, M2M and E2M teammates handle: General information provided in MAC note on accounts if noted as non appealable restriction or suspension <hr>Payments and E2M teammates ALSO handle: Why we are asking for documentsIf documentation was declined/ under reviewSeller claims they cannot provide documentation/information being askedGeneral information provided in MAC note on accountsContacts needing to be escalated via compliance referral tool </td> <td align="left" valign="top">L1: Payments L2: MP - Seller Verification Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> <tr> <td align="left" valign="top">Tax queries - Managed Payments</td> <td align="left" valign="top">BUY, SELL, M2M and E2M teammates handle: Queries regarding a PayPal 1099-K Classify as L1: eBay Account and L2: Account infoThen, ask seller to contact PayPal Customer

Service

- Queries for sellers related to their 1099-K with eBay
- Transfer to Payments
- MP - Tax Queries

BUY teammates ALSO handle:

- Queries on paying tax (IST, GST, VAT, etc.)
- Queries on buyer tax exemptions

SELL teammates ALSO handle:

- Queries on the collection & remit
- Queries on reporting (IST, GST, VAT, etc.)

Payments teammates handle:

- Payments queries on 1099K & reconciliation (US Only)

| | |
|----------------------------|--------------------------------|
| L1: Payments | 6am - 11pm MST Monday - Sunday |
| L2: MP - Tax Queries Chat: | 6am - 11pm MST Monday - Sunday |

Top Star program

All teammates handle:

- Non-Top Star customers
- General information on program

If you have a customer asking for Top Star program support, have them reach out by phone.

Verticals teammates handle:

- All contacts from Top Star customers except Payments, e2M, and GSP Logistics

| | | |
|---|--|---------------------------------------|
| L1: Specialty | L2: Top Star - Sneakers OR Watches | Phone: 6am - 11pm MST Monday - Sunday |
| Trading cards tools and features (including bid retraction) | ALL contacts related to the following tools and features should be transferred to Verticals: | |

- [LIVE2265](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=LIVE2265) - Upload your collection
- [LIVE2263](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=LIVE2263) - Price guide beta
- [LIVE2264](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=LIVE2264)

target="_blank">LIVE2264 - Collection beta </td> <td align="left" valign="top">L1: Specialty L2: Category Tools Chat:
 6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </tr> <td align="left" valign="top">Trading cards eMBG cases over \$250</td> <td align="left" valign="top">ALL eMBG cases for trading cards over \$250 need to be transferred to Vertical 'Trading Cards' with the following exception: Japan MSO team will not transfer trading card eMBG cases > \$250 </td> <td align="left" valign="top">Vertical: Trading Cards L1: M2M Escalation L2: Buyer Protection Escalate INR/Return

 Phone:
 6am - 11pm MST Monday - Sunday </td> </tr> </tr> <td align="left" valign="top">Spanish contacts (NA only)</td> <td align="left" valign="top">For live phone contacts: For detailed instructions on how to transfer to the Spanish phone team please see How to Use Communicator - Overview in the Steps to transfer to a different language (Spanish) section.

 For email contacts: all teammates can handle the contacts . Please seeHow to Use Communicator - Overview in the Email spell checker, translations and attachments section.

 For chat contacts: Advise the member they will need to call or email in to get assistance in Spanish. </td> <td align="left" valign="top">7am 4pm PST Monday - Sunday</td> </tr> </tr> <td align="left" valign="top">Spendable Funds
 GUIDE1016</td> <td align="left" valign="top">BUY, SELL, M2M and E2M teammates handle: A question regarding how their spendable funds works Specific questions regarding using their spendable funds on an

item they purchased

- How to opt in to receive a spendable funds
- When you would/wouldn't be able to use your spendable funds
- Where to view purchases made with spendable funds in my eBay

US Payments teammates handle:

- How to withdraw available funds (initiate payout) when customer has spendable funds

E2M teammates handle:

- Unauthorized dispute with spendable funds as payment method.

Transfer to e2M Account

Account Takeover

| | |
|----------------------|--------------------------------|
| L1: Managed Payments | L2: MP - Seller Account Chat: |
| | 6am - 11pm MST Monday - Sunday |
| eBay Vault | 6am - 11pm MST Monday - Sunday |
| | |

[GUIDE1779](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1779)

| | |
|---|--|
| Verticals teammates handle: | General questions and enrollment in the eBay vault |
| | Withdrawing from the eBay vault |
| Fees associated with the eBay vault | Eligibility for the eBay vault |
| | Claims related to the eBay vault |
| SNAD, INR, returns for eBay vault transactions | Any other question related the eBay vault or an eBay vault transaction |
| | |
| Payments teammates handle: | Vault specific transaction risk blocks |
| | LVIS blocks with VAULT In the description |
| Payment disputes for vault transactions | |
| | |
| e2M Premium Services teammates handle: | Vault account recovery contacts |
| | Checking Account Details in AD for vault enrollment |
| These customers wont have the password or the vault recovery codes provided at enrollment | The email address and phone number on file are no longer valid |
| | |
| Buyer verification for Vault Wire Transfer | |
| | If the above applies, transfer to Initiatives Campaign 3 |
| L1: Varies | L2: |
| | |

Varies

 Select Verticals > Authenticity Guarantee - eBay Vault Chat:

6am - 11pm MST Monday - Sunday Phone:
 6am - 11pm MST Monday - Sunday </td>
</tr> <tr> <td align="left" valign="top">eBay international shipping (eIS) <a
href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1760"

target="_blank">GUIDE1760
 <a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1780"

target="_blank">GUIDE1780 </td> <td align="left" valign="top">All teammates

handle: What is eBay international shipping How eBay

international shipping works Which countries are covered with eBay international

shipping How to tell if a transaction is eBay international shipping

Selling with eBay international shipping Listing requirements for eBay

international shipping Only queries explicitly mentioned below should be

transferred to eBay international <hr>M2M teammates handle:

 All INR requests, including undeliverable events Transfer to

eBay International only if: Return request needs action Seller

needs photographs of the destroyed item so they can file an insurance claim Buyer

needs money (T2, T3 or T4) reversed as service was not used. Item must

not have been processed and posted by the shipping center

Tracking shows received at the consolidation center and it's been more than 72 hours since

the acceptance scan Seller/buyer is contacting us because of an email they

received from eBay asking to provide an updated address Buyer is contacting

because the return label is broken / not working Note: If the customer

would like to know why the item was liquidated or destroyed, refer to the automated notification

email and explain reason</td> <td align="left" valign="top">L1: Specialty

 L2: eBay International - CCR

 Email only:
 eIS: eBay

International Group (offline)

 Transfer note template:
 -Buyer and

seller username
-Item ID
-Tracking ID: Starts with
EEUS123456789FR
EE = eBay export
US = origin
FR = destination
Summary of the situation

| | |
|---------------------------------------|---|
| DAC7, Platforms Tax Transparency Act | GUIDE1812 |
| Sell, Payments, E2M teammates handle: | <ul style="list-style-type: none"> How to enter a Tax ID Number,Payout Holds,Selling Restrictions: In the first instance, advise the seller to enter their Tax Identification Number to remedy their issue. Refer to the dedicated Guide Talking Points and processes for other queries. |
| All other teammates: | <ul style="list-style-type: none"> A transfer is permitted as follows: General DAC7 queries: Sell Payout Holds related to DAC7: Payments DAC7 selling restriction: L1: e2M Account L2: Account Restriction Sell L2: Campaign 9 MFA Account restriction GUIDE1769 |
| BUY, SELL, M2M and Payment teammates: | <ul style="list-style-type: none"> Handle general queries relating to MFA troubleshooting. Except DE, transfer to e2M if the member is unable to authenticate through MFA as the phone number on file is invalid/member no longer has access to it: Account is registered in the UK or EU Member was able to enter valid password but not complete MFA The phone number on file is invalid |
| E2M teammates handle: | <ul style="list-style-type: none"> Contacts where the member cannot complete MFA due to an invalid/no longer working phone number on the account. |

align="left" valign="top">L1: e2M Account

 L2: Account Recovery

 Chat:
 6am - 11pm MST Monday - Sunday

 Phone:

6am - 11pm MST Monday - Sunday
 </td> </tr> </tbody> </table>

</h2><h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE Internal

Information For Phone and chat contacts, if a customer doesn't speak your language

See <a

href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=guide1540#DetailedInformation
" target="_blank">how to complete the transfer (GUIDE1540 > Detailed
Information > Transfers > Transferring to a different region/language) For
Email contacts All teammates can handle the contacts. Please see <a
href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1540#SpellChecker"

target="_blank">How to Use Communicator - Overview in the Email spell checker,
translations and attachments section. Consider these guidelines before
transferring If it is a topic you're trained to help with, help the customer
Transferring a contact to your same staff group is never allowed Never
directly transfer an online contact to a non-English speaking region (see more on this
below) Transfer guidelines are specific to each LOB (BUY, SELL, M2M, E2M and
Payments) For Concierge related queries, see <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1621#conciergetransferg
uidelines" target="_blank">Concierge Transfer Guidelines

 Transferring CBT contacts to non-English speaking regions (eg. DE, FRITES)
Never directly transfer an online contact to a non-English speaking region
We do not have English support over phone / chat in those regions
 Instead of transferring: Assist the member as much as you
can If necessary, create an offline SR and transfer to the corresponding region and
LOB with a detailed explanation of member's request A teammate in the

non-English speaking region will receive the offline SR and work the claim according to your notes

- The teammate will then contact the member via email within 48 to 72h to let them know the outcome of their query

Customers of DE and FRITES should not be transferred online to English speaking regions

- Never directly transfer an online contact to an English speaking region

We do not have non-English support over phone / chat in those regions

- Instead of transferring:
- Assist the member as much as you can
- If necessary, create an offline SR and transfer to the corresponding region and LOB with a detailed explanation of member's request
- A teammate in the English speaking region will receive the offline SR and work the claim according to your notes
- The teammate will then contact the member via email within 48 to 72h to let them know the outcome of their query

India-registered contacts

- If the member has a P1 MAC note designating them as an India Top Managed Account or account issue 761:
- Refer the member to ebay.in to reach their dedicated IN MSO team
- The account owner has been informed they are to use their IN MSO team for assistance
- Once logged in, they can reach the team through this link: <https://pages.ebay.in/customersupport/csr.html>
- If there are no P1 MAC notes and no issue 761, US teammates can handle the contact
- This is because non-MSO accounts no longer have customer service based in India
- The ebay.in site has been redirected to ebay.com for these customers

APAC CBT E2M team

When should I transfer to APAC CBT E2M team?

- If China mainland\HongKong\Taiwan\SEA sellers contact you for account restriction questions or limit increase request
- Accounts that have been restricted by APAC team

Note: If there isn't an APAC limitation on these accounts, you can go ahead and use GJ SV for limit requests. Follow the GJ recommended action for these sellers. Determining if action was taken by the APAC CBT E2M team

The below issues are specific for APAC CBT actions:

- 237
- 793
- 730
- 799
- 545
- 546
- 547
- 548
- 383
- 322
- 323
- 826
- 247
- 132

Action taken by APAC CBT e2M team may be through MAC notes

How to transfer the user contact to APAC CBT E2M team

- Make sure the users registration site is supported: China mainland, Hongkong, Taiwan or SEA countries (TH, MY, SG, PH, VN and Indonesia)
- Other registration sites such as US/UK/DE etc. are not supported
- Email:
 - Change SR request site to HK \ SG
 - China mainland, HongKong or Taiwan accounts change to HK site
 - SEA countries change to SG site
- CCR:
 - L1: e2M Account
 - L2: Account Restriction\selling limit
- Phone and chat:
 - APAC CBT E2M team doesnt offer online channel for all E2M topics
 - Create an outbound email and send to HK\SG site
 - Include the user id and questions
 - APAC team will reply to the customer directly
- When should I transfer to MSO? How do I do it?
 - If the account is a North America L2/L4 account, simply verify the account (if needed) and transfer to the appropriate topic
 - Contact will automatically be sent to MSO - doesnt matter the topic (there is no "MSO CCR" to transfer to)

See table:

| Verified contact | Not verified contact |
|-------------------------|---|
| NA L2 / L4 account, MSO | <ul style="list-style-type: none"> Classify the contact accordingly and transfer - the system will automatically route to the MSO team Verify contact Check Partner Level field in GJ/Unify If account is NA MSO L2/L4: <ul style="list-style-type: none"> Classify the contact accordingly and transfer. |

The system will automatically route to the MSO team

- Otherwise, handle contact normally
- All other L2 / L4 accounts

Handle contact normally

- Do not attempt to transfer to MSO - if you try, the member will automatically be routed to a non-MSO team again
- Handle contact normally
- Do not attempt to transfer to MSO - if you try, the member will automatically be routed to a non-MSO team again