

Guided Judgment for M2M service requests

GUIDE.SUMMARY Internal Information What

- The Guided Judgment tool is an interface found in Agent Desktop
- The tool is designed to help teammates make decisions based on eBay policies and processes
- Why
- Guided Judgment is built on the policy and process of eBay
- It does much of the decision-making in the background, using data points and automation
- It guides you through the relevant questions to collect additional information
- Once it collects additional information from you, it provides an adjudication (decision) that is based in eBay policy and processes
- Instructions and talking points may also be provided along with the adjudication
- When
- Use Guided Judgment when working:
- A return case
- An item not received (INR) case
- Defects
- Feedback
- Late shipment

GUIDE.RELATED_LINKS

- Related articles
- [eBay Money Back Guarantee \(eMBG\) policy](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1520)
 - [eMBG Policy - Global Shipping Program](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1620)
 - [Returns - Remorse, SNADs, False SNADs, and Forced SNADs](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1567)
 - [Item not received \(INR\), including stolen from porch](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1566)
 - [M2M Lobby](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1133)


GUIDE.DETAILED_INFORMATION Internal Information

[di_eMBGcaseView](#) [di_accessingGJ](#) Accessing Guided Judgment To open Guided Judgment:

- Enter a member's user ID
- Click User ID
- Click the black shield icon

OR

- Enter Claim ID, Return ID or Order ID into the Quick Member Lookup field
- Click the black shield icon next to the member's user ID



Note:

- When you search with Order ID, an Order Details table will appear in the Guided Judgment Start View page displaying the information of all items related to the order.
- Clicking on any of the item numbers will update the Jump To Cases menu with the related information.

See

[for more](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1679&ViewLocale=en_US#orderID)

[di_startView](#) Structure of the Start View Start view overview

A. Customer name / User ID / Customer segmentation B. Jump to cases column C.

Search field D. Filter field E. Sorting row F. Cases / Defects / Feedback G. Create Case &img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1679/gj_startView.png"> Start view details A. Customer name / User ID / Customer segmentation &ul&li&When you open Guided Judgment, the primary member's name appears next to the user ID in the top left corner&/li&li&The member's customer segmentation appears underneath the name and user ID &ul&li&Examples: Managed Accounts, Concierge, High Value Seller, etc.&/li&li& &/ul&li& &/ul& B. Jump to cases column &ul&li&This is your table of contents&/li&li&Use this column to view specific sections of a member's account including: &ul&li&Order Details&/li&li&eMBG cases&/li&li&Returns&/li&li&Feedback&/li&li&Defects&/li&li&Late shipments&/li&li&Recent SRs&/li&li& &/ul& C. Search field &ul&li&Search Guided Judgment using an eMBG ID, return ID, item number, or other member ID&/li&li&Use only full search terms in this field &ul&li&Your results may not appear if you search using a partial item number, partial order number or partial case ID&/li&li& &/ul& D. Filter field &ul&li&Much like the search field, use the filter to find anything in the Jump to cases column&/li&li&Incomplete search terms are effective here, such as part of a case ID or part of an item title&/li&li&Note: You will not be able to use Order ID in the filter field&/li&li& &/ul& E. Sorting row &ul&li&This row describes what you see in the "F" section&/li&li&By clicking the funnel on the section, you can sort the values that show below&/li&li&You can customize this row by sliding the row section to the left, right, above, or below other sections&/li&li& &/ul& F. Case / Defect / Feedback list &ul&li&Here you can click the link to access the details of cases, returns, feedback, and defects that are relevant to your member's concern&/li&li&By right-clicking on a row in the list (but not on a link), you can open the details of the case you selected or copy information to paste elsewhere&/li&li& &/ul& G. Create Case &ul&li&Click Create

Case to open a return request or an item not received case

- When opening a case for a member, do not ask the member for their phone number or if we can share this with the seller. Enter 0 or 1 for the phone number and select "No" as the answer to this question

Searching Guided Judgment with Order ID

Members frequently have the Order ID to hand when contacting us

Order IDs can be used to search and take action on defects, returns, cases, cancellations, late shipments, payment disputes, recent SRs and feedback in Guided Judgment

How:


- Select the Order ID button under Quick Member Lookup in Agent Desktop
- Enter the Order ID in the search bar and click Enter
- Select the member account from the 2 accounts linked to the transaction and click Send to eMBG>Returns to open Guided Judgment

An Order Details table on the Start View page of Guided Judgment will appear on the left side. This shows details of all items linked to the Order ID

The defects, returns, cases, cancellations, late shipments, payment disputes, recent SRs and feedback related to the Order ID will appear in Guided Judgment under Jump To Cases

Where a buyer has bought multiples of the same item or similar items with variations, the transaction ID, which is displayed in the order details table, will help identify each unique item

4. Click on the item you want to review



Note: If you only need access to the claim or return related to the item, click on Claim ID or Return ID. Guided Judgment will display any claim, feedback, late shipment, cancellation, recent SRs and payment dispute related to that specific item

You can toggle between the Order Details table and Guided Judgment if you need to take action on multiple cases or issues

Tips:

- The Order Details table is scrollable where there are a large number of items
- Once you click on a transaction, the Jump to Cases menu will update and can be used if needed

Clicking Order Details will bring you back to the top of the page You can search for another Order ID within the same contact through the search field (the blue bar at the top right corner within Guided Judgment) Once you have resolved/handled all requests, you can close Guided Judgment by clicking Done

Note:
 Only an Order ID associated with the user account you are currently handling can be searched in Guided Judgment. To find an Order ID not associated with the user account, use Quick Member Lookup

 Example:
 Member abc123 contacts you and provides an Order ID. Having closed the contact with member abc123, you'll need to close GJ by clicking done so as to be able to assist the next customer eMBG
eMBG - Structure of the eMBG case view eMBG - Case view overview Note: To see the eMBG case view, select an eMBG case from the Start view

 A. Update Datapoints section B. Case details C. Member details and piggybacking D. Case Progress E. Payments F. Shipping G. Images and documents eMBG - Case view A. Update Datapoints section Click the blue arrows next to Update Datapoints to expand the section Note: This is true for any blue arrows like this that appear in Guided Judgment. These blue arrows expand and collapse sections You can use this section to revise existing data or add new data to the case. This includes: Tracking numbers Tracking status Case quantity Return type Policy exceptions If you added new or different information, Guided Judgment updates the recommended action when you click Save
B. Case details This section provides basic information about the case, including: Claim ID Case state and case status Item title Item number Order ID/number Claim

type

- Return reason (returns)
- Transaction date
- Claim quantity

C. Member details and piggybacking

- The name, user ID, and customer segment of both members are shown here
- A small icon indicates which member is the buyer or seller
- The blue chain link icon allows you to piggyback into the member's account to view the order details or item page

D. Case Progress

- This section shows a timeline of the events that have taken place during the request or case
- Each event has a date attached and the amount of days between each event
- Use the arrows on the left and right sides to view longer timelines

E. Payments


- Remember that you can click the blue arrows to expand and collapse the sections
- The claim amount, payment method, and refund status are shown here

F. Shipping

- The shipping status is shown here, based on the tracking numbers associated with the case

G. Images and documents

- Documents submitted through the case on the eBay site are shown here
- You can upload saved images to the case or request using the + Upload



alt=""

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1679/gj_leftside.png"

eMBG - Left side case view overview

A. Case tabs

- When you have multiple case views open, you can navigate between them using the case tabs

B. Guided flow and recommended actions

- When viewing a case, Guided Judgment:
- May ask questions (not shown here) to gain additional information about the case
- Recommend an action based on the data it has about the case (datapoints) and the answers you provided to its questions

C. Instructions

and talking points

- Instructions (not shown here) are provided if there are specific steps you need to take
- Specific talking points are located underneath a recommended action. The talking points are always structured so that they share, in order:
 - A summary of the situation
 - eBay's next steps (this can include no steps)
 - Any next steps the member needs to take (if there are any to take)
 - Any additional information the member may need to know

D. MAC notes

- If you apply a recommended package, Guided Judgment automatically adds a MAC note describing the reason for the package. The note always begins "*****THIS DECISION WAS RECOMMENDED BY GUIDED JUDGMENT*****"

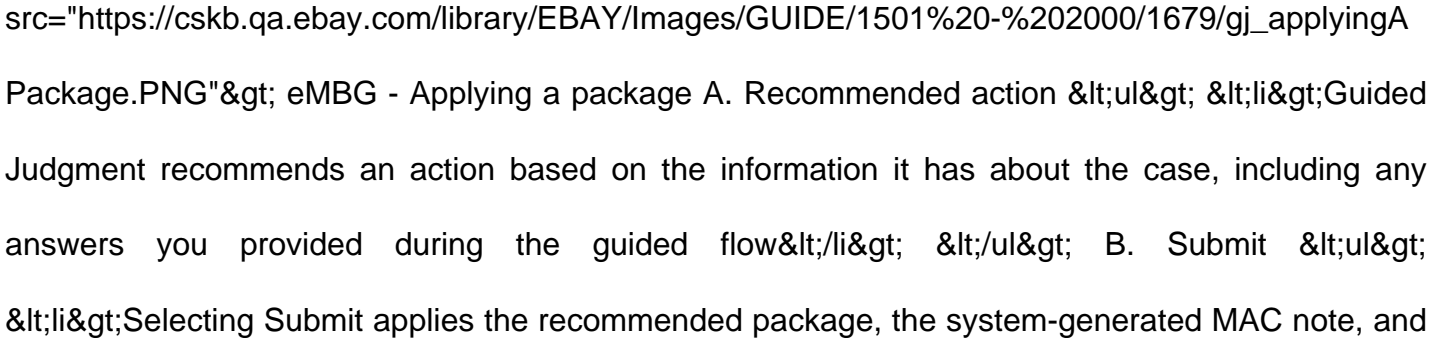
E. Add more notes

- You can add additional notes by clicking + More notes, and then typing your note. This allows you to place a note for other agents to review in the case activity view
- If you're not ready to apply a package, you can click Submit notes only. This adds your notes without applying the package or the system-generated MAC notes.

[name="di_eMBGapplyPackage"> eMBG - Left side case view: Applying a package](#)

eMBG - Applying a package overview

A. Recommended action B. Submit (recommended action) C. Select a different package or submit your notes only



https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1501%20-%202000/1679/gj_applyingA Package.PNG

eMBG - Applying a package A. Recommended action

- Guided Judgment recommends an action based on the information it has about the case, including any answers you provided during the guided flow
- Submit
- Selecting Submit applies the recommended package, the system-generated MAC note, and any additional notes you added during the case
- C. Select a different package or submit your notes only
- To select a different package, begin by selecting the reason why you'd like to override Guided Judgment's recommendation:
- Incorrect Recommendation: Choose this option when you believe you've provided all the correct and relevant

information to Guided Judgment, but the tool is providing an incorrect recommendation

Empowerment: Choose this option when you know that Guided Judgment is providing the correct recommendation, but you feel that a different package is the best option for the customer and eBay

To add your notes only, without applying a package, enter your notes and then click Submit notes only

[name="di_eMBGdetailsView">eMBG - Structure of the Members' details view](#)

eMBG - Members' details view overview

A. Accessing the Members' details view

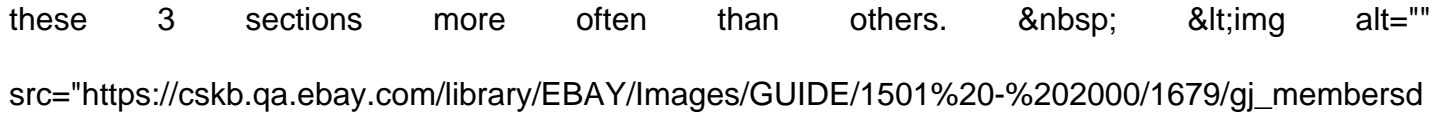
B. Member segmentation

C. Standards

D: Special Account Flag (SAF)

E. Open issues (not shown) and eMBG Courtesy History

Note: While there are many more details visible here, you will use these 3 sections more often than others.



eMBG - Members' details view

About this view:

Both the Seller details and Buyer details views can offer in depth information about the member's account

Some of the information here may not be used in all situations

Below are details on the most frequently used sections

A. Accessing the Members' details view

To access the Members' details view, in the Left side case view, to the left of the member's name, click the question mark (?)

Details about the buyer and seller involved in the transaction appears

B. Member segmentation

For the buyer, the segmentation designates if the buyer is:

- CS_General - A buyer routed to any customer service agent
- Uber buyer - A buyer routed to a member of the Concierge team

For the seller, the segmentation designates if the seller is:

- CS_General - A seller routed to any customer service agent
- High Value Seller - A seller routed to a customer service agent specializing in high value transactions
- MSO - A seller routed to a customer service agent specializing in managed accounts
- VIP Seller - A seller routed to a member of the Concierge team

C. Standards This section shows the member's seller performance levels in US, UK, DE, and Global A seller may have one seller level in one locale and a different level in others A buyer may also be a seller during other transactions. That is why you see seller performance standards for buyers, too

D. Special Account Flag (SAF) This section shows features of a member's account that may impact how we work Details such as Concierge status, removal from eMBG, and others can be found here These special account flags are in addition to the member segmentation (B) E. Open issues and eMBG Courtesy History Towards the bottom of the Members' details view, you'll find open issues and eMBG courtesy history for the member The eMBG Courtesy History isn't always accurate. See <a

appear if you search using a partial item or partial case ID

- D. Filter field

Much like the search field, use the filter to find anything in the Jump to cases column

Incomplete search terms are effective here, such as using part of a case ID or part of an item title

- E. Sorting row

By clicking on the funnels on this row, you can sort the values that are shown below

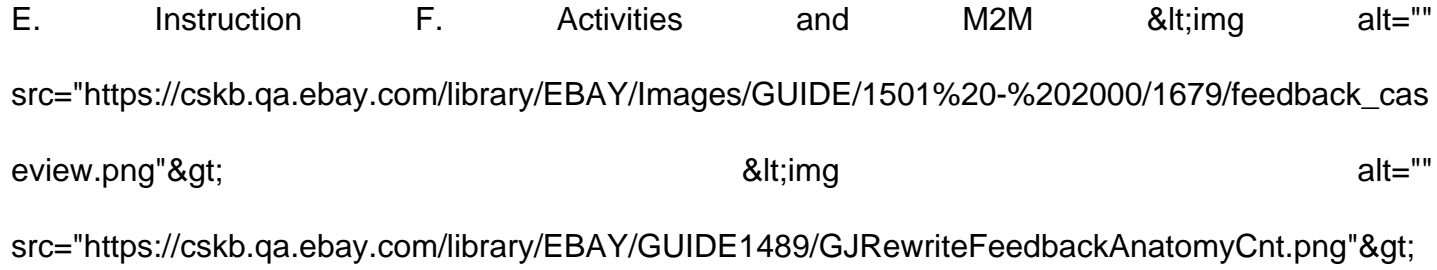
The Type column is really helpful. Click the funnel in the Type column to filter to only positive, negative, or neutral feedback

Structure of the feedback view

Feedback view

A. Guided flow B. Transaction Summary C. Feedback view D. Late Shipment timeline

E. Instruction F. Activities and M2M



Feedback view details

A. Guided flow

Similar to the case view, the guided flow asks questions to determine if a feedback should be removed

B. Transaction Summary

Here you can find details about the transaction and listing including:

- Transaction date
- All listing photos
- Title and category of the listing
- The buyer and seller windows allow you to piggyback into that member's account to view the:
- Item page (from buyer or seller's perspective)
- Feedback profile (buyer or seller)
- Seller performance level (seller only)

C. Feedback view

This section allows you to view:

- Buyer's feedback for the seller, including detailed seller ratings
- Seller's feedback for the buyer
- Feedback replies
- Available revision requests for the seller

Select Action this for the feedback you want to evaluate

If you want to remove a feedback reply:

- Load GJ for the user who

received the original feedback

- Right click the feedback with the reply that needs to be removed and click Remove feedback
- You will see the main comment highlighted, not the response.
- In the GJ case, click Switch to other member
- GJ will now show the response highlighted
- Proceed with removing feedback according to GJ workflow

D. Late shipment timeline

This section shows the shipping details, including:

- Buyer's checkout address
- Shipping carrier
- Tracking number
- Late shipment defects incurred by the seller

Similar to the case progress timeline in the case view, a timeline will appear with key shipment dates

E. Instructions

This section provides steps to determine if the feedback is eligible for removal

Once you've completed the guided flow, this section will provide the steps to apply the recommendation

Talking points can be found below the Instructions section

F. Activities and M2M

This section allows you to view member-to-member (M2M) messages between the buyer and seller

Defects and Late Shipments

Structure of the Defects view and Late Shipments view

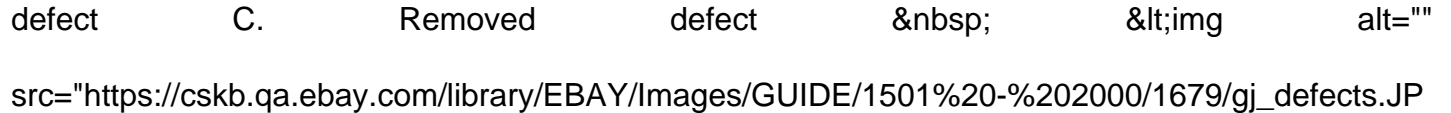
Defects view and Late Shipments view

Note: The Defects view and the Late Shipments view are very similar. The image here shows the Defects view. The information can also be applied to the Late Shipments view

A. Jump to cases

B. Open defect

C. Removed defect



Defect view and Late shipments view details

A. Jump to cases

- Under Jump to cases
- Click Defects to view a list of defects the member has received
- Click Late Shipment to view the shipment misses the member has received

B. Open defect or late shipment

 To remove a defect or late shipment, right-click on the orange exclamation point that is surrounded by a circle. Then, select Remove defect or Remove late shipment C. Removed defect or late shipment An explanation point with a slash through it indicates that the defect or late shipment has been removed from the member's account While we keep a history of defects and late shipments on the member's account, they do not count against their seller performance levels UPI Structure of the UPI view UPI view A. Jump to cases UPI B. OpenReminder C. ClosedReminder D. MutualAgreement E. Removable UPI view details A. Jump to cases UPI Under Jump to cases, click UPI to view a list of unpaid items for the member B. OpenReminder Open reminder indicates that the buyer is receiving notifications to pay for the item C. ClosedReminder Closed reminder indicates that the item was marked as "paid" D. MutualAgreement Mutual Agreement indicates that the seller closed the UPI E. Removable When a buyer doesn't pay for an item, it results in an unpaid item "strike" on their account Strikes that can be removed are labeled as Removable To remove a strike, click the Remove Strike link Recent SRs Recent SR view Recent SRs view A. Jump to cases Recent SRs (not shown here) B. Filter by SR number C. Organize by SR date D. Attachments Recent SRs details A. Jump to cases Recent SRs (not pictured)

Under Jump to cases, click Recent SRs to view a list of recent service requests involving the member B. Filter by SR number Filtering by a specific SR number is the most commonly used filter for Recent SRs C. Organize by SR date Click the hollow arrow to the left of the SR date to sort the list This groups together all the interactions (e.g., emails, chat transcripts, follow ups) within the same SR D. Attachments The Attachments box is selected if the member provided eBay an attachment for the SR You can open the attachment in AD </h2>