

## Appeal Automation in Fulfillment Risk

**GUIDE.SUMMARY** We're introducing a new policy using issue 216 on sellers' accounts with fulfillment risk. The issue is opened automatically applying payout block and new listing block, and closed automatically on sellers' completion of appeal requirements. New disposition packages include:

- Issue 216 Selling Block (Automating Seller Restriction)
- Close Selling Block - (Issue 216)

**GUIDE.RELATED\_LINKS** Related articles eBay User Agreement  
<https://www.ebay.com/help/policies/member-behaviour-policies/user-agreement?id=4259>

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Account restrictions - selling, buying - indefinite, temporary  
<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1014>

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Seller risk management (SRM) policy and appeals  
<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1376>

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&gt; Managed payments - Seller&lt;br&gt; &lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1653"

target="\_blank"&gt;https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1653&lt;/a

&gt; &lt;/h2&gt;&lt;h2&gt;GUIDE.TALKING\_POINTS General questions Why is my account

restricted? &lt;ul&gt; &lt;li&gt;Your eBay account has been restricted while we review your account

activity and confirm certain information with you to ensure a safe trading environment for you and for

the eBay Community.&lt;/li&gt; &lt;li&gt;Go to My Messages, you will see an &lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=EMAIL2063"

target="\_blank"&gt;email&lt;/a&gt; with the steps to resolve the restriction.&lt;/li&gt; &lt;li&gt;Once

you've taken care of any outstanding items, we'll confirm on our end that all transactions to date

have been delivered. The restriction on your account will then be automatically lifted within three

days, and your funds will go back to being released on your usual schedule.&nbsp;&lt;/li&gt;

&lt;/ul&gt; I thought the restriction on my account would be lifted. I followed the steps you provided

me with, and 3 days have passed. What should I do now? &lt;ul&gt; &lt;li&gt;Once youve met all of

the appeal requirements (no negative total funds, a valid payment method, no open disputes/claims,

all transactions are confirmed delivered), we will monitor your account performance for 1- 3 days,

then this restriction on your account will be automatically lifted, and your funds will go back to being

released on your usual schedule. Thank you for your patience and cooperation.&lt;/li&gt; &lt;/ul&gt;

Internal Information &lt;ul&gt; &lt;li&gt;Teammate to follow the &lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1827&amp;ViewLocale=

en\_US#Reactive\_Appeals\_WF"&gt;e2M workflow&lt;/a&gt; to check if the seller has completed

all&nbsp;requirements.&lt;/li&gt; &lt;/ul&gt; I don't want to appeal restrictions but want to withdraw

money. &lt;ul&gt; &lt;li&gt;It is recommended that you try your best to resolve outstanding items in

your account and once youve met all appeal criteria, account restriction will be lifted automatically,

and your funds will go back to being released on your usual schedule.&lt;/li&gt; &lt;li&gt;If the seller

asks for ending listings, please let the customers know they can end listings by themselves.&lt;/li&gt;

</ul> I continuously have new transactions, and new claims/disputes. Will the restriction closure date extend accordingly? I don't want to stop my business, do you have any suggestions?&nbsp;

<ul> <li>The restriction has no impact on your active listings.</li> <li>In order to remove the restriction, you need to connect with the buyer to resolve all the open claims/disputes.</li> <li>Here are the tips when responding to your buyer's questions:

<ul> <li>Buyers often have questions before, during and after a sale. By providing detailed information in your listing, using auto answers, communicating shipping information as soon as possible, and responding right away to any questions buyers send you directly, you can help buyers get the answers they need.</li> <li>If your buyer opens a case for an item not received or an item not as described, be sure to respond within 3 business days.</li> </ul> <li>

<li>Additional tips: <ul> <li>Specify shipping and handling services, including upload tracking on all your transactions, which ensures you have evidence you shipped the item on time.</li> <li>Clearly describe the item and clearly specify your terms and conditions.</li> <li>Offer a generous returns policy, set up payments to avoid unpaid items.</li> </ul> </li> </ul> I already gave you my bank account, why do you need another form of payment? / Why am I seeing the following message on my account update your account with a valid payment method to cover future fees or seller costs <ul> <li>You need to

<a

href="https://www.ebay.com/help/selling/fees-credits-invoices/setting-changing-payment-method-fees-selling-costs?id=5205" target="\_blank">set up your payment method</a> as preferred for selling cost</li> <li>Make sure the account has a valid payment method.</li>

<ul> I see the following message resolve any outstanding buyer requests and disputes through Seller Hub.&nbsp;Does this mean that if I have an open payment dispute I need to wait until my payment institution decides the outcome and closes the dispute? Or will the funds be released when the eBay claim is resolved?&nbsp;

<ul> <li>Yes, all disputes and claims need to be resolved.</li> <li>Specific to payment disputes adjudication, which takes longer usually,

the system automatically adjusts the assessment window.</li> </ul>Please complete all steps you need to follow from your side.</li> </ul> Some of my transactions do not have a D-scan, what can I do? </ul> </li>In absence of D-scan, we check the EDD (estimated delivery date) to make sure the item is delivered on time.</li> </ul> I use eBay labels, why do I have to upload tracking? </ul> </li>If you use eBay shipping labels, please make sure the shipping label has been included in your order. Otherwise, you can manually upload tracking.</li> </ul> Internal information for Teammates DO NOT share with customers &nbsp; Internal Information Will issue 216 restriction end active listings? </ul> </li>Currently not.</li> </ul> Will further actions be taken on the account if the seller does not solve the issue? </ul> </li>Currently not.</li> </ul> Will accounts with i216 be automatically reviewed every day? </ul> </li>Yes.</li> </ul> Can Issue216 and other seller risk issues be opened at the same time? </ul> </li>The following issues cannot be opened simultaneously within the first 14 days after 216 is opened: 172, 217, 972.</li> </ul> Is there a grace period after Issue 216 is closed so that the same account won't be captured by the same model again? </ul> </li>No. There is no grace period between previous action reinstatement (regardless of action issue) and the next Issue216 restriction.</li> </ul> If Issue 216 is handled the same way as other risk issues, will the funds on hold be released if there has been no claim/ transaction within 60 days? </ul> </li>Yes, follow the 60-day fund release rule. The payout block due to Issue 216 is handled the same way as other seller restriction issues. The funds on hold will be released if there has been no transaction / claim filed within the last 60 days.</li> </ul> </h2></h2>GUIDE.DETAILED\_INFORMATION Customers experience </ul> </li>Restriction Consequences:&nbsp; Open issue 216, Block payout, Block new listings.</li> </li>There will be a banner in My eBay for restricted sellers with DP of Issue 216 Selling Block (Automating Seller Restriction) placed, and <a href="https://cskb.vip.ebay.com/csKBapp/art?page=content&id=EMAIL2063" target="\_blank">an email</a> to notify sellers of appeal requirements they need to

complete.

[https://cskb.qa.ebay.com/library/EBAY/1827\\_GUIDE/GUIDE1827\\_MyeBay\\_Payments.png](https://cskb.qa.ebay.com/library/EBAY/1827_GUIDE/GUIDE1827_MyeBay_Payments.png)

Appeal Requirements: No negative total funds, a valid payment method, no open disputes/claims, all transactions are confirmed as delivered.

Appeal granted: Once those four requirements are satisfied, the restriction will be lifted automatically within 3 days.

Auto Action	Disposition
Package	MAC Note
Issue 216 Selling Block (Automating Seller Restriction)	Restriction

On the seller account an auto restriction is placed due to Fulfillment Risk.

Issue 216 is opened. This is linked to an auto appeal process.

Seller is instructed in the email about requirements they need to complete before the restriction is lifted automatically.

In case of escalations, only e2m team leader/coach have access to issue 216 open/close.

Appeal granted	Close Selling Block (Issue 216)
The seller was restricted due to Fulfillment Risk.	As the seller has now completed all the appeal requirements, the restriction is lifted automatically.

Internal Information Do not share the Issue number with customers. See the <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1469>

Trust & Safety Issue Directory for more information.

Issue	Name
0216	Selling Restriction - Automated Restriction and Appeal