

Seller Standard appeals - Below Standards (BSTD) and Top Rated Seller (eTRS)

GUIDE.SUMMARY What There are a few instances where members can appeal their Seller Level to no longer be Below Standard or to achieve Top Seller status. Why Sometimes the accounts seller level is lowered due to something outside the members control like a life event, wrong field chosen or a case being ruled incorrectly. In those cases, we want to assist members to update their status to reflect the accurate seller performance. When The member must have a valid appeal reason AND meet all other requirements to appeal.

Valid BSTD appeal reasons	Valid eTRS appeal reasons
Death in the family	Defect removal
Hospitalization	Natural Disaster
Theft	181 Bring Backs
Notes: *Courtesy defect removal is not a valid appeal reason	
**Issue 181 (Below Standard Selling restriction) must be open for more than 2 years	
Bug/Site issues (confirmed)	ATO

GUIDE.TALKING_POINTS

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1373&ViewLocale=en_US#generalGeneral

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1373&ViewLocale=en_US#eTRS_specificeTRS specific

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1373&ViewLocale=en_US#ATO_Bug_Site_issuesATO/ Bug/Site issues (confirmed)

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1373&ViewLocale=en_US#Cases_de-scoredCases de-scored within policy/ Defect removed within

policy
 Death in the family
 Emergency Hospitalization
 Natural disaster
 Theft
 181 Bring Backs
 Time Away/ Vacation
 Employee termination
 Supplier issues/ Out of Stock General Why cant I sell on eBay anymore (Issue 181)? Over a period of time and several emails notifying you, the account did not meet the performance standards that we hold all sellers to. We manage the site for all sellers to complete as many sales as possible. Defects and cases drive buyers and sales away, which impacts other sellers and eBay. Your selling practices have proven inconsistent with the level of customer service we expect sellers to deliver. As a business decision, we have decided to no longer let you sell on the site. How long does it take for the defect removed/ case de-scored to be reflected on the Seller Dashboard? It can take up to 24 hours for the Seller Dashboard to update. It is already

removed from the back end, so it will not count towards the next evaluation.

- Why cant I appeal my accounts next seller status? My account is projected to be BSTD, and I just had defects removed or cases de-scored.

The status of the account cannot be changed until after the next evaluation is completed. Evaluations are completed on every 20th of the month.

- It is possible the account could receive new defects or cases prior to the next evaluation, which could affect the status.

What day of the month do Tracking Uploaded on Time and Validated removals need to be removed by in order to not count towards the next evaluation?

- Tracking must be uploaded by the 12th of the month.

Tracking Uploaded on Time and Validated are for transactions through the end of last month, so 12 days should be enough time to report for removal.

- How can I improve my performance?

See <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1378>

Improving seller performance, avoiding defects, and tips for transactions

What is eBay doing to protect sellers from risky or abusive buyers?

- We're aware that buyers may occasionally abuse eBay processes or systems, and have a number of safeguards in place to help protect you against these buyers.

- For example, we detect, review and action buyers who demonstrate a pattern of opening cases or returns for item not received or item not as described.

- We also track reports of policy violations and allow sellers to block buyers with excessive reports against them. This option can be found in the Buyer Requirements section of My eBay.

Internal Information See <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1022>

Managing bidders and buyers for more options.

- When sellers deliver on their service promises to create good buying experiences, we will protect them from abusive buying behavior and from events outside their control.

See <https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1360>

target="_blank">Seller protections and seller protections abuse policy. Does eBay protect sellers if there is an eBay site outage, natural disaster, postal strike? Widespread unexpected events impacting seller's ability to communicate and ship on time may qualify for eBay protection. Events like natural disaster, postal strikes and eBay site outages are reviewed on a case-by-case basis, and protected events are in <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=KB2454"

target="_blank">KB2454. Protection automatically removes impacted defects, cases, late shipments, and tracking missed, which can result in a change in level. eTRS specific Why are cases de-scored or Defect removal not Top Rated Seller appeal reasons? eTRS is a bonus program, where at least 3 unique defects or cases are needed to affect status. If you have received 3 or more, then there is an opportunity to improve to prevent additional defects or cases. Why are life events (Death in the family, Emergency Hospitalization, Natural disaster, Theft) not Top Rated Seller appeal reasons? eTRS is a bonus program, so no protections for these instances. Sellers who want to maintain eTRS status should have contingency plan to mitigate the impacts of a life event. For tracking upload only, eTRS is on a 3 month evaluation, so you can get status back sooner. Grace Period can help you keep the transaction count and sales amount lower. Even if you don't qualify for eTRS discount, your account wont be negatively affected by this. Your business model should not depend on eTRS for margin. Combined orders/shipping Why did a multi-purchase/ buyer requested delayed shipment count toward the tracking upload metric? Tracking uploaded within handling time is only for eTRS. Account cannot go BSTD. Seller is responsible for uploading tracking for every order including unique situations. Check/set up <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1005&actp=search

&viewlocale=en_US&answerid=16777216&uniqueid=16777216:8400070&searchid=15¤tPage=art&prevPage=srp#InstructionsStepstoResolve"

target="_blank">combined shipping to make sure tracking is applied to all orders in a combined shipment. If your buyer asks to delay shipping, there are a couple options: There is a 5-10% buffer with the tracking upload metric. You can print tracking and upload, but wait to ship. Tracking upload is a 3 month metric, so any misses will roll off sooner than 12 months. ATO/ Bug/Site issues

(confirmed) I reported ATO or a bug. Why wasn't my seller level protected? (No evidence of ATO/ Bug.) Without evidence, we are unable to confirm the ATO or bug, in order to change the status of the account. We do not grant courtesy seller performance appeals. Internal Information Check MAC notes if reviewed for ATO and outcome of review. Cases de-scored within policy/ Defect removed within policy If defects are removed, can a seller's status be appealed? If defects are removed correctly according to the <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1118"

target="_blank">Defect and feedback policy - Removal and appeal of defects, late shipment, and feedback or cases de-scored according to <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1520"

target="_blank">eBay Money Back Guarantee (eMBG) policy, the seller's status may be appealed. Note: Courtesy defects removal and courtesy case de-scores are NOT valid appeal reasons. They won't count towards the next evaluation, so the projected seller level will not change unless the account gets more defects/ cases and transaction counts are consistent.

 Death in the family Will eBay remove defects, cases and remove the Below Standard status because I had a death in the family? We

understand how difficult it is when a death in the family happens. As long as the defects were for transactions that occurred during the 7 day bereavement timeframe, we can consider the appeal and remove defects. Internal Information This only applies to defects received. Cases cannot be considered due to shipping and Seller Make It Right (SMIR) timeframes, where the seller has enough time to resolve any cases opened. Note: Sellers also have the option to set <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1741"

target="_blank">Time Away to prevent sales until they can return to their sales. Emergency Hospitalization Why aren't appeals accepted if a hospitalization was planned or if there was ongoing treatment? Sellers planning on leaving their business for an extended period of time are expected to prevent defects by setting <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1741"

target="_blank">Time Away, ending items, or hiring someone to manage their account while they're recovering from surgery or treatments. If someone manages the account for the seller during a planned absence, the seller is still ultimately responsible for the account's performance. We can't accept an appeal if the account falls BSTD due to the activity of the person managing it in the seller's absence. Why aren't appeals accepted for hospitalization/ treatment of a family member? Although it is a difficult situation, sellers are still expected to prevent defects by setting <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1741"

target="_blank">Time Away, ending items or hiring someone to manage their account while they're recovering from hospitalizations or treatments. Natural disaster Why aren't appeals granted automatically? If widespread, we remove impacted transactions for impacted sellers automatically if the event is in <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=KB2454"

target="_blank"&KB2454 for Seller protections | Natural disasters and unexpected events. If local or personal, like a flood or fire, we can consider the appeal when proof is provided or can be found doing an online search. Delayed Shipping with carriers, we can consider the appeal if we have some proof showing from the carrier a delay in shipments. Theft Why is a police report required? Why does the report need an inventory of the items stolen? A police report is needed as evidence of the theft. The inventory on the police report confirms the items sold on eBay could not be shipped due to the theft. Reports of theft by an employee also require a police report with inventory of stolen items. 181 Bring Backs Why cant you give me a second chance? Ive learned my lesson. (Less than 2 years since Issue 181 placed) While an account is BSTD, it's in a rehabilitation phase. As long as an account continues to improve its seller performance by reducing or preventing any additional defects, the account will remain eligible to sell while it works its way out of Below Standard. Because the account did not show (or have enough continued) improvement while in this rehabilitation phase, this restriction is permanent and we wont be reinstating your account. Why do I have to answer these questions? We ask these questions so we can get a better understanding of your business needs. This will help us determine selling limits and other business needs for the account. Why was my (181 Bring Back) appeal denied? Internal Information Check P1 Deny Appeal > Below Standard > Please Read Before Taking Action (Denied) MAC Note for detailed reason. Time Away/ Vacation Why did I get cases (INR), late shipments and go BSTD when I had my Time Away settings on? The Allow item sales while on time away (Soft) was chosen, so buyer expectations must still be met since you chose to continue to sell. Next time you might want to select Pause item sales while on time

away (Hard). Internal Information Check Seller Time Away
Settings view in AD Employee termination Can I appeal the status if an
employee managing the account was let go/ fired? This is not a valid appeal
reason. As the account owner, you are responsible for all aspects of the account,
including monitoring the employee to ensure performance standards are met.
Change password and/or adjust <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1694"
target="_blank">Multi-User Account Access (MUAA) settings, remove as approved
contact if applicable. Supplier
issues/ Out of Stock Why did I get defects and go BSTD due to an issue with my supplier?
Ultimately, it is a bad buying experience when an item purchased is not in stock.
This is an issue with you and your supplier, but we recommend that you sell items you have
in your possession. Note: There is an <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1446"
target="_blank">out of stock feature sellers can use to keep sales history. This prevents
the listing from ending when the quantity is zero.
</h2></h2>GUIDE.DETAILED_INFORMATION <a id="Related_issues_DI"
name="Related_issues_DI">Related issues Related issues Enter the issue number in
the <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1469"
target="_blank">Trust & safety issues directory for more details on the below
issues. Do not share the issue number with customers. List is not exhaustive. <table border="1"
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Standard Selling restriction </td> </tr> <tr> <td>224</td>
<td>Below standard restricted</td> </tr> <tr> <td>262</td>

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&td>290&td>	&td>Seller Standards US CBT selling restriction&td>	&td>	&td>
&td>420&td>	&td>UK CBT selling restriction&td>	&td>	&td>
&td>421&td>	&td>DE CBT selling restriction&td>	&td>	&td>
&td>502&td>	&td>eTRS Program Removal&td>	&td>	&td>
&td>587&td>	&td>Selling Practices Policy Violation&td>	&td>	&td>

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name="Transfer_guidelines"&td>Transfer guidelines Transfer guidelines For detailed information on transfer guidelines for this topic see&td>

target="_blank"&td>Transfer Guide 1453&td> and enter Selling Performance in the search box &td>

&td>GUIDE.RELATED_LINKS Related help pages &td>

&td>Seller standards policy&td>

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&td>Global seller performance standards&td>

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 Seller protections

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 Seller protections abuse policy

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 Abusive buyer policy

href="https://www.ebay.com/help/buying-practices-policy/policies/abusive-buyer-policy?id=4374" target="_blank">https://www.ebay.com/help/buying-practices-policy/policies/abusive-buyer-policy?id=4374
 Appeal a defect

href="https://www.ebay.com/help/appeal-defect/selling/selling/seller-levels-performance-standards?id=4871" target="_blank">https://www.ebay.com/help/appeal-defect/selling/selling/seller-levels-performance-standards?id=4871
 Appeal eBay's decision about a return or missing item for sellers

href="https://www.ebay.com/help/selling/managing-returns-refunds/appealing-decision-seller?id=4369" target="_blank">https://www.ebay.com/help/selling/managing-returns-refunds/appealing-decision-seller?id=4369

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href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1673"

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target="_blank">Time away Related solutions

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