

Seller Help 2.0

GUIDE.SUMMARY Seller Help is a self service portal for sellers to:

- Manage returns and items not received
- Request Feedback removal
- Appeal a defect
- Request a selling limit increase
- Review any recent policy violations
- Report a buyer

From Monday 6th April 2020, Seller Help was launched to all US sellers (who sold something in the last 120 days). In addition, we launched the new Policy feature (policy simplification) into Seller Help. Sellers will also now be able to get to Seller Help with this URL:
<http://www.ebay.com/sellerhelp> Seller Help highlights actions and next steps a seller needs to take and provide status in one place.

GUIDE.TALKING_POINTS

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1745&ViewLocale=en_US#Seller-FAQs Seller FAQs

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1745&ViewLocale=en_US#Teammate-FAQs Teammate FAQs

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1745&ViewLocale=en_US#TP-Chat Talking Points and Chat Snippets

Seller Frequently Asked Questions

What is Seller Help? Seller Help is a one-stop-shop portal where sellers can get help and address the key issues they face everyday. Its designed to help you grow and manage your business with minimal friction. Going live soon, itll be conveniently located in the Help section of eBay at ebay.com/help.

How can I access Seller Help?

- Direct link: <https://www.ebay.com/sellerhelp>
- Help Hub homepage banner: <https://www.ebay.com>
- Click Help & Contact banner will appear

src="https://cskb.qa.ebay.com/library/EBAY/2203_LIVE/LIVE2203_How%20can%20I%20access%20Seller%20Help_Image-1.PNG"> Help Hub Defect/Feedback pages: Go to eBay.com Click Help & Contact Type Appeal a Defect or Feedback policies Scroll to the bottom of that Help Hub page Click on the webform channel Seller Hub: On the furthest right hand side of Seller Hub - the Seller Help link will appear Internal note: When teammates are piggybacked into accounts, they will not see this link but it is definitely there Seller Center: At bottom of any eBay page, click Seller Center The link will appear on the right hand side of the screen What can I do in Seller Help? Seller Help has the following options: Request assistance: Request to remove Feedback Appeal a Defect Request of selling limit increase Report an issue with a buyer Returns and refunds: Access any open Returns and item not received cases and be able to take action on them Policies: Review any recent policy violations How can I manage my returns and refunds in Seller Help? After you have opened Seller Help, click Returns and refunds". In this one

convenient location, you can accept returns, issue refunds, manage cases, print or send shipping labels, and much more. You'll see what requests require your attention, and, most importantly, they'll be prioritized to help you take prompt action. How is this different from Seller Hub or My eBay? Seller Help is just a way to manage your refunds, returns, items not received, cases and a wide range of other features in one convenient location. We'll be continually adding more functionality in the future, such as managing unpaid items, canceled transactions and chargebacks. You'll still be able to use these features in Seller Hub and My eBay, however we're asking all of our partners to use Seller Help and start enjoying an easier way to access all the functionality in one place. What if my issue isn't covered in Seller Help? Seller Help provides easy access to all our usual Help pages. You can still review our help pages or request to speak with a Customer Service representative whenever you need. Do I have to use Seller Help? Yes, we are asking all of our partners to use Seller Help for all of the following:

- Manage returns and items not received
- Request Feedback removal
- Appeal a defect
- Report a buyer
- Request a selling limit increase
- Review any recent policy violations

We think you'll like accessing all of Seller Help's new functionality in one location, and we encourage you to give it a try. Can I use Seller Help on my mobile device? Seller Help is available for both Mobile app and Mobile web. From the Mobile app please go to the Help menu. You can click the banner on screen. Alternatively:

- You can enter the following keywords into search: "Seller Help" or "Defect Appeal" or "Feedback appeal"
- Or from Mobile web, enter the link <http://www.eBay.com/Sellerhelp>

I have feedback about Seller Help. Where can I send it? We'd love to hear your feedback! Let us know what we can do to make Seller Help better for you by sending your suggestions to DL-eBay-Seller-Help-Feedback@ebay.com.

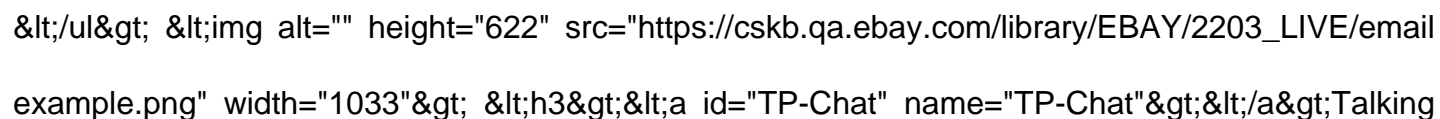
name="Teammate-FAQs">Teammate Frequently Asked Questions</h3> What eBay sites have Seller Help? At this time, US, UK, AU, FRITES & DE all have Seller Help. Who can access Seller Help? All UK Sellers can access Seller Help from April 6th. Internal note: There is no equivalent of Seller Help for Buyers. They can and should use Help Hub as normal. What has changed? Internal Information If the seller submits a defect or feedback request through seller help: You'll receive a Communicator notification Will work the case through Guided Judgement These cases have a 24 hour service level (For Teammates) What has stayed the same? Internal Information Feedback removal and defect appeal policies haven't changed. The Seller is saying they're receiving an error in Seller Help - what do I do? The a Feedback/Defect Appeal cannot be submitted through Seller Help if any of the below is true: The request is over 90 days We educate the seller about timeframes for the future There is an open eMBG request The Seller must appeal that decision through the eMBG process If the listing is private The teammate should review the Defect/Feedback Appeal for the seller If the listing is in an adult or medicine category The teammate should review the Defect/Feedback Appeal for the seller If the seller gets an error, do I need to request screenshots from them? No. Please do not request screenshots, this is necessarily inflating our volume. If the seller is saying they received an error in Seller Help: Check if the item/transaction is over 90 days, has an open eMBG case, is a Private listing or part of an adult/medicine category. If yes - please work the Sellers appeal yourself. If no (error is due to something else) - please piggyback into the Seller Help dashboard and take a screenshot yourself. You should then

file a My IT ticket.

- Are their limitations/rules to Feedback removal or defect appeals?
- Sellers can only request individual requests for Feedback removal or defect appeals at a time.
- Positive feedback won't automatically be displayed, and can be found by searching by item name or number.
- Sellers can look for updates under the My requests tab 24 hours after a request has been made.

What communications do sellers receive?

- Once a request has been submitted through Seller Help, and a teammate has worked that request - Sellers will receive an email on the outcome of their request.
- Sample email:



Talking Points and Chat Snippets

Seller contacts phone or chat to appeal a Defect/Feedback

- Did you know we launched a new dashboard so you can directly manage your Defect/Feedback requests without needing to contact us each time?
- Recently, we introduced a new dashboard called Seller Help.
- In this new dashboard you can submit Feedback & Defect appeals without needing to contact us each time.
- We'd ask that you submit any Defect or Feedback requests through this new dashboard.
- I'll provide you with that link in a second, but please don't click it until you've completely finished this Chat or copy & paste the link in to a new tab:

[Feedback](https://www.ebay.com/help/seller-help/feedback)

<https://www.ebay.com/help/seller-help/feedback>

<https://www.ebay.com/help/seller-help/feedback>

Defects

<https://www.ebay.com/sellerhelp/defect>

<https://www.ebay.com/sellerhelp/defect>

- How exactly do I submit the request?
- From the dashboard, go to Request Assistance
- Locate the specific Feedback/Defect, click request to remove
- Include any relevant comments and proof (e.g: tracking information) & click submit.
- Remember, Defects & Feedback are only

eligible for removal if they qualify under our removal policy. You can review those policies here: https://www.ebay.com/help/policies/selling-policies/seller-performance-policy/seller-performance-defect-removal-policy?id=4352 How long will it take to have the appeal reviewed? Once you submit your request you'll receive an answer within 8-12 hours. Internal Information Please do not proactively provide a Service level to the seller. Only provide this timeframe if the seller specifically asks. My appeal has already been denied, I want this reviewed again The decision you received by email is the outcome of your appeal in-line with our policies. This decision cannot be appealed a second time or overridden. I strongly encourage you to review the details of the email we sent. The email provides guidance on how to avoid this situation in the future. What happens if the request is denied? Will I have to contact you again? It is vital that you only submit a request to appeal a defect or feedback through the form if you have proof or information to support that appeal. This way, it's much more likely to be removed. I can assure you those requests are manually reviewed by my colleagues, who are experts in these policies. If your request is denied, it means it didn't qualify for removal. Recontacting through Chat or other channels will not get the decision reversed. All appeals received through phone and chat will be redirected to the new dashboard. Internal Information If the seller is constantly contacting/recontacting/agent shopping we can use this additional talking point in extreme situations: In extreme cases, if we find particular sellers constantly trying ways to circumvent our process or "agent shopping", we may apply restrictions to their account. The seller says it's a "complex" question and they need to speak to someone/have it

reviewed now Submit your appeal through the seller help dashboard.
Include any relevant proof (eg: tracking/dates of messages etc).
 Once you submit an explanation and any relevant proof, my colleagues will review
the facts and make a decision in-line with policies. I can assure you they are the
best people to make that decision. Why cant I speak to the team directly?
 The team who work these requests need offline time to review all of the facts
before they make a decision. This can take some time and for that reason its not
possible or fair to have a seller sitting on the line waiting for those checks to be completed.
 Seller wants to speak to a team leader/manager (not happy about request being
submitted offline) Internal Information Teammates should attempt to de-escalate
using talking points in this article. If the seller insists, we should facilitate the
escalation. Please follow the existing escalation process in GUIDE1487.
 I tried going through Seller Help but i received an error Im very sorry to
hear you received an error. There are specific instances you wont be able to
submit requests through Seller Help but I can assure you those instances are rare.
 ##Cancel trx or Late delivery defect - eMBG case open## Ive reviewed
the details and can confirm you couldn't use Seller Help this time because there is an ##Item not
Received/Return## case still open. Id ask you to work with the Buyer to hopefully
resolve the case. Once the case is closed, you can then Appeal the ##Cancel
transaction/Late delivery## defect through Seller Help. ##Past 90 days##
 Im afraid we won't be able to review this appeal because the deadline has
passed. Please be aware Defects or Feedback can only be Appealed if you submit
your request through Seller Help before the 90th day. We feel 3 months is a
sufficient time for sellers to report any problems with Defects or Feedback.
##Private listing/Medical or adult category## Im sorry you received this
error. When the listing is ##private/listed in medical/adult category## we remove

some of the information from the site. This means Seller Help couldn't pick up the details. But not to worry, I'm going to review the details for you now. </h2>