

## eBay manual seller fee credit policy

**GUIDE.TALKING\_POINTS** CAAART Approval is Needed: 

- "I can definitely take care of this credit request for you. You should receive your credit within 2 business days"

 Credit Denial Reasons: 

- We provide courtesy credits to accounts once within a rolling 12 month timeframe. We did provide you a credit on (date) which is within that 12 month timeframe. This credit request would not qualify, however I would like to provide details on how this can be possibly avoided in the future and show you where you can find more information on the specific fees that are associated with selling on eBay.
- Guide the member towards the Fees for Selling on eBay help pages
- Possible situations to receive credits automatically by the system:
  - If you and/or the buyer no longer want to continue with the transaction we have our process to cancel the transaction and as long as you proactively provide the full refund, you will receive the Final Value Fees credited automatically
  - If a buyer opens an Item Not Received or Item Not as Described case and you provide a refund prior to the case being escalated to eBay, you will automatically receive the Final Value Fee credits

**GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE** When is approval required? Approval is required for courtesy credits in the following situations: 

- Amount is over the issuers/Teammate limit
- Seller already received courtesy credit within 12 months (secondary credits should be denied).

 Exceptions apply: 

- Additional low value credits may be applied. Credit below or equal to \$5 may be granted up to twice per 12 months (in addition to first credit).
- Subsequent courtesy credit may be granted in extenuating circumstances with relevant approval.

 When the account is on hold/suspended 

- Exceptions apply:
  - Additional low value credits may be applied. Credit below or equal to \$5 may be granted up to twice per 12 months (in addition to first credit)
- Collections CS teams may issue courtesy credits to suspended accounts without approval when the customer is

past due/on hold/suspended for non-payment and the credit amount is within the employee credit limit. TL approval is required for all other circumstances

- Does approval override the requirement for extenuating circumstances to be present? No, if a subsequent courtesy credit is approved without meeting the extenuating circumstances as defined in the policy, it will not be compliant with policy and it will fail at audit. When does the 12 months' (365 days) timeline for courtesy credits start? The 12 months is a rolling 12 months and starts 365 days of initial credit. A Teammate should check if a seller has received any education or courtesy credits in the last 365 days before issuing a courtesy credit. If a seller has received either of these within those 365 days, then approval should not be sought for a further courtesy credit unless extenuating circumstances are present. Where do Buyer Error CT/UPI credits sit in the new policy? All credits relating to this are now covered under Unpaid Item (UPI)/canceled transaction section of the policy rather than courtesy. Examples include:
- Request opened but wasn't closed on time and so it expires.
- Request rejected by the buyer.
- Seller opens a CT. The buyer doesn't respond, seller doesn't close the request, request expires.
- Seller selected the wrong option when closing the request so didn't get the automated credit.
- No request was opened at all and the time to open one has now expired.
- Buyer paid with payment method outside of PayPal, and hasn't confirmed payment.
- Buyer didn't pay at all, and hasn't confirmed.

What if a customer has already received an education credit within the last 12 months in the old system? These will be treated as if they were courtesy credits and so approval should not be sought for a further courtesy credit unless

- The amount is below or equal to \$5; or
- Extenuating circumstances are present.

What if a seller already received both education and a courtesy credit and I'm considering another courtesy credit? Previously education code was used to issue any credit, now the root cause of the credit should be determined, and the credit issued using that category. Do we block a credit if it hasn't got approval? Yes, we do today so we will continue to do that. In addition, the CAAART approval number should

be recorded in the credit builder tool for any credits requiring CAAART approval. Is there a block on a 2nd courtesy credit within 12 months? Yes, the existing 1 in 18 months block for education will be mirrored for second courtesy credit in 12 months. However, a courtesy credit below or equal to \$5 may be granted up to twice per 12 months (in addition to first credit). Does the TM need to include what the extenuating circumstance is in the MAC note? Yes, the extenuating circumstance will be reviewed so that we can be sure they followed the correct path and it was actually an extenuating circumstance. Do we plan on having any additional control to make sure they don't credit without approval? Credits that should have been issued with approval, but weren't will be reviewed. Today we have issues where the TM's profile isn't up to date; will this be resolved as part of this project? Yes, for the most part this shouldn't be an issue. However there can be exceptions to every rule since it works on the assumption that information is accurate in the system. We are working with the ASAC team to ensure it is as accurate as possible. Can Teammates still accidentally issue education credits through the Billing Hub? No, the education credit codes will no longer be available in Billing Hub. What happens if I issue an education credit through a tool other than Billing Hub? If an education credit is issued through any tool, it will not be in compliance with policy and it will fail at audit. What happens if the CAAART approval amount and the credit amount being issued vary? Scenario 1: CAAART approval is larger to the credit amount being issued > this is fine, no fail at audit.<br> Scenario 2: CAAART approval is smaller to the credit amount being issued > this would fail at audit unless the variance is due to VAT, and the approved amount is in fact the net amount. Requires clear call out in MAC notes.  In doubt, contact your Team Specialist for help with the calculation for the correct amount to be approved prior to issuing the credit.<br> Also ensure to issue the credit only for those fees for which the CAAART request serves. Examples that would fail at audit: <ul> <li>CAAART request with listing fees to be credited, but the actual credit has all fees included.</li> <li>CAAART request with FVF on selling, but the actual credit also included Shipping FVF.</li> </ul> Can a single CAAART approval being used for multiple credits issued, if total credit amount does not exceed the CAAART approved amount?

CAAART approval is for one account only. There is only a field for one account (single user ID) as the tool leaves MAC notes for that particular account. However, multiple items can be placed into CAAART for approval but all must be linked to the same account. Can you receive approval for multiple seller accounts at once? If credit for multiple accounts is needed, approval can either be granted by email or attached to an SR with reference of the SR# in the MAC note, or approval can be gained directly in TRACE. How do I know which credit code to use? The credit code should be based on the root cause of the credit being issued. What is the time line for a CAAART request to be approved/denied? Turnaround for CAAART request should not be longer than 24 hours, even if multiple approvals are needed.

<ul><li><a

en\_US#tabs-1">Detailed info</a></li><a

en\_US#tabs-2">Revision history</a></li></ul> To more easily navigate this policy,

go to the left hand Summary tab. <h3></h3><h3></h3><a

to provide detailed information on the actions required to issue manual seller fee credits. The

decision to credit is made by a Global Customer Experience or Payment

Operations&nbsp;teammate.&nbsp; It excludes situations where the credit is automated or has been

credited by a tool without a teammate making a decision to credit. This Procedure&nbsp;is to be

used for internal purposes only. The external publication of this Procedure&nbsp;is not permitted.

This includes sharing internal policies on an external platform, or verbally sharing internal

procedures&nbsp;with a customer other than in the process of helping a customer resolve

their&nbsp;fee credit issue and only then to the extent necessary to help that particular customer

resolve their particular issue. Do not share any information about the frequency or amounts of

credits eBay provides under this procedure. The following credits must go through the bulk credit

debit process as they are considered high risk credits:

- Credit requests for multiple or single items for an amount exceeding 10,000 USD
- Multiple item credits exceeding 499 items

See Appendix 5: Related Documents and Policies for the Bulk Credit Debit Procedure reference

### 2. Policy reference

EI-GPO-POL-1.0.0.0 Global Payment Ops Policy

### 3. Scope

This Procedure covers manual fee credits, for selling fees, issued by teammates to all sellers, including but not limited to sellers whose payments are managed by eBay (Managed Payments). This Procedure is the only approved documentation for manual seller fee credits for these sellers. No other documents or content form part of this Procedure. This Procedure is applicable globally. In certain cases, there are regional differences, which are clearly mentioned within this document.

### 4. Procedure

#### 4.1 Manual credits overview

Manual Seller Fee Credits can be categorized in three categories:

- Item level credits: issued for item level fees such as final value fees.
- Account level credits: issued for account level fees such as late payment fees.
- Subscription credits: issued for subscription fees such as store subscriptions.

Credits under this Procedure may be issued because they are required by Law, including by a court order, or as otherwise directed by the eBay Legal team, other eBay Policy such as bug or, in certain circumstances, as the goodwill of eBay. Credits issued under this Procedure as eBay goodwill must 1) be credited under a root cause/credit code of Misunderstood Promo, and Courtesy Credits and 2) be issued back to sellers within one year after being originally charged. All other credits under this Procedure do not have a deadline for issuance. Credits under this Procedure should be issued through Billing Hub in the situations below:

Root Cause / Credit Code
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nowrap="nowrap" width="60%"&gt;	Definition/Usage &lt;/td&gt;	&lt;td width="10%"&gt;	Frequency
Threshold &lt;/td&gt;	&lt;td width="10%"&gt;	Approval Required? &lt;/td&gt;	&lt;tr&gt;
&lt;td&gt;	Bug &lt;/td&gt;	&lt;td width="731"&gt;	Credits may be issued for site bugs or issues when
the system did not perform as expected. These can be issues caused by either eBays systems,	product or Third Party Payment Processor. The bug needs to be confirmed by MyIT, alert,	JIRA&nbsp;or a similar validation method. &lt;/td&gt;	&lt;td width="229"&gt;
No &lt;/td&gt;	&lt;td width="215"&gt;	Yes &lt;/td&gt;	&lt;tr&gt;
&lt;td&gt;	System Limitation/Product Gap (2.0	Sellers ONLY) &lt;/td&gt;	&lt;td width="731"&gt;
Credits may be issued for known and approved	eBay system limitations or product gaps where the eBay system did not perform as	expected.&nbsp;This credit is only applicable to dispute fee. It is not applicable to any selling fee	such as FVF. The limitation/gap is limited to only certain cases, these can be looked up in the
appendix section. &lt;ul&gt;	&lt;li&gt;	Any exception to the use cases need to be approved by Risk	Policy as well as Protections.&lt;/li&gt;
&lt;/ul&gt;	&lt;td width="229"&gt;	No &lt;/td&gt;	&lt;td width="215"&gt;
Yes &lt;/td&gt;	&lt;tr&gt;	&lt;tr&gt;	&lt;td&gt;
Unpaid Item (UPI)/Canceled	Transaction &lt;/td&gt;	&lt;td width="731"&gt;	An unpaid item or cancel transaction credit may be
granted to the seller if theyve voluntarily refunded the buyer without eBay stepping in to help, but	product automation failed to issue the credit. Eligible scenarios include: order cancellations, return	requests (including returns through Authentication Guarantee), item not received requests, and	payment disputes. Fees eligible for credit include: The variable portion of the final value fee, the
fixed per-order fee, final value fees for not meeting performance expectations, Promoted Listings	Standard fee, and the International fee (if applicable). Please see Appendix section 6.3 for details.	&lt;ul&gt;	&lt;li&gt;
Sellers are eligible for partial fee credits if theyve issued a partial refund&lt;/li&gt;	&lt;li&gt;	Seller is unable to resolve the issue through the online channels (not due to a bug)&lt;/li&gt;	&lt;/ul&gt;
The customer must be educated to use the online channels where possible next time.	&lt;/td&gt;	&lt;td width="229"&gt;	No &lt;/td&gt;
&lt;td width="215"&gt;	No &lt;/td&gt;	&lt;tr&gt;	&lt;tr&gt;
&lt;td&gt;	Misunderstood	Promo/Marketing &lt;/td&gt;	&lt;td width="731"&gt;

Promo/marketing credits may be issued to sellers who misunderstood promotion terms and subsequently did not qualify for promotional credits (on-site) when they believed they would. These on-site promotions are run by the Pricing team and include site-wide promotions (for example: free listing weekends). Note that all sellers who qualify for site promotions are automatically credited at the point of listing, so manual credits are not required for customers who qualified for promotions. Only the promotional discount qualifies for a fee credit.

12 mths	No	
Promo/Marketing Credits - Merchant		Merchant Development

typically runs promotions targeting specific sellers for business development/growth reasons. They also agree contract pricing with Merchant Sellers. Sometimes these pricing contracts are not implemented on time and the Seller must be credited.

- For managed payments only, selected sellers are offered special pricing contracts as part of the market test for business development and growth reasons. Sometimes these pricing contracts are not implemented on time and the Seller must be credited.

No	Yes	Trust & Safety (TnS)
		Manual credits are issued by Global Customer Experience when automatic credits fail to be initiated by Trust & Safety, or in case of unauthorized payment disputes following one of the actions below:

- Account suspension for Trust & Safety reasons
- Fraudulent account usage confirmed by Trust & Safety Teams
- Account Take Over (ATO) confirmed by Trust & Safety Teams. eBay confirmed to be liable for the ATO
- Ended listings due to policy violations confirmed by Trust & Safety Teams

Applicable to 2.0 ONLY:

No	No	
		Test Account

Test listings may be created by eBay Teammates using official test accounts. Test credits are applied to test

listings, subscriptions or accounts used to test site features and tools.<br> <br> Test accounts should be registered with Global Billing & Payments through the CAAART tool to qualify for automated crediting. If manual crediting is required, the account must be a valid test account.</td> <td width="229"> No </td> <td width="215"> No </td></tr> <tr> <td nowrap="nowrap"> Courtesy </td> <td width="731"> Courtesy Credit may be granted by eBay as a goodwill gesture when a Seller error has occurred or no other Credit code is appropriate after considering all other sections of the Procedure. This code does not apply to unpaid items. These credits are not applicable to FVF Fix per order, dispute fee and/or recoupment amount. </td> <td width="229"> 1 x<br> 12mths </td> <td width="215"> Yes </td></tr> <tr> <td nowrap="nowrap"> One-time Courtesy for Payment Dispute Fees (2.0 Sellers ONLY) </td> <td width="731"> A Courtesy Credit may be granted by eBay as a goodwill gesture as a One Time Courtesy Credit per customer account lifetime. Only Dispute Fee qualifies for this courtesy. </td> <td width="229"> 1 x<br> Account lifetime </td> <td width="215"> Yes </td></tr> <tr> <td nowrap="nowrap"> 12 Hour </td> <td width="731"> Seller error credits may be issued when the Seller has made an error, realized and ended the item within 12 hours of listing. This code should not be used if the item is sold within 12 hours. FVFs cannot be credited using this code. <br> <br> Important: Applicable only to fees that couldnt automatically be credited through the cancellation flow. </td> <td width="229"> 1 x<br> 18mths </td> <td width="215"> No </td></tr> <tr> <td nowrap="nowrap"> VAT (Value Added Tax) or GST (Goods and Services Tax) </td> <td width="731"> <ul><li>VAT (Value Added Tax) or GST (Goods and Services Tax) credit may be issued when a customer was charged tax but can prove that he should have been considered exempt for a period in consideration</li></ul><li>Credits may be issued retrospectively upon customer request and after valid proofs of tax exemption have been provided</li></ul> </td> <td width="229"> No </td> <td width="215"> Yes </td></tr> <tr> <td colspan="3"> </td></tr>



Charity (1.0 Sellers ONLY)

- Charity credits may be applied in two scenarios:  
To eBay accounts that are registered as a charity and some or all of the listing proceeds are to be donated to a recognized charity. (These should be registered in CAART and will be automatically credited). If this doesn't happen, manual credits can be issued.  
Regular seller accounts that choose to create a charity listing to donate some or all of the proceeds of a given listing to a recognized charity.

No

Extenuating Circumstances

Extenuating Circumstances credits may be granted as a goodwill gesture of eBay under specific circumstances. These circumstances are categorized into Office of the President (OOTP), Legal, CARE and Virtual support escalations, employee error and other extenuating circumstances.

No

Yes

Wacko add back

Manual Wacko credits are adjustments to FVFs as part of the Wacko add back process undertaken by the Finance Team. These credits are performed by the Payment Operations Team.

No

Yes

Approvals

Approvals for manual fee credits issued through the Billing Hub have to be requested through the CAAART tool (SalesForce for Merchant), when applicable. Detailed approval documentation is required to issue compliant manual seller fee credits and these have to be stored in the MAC Notes. Proof of approval must be present in MAC Note form.

- Approved amount cant be less than the amount actually credited to customer.
- If an approval is required and granted via email, the original CAAART approval request should be closed manually in the CAAART tool. Approval will be stored automatically in MAC notes.
- If an approval is required and made directly through the CAAART tool

(instead of email), such approvals are automatically stored in the MAC Note.

[Documentation requirements](#)

The following information must be documented in the related Service Request or MAC Note:

- Detailed user request in support of the reason a credit is required
- The exact fees being credited (if not provided automatically in tags for example: listing fee)
- Item numbers (if not provided automatically in tags)
- For item level credits, provide buyer details (buyer user ID, transaction ID or Order ID), where applicable
- Approval must be documented where applicable

Resource: see documentation template and requirements in step 4 of seller workflow

[https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1670&viewlocale=en\\_US#SellerWorkflow](https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1670&viewlocale=en_US#SellerWorkflow)

All credits must be:

- Documented by the credit processor
- Applied at the point of crediting (not retrospectively)

See [https://cskb.qa.ebay.com/csKBapp/art?page\\_content&id=GUIDE1506&ViewLocale=en\\_US#\\_Toc453533722](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#_Toc453533722)

6.6 Trust & Safety (TnS) for ATO crediting documentation

[Account level credits](#)

All item fees must be credited as item level credits to avoid duplicate crediting and accounting errors.

[Restrictions](#)

This procedure is not applicable to:

- eMBG/eBP claim payout amount (item value, shipping fee, tax and customs fees)
- Selling Fee or Dispute Fee Credits in lieu of claim payouts or shipping fees related to eMBG/eBP claims
- Dispute Fee Credits in lieu of selling fee credits such as Final Value Fee
- Credits for eMBG/eBP reimbursement charges which are credited automatically
- Teammate offered credits (customer must request the credit)
- Non eBay selling fees
- An employee's personal/test account

by the employee himself (another employee must issue the credit)</li> </li></li>If the item in question does not meet the criteria defined in each allowed section, the credit must not be issued under that reason code</li> </li></li>Credits to customer that are under a Sanctions Suspension Issue 453,&nbsp;461, 499, 774</li> </li></li>Credits to customer failing KYC with Financial Intelligence Unit Issue 674, 684</li> </li></li>Payment Dispute credits are restricted except for specific cases outlined within the BUG and system gap section of this procedure. Credits will only be given to sellers who should have been protected within Seller Protection Policy. Credits are limited to the disputes fees only. Only fees originally charged can be credited back</li> </li></li>Forced SNAD Return labels except by M2M Team Leads and OOTP. GSD Teammates may credit only in cases of teammate error from an incorrect consequence package</li> </li></li>1.0 ONLY: Charity credits except by specific CARE or OOTP teammates. GSD Teammates must only issue charity credits for bug reasons and if a valid bug ticket number exists</li> </li></li>Off-eBay FVF credits except where customers accounts have been incorrectly flagged as off-eBay by a teammate. Off-eBay FVF credits may be issued back under extenuating circumstances if such employee error applies</li>

Roles	Responsibilities
4.6 Roles and Responsibilities	Pricing and Monetization
	Management of this procedure
	Global Customer Experience
	Issuance of manual fee credits to customers
	Buyer and Seller Risk Management
	Chargeback Dispute Policy and Seller Protection Unauthorized CB
	Protections
	Management of Seller Protection Merchant Policy
	Quality Assurance Team
	Audit and control manual credit fee issuance

against procedure

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5. Governance

### 5.1 Review and Approval

Whenever changes are made or requested to the eBay Manual Seller Fee Credit Procedure (the Procedure), appropriate stakeholders must provide approvals before such changes become effective. A communication via email must be sent to the relevant stakeholders with details of the changes, and a written approval must be obtained from each applicable stakeholder prior to roll out. Every time this Procedure undergoes changes that affect how eBay issues credits for manual fees, including procedure simplification efforts, creation of new procedure pieces or significant modification of an existing part of the Procedure, all relevant departments must be informed and written approval of the Sr. Director Global Payment Operations must be obtained.

Sign-off	Department	Role
Date		
	Geoffrey Lloyd	
	Payment Solutions	
	Sr. Director	Payment Solutions
	02/10/2022	

### 5.2 Document control

Version	Change Summary	Author/Last modified by	Status	Date
1	First draft of Payment Processing Fee and Chargeback Fee Credit Procedure.	Isabel Becker	Approved	March, 2019
2	Procedure expanded to include all manual seller fee credits.	Isabel Becker / Amber Sohl	Approved	October, 2019

Procedure updated to cover new fee structure and required updates to support fee netting and bundling. Jessica Jetton / Isabel Becker

Approved May, 2020

Procedure updated to align 1.0 and 2.0 in one document Simone Buccassi

Approved April 2021

Procedure updated to close gaps and adding relevant exceptions (combined shipping /FVF fix per order / reserve fee) Anika Hagarten

Approved February 2022

Appendix/Related Documents Manual GSD Credit codes; Courtesy and Extenuating Circumstances Credit approval limits.

This appendix contains a list of manual credit codes and their usage, as well as the appropriate approval levels. All manual credits should be issued through the Billing Hub Tool. These generally fall within the following categories:

6.1 Bug

Credits may be issued for site bugs or issues when the system did not perform as expected. These can be issues caused by either eBay's systems, product or Third-Party Payment Processor.

Frequency/Approval

Allowed

Bug credits must be:

alert, JIRA or a similar validation method

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Credit Specifics

Credit Code	Use case examples
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Bug: General

- Third Party Payment Processor bug: duplicate payment dispute resulting into duplicate fees being charged
- Pricing bug: pricing does not match product requirements
- Listing bug: fees are charged multiple times
- Site bug: new pricing is not implemented on all servers
- Promotion bug: marketing materials do not match approved product requirements
- Description bug: Customers description of listing did not show up
- Bulk credits for bug with a validated bug ticket/shipping JIRA ticket for shipping incidents
- Site outages caused by a bug

Includes the End Auction-Style Listing Early Fee

### 6.2 System Limitation/Product Gap (2.0 Sellers Only)

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Definition

- Credits may be issued for known eBay system limitations or product gaps in which the eBay system did not perform as expected.

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Frequency/Approval

No frequency limit applies, but approval is required	
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src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/C\_allowed\_icon.gif">Allowed</td><td><ul><li>System Limitations / Product Gap credits are limited to the below specific use cases</li><li>Any exception to the use cases listed below need to be approved by Payment Operations Policy, Risk Policy as well as Protections Policy</li><li>This credit is only applicable to dispute fee as well as payment dispute amounts. It is not applicable to any selling fee such as FVF or FVF Fix per order</li></ul></td></tr><tr><td>Credit Specifics</td><td><table border="1" cellpadding="3" cellspacing="0"><tbody><tr><td width="126">Credit Code</td><td width="1135">Use case examples</td></tr><tr><td>System Limitation / Product Gap</td><td><ul><li>Last 4 digits of zip code causing tracking not to pull correctly</li><li>Parent/satellite post office zip code switch</li><li>Shipping carrier provides proof of delivery when item has been delivered but not integrated with eBay. Shipping carrier is integrated with eBay and delivery status is not recognized by product when item has been delivered</li><li>Seller is unable to upload or update tracking, such as:<ol start="1"><li>Seller protection running too early</li><li>Tracking uploaded post 90 days</li><li>Unable to upload proof of delivery with signature confirmation</li></ol></li><li>Incorrect validation of signature confirmation by product, such as:<ol start="1"><li>Signature confirmation is not recognized by product</li><li>Valid signature is not matching the customers name had been provided by the seller but has not been accepted by product</li><li>High ASP dispute that dont require signature confirmation</li></ol></li></ul></td></tr></tbody></table><td><h3><a name="\_Toc453533718">6.3 Unpaid Item (UPI)/Canceled Transaction</h3><table border="1" cellpadding="5" cellspacing="0"><tbody><tr><td valign="top" width="24%">Definition

<ul style="list-style-type: none"><li>An unpaid item or cancel transaction credit may be granted to the seller if they've voluntarily refunded the buyer without eBay stepping in to help, but product automation failed to issue the credit. Eligible scenarios include: order cancellations, return requests (including returns through Authentication Guarantee), item not received requests, Seller initiated refunds, and payment disputes.</li><li>Fees eligible for credit include: The variable portion of the final value fee, the fixed per-order fee, final value fees for not meeting performance expectations, Promoted Listings Standard fee, and the International fee (if applicable).</li><li>Seller is unable to resolve the issue through the online channels (not due to a bug)</li><li>The seller must be educated to use the online channels where possible next time.</li></ul>	
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src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/B\_frequency\_icon(1).png">Frequency/Approval

<ul style="list-style-type: none"><li>No frequency limit applies, no approval is required</li></ul>	
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src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/C\_allowed\_icon.gif">Allowed

<ul style="list-style-type: none"><li>Canceled Transaction credits may be issued to sellers when they do not resolve the issue through the online channels (not due to a bug), explanation must be captured in MAC notes</li><li>When a seller voluntarily refunds a buyer in full, the seller will receive a credit of the variable portion of the final value fee, final value fees for not meeting performance expectations, Promoted Listings Standard fee and the International fee (if applicable). Partial fee credits are issued if a seller partially refunds the buyer.</li><li>Confirmation of the refund needs to be available. In case of an offline payment method, such as cash on pickup, the buyer must confirm receipt of the refund.</li><li>The fixed per order fee can only be credited in the following scenarios:</li></ul>	
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<li>Cancellations: Seller accepted the Buyers cancel request, or Seller canceled the order using buyer asked to cancel or issue with buyers shipping address reasons.</li>

<li>Returns: Seller issued a full voluntary refund for remorse returns. In the US, CA, and AU sellers can keep the original shipping. SNAD returns are not eligible for the fixed per order fee credit.</li>

<li>Refunds issued through the Send refund (SIR) flow: Seller issued a full refund.</li>

<li>Refunds issued through the INR flow are not eligible for the fixed per order fee credit, even if seller issued the refund voluntarily.</li>

</ul>

<td align="top" width="24%">    Credit Specifics </td> <td align="top" width="75%">

Credit Code	Use Case examples
UPI/Canceled Transaction: All	Order cancellations: The seller will receive a credit of the variable portion of the final value fee, final value fees for not meeting performance expectations, Promoted Listings Standard fee, and the International fee (if applicable) when they cancel an order.
<li>The Final Value Fee per order fixed amount can only be credited if the Seller accepted the Buyers cancel request, or if the Seller canceled the order using buyer asked to cancel or issue with buyers shipping address reasons.</li>	Return or Item not received requests: The Seller will receive a credit of the variable portion of the final value fee, final value fees for not meeting performance expectations, Promoted Listings Standard fee, and the International fee (if applicable) when they voluntarily refund the buyer through an item not received or return request without eBay stepping in to help. Partial fee credits are issued if a seller partially refunds the buyer.
<li>The per order fixed fee will be credited for the refunds issued voluntarily for remorse returns. It will not be credited if a Seller voluntarily issues a refund for a SNAD or INR.</li>	Authentication Guarantee returns: <li>Seller will receive a

credit of the variable portion of the final value fee when eBay refunds the buyer and recoups from the seller on an Authenticity Guarantee item.

- Partial fee credits are issued if a seller partially refunds the buyer.

Seller initiated refunds: The Seller will receive a credit of the variable portion of the final value fee, final value fees for not meeting performance expectations, Promoted Listings Standard Fee, and the International fee (if applicable) when they voluntarily initiate a refund using the Send refund flow on eBay. Partial fee credits are issued if a seller partially refunds the buyer.

- The Final Value Fee per order fixed amount can only be credited if the Seller issues a full refund.

Payment disputes: A fee credit can be issued if the dispute is for an unrecognized transaction, or the seller accepted the dispute and the buyer has been fully refunded. Partial fee credits are issued if a seller partially refunds the buyer.


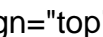


- Request not opened by the seller and time to open has expired. Seller refunded buyer using an offline payment method in full. In US, UK, and CA - sellers are eligible for partial fee credits if the buyer was partially refunded.
- Buyer paid with accepted offline payment method, cash at pickup, and confirms the receipt of the refund
- Seller selected the wrong option when closing the request.

Additional use cases

- Buyer has sent the item back outside the returns flow
- Promoted Listing Ad Fees where automated/batch credit won't be issued
- Request rejected by the buyer (accidental or non-accidental)
- Seller selected the wrong option when closing the request
- Seller and buyer have agreed a lower price or shipping cost and partial FVF credit is required
- Can't go through the flow because shipping label has already been printed

India credits for unfulfilled PaisaPay transactions due to lack of functionality in PaisaPay to automatically credit FVF for UPI/CT. CAAART approval is required for credits over \$2k as per Courtesy Credits Table in Appendix 2


6.4 Misunderstood Promo/Marketing

 Definition	<ul style="list-style-type: none"><li>Promotional/ Marketing credits may be issued to sellers who misunderstood promotion or marketing terms and subsequently didn't qualify for promotional credits (on-site) when they believed they would</li><li>These on-site promotions are run by the Pricing team and include site-wide promotions (example: free listing weekends)</li><li>All sellers who qualify for site promotions are automatically credited at the point of listing. Manual credits are not required for customers who qualified for promotions</li><li>For managed payments only, FVF discounts are only offered to qualified sellers as part of the market tests</li><li>Only the promotion discount qualifies for a fee credit. Credits for SNAD Fee, BWST Fee, FVF OeS are not permitted</li></ul>
 Frequency/Approval	<ul style="list-style-type: none"><li>Once per 12 months per seller, no approval is required</li></ul>
 Allowed	<ul style="list-style-type: none"><li>Seller mistakenly thought he would or had qualified for a promotion</li><li>Creditable amount is only the promotional discount. Not the full fee</li><li>Link to promotion (promotion ID) or terms and conditions of promotion in support of given credit must be provided in the MAC note</li></ul>
 Credit Specifics	Credit Code

	Use Case examples	
Promo/Marketing: Misunderstood Promo		


6.5 Promo/Marketing Credits - Merchant


Definition


Merchant Development typically runs promotions targeting specific sellers for business development/growth reasons. They also agree contract pricing with Merchant Sellers. Sometimes these pricing contracts are not implemented on time and the seller must be credited

For managed payments only, selected sellers are offered special pricing contracts as part of the market test for business development/growth reasons. Sometimes these pricing contracts are not implemented on time and the Seller must be credited

Credits for SNAD Fee, BWST Fee, FVF OeS, FVF Fixed per order and FX are not permitted



Frequency/Approval


No frequency limit, Business Unit & Finance approval is required. See Appendix 3 for details


Criteria for Approval:

- BU and Finance approval (where stated as required in the approval limits) must be obtained by e-mail & documented in case notes
- Approval Documentation must include the specific NAME of Finance and BU Manager who has provided approval and the amount of approval
- Refer to Merchant credit process (Appendix 3) for approval limits

	
Allowed	
Crediting of contract/pricing issues with appropriate BU and Finance approval obtained	
Creditable amount is only the promotional discount. Not the full fee	

	
Credit Specifics	
Credit Code	Use Case examples
Promo/Marketing: Pricing Issue	
Contract-specific pricing has not been in place post on-boarding	
Seller-specific pricing promotion	
Rate card/contract set up delayed so Seller didnt receive their preferential rate	

### 6.6 Trust & Safety (TnS)

	
Definition	

Manual credits are issued by Global Customer Experience when automatic credits fail to be initiated by Trust & Safety, or in case of unauthorized payment disputes following one of the actions below:	
Account suspension for Trust & Safety reasons	
Fraudulent account usage confirmed by Trust & Safety Teams	
Account Take Over (ATO) confirmed by Trust & Safety Teams. eBay confirmed to be liable for the ATO	
Ended listings due to policy violations confirmed by Trust & Safety Teams	

</ul> For any TnS credit, if eBay has been confirmed not liable, a fee credit is not permitted. Fees may be retained for repeated TnS policy violations per TnS consequence guidelines. (Restrictions above do not apply to ATO or Fraud-related TnS actions) &nbsp;<br> <br>

Needed information for manual ATO credit documentation:&nbsp; <ul> <li>Detailed user request with the reason a credit is required</li> <li>Detailed information on the location of the ATO MAC note&nbsp;</li> <li>For ATO credits, an ATO Mac note is required to document the ATO event. The date/time/subject line of the ATO MAC note must be included in the credit note</li> <li>Item numbers (if not provided automatically in tags)</li> <li>Approval must be documented where applicable</li></ul> </td> </tr>

<tr> <td width="22%"> <br> Frequency/Approval </td> <td valign="top" width="77%"> <ul> <li>No frequency limit applies, no approval is required.</li> </ul> </td> <td width="0%"> &nbsp; </td> <tr> <td valign="top" width="22%"> Allowed

</td> <td colspan="2" valign="top" width="77%"> The following criteria must be met:

<ul> <li>For item-level credits, Trust & Safety have documentation in MAC notes</li> <li>For item-level credits, Trust & Safety have documentation in "remove content" or Item Proofs in "Document & Account Takeover" MAC notes</li> <li>Automatic credits were not applied at the point of suspension / ended listing early</li> <li>For ATO credits eBay been confirmed as liable for ATO</li> <li>Trust & Safety have documented the seller/buyer/bidder account per TnS procedures</li> <li>Credits may not be issued for Shill Bidding (unless the Shill Bidding violation is overturned)</li> </ul> 1.0 Only <ul> <li>For Final Value Fees: <ul> <li>FVFs may be issued manually</li> <li>If positive feedback has not been left for the seller, except in cases of ATO&nbsp;</li> <li>If payment has not been made for the item,

except in cases of ATO&lt;/li&gt; &lt;/li&gt;FVFs should never be issued for items being sold, except in cases of ATO&nbsp;&lt;/li&gt; &lt;/li&gt;FVFs may not be credited for List Practices or Prohibited Items actions except in situations where the buyer had not yet paid at the time of the action&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;/li&gt;VAT generated due to TnS activity may be credited back outside the standard VAT process. Since the items did not actually sell, the TnS general credit code can be applied for VAT-related credits if they are linked to TnS items. This includes credits for EU VAT fees generated due to TnS activity. &nbsp;&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td valign="top" width="22%"&gt; &lt;img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/D\_credit\_specifics\_icon.png"&gt;Credit Specifics &lt;/td&gt; &lt;td colspan="2" valign="top" width="77%"&gt; &lt;table border="1" cellpadding="3" cellspacing="0"&gt; &lt;tbody&gt; &lt;tr&gt; &lt;td valign="top" width="144"&gt; Credit Code &lt;/td&gt; &lt;td valign="top" width="1130"&gt; Use Case examples &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td valign="top" width="144"&gt; TnS: General &lt;/td&gt; &lt;td valign="top" width="1130"&gt; &lt;ul&gt; &lt;li&gt;TnS documented and suspended the account for Trust &amp; Safety reasons but havent credited all affected fees&lt;/li&gt; &lt;/li&gt;TnS documented the account and ended listings due to policy violations confirmed by Trust &amp; Safety Teams but havent credited all affected fees&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td valign="top" width="144"&gt; TnS: Fraud/ATO &lt;/td&gt; &lt;td valign="top" width="1130"&gt; &lt;ul&gt; &lt;li&gt;Fraudulent account usage confirmed &amp; documented by Trust &amp; Safety Teams but havent credited all affected fees&lt;/li&gt; &lt;/li&gt;Account Take Over (ATO) confirmed &amp; documented by Trust &amp; Safety Teams but havent credited all affected fees.&nbsp;eBay confirmed liable for ATO&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;/tbody&gt; &lt;/table&gt; &lt;/td&gt; &lt;/tr&gt; &lt;/tbody&gt; &lt;/table&gt; &nbsp; &nbsp; &lt;h3&gt;&lt;a name="\_Toc453533723"&gt;&lt;/a&gt;6.7 Test account&lt;/h3&gt; &lt;table border="1" cellpadding="0" cellspacing="0"&gt; &lt;tbody&gt; &lt;tr&gt; &lt;td valign="top" width="27%"&gt; &lt;img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/A\_definition\_icon.png">Definition

<ul style="list-style-type: none"><li>Test listings may be created by eBay Teammates using official test accounts. Test credits are applied to test listings, subscriptions or accounts used to test site features and tools. Test accounts should be registered with Payment Operations through the CAAART tool to qualify for automated crediting. If manual crediting is required, the account must be a valid test account</li></ul>	<ul style="list-style-type: none"><li>No restriction on which fees that can be credited</li></ul>
--	---

<br>

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/B\_frequency\_icon(1).png">Frequency/Approval

<ul style="list-style-type: none"><li>No frequency limit applies, no approval is required</li></ul>
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<br>

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/C\_allowed\_icon.gif">Allowed

<ul style="list-style-type: none"><li>Test accounts must have one or more of the below criteria to be valid:<ul style="list-style-type: none"><li>an eBay email address</li><li>P1 MAC Note confirming the account is a valid Test account</li><li>the word "test" included in the username</li><li>Credit documentation must specify that credits are for test listings</li><li>Test listings or images must be clearly described as such with "Test Do Not Bid or Buy" or "Do not bid or buy, for test purposes only" or "This is not a real listing" in the title and description so that it is obvious to members that it is a test listing</li><li>Test items where possible must be listed in the appropriate Test Listing category usually found in the "Everything Else" category. Once the testing is complete the listing must be ended</li></ul></li><li>Where crediting of an employee's own account is required, this must be performed by another employee</li></ul>
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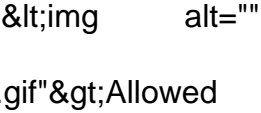
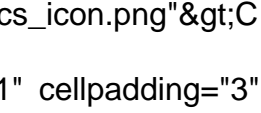
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src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/D\_credit\_specifics\_icon.png">C



redit Specifics	
Credit code	
Use Case examples	
Test Account: General	
Crediting test listings or other fees for a test account	

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/B\_frequency\_icon(1).png">Frequency/Approval </td> <td valign="top" width="83%"> <ul> <li>1 Courtesy credit per 12 months per Seller. CAAART or Salesforce (NA MSO) approval above limit for secondary/subsequent Courtesy credits is required. If CAAART or Salesforces is not possible, email left by the approver in MAC note will be accepted</li> <li>Subsequent Courtesy Credit may ONLY be granted  if the seller is a Concierge Seller, High Value Seller or a Managed Account Approval and business justification for subsequent issuance of courtesy credit need to be provided on every subsequent credit</li> <li>If a subsequent credit is approved without meeting the requirements for Concierge Sellers, High Value Sellers and Managed Accounts, such credit is outside of Policy. Approval does not override the frequency limitation</li> </ul> </table>

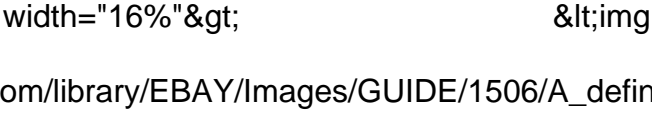

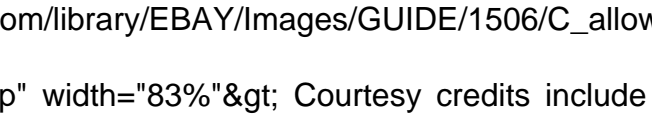
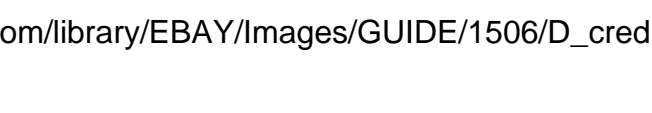
When approval is required	When approval is not required	Amount over Teammate limit. Refer to Appendix 2.
Its the first Courtesy credit within 12 months below the Teammates limit. Refer to Appendix 2.	Seller already received a Courtesy credit within last 12 months & Seller is a Concierge, High Value or Managed Account	Credit below or equal to \$5 (or equivalent Refer Appendix 2) may be granted up to twice per 12 months (in addition to first credit)
Account is on hold/suspended	Collections CS teams may issue Courtesy credits to suspended accounts without approval when the customer is past due/on hold/suspended for non-payment and the credit amount is within the employee credit limit. Team lead approval is required in all other cases.	
	Courtesy credits include situations when:	
		
Credit Code	Use Case examples	

<p>valign="top" width="226"&gt; Courtesy: Unaware of fee</p>	<p>&lt;/td&gt; &lt;td valign="top" width="1045"&gt;Customer was not expecting to be charged the fee. If transaction was successful, no seller fee credit can be requested.&lt;/td&gt;</p>
<p>width="226"&gt; Courtesy: Retention</p>	<p>&lt;td valign="top" width="1045"&gt; &lt;ul&gt; &lt;li&gt;Customer is considering account closure and credit is issued to retain customer&lt;/li&gt; &lt;li&gt;For China only: Delayed payment from JPMC&lt;/li&gt; &lt;li&gt;For US only: when customers withdraw a trading card from Vault, the withdrawal fee will be refunded if the card is returned to the Vault within 30 days&lt;/li&gt; &lt;/ul&gt;</p>
<p>valign="top" width="226"&gt; Courtesy: eMBG use case</p>	<p>&lt;td valign="top" width="1045"&gt; &lt;ul&gt; &lt;li&gt;An open eMBG/eBP claim must exist or have been resolved.&lt;/li&gt; &lt;li&gt;A seller fee credit can only be issued for: &lt;ul&gt; &lt;li&gt;eMBG/eBP refund within SMIR where it failed to be credited automatically although refund was successful&lt;/li&gt; &lt;li&gt;Where automatic final value fee refund fails on authenticity guarantee item&lt;/li&gt; &lt;li&gt;Faulty returns (requires CAAART approval by a Team Lead or Program Manager if the contact has been escalated)&lt;/li&gt; &lt;li&gt;Where eBay reversed the funds on an escrow transaction&lt;/li&gt; &lt;/ul&gt;</p>
<p>valign="top" width="226"&gt; Courtesy: APM issues</p>	<p>&lt;td valign="top" width="1045"&gt; &lt;ul&gt; &lt;li&gt;Late Payment/Returned Item Fee (RIF)/fees related to Direct Debit have been incurred due to issues with the setup of the APM (Automatic Payment Method)&lt;/li&gt; &lt;/ul&gt;</p>
<p>&lt;/td&gt; &lt;td valign="top" width="226"&gt; Courtesy: Customer Mistake</p>	<p>&lt;td valign="top" width="1045"&gt; &lt;ul&gt; &lt;li&gt;Customer has been charged a fee due to a mistake on their side such as listing in a wrong category&lt;/li&gt; &lt;/ul&gt;</p>
<p>&lt;/td&gt; &lt;td valign="top" width="226"&gt; Courtesy: Damaged Item</p>	<p>&lt;td valign="top" width="1045"&gt; &lt;ul&gt; &lt;li&gt;Item has been damaged/destroyed/stolen prior to being sold but not shipped yet&lt;/li&gt; &lt;/ul&gt;</p>
<p>width="226"&gt; Courtesy: Unverified Bug</p>	<p>&lt;td valign="top" width="1045"&gt; &lt;ul&gt;</p>

Site bug/issues not validated by eWatch	
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### 6.9 One-time Courtesy for Payment Disputes (2.0 Sellers Only)

 <p>Definition</p> <p>A Courtesy Credit may be granted by eBay as a goodwill gesture as a One Time Courtesy Credit per customer account lifetime. Only the Dispute Fee qualifies for this courtesy. In order to qualify for the one-time courtesy, a seller must appeal the payment dispute.</p>  <p>Frequency/Approval</p> <ul style="list-style-type: none"> <li>One Time Courtesy credit per sellers account lifetime per Seller.</li> <li>Only applies to Dispute Fee</li> <li>Subsequent courtesy credits are not permitted</li> <li>If a subsequent courtesy credit is approved without meeting the requirements for One Time Courtesy such credit is outside of Procedure. Approval does not override the frequency limitation</li> </ul>	 <p>Allowed</p> <p>Courtesy credits include situations when:</p> <ul style="list-style-type: none"> <li>Seller was charged Payment Dispute fee and Payment Dispute amount has been recouped</li> <li>Payment Dispute has been worked through the manual payment dispute processes and is completed/closed</li> <li>Customer hasnt received a onetime courtesy previously</li> </ul>  <p>C</p>
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redit Specifics	
Credit Code	Use Case examples
Business programs & Initiatives	

Customer was not expecting to be charged the payment dispute fee and appeals dispute

6.10 12 Hour

Definition

Seller error credits may be issued when the Seller has made an error, realised and ended the item within 12 hours of listing.

This code should not be used if the item is sold within 12 hours.

FVFs cannot be credited using this code

Important: Applicable only to fees that couldn't automatically be credited through the cancellation flow.

Frequency/Approval


Once per 18 months per Seller for General credit code and once per 18 months per seller for Stores credit code. No approval is required.

Allowed


Examples include but are not limited to the below (when the feature was ended within 12 hours of listing/subscription sign-up time):

- Subscription fee credit
- End Auction-Style Listing Early Fee
- Seller used one of the features/ tools below
- 12-Hour General

[File Exchange Tool](#)
[Motors Tool](#)
[Revise Your Item feature](#)
[Sell Your Item feature \(Simple and Advanced forms\)](#)
[Selling Manager tool](#)
[Feature fees](#)
[Turbo Lister](#)

	
Credit Specifics	
Credit Code	
Use Case examples	
12 Hour: General	12 Hour: Stores
Seller ended auction early within 12 hours and was charged an End Auction-Style Listing Early Fee	Seller canceled subscription within 12 hours

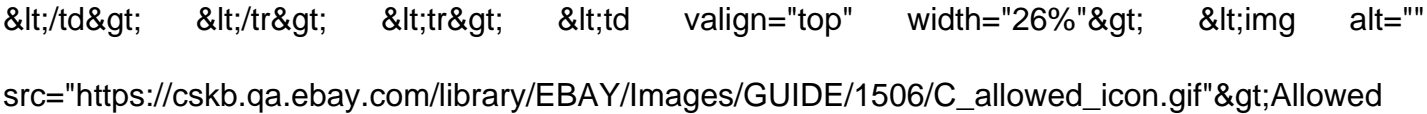
### 6.11 VAT (Value Added Tax) or GST (Goods and Services Tax)

	
VAT (Value Added Tx) or GST (Goods and Services Tax) credit may be issued when a customer was charged tax but can prove that he should have been considered exempt for a period in consideration	
Credits may be issued retrospectively upon customer request but no longer than for 3 years from when the credit was requested and after valid proofs of tax exemption has been provided	

[Frequency/Approval](#)
[No frequency limit](#)

applies

- Approval required from Indirect Tax through JIRA (with pre-approved exceptions based on credit amount/departments/regions/credit types) and as referred in VAT (Value Added Tax) or GST (Goods and Services Tax) approval limits. See Appendix 4


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<p>Tax credit can only be issued:</p>
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- For business sellers (except sellers residing in special taxation territories)

- Seller accounts not suspended/on hold

- Only for the period a seller is considered VAT/GST exempt within the residency country but no longer than for 3 years from when the credit was requested

- Only for the company/private person who paid VAT/GST initially

- Only if sellers billing country match VAT ID country

Sellers must prove their tax-exempt status by submitting certificate of tax exemption from an authorized agent with matching tax ID, name & address or any other documents requested by Indirect Tax

team to verify that the account owner is also the owner of VAT/GST ID

Item tax credits can only be calculated for items/action codes that are tax credit eligible. The tax department

should be consulted for clarification if needed

Explanation include the approver, JIRA ticket approval number, VAT credit period, and SR number where the documents are stored in

MAC note
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Credit Specifics
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Credit code
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Use case examples
-------------------

Fiscal Tax: Tax and VAT
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- Seller had certified tax exempt status & was charged and

paid VAT on his invoices & submitted certification of tax exemption & requested a

VAT/GST credit

6.12 Charity Credits

Definition

Charity credits may be applied in

two scenarios:

To charity eBay accounts that are registered as a charity and some

or all of the listing proceeds are to be donated to a recognized charity. These should be registered

with in CAAART and will be automatically credited. If this doesn't happen, manual credits can be

issued.

Regular seller accounts that choose to create a charity listing and

donate some or all of the proceeds of a given listing to a recognized charity.

Once the account is registered through CAART, there is an automatic

process where FVF & insertion fees are credited after the item has sold.

Regular seller accounts that create a charity

listing & donate some/all of the proceeds to a specific charity.

These

accounts are flagged manually by Billing Analysts regularly or GSD Teammates if encountered on a

once-off basis.

Frequency/Approval

No frequency limit

applies, no approval is required.



width="22%"&gt; &lt;img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/C\_allowed\_icon.gif"&gt;Allowed

&lt;/td&gt; &lt;td valign="top" width="77%"&gt; An official charity listing will have a banner indicating the designated charity and the percentage of proceeds that will be donated, such as the example

below:&nbsp; &lt;img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/6\_12\_Allowed.png"&gt; &lt;/td&gt;

&lt;/tr&gt; &lt;tr&gt; &lt;td valign="top" width="22%"&gt; &nbsp;&lt;img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/D\_credit\_specifics\_icon.png"&gt;C

redit Specifics &lt;/td&gt; &lt;td valign="top" width="77%"&gt; &lt;table border="1" cellpadding="3"

cellspacing="0"&gt; &lt;tbody&gt; &lt;tr&gt; &lt;td valign="top" width="258"&gt; Credit Code &lt;/td&gt;

&lt;td valign="top" width="895"&gt; Use Case examples &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td

valign="top" width="258"&gt; Charity: General &lt;/td&gt; &lt;td valign="top" width="895"&gt; When

automated credits haven't been set up yet or don't identify that a credit is required &lt;/td&gt;

&lt;/tr&gt; &lt;/tbody&gt; &lt;/table&gt; &nbsp;&lt;/td&gt; &lt;/tr&gt; &lt;/tbody&gt; &lt;/table&gt; &nbsp;

&lt;h3&gt;&lt;a name="\_TocNew1"&gt;&lt;/a&gt;6.13 Extenuating circumstances&lt;/h3&gt; &lt;table

border="1" cellpadding="0" cellspacing="0"&gt; &lt;tbody&gt; &lt;tr&gt; &lt;td valign="top"

width="26%"&gt; &lt;img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/A\_definition\_icon.png"&gt;Definitio

n &lt;/td&gt; &lt;td valign="top" width="73%"&gt;&nbsp;Extenuating Circumstances credits may be

granted as a goodwill gesture by eBay under certain circumstances.&nbsp;Crediting the FVF Fix per

order is not allowed&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td valign="top" width="26%"&gt; &lt;br&gt;

&lt;img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/B\_frequency\_icon(1).png"&gt;Fre

quency/Approval &lt;/td&gt; &lt;td valign="top" width="73%"&gt; &lt;ul&gt; &lt;li&gt;No frequency limit

applies, but approval is required for each credit. Refer to Appendix 2&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt;

&lt;/tr&gt; &lt;tr&gt; &lt;td valign="top" width="26%"&gt; &lt;img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1506/C\_allowed\_icon.gif">Allowed

</td> <td valign="top" width="73%">Extenuating Circumstance credits include: <ul><li>Office of the President (OOTP), Legal, Virtual Support and CARE escalations</li><li>Employee error</li><li>Other extenuating circumstances</li></ul></td> <td valign="top" width="26%"> Credit Specifics </td> <td valign="top" width="73%">   </td> </tr> <td valign="top" width="168">Credit code </td> <td valign="top" width="946">Use case examples </td> <tr> <td valign="top" width="168">Extenuating Circumstances </td> <td valign="top" width="946"> <ul><li>A bankruptcy, ETF, End Auction Style early listing fee, OOTP Escalation, Virtual Support or Legal/bankruptcy Request or any other situation listed under the extenuating circumstances section below. For bankruptcy, legal contacts who have approved the credit must be documented in the MAC note</li></ul> </td> </tr> </tbody> </table> </td> <td valign="top" width="26%">Extenuating Circumstances </td> <td valign="top" width="73%">   </td> </tr> <td valign="top" width="125">Type </td> <td valign="top" width="308">OOTP/Care/Legal/Employee error </td> <td valign="top" width="694">Other Extenuating Circumstances </td> </tr> <tr> <td valign="top" width="125">Definition </td> <td valign="top" width="308">A Seller issue requiring OOTP/Care/Virtual Support or Legal team resolution, where seller credit is required. For bankruptcy, legal contacts who have approved the credit must be documented in the MAC note. <br> <br> For credits based upon a legal requirement or regulatory instructions, the legal contacts who approved the credits must be documented in the MAC note.<br> <br> A seller experienced an issue as a consequence of an employee error such as setting up a promotion or pricing incorrectly. </td> <td valign="top" width="694">A rare

seller issue or life event, outside an individuals control, with significant personal/business impact

These credits are not applicable to FVF Fix per order, dispute fees, and/or payment disputes

Criteria

OOTP/Care/Virtual Support - Satisfy all of the below:

- OOTP/Care/Virtual Support customer request
- Credit must be applied by OOTP/Care/Virtual Support team member
- OOTP/Care/Virtual Support team member must leave MAC note
- MAC note must meet regular documentation requirements

Legal - Satisfy all of the below:

- A formal request from the Legal team
- MAC note must meet regular documentation requirements (including Legal teams approval)

Satisfy one of the below:

- Long term illness / Death of the account holder
- Fire in business/home premises which directly impacted eBay sales
- Personal military service in active war zone
- Natural disaster/Major catastrophe
- End Auction Style Early listing fees Seller mistakenly listed item in Motors, Parts & Accessories or Business & Industrial categories
- Manual over debit & under credit adjustments
- Early Termination fees due to:
  - a.) Out of use Store due to Unsuccessful cancellation of a previous Store (original request failed due to customer/system error)
  - b.) Seller learns their business is seasonal or sudden drop in sales (confirm by checking account sales)
- Seller being unaware of reserve fees and courtesy has been issued previously.

Wacko listings have unusually high sales prices for their categories. They are often intended as jokes, such as an image of Elvis on toast. Any attempt to credit fees related to items flagged as potential Wackos through the CS credit tools will result in an error message.



Frequency/Approval

No frequency limit applies

Kenan requires an additional approval to allow the credit to post. The item will be held back from being credited until verified for legitimacy and approved in

Kenan. The first layer of Wacko credits are issued automatically however some that are flagged as possible Wackos are not automatically credited as there isn't enough evidence to support them as

Wacko at that time. Manual Wackos become identified again later as possible Wackos as part of the Wacko add back process undertaken by the Finance Team. The

Payment Operations Team then re-evaluates the listing again checking for new evidence.



Allowed

For the credit to take place, the

listing must have been flagged as a potential Wacko, and evidence must include at least two of the following:

Listing has an unreasonably high listing price

Buyer has not paid for the item

Unpaid Item Dispute is closed successfully

M2M conversations indicate possible Wacko

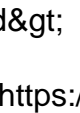
FVF hasn't been paid

Item has been admin ended

CT Dispute is closed successfully

MAC Note should identify the account as having been flagged as a potential WACKO & explain evidence that has led to the Teammate decision to treat as Wacko.

Wacko approvals must be issued by the Payment Operations Team.

	Credit Specifics
---	------------------

Credit Code	Use Case examples	126 credit reason code via Wacko-specific tools
-------------	-------------------	---

- Wacko credits when Payment Operations re-evaluates the listing & must credit manually

### Appendix 2: Courtesy and Extenuating Circumstances credit limits

Position		All				Teammate			Specialist		Team Leader			Manager		Sr. Manager		Head of Department		Director		Sr. Director		Vice President**										
		All				Specialist			Team Leader		Manager																							
		\$5 2 per 12mth limits (less than or equal to)				Regular			OOTP		High Value		Billing Ops Care SME		Motors		Mobile.de		MSO Concierge		Coach / Trainer		Billing Analyst		Regular		OOTP		MSO		High Value		Billing Ops Concierge Care	

Virtualized Support Team	Regular	
OOTP	MSO	High Value Billing Ops Care
Concierge	Virtualized Support Team	
Currency	Dollar	(US, AU, CA, SG, TW)
	Euro	GBP
	CNY	
5	50	100
150	500	100
100	100	500
1,000	500	1,000
1,000	3,000	5,000
8,000	10,000	Credits exceeding 10,000 USD must go through the bulk edit process*
Swiss Franc	5	100
	200	300
	1,000	200
	1,000	2,000
	1,000	6,000
	10,000	16,000
	20,000	Up to 10,000 USD (when converted with <a href="http://www.oanda.com">www.oanda.com</a> )**
MY Ringgit	PL Zloty	SE Krona
15	15	30
200	400	600
1,000	400	1,000
4,000	1,000	4,000

valign="top"> 12,000 </td> <td valign="top"> 20,000 </td> <td valign="top">  
16,000 </td> <td valign="top"> 20,000 </td> </tr> <tr> <td valign="top">  
HK Dollar </td> <td valign="top"> 40 </td> <td valign="top"> 200 </td> <td  
valign="top"> 400 </td> <td valign="top"> 600 </td> <td valign="top"> 2,000  
</td> <td valign="top"> 400 </td> <td valign="top"> 400 </td> <td  
valign="top"> 2,000 </td> <td valign="top"> 4,000 </td> <td valign="top">  
2,000 </td> <td valign="top"> 4,000 </td> <td valign="top"> 12,000 </td>  
<td valign="top"> 20,000 </td> <td valign="top"> 16,000 </td> <td  
valign="top"> 20,000 </td> </tr> <tr> <td valign="top"> PH Peso </td>  
<td valign="top"> 215 </td> <td valign="top"> 2,000 </td> <td valign="top">  
4,000 </td> <td valign="top"> 6,000 </td> <td valign="top"> 10,000 </td>  
<td valign="top"> 4,000 </td> <td valign="top"> 4,000 </td> <td valign="top">  
10,000 </td> <td valign="top"> 40,000 </td> <td valign="top"> 10,000 </td>  
<td valign="top"> 40,000 </td> <td valign="top"> 120,000 </td> <td  
valign="top"> 200,000 </td> <td valign="top"> 160,000 </td> <td valign="top">  
200,000 </td> </tr> <tr> <td valign="top" width="121"> IN Rupee </td> <td  
valign="top"> 300 </td> <td valign="top"> 4,500 </td> <td valign="top"> 11,250  
</td> <td valign="top"> 15,000 </td> <td valign="top"> 22,250 </td> <td  
valign="top"> 11,250 </td> <td valign="top"> 11,250 </td> <td valign="top">  
22,250 </td> <td valign="top"> 50,000 </td> <td valign="top"> 22,250 </td>  
<td valign="top"> 50,000 </td> <td valign="top"> 67,500 </td> <td  
valign="top"> 90,000 </td> <td valign="top"> 112,500 </td> <td valign="top">  
150,000 </td> </tr> <tr> <td valign="top" width="121"> JPY </td> <td  
valign="top"> 540 </td> <td valign="top"> 5,000 </td> <td valign="top"> 10,000  
</td> <td valign="top"> 15,000 </td> <td valign="top"> 50,000 </td> <td  
valign="top"> 10,000 </td> <td valign="top"> 10,000 </td> <td valign="top">

50,000 &lt;/td> &lt;td valign="top"&gt; 100,000 &lt;/td> &lt;td valign="top"&gt; 50,000 &lt;/td>  
&lt;td valign="top"&gt; 100,000 &lt;/td> &lt;td valign="top"&gt; 300,000 &lt;/td> &lt;td  
valign="top"&gt; 500,000 &lt;/td> &lt;td valign="top"&gt; 800,000 &lt;/td> &lt;td valign="top"&gt;  
1,000,000 &lt;/td> &lt;/tr> &lt;/tbody> &lt;/table> &nbsp; &nbsp; &lt;h3>&lt;a  
name="\_Toc453533729"&gt;&lt;/a>Appendix 3: Merchant credit limits&lt;/h3> &lt;table  
border="1" cellpadding="3" cellspacing="3"&gt; &lt;colgroup&gt; &lt;col width="228"&gt; &lt;col  
span="2" width="365"&gt; &lt;/colgroup&gt; &lt;tbody&gt; &lt;tr> &lt;td width="228"&gt;Threshold  
limit&lt;/td> &lt;td width="365"&gt;Requestor Organization Approval Required&nbsp;&lt;/td>  
&lt;td width="365"&gt;Finance Approval&nbsp;&lt;/td> &lt;/tr> &lt;/tr> &lt;td>0 -  
\$5,000&lt;/td> &lt;td width="365"&gt; Team Leader/Specialist &lt;/td> &lt;td>None &lt;/td>  
&lt;/tr> &lt;/tr> &lt;td>\$5,001 - \$10,000&lt;/td> &lt;td> Manager or Senior Account  
Manager &lt;/td> &lt;td> Finance Manager &lt;/td> &lt;/tr> &lt;/tr> &lt;td>\$10,001 -  
\$50,000&lt;/td> &lt;td> Manager &lt;/td> &lt;td> Senior Finance Manager &lt;/td>  
&lt;/tr> &lt;/tr> &lt;td>\$50,001 - \$500,000&lt;/td> &lt;td> Director &lt;/td> &lt;td>  
Finance Director &lt;/td> &lt;/tr> &lt;/tr> &lt;td>\$500,001 - \$1,000,000&lt;/td> &lt;td>  
Senior Director &lt;/td> &lt;td> Finance Country CFO or Senior Director &lt;/td> &lt;/tr>  
&lt;/tr> &lt;td>\$1,000,001 - \$5,000,000&lt;/td> &lt;td> Vice President &lt;/td> &lt;td>  
Vice President &lt;/td> &lt;/tr> &lt;/tr> &lt;td>\$5,000,001 - \$10,000,000&lt;/td> &lt;td>  
Senior Vice President or President &lt;/td> &lt;td> Senior Vice President or President  
&lt;/td> &lt;/tr> &lt;/tr> &lt;td>\$10,000,001 - \$25,000,000&lt;/td> &lt;td  
colspan="2"&gt;eBay Inc CFO&lt;/td> &lt;/tr> &lt;/tr> &lt;td>\$25,000,001 -  
\$100,000,000&lt;/td> &lt;td colspan="2"&gt; eBay Inc CEO &lt;/td> &lt;/tr> &lt;/tr>  
&lt;td>&gt; \$100,000,000&lt;/td> &lt;td colspan="2"&gt; eBay Inc Board of Directors &lt;/td>  
&lt;/tr> &lt;/tbody> &lt;/table> &nbsp; &lt;ul> &lt;li>Commitments with no dollar amounts  
or unascertainable amounts require VP approval. All transactions over \$20,000 will generate  
automatic notification to the Finance team for review&lt;/li> &lt;li>The above table shows US



Dollar amounts. When working with another currency, convert the currency to the US dollar amount before checking what level of approval is needed. See the [Currency Converter](#) for assistance.

<https://www.oanda.com/currency/converter/>

### Appendix 4: VAT

(Value Added Tax) or GST (Goods and Services tax) approval limits

VAT or GST credit limits	Requestor Origination Approval Required (All tax credits)
Indirect Tax Approval (All Tax Credits)	
0-\$5,000	Team Leader/Specialist

(Below Manager

25)	All VAT or GST tax credits must be approved by Indirect Tax Team
\$5,001 - \$10,000	
Manager (25-26)	
\$10,001 - \$50,000	
Senior Manager (27)	
\$50,001 - \$500,000	
Director (28)	
\$500,001 - \$1,000,000	
Senior Director (29)	

\$2,500,000

BU Vice President or CFO

\$2,500,001 - \$5,000,000

Vice President

\$5,000,001 - \$10,000,000

Senior Vice President or President

\$10,000,001 - \$25,000,000

eBay Inc CFO

\$25,000,001 - \$100,000,000

eBay Inc CEO

\$100,000,000

eBay Inc Board of Directors

Approvals are required based on the US dollar value (US\$) of a commitment

### Appendix 5: Related Documents and Policies

BCD Procedure GUIDE1756

Must be processed through Bulk Credit Debit if credit is

above \$10,000 or multiple item credits exceeds 499 items

- eBay plus DE GUIDE1461 Refer to this guide for eBay plus credits in Germany
- eBay plus AU GUIDE1380 - Refer to this guide for eBay plus credits in Australia

### Appendix 6: Non-GSD Credit Types

**Kenan Credits** Kenan credits must ONLY be applied when it is not possible to apply credits through a CS tool. Examples of situations where this arises (not an exhaustive list):

- The credit cannot be processed through the usual CS tools. This happens in cases where the item has been archived off the site and therefore the item cannot be viewed anymore.
- High number of fees for the group of items that requires credit for example 10 daily deals needing to be credited to 10 or 20 buyers resulting in hundreds or thousands of buyer transactions for the items.

All procedure requirements apply to Kenan credits including, but not limited to CAAART approval requirements. Kenan access is tightly controlled and restricted to only those who require access as part of their role. For those without Kenan access; these credits must be added to the Kenan queue via Billing Hub and the designated person in your group with Kenan access will process.

### Appendix 7: Policy Exceptions

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Definition

Credit policy exceptions may be put in place as a temporary measure by the business. They may include pilots or business unit projects which are put in place for specific target audiences. Approval for credit policy exceptions must be provided by the Payment Operations Policy team.

Regular documentation requirements do not apply to policy exceptions

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Frequency

quency/Approval </td> <td valign="top" width="77%"> <ul> <li>Frequency and approval above Teammate limit apply based on reason code except where stated otherwise below </li> </ul> </td> </tr> <td valign="top" width="22%"> Allowed </td> <td valign="top" width="77%"> <ul> <li>Policy Exception: Forced SNAD Return Labels </li> <li>When: Starting Q4-2014 and running indefinitely </li> <li>Who: M2M Team Leads and OOTP (Office of the President) </li> <li>What: eBay's eMBG/eBP program debits individual seller accounts for the cost of return shipping labels when a forced SNAD consequence package is placed on an account. Crediting of these shipping labels is prohibited except in cases of teammate error from an incorrect consequence package. If credit is warranted to an account it must be completed as an account level credit by only those listed above that are approved to administer credit. Credits warranted due to Teammate error are within policy and do not require approval but do require documentation explaining the error and that this is for corrective purposes only. </li> </ul> </li> <li>Policy Exception: FVF fix per order: These fees can only be credited on buyer initiated cancellation. All other scenarios are prohibited per this procedure.</li> </ul> </td> </tr> <td valign="top" width="22%"> Credit Specifics </td> <td valign="top" width="77%"> <table border="1" cellpadding="3" cellspacing="0"> <tbody> <tr> <td valign="top" width="258"> Credit Code </td> <td valign="top" width="895"> Use Case examples </td> </tr> <tr> <td valign="top" width="258"> All credit codes </td> <td valign="top" width="895"> <ul> <li>All credit Levels/Fees dependent on reason</li> </ul> </td> </tr> </tbody> </table> <td valign="top" width="22%"> <img alt=""

name="Appendix8"&gt;&lt;/a&gt;Appendix 8: Acronyms&lt;/h3&gt; &nbsp; &lt;table border="1" cellpadding="3" cellspacing="0"&gt; &lt;tbody&gt; &lt;tr&gt; &lt;td valign="top" width="258"&gt; Acronym &lt;/td&gt; &lt;td valign="top" width="895"&gt; Meaning &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td valign="top" width="258"&gt; FVF &lt;/td&gt; &lt;td valign="top" width="895"&gt; &lt;ul&gt; &lt;li&gt;Final Value Fee&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td valign="top" width="258"&gt; SNAD &lt;/td&gt; &lt;td valign="top" width="895"&gt; &lt;ul&gt; &lt;li&gt;Significantly Not As Described&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td valign="top" width="258"&gt; BWST &lt;/td&gt; &lt;td valign="top" width="895"&gt; &lt;ul&gt; &lt;li&gt;Below Standard&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td valign="top" width="258"&gt; CBT &lt;/td&gt; &lt;td valign="top" width="895"&gt; &lt;ul&gt; &lt;li&gt;Cross Border Trade&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td valign="top" width="258"&gt; FVF OeS &lt;/td&gt; &lt;td valign="top" width="895"&gt; &lt;ul&gt; &lt;li&gt;Final Value Fee Off eBay Sales&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td valign="top" width="258"&gt; ATO &lt;/td&gt; &lt;td valign="top" width="895"&gt; &lt;ul&gt; &lt;li&gt;Account Take Over&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td valign="top" width="258"&gt; EMBG &lt;/td&gt; &lt;td valign="top" width="895"&gt; &lt;ul&gt; &lt;li&gt;eBay Money Back Guarantee&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td valign="top" width="258"&gt; EBP &lt;/td&gt; &lt;td valign="top" width="895"&gt; &lt;ul&gt; &lt;li&gt;eBay Buyer Protection&lt;/li&gt; &lt;/ul&gt; &lt;/td&gt; &lt;/tr&gt; &lt;/tbody&gt; &lt;/table&gt; &nbsp; &lt;h3&gt;&nbsp;&lt;/h3&gt; &lt;h3&gt;Revision history&nbsp;&lt;/h3&gt; &lt;table align="left" border="1" cellpadding="5" cellspacing="0"&gt; &lt;tbody&gt; &lt;tr&gt; &lt;td colspan="2" width="1%"&gt; Date &lt;/td&gt; &lt;td&gt; Changes and Comments &lt;/td&gt; &lt;td width="13%"&gt; Updated by &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td colspan="2"&gt;August 8th, 2023&lt;/td&gt; &lt;td&gt;Updated Bug Policy to implement CAAART limitations to stop fraud.&nbsp;Areas that were updated were 4.1 Bug Root Cause and 6.1 Frequency/Approval Limits.&lt;/td&gt; &lt;td&gt;Susan Dyer, at the request of Niro Shrishan&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td colspan="2"&gt;January 4th, 2019&lt;/td&gt;
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Updated references to GUIDE1136 by changing "Canceling an transaction" to "Canceling an order" in section 1.2 Unpaid Item (UPI) / canceled transaction.	Lauren Camera-Murray	November 30th, 2018
Changes to the Manual Seller Fee Credit Policy: <ul style="list-style-type: none"> <li>Policy exception added for managed payments.</li> </ul>	Isabel Becker	November 2nd, 2018
Changes to the Manual Seller Fee Credit Policy: <ul style="list-style-type: none"> <li>Clarification on different credit types (account, item, subscription)</li> <li>Limit the age of credits that are a goodwill (courtesy, misunderstood promo, 12h) of eBay to 2 years max after fees being originally charged</li> <li>Make Extenuating Circumstances its own policy. Approval is needed for every extenuating circumstance credit</li> <li>Update courtesy section: <ul style="list-style-type: none"> <li>Added frequency exception for Concierge, MSO and HV</li> <li>Limit Courtesy Unaware of fee credits to unsuccessful transactions only</li> <li>eMBG claims must exist or have been resolved as requirement for courtesy</li> </ul> </li> <li>Update restrictions to: <ul style="list-style-type: none"> <li>Reflect off/on eBay initiative</li> <li>Selling fee credits are not allowed to be issued in lieu of other costs, such as shipping fees or eMIR</li> </ul> </li> </ul>	Bulk Credit Debit Policy taken out of the manual seller fee credit policy (now a stand alone policy published in the Billing WIKI)	October 15, 2018
<ul style="list-style-type: none"> <li>Outlined in Revision History document</li> </ul>	Isabel Becker	September 27, 2018
<ul style="list-style-type: none"> <li>Added a link to the EMBG guide for a specific product-based catalogue credit flow.</li> </ul>	Steve Bracken	October 2, 2017
<ul style="list-style-type: none"> <li>Outlined in Revision History document</li> </ul>		

Isabel Becker	
Feb 8, 2017	Appendix 2 Courtesy Credit Limits: Moved Coach/Trainer from Specialist to Team Leader column
Gisa Romahn	Oct 30, 2016
Section Manual Credits Overview, Unpaid item (UPI)/Canceled Transaction: modified definition/usage wording to Unpaid Item and canceled transaction credits may be issued to sellers when they are unable or unwilling to resolve the issue through the online channels (not due to a bug). This reason code should only be used if the buyer has not paid for the item, or in case of cancellation, buyer has been refunded (within return timeline). Documentation to be provided in either case. The customer must be educated to use the online channels where possible next time.	
Section Manual Credits Overview, Courtesy: modified Approval Required? to Yes (See details in Appendix 1.8)	
Section Manual Credits Overview, Bulk Credit/Debit (BCD): removed duplicate third bullet	
Section Approval: added bullet Approved amount cant be less than net credit amount	
Section Documentation requirements: modified wording of bullet one to Detailed user request in support of the reason a credit is required, and added bullet For item level credits provide buyer details (buyer user ID or transaction ID)	
Section Restrictions: modified wording of bullet one to eMBG/eBP claim payout amount (item fee, shipping fee, tax and customs fees)	
Appendix 1.2 Unpaid Item (UPI) / canceled transaction, Definition: modified wording of bullet two to This reason code should only be used if the buyer has not paid for the item, or in case of cancellation, buyer has been refunded (within return timeline). Documentation to be provided in either case.	
Appendix 1.2 Unpaid Item (UPI) / canceled transaction, Allowed: modified wording of bullet one to Unpaid Item and Canceled Transaction credits may be issued to sellers when they do not resolve the issue through the online channels (not due to a bug), explanation must be captured in MAC notes., and added bullet For additional information canceling a transaction and valid fees to be credited please see Guide1136 Canceling a	

transaction.</li> </li>Appendix 1.3 Promo/Marketing credits, Allowed: modified wording of bullet two to Link to promotion (promotion ID) or terms and conditions of promotion in support of given credit must be provided in the MAC note.</li> </li>Appendix 1.5.12 Hour, Allowed: modified wording of bullet two to End Auction-Style Listing Early Fee, removed (with no bids)</li> </li>Appendix 1.8 Courtesy, Credit Specifics: Courtesy Retention modified use case example to Customer is considering account closure and credit is issued to retain customer</li> </li>Appendix 1.8 Courtesy, Credit Specifics: modified credit code name Courtesy eMBG FVF to Courtesy eMBG use case, for easier consumption use case example broken down into sub-bullets and removed wording and the seller is extremely irate</li> </li>Appendix 1.8 Courtesy, Credit Specifics: Courtesy Unaware of a fee added bullet in use case example If transaction was successful, no seller fee credit can be requested with two sub-bullets Final value fee credit only to be used for members first time selling an item and Listing fee credit only if member claims they are unaware of this fee</li> </li>Appendix 1.8 Courtesy, Credit Specifics: Courtesy Damaged items removed from use case example after being purchased</li> </li>Appendix 2 Courtesy Credit Limits: Added Concierge to Teammates, Team Leader and Manager columns (same as MSO limit)</li> </li>Appendix 6 Policy Exceptions: Policy exception: Exception for High Value (HV) Seller added (incl HV Traders for selling activities)</li> </li>Appendix 6 Policy Exceptions: Added policy exception: No Exception for eBay Concierge Pilot</li> </li>Revision History, moved to section <to be filled in, once determined>, and changed to reverse order with most recent change at top of list</li> </ul> AU: <ul> </li>Appendix 1.11 AU CVI Credit Policy Pilot Seller Fees, removed as pilot is discontinued when RVS pilot is launched in Oct 2016</li> </ul>  </td> <td> Gisa Romahn </td> </tr> <tr> <td colspan="2"> Sept 5, 2016 </td> <td> Appendix 2 Courtesy credit limits table Updated "All" heading to: \$5 2 per 12mth limits (less than or equal to) </td> <td> Gisa Romahn </td> </tr> <tr> <td colspan="2"> July 20, 2016 </td> <td> Alignment with simplified Manual

Seller Fee Credit Policy: <ul> <li>Education Credits removed</li> <li>Credit Code table replaced with new courtesy credit codes</li> </ul> </td> <td> Gisa Romahn </td> </tr> <tr> <td colspan="2"> July 20, 2016 </td> <td> Revision, policy simplification </td> <td> Gisa Romahn </td> </tr> <tr> <td colspan="2"> May 13, 2016 </td> <td> Appendix 1 (Courtesy Credit Limits) <ul> <li>JPY added </li> <li>Merchant removed from teammate column </li> <li>SME moved from Coach & Trainer column to Teammate column (no change in limits) </li> <li>Care added to Teammate, Team Leader & Manager columns (same as TCC limit) </li> <li>Issue with misaligned IN Rupee corrected</li> </ul> </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2">  </td> <td> April 1, 2016 </td> <td> Appendix 1 (Courtesy Credit Limits) <ul> <li>MSO column added under Teammate</li> </ul> </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2">  </td> <td> January 11, 2016 </td> <td> Appendix 4 (Bulk Credit & Debit Limits) <ul> <li>Removed this sentence from below the table: "Commitments with no dollar amounts or unascertainable amounts require VP approval. All transactions over \$20,000 will generate automatic notification to the Finance team for review"</li> <li>Updated Row \$1,000 to \$5000, Column Business Unit Approval Required from "Below Manager" to "Regular Credit Limits apply per credit type"</li> <li>Updated Row \$10,001 to \$50,000, Column Business Unit Approval Required from "Senior Manager or Head of" to "Manager"</li> <li>Formatting change only to Row \$25,000,001-\$100,000,000  and Row >\$100,000,000</li> </ul> </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2">  </td> <td> January 11, 2016 </td> <td> Appendix 1 (Courtesy Credit Limits) <ul> <li>Added sentence below the table: "\*\*\* Credits exceeding 10,000 USD must go through the bulk credits process (see Section 3.1 Bulk Credits / Debits). When working with a currency other than USD, convert the currency to the US dollar amount before checking what level of approval is needed. See the Currency Converter



for assistance: [www.oanda.com](http://www.oanda.com)

Added new Row US Dollar.

Removed US Dollar from Row Dollar (leaving only AU, CA, SG, TW).

Updated title of Column "Coach and Trainer" to new title "Coach, Trainer, SME, and Billing Analyst"

Updated amounts in the Column "Coach, Trainer, SME, and Billing Analyst"

- US Dollar - from 50 to 100
- Dollar - from 50 to 100
- Swiss Franc - from 100 to 200
- MY, PL, SE - from 200 to 400
- HK - from 200 to 400
- PH - from 2,000 to 4,000
- IN - from 4,000 to 11,250

Updated Column Vice President from amounts to information about bulk credit process.

Row US Dollar - from   
10,000 to "Credits exceeding 10,000 USD must go through the bulk credit process"

All other rows now read " Up to 10,000 USD (when converted with [www.oanda.com](http://www.oanda.com))"

Previous amounts:

Dollar:	 10,000
Swiss Franc:	 10,000
MY, PL, SE:	 20,000
HK:	 20,000
PH:	 200,000
IN:	 150,000

Mary Guilfoyle

January 11, 2016

Section 6.5 (Test Listing Credits)

Not Allowed Removed "Test accounts must have eBay email to qualify"

Mary Guilfoyle

January 11, 2016

Section 3.1 (Bulk Credits / Debits (Multiple Accounts / Items))

Approval Updated: Approval limits apply to all bulk credits and debits. Approval thresholds are determined by credit / debit type and dollar value. Business unit approval is required for any bulk credit / debit over \$1,000. Finance approval is required for any credit / debit over \$10,000. (See Appendix 4 for bulk credit approval limits.) Please include the following when requesting approvals from Finance:

- US
- Send all requests to DL-MP-EU\_Credits\_Approval
- DE
- Send all requests to DL-MP-EU\_Credits\_Approval and Fritz von Hardenberg
- For

Director-level approvals and above, send to Fritz von Hardenberg

All Merchant Development bulk credits and debits should be copied to Bernard Egan

UK

Send all requests to DL-MP-EU\_Credits\_Approval and Paolo Levoni

For Director-level approvals and above, send to Paolo Levoni

All Merchant Development bulk credits and debits should be copied to Bernard Egan

EEC

Send all requests to both DL-MP-EU\_Credits\_Approval and Serkan Terlikci

For Director-level approvals and above, send to both Serkan Terlikci and William Peterson

All Merchant Development bulk credit / debits should be copied to Bernard Egan

Legal approval Credit files that are processed for legal are an exception to the normal approval requirements. When a credit is being requested due to a court order there needs to be approval from Legal/BU stating the credits are needed and required, but the normal approval levels do not apply. This can also come in the form of a legal mandate. The request should still include the total number of transactions and total amount of credit in order to ensure the file is correct before being processed. To: Approval limits apply to all bulk credits and debits. Approval thresholds are determined by credit / debit type and dollar value.

Business Unit approval is required for any bulk credit or debit (BCD) below \$10,000.

When BCDs are over \$10,000, both the Business Unit and Finance approval is required (see Appendix 4).

When BCDs impact more than one locale, approval from each locale's Finance team is required.

Contacts for Finance approval can be found at <https://wiki.vip.corp.ebay.com/pages/viewpage.action?spaceKey=GBD&title=Billing+Operations+Landing>

Business Unit refers to the group deciding to issue the credits.

In situations where GCX is the

owner or requester of the credit, they are considered the Business Unit for approval. If several groups are stakeholders in the decision, only 1 group's approval at the correct level is sufficient.

Copy DL-MP-EU\_Credits\_Approval for all BCDs that are equal to or above \$20,000, or equivalent.

If the number of items exceeds 99,999, multiple files can be created for the BCD. However, the entire amount of the BCD should be considered when obtaining approval.

Splitting files to avoid obtaining the appropriate level of approval is strictly prohibited.

Recurring BCDs

In some cases, recurring BCDs are created (e.g., weekly crediting of shipping fees due to a promotion or contract). In these cases, obtain approval based on the full month's expected transaction amount.

Example: A weekly file for \$5,000 results in \$20,000 a month in credits (\$5,000 weekly x 4 weeks = \$20,000). Approval in this case should be obtained at the \$20,000 or higher level (see Appendix 4).

Approvals for recurring files over a period of time must be time-bound and specify a maximum amount.

Example: "I approve the posting of promotions using the manual BCD process from January 2016 - March 2016. Weekly files will be submitted for amount not exceeding \$50,000 per month."

In some cases, BCDs for amounts lower than the specified threshold will require processing, as they may not be linked to any previous fees charged to sellers (e.g., shipping credits or motors debits).

Mary Guilfoyle	
January 11, 2016	

9.0 Policy Exceptions

Allowed:	Policy Exception:
AU CVI Credit Pilot	Pilot details can be referenced at <a href="https://wiki.vip.corp.ebay.com/display/GBAP/AU+CVI+Credit+Pilot" target="_blank">https://wiki.vip.corp.ebay.com/display/GBAP/AU+CVI+Credit+Pilot</a>
Start Date: October 28, 2015	Mary Guilfoyle
January 11, 2016	

Section 2.0 (Customer Service Credits)

Not Allowed Added new Not Allowed section with this content:

Crediting of Bulk Credit/Debits (BCDs) that don't go through the BCD process set

out under Section 3.1. BCDs include:

- Credits for 10,000.01 USD or higher
- Credits for 501 or more items
- Credits for 25 or more seller accounts

Mary Guilfoyle

January 11, 2016

Section 2.8 (Courtesy Credits)

Approval

Added: "Approval must be obtained from an individual with the required limit"

Mary Guilfoyle

January 11, 2016

Section 3.1 (Bulk Credits / Debits (Multiple Accounts / Items))

Definition: Updated:

- Credit requests for over 500 items.
- or
- Credit requests for multiple seller accounts with a minimum of 25 accounts.

To:

- Credit requests for multiple or single items sold for an amount exceeding 10,000 USD
- or
- Credit requests for 501 or more items
- or
- Credit requests for multiple seller accounts with a minimum of 25 accounts

Mary Guilfoyle

January 11, 2016

Section 3.1 (Bulk Credits / Debits (Multiple Accounts / Items))

Allowed Updated:

- CS may apply bulk credits / debits for up to 25 accounts (not exceeding \$10,000) or for 1 account with up to 500 entries
- Only the Billing Operations Team may issue bulk credit  / debit for 26+ accounts (or exceeding \$10,000)

To:

- CS may apply bulk credits / debits for up to 25 accounts (not exceeding \$10,000) or for 1 account with up to 500 entries
- Only the Billing Operations Team may issue bulk credit  / debit for 25 or more accounts (or exceeding \$10,000)

Mary Guilfoyle

October 1, 2015

Section 6.5 Test Listing Credits

Allowed Removed "PayPal" as a valid option for test account email address

Mary Guilfoyle

October 1, 2015

Section 6.5 Test Listing Credits

Not Allowed Removed "PayPal" as a valid option for test account email address

Mary Guilfoyle

	October 1, 2015	Section 2.8 Courtesy Credits Allowed Removed "Seller fees related to PayPal claims"	Laura Pakasiene
	October 1, 2015	Created all new section (2.9) for manual test listing credits	Laura Pakasiene
	October 1, 2015	Section 1.1 Credit Documentation Requirements Restricted Updated this statement: All Kenan/Wacko credits require a CAAART or Salesforce. To read: All Kenan credits require a CAAART or Salesforce; Wacko credits require Billing Ops approval (see section 6.7)	Fred Rutten
	October 1, 2015	Updated the Regional Exception for India and moved it from section 2.2 to 2.3: Regional Exception (India Only); Final Value Fee (FVF) credit for unfulfilled PaisaPay transactions must be issued with the buyer error credit code (item level ONLY). This is required due to a product gap with the UPI process for the Indian market. Indian sellers use PaisaPay rather than PayPal. PaisaPay does not have the functionality to automatically credit FVF for unpaid items. We process bulk FVF credits for unpaid items weekly. Any fall out may be credited manually using this credit code. For credit over \$2k CAAART, Salesforce approval or email approval should be received from the relevant leadership level, as per courtesy credit table (see appendix 1.)	Isabel Becker
	October 1, 2015	Updated list of Policy Exceptions in 9.0: <ul style="list-style-type: none"> <li>Policy Exception: UK Credit Reduction Pilot</li> <li>Pilot details can be referenced at <a href="https://wiki.vip.corp.ebay.com/display/GBAP/UK+Credit+Policy+Pilot+2015">this page</a>.</li> <li>Start Date: July 15, 2015</li> <li>Policy Exception: NA Credit Reduction Pilot</li> <li>Pilot details can be referenced at <a href="https://wiki.vip.corp.ebay.com/display/GBAP/NA+Credit+Policy+Pilot+2015">this page</a>.</li> <li>Start Date: April 27, 2015</li> </ul>	

<li>Policy Exception: DE Credit Reduction Pilot <ul> <li>Pilot details can be referenced at <a href="https://wiki.vip.corp.ebay.com/display/GBAP/DE+Credit+Policy+Pilot+2015">this page</a>.</li> <li>Start Date: February 16, 2015</li> </ul> <li>Policy Exception: Shipping Label Credits <ul> <li>When: Starts April 3, 2013, and runs until further notice.</li> <li>Example: Customer was impacted by FedEx fee, which did not match FedEx fee on the eBay site. These credits must be issued at the account level because they are not against an item number.</li> <li>Credit Code: Courtesy (23)</li> </ul> <li>Policy Exception: UK Internal New Joiner Pilot <ul> <li>When: Starts April 7, 2014, and runs indefinitely.</li> <li>Who: Only teammates of the UK-Dublin New Joiner Team issue credits for the New Joiner Pilot.</li> <li>What: UK-Dublin New Joiner Teammates can issue as many Education credits as needed, up to the outlined threshold shared within the team's documentation.</li> <li>How: Auditors and UK New Joiner Teammates involved in this pilot should refer to the separate UK New Joiner Pilot Credit Policy document for full details.</li> </ul> <li>Policy Exception: Forced SNAD Return Labels <ul> <li>When: Starting Q4: 2014 and running indefinitely</li> <li>Who: M2M Team Leads and OOTP (Office of the President)</li> <li>What: eBay's eMBG program debits individual seller accounts for the cost of return shipping labels when a forced SNAD consequence package is placed on an account. Crediting of these shipping labels is prohibited except in cases of teammate error from an incorrect consequence package. If credit is warranted to an account it must be completed as an account level credit by only those listed above that are approved to administer credit. Credits warranted due to Teammate error are within policy and do not require approval but do require documentation explaining the error and that this is for corrective purposes only.</li> </ul> </li> </ul> <td colspan="2">October 1, 2015 </td> <td>Created all new section (2.10) for DE eBay Plus Manual Credits:eBay Plus is due to Launch in DE

on September 15. In preparation for launch a dedicated eBay Plus credit policy has been created at

this [location](#):

<https://wiki.vip.corp.ebay.com/display/GBAP/DRAFT+eBay+Plus+Policy--+DE+Credit+Issuance+Policy>

Please reference this page for all credit situations related to eBay Plus.

2.1 Site Bug & Issue Credit Added new statements to Definition and Not Allowed sections. DefinitionUpdated list of Policy Exceptions in 9.0:

- Policy Exception: UK Credit Reduction Pilot

Pilot details can be referenced [at](#)

<https://wiki.vip.corp.ebay.com/display/GBAP/UK+Credit+Policy+Pilot+2015>

Start Date: July 15, 2015

- Policy Exception: NA Credit Reduction Pilot

Pilot details can be referenced [at](#)

<https://wiki.vip.corp.ebay.com/display/GBAP/NA+Credit+Policy+Pilot+2015>

Start Date: April 27, 2015

- Policy Exception: DE Credit Reduction Pilot

Pilot details can be referenced [at](#)

<https://wiki.vip.corp.ebay.com/display/GBAP/DE+Credit+Policy+Pilot+2015>

Start Date: February 16, 2015

- Policy Exception: Shipping Label Credits

When: Starts April 3, 2013, and runs until further notice.

Example: Customer was impacted by FedEx fee, which did not match FedEx fee on the eBay site. These credits must be issued at the account level because they are not against an item number.

- Policy Exception: UK Internal New Joiner Pilot

When:

Starts April 7, 2014, and runs indefinitely.

Who: Only teammates of the UK-Dublin

New Joiner Team issue credits for the New Joiner Pilot.

What: UK-Dublin New Joiner Teammates can issue as many Education credits as needed, up to the outlined threshold shared within the team's documentation.

How: Auditors and UK New Joiner Teammates involved in this pilot should refer to the separate UK New Joiner Pilot Credit Policy document for full details.

Policy Exception: Forced SNAD Return Labels

When: Starting Q4: 2014 and running indefinitely

Who: M2M Team Leads and OOTP (Office of the Pre

Bulk Credit Exception applies: For bulk credits due to shipping incidents a Shipping Jira Ticket is required. For bulk credits due to a bug, a bug ticket validated by eWatch is required.

Not Allowed

Bulk credits due to shipping incidents may not be issued without a valid shipping Jira ticket

Bulk credits due to bugs may not be issued without a bug ticket validated by eWatch

Vanesa Villarin

October 1, 2015

Appendix 4 Added a statement to header of the table of "Bulk Credit & Debit Limits & Required Approvals" Business Unit Approval Required

(All bulk credits / debits) Also added a row regarding credits between \$0.01 - \$999.99: Not required.

Regular Credit Limits apply per credit type.

Mike Birnie

October 1, 2015

Section 2.5 Damaged/Destroyed Items

Not Allowed Updated the 1st bullet point from: Listing fee credits for any ended items with successful bids (i.e.: no transactions, no purchases) no exceptions to Listing fee credits for any ended items with successful bids (except End Auction-Style Listing early fee)

Mary Guilfoyle

October 1, 2015

Section 3.1 Bulk Credits/Debits (Multiple accounts/items)

Approval Changed the names (Agnes Aszodi to Serkan Terlikci) in the following statements:

Send all requests to both DL-MP-EU\_Credits\_Approval and Agnes Aszodi

For Director-level approvals and above, send to both Agnes Aszodi and



William Peterson

- to

Send all requests to both DL-MP-EU\_Credits\_Approval and to Serkan Terlikci

For Director-level approvals and above, send to both Serkan Terlikci and William Peterson

July 8, 2015

Appendix 4

bullet points at bottom

Removed: US & AU:

<http://pages.ebay.com/services/buyandsell/currencyconverter.html>

<http://pages.ebay.co.uk/services/buyandsell/currencyconverter.html>

<http://pages.ebay.de/services/buyandsell/currencyconverter.html>

<http://pages.ebay.fr/services/buyandsell/currencyconverter.html>

<http://pages.ebay.it/services/buyandsell/currencyconverter.html>

<http://pages.ebay.es/services/buyandsell/currencyconverter.html>

<http://pages.ebay.pl/export/converter.html>

Replaced by:

<http://www.oanda.com/>

Brian Donahue

Section 3.2 Manual Wacko Credits Added whole new section with details

Audit Team/Joshua Chen

Section 2.8 Courtesy

Not Allowed

7th bullet point Changed format from:

- For eMBG reimbursement charges these are owned by a specific team and are credited automatically
- CS Seller Appeal Team who place automated credits for

these. Subscription credits issued not using the subscription tool without including the reason why it couldn't be used in the documentation.

For eMBG reimbursement charges these are owned by a specific team and are credited automatically. The CS Seller Appeal Team place automated credits for these.

Subscription credits issued not using the subscription tool without including the reason why it couldn't be used in the documentation.

Mary Guilfoyle	
July 8, 2015	Section 2.8 Courtesy & Allowed 8th bullet point Corrected formatting and removed indenting in the last bullet point.
Mary Guilfoyle	
July 8, 2015	Appendices & Appendix 1: Courtesy Credits Limits Added Billing Ops to the table under "Team Leader"
Jeannine Hillen	
March 31, 2015	Section 2.7 Education & Allowed Added:
	End Auction Style Early Fee, but only in cases of miscategorized listings in Motors, Parts and Accessories, and Business & Industrial categories (no other categories qualify).
Mary Guilfoyle	
March 31, 2015	Section 2.7 Education & Not Allowed Added:
	Seller Fees for PayPal Buyer Protection claims
	At the end of "End Auction Style Listing Early Fee" the words "for reasons not listed in Allowed Section"
Mary Guilfoyle	
March 31, 2015	Section 5.1 Promotional Credits & Credit Code Updated:
	Promo: Partner Program (111) to be a subscription fee credit rather than item fee
Mary Guilfoyle	
March 31, 2015	Appendix 4 Bulk Credit & Debit Limits and Appendix 6 Merchant Support Credit Limits Added:
	The above table shows US Dollar amounts. When working with another currency, convert the currency to the US dollar amount before checking what level of approval is needed. See the Currency Converter for

assistance:	&lt;ul&gt;	&lt;li&gt;US	&amp;	AU:
http://pages.ebay.com/services/buyandsell/currencyconverter.html&lt;/li&gt;				&lt;li&gt;UK:
http://pages.ebay.co.uk/services/buyandsell/currencyconverter.html&lt;/li&gt;				&lt;li&gt;DE:
http://pages.ebay.de/services/buyandsell/currencyconverter.html&lt;/li&gt;				&lt;li&gt;FR:
http://pages.ebay.fr/services/buyandsell/currencyconverter.html&lt;/li&gt;				&lt;li&gt;IT:
http://pages.ebay.it/services/buyandsell/currencyconverter.html&lt;/li&gt;				&lt;li&gt;ES:
http://pages.ebay.es/services/buyandsell/currencyconverter.html&lt;/li&gt;				&lt;li&gt;PL:
http://pages.ebay.pl/export/converter.html&lt;/li&gt;	&lt;/ul&gt;	&lt;/li&gt;	&lt;/ul&gt;	&lt;/td&gt;

&lt;td&gt; Mary Guilfoyle &lt;/td&gt;	&lt;/tr&gt;	&lt;tr&gt;	&lt;td colspan="2"&gt; March 31, 2015
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&lt;/td&gt;	&lt;td&gt; Section 2.6 Trust & Safety Credits & Not Allowed Updated "FVF may be credited for List Practices or Prohibited Items actions if the buyer had not yet paid at the time of the action" to read: "Final Value Fee (FVF) may not be credited for List Practices or Prohibited Items actions except in situations where the buyer had not yet paid at the time of the action" &lt;/td&gt;
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&lt;td&gt; Mary Guilfoyle &lt;/td&gt;	&lt;/tr&gt;	&lt;tr&gt;	&lt;td colspan="2"&gt; March 31, 2015
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&lt;/td&gt;	&lt;td&gt; Section 2.8 &nbsp;Courtesy Credits & Allowed Removed sentence from bullet point: &lt;ul&gt; &lt;li&gt;Refunded directly - If a seller refunds within SMIR, but does it directly in PayPal instead of the Resolution Center. Once we verify the refund was issued within SMIR, we can issue the FVF. For the direct refund situation that an "eMBG case must exist to be eligible for credit, if no case exists, then they are not eligible."&lt;/li&gt; &lt;/ul&gt; so that it now reads: &lt;ul&gt;
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&lt;li&gt;Refunded directly - If a seller refunds within SMIR, but does it directly in PayPal instead of the Resolution Center. Once we verify the refund was issued within SMIR, we can issue the FVF.&lt;/li&gt;	&lt;/ul&gt;	&lt;/td&gt;	&lt;td&gt; Mary Guilfoyle &lt;/td&gt;	&lt;/tr&gt;	&lt;tr&gt;	&lt;td colspan="2"&gt; March 31, 2015
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&lt;/td&gt;	&lt;td&gt; Section 9.0 Policy Exceptions & Allowed Under Policy Exception: Forced SNAD Return Labels&nbsp;updated: When: Q4: 2014 to read: When: Starting Q4: 2014 and running indefinitely &lt;/td&gt;
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&lt;/tr&gt;	&lt;tr&gt;	&lt;td colspan="2"&gt; March 31, 2015
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&lt;/td&gt;	&lt;td&gt; Section 3.1 Bulk
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Credit & Approval For DE: <ul> <li>Removed William Peterson for Director level.</li> </ul> For DE & UK: <ul> <li>Replaced Fritz von Hardenberg with Bernard Egan for all Merchant Dev credits</li> </ul> Added new EEC details:<ul> <li>EEC Send all requests to both DL-MP-EU\_Credits\_Approval and Agnes Aszodi</li> <li>For Director-level approvals and above, send to both Agnes Aszodi and William Peterson</li> <li>All Merchant Development bulk credits and debits should be copied to Bernard Egan</li> </ul> </td> </td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> March 31, 2015 </td> </td> Section 2.8 Courtesy & Allowed Added the following to the list of eMBG situations in which Seller fees can be credited:<ul> <li>Aftersales - If a buyer hasn't gone through the return flow, but has shipped the item back outside of it. The seller can't get their fees back because the time to file the Cancel Transaction/Unpaid Item request has passed</li> </ul> </td> </td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> March 31, 2015 </td> </td> Section 2.3 Buyer Error & Allowed Added:<ul> <li>DE Seller (where buyer paid without PayPal) didn't receive automated credit due to new March 2015 flow change. To credit the teammate must use the following documentation:<ul> <li>Under Main group: Member Error / Mistakes, select Buyer Error UPI / Canceled Item</li> <li>For Rationale, select Other</li> <li>In addition to the usual MAC note documentation requirements, also include the following phrase: "New DE Aftersales Flow. No automated credit available. Payment without PayPal"</li> </ul> </li> </ul> </td> </td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> March 31, 2015 </td> </td> Section 2.7 Education & Restricted Added: In extenuating circumstances EAE fees can be issued through Courtesy. </td> </td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> January 31, 2015 </td> </td> Section 2.3 Buyer Error & Allowed Added: Request rejected by the buyer (accidental or non-accidental) </td> </td> Lex Sandstrom </td> </tr> </tr> <td colspan="2"> January 31, 2015 </td> </td> Section 2.5 Damaged or

destroyed items > Restricted Added: End Auction-Style Listing Early Fee can be issued only once per 18 months </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> January 31, 2015 </td> <td> Section 2.6 Trust & Safety Credits (Manual) > Not allowed Added: <ul> <li>Final Value Fee only:  FVF may be credited for List Practices or Prohibited Items actions if the buyer had not yet paid at the time of the action.</li> <li>Manual credits for suspected fraud or abuse of the Promoted Listing upgrade feature. <ul> <li>There is no manual way to research these issues. Since it's all done on the back end, it's not subject to a manual credit.</li> </ul> </li> </ul> </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> January 31, 2015 </td> <td> Section 2.7 Education > Allowed Added: Request rejected by the buyer (accidental or non-accidental)  </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> January 31, 2015 </td> <td> Section 2.7 Education > Not Allowed Added: Promoted Listings misunderstandings. All credits for this program must go through Courtesy Credit and seek approval. </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> January 31, 2015 </td> <td> Section 5.1 Promotional credits > Credit code Added: Promo: Partner Program (111) - Used for item fee credits. </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> January 31, 2015 </td> <td> Section 2.6 Trust & Safety Credits (Manual) > Allowed Added: FVF may be refunded for List Practices or Prohibited Items actions if the buyer had not yet paid at the time the action was taken </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> Dec 31 2014 </td> <td> Section 2.7 Education Credit > Allowed Deleted: Request rejected by the buyer (accidental or non-accidental) Changed: "Seller selected the wrong UPI / Cancel Transactions option when closing the request, so they didn't get the credit" to "Seller selected the wrong option; so they didn't get the credit </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> Dec 31 2014 </td> <td> Section 2.3 Buyer Error > Allowed Deleted:<br> "Request rejected by the buyer (accidental or

non-accidental)" "These credits may also be issued when the seller selected the wrong option when closing the request." Added:<br> The buyer didn't pay with PayPal or didn't pay at all, and hasn't confirmed Changed: "Seller selected the wrong option when closing the request..." to "Seller selected the wrong option ..." </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> Dec 31 2014 </td> <td> Section 1.0 Credit Policy & Definition & Usage Added: Only documentation that has been explicitly described as part of the Credit Policy will be deemed policy. Any separate documents/other content does not form part of this policy and will not be considered at time of auditing or contest. </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> Dec 31 2014 </td> <td> Section 2.6 Trust and Safety & Allowed Added: Final value fees may be issued manually for transactions which occurred within 7 days of listing end date provided: <ul> <li>Positive feedback has not been left for the seller.</li> <li>Payment has not been made for the item.</li></ul> Added "buyer/bidder" to: <ul> <li>Trust & Safety (PayPal or eBay) have documented the seller/buyer/bidder account per TnS procedures</li> </ul> </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> Dec 31 2014 </td> <td> Section 2.8 Courtesy Credit & Allowed Added: For the direct refund situation that "an eMBG case must exist to be eligible for credit, if no case exists, they they are not eligible" </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> Dec 31 2014 </td> <td> Section 6.5 Test Listing Credits & Definition Added: <ul> <li>The username of a test account must contain the word "Test" in the title.  For example:  prodtestseller of testbuyeruk.</li> <li>The Tester must list test items with "Test Do Not Bid or Buy" in the title and description.  It must be obvious to actual members that the listing is for test purposes only.  When adding a test picture to an listing; it should also include the wording: "Do not bid or buy, for test purposes only. This is not a real listing."</li> <li>Sample description:<br> DO NOT BID  This is a test AuctionPlease Do Not Bid<br> From time to time eBay employees will run test auctions to test

various functions of the site.  This is one of those test auctions. Please do not bid as there is no merchandise being auctioned.</li> </li>The Tester must list test items in the appropriate Test Listing category.  This is usually found in the "Everything Else" category.  Other categories may be used if it's required for testing, such as testing category-specific fees for features.  Once the testing is complete the listing must be ended.</li> </ul></td> </td>   </td> </tr> <tr> <td colspan="2"> Nov 26 2014 </td> </td> Section 2.4 Seller Error Credits: Items ended within 12 hours / Restricted Changed "End auction style listing early fee" to "End Auction-Style Listing Early Fee" for clarification. </td> </td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Nov 26 2014 </td> </td> Section 2.7: Allowed ETFs are not Regional Added: "ETFs are for subscription fees only" to clarify ETFs. </td> </td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Nov 26 2014 </td> </td> Section 2.7 Education: Credit Type section Added "For Forced SNAD Return Labels, please see section 9.0: Exceptions, for policy </td> </td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Nov 26 2014 </td> </td> Section 2.7 Education: Not Allowed Changed "End auction early FVFs" to "End Auction-Style Listing Early Fee" for clarification. </td> </td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Nov 26 2014 </td> </td> Section 2.8: Courtesy: Allowed Added: "For forced SNAD Return Labels, please see section 9.0: Exceptions, for policy." </td> </td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Nov 26 2014 </td> </td> Section 2.8 Courtesy Credits: Allowed Changed "End auction early FVFs" to "End Auction-Style Early" for clarification. </td> </td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Nov 26 2014 </td> </td> Section 2.8 Courtesy Credits: Not Allowed Changed "End auction early FVFs" to "End Auction-Style Listing Early Fee" for clarification. </td> </td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Nov 26 2014 </td> </td> Section 2.8 Courtesy: Allowed and Not Allowed ETFs are not Regional. </td> </td> Lex Sandstrom </td> </tr>

2014	Section 2.1: Site Bug & Issue Credits: Allowed Changed "auction style listing" to "End Auction-Style Listing Early Fee" for clarification.	Lex Sandstrom	Nov 26 2014
Section 2.5: Damanged or Destroyed items	All sections: Changed "End auction early fee" to "End Auction-Style Listing Early Fee"	Lex Sandstrom	Nov 26 2014
Section 9.0 Policy Exceptions: Allowed	Added: Policy Exception: Forced SNAD Return Labels	When: Q4 2014	Who: M2M TeamLeads and OOTP (Office of the President)
What: eBay's eMBG program debits individual seller accounts for the cost of return shipping labels when a forced SNAD consequence package is placed on an account. Crediting of these shipping labels is prohibited except in cases of teammate error from an incorrect consequence package. If credit is warranted to an account it must be completed as an account level credit by only those listed above that are approved to administer credit. Credits warranted due to Teammate error are within policy and do not require approval but do require documentation explaining the error and that this is for corrective purposes only.	Lex Sandstrom	Oct 22 2014	Section 2.1 Site and bug issue Credit Definition section: Removed the word "validated" from bug ticket. Allowed section: Removed the word "validated" from bug ticket. Restricted section: Removed the word "validated" from bug ticket. Not Allowed section: Removed the word "valid" from bug ticket.
Lex Sandstrom	Oct 22 2014	Section 2.7 Education: Allowed	Added the following to the list of fees: Insertion fee Subtitle fee Reserve fee Final Value fee Shop subscription fee
Removed items that made the list confusing.	Lex Sandstrom	Oct 22 2014	Section 2.7 Education: Allowed and Not Allowed sections: Added: Renewals must be issued as Courtesy credits
Lex Sandstrom	Oct 22 2014		



</td> <td> Section 2.7 Education: Definition Changed the example: This change should make it clear that 2 education credits for the same fee are not permitted with an 18 month period, regardless of the customer situation. </td> <td> Lex Sandstrom </td> </tr>

<tr> <td colspan="2"> Oct 22 2014 </td> <td> Section 2.7 Education: Definition Removed "the first time" they make a mistake. Changed it to "when they make a mistake". </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Oct 22 2014 </td> <td> Section 2.7 Education: Restriction Changed "education situation" to "seller fee" for ease of clarification. </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Oct 22 2014 </td> <td> Section 2.8 Courtesy: Allowed Changed "seller fees related to PayPal" to "seller fees related to PayPal claims". </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Oct 22 2014 </td> <td> Section 2.8 Courtesy: Definition Changed "educational situation" to "seller fee" for ease of clarification. </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Oct 22 2014 </td> <td> Section 3.1 Bulk Credits/Debits: Approval Replaced Dennis Ranke with Fritz von Hardenberg </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Oct 22 2014 </td> <td> Section 4.2 Direct pay Returned Items Fees: Restriction Changed "educational situation" to "seller fee" for ease of clarification. </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Oct 22 2014 </td> <td> Section 9.0: Allowed Policy Exceptions Removed: "Policy exception: Courtesy credit pilot for credits under \$5. <ul> <li>When: Starts May 28, 2013, and runs indefinitely.</li> <li>Example: Customer is requesting a credit for \$5 but is suspended. These credits are authorized without the usual Courtesy Credit approval being required.</li> </ul> </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Oct 22 2014 </td> <td> Section 8.3 Verification Fee Credits Removed the entire section </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> Oct 22 2014 </td> <td> Section 3.1 Bulk credits/debits Added the following DL to the DE and EU

approval section: DL-MP-EU\_Credits\_Approval &td&gt; &td&gt; Lex Sandstrom &td&gt;  
&tr&gt; &tr&gt; &td colspan="2"&gt; Oct 22 2014 &td&gt; &td&gt; Section 2.7 Courtesy  
credits Changed seller "reason" to seller "fee" &td&gt; &td&gt; Lex Sandstrom &td&gt;  
&tr&gt; &tr&gt; &td colspan="2"&gt; Sept 29 2014 &td&gt; &td&gt; US, UK and DE only  
:&br&gt; &br&gt; Between 9:35am and 5:58pm PT on Monday, 29 September 2014, edits for this  
policy that were done in August and September were removed. During that time, the policy read as it  
did on July 22.&nbsp; At 5:58 pm PT on Monday, 29 September 2014, the edits for August and  
September were returned to the policy &td&gt; &td&gt; Denise Leleux, VP NACE&br&gt;  
&br&gt; Nina Patel, Director KM&br&gt; &br&gt; Sarah Evans, Sr Manager KM&br&gt;  
&br&gt; with Greg White and Global Billing Policy team &td&gt; &tr&gt; &tr&gt; &td  
colspan="2"&gt; Sept 8 2014 &td&gt; &td&gt; Section 3.1 Bulk Credits/Debits: Approval Section  
Changed the Finance approval amount from \$5,000 to \$10,000. &td&gt; &td&gt; Lex Sandstrom  
&td&gt; &tr&gt; &tr&gt; &td colspan="2"&gt; Sept 8 2014 &td&gt; &td&gt; Section 2.8  
Courtesy Credits: Allowed Added DE to the US &td&gt; &td&gt; Lex Sandstrom &td&gt;  
&tr&gt; &tr&gt; &td colspan="2"&gt; Sept 8 2014 &td&gt; &td&gt; Section 2.8 Courtesy  
Credits: Not Allowed Fixed run-on sentence. Added new bullet point. &td&gt; &td&gt; Lex  
Sandstrom &td&gt; &tr&gt; &tr&gt; &td colspan="2"&gt; Sept 8 2014 &td&gt; &td&gt;  
Section 2.7 Education: Definition Changed "credit situation" to "seller fee type." Deleted both  
examples and added: Example: Should a member request a FVF credit because they were unaware  
they would be paying a fee when their item gets sold, we could offer a first education credit. Then, if  
they called again with an 18 month period and asked for another FVF credit, but this time claiming  
that the item wasn't paid for and that they did not know they should have opened a UPI case, the  
latter will be a courtesy credit. &td&gt; &td&gt; Lex Sandstrom &td&gt; &tr&gt; &tr&gt;  
&td colspan="2"&gt; Sept 8 2014 &td&gt; &td&gt; Section 2.4 Seller error credits: Restricted  
Replaced "FVF" with "End Auction Style Listing Early fee" &td&gt; &td&gt; Lex Sandstrom  
&td&gt; &tr&gt; &tr&gt; &td colspan="2"&gt; August 14, 2014 &td&gt; &td&gt; Updated

Appendix 1: Courtesy Credit Limits table - formatted with bullets

Lex Sandstrom	August 14, 2014	Section 2.7 Education: Not Allowed	Added: "Crediting eBay fees in place of shipping discrepancies/shipping label fees, where credit is appropriate, these must be credited using Courtesy."
Lex Sandstrom	August 14, 2014	Section 2.7 Education	Allowed Added: Education credits only apply to eBay fees: If the customer already had one credit for a fee and they want another within 18 months, it must be issued as a Courtesy Credit. For example, if a member asks for a second credit and we can validate that a second credit needs to be issued, then we should issue a courtesy credit. Note: The member must ask for the credit. This is not a proactive credit. The following examples are commonly encountered; this is not an exhaustive list.
Lex Sandstrom	August 14, 2014	Section 2.3 Buyer Error	Allowed Added: "These Credits may also be issued when the seller selected the wrong option when closing the request."
Lex Sandstrom	August 14, 2014	Section 2.3 Damaged Items: Credit Type	"Transaction / Item Level Credit for Final Value Fees only may be credited."
Lex Sandstrom	August 14, 2014	Section 2.5 Damaged Items: Credit Type	"Transaction Level Credit for listing fees only may be credited. This includes the end auction style early fee."
Lex Sandstrom	July 22, 2014	Changed CAAART approval references to "CAAART or Salesforce" in the following sections:	
		1.1 Credit Documentation Requirements	Restricted
		2.8 Courtesy Credits	Allowed, Approval, Not Allowed
		4.3 Kenan Credits	Allowed
Lex Sandstrom	July 22, 2014	Section 2.6 Trust & Safety Credits	Restricted
		Deleted:	Final value fees may be issued manually for transactions which occurred within 7 days of listing end date provided:

<ul> <li>Positive feedback has not been left for the seller</li> <li>Payment has not been made for the item</li> </ul> </td> <td> Lex Sandstrom </td>  
</tr> <tr> <td colspan="2"> July 22, 2014 </td> <td> Section 2.7 Education<br> Added "and DE" to the Allowed section. </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> July 22, 2014 </td> <td> Section 2.8 Courtesy Credits<br> Added "and DE" to the Allowed section<br> Added "and DE" to the Not Allowed section </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> July 22, 2014 </td> <td> Section 3.1 Bulk Credit/Debits & Approval<br> Removed "Roger Rablais" and replaced with William Peterson. </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> July 22, 2014 </td> <td> Section 2.5 Damaged or Destroyed Items & Not Allowed<br> Added "End auction early FVFs credits for end auction early (in extenuating circumstances these can be issued through Courtesy)" </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> July 22, 2014 </td> <td> Section 2.7 Education & Allowed In list of examples, changed "End auction early listing fees" to "End auction early listing fees (end auction early Final Value Fees are not)" In list of examples, changed "Final Value Fees" to "Final Value Fees (end auction early FVFs are not)" </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> July 22, 2014 </td> <td> Section 2.7 Education & Not Allowed<br> Added "End auction early FVFs (in extenuating circumstances these can be issued through Courtesy)" </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> July 22, 2014 </td> <td> End auction early FVFs is now live for Desktop & Android. </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> July 22, 2014 </td> <td> Section 2.8 Courtesy & Allowed<br> Added: "End auction early FVFs in extenuating circumstances only. Examples include but are not limited to: <ul> <li>Acts of God (example: goods destroyed due to extreme weather conditions)</li> <li>Major catastrophes (example: major warehouse fire)</li> </ul>

</td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> July 22, 2014 </td> <td> Section 2.8 Courtesy > Not Allowed<br> Added: "End auction early FVFs except in extenuating circumstances as outlined in Allowed section. </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> July 22, 2014 </td> <td> End auction early FVFs is now live for Desktop & Android. </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> June 9, 2014 </td> <td> Appendix 4 Bulk Credit &nbsp;Debit Limits<br> <br> The monetary approval limits were raised. This increase was approved by eBay Inc. Board of Directors on April 22, 2014<br> <br> - Below Manager was \$1,000; raised to \$5,000.<br> - Manager was \$5,000; raised to \$10,000.<br> - Senior Manager was \$20,000; raised to \$50,000.<br> - Director was \$100,000; raised to \$500,000.<br> - Senior Director was \$250,000; raised to \$1 million.<br> - VP was \$2,000,000; raised to \$5,000,000<br> - BU VP / CFO was \$2,000,000; raised to \$2,500,000.<br> - President / SVP was \$5,000,000; raised to \$10,000,000.<br> - eBay Inc. CFO was \$10,000,000; raised \$25,000,000.<br> - eBay Inc. CEO was \$50,000,000; raised to \$100,000,000.<br> - eBay Inc. Board of Directors was >\$50,000,000; raised to >\$100,000,000  </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> June 9, 2014 </td> <td> Appendix 6 Merchant Support Credits<br> <br> The monetary approval limits were raised. This increase was approved by eBay Inc. Board of Directors on April 22, 2014<br> <br> - Below Manager was \$1,000; raised to \$5,000.<br> - Manager was \$5,000; raised to \$10,000.<br> - Senior Manager was \$20,000; raised to \$50,000.<br> - Director was \$100,000; raised to \$500,000.<br> - Senior Director was \$250,000; raised to \$1 million.<br> - VP was \$2,000,000; raised to \$5,000,000<br> - BU VP / CFO was \$2,000,000; raised to \$2,500,000.<br> - President / SVP was \$5,000,000; raised to \$10,000,000.<br> - eBay Inc. CFO was \$10,000,000; raised \$25,000,000.<br> - eBay Inc. CEO was \$50,000,000; raised to \$100,000,000.<br> - eBay Inc. Board of Directors was >\$50,000,000; raised to

\$100,000,000	Lex Sandstrom
May 30, 2014	
Section 2.5 Damaged or destroyed item credits	
Not Allowed.	
Added, "Final value fees for eBP / eMBG claims"	
Lex Sandstrom	
May 30, 2014	
Section 2.7 Buyer education	
Allowed.	
Removed sub-bullets under "Unpaid or Cancel Transactions":	
- UPI or Cancel Transaction case wasn't opened and the time to open one expired	
- UPI or Cancel Transaction case expires	
- A cancel transaction request is rejected by the buyer	
- A buyer doesn't respond to an Unpaid Item case and the request expires	
- Seller selected the wrong unpaid item or cancel transaction option when closing the request so didn't get the credit	
Added sub-bullets under "Unpaid or Cancel Transactions:"	
- Request not closed on time & expires	
- Request rejected by the buyer (accidental or non-accidental)	
- Seller selected the wrong UPI/CT option when closing the request so didn't get the credit	
- A case was not opened & time to open has expired	
Lex Sandstrom	
May 30, 2014	
Section 2.8 Courtesy credits	
Allowed.	
Added "eMBG refund within SMIR - The final value fee credit failed to be credited automatically although the refund was completed within SMIR."	
Lex Sandstrom	
May 30, 2014	
Section 3.1 Bulk Credits / Debits	
Approval.	
Added "Legal approval. Credit files that are processed for legal are an exception to the normal approval requirements. When a credit is being requested due to a court order there needs to be approval from Legal/BU stating the credits are needed and required, but the normal approval levels do not apply. This can also come in the form of a legal mandate. The request should still include the total number of transactions and total amount of credit in order to ensure the file is correct before being processed."	
Lex Sandstrom	
May 30, 2014	
Section 2.3 Buyer Error	

Allowed.<br> Deleted:<br> "- Buyer allows UPI dispute to expire<br> - Buyer rejects cancel transaction request (accidental or non-accidental)<br> The following situations can be credited under Educational Credits (Section 2.7) or Buyer Error credits (Section 2.3):<br> - Seller's unpaid item expires<br> - Buyer rejects an unpaid item or cancel transaction request<br> - A cancel transaction request expires after it's opened by the seller, the buyer doesn't respond, and the seller doesn't close it<br> - Seller selected the wrong unpaid item or cancel transaction option when closing the request so didn't get the credit"<br> <br> Added:<br> "- Request not closed on time & expires<br> - Request rejected by the buyer (accidental or non-accidental)<br> - Seller selected the wrong option when closing the request so didn't get the credit as a result" </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> April 30, 2014 </td> <td> Section 2.0 Customer Service Credits (Manual) > Definition.  Removed Section 2.3 (uyer Error: Unpaid Item / Canceled Transaction Only) from the specific credit policies that must be exhausted before education credits can be used. </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> April 30, 2014 </td> <td> Section 2.3 Buyer Error > Definition.<br> Changed "Unpaid item credits may be issued to sellers when buyers allow Unpaid item disputes to expire"  to:<br> "Unpaid Item credits may be issued to sellers when Unpaid Item disputes expire." </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> April 30, 2014 </td> <td> Section 2.3 Buyer Error > Allowed.<br> Deleted the word "mutual" from "Buyer rejects mutal cancelled transaction request" so that it now reads:<br> "Buyer rejects cancelled transaction request." </td> <td> Lex Sandstrom </td> </tr> <tr> <td colspan="2"> April 30, 2014 </td> <td> Section 2.3 Buyer Error > Allowed.<br> Added: "The following situations can be credited under Educational Credits (Section 2.7) or Buyer Error credits (Section 2.3):<br> - Seller's unpaid item expires<br> - Buyer rejects an unpaid item or cancel transaction request<br> - A cancel transaction request expires after it's opened by the

seller, the buyer doesn't respond, and the seller doesn't close it" &td> &td> Lex Sandstrom &td> &td> &tr> &tr> &td colspan="2"> April 30, 2014 &td> &td> Section 2.7 (Education credits) &td> Allowed&br> &br> Under "Difficulty with," added at the very top a list of situations involving unpaid items or cancel transactions:&br> Unpaid Items or Cancel Transactions when&br> -UPI or Cancel Transaction case wasn't opened and the time to open one expired&br> -UPI or Cancel Transaction case expires&br> -A cancel transaction request is rejected by the buyer&br> -A buyer doesn't respond to an Unpaid Item case and the request expires&br> &nbsp; &td> &td> Lex Sandstrom &td> &td> &tr> &tr> &td colspan="2"> April 30, 2014 &td> &td> Section 2.3 Buyer Error &td> &td> Not allowed.&br> Added:&nbsp;"If no Unpaid Item case or Cancel Transaction was opened and the time to open one has now expired. In this case, an Education credit must be used instead" &td> &td> Lex Sandstrom &td> &td> &tr> &tr> &td colspan="2"> April 30, 2014 &td> &td> Section 2.6 Trust and Safety Credits (Manual) &td> Allowed.&br> Changed "The following criteria must be met:&br> - Automatic credits were not applied at the point of suspension/ended listing early&br> - Trust & Safety teams have annotated the seller account per Trust & Safety procedures and for item level credits, will have annotated the items in remove content MAC notes"&br> TO:&br> The following criteria must be met:&br> - Automatic credits were not applied at the point of suspension / ended listing early&br> - Trust & Safety (PayPal or eBay) have documented the seller account per TnS procedures&br> - For item-level credits, Trust & Safety (PayPal or eBay) have documentation in "remove content" MAC notes.&br> &nbsp; &td> &td> Lex Sandstrom &td> &td> &tr> &tr> &td colspan="2"> April 30, 2014 &td> &td> Section 2.8 Courtesy Credit &td> Allowed.&br> Under list of credit situations, under seller fees related to eMBG situations, added the following 2 instances:&br> - Item as described - Item was returned to the seller after SNAD case, but is "as described". FVF can be given to the seller because we can't grant their appeal.&br> - Refunded directly - If a seller refunds within SMIR, but does it



directly in PayPal instead of the Resolution Center. Once we verify the refund was issued within SMIR, we can issue the FVF. </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> April 30, 2014 </td> <td> Section 5.1 Merchant Development Credits <br> Allowed.<br> Added "For courtesy credit limits, please see Appendix 1: Courtesy Credits Limits" </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> April 30, 2014 </td> <td> Appendix 6 Merchant Support Required Approvals.<br> Changed BU approval for requirements for \$1 - \$1000 from "Below Manager" to "N/A"<br> Updated BU and Finance approval list: removed commas and added "or" to make clear either position can give approval. </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> April 30, 2014 </td> <td> Appendix 4 Bulk Credit Debit Limit Approvals.<br> Updated BU and Finance approval list, removing commas and adding "or" to make clear either position can give approval.<br> Added "Commitments with no dollar amounts or unascertainable amounts require VP approval. All transactions over \$20,000 will generate an automatic notification to the Finance team for review" </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> April 30, 2014 </td> <td> Update from April 1 expanded to all locales (originally documented in UK and US policy article only)...Repeating the update here:<br> Section 9.0 (Policy Exceptions) > Allowed > Added policy for UK-Dublin New Joiner Pilot program.<br> "Policy Exception: UK Internal New Joiner Pilot<br> When: Starts April 7, 2014, and runs indefinitely.<br> Who: Only teammates of the UK-Dublin New Joiner Team issue credits for the New Joiner Pilot.<br> What: UK-Dublin New Joiner Teammates can issue as many Education credits as needed, up to the outlined threshold shared within the team's documentation.<br> How: Auditors and UK New Joiner Teammates involved in this pilot should refer to the separate UK New Joiner Pilot Credit Policy document for full details."<br>   </td> <td> Lex Sandstrom </td> <tr> <td colspan="2"> April 30, 2014 </td> <td> Section 3.1 Bulk Credits / Debits (Multiple Accounts / Items) > Allowed.<br> Created new

Approval area within Section 3.1. Moved the following from Allowed and into Approval:

"Approval limits apply to all bulk credits and debits. Approval thresholds are determined by credit / debit type and dollar value. Business unit approval for any bulk credit / debit over \$1,000. Finance approval is required for any credit / debit over \$5,000. (See Appendix 4 for bulk credit approval limits.)"

Lex Sandstrom

April 30, 2014

Section 3.1 Bulk Credits / Debits (Multiple Accounts / Items)

Approval:

Moved original list of to whom to send approval requests from Approved into the Allowed section. Updated format to improve scanability / readability by teammates. Added information to the approval list.

Original content:

- Please include DL-Revenue-Accounting on all US approval requests
- Please include DL-MP-EU\_Credits\_Approval on all EU approval requests
- Please include the following contacts for approvals: UK/GREU: Pete Wood, DE: Denis Ranke. For Director level & above please also include; UK: Paolo Levoni, DE: Roger Rabalais

New content:

- "Please include the following when requesting approvals from Finance:
- US
- Send all requests to DL-MP-EU\_Credits\_Approval
- DE
- Send all requests to Dennis Ranke
- For Director-level approvals and above, send to both Dennis Ranke and Roger Rabalais
- All Merchant Development bulk credits and debits should be copied to Fritz von Hardenberg
- EU (not including DE)
- Send all requests to Pete Wood
- For Director-level approvals and above, send to both Pete Wood and Paolo Levoni
- All Merchant Development bulk credits and debits should be copied to Fritz von Hardenberg
- APAC
- Send all requests to DL-MP-EU\_Credits\_Approval
- All Merchant Development Bulk Credit / Debit requests should be copied to Fritz von Hardenberg"

Lex Sandstrom

April 30, 2014

Section 2.8 Courtesy Credits

Allowed:

Added :

- Item as described - Item was returned to the seller after SNAD case, but is "as described". FVF can be given to the seller because we can't grant their appeal.
- Refunded directly
- If a seller

refunds within SMIR, but does it directly in PayPal instead of the Resolution Center. Once we verify the refund was issued within SMIR, we can issue the FVF." </td> </tr>

</td colspan="2"> April 1, 2014 </td>

US&nbsp;&UK&nbsp;only:<br> Section 9.0&nbsp;(Policy Exceptions)&nbsp;<br> Allowed <br> Added policy for UK-Dublin New Joiner Pilot program.<br> "Policy Exception: UK Internal New Joiner Pilot<br> When: Starts April 7, 2014, and runs indefinitely.<br> Who: Only teammates of the UK-Dublin New Joiner Team issue credits for the New Joiner Pilot.<br> What: UK-Dublin New Joiner Teammates can issue as many Education credits as needed, up to the outlined threshold shared within the team's documentation.<br> How: Auditors and UK New Joiner Teammates involved in this pilot should refer to the separate UK New Joiner Pilot Credit Policy document for full details."<br>   </td> </tr>

</td colspan="2"> Mary Guilfoyle </td>

</tr> </td colspan="2"> March 20, 2014 </td>

In Section 3.1 <br> Allowed <br> added "Please include DL-Revenue-Accounting on all US approval requests" </td> </tr>

</td colspan="2"> Mary Guilfoyle </td>

</tr> </td colspan="2"> March 20, 2014 </td>

Section 3.1 <br> Restricted <br> "Any credit of \$50,000+" changed to "Any credit of \$20,000+" </td> </tr>

</td colspan="2"> Mary Guilfoyle </td>

</tr> </td colspan="2"> March 13, 2014 </td>

Section 4.1 Motors&Allowed.Updated examples of Mototrs credits from  "Dealer lists with Motors site instead of standard eBay site<br> VAT Credit: dealer charged VAT when he is VAT registered/exempt  (customer has a VAT number but it isn't on site)<br> Features, crediting features like Showroom plus<br> Account closures -&nbsp;backdated EMP (eBay Motors Pro) fees for businesses that have been closed down/liquidated<br> Technical issues site outages" to "Dealer lists on the standard eBay site instead of via eBay Motors Pro platform (It's worded other way around in the policy at the moment)<br> VAT Credit: Dealer is charged VAT when they are VAT registered/exempt (Customer is VAT registered but VAT number has been removed or is entered incorrectly)<br> Features: Crediting features like Showroom Plus and Showcase Plus<br>

Business Closures: Backdated eBay Motors Pro fees for dealerships that have been closed down or liquidated. Proof from an Accountant or Solicitor required prior to credit.<br> Technical Issues/Bugs: Site issues supported with a Jira Ticket Number (Motors bugs are tracked through JIRA as opposed to TRACE)" </td> <td> Mary Guilfoyle </td> </tr> <td colspan="2"> March 13, 2014 </td> <td> Section 3.1 <td> Allowed. Added that the DL to be included on all approval requests is for EU only "DL-MP-EU\_Credits\_Approval" </td> <td> Mary Guilfoyle </td> </tr> <td colspan="2"> March 13, 2014 </td> <td> Section 3.1 <td> Allowed. Added to the criteria that credits of over 500 entries to 1 account also qualifies as a bulk credit. </td> <td> Mary Guilfoyle </td> </tr> <td colspan="2"> March 13, 2014 </td> <td> Section 3.1 <td> Credit Code. Added "Any credit code can be a bulk credit if it meets the description in the allowed section." </td> <td> Mary Guilfoyle </td> </tr> <td colspan="2"> March 13, 2014 </td> <td> Section 2.3 (Buyer Error)&nbsp;&td> Definition. Removed "Buyer error reason code should be exhausted before moving to Education. If the definition is not as above or the above criteria is not met, then move to evaluate Education." </td> <td> Mary Guilfoyle </td> </tr> <td colspan="2"> March 13, 2014 </td> <td> Section 2.3 (Buyer Error)&nbsp;&td> Allowed. Removed:<br> "Unpaid Item / Cancel Transaction credits with buyer error must meet the following criteria:<br> Buyer did not leave negative feedback for the transaction<br> Buyer did not submit a negative comment in the UPI/cancellation process"<br> <br> And replaced with:<br> "The following credit situations are a selection of examples commonly encountered; this is not an exhaustive list.<br> Buyer allows UPI dispute to expire<br> Buyer rejects mutual cancelled transaction request (accidental or non-accidental)" </td> <td> Mary Guilfoyle </td> </tr> <td colspan="2"> March 13, 2014 </td> <td> Section 2.8 (Courtesy Credits)&nbsp;&td> Allowed. Clarified that cost of item credits (when the transaction cannot go through the eMBG claim process) may be issued at account level only (in extreme escalations only, credit must be issued or

approved by: OOTP, Legal, or Senior Management). Mary Guilfoyle

March 13, 2014 Section 2.8 (Courtesy Credits) Allowed. Added the following to explain that FVFs related to eMBG should be issued only "in the below situations after a thorough investigation has been completed before crediting (excludes item value and eBay reimbursement charges for eMBG claims, see not allowed for more details).

- \* Collect in person - Buyer purchased a "collect in person" item but is refusing to collect.
- \* Faulty returns - The case can be discored by teammates. However, the FVF credit can only be authorized by a team lead or Program Manager if the contact has been escalated and the seller is extremely irate.
- \* UK only FVF for eBay Collection Point - See regional section for details.

Mary Guilfoyle

March 13, 2014 Appendix 1 (Courtesy Credit Limits). Added "Coach, Trainer, Specialist" to Senior Teammate & UK BSR section

Mary Guilfoyle

March 13, 2014 Section 5.0 Merchant Development Credits renamed to Merchant Support Credits.

Mary Guilfoyle

March 13, 2014 Section 5.1 (Merchant Support Promotional Credits) Allowed. Deleted: "These promotional credits are subject to the same credit limits as bulk credits (See Appendix 4 for requirements). Where required, these credits must be annotated with approval from: A Business United sponsor. The BU sponsor must specify account eligiblility, selection criteria, credit type & amount for all promotions. A finance budget sponsor. The Finance Budget Sponsor must be provided per the Financial Authority Policy (FAP)".

Section 5.1 (Merchant Support Promotional Credits) Allowed. Added: "DL-MP-EU\_Credits\_Approval" for UK and DE Finance approval and "US: Send to DL-eBay-FinanceCreditApproval and DL-Revenue-Accounting-Services"

Mary Guilfoyle

March 13, 2014

Section 5.1 (Merchant Support Promotional Credits) & Approval. Made clearer that not all Merchant Support Credits require approval; the limits table (Appendix 6) should be referenced to decide what needs approval.

Mary Guilfoyle	
March 13, 2014	
Section 5.1 (Merchant Support Promotional Credits) & Restricted. Deleted "The Business Operations Team process all manual bulk credits for CS"	Mary Guilfoyle
March 13, 2014	
Appendix 6 (Merchant Support Credit Limits). Added new appendix titled Merchant Support Credit Limits. Limits are identical to the Bulk Credit / Debit Limits	Mary Guilfoyle
March 13, 2014	
Section 6.7 (Wacko Item Credits) & Definition. Removed "In house teammates, please email DL-eBay-GBAC-BillingOpsCN. Out sourced teammates, please email DL-eBay-GBAC-BillingOpsCN" and replaced with "please contact the Billing Operations team by filling a Jira ticket request via the billing up."	Mary Guilfoyle
March 13, 2014	
Appendix 4 (Bulk Credit & Debit Limits). Updated table. Aligned to FAP limits by removing the variance between Courtesy and non-Courtesy Finance approval and stating the same approval levels for both. The resulting change is that now Finance Manager approval is needed for all bulk credits within \$5,001 - \$20,000, where previously it was only required for Courtesy. Director limit moved up from \$50,000 to \$100,000 and Senior Director now starting at \$100,001 instead of \$50,001.	Mary Guilfoyle
March 13, 2014	
Section 2.8 (Courtesy Credits) & Allowed. Added "Seller fees related to PayPal" to list of examples	Mary Guilfoyle
March 13, 2014	
Appendix 5 (\$5 or equivalent Courtesy Credits for on hold / suspended). Appendix renamed from "\$5 or equivalent Courtesy Credits for on hold /suspended" to "5/\$ or equivalent for on hold / suspended / 2nd within 30 days"	Mary Guilfoyle

</td> </tr> <tr> <td colspan="2"> March 13, 2014 </td> <td> Appendix 4 (Bulk Credit & Debit Limits)&nbsp;&nbsp;&nbsp;BU&nbsp;&nbsp;&nbsp;approval.&nbsp;&nbsp;&nbsp;Added Senior Account Manager to same limits as Manager. </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> March 13, 2014 </td> <td> Appendix 4 (Bulk Credit & Debit Limits)&nbsp;&nbsp;&nbsp;BU&nbsp;&nbsp;&nbsp;approval. Added "Head of" to same limits as Senior Manager. </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> March 13, 2014 </td> <td> Appendix 4 (Bulk Credit & Debit Limits)&nbsp;&nbsp;&nbsp;BU&nbsp;&nbsp;&nbsp;approval. Added Finance Country CFO to same limits as Senior Director. </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> March 13, 2014 </td> <td> Section 3.1 (Bulk Credits) &gt; Definition. Removed "Credit requests for multiple seller accounts Or multiple credits for a single seller account" and added "Credit requests for over 500 items. Credit requests for multiple items sold for an amount exceeding \$2,500. Credit requests for multiple seller accounts with a minimum of 25 accounts." </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> December 3 2013 </td> <td> Section 1.1&nbsp;&nbsp;&nbsp;Credit Documentation requirements&gt;allowed. Added "By selecting the appropriate rationale when issuing a Transactional credit in the Billing Hub, you will not fail an audit for documentation reasons. If there is no rationale because the reason you are issuing the credit is outside of the rationale we have designed, please contact your team leader and provide the details." </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> December 3 2013 </td> <td> Section 1.1&nbsp;&nbsp;&nbsp;Credit Documentation requirements&gt;Restricted. Added Most commonly used process for documentation is CAAART for approval. Email approval is acceptable. See TOPIC1229, Courtesy/on hold documentation is required when the credit is over \$5&lt;br&gt; Section1.1 Credit Documentation requirements&gt;Restricted. Added Approval requirements&nbsp;&nbsp;&nbsp;Courtesy credits require additional approval documentation if: (such as CAAART) if the credit is:&lt;br&gt; Over your credit limit (see appendix 1.0 for credit limit)&lt;br&gt; On hold/suspended over \$5&lt;br&gt; 2nd Courtesy credit within 30 days over \$5&lt;br&gt; 3 or more

courtesy credits within 30 days<br> \*All Kenan/Wacko credits require a CAAART </td>  
</td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> December 3 2013  
</td> </td> Section 2.1 Customer Service Credits (Manual)>definition, added<br>  
Specific credit policies (2.1 2.6) should be exhausted before using educational credits.<br>  
Educational credits should be exhausted before using courtesy credits. </td> </td> Mary  
Guilfoyle </td> </tr> </tr> <td colspan="2"> December 3 2013 </td> </td>  
Section 2.2 Promo and Marketing. Removed Off-site promotion details for Merchant support from  
whole section as these will be included in a new section. </td> </td> Mary Guilfoyle  
</td> </tr> </tr> <td colspan="2"> December 3 2013 </td> </td> Section  
2.2 Promo and Marketing>Credit Type updated from Item level credit Or Account level credit in  
case of subscription, direct debit, or late payment fees. To Transaction/item Level Credit for crediting  
any impacted item fee, subscription fee, or early termination fee </td> </td> Mary Guilfoyle  
</td> </tr> </tr> <td colspan="2"> December 3 2013 </td> </td> Section  
2.2 Promo and Marketing>Credit Code, updated from Reason 31  Promotional/Marketing to  
Promotional/Marketing (31) Used for item fee credits. Promo: General (110) Used for subscription  
fee credits. </td> </td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2">  
December 3 2013 </td> </td> Section 2.2 Promo and Marketing>allowed. Regional  
exception added Regional exception:<br> (India) Promotional/Marketing Indian  
Credits<br> FVF credits for unfulfilled PaisaPay Transactions or International Listing Fees (ILF)  
credits should be issued through Promotional/Marketing (item level). These are specific to the Indian  
market only and must be approved by a Billing Head of department (FVF credits) or Paisa Pay  
manager (ILF). </td> </td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2">  
December 3 2013 </td> </td> Section 2.2 Promotional and  
Marketing>allowed. Scenario deleted Scenario 1: Customer requests a credit because their rate  
card/contract set up was delayed so they did not receive their preferential rate as a result. This  
credit should be issued as promotional/marketing and requires Finance & BU approval as it



relates to an off-site promotion. & new scenario added Scenario 2 :A seller didnt receive a promotional email but a friend forwarded one to him, he listed items and thought they would get the promo price. They called in and the teammate wants to issue a credit. This credit should be issued as promotional/marketing since the customer misunderstood the promotional terms.

Mary Guilfoyle	December 3 2013
Section 2.2 Promotional and Marketing	Restricted. Deleted The Business Operations Team process all manual bulk promotional credits for CS Special pricing for individual sellers or special promotional pricing structures for vendors can only take place if the contract is compliant with the FAP. Off-site promotional contracts must include: promotion start date, BU/finance approval & signature
Mary Guilfoyle	December 3 2013
Section 2.2 Promotional and Marketing	Not allowed. Added Subscription credits issued not using the subscription tool without including a valid reason why it couldnt be used in the documentation. (example: receiving a tool error) and removed Scenario 1: Customer requests a credit for an on-site promotion that he should have qualified for. Teammate checks the account and finds that he should indeed have qualified and find that this is related to a bug. The credit should be issued as a big credit including the validated bug number.
Mary Guilfoyle	December 3 2013
Section 2.7 Educational Credits	definition. Added 2 examples to help determine if a second education credit is valid.
Example 1	Customer requests a credit for a shop subscription fee as he was unaware of the fee but has already received an Education credit for a cancelled transaction in the last 18 months. This is an Education credit as these are 2 different credit situations.
Example 2	Customer requests a credit for a subtitle fee as he was unaware of this fee but he already received an Education credit in the last 18 months for being unaware of the reserve price fee. This is an Education credit as these are 2 different credit situations (unaware of 2 different fees)
Mary Guilfoyle	December 3 2013

</td> <td> Section 2.7 Education Credits<br>Credit Type updated from "All fees" to "Transaction/Item Level Credit for crediting any impacted item fee, subscription fee, or early termination fee.<br>Account Level Credit for crediting any impacted Late Payment Fee or Returned Item Fee.<br>Please note that Education credits only apply to eBay fees. Any non-eBay fee, including USPS and FedEx shipping label, may not be credited under the Education credit code. Please look to the Courtesy credit policy and use discretion when encountering this type of credit request." </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> December 3 2013 </td> <td> Section 2.7 Education Credits<br>Credit Code Updated from "Education (9), Account Level Education Unexpected Item Fee (28)" to "Education (9) Used for item fee credits and early termination fee credits.<br>Education (Subscription) (94) Used for subscription fee credits.<br>Education: Unexpected item fee (3015) Used for account level credits.  (Will be renamed Account level education)<br>Education: AMP set-up Used for direct pay returned item fee (RIF) when using direct debit (account level credit)<br>Account level should only be used when it is not possible to credit using item level." </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> December 3 2013 </td> <td> Section 2.7 Education Credits<br>allowed. Stating that the examples are not an exhaustive list </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> December 3 2013 </td> <td> Section 2.7 Education Credits<br>allowed.  Example "using an APM eg.Direct Debit successfully " updated to " a direct pay returned item fee (RIF) when using direct debit (account level credit)" & added example "late payment fees (account level credit)" </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> December 3 2013 </td> <td> Section 2.7 Education Credits<br>allowed. Added details of ETFs, ETF section has been removed & the details integrated into Education & Courtesy sections<br> "Regional: (US only) - ETF (Early Termination Fees) exist when a customer terminates a yearly store subscription early.  To receive an Education credit, seller must have cancelled their Store within 30 days of

the date of Store opening (otherwise must be issued through Courtesy Credit) and must have a valid business reason for canceling citing factors beyond customer control for example (not an exhaustive list):<br> :<br> Extreme situations outside customer's control e.g. Customer warehouse is destroyed by fire/water/natural disaster<br> Out of use Store due to:<br> -Military reason<br> -Long-term illness<br> -Unsuccessful cancellation of a previous Store (original request failed due to customer/system error)<br> -Deceased customer<br> -Other reasons such as<br> ----Seller learns their business is seasonal (confirm by checking account sales)<br> ---Drop in sales (confirm by checking account sales have significantly dropped)

Accounts with evidence of credit abuse are not eligible for courtesy credit. Credit Abuse may be defined by checking the documentation history and frequency of previous credits issued. To issue a Transaction level credit for an ETF, always use the Seller Account Activity section of the billing hub."

Mary Guilfoyle	
December 3 2013	Section 2.7 Education Credits Restricted. Added "Additional credits for the same educational situation within 18 months should use courtesy and discretion should be used."
Mary Guilfoyle	
December 3 2013	Section 2.7 Education Credits Not Allowed. Updated section from "Credit for same situation in the same 18 month period  Sold Items with indexing delay (items must be ended by the seller to qualify)" plus scenario to  "Crediting of:  non eBay fees such as shipping label fees (example: FedEx and USPS)  item fees when an eMBG case occurs (Courtesy credit must be used)  site bug/issues not validated by eWatch (must credit under Courtesy with discretion)  Sold Items with indexing delay where the item was not ended by the seller  ETFs without validating that customer was affected by a reason outside of their control/ETFs for customers with evidence of credit abuse as defined by checking the documentation history & frequency of previous credits issued.  ETFs when canceling their subscription beyond 30 days from opening their store.  Site issues not validated by eWatch must use courtesy not education"

Mary Guilfoyle		December 3 2013
Section 4.2 Direct pay returned item fees		Credit Code. Added "Account Level Education Unexpected Item Fee (28). (This credit will be renamed to Account Level Education in the future.)"
Mary Guilfoyle		December 3 2013
Section 2.8 Courtesy Credit		definition changed from "Courtesy credits may be granted for situations when credit is warranted and you have exhausted all other credit reasons (for example education, bug, 12hr etc) Use good judgement. Additional credits for the same educational situation within 18 months should be considered under courtesy and discretion should be used." To "Courtesy credits may be granted for situations when credit is warranted and you have exhausted all other credit reasons (for example education, bug, 12hr etc) Use good judgement. Additional credits for the same educational situation within 18 months should be considered under courtesy and discretion should be used."
Mary Guilfoyle		December 3 2013
Section 2.8 Courtesy Credit		Credit Type changed from "All" to "Transaction/Item Level Credit for crediting any impacted item fee, subscription fee, or early termination fee. Account Level Credit for crediting any impacted Late Payment Fee, Returned Item Fee , cost of item (when the transaction cannot go through the eMBG claim process) and non-eBay fees (such as USPS or Fedex Shipping labels)"
Mary Guilfoyle		December 3 2013
Section 2.8 Courtesy Credit		Credit Code updated from "Courtesy (23)" to "Courtesy (23) Used for item fee credits and early termination fee credits. Courtesy (101) Used for subscription fee credits. (always use the subscription tool) Courtesy (3010) Used for account level credits. Account level should only be used when it is not possible to credit using item level."
Mary Guilfoyle		December 3 2013
Section 2.8 Courtesy Credit		allowed updated from "Sellers may request a courtesy credit as a final resolution when all other appropriate channels of

crediting have been exhausted. Business units may also request a courtesy credit on a customer's behalf. The following criteria apply to courtesy credits:<br> Documentation must be placed on the account explaining why the credit is being granted. The note must describe the specific situation. For example, "Seller made an error in the listing," is not sufficient. The exact error must be described.<br> Approval levels apply to all courtesy credits (see Appendix 1 for courtesy credit limits). Approval thresholds are determined by:<br> Job title<br> Seller's billing currency<br> From November 5, 2013, CS teammates can issue a courtesy credit (where valid) up to \$5/5 in situations where a member is on-hold or suspended for non-payment, or is requesting a 2nd courtesy credit within 30 days without approval. Please note: Item credits still need to be done as item level.<br> eBay collection point (UK only): In situations where an issue is deemed to be the fault of Argos or the Carrier, Courtesy Credits (item level) can be issued to sellers back their FVF. From November 15th, any FVF credits in relation to eBay collection point will be exempt from the approval requirement for second and subsequent courtesies. To make this as clear as possible for audits all FVF credits issued in relation to eCP transactions will be documented with the following  
"\*Transaction was part of eBay Collection Point Process, issuing FVF credit as buyer was refunded under eBP case ID 5000XXXXX\* no further approval required"<br> I have included an example below however this is not an exhaustive list:<br> Item lost in store - In this scenario the seller has handed the item to UPS who have in turn successfully delivered the item to the store. After scanning into the store the buyer is notified to collect. When the buyer arrives at the store the item cannot be found and eBay CS confirms this with Argos. At this point eBay will refund the buyer by opening, escalating and closing an INR case and hold the seller accountable. A trace will then be requested by Argos to have the item found and returned to the seller. In this case the sale is in effect cancelled and a FVF reversal should be completed.<br> Exception for credit training: For new hires applying for test credits at item level, these may be applied using the courtesy code, since item level is not available for test credits right now. This is intended as an interim solution until test credit can be created at item level. Please ensure that the credit is noted as follows: New Hire

training test credit.<br> Courtesy credit for on hold/suspended customers up to and including \$5<br> Courtesy credits may be processed for seller fees related to eBP. (Claim payouts are not possible to credit as the business has decided against a claim payout via the eBP process.) They can be applied for:<br> Credit for item value when the transaction cannot go through the eBP claim process e.g. buyer/seller had a poor experience and courtesy credit is required as a goodwill gesture<br> Credit for item fees associated with an eBP claim<br> Courtesy credits can be done for bankruptcy as long as the required mac note is left (see screenshot below). There must be a mandate from the legal/litigation team. Normal credit limits and approvals are not required. However, approval must be provided from the legal/litigation team. The mac note template below must be left. (Screen shot removed due to space issues) Scenarios:<br> Scenario 1: Customer selected feature first accidentally when listing and has already had an Education credit in the last 18 months. Courtesy credit must be applied. "<br> To<br> "The following credit situations are a selection of examples encountered, this is not an exhaustive list: (see appendix 1 & 5 for limits & approval section for approval process) valid courtesy credits approved via CAAART when required - please refer to the approval section for more information on approval requirements<br> site bug/issues not validated by eWatch<br> seller fees related to eMBG. (excludes item value and eBay reimbursement charges for eMBG claims, see not allowed for more details)<br> cost of item (when the transaction cannot go through the  eMBG claim process) may be issued at account level only (in extreme escalations only, eg. OOTP, legal, Senior Management)<br> Non-eBay fee credits such as Fed Ex label fees when the estimate and actual are significantly different. Consult your Leader before issuing as non-eBay fee. Credits should be rare and discretion should be used.<br> valid subscription credits using the subscription credit tool or using a different tool but documenting a valid reason why the subscription tool could not be used (for example: "receiving an error from the subscription tool so couldn't use it")<br> bankruptcy credits where legal have requested/approved the credit. Normal credit limits/approval are not required. The mac note below must be left.<br>  (screenshot removed due to space

issues)<br> Regional<br> (US only) ETF (early Termination Fee) credits when the customer cancelled their yearly subscription fee later than 30 days of store opening (If&nbsp; within 30 days, use education credit). Customer must have must have a valid business reason for canceling citing factors beyond customer control for example (not an exhaustive list): Extreme situations outside customer's control e.g. Customer warehouse is destroyed by fire/water/natural disaster<br> Out of use Store due to:<br> Military reason<br> Long-term illness<br> Unsuccessful cancellation of a previous Store (original request failed due to customer/system error)<br> Deceased customer<br> Other reasons such as Seller learns their business is seasonal (confirm by checking account sales)<br> Drop in sales (confirm by checking account sales have significantly dropped) To issue a Transaction level credit for an ETF, always use the Seller Account Activity section of the billing hub Regional<br> (UK only) eBay collection point : In situations where an issue is deemed to be the fault of Argos or the Carrier, Courtesy Credits (item level) can be issued to sellers back their FVF. Any FVF credits in relation to eBay collection point will be exempt from the approval requirement for second and subsequent courtesies. Normal approvals apply for on hold/suspended accounts & above limit credits. To make this as clear as possible for audits all FVF credits issued in relation to eCP transactions will be documented with the following "\*Transaction was part of eBay Collection Point Process, issuing FVF credit as buyer was refunded under eBP/eMBG case ID 5000XXXXX\* no further approval required"<br> I have included an example below however this is not an exhaustive list:<br> Item lost in store - In this scenario the seller has handed the item to UPS who have in turn successfully delivered the item to the store. After scanning into the store the buyer is notified to collect. When the buyer arrives at the store the item cannot be found and eBay CS confirms this with Argos. At this point eBay will refund the buyer by opening, escalating and closing an INR case and hold the seller accountable. A trace will then be requested by Argos to have the item found and returned to the seller. In this case the sale is in effect cancelled and a FVF reversal should be completed. Scenarios:<br> Scenario 1: Customer selected subtitle accidentally when listing and

has already had an Education credit in the last 18 months for adding subtitle. Courtesy credit must be applied.<br> Scenario 2: Sellers transaction was unsuccessful due to eMBG claim so she requests a credit for seller fees (excludes item value as this is an eMBG decision based on evaluation. </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> December 3 2013 </td> <td> Section 2.8 Courtesy Credit<br>Approval. New Approval section added "he following Courtesy Credits require CAAART approval or email approval in mac note (which must be left by the approver) when CAAART is not possible: When the amount is over the issuers limit<br> When issuing a 2nd or subsequent credit within 30 days<br> Exception: no approval is needed for 2nd courtesy credits customers up to/including \$5/5 (see appendix 5 for other currencies). Normal approvals apply for subsequent courtesy credits)<br> When the account is on hold/suspended<br> Exceptions:<br> Valid credits for on hold/suspended customers for up to/including \$5/5 (see appendix 5 for other currencies) do not require approval<br> Collections CS teams may issue courtesy credits to suspended accounts without Team Leader approval when the customer is suspended for non-payment and the credit amount is within the employee credit limit. <br> The following criteria apply to courtesy credits:<br> Approval levels apply to all courtesy credits (see Appendix 1 & 5 for courtesy credit limits). Approval thresholds are determined by:<br> Job title<br> Seller's billing currency<br> Category of the item" </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> December 3 2013 </td> <td> Section 2.8 Courtesy Credit<br>New Approved section added. "The following Courtesy Credits require CAAART approval or email approval in mac note (which must be left by the approver) when CAAART is not possible: When the amount is over the issuers limit<br> When issuing a 2nd or subsequent credit within 30 days<br> Exception: no approval is needed for 2nd courtesy credits for on hold/suspended customers up to/including \$5/5 (see appendix 5 for other currencies). Normal approvals apply for subsequent courtesy credits)<br> When the account is on hold/suspended<br> Exceptions:<br> Valid credits for on hold/suspended customers for up to/including \$5/5 (see



appendix 5 for other currencies) do not require approval

Collections CS teams may issue courtesy credits to suspended accounts without Team Leader approval when the customer is suspended for non-payment and the credit amount is within the employee credit limit.

The following criteria apply to courtesy credits:

Approval levels apply to all courtesy credits (see Appendix 1 & 5 for courtesy credit limits). Approval thresholds are determined by:

Job title

Seller's billing currency

Category of the item"

Mary Guilfoyle

December 3 2013

Section 2.8 Courtesy Credits

Restricted. Removed "Seller accounts may only receive one courtesy credit per 30 days. Exceptions must be approved by a Supervisor, and any exceptions above the Supervisor credit limit must be approved by the appropriate job level. Exceptions only apply up to supervisor level, so managers wishing to apply credit twice in 30 days are not subject to additional approval, provided it is within their credit limit. Courtesy credits cannot be issued to a past due, on hold or suspended account unless they are approved by a Supervisor - no exceptions. Credits above the Supervisor amount threshold must also be approved by the appropriate job level."

and "eBay Australia permits courtesy credits for AU suspended accounts up to \$8 AUD, once per customer"

added "Valid courtesy credits (2nd Courtesy Credits within 30 days) for up to/including \$5/5 (see appendix 5 for other currencies) do not require approval

Regional: (UK only)

eBay collection point : When an issue is deemed to be the fault of Argos or the Carrier, Courtesy Credits (item level) can be issued to sellers back their FVF. Any FVF credits in relation to eBay collection point will be exempt from the approval requirement for second and subsequent courtesies. Normal approvals apply for on hold/suspended accounts and above limit credits."

Mary Guilfoyle

December 3 2013

Section 2.8 Courtesy Credits

Not allowed. Updated from "Accounts cited for seller non-performance in the past 60 days are not eligible for courtesy credit.

Accounts with evidence of credit abuse. Credit Abuse may be defined by checking the documentation history and frequency of previous credits issued.

eBay and PayPal Buyer Protection

Courtesy credits are not permitted for claim payouts related to eBP or PayPal Buyer Protection claims (No Exceptions!) Credits issued for eBP claim Value when the customer's eBP claim was denied by eBay (these should never be credited as the business experts have decided not to payout the claim)<br> Credits issued for item value when the item may be eligible for eBP pay out but CS did not refer the case to eBP for review (CS must refer the claim for review by eBP first! If denied it is not eligible for credit, if approved, eBP take care of the payout)<br> Bank account overdraft fees incurred by customer error are not eligible for courtesy credit. They are not charged by eBay so they may not be credited.<br> Scenarios:<br> Scenario 1: Customer requests second Courtesy within 30 days and Teammate doesn't receive approval<br> Scenario 2: Customer requests a credit that is over the Teammate's limit and he / she doesn't receive approval"<br> To<br> "Courtesy credits are not permitted:<br> Above your limit without approval<br> 2nd Courtesy credit above \$5/5 within 30 days without approval (such as through CAAART)<br> for claim payouts related to eMBG or PayPal Buyer Protection claims. Credits issued for eMBG claim Value when the customer's eMBG claim was denied by eBay (these should never be credited as the business experts have decided not to payout the claim)<br> for item value when the item may be eligible for eMBG pay out but CS did not refer the case to eMBG for review (CS must refer the claim for review by eMBG first! If denied it is not eligible for credit, if approved, eMBG look after the payout) for bank account overdraft fees incurred by customer error. They are not charged by eBay so they may not be credited.<br> (US only) ETF credits without a valid business reason<br> for eMBG (eBP) reimbursement charges these are owned by a specific team & are crediting automatically<br> CS Seller Appeal Team who place automated credits for these. Subscription credits issued not using the subscription tool without including the reason why it couldn't be used in the documentation Scenarios:<br> Scenario 1: Customer requests a credit that is over the Teammate's limit and he / she doesn't receive approval<br> Scenario 2: Customer requests second Courtesy above \$5/5 within 30 days and Teammate doesn't receive approval" </td> </td> Mary Guilfoyle </td> </tr>

<p>December 3 2013 Created Section 5.0 Merchant Development Credits. Added Section 5.1 Promotional Credits.</p>		<p>Mary Guilfoyle</p>
<p>December 3 2013 Appendix 5. Updated Dollar TW from \$5 to \$150.</p>		<p>Mary Guilfoyle</p>
<p>December 3 2013 Appendix 5. Renamed from Courtesy Credits for on hold suspended for non payment to \$5 or equivalent Courtesy Credit Limits for on hold/suspended.</p>		<p>Mary Guilfoyle</p>
<p>December 3 2013 Section 2.1 Site issues/Bug</p>		<p>Mary Guilfoyle</p>
<p>In the definition section this information was added to the end of the definition: Site issues not validated by eWatch must use courtesy Under Credit Type this information was removed: Item level credit Or Account level credits may be issued for subscription, direct debit or late payment fees. And replaced with: Transaction/Item Level Credit for crediting any impacted item fee, subscription fee, or early termination fee. Account Level Credit for crediting any impacted Late Payment Fee or Returned Item Fee and non-eBay fees (such as USPS or Fedex Shipping labels, and item value for non-eMBG transactions.)</p>		
<p>December 3 2013 Under "Allowed" the word Annotated was replaced with Documented At the bottom of this section this additional info was also added: Description bug: Customers description of listing did not show up Includes end auction style early fee Under Credit Code This information was removed: Site Bug General (3) Bug UPI/Cancelled Transaction (63) And was replaced with: Site Bug General (3) Used for item fee credits. Bug UPI/Cancelled Transaction (63) Used for Final Value Fee credits when the bug in question is impacting the UPI/Cancel Transaction process. Issue: Bugs General (104) Used for subscription fee credits. Issue: Bugs General (3022) Used for account level credits. - Account level should only be used when it is not possible to credit using item level.</p>		<p>Mary Guilfoyle</p>

colspan="2"> December 3 2013 </td> <td> Under Restricted this clarification was added: We do not credit the value of the item<br> Site issues not validated by eWatch must use courtesy In the Not Allowed this additional clarification was added Subscription credits issued not using the subscription tool without including a valid reason why it couldnt be used in the documentation. (e.g., receiving a tool error) </td> <td> Mary Guilfoyle </td> </tr>  
</tr> <td colspan="2"> December 3 2013 </td> <td> Section 2.3 Buyer error<br>definition. Added "Buyer error reason code should be exhausted before moving to Education, If the definition is not as above or the above criteria is not met, then move to evaluate Education." </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> December 3 2013 </td> <td> Section 2.3 Buyer error<br> Under Credit Type it was added:<br> Transaction/Item Level Credit for crediting any impacted item fee; only Final Value Fees may be credited.<br> And this was removed:<br> Item credit for final value fee Under Credit Code removed: Buyer Error UPI/Cancelled Item (119) Added:<br> Buyer Error UPI/Cancelled Item (119) Used for Final Value Fee credits. Under Allowed removed:<br> Seller must have followed UPI/CTR policy rules </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> December 3 2013 </td> <td> Section 2.4 Seller error: item ended within 12 hours<br>Restricted. Added "FVF 12 hr credits where the item was bid on. The seller still has to pay the FVF if there is a bid on their item if they have already used the 1 free FVF credit for ending an item early.<br> 12 hours must be eliminated before moving to Education credits and then Courtesy credits for consideration." </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> December 3 2013 </td> <td> Section 2.4 Seller error: item ended within 12 hours<br>Credit Type, updated to state "Transaction Level Credit for crediting any impacted item fee, subscription fee, or early termination fee." </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> December 3 2013 </td> <td> Section 2.4 Seller error: item ended within 12 hours<br>Credit Code, updated text to "12 Hour (50) Used for

item fee credits." Under "Allowed" the following information added:<br> "Sell Your Item feature (Simple and Advanced form)"<br> <br> Under "Allowed" the following information was deleted:<br> "eBay Stores" </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> December 3 2013 </td> <td> Under the "Restricted" section the following information was added:<br> <br> FVF 12 hr credits where the item was bid on. The seller still has to pay the FVF if there is a bid on their item if they have already used the 1 free FVF credit for ending an item early 12 hours must be eliminated before moving to Education credits and then Courtesy credits for consideration </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> December 3 2013 </td> <td> Section 2.5 Damaged/Destroyed Item Credits Under the Credit Type section> Removed:<br> Item fee credit for listing fees And Added: <br> Transaction Level Credit for crediting any impacted item fee; only listing fees may be credited. This includes the end auction style early fee. Under the Credit Code, Removed><br> Damaged/Destroyed Item (21) And Added>  Damaged/Destroyed Item (21) Used for item fee credits.<br> Under the Allowed added> Crediting end auction style early fee. Under "Not Allowed" added><br> "Cancelled Transaction" </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> December 3 2013 </td> <td> Section 2.6 TnS Credits<br> Under "Credit Type" Removed><br> Item level<br> Account level credit<br> <br> Added> <br> Transaction Level Credit for crediting any impacted item fee, subscription fee, or early termination fee.<br> Account Level Credit for crediting any impacted Late Payment Fee or Returned Item Fee.<br> <br> Under "Credit Code" Added> <br> TnS General (7) Used for item fee credits and early termination fee credits. TnS policy : fraud / account takeover (113) Used for subscription fee credits. TnS policy : (3043-3050) Used for account level credits.<br> - Account level should only be used when it is not possible to credit using item level. Under "Allowed" Added><br> The following criteria must be met:<br> Automatic credits were not applied at the point of suspension/ended listing

early&lt;br&gt; Trust & Safety teams have annotated the seller account per Trust & Safety procedures and for item level credits, will have annotated the items in remove content MAC notes.

REGIONAL&lt;br&gt; &lt;br&gt; Removed&lt;br&gt; The following criteria must be met:&lt;br&gt;

 Automatic credits were not applied at the point of suspension/ended listing early&lt;br&gt;

Trust & Safety teams have annotated the seller account per Trust & Safety procedures&lt;br&gt; &lt;br&gt; Under "Restricted" added at the end&gt; (Restrictions above do not apply to ATO or Fraud related TnS action). Under Not Allowed Added&lt;br&gt; &lt;br&gt;

Subscription credits issued not using the subscription tool without including a valid reason why it couldnt be used in the documentation. (example: receiving a tool error)&lt;br&gt;  &lt;br&gt;

Account level should only be used when it is not possible to credit using item level; the reason for crediting at account level should then be documented appropriately.&lt;br&gt;  &lt;br&gt;

Scenario&lt;br&gt; Scenario 1: Several items were removed by TnS. However, one of the items was not documented by TnS in the MAC note. The customer is asking for a credit for this undocumented item. CS must contact TnS to add a MAC note to the account with the item number that was removed by TnS. After a MAC note has been entered, the credit may be issued within policy. Issuing a credit before the MAC note is entered by TnS is against policy. &lt;/td&gt; &lt;td&gt; Mary Guilfoyle

&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td colspan="2"&gt; December&nbsp;3 2013 &lt;/td&gt; &lt;td&gt;

Section 2.7 Education Credits&gt;Credit Type. Added "When issuing a Late Payment Fee Credit under education please choose adjustment types Invoice Credit (-3) or Invoice Credit (VAT will not be included) (-19) in the tool in order to be able to select education." &lt;/td&gt; &lt;td&gt; Mary Guilfoyle &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td colspan="2"&gt; December&nbsp;3 2013 &lt;/td&gt; &lt;td&gt;

&lt;td&gt; Section 4.3 Kenan Credits&gt;Allowed.&lt;br&gt; &lt;br&gt; Removed:&nbsp; "WACKO Final Value Fees are processed by the BOPs team, who can be contacted at: &lt;a target="\_blank"&gt;DL-eBay-GBAC-BillingOpsCN&lt;/a&gt;" &lt;/td&gt; &lt;td&gt; Mary Guilfoyle

&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td colspan="2"&gt; December&nbsp;3 2013 &lt;/td&gt; &lt;td&gt;

Section 2.8 Courtesy Credits&nbsp;&gt; Restricted:&lt;br&gt; &lt;br&gt; Updated "Collections CS

teams may issue Courtesy credits to suspended accounts without Team Leader approval when the customer is suspended for non-payment and the credit amount is within the employee credit limit" to read&nbsp;"Collections CS teams may issue Courtesy credits to suspended accounts without supervisor approval when the customer is past due / on hold / suspended for non-payment and the credit amount is within the employee credit limit. Supervisor approval is required for all other circumstances" &lt;/td&gt; &lt;td&gt; Mary Guilfoyle &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td colspan="2"&gt; December&nbsp;3 2013 &lt;/td&gt; &lt;td&gt; 2.5 Damaged or Destroyed Item Credits &gt;&nbsp;Allowed:&lt;br&gt; &lt;br&gt; Added:&lt;br&gt; "Crediting the item value" &lt;/td&gt; &lt;td&gt; Mary Guilfoyle &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td colspan="2"&gt; December&nbsp;3 2013 &lt;/td&gt; &lt;td&gt; Section 2.4 Seller error:item ended within 12 hours&gt;Definition. Added "Seller error credits may be issued for subscription fees when the seller cancelled the new subscription within 12 hours" &lt;/td&gt; &lt;td&gt; Mary Guilfoyle &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td colspan="2"&gt; December&nbsp;3 2013 &lt;/td&gt; &lt;td&gt; Section 2.4 Seller error: item ended within 12 hours&gt;Allowed. Added "The following are a selection of examples commonly encountered; this is not an exhaustive list. Seller error credits may be issued: for subscription fees when the seller cancelled the new subscription within 12 hours, when the seller used one of the features / tools below and ended their listing or set of listings within 12 hours of the listing start time." &lt;/td&gt; &lt;td&gt; Mary Guilfoyle &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td colspan="2"&gt; December&nbsp;3 2013 &lt;/td&gt; &lt;td&gt; Section 2.4 Seller error: item ended within 12 hours&gt;Not Allowed. Added "Subscription credits issued not using the subscription tool without including a valid reason why it couldnt be used in the documentation (e.g., receiving a tool error)" &lt;/td&gt; &lt;td&gt; Mary Guilfoyle &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td colspan="2"&gt; December&nbsp;3 2013 &lt;/td&gt; &lt;td&gt; Section 2.7. Education Credits &gt; Not Allowed.&nbsp;Added "Subscription credits issued not using the subscription tool without including a valid reason why it couldnt be used in the documentation (e.g., receiving a tool error)" &lt;/td&gt; &lt;td&gt; Mary Guilfoyle &lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td colspan="2"&gt; December 10 2013

&td&gt; Appendix 4: Bulk Credit & Debit limits&gt;Definition & Non Courtesy.  
Added&nbsp; for site incidents that "Bug ticket number is always required for Bug credit" &td&gt;  
&td&gt; Mary Guilfoyle &td&gt; &tr&gt; &tr&gt; &td colspan="2"&gt; December 10 2013  
&td&gt; &td&gt; Appendix 4: Bulk Credit & Debit limits. Removed last sentence: "All  
transactions over \$2 million require approval from Finance VP/CFO responsible for Marketplaces,  
PayPal, and Corporate Centers." &td&gt; &td&gt; Mary Guilfoyle &td&gt; &tr&gt; &tr&gt;  
&td colspan="2"&gt; December 10 2013 &td&gt; &td&gt; Section 3. Billing Operations Credits  
&td&gt; allowed. Replaced DL "DL-Revenue-Accounting-Services" with "DL-MP-EU\_Credits\_Approval"  
&td&gt; &td&gt; Mary Guilfoyle &td&gt; &tr&gt; &tr&gt; &td colspan="2"&gt; November  
14 2013 &td&gt; &td&gt; Section 2.11 Courtesy&td&gt;allowed. eBay Collection Point added that  
2nd and subsequent Courtesy credit do not require approval and must include the following  
documentation "\*\*Transaction was part of eBay Collection Point Process, issuing FVF credit as buyer  
was refunded under eBP case ID 5000XXXXX\* no further approval required" &td&gt; &td&gt;  
Mary Guilfoyle &td&gt; &tr&gt; &tr&gt; &td colspan="2"&gt; October 28 2013 &td&gt;  
&td&gt; Courtesy Credits: Added "eBay collection point: In situations where an issue is deemed to  
be the fault of Argos or the Carrier, Courtesy Credits (item level) can be issued to sellers back their  
FVF. The following documentation should be left \*\*Transaction was part of eBay Collection Point  
Process, issuing FVF credit as buyer was refunded under eBP case ID 5000XXXXX\*\*" &td&gt;  
&td&gt; Mary Guilfoyle &td&gt; &tr&gt; &tr&gt; &td colspan="2"&gt; October 21 2013  
&td&gt; &td&gt; Section 2.10 &td&gt;&nbsp;Definition. Updated "Returned Item Fees"&td&gt;to  
"Direct pay return item fees".&td&gt; Added "direct pay returned item fee" in Allowed. &td&gt;  
&td&gt; Mary Guilfoyle &td&gt; &tr&gt; &tr&gt; &td colspan="2"&gt; October 16 2013  
&td&gt; &td&gt; Section 2.2 Promo &td&gt; Marketing &td&gt; Restricted. Added that "no more than  
1 credit per 18 months can be issued for on-site promotions" &td&gt; &td&gt; Mary Guilfoyle  
&td&gt; &tr&gt; &tr&gt; &td colspan="2"&gt; October 16 2013 &td&gt; &td&gt; Section  
2.2 Promo &td&gt; Marketing &td&gt; Allowed. Added UK &td&gt; DE Financial Approval contacts



Country Head of Financial Planning & Analysis for UK/DE promotions and copy (cc) Fritz Von Hardenberg & Mary Guilfoyle

October 16 2013

Section 2.2 Promo & Marketing & Definition. Added definitions of on-site/site promotion and off-site promotion and adjusted wording

Mary Guilfoyle

October 16 2013

Section 2.2 Promotion & Marketing & Allowed. Added scenarios: "Scenario 1: Customer would like a credit because their rate card/contract set up was delayed so they did not receive their preferential rate as a result. This credit should be issued as promotional/marketing and requires Finance & BU approval as it relates to an off-site promotion.<br> Scenario 2: Customer requests a credit as he believes he listed his item in the correct category to qualify for an on-site promotion but he actually misunderstood the terms & the listing didn't qualify. The credit should be issued as promotional/marketing and does not require Finance/BU approval as it relates to an on-site promotion."

Mary Guilfoyle

October 16 2013

Section 2.2 Promotion & Marketing & not allowed. Added scenario "Customer requests a credit for an on-site promotion that he should have qualified for. Teammate checks the account and finds that he should indeed have qualified and find that this is related to a bug. The credit should be issued as a big credit including the validated bug number."

Mary Guilfoyle

October 16 2013

Appendix 1 Courtesy Credit Limits. Following leadership title changes, supervisors are now referred as team leaders, update made to reflect this in the Courtesy Limits table. Team leads have been removed.

Mary Guilfoyle

October 16 2013

Section 2.7 Education & allowed. Added 3 new examples "Difficulty with late payment fees" and "Difficulty with End auction listing fees early and "Difficulty with Final Value Fees

Mary Guilfoyle

October 16 2013

Section 2.7 Education & allowed.  Added scenarios "Scenario 1<br> Customer

requests credit for a shop subscription fee since she was not using her account for selling. She just mistakenly subscribed to a Basic Shop and was charged. Scenario 2 Customer requests a credit as he accidentally listed his item in the wrong category." </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> October 16 2013 </td> <td> Section 2.7 Education & allowed.  Updated example "Difficulty with shop subscription fees from account level to subscription level </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> October 16 2013 </td> <td> Section 2.7 Education & not allowed. Added scenario: "Customer requests a credit as he has listed an item in the wrong category. The Teammate checks and finds that he already received an Educational credit for this reason within the last 18 months. This credit cannot be issued through the Education code" </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> October 16 2013 </td> <td> Section 2.7 Education & not allowed. Difficulty with shipping FVFs moved up underneath "Difficulty with FVFs" as these reads more clearly for Teammates </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> October 16 2013 </td> <td> Section 3.1 Bulk Credits & Allowed section. Added the following contact for approvals to be sent to: UK / ROE: Pete Wood, DE: Denis Ranke, For anything director and above, please send to the same people but cc: UK: Paolo Levoni, DE Roger Rabalais </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> October 16 2013 </td> <td> Section 3.1 Bulk Credits. Updated name to include debits, too. In allowed section, included debits in the approval process and credit limit references </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> October 16 2013 </td> <td> Section 2.9 and Section 2.11. Courtesy Credits. Changed section identifier for Courtesy Credits, making it Section 2.11.  It was previously identified as Section 2.9. Moving Courtesy Credits to 2.11 allows Courtesy Credits to maintain its position towards the end Section 2.0. </td> <td> Tanya Harris with Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> October 16 2013 </td> <td> Section 2.9.  Added new tab within Section 2.0.  2.9 Motors

Credits (Manual)	Mary Guilfoyle
October 16 2013	
Section 2.10. Added new tab, called "2.11 RIF / Direct Debit"to Section 2 Customer Service Credits.	
Mary Guilfoyle	
October 16 2013	
Section 2.11 Courtesy Credits > Allowed. Moved the following text from not allowed to allowed section "Courtesy credits may be processed for seller fees related to eBP. (Claim payouts are not possible to credit as the business has decided against a claim payout via the eBP process.)"	
Mary Guilfoyle	
October 16 2013	
Section 2.11 Courtesy Credits > Allowed. Added that bankruptcy credits may be applied in the following situation "Courtesy credits can be done for bankruptcy as long as the required mac note is left (see screenshot below) There must be a mandate from the legal/litigation team. Normal credit limits and approvals are not required. However, approval must be provided from the legal/litigation team."	
Mary Guilfoyle	
October 16 2013	
Section 2.11 Courtesy Credits > Allowed. Added that bankruptcy credits may be applied in the following situation "Courtesy credits can be done for bankruptcy as long as the required mac note is left (see screenshot below) There must be a mandate from the legal/litigation team. Normal credit limits and approvals are not required. However, approval must be provided from the legal/litigation team."	
Mary Guilfoyle	
October 16 2013	
Section 2.11 Courtesy Credits > Allowed. Added situations in which a credited related to eBP seller fees can be done "Credit for item value when the transaction cannot go through the eBP claim process e.g. buyer/seller had a poor experience and courtesy credit is required as a goodwill gesture. Credit for item fees associated with an eBP claim" and Section 2.11 Courtesy Credits > not allowed added "Credits issued for item value when the item may be eligible for eBP pay out but CS did not refer the case to eBP for review (CS must refer the claim for review by eBP first! If denied it is not eligible for credit, if approved, eBP take care of the payout)"	
Mary Guilfoyle	
October 16 2013	
Section 2.11 Courtesy Credits > Allowed. Added scenario: "Customer selected feature first accidentally when listing and has already had an Education credit in the last 18 months. Courtesy credit must be applied."	
Mary Guilfoyle	
October 16 2013	
Section 2.11 Courtesy Credits > Not allowed. Added scenarios: "Scenario 1:	

Customer requests second Courtesy within 30 days and Teammate doesn't receive approval

Scenario 2: Customer requests a credit that is over the Teammates limit and he/she doesn't receive approval" </td> </td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> October 16 2013 </td> </td> Section 2.11: Courtesy Credits > Allowed. Added details of \$5 Courtesy Credit change "From November 5, 2013, CS teammates can issue a courtesy credit (where valid) up to \$5/5 in situations where a member is on-hold or suspended for non-payment, or is requesting a 2nd courtesy credit within 30 days without approval. Please note: Item credits still need to be done as item level" </td> </td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> October 16 2013 </td> </td> Section 2.12: Kenan Credits.  Added new section, 2.12 Kenan Credits. </td> </td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> October 16 2013 </td> </td> Appendix 4 Bulk Credits - Added bulk debits to be included in the approval process and limits. </td> </td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> October 16 2013 </td> </td> Section 7 Policy Exceptions. \$5 Courtesy pilot end date changed from July 1, 2013, to running definitely and removed that only a specific team can authorize them. </td> </td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> October 16 2013 </td> </td> Appendix 5 Courtesy Credits:  Added new appendix, Appendix 5 Courtesy Credits. </td> </td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> October 16 2013 </td> </td> Section 7.0 > Approved.  Removed Credit Code, Policy Exception for Subscription Credits for Education & Courtesy content, and images.  </td> </td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> September 4 2013 </td> </td> Section 7.0. Updated Future State, changing "It will be available in the drop-down menu in August 2013" to "It will be available in the drop-down menu in the future." </td> </td> Tanya Harris with Jeannine Hill </td> </tr> </tr> <td colspan="2"> August 16 2013 </td> </td> Section 1.1 Documentation requirements, stated that fee name is not required for direct debit or late payment fees since these are issued at

account level and required appropriate code usage and documentation details </td> <td>  
Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> August 16 2013 </td>  
<td> Section 2.1 Site bug - added account level credits under credit types: Account level credits  
may be issued for subscription, direct debit or late payment fees. </td> <td> Mary Guilfoyle  
</td> </tr> </tr> <td colspan="2"> August 16 2013 </td> <td> Section 2.2  
Promo & Marketing updated to clarify that BU & Finance Approval is need to non-site  
promotions and "Promotional Credits for eBay Site Promotions may be granted to sellers who  
misunderstood promotional terms and subsequently did not qualify for promotional credits." Added  
to allowed section. In credit type section added that an account credit can also be done "Account  
level credit in case of subscription, direct debit or late payment fees" </td> <td> Mary  
Guilfoyle </td> </tr> </tr> <td colspan="2"> August 16 2013 </td> <td>  
Section 2.3 Definition updated to state "Unpaid item credits may be issued to sellers when buyers  
allow Unpaid item disputes to expire.<br> Cancelled transaction credits may be issued to  
sellers when buyers reject a mutual cancelled transaction request.<br> Please refer to  
Topic2185 for further information" </td> <td> Mary Guilfoyle </td> </tr> </tr>  
<td colspan="2"> August 16 2013 </td> <td> Section 2.7 The following example was  
added to the allowed section: "Difficulty with shop subscription fees (account level)" </td>  
<td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> August 16 2013 </td> <td>  
<td> Section 7 Added details of subscription credits for education and courtesy  
asking for these credits to be done using an account level credit rather than subscription tool credits  
& including screenshots </td> <td> Mary Guilfoyle </td> </tr> </tr> <td colspan="2"> August 16 2013 </td> <td> Appendix section, appendices 1. Added UK  
BSR to credit limit of 50 for Courtesy Credits </td> <td> Mary Guilfoyle </td> </tr> </tr>  
<td colspan="2"> August 26 2013 </td> <td> Section 2.5 Damaged or  
Destroyed Item Credits, added additional wordin in bold to Not Allowed section "Listing fee credits  
for any ended items with successful bids (i.e.: no transactions, no purchases) no exceptions"

</td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> August 26 2013 </td> <td> Section 3.0 Allowed. Added a note to the allowed section "Please include DL-Revenue-Accounting-Services on all approval requests" </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> August 26 2013 </td> <td> Section 4.7 WACKO Item Credits, added the following details to definition section "These credits should only  be processed by the Billing Operations team. If you encounter a WACKO that needs a credit, please contact the Billing Operations team.<br> In house teammates please email DL-eBay-GBAC-BillingOpsCN<br> Out sourced teammates, please email DL-eBay-GBAC-BillingOpsCN" </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> June 18 2013 </td> <td> Section 3, Restricted section updated to state that Finance will be notified through automated reporting of credits 50k+/unusual credits. </td> <td> Mary Guilfoyle </td> </tr> <tr> <td colspan="2"> June 11 2013 </td> <td> Section 2.8 ETF Policy, updated Credit Code policy with the following sentence, "Fee type shown on accounts that have received Early Termination Fees: Account level, Store Early Termination Fee(ETF)." </td> <td> Jeannine Hillen </td> </tr> <tr> <td colspan="2"> June 11 2013 </td> <td> Section 3.0 name changed from "Business Operations Credits" to "Billing Operations Credits." </td> <td> Jeannine Hillen </td> </tr> <tr> <td colspan="2"> June 11 2013 </td> <td> Section 3.1, the following text was added to the Allowed section "Approval limits apply to all bulk credits. Approval thresholds are determined by credit type and credit dollar value. Business unit for any bulk credit over \$1,000. Finance approval is required for any credit over \$5,000. (see Appendix 4 for bulk credit approval limits)." </td> <td> Jeannine Hillen </td> </tr> <tr> <td colspan="2"> June 7 2013 </td> <td> Appendix 4, Bulk Credit Limits, Finance Country Manager Credit Limit changed from \$50,000 - \$100,000 to \$50,000 \$250,000 and VP limit changed from \$100,000 \$2,000,000 to \$250,001 \$2,000,000. </td> <td> Jeannine Hillen </td> </tr> <tr> <td colspan="2"> June 7

2013 &td&gt; &td&gt; Section 2.9 Courtesy Credits, Not Allowed section updated to add more details relating to eBP claims, stating that Courtesy credits are not permitted for claim pay-outs related to eBP or PayPal Buyer Protection claims (No Exceptions!) &td&gt; &td&gt; Jeannine Hillen &td&gt; &td&gt; &td colspan="2"&gt; May 25 2013 &td&gt; &td&gt; Appendix 4&nbsp;replaced with Bulk Credit Limit Details. &td&gt; &td&gt; Jeannine Hillen &td&gt; &td&gt; &td colspan="2"&gt; May 23 2013 &td&gt; &td&gt; Section 7 moved example for Courtesy Pilot to Allowed section. &td&gt; &td&gt; Jeannine Hillen &td&gt; &td&gt; &td colspan="2"&gt; May 23 2013 &td&gt; &td&gt; Section 2.8 removed details of item levels credit as these will all be done through account level. &td&gt; &td&gt; Jeannine Hillen &td&gt; &td&gt; &td colspan="2"&gt; May 3 2013 &td&gt; &td&gt; Added to section 2.6 that VAT fees generated due to TnS activity may be credited back outside the standard VAT process. Since the items did not actually sell, we can apply the TnS general credit code for VAT-related credits if they are linked to TnS items. &td&gt; &td&gt; &nbsp;Mary Guilfoyle &td&gt; &td&gt; &td colspan="2"&gt; May 3 2013 &td&gt; &td&gt; Section 2.4 wording updated to clarify that item needs to be both ended and using one of the tools on the list &td&gt; &td&gt; Mary Guilfoyle &td&gt; &td&gt; &td colspan="2"&gt; May 1&nbsp; 2013 &td&gt; &td&gt; ETF section added to section 2.8 &td&gt; &td&gt; Jeannine Hillen &td&gt; &td&gt; &td colspan="2"&gt; Apr 9 2013 &td&gt; &td&gt; Added policy exception for courtesy credits for section 7.0 which started on April 1 2013 &td&gt; &td&gt; Jeannine Hillen &td&gt; &td&gt; &td colspan="2"&gt; Apr 8 2013 &td&gt; &td&gt; Added clarification on Shipping Final Value fees to the Education section 2.7 "Difficulty with shipping final value fees. Examples include but are not limited to: Customers who were not aware eBay charge a final value fee for shipping." &td&gt; &td&gt; &nbsp;Jeannine Hillen &td&gt; &td&gt; &td colspan="2"&gt; Apr 8 2013 &td&gt; &td&gt; Added new policy section 7.0 Policy Exceptions &td&gt; &td&gt; &nbsp;Jeannine Hillen &td&gt; &td&gt; &td colspan="2"&gt; Apr 8 2013 &td&gt; &td&gt; Added new example to the

Education Section 2.7 Listing fees have been added as a category for crediting based on feedback from the audit team	Jeannine Hillen	Apr 1 2013	Removed Finance approval from courtesy credit policy section "Any credit over US\$1000 or international equivalent requested by a business unit must also be approved by the AG Finance department in Bern." This has been removed as we are putting an automatic notification process in place for the finance team. All credits over 30,000 dollars will trigger an automatic notification to the finance team
	Jeannine Hillen	Apr 1 2013	Removed manual Finance notification for bulk credits over \$30, 000. We will build this notification into the automatic process for credits over 30,000 dollars. Automatic notification to the finance team will be generated for all credits over \$30,000
	Jeannine Hillen	Mar 19 2013	Updated Section 4.1 Relisted Item information updated with exclusions. Some listing formats are excluded from automatic credit by the system
	Jeannine Hillen	Mar 13 2013	Appendix 4: Bulk Credit limits. Updated with finance approvals to match CS approvals. Bulk credit requests require Finance approval before processing
	Jeannine Hillen	Mar 11 2013	Appendix 1: Courtesy Credits. OOTP credit limits have been aligned with TCC as an interim solution while we are working on a global credit limit review. This action has been taken as OOTP do not currently have a credit limit assigned.
	Jeannine Hillen	Mar 6 2013	Section 2.2 Promotional Credits. Through credit case calibration we determined that promotional credits for eBay-site promotions make better sense to credit using the promotional/marketing credit code, rather than courtesy. So the correct process will be to issue promotional credits for customers who misunderstood on-site promotion terms using the promotional/marketing credit code. Seller are eligible to receive promotional credit for this reason once per 18 month period



	Jeannine Hillen	Mar 6 2013	
	Section 2.7 Educational Credits. We have added examples into the educational portion of the policy to bring the policy to life. The examples are intended to illustrate correct policy application. They are not intended to be an exhaustive list. Any listing feature or tool is still eligible for educational credit.	Feb 27 2013	Updated Section 1.1 Credit Documentation Requirements. Removed the following documentation requirement "exact problem experienced by the customer." We agreed with the audit team that this is redundant information, since the reason for the credit is already required and the reason/problem are always the same thing.
	Jeannine Hillen	Feb 21 2013	
	Section 2.3 removed the word "accidentally" and sentence "For cases when a buyer agreed to mutual UPI, the final value fee may be manually credited to the seller"	Feb 21 2013	
	Mary Guilfoyle	Feb 21 2013	
	Section 2.8 Courtesy, has been updated with details on test crediting at item level for training purposes. During credit training courtesy credits may be applied for testing the crediting process on test accounts.	Feb 13 2013	
	Jeannine Hillen	Feb 13 2013	
	2.3 Section Title amended to include UPI and Cancelled Transaction	Feb 13 2013	
	Jeannine Hillen	Feb 13 2013	
	Educational credit reason code added for account level subscription credits. The correct code to use is Education unexpected item fee (28)	Feb 13 2013	
	Jeannine Hillen	Feb 13 2013	
	Educational credit section updated to mention any listing tool rather than a listing tool. This is for clarification purposes only. All listing tools have always been covered and will remain covered.	Feb 13 2013	
	Jeannine Hillen	Feb 13 2013	
	Updated section 4.5 Test Listing, to remove item level credit code for		

manual test listings. Manual Test listing credits are no longer able to be credited at item level. These should be issued under account level credit code Fiscal Policy: Test Listing (1701) &td&gt; &td&gt; Jeannine Hillen&nbsp; &td&gt; &td&gt; &td colspan="2"&gt; Feb&nbsp;8 2013 &td&gt; &td&gt; Following the Item Credit Reason Code Reduction efforts, reason codes have been reduced from 47 to 12. The policy has been updated today to reflect these changes. &td&gt; &td&gt; Jeannine Hillen&nbsp; &td&gt; &td&gt; &td colspan="2"&gt; Feb&nbsp;8 2013 &td&gt; &td&gt; Adding the following note to the courtesy credit limits in Appendix 1: UK Billing teammates have a historical agreement in place whereby a £50 limit applies. This excludes BSR teammates. &td&gt; &td&gt; Jeannine Hillen&nbsp; &td&gt; &td&gt; &td colspan="2"&gt; Feb&nbsp;8 2013 &td&gt; &td&gt; Removed fee specification from Education Section 2.7 whereby it was previously specified that all listing/fvf/subscription/direct debit fees qualified for educational credit. This has now been replaced with "all fees." &td&gt; &td&gt; Jeannine Hillen&nbsp; &td&gt; &td&gt; &td colspan="2"&gt; Feb&nbsp;4 2013 &td&gt; &td&gt; Added the following text to section 1.1 Credit Documentation Requirements: Fees and item numbers "must be manually added to documentation annotation when not automatically provided in tags." &td&gt; &td&gt; Jeannine Hillen&nbsp; &td&gt; &td&gt; &td colspan="2"&gt; Dec 31 2012 &td&gt; &td&gt; Summary of policy changes taking effect on Jan 1 2013: Timeframe for educational credit eligibility & seller error credit eligibility has been changed from once per seller account lifetime, to once per 18 month period; Eligibility for educational and seller error credits have been extended to include credit for the seller's first unsuccessful experience - rather than the seller's first experience; Credit reason code simplification, unused codes have been removed; Destroyed item policy has been expanded to also cover damaged items; bulk crediting has been extended to cover multiple accounts as well as multiple items; All bug credits require a validated bug ticket number in all cases and this has been clarified within the new policy; UPI Buyer Error credits have been renamed as Buyer Error: UPI Credit to avoid confusion with the UPI policy section; Site outage credits have been archived as they are no

longer in mainstream use; GB&P related policy sections will be relocated to the GB&P Credit Policy Supporting Procedures page which is currently under development &td> &td>

Jeannine Hillen&nbsp; &td> &td> &td colspan="2"> Dec 31 2012 &td> &td>

&td> First Publication of New Global Credit Policy. The new policy takes effect from Jan 1 2013 and includes key changes based on feedback from CS & Audit teams &td> &td>

Jeannine Hillen&nbsp; &td> &td> &td> &td> &nbsp; &nbsp;

&td>&td>GUIDE.SUMMARY &td>&td> &td>&td>1.&nbsp;&td>&td>

[&td>&td>2.&nbsp;&td>&td>](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#_Toc453533708)

[&td>&td>3.&nbsp;&td>&td>](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#_Toc453533709)

[&td>&td>4.&nbsp;&td>&td>](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#scope)

[&td>&td>4.1&nbsp;&td>&td>](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#procedure)

[&td>&td>4.2&nbsp;&td>&td>](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#_Toc453533710)

[&td>&td>4.3&nbsp;&td>&td>](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#_Toc453533712)

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&td>&td>4.4&nbsp;&td>&td>

[&td>&td>4.5&nbsp;&td>&td>](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#_Toc453533714)

[&td>&td>4.6&nbsp;&td>&td>](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#_Toc453533715)

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1506&ViewLocale=en\\_US#Roles-Respons](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#Roles-Respons)&gt;Roles &nbsp;Responsibilities&lt;/a&gt;&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt;5. &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#governance"&gt;Governance&lt;/a&gt; &lt;/ul&gt; &lt;/li&gt;5.1 &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#Review-appr"&gt;Review and approval&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;5.2 &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#Doc-control"&gt;Document control&lt;/a&gt;&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt;6. &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#\_Toc453533716"&gt;Appendix Related Documents&lt;/a&gt; &lt;/ul&gt; &lt;/li&gt;6.1 &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#\_Toc453533717"&gt;Bug&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;6.2 &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#\_Toc453533717b"&gt;System Limitation/Product Gap (2.0 Sellers ONLY)&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;6.3 &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#\_Toc453533718"&gt;Unpaid Item (UPI)/Canceled Transaction&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;6.4 &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#\_Toc453533719"&gt;Misunderstood Promo/Marketing&lt;/a&gt;&lt;/li&gt; &lt;/li&gt;6.5 &lt;a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#\_Toc453533720"&gt;Promo/Marketing credits - Merchant&lt;/a&gt;&lt;/li&gt;

<li>6.6 <a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#\_Toc453533722">Trust & Safety (TnS)</a></li> <li>6.7 <a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#\_Toc453533723">Test Account</a></li> <li>6.8 <a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#\_Toc453533724">Courtesy</a></li> <li>6.9 <a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#Onetime">One-time Courtesy for Payment Disputes (2.0 Sellers Only)</a></li>

<li>6.10 <a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#twelvehour">12 Hour</a></li> <li>6.11 <a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#\_Toc453533726">VAT (Value Added Tax) or GST (Goods and Services Tax)</a></li> <li>6.12 <a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#charitycredits">Charity Credits</a></li> <li>6.13 <a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#\_TocNew1">Extenuating Circumstances</a></li> <li>6.14 <a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#wackoadd">Wacko add back</a></li> </ul> </li> </li></a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#\_Toc453533728">Appendix 2: Courtesy and Extenuating Circumstances credit limits</a></li> </li></a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1506&ViewLocale=en\_US#\_Toc453533729">Appendix 3: Merchant credit limits</a></li> </li></a

[href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1506&ViewLocale=en\\_US#\\_Toc453533730"](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#_Toc453533730)>Appendix 4: VAT (Value Added Tax) or GST (Goods and Services Tax) approval limits</a></li> </li></a>

[href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1506&ViewLocale=en\\_US#Appendix5"](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#Appendix5)>Appendix 5: Related Documents and Policies</a></li> </li></a>

[href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1506&ViewLocale=en\\_US#Appendix6"](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#Appendix6)>Appendix 6: Non-GSD Credit Types</a></li> </li></a>

[href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1506&ViewLocale=en\\_US#Appendix7"](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#Appendix7)>Appendix 7: Policy Exceptions</a></li> </li></a>

[href="https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1506&ViewLocale=en\\_US#Appendix8"](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1506&ViewLocale=en_US#Appendix8)>Appendix 8: Acronyms</a></li> </li></ul> </h2>