

Transaction defect report

GUIDE.SUMMARY What New transaction defect report available to eBay sellers. Sellers will be able to:

- View the transactions in which they had defects.
- Use different filters to identify specific issues and view their defects more easily.
- Click on the relevant defect and reach a page with more information (return details, case details, etc.).
- Download a report with additional details for further investigation and documentation.
- Create reports for previous evaluations to identify performance trends.

[View defects eBay removed](http://pages.ebay.com/sellerinformation/seller-protection/defect-removal.html) (<http://pages.ebay.com/sellerinformation/seller-protection/defect-removal.html>)

GUIDE.TALKING_POINTS Overview

- Reports are updated daily in conjunction with the dashboard
- Seller can download a defect report with closed cases and canceled transactions or a late shipment report which includes all shipments considered late
- To get the most details, sellers can download a report including details such as buyer User ID, Item ID, and much more
- Available filters
- Defect report

You're be able to sort and filter the available information by:

- Program - US, UK/IE, DE,AT,CH and Global programs
- Evaluation - Month for the evaluation period
- Defect type
- Late shipment rate
- Evaluation Period
- Regions
- Carrier says late delivery
- Buyer says late delivery
- Late shipments remove

Defects counted versus defects not counted You can view the complete list of

defects counted against you and those we removed. Defects/late shipments that were counted are marked with an orange dot; defects or late shipments that were removed are grey. Click on the grey dot to see a small pop up window with the date the defect or late shipment was removed. </h2><h2>GUIDE.INSTRUCTIONSTEPS_TO_RESOLVE Steps to view and download your full transaction defect report Go to your Seller dashboard

(https://sellerstandards.ebay.com.au/dashboard). Select the program you'd like to view (US, UK/IE, DE/AT/CH or Global). Select Transaction defect rate or Late shipment rate. Click Get full report. Steps to customize and download a report Go to your Seller Dashboard (https://sellerstandards.ebay.com.au/dashboard). Select Transaction defect rate or Late shipment rate and click Get full report. Select the evaluation period and region. Set the available filters (transaction defect type / transactions with defects / transactions removed). Click Update. To download the report as a CSV file, click Download. Steps to see monthly breakdown of all your seller performance metrics Go to your Seller dashboard (https://sellerstandards.ebay.com.au/dashboard). Select the program you'd like to view (US, UK/IE, DE/AT/CH or Global). Scroll down and click See monthly breakdown to see a breakdown of all your seller performance metrics by month (defect rate, late shipment, transactions and sales).

Steps to generate a custom report Go to your Seller Dashboard.
 Click Get Report Click Download to download a report in CSV
format Note: Depending on the amount of data requested, the downloading
process might take up to a few hours. If this is the case, sellers get the following message:
Steps to view cases closed without seller resolution Open the Transaction Defect
Report and filter for Cases closed without seller resolution.

 Click Update. This will display all cases that are counting against the
seller. If the seller would like more details regarding the case, then continue. Click
on the dot under the "Cases closed without seller resolution" column for any item.

 Click See details. This will display the case details for that transaction.

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