

OOTP Contacts & Letters / Hardcopies

<h2>GUIDE.SUMMARY New guide for both OOTP and Letters/Hardcopies</h2><h2>GUIDE.DETAILED_INFORMATION <h3>OOTP

Contacts / Reaching out to Office of the President</h3> OOTP Contacts / Reaching out to

Office of the President
 The main task of Office of the President (OOTP) is to deal with

Executive escalations and complaints.

 What does OoTP deal with?

 Yes: Official legal inquiries coming directly from: Consumer regulatory

bodies, Lawyers, Legal referrals, Privacy Office, ADA concerns, Better Business Bureau (BBB),

Attorney General (AG) Requests sent directly to eBay CEO, President, SR VP,

VP. Requests from Marketing or Public Relations (PR). Requests

from Consumer Organizations. Requests from Regulatory Organizations.

 No: General escalations.

Documenting and Reassigning SRs Read OOTP SR Notes carefully to determine

if the re-contact should be reassigned to OOTP or handled through the regular channels.

Note: If an account has an OOTP flag, all contacts should be reassigned to OOTP.

 Example OOTP Notes: "OOTP keeping ownership of the case" the

OOTP teammate will handle with the re-contacts sent in relation to this case.

"OOTP ownership not required" CS to handle further appeals.

Do not provide the OOTP email address to customers. The Office of the President team works

executive referrals so customer who write in receive an auto response by our system directing

him/her to contact Customer Service. This is internal information only.

 OOTP

Internal Contact Email Addresses US Office of the President

ootp@ebay.com UK Office of the President ootpuk@ebay.com

DE Office of the President ootpde@ebay.com FR Office of the President

ootpfr@ebay.com IT Office of the President ootpit@ebay.com ES

Office of the President ootpes@ebay.com NL Office of the President

ootpnl@ebay.com APAC Office of the President (China, Hong Kong, Taiwan, Japan, Thailand, Singapore, Vietnam, Indonesia) APAC_OOTP@ebay.com India Office of the President OOTM@ebay.com Korea Office of the President gmarket@corp.gmarket.co.kr and information@auction.co.kr Australia Office of the President ootpau@ebay.com The main task of Office of the President (OOTP) is to deal with Executive escalations and complaints.

 What does OoTP deal with?

 Yes: Official legal inquiries coming directly from: Consumer regulatory bodies, Lawyers, Legal referrals, Privacy Office, ADA concerns, Better Business Bureau (BBB), Attorney General (AG) Requests sent directly to eBay CEO, President, SR VP, VP. Requests from Marketing or Public Relations (PR). Charity requests. Requests from Consumer Organizations. Requests from Regulatory Organizations. No: General escalations.
 Documenting and Reassigning SRs Read OOTP SR Notes carefully to determine if the re-contact should be reassigned to OOTP or handled through the regular channels. Note: If an account has an OOTP flag, all contacts should be reassigned to OOTP.
 Example OOTP Notes: "OOTP keeping ownership of the case" the OOTP teammate will handle with the re-contacts sent in relation to this case. "OOTP ownership not required" CS to handle further appeals.
 Do not provide the OOTP email address to customers. The Office of the President team works executive referrals so customer who write in receive an auto response by our system directing him/her to contact Customer Service. This is internal information only.

 OOTP Internal Contact Email Addresses

 US Office of the President ootp@ebay.com
 UK Office of the President ootpuk@ebay.com
 DE Office of the President ootpde@ebay.com
 FR Office of the President ootpfr@ebay.com
 IT Office of the President ootpit@ebay.com
 ES Office of the President ootpes@ebay.com
 NL Office of the

President ootpnl@ebay.com
 APAC Office of the President (China, Hong Kong, Taiwan, Japan, Thailand, Singapore, Vietnam, Indonesia) APAC_OOTP@ebay.com
 India Office of the President OOITM@ebay.com
 Korea Office of the President gmarket@corp.gmarket.co.kr and information@auction.co.kr
 Australia Office of the President ootpau@ebay.com <h3>Letters / Hardcopies (UK FRITES DE only)</h3> Letters / Hardcopies (UK FRITES DE only)
 From June 2018: general customer support queries and complaints letters will be reassigned by OOTP to Customer Support teams Hardcopy letter guidelines for CS teammates: Thank the customer for taking the time to write to us Address the customers individual concerns, and resolve their issues Check recent SRs: If the customer didn't attempt to resolve this issue with Customer Support previously: educate the customer on how they can contact us via phone/email/live chat for a more timely response in the future If the OoTP mail address was incorrectly provided to the customer, please flag this with your Team Leader or Coach Example: there was no Team Lead approval to provide the address. Another example: There are no notes/email content indicating that the customer specifically requested the CEO, or an Executive
 Dont: Close the SR as a duplicate without responding, even if the customers issue has been resolved in the meantime Its important that we acknowledge receipt of the letter, and thank them for contacting us Reassign hardcopy letters to OOTP without your Team Lead approval and a detailed note confirming why the issue could not be resolved by Customer Support </h2>