

Transaction holds

GUIDE.SUMMARY What Transaction holds are a program with eBay to help sellers learn best selling practices while at the same time reducing loss and risk for eBay. We have transaction holds for a number of reasons, but the simplified view for customers is if they ship on time, upload tracking information, and accurately describe their listings, they may experience fewer holds or less time having their money held. This is an overview of transaction-based holds we apply to sellers on eBay. We have two types of transaction holds:

- Risk based - Impacts new sellers, casual sellers, high-value items, or poor performing sellers
- eMBG/Dispute based - Holds place once case/dispute opened in order to minimize loss should a refund be required to the buyer

Transaction holds are different from payout blocks. They are at a transaction level, triggered at the time of checkout - Sellers can still receive payouts but have the proceeds from some transactions on hold. Risk-based transaction holds Transaction holds benefit both buyers and sellers by increasing trust and encouraging selling practices that promote successful order fulfillment. This in turn minimizes the risk of eBay Money Back Guarantee claims being opened for the order, as well as the possibility of you receiving late delivery defects or other buyer complaints. You can also learn more easily how to adhere to our seller performance standards, expected of all eBay sellers. In some circumstances you can have the funds released quicker by uploading valid tracking to the order. The maximum time we will hold the funds from a transaction is 30 days after the estimated delivery date. Once the funds are released, they will move into your available balance and be paid out in the next payout.

GUIDE.RELATED_LINKS

Help pages

- <https://www.ebay.com/help/selling/getting-paid/getting-paid-items-youve-sold/payments-hold-managed-payments-seller?id=4816> Payments on hold
- <https://www.ebay.com/help/selling/getting-paid/getting-paid-items-youve-sold/payments-hold-managed-payments-seller?id=4155> Payment holds on your sold items

Related articles

href="http://cskb.vip.ebay.com/csskbapp/art?page=content&id=GUIDE1726"

target="_blank">Claims Risk Management (CRM) Risky, High Value (HASP) INR Claims, Returns and Reviews </h2></h2>GUIDE.TALKING_POINTS Internal Information Contact best practices Focus on Positive Positioning: Sellers will be frustrated by having their funds held when they expect them sooner. This is especially true of new or infrequent sellers that do not understand how eBay works. We want to change the conversation away from the why this happening to them to why this is beneficial for them. Focus the conversation on the benefits of using best selling practices. They are less likely to have a dispute opened against them, they are less likely to receive negative feedback, and they are less likely to have an eMBG case. Focus on reassuring the seller: Sellers may be concerned as to why they cannot access their funds. They may have concerns about shipping the item when they don't physically have access to the funds. Offer the seller reassurance so they know their funds are safe and will eventually be released to their available funds. Avoid early resolution on these calls: Focus on why these types of holds will help a seller, not the reasons the holds exist. When dealing with a sellers money, it can already be a frustrating situation for them. If you tell them, No, we cant release these, 30 seconds into the call, its more likely to escalate. Speeding through a resolution on these contacts will almost always make the call longer for you and the customer. Take your time to make sure you bring the customer along for the journey as you help them understand why we are holding the funds, what they can do to receive their funds earlier, and when they can expect to receive them. Remind the seller that their money is secured, and we are waiting for the relevant time that they are waiting for their funds. While there is no magic release button to give the customer their money, they may have missed tracking upload, the systems might not have updated it automatically for them, or they may have forgotten to mark

the item as shipped, all of which will delay the release of their funds.

Use empathy:

Having funds held can be disappointing and frustrating. If you as an employee sell on eBay, you know that when you were new to the site and your funds were held, it could put an unexpected delay on plans for those funds.

Sellers have those same feelings about holds, and they need your help to understand how to receive their funds the most quickly and how to ensure that their funds are released more quickly in the future.

Be an advocate for the policy while also empathizing. Trust the process and the site functionality with trust that these holds are in place to protect buyers and sellers.

I am a brand new seller, why are you holding my funds?

I understand your concern. Let me reassure you that this is completely normal and happens to all new sellers on eBay. We place a hold on the funds received to ensure that the buyer receives their order and is satisfied. We want to ensure that both you and your buyer experience a safe and smooth transaction.

If you have not shipped the item already, I would recommend you purchase an eBay shipping label to ship the item as soon as you can. It is also important to upload the tracking details to the buyer's order, this will ensure you don't experience future delays in the funds being released to your available balance on eBay. Adding tracking details to the order will also keep the buyer updated on where their order is.

I have no money to ship the item because you're holding my funds. What am I supposed to do?

The first sales will be held but then, the more you ship and mark items as dispatched, the more you will see the holds reduced/removed. You will need to be prepared to ship the item even when funds are held. Some sellers have purchased shipping labels on alternative sites that would support deferred invoicing/payment, which may be worth researching to help you with this situation.

I am a returning seller with a history of sales, why are you holding my funds?

Firstly, allow me to welcome you back to eBay. Let me reassure you that all new and returning sellers experience temporary holds on their funds. We place holds on funds received to ensure that the buyer receives their order and is satisfied. We also want to ensure that both you

and your buyer experience a safe and smooth transaction. If you have not shipped the item already, I would recommend you purchase an eBay shipping label to ship the item as soon as you can. It is also important to upload the tracking details to the buyer's order, this will ensure you don't experience future delays in the funds being released to your available balance on eBay. Adding tracking details to the order will also keep the buyer updated on where their order is.

Why are my funds showing on hold?

We hold funds temporarily for numerous reasons, on any transaction type, primarily for new sellers, in order to encourage best selling practices and to ensure both the buyer and the seller have a safe and smooth transaction.

I can reassure you that the hold is temporary and you will receive the funds into your available balance once the release date has passed and your buyer has not reported any issues with their item.

Once you build up an established good selling history on eBay, you will be less likely to experience payment holds.

Why are my funds showing on hold? Internal Information

(HIGH_RISK_TXN)

For certain high priced items, or items that are unusual to the selling history of the account, we want to ensure enough time for the buyer to receive and inspect the item before the funds become available to you. This ensures that there are no issues with the transaction.

I can reassure you that the hold is temporary. You will receive the funds into your available balance once the release date has passed and the buyer has not reported any issues with their order.

Why are you unable to release my funds early? Internal Information

(Max_Day Holds, High_ASP Holds)

For certain high priced items, or items that are unusual to the selling history of the account, we want to ensure enough time for the buyer to receive and inspect the item before the funds become available to you. This ensures that there are no issues with the transaction.

I can reassure you that the hold is temporary. You will receive the funds into your available balance once the release date has passed and the buyer has not reported any issues with their order.

I am not happy about this, its my money for my sale, you have no right to

hold it from me! I fully understand your frustration, as you don't have access to your funds right now. Payment holds happen to all sellers at one point, we want to ensure that you and your buyer have a safe and smooth transaction. I can assure you that this is temporary. Your funds will be released after the release date, once your buyer has not reported an issue with their order. There are things you can do as a seller to reduce hold time frames and ensure you get your money as quickly as possible such as: using eBay tracked labels, shipping your item as soon as possible and uploading tracking information to the order. I don't want to use a tracked service, its too expensive! It is completely up to you to decide which shipping method to use. However, we always recommend our sellers to use tracking, as it protects you if a buyer claims they have not received the item. It also builds trust with your buyers and helps ensure you receive your funds as quickly as possible. Internal Information In most cases, once the seller uploads tracking to the site and confirms delivery, the held funds will move to their available balance within one day. Review the full release policy for release triggers. Why are my funds showing a bad buyer experience hold? Internal Information (iCBT_BBE_Holds) We are holding your funds because your account shows some bad buyer experiences within the past 3 months. Your money will be held for 30 days until your accounts performance has improved. You can find your account performance data in the Seller dashboard. What is the bad buyer experience? Internal Information (iCBT_BBE_Holds) Bad buyer experience comes from the number of transactions with Significantly Not as Described, Stock-Out Cancellation, Low Detailed Seller Ratings, Neutral/Negative Feedback. How can I be released from the hold? For GC accounts: We will weekly evaluate your accounts bad buyer experience rate. Once it reaches the standard, your account will be released from this hold. For SEA\IN\Hipo accounts: We will evaluate your accounts bad buyer experience rate after 4 weeks from action. Once it reaches the standard, your account will be released from this hold. How do I know the bad buyer

experience? Sellers can go to the seller dashboard to check the bad buyer experience rate. Here is the link: <https://export.dashboard.ebay.com/> HIPO: <https://export.dashboard.ebay.com/> IN: <https://dashboard.ebay.in/> SEA: <https://dashboard.ebay.com.sg/> GC: <https://cbtreport.ebay.com.hk/>

Is it possible to graduate from transaction hold? Internal Information (Max_Day Holds, High_ASP Holds, HIGH_RISK_TXN, Seller on blocklist) We hold funds for numerous reasons, on any transaction type in order to encourage best selling practices and to ensure both buyer and the seller has a safe and smooth transaction. While there is not a specific way to not be part of these holds, maintaining a consistent selling history, shipping on time with tracking, and ensuring buyer satisfaction may lessen the holds. Remember: these holds are temporary, so if you experience them, be assured that you will always receive the funds once the release date has passed and the buyer has not reported any issues with their order. Why are my funds showing on hold? Internal Information (High_Value_Transaction_Hold) For certain high priced items, we want to ensure there is enough time for the buyer to receive and inspect the item before the funds become available to you. This ensures that there are no issues with the transaction. We recommend adding tracking details to the order for funds to be released sooner. For domestic transactions, the hold will be reviewed between 3-6 days from Delivery Confirmation (DC) or 6-9 days from Estimated Delivery Date (EDD), if tracking is uploaded. CBT orders will be reviewed between 5-8 days from Delivery Confirmation (DC) or 10-13 days from Estimated Delivery Date (EDD). Why are the funds still on hold after I have delivered the item or have a QR code confirming delivery? In some

situations we need to hold funds for longer than delivery confirmation. These holds are generally applied to sellers without established history, listing high-priced items, or with financial instruments we can't fully validate. We need to allow the maximum time for these holds, as claims for these types of transactions come mostly after the delivery or after positive feedback has been received or pickup has been confirmed. The extra time frame allows the buyer to not just receive the item but also ensure that it is as described.

I can reassure you that the hold is temporary. You will receive the funds into your available balance once the release date has passed and the buyer has not reported any issues with their order.

I am not a new seller. Why are my funds on hold?

Holds apply for a variety of reasons, not just for new sellers. If a seller has not sold in a long time, or is selling a high-priced item, or has had a sudden change in seller performance, we may place a hold on the transaction to ensure that the transaction is completed smoothly and there are no concerns with the account.

I can reassure you that the hold is temporary. You will receive the funds into your available balance once the release date has passed and the buyer has not reported any issues with their order.

I have been a customer of eBay for years with a lot of feedback. Why are you holding my funds now?

I understand your concern. I can assure you that this is normal and happens to many sellers on eBay. We evaluate every transaction at the time of checkout and will sometimes place holds to ensure that the transaction is completed smoothly.

If the account or the items sold have changed significantly, we may hold the funds until delivery confirmation plus 24 hours to ensure that sellers will maintain a good level of service with these recent changes.

I can reassure you that the hold is temporary. You will receive the funds into your available balance once the release date has passed and the buyer has not reported any issues with their order.

I am not in a position to change my bank account. How do I get my funds more quickly?

Internal Information (Issue 938/939/967)

Unfortunately, while this bank account is on file, you will be subject to 30-day holds.

eBay is required by regulators to ensure that all

financial instruments used on our site are fully verified with no concerns. There are many different sources from which we may receive information for financial instruments, not just limited to activity on eBay.

- Why was I not informed from the beginning that the amounts could be held? Couldn't you have informed me about this directly when posting/creating the item/offer?
- We notify all users when they are listing their items that funds may be held, we can not say for certain if the funds will be held as a number of factors are taken into account at the time of sale. Upon selling the item your release information will be visible and help pages can be used to gather more detail about the hold types.
- Why cant you check to see that my buyer is happy with the item through the member to member messaging?
- We encourage tracking as a best practice to provide the best customer experience. Providing tracking is also an industry standard. To confirm that the buyer has in fact received the item and to promote the use of tracking we do not use member to member messaging for early releases.
- Providing tracking also helps protect you as the seller from certain types of eMBG claims or payment disputes.
- I can reassure you that the hold is temporary. You will receive the funds into your available balance once the release date has passed and the buyer has not reported any issues with their order.
- On what legal basis are you withholding my money for so long?
- eBay must adhere to certain legal and compliance obligations outlined in our

<https://pages.ebay.com/payment/2.0/terms.html#June2020ManagedPayments>; Payments terms of use, which require us to hold funds in certain circumstances. We must also ensure that eBay remains a safe marketplace for both buyers and sellers, which means we may hold some transactions.

- All eBay policies adhere to regulatory standards.

Why do I have to wait 3 days after I get Delivery confirmation for this order to get my funds released?

- For certain orders, we want to ensure enough time for the buyer to receive and inspect the item before the funds become available to you. The additional time frame ensures protection for not only buyers but also for sellers, who may need to reimburse the buyer or

accept a return. This prevents eBay from trying to charge their reimbursement method or funding instrument, as we already have the funds held that we can use.

- As you continue to establish a good selling history on eBay and follow best selling practices, you will be less likely to hit these holds.

Why did the hold get extended from the original release date?

- This is normal and can happen from time to time to all sellers. We extended your current transaction hold to ensure that the buyer receives the item and is happy.
- I can fully understand that you are eager to receive the funds for your sale. Be assured that the hold is temporary. Your funds will be released once the hold date has passed and your buyer has not reported any issues.

Read our <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1074#RelatedLinks> policy and help pages around payment holds to ensure you get your funds as quickly as possible.

- Holds are placed after an order is confirmed, because our system needs to review and determine whether a hold is required or not. There are many different hold types that are determined by various factors: order, item, sales history, buyer history, price, etc. We provide a maximum release date and once the items are delivered, we can determine if a release is eligible at that stage. In certain cases, and depending on the details and hold reasons, a hold might get extended to after the delivery date.
- If tracking has not yet been uploaded: The date you had been given was prior to you actioning the delivery details. We give an estimated release date until you update the order/sold item. Once that has been completed, the automated system will reassess the criteria connected to the transaction. It will then determine the release date for you.

My item was for local pick up, you can see from the messages that the buyer has picked up the item, why can't you release my funds?

Internal Information

- (Extended hold identified)

It is normal that this hold will stay in place even when your item has been collected. We hold funds for numerous reasons, on any transaction type in order to encourage best selling practices and to ensure both buyer and the seller has a safe smooth transaction.

- I can fully

understand that you are eager to receive the funds for your sale., be assured that the hold is temporary. Your funds will be released once the hold date has passed and your buyer has not reported any issues.

GUIDE.DETAILED_INFORMATION

Internal Information You can identify a transaction is on hold within the Seller Hub. Instead of showing processing, the transaction will show on hold and provide an estimated release date. If it's a claim-based hold, it will have a link to the dispute/claim.

The order details in Seller Hub will also show if a transaction is on hold and will provide an estimated release date and next steps to receive funds quicker (e.g., to ship the item).

Once you have identified it is a transaction hold from reviewing the Seller Hub, you can determine the exact reason for the hold by using View Order Details in Agent Desktop.

Holds with reasons that include Max_Day or High_ASP are always full 30-day holds with no early release triggers with the exception of HR_Bank_Max_Day: these holds can be manually released once compliance completes review and Issue 938/939/967 is closed. These are generally applied to sellers without established history, listing high-priced items, or with financial instruments we can't fully validate. We need to allow the maximum time for these holds, as many claims for these types of items come after the delivery or after positive feedback has been received. The additional time frame ensures protection for not only buyers but also for sellers, who may need to reimburse the buyer or accept a return. This prevents eBay from trying to charge their reimbursement method or funding instrument, as we already have the funds held that we can use.

High_Value_Transaction_Holds are placed on transactions \$5000 or more and potential risk has been flagged. They are different from other transaction holds, because only the CRM team can release funds after completing an account and tracking/shipping/delivery review.

For domestic transactions, High Value Transaction Hold cases are created and reviewed between 3-6 days max of delivery confirmation if the seller uploads tracking, OR within 6-9 days if it is a non-integrated carrier.

For CBT transactions, cases will be created and reviewed between 5-8 days from Delivery Confirmation (DC) or 10-13 days from Estimated Delivery Date (EDD). Bad

Buyer Experience holds In the Greater China/Southeast Asia/India and High Potential regions, Policy will place a hold with the code iCBT_BBE_HOLD for accounts where funds are being held due to bad buyer experience. iCBT_BBE_HOLD: Holds will be placed on GC\SEA\IN\Hipo regions sellers who have transactions showing bad buyer experience. To ensure sellers work hard on product and service quality control to reduce the bad buyer experience rate (BBE), ebay will hold the funds max 30 days for the following transactions without GCX override. English policy page:

Chinese policy page:

Validate tracking information with the actual carrier site
Holds designated as C2C or B2C holds are based on how eBay classifies the account, not how they register on eBay. It is very possible for a customer registered as a business for the purposes of Managed Payments will be classified as a C2C on eBay. This difference is not a reason to release a hold as the hold has been applied correctly. If a seller has been suspended or restricted, the current transactions on hold will default to 30-day holds even if they were not originally max-day or high-asp holds. Restriction/suspension actions will generally block payouts as well, which is a more severe action, but it is important to know that dates that show when funds will be available will change on site. If the restriction/suspension is not appealed, then, even after the 30 days when the funds go into available balance, they will not be sent to the bank if payouts are blocked. Once you identify the type of hold, you can refer to this guide to advise of next steps depending on the hold. Some can be released early by taking certain actions, but others cant. We have a High Risk Workflow as well that may impact transaction holds:

- Risk analyzes banks and routing numbers on a regular basis and where they feel there is risk for eBay they send concerns to our compliance team for review. At this stage, i902 is opened and Payouts are blocked.

Compliance requests documentation to prove ownership of the bank. For High Risk Banks only, a bank statement and photo ID are requested. If the customer provides this, then i902 is closed and no further action is required. GCX only escalates to Compliance when an i902 is opened. Once i902 is closed, the process has moved from Compliance to GCX. If the customer cannot provide the necessary documents to compliance after 3 attempts, Compliance will close the i902 and replace it with an i967. Accounts with a balance of \$1000 or more will receive i217 temporary selling restriction, payout block, 30 day transaction holds, and a SRM case will be opened for manual review. This allows us to limit exposure while we try to remedy elsewhere. Compliance is no longer involved in the process. If SRM confirms no concerns from their review, then they will close the i217 (which unblocks payouts) but the i967 (and 30 day Transaction holds) remain until the bank is changed that bank change has to happen. The SRM Team will email customers after their review to inform them they need to change the bank to remove transaction holds. After the closure of the i217, SRM is no longer involved in the process, so please do not contact SRM once i217 is closed, as they cannot offer any further support. The customers payouts will resume and any available funds will be disbursed, but they will still be under 30 day Transaction holds until they change their bank. When the customer changes their bank and the new bank has passed KYC either via micro deposits, PWMB log-in, or a bank statement remedy (any one of these is sufficient), Issue 967 will close automatically, and future orders will no longer be subject to 30 day transaction holds. For Micro Deposit verification, if Issue 967 is still open: GCX need to ensure that the bank account has passed the basic KYC check and that both debit and credit deposits are passed. All three need to be green before we can close. This can be seen in the KYC timeline of Seller Verification. This step is completed by any Payments GCX Front office Teammate. Once Issue 967 is closed, existing orders will still be subject to 30 day transaction holds, which will be released automatically through normal triggers such as delivery confirmation. These holds do not need to be manually released by GCX. Early release steps and criteria can be found in the Seller Workflow Section. Please note

that for Insufficient_history_MP_14D, only customers using labels on the .com website will have their holds released upon delivery confirmation when using eBay labels.

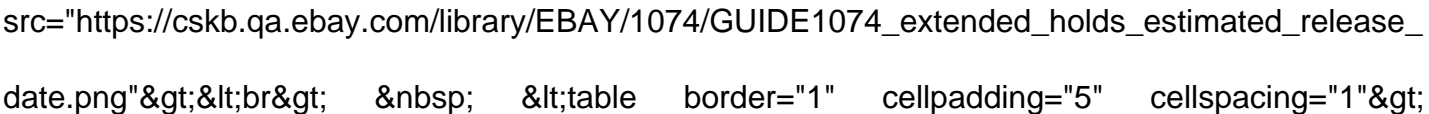
Hold Name	System	Release Triggers
TREAT_NEW_C2C_SELLER	GCX Override	Delivery Confirmation / if there is no DC, it will be released after buyer has left positive feedback / if not, released after max 30 calendar days
CASUAL_SELLER_MP		Eligible for Manual Release
High_ASP_C2C_MAX_DAY		30 Days After Sale
GCX Override		No
HR_Bank_MAX_DAY		Once Compliance Completes Review and issue 938/939/967 is closed.
Insufficient_history_MP		Delivery Confirmation or max 30 days
Insufficient_history_MP_14D		Eligible for Manual Release (See Seller Workflow)
Released after 14 days		Eligible for Manual release (eBay Label only)
NEW_SELLER_MP		Delivery Confirmation
PSA_HOLD		Eligible for Manual Release (See Seller Workflow)
PSA_HOLD		After authentication completed If not authentication, 30 days
Only if authentication was successful		
SELLER_IS_ON_BLOCK_LIST		Delivery Confirmation
Eligible for Manual Release (See Seller Workflow)		
HR_NON-EMBG_CAT		Delivery Confirmation
Eligible for Manual Release (See Seller Workflow)		
AU_Tracking_Hold		See Additional Transaction Holds

for Australian Sellers

See Additional Transaction Holds for Australian Sellers	HIGH_RISK_TXN	Delivery Confirmation + 3 days	Once tracking is uploaded and delivery confirmation is more than 3 days past.	PSA_hold_vault	After authentication completed	If not authentication, 30 days	Only if authentication was completed.	iCBT_BBE_HOLDS	30 days after sale	No GCX override	High_Value_Transaction_Hold	30 Days After Sale	Only by CRM per e2M workflow in
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<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1726>

Extending Holds For any holds, if the seller has long EDD/handling times, or has other risk factors with their transaction or account, hold times may be extended beyond the original timeframes. These mostly cannot be released early. You can identify the language of the hold by reviewing the Release Reason. This reason will usually have some language indicating the release triggers for the hold, or an extended hold. The workflows for extended holds are below. Local pickup items are also subject to extended holds. If a local pickup item has an extended hold, they can not be released early. This can be seen in Release Reason. The updated release date will be in the Estimated Release Date field. Some Extended Holds do not have a manual GCX override. With extended holds, it is important to look at Estimated Release Date to determine what the updated release date is.

			
Release Reason	What else to check	(Delivery method)	Additional Review

Waiting Max Days	Waiting Hold Post DC	Waiting Potential Zipcode Fraud	Waiting Potential DC Fraud
No further research needed	These Release Reasons all identify Extended Transaction Holds	N/A	There is no GCX override
Waiting 14d blanket holds	Local Pick Up	AD Release date is more than 10 days after buyer pays	There is no GCX override.
EDD Is Within 13 days of the buyer paying	Process Manual Release as per the KB guidelines	EDD is past 13 days of the buyer paying	There is no GCX Override
Waiting Risk Issue Open	Seller has open issue in account	issues 172, 233, 188, 580, 540, 122, 123, 419	N/A
There is no GCX override			

*There are two use cases in which a hold is 14 days AND has WAITING_HOLD_POST_DC as a release/extended hold reason:

- There is a long EDD and based on this, the hold is extended beyond 14 days
- OR
- The seller used an eBay printed label and has a high tracking fraud model. In this case, the estimated release date is EDD+3 or DC+3 (instead of DC).
- With this case, we can release early if there is positive feedback from the buyer left AFTER DC

Check the EDD to identify which use case you are reviewing. Additional transaction holds for Australian sellers About this hold type

- AU sellers who have less than 95% valid tracking will have their funds held.

Starting from the end of August 2022, some Greater China business sellers whose item location is in AU will also be subject to the tracking hold.

- The valid tracking metric is explained in the

Seller	Centre:
https://sellercentre.ebay.com.au/tracking/payment-hold-faqs	https://sellercentre.ebay.com.au/tracking/payment-hold-faqs

Hold reason that will show in AD:

AU_Tracking_Hold Release If these sellers upload tracking, the funds will be released upon acceptance scan. We do not need confirmation of delivery. Otherwise, the funds will be released at EDD (estimated delivery date) + 3 days if no tracking is uploaded. These will never be 30-day holds. The maximum hold time for this reason code is EDD + 3, but they can be released on acceptance scan if they upload tracking. Exclusions: These holds won't apply to orders where the selected delivery option was local pickup, Click & Collect from the retailer, or one of following services: Australia Post Domestic Regular Letter Untracked Australia Post Domestic Priority Letter Untracked Australia Post International Economy Sea Australia Post International Economy Air International Economy: untracked eMBG/Dispute-based transaction holds Transaction holds will be placed if an eMBG case or dispute is opened. We will provide the case details in Seller Hub beside the transaction. These can only be released when the case is closed. If the funds are being held for a risk-based transaction hold and then a claim is opened, the held funds will transition to the case and should be available to be used for a refund. The primary reason we have transaction holds is so we can use them for refunds in buyer disputes, meaning we do not need to reimburse the buyer ourselves or seek reimbursement from the seller. If the case has been closed for more than 3 business days and the sellers funds are still on hold or if the buyer has been removed from eMBG and the return is stuck open until timeout: Send the information to your team lead so they can review it. How to check in Workbench: open the seller in Workbench > View Order History > Input the Order Number > click Search > Click the Order Number link > Select the Payout Hold Tab. eMBG claim based holds will be shown under Case Information. How to check in the Seller Hub: piggyback into the sellers account > My eBay > Selling > Payments > search their holds to see if this transaction is on hold. If the funds are showing on hold, the team lead should then send it to <a

[href="mailto:DL-eBay-FA-ESC@ebay.com">DL-eBay-FA-ESC@ebay.com](mailto:DL-eBay-FA-ESC@ebay.com)using the template below. Please note this DL is only for Team Leads. Teammates should never send requests to it. Template: Seller User ID: Order ID: Claim ID: Return ID: Reason for release: </h2>