

Report a listing (RAL), report an item (RAI)- including internal reports

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US">How to report an item</a></li> </ul> </li><a

report - no action taken</a></li> </ul> <h2><h2>GUIDE.TALKING\_POINTS

Listings are bad <ul> <li>If you report one listing, we will be able to identify the issue. If it is across their entire account, we will make sure appropriate action is taken on the account rather than just the listing. Each listing is unique, and, as such, deserves specific reports.</li> </ul>

Concerns about a listing/reporting an item <ul> <li>If you want to report a seller for selling items that aren't allowed on eBay, the most effective way is to make us aware of these items is to report the item through reporting form. I can explain how.</li> </ul> What eBay is doing to

address these types of listings <ul> <li>We have engineers, security and fraud specialists working around the clock to detect and take action against security issues and to keep the site safe.</li> <li>We're constantly exploring new technology and techniques from new threats

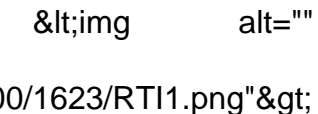
and adjust our methods accordingly. </li> <li>Cross site scripting is not allowed on eBay, and we have a range of security features designed to detect and remove listings containing malicious code.</li> <li>We maintain a responsible disclosure program for eBay where we

partner with researchers and security specialists to encourage them to identify and report security


issues&nbsp;&lt;a href="http://pages.ebay.com/securitycenter/researchers.html" target="\_blank"&gt;http:pages.ebay.com/securitycenter/researchers.html&lt;/a&gt;&nbsp;&nbsp;&nbsp;&lt;/li&gt; &lt;/ul&gt; The listing you reported wasn't removed &lt;ul&gt; &lt;li&gt;Your report is just one factor we review. To determine the action we take, we will consider the type of the violation you're reporting and how it may impact other eBay customers. If the listing doesn't follow our guidelines, it may be removed. However, in some cases, the listing may stay on eBay, and we may contact the seller to provide training. We also may place limits on the seller's ability to buy or sell on eBay.&lt;/li&gt; &lt;/ul&gt; The listing you reported was removed, but is now back on the site &lt;ul&gt; &lt;li&gt;The seller has the option to appeal the listing removal. If their appeal was approved, then the listing will appear on the site again as part of the successful appeal.&lt;/li&gt; &lt;/ul&gt; What is eBay doing to address my reports? &lt;ul&gt; &lt;li&gt;We review your reports and send you an email with an update about the report once a decision has been made.&lt;/li&gt; &lt;li&gt;As part of our review, we check the accuracy of the report and take action as needed.&lt;/li&gt; &lt;li&gt;In EU, we allow the seller to appeal our decision. We retain listing data for 180 days. If an appeal is successfully filed before then, we will restore the listing.&lt;/li&gt; &lt;/ul&gt; I received a warning email about my reports &lt;ul&gt; &lt;li&gt;Please ensure when reporting a listing you are selecting the correct policy or reason you believe the listings violated.&lt;/li&gt; &lt;/ul&gt; All of my reports are being closed without a review &lt;ul&gt; &lt;li&gt;We sent you an email expressing concern about submission of unfounded reports. We have continued receiving unfounded reports, so your reporting privileges have been temporarily suspended.&lt;/li&gt; &lt;/ul&gt; &lt;/h2&gt;&lt;h2&gt;GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE &lt;a id="rtiflow" name="rtiflow"&gt;&lt;/a&gt;Access the reporting flow Reporters can access the reporting flow in 2 ways: &lt;ul&gt; &lt;li&gt;View Item page&lt;/li&gt; &lt;/ul&gt; &lt;ol&gt; &lt;li&gt; &lt;ul&gt; &lt;li&gt;Click the floating question mark on the right side of the page.&lt;/li&gt; &lt;/ul&gt; &lt;/li&gt; &lt;ol&gt; &lt;li&gt; &lt;ul&gt; &lt;li&gt;OCS Contact Us page&lt;/li&gt; &lt;/ul&gt; &lt;ol&gt; &lt;li&gt; &lt;ol&gt; &lt;li&gt;Click Help &amp; Contact&nbsp;&lt;/li&gt; &lt;/li&gt;Click

Selling, then Resolving selling problems, then Report an item. Please read the listing policies you think are in violation, then click Report item to proceed. Enter an item number and click Find to find the item. Select the item you want to report. If you're sure this is the item you'd like to report, clicking the Report item button will take you to the reporting form (a href="https://cskb.qa.ebay.com/csKBapp/art?page\_content&id=GUIDE1623&ViewLocale=en\_US#continuerti">continue with flow</a>).

- Submit a report
- Under the Report content option, select Submit report.




You may choose to sign in to submit a report or submit it without an account. Select the appropriate option. Select the type of Content/Listing you would like to report.



Provide all applicable information as prompted, for example:

- User IDs
- Item numbers or URLs
- Reason and detailed reason for report
- Additional details
- Supporting documents



When completed, select Submit report. You will then be shown a message that eBay has received your report.

## GUIDE.SUMMARY

What Users often contact eBay with concerns about listings on the site. We value these reports, and will investigate them and let the reporter know details of any decision that we make through eBay messages. Submitting a report doesn't guarantee any action will be taken. Never promise any action unless it directly affects the member and you are the agent taking the action. Anyone (including guests) will be

able to report items found on site, which will help both eBay and the regulators to create a safer online environment.