

Feedback - Basic process - How the Feedback system works

<h2>GUIDE.TALKING_POINTS

General Feedback talking points Images with Feedback talking points </h2><h2>General Feedback talking

points</h2> Feedback key points: Generally, a member may affect another member's score by one point (positive or negative) per transaction per week. A buyer and a seller can leave Feedback for each transaction they make. As a buyer, you can: Leave positive, negative or neutral Feedback for sellers for up to 60 calendar days from the date you received your item or from the

href="https://www.ebay.com/help/shipping-delivery/estimated-delivery-dates/expected-delivery-date-s-buyers?id=4025">expected delivery date, whichever comes first.

If no expected delivery date is provided, you have up to 90 days from when you completed your purchase to leave feedback for the seller. You must have had your account for at least 5 days old to be able to leave feedback. Receive only positive Feedback from a seller. You can also choose to leave Detailed Seller Ratings for your sellers. Detailed Seller Ratings enable you to rate your seller in four areas: Item description Communication Shipping time

Shipping and handling charges As a seller, you can: Leave positive Feedback only within 60 calendar days from the purchase date. Restrictions on leaving Feedback If

you're a buyer: You can leave feedback up to 60 calendar days from the date you

received your item or from the expected delivery date, whichever comes first, to leave Feedback. If no expected delivery date is provided, you have up to 90 days from when you completed your purchase to leave feedback for the seller. You must have had your account for at least 5 days to be able to leave feedback. (Top-Rated Sellers have a grace period of 7 days before their buyers can leave neutral or negative Feedback) and you can leave a positive, neutral, or negative rating, a comment (up to 500 characters in length), and detailed seller ratings. Bear in mind that leaving Feedback is optional.
 If you're a seller: You can only leave positive Feedback to buyers and a comment (up to 500 characters in length). Leaving Feedback is a good idea if the transaction went well. If you feel that it didn't, it may be better to not leave Feedback. If you had a very negative experience with the buyer, please use report a buyer to let us know. When a buyer may leave neutral or negative Feedback: If you had a problem with a seller that didn't get resolved to your satisfaction, you have the option to leave a negative or neutral Feedback rating on the seller's Feedback profile. Before leaving negative or neutral Feedback for sellers, buyers will see a message encouraging them to contact the seller to resolve any open issues. In addition to contacting your seller to resolve any open issues, bear in mind you can open an Item Not Received request or start a return if the item doesn't match the description to help resolve the problem. Note that Feedback comments are generally permanent so it's important the comments you leave are fair and accurate. If you left your seller a negative or neutral Feedback and they later resolve the problem, the seller can submit a <a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1076&ViewLocale=

en_US#revision" target="_parent">Feedback Revision request that will allow you to edit the Feedback you left them. The 7-day delay for Top-rated sellers Our research shows that Top-rated sellers are usually very experienced and reputable. They are typically the safest group of sellers on the site. We're using this delay to encourage buyers to contact their sellers and resolve any issues. You might be surprised at how many issues get resolved through simple communication. Unable to leave Feedback? Check whether your transaction partner is still registered with eBay. You can't leave Feedback for members whose registration status is "No longer a registered member". Note: You can leave Feedback if this member becomes registered again within 60 days of the end of the listing. Check to see if the listing is older than 60 days. You have up to 60 calendar days from the date you received your item or from the expected delivery date, whichever comes first. If no expected delivery date is provided, you have up to 90 days from when you completed your purchase to leave feedback for the seller. If the item was removed by eBay, you won't be able to leave Feedback about it. If you are getting an error message, you may already have left Feedback for this transaction. You can check this in your Feedback Profile page under the Feedback left for others tab. If you're a buyer: Check if your seller is a Top-rated seller. You may need to wait at least 7 days (from when the listing ends) before you can leave a negative or a neutral feedback for a Top-rated seller. If you have a Guest account, you'll need to confirm your account before you can leave Feedback. You must be a member of eBay for more than 5 days to leave Feedback for any user. If you're a seller: You won't be able to leave negative Feedback for your buyer. If you leave a bad review alongside positive Feedback, your buyer may ask us to remove this. If you had a negative experience with the buyer, please use report a buyer to let us know. Feedback after a cancel transaction request If you accept a cancel transaction request you can still leave Feedback for

the seller.

- If you have requested the cancellation you won't be able to leave Feedback for the seller.

Encouraging your trading partner to leave Feedback

If you haven't received Feedback and would like to, here are some steps you can take:

- Ensure that you've already left your own Feedback for your transaction partner. Members are more likely to respond when they see you've left Feedback.
- Contact your trading partner and ask for Feedback. A polite and friendly request to receive Feedback for the completed transaction is likely to achieve the best results.
- Check if there's a case open regarding the transaction by going to My eBay Sold or by selecting Requests and disputes in the Order tab in Seller Hub.

You received negative Feedback

- We're sorry to hear about that. Would you like to know the options if you receive a neutral or a negative Feedback rating?

Internal Information

You'll find full details of reasons we remove feedback in the following guides:

- Defect and feedback policy - Removal and appeal of defects, late delivery, and feedback, Feedback misuse policy (including image removals) and
- Feedback extortion policy.

Most of those scenarios must be worked by the Seller Help team. See

- Transfer Guidelines here.

When Feedback is removed

- Feedback is permanent and we encourage members to review negative and neutral Feedback before it is submitted.
- However, there are certain circumstances where Feedback removal may occur, for example when sellers offer free returns and issue a full or partial refund to the buyer, or where it doesn't follow our policies. See

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=guide1299>&Feedback

misuse policy and

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=guide1118>&Defect and

feedback policy - Removal and appeal of defects, late shipment, and feedback

articles for guidelines and exceptions.

Additionally, if you had a case opened up against the seller and the seller won the case, any Feedback left for that member

would automatically be removed.

Feedback revision process If you're a buyer:

If your seller has resolved a problem to your satisfaction since you left Feedback, or you made a genuine mistake and left the wrong Feedback,

the seller has the ability to send you a Feedback revision form. Once you receive this from the seller

you will have to either agree or disagree on the form. If you agree you will be able to edit the

Feedback left for the member.

Feedback revision allows you to change a Feedback rating, comment and / or Detailed Seller Rating.

You can adjust Detailed Seller Ratings freely but you can only revise neutral and negative Feedback upward or leave it

alone.

The feedback revision feature is only available on desktop web. The dWeb page can be accessed and used on mobile devices.

If you're a seller:

As a seller you may send 5 Feedback revision forms per calendar year and 5 more for every

1,000 Feedbacks received on a rolling 12 months. Bear in mind that sending the form to your buyer

does not guarantee Feedback revision in return.

Select Site Map on the bottom of the eBay page.

In the right column, under the Community Column heading, select Request Feedback revision.

Make sure to talk to the buyer before sending the form, as there is no way to follow up if they refuse the

request. Rolling 12 month process seems unfair to seller (Feedback revision)

The rolling 12-month process is designed to keep your earned revisions consistent with your level of

performance. Sellers who have a higher volume of transactions are obviously going to be subject to

a higher volume of Feedback as well and this process gives them the same ratio of revisions that it

would give a lower volume seller regardless of the actual number of revisions. If you find you have a significant drop in positive Feedback, yet continue to receive the same level of negative/neutral Feedback, then we would suggest there may be a problem with the business model rather than how much or how little you are selling. "Verified purchase" displayed on feedback In early 2024 we introduced a "Verified purchase" tag on feedback. "Verified purchase" appears next to feedback on all feedback pages, including seller ratings.(See <a

n_US&curPage=art&prevPage=srp"&GUIDE1299&/a>.&/li> &/ul>

Feedback profile page &/ul> &/li>Your Feedback profile page has the comments and ratings other members leave after a transaction with you. This helps other members evaluate your reputation on eBay.&/li> &/li>Buyers can use the page to find out a seller's: &/ul> &/li>Reputation&/li> &/li>Sales history&/li> &/li>Contact information&br> &/li> &/ul> &/li> &/li>The Feedback Profile page has several sections

to it. These sections are explained in &a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1076&ViewLocale=en_US#profilepage"&/a>.&br> &/li> &/li>The

Feedback Profile page includes certain types of information, while others are left private. &/ul>

&/li>Item numbers are publicly available. &/ul> &/li>eBay members appreciate the ability

to do a bit of research on what transactions a buyer or seller has been involved in previously - for

example, to see what categories a seller has sold in before, and how satisfied buyers were with their

purchases.&/li> &/ul> &/li>Buyer usernames are kept private. &/ul>

&/li>It's important for buyers' names to be private in bidding history for an item, so we want to

align the Feedback Profile page with that.&/li> &/ul> &/li>The date/time

Feedback was left are private, but we do display the general time frame (1 month, 6 months, or 12

months). &/ul> &/li>It provides a simple, clear and easy way for users to determine when the

buyer and seller interacted, but too much detail could become a privacy issue.&/li> &/ul>

&/li> &/ul> &/li> &/ul> How sellers can leave Feedback in bulk for buyers: When

you subscribe to Selling Manager or Selling Manager Pro, the tool allows you to leave Feedback to

your buyers in bulk. You have the option to use a stored comment or enter a custom one each time.

&table align="center" border="1" cellpadding="2" cellspacing="2"&/table> &/tbody> &/tr>

valign="top"&/table> &/td>Stored Comments:&/td> &/td> &/ul> &/li>You can store up

to 10 feedback comments.&/li> &/li>By default, there are 5 pre-made comments in the

system. You have the option to overwrite these Feedback comments with your own.&/li>

By default, the system randomly displays custom comments to your buyers. You can use the drop-down menu in this section to choose a stored comment for your transactions.
 </td> </tr> <tr valign="top"> <td>Custom Comments:</td>

</td> If you're using a custom comment, it'll apply to all items you're leaving Feedback for at once. </td> </tr> </tbody> </table> What is

Feedback filtering? Feedback filtering gives buyers and sellers the ability to filter the Feedback of other users to see positives, neutrals and negatives, all in one grouping.

We've added Relevance Ranking, which has changed the default sort for feedback from recency (chronological) to relevance (richer, more helpful feedback at the top). By defaulting to a relevance-based sorting we are making it easier for buyers to find insightful comments and be more confident about their purchase decision. Members can select

the numbers within the Recent Feedback Ratings table on a members Feedback Profile page to drill down into that particular set of recent ratings. Feedback filtering allows buyers to


easily access the information they want in order to make an informed purchase decision. It also gives sellers a cleaner and more organized view into their Feedback comments and they can use this functionality to identify trends in their business and adapt more quickly. You

received an email asking if you want to revise a Feedback, but you don't see Feedback Revision requests in your eBay account. Is this a spoof email? If you don't see any requests from My Messages, check your "Won" section in My eBay. If a legitimate Feedback Revision request was sent to you, there will be an "eBay note" letting you know that a request has been sent.

Note: Feedback revision requests are sent from ebay@ebay.com. We no longer remove Feedback for

the reason of "Buyer Requests Removal". Why does eBay show shipping cost on the Leave Feedback page?

How long have you been doing that? We show the ship cost on the Leave Feedback page so buyers have all the information needed in order to leave accurate feedback without having to leave the

page. We have been showing shipping cost on the Leave Feedback page since 2010. The shipping cost isn't right. Why is that and when will you fix it? Will this be fixed retroactively? When we updated the Leave Feedback page, the total shipping cost did not reflect the handling costs that some sellers charge on their listings. We have fixed this issue and will also apply corrections retroactively. Why isn't eBay including my handling charge when displaying the shipping cost? We recognize that some sellers include handling charges on their listings. When we updated the Leave Feedback page, the total shipping cost listed did not reflect these sellers' additional charges. We have since amended the page. If you charge a buyer a handling charge, it will now be included in the total shipping cost. The shipping time seems to be wrong too. Why is that? When will this be fixed? Will this be fixed retroactively? The shipping time (i.e. shipping date) shown to buyers was showing delivery date instead of ship date. We corrected and will apply change retroactively. What about the low DSRs I received as a result of your errors? what will you do to protect me? As you know, DSRs (detailed seller ratings) are not a part of seller standards calculations. That said, transactions associated with incorrect shipping dates and costs will be removed from impacted sellers' feedback. How does this enhance the experience for the buyer or the seller? We made improvements to the flow of the feedback page to make it easier for buyers to leave feedback and to make it clear that their feedback should reflect their experience with the seller and transaction, not the product. Why did eBay decide to make another last-minute change to the feedback page? The changes made to the Leave Feedback page were designed to improve the flow for buyers. There was no change in how feedback is recorded with this update. Unfortunately, the new fields to show shipping cost and times were not accurate in some cases. This has now been fixed. Leave feedback page image:  src="https://cskb.qa.ebay.com/library/EBAY/Guide1076/Updated%20Leave%20feedback%20page%20image(1).png" data-bbox="815 778 951 795"/> Why your Feedback may not have updated While we try to calculate Feedback immediately, occasionally there will be a delay. We can refresh your Feedback for you. Internal Information If the score that is appearing on the site is not up to date (eg., a seller with no Feedback

in the past 12 months should have 0% but does not), you can use Agent Desktop to force a recalculation.

- Load the members Username into AD.
- Go into the FB Details View.
- In the top left corner, find the refresh symbol.
- Select Full from the drop-down menu to refresh all parts of the score, or pick a particular piece of data if needed.

Images with feedback talking points

[BUYERS Can I add images to feedback?](#)

- Yes, you can choose to add up to 5 photos from your device's gallery when you're leaving feedback. You can add images to every item (category).
- See https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1076&ViewLocale=en_US#UpdatedLeavingFeedback for instructions for uploading images.

I can't add images to my feedback. Can you please help me?

- Please see <https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1452> (Technical issues troubleshooting).
- Check the pixel size for the image. Images need to be 1600 x 1600 pixels or less and need to comply with eBay's <https://www.ebay.com/help/policies/listing-policies/images-text-policy?id=4240> Images, videos and text policy.
- <https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1299> target="_blank">Feedback misuse policy.

- How do I find out what size my photo is?
- For Windows PC:
 - Right-click the image file.
 - From the context menu, select Properties.
 - Select the details view. The image size is displayed in the file properties.
- For Mac:
 - Right-click the image.
 - Select Information. The image size is displayed in the file properties.

I accidentally added photos/ uploaded the wrong photos. Can

you please delete the photos? Thank you for informing us that you want to remove an image. Please note that we can only remove images that violate our policies. I want to let you know some options available to you: If you uploaded an image in error and it is not related to the transaction, you can use the follow-up option to tell the eBay community that the image is a mistake. You could also send the seller a message asking them to request feedback removal through Seller Help. These actions won't affect the feedback rating you've already left. If you think your image goes against any of our policies (such as our Images, videos and text policy or our Feedback misuse policy), you can inform the seller and they can request image removal through Seller Help. Will I still need to upload pictures in a case if the same images already appear on the feedback itself? Yes, please always add any images that are relevant to the case. This way, if you need eBay to step in, we have all the information available to make the right decision. My feedback was removed 6 months after I posted it, can you explain why this occurred so late? While feedback is intended as an open forum, we have guidelines and policies in place to ensure it's used constructively and fairly. In some situations, we may remove or adjust feedback that has been left for sellers. As we roll out the new feedback images feature across categories and markets, we are allowing sellers to appeal images for a longer period than feedback comments post transaction. Please note that the appeal timeframe of 120 days will eventually apply to both feedback images and comments once the image feature is fully rolled out in 2024. The seller requested a feedback revision. How can I revise the picture? It is not possible to delete or revise images. If you think an image goes against either of our policies on Images, videos and text or Feedback misuse, the seller can request image removal through Seller Help.

 SELLER I don't want to show images in my feedback. How can I deactivate pictures for my feedback? You can't deactivate image display for your feedback. To align with industry standards and enhance the transparency of our feedback system, we are displaying pictures for feedback. Pictures will only display if the buyer uploads them in addition to leaving feedback comments. Can I still request feedback removal? Yes, you can still request feedback image removals through Seller Help. Please note that every appeal request related to feedback must strictly follow our Seller protection policy and Feedback policies. What can I do to avoid negative images? Set clear buyer expectations for your buyer and show an accurate picture of the item. For example, if the color can be perceived differently in a different light, show this (pink vs. red sweater). Make sure the item is delivered to the buyer as described in your listing. <h2>GUIDE.DETAILED_INFORMATION Leaving Feedback To leave Feedback from the Site Map: Select Site Map at the bottom of any eBay page (if you are in the landing page, simply open any item page first). Select the Leave Feedback for a Member or Transaction link, under "Community - Feedback". To leave Feedback from My eBay:

 1. Select My eBay at the top of any eBay page. You may be asked to sign in.
 2. Go to the appropriate section where the item is listed. If you're the seller, select Sold. If you're the buyer, select Won. 3. On the right hand side of the item, select Leave a Feedback from the drop-down menu.
 4. Select the Feedback rating you'd like to leave. If you're the seller, you can only leave a positive Feedback rating. If you're the buyer,

you can indicate whether you had a positive, neutral, or negative experience with your seller by selecting the corresponding button. 5. In the "Comment" box, enter up to 500 characters of text that accurately describes your trading experience. If you're a buyer, you can also leave detailed ratings for your seller. Note: If you're leaving Feedback for an international transaction or for a transaction where you received free shipping, you might see a note when leaving Feedback. Updated Leave Feedback

Following is the detailed information about the updated eBay Leave Feedback page. Navigating to Leave Feedback Select My eBay.
 You may be required to sign in. Select Summary from the drop-down list. Select the link to the right of Awaiting Feedback.
 The link appears only if there are items waiting and it indicates the number of items awaiting your Feedback. Note: There are several ways to access Leave Feedback. You can also navigate to the page from the eBay Site Map. Look for "Leave Feedback for a Member or Transaction". Leaving seller Feedback From the Leave Feedback page, select Leave Feedback from the item you won. The Leave Feedback page opens.
 Review information about the transaction. Tell us how your experience was being selecting Positive, Neutral or Negative. Tell us more by entering a comment (Up to 500 characters) Indicate if the item arrived on time by selecting Yes or No. If tracking indicates that the item is delivered, we'll display

that information.
 Provide Detailed Seller Ratings (DSRs) including Item description, Shipping Costs, Shipping time, and / or Seller communication. Some DSRs don't apply to certain transactions. For example, we won't ask you to rate the reasonableness of shipping and handling charges if you enjoyed free shipping. We no longer ask follow up questions about whether the item was as described in cases of low DSRs. Once you submit Feedback, you can't change it. Upload up to 5 images of your item. Once you submit feedback you can't change it, including any images you've added. Photos need to be 1600 x 1600 pixels or less and need to comply with eBay's Images, videos and text policy and Feedback misuse policy. Upload allows larger size than 7Mb. Larger files will be downsized to max. 1600 x 1600 pixels. Leaving buyer Feedback From the Leave Feedback page, select Leave Feedback from the item you sold.

 Tell us how your experience was by selecting Positive or Report buyer. Tell us more by entering a comment. (Up to 500 characters.) Once you

submit Feedback, you can't change it.

If you selected Report buyer, there are one or two more steps: We'll ask you to tell us what's going on. Select the following, as applicable:

- Buyer made unreasonable demands
- Demanded a change to the shipping method or location
- Demanded a change to the payment method or timing
- Demanded a partial refund or discount
- Demanded additional items or services
- Demanded that the transaction be completed off of eBay
- Buyer abused buyer protection program
- Buyer missed returns
- Other problems

Provide additional, optional comments. (Up to 2000 characters.)



Feedback scores/stars

Feedback stars are awarded once you receive a certain number of Feedback entries. You need a score of at least 10 to get a star icon.

The star by the score will change to different colors (silver, gold, etc) the higher you go to show other members that you are an experienced eBay member with great customer satisfaction.

To view your Feedback profile and see how your Feedback is calculated:

- On "My eBay," select your Feedback score (the number in parentheses just to the right of your username.)
- Hover your mouse above the line "How is Feedback Percentage calculated?"
- Your percentage is calculated by the number of positives you've received in the last 12 months divided by the *total* of the positives *and* negatives you've received.

Yellow Star

cle_Images/8641/yellowstar.jpg"></td> <td> 10 to 49 Feedback points </td> </tr> <tr valign="top"> <td>Blue Star </td> <td> 50 to 99 Feedback points </td> </tr> <tr valign="top"> <td>Turquoise Star </td> <td> 100 to 499 Feedback points </td> </tr> <tr valign="top"> <td>Purple Star </td> <td> 500 to 999 Feedback points </td> </tr> <tr valign="top"> <td>Red Star </td> <td> 1,000 to 4,999 Feedback points </td> </tr> <tr valign="top"> <td>Green Star </td> <td> 5,000 to 9,999 Feedback points </td> </tr> <tr valign="top"> <td>Yellow Shooting Star </td> <td> 10,000 to 24,999 Feedback points </td> </tr> <tr valign="top"> <td>Turquoise

Shooting	Star					
</td></tr></table>25,000 to 49,999 Feedback points</td></tr><tr valign="top"><td>Purple Shooting				Star		

Shooting	Star					
</td></tr></table>50,000 to 99,999 Feedback points</td></tr><tr valign="top"><td>Red Shooting				Star		

Shooting	Star					
</td></tr></table>100,000 to 499,999 Feedback points</td></tr><tr valign="top"><td>Green Shooting				Star		

Shooting	Star					
</td></tr></table>500,000 to 999,999 Feedback points</td></tr><tr valign="top"><td>Silver Shooting				Star		

Shooting	Star		
</td></tr></table>1,000,000 ratings or more</td></tr></tbody></table><a>Following up or replying to FeedbackA follow-up comment enables you to add details to a Feedback comment you already left.Replying to a Feedback comment enables you to offer your own comments about a Feedback comment someone left for you.In both cases, comments are permanent and must be less than 500 characters in length. You can also only leave these comments once per Feedback. Replying to Feedback or leaving a follow-up comment will not affect any ratings or			

scores. Note: It can take up to 24 hours before you are able to search for or reply to Feedback. To leave a follow-up comment to Feedback you left for another member: Locate the feedback youre interested in following up to on the feedback profile. Select Follow up. Enter your follow-up comment and select Send. Your follow-up comment will appear just below your original comment. To respond to Feedback another member left for you: <ol dir="ltr"> Locate the feedback youre interested in replying to on the feedback profile. Select Reply. Enter your reply and select Send. See Tips for Members in <a

request.

- The buyer has three options when they receive the request from the seller:
- Revise the Feedback - Buyers can change their rating, comment or Detailed Seller Ratings.
- Decline the Feedback Revision request - no action is taken.
- Ignore the Feedback revision request - no action is taken.

Note: Sellers can't revise Feedback they leave for buyers.

A seller should only send a request when they are confident the buyer will change their Feedback

Feedback revision (limits and timeframes)

- Sellers can send five requests per 1,000 Feedback ratings earned.
- Every seller will have at least 5 requests per year.
- High volume sellers (those earning more than 1,000 Feedback ratings per year) will receive additional requests as they accrue more Feedback.
- Sellers can send only one request to a buyer per transaction.
- Any time a seller goes to their revision page, our system looks at a "snapshot" of the Feedback they've received in the last 12 months. Revisions are calculated based on the following:
- 5 revisions are granted per 1,000 Feedback entries received during that 12 month period. This is based on a rolling 12 months and not a calendar year.
- 5 revisions are also granted on January 1st.
- Revisions are subtracted for each request sent to a buyer since January 1st.
- This is based on a calendar year and will not look at any revisions used prior to January 1st.

Since the snapshot is based on a rolling 12 months, the number of Feedback entries in each snapshot is going to be different. On a typical active seller's account, Feedback is simultaneously being earned and dropping off on a daily basis. This means the number of available revisions can potentially change as well, whether or not the seller has actually used any of them. If a member checks their revisions and they have a lower number than they had before, even when they haven't sent any requests, it is because more Feedback has dropped off than has been accumulated in that new 12 month snapshot. This can work both ways. If a seller is receiving significantly more Feedback than

what is rolling off, they may actually see a higher number of revision requests than they had previously.

Feedback Received count	Eligibility
0 - 999	5
1,000 - 1,999	10
2,000 - 2,999	15
3,000 - 3,999	20
4,000 - 4,999	25
5,000 - 5,999	30
6,000 - 6,999	35
7,000 - 7,999	40
8,000 - 8,999	45
9,000 - 9,999	50

*in the above table, they would receive 5 more revisions per increment. (i.e., 1,000-1,999 = 10, 10 is actually 5 in addition to the original 5 issued for 0-999) Example:

- Lets say a seller had a really good season for holiday sales in 2009 and there was a huge spike in their Feedback during the months of November / December. For whatever reason (economy, inventory, etc.) holiday sales weren't as good in 2010 as they were in 2009 and the seller earned significantly less Feedback in November / December of 2010. Some time near the end of December, this seller decides to check his available revisions; the revision count is lower than a month before, even though no new Feedback revision requests have been sent since last month.
- Our system took its 12 month snapshot and it saw a lower number of Feedback entries because the ratings received in 2009 are no longer counting. Since the holiday months werent as good in 2010 there wasn't as much Feedback earned compared to this same time the year before. Now that there is less Feedback in the count or 'snapshot', the number of revision requests they qualify for is lower.

Internal Information

- The 12 month "snapshot" is taken every time a seller checks his or her available revisions.
- While new Feedback is

being earned, old Feedback is dropping off. With high volume sellers, this is almost always going to be happening daily. Therefore it is impossible to determine when a seller will earn more revisions. Even a ballpark estimate isn't always going to be accurate because we have no idea how much Feedback a seller will earn going forward.

This is the way the system was designed to work. Although there has been some confusion, these cases of dropping revision numbers are not due to any bugs or system problems.

Going forward, we will not be doing any manual removals based on what is perceived as a system error in calculating the number of revisions a seller is awarded. The rising and dropping of received revisions is not a system problem, but in fact how the revision system was designed to work. These types of perceived "bug issues" have been raised and investigated and have never been confirmed to be an actual system problem or "bug".

[Calculating Feedback Score and Positive Feedback Percentage](#) Feedback Scores make it easy for members to see the reputation other members have earned within the eBay community as buyer, seller, or both.

Note: To make sure that repeat Feedback is calculated in the Feedback Score, each transaction the member is leaving Feedback for must end in a separate week. For Feedback, eBay defines a week as Monday through Sunday, Pacific Time. The next week will begin at midnight, Pacific Time. This Feedback calculation allows the score to reflect the opinions of different members and prevents members from inflating their Feedback scores.

Terms	What It Is	How It's Calculated / What It Means	Feedback Score
	The number in parentheses just to the right of your username at the top of your "My eBay" page.	One positive rating increases your Feedback Score by one point.	A neutral rating leaves your Feedback Score

unchanged.

- A negative rating decreases your Feedback Score by one point.

Note: Usually a high Feedback Score is a good sign. Still, it's always a smart idea to scroll down and read some of the actual comments your potential trading partner has given and received.

Positive Feedback Percentage	The percentage of positive ratings left for you by members in the last 12 months.
	We take the number of positives in the last 12 months.
	Then we divide that by the total of all your positives and negatives in the last 12 months. (Based on transaction end date)
	Example:
	If you received 8 positives and 2 negatives in the last 12 months, we would add 8 + 2 for a total of 10. Then we would divide your number of positives (8) by the total number of both positives and negatives you received (10). This would give you a positive Feedback Score of 80%. We calculate Feedback percentages to one decimal place, but if you get a large number of positives, you are still able to have a few negatives and end up with 100% (around 1 negative per 2,000 positive). Formula: (based on transaction end date)
	<div><div># Positives (last 12 months)</div><div><div>[Positives (last 12 months) + Negatives (last 12 months)]</div></div></div>
Repeat Feedback	Repeat Feedback from the same member is counted only if items were bought or sold in different weeks.
Feedback you receive from the same member for different transactions that end during the same week.	Repeat Feedback from the same member is counted only if items were bought or sold in different weeks.
	If the same member leaves more than one Feedback entry for transactions that end during the same week, the Feedbacks are

combined and count as a single unique rating.

- If you receive more positives than negatives from the same buyer or seller in the same week, your Feedback Score will be increased by one point.
- If you receive the same number of positives and negatives from the same buyer or seller in the same week, your Feedback Score will not change.
- If you receive more negatives than positives from the same buyer or seller in the same week, your Feedback Score will be reduced by one point.

 Calculating repeat Feedback this way makes the Feedback score a more reliable indicator of a member's activity on eBay, since the score reflects the opinions of different members; it also prevents members from inflating their Feedback scores.

Options to address poor Feedback (seller)

If you receive negative or neutral Feedback and low DSRs from a buyer, you can do one or more of the following:

Negative or Neutral Feedback or Low DSRs	
Reply to the Feedback received, or post a follow-up to a Feedback left.	
This allows you to share your side of the story.	
The response will appear directly below the original comment.	
Report issues with your buyer.	
eBay will remove a negative Feedback rating, including the comment, if it violates our policies.	
A Feedback rating can't be removed simply because a member thinks it's unfair.	
Because Feedback is a member-to-member system, a Feedback rating or comment can only be removed if it violates any of these policies:	
Internal Information You'll find full details of reasons we remove feedback in the following guides:	
Defect and feedback policy - Removal and appeal of defects, late delivery, and feedback, Feedback misuse	

policy (including image removals) and Feedback

extortion policy. Most of those scenarios must be worked by the Seller Help team.

See Transfer

Guidelines here. </td> </tr> <tr> <td valign="top">Use the Feedback

Revision process.</td> <td> If you resolve the problem with the buyer or

they made a mistake when they left you feedback, you can <a

href="https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1076&ViewLocale=

en_US#initiatefbrevisionrequest">initiate a Feedback Revision request.

 </td> </tr> <tr> <td valign="top">Discuss the issue with other eBay

members through the Community Discussion Boards.</td> <td> This

option offers you an avenue to get advice from other eBay members who may have had the same

issue in the past. As with the Feedback comment received, this option by itself will

not remove the Feedback rating. </td> </tr> <tr> <td

valign="top">If you believe that the comment is damaging, you can consider legal action

against the member who left the comment.</td> <td> eBay will withdraw

the Feedback rating resulting from a court order stating that the comment is slanderous, libelous or

defamatory. Because this is a very lengthy and expensive option, members are

encouraged to look into this option only as a last resort. </td> </tr> <tr

align="left" bgcolor="#666699" valign="top"> <td bgcolor="#ccffff">Suspension and Feedback Removal</td>

<td bgcolor="#ccffff"> </td> </tr> <tr> <td valign="top"

width="50%">What is removed?</td> <td valign="top"> When a member is suspended

we will remove the negative Feedback left by these members. However, we will not remove negative

and neutral Feedback left by members suspended for any of the following policies or policy groups:

 Billing List Practices Prohibited Items
Infringement / VeRO False Contact Information All
Feedback (including positive) left by buyers suspended within 90 days of registration will continue to
be removed. </td> </tr> <tr> <td valign="top" width="50%">Why do we remove
Feedback for some suspensions and not others?</td> <td valign="top">Many eBay
suspensions are brief, temporary or entirely unrelated to a member's buying activity. By removing
Feedback for the suspensions, we lose a critical differentiator of sellers. Removing this information
hinders our ability to differentiate and promote our best sellers.</td> </tr> </tbody>
</table> Leaving Feedback in Bulk To Leave Feedback in Bulk: Go to your
Selling Manager or SMP Sold page. Check the box next to the items for
which you want to leave Feedback. Select Other Actions.
Select Leave Feedback. Choose the Feedback comment you want
to use. Select Leave Feedback. Editing Stored
Comments To Edit Stored Comments: From the Bulk Feedback page,
select Edit stored comments at the bottom of the page. Enter your new
Feedback comment in the provided spaces. When you're finished, selectSave
comments.

 Setting up automatic
feedback Automatic feedback settings can make it easy to provide feedback to buyers, especially
for busy sellers.
 To set up automatic feedback: Find the Automate
feedback setting in the All listings and orders section of the Selling preferences
page. Select Edit next to Automate feedback.
Select Automatically leave positive feedback. Choose one of the two
options for when feedback will be left - either after the buyer has paid or after the buyer
has paid and left positive feedback. Select Save.

Editing automatic feedback comments The Automatic feedback feature comes with default positive feedback comments that the system uses randomly when leaving automatic feedback.

To edit the default comments or add your own:

Select<nbsp>Edit stored comments. Select the comment you want to

edit. Enter your new feedback comment.

Select<nbsp>Save. <table align="center" border="1" cellpadding="2"

cellspacing="2"> <tbody> <tr bgcolor="#666699" valign="top"> <td

colspan="2">Detailed Seller Ratings

(DSRs)</td> </tr> <tr bgcolor="#cacaeb" valign="top"> <td>Info</td>

<td>Details</td> </tr> <tr valign="top"> <td width="25%">What</td>

<td> In addition to leaving an overall Feedback rating (positive, neutral, or negative) for a seller,

you can also<a

href="https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1076&ViewLocale=

en_US#instructionsdsr"> leave detailed<nbsp>ratings for sellers. With detailed seller

ratings, you can provide additional information about the transaction and your sellers can get a more

complete picture of their performance.

 The ratings are based on a 5 star scale:

 5<nbsp>is the<nbsp>highest score 1<nbsp>is<nbsp>the

lowest
 <nbsp> Leaving Detailed Seller Ratings is optional.<nbsp>You

are not required to leave one<nbsp>for your seller, but we encourage you to fill these out as they

allow you to give more details on the transaction. Note:<nbsp>If you leave Feedback but don't add

DSRs, you can't go back at a later stage to add them (an exception is as part of a Feedback

Revision request). </td> </tr> <tr valign="top"> <td>Types of DSRs</td>

<td> You can leave a Detailed Seller Rating for a seller in four areas: Item as

described Communication Shipping Time

Shipping and handling costs </td> </tr> <tr valign="top">

<td>Timeline</td> <td> Deadlines:

 As with regular Feedback, you

have up to 60 calendar days to leave Detailed Seller Ratings for a transaction from the date you received your item or from the expected delivery date, whichever comes first. If no expected delivery date is provided, you have up to 90 days from when you completed your purchase to leave feedback for the seller. You can leave detailed seller ratings for your seller when you leave them Feedback.

If the overall rating was already left, you can't go back and leave Detailed Seller Ratings. There isn't a way to change any of the ratings that were already left. Sellers' ratings will only appear on their Feedback profile if they've received at least 10 ratings in the last 12 months.

The Feedback Profile page has several sections to it.

Section	Details
A	Positive Feedback Percentage
B	Recent Feedback Ratings

This shows you a total of how many positive, neutral and negative Feedback ratings the seller received within the last month, six months, or year.

Important: You may see a difference when you calculate your Feedback percentage using the Recent Feedback ratings and what displays in the "How is Feedback percentage calculated" box. This difference is because:

- The Recent Feedback ratings section displays all the Feedback you've received based on when Feedback was received.
- The Feedback Percentage calculation does not display Feedback given for repeat transactions and is based on when the transaction ended (when you bought / won / sold

the item). Repeat transactions are transactions with the same member in the same week ("Repeat Feedback").

<ul style="list-style-type: none"> These ratings give you more details about a seller's performance. 5 stars is the highest rating, and 1 star is the lowest. If you don't see any numbers in this section, then the member has fewer than 10 Detailed Seller Ratings. Average ratings are computed on a rolling 12-month basis. 	Detailed Seller Ratings
<ul style="list-style-type: none"> This gives you links you might find useful in your transaction, like the seller's contact information. 	Member Quick Links
<ul style="list-style-type: none"> The default tab is "All Feedback", where you can see all the member's Feedback in one place. You can select one of these tabs to see only one type of Feedback for a member. For example, the "Feedback as a seller" tab shows you the Feedback the member received as a seller, but not the Feedback the member received as a buyer. 	Filtering Tabs
<ul style="list-style-type: none"> This shows the number of negative or neutral Feedback entries buyers have revised for the seller. 	Revised Feedback
<ul style="list-style-type: none"> This is the number of the item the buyer bought and is commenting about. 	Item Number
<ul style="list-style-type: none"> You can see the item title if the sale happened less than 90 days ago. On the U.S. site, we hide item titles for all Feedback received as a buyer (image below), so you only see the item number - if you are involved in the transaction and logged into eBay. 	Item Title



valign="top">H</td> <td>Period Use this drop-down menu to view only Feedback from the last 1, 6, or 12 months. </td> </tr> <tr> <td valign="top">l</td> <td>View Item This link will be displayed if the transaction is less than 90 days old. </td> </tr> </tbody> </table> </h2><h2>GUIDE.SUMMARY

What Feedback consists of comments, images and ratings left by other eBay members that you have bought from or sold to. It reflects your reputation as an eBay member. These comments, images and ratings, along with your overall Feedback Score, are available in your Feedback Profile page. When A buyer and a seller can leave Feedback for each transaction they make. Generally, a member may affect another member's score by one point (positive or negative) per transaction per week. </h2><h2>GUIDE.RELATED_LINKS

Related Help Pages Leaving feedback for seller
 https://www.ebay.com/help/buying/leaving-feedback-sellers/leaving-feedback-sellers?id=4007

Feedback profile
 https://www.ebay.com/help/account/changing-account-settings/feedback-profiles?id=4204 Seller rating
 https://www.ebay.com/help/buying/resolving-issues-sellers/seller-ratings?id=4023 Automatic feedback settings
 https://www.ebay.com/help/automatic-feedback-settings/selling/automatic-feedback-settings?id=4101

[target="_blank">https://www.ebay.com/help/automatic-feedback-settings/selling/automatic-feedback-settings?id=4101](https://www.ebay.com/help/automatic-feedback-settings/selling/automatic-feedback-settings?id=4101) Related articles
[href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1118"](https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1118)>Defect and feedback policy - Removal and appeal of defects, late delivery, and feedback

[href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1299"](https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1299)>Feedback misuse policy Related solutions
[href="http://cskb.vip.ebay.com/cskbapp/art?page=content&id=SOL3881"](http://cskb.vip.ebay.com/cskbapp/art?page=content&id=SOL3881)>How to leave feedback

[href="http://cskb.vip.ebay.com/cskbapp/art?page=content&id=SOL7411"](http://cskb.vip.ebay.com/cskbapp/art?page=content&id=SOL7411)>Can't leave feedback (less than 5 days registered)

[href="http://cskb.vip.ebay.com/cskbapp/art?page=content&id=SOL3878"](http://cskb.vip.ebay.com/cskbapp/art?page=content&id=SOL3878)>Buyer can't leave FB - exceeded maximum timeframe

[href="/kb/index?page=content&id=SOL3883"](/kb/index?page=content&id=SOL3883)>How is the FB % score calculated

[href="/kb/index?page=content&id=SOL4022"](/kb/index?page=content&id=SOL4022)>Score incorrect - unique users (repeat credit)

</h2></h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

name="commonques"> Leaving negative or neutral Feedback </table align="center" bgcolor="#ffe8" border="1" cellpadding="2" cellspacing="2"> </tbody>

</tr> </td>Instructions: To leave negative or a neutral Feedback:

Select My eBay at the top of any eBay page. You may be asked to sign in. Under Account (or My Account) select the Feedback link.

Locate the title of the item that you want to leave Feedback for, and then select the Leave Feedback link to the right under the "Action" heading. Indicate whether you

had a positive, neutral, or negative experience with this member by selecting the corresponding

button.  height="428"

src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/2019/nnselect.jpg"

width="650"> If leaving negative or neutral Feedback, you will be asked: "Are you sure you want to leave negative or neutral Feedback for <this transaction>? height="469"

src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/2019/nnleave.jpg"

width="650"> In the Comment box, enter up to 500 characters of text that accurately describes your trading experience. If you're a buyer, you can also leave detailed ratings for your seller. Upload up to 5 images of your item. Select Leave Feedback. </td> </tr>

<tr> <td>Messaging presented when newly registered (less than 5 days) member attempts to leave Feedback:

 height="148"

src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/2019/FB5days.jpg"


width="650">
 </td> </tr> </tbody> </table> Accepting a Feedback revision request <table align="center" border="1" cellpadding="2" cellspacing="2">

<tbody> <tr valign="top"> <td width="25%">Accepting a Feedback Revision request</td> <td>Instructions: To accept a Feedback Revision request and revise the Feedback you left: Select Accept Request in the Feedback Revision request email. Revise the original Feedback you had left as you choose: rating, comment, and / or Detailed Seller Ratings. Select Revise Feedback.

src="https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1028/feedback%20revision%20page.png"> Review your revised Feedback and select Confirm. border="1"

src="https://cskb.qa.ebay.com/library/EBAY/Images/Talisma/DEN/pf/12/WebFiles/NA_eBay_CS/Article_Images/8778/Buyer_Revision_Accept1.jpg"> The seller is notified that you

have revised your original Feedback.




Declining a Feedback Revision request

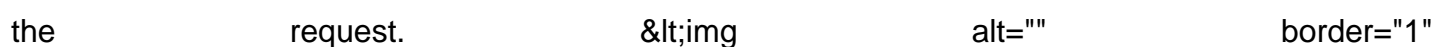
Instructions:

To decline a Revision Feedback request:

- From the Feedback Revision email, select Decline Request.
- Select a reason for declining the request of the seller.
- Select Submit.



The seller is notified that you have declined the request.




Instructions for Members

Leaving DSRs

Instructions:

To leave a Detailed Seller Rating:

- Select My eBay near the top of most eBay pages.
- From the left hand side, select Won.
- Find the item you wish to leave Detailed Seller Ratings and Feedback for, and select Leave Feedback to the right hand side in the "Actions" column.
- Once you select a rating for the transaction such as Positive, Neutral or Negative, you will see the option to enter the Detailed Seller Ratings for the transaction.



Detailed Seller Ratings

- Enter your Feedback comment and select the stars for each topic you wish to leave a Detailed Seller Rating on.
- Select Leave Feedback to continue and submit.

</table> Reasons for Feedback Withdrawal and Feedback Removal Most of these scenarios must be worked by the M2M Escalations workgroup. See all the Transfer Guidelines here Feedback Withdrawal (withdraw comment only)
 Feedback Removal (ratings and comments are removed) For Full List of Feedback Removal Reasons, see <a

<td>Instructions: Submitting a Feedback revision request:

Select Site Map (at the bottom of most eBay pages)

Select the Community tab Select Request Feedback

Revision Check the box next to the Feedback you'd like the buyer to

revise Select Send Select the Feedback you'd like revised by the

buyer, then select the reason that best describes why you want the feedback revised.

<blockquote> Note: You're required to enter something in the "Additional Information" text box.

If you don't enter information here, you'll receive an error message. Your comment can be up to 500

characters in length. This comment will appear to your buyer, so we encourage you to be polite with

the request. </blockquote> After the request is submitted, you'll get a

confirmation. You'll also receive an email notification that your request has been sent to the buyer.

Note: If you don't have any Feedback eligible for revision, you'll be notified when you begin the

Feedback Revision process: <blockquote> <img alt="" border="1"

cle_Images/8779/sellerfbrevise4.jpg">
 </blockquote>

</td> </tr> </tbody> </table> </h2>