

Non-payment account holds and suspensions for balance owed

<h2>GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE View past due status and amount

<ol> <li>Go to eBay.com and click My eBay.</li> <li>Click Account.</li>

<li>Click All account activity.</li> <li>Click Show details</li> <li>Locate your

past due status and amount. <br> <br> </li> </ol> View total amount due <ol> <li>Go to

eBay.com and click My eBay.</li> <li>Click Account.</li> <li>Click Seller

Account.</li> <li>Locate your amount due.<br> <br> </li> </ol> Make a onetime payment Internal Information <ul>

<li>See <a

href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1040#instructions">Bill

ing - payment method for paying eBay - onetime, automated</a></li> </ul> Listings

aren't visible in search due to collections <ul> <li>Have you paid your monthly selling fees?

If a member has an unpaid balance, they may find their items hidden.  To remedy this, the

member simply needs to make a successful one-time payment or place a new APM on file and

make a payment.  Listings will remain hidden until successful payment is made.</li>

</ul>   Internal Information <ul> <li>Once a successful payment is made, an

"Unhide" MAC note will be generated on the account (unhide can take 36 hours to cycle

through all the search filters).</li> </ul>      

</h2><h2>GUIDE.SUMMARY What <ul> <li>Customers who have a payment

balance that is past due may find that their account access has been limited or put on hold.</li>

<li>When an account is on hold their listings may be hidden from search until they pay their

outstanding balance.</li> <li>You can't create new listings until we remove the

hold.</li> </li>If the current hold is shown as BuyingAllowed in MAC &nbsp;notes, the customer will still be able to buy and pay for items.</li> </li>Other eBay members can't see that the account is on hold.</li> </li>You can update your payment information and recover your password, but other administrative changes are not allowed (e.g. changing your registration information).</li> </li>If you don't pay the balance due, your account may be suspended and possibly sent to <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1220">collections</a>.</li> </ul> When <ul> </li>Accounts are placed on hold once they are 30 days past due.</li> </li>Accounts may also be placed on hold due to <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1363">seller recoupment</a> through the eBay Money Back Guarantee (eMBG) program.</li> </ul> &nbsp; </h2><h2>GUIDE.RELATED\_LINKS Related help pages <ul> </li>Seller fees and invoices<br> <a

href="http://pages.ebay.com/help/sell/seller-fees.html" target="\_blank">http://pages.ebay.com/help/sell/seller-fees.html</a><br>

&nbsp;</li> </li>Payment Policy<br> <a href="http://pages.ebay.com/help/sell/payment-due-date.html#requirements">http://pages.ebay.com/help/sell/payment-due-date.html#requirements</a></li> </ul> Related CSKB <ul> </li></a

href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1040">Billing payment method for paying eBay onetime, automated</a></li> </li></a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL11200"

target="\_blank">Billing - Collections - Account on hold</a></li> </li></a href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1026">Billing - chargebacks, payment reversals, direct debit rejections</a></li> </li></a href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1220">Billing

collections (seller)</a></li></ul></h2></h2>GUIDE.TALKING\_POINTS</h2></h3>Questions about holds</h3> Is it possible to remove an account hold?<br> <br> Can you remove the account hold? </ul> </li>If you would like to remove the hold, you must pay the full amount of the most recent invoice - not just the past due amount.This includes all applicable fees due.<br>   Internal Information </ul> </li>Generally, holds are removed automatically once the balance has been paid. In rare circumstances, you may <a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1018&ViewLocale=en\_US#courtesyholdremoval">remove the hold as a courtesy</a>.</li> </ul></li> </ul> Why is it necessary to pay the full amount and not just whats past due?</ul> </li>We normally dont require payment until the end of the invoice period. However, once an account becomes past due, the full amount is required.</li> </ul> What if paying the whole amount (past due + new invoice) is unaffordable? </ul> </li>Unfortunately, we will need full payment before the account can be taken off hold.  Remember that any active listings you have are still available for sale, and so those future funds could be used to help make this payment.</li> </ul> Do you offer a credit? </ul> </li>Let me check and see if you qualify for a credit to help you resolve your account hold.<br>   Internal Information </ul> </li>Courtesy credits must be approved through Credit Authorization and Adjustment Requests (CAAART). Other credits can be done if they fall under the <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1506">eBay Manual Seller Fee Credit Policy</a>.</li> </ul> </li> </ul> Why is there a late fee? Internal Information </ul> </li>See <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1094">eBay fees</a>.</li> </ul> Why is an account still on hold after making a payment? </ul> </li>The hold should come off of your account automatically, but the process may take a few minutes.</li> </ul> Is it possible to cancel subscriptions while an account is on hold?

<ul> <li>Your subscriptions can't be canceled until the account hold is resolved.</li>  
</ul>      <h3>Questions about collections</h3>      See <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1220">Billing collections (seller)</a>. Your listing isn't showing up in search <ul> <li>You have an unpaid balance for selling fees and haven't updated your APM/successfully made payment to remedy the issue</li> </ul>      <h3>Questions about suspensions</h3>  
What happens when an account is suspended? <ul> <li>Suspended users are restricted from bidding, selling, leaving feedback and contacting other members.</li> <li>Your ability to change contact information is also limited.</li> </ul> <ul> <li>All listings are ended, and all subscriptions and bids are cancelled. Fees for the ended items are automatically credited to your account. </li> </ul>      <ul> <li>See <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1080">Account suspensions</a>.</li> </ul> Why was I suspended? For payment <ul> <li>Your eBay selling fees weren't paid on time. We sent warnings that your account would be restricted. As there was no action on your part, your account was suspended. If you'd like to know what charges led to your suspension, we can send you a copy of your invoice to review.</li> </ul> For recoupment: <ul> <li>You didn't reimburse eBay after we refunded your buyer(s) for a claim.</li> </ul> For payment method: <ul> <li>Your payment method was declined, charged back, or is out of date.</li> </ul> Can't access the suspended account? Internal Information <ol> <li>Provide the member with the <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1080&viewlocale=en\_US&curPage=art&prevPage=srp#otp">steps to make a one-time payment</a> online first.</li> <li>Then, assist member with the <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1078">Forgot Password</a> process.</li> <li>If the password cannot be recovered, Contact Verify the customer and send a manual <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1078">Forgot Password</a> process.</li> <li>If the password cannot be recovered, Contact Verify the customer and send a manual <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1078">Forgot Password</a> process.</li> </ol>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1078#temppass> For got Password Email

- If you still have your password, but can't access your account due to your suspension, you can still make a one-time payment through the Site Map.
- If you don't have your password, we can walk you through retrieving your password on the eBay site.

What if bankruptcy is involved? Internal Information

- If the member's account has been flagged for bankruptcy, do not try to collect any fees. Bankruptcy is a legally sensitive subject and must be treated with extreme caution.
- See <https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1220> Bankruptcy for what to do in these cases.

Is the suspension appealable? How to resolve a non-payment suspension:

- Yes, this suspension is appealable. The requirement for appeal is to pay the full balance (past due balance plus any fees accrued since then) owed on the account. It may also be necessary to place an Automatic Payment Method on file before selling is allowed.
- Once your payment has been posted, your suspension will be removed and your account will automatically be reinstated. If it doesn't reinstate, we can do a manual reinstatement.

Warning (not always applicable):

- A history of nonpayment of fees or recoupment suspensions may also require you to place an automatic payment method on file before selling is allowed. Internal Information
- You may see Issue 150 on the account if this is the case.

For chargeback suspension appeals:

- Internal Information
- Check MAC Notes for a chargeback suspension. Open the note to see whether the chargeback came from a credit card or PayPal.

If the member's PayPal account was restricted as a result of the chargeback, then the member will need to contact PayPal and resolve their restriction before we can reinstate their eBay account.

If the suspension is due to a credit card chargeback (or any PayPal restrictions have been resolved), all of the following are required for

reinstatement: 

- Balance must be paid in full.
- No previous Chargeback Suspensions in the last 24 months.
- There are no fraud risk indicators (ATO, multiple declined payments, multiple chargebacks, etc.).
- If an account has multiple chargeback suspensions in the past 24 months or any indication of fraud, let the member know that the appeal will be sent to a specialist for review; send the appeal over to the <https://billing.corp.ebay.com/ccescalate/request.php> stolen credit card (SCC) team as these suspension appeals may not be worked by other teammates.

- If all requirements above are met, you may reinstate the account.

Can you still use another account or open a new account?

- You can't use or open another account until this suspension is resolved. This includes having friends or family members open accounts on your behalf. Doing so will result in a similar action on the other accounts.

How to pay if you can't get into your account:

- Members suspended for nonpayment can still go through the forgot password process. If the member is still unable to access the account, you may <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1098> Contact Verify the member in order to send a manual <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1078#temppass> forgot password email.
- Members can also <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1040#instructions> make payment through the site map.
- If you are still suspended after recently paying fees
- Your account suspension will be removed once your payment has posted. When your payment posts depends on the payment method used.

Internal Information

- See <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1040> Billing - payment method for paying eBay - onetime, automated for more information.

- ## GUIDE.DETAILED\_INFORMATION

 Listings hidden

due to unpaid account balance <ul> <li>If you have not paid your bill and have past due amounts that weve been unable to collect, we may hide your listings in our search until successful payment is made.</li> </ul>   Internal Information <ul> <li>A MAC note on the account will detail if the member is being hidden for this reason</li> </ul>   </h2>