

High & Medium Risk Product Categories for Greater China

<h2>GUIDE.TALKING_POINTS Why eBay has this process? For better buyer experience and to prevent buyer purchasing high risk products from bad performance seller, eBay only allow seller to list certain amount within 30 days for some categories before getting enough good transactions. How to appeal this limit? No appeal process for casual seller now. If seller has account manager, guide the seller to contact his/her account manager to appeal. When seller contact AM, he/she should provide: Seller performance status (must above standards or eTRS) Explain the appeal reason Provide improvement plan How long will the appeal process take? Normally it takes about 1 week from the appealing. Safelist could only be added on every Wed. When could the limit be raised? We will evaluate your selling performance from those categories every week. Based on the category\sold price\transaction volume, we will automatically increase your limit. Now you have 5Qty(HRP)\100Qty(MRP) within 30days selling limit on those categories, please focus on the performance of these transactions from now on. Current my limit is 5Qty. Does it mean I can list 5Qty in US and 5Qty in UK? No, if your current limit is 5Qty, you could only list 5 Qty from global sites in total except HK site. For example, if you already list 1 item in US, you could only list at most 4 items on UK. </h2><h2>GUIDE.SUMMARY What: Some of eBay categories are very popular. Sellers may not prepare enough stock at the beginning. The transactions could not be finished because of seller, which will cause bad experiences from buyers. To reduce bad buyer experiences, eBay limit new sellers or bad performance sellers from selling on specific categories. Limits for sellers who already have good selling history in those categories will automatically increased. Who: eBay sellers with country address in Greater China (China mainland\Hong Kong\Taiwan) who sell items in specific categories on global site. How: Weekly evaluate in-scope transactions performance in the past 90 days. Focus on bad buyer experiences, which includes Neutral\ Negative Feedback, Low DSR on item description and shipping time, open cases and cancel transaction in seller reaso. </h2>