

Goals

BUSINESS GOALS



For business core strategies

- Launch CAD for Canadian and American sellers to receive payouts to enable seller acquisition and GMS growth.
- Adopt HyperWallet as the new payment gateway
- Exit eBay TSA



For CS/Payment Ops team

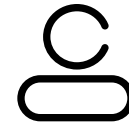
- Fix the high priority payout issues
(unclaimed, rejected, stucked payouts)
- Automate the high priority operational manual work



For Finance team

- Reduce deferred revenue

DESIGN GOALS



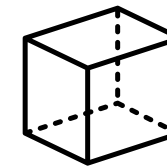
For sellers

- Build a payout journey that helps sellers understand the right payout process, currency, and timeline, choose the right payout method, and provide right payout information.

DESIGN PRINCIPLE



Coherent



Transparent



Intuitive