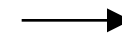


# As-is Pain Points & Insights



## Confusion on the right payout method setup.

- Seller can only get in paid in the event currency.
- Add payout method in an incoherent flow caused seller's confusion, as it is lack of the contextual guidance.
- Payout methods changes requests that are led by previous seller confusion of setup, which resulted in a high contact rate.

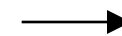


**Upfront payment method setup process with guidance provided.**



## Inappropriate expectation of payout timeline.

- NorAm sellers expected to get paid immediately after delivery. Consumer sellers are surprised they get paid after the event (Sometimes months away).

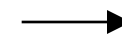


**Help sellers to build reasonable expectation.**



## Cannot get in paid in seller's choice of currency.

- Sellers had to have a bank account in the country of the event which created obstacles for cross-border sellers to sell on StubHub.
- Canadian sellers can only get USD payout that limits their sale on StubHub.

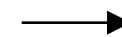


- **Enable more currencies to receive payouts**<sub>(phase 1)</sub>
- **Support seller FX**<sub>(phase 2)</sub>
- **Support list ticket in the currency of choices**<sub>(not in SH biz scope)</sub>



## Invalid payout accounts caused lots of pending & failure payouts.

- No PayPal verification
- Direct deposit validation is asynchronous (usually it takes 2–3 days after enrollment)

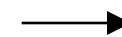


**Validate seller's payout accounts.**



## Payout cycle get delayed due to internal policies, processes and tech issue.

- Sellers are unaware on why, how, where and when they have to provide personal information, causing payout delays.



**Streamline the inevitable process in to the user flow.**