McCoy Guidelines

Last updated: 8/30/2019 - edits highlighted in yellow

General Overview

A **document** is a generic term referring to any of multiple sources we pull content from to be categorized. Your task is to understand the purpose of each document and to match it with the best fit sub-category. Example documents can be Facebook ads, internet webpages, Facebook Marketplace posting, and many others.

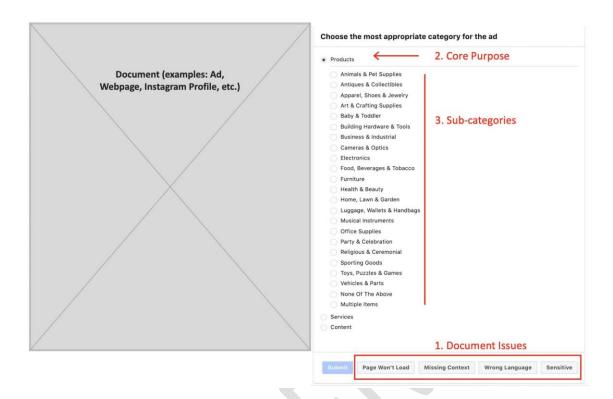
Categories are organized into a **taxonomy**, which is a hierarchical structure of terms that starts from broad categories and narrows down to more specific sub-categories. Our taxonomy is comprised of three **purposes**: Product, Service, and Content.

Throughout each of the workflows, keep in mind the following labeling principles:

- Categorize to the most specific, while still inclusive, sub-category. For example, if a laptop is presented in a document as a product, categorize to Product > Electronics > Computers > Laptop, and not just Product > Electronics > Computers. While Computers is an appropriate category to describe what laptops are, there is a sub-category of 'Laptop' that is more specific.
- 2. If you are unfamiliar with the product/service/content featured in a document, feel free to perform a brief side search using your favorite search engine. Please do not exceed 60 seconds for side searching.
- 3. For cases when you are unsure, refer to the following:
 - a. Bias towards identifying the purpose as Product over Service, and Service over Content.
 - b. Bias towards the image over accompanying text.

How To Categorize A Document

You will be presented with a single page and will be asked to select the **most specific, but still inclusive, label.** The document will be presented on the left side along with any additional information about it. On the right side will be the interactive section for you to complete the task and submit.



Labeling Instructions

Step ${\bf 1}$ - Determine if there are any <u>document issues</u> that prevent you from categorizing the document.

Issue	Description	Instructions
Page Load Error	Document fails to load any information. SRT widget problem	Select "Page Won't Load".
Missing Context	The document does not provide enough context for you to decide a category. For example, a login page or a blacked-out screen. If you do not understand the content, you are allowed to side search to gain the necessary understanding; however, this is not a scenario of Missing Context.	Select "Missing Context".
Wrong Language	If some or all of the document is in a language you do not understand,	Select "Wrong Language".

	preventing you from understanding its purpose.	
Sensitive	If a document contains or potentially contains any of the following: Child Exploitation and/or Child Nudity Self-Injury and Suicidal Content Credible Threats, Violence or Calls to Violence Sexual Content and/or Nudity Hate Speech Acts of Terrorism Human Trafficking Bullying and Harassment	Select "Sensitive". Escalate to your manager immediately and report the Job ID if the document contains: • Child Exploitation and/or Child Nudity • Self-Injury/Suicidal • Time-Sensitive Credible Threat

If any of the scenarios apply, select the correct button at the bottom of the page. The job automatically moves to the next job if selected. If no issues, skip to step 2.

Step 2: Choose whether the <u>core purpose</u> of the document is a Product, a Service, or Content.

Documents may reference multiple purposes, but the goal is to consider which of those is intended to be most important to the user. Consider all available information on the tool to aid in selecting a purpose.

Familiarize yourself with the definitions in the table below and choose the most appropriate document purpose.

	Product	Service	Content	
Definition	A specific, physical good that a person can use and retain. Products are items that can be bought/sold and may be offered as a free trial or as a sample.	A service is an intangible thing that a person experiences in real time, but cannot retain, and that can start, or stop being provided.	Content is an idea or information that is shared without commercial intent. All media (music, movies, books, games, etc.) are considered Content.	
Examples	Examples Clothing, Shoes & Jewelry, and Furniture are examples of items that can be physically bought or sold. Beauty treat consultation served in a are all examples are all examples services you		People profiles, media (e.g., music, movies, books, newspapers, magazines), and food recipes are examples of content.	

Note:

- **Service** We consider businesses, software & applications, and live performances under the Service purpose, all of which provide a service function to people even if they require a physical item in order to access. For example, a ticket to access a live performance or a CD to access the software & application.
- **Content** Content contains all topics that are not specifically captured under the Product and Services purpose, including people. In general, the Content purpose is the catch-all purpose for when the document is not promoting/representing a specific Product or Service.

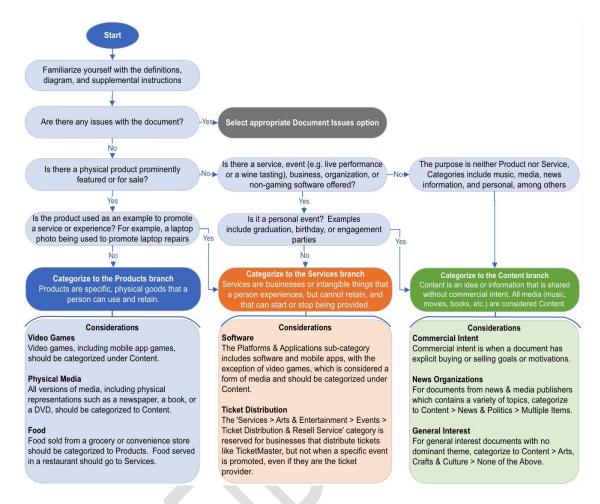
Special Considerations:

- **Food:** When the document presents food that is acquired from a specific restaurant, consider it as a Service (contrary to the usual bias of Product > Service).
 - Example 1: A document promoting a specialty pizza from a pizza shop should fall under Service > Food, rather than Product > Food, Beverages & Tobacco.
 - **Example 2**: A document from a catering company promoting menu dishes should be part of Services as well.
 - Example 3: A document promoting a food delivery service, should fall under Service>Food. This includes subscription services such as HelloFresh, UberEats, GrubHub, etc.
- **Digital Media:** Digital goods are to be categorized under the Content purpose. If both a digital good (e.g., mobile app games, movies, music, video games) and the service that provides the digital goods (e.g., Netflix, Spotify, YouTube) are presented in the document, you should choose to categorize the digital good over the service. For example, if Netflix is promoting a specific movie, categorize the movie under content and not to Netflix as a service.
 - Physical versions of these digital goods (e.g., a book, dvd, physical copy of a video game) still fall under the Content purpose as the specific format is not important.
 - Mobile apps, excluding mobile app games, are considered Service.
 - Exception: If a document is promoting a digital media at a specific physical venue (e.g., movie at a movie theater), then you should categorize to the venue/service under the Service purpose. If the document is non-specific about the physical location, categorize the document under Content purpose. For example, an advertisement for a movie playing at a local theatre should be categorized to <u>Service</u> while an advertisement for a movie playing nationwide should be categorized to <u>Content</u>.
- **Events:** For events, we want to identify why people would be interested in the event and categorize the main service or product presented at the event.
 - Example 1: A document selling tickets to a live performance at a venue would be categorized under Service> Arts & Entertainment because the consumable part of the event is the live performance.

- Example 2: A document promoting an event with a famous Home & Garden TV personality focused on real estate investing, the consumer part of the event isn't the host but rather is the real estate investing topic. Therefore, we want to categorize the real estate investment as 'Services>Finance>Investing>Real Estate Investment'.
- Example 3: A document is promoting a boating trade show event where people can buy and sell boat parts. The reason people would be interested in this event would be because they are interested in buying or selling boat parts. Therefore, since the valuable consumer part of the event is around boat products, the correct category is 'Products > Vehicles & Parts > Vehicle Parts & Accessories > Watercraft Parts & Accessories'.
- Note: The 'Services>Arts & Entertainment>Events>Ticket Distribution & Resell Service' category is reserved for businesses that distribute tickets like TicketMaster and StubHub, but not when a specific event is promoted, even if they are the ticket provider.
- **Contests or Sweepstakes:** Determine the purpose of a contest or sweepstakes by categorizing the top prize or promotion.
 - Example 1: The document invites you to participate in a contest for the chance to win a necklace, choose 'Products > Apparel & Shoes & Jewelry>Jewelry>Necklaces'.
 - If the prize is money, categorize to Services>Arts & Entertainment>Gaming & Play>Real Money Gaming.
- **Quizzes & Questionnaires.** Categorize quizzes and questionnaires to the best fitting topic under the Content Branch.
 - **Example 1**: A Buzzfeed quiz about movies should be categorized as 'Content>Movies, Television & Web>Movie Genres'.

Flowchart

Use as a general guide to think about how to categorize the document into the correct branch. This may not be comprehensive to cover all considerations in every document type.



Step 3: Continue categorizing the document to the most specific, but still inclusive, <u>sub-category</u>.

After choosing the purpose, additional sub-categories will appear. You should keep choosing the most appropriate sub-category for the document until you reach the lowest level of granularity possible that represents the product, service, or content.

- When to select Multiple Items: In cases when two or more sub-categories apply or if the higher-level category is the best fit, choose multiple items.
 - Example 1: A document is offering a variety of baby clothing; onesies, dresses and matching sets. Label as Products>Apparel, Shoes & Jewelry>Apparel>Clothing & Clothing Accessories>Baby & Toddler Clothing>Multiple Items because there are multiple sub-categories of clothing applicable for each item within the 'Baby & Toddler Clothing' subcategory.
 - Example 2: A document selling a bedding set consisting of a quilt, pillow cases, and bed sheets would be labeled as 'Products > Home, Lawn & Garden > Linens & Bedding > Bedding > Multiple Items' because there are multiple equally dominant products that fit within the 'Bedding' sub-categories.

- Example 3: A document featuring a performing art school offers classes in both dance and theater. Label as 'Services>Education>Professional Schools & Certification>Art Schools>Multiple Items' because "dance academy' and 'drama & theater' are both applicable sub-categories under 'Art Schools'.
- When <u>not</u> to select Multiple Items The document may feature multiple subcategories of products, services, or content, but if one sub-category is clearly more dominant, then categorize only the dominant product, service, or content. For example, an ad for a mobile phone where the phone is the main focus but also mentions the phone charger and phone case, consider the mobile phone as the dominant product to be categorized because the main offering is the phone while the phone case is supplemental to the phone.
- When to select None of the Above If you feel that none of the sub-categories are a good fit and the sub-category that describes the product, service, or content is missing, choose "None of the above".
 - Example 1: An ad features a musician who specializes in musical accompaniment for live events. Label to Services>Arts & Entertainment> Music & Nightlife>None of the Above because there is not a sub-category for "musical accompaniment" under the 'Music & Nightlife' sub-category.
 - Example 2: A group post features historical photography of small towns.
 Label to 'Content>Arts, Crafts & Culture >Arts> Photography> None of the Above' because 'historical photography' is not an available sub-category of 'Photography'.
 - Example 3: A document features a horse pulling business. There is not a subcategory available for "horse-pulling" so categorize as far as you can, to 'Services>Sports & Recreation>Horse Equestrian>None of the Above"
 - o If there are no applicable sub-categories beyond the core purpose (Products, Services, or Content), select the core purpose and then 'None of the Above. '

Marketplace Products

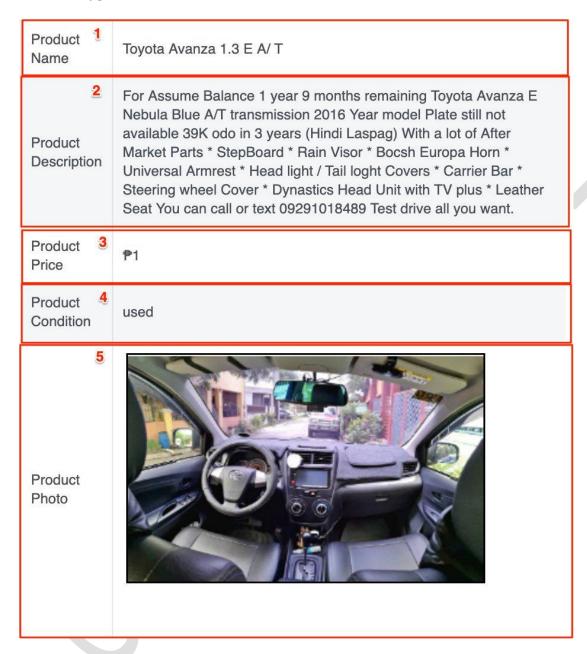
What is Marketplace?

Marketplace is a convenient destination on Facebook to discover, buy and sell items with people in your community. You can look through listings or search for items near you to find great things to buy. You can find everything from clothes, TVs, cars and even real estate. Both people and businesses can list things for sale, and can include either brandnew products, used items, or services.

Document Components

Marketplace post refers to a single user-generated post which offers things or services for

sale. Below is a screenshot of the information displayed on SRT for the Marketplace post document type.



- 1. **Product Name** is the name the product being listed by the seller.
- 2. **Product Description** offers information about the advertised product or service.
- 3. **Product Price** indicates the seller's requested price for the product.
- 4. **Product Condition** describes the state of the product (e.g., new, used, etc.)
- 5. **Product Photo** are user submitted image(s) of the offered products.

Notes:

• The appearance of [...] in the text signals that content was removed programmatically.

 Marketplace posts displaying this error message "No Content - Marketplace product Not Available. It may be deleted." should be labeled as Missing Context.

Marketplace Labeling Guidance

- 1. Review all parts of the document components before labeling. There may be useful information contained within components. For example, a description of the offerings within the product name or photos components, descriptions of services offered by the seller only seen in the photos, etc. Use the labeling instructions to determine the purpose of the featured offerings in the document.
- 2. The majority of Marketplace posts will be for physical products and should be categorized into the **Products** purpose. Common product indicators include:
 - a. product description mentioning item dimensions, weight, physical condition
 - b. product condition as new, used, damaged, clean, etc.
 - c. product photos of the physical item.

Note: Homes for rent or sale fall under the Services purpose for real estate.

3. **Services** for sale are prevalent on Marketplace. It's important to read through all components to determine if the dominant offering is a service, typically characterized by an offering of labor (e.g., plumbing, construction, etc.) and accompanied by a means of contact (e.g., phone number or email).

Common service purpose indicators include:

- a. product description detailing an event or services offered by a company or person
- b. product price listing hourly rates, event ticket prices or fees
- c. product photos containing a business logo, previous construction job projects, event information, or screenshots of software (e.g., AutoCAD or Photoshop).
- 4. If the dominant offering is a digital product (e.g., mobile app games) or any media (i.e., books, music, newspaper, magazine, movies, etc.) regardless of digital or physical copies, the document should be categorized under the **Content** purpose. Common content indicators include:
 - a. product description mentioning a physical representation of media, such as a book or DVD
 - b. product photos such as those showing a screenshot of a video game, a movie poster, or CDs for sale.
- 5. Marketplace posts for **garage sales** are common. Posts mentioning garage sales or any similar concepts are signals that an in-person event will take place for products

to be sold. Garage sales are to be categorized under 'Services>Retail>Used Merchandise Store' if any of these conditions are present in the post:

- a. Any of the following keywords appear in the post text:
 - i. Garage sale
 - ii. Yard sale
 - iii. Estate sale
 - iv. Moving sale
- b. A location <u>or</u> time for the event is mentioned in the photos or text.
- 6. It is common to see a single Marketplace post listing **multiple offerings** for sale. If each offering is individually mentioned and can be considered dominant (i.e., a person would be interested in the individual item without contingency of another item for sale), find the most inclusive category to describe all offerings for sale and select Multiple Items within that category.
- 7. Marketplace posts that show this error message "*No Content Marketplace product Not Available. It may be deleted.*" are to be labeled as Missing Context.
- 8. Sellers may update their Marketplace posts after their items were sold by adding item **statuses like "Sold" or "Pending"** to denote which items are still available. For our purposes, ignore those labels and categorize all items listed regardless of availability.

Confusing Cases

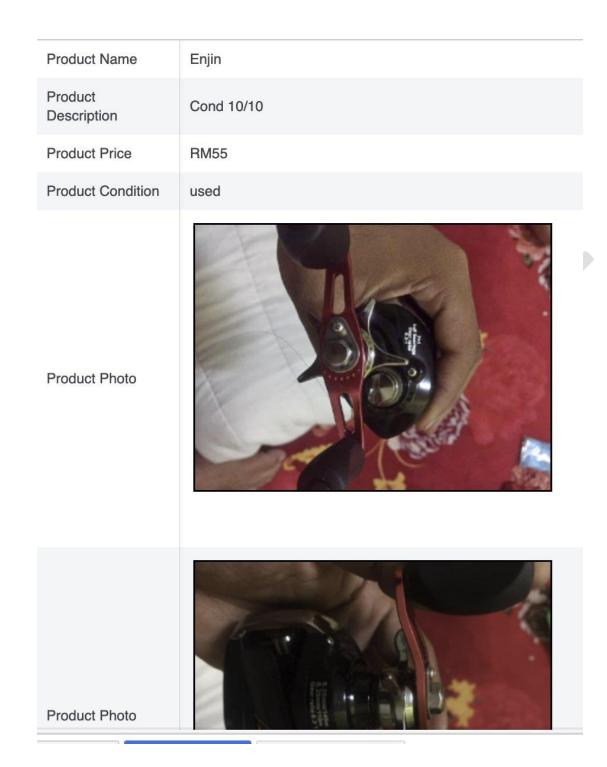
Case #1: There is no mention of garage sale but there are signs of it in across other components.

Solution: Use all available information on the document to determine if the post meets the garage sale definition: mentions a location or time for the physical sale and doesn't provide a detailed list of every item for sale. In the below example, the product name mentions a time, in 'Sunday sale', and the photos show an organized display of products that look like a garage sale. We can categorize this document to 'Services>Retail>Used Merchandise Store'.

Product Name	Sunday sale!!! Lots of cheap items! Everything must go!
Product Description	[]
Product Price	\$1
Product Condition	used
Product Photo	
Product Photo	50) cash west

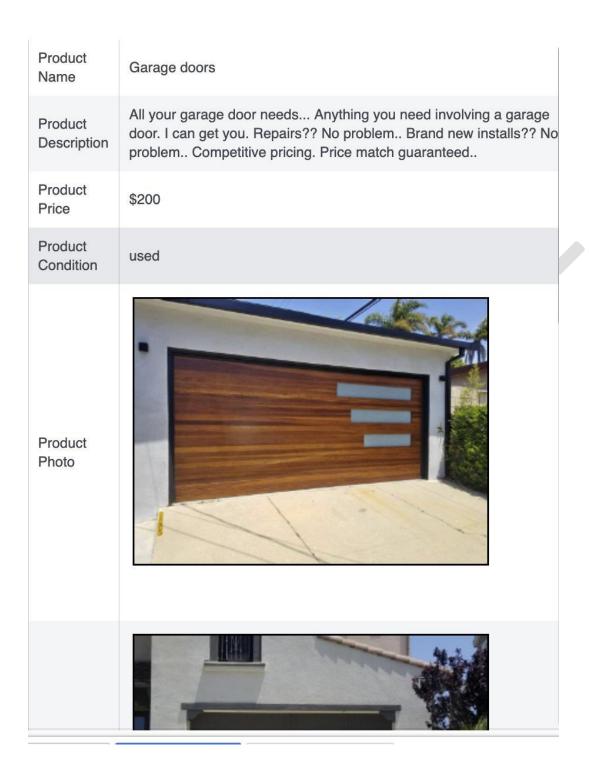
Case #2: The product name and product description are not helpful, and the product is difficult to identify from the product photo.

Solution: Side-search using as many clues as you can to confirm the identity of the product. The product label "Procast" is visible in the last product photo. A side-search of the product name "Enjin" paired with the "Procast" confirms the product is a fishing reel.



Case #3: The Marketplace post offers both services and products

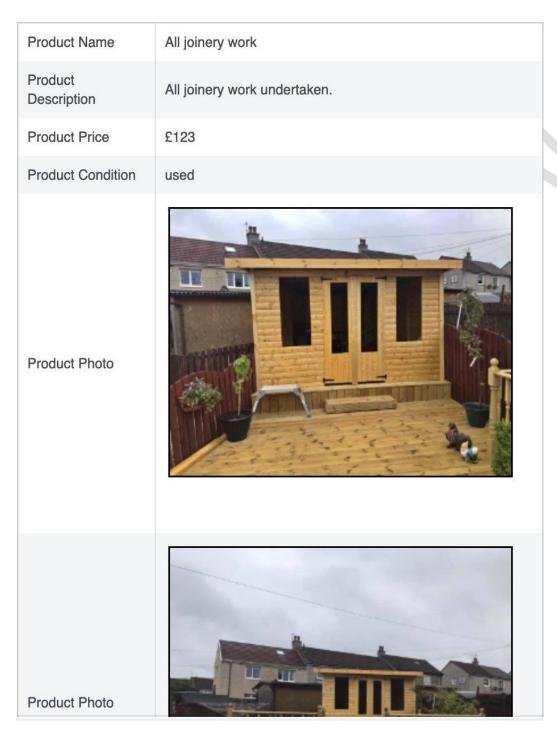
Solution: Categorize the product purpose rather than the service purpose. The post below offers both garage doors and garage door repairs. Categorize to the product Garage Doors and not to Garage Door Repair Service.



Case #4: The product description and product name offer ambiguous information for what the product is.

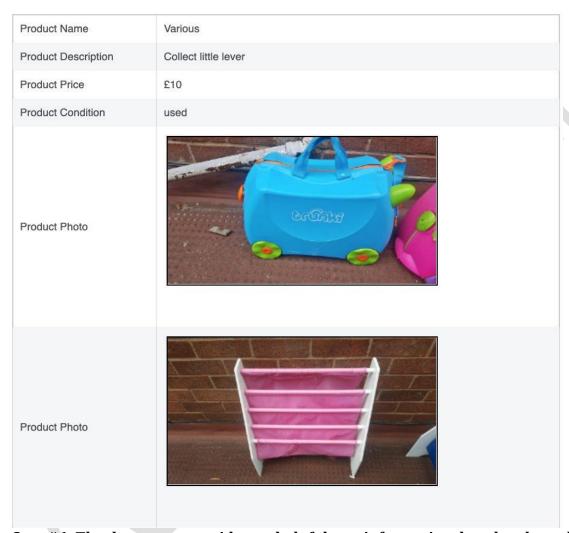
Solution: Use all document components to determine the seller's purpose. The post below could either be for a real estate property for sale or rent or for construction work. Further

scrolling of the product photos reveal images of lumber and construction materials. Therefore, we would categorize the document as Services>Home Services>Construction>Multiple Items because we believe the offering refers to construction and not real estate.



Case #5: The information provided about the offering does not allow us to categorize further than the top-level category.

Solution: Use all details provided to you in the document to determine the best category possible, even if the best category is the top-level category. For example, the document text shares no useful information about the product, but the photos show two clearly different products. We can assume both products are for sale and should categorize the document as Product>Multiple Items.



Case #6: The document provides no helpful text information, but the photo displays a product at which you can make an educated guess.

Solution: Yes, interpreting the product purpose through photos will be necessary. In the example, the product name is Pillsbury and the photo contains what looks like a set of figurines. We'll assume this offering is the set of figurines and should be categorized to Products>Antiques & Collectibles>Dolls, Figurines & Toys.

Product Name	Pillsbury
Product Description	
Product Price	\$8
Product Condition	used
Product Photo	

Case #7: What's the difference between Product>...>Automotive Tire and Product>...>Motor Vehicle Rim & Wheels?

- 1. Products>Vehicles & Parts>Vehicle Parts & Accessories>Motor Vehicle Parts>Motor Vehicle Wheel Systems>Motor Vehicle Tires>Automotive Tires
- 2. Products>Vehicles & Parts>Vehicle Parts & Accessories>Motor Vehicle Parts>Motor Vehicle Wheel Systems>Motor Vehicle Rims & Wheels
 - The category of *Automotive Tire* refers to the ring-shaped rubber component of a wheel system whereas *Motor Vehicle Rim & Wheels* refers to the metal component of which the rubber component is mounted on to.





Tire

Wheel/Rim

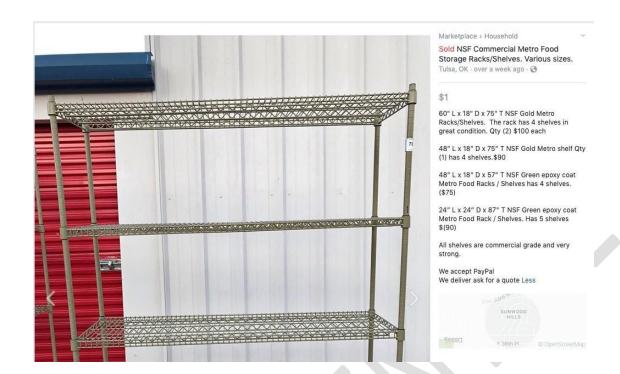
Solutions:

- 1. If the post text specifies only the tires with no mention of and rims, even if the photo displays both tires and rims, the correct category is Products>Vehicles & Parts>Vehicle Parts & Accessories>Motor Vehicle Parts>Motor Vehicle Wheel Systems>Motor Vehicle Tires>Automotive Tires.
- 2. If the post text specifies only the wheel or rim with no mention of the tire, even if the photo displays both tire mounted on the wheel/rim, the correct category is Products>Vehicles & Parts>Vehicle Parts & Accessories>Motor Vehicle Parts>Motor Vehicle Wheel Systems>Motor Vehicle Rims & Wheels.
- 3. If the posts specifies the tires and wheel/rim or doesn't specifically mention either tires or wheel/rims, then the correct category is Products>Vehicles & Parts>Vehicle Parts & Accessories>Motor Vehicle Parts>Motor Vehicle Wheel Systems>Multiple Items

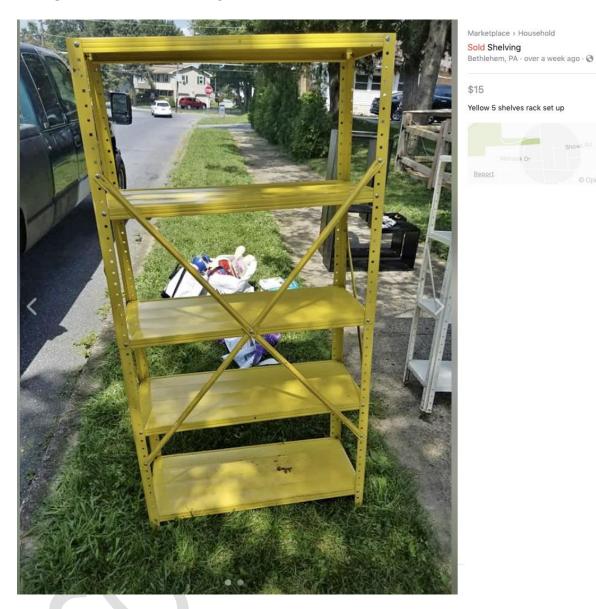
Case #8: What's the difference between Product>...>Shelving and Product>...>Industrial Shelving?

- 1. Products>Furniture>Shelving
- 2. Products>Business & Industrial>Industrial Storage>Industrial Shelving
 - The category of Product>...>Shelving refers to shelving used within a home setting whereas Product>...>Industrial Shelving refers to shelving used for commercial or industrial settings (i.e., businesses, warehouses).

Example 1: Industrial Shelving



Example 2: Furniture Shelving



Case #9: What's the difference between Product>...>Riding Scooter and Product>...>Motorcycles, Mopeds & Scooters?

- 1. Products>Sporting Goods>Riding Scooters
- 2. <u>Products>Vehicles & Parts>Vehicles>Motor Vehicles>Motorcycles, Mopeds & Scooters</u>
 - The category of Riding Scooter refers to recreational non-motorized scooters whereas Motorcycles, Mopeds & Scooters refers to motorized two-wheels vehicles.



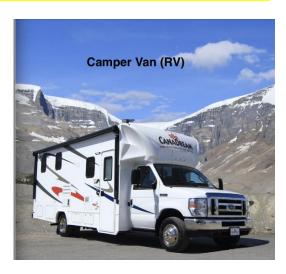


Case #10: What's the difference between Product>...>Camper Trailer and Product>...>Travel Trailer?

- 1. Products>Vehicles & Parts>Vehicle Parts & Accessories>Vehicle Storage & Cargo>Motor Vehicle Trailers>Travel Trailers
- 2. Products>Vehicles & Parts>Vehicles>Motor Vehicles>Camper Trailers
 - The category of Camper Trailer refers to recreational vehicles (commonly known as RV), typically has a motor and does not require a hauling truck; whereas a Travel Trailer typically is a hitched attachment to another vehicle.

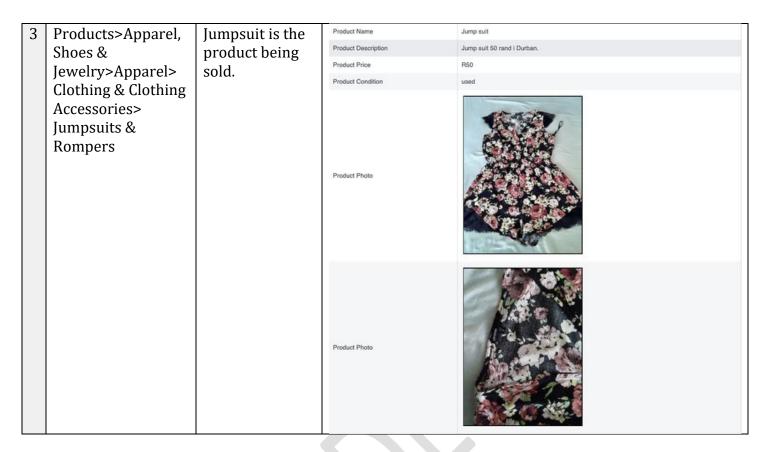
Travel Trailer

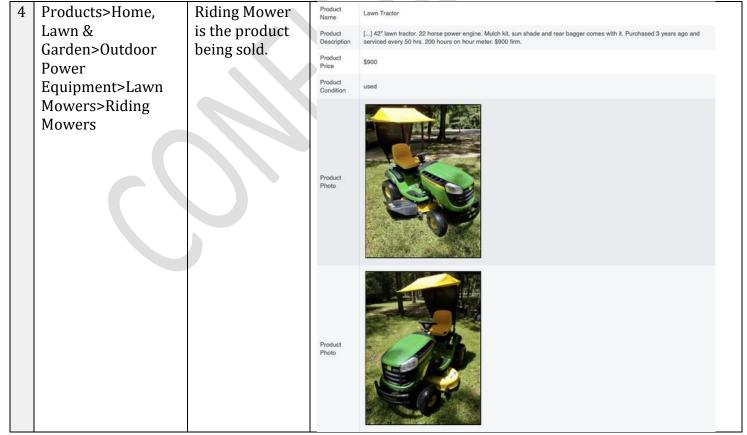




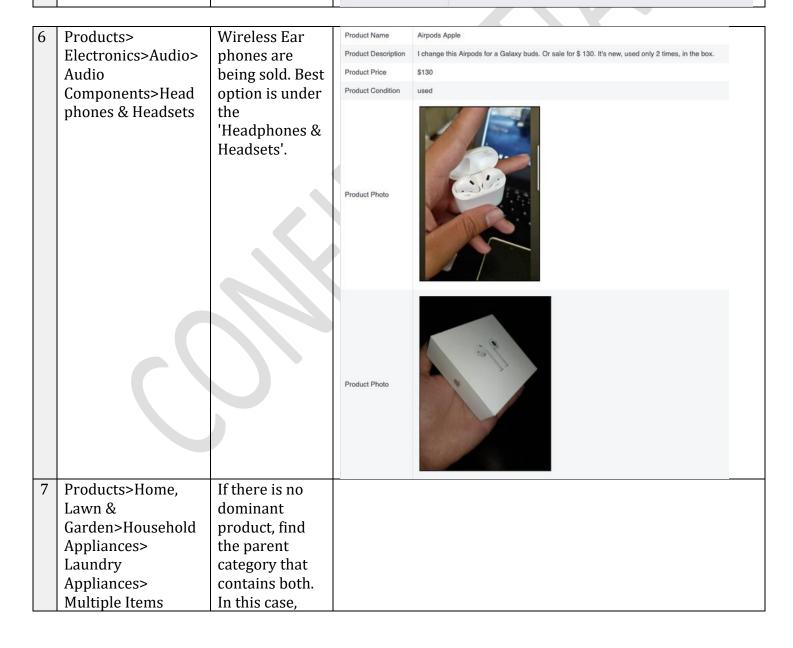
Product Categorization Examples

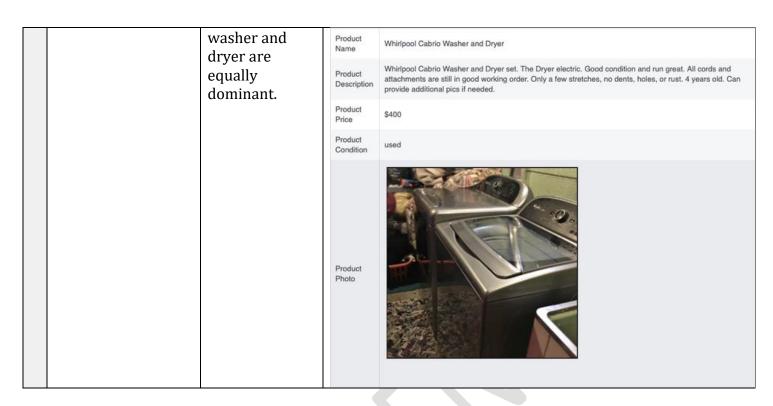
	Consensus Label	Explanation	Example		
1	Products > Furniture > Sofas >	roducts > Sectional Sofa is the dominant	Product Name	Sectional Sofa	
	Sectional/Modular	product being sold.	Product Description	7/20 Update: Someone is coming to checkout the size tomorrow morning. I will post if sold or still available tomorrow. Thank you. This sectional sofa is very comfortable. Not in top shape but not terrible. Perfect for college house or basement!	
			Product Price	\$50	
			Product Condition	used	
			Product Photo		
2	Products>Animals	Rabbit Hutch is	Product Name	Hand made rabbit hutch	
	& Pet Supplies>Pet	the product	Product Description Product Price	Home made rabbit hutch needs collecting today Kilburn de56	
	Supplies>Small Pet	being sold. Best	Product Condition	used	
	Animal Supplies>Small Animal Habitats & Cages	option is 'Small Animal Habitats	Product Photo		
			Product Photo		

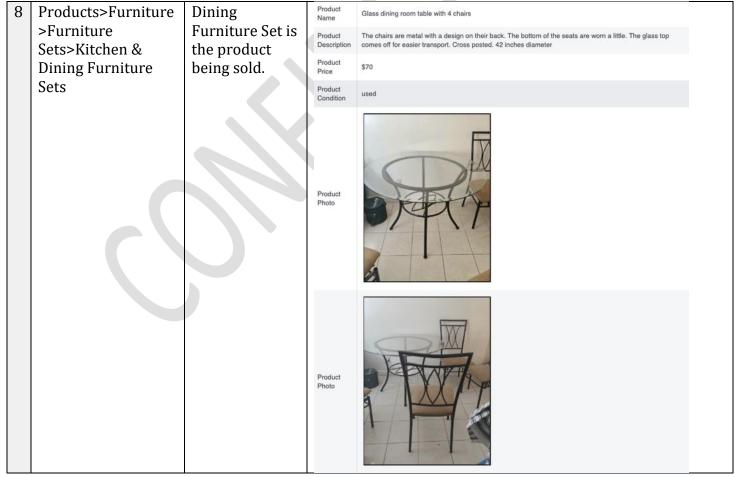


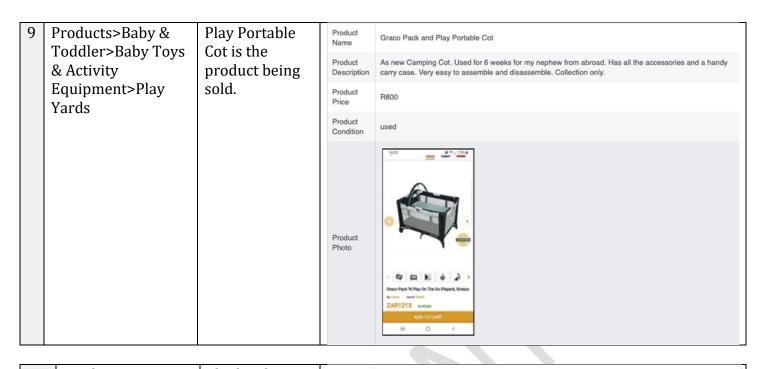


Products > Building Hoses are the Product Name Plastic water piping & corrugated drainage Hardware & Tools > products being Product Description Free piping [...] Plumbing > sold. Product Price FREE Plumbing Hoses & **Product Condition Supply Lines** Product Photo









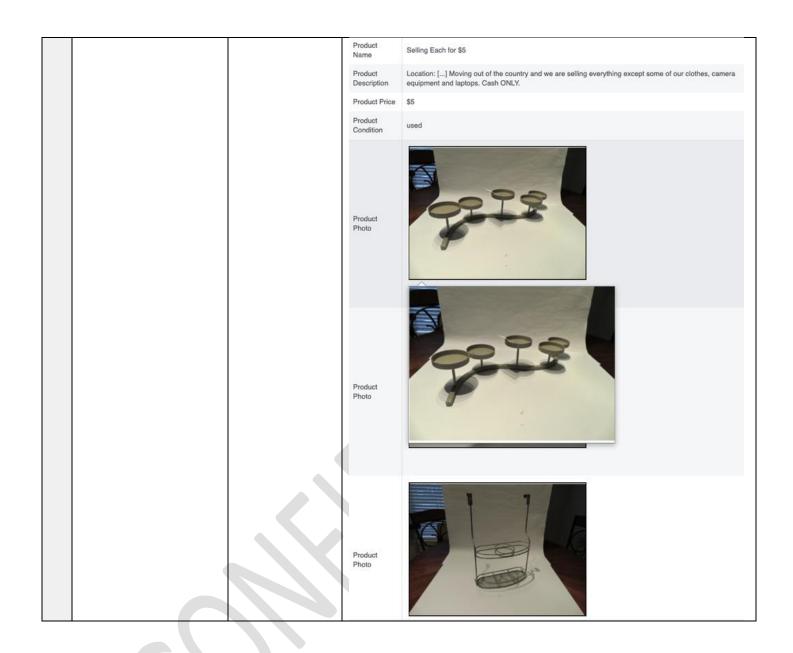


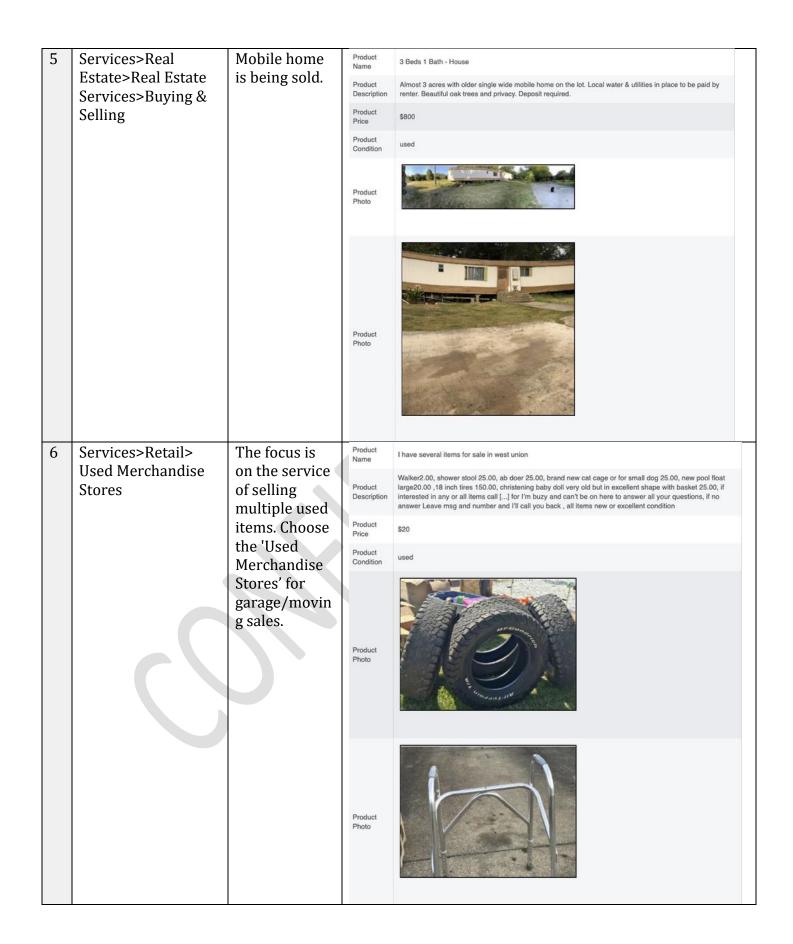
Service Categorization Examples

	Consensus Label	Explanation	Example	
1	Services>Retail>	The focus is	Product Name	Garage sale
	Used Merchandise	on the service	Product Description	Garage sale Saturday 7/20 and Sunday 7/21 in Wallingford. []. Prices marked or make offer. Willing to sell. Want it gone.
	Stores	of selling	Product Price	\$1
		multiple used items. Choose	Product Condition	used
		the 'Used Merchandise Stores' for garage/ moving sales.	Product Photo	
			Product Photo	
2	Services>Real	Renting an		
	Estate>Real Estate	apartment		
	Services>Renting &	unit is being		
	Leasing	offered.		

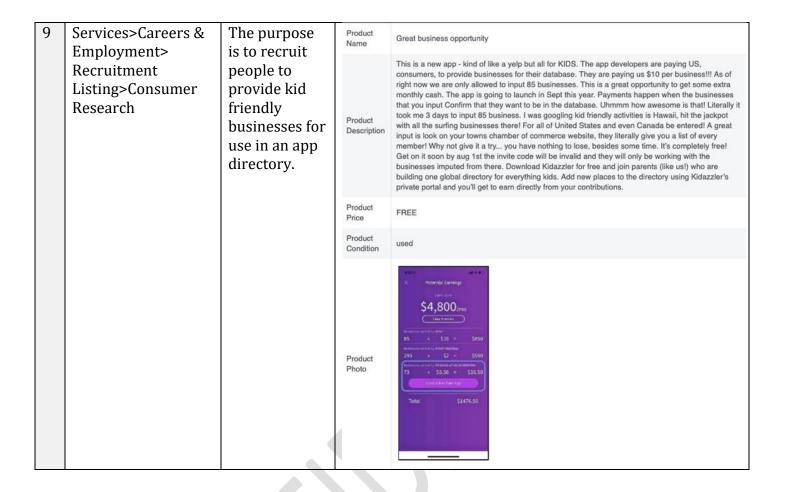
Product Name	Tustin Cottages
Product Description	Discover the beauty of Southern California and apply for one of our Tustin apartments for rent today. We have a stunning variety of three and four-bedroom apartment homes with stylish features and incredible amenities. Every spacious floor plan comes with a full-size washer and dryer, expansive vaulted ceilings, and separate family and living areas. We also offer a generous amenity package. Imagine coming home to a resort-inspired swimming pool and a relaxing spa area, or having 24-hour access to a fully equipped fitness center. Experience Southern California like never before and apply for one of our Tustin apartments today.h\n\n\n\n\n\n\n\n\n\n\n\n\n\n\n\n\n\n\n
Product Price	\$3,389
Product Condition	
Product Photo	
Product Photo	

3	Services>Real	Mobile home	Product Name	Mobile Home
	Estate>Real Estate is the product being sold.	Product Description	2 bedroom 12x60 mobile home for sale!! Located in Ringgold. There is NO TITLE so it CAN NOT BE FINANCED!!! But I can write a BILL OF SALE!! Needs some cometic work because it has a couple of soft spots but nothing major. Sold AS IS!! It's livable & was recently moved out of. It has axels & a tongue but no tires!! HAS TO BE MOVED!! No negotiations on price because price is FIRM!!	
			Product Price	\$1,500
			Product Condition	used
			Product Photo	
			Product Photo	
4	Services>Retail> Used Merchandise Stores	The focus is on the service of selling multiple used items. Choose the 'Used Merchandise Stores' for garage/moving sales.		





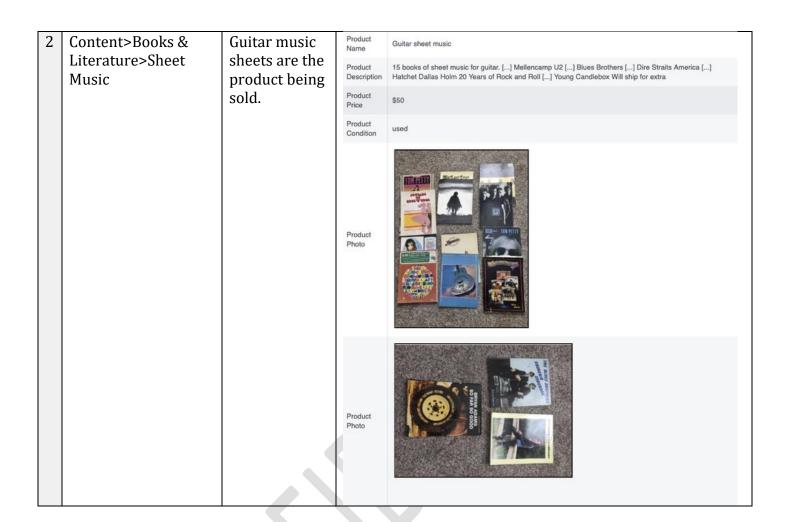
7	Services>Retail> Used Merchandise Stores	The focus is on the service of selling multiple used items. Choose the 'Used Merchandise Stores' for garage/moving sales.	Product Name Product Description Product Price Product Condition	Furniture, Electronics, Yard tools, household items Moving Sale, thru July 28 Round Hill in the Villages across from Round Hill Elementary Everything priced to sell. If you like something make an offer. We're downsizing! Misc yard tools \$5 each Heavy duty long work table \$25 Wooden ladder, \$15 Fireplace tools set \$15 Furniture: Amisco, 2 green & white swivel stools, excellent condition \$25 Beautiful, like new couch, love seat and ottoman, \$995 2 TV rolling stands \$10 each or \$15 for both Wall shelf, wooden w/heart \$20 Wooden sitting bench for entry way or deck, \$50 Baby gates, \$5 each or \$15 for all 4 Electronics: All 4: \$50 Sony, DVD Player Toshiba, VCR player/recorder Sanyo,Flat CRT TV \$1 used
	Contract Date 1		Product Photo	Household hundle
8	Services>Retail> Used Merchandise Stores	The focus is on the service of selling multiple used items. Choose the 'Used Merchandise Stores' for garage/moving sales.	Product Nam Product Des Product Prior Product Con	cription £5 for everything. Collection from TA2. No holding for long please. £5 dition used

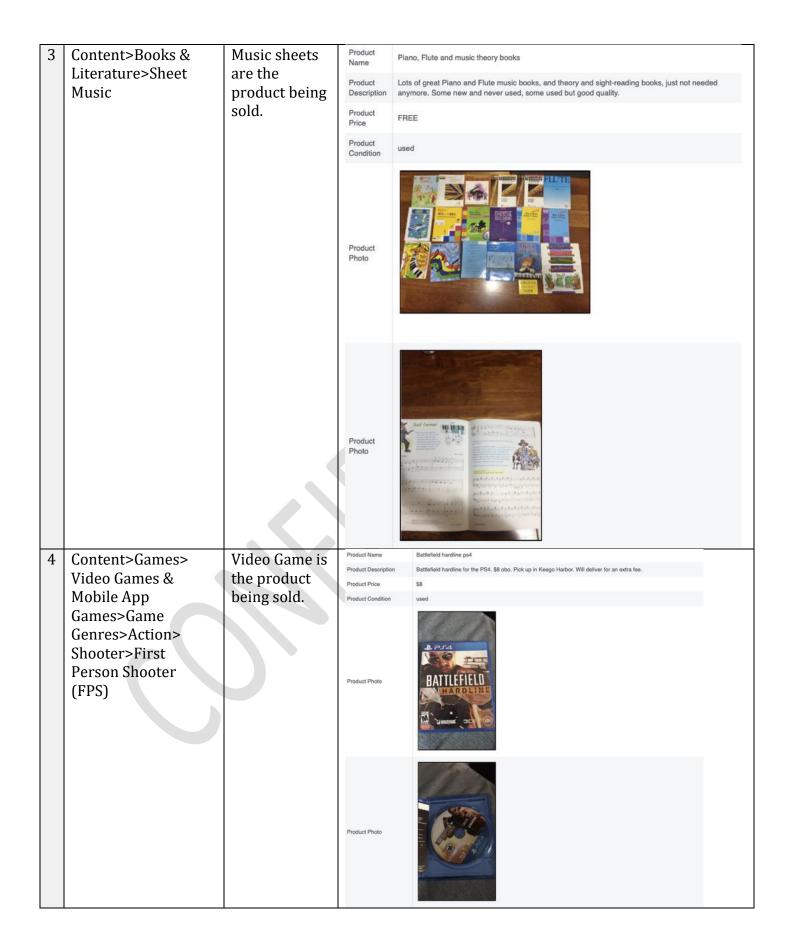


Content Categorization Examples

Consensus Label Explanation	Example
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1	Content>Books & Books for children are the product being sold.	Product Name Product Description Product Price	Lot of 83 Little Golden Books Lot of 83 Little Golden Books for sale. Some of them collectible. Some are in good shap but you are getting a deal on them. Take a look at the pictures and come by today and p are gone.	
	Literature		Product Condition	used
			Product Photo	
			Product Photo	





5	Content>Movies, Television & Web>TV Shows & Programs>TV Dramas>TV Crime & Legal Shows	Sets of TV drama dvds are being sold.	Product Name Product Description	Prison break dvds Prison break series 2/3 never watched £15
			Product Price	£20
			Product Condition	used
			Product Photo	MASCHRISTING ON THE PROPERTY OF THE PROPERTY O
			Product Photo	