

Seller Health & Performance



For sellers, by sellers



We have seller performance policies to give buyers confidence shopping on eBay



Seller standards



Service metrics



Seller standards measure performance on factors within your control

Key metrics:

- Cases closed without seller resolution
- Transaction defects
 - Cases closed without seller resolution +
 - Out of stock cancellations
- Late shipment rate

Account

Region: Global Tutorial

Your seller level

Past seller level <small>As of 21 Jun, 2022</small>	Above Standard
Current seller level <small>As of 20 Jul, 2022</small>	Top Rated ∨
If we evaluated you today <small>Next evaluation on 20 Aug, 2022</small>	Your seller level would be Top Rated ∧

Transaction defect rate	0.15% <small>2 of 1,313 transactions</small> ∨
Late shipment rate	2.91% <small>32 of 1,100 transactions</small> ∨
Cases closed without seller resolution	0.00% <small>0 of 1,313 transactions</small> ∨



[Seller standards policy](#)





Service metrics measure performance compared to peers

- 'Item not received' rate
- 'Item not as described' return rate

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Service metrics

Good service is good for business. This dashboard shows you how your service levels compare to other sellers with a similar selling profile. By making small changes, you can help meet or beat customer expectations. With these changes, you may improve your seller level and help increase your sales. [See your seller level](#)

Item not as described | **Item not received**

ebay.com.au | Domestic (3,957) | Current rate: Apr 2022 - Jun 2022

Item not received requests

See how you compare to your peers.

Domestic ⓘ
Rate: 0.15% (Average)

Total transactions: 3,957
Not received: 6
 $6 / 3,957 = 0.15\%$

[Learn more](#)

Very high
High
Average
Low

Peers = 0.32%
You = 0.15%

Best practices

Follow these simple tips to minimise problems with delivery.

Upload tracking

Adding tracking info may reduce your chances of getting item not received requests by up to 60%.

Send items on time

Sending the item within the handling time you agreed to may decrease the number of item not received requests by up to 65%.

Choose the right service

Using the exact postage service that the buyer requested may also help you reduce the number of item not received requests.

[Download report](#)

Tips for monitoring and improving your seller performance

- Accurate and complete listings can reduce 'Item not as described' returns
- Getting postage sorted can reduce late shipments and 'Item not received' reports
- Keep stock levels updated on eBay to avoid order cancellations
- Set up Time Away to avoid late shipments and 'Item not received' requests
- Be ready to handle returns
- Resolve buyer issues promptly to avoid 'cases closed without seller resolution'

