Seller Health & Performance

ebay

For sellers, by sellers

all ears

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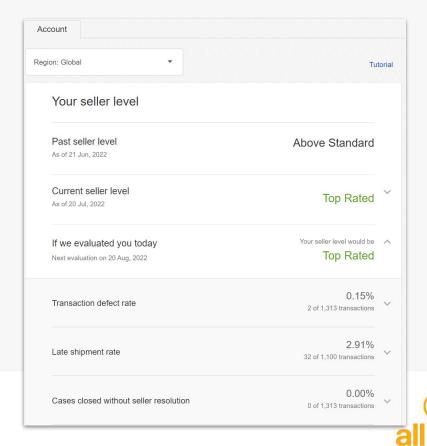
Seller standards

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 +
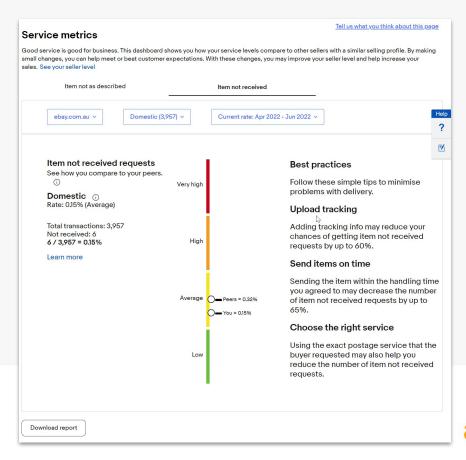   - Out of stock cancellations

- Late shipment rate

Seller standards policy

Account

Region: Global

Tutorial

Your seller level

Past seller level
As of 21 Jun, 2022
Above Standard

Current seller level
As of 20 Jul, 2022
Top Rated

If we evaluated you today
Next evaluation on 20 Aug, 2022
Your seller level would be
Top Rated

Transaction defect rate
0.15%
2 of 1,313 transactions

Late shipment rate
2.91%
32 of 1,100 transactions

Cases closed without seller resolution
0.00%
0 of 1,313 transactions

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<u>Service metrics</u> measure performance compared to peers

- 'Item not received' rate

- 'Item not as described' return rate

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'