

Amjad Hanif – eBay Trust & Safety



- Focus on building “trust between strangers” to support commerce
- Feedback Forum was launched in 1996 to enable trade in marketplace
- Members are able to rate each other based on their performance
- Feedback score is one of the primary factors in trust on the site
- Over 5 billion ratings in system today with about 4 million left each day
- Interested in improving the accuracy of member ratings leading to better information for our community, and improved seller performance

Recent Changes to Feedback

- Pilot was underway for last 8 weeks in selected countries
- Going live today in all countries
- Allows buyers to rate sellers on 4 specific of the transaction
- Unlike other feedback, ratings are not attributed to a specific buyer

home | pay | site map

Buy Sell My eBay Community Help

Hello, brownbagtrader! (Sign out)

Start new search Search

Advanced Search

Java™ (POWERED BY Sun)

Home > Community > Feedback Forum > Leave Feedback

Leave Feedback

i We've made some important changes to Feedback. To give buyers the opportunity to provide more details about their trading experiences, we're introducing detailed seller ratings.

In addition to leaving an [overall Feedback rating](#) for each transaction, buyers can rate sellers on item as described, communication, shipping time, and shipping and handling charges. Learn about our new [detailed seller ratings](#).

Can't find a transaction?
Enter user ID or item # Search

You can leave Feedback for 4 transactions.

Viewing transactions 1-4 Show All items

NEW HONDA CRX CAR COVER COVERS 84 85 86 87 88 89 90 91 (8075479816)

LeBra Seller: [autoaccessory4u \(33803\)](#)

Ended: Jun-20-06 18:17:17 PDT

Rate the overall transaction.

Positive Neutral Negative I will leave Feedback later

Please explain: 80 character limit.

Rate the seller on the details of the transaction.

How accurate was the item description? ★★★★★ Accurate

How satisfied were you with the seller's communication? ★★★★★ Unsatisfied

How quickly did the seller ship the item? ★★★★★ Quickly

How reasonable were the shipping and handling charges? ★★★★★ Very reasonable

Note: Each detailed rating is optional. Rate the seller only on the criteria that apply to the transaction.

ARM'S REACH ORIGINAL CO-SLEEPER W/ 3 EXT KITS & LINER (7775623691)



Two Example Sellers

User Name:	Seller 1	Seller 2	Site Avg.
Positive Feedback %:	98.3%	98.1%	99%
Feedback Score:	226	101	-
Item as Described:	4.5	4.1	4.5
Communication:	4.7	2.5	4.4
Shipping time:	4.8	2.2	4.3
Shipping & Handling Charge:	4.8	3.5	4.3

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Detailed Seller Ratings (since March 2007) ?

Criteria	Average rating	Number of ratings
Item as described	★★★★★	76
Communication	★★★★★	76
Dispatch time	★★★★★	77
Postage and packaging charges	★★★★★	68

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Detailed Seller Ratings (since March 2007) ?

Criteria	Average rating	Number of ratings
Item as described	★★★★★	22
Communication	★★★★	22
Dispatch time	★★★★	22
Postage and packaging charges	★★★★	22