

Responding to eBay Feedback

Description:

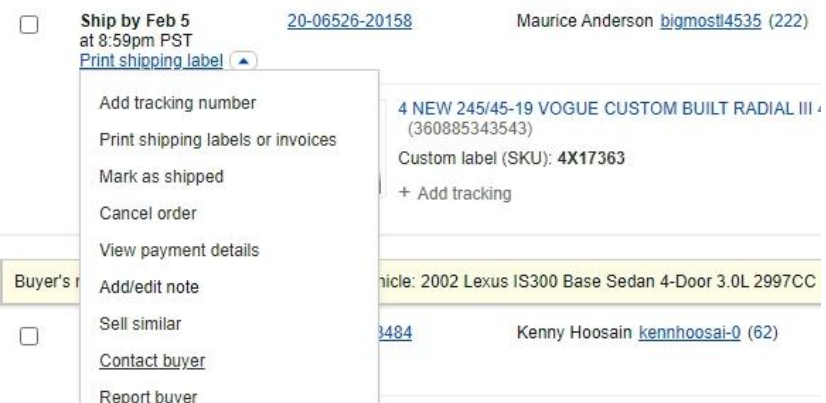
How to respond to Negative & Neutral eBay feedback

Guidelines:

If a customer leaves a negative review, but their feedback is positive then be sure to request a revision so they can fix it.

Process:

STEP	ACTION																
1	Go to our eBay Feedback Profile																
2	<p>Under “Feedback Ratings” you will see the total number of reviews customers have left us in the last 1 month, 6 months, and 12 months. You only need to look at the 1-month column</p> <p>Feedback ratings ⓘ</p> <table><thead><tr><th></th><th>1 month</th><th>6 months</th><th>12 months</th></tr></thead><tbody><tr><td> Positive</td><td>938</td><td>6084</td><td>16150</td></tr><tr><td> Neutral</td><td>4</td><td>34</td><td>63</td></tr><tr><td> Negative</td><td>6</td><td>48</td><td>98</td></tr></tbody></table>		1 month	6 months	12 months	Positive	938	6084	16150	Neutral	4	34	63	Negative	6	48	98
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3	Click on the blue number next to the Negative row, under the 1-month column																
4	<p>Under “All Received Feedback” you will see the Negative reviews customers have left us recently</p> <div><div>All received Feedback</div><div>Received as buyer</div><div>Received as seller</div><div>Left for others</div></div> <div>4 Feedback received (viewing 1-4)<div>Revised Feedback: 32 ⓘ</div></div> <div>Search Feedback received with an item title, item ID or User ID: ⓘ<div>Rating type:Neutral (4) ▾Period:1 Month ▾</div></div> <table><thead><tr><th>FEEDBACK</th><th>FROM</th><th>WHEN</th></tr></thead><tbody><tr><td><div> Part was out of stock even where their listing said otherwise</div><div>2 NEW 225/45-17 BF GOODRICH BFG G-FORCE SPORT COMP 2 45R R17 TIRES (#36086680093)</div><div><div>Reply by discounttiredirect. Left within past month.</div><div>We are truly sorry for any inconvenience we caused you. We will make this right!</div></div></td><td><div>Buyer: js5743 (879★)</div><div>US \$248.00</div></td><td><div>Past month</div><div>Report this buyer</div><div>Reciprocal feedback</div></td></tr><tr><td><div> Part was out of stock even where their listing said otherwise</div><div>2 NEW 245/45-17 BF GOODRICH BFG G-FORCE SPORT COMP 2 45R R17 TIRES (#311521131723)</div><div><div>Reply by discounttiredirect. Left within past month.</div><div>We are truly sorry for any inconvenience we caused you. We will make this right!</div></div></td><td><div>Buyer: js5743 (879★)</div><div>US \$292.94</div></td><td><div>Past month</div><div>Report this buyer</div><div>Reciprocal feedback</div></td></tr></tbody></table>	FEEDBACK	FROM	WHEN	<div> Part was out of stock even where their listing said otherwise</div> <div>2 NEW 225/45-17 BF GOODRICH BFG G-FORCE SPORT COMP 2 45R R17 TIRES (#36086680093)</div> <div><div>Reply by discounttiredirect. Left within past month.</div><div>We are truly sorry for any inconvenience we caused you. We will make this right!</div></div>	<div>Buyer: js5743 (879★)</div> <div>US \$248.00</div>	<div>Past month</div> <div>Report this buyer</div> <div>Reciprocal feedback</div>	<div> Part was out of stock even where their listing said otherwise</div> <div>2 NEW 245/45-17 BF GOODRICH BFG G-FORCE SPORT COMP 2 45R R17 TIRES (#311521131723)</div> <div><div>Reply by discounttiredirect. Left within past month.</div><div>We are truly sorry for any inconvenience we caused you. We will make this right!</div></div>	<div>Buyer: js5743 (879★)</div> <div>US \$292.94</div>	<div>Past month</div> <div>Report this buyer</div> <div>Reciprocal feedback</div>							
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<p>Note:</p>	<p>When we have already replied to a review, you will see our response below it as shown in the screenshot above. If we <i>haven't</i> replied to a review yet, there will be a "Reply" button to the right, under the "When" column. It will look like this:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: left;">FROM</th><th style="width: 50%; text-align: left;">WHEN</th></tr> </thead> <tbody> <tr> <td>Buyer: doom2004252012 (357★) US \$400.00</td><td>Past month Reply</td></tr> </tbody> </table>	FROM	WHEN	Buyer: doom2004252012 (357★) US \$400.00	Past month Reply
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<p>5</p>	<p>Grab the buyer's username to lookup their order and investigate the comments to see if their issue / complaint has been addressed or not. Once you familiarize yourself of their situation, click Reply and respond accordingly or as necessary</p>				
<p>Note:</p>	<p>For common issues / reviews, consider using a saved response from the "Feedback Responses" tab in the Messages Index</p>				
<p>6</p>	<p>After writing your response, click Send to post it to their review</p>				
<p>7</p>	<p>When any feedback mentions an error we made, or the customer indicates immense dissatisfaction with our store, we send them a discount coupon code to alleviate the frustration. Copy the Buyer's Username and enter it into the Manage All Orders page and click Search</p>				
<p>8</p>	<p>Once you find the associated order, click the down arrow next to "Print shipping label" and select Contact Buyer from the menu that pops up</p> 				

9	<p>When the message page appears, copy and paste the following message into the text box:</p> <p>Hello,</p> <p>Thank you for your recent purchase with us, and for your feedback regarding the unfortunate circumstances with your order. We sincerely apologize for any disappointment you had in your experience with our eBay store! ...</p> <p>In response to this inconvenience and in attempt to reconcile the matter, we would like to send you a coupon code of 10% off your next purchase with us. Please use code CSAT2023 at checkout to receive 10% off any item(s) ordered with us, Discount Tire Direct.</p> <p>Thank you again for your business and honest feedback. We will continue to strive for improvement on our store services, and hope this helps. Please let us know if we can be of any further assistance!</p> <p>Thank you, Discount Tire Direct</p>
10	<p>Click Send Message, and you're all done with responding to Negative / Neutral eBay store feedback!</p>

Contact:

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