

Examples of calculating low DSRs

For sellers with at least 400 transactions in the last 3 months, 3 months low DSRs are taken into account.

For sellers with less than 400 transactions in the last 3 months, 12 months low DSRs are taken into account.

Sellers with at least 400 transactions in the last 3 months (for example 1000 transactions over the past three months)

Example 1: Seller meets the criteria for Top-rated seller status.

A seller has 1,000 transactions in the most recent 3 calendar months. Of these transactions:

- 2 received either a 1 or 2 on DSRs for item description
- 3 received either a 1 or 2 on DSRs for communication, and
- 2 received either a 1 or 2 on DSRs for item description and communication.

The results are as follows:

DSRs	Total Trans.	1s or 2s on DSR		Seller Status		Requirements	
		Count	Rate	Top-rated	Standard	Top-rated	Minimum Standard
Item description	1,000	4	0.40%	✓	✓	<= 0.50% or <=2	<=3.00% or <=3
Communication	1,000	5	0.50%	✓	✓	<=0.50% or <=2	<=4.00% or <=4
Dispatch time	1,000	0	0.00%	✓	✓	<=0.50% or <=2	<=4.00% or <=4
P&P cost	1,000	0	0.00%	✓	✓	<=0.50% or <=2	<=4.00% or <=4

This seller **meets** the requirements for Top-rated sellers as the rates of 1s or 2s on DSR do not exceed 0.50% for any of the DSRs. If this seller is also a PowerSeller, this seller will qualify for Top-rated seller status and benefits.

Example 2: Seller does not meet the criteria for Top-rated Seller status but does meet the minimum standard for all sellers.

A seller has 1,000 transactions in the most recent 3 calendar months. Of these transactions:

- 2 received either a 1 or 2 on DSRs for item description
- 7 received either a 1 or 2 on DSRs for communication
- 3 received either a 1 or 2 on DSRs for item description and communication, and
- 5 received either a 1 or 2 on DSRs for dispatch time

The results are as follows:

DSRs	Total Trans.	1s or 2s on DSR		Seller Status		Requirements	
		Count	Rate	Top-rated	Standard	Top-rated	Minimum Standard
Item description	1,000	5	0.50%	✓	✓	<=0.50% or <=2	<=3.00% or <=3
Communication	1,000	10	1.00%	X	✓	<=0.50% or <=2	<=4.00% or <=4
Dispatch time	1,000	5	0.50%	✓	✓	<=0.50% or <=2	<=4.00% or <=4
P&P cost	1,000	0	0.00%	✓	✓	<=0.50% or <=2	<=4.00% or <=4

This seller **does not meet** the requirements for Top-rated sellers as the rates of 1s or 2s on DSRs exceed 0.5% for communication. This seller **meets** the minimum standards for all sellers as the rates of 1s or 2s on DSR do not exceed 1% for item description or 2% for communication, dispatch time, and P&P cost. If this seller is also a PowerSeller, this seller will not qualify for Top-rated seller status, but retain PowerSeller status and benefits.



Example 3: Seller does not meet the criteria for Top-rated Seller status or the minimum standard for all sellers.

A seller has 1,000 transactions in the most recent 3 calendar months. Of these transactions:

- 25 received either a 1 or 2 on DSRs for item description
- 5 received either a 1 or 2 on DSRs for communication
- 20 received either a 1 or 2 on DSRs for dispatch time, and
- 10 received either a 1 or 2 on DSRs for item description and communication

The results are as follows:

DSRs	Total Trans.	1s or 2s on DSR		Seller Status		Requirements	
		Count	Rate	Top-rated	Standard	Top-rated	Minimum Standard
Item description	1,000	35	3.50%	X	X	<=0.5% or <=2	<=3.00% or <=3
Communication	1,000	15	1.50%	X	✓	<=0.5% or <=2	<=4.00% or <=4
Dispatch time	1,000	20	2.00%	X	✓	<=0.5% or <=2	<=4.00% or <=4
P&P cost	1,000	0	0.00%	✓	✓	<=0.5% or <=2	<=4.00% or <=4

- This seller **does not meet** the requirements for Top-rated sellers as the rates of 1s or 2s on DSRs do not exceed 0.5% for item description, communication and dispatch time. This seller also **does not meet** the minimum standards for all sellers as the rates of 1s or 2s on DSRs exceed 3.0% for item as described. This level of performance is below the minimum standard for all eBay sellers. If this seller is also a PowerSeller, this seller will not lose PowerSeller status and benefits. However this seller will get lowered placements in searches and may even face limits on selling activity until their ratings improve.

Sellers with less than 400 transactions in the last 3 months (for example 100 transactions over the past year)

Example 1: Seller with less than 400 transactions in the last 3 months meets the criteria for Top-rated seller status.

A seller has 100 transactions in the most recent 12 calendar months. Of these transactions:

- 1 received either a 1 or 2 on DSRs for item description
- 1 received either a 1 or 2 on DSRs for communication, and
- 1 received either a 1 or 2 on DSRs for item description and communication.

The results are as follows:

DSRs	Total Trans.	1s or 2s on DSR		Seller Status		Requirements	
		Count	Rate	Top-rated	Standard	Top-rated	Minimum Standard
Item description	100	2	2.00%	✓	✓	<=0.50% or <=2	<=3.00% or <=3
Communication	100	2	2.00%	✓	✓	<=0.50% or <=2	<=4.00% or <=4
Dispatch time	100	0	0.00%	✓	✓	<=0.50% or <=2	<=4.00% or <=4
P&P cost	100	0	0.00%	✓	✓	<=0.50% or <=2	<=4.00% or <=4

This seller **meets** the requirements for Top-rated sellers as the counts of 1s or 2s on DSR do not exceed 2 for any of the DSRs for Top-rated seller status. If this seller is also a PowerSeller, this seller will qualify for Top-rated seller status and benefits.



Example 2: Seller with less than 400 transactions in the last 3 months does not meet the criteria for Top-rated Seller status but does meet the minimum standard for all eBay sellers.

A seller has 100 transactions in the most recent 12 calendar months. Of these transactions:

- 1 received either a 1 or 2 on DSRs for item description
- 1 received either a 1 or 2 on DSRs for communication
- 1 received either a 1 or 2 on DSRs for item description and communication, and
- 3 received either a 1 or 2 on DSRs for dispatch time

The results are as follows:

DSRs	Total Trans.	1s or 2s on DSR		Seller Status		Requirements	
		Count	Rate	Top-rated	Standard	Top-rated	Minimum Standard
Item description	100	2	2.00%	✓	✓	<=0.50% or <=2	<=3.00% or <=3
Communication	100	2	2.00%	✓	✓	<=0.50% or <=2	<=4.00% or <=4
Dispatch time	100	3	3.00%	X	✓	<=0.50% or <=2	<=4.00% or <=4
P&P cost	100	0	0.00%	✓	✓	<=0.50% or <=2	<=4.00% or <=4

This seller **does not meet** the requirements for Top-rated sellers as the counts of 1s or 2s on DSRs exceed 2 for dispatch time for Top-rated seller status. This seller **meets** the minimum standards for all sellers as the counts of 1s or 2s on DSRs do not exceed 3 on any of the DSRs. If this seller is also a PowerSeller, this seller will not qualify for Top-rated seller status, but retain PowerSeller status and benefits.

Example 3: Seller with less than 400 transactions in the last 3 months does not meet the criteria for Top-rated Seller status or the minimum standard for all sellers.

A seller has 100 transactions in the most recent 12 calendar months. Of these transactions:

- 2 received either a 1 or 2 on DSRs for item description
- 1 received either a 1 or 2 on DSRs for communication
- 4 received either a 1 or 2 on DSRs for dispatch time
- 1 received either a 1 or 2 on DSRs for item description and communication, and
- 1 received either a 1 or 2 on DSRs for item description and communication, and dispatch time

The results are as follows:

DSRs	Total Trans.	1s or 2s on DSR		Seller Status		Requirements	
		Count	Rate	Top-rated	Standard	Top-rated	Minimum Standard
Item description	100	4	4.00%	X	X	<=0.50% or <=2	<=3.00% or <=3
Communication	100	3	3.00%	X	✓	<=0.50% or <=2	<=4.00% or <=4
Dispatch time	100	5	5.00%	X	X	<=0.50% or <=2	<=4.00% or <=4
P&P cost	100	0	0.00%	✓	✓	<=0.50% or <=2	<=4.00% or <=4

This seller **does not meet** the requirements for Top-rated sellers as the counts of 1s or 2s on DSRs do not exceed 2 on item description, communication, and dispatch time for Top-rated seller status. This seller also **does not meet** the minimum standards for all sellers as the counts of 1s or 2s on DSRs exceed 3 for item as described and dispatch time. This level of performance is below the minimum standard for all eBay sellers. If this seller is also a PowerSeller, this seller will not lose PowerSeller status and benefits. However this seller will get lowered placements in searches and may even face limits on selling activity until their ratings improve.



Sellers with less than 100 transactions over the last 12 months (for example 10 transactions over the past 12 months)

Example 1: Seller with 10 transactions does not meet the volume requirement for Top-rated seller status (100 annual transactions) but does meet the minimum standard for all sellers.

A seller has 10 transactions in the most recent 12 calendar months. Of these transactions:

- 1 received either a 1 or 2 on DSRs for item description
- 1 received either a 1 or 2 on DSRs for communication
- 1 received either a 1 or 2 on DSRs for item description and communication, and
- 2 received either a 1 or 2 on DSRs for dispatch time

The results are as follows:

DSRs	Total Trans.	1s or 2s on DSR		Seller Status		Requirements	
		Count	Rate	Top-rated	Standard	Top-rated	Minimum Standard
Item description	10	2	20.00%		✓		<=3.00% or <=3
Communication	10	2	20.00%		✓		<=4.00% or <=4
Dispatch time	10	2	20.00%		✓		<=4.00% or <=4
P&P cost	10	0	0.00%		✓		<=4.00% or <=4

Since this seller has less than 100 transactions, the seller does not qualify for Top-rated seller status. This seller **meets** the minimum requirements all sellers as the counts of 1s or 2s on DSR do not exceed 3 for any of the DSRs.

Example 2: Seller with 10 transactions does not meet the volume requirement for Top-rated seller status (100 annual transactions) but does not meet the minimum standard for all sellers.

A seller has 10 transaction is the most recent 12 calendar months. Of these transactions:

- 1 received either a 1 or 2 on DSRs for item description
- 1 received either a 1 or 2 on DSRs for communication
- 2 received either a 1 or 2 on DSRs for dispatch time
- 1 received either a 1 or 2 on DSRs for item description and communication, and
- 2 received either a 1 or 2 on DSRs for item description, communication, and dispatch time

The results are as follows:

DSRs	Total Trans.	1s or 2s on DSR		Seller Status		Requirements	
		Count	Rate	Top-rated	Standard	Top-rated	Minimum Standard
Item description	10	4	40.00%		X		<=3.00% or <=3
Communication	10	4	40.00%		✓		<=4.00% or <=4
Dispatch time	10	4	40.00%		✓		<=4.00% or <=4
P&P cost	10	0	0.00%		✓		<=4.00% or <=4

Since this seller has less than 100 transactions, the seller does not qualify for Top-rated seller status. This seller **does not meet** the minimum requirements all sellers as the counts of 1s or 2s on DSR exceed 3 for item description.