

# Professional eBay Sellers Document Concern for Marketplace

NEW YORK, NY /Send2Press Newswire/ – The Professional eBay Sellers Alliance (PESA) has released its study of eBay's new dispute reporting process. eBay recently renamed its fraud reporting system to the Item Not Received/Significantly Not As Described Dispute Process (INR/SNAD).

eBay will be promoting the new reporting system to all buyers in an effort to provide easier recourse for shoppers when a transaction goes wrong.

The INR/SNAD process that is scheduled to go live in January is simply a reporting mechanism with no protective value to the consumer. It does nothing to curtail improper practices from occurring; only reporting after the fact. PESA believes that eBay needs to implement policies that will prevent people with negative intentions from doing excessive damage to innocent shoppers.

A couple of recommendations from PESA are that eBay should verify the address and identity of sellers as well as place restrictions on selling activity until certain criteria are met. A new seller should not have an issue providing a verifiable name and address before listing 50 plasma televisions or laptop computers.

"The integrity of the eBay marketplace will determine the long-term success of our member's businesses," said Jonathan Garriss, Executive Director of PESA. Mr. Garriss added, "If consumers are concerned that they may have a bad experience when shopping on eBay, they will make their online purchases elsewhere."

PESA's study makes several recommendations for addressing shopper concerns when browsing eBay. The study can be viewed from the organization's website at [www.gopesa.org](http://www.gopesa.org)

The Professional eBay Sellers Alliance is an organization representing many of the highest volume merchants on eBay. The members of PESA conducted more than 70 million transactions and over \$1 billion in merchandise sales on eBay in the past 12 months. The Organization was formed in August 2003 to address the needs of high volume merchants on eBay.

More information: [www.gopesa.org](http://www.gopesa.org)

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