

MULTI-SITE

MAY 13, 2026

Hold ownership and payout communication

Seller Ops lead should make one team accountable for every listing/payment hold this week, starting with cases where Policy and Payments both touch the outcome; check duplicate document requests, seller re-contacts, and cases with no named owner. Three of five accepted items show sellers being bounced, asked for the same invoice again, or unable to see who owns a review, while one positive item shows the fix: a named owner plus a deadline stopped duplicate tickets. Payments Support also needs a same-week payout-date note for trust-review delays; this is one comment, so treat it as a targeted control rather than a broad trend.

SUBMISSIONS

5

submissions

SIGNAL RATE

63%

3 filtered

FINDINGS

3

1 red · 1 yellow · 1 green

IDEAS

3

Ranked by impact

EXECUTIVE BRIEF

RED PRIORITY

WHAT IS HAPPENING

Listing and payout holds lack a single accountable owner across Policy and Payments

Three negative comments point to the same operating failure: sellers cannot tell which team owns a hold when listing review, policy review, and payments are connected. A fourth comment shows the counterexample: when an agent named one case owner and gave a deadline, the seller stopped opening duplicate tickets.

WHY IT MATTERS

Sellers lose time, create duplicate tickets, and may remain blocked on payouts or listings because no single team is visibly accountable for resolution.

DO THIS WEEK

Have the Seller Ops lead create a same-week triage rule by Thursday: any case with both listing review and payout/payment dependency gets one named case owner, one owning team, and one deadline in the case record. Starting Friday, audit 20 new hold cases and measure duplicate document requests, seller re-contacts, and cases missing a named owner.

EVIDENCE

4 of 5 accepted submissions (80%) across Seller Policy Support, Seller Payments Support; confidence 88%.

MEASURE NEXT

Have the Seller Ops lead create a same-week triage rule by Thursday: any case with both listing review and payout/payment dependency gets one named case owner, one owning team, and one deadline in the case record.

VOICE OF THE CUSTOMER

“Policy support said my listing hold was a payments issue, but payments support sent me back to policy with the same canned reply.”

On **Listing and payout holds lack a single accountable owner across Policy and Payments** — 4 submissions · 80% of accepted feedback · confidence 88%

R

Fix this week. Customers are leaving.

01 Listing and payout holds lack a single accountable owner across Policy and Payments

Three negative comments point to the same operating failure: sellers cannot tell which team owns a hold when listing review, policy review, and payments are connected. A fourth comment shows the counterexample: when an agent named one case owner and gave a deadline, the seller stopped opening duplicate tickets.

MENTIONS

4

SHARE

80%

CONFIDENCE

88%

TREND

mixed

IMPACT

Sellers lose time, create duplicate tickets, and may remain blocked on payouts or listings because no single team is visibly accountable for resolution.

NEXT ACTION

Have the Seller Ops lead create a same-week triage rule by Thursday: any case with both listing review and payout/payment dependency gets one named case owner, one owning team, and one deadline in the case record. Starting Friday, audit 20 new hold cases and measure duplicate document requests, seller re-contacts, and cases missing a named owner.

“Policy support said my listing hold was a payments issue, but payments support sent me back to policy with the same canned reply.”

“I uploaded the supplier invoice three times and each reply came from a different team asking for the same document.”

Y

YELLOW · 1 FINDING

Watch closely. Friction is mounting.

01

Payout date changes tied to trust review are not being explained at the moment they happen

One seller reported a payout moving from Friday to Monday with no note, then learned from support that trust review controlled the release. This is a one-off in the pack, but it affects cash timing, so it deserves a targeted control.

MENTIONS

SHARE

CONFIDENCE

TREND

1

20%

62%

new

IMPACT

Unexpected payout movement can drive urgent contacts to Payments Support and reduce seller trust in payout dates.

NEXT ACTION

Have the Payments Support manager and Trust Review owner add a manual payout-date change note by Friday for any payout delayed by trust review. For one week, track seller contacts that mention a moved payout date, no note, or trust review release timing.

“The payout date moved from Friday to Monday with no note, and support said a trust review controls the release.”

G

GREEN · 1 FINDING

Keep doing this. It is working.

01

Named case owner plus deadline reduced duplicate ticket creation

One seller explicitly said that a single owner and deadline made the requested action clear and stopped them from opening new tickets. Preserve this behavior by making it a required closing step for hold-related replies.

M E N T I O N S

S H A R E

C O N F I D E N C E

T R E N D

1**20%****65%****new**

I M P A C T

This pattern reduces seller confusion and cuts avoidable ticket volume when a case needs documents or review time.

N E X T A C T I O N

Have the Seller Policy Support lead add two required reply fields by Friday: named case owner and next deadline. Review 10 hold-related replies next week and measure whether sellers open a new ticket on the same case within 72 hours.

“When the agent gave me one case owner and a deadline, I finally knew what to send and stopped opening new tickets.”



What to try next

Hold-case ownership stamp

Sellers described being sent between Policy and Payments and not seeing who owns the listing review. Add a visible internal stamp: owning team, named owner, dependent team, and deadline.

EXPECTED IMPACT

Fewer bounced cases and fewer seller contacts asking who owns the hold.

EFFORT LOW

Duplicate invoice request check before reply

One seller uploaded the same supplier invoice three times because different teams asked again. Add a required check box before any invoice request: prior upload reviewed yes/no.

EXPECTED IMPACT

Fewer repeat document requests and shorter invoice review cycles.

EFFORT MEDIUM

Trust-review payout delay note

A payout date moved with no note, and the seller only learned later that trust review controlled release timing. Send a short note when the date changes due to trust review.

EXPECTED IMPACT

Fewer urgent payout contacts caused by unexplained date movement.

EFFORT LOW

DISCLAIMER

About this report

Gistback turns private feedback into an evidence-backed operating brief. Use this page as the interpretation guardrail for the findings and ideas above.

AI-ASSISTED SUMMARY

This report is generated from accepted feedback using Gistback analysis. It is designed to help operators decide what to inspect, test, or fix next; it should not replace human review.

EVIDENCE LIMITS

Counts and percentages reflect the feedback submissions accepted into this reporting window, not a statistically representative customer survey. Treat findings as directional operating signals.

PRIVACY AND COMPLIANCE

Gistback screens for obvious spam, abuse, and personal information before reporting, but this document is not legal, medical, security, or compliance advice. Review sensitive findings with the appropriate owner before external distribution.

OPERATIONAL JUDGMENT

Recommendations are framed for multi-site operations at MarketSquare. Validate root causes on the floor, in the product, or with the responsible team before making irreversible changes.