

QA Expectations and FSO-QA Grading Tool Guide - Rover

Rover aims to be a program that effectively discovers and addresses FBA Seller fraud and abuse, and closes any abuse channels by working through partners and product owners. It is vital that our work is coupled with detailed and accurate research annotations as outlined in the SOP.

The importance of ticket annotations

- Our research affects Seller accounts. Thorough documentation ensures the accuracy and authentication of our actions.
- Investigation detail allows for further tracking of Seller behavior patterns, which can contribute to the detection of a new or evolving fraud ring.
- Proper annotation helps external teams, members of leadership, and QA follow your process to understand your work and give correct accuracy scores in the FSO-QA grading tool.

FSO-QA Grading Tool

QA uses the FSO-QA grading tool to grade casework for accuracy.

Proposed Rover Fsoqa tool	
Ticket ID	
MID	
Associate	
TT resolved date	
Work Assignment Type	<input checked="" type="radio"/> Audit <input type="radio"/> Work Check
Characteristics 25%	
Correct informative characteristics identified	
Correct intent characteristics identified	
Correct enforcement characteristics identified	
Correct MO/ring identified	
Investigation 25%	
Template completed correctly	
Correct registration date	
Vendor information tab	
Correct sales tier	
Correct RMS percentage	
Relevant ticket creation* when available	
Correct blurb *when available	
Resolution 50%	
Action taken	
QA action taken	
Notes	

Note that ticket Characteristics accounts for 25% of your score, Investigation accounts for 25%, and the Resolution (proposed Action) accounts for 50%.

QA looks at this basic structure when conducting an audit for Rover:

1. Prerequisites
 - Including (but not limited to) accurate Seller registration date, sales tier findings, and method annotation.
2. SOP research steps completed
3. SOP template usage accuracy
4. Correct Informative, Intent, and Enforcement characteristic annotations
5. Identification of a MO/Ring (if applicable)
6. Action decision

Below is the breakdown of each section of the FSO-QA tool.

Characteristics 25%

Correct informative characteristics identified

Be sure to include all identified informative characteristics per the SOP. These should be listed in the Informative portion of the Rover ticket template.

- Note: Associates will only be held accountable for characteristics found in the workflow for the ticket's specified CTI. For example, a WHL surfaced investigation will not require listed characteristics that would only be found in a CRET investigation.

What QA looks for:

- Informative characteristics found throughout investigation listed in the 'Informative' portion of the Rover ticket template.
- Templates provided in the Characteristics portion of SOP used accurately to annotate research findings.

Reasons for Markdowns:

- Missing informative characteristics found in the investigation per SOP.
- Misuse or lack of templates provided in the Characteristics portion of SOP.
 - This includes missing information or inaccurate calculations
- Inaccurate or inapplicable informative characteristics listed

Correct intent characteristics identified

Be sure to include all identified intent characteristics per the SOP. These should be listed in the Intent portion of the Rover ticket template.

- Note: Associates will only be held accountable for characteristics found in the workflow for the ticket's specified CTI. For example, a WHL surfaced investigation will not require listed characteristics that would only be found in a CRET investigation.

What QA looks for:

- Intent characteristics found throughout investigation listed in the 'Intent' portion of the Rover ticket template.

- Templates provided in the Characteristics portion of SOP used accurately to annotate research findings.

Reasons for Markdowns:

- Missing intent characteristics found in the investigation per SOP.
- Misuse or lack of templates provided in the Characteristics portion of SOP.
 - This includes missing information or inaccurate calculations.
- Inaccurate or inapplicable intent characteristics listed.

Correct enforcement characteristics identified

Be sure to include all identified enforcement characteristics per the SOP. These should be listed in the Enforcement portion of the Rover ticket template.

- Note: Associates will only be held accountable for characteristics found in the workflow for the ticket's specified CTI. For example, a WHL surfaced investigation will not require listed characteristics that would only be found in a CRET investigation.

What QA looks for:

- Enforcement characteristics found throughout investigation listed in the 'Enforcement' portion of the Rover ticket template.
- Templates provided in the Characteristics portion of SOP used accurately to annotate research findings.

Reasons for Markdowns:

- Missing enforcement characteristics found in the investigation per SOP.
- Misuse or lack of templates provided in the Characteristics portion of SOP.
 - This includes missing information or inaccurate calculations.
- Inaccurate or inapplicable enforcement characteristics listed.

Correct MO/Ring Identified

During investigation, if there is sufficient evidence to link the Seller to a known Fraud Ring per the Rover MO Library, ensure to document this information in full. It should be included in the Library Match section of the Rover template and reinforced in the overview portion of the template.

What QA looks for:

- Accurate research documentation that identifies qualities of the Seller account and how these match a current Ring.
- Template section "Library Match" filled out accurately.

Reasons for Markdowns:

- Mismatched ring or ring match not identified.
- Missing evidence that links the Seller to the library match.
- Library Match portion of template not complete.

Investigation 25%

Template Completed Correctly

Research findings should be presented in the ticket using the template provided in Rover SOP.

What QA looks for:

- Usage of the correct template provided in SOP.
- Accurate and complete information provided in their intended sections of the template.

Reasons for Markdowns:

- Missing any research findings imperative to the investigation.
- Incomplete or inaccurate documentation of research.
- Listing trouble tickets rather than research findings in full.
- Annotation of research using an outdated or inaccurate template.
- Providing information in the ticket that is considered sensitive or private for the Seller.

Correct Registration Date

The registration date annotated in the Rover template should be annotated to correctly, as to accurately represent the Seller's account for further research.

Reasons for Markdowns:

- Inaccurate annotation of the Seller's registration date in the Rover template.

Vendor Information Tab

Per SOP, the Vendor Info Tab must be filled out for tracking purposes so that we can query the results of our work.

Reasons for Markdowns:

- Sections of the Vendor Info tab are left blank or filled out inaccurately.

Correct Sales Tier

For Seller information security and investigation guidance, it is important that the Seller's tier level is accurately annotated.

Reasons for Markdowns:

- Tier level is missing or Seller sales are listed rather than tier level.
- Incorrect tier level is listed.

Correct RMS percentage

In order to guide our investigation and understand why the Seller may have been surfaced to the Rover team, calculating the RMS and annotating accurately is important.

Reasons for Markdowns:

- The RMS is not calculated or annotated.
- The incorrect RMS percentage is provided or the calculated Highest RMS Category percentage is the incorrect category.

Relevant ticket creation

Upon researching the ticket, circumstances call for the creation of tickets to external teams. This sometimes means a bin check, drop test, BDS ticket, etc. If the investigation calls for such a ticket, please be sure to do so and reference this in your annotations.

Reasons for Markdowns:

- The relevant ticket for the circumstance had not been created.
- The incorrect type of ticket is created for the circumstance.
- The ticket creation is not annotated.

Correct Blurb

If the final resolution of the case warrants an action on the Seller's account, we will use the templates provided in the Blurb Templates SOP.

What QA looks for:

- The correct Seller business name.
- Correct blurb and policy templates.

Reasons for Markdowns:

- Incorrect Seller name
- Missing sections of the template
- Incorrect blurb or policy templates used

Action Taken

For tracking purposes and potential action to be taken on the Seller account, it is imperative that the proposed action taken is annotated accurately.

Reasons for Markdowns:

- The proposed action is not annotated.
- The proposed action is incorrect.