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(2012-01-08 09:59) myself: are you ready to become judge jury and executioner?

(2012-01-08 10:00) da: Yep : )

(2012-01-08 10:04) myself: ok, click resolutions form your support panel

(2012-01-08 10:04) myself: this will pull up the most past-due resolution

(2012-01-08 10:05) da: It's loaded

(2012-01-08 10:06) myself: top line is how many past due resolutions there are. it says "under review" to the users

(2012-01-08 10:06) myself: next 6 lines are the transaction details

(2012-01-08 10:07) myself: kill resolution link finalizes the resolution without crediting buyer or seller. you rarely need to use this, but sometimes both parties are completely unresponsive and you need to clear it out of your queue

(2012-01-08 10:07) myself: left stats table is the buyer

(2012-01-08 10:10) myself: purchases are the number of purchases that were eventually finalized and not canceled and doesn't count open orders

(2012-01-08 10:12) myself: refund rate is the total money returned to the buyer from the resolution center divided by the total money spent.

(2012-01-08 10:12) myself: and the time-frames are the stats from the past 30 days, 90 days, and life of the buyer's account

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(2012-01-08 10:18) myself: keep notes of what these #s mean so you can review them if you forget

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