

[Home](#) > [...](#) > [Selling](#) > [Seller performance](#) > [Global seller performanc...](#)

5 min article

Global seller performance policy

Search eBay Help...

[Seller standards](#)

[Service metrics](#)

eBay connects buyers and sellers from around the world. As part of making sure buyers have a consistently good experience on eBay, seller performance evaluations apply to sellers on all eBay sites.

No matter where you're shipping items to, you should always try to provide your buyers the best possible service.

We use the same two types of performance evaluation across eBay sites, both based on recent sales:

- A [seller standards evaluation](#) is applied to all eBay sellers worldwide, with transactions assessed based on the country the item is sent to and counted into one of our four regional programs
- A [service metrics evaluation](#) is available on most eBay sites, with transactions benchmarked against sellers listing on the same site with a similar profile

This page is intended to give an overview of how eBay's seller performance programs work when selling internationally. If you're listing on another eBay site and/or sending a large number of items overseas, we recommend you read the Seller standards and Service metrics policies on the relevant eBay site(s) for detailed information.

It's also important to familiarize yourself with the selling policies that apply when listing on sites other than eBay.com, as well as the requirements and time frames for eBay Money Back Guarantee when the buyer is using a different eBay site. For more information, read our [International selling policy](#).

Seller standards

All sellers on eBay are required to meet minimum standards, regardless of which eBay site they are using. We have four regional seller standards programs based on the country an item is shipped to.

If you sell on more than one eBay site, or you offer international shipping, your transactions will be counted into the respective program based on the buyer's delivery address.

For example, if you list on eBay.com and you only post items within the United States, all of your transactions will be counted into the US program. However, if you also send some orders to the UK, those transactions will be counted into the UK program and will determine your seller level on eBay.co.uk.

Seller standards program	Evaluation based on order destination(s)
US program Determines your seller level on eBay.com	US
UK program Determines your seller level on eBay.co.uk and eBay.ie	UK and Ireland
German program Determines your seller level on eBay.de, eBay.at and eBay.ch	Germany, Austria, Switzerland
Global program Determines your seller level on all other eBay sites	All other destinations

The evaluation cycle and the metrics which determine your seller level are the same across all programs: [cases closed without seller resolution](#), [transaction defect rate](#) and [late shipment rate](#). However, the requirements for each seller level can vary slightly between programs. The [limitations](#) which may apply to your account if you're not meeting a particular site's minimum requirements – such as additional final value fees charged – can also vary.

You can see your seller level and a detailed breakdown of your metrics for each of the applicable programs in your [Seller standards dashboard](#). For more help with your seller standards evaluation, read our article on [monitoring and improving your seller performance](#).

Tip

Your seller level doesn't carry over between programs. For example, you can be Top Rated on eBay.com (US program), and Above Standard in the Global program.

Minimum requirements by program

The minimum standards for **cases closed without seller resolution** and **transaction defect rate** are the same for all programs.

Performance metric	Global program	US program	UK program	German program
Cases closed without seller resolution	You're allowed 2 cases closed without seller resolution within an evaluation period, or 0.3% of your transactions – whichever is higher.			
Transaction defect rate	<p>You're allowed up to 2% of transactions with defects within an evaluation period.</p> <p>You'll only be evaluated as Below Standard if your transaction defects are associated with more than 4 different buyers.</p>			
Late shipment rate	A high late shipment rate on its own won't cause your account to be evaluated as Below Standard, but a low rate is required for Top Rated status .			

Top Rated seller requirements by program

The requirements for **cases closed without seller resolution** and **transaction defect rate** are the same for all programs, but there are different requirements for **late shipment rate**.

Performance metric	Global program	US program	UK program	German program
Cases closed without seller resolution	No more than 2 (or 0.3% of transactions)			
Transaction defect rate	No more than 0.5% of transactions, associated with no more than 3 different buyers			
Late shipment rate	No more than 5 (or 5% of transactions)	No more than 5 (or 3% of transactions)		

Service metrics

Service metrics are provided for your listings on the following eBay sites:

- eBay.com
- eBay.ca
- cafr.eBay.ca
- eBay.co.uk
- eBay.com.au
- eBay.de
- eBay.fr
- eBay.it
- eBay.es

The evaluation cycle and the way we calculate your [service metrics and peer benchmark](#) are the same on all sites.

If you list items on different sites, you'll see separate service metrics for each site.

Tip

We'll only calculate service metrics for you if we have enough data. Depending on how much you sell, you may not see service metrics for all sites/categories.

For more help with your service metrics evaluation, read our article on [monitoring and improving your seller performance](#).

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