



eBay Customer Service

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Offering combined shipping

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When a buyer purchases multiple items from you, you can save time and money by sending all their items in one package.

Are you a buyer looking to learn about combined shipping? Read our article on [combined shipping for buyers](#)

How to combine shipping fees if the buyer hasn't paid yet

If a buyer is purchasing multiple items from you, and they haven't already benefited from a shipping discount, they can select **Request total from seller** in their shopping cart. You can then send them an invoice with the new combined costs if you have combined invoices enabled on your account. Here's how to check:

1. On the [Shipping Preferences](#) page, select **Edit** beside Allow combined payments and shipping.
2. Choose the time period during which you're willing to combine payment for purchased items and select **Save**.

You can then issue a combined invoice to your buyer. To do this from My eBay:

1. Go to the [Sold](#) section.
2. Select the items you want to combine into a single invoice.
3. Add the new shipping charge.
4. From the Actions menu, select **Send Invoice**.

To issue a combined invoice from Seller Hub:

1. Go to [Orders](#).
2. Check the box beside any orders that need to be combined.
3. Select **Send Invoice** for any of the orders selected.

Learn more about [issuing invoices and combining payments](#).

Tip

You can create rules to automatically offer shipping discounts to your buyers. Find out how in

our [Shipping discounts](#) article.

Combining shipping fees after the buyer paid

If a buyer has already paid for shipping, you can still offer a combined shipping discount by sending a partial refund to the buyer from the [Orders](#) tab in Seller Hub or [My eBay Sold](#).

Shipping combined orders

Once the buyer has completed payment, you can [create a shipping label](#) from one of the orders and upload that tracking number for all of the items in the new combined order.

Top Takeaway

Issue an invoice with combined shipping when buyers purchase more than one item from you. By sending everything in one package, you'll save time and the buyer will save money.

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Shipping discounts

Offering shipping discounts can encourage buyers to add more of your items to their purchase.

5 min article

Updating your shipping charges

You can update your shipping charges after a listing has ended, but only in certain circumstances.

1 min article

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