Shipping Defect Managment (CN only)

<h2>GUIDE.SUMMARY Shipping is a very important stage in cross-boarder trade. Most of the bad buyer experiences are caused by delays and inaccuracies on the part of shipping services. Therefore, eBay helps sellers manage their own shipping services, to provide buyers around the world with a better shipping experience. The management of bad shipping experiences is an area where eBay and sellers must work together. In order to reduce the number of bad shipping experiences and enhance sellers competitiveness in shipping, we track two shipment metrics below for sellers in mainland China, Hong Kong, and Taiwan: <ul> Overseas warehouse shipping performance Overall shipping performance WhoSellers in mainland China, Hong Kong, and Taiwan and sales items with locations outside of mainland China, Hong Kong, and Taiwan WhyKeep tracking sellers overseas warehouse shipping performance, to make sure GC seller can provide good shopping experience to oversea buyers. Enforcement Criteria
 We will review sellers overseas warehouse performance based on below 5 areas. Ship out in time rate/Deliver in time rate will base on buyer country and ship address calculatedsuch as US warehouse performance will only focus on item ship to US buyer, UK warehouse performance will only focus on UK buyers. Detail request please see below table(notes: this only for current standard request. The request may change based on different situation. Please use portal site performance dashboard as the request reply seller <table border="1" cellpadding="1" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td rowspan="2" width="30%">Item location</td> <td>Promised End to End deliver time performance track</td> <td align="center" colspan="3">Actual End to End shipping performance Track</td> <td>Tracking abuse behavior</td> </tr> <tr bgcolor="c2dfff"> <td>WH Listing compliance rate</td> <td>On time shipping rate</td> <td>On time deliver

rate</td> <td>Unsatisfactory Delivery Rate(INR)</td> <td>Tracking abuse transaction</td> </tr> <tr> <td>US</td> <td>100%</td> <td>100%</td> <td>90%</td> <td>2.0%</td> <td>0</td> </tr> <tr> <td>UK</td> <td>100%</td> <td>100%</td> <td>90%</td> <td>2.0%</td> <td>0</td> </tr> <tr> <td>DE</td> <td>100%</td> <td>100%</td> <td>90%</td> <td>2.0%</td> <td>0</td> </tr> <tr> <td>AU</td> <td>100%</td> <td>100%</td> <td>90%</td> <td>2.0%</td> <td>0</td> </tr> <tr> <td>FRITS</td> <td>100%</td> <td>100%</td> <td>60%</td> <td>2.5%</td> <td>0</td> </tr> <tr> <td>Other overseas warehouse</td> <td>100%</td> <td>100%</td> <td>90%</td> <td>2.0%</td> <td>0</td> </tr> </tbody> </table> How to calculate: <ol> Actual shipping performance <ul> Ship out in timeA-scan within handling time Deliver in timeD-scan within (Handling time+EDD) INRopen INR   Promised end to end deliver time performance <ul> Warehouse listing compliance rate   Tracking abuse, such as ILM\fake tracking <ul> Tracking abuse transactions.   <table border="1" cellpadding="1" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td rowspan="2" width="30%">Item location</td> <td>Promised End to End deliver time performance track</td> <td align="center" colspan="3">Actual End to End shipping performance Track</td> <td>Tracking abuse behavior</td> </tr> <tr bgcolor="c2dfff"> <td>WH Listing compliance rate</td> <td>On time shipping rate</td> <td>On time deliver rate</td> <td>Unsatisfactory Delivery Rate(INR)</td> <td>Tracking abuse transaction</td> </tr> <tr> <td>Time frame</td> <td>All open listing with item location out of GC</td>

<td>Previous 2~3 weeks, total 2 weeks</td> <td>Previous 3~4 weeks, total 2 weeks</td> <td>Previous 3~4 weeks, total 2 weeks</td> <td>Previous 3~4 weeks, total 4 weeks</td> </tr> <tr> <td>Be calculated transactiondenominator</td> <td>All open listing with item location out of GC</td> <td colspan="2">Warehouse shipping performance based on warehouse location and buyer location</td> <td>Warehouse transaction</td> <td rowspan="2">0 transaction</td> </tr> <tr> <td>Compliance listing or transactionnumerator</td> <td>Handling time+EDD within requested shipping time</td> <td>A-scan within handling time</td> <td>D-scan within EDD</td> <td>INR from warehouse transaction</td> </tr> </tbody> </table>   Consequence <ul> SCAN time cant meet requirement: ISSUE 826 open for WH listing block ILM or high INR: limit down to 0 and natural end all open listings with ISSUE730 open INR rate cant meet requirement: limit reduce 50%, and natural end WH listings WhoSellers in mainland China, Hong Kong, Taiwan and Southeast Asia region (Singapore, Thailand, Malaysia, Vietnam, Philippines, Indonesia) Enforcement Criteria
 We will review sellers shipping performance of the completed transactions in the past 12 weeks. Note: <ol> Completed transactions are transactions that have been actually paid for. Unpaid transactions and canceled transactions are not included. Transactions compliant to all below protection criteria of SpeedPAK will be excluded from evaluation scope. Seller offered SpeedPAK shipping option and buyer selected it Seller adopted SpeedPAK service with Tracking ID and there is no service downgrade compared to buyer selected option: <ul> If buyer selected Expedited Shipping service, seller needs to adopt Expedited Shipping service If buyer selected Standard Shipping service, seller needs to adopt Standard or Expedited Shipping service If buyer selected Economy Shipping service, seller needs to adopt Economy or Standard or Expedited Shipping service   A-scan is

uploaded and validated within specified handling time   Internal Information (Do not disclose the following specific data to users) When users shipping defect rate is higher than 3%, the users account will be restricted in different level. Note: the requirements will be adjusted according to detailed conditions, so the data above is preliminary. Calculation formula: Shipping defect rate = The number of transactions with opened INR requests/The total number of completed transactions Consequence Guidelines: The account will be restricted in different levels when below standard appears in any period. <table border="3" cellpadding="3" cellspacing="0"> <tbody> <tr align="center"> <td>1st offense</td> <td>2nd offense</td> <td>3rd offense</td> </tr> <tr align="center"> <td>Warning</td> <td>50% limit reduction</td> <td>50% limit reduction</td> </tr> </tbody> </table> Note: The limit is based on the value actually used by the user, not the maximum value we grant. For example: If we grant a user a maximum limit of 100 items, but the user only uses 60, after the users commits a second violation, the new limit will be 30, not 50. </h2><h2>GUIDE.RELATED_LINKS <ul> <a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1606&ViewLocale= en_US#tabs-1">Overseas warehouse shipping performance Overall shipping performance Related Pages http://university.ebay.cn/newcms/university/ 46 http://community.ebay.cn/p ortal.php?mod=view&aid=247 http://www.ebay.cn/mai sha/sellercenter/performancetool/backend/ NT Related Solutions <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL11053&viewlocale=zh_CN&curPage=art&prevPage=srp">   Related Pages http://community.ebay.cn/portal.php?mod=view&aid=247 http://www.ebay.cn/maisha/sellercenter/performancetool/backend/ NT Related Solutions

</h2><h2>GUIDE.TALKING_POINTS <ul> Overseas warehouse shipping performance Overall shipping performance Will I be assessed more leniently if I work with warehouse providers such as Winit, Goodcang or 4PX? Yes, if you have complied with the On-Time Shipping Rate metric and can demonstrate that you have used the same carrier, and that carriers service, as originally stated in your listing If I am selling digitally delivered goods or overweight items and require alternative delivery methods, how are those transactions evaluated? Digitally delivered goods and overweight items will

only be evaluated against the Unsatisfactory Delivery Rate metric. How will I be evaluated if I use a logistics provider without tracking services? You cannot comply with the On-Time Shipping Rate and On-Time Delivery Rate metrics. If I am using eBay integrated shipping services with end to end tracking, but the eBay platform cannot read/process the tracking details, what should I do? Reach out to your account manager or eBay Customer Support, and provide the transaction number and item details when doing so. Regarding the On-Time Delivery Rate metric: how can I determine the applicable timeframe against which I will be measured? You will be measured against the shorter of the two time periods. Take for example a listing with item location in the United Kingdom, where the listings Promised E2E Delivery Time is 3 to 4 business days (comprising handling time of 1 business day and 2 to 3 estimated delivery days), while the applicable On-Time Delivery Rate timeframe in Table 1 is 6 business days. To comply with the On-Time Delivery Rate metric, the item will need to be delivered with a D-scan uploaded within 4 business days. Can I upload the tracking number provided by a warehouse which is not on the eBay integrated shipping carrier list? No. You should upload tracking numbers only from shipping carriers integrated with eBay. If I ship from 4 locations in the same country, how do I set the item location in the listing? You can choose any of the four locations. If I sell the same item from warehouses in more than one country, how do I set the item location in the listing? Create separate country-specific listings. For example, where the item is in warehouses in France and Germany, you can list the France-based item on www.ebay.fr while blocking shipping to non-France-based buyers, while doing the same thing for the Germany-based item. Can I cancel my orders if an out-of-stock situation is not reflected by the ERP system? Yes. Please ensure that ERP system has up-to-date inventory level. For goods that are out-of-stock, please end listing or set inventory to 0. Please communicate immediately with buyers to cancel orders. How can I identify metropolitan areas in Australia? Please see below for a list of postal codes corresponding with Australian metropolitan areas (i.e. Sydney, Melbourne, Brisbane, Canberra and Adelaide). <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/Kyosar/guide1606.png">   How can I find the

specific transactions that have problems? On your Seller dashboard page, we provide a list of transactions that led to shipping performance problems. You can log in to view your report details. Go to the homepage of http://www.ebay.cn/and find the Seller Center Policy link in the upper-left corner. Then, use your eBay username and password to log in. What situations are included in the calculation of the shipping defect rate? The bad shipping performance calculation involves the number of open INR requests. </h2>