

eBay International Shipping program overview

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</h2><h2>GUIDE.TALKING_POINTS

TEAMMATE

TEAMMATE How do I identify why a listing is not eligible for eBay International Shipping?

- An eligibility tool for eBay International Shipping is being created and should be available in 2024.
- In the meantime, review the

https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1780&ViewLocale=en_US#ProgramReqs program requirements below or see the Eligibility section of the eBay International Shipping help page

<https://www.ebay.com/help/selling/shipping-items/setting-shipping-options/ebay-international-shipping-program?id=5348#Eligibility> https://www.ebay.com/help/selling/shipping-items/setting-sh

ipping-options/ebay-international-shipping-program?id=5348#Eligibility.

How do I identify eBay International Shipping transactions? Transactions that are related to eIS will have a program flag similar to GSP or Authenticity Guarantee programs. The program flag can be seen in the Order History and Order Details views in AD.

 How can I tell if a seller is offering eBay International Shipping?

Select the Shipping, returns & payments tab on the listing and change the country to one eBay International Shipping ships to (for example, Albania at the top of the dropdown), and select Get Rates. If eBay International Shipping is available it will show as the shipping service.

Are eBay International Shipping sales counted toward the seller's domestic or global performance? eIS transactions will be counted toward the seller's global performance as the item is selling to an international buyer. Who can I contact if a customer has a problem with an eBay International Shipping shipment? All eBay International Shipping issues should be addressed by eBay, never instruct the customer to contact vendors, domestic shipping hub, or international carriers for the program. Where are the domestic shipping hubs? The domestic shipping hubs are located in:

 Chicago, IL Los Angeles, CA How can I track eBay International Shipping packages for customers? To track an eIS package for a customer, you'll need the Universal Tracking number that's generated by our shipping partner (example EEUS003384048GB) from View Order

Details (on the site or in Agent Desktop). Go to https://parcelsapp.com/en/tracking and enter the Universal Tracking number to track the package. You'll see the international carrier and their tracking number for the final international leg of the journey to the buyer. (See screenshot.) When should I transfer calls to the eBay International Shipping team? See GUIDE1453 for transfer guidelines for eBay International Shipping.

SELLER - General questions about the program What is eBay International Shipping? eIS is an international shipping solution available to eligible
US sellers. Sellers have full control of what they want to charge buyers for domestic shipping (free, flat, calculated). Shipments go through a domestic shipping hub. It is the seller's responsibility to get the item to the domestic shipping hub before the estimated delivery date. Why was I enrolled in this program? You were enrolled into this program because we want to increase your selling potential. We think you'll benefit from this program because your listings will be available to millions of buyers. All you need to do is send your sold items to the domestic shipping hub and we'll look after international shipping on your behalf. We'll also manage returns for you. How do I opt out? You can opt out at any time in your shipping preferences. If you choose to opt-out, you'll be asked to provide a reason why. Instead of opting out, sellers can control where their items are shipping by updating their country exclusions. This can be applied at the listing level or account level. They can also exclude individual items from eIS if they like. If sellers don't want to ship

internationally, they can opt-out of eIS at the account level. To opt out of eBay International Shipping Go to My eBay and select Account. Select Shipping preferences. Select Opt Out on the right-hand side of eBay International Shipping. Select Done. If I opt out of eBay International Shipping, can I opt back in? Yes. If you opt out you'll see a message confirming your request is being processed. You'll need to wait 24 hours from your opt-out request before you can opt back into eBay International Shipping again. After the 24 hours has passed, go to your Shipping Preferences page and select the Enroll link next to eBay International Shipping. How does it work? When sellers are enrolled in the eBay International Shipping program, eBay International Shipping becomes the default international delivery option. The seller's shipping preferences (account settings) on Seller Hub or My eBay will show eBay International Shipping as the default shipping program. eBay International Shipping will be added to some existing listings if they're eligible for the program. When using the seller tools on the eBay website, all listings that the seller creates will automatically specify eBay International Shipping as the default international shipping program. The seller will be notified that this item may ship via eBay International Shipping program. How do I manually update my listings to offer eBay International Shipping? Sellers can update their listings to offer eBay International Shipping as follows: In My eBay: Remove all international shipping options on active listings. In Seller Hub: Remove all international shipping options. Within Seller Hub, you can use the bulk listing tool or update your listings individually. In Business policies: Update your current and future listings by removing all international shipping options from your business policies. When only domestic services remain, no further action is needed. Listings will automatically be eligible for eBay

International Shipping. The Seller Center has detailed PDFs and videos on how to update listings:

<https://www.ebay.com/sellercenter/shipping/ebay-international-shipping/details#update-your-listings>

Is there a cost or extra fee to join the program?

No, there's no extra cost or fee to ship your items with eBay International Shipping. You also won't be charged the international selling fee.

What are the program requirements? To be eligible for eBay International Shipping, sellers need to meet the following requirements:

- Above Standard or Top Rated seller performance
- eBay account is registered in the US
- Eligible for seller protections
- Low or Average Service Metrics
- Compliant with eBay rules and policies

The following requirements apply for items shipped through the program:

- The item must be physically located in the US and listed for sale on eBay.com.
- The item must be listed in a category that is supported by eBay International Shipping.
- The delivery address must be a residence or street address, not a P.O. Box, FPO, DPO or APO address.
- P.O. Box addresses are allowed for DDU orders only.

For the full list of eligible countries, see the

<https://www.ebay.com/help/selling/shipping-items/setting-shipping-options/ebay-international-shipping-program?id=5348> help page.

Packages should not exceed:

- 48 inches in length, 84 inches in length and girth
- 44 lbs. in billable weight (not actual weight) for all countries except Canada (maximum billable weight for Canada is 66 lbs.)

The max weight applies to the item, not the carton.

Cost of the item doesn't exceed \$2500 USD (some accounts may have transaction limits less than this until a performance history is established)

The item must not be ineligible, illegal, hazardous, or

<https://www.ebay.com/help/policies/prohibited-restricted-items/prohibited-restricted-items?id=4207> target="_blank">prohibited by eBay, or prohibited by eBay International Shipping. See the <http://pages.ebay.com/help/policies/user-agreement.html> target="_blank">eBay User Agreement for more details. Are there any restricted items and categories? Items included in eBay's hazardous, restricted or regulated materials policy, or that don't follow our International trading policy, can't be shipped using eBay International Shipping. For a list of items and categories that can't be shipped with the program, see the <https://www.ebay.com/help/selling/shipping-items/setting-shipping-options/ebay-international-shipping-program?id=5348#section6> eBay International Shipping help page. This is not an exhaustive list and it may be updated based on transportation regulations and export laws. Can I ship an eIS order in multiple boxes? No. Our eIS program is currently set up to facilitate one box per order. For example, a seller listing a stereo system should provide the weight and dimensions of the whole system in one box. If the item is too large/heavy in one box to go through eIS, our system won't offer eIS as a shipping option. **Internal Information** If an order is shipped in multiple boxes and there is a problem with one of them, it might trigger a liquidation refund to the buyer. The buyer will get a refund and email from us saying that they won't get the item but all the other boxes in the order without problems will likely be delivered to the buyer. This is a confusing and bad experience for the buyer. How is eBay International Shipping (eIS) different from the Global Shipping Program (GSP)? GSP ended for US sellers in 2023. The program still exists in the UK. Just like with GSP, eIS allows sellers to ship their packages to the hub however they want. Sellers are only responsible for ensuring their items arrive at the hub. Once an item arrives at the hub, we handle the customs and international shipping. In addition to maintaining all of the great benefits offered in GSP, with eIS there are additional benefits: There is no international fee. Sellers

are protected from INRs and negative or neutral feedback if they're related to international shipping Sellers benefit from offering lower shipping costs to buyer
We handle returns and refunds on the seller's behalf

What's the difference between eBay International Shipping and eBay international standard delivery? Are they the same program? eIS and eISD are separate programs. eISD is still available for international sales outside of eIS. You can find it in the list of options when you print an eBay shipping label. With eIS, all shipping and handling fees are paid at checkout by the buyer. All international shipping logistics and buyer issues like returns and refunds are managed on the seller's behalf. With eISD, sellers assume all responsibility for packages. Buyers may pay international handling fees like duties and import tax to the shipping carrier when the item arrives instead of checkout. Can I exclude a country?

 Sellers can exclude countries and manage their shipping exclusions through their Shipping Preferences, Business Policies and/or at the listing level via revise listing.

 Internal Information See the Shipping Exclusions section for information on how sellers can

manage their shipping exclusions. I'm confused by eBay's shipping programs. How are they different? Which ones have ended? eBay International Shipping is our shipping program for eligible US sellers. The Global Shipping Program was replaced by eBay International Shipping earlier this year in the US. The Global Shipping Programme still exists for UK sellers. We also have eBay international standard delivery for US sellers. For a more detailed view of the differences between each program,

see this comparison table: https://ir.ebaystatic.com/pictures/sc/pdf/ebay-international-shipping-features-comparison-tab

le.pdf How much will buyers pay for shipping? You

can find the table of buyer rates on our

<https://www.ebay.com/sellercenter/shipping/ebay-international-shipping>

Seller Center

Rates are based on the weight of the package and the country its being shipped to. This is not a complete list of all countries and

rates.

How is the estimated delivery date calculated?

The date is determined by adding up four elements: (1) handling time, (2) the domestic transit time (based on

the seller selected shipping method) (3) the domestic shipping hub handling time (usually within 24

hrs of receipt) and (4) the international shipping transit time from the domestic shipping hub to the

international location.

Estimated delivery date is displayed in the shipping and payments tab on the view item page; it is also displayed on the view order details page.

If you schedule Time Away, your estimated delivery date will be updated to reflect this.

Can I combine shipping?

Sellers are not able to manually combine shipping or orders going through the eIS program.

With the launch of the eIS combined shipping pilot in late October 2023, our site will automatically combine shipping for

eligible eIS orders.

As well as the general eIS item eligibility requirements, there are some extra requirements for combined shipping.

Only selected categories can be combined within one order. We are gradually expanding the list of categories included.

Total value of an eIS combined shipping order cant exceed \$1,000 USD.

All the items in the order can only be Duties Delivery Paid (DDP) or Duties Delivery Unpaid (DDU), not a mix of both.

Items that exceed the eIS package limits (weight and dimensions) cant be combined.

The listing can't be in auction-style format.

SELLER - SHIPPING EXCLUSIONS QUESTIONS

New eBay International Shipping settings feature, March/April 2024

Internal Information

We're introducing a new feature that will allow eIS to ship a sellers eligible items to their currently excluded locations. At the same time, the

sellers excluded locations still apply when they ship on their own.

Initially this new

feature will be available to a small group of sellers, before being rolled out to a larger group. The first group of sellers included in the initial test received an email February 29, 2024 to explain how the feature works.

- We are introducing this new feature in an effort to drive business for our sellers by making their eligible items available to more buyers.
- If sellers are unhappy with this feature, let them know that they can turn it off at any time. However, if they turn it off, their items won't be available to as many buyers.

Toggle experience

- The shipping exclusions toggle can be found in the Shipping Preferences page.

(See [Shipping Exclusions Toggle](#))

<https://cskb.qa.ebay.com/library/EBAY/GUIDE1780/Shipping%20exclusions%20toggle%20on.PNG>

Sellers who are opted in to this experience will automatically have the toggle switched to On.

- When the toggle is On, this allows eBay International Shipping to ship the sellers eligible items to countries they have excluded.

How do I opt out?

- Go to your Shipping Preferences page and then go to the Shipping Exclusions section. Switch the toggle to 'Off' under eBay International Shipping settings.

(See [Shipping Exclusions Toggle](https://cskb.qa.ebay.com/library/EBAY/GUIDE1780/eIS%20shipping%20preferences%20toggle.PNG))

If you opt out, your shipping exclusions will apply to all your listings.

- You've shipped my item to a country I don't want to ship to. Will this cost me extra? Do I have to sort out the customs clearance now?

No. Your item was shipped with eBay International Shipping which means that customs forms, returns and refunds are handled on your behalf at no extra cost to you.

[VeRO](#) SELLER - VeRO QUESTIONS Why was my item removed?

- Your listing was removed because an intellectual property rights owner notified us that the listing was infringing on their rights by offering shipping into a particular country or region.
- You are welcome to relist this item, but you will need to exclude shipping to the country or region that was reported.
- How does this impact my account?

 We had to remove the item because it was reported by the Rights Owner, but this won't negatively impact your account or be counted against you. I didn't select international shipping, why did my listing offer it? Your account has been enrolled in eBay International Shipping. You were enrolled because we want to increase your shipping potential. (See General Questions above for more eIS talking points.) Can I opt out of eBay International Shipping so this doesn't happen again? You can opt out at any time in your shipping preferences. (See General Questions above for specific steps on opting out of program.) Can I appeal the removal of my item? This removal won't negatively impact your account, and you are welcome to relist the item with the shipping exclusions. If you believe that this product should be eligible for shipping to the region or country reported you will need to contact the Rights Owner directly. Internal Information If the seller's item was removed because of the new shipping exclusions experience, let the seller know that they can opt out by updating their Shipping Preferences. Go to Shipping Preferences and then the Shipping Exclusions section. Under eBay International Shipping settings, switch the toggle to 'Off'. (See screenshot which shows the setting switched to 'Off') Can I relist my item? Yes, you can relist this item as long as you exclude shipping to the country or region reported. How can I contact the Rights Owner? You can contact the Rights owner by emailing them at (Give the Rights Owner Public email from MAC note). We also provided this contact information in the email you received about the removal. SELLER - Post-transaction How do I track my package? Tracking will automatically be uploaded on eBay and tracked to the final destination. Outside of eBay.com packages can be tracked using the links below: trackmyshipment.co

[parcelsapp.com](https://parcelsapp.com/en)

[webtrack.dhlglobalmail.com](https://webtrack.dhlglobalmail.com/home)

What happens if an item is lost? Who is responsible? Sellers are responsible for getting the item to the domestic shipping hub before the estimated delivery date. If the item is lost in transit after it has reached the domestic shipping hub the third-party shipper is at fault.

Go to [GUIDE1760](https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1760) for more information about eBay International Shipping Policy

What happens if my shipped item doesn't meet the program requirements? / Why was my item returned to me?

If an item you've shipped doesn't meet the eBay International Shipping program requirements it may be returned to you.


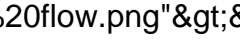
Items may be returned for several reasons, including: the package is over the weight or size allowance, or it is considered to be in the hazardous, dangerous, or restricted goods category.

Return policy

eBay manages the international return policy for items shipped with eBay International Shipping.

All eBay International Shipping returns are returned to eBay. eBay will be responsible for all eIS return refunds, sellers will keep the funds from the original sale.

The seller can see the following messaging in the International returns section of the listing flow to let them know that eBay will manage returns and no action is required by them:

When will my buyer receive their refund?

When the return is received at the US hub, we inspect it to make sure its in the same condition.

We then issue the refund on your behalf to the buyer's original payment method, usually within 5 to 7

business days of the item being received at the hub. Shipping to DE (German Packaging Act) Laws in Germany require business sellers to provide a LUCID ID and account for packaging. When sellers ship to Germany through eBay International Shipping, eBay will fulfill the seller's obligations for registering with Lucid, reporting packaging types and quantities, and paying the tax. For more information about this law, see the German Packaging Act for business sellers help page. SELLER - GPSR UK (product safety regulation) What is GPSR? General Product Safety Regulation (GPSR) refers to product safety rules that apply to items for sale in the UK and EU. GPSR is supposed to come into effect from December 2024, but my listings are already affected. Why? We need to ensure that items available to UK buyers meet UK-specific product safety standards. Some of my listings are not available to UK buyers but I haven't changed my shipping exclusions. Items that are shipped to buyers in the UK need to comply with all applicable UK laws and regulations. This is why we have put measures in place to prevent US items that likely do not comply with UK regulations such as CE Certification and/or Plugs & Sockets Regulations from being sold to buyers in the UK. BUYER - General questions about the program How much does shipping cost? Shipping costs are determined by weight, dimensions and distance and will vary depending on these factors. Why is shipping so expensive? eBay negotiates competitive shipping rates with all international carriers. The shipping cost paid at checkout includes the combined domestic and international shipping, handling, and other fees determined by eBay. Applicable import charges may be collected at checkout or upon delivery to the buyer. Do I pay customs and import charges at checkout or when the item arrives? Buyers will experience either DDU (Delivery Duties Unpaid) or DDP

(Delivery Duties Paid) at checkout. They may be able to choose from the following options
at checkout: Defer import charges until delivery
- Buyers won't pay duties and tax at checkout on eBay. They may have to pay the carrier or customs for duties and tax upon delivery. Pay import charges now
- The buyer pays in full for the item price, shipping, and any taxes/customs charges at checkout.

 Buyer checkout experience At checkout
buyers may be able to choose DDU or DDP. The buyer will see the DDU and DDP options in the listing before they go to checkout. After selecting Go to checkout, buyers may then choose the option to pay all import charges and duties at checkout or to pay when their item arrives. Note: Buyers always pay for delivery charges and VAT (if applicable) at checkout regardless of which option they choose. They can choose when they pay for the import charges and duties. If charges are due upon delivery there will be an estimate for the buyer, but the rate is not guaranteed. If charges are due at the time of checkout the buyer will not be asked to pay additional charges upon delivery. eBay manages the return policy for items sold through eIS as items will be returned to eBay.

How do I find out what the customs and import charges are? You'll see estimated customs and import charges in the search results when you search for items and also at checkout (based on the delivery address used at checkout). I purchased an item via eBay International Shipping. Why am I being asked to pay additional import fees? eBay International Shipping offers both Delivered Duties Unpaid (DDU) and Delivered Duties Paid (DDP) experiences. Some buyers can choose either DDU (Delivery Duties Unpaid) or DDP (Delivery Duties Paid) at checkout. If a buyer selects Delivered Duties Unpaid (DDU) at checkout, they may have to pay the carrier or customs for duties and tax upon delivery. In some situations, buyers may receive an email notification from a

third party (Secure Import) requesting the payment of customs duties. Buyers should respond to the Secure Import email and complete payment via the secure link in the email. Can you change the final ship-to address after the seller has shipped the item to the hub? No, it is unfortunately not possible to change the final ship-to address for items shipped by eBay International Shipping. Currently the only time we will change the final ship-to address on an eIS package is when our shipping partner can't generate the final leg carrier label with the address the buyer provided at checkout. This can happen if the international carrier being used doesn't recognize/allow the address. In this case, our eBay International Shipping team will reach out to the buyer to confirm or correct the address. I paid customs and import fees twice. Check in </a href="https://cskb.qa.ebay.com/library/EBAY/GUIDE1780/eIS%20DDU%20DDP%20shown%20on%20Billing%20Hub.png">Billing Hub or </a href="https://cskb.qa.ebay.com/library/EBAY/GUIDE1780/eIS%20AD%20VOD.png">AD Order Details if the transaction was DDU or DDP. If it was a DDU transaction, explain to the buyer that duties were unpaid at checkout and are collected upon delivery. If it was a DDP transaction, request a receipt from the buyer. Verify the buyer's receipt and send a </a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1412&actp=search&viewlocale=en_US&answerid=16777216&uniqueid=16777216:8413188&searchid=2&curPage=art&prevPage=srp">manual correction request. I received a refund but I didn't get the customs and import duties/taxes back. Customs and import duties and taxes are collected on eBay and then provided to the government. Whenever you receive a refund, it will be for the item price only. To receive the customs and import duties/taxes back, you will need to apply for a refund from your local tax office or authority. More information can be found in our </a href="https://www.ebay.com/help/buying/paying-items/paying-tax-ebay-purchases?id=4771#section

10">Paying tax on eBay purchases help page. How does combined shipping work? When a buyer adds multiple items from the same eIS seller to their cart, they will see lower total shipping costs than if they purchased the items separately. The reduction is done automatically so the buyer won't need to ask the seller to combine orders or to send an invoice. Combined shipping is only available if the items are eligible for eIS and for combined shipping within eIS. If an eIS order is split into multiple orders, combined shipping isn't available. Why can't I combine shipping for my order? Sellers are not able to manually combine eIS order or shipping. If the order is eligible for combined shipping with our eIS program, it will automatically be combined. The most common reasons for combined shipping not being applied to eIS orders are: The order cost exceeds \$1000 USD The order exceeds the maximum dimensions and/or weight (44lbs or 66lbs for Canada) The items are not from the same seller The items in the order are a mix of both Duties Due Paid (DDP) and Duties Due Unpaid (DDU) (items must be all DDP or all DDU, not a mix of both) Items are listed in a category that is currently not supported for combined shipping The seller has different domestic shipping services on each item (should be all Free Shipping, or all Calculated/Flat Shipping) The listing is in auction-style format I am returning an item sent through eBay International Shipping and I need help with the international return label. Internal Information For teammates: With eBay International Shipping transactions, eBay is responsible for creating the shipping label for buyers if it's broken/not working. Check that the buyer's label is broken/not working. If the label is confirmed to be broken/not working, transfer to the eBay International Shipping team. How do I track my item? Once your item is

dispatched, tracking is automatically uploaded. You'll receive an email letting you know your item is on its way and the email will include a link to track the item. You can also track your item from your Purchase History.

- Tracking is regularly updated at each step of the journey, so you'll see when your item is on its way to the hub, has arrived at the hub and is on its way to you.
- You may see the carrier information on the tracking information page (see

<https://cskb.qa.ebay.com/library/EBAY/GUIDE1780/eBay%20International%20Shipping%20track%20package.PNG> screenshot). The carrier name and package code can be used to track the item to your door.

- I returned an item. When will I receive my refund?
- When your return is received at the US hub, we inspect it to make sure its in the same condition.
- We'll then issue the refund on the sellers behalf to your original payment method, usually within 5 to 7 business days of the item being received at the hub.
- Why is my item stuck at customs/in transit for so long and there's no update for days (item within EDD)?
- Items may be at customs or in transit for longer periods for a number of reasons. For example, there may be a backlog at customs or there may be an issue with paperwork.
- We can't confirm why the item's status hasn't changed yet, but please be patient.
- If the estimated delivery date has passed or passes, please open an Item Not Received request.

GUIDE.SUMMARY

What

- eBay International Shipping (eIS) is a new intermediated shipping program which adds international shipping for sellers.
- Sellers send their items to the domestic shipping hub and eBay will handle all decisions and complexity around export restrictions, shipping fees, customs, and returns, for sellers in the program.
- Buyers will have a greater choice of items that can be shipped to their country.
- Sellers have access to more customers without dealing with the complexity of international shipping.
- From late 2023, buyers can choose either DDU (Delivery Duties Unpaid) or DDP (Delivery Duties Paid) at checkout.
- Who
- Initially US sellers only, international

buyers How All US sellers who meet minimum seller performance standards are automatically opted in to eBay International Shipping. They can opt out if they prefer. This can be done on an account level. Why Advantages for sellers: Sell to over 200 countries Sell global, ship local No filling out customs forms Fast, reliable and competitive international shipping solution Product CBT eligibility - automatic Protection from international shipping-related negative or neutral feedback Sellers will not have to manage returns Advantages for buyers: Full transparency - visibility to total cost Fast, reliable and competitive international shipping solution End-to-end package visibility Increased inventory selection elS aims to enable CBT by making international sales and shipping simple, fast and reliable: Simplified listing and international shipping Competitive and trackable shipping Increased inventory Risk protection </h2>