

Global Shipping Program post transaction

**GUIDE.SUMMARY** This article covers 

- Article contains general information about the UK Global Shipping Programme, from item shipment through problem resolution.

**GUIDE.RELATED\_LINKS** Related help pages

- International purchases and shipping for buyers

<https://www.ebay.com/help/buying/shipping-delivery/changing-delivery-address-method/international-purchases-shipping?id=4057>

<https://www.ebay.com/help/buying/shipping-delivery/changing-delivery-address-method/international-purchases-shipping?id=4057>

**Related CSKB**

- [https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1047&viewlocale=en\\_GB&curPage=art&prevPage=srp](https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1047&viewlocale=en_GB&curPage=art&prevPage=srp) Global Shipping Program overview

- [https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1048&viewlocale=en\\_GB&curPage=art&prevPage=srp](https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1048&viewlocale=en_GB&curPage=art&prevPage=srp) Global Shipping Program pre transaction

**Related solutions**

- <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=sol7996> GSP - How do I track my package

- <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL9716> GSP undeliverable - address correct

- <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL9717> GSP undeliverable - need updated address

- <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL10544> GSP Shipping was not combined - Item not shipped - Buyer

- <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL10545> GSP shipping cost was not combined - Item shipped - Buyer

- <https://cskb.qa.ebay.com/csKBapp/art?page=content&id=SOL10548> GSP invoice

request - Buyer

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10548> and GSP

Canada-specific duties and taxes for items under \$200 - Buyer

## GUIDE.TALKING\_POINTS

Combined shipping

Combining separate orders:

GSP does not allow you to ship 2 separate orders in the same package.

If a buyer insists on having combined shipping for 2 separate orders, then they'll need to cancel the orders and repurchase the items in a single order by using their shopping cart.

Buyers may also reach out to sellers directly to see if other discounts or a partial refund can be made available as a courtesy.

Sellers can't combine separate orders into 1. If a seller has already done this, they should contact the shipping carrier and try to re-route the package.

Combining shipping for a single order:

All items within a single order can be shipped in the same package.

A single order can be achieved by the buyer placing all of the items from the same seller into their shopping cart and then paying for all those items at the same time.

A buyer can combine shipping on 2-14 items by using the cart functionality.

This will automatically apply any discounts that are applicable.

Separating a single order:

If a seller needs to split up a single order into separate packages (possibly shipped on different days), the tracking numbers for each parcel must be uploaded, and the single GSP reference number needs to be included on all parcels.

Sending separate packages to fulfill a single order is discouraged, as this increases the chance for error which can lead to a buyer opening an eMBG case.

Drop shipper

When using drop shippers with GSP, sellers need to ensure they provide their drop shippers with all the "ship to" information from the Order Details - including the Order ID. (This allows the Global Shipping Center to identify the incoming package).

Where and when to ship

You will ship your item to the address shown in the Shipping Details

section of the Order Details page.<br> <br> </li> </ul> <ul> <li>Because GSP is one of multiple shipping options that can be added to a listing, a sold item may or may not utilize GSP. <ul> <li>The item can sell domestically (these orders don't use GSP).</li> <li>The item can sell internationally without GSP (i.e. the seller added other international shipping options to the listing).</li> <li>The item can sell internationally using GSP.</li> </ul> <li>You should only send your item after you've received a cleared payment notice. <ul> <li>The buyer's address may show in the Shipping Details section until the buyer has paid for the item. Once the buyer pays, the address will update to the Global Shipping Center if needed.</li> <li>The seller should not have the ability to mark the item as shipped or paid.</li> </ul> <li>The buyer's address is also available on the Order Details page under "additional buyer information". This address is provided for reference only and should not be used to ship the item.</li> </ul> UK shipping center <ul> <li>If the item sold through the Global Shipping Program, please refer to the address and the reference number that can be found in the View Order Details Page.</li> <li>Contact information for the shipping center is not available for members</li> </ul> Internal Information <ul> <li>The shipping center does not provide GSP customer service - teammates should never tell members to contact the Global Shipping Center.</li> </ul> Shipping labels/discounts/insurance <ul> <li>You can use eBay labels to purchase and print your shipping label to the Global Shipping Center.</li> <li>The shipping the seller is responsible for is the same as any other domestic shipment, and any of the carrier discounts enjoyed (e.g. USPS Commercial Plus pricing) can be applied.</li> <li>Sellers can purchase insurance, which will protect you against any loss or damage to the package en route to the Global Shipping Center. Once the item is accepted by the Global Shipping Center, GSP takes responsibility for the damage or loss that occurs during the international shipment.</li> <li>If sellers choose not to use an eBay label, Pitney

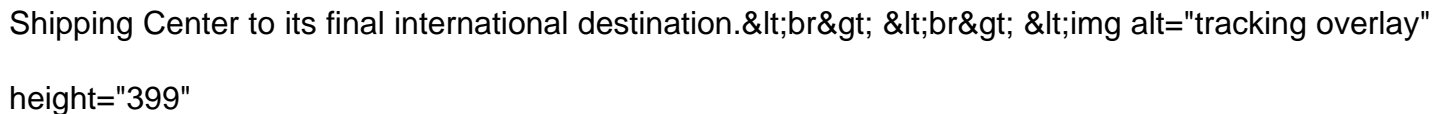
Bowes will attempt to locate the order using the seller's information on the label. If they're not able to locate the order, the shipment will be returned to the seller.

We encourage sellers to use the eBay label because it includes the ORA # and will prevent unnecessary delays in delivery.

Tracking

Sellers who use eBay labels to send their item to the Global Shipping Center will have a global tracking number (e.g. UPAAA000000000900185) generated and automatically uploaded to My eBay. Both the seller and buyer can use this global number to track the item to the Global Shipping Center. If you don't use eBay labels, be sure to manually upload your tracking information: once the seller provides the domestic tracking number, a global tracking number is then created.

Once at the Global Shipping Center, the global tracking number is updated (or created if the seller never provided a domestic tracking number) as part of the package processing. This same global tracking number can be used to track the package from the Global Shipping Center to its final international destination.



<https://cskb.qa.ebay.com/library/EBAY/Images/4001-4500/4019/trackingOverlay.png>

The global tracking number will be emailed to the seller and buyer, and is available in My eBay.

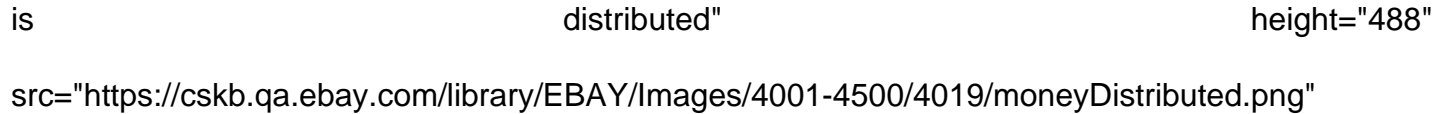
The GSP Tracking Flow Tool can be used by searching with the domestic tracking number. This tool provides you with the GSP Reference number, Item ID, Seller User ID, Shipping Status (both domestic and international).

<http://ph-wv00-ca0ba3b.phx.ebay.com:8080/admin/jsp/shipping/GSPTrackingFlowTool.jsp>

Seller funds

The buyer will check out once and the payment will be split up into two payments: one to the seller and one to the Global Shipping Center. The seller will receive their full item price plus the price of domestic shipping, and the Global Shipping Center will receive payment for international shipping and import charges.

The funds will be automatically converted from the buyer's currency to your currency. You can refer to the Order Details page to see how the funds are distributed between you and the Global Shipping Center:



For items shipped through GSP, the funds can be held until the item reaches its international destination, plus 1 day post delivery confirmation to ensure that the buyer is satisfied.

Seller fees

Final value fees are based on the final sale price of the item plus the price of domestic shipping to the Global Shipping Center.

Problems in the processing of a package (e.g. you provided an incorrect weight) may result in a change in the cost of shipping/importing. If this happens, an exception fee may be passed on to you.

How the Global Shipping Center handles problematic items (exceptions)

At times, a GSP order is received at the Global Shipping Center that does not match the expectations that were set in the listing.

Problems can include: wrong item received, item overweight, item damaged, reference number left off the package, handwritten label illegible, omission of the seller's name/return address, etc.

For eMBG coverage on these items, see the

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567#M2MWorkflow>

;Returns - Remorse, SNADs, False SNADs, and Forced SNADs (FSNAD) guide.

Problems may result in shipping delays, additional fees for the seller, or items being returned.

Liquidated Items (XOL): Items are generally liquidated if they are oversized, overweight, or a system restriction has occurred (i.e. item won't clear customs) and in some instances, when an item has become Undeliverable (UDL).

The Global Shipping Center will make a

[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1049&ViewLocale=](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1049&ViewLocale=)

en\_US#\_GSPrefunds">full refund</a>; in these situations, at which point the item is owned by Pitney Bowes and will not be returned to the seller. Exception: If the item is outrageously over the size/weight limit for GSP (150lbs or above), Pitney Bowes may choose to return the item to the seller at the seller's expense. As this is only a small use-case, the teammate may submit a <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1412">manual correction</a> for the cost of returning the item to the seller once the seller issues a full refund to the buyer.</li> <li>Proceeds from a liquidation sale will be used to recuperate the cost of providing the refund. To help with the sale, the Global Shipping Center may use the seller's pictures and listing description.</li> </ul> <li>Disposed/Destroyed Items (XOX):<ul> <li>The Global Shipping Center destroys items that arrive in a damaged or hazardous condition.</li> </ul> <li>When all these types of issues arise, sellers and buyers are notified by email (through My Messages) as to what should be done next. Members must understand that once the decision has been made to liquidate or destroy, the item cannot be returned to the sender nor forwarded to the buyer.</li> </ul> Undeliverables Process<ul> <li>Items that are attempting to be delivered but are unsuccessful are called "Undeliverables" or UDL.</li> <li>There are a number of reasons why an item can be Undeliverable:<ul> <li>The buyer provided an incorrect/insufficient address</li> <li>The buyer was not home at the time of delivery</li> <li>The buyer did not pick up the item after multiple delivery attempts</li> <li>The buyer refused the item</li> </ul> <li>It is important to remember that items that are Undeliverable do not go back to the seller.</li> <li>Items that are unable to be delivered go back to an International Hub to await instruction. (Exception: FedEx, DHL, UPS carriers do not follow the UDL process)</li> <li>European (EU) Buyers:<ul> <li>Items that are deemed undeliverable will be sent back to the EU hub at which point, the item will be liquidated</li> <li>The buyer will receive a refund for the item and will not have the option to have the item reshipped</li> <li>The UDL email asking for the buyer to submit a reshipment request will

not occur for buyers in EU

- Non-EU Buyers:
- Buyers whose items have been deemed Undeliverable will receive an automated email from eBay requesting they provide the needed information to complete delivery
- Within the email, the buyer is asked to Submit a Reshipment Request by clicking on a button and filling out the reshipment form to send back to our Third Party Shipping provider so they can get the item reshipped to the buyer
- The buyer has 14 days to request a reship
- If the buyer does not request a reship within the 14 days, they will not receive their item and will not be covered by eMBG. (see <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1069#exceptiontable>)

Tracking Events Table

in GUIDE1069 GSP Workflow for case adjudication)

Once the buyer requests a reshipment within the 14 days, the item should be reshipped and delivered within 30 calendar days

Logistics and GSP SWAT Teammates: the buyer is given a ticket number when they submit a reshipment. This ticket number references a JIRA Ticket that will have reshipment information

- Internal Information
- If the item arrives at the domestic hub empty of its contents or damaged (in a condition that is hazardous to ship back to seller), therefore, undeliverable to the buyer, then it is the seller's responsibility to claim insurance on the parcel and refund the buyer. Pitney Bowes will not return an empty package back to the seller nor will they return a hazardous package as they are held to carrier regulations where an item is deemed hazardous to ship (leaking, broken glass, chemicals, etc).
- Item responsibility / problem resolution
- The seller is responsible for damage and loss while the item is en route to the Global Shipping Center. Once the item is accepted by the Global Shipping Center, they assume item responsibility until final delivery.
- If you haven't received your item and it's not marked as shipped, please contact the seller.
- If the item received doesn't match the description provided, please contact the seller.
- If a problem is not being resolved, members can open an eBay Money Back Guarantee request

[</a>](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1069)

or </a>

[</a>](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567)

;). </ul> </li> See </a>

[</a>](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1520#section1.1)

ay Money Back Guarantee (eMBG) policy</a> for information on which eBay transaction sites

eMBG requests can be filed.</li> </li> Sellers and the Global Shipping Center are protected

from cases that are opened while an item is being liquidated.</li> </ul> </li> </li> If

buyer wants to update the ship-to address: this is&nbsp;not a guarantee; buyer should always verify

their address at checkout. You can escalate these cases to our Logistics team as per our </a>

</a> Transfer Guide</a> </li> </ul> Cancel transaction </ul> </li> Cancelling a

GSP transaction follows the same process and functions the same way as cancelling any other

eBay transaction.</li> </li> You may cancel a transaction upon mutual agreement with the

buyer.</li> </li> Once you've shipped the item to the Global Shipping Center, we don't

advise cancelling as the shipment is in progress and will continue to its final international

destination.</li> </li> If your buyer wishes to back out of the transaction due to unexpected

shipping/transaction costs, then you should cancel the transaction through the

Cancellation&nbsp;flow in Seller Hub.</li> </ul> Returns </ul> </li> Returns from

international buyers are NOT handled through the Global Shipping Program. </ul> </li> The

returns policy specified in the listing applies to a buyer's purchase of the item (unless the policy is

inconsistent with local legal requirements). If a seller accepts international returns, their international

returns policy should be specified in their listing description. </ul> </li> Note: eBay may

choose not to display the returns policy field of your GSP listing to international buyers unless you

set your returns policy to no returns or exchanges.</li> </ul> </li> </ul> </li>

</li> Forced returns as a result of a SNAD case follow the </a>



<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567>>existing policy</a> where it's the seller's responsibility to pay return shipping.</li> </li>GSP doesn't provide any shipping discounts, or additional protections, for returns. Internal Information </ul> </li>For talking points explaining what GSP does provide, please see the <a href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1047&viewlocale=en\_GB&curPage=art&prevPage=srp">Global Shipping Program overview</a>.</li> </ul> </li>Refunds </ul> </li>Refunds as a result of a remorse return: </ul> </li>Buyers should refer to their seller's return policy for refund information.</li> </li>Buyers returning items they no longer want (remorse) within the EU will be refunded the international shipping costs they originally paid for the item when they contact CS. </li> </li>Buyers outside the EU are not eligible for a refund of the international shipping costs paid.</li> </ul> </li> </li>Refunds through a SNAD return/request or eMBG case where the seller is found at fault: </ul> </li>Seller refunds the full amount they received from the sale (item cost + domestic shipping cost)</li> </li>Once eBay confirms the seller has refunded their portion, the buyer will receive a refund for the international shipping. If the shipping charges were not refunded as a result of a bug, you will need to submit a manual correction/whiteglove request. </ul> </li>International shipping and import charges are not refunded in cases where the seller issues a partial refund given that partial refunds imply that the seller and buyer agreed upon a lesser amount.</li> </ul> </li> </ul> </li>Refunds through an eMBG case where Pitney Bowes is found at fault: </ul> </li>The buyer will receive a refund for the item cost and domestic shipping cost.</li> </li>There's a delay in the refund from Pitney Bowes, so teammates should <a href="https://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1453#gsp">submit a request</a> for the international shipping and import charges to be refunded.</li> </ul> </li> </li>Refunds for GSP services not used: </ul> </li>In the event that

a seller does not ship the item using GSP but sends it directly to the buyer, the buyer is eligible for a  
&lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1453#gsp">refund of  
their international shipping and import charges&lt;/a>. Item cost and domestic shipping will not be  
refunded (assuming that the item was delivered successfully).&lt;/li> &lt;li>Refunds can take 2  
weeks to post after the process has started. Remember that this can take longer depending on  
holidays and how many refunds are being processed.&lt;/li> &lt;/ul> &lt;li> &lt;li>Refunds  
for items &lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1049&ViewLocale=  
en\_US#exceptions">liquidated or disposed of (destroyed)&lt;/a>by the Global Shipping Center:  
&lt;ul> &lt;li>For liquidated items, the seller will keep his payment (item cost + domestic  
shipping cost) and GSP will automatically refund the full amount to the buyer within 72 hours of  
declaring the item liquidated. If a refund is not made within the designated timeframe, buyers should  
open an INR case.&lt;/li> &lt;li>For disposed of items and empty packages received by the  
Global Shipping Center, sellers will need to refund the buyer (item cost + domestic shipping cost)  
and file an insurance claim to recoup their losses. Once the seller's refund is complete, the Global  
Shipping Center will make a refund (international shipping + import charges). If a buyer doesn't  
receive any portion of their refund, they should open an INR case. &lt;ul> &lt;li>Sellers must file  
an insurance claim because they are at fault and the item cannot be returned to them per postal  
regulations. Please see the &lt;a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1567">eMBG SNAD  
guidelines for items unacceptable to ship&lt;/a>.&lt;/li> &lt;li>If the item arrives at the  
domestic hub empty of its contents or damaged (in a condition that is hazardous to ship back to  
seller), therefore, undeliverable to the buyer, then it is the seller's responsibility to claim insurance  
on the parcel and refund the buyer. Pitney Bowes will not return an empty package back to the  
seller nor will they return a hazardous package as they are held to carrier regulations where an item

is deemed hazardous to ship (leaking, broken glass, chemicals, etc).

- Performance ratings

Global Shipping Program transactions count towards your global performance rating.

If your item is received and processed by the Global Shipping Center within the designated estimated delivery date (based on the domestic shipping method selected), eBay will protect you against a negative DSR if there is a delay in customs clearance or international shipping.

If you offer free shipping for the domestic leg of shipping to the Global Shipping Center, you'll receive an automatic 5-star detailed seller rating for Ship Cost.

If you offer one-day handling time, upload tracking information within one day of receiving cleared payment, and your item shows a delivery time to the Global Shipping Center within four days from receiving payment, you'll get an automatic 5-star rating for Ship Time.

To see when a defect may be removed, please see the [Global Shipping Program portion of the](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1118#GSP) Seller performance and feedback policy - Removal and appeal of defects, late shipment, and feedback.

- Feedback

If an item being liquidated (XOL) results in negative/neutral Feedback, then that Feedback will be automatically removed.

If an item being disposed (XOX) results in negative/neutral Feedback, then that Feedback will NOT be automatically removed.

If an item is damaged or lost during the international leg of shipping (i.e., from Global Shipping Center to buyer), and this results in negative/neutral Feedback, then that Feedback will be automatically removed.

All other Feedback will be removed upon appeal and policy enforcement. Internal Information

Definition of Policy: Based on the M2Ms and the feedback comment, if it is reasonable for the teammate to believe that the *sole* cause of a low feedback rating is the GSP program, then the Feedback will be removed upon manual appeal.

GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE View sold GSP listings (Selling

Manager/SM Pro users) <ol> <li>Click My eBay at the top of most eBay pages. You may need to sign in. </li> <li>Click the Activity tab.</li> <li>Within the Selling Manager section, click Sold.</li> <li>Select Global Shipping Program from the first drop-down menu.</li> <li>Select Yes from the second drop-down menu.</li> <li>Select your desired status and time period.</li> <li>Click Search.</li> </ol>   </h2>