

Combining and sending invoices

GUIDE.SUMMARY What

- Sending an invoice allows you to notify the buyer of the total amount that is due for the winning sale.
- Within your invoice you can edit the shipping cost, choose insurance options, add sales tax, add an extra charge or discount, and enter additional payment instructions.
- If a buyer has purchased several items, you can combine them into 1 invoice.

When

- You can send an invoice if:
- The item wasn't listed in the Motor Vehicle category, Real Estate, or as a Classified Ad.
- The buyer hasn't paid for the item.
- It's been less than 30 days from the transaction date.

- You can combine purchases into 1 invoice if:
- Your shipping preferences are set to allow combined payments.
- The orders you want to combine all used the same checkout service.
- You're combining no more than 40 listings (not items).
- It's been less than 30 days since the items were purchased/won.

This article covers

- Talking points for combining and sending invoices:
- Combining invoices
- Charging shipping
- Applying discounts
- Making payments

Instructions for members:

- Sending an invoice or revised invoice

Related help pages

- Sending invoices and combined invoices (includes combined payments)

<https://www.ebay.co.uk/help/selling/getting-paid/sending-invoices-buyers?id=4139#section2> & <https://www.ebay.com/help/selling/getting-paid/sending-invoices-buyers?id=4139#section2>

GUIDE.TALKING_POINTS Combining invoices

- In most cases, you'll be able to combine the items purchased from the same buyer. However, there'll be occasions when the system won't allow it. If the option to combine doesn't

appear, you won't be able to combine your purchases.

- Here are the most common reasons why you can't combine an invoice.
- You haven't enabled your shipping preferences to allow combined payments (go to Account > Shipping Preferences).
- The buyer has started or completed checkout for one or more of the items.
- You listed the items using a third party.
- An eBay Money Back Guarantee or Cancel Transaction case has been opened for one or more of the items.
- The buyer purchased the items outside of the date range set in your seller preferences.
- Different shipping methods have been selected on the individual invoices.
- UK: The item was purchased through the UK Global Shipping Program or eBay International Shipping (UK sellers only).

Note: If trying to combine more than 40 listings the seller will need to send multiple invoices, with 40 listings in each. Each invoice will also require a unique tracking number.

Sending invoices

Internal Information

If the seller can't send an invoice because the buyer is unable to request total, please read about the request total feature in [this article](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1016).

Paying for items

- Charging shipping
- After you've selected all the purchases you want to include in your combined invoice, make sure that you click the reset link in the bottom right-hand corner to recalculate your shipping. If you don't, the shipping rate includes only the first item on your list.
- If the buyer wants to change their shipping address, ask them to make the necessary changes in My eBay and then have them use the Request Total feature. Once they've done this, you can calculate their new shipping cost and send them an invoice.
- Applying discounts
- Discounts applied to an invoice cannot exceed the specified shipping cost. If you attempt to do this, the system generates an error.
- If you want to discount more than the shipping cost, you have the option of relisting the item for the buyer at the discounted price, or refunding the discounted amount after payment is sent (not recommended).
- Making payments
- As long as eBay checkout is

enabled, the buyer can check out and pay for the item whether you sent an invoice or not.

After the buyer has completed checkout, you can no longer edit or re-send an eBay invoice.

Seller did not set up combined shipping, why did eBay still combine these orders? With calculated shipping, the majority of sellers and buyers prefer to ship items in one box to lower costs and make tracking an order simpler with one tracking number. However, if a seller wishes to not combine calculated shipping items there is a way to turn this off for any desired items.

Internal Information:

Typically sellers do not wish to combine shipping on items due to difficulties in packing the items together. Typically due to heavy, fragile, or unusual shaped items. Once the rule is set up to not combine calculated shipping items, it needs to be enabled on the desired listings. If it is not enabled, it will be the system default of combine calculated shipping items by weight.

[Click here](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1038&ViewLocale=en_US#NoCombined) to jump to instructions on how to set this up.

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

How does a seller exclude an item from automatically combined shipping? Note: If the seller has not enabled combined payments, there is no need to complete these steps.

By default, flat rate shipping does not combine because that is one item in one box at a flat rate. However, if a customer is using calculated shipping and has an item they do not want to combine with other calculated shipping they need to create a combined shipping rule that states not to combine item weights. Once created, that rule needs to be enabled on any listing that should not be combined.

To create a calculated shipping rule to not combine item weights:

- Go to My eBay and then Account.
- Click Shipping preferences.
- To the right of Calculated shipping rule, click Edit.
- From the dropdown menu select No discount and then hit Next.
- On the next screen select a handling cost rule, enter the details and click Save.

Calculated shipping rule

Shipping Discount Profile: Do not combine item weights (no

discount). (ID: 1234567890)
 Specify a handling cost in the Sell Your Item form. To enable this rule on a listing, please use the advanced listing tool experience: Edit/Revise the listing. Go to the shipping details section. Place a check mark in "Apply my calculated shipping rule". Save changes to the listing. If you do not see Apply my calculated shipping rule: Click on Add or Remove Options. Select Shipping on the left. Enable "Show combined shipping discount options". Click Save. Now Place a check mark in "Apply my calculated shipping rule". Note: This can also be done through BLING. Send an invoice (original, revised, combined, uncombined) through eBay Find the item: In Seller Hub, select Orders In My eBay, select Sold From Actions, select Send invoice.

 Make any necessary changes (to shipping charges, payment methods, etc.). Select Send invoice. </h2>