

Shipping overview

GUIDE.SUMMARY What

- Understanding the guidelines and process for packing, shipping, and tracking items helps you be a successful seller.
- Why
- Successful shipping means you provide your customers with a better experience.

This could lead to higher feedback ratings, more customers, and more sales.

This article covers

- General shipping tips and best practices

- Packing, paying and pickup
- Tracking and signature confirmation

- Estimated delivery
- Shipping messages and late arrivals

GUIDE.RELATED_LINKS Related Help Hub pages

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[Global Shipping Center](https://www.ebay.com/sellercenter/shipping)

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

[Canada:](https://www.ebay.ca/sellercentre/shipping)

<https://www.ebay.ca/sellercentre/shipping>

[Shipping your items](https://www.ebay.com/help/selling/posting-items/posting-items?id=4077)

<https://www.ebay.com/help/selling/posting-items/posting-items?id=4077>

[target="_blank"](https://www.ebay.com/help/selling/posting-items/posting-items?id=4077)

[Printing and voiding shipping labels](https://www.ebay.com/help/selling/posting-items/posting-items?id=4077)

<https://www.ebay.com/help/selling/posting-items/labels-packaging-tips/buying-printing-postage-labels?id=4157>

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[Printing postage labels](https://www.ebay.com/help/selling/posting-items/labels-packaging-tips/buying-printing-postage-labels?id=4157)

[Packing your sold items](https://www.ebay.com/help/selling/posting-items/labels-packaging-tips/packing-sold-items?id=4156)

<https://www.ebay.com/help/selling/posting-items/labels-packaging-tips/packing-sold-items?id=4156>

[target="_blank"](https://www.ebay.com/help/selling/posting-items/labels-packaging-tips/packing-sold-items?id=4156) [USPS and UPS package](https://www.ebay.com/help/selling/posting-items/labels-packaging-tips/packing-sold-items?id=4156)

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86 General shipping </a
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Partner Platform (one shipping service regardless of what sites you sell on)
 International shipping </a
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<a href="https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1780"
target="_blank">eBay International Shipping Program - Overview
Shipping labels <a
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en_US#estimateddelivery">Estimated delivery <a

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1005&ViewLocale=en_US#calculatedshipping>Calculated shipping

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1005&ViewLocale=en_US#freightshipping>Freight shipping

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1005&ViewLocale=en_US#fastandfree>Shipping and late arrivals

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1005&ViewLocale=en_US#generalquestions> General questions (includes drop shipping) What is the best way to package or ship an item? When shipping any item, even if it is not fragile, its important to package it well. Consider using foam or newspaper to protect your items, but dont pack them too tightly. Consider using packaging tape too. This offers better protection. How do you order packing supplies? For eBay-branded shipping supplies, go to:

<http://stores.ebay.com/ebay-Shipping-Supplies>>For Canada, go to:

<https://www.ebay.ca/str/ebayshippingsuppliescanada>>For USPS, go to

<http://uspssupplies.ebay.com/uspssweb/catalog>> for free eBay-specific packaging.For UPS, you can order directly through their website at

<http://www.ups.com>>For FedEx, you can order directly through their website at

<http://www.fedex.com/>>How do you schedule package pickups? Youll find scheduling options on the websites of each of the major service providers.In some cases, FedEx and UPS require you to have an account.What kind of shipping services does each of the companies offer? For package sizing for USPS/UPS, visit

<http://pages.ebay.com/help/pay/package-sizes.html>>

ge-sizes.html. For USPS services, visit http://pages.ebay.com/help/pay/shipping-services.html. For FedEx services, visit http://pages.ebay.com/help/pay/fedex-services.html. Are there any shipping discounts offered to eBay sellers? You can take advantage of eBay discounted rates when you purchase your USPS, FedEx, and UPS labels on eBay. What does 1-day handle time mean? The 1-day handle time isn't based on 24 hours: it's the end of the next business day. So, if a buyer pays for an item from you on Monday, it needs to be scanned by Tuesday, 11:59 p.m. Pacific Time. This is true whether you print on eBay or go to the post office to get a tracking number. Also, if an item is bought on Friday, Saturday, or Sunday Pacific Time, it needs to have tracking by Monday, 11:59 p.m. Pacific Time. Will you still qualify for the Top Rated Discount if you use Local Pickup Only? No. Listings that offer local pickup only don't qualify for the Top Rated Discount. Why was Local Pickup offered on my listing? If your buyer is close to you, Local Pickup may be offered as an alternative to shipping. This can save both you and your buyer time and money shipping an item. Keep in mind that eBay will only provide the buyer with your city, state, zip code, and approximate distance not your full address so that the buyer knows approximately how far away you are and whether Local Pickup makes sense. You and the buyer must share contact and address information before the buyer would be able to pick up the item. On both the Ask Seller a Question page and the Contact Seller page, the buyer will see the message: "Once you buy this item, you can share contact info to arrange pickup." How can you meet 1-day handling time when using a drop shipper? The shipper

takes 2 to 3 days. The Top Rated Plus discount is on a per-item basis, so it may be more appropriate to have a small stock of your most popular or most expensive items on hand so that you can ship them yourself and meet the threshold. Otherwise, the items that don't get tracking within the 1-day timeframe would miss out on the discount. Why was the shipping discount not applied even though the buyer purchased multiple items from a single listing? Shipping discounts only apply to multiple quantities of the same item. For example, if a buyer purchases a small picture frame and a large picture frame from the same listing, the shipping discount does not apply. This is because shipping costs can vary when buyers purchase different items from a single listing.

[Where can I buy eBay-branded shipping supplies?](https://www.ebay.com/str/ebayshippingsupplies) To shop for eBay-branded shipping supplies, go to <https://www.ebay.com/str/ebayshippingsupplies> or look for [ebayshippingsupplies](http://www.ebay.com/usr/ebayshippingsupplies?rt=nc) on eBay.

In Canada, the link to the Shipping supplies store is: <https://www.ebay.ca/str/ebayshippingsupplies>

What products are available in the eBay shipping supplies store? Where can I find more information?

- In the eBay shipping supplies store, you'll find a variety of boxes, padded envelopes, and packing tape.
- For more information, see the [shipping supplies help page](https://www.ebay.com/help/selling/posting-items/labels-packaging-tips/packing-sold-items?id=4156).

Will any other shipping supplies be added later? We will look into including additional shipping supplies as we learn more about what our seller community needs.

What is your return and refund policy? A full refund will be issued to the payment method you used to purchase eBay-branded shipping supplies for returns submitted within 30 days of item receipt.

I received a defective item. What should I do? If you are unsatisfied with your order for any reason, please let us know so we can provide you with new products.

[Where can I find information about](#)

coupons for the eBay shipping supplies store? Store subscribers can find coupons in the Subscriber Discounts section of Manage My Store. You must be a [store subscriber](http://www.sd.ebay.com/subscriberdiscounts) to access subscriber discounts. Are there any coupons on eBay-branded shipping supplies? The quarterly coupons are as follows depending on the store subscription tier: Basic receives \$25/qtr, Premium receives \$50/qtr, Anchor & Enterprise each receive \$150/qtr. How will I receive my eBay-branded shipping supplies coupon? Store subscribers will find their quarterly coupon for eBay-branded shipping supplies in the Subscriber Discounts section of Manage My Store. This coupon can then be redeemed on the eBay shipping supplies page. If I don't use all of my shipping supplies coupon in one quarter, can I use what's left in the next quarter? Credit for the eBay-branded shipping supplies coupon will expire at the end of each calendar quarter (e.g., March 31, June 30, September 30, and December 31) and won't be carried over to the next quarter. The shipping supplies coupon is for one-time use, up to the value provided for each Store's subscription level. Can cross-border trade (CBT) sellers get the eBay-branded shipping supply coupon benefit or dedicated customer service? To be eligible for the eBay shipping supplies benefits or dedicated customer service, Store sellers must have a valid eBay registration address in the US or Canada. Sellers can verify their registration address at My eBay > My Account > Addresses > Registration address. Can I buy branded supplies in bulk? Are there any restrictions on order minimums/maximums? Yes, you can buy supplies in bulk. The minimums are set on each listing. I sell shipping supplies on eBay. What does the branded supplies store mean for me? We encourage sellers who currently offer shipping supplies on eBay to continue to do so. We recognize that any of our sellers sell through more than one channel. We respect our sellers' right to choose and do not expect them to use eBay-branded supplies when shipping items sold through other channels. The eBay shipping supplies store offers a limited range of products, and we're sure there is plenty of buyer demand for products we don't carry. Why is eBay competing with other shipping supplies sellers on eBay? Many of our sellers told us that they

wanted to purchase eBay-branded shipping supplies online, and we wanted to provide them with more choices. We are not doing this to make money but to give our sellers convenience, quality, and eBay-branded choices when it comes to shipping supplies. eBay sellers can now provide a great buying experience for their buyers by using eBay-branded supplies to ship their items. Using eBay-branded supplies will help increase brand awareness and drive more traffic to the eBay site; more traffic means more potential buyers. The store is not owned by eBay but operated and managed by a 3rd-party fulfillment vendor who procured a license to sell eBay-branded supplies. I don't see my eBay shipping supply coupon. To find your eBay branded-shipping supply coupon, please take your normal path to Manage Store and then find Subscriber Discounts on the left navigation under Store Management. One of the first options should be eBay Shipping Supplies. Click See Details and your current coupon code will appear. Steps for customers to see their eBay-branded supplies coupon: Navigate to Manage My Store. Click on Subscriber Discounts under Store Management on the left navigation. Click on eBay Shipping Supplies and then See Details. Make sure the seller was actually subscribed to a store during the quarter by checking the Modify Subscriptions section in Agent Desktop. Check AD Coupon Details to see if coupons were issued and/or redeemed. The shipping supply coupons are named appropriately like "CEBAYSUPPLIES" or MSUP. If they already redeemed the coupon, we should advise them and then let them know to look for another in the new quarter. Courtesy coupons should NOT be issued for previous quarters where members forgot to use or did not know about the coupon. We should simply guide them to the current coupon for the current quarter. Courtesy coupons should never be issued for a seller not using the total coupon value. Since the coupon is a single-use coupon, the seller needs to use it all at once. This is consistent with general coupon standards. Example: Coupon was for \$50, but seller only used \$45, the additional \$5 is simply forfeited. Note: When we issue

courtesy coupons, they are NOT limited to the eBay-branded shipping supply store, so we should avoid issuing courtesy coupons related to eBay shipping supplies. If for some reason we do issue a courtesy coupon for a shipping-supply issue, please encourage the seller to use the coupon in the shipping supplies store.

[Tracking How to upload tracking?](#)

If you use eBay services, your tracking information is uploaded automatically. It appears in the buyer's Purchase History and Order Details as well as in your Sold section on the site.

If you use your own service, you can [upload tracking information manually](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1005&ViewLocale=en_US#instructionsuploadtracking) on eBay. You can also scan the tracking through the mobile app by selecting Add Tracking Number and then scanning the number.

You can learn more about uploading tracking information [at](http://pages.ebay.com/help/pay/upload-tracking.html) <http://pages.ebay.com/help/pay/upload-tracking.html>.

If you make an error when inputting the tracking, we will flag it:

- Red Error if the tracking input is too long/short
- Blue error if we think they could have added something else that we know about (item ID, order ID, etc)

We will now predict the carrier for the seller based on the tracking that is input. If our prediction is incorrect, sellers can change it.

Why am I required to provide tracking numbers to eBay?

This allows eBay's tracking service to track the package and provide timely status updates to buyers and sellers via several methods such as Tracking Overlays on My eBay, proactive emails, and app notifications.

It helps reduce contacts and Item not Received (INR) claims to sellers and eBay support.

It helps to resolve claims.

It provides transparency and a great shipping experience for our buyers.

Why is there a warning message that the tracking number appears to be an insurance label or signature

confirmation label? Some tracking numbers are also classified by USPS as insurance numbers or signature confirmation numbers. These numbers are fine to use. If you see this warning, click Continue to add your tracking number. Here's the warning message you may see: The tracking number(s) you entered appears to be a USPS Insurance label and/or USPS Signature Confirmation number. These services don't automatically provide tracking information. Tracking must be purchased separately. Please be sure you have purchased tracking associated with this number before submitting it. Why hasn't tracking updated yet? Our tracking system updates with shipping companies once every 24 hours. You may see a delay on My eBay for 24 to 48 hours, depending on when the item was scanned for shipment. What happens when I provide valid tracking information, but eBay does not accept it? A key reason for invalid tracking is mismatch of a tracking number to the right carrier name. Sellers are encouraged to ensure they provide the accurate tracking number and carrier name via our web tools or APIs. If for any reason eBay is rejecting the tracking number, you can contact our support. What happens if I update shipment status via API or web tools? You can use our APIs or web tools to provide a tracking number and carrier name. Both methods allow us to map the tracking number and carrier name to the transaction. If you print another label after the 1-day timeframe, will it affect your tracking percentage? If you print the label after the 1-day timeframe, the label counts against your tracking percentages. You don't use USPS, UPS, or FedEx. Can you use shipping tracking and delivery confirmation with other carriers? Yes. You can enter tracking and delivery confirmation numbers from more shipping carriers than ever before. If your carrier isn't recognized in the Add/Edit Tracking Number page, you can add the name of the shipping service you use. Can a seller use OnTrac with eBay? In response to seller requests, we're excited to add OnTrac to the list of carriers whose tracking information can be uploaded to eBay. Simply <a

[href="http://pages.ebay.com/help/pay/upload-tracking.html"](http://pages.ebay.com/help/pay/upload-tracking.html)>upload your shipment's OnTrac tracking information as you would for your USPS, UPS, or FedEx services your buyers will receive it via automated email and can check it through My eBay anytime. Where can you find tracking numbers and delivery confirmation after you enter your tracking information?

 You can find tracking information in: Order Details My eBay Feedback page Order update email Can you see multiple tracking numbers for a single transaction? Yes. If multiple tracking numbers were uploaded for a single transaction, you can see all of them. Sellers can add up to 6 tracking numbers for one order. If you void a shipping label on eBay, the tracking number is removed from the list. In most cases, you can remove or edit a tracking number that you manually uploaded. How does a buyer know you shipped an item? Your buyer will be sent a shipping confirmation email. In the email, we'll give them a link with the tracking information and estimated delivery time. Can the buyer and seller both check the status of a shipment? Yes. If the tracking information was uploaded into My eBay, then both the buyer and seller can check the shipping status in My eBay. If the tracking information wasn't uploaded into My eBay, but you have the tracking number, you may be able to use a tracking website to view the status of

the item.

- What is the new Tracking Overlay Experience for buyers and sellers, and how does it look? We recently made several improvements to our shipping tracking services at the end of February 2022.

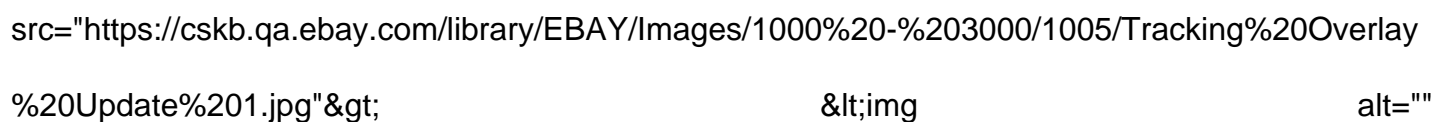
Tracking overlay for buyers and sellers:

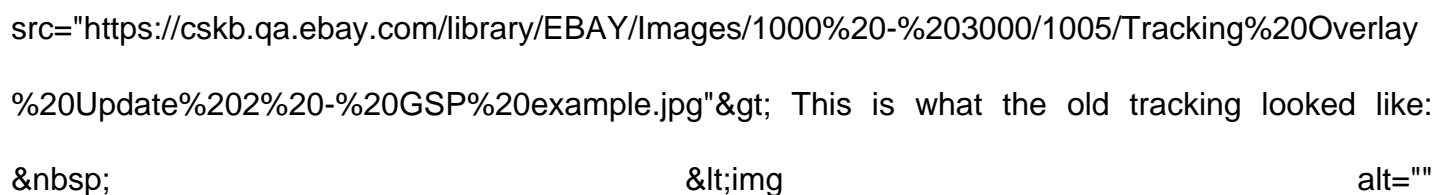
- The new tracking overlay is redesigned to give buyers and sellers a clear view of tracking status updates.
- Tracking Provided: A tracking number is provided to eBay by sellers so they know it's a trackable item that will ship soon.
- Shipped: When an item is picked up or accepted by the carrier.
- In Transit: When a package is in transit.
- Out for Delivery: A new event that shows that buyers will receive the package today as it's out for delivery to their location.
- Delivered: The item was successfully delivered.
- Delivery Attempt: If the carrier failed to deliver, a delivery attempt exception will be shown to buyers with instructions.

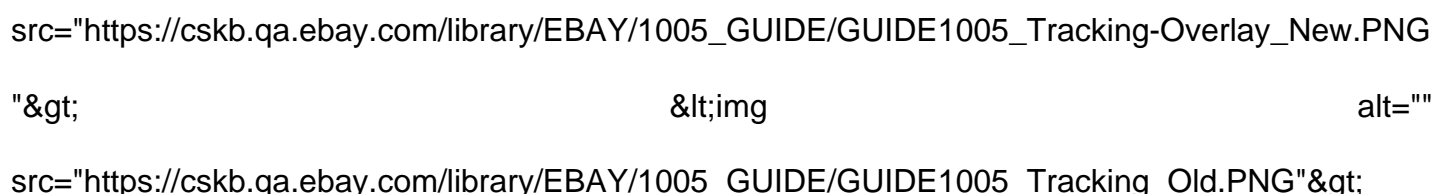
The tracking overlay will show the latest and real-time updated estimated delivery dates as provided by the carrier.

The new tracking overlay will also clearly show the estimated delivery date as well as an image of the item being shipped

NOTE: The new Tracking Overlay Experience is available on both desktop and mobile. This is what the new tracking overlay looks like:

The image shows the new tracking overlay on a desktop screen. It features a clean, modern design with a white background and blue accents. The tracking status is clearly visible, and there is a small image of the item being shipped.

The image shows the old tracking overlay on a desktop screen. It has a more cluttered design with a white background and blue accents. The tracking status is visible, but the overall layout is less intuitive than the new version.

The image shows the new tracking overlay on a mobile device. It is designed to be easily viewable on a smaller screen, with clear text and a prominent image of the item being shipped.

What happens when the carrier updates the delivery estimate to earlier than the delivery estimate provided by eBay at time of purchase?

- The tracking overlay accessible to

buyers via My eBay Purchase History shows the updated carrier estimated delivery date, be it earlier or later than the originally provided eBay estimate of delivery at the time of purchase.

- What happens when the carrier updates the item as delivered, but the buyer still opens an INR case?
- If we have tracking information, it is easier to resolve the case. We take the carrier delivery confirmation as a strong piece of evidence that the package was delivered to their location.

Signature confirmation

What is signature confirmation? Signature confirmation services require the mail carrier to obtain a signature from the person who receives the package. It's an added layer of protection because it provides proof that the item was received by a person rather than simply left at an address. When do you need signature confirmation?

- You should purchase signature confirmation when a total order (domestic and international) is more than or equal to 750 USD (or local currency equivalent).

It protects you in situations where a buyer claims they didn't receive an item from you.

- The only time signature confirmation isn't required is when you're shipping to a military APO/FPO/DPO address.
- Are you still covered if signature confirmation is not available for a particular country or address?
- No. eBay has these requirements regardless of shipping companies' offerings. Even though USPS doesn't offer signature confirmation internationally, both FedEx and UPS do. Those companies may be a better option for you.
- For both eBay and PayPal, the only time signature confirmation isn't required is when you ship to a military APO/FPO/DPO address.

You don't want signature confirmation. To qualify for eBay Money Back Guarantee, the signature confirmation purchase option is preselected when printing a label for a total order that is more than or equal to 750 USD (or [local currency equivalent](https://www.ebay.com/help/policies/member-behavior-policies/signature-confirmation-policy?id=5154#section4)).

=5154#section4" target="_blank">local currency equivalent). Sellers can remove the option before purchasing, but they won't be covered if the buyer claims not to have received the item. How much does signature confirmation cost? The cost for signature confirmation varies based on the carrier you choose and the type of shipping service you select. Check with your carrier for specifics. Is signature confirmation a requirement for APO/FPO/DPO addresses? No. Signature confirmation is not required for APO/FPO/DPO addresses. Estimated delivery How is estimated delivery calculated? The estimated delivery is calculated based on the following: The date the buyer pays for the item (the day payment is received is considered day 0) The buyer's proximity to the item's location The seller's handling time The shipping service selected Other factors may be included, like the seller's shipping history Example: If a seller offers a carrier service with a 14 day shipping time, and specifies a 1-day handling time, buyers see this option as Standard shipping with an estimated delivery in 25 days. Delivery times may vary, especially during peak periods. How are business days calculated for shipping and handling time? Each carrier sets its own business days. Business days at USPS are Monday to Saturday. Business days at UPS are Monday to Friday. Business days at FedEx are Monday to Friday. USPS holidays are not counted as business days. Please check the USPS website for details. eBay calculates business days as Monday to Friday with regard to automatic 5 stars for fast shipping and delivery time. What does expedited shipping mean? Expedited shipping means a shipping service that is faster than the standard services. This usually means delivery within 3 business days in the US. What are the estimated shipping times for international shipping? The Sell Your Item form shows generic shipping services, carrier services, and estimated delivery times including

shipping from outside the US. You can also view a list of shipping services and shipping speeds at
 http://pages.ebay.com/help/sell/prompt-shipping.html#setting Is an estimated delivery time given for freight or local pickup? Freight and local pickup do not include delivery estimates. You can add information to the shipping details in your item description. Calculated shipping What is calculated shipping based on? When you select Calculated, cost varies by buyer location in the Sell your item form. The shipping costs are calculated automatically for the buyer. The cost is based on 4 things: Shipping service Package size and weight Item's location Buyers location Here are some examples: If a seller selects Flat Rate packaging through USPS, no input is necessary because it's a flat rate. However, if the seller uses a service like First Class, the seller needs to enter the weight. If the weight isn't entered accurately, the cost will differ from the calculated cost. Using services from FedEx requires dimensions as well as weight. Regardless of the shipping you choose, it's best to always enter dimensions and weights. Calculated shipping can vary based on the buyer's location relative to your location, so entering your location accurately on the Sell your item form is important. How accurate is calculated shipping? Calculated shipping is based on many factors, so it's important that the seller enters accurate information. The more accurate the seller's information, the more accurate the calculated shipping. To get the best results Pick the right shipping service for you. Enter an accurate package size. Enter an accurate weight. Enter the buyer's location. If the seller's measurements aren't accurate, carriers may return the package to the seller or charge

incorrect fees. Are rates adjusted when USPS, UPS, or FedEx change their rates? Yes. We update the rates at midnight the day the changes take effect. Which package type should you select? The package type depends on the package's size, shape, and weight. If the package is of irregular size or shape, additional charges may apply and you need to select the Irregular Package option. Can you offer discounted shipping rates with calculated shipping? Yes. A discounted rate shows if you select "Offer carrier specific discounts for buyers" in Shipping Preferences. Can you set different discounts for domestic and international shipping? Yes. You can set up one discount rate for domestic and a different discount for international shipping. How many different shipping services can a seller offer? You can offer up to 4 US shipping services for your item. If your item is part of eBay International Shipping, and you want to offer additional international shipping options, you can offer to ship your item to up to 4 additional international locations and specify a shipping service for each one. If the item you're shipping doesn't qualify for eBay International Shipping, you can offer to ship your item to up to 5 international locations and specify a shipping service for each one. You offer different levels of service, like USPS Priority Mail and USPS Priority Mail Express. Can you set discounts for different service levels from each carrier? No. Discounts may be set at the domestic and international levels only. The discount rates you select apply to each level of service a carrier offers. Why was the shipping cost calculated incorrectly? When there's a difference between the calculated shipping costs and the actual cost, it's probably due to inaccurate information. The information provided in the Sell your item form may be different from the actual package weight or size when the package was shipped. For the most accurate shipping rate calculation: Use the Custom weight option for the package weight and enter the exact number of pounds and ounces. Select the appropriate package size. Select Irregular package if the package is an unusual size or dimension. If the select service populates the package dimension boxes, specify the package dimensions.

Common errors include: Entering the actual size (dimension) of the item. Instead, you need to enter the dimension of the package you're using to ship the item. Entering the item's actual weight. Instead, you need to enter the weight of the item when it's packed, so that you're taking bubble wrap, cardboard, etc., into consideration. Another reason the shipping rate could be incorrect is that additional shipping upgrades were chosen at the time of shipping. These can include things like delivery confirmation, tracking, proof of delivery, or UPS pickups, for example. Remember that the shipping calculator by default combines the weight and calculates the cost to the advantage of the buyer. To avoid this, you can set a calculated shipping rule to "do not combine." Once this rule is created, you need to select it when you create your listing. How do you know whether your buyers are offered the in-store prices or online prices for shipping? This information is in your shipping preferences. There, you can choose to offer discounts on the calculated costs, in-store, or online prices for shipping. Freight shipping What should you know about freight shipping? When you choose freight: For large items over 150 pounds on the Sell your item form, the item defaults to shipping to the US only. There are 2 options for freight shipping: Flat rate freight (under Flat shipping type) and Freight (Other). When you choose Freight (other), buyers can't check out until after you enter a shipping cost. Freight listings don't show an estimated delivery time. You should be prepared to answer questions about estimated delivery times from your buyers. If you want to offer free shipping to buyers or offer a flat rate for all buyers, use flat-rate freight. eBay offers pre-negotiated freight shipping rates for buyers/sellers. You will first need to establish your eBay profile with carriers participating in the program. When you list your

item, select the Freight shipping option. In the item details section, indicate Item ships using eBay Negotiated Rates to let buyers know they are getting a discount.

http://pages.ebay.com/sellerinformation/ship-smart/advanced-shipping/freight.html?j=1098142&e=ericyoung@ebay.com&l=518_HTML&u=22361067&mid=7003663&jb=0#jump2 Learn more

- If you offer free freight shipping, how can you get the free shipping icon? You need to select flat-rate freight shipping to select free shipping as an option. The freight option under calculated shipping does not allow free shipping. Can you choose freight shipping for international buyers?
- When you choose freight shipping, the item can be shipped only to a destination in the continental US.
- If you'd like to ship outside the US, use flat-rate shipping instead.
- If you offer freight as a shipping service, do you still qualify for the Top Rated Discount?
- Yes, you're still eligible for the discount.
- Sellers of freight items must have a 30-day return policy, but they aren't required to meet the 1-day handling requirement.

[Shipping messages and late arrivals](#)

What is the shipping message?

- The shipping message may be displayed when a listing offers free shipping and there's a high probability that the item will be delivered in 4 business days or less.
- The message may appear on the Search Results page, View Item page, and throughout the checkout flow. It also appears in View Order Details.

What are benefits of having the shipping message?

- The shipping message exists to increase sales by quickly and accurately representing a seller's great service to buyers.
- Having a shipping message can deliver a lift in sales of up to 11%.
- Currently, 1 out of 4 View Item pages have shipping messages, so sellers who don't qualify for the message are at a disadvantage.

How can you increase your chances of getting the shipping message? There are some best practices for increasing your chances of getting the shipping message:

- List with free shipping. This is the only requirement.
- List with same or 1-day handling.

List with a shipping solution that is faster than economy as your default shipping service.

See the US Domestic Shipping chart)

Specify the exact item location ZIP code in your listing. Specify the exact shipping service or services offered. For example, instead of listing with "Expedited shipping," specifically select USPS Priority as the service you plan to use.

Upload valid tracking. Ship your items on time after the buyer has paid. Why are some of your listings not showing the shipping message, even

though they're eligible? For eligible auction listings, the shipping message appears only on the last day, starting at 12:00 a.m. Pacific time.

The view item experience is customized for the buyer. Estimated delivery times are based on a number of factors, including the distance between the item location and the buyer location. So, a buyer in one region may see the message while a buyer in a different region may not. If the buyer hasn't signed in to eBay, they won't see the shipping message on items. What is late arrival? If the buyer chooses expedited shipping from December 12th19th, and it doesn't arrive on or before December 24th, the buyer may be eligible for a \$20 gift certificate. Shipping label

cost is incorrect Follow these instructions in order to research why there is a shipping-cost discrepancy. Important: Do this before you report the issue to eWatch. If these steps do not provide information about the discrepancy, then proceed with reporting to eWatch. Blue error if we think they could have added something else that we know about (item ID, order ID, etc) <h2>GUIDE.DETAILED_INFORMATION <a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1005&ViewLocale=

en/eshipping/track.high.html</td> </tr> <tr> <td>EMS China</td>
<td>http://www.ems-tracking.net/</td> </tr>
<tr> <td>Canada Post</td> <td>http://www.canadapost.ca</td> </tr>
<tr> <td>Brazil</td> <td>http://www.correios.c
om.br/servicos/rastreamento/rastreamento.cfm
 From this page, you can enter
Brazilian tracking and view the details in English.</td> </tr> </tbody> </table>
<table align="center" border="1" cellpadding="5" cellspacing="0"> <tbody> <tr> <td
colspan="2">Below are estimates for Cross Border Trade (CBT). Please always use the seller's
estimated delivery time first, before consulting the list below.</td> </tr> <tr> <td
valign="baseline" width="40%">General to US</td> <td valign="top">Estimated
Delivery</td> </tr> <tr> <td valign="baseline" width="40%">Economy shipping
from outside US</td> <td valign="top">11 to 23 days</td> </tr> <tr> <td
valign="baseline" width="40%">Standard shipping from outside US</td> <td
valign="top">5 to 10 business days</td> </tr> <tr> <td valign="baseline"
width="40%">Expedited shipping from outside the US</td> <td valign="top">1 to 4
business days</td> </tr> <tr> <td valign="baseline" width="40%">FedEx
International Economy (Expedited)</td> <td valign="top">2 to 4 business days</td>
</tr> <tr> <td valign="baseline" width="40%">Country to the US</td> <td
valign="top">Estimated Delivery</td> </tr> <tr> <td valign="baseline"
width="40%">Hong Kong to the US</td> <td valign="top">14 to 21 business
days</td> </tr> <tr> <td valign="baseline" width="40%">UK to the US</td>
<td valign="top">7 to 10 business days</td> </tr> <tr> <td valign="baseline"
width="40%">Australia to US</td> <td valign="top">7 to 10 business days</td>

Germany to US	About 10 days	International leaving US	Estimated Delivery
US	10 to 14 business days	International leaving US	International leaving US

Orange Connex: SpeedPAK

SpeedPAK is an international shipping program managed by eBay. Orange Connex are the service provider who offer faster delivery of items from China to the UK and other global corridors. Orange Connex works directly with eBay Chinese sellers to deliver items to their buyers. The service has full tracking from China to UK, depending on the service chosen. The parcel can be delivered by Royal Mail using tracked or untracked services. SpeedPAK is a shipping program rather than a simple shipping service, this means we do not have 1 set list of last mile carriers. We do use a specific carrier but always decide last mile carrier based on zips, sorting logic, air routes, clearance condition in different hubs, cargo commodity, weight and dimension to locate the best carriers. For buyers who need to contact the LMC, we should advise them to contact Orange Connex: CS@orangeconnex.com

[Follow link](mailto:CS@orangeconnex.com) CS@orangeconnex.com

Convelio shipping service

Convelio is a delivery service in partnership with eBay, specializing in fragile, valuable and/or bulky items for specific categories. It is available for domestic as well as for cross-border transactions (CBT) to a selected list of countries. It offers front-door delivery and for some destinations it may also offer white-glove delivery (with item installation).

More information on https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1708&viewlocale=fr_FR (French locale only).

width="40%">Economy Shipping Service</td>	<td valign="top">Estimated Delivery</td>
</tr>	<tr>
<td valign="baseline" width="40%">UPS Surepost</td>	<td valign="top">1 to 6 business days</td>
</tr>	<tr>
<td valign="baseline" width="40%">Economy Shipping</td>	<td valign="top">1 to 10 business days</td>
</tr>	<tr>
<td valign="baseline" width="40%">USPS Retail Ground</td>	<td valign="top">2 to 9 business days</td>
</tr>	<tr>
<td valign="baseline" width="40%">USPS Media Mail</td>	<td valign="top">2 to 8 business days</td>
</tr>	<tr>
<td valign="baseline" width="40%">FedEx SmartPost</td>	<td valign="top">2 to 8 business days</td>
</tr>	<tr>
<td valign="baseline" width="40%">Standard Shipping Service</td>	<td valign="top">Estimated Delivery</td>
</tr>	<tr>
<td valign="baseline" width="40%">Standard Shipping</td>	<td valign="top">1 to 6 business days</td>
</tr>	<tr>
<td valign="baseline" width="40%">UPS Ground</td>	<td valign="top">1 to 6 business days</td>
</tr>	<tr>
<td valign="baseline" width="40%">USPS Ground Advantage</td>	<td valign="top">2 to 5 business days</td>
</tr>	<tr>
<td valign="baseline" width="40%">FedEx Ground or FedEx Home Delivery</td>	<td valign="top">1 to 6 business days</td>
</tr>	<tr>
<td valign="baseline" width="40%">Expedited Shipping Service</td>	<td valign="top">Estimated Delivery</td>
</tr>	<tr>
<td valign="baseline" width="40%">Expedited Shipping</td>	<td valign="top">1 to 4 business days</td>
</tr>	<tr>
<td valign="baseline" width="40%">USPS Priority Mail</td>	<td valign="top">1 to 4 business days</td>
</tr>	<tr>
<td valign="baseline" width="40%">USPS Priority Mail Flat Rate Envelope</td>	<td valign="top">1 to 4 business days</td>
</tr>	<tr>
<td valign="baseline" width="40%">USPS Priority Mail Small Flat Rate Box</td>	<td valign="top">1 to 4 business days</td>
</tr>	<tr>
<td valign="baseline" width="40%">USPS Priority Mail Medium Flat Rate	

Box	1 to 4 business days
USPS Priority Mail Large Flat Rate Box	1 to 4 business days
USPS Priority Mail Padded Flat Rate Envelope	1 to 4 business days
USPS Priority Mail Legal Flat Rate Envelope	1 to 4 business days
USPS Priority Mail Express	1 to 2 business days
USPS Priority Mail Express Flat Rate Envelope	1 business days
UPS 3 Day Select	3 to 4 business days
UPS 2nd Day Air	2 to 3 business days
FedEx Express Saver	1 to 4 business days
FedEx 2Day	1 to 3 business days
1-day Shipping Service	1 business day
Estimated Delivery	
1-day Shipping	1 business day
UPS Next Day Air Saver	1 business day
UPS Next Day Air	1 business day
FedEx Priority Overnight	1 business day
FedEx Standard Overnight	1 business

Express Shipping Service	Estimated Delivery	Express Shipping
		1 to 2 business days
Canada Post Xpresspost		1 to 3 business days
CanadaPost Priority		1 to 2 business days
UPS Expedited Canada		2 business days
UPS ExpressCanada		1 business day
UPS Express SaverCanada		1 business day

CA/CAFR RATE TABLES Canada is now split into 21 different shipping zones where CA sellers can create RATE TABLES that let them choose which zones they want to ship for free and which zones they want to add a surcharge to. Shipping costs in Canada can vary significantly, and can be a detriment to CA sellers who specialize in heavy items such as tires, tools, etc. The Rate Tables will provide sellers flexibility to choose which regions in the country they want to do business with and encourage more FREE shipping.

- Under Site preferences
- Shipping Preferences, sellers will see a line item about enabling rate tables. Click Edit to go to the Rate Tables page. There, they can create one or a number of (up to 40) rate tables.
- Rate tables will be split into three different options
 - A charge by weight of the total order
 - A charge per item
 - A surcharge on the current cost of postage to specific regions.
- Sellers can add region specific shipping zones to these rate tables.
- 40 rate tables max per seller, domestic shipping only for Canada.
- Rate tables are not available for express shipping
- In the Helix listing flow sellers will see a new checkbox appear in the shipping section. They can link their listing to the rate

table they created and a buyer will see the rate based on their zone.

Here are the CA/CAFR shipping zones:



Set shipping preferences

- Click My eBay.
- Click the Account tab.
- Click Site Preferences located on the left side of the page.
- Click Shipping Preferences.

[id="combinedShipping" name="combinedShipping"](#)

Set a calculated shipping rule:

- offer combined shipping

- Go to My eBay.
- Click the Account tab.
- Click Site Preferences.
- Find Shipping Preferences.
- Click Edit beside Allow combined payments and shipping.
- Click Edit next to calculated shipping rule.
- Choose a rule for calculating weight on combined packages, then click Next.
- Choose a rule for your handling costs on combined packages, then click Next.
- Click Save.

Set promotional shipping discounts

If you haven't already, you'll need to set up a calculated or flat rate shipping rule that allows combined shipping (see above). Then, to set up promotional shipping discounts:

- Go to My eBay.
- Click the Account tab.
- Click Site Preferences.
- Find Shipping Preferences.
- Click Edit beside Allow combined payments and shipping.
- Click Create under promotional shipping rule.
- Select your promotional shipping rule and enter the details.
- Click Next.
- Click Save.

If you've configured combined shipping promotions in eBay's Shipping Promo Manager tool, a shipping offer page will automatically be created for you.

The promotional shipping rule you select applies to all listings that have combined shipping discounts (for both flat and calculated shipping costs).

Buyers who see free shipping for multiple purchases are more likely to purchase more than one item from a seller.

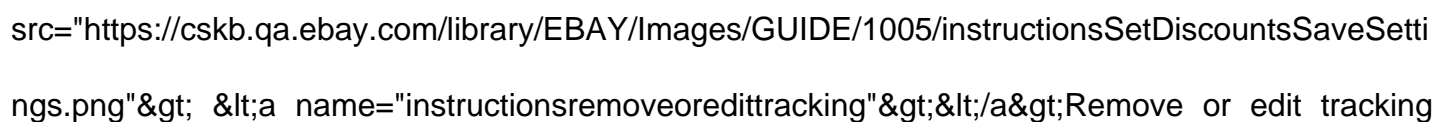
When buyers qualify for your

promotional shipping rule, the promotion takes priority over your flat or calculated shipping cost rules.

Items with a price that exceeds the purchase threshold amount to qualify for free shipping should be listed with free shipping in order to be placed higher in the search results.

Set carrier-specific discounts and domestic and international shipping discounts If you haven't already, you'll need to set up a calculated shipping rule that allows combined shipping (see above). Then, to set up promotional shipping discounts:

- Click My eBay.
- Click the Account tab.
- Click Site Preferences.
- Find Shipping Preferences.
- Click Edit beside offer carrier-specific discounts to buyers.
- Select your Shipping rate preferences. You have 2 options.
 - Offer a discount on standard online and in-store rates. Use this if you want to offer shipping discounts as a percentage off the Paid at Store Rates. You can set one discount rate for domestic shipping and a different rate for international shipping.
 - Offer eBay discounted rates. Use this to offer your customers the online rates for USPS, FedEx, or UPS.
- Click Save Settings. A message appears at the top of the page letting you know that your shipping preferences have been updated.



Remove or edit tracking

Note: If a label is printed through eBay, the tracking number is uploaded automatically and can't be edited or deleted. To remove or edit tracking

- Go to My eBay.
- Access the Sold section of My eBay.
- Click the Actions dropdown beside the item and select Add Tracking Number.
- To edit a tracking number, update the information in the boxes.
- To remove a tracking number, delete the information from both the tracking number and carrier fields. If there is a Remove button beside the label, you can select that, instead, to delete a tracking number.
- Click Save.

When you remove a tracking number, the item is unmarked as shipped and an email

is sent to the buyer.

- Check the status of a shipment
- Instructions for sellers:
- Hover your pointer over My eBay, then click Selling.
- From your Selling section, click Sold.
- Locate the item. Under the item title, you'll see the tracking number.
- Click the tracking number. You'll see information about the item's status and location. It'll also show you through which carrier the item is being shipped.
- Note: Sometimes our system has a 24-hour delay in receiving information from the carrier. Don't worry that the package is behind schedule; check again in 24 hours. If you need the most current information, you can copy and paste the tracking number into your carrier's website.
- Instructions for buyers:
- Hover your pointer over My eBay, then click Purchase history.
- In your Purchase history, locate the item. Under the title, you'll see the tracking number.
- Click the tracking number. You'll see information about the item's status and location. It'll also show you which carrier the item is being shipped through.
- Note: Sometimes, our system has a 24-hour delay in receiving information from the carrier. Don't worry that the package is behind schedule; check again in 24 hours. If you need the most current information, you can copy and paste the tracking number into your carrier's website.

Enter tracking information manually

Note: If you combined shipping charges, but you didn't combine the items, you will not be able to upload tracking to all your items. You will only be allowed to use 1 tracking number per item. Please see the instructions to [combine and invoice](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1038).

- If you use My eBay to Manage your orders:
- Click My eBay.
- Access the Sold section of My eBay.
- Find the item you want to update, then click Add to add the tracking

number. Enter the tracking number. Enter the carrier. If we can determine the carrier you're using, such as USPS, UPS, or DHL, we'll pre-fill in that information. (Optional) Do you need to enter more than one tracking number for the item? If so, click Add another and enter the additional tracking number and carrier. Click Save. If you use Selling Manager Pro to manage your orders: Go to Selling Manager Pro and click Sold. Select the appropriate items. In the Shipping action drop-down menu, select Add tracking number. The Add/Edit/Delete Tracking Numbers box displays and you can add tracking information for the selected item(s). Local pickup / Mark item as shipped (buyer must have left positive feedback) If you do not use tracking, you will not have the option to mark the item as shipped. To mark an item as shipped: Go to My eBay > Sell > Sold Select the item you want to update and select change status </h2></h2>GUIDE.TIPS_FOR_MEMBERS Use the shipping calculator to estimate weight Don't have a scale handy? With our shipping calculator, we give you visuals to estimate how heavy a package is in comparison to other common items. Invest in a postal scale Even though the shipping calculator is a helpful tool, it is a good idea to consider investing in a postal scale. There are many postal scales on eBay, and at affordable prices. Having a scale at home to use will help you to weigh your items quickly and easily and be accurate with your shipping estimates. Use eBay International Shipping Program If you have popular items, consider using eBay International Shipping Program. We make the process easy by allowing you to ship your items to our hub in the US, and we handle the rest for you. It makes your items more accessible to even more buyers. If you feel experienced enough with shipping, consider offering international shipping as well to reach the places that our shipping programs don't reach. Offer 1-day or

same-day shipping Consider using 1-day shipping because quick shipping can be an incentive when the buyer is considering purchasing your product. If you feel you have mastered 1-day shipping, try considering same-day shipping. On your eBay listings you can specify same-day shipping and a cutoff time. This also gives you a boost over the competition because not many sellers do same-day shipping. Offer more than 1 shipping option It's good to have a default service, but offering 1-day or expedited shipping is great for buyers who need packages more urgently. Not all sellers offer multiple options, so this may be a bonus that gets a sale that your competition might have won otherwise. Consider offering free shipping Free shipping is a great option for a seller and gives you a boost in search results. You also get an automatic 5-star rating in shipping charges in your detailed seller ratings. For a fixed price listing, consider working the cost of shipping into the cost of the item. That way, you still qualify for the automatic 5 stars, and you don't lose money by offering free shipping. Offer expedited shipping as your first shipping service If you combine expedited shipping with free shipping, you can potentially qualify for our shipping message, which tells your buyers that they can expect your item quickly. Also, you may qualify for an automatic 5-star in shipping time for your DSRs if the item is delivered within 4 business days. </h2>