

Late shipment rate report

GUIDE.SUMMARY What Sellers are responsible for shipping items within their stated handling time -- the time between receiving a payment and delivering the package to the postal carrier. We track how often you're successfully shipping your items on time to your buyers. Why By shipping on time, you create positive buyer experiences. This guide covers Late shipping rate Late shipping report US and international reports

GUIDE.RELATED_LINKS Related Help and site pages Seller Center: On-time shipping
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Seller performance and feedback policy
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Improving seller performance
<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4746>
Shipping services and estimated delivery

</h2><h2>GUIDE.TALKING_POINTS For seller questions, see immediately below For
buyer questions, click here SELLER QUESTIONS Why is eBay asking
the buyer if they have received their item on time? The tracking information I provided should be
sufficient Thank you for providing tracking information. We agree that this
information provides a good amount of data on whether the buyer received their item on time. This
question helps us gather additional insight into buyers expectations and their perception of delivery
dates. Will this be made visible on my seller profile? No, other
buyers will not be able to see how your buyers responded to this question. What
are the late shipment rate requirements (thresholds)? See <a
href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1435#EnforcementCriteri
a">Seller performance standards. What is the delivery feedback
question, and when does it appear? When a buyer leaves feedback, we ask if the
item arrived on or before the estimated delivery date. We show that date in the question. The buyer
can select Yes or No. The question appears as soon as checkout is complete.
Buyers see it if they choose to leave feedback. When integrated tracking shows the item was delivered by the
estimated delivery date, we automatically hide the question so that buyers can't see it.
See
information.
 What happens if you don't meet the minimum requirements for the late

shipment rate? General If you fall below our seller requirements for late shipment rate: We may ask you to adjust your handling time on your current and future listings to better fit your actual handling process. We may eventually extend the estimated delivery date your buyers see for your items. We may eventually restrict the shipping options you can offer. This includes restrictions on selecting 1-day or same-day shipping.
 Internal Information Right now, we don't restrict shipping options or extend the estimated delivery date. This is something we're investigating, and we may implement these consequences in the future.

 Seller rating Regarding your seller rating: If you're a Top Rated Seller, and you fall below our late shipment rate requirements for Top Rated, your account will fall to an Above Standard rating. If you're Above Standard, and you fall below our late shipment rate requirements, it will not cause you to drop Below Standard. If you're Below Standard, and you fall below our late shipment rate requirements, it won't cause you to stay Below Standard. You can still graduate out of Below Standard to Above Standard.

Integrated carriers An integrated carrier is one that shows tracking updates directly within My eBay. We partner with several delivery couriers to allow you and buyers to view the tracking status in My eBay: US DHL eCommerce DHL Global FedEx FedEx SmartPost UPS UPS MI USPS UK For an up-to-date list of integrated carriers, see:

 DE Deutsche Post DHL Express DHL Packet DPD Hermes - DE UPS

 How is the late shipment rate calculated? What is excluded from the late shipment rate?

 Your late shipment rate is the number of transactions that count as late shipments divided by the number of transactions for which we have shipping information.

Only transactions where shipping information is available are considered in your late shipment rate (ie tracking data from integrated carriers). If <a

doesn't answer the delivery feedback question, then the transaction isn't considered in your rate. ATO transactions will be removed from late shipment rate.

 Local pick-up, freight, Global Shipping Program (GSP) and eBay International Shipping (eIS) transactions aren't included in your late shipment rate.

 Acceptance scan An acceptance scan is an initial scan done by the carrier, letting the recipient know that the package has entered the postal system.

 Buyer doesn't answer the delivery feedback question When there's no tracking information and no buyer response on the delivery feedback question, the transaction isn't

included in your shipping metrics. The buyer only sees the delivery feedback question if there's no tracking to show the item was delivered on-time. If the buyer

doesn't answer the question, then there's no information on the shipping performance for the transaction. The decision not to use tracking can save shipping costs, but may also

leave you unable to confirm an item was shipped on time. We advise all sellers to weigh the costs and benefits of the shipping options available to them, bearing in mind the late shipping rate

metric. Improving your late shipment rate There are 4 things you can focus on to improve your late shipment rate:

Provide an accurate handling time in your listing, and make sure you get your package to the carrier within that stated handling time. For example, if you use same-day

shipping, make sure you set the cut-off time at a time you can always meet.

 Use the shipping service you specified in your listing. Use eBay labels for automatic tracking upload, or upload your tracking if you don't use eBay labels. Communicate with your buyer, so that they know when an item is shipped.
 Internal Information For detailed talking points to coach members on their late shipment rate performance, see Improving seller performance. Unique order minimums (unique buyer protections) We have unique order minimums for the late shipment rate. We only count 1 late shipment per order. An order is roughly defined as all items purchased by the same buyer, on the same day, from the same seller. Cross-border trade impact on estimated delivery date For cross-border trade transactions, we rely on the item's location to determine what is considered a business day or holiday. So, depending on where the item is being shipped from, the estimated delivery date could be extended to accommodate local holidays. Using same tracking number on multiple orders Yes, you can use the same tracking number across multiple transactions and orders, as long as it's for the same buyer. Seller used - or wants to use - a different shipping service than what the buyer paid for during checkout We recommend using the shipping service your buyer paid for in the transaction. We validate tracking by comparing the uploaded tracking number with the carrier scan. If the 2 don't match, the tracking won't be valid. If you used eBay label printing, you can cancel the label and then print a new label with a different carrier. Valid tracking will be uploaded automatically. Just make sure to do it within your stated handling time. Note: The service paid for is used to calculate your maximum delivery date. If you use a different service, especially a lesser service, there's a risk you'll miss your Max EDD.
 Improving seller performance. Unique order minimums (unique buyer protections) We have unique order minimums for the late shipment rate. We only count 1 late shipment per order. An order is roughly defined as all items purchased by the same buyer, on the same day, from the same seller. Cross-border trade impact on estimated delivery date For cross-border trade transactions, we rely on the item's location to determine what is considered a business day or holiday. So, depending on where the item is being shipped from, the estimated delivery date could be extended to accommodate local holidays. Using same tracking number on multiple orders Yes, you can use the same tracking number across multiple transactions and orders, as long as it's for the same buyer. Seller used - or wants to use - a different shipping service than what the buyer paid for during checkout We recommend using the shipping service your buyer paid for in the transaction. We validate tracking by comparing the uploaded tracking number with the carrier scan. If the 2 don't match, the tracking won't be valid. If you used eBay label printing, you can cancel the label and then print a new label with a different carrier. Valid tracking will be uploaded automatically. Just make sure to do it within your stated handling time. Note: The service paid for is used to calculate your maximum delivery date. If you use a different service, especially a lesser service, there's a risk you'll miss your Max EDD.
 Latest Estimated Delivery Date (aka Max EDD)

Your handle time is added to the ship time to calculate the maximum estimated delivery date. For the shipping time, eBay will take the longest ship time estimate from either the sellers selected shipping time or the carriers estimated ship time. For the shipping time, we use an estimated number of hours for delivery provided to us by the shipping carrier. The clock starts at the time of payment. Why are you accountable for delivery by the estimated delivery date when you don't have control once the package is shipped? We hold you accountable for shipping within your stated handling time. As long as there is an acceptance scan or another scan that shows the item was delivered on time, the item is considered shipped on time. If there's no tracking data available, we'll ask your buyer a very specific question about whether or not the item was delivered by the estimated delivery date. This greatly increases the accuracy of their answer. If you know there will be delays in the delivery, I encourage you to communicate with your buyer. Sellers have always been responsible for ensuring that an item is delivered to the buyer on time. On occasion, items may arrive late due to carrier delays. However, major factors that cause a trend of late delivery are oftentimes caused by items not being shipped within the promised handling time, or a slower shipping method being used than specified within the listing. You offer same-day or 1-day handling time, and are concerned about meeting your handle time. Same day We do expect that an item is shipped within the stated handling time on the listing. To help set expectations for same-day handling, you can select your same-day cut-off time. Here's how: Sign into My eBay, select the Account tab, and then select Shipping Preferences. Click Edit beside Set same business day handling times, and then enter your cut off time for same day business handling. Keep in mind that the time is in Pacific Daylight Time (PDT). Click Save. 1-day When a customer buys an item after-hours or on the weekend, they do expect it to ship by the next business day. The 1-day handle

time isn't based on 24 hours -- it's the end of the next business day.

- If a buyer pays for an item from you on Monday, it needs an acceptance scan by Tuesday, 11:59:59pm Pacific Daylight Time (PDT). This is true whether you print on eBay or go to the post office to get a tracking number.
- If an item is bought on Friday, Saturday, or Sunday Pacific Time, it needs to have an acceptance scan by Monday 11:59:59pm Pacific Daylight Time (PDT).

You don't want to use tracking.

- It's up to you to make the best decision for your business. Here's some things to keep in mind when thinking about the late shipment rate metric and tracking:
- If there's no tracking uploaded, we'll ask your buyer to confirm if the item arrived by the estimated delivery date. Buyers see the question as they leave feedback.
- If your buyer:

 - confirms the item arrived by the estimated delivery date, the transaction is recognized for on-time shipping, and will count positively in your late shipping rate metric.
 - chooses not to leave feedback, the transaction won't be included in your shipping metrics.
 - answers that the item didn't arrive by the estimated delivery date, then the transaction will count against your late shipping rate metric.

The decision to not use tracking can save shipping costs, but

- may also leave you unable to confirm that an item was shipped on time.
- in the event that there's a Money Back Guarantee case opened, you may not be able to prove the buyer received the item.

Also, if you use tracking, and are able to meet all of the Top Rated Plus requirements, you receive a discount on final value fees, which may help offset the cost of tracking.

You sell custom-made or hand-made items and are considered about the handling time

- For custom or made-to-order items, we recommend you specify a longer handling time in your listing so that you have enough time to customize your order to your buyer specifications.
- If you aren't able to meet the handling time because of a buyer's specific request for customization, or if they are slow in sending you the customization specifics, let your member know in member-to-member communication that the shipment will be delayed. Be

sure to get confirmation from the buyer that they are fine with the delay.

If your shipping performance is negatively impacted as a result of the delay in shipping, you can contact us and we will review the communication. If we find that a late shipment is the result of your buyer's requests, we'll remove the late shipment.

Internal Information

For more information on the appeals process, see [a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1118"](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1118)Seller performance and feedback policy - Removal and appeal of defects, late shipment, and feedback

Buyer asked you to wait to ship

We know this sometimes happens, and that you're doing the right thing by working with your buyer's request.

Make sure you have proof of your buyer's request in eBay's member-to-member communication.

If your shipping performance is negatively impacted as a result of honoring your buyer's request, you can contact us. We'll review the late shipment--including your member-to-member communication. We'll remove the late shipment if we find that it was a result of the buyer's request.

If your buyer is bidding on multiple auctions, and has asked you to wait to ship, you can ask the buyer to wait to pay. On-time shipping timing starts once payment is made.

Carrier attempted to deliver, but the buyer wasn't available

If the carrier records the event as a delivery attempt, we'll recognize the attempt. It won't count against you.

Can you appeal a buyer's claim of an item received late?

Yes, you can appeal the claim. To do so, you'll need to upload tracking information that shows delivery confirmation with the date of delivery.

Internal Information

See [a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1118"](https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1118)Seller performance and feedback policy - Removal and appeal of defects, late shipment, and feedback

Seller: How can I protect myself from late shipment when my shop is on time away?

If you want to put your shop on time away and leave your listings visible, you can select Allow item sales while on time away when

scheduling time away. This means you will be protected from late shipments as the Estimated Delivery Date will be automatically extended out to reflect the fact that you won't be posting during the time that you are away. Note: You will still need to follow all the guidelines and eligibility criteria to receive the 10% discount on Final Value Fees of eTRS eligible sales that take place during time away. For more info see Time

away BUYER QUESTIONS Why is eBay asking whether I received an item when the seller sent me tracking information? These responses will provide additional insight into

buyer expectations and perception of on-time delivery dates Do I have to fill this

out? Are there any consequence for the seller if I don't fill this out? Responding to

this question is completely optional but your response will help us understand if you received your

item within the provided delivery timeframe. Should you decide not to respond, we encourage you to

still leave feedback. There is no consequence to the seller if you decide not to respond.

 Are you asking me this question because the seller has shown poor performance in this

area? No. We are gathering insight on buyer expectations and perceptions of

delivery dates. Isn't it the carrier's job to ensure delivery? The

seller is responsible for ensuring the item is shipped within the promised handling time, and that the

appropriate shipping method is used to meet the delivery speed expectations of the buyer. Both of

these contribute to an item being delivered on time. Why are you asking me this

and to rate the shipping time (DSR)? These responses will provide additional

insight into buyer expectations and perception of on-time delivery dates.

</h2></h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE View late shipment rate report

 Sign in to My eBay, click the Account tab, and then

click Seller Dashboard. Click the drop-down arrow for Late shipment rate.

 Click Get full report to view your report on any shipments that didn't

meet requirements. You will see "Congratulations! You have no late shipments for this evaluation period" if there were no late shipments in the evaluation period.

In Microsoft Excel, numbers have a limit of 15 digits. The default cell formatting in Excel will cause a tracking number greater than 15 digits to display incorrectly. Format the column to text or open the CSV in text format to see the correct value of these cells.

To download a detailed report:

While viewing your late shipment report, select options for your download (e.g., Region), and then click Download.

Understanding your downloaded report

Date and Time (Column B): The date the item was purchased, which may not always be the same as the date the item was paid for by the buyer. The time zone shows as GMT minus 7 hours. Currently, there are no plans to change the GMT-7:00 display style.

Carrier indicates late delivery (Column D): The number 1 means the transaction was considered a late shipment.

Handle by date (Column H) and Acceptance scan date (Column L): The date and time is based on where the item was shipped from. The time shows in 24-hour clock format.

To view an entry in the 12-hour format, click the individual cell. Then, look at the entry box at the top of the Excel spreadsheet. There, the date and time will be displayed with the 12-hour format.

Max EDD (Column M): The latest estimated delivery date is based on the buyer's time zone. For how the Max EDD is calculated, see https://cskb.qa.ebay.com/csskbapp/art?page_content&id=GUIDE1374&ViewLocale=en_US#maxeddtalkingpoint; Talking Point

Latest delivery date (aka Max EDD)

Delivery scan date (Column N): The delivery scan date and time is based on the buyer's time zone.

Understanding international reports

Following are carriers for which we are able to provide information and examples that may help you understand international reports:

"Released No Tax. Useful 40d Delivery / BR" Carrier site - http://www2.correios.com.br/sistemas/rastreamento/ Example tracking number - RL954122452CH <h3>Correos de Costa Rica (CR)</h3> Scan delivery - Customs example Note - Some words dont translate perfectly so when you click on the word, it will show alternate translations . So this example the package is available to be Retired means pickup.

Carrier site - https://www.correos.go.cr/rastreo/consulta_envios/ Example tracking number - RE522384663E <h3>Correos de Mexico (MX)</h3> Scan delivery - Delivery Scan - Won't show City or Country sometimes Carrier site - http://www.correosdemexico.gob.mx/English/Paginas/track.aspx

Example tracking number - LB506178169SE <h3>Deutsche Post (DE)</h3> Scan delivery - State only delivery date, no destination Carrier site - https://www.deutschepost.de/sendung/simpleQuery.html?locale=en_GB

; Example tracking number - LM500495968SE Note - Important to add date <h3>FedEx (Multinational)</h3> Scan delivery - Delivery Scan - City Carrier site - <a href="https://www.fedex.com/apps/fedextrack/?action=track"

target="_blank">https://www.fedex.com/apps/fedextrack/?action=track Example tracking
number - 731067741578 <img alt=""
src="https://cskb.qa.ebay.com/library/EBAY/1374_GUIDE/GUIDE1374_Fedex.png">
<h3>Pos Indonesia (ID)</h3> Scan delivery - Delivery
Scan - Will show region but not city Carrier site - <a
href="http://ems.posindonesia.co.id/index.php"
target="_blank">http://ems.posindonesia.co.id/index.php Example tracking number -
RE522384371SE <img alt=""
src="https://cskb.qa.ebay.com/library/EBAY/1374_GUIDE/GUIDE1374_ID.png">
<h3>PostNord - Denmark, Sweden (DK,SI)</h3> Scan
delivery - Delivery Scan - Will only show country Carrier site - <a
href="https://www.postnord.se/online-verktyg/verktyg/sok/spara-brev-paket-och-pall#dynamicloading
=true&shipmentid=LB506178169SE"
target="_blank">https://www.postnord.se/online-verktyg/verktyg/sok/spara-brev-paket-och-pall#dy
namicloading=true&shipmentid=LB506178169SE Example tracking number -
LB506178169SE <img alt=""
src="https://cskb.qa.ebay.com/library/EBAY/1374_GUIDE/GUIDE1374_Nord.png">
<h3>Swiss Post - Switzerland, Liechtenstein (CH,
LI)</h3> Scan delivery - Delivery Scan will show zip code Carrier site - https://www.post.ch/en/ Example
tracking number - RL954122452CH <img alt=""
src="https://cskb.qa.ebay.com/library/EBAY/1374_GUIDE/GUIDE1374_CH.png">
 </h2>