

Ship cost adjustment, postage adjustment (internally known as short paid seller)

GUIDE.SUMMARY What &ul> &li>Whether intentionally or not, some sellers have been paying insufficient postage for USPS shipping. This goal of this initiative is to educate users to prevent these instances from happening and collect repayment for USPS.&/li> &li>Some of the common errors that result in insufficient postage are: &ul> &li>Incorrect weight&/li> &li>Package dimensions&/li> &li>Packaging used (i.e. flat rate label but not flat rate box) &ul> &li>This error is the most common, resulting in probably 95% of the postage due situations seller purchases First Class Label on eBay but then actually ships using a Priority Mail package &/li> &/ul> &/li> &li>Service type (i.e. First Class label on 1lb+ package)&/li> &li>Zone (i.e., sent from CA but bought label from NY)&/li> &/ul> &/li> &/ul> Why &ul> &li>USPS is asking all PC postage vendors (stamps.com, Indicia, eBay.com etc.) to coordinate the collection of funds.&/li> &/ul> When &ul> &li>Enforcement began for shipping labels printed August 14, 2017 or later.&/li> &li>Outreach and education began in 2016.&/li> &/ul> Who eBay sellers in the US whove paid insufficient postage for USPS shipping.

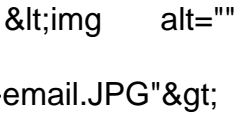

GUIDE.TALKING_POINTS &h3>General questions and answers&/h3> What is a ship-cost adjustment? (Also known as a "postage adjustment" or "automated postage due") USPS has invested in new technologies that automatically detect package postage overpayment or underpayment, bringing USPS in line with industry standards. How do I know assessment done by USPS is accurate? The state-of-the-art mail processing network has been extensively tested and is comparable to what is used across the shipping industry. The equipment is checked daily for calibration to ensure USPS uses the most accurate information that will help us to best streamline your shipping experience. When does a postage or ship-cost adjustment occur? When a seller pays insufficient postage for USPS shipping, resulting from one of the common errors below detected on USPS's upgraded processing network:&br> 1. Incorrect weight entered vs. actual&br> 2. Incorrect dimensions entered vs. actual&br>

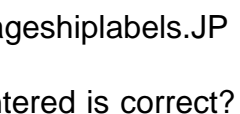
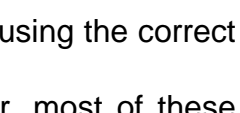
3. Incorrect service/packaging entered vs. actual). What is the process to collect on postage or ship-cost adjustments? 1. USPS systematically determines postage paid was insufficient.
 2. USPS asks eBay to collect remaining balance on their behalf.
 3. eBay informs seller through daily email as well as through Shipping Adjustment Dashboard - http://www.ebay.com/ship/lmng
 4. eBay collects from seller and provides funds to USPS.
 5. Seller can dispute charge via USPS directly by calling or emailing.
 6. Dispute decision available within Shipping Adjustment Dashboard on eBay. Will I be paid for overpayments? Yes. Overpayment on postage returned to eBay from USPS will be placed back on the seller account originally used to purchase the label. Will this program have impacts on return shipments? Return shipments are not included in this program at this time. (Any additional questions pertaining to this can be redirected to USPS.) If I ship from a nearby PO to my Ship from zip code, will that matter? Potentially, if in the same 3 digit zip code, then no issues. If in a different 3 digit zip code, then it could impact, but likely will not. This also only applies to Zoned Products (i.e. not First Class, Media Mail or Flat Rate products). *3 digit zip code refers to the first 3 digits of the 5 digit zip code Example: 84020 is the zip code for Draper, Utah. Anything shipped from a zip code beginning with 840 is the same three digit zip. Are dimensions going to be required for all packages now? We recommend always including dimensions, but dimensions are not typically relevant on First Class Mail, Media Mail and Flat Rate services unless they exceed the maximums allowed for those services. If the package has a single dimension over 12, you should always enter the dimensions of the package during initial label printing to avoid underpayment. What matters - weight and dimensions from listing or label printing? Label printing page weight and dimensions are all that matters. To show correct shipping costs to buyers, you should try to enter correct details during listing. Dimensions and weight provided during listing will be populated to the label printing page on eBay.com, but should always be validated at the time of label purchase to ensure that the correct postage is being paid. Why haven't we heard the same from Stamps.com, Endicia etc.? This is an industry wide initiative and will impact all the

sellers using PC Postage irrespective of the vendor. We are trying to generate awareness about the program to reduce the underpayment occurrences to improve customer experience. Will the Post Office still be able to charge me (seller) over the counter, or postage due to the buyer, when this program is in place? No, all postage adjustments on your labels should be collected through this program once in place. If a package arrives to a buyer with manual postage due notice, or returned to seller for insufficient postage, please contact eBay customer support with the tracking number so we can address this issue with USPS. (Internal: please escalate these to your Team Leader to pass along to USPS). Will the Post Office retail counter be able to measure the package weight/dimensions at the counter (prone to error) or will all weight/dimensions come from machines? USPS retail locations as well as the newly installed automation will be able to provide actual weights, dimensions, and class of service information, which may lead to a postage discrepancy scenario. How will I be charged? eBay will charge you on behalf of USPS. This will show up in the seller's account as a charge from eBay, labeled: "eBay Inc Shipping - USPS Label Cost Adjustment". Will I be notified about my postage or ship-cost adjustments? Yes, you will receive email from eBay providing all the transactions where under/over payment was observed along with the amount that will be debited/credited to your account. (These emails are sent daily, so any ship-cost adjustments identified that day will be sent via email to impacted sellers.) *See example email

https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1593&ViewLocale=en_US#costemail. Which account will be used for credit/debit of money? In most cases, the same account which was used for purchasing the label on eBay.com will receive the refund/charge in case of postage discrepancy. If eBay is unable to charge your account for any reason, we may use your listed preferred payment method. What are the consequences if I don't pay the due amount? If we aren't able to charge your account, we may put a charge on your preferred payment method for selling costs. What is the expected turnaround time (min/max) between printing of shipping label and actual charge/refund? You should not receive additional

charges or credits after 15 calendar days from the first time USPS confirms receipt of the package (or first scan time). What is the process to be reimbursed for overpaid shipping? Are the limits the same as underpaid? (ie. If I overpay just \$x, will I be refunded? If I underpay by just \$x will I be charged?) Seller over and under payments will be placed onto the original account used to print the USPS label, or may appear as a transfer from the preferred payment method for selling costs if we were unable to credit/debit the seller's account. Will you be charging me for any and all ship-cost discrepancies? USPS is in the process of ramping up their networks. As they do so, they will continue to improve their tracking and detection systems in addition to increasing coverage of ship-cost adjustments over time. Please continue to focus on ensuring you pay correct postage costs upfront to avoid being charged.

Adjustment Email  <https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1593/usps-email.JPG>  <https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1593/usps-email2.JPG>

; Manage Shipping Labels View  <https://cskb.qa.ebay.com/library/EBAY/Images/1000%20-%203000/1593/manageshiplabels.JPG>  What can I do if I am sure what I entered is correct?

The most common mistake made by sellers is not around entering information, but using the correct packaging. USPS provides some free shipping envelopes & boxes; however, most of these free materials are for Priority Mail not First Class mail. The most frequent shipping cost adjustment on eBay is for sellers that purchase a First Class label but then ship in a Priority Mail package. Since Priority Mail is a more expensive service, this will almost always result in additional postage being due. This is not something that we should encourage a seller to dispute with the USPS, but we should educate them on making sure to use the correct packaging for the level of service they purchased on the label. Sellers can open a dispute by contacting USPS by emailing verifypostagehelp@usps.gov or directly at 844-819-5187 between 7AM-7PM CT, M-F. Please expect a response within 5 business days. Both over phone call and/or via email, please prepare to

share the following, which can be seen on the [Shipping Adjustment Dashboard](http://www.ebay.com/ship/lmng):

- IMpB (Tracking)
- Number
- Revenue Assurance ID
- Date/Time
- Reason for Dispute

Will eBay resolve a dispute or USPS? USPS will determine if a dispute will be approved or rejected. USPS will communicate the decision to eBay who will alert the seller of the decision on the Shipping Adjustment Dashboard. How will my dispute be resolved? USPS will evaluate all available scan information regarding a seller's package. If it is determined that the seller's claim is accurate then the dispute will be accepted. How long will I have to raise a dispute? We recommend you raise a dispute within 10 calendar days after receiving notification of charges. How long will it take for USPS to make a decision on my dispute? As soon as 2 business days, and at most, 15 business days. How will the refund show on my account? eBay will refund the original adjustment charge on the account, it will show as a refund or credit from eBay. Can you clarify what the charge was and when you charged me? Sellers can view each ship-cost adjustment, including amounts charged, within your Shipping Adjustment Dashboard, accessible from any of the emails we've sent you regarding this, or by going to this link: <http://www.ebay.com/ship/lmng>

What if I want to appeal a rejected dispute? Talking Points:

- USPS has evaluated all available data (scans, images, weights, dimensions, etc.) regarding your shipment and has found data that supports their initial assessment
- This means your package was measured at multiple sites and/or across multiple scans and USPS was able to positively identify the piece in question and the piece had attributes that contributed to the postage discrepancy and matched the original assessment.
- USPS also confirmed that the machinery used at the time of assessment was within calibration and operating normally.

Internal Information If a customer is persistent, direct customer to USPS directly, and USPS can provide evidence of such as requested to the customer if they have provided their contact information and call their Help Desk directly.

Shipping questions and answers

What is a postage discrepancy/adjustment? - A postage discrepancy exists when there is a difference between the postage required to mail a package based on its unique characteristics and the postage actually paid for that same piece.
 - A postage adjustment is when corrective action has been taken on a seller's account to credit/charge the appropriate price based on the actual characteristics of the package mailed. Why pay postage correctly? Pay postage correctly to ensure parcel is delivered as expected and recipient is not charged postage due. Use correct and updated software to input all package characteristics correctly (see specific tips below). Paying accurately ensures USPS can maintain the most competitive and economical shipping prices for their customers. How do I pay postage correctly? Here are some tips to ensure your shipments have correct postage:
 1. Match the label to the packaging: Paid postage labels should match the packaging. For example, Medium Flat-Rate packaging requires a Medium Flat-Rate paid postage label.
 2. Round up on weights! Postage rates apply only up to the maximum weight of the rate (either the pound or ounce, where applicable). For example, if your package weighs 3 lbs. 4 oz., it must be rounded up to the 4-pound rate, since it is more than 3 lbs.
 3. Check the dimensions: Dimensional weight pricing (DIM) may apply for Domestic Priority Mail pieces above one cubic foot. Always enter the package dimensions to ensure accurate postage is calculated. Why should I change my process? USPS wants to ensure the best process for customers. Shipments with postage discrepancies are either returned to the sender/shipper or delivered to its destination for the recipient/customer to pay the postage due. These practices erode the quality of the customer experience as your time sensitive shipment may have been delayed, and/or your customer/recipient may have had to pay extra, unexpected postage. USPS is bringing this new technology to help you accurately pay for shipping with the intent that it will improve the shipping experience for both shippers and recipients. <h3>Ship cost adjustment "forgiveness" when C2C sellers accept the Shipping Cost Recommendation</h3> If I accept eBay's Shipping Cost Recommendation, will I still be charged ship cost adjustments? If a seller is prompted and follows a Shipping Cost Recommendation, eBay has put a block in place to prohibit a seller being

charged additional postage (eBay will cover the postage due). A C2C seller will only see a recommendation in the BOLT or simple listing flow or app. (B2C sellers, or sellers using the Helix/BLING/SYI/advanced listing form are not provided a shipping recommendation). This should not be confused with a seller that created a listing using Sell similar and had weight/dimensions carry over from the original listing. This is not a ship cost recommendation. We should educate sellers that if they use Sell Similar they are responsible for and should verify all the information in the listing. The previous seller may have made a mistake in weight/dimensions or may have used dimensions for a different shipping package size than what the new seller may be using. Sellers should always use the weight/dimensions of the item as it would be packaged for shipping. As always, sellers should weigh & measure their packaged items at the time of listing and at the time of printing postage to ensure the most accurate shipping payment is made. </h3> </h3> </h3>APV Program questions and answers</h3> What is APV? Automated Package Verification is a state of the art system that the USPS has invested in to detect postage discrepancies in the mail stream similar to what others in the shipping industry use. Why is this system being implemented? The US Postal Service provides daily mail delivery to over 150 million addresses 6 days a week. Each delivery incurs a specific cost which is reflected by the postage paid for that mail piece. In order to maintain this pricing USPS must ensure that the postage it is owed from customers is collected. This allows all customers can be treated fairly and ensures the USPS can provide the most economical shipping options. This program helps USPS achieve the goal of providing the most transparent and cheapest pricing possible to its customers by ensuring accurate payment for all packages. </h3> </h3> </h3>Questions and answers for warnings, after collections</h3> What is a ship-cost or postage adjustment reminder? A ship-cost or postage adjustment reminder is a notification that a postage discrepancy exists on your account, but no collection has occurred. It is the USPSs intent to make the process as transparent as possible. As such USPS wishes to make customers aware of potential shipping errors they may be incurring so that corrective action can be taken to avoid such mistakes in the

future. Pieces with similar discrepancies will no longer be warned but rather will be assessed additional postage once collection begins in the latter portion of 2017. Why did a collection happen? Collections occur when a postage discrepancy is detected by USPS and linked to a customer account.