

Shipping Performance Policy - Item Not Received Rate - ICBT countries ONLY

GUIDE.SUMMARY What: On July 24, 2023, eBay launched the Shipping Performance Policy Item Not Received Rate in ICBT (International Cross Border Trading) in GC/HIPO/IN/SEA countries. To improve the member experience, we review accounts and take appropriate action for higher than market average Item not received rate requests. Accounts with higher than market average INR rate may result in a range of actions, such as eBay ending or removing listings, enforcing buying or selling restrictions, adjusting selling limits and/or suspending all relevant accounts. The evaluation will take place every two weeks. Who: Sellers who have addresses in eBay accounts located in the Greater China (China mainland, Hong Kong, Taiwan), Southeast Asia region (Singapore, Thailand, Malaysia, Vietnam, Philippines, Indonesia), India and HiPo region.

GUIDE.RELATED_LINKS

Help

pages:

<https://export.ebay.com/en/fees-and-payments/regulations/shipping-performance-policy-item-not-received-rate/> [Shipping Performance Policy - Item Not Received Rate - HiPo](#)

<https://community.ebay.in/t5/eBay-Announcements/Shipping-Performance-Policy-Item-Not-Received-Rate/ba-p/162355> [eBay announcement - Shipping Performance Policy - Item Not Received Rate - India](#)

<https://exportnews.ebay.com.hk/sea/announcement/44?region=SEA>

[Shipping Performance Policy - Item Not Received Rate - SEA](#)

<https://export.ebay.com/en/seller-performance/seller-level-and-sales/service-metrics-policy/> [Service metrics policy](#)

<https://export.ebay.com/en/seller-performance/seller-level-and-sales/seller-levels/>

[Seller levels and performance standards](#) [Help Hub related pages:](#)

<https://www.ebay.com/help/selling/managing-returns-refunds/help-buyer-item-didnt-receive?id=4116> [Help a buyer with an item they didnt receive](#)

</h2></h2>GUIDE.TALKING_POINTS How can I check my performance?
We will send an email to the email address you used to register your eBay account after each evaluation cycle. Starting in August - TBD: Check your Seller Dashboard on a regular basis so you can see how your performance is tracking, and, if needed, take action before the next evaluation. Whats the reason for this restriction and what should I do?
Internal Information Talking points vary based on the consequences placed on the account. Teammates, please review the account and refer to the relevant talking point below: Appeal requirements for casual sellers: <table border="1" cellpadding="2" cellspacing="1">
<tbody> <tr bgcolor="c2dfff"> <td>Package</td> <td>Reason for action taken</td> <td>Talking Points</td> </tr> <tr> <td>Open Issue730 + End listings</td> <td>INR% way higher than market average.</td> <td>High INR rates cause bad buyer experience. Based on the results of the current evaluation cycle for your account, your INR rate is much higher than the market average. For this reason we won't be able to grant an appeal. Internal note Exceptions: Only the reasons below are appealable: Force Majeure - Sellers must provide proof - news link or announcement. Seller won the INR case. Buyer close case with no shipping issue. Teammates please send an email to yihliu@ebay.com for appeals due to the exceptions above. </td> <tr> <td>Corridor/Site Block + End listings</td> <td>INR rate much higher than market average in corresponding corridor.</td> <td>High INR rates cause bad buyer experience. Based on the results of the current evaluation cycle for your account, your INR rate is much higher than the market average. For this reason we won't be able to grant an appeal. Internal note Exceptions: Only the reasons below are appealable: Force Majeure - Sellers must provide proof - news link or announcement. Seller won the case. Buyer close case with no shipping issue. Teammates please send an email to yihliu@ebay.com for appeals due to the exceptions

above.

Corridor/Site Block Only	INR rate much higher than market average in corresponding corridor.	High INR rates cause bad buyer experience. Based on the results of the current evaluation cycle for your account, your INR rate is much higher than the market average. For this reason we won't be able to grant an appeal. eBay will still evaluate the INR rate of your accounts as long as there are eligible transactions. The current restriction will be removed automatically once your INR rate in XXX (relevant corridor) is lower or same than the market average in subsequent evaluation periods.
--------------------------	---	--

Internal note Exceptions: Only the reasons below are appealable:

- Force Majeure - Sellers must provide proof - news link or announcement.
- Seller won the case.
- Buyer close case with no shipping issue.

Teammates please send an email to yihliu@ebay.com for appeals due to the exceptions above.

Open Issue 237+50% limit reduction	INR way higher than market average in non-big4 corridors (big4: US/UK/DE/AU).	High INR rates cause bad buyer experience. Based on the results of the current evaluation cycle for your account, your INR rate is much higher than the market average. For this reason we won't be able to grant an appeal. eBay will still evaluate the INR rate of your accounts as long as there are eligible transactions. The current restriction will be removed automatically once your INR rate in XXX (relevant corridor except US/UK/DE/AU corridor) is lower or the same than the market average in subsequent evaluation periods.
------------------------------------	---	--

Internal note Exceptions: Only the reasons below are appealable:

- Force Majeure - Sellers must provide proof - news link or announcement.
- Seller won the INR case.
- Buyer close case with no shipping issue.

Teammates please send an email to yihliu@ebay.com for appeals due to the exceptions above.

Appeal requirement for managed sellers: Teammates, please direct the managed sellers to their Account Manager for appeal. What is

a corridor/site Block? When a corridor/site block is placed on the account, sellers cannot list items on that site / corridor, sellers cant select that corridor/site as delivery location. For example, when sellers get a UK corridor/site block, they cannot update their listings or add new listings on the UK site, but they can still add /edit listings on other sites These sellers cannot set the UK as a delivery country on other sites. Blocks on US/CA/DE/AU sites work in the same way. How can I improve my INR rate? Sellers can follow the best practice section in the policy page. Sellers have no control over whether an item gets lost, in most cases couriers are to blame for INRs. What should I do? eBay recognizes that it isn't the seller's fault when a postal service loses a package. However, sellers are responsible for ensuring the buyers receive the items they purchase. When an item is lost, it creates a negative experience for the buyer. It's important that you select a postal service that you trust to deliver your items safely and on time. We understand that in some cases, a buyer may open an INR preemptively, however your peers also experience these situations. meaning that you're still being compared fairly to other sellers. If you're finding that you're having difficulty meeting your shipping time frame, consider extending your handling time. </h2>