z_Global Shipping Program overview

<h2>GUIDE.TALKING_POINTS How do I identify GSP? Buyer: The listing will display import charges. Seller: The order details will include line items for international shipping and import charges.
   Internal Information

 Teammates: GSP information is contained within CS tools. Please see seller workflow   How does it work? (link to video) We've got some great videos on the Seller Dashboard that provide testimonials on the value of GSP and a behind the scenes look at how it works. http://pages.ebay.com/sellerinformation/ship-smart/advanced-shipping/Global-Shipping-Pro gram/index.html Are GSP sales counted toward the seller's domestic or global performance? If the item is selling to an international buyer, this GSP transaction will be counted toward their global performance. </h2><h2>GUIDE.DETAILED_INFORMATION </h2><h3>How GSP works</h3> <img alt="how GSP works" border="1" height="361" src="https://cskb.qa.ebay.com/library/EBAY/Images/3701-4000/3916/howItWorks.png" width="645"> Listing <ul> Seller chooses GSP as a shipping option while listing their item. The Global Shipping Program then uses current customs information to determine which countries it can ship the item to. International shipping and import charges are estimated for each of the countries that GSP can ship the item to. The item listing displays item cost and domestic shipping (if any), as well as the international shipping and import charges.   Buying <ul> GSP listings will have international shipping and import charge

estimates displayed in the View Item page (final quotes are confirmed at checkout). The international shipping and import charges are based on the buyers primary shipping address (unless the ship to address is updated) and will vary based on the buyers location. The buyer completes the transactions and is charged the full amount. (The buyer has now paid in full and is not subject to any further shipping or import charges from eBay or the shipping carrier). The buyer will see 2 transactions (1. Item and domestic shipping to the seller. 2. International shipping and import charges to the Global Shipping Center).   Shipping <ul> The order details are received by the seller instructing them where to ship the package (Global Shipping Center). Seller sends the package to the Global Shipping Center using eBay label printing or a carrier of their choice. (If using another carrier, seller should upload tracking into My eBay.) Package is received at the Global Shipping Center and validated to ensure it can move forward internationally without issue. International tracking information is added to the package and it is sent forward to the destination country. The package is delivered to the buyer using local carriers in the destination country, partnering with the Global Shipping Center. End-to-end tracking is available in My eBay. Note: Buyers have paid in full, so there will be no shipping or import charges due upon delivery.   Resolution <ul> INR/SNAD Cases can be filed if the item was purchased from a site offering eMBG. The DL (internal use only) for the GSP team is: gspswat@ebay.com   Note: If a seller manually sends an invoice for a GSP item, the item will be removed from GSP. <h2>GUIDE.SUMMARY What <ul> The Global Shipping Program (GSP) enables sellers to reach millions of buyers around the globe, but only ship domestically. Once an item sold via the program is received at the Global Shipping Center, the center handles all aspects of the international leg of the sale: preparing customs forms, remitting

applicable import charges that are pre-paid by the buyer, and international shipping to the buyer - with tracking - using a fast, reliable carrier. Where <ul> GSP items listed on eBay.com can potentially show on other sites (e.g. CA, AU, etc.) if the item can be shipped to those locations. See the list of countries GSP ships to. (Note: This list may change over time.) Who <ul> Available to sellers registered and listing on eBay.com who meet US selling performance standards. Sellers must also meet international selling requirements. Why <ul> Advantages for seller: <ul> Sell to over 60 countries Sell global, ship local No filling out customs forms Total cost estimate calculated and guaranteed by eBay Fast, reliable and competitive international shipping solution Product CBT eligibility - automatic Protection from shipping-related negative feedback
     Advantages for buyer: <ul> Full transparency - visibility to total cost Fast, reliable and competitive international shipping solution End-to-end package visibility Increased inventory selection
     GSP aims to enable CBT by making international sales and shipping simple, fast and reliable: <ul> Simplified listing and international shipping Guaranteed total cost Competitive and trackable shipping Increased inventory Risk protection   </h2><h2>GUIDE.RELATED_LINKS Related help pages <ul> Using the Global Shipping Program
 http://pages.ebay.com/help/sell/shipping-globally.html

 Buying an item through the Global Shipping Program
 http://pages.ebay.com/help/buy/shipping-globally.html
 Seller Center - Global Shipping Program
 http://pages.ebay.com/gsp
 Buyer Marketing - Global Shipping Program
 http://pages.ebay.com/buy/globalshippingprogram/
 GSP Seller Terms and Conditions
 http://pages.ebay.com/shipping/globalshipping/seller-tnc.html
 GSP Buyer Terms and Conditions
 http://pages.ebay.com/shipping/globalshipping/buyer-tnc.html Related CSKB <ul> Global Shipping Program pre transaction Global Shipping Program post transaction How does the GSP program work   </h2>