

Shipping labels overview (USPS, UPS, and FedEx, refunds)

GUIDE.SUMMARY What Shipping labels are used to address and send items to a recipient; Tracking, signature confirmation, and insurance are often bought at the time that shipping labels are purchased, but can sometimes be purchased separately; Why Correctly choosing, addressing, and printing a shipping label increases your chances for success with shipping, helps items reach their destination, and protects you as a seller; How There are 4 steps to using a shipping label:

- Decide how you'll print the shipping label:
 - Online with eBay
 - Online with the carrier OR
 - In-store
- Address the label.
- Purchase and print the label.
- Attach the label to your package.

This article covers Label specifics for USPS, FedEx (including FedEx Ground Economy), and UPS ([see Detailed Information section](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#detailedinformation)); For Canada, see our list of Shipping partners (<https://www.ebay.ca/sellercentre/shipping/ebay-shipping-partners>); (Canada Post and FedEx) and [Shippo](https://www.ebay.ca/sellercentre/shipping/shippo-labels); Shipping labels for Canada (see Shippo tab in the [Detailed Information section](https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#detailedinformation)); General label questions; Printing a label from eBay; Voiding a label; Packing slips; Shipping discounts; While this article mentions tracking, signature confirmation, and insurance, additional details for these topics can be found in https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#detailedinformation

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1005>&Shipping
Overview. Paying for labels: What We are changing
how payment method is surfaced to sellers in the label purchase flows when they load
the page The default payment method will be the seller's your
Funds bucket balance on their account Why Existing
default logic is complex, and we believe it is not always correct

 </h2></h2>GUIDE.RELATED_LINKS Related help pages Shipping labels
Shipping Options
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ATO & Fraud Seller (high risk) shipping labels

GUIDE.TALKING_POINTS

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#talkingpointsgeneral General label questions

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#talkingpointsaddressing Addressing a label

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https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#talkingpointspackingslips Packing slips

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#postagedue Postage due

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#talkingpointsgeneral General label questions

Why should I use eBay shipping labels?

eBay shipping labels is a great service because we offer discounted label pricing and ease of access without any monthly or annual subscription fees

Tracking is automatically uploaded to orders upon purchasing and printing labels on eBay

With many shipping labels, we offer free tracking for your package

Using eBay shipping labels saves you a lot of time, especially with our

Bulk solutions

- What are eBay discounted shipping rates?

Discounted shipping rates are shipping rates that eBay provides to sellers at a discount.

These rates have been negotiated by eBay with UPS, USPS and FedEx and are available to all eBay sellers once an item is sold. We are defaulting calculated shipping listings to reflect these discounted rates.

- How do I set up eBay discounted rates?

You can apply eBay discounted rates by updating your Shipping Preferences in your account settings.

- On the [Shipping Preferences](https://www.ebay.com/ship/prf) page, select Edit beside Offer carrier-specific discounts for buyers.
- Select Offer eBay discounted rates to buyers.
- Check the box beside the eBay discounted rates you wish to offer and then select Save.

To opt out of eBay discounted rates, deselect the boxes next to the rates offered and select Save.

- Do eBay discounted rates apply to all of my listings?

Yes, eBay discounted rates apply to all active and future listings that offer calculated shipping; listings with free or flat rate shipping won't be affected.

- How do eBay discounted rates work?

Sellers can receive significant discounts when they are opted in to eBay discounted rates and use eBay labels. Buyers can then enjoy lower shipping costs and are more likely to purchase from the seller.

- How do I get eBay labels once I've opted into eBay discounted rates?

If you select Print shipping label in the email you received about the sale of your item, this will take you to the eBay label platform. You can then print your eBay label and avail of the discounts.

You can also go to My eBay and select Sold. The option to print an eBay label using the eBay label platform will be available next to the item.

I opted in to eBay discounted rates.

When will my listings be updated?

It takes 24 hours from when you updated your Shipping Preferences for the new, updated rates to be reflected in your live listings.

- How do I opt-out from eBay discounted rates?

You can switch to standard rates without a discount by updating your

<https://www.ebay.com/ship/prf> Shipping Preferences in account settings.

How do I pay for shipping labels? US

For domestic orders, you can opt to automatically deduct shipping label costs from your Available Balance or pending funds, as long as there are enough Available funds to cover the labels cost, or to continue to pay for your USPS shipping labels using PayPal.

FedEx and UPS labels will be charged when purchased and deducted from the pending or available funds in your account.

Any reimbursements or fees for over or underpayments will also be added to your available balance.

UK

In the UK, sellers will need to continue to pay for labels using PayPal.

Before the end of the year for domestic orders, you will be able to opt to automatically deduct shipping label costs from your funds, as long as there are enough of your funds to cover the labels cost.

This function is not yet available for the UK, but we are working on it.

If your buyer hasn't paid, can you still print the label in advance?

You are able to print shipping labels before receiving payment from the buyer, but we don't recommend it.

If the buyer never pays, you won't get your money back for the label.

We allow buyers to change their address before checkout. If that happens, you'll need to print another label.

Will the buyer know you printed a label? If so, how?

Yes. An email is automatically sent to you and the buyer when you purchase a shipping label through eBay. The email includes details on how to track the package. This helps reduce the number of questions sellers receive from buyers about the status of a package.

Why are some shipping label services not offered through eBay for international customers?

For security purposes, some countries do not have the option to print certain shipping services.

If there is a certain USPS option you'd like to use, please go to your local Post Office to ship the item.

Internal Information

Please do not suggest using anything online, including PayPal Ship Now, as this defeats the purpose of our safety measures

My package dimensions are between one whole

number and another. Can I choose the lower number to save on shipping costs? We recommend rounding up to the nearest whole number because the carrier may charge more later through an adjustment than it costs to round up on the label before printingSome carriers can charge upwards of \$1000 for oversized packages, so its important to take all packing material into account and round the dimensions and weight up to the nearest whole number when initially printing shipping labels Why do I have a charge for eBay Delivery Services? eBay Delivery Services charges are for shipping labels purchased through eBay International Standard Delivery, eBay International Delivery or eBay Standard Envelope How does Commercial Base Pricing work? Please refer to the USPS tab in the Carrier-Specific Information sectionAddressing a label If the buyer has a different address in PayPal and in eBay, which address appears on the eBay shipping label? The buyers address used at eBay checkout will be provided on the label. If the buyer has not completed checkout, the buyers primary address will appear If the buyer asks you to send the item to a different address, what should you do? To qualify for seller protection on eBay, you must ship the item to the address provided by the buyer at checkout. If a seller ships to a different address, they no longer qualify for seller protection on eBay. This is true even if the buyer requests the change through member to member communication You're trying to print a label to ship to an APO / FPO / DPO address. Why are you getting an error saying "invalid address"? When a buyer registers their shipping address on eBay, APO / FPO / DPO is considered its own country, with corresponding states of AA, AE, or AP. But, when a seller tries to print a shipping label, it changes the country to the United States, and the state needs to be re-entered as AA, AE, or AP You have a buyer with an APO / FPO / DPO address that shows invalid

because there is no state. If you haven't already, try contacting your buyer for the appropriate corresponding state, which will likely be "AA", "AE", or "AP" How do you find the state for an APO / FPO / DPO address? You can use USPS' ZIP code lookup tool. Entering the zip code there will provide you with the right state, AA, AE, or AP. To use USPS' ZIP code tool: Go to http://tools.usps.com In the top menu bar, click the drop down for Quick Tools. Click Find a ZIP code. Click the tab, Cities by ZIP Code. Enter the ZIP code and click Find. Printing a label How many labels can you print per page? This is based on your label settings and printer settings. You can print 1 or 2 labels per page How many shipping labels can you print on 1 order (item)? You can print up to 5 in total You only printed 1 label before, but now can't make a new shipping label. Are you shipping internationally or to a military APO, FPO, or DPO address? There are certain countries and military addresses that are limited to 1 printed label for security purposes. If you made a mistake, you can request a shipping label void, and then you would need to print the label at your local shipping location, such as USPS or FedEx After the limit is reached, additional labels can be printed on eBay once the void is approved, processed and completed. Voiding can take 2-3 weeks to complete in some situations How can you print another label if you have hit the label limit already? We advise using USPS.com to manually make the label. You can <a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1005#instructionsentertr

acking">upload the tracking for the buyer to see it as an additional label
 Can I print a shipping label if I have a negative seller balance? Sellers
will still be able to print labels for all shipping using their top up payment method
How many times can you reprint a shipping label? A shipping label can be
reprinted up to 5 times in a 7 day period. After 7 days have passed, you can't reprint
again I'm trying to change the address on a FedEx label I've already printed.
 While you'll still be able to print up to 5 FedEx labels per transaction, once you
print off the first label, you will not be able to change the address. You can either use another
shipping carrier (such as USPS), print a FedEx label from FedEx directly, or cancel the
transaction The UPS service offered on my listing is not available through
eBay labels. How would I print the shipping label? Another service can be
selected on eBay to get the best deal on shipping You can use UPS.com directly
without eBay's best discount Can I print to a label printer?
Yes. You'll need to set your printer and label receipt preferences On
Desktop: Go to the Ship your order page.
Select Print format on the right-hand side of the page. Select
Change and select your preferences for How do you want to receive labels? and What label
size are you using? On the mobile app:
 Go to Label preferences. Tap the
pencil icon. Select a label format and print format and tap save.
 What if I dont have a printer? If you don't have a printer, you can
choose the QR code option where available. You'll receive a QR code which you can save to your
device. You can then scan the code at a participating drop-off location to print the shipping label
there. Here's how: Go to Seller Hub
Orders or My eBay Sold.

[Select Print shipping label.](#) [Select a shipping service that says Yes under QR code.](#) [Select QR code under Shipping label format.](#) [Select Purchase shipping label.](#) [Choose Download QR code.](#) You will also receive an email with the QR code for each label you purchase.

Save the QR code on your device and bring it with your package to your nearest drop-off location offering Print in store.

[Find USPS QR code supported locations](#) [here](https://tools.usps.com/find-location.htm?locationType=po&serviceType=lbroretail)

[Find FedEx QR code supported locations](#) [here](https://local.fedex.com/en-us/)

[Find UPS QR code supported locations](#) [here](https://www.theupsstore.com/tools/find-a-store)

Have the retail associate scan the QR code at the counter to print the shipping label and attach it to your package. Some self-service kiosks may also support label printing via QR code.

You can also view QR codes on the eBay app. See [Manage your labels on the eBay app](#) below.

[Voiding a label](#) If you printed a label wrong, how do you print another?

If you printed a label for a USPS, FedEx, or UPS shipping service, you'll need to void the wrong shipping label, and then print a new one.

If you see your mistake within the 1-day time frame, printing another will not affect your tracking percentages on your seller dashboard.

Once a Void is requested, it must be approved, processed and completed before another label can be printed if the printing limit has been reached. Voiding can take 2-3 weeks to complete and for the label refund to be processed.

How long do you have to void a shipping label?

For FedEx, UPS and USPS labels printed on eBay, you have 5 days, or 120 hours from creating the label, to void the label.

How long before you receive your refund?

It takes USPS 14 to 21 days to approve or reject the refund. If USPS approves, you'll be sent an email

notification that your account has been credited FedEx and UPS labels will be refunded after 14 business days once voided, provided the label was not used If the label is used after it is refunded, you will be charged for the label again Internal Information Teammates, you can </a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#shippinglabeltoolkit">use the shipping Toolkit to see if the customer can void the label You can </a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#sellerworkflowsrequestarefund">request a regular refund on behalf of the customer for USPS shipping labels. The same time frames apply: You can only request a refund for the member within 168 hours of when the customer created a label It still takes USPS 14 - 21 days to approve or reject the refund This option is not currently available for FedEx or UPS labels After 5 days (120 hours), can you still void a shipping label? No. A shipping label cannot be voided after 5 days, as it's not within our guidelines Internal Information Instant refund (USPS labels only) If the customer purchased a USPS label and was unable to void the label within the normal 5-day period, you may be able to </a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#sellerworkflowsinstantrefund">offer an instant refund to the customer Caution: Before offering an instant refund, use the </a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#shippinglabeltoolkit">Shipping Toolkit Void Label tool to confirm that the customer is past the 5-day period </a name="talkingpointspackingslips">Packing slips What is a packing slip? A packing slip is a receipt summarizing the sale between you and your buyer on eBay. It

includes:

- Ship-to address
- Ship-from address
- Item description
- Quantity of items
- Subtotal
- Insurance (if you insured the package)
- Discounts or charges
- Total

 You can print a packing slip from the Orders page. Select Print packing slip and more from the dropdown menu on the left-hand side of the Orders page. Packing slips can also be printed from the Desktop Ship your order page by selecting Print Packing Slip under Order details on the right-hand side of the page. You can also print a packing slip on the eBay app. See **Manage your labels on the eBay app** below. You can keep the packing slip for your records or put it into the package you're shipping to your buyer.

Can you print a packing slip before an item has been paid for?

Yes. You can

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#instructionsPrintPackingSlip print your packing slip before your buyer pays.

[name="postagedue"](#) Postage due questions Seller paid for postage, but the buyer had to pay extra upon receiving the item. Here are some reasons why postage might be due on a shipment. This is not a complete list, but meant to help find the cause.

- Carrier audited weight/dimensions on package do not match the seller input weight/dimensions
- Seller input package weight of 10 pounds, carrier audited package weight of 13 pounds
- Seller input package dimensions of 14 x 10 x 5, carrier audited package dimensions of 15 x 9 x 6
- Seller measured box edges, however the box bulges, causing the actual measurements to be larger than anticipated
- Wrong packaging materials were used for the service selected
- Seller ships with USPS flat rate service, does not use the correct flat rate box

Internal Information:

External label: If there is indeed a mismatch in weight/dimensions from label creation to carrier

acceptance, the seller would need to speak with the carrier about any additional charges from their service. If the carrier is stating the package is larger/heavier than the seller claims, eBay can not assist with (or credit for) this issue as this is something between seller and carrier measurements.

eBay created label only: USPS: If there is a short paid label charge assessed by USPS, sellers will see the charge on their eBay Manage shipping labels dashboard. If the seller believes the shortpaid adjustment was assessed in error, they can appeal by contacting USPS customer care at 1-844-819-5787 or verifypostagehelp@usps.gov to open a dispute. The seller will need to make sure they have the tracking number and the USPS Revenue Assurance IDboth of which are indicated on the Manage shipping labels dashboard to identify the adjustment. USPS will respond within 5-15 business days. FedEx: If the customer receives a label charge adjustment or is charged more than the estimated label charge, they should contact eBay to discuss their concerns. See Detailed Information section for FedEx in table below for how to manage customer contacts. UPS: If the customer receives a label charge adjustment or is charged more than the estimated label charge, they should contact eBay to discuss their concerns. See Detailed Information section for UPS in table below for how to manage customer contacts.

</h2><h2>GUIDE.DETAILED_INFORMATION</h2><h3>Carrier-Specific Information</h3>USPS, FedEx, and UPS comparisonUSPSFedEx</tr><tr><td></td><td></td></tr></table>

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#tabs-4>UPS </a

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#tabs-5>Shippo (shipping labels for Canada) </a

https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1007&ViewLocale=en_US#tabs-6>eSE - eBay Standard Envelope <table border="1"> <tbody> <tr> <td bgcolor="#c2dfff"> </td> <td bgcolor="#c2dfff">USPS</td> <td bgcolor="#c2dfff">FedEx</td> <td bgcolor="#c2dfff">FedEx
Ground Economy</td> <td bgcolor="#c2dfff">UPS</td> </tr> <tr valign="top"> <td bgcolor="#c2dfff" valign="center">
Print label using</td> <td>eBay</td> <td>eBay</td> <td>eBay</td> <td>eBay or UPS</td> </tr> <tr valign="top"> <td bgcolor="#c2dfff" valign="center">Payments</td> <td>Pay using your funds or your preferred payment method if your funds are not sufficient, or your PayPal account.

 You are charged for the label when you print it.</td> <td>The cost is deducted from your funds.

 Seller will not be able to print shipping label if they have a negative seller balance
 </td> <td>The cost is deducted from your funds.

 Be sure to enter in accurate weight or dimensions, or you may be charged more or less for the shipping label when FedEx adds the charge to your funds.
 </td> <td>The cost is deducted from your funds.

 Seller will not be able to print the shipping label if they have a negative seller balance.</td> </tr> <tr valign="top"> <td bgcolor="#c2dfff" valign="center">Schedule a pickup</td> <td>Yes. If you're using an expedited service like Priority Mail, Priority Mail Express, USPS Ground Advantage, International, or Return Service, you can contact USPS and request pick up of your package for free with your regular mail service</td> <td>Yes, you

can arrange a scheduled pick up via FedEx.com or by calling 1-800-GO-FEDEX

No

Yes. UPS On-Call Pickup can be arranged via UPS.com or by calling 1-800-PICK-UPS

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title="Call: 1-800-PICK-UPS"

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title="Call: 1-800-PICK-UPS"

Business days

Package delivery: Monday - Saturday

Mail delivery: Monday - Friday

Post Offices: Some local Post Offices may be open on Saturdays.

Monday - Friday

FedEx does offer some services with Saturday delivery. FedEx Home Delivery includes Saturday as a standard delivery day for most residential addresses in the US at no extra cost.

Monday - Friday, with Saturday deliveries possible through USPS.

Monday - Friday	UPS does offer some services with Saturday delivery
Domestic	International
Domestic only	Domestic only
Ship to military APO / DPO / FPO	Yes
Ship to PO Boxes	Yes
Shipping Address Requirements	Ship from is required
Phone # must be provided - otherwise, default of all 1s will be added.	Phone # must be provided - otherwise, default of all 1s will be added.
Shipping labels should not be placed over seam or	

closure or on top of sealing tape.

Signature Confirmation

2 signature confirmation options are available: 1) Signature confirmation 2) Delivery confirmation 3) Signature confirmation options are available: 1) No signature required 2) Direct signature required 3) Indirect signature required 4) Adult signature required

Packages can only be tracked using the Delivery Confirmation Number assigned to the Ground Economy package.

2 signature confirmation options are available: 1) Signature required 2) Adult signature required (recipient must be at least 21)

Insurance

Insurance up to \$5,000 available for purchase

\$100 insurance is included if you ship Priority Mail, Priority Mail Express, or USPS Ground Advantage service ShipCover

FedEx declared value coverage available for purchase

FedEx liability is limited to \$100 unless you declare a higher value and pay a fee.

FedEx Ground Economy does not provide insurance for packages. FedEx Ground Economy shall be responsible, up to a maximum replacement value per package of \$100 plus transportation costs, for damage to packages that may occur from the time they're first scanned by FedEx until they've been tendered to a USPS facility for delivery.

UPS automatically protects every shipment against loss or damage up to a value of \$100.00 when an eBay label is used.

Carrier	Service	Insurance
USPS	First Class	None
USPS	Priority Mail	Up to \$5,000
USPS	Priority Mail Express	Up to \$5,000
USPS	Ground Advantage	Up to \$5,000
FedEx	Ground Economy	Up to \$100
FedEx	Express	Up to \$100,000
FedEx	Next Business Day	Up to \$100,000
FedEx	2Day	Up to \$100,000
FedEx	Next Day	Up to \$100,000

How do I print a USPS label?

You can

https://cskb.qa.ebay.com/csKBapp/art?page_content&id=GUIDE1007&ViewLocale=

en_US#instructionscreateshippinglabel">print directly from eBay. The shipping label will be pre-filled with the buyer's information. How do I pay for USPS shipping labels? You can pay for shipping labels using your funds, preferred payment method, or PayPal account. If your pending funds are not sufficient to cover the cost of the label, you can use your preferred payment method to cover the insufficient amount. You may choose this to be your payout checking account or a credit/debit card. See screenshots below: Sellers who do not have a preferred payment method on file: Select how to pay Add payment option Add credit card Sellers who have a CC & bank on file for their preferred payment method: Select how to pay (card) Select how to pay (bank) Change how you're charged: Pay with (Visa, Mastercard or bank account) Sellers who select PayPal How will an underpaid label be funded? If you are charged for an underpaid label, your available funds will be used How will I receive a refund for an overpaid label?

you overpay a label and receive a refund, you will receive that refund to your available funds

- Where can I see my label charges
- You can manage your labels through Seller Hub > Orders > Shipping labels.
- You can view your label charges through Seller Hub > Payments > If you used both your pending funds and preferred payment method to cover the cost of the label
- What are my options for buying insurance?
- ShipCover insurance is available for purchase when printing a USPS shipping label on eBay. ShipCover offers coverage up to \$1,000 per package and is available for most domestic shipping and international packages (some locations are excluded)
- USPS offers insurance up to \$5,000 for purchase
- \$100 of insurance coverage is included if you ship Priority Mail, Priority Mail Express and USPS Ground Advantage services. Additional insurance can also be purchased
- Priority Mail Express and Priority Mail Express International labels offer free insurance up to \$200 for merchandise and \$100 insurance for nonnegotiable documents. Additional insurance can also be purchased

To learn more about purchasing shipping insurance, including rates for USPS:

- Click Customer Support, located at the top of most eBay pages
- In the search box, type "Shipping insurance", then click Search
- On the right, under "Related Help" click Purchasing shipping insurance

Can I add ShipCover insurance?

- Yes. If you purchase your label on eBay, you can add ShipCover insurance
- Can I print USPS labels in bulk with eBay Shipping Labels?
- Yes. You can print bulk labels with eBay Shipping Labels
- What is the difference between Print another label and Re-print label?
- Reprinting can be used if the shipping label didn't print properly. It shouldn't be used for printing labels for multiple packages. You can reprint 1 label up to 5 times, but you can only reprint labels up to 7 days after you first created and printed the

label Print another label can be used for multiple packages from one single listing. If you are shipping items that were from a listing in different boxes, use "Print another" to quickly access the print label flow. You can also change the shipping service if needed

Can I reissue a voided label? USPS: You won't be able to re-issue a shipping label after it's voided. As soon as the label is voided, USPS is notified and the label won't be activated in their system. So, voided labels can not be used. If you use a previously voided FedEx or UPS label, you will be recharged for the cost of the label.

Can I request a free carrier pickup from USPS? For USPS Ground Advantage, Priority Mail, and Priority Mail Express, you can contact USPS and request pick up of your package for free with your regular mail service If you choose to take the package to the post office, just print your shipping label and package your items in advance. You can then leave the package on the post office counter instead of standing in line. You can also generate a QR code

I purchased a USPS Priority Mail Express label on eBay and the item wasn't delivered on time. This service has a money back guarantee. How do I get my money back? You'll need to contact USPS for a refund, since they offer the money back guarantee To contact USPS, go to www.usps.com. Then, click on Customer Service

What should I know about shipping internationally with USPS? Is your package worth \$2,500 or more? If so, USPS requires you to obtain and provide an International Transaction Number (or an exemption code, if applicable) from U.S. Customs before printing a shipping label. For more information, visit
 http://export.gov eBay label printing services don't work with some USPS International services to select countries. While you can offer these shipping services in your listings, you'll need to obtain the shipping label directly from the post office

How can I get a USPS label to ship my international item?

You can purchase USPS First Class Package International labels directly from eBay
For future listings, consider using eBay International Shipping.

How does Commercial Base Pricing (CBPP) work? All eBay sellers who use eBay Labels automatically get a discount through USPS Commercial Base Pricing. Learn more at< a href="https://www.usps.com/business/prices.htm">https://www.usps.com/business/prices.htm

Sellers with an average of 300 or more transactions per month and eBay Top Rated Sellers are eligible for even greater discounts through Commercial Base Pricing This table explains which discounts are given based on the seller's transactions per month. Please note that the actual shipping cost will vary based on the buyer's and seller's locations <table border="1" cellpadding="0" cellspacing="0"> <tbody>

Transactions per month	Pricing on eBay labels
300	Commercial Base Price
300 or more	Commercial Base Price
Top Rated Seller	Commercial Base Price

I can't print a Priority Mail International or Priority Mail Express International Label. Why?

 Which countries can't I print a label for? When shipping to certain countries, Priority Mail International and Priority Mail Express International labels are only available for purchase at your local post office Unfortunately, we aren't able to provide a list of countries that you aren't able to print a label for, since this list may continue to change based on USPS services available Internal Information If customers are inquiring about the inability to ship to certain countries using our label system, please recommend they ship any items directly from their local post office. Do NOT recommend they use PayPal.com/shipnow to circumvent these safeguards. Internal Information

Do not communicate this list to customers. It is only provided to help you quickly diagnose the customer's issue. NOTE: The below list may not be fully comprehensive given that we may adjust as needed to ensure the community is as protected as possible.

The following countries are those whose customers won't be able to print a Priority Mail International or Priority Mail Express International label. Use the search box at the top of the table to search by status / sub-status or click on the column headers to sort. You can also adjust the number of rows that are displayed by using the Show drop-down menu

Country	Country Code
Afghanistan	AF
Albania	AL
Algeria	DZ
AMERICAN SAMOA	AS
Andorra	AD
Angola	AO
Anguilla	AI
Antigua and Barbuda	AG
Arab Emirates	AE
Armenia	AM
Aruba	AW
Azerbaijan	AZ
Bahamas	BS

Bahia	BA
Bahrain	BH
Bangladesh	
BD	
Barbados	BB
Belarus	BY
Belize	
BZ	
Benin	
BJ	
BM	
Bhutan	BT
Bolivia	BO
Botswana	
BW	
Darussalam	BN
Bulgaria	BG
Burkina Faso	BF
Burundi	BI
Cambodia	
KH	
Cameroon	CM
Cape Verde	CV
Cayman Islands	KY
Central African Republic	CF
Chad	TD
Colombia	

valign="top">CO				align="left"
valign="top">Comoros		align="left"	valign="top">KM	
	align="left"	valign="top">Congo, Democratic Republic of the		
	CG		align="left"	valign="top">Congo, Republic of the
		CD		align="left"
		CONGO, THE DRC		align="left"
align="left"	valign="top">COOK	ISLANDS		align="left"
valign="top">CK			align="left"	valign="top">Costa Rica
		CR		align="left"
valign="top">Côte d'Ivoire		align="left"	valign="top">CI	
		align="left"	valign="top">Croatia	align="left"
valign="top">HR			align="left"	valign="top">CUBA
		CU		align="left"
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valign="top">Czech Republic		CZ		
align="left"	valign="top">Czechoslovakia (former)			align="left"
valign="top">CS				align="left"
valign="top">Denmark		align="left"	valign="top">DK	
		align="left"	valign="top">Djibouti	align="left"
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valign="top">Dominica		align="left"	valign="top">DM	
		align="left"	valign="top">Dominican Republic	align="left"
valign="top">DO			align="left"	valign="top">Ecuador
		align="left"	valign="top">EC	align="left"
valign="top">Egypt		align="left"	valign="top">EG	
	align="left"	valign="top">El Salvador		align="left"

valign="top">SV</td>	</tr>	</tr>	</td align="left" valign="top">Eritrea</td>
</td align="left" valign="top">ER</td>	</tr>	</tr>	</td align="left" valign="top">Estonia</td>
</td>	</td>	</td>	</td align="left" valign="top">EE</td>
</td align="left" valign="top">Ethiopia</td>	</td align="left" valign="top">ET</td>	</tr>	</tr>
</td align="left" valign="top">Falkland Islands</td>	</td align="left" valign="top">FK</td>	</tr>	</tr>
</td align="left" valign="top">Fiji</td>	</td align="left" valign="top">FJ</td>	</tr>	</td align="left" valign="top">Finland</td>
</td align="left" valign="top">TY</td>	</tr>	</tr>	</td align="left" valign="top">French Guiana</td>
</td align="left" valign="top">GF</td>	</tr>	</tr>	</td align="left" valign="top">French Polynesia</td>
</td align="left" valign="top">PF</td>	</tr>	</tr>	</td align="left" valign="top">Gabon</td>
</td align="left" valign="top">GA</td>	</tr>	</tr>	</td align="left" valign="top">Gambia</td>
</td align="left" valign="top">GM</td>	</tr>	</tr>	</td align="left" valign="top">Georgia</td>
</td>	</td>	</td>	</td align="left" valign="top">GE</td>
</td align="left" valign="top">Ghana</td>	</td align="left" valign="top">GH</td>	</tr>	</td align="left" valign="top">Gibraltar</td>
</td align="left" valign="top">GI</td>	</tr>	</tr>	</td align="left" valign="top">Greenland</td>
</td align="left" valign="top">GL</td>	</tr>	</tr>	</td align="left" valign="top">Grenada</td>
</td align="left" valign="top">GD</td>	</tr>	</tr>	</td align="left" valign="top">Guadeloupe</td>
</td align="left" height="20" valign="top">GP</td>	</tr>	</tr>	</td align="left" height="20" valign="top">GUAM</td>
</td align="left" height="20" valign="top">GU</td>	</tr>	</tr>	</td align="left" height="20" valign="top">Guatemala</td>
</td align="left" height="20" valign="top">GT</td>	</tr>	</tr>	</td align="left" height="20" valign="top">Guinea</td>
</td align="left" height="20" valign="top">GN</td>	</tr>	</tr>	</td align="left" height="20" valign="top">GN</td>

valign="top">GUINEA-BISSAU</td>	<td align="left" valign="top">GW</td>
</tr>	<td align="left" valign="top">Guyana</td>
valign="top">GY</td>	<td align="left" valign="top">Haiti</td>
<td align="left" valign="top">HT</td>	<td align="left" valign="top">Honduras</td>
<td align="left" valign="top">HN</td>	<td align="left" valign="top">Hungary</td>
<td align="left" valign="top">HU</td>	<td align="left" valign="top">Iceland</td>
valign="top">IS</td>	<td align="left" valign="top">India</td>
<td align="left" valign="top">IN</td>	<td align="left" valign="top">IRAN (ISLAMIC REPUBLIC OF)</td>
valign="top">IR</td>	<td align="left" valign="top">Iraq</td>
<td align="left" valign="top">IQ</td>	<td align="left" valign="top">Jamaica</td>
valign="top">JM</td>	<td align="left" valign="top">Jordan</td>
<td align="left" valign="top">JO</td>	<td align="left" valign="top">Kazakhstan</td>
<td align="left" valign="top">KZ</td>	<td align="left" valign="top">Kenya</td>
valign="top">KE</td>	<td align="left" valign="top">Kiribati</td>
<td align="left" valign="top">KI</td>	<td align="left" valign="top">KOREA, D.P.R.O.</td>
valign="top">KP</td>	<td align="left" valign="top">Kuwait</td>
<td align="left" valign="top">KW</td>	<td align="left" valign="top">Kyrgyzstan</td>
valign="top">KG</td>	<td align="left" valign="top">Laos</td>
valign="top">LA</td>	<td align="left" valign="top">Latvia</td>
<td align="left" valign="top">LV</td>	<td align="left" valign="top">Lebanon</td>
<td align="left" valign="top">LB</td>	<td align="left" valign="top">LESOTHO</td>

valign="top">LS</td>	</tr>	</td align="left" valign="top">LIBERIA</td>
<td align="left" valign="top">LR</td>	</tr>	<td align="left" valign="top">Libya</td>
<td align="left" valign="top">LY</td>	</tr>	<td align="left" valign="top">LIBYAN ARAB JAMAHIRIYA</td>
valign="top">LY</td>	</tr>	<td align="left" valign="top">Liechtenstein</td>
valign="top">LI</td>	</tr>	<td align="left" valign="top">Lithuania</td>
<td align="left" valign="top">LT</td>	</tr>	<td align="left" valign="top">Luxembourg</td>
valign="top">LU</td>	</tr>	<td align="left" valign="top">Macau</td>
<td align="left" valign="top">MO</td>	</tr>	<td align="left" valign="top">Macedonia</td>
valign="top">MK</td>	</tr>	<td align="left" valign="top">Madagascar</td>
<td align="left" valign="top">MG</td>	</tr>	<td align="left" valign="top">Malawi</td>
<td align="left" valign="top">MW</td>	</tr>	<td align="left" valign="top">Maldives</td>
valign="top">MV</td>	</tr>	<td align="left" valign="top">Mali</td>
<td align="left" valign="top">ML</td>	</tr>	<td align="left" valign="top">Malta</td>
<td align="left" valign="top">MT</td>	</tr>	<td align="left" valign="top">MARSHALL ISLANDS</td>
valign="top">MH</td>	</tr>	<td align="left" valign="top">Martinique</td>
<td align="left" valign="top">MQ</td>	</tr>	<td align="left" valign="top">Mauritania</td>
valign="top">MR</td>	</tr>	<td align="left" valign="top">Mauritius</td>
<td align="left" valign="top">MU</td>	</tr>	<td align="left" valign="top">MAYOTTE</td>
valign="top">YT</td>	</tr>	<td align="left" valign="top">MICRONESIA, FEDERATED STATES OF</td>

FM	Moldova	MD	MONACO	MC	Mongolia	MN	Montenegro	ME	Montserrat	MS	Morocco	MA	Mozambique	MZ	MYANMAR (Burma)	MM	Namibia	NA	Nauru	NR	Nepal	NP	New Caledonia	NC	Nicaragua	NI	Niger	NE	Nigeria	NG	Niue	NU	Oman	OM	Pakistan	PK	PALAU	PW	Panama

PA				Papua New Guinea
PG				
Paraguay				
Peru				
PE				
Philippines				
Poland				
Portugal				
PT				
QA				
Reunion				
Romania				
Russia				
Rwanda				
Saint Helena				
SH				
SAINT KITTS AND NEVIS				
Saint Lucia				
LC				
Saint Pierre and Miquelon				
Saint Vincent & the Grenadines				
VC				
WS				
San Marino				
Sao Tome and Principe				
ST				
Saudi				

Arabia		SA	
Senegal		SN	
Serbia		RS	
Seychelles			
SC			
Sierra Leone			
SL			
Slovakia		SK	
Slovenia		SI	
Solomon Islands			
SB			
SOMALIA		SO	
Sri Lanka			
LK			
ST.			
HELENA		SH	
SUDAN			
SD			
Suriname		SR	
SVALBARD AND JAN MAYEN ISLANDS			
SJ			
Swaziland		SZ	
SYRIAN ARAB REPUBLIC		SY	
Tajikistan		TJ	
Tamil			
TA			
Tanzania		TZ	

	TBD	
AN	Togo	
TG	Tonga	
TO		
Trinidad and Tobago	TT	
	Tunisia	
TN	Turkey	
TR	Turkmenistan	
TM	Turks and Caicos Islands	
TC		
Tuvalu	TV	
	Uganda	
UG		
	Ukraine	
	UA	
	Uruguay	
UY		
Uzbekistan	UZ	
Vanuatu	VU	
	Vatican City	
VA		
Venezuela	VE	
	Vietnam	
VN	Virgin Islands, British	
	VG	
	Wallis and Futuna Islands	
	WF	
	WESTERN SAHARA	
	EH	

Yemen	YE
Zambia	ZM
Zimbabwe	ZW

The following countries are those whose customers won't be able to print a Priority Mail Express International label. Use the search box at the top of the table to search by status / sub-status or click on the column headers to sort. You can also adjust the number of rows that are displayed by using the Show drop-down menu.

Country	Country Code
Austria	AT
Belgium	BE
Chile	CL
Equatorial Guinea (Africa)	GQ
Greece	GR
Hong Kong	HK
Indonesia	ID
Ireland	IE
Israel	IL
Italy	IT
Japan	JP
Malaysia	MY

valign="top">Netherlands</td>	<td align="left" valign="top">NL</td>	</tr>
<tr>	<td align="left" valign="top">New Zealand </td>	<td align="left" valign="top">NZ</td>
</tr>	<tr>	<td align="left" height="20" valign="top">Norway</td>
<td align="left" valign="top">Singapore</td>	<td align="left" valign="top">SG</td>	</tr>
<tr>	<td align="left" valign="top">South Africa</td>	<td align="left" valign="top">ZA</td>
</tr>	<tr>	<td align="left" valign="top">South Korea</td>
<td align="left" valign="top">KR</td>	</tr>	<tr>
<td align="left" valign="top">Spain </td>	<td align="left" valign="top">ES</td>	</tr>
<tr>	<td align="left" valign="top">Sweden</td>	<td align="left" valign="top">SE</td>
</tr>	<tr>	<td align="left" valign="top">Switzerland</td>
<td align="left" valign="top">CH</td>	</tr>	<tr>
<td align="left" valign="top">Taiwan</td>	<td align="left" valign="top">TW</td>	</tr>
<td align="left" valign="top">Thailand</td>	<td align="left" valign="top">TH</td>	</tr>

</tbody> </table> For what reasons should teammates direct customers to contact FedEx? Specific in-transit issues, such as the customer will not be home when their package is being delivered Account level vs. item level credits The seller can contact FedEx if they have a problem with their shipment (see below) If teammates need to issue an appeasement/courtesy credit (within policy), they must issue them at the account level. See eBay Manual Seller Fee Credit Policy for more on account level credits Teammates should typically not be issuing credits for FedEx fees For what reasons should teammates not direct customers to contact FedEx? Requests for credits due to incorrect information entered when printing a label. For these contacts, educate the members that

they can void and reprint the label

- eBay-centric issues, such as problems with label printing or other label concerns
- Labels printed on eBay will not allow for package redirects, holds, RTS (Return to sender), stop shipments, etc. Those actions require an account number, which we do not have access to nor can we provide to the customer

Talking point: While there are great benefits and discounts for using FedEx on eBay, there are some limitations to the service that we can't assist with. This includes:

- Redirects (address changes)
- Holds
- Return to sender (RTS)
- Stopping shipment

What are the weight and dimension limitations for FedEx? What are some general shipment guidelines?

Refer sellers to the eBay Seller Center FedEx page as different services have different information:

<https://www.ebay.com/sellercenter/shipping/choosing-a-carrier-and-service/fedex-and-ebay-labels>

Troubleshooting FedEx: Clarifying FedEx & Ground Economy Charges Before reviewing the following, always use common sense. For example, is the seller stating that a chair was only 6x6x6? You can also look up the items using UPC and a web search to see if that item would be as small of a weight/dimension as the seller is stating. Some notes to consider before proceeding: The eBay FedEx Disputes Teams does not handle insurance or damaged item claims. Please refer to

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1015>

GUIDE1015

FedEx always rounds up, even if a package is 1.01 lbs., it will be rounded to 2 lbs. Please keep this in mind in your calculations. When reviewing the following data, scenarios will be listed under the title of the fee type in the left-hand column.

Calculating Length + Girth

Length + Girth is calculated as $\text{Length} + \text{Width}(x2) + \text{Height}(x2)$. This is an important calculation in many FedEx charges, so keep it handy!

Ground Economy

Most Ground Economy shipments will start with 9261 so you can easily recognize

what type of charges to look for. The table below will also notate in the column on the left when a charge is Ground Economy related so you can more easily identify where the charge is coming from

Viewing the Charges Shipping Label Page

Go to Shipping Labels in Sell, Selling Manager or Seller Hub.

You can search by Buyer ID, Tracking Number, and Item Number. Make sure to change the date range to 60 days.

Once the search is completed, you can select the service name and view the shipment details.

Note: Charges that are over 60 days old cant be disputed, so please educate the seller of this on the call. Also, Weight declared by seller and Billable Weight are different. Billable weight is the larger value between actual weight and dimensional weight. Dimensional weight is size-based, so a light package can be marked as heavier due to size.

Seller Shipping Charges: 1. Go to Seller Hub

Payments

All transactions and filter to "Shipping label".

Always check the Ship To and the Ship From addresses. Then, cross-reference the first scan on FedEx.com. Did the seller put the wrong Ship From location on the original shipping label?

Example: If the seller states it will ship from Texas, but it actually shipped from California, and the buyer lives in Kentucky, the distance is greater from California so the cost will be higher. This is a seller error and it can't be disputed.

Dimensional

Weight:

 Billable Weight is defined as the greater of actual weight or dimensional weight for packages over 1 cubic foot (1,728 inches).

 Dimensional weight is the amount of space a package occupies in relation to its actual weight. For each shipment, you are charged based on the dimensional weight or actual weight of the package-whichever is greater.

Learn more about dimensional weight.

 When the seller claims the package weight is much higher than the item could have weighed Does the package weight seem way too big? Take FedEx's captured dimensions from the Shipping cost on the Shipping details view, and use each of the following calculations:
 or

 Dim divisor is 139 for Ground Economy and 166 for all other FedEx services
 FedEx will always round up, even if a package weighs 90.01 lbs., it will be 91 lbs. on the final calculation. Additional Handling Surcharge (AHS):

 When the customer sees an extra charge ranging from \$16-\$26 within their transactions This charge can happen for many different reasons, but some of the most common are: Measures greater than 48 inches but equal to or less than 108 inches along its longest side Measures greater than 30 inches along its second-longest side Has an actual weight of greater than 70 lbs. Is not fully encased in an outer shipping container Peak additional handling charges are in effect seasonally. Generally these would be charged from October through January Address Correction:

 When the customer sees a charge ranging from \$13-\$21 within their transactions, it could also mean the buyer's address was not complete. If the buyer's address is not complete, FedEx will charge this fee to correct it. FedEx does not ship to P.O. boxes which can sometimes cause this fee

to be charged

- Changing Address After Label Printed:

Once the shipping label has been printed, the address cannot be changed

Ground Unauthorized Package Charge:

If Ground service was used and the seller sees an extra fee of \$1,150

- This can be charged under the following conditions:

- Any package measuring more than 108 inches in length.
- Any package measuring more than 165 inches in length and girth combined.
- Any package weighing more than 150 lbs.

These packages are unauthorized and may be refused or returned to the shipper. However, at FedEx Grounds sole discretion, they may be accepted and delivered

- The Ground Unauthorized Package Charge is not to be confused with the Oversize charge below

Residential Delivery Charge:

When a seller sees a fee of \$4.18, \$5.50, or \$5.80 within their transactions

- A residential delivery charge applies to shipments to a home or private residence, including locations where a business is operated from a home, or to any shipment in which the shipper has designated the delivery address as a residence. This charge is not disputable

- (Ground Economy) Non-Machinable

When a customer sees their Ground Economy package has a charge of \$5.70

- Defined as:

- a) Any item with one dimension measuring more than 34 inches.
- b) Any item with any two dimensions each measuring more than 17 inches.
- c) Any item weighing over 35 lbs.
- d) Any item packaged in a cylindrical shipping tube

Two Tracking Numbers

In the sellers transactions, you see two tracking numbers for the same shipment

- This occurs anytime a seller ships an item through Ground Economy, but it exceeds the requirements to be a Ground Economy shipment. The package will then be upgraded to FedEx Ground or Home Delivery. It is not a disputable charge

(FedEx & Ground Economy)

Oversize:

When a customer's transaction list has a Misc 1 Amt between \$135 and \$200

- FedEx: Packages that weigh 150 lbs. or less and exceed 108 inches in length or 130 inches in length and

girth are considered oversize packages. Oversize packages are rated based on the greater of the packages actual rounded weight or dimensional weight. In addition, a charge of \$72.50 per oversize package applies

- FedEx Ground Economy: Any item measuring more than 108 inches but not more than 130 inches in combined length and girth

The above list is not a complete list of FedEx charges, but some of the most common customers call about. You can find more information on FedEx shipping fees here:

https://ebayinc.sharepoint.com/:x/s/BUShippingTeam-SheepDogs/EXVzTDw25npGkgOIWDYH0_MBLsbalwUh69ypIsUgnDTclA?e=fvV7q6;2023 Carrier Surcharges.xlsx

If you are unable to resolve the contact with these steps and truly believe the charge is incorrect, you may submit a dispute to the eBay FedEx Dispute Team. Note: This team is unable to process courtesy appeals. If the charge was valid, the customer must be educated Submitting a dispute request to the eBay FedEx Disputes Team A dispute may be submitted for a seller who has printed a FedEx label on eBay.com under certain conditions. Requirements before submitting a request to dispute a FedEx shipment:

- A FedEx/FedEx Ground Economy label must be printed on eBay.com for us to file a dispute. If the seller printed outside of eBay, or used a different carrier (USPS), they would need to work with the carrier or any used third parties directly
- Please review the above troubleshooting steps before contacting the eBay FedEx Disputes Team
- When contacting, use one of the two methods below and provide all information in the template, as all of it is required
- If a situation does not qualify for a dispute after troubleshooting, do not send a dispute request. Instead, educate the customer

About the dispute process:

- Requests sent to the eBay FedEx Disputes Team are not guaranteed to be disputed.
- Do not make any promises of credit or that a dispute will be filed. Most of the time, of the time, the charges are valid and cannot be disputed, do not make any promises on credit.
- If the disputes team does file a dispute, FedEx will review the dispute and either approve or deny.

 If approved, the customer will see a credit within two billing cycles.
Fedex reserves the right to deny credit to the customer. Regardless of outcome, Fedex will not communicate their decision to the customer.
Regardless of outcome, FedEx will not communicate their decision to eBay or the customer. As such, no follow up or status update is possible, however the eBay FedEx Disputes Team will email the teammate so the teammate can follow up with the customer. eBay does not get involved in lost/damaged disputes between sellers & FedEx as we never physically handle a package (please see GUIDE1015). *Please do NOT send any lost/damaged disputes to the DL below*
Requirements before submitting a request to dispute a Fedex shipment: A Fedex label must be printed on eBay.com. Review the item to understand if the fee is likely in relation to an oversized package, dimensional weight, etc. Remember, Fedex will always round up. Provide all information in the corresponding template--all of it is required. If a situation does not qualify for a dispute, do not send a dispute request. Instead, educate the customer. Sending a request that you know will be denied sets up the member for a poor experience and may lead to an escalated recontact. If a member has a previous courtesy for shipping credit (whether for a dispute or an out of policy courtesy) we will not provide further credit, please educate the member. Previous courtesies can be found in MAC notes, you may need to filter searches for at least 24 months to see all MAC notes.
Contacting the eBay FedEx Disputes Team (Only one seller per email): Internal Information <a href="mailto:DL-eBay-Sell-FedexDisputes@ebay.com?subject=FedEx%20Dispute%20Request%20-%20SELLERID&body=Seller%20User%20ID%3A%0ATracking%20%23%3A%0ACopy%2FPa

ste%20of%20Label%20Cost%20popup%3A%0AReason%20for%20Dispute%3A%0AWhy%20do%20you%20believe%20this%20dispute%20is%20valid%3F%3A%20%0A">Click

here to open a new email and template. OR Manually send an email. All questions require answers; do not leave any blank. Send to: </a href="mailto:Fedex.disputes@ebay.com">Fedex.disputes@ebay.com

 NOTE: This is an internal DL/email address only, not to be shared with customers.
 Messages sent from our customers will return undeliverable. Email Subject: FedEx Dispute Request - SELLERID Body of email:
 Seller User ID:
 Tracking #:
 Copy/Paste of Label Cost popup:
 Reason for Dispute:
 Why do you believe this dispute is valid?: Once the team responds, use their response to communicate with the seller in your own words. Talking Points FedEx is asking for an account number when I'm trying to review detailed proof of delivery and signature information. What is eBay's FedEx account number? If you printed your FedEx shipping label on eBay, it is not possible to view a written signature or gain access to the eBay FedEx account number. You can still view tracking information by going to www.fedex.com and entering your tracking number into Track a Shipment. For more information about what is required to be protected as a seller, please visit the eBay Seller Protection policy. What FedEx options are available for my buyers located in Hawaii (HI), Alaska (AK), and Puerto Rico (PR)? Shipments to Hawaii, Alaska and Puerto Rico are not eligible for purchase using eBay Labels. How do I pay for FedEx shipping labels? You'll print your FedEx shipping label and the amount will be deducted from your funds, or from your on-file payment method if your funds are insufficient. Its okay to enter an inch or two extra on each dimension. Never enter smaller dimensions than the package actually is, or the cost could vary greatly

 Can I void or cancel a FedEx shipping label??
href="https://cskb.vip.ebay.com/csxbapp/art?page=content&id=GUIDE1007&viewlocale=en_US&curPage=art&prevPage=srp#instructionsshippinglabelvoid">See here for how to
void a shipping label Can I use my existing FedEx account?
When printing FedEx shipping labels through eBay, you won't be able to use your personal
FedEx account information If you wish to use your FedEx account, you'll need to
go to FedEx.com to print your label Why was I charged more for a FedEx
label than I paid when I printed it? You'll incur additional charges if FedEx audits
your package and the weight and or dimensions are greater than input weight and dimensions when
you purchased your label or if the package exceeds FedEx's maximum weight or dimensions.
href="https://www.ebay.com/sellercenter/shipping/preparing-your-shipment/packaging-and-measuring">Learn more about preventing label price adjustments Because the
dimensions (package size) entered on eBay during label printing did not match the package that
FedEx received for shipment, there was a difference in cost To help prevent this in
the future, we recommend that you have your packaging materials handy when creating your listing.
That way, you can provide the exact dimensions of your box and the weight including the item itself
and any paper, peanuts, or bubble wrap that you will use to pack your item FedEx
is unable to provide credits to eBay sellers, so contacting them will not result in a
refund/credit What are the weight and dimension limitations for FedEx? What are
some general shipment guidelines? Refer sellers to this guide as different services
have different information:
href="http://images.fedex.com/us/services/pdf/packaging/GrIPkgGuidelines_fxcom.pdf">http://ima
ges.fedex.com/us/services/pdf/packaging/GrIPkgGuidelines_fxcom.pdf
Internal Information Escalated situations should be handled with your leadership
team or team leader directly. Do not refer these customers to FedEx
 Seller refunds from FedEx (paper checks) All refunds

to sellers, from FedEx, come back to eBay via a paper check The refund is passed to the seller via their ebay seller account and ebay deposits the check Credits back to the seller happen weekly The timeline for these credits is up to 2 billing cycles The credits (done via item level BCD files) & amp; check deposits are handled by Global Billing & amp; Payments Can you define all these charges and fees that are showing up on my shipping details? The following is a list of charges / fees that customers may see in their shipping details: Base rate (Base rate) Signature Service Cost (Sign Svc) Insurance cost (D.V.) Residential Surcharge (Resi) Fuel Surcharge (Fuel Surchg) eBay Exclusive Discount (Vol disc) Delivery area surcharge (DAS) Additional handling (Addn Hndlg) Address correction amount (Addr corr) Saturday surcharge (Sat Surchg) Other charges (Other chrg) This is not a complete list of FedEx charges. You can find more information here: </a href="https://www.fedex.com/content/dam/fedex/us-united-states/services/FedEx_Standard_List_Rates_2023.pdf">FedEx_Standard_List_Rates_2023.pdf</br> </br> Sellers can see this information by clicking the order and tracking number. FedEx International Questions I live outside the United States. Can I use FedEx to ship my packages? Only sellers located in the U.S. can use FedEx to ship their packages through eBay What happens when my package arrives in the destination country? The package will be delivered by a FedEx driver to your buyer's address As a seller, what should I expect--as far as duties and taxes are concerned--when I ship a package overseas by FedEx? Once a package shipped by FedEx arrives in its destination country, local Customs officials will assess the duties and taxes due. FedEx will report these fees to your buyer FedEx will make 3 attempts to contact the buyer. If the buyer doesn't respond, FedEx will contact you, the seller, and make 3 attempts to collect the duties and taxes

assessed by the destination country's Customs department If both you and the buyer are unreachable, FedEx will return the package to you at your expense. A return charge will appear on your account under All transactions following the month the return was billed. To avoid this situation, make sure your buyers are aware of customs in advance

What countries can I ship to using FedEx International labels on eBay? FedEx flat rate international labels on eBay are currently available to US sellers shipping to:

Canada United Kingdom (England, Scotland, Wales)

Australia Ireland New Zealand

 FedEx Ground Economy What is FedEx Ground Economy?

FedEx Ground Economy is a cost-effective shipping option for non-time-sensitive goods How should I package my FedEx Ground Economy package?

Ground Economy only supports a seller's own packaging for shipping. Please do not use USPS- or FedEx-labeled boxes Does FedEx Ground Economy provide a tracking number? Yes. As with all FedEx label printing services on eBay, your tracking number will be automatically uploaded and viewable by both the buyer and seller

 What are the weight and size limitations with Ground Economy? Ground Economy packages can weigh up to 70 pounds each There is no minimum weight requirement They can measure up to 60 inches in length or up to 130 inches in combined dimensions (calculated by adding the length plus twice the width plus twice the height of your package) The package must measure at least 6 inches x 4 inches x 1 inch If FedEx discovers that a package is over the weight or size limitations, the package will automatically be shipped through FedEx Ground services, and these charges will be reflected on your monthly eBay statement What is the FedEx Ground Economy transit time? FedEx Ground Economy transit time is typically 2 - 7 business days within the continental U.S., longer for non-continental destinations

Does FedEx Ground Economy ship internationally? FedEx Ground

Economy is a domestic-based U.S. service, serving all 50 states and U.S. territories

For shipping packages internationally, we recommend using FedEx International or USPS on eBay

Also, consider enrolling in [eBay International Shipping](https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1780), which simplifies selling to international buyers

How do I know what FedEx Ground Economy mail classification to select when producing a shipping label?

With Ground Economy, it's important to enter an accurate weight when creating the Ground Economy label. The weight determines the mail classification, which will be indicated within the Ground Economy tracking ID

If the wrong classification is selected, it will have to be corrected at FedEx and any cost incurred will be charged back to the seller with no notification

Where do I take my Ground Economy package for shipping?

Ground Economy packages can be dropped off at any FedEx authorized location, including FedEx Offices

Please do not drop off your Ground Economy packages at street-corner FedEx boxes. These corner boxes are for Express shipments only

Also, Ground Economy packages should never be dropped off at the U.S. Post Office, or left to be picked up by your local mail person. While USPS may assist with the delivery of FedEx Ground Economy packages, eBay Sellers need to drop off at a FedEx authorized location

I didn't drop my package off in the proper location. What happens now?

Your package will still arrive at the buyer's location, but you can expect a significant delay in ship time

Can I schedule to have my FedEx Ground Economy package picked up at my home or office?

No. FedEx labels created on eBay don't currently support scheduled pick-ups for packages

My package arrived later than the average ship time. Can I get a refund?

As with other FedEx services on eBay, due to the deeply discounted rates that eBay has negotiated with FedEx, there are no money-back guarantees associated with "speed of shipping."

If your package arrives later than expected, a refund will not be due

Does FedEx Ground Economy ship to PO

boxes? FedEx Ground Economy labels through eBay do not support PO boxes at this time Does FedEx Ground Economy ship to APO / FPO / DPO addresses? No. APO, FPO, and DPO addresses are not available for shipping with Ground Economy through eBay labels at this time Does FedEx Ground Economy provide insurance for packages? No. FedEx Ground Economy doesn't provide insurance for packages FedEx Ground Economy shall be responsible, up to a maximum value per package of \$100 plus transportation costs, for damage to packages that may occur from the time they're first scanned by FedEx until they've been tendered to a USPS facility for delivery Is FedEx Ground Economy liable for damaged packages? FedEx Ground Economy shall be responsible -- up to a maximum value of \$100 plus transportation costs -- for damage packages that may occur from the time they're first scanned by FedEx until they've been tendered to a USPS facility for delivery Ground Economy claim and credit timeframes Claims are collected and batched at eBay and sent to FedEx Ground Economy once a week on Mondays The claim investigation process usually takes ~4 weeks FedEx makes all decisions on Ground Economy claims approved or denied eBay will receive a results file back from FedEx (~4 weeks later) At that time the credits are posted to the ebay sellers account, for the claims that were originally submitted, ~4 weeks prior The credits are processed via a BCD file by Global Billing & Payments For what reasons should teammates direct customers to contact UPS? Specific in-transit issues, such as the customer will not be home when their package is being delivered Account level vs. item level credits The seller can contact UPS if they have a problem with their shipment (see below) If teammates need to issue an appeasement/courtesy credit (within policy), they must issue them at the account level. See eBay Manual Seller Fee Credit Policy for more on account level credits Teammates

should typically not be issuing credits for UPS fees

- For what reasons should teammates not direct customers to contact UPS?
- Requests for credits due to incorrect information entered when printing a label. For these contacts, educate the members that they can void and reprint the label
- eBay-centric issues, such as problems with label printing or other label concerns
- Labels printed on eBay will not allow for package redirects, holds, RTS (Return to sender), stop shipments, etc. Those actions require an account number, which we do not have access to nor can we provide to the customer

Talking point: While there are great benefits and discounts for using UPS on eBay, there are some limitations to the service that we can't assist with. This includes:

- Redirects (address changes)
- Holds
- Return to sender (RTS)
- Stopping shipment

What are the weight and dimension limitations for UPS? What are some general shipment guidelines?

- Refer sellers to the eBay Seller Center UPS page as different services have different information:

<https://www.ebay.com/sellercenter/shipping/choosing-a-carrier-and-service/ups-and-ebay-labels>

Troubleshooting UPS Charges Before reviewing the following, always use common sense. For example, is the seller stating that a chair was only 6x6x6? You can also look up the items using UPC and a web search to see if that item would be as small of a weight/dimension as the seller is stating. Some notes to consider before proceeding: The eBay UPS Disputes Teams does not handle insurance or damaged item claims. Please refer to <https://cskb.qa.ebay.com/csxbapp/art?page=content&id=GUIDE1015>

UPS always rounds up, even if a package is 1.01 lbs., it will be rounded to 2 lbs. Please keep this in mind in your calculations. When reviewing the following data, scenarios will be listed under the title of the fee type in the left-hand column.

- Calculating Length + Girth
- Length + Girth is calculated as $\text{Length} + \text{Width}(x2) + \text{Height}(x2)$. This is an important

calculation in many UPS charges, so keep it handy! Viewing the Charges

Shipping Label Page Go to Shipping Labels in Sell, Selling Manager or Seller

Hub.

 You can search by Buyer ID, Tracking Number, and Item Number. Make sure to change the date range to 60 days.
 Once the search is completed, you can select the service name and view the shipment details.

 Note: Charges that are over 60 days old cant
be disputed, so please educate the seller of this on the call. Also, Weight declared by seller and
Billable Weight are different. Billable weight is the larger value between actual weight and
dimensional weight. Dimensional weight is size-based, so a light package can be marked as heavier
due to size. Seller Shipping Charges: 1. Go to Seller Hub > Payments >
All transactions and filter to "Shipping label".

 Package Location Always check the Ship To and the Ship From addresses. Then, cross-reference the first scan on UPS.com. Did the seller put the wrong Ship From location on the original shipping label? Example: If the seller states it will ship from Texas, but it actually shipped from California, and the buyer lives in Kentucky, the distance is greater from California so the cost will be higher. This is a seller error and it can't be disputed. Dimensional Weight:

 Billable Weight is defined as the greater of actual weight or dimensional

weight for packages over 1 cubic foot (1,728 inches).

 Dimensional weight is the amount of space a package occupies in relation to its actual weight. For each shipment, you are charged based on the dimensional weight or actual weight of the package-whichever is greater.

Learn more about dimensional weight.

When the seller claims the package weight is much higher than the item could have weighed Does the package weight seem way too big? Take UPS' captured dimensions from the Shipping cost on the Shipping details view, and use each of the following calculations:
 or

 Dim divisor is 166 for all UPS services
 UPS will always round up, even if a

package
weighs 90.01 lbs., it will be 91 lbs. on the final calculation. Additional Handling Surcharge (AHS):

When the customer sees an extra charge ranging from \$11.75-\$17.50 within their transactions This charge can happen for many different reasons, but some of the most common are: Measures greater than 48 inches but equal to or less than 108 inches along its longest side

Measures greater than 30 inches along its second-longest side Has an actual weight of greater than 70 lbs. Is not fully encased in an outer shipping

container Peak additional handling charges are in effect seasonally. Generally these would be charged from October through January

Address Correction:

 When the customer sees a charge OF \$5.00 within their transactions, it could also mean the buyer's address was not complete. If the buyers address is not complete, UPS will charge this fee to correct it. UPS does not ship to P.O. boxes which can sometimes cause this fee to be charged

Changing Address After Label Printed:: Once the shipping label has been printed,

the address cannot be changed

- Oversize Package Charge:

If Ground service was used and the seller sees an extra fee in the amount of \$1,150

- This can be charged under the following conditions:
- Any package measuring more than 108 inches in length.
- Any package measuring more than 165 inches in length and girth combined.
- Any package weighing more than 150 lbs.

These packages are unauthorized and may be refused or returned to the shipper. However, at UPS's sole discretion, they may be accepted and delivered

Oversize:

- Packages that weigh 150 lbs. or less and exceed 108 inches in length or 130 inches in length and girth are considered oversize packages. Oversize packages are rated based on the greater of the packages actual rounded weight or dimensional weight. In addition, a charge of \$73.50 per oversize package applies

The above list is not a complete list of UPS charges, but some of the most common customers call about. You can find more information on UPS shipping fees here:

https://ebayinc.sharepoint.com/:x/s/BUShippingTeam-SheepDogs/EXVzTDw25npGkgOIWDYH0_MBLsbalwUh69ypIsUgnDTclA?e=fvV7q62023 Carrier Surcharges.xlsx

How do I pay for a UPS label?:

- You'll print your UPS shipping label and the amount will be deducted from your funds, or from your on-file payment method if your funds are insufficient.

Can I void or cancel a UPS shipping label?:

- See here for how to void a shipping label

Can I use my existing UPS account?:

- When printing UPS shipping labels through eBay, you won't be able to use your personal UPS account information
- If you wish to use your UPS account, you'll need to go to UPS.com to print your label

Why was I charged more for a UPS label than I paid when I printed it?:

- You'll incur additional charges if UPS audits your package and the weight and or dimensions are greater than input weight and dimensions when you purchased

your label or if the package exceeds UPS's maximum weight or dimensions. <https://www.ebay.com/sellercenter/shipping/preparing-your-shipment/packaging-and-measuring>>Learn more about preventing label price adjustments.Because the dimensions (package size) entered on eBay during label printing did not match the package that UPS received for shipment, there was a difference in cost To help prevent this in the future, we recommend that you have your packaging materials handy when creating your listing. That way, you can provide the exact dimensions of your box and the weight including the item itself and any paper, peanuts, or bubble wrap that you will use to pack your item UPS is unable to provide credits to eBay sellers, so contacting them will not result in a refund/credit Internal Information: Submitting a dispute request to the eBay UPS Disputes Team

 A dispute may be submitted under certain conditions About the dispute process: Requests sent to the eBay UPS Disputes Team are not guaranteed to be disputed. Do not make any promises of credit or that a dispute will be filed. 98% of the time, the charges are valid and cannot be disputed If the disputes team files a dispute, UPS will review the dispute request and either approve or deny If approved, the customer would see a credit within two billing cycles UPS reserves the right to deny credit to the customer Regardless of outcome, UPS will not communicate their decision to the customer The team can check the status of an existing damage or loss claim with UPS (please see <a

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1015>>GUIDE1015). Sellers must file with UPS directly using the forms found in GUIDE1015 and on the Shipping Insurance eBay help page The disputes team cannot file a shipping insurance claim on the sellers behalf The disputes team will only be able to check claim status if the claim has been filed for more than two weeks Requirements before submitting a request to dispute a UPS shipment:

<http://pages.ebay.ca/seller-centre/shipping-returns/shippo-labels.html>><http://pages.ebay.ca/seller-centre/shipping-returns/shippo-labels.html> I was surprised that I was redirected to Shippo! Sellers can go to this link for more information and the announcement:

<http://pages.ebay.ca/seller-centre/shipping-returns/shippo-labels.html>><http://pages.ebay.ca/seller-centre/shipping-returns/shippo-labels.html> How do I understand the multiple steps to set up Shippo? First you will sync eBay orders. Then you will create or link a Canada Post account. Then you will connect your preferred payment method. As the last step you will download your

label. Welcome screen

 Steps

 Label

 How do I sign up for Shippo using my existing Canada Post Solutions for Small Business Account? To connect an existing account, click the tab as indicated below.

Is Shippo more expensive than the old PayPal labels platform? eBays Canada Post discounts on Shippo are either as low as or lower than the rates we had on the old eBay platform on Paypal:

 Canada Post Domestic Save up to 18% on Expedited Parcel
 Save up to 13% on Xpresspost

 Canada Post USA
 Save up to 21% on Expedited Parcel-USA
 Save up to 16% on Tracked Packet-USA
 Save up to 9% on Xpresspost-USA
 Save up to 18% Small Packet USA

 Canada Post International
 Save up to 31% on Tracked Packet-International
 Save

up to 19% on Xpresspost-International Save up to 25% Small Packet International-Air Can I continue to use PayPal shipping labels? You can continue to use PayPal shipping labels, however they will often times be more expensive than Shippo PayPal currently has a promotion running which means their labels may be cheaper through July 31, 2017. It's important to note that after that period, Shippo will likely be a cheaper alternative than PayPal shipping labels Why should Canada sellers use Shippo instead of PayPal? Access to eBays negotiated CPC rates, which are the lowest Canada Post Solutions for Small Business Rates available anywhere (apart from the temporary sale on expedited parcel domestic noted above) Dimensions, weight, and detailed order information is pre-filled on Shippo. PayPal does not upload your dimensions, weights and other details from eBay Tracking is automatically uploaded to eBay from Shippo. That doesnt happen on the new PayPal platform anymore You can print labels for other carriers on Shippo you can even print a USPS label to send to a US buyer to help with a return Why did I receive a double charge for my Canada Post label? If you didnt input appropriate weight and dimensions for the package, Canada Post will charge the additional fees owed when they bill you Example: You shipped a pair of shoes with a weight of .02 KG, but they actually weighed 3.57 KG. Canada Post will charge for the difference How long do I have to void my labels with Canada Post? Go to Manage shipping labels Find the item you'd like to void the shipping label for, then from the Actions column, select More Actions, and then select Void Choose your reason for voiding the label If you want to, you can add a message for the buyer. Select Void shipping label How do I void my shipping label with Canada Post? You have 14 days to void a Canada Post shipping label that you printed on eBay. It can take up to 21 days for Canada Post to approve or reject the refund. If it's approved, you'll receive an email that you have been refunded

 Known Shippo issues <table border="1" cellpadding="0" cellspacing="0">
<colgroup> <col width="496"> <col width="396"> <col width="246">
</colgroup> <tbody> <tr> <td width="496">Issue</td> <td
width="396">Description</td> <td width="246">Status</td> </tr> <tr>
<td>Induction problem (CPC's issue)</td> <td width="396">Canada Post retail clerks
are not always familiar with the correct procedures for inducting one of Canada Post's new labels
(for Shippo or PayPal), and in some cases refuse to accept the package. In others, misreading the
POS information, clerks have asked eBay sellers to provide credit information. In one case, a clerk
bizarrely told a seller that Shippo is under credit investigation by Canada Post and that their labels
are no good (absolutely fiction - this was someone connecting two dots that should not be
connected).</td> <td width="246">We have put up a post here

<https://announcements.ebay.ca/2017/06/30/8023/>
 Workarounds - 1. drop in a mailbox
instead, 2 ask clerk to contact CPC's retail help desk, or 3 try a different post office.</td>
</tr> <tr> <td>Dashboard shows in USD instead of CAD</td> <td
width="396">When sellers look at their account balance in Shippo, all values are displayed in
USD. Sellers are concerned that they are paying for labels in USD and paying FX fees. But
they aren't - they are paying in CAD. There is no actual FX happening. The issue is simply that the
account is being displayed as converted to USD. Labels are purchased in CAD and balance is in
CAD, it is just being displayed in USD. </td> <td width="246">Shippo working on a
fix</td> </tr> <tr> <td>Weight not carried forward to customs form</td> <td
width="396">When printing a label for a parcel destined outside of Canada, user gets an error
when they click on "add customs declaration" that says "At least one of your customs items has a
Total Weight of 0. Please increase the weight of any items with this Total Weight."</td> <td
width="246">A workaround: from the page that shows the error, click the grey edit button. You
can then input the correct total weight for your package and continue. Shippo is working on a
fix.</td> </tr> <tr> <td>Time-out or error during CPC account creation</td>

&td width="396">When sellers are creating their Shippo account for the first time and get to the part where they need to either create a Canada Post account or add their Canada Post account, they may encounter weird time-out related errors.&td> &td width="246">This is due to limitations of Canada Post's API, with lots of eBay sellers creating Shippo accounts at the same time, it can easily get overloaded. A workaround is to keep trying. It will eventually work. &td> &td> &td>eBay authentication routes through ebay.com instead of ca and cafr&td> &td width="396">During the Shippo set-up process, one of the steps involves signing in on eBay to quickly authorize Shippo to access your eBay account. Right now, that authorization is routing through eBay.com, instead of eBay.ca. For French users, this is particularly bad because the screens they see on this part of the process are in English. For English users, the text looks okay, but all links go to eBay.com&td> &td width="246">Shippo is working on a fix&td> &td> &td>Fees aren't assessed in real time&td> &td width="396">Shippo lets sellers run up a balance of ~\$20 before charging their PayPal account. &td> &td width="246">Based on seller feedback, Shippo is making changes so that billing will be assessed within one hour. They are also working on a solution that will charge the labels real-time, but this will take a little longer.&td> &td> &td>Not seeing discounted rates&td> &td width="396">Seller reports no difference between Shippo rates and ordinary Solutions for Small Business Rates.&td> &td width="246">Seller has not completed their eBay / Shippo setup process correctly. Go to&td> <https://goshippo.com/integrations/ebay/canada>&td> sign in with your Shippo account, and step through the process to add/create your eBay, Canada Post and on file payment method.&td> &td> &td>No Light Packet services available&td> &td width="396">Canada Post is not offering light packet services on the eBay / Shippo platform. &td> &td width="246">Small packet services have been discounted substantially to cover the gap. We have put up an announcement here:&td> <https://announcements.ebay.ca/2017/06/15/8009/> Also, light packet services are still available at the

retail counter

Shippo prompting user to add a credit card	eBay users should not be prompted to add a credit card. When this happens, it is very likely that the seller did not complete the correct set-up steps to associate their shippo account with their ebay account, CPC account and on file payment method.
Seller has not completed their eBay / Shippo setup process correctly. Go to https://goshippo.com/integrations/ebay/canada , sign in with your Shippo account, and step through the process to add/create your eBay, Canada Post and on file payment method.	
Shippo dashboard not up-to-date	Some sellers have reported that updates are not flowing through to Shippo promptly when items are sold and/or paid. Clicking the button for synch doesn't resolve. Updates show up eventually, but sometimes hours later
Reported	
Can't revise description of contents on customs form	
Shippo inputs the title of the listing as the package description, and it can't be edited.	Resolved. The description is now editable.
Units default to imperial instead of metric	Customers prefer units be in metric by default, toggle to imperial
Resolved	
Tracking / mark as ship not uploading for small packets	Mark as ship not working / "tracking" upload not working for packets family of services
Resolved	
Can't input or update HSE code	Can't input an HSE code as part of the customs declarations process
Resolved	
Can't void a Shippo label	Canada Post requires a 15 minute delay after purchase before a refund can be requested.
Wait 15 minutes and try again.	
No help link available for Refund Rejected Message	Create a refund that is rejected. The resulting

error message shows a tool tip icon but there is no hover text and it is not clickable

width="246"	Reported
width="396"	When setting up an account, from the "grant application access" page, the link to "Application's website" is a 404 page.
width="246"	Reported
width="396"	When setting up an account, from the "grant application access" page, the link to eBay homepage takes you to the eBay.com site and shows a sign in error.
width="246"	Reported
width="396"	When setting up an account, from the "grant application access" page, there is no hyperlink on the words "terms of service". Should link to https://goshippo.com/terms/
width="396"	Shippo strings are in Parisian French instead of Canadian French
width="246"	eBay has translated the strings and submitted them to shippo for update.
width="396"	Some sellers have reported that Shippo's dashboard is not updating status from eBay in a timely fashion, i.e. item sold, item paid, item marked as shipped

What is eSE?

- eBay Standard Envelope is a cost-effective service that allows very small and flat items up to \$20 USD in value to be shipped with tracking
- This service allows for the seller to meet the seller performance metrics for tracking uploaded and validated as well as meeting the buyer expectation for tracking information
- This service is suggested for sellers that have not historically shipped their trading cards to buyers with tracking or would like to save on shipping costs with a safe alternative
- Tracking on eSE is only available through eBay. The tracking number is not likely to work outside of eBay on other common tracking sites
- See the <https://www.ebay.com/sellercenter/shipping/choosing-a-carrier-and-service/ebay-standard-env>

elope" target="_blank">eBay Standard Envelope page in the Seller Center for more information Why eSE? Saves up to 70% vs. USPS® First Class Package Service Currently only available for select categories Easy to print using eBay Labels Integrated tracking and shipping protection meets requirement for Top Rated Seller eligibility Drop off at regular USPS locations and no acceptance scan is required. Sellers can also place eSE shipments in USPS Blue Box collection bins, or in their mailbox with a raised flag for USPS pickup What categories are eligible to print eSE shipping labels? Trading cards Greeting cards Postcards Stamps Coins & Currency Patches Stickers & Decals Seeds Will buyers be able to choose the shipping option? If the seller listed the item with eSE, the buyer can choose the service If the item is not a supported category, or the item is over the max allowed selling price of \$20 (excluding tax and shipping) for single order quantities, or up to \$50 USD for combined order values (excluding tax and shipping), the seller will not be able to print the eSE label and will need to use a different service Will return shipping labels also print with eSE? No, return shipping labels will still default to USPS First Class Package This means returns may cost more to ship than the initial shipping cost for the party responsible What happens if I list to ship with eSE but my item isn't a trading card? Why would you allow me to list it with eSE if I can't ship with it? To make the experience more seamless for trading card buyers and sellers, we opted to allow the service for selection when listing an item We ask that only trading cards, coins, currency, stamps and postcards up to \$20 value be listed with this shipping option because sellers will not be able to print eSE labels on sales outside of the allowed categories and over the \$20 item price limit Improvements to our listing tools are under way and we believe our sellers will not choose

this service unnecessarily due to the amount of shipping costs they will have to pay out-of-pocket for a label on a non-supported category sale if eSE is added to the listing improperly

- Is there specific packaging to use when shipping an order through eSE?
- Envelope requirements:
- No smaller than 3.5 x 5
- No larger than 6.125 x 11.5
- No thicker than .25
- Weights up to 3 oz.

Currently, eBay standard envelope is only available to ship raw trading cards, raw stamps and unrolled coins. Use any standard envelope that fits the size requirements. Once packed and sealed, print your label using eBay Labels to ensure proper tracking and shipping protection

There's no requirement in terms of envelope branding, but we recommend using a #10 envelope to avoid shipping issues. We also have eBay supplies that are designed to be used with eSE. You can find them on our [eBay supplies store](https://www.ebay.com/str/ebay-Shipping-Supplies)

- [Trading card #10 envelope](https://www.ebay.com/itm/256274542375?hash=item3bab272f27:g:eCIAAOSwJctIPtK)
- [Plain #10 envelope](https://www.ebay.com/itm/256059598029?hash=item3b9e5764cd:g:uOkAAOSwWmdjaaOT)

My listings already offer USPS domestic options. Will I be able to ship with eBay standard envelopes through eBay labels?

Yes, you can ship with eBay standard envelopes through eBay labels

Listings will not be updated automatically, but listings can be edited in bulk

Am I protected against shipping and delivery issues when using eBay standard envelope?

eBay's seller levels and performance standards apply as they would for any typical eBay order

Listings will not be updated automatically, but listings can be edited in bulk

The buyer filed a claim with PayPal but PayPal can't validate the tracking information based on my ESUS number. How do I resolve this?

Respond to the PayPal claim and advise that the item was shipped using a new delivery

option with eBay which does not show up on the standard shipping sites. Include the ESUS tracking number and the following links which PayPal can use to track the shipment - <https://www.trackmyshipment.co>

Are there restrictions on what I can ship through the eBay standard envelope service?

Currently, eBay standard envelope is only supported for specific categories on the site with order values up to \$20 USD, or combined orders up to \$50 USD

Additionally, eBay standard envelopes have strict limitations on weight and size

- Envelope and contents weigh 3oz or less
- Envelope dimensions are not smaller than 3.5x5 inches, or greater than 6.125x11.5 inches
- Envelope thickness is uniform, less than 0.25 inches at all points, and not too rigid
- Envelope contains NO clasps/strings/buttons or similar closure devices
- Envelope has recipient address parallel to the longest side
- Envelope is NOT enclosed or made of any plastic material

You must also continue to adhere to USPS and Department of Transportation standards when shipping with eBay standard envelopes

Learn about eBay's hazardous, restricted or regulated materials policy. You can also find information related to shipping dangerous goods and hazardous materials on EasyShips site

The shipping label will not be printable if the item is not a trading card due to category blocks that are in place to preserve the service for trading cards sales

If the item is not a trading card, the seller will have to use a different service to ship with

Other tracked services for non-trading cards will have a cost difference and we will not offer courtesy credits for the seller's mistake

eBay sellers assume responsibility for their listings

Im having trouble printing eSE labels in bulk. Can we bulk ship or use a USPS scan form on these?

The eSE service can be printed in single label printing or in bulk on eBay Labels, but will not be added to a USPS Scan Form. eSE shipments do not require USPS to acceptance scan the shipment, and will be measured for On-Time Handling

already accounting for no acceptance scan from USPS

- USPS isn't putting an acceptance scan on the tracking. Will this hurt my seller performance?

When shipping with eSE, you are not required to receive an acceptance scan from USPS. We do not advise asking for one. We have accounted for this in our standards measurements and shipping with ESE will not hurt your seller performance

Sellers can drop eSE shipments in USPS network by visiting a retail office, or also place eSE shipments in USPS Blue Box collection bins, or in their mailbox with a raised flag for USPS pickup

While not ideal, there are other criteria for Seller Performance that are taken into consideration.

See

<a

<https://www.ebay.com/help/selling/selling/seller-levels-performance-standards?id=4080> for more information

What sort of technology is being used for the eBay standard envelope? Is it a Pitney Bowes product using the Intelligent Mail barcode?

eBay is leveraging our label printing platform, eBay labels, to dispense eBay standard envelopes to sellers in the appropriate selling categories. When using eBay labels, tracking is automatically uploaded to the transaction, so that buyers can be notified of the delivery status of their order. We are using the unique eBay Delivery Tracking Number, starting with ESUS to track the shipments with our carrier and technology partners

Who initiated the conversation of figuring out tracking on lower cost items?

We have long had a challenge for sellers in lightweight and low cost inventory because to meet eBay standards, we require tracking be uploaded. We worked with our sellers and our partners to deliver a solution that would fit the unique needs of our marketplace

We notice that the tracking numbers can't be tracked via the USPS website and are only on eBay in the buyers purchase history page. Is there a reason for this limitation?

You can track eBay standard envelope from eBay.com as a seller or buyer. The service is intended to support transactions from our marketplace only, so no need to be able to track them anywhere else

How

are the labels formatted for sellers to print? Sellers are offered a PDF label in either 4x6 format, or 8.5x11. Sellers can use a standard office/home printer, or a thermal label printer to apply directly to their envelopes for shipping. Some sellers have communicated to us that they print directly on the envelopes they plan to ship with too, and we encourage them to do so Does the seller have the option to use postage stamps to partial pay for the shipping or completely pay for the shipping. For example if it is a 3-ounce letter, can they print it at the 1-ounce price and use two additional ounce stamps to pay the rest? We ask that the exact weight of the shipment be entered on eBay labels (1, 2 or 3oz) and the appropriate cost for the eBay Standard envelope will be displayed (currently \$0.64, \$0.88, \$1.12). Theoretically, it could be possible as you describe, but not guaranteed or recommended Can I use a nonmachinable envelope? eBay Standard envelope is only supporting machinable envelopes at this time eSE shipments sometimes dont show delivery events all the way to the buyer? The shipment is just sitting for days/weeks now without a delivery update. From time to time, eSE shipments unfortunately do not have a delivery event. In the case your buyer raises an Item Not Received request, please work with them to issue a refund in a timely manner. In these cases, you may also consider raising a claim to recover your lost funds Each eBay standard envelope shipment includes a \$20 shipping protection plan to help in case of lost or damaged items If you believe your shipment was lost in shipping, you must wait 30 days to file a claim. You can reduce the amount of the claim if your shipment was only partially lost or damaged, however the claim amount cannot be more than the item's sold price To file a claim, select the button below and add the following information to the form:

- Tell us what happened - was your item damaged, or was your shipment lost? Enter the claim information and your PayPal email address. Enter the following additional information: Your first and last name The buyers first and last name Shipment tracking

number eBay item number Screenshot of eBay Order Details Screenshot of buyers complaint message or dispute details regarding the lost or damaged item When finished, select [a href="https://www.pip-claim.com/PIPClaim/eBayIntClaim/CreateeBayClaim"](https://www.pip-claim.com/PIPClaim/eBayIntClaim/CreateeBayClaim)File the claim Claims must be filed no later than 90 days from the date the shipping label was created Why is there a defect for on-time shipping on my account? Arent these supposed to be protected if I shipped on time, and I wasn't able to get an acceptance scan? Defects for on-time shipping will be removed prior to evaluation period. If you see a defect you don't think is appropriate post-evaluation, please let us know and we can have it removed </h2>GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE

name="instructionscreateshippinglabel">Create shipping labels To create shipping labels on eBay: Go to Orders in My eBay, Seller Hub or the eBay app. Locate the item(s) you want to ship. Select Purchase shipping label on the left-hand side of the orders view. The Ship your order flow opens (see Ship your order flow below). <h4>Ship your order Flow

 </h4> <ol start="5"> Fill in the information for the shipping labels. If necessary, edit the pre-filled ship-to and ship-from information by clicking edit under Ship to or Ship from. If necessary, add a message for your buyer in the dispatch confirmation email by selecting the check box next to Add a message in the dispatch confirmation email. This message will appear in the order update email with the tracking number that eBay sends for you. Select your carrier. Select the delivery service. Select any additional options or services. This can include Require Signature at delivery, add additional liability coverage, display postage value on

label and add custom text on label.

 <ol start="6"> If necessary, change your label printing format by clicking Change under Print format at the bottom of the Order details section on the Ship your order page. You can also print from the eBay app. See Manage your labels on the eBay app below. Void Shipping Labels - eBay

 In Seller Hub: Go to Orders and select Shipping labels from the drop-down list or from the left column. You can also go to Selling and select Shipping labels Once you find the label from the list, select Actions, then Void label. Follow the prompts to void the shipping label. Once you have completed these steps, the label will be refunded. Please see Request for refund (also known as Void label) for timeframes. Reprint a shipping label If the shipping label did not print properly, you can try to reprint it. You can only reprint labels up to 7 days after you first created and printed the label You can reprint a label up to 5 times for single-item transactions that will be shipped domestically

<h4>To reprint a label:</h4> Go to Orders in My eBay or Seller

Hub.

- Locate the label(s) you want to reprint.
- Select Reprint label on the left-hand side of the orders view.

The Ship your order flow opens (see Ship your order flow above).

You can also reprint from the eBay app. See Manage your labels on the eBay app below.

Print another label

- Print another label is used for labeling and shipping multiple packages from one single listing
- In general, sellers can print 5 labels with different tracking numbers for each transaction
- Some high risk ship-to countries are limited to 1 label per transaction
- If you hit your limit, you'll need to go to the carrier's website or physical location to create additional labels

To print another label

- Go to Orders in My eBay or Seller Hub.
- Locate the label(s) you want to reprint.
- Select Reprint label on the left-hand side of the orders view.
- The Ship your order flow opens (see Ship your order flow above).
- Print additional label(s).

You can also print another label from the eBay app. See Manage your labels on the eBay app below.

[name="instructionsPrintPackingSlip">Print packing slip](#)

- Go to Orders in My eBay or Seller Hub.
- Locate the label(s) you want to print a packing slip for.
- Select Print packing slip and more on the left-hand side of the orders view.

You can also print the packing slip with the Ship your order flow by selecting Print Packing Slip under Order details in the top right-hand corner of the page. Or you can do so from the eBay app. See Manage your labels on the eBay app below.

[name="manageLabelseBayApp">Manage your labels on the eBay app](#)

You can manage a range of actions from the eBay app, including:

- Purchase and print or reprint one or multiple labels
- View and void labels
- Purchase additional labels

Here's how:

- Sign in to the eBay app.
- Tap Selling, then Sold.
- Tap the

order. Tap the arrow to the right of Leave Feedback, then tap Manage shipping. Tap the 3 dots and select the action you wish to complete.

 You can also find a drop-off location for your item, print off packing slips and view or save QR codes on the app. <a id="UnexpectedShippingChargesCreditProcess"

name="UnexpectedShippingChargesCreditProcess">Unexpected shipping charges credit process The steps below are for when a seller calls about excessive and unexpected shipping fees/costs from FedEx and/or UPS. Teammates should NEVER submit account level credits for FedEx or UPS shipping fees This process is intended to assist customers with unexpected surcharges or significantly different shipping costs. For slight cost variations under \$10 please just educate the customer on providing accurate shipping dimensions and weight, do not submit an adjustment If a seller gets a shipping fee cost adjustment from USPS please advise them to utilize the email or phone number provided in the email advising of the ship cost adjustment. Those are handled directly with USPS. Steps to resolve for Fedex and/or UPS Review the item & shipping label in question by looking at the charges and what information was provided when the seller printed the label.
 <ol type="A"> Review the quote information by clicking on the price in the Shipping Labels page, or by clicking to Print another label
 If the quote information on the Shipping Labels page has not been populated yet, proceed to step 2
 This information can take about an extra week to show on the sellers end due to how we process the information from the carrier
 If the seller appears to have provided incorrect dimensions (this is the most common cause for ship cost discrepancies - i.e. 1x1x1 at 1 oz).
 <ol type="A"> Please inform the seller that it is very important that

they provide accurate measurements and weight when creating the label

Always round weight up to the nearest pound, and always round the dimensions up to the nearest inch
 Check MAC Notes, or SR notes if necessary, to see if the seller has had previous courtesy credit awarded for shipping costs.
 If they have previously had a courtesy, advise them of the following:
 <ol type="A"> You see they recently had a similar situation and we provided a one-time courtesy
 Were only able to help here if it is very clear that FedEx or UPS made a mistake (which is rare)
 You can still send the normal dispute to FedEx.Disputes or UPSDisputes DL, but do not promise a courtesy adjustment. Follow the normal dispute process
 If this is the first time the customer is encountering this situation:
 <ol type="A"> Educate them on providing accurate information when creating the label, and to make sure to round up to the nearest pound and nearest whole inch
 Advise them that we appreciate them selling on eBay and we want to help with this situation. As a one-time courtesy, we will get these additional charges adjusted and credited
 Provide expectations that you are submitting this credit to our Shipping team and it will be processed within 10 business days. (These are run once a week, typically on Mondays, and to be safe we advise it may take up to 10 days, but most often they will see the credit sooner)
 Do NOT pause the SR. Set expectations such that the customer understands a credit will occur and they will get follow-up, and that they should not need to recontact us
 Make sure they understand that you are resolving it for them. Close SR as resolved and classify as CCR SR Topic > Selling - CCR > Shipping - CCR
 They should receive an email after the credit has been applied, and there will be specific MAC Notes left on the account as well:
 General_Support_Document_Flows >
Shipping_Charge_Dispute

Shipping_Charge_Dispute_Approved_FedEx/UPS

Shipping_Charge_Dispute_Declined_FedEx/UPS

Shipping_Charge_Dispute_Pending_FedEx/UPS

Internal Information Teammate then sends an email to the applicable DL. All questions require answers; do not leave any blank. Send to: <a

NOTE: These are internal DL/email addresses only, not to be shared with customers.

 Email Subject: Shipping Credit Request - SELLERID Body of

email: Seller User ID: eBay Item #: FedEX or

UPS Tracking #: Initial/Estimated Cost: Actual Cost (Copy and

Paste the Label Cost "Shipment Details" popup): Reason for dispute:

Why is the dispute valid? (Review the "Unexpected shipping charges credit process" covered immediately above this template): Was the customer

educated that this was a one-time courtesy and why the cost changed?

If this is a first time seller and they had more than one item/label please include the information for all labels using the above template.

FedEx/UPs Disputes back-office team will verify, check for repeat offenders, compile the information and add it to the credit batch list. They will also place a MAC Note in case the customer re-contacts </a

view Shipping label Charges Sellers are able to view the shipping service, order number, tracking number, and how the label was funded from the transaction page. If a seller would like to see additional details related to how the label was funded, they can click on View on the left hand side.

Seller Hub
 Payments > All Transactions (<a

transfer from preferred payment method on file (see screenshot) </h2>