

eBay fulfillment by Orange Connex

GUIDE.SUMMARY What eBay fulfillment by Orange Connex has been launched to a select number of sellers in the US. Fulfillment means that a seller sends their stock to a fulfillment center and the stock is then packaged and shipped to buyers. Logistical responsibilities such as storage, picking, packing and shipping, are taken care of for the seller. eBay is working with a service provider, Orange Connex, to provide an independent and competitive fulfillment and shipping network for business sellers. eBay fulfillment by Orange Connex offers an exceptional delivery service to provide customers with next-day delivery, same-day handling, and late cut-off times. When eBay fulfillment by Orange Connex begins in the US on October 12th, 2022. Who eBay fulfillment by Orange Connex has been launched to a select number of sellers in the US, as part of a soft launch, based on their eBay business. However, sellers can express interest at <https://cloud.forbusiness.ebay.co.uk/fulfilment>. We'll then review the seller's suitability based on the program's criteria. Eligible participants will be informed within 30 working days maximum. If a seller doesn't hear back from us within this timeframe, they haven't qualified or are not eligible to join at this time. Types of contacts Contacts may come from sellers who were signed up during the soft launch and also from sellers who are not in the program but have heard about fulfillment. You can identify sellers using the program as they will have issue 889 open on their account, which you can view via the Mac Note tool. Ask the seller if they are participating in eBay fulfillment by Orange Connex. If they are already enrolled in the program and their question is about fulfillment, transfer to L1: Speciality L2: CCR Fulfillment. If the seller isn't participating in eBay fulfillment by Orange Connex, please use the information below to help them and do not transfer to the fulfillment team.

Within fulfillment opening hours - warm transfers
 During a
<https://cskb.vip.ebay.com/cskbapp/art?page=content&id=guide1731#WarmXfer>; warm transfer
 the transfer guidelines in this article are to be used by the teammate initiating the warm transfer
 to determine the correct team to transfer to
 Ensure the customer is verified before you begin the warm transfer process
 Always verify the customer if they were not already verified at the start of the call
 L1: Speciality L2: CCR Fulfillment
 Opening Hours (Phone Line):
 Monday Friday: 8am 5.30 pm GMT
 Saturday: 8am 4.30pm GMT
 Sunday: Closed
 Outside fulfillment opening hours - Offline SR
 Create an offline SR and transfer to the fulfillment team with a detailed explanation of the seller's request
 Buyer and seller IDs
 Item number
 Brief explanation on why you are transferring (ensure you only transfer valid transfer scenarios)
 The teammate will then email the customer within 48 to 72 hours to let them know the outcome of their query
 L1: Speciality L2: CCR Fulfillment
 GUIDE.RELATED_LINKS
 CSKB:
<http://cskb.vip.ebay.com/cskbapp/art?page=content&id=GUIDE1453>
 target="_blank"&id=GUIDE1453
 Transfer Guide for CS Phone und
 E-Mail
 Seller Center:
<https://sellercentre.ebay.co.uk/postage/fulfilment> target="_blank"&id=GUIDE1453
 eBay fulfillment by Orange
 Connex
<https://cloud.forbusiness.ebay.co.uk/fulfilment> target="_blank"&id=GUIDE1453
 eBay fulfillment by Orange
 Connex landing page
 GUIDE.TALKING_POINTS Who can participate in the eBay fulfillment by Orange Connex pilot? eBay has identified and invited a subset of eBay sellers to participate in the

pilot based on their eBay business. Sellers can express interest at <https://cloud.forbusiness.ebay.co.uk/fulfilment>. We'll then review the seller's suitability based on the program's criteria. The eligibility requirements to join the program are as follows:

- B2C eBay seller
- Seller is 18 years of age and above
- Fixed price items
- Multi-quantity SKUs
- New or refurbished items
- ETRS or Above standard
- Core categories only (does not include collectibles, as well as categories like real estate, automotive & vehicles. Please note this is not a full list of unsupported categories)
- For parcels up to 30 kg, length + width + height up to 240 cm
- For large letter up to 750 g, max dimensions 35 x 25 x 2.5 cm
- Not on prohibited items list
- Business registered as a limited company in the US
- Compliant with eBay and Orange Connex terms of use

How long does it take after I've signed up until I can start using the service? It takes one working day to get your profile verified. You'll then need to register your SKUs which also takes about 1 working day to get approved. Once your SKUs are approved, you can book your inbound shipment of inventory to the Orange Connex fulfillment center. Usually it takes about one week for a seller to get set up, registered and book their inbound, but it can take less than a week if you have all the required information. When will I find out if I qualify for the program? Orange Connex aims to get most accounts verified in one working day, but they should please allow up to 5 working days for verification. Ask the seller for their ID/Username/email and send it to our fulfillment team who can follow up on the seller's behalf. Will I be notified if I don't qualify? Eligible participants will be informed within 30 working days maximum. If a seller doesn't hear back from us within this timeframe, they haven't qualified or are not eligible to join at this time. Is there a minimum/maximum amount of items that I can send through? There is no minimum. However, sellers should avoid sending more than a 6-8 week sale cycle. The purpose of the warehouse is not for storage. Is there a cost to participate in the fulfillment program? There's a

fulfillment fee which covers the pick, pack and dispatch of your items once sold. The fee is based on the weight and dimensions of your product and highlighted in the rate card. There's also a storage fee charged per m3 per month. There are also optional value-added services such as SKU labels, packaging, disposal and photo taking, which can be ordered on the Orange Connex portal. Sellers receive pricing information during the onboarding process. When will I receive my invoice? Sellers are billed monthly. Fees are paid directly to Orange Connex each month. Orange Connex will also send a weekly itemized statement detailing their charges.

GUIDE.DETAILED_INFORMATION Returns In addition to offering a fulfillment service, Orange Connex can also manage a seller's returns via their dedicated Orange Connex Return Center to offer a speedier return experience. Following the standard returns flow (including eBay fulfillment), the buyer sends the item back to the return address given by the seller. In most cases this will be the seller's own address. However, some eBay fulfillment sellers may choose to use the eBay Fulfillment Returns option. If they use this option, the seller would provide the Fulfillment Return Center address as the return address. The seller should add their unique OC return code to help the returns center link a return to the correct seller. The address is as follows:

OC Return Center (OC XXXX) Unit 8C Commerce House, 54 Derby Street, Manchester, Lancashire M8 8HF

Important: The eBay return process, internal workflows and guidelines remain the same for teammates, sellers and buyers.

Escalated returns Some eBay fulfillment by Orange Connex returns may be classified as fraudulent returns. For example, if the buyer returns an empty box or a completely different item (for example, they bought a laptop and returned a bunch of old newspapers). In these instances, the seller is fully protected when the Orange Connex Returns Center escalates the return, on the seller's behalf, with the following text: "eBay fulfillment Returns Center has reported that the returned package contents are not as expected. Reason: Buyer returned the wrong item. This standard text is provided by Orange Connex, so that Guided Judgment recognizes this as an eBay fulfillment escalated return and provides the appropriate recommendations. Important note: Since this text is part of the normal Returns Center flow,

this text is visible to both seller and buyer. Once it has been determined that the return is an eBay fulfillment escalated return, Guided Judgment will present you with the normal escalated returns workflow. Follow the given recommendations within the Guided Judgment flow and all associated eMBG Policies. Buyer Appeals: Standard Process=No Appeal for this case. Seller protections Seller protections are one of the unique benefits of participating in eBay fulfillment by Orange Connex. The following table provides more information on the seller protections eBay will provide. These protections are limited to eBay orders shipped from a fulfillment for eBay center, and do not cover issues related to the accuracy of the item description.

Protection	Description
Frequency	Item not received (INR) claims
If your buyer submits an INR claim, eBay will automatically process the claim and you won't have to issue a refund. You also won't receive a closed without seller resolution defect for these cases.	
Real Time	Returns with damaged as the reason indicated by the buyer
If your buyer submits a return and cites "damaged" as the reason, sellers won't be required to handle the return. Instead, eBay will automatically process the return and issue an eBay paid refund to the buyer. Sellers won't be determined to be at fault for any return requests where the item was damaged in shipping after being shipped by a fulfillment partner. You also won't receive a closed without seller resolution defect for these cases.	
Within 2 business days	On time shipping defects
You won't be penalized if an item is shipped late by eBay fulfillment by Orange Connex. eBay will automatically remove any on-time shipping defects from your seller standards evaluation.	
Weekly	Service metrics
The estimated delivery dates for your listing will not be adjusted due to poor performance on INR. eBay will automatically update your listings to remove any adjustments to your estimated delivery dates.	
Weekly	Negative or neutral feedback
eBay will protect you	

from any negative or neutral feedback related to a logistics issue where an INR, Late Shipment, Seller Canceling, or SNAD defect has been removed due to fulfillment center fault. eBay will automatically remove this feedback.

	Weekly	Cancel transaction
eBay will protect you from a cancel transaction defect or feedback where the transaction has been canceled by Orange Connex.		
Orange Connex applicable protections	Sites	Claim intermediation protection
Global & Location seller protection		
Fraudulent return protection		
eBay fulfillment by Orange Connex(DE)	Applicable	Applicable
eBay fulfillment by Orange Connex(UK)	Applicable	Applicable
eBay fulfillment by Orange Connex(AU)	Applicable	Applicable
eBay fulfillment by Orange Connex(IT)	Applicable	Applicable
eBay fulfillment by Orange Connex(US)	Applicable	NOT Applicable

GUIDE.INSTRUCTIONSSTEPS_TO_RESOLVE See <http://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1453>
GUIDE1453 - Transfer Guide for CS Phone and E-Mail; eBay logistics: Fulfillment