

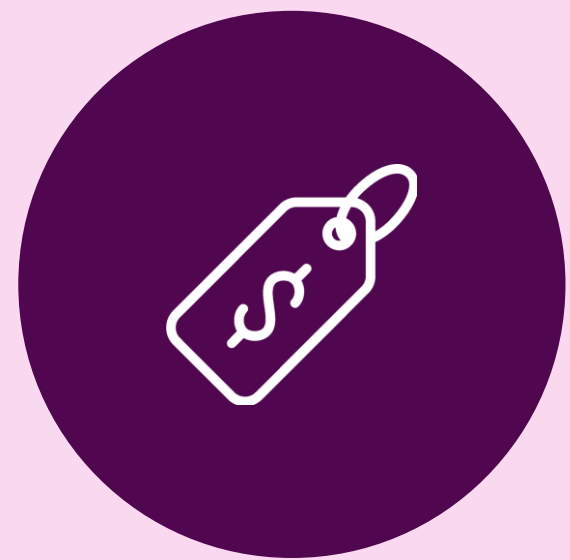
Shipping on eBay

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This training will prepare you to:



**Determine
shipping cost**



**Select the right
packaging**



**Use Shippo
shipping labels**



**Ship
globally**



**Manage
returns**

What you will need before starting:

A registered
eBay account and
username

An automated
payment method
(to pay eBay fees)

A payment method
(to receive payment
from buyers)

An eBay
Store

Let's get started:

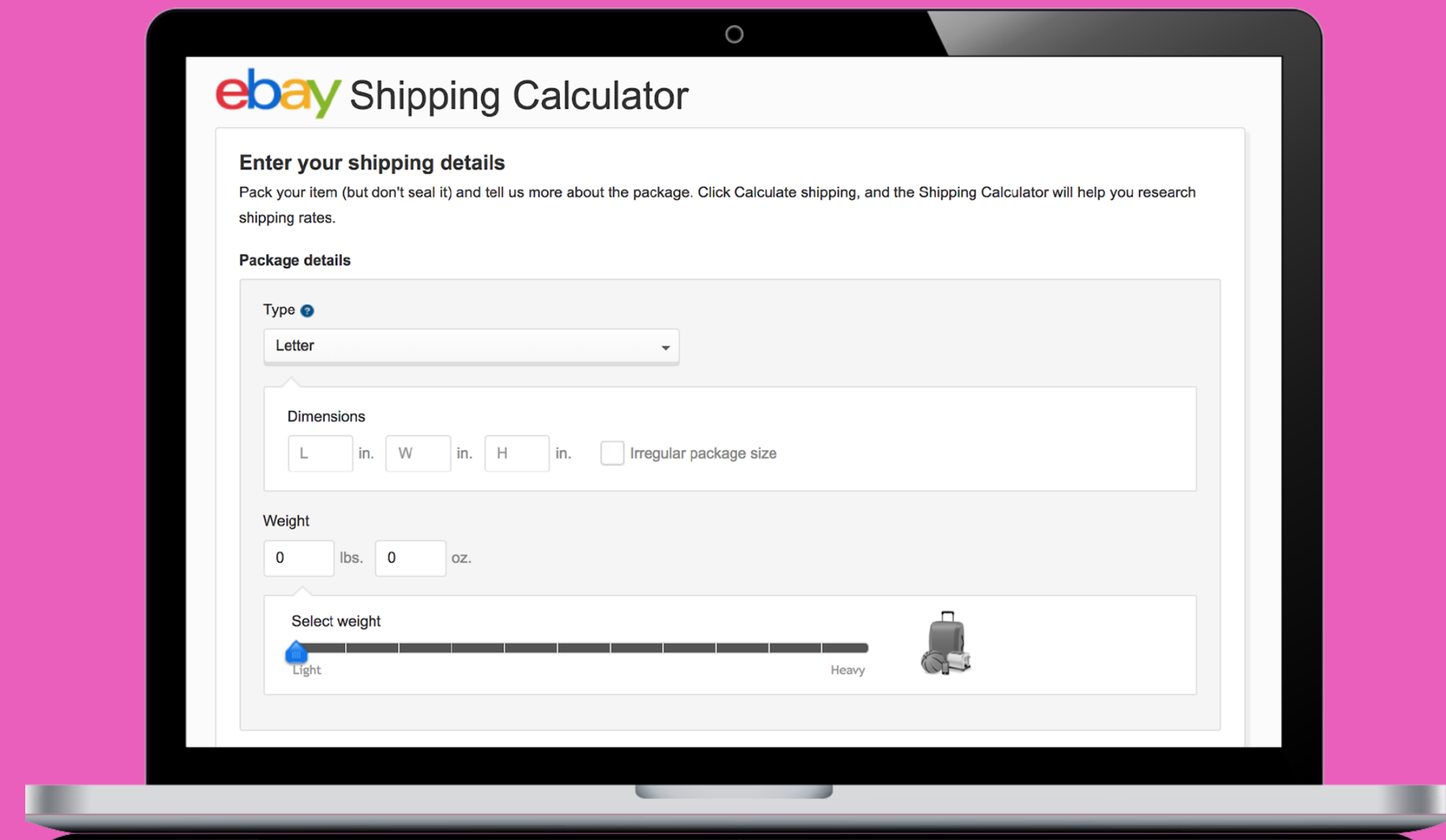
- Shipping is a very important part of selling on eBay.
- Once an item sells, and the buyer has paid for the item, it is time to ship the goods.



Determining your shipping cost



- Understanding your shipping costs will help you understand what money you take home from your sales.
- The [Shipping Calculator](#) offers a great way to research different shipping options.
- With calculated shipping, your shipping costs are determined automatically based on your packaged item's size and weight, as well as your and your buyer's location.



Pro Tips



- If you choose flat rate shipping, be sure to research average shipping costs for similar items. Consult each carrier's rates to determine your flat rate costs.



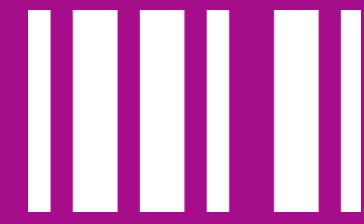
Selecting the right packaging



- eBay offers several convenient ways to determine the right packaging.
- As a Premium Store Subscribers, be sure to use your free quarterly coupon for [eBay Branded shipping supplies](#).
- Pack it tight. Choose a box or mailer that provides a snug fit for your item plus packaging materials.
- Remember: You can't "cross carriers" with some packaging. For example, you cannot use a FedEx box if you're sending your package via Canada Post.



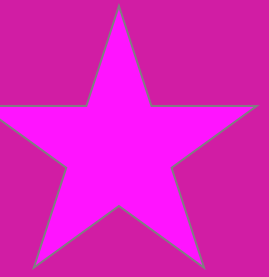
Using Shippo shipping labels



- You can print Shippo shipping labels via a link in the Orders section of Seller Hub.
- Tracking is uploaded automatically, so your buyer is kept informed every step of the way.
- Once your item sells, it is very easy to ship. Visit our [Seller Centre](#) for more details.

... If you do not use Shippo, you will need to manually add the tracking to your listing.

Ship globally

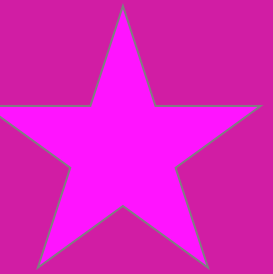


For Canadian sellers, success often starts with cross-border shipping. Here are some best practices for selling internationally:

- **Choose the right carrier.** Postal carriers such as Canada Post or USPS work best for developed countries (US, UK, Australia, etc.), which commercial carriers like FedEx may be better for developing countries (Mexico, China, Russia, etc.).
- **Door-to-door tracking is important.** Tracking not only helps reduce buyer questions and increases satisfaction, it also helps eBay protect you if a buyer claims that they didn't receive an item.

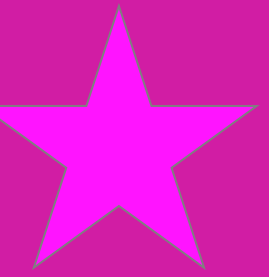


Ship globally



- **At a minimum, you should ship to the US.** Roughly 50% of Canadian eBay sellers' sales are to US buyers.
- **Consider insurance for high-value items.** Purchasing insurance from your shipping carrier will cover you in cases where the item is lost or damaged. For items over \$750, signature confirmation must be used.
- **Make sure that the item you're selling can be shipped to that country.** Some items can't be sent to certain countries because of restrictions in that country. Make sure you check local laws before sending—the FedEx list of [Global Prohibited and Restricted Items](#) is a good place to start.
- **International buyers are responsible for the payment of local duties and taxes.** Marking an item as a 'gift' with the intent of helping the buyer avoid duties and/or taxes is considered customs fraud, and is [against our policies](#).

Returns



- Returns happen. Items purchased online are sometimes returned, regardless of platform. Here's how to prepare for them:
 - Manage your communications.
 - Prepare to process refunds quickly.
 - Set up a preferred return address.
 - Manage your funds.
 - Offer free domestic returns.
 - For international returns, consider a “buyer pays” return policy.



Let's review

- Offer free shipping
- Use Shippo labels to save time by printing at home
- Take advantage of free shipping supplies
- Meet your handling time by boxing the item right after it sells and handing off to the carrier
- Review product and process refund within two business days
- Set up a return address



Pro Tips



- Offer multiple shipping options for buyers when listing (Economy, Standard, Expedited, Overnight)
- Weigh and measure your pre-packed item when you list, and input the weight into the listing to save time when shipping the item out



A Few Key Resource Links

Shipping

- [Shipping best practices](#)
- [Printing labels for your shipments](#)
- [Shipping internationally](#)
- [Seller Centre](#)

Returns

- [How returns work](#)
- [Return shipping](#)
- [Managing disputes](#)