Shipping on eBay

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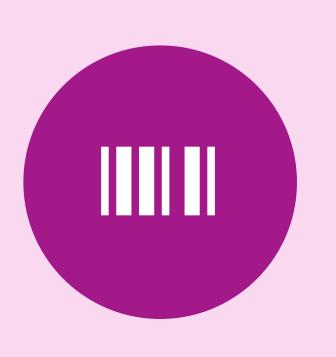
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This training will prepare you to:











Determine shipping cost

Select the right packaging

Use eBay 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:

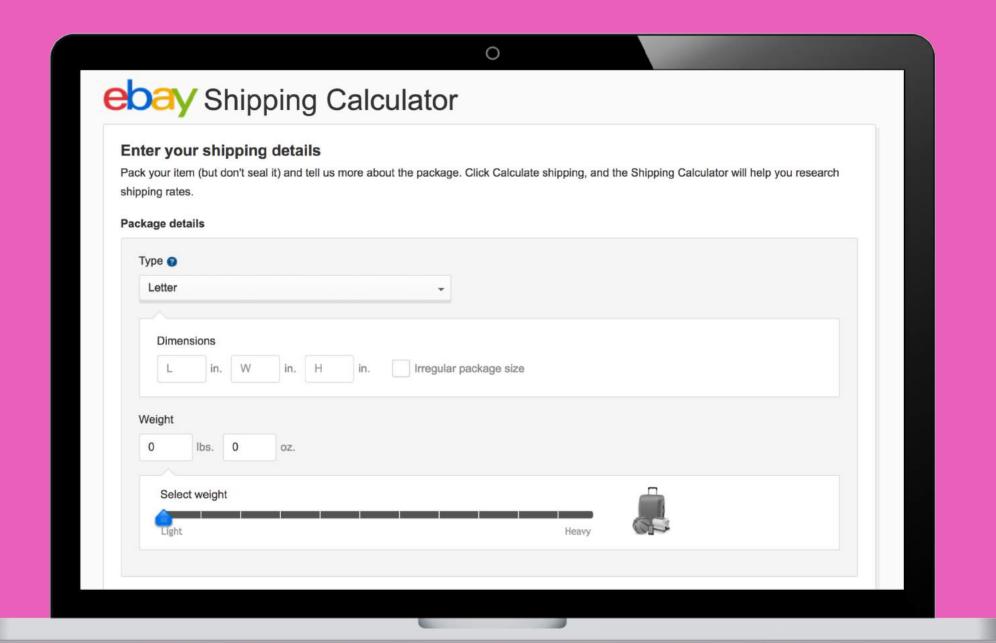
- Shipping is a very important part of selling on eBay.
- Once an item sells, and the buyer has paid for the item, it is time to ship the goods.
- eBay helps make shipping easy and convenient, and also can save you money on shipping cost.



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-fee shipping, be sure to research average shipping costs for similar items. Consult each carrier's rates to determine your flat-fee costs.
- Explore using USPS Priority Mail flat rate shipping options. Free boxes, one rate nationwide.



Selecting the right packaging



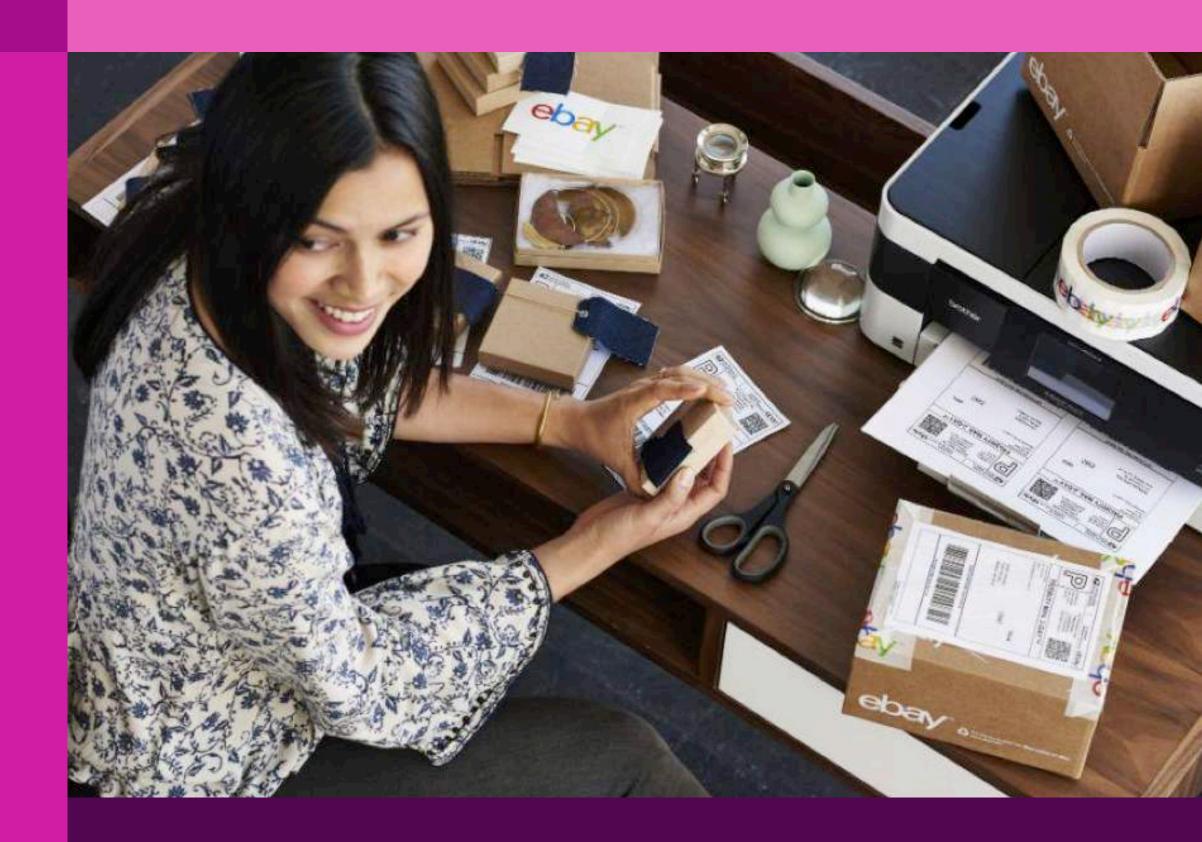
- eBay offers several convenient ways to determine the right packaging, including some free options.
- As a Premium Store Subscribers, be sure to use your free quarterly coupon for <u>eBay</u> <u>Branded shipping supplies</u>.
- Pack it tight. Choose a box or mailer that provides a snug fit for your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



Using eBay labels



- <u>eBay labels</u> offer savings of up to 24% on Priority Mail® and up to 37% off of FedEx.
- You can print these labels directly from 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. Watch this video for more details.



Selling and Shipping Worldwide



- The Global Shipping Program (GSP) makes cross-border shipping a breeze.
- How does it work?
- You ship domestically to Kentucky, and eBay ships worldwide from there.
- No need to worry about the international shipping costs or customs clearance concerns, GSP takes care of it for you.
- If item lost or damaged, eBay takes responsibility of making it right for the buyer.
- No added cost to seller.



Returns



- Returns happen. On average, 30% of items purchased online are returned, regardless of platform.
- Here's how to prepare for them:
- Manage your communications.
- o Prepare to process refunds quickly.
- Set up a preferred return address.
- Manage your funds.
- o Do you need RMA?
- o Consider offering free returns.



Let's review

- Offer free shipping
- Use eBay labels to save time and money compared to shipping at retail
- Take advantage of free shipping supplies
- Meet your <u>handling time</u> by boxing the item right after it sells and handing off to the carrier
- Sell globally with Global Shipping Program
- 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)
- Schedule <u>free package pickup</u> to your home or place of business with USPS
- 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



Questions?

A Few Key Resource Links

Shipping

- Understanding Shipping Options while listing items
- Shipping Best Practices
- Save on Shipping
- Printing labels for your Shipments
- Seller Center

Returns

- Manage returns, missing items, and refunds for sellers
- Set up your return policy
- Avoid disputes with buyers
- How to handle a return request
- Ask eBay to step in and help