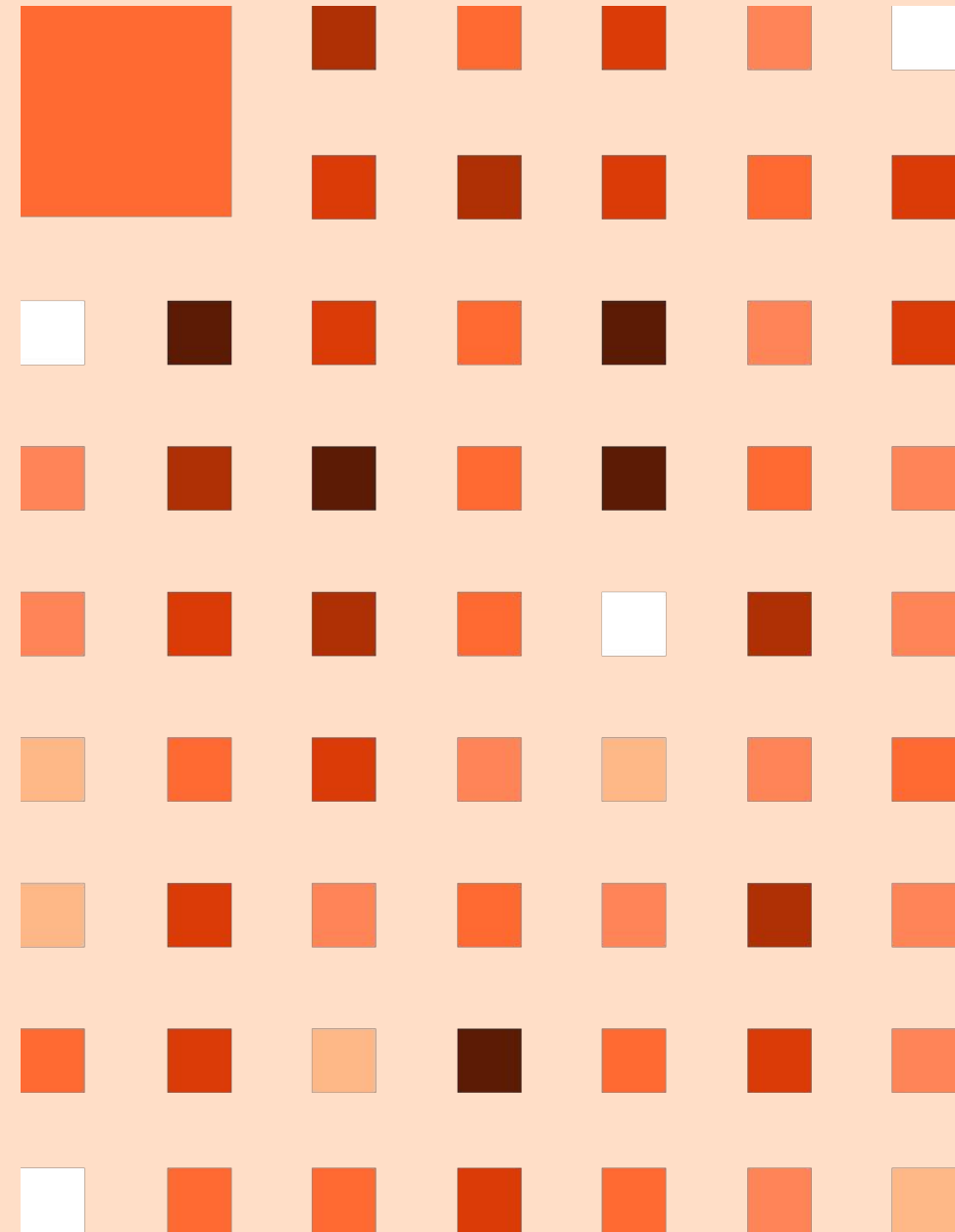


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# eBay Connect 2023

## eBay International Shipping

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# eBay International Shipping

[About eBay International Shipping](#)

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[API listing experience](#)

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# Shipping internationally is complex

## Buyers

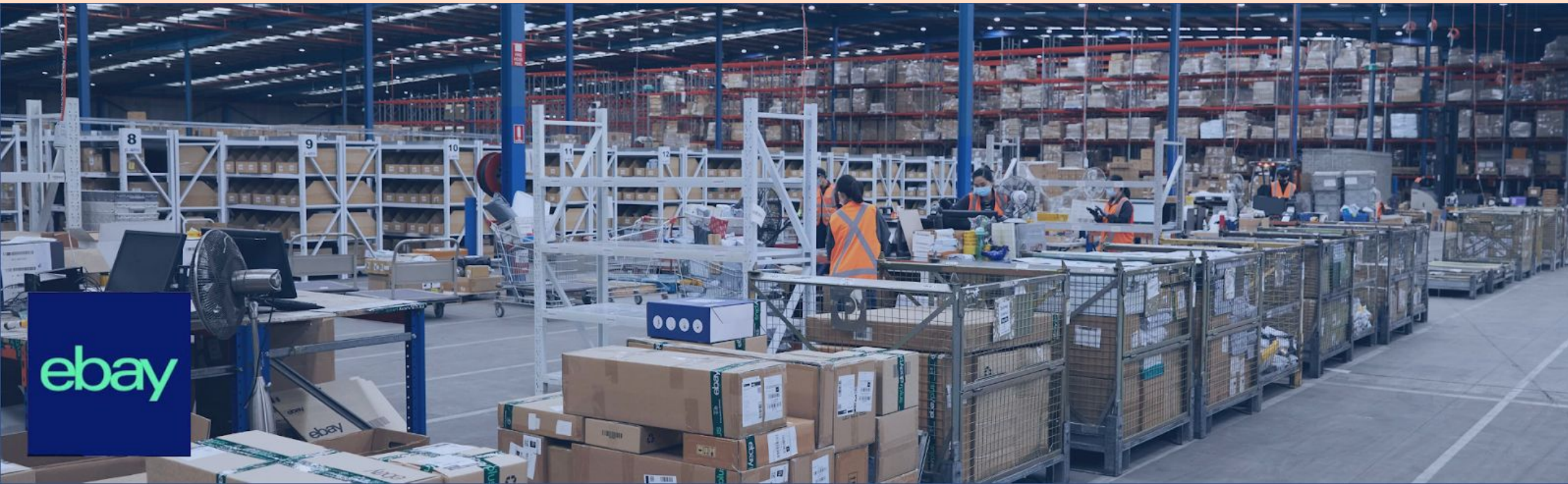
- Less than 50% of Big 3 inventory is available internationally
- High shipping costs
- Unexpected customs and import costs
- Long and uncertain delivery times

## Sellers

- Lack of inventory exposure to international buyers
- Too many service options, unfamiliar with export process
- Higher seller fees internationally vs domestic
- Complicated and expensive returns process



“Enable everyone on eBay to **buy and sell things globally** without the need to think about complexities of cross-border trade”



# Our value proposition is to enable inventory availability, eliminate seller friction, and give buyers choice of delivery

Reimagines the international selling experience **making eBay the best exporting platform** because it is **so simple it feels like a domestic transaction.**



# eBay International Shipping streamlines the customer journey..



# ..and brings multiple managed programs (and their combined benefits) under one umbrella

A frictionless experience for **sellers** auto-opted in, international is as easy as domestic shipping

**Buyers** will benefit from increased inventory availability, lower cost, and choice for duties/taxes payment

**eBay** deals with all the friction (returns, claims, exports compliance) and liability

Features	eBay Global Shipping Program	eBay international standard delivery	eBay International Shipping
eBay handles international returns, sellers keep the sale	✗	✗	✓
No international selling fees	✗	✗	✓
Reduced shipping costs for buyers	✗	✓	✓
Seller protections for claims and chargebacks on Items Not Received (INR's)	✓	✗	✓
Sellers only ship to a domestic hub, eBay manages international shipping	✓	✓	✓
Ships to millions of buyers in more than 200 countries	✗	✓	✓
eBay manages export & import eligibility of your items	✓	✗	✓
End-to-end tracking	✓	✓	✓
Seller protections on negative / neutral feedback and seller standards	✓	✓	✓
eBay manages customs paperwork	✓	✓	✓
Flexibility to ship to the hub using any carrier or service	✓	✗	✓

# Listing with eBay International Shipping

Ensure seller has opted-in (shipping preferences in account settings).

- eBay will auto enroll based on seller criteria

Don't specify international shipping on listings, so transaction can go through eBay International Shipping. Applies to Business Policies as well

All listings are automatically processed for qualification

Use shipping exclusions to not sell the item internationally (worldwide or to a specific location)

eBay International Standard Delivery migration

- Deprecation process began on 5/22
- Migration of seller's eligible listings to eBay International shipping in-progress





# Our product roadmap

## Sep-Oct 2022

- Open Beta
- DDU (Taxes and Duties unpaid)

## Nov-Dec 2022

- DDP (Taxes and Duties paid)
- Full returns solution (Sold-is-Sold)

## Q1-Q2 2023

- 1.5M+ parcels delivered
- Completed GSP seller migration
- eBay International Standard Delivery seller migration
- Opened LA hub

## Upcoming

- Simplified listing and exclusions experience
- Buyer choice on duties and taxes
- Combined shipping
- Improved tracking experience

ebay