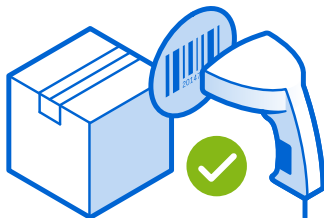


HOW DOES ON-TIME SHIPPING WORK?

First, we check when you deliver the package to the carrier.



You'll be recognized for on-time shipping if tracking shows an acceptance scan from the carrier within your stated handling time*.

 **Once we have that, you're done!**

* Handling time is the time between when you receive payment and when you deliver the package to your postal carrier. Specifying the right handling time helps in setting buyer expectations.

**No acceptance scan within your handling time?
Then we look for delivery confirmation.**



If tracking shows the item was delivered by your estimated delivery date then the shipment is considered on time.

 **You're done!**

**No delivery confirmation?
Then we check with your buyer.**



We'll check for on-time delivery when your buyer leaves feedback. If your buyer says they received the item by the estimated delivery date, then the shipment is considered on time.

 **You're done!**



3 Tips for on-time shipping:

- 1** Pick a handling time that you can meet
- 2** Deliver your package to the carrier within your stated handling time
- 3** Upload a tracking number

When is a shipment considered late?

A shipment will only be considered late when:

Tracking shows the item was delivered after the estimated delivery date, and there's no acceptance scan within your stated handling time or there's no confirmation from the buyer of on-time delivery

OR

Buyer confirms the item was delivered after the estimated delivery date, and there's no acceptance scan within your stated handling time or there's no delivery confirmation by the estimated delivery date