

Ship to exclusions list and shipping rate tables

<h2>GUIDE.SUMMARY What <ul> <li>Sellers can use ship-to location controls to prevent buyers in excluded countries from buying items. They can also be used to set shipping services and exact rates when shipping to Alaska, Hawaii, US Protectorates, and military APO, FPO, and DPO addresses.</li> </ul> Why <ul> <li>With the exclusions list, you'll have more control over where you want to ship. For example, you can indicate that you want to ship to Europe, but specifically exclude Italy.</li> <li>Setting up a shipping rate table allows sellers to increase the price of their flat rate options for the special domestic areas that may cost more to ship to.</li> </ul> How <ul> <li>Sellers can create a default ship-to location exclusion list and apply it to all their active listings. They can also create an exclusion list on a per-listing basis.</li> <li>With the Use shipping rate table option, sellers can set up shipping rate tables with the locations they ship to plus shipping charges based on: <ul> <li>a flat rate</li> <li>flat rate plus an amount per pound</li> <li>a flat rate plus surcharge</li> </ul> </li> </ul> This article covers <ul> <li>Ship-to location exclusion lists</li> <li>Shipping rate tables</li> </ul> </h2><h2>GUIDE.RELATED\_LINKS   Related help pages Overview<br>   <ul> <li><a href="https://www.ebay.com/help/selling/shipping-items/setting-shipping-options?id=4089&st=3&pos=1&query=Setting%20up%20your%20shipping%20options&intent=shipping%20exclu&lucenceai=lucenceai&docId=HELP1141">Setting up your shipping options</a></li> <li><a href="http://pages.ebay.com/help/pay/packing.html">http://pages.ebay.com/help/pay/packing.html</a></li> <li><a href="https://www.ebay.com/help/selling/shipping-items/using-postage-rate-tables?id=5459">https://www.ebay.com/help/selling/shipping-items/using-postage-rate-tables?id=5459</a></li> <li><a href="https://www.ebay.com/help/selling/shipping-items/using-shipping-rate-tables?id=5459">https://www.ebay.com/help/selling/shipping-items/using-shipping-rate-tables?id=5459</a></li> <li><a href="https://www.ebay.com/help/selling/shipping-items/setting-buyer-requirements">Setting buyer requirements</a></li> </ul>

<https://www.ebay.com/help/selling/listings/creating-managing-listings/setting-buyer-requirements?id=4152>&gt;<https://www.ebay.com/help/selling/listings/creating-managing-listings/setting-buyer-requirements?id=4152>&lt;/a>&lt;br>      &lt;/li>      &lt;/li>Setting up your postage options&lt;br>      &lt;/a>

<https://www.ebay.com/help/selling/posting-items/setting-postage-options?id=4089>&gt;<https://www.ebay.com/help/selling/posting-items/setting-shipping-options?id=4089>&lt;/a>&lt;br>      &lt;/li>      &lt;/li>Shipping rates for sellers&lt;br>      &lt;/a>

<https://www.ebay.com/help/selling/posting-items/postage-rates?id=4087>&gt;<https://www.ebay.com/help/selling/posting-items/shipping-rates?id=4087>&lt;/a>&lt;br>      &lt;/li>      &lt;/li>Shipping your items&lt;br>      &lt;/a>

<https://www.ebay.com/help/selling/posting-items/posting-items?id=4077>&gt;<https://www.ebay.com/help/selling/posting-items/shipping-items?id=4077>&lt;/a>&lt;br>      &lt;/li>      &lt;/ul>      &lt;br> International shipping&lt;br>      &lt;/ul>      &lt;/li>International shipping and customs&lt;br>      &lt;/a>

<http://pages.ebay.com/help/pay/international-shipping-rules.html>&gt;<http://pages.ebay.com/help/pay/international-shipping-rules.html>&lt;/a>&lt;/li>      &lt;br>      &lt;/li>&lt;/a>

<https://www.ebay.com/help/selling/shipping-items/setting-shipping-options/ebay-international-shipping-program?id=5348&st=3&pos=1&query=eBay%20International%20Shipping%20program&intent=ebay%20international%20shipp&lucenceai=lucenceai&docId=HELP1704>&gt;eBay International Shipping program&lt;/a>&lt;/li>      &lt;br>      &lt;/li>International shipping&lt;br>      &lt;/a>

<http://pages.ebay.com/help/pay/ship-internationally.html>&gt;<http://pages.ebay.com/help/pay/ship-internationally.html>&lt;/a>&lt;/li>      &lt;/ul> Related CSKB articles General shipping      &lt;/li>&lt;/a>

<https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1005>&gt;Shipping overview&lt;/a>&lt;/li>      &lt;/ul> International shipping      &lt;/ul>      &lt;/li>&lt;/a>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1010>>International shipping - customs, duties, Value Added Taxes (VAT)</a></li> </ul> </ul> </li></a>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1780>>eBay International Shipping program overview</a></li> </ul> Policy </ul> </li></a>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1244>>LP Shipping related policy</a></li> </ul>   </h2></h2>GUIDE.TALKING\_POINTS

</h2></h3>General</h3>   Which comes first - the shipping rate table or the exclusions list? </ul> </li>The exclusions list always comes first. Even if you set up a rate, if

a place (e.g., Alaska) is on the exclusion list, it will be blocked.</li> </ul>      

  </h3>Exclusions List</h3> How do the exclusions work? </ul> </li>We'll provide you a list of countries. You'll check the box for those countries you don't want to ship items

to. For each country you select, we'll prevent shipment by not allowing buyers to checkout or pay for an item.</li> </ul> </br> </img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1011/excludedRegionsCountriesList.png">   </ul> </li>Note: While a shipping exclusion list can prevent buyers from

paying, it doesn't stop them from agreeing to buy the item. To prevent bidding and buying, you'll need to create a buying requirement in addition to the exclusion list.</li> </ul> Does the

exclusion list use the registration address or the primary shipping address to determine if a buyer should be excluded? </ul> </li>The shipping exclusion list looks at the primary shipping

address on the user's account.</li> </ul> Will the exclusion list apply to all my listings? </ul> </li>You can choose if the exclusion list will apply to all your listings or only those you

select. </li> </ul> Can you add the exclusion list to some listings, but not others? </ul> </li>You can set up a default exclusion list that can be used for all your

listings.</li> </li>You can apply your exclusion list to individual listings through the Sell Your Item form.</li> </ul> Can you have different exclusion lists? </ul> </li>Yes. You

can set up different exclusions for each listing.</li> </ul> Can you apply an exclusion list to existing listings? </ul> <li>Yes. When creating or editing your exclusion list, you can apply it to all open listings through your Shipping preferences. Or, you can revise your listings one-by-one and set an exclusion list for each. You can also use the bulk listing tool to apply your exclusion list.</li> </ul> What are special domestic areas? </ul> <li>Special domestic areas are domestic shipping locations outside the 48 contiguous United States. They include Alaska, Hawaii, US Protectorates (including Puerto Rico and Guam), Military APO / FPO addresses</li> </ul> Can you use the exclusion list to block buyers in high-shipping cost domestic (US) locations like Alaska, Hawaii, or Puerto Rico? </ul> <li>Yes. You can block Alaska and Hawaii together, and all US Protectorates (Guam, Puerto Rico, US Virgin Islands, etc) together.</li> <li>You can also block Puerto Rico and US Virgin Islands individually in the shipping exclusion list. They can be found in the Central America and Caribbean countries section.</li> </ul> What if a seller has marked a country as excluded, but marked the same country as one they do ship to in the Sell Your Item form. Which one will override? </ul> <li>The exclusion list in Shipping preferences will always override the exclusion list on the Sell Your Item form.</li> </ul> Why aren't your items visible in search results and why does your store show 0 items for sale? </ul> <li>You'll no longer be able to view your items on the site as a buyer if you add your own location to your exclusion list.</li> </ul>       <h3>Shipping Rate Table</h3> What is a Shipping Rate Table? </ul> <li>A Shipping Rate Table is a feature that allows you to assign specific shipping rates to special domestic locations outside the 48 contiguous United States.</li> <li>When you set up a Shipping Rate Table in My eBay, buyers in domestic locations will automatically see the shipping cost you specify for their region or address.</li> <li>The Shipping Rate Table feature eliminates the need for you to include several rates for domestic shipping in the body of your listing.</li> </ul> How does the Shipping Rate Table work? </ul> <li>The Shipping Rate Table allows you to set rates in four shipping categories: </ul> <li>Economy</li>

<li>Standard</li> <li>Expedited</li> <li>1-Day</li> </ul> </li>  
</ul> Note: You can set the rates in all four service categories or set rates for only the service types that work best for you.<br>   <ul> <li>You can choose to: <ul>  
<li><a name="howtoaddasurcharge"></a>add a surcharge to the existing flat rate shipping cost set in your listings. <h4></h4> <li> <li>completely replace the shipping cost for special domestic areas with a per shipment rate. <h4></h4> <li> <li>completely replace the shipping cost for special domestic areas with a weight-based rate.<br> <br> </li> </ul> </li> </ul> Can you set a different rate for different areas? <ul> <li>Yes. You can use the shipping rate table to offer different shipping rates to buyers in special domestic areas outside the 48 contiguous United States.</li> </ul> What if you don't set something up correctly?<br> <br> Why are your shipping table rates not showing? <ul> <li>If there is a conflict between what your listing indicates and how your rate table is set up, only the flat-rate shipping cost will appear. In such cases, the shipping rate table will not adjust the shipping cost for special domestic areas.</li> <li>For example, if you choose weight-based rates in the listing, but your rate table is set up for a per-shipment flat rate, the regular flat rate will show on your listing. </li> </ul> How does the shipping rate table work in categories where shipping cost caps apply? <ul> <li>To use the shipping rate table feature in categories with shipping cost caps, you need to specify a flat domestic cost to the 48 contiguous United States that is at or below the cap. You can then use the rate table to offer shipping that may be above the shipping cost cap limit to buyers in special domestic areas.</li> </ul> Can I edit more than 1 listing at a time? <ul> <li>Yes, you can use the BEAR tool to edit

more than one listing at time.</li> </ul> &nbsp;

<h2>GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE <a id="createexclusionlist"

name="createexclusionlist"></a>Create a shipping exclusion list<br> &nbsp; To set up

your Shipping Exclusion List in Shipping preferences: <ol> <li>Click My eBay</li>

<li>Click Account</li> <li>Click<nbsp;Shipping preferences</li> <li>Click

Edit<nbsp;to the right of Exclude shipping locations<br> <br> <img alt=""

src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1011/excludeShippingLocationsEdit.png

entire continent or area, or select specific countries</li> <li>To select a specific country,

click on the Show all countries<nbsp;and add a checkmark next to the country</li> <li>To

see which areas you've excluded, find the words<nbsp;You've excluded.<nbsp; There, you'll see a

list of the<nbsp;regions and countries you've excluded</li> </ul> </li>

<li>(Optional) To apply to all active listings, select Also apply to current listings.</li>

<li>Scroll down and click Save.<nbsp;</li> </ol> Edit buyer requirements Set a

combination of a shipping exclusion list and buyer requirement to prevent buyers from bidding,

buying, and paying for items.<br> <br> To edit your buyer requirements: <ol>

<li>Click My eBay.</li> <li>Click on Account.</li> <li>Click Site Preferences

/<nbsp;Selling preferences.</li> <li>Locate Manage who can buy from

you,<nbsp;then<nbsp;click Edit.</li> <li>Check the box beside<nbsp;Block buyers whose

primary shipping address is in a location I don't ship to.</li> <li>(Optional) To apply to all

active listings, switch the toggle beside<nbsp;Apply above settings to active and future listings.

<ul> <li>Note: Existing bids will not be affected</li> </ul> </li> <li>Click

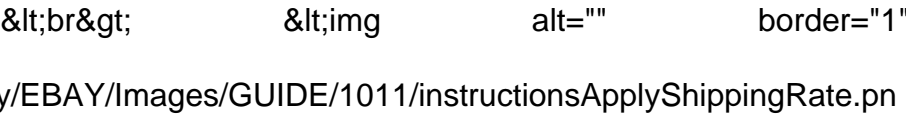
Submit.</li> </ol> Exceptions for a particular buyer Use the buyer block exemption list to

sell a particular item to a buyer whose shipping location is in your exclusion list. <ol>

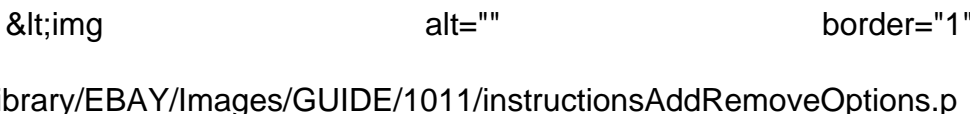
<li>Click My eBay.</li> <li>Click Account.</li> <li>Click Selling

Preferences.</li> <li>Locate Manage who can buy from

you, then click Edit. [Click Manage Buyer exemption list.](#) Enter the member's username in the box and click Submit. [Set up a shipping rate table](#) You can create a shipping rate table in the shipping preferences section of My eBay. [Click My eBay.](#) [Click Account.](#) [Click Shipping preferences.](#) [Click Edit](#) beside Use shipping rate tables. [Apply the shipping rate table to a listing](#) You'll apply the shipping rate table to a listing during the listing process. Remember: The rate table only works with listings that use flat-rate shipping. It doesn't work with calculated shipping. [In the Add shipping details section of the Sell your item form, check the Apply domestic shipping rate table box.](#)

 [src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1011/instructionsApplyShippingRate.png"](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1011/instructionsApplyShippingRate.png)

If you don't see the Apply domestic rate table option, you'll need to add it to your Sell your item form. [Locate Add Shipping Details](#) and click Add or remove options. [Check Use shipping rate tables.](#) [Click Save.](#) This will add the option to your Sell your item form.

 [src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1011/instructionsAddRemoveOptions.png"](https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1011/instructionsAddRemoveOptions.png)