

In-Store Pickup (also known as in store pickup, in store pick up, and BOPIS)

**GUIDE.SUMMARY** What In-Store Pickup is a FREE service for eBay members to buy an item on eBay and pick it up at a seller's physical store. To begin, items with the In-Store Pickup option will be limited. Additional retailers and inventory will be added each month. Buyers who purchase an In-Store Pickup item will save on shipping costs and don't have to wait for an item to arrive.

**GUIDE.TALKING\_POINTS**

[https://cskb.qa.ebay.com/csxbapp/art?page\\_content&id=GUIDE1471&ViewLocale=en\\_US#SellerQuestions](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1471&ViewLocale=en_US#SellerQuestions) Seller Questions

[https://cskb.qa.ebay.com/csxbapp/art?page\\_content&id=GUIDE1471&ViewLocale=en\\_US#PreTransQuestions](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1471&ViewLocale=en_US#PreTransQuestions) Pre-Transaction Questions

[https://cskb.qa.ebay.com/csxbapp/art?page\\_content&id=GUIDE1471&ViewLocale=en\\_US#PostTransQuestions](https://cskb.qa.ebay.com/csxbapp/art?page_content&id=GUIDE1471&ViewLocale=en_US#PostTransQuestions) Post-Transaction Questions

**Seller Questions** How can I offer In-Store Pickup on my items?

- All sellers who meet the below requirements are eligible for In-Store Pickup:
- Sellers must have a brick-and-mortar store.
- Sellers must have an eBay selling account.
- Sellers must have a PayPal Verified Premier or Business account.

Interested sellers can email the sales team at [DL-eBay-Local-SMB-Sales@ebay.com](mailto:DL-eBay-Local-SMB-Sales@ebay.com)

or fill out the form at <http://www.ebaylocal.com/smb>

**Pre-Transaction Questions** How do I select

In-Store Pickup items?

- You can choose In-Store Pickup items by looking for "In-Store Pickup available at [storename]" under the item in search, or on the View Item page in the shipping options section.

- The store closest to you will likely show up, but it may not be at the top of the list if the item

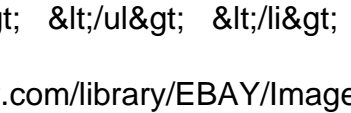
is "Out of Stock" at that store.</li> </li>If the item is out of stock in your preferred location you will need to select another store to pick up the item.</li> </ul> How can I tell how long it will take for an item to be ready for pickup? <ul> <li>Because the time it takes for an item to be available for pickup may vary by store and/or store location you will need to first select the store you would like to pick up the item from.</li> <li>Once you select your store it will show you how long it will take for that item to be ready.</li> </ul> If I have a loyalty / rewards card for Best Buy, Toys R Us, or other sellers who offer in-store pickup, will I earn points for my purchase from this seller on eBay? <ul> <li>If you are enrolled in the eBay Bucks program and your purchase meets the criteria, you will receive eBay bucks.</li> <li>However, points for the specific merchants' loyalty/reward program will not be added for ebay purchases.</li> </ul> You may ask them if they will add points when you pick the item up in the store, but this will be up to their discretion.</li> </ul>   <a name="PostTransQuestions"></a>Post-Transaction Questions When will an item be ready for pickup? <ul> <li>The expected time for the item to be ready for pickup will be listed under the store you selected.</li> <li>The timeframe for an item to be ready for pickup may vary by seller, store location, and type of item.</li> </ul> Can I change the store after I check out? <ul> <li>Once an order is placed, you won't be able to change the store where you go to pick it up.</li> </ul> How long do I have to pick up an item? <ul> <li>You will typically have 7 days to pick up an item at the store, however this may vary by item type, seller, and store location. To see exactly how long you have to pick your item up, once it's available for pickup visit your Order Details page.</li> </ul>    <ul> </ul> I didn't pick my item up in time. What do I do? <ul> <li>If you didn't pick up the item in time, the store will cancel the transaction and issue you a refund. Once you've received a refund, you may want to order the item

again.

- You will be able to see in My eBay if your order has been cancelled by the seller.

Why was my order cancelled?

- There are 2 reasons your purchase may be cancelled. To identify which reason your order was cancelled visit your My eBay Purchase history and locate your item. There will be notification explaining why your order was cancelled.
- If the store ran out of the item you ordered after your purchase was made they will cancel the order and you will receive a refund.
- If you didn't pick up the item within 7 days, the store may cancel your purchase. You'll receive a refund and can place the order again.

 I need to return my item. What do I do?

- In-Store Pickup items need to be returned to the store you picked the item up from. Please take the item back to the store and they will process your refund in accordance with their return policy.
- <http://pages.ebay.com/instorepickup/terms.html> In-Store pickup terms & conditions

Because the time it takes for an item to be available for pickup may vary by store and/or store location you will need to first select the store you would like to pick up the item from. Once you select your store it will show you how long it will take for that item to be ready.

## GUIDE.DETAILED\_INFORMATION

Purchasing an In-Store Pickup Item

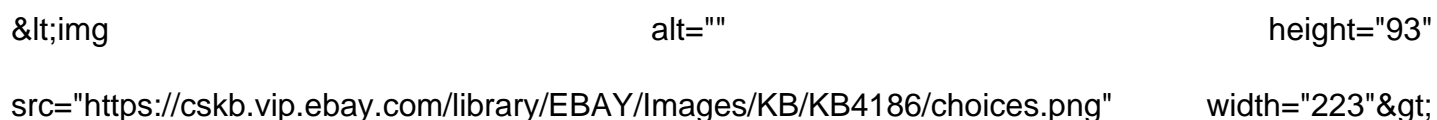
- If an item is eligible for In-Store Pickup, buyers will be able to see a list of stores close to them which have the item in stock. Buyers will select the store they would like to go to from the view item page or when they complete checkout.
- When the item is ready for pickup, the buyer will receive an email with a pickup code and any other applicable instructions. The buyer may also be notified via eBay iPhone mobile app or SMS messaging if they provided their phone number post checkout.
- Items are generally ready for pickup in about an hour but may vary depending on the item.
- The buyer then takes their pickup code and any other needed identification to the store location they selected to pick up the item.
- Buyers have a limited number of days to pick up their item or

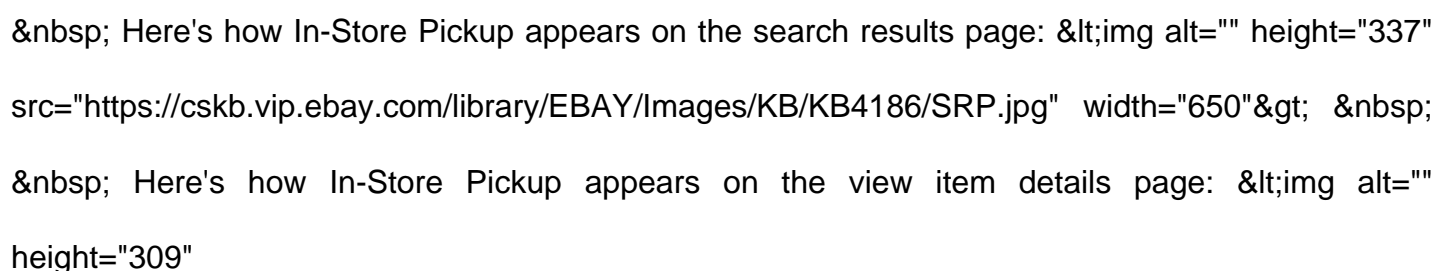
the order will be cancelled. They will usually have 7 days to pick up the item, but this may vary by seller.


- eBay Money Back Guarantee
- In-Store Pickup items are covered by the eBay Money Back Guarantee, however, the items do need to be taken back to the store by the buyer.
- The buyer will not be able to open an eMBG case on eBay without attempting to return the item to the store first.
- If the seller does not accept the item in the store the buyer will need to go through OCS to contact Customer Service.

How to find eligible items Search Results Page:

- Members can find In-Store Pickup eligible items by the words "Free In-Store Pickup" under the item title.
- Members can also sort their search results by In-Store Pickup on the left navigation, if there are In-Store Pickup eligible items in their location.

alt="" height="93" src="https://cskb.vip.ebay.com/library/EBAY/Images/KB/KB4186/choices.png" width="223"/>

Here's how In-Store Pickup appears on the search results page: alt="" height="337" src="https://cskb.vip.ebay.com/library/EBAY/Images/KB/KB4186/SRP.jpg" width="650"/>

Here's how In-Store Pickup appears on the view item details page: alt="" height="309" src="https://cskb.vip.ebay.com/library/EBAY/Images/KB/KB4186/VI%20with%20box.jpg" width="650"/>

Selecting in-store pickup at checkout In-Store Pickup is a shipping option on the view item page, checkout, and cart. Once selecting In-store pickup as their shipping option, the buyer chooses a store for pickup. A list of stores is displayed with the closest stores, which have the item in stock showing at the top of the list. The stores shown are determined by the zip code on the buyers eBay account. If the buyer wants to pick the item up from a different location they can enter the zip code to see stores with the item in stock in the new location. Once the buyer checks out they cannot change their selected store location. The expected time for the item to be ready for pickup will be listed under the store the buyer has selected. The timeframe for an item to be ready for pickup may vary by seller, store location, and type of item. Here is what the store selection screen

looks like:



Order confirmation screen <br> Buyers will receive an email when an item is ready for pickup. Members can also provide a cell phone number and receive a text message when an item is ready.



Order status in My eBay <br> In Purchase History, next to the item, it will say "Your order is being prepared" or it will say the item is ready for pickup.





Notification when order is ready for pickup





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</h2><h2>GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE Identifying an In-Store Pickup Item (for buyers)

- Members can find In-Store Pickup eligible items by the words "Free In-Store Pickup" under the item title on the search results page.
- Members can also sort their search results by In-Store Pickup on the left navigation.
- In-Store Pickup options will also show up on the View Item page.

SNAD (wrong item, incorrect size/fit, damaged, missing parts)

Please see <a href="https://cskb.qa.ebay.com/csKBapp/art?page=content&id=GUIDE1567" target="\_blank">

Returns - Remorse, SNADs, False SNADs, and Forced SNADs

(FSNAD)</a> article for more information.</li> </ul> Product not available when member went to store Check order status in My eBay Purchase History. Transaction should be in one of the below states; <ol> <li>"being prepared" -- Instruct customer to wait for Order Update - Your item is ready for pickup email.</li> <li>"ready for pickup" -- Confirm customer went to the correct store location.</li> <li>cancelled -- Educate customer why the transaction was cancelled and that they will receive a refund. If they still want the item they will need to complete a new transaction.</li> <li>returned -- Educate customer on the reason for return (can also be see in return order details) and that they will receive a refund.</li> </ol> Member didn't pick up item <ol> <li>Let the member know they have a limited number of days to pick up the item.</li> <li>Look to see if member got the email saying the item is ready for pickup (My eBay, M2M, Order Details).</li> <li>Check to see if store already issued a refund. If not, the store will issue a refund after 7 days.</li> <li>Check to see if the order was cancelled.</li> <li>If member still wants the item they will need to re-purchase the item.</li> </ol> Member asks that someone else be allowed to pick up the item <ol> <li>Instruct the member to review pickup instructions found in the Your item is ready for pickup email."</li> <li>If the seller required identification for the pickup, then the individual named on the purchase will need to pick the item up.</li> </ol> Member went to the wrong store <ol> <li>Look to see if member got the email saying the item is ready for pickup (My eBay, M2M, Order Details).</li> <li>If status is showing order being prepared, ask the member to wait and then go back to the correct location when status shows item ready for pick up.</li> <li>If status shows item is ready for pick up, provide member correct store location for pick up.</li> </ol> Member says that they shipped the item back to the store Instruct the member they will need to contact the seller via M2M to coordinate a refund. Member tried to return item, but the store didnt accept it <ol> <li>Confirm member tried to return item to the store they selected to pick it up from.</li> <li>Ask member the reason the store didnt accept the return. </li> </ol> Buyer remorse - not covered by eMBG.</li>

<li>Item is defective/SNAD - covered by eMBG and a case will need to be opened. <ol>  
<li>TCC teammates can transfer the call to US Logistics. Note: Other contact reasons for  
In-Store Pickup may NOT be transferred to US logistics.</li> <li>In-Store Pickup  
teammates route email contact to US Logistics.</li> </ol> </li> </ul> </li>  
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