

Buyer loyalty programs - eBay Bucks (vouchers), coupons, and promotions

GUIDE.SUMMARY Buyer loyalty programs Buyer loyalty programs are designed as an incentive and to reward buyers purchasing on eBay. We offer:

- eBay Bucks
- Coupon campaigns
- Buyer promotions
- Sitewide coupons

Tips for navigating this article:

- There is a full list of possible coupon, Bucks, and gift certificate decline reasons for teammates included in the

<https://cskb.vip.ebay.com/csKBapp/art?page=content&id=GUIDE1099#TipsforMembers> Tips for Members section of this article. The information is organized by program - eBay Bucks, coupons, promotions, and/or sitewide coupons. Some sections are split into tabs. If you're using CTRL+F to find keywords, be sure to open the tab for the program you're researching.

Example: If you're looking for talking points for coupons, select the section or tab for coupons then use CTRL+F to search by keyword.

Some coupon basics:

scope="row" Coupon features
<ul style="list-style-type: none"><li>eBay can limit coupons, as follows:</li><li>Specific categories such as Clothing, Shoes &amp; Accessories</li><li>Specific shipping methods such as only for eBay Plus items</li><li>Shipping coverage only such as shipping covered by coupon up to \$50</li></ul>
scope="row" Terms and conditions updates
<ul style="list-style-type: none"><li>Coupons cannot be stacked with any other coupons (coupons cannot combine with other coupons).</li><li>Coupons can only be redeemed on 1 site (North America coupons only redeem on eBay.com, eBay.ca and cafr.ebay.ca).</li></ul>
scope="row" Partial refunds of coupon values
<ul style="list-style-type: none"><li>eBay will support partial refunds of coupon values.</li><li>eBay can only refund a coupon once, in order to prevent fraud. If any</li></ul>

portion of a coupon is refunded, the entire coupon is refunded. For example, if a \$20 off coupon was used in a purchase and \$5 of that coupon is refunded, the entire \$20 coupon is re-activated.

Refunds do not ever extend the expiration date of the coupon. A coupon may be refunded and leave the customer only a short time to redeem before expiration.

Buy It Now items only

Marketing campaign coupons are not able to be used on "commit to buy" or non Buy It Now items. General marketing campaign coupons will not work on auction-style listings that end or Best Offers that are accepted - even if they end during a coupon campaign window. Only Buy It Now items are eligible.

We should not issue courtesy coupons for these instances, even if a member may have been confused. We should simply educate them that auction-style and Best Offer listings are ineligible.

If a buyer has multiple items in their cart when applying a coupon code, and if 1 or more of the items is not eligible they may get an notification that the coupon or discount was not applied to 1 or more of the items in their cart.

A manual set dollar amount coupon will work with auction-style and Best Offer listings because it is a set dollar amount off, while most marketing campaign coupons are percent off (10% or 15% off).

Current offers
For more about current offers we're communicating to customers, please refer to information about <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&amp;id=PROMO2306&amp;viewlocale=en_US" target="_blank">eBay Bucks campaigns</a> or about <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&amp;id=PROMO1931&amp;viewlocale=en_US" target="_blank">buyer promotions and coupon campaigns</a> .

You can also suggest that customers type [ebay.com/coupons](https://ebay.com/coupons) in their web browser to see current promotions, coupons, and other offers. If there are no offers right now, we encourage them to shop eBay Deals.

GUIDE.RELATED\_LINKS Related help pages eBay Bucks

<li>Earning and redeeming eBay Bucks<br> <a href="http://pages.ebay.com/help/buy/ebay-bucks.html" target="\_blank">http://pages.ebay.com/help/buy/ebay-bucks.html</a></li> <li>eBay Bucks Frequently Asked Questions<br> <a href="http://pages.ebay.com/rewards/faq.html" target="\_blank">http://pages.ebay.com/rewards/faq.html</a></li> <li>eBay Bucks terms and conditions<br> <a href="http://pages.ebay.com/rewards/terms.html" target="\_blank">http://pages.ebay.com/rewards/terms.html</a></li> </ul> Coupons </ul> <li>How to redeem coupons<br> <a href="http://pages.ebay.com/couponsvibrant" target="\_blank">http://pages.ebay.com/couponsvibrant </a></li> <li>Paying for items with eBay gift certificates, gift cards, and coupons<br> <a href="http://pages.ebay.com/help/pay/certificates.html" target="\_blank">http://pages.ebay.com/help/pay/certificates.html</a></li> <li>eBay coupons FAQs<br> <a href="http://pages.ebay.com/coupons/faq.html">http://pages.ebay.com/coupons/faq.html</a></li> <li>Buyer order detail page<br> <a href="https://pages.ebay.com/specialoffers/buyerterms.html">https://pages.ebay.com/specialoffer s/buyerterms.html</a></li> </ul> Promotions </ul> <li>Setting eBay preferences with My eBay for promotions and surveys<br> <a href="http://pages.ebay.com/help/myebay/myebay-preferences.html" target="\_blank">http://pages.ebay.com/help/myebay/myebay-preferences.html</a></li> </ul> Related articles </ul> </li> <a href="https://cskb.qa.ebay.com/cskbapp/browse?channelId=PROMOTIONS">Promotions</a> </li> <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1016" target="\_blank">Checkout </a></li>

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1016>&gt;Paying for items&lt;/a&gt;&lt;/li&gt;&lt;/ul&gt;&lt;/li&gt;&lt;/a&gt;

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1635>

target="\_blank"&gt;Checkout - resolving errors&lt;/a&gt;&lt;/li&gt;&lt;/ul&gt; Related solutions eBay Bucks &lt;/ul&gt;&lt;/li&gt;&lt;/a&gt;

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4418>&gt;What are eBay Bucks?&lt;/a&gt;&lt;/li&gt;&lt;/ul&gt;&lt;/li&gt;&lt;/a&gt;

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4417>&gt;When can I redeem eBay Bucks?&lt;/a&gt;&lt;/li&gt;&lt;/ul&gt;&lt;/li&gt;&lt;/a&gt;

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL4566>&gt;How to opt out of eBay Bucks&lt;/a&gt;&lt;/li&gt;&lt;/ul&gt;&lt;/li&gt;&lt;/a&gt;

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL10066>&gt;Redeeming eBay Bucks Certificate&lt;/a&gt;&lt;/li&gt;&lt;/ul&gt; Coupons &lt;/ul&gt;&lt;/li&gt;&lt;/a&gt;

<https://cskb.qa.ebay.com/cskbapp/art?page=content&id=SOL3972>&gt;Coupons - How to redeem&lt;/a&gt;&lt;/li&gt;&lt;/ul&gt; &nbsp; &lt;/h2&gt;&lt;/h2&gt;GUIDE.TALKING\_POINTS &lt;/ul&gt;&lt;/li&gt;&lt;/a&gt;

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[https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1099&ViewLocale=en\\_US#tabs-3](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1099&ViewLocale=en_US#tabs-3)&gt;Buyer promotions&lt;/a&gt;&lt;/li&gt;&lt;/ul&gt; &lt;/hr&gt; The coupon code isnt working &lt;/ul&gt; &lt;/li&gt;During checkout the system should provide an error reason if a coupon is not working. Typically, the error reasons are clear on what the customer may be doing incorrectly. Here are some examples:&lt;br&gt; &nbsp; &lt;/ul&gt; &lt;/li&gt;Attempting to use an "App only" coupon code in a browser on either a desktop/laptop or mobile device (mWeb) - the message will

display "This code cant be applied. You can only use it via: eBay app for iPhone, eBay app for Android, eBay app for iPad"<br> (additionally, the customer needs to be using the most recent version of the App)</li> <li>If the customer tries to apply it to an excluded item - the message will say "This code cant be applied to some of the items"</li> <li>If the customer tries to use it on an item that does not meet the minimum price - the message will say "We cant apply this code until you reach the minimum order total"</li> <li>If a customer spells the code incorrectly - the message will say "Looks like thats the wrong code. Please double-check and try again"<br>  </li> </ul> All the above errors should be corrected by the customer prior to checkout.<br> <br> If an unknown error is occurring, or no error message is displaying, but the coupon simply isnt applying - confirm that all terms & conditions are met - these may include: expiration date, category, minimum or maximum price, specific items from specific sellers, and more. Once basic troubleshooting is performed and item appears to meet all requirements, a teammate may issue a courtesy coupon along with filing a MyIT report to document the issue and troubleshooting that took place.</li> </ul> Transaction was canceled by the seller and buyer was not able to benefit from the coupon </ul> <li>1st, confirm that a cancel transaction has actually taken place, and confirm that the coupon has not already been re-issued by the system. Teammate may reissue a coupon for the same amount as would mimic the original offer For example. if the original offer was 15% off \$50+, we would have the customer complete checkout while on the phone for a like item (\$50 +) and then provide them with a \$ off coupon for 15% off the value of the item. Coupon expiration to be set <em>no longer</em> than 30 days.</li> </ul> Customer purchased the item within the promotion (flash coupon) window but coupon did not apply </ul> <li>Teammate should confirm that all terms & conditions were met (purchase time, expiration date, correct coupon code, category, min/max price, specific item/seller, app only, desktop only, etc. Teammate may issue courtesy coupon equal to value the customer would have received had the coupon been applied. Coupon expiration to be set <em>no longer</em> than 30 days.</li>

</ul> Customer did not get any error during redemption process but ended up paying the entire amount because coupon did not apply. </ul> <li>Teammate should confirm that all terms & conditions were met, or that item was eligible (purchase time, expiration date, category, min/max price, specific item/seller, app only, desktop only, etc). Teammate may issue courtesy coupon equal to value the customer would have received had the coupon been applied. Coupon expiration to be set <em>no longer</em> than 30 days.<br> Teammate may also offer a courtesy coupon in instances where the customer purchased the item prior to the campaign start time, but the same calendar day, and not after the campaign ending time. Basically "I bought the same day but the promo started after I purchased". As long as item is eligible per terms & conditions, issue courtesy coupon equal to value the customer would have received had the coupon been applied.</li> </ul> How do you qualify for coupons? </ul> <li>You receive coupons for promotions from our marketing team. If you're chosen to receive a coupon, you'll be notified by email, on the site offer, or by a mailed postcard or catalog. Be sure to check your account often for coupon info.</li> </ul> When will eBay send coupons next? </ul> <li>We don't have a set date for sending coupons. Our marketing team decides when and to whom to send them. We are unable to tell you what the next coupons will be. They send them routinely. Be sure to check your account for upcoming discounts.</li> </ul> How can you make sure your account is set up to receive coupons? </ul> <li>To make sure your account is set up to receive coupons, simply check your settings in My eBay.</li> </ul> How do you redeem a coupon? After selecting the item(s) you want to purchase: <ol> <li>Go to checkout and enter the code in the Coupon, gift cards, or certificate redemption field, or check the box if the coupon is displayed.</li> <li>Click Apply. Your total reflects the applied amount.</li></ol> Issues with a redemption code? Following are the most common issues when buyers are trying to redeem coupons: </ul> <li>They enter the code incorrectly</li> <li>The coupon is expired</li> </ul> Here are your 1st steps to investigate issues: <ol> <li>Double-check that the buyer entered the correct code.<br> Be sure they enter the code

rather than copying and pasting it into coupon code box.

- Make sure the coupon hasn't expired.

After you've checked for the most common errors, you can check the following:

- Check Messages in My eBay to make sure the account is eligible for the coupon. eBay coupons posted on eBay Deals or coupon curation sites are not always eligible for all eBay accounts.
- Check the coupon's Terms & Conditions to make sure the item and the buyer's payment method are eligible.

Note: Coupon terms and conditions vary. Many coupon promotions are tied directly to specific items from specific sellers.

Can you use coupons to donate to charity? Currently you can't use coupons to donate to charity. At checkout, you can either use your coupon toward a purchase or select the Donate to charity checkbox, but you can't apply both options. If the seller refunds your purchase, what happens with your coupon? You receive a refund for the amount you paid. Your coupon will automatically be returned if it was valid for a single item only; multi-item, multi-seller coupons aren't eligible to be returned. Keep in mind that your coupon's original expiration date still applies - if it has already expired before your refund, you won't be able to use it again.

Do you need an eBay account to use this coupon? Yes, you must have a valid eBay account to buy an item and use your coupon. You can sign up for eBay during the process of buying your item.

Can you use multiple coupons on one purchase or transaction? No. As it says in the [Coupon FAQs](https://pages.ebay.com/coupons/faq.html#2-9), you can't use more than one coupon at a time, however you may be able to combine your coupon with a Gift Card, or eBay Bucks. eBay uses a variety of incentive codes. Not all incentive codes can be used together on one order. Buyers can try entering any codes they wish and if the system displays an error message, they should simply remove that code to be used on another transaction.

What are the payment options when using a coupon? You can pay the remaining balance with any other valid funding sources.

Can you use coupons for items on any eBay site, in any currency? Customers can only redeem coupons on one site. For example, customers can redeem North America coupons on eBay.com only. If you purchase an item and are not allowed to use a coupon for it, do you still

need to purchase the item? You can contact your seller to request a cancellation and explain the situation. When you purchase an item, or win an auction, you are required to complete the transaction. Can a seller issue a partial refund if you used a coupon? Unfortunately, sellers can't issue partial refunds for transactions involving the use of a coupon. Note: eBay will support partial refunds of coupon values. eBay can only refund a coupon once, in order to prevent fraud.<br>If any portion of a coupon is refunded, the entire coupon is refunded. For example, if a \$20 off coupon was used in a purchase, and \$5 of that coupon is refunded, the entire \$20 coupon is re-activated. Refunds do not ever extend the expiration date of the coupon. A coupon may be refunded and leave the customer only a short time to redeem before expiration. If you already paid for the item, can you still apply a coupon? Unfortunately, you can't apply a coupon after you've already paid. You must use the coupon code at the time of payment. You can save the coupon to use on another purchase before it expires. Make sure that you apply the code at the time of purchase. As a one-time courtesy, a teammate may offer a coupon to a buyer that paid for a purchase prior to the flash coupon being posted, still on the same calendar day of the flash coupon promotion. <ul> <li>The courtesy coupon should be issued for the amount the buyer would have saved had they been able to utilize the coupon (item price x coupon percent).</li> <li>The teammate must verify that the purchased item meets all of the Terms & Conditions of the promotion</li> <li>The courtesy coupon should be set to expire in 2 days to allow a full 24 hours of coupon availability, the customer should be advised that they have 24 hours to use the coupon (just like Best Price Guarantee coupons).<br> Note: This is a courtesy, the actual promotion will typically still be live and they may still have the opportunity to use the active promo. The courtesy coupon is an extra benefit and we must put a short window on the availability. It is also worth mentioning that the checkout system will not allow two coupons for the same transaction</li> <li>This same courtesy does <em>not</em> apply to buyers who miss the deadline or expiration of the flash promotion. The end time, typically listed in Pacific Time, is a firm one that should not involve any courtesy extension. customers need to allow themselves



time to checkout prior to time expiring. This is the standard in nearly all online shopping.

Can a buyer use one coupon for multiple items? Check the Terms & Conditions. Most coupons can only be used for a single transaction, but we have had some coupons that apply to multiple items in the cart that are being paid for at the same time (excluding items in excluded categories). For the single transaction coupons, if a buyer has multiple items in their cart, or is purchasing multiples of the same item from 1 seller, the coupon will apply to the transaction total. If a buyer does not use the entire coupon amount in one transaction, can they use the balance on another transaction? No, a coupon can only be used on a single transaction. Just like using a paper coupon at a physical store, coupons are single use only. Any unused balance is lost.

What's the difference between eBay Bucks and coupons?

eBay coupons are awarded immediately, based on buying items within a specific timeframe or from a specific category. eBay Bucks are more like airline loyalty and other cashback programs. The more you buy on eBay, the more eBay Bucks you get.

With eBay Bucks, you'll receive a certificate after the current quarter has ended as a reward for purchasing items on eBay. All certificates arrive within 15 days of the quarter ending, if not sooner.

eBay bucks can also be used to pay for the shipping charges on an item, unlike most coupons.

Can you use eBay Bucks on multiple purchases or items?

Yes, unlike a coupon, eBay Bucks don't have to be used all in 1 transaction or purchase. You can spend eBay Bucks on multiple purchases until you've used the full amount, or the Bucks expire.

Is eBay Bucks compatible with other buyer promotions and Microsoft Store Cashback?

Yes, eBay Bucks is compatible with other buyer promotions. You can earn eBay Bucks and Microsoft Store Cashback at the same time as long as your purchases meet the requirements for both programs.

You can also use your eBay coupons (if you were sent them) and still earn eBay Bucks on qualifying purchases.

What if you don't want to use your eBay Bucks?

If you don't want to use your eBay Bucks for a purchase, don't check the box to use your Bucks (by default, the box should be unchecked). The certificate is saved and

shows up again on your next purchase.

- Note: Don't forget to remind customers that eBay Bucks have expiration dates and should be used before they expire. How do you check whether you've used your eBay Bucks? To check your eBay Bucks activity, including the date when you redeemed them:

- Go to My eBay, and then click the Activity tab.
- From the Buy section, select eBay Bucks.
- Click Activity to view your eBay Bucks.

Why does your PayPal summary show that you paid the full amount for an item when you used eBay Bucks, coupons, or gift certificates? Although you used eBay Bucks in the transaction, the full payment amount and the eBay Bucks amount appear as separate transactions for thorough record keeping. If you look at the details of the transaction in PayPal, you see the amount that the eBay Bucks certificate covered (it appears as voucher / gift certificate / coupon) and the amount you actually paid for the item, if any.

For example, for the following transaction in PayPal a total of \$23.98 was paid to the seller. Note that the Summary view shows the full amount, even though a coupon (in this case, eBay Bucks) was used.







If you click on the details you will see the breakdown of payment information.







Can you combine the eBay Bucks you've earned from multiple accounts?

- No. You're not allowed to combine or transfer your balance from one account to another. This is also true for the eBay Bucks certificate. Please [refer to the eBay Bucks FAQ](http://pages.ebay.com/rewards/faq.html) for the eBay policy against using multiple accounts to earn eBay Bucks.

Internal Information Although it is against eBay policy, there is no system in place to prevent customers from earning eBay Bucks on multiple accounts. Can the earn percentage for eBay Bucks change?

- eBay reserves the right to change the

percentage due to market or other conditions.

From time to time, we may offer special promotions that give you extra Bucks or a higher earn percentage for qualifying purchases. If your purchase qualifies for multiple promotions, you earn credit for the highest possible value automatically.

Can I earn eBay Bucks for selling?

We occasionally run special promotions which reward sellers with eBay Bucks. The Bucks dashboard was built to automatically show the history of Bucks rewarded for buying activity. Selling activity does not show in the dashboard. Bucks awarded for selling activity will typically be part of a batch process that will be added to the Bucks history on the day before the end of the quarter, which is the day before the Bucks period ends.

Teamates should not manually issue Bucks points or certificates for selling activity. Bucks for Selling promotions will typically include a line in the terms & conditions that teamates can show the customer to help explain when a customer should expect to see the Bucks award.

If an item is removed after you win and purchase it, do you keep the eBay Bucks you earned?

If the item was removed and the payment was reversed, the eBay Bucks you earned are also reversed.

If the item was removed and your payment wasn't reversed (for example, you and the seller decide to complete the transaction), the eBay Bucks you earned for the transaction remain in your account.

What if the seller refunds your purchase or cancels the transaction that you used your bucks certificate on?

As long as the seller refunds to you correctly, you'll keep the eBay Bucks you've earned.

When the seller issues a refund, the funds are re-associated with the original certificate code. To confirm you have the funds, you can look at the eBay Bucks overview.

If you're refunded within 10 days of the certificate expiring or past the original expiration date, you receive a new expiration date that's 21 days from the refund date.

What if the seller does not refund me correctly?

If the seller doesn't refund you correctly, you can't get back the Bucks that were used for that transaction. If that happens, please work with the seller to get your refund.

Will you earn eBay Bucks if you pay the seller directly,

instead of going through eBay checkout (example, paying directly through PayPal)? <ul><li>No, your purchase won't qualify for eBay Bucks if you pay the seller directly. To qualify, you need to pay through eBay checkout.</li></ul> Can you give away or sell your eBay Bucks? <ul><li>No, eBay Bucks certificates are not transferable. Only the customer and the account to which the eBay Bucks certificate was issued can redeem them.</li></ul> Why does My eBay show fewer Bucks than expected? <ul><li>The eBay Bucks page shows your activity and the amount you've earned on purchases from the current quarter. If your purchase hasn't yet been posted, please wait 48 hours for it to clear. In the rare event that your purchase doesn't post in the next 48 hours, contact us to let us know.</li><li>Some purchases may not qualify for eBay Bucks or may be subject to a restriction. You can identify these purchases because the amount in the earn column is displayed as a hyperlink. You can click that link to see the specific reason for the restriction.</li><li>Note: From time to time, purchases may be subject to review. They appear as a \$0.00 earning and could quickly turn into the amount you expected.</li></ul> What if you return the item? <ul><li>If you return the item, the eBay Bucks you earned are deducted from your Bucks balance total. This may take 24-48 hours to update on your balance.</li><li>If the return occurs in the next earning period, you may start off with a negative balance. A negative balance isn't a bad thing, and won't affect your account. The balance is replaced as you continue to earn eBay Bucks.</li></ul> How do you check whether you've received your eBay Bucks? <ul><li>To check whether and when you received your eBay Bucks, go to My eBay and check the eBay Bucks section under the Buying section.</li></ul>   Promotions Buyer promotions and eligibility vary based on the promotion the buyer received. Please refer to information about <a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=PROMO2306&viewlocale=en\_US" target="\_blank">eBay Bucks campaigns</a> or about <a href="https://cskb.qa.ebay.com/csxbapp/art?page=content&id=PROMO1931&viewlocale=en\_US" target="\_blank">buyer promotions and coupon campaigns</a>. If the customer is

calling to ask why they are not receiving promotions, you can help them get their account set up to receive Buyer Promotions. </h2><h2>GUIDE.DETAILED\_INFORMATION</h2><ul><li><a

<hr> What eBay routinely sends coupons that you can use to pay for items at check out. The coupons discounts vary depending on the coupon details. In some cases, we may suggest the buyer which coupon to use during checkout (if more than one coupon is available), so they get the best possible discount for that particular order. </a>

declined, reversed, or refunded by the seller, you receive a refund for the entire portion of the purchase you paid. You also receive the coupon back if it was valid for only a single item; multi-item, multi-seller coupons are not eligible to be returned. A coupon may not be reissued automatically for a promotion that was limited in time and is now over (flash coupon).

What eBay Bucks is a free buyer rewards program. Members must enroll to participate (enrollment is currently closed). Participating buyers can purchase qualifying items, which are marked with the eBay Bucks icon.

- Every 3 months (quarterly), buyers who are enrolled in the eBay Bucks program and have earned bucks on eligible purchases will receive a certificate they can use to save on another item.

Signing up for eBay Bucks Self enrollment in eBay Bucks program is currently closed.

[Qualifying purchases](#) Most eBay items are eligible for eBay Bucks. The Bucks icon and information appear in all qualifying items as long as they're:

- Purchased/Bid On after enrolling in the program
- Purchased using the eBay.com (core) site

Purchases from these categories do not qualify for eBay Bucks:

- eBay Motors categories (Parts and Accessories are eligible)
- Classifieds
- Coins & Paper Money & Bullion
- Real Estate
- Gift Cards & Coupons, but only for eBay Gift Cards, Gift Cards, and Digital Gifts within that category
- Business and Industrial (excluding heavy equipment category) are eligible

Earn percentage We calculate the amount of eBay Bucks earned by taking the [item price] x [quantity selected] x [earn percentage].

- The earn percent for the eBay Bucks program was 1% until March 31, 2021.
- From April 1, 2021 the 1% base earn is retired.
- The earn percentage going forward is the percent associated to the promotional offer the member received and activated for qualifying purchases.
- Shipping fees, taxes, and any other fees are excluded from this calculation.

Limitations

- You must be a U.S. or CA resident to receive an eBay Bucks certificate.
- On a single purchase the eBay Bucks amount can't exceed USD

\$100.</li> <li>Quarterly eBay Bucks certificates can't exceed USD \$500.</li>

<li>There are no minimum restrictions for redeeming, you receive your rewards up to the allowed maximum.</li> </ul>

How do eBay Bucks work when I make a best offer? For Items purchased with a Best Offer, the Best Offer must be accepted during the Earn Period, regardless of the initial offer date.   What From time to time eBay offers promotions to our customers. The promotions vary and sometimes include coupons, extra eBay Bucks, and other incentives for buyers. <a name="receive"></a>How to receive promotions To receive <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1652#promoinv" target="\_blank">promotions</a>, you need to edit your preferences in My eBay. Details on buyer promotions Internal Information <ul> <li>Promotions vary and not all customers receive them. If you are speaking with a buyer, please refer to information about <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=PROMO2306&viewlocale=en\_US" target="\_blank">eBay Bucks campaigns</a> or about <a href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=PROMO1931&viewlocale=en\_US" target="\_blank">buyer promotions and coupon campaigns</a>.</li> </ul>

Why have certain buyers not been invited to any recent promotions? Internal Information There is a chance that some accounts have been part of a control group or holdout group of accounts. These groups weren't included in buying promotions to allow for analysis on how promotions trigger buying activity on the site. These groups are typically very small, so we should have very few contacts about this; but it is possible. <ol> <li>Follow the troubleshooting and opt-in for marketing campaigns as outlined in other areas of this article.</li> <li>Escalate through your team leader or manager to the Buy/Sell Service Design contact the user ID of the account(s).<br> They can confirm with marketing if an account is or is not part of a holdout group.</li> <li>We should not discuss holdout groups with the member.<br> We can advise the member that we can escalate to see if they are showing opted-in, or to be opted-in.</li> <li>Service design should be able to confirm if they are part of the holdout

group.<br> If they are part of the group, they may be able to safelist the account to receive future buying promotions.</li> </ol> What Customers who come to eBay directly from the web may be unaware when we have a sitewide coupon campaign that's active. To expand the reach of these campaigns, we promote any active sitewide campaigns to these potential new or reactivated eBay buyers. They may never have previously registered but they can enjoy the savings the active coupon offers. How to get these offers There is no registration or subscription required for sitewide coupons. If a customer is searching and browsing eBay inventory and there is an active sitewide coupon available for the product category and/or item, they will see any active offers and can apply the savings to their purchase immediately. This may be especially helpful if a customer comes directly from a search engine (such as Google) to a product or item listed on eBay. They might not see a banner that we have placed on our <a href="https://www.ebay.com/" target="\_blank">eBay</a> landing page, our <a href="https://www.ebay.com/coupons" target="\_blank">eBay Coupons</a> page, or on the eBay app. Note: An exception is that if a customer is using their browser or search engine's <em>privacy settings</em>, they will not see the offers. For example, Google Chrome offers Incognito mode. If a customer is using that browser feature, eBay will not offer the discount. This applies only to mobile web (mWeb) and desktop. In the app, there is no dependency on browser or search engine privacy settings. It's important to know that customers will not see offers that do not apply to the item they are searching and browsing. They will not see offers that have expired. Customers can dismiss the offer and, if they return after an hour on the same device, eBay will make the same offer again <em>but only if the sitewide coupon is still valid and active</em>. If the customer selects the offer, we display the offer details and provide them with the option to apply the offer. They can still dismiss the offer if they choose. By tapping the offer code, the coupon is automatically copied and saved so that the customer can apply it at checkout. Terms and conditions are available to the customer when they select See Details. This page is available for each sitewide coupon campaigns and will explain all of the exclusions, restrictions and other details associated with the campaign.   Examples



[<a href="https://cskb.qa.ebay.com/library/EBAY/1099\\_GUIDE/mWeb\\_example.png" target="\\_top"></a>](https://cskb.qa.ebay.com/library/EBAY/1099_GUIDE/mWeb_example.png)

[<a href="https://cskb.qa.ebay.com/library/EBAY/1099\\_GUIDE/dWeb\\_example.png" target="\\_top"></a>](https://cskb.qa.ebay.com/library/EBAY/1099_GUIDE/dWeb_example.png) eBay

app for iOS <a href="https://cskb.qa.ebay.com/library/EBAY/1099\_GUIDE/iOS\_example.png" target="\_top"></a>

eBay app for Android <a href="https://cskb.qa.ebay.com/library/EBAY/1099\_GUIDE/Android\_example.png" target="\_top"></a>

&nbsp; &nbsp; </h2><h2>GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE <ul>

<li><a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1099&ViewLocale=en\_US#tabs-2">Coupons</a></li>

<a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1099&ViewLocale=en\_US#tabs-1">eBay Bucks</a></li>

<a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1099&ViewLocale=en\_US#tabs-3">Buyer promotions</a></li>

<a href="https://cskb.qa.ebay.com/cskbapp/art?page\_content&id=GUIDE1099&ViewLocale=en\_US#tabs-4">Vouchers</a></li> </ul> <hr> Redeeming your coupon Read all the terms and conditions before purchasing an item to be sure that it meets the coupon requirements. To redeem your coupon: <ol> <li>Purchase the item. Be sure to have your coupon code ready before paying for an item because you can't apply it after you pay.</li>

[Proceed to checkout.](#) [On the Review your Purchase page, look for the Redemption Code box.](#) [Enter your coupon redemption code or check the box if the coupon is displayed, and select Apply.](#) [Pay the remaining balance using a valid payment method.](#)

[Accessing your coupon code](#) When you are granted a coupon, you should receive a reminder in your Buying Reminders on My eBay. If you can't find the coupon there, here are two other ways to locate your coupons:

- [Hover your cursor over My eBay.](#) At the bottom of the list you should see Coupon (under Messages). [Click here to go to your coupon.](#)
- [Go directly to your My eBay and scroll down to the bottom of your screen to the Coupons bar.](#) The Coupons bar appears only when you have coupons to redeem.

[Canada-specific info](#) You can follow the same instructions if you are registered on the eBay Canada site ([cafr.ebay.ca](http://cafr.ebay.ca) or [ebay.ca](http://ebay.ca)). However, you must sign into the eBay US site ([ebay.com](http://ebay.com)). Your coupons [do](#) work on the eBay Canada site. You just need to go the eBay US site to access the code.

[Checking eBay Bucks certificates](#) To check your eBay Bucks certificates:

- [Go to My eBay.](#)
- [Go to the Activity tab, under the Buying heading click eBay Bucks.](#)

[Redeeming eBay Bucks certificates](#) eBay Bucks are awarded to buyers every 3 months (calendar quarterly). The member has 30 days to redeem their eBay Bucks Certificate issued in April 2021. Any eBay Bucks earned starting April 1st, 2021 (certificates issued in or after July 2021) will be valid for 12 months. Members should see their eBay Bucks certificate for specific dates. Unredeemed eBay Bucks certificates will expire after the end of the expiration period. To redeem your eBay Bucks certificate:

- [Sign in to eBay with the username you used to sign up for eBay Bucks.](#)
- [Start shopping.](#)
- [Pay for your item](#) before the expiration date on your eBay Bucks certificate. During checkout, your available eBay Bucks certificate appears next to the item subtotal.
- [Check the box to use your eBay Bucks.](#) This box is empty by default. You need to select it to ensure your eBay Bucks are used.

In some cases, the eBay Bucks certificate doesn't appear during check out. If you know you have an eBay Bucks certificate

available, you can still redeem it manually: 


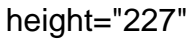
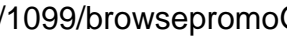

- Get your certificate code from the eBay Bucks section of your My eBay.
- Continue to eBay checkout to make your purchase.
- Enter your code on the coupons, gift cards, or certificates promotional box at the bottom of the page.
- Click Apply.

 Leaving the eBay Bucks program If you wish to leave the eBay Bucks program you can do this from your My eBay. 

- Go to the Activity tab, under Buy, and click eBay Bucks.
- Click the Unenroll from eBay Bucks link at the bottom of the page.

 Opting into the eBay Bucks program 

- Self enrollment into eBay Bucks program is currently closed.
- You can check out the full [FAQs](http://pages.ebay.com/rewards/faq.html) for more eBay Bucks program details.
  - Details for Buyer Promotions Internal Information
  - Promotions vary and not all customers receive them. If you are speaking with a buyer about a promotion they received or would like to receive, you can find the details by [https://cskb.qa.ebay.com/csKBapp/browse?categoryId=BUYER\\_PROMOTION&channelId=PROMOTIONS&level=2&catchain=%7CPROMOTION\\_TYPE&catchain=|PROMOTION\\_TYPE|BUYER\\_PROMOTION](https://cskb.qa.ebay.com/csKBapp/browse?categoryId=BUYER_PROMOTION&channelId=PROMOTIONS&level=2&catchain=%7CPROMOTION_TYPE&catchain=|PROMOTION_TYPE|BUYER_PROMOTION) in the CSKB, and filtering to see Buyer Promotions.

    Tip: If the customer is mentioning a specific promotion for a specific date, switch to the Calendar View to view the promotion and its duration. 

- Viewing your vouchers
- In the top right of any eBay page, click on My eBay and from the drop down menu, click on Summary.
- In the menu on the left hand side, click on Didn't Win.
- Scroll to the Vouchers section which shows the vouchers on the account.

## GUIDE.TIPS\_FOR\_MEMBERS

### A list of possible coupon, Bucks, and gift certificate decline reasons for teammates

 Use this searchable table to troubleshoot coupon, Bucks, and gift certificate issues and to provide more

real-time assistance rather than filing a TIP or BUG report. The info in this table applies to all the items where a buyer may input a code during checkout and then select Apply. This is not a checkout error, this is a coupon, Bucks, or gift certificate promotion code message that occurs after the code is entered and the buyer selects Apply. This is before they select Confirm and pay. Note: This table is especially useful to teammates during holiday campaigns such as Black Friday, Cyber Monday, and the like.

Customer-facing message	Planned future enhancements	Displayed when	Applies to	Error message	Troubleshooting, messaging	Courtesy coupon?
Looks like that's the wrong code. Please double-check and try again.				The applied code does not exist in the system. User can try entering code again.	All incentives	OFFER_NOT_FOUND
Check spelling, verify that code matches a campaign that we have documented. If we can't find it, where did they see it?				The code doesn't exist in the system. User can try entering code again.	All incentives	INVALID_INCENTIVE_CODE
Check spelling, verify that code matches a campaign that we have documented. If we can't find it, where did they see it?				Maybe - if we can see on eBay that it should be valid and all terms & conditions. Eligibility requirements are met		
Looks like this code isn't ready yet. Please try again later.				Looks like this code isn't ready yet. You can use this code starting on <date>.		
The offer has not been activated yet. User should try again later.				Coupons	eBay Bucks	Nectar

<td>OFFER\_NOT\_ACTIVE</td> <td>Member needs to wait to use until campaign is live. Check terms & conditions to see when it begins.</td> <td>No</td> </tr>  
<tr> <td>Looks like this code isn't ready yet. Please try again later.</td>  
<td>[BEFORE DATE RANGE] Looks like this code isn't ready yet. You can use this code starting on <date>.<br> [AFTER DATE RANGE] This code has expired.</td>  
<td>Transaction date is not within approved range. No action required from buyer, the system won't apply code to the order.</td> <td>All incentives</td>  
<td>TRANSACTION\_DATE\_NOT\_ALLOWED</td> <td>Member needs to wait to use until campaign is live. Check terms & conditions to see when it begins.</td>  
<td>No</td> </tr> <tr> <td>This code cant be applied to your order.</td> <td> </td> <td>API error, invalid input data value. Temporary in most cases. User can either try again later or remove incentive to complete checkout.</td>  
<td>All incentives</td> <td>INVALID\_INPUT\_DATA</td> <td>Verify it is a live campaign and all terms & conditions are met, but member may need to simply wait and try again.</td> <td>Maybe - if we can see on eBay that it should be valid and all terms & conditions. Eligibility requirements are met</td> </tr> <tr> <td>This code cant be applied to your order.</td> <td> </td> <td>API error, mismatch between input parameters. Temporary in most cases. User can either try again later or remove incentive to complete checkout.</td> <td>All incentives</td>  
<td>INPUT\_PARAMS\_MISMATCH</td> <td>Verify it is a live campaign and all terms & conditions are met, but member may need to simply wait and try again.</td> <td>Maybe - if we can see on eBay that it should be valid and all terms & conditions. Eligibility requirements are met</td> </tr> <tr> <td>This code cant be applied to your order.</td> <td> </td> <td>Offer cannot be applied - mismatch in attributes. No action required from buyer, the system won't apply code to the order.</td>  
<td>All incentives</td> <td>ATTRIBUTE\_MISMATCH<br>

CHECKOUT\_SITE\_NOT\_ALLOWED&lt;br&gt;

REGISTRATION\_COUNTRY\_NOT\_ALLOWED&lt;br&gt; INCENTIVE\_NOT\_APPLIED&lt;br&gt;

MIXED\_INCENTIVE&lt;/td&gt; &lt;td&gt;Verify it is a live campaign and all terms & conditions are met - checkout site or registration site not allowed or otherwise not eligible per terms & conditions&lt;/td&gt; &lt;td&gt;No&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;This code cant be applied to your order.&lt;/td&gt; &lt;td&gt;&nbsp;&lt;/td&gt; &lt;td&gt;API is not loading, temporary in most

cases. User can either try again later or remove incentive to complete checkout.&lt;/td&gt; &lt;td&gt;All incentives&lt;/td&gt; &lt;td&gt;MISSING\_REQUIRED\_FIELD&lt;/td&gt; &lt;td&gt;Verify it is a live campaign and all terms & conditions are met, but member may need to simply wait and try again.&lt;/td&gt; &lt;td&gt;Maybe - if we can see on eBay that it should be valid and all terms

& conditions. Eligibility requirements are met&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;This code can't be applied to some of your items.&lt;/td&gt; &lt;td&gt;&nbsp;&lt;/td&gt; &lt;td&gt;The code cannot be applied to any of the items in the order. No action required from buyer, the system won't apply code to the order.&lt;/td&gt; &lt;td&gt;All incentives&lt;/td&gt;

&lt;td&gt;ITEM\_NOT\_ELIGIBLE\_DISCOUNT&lt;/td&gt; &lt;td align="center"&gt;Message indicates code will not be applied to some items, due to item eligibility - possibly ineligible due to seller (not included in the campaign), ineligible category, or otherwise not eligible per terms & conditions&lt;/td&gt; &lt;td&gt;No&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;This code can't be applied to

some of your items.&lt;/td&gt; &lt;td&gt;This code can't be applied to the following items: &lt;itemName1&gt;, &lt;itemName2&gt;.&lt;/td&gt; &lt;td&gt;Some items in order don't allow applied incentive. No action required from buyer, the system won't apply code to the order.&lt;/td&gt; &lt;td&gt;All incentives&lt;/td&gt; &lt;td&gt;DISCOUNT\_CALCULATION\_ERROR&lt;/td&gt; &lt;td

align="center"&gt;Message indicates code will not be applied to some items, due to item eligibility - possibly ineligible due to seller (not included in the campaign), ineligible category, or otherwise not eligible per terms & conditions&lt;/td&gt; &lt;td&gt;No&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;This code can't be applied to some of your items.&lt;/td&gt; &lt;td&gt;This code can't be

applied to the following items: &lt;itemName1&gt;, &lt;itemName2&gt;.&lt;/td&gt; &lt;td&gt;Incentive is only redeemable with specific sellers. No action required from buyer, the system won't apply code to the order.&lt;/td&gt; &lt;td&gt;All incentives&lt;/td&gt; &lt;td&gt;SELLER\_NOT\_ALLOWED&lt;/td&gt; &lt;td align="center"&gt;Message indicates code will not be applied to some items, due to item eligibility - possibly ineligible due to seller (not included in the campaign), ineligible category, or otherwise not eligible per terms & conditions&lt;/td&gt; &lt;td&gt;No&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;This code can't be applied to some of your items.&lt;/td&gt; &lt;td&gt;This code can't be applied to the following items: &lt;itemName1&gt;, &lt;itemName2&gt;.&lt;/td&gt; &lt;td&gt;Item is not within authorized category. No action required from buyer, the system won't apply code to the order.&lt;/td&gt; &lt;td&gt;All incentives&lt;/td&gt; &lt;td&gt;ITEM\_CATEGORY\_NOT\_ALLOWED&lt;/td&gt; &lt;td align="center"&gt;Message indicates code will not be applied to some items, due to item eligibility - possibly ineligible due to seller (not included in the campaign), ineligible category, or otherwise not eligible per terms & conditions&lt;/td&gt; &lt;td&gt;No&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;This code can't be applied to some of your items.&lt;/td&gt; &lt;td&gt;This code can't be applied to the following items: &lt;itemName1&gt;, &lt;itemName2&gt;.&lt;/td&gt; &lt;td&gt;Item is not within authorized item ID. No action required from buyer, the system won't apply code to the order.&lt;/td&gt; &lt;td&gt;All incentives&lt;/td&gt; &lt;td&gt;ITEM\_ID\_NOT\_ALLOWED&lt;/td&gt; &lt;td align="center"&gt;Message indicates code will not be applied to some items, due to item eligibility - possibly ineligible due to seller (not included in the campaign), ineligible category, or otherwise not eligible per terms & conditions&lt;/td&gt; &lt;td&gt;No&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;This code can't be applied. It's linked to a different account.&lt;/td&gt; &lt;td&gt;&nbsp;&lt;/td&gt; &lt;td&gt;Incentive has already been applied to another account. No action required from buyer, the system won't apply code to the order.&lt;/td&gt; &lt;td&gt;All incentives&lt;/td&gt; &lt;td&gt;BUYER\_NOT\_ALLOWED&lt;/td&gt; &lt;td&gt;Some code are tethered specifically to an account, or accounts - this coed is not associated to this account and cannot be used.&lt;/td&gt; &lt;td&gt;No&lt;/td&gt; &lt;/tr&gt; &lt;/tr&gt;

<td>This code can't be applied. You can only apply it to domestic shipments.</td>  
<td> </td> <td>Redemption code is only applicable to domestic shipping. No  
action required from buyer, the system won't apply code to the order.</td> <td>All  
incentives</td>

<td>SHIPPING\_NOT\_ALLOWED\_DOMESTIC</td>  
<td>Message is specific and outlines that only domestic shipments are eligible</td>  
<td>No</td> </tr> <tr> <td>This code can't be applied. You can only apply it  
to international shipments.</td> <td> </td> <td>Redemption code is only  
applicable to international shipping. No action required from buyer, the system won't apply code to  
the order.</td> <td>All incentives</td>

<td>SHIPPING\_NOT\_ALLOWED\_INTERNATIONAL</td> <td>Message is specific  
and outlines that only international shipments are eligible. </td> <td>No</td>  
</tr> <tr> <td>This code can't be applied. You can only use it on a mobile  
device.</td> <td> </td> <td>Redemption code can only be used when  
checking out on mobile web or eBay app. No action required from buyer, the system won't apply  
code to the order.</td> <td>All incentives</td> <td> </td>

<td>Member is trying to use this code on something other than a mobile device, try again on  
mobile</td> <td>No</td> </tr> <tr> <td>This code can't be applied. You  
can only use it on the eBay app. </td> <td> </td> <td>Redemption  
code can only be used when checking out on eBay app. No action required from buyer, the system  
won't apply code to the order.</td> <td>All incentives</td> <td> </td>

<td>Code must be applied while using the mobile app, will not work on a computer or in mobile  
web (browser on a mobile device)</td> <td>No</td> </tr> <tr> <td>This  
code can't be applied. You can only use it via:<br> computer browser<br> tablet  
browser<br> mobile browser<br> eBay app for iPad<br> eBay app for  
iPhone<br> eBay app for Android<br> eBay app for Windows Mobile<br> eBay  
Moto app for iPhone<br> eBay Fashion app for iPhone<br> Watch with eBay app for

<td> </td> <td>Redemption  
code can only be used when checking out on eBay app. No action required from buyer, the system  
won't apply code to the order.</td> <td>All incentives</td> <td> </td>

<td>Code must be applied while using the mobile app, will not work on a computer or in mobile  
web (browser on a mobile device)</td> <td>No</td> </tr> <tr> <td>This  
code can't be applied. You can only use it via:<br> computer browser<br> tablet  
browser<br> mobile browser<br> eBay app for iPad<br> eBay app for  
iPhone<br> eBay app for Android<br> eBay app for Windows Mobile<br> eBay  
Moto app for iPhone<br> eBay Fashion app for iPhone<br> Watch with eBay app for

<td> </td> <td>Redemption  
code can only be used when checking out on eBay app. No action required from buyer, the system  
won't apply code to the order.</td> <td>All incentives</td> <td> </td>



iPad

	Incentive only able to be redeemed in a specific application. Buyer can switch to that application to apply, or remove and complete checkout without incentive.	All incentives
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ORDER_APPID_MISMATCH	Specific message adjusted to identify the only place the member will be able to apply the code	No
	This code can't be used with the payment option you selected.	
	This code can't be used when you pay with	paymentOption
	Redemption code is only applicable when you pay with specified payment method	All incentives

PAYMENT_METHOD_NOT_ALLOWED	Member must follow the eligible payment method per terms & conditions	No
	This code can't be used with the shipping option you selected.	
	This code can't be used when you ship with	shipmentOption
	Redemption code is only applicable to specified shipping method	All incentives
SHIPPING_NOT_ALLOWED	Member must follow the eligible shipping option per terms & conditions	No
	This code has expired.	
	The offer is already expired. No action required from buyer, the system won't apply code to the order.	
Coupons	eBay Bucks	Nectar

OFFER_EXPIRED	Code has expired/ended and no longer able to be used	No
	Unfortunately, this code no longer works. Please continue with your order	
OFFER_CANNOT_BE_USED	Code has expired/ended and no longer able to be used	No
	We can't apply this code because it doesn't work with this currency.	

&td&gt;Transaction does not use an approved currency. No action required from buyer, the system won't apply code to the order.&td&gt; &td&gt;All incentives&td&gt;  
&td&gt;TRANSACTION\_CURRENCY\_NOT\_ALLOWED&td&gt; &td&gt;Code will not work with currency&td&gt; &td&gt;No&td&gt; &td&gt;&td&gt; &td&gt;We can't apply this code until you reach the minimum order total.&td&gt; &td&gt;We can't apply this code, you still need to spend &amountNeededToReachMinimum&td&gt; to reach the minimum order total.&td&gt;  
&td&gt;The minimum subtotal amount is not met. No action required from buyer, the system won't apply code to the order.&td&gt; &td&gt;All incentives&td&gt;  
&td&gt;SUBTOTAL\_NOT\_ALLOWED&td&gt; &td&gt;Typically applies when there is a minimum order amount to become eligible, member needs to meet that minimum amount&td&gt;  
&td&gt;No&td&gt; &td&gt;&td&gt; &td&gt;We can't apply this code until you reach the minimum order total.&td&gt; &td&gt;We can't apply this code, you still need to spend &amountNeededToReachMinimum&td&gt; to reach the minimum order total.&td&gt; &td&gt;Item amount is not within allowed range.&td&gt; &td&gt;All incentives&td&gt;  
&td&gt;ITEM\_PRICE\_NOT\_ALLOWED&td&gt; &td&gt;Typically applies when there is a minimum order amount to become eligible, member needs to meet that minimum amount&td&gt;  
&td&gt;No&td&gt; &td&gt;&td&gt; &td&gt;We can't apply this code until you reach the minimum order total.&td&gt; &td&gt;We can't apply this code, you still need to spend &amountNeededToReachMinimum&td&gt; to reach the minimum order total.&td&gt; &td&gt;Total transaction amount is not within allowed range. No action required from buyer, the system won't apply code to the order.&td&gt; &td&gt;All incentives&td&gt;  
&td&gt;TRANSACTION\_AMOUNT\_NOT\_ALLOWED&td&gt; &td&gt;Typically applies when there is a minimum order amount to become eligible, member needs to meet that minimum amount&td&gt; &td&gt;No&td&gt; &td&gt;&td&gt; &td&gt;We ran into a problem. Please try again later.&td&gt; &td&gt;&nbsp;&td&gt; &td&gt;Server error encountered. Temporary in most cases. User can either try again later or remove incentive to complete checkout.&td&gt;

<td>All incentives</td> <td>SERVER\_ERROR</td> <td>This is an actual eBay issue and may require a TIP/BUG ticket</td> <td>Maybe - if we can see on eBay that it should be valid and all terms & conditions. Eligibility requirements are met</td>

</tr> </tr> <td>We ran into a problem. Please try again later.</td>

<td> </td> <td>Error on the PIE server side. User should try again later.</td> <td>All incentives</td> <td>PIE\_SERVICE\_ERROR</td>

<td>This is an actual eBay issue and may require a TIP/BUG ticket</td> <td>Maybe - if we can see on eBay that it should be valid and all terms & conditions. Eligibility requirements are met</td> </tr> </tr> <td>We ran into a problem. Please try again later.</td> <td> </td> <td>PIE server is down. User should try again later.</td> <td>All incentives</td> <td>PIE\_SERVICE\_DOWN</td>

<td>This is an actual eBay issue and may require a TIP/BUG ticket</td> <td>Maybe - if we can see on eBay that it should be valid and all terms & conditions. Eligibility requirements are met</td> </tr> </tr> <td>We ran into a problem. Please try again later.</td> <td> </td> <td>There is no more funds left for the campaign. User should try again later.</td> <td>All incentives</td>

<td>CAMPAIGN\_OUT\_BUDGET</td> <td>This is an actual eBay issue and may require a TIP/BUG ticket</td> <td>Maybe - if we can see on eBay that it should be valid and all terms & conditions. Eligibility requirements are met</td> </tr> </tr>

<td>You already applied this code to an order.</td> <td> </td>

<td>Redemption code has been used up to the issuance/usage limit.</td>

<td> </td> <td>OFFER\_REDEEMED</td> <td>Member already used this code the maximum times it can be used</td> <td>No</td> </tr> </tr>

<td>You can only apply one coupon code to this purchase.</td> <td> </td>

<td>Cannot apply multiple coupons on the same order. No action required from buyer, the system won't apply code to the order.</td> <td>Coupons</td>

<td>INCENTIVE_CANNOT_STACK</td>	<td>Message is clear, buyer cannot apply multiple coupons to the same order</td>
<td>No</td>	</tr>
<td>You can only apply one coupon code to this purchase.</td>	<td>&nbsp;</td>
<td>User tries to apply coupon code, but other conflicting incentives have already been applied to the order. No action required from buyer, the system won't apply code to the order.</td>	<td>Coupons</td>
<td>INCENTIVE_CANNOT_STACK</td>	<td>Message is clear, member already applied an incentive and cannot add more</td>
<td>No</td>	</tr>
<td>You can't apply this code. A different code already covers the total order amount.</td>	<td>&nbsp;</td>
<td>&nbsp;</td>	<td>&nbsp;</td>
<td>All incentives</td>	<td>REDEMPTION_AMOUNT_ALREADY_COVERED</td>
<td>Message is clear, total order amount will not go less than zero</td>	<td>No</td>
<td>No</td>	</tr>
<td>You can't redeem coupons from other countries.</td>	<td>&nbsp;</td>
<td>Redemption code can only be used if user belongs to the particular country or site as defined in the campaign</td>	<td>Coupons</td>
<td>&nbsp;</td>	<td>Message is clear, member account is simply not eligible because the incentive applies to a different country</td>
<td>No</td>	</tr>
<td>You can't redeem gift cards from other countries.</td>	<td>&nbsp;</td>
<td>&nbsp;</td>	<td>Offer cannot be applied, based on the location of the current site. No action required from buyer, the system won't apply code to the order.</td>
<td>Gift cards</td>	<td>SITE_NOT_ALLOWED</td>
<td>Message is clear, gift card can only be used in country it was created for (this situation should be very rare)</td>	<td>No</td>