

## Business policies

**GUIDE.SUMMARY** What Business policies allow you to define your shipping, payment, and return policies once and apply them to your listings every time you sell with just a few clicks. You can set the policies you use most often as your default, and then create different policies for different situations. Business policies also provide one central location for updating your policies; if you want to change your return policy, make the change once and it will automatically be updated on each listing linked to that policy. Note: automatic updates will not be applied to auction-style listings where bids have already been placed, auction-style listings with less than 12 hours remaining, or fixed price format listings with an unanswered Best Offer.

**GUIDE.TALKING\_POINTS** How do I get started

with business policies? Once you [https://cskb.qa.ebay.com/cskbapp/art?page\\_content&id=GUIDE1405&ViewLocale=en\\_US#&opt-in](https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1405&ViewLocale=en_US#&opt-in), you can set up your own set of default policies on the Manage business policies page. When you list an item, your default policy will be pre-selected and you can choose to list using this default policy, select another existing policy, or create a new policy as needed.

How do I manage my business policies?

Use the central <http://www.bizpolicy.ebay.com/businesspolicy/manage> Manage business policies page to:

- Create policy from scratch
- Copy an existing policy
- Edit existing policies
- Set default policies
- Delete a policy, if there are no live listings or templates associated with that policy
- Reassign listings to a different policy

While there is no limit to the number of business policies you can have, we strongly recommend that you try to keep the number of policies low so its easier to maintain them. Also, we encourage you to periodically review your existing policies and consolidate them whenever

possible, to keep listing quick and easy.

- To view [which](#) of your listings each of your business policies apply to, you have to be opted in to Seller Hub. The right-hand column in the Manage Business Policies table shows the number of active listings associated with each policy.
- Note that the column that indicates the number of listings that have a policy applied to it is only updated once every 24 hours.
- Clicking on that number will open the Listings tab in Seller Hub showing the listings associated with that policy.
- For some sellers, clicking to view the active listings associated with a business policy will not work, and a list of all active listings will be shown instead. This is because of a limitation in the new Listings Tab experience. In this case, Teammates can contact DL-eBay-SH-Listings-NextGen *\*Internal only DL\** with the sellers ID and site and a request to opt them out of the new Listings experience. (Opted out sellers will see an older version of the Listings tab which does not support filtering by business policy.)
- Reminder *\*The DL is INTERNAL ONLY. Do not give it out to customers\**
- For regions where Seller Hub is not available, you have to be subscribed to Selling Manager or Selling Manager Pro. Once you are subscribed to one of these, there will be a triangle directly beside the number of listings that can be expanded to show View active listings.
- For more information see [this](https://www.ebay.com/help/selling/business-policies/business-policies?id=4212)

What kind of information can I manage with business policies?

- You can use business policies to specify information for shipping, payment, and returns, including the following details:
- Shipping Policies:
- Domestic shipping type
- Shipping services
- Shipping cost
- International shipping type
- International ship-to locations
- International shipping services
- International shipping cost
- Handling time
- Reason for extended handling time
- Apply domestic rate table option
- Exclude ship-to

location</li> <li>Domestic shipping discounts</li> <li>International shipping discounts</li> <li>Shipping policy for vehicles listings</li></ul> </li>  
<li>Payment Policies: <ul> <li>Accepted payment methods</li> <li>PayPal address</li> <li>Additional checkout/payment instructions</li> <li>Payment policy for vehicles listings</li></ul> </li> <li>Return Policies: <ul> <li>Whether or not returns are accepted</li> <li>Timeframe ( 30-day free, 30-day buyer pays, 60-day free etc.)</li> <li>Refund method</li> <li>Whether you or the buyer pays for return shipping </li></ul> </li> </ul> I have a lot of business policies. Is there a way I can make them easier to manage? <ul> <li>Select Clean up policies on the <a href="https://www.bizpolicy.ebay.com/businesspolicy/manage" target="\_blank">Manage business policies page</a>. If you have any policies that aren't being used in active listings, or haven't been used recently, we'll remove them</li></ul>  
What selling tools have access to business policies? <ul> <li>Business policies are available in the following selling tools and on-site forms: <ul> <li>Sell Your Item form</li> <li>Revise Your Item form</li> <li>All Bulk Listing Management flows</li> <li>Turbo Lister</li> <li>File Exchange</li></ul> <li>Some third-party selling applications (please contact your third-party application provider for more information)</li></ul> </li> <li>What is a shipping cost override? <ul> <li>Shipping cost overrides help you save time by allowing you to use the same shipping policy in multiple listings, but apply a unique shipping cost to individual listings. <ul> <li>For example, let's say you tend to use economy shipping and so your shipping policy lists a cost of \$8.00. However, you want to list a guitar with a shipping cost of \$65.00. With shipping cost overrides, you can select your regular shipping policy and then edit the shipping cost just for that listing.</li></ul> <li>This feature allows you to avoid having to create multiple shipping policies where the only real difference between all of them is the shipping cost.</li></ul> <li>Please note the following: <ul> <li>Overrides only apply to flat cost

shipping (not calculated cost shipping).</li> </li> Overrides apply only to individual listings.</li> </li> If you select a different business policy for a listing after entering a shipping cost override, the override will be lost and you will need to apply it again.</li> </ul> </li> </ul> Why have policies appeared named Copy of, which I didn't create? </ul> </li> If you change your shipping, payment or return policy, we'll update all compatible listings associated with that policy to use your new terms. Any listings that are incompatible with your updated policy terms or are restricted from being revised will no longer have this updated policy applied to them. An automatically generated policy, beginning with "Copy of" will be applied to these incompatible listings. This "Copy of..." policy is a duplicate of your policy before your updates were made, so there will be no contractual changes between you and a buyer for these listings. </li> </ul> What is this "Self" authorization showing up in My eBay?<br> <br> What is this "eBay Business Policies Management 2" authorization showing up in My eBay? </ul> </li> These tokens (located at My eBay > Account > Site Preferences > Third Party Authorizations > Show) have been placed on each seller account to assist us in enabling the business policies functionality. Please allow the token to remain on your account; we will remove it when it is no longer needed.</li> </ul> I've been using Business Policies through desktop listing tools. How do I use it in the app? </ul> </li> As a Business Policies user, you will now see a new experience in the app, starting with 6.2 onwards. Always make sure to update your app to the latest version to ensure you have most up-to-date features. When listing an item in the app, you can select from the shipping, payment and return policies that you've already created. Shipping policies are in the Shipping module. Payment and Return policies are in the Preferences module separately. </li> </ul> Why don't I see all of my policies listed? </ul> </li> For simplicity, up to 26 of your most frequently used policies are shown for each type of policy in the selection screen, including your default policies. You can leverage the search bar to help narrow down what you're looking for. A newly created policy may not show in the app until it is linked to an active listing, and falls within your list of top 26 most frequently used policies. If the policy you'd like

to use is not showing in the app we recommend you add it to the listing through the desktop listing tool. We are working hard to get more robust functionality to BP on the app.

How do I update or create new Business Policies in the app?

In this first phase of BP in the app, there is only policy view and selection functionality. For now, sellers are encouraged to edit, create or delete your policies by going to My eBay > Account Settings, or directly through the desktop listing tool.

Why don't I see my policies when I try to list on a different marketplace?

Although opt-in to Business Policies is global, each marketplace requires its own set of business policies. For example, a US Business Policies user can only use policies created on ebay.com. If that same US seller wishes to list on ebay.de or ebay.ca, they must create policies on those specific sites in order to use them, so that the policies reflect the regional shipping options of that marketplace.

## GUIDE.INSTRUCTIONSSTEPS\_TO\_RESOLVE

Seller opts in to business policies

In Seller Hub, from the Listings Tab, click Business Policies in the left-hand navigation. This will direct to a page where the seller can opt in.

The seller can go directly to <https://www.bizpolicy.ebay.com/businesspolicy/policyoptin> to opt in.

Note: None of your live listings will be affected when you opt into business policies.

Internal Information

Teammates should not opt members into Business policies. Seller should opt in themselves.

Sellers with more than 500 system-generated policies in a region will not be able to opt in to Business Policies and will see this error message: Unfortunately, we cannot enable business policies for you right now. We are looking into the issue. You will be contacted once the issue has been resolved. If the seller wishes to opt in, GCX team leads can submit a request to Service Design with the seller account details to request for them to be manually opted in.

Seller is having difficulties with business policies

Have them clear their browser cookies