Guide to Enrollment in eBay Guaranteed Delivery

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Copyright Statement

Document Information

Version: 1.11

Date: August 2017

Company Information

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How does Guaranteed Delivery Work?

- Sellers can enable their buyers to receive a guaranteed delivery timeframe.
- Buyers will be able to search by delivery date using filters – to find 'Guaranteed by' items.
- Sellers will be able to make Guaranteed Delivery promises using new eBay tools.
- Sellers only need to guarantee what they are comfortable with – there are two options for this.
- Offering Guaranteed Delivery is OPTIONAL and free for sellers
- You do not have to guarantee all items – only those that can be delivered quickly.

Sellers have two options for Guaranteed Delivery. With either option, your listings show up to buyers as guaranteed:

1. Handling time option - Sellers guarantee same-day or one-day handling and use eBay labels. eBay determines and guarantees the delivery date.

2. Door-to-door option - Sellers choose to take full control over their guaranteed delivery dates, based on their ability to deliver to various regions and their carriers' service level by region.

PREREQUISITES

When enrolling in eBay Guaranteed Delivery (eGD) prerequisites must be met. Like all large new program roll-outs, eBay will launch in phases. The first group of eligible sellers have been selected but eBay will be rolling out the program to all sellers in a number of phases.

An easy way to see if you are eligible for eGD is to go to Account Settings > Site Preferences. Here in Site Preferences, eligible sellers will see a banner labeled "eBay Guaranteed Delivery Setting" which will typically be the 4th item in the list. If the eBay Guaranteed Delivery Setting is not present, than please patiently wait for eBay to roll out the next wave of enrollment to see if you qualify.
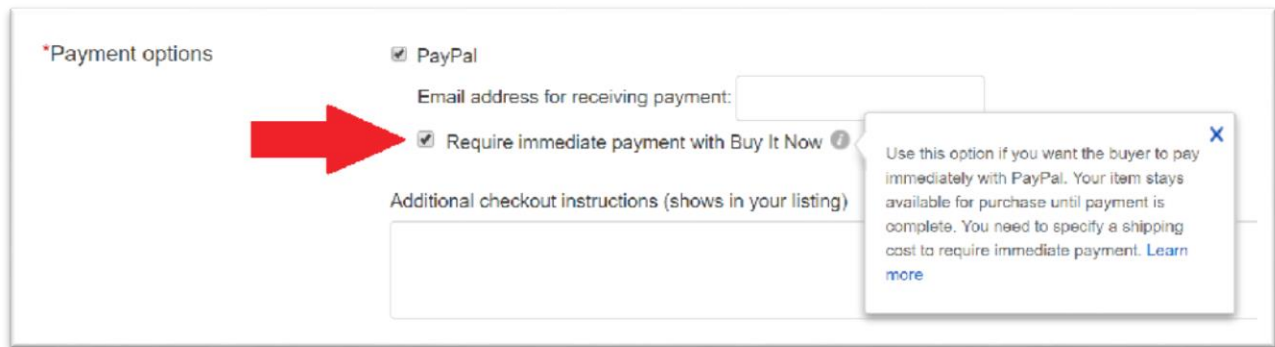
In addition to account qualifications, only certain listings will be eligible to be a part of the program. Below is a set of requirements:

Program Type	Criteria
DOOR-TO-DOOR	Listing must have a rate table associated, with at least one region selected with ship speed
	Listing must accept returns
	Listing must contain item location zip code
	Listing cannot list "flat rate freight" as shipping option
	Listing must require "immediate pay" and cannot be an auction listing
	Shipping must be a "flat rate" (No calculated shipping)

Immediate Payment

Immediate payment is required in order to guarantee delivery dates. For information about immediate payment click here or visit https://pages.ebay.com/help/pay/require-immediate-payment.html#requirements. In order to add immediate payment to your listing:

1. **Create/Edit a listing**- Listings must be a fixed-price format.
2. **Click checkbox titled "Require immediate payment with Buy It Now"**- This can be found in the "Selling details" section under the heading "Payment options".
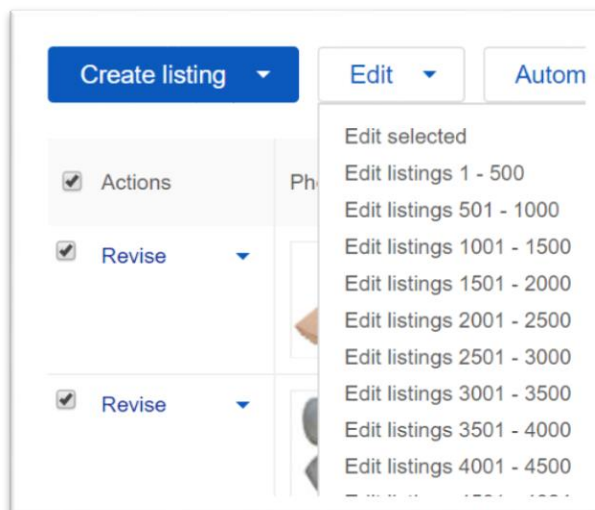
3. **Click Save**- Save and close listing.

Requiring immediate payment can also be done for multiple listings using the Bulk Editing tool by:

1. **Select listings to edit**- This can be done using Seller Hub, Listing Manager, etc. At least 2 listings need to be selected in order to launch the Bulk Editing tool. For instructional purposes, all images use the Seller Hub.
2. **Click "Edit"**- from the dropdown menu, select which listings to edit. This will launch the Bulk Editing tool.

3. **Select the listings to edit**- In the bulk editing tool select the listing to apply changes to.
4. **Click "Edit fields"**
5. **Select "Payment information"**
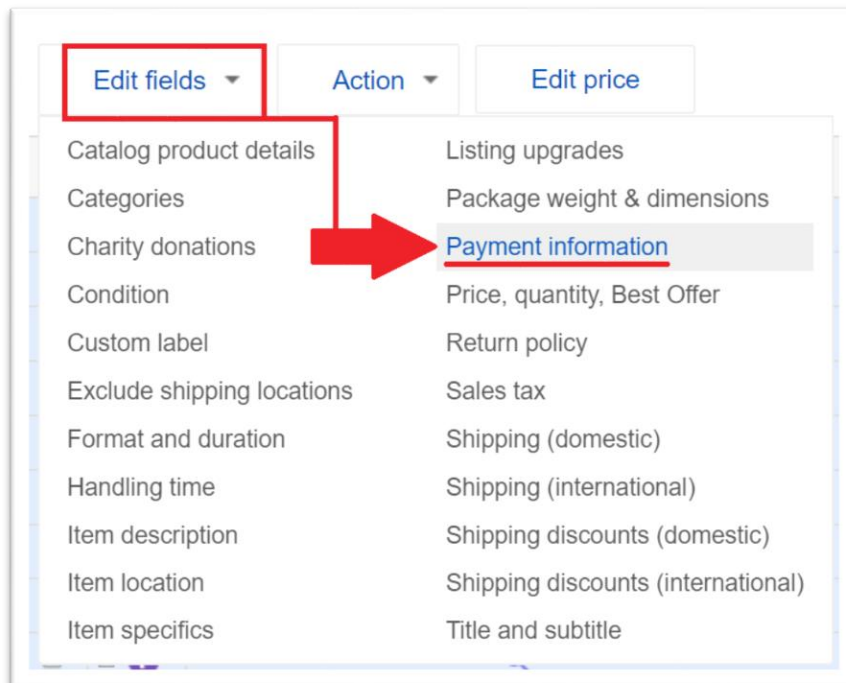
6. **Select "Add to all" from the dropdown menu**- The dropdown menu will be located next to the title "Require immediate payment with Buy It Now".
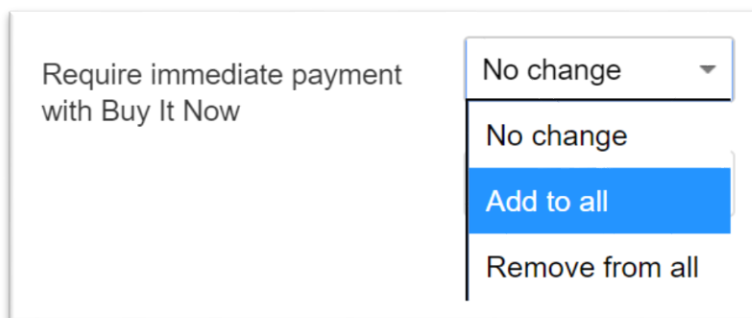

7. **Save changes**
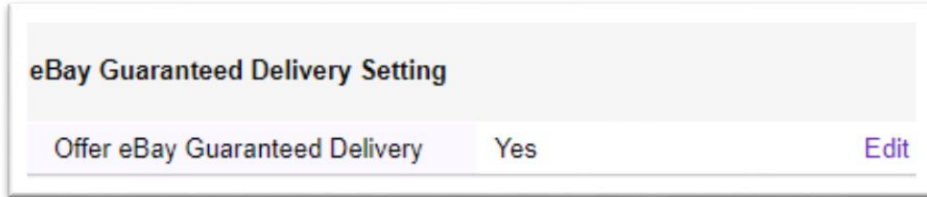
Opting into Guaranteed Delivery

When selecting which program is a better fit for your account, it is important to remember that in order to participate in the Handling Time option you MUST use eBay shipping labels or use one of eBay's shipping label partners. Information about eBay's label partners can be found by clicking here. For information on the benefits of each program, please visit ebay.com/guaranteeddelivery.

When opting into eGD, both Handling Time (HT) and Door-to-door (D2D) sellers will follow the same process. These settings can be adjusted by following:
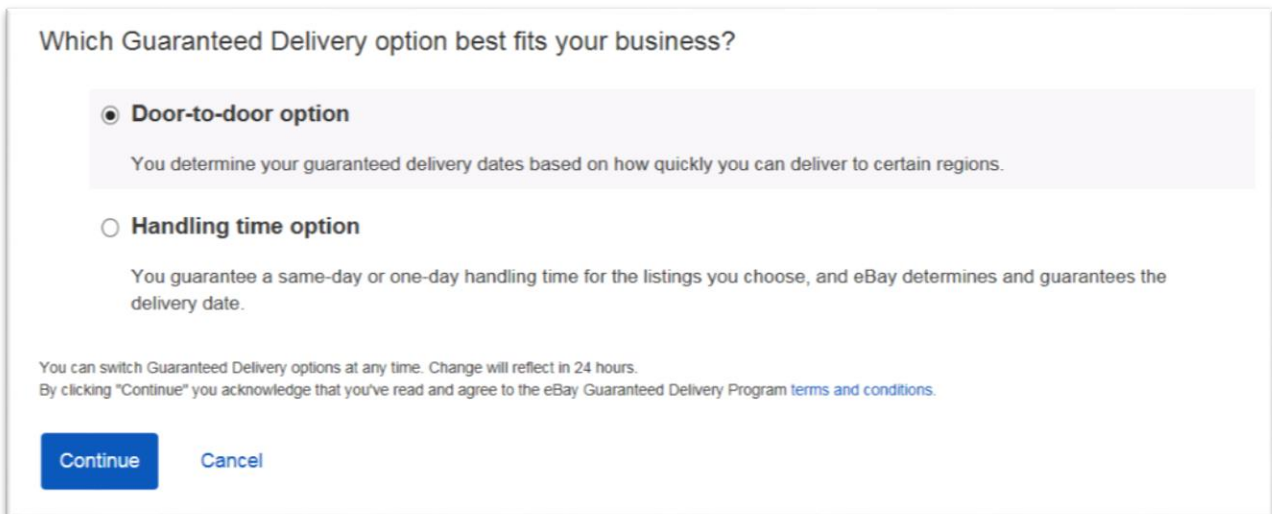
1. **Open Account Settings**- Easy access can be found by hovering over the user name at the top left hand corner of any eBay page.
2. **Click Site Preferences**
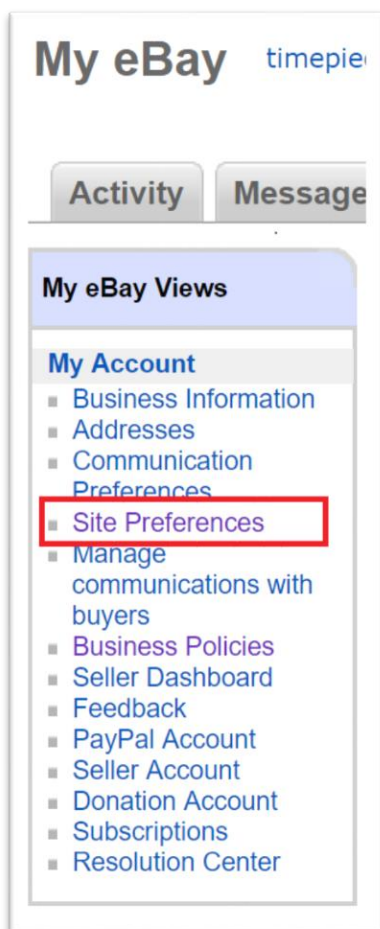
3. **Find the eBay Guaranteed Delivery Setting. Click "Edit"-** This is typically the fourth
   item on the list but may be located elsewhere. If you do not see eBay Guaranteed
   Deliver Setting than you may be currently ineligible. Please visit
   ebay.com/guaranteeddelivery for more information.

4. **Select which Guaranteed Delivery option best fits your business and click "Continue"**.
   *Please note that participation in Handling Time requires you to use eBay Shipping Labels
   on all items that have guaranteed delivery.*

This will enable Guaranteed Delivery as a feature on your account however, listings will NOT be
guaranteed until additional steps are taken. For Handling Time users please see the section
titled Adjusting Handling Time. For Door-to-door users please see the sections titled Creating a
Rate Table and Linking the Rate Table with Listings for additional information. Also, opting out
of eGD is available at any time.

Creating a Rate Table (D2D Sellers)

Rate Tables contain the information concerning which regions can expect a given guaranteed delivery date as well as specific shipping costs. A short informational video on creating rate tables can be found by clicking here. Accessing rate tables can be done by going to ebay.com/ratetable or by following these steps:

1. **Open Account Settings**- Easy access can be found by hovering on your user name at the top left hand corner of any eBay page.
2. **Click Site Preferences**
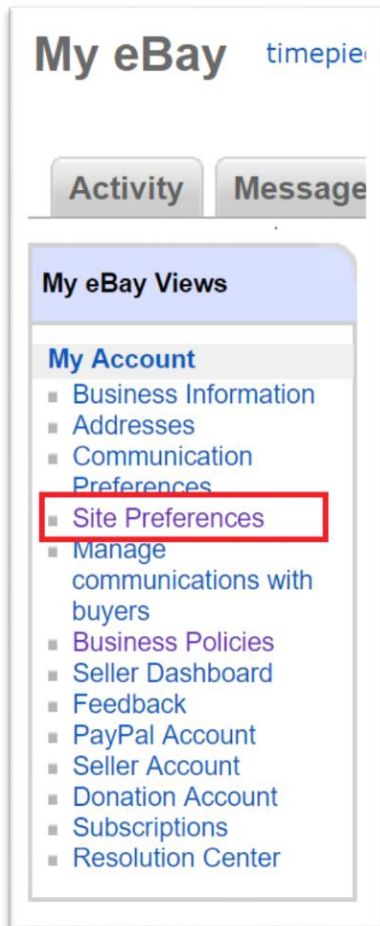
3. **Find the Shipping Preferences Setting. Click "Show"**- This will open shipping preference where you will find "Use shipping rate tables" approximately midway down the list.
4. **Click "Edit" in the "Use shipping rate tables" section**- Clicking here will launch eBay's shipping rate tables page.

The Shipping Rate Tables page contains a lot of important information. When creating a new rate table it is important to understand the difference between the 3 types of rate tables.

a) **Item**- Specify the flat rate shipping cost that buyers in these regions or states will pay.
b) **Weight**- When you set shipping rates by weight, you can provide the minimum shipping cost and an additional shipping cost per pound. The additional cost is calculated based on the weight provided at the time of listing. Buyers will see the total shopping cost, not these calculations.
c) **Surcharge**- Specify shipping surcharges to charge buyers in certain regions or states a specific amount in addition to the shipping cost you specify in your listing. Buyers see only the total shipping cost.

NOTE: *Shipping costs set in an Item or Weight rate table will override the shipping cost that is specified in the listing or business policy. In contrast, the shipping cost set in a Surcharge rate table will be added as an additional cost to the shipping cost that is specified in the listing or business policy. To leave shipping costs as they are, use a surcharge rate table and enter $0 for the cost.*

In a single rate table there are four shipping options available to offer: One day, Expedited (1-3 days), Standard (1-5 days), and Economy (1-10 days). As a suggestion, it is encouraged to enter all offered shipping speeds into one rate table in order to avoid confusion. However, the feature allows up to 20 rate tables to be created and differentiated by the rate table name. Also, it is important to note that eGD covers the 48 continental United States, therefore a Domestic rate table should be used.

This guide shows how eBay classifies carrier services into shipping categories (one-day, economy, standard, expedited) shown in the rate table.

Economy services
  USPS Parcel Select Ground (2 to 9 business days)
  USPS Media Mail (2 to 8 business days)
  FedEx SmartPost (2 to 8 business days)
  USPS Retail Ground (2 to 9 business days)
  Economy Shipping (1 to 10 business days)
  UPS Surepost (1 to 6 business days)
  DGM SmartMail Ground (3 to 8 business days)
Standard services
  USPS First Class Package (2 to 3 business days)
  FedEx Ground or FedEx Home Delivery (1 to 5 business days)
  UPS Ground (1 to 5 business days)
  Standard Shipping (1 to 5 business days)
  DGM SmartMail Expedited (2 to 5 business days)
Expedited services
  USPS Priority Mail (1 to 3 business days)
  Expedited Shipping (1 to 3 business days)
  USPS Priority Mail Flat Rate Envelope (1 to 3 business days)
  USPS Priority Mail Small Flat Rate Box (1 to 3 business days)
  USPS Priority Mail Medium Flat Rate Box (1 to 3 business days)
  USPS Priority Mail Large Flat Rate Box (1 to 3 business days)
  USPS Priority Mail Padded Flat Rate Envelope (1 to 3 business days)
  USPS Priority Mail Legal Flat Rate Envelope (1 to 3 business days)
  USPS Priority Mail Express (1 business day)
  USPS Priority Mail Express Flat Rate Envelope (1 business day)
  USPS Priority Mail Express Legal Flat Rate Envelope (1 business day)
  UPS 3 Day Select (3 business days)
  UPS 2nd Day Air (2 business days)
  FedEx Express Saver (1 to 3 business days)
  FedEx 2Day (1 to 2 business days)
One-day services
  One-day Shipping (1 business day)
  UPS Next Day Air Saver (1 business day)
  UPS Next Day Air (1 business day)
  FedEx Priority Overnight (1 business day)
  FedEx Standard Overnight (1 business day)

In order to set delivery speed in a rate table follow these steps:

1. **Input information**- Input Rate table format (item, weight, or surcharge), table name, and set as a domestic rate table.
2. **Click link "Add regions / states"**

Region

+ Add regions / states
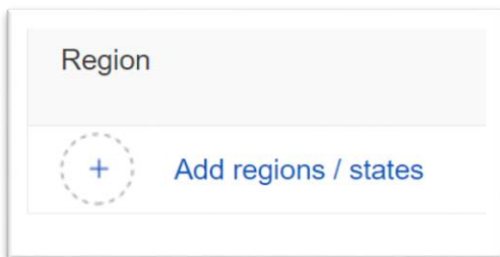
3. **Click check boxe of regions***- To select specific areas within a state, click the (+) symbol. For a detailed map of the boundaries lines click here. For a list of zip codes, click here.

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* Image given is an example of region selection and does not reflect a recommendation of any sort.

4. **Click "Save"**
5. **Set "Speed including handling time" and "Cost" for selected region**- Shipping speed can be listed as 1, 2, 3, or 4 days. For regions longer than 4 business days, shipping speed does not need to be specified. Note that shipping costs set in an Item or Weight rate table will override the shipping cost that is specified in the listing or business policy. In contrast, the shipping cost set in a Surcharge rate table will be added to the shipping cost that is specified in the listing or business policy.

Below is an example of a completed rate table.[*]

_____

[*] Image given is an example and does not reflect a recommendation of any sort.
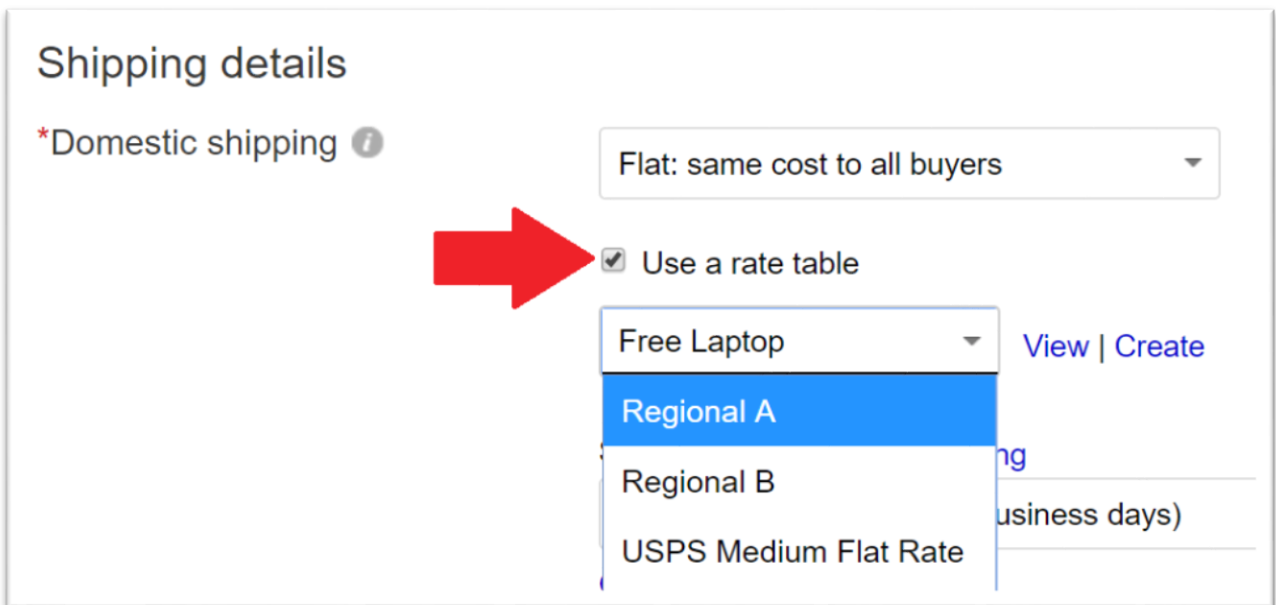
Associating the Rate Table with Listings

The shipping speed is set in the rate table. However delivery will not be guaranteed until the rate table is associated with a listing. This section will review three methods to associate the rate tables with listings: Individual listings, using the Bulk Editing tool, and using Business Policies. In all methods of linking, the principle is the same; associating the listing and rate table will guarantee the delivery date based on speed and region indicated in the rate table. Please remember that listings must fit the criteria given in the Prerequisites section.

Individual Listings

Whether editing an existing listing or creating a new one, guaranteeing delivery will be simple by following these steps. For accounts with business policies, please see the process under the title Using Business Policies:

1. **Edit/create listing and find section titled "Shipping details"**
2. **Click checkbox for "Use a rate table"-** If you do not see the checkbox please verify that the Door-to-Door delivery is enabled on your account and the shipping cost is flat rate (calculated shipping is not accepted).
3. **Select rate table from dropdown menu-** For accounts with only one rate table there will be no dropdown menu but will be defaulted to the rate table on the account.


4. **Click Save/ Update listing**

Using the Bulk Editing Tool

The bulk editing tool is able to adjust the settings on up to 500 listings at a time. Guaranteeing delivery will be simple by following these steps. This feature is not available for account with business policies. For accounts with business policies, please see the process under the title Using Business Policies:

1. **Select listings to edit**- This can be done using Seller Hub, Listing Manager, ect. At least 2 listings need to be selected in order to launch the Bulk Editing tool. For instructional purposes, all images use the Seller Hub.
2. **Click "Edit"**- from the dropdown menu, select which listings to edit. This will launch the Bulk Editing tool.
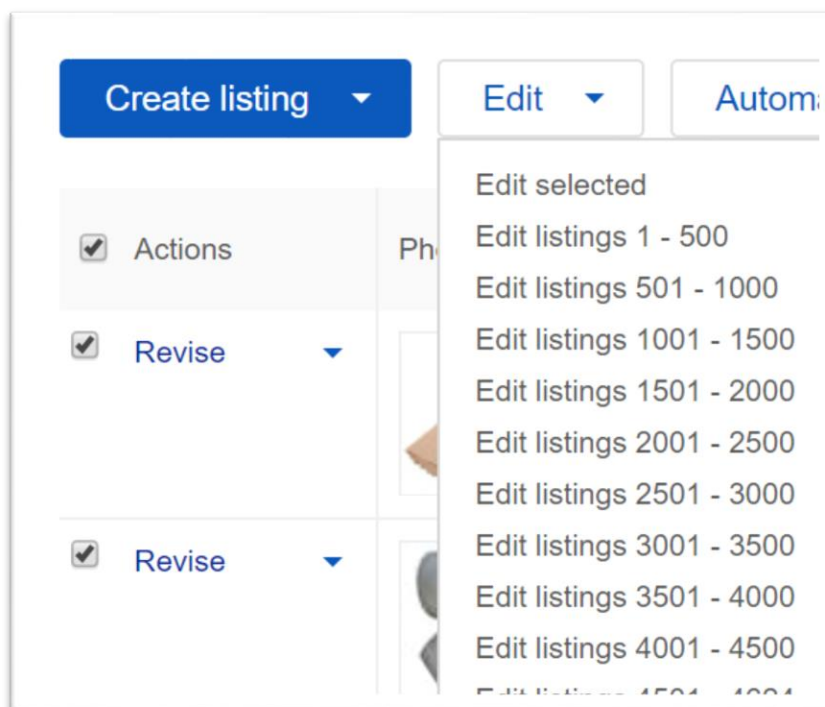
3. **Select the listings to edit**- In the bulk editing tool select the listing to apply changes to.
4. **Click "Edit fields"**
5. **Select "Shipping (domestic)"**

6. **Click checkbox titled "Use a rate table"**
7. **Select rate table from dropdown menu**- For accounts with only one rate table there will be no dropdown menu but will be defaulted to the rate table on the account.
8. **Save and close**

Using Business Policies

When Business Policies are enabled on an account we will link the rate table to a business policy which is linked to listings. When creating a new listing or editing a single listing, using a shipping business policy that is linked to a rate table will effectively guaranteed the delivery according to that policy. This can be adjusted by following these steps:

1. **Open Account Settings**- Easy access can be found by hovering on your user name at the top left hand corner of any eBay page.
2. **Click Business Policies**
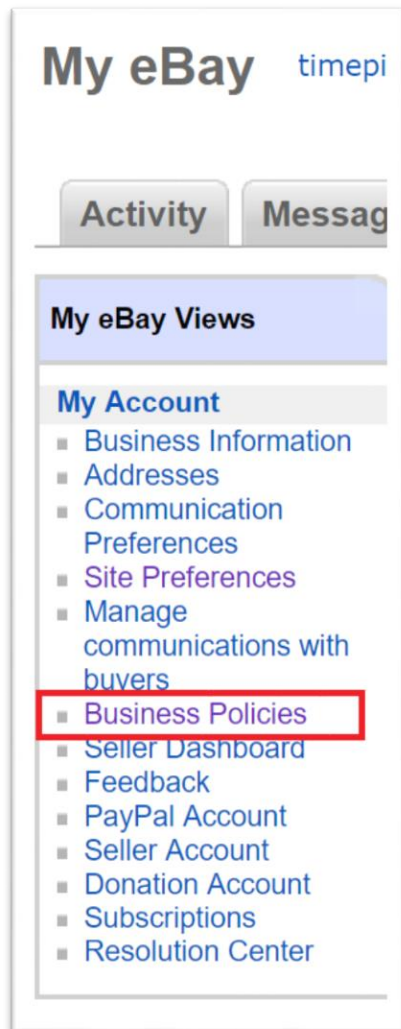
3. **Select the Shipping business policy and click "Edit"**
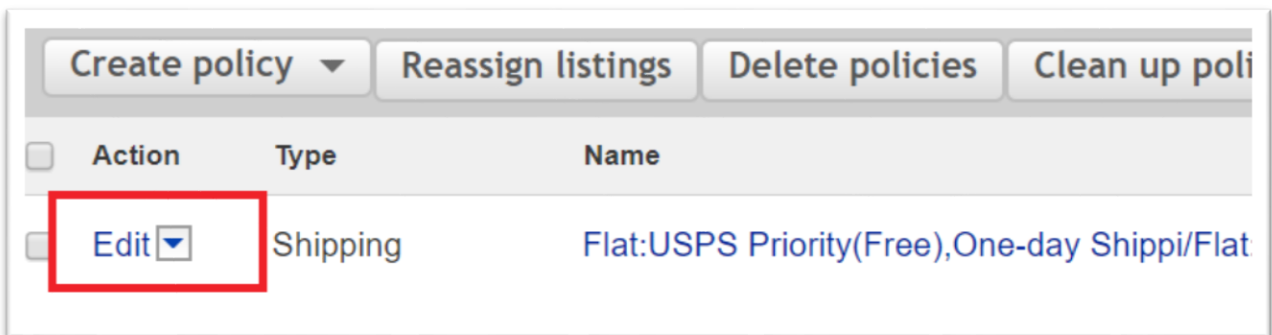
4. **Find "Shipping rate tables"**- Typically towards the bottom of the page
5. **Click checkbox labeled "Apply domestic shipping rate table"**- If only one rate table is saved on the account, it will default to that table. When multiple rate tables are stored on the account, a dropdown menu will be provided to select the desired rate table.

Shipping rate tables

☑ Apply domestic shipping rate table
View | Create rate tables
☐ Apply international shipping rate table
View | Create rate tables

6. **Save and Close**