

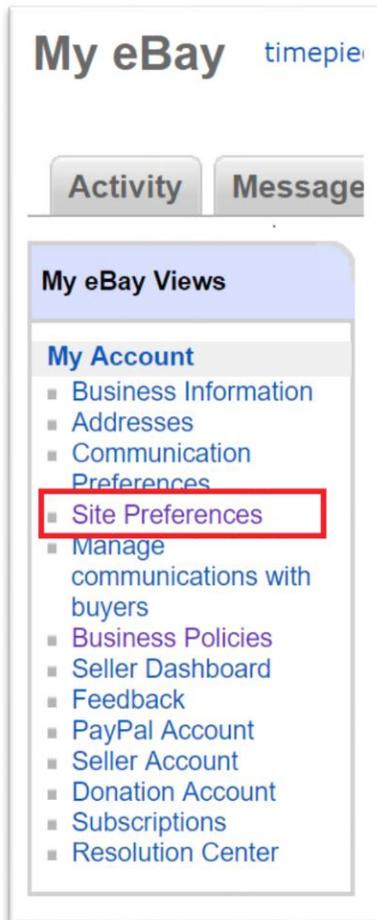


Guide to setting up eBay Guaranteed Delivery rate tables

Creating a Rate Table

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.

Shipping preferences		Hide
Offer the Global Shipping Program	No	Edit
Offer combined payments and shipping	Yes	Edit
Offer flat shipping	Yes	
Offer calculated shipping	No	
Offer promotional shipping discounts	Yes	
Offer carrier-specific discounts to buyers	Yes	Edit
<u>Use shipping rate tables</u>		Edit
Exclude shipping locations from your listings	Yes	Edit
Require phone number for shipping	<input type="checkbox"/> Yes	

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.*

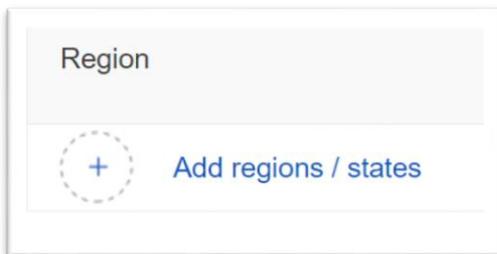
In a single rate table there are four shipping options available to offer: One day, Expedited (1-3 days), Standard (1-5 days), and Economy (1-10 days). As a suggestion, it is encouraged to enter all offered shipping speeds into one rate table in order to avoid confusion. However, the feature allows up 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”**



3. **Click check box 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](#).

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

Select the regions and states you can deliver to within one day

Midwest ^

<input checked="" type="checkbox"/> Illinois (+)	<input checked="" type="checkbox"/> Indiana	<input checked="" type="checkbox"/> Iowa (+)
<input checked="" type="checkbox"/> Kansas	<input type="checkbox"/> Michigan (-)	<input type="checkbox"/> Minnesota (+)
<input checked="" type="checkbox"/> Missouri (+)	<input checked="" type="checkbox"/> Michigan (North)	<input type="checkbox"/> North Dakota (+)
<input type="checkbox"/> Ohio	<input type="checkbox"/> Michigan (South)	<input type="checkbox"/> Nebraska (+)
	<input type="checkbox"/> Nebraska (+)	<input checked="" type="checkbox"/> Wisconsin (+)
	<input type="checkbox"/> South Dakota (+)	

Northeast v

South v

West v

Other v

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.

Speed including handling time	Cost
Not Set	\$ _.
Not Set	
1 day	
2 day	
3 day	Cost
4 day	

Below is an example of a completed rate table.*

One day			
Region	Speed including handling time	Cost	Delete
Northeast - Connecticut, District of Columbia, Maine (East), Maine (West), Massachusetts (Boston area), Massachusetts (East), Massachusetts (West), NYC & Long Island, New Hampshire, New Jersey, New York (Central), New York (North), New York (West), Pennsylvania (East), Pennsylvania (Philadelphia Area), Pennsylvania (West), Rhode Island, Vermont	1 day	\$49.95	
+ Add regions / states			
Expedited (1-3 days)			
Region	Speed including handling time	Cost	Delete
Northeast - Connecticut, District of Columbia, Maine (East), Maine (West), Massachusetts (Boston area), Massachusetts (East), Massachusetts (West), NYC & Long Island, New Hampshire, New Jersey, New York (Central), New York (North), New York (West), Pennsylvania (East), Pennsylvania (Philadelphia Area), Pennsylvania (West), Rhode Island, Vermont	1 day	\$19.95	
West - Arizona (East), Arizona (West), California (Bay Area), California (LA Area), California (North), California (South), Colorado (East), Colorado (West), Idaho (East), Idaho (West), Montana (East), Montana (South), Montana (West), Nevada (North), Nevada (South), New Mexico (East), New Mexico (West), Oregon (East), Oregon (West), Utah, Washington (East), Washington (West), Wyoming	3 day	\$29.95	
Midwest - Illinois (Chicago area), Illinois (North), Illinois (South), Indiana, Iowa (Central), Iowa (North East), Kansas, Michigan (North), Michigan (South), Minnesota (North), Minnesota (South), Missouri (East), Missouri (West), Nebraska (East), Nebraska (West), North Dakota (East), North Dakota (West), Ohio, South Dakota (East), South Dakota (West), Wisconsin (North), Wisconsin (South)	3 day	\$29.95	
South - Alabama (North), Alabama (South), Arkansas (East), Arkansas (West), Delaware, Florida (Central), Florida (North West), Florida (South), Georgia (North), Georgia (South), Kentucky (East), Kentucky (West), Louisiana, Maryland, Mississippi (North), Mississippi (South), North Carolina (Central), North Carolina (East), North Carolina (West), Oklahoma, South Carolina (East), South Carolina (West), Tennessee (East), Tennessee (West), Texas (East), Texas (Houston), Texas (South), Texas (West), Virginia (North), Virginia (South), Virginia (West), West Virginia	2 day	\$24.95	
+ Add regions / states			

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

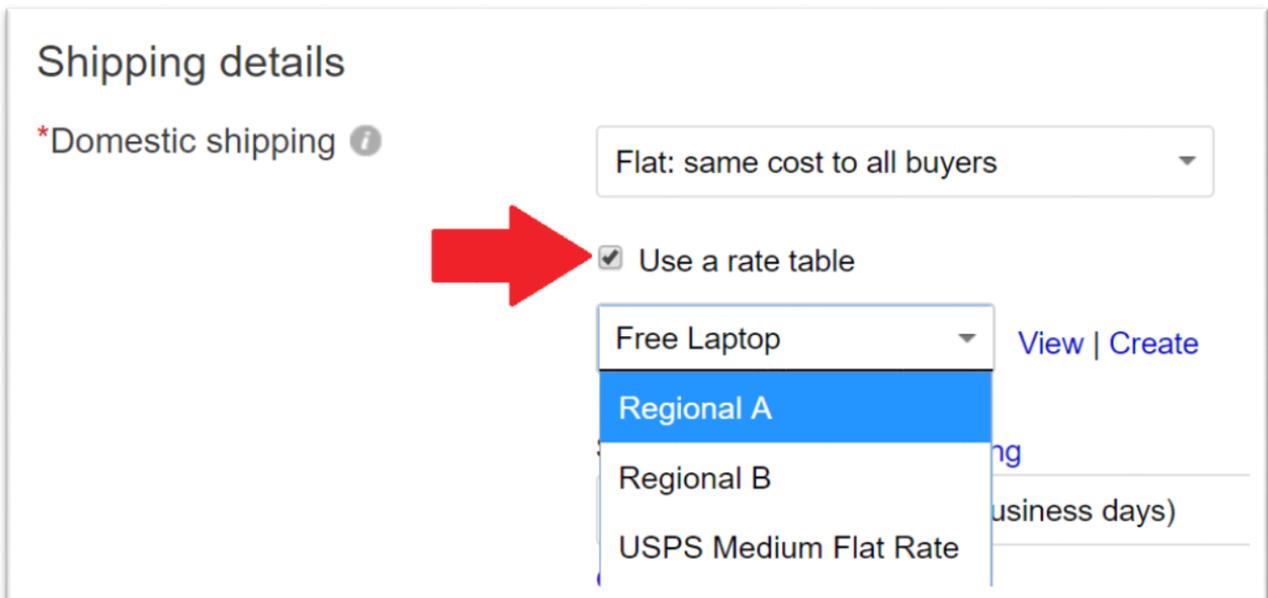
Associating the Rate Table with Listings

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.

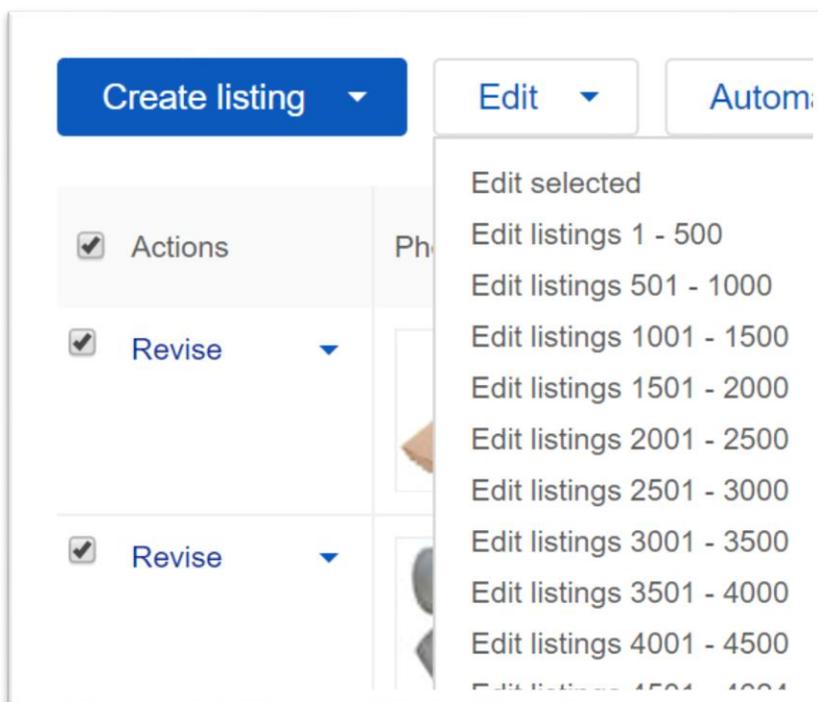


4. **Click Save/ Update listing**

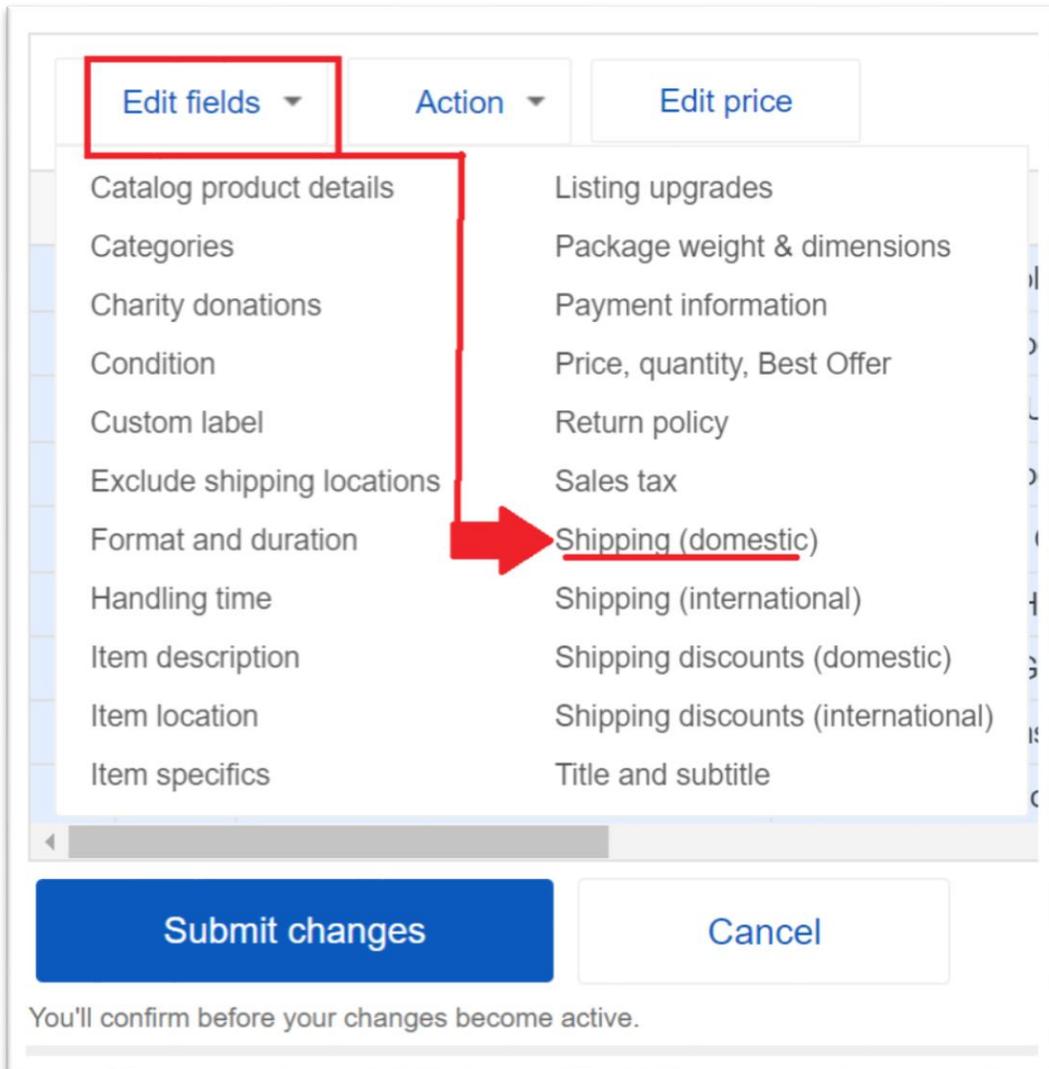
Using the Bulk Editing Tool

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**

Edit domestic shipping

Select action
Edit listings in bulk

2 listings

Flat: same cost to all buyers

Use a rate table

USPS Large Flat Rate View | Create

Regional A

Regional B

USPS Medium Flat Rate

USPS Large Flat Rate

UPS Computer

Free Laptop

Laptop

Small Flat Rate

Cost \$

Each additional \$

Free shipping

Save and close Close

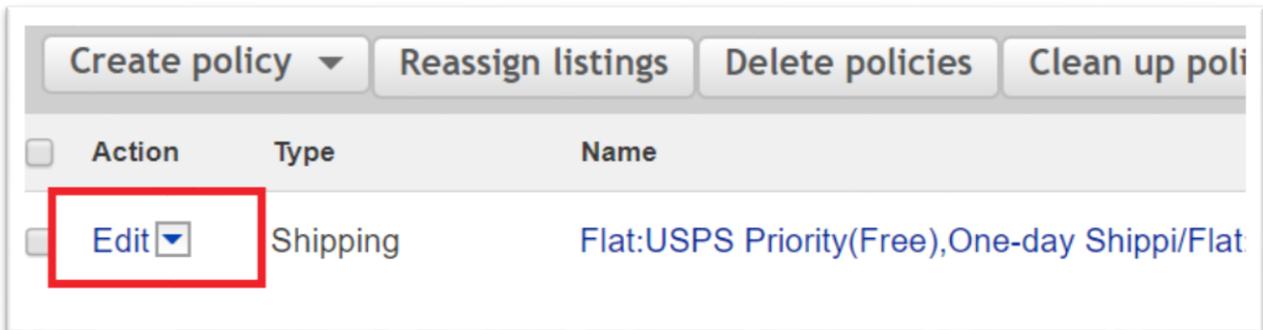
Using Business Policies

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