

All you need to know about managing your eBay listings through Vendio when you enable Business Policies

What are the eBay Business Policies?

eBay Business Policies are pre-made policy templates that can be applied to one or multiple eBay listings in one click. They cover three areas: Payment (to let customers know which payment methods are accepted), Shipping (to determine the delivery and handling time as well as any costs attached), and Return (to give customers the timeframe by which they can return or exchange their product and inform them who pays for the return).

To find out more about the eBay Business Policies please check this article:

<https://www.ebay.com/help/policies/business-policy/business-policies?id=4212>

What changes to expect in Vendio when enabling Business Policies?

- We automatically update your Vendio account to reflect the usage of eBay Business Policies.
- The active eBay listings available in your Vendio account are automatically updated to reflect the corresponding Business Policies, as available in eBay - this is done only one time, when we initially mark your account as enabled for Business Policies.
- In your Vendio account, in Auction Site Preferences, under Site Specifics -> eBay you can set up the defaults of your account for using the eBay Business Policies. If you do not find a certain Policy in the available drop-down, please click on the Refresh link to allow Vendio to update the list. To view the details of a specific policy, select it from the list and click the View link.

eBay Business Policies

Shipping Policy: [View](#) | [Refresh](#)
Payment Policy: [View](#) | [Refresh](#)
Return Policy: [View](#) | [Refresh](#)

eBay Vehicles Business Policies

Shipping Policy: [View](#) | [Refresh](#)
Payment Policy: [View](#) | [Refresh](#)

When using Sales Manager

- When listing from Vendio, you will stop seeing most of the shipping, payment and return related information in the form you are already used to. Instead, you will see this info grouped under the corresponding eBay Business Policies:

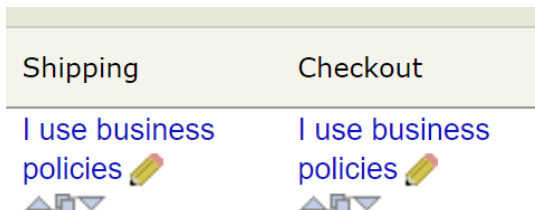
eBay Business Policies

Shipping Policy: [View](#) | [Refresh](#)
Payment Policy: [View](#) | [Refresh](#)
Return Policy: [View](#) | [Refresh](#)

- If you have already selected your defaults in the Account Site Preferences, the default values will be pre-filled in this section.
- If you need a different selection of policies than what is available in the drop-down, please create the corresponding profile at eBay and refresh the list in Vendio.
- When you list your items on eBay the selected Business Policy will apply.

When using Sales Manager Inventory Edition

- In the Site-Specific tabs, under Shipping and Checkout columns you will notice the info that your account uses eBay Business Policies.



- When clicking the “I use business policies“ link you will stop seeing most of the shipping, payment and returns related information in the form you are already used to. Instead, you will see this info grouped under the corresponding eBay Business Policies:

eBay Business Policies

Shipping Policy: [View](#) | [Refresh](#)
Payment Policy: [View](#) | [Refresh](#)
Return Policy: [View](#) | [Refresh](#)

- If you have already selected your defaults in the Account Site Preferences, the default values will be pre-filled in this section.

- If you need a different selection of policies than what is available in the drop-down, please create the corresponding profile at eBay and refresh the list in Vendio.
- When you list your items on eBay the selected Business Policy will apply.

When using Sales Manager PRO

- To update the eBay Business Policies on a batch of items using SMPRO, first setup your site preferences with the set of business policies you want to apply on those listings, then synchronize your items. If you want to apply a different set of Business Policies on a different batch, update the default Business Policies in site preferences and then sync them.