

# eBay International Shipping

## Setting and managing country exclusions

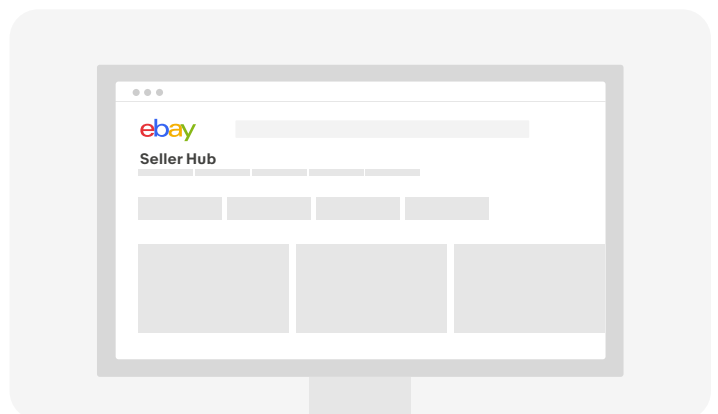
This step-by-step guide will show you how to control where you sell your items by setting and managing country exclusions. You may sell some items that need to be managed more tightly (i.e., items subject to a brand agreement), or that you simply do not want to sell internationally. Country exclusions can be enabled a few ways:

- You can use the bulk edit tool for several listings at once or edit them individually with the single listing tool.
- You can update country exclusions using business policies.
- You can set account-level exclusions if you never want to ship any of your items to a certain region or country.

We'll go through each of these options one by one. Use the table of contents on the following page to navigate a specific approach.

## Before you begin

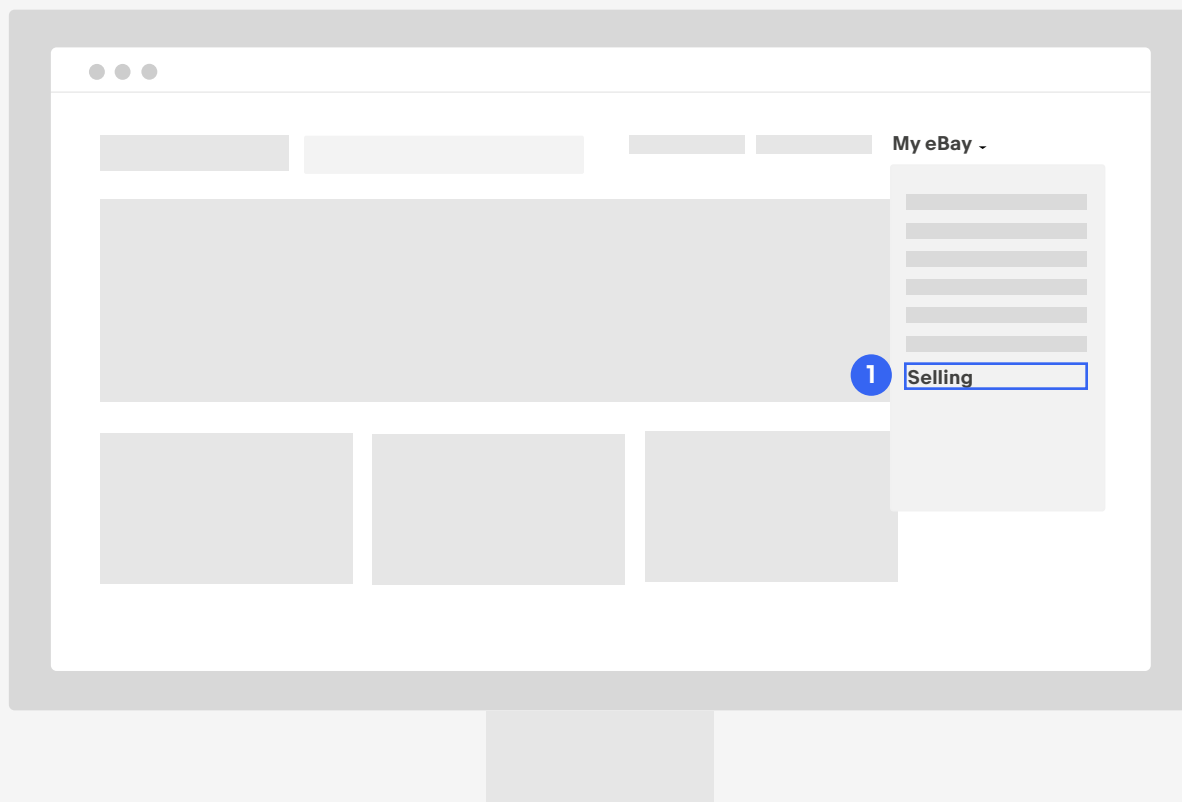
If you opted out of eBay International Shipping, you'll need to re-enroll before managing your country exclusions. [See how.](#)



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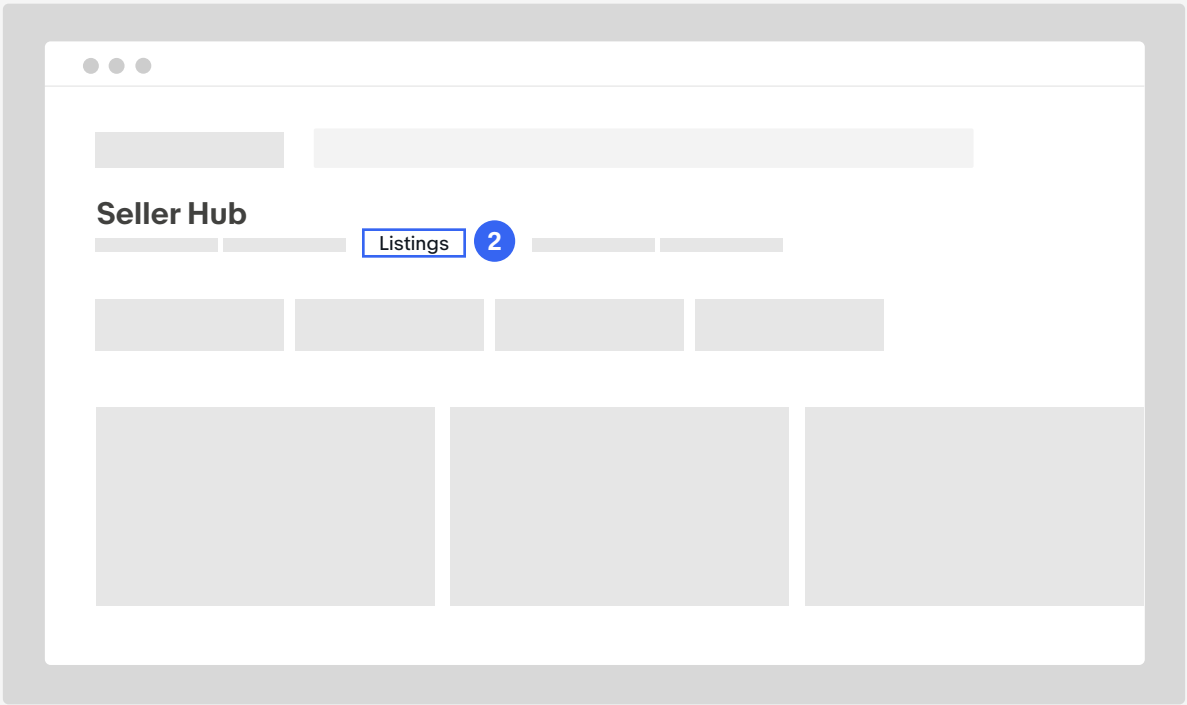
# Managing Country Exclusions: Bulk Listing Tool



## Step 1

In the upper right corner of your screen, hover over the My eBay dropdown menu and select “Selling.”

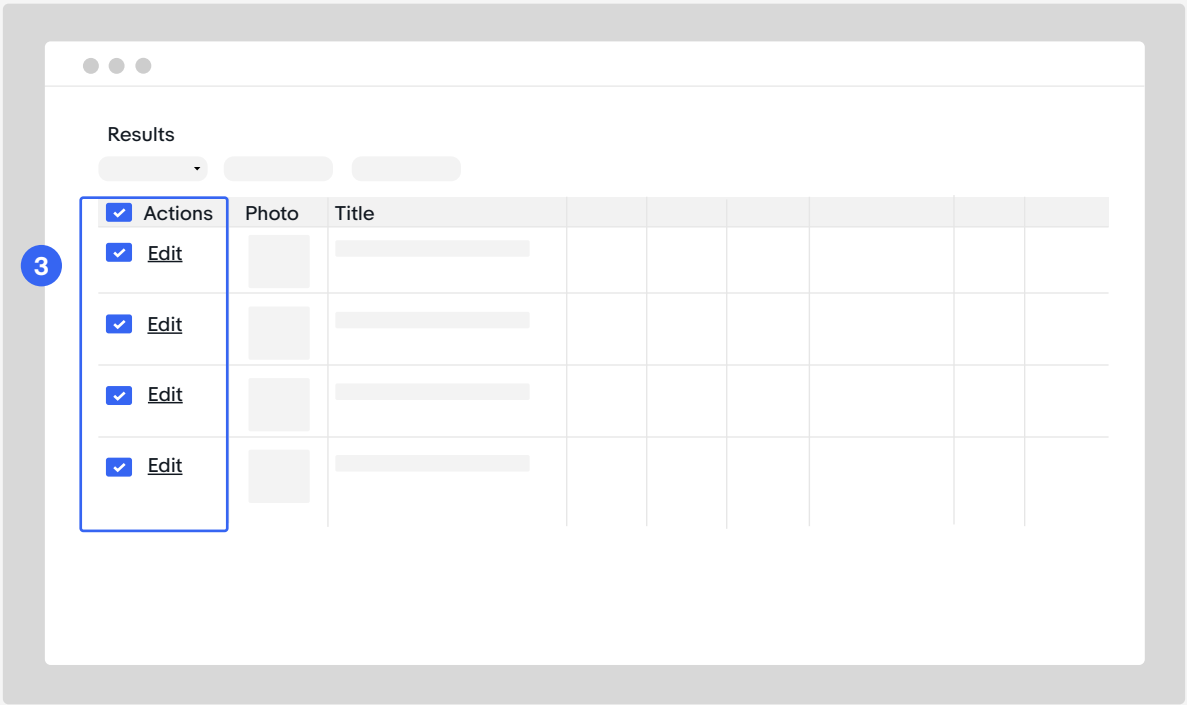
# Managing Country Exclusions: Bulk Listing Tool



## Step 2

Select “Listings” from the top menu of your Seller Hub.

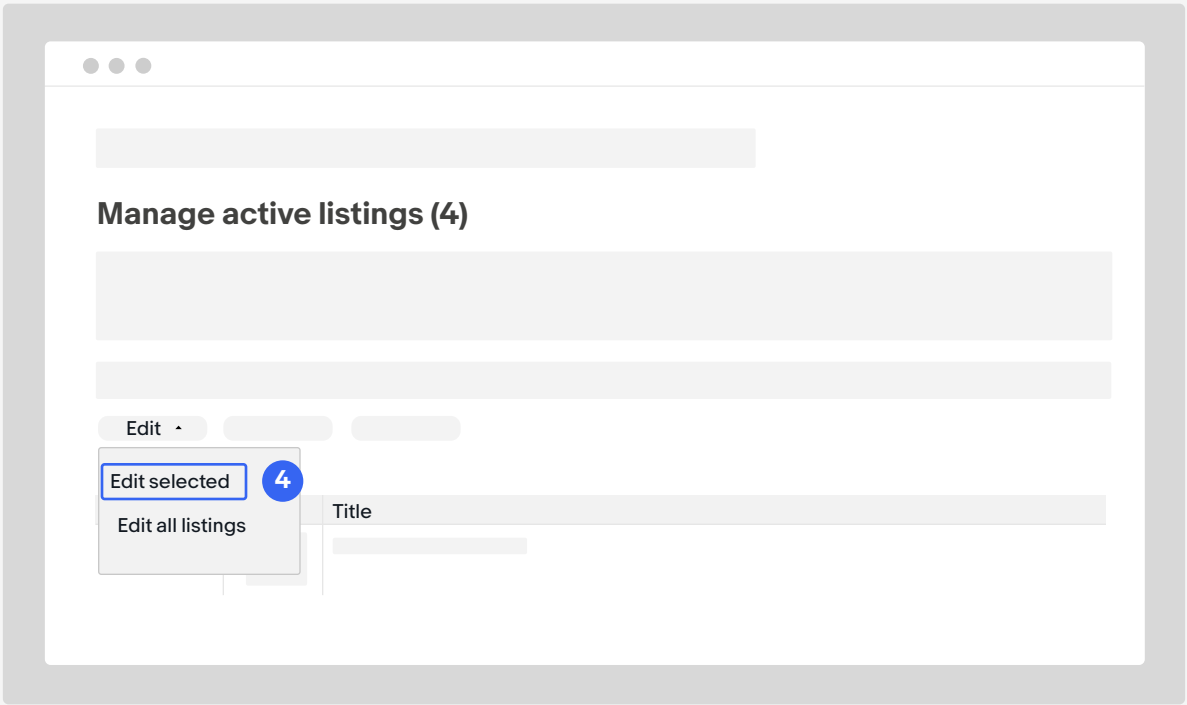
# Managing Country Exclusions: Bulk Listing Tool



## Step 3

Select the listings you want to edit.

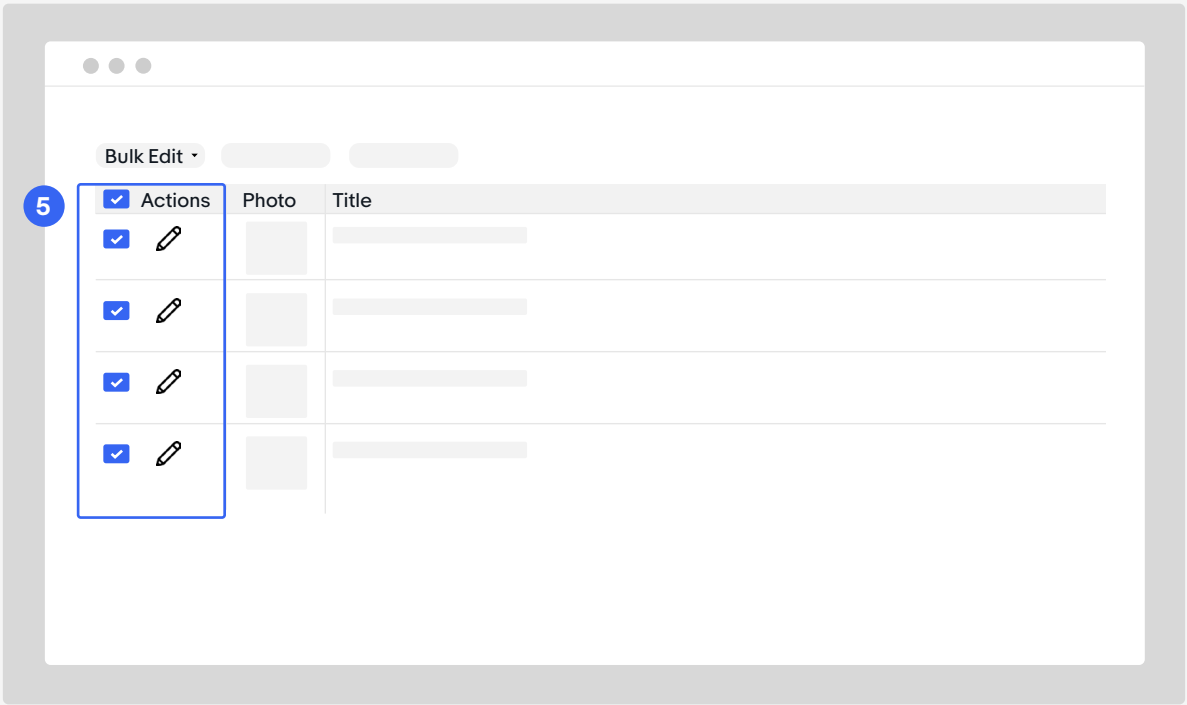
# Managing Country Exclusions: Bulk Listing Tool



## Step 4

Click on the edit dropdown and select “Edit selected.”

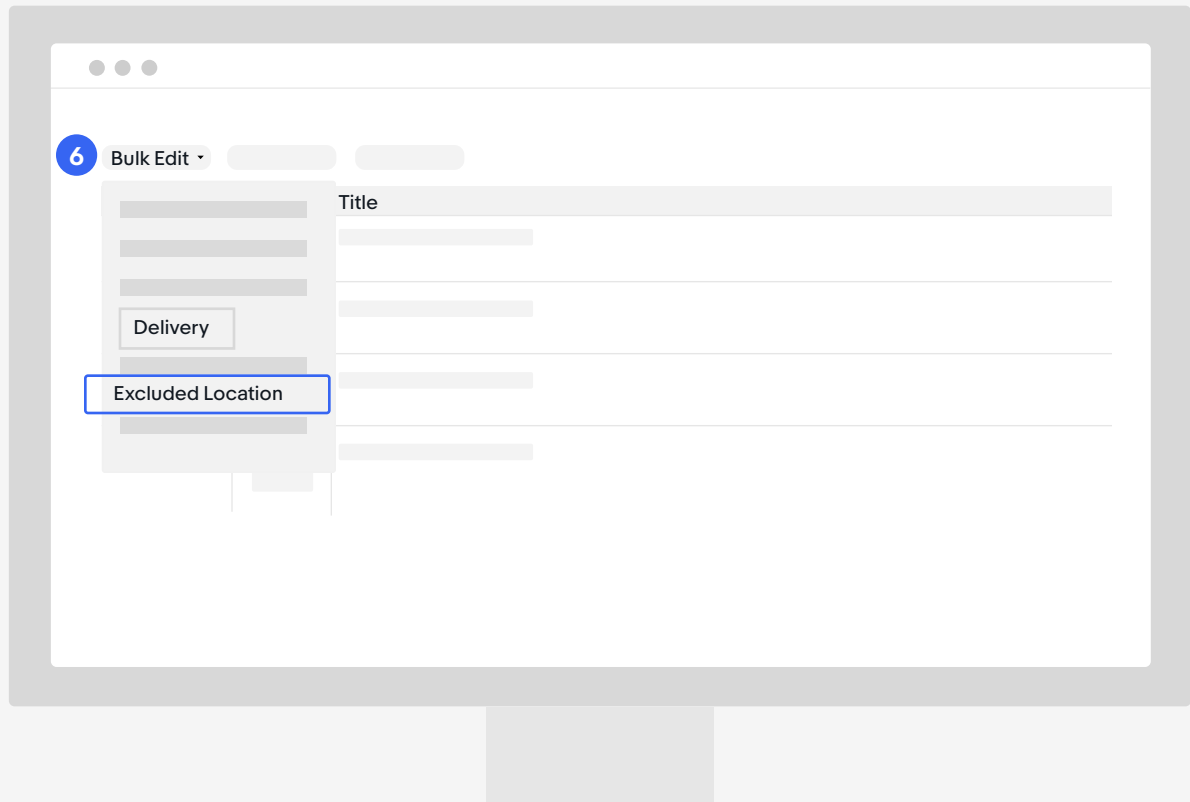
# Managing Country Exclusions: Bulk Listing Tool



## Step 5

Select the cell above all listings.

# Managing Country Exclusions: **Bulk Listing Tool**

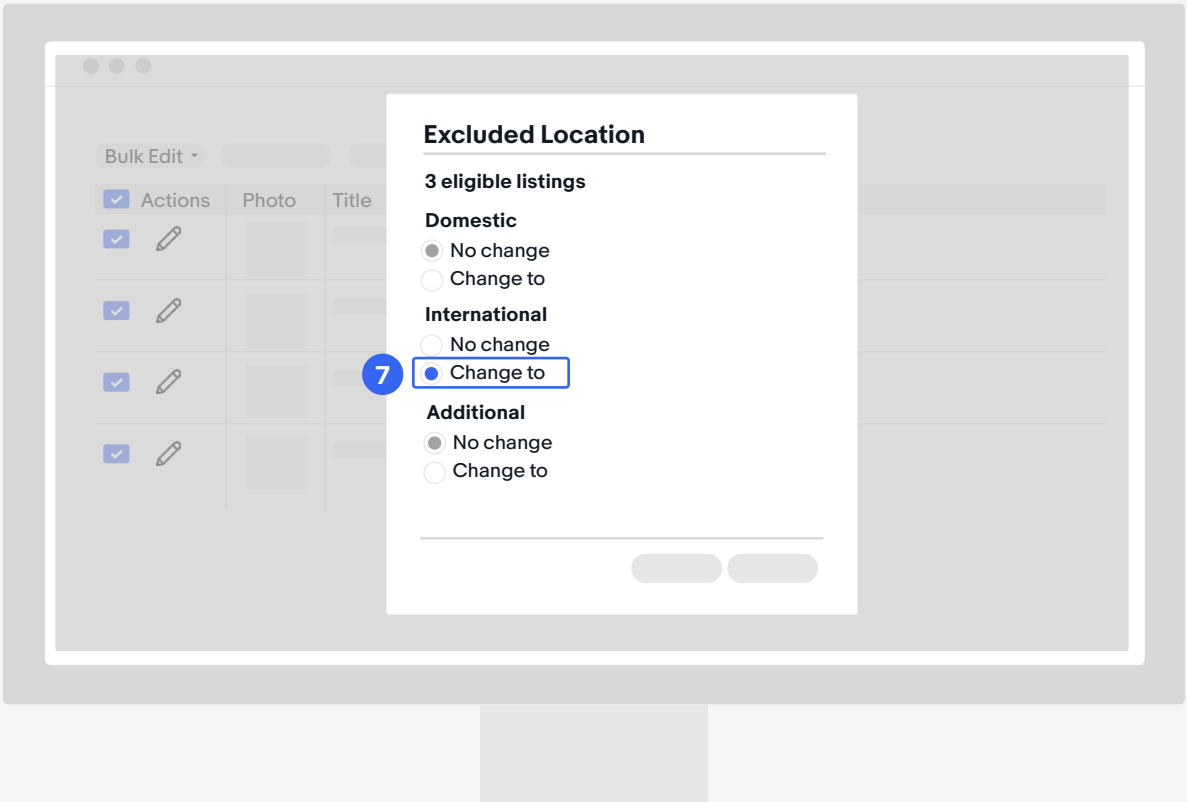


## **Step 6**

Click on the “Bulk Edit” button and select “Excluded Location” from the Delivery section.



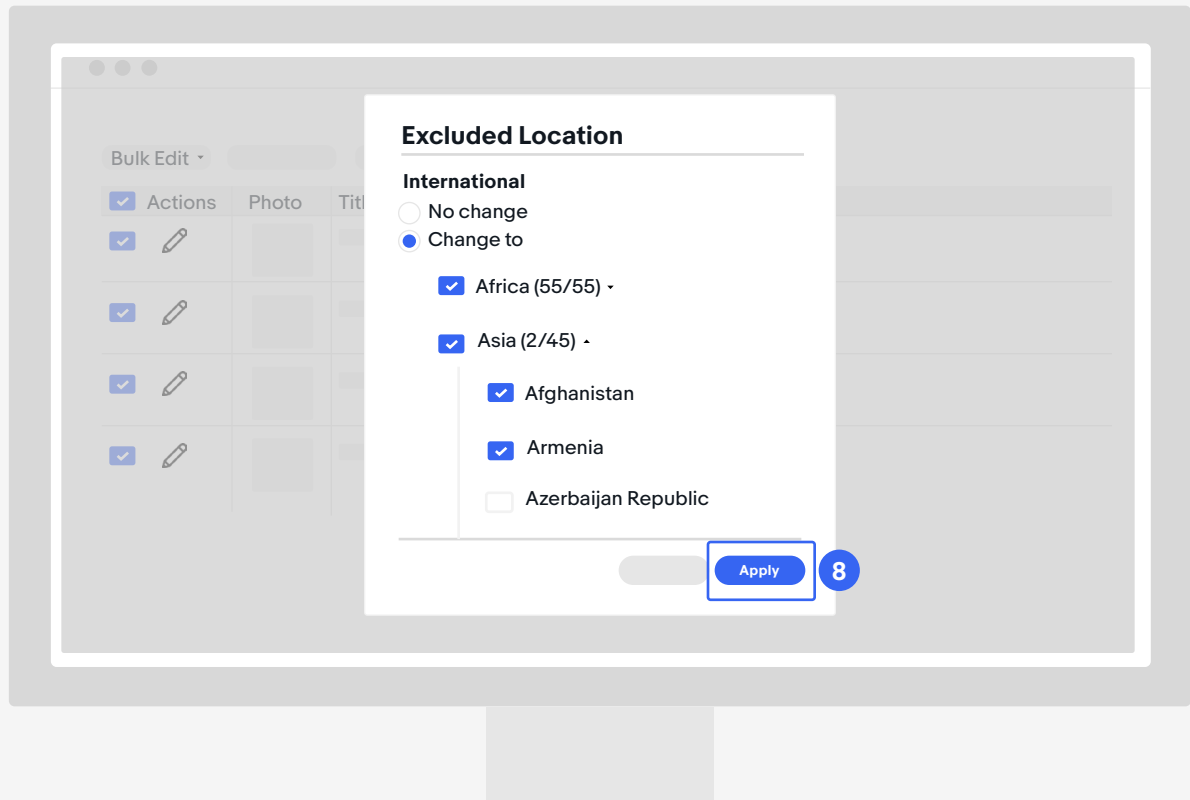
# Managing Country Exclusions: Bulk Listing Tool



## Step 7

Click “Change to” under “International.”

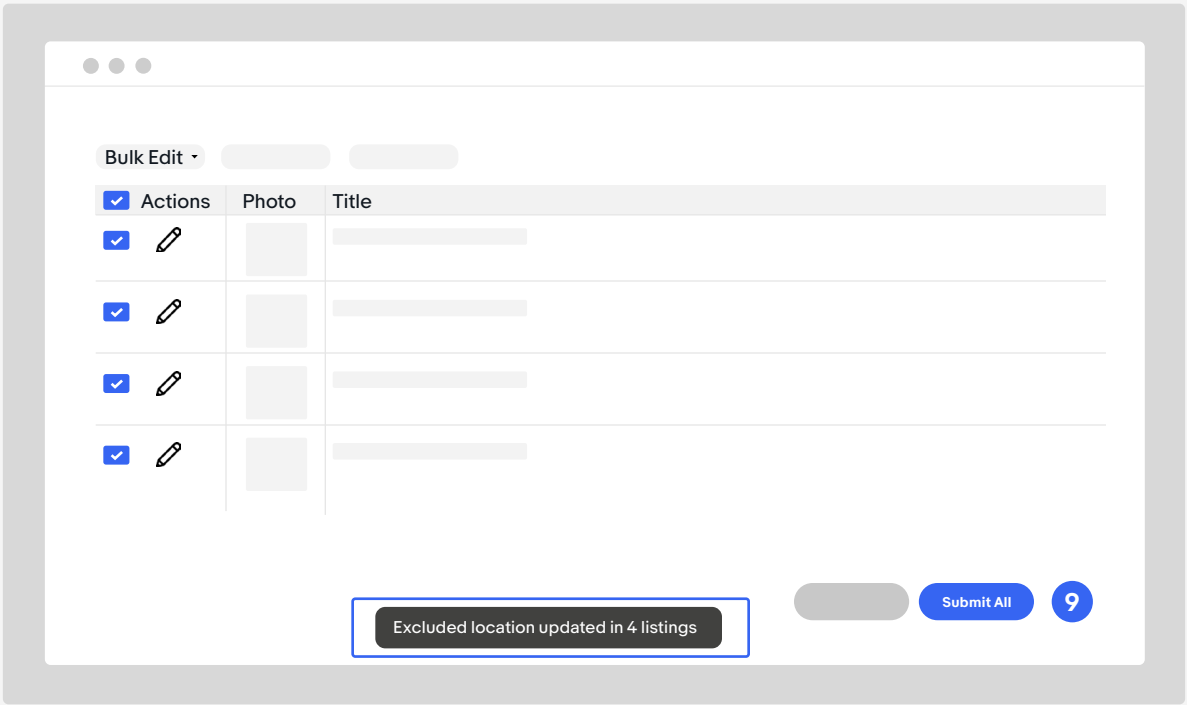
# Managing Country Exclusions: Bulk Listing Tool



## Step 8

Select the regions and/or countries you want to exclude.  
Click “Apply.”

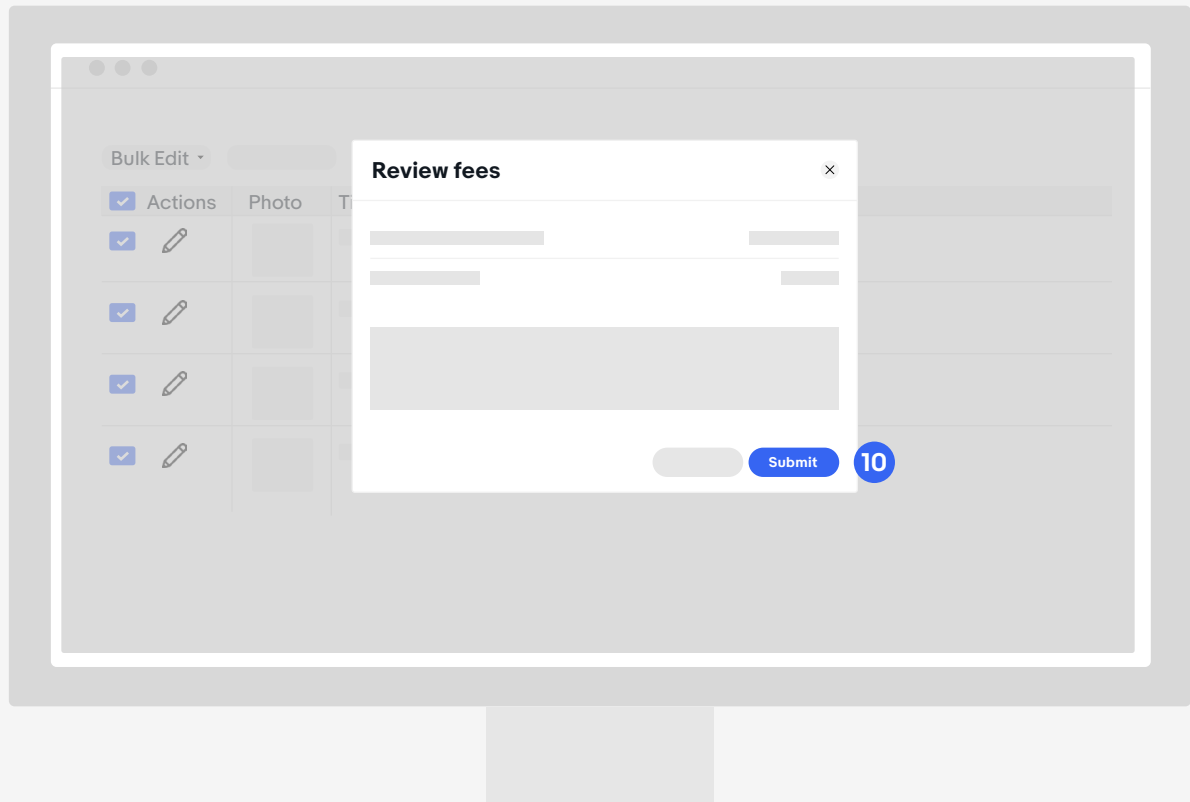
# Managing Country Exclusions: Bulk Listing Tool



## Step 9

You will see a confirmation at the bottom. Click “Submit All.”

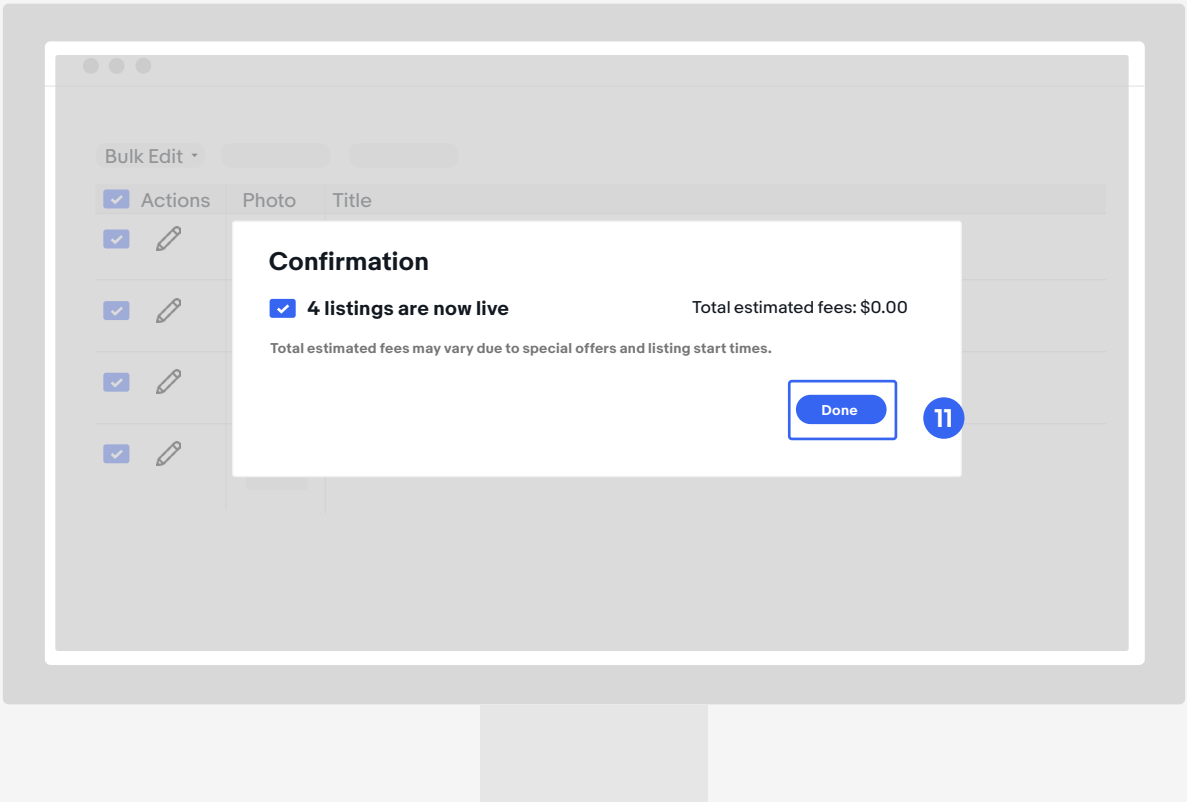
# Managing Country Exclusions: **Bulk Listing Tool**



## **Step 10**

Then, click “Submit.”

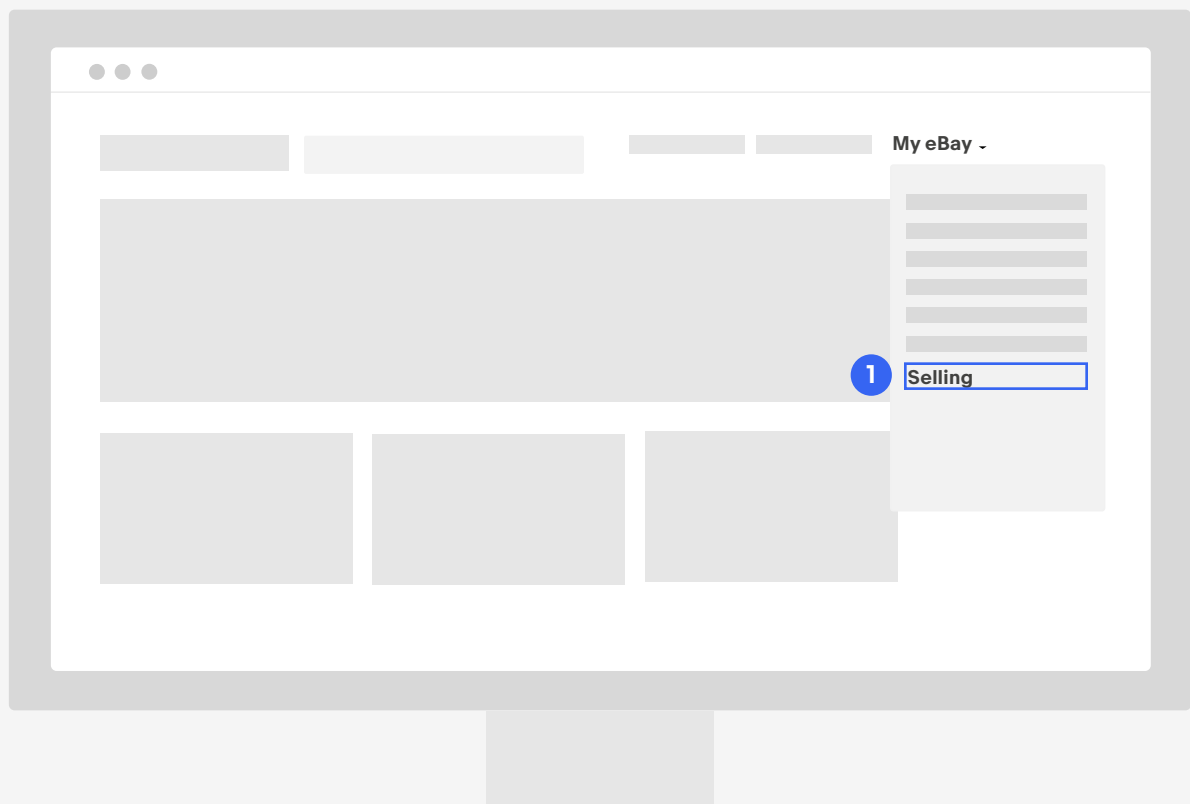
# Managing Country Exclusions: Bulk Listing Tool



## Step 11

You will see a confirmation of your change. Click “Done.”

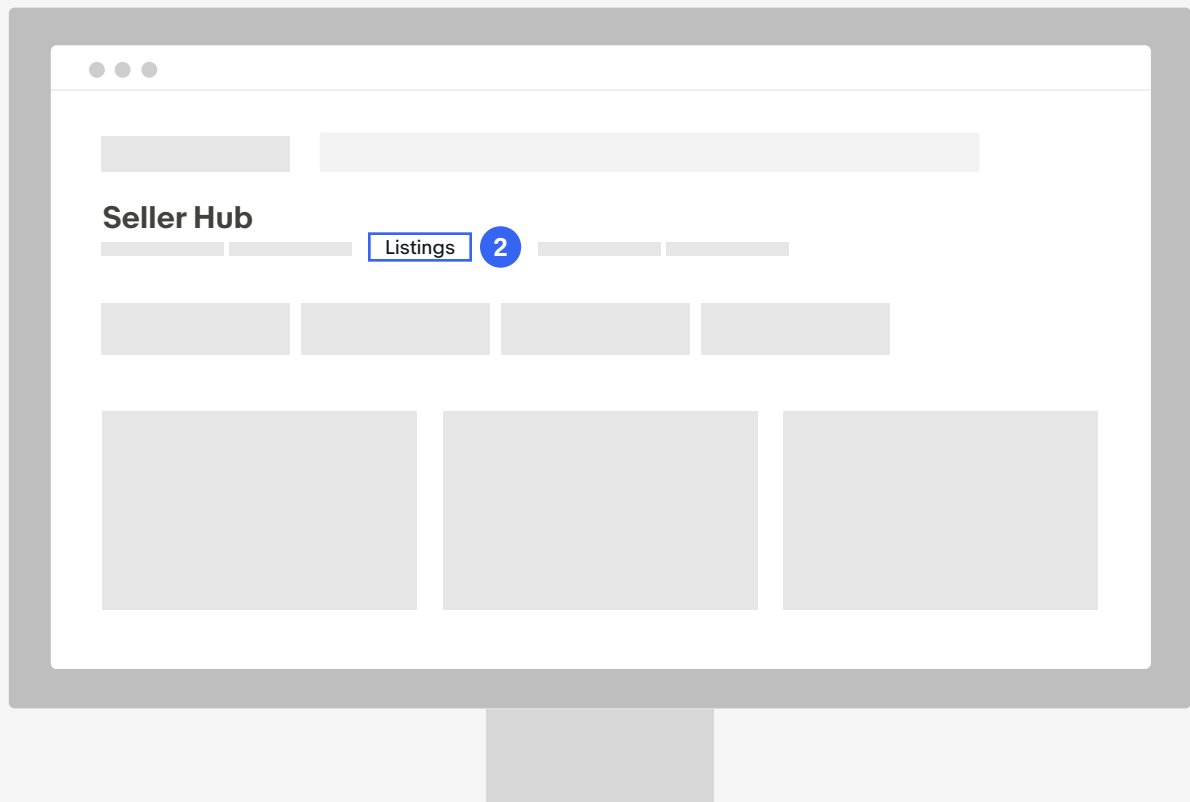
# Country Exclusions: Single Listing Tool



## Step 1

In the upper right corner of your screen, hover over the My eBay dropdown menu and select “Selling.”

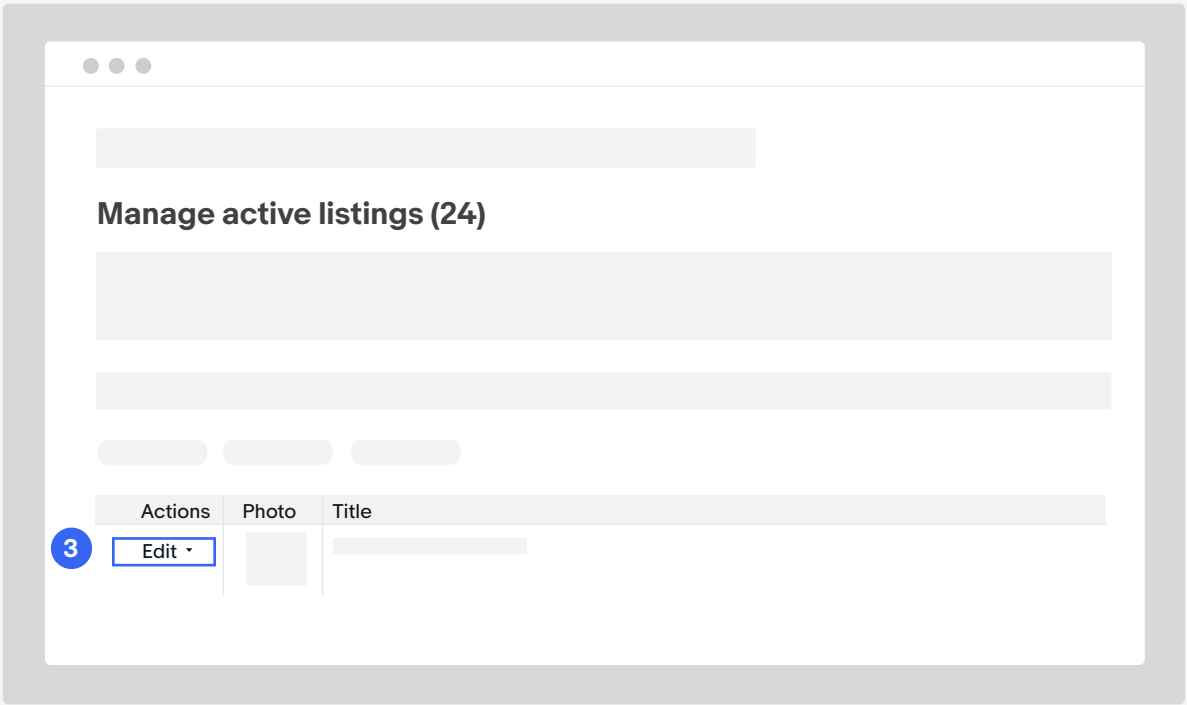
## Country Exclusions: **Single Listing Tool**



### **Step 2**

Select “Listings” from the top menu of your Seller Hub.

# Country Exclusions: **Single Listing Tool**



## Step 3

Within your active listings, click “Edit” next to the listing you want to update.



# Country Exclusions: **Single Listing Tool**

The screenshot shows a web browser window with the 'SHIPPING' section of the 'Single Listing Tool'. The 'Shipping Method' dropdown is set to 'Standard shipping: Small to medium items'. The 'Package Weight' section has input fields for '6 lbs.' and 'oz.'. The 'Shipping' section has input fields for '25 in.' x '25 in.' x '25 in.'. Below these are sections for 'Domestic shipping' and 'International shipping'. The 'Domestic shipping' section shows 'USPS Parcel Select Ground' with a plus icon to its right. The 'International shipping' section shows 'eBay international standard delivery' with a plus icon to its right. A blue circle with the number '4' is in the top right corner, and a button labeled 'See shipping options' is next to it.

**SHIPPING**

Shipping Method

Standard shipping: Small to medium items ▼

Package Weight

6 lbs. oz.

Shipping

25 in. x 25 in. x 25 in.

**Domestic shipping**

USPS Parcel Select Ground

**International shipping**

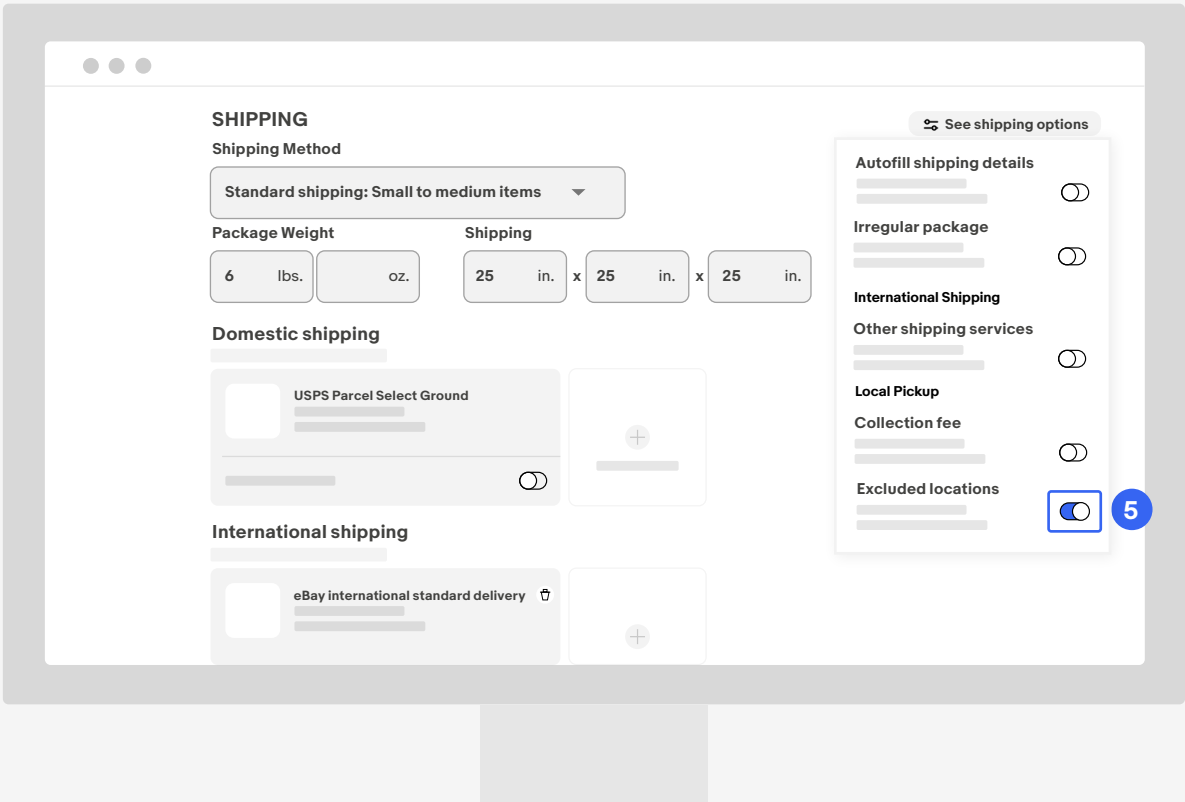
eBay international standard delivery

4 See shipping options

## **Step 4**

Scroll down to the Shipping section and click on  
“See shipping options.”

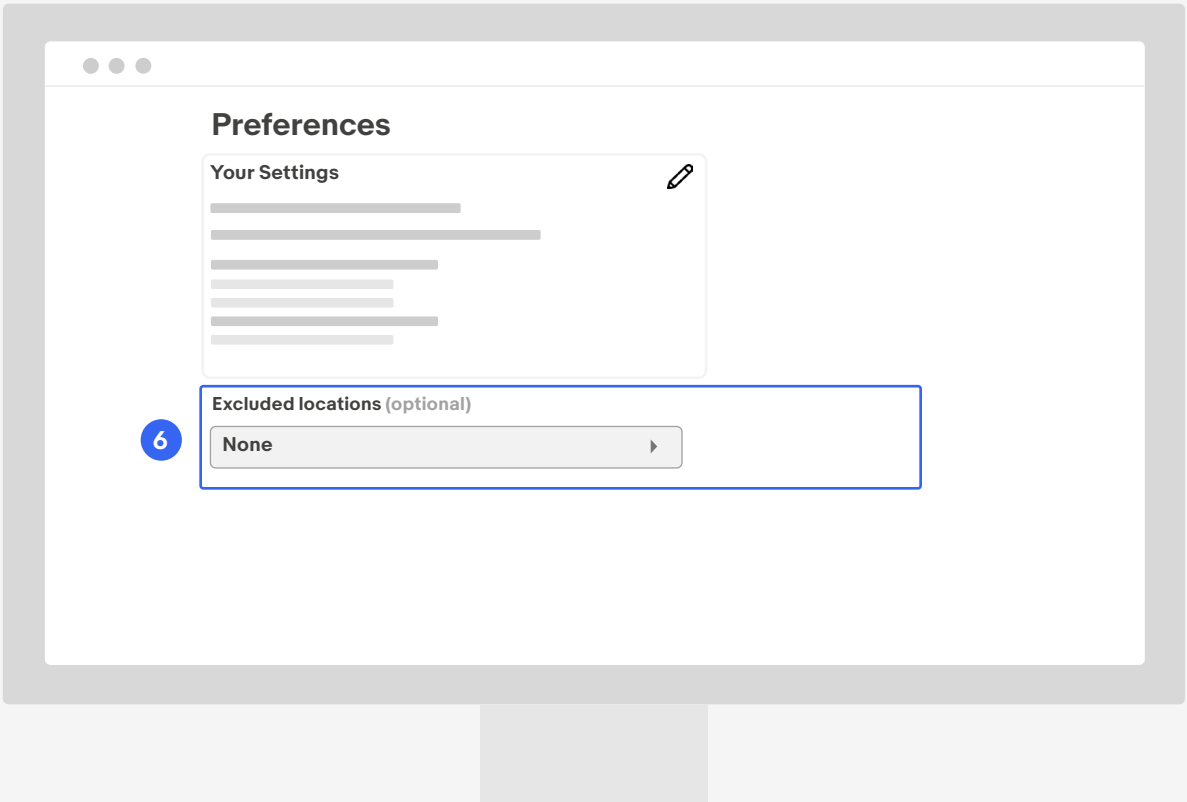
# Country Exclusions: **Single Listing Tool**



## Step 5

In the dropdown, scroll down and toggle “Excluded locations.”

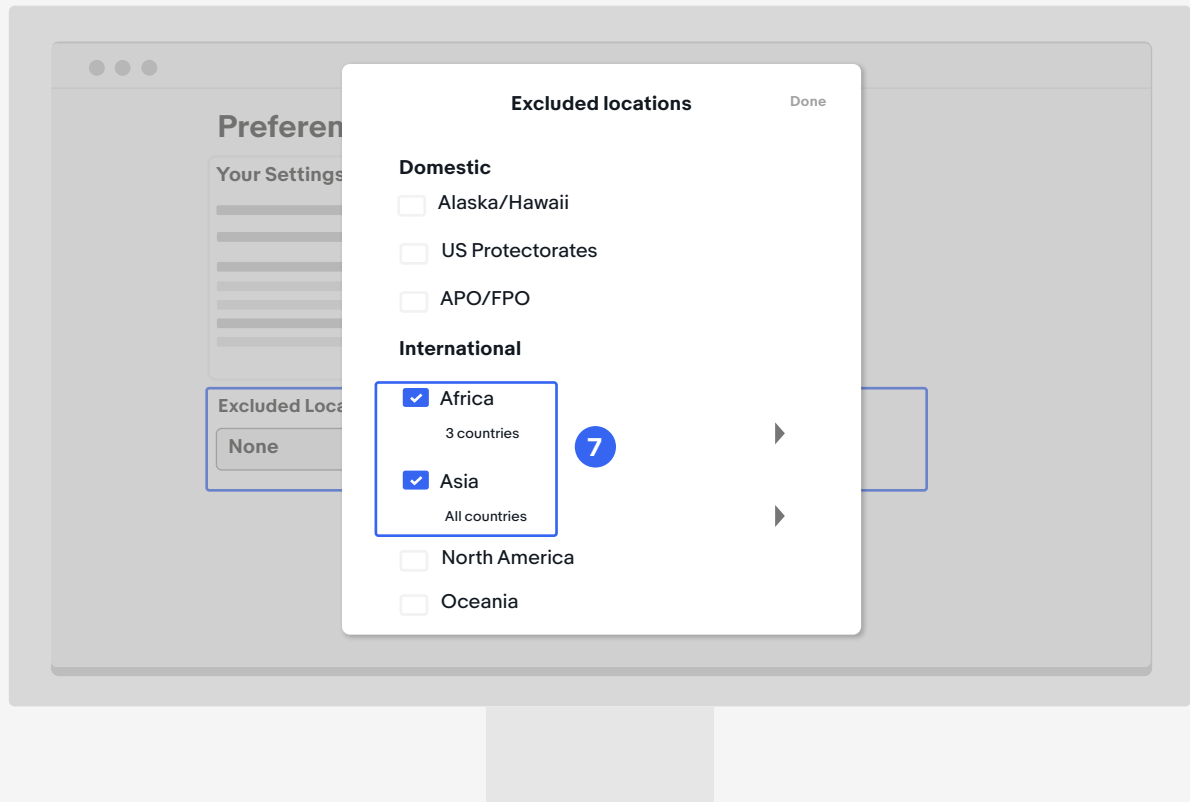
# Country Exclusions: [Single Listing Tool](#)



## Step 6

Navigate to your Preferences and “Excluded locations.”

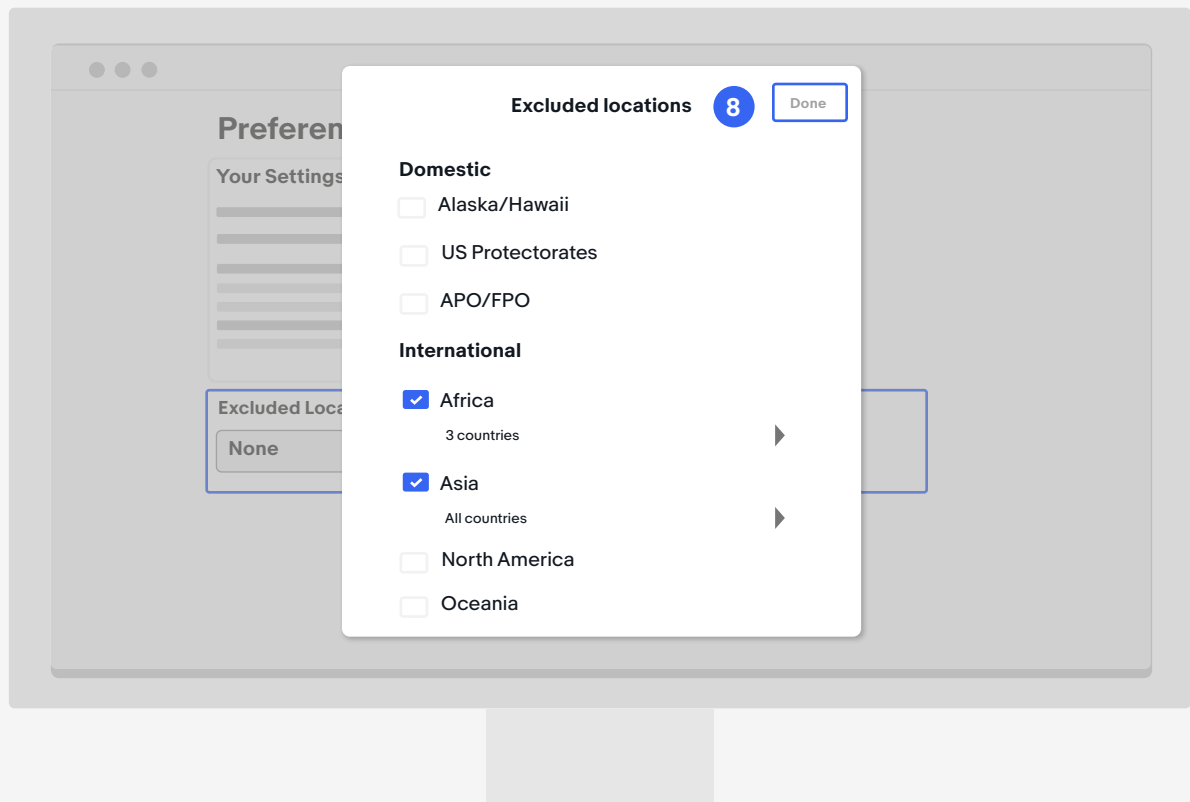
# Country Exclusions: **Single Listing Tool**



## **Step 7**

In the pop-up, select all the locations under the international section that you want to exclude. Or, to keep this listing in the U.S. only, select all the locations under the international section.

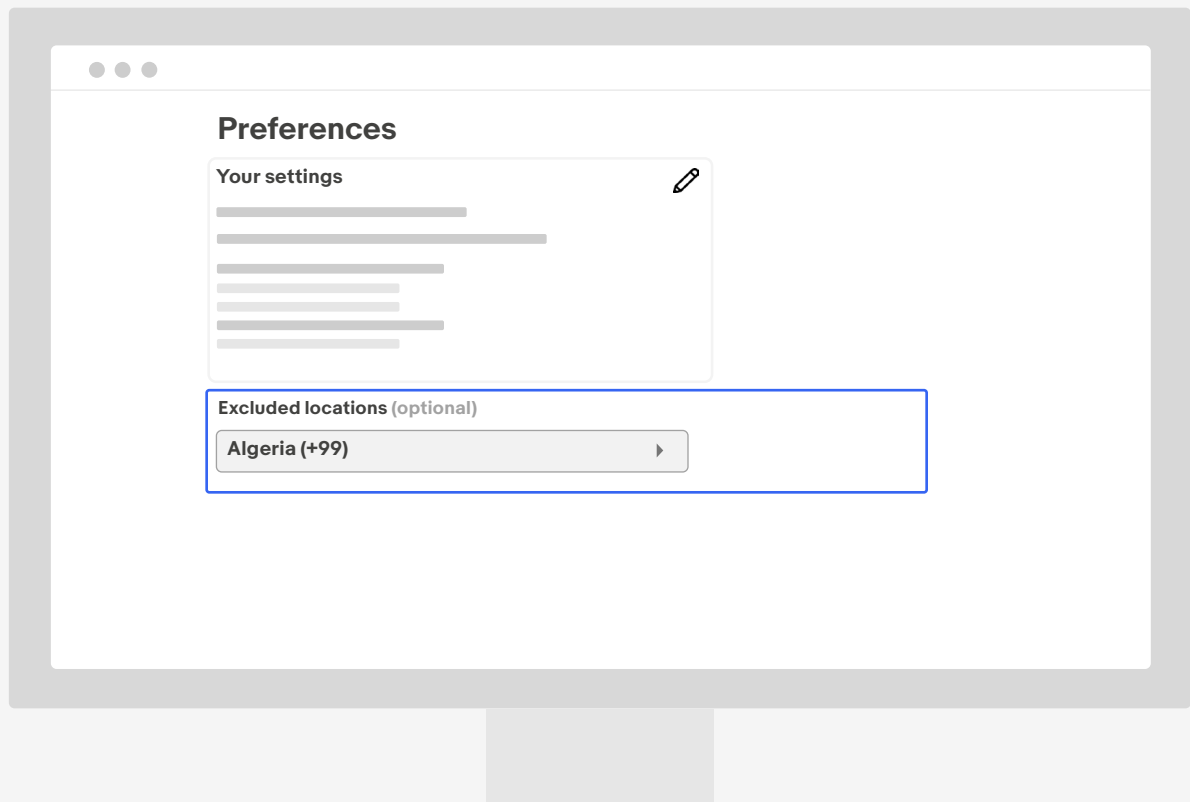
# Country Exclusions: **Single Listing Tool**



## **Step 8**

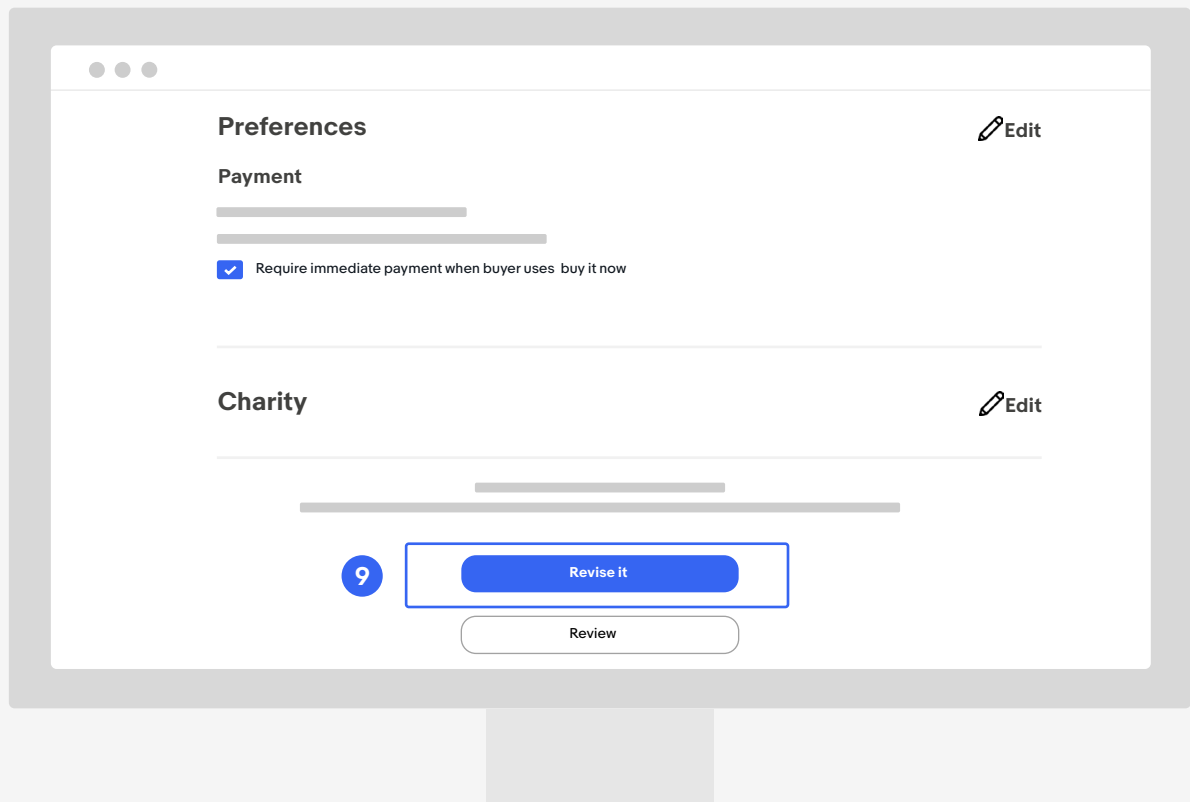
Select “Done” in the top-right corner of the “Excluded locations” window.

## Country Exclusions: **Single Listing Tool**



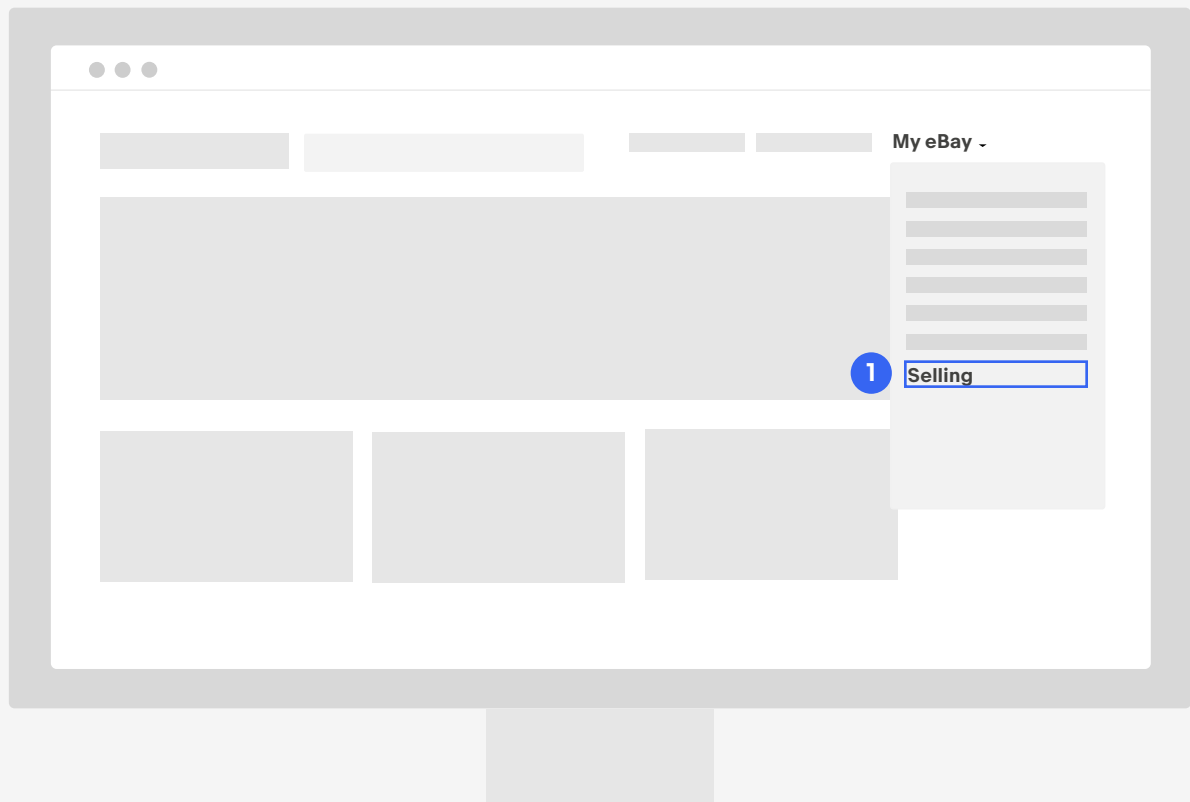
You'll see your excluded countries in the "Excluded locations" box.

# Country Exclusions: **Single Listing Tool**



## **Step 9**

Step 9: Scroll down to the bottom of the page and click "Revise it."

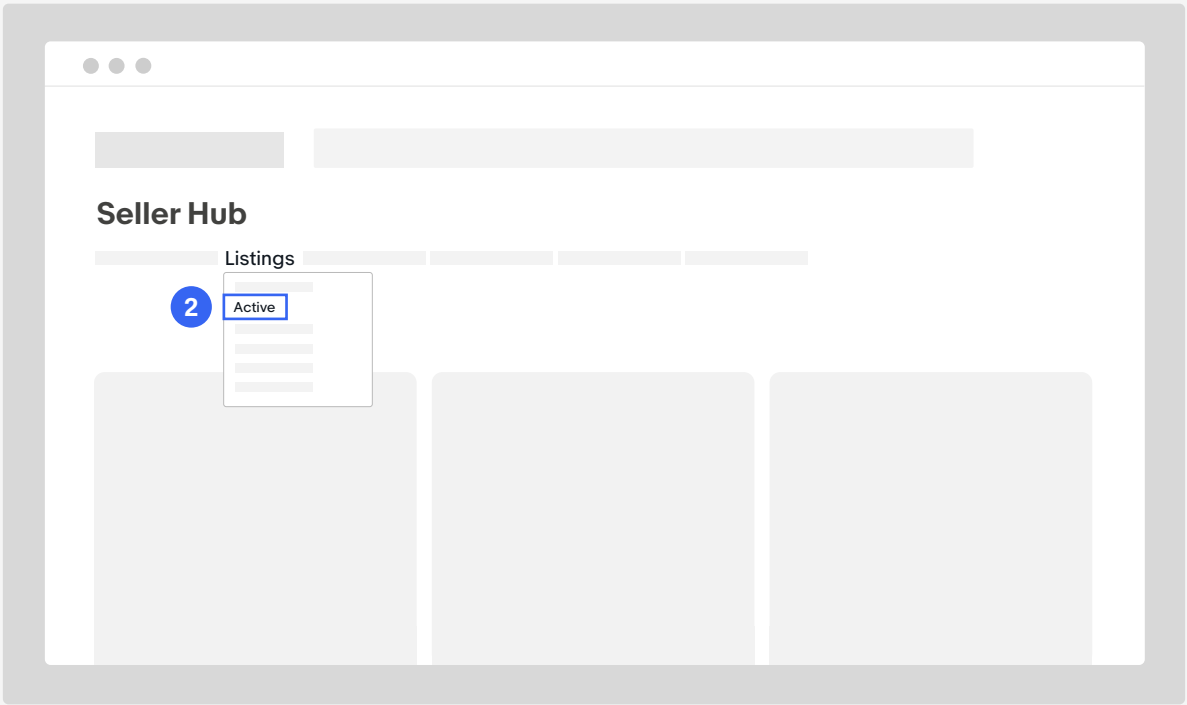


## Step 1

In the upper right corner of your screen, hover over the My eBay dropdown menu and select “Selling.”



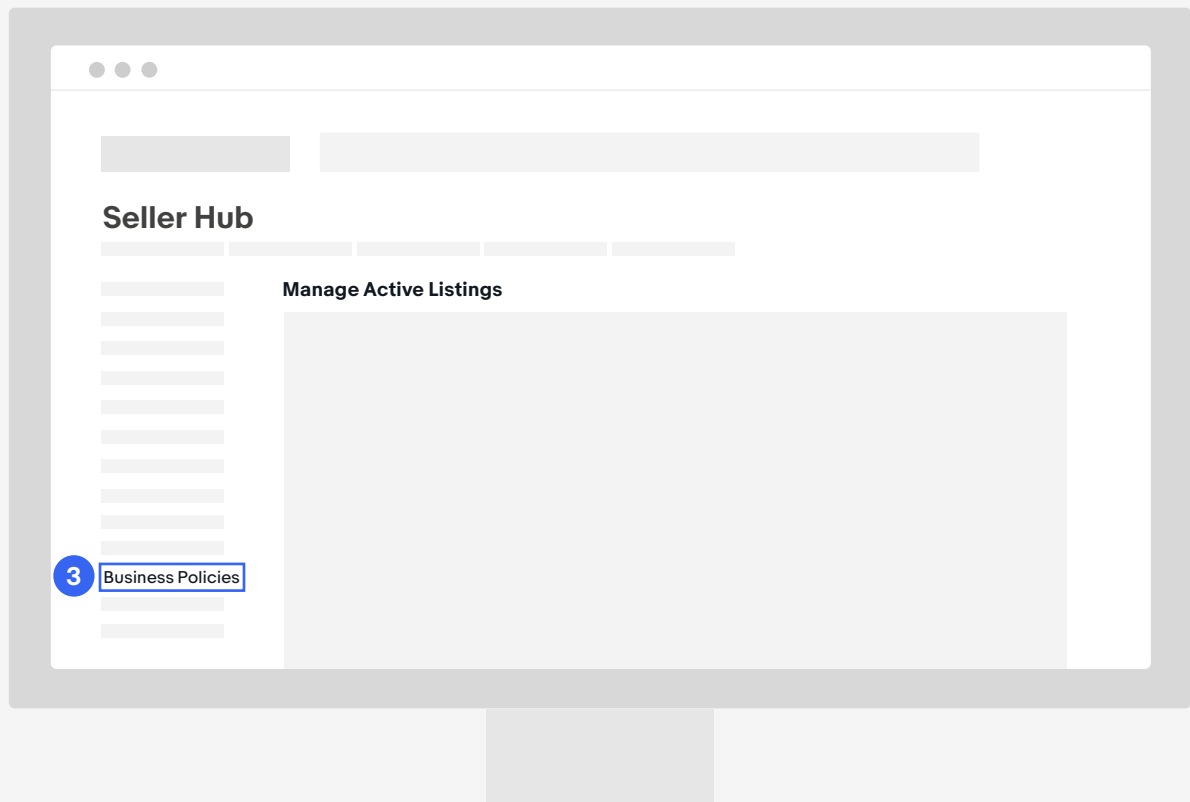
# Managing Country Exclusions: **Business Policies**



## **Step 2**

Hover over “Listings,” then select “Active” from the dropdown.

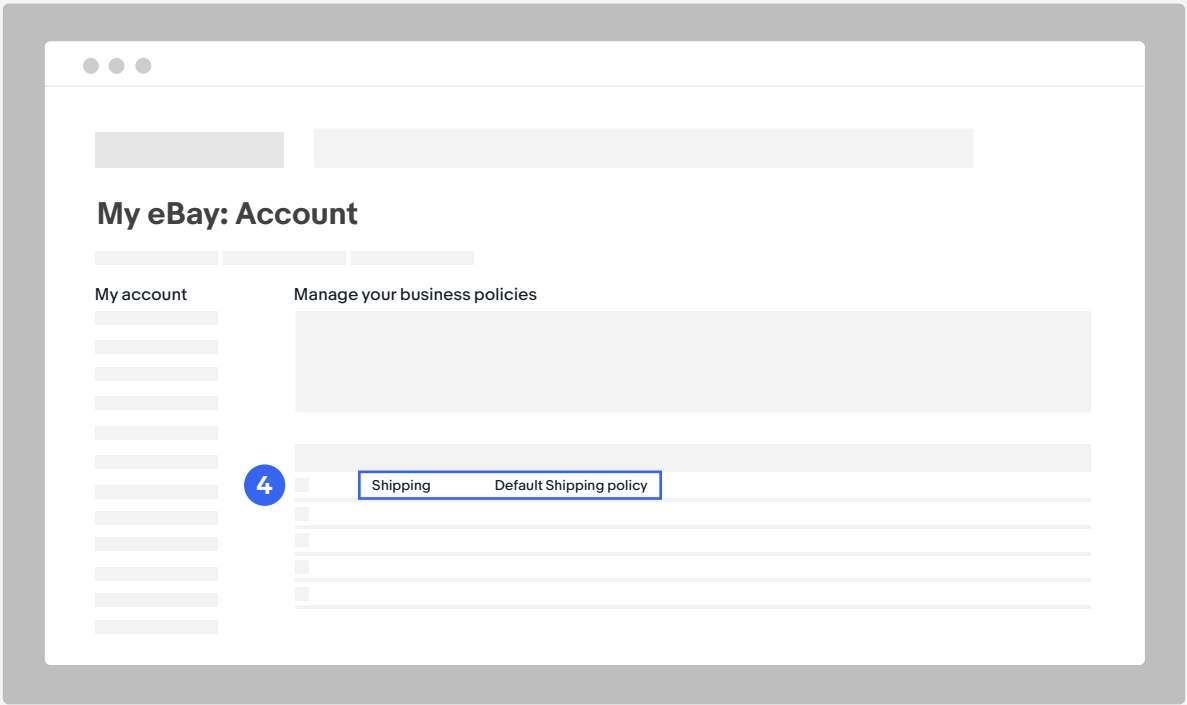
# Managing Country Exclusions: **Business Policies**



## **Step 3**

Select “Business Policies” on the lefthand side.

# Managing Country Exclusions: Business Policies



## Step 4

Select a shipping policy you want to revise.

# Managing Country Exclusions: **Business Policies**

The screenshot shows a web interface for editing a shipping policy. On the left is a sidebar with a 'Business Policies' section. The main content area is titled 'Edit Shipping Policy:' and contains a 'Policy description' field, a 'U.S. shipping' section with a large text area, and an 'International shipping' section. The 'International shipping' section features a dropdown menu currently set to 'No International Shipping', which is highlighted with a blue rectangular box. To the right of the dropdown is a long, empty text input field.

Make sure that “No international shipping” is selected under the International shipping section. It might seem counterintuitive, but this enables all eligible listings under this policy to offer eBay International Shipping.

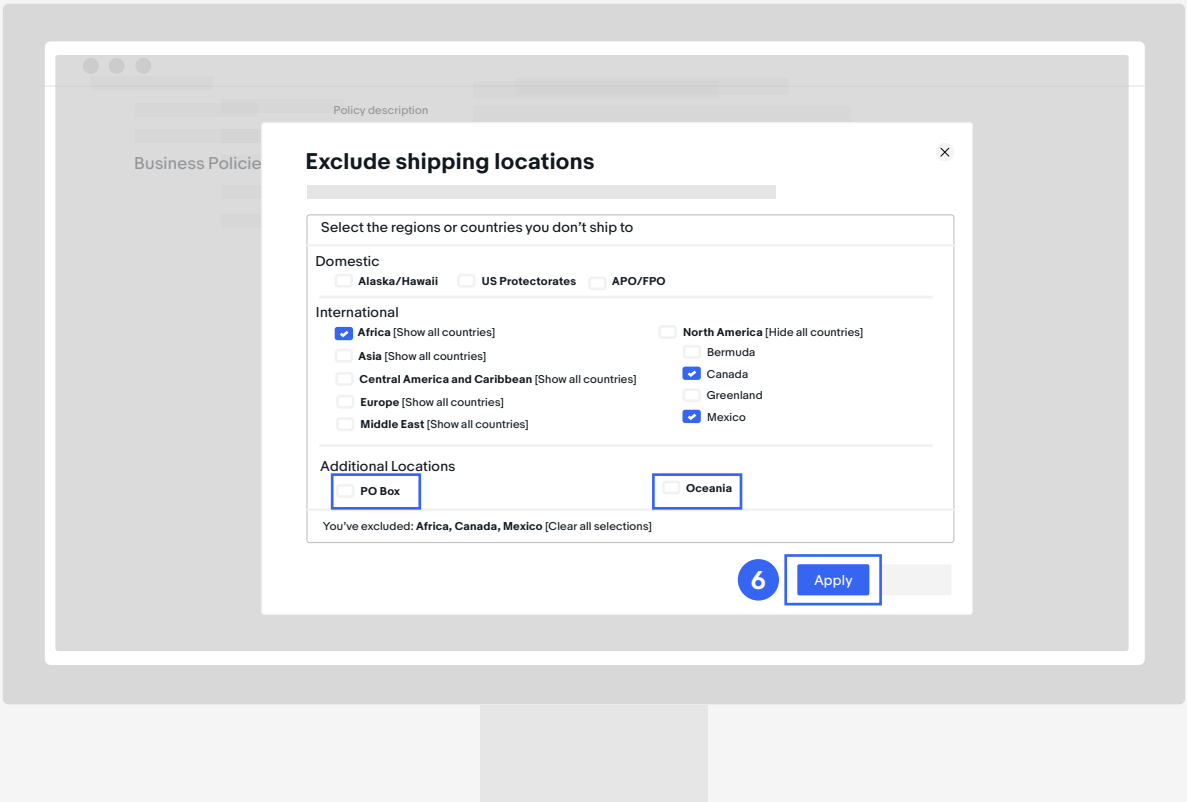
# Managing Country Exclusions: **Business Policies**

The screenshot shows a web interface for managing business policies. On the left is a sidebar with a 'Business Policies' section. The main content area has a 'Policy description' field at the top. Below it are sections for 'U.S. shipping' and 'International shipping'. The 'International shipping' section contains a dropdown menu currently set to 'No International Shipping'. A blue circle with the number '5' highlights a modal box titled 'Exclude Shipping Locations'. This modal contains the text 'No locations are excluded' and a button labeled 'Create exclusion list'. At the bottom of the main form area is a 'Save' button.

## **Step 5**

To manage country exclusions, click “Create exclusion list.”

# Managing Country Exclusions: Business Policies



## Step 6

Select all the regions or countries you don't want to ship to. If you don't want to ship to any international locations, select all the boxes. Then, click "Apply."

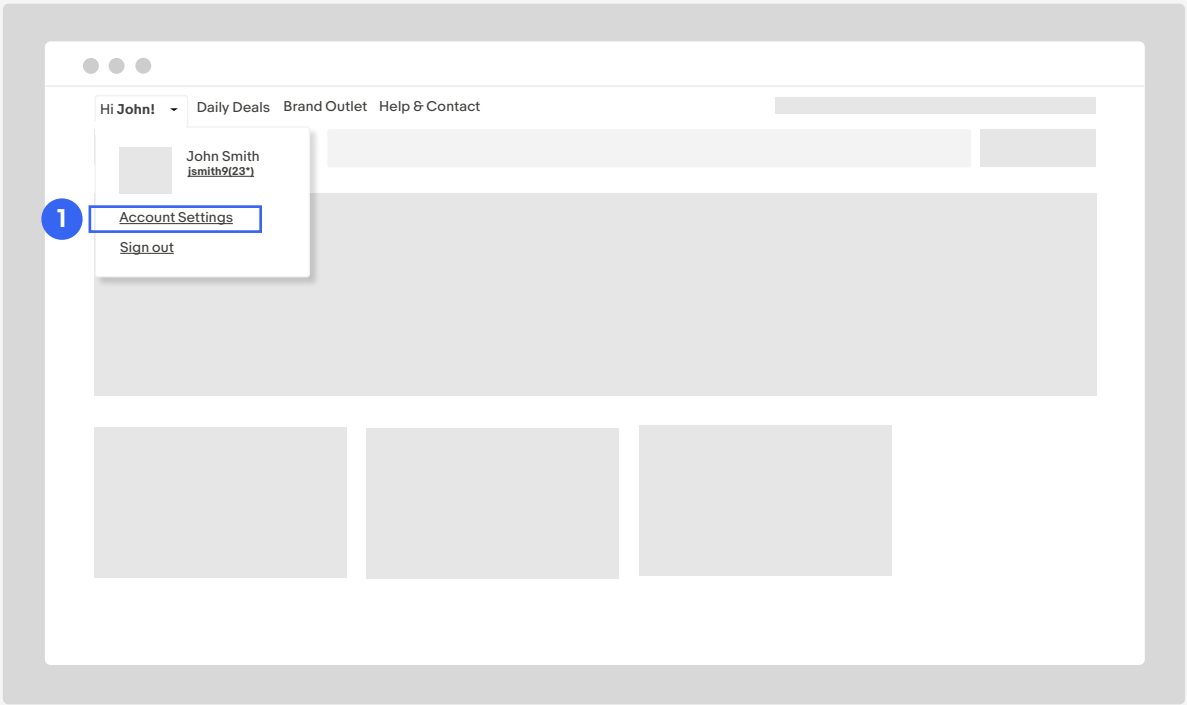
# Managing Country Exclusions: **Business Policies**

The screenshot shows a web application interface for managing business policies. On the left is a sidebar with a menu where 'Business Policies' is selected. The main content area is divided into sections: 'Policy description' with a text input field, 'U.S. shipping' with a large text area, and 'International shipping' with a dropdown menu currently set to 'No International Shipping'. Below the dropdown is a box titled 'Exclude shipping locations' which lists 'Excluded Locations: Africa, Canada, Mexico' and includes a link to 'Edit exclusion list'. At the bottom left of the form is a blue circle with the number '7', and next to it is a blue 'Save' button.

## **Step 7**

At the bottom of the screen, you can view your excluded countries. Click “Save” and your business policies are set.

# Managing Country Exclusions: Account Level

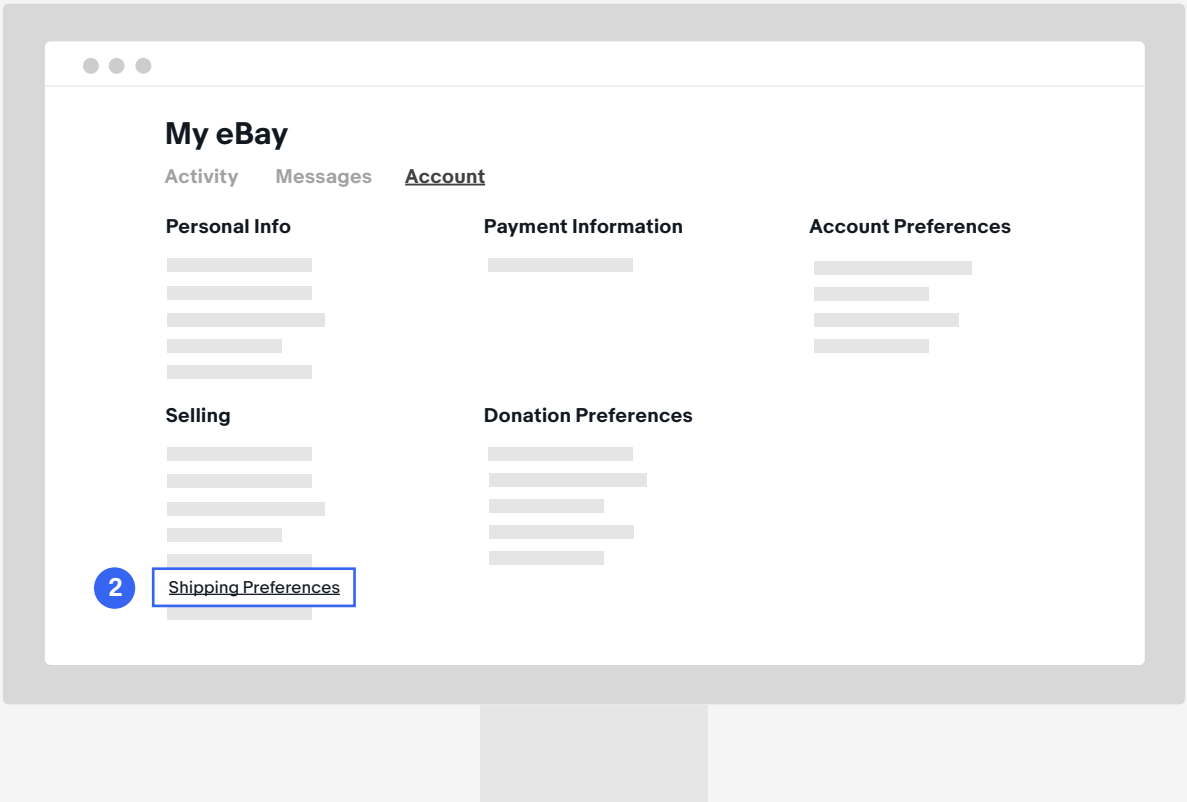


## Step 1

Navigate to “Account Settings.”



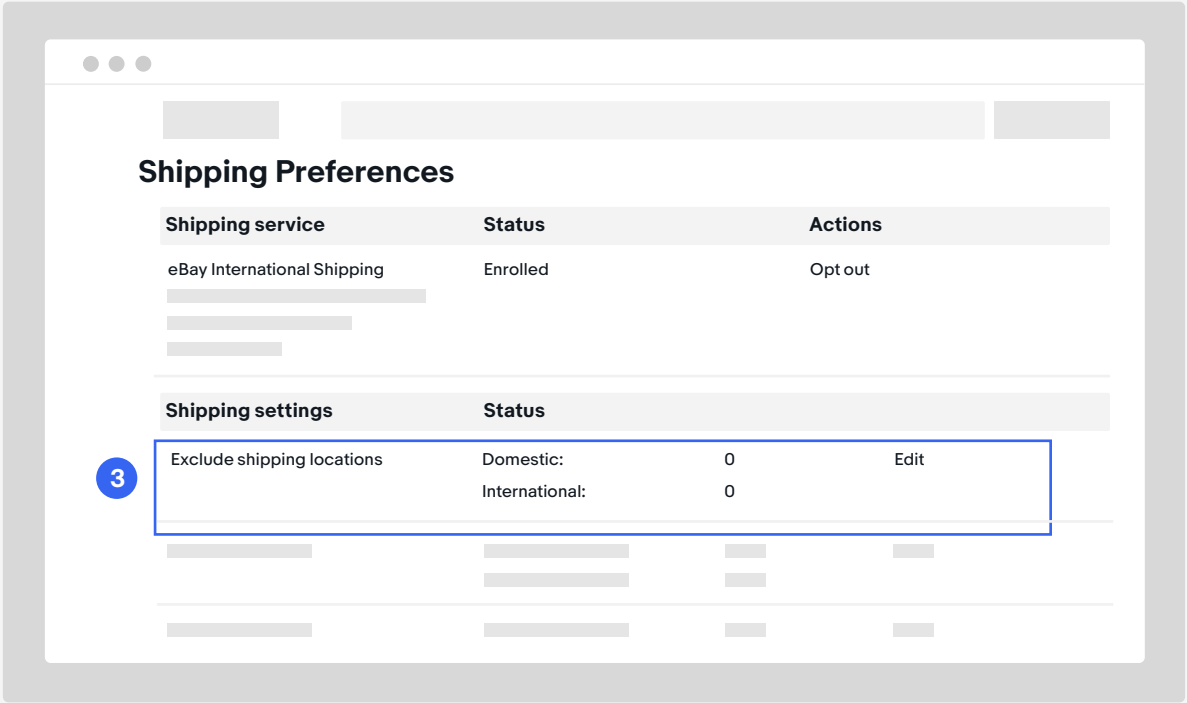
# Managing Country Exclusions: Account Level



## Step 2

Scroll down and select “Shipping Preferences.”

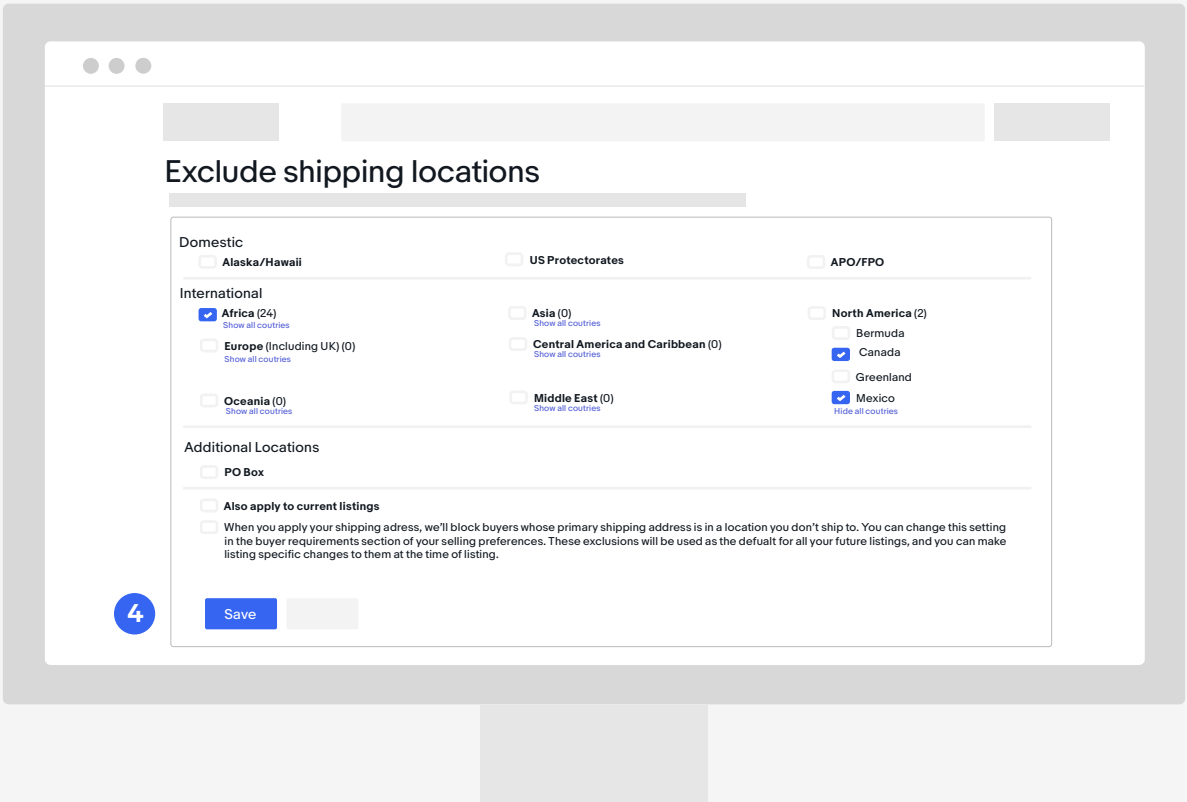
# Managing Country Exclusions: Account Level



### Step 3

Under Shipping settings, click “Edit” next to “Exclude shipping locations.”

# Managing Country Exclusions: Account Level



## Step 4

Select the regions you want to exclude or click “Show all countries” under certain regions to just exclude individual countries.

# Managing Country Exclusions: Account Level

**Exclude shipping locations**

**Domestic**

- ☐ Alaska/Hawaii
- ☐ US Protectorates
- ☐ APO/FPO

**International**

- ☒ Africa (24)  
[Show all countries](#)
- ☐ Asia (0)  
[Show all countries](#)
- ☐ North America (2)
  - ☐ Bermuda
  - ☒ Canada
  - ☐ Greenland
  - ☒ Mexico  
[Hide all countries](#)
- ☐ Europe (Including UK) (0)  
[Show all countries](#)
- ☐ Central America and Caribbean (0)  
[Show all countries](#)
- ☐ Oceania (0)  
[Show all countries](#)
- ☐ Middle East (0)  
[Show all countries](#)

**Additional Locations**

- ☐ PO Box
- ☒ Also apply to current listings
- ☐ When you apply your shipping address, we'll block buyers whose primary shipping address is in a location you don't ship to. You can change this setting in the buyer requirements section of your selling preferences. These exclusions will be used as the default for all your future listings, and you can make listing specific changes to them at the time of listing.

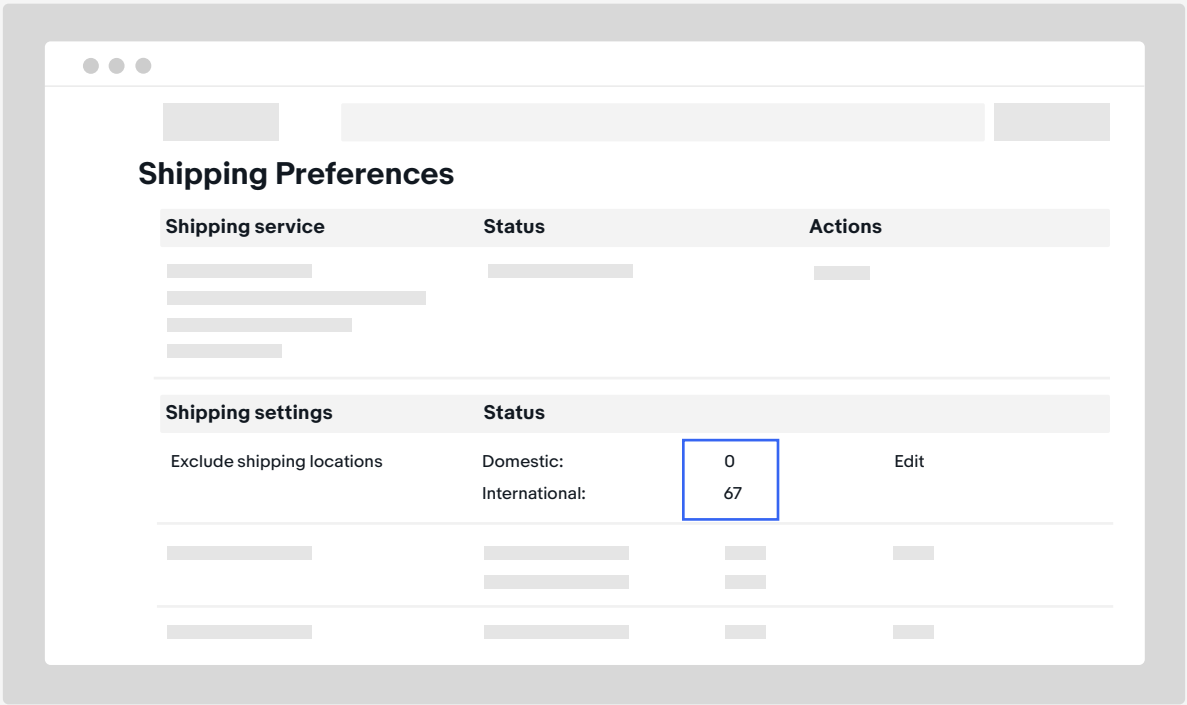
**Save**

## Step 5

You can select “Also apply to current listings” to have the exclusions applied to listings that are already live. Otherwise, those new exclusions will be applied only to your future listings.

Click “Save” to apply exclusions.

# Managing Country Exclusions: Account Level



The “Exclude shipping locations” section will now display the number of countries you excluded.