A basic Emergency Plan template. Edit as needed.

In the even that I am ill, injured or otherwise unable to operate my craft business, please follow this plan.

**1 – Set my shop on Etsy/Folksy/Amazon Handmade to Vacation Mode**

The website address is – [https://www.shopname.marketplace.com](https://www.shopname.marketplace.com/).

The user name is USERNAME

The password is PASSWORD

Give detailed instructions on how to do this here. If your Trusted Person has never used the site themselves, be sure to specify exactly what they need to click. Keep it as simple as possible.

**1 – Set my Standalone Shop to Maintenance/Vacation Mode**

Give the URL, the user name and password needed. Explain in detail how to set the shop so no more orders can come in.

**2 – Check for open orders**

Again give instructions on how to do this, as clearly as possible.

Decide which of the following the Trusted Person should do:

**3 - Fulfil open orders**

If you have ready made stock and the Trusted Person has been shown how to fulfil an order, repeat here the stages they will need to do to get the open orders sent out.

**3 – Cancel open orders**

If you make your products to order, or the Trusted Person is not able to fulfil the orders, explain how to refund the customers, cancel the orders and contact the customers to apologise.

**3 – Delay open orders**

If you are confident you will be able to deal with the orders soon, give clear instructions on how to contact the customers and explain there will be a short delay with their order. Extend any necessary shipping times etc.

**4 – Pay any outstanding bills**

Explain how the Trusted Person will find the bill, and how they should pay it. If you are not comfortable with giving them your Paypal or other financial details, ask them in advance if they will be prepared to pay the bill for your themselves, and you will pay them back as soon as you can.

**5 – Stop any advertising that is incurring costs**

If your shop is going to be closed, you may well want any paid-for marketing to also stop for the duration, if possible. Give instructions on how the Trusted Person should go about doing this.

**6 – Social Media announcements**

You may want your Trusted Person to announce on your social media platforms that your shop is temporarily closed. If so, they will need instructions and passwords to do this.

**7 – Answer emails – or deflect them**

You may be happy with your Trusted Person having access to your business email for the duration of the emergency. Give them clear instructions on how to reply to basic email questions. If you use copy/paste replies for many customer queries, be sure the Trusted Person knows how to access these.

If you know your emergency will only last a short time, you might consider having a simple, preprepared email that the Trusted Person can copy/paste to explain that you are unable to answer customer questions for a short time, but will get back to them as soon as you can.

You could also set up an automatic response email and instruct your Trusted Person to turn it on in your email client.

**8 – Cancel any Events that will be Affected**

Ensure your trusted person knows where to find details of any upcoming craft stalls, conferences, courses or other commitments that you will be unable to attend – and how to cancel them if possible.

**9 – Set up an automated message for customer queries**

You may want to have a pre-prepared message for anyone asking questions about your shop whilst it is closed.

**10 – Cancel or Postpone Automatic Supplies**

If you have any supplies (or services) that are set to automatically renew, you may want your trusted person to put them on hold for the duration of the emergency. If you are not going to be making products for a few weeks, for example, you may not want a pile of supplies turning up.

Be sure to clarify where the trusted person can find any passwords that may be needed, if they are not included within the emergency plan itself.

Leave space at the end of the Emergency Plan for your Trusted Person to write any notes for you.