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User Quick Guide English | 中文版 www.vinvil.com * www.vinvil.com * www.vinvil.com * www.vinvil.com * www.vinvil.com





This flow chart will help you understand how our store works



- **STEP 1** A payment is made to our store when Buyer purchases, we will hold the payment till Buyer receives product(s) from Seller.
- **STEP 2** Our store will forward Buyer's contacts to Seller, and vice versa.
- **STEP 3** Seller and Buyer contact each other to deliver products.
- **STEP 4** Buyer login account to confirm the product has been received, and allow our store to pay Seller.

STEP 5 We release payment to Seller.

In case of rejected products back to Seller and request for refunds, Buyer will need to liaise with Seller directly. For more details, please refer to Terms and Conditions.



Click "Seller" link on the top of homepage to Login or Register, and sell your product.

How to manage your products? MY STORE -Click this link **Delete selected products** Manage products Add new product If you have similar product to post, may select product to copy, and edit accordingly. This may speed up adding. shortcut to add product Add new product MANAGE PRODUCTS COPY DELETE ADD Price Quantity Image **Product Name** Model Status Action FILTER You can input related information in these fields to search for a particular type of products using this button. 30.0000 1000 cellphone seller01-a1 Approve [Edit]

3) 3.1 Add new product -> General Tab



Complete English & Chinese description for your product to enable more buyers to view your products. *if you do not have Chinese description for your product, please copy English description onto Chinese description.*

| Product Tags: | A tag for description. If Buyer types keywords that are shown in your tag, your product will be displayed in the search results. These Tags will enhance the chances of buyers viewing your products during search. for example: phone, HTC, smartphone (<i>Tags are separated by comma</i>) When Buyer search phone or HTC or smartphone, your product will be listed in search results. |
|-----------------------|---|
| Description: | Discribe your product, condition of your product, mode of delivery, shipping fee, etc. For example: HTC One X smartphone, used for 8 months, front camera not working, meet up for collection at MRT station. |
| 3.2 Add new product - | > Data Tab |
| * Model : | Create a model number for your product. Model format must be [your Seller ID - Seller's preferred Code], for example: assume your Seller ID is "coolseller", and you're selling mobile phone (your preferred code is mp001). The Model can be "coolseller-mp001" |
| Product Image: | Product Image is the cover image of your product, this image will be displayed in product list . You can upload total 4 images for your product, for other 3 images, they are uploaded in "Additional Images" Tab. |
| Touch Up Picture: | We provide additional picture editting services. If you are not satisfied with your pictures, may need us to edit picture for you, S\$2 for each picture will be charged. Kindly transfer the fee to our paypal account. (In order to present product in good faith, we will enhance the presentation and not cover up on the wear and tear of your products.) |

The following guide is for **SELLER**



3.3 Add new product -> Links Tab

Please select appropriate Category for your product. The product will be listed on the category page.

3.4 Add new product -> Special Tab

If you would like to boost sales, you can create a promotion period to sell product at a discount price. Fill in the discount price, date start and date end.

3.5 Add new product -> Additional Images

You can upload 3 additional images for your product. Maximum 3 additional images, images exceeding limit will be deleted by our administrator.



You'll receive a notification email when your product is purchased. Buyer's contacts will be enclosed in notification email. Please contact Buyer for delivery of product. We are not responsible for delivery of your product to Buyer. For more details, please read our Terms & Conditions.

You also can Login to check your Received Orders. If your product is purchased, but have not received notification email. Please check your Spam/Junk folder in mailbox to ensure that the email did not go to your Spam folder. To be safe, add web@vinvil.com to your trusted sender list.

How to view your received orders?



| - | - N |
|---|-----|
| | |
| | |

| Product Name | Model | Quantity | Price | Total | Buyer's Confirmation | Delivery Status |
|--------------|-------------|----------|-------|--------|--------------------------|-----------------|
| cellphone | seller01-a1 | 4 | S\$28 | S\$112 | Haven't heard from Buyer | Sent Not Yet |

THIS ORDER 73 HAS COMMENT FROM BUYER :

Kindly inform me on when the delivery will be made so that I can make the arrangement for someone to receive the item. Thank you.

CONTINUE





Kindly contact Buyer to arrange for delivery soonest possible. After delivery of product(s). Login your account to update Delivery Status within 2 days from date of delivery to Buyer, this may speed up the process of the payment for your product(s).

Note: When you receive order, please update Delivery Status "Not Yet" so that Buyer is informed that you are aware of the orders. Once delivered, please update Status to "Sent".

How to update your Delivery Status? (this may speed up the process of payment for your product)

You can see whether Buyer received product from the following status:

- Haven't heard from Buyer: Buyer has not login to update status from his side.
- Received: Buyer received product already.
- Not Yet: Buyer has not received product. You may contact Buyer to confirm on the delivery.

| Home » Seller Account » R | eceived order history » | Order Informatior | ģ | | | | |
|--|-------------------------|-------------------|-------|--------|--------------------------|-----------------|--|
| Product Name | Model | Quantity | Price | Total | Buyer's Confirmation | Delivery Status | |
| cellphone | seller01-a1 | 4 | S\$28 | S\$112 | Haven't heard from Buyer | Sent Not Yet | |
| THIS ORDER 73 HAS COMMENT FROM BUYER : Kindly inform me on when the delivery will be made so that I can make the arrangement for someone to receive the item. Please update your status here Continue | | | | | | | |



If there is no dispute upon receipt of products by the Buyer within two days("Dispute Period"), we will transfer the payment to Seller's designated Paypal account within seven business days after Dispute Period. For more details, please read our Terms & Conditions.

* If Buyer wants to return your product, please refer to Step 5 below.



Buyer has the rights to ask for refund within 24 hours of receiving the products if the products received are far from advertised description or promised conditions. For more details, please read our Terms & Conditions.

- 1. Buyer will contact you for return of product. (Shipping fee will be paid by Buyer, if any).
- 2. Seller has to reach an agreement with Buyer for returning of default products.
- 3. Upon receipt of returned product, send us a confirmation email.







- 第一步 当买家在我们网店购买、付款之后,我们会暂时保管这个款项,直到 买家从卖家那里收到货之后才会把款项划给卖家。
- **第二步** 付完款之后,我们网店会把买家联系方式发给卖家,卖家联系方式发给买家。
- 第三步 卖家与买家联系,相互协调商品交付相关事宜。
- 第四步 买家登录网站,确认商品已收到,并同意我们网店支付给卖家。

第五步 我们把款项划给卖家。

如果买家想退还商品,要求退款。买家需要直接联系卖家,安排退货事宜。 具体细节,请参阅我们网站的《条款及条件》。

卖家快速使用指南





点击主页顶部的"卖家"链接进行登录或注册新帐号,然后售卖您的商品。



3) 3.1 增加新商品 -> 概要 选顶卡

🔀 English 🛛 🕮 Chinese

为您的商品填写中英文介绍,以便让更多买家看到您的商品。

-如果您没有英文的介绍,请把中文的内容复制到英文的字段域中。

- **商品标签:** 对商品描述用的标签。如果买家输入的搜索关键词与您的标签相类似,那么您的商品就会显示在搜索结果中。 在买家搜索商品的时候,这些标签会提升买家查看您商品的机会。例如:手机,HTC,智能手机 - 当买家搜索手机或HTC或智能手机时,您的商品会显示在搜索结果中。(逗号必须用英文半角逗号,不可用中文全角逗号)
- 描述: 在此为您的商品填写介绍,商品的状况、交付方式、运费等等。 例如:HTC One X智能手机,已用8个月,前置摄像头坏了,在MRT见面交付。

3.2 增加新商品 -> 数据 选顶卡

- * **型号**: 为您的商品创建一个型号,型号的格式必须是[你的卖家用户名-卖家喜欢的代码],例如:假设你的卖家用 户名是 "coolseller",你正在卖手机(你喜欢的代码是 mp001)。那型号便是 "coolseller-mp001"
 - **商品图片:** 商品图片是您商品的封面图片,这张图片会显示在产品列表页面中。 - 您可以上传4张商品图片,其它3张,请在"附加图片"选项卡中上传。
 - **图片编辑**: 我们提供额外的图片编辑服务。如果您对您的图片不满意,我们可以为您编辑图片,每张图片会收取S\$2服务费。费用请汇到我们的Paypal账号。 (为了能真实地展现您的商品,我们会增强展示效果,但不会替您的商品的磨损,破损及等等缺陷的进行修图。)

卖家快速使用指南



请为您的商品选择合适的目录。在相应的目录页面中会列出您的商品。

3.4 增加新商品 -> 优惠 选顶卡

如果您想刺激销售,可以创建一个促销时段,以折扣价销售商品。请填写折扣价格,开始日期和结束日期。

3.5 增加新商品 -> 附加图片 选顶卡

您可以为商品上传3张附加图片。最多3张附加图片,超出限制的图片会被管理员删除。



当有人购买您的商品时,您会收到一封电子邮件通知。买家的联系方式包含在电邮中。 请尽快联系买家安排商品交付事宜。我们不负责您商品交货的事宜。具体细节,请参阅 我们网站的《条款及条件》。

您也可以登录网站查看您收到的订单记录。如果您的商品已经被订购了,但却没收到电子邮件通知。请到邮箱的"垃圾邮件"目录中查收,以确保邮件没有进到"垃圾邮件"目录中。为了 安全起见,请把web@vinvil.com加入到受信任发件人列表中。

如何查看您收到的订单记录?



| ີ |) | | | | | | |
|---|-----------|-------------|----|-------|--------|------------|-------|
| Ĭ | 品名 | 商品代码 | 数里 | 价格 | 合计 | 买家确认 | 交货状态 |
| | cellphone | seller01-a1 | 4 | S\$28 | S\$112 | 暂无收到买家任何消息 | 已发 还没 |

THIS ORDER 73 HAS COMMENT FROM BUYER :

Kindly inform me on when the delivery will be made so that I can make the arrangement for someone to receive the item.

Thank you.

继续







请尽快联系买家安排商品交付事宜。在商品交付买家之后,您需要在两天之内,登录你的 账户更新"交货状态",这可以加快对您商品付款的处理速度。

注意: 当您收到订单后, 请把"交货状态"更新为"还没", 这样买家就知道您已经收到订单了。 一旦交货后, 请把"交货状态"更新为"已发"。

如何更新您的"交货状态"?(这可以加快对您商品付款的处理速度)

您能看到以下三种来自买家的更新状态:

- 暂无收到买家任何消息: 买家还没有登录账户更新状态。

- 收到: 买家已收到商品。

- 还没: 买家还没有收到商品, 您可能需要与买家再核实一下交付情况。

| 首页 » 帐户 » 收到的订单记录 » 订单信息 | | | | | | | | |
|--|-------------|----|-------|--------|------------|-------|--|--|
| 订单信息 | | | | | | | | |
| 品名 | 商品代码 | 数里 | 价格 | 合计 | 买家确认 | 交货状态 | | |
| cellphone | seller01-a1 | 4 | S\$28 | S\$112 | 暂无收到买家任何消息 | 已发 还没 | | |
| THIS ORDER 73 HAS COMMENT FROM BUYER : Kindly inform me on when the delivery will be made so that I can make the arrangement for someone to receive the item. 请在此更新状态 Thank you. | | | | | | | | |



如果买家在收到商品后的两天之内(争议期)没有争议。在"争议期"结束后,我们会在 七个工作日内把款项转到卖家指定的Paypal帐号。 具体细节,请参阅我们网站的《条款及条件》。

*如果买家想要退还您的商品,请看下面第5步。



如果买家收到的商品与您所刊登的内容或承诺的东西相差甚远,买家在收到商品后的 24小时之内,有权要求退还商品。具体细节,请参阅我们网站的《条款及条件》。

1. 买家会联系你安排退还商品。(如有运费产生,则运费由买家支付)

2. 卖家需要和买家对违约商品达成协议。

3. 一旦收到退还的商品后,发送一封电邮给我们以作确认您已收到。