

1- I have already created an account, but why I cant login now?

- a) Have you activated your account yet? (click on the link supplied in the email subjected “ Account Activation that you received from customer@eshop-vietnam.com)
- b) are you sure you have entered the right User name?
- c) are you sure you have entered the right password? (if you are not sure remembering the right one, please change password by clicking on “forget password” button found at the end of “ Login” box
- d) are you sure your account is currently not restricted from eShopVietnam by misuse of the website?

2- Why I don't receive any email subjected “Account validation” ?

- If you are using an yahoo email address, please look for your mail also in Junk/Bulk/Spam folder. Yahoo might also be very late in distributing emails, you may have to wait for a while
- If you are using an yahoo email address, please make sure there is a .vn at the end or not. Please also make sure that you entered the right email address on our system during registration (,yahoo,com OR .yahoo.com.vn). If you found out that you have mistakenly gave the wrong email address during registration, please contact us at customer@eshop-vietnam.com

3- It is possible for changes of Name and Login for my account?

You cant make this change by yourself on our system. Please contact us at customer@eshop-vietnam.com and give a good reason for such changes. Attention: make sure your request sent from the email address that you used for creation of account

4- What is the purpose of validation of personal information like Address/ Phone Number/ID scan ?

Trust Bar is displayed next to your profile. When your personal information is validated, this bar will get closer to the green color end, indicating the trust level you are recognized on our system. On line Buyers/Sellers will base on that Trust Bar information to decide whether to deal with you or not for their Online Buying/Selling activity.

5- What do I do to have my personal information validated?

- a) Login on <http://www.eshop-vietnam.com>
- b) click on the link “change my details”
At the box “Seller Profile”
- c) Click on “ Send validation request” for Address if you want to validate your address
- d) Click on “ Send validation request” for Phone Number if you want to validate your Phone Number
- e) Click on “ Send validation request” for ID scan if you want to validate ID on our system

You will then receive automatic email(s) informing you what kind of papers you need to send us through email to customer@eshop-vietnam.com for the follow up of validation process.

Attention: all those information need to be sent from the email address that you have registered on our system during registration for creation of your eShop account

6- Phone Number / other contact information are not allowed, so how do Buyers/Sellers can conduct the Buying-Selling transaction?

The system will automatically send contact information to both parties once the On line Purchase Request is sent by the Buyer and is confirmed by the Seller.

7- I'm a Seller, what do I do to confirm a Purchase Request Received?

- a) Login on <http://www.eshop-vietnam.com>
- b) Click on "My Orders Received" , and reply to the Buyer, once your reply is sent , our system will automatically add in contact information at the end of your message. You will also receive a copy of the message you have just sent together with contact details of the Buyer. Both parties can now contact each other directly.

8- What can I do to up my items to the the top of the list?

You need to often renew your posts by doing the flowing:

- a) Login on <http://www.eshop-vietnam.com>
- b) Click on the link " My Items"
- c) Click on "Edit the Item" for the item that you want to renew
- d) After editing, click on the button "modify this item"

9- What to do to know how many times my item is (are) viewed online ?

When you click on an item to see its details, you will see how many times it has been viewed at the line "Viewed Online" right on top of "share on face book" button.

10- Why Item's Code cant be displayed?

Your item's code might look very much like a phone number so it might have been automatically filtered by the system. Please contact us at customer@eshop-vietnam.com and give us the Item's Code and the concerned Item Name for our direct intervention in the system.

11- I have posted some items but cant see the Buy Now button?

The Buy Now is displayed only:

- in the item list found, by a buyer after logged in, through "Search" function .
- in the Seller's Item List, when a Buyer click on the link "visit the seller's shop"

If you are the Seller of the Item, you don't have this Buy Now button

If you are the Buyer, you will see Buy Now button only after having logged in

12- How to post for an advertising announcement?

eShop Vietnam is an Online Auctions & Direct Sales website, all transactions and Sending/Receiving of Online Purchase Requests are managed automatically, so content of your posts must directly concern to a specific item on sales. To avoid confusion, all posts with advertising contents but not a specific items will not be accepted on the system.

13- Why my post(s) is (are) disabled, and not allowed to be displayed?

All posts with bellow contents will be refused on our website:

- a) Ill talking, unhealthy, immoral, affecting Vietnamese Culture, or illegal contents
- b) More like an advertising announcement but not about a specific item on sales
- c) More than one items are posted in the same post
- d) Duplication of item
- e) Without a price or invalid price
- f) Empty item
- g) With Logo, Website, Phone number, Address, or any direct contact details

14- What it is for to Up Date the Final Status for Orders Received, Rate, and comment the Buyer?

Only when the Seller up dated the Final Status for an Orders received, Buyer can post their comments and rate the Seller to whom he/she has dealt with on eShop Vietnam. These Comments and Ratings will be displayed every time when your Profile/ or concerned product of yours is on display. Good comments and ratings about you will help to increase trust level that Buyer might have for Seller and vice versa

15- I'm the seller, How do I do to Up Date the Final Status for Orders Received, Rate, and comment the Buyer ?

- a) Login on <http://www.eshop-vietnam.com>
- b) Click on the link: "My Orders Received" on the column "my menu", in the "Direct Sales" box

A new window will appear with a list of Purchase Requests that you have received

- c) Click on "Acknowledged" on top of the list

Click on concerned item and click on 1 of the options " paid", "Canceled" "Out of stock" to up date the final status of the item on sales.

Once the Final Status is up dated, a new window will appear allowing you to comment and rate the Buyer

- d) Click on the link " Comment the Buyer" and click in the small window underneath to fill in your comment about the Buyer and click "send feedback"
- e) Click on the link "Good" "Average" "Poor" to up your vote for this Buyer

Attention: Only when you have up dated the final status for the Order You received that your Buyer can give Comment & Vote for you

16- I'm a Buyer, how can I comment and vote for the Seller after the purchase was done ?

- a) Login on <http://www.eshop-vietnam.com>
- b) Click on the link: "My Orders Sent" on the column "my menu" and in the "Direct Sales" box

A list of Purchase Request that you have sent will appear

- c) Click on "Paid" on the top of the list

Attention: if you don't see the concerned Purchase Request in this list, please Remind the Seller to Up Date the Final Status for your Order so as you can conduct this step

- d) Click on the button " Comment the Seller" and click in the small window underneath to fill in your comment about the Seller and click "send the feedback"
- f) Click on the link "Good" "Average" "Poor" to up your vote for this Seller.