

1) How to post your Item

- 1- Log In on www.eshop-vienam.com
- 2- Following the column " **My Menu**" on the right side of your screen , in the box "**selling**"=> click on "**sell an item**"
- 3- Choose one of **Categories and Sub-Categories** which best describe your item
- 4- Click into the box on the right of "**Item Title**" then feed in the title for your item
(**attention:** - you can give the title in both English and Vietnamese so that your post can reach maximum of buyers possible - must not include any contact detail such as weblinks, email addresses, and phone numbers)
- 5- Click into the box on the right of " Item Description " and feed in all information describing your item v
(**attention:** DO NOT post more than one item in one post to avoid confusion and difficulty for Buyer in addressing the right item when using our automatic Purchase Order System ; DO NOT feed in any of your contact details such as : websites, addresses, telephone numbers, and email addresses in the description of your item to avoid undesired disturbance. We need to encourage people to use our Automatic Emailing System so as updated information about concerned product can be displayed to potential customers and concerned parties at once.
- 6- Click on "**browse**" and pick up an image file of your item (that you already stored in your computer)
(**attention:** Images with Logos, website addresses, phone numbers, email addresses, advertising banner, and violent or Sex Images are not allowed)
- 7- Click again on "**browse**" on the below, and on the right of "**Add more photos**" and pick up another image file of the same item (you can repeat this step many times if many photos are to be added for this item)
(**attention:** Images with Logos, website addresses, phone numbers, email addresses, and violent or Sex Images are not allowed)
- 8- Click and choose one of "**Shipping conditions**" in the given list
- 9- Click into the box on the right to feed in "**Shipping Terms**"
(example: if at step 9 you chose " Seller pays shipping expenses" then here you can specify more detail such as " within district 1,3,4, and Binh Thanh district, Hochiminh City")
- 10- Click and choose one or more "**Payment methods**" that you can accept from the buyer
- 11- Click and choose one of Selling Type "**Auctions**" or "**Instant Buy - No Auction**"
- 12- If you chose "**Instant Buy - No Auction**"
 - a/ Click into the box on the right of "**Price**" and feed in selling price of your item
 - b/ Click into the box on the right of "**Quantity**" and feed in available quantity of your item
 - c/ Go to step 15
- 13- If you chose "**Auctions**"
 - a/ Click into the box on the right of "**Starting Price**" and feed in the starting price for the auction of your item
 - b/ Click and choose "**VIP Auction**" if your Starting Price is at least 2,000,000 VND and you want to make your item available ONLY to VIP members.
 - c/ Click into the box on the right of "**Bid Increment**"
 - If you choose **Use the built-in proportional increments table (10% of the the current Bid)**.

Example: if the previous bid value was at 100,000VND, the following bid value will be automatically affixed at 110,000VND, and the next Following Bid will be at 121,000 VND

- If you choose **Use your custom fixed increment**, then feed in the increment value number that you want

Example: If you want the following Bid be greater than the previous one 50,000VND, then you type 50,000

d/ Click into the box on the right of **“Reserved Price”** and feed in the minimum price at which you are ready to sell your item.

Example: You gave a starting price for the auction of your item at 100,000VND but you dont want to sell it at less than 150,000VND, then you will feed in for the Reserved Price with a value nuber at 150,000

e/ Click on the arrow on the right of **Duration** and choose one of the length in time that you want your auction to be on.

14- Click on **“Post Your Item”** to up your item on sales

- *At this moment, you can press the button F5 to refresh your screen and check your on-sales item list and your Online-Stock on eShop-Vietnam by going to “My Menu” column on your right, at the box “Selling”, Click on “My Items”*
- *Attention: **Check your mail regularly** to monitor and follow up your Daily Online Selling Activities.*

II) Instruction for Monitoring, Follow-Up, and Managing your Purchase Order received

A- For an Item posted under “ Instant Buy-No Auction” selling type

1- When received an email from eShop-Vietnam through email with the subject “ eShop Vietnam - Your Purchase Request” for an item posted under “Instant Buy- No Auction”, within 48 hours you need to do the following to confirm receipt of request and your follow up of order:

- a) Login on www.eshop-vietnam.com
- b) Following the column "My Menu" on the right side of your screen, in the box “Direct Sales”, Click on “**My Orders Received**”
- c) A new window will appear showing all Orders Received ==> Click on “**Reply to the Buyer**”
- d) A small box will appear right below, type in a content of your message (when you do so, your contact details will automatically added in) and click on “**Send**” to send your confirmation to the Buyer

OR click “**Cancel**” if you need to revise your message, then repeat the *step d*

2- An email from customer@eshop-vietnam.com subject “ Purchase Request [name of your item]” will be then sent to you . Now, you can **contact the Buyer directly** through the contact information you find in the email and arrange the rest of the transaction with the buyer.

3- When the transaction completed you need to do the following:

- Login on www.eshop-vietnam.com
- Up date the latest status for your item as follows:
 - Following the column "My Menu" on the right side of your screen, in the box “Direct Sales”, Click on “**My Orders Received**”
 - A small window “**ORDERS RECEIVED**” will appear, click on “**Acknowledged**” and update the status for each item whether the item was finally “**Paid**”, “**Cancel**”, or no more available “**Out of Stock**”
- When an Item's final status is defined, you can Comment and Rate the buyer by click in “**Comment the Buyer**” and feed in your comment in the new small box appear, then click “**send feedback**” to send it OR “**Cancel**” to modify

- your comment and click “**send feedback**” when finish.

4- Monitor and manage your Online Stock:

- a) At this stage, where Final status of item is defined by you in step 3, report on your Online Stock of this item is automatically updated and displayed to Potential buyers so that they can decide their buying behaviours toward your item.
- b) Mean while, as the role of a Seller, you also can monitor and manage your OnlineStock by Following the column "My Menu" on the right side of your screen, in the box “Selling”, click on “ My Items”, and change the information about your product as you want.

B- For an Item posted under “Auction”

Please follow precisely the instruction below when you received an Online Purchase Order for your item posted under "Auction" selling type

- 1- **Check your mail regularly** to monitor new Bids you receive for your item on auction
(Attention: you cant edit the details of your item when there is already somebody bid on your auction)
- 2- When the auction ends, you will receive an email from customer@eshop-vietnam.com subjected "Your Auction [name of your item] is closed" informing you up-dated details of the auction, and who the winner is. You now need to do the followings:
 - a) Login on www.eshop-vietnam.com through the link given in your email
 - b) Following the column " **My Menu**" on the right side of your screen , in the box "**Auctions**", click in "**My closed Auctions**" you will find the profile of auction's winner with all contact details
 - c) Contact the Winner directly to arrange the follow up of the transation
- 3- When the transation completed you need to do the following:
 - Stay Loged In on www.eshop-vietnam.com
 - Up date the latest status for your item as in Step 3 of part A
 - Monitor and manage your Online Stock as in step 4 part A