



# Gmarket Sales Management Guidelines

What is GSM?

GSM stands for “*Gmarket Sales Management*” program distributed by Gmarket. The main objective of the program is to enable Gmarket sellers to manage and monitor their **selling items** (this program can only be used by Gmarket e-dealers). By means of this program, all sellers can manage each items beginning with listing them to having their settlement amount be paid by Gmarket. Please read these guidelines carefully and you will find various ways to manage your product conveniently.

## Contents

1. **Main** ([Page 3](#))
  - For a brief explanation on each item on the menu and its functions.
2. **Item Management** ([Page 4~11](#))
  - To list a new item or edit item information that was listed earlier.
3. **Auction** ([Page 12~13](#))
  - To review the current status and progress of auction items that are listed.
4. **Negotiation** ([Page 14](#))
  - To accept or reject Nego offers from customers.
  - To offer new prices to customers.
5. **Price/Inventory** ([Page 15](#))
  - To sort all the items that are listed by category.
  - To edit price and inventory information.
6. **Delivery** ([Page 16~18](#))
  - To view new orders that are received from customers and update delivery information.
  - To view detailed information in order to send items to the correct address and recipient.
7. **Customer Inquiry** ([Page 19~20](#))
  - To view and respond to customers' inquiries regarding items that are listed.
8. **Cancellation** ([Page 21](#))
  - To view the cancelled orders by customer, please do not send items on the cancelled order list.
9. **Urgent message** ([Page 22~23](#))
  - To view and reply to urgent messages posted by Gmarket.

**Description**

Please log-in GSM and the "Main" page will appear as follows:

\* Please note that buttons on "1" and "2" are duplicate buttons that redirect to their pages.

The screenshot shows the Gmarket Sales Manager interface. At the top, there's a navigation bar with links: Main, Item Management, Auction, Negotiation, Price/Inventory, Delivery, Customer Inquiry, Cancellation, and All Other Menu. Below this is a green banner with 'Main features of GSM' and links to 'download the manual' and 'download multiple item-listing format'. The main content area is divided into several sections: 'GSM Quick View' (with 'Quick View for Items' and 'Quick View for Orders' subsections), 'GSM Notices' (a table of notices), and 'GSM User Guide' (a table of guides). At the bottom, there's a grid of buttons for various functions: Item Management, Auction, Negotiation, Price/Inventory, Delivery, Customer Inquiry, Cancellation, and Urgent Message. Numbered callouts (1-12) point to specific elements: 1 points to the navigation bar, 2 points to the 'Main' button, 3 points to 'Item Management', 4 points to 'Auction', 5 points to 'Negotiation', 6 points to 'Price/Inventory', 7 points to 'Delivery', 8 points to 'Customer Inquiry', 9 points to 'Cancellation', 10 points to 'Urgent Message', 11 points to the 'GSM Quick View' section, and 12 points to the 'GSM Notices' table.

## Description

1 and 2. Please choose one of these buttons to execute the function.

### 3. Item Management:

To list new items and edit information of Listed items, please click on this menu.

### 4. Auction:

On this page, you can manage and monitor all bids made by customers.

### 5. Negotiation:

You can find out bargain price offered by customer. It is up to seller to accept, re-negotiate (by counter offer) or reject the offer.

### 6. Price/Inventory :

You can find out all listed items. through this page, you can edit price or update inventory for each item.

### 7. Delivery :

You can find out all information related to order you received through the page, you can also update and manage delivery status.

### 8. Customer Inquiry:

Check out all inquiry from customer.

### 9. Cancellation:

All cancellation requests from customer could be viewed on this page.

### 10. Urgent Message:

Find out Urgent message from Gmarket.

### 11. GSM Quick View:

Simply click on 'Search' to find out your current status, then click on 'Number' to go to related GSM page.

### 12. Useful Notices:

Find out the latest news about Gmarket or download useful tools.

## “Item Management” Page (A-1)

- If you have a new item to list or edit that which is already listed, you can do so here.
- You can also review or edit the price of each item and inventory information.

### Description

#### 1. List new item:

By clicking on this tab, you are able to list new items you wish to sell. Scroll down your mouse and enter item info, beginning with “Select Category and selling type”.

#### 2 and 3. Edit item info/Price & Inventory:

Prior to editing such information, you are required to select one of the listed items by double-clicking on it.

#### 4. Sorting items:

You can sort listed items by category, search by, transaction status, and selling type.

#### Drop-box Description:

- Category: Choose main, 1<sup>st</sup> & 2<sup>nd</sup> sub categories
- Search by: Able to search by item No. or name
- Transaction status: To sort by status of item (available, hold, etc)
- Selling type: Selling format (auction or buy now)
- Search button: You need to press this button to see listed items on screen.
- Excel: You can transfer information on screen to ‘Excel’ formation by clicking on this button.

## “Item Management” Page (A-2)

- How to list a new item.
- Information required to be entered and the function of each button.

5

### Categories and Item types Help

Category *	Main Category ▼	1st Sub Category ▼	2nd Sub Category ▼
Selling Type *	<input checked="" type="radio"/> Buy now <input type="radio"/> Auction		

6

### Enter item information Help

Manufacturer *	<input type="text"/>	<input type="button" value="Select"/>
Item Name *	<input type="text" value="Enter the correct item name (max. 40 letters)"/>	
Model Name	<input type="text" value="Enter the correct model name (max. 40 letters)"/>	
Code	<input type="text"/> FYI, you may enter abbreviated item name. (i.e. AK2001A, HD T-shirt etc.)	
Manufacture date	Select ▼	Select ▼ (i.e. Jun-2008)
Launching Date	Select ▼	Select ▼ (i.e. Jun-2008)
Place of Origin *	=Select= ▼	<input type="text"/>
Item Condition *	New Item ▼	
Adult Item *	<input type="radio"/> Yes <input checked="" type="radio"/> No	
A/S Information *	Contact A/S center of manufacturer or seller ▼	Tel: <input type="text" value="Contacts"/>
Free Gift	<input type="text"/>	
Set restriction	<input type="checkbox"/> Do not use price bargaining option.	
Item description *	<input type="button" value="Upload HTML File"/>	

## Description

### 5. Select Category and selling type:

-Category: You need to choose one of the categories from either Main, 1<sup>st</sup>, or 2<sup>nd</sup> sub categories.

**\*\*\* Please note that once you have selected either the main or the 1<sup>st</sup> sub category, you will not be able to change to another later.**

-Selling Type: You need to classify your item as “Buy Now” or “Auction”

**\*\*Buy Now:** instant purchase of item

**\*\*Auction:** Through bidding process, the item could be purchased

### 6. Enter Item Information:

-Manufacturer: Click the “select” button and you will find a pop up that will ask you to search for the “manufacturer.” Enter this info indicating the factory or company that has manufactured the item and press “search”; if there are results shown, you can choose one of them or register your own manufacturer.

-Item Name: You can name your item that will be shown on the item description page.

-Model Name: Provide your model name if you have any.

-Code: This helps sellers identify the item.(i.e: AJ-21, HD TS etc)

## “Item Management” Page (A-3) continue

- How to list a new item.
- Information required to be entered and the function of each button.

### Enter item information Help

Manufacturer *	<input type="text"/>	<input type="button" value="Select"/>
Item Name *	<input type="text" value="Enter the correct item name (max. 40 letters)"/>	
Model Name	<input type="text" value="Enter the correct model name (max. 40 letters)"/>	
Code	<input type="text"/> FYI, you may enter abbreviated item name. (i.e. AK2001A, HD T-shirt etc.)	
7. Manufacture date	<input type="button" value="Select"/>	<input type="button" value="Select"/> (i.e. Jun-2008)
Launching Date	<input type="button" value="Select"/>	<input type="button" value="Select"/> (i.e. Jun-2008)
Place of Origin *	<input type="button" value="Select"/>	<input type="text"/>
Item Condition *	<input type="button" value="New Item"/>	
Adult Item *	<input type="radio"/> Yes <input checked="" type="radio"/> No	
A/S Information *	<input type="button" value="Contact A/S center of manufacturer or seller"/>	Tel: <input type="text" value="Contacts"/>
Free Gift	<input type="text"/>	
Set restriction	<input type="checkbox"/> Do not use price bargaining option.	
Item description *	<input type="button" value="Upload HTML File"/>	

## Description

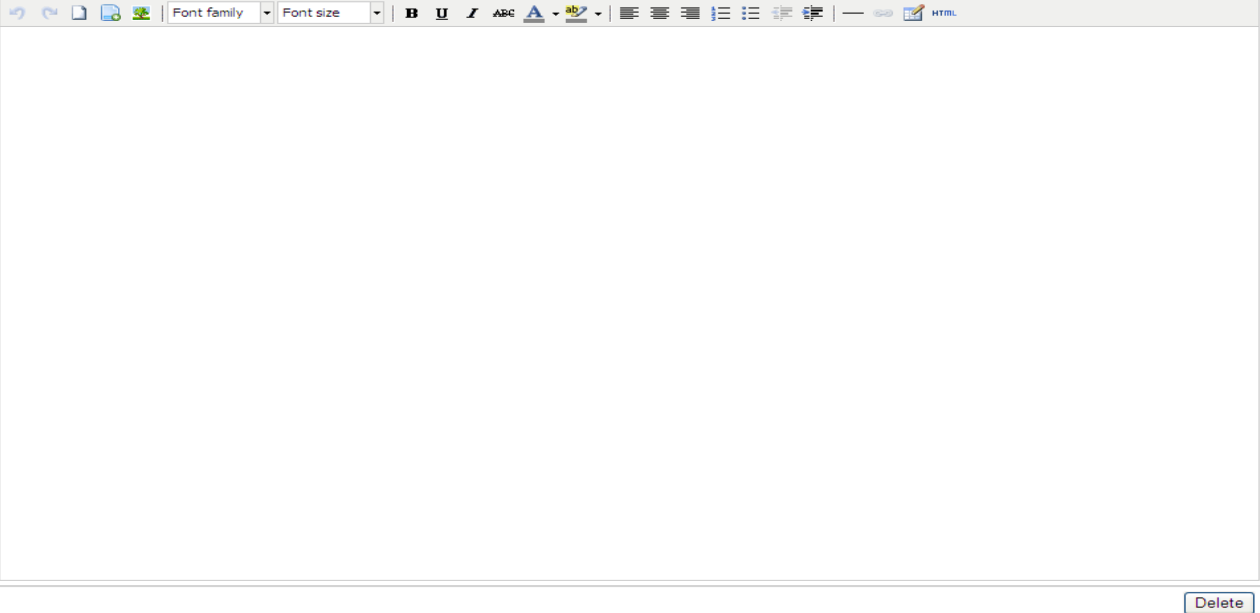
### 7. Enter Item Information:

- Manufacture date: provide manufacture date for your item
- Launching date: provide launching date for your item.
- Place of origin: provide information of your product's manufactured place.
- Item Condition: You can choose either new item or second hand item.
- Adult item: Please note that if the item you are listing is related to adult material such as image, product video, CD etc or classified as adult materials, you need to choose “Yes”.
- A/S Info: This info will be provided to customer if they need an A/S for the item(please write your contact no.)
- Free Gift: If you have any free gift by purchasing your product , please write in here.
- Set Restriction: If you check this box, your price on this item can not be negotiated.
- Item description: You can upload the image, or explain product through various methods to describe item for the customers.

## “Item Management” Page (A-4)

- How to list a new item.
- Information required to be entered and the function of each button.

9



10

Item Image \*

Direct Image Upload

Preview

1. Basic image (280\*280)

2. For list (80\*80)

3. For larger image (max 300\*300)

No Image uploaded


No Image uploaded

No Image uploaded

If you are unable to see the image or the function does not work properly, please check your internet option.

Please note that even though you have completed the listing, uploaded image may take some time to be displayed on the list.  
So please do not list the same item over again.

Item List



## Description

### 9. Enter Item Information:

–Item description: You can upload the image or describe the product in various ways for the customers.

### 10. Item image:

–There are 3 sizes for each item image that can be listed:

1. Basic image: display on the item description page.
2. Image on list: display when listing items
3. Larger Image: display when a user clicks on the “larger image” button on the item description page.

\*\*\* Please note that if you want, you can only put one basic image that will automatically resize and display on other spots

## “Item Management” Page (A-5)

- How to list a new item.
- Information required to be entered and the function of each button.

11

**3 Enter Price and Inventory Info** [Help](#)

Reference Price	Select <input type="button" value="v"/> S\$ <input type="text"/>
Selling Price *	S\$ <input type="text"/> (Settlement Amount: <input type="text"/> ) <input type="checkbox"/> Enter directly
Item Quantity *	<input type="text"/> item(s)
Expiration Period *	3 months <input type="button" value="v"/>
Selection/Option	<input type="button" value="List / Edit Selection"/> <input type="button" value="Optional Extras"/> <input type="button" value="List / Edit Option"/>

12

**4 Enter Delivery Information** [Help](#)

Delivery Fee *	===Select=== <input type="button" value="v"/>
Delivery from	<input type="button" value="Edit Address"/> <input type="text"/> <input type="text"/>

### Description

#### 11. Enter price and inventory info:

- Reference Price: Retail price on another shopping channel. This price will be shown in comparison to your selling price.
- Selling price: This is the price at which the item will be sold, i.e., the price that the customer pays for the item. From this amount, the Gmarket fee will be deducted and the balance amount will be paid to the seller as “settlement amount.”

\*\*\* You can enter directly for settlement amount.

FYI: \$10 is the selling price

10% is the Gmarket fee

\$9 or less can be entered directly.

- Item Quantity: Put your item Q'ty to sell.
- Expiration period: This will be the period during which the item is available on Gmarket.
- List/Edit Selection: On this pop up, you can display data such as color, size, Q'ty, etc
- List/Edit Option: If you have an optional product to sell along with the main item, you can list them on this menu. (i.e., MP3 with earphones, pouch or pants with T-shirts, etc)

#### 12. Shipping and Handling:

- Delivery Fee: Set the shipping cost for the item. You can choose free, free on condition, direct delivery, or pick up on store.
- Delivery From: The address from which the item is delivered to the customer.



## “Item Management” Page (A-6)

- How to list new item.
- Information required to be entered and the function of each button.

13

Premium Service
Help

Set Advertisement Display

Premium Display	<input checked="" type="checkbox"/>	1 week	3000	Gcash Period:	Aug/18/2008	~	Aug/25/2008
G stamp Display	<input checked="" type="checkbox"/>	10	G stamps issued per item(s)	Period :	Aug/04/2008	~	Sep/06/2008
Milage	<input checked="" type="checkbox"/>	2	% of the selling price				

Item Registration
Initialize

### ► Listing item may entails various civil and penal affair responsibilities.

Which includes copyright, trademark protection and adult item restriction

For adult items, it is legal to sell to those who are 19 years or older regardless of it's form(image, text and other file attachments, etc.). Thus the responsibilities rests entirely with each seller and Gmarket has no liabilities on these issues.

In case of Gmarket faces claim upon these issues, the seller should bear all related financial liabilities on behalf of Gmarket

\*\*These are legal statements and for applicability to foreign markets, etc should be check by a legal counsel.

14

Gcash balance		0 G cash
Listing Fee		0 G cash
Premium service fee		0 G cash
Remaining Gcash		0 G cash

## Description

### 13. Premium Service :

- You can use Gcash to advertise your item. You need to select the period.
- G stamp can be issued for certain periods.
- The mileage rate could be set. The mileage is the credit that works in the same way as bonus points that we provide to customers for every purchase.
- Once you have entered all necessary information on this page, click on “list item” button so that your item will be listed.
- The initialize button will make this page clear as default value.

14. You can check your Gcash balance, fees, and remaining Gcash at the bottom right corner of this page.

## "Item Management" Page (B-1)

- How to edit the Price & Inventory page.
- Information required to edit and the function of each button.

[Sign out](#) [Gmarket Home](#) | [MiniShop](#) | [Bookmark](#)[Main](#) [Item Management](#) [Auction](#) [Negotiation](#) [Price/Inventory](#) [Delivery](#) [Customer Inquiry](#) [Cancellation](#) [All Other Menu](#)

### Item Management

[View Details / Close](#)

Use this menu to list item, edit item information and price & inventory status.

[List Item](#)[Edit Item Info.](#)[Edit Price & Inventory](#)

15

[Buy Now](#)

Selected Item No 100000057 Item name test:hyemi ( openmarket/ free)

#### 1 Order List

Selling Price	Settlement Amount	Stock Quantity	Service fee rate	Stock No	Closing_date	Status
25.99	25.99	1,110	0		20081117	Normal

#### 2 Edit information : Buy Now

Selling Price *	S\$ <input type="text" value="25.99"/> (Settlement amount: S\$ <input type="text" value="25.99"/> <input type="checkbox"/> Enter settlement amount directly
Item quantity *	<input type="text" value="1110"/> item(s) (Once the number of items entered as the available quantity are sold, sales will be discontinued.)
Sales period [Edit]	Aug/19/2008 ~ Nov/17/2008 after Sep/17/2008 (When the sales period ends, sales will be discontinued.)

[Discontinue sales. \(Delete listing\)](#)[Edit Price/Quantity](#)[List Item](#)

You are not able to extend "sales period" for whole items listed on "buy now" Please re-list the item if ended.

## Description

### 15. Edit Price & Inventory: Buy Now

–Search & Choose one of the listed items.

Change selling price, quantity, or period if needed.

–Press Edit Price/Quantity button to revise info.

–If you want to delete certain listed items, click on "Discontinue sales (delete listing)" button.

## “Item Management” Page (B-2)

- How to edit the Price & Inventory page.
- Information required to edit and the function of each button.

The screenshot shows the Gmarket Sales Manager interface. The top navigation bar includes links for Sign out, Gmarket Home, MiniShop, Bookmark, and a Yahoo! Singapore logo. The main menu has tabs for Main, Item Management (highlighted with a red box), Auction, Negotiation, Price/Inventory, Delivery, Customer Inquiry, Cancellation, and All Other Menu. Below the menu, there is a sub-menu for Item Management with a View Details / Close button. The main content area has three buttons: List Item, Edit Item Info., and Edit Price & Inventory (highlighted with a red box). A text box below the buttons says: "Use this menu to list item, edit item information and price & inventory status."

## 16 Auction

The screenshot shows the Auction page. At the top, there is a form with fields for Selected Item No (100000040) and Item name (peunjung Teset). Below this, there is a section titled "2 Edit information : All-auction". This section contains a table with various auction parameters and their values.

Starting Price	S\$ 1000	Unit Price	S\$ 100
Quantity	10 item(s)	Bidding Quantity Limitation	<input type="radio"/> None <input checked="" type="radio"/> Yes 0 or fewer items available for
Buy now	Buy Now available <input type="button" value="v"/> S\$ 0	Ending Date	Oct/01/2008 21:00
Sales extension (if bids are placed 5min prior to end)	<input checked="" type="checkbox"/> Postpone	Extend period	Extend <input type="button" value="v"/> Do not extend <input type="button" value="v"/> days 0

At the bottom of the form, there are two buttons: Auction Suspended and Edit Info.

## Description

### 16. Edit Price & Inventory: Auction

- Search & Choose one of the listed items.
- Revise info on listed items.
- Press “Edit auction info” button to revise info.
- If you want to suspend certain items, click on the “Auction suspended” button.

## To view and manage the Auction Details

\*\*\* This menu can be used to search for the bidding status and manage auction details.

\*\*\* The winning bid information will be transferred to the delivery part of the next step, thereby, preparing for delivery.

### Auction Management

[View Details / Close](#)

Use this menu to view the information of Auction progress and bidders.

#### Bids History

Date

Bidding Date

Sep

03

2008

~

Sep

17

2008

Auction status

Auction No.

Item No.

Item Name

Bidding Status

Bidder Name

Search

Schedule

All

Excel

\* If the winner completes payment for the item, that order will be displayed in green on the list

#### Auction Item Details

<b>Auction Type</b>	All-Auction	<b>Auction Status</b>	Auction number:1 Completed
<b>Item</b>	100000040 peunjung Teset		
<b>Auction Period</b>	18/08/2008 ~ 01/09/2008	<b>Item Quantity</b>	10 item(s)
<b>Total bidders</b>	2 bidder(s)	<b>Saved bidding fee</b>	G-cash

### Description

1. Select date type and set the range of dates within which you would like to search.

#### -Bidding date

: Sort by the date the customer has bid.

#### -Winning date

: Sort by the date customer won the auction.

2. To view bid details, click the "search" button after filling in the auction information that you want to sort by.

-In progress: The auction is still in progress.

-Ended: The auction has ended.

-Discontinued: The auction is suspended.

-Scheduled: The auction has been arranged.

3. Select one of the auctions you would like to view more details of.

4. Please check details for the auction you selected above.

#### -Total bidders

Number of bidders in the Auction

#### -Allow "Buy now" option or not

Seller can set "Buy now" option here.

5

■ Bidding Details

Edit

<b>Bid No.</b>	2	<b>Bidder</b>	109332598	Hyeong-Ile, Baek
<b>Bidding Progress</b>	Successful biddin	<b>Reason</b>		
<b>Winning bid status</b>	Successful bids - Preparing Shipping	<b>Reason</b>		<b>Cancelled by</b>
<b>Payment status</b>	Transaction number 10 Payment completed	<b>Delivery status</b>	Order information has been transferred to the seller. Plea	

6

Terms of Bidding Progress

- 1) Bid in progress : Auction is not Ended
- 2) Winning bid -  
Awaiting Confirmation : Waiting for winner confirmation  
You may cancel winning bid that have not been paid for.
- 3) Winning bids - On  
request : Confirmed by winner. Please prepare for delivery of the item.
- 4) Failed bid : Auction was already completed, But the highest bidding has not been met the seller's expectation.
- 5) Bidding Cancelled : Bidding cancelled before the auction ended.
- 6) Winning Bid  
Cancelled : Winner cancelled before confirmation.
- 7) Transaction  
Cancelled : Bidding Cancelled after payment completed

Description

5. Please check the bidding details you selected above.

-Bid Number

The reference number that is provided to each bidder.

6. Terms of the bidding process

## To view and manage the negotiation details from customers.

\*\*\* This menu can be used to search the customer's negotiation requests.

\*\*\* Please verify your customer's requests and make a decision on whether you will accept the negotiation or not.

### • Negotiation

[View Details / Close](#)

Use this menu to view Nego requests from customer.

1. New Nego requests

Nego Requested Date				Item Number	Status	Search
Aug	02	2008	~ Sep 17 2008		Requesting	

2.

Requested Date	Status	Item No	Item name	Selling Price	Requested Price	Purchasing Quantity	Available Stock
27/08/2008 20:45:58	Requesting	100000062	test :hyemi ( open	50.88	50	1	10
26/08/2008 17:15:30	Requesting	100000062	test :hyemi ( open	50.88	50	1	10
27/08/2008 10:19:43	Requesting	100000057	test :hyemi ( open	25.99	25.79	1	111

3. Nego Details

<b>Item</b>	100000062 test :hyemi ( openmarket/ free on condition )		
<b>Customer Name</b>	Hyemi, Kim	<b>Status / Expiration Date</b>	Requesting / 28/08/2008 20:45:58
<b>Selling Price/Available Stock</b>	S\$ 50.88 / 1095	<b>Settlement Amount</b>	50.88
<b>Offered Price/Quantity</b>	S\$ 50 / 1	<b>Total settlement amount if succeeded</b>	S\$ 47 * 1 = 47

4.

Accept	Re-Negotiate	Do not Accept
--------	--------------	---------------

### Description

1. To view Nego requests, click the "Search" button after setting the date range and information that you want to sort by.

#### – Requesting

Customers want to negotiate the price of the item you listed. Waiting for your reply

#### – Responded

Seller already responded the customer's requests (Accept or Reject)

2. Select one of the Negotiations you would like to view more details of.

3. Please check details regarding the negotiation you selected above.

#### – Selling price

This is the price shown in the item description page.

#### – Requested Price

This is the price the customer offered to pay.

#### – Total settlement amount

This is the settlement amount from Gmarket if you accept the customer's offer.

4. Please choose one of the buttons that you would like to execute.

#### – Accept Nego

To accept the customer's offer.

#### – Re-Negotiate

To offer a higher price to the customer.

#### – Do not Accept Nego

To reject the customer's offer if you are not satisfied with the offer he or she has made.

## To edit and manage the price and quantity of your items

\*\*\*To view all listed items you are currently selling on Gmarket, you can use this menu for a quick look.

\*\*\*You are able to adjust price and quantity of items you have listed on the Item management page.



[Sign out](#) [Gmarket Home](#) | [MiniShop](#) | [Bookmark](#)



1 **Main** | Item Management | Auction | Negotiation | **Price/Inventory** | Delivery | Customer Inquiry | Cancellation | All Other Menu

### Price/Inventory

[View Details / Close](#)

Use this menu to edit item price and inventory

#### 1 Sales Item

※ Categories listed below shows the category which has at least one item listed under it. Please click on the category to view the listed items in stock.

1 • Clothing/Shoes • Antiques/Art

#### 2 Sales Record

Stock Status		Category				Other Search Option				
In Stock	▼									
All	▼	Clothing/Shoes	▼	1st Sub Category	▼	2nd Sub Category	▼	Item Number	▼	
All	▼									
Select	Item_No.	Selling_Type	Item_Name	Selling_Price	Settlement_Amount	Service_Fee	Quantity	Delivery_Fee	Expiration_Date	Inventory_Management_N
<input type="checkbox"/>	100000012	Buy now	peunjung Testet	1,000	800	20%	65	20	31/12/2008 23:59:59	
<input type="checkbox"/>	100000053	Buy now	this is peunjugr	1,120	1,120	0%	100	0	16/11/2008 23:59:59	
<input checked="" type="checkbox"/>	100000208	Buy now	peunjung Testet	100	100	0%	8	0	02/12/2008 23:59:59	

Item No.	100000012	Item Name	peunjung Testet
Selling Price	1000 S\$	Settlement Amount	800 S\$ <input type="checkbox"/> Enter settlement amount
Available Stock	65	Expiration Date	3 months ▼ 31/12/2008 23:59:59

Items	Prices	Conditions
Shipping cost paid by buyers	20	item delivery shipping fee, the total amount of purchase is less than S\$2,000

[Edit Price/ Inventory](#)

[Delete Sales Information](#)

[Delete All Selected Sales Info.](#)

0

※ You are not able to extend "sales period" for whole items listed on 'buy now'.  
Please re-list the item if ended.

## Description

1. Categories for which you listed items.  
–To view all the items that you listed in the specific category, please click one of the categories.

2. Choose a category and click "search."

### Stock Status

–In Stock: The items you are currently selling

–Out of Stock: Items that are out of stock

Please check stock status regularly to prevent your items from being suspended on the site.

3. You can see items under the category under which you have searched. Select an item that you want to change or view.

Click "select all" if you want to change all the items that are listed.

4. Enter the information that you want to change and click "edit price/inventory."  
If you want to delete information on the items from the list, click "delete sales information" or "delete all selected sales info."

–Selling Price: The price that you want to sell at Gmarket

–Settlement Amount: The amount that you receive from Gmarket after item is sold.

The settlement amount will be automatically calculated, if you adjust or input the selling price.

To be sent by Delivery Service	Direct Payment Orders (Please confirm payment)	Payment confirmed by Gmarket	Confirmed Orders
	0 Search	1 Search	2 Search

Delivery Type	Delivery Service	Search
Delivery Status	On Request On Request Search Option Transaction Number	
Select Period	Date Order Sheet Issued Feb/21/2009 00 (hour) ~ Feb/21/2009 08 (hour)	

Order Number	Delivery Status	Detail Status	Transaction Number	Payr	Recipient Name	Delivery Company	Invoice Number	Sending Date	Available Time/Appc	Pickup
1	On Request	On Request	2961	Y	Mei Jun Lim	Singpost		Feb/21/2009		
2	On Request	On Request	3027	Y	test singapore	Singpost		Feb/21/2009		

Select All	Export to Excel File	Confirm Payment	Confirm Order	HELP
------------	----------------------	-----------------	---------------	------

<b>Order Information</b> Transaction Number: 165 Quantity: 1 Item Number / Item Name: 100000062 test:hyemi ( openmarket/ free on condition ) Option/Information: color:green,		<b>Delivery Information</b> Recipient Name Information: / Deliver When direct deposit payment is confirmed, you can find Shipping Information. Please click on the button called "Deposit Confirm" after verifying buyer name and deposit payments.	
---	--	---	--

<b>Sending Confirmation</b> Update one by one Delivery Type: Using Delivery Company Delivery Company: Select Date Shipped: Sep 18 2008 Invoice Number:			
Update multiple transaction Update Type: Confirm by Excel Upload Confirm by Direct enter on Grid(multiple transactions)			

## Description

- Select the option that you would like to view
  - Normal order:** To view new orders you received.
  - Cancelled/Changed Order:** To view cancelled or modified orders.

- Quick search
  - Direct Payment Orders:** Payment for orders made directly to the seller and deposited to your private bank account from buyers.
  - Payment Confirmed by Gmarket:** Payment for orders held by the Gmarket escrow service until buyer receives and approves the item. Available payment methods included Paypal Express Checkout, credit card payment, Bank Transfer.
  - Confirmed Orders:** Orders you have confirmed payment for, ready to deliver to customers.

- Orders in detail  
To view orders in detail or search orders by specific information, please use this area.

- How to confirm payment from customers.
  - Choose an order to confirm payment.
  - Check detailed information related to the order.
  - Please press [confirm payment] button if you received the payment from customers.

- How to confirm orders
  - Choose an order to confirm.
  - Check detailed information related to the order.
  - Please press [confirm order] button if you are ready to be sent items to customers.

- Then check Delivery Information of orders.

- To update delivery information, use this menu



Direct Payment Summary	Using Delivery Company		Pickup on Store	
	Before Deposit Confirmation	2 <a href="#">Search</a>	Before Deposit Confirmation	0 <a href="#">Search</a>
	After Deposit Confirmation	20 <a href="#">Search</a>	After Deposit Confirmation	0 <a href="#">Search</a>

**Delivery Status** 
 On Request  Before Deposit Confirmation 
**Search Option** 
 Transaction Number  [Search](#)

**Select Period** 
 Date Order Sheet Issued  Sep/18/2008  00 (hour) ~ Sep/18/2008  15 (hour) [Search](#)

1-1	Order	Shipping status	Detail status	Transaction Number	Depc	Recipient Name	Delivery Company	Invoice Number	Date Order Sheet Issued	Scheduled
1	<input type="checkbox"/>	On Request	After Deposit C	40	Y	Hyeong-Ile, Bael			8-19-2008 13:40	
2	<input checked="" type="checkbox"/>	On Request	After Deposit C	41	Y	Hyemi, Kim			8-22-2008 18:40	
3	<input type="checkbox"/>	On Request	After Deposit C	43	Y	happybin			8-22-2008 18:40	
4	<input type="checkbox"/>	On Request	After Deposit C	44	Y	happybin			8-22-2008 18:40	
5	<input type="checkbox"/>	On Request	After Deposit C	45	Y	happybin			8-22-2008 18:40	
6	<input type="checkbox"/>	On Request	After Deposit C	62	Y	Hyemi, Kim			8-22-2008 18:40	
7	<input type="checkbox"/>	On Request	After Deposit C	63	Y	Hyeong-Ile, Bael			9-04-2008 17:00	
8	<input type="checkbox"/>	On Request	After Deposit C	64	Y	Hyeong-Ile, Bael			9-04-2008 17:00	
9	<input type="checkbox"/>	On Request	After Deposit C	66	Y	Hyeong-Ile, Bael			9-04-2008 17:00	
10	<input type="checkbox"/>	On Request	After Deposit C	67	Y	Hyeong-Ile, Bael			9-04-2008 17:00	
11	<input type="checkbox"/>	On Request	After Deposit C	87	Y	Michael, Phelps			9-04-2008 17:00	
12	<input type="checkbox"/>	On Request	After Deposit C	91	Y	Michael, Phelps			9-04-2008 17:00	

[Select All](#)
[Convert to Excel File](#)

[Confirm Payment](#)

1-2

#### Order Information

**Transaction Number** 41 **Delivery Status** On Request

**Quantity** 1 **Free Gift**

**Item Number** 100000098 **Item Name** Auction Test-hyemi (fee charged)

**Option/Information**

1-3

#### Delivery Information

**Recipient Name Information** Hyemi, Kim 11-1111-2222 / 11-2222-3333

**Delivery Information** 111 - 111 abcd,dddd #11-55 Singapore

**Customer Memo** dddd

1-4

#### Sending Confirmation

Update one by one

**Delivery Type** Using Delivery Company  **Date Shipped** Sep  18  2008

**Delivery Company**   **Invoice Number**

[Update Status](#) [Edit Information](#)

Update multiple transaction

**Update Type**
[Confirm by Excel Upload](#)
[Confirm by Direct enter on Grid\(multiple transactions\)](#)
[HELP](#)

#### Description

- How to deal with orders you confirmed.
  - Select an order you would like to deliver.
  - Check the Order Information that you selected.
  - Check Delivery Information regarding the address to which you have to send the item.
  - Update delivery information such as delivery company and invoice number.

-Please be notified that updating delivery information is very important for you because orders may be cancelled due to customers' requests, if you haven't updated.

Delivery Management 
 [Normal Order](#) | 
 [Canceled/Changed Order](#)

<b>1-2</b> Canceled Order Cancelling 1 <a href="#">Search</a>	Cancelled 0 <a href="#">Search</a>
Changed Order Address Change 0 <a href="#">Search</a>	Option Change 0 <a href="#">Search</a>

Delivery Status: On Request | Before Deposit Confirmation | Search Option: Transaction Number | [Search](#)

Select Period: Date Order Sheet Issued | Sep/18/2008 | 00 (hour) ~ Sep/18/2008 | 15 (hour) | [Search](#)

**1-3**

Select	Shipping status	Detail status	Transaction Number	Denr	Recipient Name	Delivery Company	Invoice Number	Date Order Sheet Issued	Scheduled Date
1	On Request		94	Y	Hyemi, Kim			9-01-2008 10:20	

[Select All](#) | 
 [Convert to Excel File](#) | 
 [Confirm Payment](#)

**1-4**

<b>Order Information</b>		<b>Delivery Information</b>	
Transaction Number	94	Delivery Status	On Request
Quantity	1	Free Gift	
Item Number	100000057	Recipient Name Information: Hyemi, Kim 11-1111-2222 / 11-2222-3333	
Item Name	test:hyemi ( openmarket/ free)	Delivery Information: 111 - 111 abcd,dddd #11-55 Singapore	
Option Information	color:red,	Customer Memo	

**1-5**

Update one by one

Delivery Type	Using Delivery Company	Date Shipped	Sep 18 2008
Delivery Company	Select	Invoice Number	

[Update Status](#) | 
 [Edit Information](#)

Update multiple transaction

Update Type: 
 [Confirm by Excel Upload](#) | 
 [Confirm by Direct enter on Grid\(multiple transactions\)](#) | 
 [HELP](#)

**2**

**Update Expected Sending Date**

Expected Sending Date: Please enter the exact date you are able to send. Feb/27/2009 | 
 The reason for delay in shipping: Select | 
 [Enter](#)

## Description

- How to deal with cancelled or changed orders.
  - Click on Cancelled/Changed order.
  - Choose what you would like to view.  
(If you opt for a cancelled order, please do not send the item)
  - Select an order that you would like to view in detail.
  - Check detailed information.  
(Please do not send the item if you opt for a cancelled order)  
(Please send the item to the changed address if you opt for a changed order)
  - Update delivery information if you have sent the item to a changed address.
- Update expected sending date if it should be delayed.  
-Please select the date you can send on and the reason for delay delivery. Then, click on 'Enter' button to let customer know, the e-mail will be sent by Gmarket system.

## To view and answer inquiry from customer

\*\*\*Customers can ask you for more information about items you listed and you can answer inquiries on this menu.

\*\*\*Answers that you have replied to are shown on the item description page and customers' my inquiry page.



[Sign out](#) | [Gmarket Home](#) | [MiniShop](#) | [Bookmark](#)



[Main](#) | [Item Management](#) | [Auction](#) | [Negotiation](#) | [Price/Inventory](#) | [Delivery](#) | **[Customer Inquiry](#)** | [Cancellation](#) | [All Other Menu](#)

**Customer Inquiry**    Status of last 1 month: Feb/03/2009 ~ Mar/03/2009

**Unanswered**    Urgent messages: 4        Item inquiries: 1        **In progress**    Urgent messages: 0        Item inquiries: 0

Search condition

Date submitted ▾    Feb/03/2009    ~    Mar/03/2009

Search Period

Access Channel

Item inquiry ▾

Type

All

Status

Unanswered ▾

Customer Name

Search

Urgent message

Item inquiry

Date submitted	Access	Type	Status	Answered	Category	Item No	Item name	Transaction	Price	Qty	Option	Discount	Delivery	Total
Mar/03/2009 10:35	Item Inq	Item Inq	Unansw		Books/Gi	200010023	03/10 Oct Yaoi							

Order Info

[View orders of last 2 months.](#)

Order No	Transaction	Ordered on	Issued on	Status	Claim status	Item No	Item name	Price	Qty	Option	Discount	Delivery	Total
<div> <div>Transaction Date</div> <div></div> <div>Price/Qty</div> <div></div> <div>Buyer/Contact No</div> <div></div> </div> <div> <div>Transaction No</div> <div></div> <div>Discount</div> <div></div> <div>Recipient/Contact No</div> <div></div> </div> <div> <div>Item No</div> <div></div> <div>Option</div> <div></div> <div>Selection/Option</div> <div></div> </div> <div> <div>Item name</div> <div></div> <div>Delivery fee</div> <div></div> <div>Delivery Company</div> <div></div> </div> <div> <div>Gift</div> <div></div> <div>Total amount</div> <div></div> <div>Expected Date</div> <div></div> </div> <div> <div>Address</div> <div></div> <div>Date delivered</div> <div></div> </div> <div> <div>Memo to Seller</div> <div></div> <div>Date Confirmed</div> <div></div> </div>													

## Description

### 1. Quick search

-It shows number of total inquiries you haven't completed for last 1 month. Just click on View to see all uncompleted inquiries.

-Urgent messages : Messages received from Gmarket.

-Item inquiries : Messages received from buyers.

### 2. Choose the type of date and date range

-**Date submitted:**

Sort by the date on which the customer placed a question.

-**Date answered:**

Sort by the date you replied on.

Select the date range within which you would like to search. To search old inquiries.

### 3. Inquiry status (4 types of status)

-**Total:** To see all inquiries you received

-**Unanswered:** To see inquiries you haven't answered

-**In progress:** To see inquiries under investigation

-**Answered:** To see inquiries you have replied to

### 4. Double Click to view more details and reply

5. More details will be displayed on screen, if the customer has order history.

-**Expected Date** : Expected Sending Date you input on Delivery menu.

-**Date Delivered** : Date the customer confirms that he/she receives the item.

-**Date Confirmed** : Date you have sent the item.

## Item Inquiries

Item inquiry	
Type	Item Inquiry
Item No	200010023 <input type="button" value="GO"/>
Item name	03/10 Oct Yaoi BL Chinese novel : You Huo
Title	svsvsvsv
Inquiry	svsvsvsv

Customer Name	DongWoo Seo
Transaction No	<input type="button" value="Confirm"/>
Title	[Reply]svsvsvsv
Reply	svsvsv
Status	Completed <input type="button" value="Submit"/> <input type="button" value="Edit"/>
Answer method	<input checked="" type="radio"/> Board <input type="radio"/> Telephone

Messages you have received from Customers or Gmarket

Please type your answer here

## Urgent Messages

Urgent message	
Date submitted	Mar/03/2009 09:37:50
Message Received	[선택사항 변경요청] 변경할 선택사항 : 고객께서 선택사항 변경을 요청하셨습니다. 변경 처리 여부 답변 부탁드립니다.
Sender	Gmarket
Reply	
Status	Unanswered <input type="button" value="Send"/>

## Description

6. Select a status before registering a reply.
- In progress** if it is necessary to investigate more and if you are willing to answer later.
  - Answered** if the inquiry can be solved with the help of the reply you are writing.

To view cancellation requests (Do not send)

\*\*\*Customers are able to request cancellation of orders through the site before you deliver the item.

\*\*\*To avoid unnecessary disputes with customers, please update delivery information such as invoice number and delivery company in the shipping menu ASAP.

**Gmarket Sales Manager**

Sign out | Gmarket Home | Minishop | Bookmark | IN ASSOCIATION WITH YAHOO! SINGAPORE

Main | Item Management | Auction | Negotiation | Price/Inventory | Delivery | Customer Inquiry | **Cancellation** | Other Menus

### Cancellation Management

See details

**3** Cancellation Status Search

- Cancellation request
- Cancelling
- Cancellation delayed

**1** Simple search

Today One week 1~2 weeks ago 2~3 weeks ago 3~4 weeks ago

Cancellation request Date Feb/25/2009 ~ Feb/25/2009

Detailed search Transaction No.

**2**

Status of Cancellation

Cancellation request Search

Select all Excel

Sele	Delivery status	Cancelled date	Request cancellation	Transaction date	Transaction n	Item number	Seller's item c	Item name	Quantity	Transa
<input type="checkbox"/>	Cancellation requ		Feb/20/2009 07:56	Feb/19/2009 17:24	3145	200009796		dafdsd	1	

< >

**Transaction Information ( Order No. : )**

Transaction No.		Transaction Date	
Item Number		Transaction Amount	
Selection Information			

**Cancellation request details**

Cancellation request Date		Cancelled Date	
Seller's Penalty		Cancellation Fee/Refund	
Reason for Cancellation	No reason		

**4** Accept Cancellation

### Description

1. Sort by date
  - **Transaction date:**  
Sort by the date on which the customer has purchased an item.
  - **Cancellation request date:**  
Sort by the date on which the customer has placed a cancellation request.
  - **Cancelled date:**  
Sort by the date on which you accepted a cancellation.
2. Sort by Transaction No./Order No./Recipient name/Customer name
3. Sort by cancellation status
  - **Cancellation request**  
Status of cancellation being requested.
    - \* You should accept cancellation to refund to the customer.
  - **Cancelling**  
Status of cancellation being processed.  
Refund has not been made yet.
  - **Cancellation delayed**  
Status of cancellation being delayed.  
Please accept cancellation ASAP.
4. Click **“Accept Cancellation”** button if you accept cancellation request from a customer.

## What is an urgent message?

- \*\*\*The urgent message feature is provided for faster and smoother communication between Gmarket and the community of sellers.
- \*\*\*We send you urgent messages when we make a public announcement for our community or would like you to give us feedbacks about orders you received from customers.



[Sign out](#) [Gmarket Home](#) | [MiniShop](#) | [Bookmark](#)



[Main](#) | [Item Management](#) | [Auction](#) | [Negotiation](#) | [Price/Inventory](#) | [Delivery](#) | [Customer Inquiry](#) | [Cancellation](#) | [All Other Menu](#)

**Main features of GSM** [download the manual](#)

<b>Item Management</b>	<ul style="list-style-type: none"> <li>To list new item.</li> <li>To edit item info such as price and inventory.</li> </ul>	<b>Auction</b>	<ul style="list-style-type: none"> <li>To check auction status and edit listings.</li> <li>To Manage &amp; Monitor bidding progress.</li> </ul>
<b>Negotiation</b>	<ul style="list-style-type: none"> <li>To check negotiation request.</li> <li>To response customer's offer.</li> </ul>	<b>Price/Inventory</b>	<ul style="list-style-type: none"> <li>To view all items you are currently selling.</li> <li>To edit Price &amp; Inventory information.</li> </ul>
<b>Delivery</b>	<ul style="list-style-type: none"> <li>To search all orders purchased by customers.</li> <li>To manage and update delivery information.</li> </ul>	<b>Customer Inquiry</b>	<ul style="list-style-type: none"> <li>To check &amp; reply customer's inquiry.</li> </ul>
<b>Cancellation</b>	<ul style="list-style-type: none"> <li>To check &amp; manage cancellation.</li> </ul>	<b>Urgent Message</b>	<ul style="list-style-type: none"> <li>To check &amp; reply "Urgent Message" from Gmarket.</li> </ul>

### GSM Notice

Classification	Title	Date
	No notices posted.	

### GSM User Guide

Classification	Title
	No help notices posted.
	No newsletters updated.

1

4 Urgent Messages from Gmarket [Please check](#)

G cash Transaction History

## Description

- Number of urgent messages you received
  - You can check urgent messages you have received from Gmarket at the bottom of each GSM page.
  - Please check the number of messages or click on "please check" to view urgent messages

http://gsm.gmarket.com.sg/ - Gmarket Urgent Message - Windows Internet...

**Gmarket Urgent Message** Refresh

Total 2 / Unanswered 2

**2**

- Total (2)
  - Delivery (2)
  - Cancellation (0)
  - Return (0)
  - Other (0)
- Notice (0)
- Secure Shopping (0)

**3**

Status	Title	Date
	Customer is asking if the item is available for in...	MAR/16 19:09
	Please send the item as soon as possible..	MAR/16 19:09

**Gmarket Urgent Message** Refresh

**1**

- Total (4)
  - Delivery (4)
  - Cancellation (0)
  - Return (0)
  - Other (0)
- Notice (0)
- Secure Shopping (0)

**4-1**

Item Name : [TEST] DON'T BUY  
 Transaction No. : 3199  
 Item No. : 200009681  
 Customer : 최선희

Transaction Date : Feb/21 10:55  
 Delivery Status : **Cancelled**  
 Phone No. : 1234-456-789

**Urgent Message** Date Received : Mar/03 09:37 | Gmarket

When you can send the item for the customer???

**4-2**

**My Response**

**4-3**

Status : **Checking** **Send**

Next | LIST

## Description

2. Choose a subject that you would like to view.

-Number in each brackets denotes the number of messages that each subject contains.

3. New messages are listed.

-Messages you haven't replied yet.

-Click a message that you would like to view or reply to.

4. How to deal with urgent messages.

4.1 Read messages carefully.

4.2 Leave your answer.

4.3 Choose a status for your answer and click on the "Send" button.

## Status

-**Checking** if the case requires further investigation.

-**Answered** if the case can be closed with the answer you are writing.