

# Gmarket Singapore Seller Guide



## How to Register as our Seller? 1



 Click on "Register" which is located on the top of <u>www.gmarket.com.sg</u>

• Fill out the requirements then move on to the next step

I agree to the following User Agreement

For information on how we protect your privacy and use your information, please read our <u>Privacy Policy</u> Create Account

## How to Register as our Seller? 2

Step 3)	• Click on "Seller Register" (Located on the bottom of the page)						
Register	Successfully Registere	d   Comfirm E-mail!					
/our account							
User ID	giosis11	E-mail address	s704@nate.com	i -			
	G	iet a S\$1 discount coupon now!					
		COUPON					
		<b>S</b> \$1					
		* For minimum \$5 Purchase					
		Get it now!					
-							
	nfirmation e-mail has been sent to s	704@nate.com, please click the link.					
	Confirm your e-mail and	get a S\$2 discount coupon					
	S\$ 2	* For minimum \$10 Purchase					
Afr	ter confirmation, you can freely use	all the benefits of Gmarket					
Yo	ou didn't get our e-mail?						
- 0	heck your spam folder hange your e-mail address						
- 0	the second of the second second						
- <u>e</u> Thi	ank you for joining us.						
- 9 Th	ank you for joining us.			G			



Select type of member	O Person	Company/Organization
<ul> <li>For individuals who buy and se</li> <li>Merchanics who use a company</li> </ul>	il online. y or group name should :	select company/organization
Address	Singagore Postal code :	Zand All Code
Contact Information	Noble phone number	4 E5
	Phone number	▲ ES

#### count information

Please fill in your bank account informatil Select type of bank account	on below, so that, we can settle your outdomers' payments without a transaction fee.
" Bank Name	Seast
* Seneliciary Name	
* Seneliciary Account Number	

ed to submit the required documents (e.g. NRIC, bank statement) for settlement. name on documents and beneficiary name of your bank account information aren't same, it would take longer to verify and settle. siso take longer if you only have overses bank account.

#### hop information

The Seler Shop is your very own storefront on Gmarket, where you can lat your items in one place.)

- Seler Shop title	Chack row) Plaza refair enering words such as D, admin. administrator. master, or gmarket/goes bia.	
* Shop Introduction and Welcome Message	8	
	Shop introduction and Welcome Nessage will be shown in your seller_Shop page.	

### Category Information (Please sets) one of the categories you are interested in seting. Our designated staff will contact you for free promotion of your items.)

C Fashion & Colhing	C Resulty & Sports	Home & Eaby	C Food & Health
C Entertainment			



I accept the Salar Accessori

## How to Register as our Seller? 3



• You're almost finished!

- Now please send us the followings to us at seller\_regist@gmarket.com.sg
   1) Copy of NRIC
- 2) Copy of Bank Statement

### information

% Payments can only be settled after Gmarket receives the required documents.

Qualification	Documents		
Singapore citizen(Over 15years old)	<ol> <li>Copy of NRIC (National Registration Identity Card) front/back or Utility Bill or Business License</li> <li>Copy of Bank Statement showing the identical name as on NRIC or Utility Bill or Business License</li> </ol>		
Singapore Permanent Residents	1.Copy of NRIC (National Registration Identity Card) front/back or Utility Bill or Business License 2.Copy of Bank Statement showing the identical name as on NRIC or Utility Bill or Business License		
Foreigner who has working visa in Singapore Equivalent as Employment pass or Singapore Pass only (except for Social Visit Pass)	1. A copy of FIN Card front/back or Business License 2. A copy of Bank Statement which shows duplicate name on FIN Cardor Business License at no 1		

### Step 6)

- Congratulations!! You are now a Seller at Gmarket.com.sg
- Now lets list up your wonderful items on **GSM** (Gmarket Sales Manager).

**GSM Address**: http://gsm.gmarket.com.sg/GMKT.INC.GSM.Web/Login.aspx

## All about GSM?

Gmark	<b>2T</b> Sales Man	ager	Languag	ge English 💌   Sign out   o	Gmarket Home   Seller Shop	Bookmark	
Home	Setting & Info	Listing & Price	Shippin	g Cancel/Return	Settlement	Customer Servi	ce
Summary		A 🔋	lotice		Noti	ice User G	uide
Quick view for it	ems	Search >	Туре		Title	D	ate
<ul> <li>Stocks less than 3</li> </ul>	qty. :	Inventory	general_notice	CHEAP CONVENIENT Delivery	service For Gmarket Selle	e Jan 0	1, 2010
<ul> <li>Display expired so</li> </ul>	on	▶ Extend	system_notice	Inventory Management for Opt	tions will be suspended	. Jun 0	1, 2010
,,,		<u>ç</u>	general_notice	How to download excel file in	Window Vista?	Nov 3	0, 2009
Quistanian fam.		· · · · · · · · · · · · · · · · · · ·	general_notice	Amendment to User Agreeme	nt	Oct 2	9, 2009
QUICK VIEW for o	raers	Search	general_notice	Having problem in listing or ed	iting items?	Jul 23	3, 2009
<ul> <li>Order &amp; Shipping</li> </ul>	:	Shipping					
<ul> <li>Request cancel</li> </ul>	:	Cancel	$\backslash$				
<ul> <li>Inquiries unanswe</li> </ul>	red :	▶ Inquiry					
Listing & Edit	- New listi - Edit infor	ng & copy listing with existe mation like title and descrip	ed item. otion.	Pricing & Quantity	- View all your items s - Edit price & quantity.	elling now.	
Order & Shippi	ng - View all - Manage	orders for your items. and update shipping inform	nation.	Cancel/Return	- Check & manage or - Check & manage rei	der cancellation. turn and refund	Ę
Options & Inve	ntory - Set vario - Edit item	us item types and additiona inventory information.	al stuffs. ≓	Customer Inquiry	- Check & answer cus	stomer's inquiry.	? <b>/-</b> }

## How to list up your item l



## How to list up your item - Category and Basic Information

Stop 2)	New Listing	Edit Item Info. Option & Inventory Listing Outer Item	
step 5)	Search item	Search > Excel >	
	Category	Main Category 😥 1st Sub Category 😥 2nd Sub Category 😥 Status Available 👽	
	List Date 💌	Sep 09, 2009 🗐 ~ Sep 09, 2010 🗐 Sell Format Buy Now 📝 all 💟 GDoode 💟	
	GDcode S	Seller Code Main Cat 1st sub Cat 2nd sub Cat GD Title Status Sell Format Change Date Sel	
	Selected GDoode	GD THA	
	Category and Se	ell Format Note: All fields marked with an asterisk <sup>(*)</sup> are required.	
	Category *	== Main Category == 😥 == 1st Sub Category == 😥 == 2nd Sub Category == 😥	<b>_</b>
	Sell Format *	Buy now      Auction	
	Basic Informatio		• Fill out the requirements
	GD Title *	Please enter correct GD title(Max. 200 letters)	with an asterisk (*)
	Production Place	* =select= V	
	Adult Item? *	O Yes   No	
	Manufacturer	Select >) (This field is for the name of company which makes goods to sell.)	1
	Brand	Select >	
	Product Model No	Please enter correct model (max.	
	Item Condition	New Item	
	Gift		
	Manufacture Date	Select 😿 Select 😧 (i.e. Jun-2010]	
	After Sales Service	Please contact seller or manufacturer service center.  Phone number : E-mail :	
	Restrictions	🗹 Don't use negotiation. 🗖 Don't Display on price-comparison sites	
	Reference ID Code	*Seller Code       :       (You may simply enter item mgt. code of your company, If Any)         * Industry Code       :       (Such as ISBN For Books)         * Other Site Reference Code       :       (Such as ebay Item Code)	

## How to list up your item - Image and Description



## How to list up your item - Pricing, Quantity and Shipping Information

Step 5)	Pricing and Quant	ity				_			
	Reference Price (S\$)	Select	<b>×</b>						
	Sell Price (S\$) *	(Set	tle Price:	) Service F	ee 🕥		Reference Price: Norma	I price that is sold at stores or other places, etc	
	Quantity *	item(	s)			•	Sell Price: The price you	are willing to sell	
	Available Period *	1 year 🛛 🖌							
	Options & Inventory	Set Options → (O	ption means Op	otional information with	additional price like item	features)	• If you have options	s add them here	
	Text Type Info	Select 💟			• EX) Same design with different colors, add colors on your optic • You may add optional prices for different designs				
	Shipping Information  default shipping place - 1 Charging Method: <u>Charge each Shipping Rate.</u> Register/Edit Shipping Rate >>								
					ster/Edit Shipping Rate				
	Shipping Rate (S\$)	Туре	Shipping Rate	Free Condition	Surcharge		Title 🔺		
	*			Please sele	ect Shipping Rate policy	below.			
		Free charge on delivery	0	•	-	Free Charge on	n Delivery		
								Enter your Shipping Rate	
	Shippmenet Place	Edit Address →	asdf a	asdg Singapore					
	Return Address	Edit Address →							
	Premium Service 8	Benefits							
	▼ Ads. & Display Go	o My Gmarket to buy	G-cash						
	Premium List								
	▼ Buyer's Benefit	Buyer's Benefit will be	e deducted from	n your settle-amount (1	1 Gstamp = S\$0.10, 1 m	ile=S\$0.01,	Discount Amount)		
	Discount 🗌								
	G-stamp Offer								
	Mileage Offer								
				List Item	Initialize	2			
				•	Finished!! Lis	sting y	our first item!		

## Shipping Management -1



### Order/Shipping Mgt

Use this menu to see orders you received and update shipping status. Updating shipping status is very important because orders may be cancelled by customer if you don't update. View details 🔌



- Customers may not cancel after "on delivery" status.
- The delivery status should be updated immediately.

## Shipping Management -2

Step 2)	[	Specific information	n shown as belc	w		
🖸 Orde	ers				Shipping inform	nation
Order	no.	20470011	Shipping status	On Request	Recipient	Edit >
Qty.		1	Gift		miormauon	
ltom o	odo	400007125			Shipping address	Edit
/Item	oue	★BEST PRICE EVER!★7t	vpe short sleeveless	long sleevel( GO →		Singapore Apply >
0.1					Customer memo	
Option	15	Type;AType-(Rabbit)cherry	pink,		Customer email	In Autoraliantee con

There is another purchase by the same customer. Please ship the items together. (Order no.

Shipping rate de	etail Cartino	0. 75759011	Search >				Deta	ail⇒)
Cart no.	Order no.	Bundle shipping rate	Bundle policy	Shipping rate type	Shipping rate	Surcharge(Qty)	Surcharge(Region)	
	20470611							~
	20170612							
75759611	20170613	2	Individual Charge	Charged	2	0	0	
	20470614							
	20470615							

Update estimated shipping date	Update shipping status	Update cancel status Verify store pickup	
Update shipping status			
Update shipping status	Shipping date 201003 % You cannot change shippin Delivery company Select	909 (Example) YYYYMMDD ng date.	Update Status >
Update shipping status for multi-orders	Shipping confirm for the se	lected  Confirm by Excel Upload	

• Please update your Shipping Status after shipping

## Service Fee

### Service Fee Information

We charge each seller a service fee, which is charged only when a transaction is completed. We only make profits when our sellers make profits on us. Thank you for being with us.

### \* How the Service Fee Works ( Buy Now Items)

	Seller Grade	Price of the Item		
		Under S\$200	Over S\$200~ Under S\$500	Over S\$500
Service Fee for each transaction	Normal Excellent	10%	8%	6%
	Power	9%	7%	5%

### Service Fee for Additional Option Price

\* The GST(Goods and Services Tax) will be beared by Gmarket till year 2010.

\* The service fee for the Negotiation and Auction platforms is 6%

### **\*** Example of the Service Fee calculation

A Power Seller sold a item of S\$11.9 with an additional option fee of S\$6, which in total is S\$17.9 (11.9+6 = S\$17.9)

\* The Service Fee is based on the non-discounted Selling Price registered at GSM. 11.9 X 9% = S\$ 1.07

6%

6 X 6% = S\$ 0.36

Total Service Fee: 1.07 +0.36 = \$\$1.43

Retail Price     Selling Price	: S\$ <del>29.90</del> : S\$ 11.90 My Coupons →	The Service Fee is based on the selling price registered at GSM S\$11.9 × 9% = <b>S\$1.07</b>		
Additional Discount	: - S\$ 0.50 Off Cancel Discour			
→Discounted Price	: <b>S\$ 11.40</b>			
Free Gift	: Free necklace for purchase of 2 items or more/free t shirt for purchase of 6 items or more			
Delivery Fee	: S\$1.00 (FREE delivery on purchase over50.00)			
Quantity	: 1 Multi-order per optio	The Service Fee for		
• Item	: D1081B (+S\$6,00) 👻 🔶	Additional Option Fee is 6% S\$6 X 6% = <b>S\$0.36</b>		
<ul> <li>Registered Mail</li> </ul>	: none 👻			
• T-shirt type	: none 🔻	<u>Total Service Fee: 1.07+0.36=S\$1.43</u>		

## Promotions 1 - Main Page

Sign in | Register | My Gmarket | 🕮 Cart | Wish List | Heip In association with Gmarket Search SINGAPORE Home & Baby OPEN Fashion & Clothing **Beauty & Sports** Digital Food & Health Entertainment v F/W CHANEL Scarf Trendy Cosmetic Fashion on for iPhone My Lovely Home Delivered WATER Pump up the Music Cozy Cardigans The Cosmetic Fair Casio HOT DEAL Kids Wonderland Yum! Korean FOODs All for PLAYSTATION SAVE Weekly Specials more < > LUCKY TODAY < > ♦ [MIUEE]UPDATED **BIG SALE!** RESTOCKED!!! **Jicky mouse T** 71% \$\$7.90 OFF MIC miuee 5\$9.99 Manicure 2 CHAR4 S\$0.99 98.622 1010 Auction () more < > S\$1.99 Digital Camcorder w/ Face Detection 8x Coll Top Special VOne Day Salev Cute Ring / Pretty Earrings \$\$5.40 \$\$0.49 A Ready Stock A \*\* Nice AA Cute AA Bid: 5\$289.00 Ring / Necklace / e ... Time Left : 2hr INF - ICTL DACORD Bestseller more Fashion Beauty Digital LUCKY DRAW more» LG Diaper ¢28/pcs Island-wide S\$ 1 Lowest Price! Free Coupon Jennie Shop [Paul Smith] ★ TIME ★ 24K Gold \* everyday \* Top Selling Leather Wallet new arrival 0.8 SALE Facial Masks-Plating Anti-Time to everyday COSMETIC Free Stamp \$\$80~200 SCARF INSTAX Clearance! S\$6.59 S\$0.40 S\$0.49 S\$0.30

## Promotions 2 – Category Page



## Promotions 3 - Newsletter & Yahoo Singapore





## **Success Stories**

### Success Stories from Gmarket Sellers

See how these sellers succeed through us!!



Hello, I'm selling accessories through this site. The best part of Gmarket is the easyto-use, user-friendly GSM!! my sales had doubled and I feel my success is not far away. I strongly recommend any seller who are trying to start business with Gmarket, just trust Gmarket!



Gmarket Sellers get assigned an Account Manager to give suggestions and help sellers to promote their merchandise to Gmarket customers via newsletters, lucky draws and generous discount coupons. My sales have increased with this unbeatable service!



Through constant help and promotions from the MDs my business is growing. You may have some high and low times but I truly think Gmarket Singapore is an attractive business that is growing rapidly. So why not try your business with Gmarket Singapore? Trust yourself and Gmarket!



Gmarket is the future of internet shopping. With great promotions all week round, they stand tall among shops and other sites. Gmarket also provide with generous promotions & caring customer support, which I believe is key to internet shopping