

# 新蛋商城账户假期设定操作指南

当您准备去度假或者因为一些原因需要暂时下架您账户中的产品，您可以开启假期设定。通过开启假期设定，您可以确保您的顾客不会因为订单突然被取消或者信息没有回复而感到失望。

## 操作步骤

请按照下面的步骤设置假期设定：

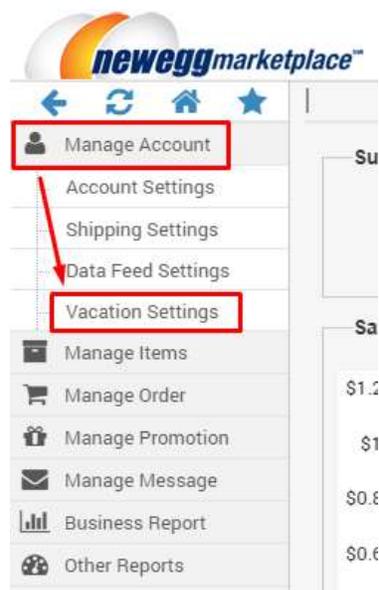
- [度假之前需要完成的事项](#)
- [设置账户的假期模式](#)
- [查看/编辑/取消已存在的假期设定\(可选项\)](#)
- [假期结束后需要做的事情](#)

### 度假之前需要完成的事项

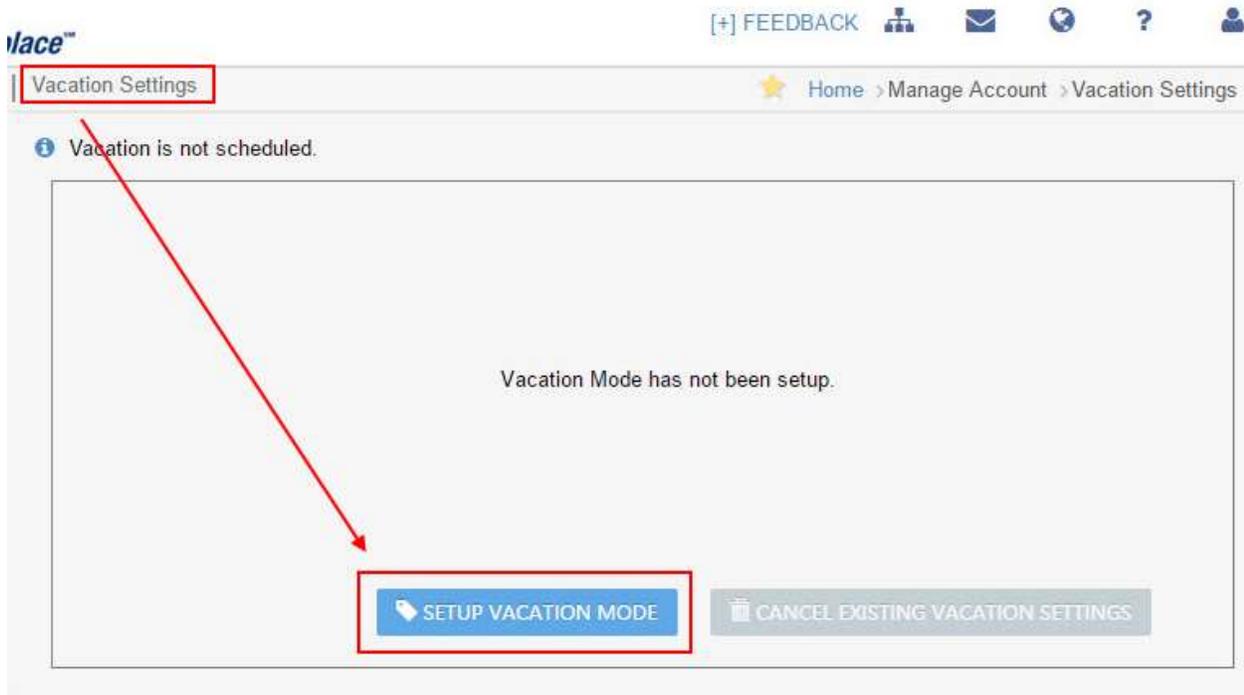
1. 请确认没有进行中或者已经安排了的促销。如果有，请在设置假期模式之前联系您的账户经理进行调整。
2. 检查您的账户是否有未处理的订单，退换货申请以及未查看的消息等。

### 设置账户的假期模式

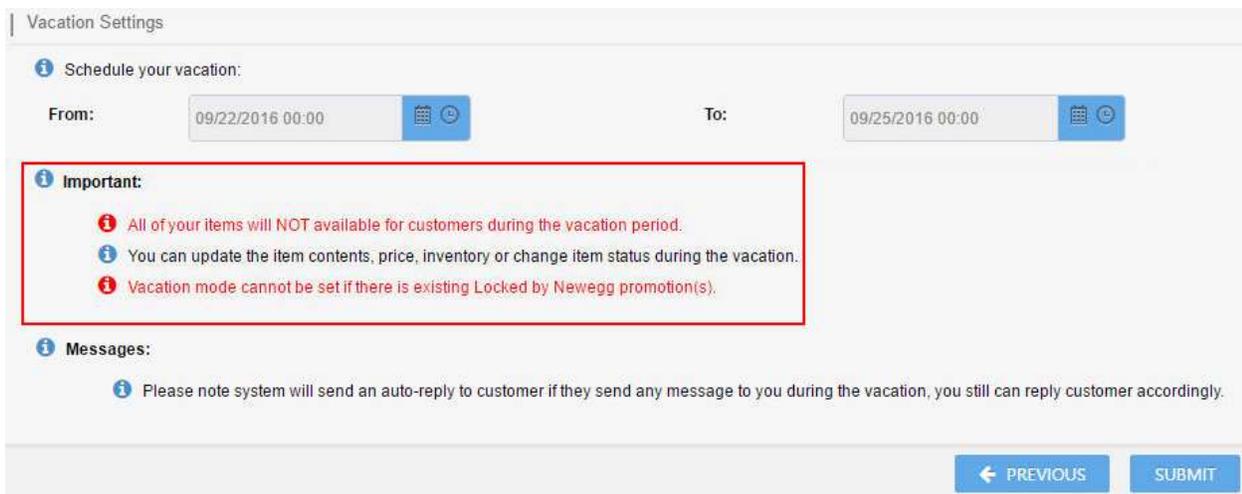
1. 进入 **Seller Portal > Manage Account > Vacation Settings**



2. 在 **Vacation Settings** 页面，点击“**SETUP VACATION MODE**”进入设置页面。



3. 在设置页面，按照下列步骤完成设置：
  - a. 在开始之前阅读下面的重要信息。



- b. 安排您的假期：设置假期的 **starting date**（开始时间）和 **end date**（结束时间）。  
请注意：请将您的假期限制在 3 至 30 天。设置完成后，点击“Submit”进入下一步。

Vacation Settings

**Schedule your vacation:**

**From:** 09/22/2016 00:00  

**To:** 09/25/2016 00:00  

**Important:**

-  All of your items will NOT available for customers during the vacation period.
-  You can update the item contents, price, inventory or change item status during the vacation.
-  Vacation mode cannot be set if there is existing Locked by Newegg promotion(s).

**Messages:**

-  Please note system will send an auto-reply to customer if they send any message to you during the vacation, you still can reply customer accordingly.

← PREVIOUS
SUBMIT

- c. 设置确认以及当前账户状态一览表。您会在当前页面中看到是否有未处理的请求。点击“see the details”链接查看详情。

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● Vacation setting is completed. It will take up to 24 hours for Newegg system to process before vacation starts.

Vacation Settings

**Vacation mode has been scheduled.**

**Status:** ● Vacation mode has been scheduled.

**Period:** From: 09/22/2016 00:00 to 09/30/2016 00:00

All items are not available for customers during the vacation period.

System is working on your vacation setting and need a few hours to process the products data.

Please note any updates during the processing time will cover previous setting.

Once you saved the updates system will restart processing to schedule your new vacation settings.

Current Account Summary: (Last Updated: 09/21/2016 17:00)

**Shipped by Seller Orders:**

Unshipped Orders:	0	<a href="#">See the details</a>
Partially Shipped Orders:	0	<a href="#">See the details</a>
Unshipped Orders(Auto-void Alert):	0	<a href="#">See the details</a>

**RMA Status (Processed by Seller):**

Open RMA:	0	<a href="#">See the details</a>
Processing RMA:	0	<a href="#">See the details</a>

**Messages:**

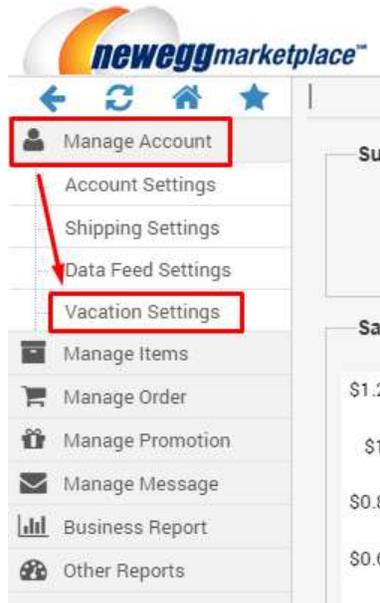
Unread Message:	0	<a href="#">See the details</a>
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4. 接下来:

- a. 您的假期开始之后，新蛋系统会从新蛋网下架您的所有产品以防止顾客在您外出的时候下单。
- b. 新蛋系统将会开启自动回复。对于试图联系您的顾客，新蛋系统会自动发送回复信息告知顾客您当前无法回复信息。

## 查看/编辑/移除已存在的假期设定（可选项）

1. 进入 **Seller Portal > Manage Account > Vacation Settings**



2. 在 **Vacation Settings** 页面，您可以浏览已存在的假期设定

**Vacation mode has been scheduled.**

**Status:** ● Vacation mode has been scheduled.

**Period:** From: 09/22/2016 00:00 to 09/30/2016 00:00

All items are not available for customers during the vacation period.

Current Account Summary: (Last Updated: 09/21/2016 17:00)

**Shipped by Seller Orders:**

Unshipped Orders:	0	<a href="#">See the details</a>
Partially Shipped Orders:	0	<a href="#">See the details</a>
Unshipped Orders(Auto-void Alert):	0	<a href="#">See the details</a>

**RMA Status (Processed by Seller):**

Open RMA:	0	<a href="#">See the details</a>
Processing RMA:	0	<a href="#">See the details</a>

**Messages:**

Unread Message:	0	<a href="#">See the details</a>
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[EDIT](#) [CANCEL EXISTING VACATION SETTINGS](#)

3. 编辑已存在的假期设定

- a. 点击“**EDIT**”打开设置页面
- b. 更新假期设定：更改假期的 **starting date**（开始时间）和 **end date**（结束时间）。请注意：请将您的假期限制在 3 至 30 天。设置完成后，点击 “Submit” 进入下一步。

Vacation Settings

**Schedule your vacation:**

**From:** 09/22/2016 00:00  

**To:** 09/25/2016 00:00  

**Important:**

- All of your items will NOT available for customers during the vacation period.
- You can update the item contents, price, inventory or change item status during the vacation.
- Vacation mode cannot be set if there is existing Locked by Newegg promotion(s).

**Messages:**

- Please note system will send an auto-reply to customer if they send any message to you during the vacation, you still can reply customer accordingly.

[← PREVIOUS](#) [SUBMIT](#)

- c. 设置确认以及当前账户状态一览表。您会在页面中看到是否有未处理的请求。点击“see the details”链接查看详情。

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Vacation setting is completed. It will take up to 24 hours for Newegg system to process before vacation starts. [+] FEEDBACK

Vacation Settings ★ H

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**RMA Status (Processed by Seller):**

Open RMA:	0	<a href="#">See the details</a>
Processing RMA:	0	<a href="#">See the details</a>

**Messages:**

Unread Message:	0	<a href="#">See the details</a>
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4. 取消已存在的假期设定： 点击“CANCEL EXISTING VACATION SETTINGS” 移除已存在的设置。

**Vacation mode has been scheduled.**

**Status:** ● Vacation mode has been scheduled.  
**Period:** From: 09/22/2016 00:00 to 09/30/2016 00:00

All items are not available for customers during the vacation period.

Current Account Summary: (Last Updated: 09/21/2016 17:00)

**Shipped by Seller Orders:**

Unshipped Orders:	0	<a href="#">See the details</a>
Partially Shipped Orders:	0	<a href="#">See the details</a>
Unshipped Orders(Auto-void Alert):	0	<a href="#">See the details</a>

**RMA Status (Processed by Seller):**

Open RMA:	0	<a href="#">See the details</a>
Processing RMA:	0	<a href="#">See the details</a>

**Messages:**

Unread Message:	0	<a href="#">See the details</a>
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[EDIT](#) [CANCEL EXISTING VACATION SETTINGS](#)

5. 您的请求处理完成后，您将会收到确认通知。

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Vacation Settings

**The vacation setting has been cancelled successfully.**

**Vacation is not scheduled.**

Vacation Mode has not been setup.

[SETUP VACATION MODE](#) [CANCEL EXISTING VACATION SETTINGS](#)

## 假期结束后需要做的事情

1. 当假期结束，新蛋系统会根据最后更新的价格，库存和状态重新将您的产品上架。我们建议您将产品更新至最新的价格，库存和状态，避免产品以错误的信息被订购。
2. 查看假期内是否有收到顾客信息并回复信息。
3. 查看假期内是否有退换货请求。如果有，请尽快处理以避免卖家差评。

## 联系我们

如有任何技术性问题，请发送邮件至 [datafeeds@newegg.com](mailto:datafeeds@newegg.com)

如有任何常见问题，请联系您的账户经理或者 [marketplacesupport@newegg.com](mailto:marketplacesupport@newegg.com)