

# 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项

#### 度假之前需要完成的事项

- 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。

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Vacation Settings		🚖 Hon	ie⇒Mana	ige Accour	nt⇒Vaca	ation Se	ttings
<ol> <li>Vacation is not scheduled.</li> </ol>							
	Vacation Mode has	not been setup.	XISTING 1	VACATION	SETTING	25	

- 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。

Schedule your vacation:     From: 09/22/2016 00:00      To:	09/25/2016 00:00	<b>≝</b> ⊙
From: 09/22/2016 00:00	09/25/2016 00:00	<b></b>
Important:	1	
All of your items will NOT available for customers during the vacation period.		
<b>1</b> You can update the item contents, price, inventory or change item status during the vacation		
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	uning the vacation, you suit can	reply customer according

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。

Schedule )	our vacation:				
From:	09/22/2016 00:00	<b>İ</b> 🕑	To:	09/25/2016 00:00	
Important:					
<b>()</b> AI	l of your items will NOT available fo	or customers during the vac	ation period.		
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1 Va Messages 1	ication mode cannot be set if there : Please note system will send an au	uto-reply to customer if they	egg promotion(s). send any message to you	during the vacation, you still can	reply customer accordi

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 Set	tings	antan an <u>-</u> anto			
Vacation	mode has been schedu	led.			
	Status:	🥚 Vacation mode has b	een scheduled	1.	
	Period:	From: 09/22/2016 00:0	0 to 09/30	0/2016 00:00	
		All items are not available	for customers	s during the vacation period.	
	System is wo	rking on your vacation setting and	l need a few h	ours to process the products data.	
	Please note a Once you sav	ny updates during the processing ed the updates system will restar	time will cove processing t	er previous setting. o schedule your new vacation settings.	
	Current Account	Summary: (Last Updated: 09/21/20	16 17:00)		
	Shipped by S	Seller Orders:			
		Unshipped Orders:	0	See the details	
		Partially Shipped Orders:	0	See the details	
	Unsh	ipped Orders(Auto-void Alert):	0	See the details	
	RMA Status (F	Processed by Seller):			
		Open RMA:	0	See the details	
		Processing RMA:	0	See the details	
	Messages:				
		Unread Message:	0	See the details	

- 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

Status:	Vacation mode has be	een scheduled	
Period:	From: 09/22/2016 00:0	0 to 09/30	/2016 00:00
	All items are not available	for customers	during the vacation period.
Current Account	Summary: (Last Updated: 09/21/20	16 17:00)	
Shipped by S	eller Orders:		
	Unshipped Orders:	0	See the details
	Partially Shipped Orders:	0	See the details
Unshi	pped Orders(Auto-void Alert):	0	See the details
RMA Status (P	rocessed by Seller):		
	Open RMA:	0	See the details
	Processing RMA:	0	See the details
Messages:			
	Unread Message:	0	See the details

- 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。

20 M AR 80 M	your vacation:			
From:	09/22/2016 00:00	To:	09/25/2016 00 0	00 🗰 🕑
Important				
<b>0</b> A	Il of your items will NOT available for custon	mers during the vacation period.		
<b>O</b> Y	ou can update the item contents, price, inve	entory or change item status during the vac	cation.	
<b>0</b> v	acation mode cannot be set if there is existin	ng Locked by Newegg promotion(s).		
Messages	**			
() Messages	Please note system will send an auto-reniv	to customer if they send any message to	you during the vacation, you	still can reply customer accordi
0 Messages 0	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 accordir
() 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 accordi

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。

lace"	🌖 Vac	ation setting is completed. It will t	ake up to 24 I	nours for Newegg system to process before vacation starts.	× [+] FE
Vacation Sett	ings				
O Vacation n	node has been schedu	led.			
	Status:	🥚 Vacation mode has b	een scheduled	I.	
	Period:	From: 09/22/2016 00:0	0 to 09/30	0/2016 00:00	
		All items are not available	for customers	during the vacation period.	
	System is wo	rking on your vacation setting and	l need a few h	ours to process the products data.	
	Please note a Once you sav	ny updates during the processing ed the updates system will restart	time will cove processing to	r previous setting. o schedule your new vacation settings.	
	Current Account	Summary: (Last Updated: 09/21/20	16 17:00)		
	Shipped by S	Seller Orders:			
		Unshipped Orders:	0	See the details	
		Partially Shipped Orders:	0	See the details	
	Unsh	ipped Orders(Auto-void Alert):	0	See the details	
	RMA Status (F	Processed by Seller):			
		Open RMA:	0	See the details	
		Processing RMA:	0	See the details	
	Messages:				
		Upread Mossage	0	O CONTRACTOR OF	

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。

Status:	Vacation mode has be	een scheduled	and a second
Period:	From: 09/22/2016 00:0	0 to 09/30	/2016 00:00
	All items are not available	for customers	during the vacation period
Current Account	Summary: (Last Updated: 09/21/20	16 17:00)	
Shipped by S	eller Orders:		
	Unshipped Orders:	0	See the details
	Partially Shipped Orders:	0	See the details
Unshi	pped Orders(Auto-void Alert):	0	See the details
RMA Status (P	rocessed by Seller):		
	Open RMA:	0	See the details
	Processing RMA:	0	See the details
Messages:			
	Unread Message:	0	See the details

5. 您的请求处理完成后,您将会收到确认通知。

<i>Iace</i> <sup>™</sup> Vacation Settings		The vacation setting has bee	n cancelled successfully.	<u> </u>
<ol> <li>Vacation is not</li> </ol>	t scheduled.			
		Vacation Mode ha	as not been setup.	
		SETUP VACATION MODE	CANCEL EXISTING VACATION SETTINGS	

#### 假期结束后需要做的事项

- 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 <u>datafeeds@newegg.com</u> 如有任何常见问题,请联系您的账户经理或者 <u>marketplacesupport@newegg.com</u>