



SellerHQ by Konga

Konga Marketplace | Seller HQ Training | Module 1 “Getting Started”

1 Introduction To Marketplace

What is a 'Marketplace' ?

Seller HQ Dashboard

Seller HQ Features

Quality & Trust

2 Products & Offers

Creating a 'Product'

Product Categories

Images & Copy

Creating an 'Offer'

3 Managing Orders

Buying On Marketplace

Accepting & Shipping

Delivery & Returns

4 Communicating With Buyers

Why communicate?

Seller HQ Messages

- Online Marketplaces connect buyers and sellers and allow them to transact in a secure, trusting environment.
- Marketplace platforms acquire traffic (**visits**) and customers (**visitors**) and provide the tools for enabling transactions and **communications**.
- These platforms combine a web-site (for **buyers**) with a set of tools for sellers to manage inventory, price, communications and fulfillment.
- The Marketplace model allows sellers to start trading online without the need for their own web-site or the expense of digital marketing to drive visits.
- Buyers find the Marketplace experience easy and rewarding because of the huge choice available, the competitive pricing, the security of using an **Escrow** service and the convenience of having everything on one web-site, with great search and navigation tools.
- So, as a seller you can focus on what you do best ; buying great products.
- Konga Marketplace will make sure your products are available to the 50 million Nigerians who already have access to the internet – and this number continues to grow.




Please log in

User name * 

Password * 

☐ Stay logged in

 Connection

Forgot your password ? [Click here](#)

The email address
you used when you
first registered.

The password you
created.

Use this URL to access the Log In page <https://sellerhq.konga.com/login/authUse>

Marks Konga Shop ★★★★★

+ Create An Offer

81

Messages



■ On offer (26)
■ On order (55)

Access messages

94

Orders



■ Orders pending (5)
■ In progress (16)
■ In incident (0)

Process my orders

13

Offers



■ Actives (10)
■ Inactives (3)

Manage my offers

171,629.63 ₦

Total Turnover



■ Payable (28080)
■ Pending (85590)

Transaction History

Statistics of 28/03/14

Filter

☒ Date

28/03/14

☐ Predefined period

Previous day

☐ Over a period

from 14/03/14

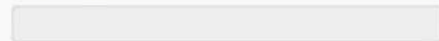
to 28/03/14

Rates

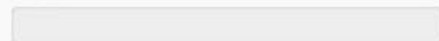
Acceptance rate **100 %**



Incident rate **0 %**



Refund rate **0 %**



Delays



Average acceptance time

Sales

3

Count of sales

95,200.00 ₦

Revenue (excl. shipping)

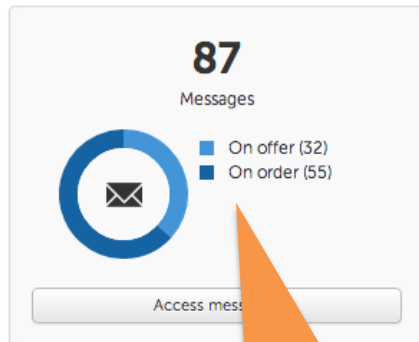
95,200.00 ₦

Navigate to Orders,
Products & Offers,
Messages, Account details
and general Information



Marks Konga Shop ★★★★★

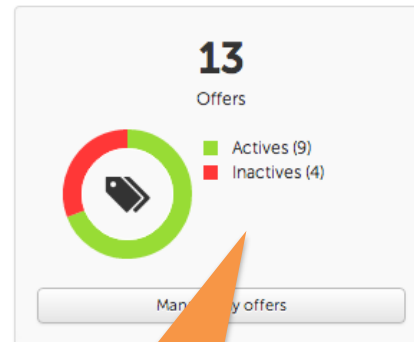
+ Create An Offer



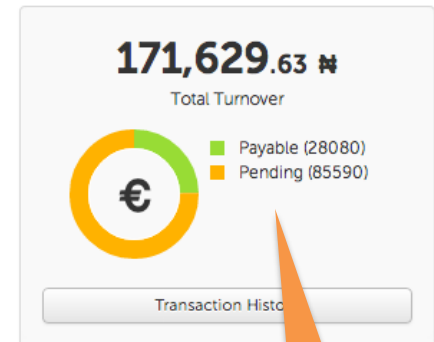
Summary of messages
between you and
buyers



Summary of current
orders that require
action or are in
progress.



Offers – how many items
are currently available to
buy




Your total turnover to date
split between Payable and
Pending

Statistics of 29/03/14


The changes you make here will update the Rates, Delays and Sales blocks to the right of the filter.

Filter


☒ Date




☐ Predefined period



☐ Over a period

from


to


Set a specific day

Predefined periods →

Select a date range

Always click “Refresh” to update the page after any changes.

- ✓ Previous day
- Previous seven days
- Current week
- Previous week
- Current month
- Previous month
- Total

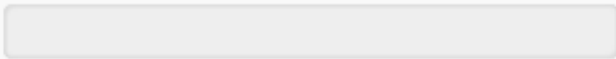
To reset the filter click “Clear” you will not lose any data – this simply clears any changes you have made to the date range, date or predefined period values

Rates

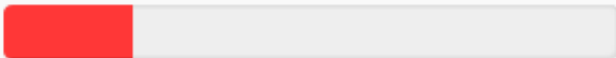
Acceptance rate 72 %



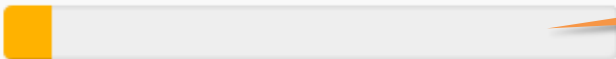
Incident rate 0 %



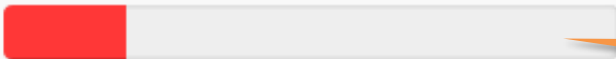
Refund rate 21 %



Refused rate 8 %



Auto refused rate 20 %



Managing these rates is vital to make sure your store is not automatically suspended

The Overall % of Orders that you accept out of the total number of Orders presented to you.

The % of total Orders that you actively refuse.

Orders that have not been accepted or refused by you, will automatically be cancelled after 48 hours

Delays



Average acceptance time



Average time to ship



Average response time to an order message

Managing these rates is vital to make sure your store is not automatically suspended

Average time between Orders being made available to you and you accepting. The faster you accept, the faster you ship, the more confidence buyers will have in you and the higher your rating will become.

Average time between accepting an order, and confirming that it has shipped. Again – the faster the better!

Shows how quickly you are responding to messages, fast and regular communication equals happier buyers and less cancelations and returns.

Sales

32

Count of sales

317,034.22 ₦

Revenue (excl. shipping)

317,034.22 ₦

Revenue (incl. shipping)

6,897.24 ₦

Average cart (excl. shipping)

6,897.24 ₦

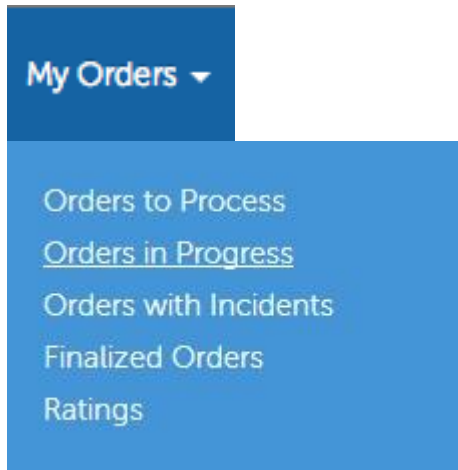
Average cart (incl. shipping)

Revenue statistics for the time period you selected.

Number of Orders processed

Currently Konga are arranging payment for shipping, so these values will always be the same

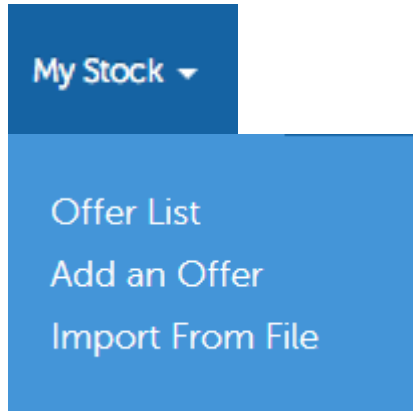
This is the average value of your Orders (note: as above shipping is not a factor).



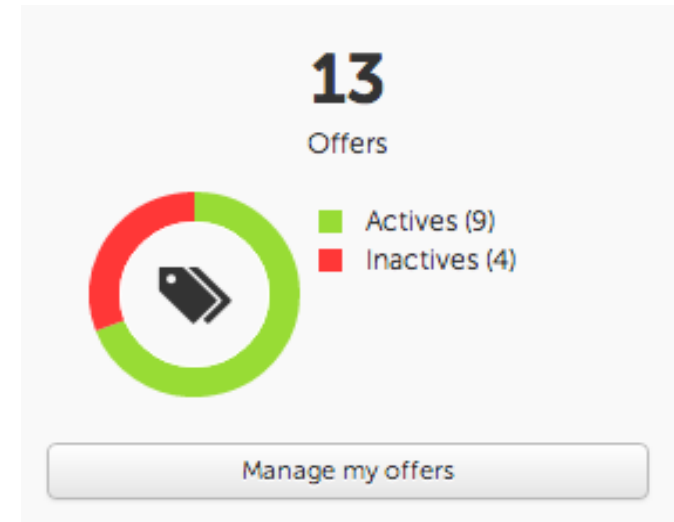
...Or access "Orders To Process" directly from your dashboard



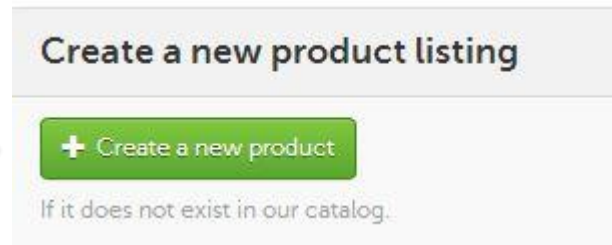
- Hover over (or tap for mobile) the “My Orders” text on the Seller HQ navigation bar at the top of every page.
- Use the links to access the features that allow you manage your Orders.
- We have kept this process as simple as possible for you, but there are certain actions that you will have to take to make sure that your buyers are delighted and informed and that you are paid on time.
- We will not be using ‘Incidents’ initially but we will inform you when you need to start using this feature.
- Ratings will not show anything until we start to collect buyer feedback about your orders – so please don’t worry that nothing appears here when you start.



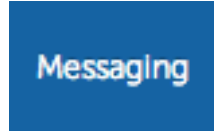
...Or access "Offers List" directly from your dashboard



...From the offer page, select the "Create a new product" button



- Hover over (or tap for mobile) the "My Stock" text on the Seller HQ navigation bar at the top of every page and select "Add an offer".
- Use the links to access the features that allow you to create a product, create an offer and check the status of your offers.
- A **Product** is the detail of the product you want to sell (title, description, image etc)
- An **Offer** is the price and quantity you set against the product.
- Buyers are effectively buying **Offers**.



...Or access "Messages"
directly from your
dashboard



- Click or Tap here to access your messages.
- You will also receive an email notification every time you receive a new message.
- Making sure you respond quickly and honestly to any messages will be critical to growing your business on the Konga Marketplace

Shop ▼

My Fiscal Documents

Transaction History

Mapping Configuration

Settings

Information

The Information link currently holds only details of shipping costs, but as this is being handled for you by Konga this information is irrelevant.

- Hover over (or tap for mobile) the “Shop” text on the Seller HQ navigation bar at the top of every page.
- Use the links to view your payments (My Fiscal Documents).
- Mapping Configuration is for advanced users with 1000’s of products already created in another system. If you feel you could make use of this service please contact your Seller Services Officer.
- Settings contains features that allow you to upload a logo and a banner to make your Konga Marketplace store really stand out. You can also add some text describing your store, having a good quality banner and well written text, will help potential buyers build trust in your service, the more professional your store looks, the more likely buyers are to place orders with you.

SellerHQ

My Orders ▾

My Stock ▾

Messaging

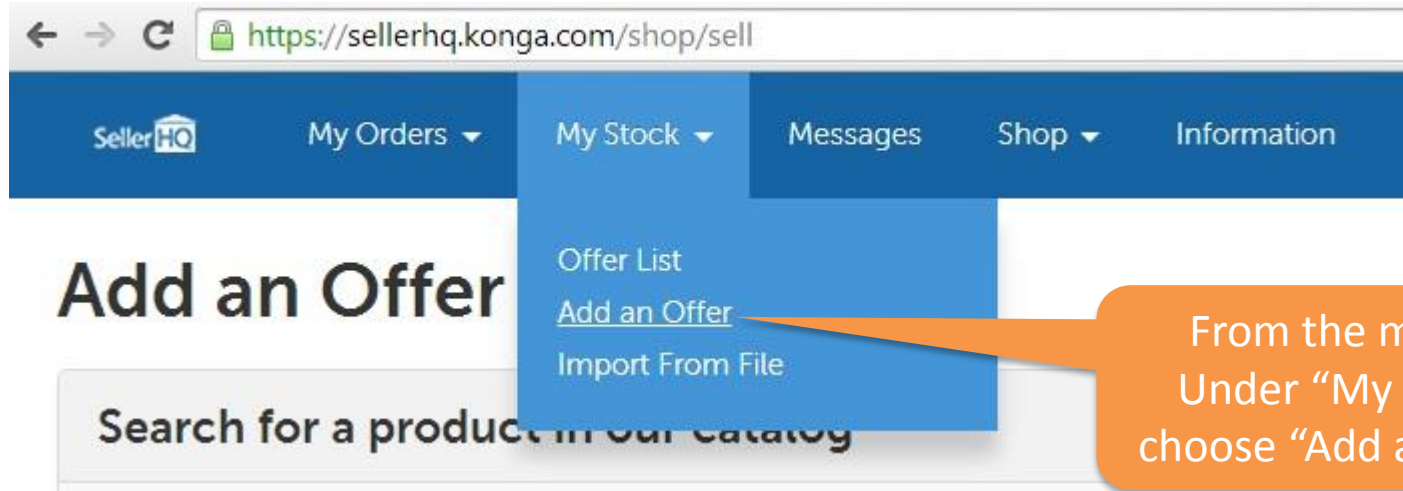
My Account ▾

Shop account setting ● Open | Identifier: 2005

From the “My Account” menu click “Settings”, at the top of the page you will your UNIQUE SELLER ID, take careful note of this as you will need to reference this number when you drop your orders at our courier locations.

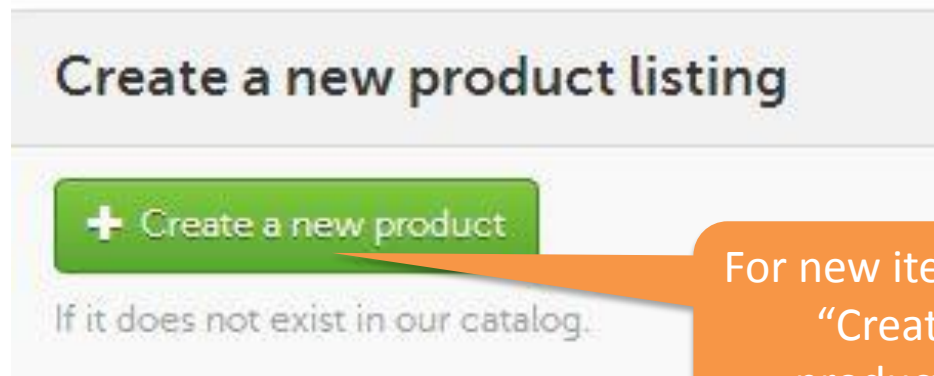
- Just as Konga Marketplace is new for you it's also new for your buyers.
- Konga has already established a reputation for Trust, Quality and Security and it is this reputation that will give confidence to new buyers to place orders.
- Any Marketplace that loses that trust and security in buyers minds will not thrive, so Konga have created a number of checks and quality expectations that we expect all Buyers and Sellers to respect or risk losing access to the platform:
 1. All Sellers are validated (email address, mobile phone number, bank account details)
 2. All Buyers are validated both when when they create a Konga account, and when they place orders.
 3. Konga collects the payment from the Buyer and passes onto the Seller ONLY once the buyer has received the order, is happy with the quality of the goods and that they match the description on the web-site.
 4. Sellers can offer a returns policy. Sellers who offer this are more likely to receive orders, since it is seen as a sign of confidence by Buyers that the Sellers have faith in their ability to fulfill and in the quality of the products they sell.

Buyers & Sellers who repeatedly break these rules, or behave in a way that could be detrimental to creating a Secure and Trusting environment, will have their accounts suspended and may not be allowed back onto the platform.



The screenshot shows the SellerHQ web interface. The browser address bar displays <https://sellerhq.konga.com/shop/sell>. The navigation bar includes links for SellerHQ, My Orders, My Stock, Messages, Shop, and Information. The 'My Stock' dropdown menu is open, showing options: Offer List, Add an Offer, and Import From File. An orange callout bubble with a blue circle containing the number '1' points to the 'Add an Offer' option. The main content area has the heading 'Add an Offer' and a search bar with the placeholder text 'Search for a product in our catalog'.

From the menu...
Under "My Stock",
choose "Add an Offer"



The screenshot shows a section titled 'Create a new product listing'. Below the title is a green button with a plus icon and the text 'Create a new product'. Below the button is the text 'If it does not exist in our catalog...'. An orange callout bubble with a blue circle containing the number '2' points to the 'Create a new product' button.

For new items, click the
"Create a new
product" button

Add an Offer

1. Select product category

Category

Automotive & Industrial ▾

Subcategory

AutoCare ▾

3
Select a Category and
then a Sub-Category

You can set a product up at the 'Top Level' if you wish, but placing it in the correct sub-category will make it easier for you to enter the data at the next stage and will also ensure that your potential buyers can easily find your products

2. Product characteristics

A) Confirm Your Products Are 100%
Authentic *

C) Brand *

D) Product Title *

E) Product Description *

F) Product Image 1 *

Select a file...

4

Start filling out the form. You will see certain attributes are 'Required' these are indicated with a red * you will not be allowed to proceed until all of the required fields have been populated.

A) Confirm Your Products Are 100% Authentic *

B) Your Unique Product ID *

C) Brand *

D) Product Title *

There are certain attributes that every product has. For example “Product Title” and “Brand” these are labeled A – N.

Other attributes will depend on the category or sub-category and these are labeled with numbers, starting at 1

1. Colour *

2. Primary Size *

3. Additional Sizes

4. Product Type

5. Fastening

3. Enter the characteristics of your offer

Status *

Quantity *

Price * ₦

Set the status of the
your product. (New)

7 Day Return Policy

14 Day Return Policy

30 Day Return Policy

0.5 - 2kg

2.1 - 5kg

5.1 - 10kg

Add the quantity you
have to sell

How much is the
product?

Total Packaged Weight If Over 10kg

✓ Add

Image Attribute	Guidelines
File size	Minimum 100kb
Image Size	Minimum 400 x 400 Pixels
Format	Jpeg (.jpg)

- Keep the background plain, if you can make it a white background so that your product really stands out.
- Don't use a reflective surface if you have to use a flash.
- For clothing, make sure the garment is the primary focal point and not the model, or use a mannequin.
- Use a good quality camera to get the best resolution and colour balance that you can.
- Try and capture the entire product in the shot.
- Remember many buyers will look at the image and the quality to gauge the quality and professionalism of your store, a good picture can be worth a million Naira!





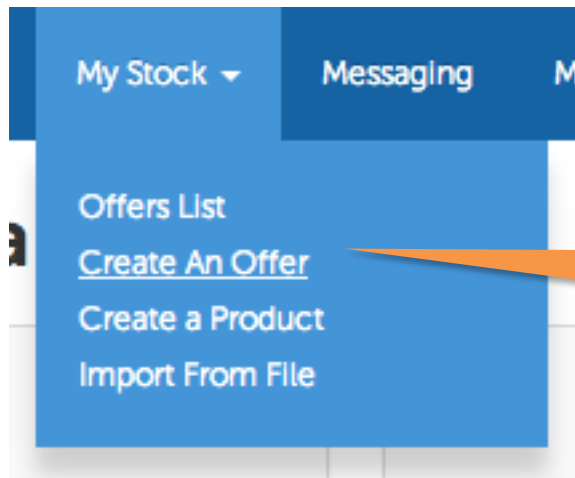
This is an ok microwave it cook and grill at same time, its silver colour makes it nice to look at .



This Haier Thermocool THX1138 microwave and grill combination comes a range of stylish colours including Silver, Black and White. There are many smart features available to make cooking or reheating anything simple and fast. The glass door is easy to clean, and the quick access power buttons ensure you get the correct settings every time.

With 850 watts output, 30 litre capacity and a Smart LED display.....





From the menu choose "Create An Offer"

1

Add a new offer

2

Start typing – use the name of your store or the brand (remember "Your Unique Product ID" we covered in product set-up?

Search products

pan

PANASONIC Lumix DMW-PHS14XEK Camera Case - Black

Search products

pan|

PANASONIC Lumix DMW-PHS14XEK Camera Case - Black

Click on the right product, it will highlight in grey

3

3a

...or click the Magnifying Glass to search for a product



Select product

SKU ▲

Product

Product ref.

Description

21821166

PANASONIC Lumix DMW-PHS14XEK Camera Case - Black

n/a

PANASONIC Lun

3b

Search results will appear below the search field

Selected product

Product SKU	21821166
Product	PANASONIC Lumix DMW-PHS14XEK Camera Case - Black
Description	PANASONIC Lumix DMW-PHS14XEK Camera Case - Black

4

Check the product is correct

Condition *

New

Price *

0

₦

5

Condition is always "New" Konga Marketplace only allows brand new, unused products be sold

6

Set your price. **IMPORTANT** – you can edit this later, BUT once it's published live to the web-site (which is almost instant) buyers will expect you to honor the price, if you cancel orders as a result of price error then your overall rating and acceptance rate will be impacted – so make sure you get it right first time!

7 Day Return Policy	No Selection...
14 Days Returns Offered (select one Return Options only)	No Selection...
30 Day Returns Offered (select one Return Option Only)	No Selection...

11

Select a returns Policy

- Allowing returns is a great way of giving new buyers the confidence to buy from you, and also shows that you are confident about your ability to deliver and the quality of your product. It is not compulsory, but Sellers who support returns are more likely to sell more.
- Select only one returns option – if you choose 2 or more, then we will assume that you mean the GREATER of the multiple selections.
- If you do not wish to offer a returns policy, do not select any of the options.

0.5 - 2kg No Selection...

2.1 - 5kg No Selection...

5.1 - 10kg No Selection...

Total Packaged ITEM Weight If Over 10kg

12

Select the weight band

- You need to tell us about the weight of the PACKAGED product so that we can charge the correct amount to the customer – if you get this wrong it could delay your orders, and you will receive negative feedback from your buyers as a result.
- If you select multiple weights we will assume you mean the MAXIMUM of the weights you have selected.
- For items over 10kg you will need to enter the TOTAL weight, not just the value over 10kg. For example; an 11kg item would have “11” entered in the relevant field and not “1”



Now you are selling on konga.com!

After your product has passed through our quality control team, within 1hr your offer will be live and buyers will be able to see your product and purchase your offer.

Browse or search for products just like you do right now on konga.com

This is a Konga product: note the “sold by” text



Samsung Galaxy Note 10.1 N8000
Tablet | Grey

₦100

Sold by: Marks Konga Shop



AX Paris Square Neck Long Sleeve
Pencil Dress

₦6,600

Sold by: Konga

This is a Seller product: note the “sold by” text

On the Product Page there are some new Icons

Click this link to take you to your Store Front

SellerHQ

Marks Konga Shop  Talk to Seller

Diamonds show how many successful orders you have fulfilled





Click here to send a message to the Seller

In Stock

Delivery: Usually delivered within **7 Days** after order is received

 7 Day Return Policy  Pay on delivery

 Check if item can be delivered to your area

Lagos  item can't be delivered to this region

Remember when you set this as you created your Offer?

Konga Escrow can support "Pay on delivery"

What do these new Icons mean?

JEWEL RATINGS



Jewels indicate how many times (at a minimum) a seller has successfully sold on Konga.

- 💎 = 1 Sale
- 💎💎 = 10 Sales
- 💎💎💎 = 25 Sales
- 💎💎💎💎 = 50 Sales
- 💎💎💎💎💎 = 200 Sales

PAY ON DELIVERY



When you see this icon, you have the option to pay for this order at the point of delivery.

Payment can be made with Cash or an ATM/Debit Card.

RETURNS



This indicates the maximum number of days allowed from receiving your item to return it. Terms & Conditions apply.

- ↻7 = 7 Days
- ↻14 = 14 Days
- ↻30 = 30 Days

TALK TO SELLER



Get to know more about products before purchasing them by making inquiries of sellers.

Also inquire about your shipment and orders.

SERVICE WARRANTY



The seller of this product provides a warranty that includes after sales service.

Shopping cart can have Konga items and Seller items, so the buyer journey is simple easy

Shopping Cart



Galaxy Note 10.1 N8000 Tablet | Grey

In Stock

Sold by Marks Konga Shop

✳ Move to Wishlist



Square Neck Long Sleeve Pencil Dress

In Stock

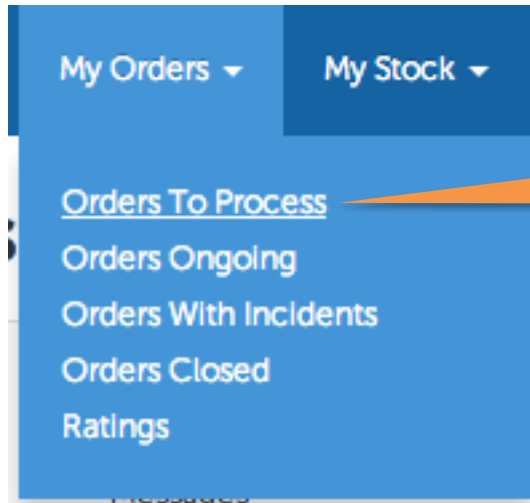
Sold by Konga

✳ Move to Wishlist

Buyer Places An Order – Fulfillment Overview

1. Konga verifies the buyers order by calling or looking at previous order history.
2. Orders are sent to Sellers, if a Buyer has ordered from Multiple Sellers then you will only see your part of the Order.
3. You will receive an email and SMS alert notifying you that you have New Orders to process.
4. Log in to Seller HQ to Accept or Refuse the Order, if you have not taken actions within 48 hours the Order will cancelled automatically. Only click Accept if you have the stock to fulfill. It is also a good idea to message the customer at this point to introduce yourself and reassure your Buyer than you are about to ship the items.
5. Carefully package the Item but do not seal the parcel, print off the shipping note, or make sure you have the order screen saved, or available on your mobile. Make sure you have your unique Seller HQ number.
6. Drop the parcel at your nearest Our Courier partners depot. When you arrive please inform them that you are a Konga Seller, you will be directed to a Konga employee who will check your Seller number, and the Order details and seal the parcel. They will also create a shipping label (waybill) and then take the parcel from you for delivery Nationwide by Our Courier partners.
7. As Konga have already collected the Buyers shipping charge you will not have to pay Our Courier partners.

Processing An Order In Seller HQ



From the menu
choose "Orders To
Process"

1

Processing An Order In Seller HQ

7 results 

<input type="checkbox"/>	Created ▼	Order No.	Qty	Details	Status	Amount	
<input type="checkbox"/>	30/03/14 - 09:31	F131899777002-A	1	HAMA 00004370 Traveller Flex Pro Tripod (30304933)	Waiting accepta...	0.00 ₦	
<input type="checkbox"/>	29/03/14 - 14:47	F901872203002-A	1	HAMA 00004370 Traveller Flex Pro Tripod (30304933)	Waiting accepta...	100.00 ₦	
<input type="checkbox"/>	28/03/14 - 10:04	F133400843002-A	1	HAMA 00004370 Traveller Flex Pro Tripod (30304933)	Waiting accepta...	100.00 ₦	
<input type="checkbox"/>	28/03/14 - 09:06	F380614942002-A	1	HAMA 00004370 Traveller Flex Pro Tripod (30304933)	Waiting accepta...	95,000.00 ₦	

2

Click on the Order No.

Processing An Order In Seller HQ

3

Check the item details are correct, ensure that you actually have the stock and click the “Accept” button

HAMA 00004370 Traveller Flex Pro Tripod (Computers & Electronics)

✕ Refuse
✓ Accept

Product SKU: 30304933 | Offer SKU: 52006

Description:

Condition: New	Price: 95,000.00 ₦ Tax Incl.	Quantity: 1	Subtotal: 95,000.00 ₦ Tax Incl.	Shipping: 0.00 ₦ Tax Incl.
-----------------------	-------------------------------------	--------------------	--	-----------------------------------

Status: Waiting acceptance

3a

If you no longer have the stock, or are unable to fulfill for any other reason, click on the “Refuse” button.

Processing An Order In Seller HQ

✓ Update Order

4

After you have made your selection, click “Update Order” If you don’t click this button nothing will happen.

4a

If you selected “Refuse” in step 3 you will see the status change to “Refused”

Refused
Status

Debit ongoing
Status

4b

If you selected “Accept” in step 3 you will see the status change to “Debit Ongoing” this simply means that the Order is now in progress – very shortly the Order will be available to ship.


Processing An Order In Seller HQ


5

Filter

Order No.

Orders


from 



to 

For an amount

from to

Status

Current 

 Clear  Refresh

Search for the Order Number you have Accepted and wish to ship

...or select "Current" from the Status filter and click "Refresh"

Orders that are ready to ship will have the Status "Shipping Ongoing"

Shipping ongoing

Processing An Order In Seller HQ

<input type="checkbox"/>	28/03/14 - 10:04	F133400843002-A	1	HAMA 00004370 Traveller Flex Pro Tripod (30304933)	Shipping ongoing	100.00 ₦	
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6

Click on the Order Number

Product quantity: 1

✓ Confirm order shipment

7

Make sure you have packaged the item and check that the customer and product details are correct. Now click “Confirm Order Shipment”

Note: If you arrive at the Our Courier partners depot without having clicked “Confirm Order Shipment” this could lead to delays when you arrive, so please do make sure you follow the process carefully.

1. Our Courier partners will deliver Nationwide for you.
2. In some cases (for example – Pay On Delivery) Our Courier partners may locate the address, but the Buyer may refuse the item, in this case our Courier partners will return the Order to you.
3. If you have specified a Returns Policy then the Buyer will contact you directly to discuss any issues they have after receiving the item.
4. In certain cases the Buyer may contact Konga to help arrange for a Return, in these cases we will work with and the Buyer to ensure that the process is managed correctly and is fair for both Buyer and Seller .
5. Konga will also arbitrate in cases where there is a dispute (for example regarding the authenticity of merchandise, missing items, damaged or broken items etc). In these cases Konga will conduct a rapid but thorough investigation, so please ensure that you have retained all relevant information about the transaction. Konga will check any messages sent between you and the Buyer and also confirm the tracking status with Our Courier partners.
6. The best protection against arbitration and returns is to ensure that your goods are authentic, good quality, accurately described on the web-site, well packaged, shipped quickly and delivered on time. ***You are in control.***
7. ...and remember – keep in regular contact with your Buyer throughout the entire process, rapid response to Buyer questions and regular updates are an easy way to keep buyers happy, even when things have not gone entirely to plan.

- The worlds most successful online Marketplaces have communication at their heart there is a very good reason for this – it builds trust and security.
- You can sell more to prospective ‘browsers’ if a buyer asks you a question about a product, it means not only are they looking at your merchandise, they are interested enough in making a purchase to want to talk to you about. How you react, and critically how quickly you respond can be the difference between making a sale or not.
- Communication can help build long terms relationships with your Buyers turning the casual Buyer into a long term customer of your store.
- Buyers will use their Konga accounts to contact you – we do not allow anonymous message to be sent to you.
- Sellers will use the Messages features of Seller HQ to manage responses and other contacts.

laxy Note 10.1 N8000 Tablet | Grey

Add to Wishlist



460 5555

Seller Info

Marks Konga Shop



Talk to Seller



In Stock

Delivery: Usually delivered within **7 Days** after order is received



7 Day Return Policy



Pay on delivery



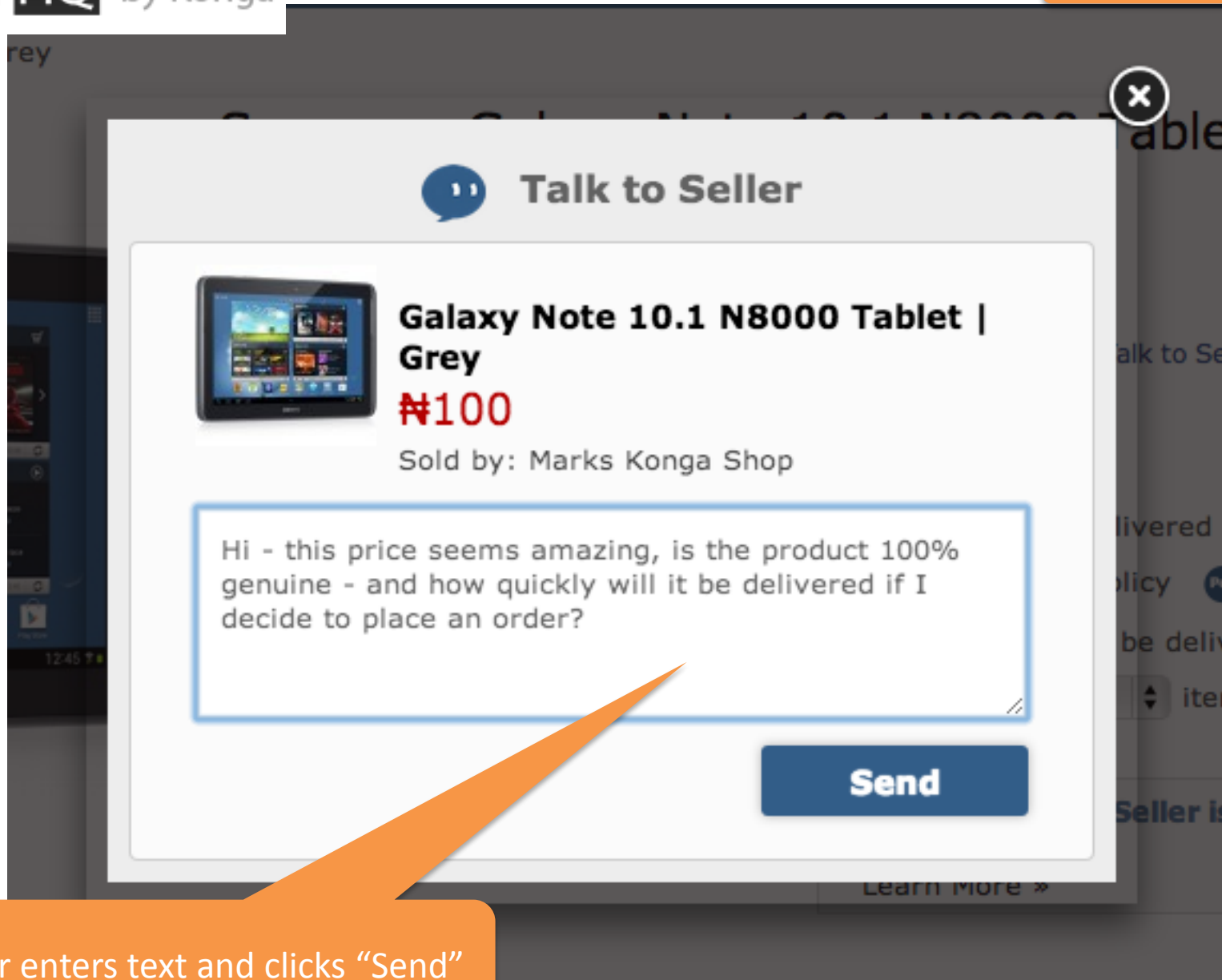
Check if item can be delivered to your area

Lagos




item can be delivered to this region

Buyer clicks on “Talk To Seller” if they are not logged in, they will be promoted to do so, or create a Konga account.



Talk to Seller

 **Galaxy Note 10.1 N8000 Tablet | Grey**
N100
Sold by: Marks Konga Shop

Hi - this price seems amazing, is the product 100% genuine - and how quickly will it be delivered if I decide to place an order?

Send

Buyer enters text and clicks "Send"

Mark Russell

Wow! this price is really amazing - is it too good to be true, and how fast will you deliver?

Delete


The message will appear in the Buyers Message Centre (within their Konga “your Account” section). You will receive an email notification and an SMS to let you know you have new messages to respond to.


Messaging

From the menu
choose “Messaging”

1

Sent date

from 

to 

☒ Only unread

Customer

2

Tick the “Only unread” check box and click “Refresh”

<input type="checkbox"/>	From	To	Reference	Subject
<input type="checkbox"/>	Mark Russell	Marks Konga Shop	Offer S2024 (HAMA 0000437...	Message from Mark Russell to o...

3

Click on the Subject from the list of unread messages


Message from Mark Russell to offer #2032 1

From Mark Russell | Ref: S2024 | 3/29/14 2:10 PM

29/03/14 - 14:10:23

Message from Mark Russell to offer #2032

Wow! this price is really amazing - is it too good to be true, and how fast will you deliver?

From **Mark Russell**
To **Marks Konga Shop**
 **Private message**

Read the Buyers message

4

Subject * Other reason...

Custom subject * Message from Mark Russell to offer #2032

Visibility * ☒ Private ☐ Public

Message * Yes - this really is the price. and yes this is 100% genuine
Delivery is usually within 7 days maximum, often much faster
depending on where you live.

 **Send**

**Type your response
and click "Send"**

5

The screenshot displays a message thread interface. At the top, a message from Mark Russell to offer #2032 is shown, asking about product genuineness and delivery time. Below it, a response from Marks Konga Shop is visible, confirming the product is genuine and delivery is fast. A 'Make public' button is present next to the seller's response. A large orange arrow points from the explanatory text box below to the 'Make public' button.

31/03/14 - 10:06:22
Message from Mark Russell to offer #2032
 Hi - this price seems amazing, is the product 100% genuine - and how quickly will it be delivered if I decide to place an order?

From Mark Russell
 To Marks Konga Shop
 Private message

From Marks Konga Shop
 Make public
 Private message

31/03/14 - 10:14:55
Message to Mark Russell to offer #2032
 Yes - this real... and yes this is 100% genuine Delivery is usually within 7 days maximum, often much faster depending on w...

Your response is added to the “thread” – this will include ALL messages from this customer so you get to see the entire conversation. All messages on Konga Marketplace are “private” even if you select make public your responses or the Buyers questions or response will only be visible to you, Konga and the Buyer

Q

&

A