



Seller HQ 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/authUser>

[Seller HQ](#)[My Orders](#) ▾[My Stock](#) ▾[Messaging](#)[My Account](#) ▾[Information](#)

mark.russell@konga.com



## 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)

**05,300**

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

[Seller HQ](#)[My Orders](#) ▾[My Stock](#) ▾[Messaging](#)[My Account](#) ▾[Information](#)

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## Marks Konga Shop ★★★★☆

[+ Create An Offer](#)**87**

Messages

[Access messages](#)**96**

Orders

[Process my orders](#)**13**

Offers

[Manage my offers](#)**171,629.63 ₦**

Total Turnover

[Transaction History](#)

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  
29/03/14 

Predefined period  
Previous day 

Over a period  
from 15/03/14   
to 29/03/14 

 **Clear**  **Refresh**

Set a specific day

Predefined periods →

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

Select a date range

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

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 cancellations and returns.

**Sales****32**

Count of sales

Number of Orders processed

**317,034.22 ₦**

Revenue (excl. shipping)

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

**317,034.22 ₦**

Revenue (incl. shipping)

**6,897.24 ₦**

Average cart (excl. shipping)

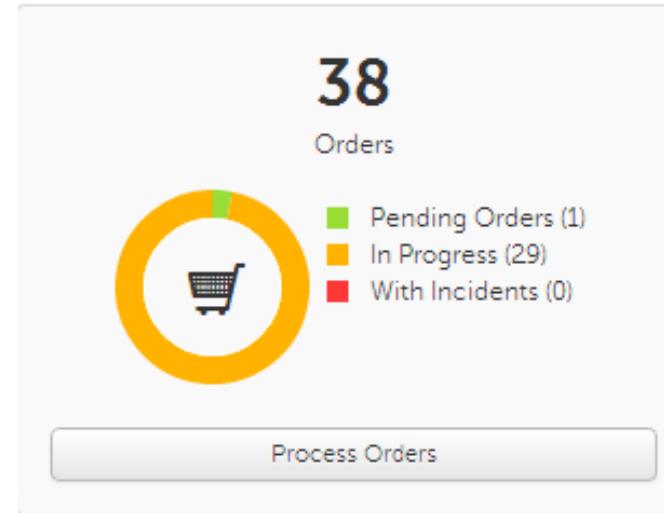
**6,897.24 ₦**

Average cart (incl. shipping)

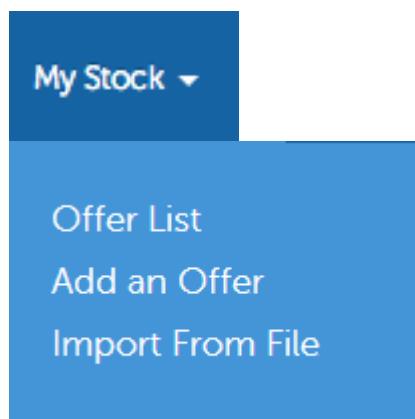
This is the average value of your Orders (note: as above shipping is not a factor).

The screenshot shows the Seller HQ navigation bar. The 'My Orders' dropdown menu is open, displaying five categories: 'Orders to Process', 'Orders in Progress', 'Orders with Incidents', 'Finalized Orders', and 'Ratings'. The 'Orders in Progress' link is underlined, indicating it is the active or selected category.

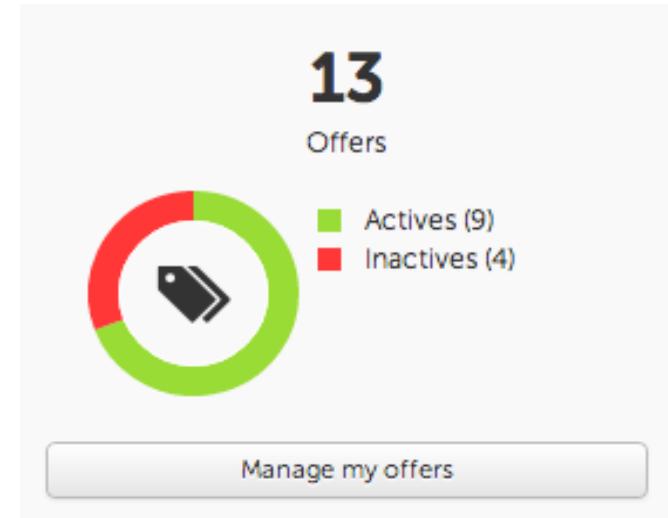
...Or access “Orders To Process” directly from your dashboard



- 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

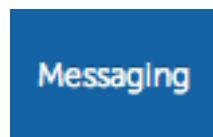


...From the offer page, select the “Create a new product” button



The 'Create a new product listing' interface. It features a green button with a plus sign and the text "Create a new product". Below the button, the text "If it does not exist in our catalog." is displayed.

- 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

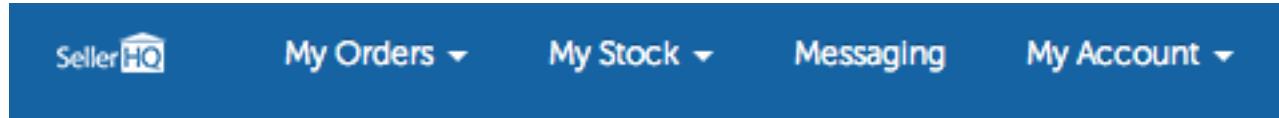
Shop ▾

[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.



## Shop account setting

• ● Open | Identifier: 2005

From the “My Account” menu click “Settings”, at the top of the page you will see 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 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 by Konga dashboard. At the top, there's a navigation bar with links for SellerHQ, My Orders, My Stock, Messages, Shop, and Information. A dropdown menu for 'My Stock' is open, showing options like 'Offer List', 'Add an Offer', and 'Import From File'. Below the navigation, a large button says 'Add an Offer' and 'Search for a product in our catalog'. An orange callout bubble with the number '1' points to the 'Add an Offer' link in the dropdown menu.

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

The screenshot shows a 'Create a new product listing' page. It features a green button with a plus sign and the text 'Create a new product'. Below the button, a note says 'If it does not exist in our catalog...'. An orange callout bubble with the number '2' points to the 'Create a new product' button.

For new items, click the  
“Create a new  
product” button

Seller HQ

My Orders ▾

My Stock ▾

Messages

Shop ▾

Information

## Add an Offer

### 1. Select product category

Category

Automotive &amp; Industrial

Subcategory

AutoCare

Select a Category and then a Sub-Category

3

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

4

**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...

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 \*

Nothing selected

Quantity \*

Price \*

#

Set the status of the  
your product. (New)

7 Day Return Policy

Nothing selected

14 Day Return Policy

Nothing selected

30 Day Return Policy

Nothing selected

0.5 - 2kg

Nothing selected

2.1 - 5kg

Nothing selected

5.1 - 10kg

Nothing selected

Total Packaged Weight If Over 10kg

Add the quantity you  
have to sell

How much is the  
product?

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!



**X**

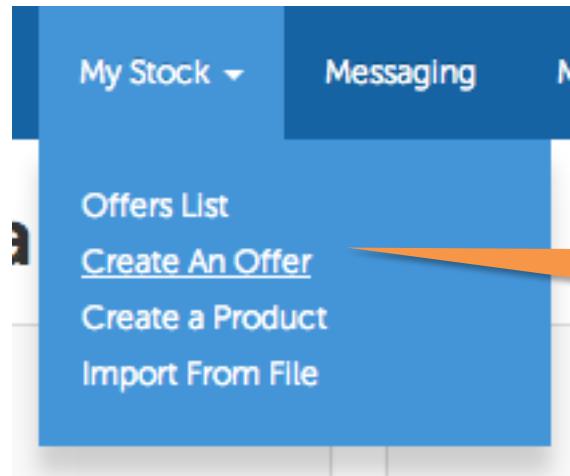
This is an ok microwive it cook and grill at same time, its silver colour makes it nice to look at .



This Haier Thermocool THX1138 microwave and grill combination comes a range of stylish colours including Sliver, 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”

2

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

## Add a new offer

### Search products

pan

PANASONIC Lumix DMW-PHS14XEK Camera Case - Black

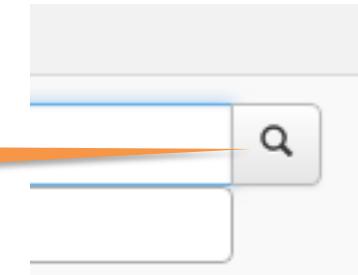
### Search products

pan

PANASONIC Lumix DMW-PHS14XEK Camera Case - Black

3

Click on the right product, it will highlight in grey



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

**Check the product is correct****4**

Condition \* New

Price \*

0 N

**5**

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

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!

**6**

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...

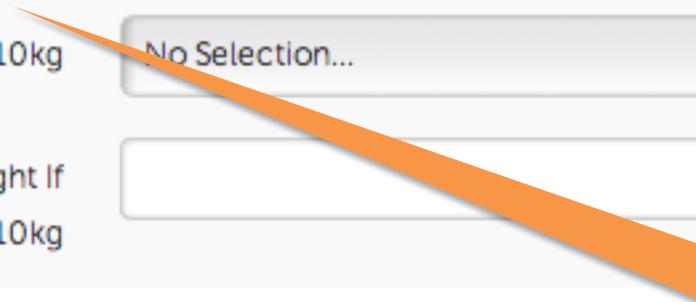
11

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.

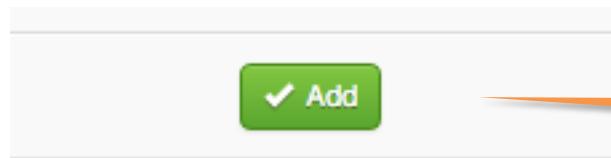
0.5 - 2kg	No Selection...
2.1 - 5kg	No Selection...
5.1 - 10kg	No Selection...
Total Packaged ITEM Weight If Over 10kg	<input type="text"/>

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

**Seller HQ**

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't be delivered to this region

Remember when you set this as you created your Offer?

Diamonds show how many successful orders you have fulfilled

Click here to send a message to the Seller

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 Days
- ◆◆ = 14 Days
- ◆◆◆ = 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**

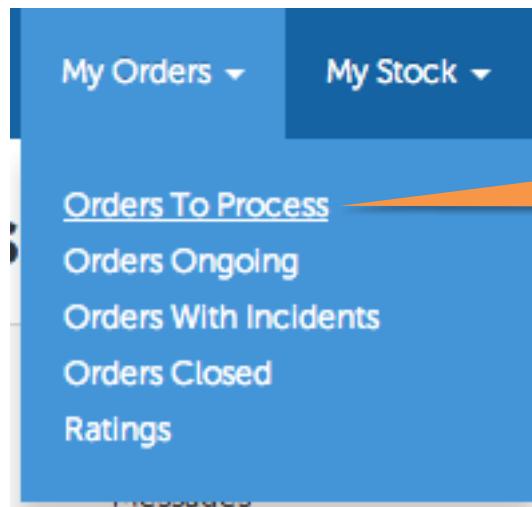
Sold by Konga

 [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 fro 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”

## Processing An Order In Seller HQ

	Created 	Order No.	Qty	Details	Status	Amount	
<input type="checkbox"/>	30/03/14 - 09:31	<a href="#">F131899777002-A</a>	1	HAMA 00004370 Traveller Flex Pro Tripod (30304933)	Waiting accepta...	0.00 ₦	
<input type="checkbox"/>	29/03/14 - 14:47	<a href="#">F901872203002-A</a>	1	HAMA 00004370 Traveller Flex Pro Tripod (30304933)	Waiting accepta...	100.00 ₦	
<input type="checkbox"/>	28/03/14 - 10:04	<a href="#">F133400843002-A</a>	1	HAMA 00004370 Traveller Flex Pro Tripod (30304933)	Waiting accepta...	100.00 ₦	
<input type="checkbox"/>	28/03/14 - 09:06	<a href="#">F380614942002-A</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)  
Product SKU: 30304933 | Offer SKU: S2006

**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

 Refuse    Accept

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

**Filter**

Order No.

Orders  
from    
to

For an amount  
from  to

Status

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

5

...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

The screenshot shows a web-based order management interface. At the top, there's a header with the Seller HQ logo and 'by Konga'. Below it, a navigation bar includes 'Accepting & Shipping' and other tabs. The main area displays an order detail page with the following information:

- Date: 28/03/14 - 10:04
- Order ID: F133400843002-A
- Quantity: 1
- Product: HAMA 00004370 Traveller Flex Pro Tripod (30304933)
- Status: Shipping ongoing
- Total: 100.00 Naira

An orange callout bubble labeled '6' points to the order ID 'F133400843002-A'. Another orange callout bubble labeled '7' points to a green button labeled '✓ Confirm order shipment'. A blue box contains the text 'Product quantity: 1'.

**6**  
Click on the Order Number

**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.

# Samsung Note 10.1 N8000 Tablet | Grey

[Add to Wishlist](#)

## Seller Info

Marks Konga Shop

[Talk to Seller](#)

## In Stock

**Delivery:** Usually delivered within **7 Days** after order is received[7 Day Return Policy](#)[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 prompted to do so, or create a Konga account.

rey

**Talk to Seller**

**Galaxy Note 10.1 N8000 Tablet | Grey**  
₦100

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

Learn More »

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.



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...)	<a href="#">Message from Mark Russell to o...</a>

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

4

Read the Buyers  
message

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

5

Type your response  
and click "Send"

The screenshot shows a messaging interface with two messages exchanged between 'Mark Russell' and 'Marks Konga Shop'. The first message from Mark Russell is timestamped at 31/03/14 - 10:06:22, asking if the product is 100% genuine and how quickly it will be delivered. The second message from Marks Konga Shop is timestamped at 31/03/14 - 10:14:55, responding that the product is genuine and delivery is usually within 7 days. The interface includes options to 'Make public' or 'Private message'.

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

31/03/14 - 10:14:55  
**Message from Marks Konga Shop to offer #2032**  
Yes - this real genuine product, and yes this is 100% genuine Delivery is usually within 7 days maximum, often much faster depending on where you live

From **Marks Konga Shop**  
Make public  
🔒 Private message

6

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