

GOIMEX.COM

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Frequently Asked Questions

Select your interested categories to locate your question.

1. About Goimex.com

❖ What is Goimex.com?

- [Goimex.com](#) is a global business platform for wholesale trade and business services with company catalogs of each country, basically a meeting place for buyers and suppliers of products and services.
- Goimex mission is to help people do business around the world with reliable manufacturers and suppliers of quality and safe products. Link companies and people among themselves.

❖ Does Goimex.com supply or sell products?

- Goimex.com does not sell products. All products on Goimex.com are provided by supplier members. We have a wide range of suppliers in 27 industries. You could send inquires to suppliers, or talk with them online. We provide online and offline buyer services for all global buyers, such as qualified supplier matching, verifying suppliers, assisting in online and offline match meetings, and providing secured trading services during trading process.

❖ Can Goimex.com recommend specific products to me?

- Sure. Goimex.com could make recommendations according to your requirements. Three ways will support your sourcing:
 1. [Post Sourcing Request to Source Now](#) We will match suppliers for you.
 2. Subscribe to your interested [Product Alert](#) after you've logged into Goimex.com, and you will get emails with the latest and hottest products information periodically.
 3. [Send your requests to us](#) directly, we'll get back to you.

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2. Login & Sign in

❖ How can I register on Made-in-China.com?

You can register as our buyer member by clicking Join Free. ([Goimex Link](#))

❖ Why does my account fail to log into Made-in-China.com?

Make sure that the member id and password are correct. Please note that the password is case-sensitive. If you forget your password, [click here](#) to reset your login information.

If you don't received an email within a few minutes, please check your spam folder. To avoid email spam, please add info@goimex.com to the whitelist of your mailbox and then click [here](#) to reset the password again. After that, if you still have not receive an email, please [contact us](#) directly.

❖ What can I do if I forgot my registered email address?

Please [contact us](#), we will help you to find it.

❖ What can I do if I forgot my password?

Please [click here](#) to request a new password.

The email may take up to a few minutes to arrive. If you don't receive an email, please check your spam folder or try again. Make sure the email address you enter is correct, and check if the ec@made-in-china.com has been added to your contact list.

If you still could not receive the email, Please [contact us](#) and we will help you as soon as possible.

❖ Are there any requirements for email address for registration? What can I do if "This email has been used" is prompted during registration?

Ensure your email address is composed of English letters or punctuations. Only one email address per account can be used to register on Made-in-China.com.

If the "This email has been used" message is prompted during registration, please use another email address to register.

❖ How can I set a Company Name if I don't work for a company?

Please set the company name to **Individual User** (Your Name) if you are an individual user.

❖ Can I have more than one account?

Only one user can register per member account on our website.

❖ Is it mandatory for me to register as a member to find suppliers on Made-in-China.com?

Buyer members tend to receive a more expedited response. However, it is not mandatory, you can send inquiries directly to suppliers without registration.

Why should I register with Global Sources Online?

- It's FREE

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Registration for our basic services such as product and supplier search and inquiry, and Product and News Alert are free of charge. There are no hidden costs.

- Get free e-mail updates

Receive customizable updates about products and suppliers newly posted on Global Sources Online, upcoming trade shows, and the latest supply-industry news, based on the product categories you selected.

- Send inquiries direct to suppliers

Inquire about products you're interested in using a convenient inquiry form, send multiple inquiries at the same time, and use your updateable profile so the system can pre-complete inquiry forms with your company and contact information.

- Personalize your Inquiry Basket

Your Inquiry Basket remembers the products and suppliers that you have stored, even if you leave the site and come back later.

Register Now and start to benefit from Global Sources Online right away!

3. Seller Help

A) Let's Begin

1. Who all can sell their products or services on Goimex.com?

All types of manufacturers, suppliers, and sellers, be it small/medium enterprises, global corporations, or individual sellers, brands, etc., can sell their products or services on Goimex.com.

2. What details are required for registration on Goimex.com?

To successfully register on Goimex.com, you need:

Email id

Mobile number

Company Name

Company Address

At least 1 Product/Service

Country name

3. How do I register on Goimex.com?

Go to the homepage of Goimex.com

On the top left, you can find 'Join Free' button

Click on it and you will be redirected to the Registration Page.

Fill in the essential details like email id, name, mobile number, company name, product/service, company address, etc.

Click on 'Create Account' to successfully register.

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4. How can Goimex.com help me in generating more business?

Goimex.com has a huge database of buyers across the globe that can help you get more leads for selling your products or services. It has over 600000 + Business Inquiry generated each month. You can search for more buyers, get recommendation of the latest buyers, post your products/services to attract leads, etc., to generate more business.

5. How much registration charge do I have to pay?

Registration on Goimex.com is FREE of cost.

6. How secure are my business details with Goimex.com?

- All the business details shared with Goimex.com are 100% safe. Our Privacy Policy has been laid down by experts to safeguard the interest of the sellers.

7. Does Goimex.com allow more than one account for a company?

- No, one company can only create one account on Goimex.com using its unique name, address, number, and email id.

8. Can I register more than once using the same email id?

- No, you can only use one email id for a single registration.

9. Benefits for free members on Goimex.com.

- Add up to 400 products
Receive business inquiries for the listed products
Post buy leads for FREE
Online visibility in front of lakhs of potential buyers
Access to a folder the streamlines your business

10. Why should I become a Paid Member on Goimex.com?

- Sellers, manufacturers, and suppliers should become a paid member on Goimex.com to:
Increase visibility of products on HTM pages
Get a fully-functional and responsive business website
View business inquiries and send instant quotes
Search and view contact details of buyers aka buy leads
Higher ranking and click-through rate
Promotion of products on different pages
Access to a large client base

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11. How do I upgrade to premium membership on Goimex.com?

- Go to Goimex.com
Scroll down and click on 'Advertise With Us'
You will be redirected to the 'Advertise With Us' page
Here, you can view different membership plans
Choose the one you find suitable for your business
Click on 'Buy Now' and make payment

12. What is my Company Profile or Mini Catalog?

- Once you have registered on Goimex.com, you get a mini catalog or a company profile where a buyer can be redirected if he/she clicks on your product/service on this portal. This mini catalog has details and images of your products/services that enable the buyer to know more about your company and its products/services.

13. Does Goimex.com also create a responsive website for my company?

- Yes, those who take the 'Star Package' or the 'Global Package' get a responsive website for their company that is also rich with other features like water mark, live chat, and corporate video, etc.

14. What if I have forgotten my login password? How do I log in then?

- In case you have forgotten your login password, click on 'Forgot Password'. Enter your registered email id and password in the pop up to get a new password.

B. Seller Account & Dashboard

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What does my Dashboard show?

Your dashboard is the page you land on as soon as you log in to your profile on Goimex.com. It shows:

- Membership details
- Verification status
- Unread notifications
- Quick links
- Products
- Latest Inquiries
- Latest Buy Leads
- Contact Details
- Business Profile

Can I add new products through my dashboard?

Yes, your dashboard gives you the option to add new product. Go to the 'Manage Products' section and click on '+Add New Product'. You can also click on '+Add New Product' on the top of your dashboard.

Are the latest inquiries also visible on my dashboard?

Yes, the dashboard of Goimex.com shows all the latest inquiries on your dashboard itself under the 'My Inquiries' section. You can also click on 'View All' to view all inquiries or on 'Reply' in front of the latest inquiry to reply to that particular inquiry.

What does the 'Manage Products' section signify?

The 'Manage Products' section on your dashboard shows all the products that you've added for your company. You can view the product name, status, availability of image, description, price, and specification. You can also click on 'Edit' in front of the product to edit or update the product detail.

What happens in the 'Latest Buy Leads' section on my dashboard?

You can view the latest buy leads recommended by Goimex.com for the products that you have listed in the 'Latest Buy Leads' section.

What details can I view in the 'Your Contact Details' section?

- Your name
- Registered email id
- Registered mobile number
- Your country

Where can I view the membership details?

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You can view the membership details on the left margin of your dashboard. You can view your membership type, activation date, and expiry date of the membership.

Does Goimex.com notify me whenever new notifications arrive? Where can I view these notifications?

Yes, you can view all the latest notifications regarding incomplete products, incomplete verification, new leads, inquiries, etc., under the 'Unread Notification' head. Here, you can view different notifications under a single tab.

C. Add / Edit Business Profile

Why am I seeing the 'Edit Contact Detail' page, every time I log in?

If you are getting the 'Edit Contact Detail' page, every time you are logging in, it means that you need to complete your profile. Moreover, your mobile number or email id is also not yet verified. Complete profile and verify the mobile number as well email id to view your main dashboard.

How do I add or edit my contact details on Goimex.com?

- Click on 'My Profile'
- From the drop-down, select 'Edit Contact Details'
- Click on 'Edit' in front of your email id to edit your email id
- Click on 'Edit' in front of your mobile number to edit your mobile number
- Click on 'Edit' in front of 'Head Office' to edit any detail of your head office like contact person's name, company name, company address etc.

How do I add branch office, corporate office, and other divisions of my company?

- Click on 'My Profile'
- From the drop-down, select 'Edit Contact Details'
- Scroll down and click on 'Add more contact'
- Here, you can select the division like branch office, corporate office, store, sister concern, trading office, etc.
- Enter the contact person's name, address, mobile number, etc.
- Click on 'Save Contact' to save the contact
- In case, you want to add other divisions, click on 'Add New Contact' again to add another division.

Note: Only paid members can update the details of other divisions of their company

How do I edit or delete the details of other company divisions?

- Click on 'My Profile'

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- From the drop-down, select 'Edit Contact Details'
- Select the division whose details you want to edit or delete.
- To edit, click on 'Edit' and edit the details you've added
- To delete, click on 'Delete' and then 'OK' in the pop-up to delete the division and its details

Can I change my registered email address? How?

Yes, you can change the registered email address.

- Click on 'My Profile'
- From the drop-down, select 'Change Email Id'
- Here, enter the new email address you want to register.
- You will be sent a verification mail on the new email id
- You need to follow the instruction on the mail within 24 hours of receiving it to change your email id.

How do I change the login password on Goimex.com?

- Click on 'My Profile'
- From the drop-down, select 'Change Password'
- Enter your old password, new password, and confirm the new password to change your login password.

Is it recommended to update my password regularly?

Yes, all the members at Goimex.com are advised to regularly update their account login password. This ensures the privacy of your account.

How do I update my mobile number for receiving SMS?

- Click on any section under the 'My Profile' section.
- On the left margin, click on 'SMS/CMF Mobile no.'
- You will be redirected to the 'My Mobile Number Update' section
- Here, you can enter the mobile number and update it

D. Inquiry Management

Why am I getting so few inquiries?

There may be a number of reasons why you are receiving less or no inquiries. It could be because of fewer details about your product, quality of listing, pricing, buyer preferences, keywords, etc. Another reason for not receiving inquiries could be your email-id or mobile number is not correct.

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What should I do to get more relevant inquiries?

- Work on the quality of the product listing
- Complete the product details to 100%
- Insert text description, tables, images, etc., to attract the buyers
- Keep a competitive price
- Choose a relevant product name with keywords that gets more searches
- Upgrade your membership to increase your product visibility on different search pages

Where do I view inquiries received for my product/service on Goimex.com?

- Go to 'My Inquiries' on the top navigation bar
- From the drop-down, click on 'Inbox'
- You can view all the inquiries received for your product or service through buyers on Goimex.com

What is the difference between Business Inquiry, Buy Lead Inquiry, Product Inquiry, and Website Inquiry?

- **Business Inquiry:** The inquiry sent by a buyer on your mini catalog or on your company page.
- **Buy Lead Inquiry:** The buy leads that you have purchased and want to send any message to.
- **Product Inquiry:** The inquiry sent by a buyer on the product that you have posted online.
- **Website Inquiry:** The inquiry received by buyers through your company website.

Can I view all the inquiries as a Free member?

No, FREE members cannot open all the inquiry or reply them.

E) Add / Update Products

Can I add products as a FREE member?

Yes, FREE members can also add their products to Goimex.com.

How many products can I post on Goimex.com?

500 is the maximum limit for all the FREE as well as PAID members for posting products on Goimex.com.

Am I allowed to choose more than one category for my product?

No, you can only choose one category for one product.

Where Can I Add A New Product?

In your folder, you can click on the 'Add New Product' section under 'Products/Services'. You can also click on 'Add New Products' in the 'Quick Links' section on the left. You will be redirected to the 'Add New Products' page.

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How Many Images Can I Add?

Free members can add three secondary images in addition to the one primary image, i.e., they get 3+1 images. Paid members can add as many as 12 secondary images in addition to the one primary image