



SellerHQ by Konga

Konga Mall | New SellerHQ Training | Getting Started

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Introduction To a Mall	Products	Managing Orders	Getting Paid	Communicating With Buyers
What is a 'Mall' ?	Creating a 'Product'	Buying On Konga Mall	Merchant Payout	Why communicate?
Seller HQ Dashboard	Product Categories	Accepting & Shipping	Account Verification	Seller HQ Messages
Seller HQ Features	Images & Copy	Delivery & Returns	Konga Wallet	
Quality & Trust				

- Online malls connect buyers and sellers and allow them to transact in a secure, trusting environment.
- Mall platforms acquire traffic (**visits**) and customers (**visitors**) and provide the tools for enabling transactions and **communications**.
- These platforms combine a website (for **buyers**) with a set of tools for sellers to manage inventory, price, communications and fulfillment.
- The Mall model allows sellers to start trading online without the need for their own website or the expense of digital marketing to drive visits.
- Buyers find the Mall 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 website, with great search and navigation tools.
- So, as a seller you can focus on what you do best; buying and selling great products.
- Konga Mall will make sure your products are available to the over 50 million Nigerians who already have access to the internet.



Login to Konga SellerHQ Account

Please enter your details and login:

E-mail Address:

The email address you
used when you first
registered

Password:

The password you
created

[Forgot your password?](#)

Remember Me

☐

Login

Use this URL to access the Log In page <https://shq.konga.com/account>

Account Summary

[Account Summary](#)
[Profile](#)
[Shipping](#)
[Notifications](#)

60%

Approved Ratings



0

New Sales Orders

+0 this week

₦0

In Escrow

Notifications

Clear 219

Order No. #F458419618002 had been accepted

You have a new order - Order No. #F458419618002

Order No. #F793176400001 had been accepted

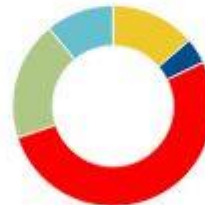
You have a new order - Order No. #F793176400001

Item Listings



Pending review [?]	0
Live on site [?]	2
Rejected [?]	0
Paused [?]	4
Sold Out [?]	47

Sales Orders



New [?]	0
Accepted [?]	10
Shipped [?]	3
Delivered [?]	38
Returned [?]	8
Canceled [?]	14

Finance

Payouts for 2014/08/10 - 2014/09/10



In Escrow [?]	₦0
Paid [?]	₦0
Largest Order [?]	₦0
Total Paid (Year-to-Date) [?]	₦202,000
Total Paid (All-time) [?]	₦202,000

Account Summary

Summary of messages between you & buyers

Account Summary

Profile

Shipping

Notifications

60%

Approved Ratings



0

New Sales Orders

+0 this week

₦0

In Escrow

Notifications

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Item Listings



Pending review [?]	0
Live on site [?]	2
Rejected [?]	0
Paused [?]	4
Sold Out [?]	47

Products – how many items are currently listed or available to buy

Sales Orders



New [?]	0
Accepted [?]	10
Shipped [?]	3
Delivered [?]	38
Returned [?]	0

Summary of total orders received

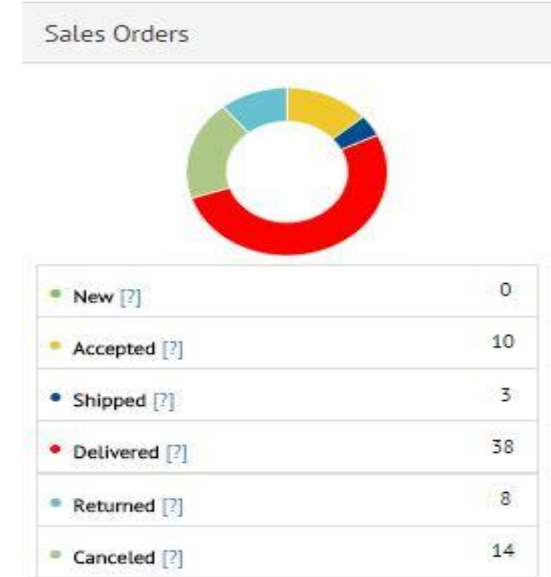
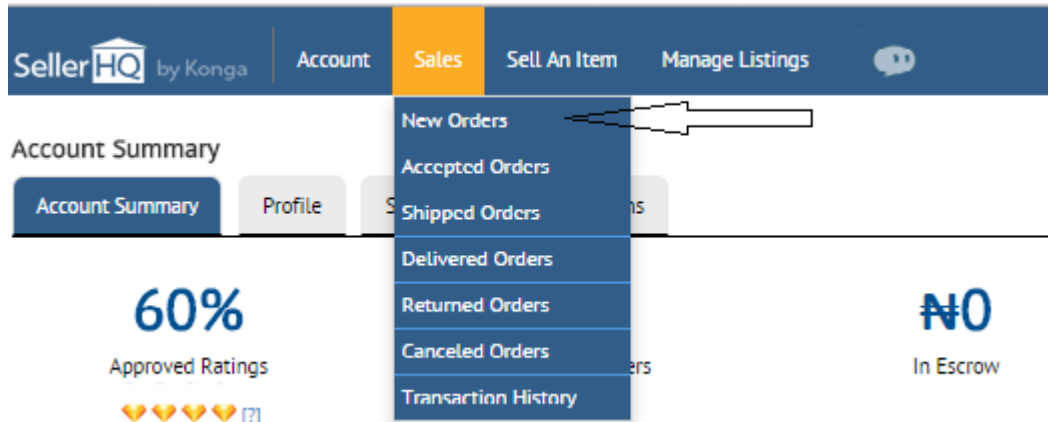
Finance

Payouts for 2014/08/10 - 2014/09/10



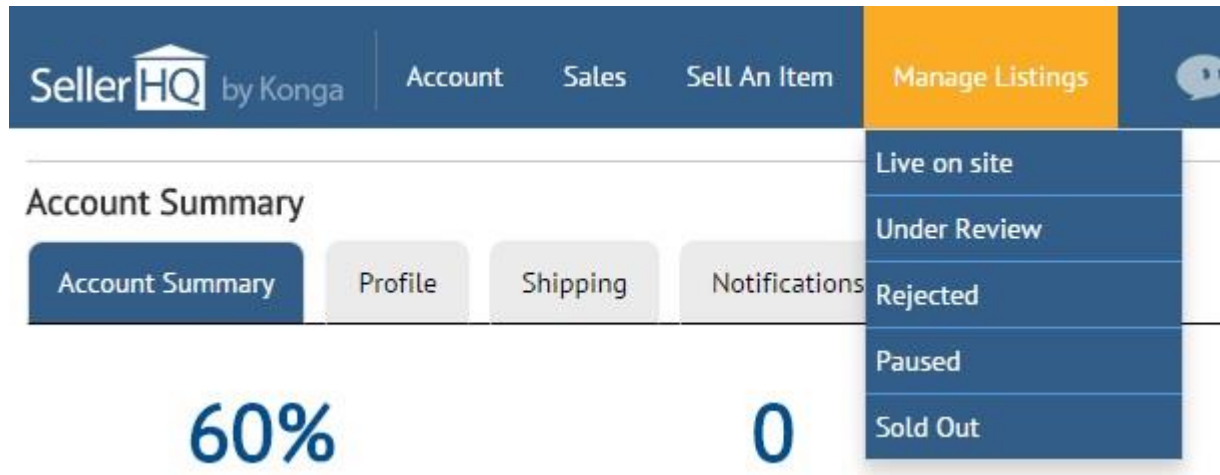
In Escrow [?]	₦0
Paid [?]	₦0
Largest Order [?]	₦0
Total Paid (Year-to-Date) [?]	₦202,000
Total Paid (All-time) [?]	₦0

Your total turnover to date

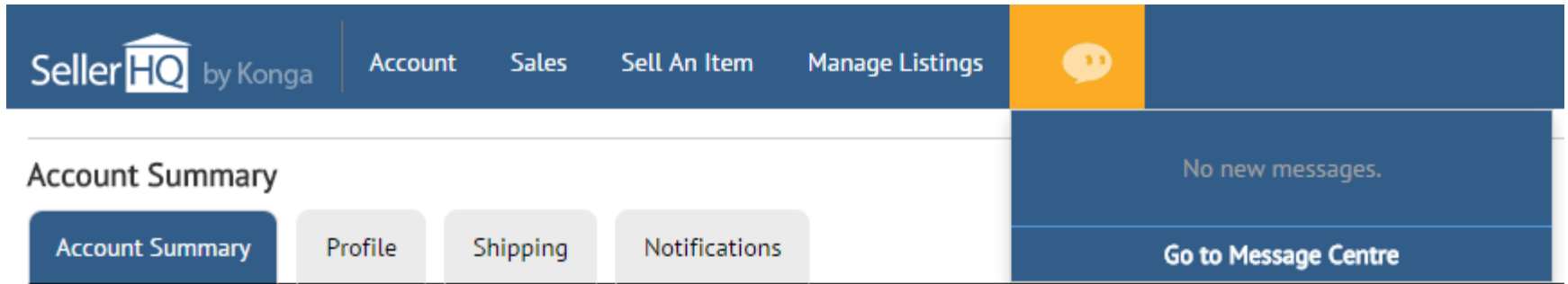


- Hover over (or tap for mobile) the “**Sales**” text on the Seller HQ navigation bar at the top of every page
- Use the links to access the features that allow you manage your Orders
- We have kept this process as simple as possible for you, but there are certain actions that you will have to take to make sure that your buyers are delighted and informed and that you are paid on time
- The “**Transaction History**” tab shows your payment history through the entire order process

- To list a product for sale, hover over (or tap for mobile) and click the **“Sell An Item”** text on the Seller HQ navigation bar at the top of every page
- Whether you are listing a product with multiple sizes or no size, “Sell an Item” offers a one-step process to get your products live on Konga.com



- Hover over (or tap for mobile) the “**Manage Listings**” text on the Seller HQ navigation bar at the top of every page. This would enable you keep track of all your products listed on SellerHQ
- “**Live on site**” refers to products visible to customers. “**Under Review**” refers to products yet to be approved by our team. “**Rejected**” refers to items that cannot go live due to one reason or the other. “**Paused**” refers to items that you have chosen to pause and temporarily remove from the site. “**Sold Out**” are items you no longer have quantity for.
- For rejected items, contact your account officer or call our helpline for clarification on the reason why the item was rejected.



- Hover over the chat icon on the SellerHQ navigation bar 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 message will be critical to growing your business on the Konga Mall

- Just as Konga Mall 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 Mall that loses that trust and security in buyers' minds will not thrive, so Konga has 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 website.
 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.

Sell an Item

1 Pick Your Item

2 Describe Your Item

3 Set Shipping & Policies

4 Review and Confirm

It's easy, it's fast! To guarantee a quick listing on konga.com, select the type of product you want to sell from our list of product categories.

Select Product Category

Phones & Tablets
Computers & Accessories
Electronics
Home & Kitchen
Konga Fashion
Beauty, Health & Personal Care
Baby, Kids & Toys
Music, Movies & Games
Sports & Fitness
Books & Stationery

Select Product Subcategory

Home Theatres & Audio Systems
Cameras
DVD Players
Televisions
Accessories
Electronics Bundles

Select Product Sub-subcategory

Digital Cameras
Lenses & Accessories
Professional & SLR Cameras
Video Cameras

You've selected your item details

Electronics > Cameras

Continue

1

- After clicking the “**Sell An Item**” tab on the SellerHQ navigation bar, you will be required to select a category, sub-category and sub-subcategory (optional) for your product.
- Selecting the right category is very important as this would determine where and how your products appear on Konga.com
- When you are done, click the “**Continue**” button.

2

Upload images for your listing.

Click on the thumbnail to upload image files (png, jpeg and gif, maximum of 2MB)






You must include **at least one** image for the product you are about to list. You can add as many as 5 images for a single product.

Tell us about your item

Electronics > Cameras [change](#)

3

Product Title*	<input type="text"/>	Maximum of 52 characters
Brand*	<input type="text"/>	
VAT*	<input type="text" value="Select"/>	
Price ₦*	<input type="text"/>	Only numerals eg. 12,15,...
Weight (kg)*	<input type="text"/>	kilograms (kgs)
Condition*	<input type="text" value="New"/>	
Description*	<div> <div>Edit ▼ Format ▼</div> <div>   Format ▼ B <i>I</i> </div> </div>	

Minimum of 150 characters

Start filling out the form. 'Required' attributes are indicated with a red *. You will not be allowed to proceed until all of the required fields have been populated. When you are done, click "Continue"

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[Continue](#)

- Note that it is the price of the item + VAT that appears visible to customers
- Be sure to include the color of your product in the Product Title

Set your return policy for this item.

Are you willing to offer a return policy?

☐ Yes ☐ No

Set your service warranty for this item.

Are you willing to offer a service warranty?

☐ Yes ☐ No

States & Delivery Charge

☒ Nationwide Shipping through Konga's Shipping Partners

[See Konga Partner Shipping Rates](#)



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Continue

- Set your return policy, warranty information and shipping details that would be visible to buyers
- For now, all shipments are processed through Konga using the delivery partners listed

1 Pick Your Item

2 Describe Your Item

3 Set Shipping & Policies

4 Review and Confirm

5

TV that has shape

Brand: LG

Price: ₦9,450

Qty: 23

Ship to:
Nationwide

Accepted Payment
Pay on Delivery,
Konga Wallet,
ATM/Debit Card

Service Warranty?
No

Returns Accepted?
No

Product Description

Before 12 noon the following Monday After 12 noon/Before 11.59pm on Monday of the following week Tuesday or After Tuesday Before 12 noon the following Monday After 12 noon/Before 11.59pm on Monday of the following week Tuesday or After Tuesday

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[I'm Done!](#)

- With the new SellerHQ, you can now preview and edit your listed products before submitting.

Now you are selling on Konga.com!

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

Image Attribute	Guidelines
File size	Minimum 100kb
Image Size	Minimum 500 x 500 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.



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

This is a Konga product



Samsung Galaxy Note 10.1 N8000
Tablet | Grey
₦100

Marks Konga Shop



AX Paris Square Neck Long Sleeve
Pencil Dress
₦6,600

Konga

This is a Seller product

On the Product Page there are some new icons

Click this link to take you to your Storefront

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 Product?

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 Jewel = 1 Sale
- 2 Jewels = 10 Sales
- 3 Jewels = 25 Sales
- 4 Jewels = 50 Sales
- 5 Jewels = 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.

Buyer Places An Order – Fulfillment Overview

1. Konga verifies the buyer's 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 Decline the order. If you have not taken actions within 48 hours, the Order will be 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 inform your buyer that 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. Also make sure you have your unique SellerHQ number.
6. Drop the parcel at your nearest Konga Express location. They will also create a Waybill (ALWAYS KEEP A COPY) and then take the parcel from you for delivery Nationwide.
7. After shipping the item, go back to your SellerHQ account and mark the item as Shipped. That is the only way we know your order has been shipped so we can follow-up and process payments. Failure to do this may result in delayed or non-payment.
8. As Konga has already collected the buyer's shipping charge, you will not have to pay for shipping.

Processing An Order In SellerHQ

Sales Orders

New	Accepted	Shipped	Delivered	Returned	Arbitration	Canceled	Tran. History
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Total Value of Accepted orders: ₦47,000



Showing 1 to 10 of 11 entries

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Date Created	Order Number	Destination	Price	Buyer	Actions
02.09.14	F697874298001	Yaba, Lagos	₦10,000	Olatokunbo Fagbamigbe	Talk to Buyer Print Waybill Mark as Shipped
04.09.14	F793176400001	Lagos, Lagos	₦2,500	Funto Akinbisehin	Talk to Buyer Print Waybill Mark as Shipped

Note: After shipping an already accepted order from your email or SellerHQ orders dashboard, you are required to come to SellerHQ and mark orders as Shipped and enter the tracking number.

So, you've made a sale, now you need to get paid.

- Under the Sales tab, click on **Transaction History** and it takes you to your transaction page
- Once your order has been confirmed as Delivered, the funds are then placed In Escrow, depending on your return policy on each item - this could range from a no return policy, 7-day return, 14-day return to 30-day return.

New	Accepted	Shipped	Delivered	Returned	Arbitration	Canceled	Trans. History
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Showing 1 to 10 of 38 entries

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Created	Order No.	Item	Qty	Unit Price	Ext. Price	Order Status	Delivered	Pay Out Amt.	Pay Out Status
02/08/2014	F650111369002	Fast Lane Skinny Jeans Medium Wash Blue-Blue-7	1	₦2,500	₦2,500	Delivered	21/08/2014	₦2,500	Paid
01/08/2014	F184433964003	Posh Spice Sleeveless Mini-Dress Black-Black-4	1	₦2,000	₦2,000	Delivered	14/08/2014	₦2,000	Paid
01/08/2014	F580215741001	Fast Lane Skinny Jeans Medium Wash Blue-Blue-5	1	₦2,500	₦2,500	Delivered	10/08/2014	₦2,500	Paid

- Once the applicable window expires, payment will be made automatically and directly into your Konga Wallet, after which you can make a request for “Payout” directly into your bank account. It’s a safe and secure means of payment.
- Before you get paid, you would need to enter your bank account details and have them verified.
- After entering your details, our Finance team verifies them and you are on your way to getting paid.
- Making a Payout request is simple. Ensure you have a verified bank account and just select “**Payout**” tab. You can then enter the amount you would like Konga to transfer to this verified bank account and click “**Enter**”.
- The payout request is treated almost immediately, and depending on your bank, it takes 2- 3 working days for your account to be credited.
- You can do all this on your mobile device as well, either using our Seller HQ app on Android or visiting the SellerHQ portal on your mobile device

- The world's most successful online malls 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' through good communication. 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. 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 messages to be sent to you.
- Sellers should use the Messages feature of SellerHQ 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



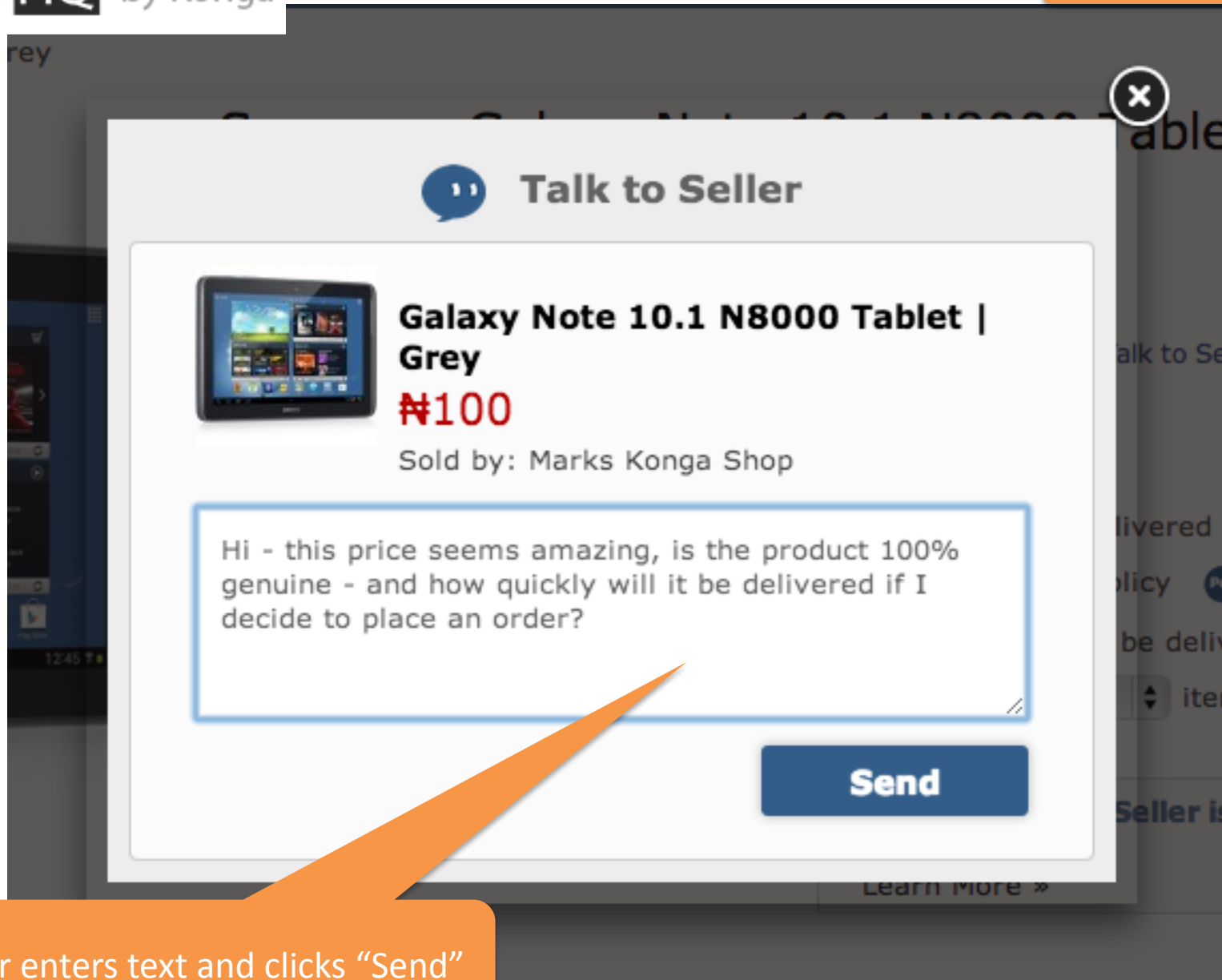
Check if item can be delivered to your area

Lagos




item can be delivered to this region

Buyer clicks on "Talk To Seller".
If they are not logged in, they will be prompted 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"

For enquiries of any kind, please contact your account officer directly or email mall@konga.com or call **0818 235 5555**.

Welcome to the new Konga Mall!!!