



NocNoc First Step

2024 English Version



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1. Pre-Sale Checklist

Go through these actions to start:



4 Steps to
get ready!



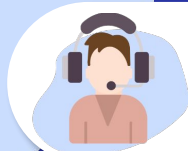
1. Understand your products



2. Prepare your product details



3. Prepare products photos and videos to upload



4. Ready to be responsive to customer chats



2. Pre-Sale Process



2.1 Warehouse Setting

Warehouse Setting



NocNoc Seller Center

ABC Furniture

/ Warehouses / Edit Warehouse

Edit Warehouse

General Information

Warehouse Name (in Thai) *

เอบีซีแวลวอร์เฮาส์

Warehouse Name (in English) *

ABC Warehouse

Warehouse ID *

ABC01

You can add all of your active warehouses

- Warehouse Name: **must fill Thai and English name**
- Warehouse Code: customize for your own internal communication
- Contact Person: may differ for each warehouse

Logistics Setting: NocNoc Fleet



Edit Warehouse

Shipping Methods

Contact our Seller Support for any inquiries. [Seller Support contact](#)

Shipped by NocNoc



Activate NocNoc Fleet

To provide customers with faster and more convenient shipping options.
For further inquiries, please contact Seller Support team by clicking on the blue icon above.

Carrier Name

Status



Business Idea
[View shipping terms](#)

Active



DHL eCommerce
[View shipping terms](#)

Active



Flash Bulky
[View shipping terms](#)

Active



Flash Express
[View shipping terms](#)

Active

You can activate NocNoc fleet for each warehouse

- Clicked 'Edit' at your selected warehouse
- Toggle a button **to be green**
- Logistic partners will be assigned to each order automatically

Seller Fleet is an alternative delivery option which is only available when NocNoc Fleet is unable to provide delivery service for seller due to some certain conditions. For example:

- **Non-Coverage Warehouse Location**
- **Non-Coverage Product Type**
- **Oversized Product Dimension**

Seller may apply the request via [Request Form](#) and wait for response.

*The permission is subjected to change due to NocNoc's final decision.
Seller may be rejected if the conditions are not matched.*





2.2 Product Listing

Product Listing



Basic Information Specification Price & Inventory Overview Images & Videos Product & Package Dimensions Warranty & Return



Product detail consists of **6** parts

Basic Information

Specification

Price & Inventory Overview

Images & Videos

Product & Package Dimensions

Warranty & Return



Your product name should be like this:

Brand Name + Product Type + Product Model Name

**The color and size will automatically appear for buyer to see*

Example:

Dining11 Ceiling Lamp Model LMP016

SHARP MICROWAVE 800W 20L R-200W

Product Completion Score



0-79

80-99

100

Criteria	Detail	Earning Points
1. Product Name	> 10 characters	15 points
2. Product Description	> 25 characters	30 points
3. Product Images	1 photo	15 points
	2 photos	30 points
	> 2 photos	35 points
4. Product Video	1 video	20 points

Lead Time Preparation for In-stock Products

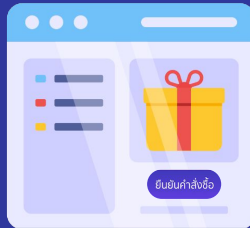


The lead time should not be more than 2 working days.

3 STEPS

to get your
order ready
within 1 day

1



Accept Order
within 3 hours for the
best customer experience

2



Prepare and Pack
be careful with your order
correction and packing
materials

3



Click 'Ready to Ship'
as soon as you finish
your packing

Product & Package Dimensions



/ Manage products / Edit Product

Edit Product

✓ Draft saved at 15 Nov 2023, 17:16. Save Save & send for approval

Basic Information Specification Price & Inventory Overview Images & Videos **Product & Package Dimensions** Warranty & Return [View product information score criteria](#)

Product Dimension
Enter the product dimensions following the guidelines.

All options have the same size. ☐ Yes ☒ No

Shortcut option if all of your products have the same package size and dimension

Product Option	Parcel Width	Parcel Length	Parcel Height	Weight (Incl. Product)
S Total 1 Parcel(s)	10 cm	15 cm	10 cm	0.2 kg

+ Add 2nd parcel

Click here to declare your second parcel or more (up to 10 parcels/product)

In case of multiple parcels for 1 product, you have to identify while listing the products.

- **Must declare all your parcel dimensions and weight so the shipping fee is calculated accurately.**
- The information added here will reflect as the shipping fee displayed on your product page.
- The logistic partners reserve rights to charge additional fee in case of incorrect package dimensions

Product Listing Approval



NocNoc will approve or disapprove the updated or edited products within 0.5-2 working days.

- Seller will get a notification by email once the QC process is done.
- Seller can still edit product details for the products in queue by clicking 'edit' tab
- For disapproved products, seller may check the reject reason in 'Rejected' tab.



3. During Sale Process



3.1 Order Status Management

Order Status Management



What to do when you get a new order placed?

1

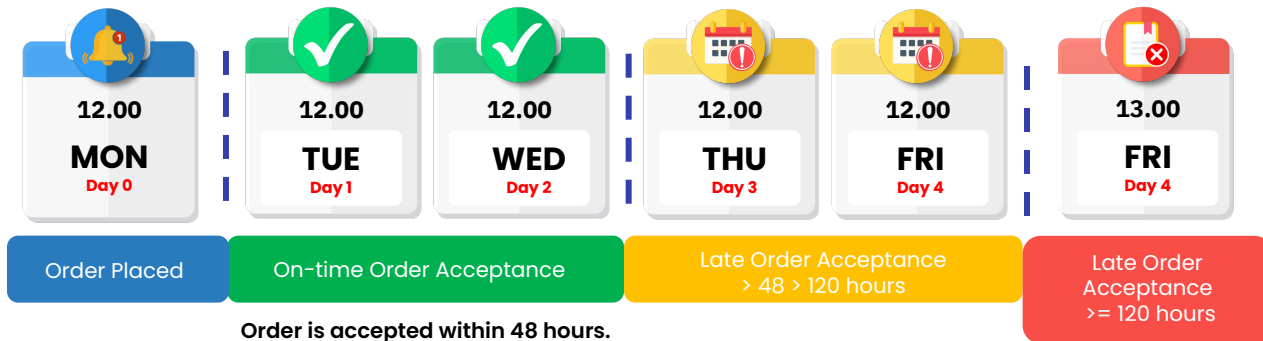
Check you order details in your mailbox and Seller Center

2

Accept your order within 48 hours or as soon as you can



Example Time Frame

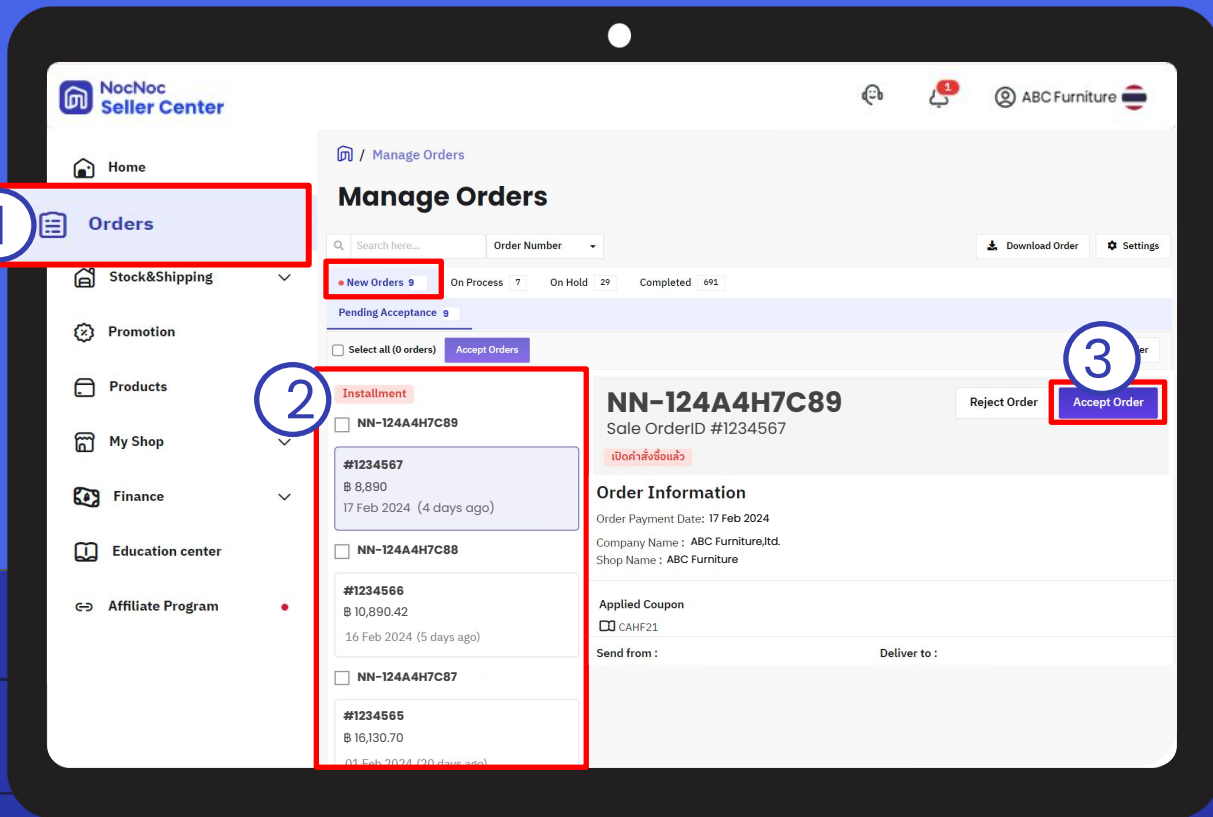


Order is accepted within 48 hours.
We suggest to accept within 3 hours

Order is automatically cancelled.

If the new order is placed during NocNoc Holiday (SAT, SUN, Public Holidays), the system will start counting on the next working day.

Order Status Management: Accept Order



1. Click **Orders**

2. Select the order you want to accept

3. Click **Accept Order**

Order Status Management: Ready to Ship



Manage Orders

You have late orders, Please process your orders as soon as possible
Show orders >

Search Order Number Download Order Settings

New Orders 0 On Process 53 On Hold 61 Completed 1406

Accepted Orders 3 Manufacturing 0 Ready to Ship / Pickup 6 In-Transit 3 Waiting for Approval 0 Delivered 43

Select all (1 orders) Ready To Ship/Pickup

#1234567
B 8,890
17 Feb 2024 (4 days ago)

Details

เปิดคำสั่งซื้อ
Sat 17 Feb 2024
06:12

แจ้งเตือนสินค้า
ระหว่างจัดส่ง
ส่งแล้ว
สมบูรณ์

Warning: This order is about to be late!
Please prepare this order and click "Ready to Pickup" before 10:00 on 22 Feb 2024 (to provide the best experience for your customers and prevent losing your Shop Health score)

NN-124A4H7C89
Sale OrderID #1234567
Download packing list

กำลังบรรจุ Tax Invoice Requested

Order Information
Order Payment Date: 17 Feb 2024
Company Name : ABC Furniture,ltd.
Shop Name : ABC Furniture

4. Click **On Process**

5. Click **Accepted Order**

6. Choose the order

You can check SLA of your order on this tab

Reminder of pending order will pop up when it's 1 day left before the preparation time ends



1 day left



Late (will affect your Shop Quality Performance)

Order Status Management: Ready to Ship



Manage Orders

⚠ You have late orders, Please process your orders as soon as possible

Show orders >

Search here...

Order Number

Download Order

Settings

New Orders 0

On Process 131

On Hold 550

Completed 9209

Accepted Orders 3

Manufacturing 5

Ready to Ship / Pickup 27

In-Transit 2

Waiting for Approval 0

Delivered 96

Select all (1 orders)

Ready To Ship/Pickup

Filter Order

Showing all 1 items

☐ NN-124A4H7C89

⚠ #1234567

฿ 8,890

17 Feb 2024 (4 days ago)

☐ NN-124A4H7C88

⚠ #1234566

฿ 10,890.42

16 Feb 2024 (5 days ago)

☐ NN-124A4H7C87

⚠ #1234565

฿ 16,130.70

01 Feb 2024 (20 days ago)

Details

เปิดคำสั่งซื้อ

Sat 17 Feb 2024

08:12

จัดเตรียมสินค้า

ระหว่างจัดส่ง

ส่งแล้ว

สมบูรณ์

Package Details : 1 Item(S)

No.	Product Name	Quantity	Price
1	NocNoc Fur เครื่องปั่นอากาศ ตัดมันรุ่น NN Inverter ABC-HG25NIL หมายเลข SKU: 12345678 ไฟล์รูป: 01	1	฿ 8,890

Total Parcel(S)

1

Once you click "Confirm & Download shipping label" you will be unable to edit the total number of parcels.

Confirm & download shipping label

Not downloaded yet

Transaction Summary

Total Revenue

7. Recheck or edit your parcel quantity

8. Click **Confirm & Download shipping label**

Be careful about **Total Parcel Quantity** if your order has more than 1 parcel. Please see P.29 for more details.

Order Status Management: Ready to Ship



Manage Orders

⚠ You have late orders, Please process your orders as soon as possible

[Show orders >](#)

Search here...

Order Number

Download Order

Settings

New Orders 0 On Process 131 On Hold 550 Completed 9209

Accepted Orders 3 Manufacturing 5 Ready to Ship / Pickup 27 In-Transit 2 Waiting for Approval 0 Delivered 96

Select all (1 orders)

Ready To Ship/Pickup

Filter Order

Showing all 1 items

☐ NN-124A4H7C89

⚠ #1234567

฿ 8,890

17 Feb 2024 (4 days ago)

☐ NN-124A4H7C88

⚠ #1234566

฿ 10,890.42

16 Feb 2024 (5 days ago)

☐ NN-124A4H7C87

⚠ #1234565

฿ 16,130.70

01 Feb 2024 (20 days ago)

Details

เปิดคำสั่งซื้อ

Sat 17 Feb 2024

08:12

จัดเตรียมสินค้า

ระหว่างจัดส่ง

ส่งแล้ว

สมบูรณ์

⚠ This order is about to be late!

Please prepare this order and click "Ready to Pickup" before 10:00 on 22 n.w. 2567 (to provide the best experience for your customers and prevent losing your Shop Health score)

NN-124A4H7C89

Sale OrderID #1234567

กำลังบรรจุ Tax Invoice Requested

9

Ready To Ship

Download packing list

Order Information

Order Payment Date: 17 Feb 2024

Company Name : ABC Furniture,ltd.

Shop Name : ABC Furniture

Applied Coupon

CAHF21

Send from :

Deliver to :

9. Click Ready to Ship

Once you click **Ready to Ship**, the parcel quantity cannot be edited.

Order Status Management: Ready to Ship



Ready for Ship/Pickup



10

11



ฉันได้ตรวจสอบความถูกต้องเรียบร้อยแล้ว

Ready for Ship/Pickup (1 Order)

สินค้า	จัดส่งที่	จำนวน	จำนวนพัสดุทั้งหมด	วิธีการจัดส่ง
NN-51861AAA1BD2 #3780537				
 NocNoc Fur เครื่องปรับอากาศ ติดผนังรุ่น NN Inverter ABC-HG25NIL SKU: 12345678 Product Code: 01	Customer ABC 123 Sukhumvit Rd., Wattana 10110	1	1	 จัดส่งแบบธรรมดา (สำหรับขนาดเล็กลงถึงขนาดกลาง) Kerry Express - Pickup รถจะมารับสินค้าที่ร้าน ผ่านระบบของ SHIPPIP ⓘ * หากไม่ประสงค์ให้ผู้ให้บริการจัดส่ง ติดต่อกับในวันหยุด สามารถกดปุ่ม "พร้อมให้จัดส่ง/เข้ารับ" ก่อนวันหยุด ของร้านค้าอย่างน้อย 24 ชั่วโมง

For Kerry Express, seller can activate "Drop Off" option.

เปลี่ยนวิธีการเข้ารับ

10. Click on the checkbox to confirm that you have corrected everything

11. Click **Ready to Ship/Pickup**

Your logistics partners of each order may vary. Please check the carrier logo in each order's detail.

Order Status Management: Ready to Ship



Manage Orders

⚠ You have late orders, Please process your orders as soon as possible
Show orders >

Search here...

Order Number

Download Order

Settings

New Orders 0

Accepted Orders 1

Select all (1 orders)

NN-124A4H7C89

⚠ #1234567

B 8,890

17 Feb 2024 (4 days ago)

NN-124A4H7C88

⚠ #1234566

B 10,890.42

16 Feb 2024 (5 days ago)

NN-124A4H7C87

⚠ #1234565

B 16,130.70

01 Feb 2024 (20 days ago)

Confirmed Ready for Shipment/Pickup

Order	Carrier Name	Pickup Date	Shipping Label
NN-123A4B567C89 #1234567	Kerry Express	23 Feb 2024	Download



Remark

You can download shipment label by Order > On Process > Ready to Ship/Pickup



Close

Carrier Name and Pickup Date will be shown here

12. Click **Download** to print your shipping label



13. Click **Close** to finish.


In case of Multiple Parcels




Example of Shipping Labels for Multiple Parcels

The number of the parcel / quantity of all parcels

The number of the parcel / quantity of all parcels	
 Barcode: N39100943170 1/2	 Barcode: N16558543170 2/2

Parcel 1/2	
 @NocNoc	
Warehouse ABC 789 Sukhumvit Rd., Wattana 10110	
Customer ABC 123 Sukhumvit Rd., Wattana 10110	
73140	
Order No. NN-819818685AB6	Payment Terms:
Sale Order No. 4017334	No Charge
Pickup Date 16 May 2023	
Remarks	

Parcel 2/2	
 @NocNoc	
Warehouse ABC 789 Sukhumvit Rd., Wattana 10110	
Customer ABC 123 Sukhumvit Rd., Wattana 10110	
73140	
Order No. NN-819818685AB6	Payment Terms:
Sale Order No. 4017334	No Charge
Pickup Date 16 May 2023	
Remarks	

- Each order may contain more than 1 parcel. Please state your parcel quantity correctly before click Ready to Ship.
- If the stated quantity differs from actual quantity, the carrier may reject pickup or additional fee will be charged to seller.



Order Status Management: Ready to Ship



Manage Orders

⚠ You have late orders, Please process your orders as soon as possible
[Show orders >](#)

Search here...

Order Number

Download Order

Settings

New Orders 1 **On Process 30** On Hold 163 Completed 3446

Accepted Orders 0 Manufacturing 6 **Ready to Ship / Pickup 6** In-Transit 0 Waiting for Approval 0 Delivered 18

☐ Select all (6 orders)

In-Transit (Seller Fleet Only)

Filter Order

Showing all 6 items

⚠ #1234567
฿ 8,890
17 Feb 2024 (4 days ago)

☐ NN-124A4H7C88

⚠ #1234566
฿ 10,890.42
16 Feb 2024 (5 days ago)

☐ NN-124A4H7C87

⚠ #1234565
฿ 16,130.70
01 Feb 2024 (20 days ago)

เปิดคำสั่งซื้อ
Sat 17 Feb 2024
08:12

จัดเตรียมสินค้า

ระหว่างจัดส่ง

ส่งแล้ว

สมบูรณ์

ⓘ This order is about to be late!

Please prepare this order and click "Ready to Pickup" before 10:00 on 22 Feb 2567 (to provide the best experience for your customers and prevent losing your Shop Health score)

NN-124A4H7C89

Sale OrderID #1234567

Ready To Ship

Download packing list

กำลังบรรจุ Tax Invoice Requested

Order Information

Order Payment Date: 17 Feb 2024

Company Name : ABC Furniture, Ltd.

Shop Name : ABC Furniture

Applied Coupon

☐ CAHF21

Send from :

Deliver to :

Click **On Process > Ready to Ship/Pickup** to see all orders that are ready to be picked up.

Order Status Management: Ready to Ship



๑๑ NocNoc

ใบยืนยันการจัดส่ง / การส่งมอบสินค้า

ชื่อร้านค้า : ABC Furniture

เบอร์โทรศัพท์ผู้ขาย 000-000-0000

สถานที่รับสินค้า : III ABC Warehouse เขตคลองสามวา แขวง
บางชัน กรุงเทพมหานคร 10150

ชื่อผู้ให้บริการขนส่ง : SCG Express

วันที่ส่งมอบ : 14/7/2023

จำนวนพัสดุทั้งหมด : 1

ตารางรายการคำสั่งซื้อ

No.	หมายเลขคำสั่งซื้อ	เลขที่ใบสั่งซื้อ	จำนวนกล่อง/พัสดุ	หมายเหตุ
1	NN-123A4B567C89	#1234567	2	

ลายเซ็นผู้ขาย : *ABC
Furniture*

ลายเซ็นผู้เข้ารับพัสดุ : *Test.*

ทะเบียนรถ : AB1234

เบอร์โทรศัพท์ผู้เข้ารับพัสดุ : 000-000-0000

วันและเวลาที่เข้ารับพัสดุ : 14/7/2023 14:00 น.

หมายเหตุ : ใบยืนยันการจัดส่งฉบับนี้เป็นหนึ่งในหลักฐานที่ใช้ในการยืนยันการจัดส่งสินค้า ทั้งนี้ผู้ขายควรถ่ายรูปสินค้าก่อนการนำส่งเพื่อใช้เป็นหลักฐานกรณีเกิดข้อพิพาท

Courier Manifest shall be printed and signed by the assigned logistics partner. This can be used as your pickup evidence.

[Click here to download the example](#)



Example of Courier Manifest

Order Status Management: Shipped



Manage Orders

⚠ You have late orders, Please process your orders as soon as possible
[Show orders >](#)

Search here...

Order Number

Download Order

Settings

New Orders 1

On Process 30

On Hold 163

Completed 3446

Accepted Orders 0

Manufacturing 6

Ready to Ship / Pickup 6

In-Transit 3

Waiting for Approval 0

Delivered 18

Filter Order

☐ NN-124A4H7C89

#1234567

B 8,890
17 Feb 2024 (4 days ago)

☐ NN-124A4H7C88

#1234566

B 10,890.42
16 Feb 2024 (5 days ago)

☐ NN-124A4H7C87

#1234565

B 16,130.70
01 Feb 2024 (20 days ago)

Details

✓ เปิดคำสั่งซื้อ
Sat 17 Feb 2024
06:12

✓ จัดเตรียมสินค้า
Thu 22 Feb 2024
09:24

✓ ระหว่างจัดส่ง
Fri 23 Feb 2024
16:40

○ ส่งแล้ว

○ สมบูรณ์

NN-124A4H7C89
Sale OrderID #1234567

สินค้าพร้อมส่ง Custom Order

Order Information

Order Payment Date: 17 Feb 2024

Company Name : ABC Furniture,ltd.

Shop Name : ABC Furniture

Applied Coupon

☐ CAMMF23

Send from :

คลัง Roborock

Deliver to :

Wichukorn Nilmanat

After the parcels are picked up,
the orders will move to
On Process > In-Transit

Order Status Management: Delivered



Manage Orders

⚠ You have late orders, Please process your orders as soon as possible
[Show orders >](#)

Search here...

Order Number

Download Order

Settings

New Orders 1 **On Process 30** On Hold 163 Completed 3446

Accepted Orders 0 Manufacturing 6 Ready to Ship / Pickup 6 In-Transit 0 Waiting for Approval 0 **Delivered 18**

Filter Order

Showing all 18 items

☐ NN-124A4H7C89

#1234567

B 8,890

17 Feb 2024 (4 days ago)

☐ NN-124A4H7C88

#1234566

B 10,890.42

16 Feb 2024 (5 days ago)

☐ NN-124A4H7C87

#1234565

B 16,130.70

01 Feb 2024 (20 days ago)

Details



เปิดคำสั่งซื้อ

Sat 17 Feb 2024

06:12



จัดเตรียมสินค้า

Thu 22 Feb 2024

09:24



ระหว่างจัดส่ง

Fri 23 Feb 2024

16:40



ส่งแล้ว

Sat 24 Feb 2024

12:00



สมบูรณ์

NN-124A4H7C89

Sale OrderID #1234567

สินค้าพร้อมส่ง

Custom Order

Order Information

Order Payment Date: 17 Feb 2024

Company Name : ABC Furniture,ltd.

Shop Name : ABC Furniture

Applied Coupon

☐ CAMMF23

Send from :

คลัง Roborock

Deliver to :

Wichukorn Nilmanat

When the parcels are delivered to buyers, the orders will move to **On Process > Delivered**

Order Status Management: Completed



Manage Orders

You have late orders, Please process your orders as soon as possible

Show orders >

Search here...

Order Number

Download Order

Settings

New Orders 1

On Process 30

On Hold 163

Completed 3446

Filter Order

show 1-25 of 3446

☐

NN-124A4H7C89

#1234567

B 8,890

17 Feb 2024 (4 days ago)

☐

NN-124A4H7C88

#1234566

B 10,890.42

16 Feb 2024 (5 days ago)

☐

NN-124A4H7C87

#1234565

B 16,130.70

01 Feb 2024 (20 days ago)

Details

เปิดคำสั่งซื้อ

Sat 17 Feb 2024

08:12

จัดเตรียมสินค้า

Thu 22 Feb 2024

09:24

ระหว่างจัดส่ง

Fri 23 Feb 2024

16:40

ส่งแล้ว

Sat 24 Feb 2024

12:00

สมบูรณ์

Sun 3 Mar 2024

03:30

NN-124A4H7C89

Sale OrderID #1234567

สินค้าพร้อมส่ง

Custom Order

Order Information

Order Payment Date: 17 Feb 2024

Company Name : ABC Furniture,ltd.

Shop Name : ABC Furniture

Applied Coupon

☐ CAMMF23

Send from :

คลัง Roberock

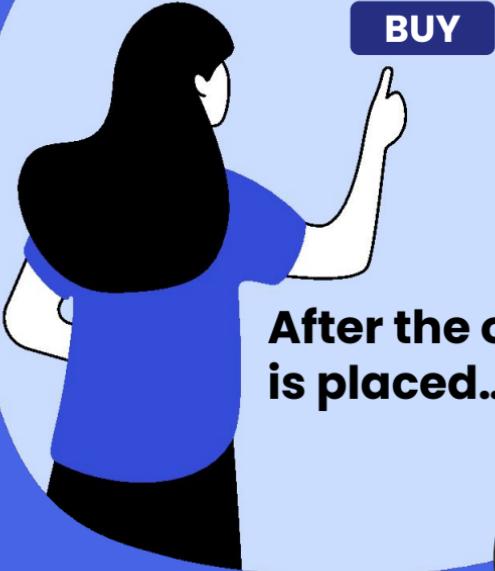
Deliver to :

Wichukorn Nilmanat

The orders that have been paid from NocNoc to sellers will move to **Completed**

Seller Education : 31

Order Management Summary



1
Accept Order
within 48
hours

After the order is placed...

BUY

Seller will be notified by NocNoc email for each order placed. Check your order in Seller Center and click 'accept' within 48 hours for the best customer experience.

2
Click
'Ready to Ship'

Recheck the quantity of packages and confirm the amount in the system. Print the shipping labels and pack carefully. Once done, click 'Ready to Ship' to notify our logistic partners that the parcels are ready to be picked up.

3
Hand packed
parcels to
our logistic
partner

Seller can recheck the pickup date and time in the system. Make sure that the parcels are well-packed. Affirm correctness. (Failed pickup fee may apply in case of seller fault)

4 The
calculated
amount is
transferred to
sellers

Once the order is delivered, NocNoc will deduct the fee and transfer the calculated order amount to sellers within 8 – 15 days.



3.2 Customer Experience Management



Customer Experience Management

Chat



Be responsive to chats.
Ideally reply **within 3 hours**.

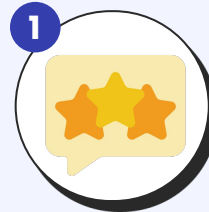


Seller must be the one to
close the conversation.



Chats that take over 12 hours (actual hours count)
to reply is considered as **LATE**.
This will affect to your Shop Quality Performance.

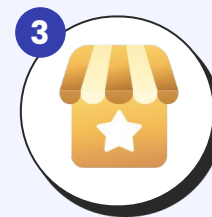
Rating



Be active to ask customer for a
rating after your services.



Offer a complimentary
gift or a 'Thank You Card'



Getting more than 4.5/5 seller rating
increases possibility to become Quality Shop.



4. Post-Sale Process



4.1 NocNoc Fee

สรุปยอดจากคำสั่งซื้อนี้

ยอดชำระสินค้าจากลูกค้า	
ราคาสินค้า	฿ 25,900.00
รวมส่วนลดจากผู้ขาย	-฿ 2,072.00
ส่วนลดราคาอื่น	-฿ 2,072.00
ส่วนลดร่วม	-฿ 0.00
ส่วนลดจากฐานค่า	-฿ 0.00
รวมส่วนลดจาก NocNoc	฿ 0.00
ส่วนลดจาก NocNoc	-฿ 0.00
รวมค่าจัดส่ง	฿ 510.00
ค่าจัดส่ง	฿ 510.00
ส่วนลดค่าจัดส่งจากผู้ขาย	-฿ 0.00
ส่วนลดค่าจัดส่งจาก NocNoc	-฿ 0.00
รวมยอดชำระสินค้าจากลูกค้า	฿ 24,338.00

ปิดรายการแสดง

ยอดรวมที่ผู้ขายจะได้รับ	
ยอดชำระสินค้าจากลูกค้า	฿ 24,338.00
รวมส่วนลดจาก NocNoc	฿ 0.00
รวมค่าจัดส่ง	-฿ 510.00
ค่าธรรมเนียมอื่นๆ	-฿ 3,824.40
ค่าธรรมเนียมการขาย (รวม VAT)	-฿ 2,549.60
ค่าธรรมเนียมการชำระเงิน (รวม VAT)	-฿ 509.92
ค่าธรรมเนียมการชำระเงิน (3.21% รวมภาษีมูลค่าเพิ่ม, (4) เดือน)	-฿ 764.88
รวมยอดที่ผู้ขายจะได้รับ	฿ 20,003.61

ปิดรายการแสดง



Commission Fee

5.35% - 10.70% (VAT included)

*Up to varied product categories

Payment Fee

2.14% (VAT included)

Installment Fee

3.21% (VAT included)

*Only applied products

All of the fees will only be charged after the order is purchased by the customer.

1

2

Home

Orders

Stock&Shipping

Promotion

Products

My Shop

Finance

Income&Expense

Commission Fee

Financial Document

Click here to see commissions for all categories

Commission Fee

There will be an additional 2.14% charges for Payment Fee (incl. VAT)

ชื้อ

Commission Rate

Ends on

ติดตั้งฟ้ายาวใน/ภายนอก

5.35 %

31 Dec 2021 16:59

บริการทำความสะอาดบ้าน

5.35 %

31 Dec 2021 16:59

กรอบประตูพลาสติก

5.35 %

31 Dec 2021 16:59

กรอบประตูโลหะ

5.35 %

31 Dec 2021 16:59

กรอบประตูไม้

5.35 %

31 Dec 2021 16:59

จำนวนรายการที่แสดงหน้า: 5 1 - 5 จากทั้งหมด 392 รายการ

1

จากทั้งหมด 79 หน้า < >

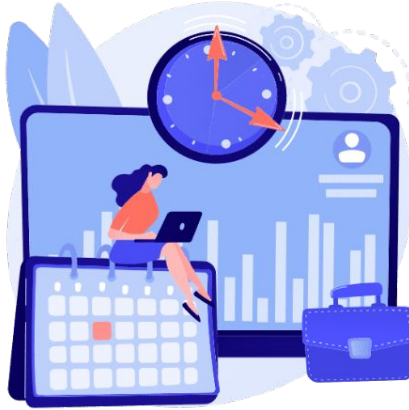
How to check your product commission fee:

1. Click **Finance**

2. Click **Commission Fee**

You will see the commission fee of your listed products.

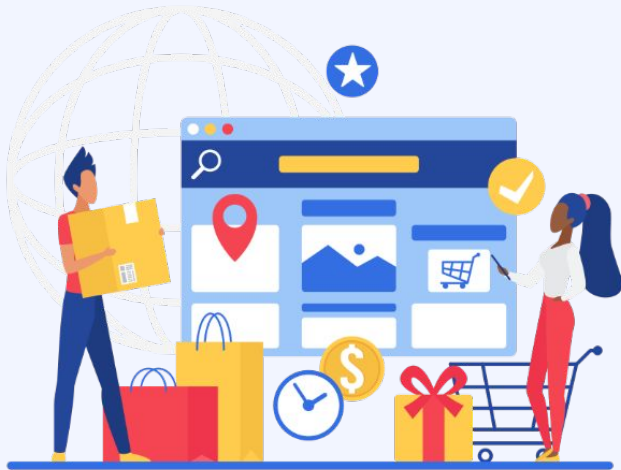
Seller Education : 38



4.2 NocNoc Financial Time Frame



● ● NocNoc Financial Time Frame



NocNoc will transfer the calculated amount to sellers within **8 – 15 days** after the order is delivered.

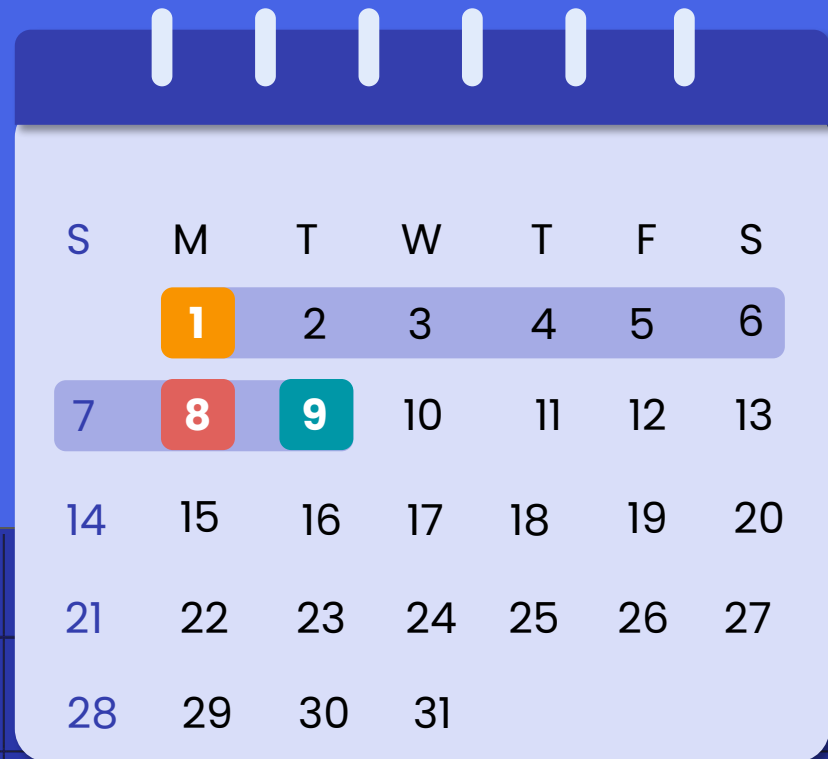
The system cut-off time is on Monday 00.00 and the payment will appear on Tuesday.

NocNoc Financial Time Frame



Case A: Seller receives payment within 8 days.

- Order is delivered on **MON, 1st** **1**
- After 7 days SLA, the date is **MON, 8th** **8**
**NocNoc's cut-off day is Monday*
- NocNoc will transfer the amount on **TUE, 9th** **9**
**NocNoc's payday is Tuesday*



If the 7th day after the order is delivered is within the cut-off day, seller will receive the payment within the next Tuesday.

NocNoc Financial Time Frame



Case B: Seller receives payment within 14 days.

- Order is delivered on **TUE, 2nd** **2**
- After 7 days SLA, the date is **TUE, 9th** **9**
**NocNoc's cut-off day is Monday; which is passed.*
- The amount of this order will roll over to the next cut-off day which is **MON, 15th** **15**
- NocNoc will transfer the amount on **TUE, 16th** **16**
**NocNoc's payday is Tuesday*

If the 7th day after the order is delivered is over the cut-off day, seller will receive the payment within the next next Tuesday.



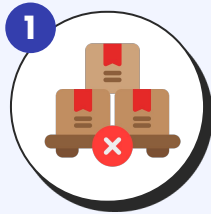


4.3 Claim and Cancellation



•• Seller Fault Cancellation

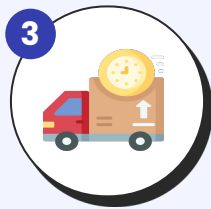
Reasons



Out of stock



Wrong price /
Wrong product information



Late delivery
(Seller Fleet)



Auto-cancellation

Result



Shop Quality Performance
Decrease

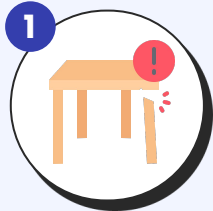


Installment Fee Charge
3.21% (VAT included)



Customer Claim & Return Reasons

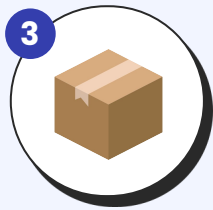
Reasons



Damaged product



Incorrect/Missing product

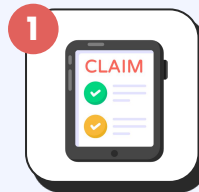


Product is not what was expected

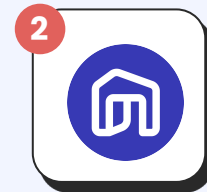


Malfunctioned Product

Process



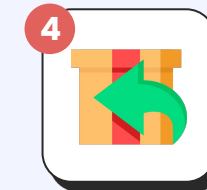
Buyer requests to claim/return



NocNoc notifies seller



Seller investigates and confirms within 3 days



Claim/Return begins

Seller may dispute the case by submitting photo or video taken pre-packaged, packaged and during delivery pickup.



Contact Us



NocNoc Seller Academy



NocNoc Seller Academy



NocNoc Seller Academy



Education Center



NocNoc Seller Service



For further inquiries about
selling with us, please add:



@nochocseller

Don't forget to take
your post-test!

