

# Quick Guide for Vacation Settings for Your Newegg Marketplace Account

When you are ready to go on vacation or need to temporarily disable your listings for certain reasons, you can turn on the function of **Vacation Settings**. By turning on the Vacation Settings, you can make sure your customers are not disappointed by unexpectedly order cancellation or missing communication.

## How to Start

Follow the steps below to configure Vacation Settings:

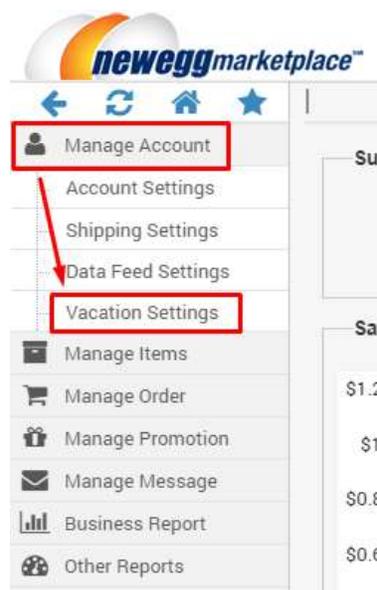
- [Things to do before going on vacation](#)
- [Setting up the vacation for your account](#)
- [Review/Edit/Cancel the existing vacation](#) (Optional)
- [Things to do after returning from vacation](#)

## Things To Do Before Going On Vacation

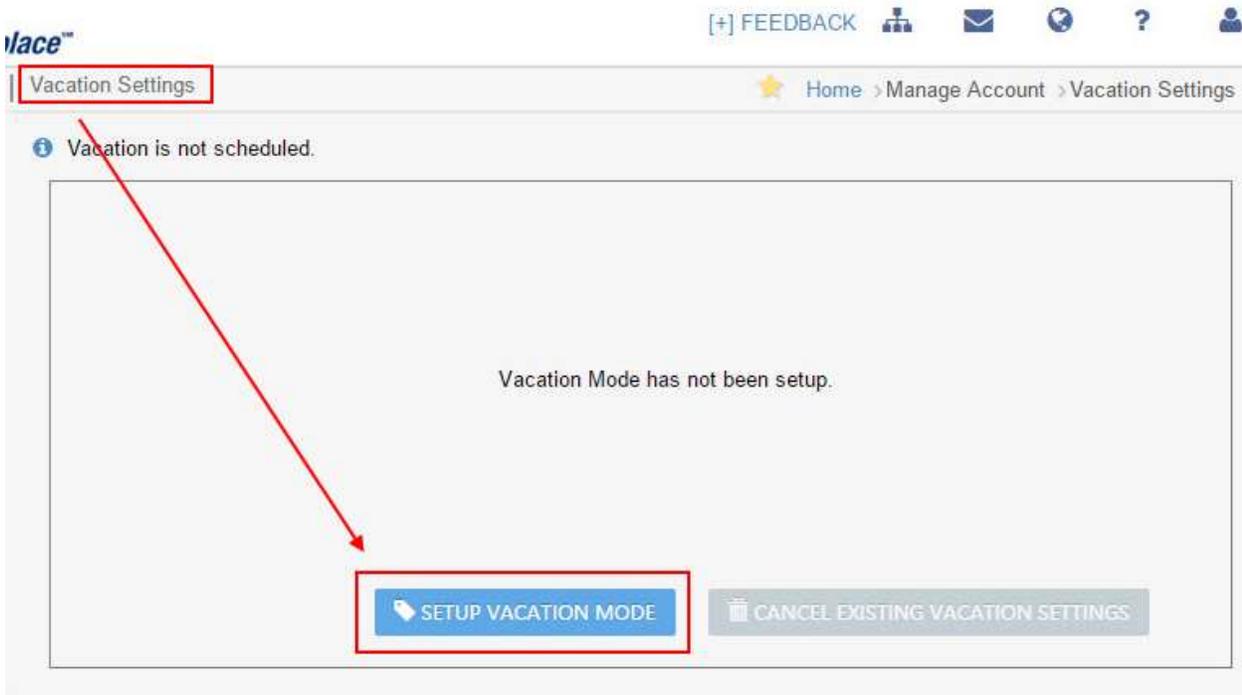
1. Make sure there is no ongoing or scheduled promotion. If there is any, please contact your category manager to modify before setting up vacation.
2. Review your account status to avoid any unprocessed orders, RMAs, or messages.

## Setting Up the Vacation for Your Account

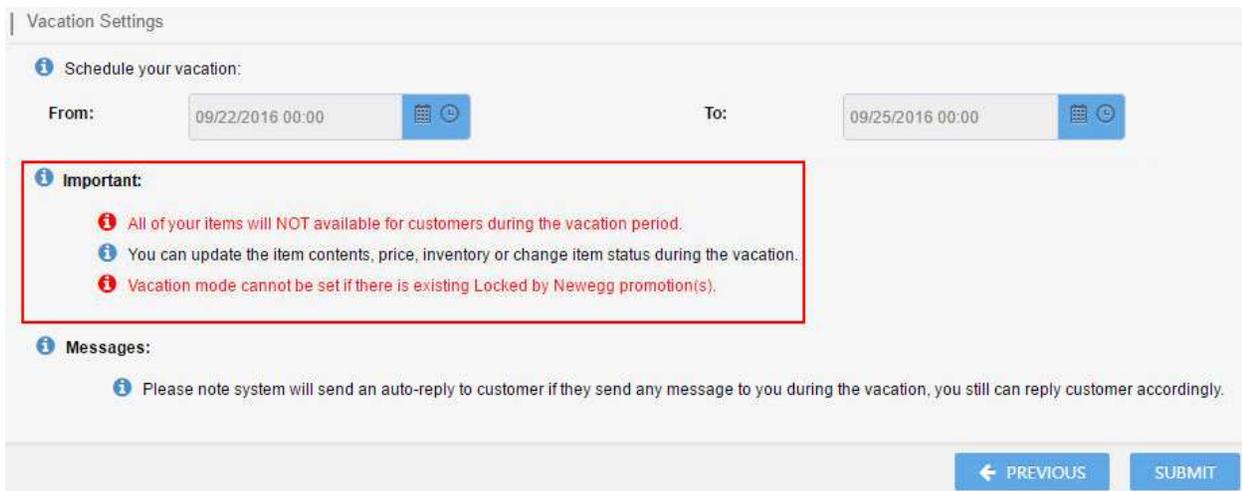
1. Go to **Seller Portal > Manage Account > Vacation Settings**



2. Under the **Vacation Settings** section, click “**SETUP VACATION MODE**” to open the Setup page.



3. In the Setup section, follow the steps below to complete:
  - a. Please read the important note before starting.



- b. Schedule **your vacation**: set the **starting date** and **end date** for your vacation period. Note: please limit your vacation from 3 to 30 days. Once the setup is completed, click “Submit” to continue.

Vacation Settings

**Schedule your vacation:**

**From:**   **To:**  

**Important:**

- ! All of your items will NOT available for customers during the vacation period.
- i You can update the item contents, price, inventory or change item status during the vacation.
- ! Vacation mode cannot be set if there is existing Locked by Newegg promotion(s).

**Messages:**

- i Please note system will send an auto-reply to customer if they send any message to you during the vacation, you still can reply customer accordingly.

← PREVIOUS
SUBMIT

- c. Confirmation with the reference of current account status. This provides you the ideas if there are outstanding cases need to be processed. Click on the “see the details” to be redirected to the detail pages.

**place™** [+] FEEDBACK

Vacation Settings ★ HOME

● Vacation setting is completed. It will take up to 24 hours for Newegg system to process before vacation starts. ✕

i Vacation mode has been scheduled.

**Status:** ● Vacation mode has been scheduled.

**Period:** From: 09/22/2016 00:00 to 09/30/2016 00:00

All items are not available for customers during the vacation period.

System is working on your vacation setting and need a few hours to process the products data.  
Please note any updates during the processing time will cover previous setting.  
Once you saved the updates system will restart processing to schedule your new vacation settings.

Current Account Summary: (Last Updated: 09/21/2016 17:00)

**Shipped by Seller Orders:**

Unshipped Orders:	0	<a href="#">See the details</a>
Partially Shipped Orders:	0	<a href="#">See the details</a>
Unshipped Orders(Auto-void Alert):	0	<a href="#">See the details</a>

**RMA Status (Processed by Seller):**

Open RMA:	0	<a href="#">See the details</a>
Processing RMA:	0	<a href="#">See the details</a>

**Messages:**

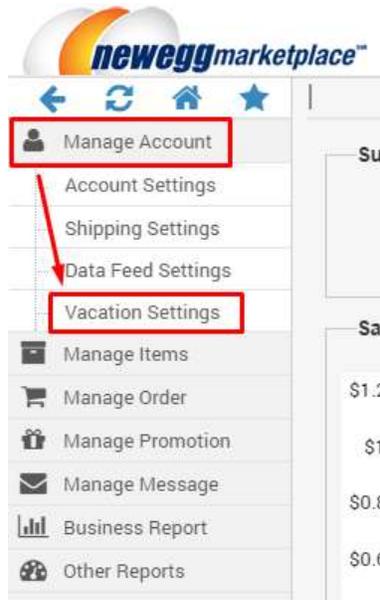
Unread Message:	0	<a href="#">See the details</a>
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4. What's next:

- a. When your vacation started, Newegg system will hide your listings from Newegg.com. This can avoid customers from buying your items while you are away.
- b. Newegg system will enable auto message to reply customers who tries to contact you know that currently you're not able to response.

### Review/Edit/Cancel the existing vacation (Optional)

1. Go to **Seller Portal > Manage Account > Vacation Settings**



2. Under the **Vacation Settings** section, you can review the existing vacation setting.

**Vacation mode has been scheduled.**

**Status:** ● Vacation mode has been scheduled.

**Period:** From: 09/22/2016 00:00 to 09/30/2016 00:00

All items are not available for customers during the vacation period.

Current Account Summary: (Last Updated: 09/21/2016 17:00)

**Shipped by Seller Orders:**

Unshipped Orders:	0	<a href="#">See the details</a>
Partially Shipped Orders:	0	<a href="#">See the details</a>
Unshipped Orders(Auto-void Alert):	0	<a href="#">See the details</a>

**RMA Status (Processed by Seller):**

Open RMA:	0	<a href="#">See the details</a>
Processing RMA:	0	<a href="#">See the details</a>

**Messages:**

Unread Message:	0	<a href="#">See the details</a>
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[EDIT](#) [CANCEL EXISTING VACATION SETTINGS](#)

3. To edit the existing vacation setting:
  - a. Click “**EDIT**” to open the Setup section.
  - b. Update **your vacation**: change the **starting date** and **end date** for your vacation period. Note: please limit your vacation from 3 to 30 days. Once the setup is completed, click “**Submit**” to continue.

Vacation Settings

**Schedule your vacation:**

**From:**  **To:**

**Important:**

- ❗ All of your items will NOT available for customers during the vacation period.
- i You can update the item contents, price, inventory or change item status during the vacation.
- ❗ Vacation mode cannot be set if there is existing Locked by Newegg promotion(s).

**Messages:**

- i Please note system will send an auto-reply to customer if they send any message to you during the vacation, you still can reply customer accordingly.

← PREVIOUS
SUBMIT

- c. Confirmation with the reference of current account status. This provides you the ideas if there are outstanding cases need to be processed. Click on the “see the details” to be redirected to the detail pages.

**place™** [+] FEEDBACK

Vacation Settings ★ HOME

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All items are not available for customers during the vacation period.

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Current Account Summary: (Last Updated: 09/21/2016 17:00)

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Unshipped Orders(Auto-void Alert):	0	<a href="#">See the details</a>

**RMA Status (Processed by Seller):**

Open RMA:	0	<a href="#">See the details</a>
Processing RMA:	0	<a href="#">See the details</a>

**Messages:**

Unread Message:	0	<a href="#">See the details</a>
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4. To cancel the existing vacation setting: Click “**CANCEL EXISTING VACATION SETTINGS**” to remove existing setting.

**i** Vacation mode has been scheduled.

**Status:** ● Vacation mode has been scheduled.  
**Period:** From: 09/22/2016 00:00 to 09/30/2016 00:00

All items are not available for customers during the vacation period.

Current Account Summary: (Last Updated: 09/21/2016 17:00)

**Shipped by Seller Orders:**

Unshipped Orders:	0	<a href="#">See the details</a>
Partially Shipped Orders:	0	<a href="#">See the details</a>
Unshipped Orders(Auto-void Alert):	0	<a href="#">See the details</a>

**RMA Status (Processed by Seller):**

Open RMA:	0	<a href="#">See the details</a>
Processing RMA:	0	<a href="#">See the details</a>

**Messages:**

Unread Message:	0	<a href="#">See the details</a>
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[EDIT](#) [CANCEL EXISTING VACATION SETTINGS](#)

5. You will receive a confirmation once your request is processed.

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Vacation Settings

**●** The vacation setting has been cancelled successfully. ✕

**i** Vacation is not scheduled.

Vacation Mode has not been setup.

[SETUP VACATION MODE](#) [CANCEL EXISTING VACATION SETTINGS](#)

## Things To Do After Returning From Vacation

1. When the vacation is end, Newegg system will enable your listings with the last updated state of price, inventory, and status. Seller are encouraged to update their items with the most current price, inventory, and status to avoid orders placed with incorrect information.
2. Check if there are any messages received during the vacation period and reply them accordingly.
3. Check if there are any RMA requests received during the vacation period. If so, please process them as soon as possible to avoid bad seller rating.

## Contact Us

For technical questions, please email us at [datafeeds@newegg.com](mailto:datafeeds@newegg.com)

For general questions, please reach out to your Category Manager or email us at [marketplacesupport@newegg.com](mailto:marketplacesupport@newegg.com)