

New HK.SHOP.COM FAQs

全新 HK.SHOP.COM 的常見問題

Search 搜尋

1. Can we search out products and stores at the same time?
Ans: The new portal allows either products or stores search.
1. 可以同一時間搜尋到產品及商店結果嗎?
答: 新網站只容許搜尋到產品或商店其中一項結果
2. Why some stores cannot be found on new portal?
Ans: It's not because we terminated the partnership with those stores. We need some times (1-2 weeks) to move all data from old portal to the new one.
2. 為什麼現在搜尋不到一些常用商店?
答: 由於新網站資料正在逐步更新, 某些商店可能需要較長時間才能完成更新, 我們並沒有與這些商店中止計劃, 請耐心等待直至更新完成。

eGift

3. What's the difference between eGift & Gift card?
Ans: eGifts is about to send someone a Gift by email. Gift card is about to send someone a cash coupon.
3. eGift 及禮品卡有甚麼分別?
答: eGift 是以電子形式送出禮物; 禮品卡則是以電子形式送出現金券。
4. Is the eGift for UFOs only?
Ans: The eGift is for all PCs.
4. eGift 是否超連鎖™店主才能送出?
答: 不是, 所有優惠顧客都可以送出 eGift。
5. How many items can I list on eGift? Ans: No limits.
5. eGift 清單有沒有數量限制?
答: 沒有限制。
6. Can we add PS products to eGift?
Ans: PS products cannot be purchased directly on portal, so it's not an eGift item.
6. 可以將夥伴商店的產品加到 eGift 嗎?
答: 夥伴商店產品不能於入門網站直接購買, 所以不能加到 eGift 中。
7. When does the eGift charge?
Ans: When product is redeemed, mhk will charge the sender.
7. eGift 會在甚麼時候收取產品款項?

答: 當產品被兌換的時候，款項便會在寄件者的信用卡中扣除。

8. Can we resend the eGift?

Ans: We can resend the eGift.

8. 可以再寄出同一個 eGift 嗎?

答: 可以再寄出同一個 eGift。

9. How can we know if the recipient received the eGift?

Ans: My account→ Edit my eGift orders

9. 我們可以從甚麼地方知道收件人有沒有收到送出的 eGift?

答: 到我的帳戶→編輯 eGift 訂單

10. Should the sender pay for the shipping free?

Ans: Yes, sender should pay for the product price and shipping cost (if any).

10. 運費是否由送件人支付嗎?

答: 正確，送件人需支付送出的產品價格及運費 (如有)。

11. How long will the eGift be valid for redemption?

Ans: No limits. However, sender can cancel it before it's been redeemed.

11. 送出的 eGift 有效期多久?

答: 沒有時間限制，但只要該 eGift 還未兌換，送件人可以取消已送出的 eGift。

12. I am an UFO. If I use my PC number to purchase eGift,

a. Can I earn Cashback for my PC number?

b. Can I earn BV/IBV for my UFO number?

Ans: If applicable, Earned Cashback, IBV, BV will be applied to your account when the eGift is redeemed.

c. Will the purchase be accounted to my UFO purchase?

Ans: The purchase will be accounted to UFO purchase

12. 我是一個超連鎖™店主，如果我用優惠顧客號碼去購買 eGift，

a. 我可以賺取現金回贈嗎?

b. 我可以為我的超連鎖店主號碼賺取 BV/IBV 嗎?

答: 在適用的情況下，所獲得的現金回贈、獎勵業績點數、業績點數會在兌換完 eGift 後於帳戶中生效。

c. 這個交易會當作超連鎖店主的交易嗎?

答: 這個交易會當作超連鎖店主的交易。

13. It's inconvenient that only one gift (product) can be chosen for every eGift, can we change it?

Ans: This feature allows only one gift (quantity can be changed) to be given away.

If a PC wants to send more than one gift, additional eGift must be created.

13. eGift 只可選擇一件產品，使用上有點不方便，可以更改使用條款嗎?

答: 這個功能只容許送出一件產品(但可選擇數量)。如果優惠顧客想送出多於一件產品，則需另外建立多一個 eGift。

Trends 潮流

14. If I create a Trend, can I push our trend to a front place that can maximize the exposure to PCs?

Ans: The feature only allows editing the content of the Trend. You cannot rearrange its places. However, some Trends with more clicks will be featured by the system.

14. 如果建立了一個 Trend 潮流，我可以將它推到較前位置令它可以被更多人看到嗎?

答: 這個功能只容許修改內容，不能改變其顯示先後位置。但有些 Trend 潮流有較多人點擊，會被系統選出放於特別區。

15. Can I share trends by social media?

Ans: You can share it with your Facebook, Twitter, Pinterest, Google+ and email

15. 我可以用社交媒體分享嗎?

答: 可以用面書、Twitter、Pinterest、Google+ 及電郵分享。

16. If I share Trends created by others, can I get benefits?

Ans: As long as you attracted people who registered on us, you will be his/her referee (your email will be put to the referee email field).

16. 如果我分享別人建立的 Trend 潮流，我有甚麼好處?

答: 只要分享後吸引到人前來 HK.SHOP.COM 做登記，你可成為該新優惠顧客的推薦人 (你的電郵將會自動放於推薦人電郵一欄)。

Gift Card 禮品卡

17. When does the Gift card charge?

Ans: When we checkout on the portal

17. 禮品卡甚麼時候收費?

答: 當我們點選及結帳時。

18. If I purchase with my Gift card, how about the remaining value (if any)?

Ans: The remaining value will be kept in the card for next purchase

18. 如果使用禮品卡購物，剩餘的價值(如有)會怎樣安排?

答: 剩餘的價值會被保留，留待下一次使用。

19. Can I use more than one Gift card?

Ans: Multiple gift cards can be used in one purchase.

19. 可以用多於一張禮品卡嗎?

答: 於同一次消費可用多張禮品卡結帳。

20. Can I send this Gift card to friends who are not PCs?

Ans: You can send this Gift card to friends who are not PCs

20. 可以送禮品卡給朋友即使他並非優惠顧客嗎?

答: 可以送禮品卡給朋友即使他並非優惠顧客。

21. Can I get BV/IBV/CB for purchases of the Gift card?

Ans: This is a process to switch cash to digital value. There's no value changed. So, no BV/IBV/CB will be awarded.

21. 購買禮品卡時可以得到 BV/IBV/現金回贈嗎?

答: 由於該購買只是將現金轉換成禮品卡，價值上沒轉變，所以不會得到 BV/IBV/現金回贈。

22. Can I get BV/IBV/CB for spending with the Gift card?

Ans: Gift card value functions the same to cash. So, BV/IBV/CB will be awarded.

22. 使用禮品卡消費時可以得到 BV/IBV/現金回贈嗎?

答: 禮品卡價值等同現金，所以可以得到 BV/IBV/現金回贈。

23. Will the sender be notified if the recipient activated the card?

Ans: The sender will not be notified.

23. 如收件人啟動禮品卡，寄件人會收到通知嗎?

答: 寄件人不會收到通知。

24. Can I buy more than one Gift card in one purchase?

Ans: You can buy more than one Gift card in one purchase. Also different values can be chosen.

24. 在購買禮品卡時，可以買多於一張嗎?

答: 你可以購買多於一張的禮品卡，你亦可以選取不同價值的禮品卡。

ShopBox

25. How many products can I add to ShopBox?

Ans: No limits.

25. 我可以加多少項產品到 ShopBox?

答: 沒有數量限制。

26. Can I add PS products to ShopBox?

Ans: PS products can be added to ShopBox. However, the transactions cannot be complete at the ShopBox. Unlike mhk products, when you click on the PS product at ShopBox, it directs to portal for more details.

26. 我可以將夥伴商店產品加到 ShopBox 嗎?

答: 你可以將夥伴商店產品加到 ShopBox，但交易不會於 Shopbox 完成。不同於美安獨家產品，當你在 ShopBox 點擊夥伴商店產品時，它會自動連結到美安入門網站以便了解該產品資訊。

27. Can new customers buy products on Facebook with the ShopBox?

Ans: New customers can buy products on Facebook directly, but only for mhk products.

27. 新顧客可以在 Facebook 上的 ShopBox 直接購買產品嗎?

答: 新顧客可以在 Facebook 上直接購買產品，但只限於美安獨家產品。

28. I created a Shopbox and shared it. If new customers register at Shopbox, will I be the referee?

Ans: You will be the referee of new Preferred Customer

28. 我建立了 Shopbox 並分享到 Facebook，如新顧客在 Shopbox 上登記成為優惠顧客，我會成為推薦人嗎?

答: 你會成為該新優惠顧客的推薦人。

29. How many ShopBox lists can I have/create?

Ans: No limits

29. 我可以同時擁有多少個 ShopBox 清單?

答: 沒有限制。

System/Others 系統或其它問題

30. Why the displaying shop consultant is incorrect?

Ans: It's a displaying problem of the new portal. It has been fixed.

30. 為甚麼我的購物顧問會顯示不正確?

答: 這是一個顯示的問題，已經修復。

31. Why Global.shop.com is inaccessible in some China area?

Ans: This is the 1st time we've been reported this problem. We will soon study and fix it.

31. 為甚麼在一些中國地區不能瀏覽 Global.shop.com?

答: 這是首次我們收到這個問題的報告。我們會盡快了解原因並解決問題。

32. If there're return situations in SABP that lead to total consumption at PS below HK\$23,000,

a. Can I still be qualified?

Ans: As the total consumption is below HK\$23,000, you are no longer a qualifier.

b. What if I have already qualified the SABP and earned the bonus?

Ans: This is a very rare situation as there will be 3months buffer for Hong Kong to confirm qualifiers after the SABP season. If it happens, we reserve the rights to get back the bonus awarded.

32. 如果參與購物年金獎賞庫時，某些交易出現退貨問題，令我於夥伴商店的總消費金額低於港幣\$23,000，

a. 我仍然可以合資格拿取獎勵嗎？

答: 由於總消費金額低於港幣\$23,000，你將不再合資格拿取獎勵。

b. 如我已被通知附合資格及已賺取獎勵，將會有什么安排？

答: 這是一個非常罕有的情況，因為香港的購物年金獎賞庫計算時會有 3 個月的緩衝期令我們可以確認交易及合格者。如果真的有超連鎖店主出現該情況，我們會保留取回派出獎勵的權利。

33. Can we add Weibo to the share module?

Ans: Some technical problems may be encountered and need to be solved. However, we will try to add it.

33. 我們可以增加微博到分享欄嗎？

答: 這可能涉及到技術上問題，但我們會對此作出跟進。

34. Does the new features applied to mini-sites? E.g. hk.motivescosmetics.com

Ans: Only the Shopbox and Gift card will be added to mini-sites.

34. 新功能可同時出現於迷你網站嗎？如 hk.motivescosmetics.com

答: 只有 Shopbox 及 禮品卡會被加到迷你網站。