[GENERAL] What is a group order (G.O)? Why is there a need for G.O?
The whole purpose of a group order is to lower the shipping cost for each item across a group of buyers.

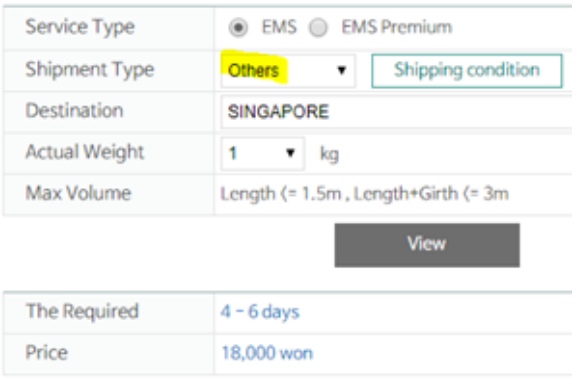
A person in a certain country (a G.O.M for short), is assigned by the sites to collect the orders and money for the items from interested buyers/fans. The total quantity of orders & money is then submitted to the fansite/seller. This person is also in charge of distributing the items that buyers/fans bought through him/her.

Fansite usually ship their items via EMS (You can check the price of the various weight via the link here: https://goo.gl/TRSb2w).

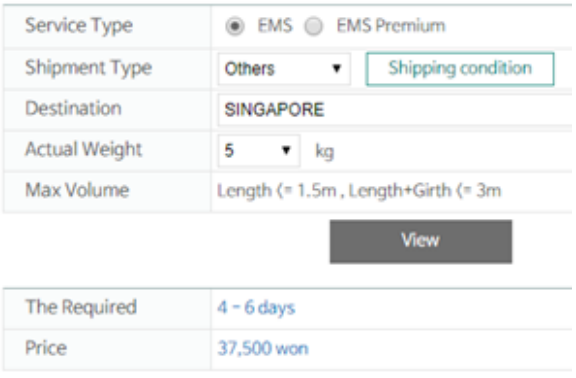
Below is a comparison between buying alone vs buying via a group order:

For an item that weighs 1kg	18,000 won	$22.80 SGD
For items that weighs 5kg · **Weight is split among 5 buyers (1kg each)**	37,500 won	$47.50 SGD
	7,500 won each	$9.50 SGD each

For 1 item that weighs 1kg
- 18,000 won / SGD$22.80



For 5 items that weigh 1kg each = 5 x 1kg = 5kg
- 37500 won / SGD$47.50



Since all items are of the same weight, the shipping fee of SGD$47.50 will be split among 5 buyers, thus each buyer would only have to pay **SGD$9.50 each.**

- Please do note that not all fansites charge based on weight of items. (Some do include packaging charges e.g bubblewrap / rental fee to store parcels etc)
- Majority of the time, weight of the items are **ESTIMATED** by fansites. It does not mean that the actual product will weigh exactly as per their estimation.
    - Do not weigh the items and complain to me about the differences between the weight of the actual product vs estimated weight. **I WILL BLOCK YOU.**

[GENERAL] How do I join your group order?

Steps for joining a group order:

Step 1: Make the required payment to the account stated in the form **Step 2:** Fill up the form with the required details (particulars + orders + transaction details) **Step 3:** Wait for confirmation email **Step 4:** (After receiving confirmation email) Wait for products to come
Confirmation Email: · 1st Email: Automated email response from **GOOGLE FORM** that provides you a copy of your response. (To confirm your response & also for you to check your orders) · 2nd Email: Confirmation email from **ME** after I have verified your payment for the GO.
If you are unwilling to wait for the confirmation email, please refrain from ordering from me.

[GENERAL] I would like to inquire about a GO. How do I go about doing so?

- You can drop me an email with the following details:
    - Your name
    - Specify the group order you are inquiring for
    - Other specific details

[GENERAL] I dropped you a DM/email a few days ago. I haven't received a response.🤔

- I reply as and when I am free to do so. I can't use Google at work so Gmail is definitely not possible.
- If it's a question with answers that can be found on the FAQ, I will ignore~

[GENERAL] Is there any other platform I can contact you?

- DO NOT WhatsApp me. I do not use WhatsApp. I hate WhatsApp with a passion so don't do it.
- DO NOT Telegram me. I would like to keep my personal life and fangirl life apart. THANKS.

[GENERAL] Are the items instock? Or preorder?

- All GOs are on a preorder basis.
- Instocks are only for those uncollected/confiscated items. (If I bother to clear my room)

[GENERAL] Will you do GOs for paid content e.g content from Army Room, V Live (paid)?

- Yes I will. Buyers are given the discretion to purchase the goods but I will (as much as possible) identify which items are based off paid contents. [Because I don't really go through Army Room, neither do I have V Live (paid content). So I wouldn't know unless my buyers/friends inform me.]

[GENERAL] Where can I check for update?

- I update GOs via 2 different ways:
    - Via the update spreadsheet (General news relating to shipping/production)
    - Via the hashtag **#updaTING97** (More nonsense here under the hashtag lol. But 1st hand news of anything relating to GO)
- Alternatively, you can also follow the FANSITE for updates. We both share the same platform (Twitter) so any updates tweeted by the fansite is the same as per what I will receive. But trust me, I tend to miss out on a lot of update tweets by fansite…… T_T
- Please do note that I don't update very often as most GOs has minimal news unless
    - There's an issue with production
    - There's an issue with shipping (Delay due to holiday, strikes etc)
    - GO has been cancelled.
- **DO NOT BUY FROM ME IF YOU DON'T TRUST ME. AS SIMPLE AS THAT.**

[FORM] What is the currency as stated in the form?

- SGD.
- However, I gladly accept payment made via USD as well :)

[FORM] I missed the deadline to input my order. Can I DM you to order?

- No.

[FORM] I made an impulse buy. Can I ask for refund?

- No. No refunds would be provided UNLESS group order has been cancelled & refund has been obtained.

[FORM] How do I know if my form went through?

- You should receive an AUTOMATED RESPONSE from Google Form after filling up the form.
  > The email from Google Form should include all the details that you wrote on the form.
- If you did not receive the form, FILL IT UP AGAIN.
- **No response = form not submitted = orders not recorded.**

[FORM] What do I do if my form did not go through & I only realise it after the GO has ended?

- You cry a million tears.
- If you've made payment: Please drop me an email along with your proof of transfer + name of GO + bank details for me to proceed with refunds.
- If you've not made payment: Simply move on with life.

[CONFIRMATION] How do I know if my orders will be accepted?

- I don't have time on weekdays to verify payment so I submit orders to the site via the response on the Google form. So do ensure that you FILLED UP THE FORM.
- I will send confirmation email AFTER I have verified all payment.

[CONFIRMATION] When will you send confirmation email?

- As and when I am free to do so.
- **No patience = Don't buy from me**
- **Don't trust me = Don't buy from me**

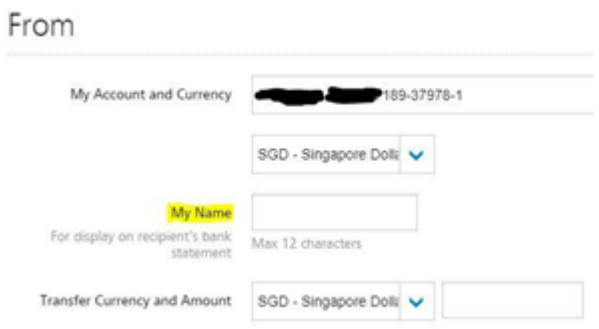
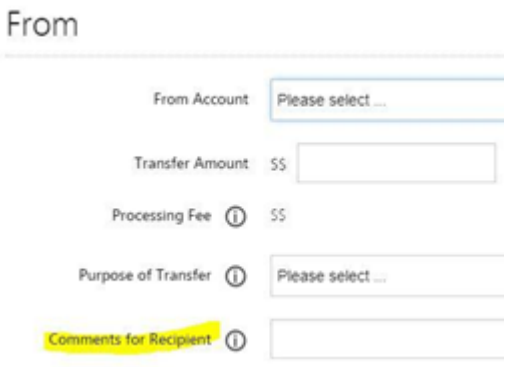
[CONFIRMATION] How do I know if you have sent confirmation email for the GO?

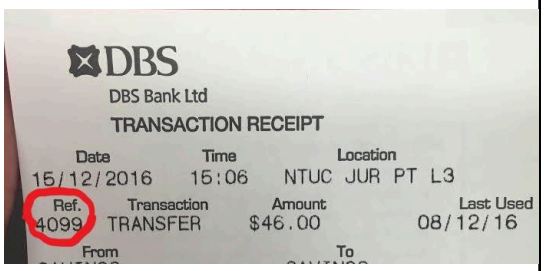
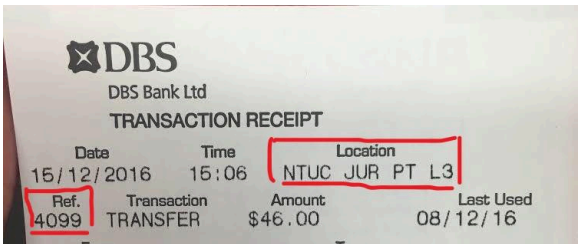
- The tweet will be deleted from the GO thread.
- If you cannot wait for the confirmation email, then please contact me instead. I'll provide you a full refund for your items.

[PAYMENT] What are the possible payment types? What do I need to fill up form?

Payment Type	**Information required for form**	**Amt to be transferred**
Bank Transfer (ATM banking)		EXACT AMOUNT
iBanking (Internet Banking)	iBanking Name and/or GO the payment is for	EXACT AMOUNT
Cash Deposit (Depositing cash @ the cash deposit machine)	Reference Number or Location of Transfer	ROUNDED UP TO THE NEAREST $2 / $5 / $10
PayNow (Only for selective GOs/buyers)	Your ACTUAL LEGAL NAME. (As shown on birth cert/IC / Don't have to be full name)	EXACT AMOUNT

iBanking: Your iBanking Name and/or name of GO payment is for

POSB/DBS bank holders	**UOB/OCBC bank holders**
- Name as filled up on form	- Comments for Recipient
	

Bank Transfer: Reference Number	**Cash Deposit:** Reference Number or Location of Transfer or Comments
	

iBanking/Bank Transfer: Excess = donation
Cash Deposit: Excess = Used to offset for 2nd payment. Please keep track of the excess yourself.

I DO NOT accept coin deposit. Coin deposit = ORDER REJECTED.

[PAYMENT] I've made payment for the goods. But I rounded it down to the nearest $10. Will my orders be accepted? (E.g Goods is $15.40, but buyer only made payment for $10)

- No.
- Your orders will be rejected. I am not a financial institution. I don't allow 'loans'.

PAYMENT] How do I cash deposit?

- Google for steps.

[PAYMENT] Is cash-on-delivery (COD) allowed?

- **Don't trust = don't buy**
- **No money = don't buy**
- **No bank account = don't buy**
- Want verify the goods will come in good condition or not = Buy yourself from the site
- TLDR: Don't ask stupid qn. COD NOT ALLOWED.

[PAYMENT] Is PayLah accepted?

- Using PayLah to send money directly to PayNow = Ok
- Using PayLah to send money to PayLah = No. Payment is considered void.

[PAYMENT] Can I make payment in 1 lump sum?

- *Combine 1st payment & 2nd payment together = NOT APPLICABLE*
- Combine 1st payment -> I'm alright with this arrangement as long as you provide a **BREAK DOWN** for the payment

(E.g $6.30 for xxx + $2.80 for yyy)

a. In the comments section of the form or
b. Via email

- Combine 2nd payment -> please email to ALL respective emails the payment is for. Do ensure that you are following the format as well.

Failure to do so = Entire payment would be considered as donation.

Example:



[2ND PAYMENT] Can I make payment along with the 1st payment?

- No

[2ND PAYMENT] I can't remember what I ordered. How do I know how much to pay?

- Check the automated response from Google, which you should have received after you filled up the form.

[2ND PAYMENT] I missed the 2nd payment deadline. :(Can I still collect my items?

- Yes.
- My last deadline for 2nd payment would be **ONE MONTH** from the date I send out the email.
    - I will not accept any excuse made after the deadline.
- [SELECTIVE GOs] Buyers are allowed to make 2nd payment for the goods via meet-up only when:
    - 2nd payment is less than $1.00 or
    - You can only cash deposit your 2nd payment.
- [COMBINE WITH POSTAGE] Yes you can make 2nd payment along with postage.
    - Buyers are required to drop me an email about postage BEFORE the collection deadline.
    - This is applicable only to items that has ARRIVED ALREADY.

[2ND PAYMENT] How much is 2nd payment? Can you estimate the 2nd payment for the item?

- Honestly I would love to know it ASAP so that I can collect from buyers too. But I don't. So don't ask me.
- Weight of each item are DIFFERENT so I cannot estimate it for you.
- [K ADDRESS] As most items are shipped to my Korean address, the shipping fee would be split across multiple GOs & buyers. So I only send out 2nd payment email <u>after I have received the items</u> to better determine how much to allocate to each GO & buyer.
- [INTL] 2nd payment may be only made known to me AFTER I have submitted the orders to the site.
- [INTL] Different sites have different ways of charging EMS.

[2ND PAYMENT] When will we know how much to pay 2nd payment?

- [K ADDRESS] AFTER items has arrived so that I can better determine how much to allocate to each GO & buyer.
- [INTL] Once the site has notified me of the 2nd payment payable.
    - Usually, they will let me know after I have submitted orders.
        - I will make payment & wait for the bank to clear payment (Since payment is made via other currency)
        - I will then send 2nd payment email out to collect payment.
    - In other cases, the site will let me know when items are ready to be shipped.

[SHIPPING] When will the items be shipped?

- Please do note that I am only just the middle-man. I have no control over production/shipping/closure due to holidays.

For K address:	**For international shipping:**
● Monthly basis or ● When there are enough items for me to making shipping worth it	● Am I the one producing the goods? No. ● Am I the one that is selling the items? No. ● If the site doesn't notify me when she is planning to ship/ships the items, I have no idea when it will be shipped.

[SHIPPING] Site said that items will be shipped during xxxx. Has it been shipped?

- 95% of the time, the estimated date of shipping is NEVER ACCURATE.
- Even if items are shipped, shipping still takes time to travel from country to country.

[RELEASE OF ITEMS] Based on the spreadsheet, the items have arrived. But I haven't received any collection email.

- I will only release items for collection IF I AM ABLE to handle the wave of items. No point for me to release items, only for me to reject collection because of the huge quantity for collection.
- Please do note that I do sometimes do SOFT RELEASE. (Usually for heavier/bulky items)
    - ➢ Meaning I will post that xxx item is ready for collection BUT I have yet to send collection email. The purpose of this is to allow me to clear SOME of the items first as I am unable to carry a whole wave of items for meet-up.
    - ➢ Weeks that I release items for soft release will not be counted. The 4 weeks collection period will only start AFTER I have sent collection emails.

[COLLECTION] What are the possible collection methods?

- Mass meet-up on *weekends* @ Town (Sat) or Jurong East MRT (Sat/Sun)
    - No fixed schedule for meet-up. Dependent on my schedule for the week.
- Normal mailing (Without tracking, for items that fit letterbox size)

- Registered mailing (With tracking, for items that fit letterbox size)
- SmartPac (With tracking, but slow updates)
- Ninjavan (With tracking, next day delivery)
- Qxpresss (With tracking, next day delivery, usually for bulky items)
- Self-collection (Read below)

[COLLECTION] When do you do self-collection?
- Please contact me to inquire about personal self-collection.
- I'll hold mass self-collection as and when I am free to do so.

[COLLECTION] When is my item ready for collection?
- Collection will start when:
    - Quantity is correct.
    - I can afford to bring down the items for collection.
- I don't usually release all the goods that has arrived for collection because I cannot bring the items down for meet-up. (Because it comes in a huge bulk) Please do understand that I only have a pair of hands so I can only bring a limited number of items out.

[COLLECTION] Do you send collection email?
- You can also check the update spreadsheet, under 'Collection Dates' for the new items released each week.

Scenario	**Actions**
1. 2nd payment not collected	**I send 2nd payment email along with the collection email.** No 2nd payment = no collection.
2. 2nd payment collected previously	Buyers will receive an email when items are ready to be collected.
3. No 2nd payment required	Buyers will receive an email when items are ready to be collected.

[COLLECTION] Do you have a storage period?
- Buyers are obliged to collect their items within **4 weeks of the arrival of the goods.** (Will only start counting AFTER I have sent the 2nd payment/collection email)
    - If you have valid reasons to not collect your items within the 4 weeks limit, please do let me know before the deadline.
- Weeks that I do not do meet-up are excluded from the 4 week deadline.
- Only selected GOs will have the storage period extended. (Due to large orders or heavy items)

[COLLECTION] What if I missed the collection period?
- Unless you have informed me beforehand that you are unable to collect your items within the 4 week period, else, all items would be **SOLD** and **NO REFUNDS** would be provided.
- Please do your part as a buyer to keep track of when the items are ready for collection.

[COLLECTION] I can't come down for meet-up. What should I do?

- You can either opt for postage or get a helper to come down for collection.

[COLLECTION/MAILING] I received a damaged item/shortage of gifts. What should I do?

- DM me and maybe we can work things out. But please do note that the site may not be cooperative in terms of shipping out missing/damaged items.
- [MEETUP] Please always check your items before you leave the area.
- [MAILING] Please do note that I am not liable for any damaged items in the mailing process.

[MAILING] Do you have a fixed schedule for mailing?

- No. I will deal with mailing as and whenI am free to do so.
- I do not clear postage weekly.
- Once you opted for postage within the 4 weeks collection period, you are safe. I may not reply within the 4 weeks collection but that would just be my own issue rather than you.
- Longer waiting time may be required if your item contains fragile/odd-shaped items.

[MAILING] How do I opt for postage?

- You can send me an email with the subject title "POSTAGE". I
- In the email it should include:
    - Name:
    - Contact number:
    - Mode of mail: Normal/Registered/SmartPac/Ninjavan/Qxpress
    - Recipient Name: (If it differs from name stated above)
    - Address:
    - Items to be mailed: (You can combine GOs together)
- As long as you did not receive a reply about the postage fee, you can add on items.
- I filter my postage emails via the subject title so please ensure that your **SUBJECT TITLE IS CORRECT.**

[MAILING] How do I check the status of my postage?

- You can check the 'POSTAGE' tab in the main spreadsheet for the status of your mail.
- I will update ALL POSTAGE REQUEST in the spreadsheet. If you don't see your name in the spreadsheet, it could be due to one of the following:
    - Wrong email
    - Wrong format (Please check both the SUBJECT & CONTENT)

[MAILING] I have opted for mail but I decided to collect via meet-up instead. Is that possible?

- If you did not receive a reply about postage fee yet, then yes, it is possible.
- If you received a reply about postage and yet still insist on changing the mode of collection to meetup, please do note that no refunds would be given. However, you are STILL REQUIRED to make payment regardless.
- I will only reply to your postage email after I have packed all the items = changing of mode of collection = waste of my resources.

[MAILING] I have yet to receive my mail even though you have mailed them out. What should I do?

- Please do note that I have no control about the handling process of mail at SingPost.
- There is ALWAYS a chance that mails will go missing (tracked & non tracked).
- If you opted for normal mail, you can drop me a DM/email to ask for proof of mail.
- If you opted for registered mail, you can simply get the tracking number from the Postage spreadsheet to inquire with Singpost about the item.

[MAILING] How do I know if my items have been mailed?

- There's a tab in the update spreadsheet that is meant for me to keep track of outgoing mails.
- [REGISTERED] Tracking number will be indicated there as well.

[MAILING] My items came but they are damages to the goods. What should I do?

- I feel that I do provide sufficient protection for all items when I do mailing.
- Damage to the goods during the mailing process is beyond my control & I cannot do anything about it. If you are worried about damages to parcel, opt for meet-up!
- So please, opt for meet-up if possible.

[CONFISCATION] What do you do with confiscated items?

- I either resell them or give them away to my close friends/familiar buyers.
- Or worse comes to worst, I throw them away lor.

[CONFISCATION] Aren't you profiting from the resale of items?

- My house is not A WAREHOUSE. Even warehouse charges their users for using up the space. Y'know Singapore is a small country and land is limited. Thus the reason I'm only providing *one month of free storage.*
- Have some logic also. If you lease a room/warehouse, there's monthly charges for using up the space. Failure to make payment = Your things get thrown out. As simple as that.