

Group buying

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How to create a Joint Orderg activity?



Enter the elink Online Store [Management Console], click [Joint Orderg] under the [Marketing] function to enter the Joint Orderg details page. Select a Joint Orderg type from Regular Joint Orderg, New - User Invitation Joint Orderg, and Tiered Joint Orderg, and click the corresponding [Create Joint Orderg]. Then you can create a Joint Orderg activity for an effective paid course (including e - books, live streams, videos, audios, articles with images, columns, major columns, memberships, affiliate products, camps, in - person courses, event management, and exercises).

For specific operations, please view the details: [Joint Orderg Usage Tutorial](#)

Can I cancel a Joint Orderg event after initiating it?



After a student initiates a group purchase, they cannot cancel it within the validity period of the group purchase. They can only wait for the group purchase to succeed or fail.

If virtual group formation is set and you want to stop the Joint Orderg activity, will those who haven't succeeded in forming a group still be considered successful?



This issue can be divided into the following three scenarios:

1. For users who have successfully completed a group-buying activity, if you stop the ongoing group-buying event, they will not be affected.
2. For users currently participating in a group-buying activity, if you have enabled simulated group formation, the group will be immediately formed through simulation.
3. If simulated group formation is not enabled, the user will receive an automatic refund.

How to change the QR code for a successful Joint Order?



There are two ways to change the QR code that pops up upon successful Joint Order:

1. If the course details page is set to prompt users to follow the Official Account after purchase, simply change the QR code image for prompting users to follow the Official Account after purchase.
2. If the course details page is not set as such, you can modify the QR code image in [Settings] - [Store Settings] - [Follow Settings] - [Prompt to Follow after Purchase].

How many new users can be set as the minimum number for each group in the Joint Orderg activity?



For regular Joint Orderg and tiered Joint Orderg, there is no limit on the number of new users in each group.

For new - user invitation Joint Orderg, participants must be new users. That is, there must be at least 1 new user in each group..

Can users who have participated in a Joint Orderg activity for a certain course use the invitation code or redemption code for that course?



If the user fails to successfully form a group purchase and obtains the course using an invitation code/redeem code first, it will not affect the ongoing group purchase activity. The user will be refunded after the group purchase ends.

Does the system support enabling both simulated group formation and over - capacity group formation for Joint Orderg?



Yes, it is supported. Both simulated group formation and over - capacity group formation for Joint Orderg can be enabled simultaneously.

How can users participate in Joint Orderg?



You need to create a group-buying activity in the store backend first. After creation, users can access the group-buying activity through the knowledge product link of the group-buying course.

There are two ways for users to participate in group-buying:

1. Users can choose to initiate a group actively. After paying at the group leader price, they can invite friends to join the group. They can also click [View Group-buying Details] in [My Purchases] or on the course details page to check and monitor the progress of the group-buying at any time.
2. Users can choose to join an existing group. After paying at the group-buying price, they can invite friends to join the group and complete the group-buying task. The progress of joining the group can also be viewed in [My Purchases] or on the course details page.

Is there a difference between the event time and the group formation time limit for Joint Orderg activities?



The event time of a Joint Orderg activity refers to the time period set by the merchant for the Joint Orderg event.

The group formation time limit refers to the time restriction for users to invite friends to participate in the Joint Orderg.

image.png

For example:

If a merchant sets a Joint Orderg activity from 00:00 on the 26th to 12:00 on the 26th, the event time is 12 hours.

If User A starts a Joint Orderg at the beginning of the event, their group formation time limit is 12 hours. If User B starts a Joint Orderg at 10:00 on the 26th, the validity period of User B's Joint Orderg is 12 - 10, leaving 2 hours.

What is an oversubscribed group purchase?



After enabling oversubscription for group purchases, if the number of participants in a specific group exceeds the set group - buying limit, the group will be formed based on the actual number of participants. This helps avoid situations where oversubscribed users make successful payments but are forced to receive refunds.

image.png

Can the group-buying activity be set up without a group leader?



Joint Orderg activities must have a group leader.

What is the simulated group formation for Joint Orderg?



Enable simulated group formation. When the group - buying time limit expires or the group - buying activity ends, for groups with insufficient participants, the system will simulate 'anonymous' buyers to reach the required number and form the group.

image.png

Can I modify the Joint Orderg settings if I set them incorrectly?



There are the following three situations:

1. Once a group-buying activity is created and is in the unstarted state (the group-buying activity time has not arrived), only the group-buying settings can be edited.
2. When the activity is in progress, only the activity time can be extended, and other settings cannot be edited. Online group formation, simulated group formation, and over - quota group formation can be set.
3. Under special circumstances, you can perform the [Stop Group - Buying] operation on the group - buying activity that is in progress or has not started. Users who have completed group - buying will not be affected. If simulated group formation is not enabled for users in the process of group - buying, the system will automatically refund the users. If simulated group formation is enabled, the group will be formed directly.

How long does it take for users to get a refund after a group-buying fails?



If the Joint Order fails, the paid fees will be refunded to the user's payment account via the original payment method within 24 hours.

Can users change to purchase at the original price during the group-buying event when they participate in the event while purchasing a course?



Since the user has already participated in the group-buying activity, they are temporarily unable to purchase the course product at the original price during the activity period. You need to wait until the group-buying activity ends. If the group-buying fails, you can then purchase the course product at the original price again.

Can promoters earn commissions for successfully promoting group-buying courses?



Joint Orderg supports the promotion function for promoters, who can earn commissions.

If a sub - promoter of a promoter promotes the group - buying course products, the corresponding promoter will receive an invitation reward.

If a user who has a binding relationship with a promoter participates in and successfully completes a Joint Orderg, the corresponding promoter will receive a commission reward.

Can users get a refund for course products purchased through Joint Orderg if they no longer want them?



If the Joint Orderg fails, a refund will be automatically processed within 24 hours after the failure. For orders that have successfully completed Joint Orderg (not eligible for commission), refund operations are supported.

Can users who have already purchased this membership course renew their membership through Joint Orderg again?



For membership benefits with a validity period of 365 days, if you have purchased this membership and the benefits are still valid, you can either initiate a group purchase for renewal or join others' group purchases for renewal.

For the three types of membership benefits, namely 'permanent', 'fixed validity period', and 'valid for 365 days and no repeated purchases allowed within the validity period', group purchase renewal is not permitted..