

线上订购系统说明
Uniform Ordering Instructions
온라인 교복 구매 안내



mall.cre8te.cn

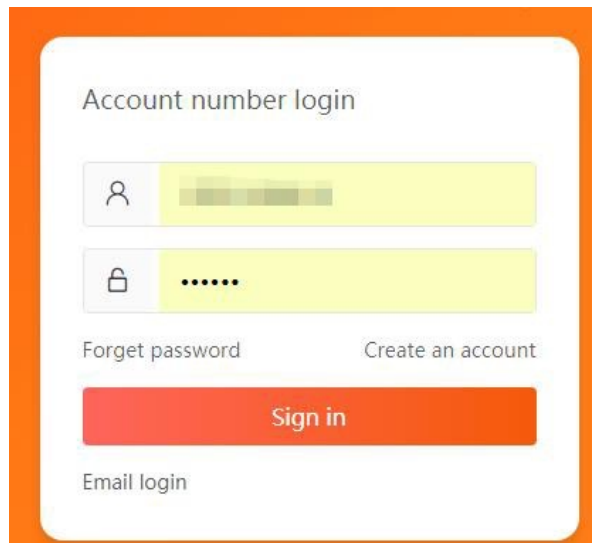


订购流程
Ordering process
주문 절차

Action/动作

订购方式
Ordering methods
주문 방법

Operation Interface/ 操作界面



网页/web/웹사이트



微信/wechat/위챗

Notes/注意事项

家长可以通过网页和微信两种形式注册绑定进入订购页面。

*支付宝付款只能在网页上进行

Parents could enter our ordering system through website and WeChat APP

*Alipay payment only available via website.

웹사이트와 위챗앱을 통해 주문하실 수 있습니다.

*알리페이는 웹사이트에서만 진행할 수 있습니다.

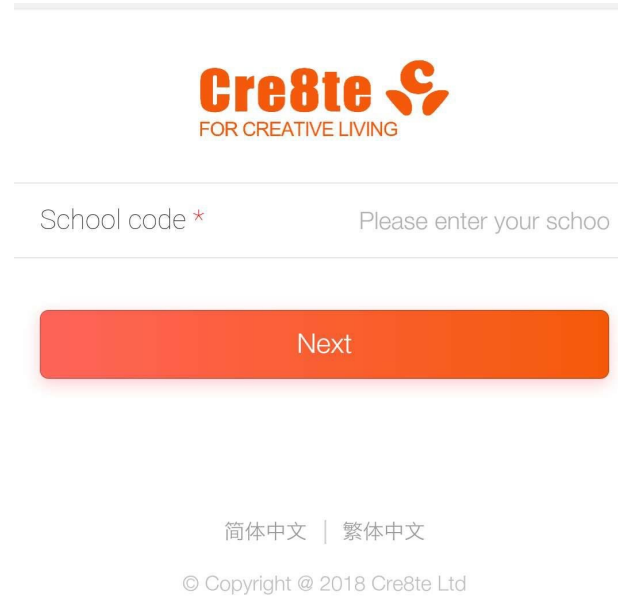
STEP 1

STEP 2

Action

学校编码
School code
학교 코드

Operation Interface



The screenshot shows the Cre8te website's school code entry form. At the top, the Cre8te logo is displayed with the tagline "FOR CREATIVE LIVING". Below the logo, there is a text input field labeled "School code *" with a placeholder text "Please enter your school". A red "Next" button is positioned below the input field. At the bottom of the page, there are links for "简体中文" and "繁体中文", and a copyright notice "© Copyright © 2018 Cre8te Ltd".

Notes

学校编码会通过家长信在订购开始前由学校告知学生和家。

School office will inform parents and students of the school code by a parent's letter before ordering uniforms.

학교 코드는 주문하기 전에 이메일로 학부모께 안내해드립니다.

STEP 3

注册 Registration 등록

Action

Operation Interface

学生姓氏 *	请输入学生姓氏
学生名字 *	请输入学生姓名
选择学部 *	SH-SEC ▾
年级 *	▾
性别 *	男 ▾
身高(cm) *	请输入学生身高(单位cm)
体重(kg) *	请输入学生体重(单位kg)
这些信息将用于以后的尺码改善	
手机号码 *	中国大陆 ▾ 请输入手机号码
验证码 *	请输入验证码 获取
<input type="checkbox"/> Cre8te 购买须知	

Notes

请准确填写学生信息；
并选择正确的学部和性
别

Please, fill in correct
information of student
And choose correct
faculty and gender

학생의 학급, 성별 등
정확한 정보를 입력해
주십시오.

STEP 4

Action

Ordering
订购
오더

Operation Interface



Notes

点击“单品订购”进入订购页面；

You can click “Buying individual items” to enter the order page;

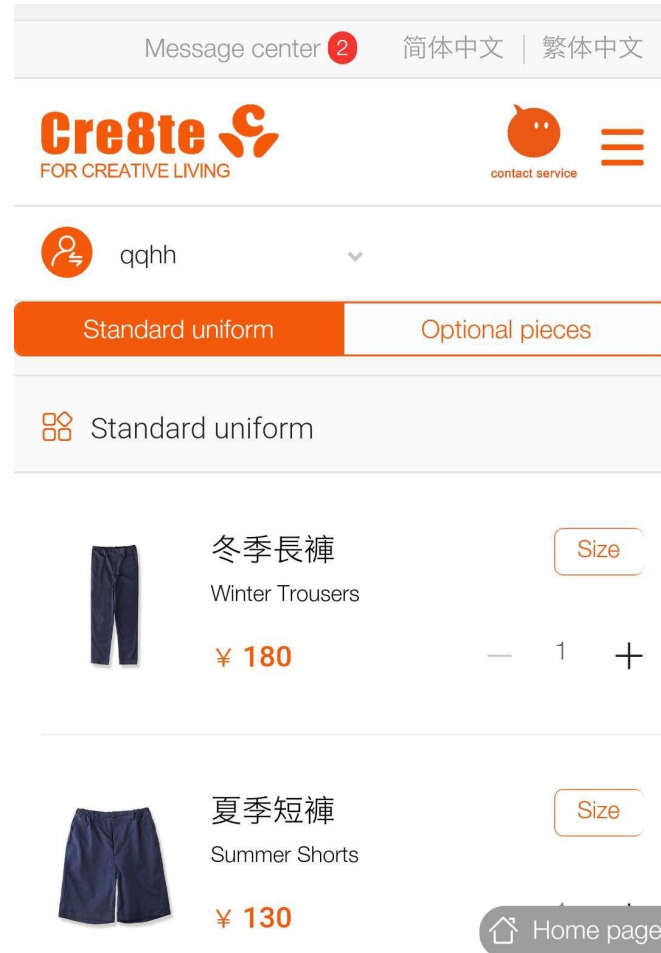
"개별 품목 구매"를 클릭하여 주문 페이지로 들어가실 수 있습니다.

STEP 5

Action

选择校服
Purchase
구매

Operation Interface



Notes

标配服装：学生至少要拥有一件
选配服装：学生可根据自己的需求选择

Standard uniform: Students must have at least one piece of each item for school

Optional pieces: Students can choose according to their own needs.

표준 교복: 최소한 한 벌을 가지고 있어야 합니다.

선택 사항: 필요에 따라 다른 상품을 구매하실 수 있습니다.

STEP 6

Action

填写订购信息
Fill in information
정보 입력

Operation Interface

The screenshot shows a mobile application interface for 'Cre8te FOR CREATIVE LIVING'. At the top, there is a 'Message center' with a red notification bubble containing the number '3', and language options for '简体中文' (Simplified Chinese) and '繁体中文' (Traditional Chinese). The Cre8te logo is on the left, and a 'contact service' icon is on the right. Below the header, there is a form with the following fields:

Name	ceshi'测试
Gender	Female
Year group	SH-PRI
Year level *	The actual grade >
Class *	>
email *	Please enter the email address
Delivery method *	To registered address >
Reserved delivery date	Delivery as soon as possible >
Shipping address	Please select address
Delivery fee	¥ 0

At the bottom right, there is a 'Home page' button with a house icon.

Notes

提交订单前, 请选仔细确认所有信息。

注意: 班级和年级信息必须填写新学期的实际信息, 避免发货错误。

配送时间: 可在我们提供的配送时间范围内选择您合适的配送时间

Before submitting the order, please confirm that all the information are correct.

Note: the class and grade must be filled in the new term data to avoid shipping errors.

Delivery time: You could choose the correct delivery time in provided time range.

주문서를 제출하기 전에 모든 정보가 올바른지 확인하십시오. 배송 오류를 방지하기 위해 새 학기 학급 및 반을 입력해 주십시오.

배송 시간: 제공된 시간에서 배송시간을 선택하실 수 있습니다.

STEP 7

Action

确认支付
Confirm payment
결제 확인

Operation Interface

Profile	
Order no.	1523268640461885
Order placed at	2018-04-09 18:10
Delivery method	To registered address
Delivery fee	¥ 0
Remark	
Invoice	
Quantity	1
Total amount	¥ 120.00
order status	
Confirm payment	
My order	

Notes

如果订购信息无误,请尽快完成支付。

Please click “To pay” after you checked the information

정보를 확인한 후 "결제"를 클릭하십시오.

STEP 8

Action/动作

购买成功
Purchase successfully
구매 성공

Operation Interface/
操作界面

× Thank you! Your order is confirmed! ...



Thank you! Your order is confirmed!

¥ 202

Check order

Order receipt

Return to home page

Notes/注意事项

STEP 9

Action/动作

发货
Delivery
배송

Operation Interface/ 操作界面

发货通知
8月14日

您好，您有一个订单已经发货，请及时查看并收货：
订单编号：1552531079695245
快递公司：
运单号码：852963
订单价格：¥0.0
收货地址：温榆河西路金融街园中园5号院21栋
如有问题请致电 4008970688 我们将第一时间为您解决！

详情

Uniform 订购指南 关于我们

Order Payment Successfully

尊敬的家长您好：
您以订单已付款成功！我们将尽快安排配送，因商品到港时间存在差异，您可能会有几次收到订单（无重复付款）：

产品名称	图片	数量	单价	金额
安享果糖饮料		1	135.00	135.00
合计				135.00

订单号：1547545179930970
下单时间：2018-08-15 17:39:43
配送地址：温榆河西路金融街园中园5号院21栋
配送方式：快递
联系电话：前经3测试2
联系方式：15510744363
邮编：00-SEC
邮编：YT
规格：无分瓶/No class

Notes/注意事项

发货后系统会以邮件、
微信通知以及网页系统消
息通知用户货品发出

The system will notify
the customer that the
parcel has been delivered
on Email, Wechat as well as
system message center
once it is delivered.

택배는 위챗이나
이메일을 통해 확인하실
수 있습니다.

STEP10

Action

确认收货
Acknowledge receipt
수령 확인

Operation Interface



Notes

发货后用户可以查看订单详情，查询快递，收到货品后，请确认收货

After it is delivered, the customer could review order detail, express information and click "Acknowledge" after you picked it up.

“My order”에서 구매 내역, 택배 정보를 확인하실 수 있습니다. 물품을 받으신 후에 “Acknowledge receipt” 클릭하십시오.

售后流程
After-sales process
애프터서비스

STEP 1

Action

开始售后
After-Sale Service
애프터서비스

Operation Interface



Notes

点击进入退换货

Click " After-sales service"

" After-sales service" 를 클릭하십시오.

STEP 2

Action

申请售后
Application
교환과 환불

Operation Interface

× 退换货 ...

Message center 1 简体中文 | 繁体中文

Cre8te FOR CREATIVE LIVING contact service

Aftersale application Application record

冬季长袖 T-恤 x 1

2019-04-24 10:29 Size: 150 ¥ 140.00 Exchange/Refund

夏季運動短褲 x 1

2019-04-24 10:29 Size: 15 Home page Exchange/Refund

Notes

确认收货后，点击申请售后。

Click “Exchange/Refund” after you clicked “Acknowledge”

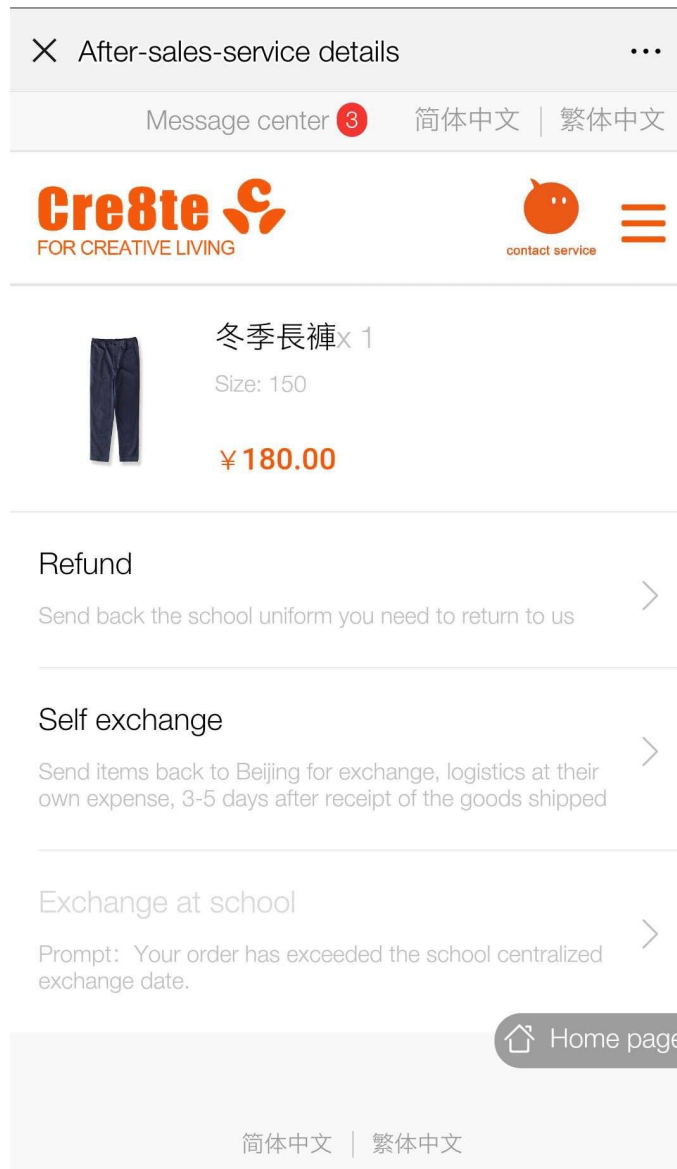
“ Acknowledge “ 수령 후에 "Exchange/Refund" 을 클릭하십시오.

STEP 3

Action

退换货
Refund/self exchange
교환과 환불

Operation Interface



Notes

我们提供了退货售后方式

We provide Refund after-sales-service

애프터서비스는 환불을 선택할 수 있습니다.

STEP 4

Action

退货
Refund
환불

Operation Interface

The screenshot shows the '退换货' (Return/Exchange) screen in the Cre8te app. At the top, there's a title bar with a close button and a menu icon. Below it is a 'Message center' notification with 3 messages and language options for '简体中文' (Simplified Chinese) and '繁体中文' (Traditional Chinese). The Cre8te logo and 'FOR CREATIVE LIVING' tagline are on the left, and a 'contact service' icon is on the right. The main content area displays a product: '冬季長褲x 1' (Winter long pants x 1) with a size of '150' and a price of '¥180.00'. Below the product, there's a section for 'Cause of after-sales-service *' with a dropdown menu currently showing 'Quality issues'. A 'Problem description *' section follows, featuring a text input field with a camera icon for image upload and a character count '0/100'. At the bottom, there are several buttons for selecting reasons: 'Too big', 'Too small', 'Wrong clothing', and 'Receipt and order are inconsistent'. A 'Home page' button is also visible in the bottom right corner.

Notes

填写退货理由和相关信息并提交。

Fill in "Cause of after-sales service" and relevant information, click "Submit"

"Cause of after-sales service " 환불 이유를 작성하시고 "Submit" 을 클릭하십시오.

STEP 5

快递寄回
Send uniform back
택배로 교복 보냄

Action/动作

Operation Interface/
操作界面

The screenshot shows a mobile application interface for returning school uniforms. At the top, there is a header with a close button (X) and the text "Fill in information". Below the header, there is a navigation bar with "Message center" (with a red notification bubble containing the number 2), "简体中文" (Simplified Chinese), and "繁体中文" (Traditional Chinese). The main content area features the "Cre8te" logo (FOR CREATIVE LIVING) and a "contact service" button with a red speech bubble icon. A red text prompt asks the user to confirm that the returned goods are the same as those applied for. Below this, there are input fields for "Courier *" (with "申通" entered) and "Courier number *". A "Remarks" section follows, with a prompt to fill in the description and a camera icon for uploading photos of the courier bill. A red checkmark icon is next to a note: "The other approved after-sale orders will be sent by the same express." At the bottom, there is a "Recipient info" section with a "Home page" button (indicated by a house icon).

Notes/注意事项

寄回物品并填写快递公司
和快递单号并提交。

Please fill in Courier and
Courier number after you
sent the school uniform
back

교복을 택배로 보내주신
후 택배회사와 택배
번호를 입력해 주십시오.

STEP 6

Action/动作

包裹查收
Package Received
택배 수령

4008970688

Operation Interface/
操作界面



Notes/注意事项

收到包裹后系统会推送通知给用户。

The system will notify the customer when the vendor pick up the parcel.

택배 수령 후에 시스템에서 환불 정보를 확인하실 수 있습니다.

STEP 7

Action/动作

退款
Refund
환불

Operation Interface/ 操作界面

发货通知
9月15日

您好，您有一个订单已经发货，请及时查看并收货：
订单编号：1552618523001733
快递公司：
运单号码：852963
订单价格：¥0.0
收货地址：温榆河西路金融街园中园5号院21栋
如有问题请致电 4008970688 ，我们将第一时间为您解决！

详情

Uniform | 订购指南 | 关于我们

退款发起通知
10月23日 18:08

退款金额：
¥0.01

商品详情：新益校服定制
商户名称：Cre8te校服
退款方式：退回支付卡(招商银行1862)
交易单号：4200000013201710239849495875
备注：预计到账时间为0-3个工作日

查看详情 >

Notes/注意事项

收到包裹确认没有问题后校服公司会安排退款（3-5个工作日）

We will return your money within three to five working days after we confirm that be in the condition that they were purchased.

환불은 확인 후 영업일 기준 3~5일 이내에 처리됩니다.