

Table of Contents

1. How to Register Seller Account	2
2. How to set Shop Settings	5
3. How to Add Product	6
4. How to Add New Coupon	10
5. How to Check Order	12
6. How to Check Refund Request	13
7. How to do Money Withdraw	14
8. How to Check Commission	15

1.0 How to Login

- i. Go to URL <https://usanitamall.com>
- ii. Scroll to the bottom and look for “Be a Seller”
- iii. Click “Apply Now”
- iv. Fill in the personal information & shop Basic information
- v. Click “Register Your Shop”
- vi. Click verification email / key in verification code

Take Note

Seller account is only accessible to manage upon web apps.

Seller account cannot manage shop via mobile apps.

Double check the URL then scroll down

The image shows a browser window with the URL <https://usanitamall.com>. A red arrow points to the address bar. The website header includes the UsanitaMall logo, a search bar, and navigation links for Chat, Compare, Wishlist, and Cart. The main banner features a laptop displaying the website and a 'Sign up now' button. Below the banner, there are 'Today's Deal' items. At the bottom of the page, there is a footer with four columns: 'PAYMENT METHOD' (senangPay), 'DELIVERY SERVICES' (easyParcel), 'CONTACT INFO' (Usanita Sdn Bhd, 1403576-V, No 15-2, Tingkat 2, Jalan Wangsa Delima, 13, Pusat Bandar Wangsa Maju, 53300, KL, Phone: 03413130401, Email: usanitamallhelp@usanita.com), and 'MY ACCOUNT' (Login, Order History, My Wishlist, Track Order, Be an affiliate partner). A red box highlights the 'Apply Now' button under the 'BE A SELLER' section, with a red arrow pointing down to it.

Find “BE A SELLER” then click “Apply Now”

Personal Info

Your name *

Your Email *

Your phone number *

Your Password *

Repeat Password *

Fill in personal information

- Name
- Email
- Phone number
- Password

Basic Info

Shop Name *

Address *

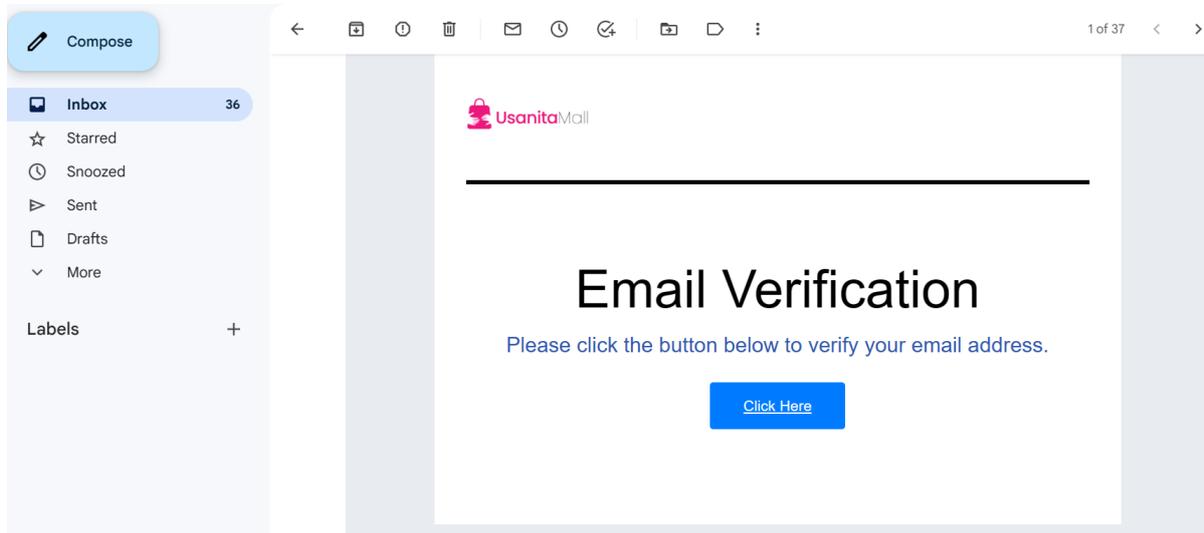
Fill in Shop Basic information

- Shop Name
- Shop Address

Click "Register Your Shop"

Register Your Shop

Click Verification Link in email (might be in Inbox or Spam / Junk)



Seller can only manage shop via this page (only available in web apps but not mobile apps)

The dashboard shows the following metrics:

- Products: 0
- Rating: 0
- Total Order: 0
- Total Sales: RM0.00

Orders This Month:

- New Order: 0
- Cancelled: 0
- On delivery: 0
- Delivered: 0

A red box highlights the 'Verify Now' button, with an arrow pointing to the text 'Click "Verify"' below it.

Click "Verify"

Shop Verification (Visit Shop) [↗](#)

Verification Info

Your Name *	<input type="text"/>
Shop Name *	<input type="text"/>
Email *	<input type="text"/>
SSM No *	<input type="text"/>
Full Address *	<input type="text"/>
Phone Number *	<input type="text"/>
SSM Certificates *	<input type="text"/> Choose File <input type="button" value="Browse"/>

Fill in Verification information

- Your Name & Shop Name
- Email
- SSM Number & Certificate
- Shop Full Address
- Phone Number

Click "Apply"

The dashboard shows the following metrics:

- Sales Stat: Bar chart showing sales for 30 Jan, 31 Jan, and 02 Feb.
- Sold Amount: Your sold amount (current month) **RM1,444.00**. Last Month: RM0.00.
- Category wise product count: F&B 3
- Orders This Month:
 - New Order: 9
 - Cancelled: 3
 - On delivery: 0
 - Delivered: 37

A red box highlights the 'Verified' badge, which is a gold star with the word 'VERIFIED' inside.

Buttons at the bottom: Money Withdraw, Add New Product, Shop Settings, Payment Settings.

2.0 How to Set Shopping Settings

- i. Click "Shop Setting" on Dashboard
- ii. Key in information needed
- iii. Click "Save"

Basic Info

Shop Name* Lolok

Shop Logo Browse Choose File

Shop Phone Phone

Shop Address* Jalan Inovasi 2, Bukit Jalil

Meta Title* Meta Title

Meta description*

Save

Banner Settings

Banners (1500x450) Browse Choose File

We had to limit height to maintain consistency. In some device both side of the banner might be cropped for height limitation.

Save

Social Media Link

Facebook Facebook
Insert link with https

Instagram Instagram
Insert link with https

Twitter Twitter
Insert link with https

Google Google
Insert link with https

Youtube Youtube
Insert link with https

Continue filling shop basic information

- Shop Logo
- Shop Phone number
- Shop Meta Title & Description

Click "Save"

Upload Shop Banners (optional)

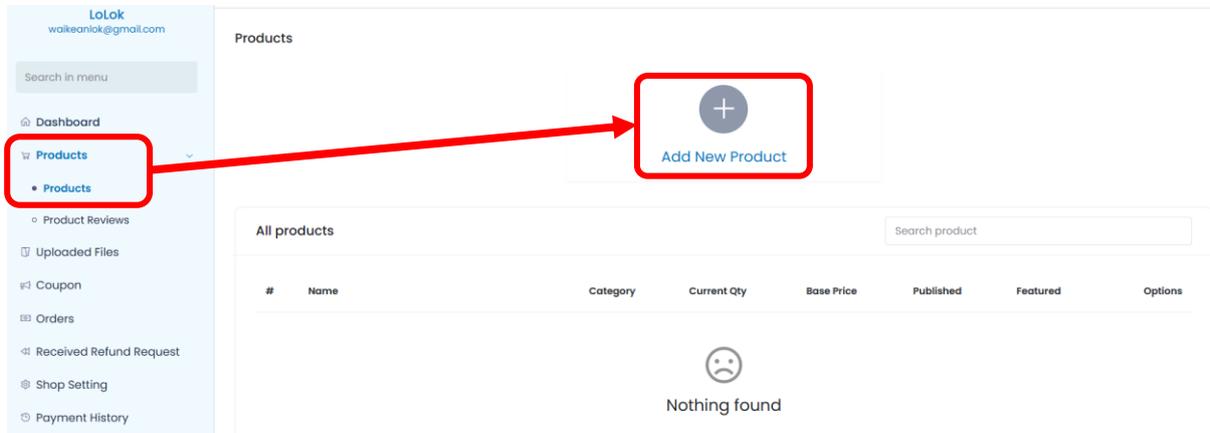
Take Note
Please follow the image size

Fill in Social Media Link (optional)

Click "Save"

3.0 How to Add Products

- i. Click "Product" on Dashboard
- ii. Key in information needed
- iii. Click "Add New Product"



Product Information

Product Name:

Category:

Brand:

Unit:

Minimum Purchase Qty:

Tags:

Refundable:

Fill in formation

- Product Name
- Select Category
- Select Brand(optional)
- Unit
- Minimum Purchase Quantity
- Search Tags

Turn on if the product is refundable, otherwise turn it off.

Product Images

Gallery Images (600x600):
These images are visible in product details page gallery. Use 600x600 sizes images.

Thumbnail Image (300x300):
This image is visible in all product box. Use 300x300 sizes image. Keep some blank space around main object of your image as we had to crop some edge in different devices to make it responsive.

Provide Product Reference (Optional but Recommended)

Take Note

Please follow the correct size for Gallery image & Thumbnail image accordingly or it may lose its shape.

Product Videos

Video Provider:

Video Link:
Use proper link without extra parameter. Don't use short share link/embedded iframe code.

Product Variation

Colors

Turn on to add variety on product

Attributes

Attribute can be multi-choices

Choose the attributes of this product and then input values of each attribute

Size

Product price + stock

Unit price *

Discount Date Range

Discount * Flat ^

Quantity *

SKU (e.g Product Numbers)

External link
Leave it blank if you do not use external site link

External link button text
Leave it blank if you do not use external site link

Key in price & Quantity

Take Note

Discount can be chosen as flat or %. Put 0 if no discount.

Product Description

Description

B U I

Key in Description by Words or PDF

Take Note

Description will be shown on Product Details on user mobile app.

PDF Specification

PDF Specification

SEO Meta Tags

Meta Title

Description

Meta Image

Product will be displayed on search engine result pages and browser tabs.
Example:



Shipping Configuration

Free Shipping

Flat Rate

Is Product Quantity Multiply

Adjust Product to be Free Shipping or Flat Shipping Cost

Take Note

"Is Product Quantity Multiply" stands for charging multiple shipping fee based on ordered product quantity

Low Stock Quantity Warning

Quantity

This will send notification to remind low stock when numbers of stocks is met.

Stock Visibility State

Show Stock Quantity

Show Stock With Text Only

Hide Stock

This will determine stock quantity to be viewed on User mobile app.

Turn "Show Stock With Text Only" on if stock quantity is disclosed

Cash on Delivery

Status

This will determine is Cash on Delivery available or not when User purchase the product

Featured

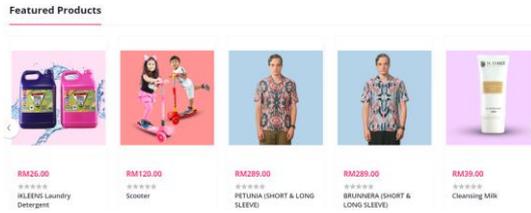
Status

Today's Deal

Status

This will determine will the product be shown on User mobile app Dashboard. For example,

Featured Status:



Flash Deal

Add To Flash

Choose Flash Title

Discount

0

Discount Type

Choose Discount Type

Today's Deal:



Flash Deal:

This will determine is the product to be featured during Flash Sale

Estimate Shipping Time

Shipping Days

Shipping Days Days

Key in Estimate Shipping Days

Vat & TAX

Tax

0 Flat

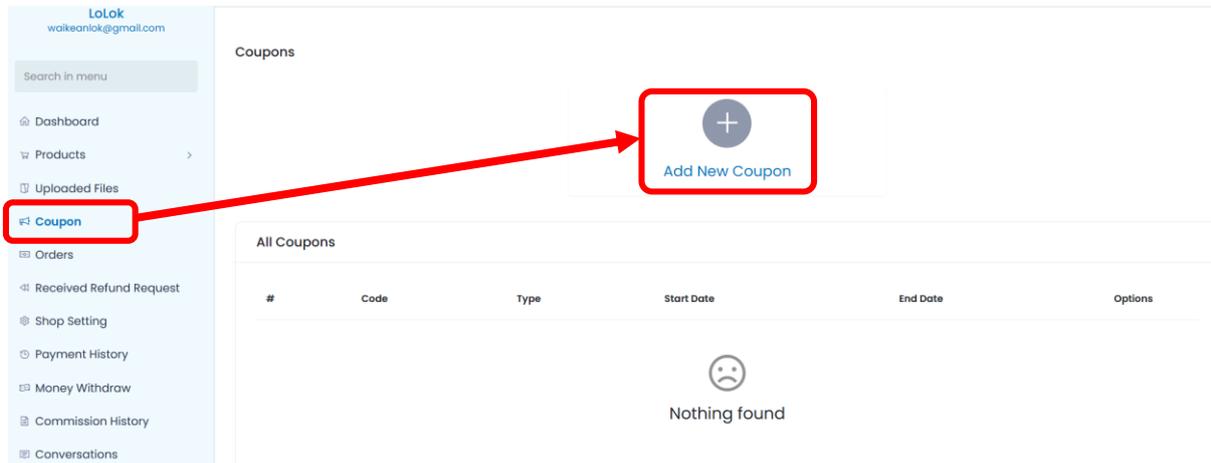
Key in Tax

Take Note

Tax can be calculated by Flat Number or %Percentage.

4.0 How to Add Coupon

- i. Click “Coupon” on Dashboard
- ii. Click “Add New Coupon”
- iii. Select Coupon Type, “For Products” or “For Total Orders”
- iv. Key in the needed information
- v. Click “Save”



Add Your Coupon

The screenshot shows the 'Coupon Information Adding' form. The 'Coupon Type' field has a dropdown menu open, displaying three options: 'Select One' (highlighted in blue), 'For Products', and 'For Total Orders'. A red arrow points downwards from the bottom of the dropdown menu.

Select coupon for “Product” or “Total Orders”

Take Note

- *For Products: the coupon is only available to selected products.*
- *For Total Orders: the coupon is only available when total order number met the requirement.*

4.1 Coupon type: For Products

Coupon Information Adding

Coupon Type: For Products

Add Your Product Base Coupon

Coupon code: Coupon code

Product: Nothing selected

Date: 02/06/2023 - 02/06/2023

Discount: Discount Amount ^

Save

Key in coupon information

- Coupon Code Name
- Select products for coupon
- Valid coupon date
- Discount value

Take note

Discount can be opted as amount or percentage.

4.2 Coupon type: For Total Orders

Coupon Information Adding

Coupon Type: For Total Orders

Add Your Cart Base Coupon

Coupon code: Coupon code

Minimum Shopping: Minimum Shopping

Discount: Discount Amount v

Maximum Discount Amount: Maximum Discount Amount

Date: 02/06/2023 - 02/06/2023

Save

Key in coupon information

- Coupon Code Name
- Set minimum shopping order for coupon
- Discount value
- Maximum Discount Value
- Valid Date for Coupon

Take note

Discount can be opted as amount or percentage.

All Coupons

#	Code	Type	Start Date	End Date	Options
1	Lok test 2	Product Base	06-02-2023	07-02-2023	 
2	Lok Test 1	Cart Base	06-02-2023	07-02-2023	 
3	20/1 Test 1	Product Base	20-01-2023	20-01-2023	 
4	20/1 Test 3	Product Base	20-01-2023	20-01-2023	 
5	20/1 Test 2	Cart Base	20-01-2023	20-01-2023	 

Seller can choose to edit or delete the coupons

5.0 How to Check Order

- i. Click "Order" on Dashboard
- ii. Seller can filter orders by payment status, deliver status & order code.
- iii. Seller can view certain order details or download invoice.
- iv. Seller can change deliver status of the order.
- v. Seller can provide tracking code for customers for tracking.

Orders

#	Order Code	Num. of Products	Customer	Amount	Delivery Status	Payment Status	Options
1	20230206-09435074	2	Lok	RM180.00	Pending	Paid	 
2	20230202-13464058	2	Lok	RM64.00	Delivered	Paid	 
3	20230202-12390560	1	Lok	RM66.00	Delivered	Paid	 
4	20230131-18333068	1	Lok	RM22.00	Delivered	Paid	 
5	20230131-17130831	1	Lok	RM30.00	Delivered	Paid	 
6	20230131-15262159	1	Lok Affiliate 2	RM20.00	Pending	Paid	 
7	20230131-14265240	1		RM20.00	Pending	Paid	 

Seller can click to view order details or download

Order Details

Payment Status: Paid

Delivery Status: Pending

Tracking Code (optional):

Company Tracking Code (optional):

Order # 20230206-09435074

Order status Pending

Total amount RM180.00

Payment method Wallet

#	Photo	DESCRIPTION	QTY	PRICE	TOTAL
1		Coco T 500g	4	RM20.00	RM80.00
2		R berry T	4	RM25.00	RM100.00

Sub Total: RM180.00

Tax: RM20.00

Seller can change delivery status & provide tracking code for customer.

6.0 How to Check Refund Request

- i. Click "Received Refund Request" on Dashboard
- ii. Click "Show" on the reason column to check refund reason
- iii. Seller can decide to approve or reject the refund request.

Refund Requests

All Refund Request

#	Date	Order Id	Product	Amount	Refund Amount	Status	Reason	Approval	Reject
1	06-02-2023	20230206-09592068	Mixed FT	RM66.00	RM66.00	Pending	Show	<input type="checkbox"/>	
2	02-02-2023	20230202-13464058	Mixed FT	RM44.00	RM22.00	Approved	Show	<input checked="" type="checkbox"/>	
3	02-02-2023	20230202-12390560	Mixed FT	RM66.00	RM44.00	Pending	Show	<input type="checkbox"/>	
4	30-01-2023	20230130-15415722	Mixed FT	RM22.00	RM22.00	Approved	Show	<input checked="" type="checkbox"/>	
5	20-01-2023	20230120-10233284	Mixed FT	RM44.00	RM44.00	Approved	Show	<input type="checkbox"/>	
6	20-01-2023	20230120-09514783	Mixed FT	RM66.00	RM66.00	Approved	Show	<input checked="" type="checkbox"/>	

Home Flash Sale All Brands All categories

Reason of Refund Request

the strawberry rosak

All Refund Request

#	Date	Order Id	Product	Amount	Refund Amount	Status	Reason	Approval	Reject
1	06-02-2023	20230206-09592068	Mixed FT	RM66.00	RM66.00	Pending	Show	<input type="checkbox"/>	
2	02-02-2023	20230202-13464058	Mixed FT	RM44.00	RM22.00	Approved	Show	<input checked="" type="checkbox"/>	
3	02-02-2023	20230202-12390560	Mixed FT	RM66.00	RM44.00	Pending	Show	<input type="checkbox"/>	
4	30-01-2023	20230130-15415722	Mixed FT	RM22.00	RM22.00	Approved	Show	<input checked="" type="checkbox"/>	

Seller can decide to approve or reject the refund after viewing the reason.

Take Note

The final call on refund request is on Admin.

7.0 How to do Money Withdraw

- i. Click "Money Withdraw" on Dashboard
- ii. Click "Send Withdraw Request"
- iii. Key in the withdraw amount and message
- iv. Click "Send"

Money Withdraw

RM877.00
Pending Balance

Send Withdraw Request

Withdraw Request history

#	Date	Amount	Status	Message
	20-01-2023	RM215.00	Paid	testing testing

Send A Withdraw Request

Amount (Min100)*: 177

Message: I need cash

Send

Key in the withdraw amount and message / reason for requesting withdraw.

Click "Send"

Money Withdraw

Money Withdraw

RM877.00
Pending Balance

Send Withdraw Request

Withdraw Request history

#	Date	Amount	Status	Message
1	06-02-2023	RM177.00	Pending	I need cash
2	20-01-2023	RM215.00	Paid	testing testing

Seller waits for the approval for withdraw from admin.

8.0 How to do Check Commission

- i. Click "Commission History" on Dashboard
- ii. Seller can filter the commission by date

Take Note

- *Commission is calculated per product, not per Order ID.*

*For example, customer ordered product A & product B in Order ID 001.
In commission dashboard, it will show 2 same order ID 001 but with different amount of commission.*

#	Order Code:	Admin Commission	Earning	Created At
1	20230206-09592068	13.2	52.8	2023-02-06 09:59:22
2	20230206-09435074	16	64	2023-02-06 09:43:51
3	20230206-09435074	20	100	2023-02-06 09:43:51
4	20230202-13464058	8.8	35.2	2023-02-02 13:46:40
5	20230202-13464058	4	16	2023-02-02 13:46:40
6	20230202-12390560	13.2	52.8	2023-02-02 12:39:05
7	20230131-18333068	4.4	17.6	2023-01-31 18:33:30
8	20230131-17130831	5	25	2023-01-31 17:13:09
9	20230131-15262159	4	16	2023-01-31 15:27:05
10	20230131-14265240	4	16	2023-01-31 14:27:16

- *Admin Commission is calculated through the value on Seller Commission on admin page.*
- *Vendor Earning = Total amount – Admin Commission (if no Tax included)*
- *Vendor Earning = Total amount – Admin Commission + Tax (if Tax included)*
- *Customer's refunded item & Customer's applied discount are all deducted in Seller's Pending Balance.*