RESELLER B2B PORTAL

GUIDE BOOK

GREEN WELLNESS®

B2B User Guide Book

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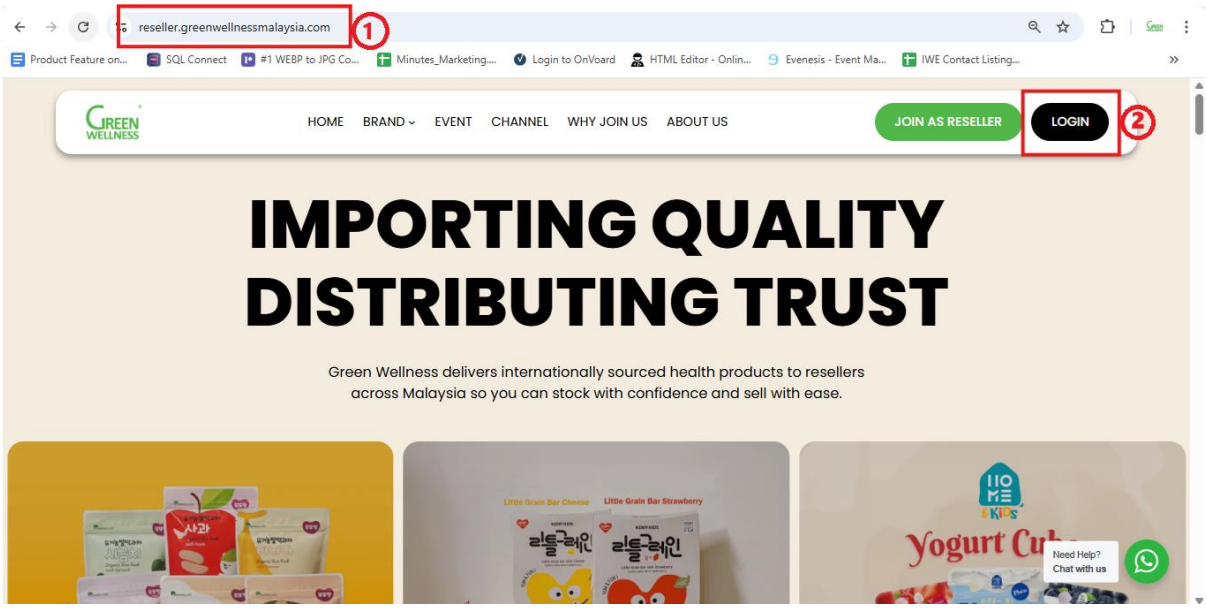
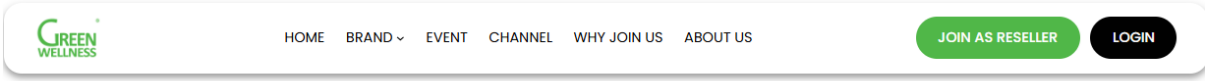
1. Getting Started

1.1 Login & Access

Step 1: Go to the B2B website: https://reseller.greenwellnessmalaysia.com/
Step 2: Click **"Login"** on the top right corner.
Step 3: Enter your **registered email address** and **password**.
Step 4: Click **"Sign In"** to access your account.

◈ *Tip:* If you forgot your password, click **"Lost your password?"** and follow the instructions in your email to reset it.





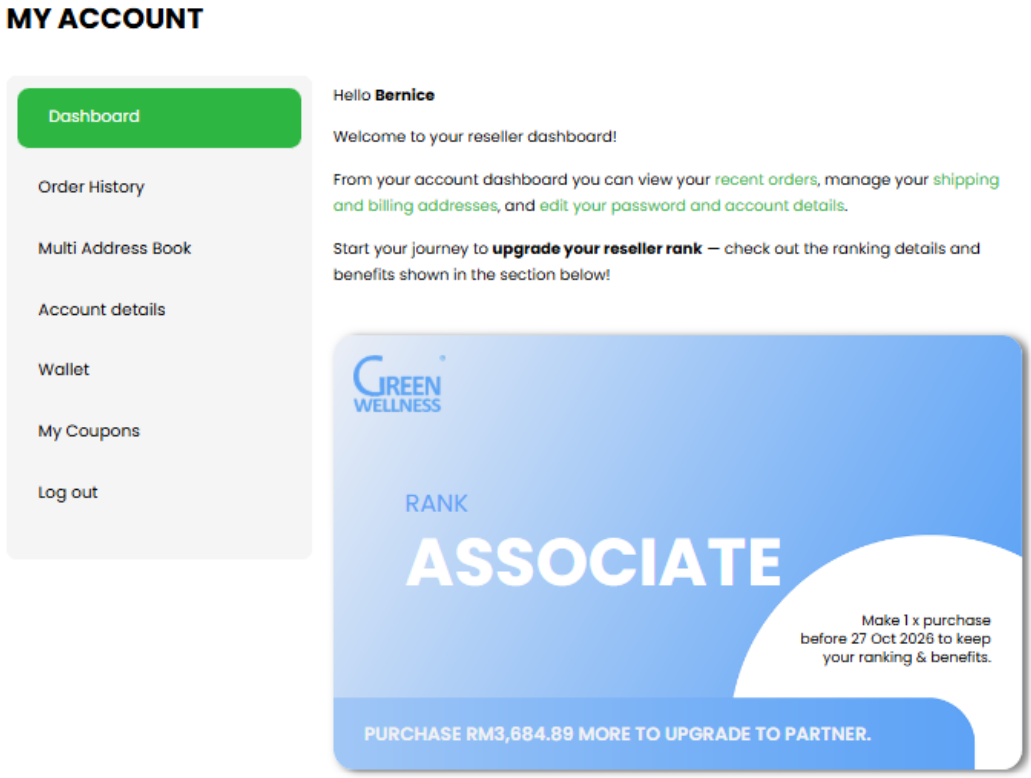
1.2 System Overview

Once you've logged in, you'll be directed to your **Dashboard** — this is the main control panel where you can manage your account, orders, and settings.

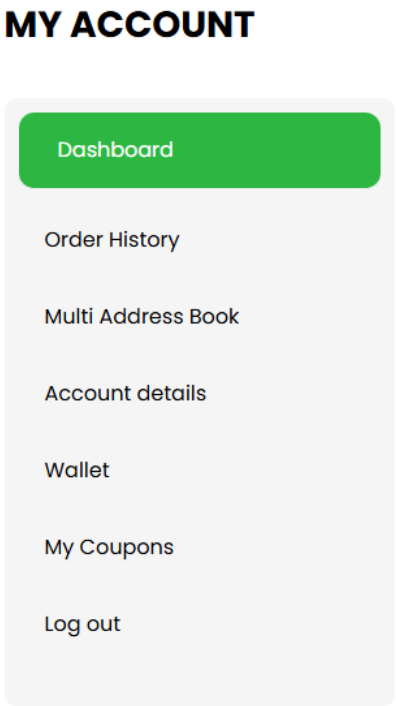
Here's a quick overview of what you'll see:

1. Dashboard

- Displays your **current ranking** and **ranking details**.



- On the left panel, you'll find the following menu items:



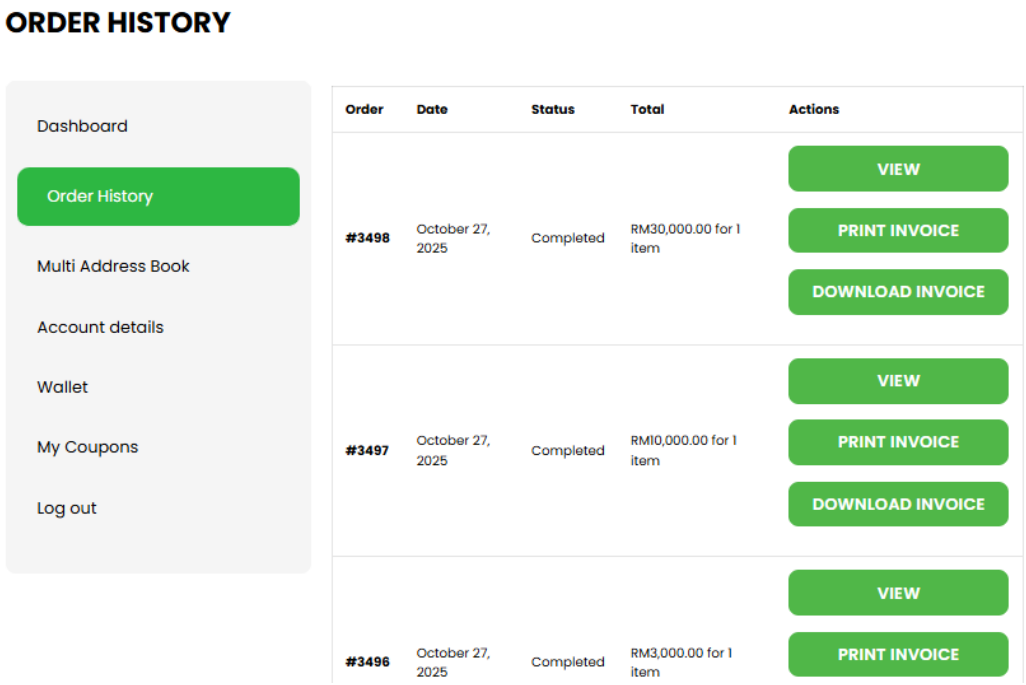
2. Order History

- View all your past and current orders, and download your invoices.

You can check your order status (**Pending, Processing, Completed, etc**.).
Here's what each status means:

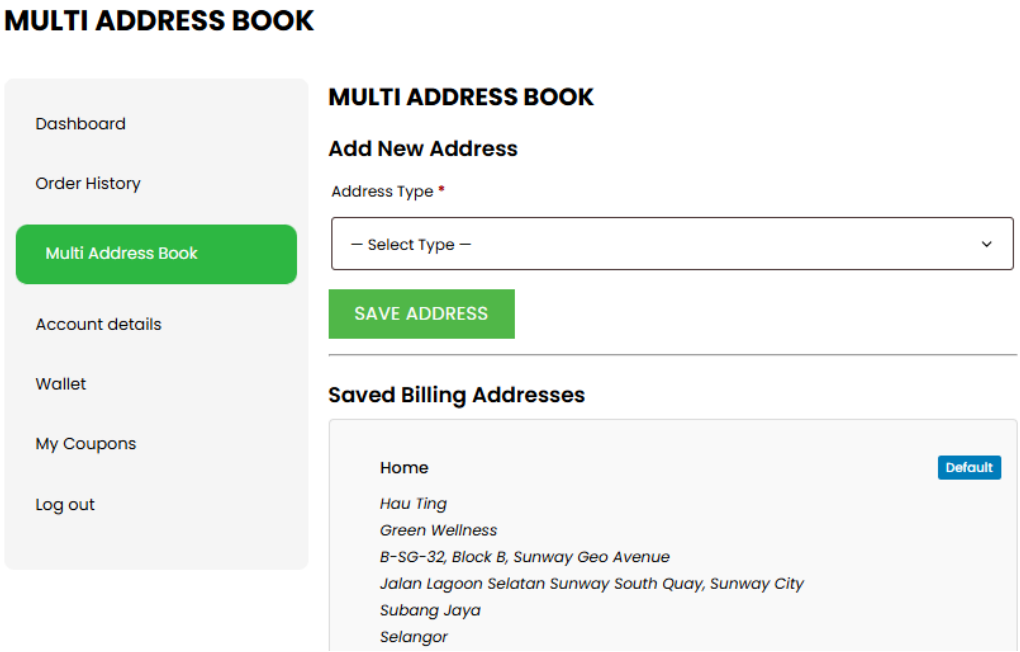
- **Pending Payment:** Your order has been placed but payment has not been made yet.
- **Awaiting Receipt Upload:** Please upload your payment receipt for verification.
- **Awaiting Receipt Approval:** Your payment receipt has been submitted and is pending verification.
- **Receipt Rejected:** The uploaded receipt could not be verified. Please re-upload a valid one.
- **Processing:** Payment has been verified, and Your order is now in preparation.
- **On Hold:** Your order has been temporarily paused — this may be due to stock issues, payment verification, or other administrative checks.
- **Completed:** Your order has been packed and shipped.
- **Cancelled:** The order has been cancelled by our admin team.

- **Refunded:** Payment has been refunded successfully.
- **Failed:** Your order was unsuccessful. Please try again.



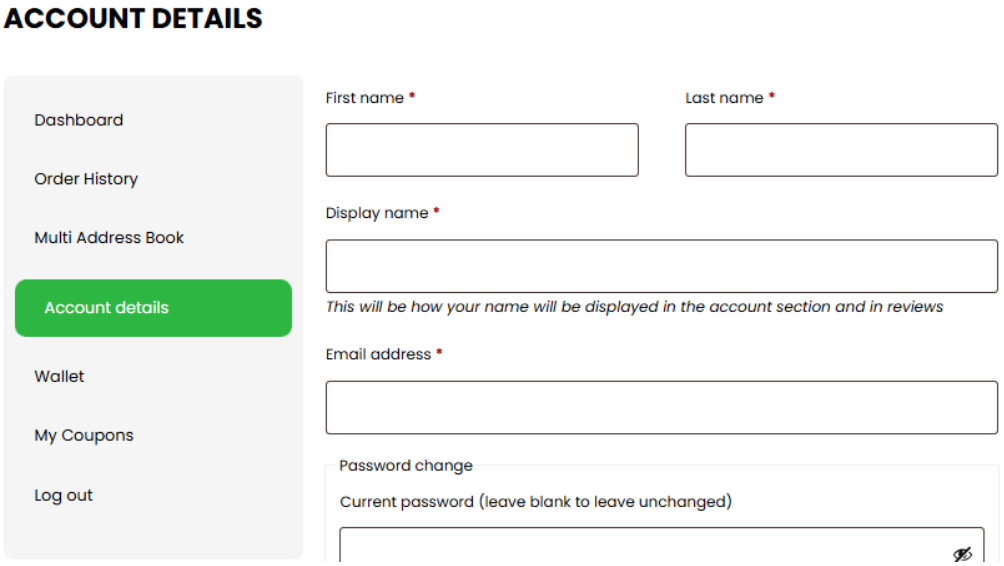
3. Multi Addresses

- Manage your **billing** and **shipping** addresses.



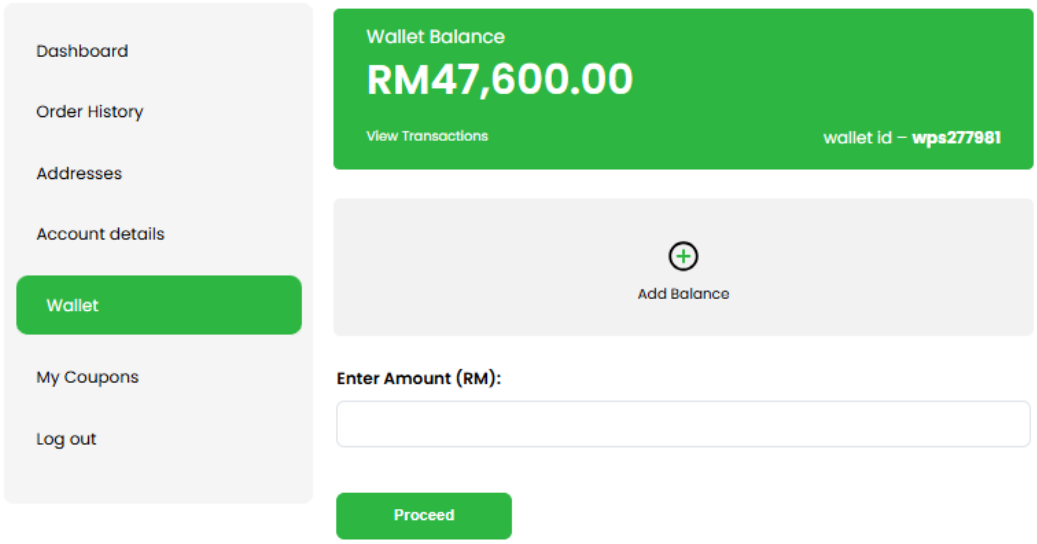
4. Account Details

- Update your login information, password, and company details.



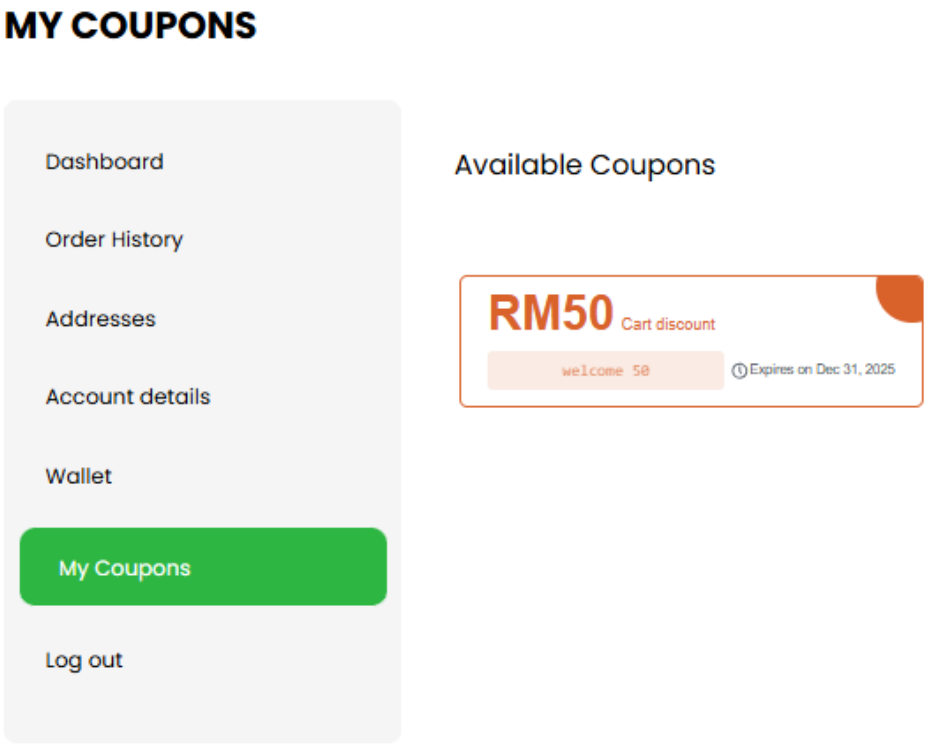
5. Wallet

- Check your wallet balance and **top up** when needed.



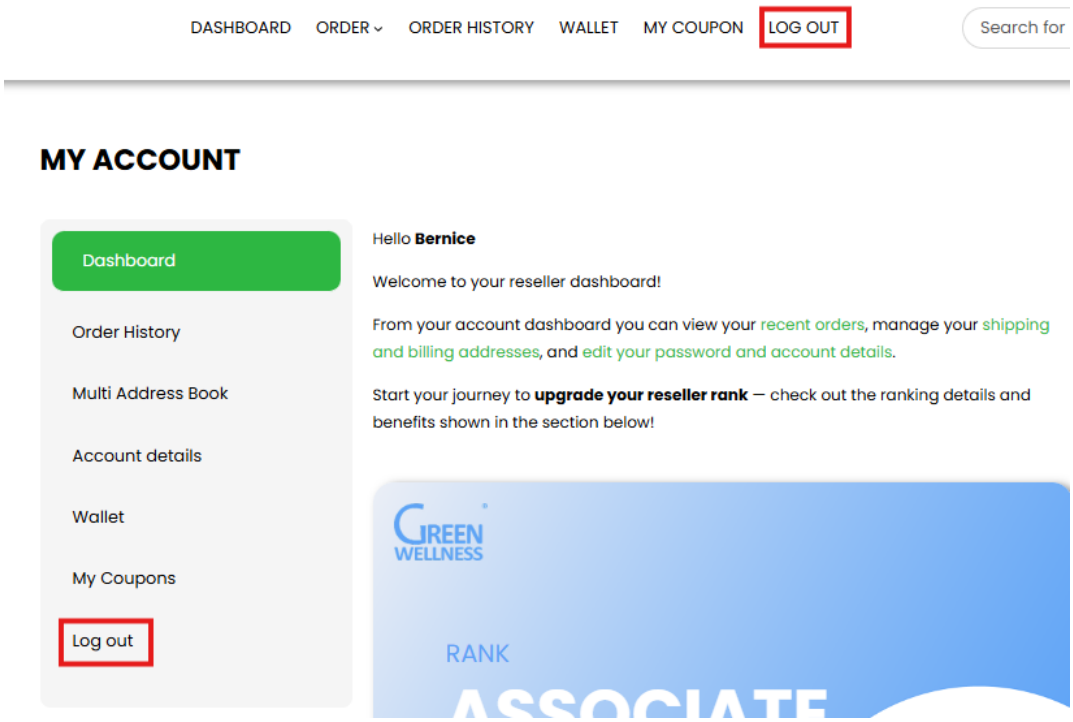
6. My Coupons

- View your **available** coupons.



7. Log Out

- Click here to safely sign out from your account.

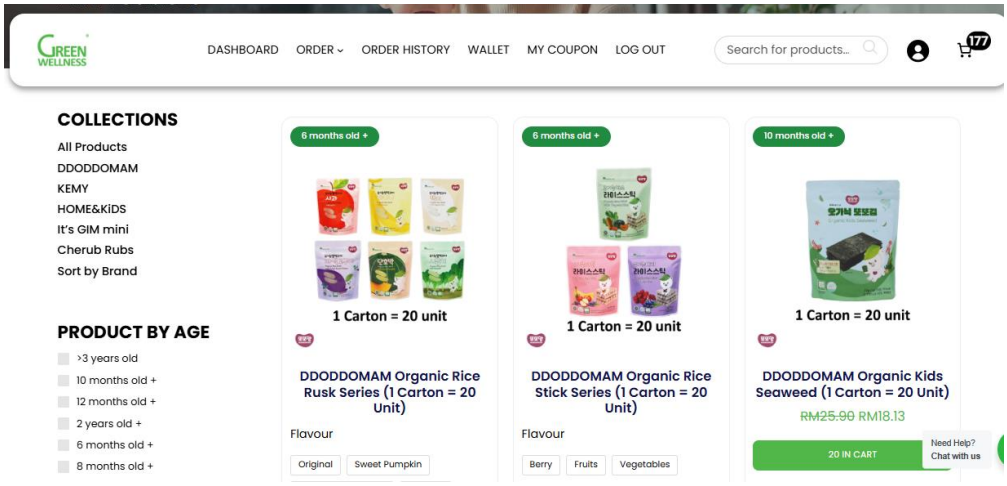


2. Placing Orders

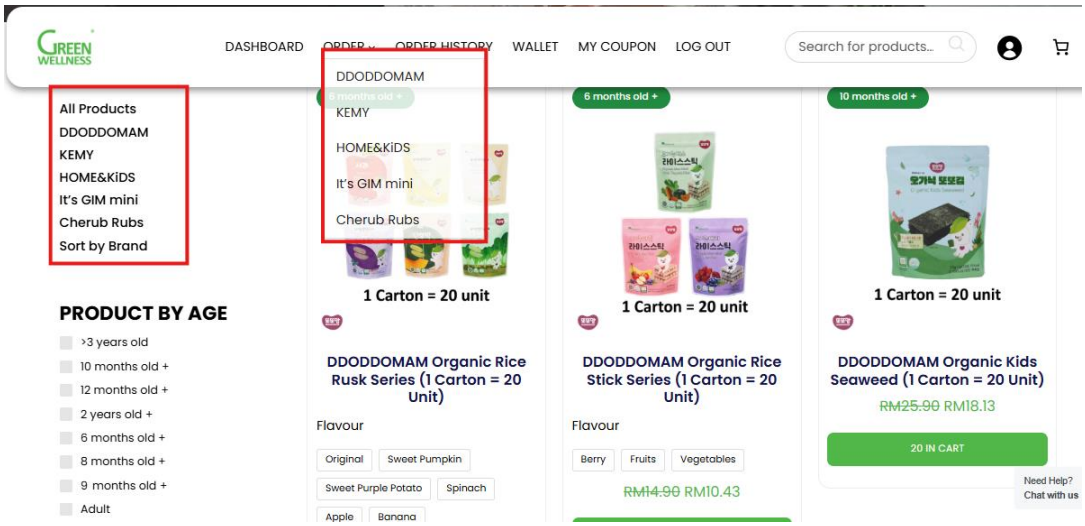
2.1 Browse Products

You can explore our wide range of products directly on the website.
Here's how to browse and find what you need:

1. **Order Page**
   From the **Order** page, you can view brand and new arrivals.
   Click on any product image or title to see more details.



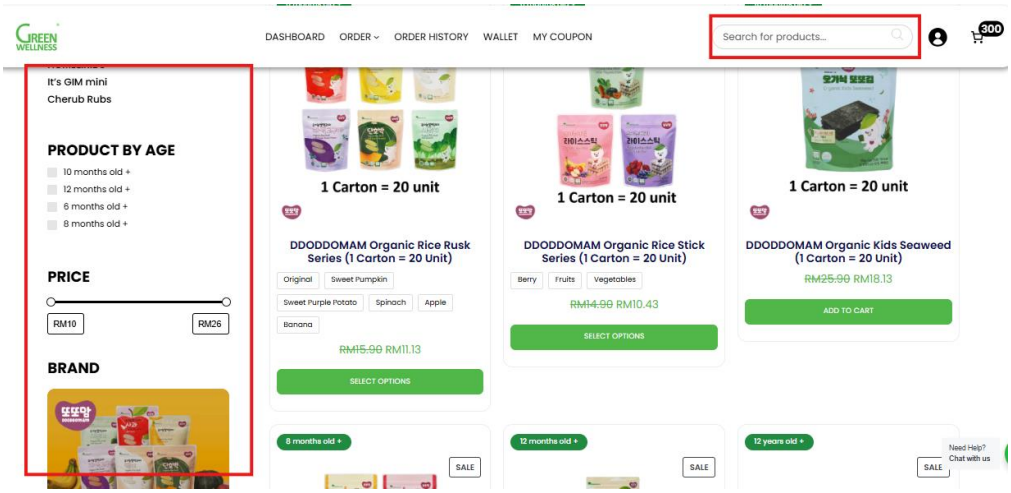
2. **Collection**
   Navigate through product categories using the **top** or **side menu**.
   Each category page displays related items with product names, prices, and quick view options.



3. **Search Bar**

Use the **search bar** at the top of the page to find specific products by name or keyword.

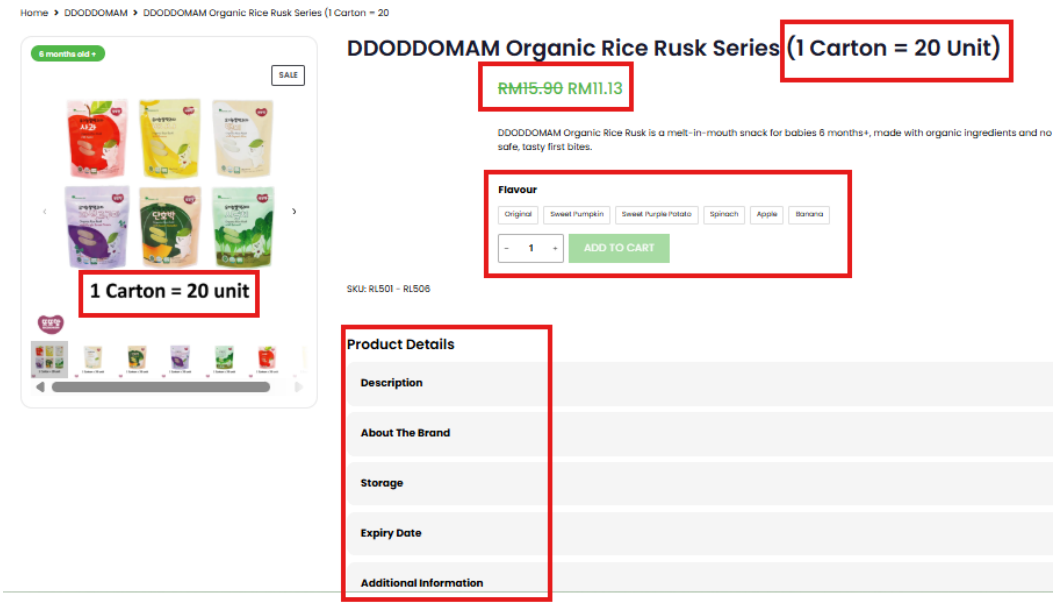
You can also filter results by **price**, **category**, or **brand**.



4. **Product Page**

View detailed product descriptions, ingredients, benefits, and expiry date.

Remember to check **stock availability** before adding items to your cart.



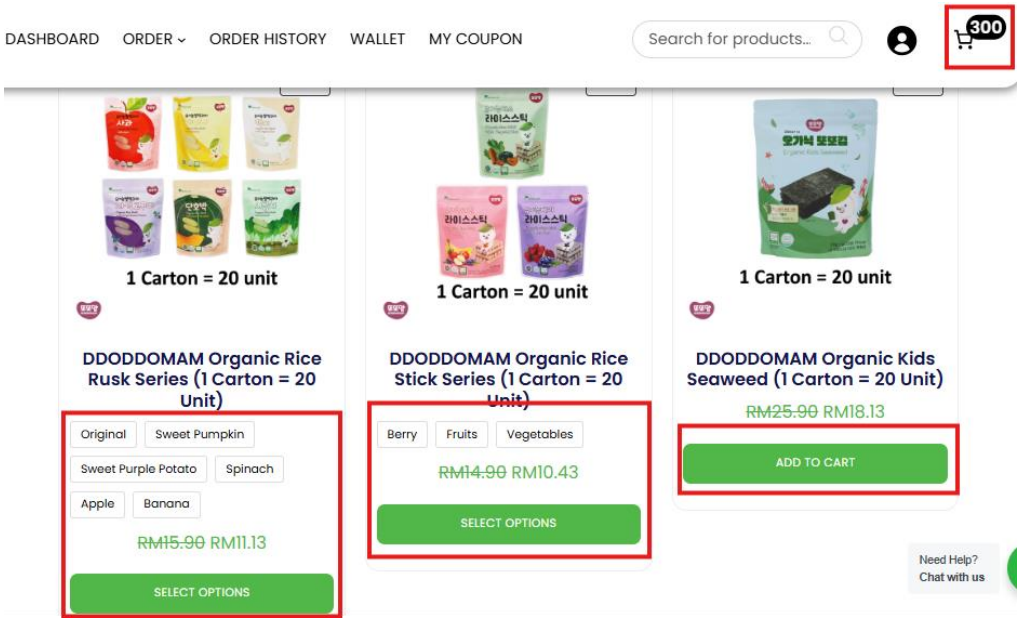
2.2 Add to Cart & Checkout

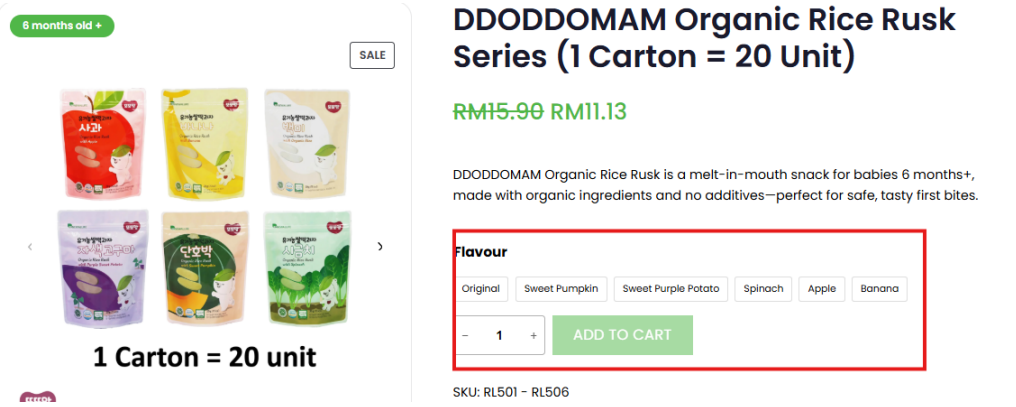
Once you've found the products you want, follow these steps to place your order:

1. Add to Cart

On the product page or order page, select your preferred **quantity** (and variation if applicable), then click **Add to Cart**.

A mini cart preview will appear on the right side of the screen.

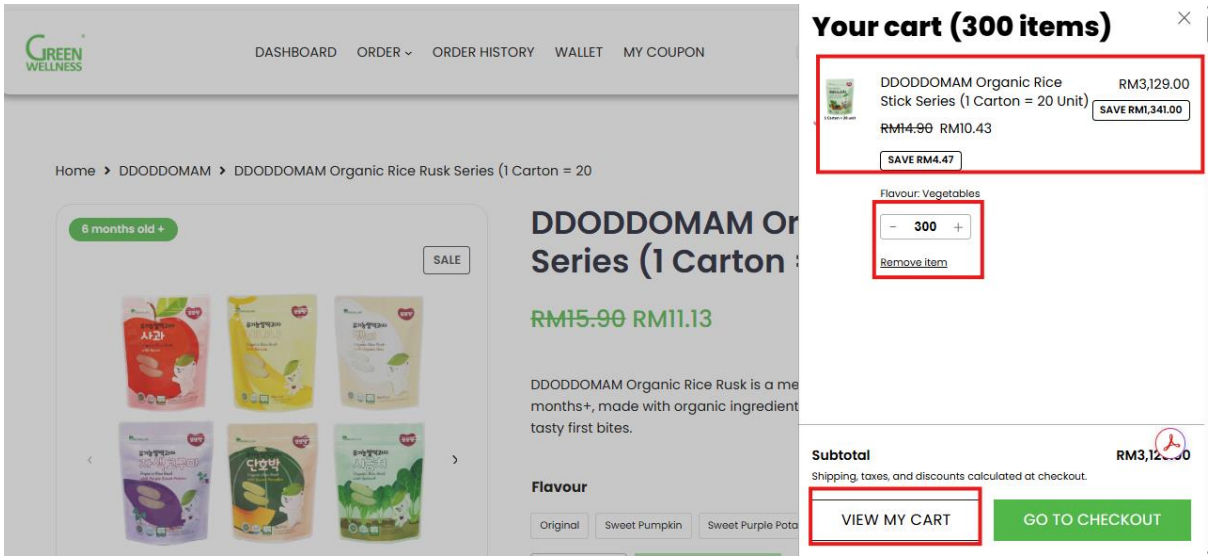




2. View Cart

Click the **Cart icon** at the top right corner or the **View Cart** button to review your selected items.

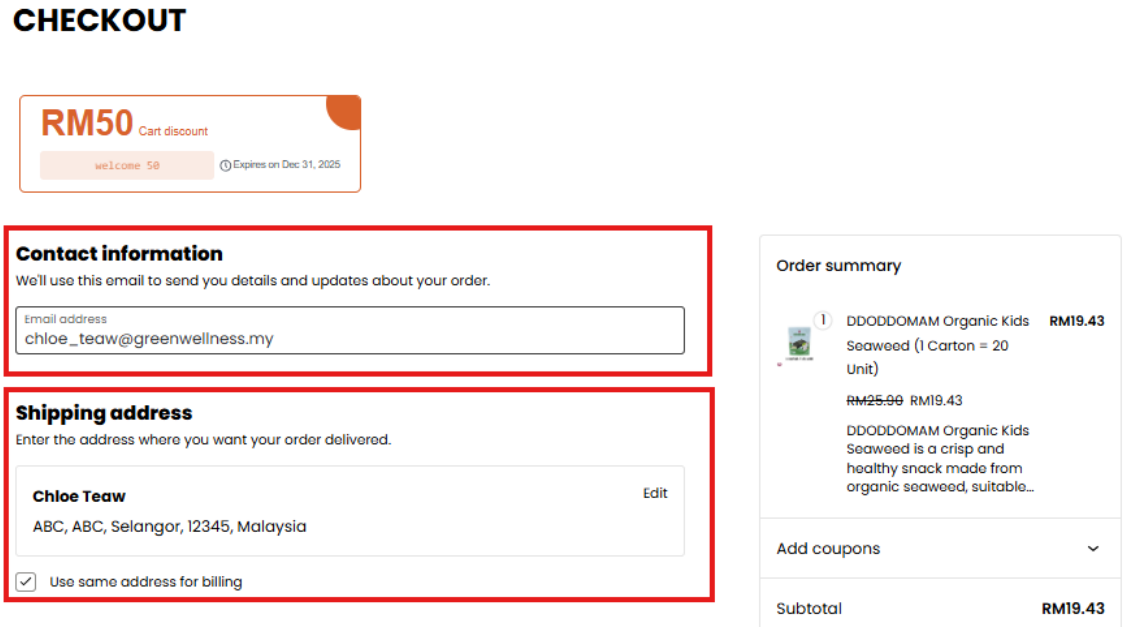
You can update quantities or remove products before checkout.



3. Proceed to Checkout

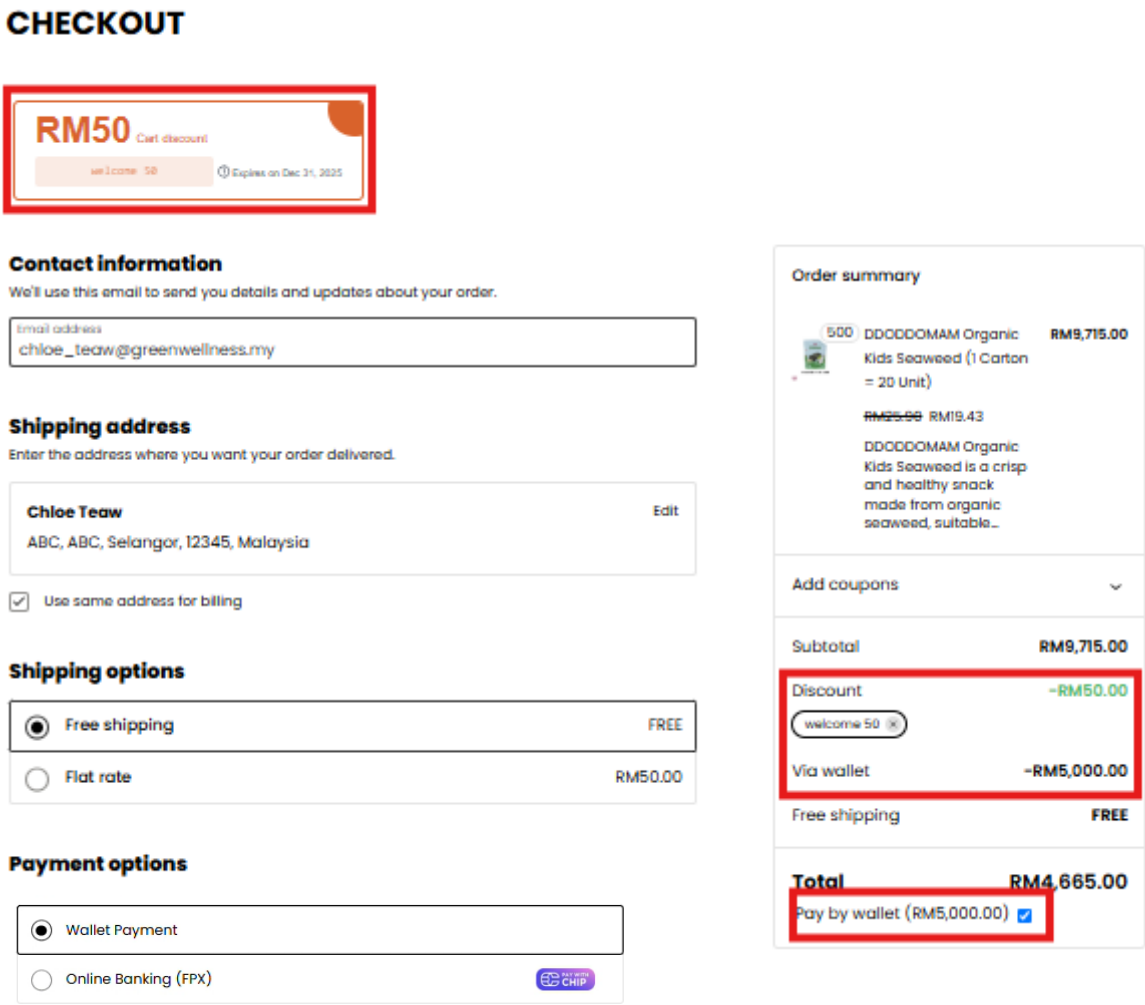
When ready, click **Checkout**.

Make sure your **billing address**, **shipping address**, and **company name** are correct before proceeding.



2.3 Apply Coupons or Wallet Balance (if any)

Enter your **coupon code** or choose to **use wallet balance** to offset your total amount.



2.4 Make Payment

Choose your preferred payment option and follow the instructions to complete your payment.

Order Confirmation

Once payment is confirmed, you'll receive an **Order Confirmation email** and can view your order status in **Order History** on your Dashboard.

Reply | Delete | Move to Junk | Mark

Your Green Wellness Malaysia order has been received!

From Green Wellness Malaysia
To wendy.tan@greenwellness.my

10/31/25 9:17 AM

Unsubscribe from these emails.

Thank you for your order

Hi Hau,

We've received your order and it's currently on hold until we can confirm your payment has been processed.

Order summary

Order #GW003609 (October 31, 2025)

DDODDOMAM Organic Rice Rusk Series (1 Carton = 20 Unit) - Original	×1000	RM11,130.00
DDODDOMAM Organic Rice Rusk Series (1 Carton = 20 Unit) - Sweet Purple Potato	×500	RM5,565.00

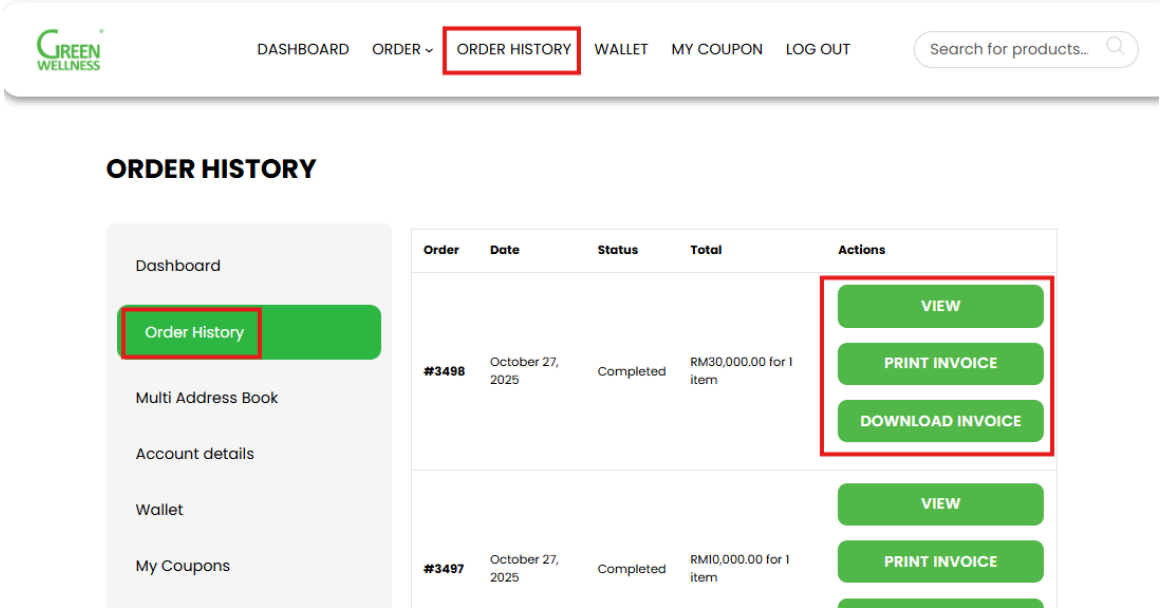
Subtotal:	RM16,695.00
Discount:	-RM50.00
Shipping: Free shipping	Free shipping
Via wallet:	-RM3,100.00
Total:	**RM13,545.00**

3. Order Management

3.1 View Order History

You can easily view all your past and current orders from your Dashboard.

Step 1: Go to your **Dashboard**, or click **Order History** from the top menu.
Step 2: On the left menu, select **Order History**.
Step 3: You'll see a list of your orders, including **Order Number**, **Date**, **Status**, and **Total Amount**.
Step 4: Click **View** to see the full order details — including product list, shipping address, and payment method.

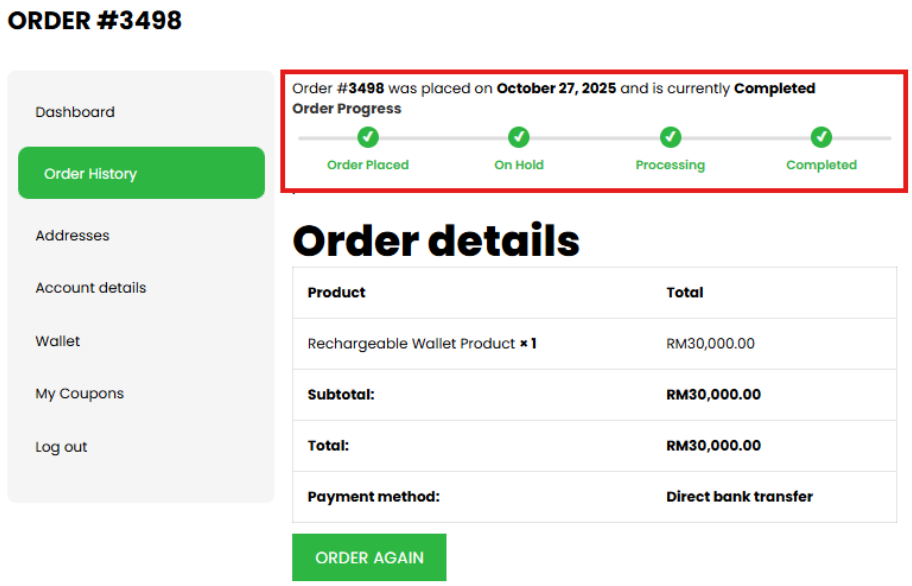


3.2 Check Order Status

Each order will display its current progress.
Here's what each status means:

- **Pending Payment:** Your order has been placed but payment has not been made yet.
- **Awaiting Receipt Upload:** Please upload your payment receipt for verification.
- **Awaiting Receipt Approval:** Your payment receipt has been submitted and is pending verification.
- **Receipt Rejected:** The uploaded receipt could not be verified. Please re-upload a valid one.
- **Processing:** Payment has been verified, and Your order is now in preparation.
- **On Hold:** Your order has been temporarily paused — this may be due to stock issues, payment verification, or other administrative checks.
- **Completed:** Your order has been packed and shipped.
- **Cancelled:** The order has been cancelled by our admin team.
- **Refunded:** Payment has been refunded successfully.
- **Failed:** Your order was unsuccessful. Please try again.

◈ **Tip:** For bank transfer payments, make sure to **upload your payment receipt** promptly so we can verify and move your order to *Processing* faster.



4. Account Information

4.1 Edit Profile / Company Details

Step 1: After logging in, you will land directly on your **Dashboard**.
Alternatively, you can click the **Profile icon (person icon)** at the top right corner **or select "Dashboard" from the top left menu** to access your main Dashboard.

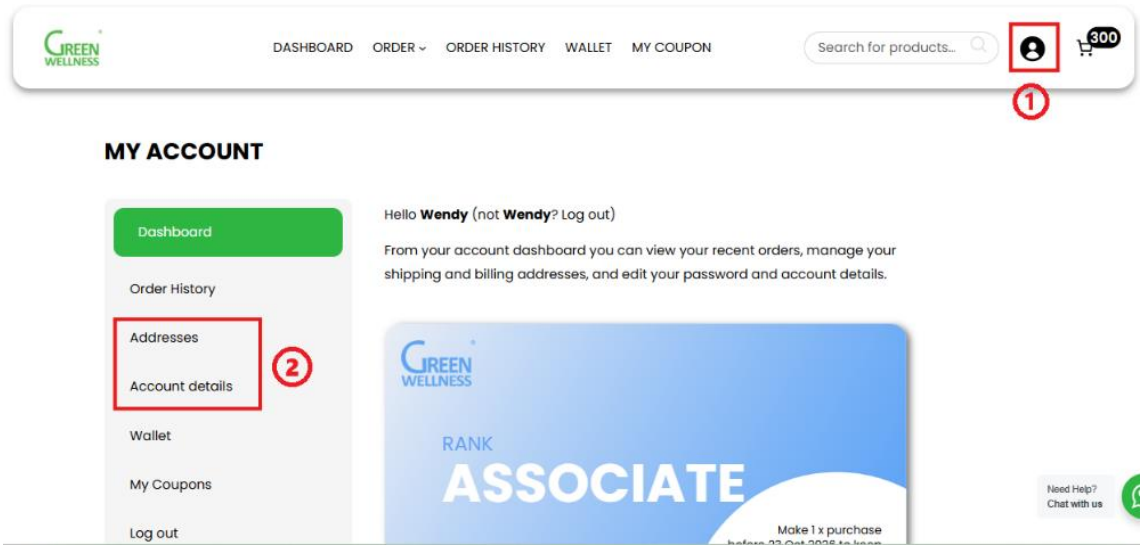
Step 2: On the left panel, select **"Account Details"** or **"Addresses"** to update your information.

Step 3: Update your details such as:

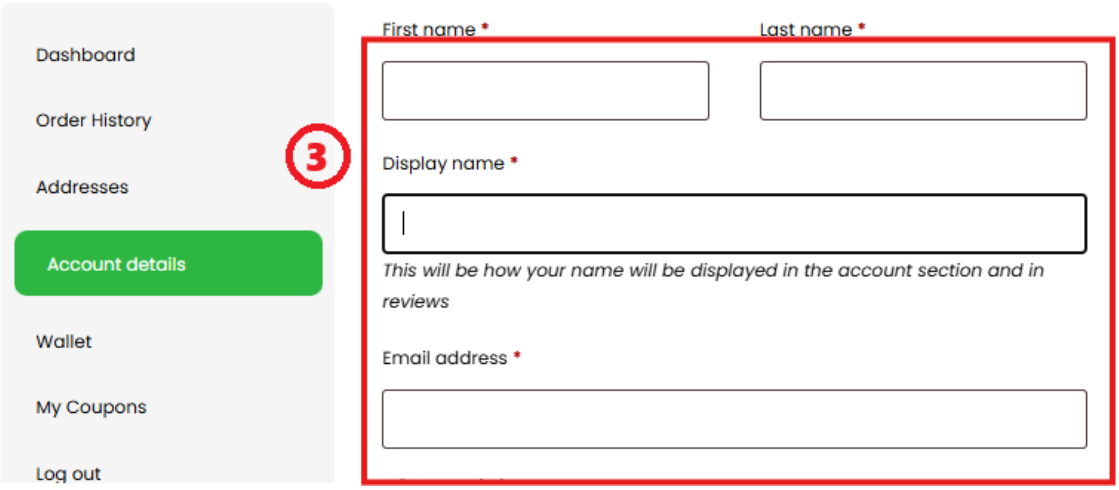
- Name / Company Name
- Email Address
- Phone Number
- Billing & Shipping Address

Step 4: Click **"Save Changes"** once you've updated your details.

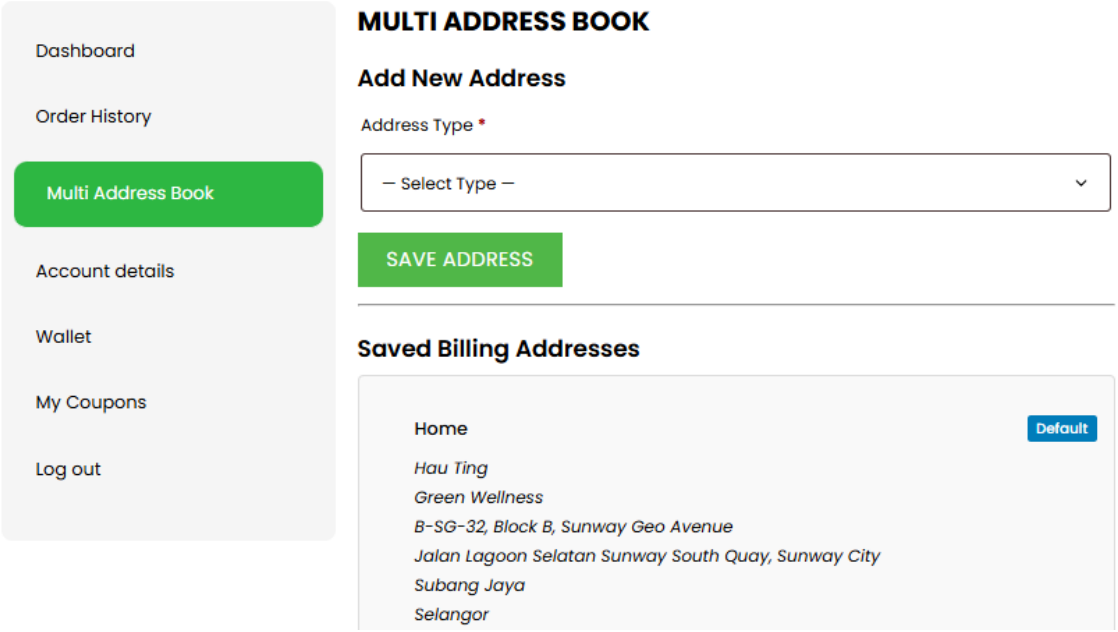
◈ *Tip:* Make sure your **company name and contact information** are correct — these will appear on your invoices and orders.



ACCOUNT DETAILS



MULTI ADDRESS BOOK

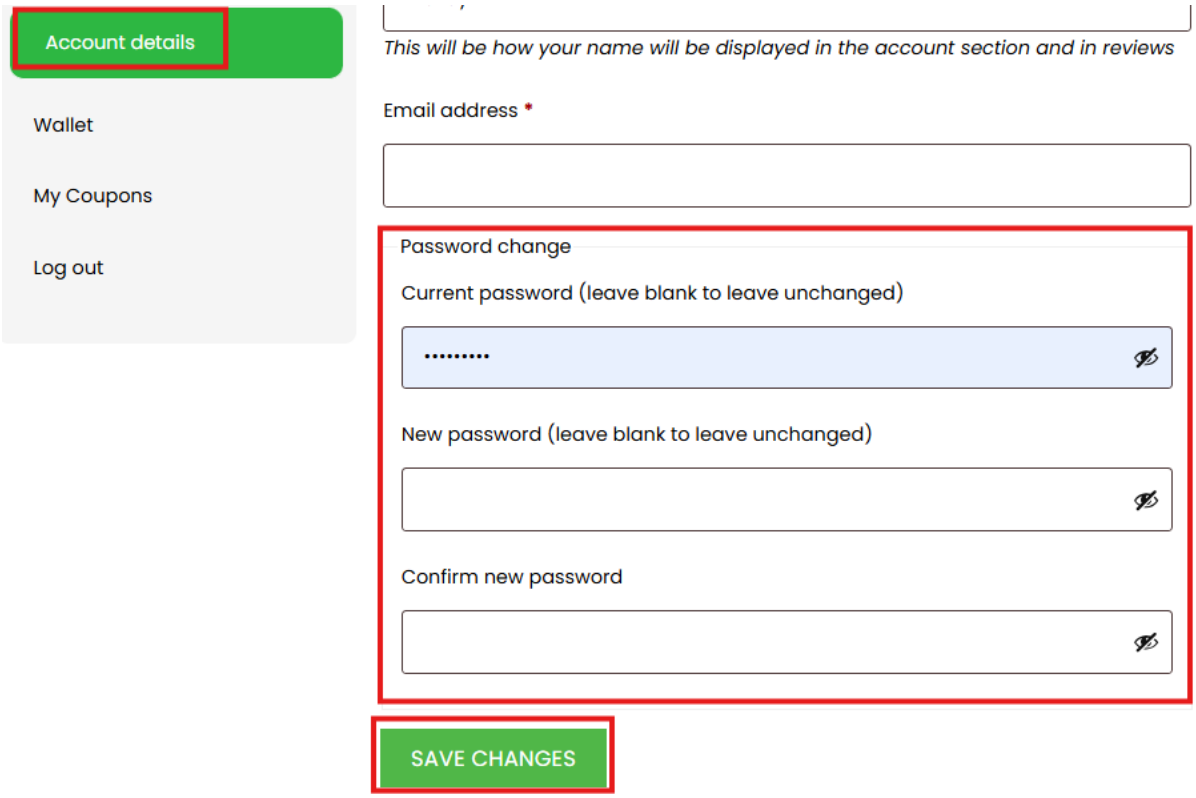


4.2 Change Password

If you'd like to update your password for security reasons:

Step 1: Go to **Account Details** on your Dashboard.
Step 2: Scroll down to the **Password Change** section.
Step 3: Enter your **current password**, then your **new password** twice to confirm.
Step 4: Click **Save Changes**.

◈ **Tip:** Use a strong password that includes letters, numbers, and symbols.

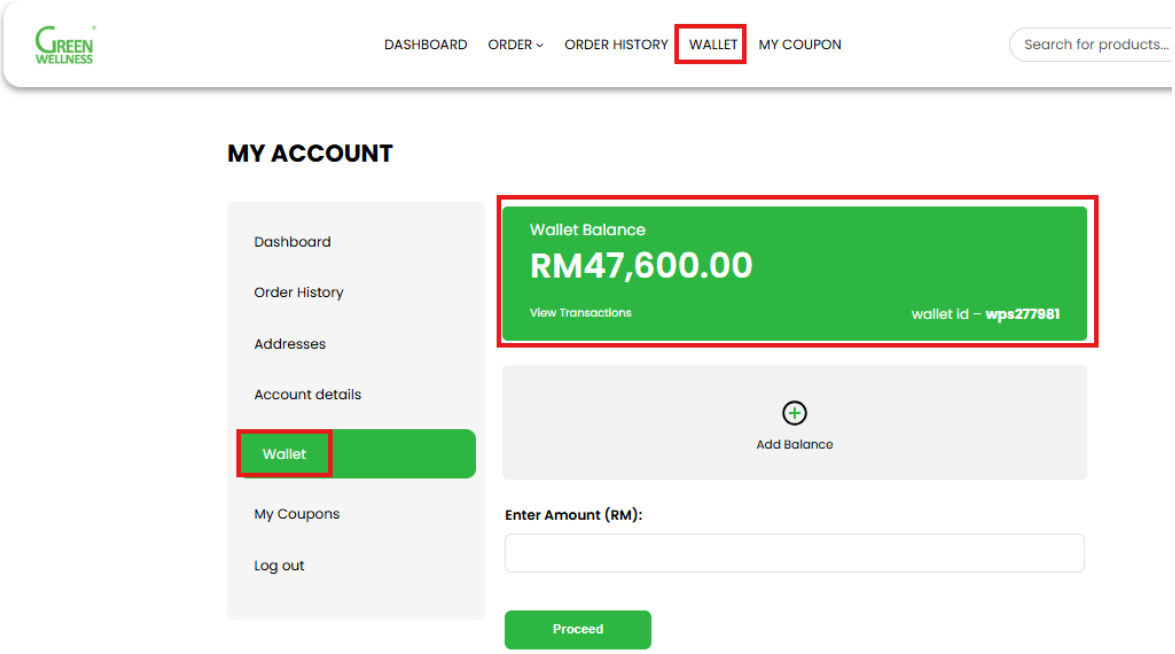


4.3 Check Wallet / Credit Balance

Your wallet allows you to store credits for easier and faster checkout.

Step 1: From your **Dashboard**, select **Wallet** from the left menu or from the top menu.
Step 2: You'll see your **current balance** displayed on the Wallet page.

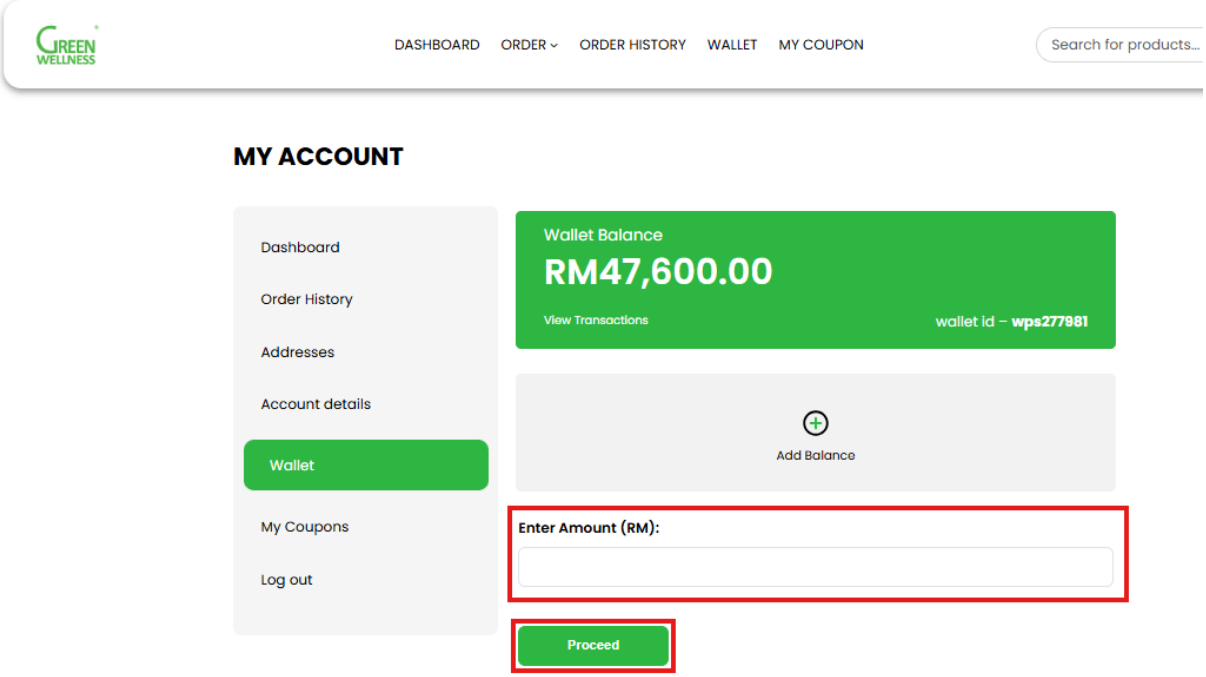
◈ **Tip:** You can use your wallet balance to offset payments during checkout.



4.4 Top Up Wallet

To add credit to your wallet:

Step 1: Go to **Wallet** in your Dashboard.
Step 2: Enter your desired **top-up amount**, then click **Proceed**.



Choose your preferred payment option and follow the instructions to complete your payment.

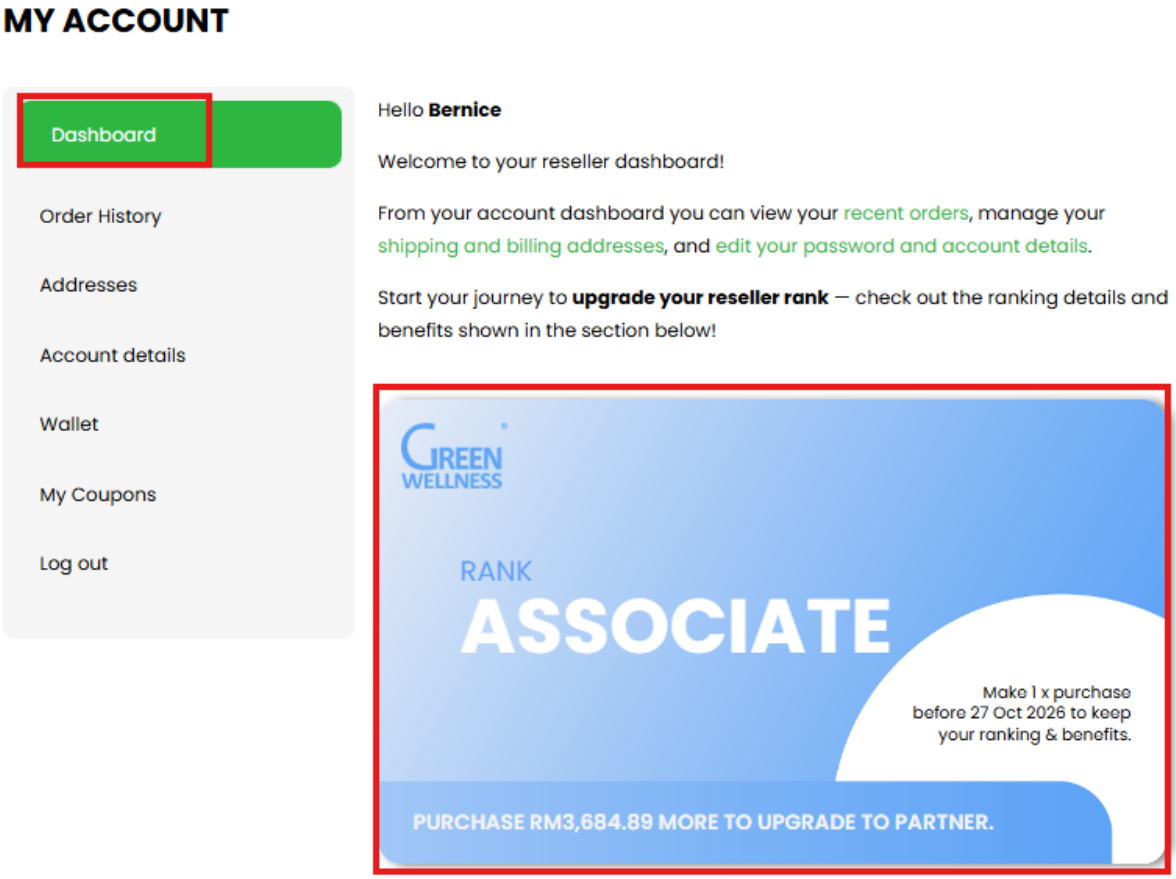
5. Ranking & Rewards

5.1 View Your Ranking

You can check your current ranking level directly from your Dashboard.

Step 1: Go to your **Dashboard**.
Step 2: Your current **Ranking** and **Ranking Benefits** will be displayed on the Dashboard.
Step 3: Scroll down and view each **Ranking Tab** to see detailed information about every ranking level.

◈ **Tip:** Your ranking is automatically updated based on your total purchase amount.

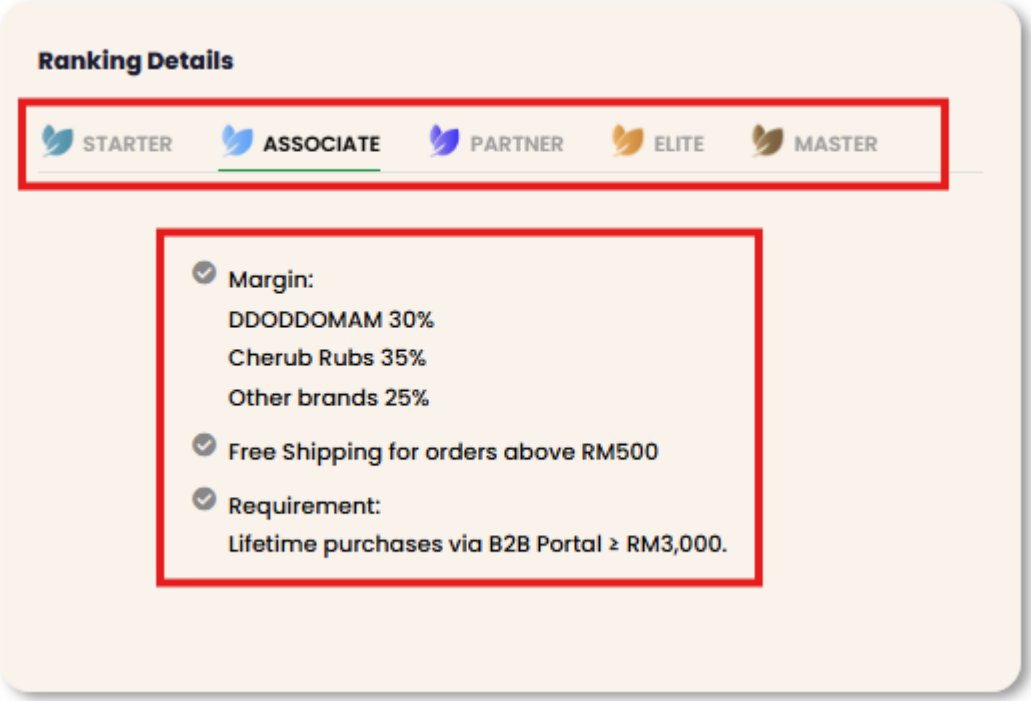


5.2 Ranking Benefits

Each ranking level comes with different rewards and privileges.
Benefits may include:

- Higher product discounts
- Special vouchers or bonus wallet credits

◈ **Tip:** The higher your ranking, the more exclusive benefits you'll enjoy.



6. FAQ

Q1. What is the Reseller B2B Portal for?
A1. The Reseller B2B Portal allows resellers to **place orders online easily**, check **real-time stock**, and enjoy **exclusive offers** directly from Green Wellness.

Q2. Who can register on the Reseller B2B Portal?
A2. Only approved resellers and business partners of Green Wellness can have access. Registration is handled **by our backend team only** — resellers cannot register by themselves.

Q3. Can I combine website orders with manual or WhatsApp orders?
A3. **No**. Orders made through different channels are processed separately, and you will not be eligible for website-exclusive offers.
We highly encourage all resellers to place orders through the **B2B Portal** for faster confirmation and better promotions.

Q4. Can I still pay via Online Banking (FPX) if I don't want to use the wallet?
A4. **Yes**. You can still make Online Banking (FPX).

Q5. Can I transfer my wallet credit to another reseller?
A5. **No**. Wallet credits are **non-transferable** and can only be used within your own reseller account.

Q6. When will my bonus credit be added to my wallet?
A6. Bonus credits will be credited **automatically** once your top-up payment is done.

Q7. I'm an existing reseller. Do I need to register again?
A7. **No**. If you already have a reseller account with Green Wellness, your details are already in the system.
You only need to activate or log in using your registered email.

Q8. What should I do if I face issues logging in or placing an order?

A8. You may contact your assigned sales representative or reach our support team:

📧 **Email:** support@greenwellnessmalaysia.com

📱 **WhatsApp:** https://wa.me/60172483281

Q9. Can I check my order history online?

A9. Yes. You can view all past orders and payment records under your **Order History** section.

Q10. What is the minimum order requirement on the website?

A10. There is **no minimum order requirement**.

However, orders below **RM500** will incur a **flat rate of RM50** for delivery.