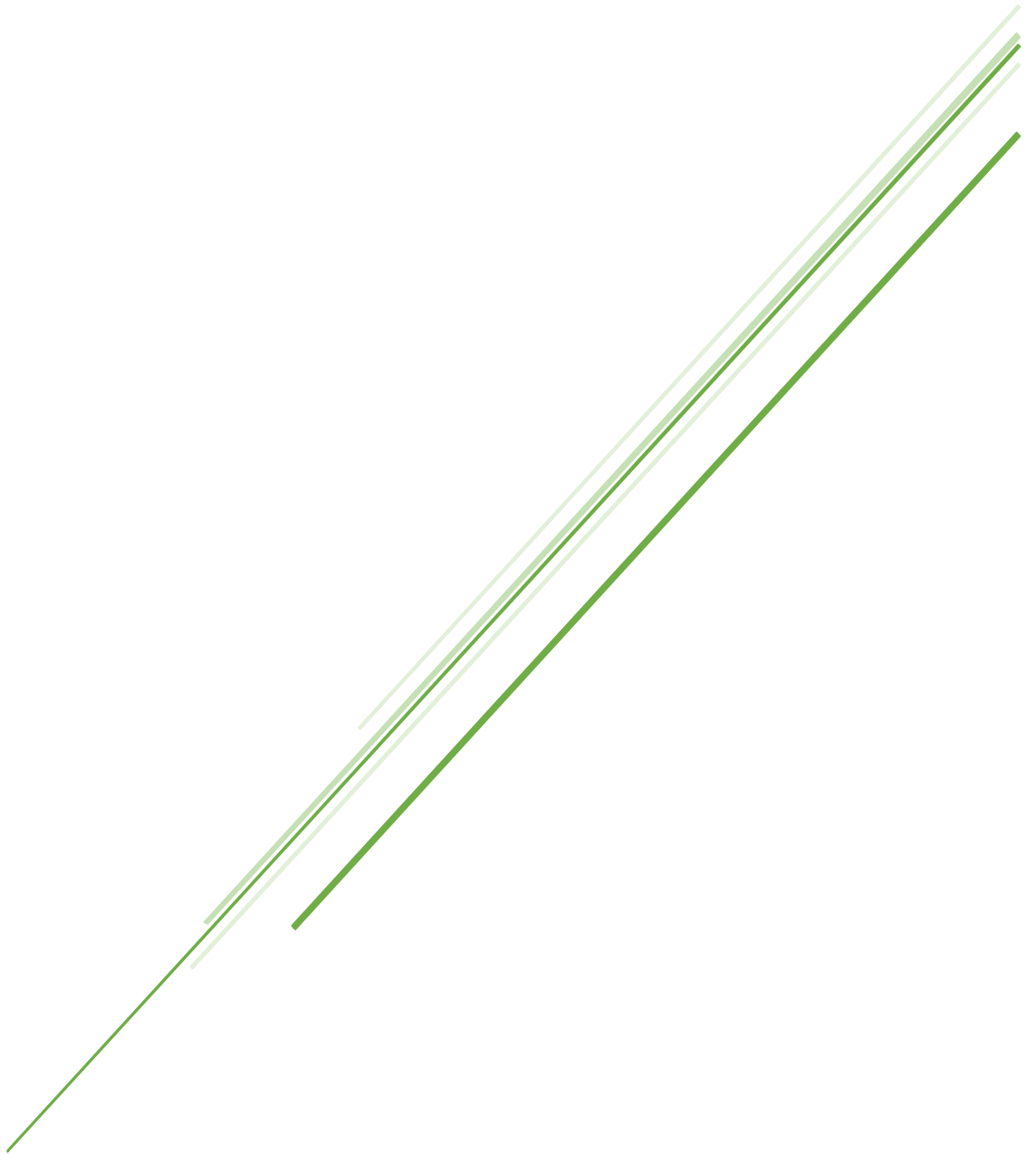


RESELLER B2B PORTAL

GUIDE BOOK



B2B User Guide Book

Menu

- 1. Getting Started**
 - 1.1 Login & Access
 - 1.2 System Overview
- 2. Placing Orders**
 - 2.1 Browse Products
 - 2.2 Add to Cart & Checkout
 - 2.3 Apply Coupons / Wallet Balance
 - 2.4 Make Payment
- 3. Order Management**
 - 3.1 View Order History
 - 3.2 Check Order Status
- 4. Account Information**
 - 4.1 Edit Profile / Company Details
 - 4.2 Change Password
 - 4.3 Check Wallet / Credit Balance
 - 4.4 Top Up Wallet**
- 5. Ranking & Rewards**
 - 5.1 View Your Ranking
 - 5.2 Ranking Benefits
- 6. FAQ**

1. Getting Started

1.1 Login & Access

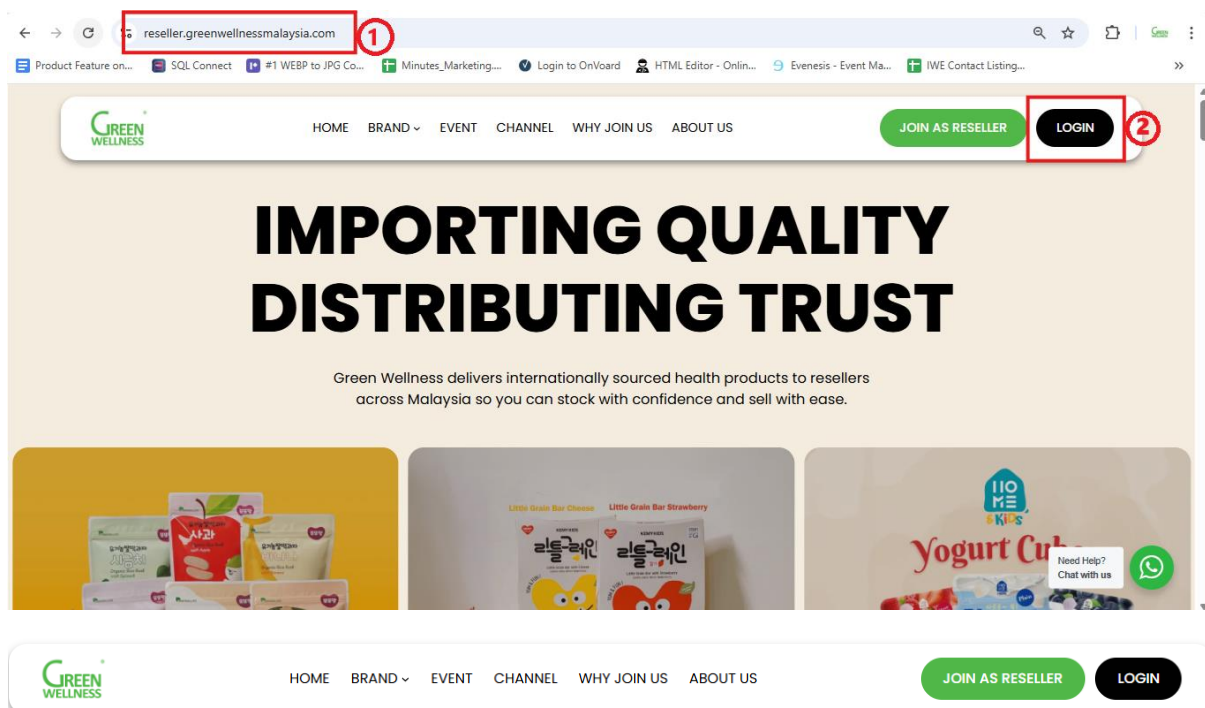
Step 1: Go to the B2B website: <https://reseller.greenwellnessmalaysia.com/>

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.



MY ACCOUNT

Login

Username or email address *

Enter your registration email

Password *

Enter your password

LOG IN

Remember me

Lost your password?

Need Help?
Chat with us

1.2 System Overview

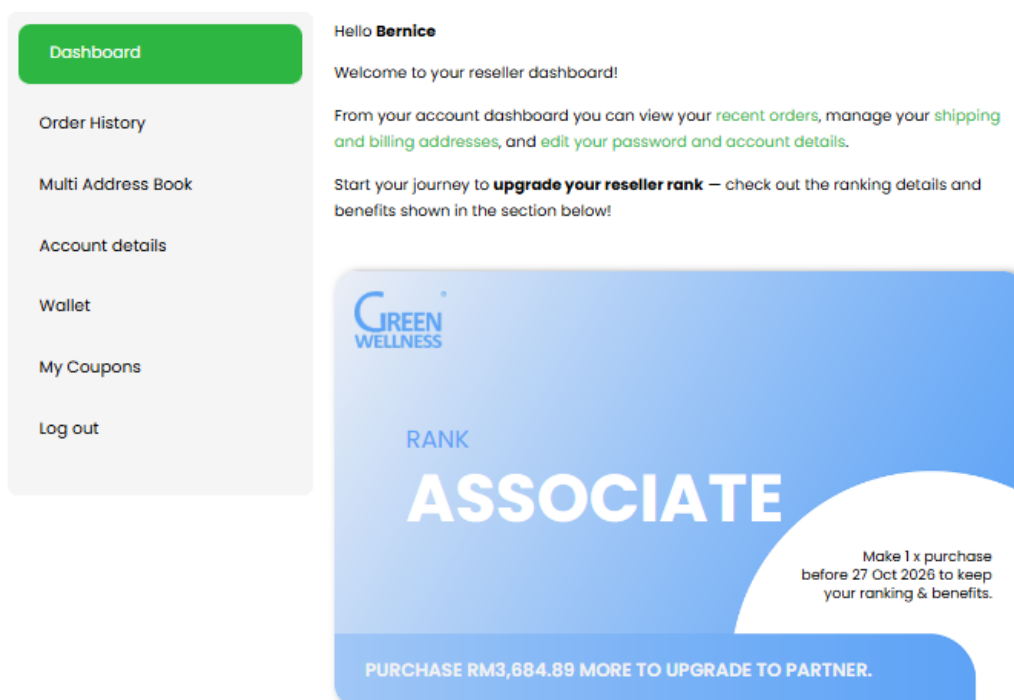
Once you've logged in, you'll be directed to your **Dashboard** — this is the main control panel where you can manage your account, orders, and settings.

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

1. Dashboard

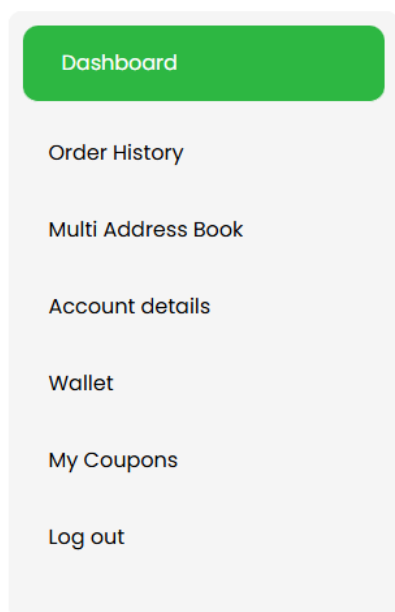
- Displays your **current ranking** and **ranking details**.

MY ACCOUNT



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

MY ACCOUNT



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.

ORDER HISTORY

Order	Date	Status	Total	Actions
#3498	October 27, 2025	Completed	RM30,000.00 for 1 item	VIEW PRINT INVOICE DOWNLOAD INVOICE
#3497	October 27, 2025	Completed	RM10,000.00 for 1 item	VIEW PRINT INVOICE DOWNLOAD INVOICE
#3496	October 27, 2025	Completed	RM3,000.00 for 1 item	VIEW PRINT INVOICE

3. Multi Addresses

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

MULTI ADDRESS BOOK

Dashboard
Order History
Multi Address Book
Account details
Wallet
My Coupons
Log out

MULTI ADDRESS BOOK

Add New Address

Address Type *

— Select Type —

SAVE ADDRESS

Saved Billing Addresses

Home

Default

Hau Ting
Green Wellness
B-SG-32, Block B, Sunway Geo Avenue
Jalan Lagoon Selatan Sunway South Quay, Sunway City
Subang Jaya
Selangor

4. Account Details

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

ACCOUNT DETAILS

Dashboard
Order History
Multi Address Book
Account details
Wallet
My Coupons
Log out

First name *
Last name *

Display name *

This will be how your name will be displayed in the account section and in reviews

Email address *

Password change

Current password (leave blank to leave unchanged)

5. Wallet

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

MY ACCOUNT

Dashboard
Order History
Addresses
Account details
Wallet
My Coupons
Log out

Wallet Balance
RM47,600.00
View Transactions
wallet id – wps277981

Add Balance

Enter Amount (RM):

Proceed

6. My Coupons

- View your **available** coupons.

MY COUPONS

Dashboard

Order History

Addresses

Account details

Wallet

My Coupons

Log out

Available Coupons

RM50 Cart discount

welcome 50

Expires on Dec 31, 2025

7. Log Out

- Click here to safely sign out from your account.

DASHBOARD ORDER ORDER HISTORY WALLET MY COUPON **LOG OUT**

Search for

MY ACCOUNT

Dashboard

Order History

Multi Address Book

Account details

Wallet

My Coupons

Log out

Hello **Bernice**

Welcome to your reseller dashboard!

From your account dashboard you can view your **recent orders**, manage your **shipping and billing addresses**, and **edit your password and account details**.

Start your journey to **upgrade your reseller rank** — check out the ranking details and benefits shown in the section below!



RANK

ASSOCIATE

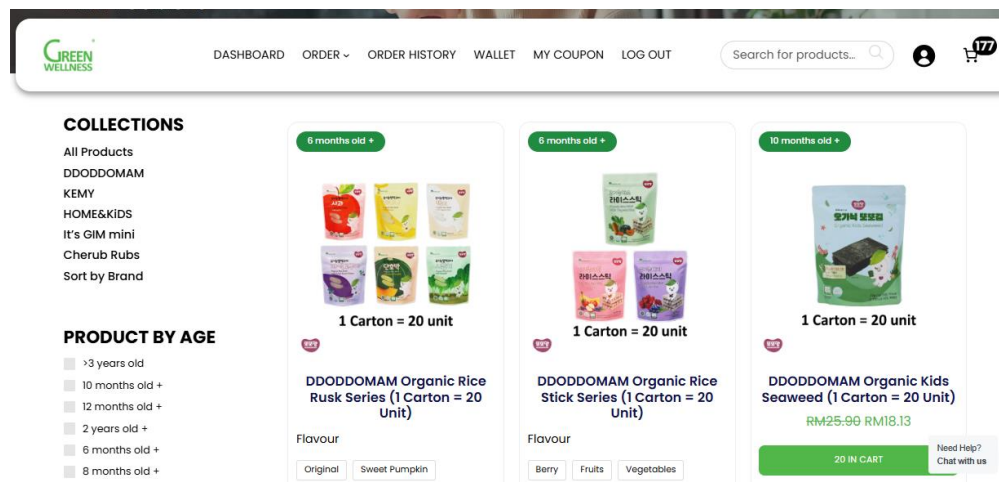
2. Placing Orders

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:

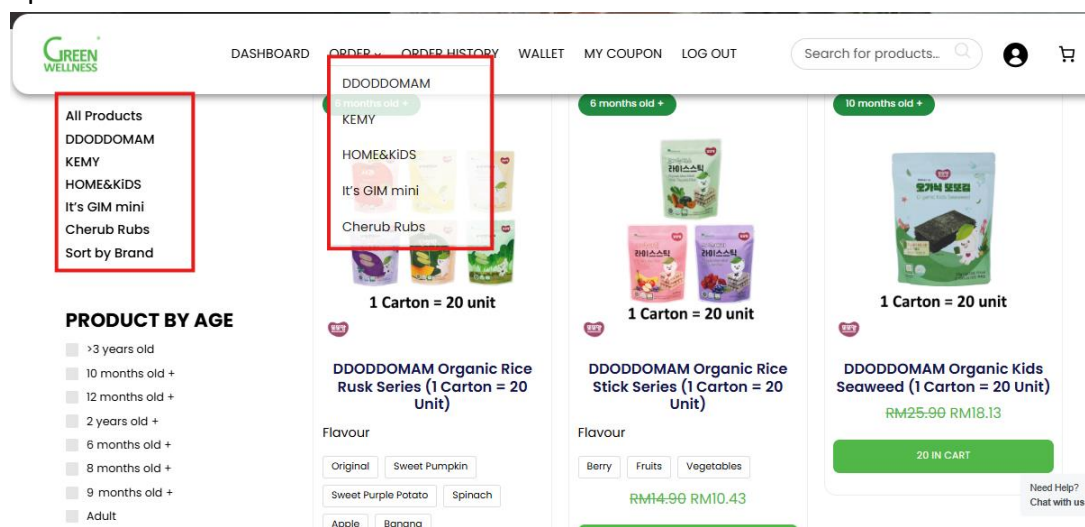
1. Order Page

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



2. Collection

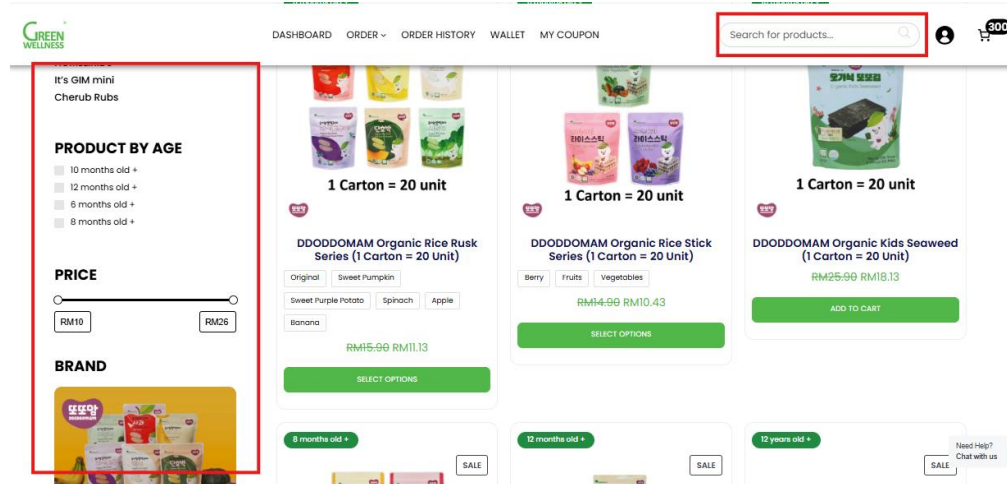
Navigate through product categories using the **top** or **side menu**.
Each category page displays related items with product names, prices, and quick view options.



3. Search Bar

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

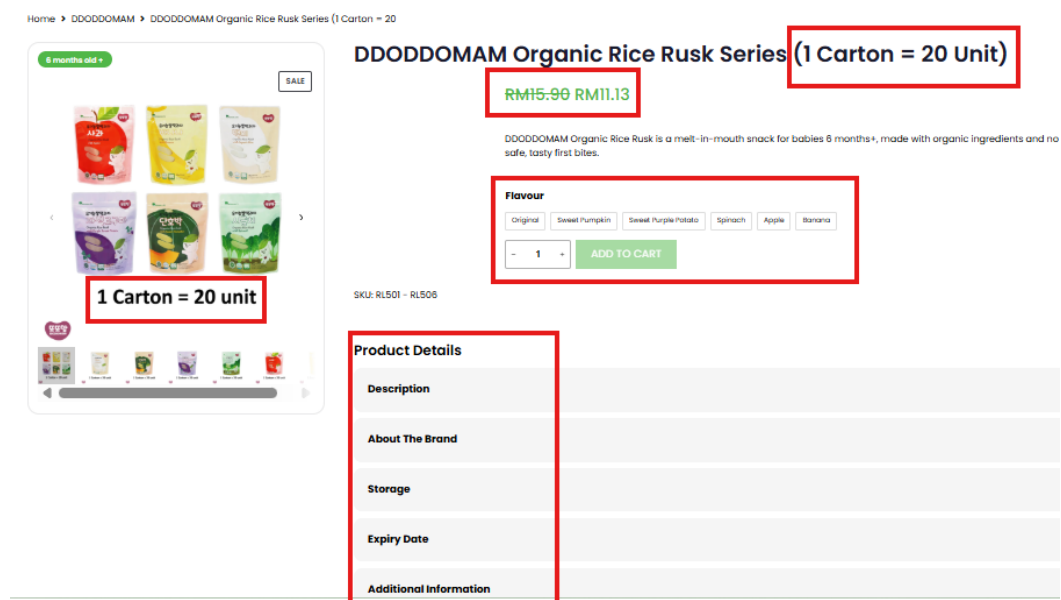
You can also filter results by **price**, **category**, or **brand**.



4. Product Page

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

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



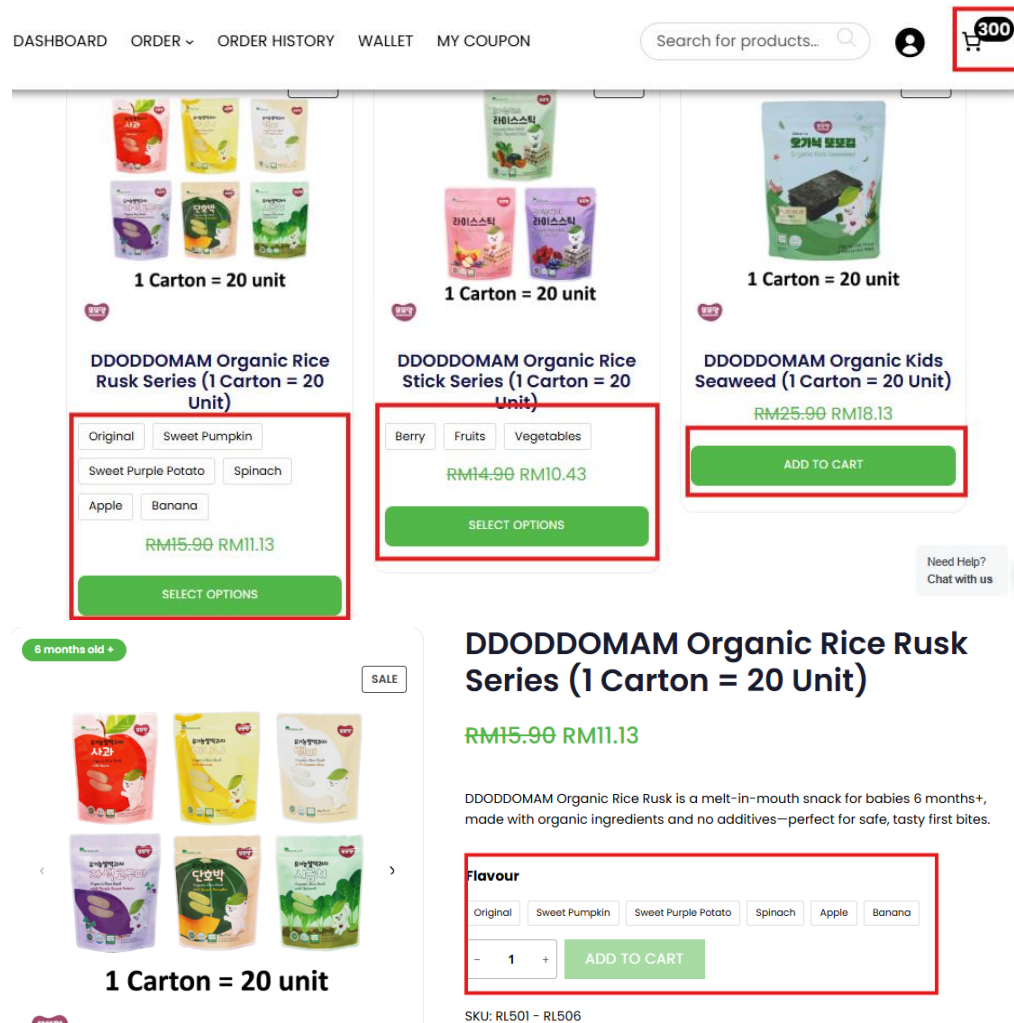
2.2 Add to Cart & Checkout

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.



The screenshot displays the DDODDOMAM website interface. At the top, there is a navigation bar with links: DASHBOARD, ORDER, ORDER HISTORY, WALLET, and MY COUPON. A search bar is located next to a user icon and a shopping cart icon showing 300 items. Below the navigation bar, three product listings are shown:

- DDODDOMAM Organic Rice Rusk Series (1 Carton = 20 Unit)**: Features a grid of flavor options (Original, Sweet Pumpkin, Sweet Purple Potato, Spinach, Apple, Banana) and a price reduction from RM15.90 to RM11.13. A red box highlights the flavor selection area and the 'SELECT OPTIONS' button.
- DDODDOMAM Organic Rice Stick Series (1 Carton = 20 Unit)**: Features a grid of flavor options (Berry, Fruits, Vegetables) and a price reduction from RM14.90 to RM10.43. A red box highlights the flavor selection area and the 'SELECT OPTIONS' button.
- DDODDOMAM Organic Kids Seaweed (1 Carton = 20 Unit)**: Features a single product image and a price reduction from RM25.90 to RM18.13. A red box highlights the 'ADD TO CART' button.

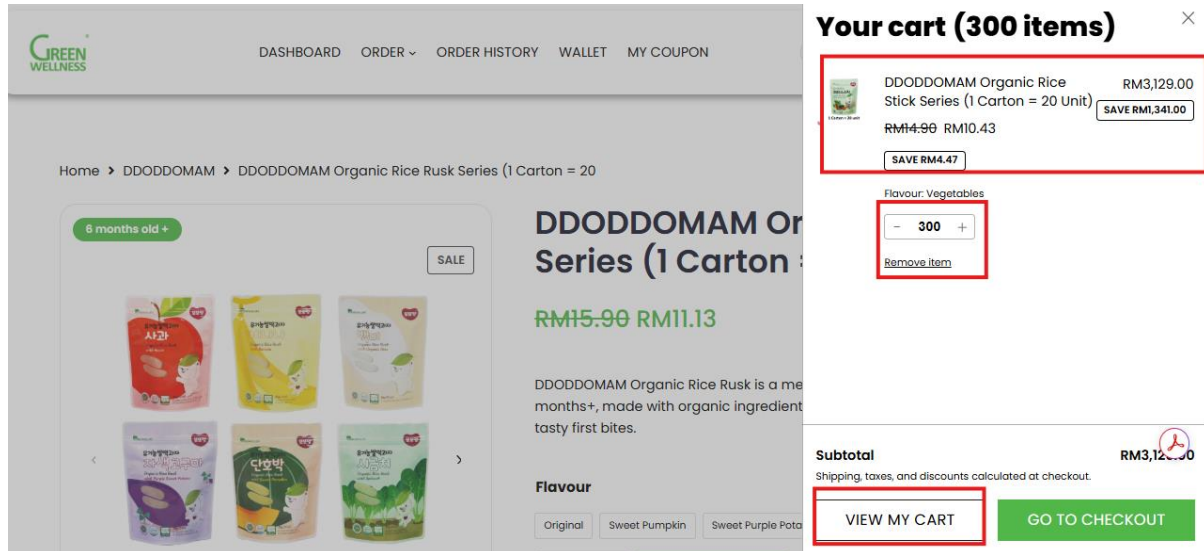
Below the product listings, a detailed view of the **DDODDOMAM Organic Rice Rusk Series (1 Carton = 20 Unit)** is shown. It includes a '6 months old +' badge, a 'SALE' tag, and a grid of product images. The price is shown as RM15.90 (crossed out) and RM11.13. A description states: "DDODDOMAM Organic Rice Rusk is a melt-in-mouth snack for babies 6 months+, made with organic ingredients and no additives—perfect for safe, tasty first bites." A red box highlights the 'Flavour' selection area, which includes a grid of flavor options (Original, Sweet Pumpkin, Sweet Purple Potato, Spinach, Apple, Banana) and a quantity selector set to 1, with an 'ADD TO CART' button.

At the bottom of the detailed view, the SKU is listed as: SKU: RL501 - RL506.

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.

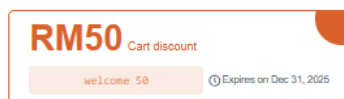


3. Proceed to Checkout

When ready, click **Checkout**.

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

CHECKOUT



Contact information

We'll use this email to send you details and updates about your order.

Email address
chloe_teaw@greenwellness.my

Shipping address

Enter the address where you want your order delivered.

Chloe Teaw Edit
ABC, ABC, Selangor, 12345, Malaysia

☒ Use same address for billing

Order summary	
 DDODDOMAM Organic Kids Seaweed (1 Carton = 20 Unit)	RM19.43
RM25.00 RM19.43 DDODDOMAM Organic Kids Seaweed is a crisp and healthy snack made from organic seaweed, suitable...	
Add coupons	
Subtotal	RM19.43

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

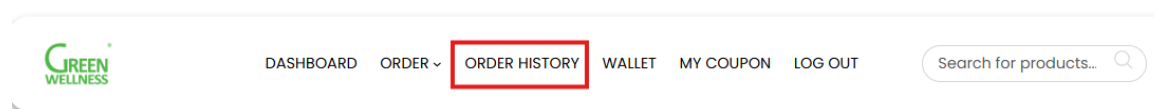
You can easily view all your past and current orders from your Dashboard.

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.



ORDER HISTORY

Order	Date	Status	Total	Actions
#3498	October 27, 2025	Completed	RM30,000.00 for 1 item	VIEW PRINT INVOICE DOWNLOAD INVOICE
#3497	October 27, 2025	Completed	RM10,000.00 for 1 item	VIEW PRINT INVOICE

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.

ORDER #3498

Dashboard
Order History
Addresses
Account details
Wallet
My Coupons
Log out

Order #3498 was placed on **October 27, 2025** and is currently **Completed**

Order Progress

✓

✓

✓

✓

Order Placed
On Hold
Processing
Completed

Order details

Product	Total
Rechargeable Wallet Product × 1	RM30,000.00
Subtotal:	RM30,000.00
Total:	RM30,000.00
Payment method:	Direct bank transfer

ORDER AGAIN

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.

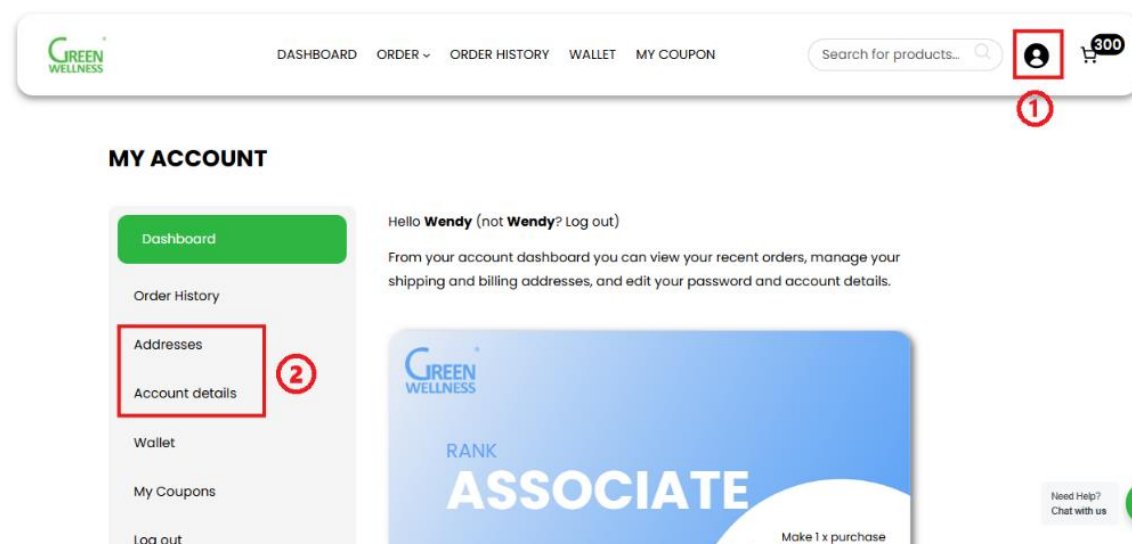
Step 2: On the left panel, select **“Account Details”** or **“Addresses”** to update your information.

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

Dashboard
Order History
Addresses
Account details
Wallet
My Coupons
Log out

3

First name *
Last name *

Display name *

This will be how your name will be displayed in the account section and in reviews

Email address *

MULTI ADDRESS BOOK

Dashboard
Order History
Multi Address Book
Account details
Wallet
My Coupons
Log out

MULTI ADDRESS BOOK

Add New Address

Address Type *

— Select Type —

SAVE ADDRESS

Saved Billing Addresses

Home
Default

Hau Ting
Green Wellness
B-SG-32, Block B, Sunway Geo Avenue
Jalan Lagoon Selatan Sunway South Quay, Sunway City
Subang Jaya
Selangor

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.

Account details

Wallet

My Coupons

Log out

This will be how your name will be displayed in the account section and in reviews

Email address *

Password change

Current password (leave blank to leave unchanged)

.....

New password (leave blank to leave unchanged)

Confirm new password

SAVE CHANGES

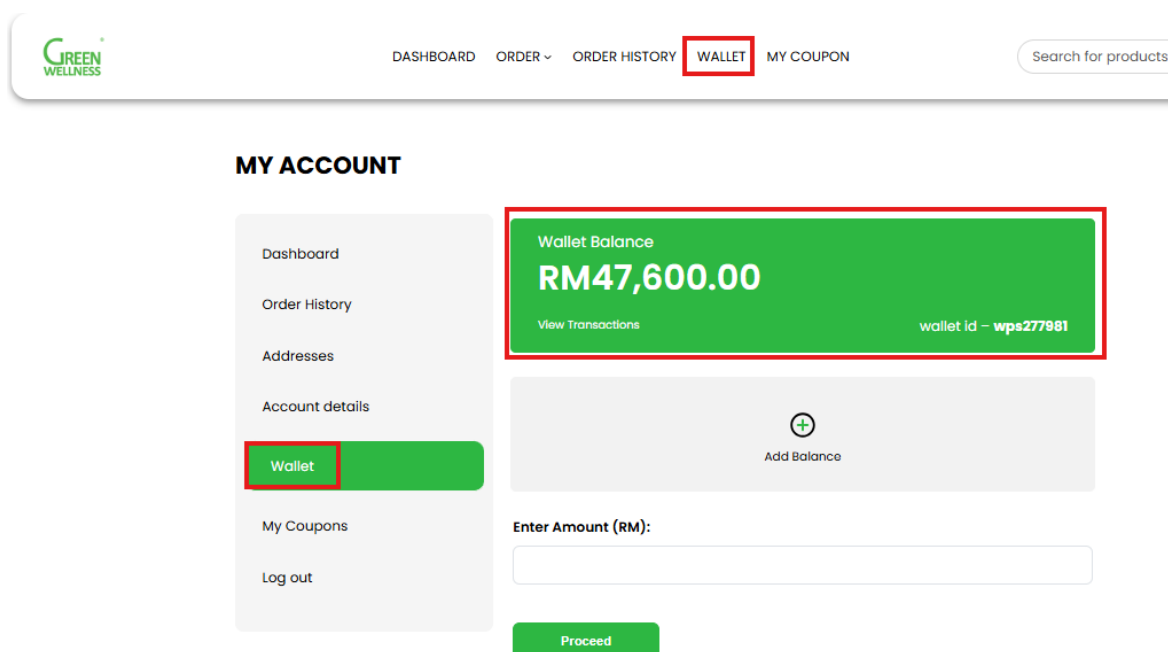
4.3 Check Wallet / Credit Balance

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.



GREEN WELLNESS

DASHBOARD ORDER ORDER HISTORY **WALLET** MY COUPON

Search for products...

MY ACCOUNT

- Dashboard
- Order History
- Addresses
- Account details
- Wallet**
- My Coupons
- Log out

Wallet Balance

RM47,600.00

[View Transactions](#) wallet id - wps277981

[Add Balance](#)

Enter Amount (RM):

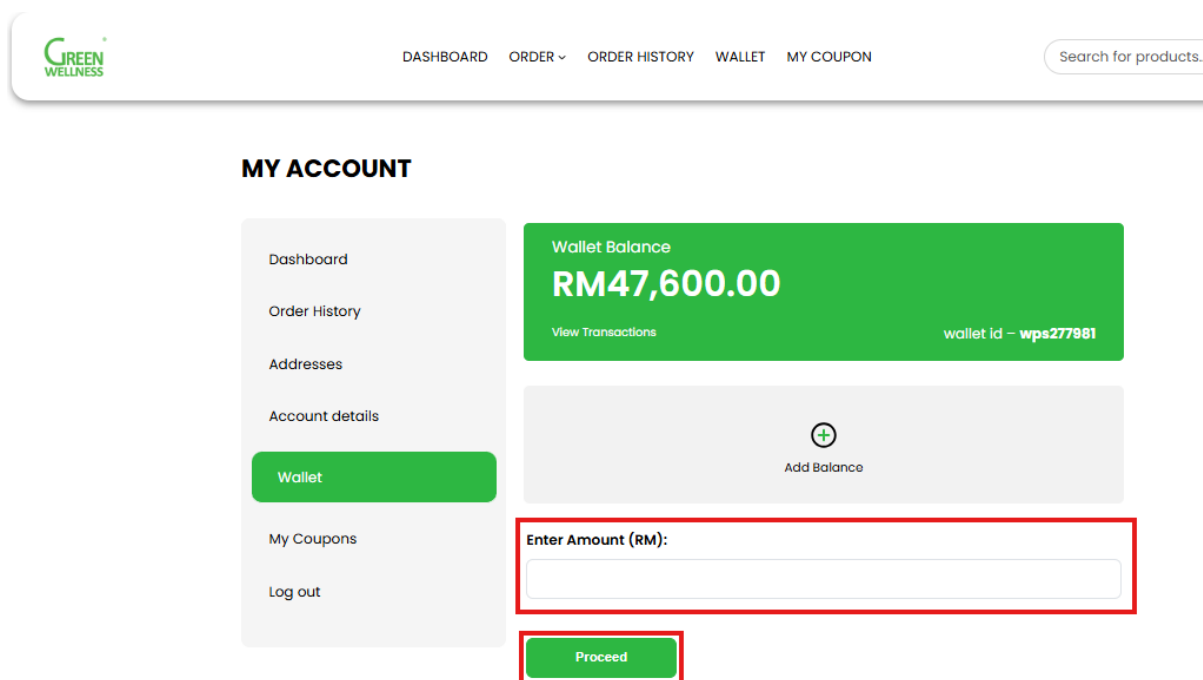
[Proceed](#)

4.4 Top Up Wallet

To add credit to your wallet:

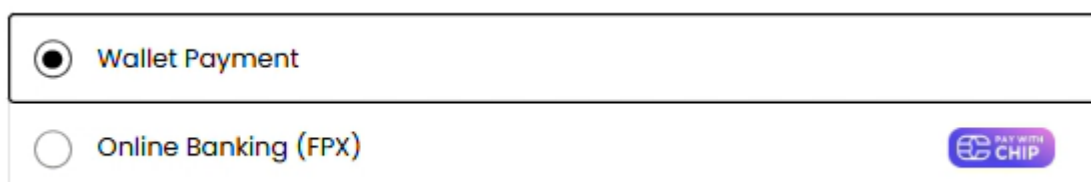
Step 1: Go to **Wallet** in your Dashboard.

Step 2: Enter your desired **top-up amount**, then click **Proceed**.



The screenshot shows the 'MY ACCOUNT' page with a sidebar menu on the left containing: Dashboard, Order History, Addresses, Account details, **Wallet** (highlighted), My Coupons, and Log out. The main content area displays the 'Wallet Balance' as RM47,600.00 with a 'View Transactions' link and a 'wallet id - wps277981'. Below this is an 'Add Balance' section with a plus icon. A red box highlights the 'Enter Amount (RM):' input field and the 'Proceed' button.

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



The screenshot shows the payment options section. The 'Wallet Payment' option is selected with a radio button. The 'Online Banking (FPX)' option is also visible, accompanied by a 'PAY WITH CHIP' logo.

5. Ranking & Rewards

5.1 View Your Ranking

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

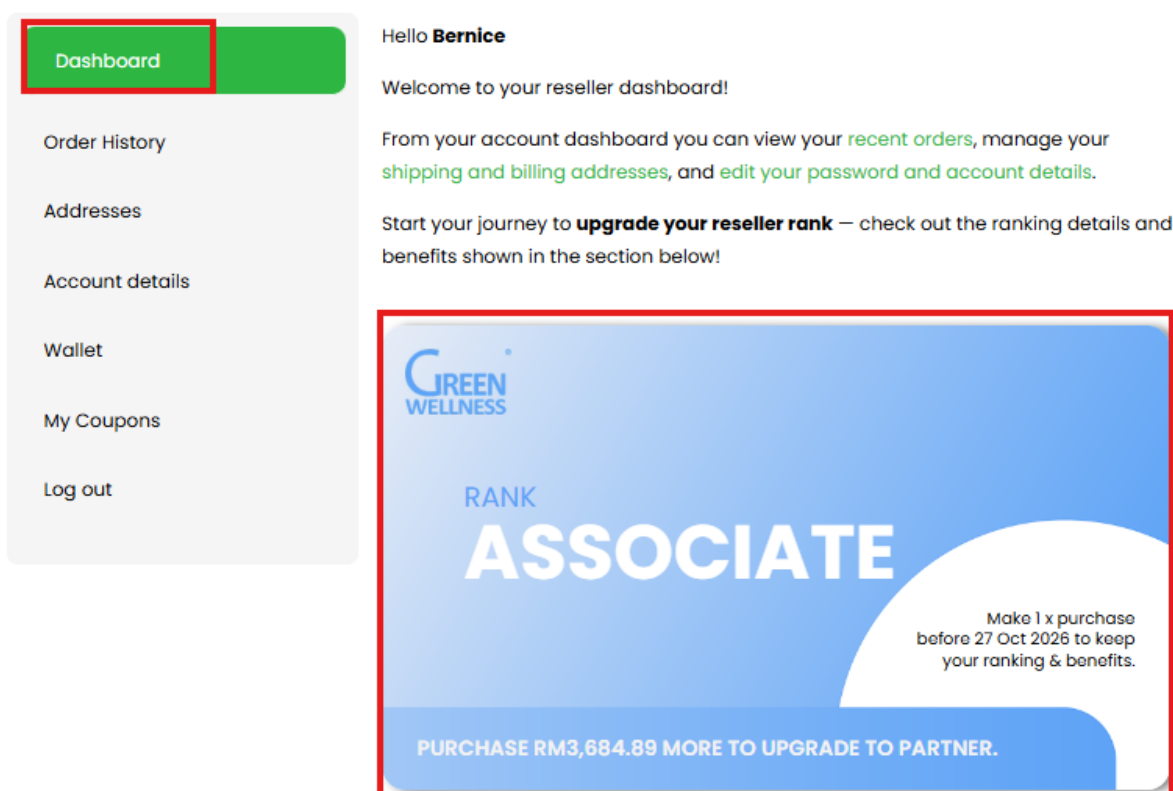
Step 1: Go to your **Dashboard**.

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.

MY ACCOUNT



The screenshot displays the 'MY ACCOUNT' dashboard. On the left is a sidebar menu with options: Dashboard (highlighted with a red box), Order History, Addresses, Account details, Wallet, My Coupons, and Log out. The main content area shows a greeting 'Hello Bernice' and a welcome message. Below this, it states that users can view recent orders, manage shipping and billing addresses, and edit password and account details. It then encourages users to 'upgrade your reseller rank' by checking out ranking details and benefits. A large blue banner at the bottom of the main content area displays the current 'RANK ASSOCIATE' and includes a goal: 'PURCHASE RM3,684.89 MORE TO UPGRADE TO PARTNER.' A note on the right side of the banner says 'Make 1 x purchase before 27 Oct 2026 to keep your ranking & benefits.'

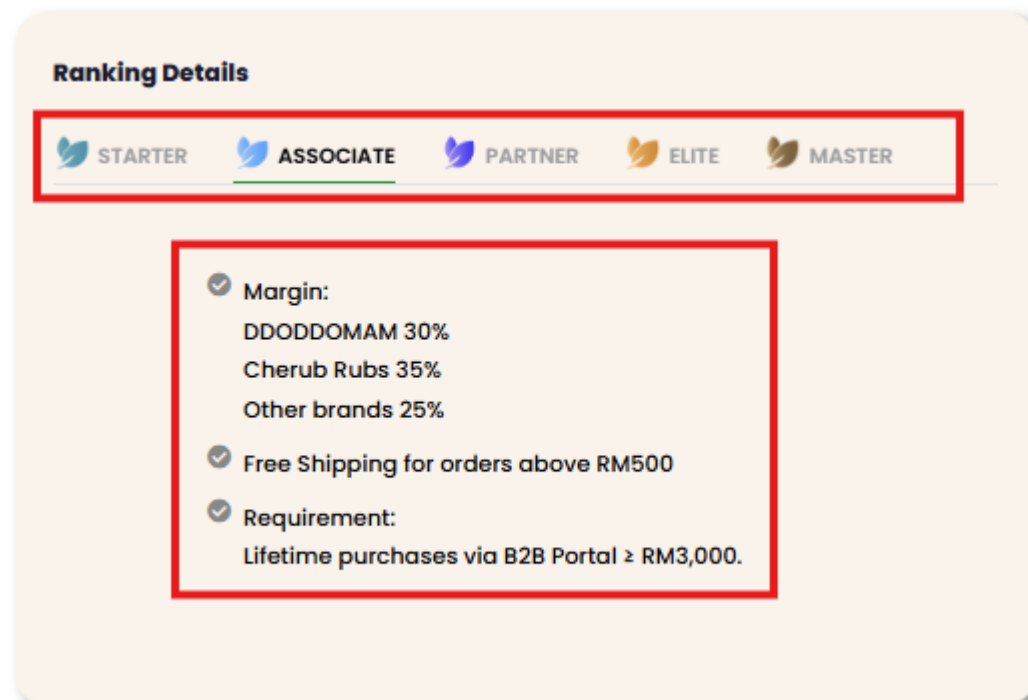
5.2 Ranking Benefits

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.



The screenshot displays the 'Ranking Details' section of a user interface. At the top, a horizontal bar contains five ranking levels: STARTER, ASSOCIATE, PARTNER, ELITE, and MASTER. The ASSOCIATE level is currently selected, indicated by a green underline. Below this bar, a red-bordered box highlights the specific benefits for the ASSOCIATE rank. These benefits include a margin structure (30% for DDODDOMAM, 35% for Cherub Rubs, and 25% for other brands), free shipping for orders over RM500, and a requirement for lifetime purchases via the B2B Portal to be at least RM3,000.

Ranking Details

STARTER ASSOCIATE PARTNER ELITE MASTER

- ✓ **Margin:**
DDODDOMAM 30%
Cherub Rubs 35%
Other brands 25%
- ✓ **Free Shipping** for orders above RM500
- ✓ **Requirement:**
Lifetime purchases via B2B Portal ≥ RM3,000.

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.