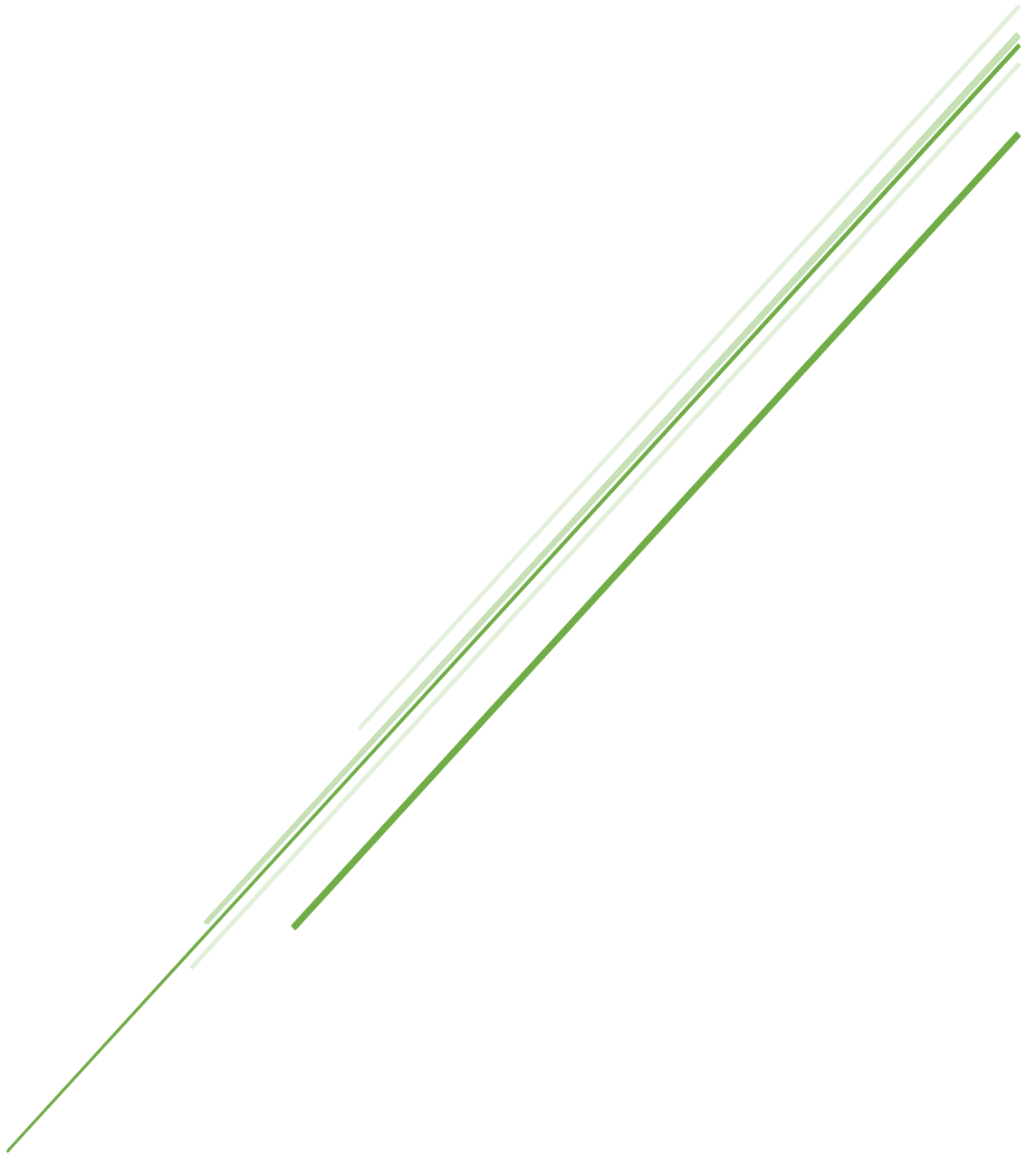


RESELLER B2B PORTAL

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

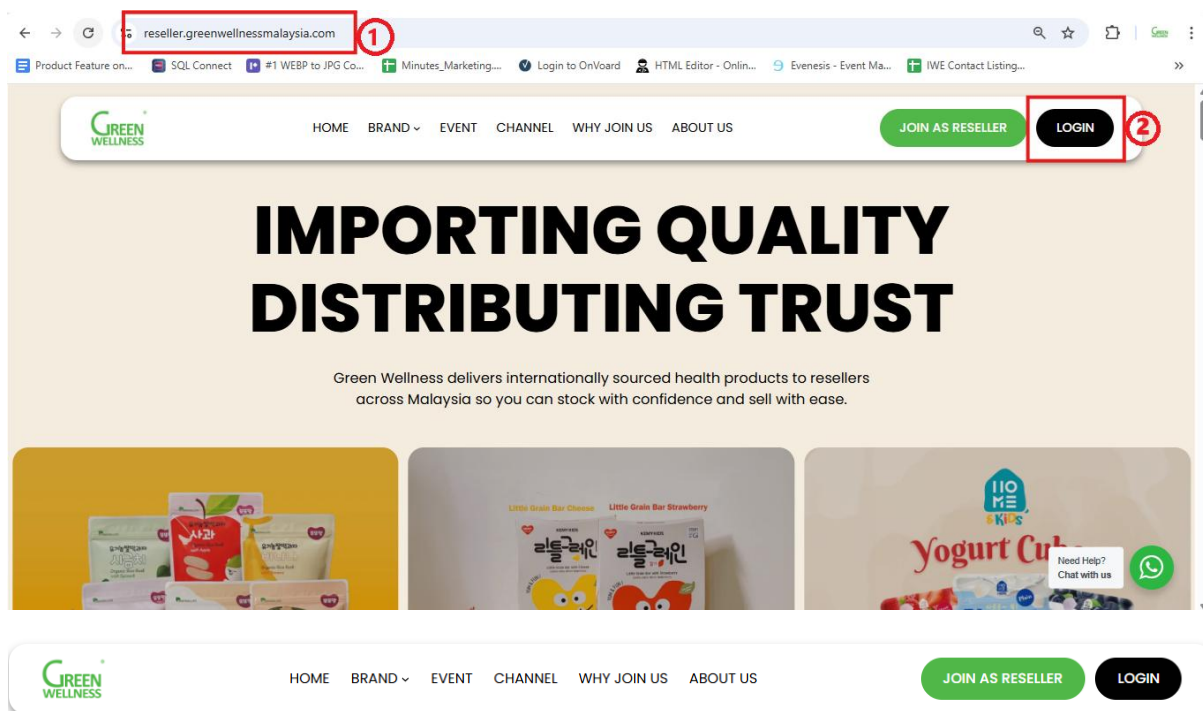
Step 1: Go to the B2B website: <https://reseller.greenwellnessmalaysia.com/>

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 *

3

Password *

👁

LOG IN

4

Remember me

* Lost your password?

Need Help?
Chat with us

1.2 System Overview

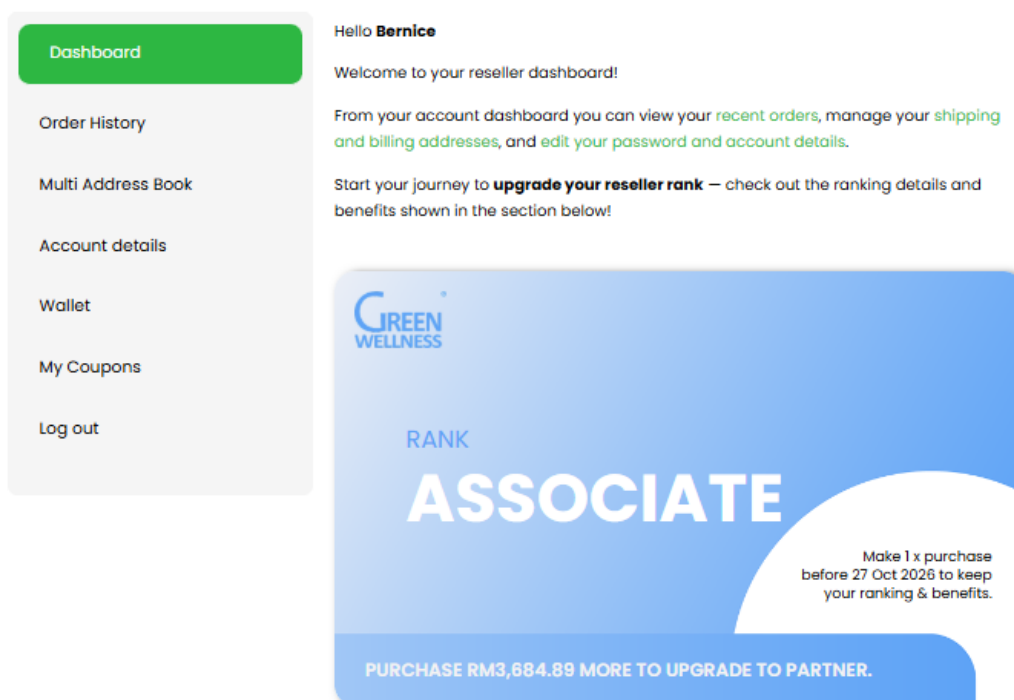
Once you've logged in, you'll be directed to your **Dashboard** — this is the main control panel where you can manage your account, orders, and settings.

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

1. Dashboard

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

MY ACCOUNT

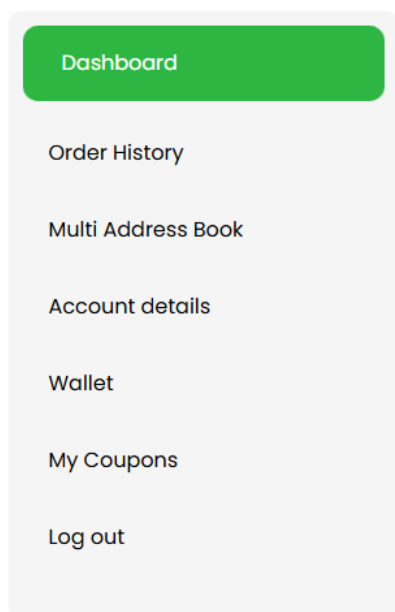


The screenshot shows the Green Wellness dashboard. On the left is a sidebar menu with the following items: Dashboard (highlighted in green), Order History, Multi Address Book, Account details, Wallet, My Coupons, and Log out. The main content area on the right says "Hello **Bernice**" and "Welcome to your reseller dashboard!". Below this, it states: "From your account dashboard you can view your recent orders, manage your shipping and billing addresses, and edit your password and account details." It then encourages the user to "Start your journey to **upgrade your reseller rank** — check out the ranking details and benefits shown in the section below!".

Below the text is a large blue card representing the user's rank. The card features the Green Wellness logo, the word "RANK" in small blue letters, and "ASSOCIATE" in large white letters. At the bottom of the card, it says "PURCHASE RM3,684.89 MORE TO UPGRADE TO PARTNER." On the right side of the card, there is a white curved area with the text: "Make 1 x purchase before 27 Oct 2026 to keep your ranking & benefits."

- 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

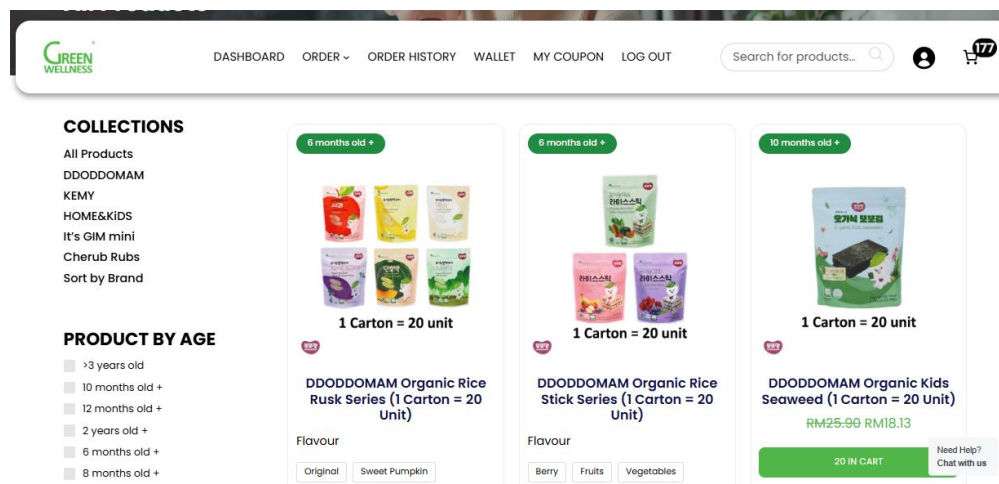
2. Placing Orders

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:

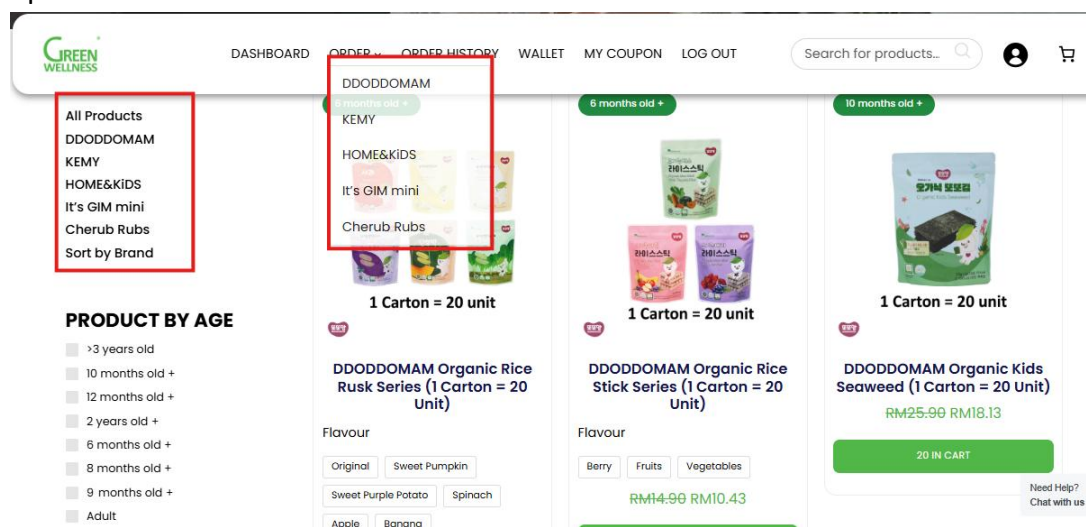
1. Order Page

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



2. Collection

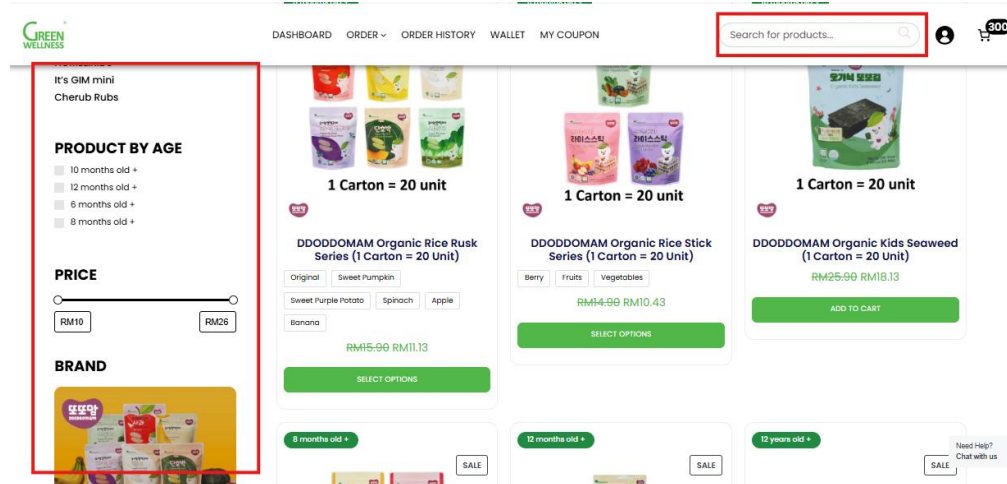
Navigate through product categories using the **top** or **side menu**.
Each category page displays related items with product names, prices, and quick view options.



3. Search Bar

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

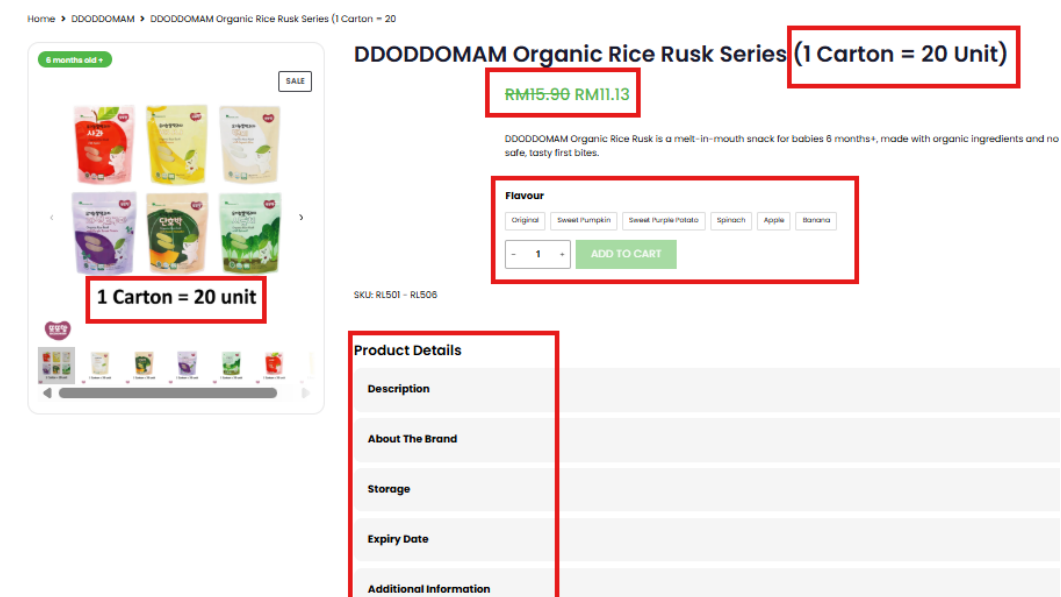
You can also filter results by **price**, **category**, or **brand**.



4. Product Page

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

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



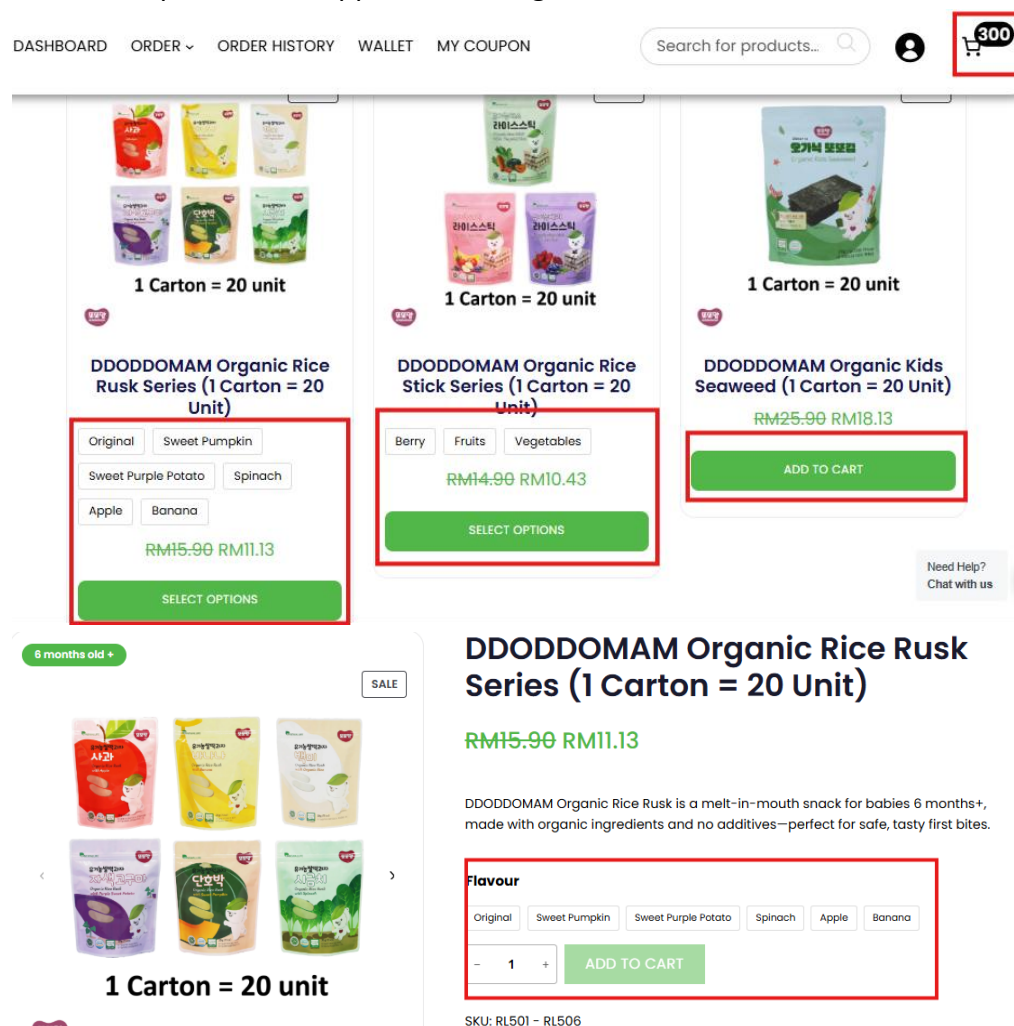
2.2 Add to Cart & Checkout

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.



DASHBOARD ORDER ORDER HISTORY WALLET MY COUPON Search for products...

300

1 Carton = 20 unit

DDODDOMAM Organic Rice Rusk Series (1 Carton = 20 Unit)

Original Sweet Pumpkin Sweet Purple Potato Spinach Apple Banana

RM15.90 RM11.13

SELECT OPTIONS

1 Carton = 20 unit

DDODDOMAM Organic Rice Stick Series (1 Carton = 20 Unit)

Berry Fruits Vegetables

RM14.90 RM10.43

SELECT OPTIONS

1 Carton = 20 unit

DDODDOMAM Organic Kids Seaweed (1 Carton = 20 Unit)

RM25.90 RM18.13

ADD TO CART

Need Help? Chat with us

6 months old + SALE

1 Carton = 20 unit

DDODDOMAM Organic Rice Rusk Series (1 Carton = 20 Unit)

RM15.90 RM11.13

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.

Flavour

Original Sweet Pumpkin Sweet Purple Potato Spinach Apple Banana

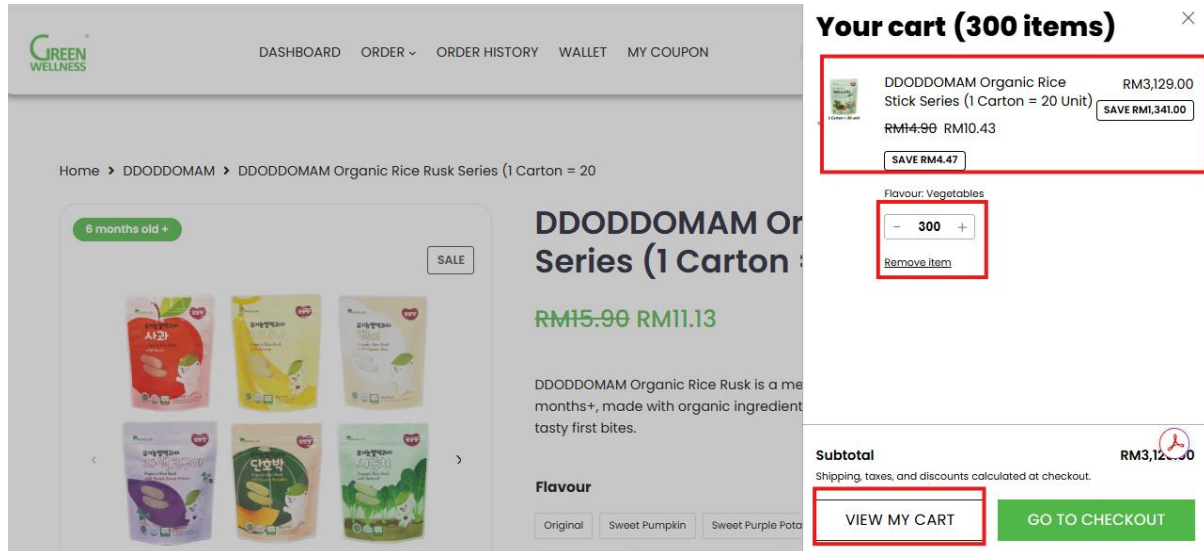
1 ADD TO CART

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.

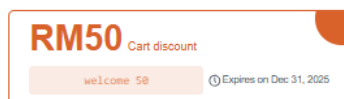


3. Proceed to Checkout

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

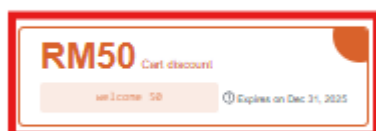
☒ Use same address for billing

Order summary		
	DDODDOMAM Organic Kids Seaweed (1 Carton = 20 Unit) RM25.90 RM19.43 DDODDOMAM Organic Kids Seaweed is a crisp and healthy snack made from organic seaweed, suitable...	RM19.43
Add coupons		
Subtotal		RM19.43

2.3 Apply Coupons or Wallet Balance (if any)

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

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

Shipping options

☒ Free shipping FREE
☐ Flat rate RM50.00

Payment options

☒ Wallet Payment
☐ Online Banking (FPX) 

Order summary

500 DDDDDOMAM Organic Kids Seaweed (1 Carton = 20 Unit) **RM9,715.00**
~~RM9,765.00~~ RM9.43
DDDDOMAM Organic Kids Seaweed is a crisp and healthy snack made from organic seaweed, suitable...

Add coupons

Subtotal **RM9,715.00**

Discount **-RM50.00**
welcome 50

Via wallet **-RM5,000.00**

Free shipping **FREE**

Total RM4,665.00

Pay by wallet (RM5,000.00) ☒

2.4 Make Payment

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

Payment Options

☐ Corporate Account (B2B)

☐ Individual Account (B2C)

☒ Direct Bank Transfer

Make your payment directly into our bank account. Please use your Order ID as the payment reference. Your order will not be shipped until the funds have cleared in our account.

Company Name:
GREEN WELLNESS (M) SDN BHD

Bank and Account No:
PUBLIC BANK: 317 310 5208
MAYBANK: 512352606703

Note:

If you choose **Direct Bank Transfer**, after clicking **Place Order**, the **Upload Payment Receipt** section will appear. Simply upload your payment receipt to complete your order submission.

ORDER RECEIVED

Thank you. Your order has been received.

Order #:	Date:	Total:	Email:	Payment:
GW004423	July 29, 2026	RM2,004.71	wendy.tan@greenwellness.my	Direct Bank Transfer

Order Details

Verify Your Payment

Please upload a screenshot of your transaction receipt, or send it directly via WhatsApp to process your order.



Click to upload, or drag and drop your receipt file

UPLOAD RECEIPT

Allowed formats: JPG, PNG, PDF. Max size: 5 MB.

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.

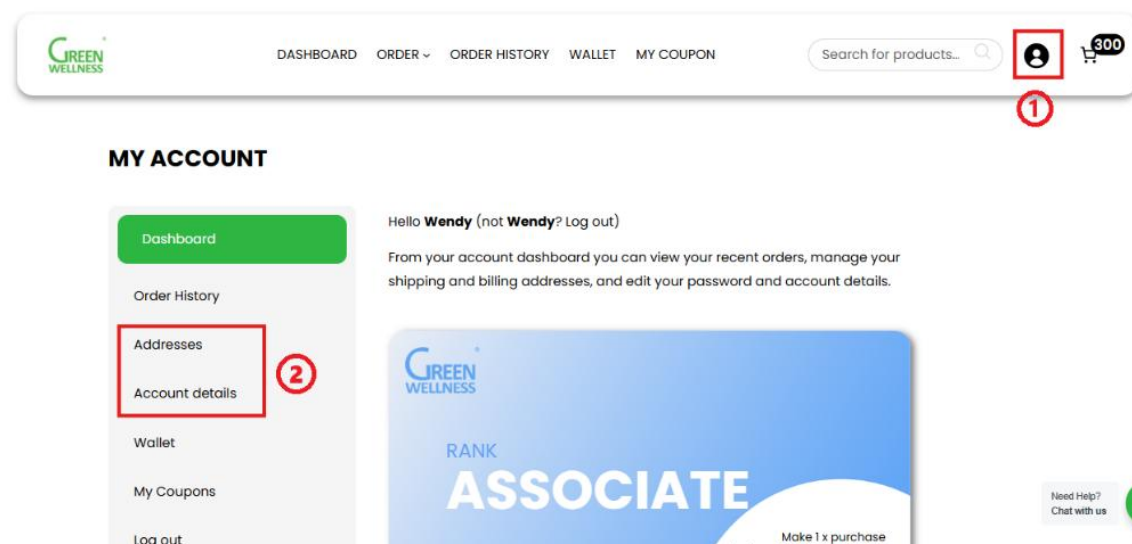
Step 2: On the left panel, select **“Account Details”** or **“Addresses”** to update your information.

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

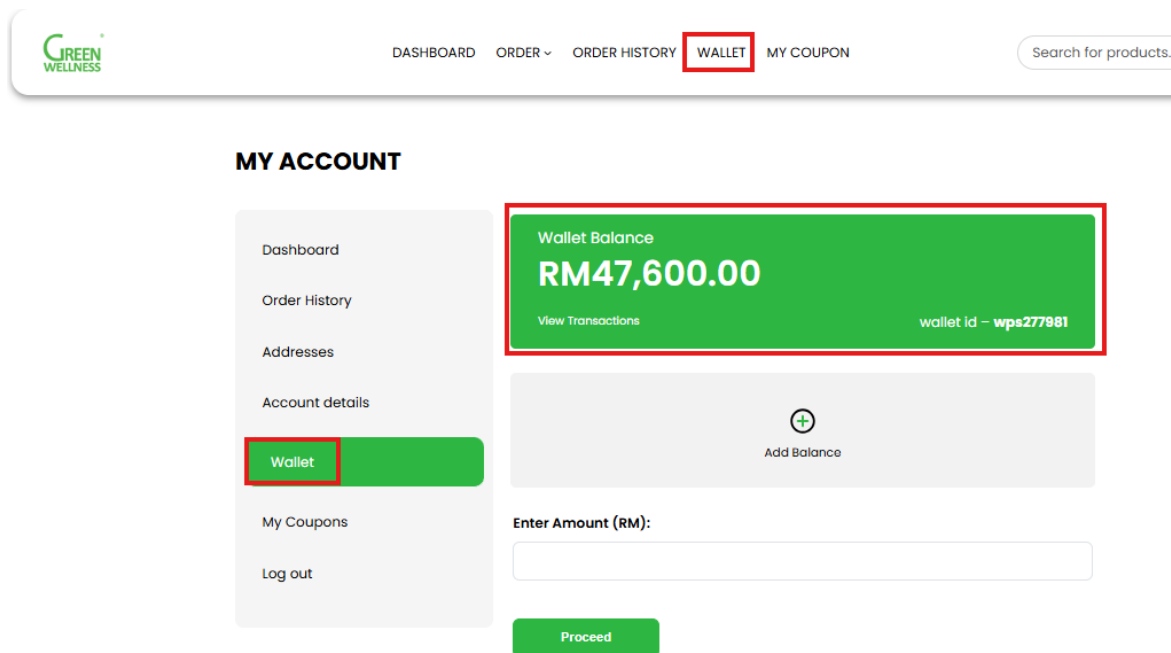
4.3 Check Wallet / Credit Balance

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.



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):

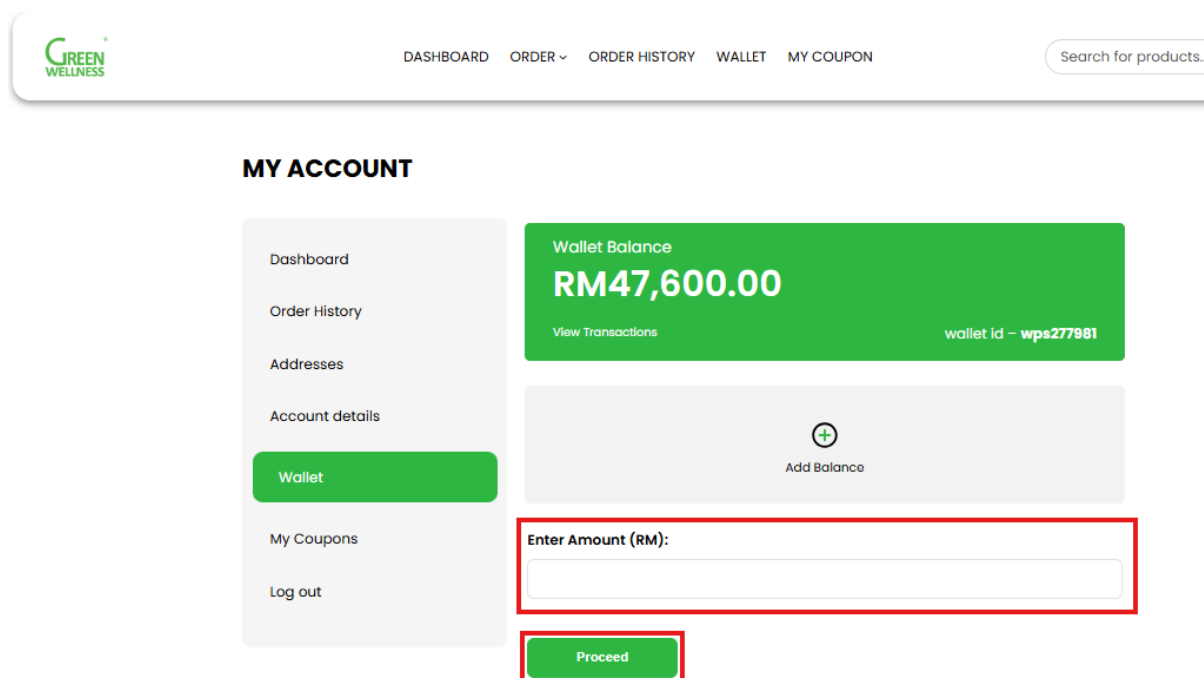
Proceed

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**.



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

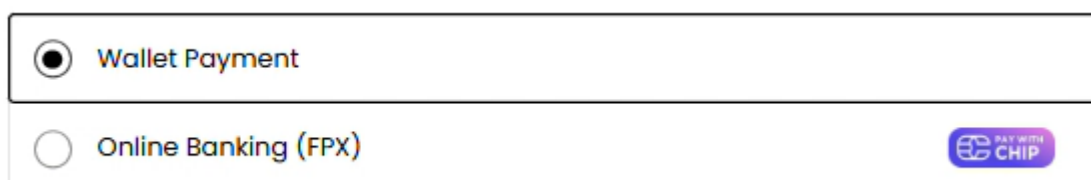
Wallet Balance
RM47,600.00
View Transactions wallet id – wps277981

+
Add Balance

Enter Amount (RM):

Proceed

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



☒ Wallet Payment

☐ Online Banking (FPX) 

5. Ranking & Rewards

5.1 View Your Ranking

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

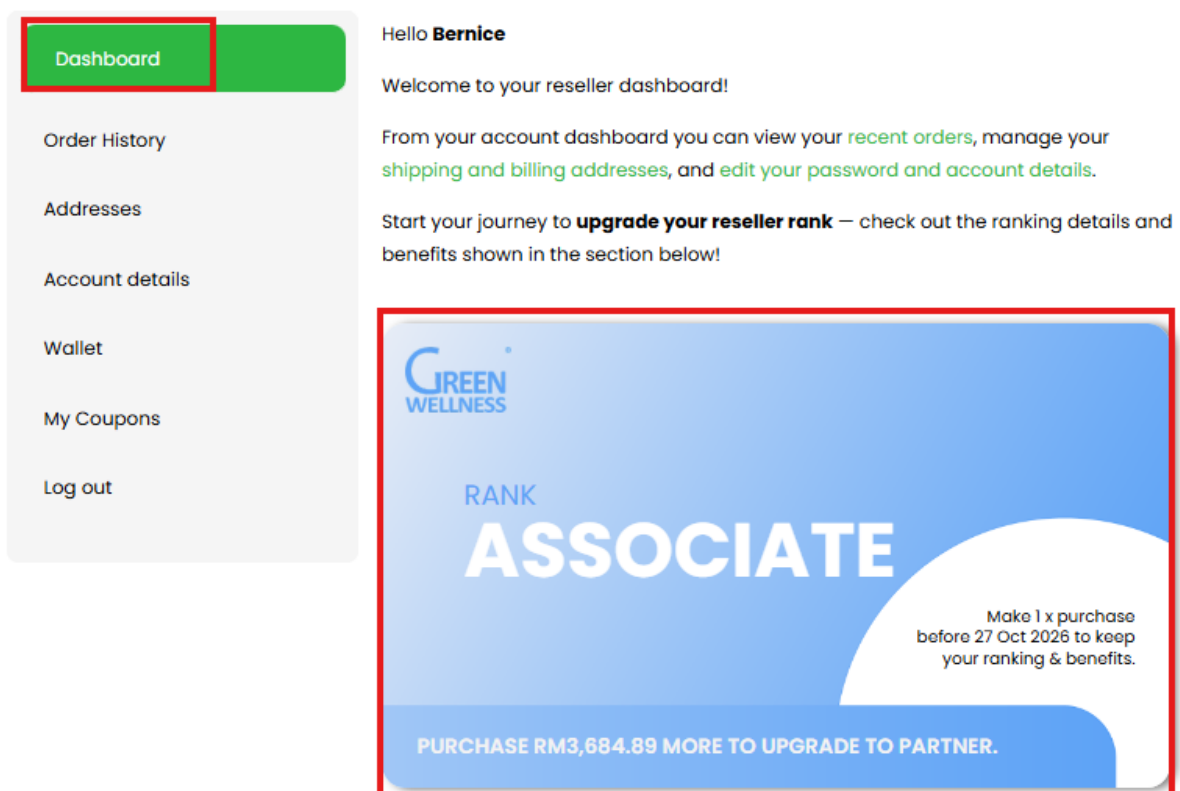
Step 1: Go to your **Dashboard**.

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 shows the Green Wellness Reseller Dashboard. On the left is a sidebar with a green header containing the 'Dashboard' tab, which is highlighted with a red box. Below the header are links for 'Order History', 'Addresses', 'Account details', 'Wallet', 'My Coupons', and 'Log out'. The main content area on the right greets the user 'Hello Bernice' and provides instructions on how to use the dashboard. A large blue banner in the center of the main content area displays the user's current rank as 'ASSOCIATE' in large white letters. Below this, it states 'PURCHASE RM3,684.89 MORE TO UPGRADE TO PARTNER.' and includes a note: 'Make 1 x purchase before 27 Oct 2026 to keep your ranking & benefits.'

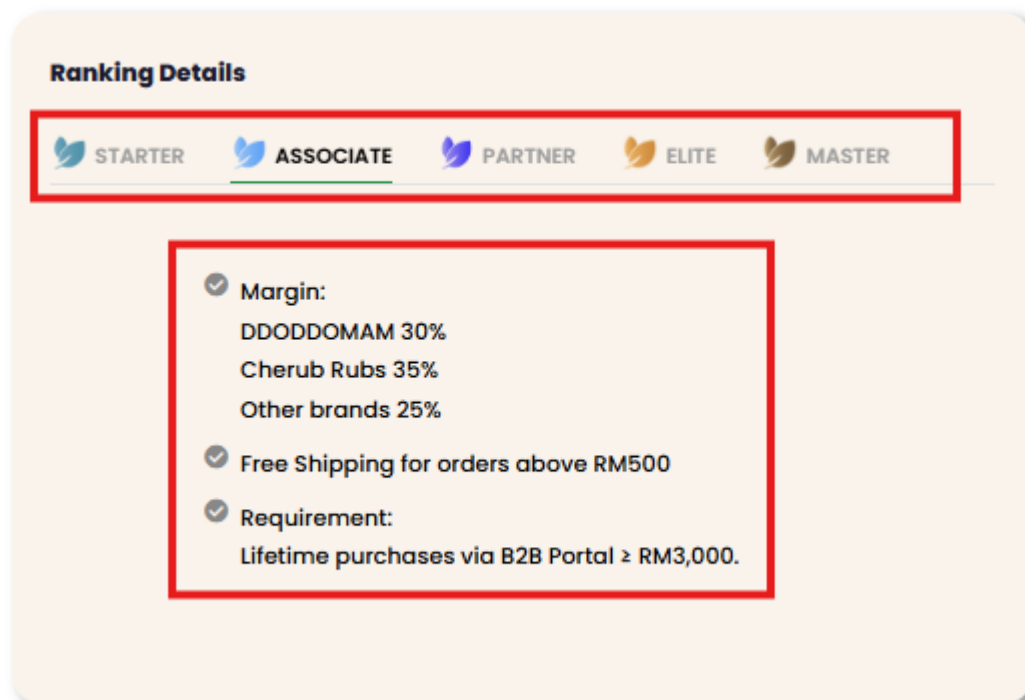
5.2 Ranking Benefits

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 rectangular 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 exceeding 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.