



# LAPASAR B2B MARKETPLACE

## Vendor User Guide

By [Lapasar.com](https://lapasar.com)  
Owned by Lapasar Sdn Bhd (1198228-D)

# OBJECTIVES

The purpose of this guide is to provide an overview and step-by-step training to navigate through Lapasar.com as well as the capability to perform procurement functions on the marketplace.

The contents curated in this document allows the vendors to achieve the following:

1 To learn the tools and features available for vendors to manage respective seller account easily through Lapasar.

2 All registered Lapasar vendors must adhere to [Lapasar SLA](#). This document also provide an understanding of the service expectations for order fulfilment on Lapasar.

3 To provide a clear description of the payment arrangement with Lapasar.

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## Vendor User Guide

### [01] Vendor Registration

# VENDOR REGISTRATION

To register, visit URL - <https://app.lapasar.com/sellers/login/register>



**LAPASAR**  
.COM

Company Name  Contact Person Name

Email  Mobile No

By Clicking Register, you agree to our [Terms](#) and that you have read our [Policy](#)

**Register**

[Have an Account? Login](#)

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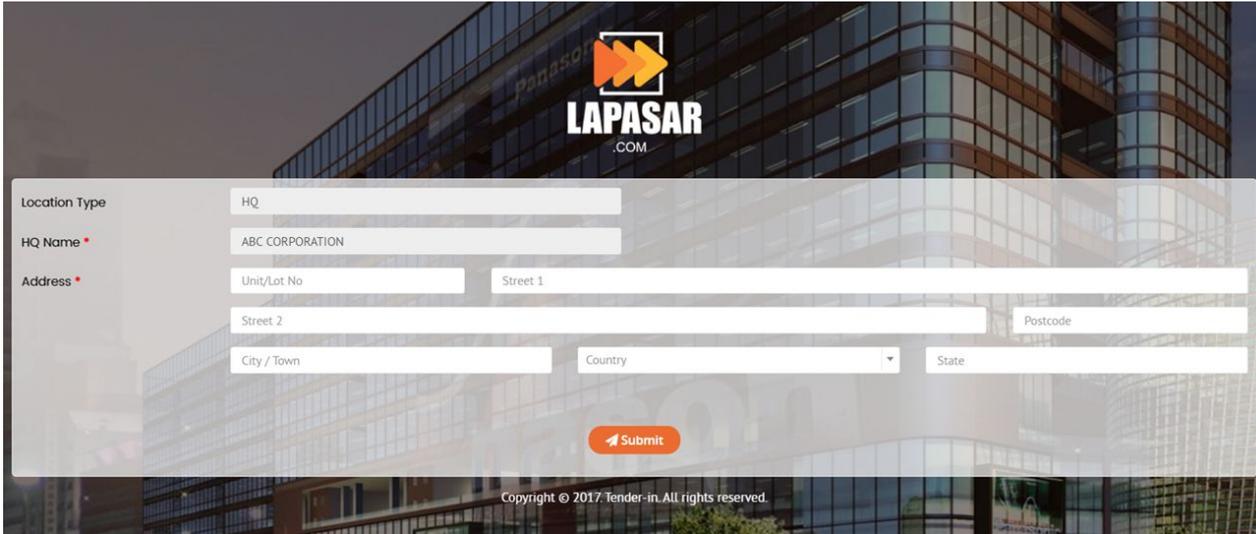
1 Fill in the details required, and click on **“Register”**.

2 Vendor will receive a registration confirmation email for from **welcome@lapasar.com**

Click on the link in the email to set your password for Lapasar Vendor Account.

# COMPANY DETAILS

Upon setting up password, then login and input vendor's basic company details (address).



The screenshot shows a registration form for LAPASAR.COM. The form is overlaid on a background image of a modern glass skyscraper. The LAPASAR.COM logo is centered at the top of the form. The form fields are as follows:

- Location Type:** A dropdown menu with "HQ" selected.
- HQ Name \*:** A text input field containing "ABC CORPORATION".
- Address \*:** A multi-field section:
  - Unit/Lot No:** An empty text input field.
  - Street 1:** A wide text input field.
  - Street 2:** A wide text input field.
  - Postcode:** A text input field.
  - City / Town:** A text input field.
  - Country:** A dropdown menu.
  - State:** A text input field.

At the bottom of the form is an orange "Submit" button with a white arrow icon. Below the form, the text "Copyright © 2017. Tender-in. All rights reserved." is visible.

1 Fill in the details required, and click on **“Submit”**.

Vendor will be logged in upon clicking on **“Submit”**.



## Vendor User Guide

### [02] Auto-Invoicing Registration

Compulsory step before any orders to be executed on Lapasar

# AUTO-INVOICING REGISTRATION [A]

Activate auto-invoicing system to optimise payment processes from Lapasar to vendors.

The screenshot shows the Lapasar system dashboard. The top navigation bar includes options like DASHBOARD, MANAGE PRODUCT, MANAGE ORDER, MANAGE RFQ, MANAGE BULK PRICE, MANAGE LOCATION, MANAGE USERS, MANAGE WHOLESALE, and REPORTS. A red arrow points to the user profile icon 'Nani' in the top right corner. A dropdown menu is visible, with 'System Settings' highlighted by another red arrow. Below the navigation bar, the dashboard displays various metrics under 'GENERAL' and 'ORDER MANAGEMENT' sections. At the bottom, the 'System Settings > Auto Invoice Application' page is shown, with a red box highlighting the 'Application Form Template' download button. The page includes fields for 'Signed Application Form\*' and 'Company Registration Type\*', and a 'Submit' button.

- 1 Hover over your **User ID** on the upper right corner, and a drop down menu will appear.
- 2 Click on **“System Settings”**.
- 3 Go to **“Auto Invoice Application”**:
  - Download empty form under **“Application Form Template”**
  - Upload completed form under **“Signed Application Form”**

# AUTO-INVOICING REGISTRATION [B]

Activate auto-invoicing system to optimise payment processes from Lapasar to vendors.

AUTO INVOICE APPLICATION

Application Form Template Download

Note: Please download and fill up the form. After that, please upload the scanned form at 'Signed Application Form' upload field.

Signed Application Form\* Select File Size Limit: 10MB | Allowed Format: .pdf

Company Registration Type\* Enterprise

Company Registration Document\* Select File Size Limit: 10MB | Allowed Format: .pdf

Submit

1 Select the **Company Registration Type** from dropdown box:

- Enterprise
- Private Limited (Sdn. Bhd.)

AUTO INVOICE APPLICATION

Application Form Template Download

Note: Please download and fill up the form. After that, please upload the scanned form at 'Signed Application Form' upload field.

Signed Application Form\* Select File Size Limit: 10MB | Allowed Format: .pdf

Company Registration Type\* Private Limited

Form 9\* Select File Size Limit: 10MB | Allowed Format: .pdf

Form 24 Select File Size Limit: 10MB | Allowed Format: .pdf

Submit

2 Upload the necessary documents upon selecting the company registration type.



## Vendor User Guide

### [03] Shipping Charge Setting



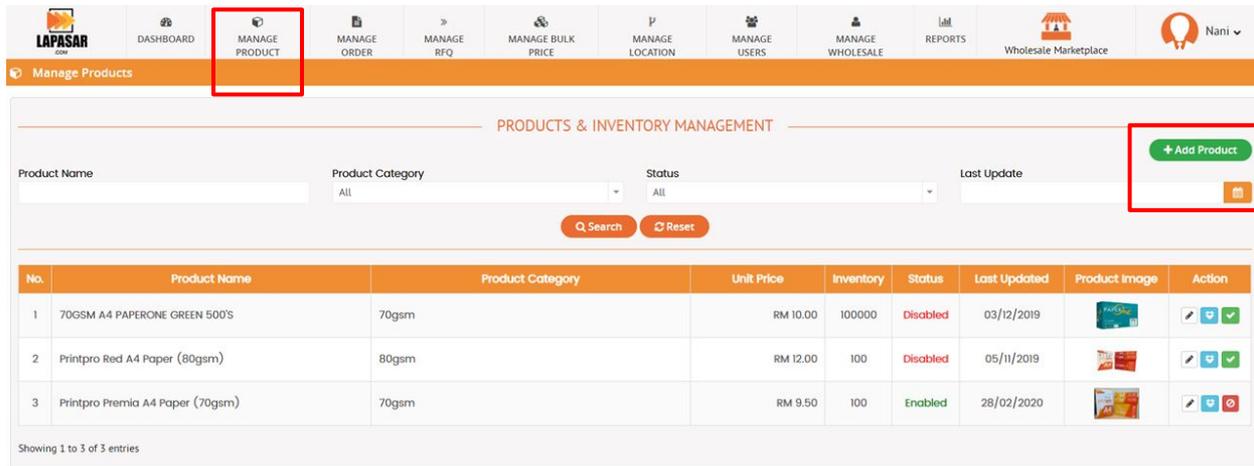


## Vendor User Guide

### [04] Product Upload, Edit & Manage

# PRODUCT UPLOAD [SELF UPLOAD A]

This section allows vendors to self-upload products by providing the correct product details and image.



The screenshot shows the LAPASAR dashboard with the 'Manage Product' menu item highlighted in a red box. Below the navigation bar, the 'PRODUCTS & INVENTORY MANAGEMENT' section is visible, featuring a search bar and a '+ Add Product' button, also highlighted in a red box. The main content area displays a table of products with columns for No., Product Name, Product Category, Unit Price, Inventory, Status, Last Updated, Product Image, and Action.

No.	Product Name	Product Category	Unit Price	Inventory	Status	Last Updated	Product Image	Action
1	70GSM A4 PAPERONE GREEN 500'S	70gsm	RM 10.00	100000	Disabled	03/12/2019		
2	Printpro Red A4 Paper (80gsm)	80gsm	RM 12.00	100	Disabled	05/11/2019		
3	Printpro Premia A4 Paper (70gsm)	70gsm	RM 9.50	100	Enabled	28/02/2020		

Showing 1 to 3 of 3 entries

1 Click on **"Manage Product"**.

2 Click on **"+ Add Product"**.

# PRODUCT UPLOAD [SELF UPLOAD B]

This section allows vendors to self-upload products by providing the correct product details and image.

The screenshot shows the 'Add Product' form in the Lapasar system. The form is divided into several sections:

- ADD PRODUCTS:** This section contains the main product details. Fields include Main Category, Product Name, Brand, Product Model, Product Tags, Product Description, Product Features (Label and Description), MOQ (Minimum Order Quantity), Inventory, Price, Weight, Inventory, and Images. A 'Save Product' button is located at the bottom right of this section.
- TAX INFORMATION:** This section includes the GST field.
- TERMS & CONDITIONS:** This section includes Discount Terms, Replacement Policy, Delivery Terms, and Warranty Terms.

Annotations on the form include:

- A green box highlights the 'Main Category', 'Product Name', 'Brand', 'Product Model', 'Product Tags', and 'Product Description' fields.
- A green box highlights the 'Price' field with the text: 'Fill in 1 or the quantity applied to the product price.'
- A green box highlights the 'SKU' field with the text: 'Fill in with the Unique Alphanumeric.'
- A green box highlights the 'Terms & Conditions' section with the text: 'This section is only applicable for products like machinery, customize items & related service and installation.'
- A red arrow points to the 'Save Product' button.

1 Fill in all the mandatory fields highlighted in the Green Box.

Note: Lapasar will charge a 6% commission to the supplier upon a successful sale. Please include the commission into the price displayed on Lapasar.

Vendors are responsible to maintain any price, description, inventory or product availability modifications on Lapasar platform upon product upload (Go to "Manage Product").

2 The **Green Box with "TERMS & CONDITIONS"** is only applicable for products like machinery, customized items & related services and installation.

3 Once completed, click on **"Save Product"**.

# INFORMATION ON PRICE ASSIGNMENT

Please get in touch with Lapasar if vendor would like to assign a special price for certain buyer(s).

**Please contact Lapasar via -**

**Email** : [welcome@lapasar.com](mailto:welcome@lapasar.com)

**Live Chat** : <https://lapasar.com/marketplace/>  
(Corporate Marketplace)

Note: Any price assignment and/or edits on the assigned price will be done by Lapasar and must be informed via above channels.

# EDIT PRODUCT

Vendors are allowed to edit the product price, details & inventory upon uploading the product.

PRODUCTS & INVENTORY MANAGEMENT

Product Name:  Product Category: All Status: All Last Update:

No.	Product Name	Product Category	Unit Price	Inventory	Status	Last Updated	Product Image	Action
1	70GSM A4 PAPERONE GREEN 500'S	70gsm	RM 10.00	100000	Disabled	03/12/2019		
2	Printpro Red A4 Paper (80gsm)	80gsm	RM 12.00	100	Disabled	05/11/2019		
3	Printpro Premia A4 Paper (70gsm)	70gsm	RM 9.50	100	Enabled	28/02/2020		

Showing 1 to 3 of 3 entries

1 Click on “**Manage Product**”.

To edit products, you may click on the buttons under “**Action**” for each product.

2 The **description** for each icons under “**Action**” are as stated.

	Click on this icon to <b>Edit Products Detail</b> .
	Click on this icon to <b>Enable Products</b> that have been disabled earlier on.
	Click on this icon to <b>Disable Products</b> that are not sellable / unavailable.

# MANAGE INVENTORY

Vendors are allowed to edit the product price, details & inventory upon uploading the product.



1 Edit the unit price of the product under “**Unit Price**”.

2 Edit the Inventory for the product under “**Update Inventory**”.

Click on “Update Inventory” to save the changes made.

Manage Products > Manage Inventory

INVENTORY MANAGEMENT

← Back   ↕ Update Inventory

No.	Product Name	SKU	Unit Price	Inventory	Update Inventory	Last Updated
1	70GSM A4 PAPERONE GREEN 500'S	87234772	RM 10.00	100000	<input type="text" value="100000"/>	05-11-2019

# MANAGE BULK PRICE REQUEST [A]

This section allows vendors to manage / respond to the product bulk price requested by buyers.

The screenshot shows the LAPASAR Wholesale Marketplace interface. The top navigation bar includes 'MANAGE BULK PRICE' (highlighted with a red box), 'MANAGE LOCATION', 'MANAGE USERS', 'MANAGE WHOLESALE', and 'REPORTS'. Below the navigation bar, there is a 'LIST OF BULK PRICE' section with filters for 'Date', 'Buyers' (set to 'All'), and 'Status' (with checkboxes for Pending, Approve, Removed, Rejected, Renegotiated, and Used). A 'Search' button and a 'Reset' button are also present. Below the filters, a table displays the bulk price requests. The table has columns for 'NO.', 'Date & Time', 'Product', 'Requestor', 'Location', 'Quantity', 'Request Price', 'Approve Price', 'Buyer's Note', 'Vendor's Notes', 'Status', and 'Action'. The first row shows a 'Pending' status with a 'View' button (highlighted with a red box). The second and third rows show 'Approved' status with 'View' buttons.

NO.	Date & Time	Product	Requestor	Location	Quantity	Request Price	Approve Price	Buyer's Note	Vendor's Notes	Status	Action
1	29/04/2020 12:19 PM	Printpro Premia A4 Paper (70gsm)	PLUS Malaysia Berhad	Pulau Pinang,Permatang Pauh	350	RM 8.50				Pending	<a href="#">View</a>
2	30/10/2019 11:46 AM	Printpro Premia A4 Paper (70gsm)	PLUS Malaysia Berhad		350	RM 9.20	RM 9.20			Approved	<a href="#">View</a>
3	30/10/2019 11:46 AM	Printpro Premia A4 Paper (70gsm)	PLUS Malaysia Berhad		350	RM 9.20	RM 9.20			Approved	<a href="#">View</a>

1 Click on **“Manage Bulk Price”** to access this page.

2 Under **“Action”**, click on the **“View”** button to view the details of product bulk price requested by the buyer.

# MANAGE BULK PRICE REQUEST [B]

This section allows vendors to manage / respond to the product bulk price requested by buyers.

Welcome to Lapasar.com Marketplace

**ASK FOR BULK PRICE**



**Vendor:** NKS Paper  
**Product Name:** Printpro Premia A4 Paper (70gsm)  
**Product Price:** RM 9.50

<b>Company Name</b>	<b>Target Price Per Unit(RM)</b>
PLUS Malaysia Berhad	8.50
<b>Quantity</b>	<b>Approved Price (RM)</b>
350	9.50

**Notes from "Buyer"**

**Reply to "Buyer"**

Note: Buyers can negotiate !

**SUBMIT** **REJECT**

- 1 Under **"Approved Price (RM)"**, fill in your approved bulk price according to the product quantities requested.
- 2 View the notes from buyers and type in your reply on the empty space under **"Reply to 'Buyer'"**.
- 3 Click on **"SUBMIT / REJECT"** to approve / decline the request from the buyer.



## Vendor User Guide

### [05] Order Fulfilment

# ORDER FULFILMENT [A]

This section guides vendors to accept (fulfillment) and manage orders from buyer(s).

The screenshot shows the LAPASAR 'Manage Orders' interface. The top navigation bar includes 'DASHBOARD', 'MANAGE PRODUCT', 'MANAGE ORDER' (highlighted with a red box), 'MANAGE PROMO CODE', 'MANAGE RFQ', 'MANAGE BULK PRICE', 'MANAGE LOCATION', 'MANAGE USERS', 'MANAGE WHOLESALE', 'REPORTS', and 'Wholesale Marketplace'. Below the navigation bar, there is a search and filter section for 'LIST OF ORDERS' with fields for Date, PO ID, Buyers, Tracking Number, and Postcode. A 'Status' section contains checkboxes for Pending, Accepted, Rejected, Shipped, Received, Validating, Delivered, In-Dispute, Cancelled, In-Review, and Partial. A table below shows the list of orders with columns: No., PO Date, GR Date, PO ID, Buyers, Tracking Number, Postcode, Total PO Value, PO Status, Payment, and Action. The first row is highlighted with a red box, showing a 'Pending' status and a 'Details' action button.

No.	PO Date	GR Date	PO ID	Buyers	Tracking Number	Postcode	Total PO Value	PO Status	Payment	Action
1	14/05/2020 04:12 PM	-	ORD200514325FC9740	Tenderin Sdn Bhd	NA	46400	RM 70.00	Pending	▲	<a href="#">Details</a>
2	12/05/2020 05:08 PM	12/05/2020 05:12 PM	ORD200512506E6D8250	Invest Today Sdn Bhd	NA	46400	RM 70.00	Delivered	▲	<a href="#">Details</a> <a href="#">Attach Signed DO</a> <a href="#">PO</a> <a href="#">DO</a>
3	12/05/2020 05:08 PM	-	ORD200512506E6D8720	Invest Today Sdn Bhd	NA	46400	RM 70.00	Pending	▲	<a href="#">Details</a>

1 Click on “Manage Order”.

2 For the order that shows “Pending” under PO Status, click on “Details” under the Action section.

# ORDER FULFILMENT [B]

This section guides vendors to accept (fulfillment) and manage orders from buyer(s).

The screenshot shows the 'Manage Order' page in the Lapasar system. At the top, there is a navigation bar with various icons and labels like 'DASHBOARD', 'MANAGE PRODUCT', 'MANAGE ORDER', etc. Below this, the 'Manage Order' header is visible. The main content area is titled 'PURCHASE ORDER DETAILS' and shows a PO ID of ORD2005I4325FC9740. A table lists the order items, including 'PPE Alligator Glove (PPE)' with a quantity of 10 and a unit price of RM 6.00. To the right, there are sections for 'SHIPPING ADDRESS' and 'BILLING ADDRESS', both listing the same address: 27-3, jalan 17/22, section 17, 46400, Petaling Jaya, Selangor, Malaysia. At the bottom, a summary table shows a subtotal of 60.00, shipping of 10.00, and a grand total of 70.00. The status is 'Pending' and an 'Accept' button is highlighted with a red box.

No.	SKU	Image	Product Details	Quantity	Unit Price	Total
1	3IONR-G-S		PPE Alligator Glove (PPE) • Size :S	10	RM 6.00	RM 60.00

SUBTOTAL (RM)	60.00
SHIPPING (RM)	10.00
GRAND TOTAL (RM)	70.00

Status : Pending

Accept

1 Click on **“Accept”** to confirm the order received.

2 Please contact Lapasar Team for assistance via email to [welcome@lapasar.com](mailto:welcome@lapasar.com) or via Live Chat Function on <https://lapasar.com/marketplace/> if you would like to **cancel the order** received due to justifiable cause.

Lapasar is not responsible for any wrong information such as price, specs and etc when the order is accepted by the Seller. [Please refer to Lapasar SLA for more details.](#)

# ORDER FULFILMENT [C]

This section guides vendors to accept (fulfillment) and manage orders from buyer(s).

1 Upon clicking “Accept”, the “Estimated Date Delivery” window will pop up.

Delivery times differ depending on different products.

If you’ve chosen a date longer than the delivery date it was supposed to be, you will have to **fill in a mandatory “Remarks” field to state the reason for the longer time needed for delivery.**

The screenshot displays the 'Manage Order' interface for a purchase order (PO ID: ORD200514325FC9740). A modal window titled 'Estimate Date Delivery' is open, showing an 'Estimate Date' of 06/29/2020 and a 'Remarks' field with the text 'Give reason why you choose date more than 4 working days'. A red box highlights the 'Submit' button in the modal. The background interface includes a table of order items, a summary table with a Grand Total of 70.00, and a status of 'Pending' with an 'Accept' button.

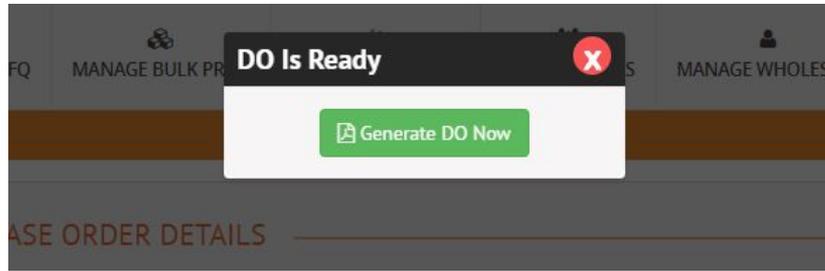
No.	SKU	Image	Product Detail	total
1	310NR-G-S		PPE Alligator Glove (PPE1) • Size :S	RM 60.00

SUBTOTAL (RM)	60.00
SHIPPING (RM)	10.00
GRAND TOTAL (RM)	70.00

If vendor is **unable to meet** the initial EDA stated upon accepting an order, vendor **must** immediately change the EDA date on Lapasar with justification (which will be emailed to the buyer). Failure to do so **will result in order cancellation**.

# ORDER FULFILMENT [D]

This section guides vendors to accept (fulfillment) and manage orders from buyer(s).



- 1 Upon submission of the estimated date of delivery, the “DO is ready” window will appear.

Click on “**Generate DO Now**” to generate a Delivery Order (DO) in PDF format.

Please refer to **Lapasar SLA** for Lapasar Generated DO & Mobile GR (for faster payout).

- 2 For usage of courier services, it is recommended to update the tracking information for any delivery in the “**Tracking Information**” if you have any.

A screenshot of a web application interface showing the "Tracking Information" section. At the top left, there is a box containing "Status : Accepted". At the top right, there is a button labeled "Attach Signed DO". Below this, the "TRACKING INFORMATION" section is highlighted with a red border. It contains two input fields: "Tracking Number : [text input]" and "Carrier : [dropdown menu]". At the bottom of this section, there is a button labeled "Update tracking info".

# ORDER FULFILMENT [E]

This section allows vendors to manage their orders received and follow up on necessary actions required.

No.	PO Date	GR Date	PO ID	Buyers	Tracking Number	Postcode	Total PO Value	PO Status	Payment	Action
1	02/05/2020 01:49 PM	-	ORD200502142A70710	PLUS Malaysia Berhad	NA	13500	RM 1,840.00	Accepted	▲	Details   Attach Signed DO   PO   DO
2	27/02/2020 02:59 PM	09/03/2020 08:39 AM	ORD2002275366DF791	PLUS Malaysia Berhad	NA	83700	RM 1,840.00	Delivered	▲	Details   Attach Signed DO   PO   DO
3	18/02/2020 10:53 AM	21/02/2020 12:03 PM	ORD200218301022780	PLUS Malaysia Berhad	NA	35000	RM 920.00	Delivered	▲	Details   Attach Signed DO   PO   DO
4	13/01/2020 10:31 AM	17/01/2020 09:42 AM	ORD20011359FD14490	PLUS Malaysia Berhad	NA	35800	RM 920.00	Delivered	▲	Details   Attach Signed DO   PO   DO
5	09/01/2020 02:37 PM	16/01/2020 12:26 PM	ORD20010943738C140	PLUS Malaysia Berhad	NA	13500	RM 3,220.00	Delivered	▲	Details   Attach Signed DO   PO   DO

	Click on this “ <b>Details</b> ” button, you will be directed to the PURCHASE ORDER DETAILS page.
	Click on this button, and an <b>ATTACH SIGNED DO</b> window will pop up for vendors to upload signed DO.
	Click on the “ <b>PO</b> ” button, you will be directed to the PURCHASE ORDER (PO) page.
	Click on the “ <b>DO</b> ” button, you will be directed to a PDF formatted Delivery Order (DO).

- 1 The description for each buttons under “Action” are as stated.
- 2 Upon delivery, please ensure to upload the signed DO (if Mobile GR was not used) with the delivery date.

With the signed DO attached, Auto GR will be performed on the next working days if the buyer fails to perform GR after 48-72 hours from delivery.

Without the signed DO attached, buyer will be given 7-days to perform GR from the stated delivery date on Lapasar or Auto GR is performed.

# ORDER FULFILMENT [F]

This section guides vendors to keep track of the Purchase Order (PO) status displayed under “PO Status”.

No.	PO Date	GR Date	PO ID	Buyers	Tracking Number	Postcode	Total PO Value	PO Status	Payment	Action
1	14/05/2020 04:12 PM	-	ORD2005H4325FC9740	Tenderin Sdn Bhd	NA	46400	RM 70.00	Pending	▲	<a href="#">Details</a>
2	12/05/2020 05:08 PM	12/05/2020 05:12 PM	ORD2005I250E6D8250	Invest Today Sdn Bhd	NA	46400	RM 70.00	Delivered	▲	<a href="#">Details</a> <a href="#">Attach Signed DO</a> <a href="#">PO</a> <a href="#">DO</a>
3	12/05/2020 05:08 PM	-	ORD2005I250E6D8720	Invest Today Sdn Bhd	NA	46400	RM 70.00	Pending	▲	<a href="#">Details</a>

<b>Accepted</b>	You have accepted the order from the client (buyer).
<b>Delivered</b>	Your goods have been delivered to the client (buyer).
<b>Pending</b>	The order is currently pending for you to take action.
<b>Cancelled</b>	The order has been cancelled either by you or the client (buyer).

1 Suppliers can find “**PO Status**” on this column.

2 Under PO Status, there are 4 types of status that will be displayed:

- Accepted
- Delivered
- Pending
- Cancelled

# MANAGE PRE-ORDER EMAILS

All pre-order emails will be sent by Lapasar Team to the suppliers.

Please note that suppliers will receive pre-order emails from [welcome@lapasar.com](mailto:welcome@lapasar.com) stating that suppliers might receive orders from the client (buyer) side in the near future.

This would allow suppliers to prepare the goods / check whether suppliers have enough stock to supply for the client (buyer).

There will be a **“Yes / No”** button that comes along with the email.

**Click on “Yes / No” to indicate whether you will be able to supply the goods to the client (buyer).**

Heads up! Please confirm Stock

Please reply by click button Yes if you have stock otherwise click No

Yes

No

A requestor from (XXXXXXXXXXXXXXXXXXXXXXXX) has sent the item listed

Please find the details below:

#	Product Name
1	Fan Motor EBM Twin Shaft 24w
2	Kulthorn Compressor 1/3HP AE4440Y
3	Kulthorn Compressor 1/2HP AE2425ZK
4	Kulthorn Compressor 5/8HP AE4450Y
5	Fan Motor EBM 18w
6	Fan Motor EBM 10w

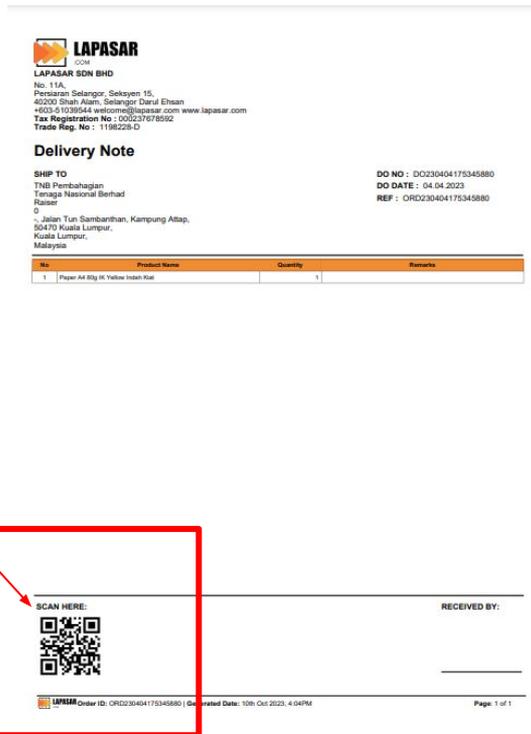
# SPECIAL DELIVERY REQUIREMENT: **TNB**

Please adhere to this delivery requirement when delivering product to TNB clients.

There will be a **QR Code** at the bottom of **Lapasar Delivery Order (DO)**.

Upon delivery, please **present QR code via Lapasar mobile application** or via the hardcopy of **Lapasar Delivery Order (DO)** for **TNB client to scan**.

This would allow and ease TNB client to perform Goods Received (GR) action in order to acknowledge receipt of product.



**LAPASAR**  
LAPASAR SDN BHD  
No. 11A,  
Persiaran Selangor, Seksyen 15,  
46200 Shah Alam, Selangor Darul Ehsan  
+603-01039544 website@lapasar.com www.lapasar.com  
Tax Registration No : 000217078992  
Trade Reg. No : 1198228-D

**Delivery Note**

SHIP TO  
TNB Pembahagian  
Tenaga Nasional Berhad  
Rauar  
D  
Jalan Tun Sambanthan, Kampung Abap,  
50470 Kuala Lumpur,  
Kuala Lumpur,  
Malaysia

DO NO : DO230404175345880  
DO DATE : 04.04.2023  
REF : ORD230404175345880

No	Product Name	Quantity	Remarks
1	Paper A4 Btg H. Yellow Indah Kiat	1	

SCAN HERE:  


RECEIVED BY: \_\_\_\_\_

LAPASAR Order ID: ORD230404175345880 | Generated Date: 10th Oct 2023, 4:04PM Page: 1 of 1

# SPECIAL DELIVERY REQUIREMENT: PRefChem

Please adhere to this delivery requirement when delivering product to PRefChem buyers.

Please be informed that the **delivery days** for **the Warehouse** are on **Wednesday & Thursday only**. The rest of the premises can accept delivery on any days.

PRefChem staff shall either collect items at **Main Gates 1-3** OR **made prior arrangement** for vendors to **drop items** at the **designated delivery location**.

The courier companies shown on the right are the **recommended courier service providers** as they are already aware of the premises' security measures.



# Others

This section to notify the vendors on other rules and regulations pertaining to vendor account.

- For any **product uploaded less than 3 months**, you are required to provide an explanation and wait for Lapasar's approval for any price change to be made. The **increment shall stay within the market price and/or shall amount to no more than 20%**. Otherwise, vendors are required to justify the request for price change approval.
- Please fill in the **shipping template** provided in Lapasar's welcoming email and **revert back to Lapasar** should you wish to change your delivery charge. No products will be available in the marketplace if the shipping fee is not submitted.
- It is **compulsory to attend Vendor Account Webinar training** after completing your registration process. This virtual training session will be held every last Friday of the month unless otherwise stated in the calendar invitation.
- Any vendor account that has been **idle for more than 1 month** will be disabled temporarily automatically and an email notification will be sent to the vendor.
- Please ensure that **product price and inventory are updated as frequently as possible** to avoid future order complications.
- A high number of **order neglect or order cancellation requests with no valid reason** will cause the vendor to be **investigated and the account to be suspended**.



## Vendor User Guide

### [06] Payment Arrangement

# PAYMENT ARRANGEMENTS

Payouts to vendors are automatic upon vendor's auto-invoicing application, no physical invoices are needed. (Refer to [02] Auto-Invoicing Registration).

- The orders with PO status “Delivered” on Lapasar will be processed for payment.
- Please be informed that Lapasar will deduct between 4 - 6% commission from each successful transactions.
- PO status changes to “Delivered” once buyer acknowledges the receipt of goods in good condition (Goods Received - GR) on Lapasar platform.
- Payout for orders is consolidated on a monthly basis. After the GR month is completed, payments are automatically scheduled after 30 days.
- For orders GR in the month, vendors may expect payment within 30-45 days.
- Payment Receipt/Slip will be provided by Lapasar upon payout. Please refer to the next slide to verify the breakdown of each payout received.
- Any enquiries on payment must be emailed to [finance@lapasar.com](mailto:finance@lapasar.com)

# PAYOUT AMOUNT REFERENCES [A]

Payout for GR orders is made on a consolidated basis. The amount paid out will deduct the commission charge of standard 4% to 6% (or any arrangement made between Lapasar and the vendor).

1 Click on “Reports”.

Then click on “Export All Delivered” to download the report in CSV format.

2 An “Export All Delivered Orders” window will pop up.

Select the month and click on “Export CSV”.

The screenshot shows the Lapasar Reports interface. The top navigation bar includes 'LAPASAR.com', 'DASHBOARD', 'MANAGE PRODUCT', 'MANAGE ORDER', 'MANAGE RFQ', 'MANAGE BULK PRICE', 'MANAGE LOCATION', 'MANAGE USERS', and 'REPORTS' (highlighted with a red box). Below the navigation bar, the 'Reports' section is active, showing 'Order From Buyers Reports', 'Order Status Reports', and 'Top 10 Products'. The main content area displays a bar chart titled 'ORDER FROM BUYERS' with 'Overall' selected. The chart shows 'Total Value of Orders' (orange bars) and 'Total Number of Orders' (green bars) for various buyers. Below the chart, there are two buttons: 'Export' and 'Export All Delivered' (highlighted with a red box). A table below the buttons shows a list of orders. A modal dialog box titled 'Export All Delivered Orders' is open, showing a 'Select Month' dropdown menu with 'January 2021' selected. Below the dropdown, there are two dropdown menus for 'Feb' and '2021'. At the bottom right of the dialog, there is a green 'Export CSV' button (highlighted with a red box).

No.	Company Name	Total Value of Orders	Total Number of Orders
1	Tenaga Nasional Berhad		112
2	Tenaga Nasional Berhad (CAPEX)		7

# PAYOUT AMOUNT REFERENCES [B]

Payout for GR orders is made on a consolidated basis. The amount paid out will deduct the commission charge of standard 4% to 6% (or any arrangement made between Lapasar and the vendor).

Seller	Seller Email	Product Name	Unit Price(RM)	Quantity	Sub-total (RM)	Commission(%)	Total Commission Charge (RM)	Total Receivable (RM)	Total Payout (RM)
Tenderin Sdn Bhd (KL)	kl@lapasar.com	K3 Non Contact Digita	170	2	340	1) 3.00	10.20	329.80	329.80
Tenderin Sdn Bhd (KL)	kl@lapasar.com	Clear Glass 270ml (PA	24	14	336	1) 3.00	10.08	325.92	325.92
Tenderin Sdn Bhd (KL)	kl@lapasar.com	Paperone Copier A4 F	11	500	5500	1) 5.00	275.00	5225.00	5225.00
							<b>295.28</b>	<b>5880.72</b>	<b>5880.72</b>

1 In the Downloaded CSV, search for **“Total Payout (RM)”** to view the breakdown of payout for that month selected.



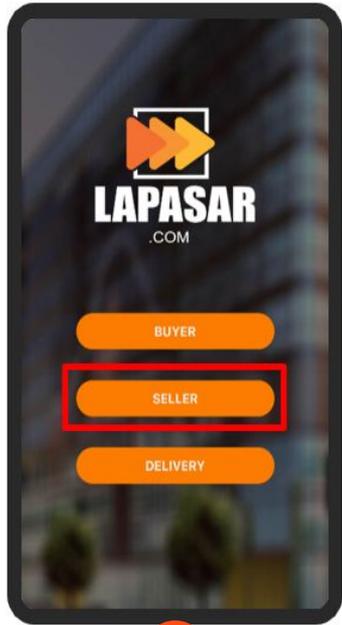
## Vendor User Guide

### [07] Lapasar Mobile App for Vendors

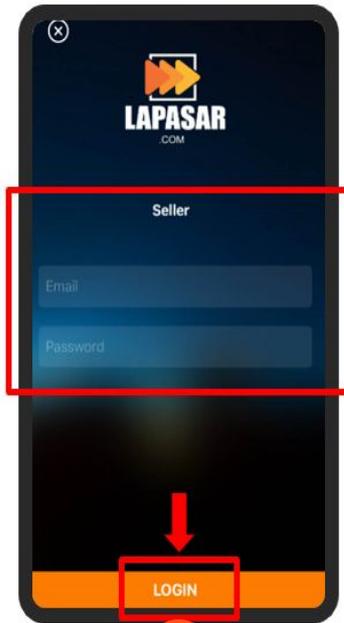


# MOBILE APP FOR VENDORS [A]

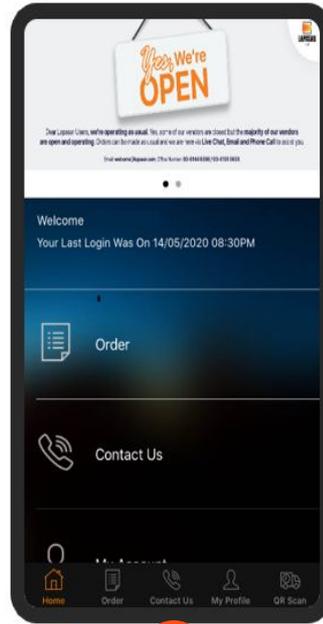
This section allows suppliers to keep track and manage their orders on the go via Lapasar Mobile App. Orders received will also be notified via app or email.



1



2

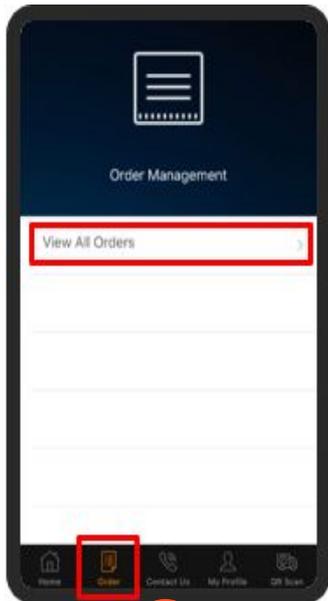


3

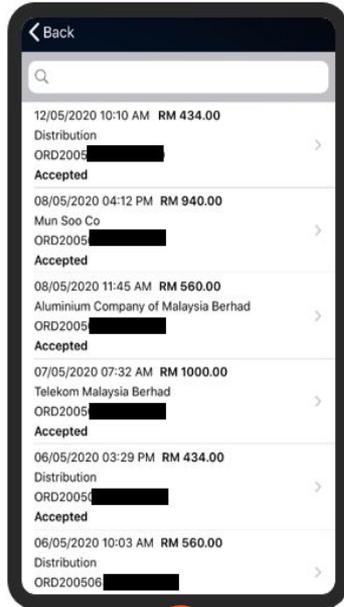
- 1 At the Login page, select Login as “Seller”.
- 2 Fill in vendor’s Lapasar website registration details to login. Once completed, click on “Login”.
- 3 Vendor will be logged in to Lapasar Mobile App Homepage.

# MOBILE APP FOR VENDORS [B]

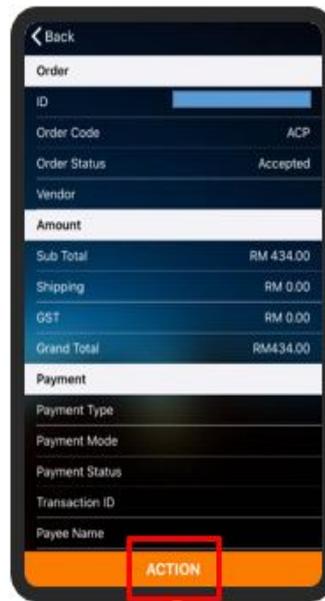
This section allows suppliers to keep track and manage their orders on the go via Lapasar Mobile App. Orders received will also be notified via app or email.



1



2



3

1 Click on the **“Order”** Icon at the bottom of page.

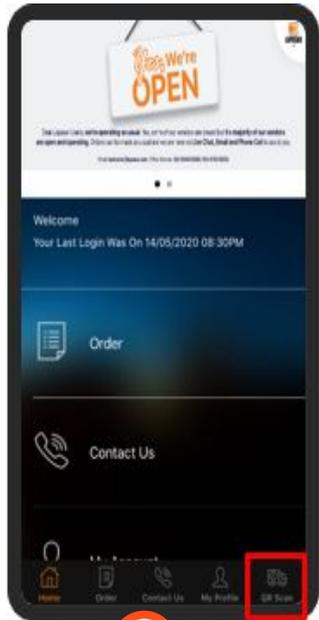
Vendors will be directed to the Order Management page. Click on **“View All Orders”**.

2 Vendors will be directed to a page with a list of all your orders status *i.e. Accepted, Delivered, Pending and Cancelled*.

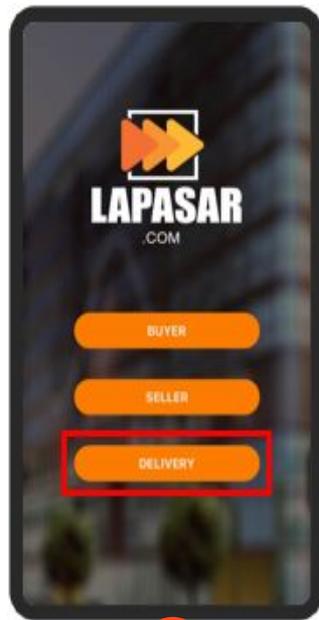
3 For orders pending to be accepted, click on the **“Action”** button to accept the order received.

# MOBILE APP FOR VENDORS [C]

This section allows suppliers to perform Mobile GR via the Lapasar Mobile App for faster payout.



1



2



3

- 1 Click on the **“QR Scan”** Icon at the bottom right of the page to use the QR Code Scanning Feature (for DO).
- 2 The **“Delivery”** button below **“Seller”** button can be used by drivers / delivery personnel to scan QR Code on the Delivery Order (DO).  
  
The **“Delivery”** button is an alternative entry point to the QR Code Scanning Feature.
- 3 Vendors will be directed to this page for QR Code Scanning Feature.



## Vendor User Guide

[08] Lapasar Support Channel

# LAPASAR SUPPORT CHANNEL

Lapasar is dedicated in supporting all vendors enquiries (fulfilment, technical, payments etc).

- **Availability:** 9AM-6PM from Monday to Friday except for Public Holidays
- **Email:** [welcome@lapasar.com](mailto:welcome@lapasar.com)
- **Live Chat (Corporate Marketplace):** 20 seconds chat response time  
<https://lapasar.com/marketplace/>
- **Payment /Invoice:** finance@lapasar.com

To secure your account, any communication with Lapasar must be via the above channels. Other channels will not be entertained.