LAPASAR B2B MARKETPLACE

Vendor User Guide

By Lapasar.com
Owned by Lapasar Sdn Bhd (1198228-D)

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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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[01] Vendor Registration

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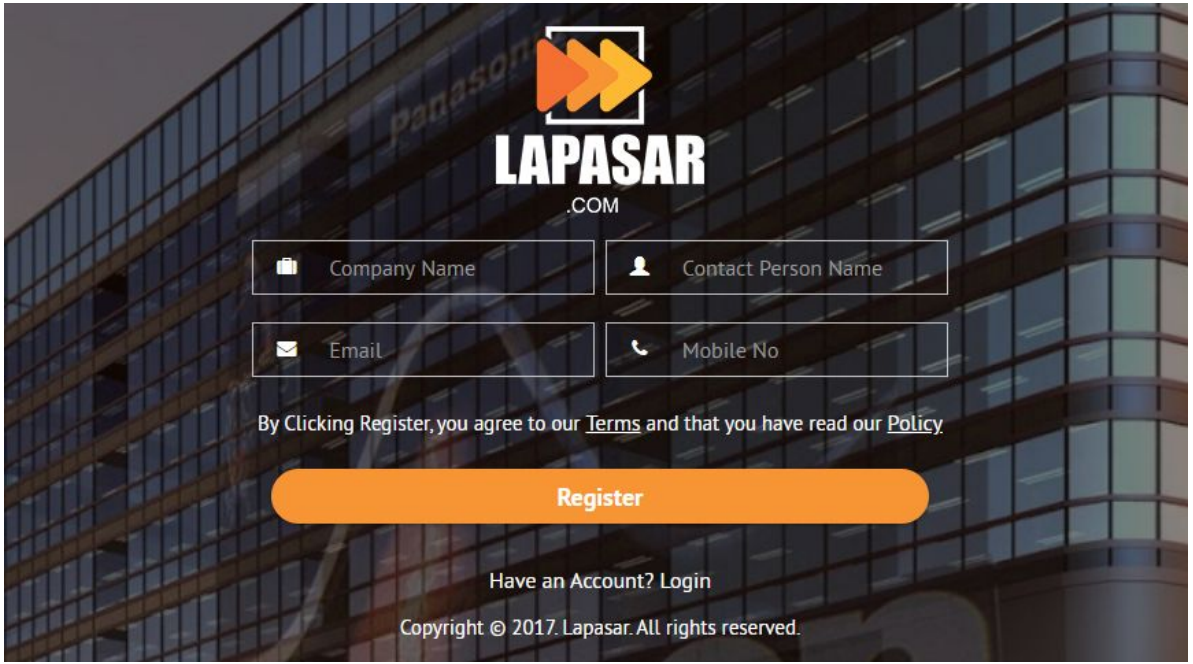
VENDOR REGISTRATION

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



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.

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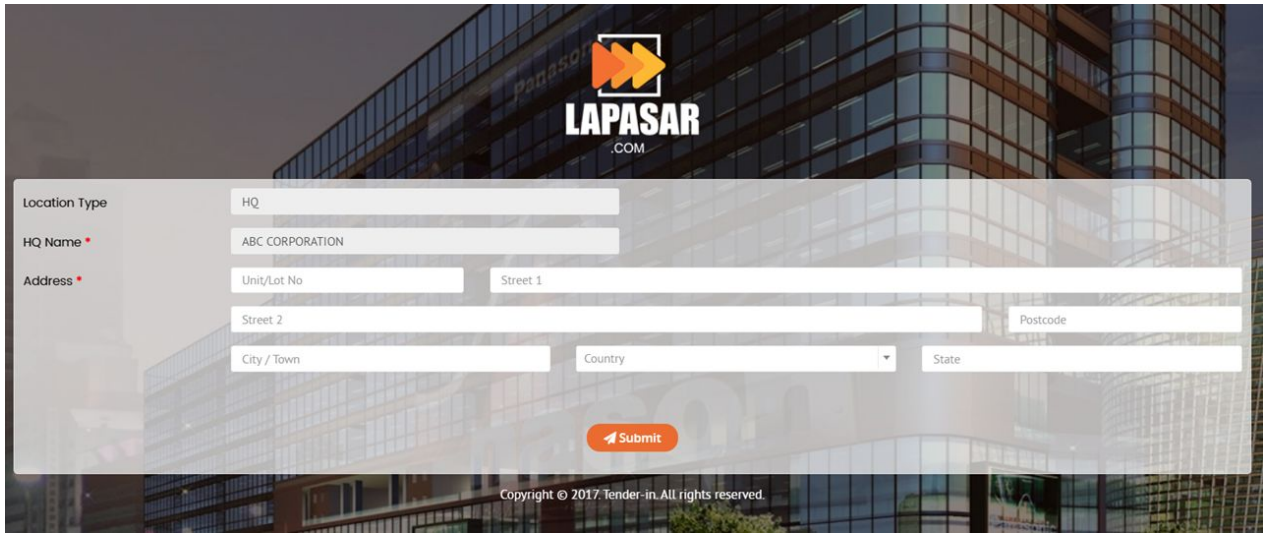
COMPANY DETAILS

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



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

Vendor will be logged in upon clicking on **"Submit"**.

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[02] Auto-Invoicing Registration

Compulsory step before any orders to be executed on Lapasar

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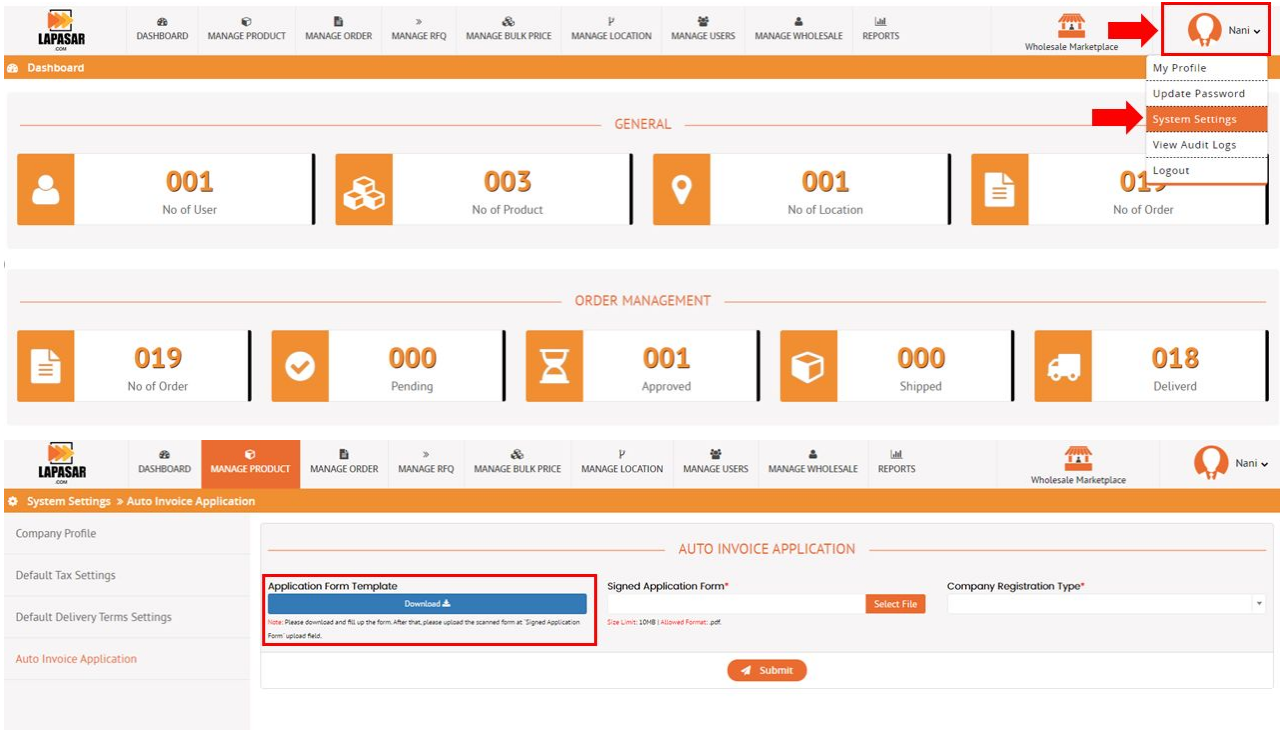
AUTO-INVOICING REGISTRATION [A]

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



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”**

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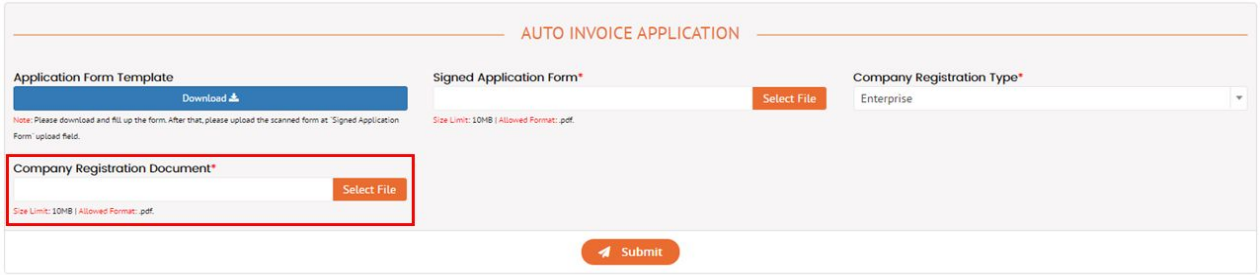
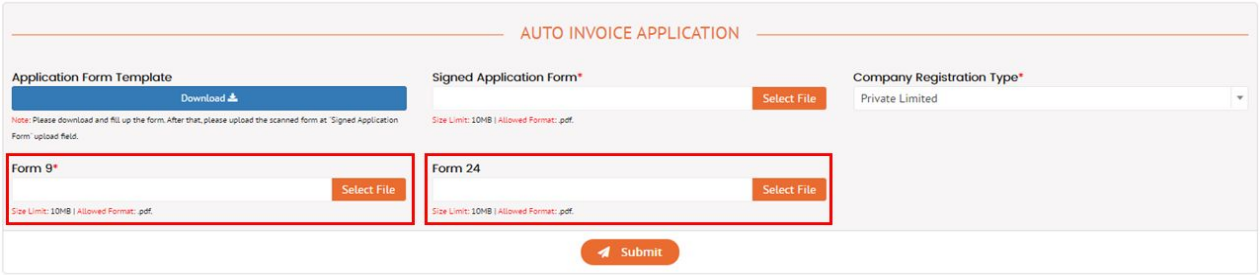
AUTO-INVOICING REGISTRATION [B]

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





1. Select the **Company Registration Type** from dropdown box:
   - Enterprise
   - Private Limited (Sdn. Bhd.)
2. Upload the necessary documents upon selecting the company registration type.

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[03] Shipping Charge Setting

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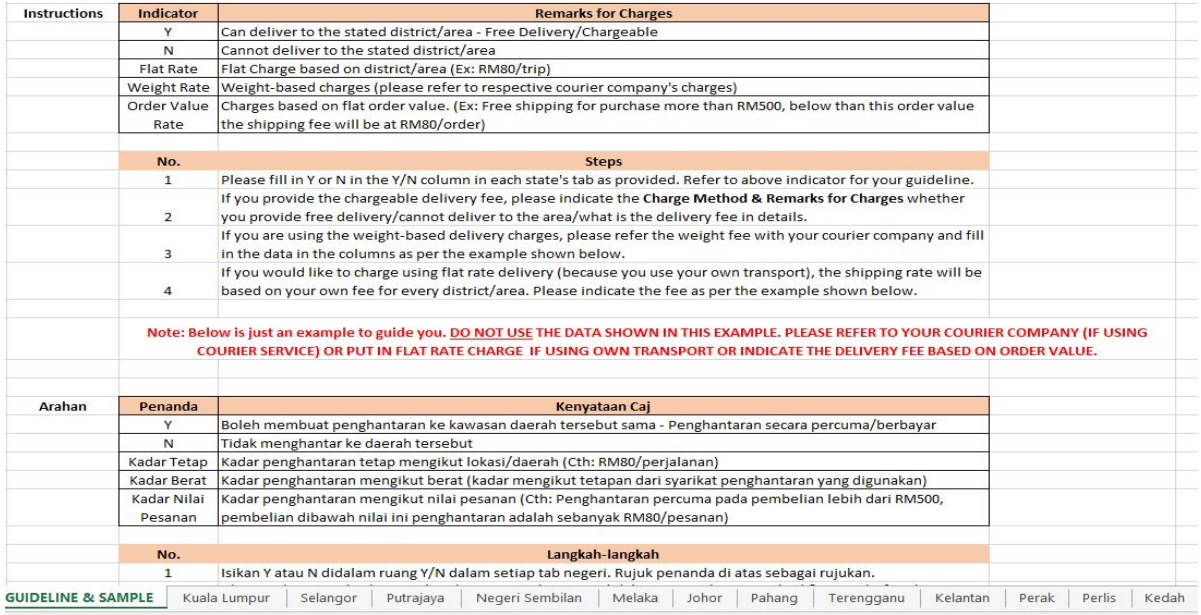
SHIPPING CHARGE SETTING

The vendor will be provided by Lapasar personnel with a **shipping charge template** and should fill up the required information based on the location to supply.



Instructions	Indicator	Remarks for Charges
	Y	Can deliver to the stated district/area - Free Delivery/Chargeable
	N	Cannot deliver to the stated district/area
	Flat Rate	Flat Charge based on district/area (Ex: RM80/trip)
	Weight Rate	Weight-based charges (please refer to respective courier company's charges)
	Order Value Rate	Charges based on flat order value. (Ex: Free shipping for purchase more than RM500, below than this order value the shipping fee will be at RM80/order)

	No.	Steps
	1	Please fill in Y or N in the Y/N column in each state's tab as provided. Refer to above indicator for your guideline.
	2	If you provide the chargeable delivery fee, please indicate the **Charge Method & Remarks for Charges** whether you provide free delivery/cannot deliver to the area/what is the delivery fee in details.
	3	If you are using the weight-based delivery charges, please refer the weight fee with your courier company and fill in the data in the columns as per the example shown below.
	4	If you would like to charge using flat rate delivery (because you use your own transport), the shipping rate will be based on your own fee for every district/area. Please indicate the fee as per the example shown below.

Note: Below is just an example to guide you. DO NOT USE THE DATA SHOWN IN THIS EXAMPLE. PLEASE REFER TO YOUR COURIER COMPANY (IF USING COURIER SERVICE) OR PUT IN FLAT RATE CHARGE IF USING OWN TRANSPORT OR INDICATE THE DELIVERY FEE BASED ON ORDER VALUE.

Arahan	Penanda	Kenyataan Caj
	Y	Boleh membuat penghantaran ke kawasan daerah tersebut sama - Penghantaran secara percuma/berbayar
	N	Tidak menghantar ke daerah tersebut
	Kadar Tetap	Kadar penghantaran tetap mengikut lokasi/daerah (Cth: RM80/perjalanan)
	Kadar Berat	Kadar penghantaran mengikut berat (kadar mengikut tetapan dari syarikat penghantaran yang digunakan)
	Kadar Nilai Pesanan	Kadar penghantaran mengikut nilai pesanan (Cth: Penghantaran percuma pada pembelian lebih dari RM500, pembelian dibawah nilai ini penghantaran adalah sebanyak RM80/pesanan)

	No.	Langkah-langkah
	1	Isikan Y atau N didalam ruang Y/N dalam setiap tab negeri. Rujuk penanda di atas sebagai rujukan.

GUIDELINE & SAMPLE | Kuala Lumpur | Selangor | Putrajaya | Negeri Sembilan | Melaka | Johor | Pahang | Terengganu | Kelantan | Perak | Perlis | Kedah

1. Vendor may refer to the guideline and sample of charge in order to decide with the fee.
2. Vendor need to fill up all the state with Y/N (yes or no) whether can deliver at the stated state or not.
3. Once done, please send back the information to Lapasar PIC or email to welcome@lapasar.com.

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[04] Product Upload, Edit & Manage

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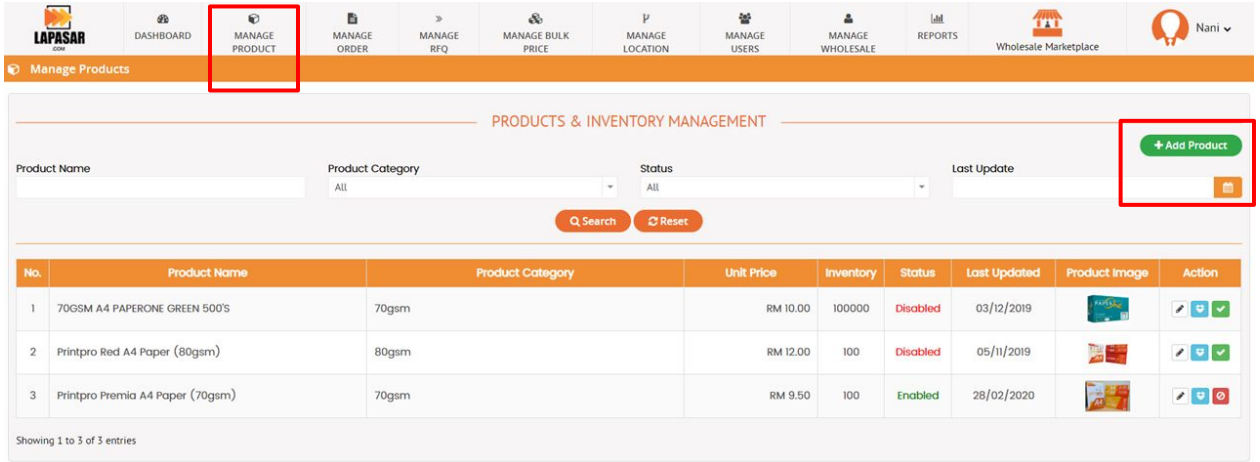
PRODUCT UPLOAD [SELF UPLOAD A]

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



1. Click on **“Manage Product”**.
2. Click on **“+ Add Product”**.

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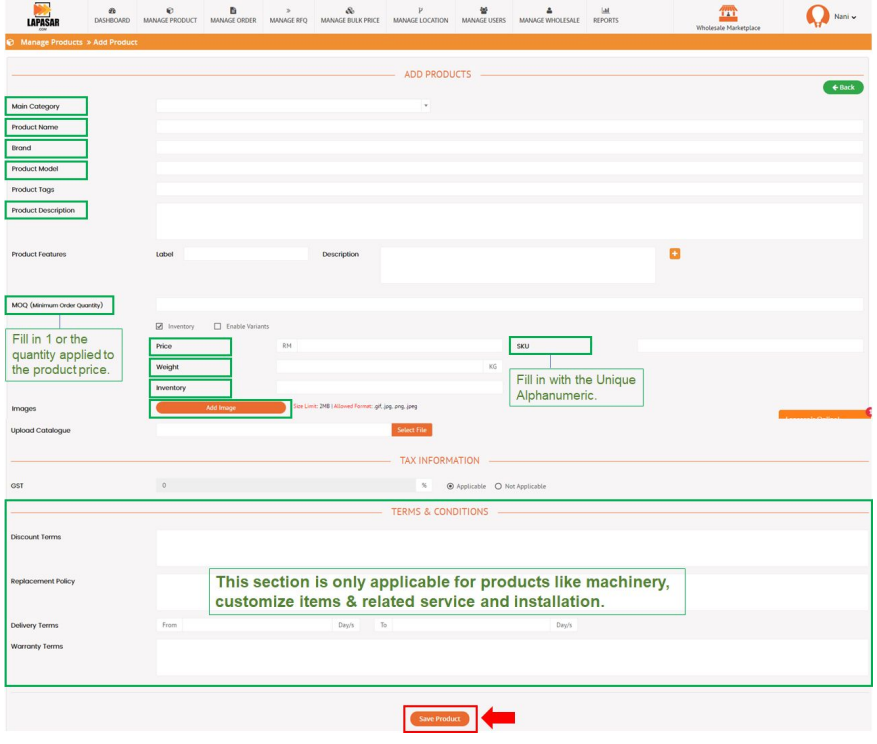
PRODUCT UPLOAD [SELF UPLOAD B]

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



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”**.

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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

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.

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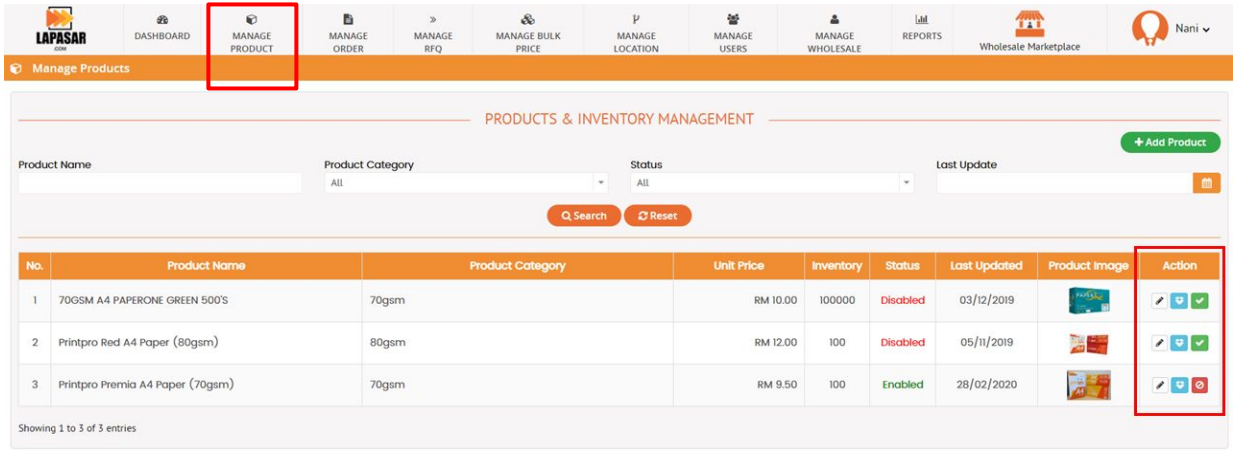
EDIT PRODUCT

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



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

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.

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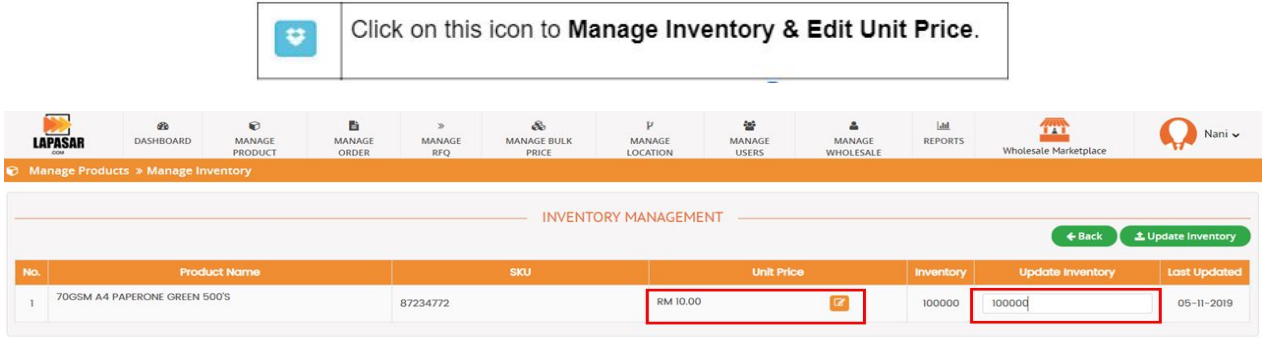
MANAGE INVENTORY

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.

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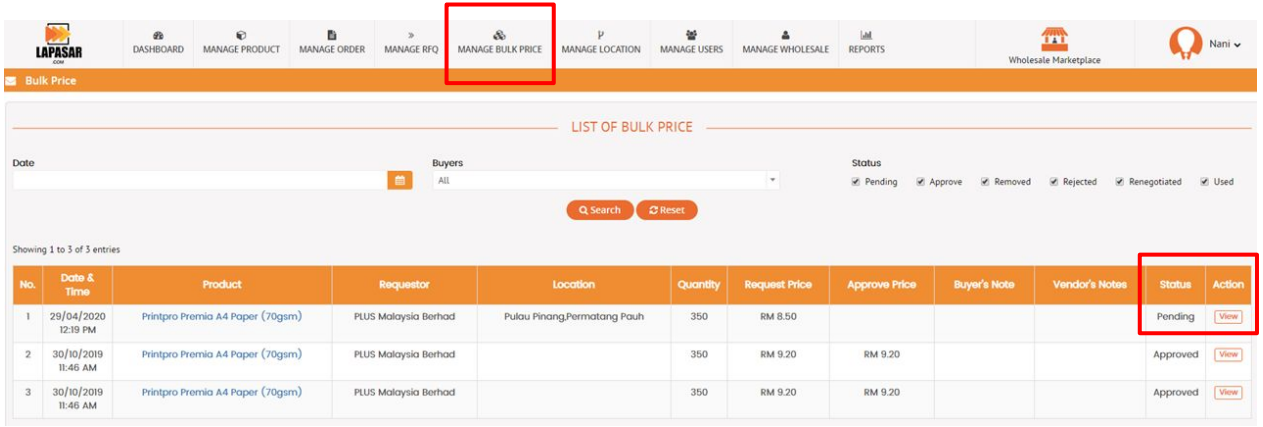
MANAGE BULK PRICE REQUEST [A]

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



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.

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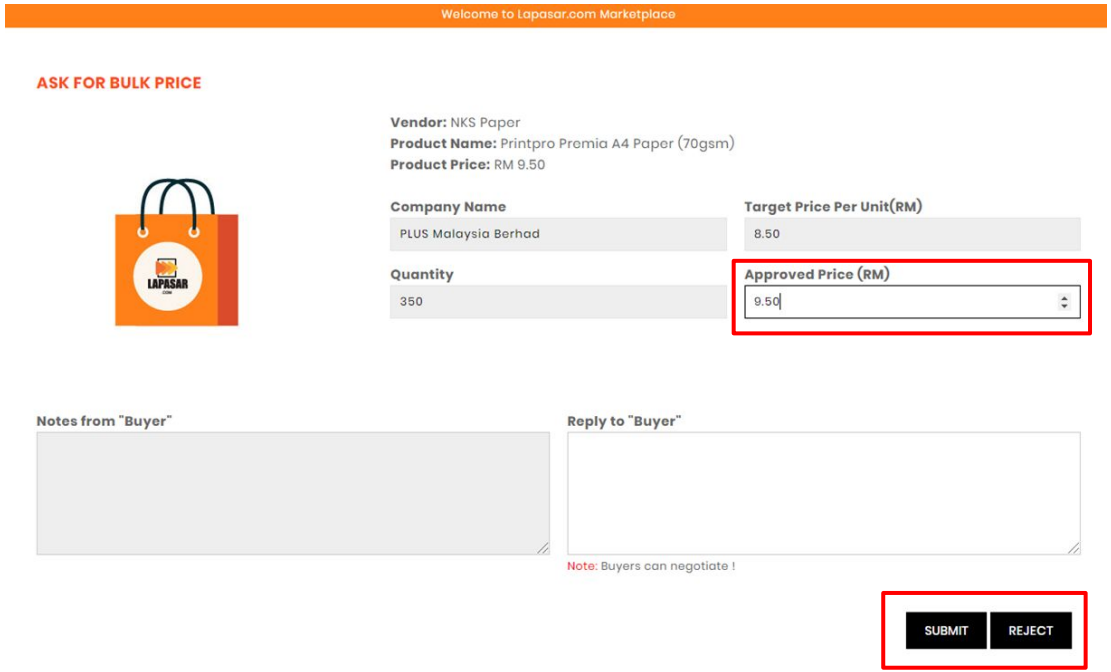
MANAGE BULK PRICE REQUEST [B]

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



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.

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[05] Order Fulfilment

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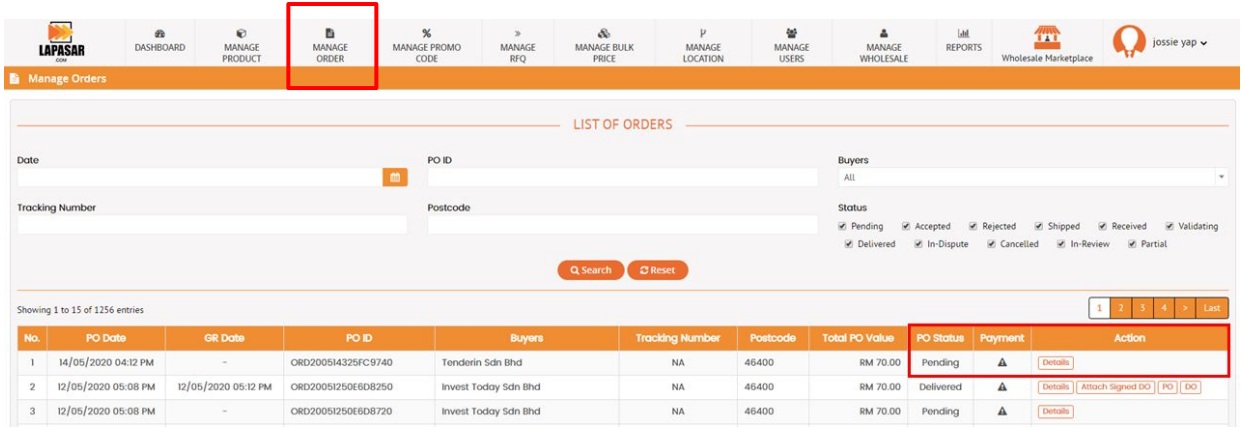
ORDER FULFILMENT [A]

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



1. Click on **“Manage Order”**.
2. For the order that shows **“Pending”** under PO Status, click on **“Details”** under the Action section.

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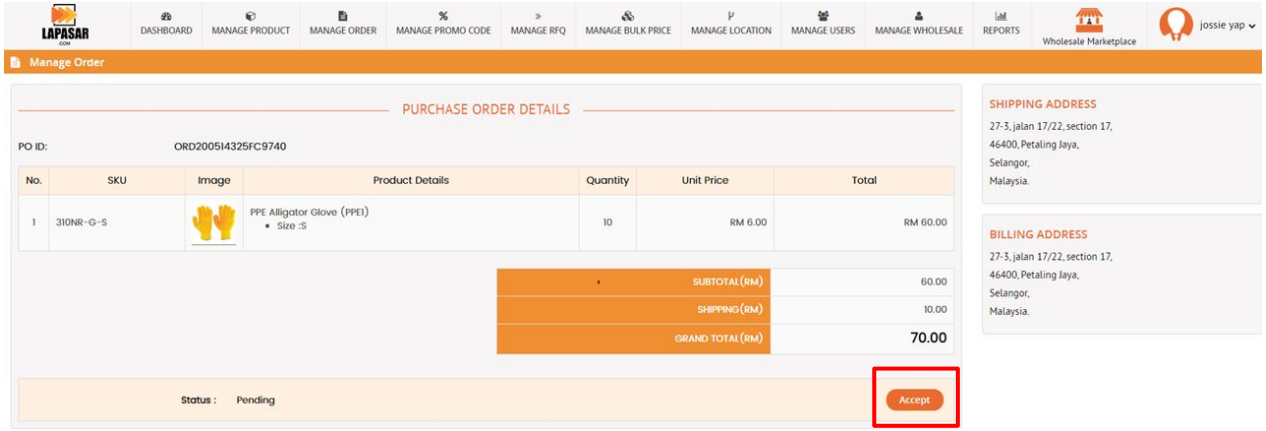
ORDER FULFILMENT [B]

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



1. Click on **"Accept"** to confirm the order received.

2. Please contact Lapasar Team for assistance via email to 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.

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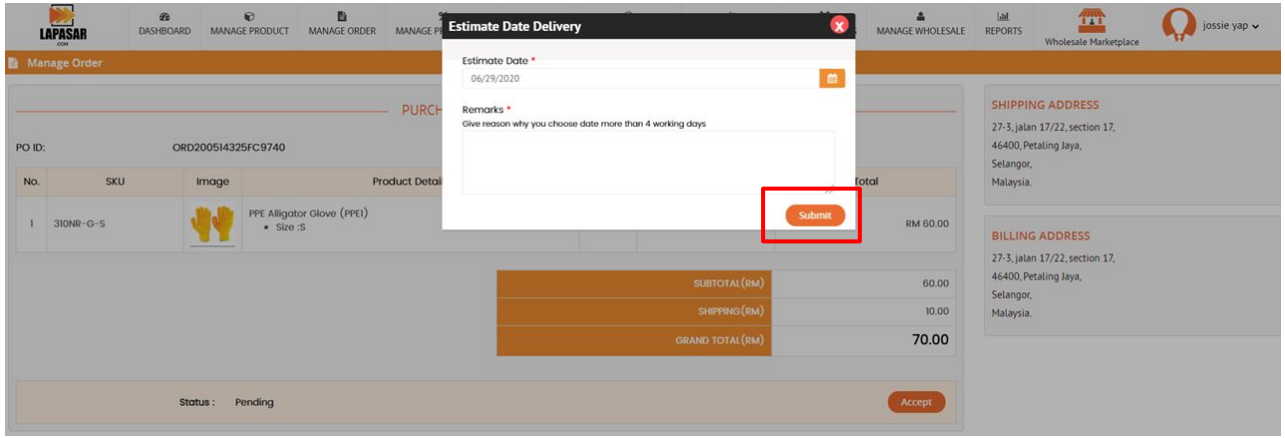
ORDER FULFILMENT [C]

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.**

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.

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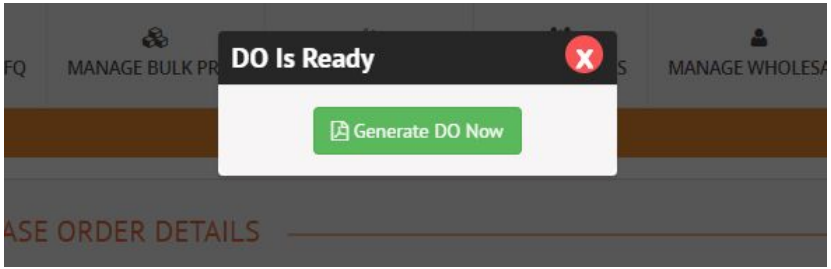
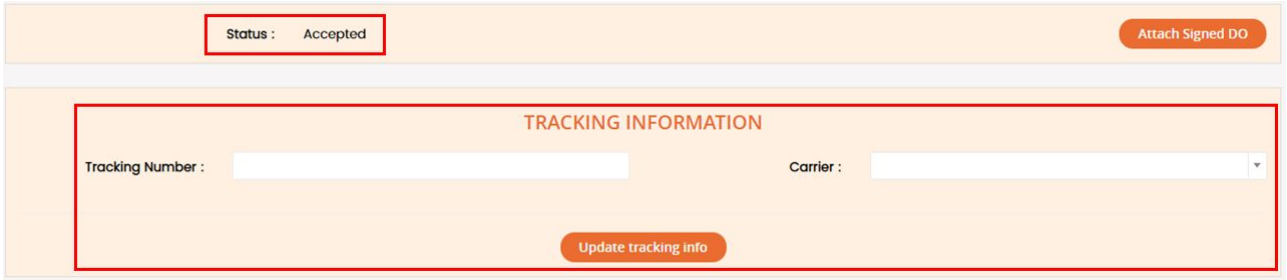
ORDER FULFILMENT [D]

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.

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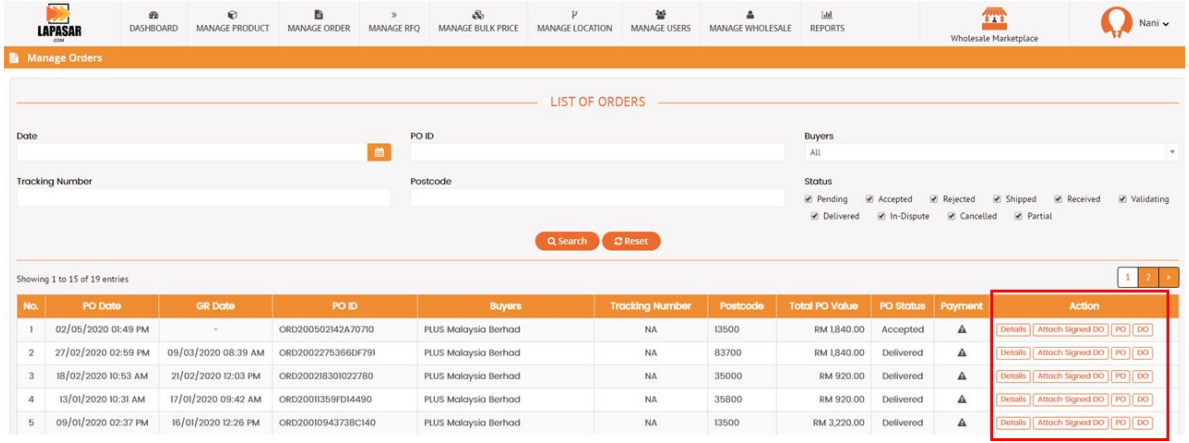
ORDER FULFILMENT [E]

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



Details	Click on this **"Details"** button, you will be directed to the PURCHASE ORDER DETAILS page.
Attach Signed DO	Click on this button, and an **ATTACH SIGNED DO** window will pop up for vendors to upload signed DO.
PO	Click on the **"PO"** button, you will be directed to the PURCHASE ORDER (PO) page.
DO	Click on the **"DO"** 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.

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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	-	ORD200514325FC9740	Tenderin Sdn Bhd	NA	46400	RM 70.00	Pending	⚠	Details
2	12/05/2020 05:08 PM	12/05/2020 05:12 PM	ORD20051250E6D8250	Invest Today Sdn Bhd	NA	46400	RM 70.00	Delivered	⚠	Details Attach Signed DO PO DO
3	12/05/2020 05:08 PM	-	ORD20051250E6D8720	Invest Today Sdn Bhd	NA	46400	RM 70.00	Pending	⚠	Details

Accepted	You have accepted the order from the client (buyer).
Delivered	Your goods have been delivered to the client (buyer).
Pending	The order is currently pending for you to take action.
Cancelled	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

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MANAGE PRE-ORDER EMAILS

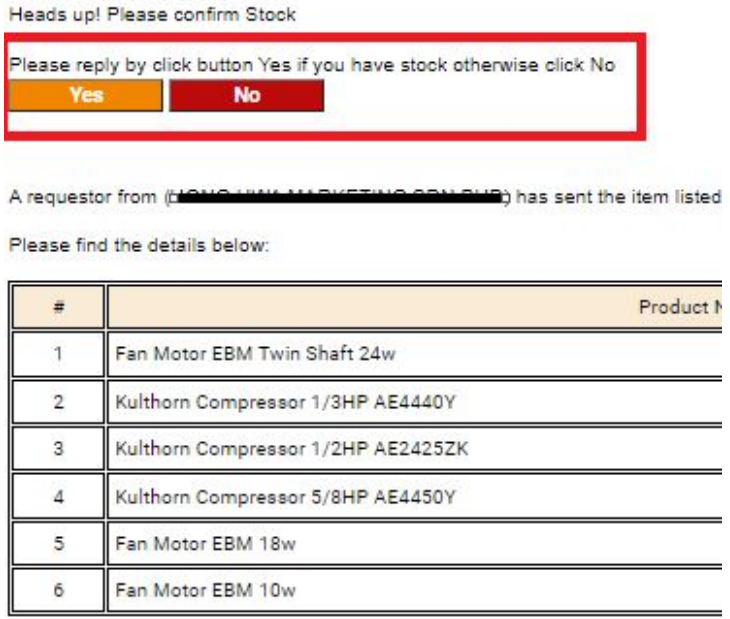
All pre-order emails will be sent by Lapasar Team to the suppliers.

Please note that suppliers will receive pre-order emails from welcome@lapasar.com 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 ([redacted]) has sent the item listed

Please find the details below:

#	Product
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

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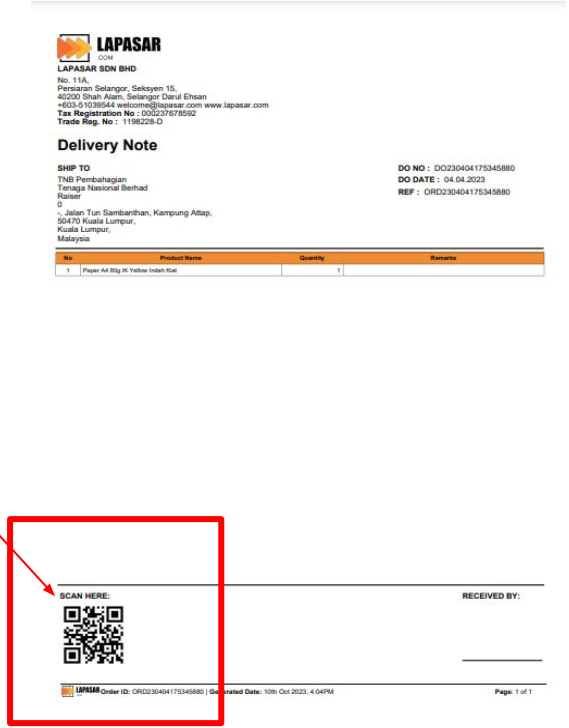
SPECIAL DELIVERY REQUIREMENT: **TNB**

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 .COM

LAPASAR SDN BHD
No. 11A,
Persiaran Selangor, Seksyen 15,
40200 Shah Alam, Selangor Darul Ehsan
+603-51039544 welcome@lapasar.com www.lapasar.com
Tax Registration No : 002237678592
Trade Reg. No : 1198228-D

Delivery Note

SHIP TO
TNB Pembahagian
Tenaga Nasional Berhad
Raiser
0
-, Jalan Tun Sambanthan, Kampung Attap,
50470 Kuala Lumpur,
Kuala Lumpur,
Malaysia

DO NO : DO230404175345880
DO DATE : 04.04.2023
REF : ORD230404175345880

No	Product Name	Quantity	Remarks
1	Paper A4 80g IK Yellow Indah Kiat	1	

SCAN HERE:

RECEIVED BY:

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

Page: 1 of 1

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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.

GDEX

CITY-LINK Express

SKYNET
Your Express Carrier of Choice

DHL

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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.**

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[06] Payment Arrangement

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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

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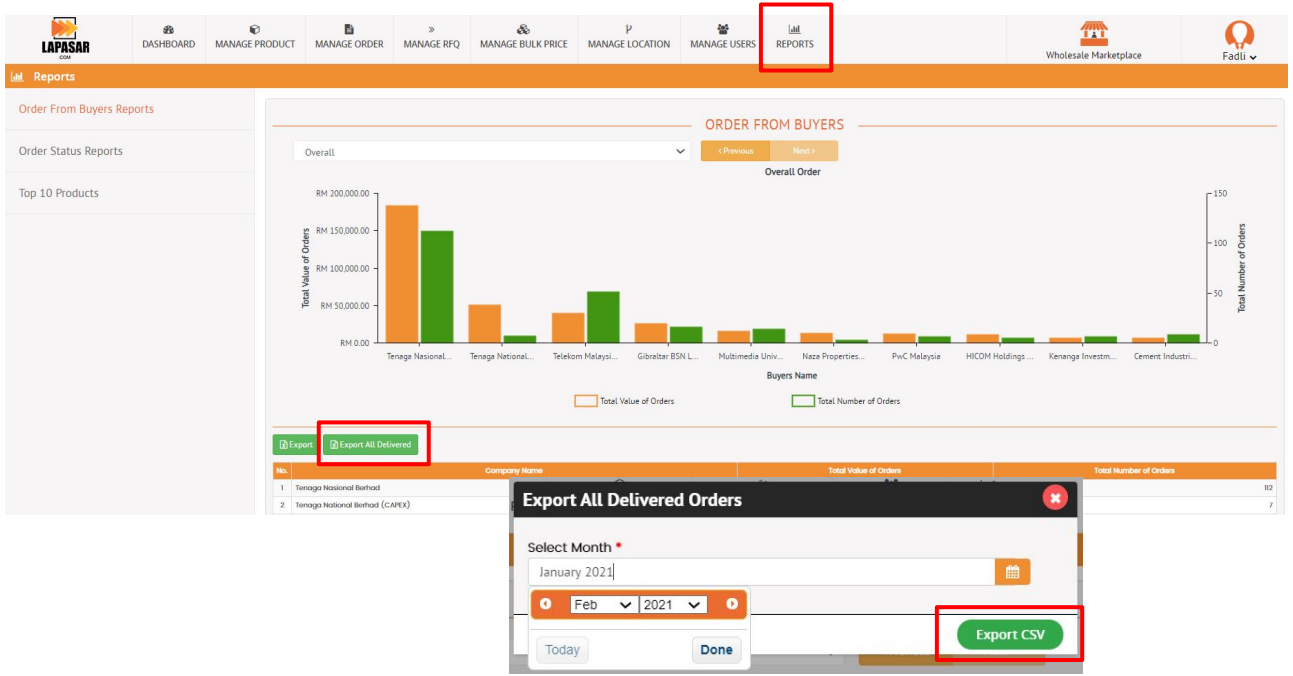
PAYOUT AMOUNT REFERENCES [A]

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”**.

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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 P	11	500	5500	1) 5.00	275.00	5225.00	5225.00
							295.28	**5880.72**	**5880.72**

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

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[07] Lapasar Mobile App for Vendors

Google Play

App Store

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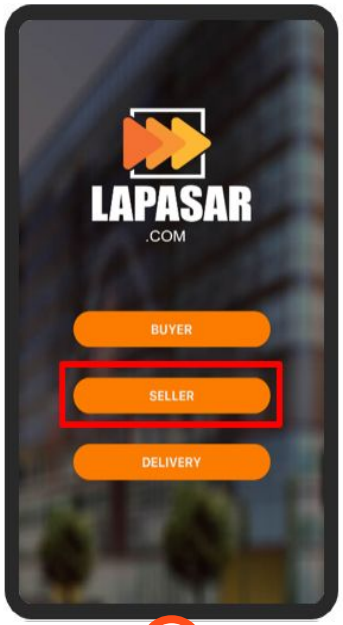
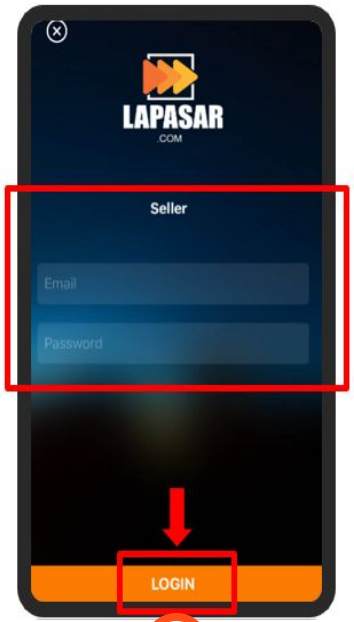
MOBILE APP FOR VENDORS [A]

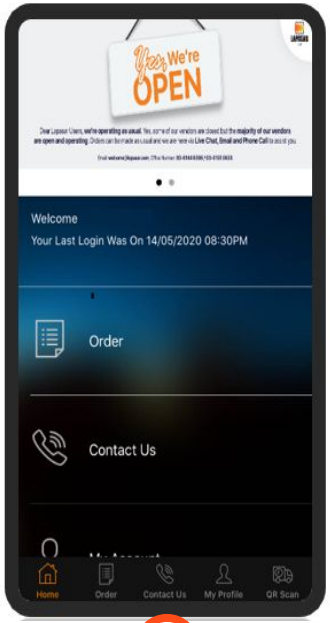
This section allows suppliers to keep track and manage their orders on the go via Lapasar Mobile App. Orders received will also be notified via app or email.



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.

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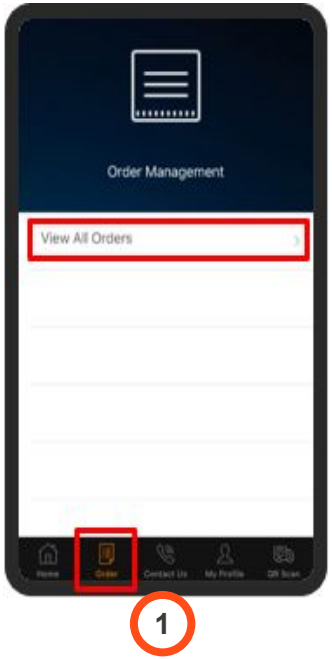
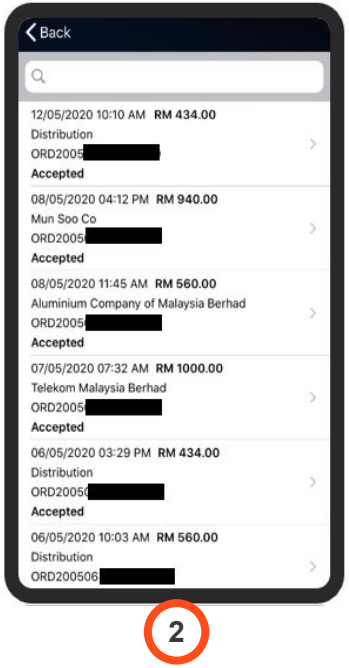
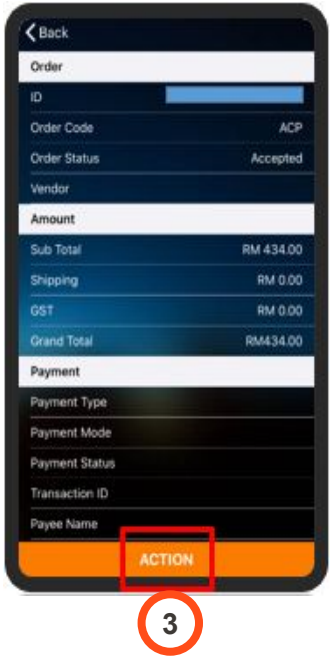
MOBILE APP FOR VENDORS [B]

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. 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.

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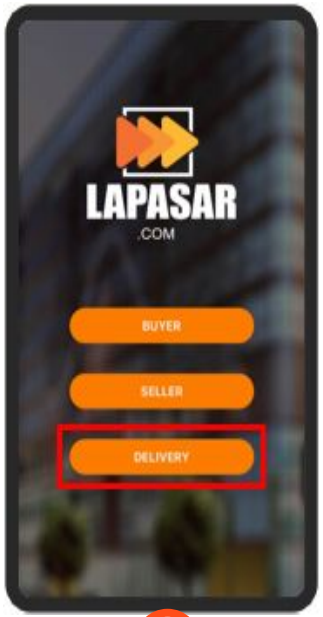
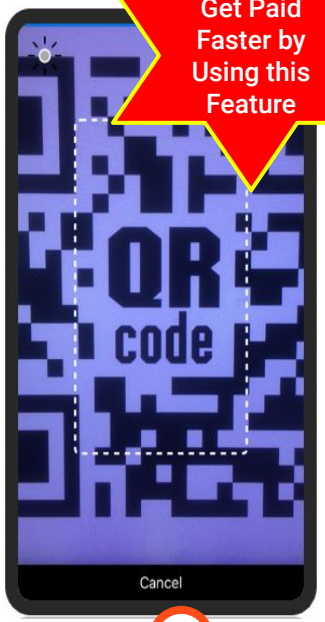
MOBILE APP FOR VENDORS [C]

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

1



2



3

Get Paid Faster by Using this Feature

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.

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[08] Lapasar Support Channel

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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
- **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.

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