LAPASAR VENDOR MANAGEMENT PLATFORM

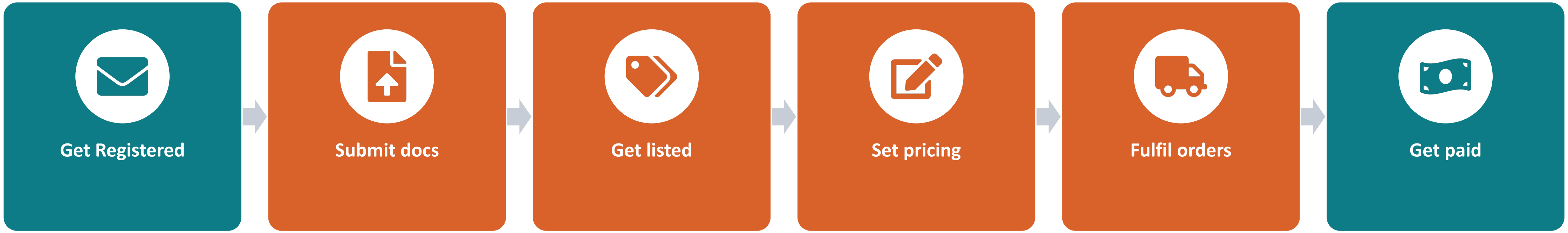
Your Onboarding & Operations Guide

Everything you need to know to get set up and operating on the platform — step by step, from invitation to getting paid.

Built for vendors · Operational walkthrough

Your journey at a glance

Six stages, from invitation to your first payment



What this guide covers

- Exactly what's expected from you at each stage
- Realistic timelines, so you know what to expect and when
- What happens automatically vs. what needs your action
- The few moments where reaching out to support is the right move

Stage 1 — Invitation & account access

You're nominated by a client, then invited onto the platform directly

Invitation email

You receive an email once a client has nominated you OR you can self Register

Login credentials

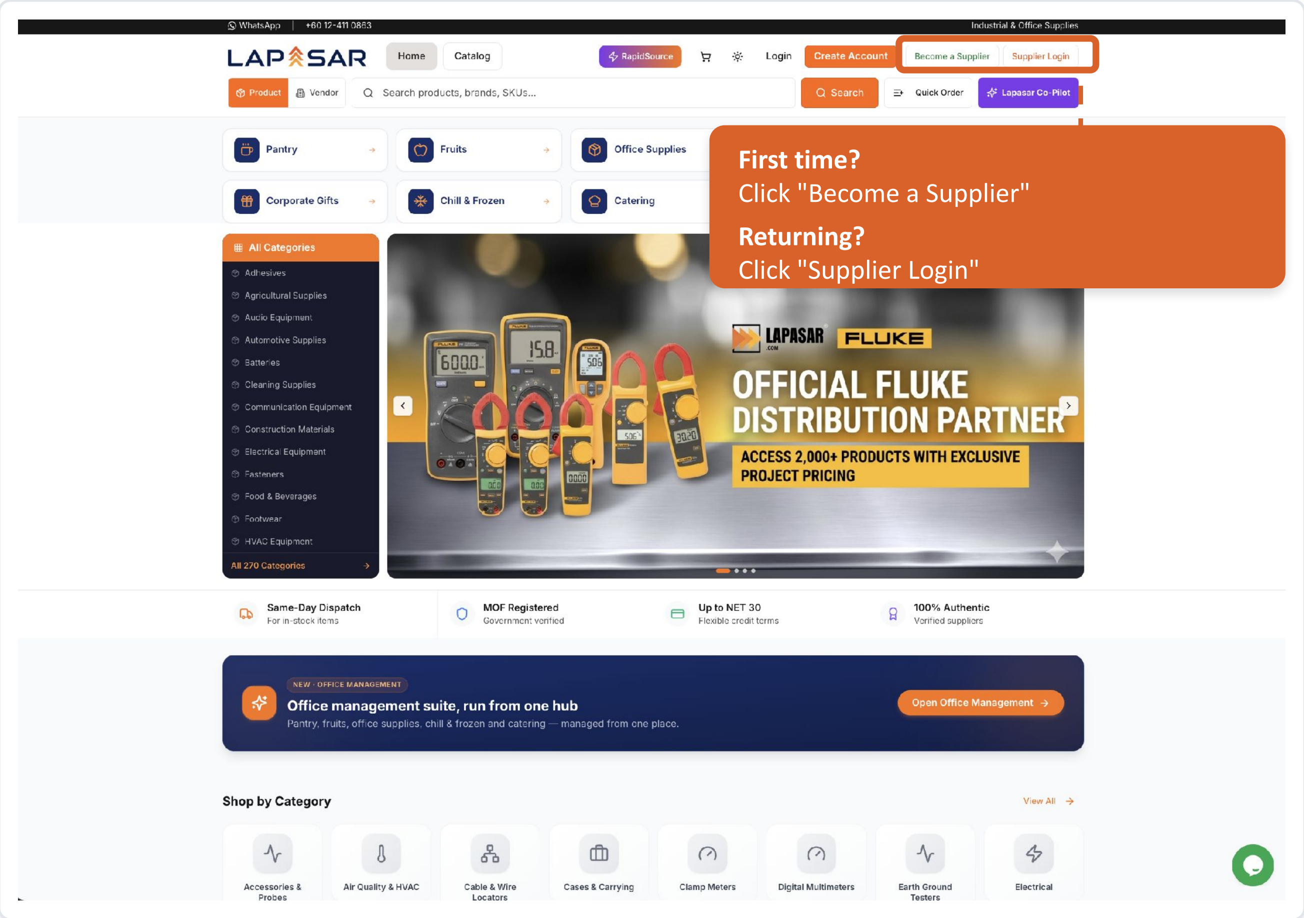
Sent by email -- no separate registration needed

First login

Log in directly with the credentials provided

Forgot password?

Self-service reset, any time, from the login screen



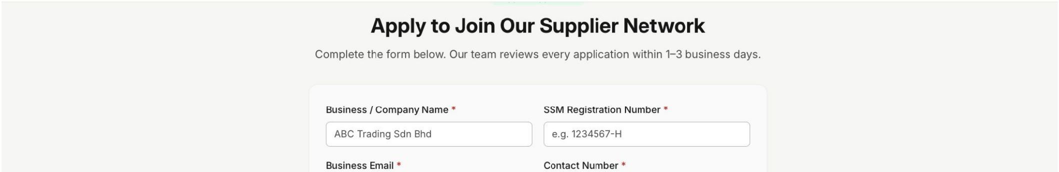
Contact support if: you haven't received your invitation email, or your reset link isn't working.

Stage 2 — Submitting your documents

Two separate moments: applying to join, then verifying once you're in

BEFORE LOGIN

Part A — Apply to join


Apply to Join Our Supplier Network

Complete the form below. Our team reviews every application within 1–3 business days.

Business / Company Name *

ABC Trading Sdn Bhd

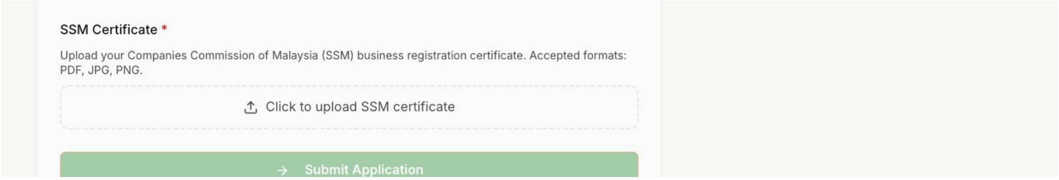
SSM Registration Number *

e.g. 1234567-H

Business Email *

Contact Number *

Fill in your business details, then upload your SSM certificate at the bottom of the form.


SSM Certificate *

Upload your Companies Commission of Malaysia (SSM) business registration certificate. Accepted formats: PDF, JPG, PNG.

Click to upload SSM certificate

Submit Application

AFTER LOGIN

Part B — Get verified

Upload your bank header

Once logged in, go to the "Get Verified" page in your vendor portal to upload your bank header -- this is what gets you paid correctly.

Accepted formats: PDF, JPG, PNG

Reviewed in 1-3 business days

If something's missing, our team will email you with what's needed. (Automatic in-portal notifications are coming soon.)

Your vendor portal — dashboard overview

This is your home base once you're logged in as a supplier

My Catalog

Your listed products & prices (Bulk upload function)

Suggest a Product

Propose a new product for the platform

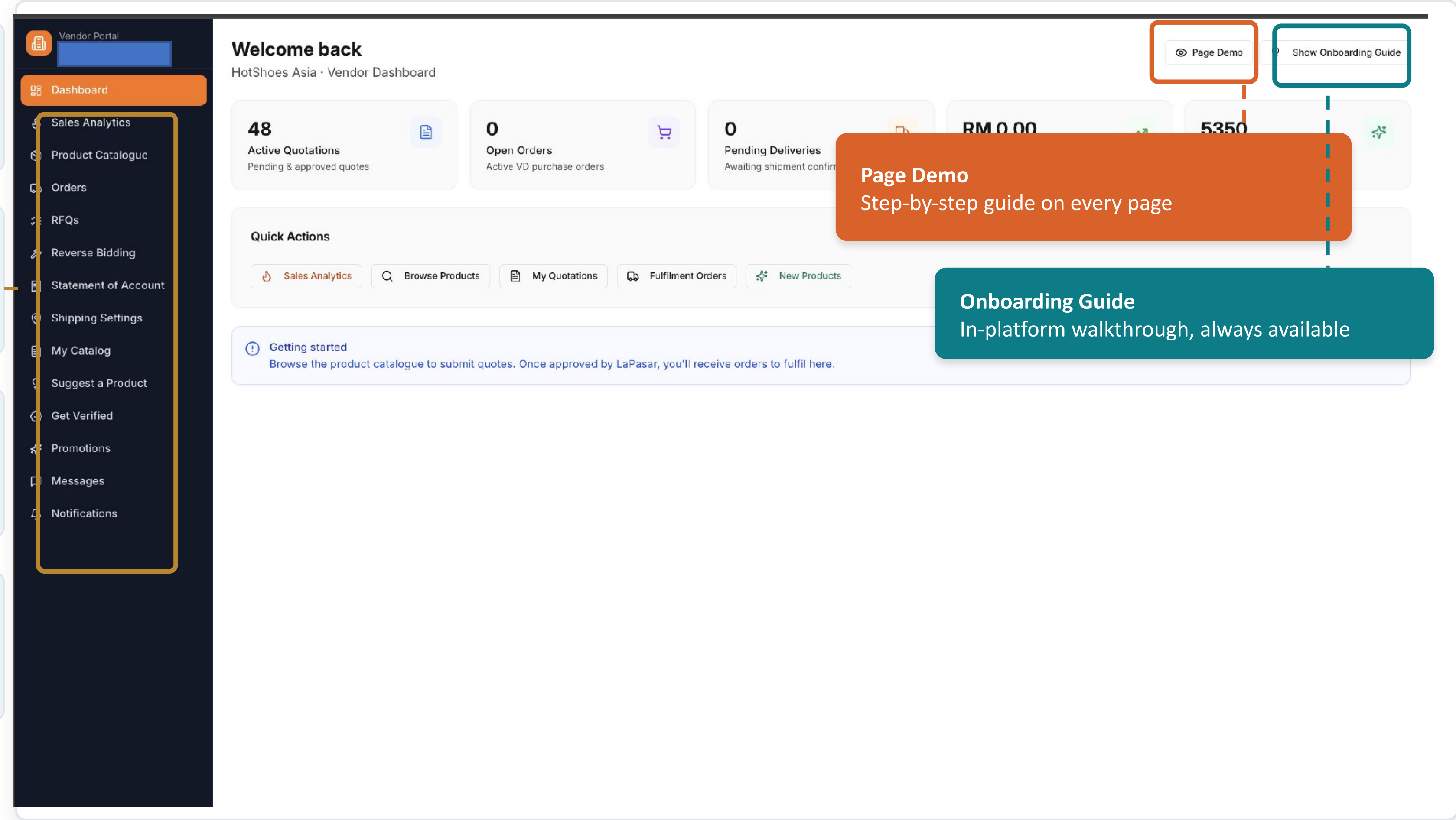
Get Verified

Upload your bank header here

Orders

View and manage fulfillment orders

Use the left navigation menu to move between sections — it's always visible on every page.



Stage 3 — Getting your products listed

You don't upload products directly — this keeps naming and categories consistent platform-wide

ONE AT A TIME

Suggest a product

Use the "Suggest a Product" tab in the left nav to propose a single new item

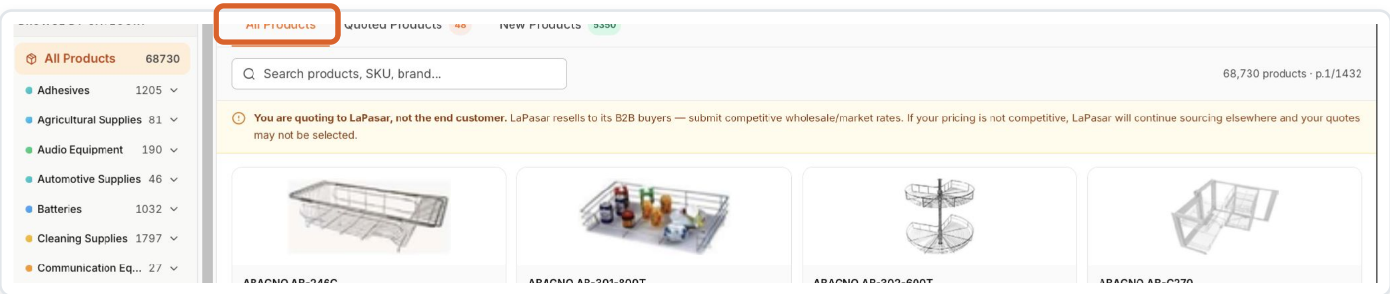
BULK UPLOAD

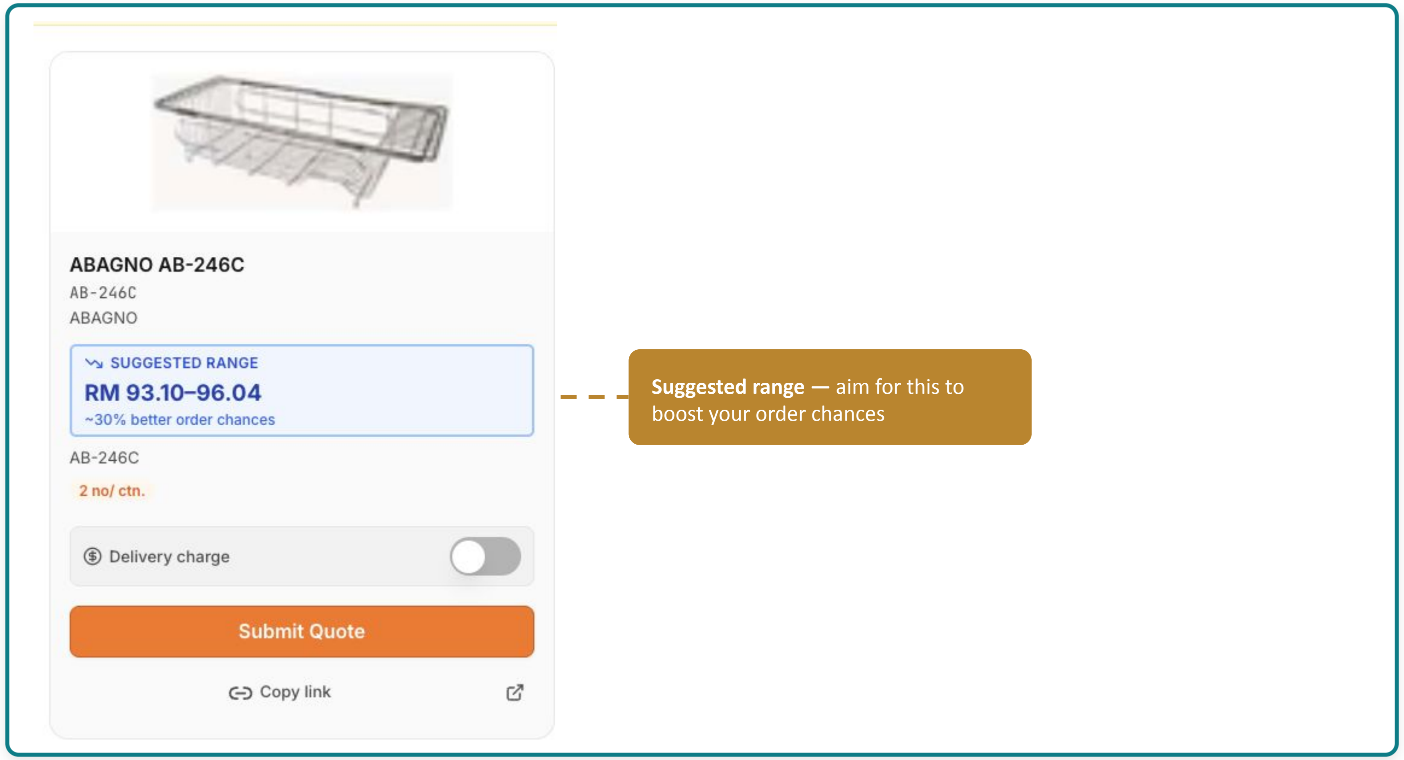
Submit your catalogue under my catalogue function

Send your full price list as Excel or PDF — our team uses AI to clean and format it

Reviewed within 1-2 business days

Quote on existing products





Managing your prices

What to fill in, what to watch, and what to know about edits

Unit cost (MYR)

Your wholesale price to LaPasar — not what the client sees

Suggested price range

LaPasar shows a competitive range; quoting within it boosts your order chances by ~30%

MOQ & lead time

Minimum order quantity and how many days you need to fulfill

Valid Until date

Set how long your quote is valid — you'll need to renew or it expires

Delivery coverage

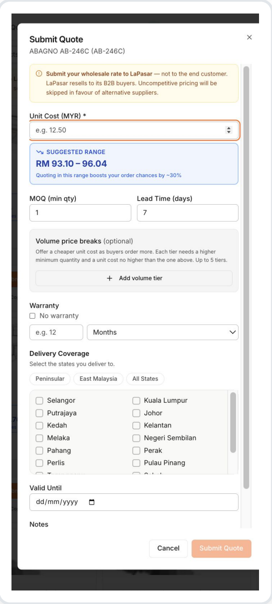
Select which Malaysian states you deliver to for this product

Edits need approval

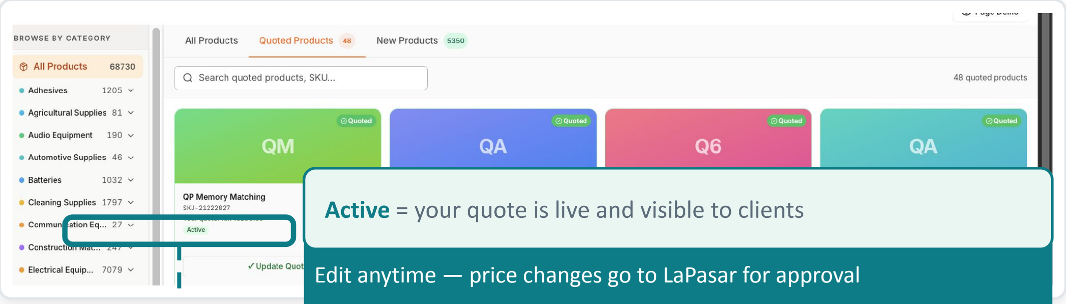
You can edit your price any time, but changes go to LaPasar for backend approval

Multiple vendors can quote the same product — the client chooses who to order from.

When submitting



After submitting — your quotes



Active = your quote is live and visible to clients

Edit anytime — price changes go to LaPasar for approval

Stage 4 — Your orders

Find all purchase orders assigned to you here — accept, manage and dispatch

1 Order notification

You're notified when a client places an order — check the Orders tab immediately

2 Click the PO number

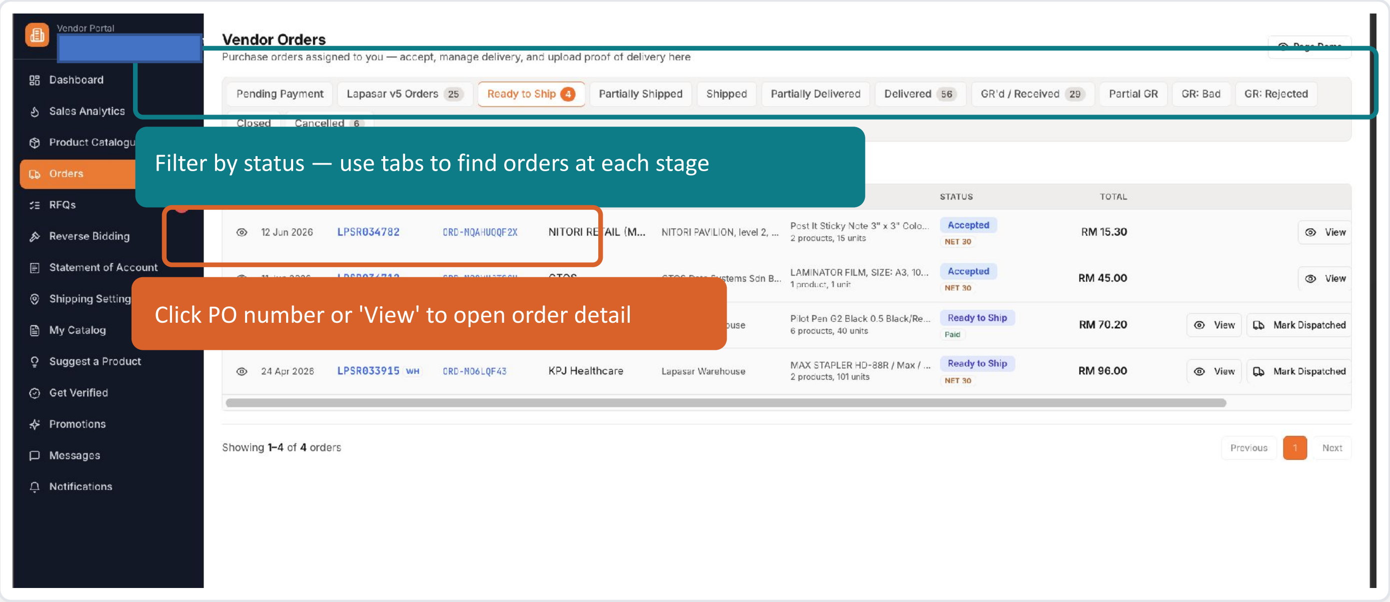
Click the blue PO number or 'View' button to open the order detail

3 Download PO & DO

Inside the order: download LaPasar's PO first, then print the Delivery Order (DO) to execute the delivery

4 Mark Dispatched

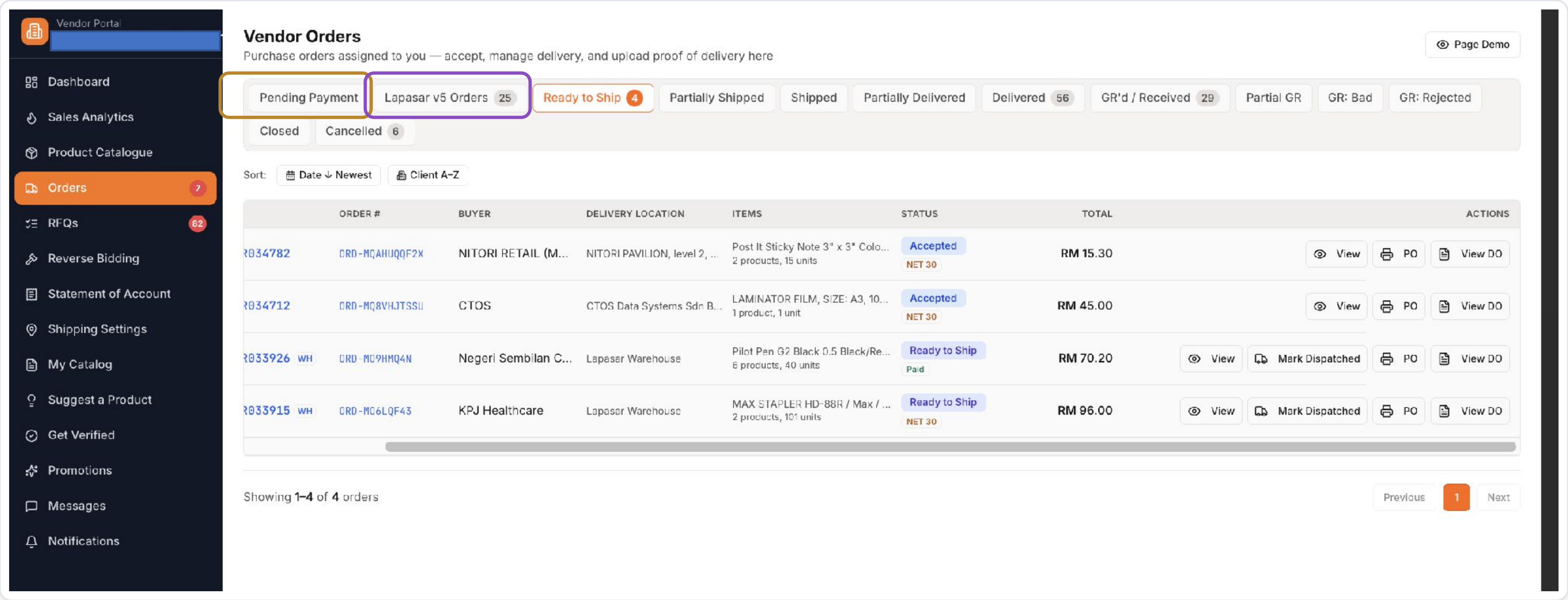
Once goods are dispatched, press 'Mark Dispatched' — this moves the order to shipping status



Contact support if: you need to correct an order after accepting it (wrong quantity, price, etc).

Understanding your order status tabs

Your Orders page groups every purchase order by status — here's what each one means



PRE-PAYMENT

Pending Payment

For vendors on pre-payment terms — orders wait here until payment is received

AUTO-SYNCED

Lapasar v5 Orders

Synced automatically from our legacy system — no need to check both portals

DELIVERY STAGE

Ready to Ship → Delivered

Once payment terms are set, this is where you manage dispatch through to delivery

CLIENT-LED

GR'd / Received onward

Progresses mainly once client verifies delivery on their end

Stage 5 — Marking shipped & proof of delivery

Inside each order: download, dispatch, and upload your signed DO

1. **Download PO & DO**
   Top right of the order panel — download PO first, then the Lapasar Delivery Order (DO) to print, which contains all the information clients need for receiving

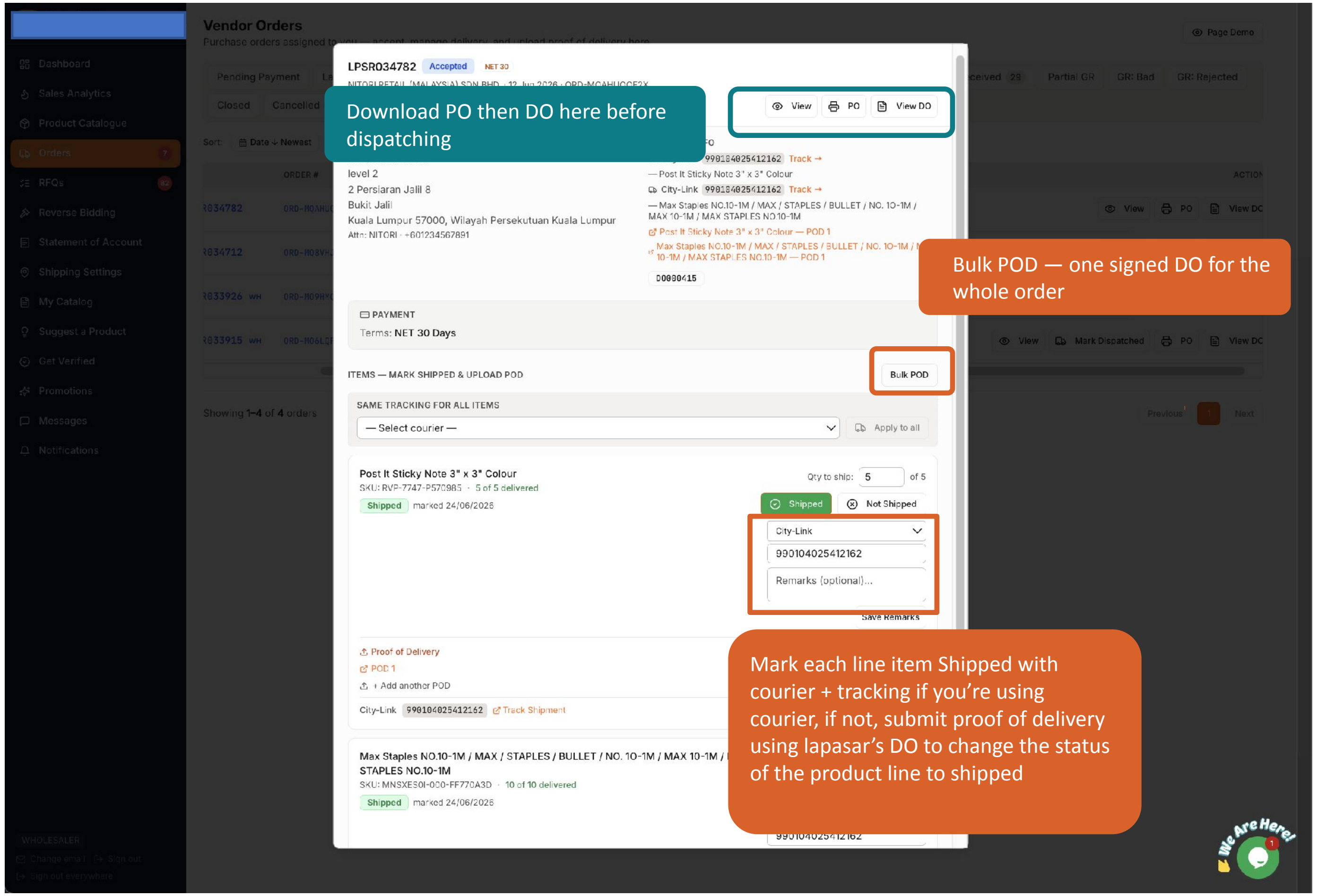
2. **Deliver & get DO signed**
   The client signs and stamps the DO on receipt — this becomes your proof of delivery

3. **Mark each item as Shipped**
   Select courier, enter tracking number, and mark each line item as Shipped

4. **Upload signed DO as POD**
   Upload the signed DO per item — or use 'Bulk POD' to upload one signed DO for the entire order

5. **AI reviews your POD**
   Our AI checks the document same day; unclear PODs go to a human reviewer — you can resubmit anytime (or multiple at a time using bulk POD)

Valid POD = Lapasar's signed & stamped Delivery Order only. Photos or other documents are not accepted.



Stage 6 — Getting paid

Track every payment in real time, right on the portal

1

POD approved

Once your proof of delivery is approved, payment is automatically scheduled

2

Daily 1pm cut-off

Payment requests close at 1pm daily for next-day payment cycle; after cut-off, it moves to the following day scheduling

3

Bank transfer

Payments are made via bank transfer only, to the account on your bank header

4

Track & download

See your payment status anytime; download your payment slip once paid

Contact support if: a payment is overdue beyond the expected schedule, or your bank details have changed.

Submitting your invoice

Your Statement of Account is where you upload invoices and track every payment

1 Upload your invoice

Once an order is Delivered, upload the invoice against that PO in Statement of Account

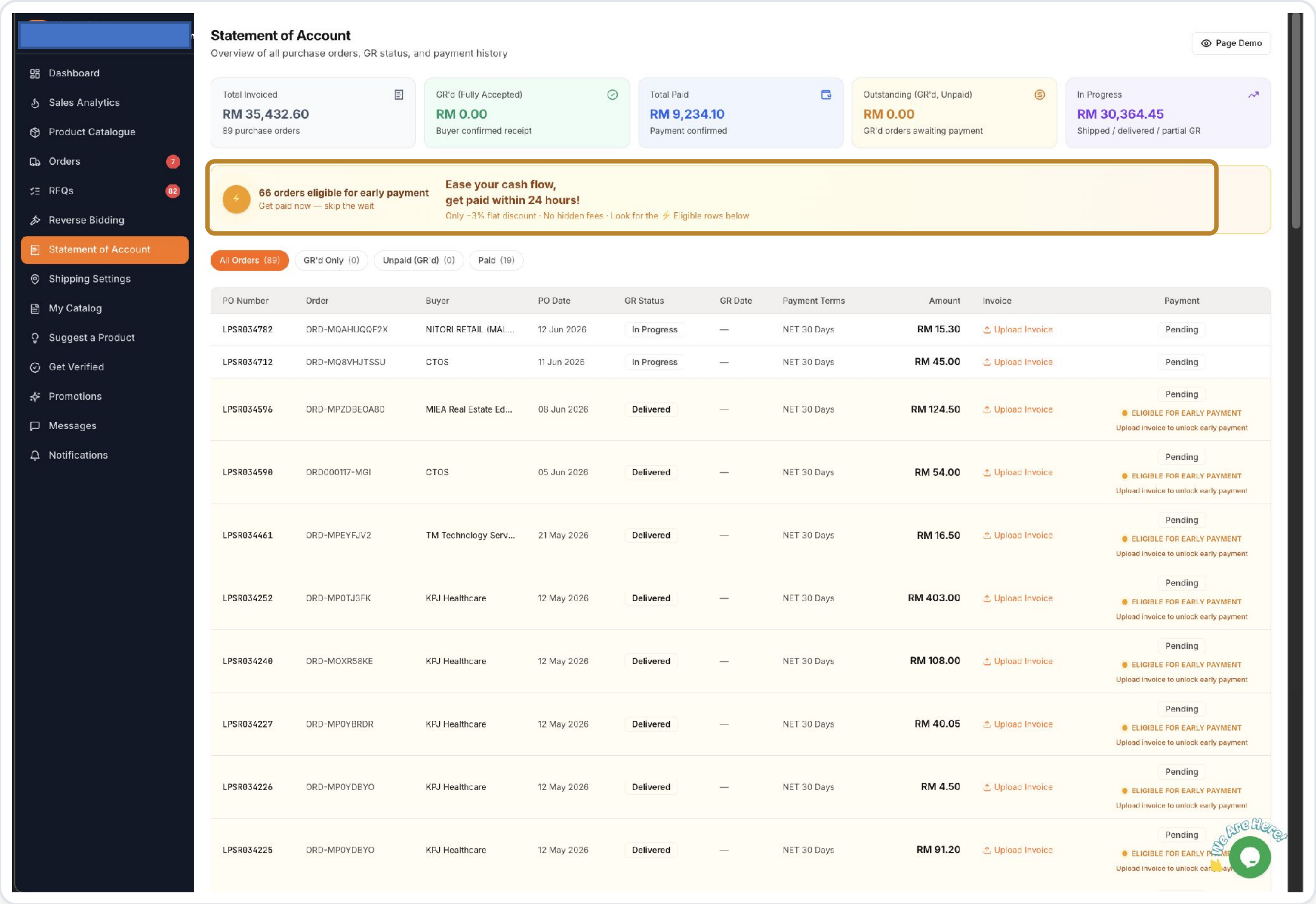
2 Payment joins the queue

Invoices are processed in the order they're submitted — first submitted, first paid

3 Need cash sooner?

Eligible invoices can request early payment right from this screen

Look for the ⚡ **Eligible for Early Payment** tag on any row — it means you can request early payout on that invoice



Optional — requesting early payment

Need cash flow sooner? You can request early payment, per invoice

How it works

- Standard terms are 30 days from invoice
- Request early payment on a specific invoice, any time before it's due
- A 3% prompt payment discount applies to that invoice
- Your net payout reflects this automatically -- no manual calculation needed

Worked example

Invoice amount	**RM 1,000**
Platform commission (10%)	**− RM 100**
Early payment discount (3% of net)	**− RM 27**
Net amount you receive	**RM 873**

Commission (10%) is deducted first, then the 3% early payment discount applies to the net. Your actual commission rate is set during onboarding.

Staying active — keeping documents current

What happens if your registration or bank details expire

You can keep operating

Listing products, receiving orders, and fulfilling deliveries **are unaffected** by an expired document.

Payment will be held

Payment can only proceed with **active, valid documentation** on file. Orders will stack up at the payment stage until renewed.

Renew your documents proactively on the portal to avoid any disruption to your payment schedule.

When to reach out

Most of your journey is self-serve. These are the moments worth a message to support.

Missing invitation or reset link

Didn't receive your invite email or password reset

Document questions

Unsure what's missing after a submission

Catalogue submission status

Bulk upload taking longer than 1-2 business days

Order corrections

Need to fix quantity, price, or details after accepting

Overdue payment

Payment is late beyond the expected schedule

Document renewal

Registration or bank docs need updating

Need help now? Contact Collin Ng

+60 12-894 3298 • collin@lapasar.com • or ask our AI chatbot for the vendor service team

For everything else -- onboarding, listing products, orders, deliveries, and payments -- the portal has you covered.