

## Usanita Mall Help Centre: How to be a Customer

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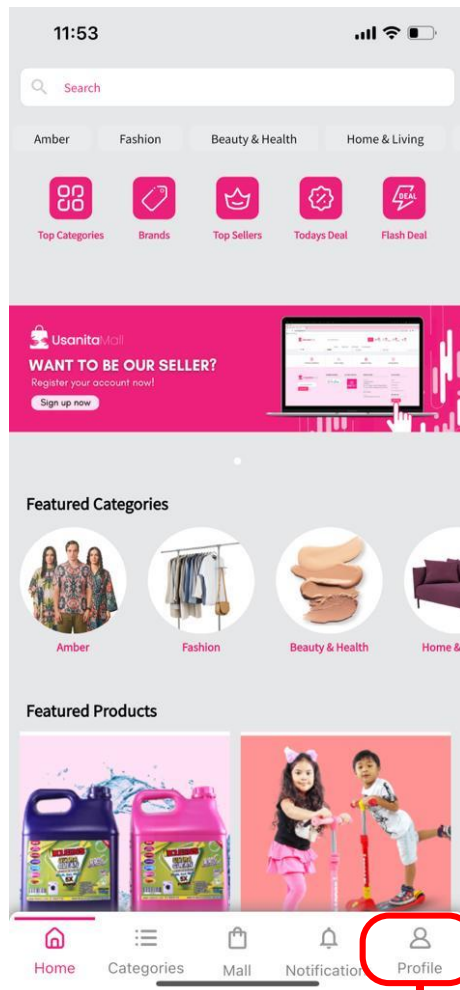
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## 1.0 How to Register an Account & Log in

- i. Install Usanita mobile apps.
- ii. Open apps and click “Skip for now”
- iii. Click “Profile” at the right bottom
- iv. Click “Sign up”
- v. Fill in Username, Email / phone number and password
- vi. Check Email/Phone to have verification code
- vii. Enter the verification code and click “Confirm”
- viii. After verified, log in with the account
- ix. Click “Profile” at the right bottom to check account details.



Click “Skip for now”



Click “Profile”

Click "Sign up"

**Welcome Back**  
Need an account [Sign up](#)

Email

or Login with a phone number

Password

Click "Profile"

**Log in**

**Register**  
Already have an Account? [Sign In](#)

Name

Email

Phone

Password

Retype Password

**Sign Up**

Fill in formation

- Username
- Email
- Phone number
- Password

Gmail

Compose

Inbox 23

Starred

Snoozed

Sent

Drafts

More

Labels +

Search mail

1 of 24

USANITA MALL

**Email Verification**

Please enter the code: 264763

Check Verification Code via Email / Phone message.

**Verify your Email Account**

Enter the verification code that sent to your email recently.

264763

**Confirm**

[Reset Code](#)

**Welcome Back**

Need an account [Sign up](#)

waikeanlok@gmail.com

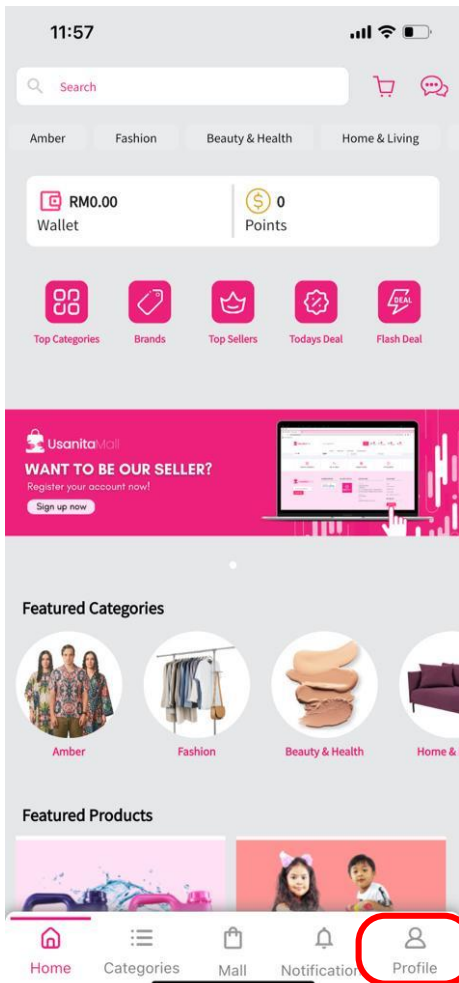
or Login with a phone number

[Forgot Password?](#)

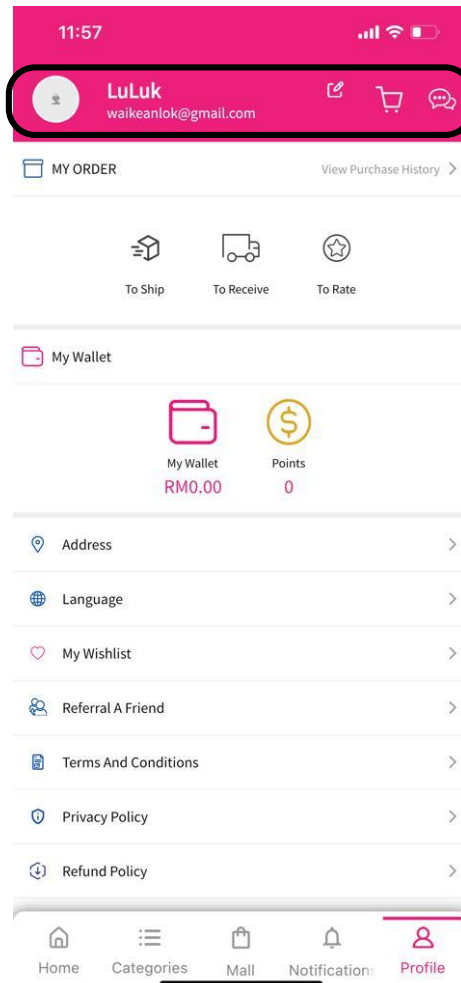
**Log in**

Key in the Code and Click "Confirm"

Log in with the Verified Account



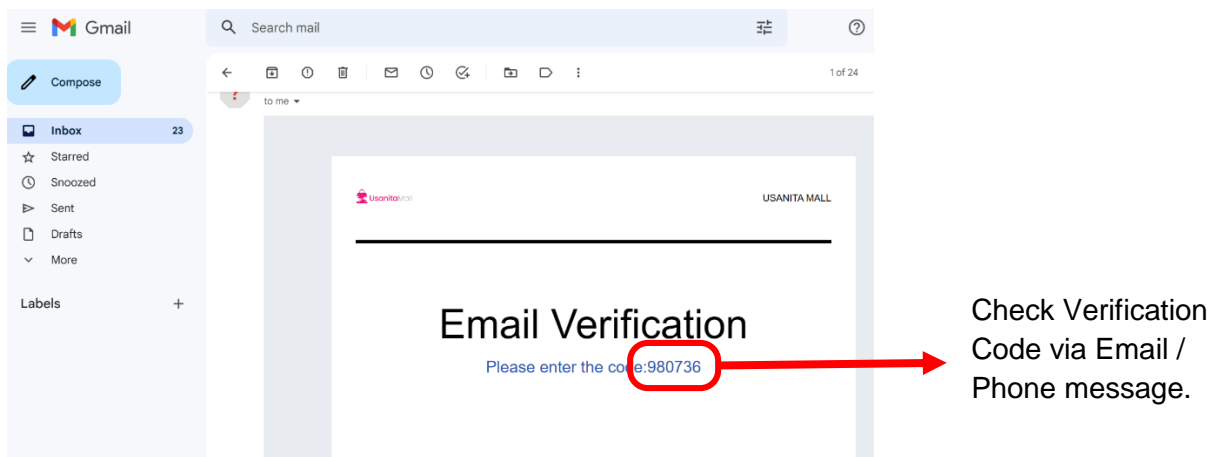
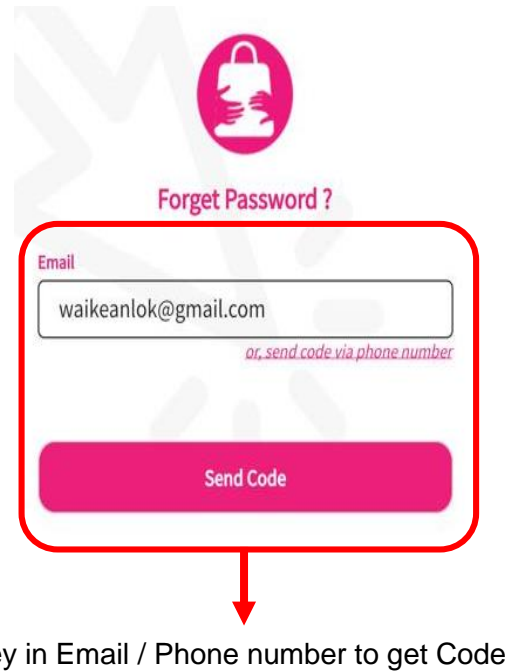
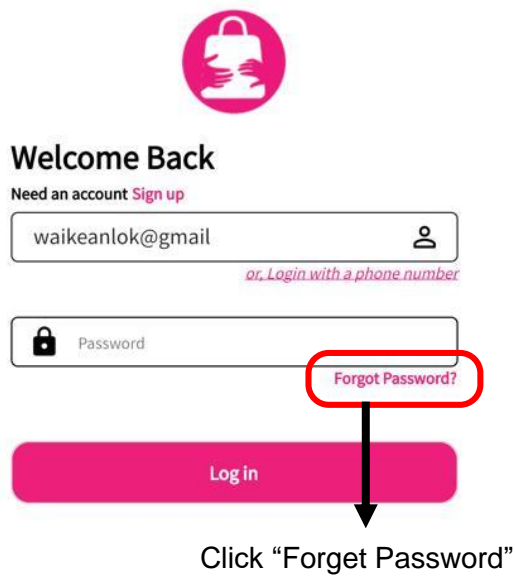
Click "Profile"



Check Account Details

## 2.0 Forget Password

- i. Click "Forget Password" on Log in Dashboard
- ii. Fill in Email / Phone number to get Verification Code
- iii. Check Email / Phone message for verification Code
- iv. Enter the verification code and New Password
- v. Log in with New password





## Welcome Back

Need an account [Sign up](#)



*or, Login with a phone number*

[Forgot Password?](#)

Log in



Log in again with New Password

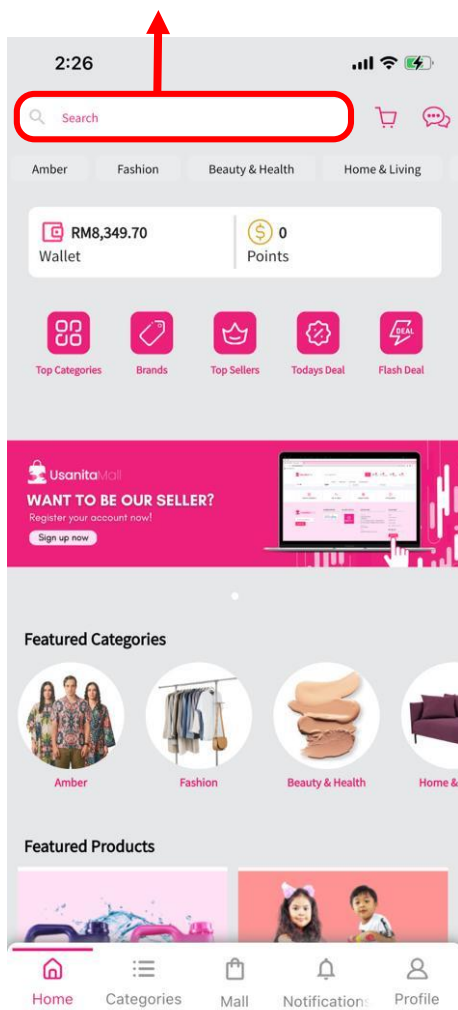
### 3.0 How to search product

- i. Click "Search"
- ii. User can search with 3 functions – Product, Sellers and Brands.
- iii. User can search with filter on – Price Range, Categories
- iv. User can sort out product with different settings.

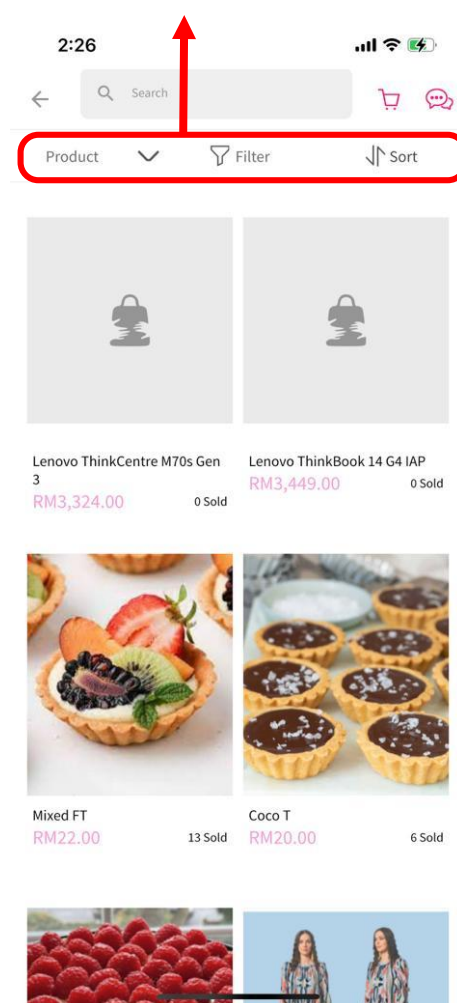
**\*Take Notes\***

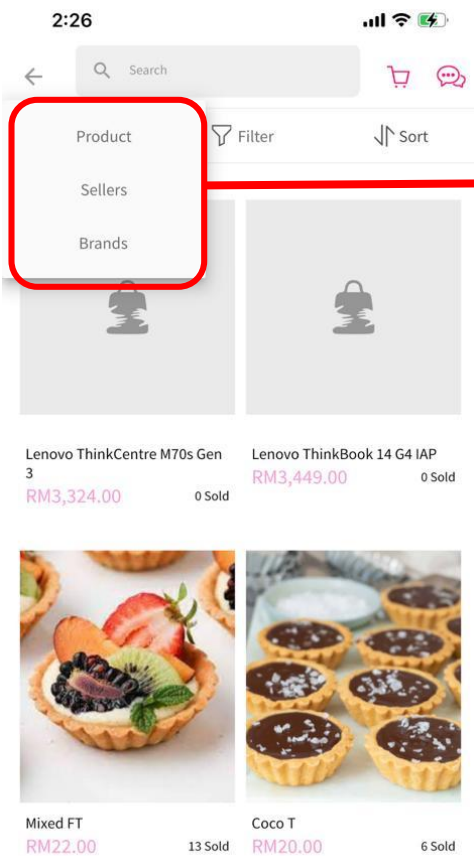
*User can't use filter and sort features when switch to Sellers & Brands.*

Click "Search"

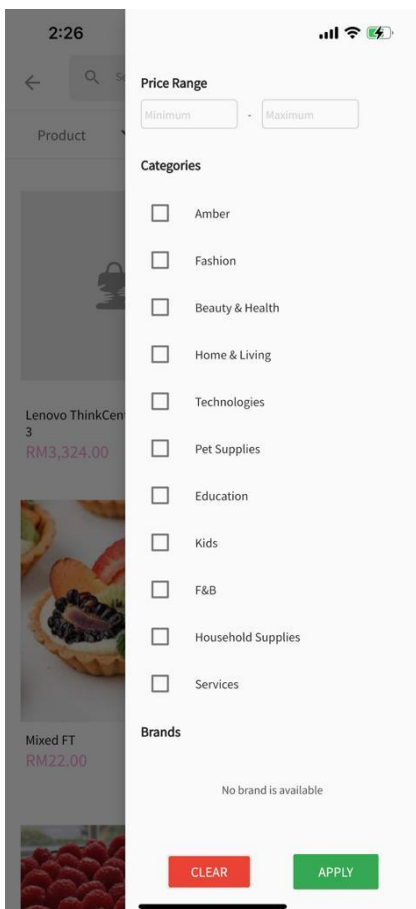


3 features to search product





User can change showing results from products to Sellers or Brands.

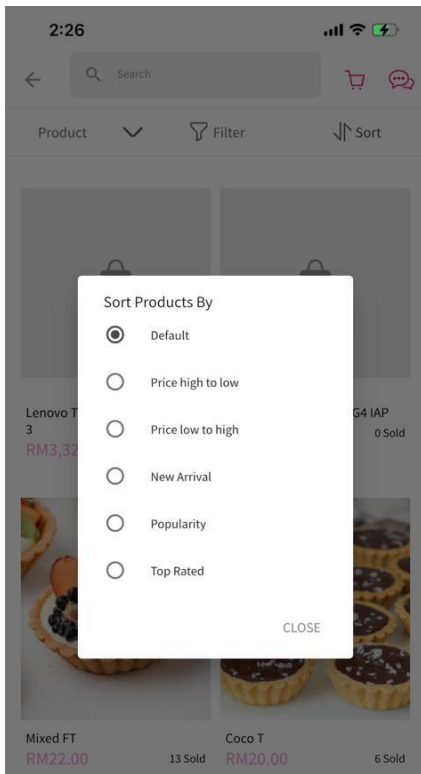


User can turn on filter to filter out products according to Price Range or Categories.

**\*Take Notes\***

User can't use filter and sort features when switch to Sellers & Brands.





User can sort products out by Price, Status of the product.

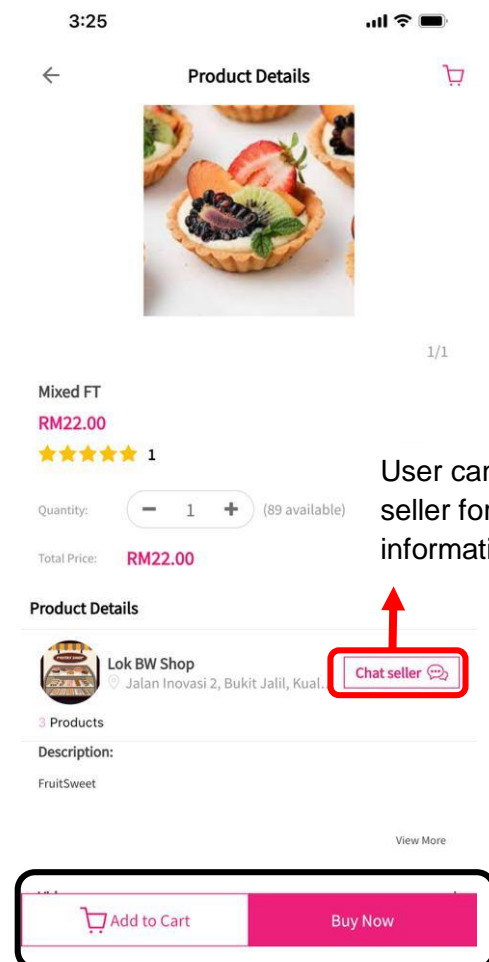
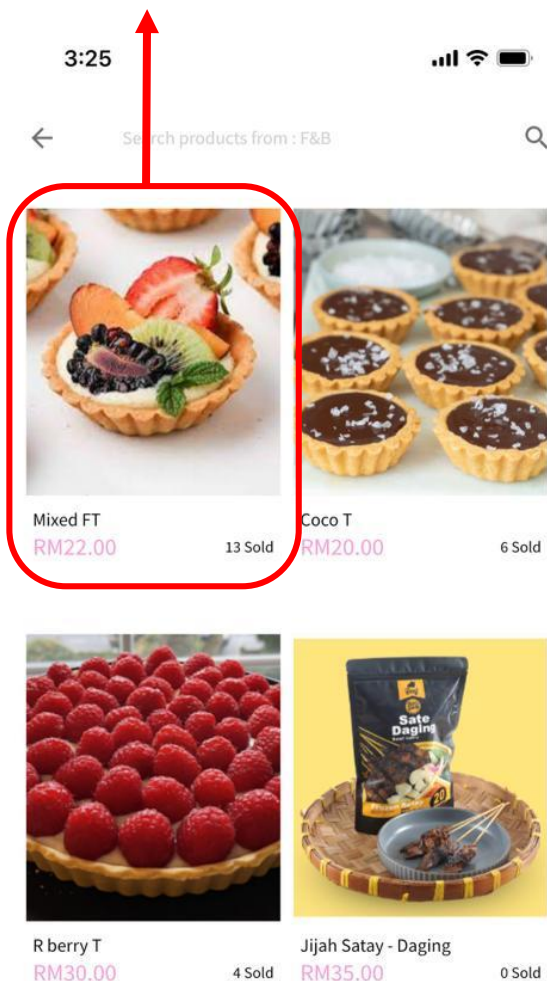
***\*Take Notes\****

*User can't use filter and sort features when switch to Sellers & Brands.*

#### 4.0 How to make order

- i. Click selected product.
- ii. Click “Add to Cart” or “Buy Now”
- iii. Click “Check out”
- iv. User should add Delivery Address if they haven’t when logging in.
  - Click “Address Selection”
  - Click “To add or edit address”
  - Click “ + ”
  - Fill in address details
- v. Select preferred payment method
- vi. Click “Place My Order”

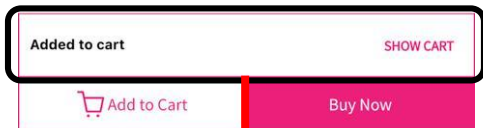
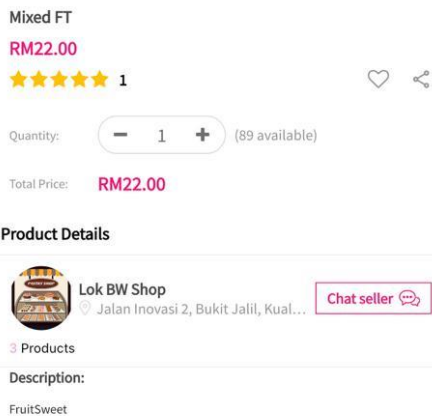
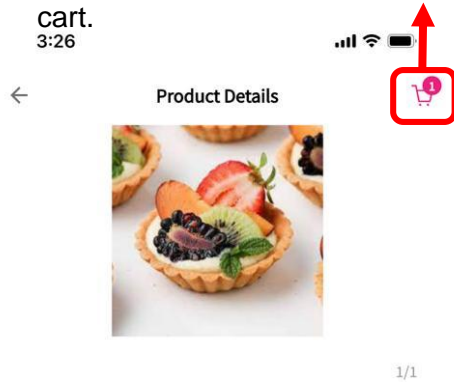
Select product



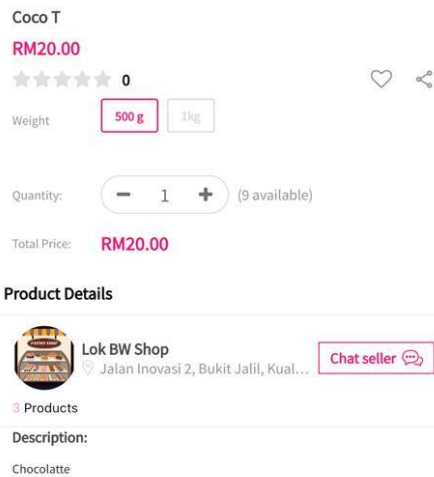
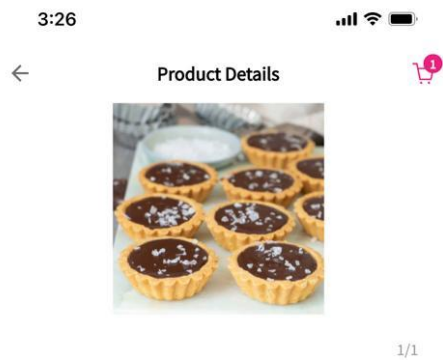
User can chat with seller for more information

Click “Add to Cart” or Buy Now.  
*\*In this case, I clicked “Add to Cart”*

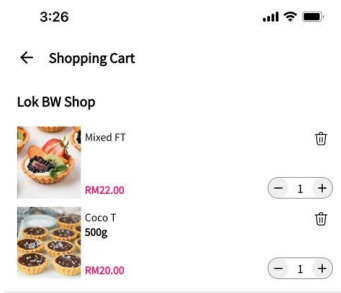
Icon will show how many items are in cart.



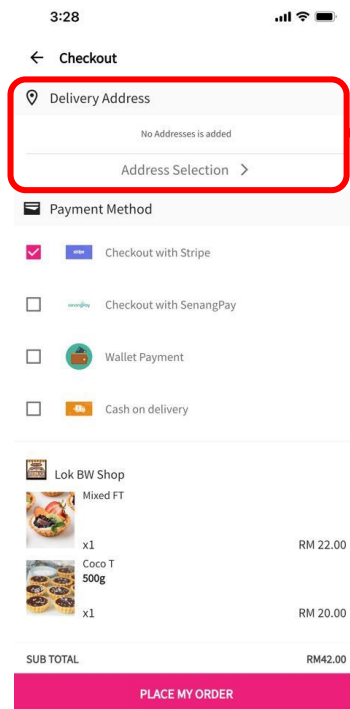
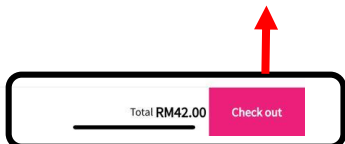
Status will be shown upon clicking



Click "Buy Now" upon finish shopping



Click "Check out"



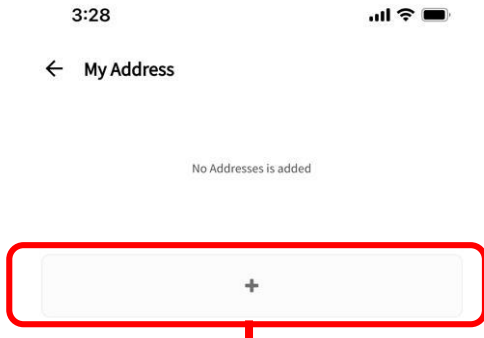
Choose delivery Address

*\*If no address is added, please click "Address Selection" proceed to adding delivery address.*

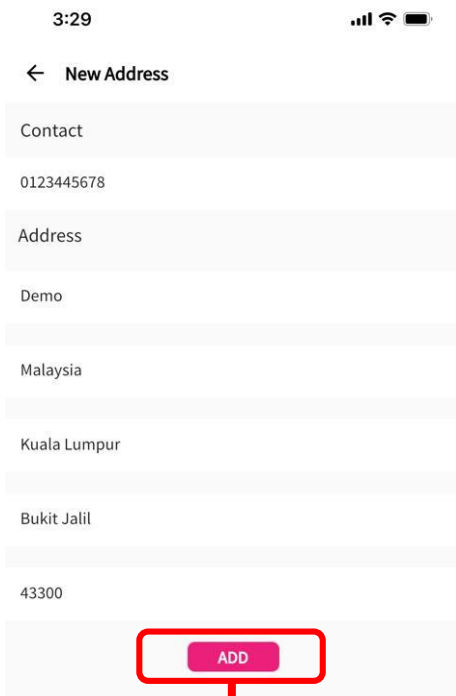
*\*Adding Delivery Address (Please skip this page if address is added already)*



Click "To add or edit addresses"



Click "+ "



Click "ADD" upon completion

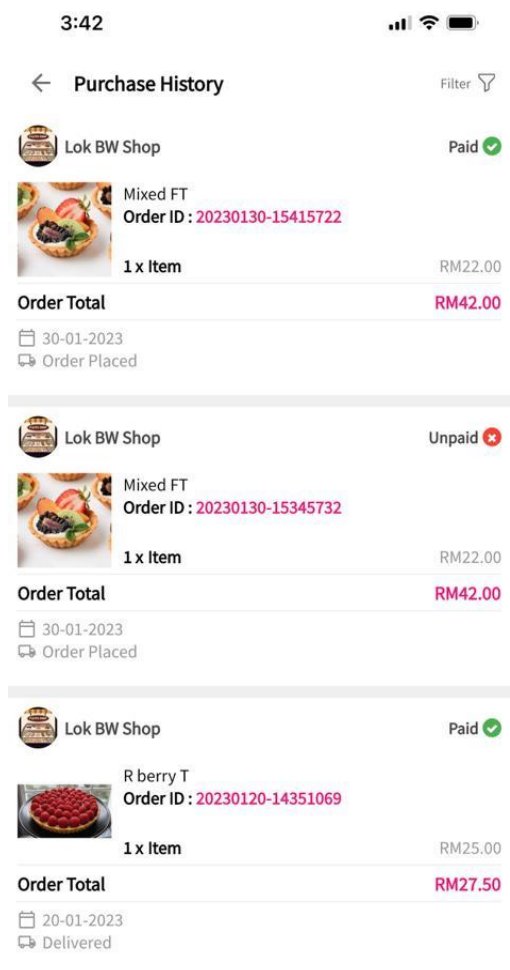
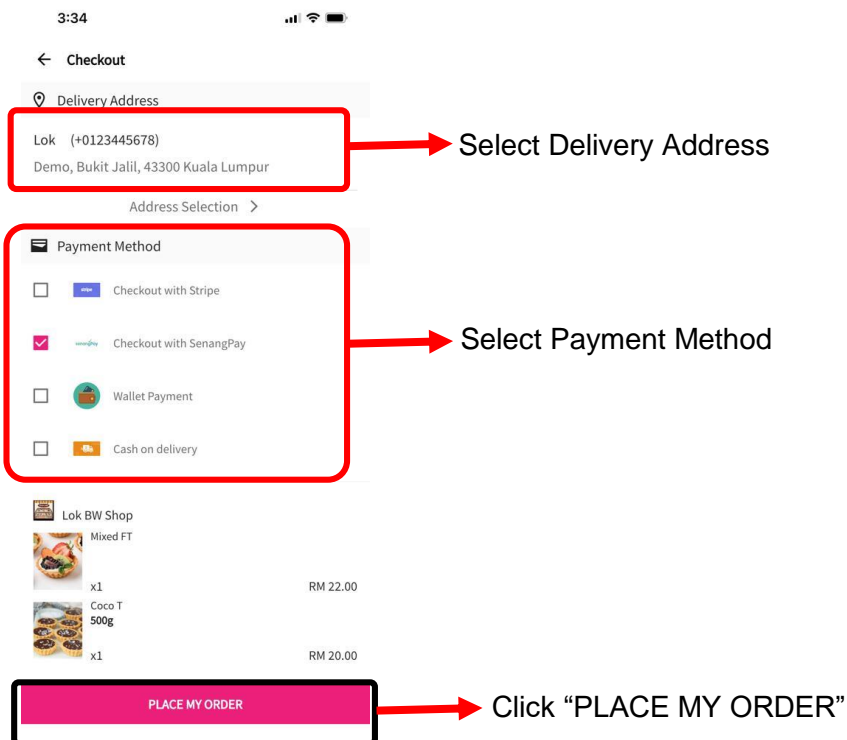
Fill in formation

- Contact
- Address Name

Select

- Country
- State
- City

Fill in Postcode

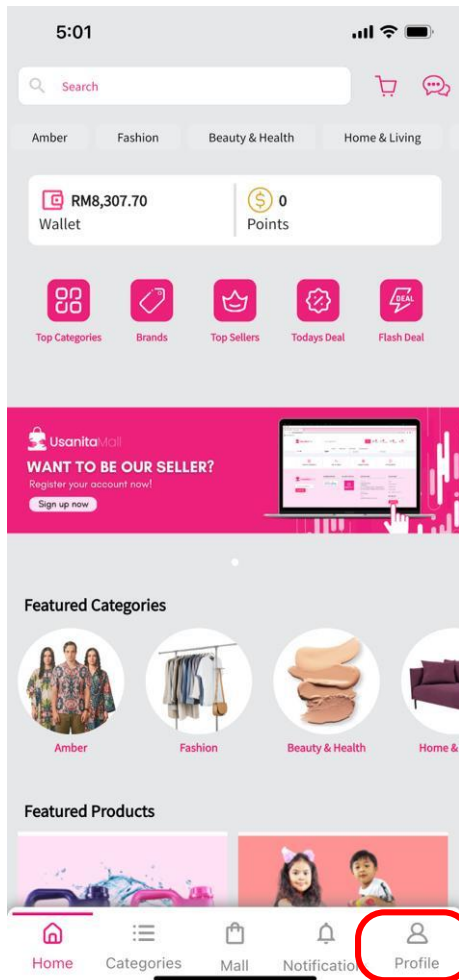


This screen shows details of order like

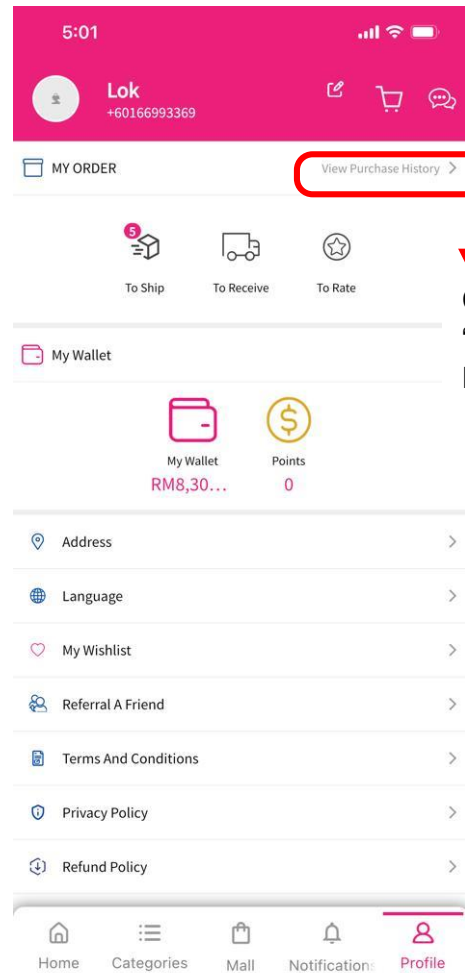
- Seller's Name
- Order is Paid or Unpaid
- Order Item List
- Order ID
- Order Total
- Order Date
- Order Status

## 5.0 How to check order status

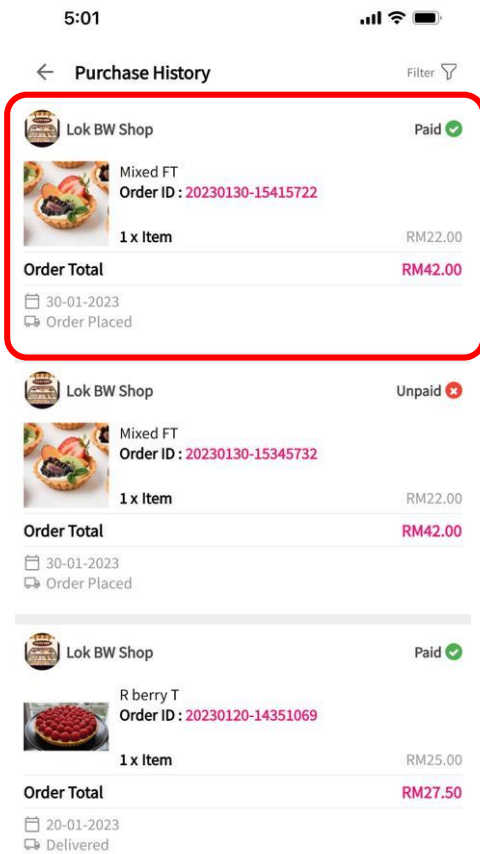
- i. Open Usanita Mobile Apps
- ii. Click “Profile” at the bottom right
- iii. Click “Purchase History”
- iv. Click on orders to show Order Details.



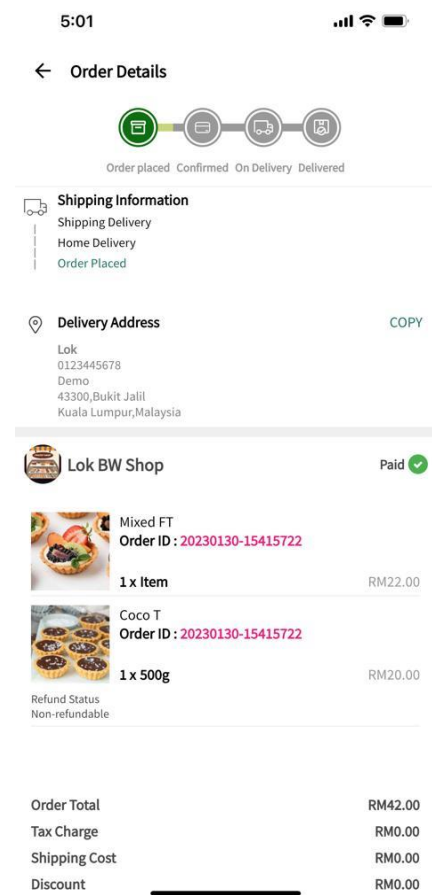
Click “Profile”



Click  
“Purchase  
History”



Click on certain order to show order detail



This screen shows details of orders like

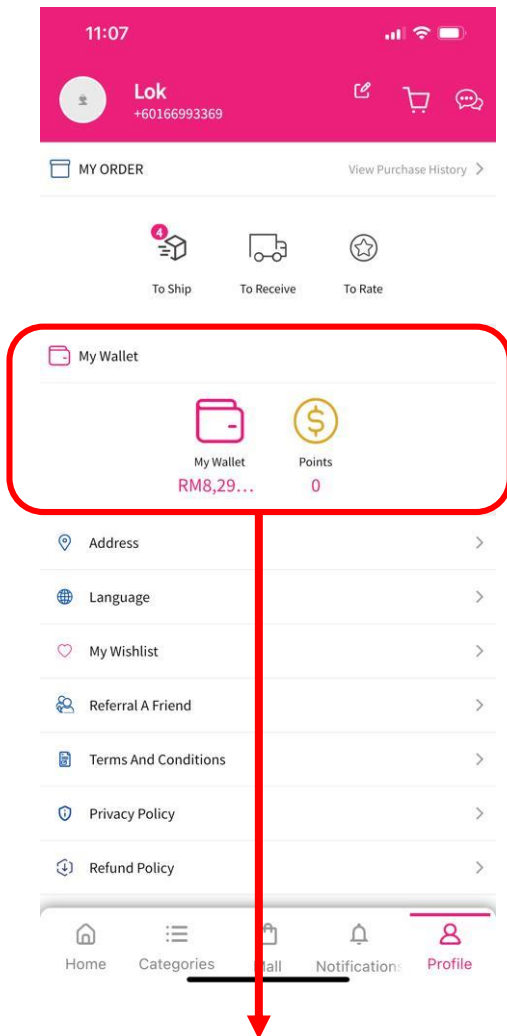
- The Status of Order
  - Placed
  - Confirmed
  - Delivery
  - Delivered
- Shipping Information
- Order ID
- Bill Information

**\*Take Notes\***

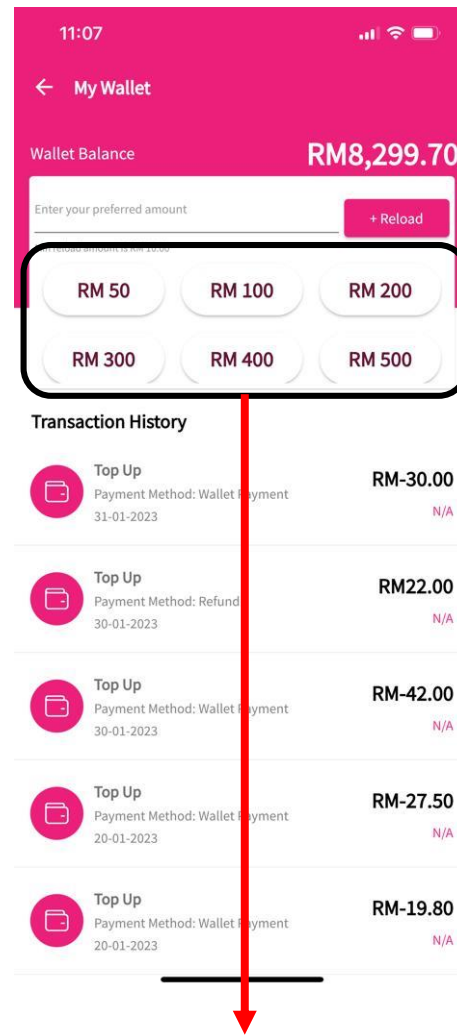
*Tracking ID is optional, not compulsory  
Tracking ID is only available when the Seller provide it upon updating the order status.*

## 6.0 How to Top up My Wallet

- i. Open Usanita mobile app
- ii. Click "Profile" at the bottom right
- iii. Click My Wallet
- iv. Select preferred amount to top up
- v. Select method to top up
- vi. Click "Recharge Wallet"

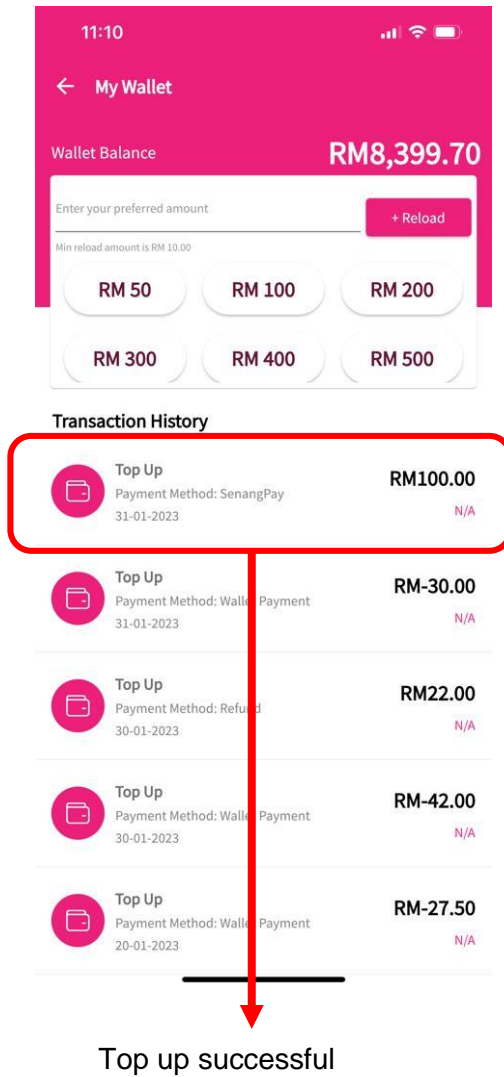
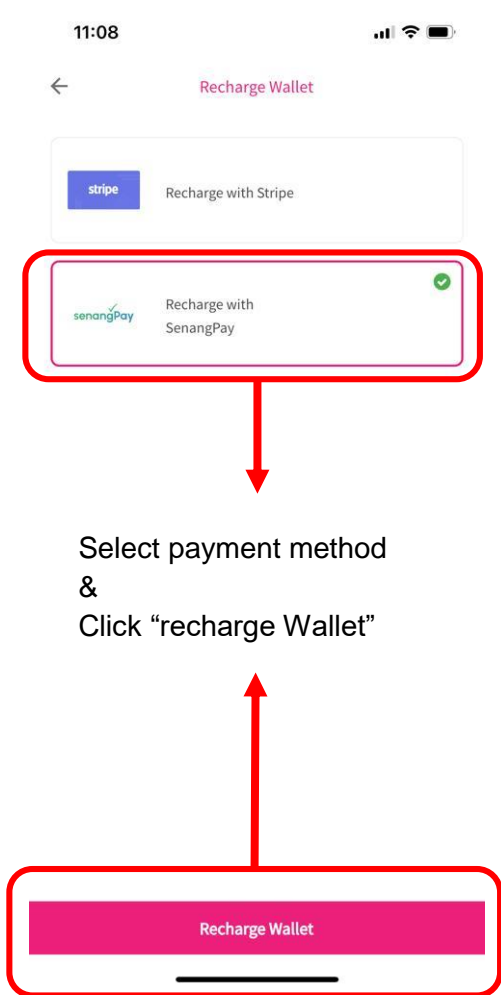


Click "My Wallet"



Select amount to top up





## 7.0 How to do refund

- i. Click Order details to show item list
- ii. Click “Ask For Refund”
- iii. Key in reason of asking refund and Click “Submit”

### **\*Take Notes\***

- i. Refund is only available on refundable items.
- ii. Customer can only ask for refund when order is delivered.
- iii. Refund is only granted when seller approves and the Admin approves.
- iv. Refund is not 100% guarantee.
- v. Refund will only be received via My Wallet in Usanita mobile app.

5:29 📶 🔋

← Order Details

**Shipping Information**


Shipping Delivery  
Home Delivery  
Delivered

**Delivery Address** COPY


Lok  
0123445678  
Demo  
43300,Bukit Jalil  
Kuala Lumpur,Malaysia

---

**Lok BW Shop** Paid ✓

 Mixed FT  
Order ID : 20230130-15415722  
1 x Item RM22.00

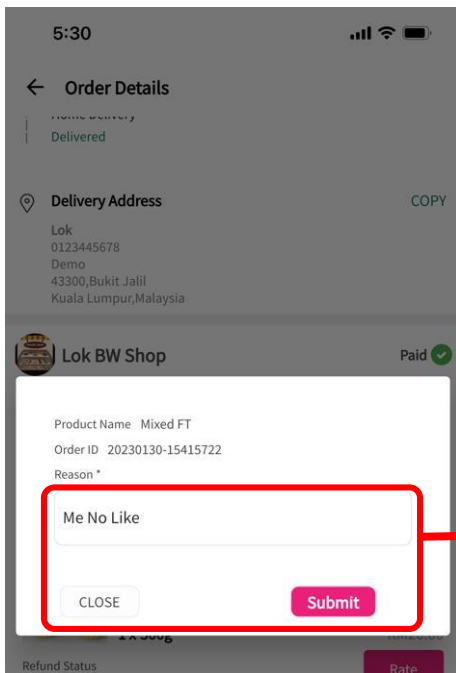
Ask For Refund Request → Click “Ask for Refund”

 Coco T  
Order ID : 20230130-15415722  
1 x 500g RM20.00

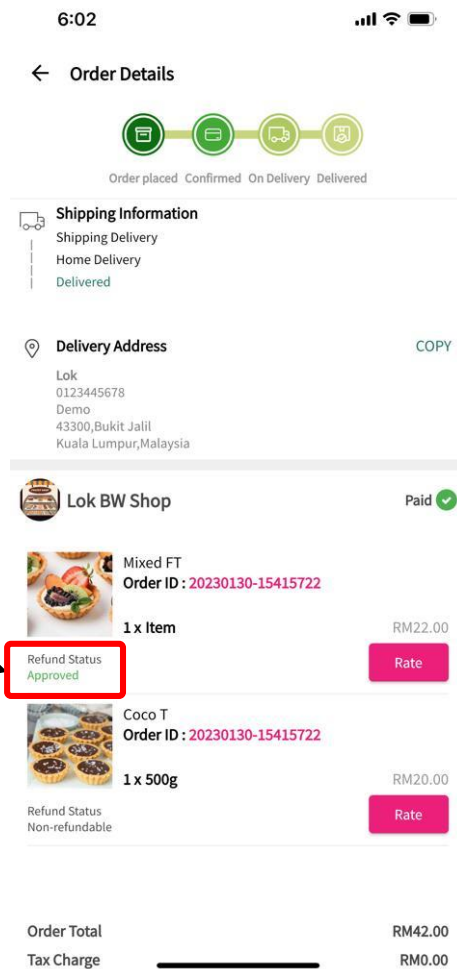
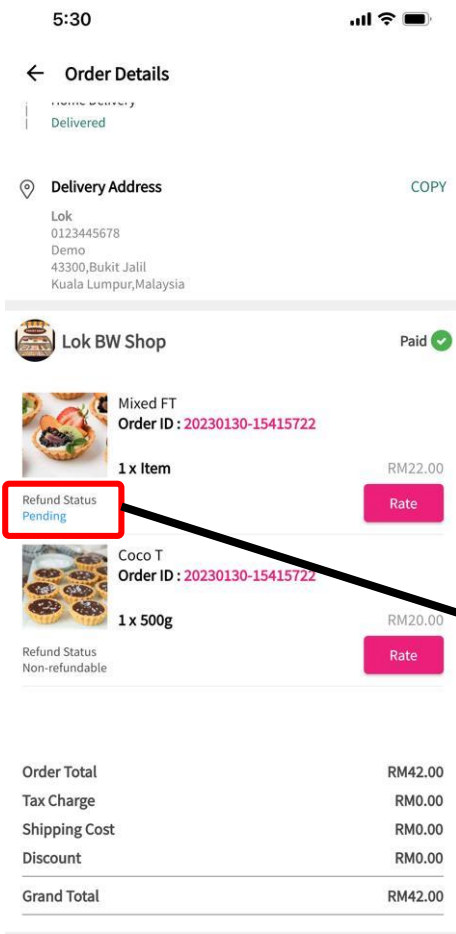
Refund Status  
Non-refundable Request → This item is non-refundable as seller turns off the refund status

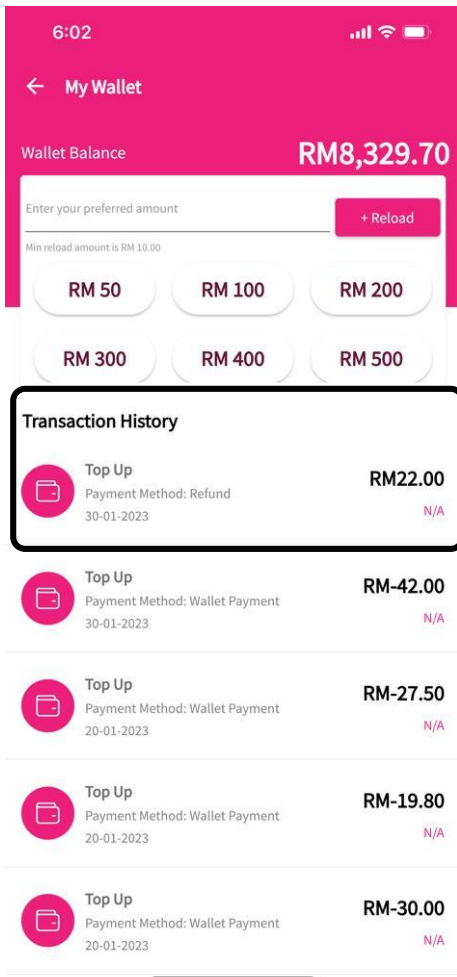
---

Order Total	RM42.00
Tax Charge	RM0.00
Shipping Cost	RM0.00
Discount	RM0.00
<b>Grand Total</b>	<b>RM42.00</b>



Key in reason for refund and click "Submit"





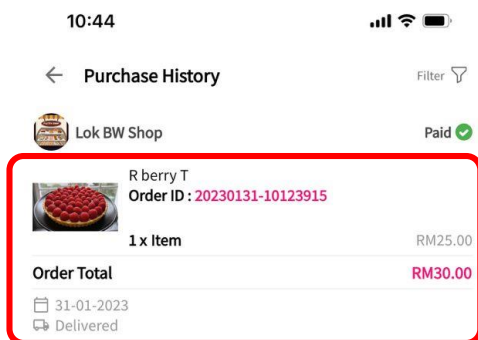
Refund will only be granted through My Wallet in Usanita mobile apps.

## 8.0 How to give Rate & Review

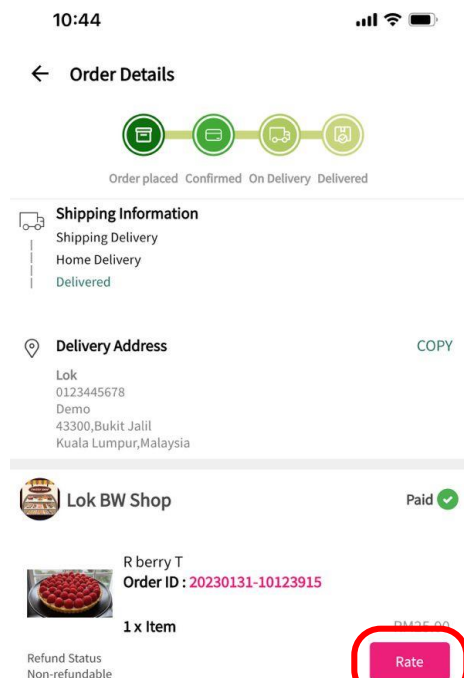
- i. Select product to rate & review from purchase history
- ii. Click on the product that want to rate & review
- iii. Select stars for rating and key in review
- iv. Click "Submit"

### **\*Take Notes\***

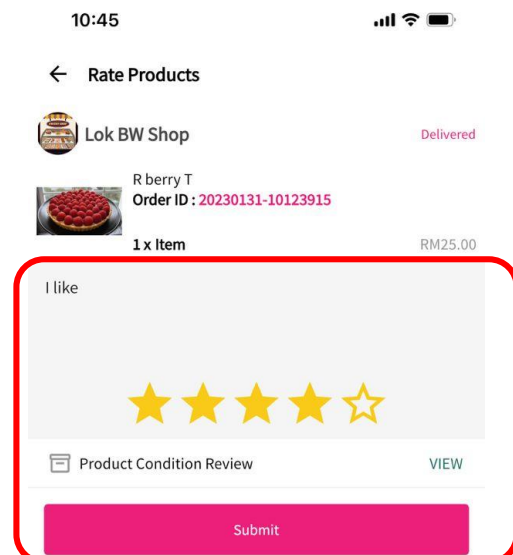
- i. Customer can only rate & review on Delivered order.
- ii. Customer can only rate & review on Products but not Sellers.
- iii. Customer can only rate & review ONE time on certain product.



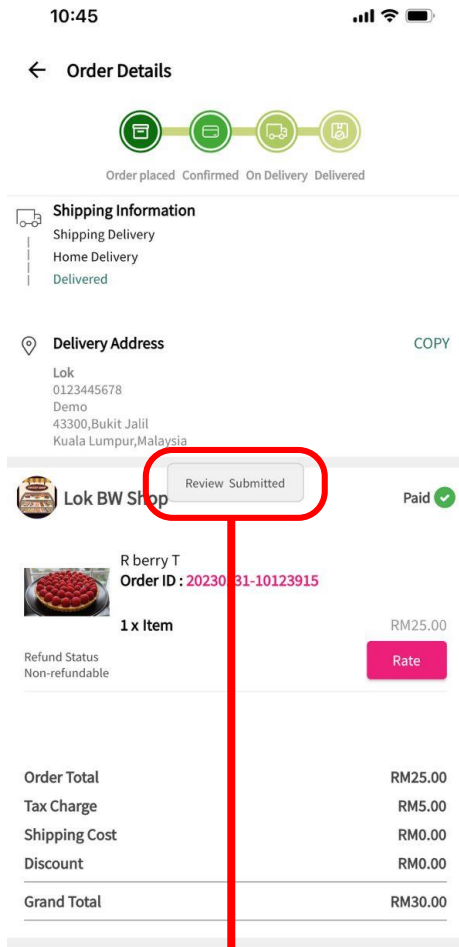
Select product to rate & review from purchase history



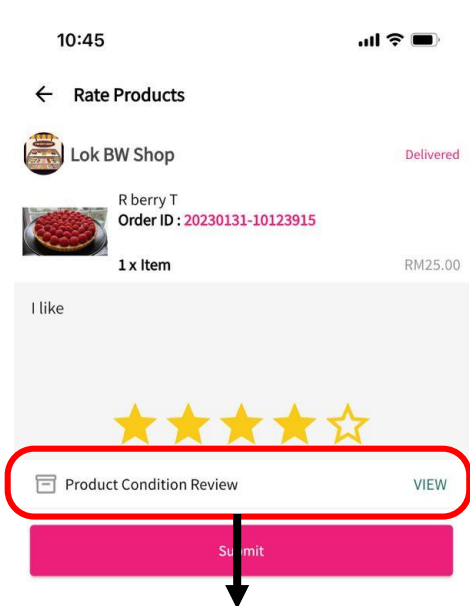
Click "Rate"



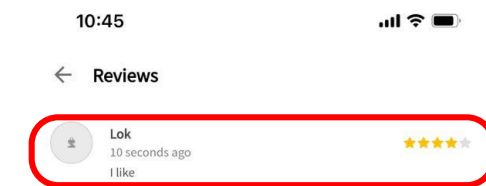
Key in Review. Select Stars for rating and click "Submit"



Review Submitted



Click "Product Condition Review" to show review



Review Submitted