

Vendor Guide

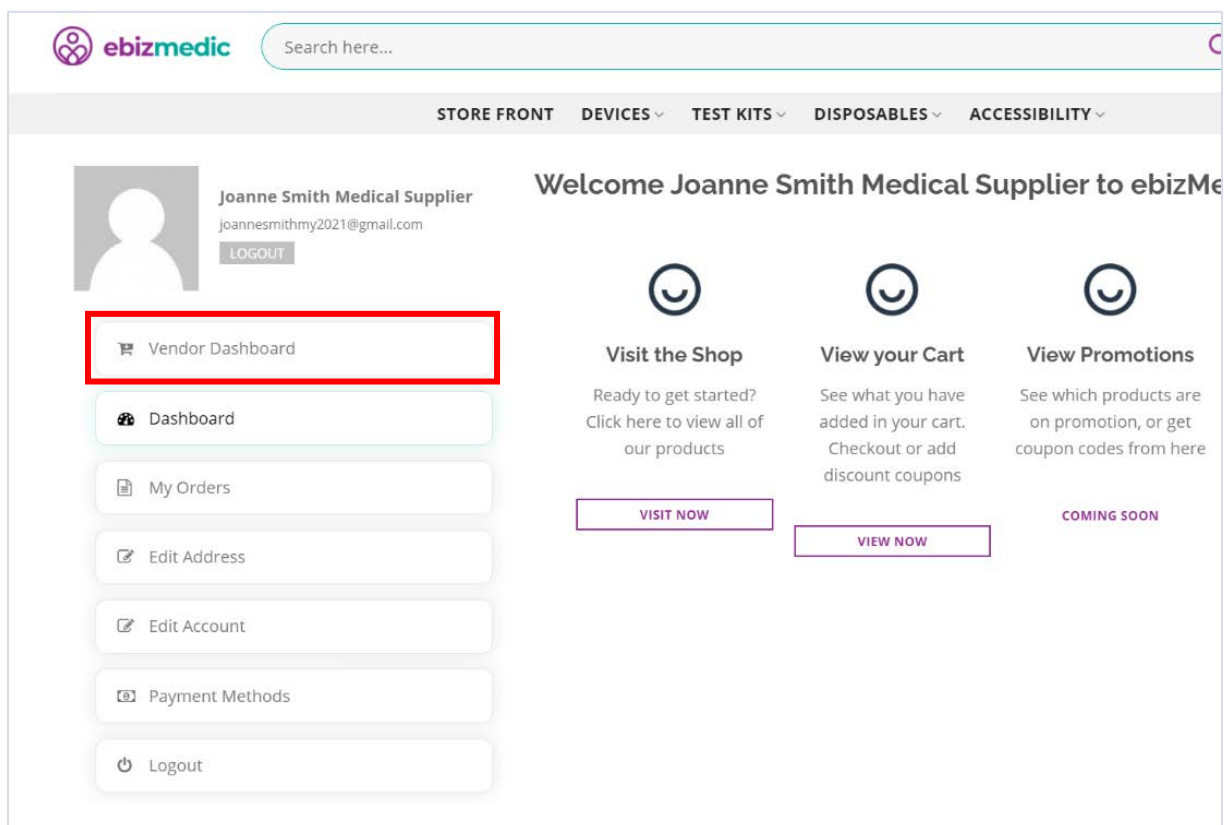
Welcome to EbizMedic!

After your account get approval, you may login to EbizMedic using your email address and password.

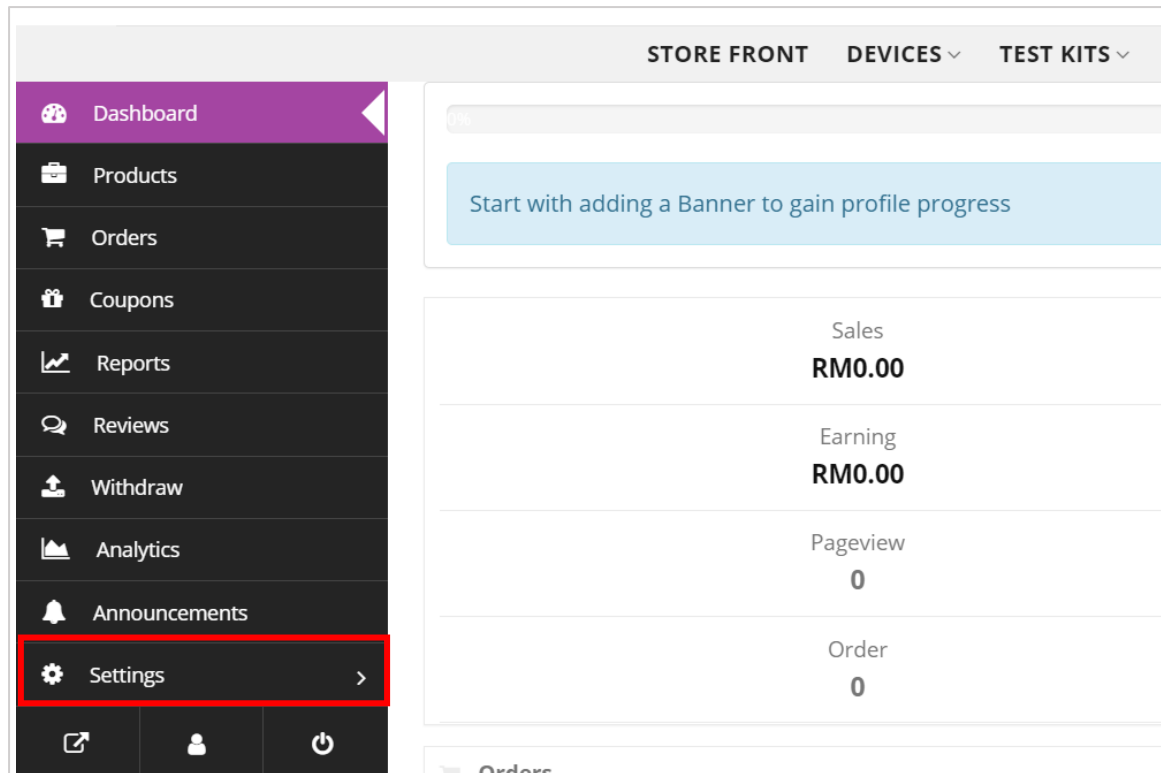
- **Vendor Account Setting**
- **Product Management**
- **Order Management**
- **Coupons Management**

Vendor Account Setting

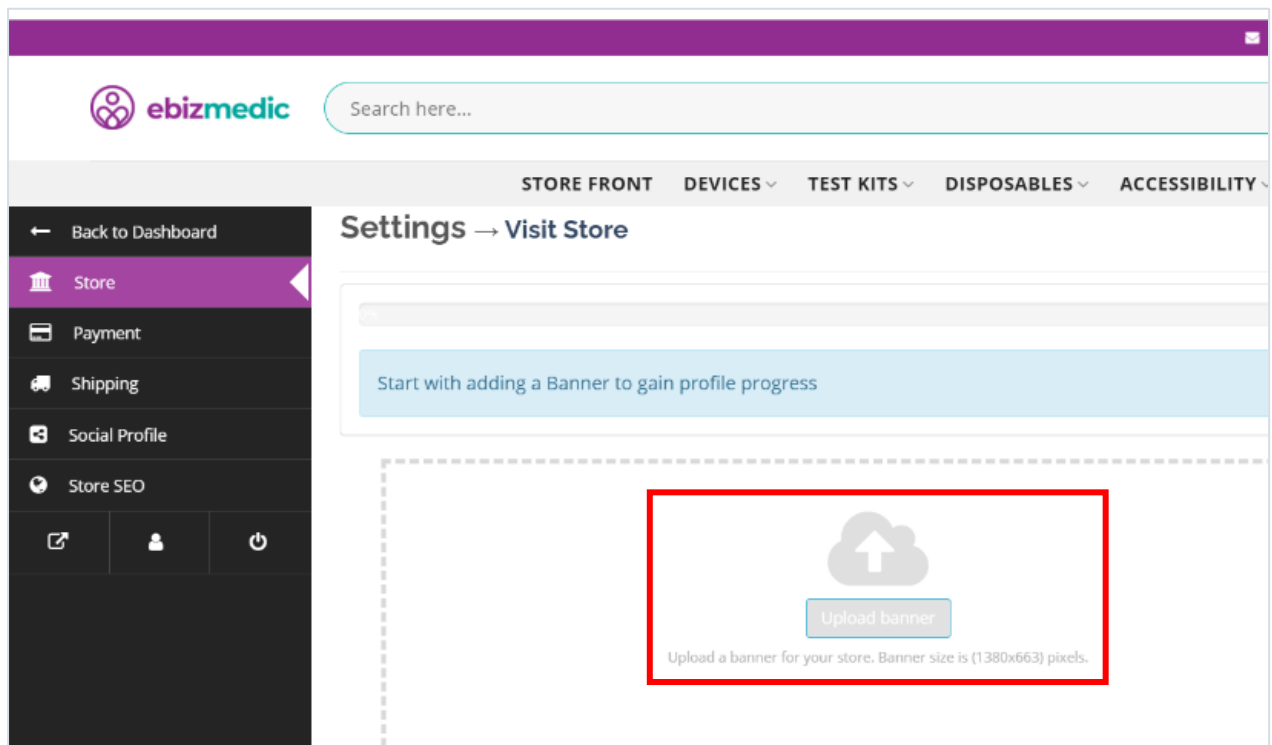
How do I set up my vendor account?



1. From EbizMedic, go to the "ACCOUNT" page and click "Vendor Dashboard".



1. Go to "Settings".



2. Click "Upload banner" to upload your store banner. Banner size is 1380 x 663 pixels.

Profile Picture Upload Photo

Store Name

Store Category

Store Products Per Page

Address

Street

Street 2

City Post/ZIP Code

Country*

Phone No

Email Show email address in store

More products Enable tab on product single page view

3. You may update your general information here.

Profile Picture:

Upload a picture as your profile picture.
Suggest square ratio.

Store Name:

The name of your store that you wish to display to the public.

Store Category:

The category of your store.

Store Products Per Page:

The total number of products that you wish to display in a single page on your store.

Address:

Store address.

Phone Number:

Store contact number.

Email:

Tick this field if you wish to display your email address to the public.

More products:

Tick this field if you wish to enable tab on product single page view.

Terms and Conditions Show terms and conditions in store page

TOC Details

B *I* U “ ” ↺ ⋮ ☰ ☷ ☹ ☹ ↶ ↷ 🔗 ↻

[Blank text area for TOC details]

4. Tick this fields if you wish to show terms and conditions in store page. You may fill in the terms and conditions details in the blank box.

Store Opening Closing Time Show store opening closing time widget in store page

Sunday	Close
Monday	Close
Tuesday	Close
Wednesday	Close
Thursday	Close
Friday	Close
Saturday	Close

Store Open Notice

Store Close Notice

5. Tick this fields if you wish to show store opening closing time widget in store page. You may set the opening closing time and notice of the store.

Discount Enable storewide discount

Minimum Order Amount

Percentage

6. Tick this fields if you wish to enable store wide discount. The percentage of discount and minimum order amount of purchase to enjoy the discount can be set.

Biography [ADD MEDIA](#)

PARAGRAPH - **B** *I*

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[Link](#)

UPDATE SETTINGS

7. You may insert your store biography here.

Product Management

- What are the product types?
- How to add a simple product?
- How to edit product?
- How to add a variable product?
- How to add a group product?

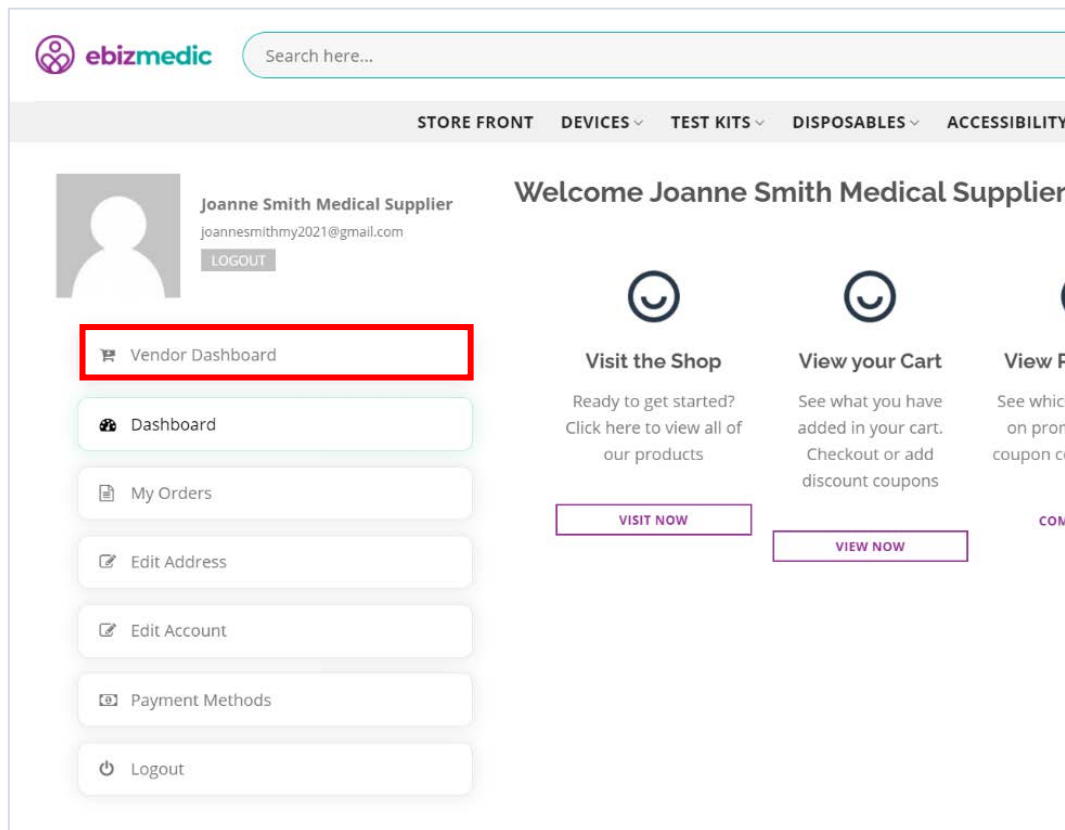
What are the product types?

Simple – the most basic and widely used product type that is unique and stand-alone.

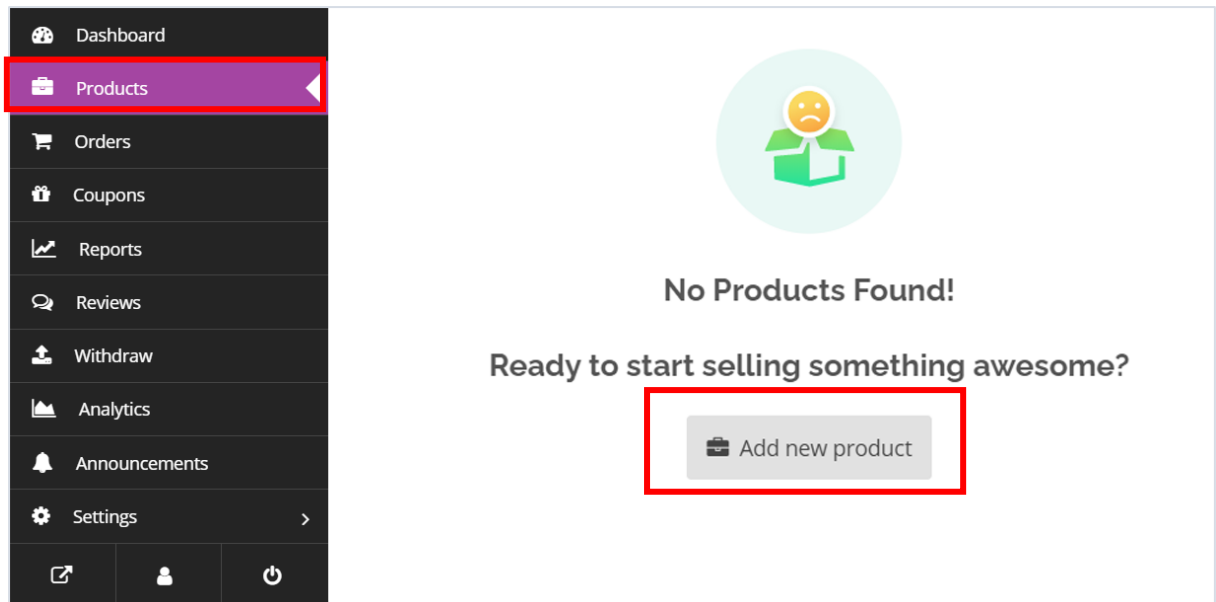
Grouped – a collection of related products that can be purchased individually and only consist of simple products.

Variable – a product with variations, each of which may have a different SKU, price, stock option, etc. For example, a product available in different colours and/or sizes.

How to add a simple product?



1. Go to “Vendor Dashboard”.



2. Go to “Products” and click “Add new product”.

The screenshot shows the 'Add New Product' form. At the top left, there is a dashed box for uploading a product cover image with an upward arrow icon and the text 'Upload a product cover image'. To the right of this is a text input field for 'Product name..'. Below the image upload area is a '+' icon. To the right of the '+' icon are two input fields: 'Price' with 'RM 0.00' and 'Discounted Price Schedule' with 'RM 0.00'. Below these is a dropdown menu with the text '- Select a category -'. Underneath the dropdown is a 'Tags' section with a text input field 'Select tags/Add tags'. At the bottom of the form are two buttons: 'CREATE PRODUCT' and 'CREATE & ADD NEW'.

3. Enter the product name and price, then upload a product cover image.

The screenshot shows the 'Add New Product' form. At the top left, there is a dashed box for uploading a product cover image. Below this is a '+' icon. To the right of the '+' icon is a dropdown menu with the text '- Select a category -'. Underneath the dropdown is a 'Tags' section with a text input field 'Select tags/Add tags'. Below the tags section is a text area with the placeholder text 'Enter some short description about this product..'. At the bottom of the form are two buttons: 'CREATE PRODUCT' and 'CREATE & ADD NEW'.

4. Choose the product category, add tags and short description of products.
5. Click "CREATE PRODUCT" and the product will be successfully added.
6. Your product is now pending review and you will get notify once it is approved. Continue go to the "Edit Product" page to insert more information of the product.

How to edit product?

- General Section
- Inventory Section
- Shipping and Tax Section
- Linked Products Section
- Attribute Section
- Discount Option Section
- Other Option Section

General Section

In this section is where you can edit the general information for the product.

Edit Product Pending Review

Title
BLACKMORES Vitamin C 500mg 60's

Permalink: <https://www.ebizmedic.com/product/blackmores-vitamin-c-500mg-60s/> EDIT

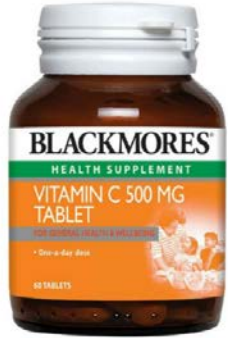
Product Type 🗨
Simple


Price (You Earn : RM 32.13) Discounted Price Schedule

RM	35.70	RM	0.00
----	-------	----	------

Category
Supplements ▼

Tags
Select tags/Add tags



 +

Title:

Product Name.

Permalink:

A permanent static hyperlink for the product.

Product Image:

A featured cover image of the product.

Galley Image:

The other images of the product to be displayed to the public.

Product Type:

[Simple, Variable, External/Affiliate product, Group Product]

Price:

Item's normal/regular price.

Discounted Price:

Item’s discounted price that can then be scheduled for certain date ranges. The sale expires at 11:59pm of the specified end date.

Category:

Categories and sub-categories that group products together.

Tags:

Descriptive tags put on products to help organise them.

Short Description

B I U

Description

B I U

Short Description:

An excerpt for the product. This typically appears next to product imagery on the listing page.

Description:

Description appears in the Product Description tab.

Inventory Section

The inventory section allows you to manage stock for the product individually.

Inventory
Manage inventory for this product.

SKU (Stock Keeping Unit)	Stock Status
<input style="width: 95%;" type="text"/>	In Stock

Enable product stock management

Allow only one quantity of this product to be bought in a single order

SKU:

SKU (Stock Keeping Unit number) - a unique number assigned to a product for the purpose of keeping track of inventory. The SKU field can include alphanumeric values and some special characters.

Stock Status:

[In Stock, Out of Stock, On Backorder]

Enable product stock management:

Enable (box ticked) - The inventory for physical products is auto managed. You enter quantity, and system subtracts items as sales are made.

Disable (box left unticked) - Inventory and status for physical products must be entered manually.

Shipping and Tax Section

The screenshot shows a 'Shipping and Tax' section with the following elements:

- Shipping and Tax** header with a subtext: *Manage shipping and tax for this product*
- A checked checkbox: This product requires shipping
- Four input fields for dimensions: weight (kg), length (cm), width (cm), and height (cm).
- A 'Shipping Class' dropdown menu currently set to 'No shipping class'.
- A note: 'Shipping classes are used by certain shipping methods to group similar products.'
- A 'Tax Status' dropdown menu set to 'Taxable'.
- A 'Tax Class' dropdown menu set to 'Standard'.

Weight:

Weight of the item.

Dimensions:

Length, width and height for the item.

Shipping Class:

Shipping classes are used by certain shipping methods to group similar products.

Tax Status:

[Taxable, Shipping only, None]

Tax Class:

Choose which tax class should be applied.

Linked Products Section

The screenshot shows a section titled "Linked Products" with a subtitle "Set your linked products for upsell and cross-sells". Below this, there are two columns: "Upsells" and "Cross-sells". Each column contains a search input field with the placeholder text "Search for a product...".

Using up-sells and cross-sells, you can cross promote your products. They can be added by searching for a particular product and selecting the product from the dropdown list.

Up-sells are displayed on the product details page. These are products that you may wish to encourage users to upgrade, based on the product they are currently viewing.

Cross-sells are products that are displayed with the cart and related to the user's cart contents.

Attribute Section

The screenshot shows a section titled "Attribute and Variation" with a subtitle "Manage attributes and variations for this variable product.". Below this, there is a form for adding an attribute. It includes a "Name" field, a "Value(s)" field with a placeholder "Enter some text, or some attributes by '['' separating values.", and two checkboxes: "Visible on the product page" (checked) and "Used for variations" (unchecked). At the bottom, there is a "Custom Attribute" input field and two buttons: "Add attribute" and "Save attribute".

- In this section, you can assign details to product that help to group them.
- To create a variable product, an attribute must first be defined for the product. These attributes can then be used to make a distinction between different variations.
- To add a product with variation, see more at "How to add a variable product?".

Discount Option Section

📦 Discount Options

Set your discount for this product

Enable bulk discount

Minimum quantity Discount %

Enable bulk discount (box ticked) – you can offer a percentage of discount if customers purchase certain quantity of the product.

Other Option Section

⚙️ Other Options

Set your extra product options

Product Status Pending Review **Visibility**

Purchase Note

Enable product reviews

Product Status:

Online – Your product is visible to public and selling online

Draft – Your product is put in draft and not visible to public

Pending Review - Product is pending review and you will get notify once it is approved

Visibility:

Visible - Visible everywhere, shop pages, category pages and search results

Catalog - Visible in shop pages and category pages, but not search results

Search - Visible in search results, but not in the shop page or category pages

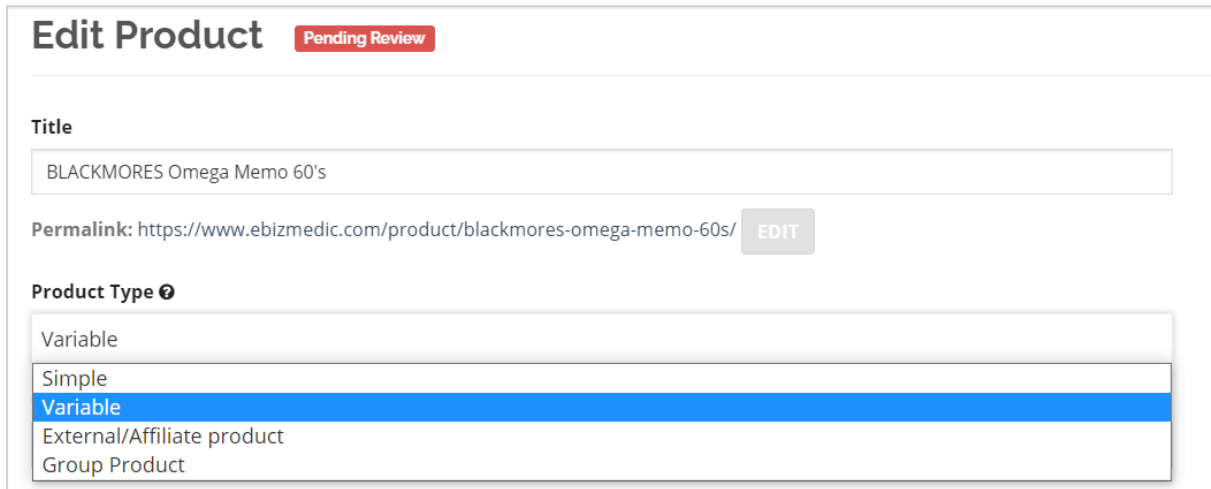
Hidden - Only visible on the single product page – not on any other pages

Purchase Note:

Insert note to customer for this product.

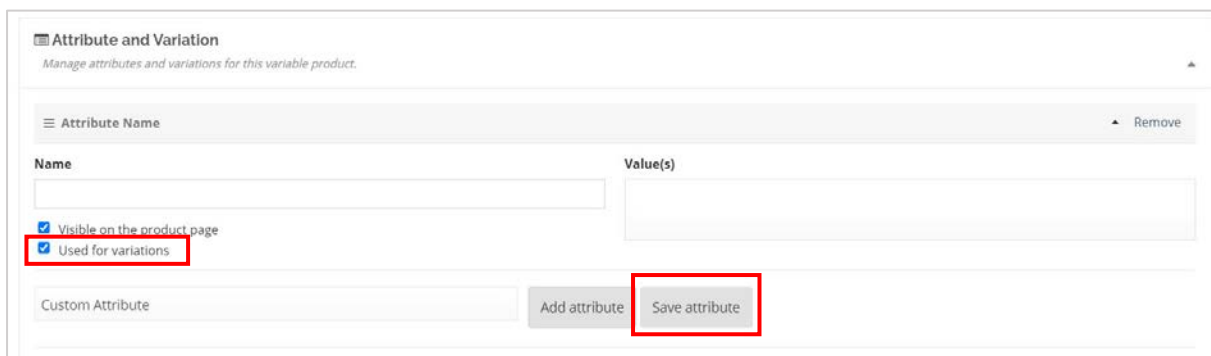
How to add a variable product?

1. To add a variable product, create a new product or edit an existing one.



The screenshot shows the 'Edit Product' page with a 'Pending Review' status. The 'Title' field contains 'BLACKMORES Omega Memo 60's'. The 'Permalink' is 'https://www.ebizmedic.com/product/blackmores-omega-memo-60s/' with an 'EDIT' button. The 'Product Type' dropdown menu is open, showing options: 'Variable', 'Simple', 'Variable' (highlighted in blue), 'External/Affiliate product', and 'Group Product'.

2. Go to Product Type, select variable product.



The screenshot shows the 'Attribute and Variation' section. It includes a header 'Attribute and Variation' with a sub-header 'Manage attributes and variations for this variable product.' Below this is a table with columns 'Attribute Name' and 'Value(s)'. There are two checkboxes: 'Visible on the product page' and 'Used for variations' (highlighted with a red box). At the bottom, there are 'Add attribute' and 'Save attribute' buttons (the latter is highlighted with a red box).

3. Go to Attribute and Variation section.

Name:

Attribute name. For example: size, colour, etc.

Value(s):

Set values separated by a vertical pipe, | , For example: Small | Medium | Large

4. Enable "Used for variations" checkbox.
5. Click "Save attributes".

Add variation Go

6. Click “Add variation” and “Go”.



#3004 Any Size...

Any Size...

50ml

100ml

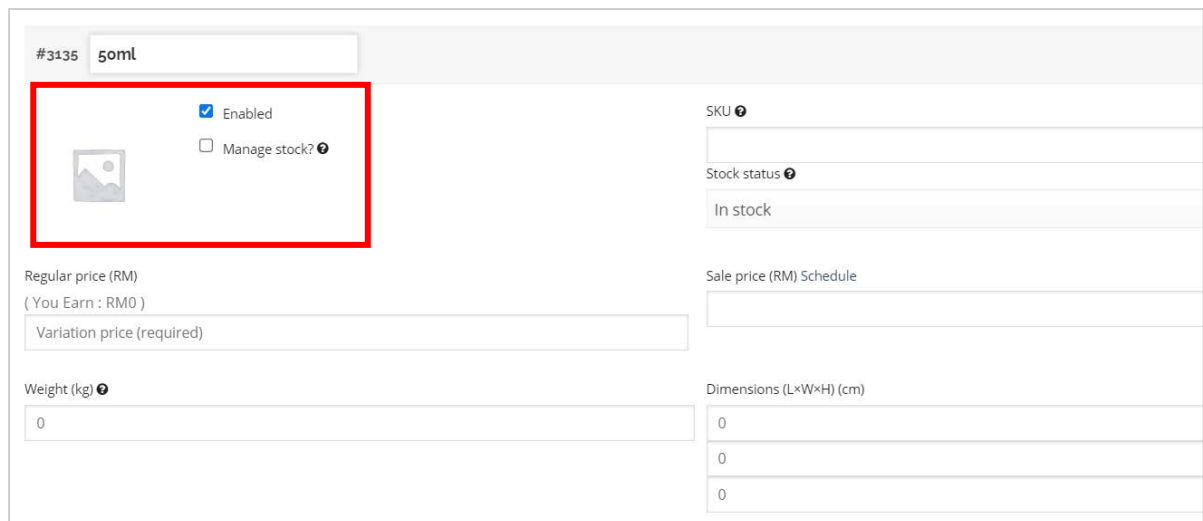
500ml

Regular price (RM)

(You Earn : RM0)

Variation price (required)

7. Choose variation value. For examples: 50ml, 100ml, 500ml, etc.



#3135 50ml

Enabled

Manage stock?

SKU

Stock status

In stock

Sale price (RM) Schedule

Regular price (RM)

(You Earn : RM0)

Variation price (required)

Weight (kg)

0

Dimensions (LxWxH) (cm)

0

0

0

8. Insert image for product variation.

9. **Enabled** (Box ticked) – enable product variation

Manage stock (Box ticked) – Enable stock management at variation level

10. Insert the general information for product’s variation.

Regular Price:

Enter a variation price.

Sale price:

Product's variation discounted price that can then be scheduled for certain date ranges. The sale expires at 11:59pm of the specified end date.

SKU:

Enter a SKU for this variation or leave blank to use back the parent weight.

Stock Status:

[In stock, Out of Stock]

Weight:

Enter a weight for this variation or leave blank to use back the parent weight.

Dimension:

Length, width and height for the product's variation

Shipping class
Same as parent
Tax class
Same as parent
Variation description
<input type="text"/>
<input type="button" value="SAVE VARIATIONS"/> <input type="button" value="CANCEL"/>

Shipping Class:

Shipping classes are used by certain shipping methods to group similar products.

Tax Class:

Choose which tax class should be applied

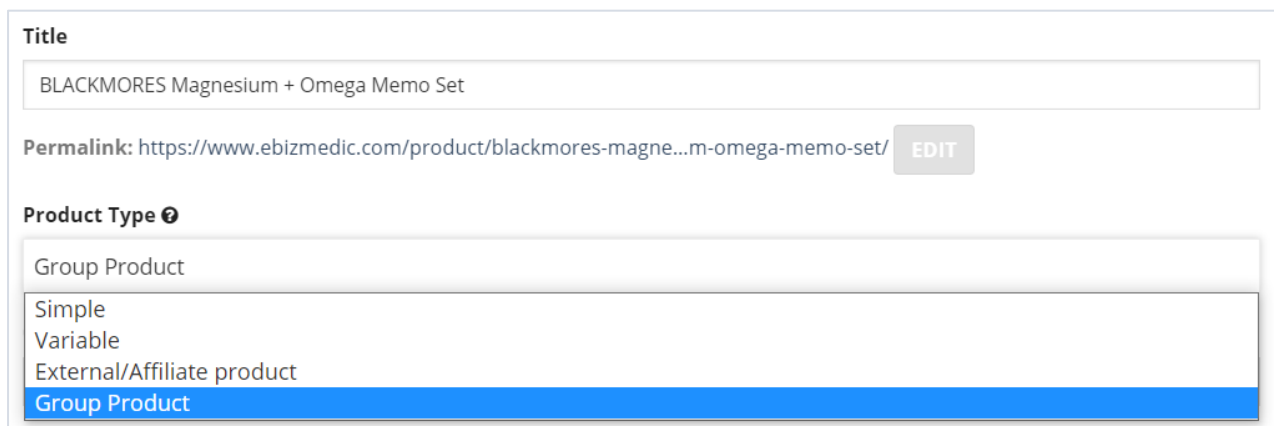
Variation Description:

A short description for the product's variation

11. Click "SAVE VARIATIONS" after the information are inserted.

How to add a group product?

A grouped product is created in much the same way as a simple product. Group products are like lists of other products in your shop, and as a result do not have prices or stock numbers of their own. To create one, select Group Product from the Product Type dropdown.



The screenshot shows a product creation form. At the top, there is a 'Title' field containing 'BLACKMORES Magnesium + Omega Memo Set'. Below it is a 'Permalink' field with the URL 'https://www.ebizmedic.com/product/blackmores-magne...m-omega-memo-set/' and an 'EDIT' button. The 'Product Type' dropdown menu is open, showing options: 'Group Product', 'Simple', 'Variable', 'External/Affiliate product', and 'Group Product' (highlighted in blue).

1. Create a parent product. Select Group Product from the Product Type dropdown.



The screenshot shows the 'Grouped products' section of the product creation form. It features a search bar with the text 'blackmores' and a list of results. The first result, 'BLACKMORES Omega Memo 60's (#3004)', is highlighted in grey.

2. Go to Linked Products, under Grouped Products, and search for the product by typing its name.
3. Click the products you wish to add.
4. After all the products are added, click save products.

Bonus points:

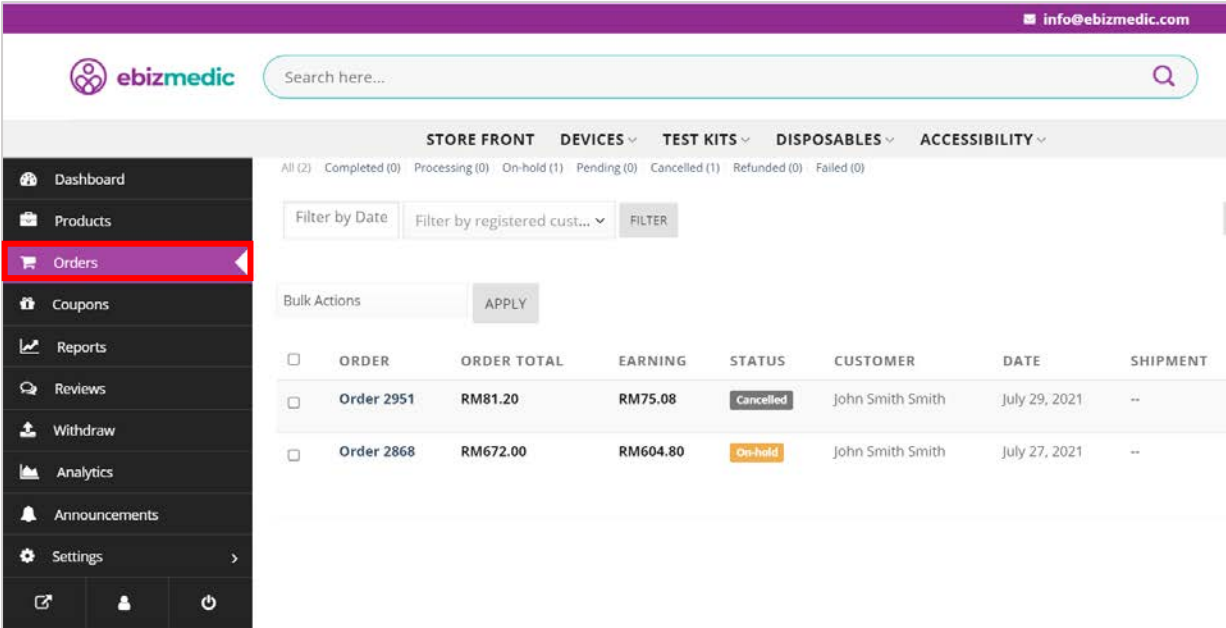
- The price and several other fields disappear. This is normal because a Group Product is a collection of 'child products', which is where you add this information.
- The Group Product is still an empty group. You will need to create products and add them or add existing child products.
- You can add a simple product into different grouped products.
- You can only group simple products, NOT variable products

- For grouped products, you can create upsells product slider, but you cannot create cross-sells on cart page.

Order Management

Orders are created when a customer completes the checkout process, each order is given a unique Order ID.

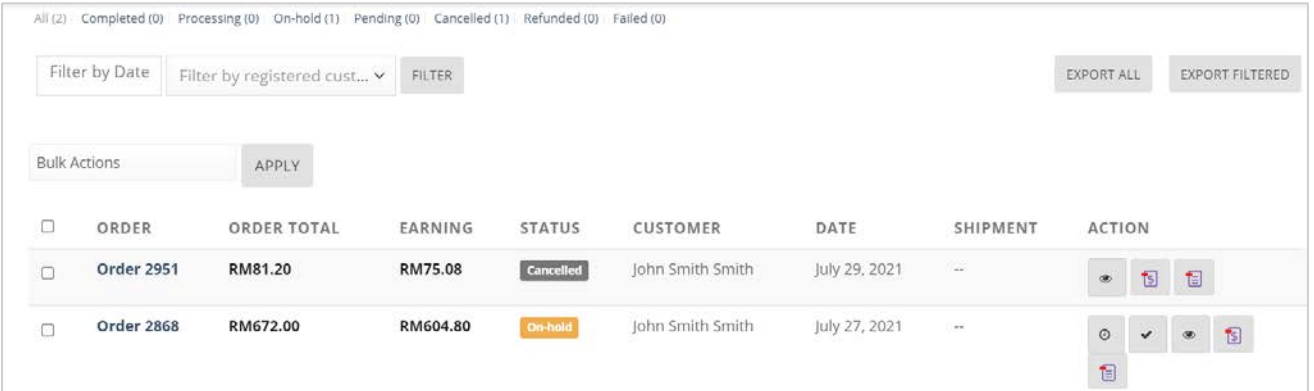
- Orders Overview
- Order Status
- Order Notes
- Shipment



The screenshot shows the ebizmedic dashboard with the 'Orders' menu item highlighted in the left sidebar. The main content area displays a table of orders with the following data:

ORDER	ORDER TOTAL	EARNING	STATUS	CUSTOMER	DATE	SHIPMENT
Order 2951	RM81.20	RM75.08	Cancelled	John Smith Smith	July 29, 2021	--
Order 2868	RM672.00	RM604.80	On-hold	John Smith Smith	July 27, 2021	--

Orders Overview



The screenshot shows the Orders Overview page with a detailed view of the orders table. The table includes the following data:

ORDER	ORDER TOTAL	EARNING	STATUS	CUSTOMER	DATE	SHIPMENT	ACTION
Order 2951	RM81.20	RM75.08	Cancelled	John Smith Smith	July 29, 2021	--	View, Edit, Delete, Refresh
Order 2868	RM672.00	RM604.80	On-hold	John Smith Smith	July 27, 2021	--	View, Edit, Delete, Refresh

Each row displays several details.

- Order Number
- Order Total
- Earning
- Order Status
- Customer Name
- Date of Purchase
- Shipment
- Actions

Order Status

The screenshot displays an order management interface. On the left, under 'Order#2868 → Order Items', there is a table with columns: ITEM, COST, QTY, and TOTAL. The table lists 'SD Biosensor Covid-19 Ag Nasalopharyngeal Test' with a cost of RM672.00 and a quantity of 1, totaling RM672.00. Below this, 'Free shipping' is listed with a total of RM0.00. A summary section shows 'Discount [?]: RM0.00', 'Shipping [?]: RM0.00', 'Order Total: RM672.00', and 'Refunded: -RM0.00'. On the right, the 'General Details' section shows 'Order Status: On hold' with a dropdown menu open, listing options: On hold, Pending payment (highlighted), Processing, On hold, Completed, Cancelled, Refunded, and Failed. Below the dropdown, contact information is provided: Email: johnsmithmy2021@gmail.com, Phone: 0123456789, and Customer IP: 175.143.46.57.

Order statuses let you know how far along the order is, starting with “Pending payment” and ending with “Completed.” The following order statuses are used:

On hold — Awaiting payment – stock is reduced, but need to confirm payment.

Pending payment — Order received, no payment initiated. Awaiting payment (unpaid).

Failed — Payment failed or was declined (unpaid) or requires authentication (SCA). Note that this status may not show immediately and instead show as Pending until verified.

Processing — Payment received (paid) and stock has been reduced; order is awaiting fulfillment.

Completed — Order fulfilled and complete – requires no further action.

Canceled — Canceled by an admin or the customer – stock is increased, no further action required.

Refunded — Refunded by an admin – no further action required.

Order Notes

The Order Notes panel displays notes attached to the order and can be used for storing event details, such as payment results or reducing stock levels, or adding notes to the order for customers to view.

Order Notes

Stock levels reduced: SD Biosensor Covid-19 Ag Nasalpharengeal Test (#2023) 150→149
added 1 week ago Delete note

Order status changed from Pending payment to On hold.
added 1 week ago Delete note

Stock levels increased: SD Biosensor Covid-19 Ag Nasalpharengeal Test (#2023) 149→150
added 1 week ago Delete note

Order status changed from On hold to Pending payment.
added 1 week ago Delete note

Stock levels reduced: SD Biosensor Covid-19 Ag Nasalpharengeal Test (#2023) 150→149
added 2 weeks ago Delete note

Awaiting BACS payment Order status changed from Pending payment to On hold.
added 2 weeks ago Delete note

Add note

Customer note **ADD NOTE**

TRACKING NUMBER

The following note types are possible:


- System status notices, such as payment gateway details.
- General status updates, such as status changes or private notes. Customers do not see these notes but may receive notification of them, e.g., when the status changes from processing to completed, an email may be sent (depending on settings).
- Notes to the customer. Customers receive notes via email but can view them by viewing an order in their My account section.

Notes can be a powerful tool for communicating with customers or other store managers. Need to add a tracking number for shipping? Is stock delayed? Add a customer note, and they are automatically notified.

Shipment

In this section is where you can add shipment details for the product.

Shipments

ITEM	QTY
<input type="checkbox"/>  SD Biosensor Covid-19 Ag Nasalpharengeal Test	

Shipping Status

Select

Tracking Information

Shipping Provider **Date Shipped**

Select Select date

Tracking Number

Comments

Notify shipment details to customer

CREATE SHIPMENT **CANCEL**

Shipping Status:

[Delivered, Cancelled, On the way, Picked Up, Ready for Pickup]

Shipping Provider:

This should be the shipping company you use. If your provider is not listed, choose the Custom Provider option.

Date Shipped:

Choose a shipping date (optional), which is when the package was shipped.

Tracking Number:

Add the tracking number that the provider assigned. If you chose the custom option, you need to enter the full link to the company's tracking page (if applicable).

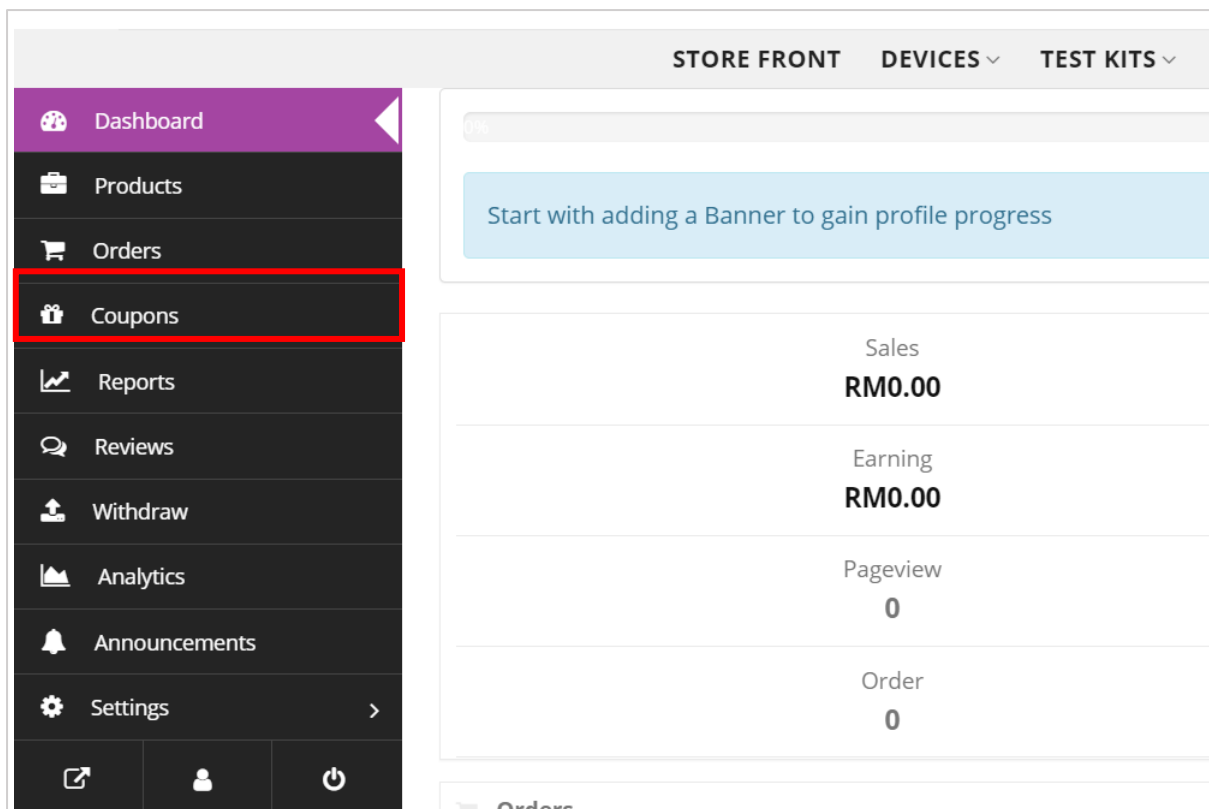
Comment:

You may add coment for the shipment.

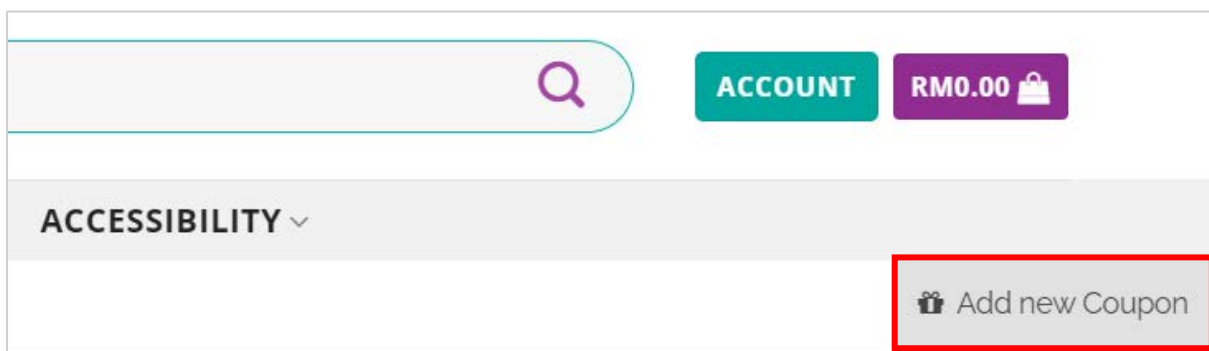
Tick notify shipment details to customer if you wish the customer receive email notification about this.

Coupons Management

How to add coupon?



1. Go to "Coupons".



2. Click "Add new Coupon".

Coupon

Coupon Title *

Description

Discount Type

Amount *

Email Restrictions

Usage Limit

Expire Date

Exclude Sale Items **Check this box if the coupon should not apply to items on sale.**
Per-item coupons will only work if the item is not on sale. Per-cart coupons will only work if there are no sale items in the cart.

Minimum Amount

Product *

Exclude products

Show on store **Check this box if you want to show this coupon in store page.**

3. Insert the general information for the coupon.

Coupon Title:

Enter or generate a coupon code. The code is used by the customer to apply the coupon and associated discount. Must be unique as it's used as an identifier.

Description:

Enter a Description (optional). Info about the coupon for internal use. For example: Name of promotion/event, dates in effect, compensation, ticket number, customer name.

Discount type:

Percentage discount – A percentage discount for selected products only. For example, if the cart contains three items @ RM20 each = RM60, a coupon for 10% off applies a discount of RM6.

Fixed cart discount – A fixed total discount for the entire cart. For example, if the cart contains three items @ RM20 each = RM60, a coupon for RM10 off gives a discount of RM10.

Fixed product discount – A fixed total discount for selected products only. Customer receives a set amount of discount per item. For example, three item @ RM20 each with a coupon for RM10 off applies a discount of RM30.

Email restrictions/Allowed Emails:

Email address or addresses that can use a coupon. Verified against customer's billing email.

Usage Limit:

How many times a coupon can be used by customers before being invalid.

Expire Date:

Date the coupon should expire and can no longer be used. Expiry happens at 12:00 am or 00:00 on the date chosen. If you want a coupon to be valid through Christmas Day but invalid the moment Christmas is over, set the expiration date to YYYY-12-26 as it will expire on YYYY-12-26 00:00.

Exclude Sale Items:

Tick the box if you don't want this coupon to apply to products on sale. Per-cart coupons will only work if there are no sale items in the cart. Per-cart coupons do not work if a sale item is added afterward.

Minimum Amount:

Allows you to set the minimum subtotal needed to use the coupon. Note: The sum of the cart subtotal + tax is used to determine the minimum amount.

Products:

Products that the coupon will be applied to, or that need to be in the cart in order for the fixed or percentage discount to be applied.

Exclude products:

Products that the coupon will not be applied to, or that cannot be in the cart in order for the "Fixed cart discount" to be applied.

Show on store:

Tick this box if you want this coupon display in store page.