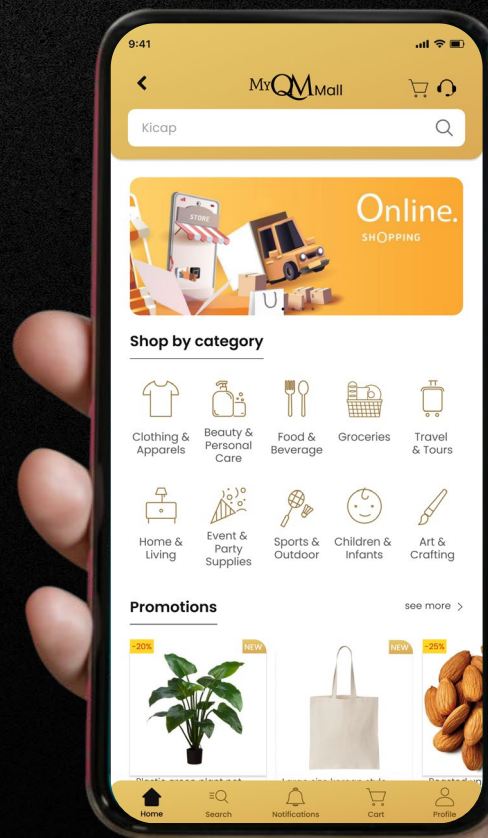


# MyQM Mall Seller

## HANDBOOK



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# 1 Who are we?

At MyQM Mall, we are a Marketplace Platform (e-commerce) which provides a digital platform for multiple independent sellers to offer their products directly to buyers. With years of digital experience, we strive to bring a fast and secure e-commerce shopping experience for both buyers and sellers.

With an existing 600,000 number of registered Users across Malaysia and growing, sellers will have the potential to reach out to active buyers immediately.

Join us today to promote your products and services locally, while we continue to grow the platform globally.

Subsidiary of



Over  
**600K**  
Quantum Metal  
app download

## 2 Who can sell?

### Individual Seller

- Typical individuals selling products online
- Can register easily without extensive business documentation.
- Operate their own online store independently.
- Often focus on selling a limited range of products.
- Suitable for those looking to start a side business or earn extra income.

### Company Seller

- Include small, medium, and large businesses, as well as established brands.
- Require proper business documentation like SSM.
- Offer a wider range of products with established branding.
- Ideal for businesses seeking to expand their online presence and reach a larger customer base.

### 3 What items can or can't be sold?

#### ✓ Can

Products that are **in demand, lightweight, easy to ship**, and cater to **specific interests or trends** are suitable for selling.

#### ✗ Can't

Products that are **perishable, fragile, hazardous**, or **illegal** to sell online, as well as products with **extremely high shipping costs** or **low demand**, may not be suitable for selling.

For more info, visit us at <https://myqm2u.com/myqm-mall-seller-prohibited-and-restricted-items-policy/>

4

# Why join us?



**24/7 availability**



**Easy to sign up**



**Expanding your reach for  
new customers**



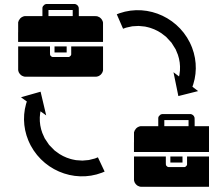
**Business growth  
& market expansion**

# 5 Who is our target market?



## Business to consumer (B2C)

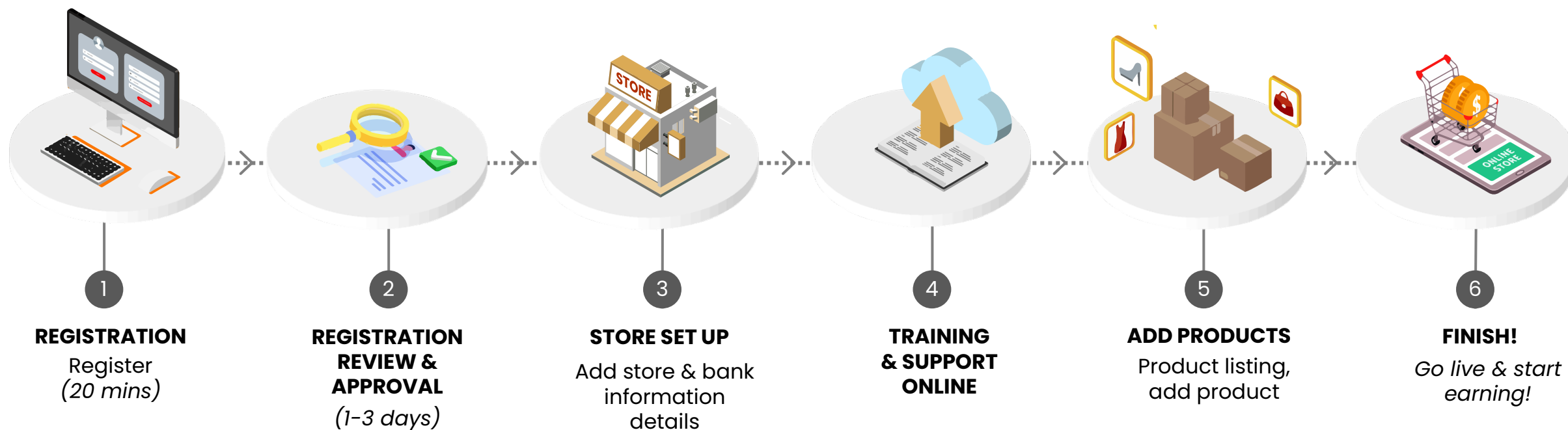
- Direct marketing opportunities.
- Large consumer base.
- Convenient shopping for individuals.



## Business to business (B2B)

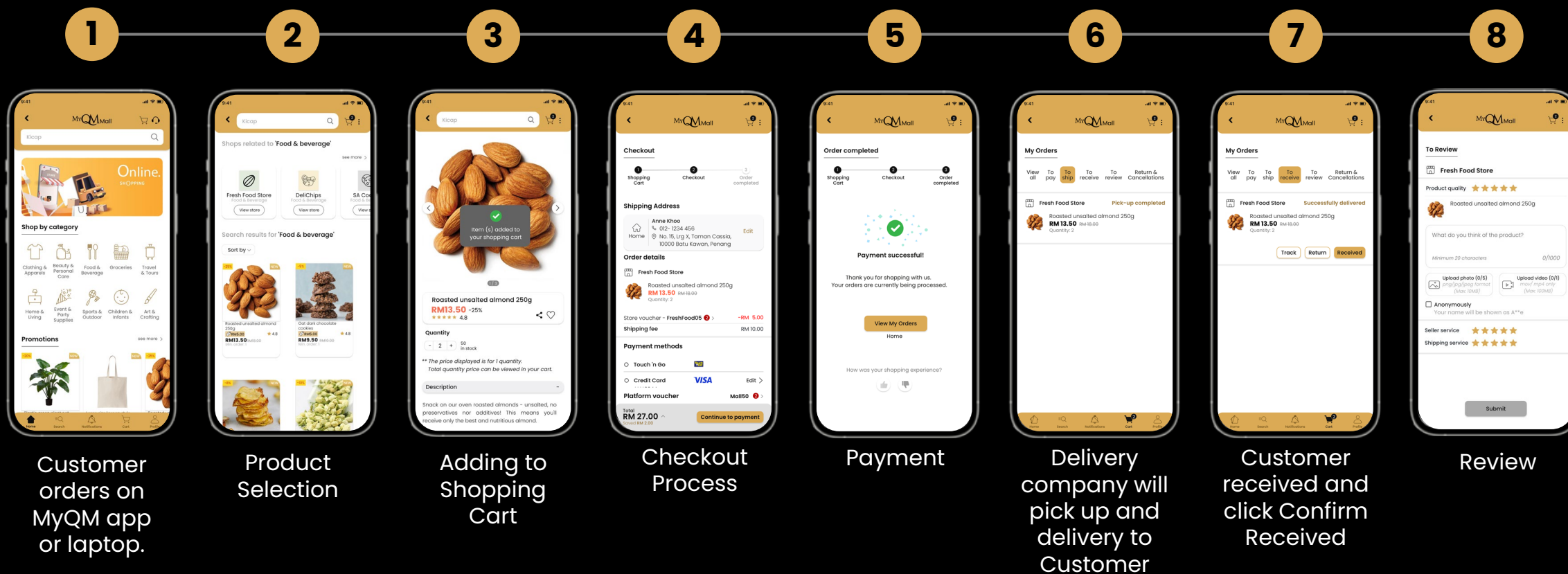
- Larger Order Volumes
- Market Expansion
- Streamlined Procurement

# 6 Seller onboarding flow





# 7 User ordering flow



# 8 Seller Fulfilment Process Flow



# 9 Commission Fees

Product Category	Commission fee Excluding 8% SST	Commission fee Including 8% SST
Electronics	7 % - 10 %	7.56 % - 10.8 %
Fashion	7.5 - 12 %	8.1 % - 12.96 %
FMCG	5 %-10%	5.4 % -10.8%
General merchandise / Lifestyles	7.5 %-13 %	8.1 %-14.04 %
Digital Goods	12 %	12.96 %
Jewelry	7%-12%	7.56 %-12.96 %

## How is Commission Fee calculated?

- The commission fee will be charged on your product price, after deducting all Seller Discounts and Seller Vouchers.
- Seller Discounts refer to item rebates provided by sellers while Seller Vouchers refer to all seller-borne vouchers.

**Commission Fee =**  
**( Item price – Seller Discounts – Seller Vouchers ) \* Commission Rate**

*\*The commission fee will be subjected to 8% SST from 1 March 2024 onwards.*

- The commission fee charged will be deducted directly from the sellers' payout.

### ***Payment Cycle: Weekly Payment Cycle***

*\* Statement on Every Monday, payout within 5 working days\**

*\* MyQM Mall reserves the rights to change the commission fees from time to time*

# 10 Transaction Fees

## MyQM Mall Transaction Fee rate effective 1<sup>st</sup> March 2024

Transaction Fees are charged to cover the payment gateway fees that apply to all online transactions by the payment gateway upon any and all successful orders by Buyers.

### How is Transaction Fee calculated?

Transaction Fee is calculated at 2.16% (inclusive of tax) of the final amount paid by Buyer before any MyQM Mall platform discounts, rounded up to 2 decimal points.

#### Transaction Fee

= (Item price (before any MyQM Mall platform discounts) – Seller Discounts – Seller Vouchers + Shipping Fees paid by Buyer including SST) \* 2.16%

The transaction fee charged will be deducted directly from the sellers' payout when the order is completed.

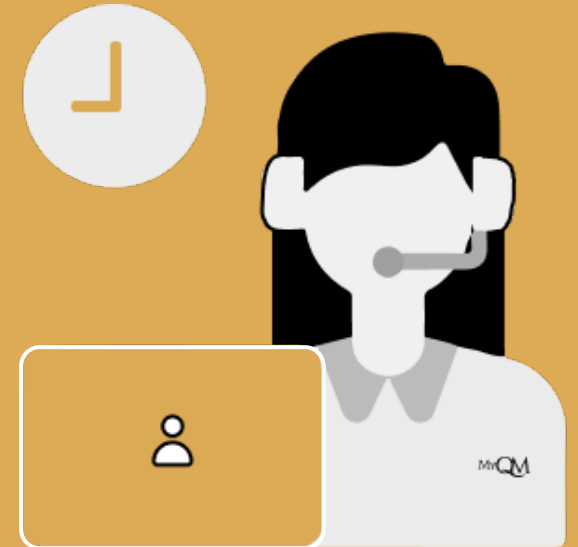
*\* MyQM Mall reserves the rights to change the commission fees from time to time*



# 11 Customer service

Please contact customer service team for any enquiry or request

 **info@myqm2u.com**



For more info, visit us at <https://myqm2u.com/info-centre-seller/>.

# Thank you



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