



- 1.00 Vi+ = RM 1.00
- How to earn Vi+:
  - Follow sellers fanpage (Gift from seller)
  - Vouchers/cashback from purchases
  - Active user
- Vi+ earned will be valid through 3 months before expiry, refreshes every month end (i.e. buyer receives Vi+ any date in January after 1st day of the month; 3 months validity starts counting in February 1st, and expires on April 30th)
- Vi+ cannot be withdrawn as cash and is non-transferrable
- How to use Vi+:
  - **For Buyers:**

Vi+ can only be used for Only-Fans and Crazy Deal purchases. i.e. Seller accepts Vi+ payment and sets product price at RM8.00 and 2.00 Vi+, buyer can pay with RM8 and 2 Vi+ if Only-Fans or Crazy Deals
  - **For Sellers:**

Vi+ cannot be withdrawn as cash payments, but can be channelled to (1) "Ads credit" to generate ads, or (2) "Fans credit" to be given to buyers/fans, or (3) "Vi+ Cashback voucher" . Sellers can set monthly default of percentages for distribution of Vi+ to ads credit and/or fans credit or cashback voucher, i.e. 30-30-40, etc

# Seller Types

## ➤ 3 types of sellers and its benefits

- **Vishop sellers :**

- The most basic seller with basic features and requirements/documents, default seller upon registration (commission waived first 180 days)

- **Trusted seller:**

- Upgraded from Vishop sellers
- Can participate in certain events (Crazy Deals, Only-Fans, 11/11 sales, etc)
- Commission fee waived for first 180 days
- Obtain and display "Trusted" badge to indicate verification and trust

- **Premium seller:**

- I. **Flagship seller** - owns own product or is exclusive authorised seller
  - II. **Authorised seller** - non-exclusive authorised seller
  - III. **Premium brand store** - brand store
- Can participate in certain events (Crazy Deals, Only-Fans, 11/11 sales, etc)
  - Commission fee waived for first 180 days
  - Obtain and display "Premium" badge to indicate quality and legitimacy
  - Boost search rankings for more exposure to product listings
  - Buyers will have 15 days guarantee return policy from premium sellers

## ➤ How to upgrade from Vishop seller:

- **To Trusted seller**

- Accept minimum of 20% of Vi+ payments for product listings
- High shop Rating

- **To Premium seller**

- High shop rating
- Submit necessary documents to admin for authorisation (authorisation letter for brand retail/proposal or authorisation/documentation for own brand retail)

## Seller Function



Edit ViShop



Create sub-account



Upload/edit products



Upgrade to trusted/premium



Handle orders



Distribute Vi+ credit to Only-Fans



Top-up ads credit



Withdraw transaction amount



Generate ads



Have access to statistics report, such as number of visitors/clicks/views, orders, sales, by period of daily/weekly/monthly



Create vouchers

# Only-Fans

- Only-Fans is a community that follows a seller that has exclusive benefits
- Buyers who follow a seller need to update birthday and gender and can enjoy exclusive benefits after 48 hours
- If seller accepts payment in Vi+, buyers who are Only-Fans will have access to Vi+ products that have Vi+ payment option (subject to stock availability/cap by seller, i.e. seller has 1000 stock milo tin product, only 200 pieces have Vi+ payment option for Only-Fans, first come first serve)
- Only-Fans product priced at RM10 + 5 Vi+, Only-Fans can opt to pay the exact listed price, or RM 12 + 3Vi+ (flexible Vi+)
- Buyers who are Only-Fans can also receive up to 50% cashback (Crazy Deals)
- Sellers may gift vouchers to long-term followers that display a "milestone following" badge

When user is not a fan

Product A  
RM10.00

When user is a fan

Product A  
RM 8.00 + 2.00 Vi+

## Crazy Deals

- Sellers who accept payment with Vi+ up to 35% can participate in Crazy Deals
- Buyers who purchase items from sellers who join Crazy Deals can enjoy 10% vi+ cashback
- Buyers who are Only-Fans who purchase items from sellers who join Crazy Deals can enjoy up to 50% vi+ cashback
- The price of cash + Vi+ is fixed; i.e. product priced at RM5.00 + 5.00 Vi+, buyers must purchase with RM5.00 and 5.00 Vi+, cannot pay with RM6.00 and 4.00 vi+

Users can view

Product A

RM 5.00 + 5.00 Vi+

10 % Vi+ Cash Back

When user is a fan

Product A

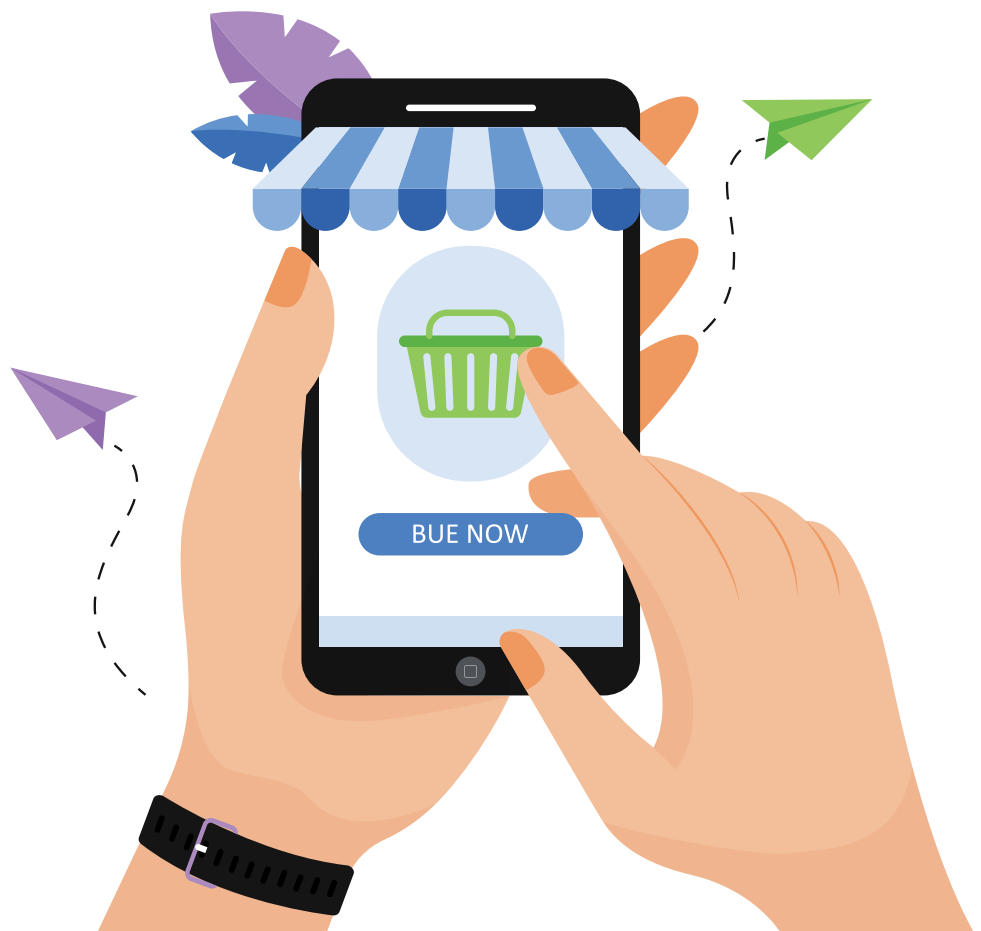
RM 5.00 + 5.00 Vi+

**50 % Vi+ Cash Back**

# Purchase Order Flow

➤ Vigrab purchase order flow:

1. Buyer shopping cart
2. Checkout
3. Payment
4. Delivery
5. Order done



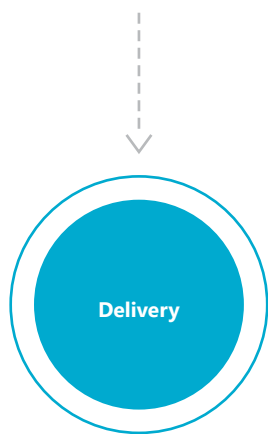


1. User adds products to shopping cart
2. Use Vi+ (for Only-Fans/during Crazy Deals)
  - **During Crazy Deals:**  
Both Only-Fans and normal buyers must pay the exact Vi+ for the stipulated price;  
i.e. product price RM5.00 + 5.00 Vi+, cannot pay RM6.00 + 4.00 Vi+
  - **Non-Crazy Deals:**  
Only-Fans can pay less Vi+ and more cash; i.e. product price RM8.00 + 2.00 Vi+,  
can pay RM9.00 + 1.00 Vi+

1. Update address
2. Apply seller voucher
3. Apply Vigrab voucher
4. Select payment mode
  - Credit card/debit card
  - Payment gateway
5. Calculate final amount by formula:  
(Product price – voucher – Vi+ + shipping fee)
  - **Product price + shipping fee**  
 $\text{RM}100 + \text{RM}4.60 = \text{RM}104.60$
  - **Product price – RM10 discount voucher + shipping fee**  
 $\text{RM}100 - \text{RM}10 = \text{RM}90 + \text{RM}4.60 = \text{RM}94.60$
  - **Product price – Vi+ + shipping fee**  
 $\text{RM}100 - 50\% \text{ Vi+} = \text{RM}50 + \text{RM}4.60 = \text{RM}54.60 + 50 \text{ Vi+}$
  - **Product price – RM10 discount voucher – Vi+ + shipping fee**  
 $\text{RM}100 - \text{RM}10 = \text{RM}90 - 50\% \text{ Vi+} = \text{RM}45 + \text{RM}4.60 = \text{RM}49.60 + 45 \text{ Vi+}$
  - **Product price – 20% discount voucher – Vi+ + shipping fee**  
 $\text{RM } 100 - 20\% = \text{RM}80 - 50\% \text{ Vi+} = \text{RM}40 + \text{RM}4.60 = \text{RM}44.60 + 40 \text{ Vi+}$

1. Credit card/debit card
2. Payment gateway





### Order pending

#### Buyer

1. Upon payment, order status will update to <Order pending>
2. Within 5 minutes of order made, buyer can immediately cancel order without seller's approval; after 5 minutes, buyer will require seller's approval to cancel order

#### Seller

1. Upon payment, seller can view order
2. Buyer's payment will be held by Vigrab until end of "Purchase Order" flow to be transferred to seller
3. When <order confirmed>, order status will update to <Pending Shipment>
4. 5 minutes after order has been made, seller can update status to <cancel order> or <confirm order>

### Pending Shipment

#### Buyer

1. Buyer needs seller approval to cancel order

#### Seller

1. Seller can print airway bill and invoice
2. When logistics picks up the parcel and scan for shipment, or when seller update "order shipped out", order status will update to <In Shipment>

### Order Done

#### Buyer

1. Buyer is unable to request "return/refund"
2. If buyer used Vi+ Cashback voucher, buyer will now receive Vi+ cashback
3. Buyer can rate and review product

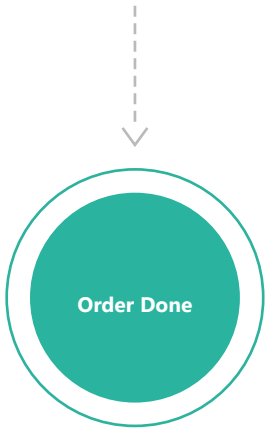
#### Seller

1. If buyer does not click <Order Done> upon receiving parcel in satisfactory condition, order status will still update to <Order Done> upon expiration of order confirmation period in Vigrab Guarantee
2. Upon <Order Done>, seller will now receive full transaction amount from Vigrab

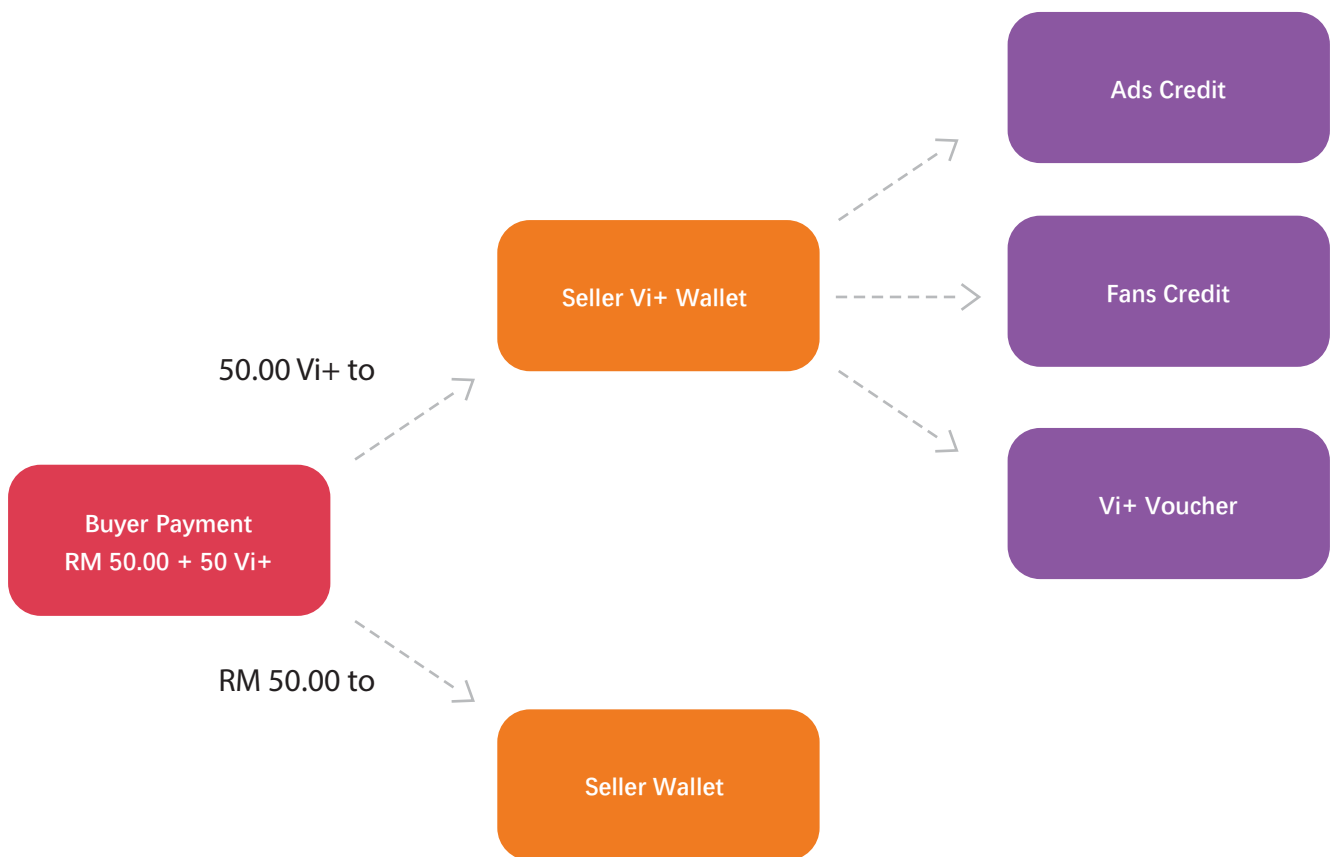
### In Shipment

#### Buyer

1. Vigrab Guarantee period allows buyer:
  - 1.1. To request <Return/Refund> if product received is unsatisfactory, order status will update to <Return/Refund>
  - 1.2. If buyer receives product in satisfactory condition, buyer can click <Order Done> to confirm parcel delivery



1. Seller receives full transaction amount:
- Cash payment will be transferred to seller wallet
  - Vi+ payment will be transferred to seller Vi+ wallet



## Vigrab Guarantee Period

➤ DTS (days-to-ship):	2 Days
ETD (estimated time of delivery):	5 days
Buyer Order Confirmation:	3 days
Total:	10 days

➤ Guarantee Period protects:

- Sellers

- I. Vigrab will collect full payment upfront from buyer, to be transferred to seller upon buyer order confirmation or expiration of the guarantee period (whichever comes first)
- II. Seller is guaranteed to receive payment if buyer does not confirm order after 3 days, or if buyer does not receive product as a result of courier complication **and** does not request cancel/raise dispute

- Buyer

- I. Buyers have 3 days to confirm if the product received is in satisfactory condition, in which case they can request refund otherwise

➤ In the event that product has been shipped out by seller but is not delivered to buyer within 7 days:

- Buyer can request a one-time delivery time extension (up to 3 days) instead of proceeding to refund

➤ Buyers who purchase premium seller products are entitled to a 15-day buyer order confirmation period

# Order Cancellation

➤ 3 ways in which orders can be cancelled:

- **By buyer's request**
  - Grace period, can immediately refund within 5 minutes of order made
  - Buyer's cancellation rating is seen by all sellers
- **By seller**
  - Seller can cancel if unable to fulfil the order, but will face NFR (non-fulfilment rate) penalty
- **By Vigrab (system auto cancel order)**
  - Orders that are not shipped out by seller past the "days-to-ship" period stipulated in product listing (48 hours by default unless otherwise stated) will be cancelled automatically by the system
  - If seller does not respond to buyer's cancellation request within 48 hours, order will be cancelled automatically by the system

# Return And Refund

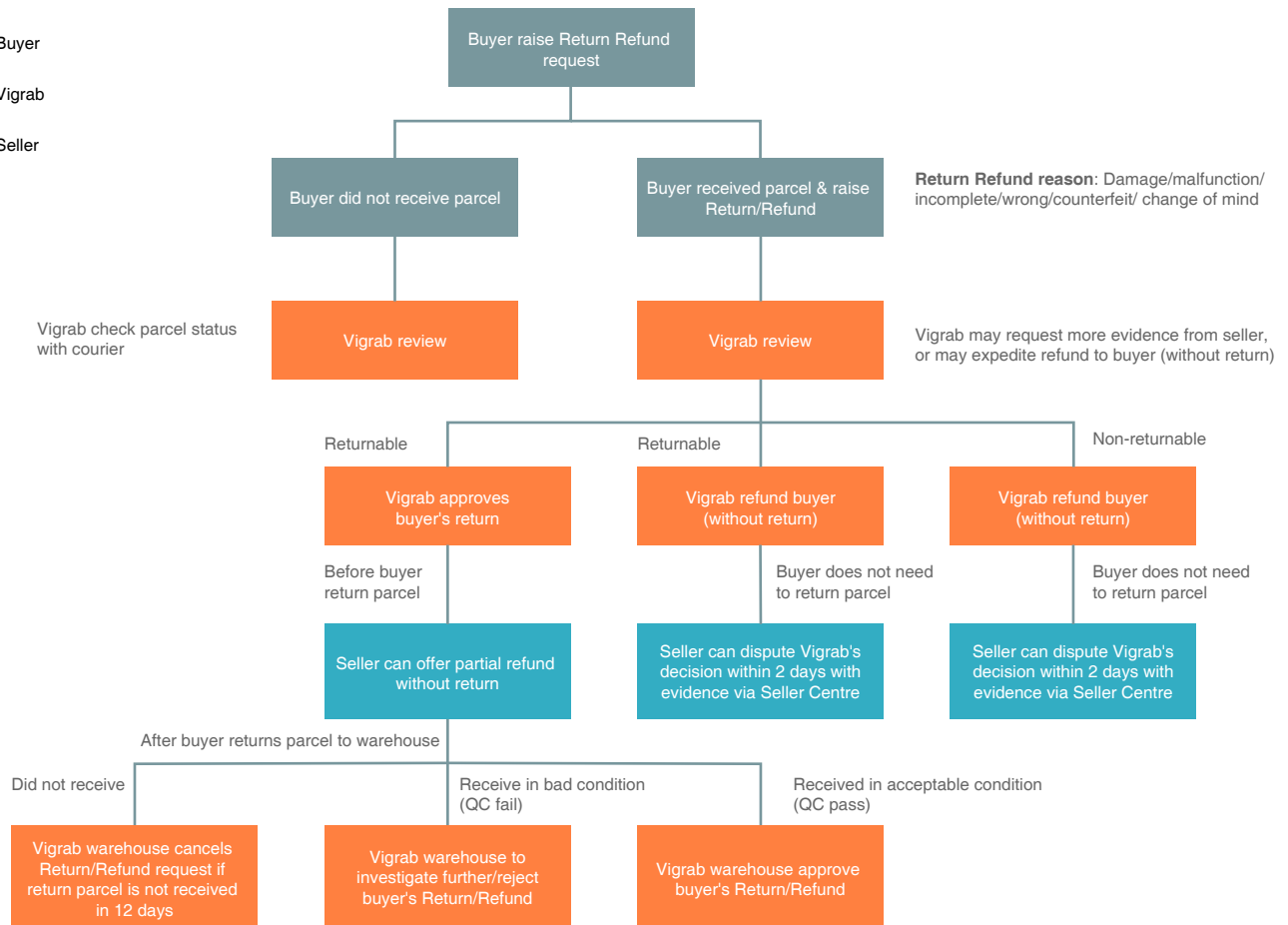
## ► Reasons for return/refund

- I. Did not receive product(s) (missing, lost in transit)
- II. Received incomplete product
- III. Received wrong product (wrong variation or different product)
- IV. Received damaged products (damaged, dented, scratched)
- V. Received faulty products (malfunction, cannot use)
- VI. Fake products
- VII. Change of mind (only applicable for Premium sellers of fashion items and certain specific items)

## ► Non-refundable items

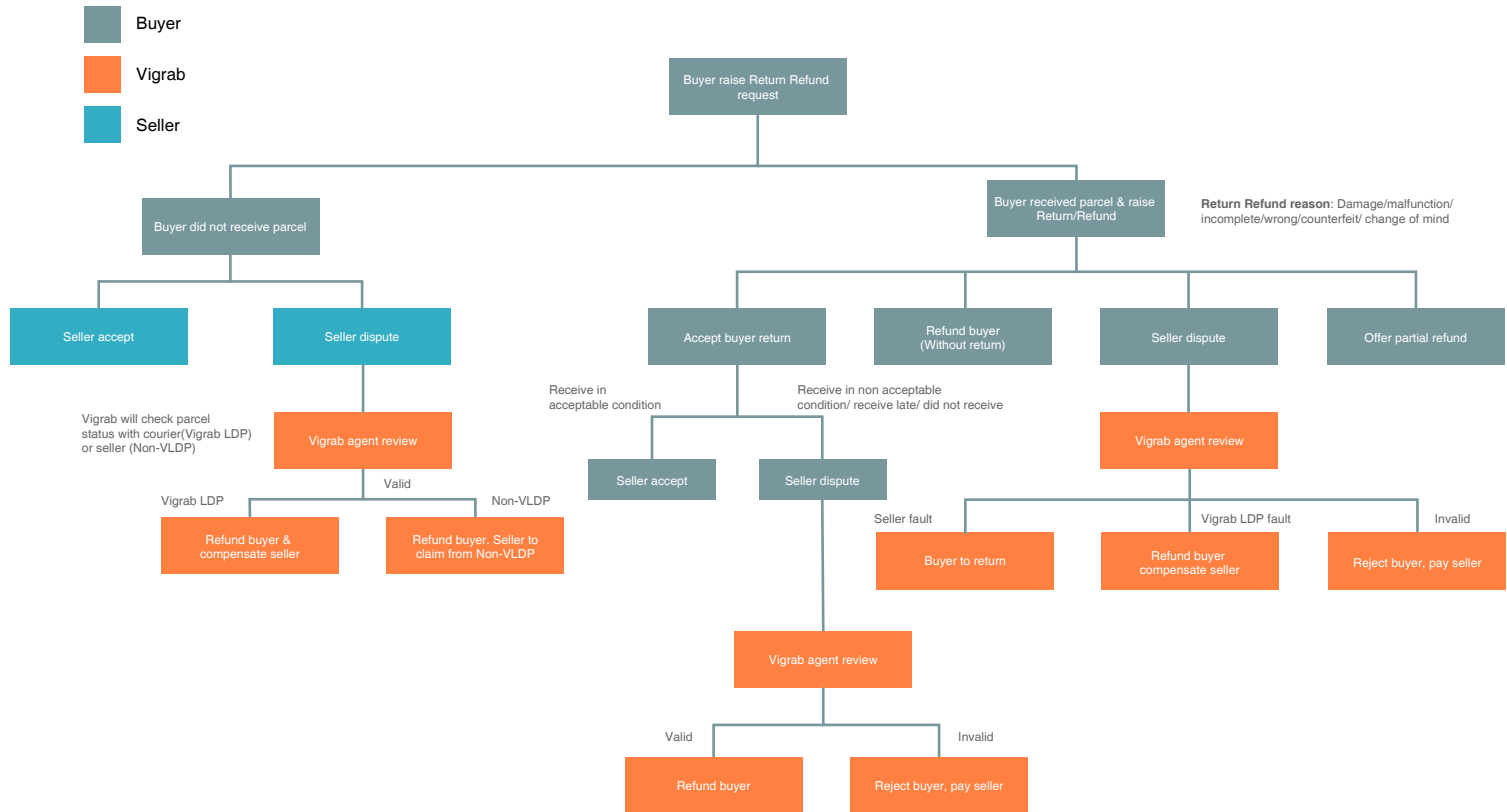
- I. Perishable goods:
  - Dairy products
  - Frozen meat
  - Fresh groceries
- II. Digital goods/services:
  - Tickets/vouchers
  - Mobile/game credit top-up
  - Payments for subscriptions/bills
  - Computer software/programmes
- III. Change of mind for fashion items:
  - Lingerie/undergarments/corsets
  - Swimwear
  - Earrings

# Return/Refund SOP for Premium Sellers



- All Return/refund requests will be managed and reviewed by Vigrab on behalf of Premium sellers
- Vigrab may require evidence from seller before coming to a decision to accept/decline the refund request; seller has **48 hours** to respond and provide evidence
- The default proceeding is to have buyer return product to Vigrab warehouse and buyer is refunded upon warehouse receiving product; In cases where Vigrab expedites refunds (without buyer returning item), sellers may "Raise Dispute" **within 2 days** if they disagree to receive compensation from Vigrab
- After Vigrab approves buyer's return, seller may offer a partial refund **without** buyer's product return; to reach settlement within **24 hours**

## Return/Refund SOP for non-Premium Sellers



- Vigrab LDP (Logistics Delivery Partner)
- If non-Mall sellers have a valid reason to deny buyer's return/refund request, Vigrab encourages seller and buyer to pm to reach an agreement.
- A "Raise Dispute" claim can be made for Vigrab agents to investigate, within 3 days from the date refund request is made, if:
  - I. Seller unable to reach agreement with buyer
  - II. Buyer claims did not receive product
  - III. Product returned in damaged/unacceptable condition
  - IV. Return product was late
- All refund transactions, including partial offer refund has to go through Vigrab

# Marketing Campaigns

## ➤ Free shipping campaign

- Free shipping campaign options:
  1. No minimum-spend - shipping fee capped at RM5
  2. RM10 minimum-spend - shipping fee capped at RM8
  3. RM40 minimum-spend - shipping fee capped at RM8
- Sellers must sign up at least 1 Vigrab LDP to be eligible
- For sellers who join the campaign, its buyers can enjoy free shipping throughout the campaign
- For every successfully transacted order throughout the campaign, sellers will be charged a service fee of 4% + 6% SST (except for RM40 option at 2% service fee)

## ➤ Vi+ Cashback Campaign

- For sellers who join the campaign, its buyers can enjoy Vi+ Cashback throughout the campaign
- Buyers are entitled to Vi+ cashback upon rating and review within 3 days of order received, along with picture and video attachment, 10% for normal buyers and up to 50% for Only-Fans, daily cap at 500 Vi+
- For every successfully transacted order throughout the campaign, sellers will be charged a service fee of 2% + 6% SST
- Service fee can be waived for first 180 days

## ➤ Event campaign

- For sellers who join the campaign, its buyers can enjoy Event vouchers throughout the campaign
- Sellers are required to nominate their products to be boosted during the Event campaign period
- For every successfully transacted order throughout the campaign, sellers will be charged a service fee of 1 – 2.5% (\*adjusted based on product type) + 6% SST

## ➤ Rebate plan

- Sellers can introduce price rebates to any products at any point in time
- Sellers are not allowed to markup the price then introduce rebates, doing so will result in product listing bans
- No service fee charge



## Event campaign service fee

Main categories	Commissions Charged
Accessories	1.0%
Bags & Travel	2.5%
Cameras Devices	1.0%
Computers & Laptops Devices	1.0%
Digital	2.5%
Fashion	2.5%
Groceries	2.5%
Health & Beauty	2.5%
Home & Living	2.5%
Home Appliances	1.0%
Media, Music & Books	2.5%
Mobiles & Tablets Devices	1.0%
Mother & Baby	2.5%
Motors	2.5%
Pet Supplies	2.5%
Sport & Outdoors	2.5%
Sportswear	2.5%
Toys & Games	2.5%
Watches Sunglasses Jewellery	2.5%

# Service Fee

➤ Vigrab charges 5 types of service fees:

➤ **1. Transaction fee**

- I. For every successfully transacted order, sellers will be charged 2% + 6% SST from cash
- II. Formula will be based on final price (RM) x 2% x 6% SST (Final price includes shipping fee and discounted price, if any)

- **Buyer purchases product at RM20**

1.  $RM20.00 \times 2\% = RM0.40$  x 6% = RM0.024
2. RM0.40 is transaction fee
3. RM0.024 is SST
4. Total transaction fee charged for the seller is RM0.42

➤ **2. Commission fee**

- I. Different types of sellers have different charging rates:
  - Vishop seller – 1%
  - Trusted seller – 2%
  - Premium seller – 3-5% (adjusted based on product type)
- II. For every successfully transacted order, sellers will be charged x% + 6% SST
- III. Formula will be counted as (Product net price – Seller discount voucher – Vi+) x charge rate (based on seller type) x 6% SST

(Shipping fee is not included and formula based on Trusted seller rate)

- **Product net price RM15.40**

1.  $RM15.40 \times 2\% = RM0.308$  x 6% = RM0.01848
2. RM0.308 is commission fee
3. RM0.01848 is SST
4. Total commission fee charged for the seller is RM0.33

- **Product net price RM15.40 – 10% Vi+ (1.54 Vi+)**

1.  $RM13.86 \times 2\% = RM0.2772$  x 6% = RM0.01663
2. RM0.2772 is commission fee
3. RM0.01663 is SST
4. Total commission fee charged for the seller is RM0.29

- **Product net price RM15.40 – RM2.00 (seller voucher) – 10% vi+ (1.34 Vi+)**

1.  $RM12.06 \times 2\% = RM0.2412$  x 6% = RM0.01447
2. RM0.2412 is commission fee
3. RM0.01447 is SST
4. Total commission fee charged for the seller is RM0.26

➤ **3. Free Shipping Campaign**

- I. When seller joins Free Shipping campaign, for every successfully transacted order, seller will be charged 4% or 2% service fee + 6% SST (regardless whether buyer applies free shipping option or not)

➤ **4. Vi+ Cashback Campaign**

- I. When seller joins Vi+ Cashback campaign, for every successfully transacted order, seller will be charged 2% service fee + 6% SST

➤ **5. Event Campaign**

- I. When seller joins Event campaign, for every successfully transacted order, seller will be charged 1 – 2.5% service fee + 6% SST (adjusted based on product type)

- First 180 days only waive commission fee and Vi+ Cashback campaign service fee

**Vishop Seller :**

RM 10.00 (Sales amount) - RM 0.212 (Transaction fee) - RM 0.106 (Commission)  
= RM 9.68 (Seller received amount)

**Trusted Seller :**

RM 10.00 (Sales amount) - RM 0.212 (Transaction fee) - RM 0.212 (Commission)  
= RM 9.57 (Trusted seller received amount)

**Trusted Seller (Join free shipping campaign (4%)):**

RM 10.00 (Sales amount) - RM 0.212 (Transaction fee) - RM 0.212 (Commission) -  
RM 0.424 (Free shipping campaign)  
= RM 9.15 (Trusted seller received amount)

## Commission fee

Main categories	Sub- categories	Commissions Charged
Electronic Accessories	Mobile accessories	5%
	Audio	5%
	Smart devices	5%
	Computer accessories	5%
	Computer components	5%
	Network components	5%
	Data Storage	5%
	Monitors& printers	5%
	Camera accessories	5%
Electronic Devices	Mobile& tablets	3%
	Laptops	3%
	Desktop computers	3%
	Smart watches& accessories	5%
	Console gaming	3%
	Security cameras& systems	5%
TV& home appliances	Televisions& Videos	3%
	Large Appliances	3%
	Small kitchen appliances	5%
	Vacuum cleaners	5%
	Small household appliances	5%
	Small cooling& air treatment	5%
	Personal care appliances	5%
	Home appliances parts	5%
Health& Beauty	Skincare	5%

Main categories	Sub- categories	Commissions Charged
	Make-up	5%
	Hair care	5%
	Bath& body	5%
	Personal care	5%
	Fragrances	5%
	Beauty tools	5%
	Food supplements	5%
	Medical supplies	5%
	Sexual wellness	5%
	Men's care	5%
Babies& Toys	Adult diapers& incontinence	5%
	Maternity care	5%
	Gifts set	5%
	Diapering& potty	5% / Disposable Diapers - 3%
	Milk formula& baby food	3%
	Baby fashion& accessories	5%
	Feeding essentials	5%
	Baby gear	5%
	Nursery	5%
	Baby personal care	5%
	Toys& games	5%
	Electronic& remote control toys	5%
	Sports toys& outdoor play	5%
	Baby& toddler toys	5%

Main categories	Sub- categories	Commissions Charged
Groceries& Pets	Bakery	5%
	Beverages	5%
	Breakfast cereals& spread	5%
	Confectioneries	5%
	Frozen	5%
	Food staples& cooking	5%
	Fresh produce	5%
	Laundry& household	5%
	Pet food	5%
	Pet accessories	5%
	Pet healthcare	5%
Home& Lifestyle	Bath	5%
	Bedding	5%
	Décor	5%
	Furniture	5%
	Kitchen& dining	5%
	Lighting	5%
	Stationery& craft	5%
	Laundry& cleaning equipment	5%
	Outdoor& garden	5%
	Tools& home improvement	5%
Women's Fashion	Women clothing	5%
	Women shoes	5%
	Muslim wear	5%

Main categories	Sub- categories	Commissions Charged
Men's Fashion	Lingerie, sleep& lounge	5%
	Accessories	5%
	Girl's clothing	5%
	Girl's shoes	5%
	Men Clothing	5%
	Men shoes	5%
	Muslim wear	5%
	Underwear	5%
	Accessories	5%
	Boy's clothing	5%
Fashion Accessories	Boy's Shoes	5%
	Women's watches	5%
	Women's fashion jewelry	5%
	Women's fine jewelry	5%
	Men's watches	5%
	Men's jewelry	5%
	Kid's watches	5%
	Sunglasses	5%
	Contact lens	5%
	Women's bags& wallet	5%
Sports& Lifestyle	Men's bags& wallet	5%
	Travel& luggage	5%
	Sport apparel Men	5%
	Sport shoes Men	5%

Main categories	Sub- categories	Commissions Charged
	Sport apparel Women	5%
	Sport shoes Women	5%
	Outdoor recreation	5%
	Exercise& fitness equipment	5%
	Badminton	5%
	Football	5%
	Books	5%
	Music instruments	5%
	Automotive	5%
	Motorcycles	5%
Automotive	Fuels	5%
	Tickets& Vouchers	5%
	Food& beverages	5%
	Activities& entertainment	5%
Tickets& Vouchers	Beauty& wellness	5%
	Travel Deals	5%





# Marketing Ads

- Sellers can generate ads by reloading credit in <Ads Credit>, or by transferring from seller Vi+ wallet to <Ads Credit>
- Sellers have access to statistics and reports for each type of ads
- 5 types of ads:

## Search Ads

- Bid price starting RM0.07
- When a user uses the "search" function, products with relevant keywords (that the seller has placed a bid price for) will appear on the top of the search results
- The higher the bid price, the higher the product appears on the search results
- Ads fee will be charged for every click

## Shop Ads

- Bid price starting RM0.07
- When a user uses the "search" function, shop with relevant keywords (that the seller has placed a bid price for) will appear on the top of the search results
- The higher the bid price, the higher the shop appears on the search results
- Ads fee will be charged for every click
- Exclusively for Trusted/Premium sellers

## Recommend Ads

- Bid price starting RM0.04
- Products that sellers buy Recommend Ads for will appear at:
  - I. Home page
  - II. Product details page: appears when users are browsing similar category/type of product
- The higher the bid price, the higher the product appears on the product listing
- Ads fee will be charged for every click

## Banner Ads

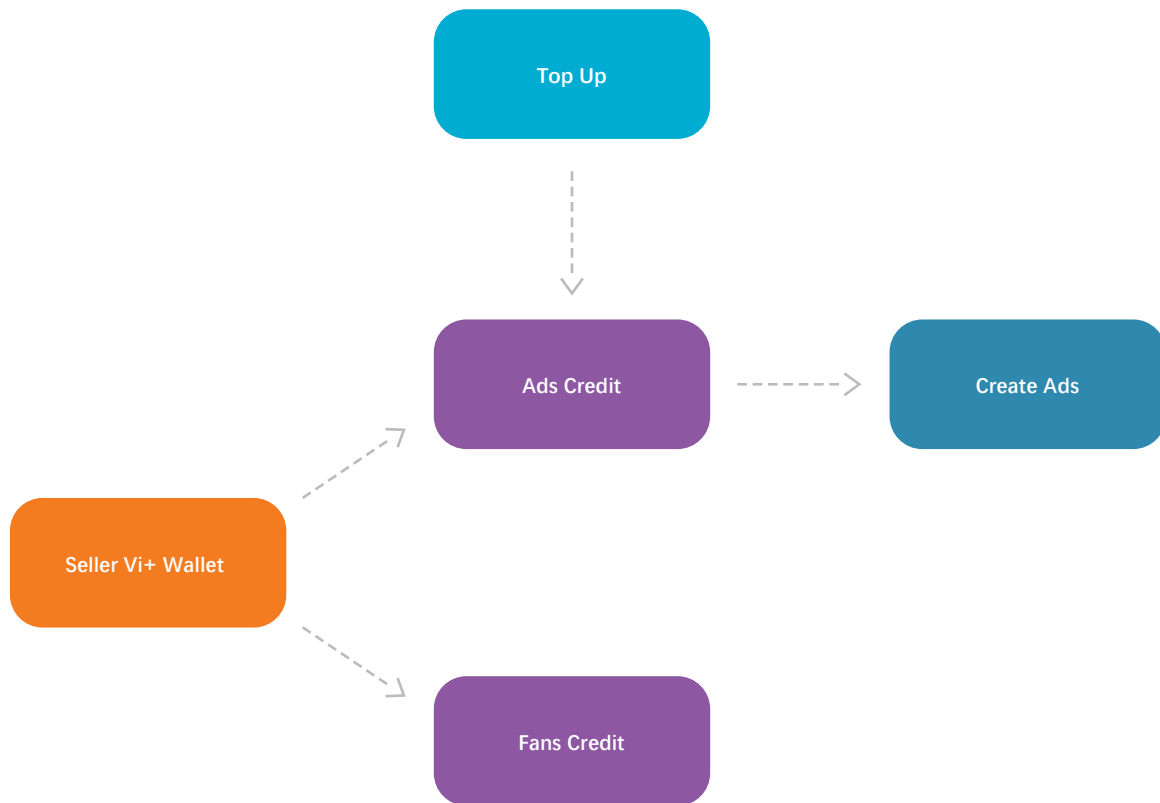
- Bid price starting RM0.10
- Banners ads featuring products that are bought by sellers will appear at the home page
  - I. Banner ads will be displayed to users based on users' product search results
- The higher the bid price, the higher the product appears on the banner ads
- Ads fee will be charged for every click
- Exclusively for Trusted/Premium sellers

## Live Feed Ads

- How it works?
  - Sellers by default have 100 Vi+ given by Vigrab. When sellers hold Vi+ voucher giveaways for users to redeem and follow seller in return, the seller's shop will be aired on the Live Feed for users to discover as long as the giveaway is ongoing
  - If seller reloads RM5000 <Ads Credit>, 5000 Vi+ will be additionally credited to seller's <Fans Credit>, which will be further rolled into Vi+ voucher giveaways and the shop will continue to be aired on Live Feed
- How does buying Live Feed ads work?
  - With the reloaded RM5000 <Ads Credit> (and free 5000 Vi+ <Fans Credit>), sellers can buy this ad to further boost their exposure on the Live Feed

Sellers can set first 100 vouchers worth 20 Vi+ each, next 50 vouchers worth 10 Vi+ each, or any value (min 5 Vi+ and max 50 Vi+) that the seller wishes
  - 2nd circumstance this ad works is seller may use <Ads Credit> to purchase Live Feed ads for Only-Fans products

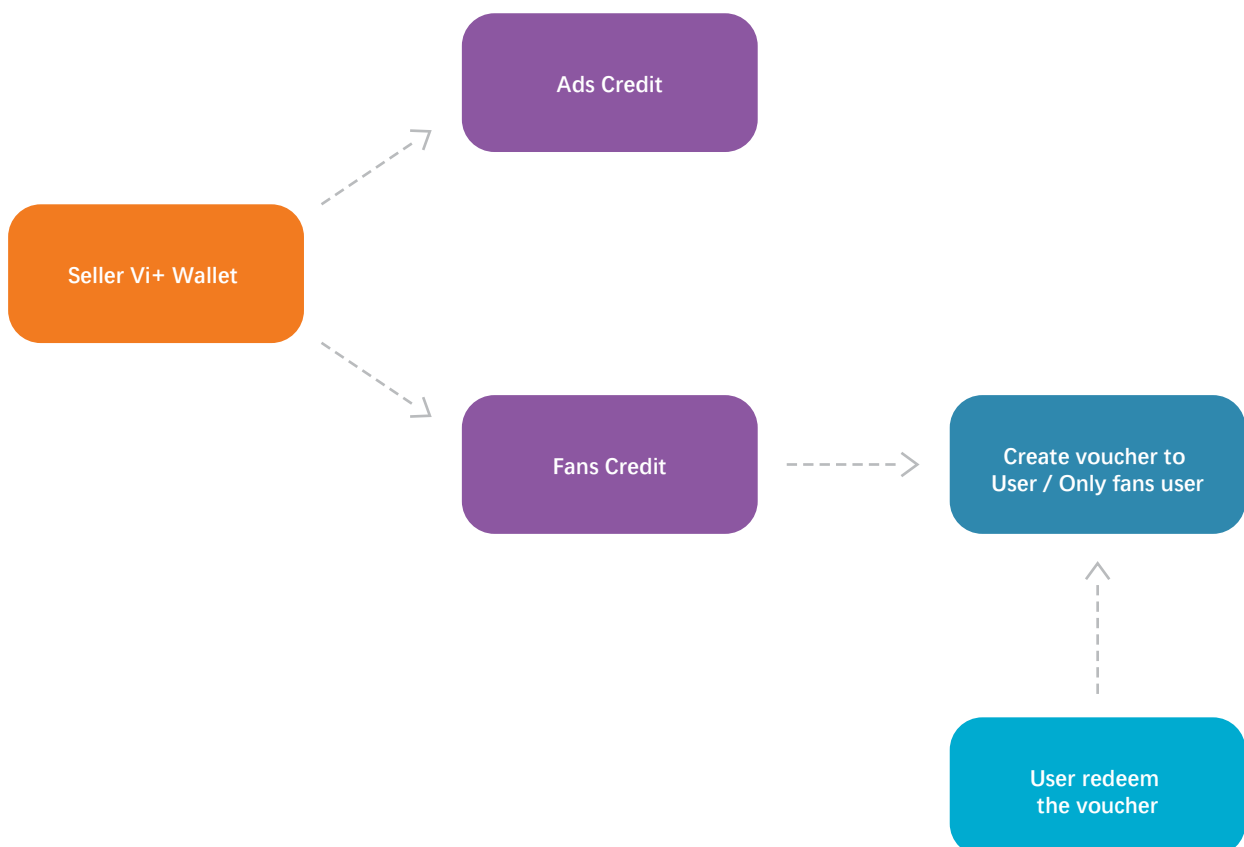
These products will specifically be advertised to the seller's Only-Fans directly, and also discoverable by normal users who would still become Only-Fans even without Vi+ voucher giveaways
  - Live Feed will typically feature shops first, then Only-Fans products
- Bid price starting RM0.03
- The higher the bid price, the higher the shop/product appears on the Feed
- Ads fee will be charged for every click
- Exclusively for sellers with Only-Fans and sellers accepting Vi+ payment



- Sellers can set a daily budget for ads credit expenditure:
  - i.e. Banner ads bid price at RM0.10 and seller sets budget at RM5.00. After 50 clicks on the advertised products, the RM5.00 budget is finished and banner ads will no longer be advertised for the day.
- Default daily budget is unlimited
- Daily budget minimum for each type of ads is RM2.00

# Seller Vouchers

- Sellers can create the following vouchers to be redeemed by buyers:
  - I. **Discount vouchers**  
When buyers purchase a product, the price of the product will be discounted
  - II. **Free Shipping vouchers**  
When buyers purchase a product, the shipping fee of the product will be excluded
  - III. **Vi+ Cashback voucher**  
Sellers can create Vi+ vouchers to be redeemed by users
  - IV. **Referral code**  
Sellers can collaborate with certain personalities and create referral codes to be redeemed by users; vouchers can be Discount vouchers, Free Shipping vouchers, or Vi+ Cashback vouchers
- Sellers can designate criteria for voucher redemption (designated products, minimum spend, valid date, etc)
- Sellers can determine if vouchers are available for Only-Fans and/or normal buyers
- Sellers have access to statistics and reports for all vouchers (buyers' details, redemption date, time of use, etc)



# Seller Account Cash Withdrawal

- Sellers can withdraw cash payments received from seller wallet
- There are two ways for sellers to make withdrawals

## I. **Automated withdrawal:**

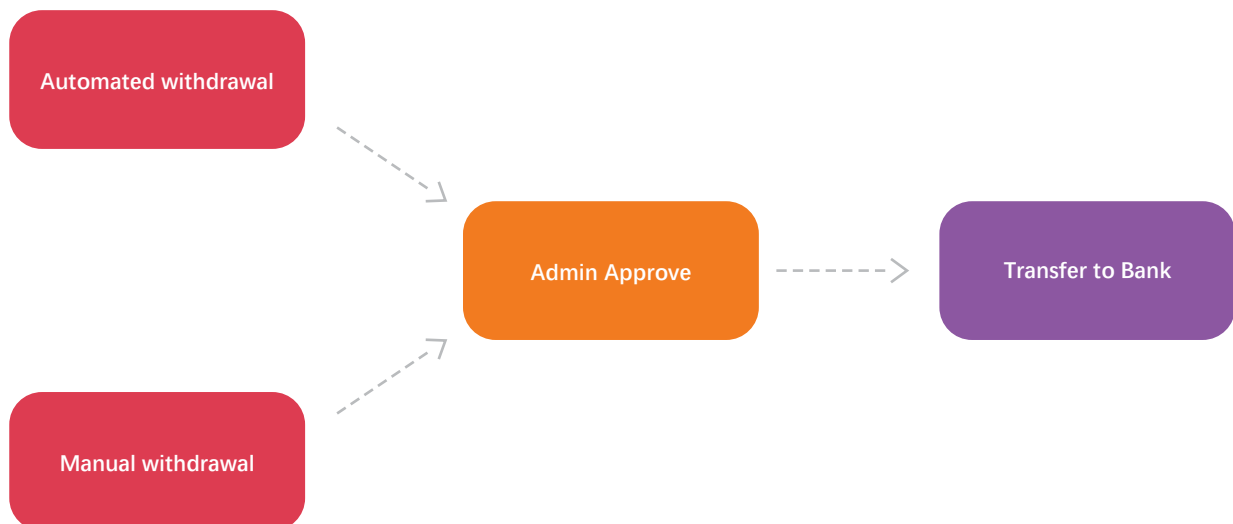
System will auto-bill withdrawals every Sunday for earnings in the past week and transfer the amount to the seller's bank account within 3 working days

- For eg, earnings for the current week is RM100. System will auto-bill the withdrawal on Sunday 11.59pm, and transfer the RM100 to seller's bank account within 3 working days

## II. **Manual withdrawal:**

Seller can perform withdrawals at own convenience

- Seller can perform 3 withdrawals a week, for free
- Minimum amount of withdrawal is RM1
- RM0.12 will be charged if seller performs more than 3 withdrawals a week



# Shipping Fee

- Courier service will be matched by the system
  - Sellers can select a primary courier service by preference, which the system will prioritize in matching shipping items
  - If the primary courier service selected does not ship to a certain location, the system will automatically match other courier services
  
- Formula for calculating shipping fee:
  - **Within west Malaysia,**  
RM 4.60 for 1st kg; RM 1.20 for every subsequent kg
  - **Within Sabah,**  
RM 5.00 for 1st 5kg; RM 1.20 for every subsequent kg
  - **Within Sarawak,**  
RM 5.00 for 1st 5kg; RM 1.20 for every subsequent kg
  - **Sabah to Sarawak,**  
RM 9.00 for 1st kg; RM 5.00 for every subsequent kg
  - **Sarawak to Sabah,**  
RM 9.00 for 1st kg; RM 5.00 for every subsequent kg
  - **East Malaysia to West Malaysia,**  
RM 9.00 for 1st kg; RM 5.00 for every subsequent kg
  - **West Malaysia to East Malaysia**  
RM 9.00 for 1st kg; RM 5.00 for every subsequent kg

# Shop Rating & Penalty Point System

## ➤ Shop rating

- Shop rating is an average score of 1 to 5 given by buyers to a seller as an indication of the shopping experience, depends on 2 factors:
  - Average rating of entire product inventory
  - Chat responsiveness at >85%
- All users can view a seller's shop rating, product rating, and chat responsiveness, buyers can give ratings after making a purchase

## ➤ Penalty Point System

- Vigrab's Penalty Point System is implemented to maintain a quality benchmark above the average threshold of sellers for buyers' shopping experience
- A score of 16 points and above will incur penalties to the seller, refreshes every month

Operational Excellence Pillar	Minimum Performance Target	Penalty Points Issued Per Week for Non-Compliance
<b>Fulfilment</b>	Non-Fulfillment rate (NFR) < 10% and Number of NFR orders <30	1 point (2 points if NFR > 10% and NFR orders > 30)
	Late shipment rate (LSR) < 15% and Number of LSR orders <50	1 point (2 points if LSR > 15% and LSR orders > 50)
<b>Listing / Content</b>	No prohibited listing or advertisement	Up to 2 points
	No counterfeit	Up to 2 points
	No listing spam (e.g. keyword, price, duplicate)	Up to 2 points
<b>Customer Service</b>	No rude / abusive chat or review reply	2 points
	No request for buyers to cancel orders	2 points
<b>Fraud / False Transaction</b>	No attempt in buying from your own shop	Up to 2 points
	Fake return address	2 points
	Shipping Fraud first offence	3 points
	Shipping Fraud second offence	6 points
	Shipping Fraud third offence onwards	Account Freeze

