



PMAI Wholesale Mall Operation Manual

First Edition

03/01/2004



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To make shopping at PMAI Wholesale Mall pleasant, we have prepared a categorized manual for your comfort. Please visit us with the understanding of the use of our Mall.

- 1 . User Registration.....Explanation on how to obtain your E-mail & Password. PMAI Wholesale Mall will require business information to be entered in order to establish your registration (Email & password).
- 2 . Log in..... Explanation on how to log in using your E-mail and Password.
- 3 . Customer Information...Business information entered (including shipping address), will be indicated. Detailed information on how to add credit card information for payment will be explained.
- 4 . Product Search.....Explanation on how to search for products efficiently.
- 5 . Order.....Series of ways to place your order will be explained.
- 6 . My Catalog.....Products previously ordered will automatically be saved in “My catalogue”. The function to make use of this will be explained.
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- 8 . FAQ.....Explanation on how to search for answers on our frequently asked questions.
- 9 . CONTACT US..... Explanation on how to contact PMAI via E-mail.

1 . User Registration

PMAI Wholesale Mall is a shopping site that requires registration for retail stores. (General/personal accounts will not be accepted) Please fill out the credit application form and fax to PMAI before placing your order.

PMAI CREDIT APPLICATION FORM

Please type or print all information. Date of Application: / /

Company Name		DEA	
Billing Address			
Phone		Fax	
E-mail Address			
Shipping Address			
Phone		Fax	
Number of years in business		Federal Tax ID#	
A/P Contact		Seller's Permit #	
Legal Entity		In the State of	
(Circle One)		ation	
Proprietors, Partners		<i>Sample</i>	
Name			
Address (Residence)			
Name			
Address (Residence)			
Name			
Address (Residence)		Social Security #	
Address (Residence)			
Trade Reference	Phone	Fax	Account#
1			
2			
3			
Card Reference	Name	Card Number	Valid Dates
VISA / MASTER			
VISA / MASTER			

I hereby certify that the information contained herein is complete and accurate. This information has been furnished with the understanding that it is to be used to determine the amount and conditions of the credit to be extended. Furthermore, I hereby authorize the financial institutions listed in this credit application to release necessary information to the company for which credit is being applied for in order to verify the information contained herein.

Signature _____ Title _____ Date _____

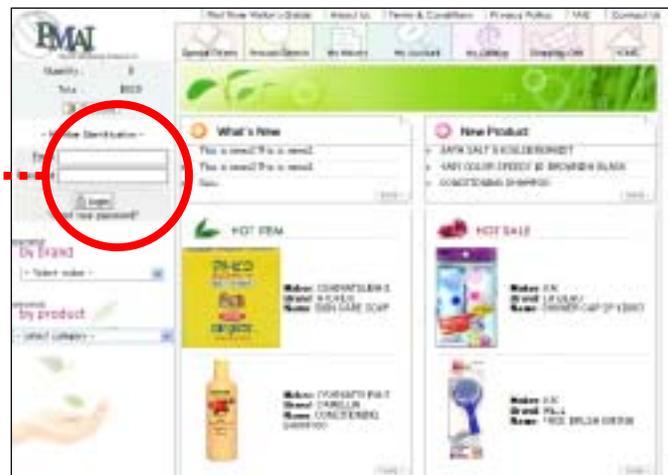
20910 Normandie Ave., #C, Torrance, CA 90502 Phone: (310) 618-6000 Fax: (310) 328-5805



For new users registration procedures, please visit our “First Time Visitors Guide”.
When adding multiple shipping destination, notify PMAI via e-mail or fax.

2 . Login

Products will not be able to be purchased without a user login. Entering shopping site without login will enable user to view the products, however will not be receiving the full benefits of this site. To enjoy a pleasant shopping experience at PMAI Wholesale Mall, it is necessary to be able to login.



(Above) Starting Page

Enter your E-mail address and Password, then click "Login" to enable your login.

- Member Identification -

Email

Password

[Forgot your password?](#)



After login has been completed, a confirmation screen will display (right). This will allow you to enjoy the full benefits of shopping at PMAI Wholesale Mall.

My Account

Customer code: 0

E-mail: [my@pmaimall.com](#)

Store code: 001

Store e-shop: 00

TEL: 024-920-021

Fax: 024-920-000

What language do you look at your website? [English](#) [VN](#)

Registered Credit Card List

Start Time: PM/12:00

Credit Card Number: 4444-4444-4444-4444

Credit Card CVV2: [Redacted]

Credit expiration date: MM/YYYY - MM/YYYY

Name on Card: [Redacted]

Add New Credit Card

Start Time: [Dropdown] Select Card Type: [Dropdown]

Credit Card Number: [Input]

Credit Card CVV2: [Input] [What is CVV2?](#)

Credit expiration date: MM/YYYY - MM/YYYY

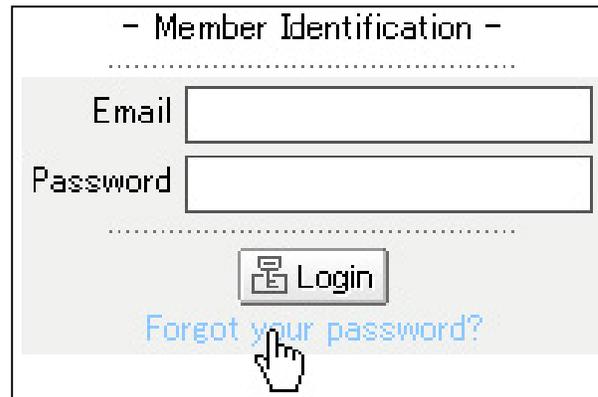
Name on Card: [Input]

Shipping

ShipFull	ShipAddress	Address
01	shipment1	111-111-000001 Road PAPA/GA/TEFI
02	shipment2	222-222-000002 Road PAPA/GA/TEFI
...

Retrieving forgotten password

Click on “Forgot your password?” located below the login button.



- Member Identification -

.....

Email

Password

.....

[Forgot your password?](#)



Picture shown on the right will appear on the main screen. Click on “OK” after entering the required information. When the “Clear” button is clicked at any time, the contents in all heading will be eliminated.

This screen can also be located in the sub-menu “Contact Us”. Question concerning other matters to PMAI may also be asked here.



Contact Us

This is a comprehensive help desk. Please feel free to ask any question.

Question:

Name:

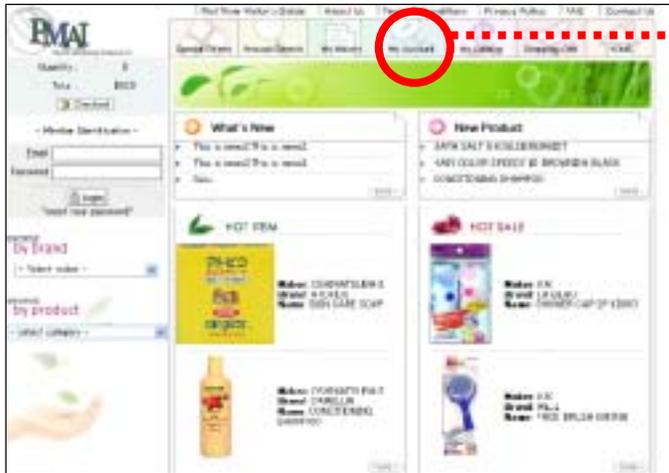
Email:

Title:

Contents:

3 . Customer Information

Confirmation on business information entered, and adding additional credit card(s) for payment may be done in this menu. When important information such as contact or shipping information has changed, please notify PMAI immediately by going to “Contact Us” and E-mailing, or by phone at (310)618-6000.

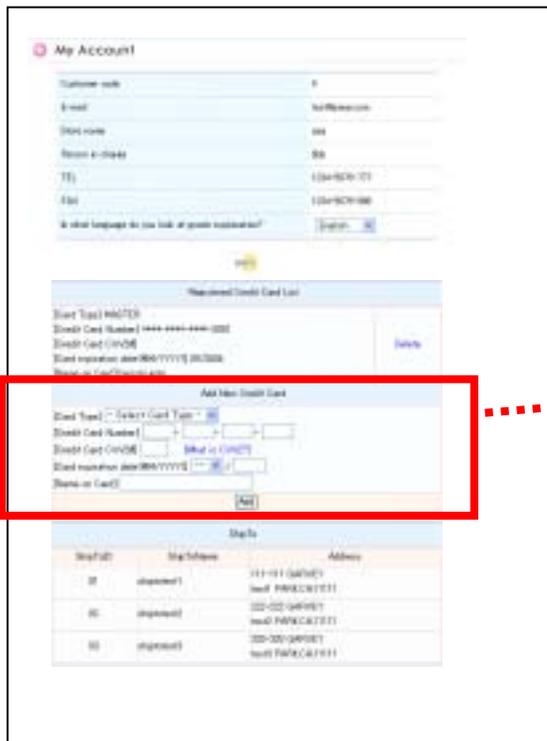


CLICK

After Login, or clicking on “My Account” will make the screen appear below. This will enable you to confirm your account information.



(Above) Starting page

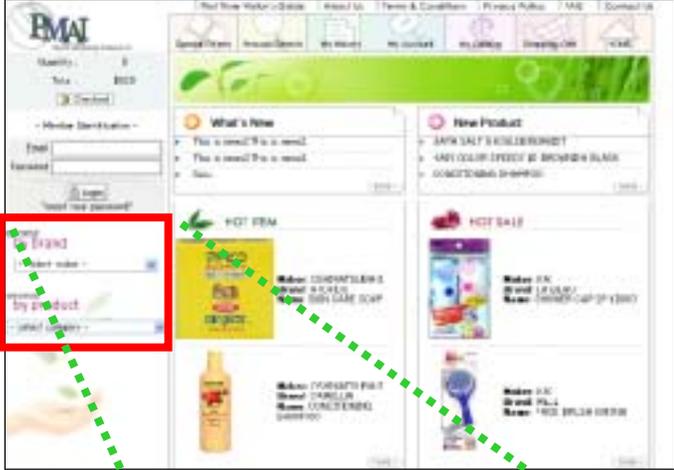


Additional credit card information for payment may be added.

4 . Product Search

There are four different ways to search for products. Maker/Product Category “Product Search” Starting Page “Special Offers”. This will assist you to search for products efficiently.

Maker / Product Category Search



Click here to search by Product Category.

Click here to search by maker.

Search by Product Category

Category for all items will be displayed. Take your cursor to the desired category, then click. We will use “soap” for our example.



Search by Maker

Maker for all items will be displayed. Take your cursor to the desired maker, then click. We will use “TSUMURA” for our example.

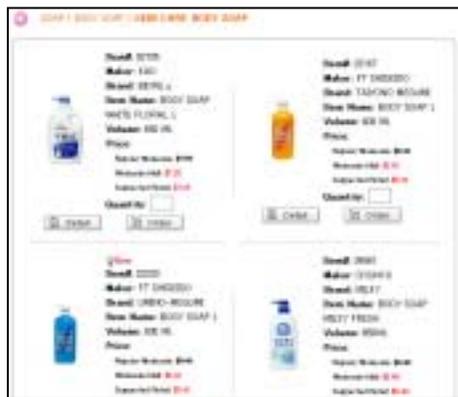




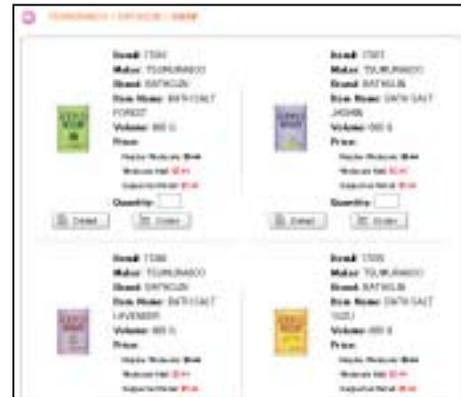
The main screen will show as illustrated above. Orange characters are the major category names, and the black characters are sub-category names. For example, we will click on “SKIN CARE BODY SOAP”.



The main screen will show as illustrated above. Orange characters are the maker brand names, and the black characters are the maker's sub-category names. For example, we will click on “BATH ADDITIVES”.



The main screen will show a list of “SKIN CARE BODY SOAP”.

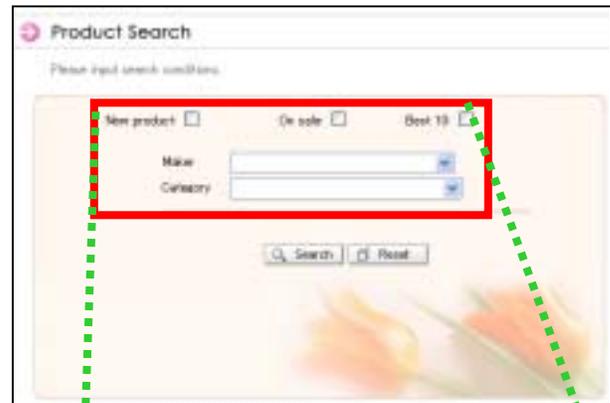


The main screen will show the “BATHCLIN” products by TSUMURA.

When desired product is found in this screen, purchase will be the next step. However, information for purchase will not be explained at this time.

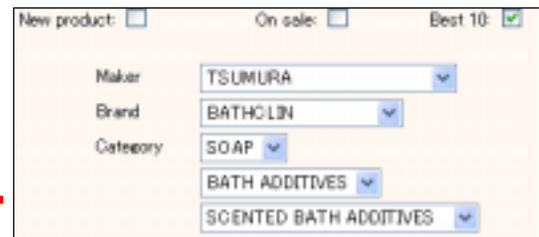
“Product Search”

When clicking on “Product Search” main screen on the right will appear. Product search may be done in 5 different ways. **New products, On sale, Best 10, Maker, and by Category.** Mixing and matching these categories is a great way to find your desired product.



First, click the “Best 10” box to make a check mark appear.

Next we will select “TSUMURA” for the maker. After selection, the “Category” menu will appear. Now we will select “BATHCLIN” for the brand, to make the category selection widen as shown on the right.



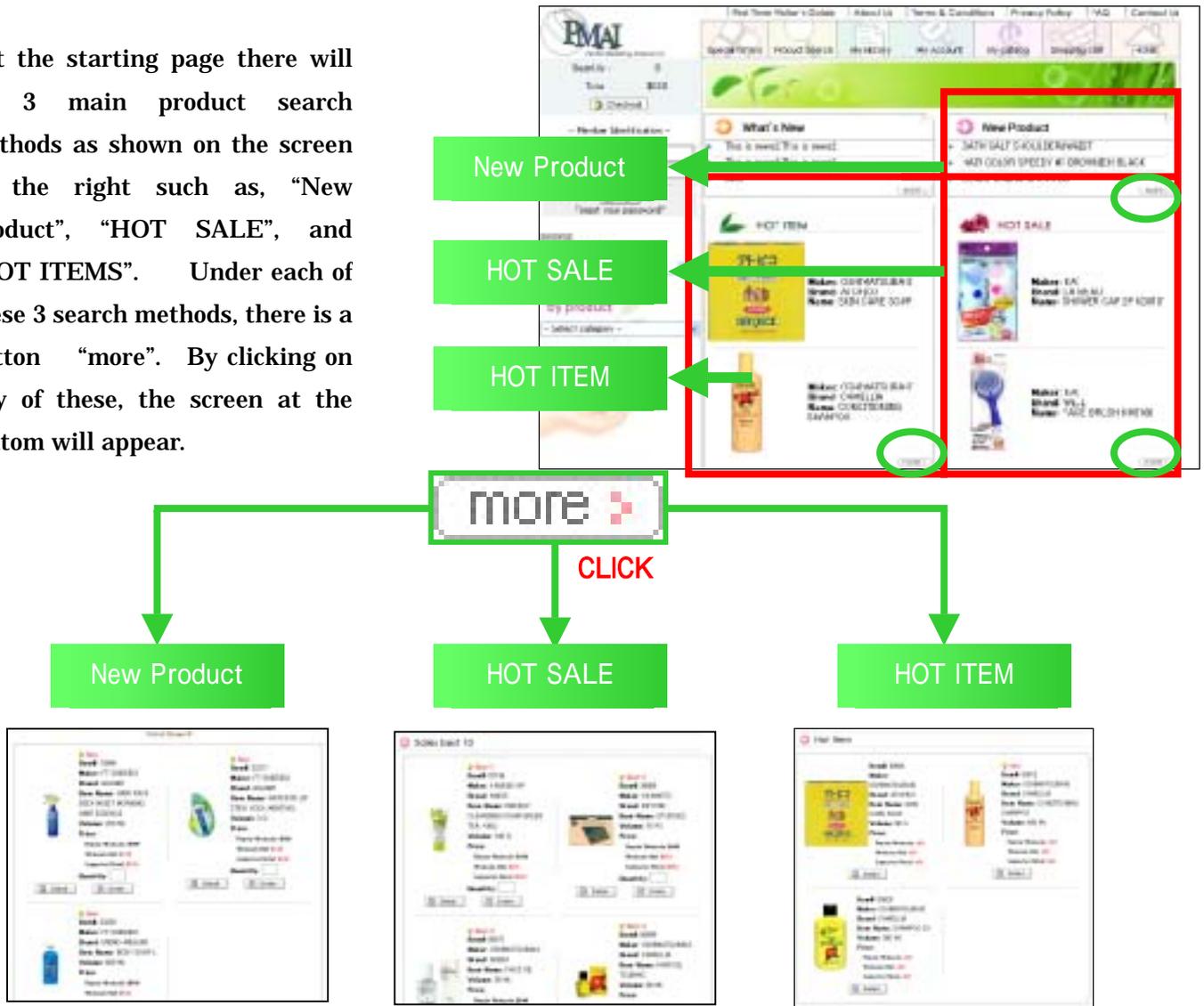
CLICK

After you have entered your category, click “Search” to find the products that match your search. If you are not satisfied with the products, press the “Reset” button to start a new search.

Screen shown on the left are your search results. This shows the products “BATHCLIN” by Tsumura under the Scented bath additives category, that are also in the Best 10 selling products.

Starting Page Search

At the starting page there will be 3 main product search methods as shown on the screen to the right such as, “New Product”, “HOT SALE”, and “HOT ITEMS”. Under each of these 3 search methods, there is a button “more”. By clicking on any of these, the screen at the bottom will appear.

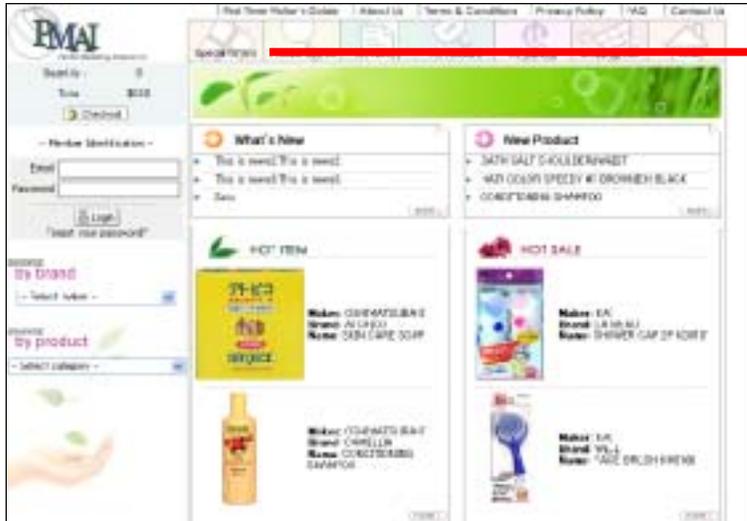


New products will be displayed. This is the same screen that will appear when the “New Product” selection is made at the previous product search

Top 10 selling items will be displayed. This is the same screen that will appear when the “Best 10” selection is made at the previous product search

Products recommended by PMAI and the most popular products sold in Japan will be displayed.

Special Offers Search



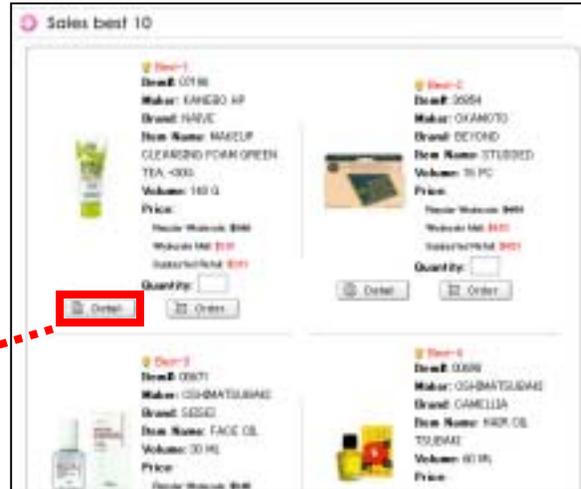
Clicking on the "Special Offers" button at the main menu start screen will show special promotional products as shown to the left.



5 . Order

Adding products to your shopping cart

Let's click on the "Hot Sale" in the starting page or select "Best 10" in the product search. As shown on the right, the best 10 items will be displayed. Now, let's place an order for the item on the upper left hand corner by clicking on the "Detail" button.



 Detail
CLICK

The screen on the left will appear. Explanation for the item has been added to the above information. These items are explained in English, Japanese, Chinese, and Korean. The explanation will automatically appear in English. Now let's change the product explanation from English to Japanese.



Explanation: [\[English\]](#) [\[Chinese\]](#) [\[Korean\]](#)
1度で簡単にメイクも汚れも洗い流せる洗顔フォーム。植物性毛穴クリア成分配合。毛穴の奥までさっぱり落とします。洗う成分の100%が植物素材。

The quantity will be entered in section that is marked (1) is entered in the screen shown to the right. Then click on the "Order" button at the bottom.

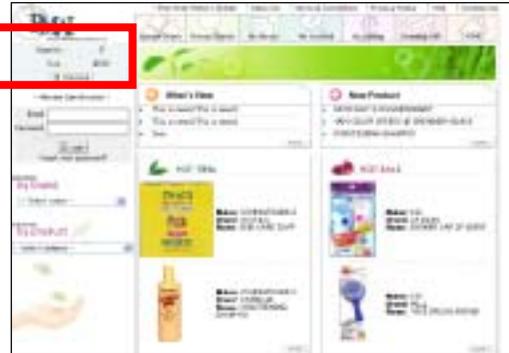


 Order
CLICK

Quantity : 1
 Total : \$3.61
 Checkout

Shopping cart

The quantity and total amount will appear on the upper left hand side of the screen.

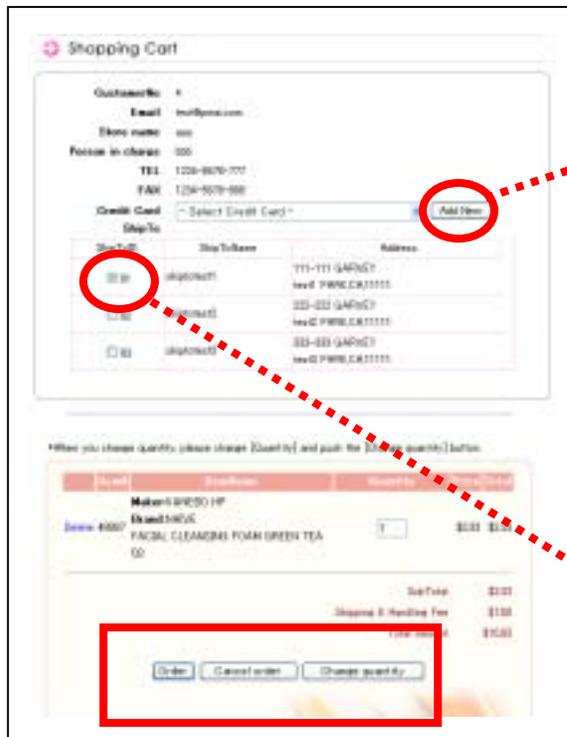


Check out

When you are ready to check out, click on one of the buttons shown on the right.



Quantity : 1
 Total : \$3.61
 Checkout



Confirmation will appear as shown on the left. The customer's contact information and order confirmation will be displayed. When clicking on the , your credit card information will appear as shown below. Please select the card which will be used for payment.



Select the desired shipping address for customers with more than one shipping destination.

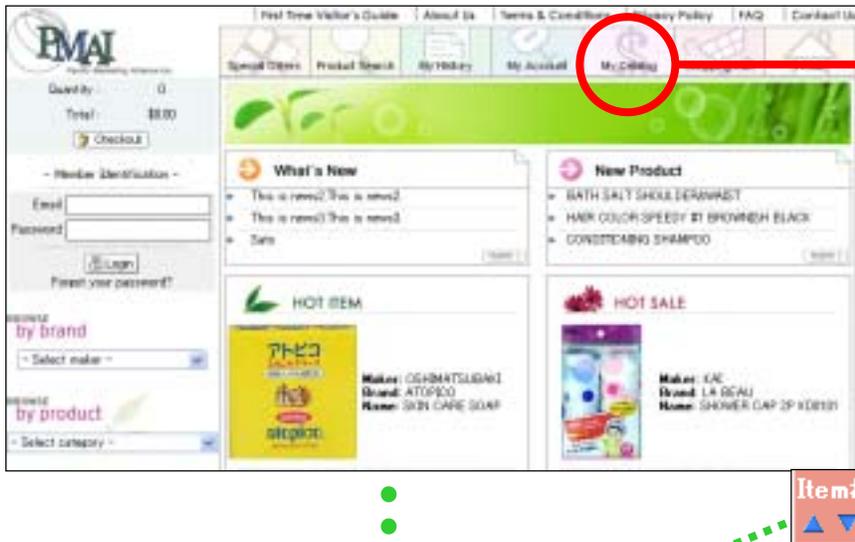
When all the information on the screen has been confirmed, click on the “Order” button. Cancellation is done by clicking on the “Cancel order” button. Quantity may be changed by clicking on the “Change quantity” button.



When the “Order” button is clicked, you will be asked if you are sure to place your order. By clicking on “OK”, your order will be sent to PMAI and automatically be processed for shipment.

6 . My Catalog

My Catalog will display all products ordered previously as a list. This is a convenient way of ordering products that are placed frequently, instead of ordering by “Product Search”.



Clicking on  will sort the display order.

My Catalog

Total Items: 17

Item#	Maker	Brand	ItemName	OrderDate	Quantity In ShoppingCart	Update	Delete
17345	TSUMURA	BATHOLIN	BATH SALT LAVENDER	02/12/2004	0	Update	Delete
17310	TSUMURA	BATHOLIN	BATH SALT FOREST	02/12/2004	0	Update	Delete
01595	COACEL	LLUSTER	KITCHEN SPONGE #MA5	01/30/2004	0	Update	Delete
02417	KA	RAZOR	PRETTY FRESH L 3P FRILIPS	01/18/2004	0	Update	Delete
17327	TSUMURA	BATHOLIN	BATH SALT JASMIN	01/18/2004	0	Update	Delete
11083	HISAMITSU	SALONPAG	PATCHHOT	01/18/2004	0	Update	Delete
17320	TSUMURA	BATHOLIN	BATH SALT YUZU	01/18/2004	0	Update	Delete
18120	TSUMURA	YAKUTO BATHOLIN	BATH SALT SINGER	01/18/2004	0	Update	Delete
18147	TSUMURA	YAKUTO BATHOLIN	BATH SALT LEMON BALM	01/18/2004	0	Update	Delete
20419	TSUMURA	BATHOLIN	BATH SALT JAPANESE CYPRESS	01/18/2004	0	Update	Delete
37484	SADAMI	TYFE-E	CONDOM	01/18/2004	0	Update	Delete
41661	KOSE	CLEAR TURN	WHITE MASK	01/18/2004	0	Update	Delete
41670	KOSE	CLEAR TURN	MOIST MASK OLIVE OIL	01/18/2004	0	Update	Delete
42648	KOSE	CLEAR TURN	MOIST MASK COLLAGEN	01/18/2004	0	Update	Delete
44604	KANEBO HP	NAIVE	SHAMPOO REACH PUMP	01/18/2004	0	Update	Delete
02247	KA	LA BEAU	SHOWER CAP 2P XDEDI	01/18/2004	0	Update	Delete
08673	MANDOM	MANDOM	FACIAL SCRUB CHARCOAL	01/12/2004	0	Update	Delete

Quantity In ShoppingCart	Update
<input type="text" value="0"/>	Update

Quantity :	1
Total :	\$5.74
Checkout	

Entering the quantity and click “Update” will enable you to place an order. Ordered items will appear in the Shopping cart displayed at the starting screen.

After placing your order in “My Catalog”, the choice of continuing to shop by “Product Search” or checkout by clicking on “Checkout” or “Shopping Cart” is made.

Clicking on “Delete” will erase the Product from “My Catalog”. Once deleted, there is no recovery for bring the item back. Please delete with caution.

7 . Shopping History

Products ordered previously may be review at any time. When asking yourself if you have ordered a specific product, this is a very efficient way to find out.

Order Date Entry

By clicking on “My History” at the starting page, the bottom right screen will appear on the main screen. We will enter 8/2/2003-12/1/2003 for our search range and click on “View” as shown below.



CLICK



CLICK

1/2 *Please push [OrderNumber] to see details.

OrderNumber	OrderDate	Status
79	11/21/2003 7:05:15 PM	Received
78	11/11/2003 7:17:41 PM	Received
77	11/8/2003 6:29:54 PM	Received
76	11/8/2003 6:18:17 PM	Received
71	11/7/2003 12:21:30 PM	Out-Of-Stock
69	11/4/2003 12:13:22 PM	Received
67	11/1/2003 9:12:43 AM	Received
66	11/1/2003 9:03:26 AM	Received
60	10/29/2003 1:37:12 PM	Received
59	10/21/2003 8:46:45 AM	Received

CLICK

The screen shown on the bottom left will appear on the bottom of the main screen. The list is labeled into 3 columns (Order Number, Order Date, and Status). The status will show either Received, Out-of-Stock, Cancelled, Processed, or Shipped. Clicking on the yellow arrow located at the bottom of the screen will take you to next page as shown below.

2/2 *Please push [OrderNumber] to see details.

Order Number	Order Date	Status
58	10/20/2003 6:44:19 PM	Received
55	10/18/2003 1:03:59 PM	Cancelled
57	10/17/2003 1:22:02 PM	Received
56	10/16/2003 9:59:31 AM	Received

2/2

Checking “Out-Of-Stock”

Click on the order number with the status stated “Out-Of-Stock”. Then the screen shown below will appear. The number in red is the revised quantity for your order. This is a suggestion for an original ordered quantity of 10 to be changed to 5.

Order number: 140 Order date: 3/5/2004 3:41:44 PM
Credit Card: [MASTER][****-****-****-2001]
ShipTo: shiptotest1
111-111 GARVEY
test1 PARK,CA,91111

Item#	ItemName	SuggestedRetailPrice	Quantity	UnitPrice	Total
46523	Maker:BAO Brand:KIREI NI SHOSHU LAVENDER SCENT PURPLE COLOR	\$1.99	Ordered: 10 Suggested: 5	\$1.14	\$5.70
46531	Maker:BAO Brand:KIREI NI SHOSHU ROSE SCENT PINK COLOR	\$1.99	20	\$1.14	\$22.80
SubTotal					\$28.50
Shipping & Handling Fee					\$7.50
Total Amount					\$36.00



To accept the changes made on your order, click on the “ACCEPT” button. If you are sure to accept changes, click on “OK” to complete your order.

A screenshot of a web form for order cancellation. The title is "Please input the reason for cancellation." Below the title is a large text input field. At the bottom, there are two buttons: "Cancel the order" and "Close".

To cancel your order, click on “CANCEL THE ORDER” button. The screen shown above will appear. Fill out the reason for your cancellation, and click on the “CANCEL THE ORDER” button.

Checking “Received” “Processed” “Cancelled” “Shipped”

- RECEIVED** Information such as order date, product name, quantity, and amount will be displayed. This also means that your order has been received.
- PROCESSED** Order is being processed for shipment.
- CANCELED** Products are Out-Of Stock as shown previously, or all products in the order are Out-Of-Stock.
- SHIPPED** Order has been shipped.

When clicking on any order number with this status, the screen on the bottom will appear.

Order number: 137		Order date: 2/29/2004 6:27:24 PM			
Credit Card: [MASTER][****-****-****-2001]					
ShipTo: shiptotest2 222-222 GARVEY test2 PARK,CA,11111					
Item#	ItemName	SuggestedRetailPric	Quantity	UnitPrice	Total
42188	Maker: CARMATE Brand: CLIP CLAP CL800 A/C DRINK HOLDER W/SIDE POCKET BLUE	\$12.49	100	\$7.17	\$717.00
Total Amount					\$717.00



8 . FAQ

We have prepared Q & A for our most frequently asked questions from our valued customers. Please refer to the prepared information below.

Q) When will I receive my order?

A) Depending on the location of the shipping address (weekend and holidays excluded), orders will be delivered in 3-7 business days from the shipping date.

Q) Will I be able to return merchandise?

A) Returning of goods after dispatch will not be accepted. However, items damaged from shipment or miss shipped items will be accepted by PMAI. In this case, PMAI will be responsible for the freight charge. An exchange or credit will be processed depending on the situation. **Please contact PMAI (Tel: 310-618-6000, E-mail: mall@pmaiusa.com) before any action is taken on your part).**

Q) Can I pay for my order with a check?

A) We will only be accepting credit card (Visa, MasterCard) payments.

Q) How will my order be shipped?

A) All orders received will be shipped by UPS (United Parcel Service).

Q) Are international shipments acceptable?

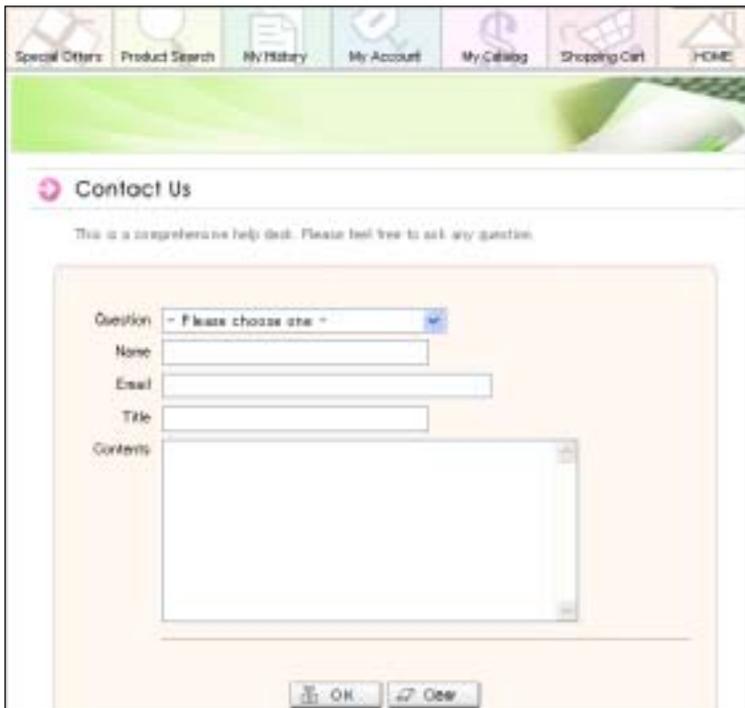
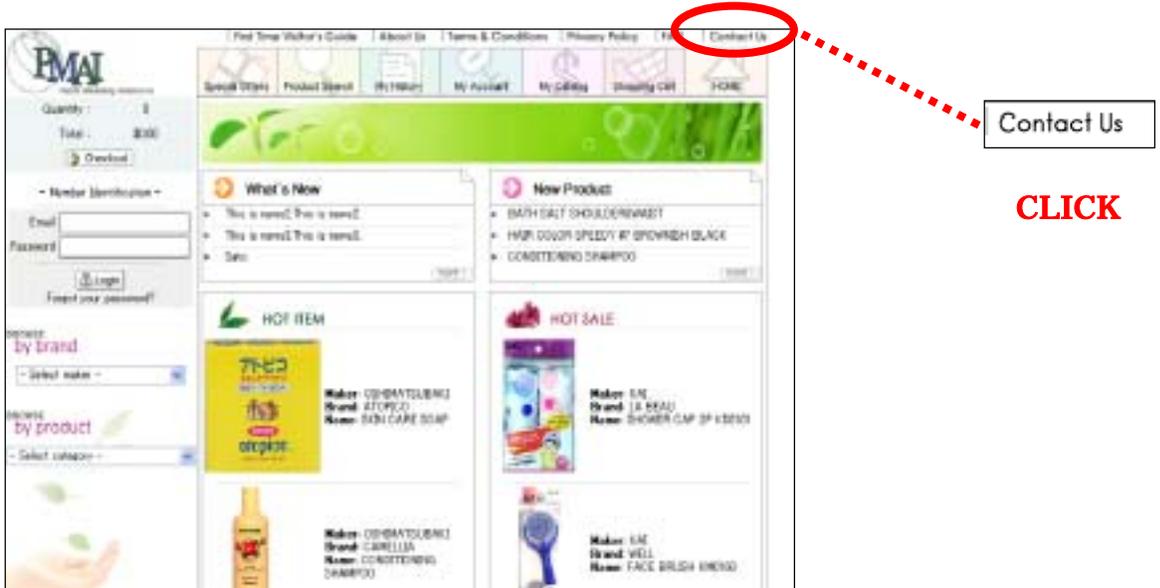
A) We will not be accepting orders that require international shipping.

Q) Can I purchase merchandise even if I don't have a retail store?

A) We will not accept any orders from consumers or individuals. PMAI Wholesale Mall will only accept orders from retail store accounts.

9 . CONTACT US

Any questions or concerns about PMAI Wholesale Mall may be answered by E-mail by clicking on “Contact Us”.



Choose the proper heading, Name, E-mail address, Title, and your detailed question or concern.