

# Customer's Manual



## Uber Shopping Mall

Consumer Site



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## Welcome to the Uber Shopping Mall

We are thrilled to welcome you to Uber Shopping Mall as a new free member. Your decision to join our community is a significant milestone, and we are excited to have you on board.

As a free member, you have unlocked a world of opportunities and benefits, but your journey doesn't have to stop here. If you're looking to elevate your experience and enjoy premium features, we encourage you to consider upgrading your account to our premium membership. Our premium membership offers an array of additional benefits that can enhance your experience with us.

Whether you choose to remain a free member or take advantage of our premium offerings, we are committed to providing you with the best possible experience, top-notch customer support, and a platform that meets your needs.

Thank you for choosing Uber Shopping Mall. We are here to support you every step of the way on your journey with us.

This starts at the [Uber Shopping Mall Homepage](#), which will be introduced on the following page.

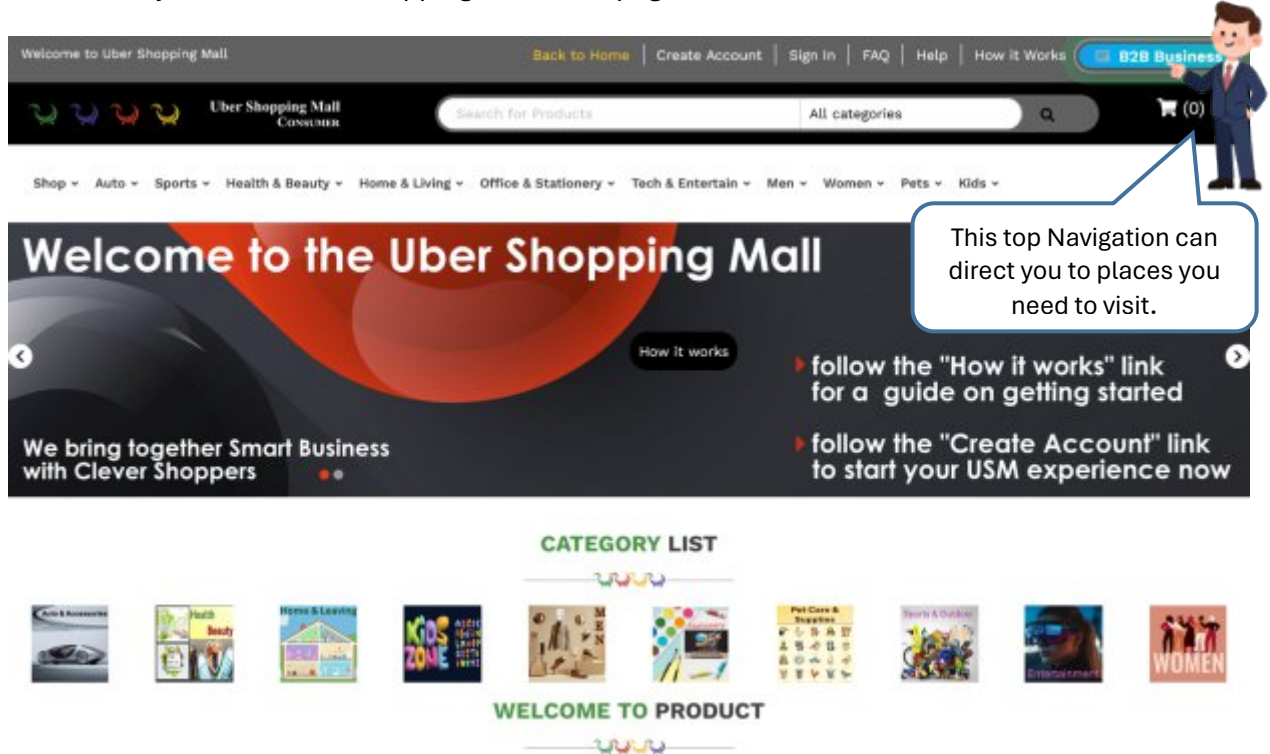




## Uber Shopping Mall Homepage

URL » <https://ubershoppingmall.com>

Will take you to the Uber Shopping Mall Homepage



**Back to Home** Will return you to the homepage.

**Create Account** Will take you to a Customer registration form. While you do not need to do this immediately, [Registration](#) is required to place an Order with one of our Sellers on this site.

**Sign In** After registration, you will be able to sign in to this site to make additional purchases or visit your [Dashboard](#).

**FAQ** A page of Frequently Asked Questions, and their respective Answers.

**Help** Help on Processes on the USM Store Site

**How it Works** A short Step-by-step guide on certain USM Store Site functions.

**B2B Business** A link to jump to USM Commercial Site for the use of Business to Business transactions. Business to Business is for Wholesalers and Distributors.



## Customer Registration

Once you arrive on the main Consumer website ( <https://ubershoppingmall.com/> ), there will be a menu bar;



Clicking on “Create Account” will take you to a page to register yourself to to use the USM Store Site;

URL » <https://ubershoppingmall.com/index.php/register>

where you will complete a form advising USM of your business operating identity.

Click on “Create Account”



The form starts off a Customer registration, so you may need to tap the “Customer” option, but it should be selected by default.

Customer

the circle will fill when selected.

To complete registering as a Customer, you will need to have on hand, the following information;

- Your Name; First and Last.
- Email address; all correspondence from USM will be sent there, so ensure it is an active address.
- Phone Number.
- Password; you will enter this twice to confirm.
- Address; State, Street, City/Suburb, and Post Code.

There is also a checkbox to agree to the Terms & Conditions for operating on the USM site, please read through this.

After you have supplied all the information, and tapped the “Create” button, you will receive an email from USM to confirm your registration attempt.

As this is the first email from USM, you may need to check your Spam/Junk mail folders for this email. If it does arrive there, then it may be prudent to add “ubershoppingmall.com” to your email’s “White List” to ensure that further emails are not sent to Spam/Junk.

Beware of the Email Spam filter



Clicking on the link in the Registration Confirmation email will bring you back to the USM site, and you will be able to “Sign in” using the “Email” and “Password” specified in the registration form.



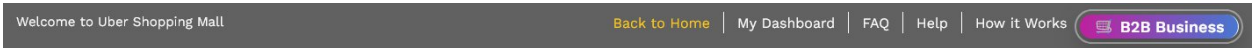
Clicking on “Sign in” will take you to the “Login Account” page;  
URL » <https://ubershoppingmall.com/index.php/login>

Click on “Sign in”





And after completing “Sign in” you will be taken to the USM Consumer Homepage.



Menu items “Create Account” and “Sign in” are replaced with “My Dashboard”; this is where you as a “Customer” can Track Orders, and manage any Credit on the site.

The next section will cover the various sections of the Dashboard, and how they are employed in the operation of your shopping experience.





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## Dashboard

The “Dashboard” is arranged in three sections;

1. Summaries, and Profile details.
2. Personal operations.

### Summaries

This is the homepage of the “Dashboard”

URL » <https://ubershoppingmall.com/index.php/user>

Row 1: Wallet Balances – the funds in your USM operating account.

Row 2: Order Summaries – the number of Orders in their various states, like; Confirmed, Out for Delivery, etc.

Row 3: Most recent Orders list – Orders that are currently incomplete.

### Profile

A display of all the details that you had submitted during your Seller registration process. It is here that you can upload a profile Avatar. *At this stage, the Avatar serves no purpose outside of this profile.*

Some details can be updated here, but not your Email, or Company Name and ABN.

The Gender field serves no purpose currently, so may be left.

### Change Password

You can change your “Sign in” password here.





## Shopping on the USM Store

The USM Store is a place where you can shop for items from a variety of Sellers / Stores, but with the convenience of them being all together. An order from the USM Store may encompass one or many Sellers, a detail that does not diminish your shopping experience.

You can find products in various ways;

- There is a random collection of Products on the Homepage, or
- You can look for a Product from a list using the Category navigation, or
- You can Search for Product using a keyword in the name.

### The Category selection

At the top of every page is a bar with a list of all the Major Categories



As you select each Major Category, a list of Sub Categories will appear, to refine the Major

Category.

And under each Sub Category, there will be a list a Child Categories.

This Category menu/list has been shrunk and cropped for illustrative purposes.



Tapping on a Major, Sub, or Child Category will yield a list of Products of that Category.

### The Search selection

Also, at the top of every page is a Search box;



In the field labelled “Search for Products”, type a keyword for the Product that you are looking for, and a list of Products that have that word in the name or description of the Product will be displayed in a list.

The Search can be more discreetly refined by selecting a Category from “All” to something more specific by using the Category selector to the right.

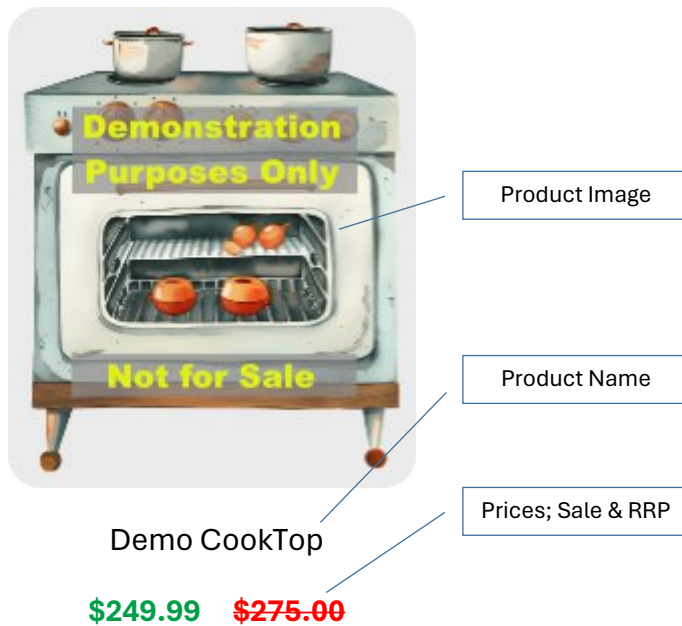
Tapping the Magnifying Glass “🔍” to the right, to initiate the search.

A message of “No Products were found here” means that no Product item met your search criteria.



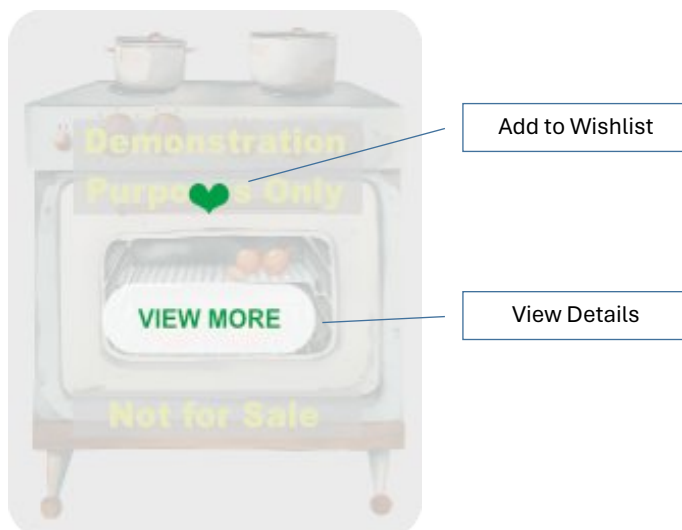
## Product list item

When a list of Products is displayed each entry in the list will look something like;



The "Sale Price" is the amount that you as a customer would pay if ordered. If there is no "Sale Price", then only the "RRP<sup>1</sup>" would be displayed.

If the mouse pointer hovers over the Product image, then the Product image will look something like;



Tapping on the "View More" button will display the respective Product's detail page (following).

Tapping on the "♥" icon will add the Product to your [Wishlist](#).

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<sup>1</sup> RRP → Recommended Retail Price



## List entry verses Detailed Product Display

Product Name

Product Name

Price : \$80.00 ~~\$100.00~~

Prices;Sale & RRP

Size : 32 in

Size Variant

colour : ○

Colour Variant

Current Stock: 193

Colour Variant Stock

1

Add to Cart

Add To Wishlist

Colour Variant SKU

SKU:VP106

Short Description - Lorem Ipsum

Short Description

View Cancellation Policy

Main Image

Additional Image/s

Long Description

DESCRIPTION    ADDITIONAL INFORMATION    REVIEWS (1)

The illustration above shows how the various Products are displayed on the Product Detail page.

**Product Name, Short Description, & Long Description**    Combine to provide a details about the function and appearance of the Product.

**Images**    If there is more than one picture where indicated as “Additional Images”, then this image will change with those in sequence. Moving your mouse over the main picture will invoke a magnified view.

**Price**    As per the listing entry, previously mentioned, shows the Sale and RRP as applicable.



**Size Variant** Shows the available sizes of the Product, if there is any at all, or if many, then they will be listed in a “Selector”, like illustrated to the right, just select the one desired.



**Colour Variant** Shows the available for the specific Size you selected. The available colours will be shown as a horizontal list. If you see two colours which look similar, then move the mouse pointer over the colour to see it’s discrete name.

**Current Stock** Shows how much of the specific Size and Colour of the Product that the Seller currently has available.

**Add to Cart** The number picker and “Add to Cart” button is how to add your selection to your Shopping Cart. Use the “+” or “-“ buttons to change the value from the default of “1” if desired, then Tap “Add to Cart”.  
If the Product is currently “Out of Stock”, then these buttons will be replaced by;

**This item is out of stock**

**Add to Wishlist** Adds the Product to your Wishlist as a “bookmark” for future interest.

**SKU** Is a Product identification specific to the Size and Colour. If you have an enquiry, this would be a helpful reference for the Seller.

**View Cancellation Policy** Will show the Cancellation, Exchanges, and Returns Policy that the specific Seller follows.

**Additional Information** Will show a list of the Sizes and Colours that the Product is available in. Additionally, there is details about how many units are covered in the Shipping charge, and how much that Shipping charge is.


**Reviews** Shows the reviews of the Product as submitted by Customers. Your own review may be submitted one you have an account with the USM Site.

## Creating an Order

Once you have added one, or more, Products to your Cart. Tapping on the Cart icon at the top of the page will display a pop-up showing your cart contents, and a summary of the cost to fulfil your Order.



The screenshot shows a shopping cart with the following items and totals:

	Demo CookTop	Qty : 2	2 x \$249.00
<b>Sub-Total</b>			<b>\$498.00</b>
GST(included)			<b>\$45.27</b>
Delivery Charge			<b>\$50.00</b>
<b>Total</b>			<b>\$548.00</b>

Callout boxes identify the following elements:

- Product Ordered (points to 'Demo CookTop')
- How many Ordered (points to 'Qty : 2')
- Delete from Cart (points to the 'x' icon)
- Product Total (points to '\$498.00')
- Delivery Total (points to '\$50.00')
- Order Total (points to '\$548.00')
- Larger Cart View (points to the 'View Cart' button)
- Payment of Order (points to the 'Checkout' button)

The “Larger Cart View” does not show any additional information, but it is unpacked into the space of a whole screen, and with many individual items, then the extra space would be easier to read. And this view does allow you as a Customer to amend the quantities of any of the Items on the Order.

The “Checkout” button will get to the details of the Order such as the Payment option, and to specify the address/es for the Order to complete.

## Checkout an Order

The first stage of the “Checkout” is a page headed “Order Information”.

The top section is a set of address collection fields, being a “Delivery” or “Shipping” address. These will default to the address information that you as a Customer supplied when registering as a Customer.

Below that is a section labelled “Billing Address”. If your required “Billing Address” is the same as your Registered/Delivery address, then tap the “Same as above” checkbox, and these fields will disappear off the screen, and default to the Registered/Delivery address.




At the bottom is a field labelled “Order Notes” into which you can place any unique Order or Delivery instructions.

**Note** that the Billing address is for your records only. Any of the “Billing Address” supplied is not required by the Order’s Payment processing.

To the right of the page is a summary of the Product/s in the Order, and the total cost of the Order.

In the bottom-right is the Payment option selection.



**Uber Shopping Mall  
Consumer**


### Payment Method!

Apply Amount from \$65.00

Your wallet amount \$65.00 will be apply and remaining amount \$483.00 will be paid by online method

Online Payment

Only if you have a credit from a previous Order will the option to deduct from your Wallet balance appear.



A Wallet credit can be applied to reduce the cost of your Order, if one is available.

Tapping the “**Place Order**” button will take you to a Bank Payment screen to finalise the raising of your Order.

## Paying for the Order

Payment for the Order is handled by the Commonwealth Bank of Australia via their processor called BPoint.



Here you must provide your Debit/Credit Card number, along with the Expiry Date, CVN, and Cardholder name.

**For your security, this is all handled by the Bank. No details are retained by the USM Store excepting the transaction number to link your Order to the Payment.**

The “Order Confirmation” will be presented, and will display a “Congratulations!” message after the Bank has completed processing your payment.



You will receive two emails; One from no-reply@bpoint.com.au which is a receipt from the Commonwealth Bank acknowledging payment for the Product/s Ordered; And one will be from USM ( info@ubershoppingmall.com ) which is an Order confirmation, with an Order/Invoice attachment as a PDF.



**ORDER # ORD-1320**

10-01-2026

Customer/Billing Address		Ship to	
Customer	Lancelot duLac	Recipient	Lancelot duLac
Address	10 noStreet Lane North Anywhere New South Wales Australia - 0325	Address	10 noStreet Lane North Anywhere New South Wales Australia - 0325
Phone	0499123123	Phone	0499123123
Payment Status	Paid	Shipping Note	
Payment Mode	online		
Transaction ID	1747002206		
Wallet Transaction ID	0		

Product & Seller

Product/s in Order

Description	Qty	MRP	Disc	Sale Price	Del Charge	GST	Line total
Demo CookTop UBER SHOPPING MALL PTY LTD	2	\$275.00	\$52.00	\$249.00	\$50.00	\$45.27	\$548.00
Total Discount							\$52.00
Total GST							\$45.27
Delivery Charge							\$50.00
<b>Total</b>							<b>\$548.00</b>

**Thank you for your business!**

There should be no surprising information on this Order/Invoice;

The Order number and Date of the Order,  
The Name and Address of who Ordered (Customer Address) and Shipping Address,  
Payment details, Status will always be “Paid”, and Mode will always be “online”,

Each Product in the Order will be on a separate row in the second block, with a summary to follow, ending with the Total.

## Personal Dashboard Operations

Personal Operations are broken up into 3 sections;

1. [Wallet](#) – Your wallet for credit on Personal transactions, separate from Seller transactions.
2. [Orders](#) – Orders that you as a Customer, which will be fulfilled by other Sellers.
3. [Wishlist](#) – A list Product that are of interest to you as a Customer. They are like Bookmarks for Products that you may wish to Order in future.

### Wallet

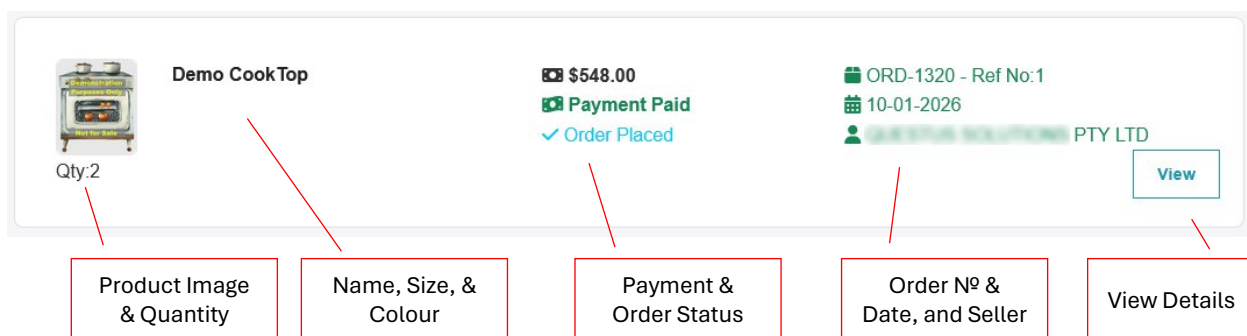
The Wallet here, is for holding any credit from your Personal Shopping. It is functionally identical to the Seller’s Wallet, but is a separate “account”.

Refer to “Seller Wallet” on page 15.

### Orders

The Orders here, is an index of the Orders that you make on the USM Store from the perspective of being a Customer, and Ordering Products from other Sellers on the USM Store.

A personal Order from the USM Store would look like the following;



The Size and Colour variation details will only be displayed if they are relevant.

Order Status will change as the Order is processed by the Seller, and will follow the sequence that follows;

1. Order Placed ..... Customer raises new Order
2. Order Accepted.....Seller Confirmed receipt of new Order
3. Order Packed.....Seller readies for Shipping
4. Out for Delivery .....Seller has dispatched the Order
5. Delivered.....Customer received the Order from the Shipping agent.

As a Customer, you will receive an email advising on a change of status in the Order at all steps except “Order Packed”. Also, In the case of “Out for Delivery” and “Delivered”, as a Customer, you will get an Email for each Product on the Order, as each Item of the Order is considered separate to facilitate any communication in regards to the Order Item.



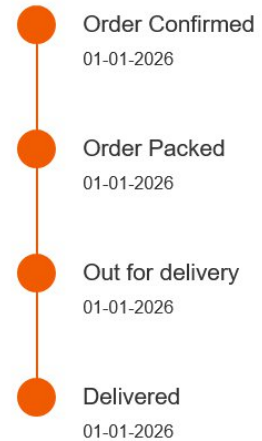
Tapping the View will present a more detailed description of the Order. As with being Seller, for the Customer there is an “Action on Order” section for “Cancellation”, “Refund”, or “Exchange” requests.

There is also the “Chat” function for communication with the Seller.

A “Download Invoice” is also available.

And an additional display to keep you updated as a Customer on the Status of your Order is the “Order Tracking” block.

### Order Tracking



### Order Actions

You as a Customer will not required to take any actions in regards to your Order, other that collecting from the Shipping agent when it is delivered. But there are Actions available if you need to take any.

The option of effecting Actions on Orders is done when the details of an Order are “Viewed”.

While the Order has a Status of “Placed”, “Accepted”, or “Packed”, you have the option to Cancel the Order.

While the Order is in the Status of “Placed”, the cancellation will happen with out any interaction from the Seller.

When the Order is in the Status of “Accepted” or “Packed”, the Seller will be notified and may contact you in regards to the Cancellation request. This could be due to special circumstances involving the Product Ordered, like customisation or special order processing.

### Action On Order

Order Placed

Cancel

When the Order has a Status of “Delivered”, you have the option to **request** an “Exchange” or “Refund” for an item from the Order.

In such cases of “Cancellation”, “Exchange”, or “Refund”, as a Customer, you should expect query contacts via the “Chat” function (right).

Open Chat Window



If you wish to “Cancel”, “Refund”, or “Exchange” an Order item, a window will pop-up and present the following clarification request;

Cancel Request

Do you want to cancel this order

Select Reason

**Refund preference**  
Where would you like to receive your refund? Please select Wallet or Original Payment Method

Wallet  Original Payment Method

No Yes

The “Select Reason” advises the Seller as to why you are wanting to Cancel the Order. The reason options available are;

- Changed Mind or Change in Circumstance
- Order Errors (Mistakes in Order or Shipping Details)
- Shipping or Delivery Issues (Including Delays or High Costs)
- Product Availability or Quality Issues

Just pick the one that best matches your circumstance in regards to the Cancellation.

“Refund preference” specifies if you want the money returned to the debited card or to your USM Shop Wallet. The Seller may suggest using the Wallet, especially if you intention is to replace the Product with another Product of the same price.

Any reason given to “Cancel”, “Refund”, or “Exchange” an Order item will be detailed in the last entry of the last column, of the Order list prefixed by “🗨️”, and in the “Action on Order” instead of a button to take action.

The Order Status column will be updated with additional status values during the process of the “Cancel”, “Refund”, or “Exchange” request being processed and actioned, and will also be displayed in the “Order Tracking” box on the Order details view.



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## Wishlist

Any Product displayed on the USM Shop site will have an “Add to Wishlist” button. See “List entry verses Detailed Product Display” on page 10.

Tapping on that button will add the Product to the list of the Product/s in this list, as in like a bookmark.

Products in this Wishlist will have to be manually cleared, as they will not be removed if a Product is sub-sequentially Ordered.

