



MANUAL PENGGUNA

E-MARKETPLACE

KRAFTANGAN MALAYSIA

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1

URL Portal *MyCraftShoppe* Kraftangan Malaysia

<https://www.mycraftshoppe.com/>

2

Halaman utama portal *MyCraftShoppe* Kraftangan Malaysia

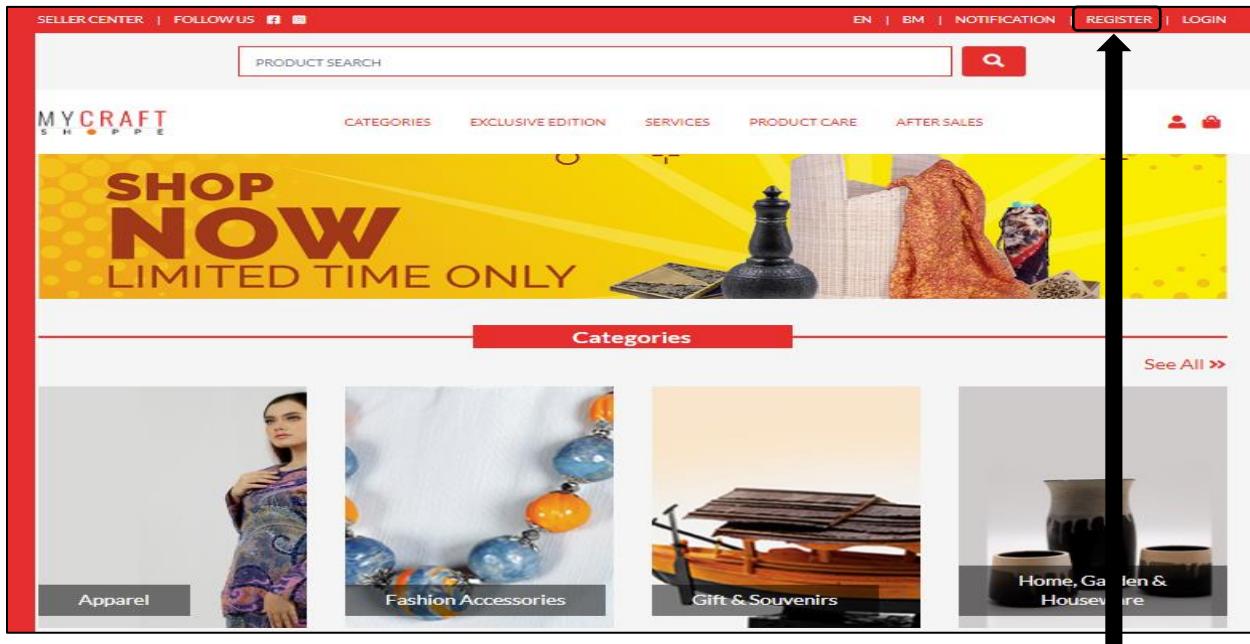
The screenshot shows the homepage of the MyCraftShoppe Kraftangan Malaysia website. At the top, there is a red header bar with the number '1' and the text 'URL Portal *MyCraftShoppe* Kraftangan Malaysia'. Below this is a purple box containing the website's URL: <https://www.mycraftshoppe.com/>. The main content area has a red border and contains the number '2' and the text 'Halaman utama portal *MyCraftShoppe* Kraftangan Malaysia'. The website itself has a white background. At the very top, there is a red navigation bar with links for 'SELLER CENTER', 'FOLLOW US' (with icons for Facebook and Instagram), 'EN | BM | NOTIFICATION | REGISTER | LOGIN'. Below this is a search bar with 'PRODUCT SEARCH' and a magnifying glass icon. The logo 'MY CRAFT SHOPPE' is on the left, and a navigation menu with 'CATEGORIES', 'EXCLUSIVE EDITION', 'SERVICES', 'PRODUCT CARE', and 'AFTER SALES' follows. A user icon and a lock icon are on the right. A large yellow banner in the center says 'SHOP NOW LIMITED TIME ONLY' with images of a chess set, a traditional cloth, and a bottle. Below the banner is a red 'Categories' button. To its right is a 'See All >' link. There are four main category cards: 'Apparel' (showing a woman in a traditional dress), 'Fashion Accessories' (showing a beaded necklace), 'Gift & Souvenirs' (showing a wooden boat model), and 'Home, Garden & Houseware' (showing vases). A fifth category card is partially visible at the bottom left.

3

Daftar akaun pengguna Portal MyCraftShoppe Kraftangan Malaysia

The screenshot shows the homepage of MyCraftShoppe. At the top, there is a red header bar with links for 'SELLER CENTER', 'FOLLOW US' (with icons for Facebook, Instagram, and YouTube), and language options 'EN | BM | NOTIFICATION | REGISTER | LOGIN'. Below the header is a search bar labeled 'PRODUCT SEARCH' with a magnifying glass icon. The main navigation menu includes 'CATEGORIES', 'EXCLUSIVE EDITION', 'SERVICES', 'PRODUCT CARE', and 'AFTERSALES'. On the left side, there is a large promotional image featuring a smartphone displaying the text 'CRAFTS GO ONLINE' and 'MYCRAFT SHOPPE' against a background of various craft items like a chess set, a handbag, and a cake. To the right of the image is a red 'LOGIN' form. The form has fields for 'EMAIL ADDRESS' (placeholder 'ENTER EMAIL') and 'PASSWORD' (placeholder 'ENTER PASSWORD'). Below these fields is a link 'Forgot Password?'. At the bottom of the form is a 'Login' button and a link 'No Account? Register Here!'. A black arrow points upwards from a callout box at the bottom to the 'No Account? Register Here!' link. The footer of the page contains sections for 'ABOUT US', 'CUSTOMER SERVICE', 'PAYMENT METHOD', and 'DELIVERY SERVICE', each with its own set of links. There is also a 'FOLLOW US' section with social media icons.

Klik pada *link* ini



Atau, klik pada menu **Register** diatas

This screenshot shows the registration form on the MyCraftShoppe website. The form fields are outlined in red and include: 'NAME*' (text input), 'EMAIL*' (text input), 'PASSWORD*' (text input), 'PASSWORD CONFIRMATION*' (text input), 'MOBILE NUMBER*' (dropdown with '(MY) +60' and a text input for the number), 'GENDER*' (dropdown with 'Male'), 'DATE OF BIRTH' (text input with 'CHOOSE DATE' placeholder), and a checkbox for 'I AGREE TO THE TERMS AND CONDITIONS'. A 'Register' button is at the bottom. The background features the same yellow banner and categories as the homepage.

Isikan **nama** pengguna

Isikan **emel** pengguna

Isikan **Password**
pengguna

SELLER CENTER | FOLLOW US | EN | BM | NOTIFICATION | REGISTER | LOGIN

MY CRAFT | CATEGORIES | EXCLUSIVE EDITION | SERVICES | PRODUCT CARE | AFTER SALES |

Fields with * are required

NAME*

EMAIL*
Eg : maria@yahoo.com

PASSWORD*

PASSWORD CONFIRMATION*

MOBILE NUMBER*

ENTER MOBILE NUMBER

GENDER

DATE OF BIRTH

I AGREE TO THE TERMS AND CONDITIONS

ABOUT US | About MyCraft | Shopee

CUSTOMER SERVICE | Shipping & Delivery

Klik pada dropdown
Mobile Number

SELLER CENTER | FOLLOW US | EN | BM | NOTIFICATION | REGISTER | LOGIN

MY CRAFT | CATEGORIES | EXCLUSIVE EDITION | SERVICES | PRODUCT CARE | AFTER SALES |

SEARCH

(LY) +218
(LI) +423
(LT) +370
(LU) +352
(MK) +389
(MG) +261
(MW) +265
(MY) +60
(MV) +960
(ML) +223
(MT) +356
(MH) +692
(MR) +222
(MY) +60

ENTER MOBILE NUMBER

EMAIL*
Eg : maria@yahoo.com

PASSWORD CONFIRMATION*

GENDER*

DATE OF BIRTH

I AGREE TO THE TERMS AND CONDITIONS

ABOUT US | About MyCraft | Shopee

CUSTOMER SERVICE | Shipping & Delivery

Senarai kod panggilan
mengikut negara

Isikan nombor
telefon

SELLER CENTER | FOLLOW US

EN | BM | NOTIFICATION | REGISTER | LOGIN

PRODUCT SEARCH

MY CRAFT SHOPEE CATEGORIES EXCLUSIVE EDITION SERVICES PRODUCT CARE AFTER SALES

Fields with * are required

NAME*

EMAIL*
Eg : maria@yahoo.com

PASSWORD*

PASSWORD CONFIRMATION*

MOBILE NUMBER*

GENDER*

DATE OF BIRTH

I AGREE TO THE TERMS AND CONDITIONS

ABOUT US
About MyCraftShopee

CUSTOMER SERVICE
Shipping & Delivery

Klik pada
dropdown **Gender**

SELLER CENTER | FOLLOW US

EN | BM | NOTIFICATION | REGISTER | LOGIN

PRODUCT SEARCH

MY CRAFT SHOPEE CATEGORIES EXCLUSIVE EDITION SERVICES PRODUCT CARE AFTER SALES

Fields with * are required

NAME*

EMAIL*
Eg : maria@yahoo.com

PASSWORD*

PASSWORD CONFIRMATION*

MOBILE NUMBER*

GENDER*

DATE OF BIRTH

ABOUT US
About MyCraftShopee

CUSTOMER SERVICE
Shipping & Delivery

Senarai **jantina**

Klik pada ruangan
Date Of Birth

SELLER CENTER | FOLLOW US  

EN | BM | NOTIFICATION | REGISTER | LOGIN

PRODUCT SEARCH 

MY CRAFT SHOPEE CATEGORIES EXCLUSIVE EDITION SERVICES PRODUCT CARE AFTER SALES  

Fields with * are required

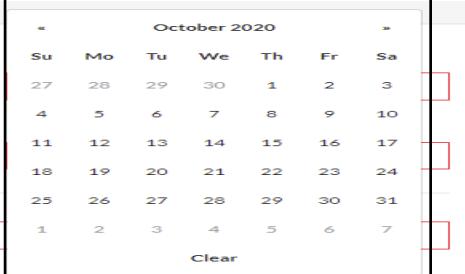
NAME*

PASSWORD*

MOBILE NUMBER*

GENDER*

I AGREE TO THE TERMS AND CONDITIONS



Su	Mo	Tu	We	Th	Fr	Sa						
27	28	29	30	1	2	3						
4	5	6	7	8	9	10						
11	12	13	14	15	16	17						
18	19	20	21	22	23	24						
25	26	27	28	29	30	31						
1	2	3	4	5	6	7						

CHOOSE DATE 

Register

ABOUT US About MyCraftShopee CUSTOMER SERVICE Shipping & Delivery

Pilih **tarikh lahir** pada calendar yang muncul

SELLER CENTER | FOLLOW US  

EN | BM | NOTIFICATION | REGISTER | LOGIN

PRODUCT SEARCH 

MY CRAFT SHOPEE CATEGORIES EXCLUSIVE EDITION SERVICES PRODUCT CARE AFTER SALES  

Fields with * are required

NAME*

EMAIL*
Eg : maria@yahoo.com

PASSWORD*

PASSWORD CONFIRMATION*

MOBILE NUMBER*

GENDER*

DATE OF BIRTH

I AGREE TO THE TERMS AND CONDITIONS

Register

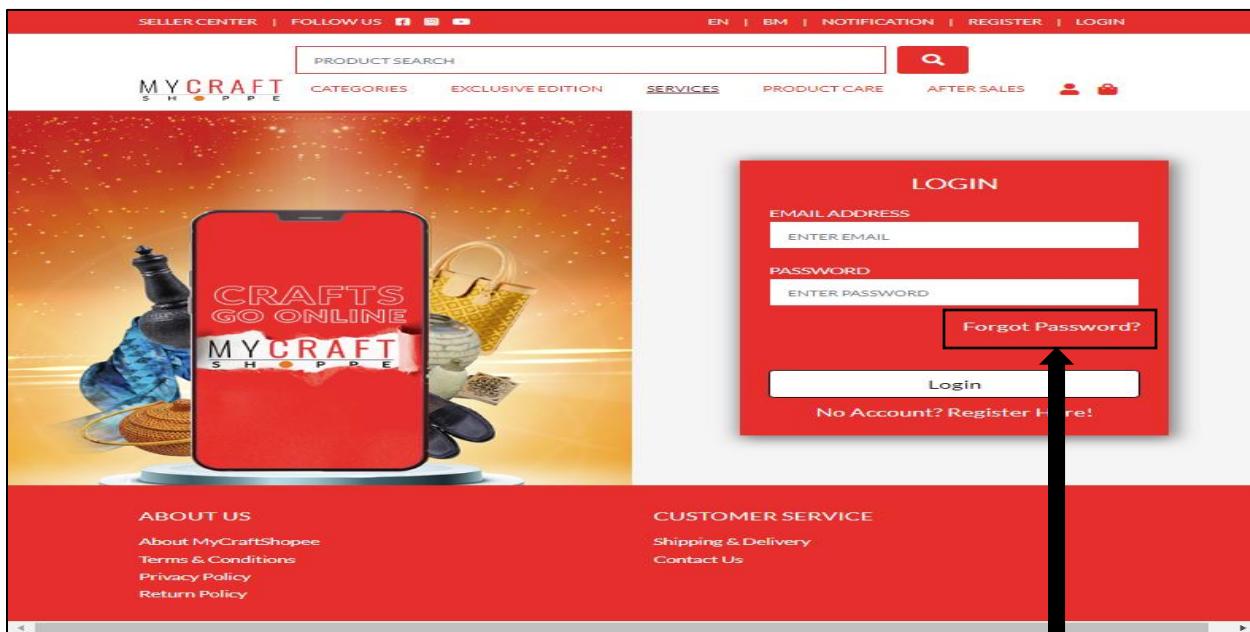
ABOUT US About MyCraftShopee CUSTOMER SERVICE Shipping & Delivery

Tandakan pada kotak tanda **bersetuju** dengan syarat-syarat

Klik pada butang **Register**

4

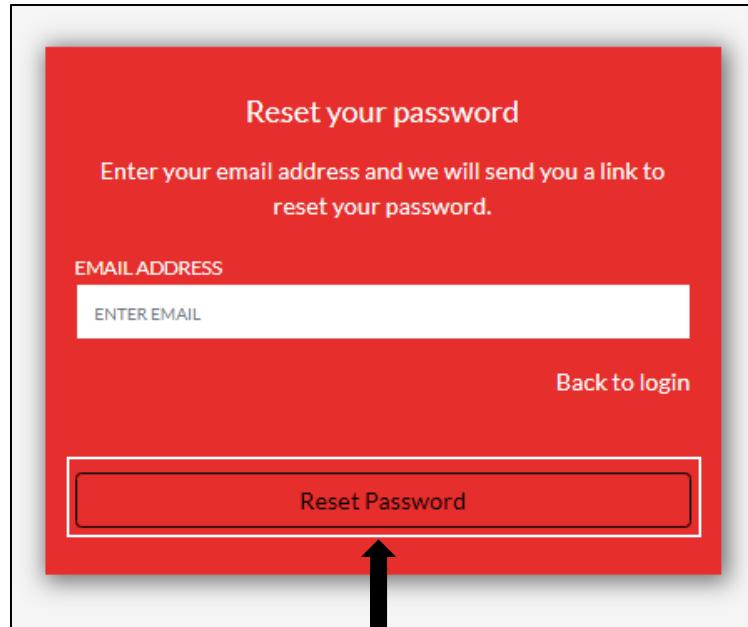
Lupa Kata Laluan



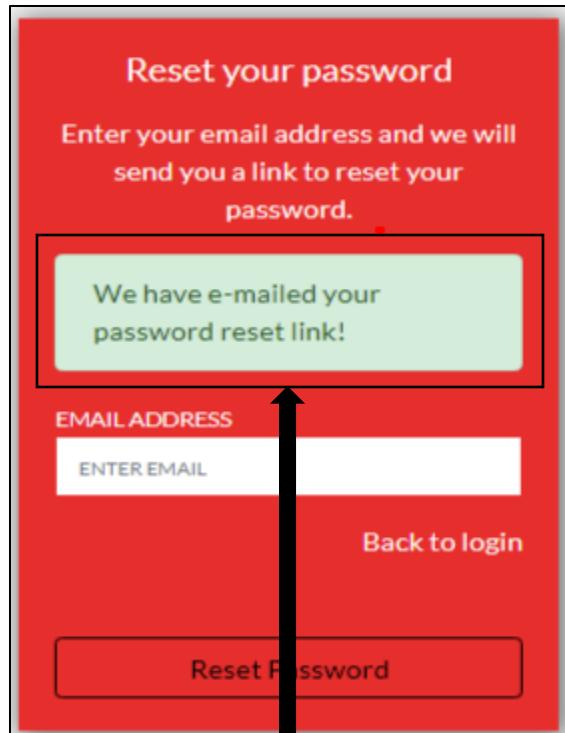
Klik pada menu
“Forgot Password?”

This screenshot shows a password reset form titled 'Reset your password'. It instructs the user to enter their email address to receive a password reset link. The form includes an 'EMAIL ADDRESS' field with a placeholder 'ENTER EMAIL' and a 'Reset Password' button at the bottom. A black arrow points from the text 'Isi Email diruangan ini' to the 'ENTER EMAIL' field.

Isi **Email** diruangan
ini



Klik pada butang
“*Rest Password*”



Notifikasi akan *pop up* di skrin anda

User Reset Password Notification [Inbox](#)

 Info MyCraftShoppe info@mycraftshoppe.com via spamexpertfilterw.msHosting.com
to me ▾

MyCraftShoppe

Hello!

You are receiving this email because we received a password reset request for your account.

[Reset Password](#)

Thank you for using our application!

Regards,
MyCraftShoppe

If you're having trouble clicking the "Reset Password" button, copy and paste the URL below into your web browser: <https://www.mycraftshoppe.com/u/password/reset/a1f3f69986c0332bf282497d1580859ff051d52877825d76ec984182c5ad1347>

↑
Anda akan menerima
e-mel seperti ini.

User Reset Password Notification [Inbox](#)

 Info MyCraftShoppe info@mycraftshoppe.com via spamexpertfilterw.msHosting.com
to me ▾

MyCraftShoppe

Hello!

You are receiving this email because we received a password reset request for your account.

[Reset Password](#)

Thank you for using our application!

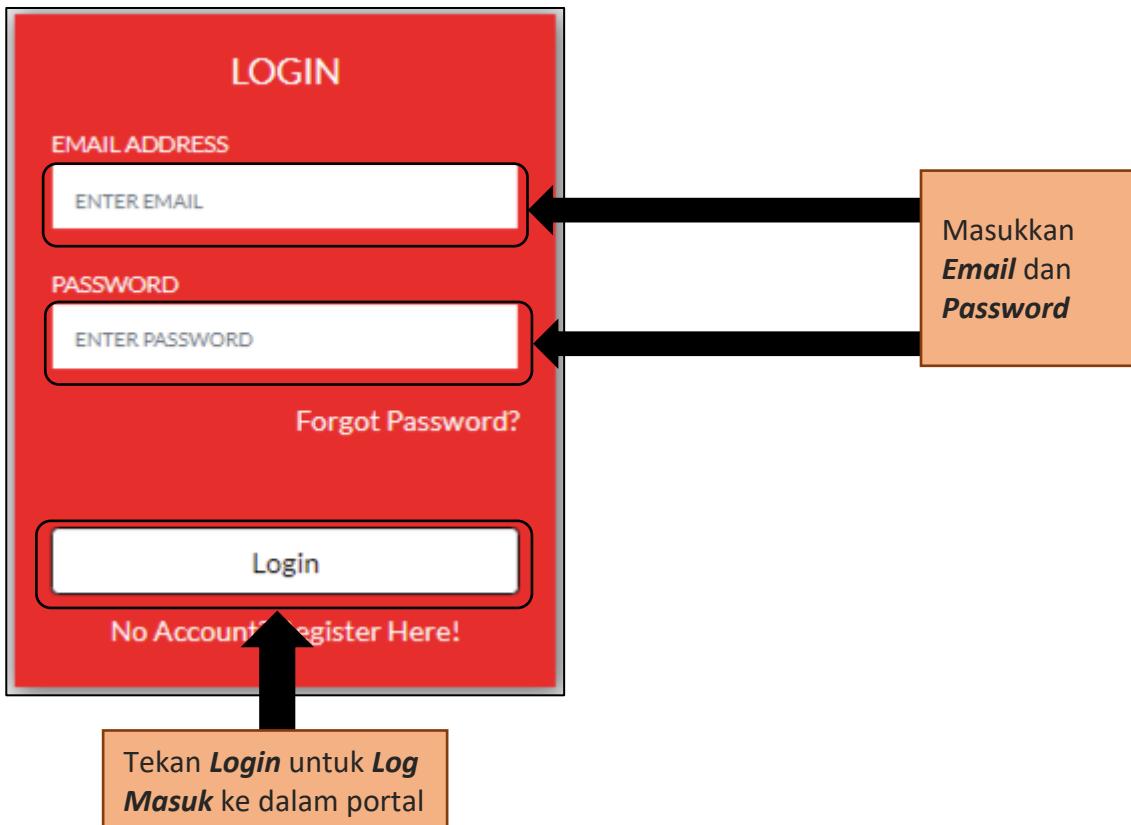
Regards,
MyCraftShoppe

If you're having trouble clicking the "Reset Password" button, copy and paste the URL below into your web browser: <https://www.mycraftshoppe.com/u/password/reset/a1f3f69986c0332bf282497d1580859ff051d52877825d76ec984182c5ad1347>

↑
Kemudian, tekan pada
butang "**Reset Password**"

5

Log Masuk Portal

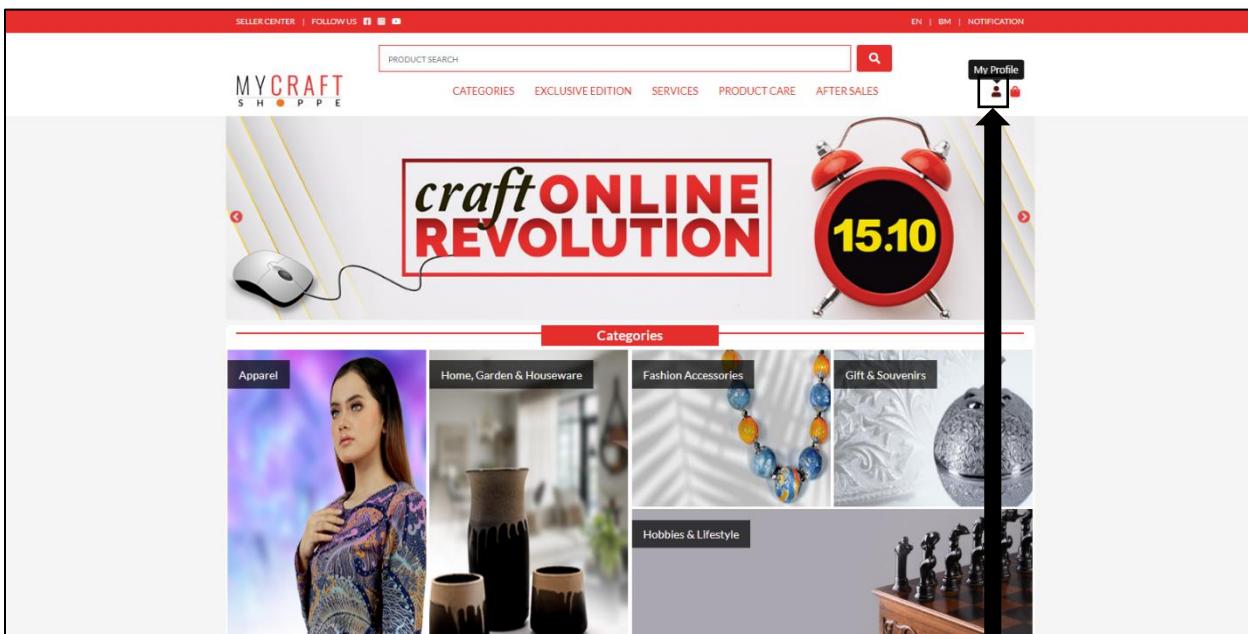


The screenshot shows the user dashboard of the MyCraftShopee website. On the left, there is a sidebar with links: 'My Account' (Profile, Address, Password, Logout), 'My Purchases', 'Notifications', and 'Seller Center'. The main content area displays an order summary for 'tuah sandal'. The order details are as follows:

ORDER # :MCSRVSZLRLB		PENDING
	RATTAN WEAVING TOTE BAG (PIHAN SUTAK)	RM 75.00
	Variation: NATURAL	
	RM 75.00	
	Qty: 1	
		GRAND TOTAL RM 81.00
		Shipping Fee: RM 6.00

Below the sidebar, there are links for 'ABOUT US' (About MyCraftShopee, Terms & Conditions, Privacy Policy, Return Policy) and 'CUSTOMER SERVICE' (Shipping & Delivery, Contact Us).

Dashboard pengguna



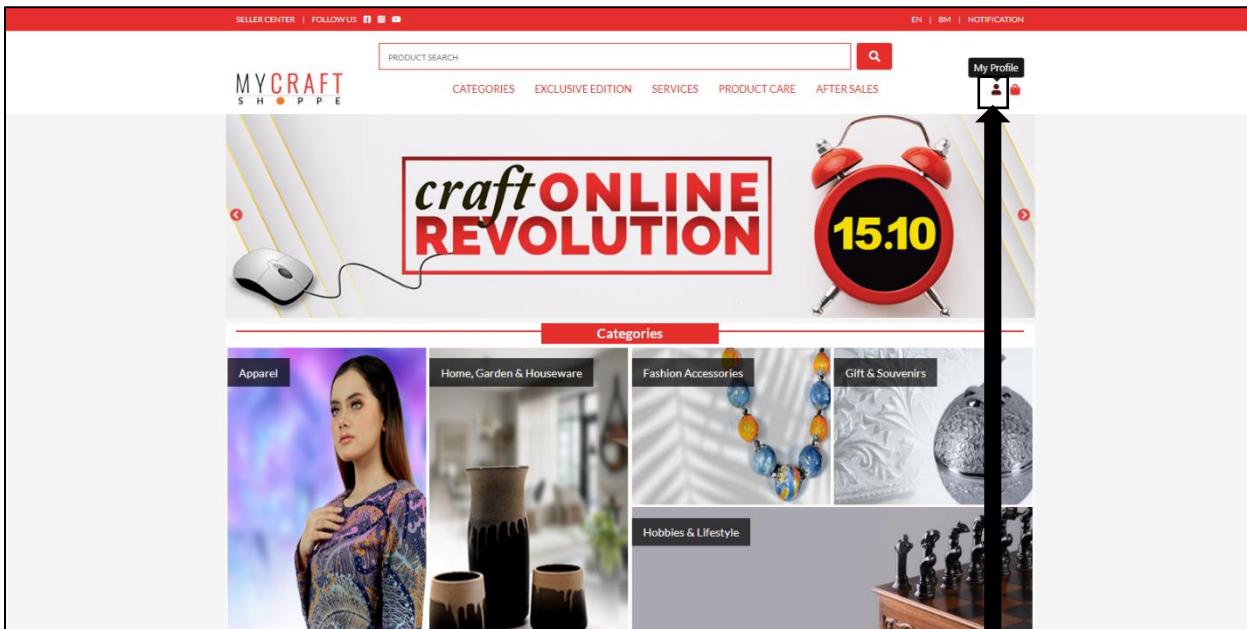
Klik pada ikon berbentuk
Profil

Klik pada menu **Inbox**

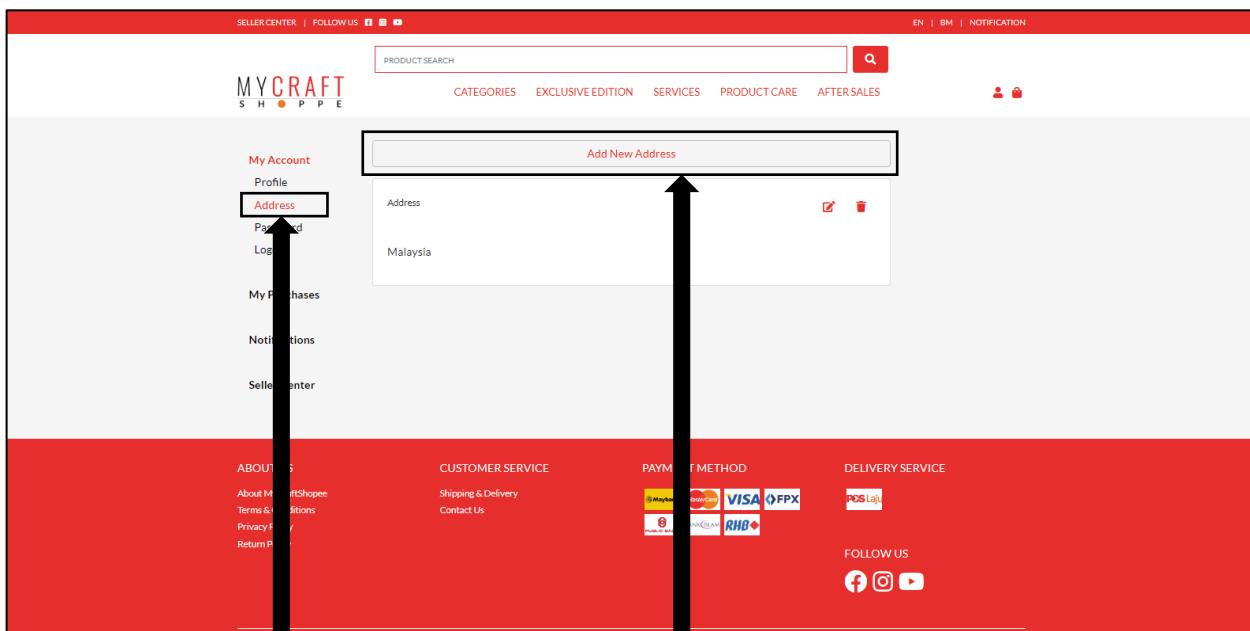
Senarai mesej-mesej pengguna

7

Memasukkan Maklumat Alamat Pengguna



Klik pada ikon berbentuk
Profil



Klik pada menu **Address**

Kemudian, klik pada
butang **Add New Address**

Add New Address

ADDRESS LINE 1
ENTER LINE 1

ADDRESS LINE 2
ENTER LINE 2

CITY
ENTER CITY

STATE
▼

POSTCODE
ENTER POSTCODE
The digit number should be 5 digits

COUNTRY
Malaysia

Save

Isi maklumat alamat penuh anda

Add New Address

ADDRESS LINE 1
ENTER LINE 1

ADDRESS LINE 2
ENTER LINE 2

CITY
ENTER CITY

STATE
▼

POSTCODE
ENTER POSTCODE
The digit number should be 5 digits

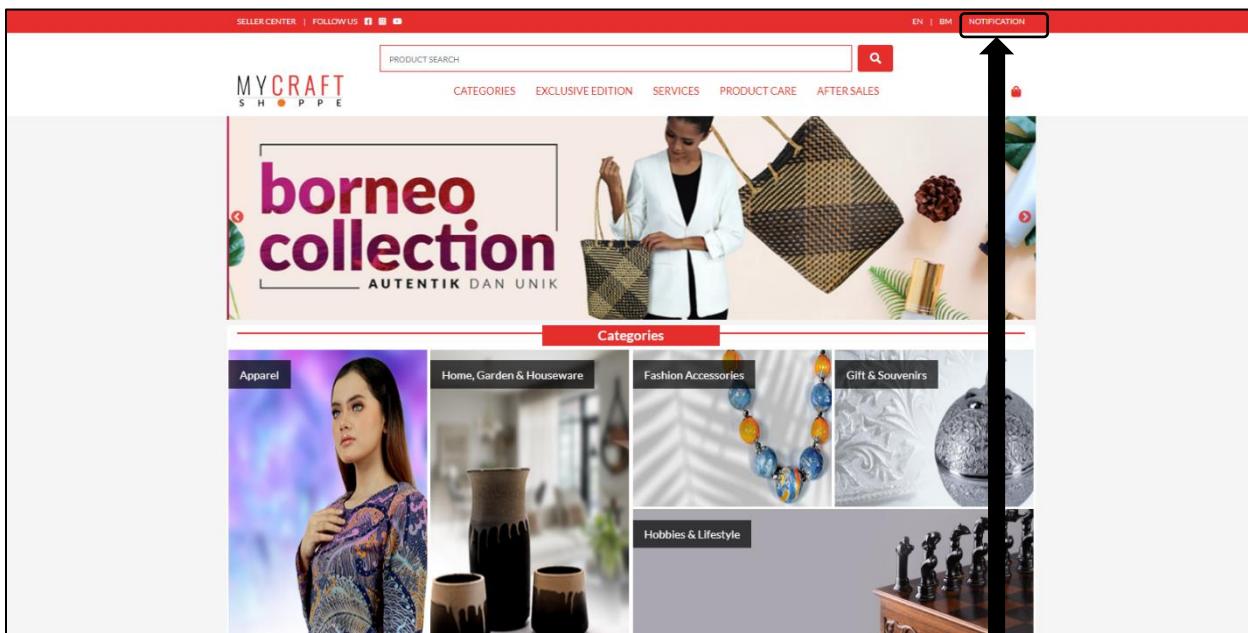
COUNTRY
Malaysia

Save

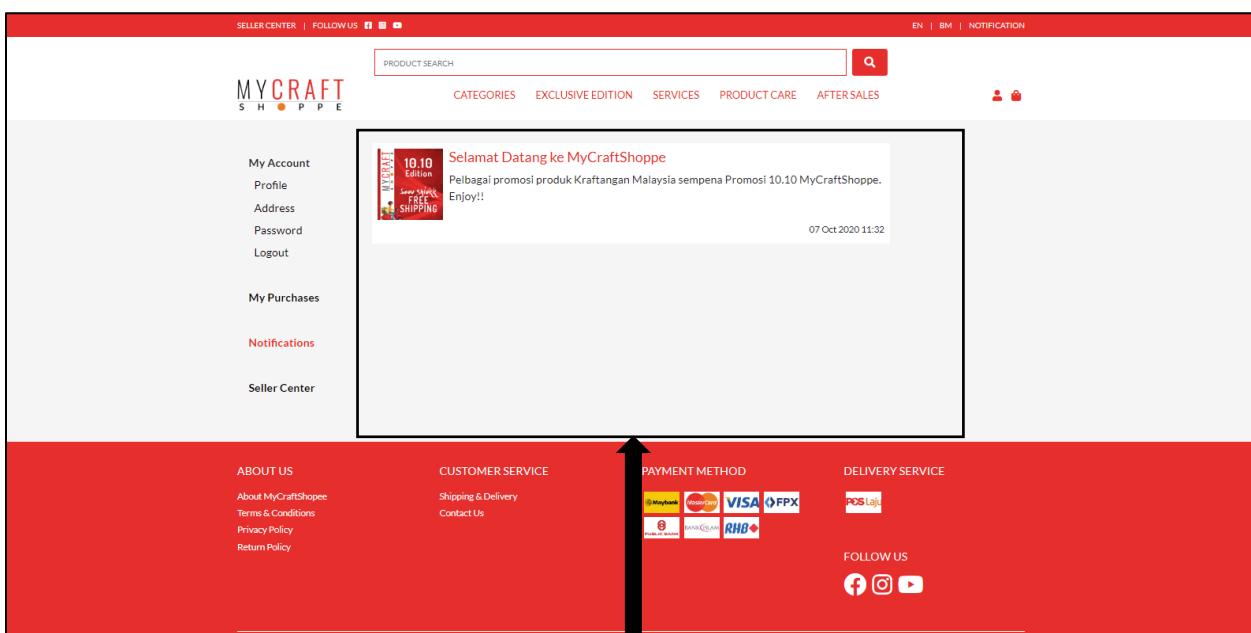
Kemudian, klik pada butang “Save”

8

Cara Membuka Halaman Notifikasi



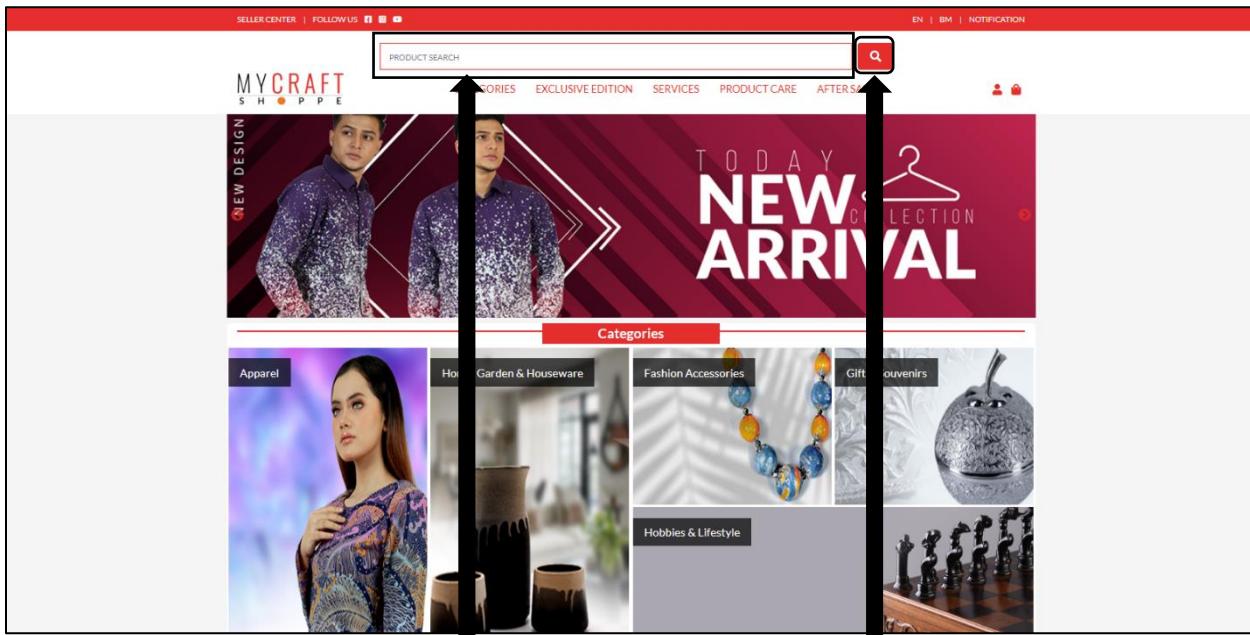
Klik pada butang **Notification** diatas



Skrin paparan notifikasi pengguna

9

Cara Untuk Membuat Carian Produk

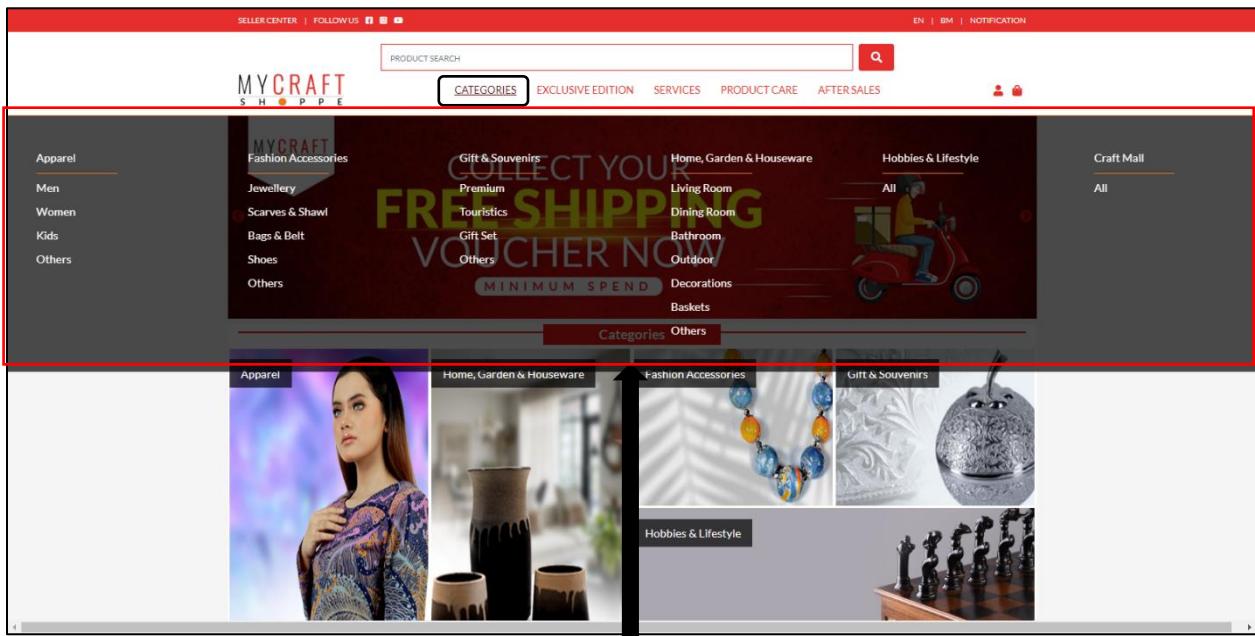


Sila taip produk yang dicari di ruang carian ini

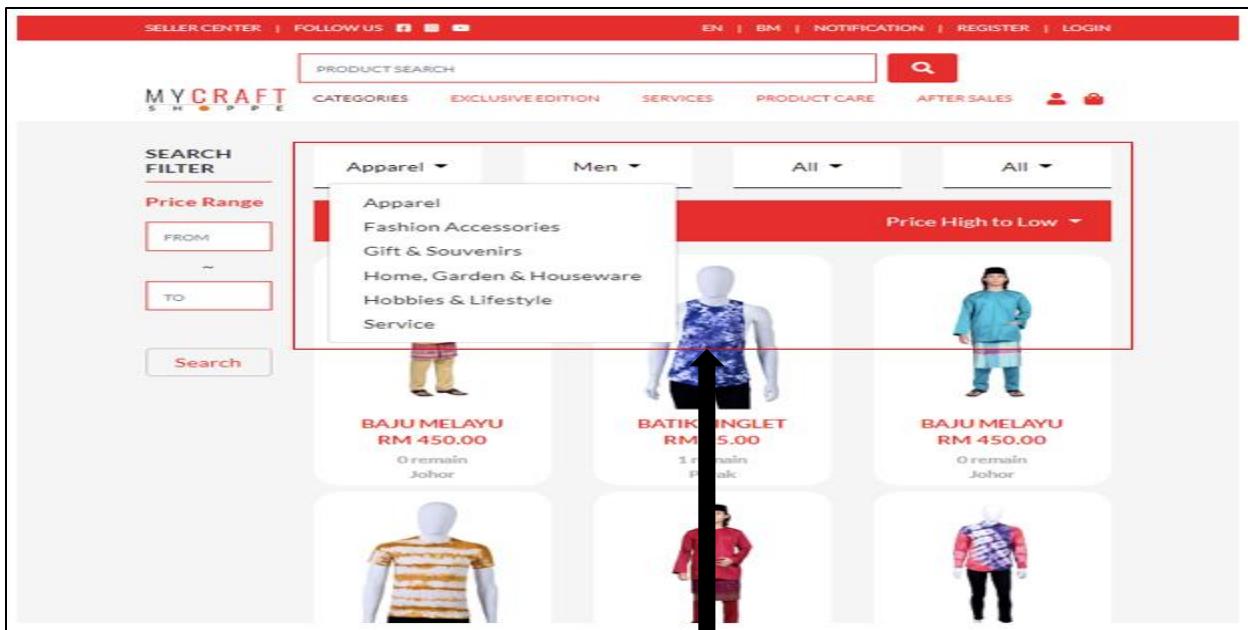
Untuk membuat carian produk sila klik ikon ini

10

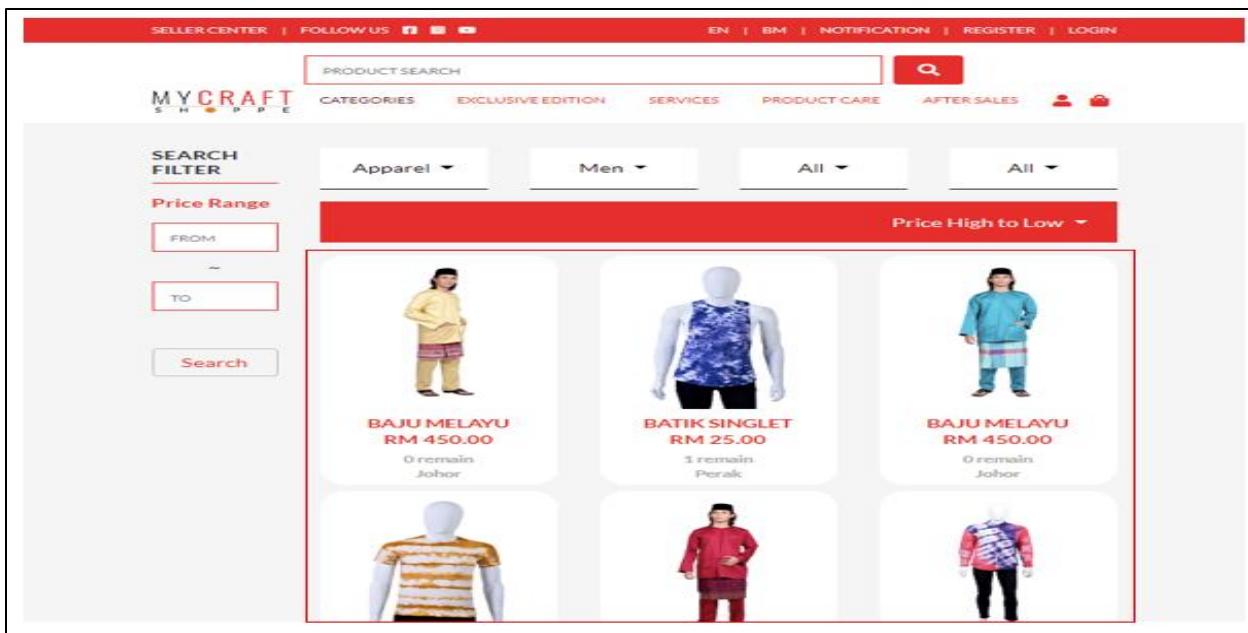
Cara Untuk Membuat Carian Produk Melalui Senarai Kategori



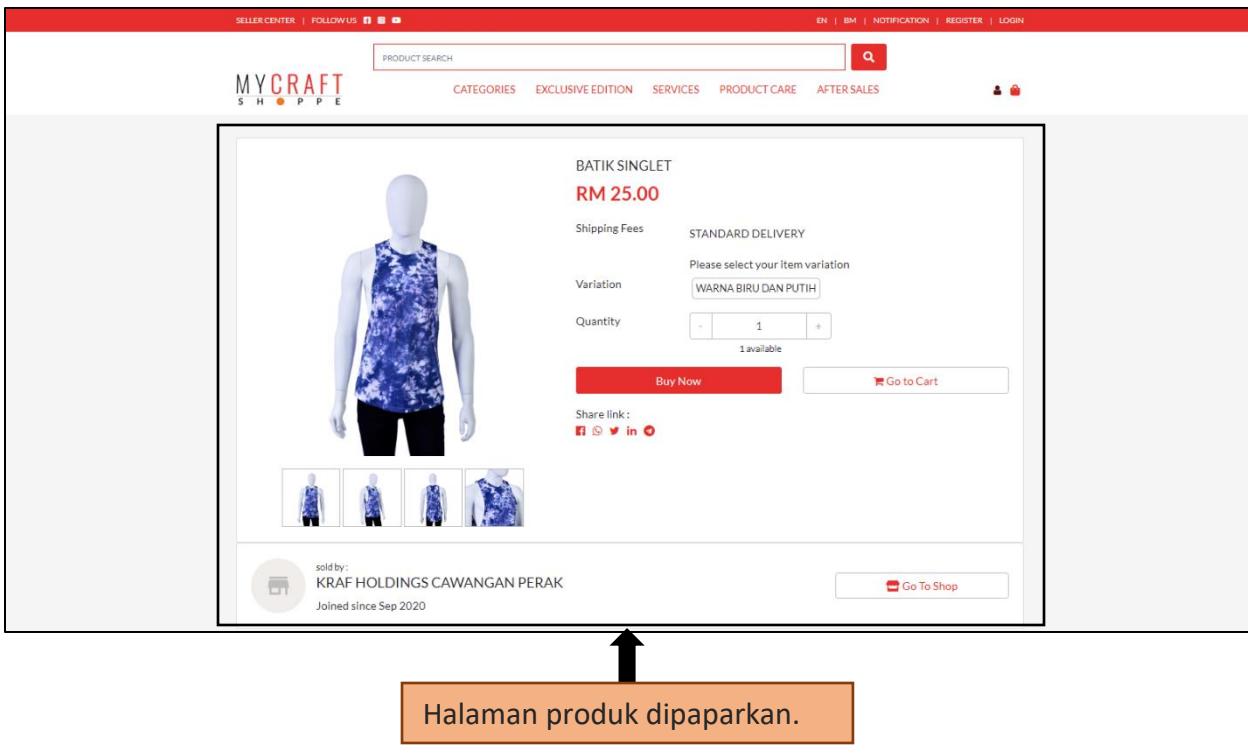
Pilih kategori produk daripada senarai kategori



Pilih subkategori produk
daripada tab-tab dropdown ini

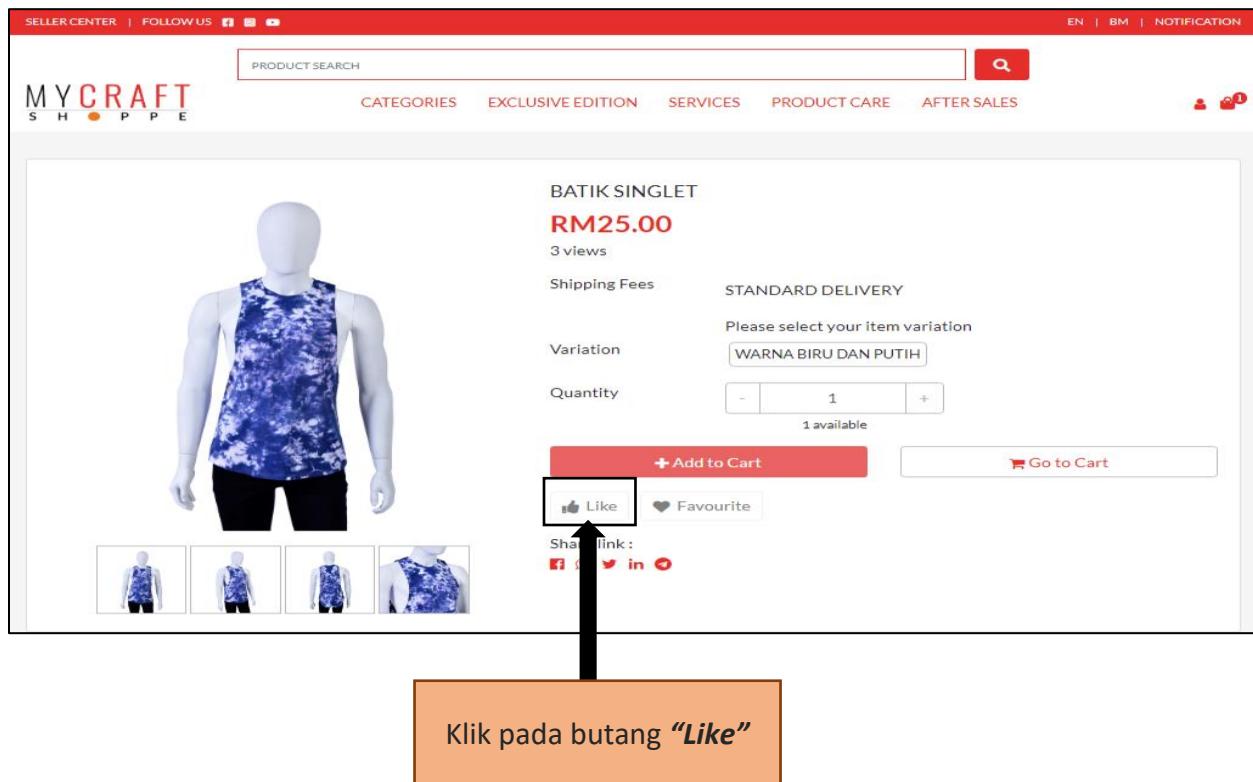


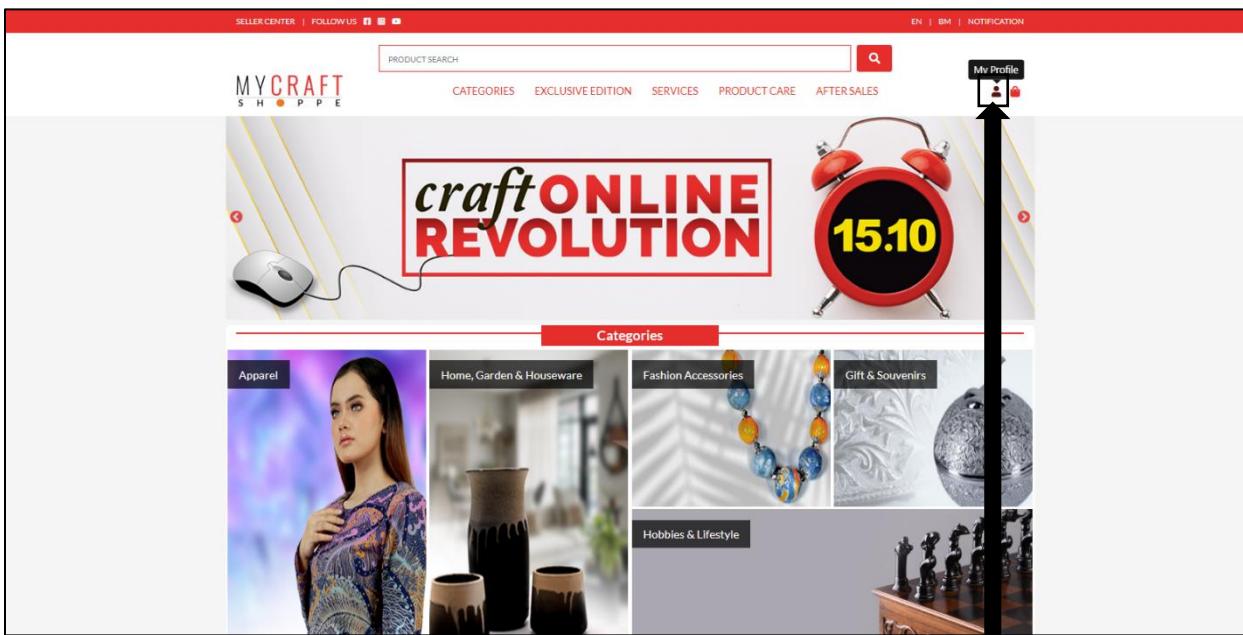
Klik pada gambar produk yang
diminati



11

Cara Untuk Memasukkan Produk Ke Senarai My Likes





Klik pada ikon berbentuk
Profil

My Account

- Profile
- Inbox
- Address
- My Likes**
- My favorite
- Following
- Recent View
- Password
- Logout

My Liked Products

TROPICAL LEAF KURUNG
RM850.00

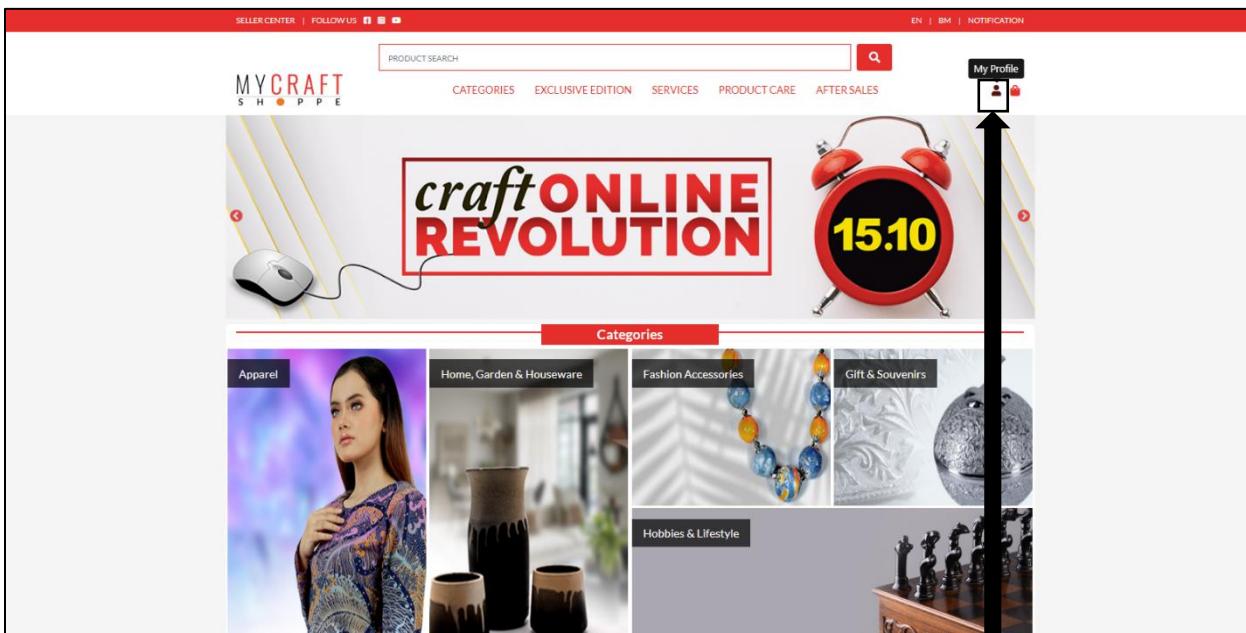
Like **View Product**

Klik pada menu **My Likes**

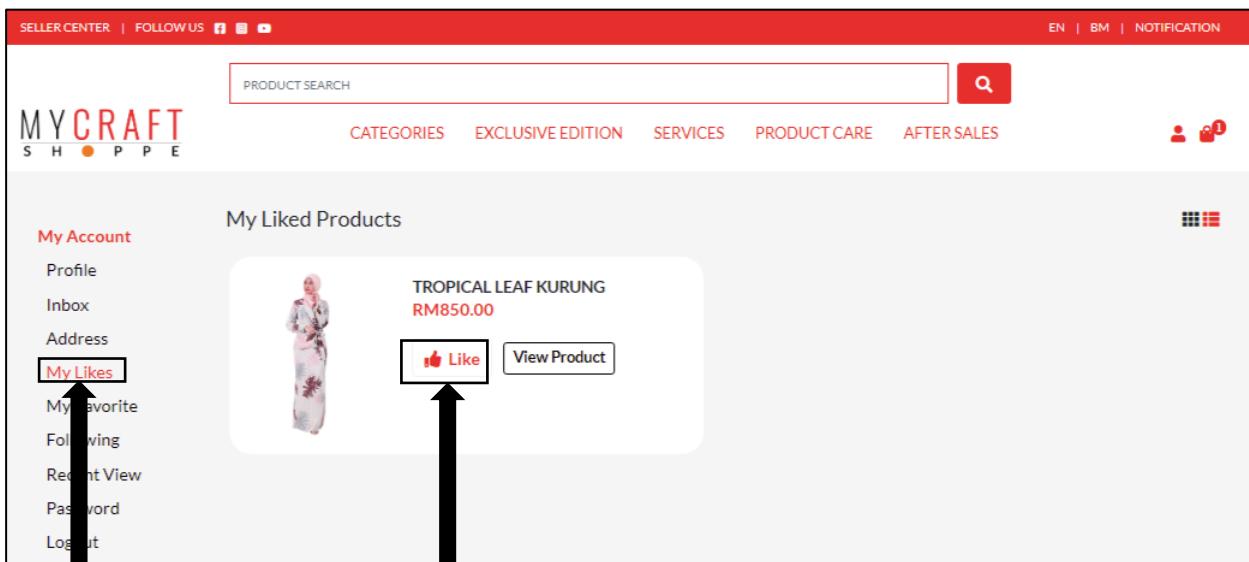
Senarai produk yang
disukai

13

Cara Untuk Hapus Produk Daripada Halaman My Likes



Klik pada ikon berbentuk
Profil

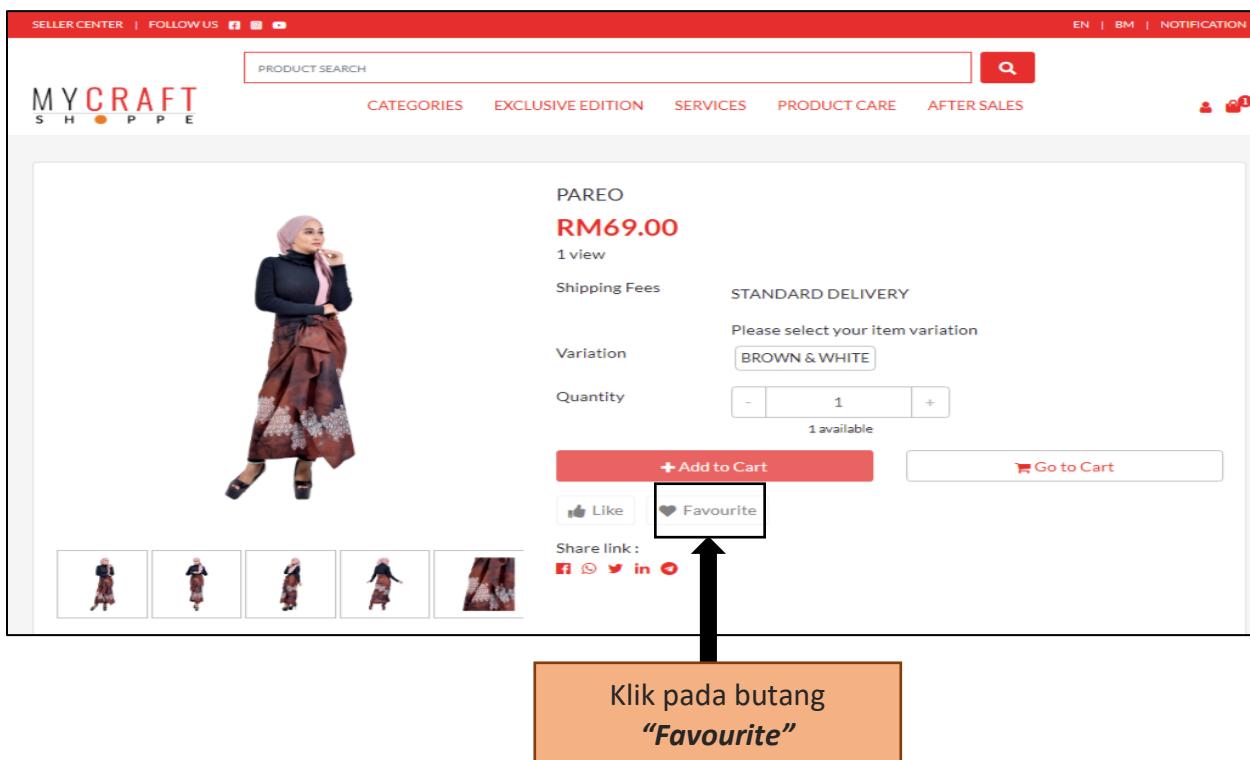


Klik pada menu **My Likes**

Pada produk dihalaman **My Likes**, klik pada butang “Like”

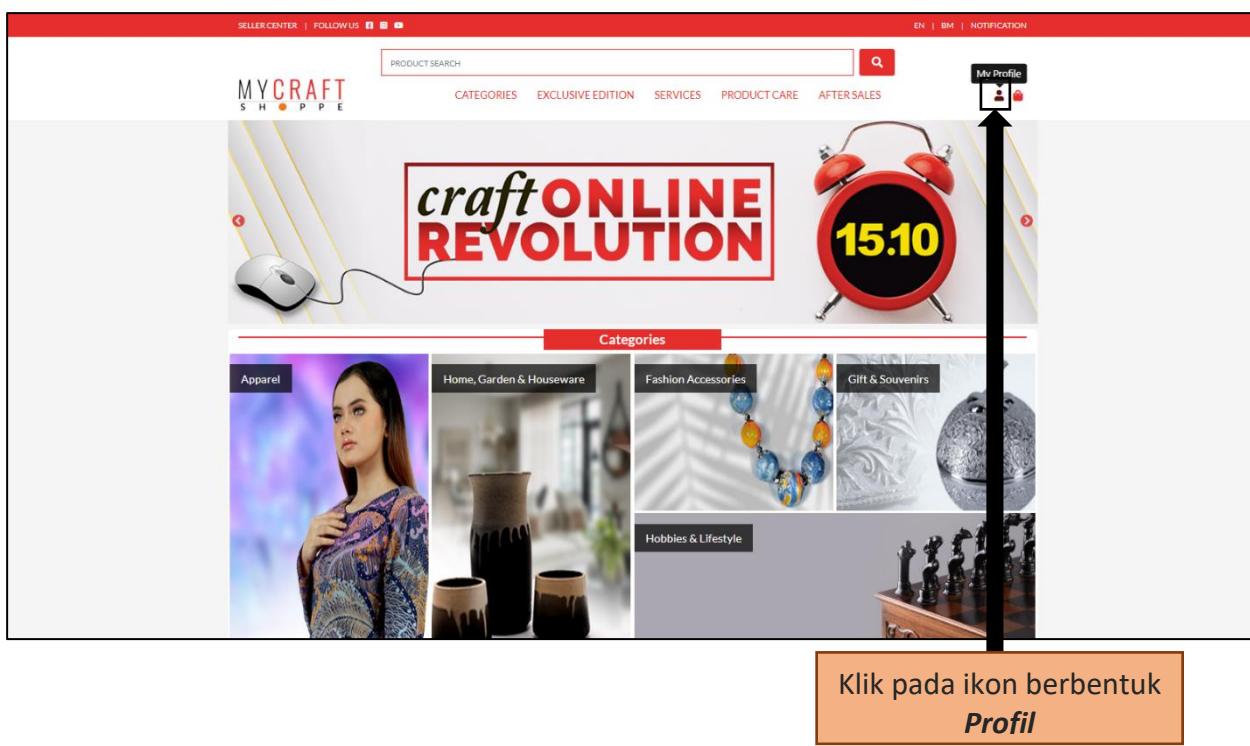
14

Cara Untuk Memasukkan Produk Ke Senarai My Favorite



15

Halaman My Favorite



The screenshot shows the MYCRAFT SHOPPE website interface. At the top, there is a red header bar with 'SELLER CENTER | FOLLOW US' and social media icons. On the right side of the header are 'EN | BM | NOTIFICATION' links. Below the header is a navigation bar with 'PRODUCT SEARCH' and a magnifying glass icon, followed by 'CATEGORIES', 'EXCLUSIVE EDITION', 'SERVICES', 'PRODUCT CARE', and 'AFTERSALES'. On the far right of the header are user profile and notification icons.

The main content area features a sidebar on the left titled 'My Account' with options: Profile, Inbox, Address, My Likes, **My Favorite**, Following, Recent View, Password, and Logo. The 'My Favorite' option is highlighted with a red box and an upward arrow. To its right is a large box titled 'My Favourite Products' containing a product card for a 'PAREO RM69.00'. The product card includes a small image of a person wearing a pareo, the product name 'PAREO', the price 'RM69.00', a 'Favourite' button with a heart icon, and a 'View Product' button. A yellow banner at the bottom of the card says 'New Arrival'. On the far right of the page is a small grid icon.

Klik pada menu *My Favorite*

Senarai produk yang digemari

16 Cara Untuk Hapus Produk Daripada Halaman *My Favorite*

The screenshot shows the MYCRAFT SHOPPE website interface. At the top, there is a red header bar with 'SELLER CENTER | FOLLOW US' and social media icons. On the right side of the header are 'EN | BM | NOTIFICATION' links. Below the header is a navigation bar with 'PRODUCT SEARCH' and a magnifying glass icon, followed by 'CATEGORIES', 'EXCLUSIVE EDITION', 'SERVICES', 'PRODUCT CARE', and 'AFTERSALES'. On the far right of the header are user profile and notification icons.

The main content area features a large banner with the text 'craft ONLINE REVOLUTION' and a large digital alarm clock displaying '15.10'. Below the banner is a grid of product categories: Apparel, Home, Garden & Houseware, Fashion Accessories, Gift & Souvenirs, and Hobbies & Lifestyle. Each category has a representative image. In the top right corner of the main content area, there is a small 'My Profile' icon with a red notification badge, which is highlighted with a red box and an upward arrow.

Klik pada ikon berbentuk *Profil*

The screenshot shows the MY CRAFT SHOPPE website. At the top, there is a red header bar with 'SELLER CENTER | FOLLOW US' and icons for Facebook, Instagram, and YouTube. On the right side of the header are 'EN | BM | NOTIFICATION' and a user profile icon. Below the header is a navigation bar with 'PRODUCT SEARCH' and a magnifying glass icon. The main menu includes 'CATEGORIES', 'EXCLUSIVE EDITION', 'SERVICES', 'PRODUCT CARE', and 'AFTERSALES'. To the right of the menu is a user account icon. The main content area is titled 'My Favourite Products'. On the left, a sidebar under 'My Account' lists 'Profile', 'Inbox', 'Address', 'My Likes', and 'My Favorite' (which is highlighted with a red box). Below these are 'Following', 'Recent View', 'Password', and 'Logout'. In the center, a product card for a 'PAREO' is shown with a price of 'RM69.00'. The card features a small image of a woman wearing a pareo, a 'Favourite' button with a heart icon, and a 'View Product' button. A large black arrow points from the 'My Favorite' button in the sidebar to the 'Favourite' button on the product card.

Klik pada menu **My Favorite**

Pada produk dihalaman **My Favorite**, klik pada butang "**Favourite**"

17

Cara Untuk Mengikuti Kedai

The screenshot shows a product page for a 'PAREO' priced at 'RM69.00'. The page includes a large image of a woman wearing the pareo, shipping fees information, a variation selector set to 'BROWN & WHITE', a quantity selector showing '1 available', and buttons for '+ Add to Cart' and 'Go to Cart'. Below the product details are social sharing links for Facebook, Instagram, Twitter, LinkedIn, and WhatsApp. At the bottom of the page, it says 'sold by: KRAF HOLDINGS CAWANGAN TERENGGANU' and 'Joined since Sep 2020' with a 5-star rating. To the right of the seller information is a 'Go To Shop' button and a 'Message' button. A large black arrow points from a box labeled 'Klik pada butang Go To Shop' to the 'Go To Shop' button.

Klik pada butang **Go To Shop**

KRAF HOLDINGS CAWANGAN TERENGGANU

Follow

56 Products

joined since Sep 2020

0 Follower

SEARCH FILTER

Price Range

FROM ~ TO

Search

TISSUE BOX RM39.00 1 remain

CLUTCH BAG RM39.00 0 remain

KERAWANG HAND BAG RM40.00 1 remain

PAREO RM69.00 1 remain

Price High to Low ▾

Klik pada butang **Follow** di profil kedai

KRAF HOLDINGS CAWANGAN TERENGGANU

Unfollow

56 Products

joined since Sep 2020

0 Follower

SEARCH FILTER

Price Range

FROM ~ TO

Search

TISSUE BOX RM39.00 1 remain

CLUTCH BAG RM39.00 0 remain

KERAWANG HAND BAG RM40.00 1 remain

PAREO RM69.00 1 remain

Price High to Low ▾

Jika ingin berhenti mengikuti kedai, klik pada butang **Unfollow** di profil kedai



Klik pada ikon berbentuk
Profil

Klik pada menu
Following

Senarai kedai yang
diikuti

SELLER CENTER | FOLLOW US

EN | BM | NOTIFICATION

MY CRAFT
S H O P P E

PRODUCT SEARCH

CATEGORIES EXCLUSIVE EDITION SERVICES PRODUCT CARE AFTER SALES

1 available

+ Add to Cart Go to Cart

Like Favourite

Share link:

sold by:
KAKEE BATIK
Joined since Sep 2020
★★★★★

Go To Shop

Message

Klik pada butang
Message

SELLER CENTER | FOLLOW US

EN | BM | NOTIFICATION

MY CRAFT
S H O P P E

PRODUCT SEARCH

CATEGORIES EXCLUSIVE EDITION SERVICES PRODUCT CARE AFTER SALES

My Account

- Profile
- Inbox
- Address
- My Likes
- My Favorite
- Following
- Recent View
- Password
- Logout

My Purchases

Notifications

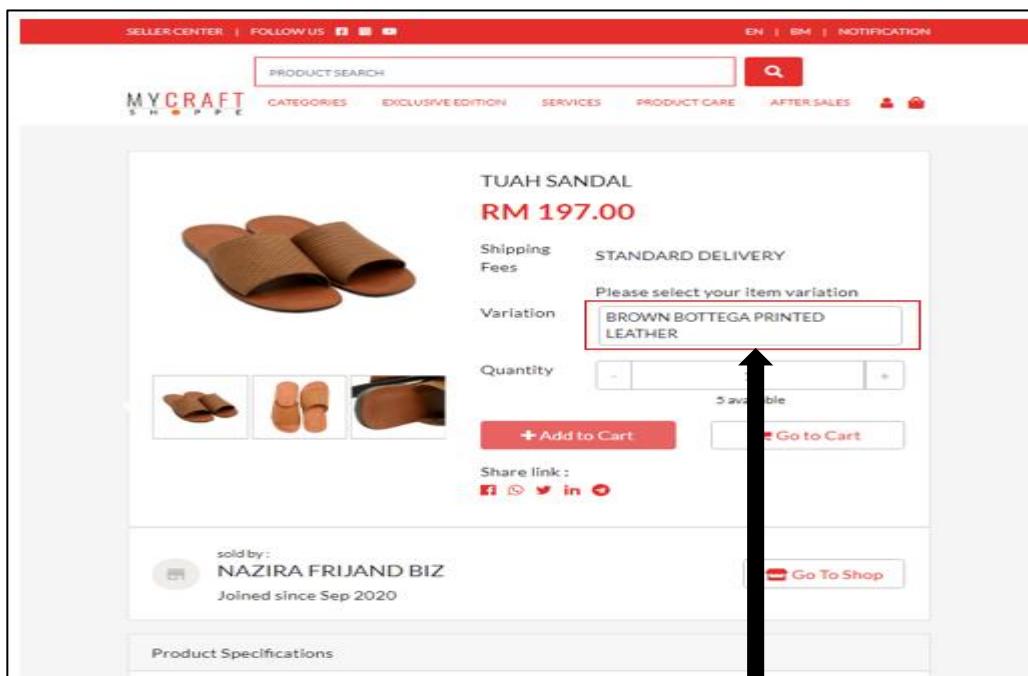
Inbox

Aliah
hello
04/11/2020

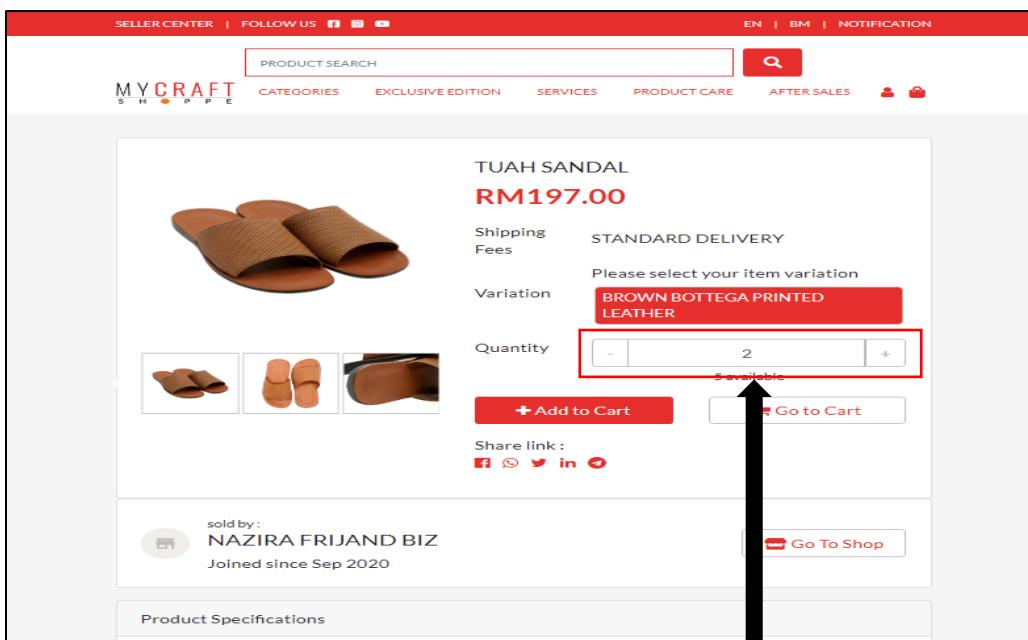
YUS FAIZAL BIN ABDUL RAHIM
From KAKEE BATIK

ENTER MESSAGE

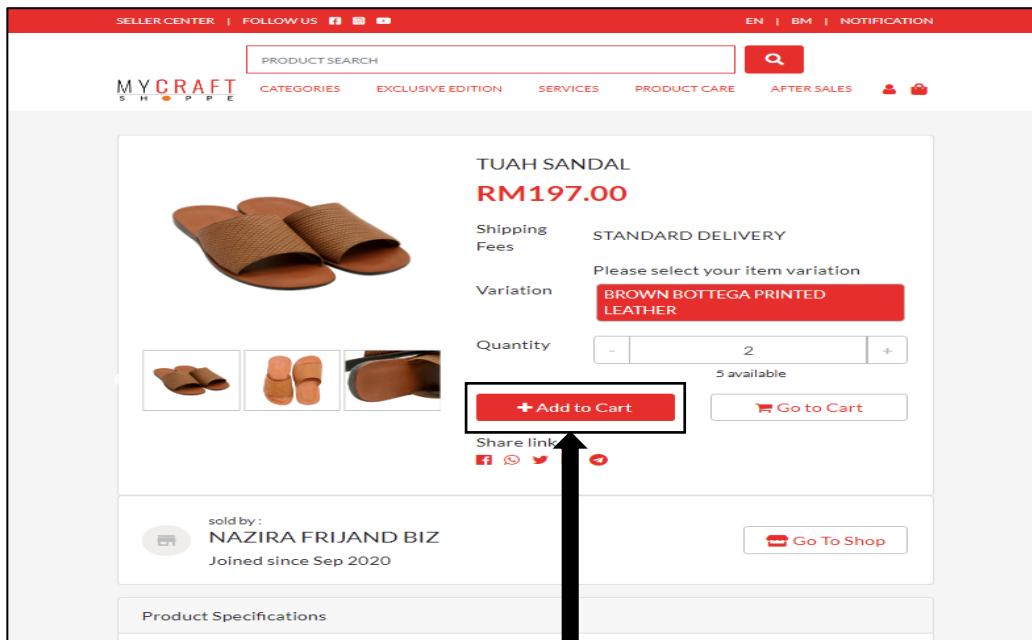
Chat Box Bersama
usahawan
berkenaan



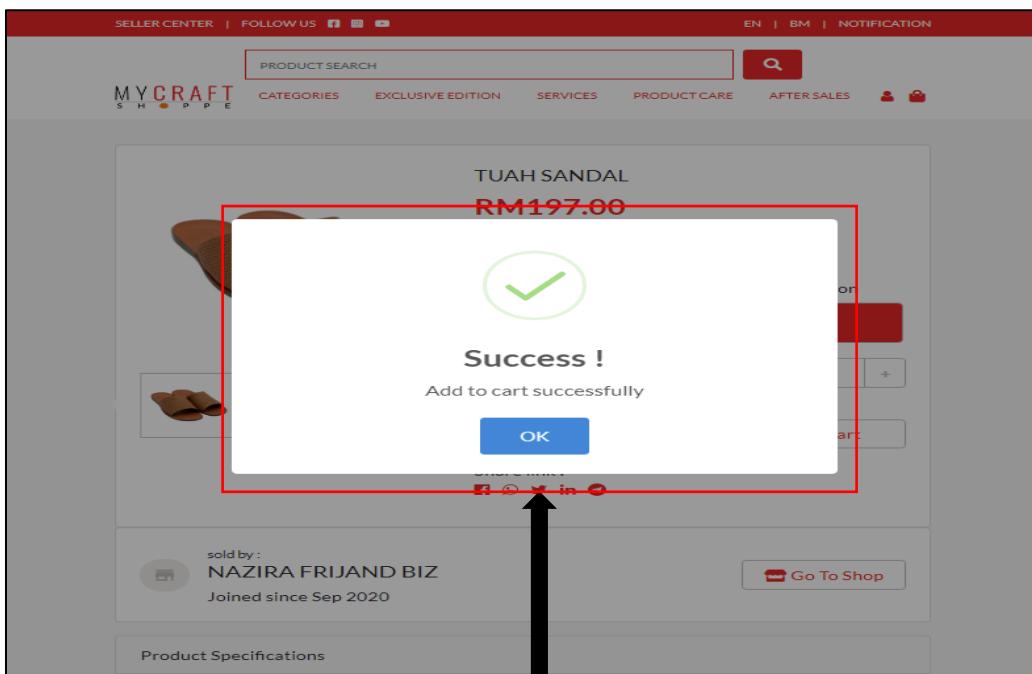
Anda perlu memilih variasi produk



Pilih kuantiti produk



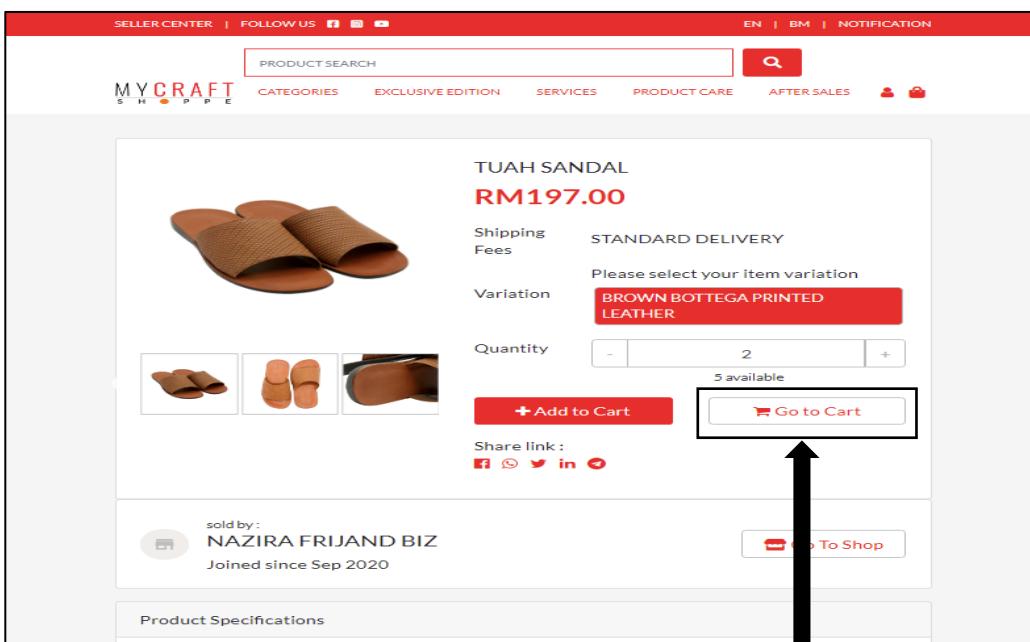
Kemudian, klik pada
butang “**Add To Cart**”



Produk berjaya ditambah ke Shopping Cart

21

Cara Membuka Halaman *Shopping Cart* Melalui Halaman Produk



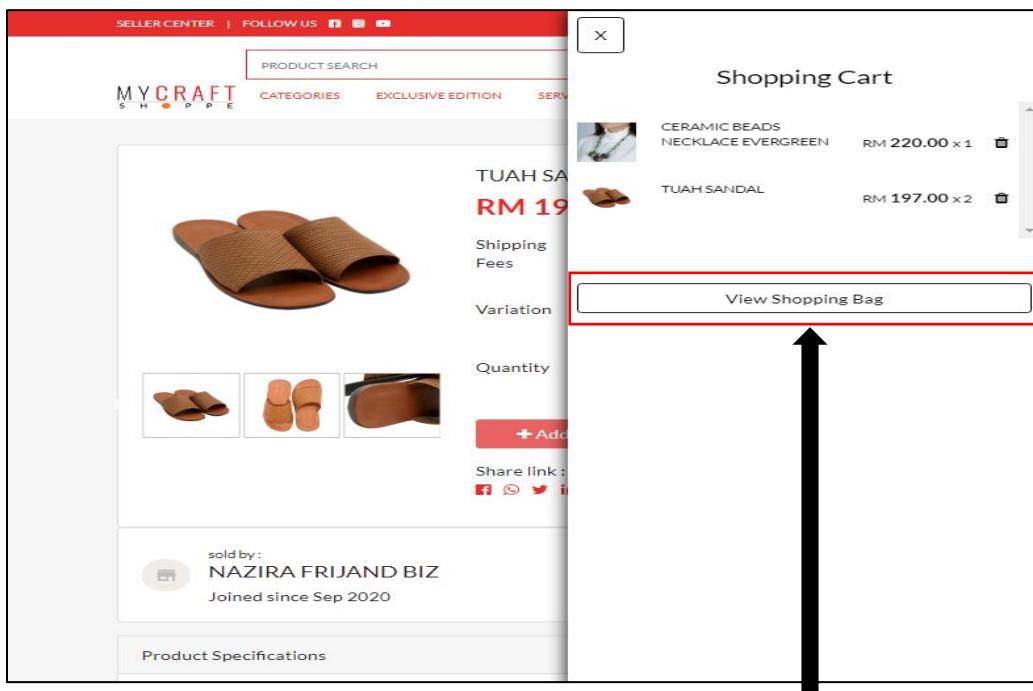
Klik pada butang “*Go To Cart*”

22

Cara Membuka Halaman *Shopping Cart* Melalui Menu



Klik pada ikon berbentuk
“*Shopping Bag*”



Klik pada butang “***View Shopping Bag***”

23

Halaman Shopping Cart

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PRODUCT SEARCH

CATEGORIES EXCLUSIVE EDITION SERVICES PRODUCT CARE AFTER SALES

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Shopping Cart

CERAMIC BEADS NECKLACE EVERGREEN RM 220.00
Variation: BIRU
RM 220.00

TUAH SANDAL RM 197.00
Variation: BROWN BOTTEGA PRINTED LEATHER
RM 197.00

MERCHANDISE TOTAL
RM 614.00

Checkout

ABOUT US CUSTOMER SERVICE

Cara Membuat Pesanan

Shopping Cart

	CERAMIC BEADS NECKLACE EVERGREEN <small>Variation: BIRU</small>	1	RM 220.00	<small>1 pcs available</small>
	TUAH SANDAL <small>Variation: BROWN BOTTEGA PRINTED LEATHER</small>	2	RM 394.00	<small>5 pcs available</small>

MERCHANDISE TOTAL
RM 614.00

Checkout

Klik pada butang “Checkout”

Shipping

- Select Shippi
- Select Shipping
- Pos Laju

**Merchandise Subtotal
RM 614**

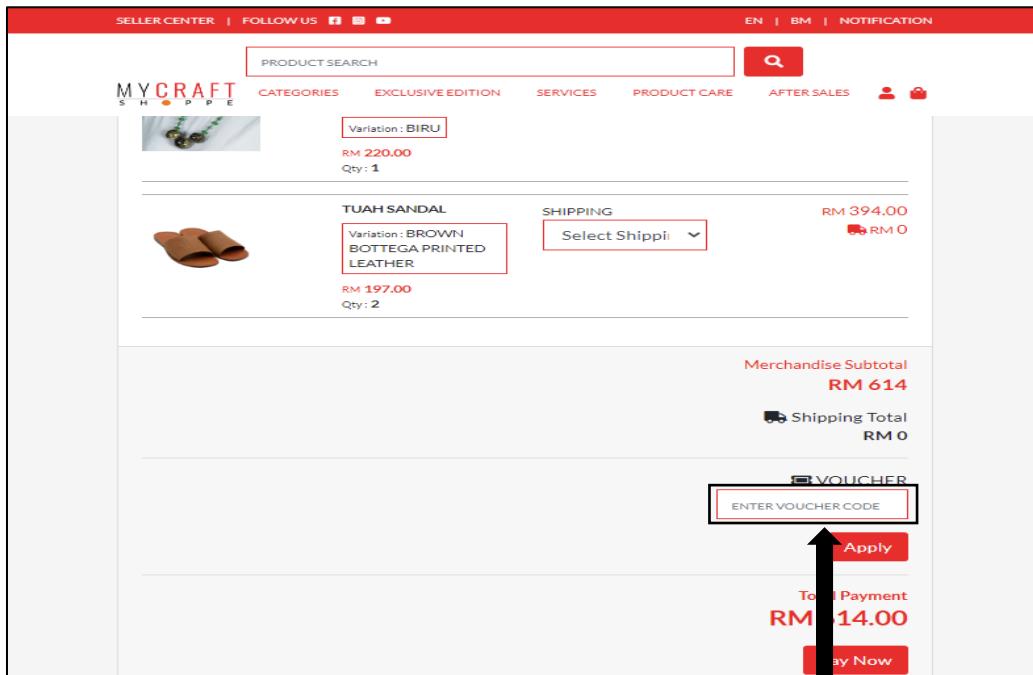
**Shipping Total
RM 0**

VOUCHER

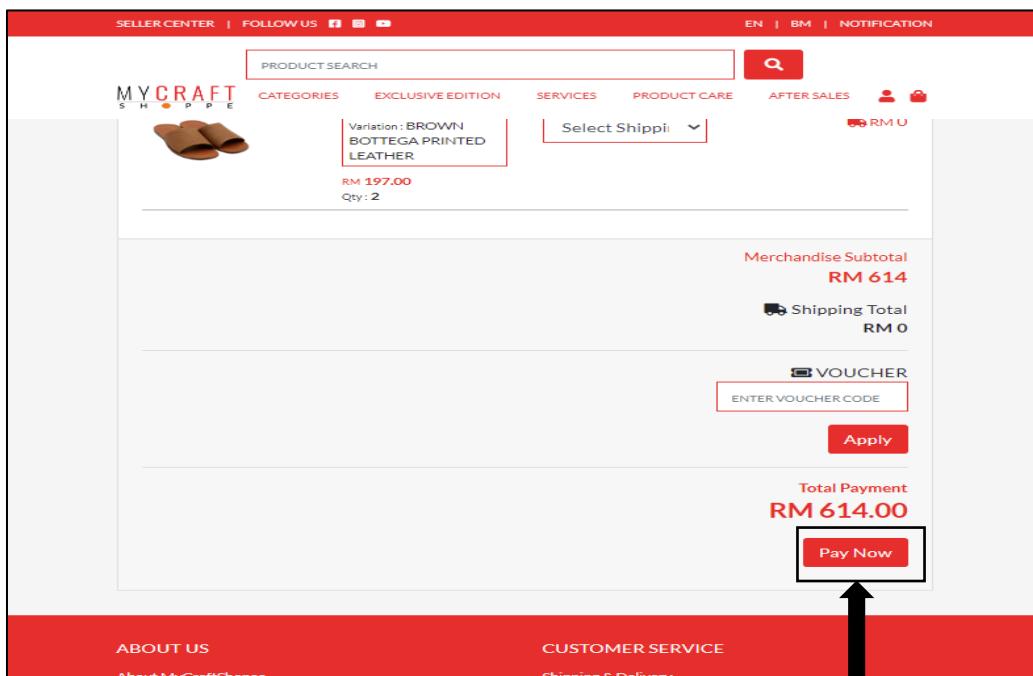
ENTER VOUCHER CODE

Apply

Pilih jenis penghantaran
daripada **dropdown** ini



Masukkan baucar/
kod promo jika ada



Kemudian, klik pada
butang “Pay Now”

senangPay

MyCraftShoppe
SSM 090748-P
admin@mycraftshoppe.com | 0321627459

f i h

Order Summary

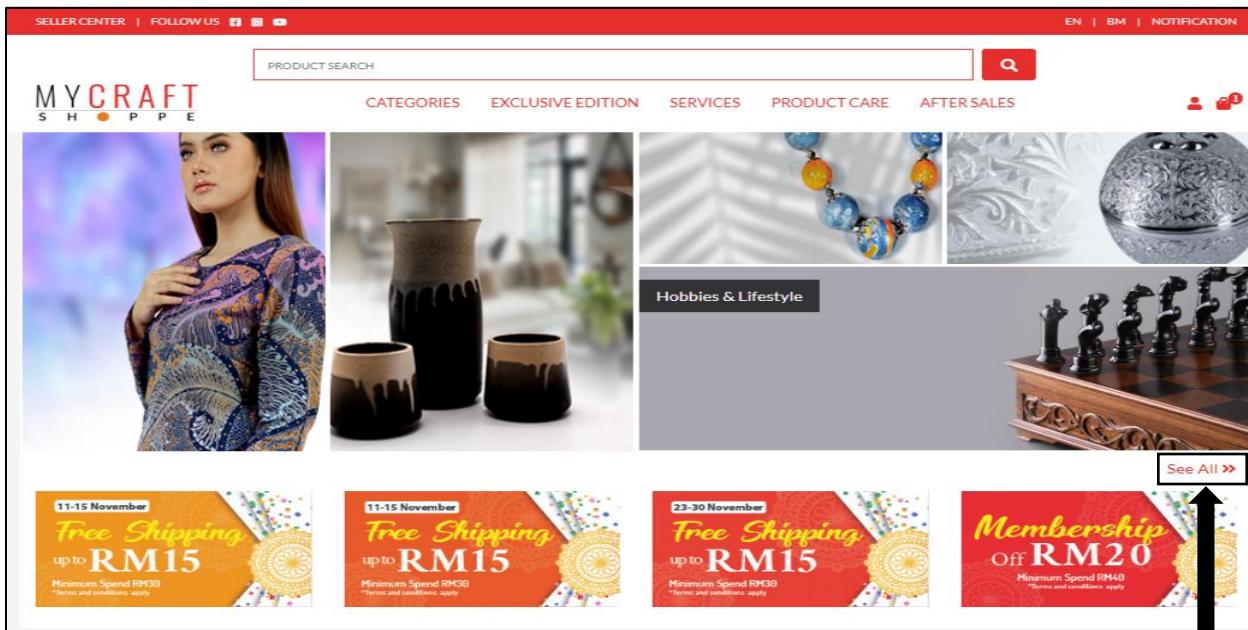
Order No: MCSf8echcnl	RM 626.00
Total Price	RM 626.00
Grand Total (RM)	RM 626.00

Your Contact Information

Choose Payment Method

Anda akan dibawa ke halaman Senang Pay untuk membuat bayaran





Klik pada butang “See All”

The screenshot shows a list of available vouchers under the "Voucher" tab:

Voucher Type	Code	Copy Button
FREE SHIPPING 11.11 Min.spend RM30 2020-11-11 to 2020-11-15 167 remains	qojxts	Copy
FREE SHIPPING 11.11 Min.spend RM30 2020-11-11 to 2020-11-15 166 remains	avswnd	Copy
FREE SHIPPING ALL ITEM Min.spend RM30 2020-11-23 to 2020-11-30 333 remains	n7ofwx	Copy
RM20 OFF Membership Off RM20 Minimum Spend RM40 2020-11-11 to 2020-11-30 750 remains	92o0ao	Copy

A black arrow points from the text "Klik pada butang 'Copy'" to the "Copy" button in the first row of the voucher list.

Klik pada butang “Copy”

SELLER CENTER | FOLLOW US

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MY CRAFT
S H O P P E

PRODUCT SEARCH

CATEGORIES EXCLUSIVE EDITION SERVICES PRODUCT CARE AFTER SALES

Merchandise Subtotal
RM 614.00

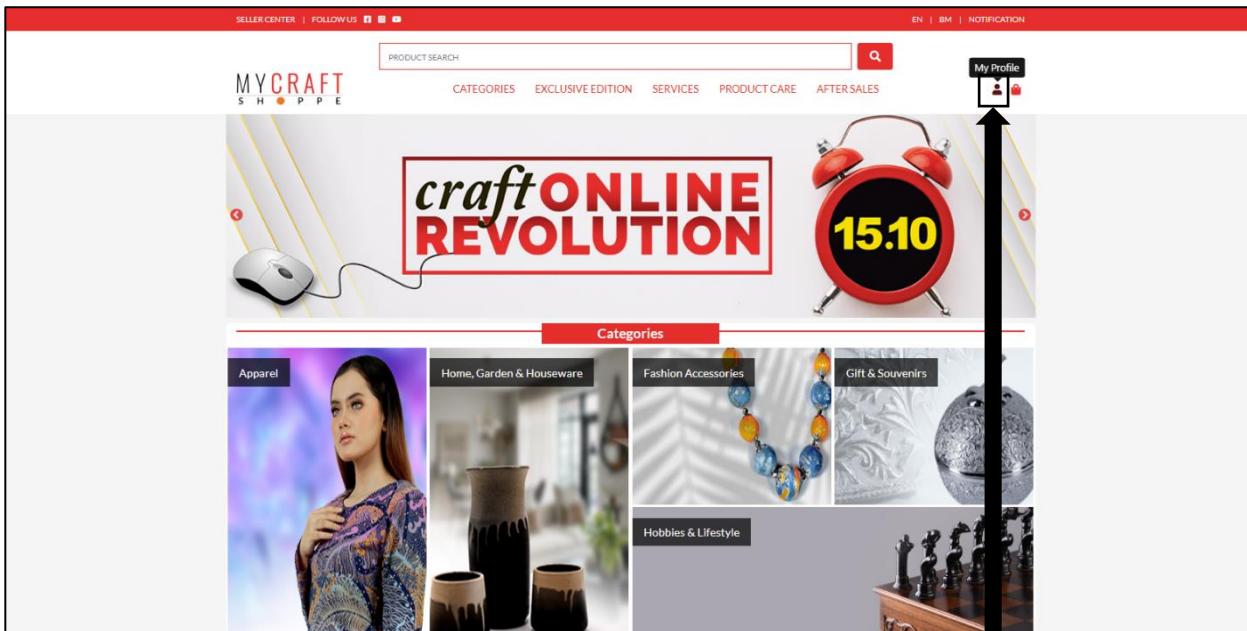
Shipping Total
RM 0

VOUCHER
 Apply

Total Payment
RM 614.00

Pay Now

Paste kod dibahagian ini



My Purchases

Order # :MCSF8EHCNL PENDING

	CERAMIC BEADS NECKLACE EVERGREEN Variation: BIRU RM 220.00 Qty : 1	RM 220.00
	TUAH SANDAL Variation: BROWN BOTTEGA PRINTED LEATHER RM 197.00 Qty : 2	RM 394.00
		GRAND TOTAL RM 626.00 Shipping Fee: RM 12.00

Order # :MCSRVSZLRB PENDING

	RATTANWEAVING SITE RM 225.00
--	---------------------------------

Klik pada menu **My Purchases**

Halaman senarai pesanan anda

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MY CRAFT SHOPPE

PRODUCT SEARCH

CATEGORIES EXCLUSIVE EDITION SERVICES PRODUCT CARE AFTER SALES

My Account
Profile Address Password Logout

My Purchases

Notifications

Seller Center

ORDER # :MCSF8EHCN1L PENDING

CERAMIC BEADS NECKLACE EVERGREEN RM 220.00
Variation: BIRU
RM 220.00 Qty: 1

TAUH SANDAL RM 34.00
Variation: BROWN BOTTEGA PRINTED LEATHER
RM 197.00 Qty: 2

GRAND TOTAL RM 626.00
Shipping Fee: RM 12.00

ORDER # :MCSRVJSZLRB PENDING

RATTAN WEAVING TOTE RM 15.00

Klik pada **Order #** untuk melihat butiran pesanan anda

Status bayaran/pesanan anda

SELLER CENTER | FOLLOW US

EN | BM | NOTIFICATION

MY CRAFT SHOPPE

PRODUCT SEARCH

CATEGORIES EXCLUSIVE EDITION SERVICES PRODUCT CARE AFTER SALES

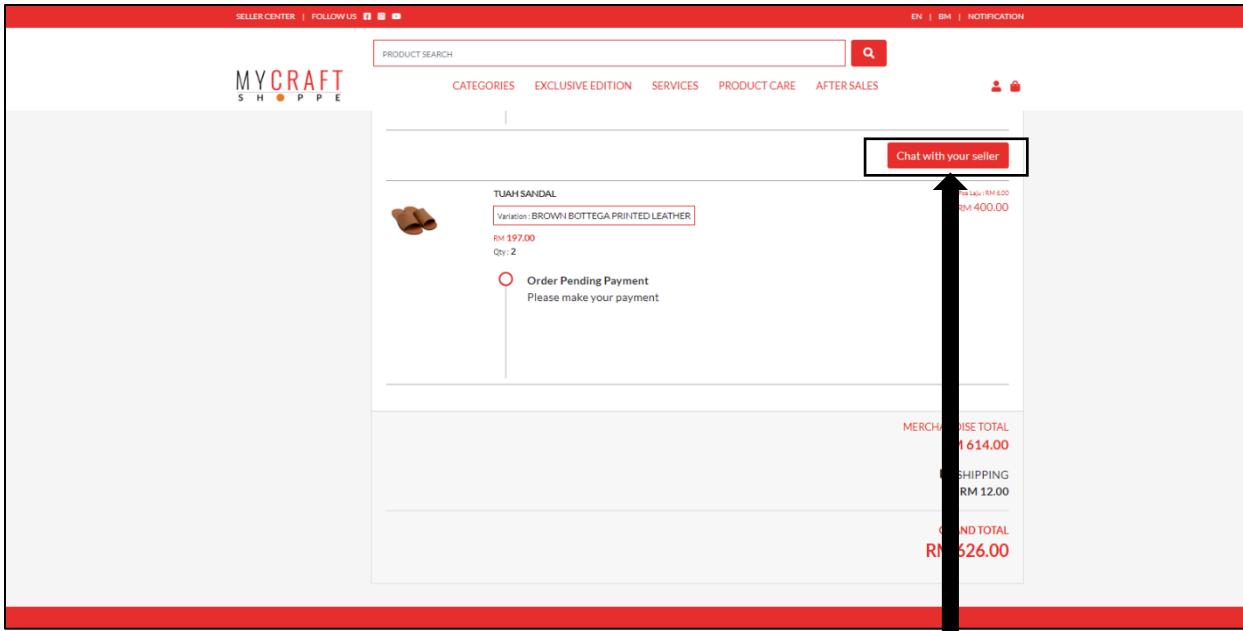
Chat with your seller

TAUH SANDAL RM 400.00
Variation: BROWN BOTTEGA PRINTED LEATHER
RM 197.00 Qty: 2

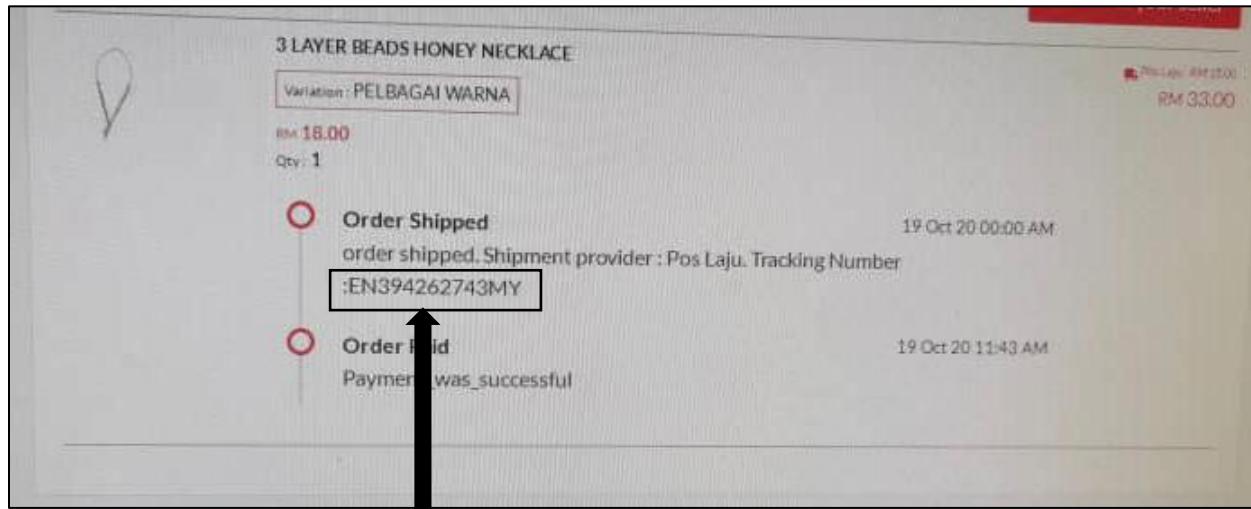
Order Pending Payment
Please make your payment

MERCHANDISE TOTAL RM 614.00
SHIPPING RM 12.00
GRAND TOTAL RM 626.00

Halaman butiran pesanan anda



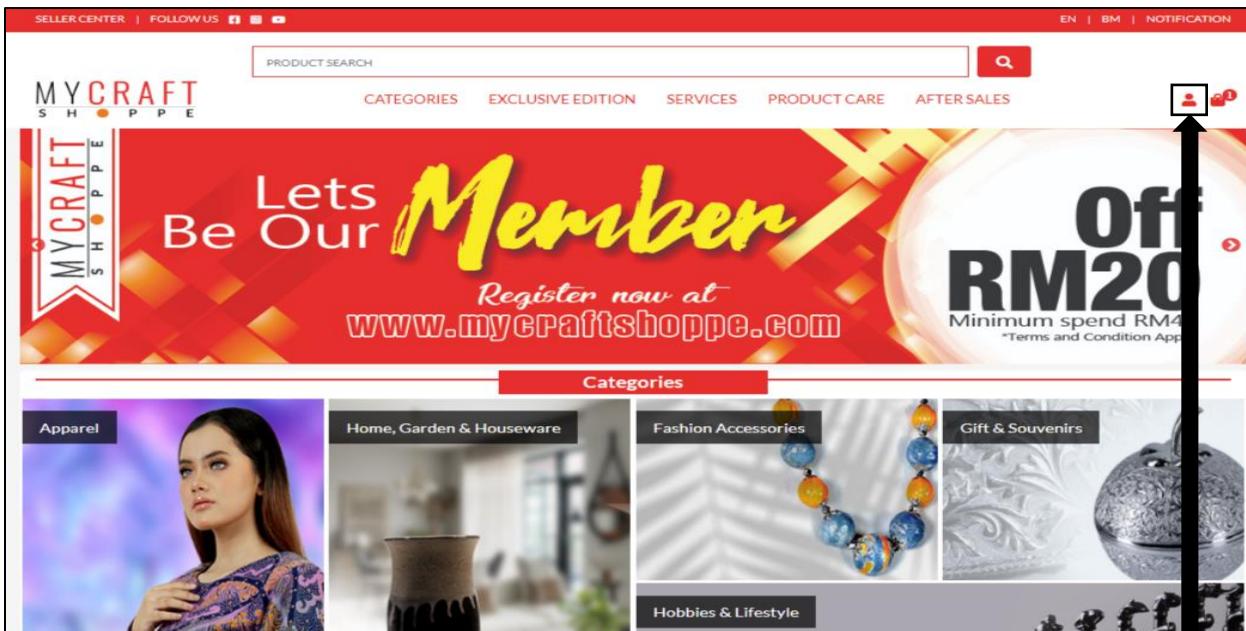
Klik pada "**Chat With Your Seller**"
untuk berhubung dengan Usahawan



Tracking Number pesanan anda

27

Cara Untuk Membatalkan Pesanan produk



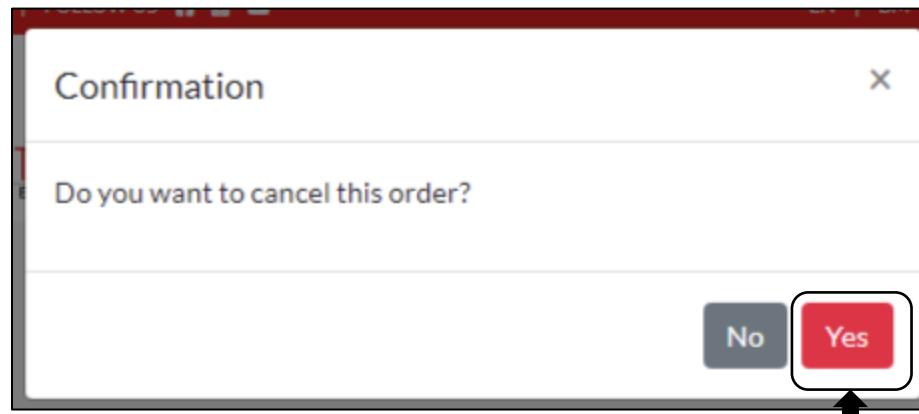
Klik pada ikon profil

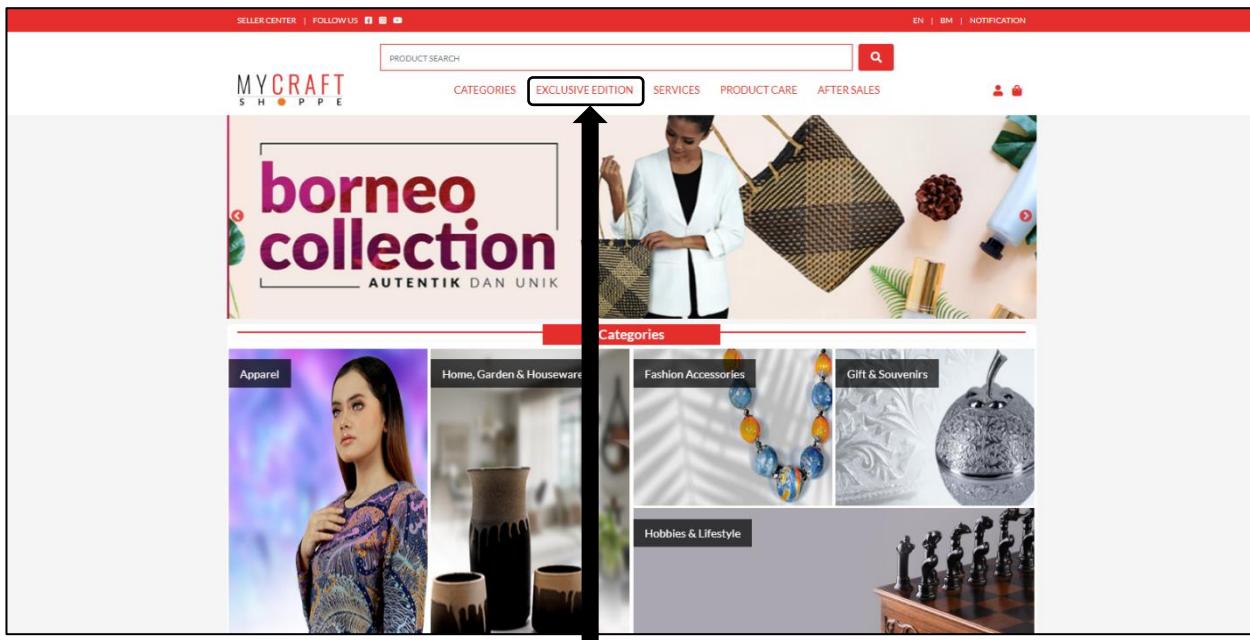
The screenshot shows the 'My Purchases' section of the website. On the left, there is a sidebar with links: My Account, Profile, Inbox, Address, My Likes, My Favorite, Following, Recent View, Password, and Logout. Below these is a box labeled 'My Purchases' with a red arrow pointing up to it. The main area displays two orders. Order # :MCSOKGTGDEQ (PENDING) contains an item from ECO BATIK'S MALAYSIA: 'ORIGINAL FROM TEAK LEAF' priced at RM 135.00. Order # :MCN9YCH (PENDING) contains an item labeled 'test': 'colourful' priced at RM 2.00. The total grand total is RM 141.00. Shipping Fee: RM 0.00.

Klik pada menu **My Purchases**

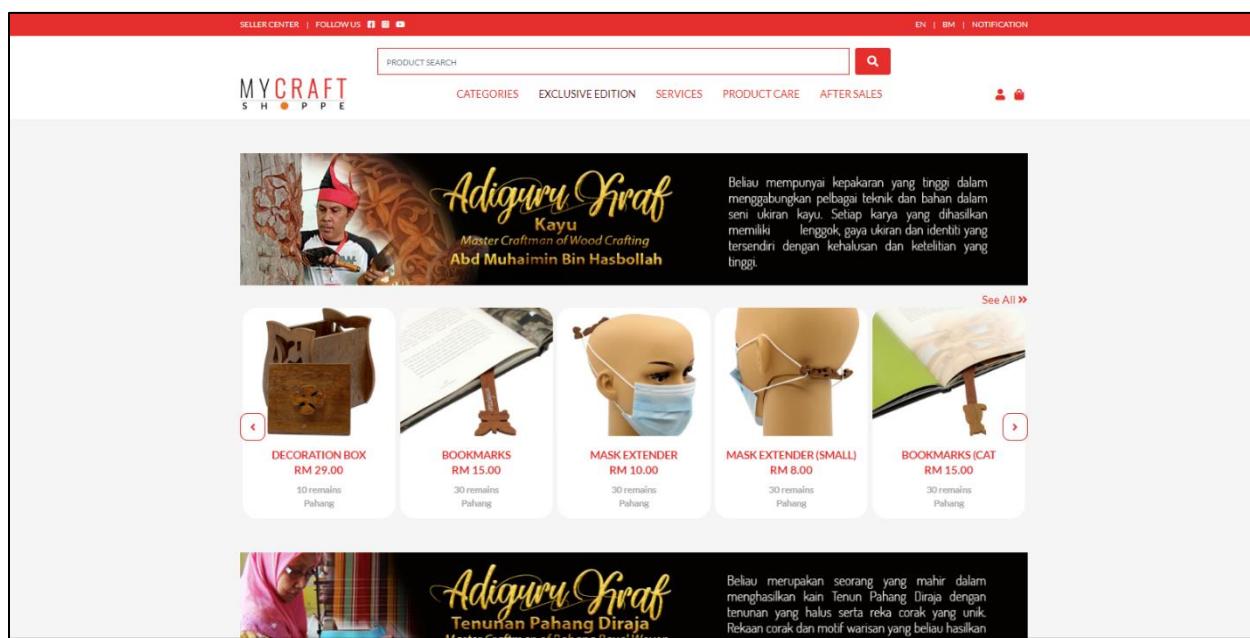
Klik pada butang **Order#**

The screenshot shows the MYCRAFT SHOPPE website interface. On the left, there's a sidebar with links like 'My Account', 'Profile', 'Inbox', 'Address', 'My Likes', 'My Favorite', 'Following', 'Recent View', 'Password', and 'Logout'. Below that is a link to 'My Purchases'. At the top, there's a red header bar with 'SELLER CENTER | FOLLOW US' and social media icons, followed by 'EN | BM | NOTIFICATION'. The main area has a 'PRODUCT SEARCH' bar with a magnifying glass icon. Below it are navigation tabs: 'CATEGORIES', 'EXCLUSIVE EDITION', 'SERVICES', 'PRODUCT CARE', and 'AFTERSALES'. There's also a user icon with a notification badge. The central part of the page displays an order summary: 'Order No : #MCSrvjszlrb', 'Delivery Address' (empty), and 'Payment Detail' showing 'Payment Status PENDING' and 'Amount RM 81.00'. A red button labeled 'Pay Now' and a white button labeled 'Cancel Order' are present. An orange callout box with a black arrow points to the 'Cancel Order' button, containing the text 'Klik pada butang **Cancel Order**'.

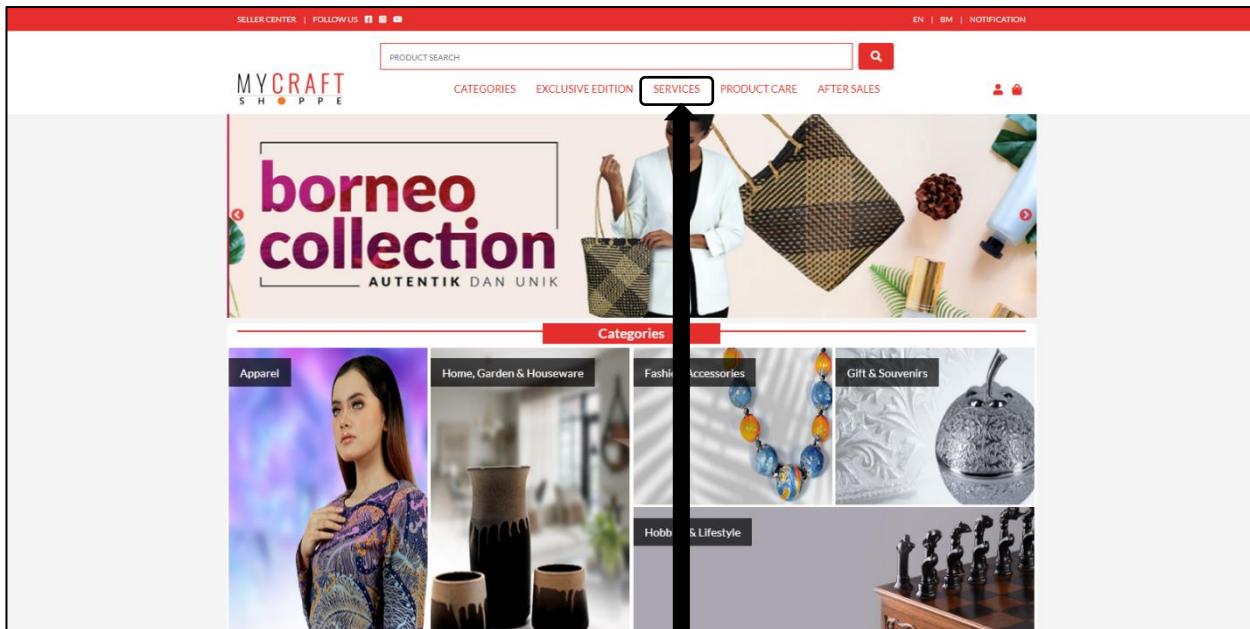




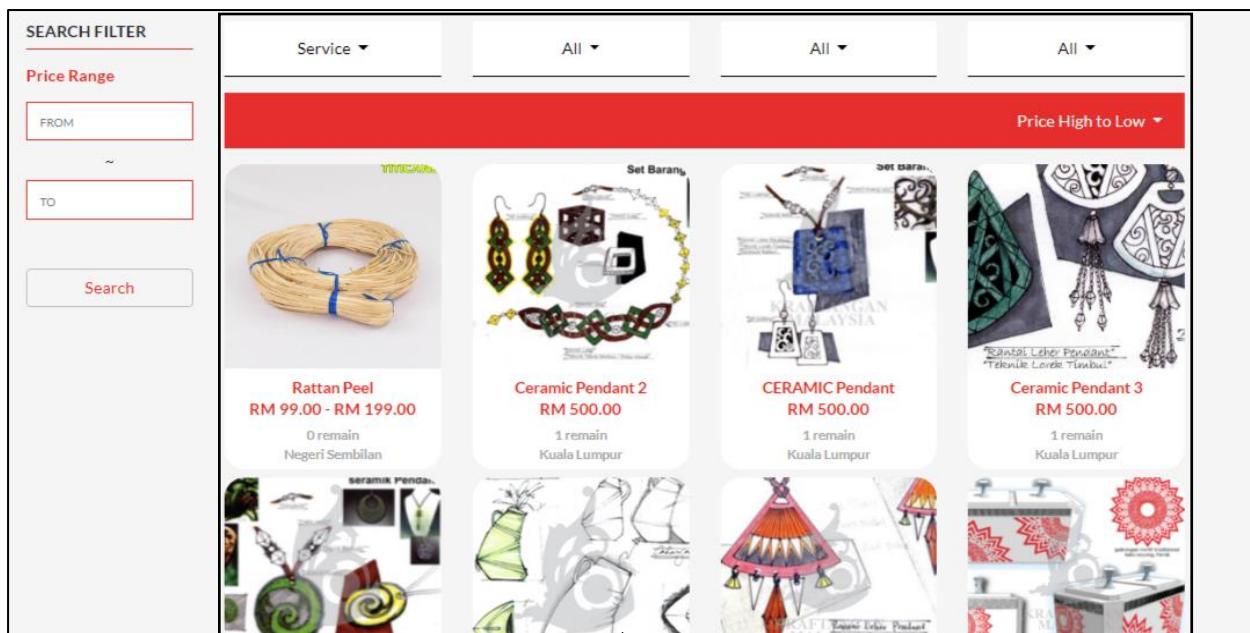
Klik pada menu ***Exclusive Edition*** diatas



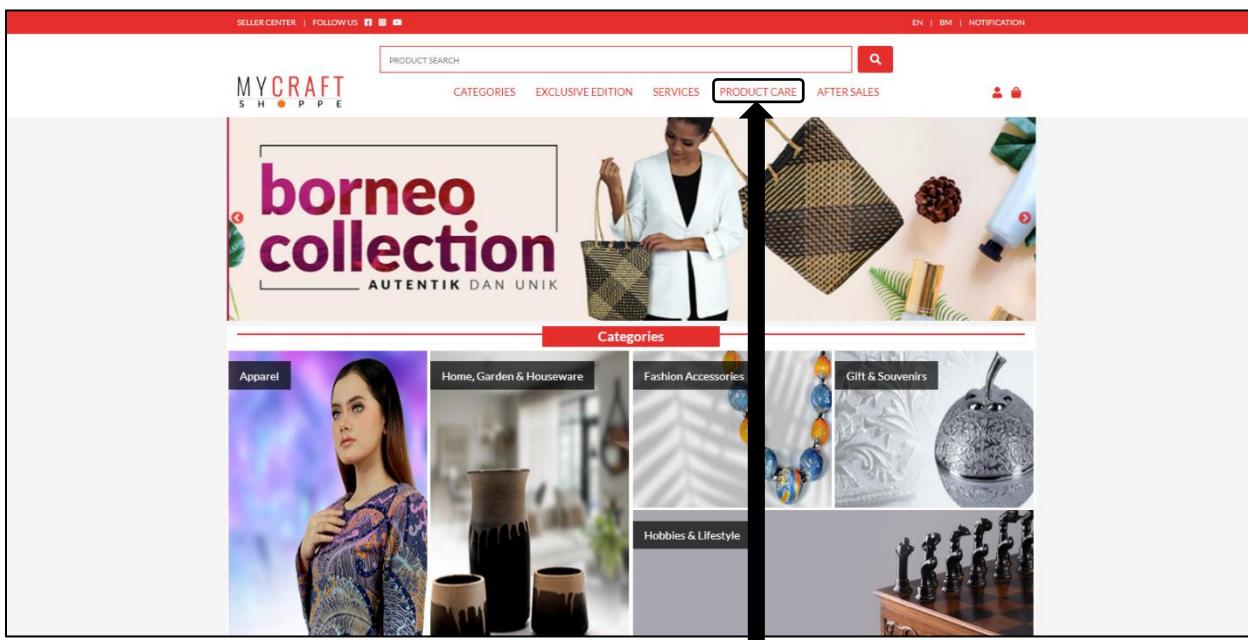
Halaman produk-produk ***Exclusive Edition*** oleh Usahawan Kraftangan



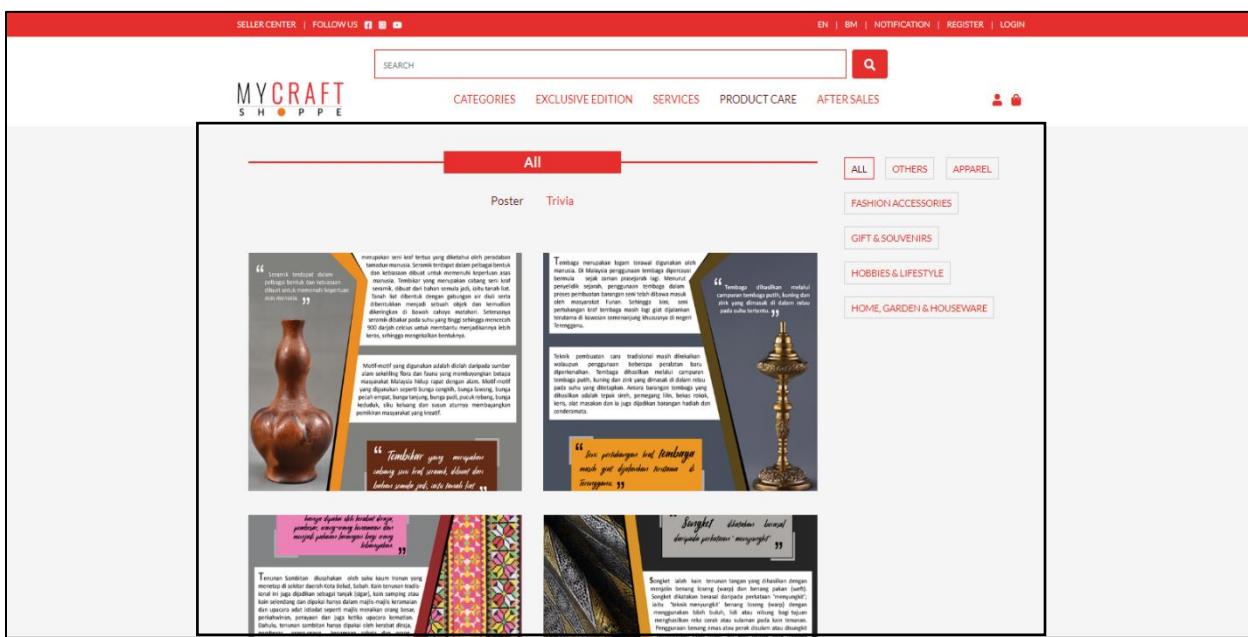
Klik pada menu **Services** diatas



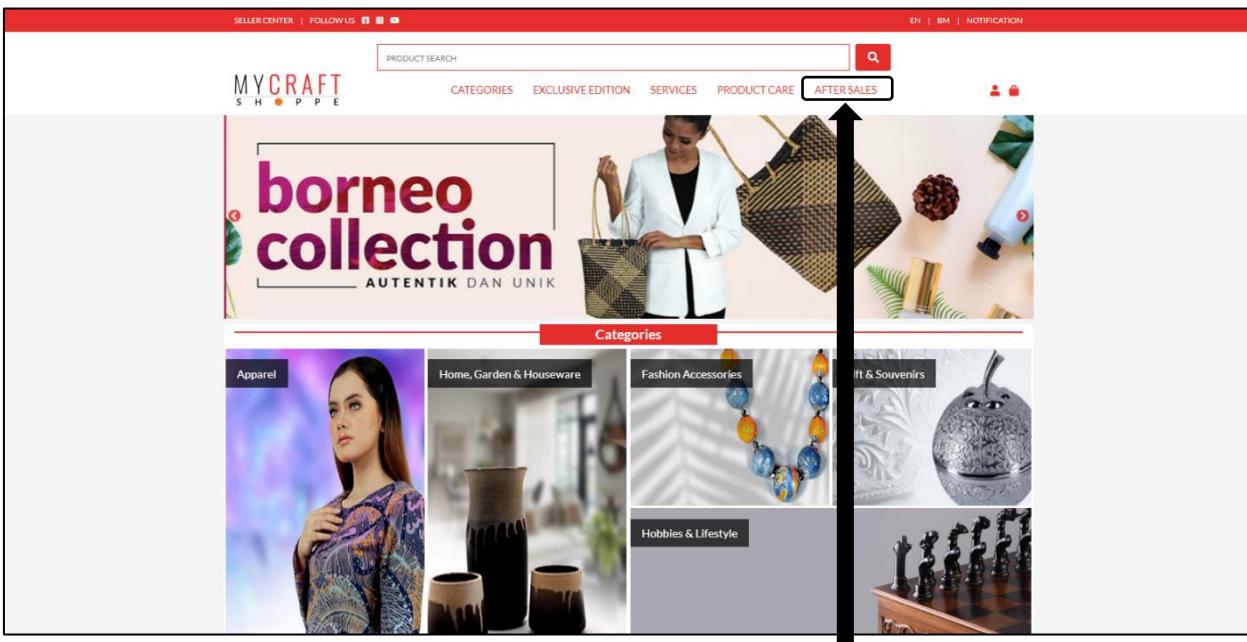
Halaman servis-servis oleh
Usahawan Kraftangan



Klik pada menu **Product Care** diatas



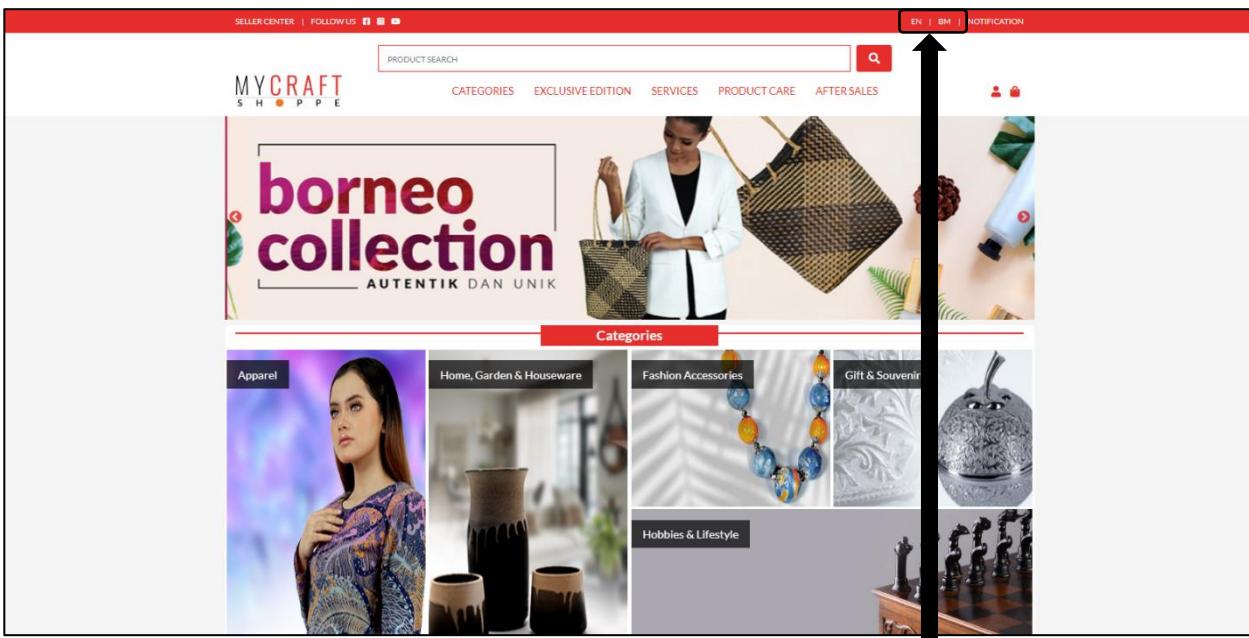
Halaman **Product Care** yang
disediakan oleh Usahawan Kraftangan



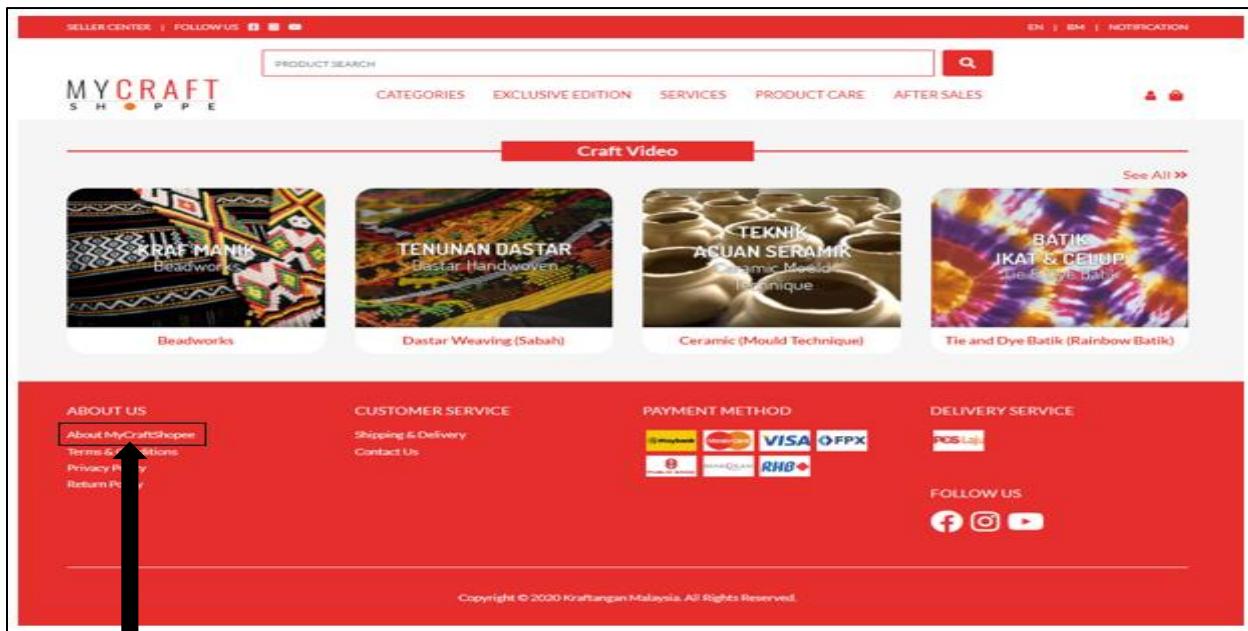
Klik pada menu ***After Sale*** diatas

Profile	Details	Category Buttons
	Syarikat Mitoki Enterprise Pembuatan Model Produk, Pembuatan Acuan (Casting), Pembuatan Acuan (Master) • Encik Rahimi Bin Ahmad • 016-5600037 • Pusat Inkubator Perbadanan Kemajuan Kraftangan Malaysia Cawangan Perak, KM40, Jalan Ipoh Enggor, Kuala Kangsar, 33600, Perak, Malaysia • Perak	ALL RINGS OTHERS OTHERS CERAMIC RAW MATERIALS OTHERS OTHERS
	Syarikat Aishrah Seramik Enterprise Pembuatan Model Produk, Pembuatan Acuan (Casting), Pembuatan Acuan (Master) • Encik Raghibim Bin Saramain • 019-5620640 • Pusat Inkubator Perbadanan Kemajuan Kraftangan Malaysia Cawangan Perak, KM40, Jalan Ipoh Enggor, Kuala Kangsar, 33600, Perak, Malaysia • Perak	
	Jai Ceramic / Mutiara Ceramic Pembuatan Produk Casting Mould Master • Mohd Jaiini Bin Dosnan • 019-7157927	

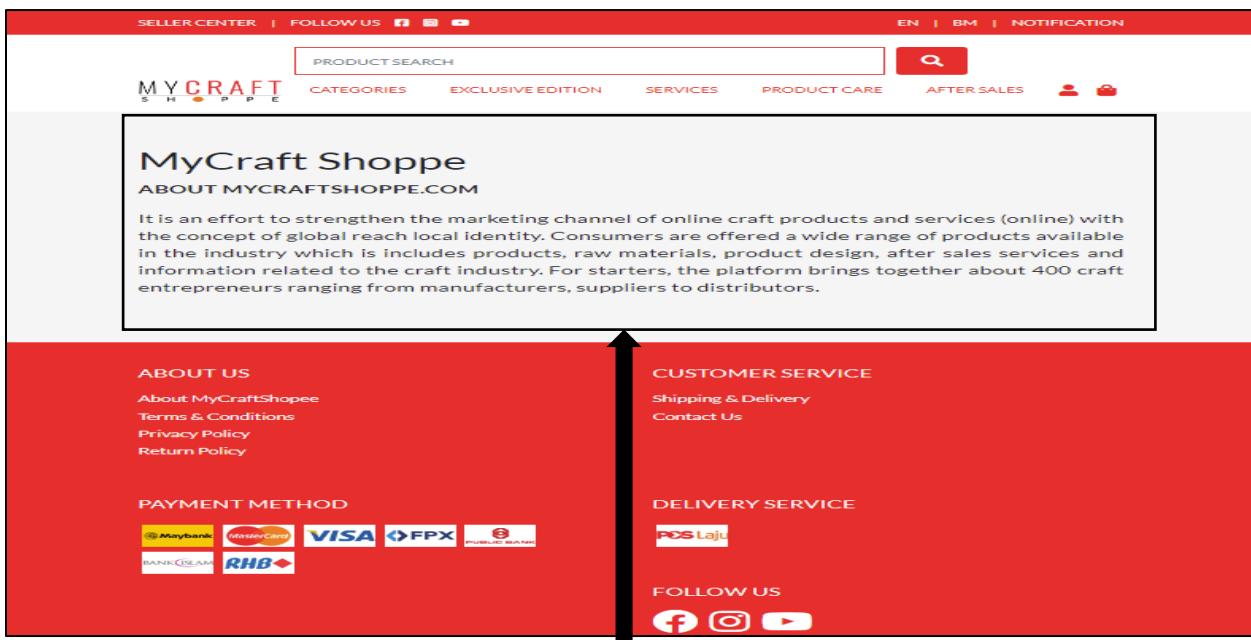
Halaman senarai khidmat selepas pembelian



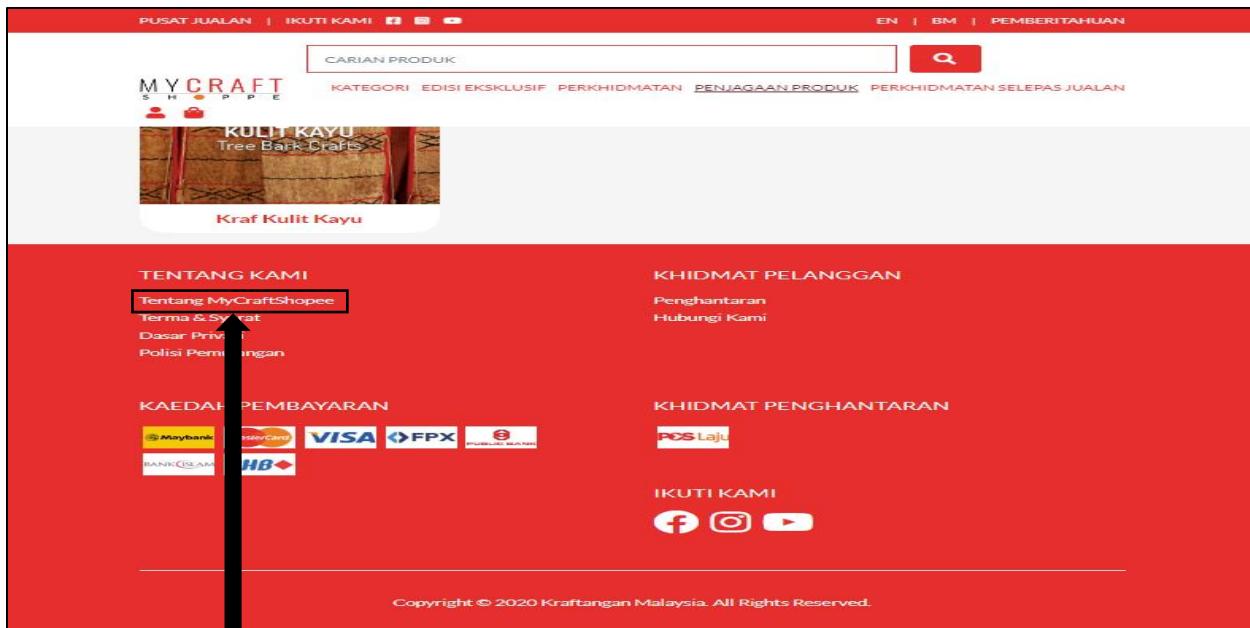
Pilih Bahasa pilihan anda, **EN** untuk
Bahasa Inggeris dan **BM** untuk
Bahasa Melayu



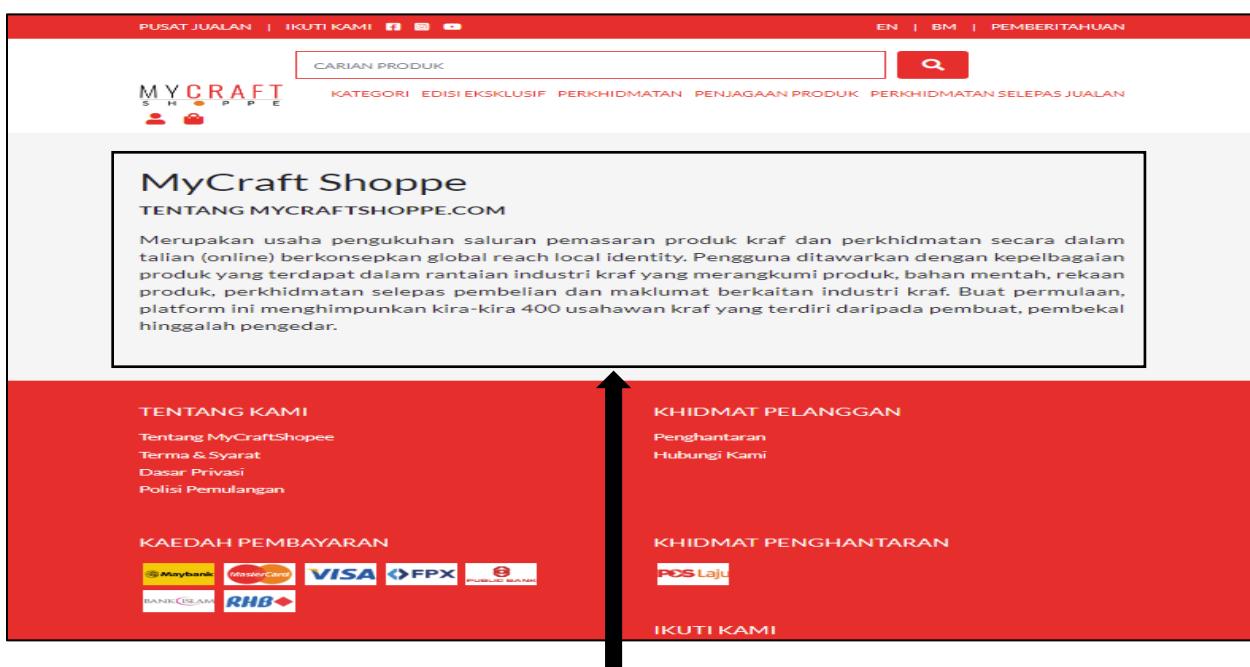
Klik pada menu **About MyCraft Shoppe**



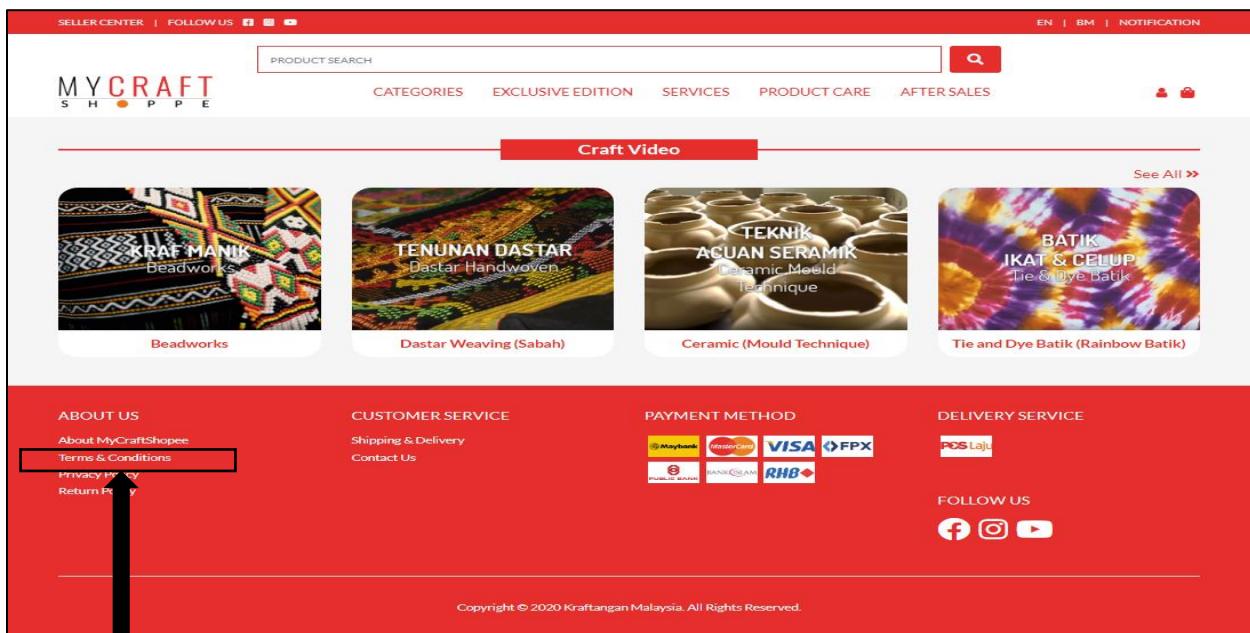
Tentang MyCraft Shoppe dalam Bahasa Inggeris
<https://www.mycraftshoppe.com/about-us?lang=en>



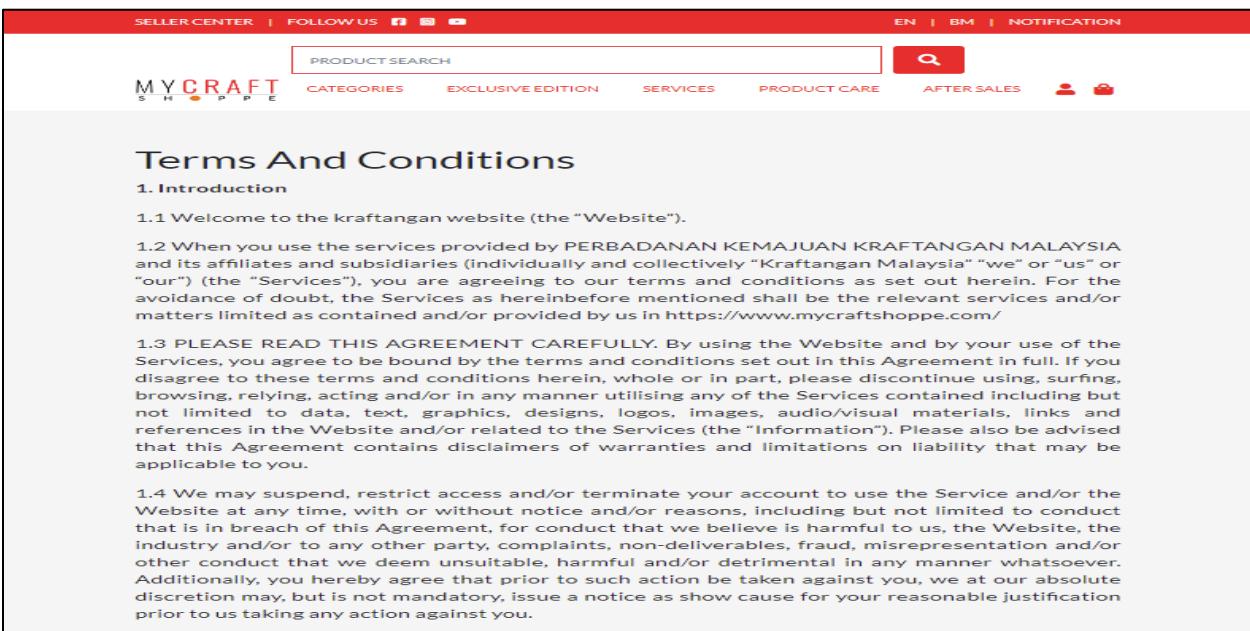
Klik pada menu **Tentang MyCraft Shoppe**



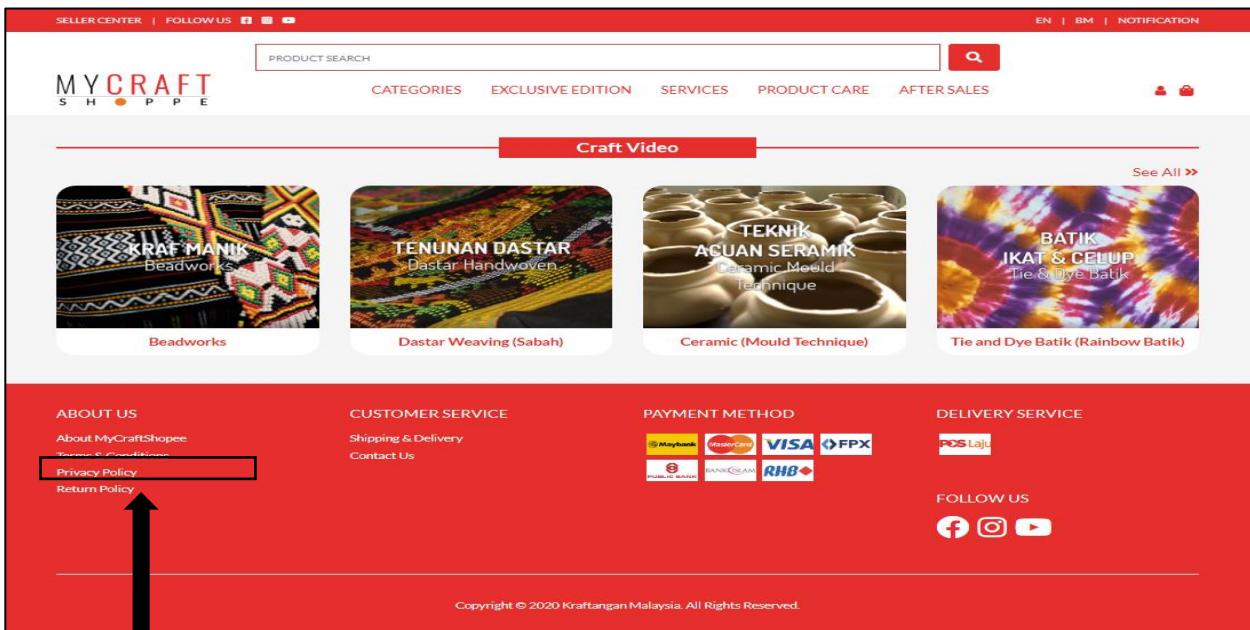
Tentang MyCraft Shoppe dalam Bahasa Melayu
<https://www.mycraftshoppe.com/about-us?lang=bm>



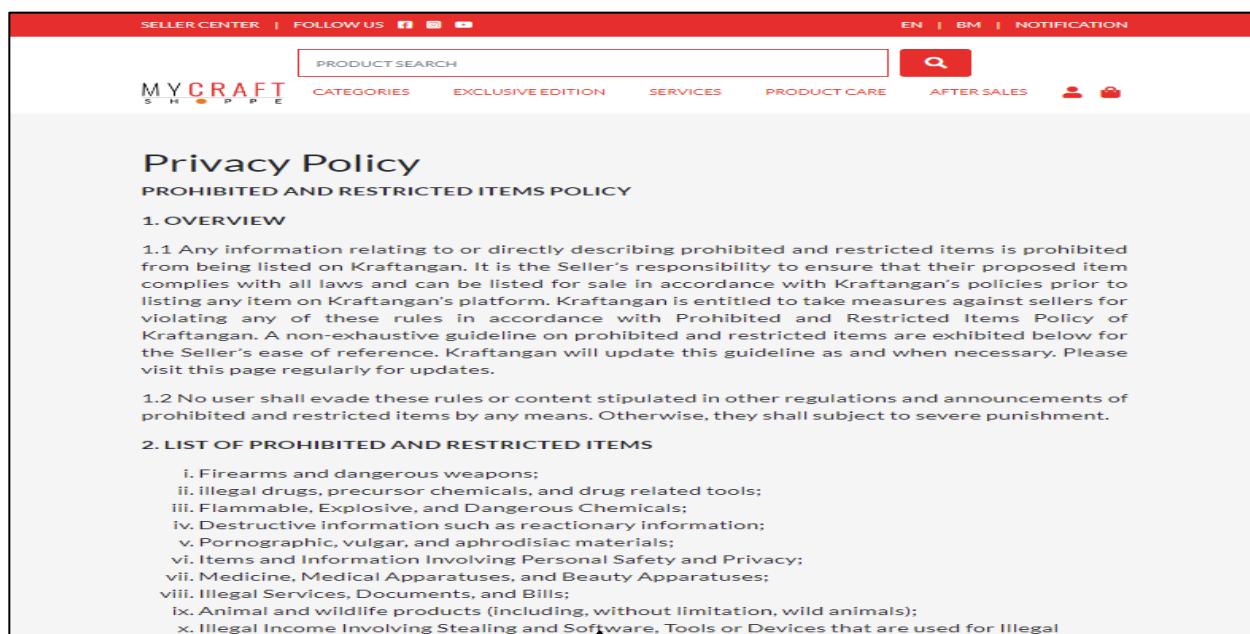
Klik pada menu **Terms & Conditions**



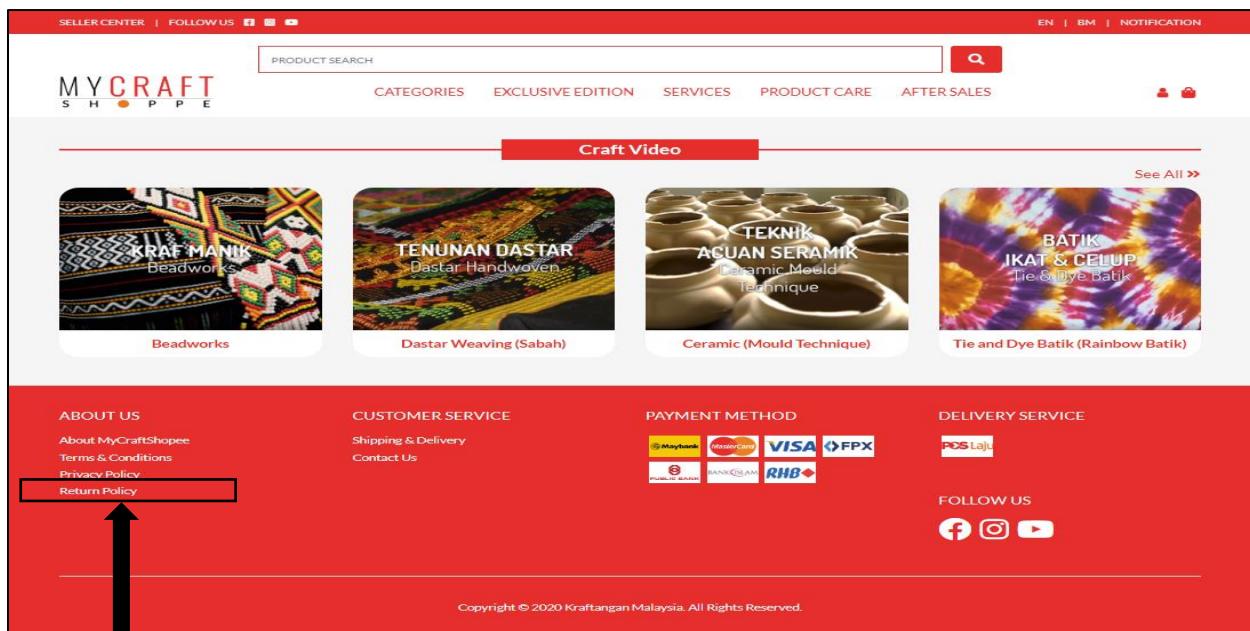
Terma & Syarat
<https://www.mycraftshoppe.com/terms-and-condition?lang=en>



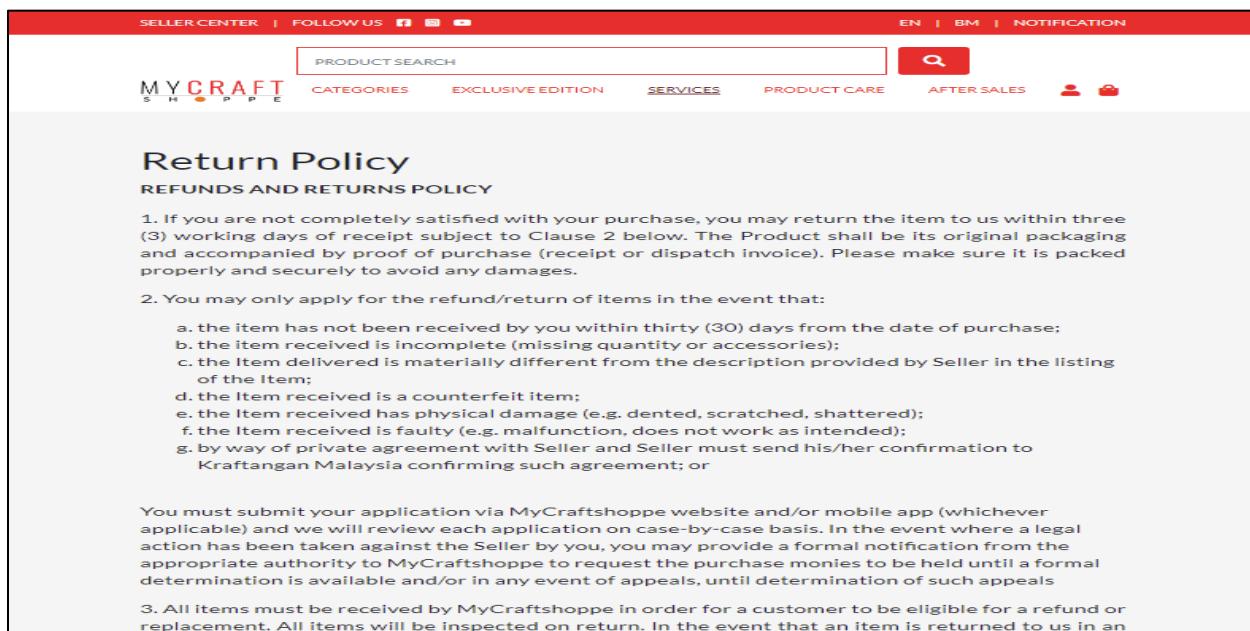
Klik pada menu ***Privacy Policy***



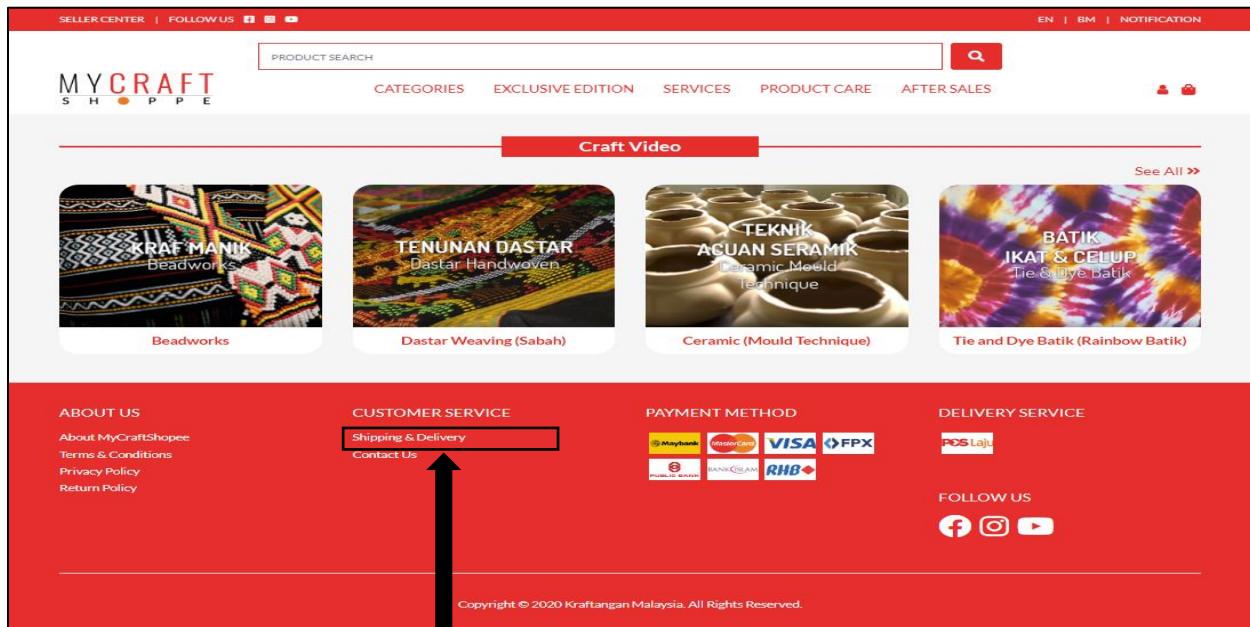
Dasar Privasi
<https://www.mycraftshoppe.com/privacy-policy?lang=en>



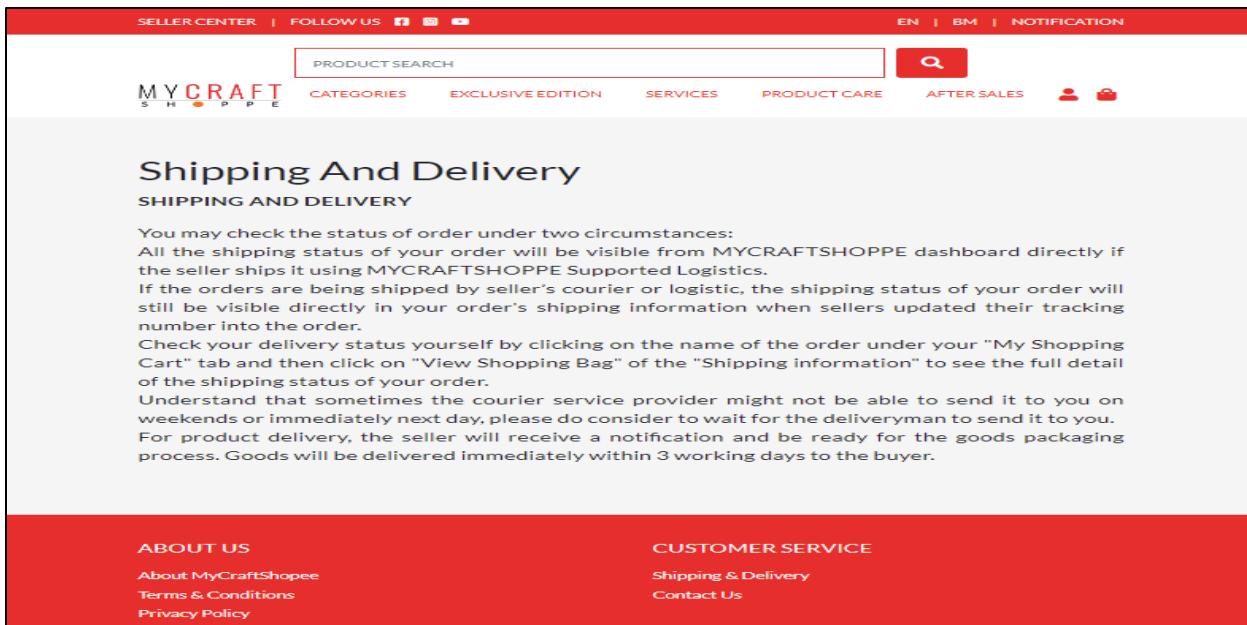
Klik pada menu **Return Policy**



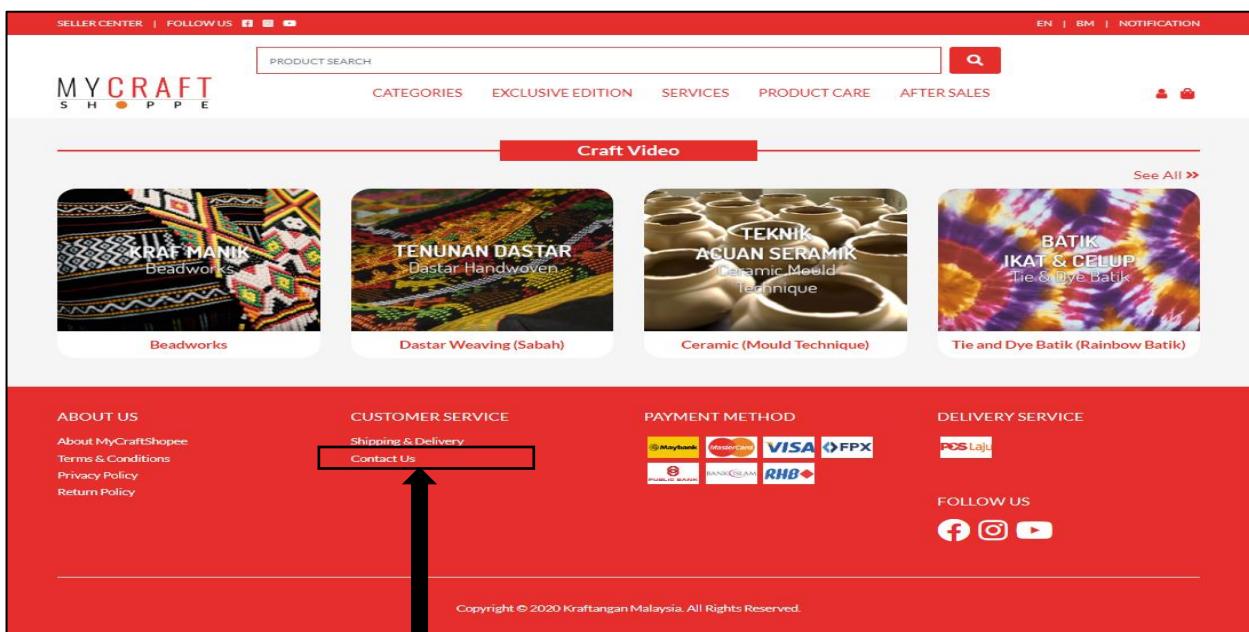
Polisi Pemulangan
<https://www.mycraftshoppe.com/return-policy?lang=en>



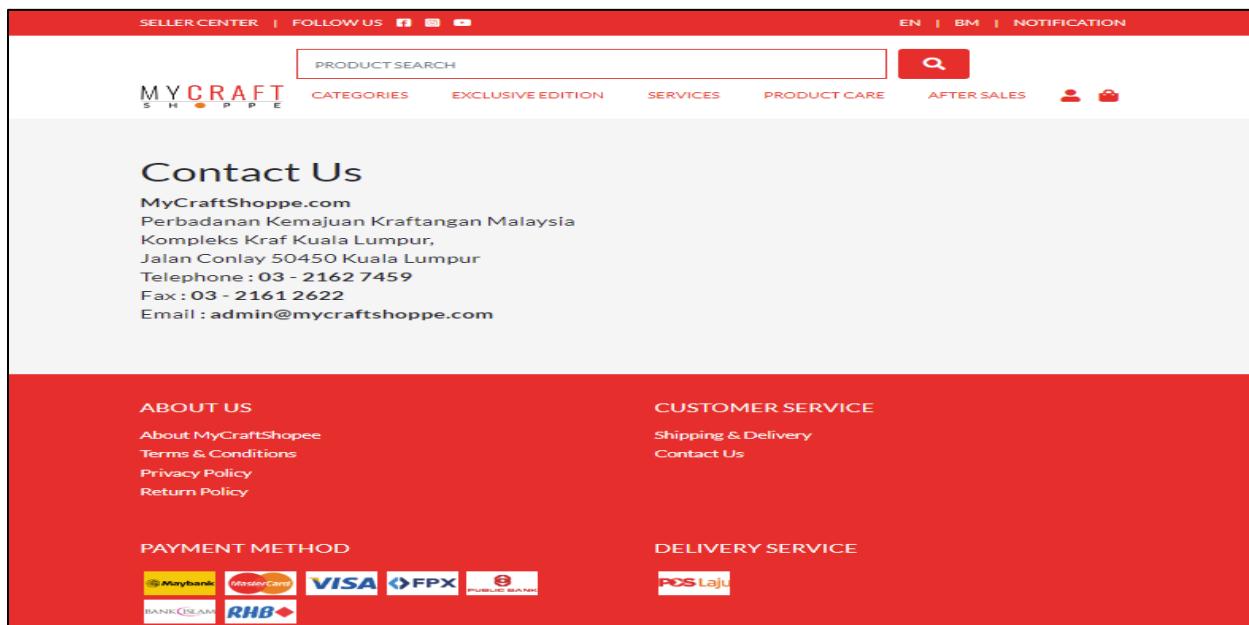
Klik pada menu ***Shipping & Delivery***



Khidmat Penghantaran
<https://www.mycraftshoppe.com/shipping-and-delivery?lang=en>



Klik pada menu **Contact Us**



Hubungi Kami
<https://www.mycraftshoppe.com/contact-us?lang=en>

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PRODUCT SEARCH [Search](#)

CATEGORIES EXCLUSIVE EDITION SERVICES PRODUCT CARE AFTER SALES [LOG IN](#) [SIGN UP](#)

Fashion Accessories Gift & Souvenirs Hobbies & Lifestyle Home, Garden & White Fabric

Craft Video

TENUN PUA Pua Weaving Royal Pahang Diraja Royal Pahang Weave REBANA Rebana Making KRAF KULIT KAYU Tree Bark Crafts

See All >

ABOUT US
About MyCraftShoppe
Terms & Conditions
Privacy Policy
Return Policy

CUSTOMER SERVICE
How To Buy
How To Sell
Shipping & Delivery
How to Return
FAQs
Contact Us

PAYMENT METHOD

Maybank	Standard Chartered	UOB
AmBank	Malayan Banking	HSBC
Bank Islam	Maybank2u	Bank Rakyat
Bank Negara	Sheng Siong	Bank CIMB
Bank Muamalat	Maybank ATM	Bank Mandiri
Maybank ATM	Maybank2u ATM	Bank BCA
RHB	Prudential	Bank DK
mandiriPay	Sheng Siong ATM	UOB

DELIVERY SERVICE
POS Laju

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Klik pada menu **How To Return**

SELLER CENTER | FOLLOW US [Facebook](#) [Twitter](#) [Instagram](#)

PRODUCT SEARCH [Search](#)

CATEGORIES EXCLUSIVE EDITION SERVICES PRODUCT CARE AFTER SALES [LOG IN](#) [SIGN UP](#)

How To Return

RETURN [SELLER BASIC]

[Seller Basics] What happens when I reject the buyer's cancellation request?

Jul 22, 2020 • FAQ

Sellers can reject your buyer's cancellation request if you have arranged shipment or updated the tracking number for this order. Understand that there may be various reason on why a buyer would like to request for cancellation. If you have shipped out the order, it is best for you to reject the cancellation request and chat to inform the buyer about the delivery of their parcel. However, if you have not shipped the item, it may be best for you to accept their cancellation request if they would like to modify their address or change colour of the order. *Accepting buyer's cancellation request will not increase your Non Fulfillment Rate (NFR). *You are not allowed to ask buyer to cancel the order. Any such violation will cause 2 penalty points imposed to your account. Once you accepted the cancellation request, your decision is final and no further dispute can be raised by the buyer. If you reject buyer's cancellation request and cannot process the order due to out of stock or etc, you will need to cancel the order yourself or it will be cancelled by MyCraftShoppe automatically. *This will increase your Non Fulfillment Rate (NFR). Checkout our Seller Education Hub for more tips and tricks to sell in MyCraftShoppe. You can click on the sub-categories below to see all other related topics.

[Seller Basics] Why is my order automatically cancelled by MyCraftShoppe?

Jun 10, 2020 • FAQ

Auto cancellation is a feature whereby MyCraftShoppe will cancel an order to refund to the buyer if seller did not adhere to their days to ship set in their product or when sellers are inactive for more than 7 days. Thus it is important for you as a seller to know when your order will be cancelled by MyCraftShoppe if you did not process and ship out the order on time. A general rule of thumb to avoid auto cancellation is that you ship your orders out within your Days to Ship (DTS) period. *Days to ship excludes Public Holidays and Poslaju non-working days. There are two layers of auto cancellation:

Cara-Cara Pemulangan Pesanan
<https://www.mycraftshoppe.com/how-to-return?lang=en>

The screenshot shows the homepage of MyCraftShoppe. At the top, there's a navigation bar with links for Seller Center, Follow Us (Facebook, Instagram, YouTube), EN | BM | NOTIFICATION, and a search bar with a magnifying glass icon. Below the header, there's a main menu with categories: CATEGORIES, EXCLUSIVE EDITION, SERVICES, PRODUCT CARE, and AFTER SALES. To the right, there are icons for user profile and notifications. The main content area features five large sections: Fashion Accessories, Gift & Souvenirs, Hobbies & Lifestyle, Home, Garden &, and White Fabric. Below these are four video thumbnails: 'TENUNAN PUA' (Tenun Pua), 'TENUN PAHANG DIRAJA' (Royal Pahang Weave), 'REBANA' (Rebana Making), and 'KRAF KULIT KAYU' (Tree Bark Crafts). Each thumbnail has a title, a small image, and a caption below it. A red arrow points from the bottom of the page up towards the 'Question?' button in the Customer Service section.

SELLER CENTER | FOLLOW US   

EN | BM | NOTIFICATION

PRODUCT SEARCH

SEARCH



MYCRAFT
S H O P P E

[CATEGORIES](#)

[EXCLUSIVE EDITION](#)

[SERVICES](#)

[PRODUCT CARE](#)

[AFTERSALES](#)

Frequently Asked Questions

FAQ MYCRAFTSHOPPE

1: [Registration] How do I register for an account?

Registering or signing up for your own MYCRAFTSHOPPE Account for you to begin purchasing and / or selling directly as well. To ease your registration process for your account, you may follow the steps below:

1. Open your MYCRAFTSHOPPE Application and click on
2. Click on [Sign Up]
3. Enter your contact number and click continue
4. Enter your user information required as below:

*Do note that username should only contain lowercase letters and symbol of ":" (dot) or "_" (underscore) only.
*Please create a password that contains at least 8-16 characters long, one uppercase and one lowercase letter.

A warm reminder, if you have previously purchased anything from MYCRAFTSHOPPE, you can use your phone number to login your account instead of signing up for a new account.

If you found out that you have accidentally created multiple account and would like to consolidate your accounts, you may do so by deleting these account and bind it into the main account you are using currently. For more information about this, you can refer to "How do I delete my MYCRAFTSHOPPE account?".

2:[My Account] How can I log in to MYCRAFTSHOPPE?

If you already have a MYCRAFTSHOPPE account, you can login to your account by inputting your Email Address if you registered your email to this account.

Frequently Asked Questions

<https://www.mycraftshoppe.com/faq?lang=en>

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Ikuti Kami di Facebook

The screenshot shows the homepage of MyCraftShopee. At the top, there's a navigation bar with links for 'SELLER CENTER', 'FOLLOW US' (with icons for Facebook, Instagram, and YouTube), 'EN | BM | NOTIFICATION', and user account options. Below the navigation is a search bar and a 'PRODUCT SEARCH' button. A 'CRAFT VIDEO' section features four thumbnail images: 'KRAF MANIK Beadworks', 'TENUNAN DASTAR Dastar Handwoven', 'TEKNIK ACUAN SERAMIK Ceramic Mould Technique', and 'BATIK IKAT & CELUP Tie & Dye Batik (Rainbow Batik)'. Below these are sections for 'ABOUT US', 'CUSTOMER SERVICE', 'PAYMENT METHOD', and 'DELIVERY SERVICE'. The 'FOLLOW US' section at the bottom right contains icons for Facebook, Instagram, and YouTube, with an orange callout box pointing to the Facebook icon and the text 'Klik pada ikon ini' (Click on this icon).

Klik pada ikon ini

The screenshot shows the Facebook profile page for 'MyCraftshoppe'. The profile picture is a circular logo with the text 'WELCOME to MY CRAFT SHOPPE YES, WE ARE OPEN'. The page name is 'MyCraftshoppe' with the handle '@mycraftshoppe.official'. The cover photo is a red image with the text 'MY CRAFT SHOPPE' in large white letters. Below the cover, there are buttons for 'Sukai', 'Kongsi', and 'Hantar Mesej'. The bio says 'Kedai Cenderamata dalam Kuala Lumpur, Malaysia' and has a 5-star rating. At the bottom, there are buttons for 'Log Masuk' (Log In) and 'Cipta Akaun Baru' (Create New Account), with an orange callout box pointing to the 'Log Masuk' button.

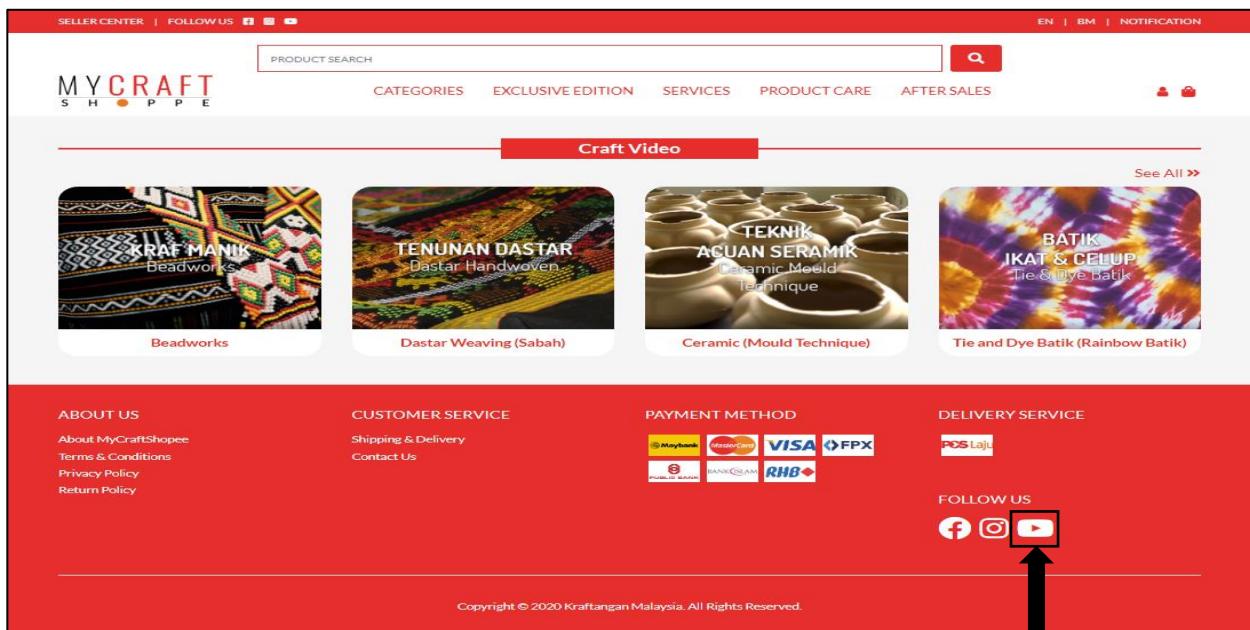
<https://www.facebook.com/mycraftshoppe.official>

The screenshot shows the homepage of MyCraftShopee. At the top, there's a navigation bar with links for SELLER CENTER, FOLLOW US, PRODUCT SEARCH, CATEGORIES, EXCLUSIVE EDITION, SERVICES, PRODUCT CARE, AFTER SALES, and user account options. Below the navigation is a section titled "Craft Video" featuring four video thumbnails: "KRAF MANIK" (Beadworks), "TENUNAN DASTAR" (Dastar Handwoven), "TEKNIK ACUAN SERAMIK" (Ceramic Mould Technique), and "BATIK IKAT & CELUP" (Tie & Dye Batik). Each thumbnail has a caption below it. Further down the page are sections for ABOUT US, CUSTOMER SERVICE, PAYMENT METHOD, and DELIVERY SERVICE. The bottom of the page includes a copyright notice and social media links for Facebook, Instagram, and YouTube.

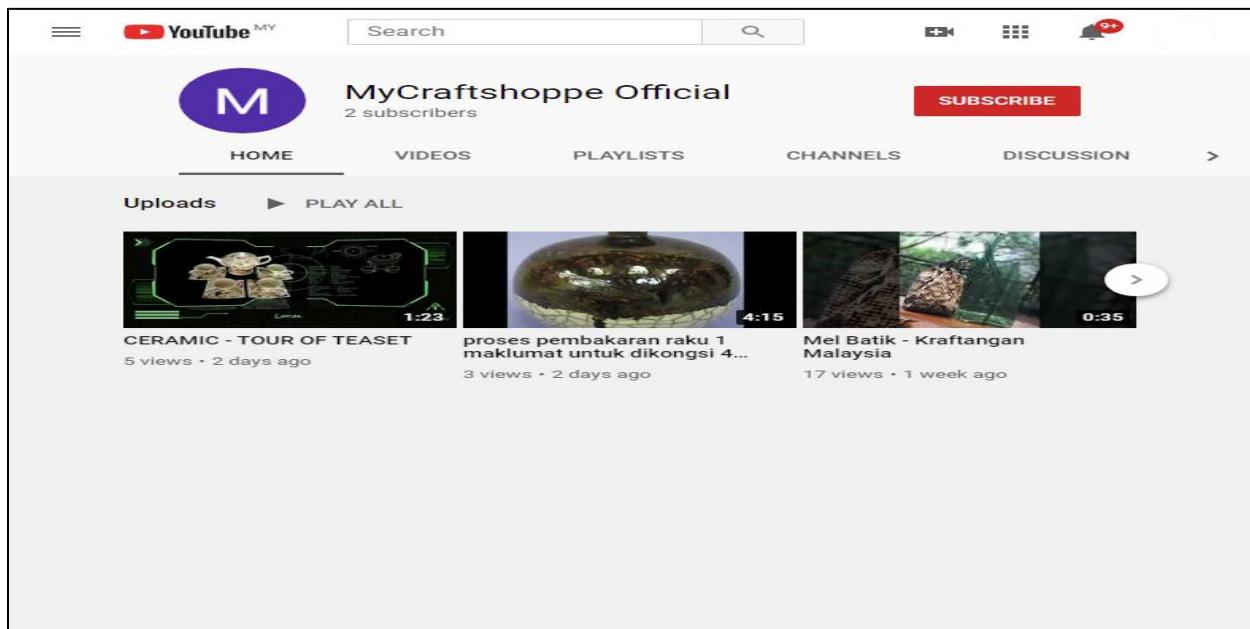
Klik pada ikon ini

The screenshot shows the Instagram profile of mycraftshoppe.official. It displays basic profile information: 493 posts, 1,286 followers, and 1,204 following. The bio reads: "mycraftshoppe official page All about the uniqueness of Malaysian Craft products & Promotion Activities organised by Malaysian Handicraft Development Corporation 😊😊😊 www.facebook.com/promosikraftangan". Below the bio, there are tabs for POSTS and TAGGED, and a note about outlet opening hours. A large image at the bottom right shows a craft fair booth with the text "BAZAR Cabutan Bertuan Bonanza".

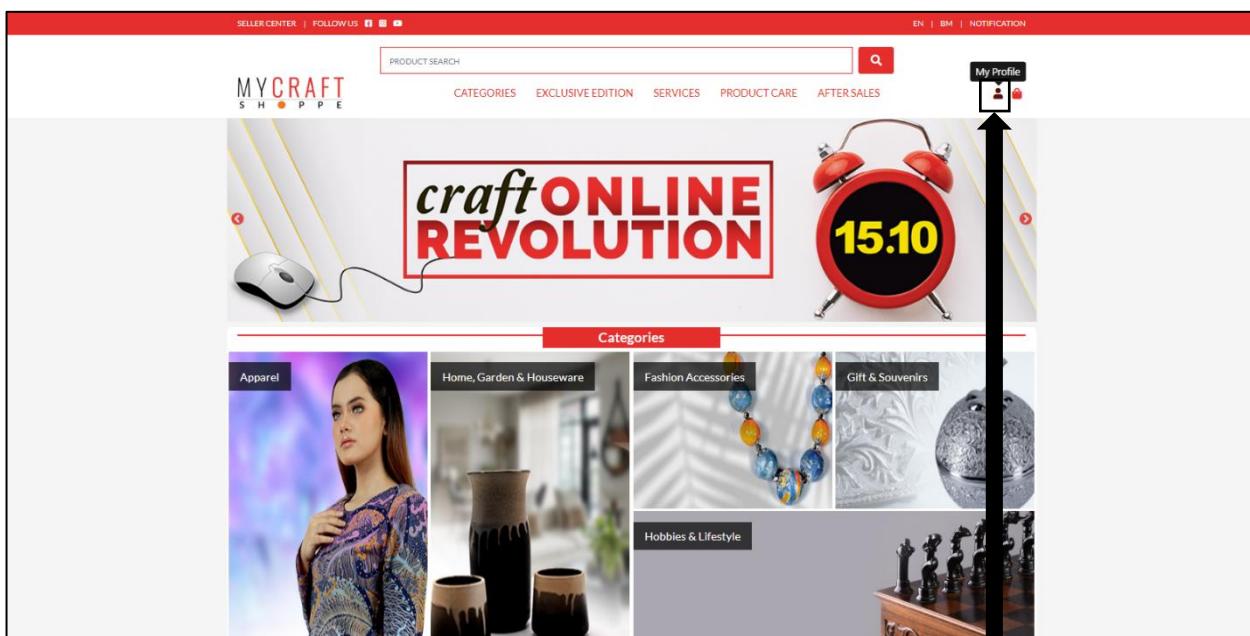
<https://www.instagram.com/mycraftshoppe.official/>



Klik pada ikon ini



<https://www.youtube.com/channel/UCG3uIKYu2to1k9cKv2gofDA>



Klik pada ikon berbentuk
Profil

ORDER # :MCSF8EHCN1		PENDING
	CERAMIC BEADS NECKLACE EVERGREEN Variation: BIRU RM 220.00 Qty: 1	RM 220.00
	TAUH SANDAL Variation: BROWN BOTTEGA PRINTED LEATHER RM 197.00 Qty: 2	RM 394.00
		GRAND TOTAL RM 626.00 Shipping Fee: RM 12.00

ORDER # :MCSRVSZL1R1		PENDING
		RATTAN WEAVING TOTE RM 75.00

Klik pada menu
“Logout”