WEICITY

USER GUIDE · STEP BY STEP

WeiCity, hands-on

From sign-up to your first post, from chat and Drive to opening a shop — every task comes with a **path, numbered steps and tips**.
Follow along once, and you've got it.

wei.city

For web · mobile browser / PWA · App
简体中文 · 繁體中文 · English
October 2026 Edition

THREE MINUTES FIRST

Your first three minutes

1. **Open wei.city and sign up**
   Register with email, or tap "Sign in with Google" for a one-step start.
2. **Click the verification link in your inbox**
   Verifying your email unlocks uploads (browsing, chat and orders work regardless). Google sign-ins are auto-verified — skip this step.
3. **Set up your profile and card**
   Settings → Profile: set an avatar, write a bio, claim your @handle — your profile short link doubles as your digital business card.
4. **Publish your first post**
   Back on the home page, type something in the composer, add a photo, hit Post.
5. **Open Drive — pick a size that fits**
   Desktop left nav → Drive → drag any file onto the page. Done.

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> 💡 Paths in this guide look like this: **Home** › **Drive** › **Upload** — just tap through in order. Every step works the same on web and in the App.

CHAPTER 1

Sign-up & login

A Register with email

Open wei.city > Sign up or Log in > switch to "Sign up"

1. **Fill in email, password, confirm password**
   At least 6 characters; the two entries must match.
2. **Submit — you're in right away**
   A default display name is generated automatically; change it anytime.
3. **Click the verification link**
   You'll get a verification email — open the link inside to confirm.

> 💡 An unverified email can still log in, browse, chat and order — only "uploading images / files" is temporarily blocked, and it unlocks the moment you verify.

B Sign in with Google

Login page > Sign in with Google

First-time Google sign-in **auto-creates an account** with the email **auto-marked as verified** — no confirmation email needed, the fastest way to sign up.

The iOS App also offers "Sign in with Apple", with the same rule: first login auto-creates the account, email auto-verified.

> ⚠ The web login page only has "Email" and "Google"; Apple sign-in is iOS-App-only.

C Forgot / reset password

Login page > Forgot password

1. **Enter your registered email and submit**
   Whether the email exists or not, you'll see the same "sent" message — this prevents email fishing.
2. **Open the reset link in your inbox**
   Set a new password (6+ characters). If the link expired, request a new one.

> 💡 Always signed in with Google and never set a password? Use "Forgot password" to set one — you'll then be able to log in with email + password too.

D Can't log in? Match the message

User_does_not_exist — that email was never registered, or is mistyped; double-check it.
The_username_and_password_do_not_match — wrong password; retry or use "Forgot password".
This_user_has_been_suspended — the account is frozen (10+ failed logins trigger a safety freeze, or the account was banned for a violation). Contact support — resetting the password won't unfreeze it.

> ⚠ No verification email? Check spam first; the resend button lives inside the verification prompt that pops up when an upload gets blocked (1/minute, 10/day cap).

CHAPTER 2 · PART 1

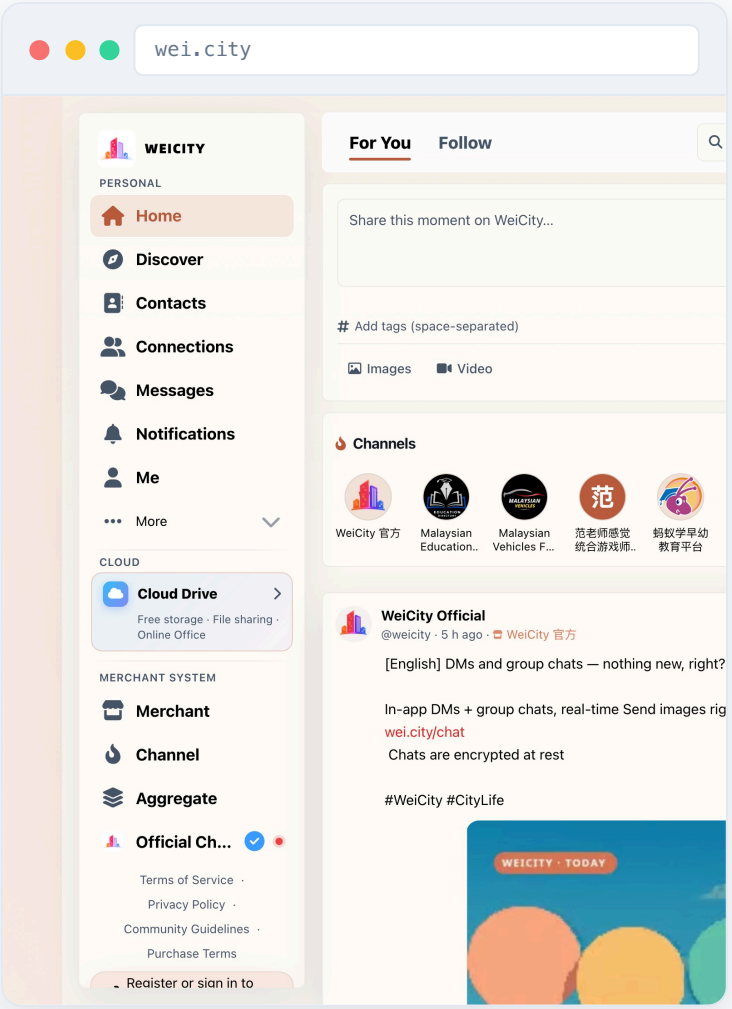
Desktop web: what's in the left nav

Personal section

Home — For-you / Following feed, your main composer
Discover — site-wide trending content and topics
Contacts — people who follow you back (= your chat address book)
Connections — following, followers, suggestions
Messages — DMs and group chats
Notifications — likes, comments, follows, orders (the bell)
Me — your profile, which also doubles as your digital business card
More — houses less-frequent entries

Cloud service / merchant section

Drive — cloud storage from the 30GB starter, on its own card
Merchant / Channels / Aggregates — merchant discovery, your own channel management, aggregate marketplaces
Official Channel — platform announcements and getting-started guides
A persistent **"Merchant Center · Create your merchant channel"** card sits at the bottom of the left nav for accounts that haven't opened a shop yet.



Desktop web: personal + cloud service + merchant sections on the left · feed in the middle

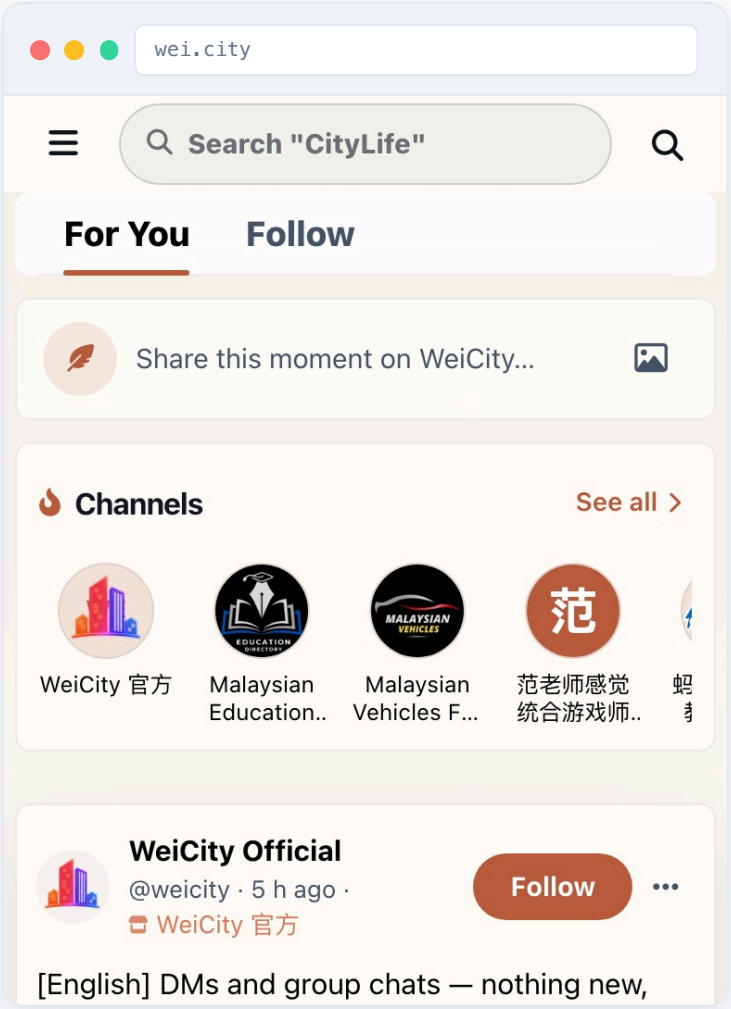
Switch interface language

Settings > Profile > Language

Simplified / Traditional Chinese and English are supported; the page reloads in your chosen language after saving. Signed-out visitors get an automatic guess from browser language; the App follows **the language set on the web account**, not the phone's system language.

CHAPTER 2 · PART 2

Mobile web & App: five bottom tabs



Mobile web and the App: the bottom five stay the same

Five tabs, identical on both

Whether you open wei.city in a phone browser or install the native App, the bottom dock is the same **five tabs**:

Home — feed

Discover — trending & topics

Messages — chat

Contacts — the mutual-follows page; open it and you'll see three quick links to "followers / suggestions / connections"

Me — your profile

> 💡 Desktop items like "Drive", "Merchant" and "Official Channel" haven't disappeared on mobile — they've simply moved inside the relevant pages or under "More".

> ⚠ "Contacts" ≠ "Connections": Contacts are mutual follows you can message directly; Connections are one-directional follow / follower relationships. Chapter 4 breaks this down in detail.

CHAPTER 3 · PART 1

Publish your first post

A Write a post

Composer at the top of Home / "Post" button in the left nav / floating button on mobile

1. **Write your text**
   Up to 4,000 characters; "#topic" is auto-detected, or add up to 5 tags with the tag field.
2. **Add photos or a video**
   Up to 20 images per post, or one video (10-minute cap).
3. **Tap "Post"**
   Publishing happens in a dialog; you stay on the current page afterward.

B @mention someone

Type **@** plus a username in the body — autocomplete pops up to help you pick. Once posted, @username becomes a clickable link, and the mentioned person is notified (max 5 mentions notified per post).

C Edit & delete

Text can always be edited; images can be added or removed (still capped at 20); **video posts can only edit text** — repost if you need a different video. Edited posts show an "edited" tag — that's expected. Deletion removes the post everywhere and **cannot be undone** — think before you delete.

D Pin your best post

Your post › ··· menu › Pin

You can pin **1 post** at a time; pinning a new one replaces the old. Pinning only affects the top of your own profile, not the Home feed order.

> 💡 Good candidates: an intro post, your shop's showcase post, or whatever promotion you're running — visitors see it the moment they land on your profile.

⚠ The composer only shows up in personal social contexts (Home, profile, etc.); channel / shop / chat / order / settings pages don't show it — that's expected.

CHAPTER 3 · PART 2

Likes, reposts & translation

A The action bar under every post

Reply — leave a comment

Repost — see "two kinds of repost" on the right

Like — tap again to undo, the count updates instantly

Save — add to your saved collection, revisit anytime

Share — copy the link to send to friends

> 💡 Your likes / comments / reposts notify the author; undoing them withdraws that notification too. Liking your own post doesn't notify anyone.

B Live counts

While you're on a **post's detail page**, likes / reposts / replies update in real time — someone interacting right now shows up immediately; feed lists don't refresh live.

C Two kinds of repost — don't mix them up

Plain repost — tap Repost with no comment; it's shared as-is to your followers. Tap again to undo.

Quote repost — add your own comment when reposting, creating **a brand-new post of your own** with the original embedded as a card. If the original gets deleted, your post stays — the embedded card just shows "post deleted".

D One-tap translate

Below a plain-text post › Translate

Visible when logged in; the translation is **appended below** the original, not a replacement. Target language = your interface language (Simplified / Traditional Chinese / English). No button shows if the post is already in your language; rich-text long-form posts aren't supported.

> 💡 The official @weicity account posts in English on purpose (it's for an international audience) — Chinese-speaking users can just tap "Translate".

CHAPTER 4 · PART 1

Contacts vs. connections: one mutual, one one-way

A Contacts (mutual follows)

Bottom dock > Contacts

Shows people you **follow each other** with — your chat address book, one tap into a DM. The fastest way to add someone here is to follow each other, or use **scan to add** from Part 2 of this chapter.

B Connections (one-way follows)

Three quick links at the top of Contacts / left nav > Connections

Following — people you follow; unfollow anytime

Followers — people who follow you; follow back with one tap (which turns them into a "Contact")

Suggestions — smart recommendations (based on who the people you follow also follow)

> ⚠ "Contacts" and "Connections" are different things: Contacts = mutual follow + can message; Connections = one-way follow / follower. Don't treat them as the same feature.

Claim your @handle

Settings > Profile > public handle (@name)

It's your public identity — how people @mention you, search for you and reach your profile. Once saved, you get your own short link, **wei.city/social/u/@yourhandle**, which is the same link used for your digital business card in Part 2. You can change your handle at most twice within 30 days, so pick wisely.

> 💡 Want to organize who you follow? "Connections > Lists" lets you create a named list, add any user to it (not limited to people you follow), and get a dedicated feed for that list — you can even make it private.

CHAPTER 4 · PART 2

Your digital card: scan, save to contacts, write NFC

C Open your card

"My card" (your profile short link plus ?card=1)

1. **Open the card page**
   The system builds a card from your profile short link, with a QR code shown alongside.
2. **Anyone scanning it can add you as a contact**
   Scanning resolves the card and follows you with one tap — following each other makes you a "Contact".

D Custom info lines

Your card can include company, title, email, phone, website, plus a number of custom info lines — so whoever scans it sees exactly the contact details you want to share. These lines only show on the card and don't affect the rest of your profile.

E Save to phone contacts

Anyone opening your card can tap **"Save to contacts"** (a standard vCard; in the app it goes through the native share sheet) — your name, title and phone land in their phone's built-in Contacts app, no typing.

F Write an NFC card (App)

In the App you can write your card (or your merchant channel) onto an **NFC card or sticker** — anyone tapping their phone on it opens your card or channel page. This is **write-only** — it's for batch-making "tap to add" physical cards; it cannot read data off someone else's card.

> 💡 The card link is just your profile short link — print it on business cards, posters, or a shop sign. Anyone with the link sees this exact card view.

CHAPTER 5 · PART 1

DMs, groups, and groups you build yourself

A DMs and support

Bottom dock > Messages

Tap a contact to start a DM. Whenever you need human help, any "Contact support" entry takes you straight into a one-on-one **/support** conversation — no floating button to hunt for.

B Build your own group

Beyond channel-attached groups, you can **create your own group** (not tied to any channel): name it, invite members, generate an invite code others can scan or tap to join, optionally require approval to join, and the group owner can kick or mute members.

C Ways to send a message

Emoji reactions — react to any message, not just a thumbs-up

@mentions — @ a group member, they get a highlighted notification

Forward (with a note) — forward to up to 5 conversations at once, and attach a line of your own

Start a poll — a question + 2–10 options, multi-select / anonymous / quiz modes, change or retract your vote anytime, and the creator can close it

CHAPTER 5 · PART 2

Voice messages, scheduled send & tidy conversations

D Send a voice message (App)

1 Tap, or press and hold, the mic button
Tap once to start/stop recording, or hold it down to record while pressed.

2 Slide up to lock
While recording, slide your finger up to lock hands-free and keep recording without holding the button.

3 Preview before you send
Play it back to check, re-record if needed, then send.

Received voice messages play normally with auto-continue to the next one; tap "Transcribe" to turn speech into text, then "Translate" if you need it in your interface language.

E Scheduled send

Chat composer > press and hold Send

Press and hold the send button to open "Schedule send", pick a future time, and the message goes out automatically then; scheduled messages can be cancelled from the pending list anytime.

F Archive, pin & mute

Conversations you don't need can be **archived** — a new message (in a non-muted chat) automatically brings it back out of the archive. Important conversations can be **pinned**; noisy groups can be muted.

⚠ Group voice calls and meeting-recording transcription aren't publicly available yet, so this guide doesn't cover them.

CHAPTER 6

Nearby: deals, merchants, and coupons to redeem

A Open "Nearby"

Left nav / bottom dock "Discover" > Nearby

Five tabs at the top: **Deals** | **Discounted Products** | **Shop** | **Order Food** | **Merchants**, each with 16 industry tiles below it (Food & Dining, Lifestyle Services, Beauty & Hair, and more). Narrow the range with a distance filter (1 / 3 / 5 / 10 / 20 km).

B Locating yourself

On first open you'll be asked for "precise location"; if you'd rather not grant it, tap "choose a city" to pick one manually and still see merchants and deals within that city.

C Claim & buy coupons

1. **Free coupons — claim directly**
   The "Deals" tab marks free coupons; one tap and it's in your hand, no payment needed.
2. **Paid coupons — buy via Stripe**
   Some merchants sell coupons through online checkout.
3. **Show the code in-store to redeem**
   The merchant scans or enters your coupon code at the counter for on-the-spot redemption.

D The "Followed merchants" fallback page

Left nav > Follow / switch from Nearby

Shows only content from merchants you've **already followed**, sorted by publish time with no recommendation ranking — a stable place to check "what have the shops I follow posted". Requires login, and its sort logic is deliberately different from Nearby.

> 💡 The Shop and Order Food tabs rotate through every product / dish from nearby merchants store-by-store, so you can browse several shops before deciding where to order from.

CHAPTER 7 · PART 1

Drive basics: getting files up there

A Three ways to upload

Left nav > Drive (wei.city/app/drive)

1. **Tap "Upload"**
   Multi-select is supported; any file type is allowed.
2. **Or just drag it in**
   Drop files anywhere on the Drive page to upload into the current folder (dropping a whole folder isn't supported yet).
3. **Multi-select from your phone's photo library**
   Tap "Photo Library" for the system picker and check multiple photos — the App only sees the ones you pick, not your entire library.

Upload progress lives in the **task panel, bottom right**: pause, resume or cancel anytime. Large files upload in chunks and **resume after a dropped connection** — no starting over. Original files are **kept as-is, uncompressed** (preview thumbnails are generated separately).

B Organize your files

New folder — toolbar "+ New Folder"
Rename / move / delete — the ··· menu next to any file
Search — the top search box, by filename
List / grid view — switch anytime, your preference is remembered; grid view shows image thumbnails directly
Choose from Drive — pick a file already in Drive from other upload entries (avatar / banner / gallery / product photos, etc.) instead of uploading again

C Batch actions

1. **Select multiple files**
   Check the row checkbox in list view, tap tile dots in grid view, or "select all on this page".
2. **Use the bottom action bar**
   Batch download / move / delete in one go (folders use their own menu and aren't part of the batch).

> ⚠ Verify your email before your first upload, or uploads will be blocked (a prompt with a "resend verification email" button pops up).

CHAPTER 7 · PART 2

View and edit — no download needed

A Online preview

Drive › click a file

Images — a lightbox view
Video / audio — plays inline
PDF — read page-by-page online
Text — viewed directly (up to ~2MB)
Word / Excel / PPT — opens the online editor to view

Archives, installers and other non-previewable types download directly on click. Preview is view-only and never changes the file itself.

> ⚠ For security, SVG and HTML files don't open inline — they always download.

B Edit Office files online

Drive › click a docx / xlsx / pptx file

1. **Opens right in your browser**
   No local Microsoft Office needed, and LibreOffice-style formats work too.
2. **Edit in place**
   Word, Excel and PowerPoint are all supported, staying compatible with Office formats — layout doesn't break.
3. **Save back to Drive**
   Save and the file updates in Drive directly — no pile of "final-v2-actually-final" copies.

> 💡 Pair this with "share to specific accounts + allow editing" so colleagues can co-edit the same document online (next section).

Q Does previewing change my file?
A No. Preview is temporary and never touches the file itself — only an explicit save in the Office editor updates it.

Q Why did my text file open as a download?
A Online text preview has a ~2MB size cap; beyond that it downloads instead — that's expected.

CHAPTER 7 · PART 3

Share files — with full control

A Create a share

Drive › a file or folder's ··· menu › Share

1. **Choose "who can access"**
   "Anyone with the link" = viewable without login; "Specific people" = only chosen accounts or emails can open it, and forwarding doesn't help.
2. **Set an expiry**
   1 day / 7 days / 30 days / forever, mix as you like ("anyone with the link" defaults to 7 days; "specific people" defaults to forever).
3. **Set permissions**
   "Allow download" is on by default — turn it off for view-only; "allow editing" is only available for specific-account shares.
4. **Tap "Generate link"**
   The link (wei.city/s/...) is copied to your clipboard automatically — send it on.

B Sharing by account / email

Search a **display name** to pick a registered account, or **type an email** directly to send an invite (they don't need a WeiCity account yet — once they register and verify that email, they can view it). Up to **50 recipients** per share. "Notify by DM" is checked by default — recipients get a card with the link in chat.

C Two extra locks

Password-protected folders: set a 4–64 character access password on a folder; visitors must enter it correctly, and changing the password instantly invalidates old visitors.

Hidden subfolders: hidden subfolders are entirely invisible when browsing a share, while you still see them normally in Drive.

⚠ "Disable download" blocks taking the original file away: Office / PDF becomes read-only viewing (no download / print), images and video play inline. It can't stop screenshots or photos of the screen, though — that's a physical limit shared by every cloud drive, so use judgment for sensitive content.

CHAPTER 7 · PART 4

Manage every share you've ever sent

A My Shares (share center)

Drive sidebar › My Shares

Every share at a glance: **scope** (anyone / specific people), **expiry**, **view count**, and whether it's view-only or editable. You can:

- **Copy the link** — send it again
- **Revoke** — instantly invalidates the link
- **Add/remove authorized people** — removed people lose access immediately
- Folder shares can jump straight to that **folder's location**

> 💡 Already-shared items in the Drive list carry a "shared" badge, so you can spot at a glance what's out there.

B Shared With Me

Drive sidebar › Shared With Me

Everything someone specifically shared with you shows up here, along with who shared it — click to open. Public link shares don't appear here (they aren't tied to an account).

C Send Drive files straight from chat

Chat composer › ☁ Drive button

Pick a file or folder to send, and the other person gets a card with the link. **DMs** auto-bind to the recipient's account, stay valid long-term, and don't work if forwarded to a third person; **group chats** use link-based access with a 1/7/30-day expiry you choose. These shares also show up in "My Shares" and can be revoked anytime.

Q The other person says the link won't open / shows expired?

A Three usual causes: the link expired, you revoked it, or the original file was deleted. Check its status in "My Shares" and regenerate one if needed.

CHAPTER 7 · PART 5

Deleted by mistake? The recycle bin has your back

A Delete → recycle bin → restore

Drive sidebar › Recycle Bin

1. **Deleting isn't instant removal**
   Deleted files (including whole folders) go to the recycle bin first, kept for 30 days.
2. **Restore what you deleted by mistake**
   Tap "Restore" in the bin — the file returns to its original folder, or root if that folder is gone too.
3. **Confirm before "Permanently delete"**
   Permanent deletion is immediate and irreversible; the 30-day timer also auto-cleans up eventually.

The recycle bin also supports batches: **batch restore / batch permanent delete**.

B "I deleted files but my used space didn't drop"

Because **files in the recycle bin still count against your quota** (Drive usage includes the bin). To actually free space: "permanently delete" from the bin, or wait for the 30-day auto-cleanup.

C Long-untouched files & "archiving"

Files no one has opened for a long time move to archive (cold) storage automatically. Opening them yourself triggers a **retrieval request** and a short wait; a visitor opening an archived file via a share will see "not downloadable right now" — only the file's owner can request retrieval.

> 💡 Going over quota **doesn't delete anything immediately**: files become read-only first, and renewing or upgrading restores read/write instantly; with no active plan for a long stretch, the excess is only ever considered for removal after repeated notices and a full 24 months — your free allowance is never affected.

CHAPTER 7 · PART 6

Running out of space? Upgrade in two minutes

A Buy / upgrade a storage plan

Drive > "Upgrade" next to the usage bar (or the "Expand" button on the left-nav Drive card)

1. **Pick a capacity tier**
   30GB / 120GB / 512GB / 1TB / 2TB / 5TB / 10TB (the two starters are web-only for now); any free space your account has stays, as shown on the plans page; on 512GB and up, a consultant promo code gives first-time buyers a first-year promo price.
2. **Choose monthly or yearly**
   Yearly works out cheaper than monthly, and you can switch from monthly to yearly anytime.
3. **Pay securely via Stripe**
   Billed in MYR; space is available the moment payment succeeds, then auto-renews.

> 💡 Upgrading mid-cycle never loses value: your old plan's remaining time is converted proportionally into the new plan, down to the last cent. Need 20TB+? Use "Contact sales" for a custom quote.

B Manage your subscription (cancel / change card)

Drive > plan dialog > Manage subscription

Cancel auto-renewal anytime: the paid period keeps serving until it ends, then it naturally falls back to the free tier. Changing your payment card is in the same place.

C What happens to files after expiry

Nothing is deleted right away. Files beyond your quota become read-only first (viewable, downloadable, just no new uploads), and renewing or upgrading restores everything instantly; with no active plan for a long stretch, the excess is only ever considered for removal after repeated email notices and a full 24 months — files within the free allowance and the account itself are never affected.

* Current prices for every tier are shown live on the wei.city Drive plans page.

CHAPTER 8 · PART 1

Opening a shop: create your merchant channel

Opening a shop on WeiCity = creating a merchant channel (one per account). Either build method gives you the identical channel; once it's up, every capability is installed as its own module you can add, remove, or drag to reorder.

A Method 1: the AI setup wizard

Merchant section › Open a Shop › "Let AI build it"

1. **Describe your business in one sentence, or snap a photo**
   e.g. "I run a Hainanese chicken rice shop called Sunrise in Penang" — the assistant extracts a name and writes a bio.
2. **Confirm region and category**
   The assistant's suggested region and category are checked against the platform's directory — if they don't match, tweak the wording as suggested.
3. **Banner & avatar**
   AI generates 3 candidates each to choose from, or upload your own, or skip and add later.
4. **Homepage content & sections**
   AI writes a homepage intro with images and suggests sections (rename or uncheck any).
5. **Fill in contact info yourself, then create**
   Phone / address / WhatsApp / Telegram must be entered by you — AI never fills these in.

B Method 2: five ready-made templates

Merchant section › Open a Shop › choose a template

Pick one of five templates — **Food & Beverage / Retail / Service Booking / Personal Creator / Education** — to instantly generate a channel, sections and sample content, then edit from there. Or fill out a plain form section by section; if AI is temporarily unavailable, the page offers "continue with the form" and carries over any confirmed region and category.

C Feature modules — install what you need

Website, Shop, Order Food, Video Series, Gallery — each is an independent module. Install only what you need, and drag to reorder the module list in your left nav.

⚠ To be discoverable in Shop / marketplace listings, a channel needs both: ① a real region set (country + state/city) ② at least one merchant category chosen. A never-paid template channel also stays out of public directories and discovery by default until you upgrade to any paid tier.

CHAPTER 8 · PART 2

Channel plans: from a free sandbox to a custom brand deal

Free Trial

free, no time limit

RM0

- ✓ 5 templates, generate a channel instantly
- ✓ enable all 5 modules on one channel
- ✓ up to 5 sections / 5 items each
- ✓ accept online orders & payment
- — channel AI, paid content

The only self-checkout paid tier

Merchant

RM99.90/mo

or RM999/yr

- ✓ unlimited sections & content
- ✓ channel AI
- ✓ paid articles & video series
- ✓ products / inventory / promotions

Brand

Contact us

- ✓ everything in Merchant
- ✓ brand & scheduling capabilities
- ✓ custom quote by store scale

A How to buy and cancel

The web "Channel Plans" page > pick a tier

Plans can **only be purchased on the web**, auto-renewed through Stripe; the App never shows prices or a buy button — that's a channel-policy rule, not a bug. To swap cards or cancel, go to the Stripe customer portal from the web plans page (Settings > Subscription) — cancelling only stops future renewals, and the paid period keeps serving until it ends.

B What happens after expiry

After the grace period, the channel only falls back to Free Trial's **new-content and operating limits**: existing content, products and public status stay untouched — nothing gets deleted or hidden — and the owner can still edit and hide existing content. Everything resumes the instant payment succeeds again.

> ⚠ Channels that already existed before the 2026-08-10 announcement and never had a plan on record are **permanently exempt from tier limits** — they never fall back to Free Trial on any date.

* Final pricing is always shown live on the web plans page. Sales staff may also offer a promo code for a discounted first term.

CHAPTER 8 · PART 3

List products & menu items

A Add a product

Product Manager › Add Product

1 Basic info

Title, multiple photos (first = cover), price, stock — or snap a photo / upload a video and let AI recognize and fill in the details.

2 Options → SKU matrix

Up to 3 option groups (e.g. color × size), auto-combined into up to 100 SKUs, each with its own price and stock.

3 Want pre-orders? Set an ETA

Fill in an expected arrival date and the product page shows "Pre-order Now"; it flips back to in-stock automatically once that date passes, and orders keep a snapshot of the ETA.

4 Want scheduled pickup? Set the time-slot rules

Define available slots in channel settings first, then set a "minimum lead time" on the product; shoppers pick a date and slot from a calendar at checkout.

B Product Manager

List or grid view to manage all products; "Choose from Drive" lets you reuse images already in your cloud storage instead of uploading again.

C Stock never quietly disappears

Online payment deducts stock instantly, offline orders hold stock strictly, cancellations restock automatically, and any overselling shows up as a visible record in your console — stock changes are **never silent**.

> 💡 After listing, search for your own shop on the Shop page to confirm the buyer's view — clear photos, correct prices, selectable options, and pickable time slots.

CHAPTER 8 · PART 4

The merchant console: orders, marketing & operations

A What's in the console

Merchant section › Merchant Console (/merchant-console)

Overview — total / active / completed / cancelled orders
Order management — filter and process by line (Order Food / Shop / Video) and status
Product overview — all products sorted by views
Customers — buyers who've ordered (count / total spend / last order / phone)
Marketing — coupons, product discounts, scheduled deals
Channel settings — shop name / bio / banner / public contact info

B The marketing toolkit

Coupons — set them free-to-claim or paid-to-buy; customers show the code in-store and you redeem it from the console.
Product discounts — change the checkout price directly, with a strikethrough shown automatically.
Scheduled deals — a promotion that turns on and off automatically at set times, no manual re-pricing every day.

Processing an order

1. **A new order arrives (Pending)**
   The buyer's order notifies you instantly; paid orders have already been collected.
2. **Move it along**
   Pending → Preparing/Confirmed → Ready → Completed; every change auto-notifies the buyer and logs into the order timeline.
3. **Cancelling requires a reason**
   You must give a reason to cancel; Completed / Cancelled orders can't change status again.

⚠ Public contact info (phone / address / WhatsApp / Telegram) lives in "Channel Settings", with a master toggle for whether it's shown at all; WhatsApp / Telegram links are format-checked — if saving fails, check the format first.

CHAPTER 9 · PART 1

Shopping: from browsing to checkout

A Find products

Left nav > Merchant (Merchant Discovery page)

Merchant Discovery has three top tabs — **Discover | Popular & Trending | Nearby** — with content split into "All Products | Coupons | Discounted Products"; or go straight into a channel page (/c/channel-name) to browse its Shop / Order Food sections.

> ⚠ The top "search discovery center" searches posts and users, **not products** — find products in Merchant Discovery or Nearby instead.

B Pick options, pre-order, choose a pickup slot

Products may offer options (single-select) or add-ons (multi-select), and prices update instantly for options with an upcharge; sold-out options are greyed out. Anything marked "Pre-order Now" is a pre-sale item — pay in full at checkout and it ships when it arrives. For pickup items, choose a date and slot from a calendar at checkout.

C Checkout and four payment methods

1. **Go to cart checkout**
   Add order notes, a contact number, and any coupon; delivery requires an address.
2. **Pick a method to submit**
   Online payment (Stripe checkout, in MYR) / **Pay at counter** / **Self-pickup** / **Delivery**. The last three place the order and notify the merchant instantly on submit.
3. **Multi-merchant carts split automatically**
   Items from different merchants become separate orders; the cart clears once all are placed.

> 💡 Free products can be "claimed directly" — skipping the cart and payment entirely. Delivery orders can't submit below a merchant's minimum (self-pickup / pay-at-counter aren't limited).

CHAPTER 9 · PART 2

My orders: check, cancel, download

A Understanding order status

Left nav > More > Orders (My Orders)

Pending — placed, awaiting merchant confirmation
Preparing / Confirmed — the merchant has accepted it
Ready — awaiting pickup or delivery
Completed — done
Cancelled — the order was cancelled

The order detail page has a full status timeline, merchant info, notes and address, plus a snapshot of the original ETA or pickup slot for pre-order / scheduled-pickup orders. Filter by status like "in progress".

B Cancel & delete

Self-cancel: only "Pending" orders can be self-cancelled (this notifies the merchant); paid / preparing / ready orders need to go through the merchant.

Delete order: only hides it from your own list (the merchant still sees it); deleting an in-progress order also cancels it. **Orders with digital products can't be deleted** (the download link stays available).

C Downloading digital products

After buying a digital product, tap "Download" on that order to get the delivered file; you must be logged into the purchasing account and the order must show as paid. Digital products with a PDF allow a 2-page preview before purchase.

CHAPTER 10

Pricing content, written with the new editor

A Creators: price your content

Writing / channel content editor › Paid settings

1. **Choose a price**
   Articles and **video series** can be priced; RM 0.50 minimum (anything lower is bumped up).
2. **Mark preview episodes for video series**
   Episodes marked as preview are free to watch and act as a hook; the series intro is always publicly visible.

Video is **priced by the whole series**: buyers pay once for every episode — episodes aren't sold individually.

B Buyers: how to buy, where to watch

1. **Tap "Buy now" on the paywall**
   Signed-out visitors are guided to log in first; the system creates a standalone order for this item (not through the cart).
2. **Pay via Stripe (MYR)**
   A successful payment jumps back to the content and unlocks it instantly.
3. **Unlocking lasts forever**
   It's tied to your account — new device or years later, it's still there. Purchased content also appears under "My Orders › Video" to revisit anytime.

New in the editor

Autosave — a save-status indicator up top as you write; **word count & reading time** — shown live; **table of contents** — auto-built from your headings; **revision history** — review older versions and restore them; **@mentions** — @ someone in the body; **embedded links, product cards, code blocks** (code blocks have a language dropdown and one-tap copy for readers); **drag-and-drop galleries** — reorder images by dragging; pasting from Word / Google Docs keeps its formatting instead of stripping it.

> ⚠ Preview rules: paid articles don't offer a body preview (the summary and cover are still visible); a PDF attached to an article can preview its first 2 pages; video only unlocks free "preview" episodes. These are normal paywall behavior, not bugs.

CHAPTER 11

Install the App, take WeiCity with you

A Installing

wei.city/appDownload (unified download page)

iOS — search "WeiCity" on the App Store, or go straight to apps.apple.com/app/id6785123452 and tap "Get".

Android — search "WeiCity" on Google Play; or on the download page tap "Download Android App (APK)" / scan the QR code (allow "unknown sources" if prompted — normal for a direct APK install).

Don't want to install anything? — open wei.city in your phone browser and use "Add to Home Screen" from the browser menu — it opens like an app from your home screen (PWA) and still supports push notifications.

B App login, the dock & update prompts

Email + password and Google sign-in are supported (plus Apple sign-in on iOS); it's **the same account** as the web, data included. The bottom dock is a fixed five tabs — **Home · Discover · Messages · Contacts · Me** — matching the mobile web. You can turn on Face ID / fingerprint "quick unlock": biometrics are checked on-device only, nothing is stored or sent over the network. The App also prompts you when a new version is available.

C "Open in App"

Tap a wei.city link from a chat app and a thin "Open in App" banner appears at the top of the page, jumping straight into the installed App with one tap. The App also has its own native Drive, with folder passwords working the same way.

⚠ Physical products, pay-at-counter / pickup / delivery, and everything on the web all go through normal RM online payment. Buying digital content (paid articles / videos) **inside the App** requires the app store's in-app purchase flow — paid articles currently have no buy button in the App at all, so log into the same account via your phone browser to purchase, then return to the App to read. Channel plans follow the same rule: web-only purchase.

💡 App showing a blank screen or "under maintenance"? Usually a brief caching quirk right after a new release: force-close and reopen, reinstalling if needed — your account data lives on the server, so reinstalling never loses it.

CHAPTER 12

FAQ quick reference

Q Didn't get the verification email?

A Check spam first; the resend button lives inside the verification prompt that pops up when an upload is blocked (1/minute, 10/day cap).

Q What's the difference between "Contacts" and "Connections"?

A Contacts = mutual follow + can message directly; Connections = one-way follow / follower / suggestions. Following back a follower turns them into a Contact.

Q Can I still buy the old middle-tier plan?

A No — that tier has been retired, and the pricing page now only lists Free Trial / Merchant / Brand. Existing subscribers aren't affected and can keep renewing.

Q Nearby doesn't show the merchant I'm looking for?

A Check the distance filter isn't set too small; if you'd rather not grant location, tap "choose a city" to switch manually and search again.

Q I deleted a lot of files but my space didn't shrink?

A Those files are still counted against your quota while in the recycle bin. "Permanently delete" from the bin, or wait for the 30-day auto-cleanup, to actually free space.

Q A shared link won't open for the other person?

A The link expired, was revoked, or the original file was deleted. Check its status in "My Shares" and regenerate if needed.

Q Content I already bought is asking me to pay again?

A Check you're logged into the same account you originally purchased with — unlocking is tied to the account, so being logged out or on a different account shows the paywall again.

Q No buy button for paid articles / channel plans in the App?

A App-store compliance rules require this — both are web-only purchases. Open wei.city in your phone browser, log into the same account, buy there, then return to the App to use it.

Q The "Translate" button on a post disappeared?

A Translation requires login; it's hidden when the post is already in your interface language; rich-text long-form posts don't support it.

Q How do I turn a voice message into text?

A Tap "Transcribe" next to the voice message, then "Translate" if you need it in another language.

Q I want to swap the video in a video post?

A Video posts can only have their text edited, not the video itself — delete the post and repost with the new video.

Q My delivery order won't submit?

A You likely haven't reached that merchant's delivery minimum (it only applies to delivery). Add more items, or switch to self-pickup / pay-at-counter.

> 💡 More help: follow the Official Channel (left nav) for onboarding guides and product updates, or use any "Contact support" entry to reach /support and talk to us.

WEICITY

Finish this guide and you're already a WeiCity pro

More features keep shipping — follow the official @weicity channel to stay on top of product news.

Open WeiCity

wei.city

Download the App

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Your dedicated contact

Name _____ Phone / WhatsApp _____

WeChat _____ Email _____

This guide reflects actual product behavior as of October 2026; the interface and features may change with future releases — the live wei.city experience always takes precedence. Cloud Drive and channel plan pricing is shown live on their respective plan pages. © 2026 WeiCity Inc. · wei.city