

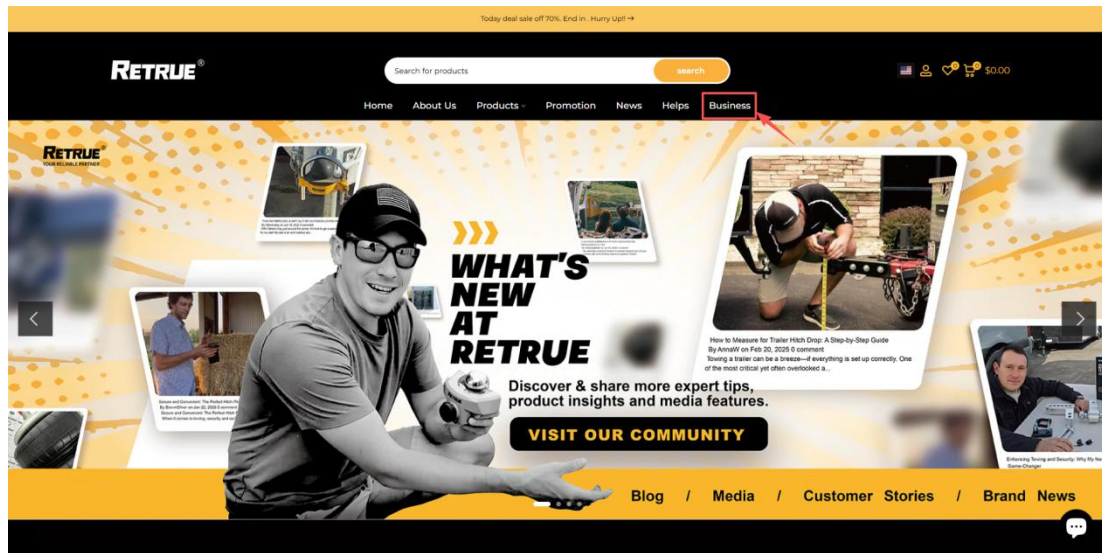
Distributor Operating Manual

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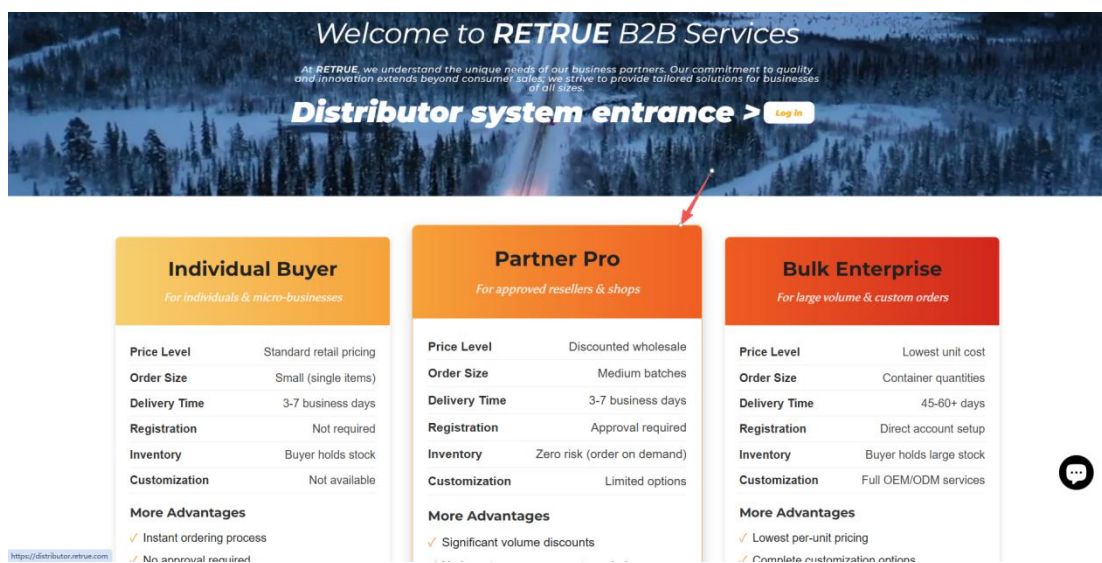
I. Account Registration Process

Method 1: Via Main Website

Step 1: Go to retrue.com, navigate to the Business section in the menu.



Step 2: Click **Partner Pro** on the Business page to access the registration portal.



Step 3: Select " No account? Register now".

RETRUE
Welcome to the Distributor Management System

[Account Login](#)

email:

Password:

[Forgot Password?](#) [No account? Register now](#)

Login

Step 4: Complete all required fields: Personal information, Business details and Agree to the Distributor Agreement.

Distributor Registration

Please fill in the following information to complete registration

*** First Name ***

Please enter your first name

*** Last Name ***

Please enter your last name

*** Email ***

Please enter your email

*** Password *** 

Please enter a strong password



*** Confirm Password ***

Please confirm your password



This password can only be used in the distributor system.

*** Phone ***

Please enter your phone number

Company Information

*** Company Name ***

Please enter company name

*** Business Type ***

Please select Business type



Website

Please enter Business website (optional)

*** Address ***

Step 5:

Click Submit Registration.

Approval will be completed within 24 hours.



Registration Submitted Successfully!

Thank you for your interest in joining the RETRUE distributor network. Your application has been received and forwarded to our team for a thorough assessment.

The comprehensive evaluation will be completed within the next 24 hours. Following this, a detailed update regarding the status of your application will be sent to you at info@retrue.com

If you have any questions, please contact our distributor support team.

[Return to Home](#)

Method 2: Direct Registration Step 3: Visit distributor.retrue.com and click " No account? Register now".

RETRUE
Welcome to the Distributor Management System

[Account Login](#)

[Forgot Password?](#) [No account? Register now](#)

Login

Step 2: Follow **Steps 4–5** from Method 1 above.



Dear [REDACTED]

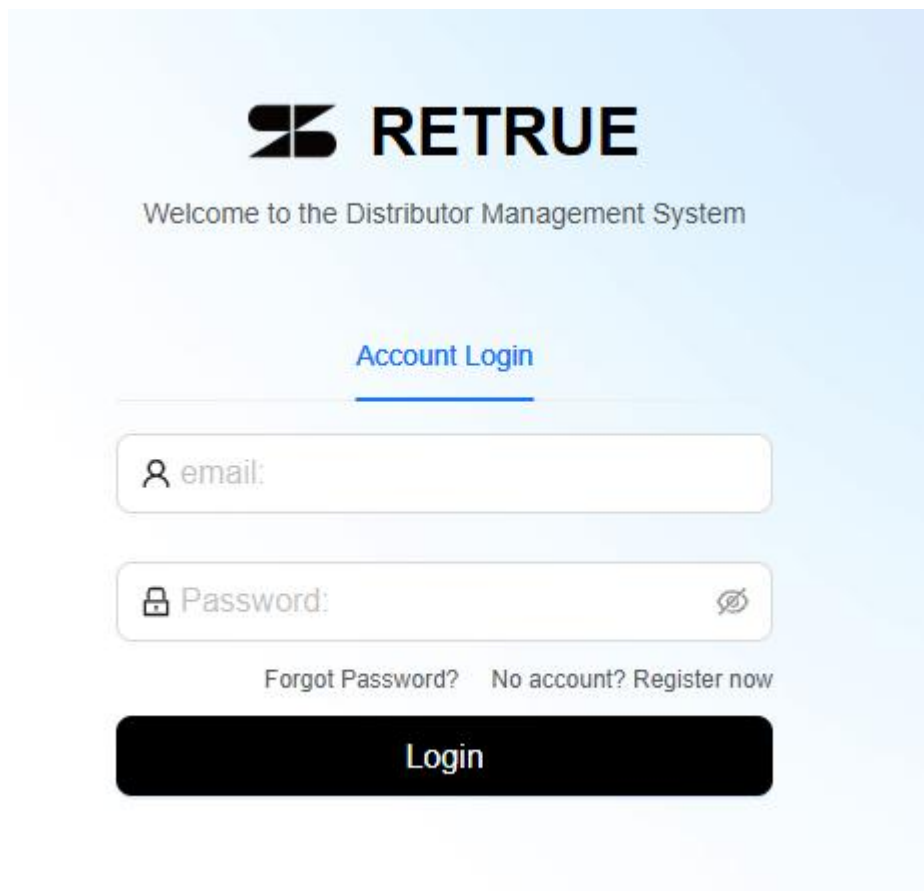
Thank you for your interest in becoming a distributor of RETRUE Co., Ltd.

We are pleased to inform you that your distributor application has been successfully approved after a comprehensive review of your submitted information and qualifications.

li. Account Login

Upon approval, a confirmation email will be sent to your registered email address.

Log in using your credentials (email + password) at distributor.retrue.com.



RETRUE

Welcome to the Distributor Management System

[Account Login](#)

[Forgot Password?](#) [No account? Register now](#)

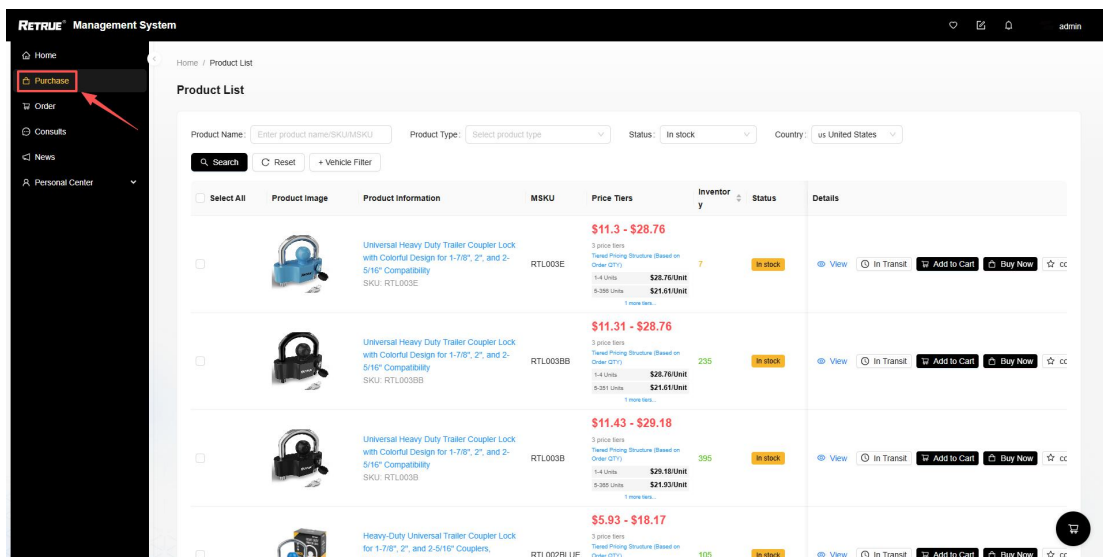
Login

lii. Order Operation Guide

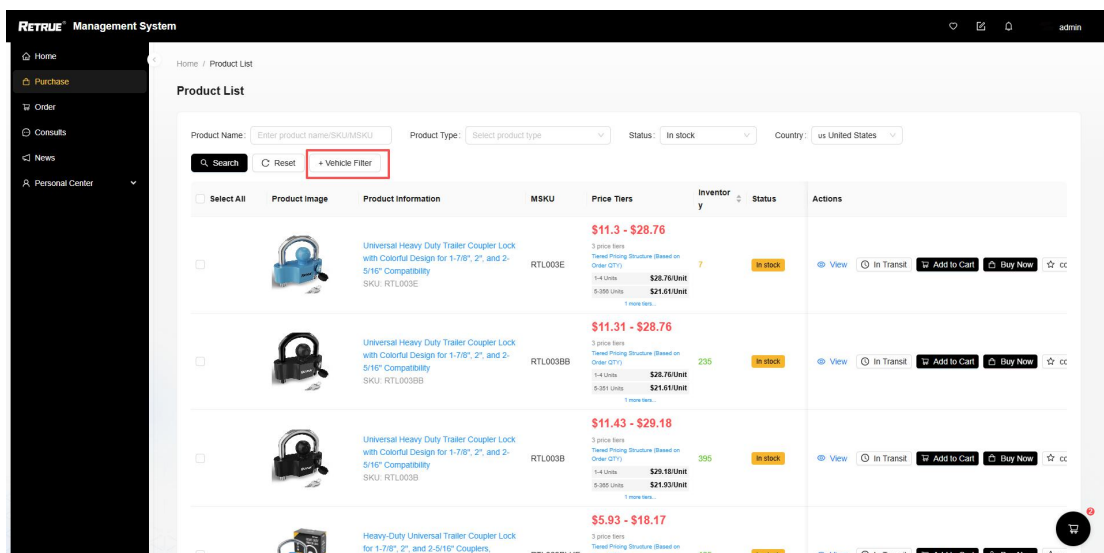
1. Purchasing Workflow

Step 1: Log in to RETRUE Distributor System.

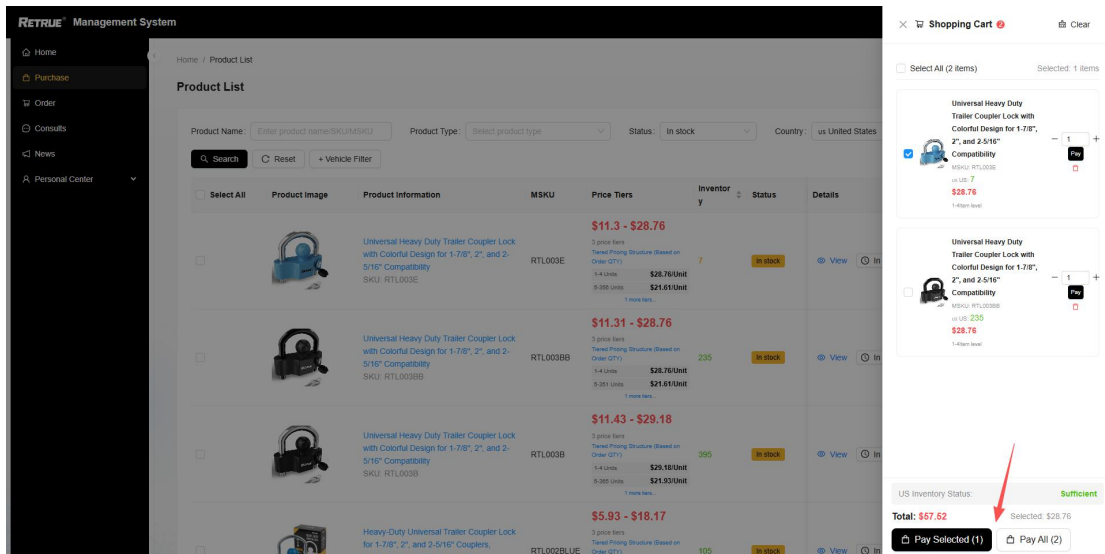
Step 2: Navigate to Product List, select items, and add to cart.



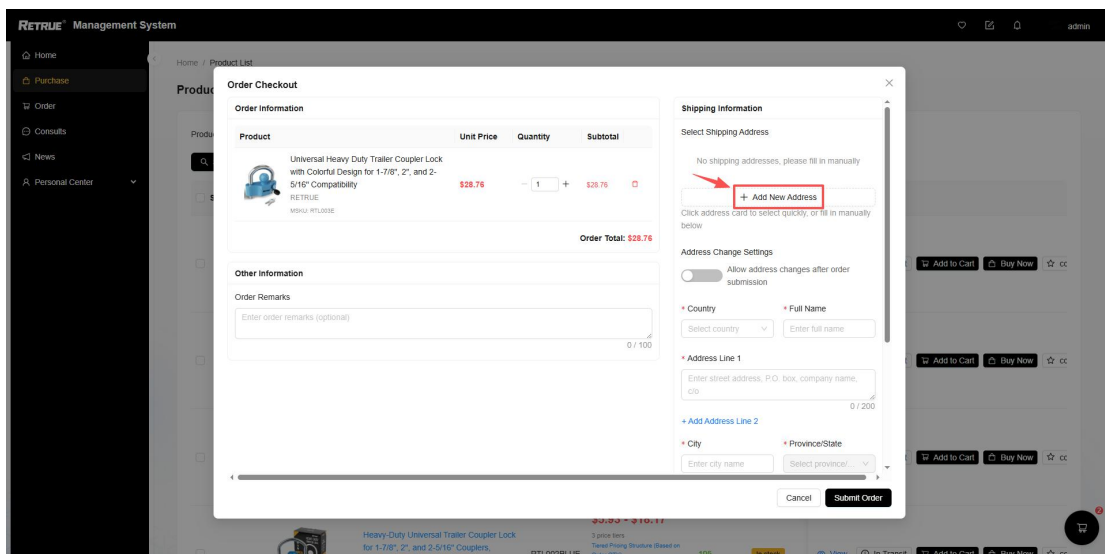
For air suspension bag products, filtering is supported by brand, model, year, and wheel drive.



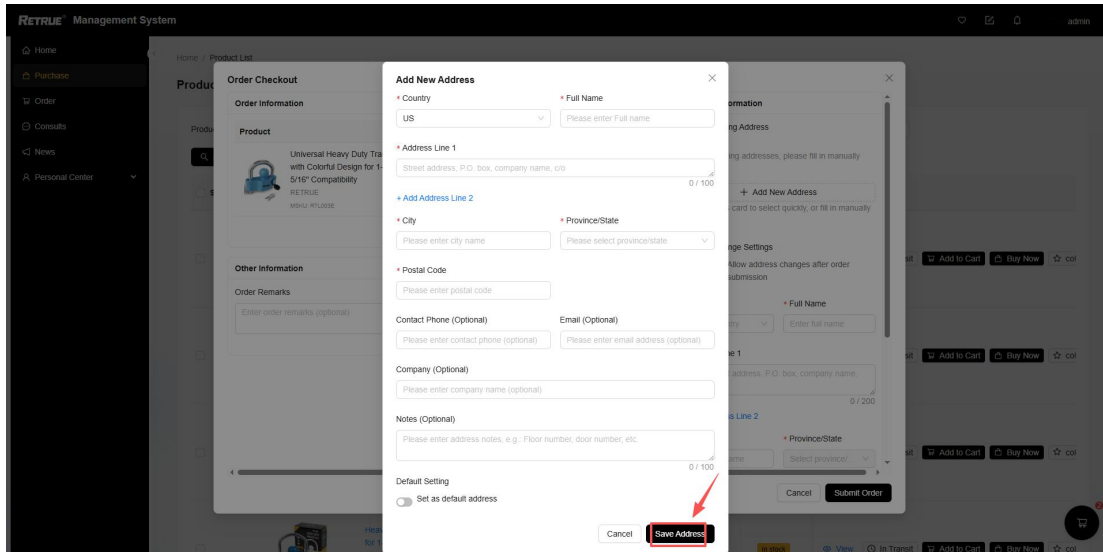
Step 3: Review items in cart and proceed to checkout.



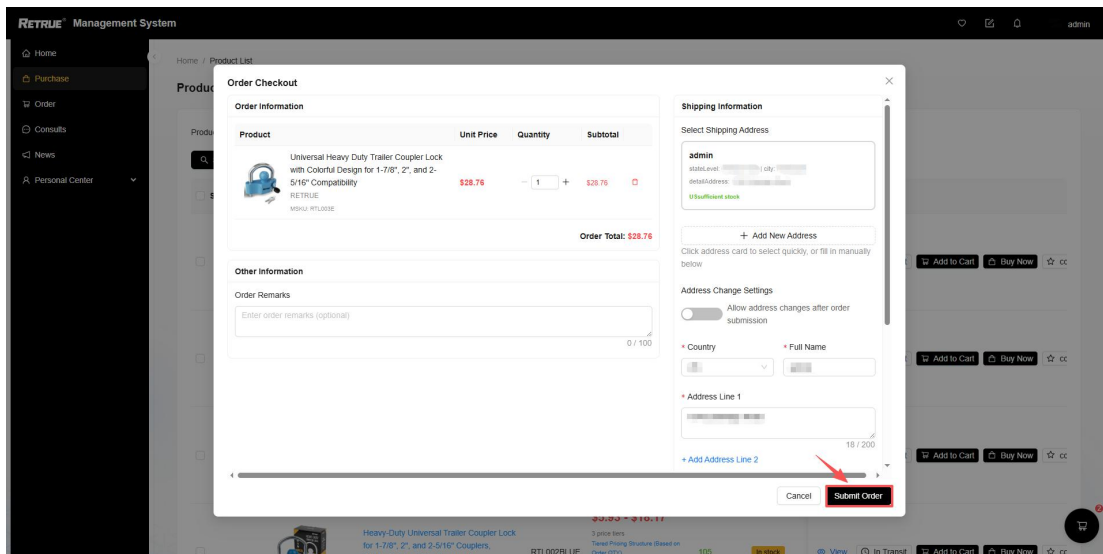
Step 4: Add/Select Shipping Address: Click Add New Address if required.



According to the prompt to fill out information, and submit the address.



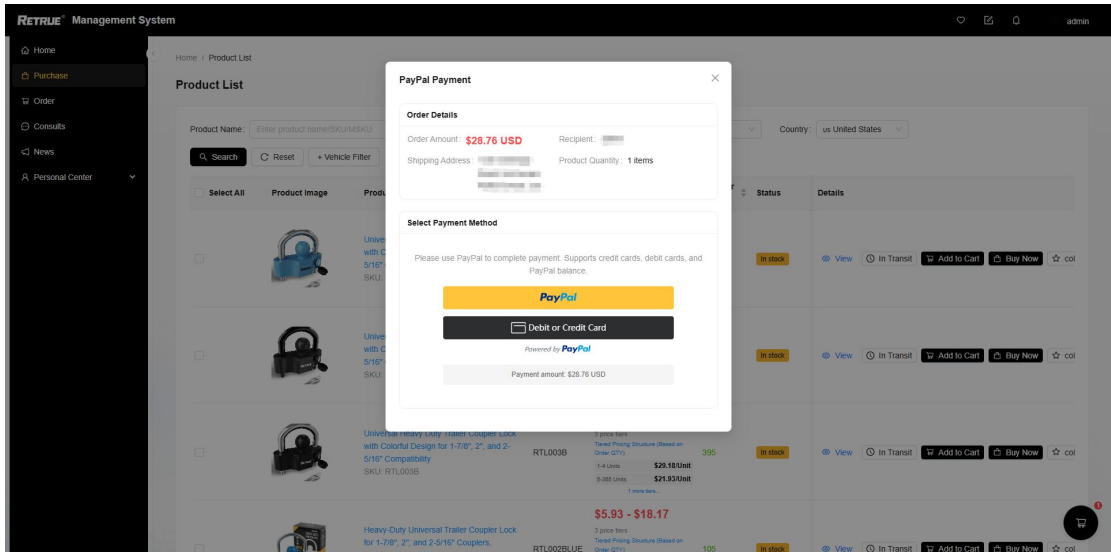
Step 5: Confirm order details and click Submit Order.



Step 6:

Complete payment via:

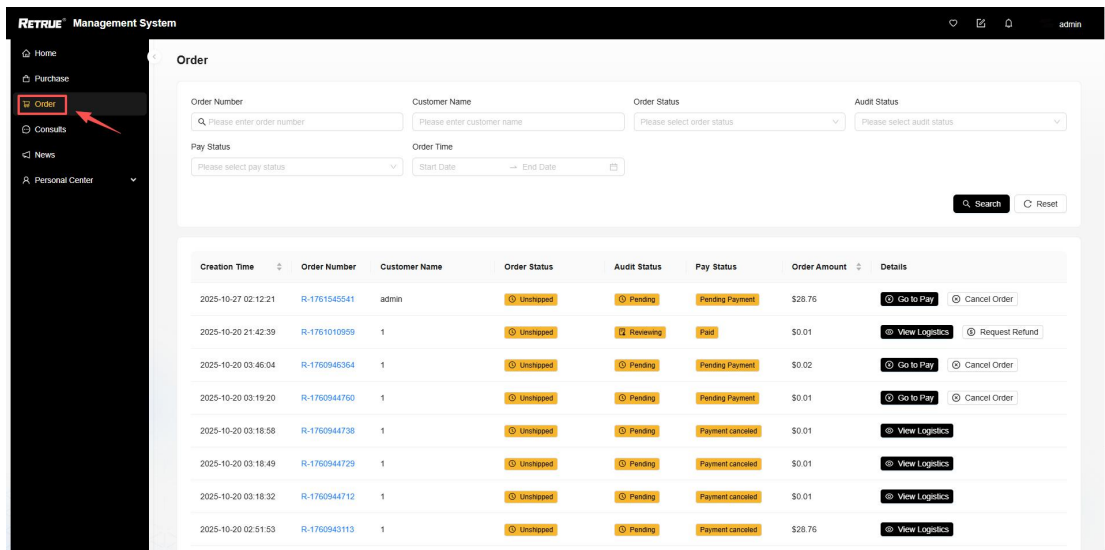
- PayPal
- Debit/Credit Card



2. View Orders

Access order details and track real-time shipping status.

Step 1: Browse the order history and view the order information.



Step 2: Go to Orders > Locate relevant order > Click View Logistics.

RETRUE Management System

Home Purchase Order Consults News Personal Center

Order

Order Number: Customer Name: Order Status: Audit Status:

Pay Status: Order Time:

Creation Time	Order Number	Customer Name	Order Status	Audit Status	Pay Status	Order Amount	Details
2025-10-27 02:12:21	R-1761545541		Unshipped	Pending	Pending Payment		Go to Pay Cancel Order
2025-10-20 21:42:39	R-1761010959		Unshipped	Reverting	Paid		View Logistics Request Refund
2025-10-20 03:45:04	R-1760946364		Unshipped	Pending	Pending Payment		Go to Pay Cancel Order
2025-10-20 03:19:20	R-1760944760		Unshipped	Pending	Pending Payment		Go to Pay Cancel Order
2025-10-20 03:18:58	R-1760944738		Unshipped	Pending	Payment cancelled		View Logistics
2025-10-20 03:18:49	R-1760944729		Unshipped	Pending	Payment cancelled		View Logistics
2025-10-20 03:18:32	R-1760944712		Unshipped	Pending	Payment cancelled		View Logistics
2025-10-20 02:51:53	R-1760943113		Unshipped	Pending	Payment cancelled		View Logistics

RETRUE Management System

Home Purchase Order Consults News Personal Center

Order Details

Basic Information

Order Number	Customer Name	Customer Email	Order Status
Audit Status	Payment Status	Pay Status	Order Amount
Creation Time			

Shipping Information

Recipient	Phone	Shipping Address
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Purchased Goods

Product Name	SKU	Unit Price	Quantity	Subtotal
			1	
Order Total:				

Logistics Information

Carrier	Tracking Number	Track
---------	-----------------	-------

Tracking Events

- Delivered**
Package delivered.
2025-04-24 13:58:39 - Sioux Falls, US
- Out for delivery.**
Package is out for delivery.

Iv. FAQ

1. Registration Related

Q: What should I do if I get "Account already exists" when registering?

A: This indicates that the email has already been registered. Please try to reset your password or register with a different email address.

Q: I didn't receive the approval notification email after registration. What should I do?

A: Please check your spam or promotion folder. If you still cannot find the email, contact RETRUE Support at **business@retrue.com**.

Q: I get an error or cannot submit the registration form. What should I do?

A: Ensure all required fields are completed and that your network connection is stable. If the problem persists, take a screenshot and contact RETRUE Support at **business@retrue.com**.

2. Order Placement Related

(1) Purchase Process

Q: I cannot select the product quantity when placing an order. What should I do?

A: Check whether the product is out of stock. If the stock is 0, the system will not allow the order to be submitted.

Q: How can I modify my order information?

A: If you contact us promptly after placing your order, we can help modify your order information. Once the package has been shipped, the order's delivery address and other details cannot be changed.

Q: What should I do if my payment fails?

A: Check whether your payment method is supported (e.g., credit card, PayPal, bank transfer), and ensure your network connection is secure and stable.

Q: What if the product I want to buy is out of stock?

A: If the product is temporarily out of stock, you can check inventory status as follows:

Click the **[In Transit]** button in the product list to view current stock and in-transit inventory.

For further confirmation or to reserve the product, click the **[Support]** button. This will open a message page where you can submit your inquiry, and our customer support team will respond promptly.

(2) Logistics Tracking

Q: How can I track my order?

A: Sign in to the RETRUE Distributor System → go to **[Orders]** → click the corresponding order → view the logistics details.

Q: The logistics information hasn't updated. What should I do?

A: System data may have a delay. Please wait patiently. If there is no update after 24 hours, contact RETRUE Support at **business@retrue.com** for verification.

3. System Operation Issues

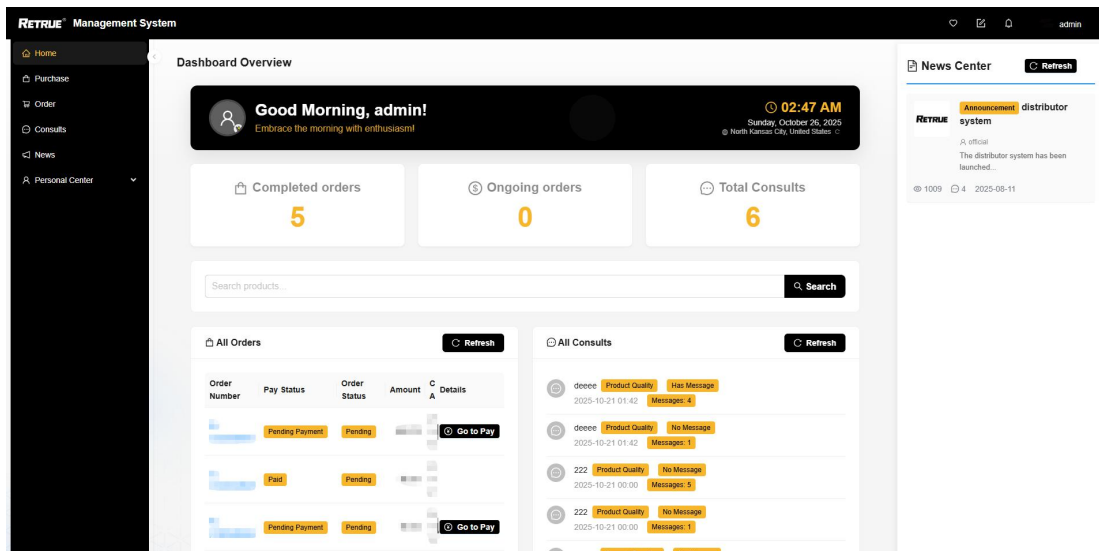
Q: What should I do if I forget my password?

A: On the login page, click **[Forgot Password]** and enter the email address used during registration. The system will automatically send a password reset email. Please follow the instructions in the email to reset your password.

Note: The password reset link is valid for 1 hour. Please complete the reset within this time. If it expires, you will need to request a new link.

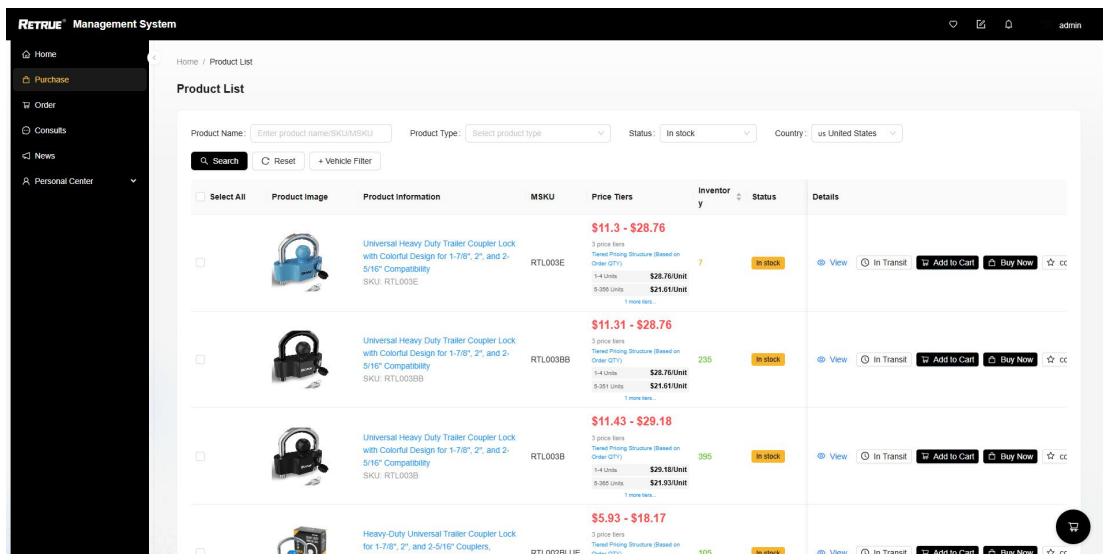
V. Instructions for each interface

1. Home Page: Provide distributors with a general overview of order status, advisory information and announcement notices.



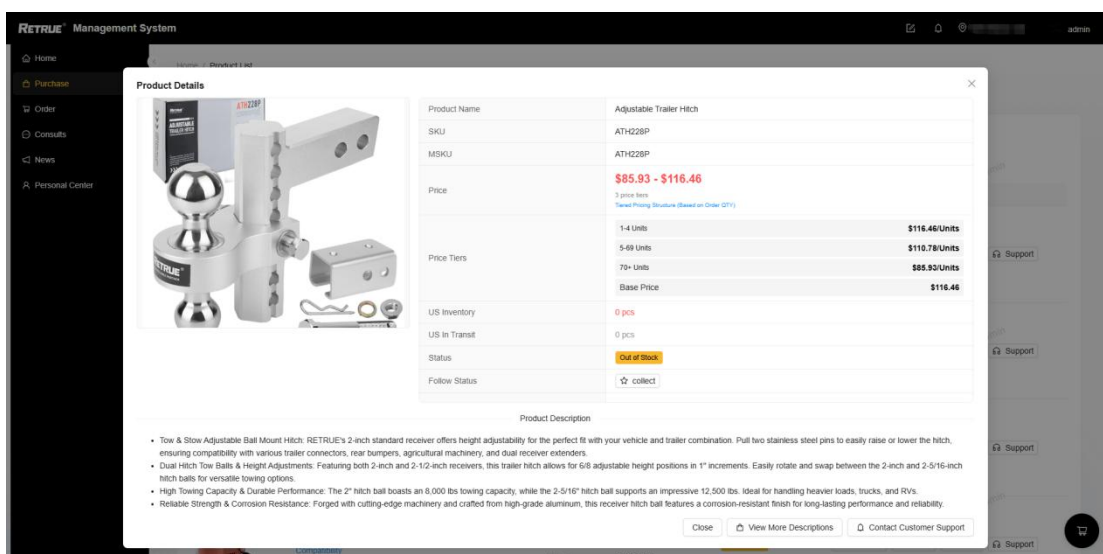
2. Product List: The Product List displays all distributable products with details such as product images, name, SKU, distribution price range, and stock status. Distributors can:

- View product info & price tiers – Check distribution prices for different purchase quantities.
- Check stock status – Click “In Transit” to view incoming stock if out of stock.
- Favorite products – Save products for quick access later.
- Subscribe for restock notifications (Follow) – Receive alerts when products are replenished.
- Initiate consultation (Support) – Ask headquarters about product details or purchasing questions.
- Filter & search – Use the filter bar to search by product name, type, status, brand, vehicle model, year, or drive type.



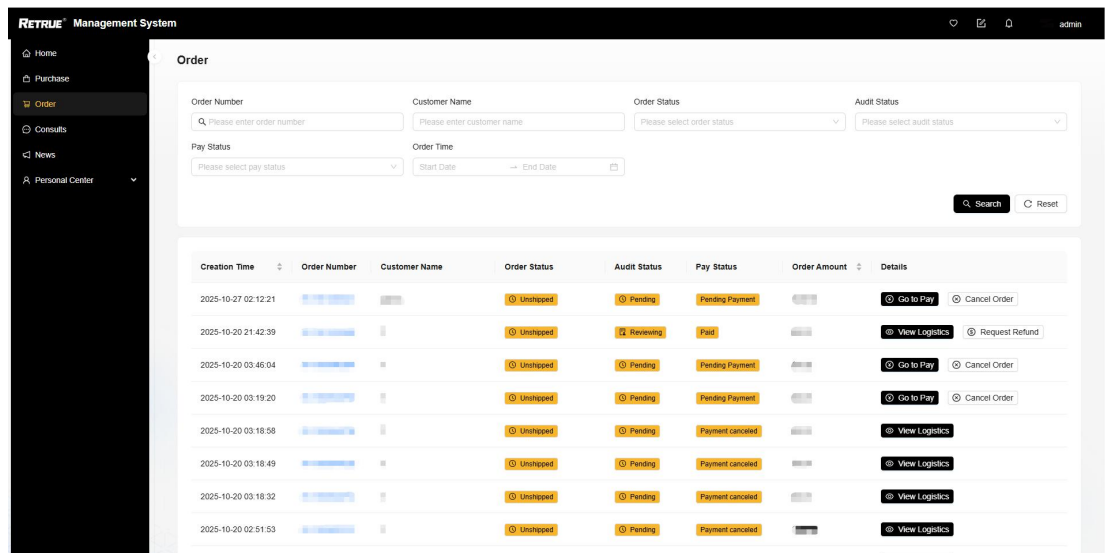
2.1 Product Detail Page: The Product Detail Page displays complete information of the selected product, helping distributors understand its specifications and stock status. On this page, you can:

- View basic product information – including product name, SKU, MSKU, price range, and price tiers for different quantities.
- Check stock status – including local inventory (Inventory) and incoming stock (In Transit).
- Follow product status – if the product is out of stock, click “Collect” to favorite it, or use “Follow” to subscribe for restock notifications.
- View Product Description – learn about product features, compatibility, and technical specifications.
- See more details or contact support – click the buttons at the bottom of the page to view the full description or contact headquarters customer support.



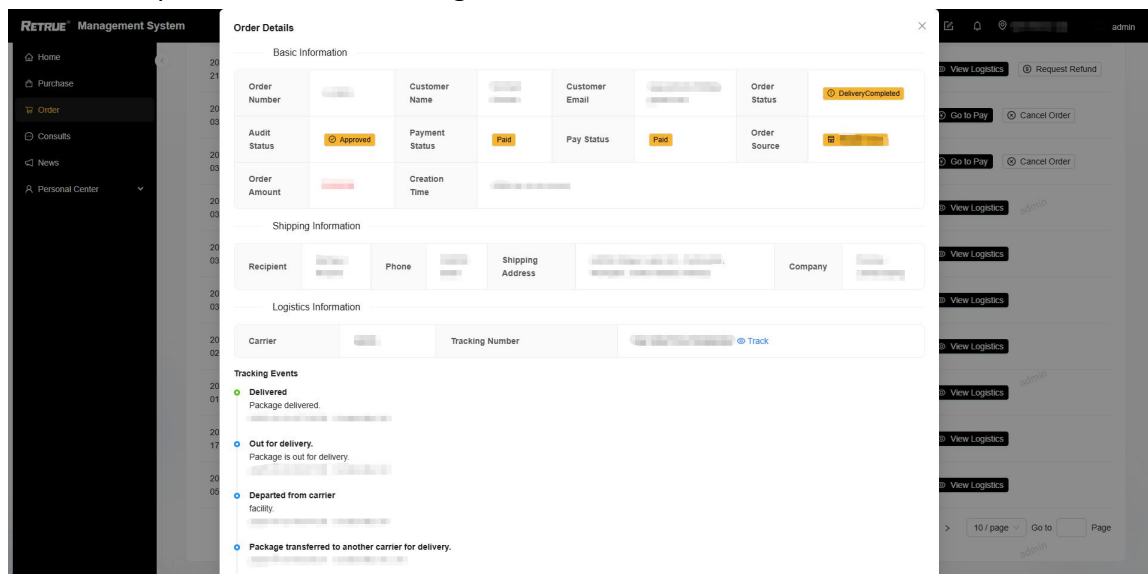
3. Order List: The Order List provides an overview of all orders, enabling users to efficiently manage and track them. Key features include:

- View order details – Check complete information for each order, including product items, customer information, payment status, and shipping status.
- Search historical orders – Perform precise searches based on order number, customer name, order status, approval status, payment status, order source, and order date.



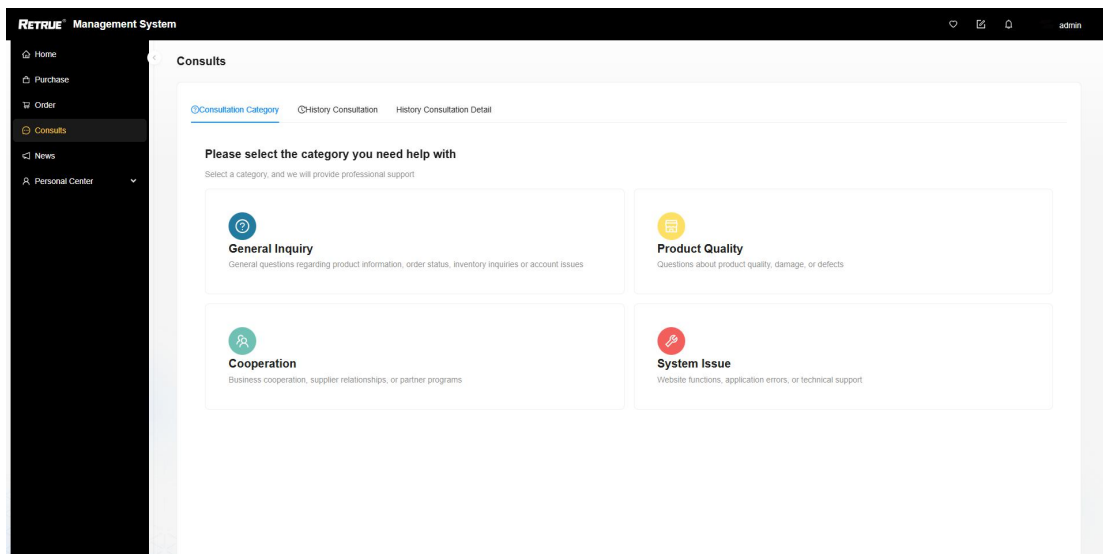
3.1 Logistics Information Page: The Logistics Information Page centrally displays order and shipping details.

- Order Information – Shows order number, product details, recipient information, etc.
- Shipping Information – Displays shipping method, carrier, and logistics status.
- Track Shipment – Supports real-time tracking of package progress, keeping users updated on the latest logistics status.



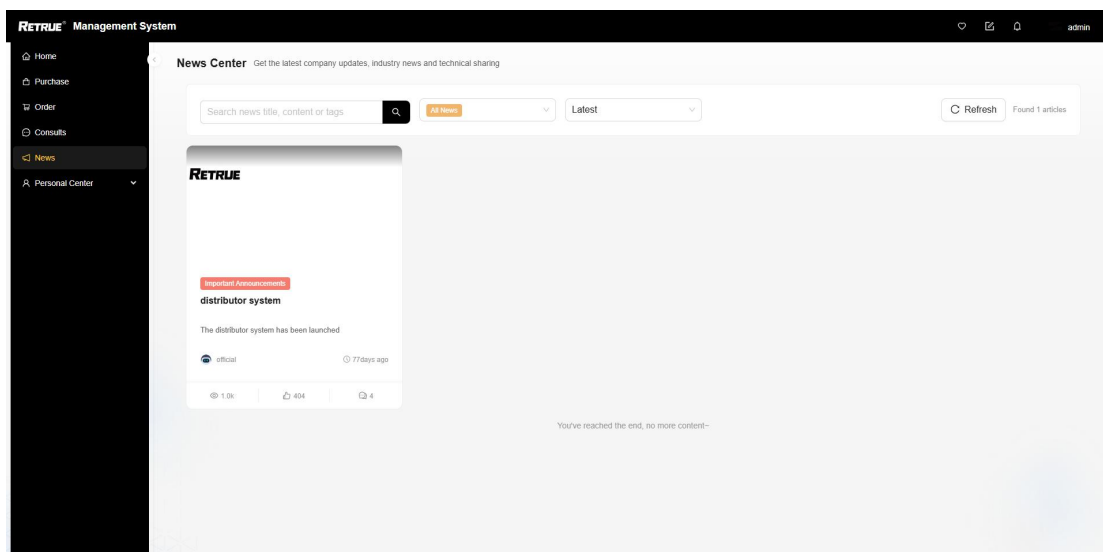
4. Consultation Module: The Consultation Module allows distributors to easily submit inquiries online and review historical consultation records.

- Submit Inquiry – Select a question type under “Consultation Category”, fill in your inquiry, and submit the message.
- Message Feedback – After successful submission, the system redirects to “History Consultation Detail” where you can view the full conversation record.
- History Records – Access all past inquiries in “History Consultation” for easy follow-up and reference.



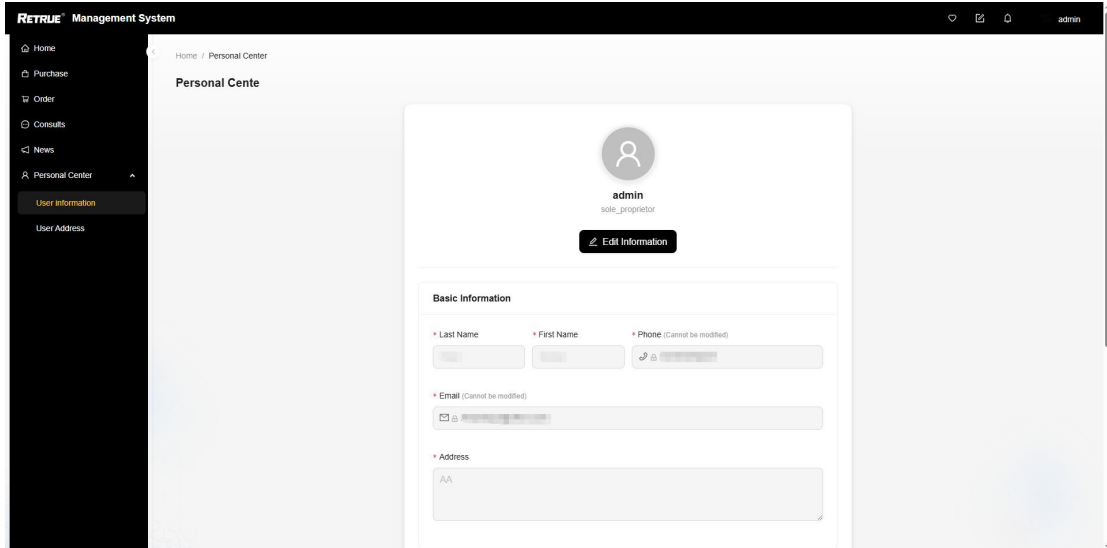
5. News & Notifications: Stay updated with the latest company news, industry trends, and technical insights.

- Content Access – View company updates, industry news, and technical articles in one place.
- Filter & Search – Filter news by title, content, tags, category, or date for quick access.

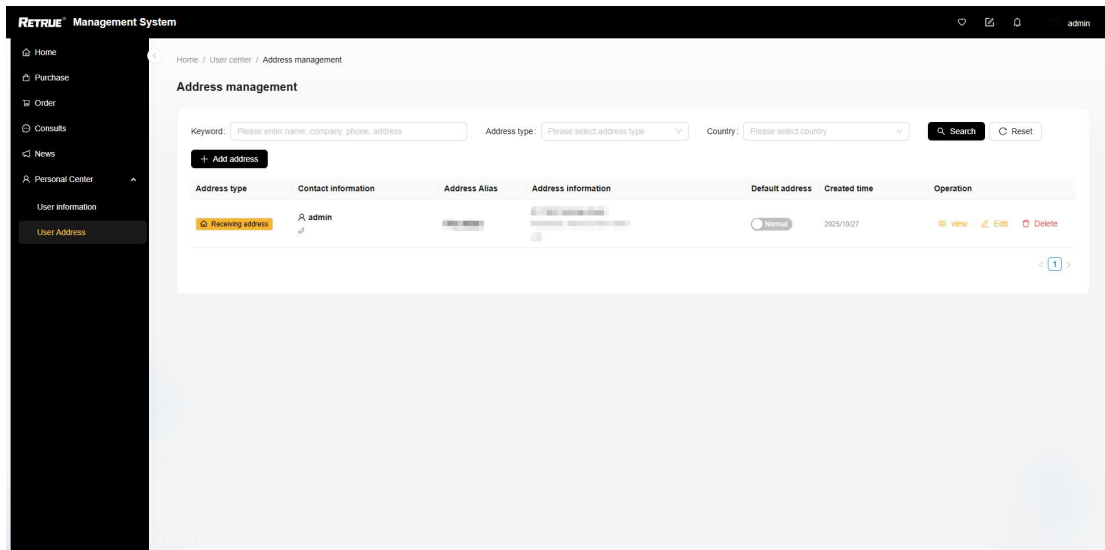


6. Personal Center

6.1 Information Management: Supports modifying avatars, names, addresses, and company information.



6.2 Address management: Centrally manage the receiving address and billing address of dealers, and support new and delete operations.



Support Contact:

For assistance, email business@retrue.com.