

User Guide For Agent

by Olympia Diary (M) Sdn Bhd

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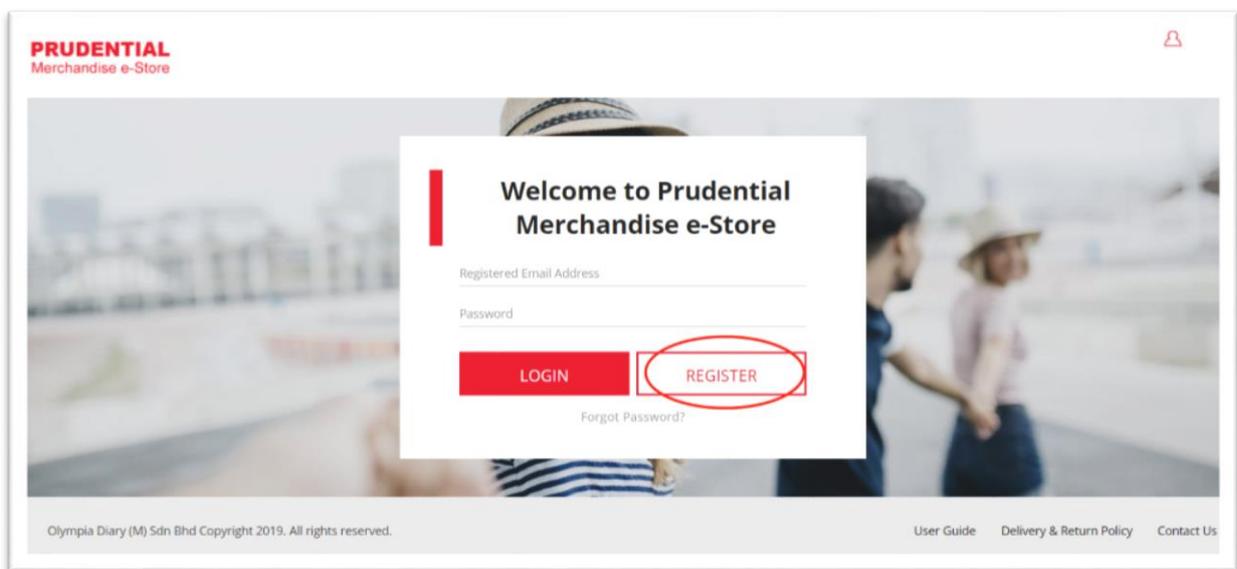
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1 REGISTER ACCOUNT

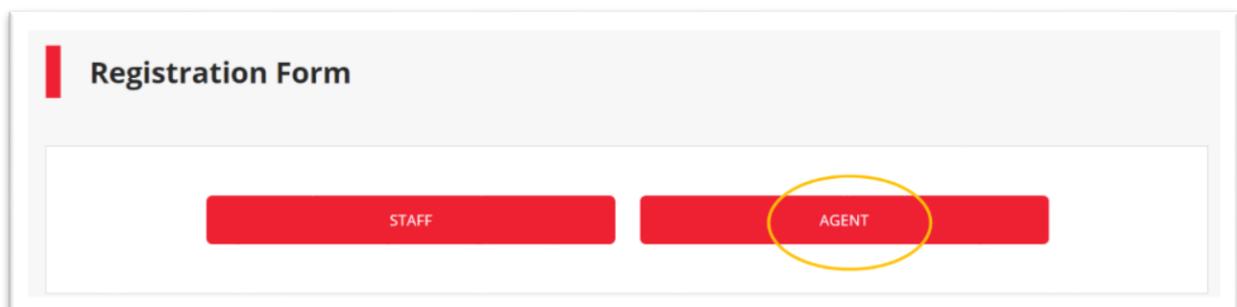
1.1 HOW TO REGISTER AN ACCOUNT

Step 1. Go to <https://www.odm-emerchandise.com/prudential>

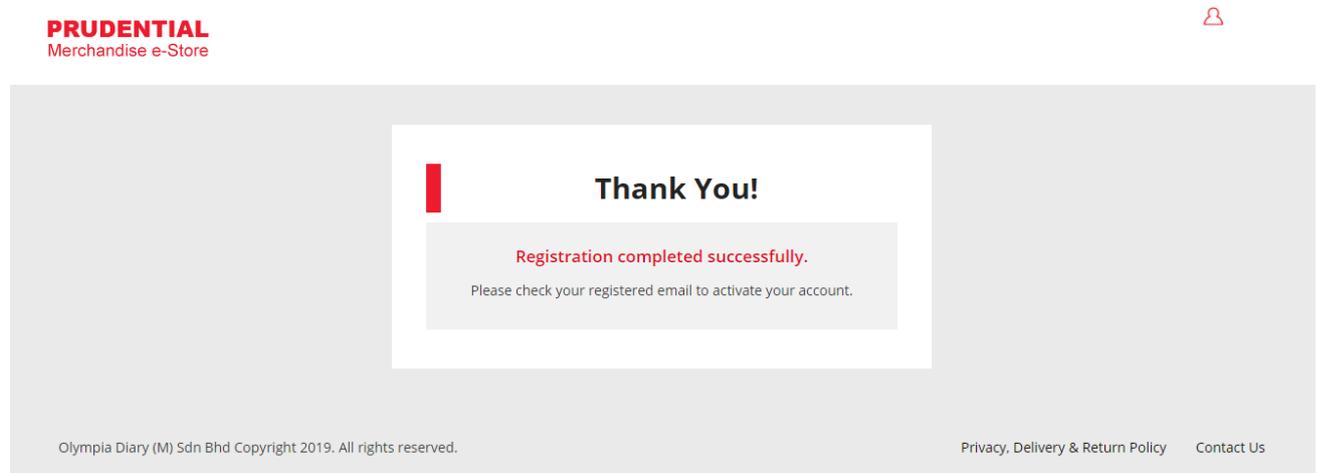
Step 2. Click “REGISTER”.



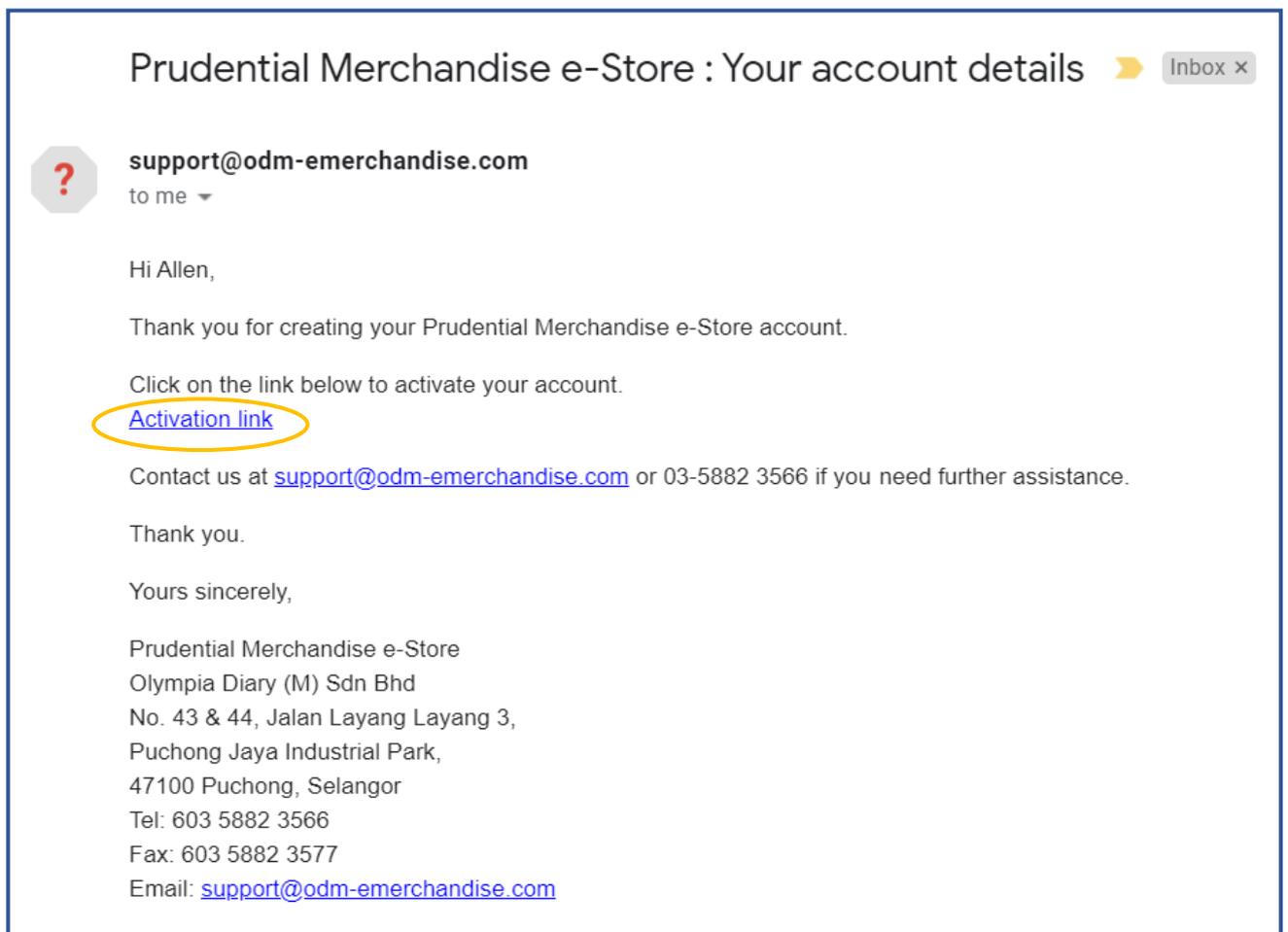
Step 3. Click on the “AGENT” button.



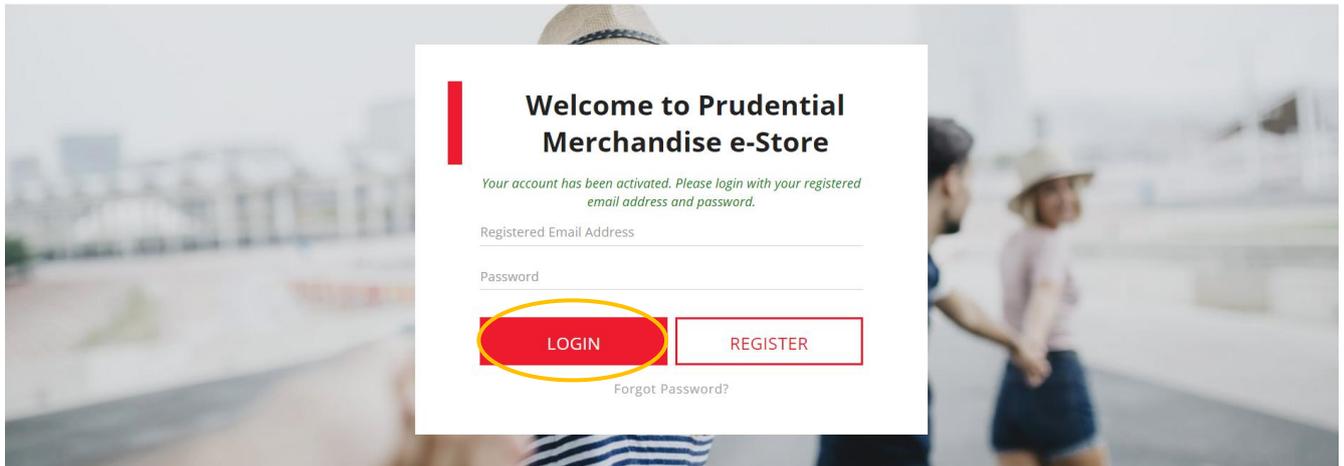
Step 5. Registration is completed.



Step 6. Go to your registered email and click on the "Activation Link" to activate your account.



Step 7. Login using your registered email address and password.

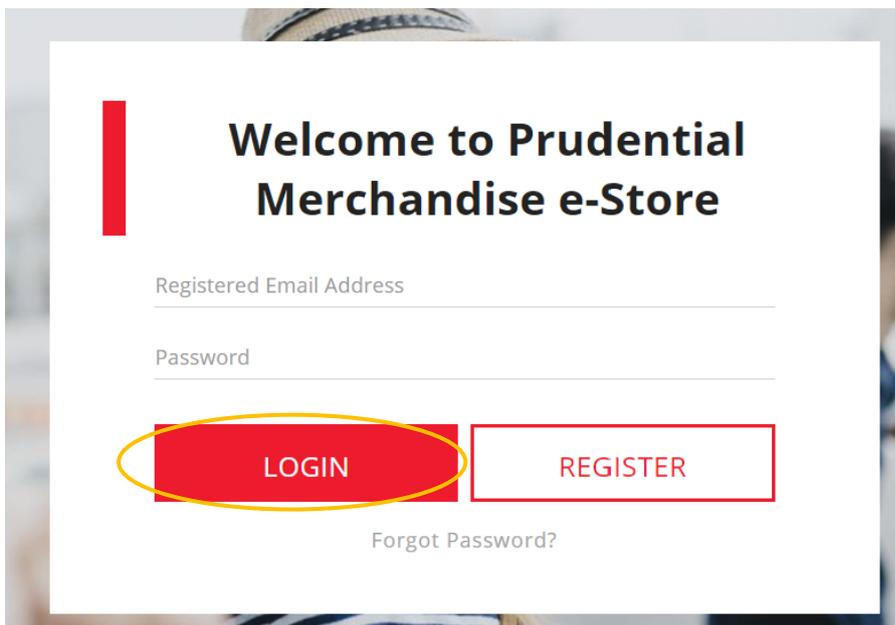


2 LOGIN ACCOUNT

2.1 HOW TO LOGIN TO MY PRUDENTIAL MERCHANDISE E-STORE ACCOUNT

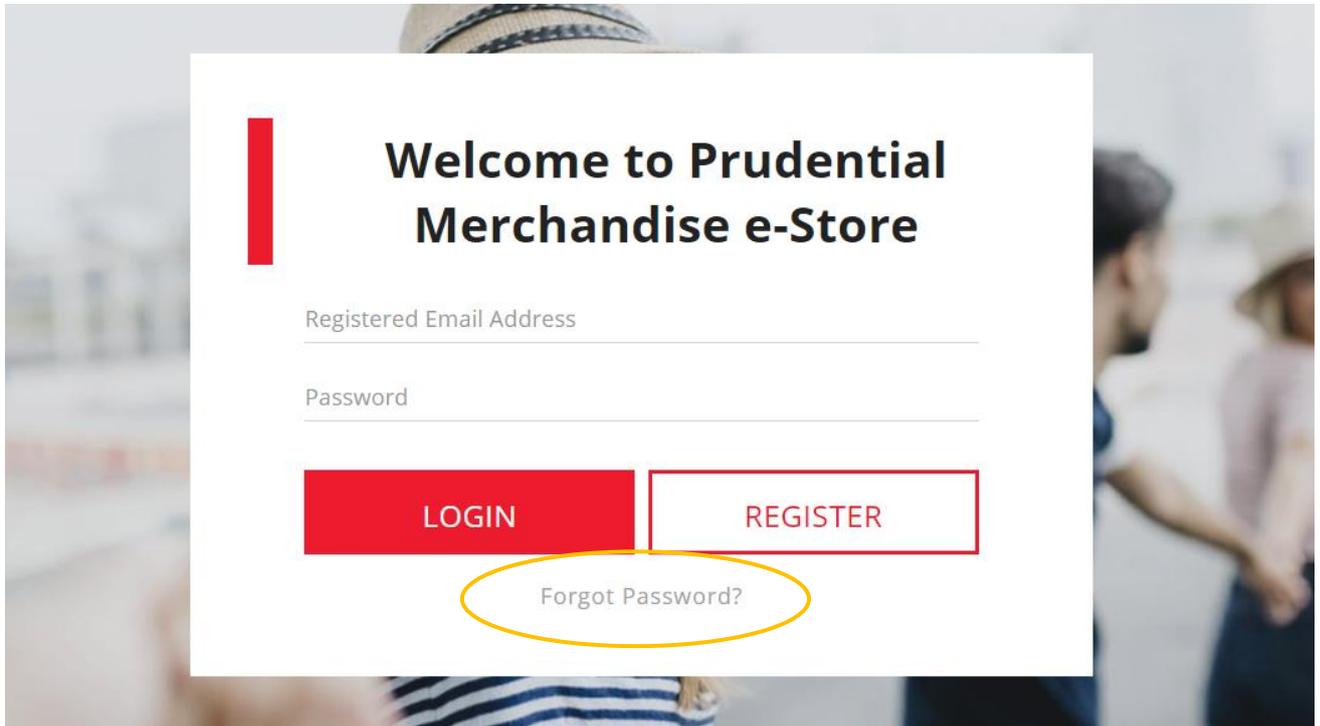
Step 1. Go to <https://odm-emerchandise.com/prudential>

Step 2. Key in the registered email address and password. Click “LOGIN” to proceed.

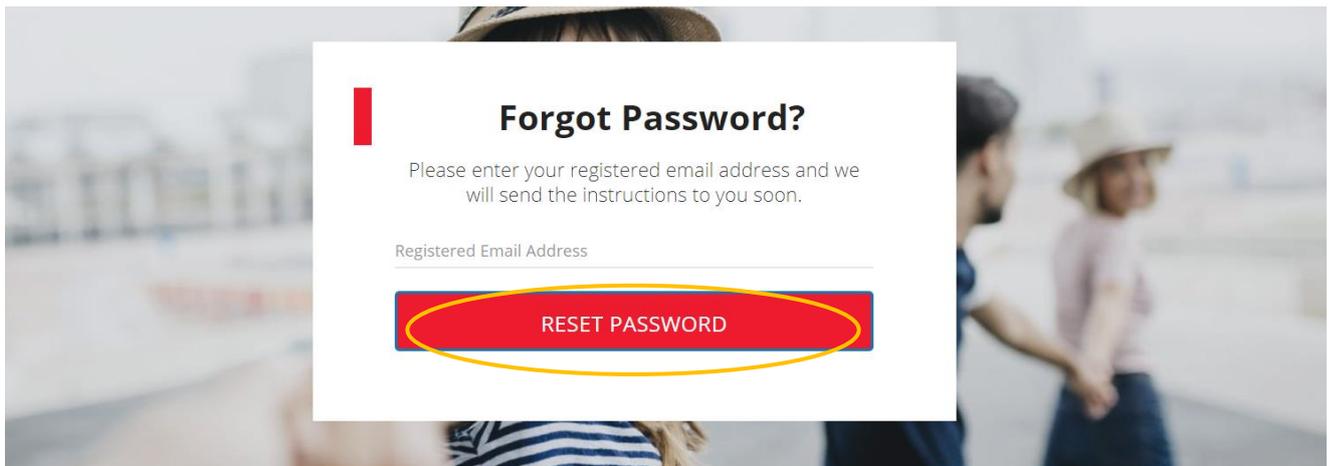


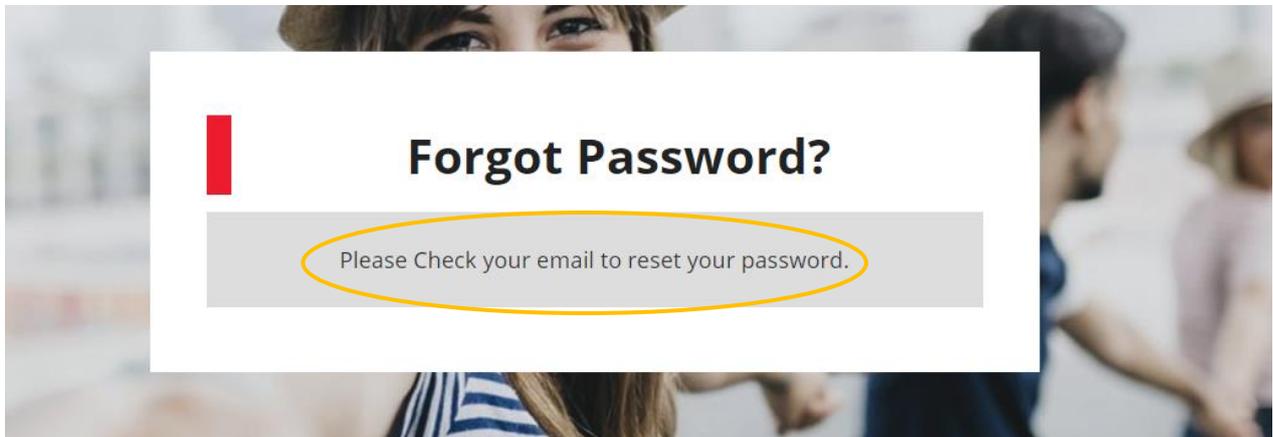
2.2 WHAT SHALL I DO IF I FORGOT MY PASSWORD

Step 1. Click “Forgot Password?”

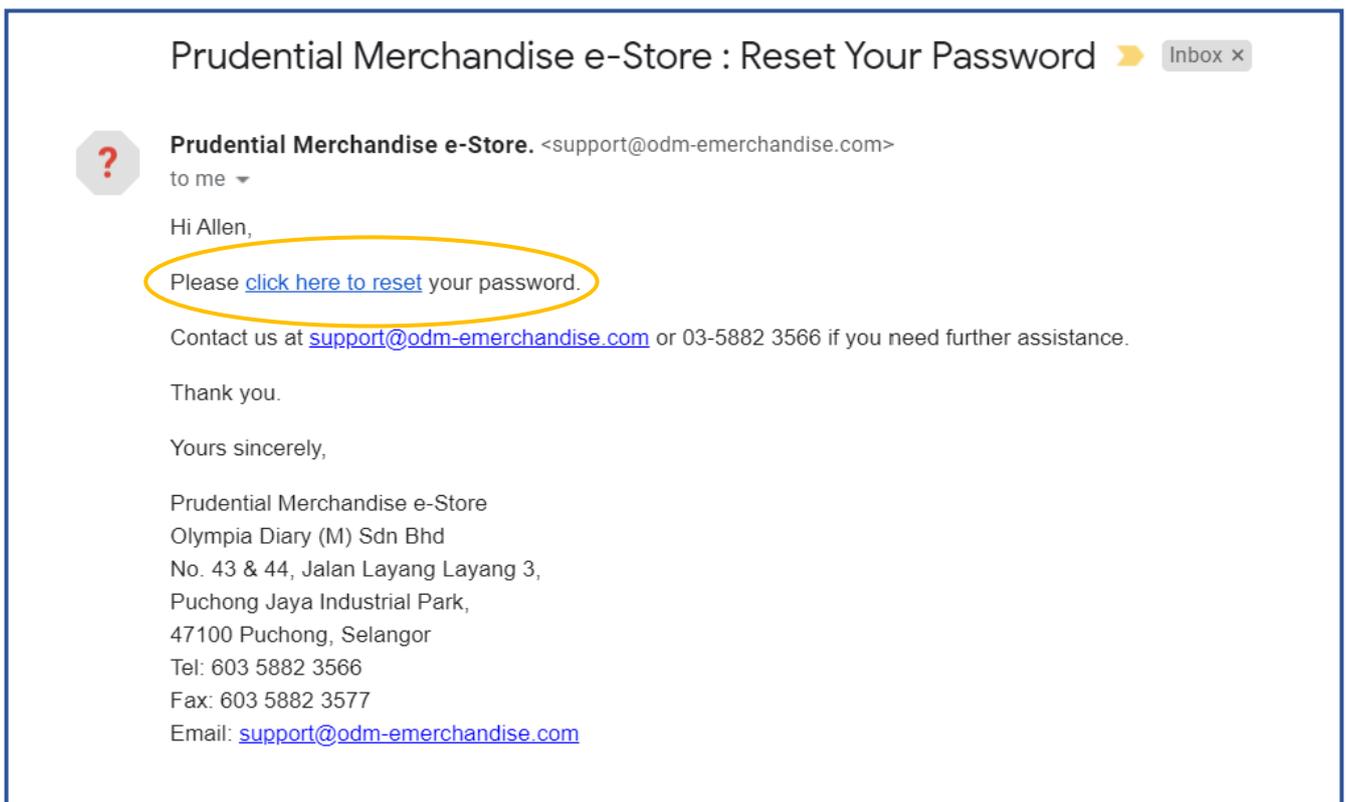


Step 2. Key in your registered email and click “RESET PASSWORD”.

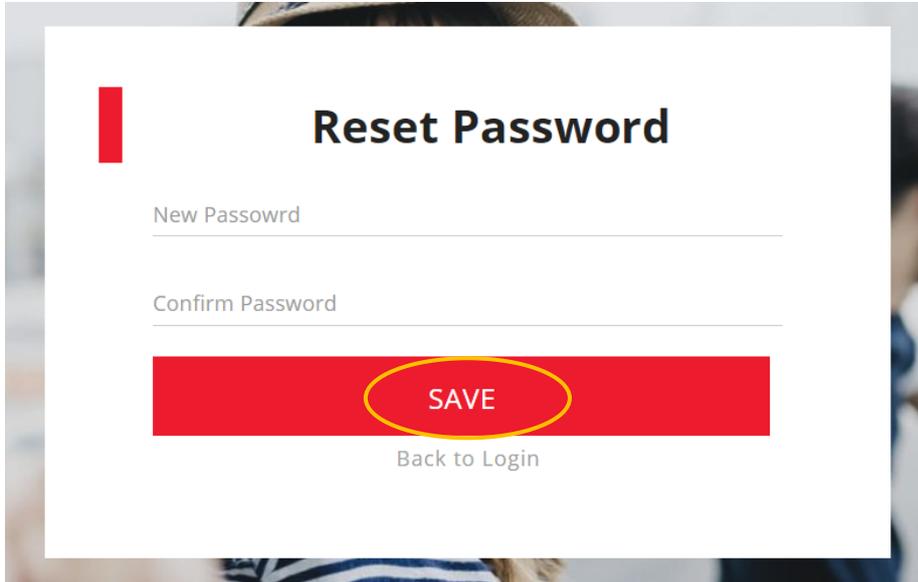




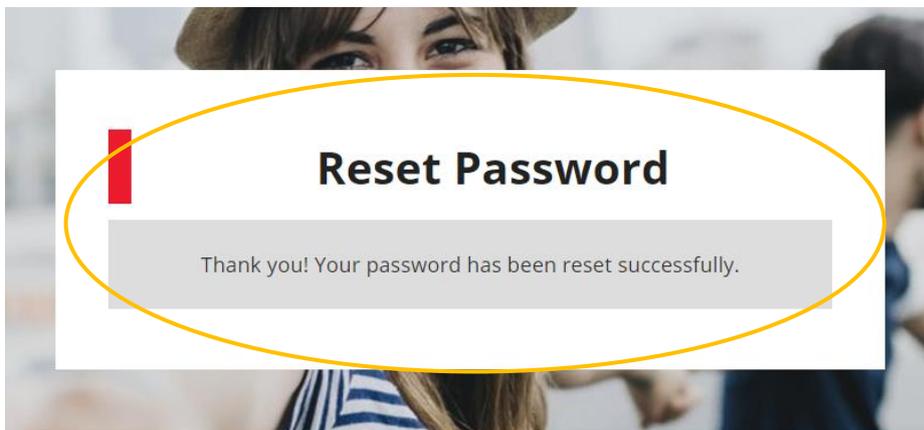
Step 3. Go to your email and click on the “Click here to reset”.



Step 4. Key in your new password and click "SAVE" to change your password.



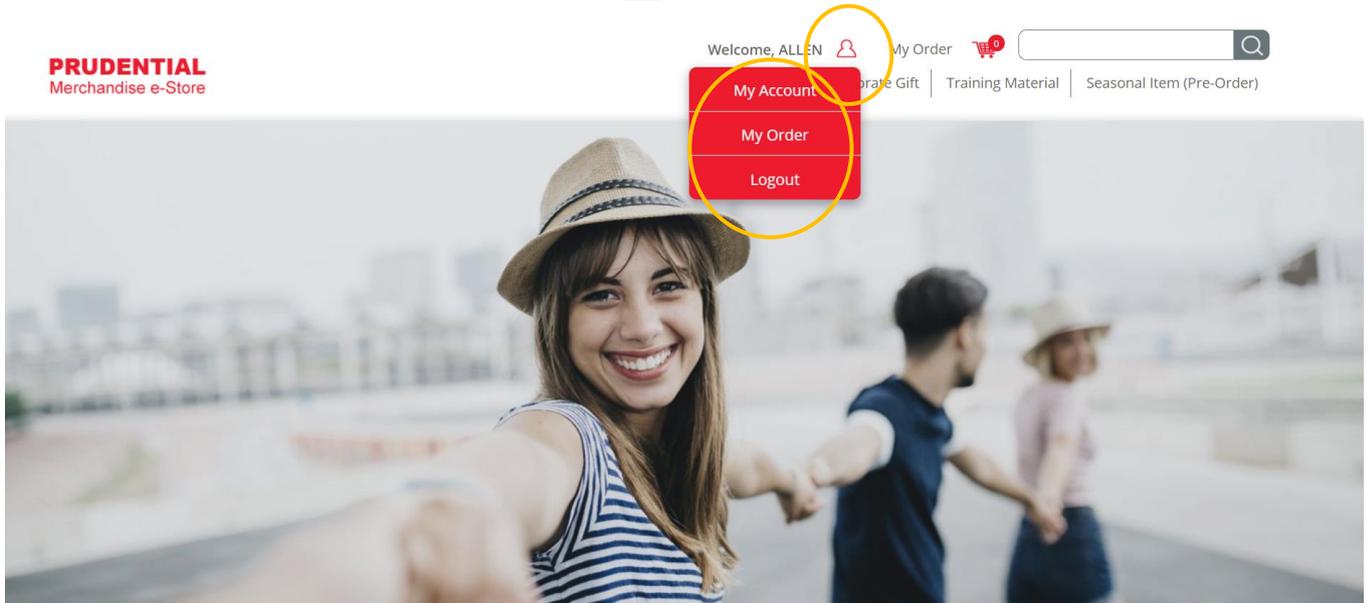
The screenshot shows a 'Reset Password' form. At the top left is a red vertical bar. The title 'Reset Password' is centered. Below it are two input fields: 'New Password' and 'Confirm Password'. A red button labeled 'SAVE' is highlighted with a yellow oval. Below the button is a link that says 'Back to Login'.



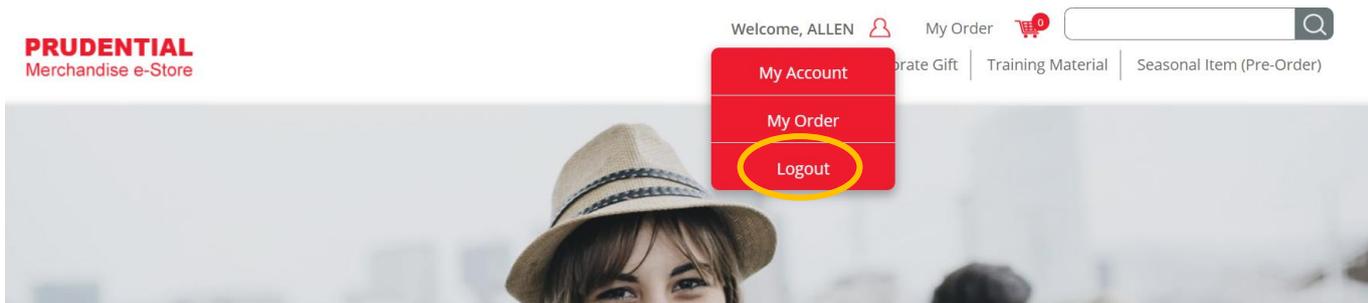
3 LOGOUT ACCOUNT

3.1 HOW DO I LOGOUT FROM MY ACCOUNT

Step 1. In any page, hover your mouse cursor over 



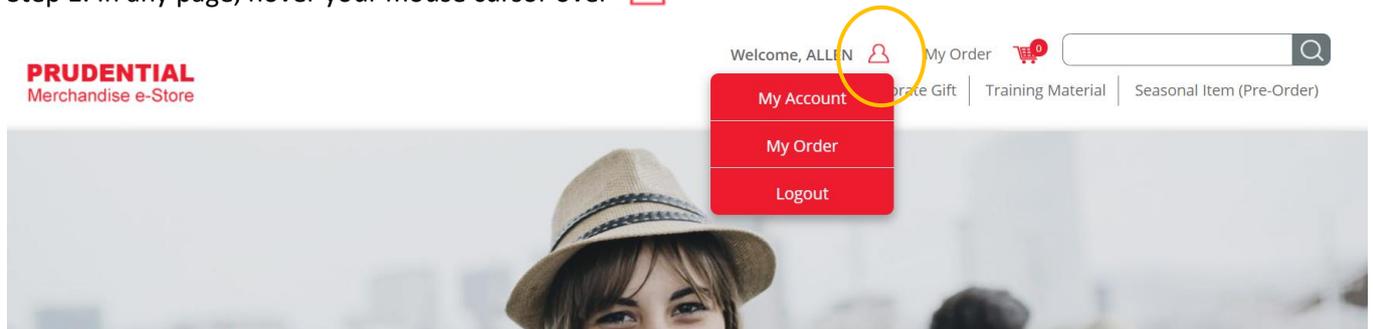
Step 2. Click "Logout".



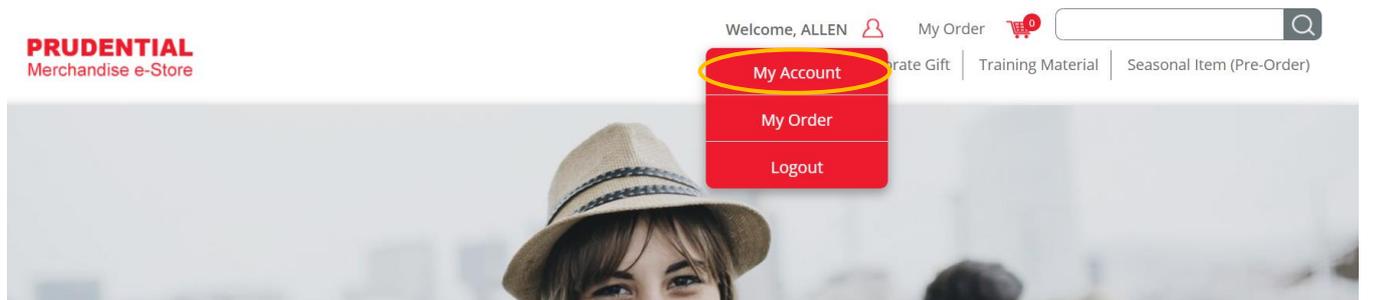
4 MY ACCOUNT

4.1 HOW TO EDIT MY ACCOUNT INFORMATION

Step 1. In any page, hover your mouse cursor over 



Step 2. Click "My Account".



Step 3. Click the "EDIT" button to change/update your details.

Address line 1 *	Lot 43 & 44 Jalan Layang-Layang 3,		
Address line 2	Puchong Jaya Industrial Park		
Address line 3	Puchong Jaya		
Phone No	038888888	Mobile No.	0128888888
Postcode	47100		
City	Puchong	State	Selangor

  **click "EDIT" to edit**

Step 4. Click “SAVE EDIT” to save the changes.

Address line 1 * Lot 23, Jalan 888

Address line 2 Taman Industrial

Address line 3

Phone No * 038888888 Mobile No. * 0122233445

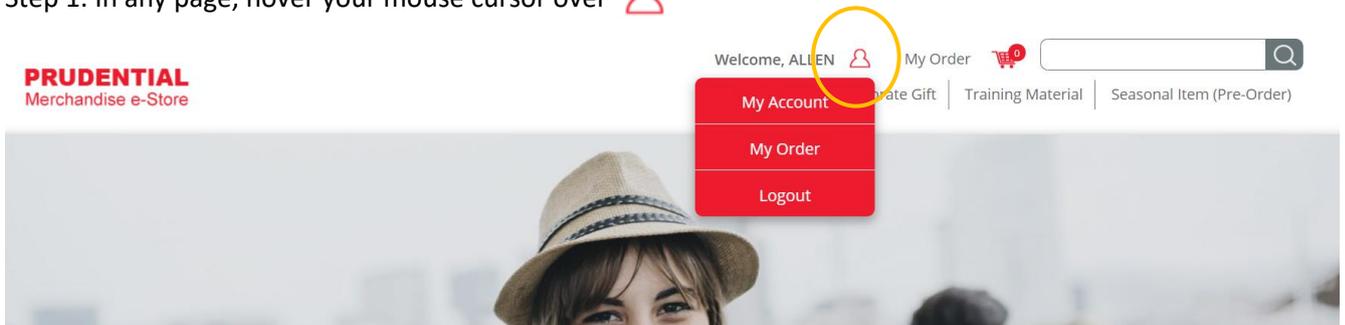
Postcode * 53200

City * Jalan Pahang / Setapak State * Kuala Lumpur

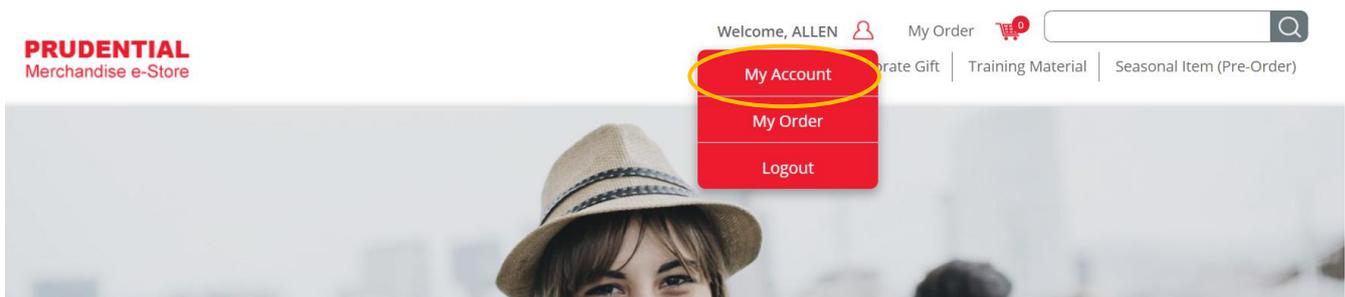
SAVE EDIT

4.2 HOW TO CHANGE ACCOUNT PASSWORD

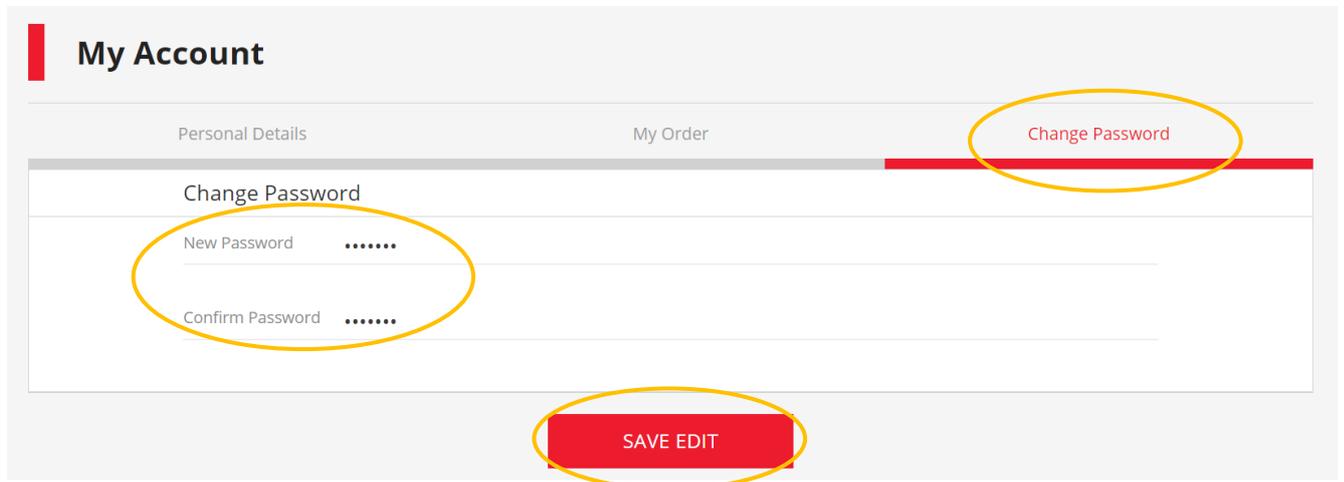
Step 1. In any page, hover your mouse cursor over 



Step 2. Click “My Account”.



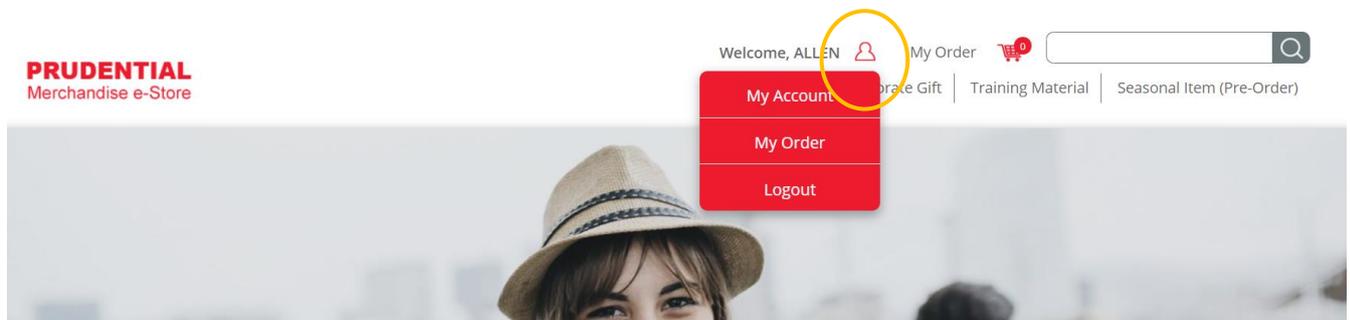
Step 3. Click “Change Password”. Fill in the New Password and Confirm Password. Click “SAVE EDIT”.



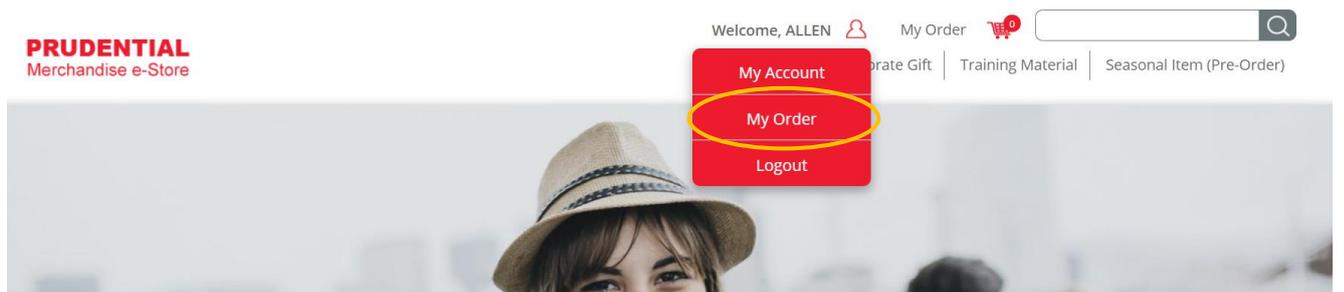
5 MY ORDER

5.1 HOW TO VIEW MY ORDER AND ORDER DETAILS

Step 1. In any page, hover your mouse cursor over 



Step 2. Click “My Order”.



Step 3. Click  to view your order.

My Order

Personal Details			My Order				Change Password	
No	Order No.	Order Date	Order Status	Payment Status	Payment Method	Payment Reference	Payment Amount (RM)	Order Details
1	A 000003	25/10/2019	Pending	Unpaid	iPay88		67.80	 CANCEL ORDER RETRY PAYMENT
2	F 000059	25/10/2019	Payment Failure	Failed	iPay88	T199257657500	25.05	 CANCEL ORDER RETRY PAYMENT

Below is an example of the order details.

My Order Summary

Product	Qty	Unit Price	Total
 95th Anniversary Luggage Tag (Set of 20)	1 SET(S)	RM 60.00	RM 60.00

EXAMPLE

Order number # A 000003	
Order Date	25/10/19 12:28
Payment	iPay88
Order Status	Pending
Item Subtotal	RM 60.00
Shipping Fee	RM 7.80
Total Payment	RM 67.80

6 HOW TO PURCHASE ITEMS

Step 1. Click on the product that you wish to buy.

Prudential Children Colouring Book (Set of 10)
RM 14.00

ADD TO CART

Prudential Mug (Set of 10)
RM 80.00

ADD TO CART

Prudential Penset (Set of 10)
RM 22.20

ADD TO CART

Step 2. Check the product description, fill in the quantity and click “ADD TO CART”.

Prudential Mug (Set of 5)
RM 40.00 / SET(S)

Product Information:

Product Code : CG-0018
Category : Gifts

Product Description:

1 set consists of 5 pieces

Features:

- 450ml
- Anti-slip EVA foam
- Stainless steel 304
- With lid
- Packed in white packaging box

Notice:
If your order cannot be processed, please contact Prudential Merchandise e-Store Support at 03-5882 3566 or click [Contact Us](#) for sales support.

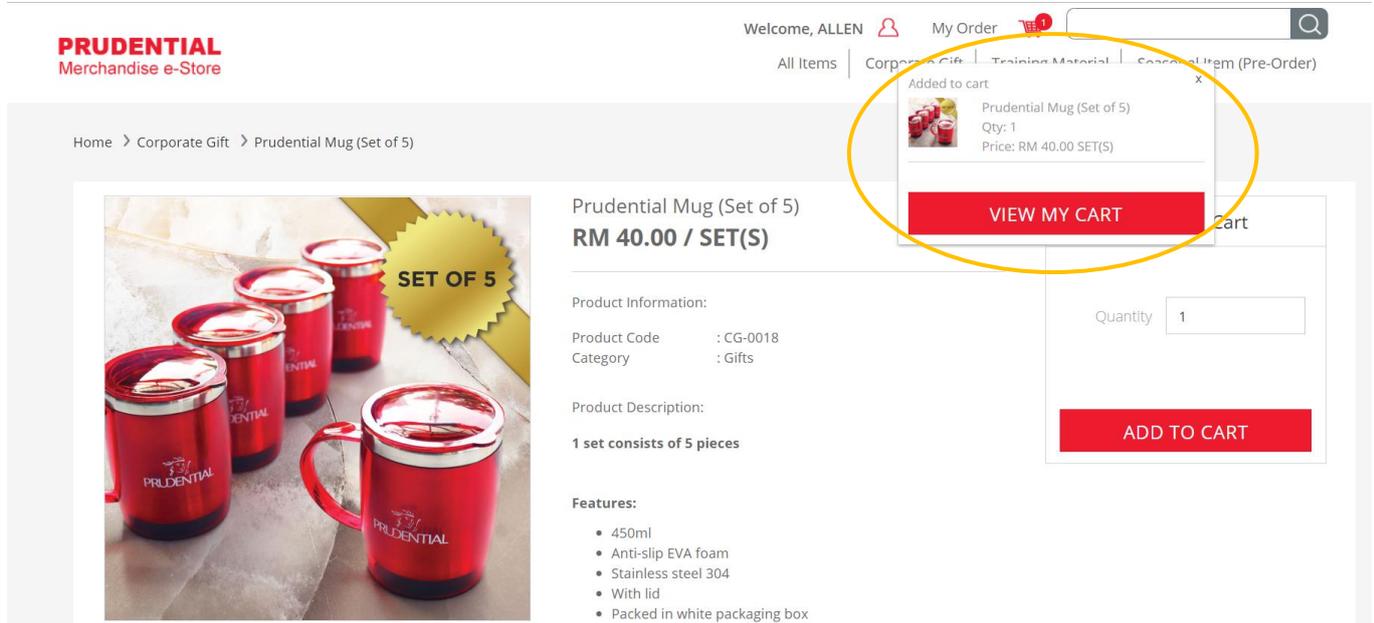
Shopping Cart

Quantity

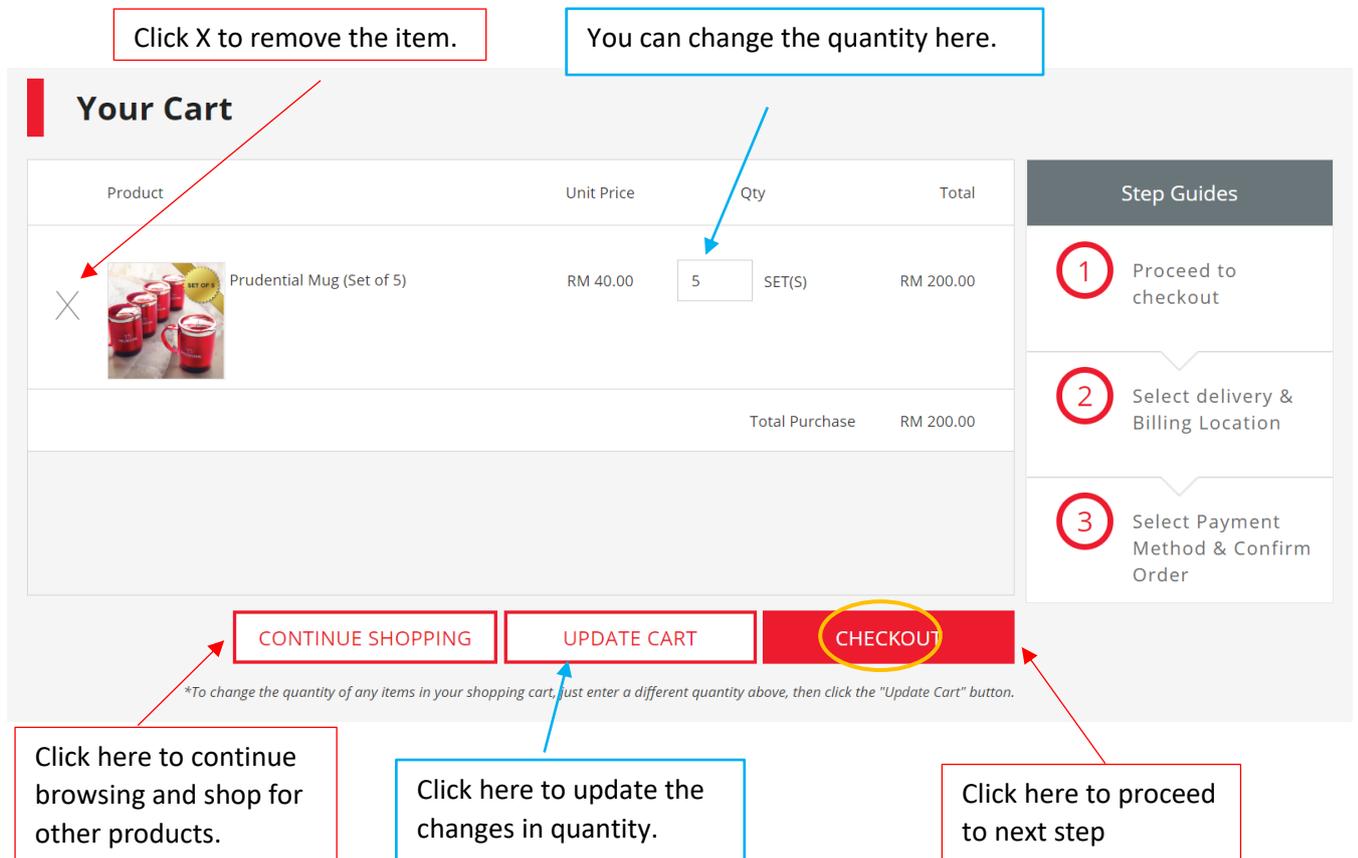
ADD TO CART

Please check product information and details.

Step 3. A pop-up window will show the list of products that you ordered. Click “VIEW MY CART” to continue.



Step 4. Confirm your order and quantity and click “CHECKOUT”.



Step 5. Select the delivery address.

Delivery Location Billing Address Payment Method Preview & Confirm

Delivery Location

Delivery Type * Ship to Address

Same with Registered Address

Lot 23, Jalan 888
Tamn Industrial
Jalan Pahang / Setapak, 53200 Kuala Lumpur.

Attn : Allen Low
Contact : 0122233445

Deliver to Different Address

*IMPORTANT Notes: Please ensure the recipient name is stated clearly and contact number given is reachable to avoid delays in delivering your orders.**

BACK NEXT

Your Order

Item Subtotal	RM 200.00
Shipping Fee	RM 29.25
Total Payment	RM 229.25

Shipping Fee will apply.

Select this if you want to deliver to a different address & fill in the details.

Step 6. Select the billing address.

Checkout

Delivery Location Billing Address Payment Method Preview & Confirm

Billing Address

Same with Registered Address

Lot 23, Jalan 888
Tamn Industrial
Jalan Pahang / Setapak, 53200 Kuala Lumpur.

Attn : Allen Low
Contact : 0122233445

Billing to Different Address

BACK NEXT

Your Order

Item Subtotal	RM 200.00
Shipping Fee	RM 29.25
Total Payment	RM 229.25

Select this if you want to bill to a different address & fill in the details.

Step 7. Select Payment Method, choose the payment option and “ tick v ” to agree with the Privacy, Delivery & Return Policy. Click “CONFIRM ORDER” to continue.

Checkout

Delivery Location → Billing Address → **Payment Method**

Payment Method

Please select a payment method iPay88

Please choose an iPay payment option Payment Option

By submitting this form, I confirm that I have read and agree to the Prudential Sdn Bhd Privacy, Delivery & Return Policy.

Your Order

Item Subtotal	RM 200.00
Shipping Fee	RM 29.25
Total Payment	RM 229.25

Select your payment option here.

6.1 HOW TO MAKE IPAY88 PAYMENT

Step 1. Click “PLACE ORDER” to submit your order.

Checkout

Delivery Location → Billing Address → Payment Method → **Preview & Confirm**

Please Check Your Order Summary Below

Product	Qty	Unit Price	Total
Prudential Mug (Set of 5)	5 SET(S)	RM 40.00	RM 200.00

Your Order

Item Subtotal	RM 200.00
Shipping Fee	RM 29.25
Total Payment	RM 229.25

Shipping to :

Lot 23, Jalan 888,
Taman Industrial,
Jalan Pahang / Setapak, 53200
Kuala Lumpur.

Attn : Allen Low
Contact : 0122233445

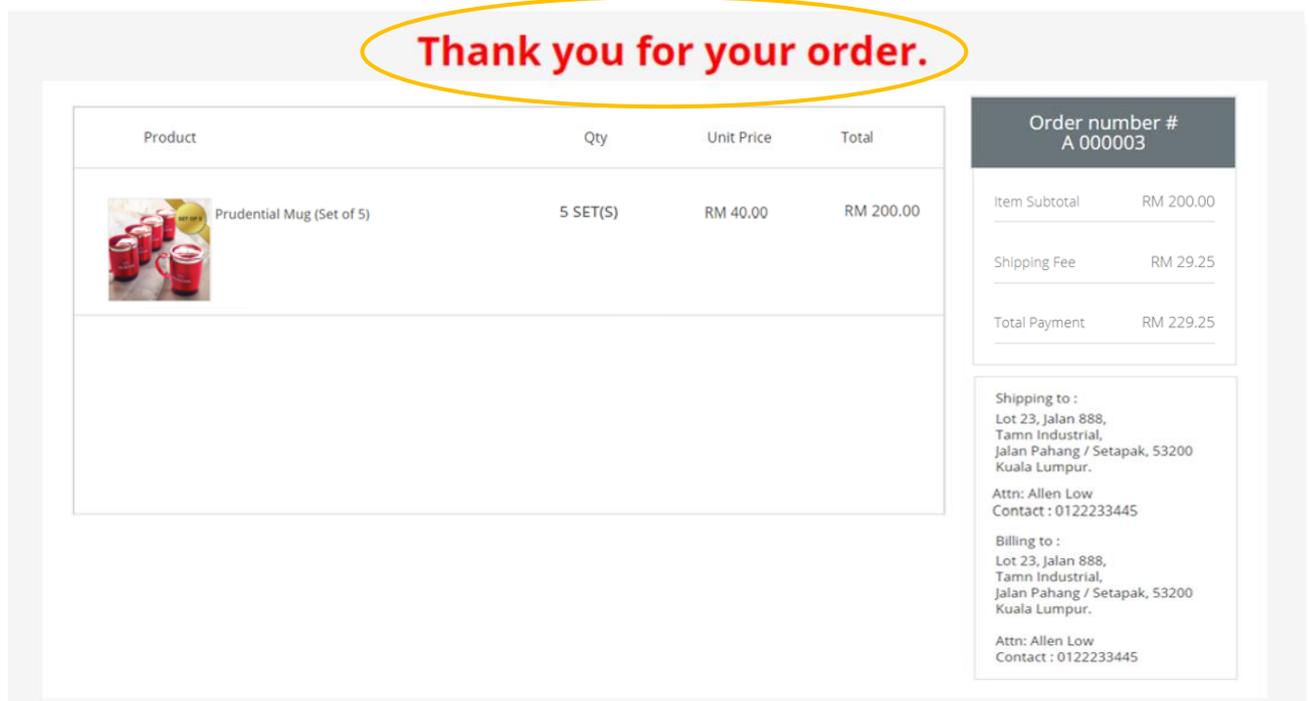
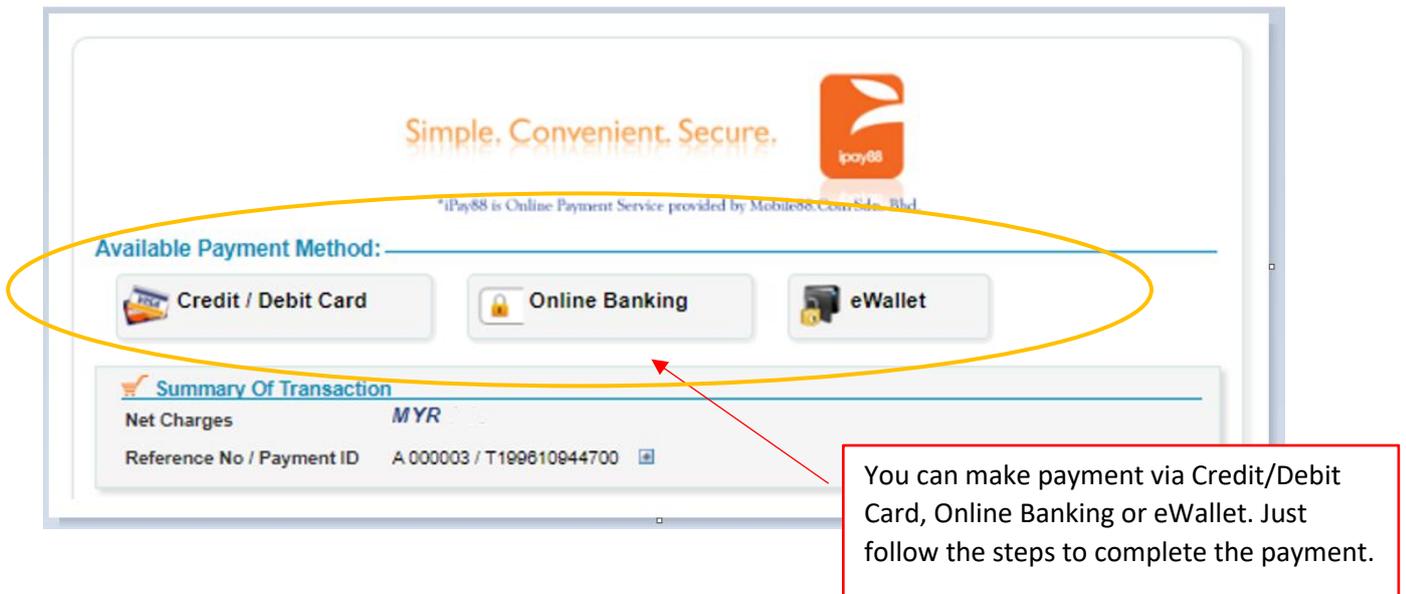
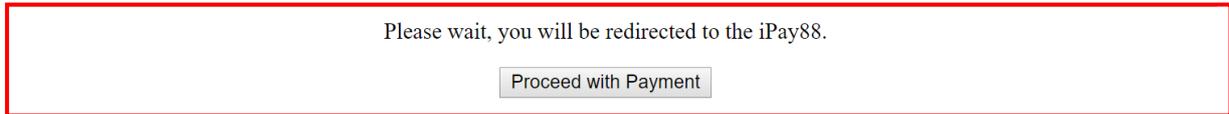
Billing to :

Lot 23, Jalan 888,
Taman Industrial,
Jalan Pahang / Setapak, 53200
Kuala Lumpur.

Attn : Allen Low
Contact : 0122233445

Payment Method :
iPay88
Bank: Credit Card (MYR)

Step 2. You will direct to the iPay88 payment gateway.



6.2 HOW TO RETRY IF PAYMENT IS UNSUCCESSFULL

If the payment is not successful, you will see the following:

Payment unsuccessful

Please click [Here](#) to remake payment.

Product	Qty	Unit Price	Total
 Prudential Mug (Set of 5)	5 SET(S)	RM 40.00	RM 200.00

Reference number #
F 000079

Item Subtotal	RM 200.00
Shipping Fee	RM 29.25
Total Payment	RM 229.25

Shipping to :
Lot 23, Jalan 888,
Taman Industrial,
Jalan Pahang / Setapak, 53200

Step 1. Go to “MY ORDER”.

PRUDENTIAL
Merchandise e-Store

Welcome, ALLEN LOW  **My Order** 

[All Items](#) | [Corporate Gift](#) | [Training Material](#) | [Seasonal Item \(Pre-Order\)](#)



Step 2. Click on the “RETRY PAYMENT”.

My Order

Personal Details			My Order					Change Password	
No	Order No.	Order Date	Order Status	Payment Status	Payment Method	Payment Reference	Payment Amount (RM)	Order Details	
1	A 000003	30/10/2019	Processing	Paid	iPay88	T199610944700	1.00		
2	F 000079	25/10/2019	Pending	Failed	iPay88		229.25		CANCEL ORDER RETRY PAYMENT
3	F 000059	25/10/2019	Payment Failure	Failed	iPay88	T199257657500	25.05		CANCEL ORDER RETRY PAYMENT

Step 3. Retry Payment

Click “PLACE ORDER” to submit your order and repeat the whole payment process again.

Checkout

Please Check Your Order Summary Below

Product	Qty	Unit Price	Total
 Prudential Mug (Set of 5)	5 SET(S)	RM 40.00	RM 200.00

BACK
PLACE ORDER

Your Order

Item Subtotal	RM 200.00
Shipping Fee	RM 29.25
Total Payment	RM 229.25

Shipping to :

Lot 23, Jalan 888,
Tmn Industrial,
Jalan Pahang / Setapak, 53200
Kuala Lumpur.

Attn : Allen Low
Contact : 0122233445

Billing to :

Lot 23, Jalan 888,
Tmn Industrial,
Jalan Pahang / Setapak, 53200
Kuala Lumpur.

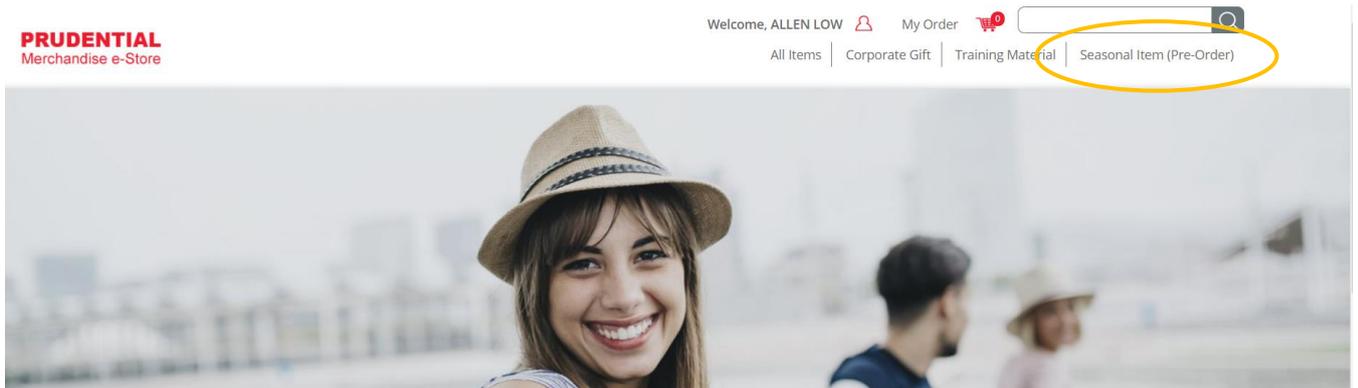
Attn : Allen Low
Contact : 0122233445

Payment Method :
iPay88
Bank: Credit Card (MYR)

7 CUSTOMISATION – FOR SEASONAL ITEM (PRE-ORDER) ONLY

7.1 HOW TO MAKE CUSTOMISATION

Step 1. Click on “Seasonal Item (Pre-Order)”.



Note : User is unable to combine the order for item(s) from Corporate Gift/Executive Gift/Training Material category together with “Seasonal Item (Pre-Order)” category because the item(s) from “Seasonal Item (Pre-Order)” category carry different delivery date.

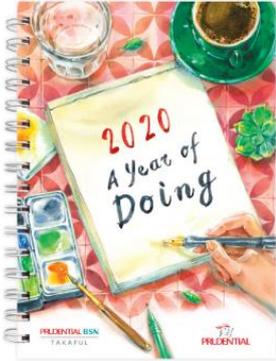
Customisation only applicable to following items:

- 1) A5 Management Diary
- 2) Desk Diary
- 3) Executive Planner
- 4) Pocket Diary

Customisation required minimum order quantity (MOQ) of 150 pcs for each seasonal item above.



Step 2. Key in the quantity and click "ADD TO CART". "Tick v" the "Customisation" box.



Desk Diary 2020
RM 4.10 / PC(S)

Product Information:
Product Code : DD2020
Category : Gifts

Product Description:
Wire "O" Binding
Text size 145mm x 210mm

Notice:
If your order cannot be processed, please contact Prudential Merchandise e-Store Support at 03-5882 3566 or click [Contact Us](#) for sales support.

Shopping Cart

Quantity

ADD TO CART

Minimum order quantity is 150 for Customisation.
 Customisation
Remark:

Step 3. Fill in the details and click "SUBMIT".

Customisation

Chinese Name * Yes No

Name 1 * Allen Low Contact No 1 * 038888888

Name 2 Olympia Diary Contact No 2 012888888

Chinese Name 1 * 恭喜发财

Chinese Name 2 恭喜发财

SUBMIT

Step 6. Select the delivery address.

Checkout

Delivery Location Billing Address Payment Method Preview & Confirm

Delivery Location

Delivery Type * Ship to Address

Same with Registered Address

Lot 23, Jalan 888
Tamn Industrial
Jalan Pahang / Setapak, 53200 Kuala Lumpur.

Attn : Allen Low
Contact : 0122233445

Deliver to Different Address

*IMPORTANT Notes: Please ensure the recipient name is stated clearly and contact number given is reachable to avoid delays in delivering your orders.**

Your Order

Item Subtotal	RM 615.00
Shipping Fee	RM 72.00
Total Payment	RM 687.00

Select this if you want to deliver to a different address & fill in the details.

Step 7. Select the billing address.

Checkout

Delivery Location **Billing Address** Payment Method Preview & Confirm

Billing Address

Same with Registered Address

Lot 23, Jalan 888
Tamn Industrial
Jalan Pahang / Setapak, 53200 Kuala Lumpur.

Attn : Allen Low
Contact : 0122233445

Billing to Different Address

*IMPORTANT Notes: Please ensure the recipient name is stated clearly and contact number given is reachable to avoid delays in delivering your orders.**

Your Order

Item Subtotal	RM 615.00
Shipping Fee	RM 72.00
Total Payment	RM 687.00

Select this if you want to bill to a different address & fill in the details.

Step 8. Choose your payment option. "Tick V" to agree with the Privacy, Delivery & Return Policy and click "CONFIRM ORDER".

Checkout

Delivery Location
Billing Address
Payment Method
Preview & Confirm

Payment Method

Please select a payment method

iPay88

Please choose an iPay payment option

Credit Card (MYR)

By submitting this form, I confirm that I have read and agreed to Olympia Diary (M) Sdn Bhd [Privacy, Delivery & Return Policy](#).

BACK

CONFIRM ORDER

Your Order

Item Subtotal	RM 615.00
Shipping Fee	RM 72.00
Total Payment	RM 687.00

Step 9. Click "PLACE ORDER" to submit your order and follow the step by step to complete your payment process.

Checkout

Delivery Location
Billing Address
Payment Method
Preview & Confirm

Please Check Your Order Summary Below

Product	Qty	Unit Price	Total
Desk Diary 2020	150 PC(S)	RM 4.10	RM 615.00

Customisation

Name 1 Contact 1

Name 2 Contact 2

Chinese Name 1

BACK

PLACE ORDER

Your Order

Item Subtotal	RM 615.00
Shipping Fee	RM 72.00
Total Payment	RM 687.00

Shipping to :

Lot 23, Jalan 888,
Tmn Industrial,
Jalan Pahang / Setapak, 53200
Kuala Lumpur.

Attn : Allen Low
Contact : 0122233445

Billing to :

Lot 23, Jalan 888,
Tmn Industrial,
Jalan Pahang / Setapak, 53200
Kuala Lumpur.

Attn : Allen Low
Contact : 0122233445

Payment Method :
iPay88
Bank: Credit Card (MYR)