

User Guide For Agent

by Olympia Diary (M) Sdn Bhd



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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".

PRUDENTIAL Merchandise e-Store				8
Trends In	Welcome to Prudential Merchandise e-Store		-	-
	Registered Ernail Address Password LOGIN Forgot Password?	N		
Olympia Diary (M) Sdn Bhd Copyright 2019. All rights reserved.		User Guide	Delivery & Return Policy	Contact Us

Step 3. Click on the "AGENT" button.

Registrat	ion Form	
	STAFF	AGENT



Step 4. Fill up the Agent Registration Form, "tick \vee " to agree with the Privacy, Delivery & Return Policy then click "SUBMIT".

Agent Registration Form	• AGENT		Please ensure email account is correct as an activation link will be
Personal Information			send to this email.
Email Address *			
Password *		-	Please provide a valid Agent ID. Agent ID must match with user Date Of
Confirm Password *		-	Birth.
Agent Name *			
Agent ID *			Choose your Month and Year of birth from the box here.
Date Of Birth * YYMM	· 1930 ·	-	
Agency Name *			
Address Line 1 *			
Address Line 2			
Address Line 3			
Phone No	Mobile No *		
Post Code *			Click " tick √ " to agree
City *	State * -Select-	-	with the Privacy, Delivery & Return Policy then click SUBMIT.
By submitting this form, I confirm the Diary (M) Sdn Bhd Privacy, Delivery	nat I have read and agree to Olympia & Return Policy.		
SUB	міт		



Step 5. Registration is completed.

PRUDENTIAL Merchandise e-Store			8
	Thank You!		
	Registration completed successfully. Please check your registered email to activate your account.		
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Step 6. Go to your registered email and click on the "Activation Link" to activate your account.

	Prudential Merchandise e-Store : Your account details 🔉 🗈 💷
?	support@odm-emerchandise.com to me ▼
	Hi Allen,
	Thank you for creating your Prudential Merchandise e-Store account.
	Click on the link below to activate your account.
	Contact us at support@odm-emerchandise.com or 03-5882 3566 if you need further assistance.
	Thank you.
	Yours sincerely,
	Prudential Merchandise e-Store Olympia Diary (M) Sdn Bhd No. 43 & 44, Jalan Layang Layang 3, Puchong Jaya Industrial Park, 47100 Puchong, Selangor Tel: 603 5882 3566 Fax: 603 5882 3577 Email: <u>support@odm-emerchandise.com</u>



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.

	Welcome Merchan	to Prudential idise e-Store
Regis	tered Email Address	
Passv	vord	
	LOGIN	REGISTER



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".

	Prudential Merchandise e-Store : Reset Your Password 🔈 🔤
?	Prudential Merchandise e-Store. <support@odm-emerchandise.com> to me -</support@odm-emerchandise.com>
	Hi Allen,
	Please click here to reset your password.
	Contact us at support@odm-emerchandise.com or 03-5882 3566 if you need further assistance.
	Thank you.
	Yours sincerely,
	Prudential Merchandise e-Store
	Olympia Diary (M) Sdn Bhd
	No. 43 & 44, Jalan Layang Layang 3,
	Puchong Jaya Industrial Park,
	47100 Puchong, Selangor
	Tel: 603 5882 3566
	Fax: 603 5882 3577
	Email: support@odm-emerchandise.com





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

	Reset Password	d
New Passowrd		
Confirm Passw	ord	
	SAVE	
	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 \triangle



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.

	r denong jaya madati		
Address line 3	Puchong Jaya		
Phone No	03888888	Mobile No.	0128888888
Postcode	47100		
City	Puchong	State	Selangor



Step 4. Click "SAVE EDIT" to save the changes.

Address line 3				
Phone No * C	3888888	Mobile No. *	0122233445	
Postcode *	53200			
City *	Jalan Pahang / Setapak	State * Kuala Lumpu	ır	~

4.2 HOW TO CHANGE ACCOUNT PASSWORD



Step 2. Click "My Account".





ing order		Change Password	Change Password	Personal Details	My Order	Change Password
		Change Password	Change Password New Password	Personal Details	My Order	Change Password
New Password	New Password			Confirm Password		

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 Or	der								
		Personal De	tails		Ν	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	Order numb	er # A 000003
95th Anniversary Luggage (Set of 20)	Tag 1-SET(S)	Presco	RM 60.00	Order Date Payment Order Status	25/10/19 12:28 iPay88 Pending
				ltem 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.



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





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".

Click X to remove th	ne item.	You can cha	nge the qua	ntity here.		
Your Cart			/			
Product		Unit Price	Qty	Total	Step Guides	
Prudential Mug (Set	t of 5)	RM 40.00 5	SET(S)	RM 200.00	Proceed to checkout	
			Total Purchase	RM 200.00	2 Select deliver Billing Locatio	/ &)n
					3 Select Paymer Method & Cor Order	າt າfirm
*To change the quantity of an	SHOPPING	UPDATE CART	CHE	CKOUT		
Click here to continue browsing and shop for other products.	Click here to changes in q	update the Juantity.		Click h to next	ere to proceed t step	



Step 5. Select the delivery address.

Delivery Location				Item Subtotal	RM 200.0
Delivery Type *	Ship to Address		•	Shipping Fee	RM 29.2
Same with Registered A	ddress			Total Payment	RM 229.2
Lot 23, Jalan 888					
Tamn Industrial Jalan Pahang / Setapa	k, 53200 Kuala Lumpur.				
Attn : Allen Low Contact : <u>0122</u> 233445				Shipping Fee	will apply
Deliver to Different Add	Iress				
IMPORTANT Notes: Please ens avoid delays in delivering you	ure the recipient name is st ated cle [,] orders.*	arly and contact number given	is reachable to		
			Select t	his if you want t	o deliver

Step 6. Select the billing address.

Delivery Location Billing Address Payment Method Preview & Cor	nfirm You	ır Order
Billing Address	ltem Subtotal	RM 200.0
Same with Registered Address	Shipping Fee	RM 29.2
Lot 23, Jalan 888 Tamn Industrial Jalan Pahang / Setapak, 53200 Kuala Lumpur.	Total Payment	RM 229.2
Attn : Allen Low Contact : 0122233445 Billing to Different Address	want to bill to a s & fill in the detail	s.



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

Checkout	Payment Option AffinOnline Alliance Bank Alliance Online	
Delivery Location Billing Address Payment	AmBank AmOnline Bank Islam Bank Muamalat Bank Rakyat Internet Banking	Your Order
Payment Method Please select a payment method Please select a	CIMB Click Celcom AirCash Credit Card (MYR) Hong Leong Bank Hong Leong Online	Shipping Fee RM 29.25
Please choose an iPay payment option Payment Option	Maybank2U OCBC PayPal (MYR) RHB Online Standard Chartorod Bank	Total Payment RM 229.25
Sdn Bhd Privacy, Delivery & Return Policy.	UOB Web Cash	
BACK	1 ORDER	Select your payment option here.

6.1 HOW TO MAKE IPAY88 PAYMENT

Step 1. Click "PLACE ORDER" to submit your order.

Please Check Your Order Summary Below Product Qty Unit Price Total Shipping Fee RM 29. Productial Mug (Set of 5) 5 SET(S) RM 40.00 RM 200.00 Shipping to : Lot 23, jalan 888, Tamn Industrial, Jalan Pahang / Setapak, 53200 Kustal Lumpur. Attn : Allen Low Contact : 0122233445 Billing to : Lot 23, jalan 888, Tamn Industrial, Jalan Pahang / Setapak, 53200 Kustal Lumpur.	Delivery Location Billing Address	Payment Me	thod Pre	view & Confirm	Your C	Order
Product Qty Unit Price Total Shipping Fee RM 29. Prudential Mug (Set of 5) 5 SET(5) RM 40.00 RM 200.00 Total Payment RM 229. Shipping to :	Please Check Your	Order Summary B	elow		ltem Subtotal	RM 200.0
Prudential Mug (Set of 5) 5 SET(5) RM 40.00 RM 200.00 Interpretender Interpretender Shipping to : Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang / Setapak, 53200 Kuala Lumpur. Attn : Allen Low Contact : 0122233445 Billing to : Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang / Setapak, 53200 Billing to : Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang / Setapak, 53200 Kuala Lumpur. Attn : Allen Low Contact : 0122233445 Billing to : Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang / Setapak, 53200 Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang / Setapak, 53200	Product	Qty	Unit Price	Total	Shipping Fee	RM 29.2
Shipping to : Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang / Setapak, 53200 Kuala Lumpur. Attn : Allen Low Contact : 0122233445 Billing to : Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang / Setapak, 53200	Prudential Mug (Set of 5)	5 SET(S)	RM 40.00	RM 200.00	Total Payment	RM 229.2
					Shipping to : Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang / Sei Kuala Lumpur. Attn : Allen Low Contact : 0122233 Billing to : Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang / Sei	tapak, 53200 3445 tapak, 53200



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

	Please wait, you will be redirected to the iPay88. Proceed with Payment	
\langle	Simple. Convenient. Secure.	
	Reference No / Payment ID A 000003 / T199610944700 Image: Vou can make payment via Credit, Card, Online Banking or eWallet. J follow the steps to complete the payment of the steps to complete the	/Debit ust payment.

Product	Qty	Unit Price	Total	Order nu A 000	mber # 003
Prudential Mug (Set of 5)	5 SET(S)	RM 40.00	RM 200.00	Item Subtotal	RM 200.0
				Shipping Fee	RM 29.2
				Total Payment	RM 229.2
				Shipping to : Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang / Sei Kuala Lumpur. Attn: Allen Low Contact : 0122233 Billing to : Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang / Sei Kuala Lumpur. Attn: Allen Low	tapak, 53200 1445 tapak, 53200



6.2 HOW TO RETRY IF PAYMENT IS UNSUCCESSFULL

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

Ра	yment un Please click Here to	ISUCCES	sful		
Product	Qty	Unit Price	Total	Reference I F 000	number # 079
Prudential Mug (Set of 5)	5 SET(S)	RM 40.00	RM 200.00	Item Subtotal	RM 200.0 RM 29.2
				Total Payment Shipping to : Lot 23, Jalan 888, Tamn Industrial,	RM 229.2

Step 1. Go to "MY ORDER".





Step 2. Click on the "RETRY PAYMENT".

	My Or	rder								
		Personal De	etails		٨	/ly 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.

Delivery Location Billin	ng Address	Payment Metho	d Prev	view & Confirm	Your O	rder
Please C	heck Your Orde	r Summary Bel	ow		ltem Subtotal	RM 200.0
Product		Qty	Unit Price	Total	Shipping Fee	RM 29.2
Prudential Mug (Set of 5	i)	5 SET(S)	RM 40.00	RM 200.00	Total Payment	RM 229.2
BAC	ĸ	PLACE ORD	ER		Shipping to : Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang / Seta Kuala Lumpur. Attn : Allen Low Contact : 01222334 Billing to : Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang / Seta Kuala Lumpur. Attn : Allen Low Contact : 01222334 Payment Method : iPay88	pak, 53200 145 pak, 53200 145



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 √" the "Customisation" box.



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

Name 1 * Allen Low	Contact No 1 * 038888888
Name 2 Olympia Diary	Contact No 2 0128888888
Chinese Name 1 * 恭喜发财	
Chinese Name 2 恭喜发财	



Step 4. A pop-up window will show the list of products that you ordered. Click "VIEW MY CART" to continue.

	Added	to cart X
Home 🗦 Seasonal Item (Pre-Order) 🏅 Desk Diary 2020		Desk Diary 2020 Qty: 150 Price: RM 4.10 PC(S)
	Desk Diary 2020 RM 4.10 / PC(S)	VIEW MY CART
	Product Information: Product Code : DD2020 Category : Gifts	Quantity 150
Ayear of	Product Description: Wire "O" Binding	ADD TO CART
	Text size 145mm x 210mm	
	Notice: If your order cannot be processed, please contact Prudential Merchandise Store Support at 03-5882 3566 or click Contact Us for sales support.	e-

Step 5. Confirm your order & quantity and click "CHECKOUT".

Your Cart					
Product		Unit Price	Qty	Total	Step Guides
X Desk	Diary 2020	RM 4.10	150 PC(S)	RM 615.00	Proceed to checkout
Name 1 * Allen	Customi	Contact 1 * 03	888888		2 Select delivery & Billing Location
Name 2 Olympia	发财	Contact 2 01	28888888		3 Select Payment Method & Confirm Order
			Total Purchase	e RM 615.00	Check your customisation details.
*To chance th	ONTINUE SHOPPING	UPDATE CAI	RT C	HECKOUT	



Step 6. Select the delivery address.

Delivery Location	Billing Address Payment Met	hod Preview & Confirm	Your O	rder
Delivery Locatio	n		ltem Subtotal	RM 615.00
Delivery Type *	Ship to Address	¥	Shipping Fee	RM 72.00
 Same with Register 	ed Address		Total Payment	RM 687.00
Lot 23, Jalan 888 Tamn Industrial Jalan Pahang / Set	apak, 53200 Kuala Lumpur.			
Attn : Allen Low Contact : 0122233	445	Select this if different add	you want to de dress & fill in the	liver to a e details.
Deliver to Different IMPORTANT Notes: Please avoid delays in delivering	Address ensure the recipient name is stated clearly and contact n your orders.*	umber given is reachable to		

Step 7. Select the billing address.

Delivery Location Billing Address Payment Method Preview & Confirm	Your Order
Billing Address	Item Subtotal RM 615.
Same with Registered Address	Shipping Fee RM 72.
Lot 23, Jalan 888 Tamn Industrial Jalan Pahang / Setapak, 53200 Kuala Lumpur.	Total Payment RM 687.
Attn : Allen Low Contact : 0122233445	t this if you want to hill to
Billing to Different Address	rent address & fill in the c



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

Delivery Location Billing Address	Payment Method Prev	view & Confirm	Your O	rder
Payment Method			Item Subtotal	RM 615.00
Please select a payment method	iPay88		Shipping Fee	RM 72.00
Please choose an iPay payment option	Credit Card (MYR)	,	Total Payment	RM 687.0
By submitting this form, I confirm Sdn Bhd Privacy, Delivery & Retur	that I have read and agreed to Olympia Diary (n Policy.	M)		

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

Delivery Location Billing Ad	iress Payment Method Previe	iew & Confirm Your Order
Please Check	Your Order Summary Below	Item Subtotal RM 615.0
Product	Qty Unit Price	Total Shipping Fee RM 72.0
Desk Diary 2020	150 PC(S) RM 4.10	RM 615.00
Name 1 Allen	Customisation Contact 1 038888888	Shipping to : Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang / Setapak, 53200 Kuala Lumpur.
Name 2 Olyumpia	Contact 2 0128888888	Attn : Allen Low Contact : 0122233445 Billing to :
Chinese Name 1 恭喜发财		Lot 23, Jalan 888, Tamn Industrial, Jalan Pahang/ Setapak, 53200 Kuala Lumpur.