

User Guide For Staff

by Olympia Diary (M) Sdn Bhd

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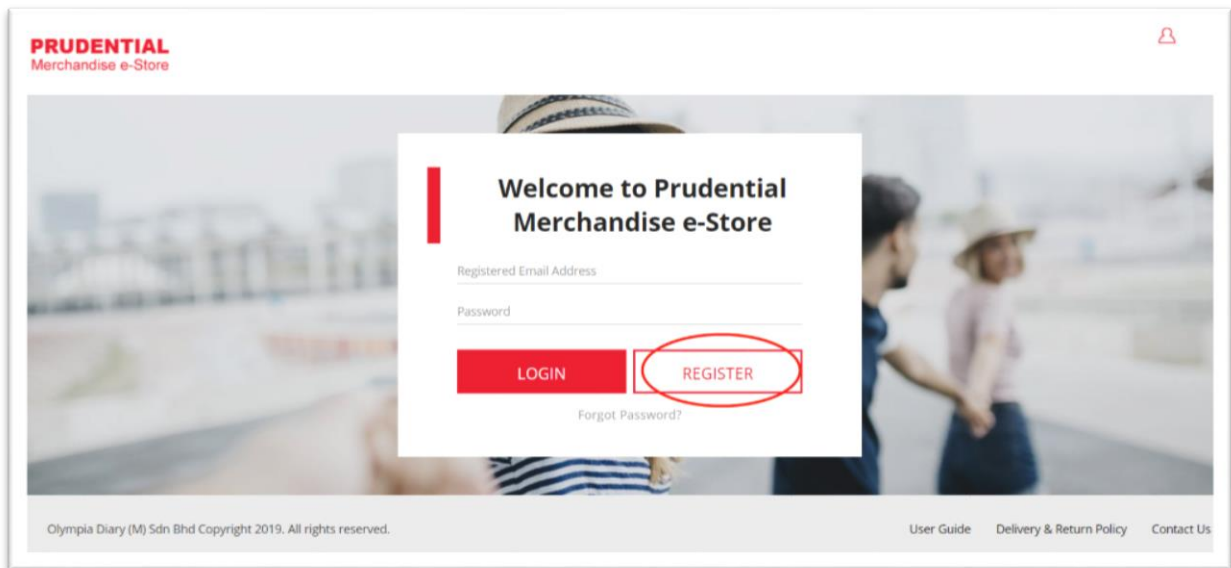
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1 REGISTER ACCOUNT

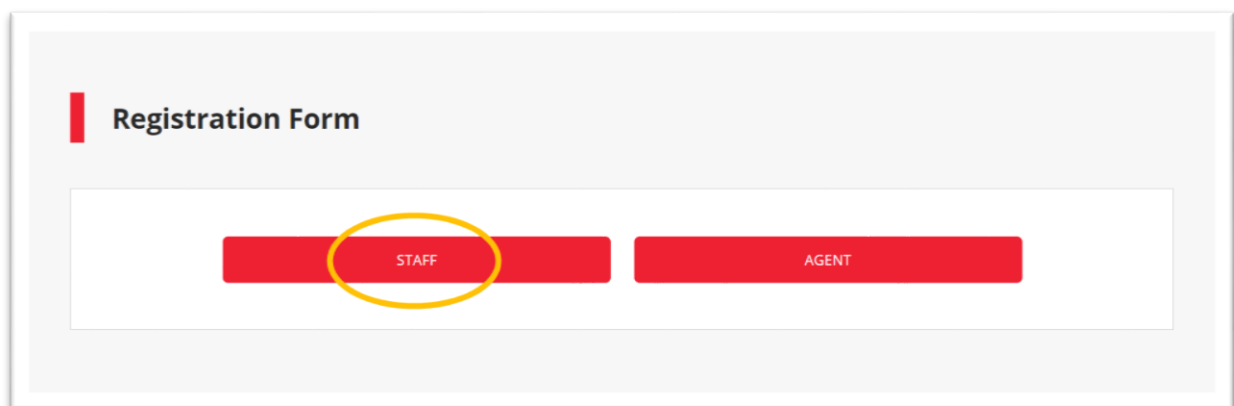
1.1 HOW TO REGISTER AN ACCOUNT

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

Step 2. Click “REGISTER”.



Step 3. Click on the “STAFF” button.



Step 4. Fill up the Staff Registration Form, “ tick v ” to agree with the Privacy, Delivery & Return Policy and then click “SUBMIT”.

Staff Registration Form

Personal Information

Email Address *

Password *

Confirm Password *

Staff Name *

Staff ID *

T7 Code * -- Select --

Cost Centre *

State * -Select- Branch * Select

Address Line 1*

Address Line 2

Address Line 3

Phone No * Mobile No*

City * Postcode *

Floor * -Select-

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

SUBMIT

Please ensure email account is correct as an activation link will be send to this email.

Please provide a valid Staff ID.

Please select the Correct T7 Code from the dropdown box.

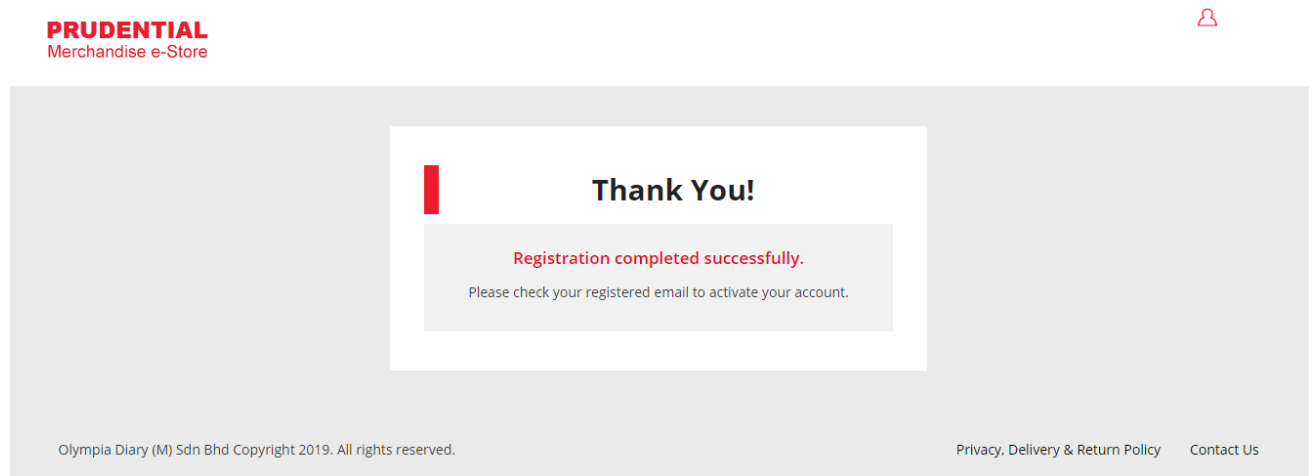
Please choose the correct State and Branch.

Please fill in your office phone number.

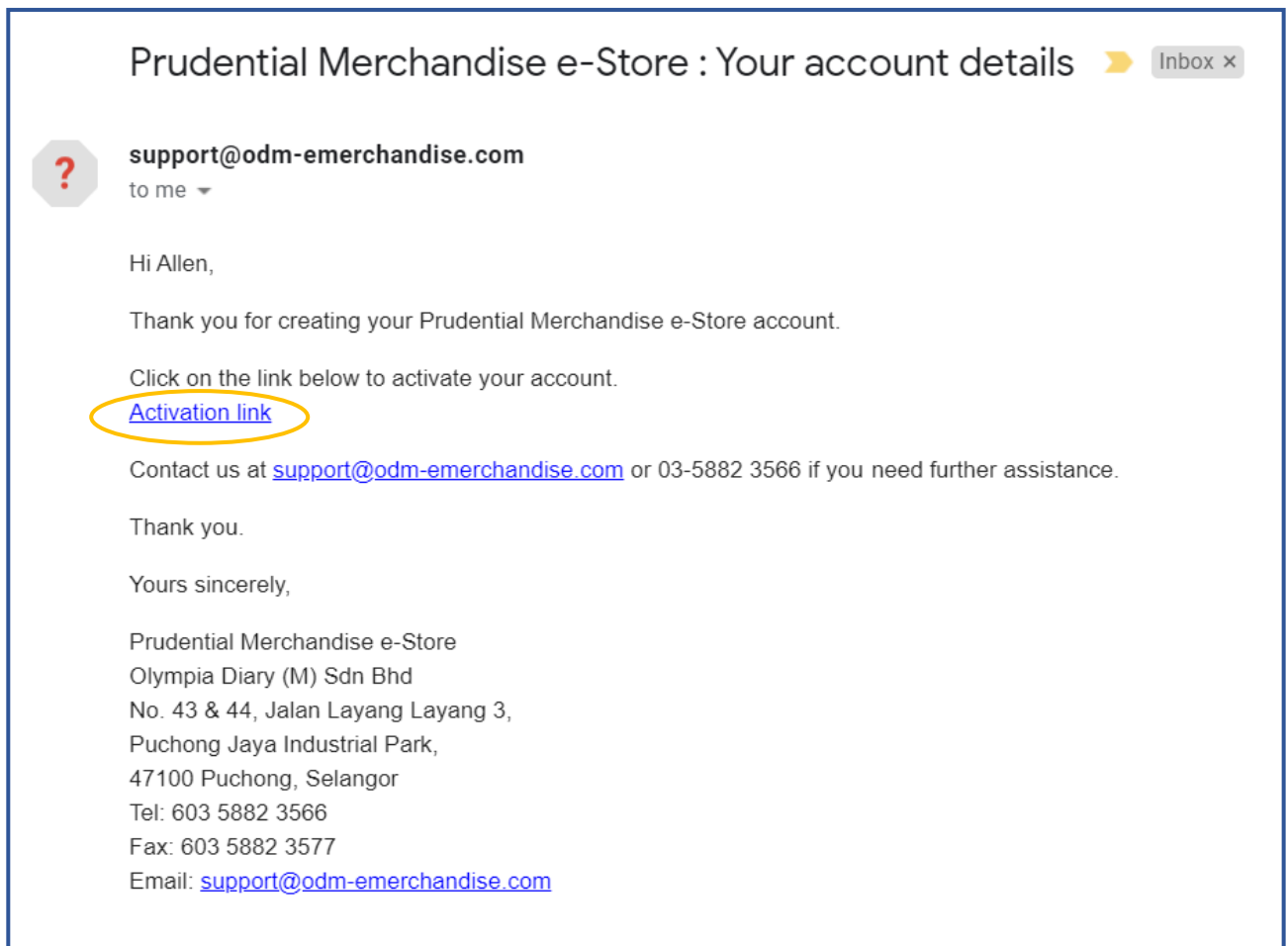
Please specify which floor that you station in the branch address above.

Click “ tick v ” to agree with the Privacy, Delivery & Return Policy then click SUBMIT.

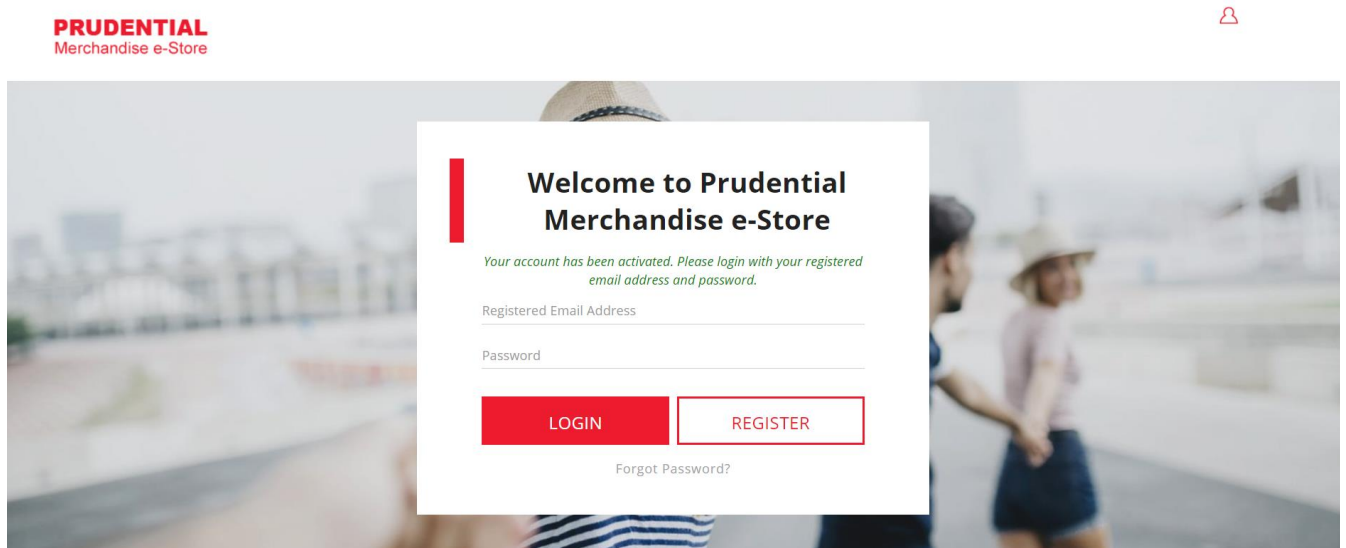
Step 5. Registration is completed.



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.

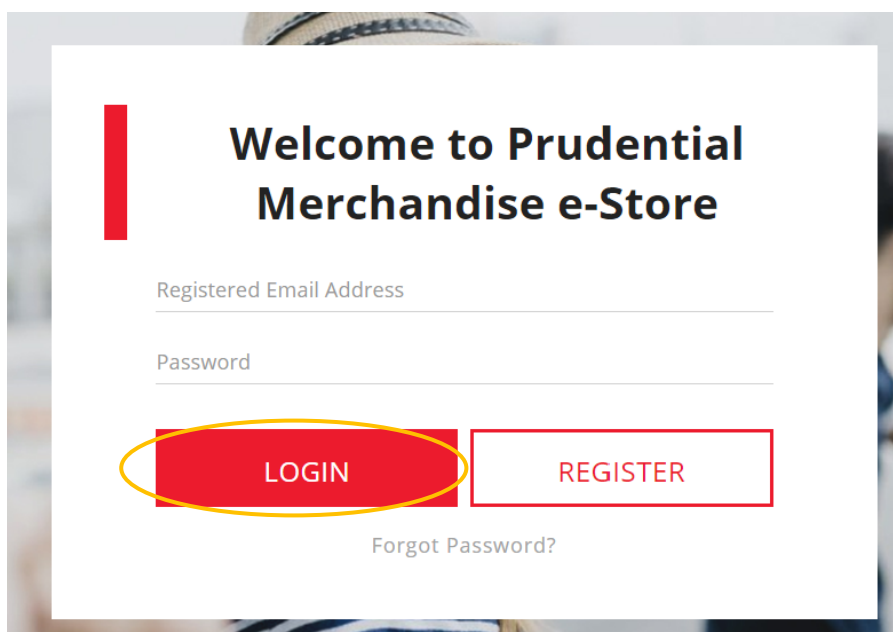


2 LOGIN ACCOUNT

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

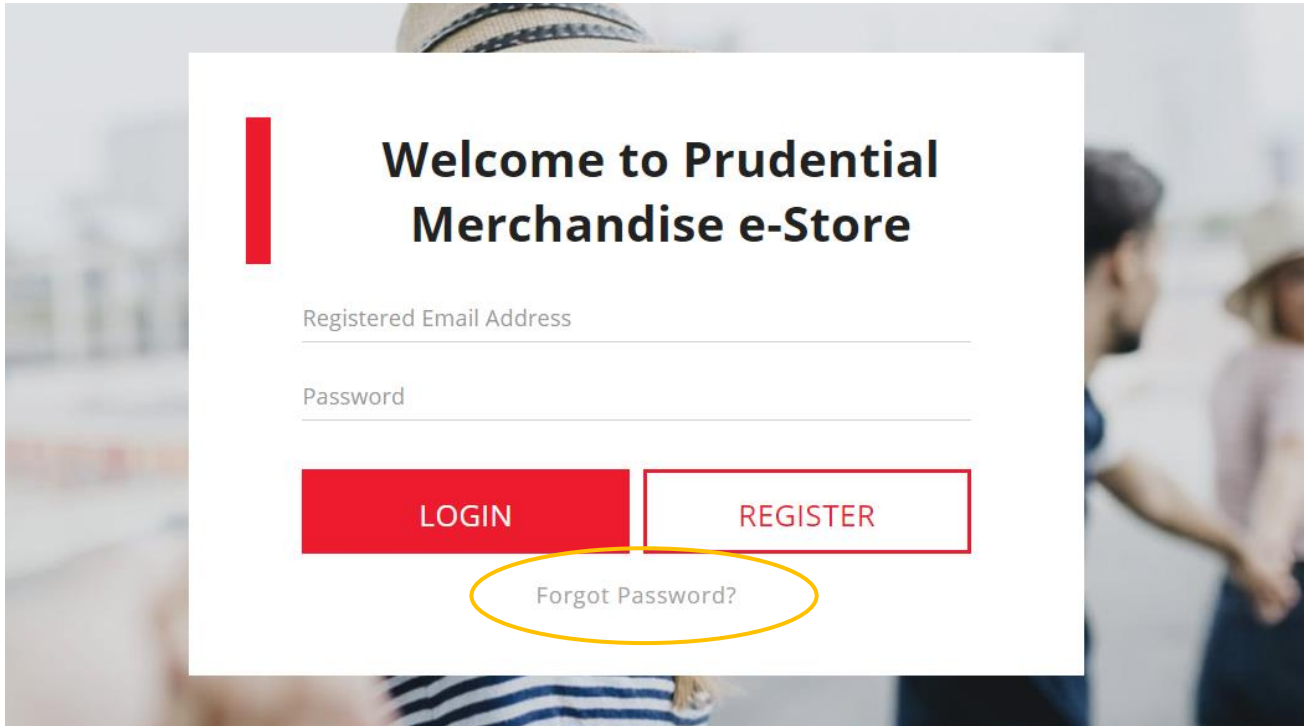
Step 1. Go to <https://odm-emerchandise.com/prudential>

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

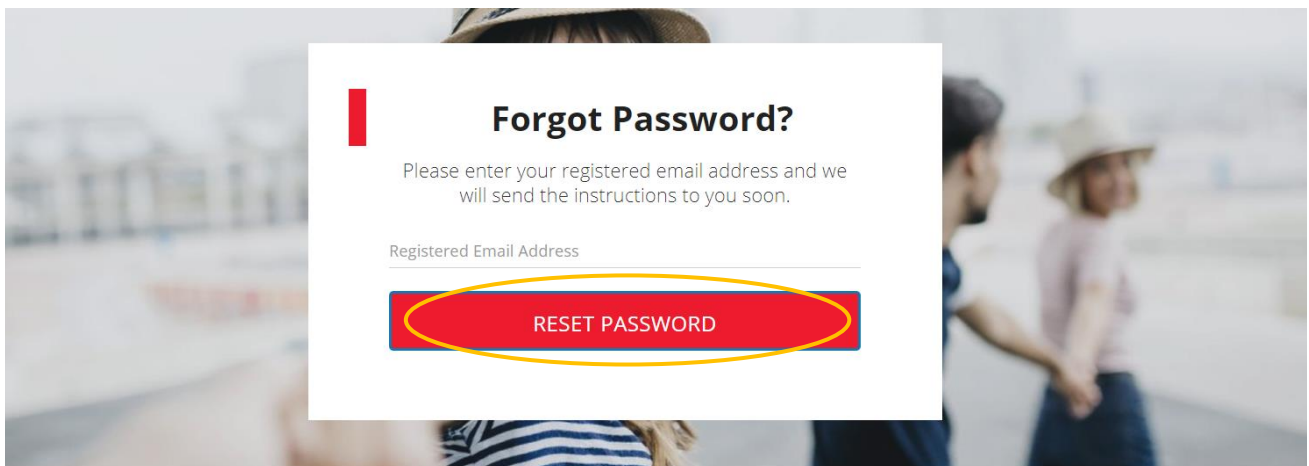


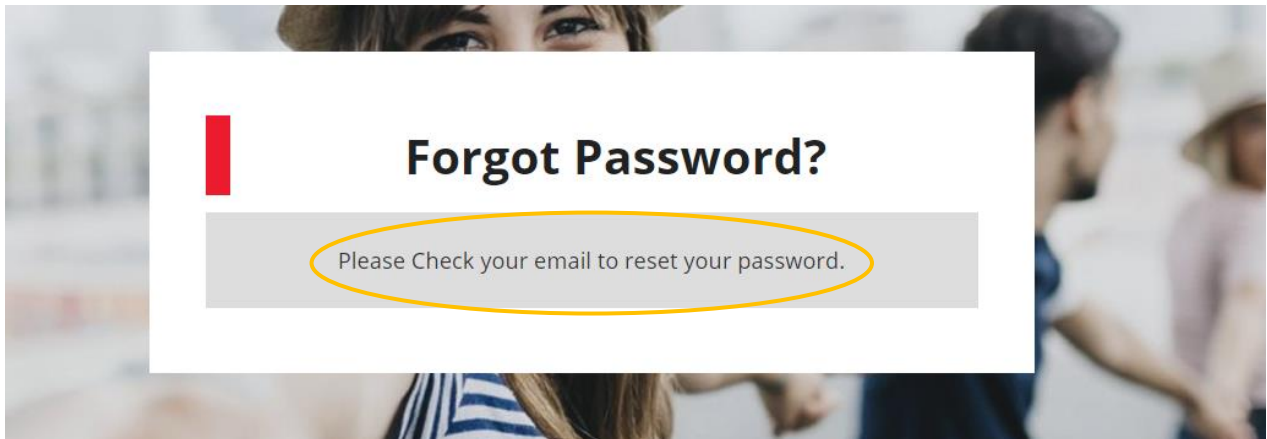
2.2 WHAT SHALL I DO IF I FORGOT MY PASSWORD

Step 1. Click “Forgot Password?”.

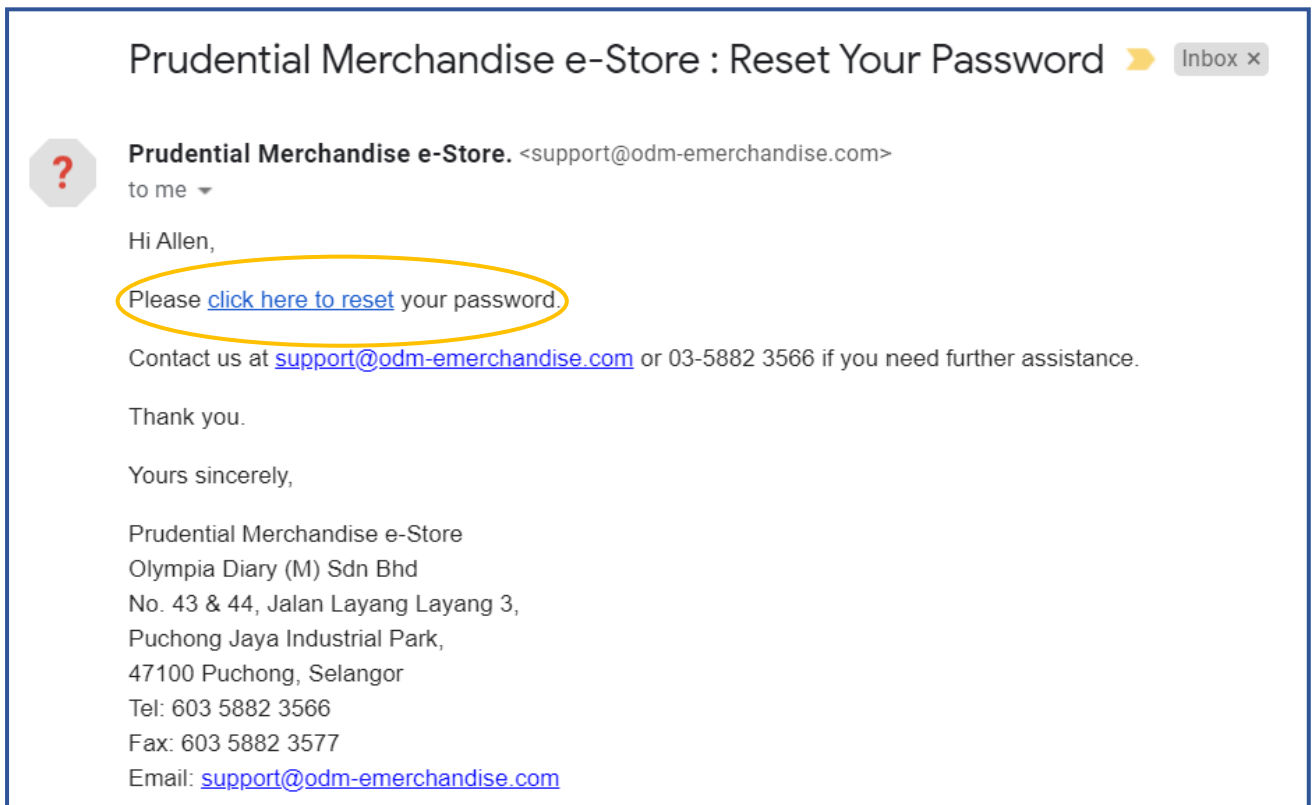


Step 2. Key in your registered email and click “RESET PASSWORD”.

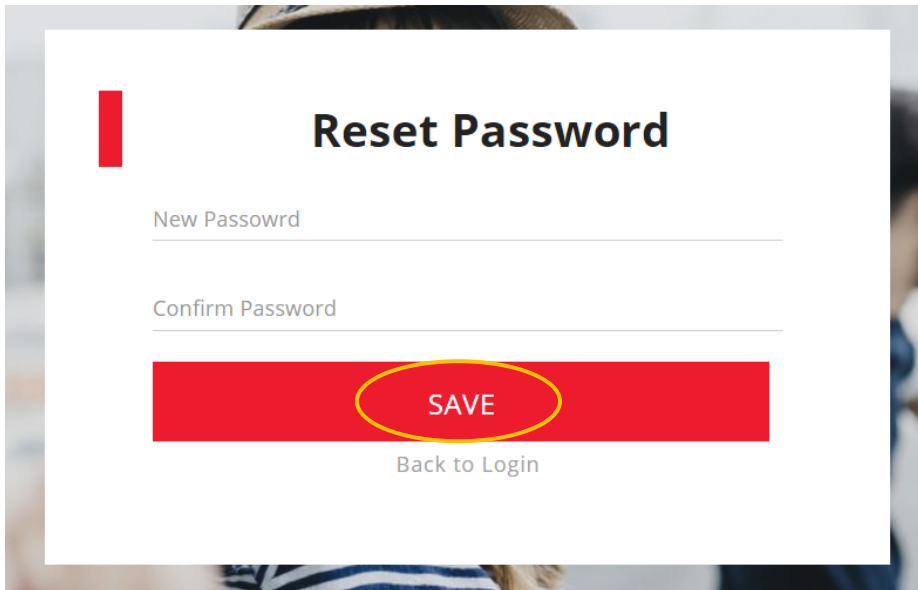




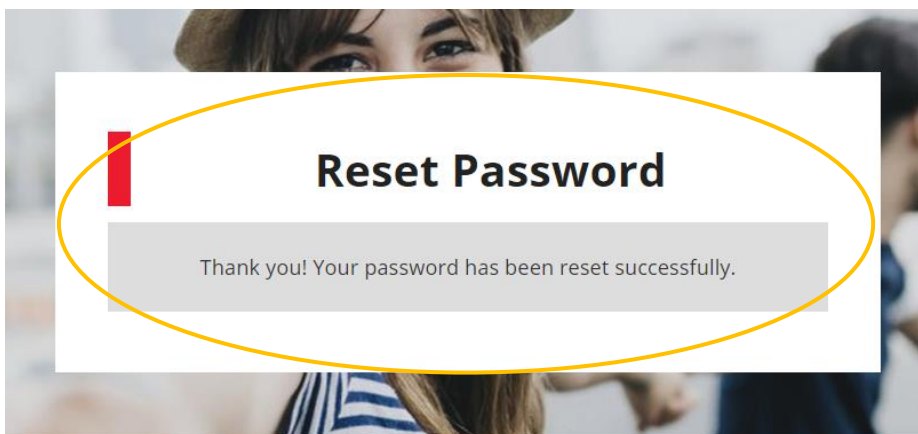
Step 3. Go to your email and click on the "Click here to reset".



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




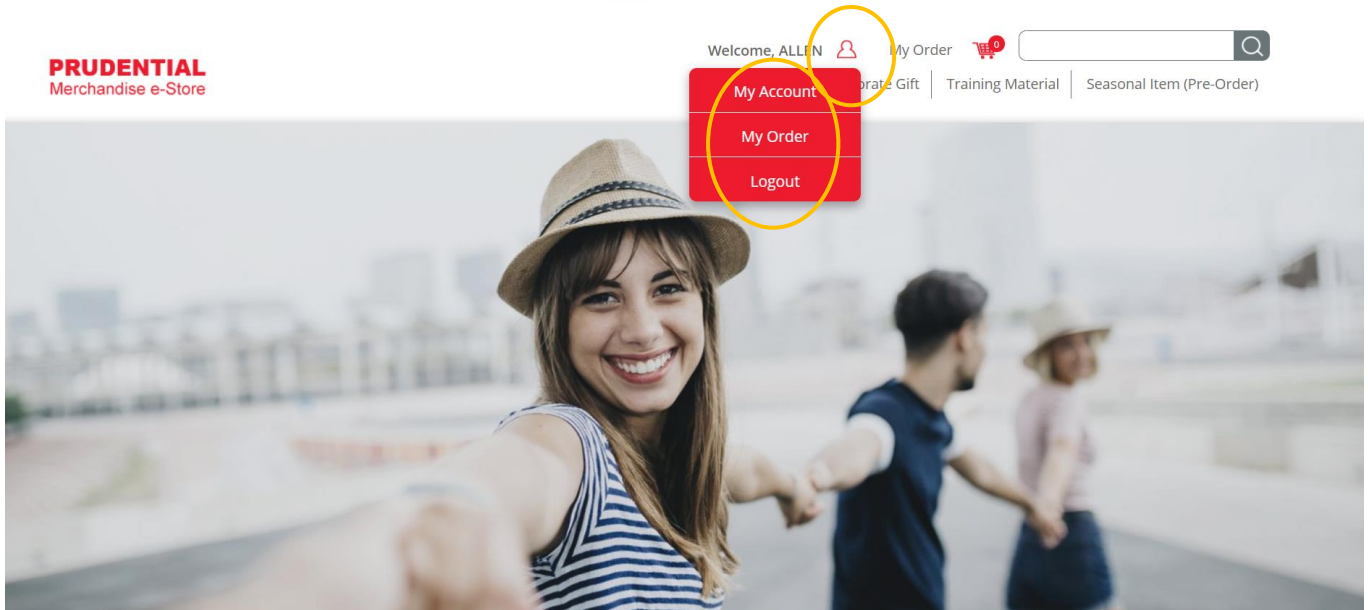
The screenshot shows a 'Reset Password' form. At the top left is a red vertical bar. The title 'Reset Password' is centered. Below it are two input fields: 'New Password' and 'Confirm Password'. A red button labeled 'SAVE' is highlighted with a yellow oval. Below the button is a link that says 'Back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



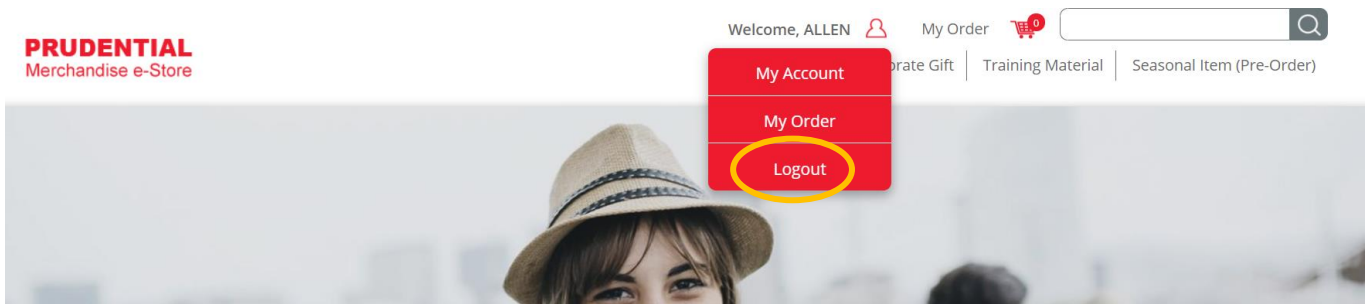
3 LOGOUT ACCOUNT

3.1 HOW DO I LOGOUT FROM MY ACCOUNT

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




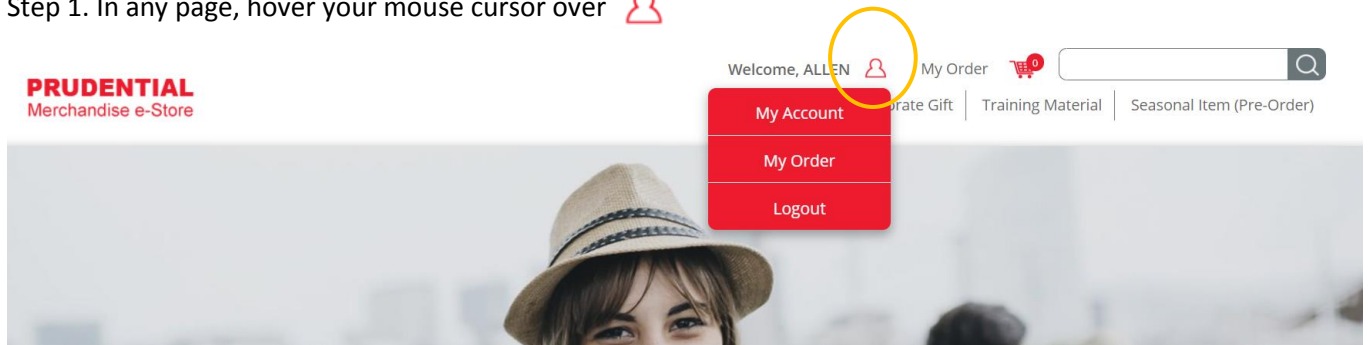
Step 2. Click "Logout".



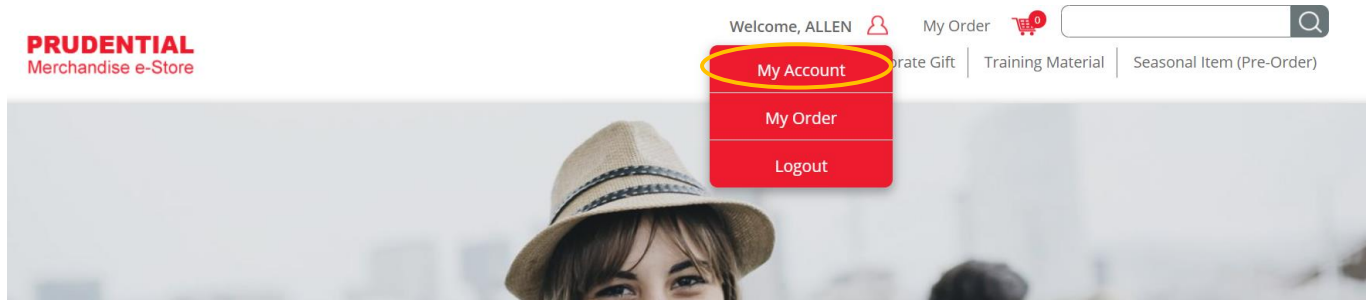
4 MY ACCOUNT

4.1 HOW TO EDIT MY ACCOUNT INFORMATION

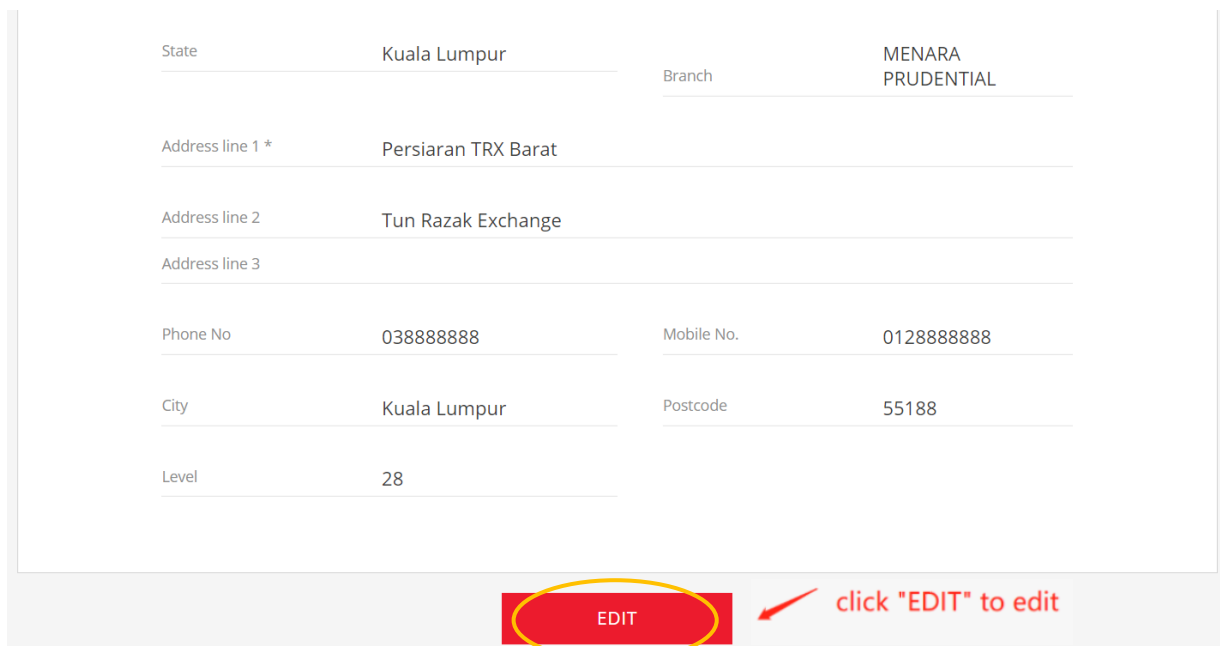
Step 1. In any page, hover your mouse cursor over 



Step 2. Click "My Account".



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



The screenshot shows a user profile form with the following fields:

State	Kuala Lumpur	Branch	MENARA PRUDENTIAL
Address line 1 *	Persiaran TRX Barat		
Address line 2	Tun Razak Exchange		
Address line 3			
Phone No	038888888	Mobile No.	0128888888
City	Kuala Lumpur	Postcode	55188
Level	28		

At the bottom of the form, there is a red "EDIT" button circled in yellow. A red arrow points to it with the text "click 'EDIT' to edit".

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

State * Kuala Lumpur ▼ Branch * MENARA PRUDENTIAL ▼

Address line 1 * Persiaran TRX Barat

Address line 2 Tun Razak Exchange

Address line 3


Phone No * 0312345678 Mobile No. * 012345678

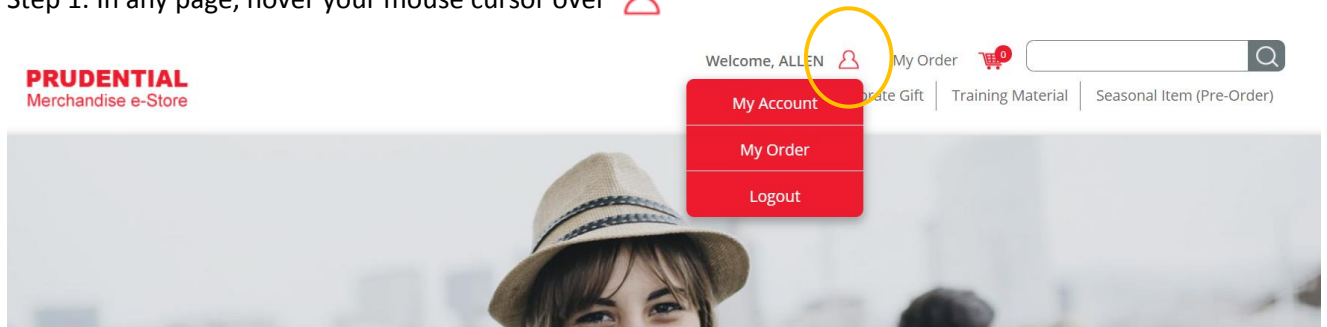
City * Kuala Lumpur Postcode * 55188

Level * 28 ▼

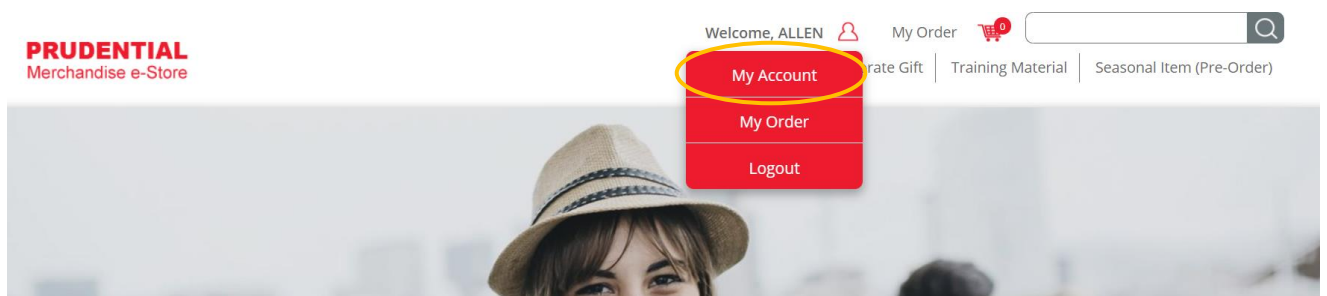
SAVE EDIT

4.2 HOW TO CHANGE ACCOUNT PASSWORD

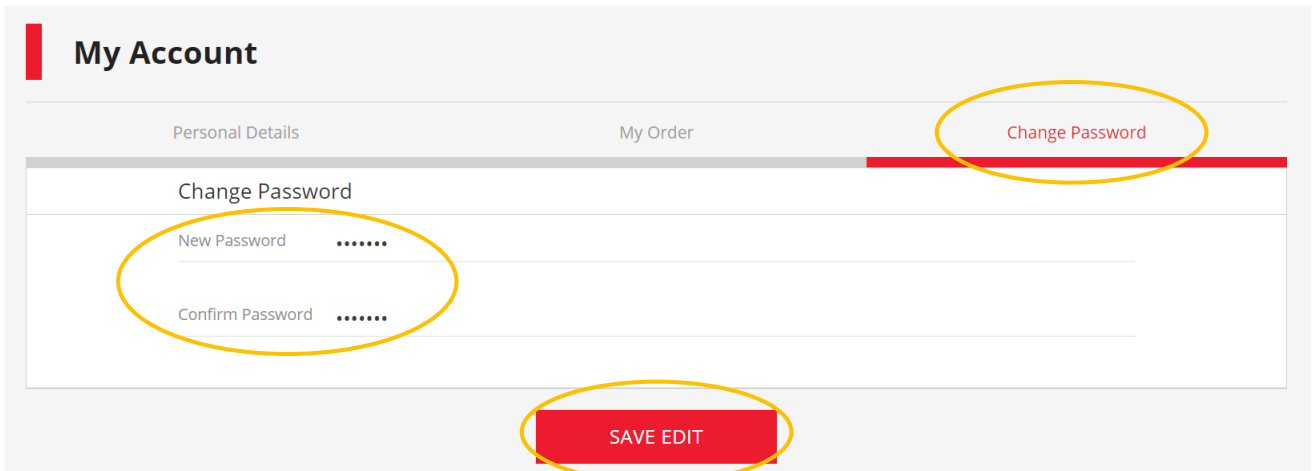
Step 1. In any page, hover your mouse cursor over 



Step 2. Click “My Account”.




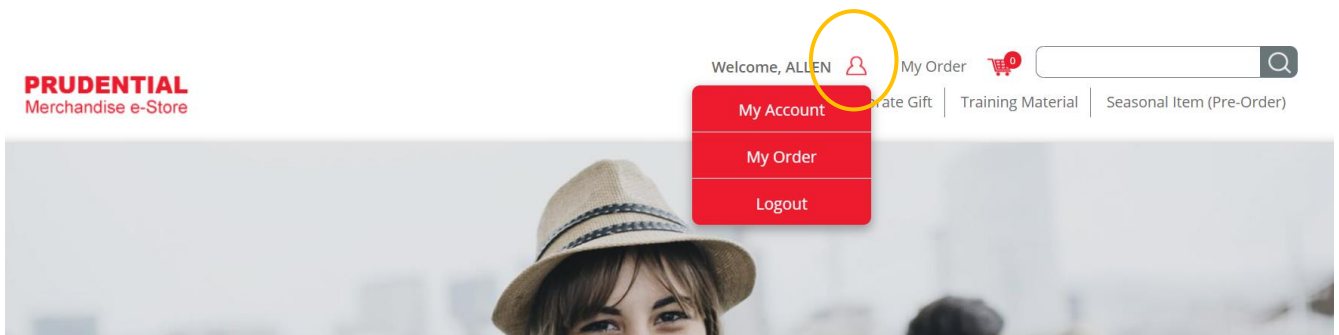
Step 3. Click “Change Password”. Fill in the New Password and Confirm Password. Click “SAVE EDIT”.



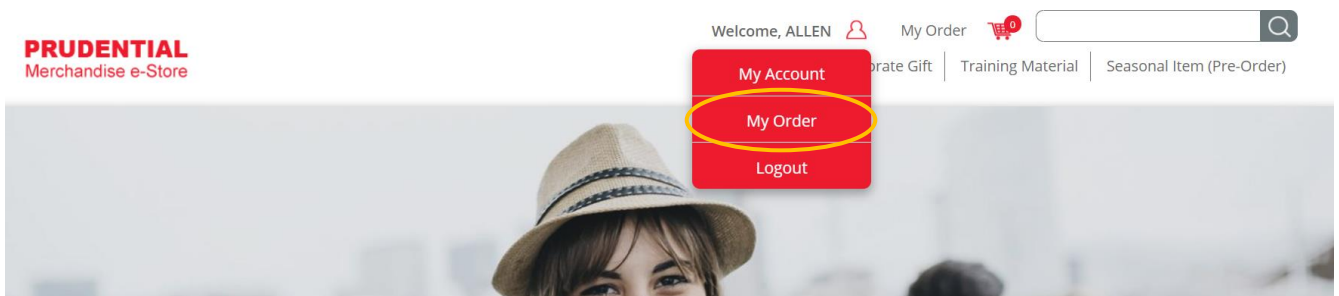
5 MY ORDER

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.

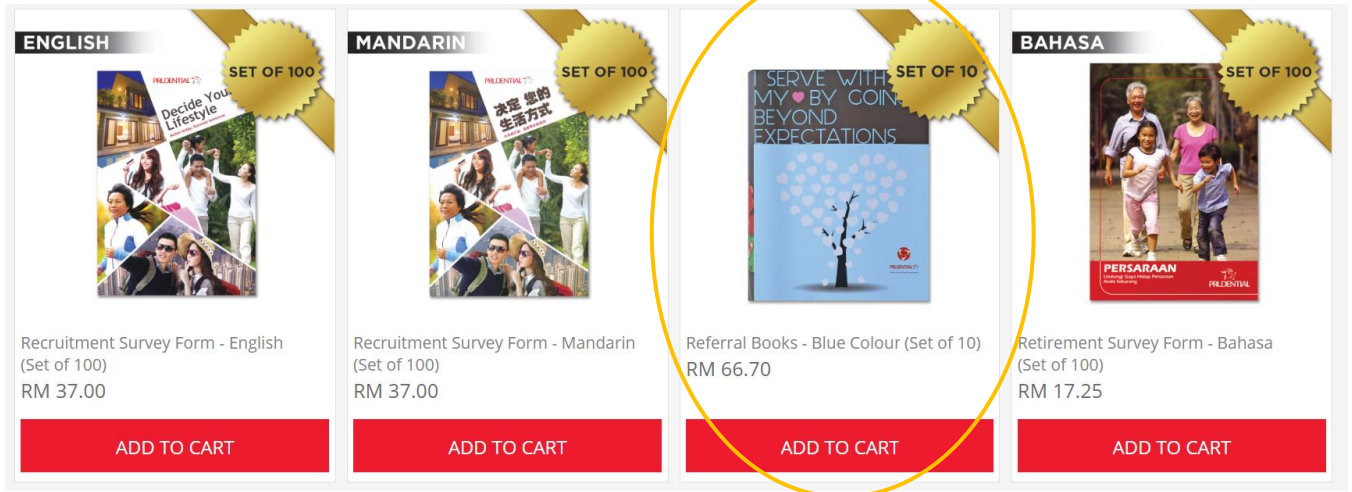
My Order								
Personal Details			My Order				Change Password	
No	Order No.	Order Date	Order Status	Payment Status	Payment Method	Payment Reference	Payment Amount (RM)	Order Details
1	F 000022	22/10/2019	Payment Failure	Failed	iPay88	T198972874400	51.90	 CANCEL ORDER RETRY PAYMENT
2	PI 000062	22/10/2019	Confirmed	PO No. Updated	PO Purchase	AFDS/SA/2343243	98.15	

Below is an example of the order details.

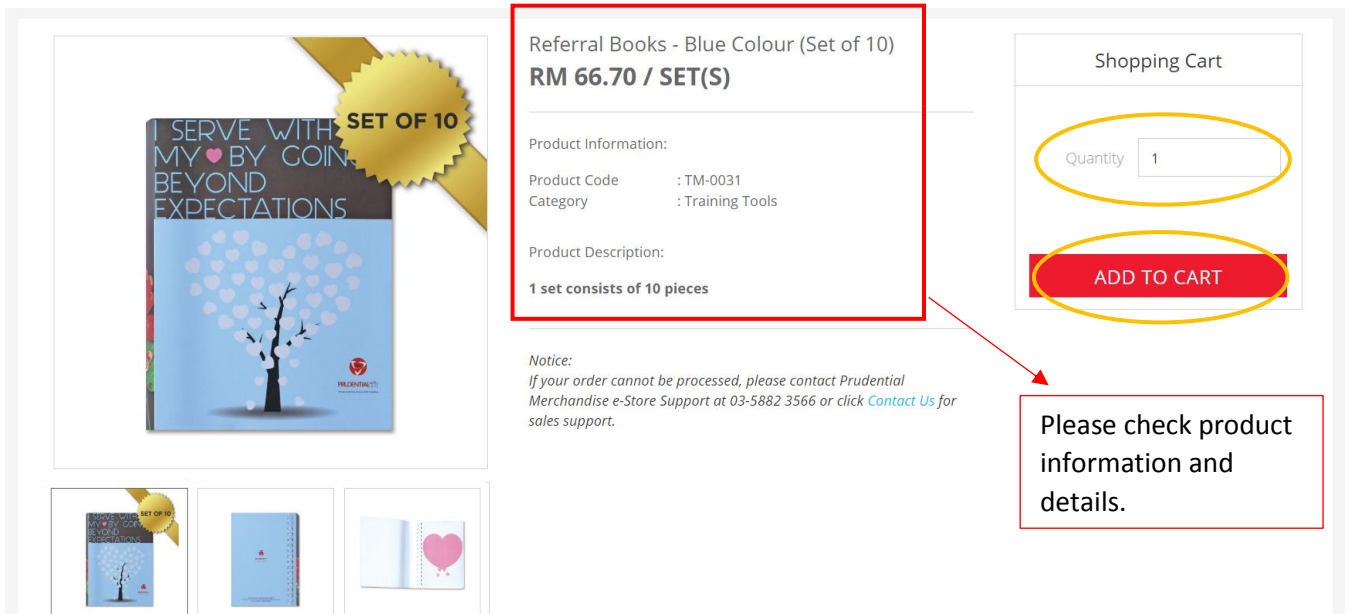
My Order Summary															
<table border="1"> <thead> <tr> <th>Product</th> <th>Qty</th> <th>Unit Price</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>  Referral Books - Blue Colour (Set of 10) </td> <td>1 SET(S)</td> <td>RM 66.70</td> <td>RM 66.70</td> </tr> <tr> <td>  PRUcubulary Coasters (Set of 6) </td> <td>1 SET(S)</td> <td>RM 22.00</td> <td>RM 22.00</td> </tr> </tbody> </table>			Product	Qty	Unit Price	Total	 Referral Books - Blue Colour (Set of 10)	1 SET(S)	RM 66.70	RM 66.70	 PRUcubulary Coasters (Set of 6)	1 SET(S)	RM 22.00	RM 22.00	Order number # PI 000062 Order Date 22/10/19 11:49 Payment PO Purchase Order Status Confirmed Item Subtotal RM 88.70 Shipping Fee RM 9.45 Total Payment RM 98.15
Product	Qty	Unit Price	Total												
 Referral Books - Blue Colour (Set of 10)	1 SET(S)	RM 66.70	RM 66.70												
 PRUcubulary Coasters (Set of 6)	1 SET(S)	RM 22.00	RM 22.00												

6 HOW TO PURCHASE ITEMS

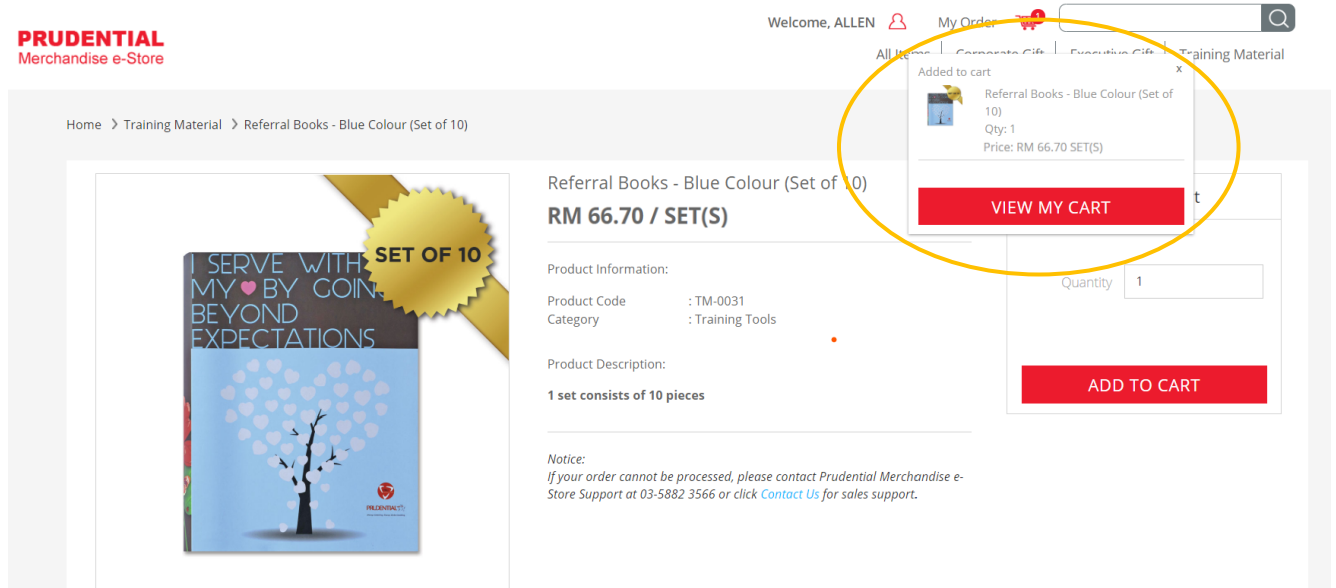
Step 1. Click on the product that you wish to buy.



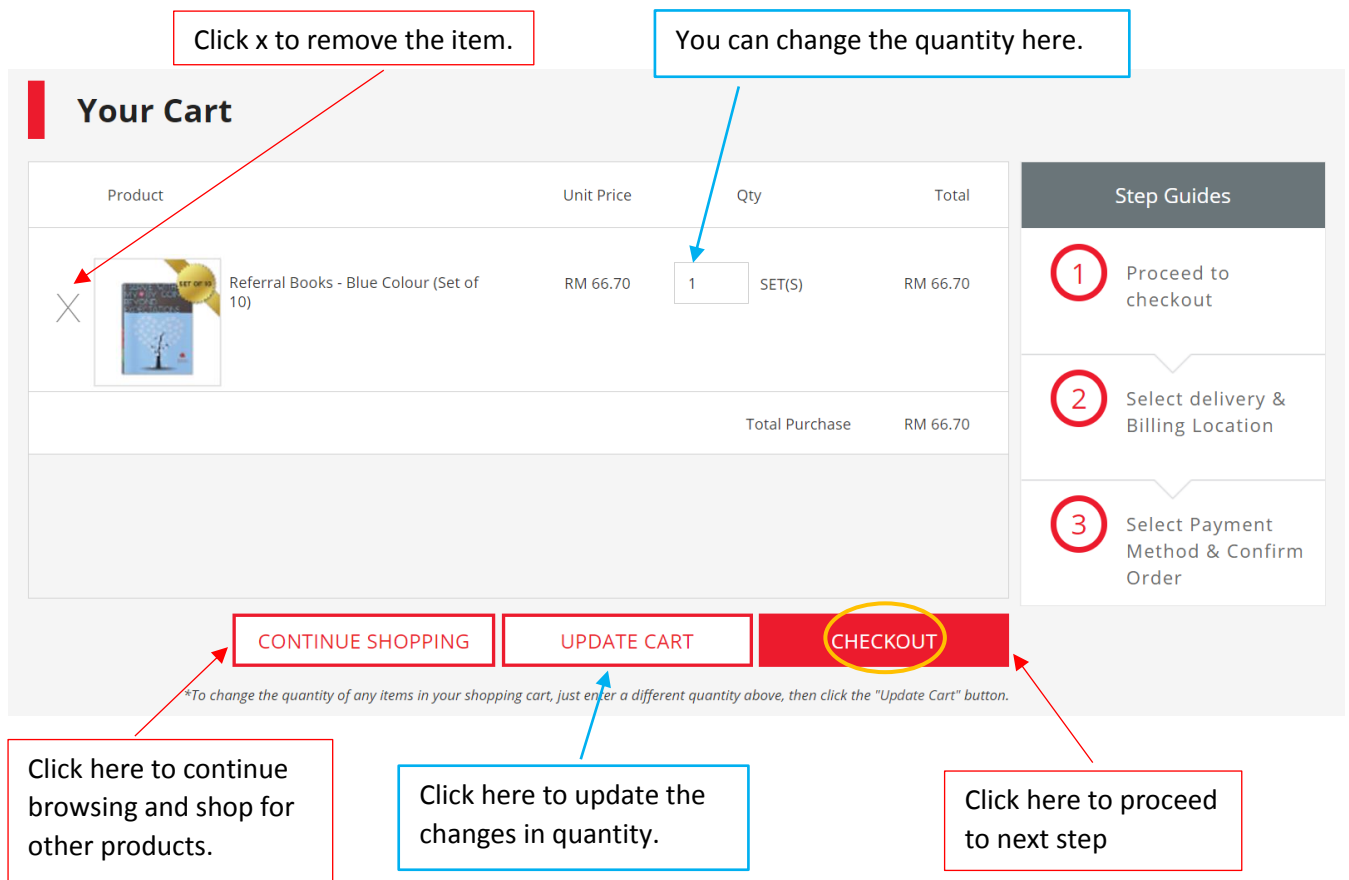
Step 2. Check the product description, fill in the quantity and click “ADD TO CART”.



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”.



Step 5. Select Delivery Type.

There are 3 delivery types i.e. :

Type 1 : Ship to Address

Type 2 : Self Collection

Type 3 : Prudential Docket

Checkout

Delivery Location	Billing Address	Payment Method	Preview & Confirm
Delivery Location			
Delivery Type *	<div style="border: 1px solid black; padding: 5px;"><p>Ship to Address</p><p>Self Collection</p><p>Prudential Docket</p></div>		
<input checked="" type="radio"/> Same with Registered Address			
MENARA PRUDENTIAL Persiaran TRX Barat Tun Razak Exchange Kuala Lumpur, 55188 Kuala Lumpur.			
Attn : Allen Contact : 0312345678			
<input type="radio"/> Deliver to Different Address			
<small><i>IMPORTANT Notes: Please ensure the recipient name is stated clearly and contact number given is reachable to avoid delays in delivering your orders.*</i></small>			
BACK		NEXT	

Your Order	
Item Subtotal	RM 66.70
Shipping Fee	RM 9.45
Total Payment	RM 76.15

Delivery Type 1 : “Ship to Address”

Select the delivery address.

The screenshot shows the checkout process for 'Ship to Address'. The 'Delivery Location' tab is active, showing a dropdown menu with 'Ship to Address' selected. Below this, there are radio buttons for 'Same with Registered Address' (selected) and 'Deliver to Different Address'. The registered address is listed as MENARA PRUDENTIAL, Persiaran TRX Barat, Tun Razak Exchange, Kuala Lumpur, 55188 Kuala Lumpur. Contact information includes Attn: Allen and Contact: 0312345678. A red box highlights the 'Deliver to Different Address' option with a note: 'Select this if you want to deliver to a different address & fill in the details.' The 'Your Order' summary on the right shows an Item Subtotal of RM 66.70, a Shipping Fee of RM 9.45, and a Total Payment of RM 76.15. A blue box points to the shipping fee with the note: 'Shipping Fee will apply for Delivery type of “Ship to Address”'. At the bottom, there are 'BACK' and 'NEXT' buttons, with 'NEXT' highlighted in red.

Delivery Type 2 : “Self Collection”

The screenshot shows the checkout process for 'Self Collection'. The 'Delivery Location' tab is active, showing a dropdown menu with 'Self Collection' selected. Below this, there is a text box providing self-collection information: 'For self collection, please pick up your order(s) Four (4) working days from the date of order at:- OLYMPIA DIARY (M) SDN BHD, Lot 43 & 44, Jalan Layang-Layang 3, Puchong Jaya Industrial Park, 4700 Puchong, Selangor. Tel: 03-5882 3566. Business Hours : Monday to Friday, 8.30am – 6.00pm, Lunch Hour : 12.00pm – 1.00pm'. A red box highlights this information with the note: 'Please take note of the Self Collection information.' The 'Your Order' summary on the right shows an Item Subtotal of RM 66.70 and a Total Payment of RM 66.70. A blue box points to the total payment with the note: 'No Shipping Fee for Delivery type of “Self Collection”'. At the bottom, there are 'BACK' and 'NEXT' buttons, with 'NEXT' highlighted in red.

Delivery Type 3 : "Prudential Docket"

Checkout

Delivery Location Billing Address Payment Method Preview & Confirm

Delivery Location

Delivery Type * **Prudential Docket**

Branch **MENARA PRUDENTIAL**

MENARA PRUDENTIAL
Persiaran TRX Barat,
Tun Razak Exchange,
Kuala Lumpur, 55188 Kuala Lumpur.

Recipient Full Name * Allen Low

Recipient Contact Number * 012345678

Floor * 28

BACK **NEXT**

Your Order

Item Subtotal	RM 66.70
Total Payment	RM 66.70

No Shipping Fee for Delivery type of "Prudential Docket".

Steps :

1. Select Branch
2. Key in Recipient Full Name
3. Key in Recipient Contact Number
4. Select Floor

Step 6. Select the billing address.

Checkout

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

Billing Address

Same with Registered Address

MENARA PRUDENTIAL
Persiaran TRX Barat
Tun Razak Exchange
Kuala Lumpur, 55188 Kuala Lumpur.

Attn : Allen
Contact : 0312345678

Billing to Different Address

BACK **NEXT**

Your Order

Item Subtotal	RM 66.70
Shipping Fee	RM 9.45
Total Payment	RM 76.15

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

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

Checkout

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

Payment Method

Please select a payment method PO Purchase iPay88

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 66.70
Shipping Fee	RM 9.45
Total Payment	RM 76.15

6.1 HOW TO MAKE PO PURCHASE

Step 1. Select PO Purchase and “ tick v ” to agree with the Privacy, Delivery & Return Policy. Click “CONFIRM ORDER” to continue.

Checkout

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

Payment Method

Please select a payment method PO Purchase iPay88

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 66.70
Shipping Fee	RM 9.45
Total Payment	RM 76.15

Step 2. 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
Referral Books - Blue Colour (Set of 10)	1 SET(S)	RM 66.70	RM 66.70

Your Order

Item Subtotal	RM 66.70
Shipping Fee	RM 9.45
Total Payment	RM 76.15

Shipping to :
MENARA PRUDENTIAL,
Persiaran TRX Barat,
Tun Razak Exchange,
Kuala Lumpur, 55188 Kuala Lumpur.

Attn : Allen
Contact : 0312345678

Billing to :
MENARA PRUDENTIAL,
Persiaran TRX Barat,
Tun Razak Exchange,
Kuala Lumpur, 55188 Kuala Lumpur.

Attn : Allen
Contact : 0312345678

Payment Method :
PO Purchase

BACK **PLACE ORDER**

Step 3. Order Successful.

Thank you for your order.

You almost complete the ordering process.
Just generate the PO from [P2P system](#) and fill in the PO number in [My Order](#) to complete your order.

Product	Qty	Unit Price	Total
Referral Books - Blue Colour (Set of 10)	1 SET(S)	RM 66.70	RM 66.70

PRINT ORDER CONFIRMATION

Order number #
PI 000001

Item Subtotal	RM 66.70
Shipping Fee	RM 9.45
Total Payment	RM 76.15

Shipping to :
MENARA PRUDENTIAL,
Persiaran TRX Barat,
Tun Razak Exchange,
Kuala Lumpur, 55188 Kuala Lumpur.

Click here to generate your PO from P2P System by using the Order Number "PI XXXXXX" on your left.

After generated PO from P2P System, you may click here to update your PO number to complete your order.

To print Order Confirmation

6.2 HOW TO MAKE IPAY88 PAYMENT

Step 1. Select iPay88, 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** → Your Order

Payment Method

Please select a payment method PO Purchase **iPay88**

Please choose an iPay payment option

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

Your Order

Item Subtotal	RM 66.70
Shipping Fee	RM 9.45
Total Payment	RM 76.15

Select your payment option here.

Step 2. Click “PLACE ORDER” to submit your order.

Checkout

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

Please Check Your Order Summary Below

Product	Qty	Unit Price	Total
Referral Books - Blue Colour (Set of 10)	1 SET(S)	RM 66.70	RM 66.70

Your Order

Item Subtotal	RM 66.70
Shipping Fee	RM 9.45
Total Payment	RM 76.15

Shipping to :
MENARA PRUDENTIAL,
Persiaran TRX Barat,
Tun Razak Exchange,
Kuala Lumpur, 55188 Kuala Lumpur.

Attn : Allen
Contact : 0312345678

Billing to :
MENARA PRUDENTIAL,
Persiaran TRX Barat,
Tun Razak Exchange,
Kuala Lumpur, 55188 Kuala Lumpur.

Attn : Allen
Contact : 0312345678

Payment Method :
iPay88
Bank: Credit Card (MYR)

Step 3. You will direct to the iPay88 payment gateway.

Please wait, you will be redirected to the iPay88.

Proceed with Payment

Simple. Convenient. Secure.

iPay88

*iPay88 is Online Payment Service provided by Mobile88.com Sdn. Bhd.

Available Payment Method:

Credit / Debit Card Online Banking eWallet


Summary Of Transaction

Net Charges MYR

Reference No / Payment ID A 000003 / T199610944700

You can make payment via Credit/Debit Card, Online Banking or eWallet. Just follow the steps to complete the payment.

Thank you for your order.

Product	Qty	Unit Price	Total
 Referral Books - Blue Colour (Set of 10)	1 SET(S)	RM 66.70	RM 66.70

Order number #
S 000029

Item Subtotal	RM 66.70
Shipping Fee	RM 9.45
Total Payment	RM 76.15

Shipping to :
MENARA PRUDENTIAL,
Persiaran TRX Barat,
Tun Razak Exchange,
Kuala Lumpur, 55188 Kuala Lumpur.

Attn : Allen
Contact : 0312345678


Billing to :
MENARA PRUDENTIAL,
Persiaran TRX Barat,
Tun Razak Exchange,
Kuala Lumpur, 55188 Kuala Lumpur.

6.3 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
	1 SET(S)	RM 66.70	RM 66.70



Reference number #
F 000079

Item Subtotal	RM 66.70
Shipping Fee	RM 9.45
Total Payment	RM 76.15


Shipping to :
MENARA PRUDENTIAL,
Persiaran TRX Barat,
Tun Razak Exchange,
Kuala Lumpur, 55188 Kuala Lumpur.


Step 1. Click "MY ORDER".

PRUDENTIAL
Merchandise e-Store

Welcome, ALLEN  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	S 000029	30/10/2019	Pending	Unpaid	iPay88		76.15	CANCEL ORDER RETRY PAYMENT
2	F 000079	30/10/2019	Payment Failure	Failed	iPay88		76.15	CANCEL ORDER RETRY PAYMENT
3	PI 000001	30/10/2019	Confirmed	Pending PO No.	PO Purchase		76.15	CANCEL ORDER UPDATE PO NO.

Step 3. Retry Payment

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

Checkout

Delivery Location
Billing Address
Payment Method
Preview & Confirm

Please Check Your Order Summary Below

Product	Qty	Unit Price	Total
Referral Books - Blue Colour (Set of 10)	1 SET(S)	RM 66.70	RM 66.70

BACK

PLACE ORDER

Your Order

Item Subtotal	RM 66.70
Shipping Fee	RM 9.45
Total Payment	RM 76.15

Shipping to :

MENARA PRUDENTIAL,
Persiaran TRX Barat,
Tun Razak Exchange,
Kuala Lumpur, 55188 Kuala Lumpur.

Attn : Allen
Contact : 0312345678

Billing to :

MENARA PRUDENTIAL,
Persiaran TRX Barat,
Tun Razak Exchange,
Kuala Lumpur, 55188 Kuala Lumpur.

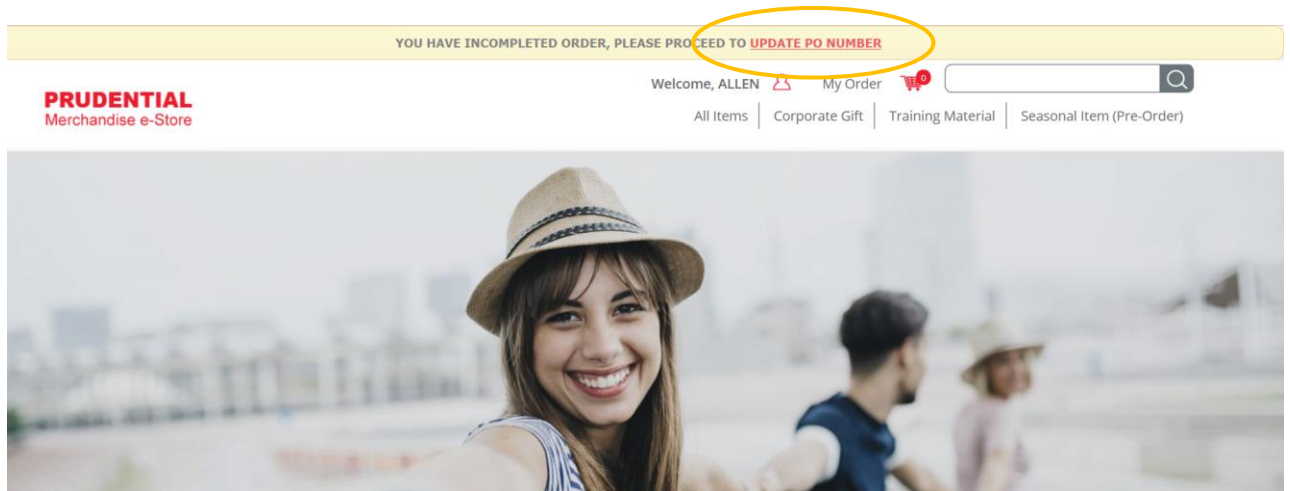
Attn : Allen
Contact : 0312345678

Payment Method :
iPay88
Bank: Credit Card (MYR)

7 UPDATE PO NUMBER

7.1 HOW TO COMPLETE THE ORDER AND UPDATE PURCHASE ORDER DETAILS

Step 1. After log in to your account, at landing page, click on “UPDATE PO NUMBER”.



Step 2. Click on “UPDATE PO NO.”

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	S 000029	30/10/2019	Pending	Unpaid	iPay88		76.15	CANCEL ORDER RETRY PAYMENT
2	F 000079	30/10/2019	Payment Failure	Failed	iPay88		76.15	CANCEL ORDER RETRY PAYMENT
3	PI 000001	30/10/2019	Confirmed	Pending PO No.	PO Purchase		76.15	CANCEL ORDER UPDATE PO NO.

Step 3. Fill in the "PO Number" and click "SUBMIT".

Update PO

Please update PO number below :

Order Number. * PI 000001

Purchase Value (RM) * 76.15

PO Number * ___/___/___

SUBMIT

Check your order details.

Your PO Number has been updated.

Update PO

Thank you for updating the PO information! Your order status is confirm now.