

User Guide For Staff

by Olympia Diary (M) Sdn Bhd

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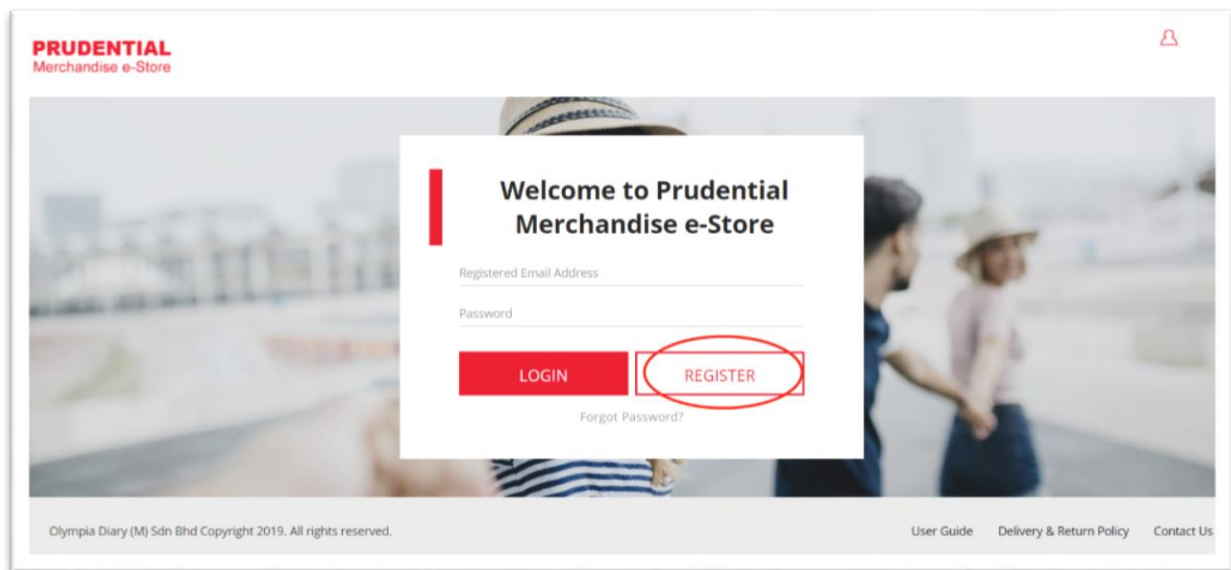
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1 REGISTER ACCOUNT

1.1 HOW TO REGISTER AN ACCOUNT

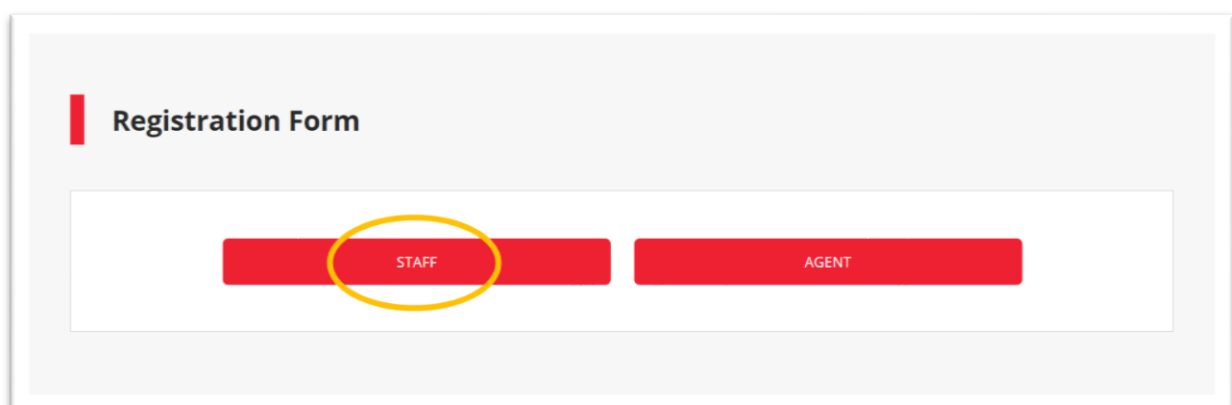
Step 1. Go to <https://www.odm-emerchandise.com/prudential>

Step 2. Click “REGISTER”.



The screenshot shows the Prudential Merchandise e-Store homepage. A central white login/register box is overlaid on a blurred background image of a couple walking. The box contains the text "Welcome to Prudential Merchandise e-Store", input fields for "Registered Email Address" and "Password", and two red buttons: "LOGIN" and "REGISTER". The "REGISTER" button is circled in red. Below the buttons is a link for "Forgot Password?". The Prudential logo is in the top left corner, and a user icon is in the top right. The footer contains copyright information and links to "User Guide", "Delivery & Return Policy", and "Contact Us".

Step 3. Click on the “STAFF” button.



The screenshot shows a "Registration Form" section. It features two red buttons: "STAFF" and "AGENT". The "STAFF" button is circled in yellow.

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](#).

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.

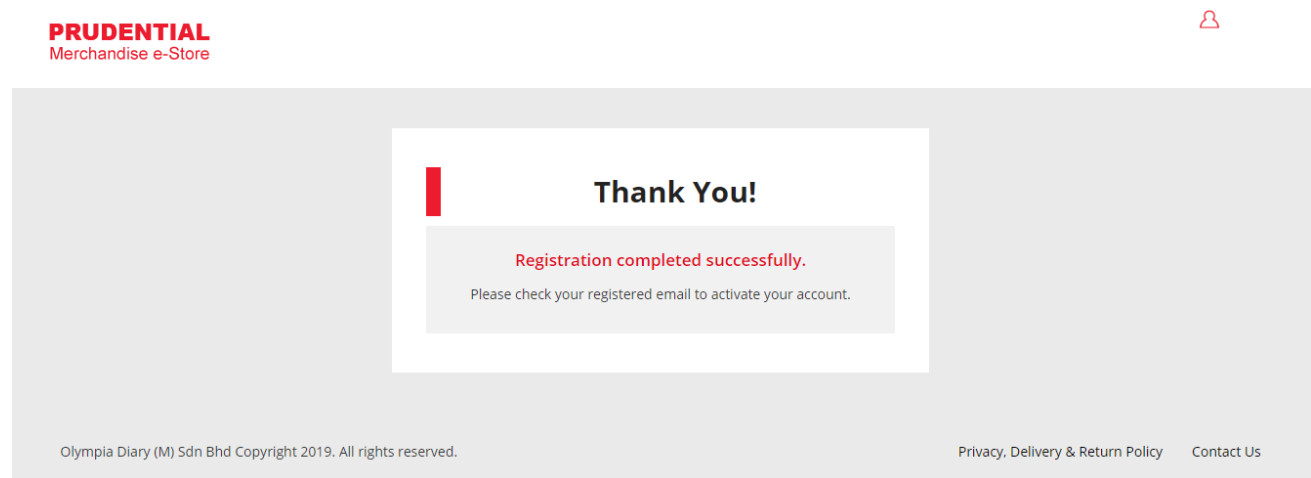
Please fill in your office phone number.

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

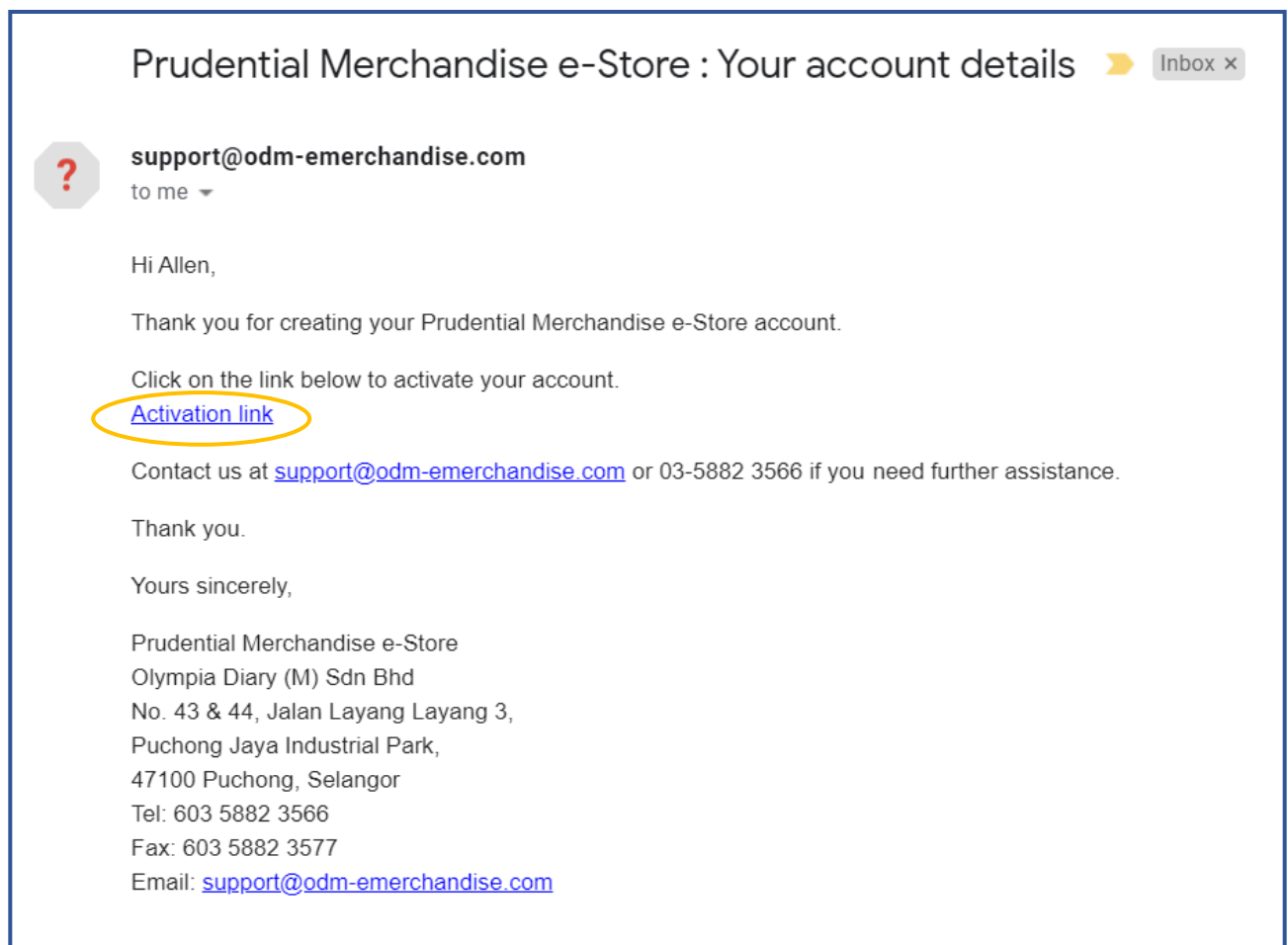
Click “ tick v ” to agree with the Privacy, Delivery & Return Policy then click SUBMIT.

SUBMIT

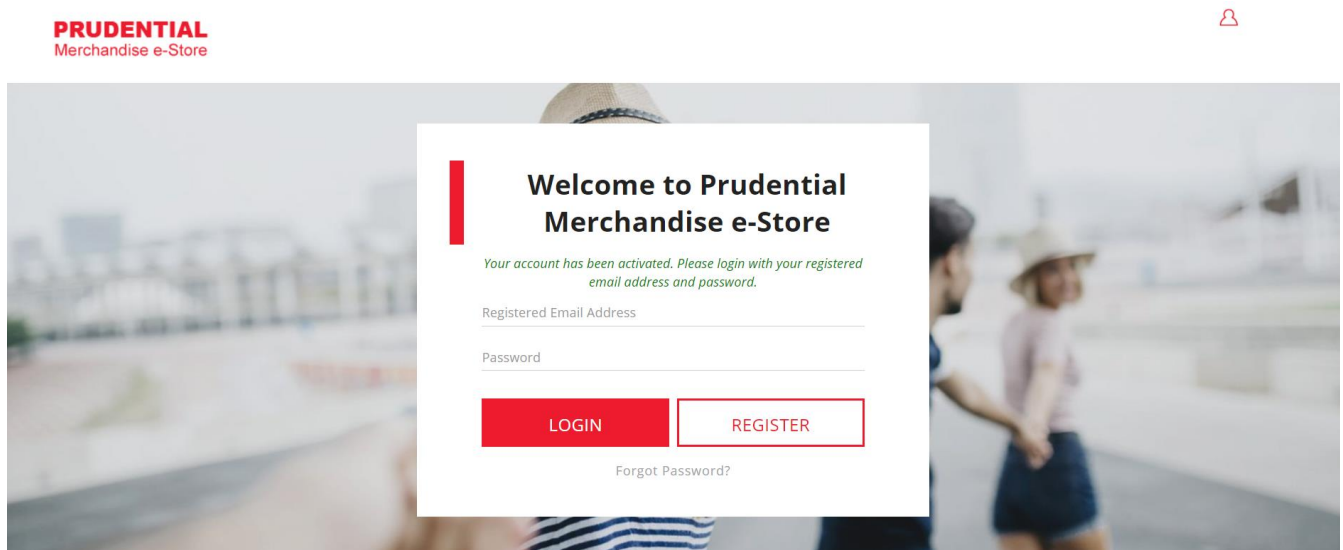
Step 5. Registration is completed.



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.

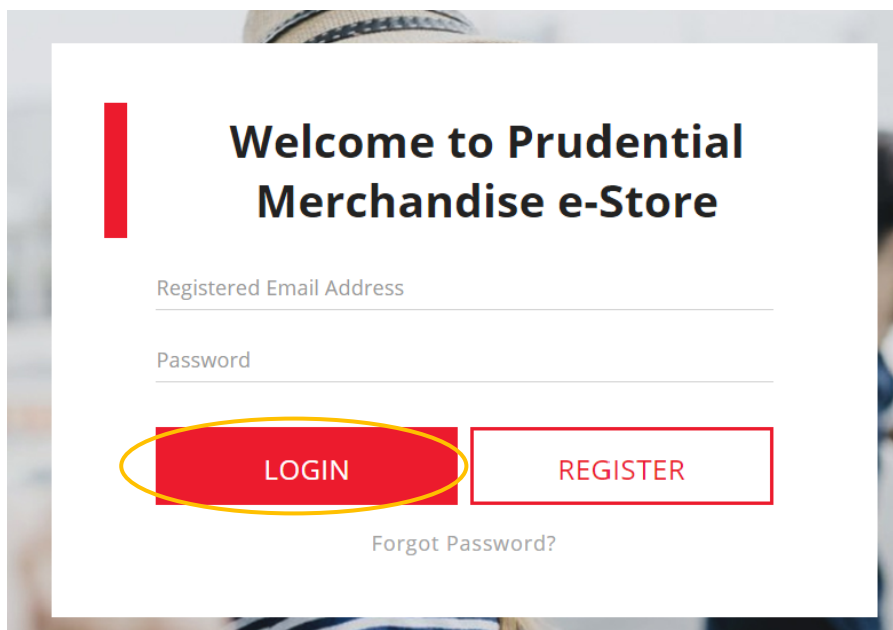


2 LOGIN ACCOUNT

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

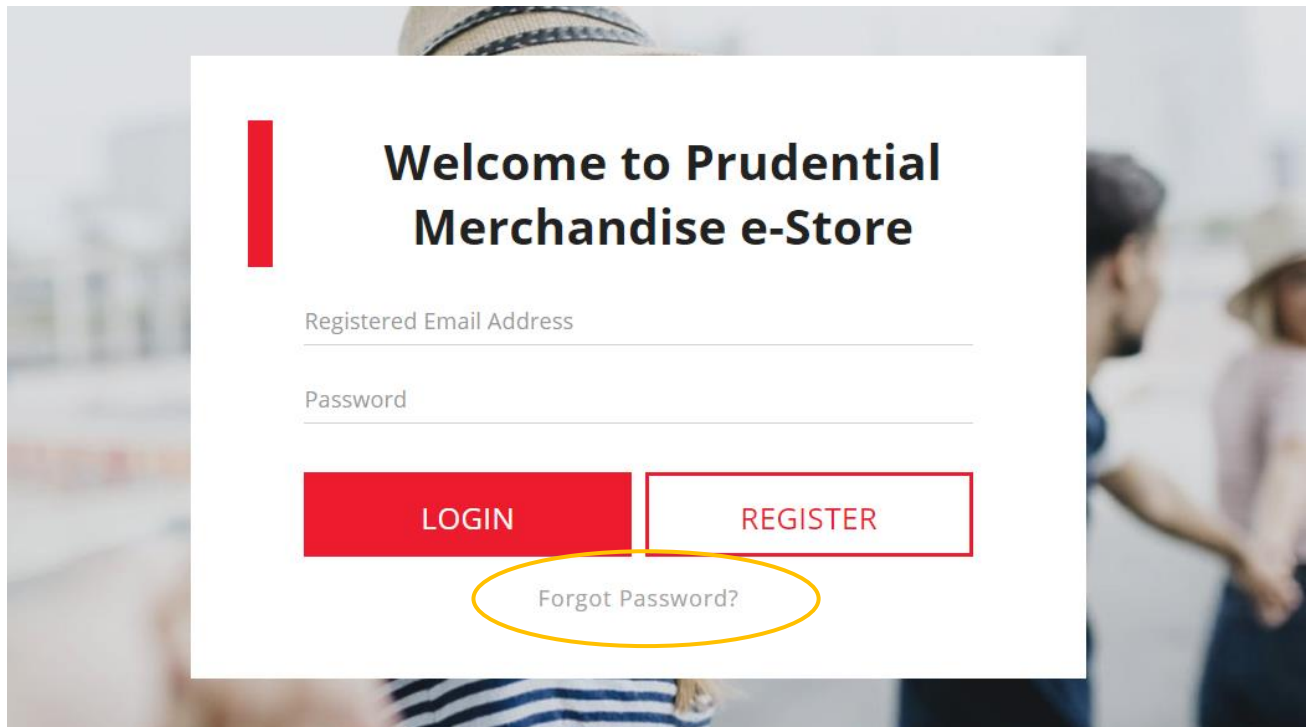
Step 1. Go to <https://odm-emerchandise.com/prudential>

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

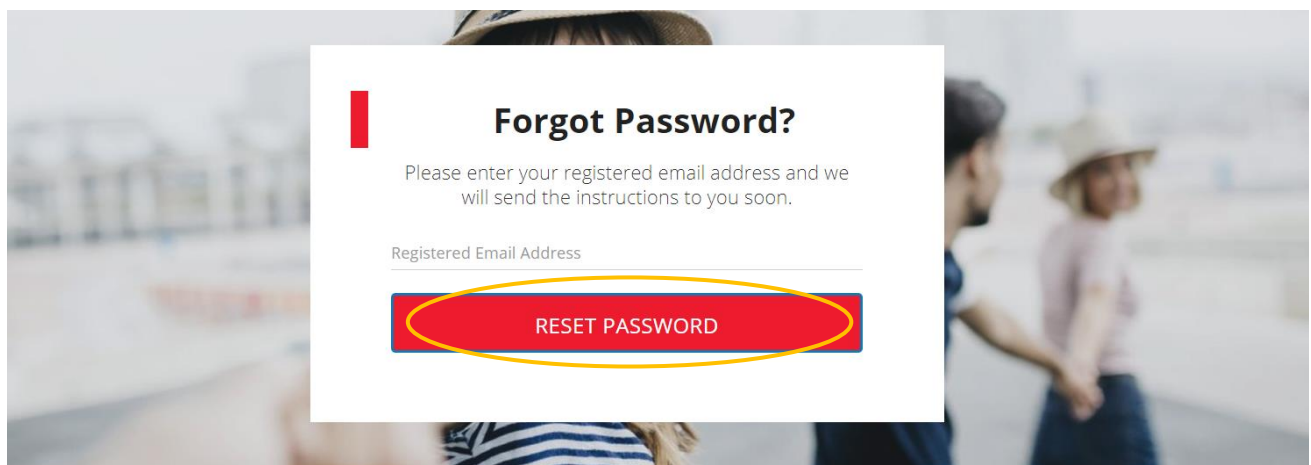


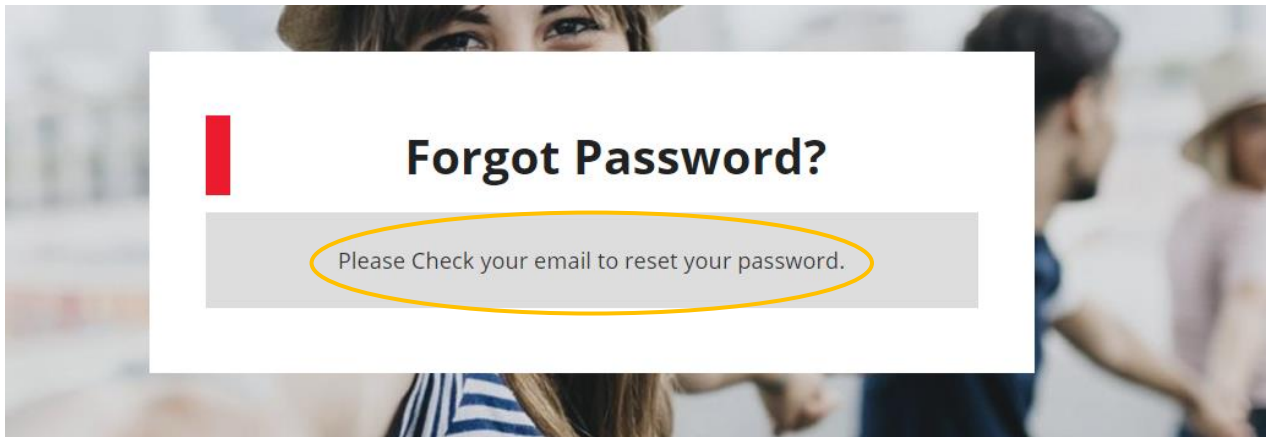
2.2 WHAT SHALL I DO IF I FORGOT MY PASSWORD

Step 1. Click “Forgot Password?”.

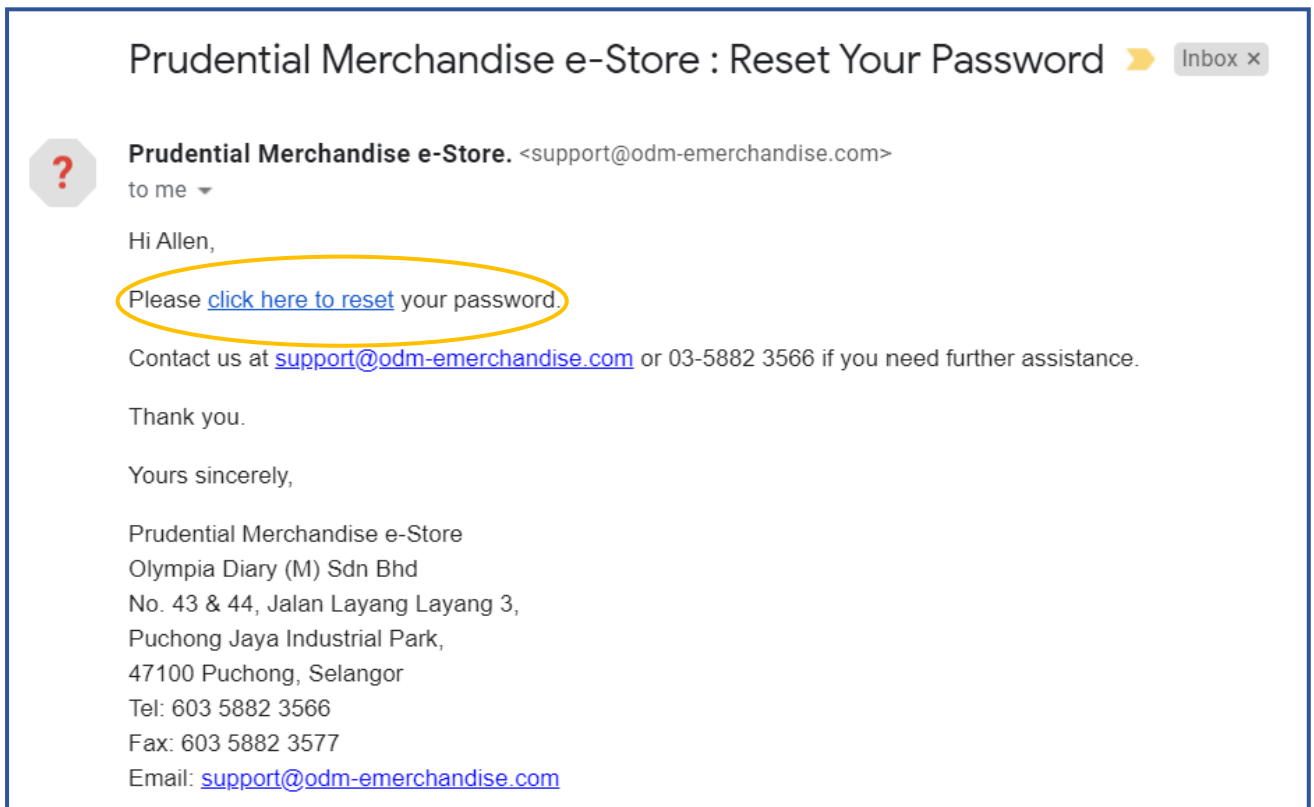


Step 2. Key in your registered email and click “RESET PASSWORD”.

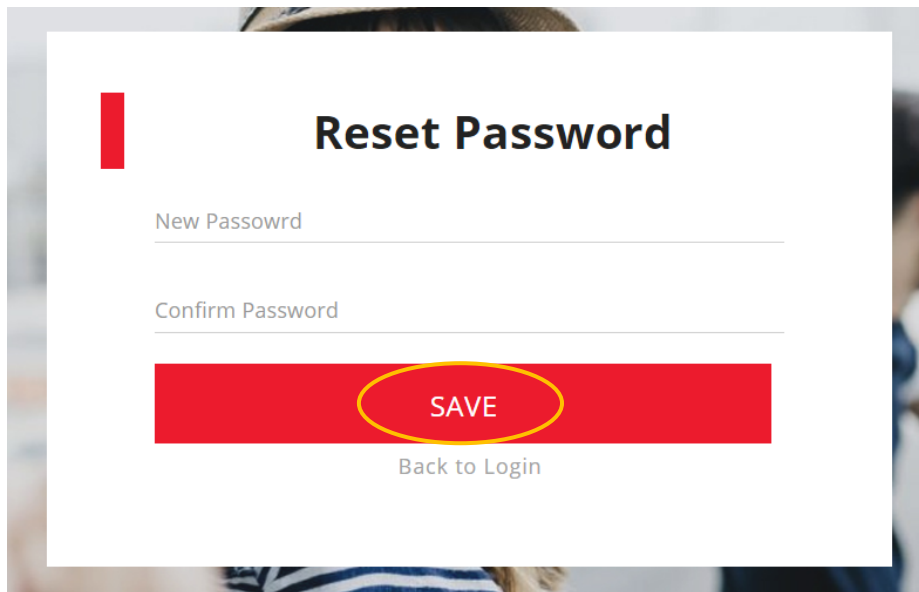




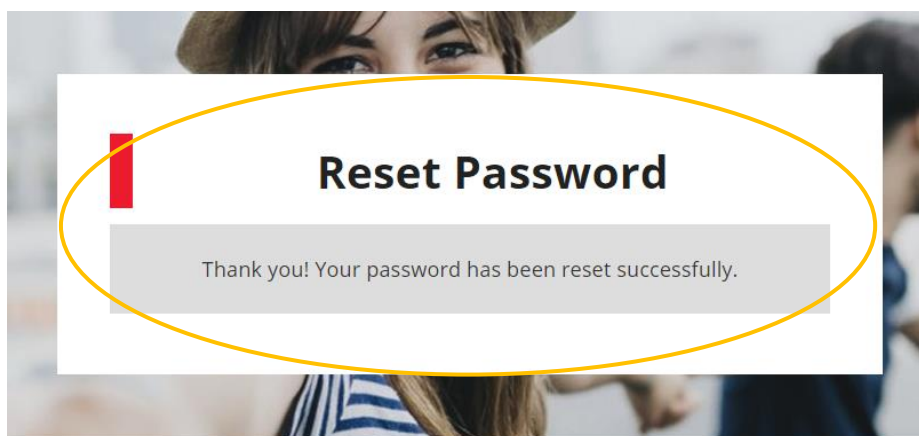
Step 3. Go to your email and click on the “Click here to reset”.



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




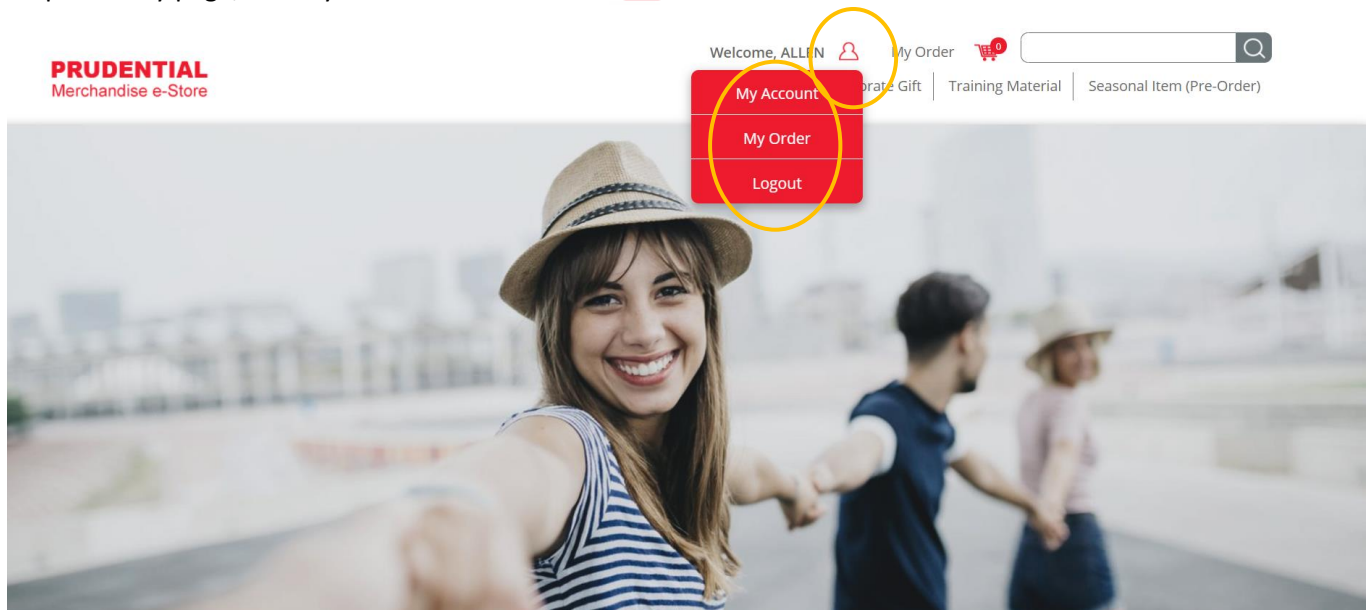
The screenshot shows a 'Reset Password' form. It has a red vertical bar on the left. The title 'Reset Password' is centered. Below the title are two input fields: 'New Passowrd' and 'Confirm Password'. At the bottom, there is a red button labeled 'SAVE' which is circled in yellow, and a link labeled 'Back to Login'.



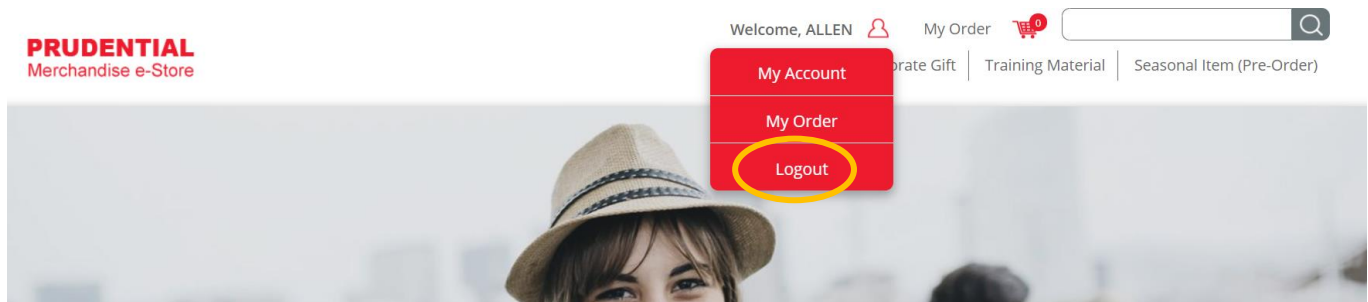
3 LOGOUT ACCOUNT

3.1 HOW DO I LOGOUT FROM MY ACCOUNT

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




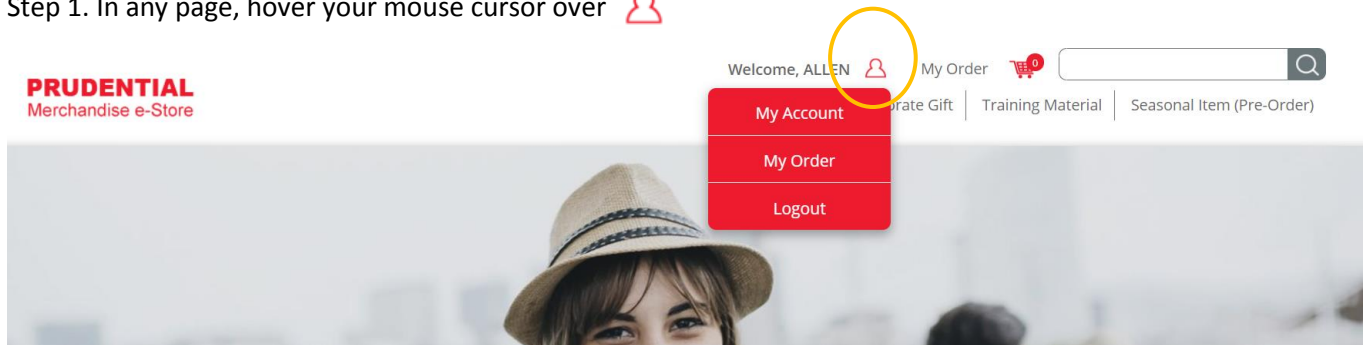
Step 2. Click "Logout".



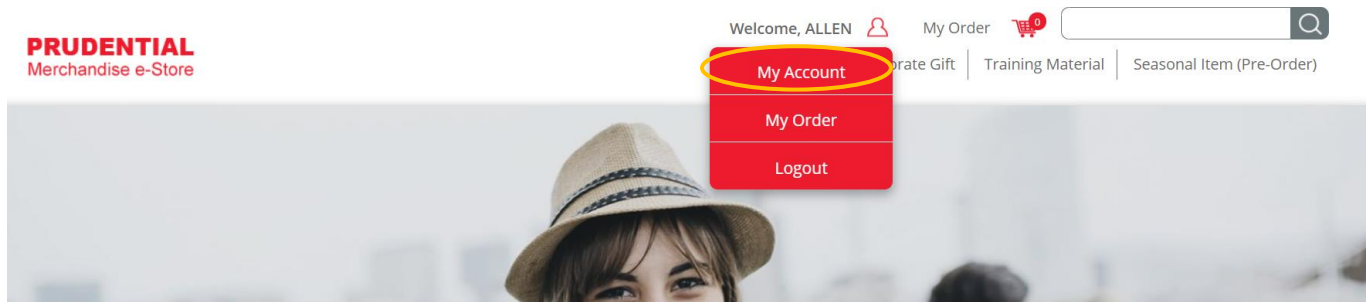
4 MY ACCOUNT

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.

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		


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

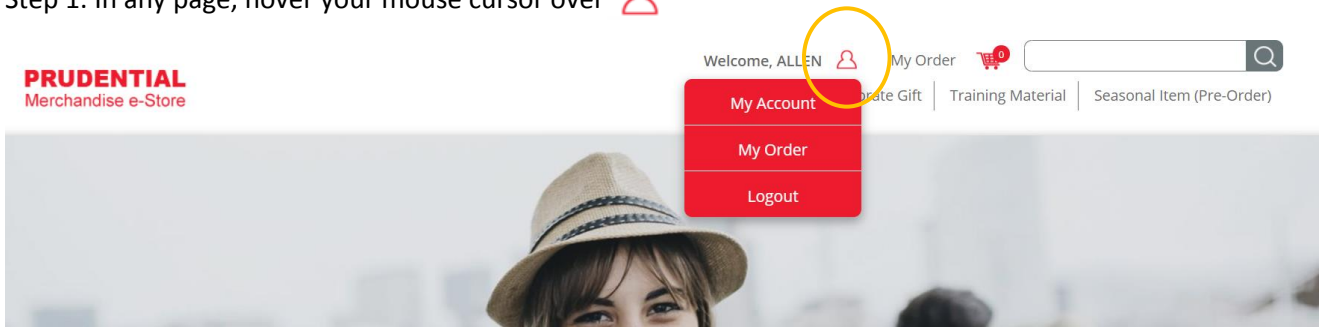
City * Kuala Lumpur Postcode * 55188

Level * 28 ▼

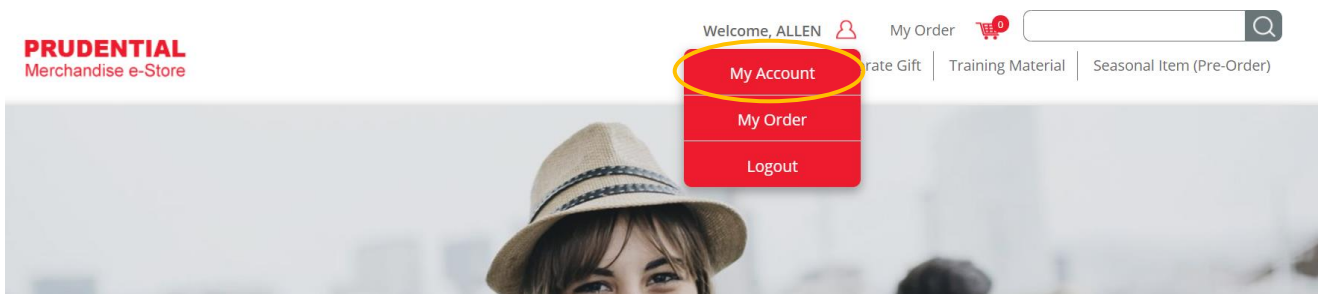
SAVE EDIT

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”.

My Account

Personal Details My Order **Change Password**

Change Password


New Password

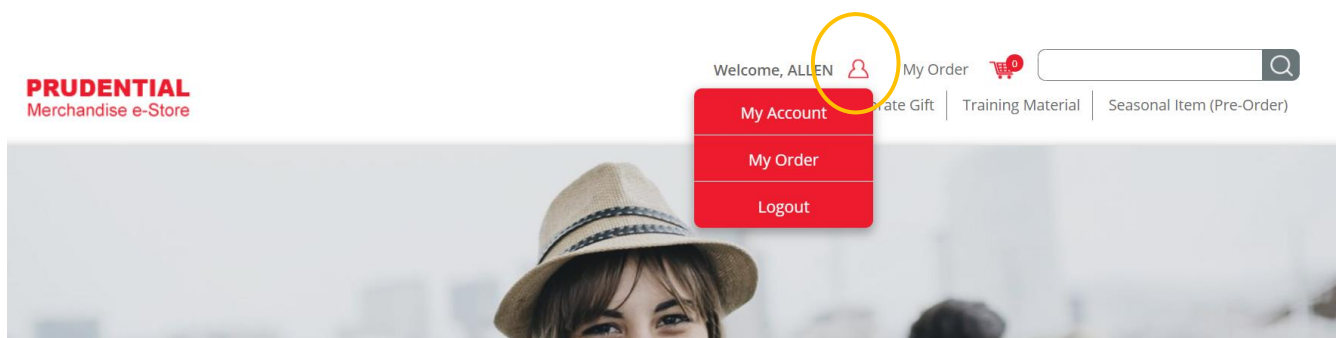
Confirm Password

SAVE EDIT

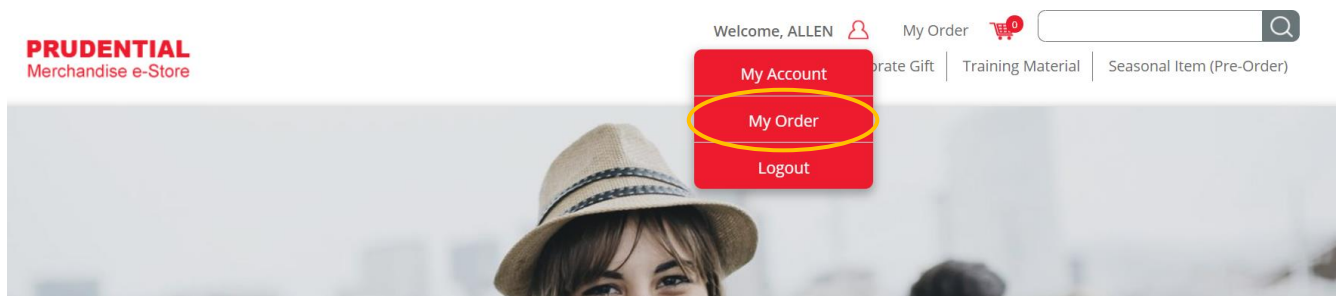
5 MY ORDER

5.1 HOW TO VIEW MY ORDER AND ORDER DETAILS



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



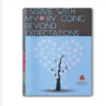

Step 2. Click “My Order”.



Step 3. Click  to view your order.

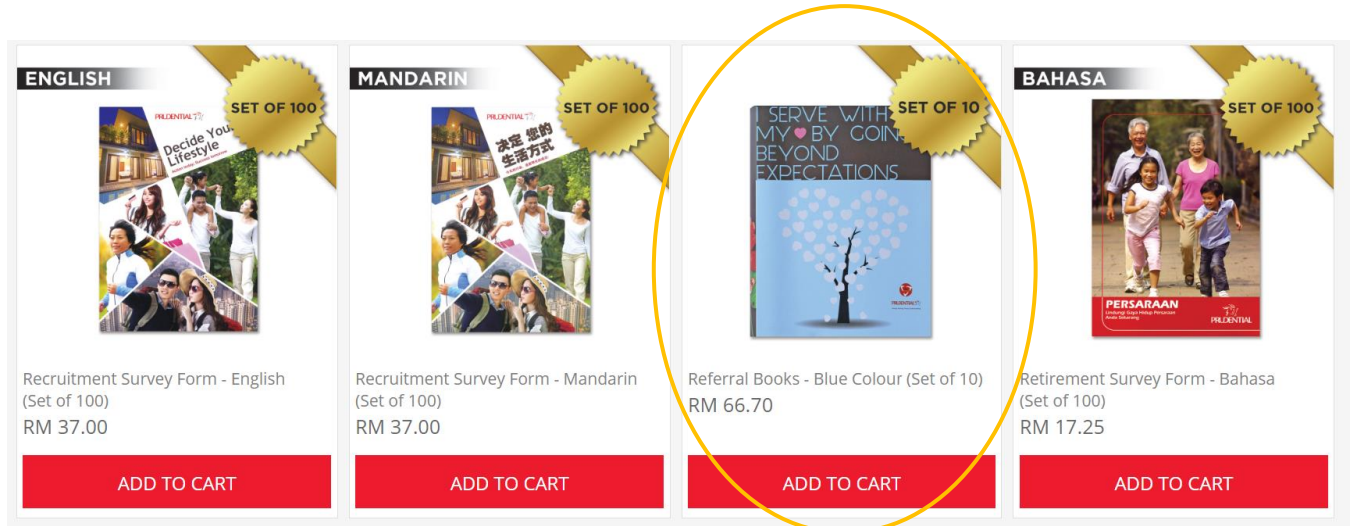
My Order								
Personal Details			My Order					Change Password
No	Order No.	Order Date	Order Status	Payment Status	Payment Method	Payment Reference	Payment Amount (RM)	Order Details
1	F 000022	22/10/2019	Payment Failure	Failed	iPay88	T198972874400	51.90	 CANCEL ORDER RETRY PAYMENT
2	PI 000062	22/10/2019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

Below is an example of the order details.

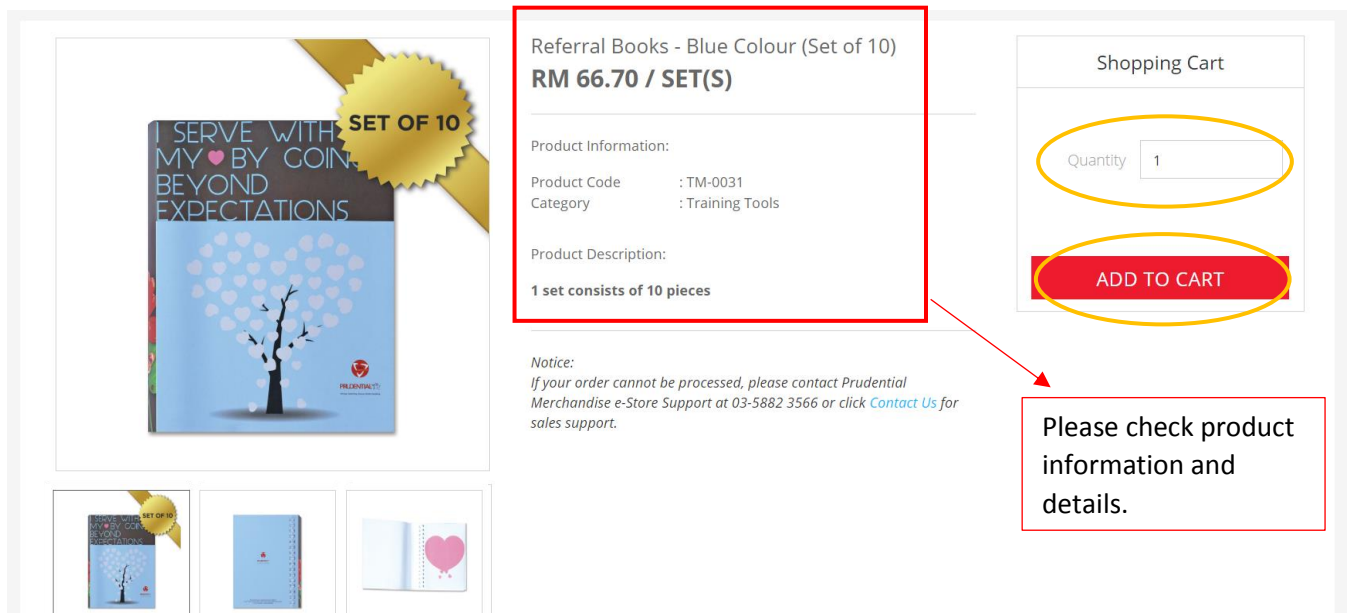
My Order Summary			
Product	Qty	Unit Price	Total
 Referral Books - Blue Colour (Set of 10)	1 SET(S)	RM 66.70	RM 66.70
 PRUcubulary Coasters (Set of 6)	1 SET(S)	RM 22.00	RM 22.00
<div> <div>Order number # PI 000062</div> <div> <div>Order Date</div> <div>22/10/19 11:49</div> </div> <div> <div>Payment</div>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

6 HOW TO PURCHASE ITEMS

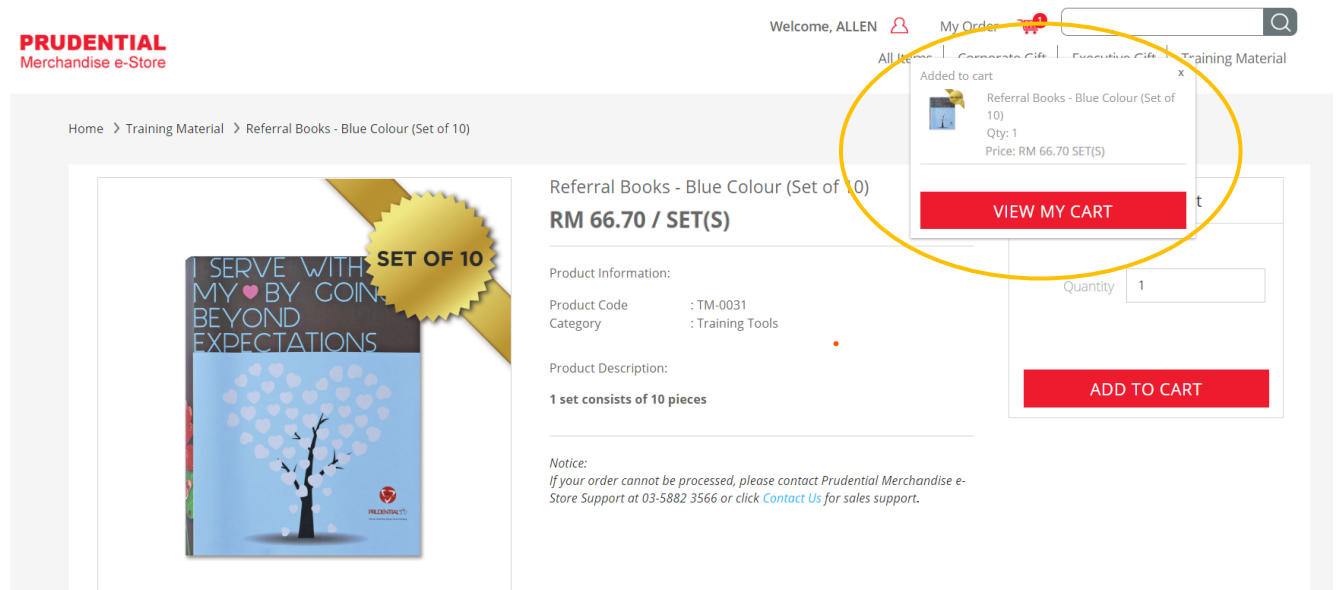
Step 1. Click on the product that you wish to buy.



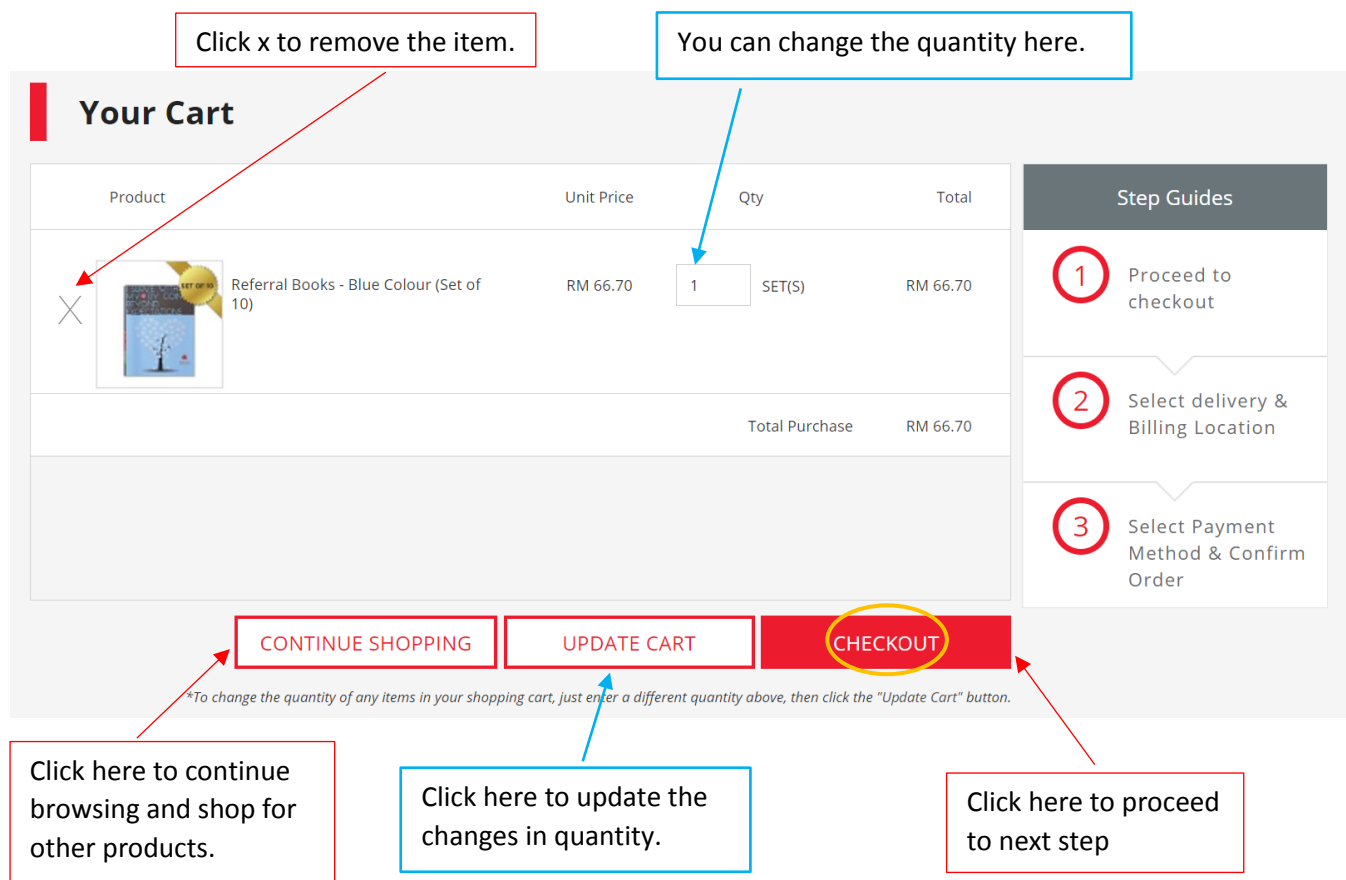
Step 2. Check the product description, fill in the quantity and click “ADD TO CART”.



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 *

Ship to Address

Self Collection

Prudential Docket

☒ Same with Registered Address

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

Attn : Allen
Contact : 0312345678

☐ 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 66.70

Shipping Fee

RM 9.45

Total Payment

RM 76.15

Delivery Type 1 : “Ship to Address”

Select the delivery address.

Checkout

Delivery Location

Billing Address

Payment Method

Preview & Confirm

Delivery Location

Delivery Type *

Ship to Address

☒ Same with Registered Address

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

 Attn : Allen
 Contact : 0312345678

☐ 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 66.70
Shipping Fee	RM 9.45
Total Payment	RM 76.15

Shipping Fee will apply for Delivery type of “Ship to Address”.

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

Delivery Type 2 : “Self Collection”

Checkout

Delivery Location

Billing Address

Payment Method

Preview & Confirm

Delivery Location

Delivery Type *

Self Collection

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](tel:03-58823566)

Business Hours : Monday to Friday, 8.30am – 6.00pm
 Lunch Hour : 12.00pm – 1.00pm

BACK

NEXT

Your Order

Item Subtotal	RM 66.70
Total Payment	RM 66.70

No Shipping Fee for Delivery type of “Self Collection”.

Please take note of the Self Collection information.

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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

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

Coupa

Step 3. Order Successful.

Thank you for your order.
You almost complete the ordering process.
Just generate the PO from Coupa and fill in the PO number in Coupa to complete your order.

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 Coupa System by using the Order Number "PI XXXXXX" on your left.

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

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** →

Payment Method

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

Please choose an iPay payment option Payment Option

☒ 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

Select your payment option here.

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

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)

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

Please wait, you will be redirected to the iPay88.

Proceed with Payment

The screenshot shows the iPay88 payment gateway interface. At the top, it says "Simple. Convenient. Secure." and "iPay88". Below this, it states "iPay88 is Online Payment Service provided by Mobile88.Com Sdn. Bhd.". The "Available Payment Method:" section is highlighted with a yellow oval and contains three options: "Credit / Debit Card", "Online Banking", and "eWallet". A red arrow points from a text box to the "Online Banking" option. Below the payment methods, there is a "Summary Of Transaction" section showing "Net Charges" as "MYR" and "Reference No / Payment ID" as "A 000003 / T199610944700".

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

The screenshot shows the "Thank you for your order." screen. At the top, it says "Thank you for your order." in red. Below this, there is a table with the following data:

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

On the right side, there is an "Order number # S 000029" section with the following details:

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

Below this, there is a "Shipping to:" section with the following address:

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 UNSUCCESSFUL

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



Payment unsuccessful

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


Product	Qty	Unit Price	Total							
 <div style="display: inline-block; vertical-align: middle;"> Referral Books - Blue Colour (Set of 10) </div>	1 SET(S)	RM 66.70	RM 66.70	<div style="background-color: #333; color: white; padding: 5px; text-align: center;">Reference number # F 000079</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Item Subtotal</td> <td style="text-align: right;">RM 66.70</td> </tr> <tr> <td>Shipping Fee</td> <td style="text-align: right;">RM 9.45</td> </tr> <tr> <td>Total Payment</td> <td style="text-align: right;">RM 76.15</td> </tr> </table> <div style="margin-top: 10px;"> <p>Shipping to :</p> <p>MENARA PRUDENTIAL, Persiaran TRX Barat, Tun Razak Exchange, Kuala Lumpur, 55188 Kuala Lumpur.</p> </div>	Item Subtotal	RM 66.70	Shipping Fee	RM 9.45	Total Payment	RM 76.15
Item Subtotal	RM 66.70									
Shipping Fee	RM 9.45									
Total Payment	RM 76.15									

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.

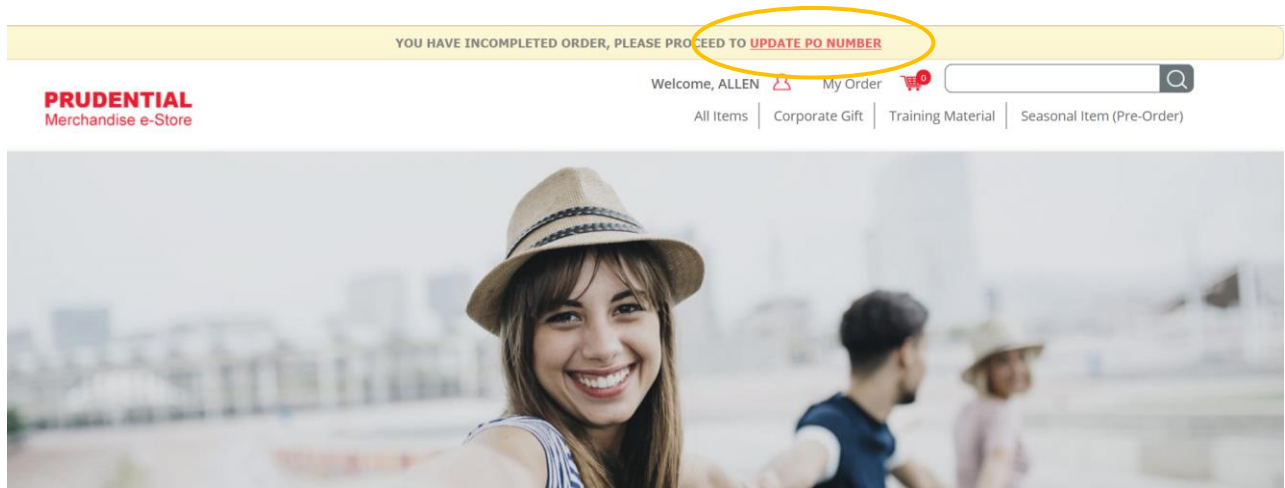
Attn : Allen
Contact : 0312345678

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.”

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. 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 * PAMB_____

Check your order details.

SUBMIT

Your PO Number has been updated.

Update PO

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