

User Guide

Version 1.7 03 Oct 2022

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Get Started

- 1. Go to https://www.pom.com.sg.
- 2. Enter your email address.

Note: It should be the same email address you had provided during your Buying Account registration with Pan-Malayan.

		🚊 Go To Event Hall	👍 Sign Up
	LOGIN		
Visiting us for the first time from the old site?	E-mail *		
To gain access, you must now login with your email address (as per our record) instead of your username. For security reasons, you are also required to reset your password. If you have already done so, you may proceed to log in. Please contact us at pom.admin@pom.com.sg, or WA/call us at 8776 3114 should you require our assistance (i.e. change of email address)	Password *	Forge	ot your passwo
E-mail *	Remember me		
	Login		
Reset Password			

- 3. You will receive an email. Click on the link, and change your password.
- 4. Go back to https://www.pom.com.sg and log in with your email and new password.

		🏛 Go To Event Hall	🏰 Sig
	LOGIN		
Visiting us for the first time from the old site?	E-mail *		
To gain access, you must now login with your email address (as per our record) instead of your username. For security reasons, you are also required to reset your password. If you have already done so, you may proceed to log in. Please contact us at pom.admin@pom.com.sg, or WA/call us at 8776 3114 should you require our assistance (i.e. change of email address)	Password *	Forge	ot your pas
E-mail *	Remember me		
Reset Password	Login		

Introduction

All features are kept at a bare minimum. However, we have introduced some new features which we hope you would find useful.

Promo (till 30 Jun 2022)							
Spend \$300	\$8 off \$10 off						
Spend \$500	\$15 off \$18 off						
Spend \$1,000	\$35 off \$40 off						

Note: Promos would be auto applied, and you are no longer required to key in any coupon codes.

Additional Promo:

• Spend \$1,000 FOC Aeris Active Disinfectant Cleaner 750ml (worth \$24)

New Features

✓ Better, faster, accurate, relevant search engine.



✓ Favourites – Want to "bookmark" a product? Can't decide to purchase yet? Or just want to add items here for easy future access?

	Search by Prod	uct, Generic Nar	me, Principal				٩	Rewards	Favourites	My Cart
	Disinfectant Spray	Topical Cream	Nitrile Gloves	Needles	GutCare	Alcohol W	lipes	Welcome, Po	om3 Demo C	linic (→
	Products ~	New 🔮	Pan-Malayan	Vendors	My Acco	ount Y	Order History	📄 Orde	er Form	
Home > Principals > BD > BD N	Needles 25G x 1" (30	1807) 100's								
	de 	nove From Favo	burites	S\$7 Princip Catego	.60 al: ries: c Name: Date: allity: atus: r: voints	BD NEEDLES Needles BOX 08/2026 24 SLOW MO	DVING ayan Pharmaceutic			N

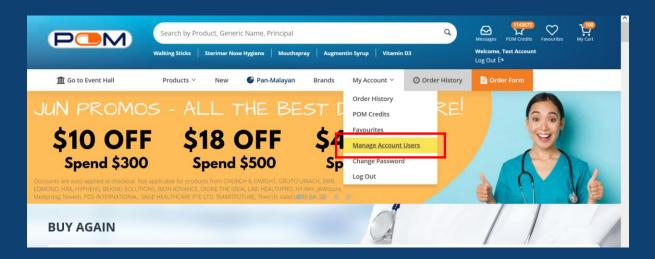
✓ Buy Again – Reorder with ease.

	Search by Product, Gener Disinfectant Spray Topical C		Needles GutCar	re Alcohol Wip	Q	Rewards Favourites	My Cart linic [+
	Products \checkmark New	Pan-Malayan	Vendors My /	Account ~	Order History	📄 Order Form	
BUY AGAIN							
Save 34%	0	0				Or	der history
Argentini Territori Participation Participat	The second secon	4.4					
<							>
Augmentin 1g Tablets	5 14's BD Needles 25G x (301807) 100's						1.1
Expiry: 03/2023	Expiry: 08/2026		- N				1.10

✓ Follow – Get notified when your favourite vendors add new items, replenish products which were out of stock.

Но	me > All vendors > Hyphen	is Pharma Pte	Ltd							
	Hyphens Hyphens Pharma Pte Ltd Established in 1986, Hyphens Pharma is a leader in Specialty Pharmaceuticals with an extensive reach in the South East Asian markets of Singapore, Cambodia, Indonesia, Malaysia, Philippines and Vietnam – making it ASEAN's Leading Specialty Pharma Company. Image: Comparison of									
	Home		All Products	Events	Articles					
$\left(\right)$	Search by Product, Generic N	Name, Q	Products Products found: 95							
Fi	lter By		Sort Alphabetically: A to Z		88 =					
	ce 🗸 ncipal 🗸			0	0					

- ✓ Adding Additional Users / Sub-users Under Same Account Now more people can log into the same account to place order!
 - 1. Select "My Account" and "Manage Account Users" in the dropdown menu



2. Click "Add New User"

	Search by Product, Generic Name Walking Sticks Sterimar Nose Hygiene		Q tin D3	Messages POM Credits	Favourites My Cart
f Go to Event Hall Home > Manage User Accounts		n-Malayan Brands My Account 🗸	Order History	Drder Form	
Test Account Doctor	Manage Use	r Accounts			🖋 Add New User
Order History					
Messages	(<u>1</u>)	(<u>1</u>)	(1)		
POM Credits (1143572)	Test Account	Wei Lun	Dennis		
Favourites	DEMO999	PMP002	PMP003		
My Business Profile	Edit User	Edit User	Edit User		
Manage User Accounts					

3. Complete all mandatory fields marked with asterisks

	Search by Product, Generic Name, Principal Q Messages POM Gredits Favourites My Cart
fo to Event Hall	Products Y New 🚱 Pan-Malayan Brands My Account Y 💿 Order History 📑 Order Form
Home > Create User	
Test Account Doctor	Create User Create
Order History	Name *
Messages	
POM Credits (1143572)	E-mail *
Favourites	
My Business Profile	Role *
Manage User Accounts	Select role v
Change Password	Password *
	Confirm password *
	Phone

- 4. Inform the sub-user of their account details (email address & password)
- 5. Review and remove accounts that are inactive or when users have left the company.

- ✓ Online payment Enjoy fuss-free transactions on POM!
 - 1. Select "My Cart" to view the items in your shopping cart

🏦 Go to Event Hal		Pan-Malayan Brands	PMP Catazine	My Account ~ ② Order His	story
ウ DOC ME	±D			Order Summary	
Select All	PRODUCT DETAILS	QUANTIT	Y UNIT PRICE	Subtotal	\$\$0.00
□ Fulfille	led by 21st Century Healthcare Pte Ltd			Total	\$\$0.00
	50 Billion Probiotics Comple Prebiotics 30s Exony: 03/2024 POM Credits Rewarded: 343 points × Remove	ex + 3	\$\$22.86	Proceed	To Checkout
FREE SHIPPING SHIPPING FEE	G FOR ORDERS OVER \$\$60.00 \$\$20.00				
	led by Pan-Malayan Pharmaceuticals Pte l ater option available	Ltd			
	Ceradan Advanced Moistur Barrier Cream 150g Exory: 10/2023 POM Credits Rewarded: 510 points × Remove	rising Skin	\$\$51.00		
D HYZ	Hyzaar Tablet 50/12.5mg 30 Exery: 11/2023 POM Credits Rewarded: 520 points × Remove	0's	\$\$26.00		

2. Select the desired item(s) before clicking the "Proceed To Checkout" button. ("Select All" checkbox when ticked, will select all item(s) in the shopping cart.)

🟦 Go to Ev	vent Hall	Products ~	New	🔮 Pan-Malayan	Brands	PMP Catazine	My Acc	ount ~	 Order History 	🖹 Order Form
🗆 Select All		PRODUCT DETAIL	s		QUANTITY	UNIT PRICE		Order S	ummary	
	Fulfilled by 21st C	entury Healthcare l	Pte Ltd					Subtot 21st Ce	al entury Delivery Charg	S\$68.58
0		50 Billion Probiot Prebiotics 30s Expiry: 03/2024 POM Credits Rew	·	ex +	3	\$\$22.86		\$60) GST (7 ⁱ Promo	%)	S\$0.00 S\$4.80
		343 points ×Remove					_	Total	☆ You will earn 343 I	S\$73.38 POM Credits
FREE SHIPPING FOR ORDERS OVER \$\$60.00 SHIPPING FEE \$\$20.00									Proceed To Ch	eckout

3. For items sold by <u>Marketplace Sellers</u>, which are <u>not fulfilled by Pan-Malayan</u> <u>Pharmaceuticals Pte Ltd</u>, only online payment option ("Pay Online") will be available.

*Only Visa and Mastercard credit/debit cards that are locally issued in Singapore are accepted.

Enter your Visa or Mastercard credit/debit card details.

Tick the checkbox to accept our Terms and Conditions, before clicking on the "Place Order" button.

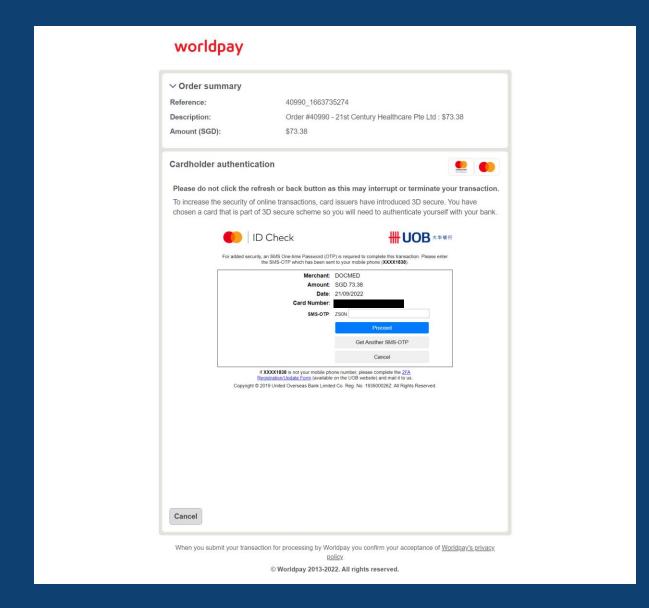
	Search by Product, Generic Nam	e, Principal	Q, A	POM Credits Favourites My Cart	
	Plavix Tablet Augmentin Tablet	Ivy Leaf Sterimar Nose Hygiene	Welcome, D Log Out [+		
🏛 Go to Event Hall	Products ~ New 🔮 F	an-Malayan Brands PMP Catazine	My Account Y 💿 Order Hi	istory 📄 Order Form	
PAYMENT ME	гнор		50 Billion Probiotics	Complex +	
Pay Online Pay by Credit / Debit Card		٥	Prebiotics 30s 3 x 5\$22.86 3 item(s)	5\$68.58	
Add Card			GST (7%)	S\$4.80	
Card Details		VISA 🚺	Promo code En	ter Promo Code Apply	
Cardholder's name*			POM credits Order Total	343 \$\$73.38	
Card number*					
Valid thru (mm/yyyy) * Select Expiry Month	•				
Order Confirn	antion				
Address *	hation	The former of a sector of a			
Address -		Zip/postal code *			
Name of Business	Phone	E-mail *			
Customer PO					
Customer notes					
			h		
Select this check box	to accept the Terms and Conditions				
🗋 Place Order (\$\$73.3	8) Back				

4. Enter the 3-digit CVV security code of your credit/debit card

worldpay	
✓ Order summary Reference: Description:	40990_1663735274 Order #40990 - 21st Century Healthcare Pte Ltd : \$73.38
Amount (SGD): Payment details Indicates a required field	\$73.38
Cardholder's name Card number Expiry date	
Security code *	Last 3 digits on the back of card Enter a valid security code Make Payment
	ction for processing by Worldpay you confirm your acceptance of Worldpay's privacy policy.

© Worldpay 2013-2022. All rights reserved.

5. Enter the OTP sent via SMS for cardholder authentication



6. Confirmation of successful order for items fulfilled by Marketplace Sellers

	Search by Product, Generi Plavix Tablet Augmentin Tab		ose Hygiene	٩	Messages POM Cred Welcome, Doc Med Log Out (*	its Favourites My Cart	
🏛 Go to Event Hall	Products ~ New	🔮 Pan-Malayan Bra	nds PMP Catazine	My Account ~	Order History	🖹 Order Form	
Home > Your order has been re	ceived > Your order has been	received					
Order							
Congratulations! Your order has	been successfully placed.						
Order Details View Orde	ers				1	Continue Shopping	

7. To proceed with <u>online credit/debit card payment</u> for item(s) fulfilled by <u>Pan-</u> <u>Malayan Pharmaceuticals Pte Ltd</u>

Select item(s) that are "Fulfilled by Pan-Malayan Pharmaceuticals Pte Ltd" at "My Cart" page, before clicking the <u>"Proceed To Checkout" button.</u>

***Pay Later** option is only available for items fulfilled by Pan-Malayan Pharmaceuticals Pte Ltd.

We recommend for customers to create a separate transaction for orders that are fulfilled by Pan-Malayan, in order to select the **Pay Later** option (i.e., usual credit terms with Pan-Malayan).

₽ DO	CMED					Order Summ	nary	
Select All		PRODUCT DETAILS	QUANTITY	U	IT PRICE	Subtotal		\$\$0.00
Ο	Fulfilled by Pan-Ma Pay Later option av	alayan Pharmaceuticals Pte Ltd railable				Total		S\$0.00
0		Ceradan Advanced Moisturising Skin Barrier Cream 150g Expiry: 10/2023 POM Credits Rewarded: 510 points ×Remove	2	H	\$\$\$1.00		Proceed To Checkout	
0	HYZAR	Hyzaar Tablet 50/12.5mg 30's Expiry: 11/2023 POM Credits Rewarded: 520 points × Remove	-	Ħ	\$\$26.00			
	HIPPING FOR ORDER NG FEE \$\$10.00							

🏦 Go to Event Hall	Products ~	New 🌑 Pan-Malay	yan Brands	PMP Catazine	My Account 🗠	Order History	📄 Order Form
Select All	PRODUCT DETAILS		QUANTITY	UNIT PRICE	Order S	ummary	
Fulfilled by Pan- Pay Later option	Malayan Pharmaceutio available	als Pte Ltd			Subtot Pan-M	al alayan Delivery Charg	S\$206.00
	Ceradan Advanced Barrier Cream 150g Expiry: 10/2023 POM Credits Rewa 510 points	3	2	S\$51.00	\$100) GST (7 Promo	96)	5\$0.00 5\$14.42 to Code Apply
	×Remove				Total	🛱 You will earn 1030	S\$220.42 POM Credits
HYZAAR	Hyzaar Tablet 50/1 Expiry: 11/2023 POM Credits Rewar 520 points × Remove		4	S\$26.00		Proceed To Ch	eckout
➡ FREE SHIPPING FOR ORDI SHIPPING FEE \$\$10.00	ERS OVER \$\$100.00						
Continue Shopping Clear C	art						

8. Select either **Pay Online** or **Pay Later** payment method

Pay Online

	Search by Product, Generic Nam	ne, Principal		Q Destages POM C	redes Favourites My Cart
	Plavix Tablet Augmentin Tablet	Ivy Leaf Sterimar Nose Hygier	he	Welcome, Doc Me Log Out [→	
f Go to Event Hall	Products ~ New 🕥 I	Pan-Malayan Brands	PMP Catazine My	y Account ~ ② Order History	7 📑 Order Form
PAYMENT MET	гнор			Hyzaar Tablet 50/12.5mg 4 x \$\$26.00	30's
Pay Online Pay by Credit / Debit Card		ay Later sh on Delivery / Credit Terms		4 x 5826.00 Ceradan Advanced Moistu Barrier Cream 150g 2 x \$\$51.00	urising Skin
Select Card				6 item(s)	5\$206.00
Master Card				GST (7%)	S\$14.42
				Promo code Enter Pr	romo Code
O Add Card					Apply
				POM credits	1030
Order Confirm	nation			Order Total	\$\$220.42
Address *		Zip/p	ostal code *		
Name of Business	Phone	E-mail *			
DOC MED					
Customer PO					
Customer notes					
			1		
Select this check box to	to accept the Terms and Conditions				
Place Order (S\$220.4	42) Back				

Pay Later

Pay Online Pay by Credit / Debit Card		Pay Later Cash on Delivery / Credit Terms	Ceradan Advanced Mois Barrier Cream 150g 2 x S\$51.00	sturising Skin
Order Confirma	ition		6 item(s)	S\$206.0
Address *		Zip/postal code *	GST (7%)	S\$14.
			Promo code Enter	Promo Code
Name of Business	Phone	E-mail *		Арр
DOC MED EILEEN ONLINE		choong.eileen@gmail.com	POM credits	10
Customer PO			Order Total	5\$220.4
Customer notes				
			6	

9. For **Pay Online** option, please fill-out your credit/debit card details

Customers may use the "Add Card" feature to input details for a different credit/debit card.

PAYMENT METHOD))/12.5mg 30's	
Pay Online Pay by Credit / Debit Card	•	Pay Later Cash on Deliver	y / Credit Te	rms	Barrier	an Advano r Cream 1	ed Moisturising Skin 50g	
					2 × S\$5	51.00		
Select Card					6 item	(s)		S\$206.00
Master Card					GST (7	%)		S\$14.42
					Promo	o code	Enter Promo Code	
Add Card								Apply
					POM			1030
Order Confirmatio	n				Order	Total		S\$220.42
				Zip/postal code *				
Address *				Zip/postal code -				
1								
Name of Business	Phone		E-mail *					
DOC MED								
Customer PO								
TEST ORDER on 21 Sep 2022								
Customer notes								
TEST ORDER. DO NOT PROCESS								
					~			
Select this check box to accept t	the Terms and Condit	ions						
D Place Order (\$\$220.42)	Back							

Enter the 3-digit CVV security code of your credit/debit card, before clicking the "Make Payment" button.

✓ Order summary	
Reference:	40993_1663735843
Description:	Order #40993 - Pan-Malayan Pharmaceuticals Pte Ltd : \$220.42
Amount (SGD):	\$220.42
Payment details Indicates a required field	•
Cardholder's name	
Card number	
Expiry date	
Security code *	Last 3 digits on the back of card
Cancel	Make Payme

10. Enter the OTP sent via SMS for cardholder authentication

Reference:	✓ Order summary			
Amount (SGD): \$220.42 Cardholder authentication Image: Comparison of the security of online transactions, card issuers have introduced 3D secure. You have chosen a card that is part of 3D secure scheme so you will need to authenticate yourself with your be the security and of 3D secure scheme so you will need to authenticate yourself with your be the security and so the secure scheme so you will need to authenticate yourself with your be the security and Stocheme Password (OTP) is required to complete his transaction. Please enter be SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your mobile phone (XXXIII as Stocheme SMS-OTP which has been sent to your sent be stocheme sent has stocheme sent phone (XXXIII as Stocheme SMS-OTP which has been sent to your sent be stocheme sent has	Reference:	40993_166373	5843	
<section-header></section-header>	Description:	Order #40993	- Pan-Malayan Pharmaceuticals	Pte Ltd : \$220.42
Please do not click the refresh or back button as this may interrupt or terminate your transact To increase the security of online transactions, card issuers have introduced 3D secure. You have chosen a card that is part of 3D secure scheme so you will need to authenticate yourself with your b Product of the transaction of the transaction. Please enter the SMS-OTP which has been sent to your mobile phone (XXXX183) Proceed SMS-OTP HOSE	Amount (SGD):	\$220.42		
to increase the security of online transactions, card issuers have introduced 3D secure. You have chosen a card that is part of 3D secure scheme so you will need to authenticate yourself with your b	Cardholder authen	tication		
chosen a card that is part of 3D secure scheme so you will need to authenticate yourself with your b	Please do not click th	e refresh or back button a	s this may interrupt or termina	ate your transactio
the SMS-OTP which has been sent to your mobile phone (XXXX1838). Merchant: DOCMED Amount: SGD 220.42 Date: 21/09/2022 Card Number: SMS-OTP HQ58 Phocoad Gat Another SMS-OTP Cancel If XXXX1838 is not your mobile phone number; please complete he 2EA Begistration.Uratate.Form (available on the UOB westen) and mail it to us.	chosen a card that is p	art of 3D secure scheme so	you will need to authenticate yo	urself with your bar 大李雙行
Amount: SGD 220.42 Date: 21/09/2022 Card Number: Image: Card Number: SMS-OTP HG56 Ptocoxed Get Another SMS-OTP If XXXX1836 is not your mobile phone number, please complete the 2EA Begistration/Ledate Form (available on the UOB weshes) and mail it to us.	For added	the SMS-OTP which has been se	nt to your mobile phone (XXXX1838).	se enter
Date: 21/09/2022 Card Number:				
SMS-OTP HO5B Proceed Get Another SMS-OTP Cancel If XXXX1838 is not your mobile phone number, places complete the 25A BegistrationUldate Form (available on the UOB website) and mail it to us		Date:		
Procosed Get Another SMS-OTP Cancel If XXXX1838 is not your mobile phone number, places complete the <u>2FA</u> Begistration locater Form (available on the UOB website) and mail it to us			HQ58	
Cancel If XXXX1838 is not your mobile phone number, please complete the <u>2FA</u> <u>Bengstration Ucdate Form</u> (available on the UOB vebste) and mail it to us				8
If XXXX1838 is not your mobile phone number, please complete the 2 <u>FA</u> <u>RegistrationUclater Form</u> (available on the UOB website) and mail it to us				
Registration/Update Form (available on the UOB website) and mail it to us.			Cancel	
Registration/Update Form (available on the UOB website) and mail it to us.		If XXXX1838 is not your mobile ph	one number, please complete the 2FA	
	Сору	Registration/Update Form (available	on the UOB website) and mail it to us.	ed.
Cancel	Cancol			

11. Confirmation of successful order for items fulfilled by <u>Pan-Malayan</u> <u>Pharmaceuticals Pte Ltd</u>

	Search by Product, Generic Plavix Tablet Augmentin Tabl		sar Nose Hygiene	٩	Messages PCM Credits Favour Welcome, Doc Med Log Out (?	nes My Cart
🚊 Go to Event Hall	Products ~ New	Pan-Malayan	Brands PMP Catazine	My Account ~	🗿 Order History 📄 Or	der Form
Home > Your order has been re	ceived > Your order has been	received				
Order						
Congratulations! Your order has	been successfully placed.					
Order Details View Orde	ers				Continue	Shopping

- Manage Payment Methods Add or remove credit/debit card details for faster online payment transaction!
 - 1. Click "My Account" and select "Payment Methods" in the dropdown menu Or select the "Payment Methods" option on the left pane of the screen.
 - 2. Click the "Add New Card" button to save your credit/debit card details.
 - 3. Details of saved credit/debit card(s) can be removed from this page.

POM	Search by Product, Generic Name, Principal Plavis Tablet Augmentin Tablet Ny Leaf Sterimar Nose Hyglene	Contraction Contracti
💼 Go to Event Hall	Products 🗠 New 🍯 Pan-Malayan Brands PMP Catazine	My.Account
Home > Payment Methods		Order History POM Credits
DOC MED Doctor	Payment Methods	Favourites Payment Methods
Order History Messages	Credit/Debit Card	Payment methods Manage Account Users Change Password
POM Credits 🧿		
Favourites 🙆		
Payment methods		
My Business Profile		
Manage User Accounts		
Change Password		

Future Features

Stay tuned for more features along the way!

Feedback

We love to hear from you on what you think. Email us at <u>pom.admin@pom.com.sg</u>, or contact your sales representatives for more information.