



User Guide

Version 1.7

03 Oct 2022

Table of Contents

Get Started	3
Introduction	4
New Features	5
Future Features	17
Feedback	17

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.

POM Go To Event Hall Sign Up

Visiting us for the first time from the old site?

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**)

E-mail *

[Reset Password](#)

LOGIN

E-mail *

Password * [Forgot your password?](#)

Remember me

[Login](#)

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.

POM Go To Event Hall Sign Up

Visiting us for the first time from the old site?

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**)

E-mail *

[Reset Password](#)

LOGIN

E-mail *

Password * [Forgot your password?](#)

Remember me

[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

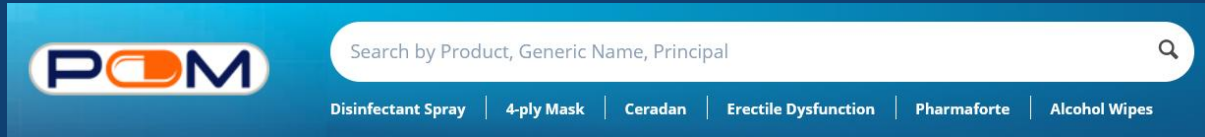
Note: Promos would be auto applied, and you are no longer required to key in any coupon codes.

Additional Promo:

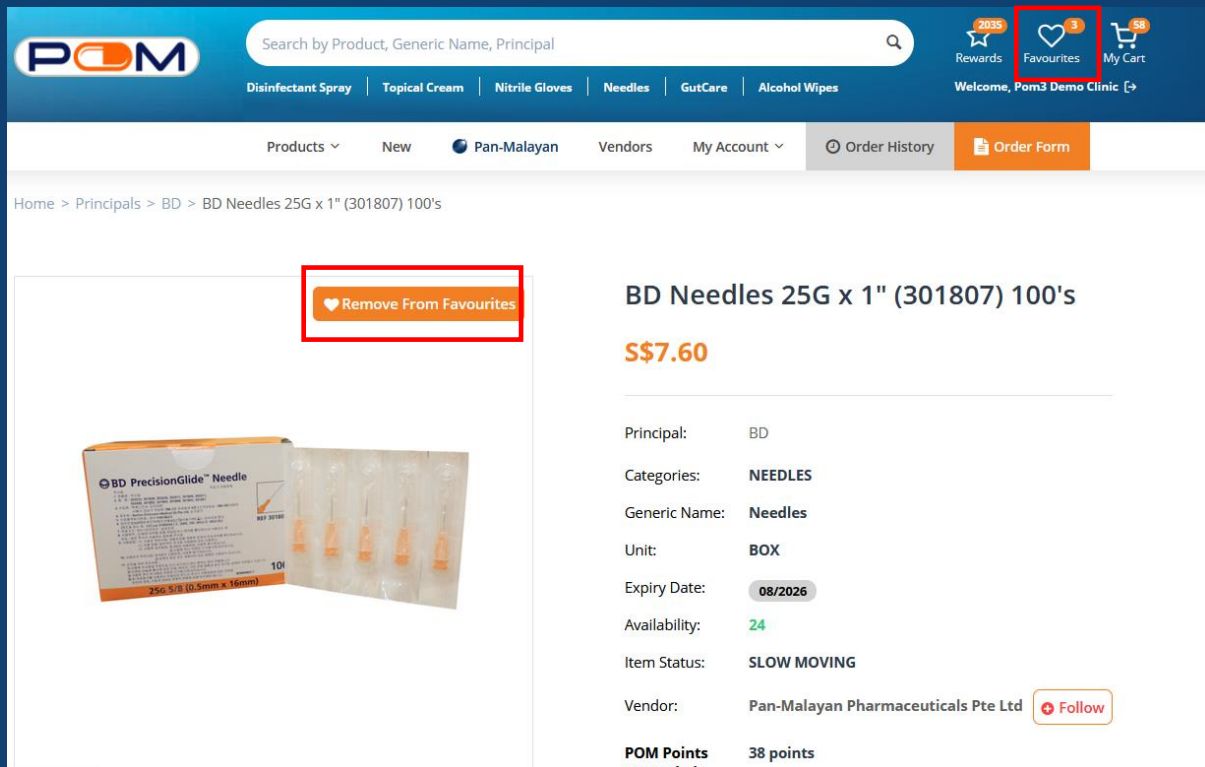
- Spend \$1,000 FOC Aeris Active Disinfectant Cleaner 750ml (worth \$24)

New Features

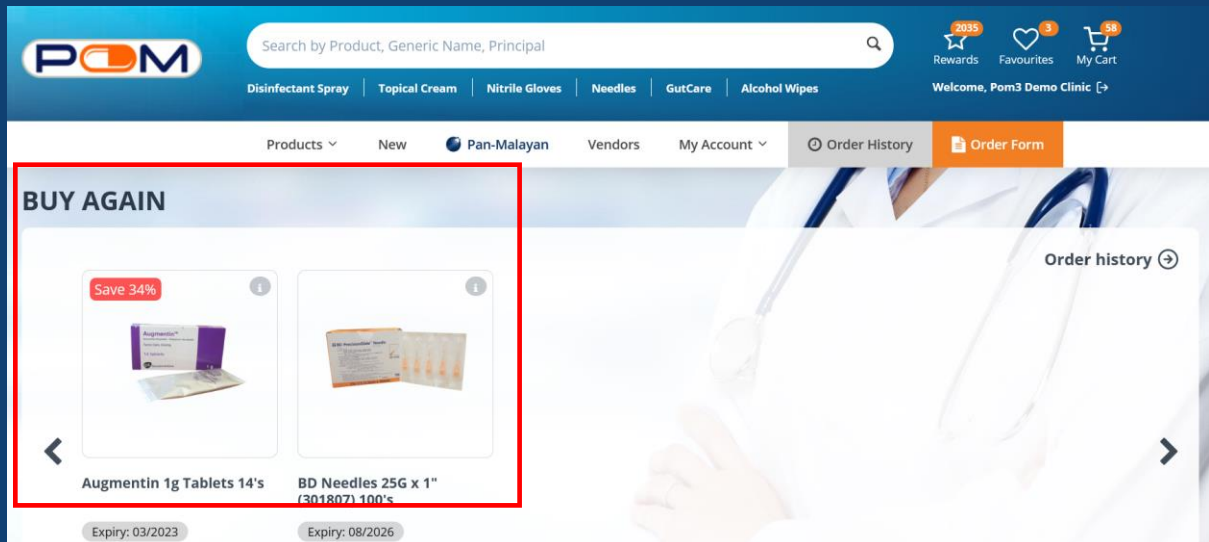
- ✓ Better, faster, accurate, relevant search engine.



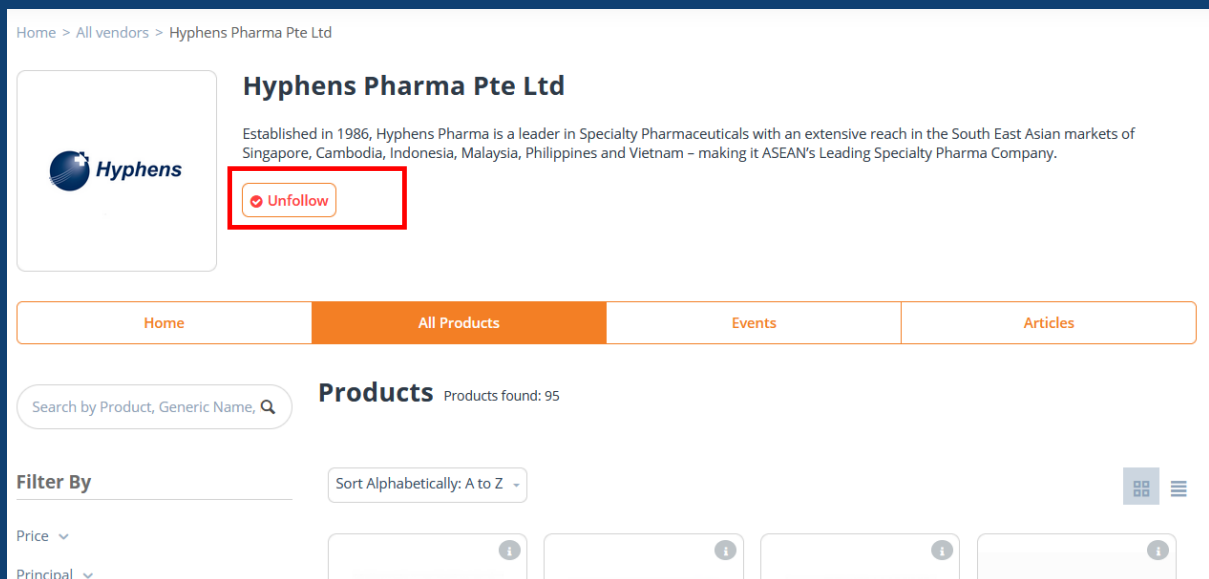
- ✓ Favourites – Want to “bookmark” a product? Can't decide to purchase yet? Or just want to add items here for easy future access?



✓ Buy Again – Reorder with ease.

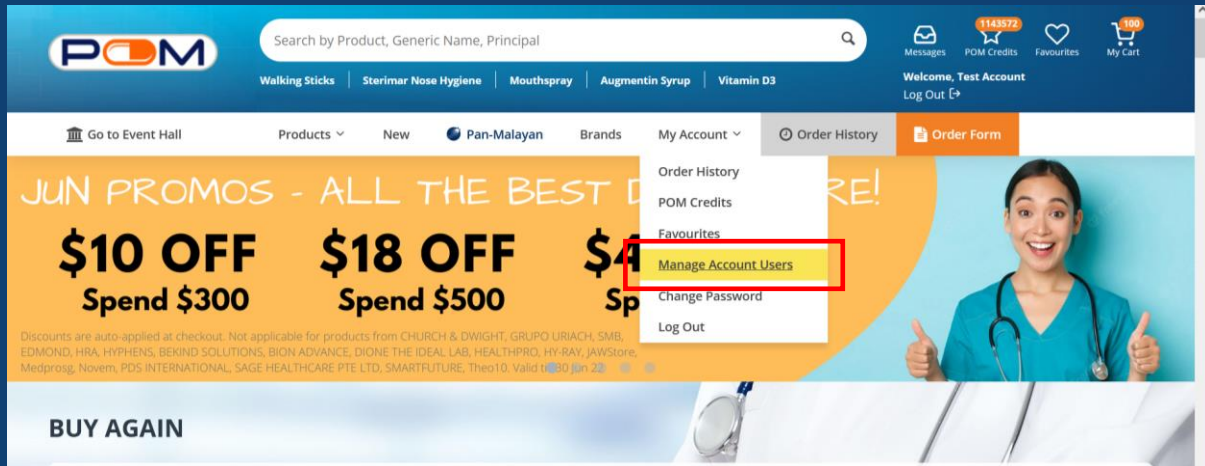


✓ Follow – Get notified when your favourite vendors add new items, replenish products which were out of stock.

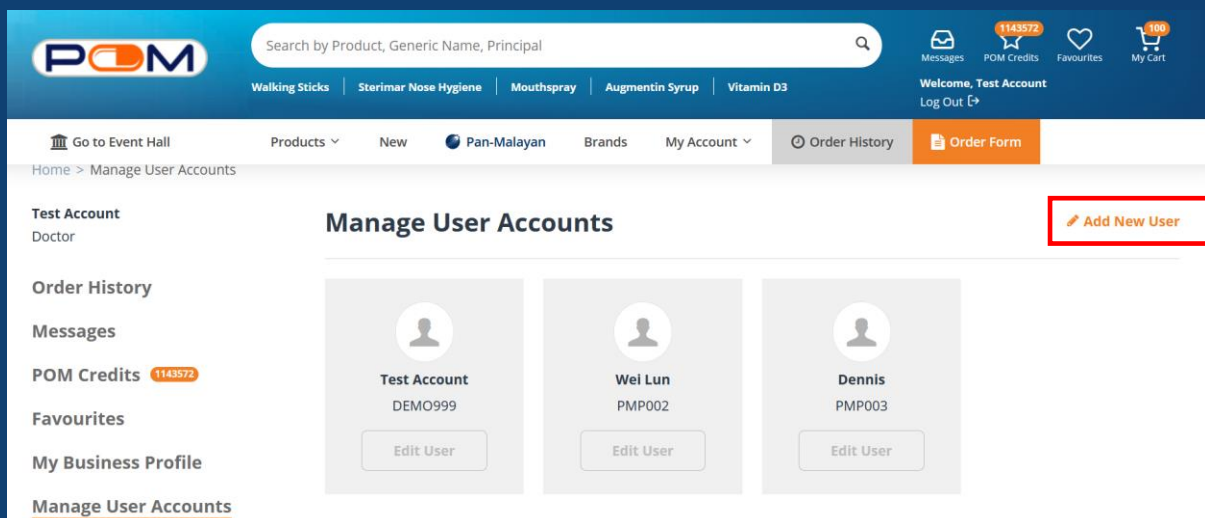


- ✓ Adding Additional Users / Sub-users Under Same Account – Now more people can log into the same account to place order!

1. Select “My Account” and “Manage Account Users” in the dropdown menu



2. Click “Add New User”



3. Complete all mandatory fields marked with asterisks

The screenshot shows the 'Create User' form on the POM website. The form is titled 'Create User' and has a 'Create' button in the top right corner. The form fields are as follows:

- Name ***: A text input field.
- E-mail ***: A text input field.
- Role ***: A dropdown menu with 'Select role' as the current selection.
- Password ***: A text input field.
- Confirm password ***: A text input field.
- Phone**: A text input field.

The left sidebar contains the following navigation links: Go to Event Hall, Products, New, Pan-Malayan, Brands, My Account, Order History, and Order Form. The top navigation bar includes the POM logo, a search bar, and links for Messages, POM Credits (1143572), Favourites, and My Cart (100). The user is logged in as 'Test Account' (Doctor) and can log out.

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

The screenshot shows the POM website's shopping cart interface. At the top right, the 'My Cart' icon is highlighted with a red box. The main cart area displays a table with columns for 'PRODUCT DETAILS', 'QUANTITY', and 'UNIT PRICE'. Three items are listed: '50 Billion Probiotics Complex + Prebiotics 30s' (3 units, \$522.86), 'Ceradan Advanced Moisturising Skin Barrier Cream 150g' (2 units, \$551.00), and 'Hyzaar Tablet 50/12.5mg 30's' (4 units, \$526.00). Each item includes an expiry date and 'POM Credits Rewarded' information. The 'Order Summary' on the right shows a subtotal of \$50.00 and a total of \$50.00. A 'Proceed To Checkout' button is located at the bottom right of the cart area.

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.)

The screenshot shows the POM website's shopping cart interface with the 'Select All' checkbox ticked. The 'Proceed To Checkout' button at the bottom right is highlighted with a red box. The 'Order Summary' on the right shows a subtotal of \$68.58, a 21st Century Delivery Charge (MOQ \$60) of \$50.00, and a GST (7%) of \$4.80. The total is \$73.38. A note below the total states 'You will earn 343 POM Credits'.

3. For items sold by **Marketplace Sellers**, which are **not fulfilled by Pan-Malayan Pharmaceuticals Pte Ltd**, 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.

The screenshot shows the POM website checkout process. The top navigation bar includes the POM logo, a search bar, and links for Messages, POM Credits, Favourites, and My Cart. The main content area is titled "PAYMENT METHOD" and features a "Pay Online" option (checked) and an "Add Card" section with fields for Cardholder's name, Card number, and Valid thru date. To the right, a summary table shows the order details:

50 Billion Probiotics Complex + Prebiotics 30s	
3 x S\$22.86	
3 item(s)	\$568.58
GST (7%)	\$54.80
Promo code	Enter Promo Code
POM credits	343
Order Total	\$573.38

Below the payment method is the "Order Confirmation" section, which includes fields for Address, Zip/postal code, Name of Business, Phone, E-mail, Customer PO, and Customer notes. A checkbox for accepting Terms and Conditions is also present. At the bottom, a red-bordered "Place Order (\$573.38)" button and a "Back" button are visible.

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


worldpay

Order summary

Reference: 40990_1663735274

Description: Order #40990 - 21st Century Healthcare Pte Ltd : \$73.38

Amount (SGD): \$73.38


Payment details 

* Indicates a required field

Cardholder's name

Card number

Expiry date

Security code *  Last 3 digits on the back of card

Enter a valid security code

When you submit your transaction for processing by Worldpay you confirm your acceptance of [Worldpay's privacy policy](#).



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5. Enter the OTP sent via SMS for cardholder authentication



worldpay

▼ Order summary

Reference: 40990_1663735274
Description: Order #40990 - 21st Century Healthcare Pte Ltd : \$73.38
Amount (SGD): \$73.38

Cardholder authentication  

Please do not click the refresh or back button as this may interrupt or terminate your transaction.
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 bank.

 ID Check 

For added security, an SMS One-time Password (OTP) is required to complete this transaction. Please enter the SMS-OTP which has been sent to your mobile phone (XXXX1838).

Merchant: DOCMED
Amount: SGD 73.38
Date: 21/09/2022
Card Number: ██████████
SMS-OTP: ZSON

If XXXX1838 is not your mobile phone number, please complete the [2EA Registration/Update Form](#) (available on the UOB website) and mail it to us.
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When you submit your transaction for processing by Worldpay you confirm your acceptance of [Worldpay's privacy policy](#).

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

POM Search by Product, Generic Name, Principal

Plavix Tablet | Augmentin Tablet | Ivy Leaf | Sterimar Nose Hygiene

Messages | POM Credits | Favourites | My Cart

Welcome, Doc Med Log Out

Go to Event Hall | Products ▾ | New | Pan-Malayan | Brands | PMP Catazine | My Account ▾ | Order History | **Order Form**

Home > Your order has been received > Your order has been received

Order

Congratulations! Your order has been successfully placed.

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

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

***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).

DOC MED

Select All

PRODUCT DETAILS	QUANTITY	UNIT PRICE
Fulfilled by Pan-Malayan Pharmaceuticals Pte Ltd Pay Later option available		
<input type="checkbox"/> Ceradan Advanced Moisturising Skin Barrier Cream 150g Expiry: 10/2023 POM Credits Rewarded: 510 points × Remove	2	\$551.00
<input type="checkbox"/> Hyzaar Tablet 50/12.5mg 30's Expiry: 11/2023 POM Credits Rewarded: 520 points × Remove	4	\$526.00

FREE SHIPPING FOR ORDERS OVER \$510.00
SHIPPING FEE \$510.00

[Continue Shopping](#) [Clear Cart](#)

Order Summary

Subtotal	\$50.00
Total	\$50.00

[Proceed To Checkout](#)

Go to Event Hall Products New Pan-Malayan Brands PMP Catalogue My Account Order History Order Form

Select All

PRODUCT DETAILS	QUANTITY	UNIT PRICE
Fulfilled by Pan-Malayan Pharmaceuticals Pte Ltd Pay Later option available		
<input checked="" type="checkbox"/> Ceradan Advanced Moisturising Skin Barrier Cream 150g Expiry: 10/2023 POM Credits Rewarded: 510 points × Remove	2	\$551.00
<input checked="" type="checkbox"/> Hyzaar Tablet 50/12.5mg 30's Expiry: 11/2023 POM Credits Rewarded: 520 points × Remove	4	\$526.00

FREE SHIPPING FOR ORDERS OVER \$510.00
SHIPPING FEE \$510.00

[Continue Shopping](#) [Clear Cart](#)

Order Summary

Subtotal	\$206.00
Pan-Malayan Delivery Charge (MOQ \$100)	\$50.00
GST (7%)	\$54.42
Promo code	<input type="text" value="Enter Promo Code"/> Apply
Total	\$220.42

☆ You will earn 1030 POM Credits

[Proceed To Checkout](#)

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

Pay Online

The screenshot shows the PDM website checkout page. The 'PAYMENT METHOD' section has 'Pay Online' selected, indicated by a checkmark and a yellow highlight. Below it, a 'Select Card' section shows a Master Card with a yellow highlight. The 'Order Confirmation' section contains fields for Address, Zip/postal code, Name of Business, Phone, E-mail, Customer PO, and Customer notes. A checkbox for 'Terms and Conditions' is present. At the bottom, a red box highlights the 'Place Order (\$5220.42)' button, and a blue 'Back' button is also visible. The right sidebar shows a list of items: Hyzaar Tablet 50/12.5mg 30's (4 x \$526.00) and Ceradan Advanced Moisturising Skin Barrier Cream 150g (2 x \$551.00). The total order amount is \$5220.42.

Item	Quantity	Price
Hyzaar Tablet 50/12.5mg 30's	4	\$526.00
Ceradan Advanced Moisturising Skin Barrier Cream 150g	2	\$551.00
Order Total		\$5220.42

Pay Later

The screenshot shows the PDM website checkout page with the 'Pay Later' payment method selected, indicated by a checkmark and a yellow highlight. The 'Order Confirmation' section contains fields for Address, Zip/postal code, Name of Business, Phone, E-mail, Customer PO, and Customer notes. A checkbox for 'Terms and Conditions' is present. At the bottom, a red box highlights the 'Place Order (\$5220.42)' button, and a blue 'Back' button is also visible. The right sidebar shows a list of items: Hyzaar Tablet 50/12.5mg 30's (4 x \$526.00) and Ceradan Advanced Moisturising Skin Barrier Cream 150g (2 x \$551.00). The total order amount is \$5220.42.

Item	Quantity	Price
Hyzaar Tablet 50/12.5mg 30's	4	\$526.00
Ceradan Advanced Moisturising Skin Barrier Cream 150g	2	\$551.00
Order Total		\$5220.42

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

Pay Online
Pay by Credit / Debit Card

Pay Later
Cash on Delivery / Credit Terms

Select Card

Master Card [REDACTED]

Add Card

Order Confirmation

Address * [REDACTED] Zip/postal code * [REDACTED]

Name of Business [REDACTED] Phone [REDACTED] E-mail * [REDACTED]

Customer PO
TEST ORDER on 21 Sep 2022

Customer notes
TEST ORDER. DO NOT PROCESS

Select this check box to accept the [Terms and Conditions](#)

Hyzaar Tablet 50/12.5mg 30's 4 x \$426.00	
Ceradan Advanced Moisturising Skin Barrier Cream 150g 2 x \$551.00	
6 item(s)	\$5206.00
GST (7%)	\$514.42
Promo code	<input type="text" value="Enter Promo Code"/> <input type="button" value="Apply"/>
POM credits	1030
Order Total	\$5220.42

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

worldpay

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 [REDACTED]
Card number [REDACTED]
Expiry date [REDACTED]
Security code * [REDACTED] Last 3 digits on the back of card

When you submit your transaction for processing by Worldpay you confirm your acceptance of [Worldpay's privacy policy](#).



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10. Enter the OTP sent via SMS for cardholder authentication



worldpay

▼ Order summary

Reference: 40993_1663735843
Description: Order #40993 - Pan-Malayan Pharmaceuticals Pte Ltd : \$220.42
Amount (SGD): \$220.42

Cardholder authentication  

Please do not click the refresh or back button as this may interrupt or terminate your transaction.
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 bank.

 ID Check 

For added security, an SMS One-time Password (OTP) is required to complete this transaction. Please enter the SMS-OTP which has been sent to your mobile phone (XXXX1838).


Merchant: DOCMED
Amount: SGD 220.42
Date: 21/09/2022
Card Number: XXXXXXXXXX
SMS-OTP:

If XXXX1838 is not your mobile phone number, please complete the [2FA Registration/Update Form](#) (available on the UOB website) and mail it to us.
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When you submit your transaction for processing by Worldpay you confirm your acceptance of [Worldpay's privacy policy](#).

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

 Search by Product, Generic Name, Principal

Plavix Tablet | Augmentin Tablet | Ivy Leaf | Sterimar Nose Hygiene

Messages | POM Credits | Favorites | My Cart

Welcome, Doc Med
Log Out

Go to Event Hall | Products | New | Pan-Malayan | Brands | PMP Catazine | My Account | Order History | **Order Form**

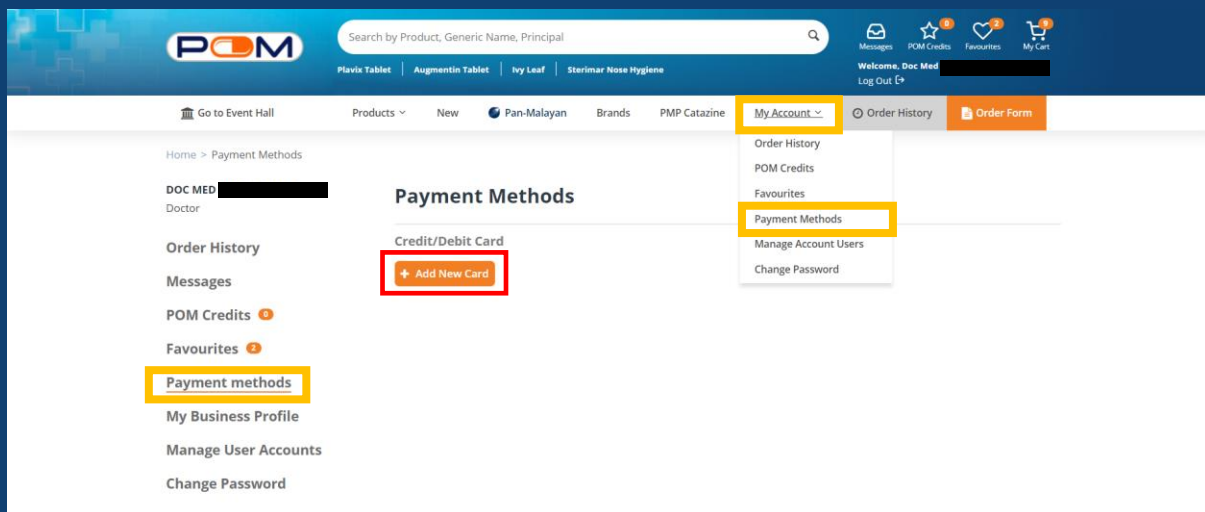
Home > Your order has been received > Your order has been received

Order

Congratulations! Your order has been successfully placed.

✓ **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.



Future Features

Stay tuned for more features along the way!

Feedback

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