



User Guide

Version 1.9

14 Feb 2023

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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.

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.

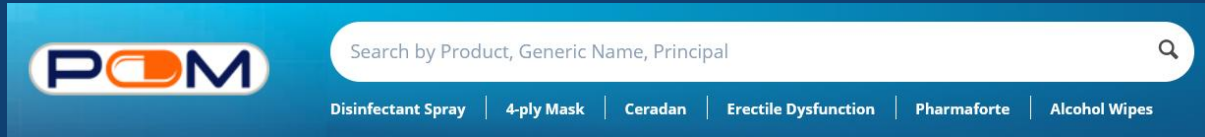
Example:

Promo (till 5 Feb 2023)	
Spend \$350	\$8 off \$12 off
Spend \$600	\$15 off \$22 off
Spend \$1,300	\$35 off \$52 off

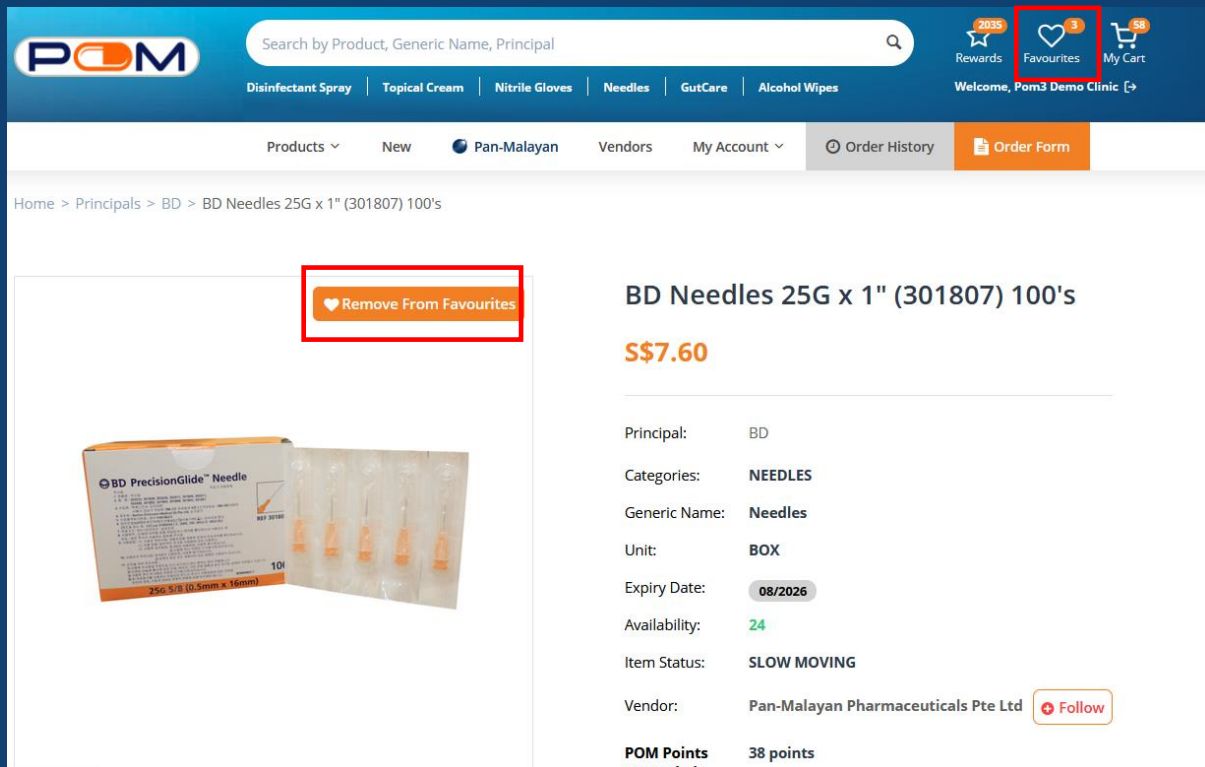
Note: Promos would be auto-applied, and you are not required to key in any coupon codes.

New Features

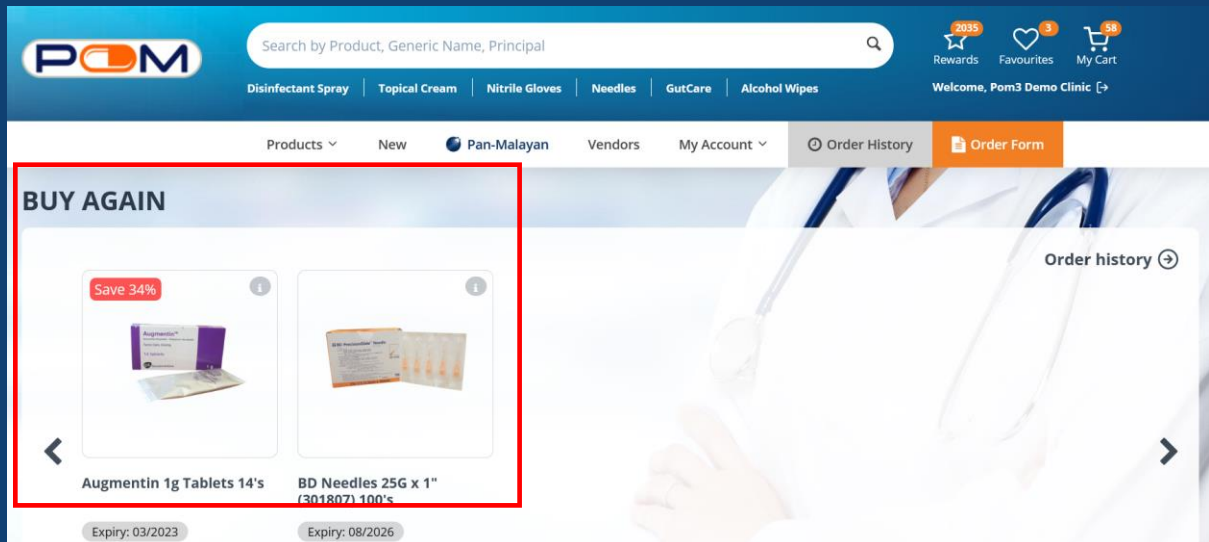
- ✓ Better, faster, accurate, relevant search engine.



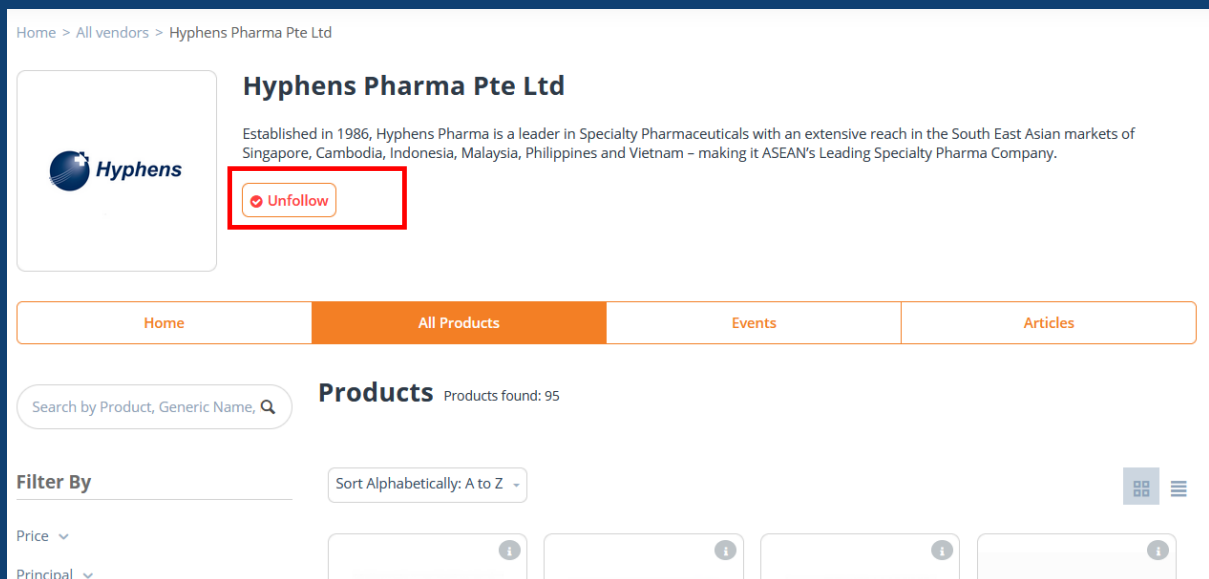
- ✓ Favourites – Want to “bookmark” a product? Can't decide to purchase yet? Or just want to add items here for easy future access?



✓ Buy Again – Reorder with ease.

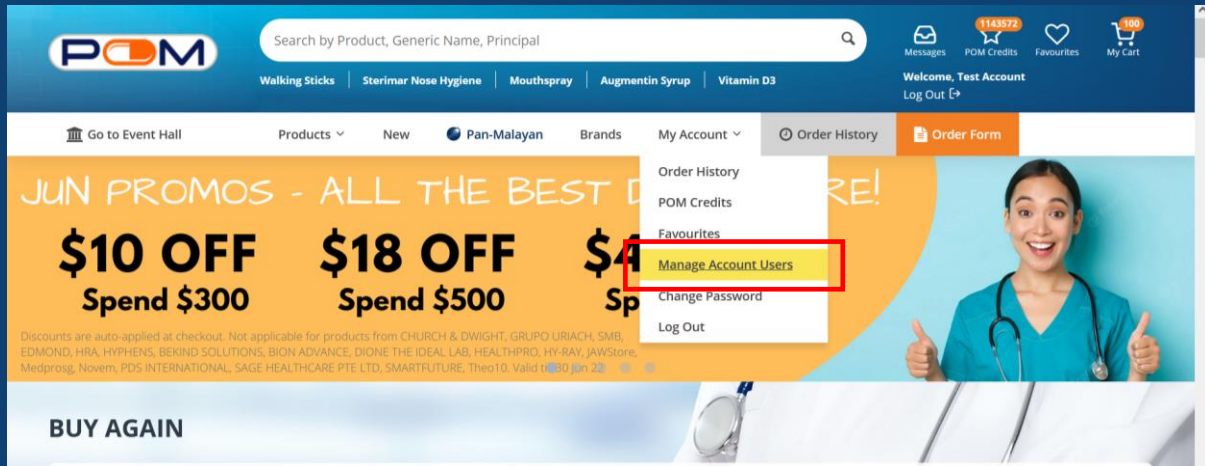


✓ Follow – Get notified when your favourite vendors add new items, replenish products which were out of stock.

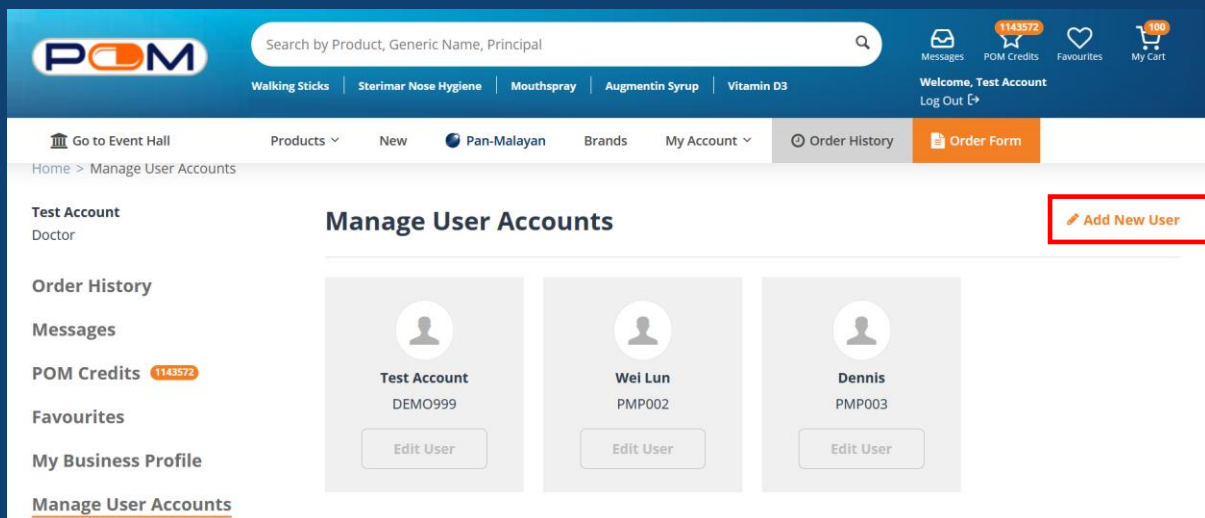


- ✓ Adding Additional Users / Sub-users Under Same Account & 2FA (two-factor authentication) Set-up – Now more people can log into the same account to place order securely!

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 and select user role. Click “Create” to create the new user account.

The screenshot shows the 'Create User' form in the POM system. The form is titled 'Create User' and has a 'Create' button in the top right corner. The form fields are: Name *, E-mail *, Role *, Password *, Confirm password *, and Phone. The Role field is a dropdown menu with 'Select role' selected. The form is part of a larger page with a sidebar on the left containing links like '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 various user account icons like Messages, POM Credits, Favourites, and My Cart.

4. For secured access to POM, set-up 2FA (two-factor authentication) via SMS or E-mail OTP notification. **Applicable for new and existing users.**

The screenshot shows the 'Change Password' form in the POM system. The form is titled 'Change Password' and has a 'Save' button in the top right corner. The form fields are: Password, Confirm password, and Phone. The Phone field contains the number '98765432'. Below the Phone field, there is a 'Two-factor ON/OFF' checkbox which is checked and highlighted with a red box. Below this, there is a 'Two-factor method' dropdown menu with 'SMS' selected. The dropdown menu is open, showing options for 'Select method', 'E-mail', and 'SMS'. The form is part of a larger page with a sidebar on the left containing links like 'Go to POMConnect', 'Products', 'New', 'Pan-Malayan', 'Brands', 'PMP Catazine', 'My Account', 'Order History', and 'Order Form'. The top navigation bar includes the POM logo, a search bar, and various user account icons like Messages, POM Credits, Favourites, and My Cart.

5. Click “Save” and inform the sub-user of their account details (email address & password)
6. 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

DOC MED

Search by Product, Generic Name, Principal

Messages POM Credits Favourites My Cart

Welcome, Doc Med Log Out

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 21st Century Healthcare Pte Ltd

50 Billion Probiotics Complex + Prebiotics 30s
Expiry: 03/2024
POM Credits Rewarded: 343 points
\$522.86

FREE SHIPPING FOR ORDERS OVER \$560.00
SHIPPING FEE \$520.00

Fulfilled by Pan-Malayan Pharmaceuticals Pte Ltd
Pay Later option available

Ceradan Advanced Moisturising Skin Barrier Cream 150g
Expiry: 10/2023
POM Credits Rewarded: 510 points
\$551.00

Hyzaar Tablet 50/12.5mg 30's
Expiry: 11/2023
POM Credits Rewarded: 520 points
\$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

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

Select All PRODUCT DETAILS QUANTITY UNIT PRICE

Fulfilled by 21st Century Healthcare Pte Ltd

50 Billion Probiotics Complex + Prebiotics 30s
Expiry: 03/2024
POM Credits Rewarded: 343 points
\$522.86

FREE SHIPPING FOR ORDERS OVER \$560.00
SHIPPING FEE \$520.00

Order Summary

Subtotal \$68.58

21st Century Delivery Charge (MOQ \$60) \$50.00

GST (7%) \$4.80

Promo code Enter Promo Code Apply

Total \$73.38

You will earn 343 POM Credits

Proceed To Checkout

3. For items sold by **Marketplace Sellers**, which are **not fulfilled by Pan-Malayan Pharmaceuticals Pte Ltd**, online payment* (“Pay Online”) and cash on delivery (“Pay Later”) options are available, as of 18 Jan 2023.

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


For “Pay Online” option:

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's checkout interface. At the top, there is a search bar and navigation links for Messages, POM Credits (1000000), Favourites (4), and My Cart (20). The main navigation includes 'Go to POMConnect', 'Products', 'New', 'Pan-Malayan', 'Brands', 'PMP Catalogue', 'My Account', 'Order History', and 'Order Form'. The 'PAYMENT METHOD' section has two options: 'Pay Online' (checked) and 'Pay Later'. The 'Order Confirmation' section displays the delivery address: 16 Tai Seng St, Level 4, Singapore 534138. Below this are input fields for business name, phone, and email. A 'Customer PO' field and a 'Customer notes' text area are also present. A checkbox for accepting terms and conditions is highlighted with a yellow circle. At the bottom, a red 'Place Order (\$270.00)' button and a 'Back' button are visible. On the right side, a summary box shows the order details: ASSURE Alcohol Wipes (20 items, \$260.00), a \$10.00 cart discount, GST (8%) of \$20.00, and a total order value of \$270.00. An applied promotion of \$10 off is also shown.


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 [REDACTED]
Card number [REDACTED]
Expiry date [REDACTED]
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: [REDACTED]
SMS-OTP: ZSON [REDACTED]

Proceed
Get Another SMS-OTP
Cancel

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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Cancel

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.

Order Details | View Orders | Continue Shopping

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 now available **BOTH** for items fulfilled by Pan-Malayan Pharmaceuticals Pte Ltd and any of our POM Marketplace Sellers.

The screenshot shows the 'DOC MED' cart page. At the top left, there is a 'Select All' checkbox. Below it, a yellow banner indicates 'Fulfilled by Pan-Malayan Pharmaceuticals Pte Ltd' with 'Pay Later option available'. The cart contains two items:

- Ceradan Advanced Moisturising Skin Barrier Cream 150g**: Expiry: 10/2023, Quantity: 2, Unit Price: \$551.00. POM Credits Rewarded: 510 points.
- Hyzaar Tablet 50/12.5mg 30's**: Expiry: 11/2023, Quantity: 4, Unit Price: \$526.00. POM Credits Rewarded: 520 points.

At the bottom, there is a shipping notice: 'FREE SHIPPING FOR ORDERS OVER \$5100.00' and 'SHIPPING FEE \$510.00'. Buttons for 'Continue Shopping' and 'Clear Cart' are visible.

Order Summary

Subtotal	\$50.00
Total	\$50.00

[Proceed To Checkout](#)

This screenshot shows the same cart page as above, but with the 'Select All' checkbox checked. The 'Fulfilled by Pan-Malayan Pharmaceuticals Pte Ltd' banner now has a red checkmark. The 'Proceed To Checkout' button is highlighted with a red border.

Order Summary

Subtotal	\$206.00
Pan-Malayan Delivery Charge (MOQ \$100)	\$50.00
GST (7%)	\$14.42
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, business name, phone, email, and customer notes. A 'Place Order (\$220.42)' button is highlighted with a red box. The right sidebar shows a list of items: Hyzaar Tablet 50/12.5mg 30's (4 x \$26.00) and Ceradan Advanced Moisturising Skin Barrier Cream 150g (2 x \$51.00). The total order amount is \$220.42.

PAYMENT METHOD

Pay Online
Pay by Credit / Debit Card

Pay Later
Cash on Delivery / Credit Terms

Select Card

Master Card

Add Card

Order Confirmation

Address * Zip/postal code *

Name of Business Phone E-mail *

DOC MED

Customer PO

Customer notes

Select this check box to accept the Terms and Conditions

Place Order (\$220.42) Back

Hyzaar Tablet 50/12.5mg 30's
4 x \$26.00

Ceradan Advanced Moisturising Skin
Barrier Cream 150g
2 x \$51.00

6 item(s) \$206.00
GST (7%) \$14.42

Promo code Enter Promo Code Apply

POM credits 1030

Order Total \$220.42

Pay Later

The screenshot shows the PDM website checkout page with 'Pay Later' selected. The 'PAYMENT METHOD' section has 'Pay Later' selected, indicated by a checkmark and a yellow highlight. The 'Order Confirmation' section contains fields for address, business name, phone, email, and customer notes. A 'Place Order (\$220.42)' button is highlighted with a red box. The right sidebar shows a list of items: Hyzaar Tablet 50/12.5mg 30's (4 x \$26.00) and Ceradan Advanced Moisturising Skin Barrier Cream 150g (2 x \$51.00). The total order amount is \$220.42.

PAYMENT METHOD

Pay Online
Pay by Credit / Debit Card

Pay Later
Cash on Delivery / Credit Terms

Order Confirmation

Address * Zip/postal code *

Name of Business Phone E-mail *

DOC MED EILEEN ONLINE

choong.eileen@gmail.com

Customer PO

Customer notes

Select this check box to accept the Terms and Conditions

Place Order (\$220.42) Back

Hyzaar Tablet 50/12.5mg 30's
4 x \$26.00

Ceradan Advanced Moisturising Skin
Barrier Cream 150g
2 x \$51.00

6 item(s) \$206.00
GST (7%) \$14.42

Promo code Enter Promo Code Apply

POM credits 1030

Order Total \$220.42

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 \$526.00

Ceradan Advanced Moisturising Skin
Barrier Cream 150g
2 x \$551.00

6 item(s) \$5206.00
GST (7%) \$514.42

Promo code

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: [REDACTED]
SMS-OTP: HQSB

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**

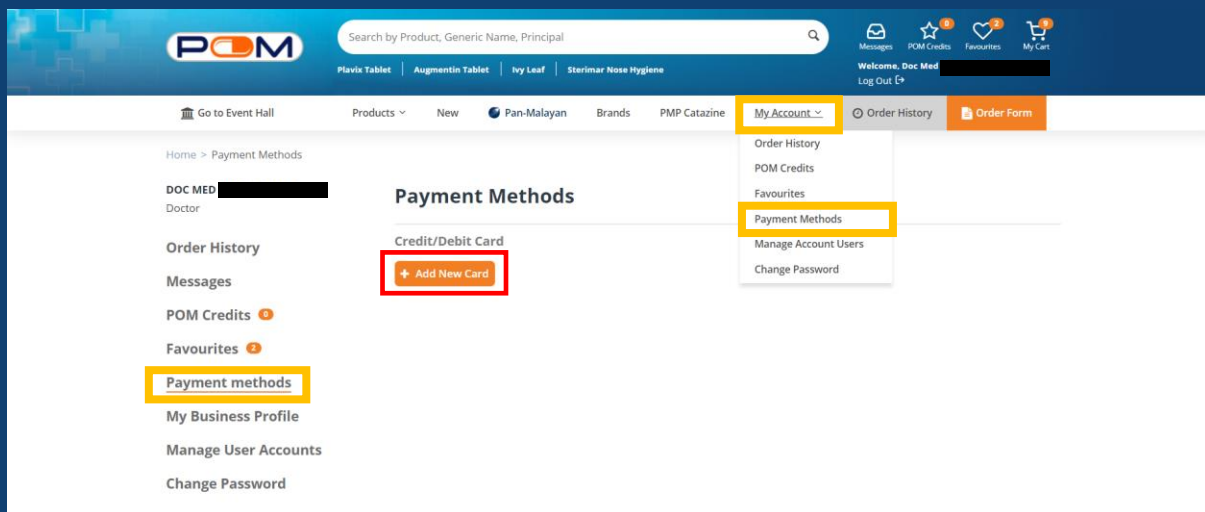
Home > Your order has been received > Your order has been received

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.