

User Guide to use Halagel E-Commerce Portal

1. Open website: www.halagel.com



2. At top menu, Please click “Online Shopping”



3. This is the default Halagel E-Commerce Portal interface.



In this site got a button:

- **Consumer**

This is the button for Consumer Products. It will show the Consumer Products in details.

- **Health & Beauty**

This is the button for Health & Beauty Products. It will show the Health & Beauty Products in details.

- **Neutraceutical**

This is the button for Neutraceutical Products. It will show the Neutraceutical Products in details.

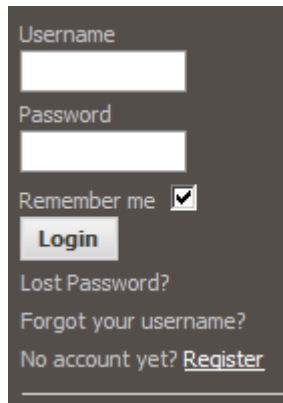
- **Special Package**

This is the button for Special Products. It will show the Special Products in details.

- You also can search product at “**Search box**”

- If you register, you can create a comment and also can rate the product when you shopping online in this site.

- To Register, just click “Register” link that shown below.



Username

Password

Remember me

Login

Lost Password?
Forgot your username?
No account yet? [Register](#)

- When Register, please fill the related field in this form.

You are here: [Home](#) • [SHOPPING CART](#) • [Registration](#)

(* = Required)

CUSTOMER INFORMATION

Email*

Username*

Password*

Confirm Password*

BILL TO INFORMATION

Company Name

Title

First Name*

Last Name*

Middle Name

Address 1*

4. To start shopping online, please click at the button at left site menu. Select which products category you want to buy.
5. By default, it will show all the products. If you want to buy that show products, just click at that product image or products name. It will open the details about that product.
6. Click “Add to Cart” button if you want to but that product. And follow the next step.

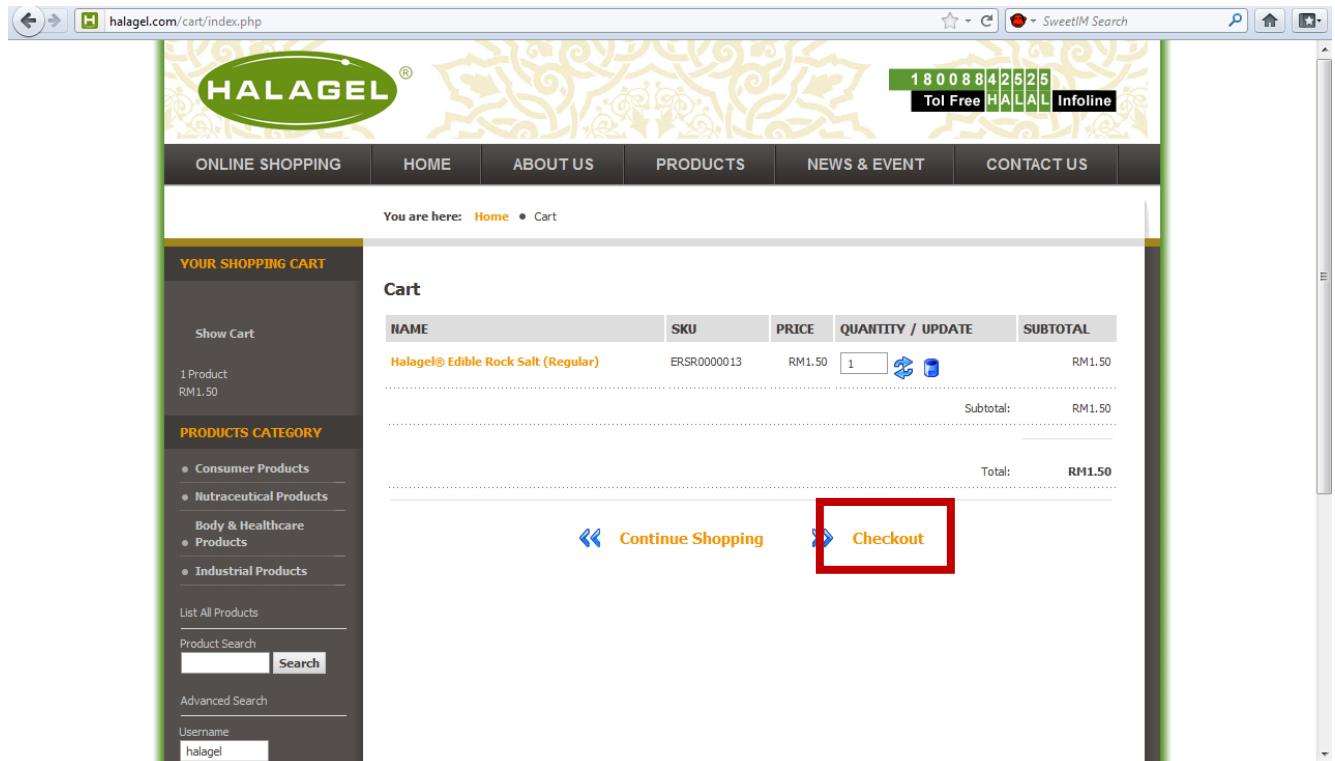
7. Let say you want to buy this product:

The screenshot shows a Microsoft Internet Explorer browser window with the following details:

- Browser Title:** Consumer - Microsoft Internet Explorer
- Address Bar:** http://halagel.com/shopping/index.php?page=shop.browse&category_id=13&option=com_virtuemart&Itemid=80
- Page Content:**
 - Left Sidebar:** Includes an "Advanced Search" form with fields for Username and Password, a "Remember me" checkbox, a "Login" button, and a "CURRENCY SELECTOR" set to "Malaysian Ringgit".
 - Product Listing 1:** "Halagel® Edible Rock Salt (Premium)". Price: RM2.00 (crossed out), RM1.90. You Save: RM0.10. Description: "bone ash or any other potentially harmful chemical ingredients." "Add to cart" button.
 - Product Listing 2:** "Halagel® Edible Rock Salt (Regular)". Price: RM1.50 (crossed out), RM1.42. You Save: RM0.08. Description: "Weight: 400g. Extracted from Rock Salt mines in the Himalaya Mountain Range, Rock Salt was formed naturally 100 million years ago, making it virtually contaminant free. Its fine crystal particles make it easy to dissolve." "Add to cart" button is highlighted with a red box.
 - Product Listing 3:** "21 gm X 5 Sachets. Use for household."

8. Click "Add to Cart" button. You can adjust the Quantity also.

9. It will bring you to this page:



10. If you want to continue shopping, to add another product into Cart, click “Continue Shopping” button.

11. If you want to finish your shopping, click “Checkout” button.

12. Now you click “Checkout” button:

You are here: [Home](#) • [SHOPPING CART](#)

Checkout

RETURNING CUSTOMERS: PLEASE LOG IN

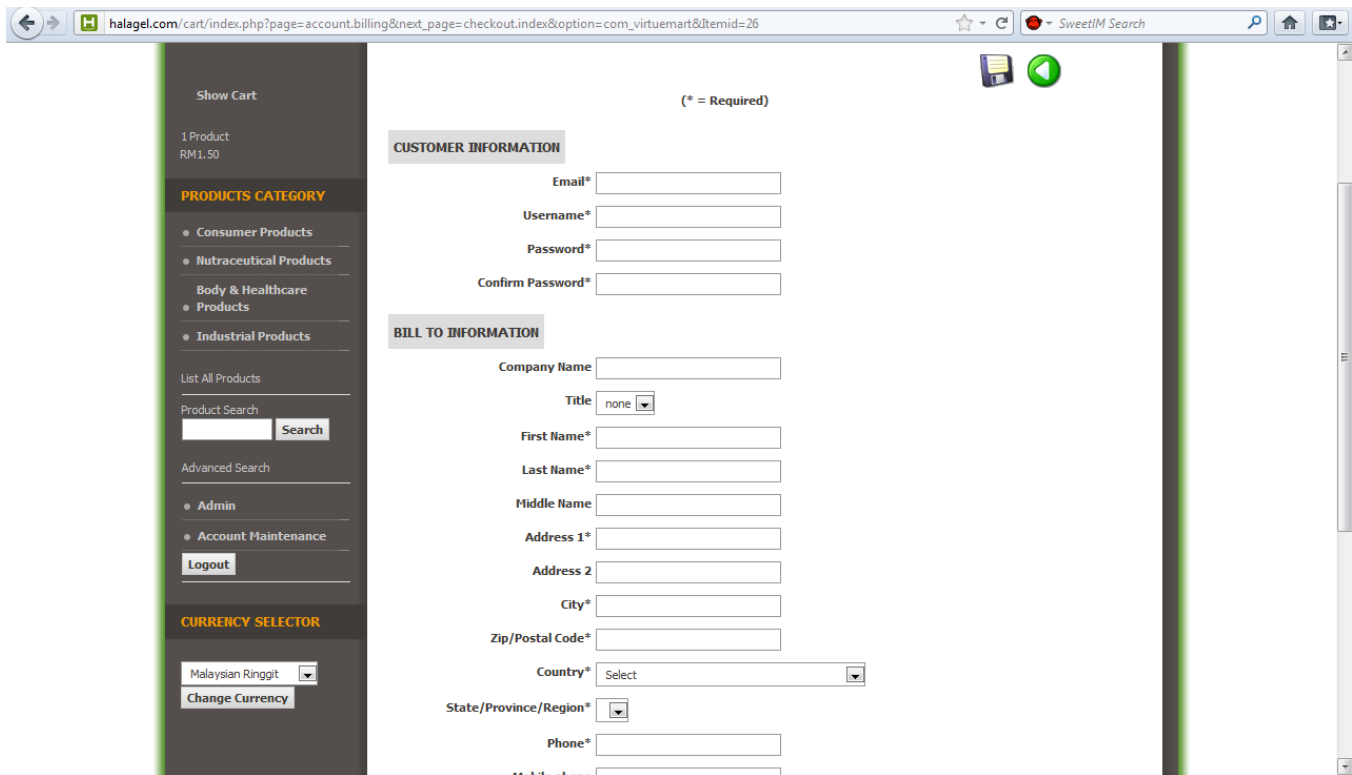
Username:

Password: ([Lost Password?](#))

Remember me

NEW? PLEASE PROVIDE YOUR BILLING INFORMATION

13. If you are the first user, please register by click at “NEW? PLEASE PROVIDE YOUR BILLING INFORMATION” radio button.
14. If you are an existing customer, just login only. Let say you are the first time user use this shopping, please fill in the form.



CUSTOMER INFORMATION

Email*

Username*

Password*

Confirm Password*

BILL TO INFORMATION

Company Name	<input type="text" value="IT Solutions (M) Sdn Bhd"/>
Title	<input type="text" value="none"/>
First Name*	<input type="text" value="Mohamad Rashi"/>
Last Name*	<input type="text" value="Ahmad"/>
Middle Name	<input type="text" value="bin"/>
Address 1*	<input type="text" value="No. 28, kampung Haji"/>
Address 2	<input type="text" value="Sungai Layar"/>
City*	<input type="text" value="Sungai Petani"/>
Zip/Postal Code*	<input type="text" value="08000"/>
Country*	<input type="text" value="Malaysia"/>
State/Province/Region*	<input type="text" value="none"/>
Phone*	<input type="text" value="604-44181818"/>
Mobile phone	<input type="text" value="6012-6761234"/>
Fax	<input type="text" value="604-44811234"/>

SEND REGISTRATION

I agree to the Terms of Service
(Terms of Service) *

Remember me

15. After finish filled the related field, Click at **Term of Service**, Accept it, then click “**Remember me**”.

16. Finally click “**Send Registration**” button. It will show below information:


Checkout

Shipping Address

Ship Methods

Payment Method

Complete Order

NAME	SKU	PRICE	QUANTITY / UPDATE	SUBTOTAL
Halagel® Edible Rock Salt (Regular)	000000005	RM1.42	<input type="text" value="1"/>  	RM1.42
Subtotal:				RM1.42
Total:				RM1.42

If you have a coupon code, please enter it below:

Submit

BILLING INFORMATION

Company: IT Solution Enterprise

Full Name: Mohamad Rashid bin Ahmad

Address: No. 28, kampung Haji Din
Sungai Layar
Sungai Petani, 08000
Malaysia

Phone: 604-44181818

Fax: 6 04-44811234

Email: comtronic7@yahoo.com

[\(Update Address\)](#)

SHIPPING INFORMATION

PLEASE SELECT A SHIPPING ADDRESS!

- Default (Same as Billing)



Add a new [Shipping Address](#).

Next >>

17. If you want to change Shipping Information, just click ‘Add a new Shipping Address’ link.

18. For your information, **Billing Information** is the information about Card Holder who make the payment, whereas **Shipping Information** is the address that the products will be shipped.

Checkout

	Shipping Address	Ship Methods	Payment Method	Complete Order
NAME	SKU	PRICE	QUANTITY / UPDATE	SUBTOTAL
Halagel® Edible Rock Salt (Regular)	000000005	RM1.42	1  	RM1.42
Subtotal:				RM1.42
Total:				RM1.42
Tax Total:				RM0.00

If you have a coupon code, please enter it below:

Submit

PLEASE SELECT A SHIPPING METHOD!

	SHIPPER	SHIPPING RATE	PRICE
<input checked="" type="radio"/>	GDEX Express	GDEX < 1kg	RM6.00
<input type="radio"/>	GDEX Express	GDEX Express Rate 1 in Malaysia only	RM7.50
<input type="radio"/>	GDEX Express	GDEX Rate 1	RM6.00
<input type="radio"/>	POS Malaysia Berhad	POS Malaysia Berhad Rate 1 in Malaysia only	RM7.50
<input type="radio"/>	DHL	World_2 > 4kg	RM34.98

Next >>

If you have Coupon code just submit that coupon code.

19. Click “Next >>” button.

Checkout

Shipping Address

Ship Methods

Payment Method

Complete Order

NAME	SKU	PRICE	QUANTITY	SUBTOTAL
Halagel® Edible Rock Salt (Regular)	000000005	RM1.42	1	RM1.42
Subtotal:				RM1.42
Shipping and Handling Fee:				RM6.00
Total:				RM7.42
Tax Total:				RM0.00

Please review the provided data and confirm the order!

Shipping Address: Mohamad Rashi Ahmad
No. 28, kampung Haji
Sungai Layar
Sungai Petani, 08000

Shipping Rate: GDEX Express; GDEX < 1kg; RM6.00;

Payment Method: NBePay Payment Gateway (Visa, Master Card, Maybank2u, MEPS, FPX, etc)

Please leave a note to us with your order if you want to:

I agree to the Terms of Service

RETURN POLICY You can cancel this order within two weeks after we have received it. You can return new, unopened items from a cancelled order within 2 weeks after they have been delivered to you. Items should be returned in their original packaging. **REFUND POLICY** (i) **REFUND** We strive to ensure that every customer is fully satisfied with their purchase of the Halagel (M) Sdn Bhd products. However, we understand that there are several situations which warrant a refund including cancellation of the order. Please read below for detailed refund policies regarding all of these cases: (ii) **CANCELED** 1.) Customer may cancel the processing of their order within 24 hours from ordering time. The amount of refund will depend on when the cancellation. 2.) If the cancellation is after 24 hours after ordering time, payment are not refundable. For more information on cancelling orders and returning items, see the Our Returns Policy page.

Confirm Order

20. You can leave a message also at Notes field.

21. Click “**I agree to the Terms of Service**”. Then click “**Confirm Order**” button.

22. It will open below interface:

You are here: Home

Thank you for your order.



Your order has been successfully placed!

A confirmation email has been sent to: **comtronic7@yahoo.com**

Click on the Image below to pay...



[Follow this link to view the Order Details.](#)

23. To view the order information, click “**Follow this link to view the Order Details**” link

24. In this stage, the confirmation order was sent to your email.

25. Now the Payment Process will be done by click at “**CLICK HERE & PAY NOW**” button. This button shown in green color.

Display Payment Options

Available Payment Methods:



China Online Banking



Change Payment Option

Hide



Halagel (M) Sdn Bhd

A137, Jalan 2B, Kawasan Perusahaan MIEL Sungai Lalang,
08000 Sungai Petani, Kedah, Malaysia
Tel: 04-4481288 Fax: 04-4481286

URL: <http://www.halagel.com> Email: payment@halagel.com.my

SECURE ONLINE PAYMENT



APPOINTED PAYMENT GATEWAY: NetBuilder (M) Sdn Bhd

NetBuilder EC will appear on your credit card statement

Notice: A REMINDER will be sent to you 14 days after this transaction date.

AMOUNT (MYR)

ORDER ID

CARD TYPE Important Notice! [Get 3D-Secure password](#)

CARD NUMBER (16 digits)

CVV (the last 3 digits at the back of credit card)

EXPIRY DATE VALID MM/YY

EXPIRY DATE VALID MM/YY

NAME OF CARDHOLDER

EMAIL

CONTACT NO.

COUNTRY

*BANK NAME

BANK COUNTRY

BANK PHONE

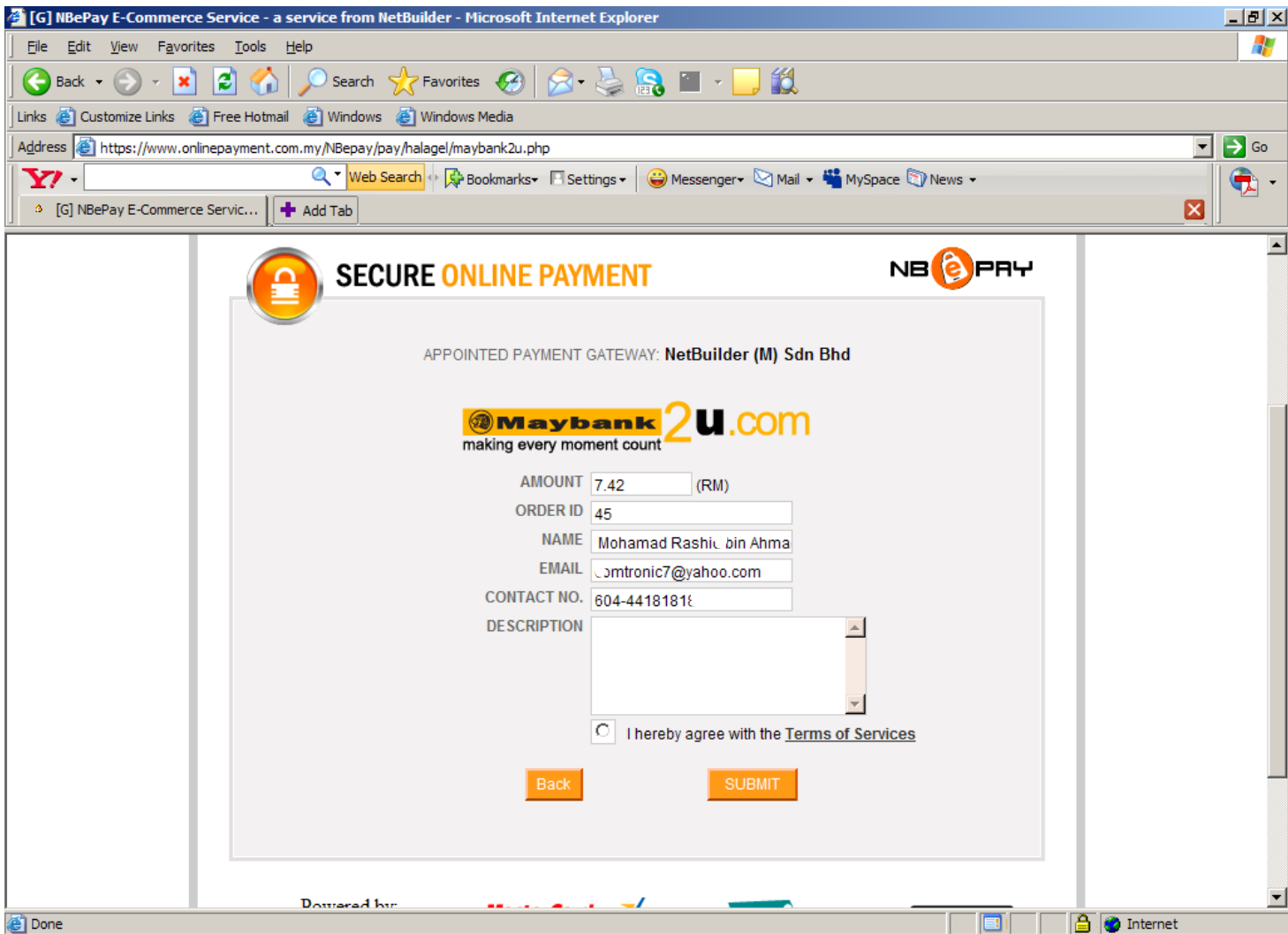
DESCRIPTION

I hereby agree with the [Terms of Services](#)

No credit card details (number and expiry date) are stored in any form, anywhere.
Transaction will be done online-realtime under SSL environment on a secured site.



26. By default it will open the **Credit Card** payment method interface. Don't forget to **Apply 3D Secure password** from your issued bank. If you want to use another payment method, just select at the left site option of payment method. Let say u select **maybank2u**.



27. To use **Maybank2u** or **Cimb Clicks**, you must first register your mobile number at ATM machine. It depend on which bank you are using.

28. The reason you need to have register your mobile number at your preferred ATM machine is when you doing this transaction, TAC(Transaction Authorization Code) will be submit into your mobile number before the payment process completed. This is to avoid un-authorized person to use your Banking Account.

29. Let say you want to pay using **Maybank2u**. Follow below step:

SECURE ONLINE PAYMENT

APPOINTED PAYMENT GATEWAY: NetBuilder (M) Sdn Bhd

Maybank2u.com
making every moment count

AMOUNT (RM)

ORDER ID

NAME

EMAIL

CONTACT NO.

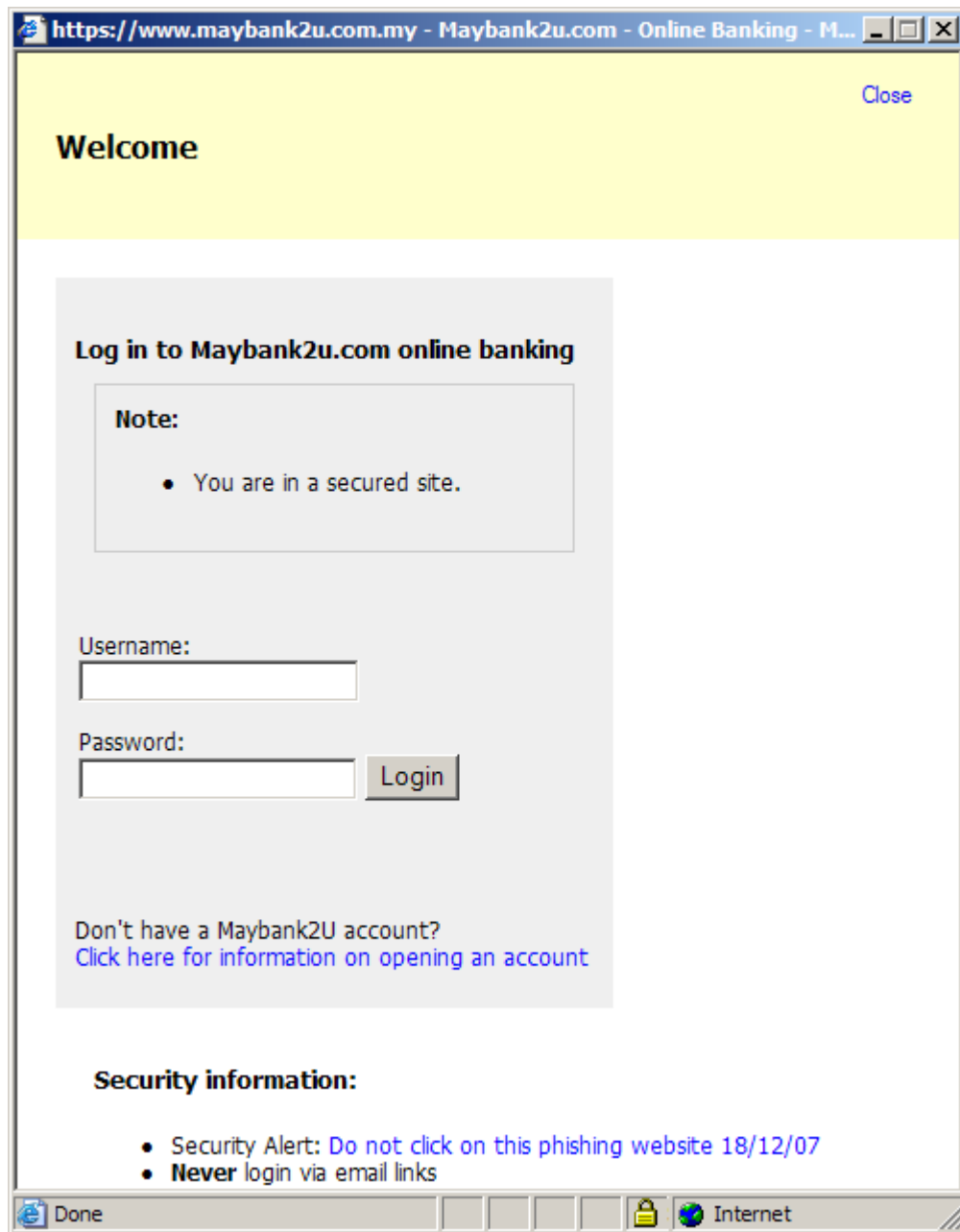
DESCRIPTION

I hereby agree with the [Terms of Services](#)

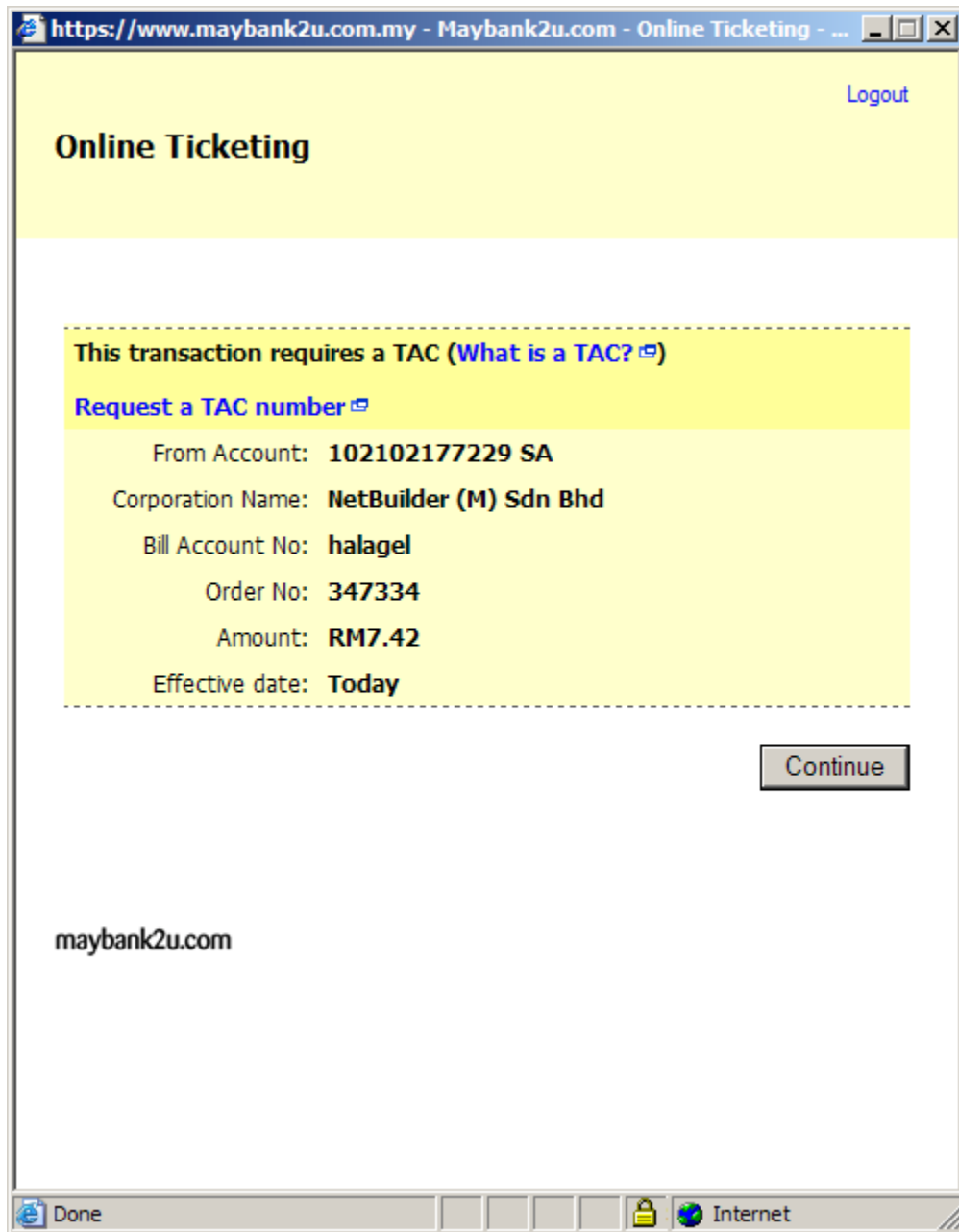
30. You must fill some comment or message at “Description” field.

31. Click at “**I hereby agree with the Terms of Services**” radio button.

32. Finally, click “**SUBMIT**” button.

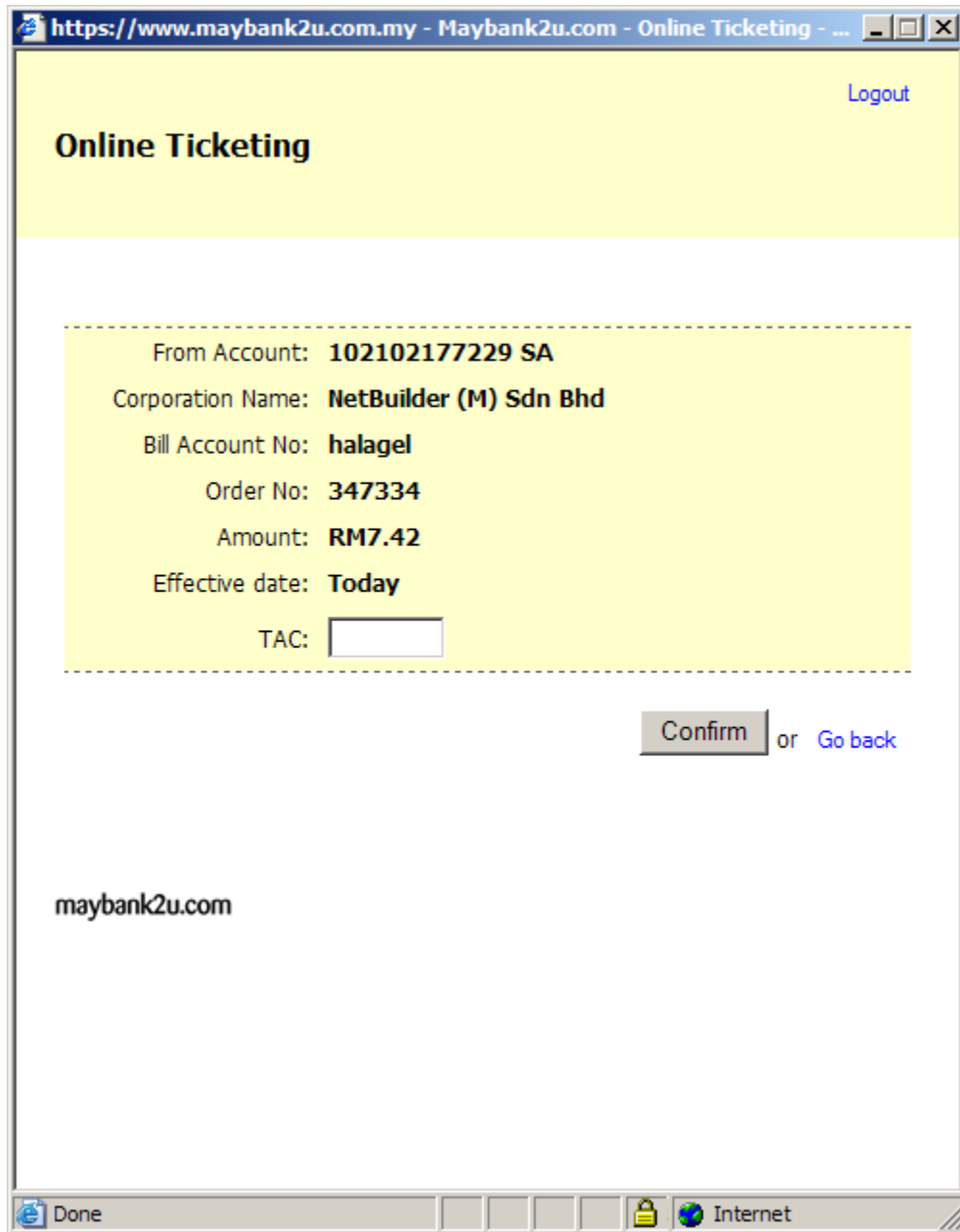


Please Login your **Maybank2u** account by using above interface.



Click “**Request a TAC number**”. Bank will send **TAC** code into your registered Mobile Number. This stage, please check your mobile and make sure **TAC** was sent into your mobile phone.

33. After you get the **TAC**, click “**Continue**” button.



34. Now, enter **TAC code** that u received from bank.
35. Click “**Confirm**” button.
36. After you click “**Confirm**” button, the amount will be deducted from your maybank2u account. The copy of this payment will be alert into your mobile phone and to your email.
37. Now the payment process was successfully done using **Maybank2u**.
38. After payment was confirmed, then the products will be shipping to your shipping address.
39. If you want to use **FPX** as payment method, make sure you done this before 10pm and also the minimum amount of your shopping must be **RM15.00** or **above RM15.00** then you can use the **FPX** payment method.

40. If you want to **Bank-in** or **ATM bank-Transfer** also can. Just use this Account no for Halagel (M) Sdn Bhd. This is called “**Offline-Payment Method**”.

Halagel (M) Sdn Bhd
Maybank : **502054207498**
CIMB : **02020000021101**

41. If you have any problem, please contact 016-4418758 or email us at support@halagel.com.my or fax at 04-448 1286

42. In case you are using offline method of payment (Bank-in/Bank Transfer) at ATM machine, please email or SMS the details of payment like (Date, Time, Amount, Bank Name and Order No) to the contact number above.

43. You also can order through email to order@halagel.com.my

Just state what products you want to buy, quantity and also please leave your contact number and shipping address. Our people who handle this e-commerce will be contact you after we received your email order.

44. You also can order through SMS. Just SMS to 016-4418758. State your name, Products you need, quantity, Shipping Address and Date you want this products will be shipped into your place.

45. Lastly, Thank you for using Halagel E-Commerce Portal as your Online Shopping.

Contact Information for Halagel e-Commerce Portal:

Muhammad Azhar B. Abdullah,
Halagel (M) Sdn Bhd,
H/P: +6016-4418758 Tel: +604-4481288 Fax: +604-4481286 Email: hakagelsa@gmail.com .

Order : order@halagel.com.my
Payment: payment@halagel.com.my
Support : support@halagel.com.my
Halagel Official Website : www.halagel.com
Halagel E-Commerce Portal Website: www.halagel.com
Last User Manual Update : 30/12/2012