

FAQ - SOALAN LAZIM / FAQ - FREQUENTLY ASKED QUESTIONS

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FAQ - SOALAN DAN JAWAPAN / FAQ - QUESTIONS AND ANSWERS

Soalan 1 : Bagaimana hendak daftar ahli baru OneCENT ?

Jawapan :

1.1. Pendaftaran Ahli baru boleh dilakukan dengan 2 cara:

a) Pendaftaran oleh ahli tersebut menerusi "invitation link" yang diperolehi dari ahli OneCENT yang memperkenalkan ahli tersebut. Pendaftaran menerusi HP .

contoh invitation link :

You are invited to join in Go Cashless with OneCENT Community and become a Digital Entrepreneur. Use ISHA8308 as a Referral Code.

<https://onecent.page.link/DiBs>

atau boleh Scan QR Code Ahli



Question 1: How to register a new OneCENT member?

Answer :

1.1. New Member Registration can be done in 2 ways:

a) Registration by the member him self through the "invitation link" obtained from the OneCENT member who introduced the member. Registration via HP only.

example invitation link:

"You are invited to join in Go Cashless with OneCENT Community and become a Digital Entrepreneur. Use ISHA8308 as a Referral Code".

<https://onecent.page.link/DiBs>

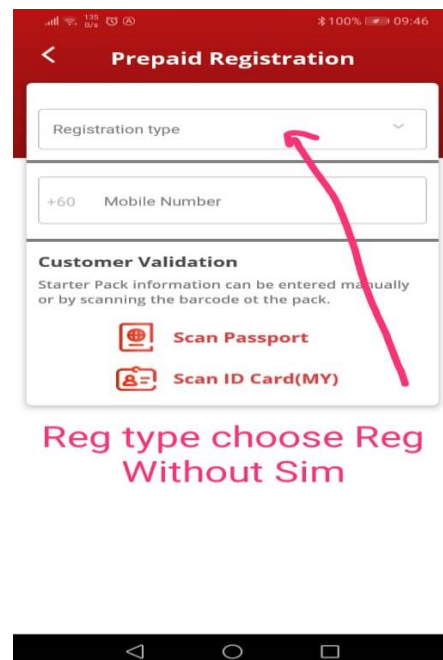
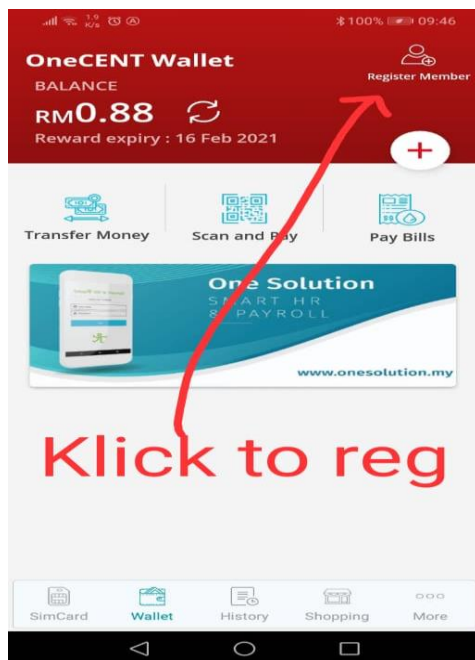
click link and do registration or Scan QR Code Member .

b) Pendaftaran dilakukan oleh Ahli OneCENT berdaftar :

Login ke app Onecent , klik Wallet & klik butang Register Member

b) Registration is done by a registered OneCENT Member :

Login to the Onecent app, click Wallet & click Register Member button



1.2. Ahli baru diberi 2 pilihan :

i. Sebagai ahli Smart Digital community'- SDC

ii. Atau terus Upgrade menjadi Ahli 'Smart Digital Entrepreneur' - SDE (fee RM199.99 (Malaysia) atau OCP 249.99 - fee Untuk luar negara

1.2. New members are given 2 options:

i. As a member of the Smart Digital community'- SDC (FREE)

ii. Or direct register as a 'Smart Digital Entrepreneur' Member - SDE

FEE Registration:

- RM199.99 (Malaysia)
- OCP 249.99 -For overseas

Cara daftar oleh Ahli Onecent ;

- 1.3. Aktifkan apps OneCENT dan klik butang WALLET
- 1.4. Klik pada butang kanan icon Register Member (icon orang dan tanda +).
- 1.5. Masukkan semua butiran yang dikehendaki
- 1.6. Jangan lupa masukkan email ahli baru. Sila pastikan email adalah unik bermaksud tidak boleh guna email yang sama jika email tersebut telah mendaftar di OneCENT sebelum ini.
- 1.7. untuk ruangan 'Enter Contact Number' masukkan no handphone ahli baru dan bukan no handphone Sim kad OneCALL yang baru
- 1.8. Sila pastikan ruangan 'Enter Introducer Wallet Name' dimasukkan Wallet Name introducer yang sebenarnya. By Default pada ruangan tersebut adalah Wallet name anda. Anda boleh ubah ruangan ini untuk memasukkan introducer yang sebenarnya. Jangan tersilap. Ini amat penting dalam heraki nanti.
- 1.9. Untuk ruangan 'Registration Type' sila pilih jenis pendaftaran yang dikehendaki samada SDC
- 1.10. Masukkan password mengikut format yang diberikan.
- 1.11. Klik butang SIGN UP.
- 1.12. Masukkan Pin Code
- 1.13. Ahli baru telah berjaya didaftarkan.

How to register by Onecent Registered Member;

- 1.3. Login OneCENT apps and click the WALLET button
- 1.4. Click on the Register Member icon (person icon and + sign).
- 1.5. Enter all required details

1.6. Don't forget to enter a new member email. Please make sure the email is unique meaning you cannot use the same email if the email has been registered with OneCENT before.

1.7. for the 'Enter Contact Number' column enter the new member's mobile phone number and not the new OneCALL SIM card mobile number

1.8. Please ensure that the 'Enter Introducer Wallet Name' column is entered with the actual Wallet Name introducer. By Default in that space is your Wallet name.

You can change this field to the actual introducer. Make no mistake. This is very important in heraki later.

1.9. For the 'Registration Type' column, please select the desired registration type, either SDC

1.10. Enter the password according to the given format.

1.11. Click the SIGN UP button.

1.12. Enter Pin Code (introducer walet PIN code)

1.13. New members have been successfully registered.

Soalan 2 : Bagaimana untuk Login ke OneCENT pertama kali?

Jawapan :

2.1. Aktifkan Google Play untuk Android atau Play Store untuk iphone

2.2. Cari (search) onecent untuk Android atau Play Store

2.3. Klik pada icon onecent dan install

2.4. Masukkan Username dan Password

2.5. Klik Login

2.6. Masukkan OTP = 123456 - ini adalah OTP untuk pendaftaran tanpa Sim Kad

2.7. Setkan 6 digit Pin Code anda sebanyak 2 kali - sila pastikan anda ingat Pin Code ini, Catit jika perlu. Semua transaksi yang melibatkan wang di dalam Wallet akan minta Pin Code ini.

2.8. Klik pada butang 'Set Pin Code'

2.9. anda telah berjaya Login ke apps OneCENT

Question 2: How to Login to OneCENT for the first time?

Answer :

2.1. Go to Google Play for Android or Play Store for iphone

2.2. Search (type) Onecent apps or type TFP Solutions for Android or Play Store

2.3. Click on the Onecent icon and install

2.4. Enter Username and Password

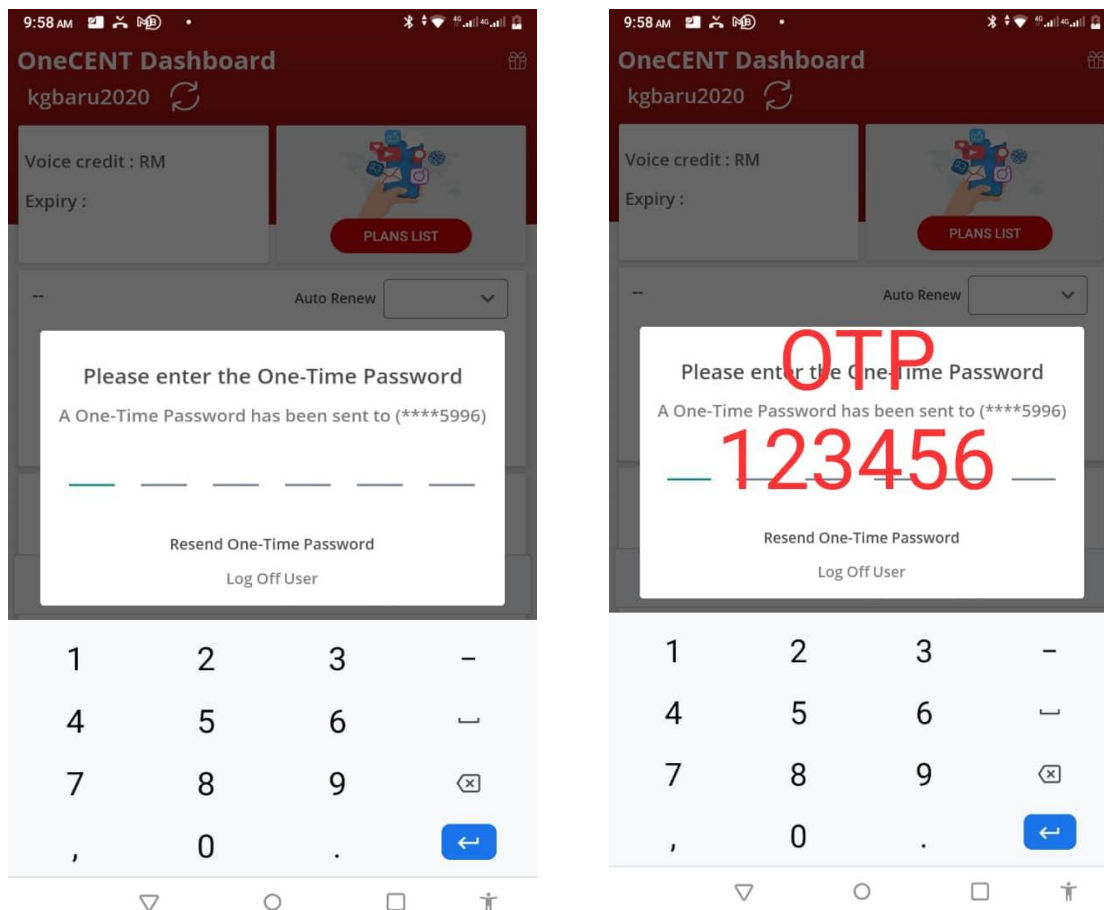
2.5. Click Login

2.6. Enter OTP = **123456** - this is an OTP for registration without a Sim Card & first timer login apps

2.7. Set your 6 digit Pin Code (repeat 2 times) - please make sure you remember this Pin Code, Write down if necessary. All transactions involving money in the Wallet will request this PIN Code.

2.8. Click on the 'Set Pin Code' button

2.9. You have successfully Login to OneCENT apps



Soalan 2a: Bagaimana nak buat jika terlupa Password?

Question 2a: How to do if you forget the Password?

Jawapan : Jika terlupa Password anda boleh cipta Password baru. Iaitu , dengan cara begini:

1. login ke apliaski Onecent, Masukkan Username anda
2. Pada sebelah bawah klik btang "Forget Password"
3. Masukkan no HP anda , dan klik butang "Request OTP"
4. Masukkan OTP yang dihantar menerusi SMS ke Hand Phone anda
5. Selepas itu , masukkan Password baru anda diruang yang disediakan.

Answer :

If you forget your Password you can create a new Password.

Follow this step:

1. login to apliaski Onecent, Enter your Username
2. At the bottom click the "Forget Password" button.

3. Enter your mobile number, and click the "Request OTP" button

4. Enter the OTP , please check your SMS

5. After that, enter your new Password.

Note : if you didn't receive OTP please call Helpline numbers

Soalan 2b: Bagaimana nak buat jika terlupa PIN Code wallet?

Question 2b: How to do if you forget the PIN Code for wallet?

Jawapan :

Jika terlupa PIN Code , ikuti langkah berikut:

1. Login aplikasi OneCENT , klik Page More
2. Klik pada bahagian atas pada nama anda , akan terpapar butang untuk reset PIN Code (kiri) dan Password (kanan)
3. Klik pada PIN Code, Klik lagi butang Forget your PIN
4. Masukkan OTP dan masukkan PIN Code baru
5. Selesai

Answer :

If you have forgotten your PIN Code, follow these steps to create new PIN code:

1. Login the OneCENT application, click Page More
2. Click at the top of your name. Button to reset PIN Code (left) and Password (right) will be displayed
3. Click on the PIN Code button and Click the Forget your PIN button again
4. Enter the OTP and enter the new PIN Code
5. Done

Soalan 3 : Apakah Reward yang saya dapat selepas mendaftar seseorang SDC atau SDE?

Jawapan :

3.1. Untuk pendaftaran SDC :

Tiada sebarang reward jika mendaftar seorang SDC PERCUMA

3.2 Pendaftaran SDC dan Upgrade terus menjadi SDE:

Reward Untuk pendaftaran SDE (upgrade dari SDC):

3.2.1. Introducer menerima RM30.00

3.2.2. Upline 12 generasi akan menerima RM2.00 setiap seorang berdasarkan kelayakan masing-masing.

3.2.3. Charity Fund akan menerima RM2.00

3.2.4. Group Reward akan dikira pada/selepas 12 tengah malam

Question 3: What Reward do I get after registering an SDC or SDE?

Answer :

3.1. For SDC registration:

There is no reward if you sign up for a FREE SDC

3.2 SDC Registration and then Upgrade to be SDE:

Reward For SDE registration (upgrade from SDC):

3.2.1. Introducer receives RM30.00

3.2.2. Upline 12 generations will receive RM2.00 each based on their respective qualifications.

3.2.3. Charity Fund will receive RM2.00

3.2.4. Group Reward will be counted on / after 12 midnight

Soalan 4 : Apa introducer kena buat selepas daftar SDE?

Jawapan :

- 4.1. Introducer perlu melakukan 'Placement Confirmation' kepada kedudukan ahli baru SDE di dalam Placement Tree.
- 4.2. login di web www.onecent.my, masukkan Username dan password anda (Username dan password anda adalah sama dengan username dan password Apps OneCENT anda)
- 4.3. Klik pada butang "Tree" dan klik 'Direct Introduce'.
- 4.4. Klik pada kotak 'Set Placement'
- 4.5. Placement Tree anda akan dipaparkan.
- 4.6. Sila pilih tempat yang sesuai untuk ahli tersebut untuk di "Placement" kan.
- 4.7. Anda boleh lihat heraki seterusnya di bawah anda dengan klik pada icon di bawah.
- 4.8. Anda juga diberi pilihan untuk memilih sebelah kiri atau kanan.
- 4.9. Placement ini adalah secara manual.
- 4.10. Pilih tempat Placement dengan klik pada butang 'Place Here'.
- 4.11. Maklumat placement anda akan dipaparkan dan sila tekan butang 'Confirm This Placement' atau klik butang back untuk melakukan pembetulan.
- 4.12. Ulangi langkah ini jika ada lagi ahli baru perlu 'Placement Confirmation'.
- 4.13. Jika anda ada banyak lot untuk dibuat 'Placement Confirmation', sila buat mengikut turutan siapa yang daftar dahulu.
- 4.14. Berhati-hati bila meletakkan Placement Confirmation Wallet Name ini. Pastikan ianya betul dan tepat. Sebarang kesalahan placement akan menjejaskan Placement Tree dan Group Reward nanti. Placement ini tidak boleh diubah selepas dilakukan.
- 4.15. Selepas Introducer melakukan 'Placement Confirmation', Group Reward akan dikira pada jam 12.00 malam setiap malam dan akan dimasukkan ke dalam wallet masing-masing pada jam 1.30 pagi.

4.16. Selagi Introducer anda tidak melakukan 'Placement Confirmation' di dalam Placement Tree, beliau dan upline2nya tidak akan menerima Group Reward atas pendaftaran SDE ini.

4.17. Sila maklum bahawa SDE yang telah menaja 2 orang SDE sahaja yang layak menerima Group Reward.

4.18 Sila maklum bahawa ahli yang mendaftar sebagai SDC, tidak ada di dalam Placement Tree.

4.19. Placement akan dibuat secara AUTO oleh system, jika dalam tempoh kira-kira 48jam , anda tidak melakukan Placement Secara Manual.

Question 4: What should the introducer do after registering

SDE?

Answer :

4.1. The introducer needs to do a 'Placement Confirmation' to the position of the new SDE member in the Placement Tree.

4.2. Browse www.onecent.my, click [Login button](#) on web. Find Members Area and key in your Username and password (Your username and password are the same as your Apps OneCENT username and password)

4.3. Click on the "Tree" button and click on 'Direct Introduce' button.

4.4. Click on the 'Set Placement' box

4.5. Your Placement Tree will be displayed.

4.6. Please select a suitable place for the member to be "Placement" right.

4.7. You can see the next heraki below you by clicking on the icon below.

4.8. You are also given the option to choose left or right.

4.9. This placement is manual.

4.10. Select the Placement place by clicking on the 'Place Here' button.

4.11. Your placement information will be displayed and please press the 'Confirm This Placement' button or click the back button to make corrections.

4.12. Repeat this step if any new members need 'Placement Confirmation'.

4.13. If you have many of lots to make a 'Placement Confirmation', please do in the order of who registered first.

4.14. Be careful when placing this Placement Confirmation Wallet Name. Make sure it is correct and accurate. Any placement errors will affect the Placement Tree and Group Reward later. This placement cannot be changed after done.

4.15. After the Introducer performs 'Placement Confirmation', Group Reward will be counted at 12.00 pm every night and will be put in their respective wallets at 1.30 am.

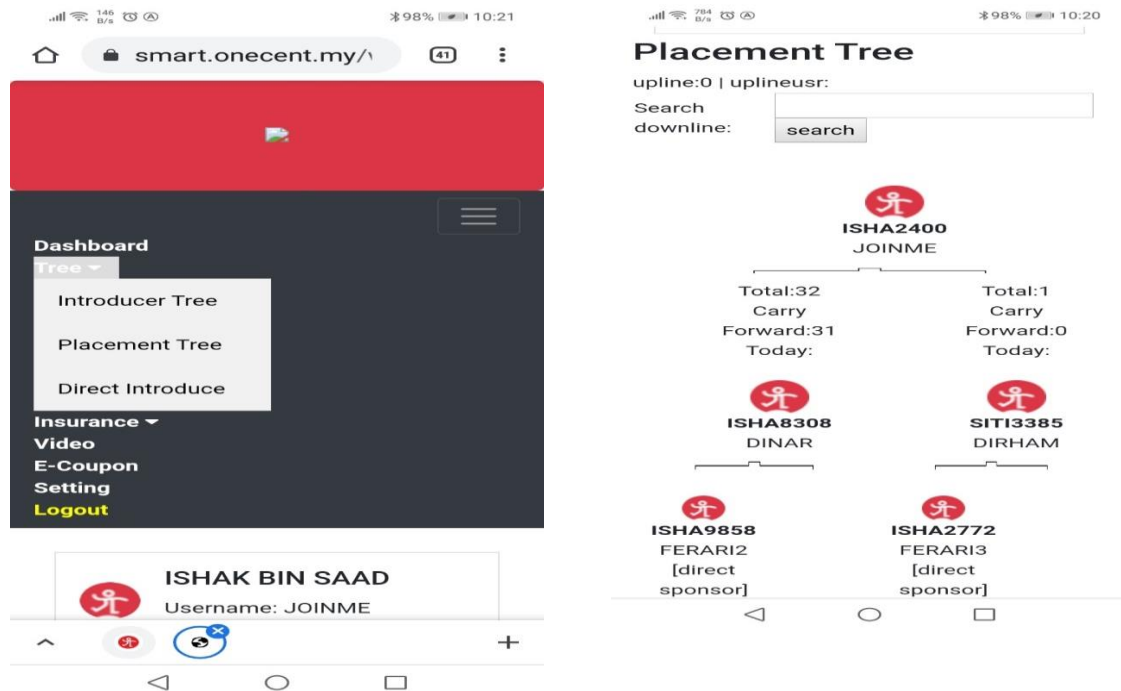
4.16. As long as your Introducer does not do a 'Placement Confirmation' in the Placement Tree, he and his upline2 will not receive Group Reward for this SDE registration.

4.17. Please note that only SDEs that have sponsored 2 SDEs are eligible to receive Group Reward.

4.18 Please note that members who register as SDCs are not in the Placement Tree.

4.19. Placement will be made AUTO by the system if within 48 hours you do not do the Placement manually.

Contoh Placemnet Tree / Placemnet Tree Example



Soalan 5 : Apa yang akan berlaku jika saya sebagai SDC introduce SDE?

Jawapan :

5.1 Ahli baru SDE tersebut akan menjadi direct downline anda di Introducer Tree tetapi ahli baru tersebut tidak ada di dalam Placement Tree kerana anda pun tidak ada di dalam Placement Tree.

Ahli SDE baru akan diletakan di bawah Upline ahli yang berstatus SDE secara auto.

Soalan 4a : Anda SDC dan Apa berlaku jika anda Intoduce SDC dan SDC tersebut upgrade terlebih dahulu dari anda ?

Jawapan :

Down line anda akan di "Placement" di bawah upline anda yang bertaraf SDE . Walabagaimana pun jika dalam tempoh 48 jam anda pula upgrade menjadi SDE , maka Downline yang anda Introduce tersebut akan disusun semula di bawah hiraki anda. Akan tetapi and tidak akan mendapat Reward kerana , Downline tersebut

terlebih dahulu upgrade..Reward akan di "pass up" kepada upline anda yang beraraf SDE.

Question 4a: You are SDC Status, and what happen if you Introduce SDC dan that SDC upgrading to become SDE earlier than you?

Answer:

Your Downline will be "Place" under your SDE upline and he will getting Intoducer reward , How ever , if within 48 hours your yourself ugrading to become SDE , your downline will be place back under your hiraky placemen tree, but you cannot the intoducer reward because that reward already pass to your SDE upliner

Question 5: What will happen if I as SDC introduce SDE?

Answer :

5.1 The new SDE member will be your direct downline in the Introducer Tree but the new member is not in the Placement Tree because you are not in the Placement Tree.

New SDE members will be placed under SDE status Upline.

Soalan 6 : Bolehkah saya mendaftar banyak akaun di dalam OneCENT ?

Jawapan :

Boleh, maksima akaun yang boleh didaftarkan adalah sebanyak 5 akaun sahaja kerana anda hanya dibenarkan untuk mendaftar 5 simkad sahaja di dalam OneCALL.

Question 6: Can I register multiple accounts in OneCENT?

Answer :

Yes, the maximum number of accounts that can be registered is 5 accounts only because you are only allowed to register 5 SIM cards in OneCALL.

Soalan 7 : Di mana saya nak tahu Wallet Name dan status keahlian saya?

Jawapan :

Wallet Name ahli boleh di semak di dalam Apps OneCENT di Page 'MORE' bahagian atas sekali. Contohnya MUH1234.

Wallet Name adalah kekal dan tidak boleh diubah. status Keahlian anda juga ada dipaparkan di situ samada Smart Digital Community (SDC) atau Smart Digital Entrepreneur (SDE)

Soalan 7 : Di mana saya nak tahu Wallet Name dan status keahlian saya?

Jawapan :

Wallet Name ahli boleh di semak di dalam Apps OneCENT di Page 'MORE' bahagian atas sekali. Contohnya MUH1234.

Wallet Name adalah kekal dan tidak boleh diubah. status Keahlian anda juga ada dipaparkan di situ samada Smart Digital Community (SDC) atau Smart Digital Entrepreneur (SDE)

Question 7: Where do I want to know my Wallet Name and membership status?

Answer :

Members' Wallet Names can be checked in the OneCENT Apps at the 'MORE' Page at the top. Example of wallet "MUH1234". (combination of your name and number)

MUH - Your first 3 alphabets of your name

1234 - is registered wallet number

Wallet Name is permanent and cannot be changed. Your Membership status is also displayed there either Smart Digital Community (SDC) or Smart Digital Entrepreneur (SDE)

There are few items cannot be change after registered:

1) Username

2) *Wallet Name*

3) *Introducer*

4) *Heraki*

Soalan 8: Saya daftar di dalam OneCENT sebagai Smart Digital Community. Bagaimana saya hendak aktif sebagai Smart Digital Entrepreneur ?

Jawapan :

Anda boleh Upgrade ke SDE dengan cara berikut:

8.1. Login kepada apps OneCENT

8.2. Klik butang WALLET

8.3. Pastikan mempunyai wang sebanyak RM199.99 dalam OneCENT Wallet

8.4. Klik pada butang UPGRADE sebelah kanan atas.

8.5. Masukkan Pin Code anda - 6 digit

8.6. Ahli telah berjaya upgrade menjadi menjadi Smart Digital Entrepreneur (SDE)

Question 8: I registered in OneCENT as a Smart Digital

Community (SDC) How do I active as a Smart Digital

Entrepreneur (SDE) ?

Answer :

You can Upgrade to SDE in the following ways:

8.1. Login to OneCENT apps

8.2. Click the WALLET button

8.3. Make sure to have RM199.99 in OneCENT Wallet

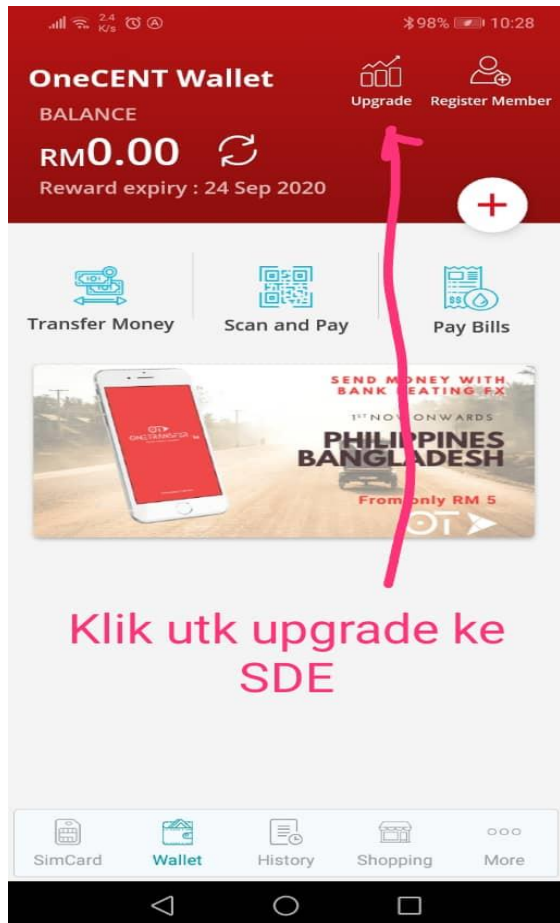
8.4. Click on the UPGRADE button at the top right.

8.5. Enter your PIN Code - 6 digits

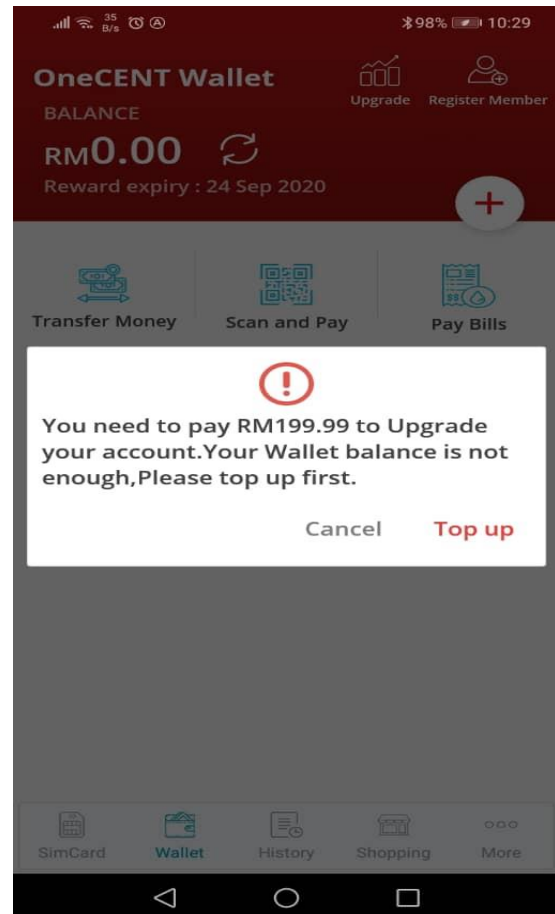
8.6. Members have successfully upgraded to become Smart Digital Entrepreneur (SDE)

Cara-cara Upgrade dari SDC KE SDE / How to Upgrade from SDC

TO SDE



Klik utk upgrade ke
SDE



Soalan 9 : Bagaimana untuk saya melakukan topup wallet OneCENT saya ?

Jawapan :

- 9.1. Aktifkan apps OneCENT dan klik butang WALLET .
- 9.2. Klik pada butang + (tanda campur)
- 9.3. Masukkan jumlah yang hendak topup. Maksima RM200 sahaja untuk ahli Smart Digital Community dan RM1500 untuk Smart Digital Entrepreneur.
- 9.4. Klik pada butang 'Top Up'
- 9.5. Pilih cara pembayaran samada eM-ONEi atau Master / Visa atau **FPX-Online Banking**
- 9.6. Klik butang 'Proceed to pay' (BIRU)

9.7. Jika anda memilih FPX, sila klik pada ' Select Bank' dan pilih bank anda.

9.8. Klik pada butang 'Proceed to Payment' (KUNING)

9.9. Ikuti arahan seterusnya dari pihak bank anda sehingga selesai

9.10. Klik pada butang 'Return to FPX'

9.11. Wallet anda telah berjaya di topup

9.12. Sila semak pada butang History sebelah bawah. Ada transaksi topup tersebut di situ.

Question 9: How do I top up my OneCENT wallet?

Answer :

9.1. Login to OneCENT apps and click the WALLET button.

9.2. Click on the (+) Plus button (plus sign)

9.3. Enter the amount to top up. Maximum RM200 only for Smart Digital Community (SDC) members and RM1500 for Smart Digital Entrepreneur (SDE).

9.4. Click on the 'Top Up' button

9.5. Choose payment method either eM-ONEi or Master / Visa or FPX-Online Banking

9.6. Click the 'Proceed to pay' button (blue)

9.7. If you select FPX, please click on 'Select Bank' and select your bank.

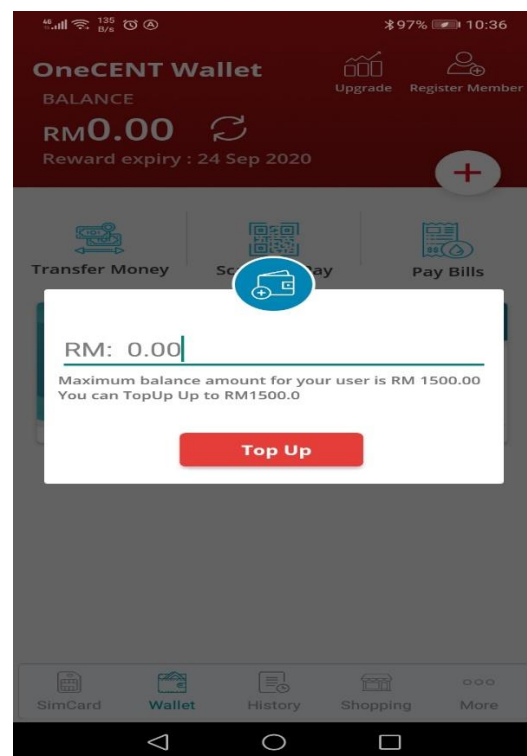
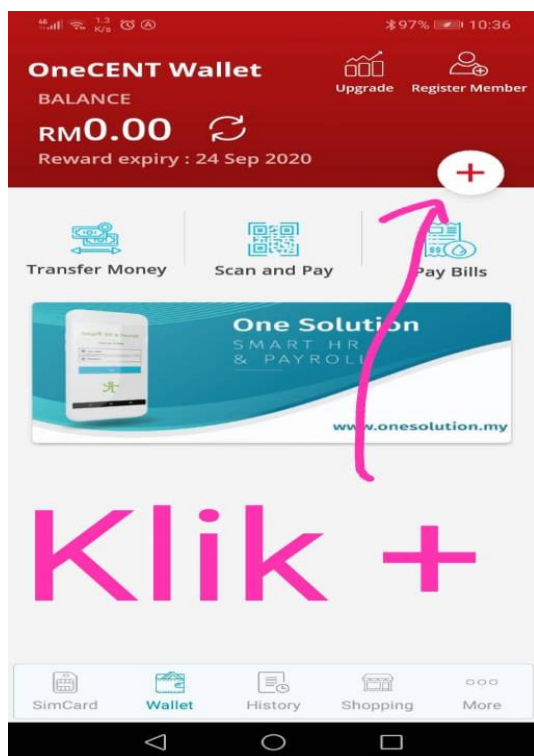
9.8. Click on the 'Proceed to Payment' button (YELLOW)

9.9. Follow the next instructions from your bank until done

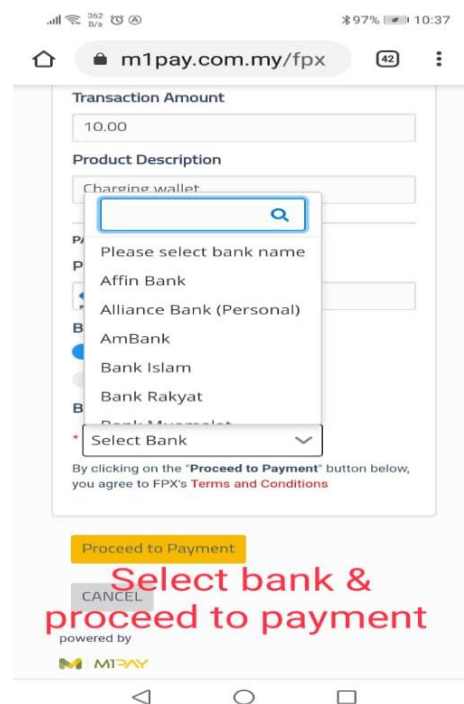
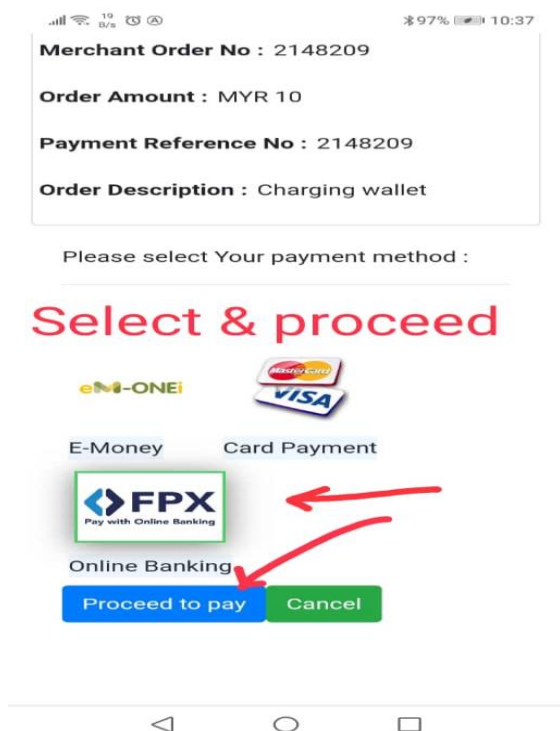
9.10. Click on the 'Return to FPX' button

9.11. Your wallet has been successfully topped up

9.12. Please check the History button below. There is such a topup transaction there.



Selanjutnya , masukkan jumlah dan klik TOP UP



Soalan 10 : Bagaimana saya nak pindahkan wang di dalam Wallet OneCENT saya kepada ahli lain ?

Jawapan :

- 10.1. Aktifkan apps OneCENT dan klik butang WALLET .
- 10.2. Klik pada butang 'Transfer Money'
- 10.3. Masukkan Wallet Name penerima atau anda boleh klik pada gambar QR CODE. Sila scan QRCODE penerima anda. Penerima wang anda hendaklah memasukkan jumlah wang yang bakal diterima.
- 10.4. Pilih ' Send Money'
- 10.5. Masukkan jumlah wang - minima adalah RM1.00
- 10.6. Masukan sebarang nota atau catitan pada 'note'
- 10.7. Klik pada butang 'SEND MONEY'
- 10.12. Klik "Confirm" dan Masukkan Pin Code anda
- 10.13. Wang anda telah berjaya dipindahkan - satu skrin transaksi akan dipaparkan.

Question 10: How do I transfer money in my OneCENT Wallet to other members?

Answer :

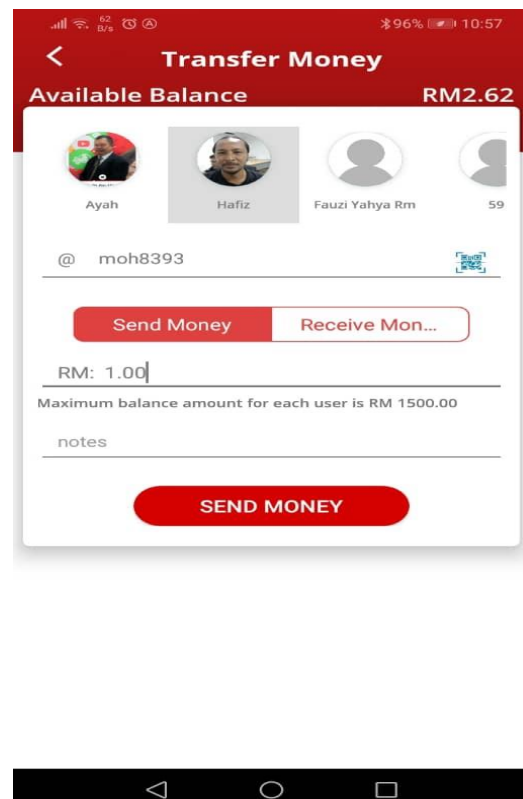
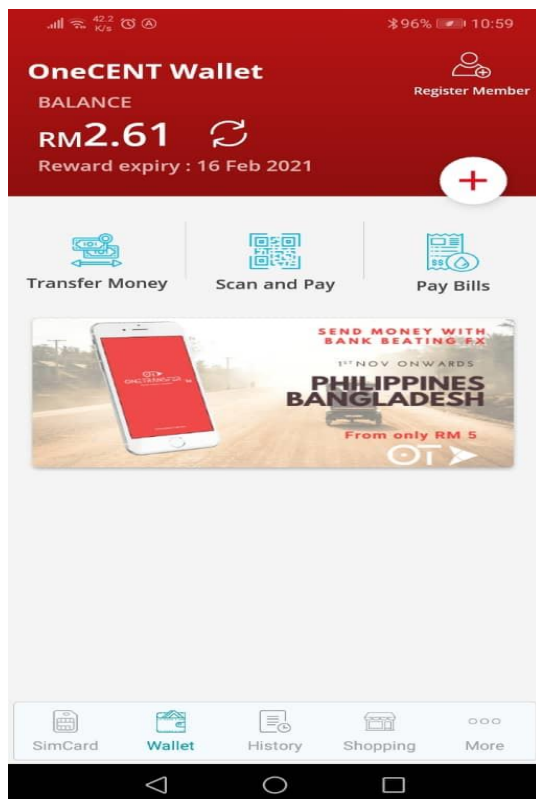
- 10.1. Login to OneCENT apps and click the WALLET button.
- 10.2. Click on the 'Transfer Money' button
- 10.3. Enter the recipient's Wallet Name or you can click on the QR CODE picture.

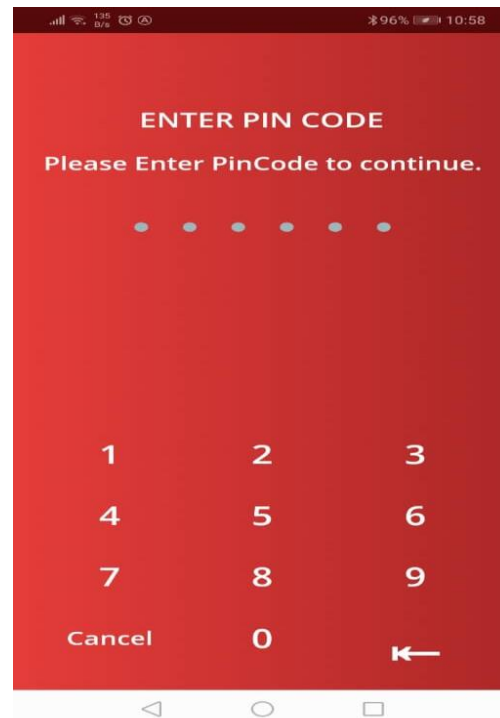
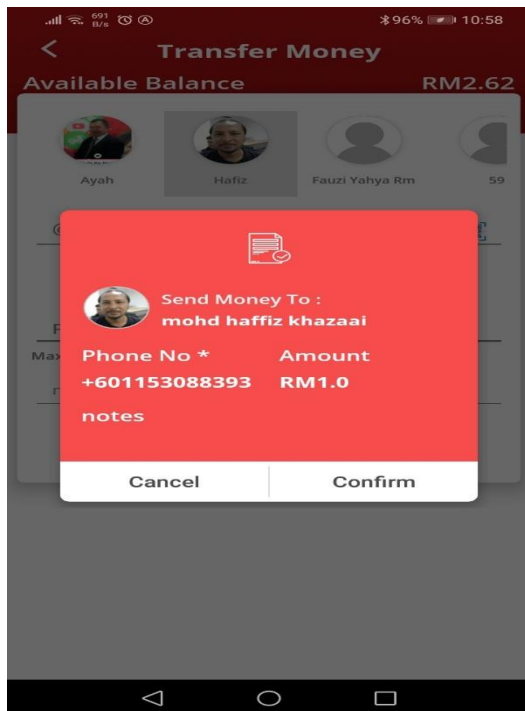
Please scan your recipient's QRCODE. Your recipient must enter the amount of money to be received.
- 10.4. Select 'Send Money'
- 10.5. Enter the amount of money - the minimum is RM1.00
- 10.6. Insert any note or note in the 'note'

10.7. Click on the 'SEND MONEY' button

10.12. Click "Confirm" and Enter your PIN Code

10.13. Your money has been successfully transferred - a transaction screen will be displayed.





Soalan 11 : Bagaimana sebagai Introducer untuk melakukan Placement Confirmation' ?

Jawapan : (Rujuk Juga Soalan/Jawapan No 4)

11.1. Login di web onecent.my, masukkan Username dan password anda (Username dan password anda adalah sama dengan username dan password Apps OneCENT anda)

11.2. Klik pada butang 'Direct Introduce'.

11.3. Klik pada kotak 'Set Placement'

11.4. Placement Tree anda akan dipaparkan.

11.5. Sila pilih tempat yang sesuai untuk ahli tersebut untuk diPlacementkan.

11.6. Anda boleh lihat heraki seterusnya di bawah anda dengan klik pada Lot2 di bawah.

11.7. Anda juga diberi pilihan untuk memilih sebelah kiri atau kanan.

11.12. Placement ini adalah secara manual.

11.13. Pilih tempat Placement dengan klik pada butang 'Place Here'.

11.10. Maklumat placement anda akan dipaparkan dan sila tekan butang 'Confirm This Placement' atau klik butang back untuk melakukan pembetulan.

11.11. Ulangi langkah ini jika ada lagi ahli baru perlu 'Placement Confirmation.

11.12. Jika anda ada banyak lot untuk dibuat 'Placement Confirmation', sila buat mengikut turutan siapa yang Login to dahulu.

Question 11: How do I as an Introducer to do Placement

Confirmation '?'

Answer: (See also Question / Answer No. 4)

11.1. Login on the web

ONECENT<https://d.docs.live.net/3e07b2c23ca18a19/Desktop/FAQ/www.onecent.my>, enter your Username and password (Your Username and password are the same as your Apps and OneCENT Apps username and password)

11.2. Click on the 'Direct Introduce' button.

11.3. Click on the 'Set Placement' box

11.4. Your Placement Tree will be displayed.

11.5. Please select a suitable place for the member to be Placed.

11.6. You can see the next heraki below you by clicking on Lot2 below.

11.7. You are also given the option to choose left or right.

11.12. This placement is manual.

11.13. Select the Placement place by clicking on the 'Place Here' button.

11.10. Your placement information will be displayed and please press the 'Confirm This Placement' button or click the back button to make corrections.

11.11. Repeat this step if any new members need 'Placement Confirmation.

11.12. If you have a lot of lots to make a 'Placement Confirmation', please do in the order of who Login tod first.

Soalan 12 : Bila saya perlu daftar sim kad ke akaun OneCENT saya?

Jawapan :

Ahli baru yang mendaftar sebagai SDC atau SDE perlu mendapatkan Sim Kad dan perlu daftar ke dalam Apps OneCENT dalam tempoh 30 hari dari tarikh pendaftaran. Butang untuk mendaftar Sim Kad ini boleh dilihat di page MORE, di bawah butang SIM OPERATION .

Jika dalam tempoh tersebut ahli baru gagal untuk daftarkan sim kad, maka akaun tersebut akan terbatal dengan sendirinya. Sim Kad ini boleh dibeli dengan harga RM10.00 sekeping dari HQ OneCENT atau dari mana-mana agensi yang tersenarai di dalam web www.onecent.my

Question 12: When do I need to register a sim card to my

OneCENT account?

Answer :

New members who register as SDC or SDE must obtain a Sim Card and must register into the OneCENT Apps within 30 days from the date of registration.

The button for registration this Sim Card can be seen on the MORE page, under the SIM OPERATION button.

If during that period the new member fails to register the sim card, then the account will be automatically canceled.

This Sim Card can be purchased for RM10.00 a piece from OneCENT HQ or from any agency listed on the web www.onecent.my

Soalan 13 : Bagaimana hendak membuat pendaftaran sim kad OneCALL ?

Jawapan :

13.1. Download aplikasi dari Google Play untuk Android atau Play store untuk iphone

13.2. Cari (search) aplikasi **ONECALL DEALER**

13.3. Klik pada icon ONECALL DEALER dan install

13.4. Sila dapatkan sim kad untuk ahli OneCENT yang ada sticker kuning di atas sebelah kanan sim kad.

13.5. Login aplikasi **ONECALL DEALER**

Masukkan : Email = mailbox@onecent.my, password=123456

Question 13: How to register a OneCALL sim card?

Answer :

13.1. Download the app from Google Play for Android or Play store for iphone

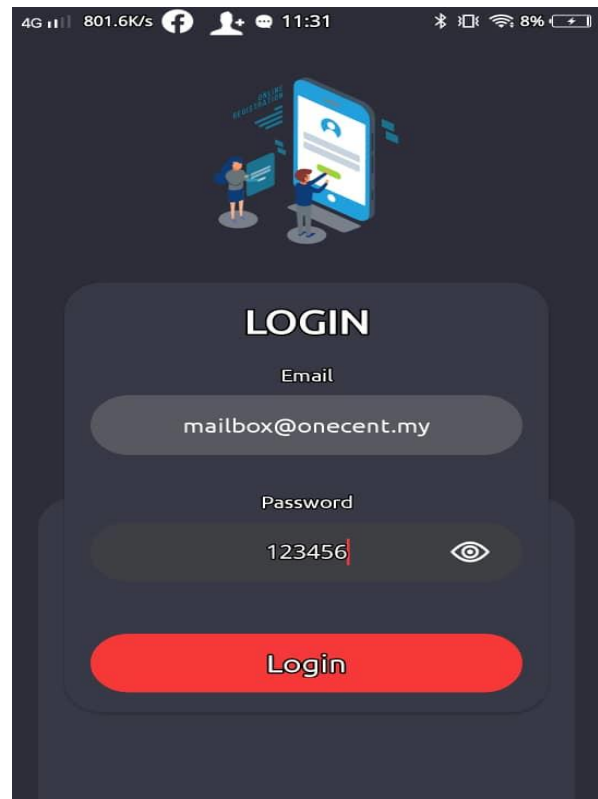
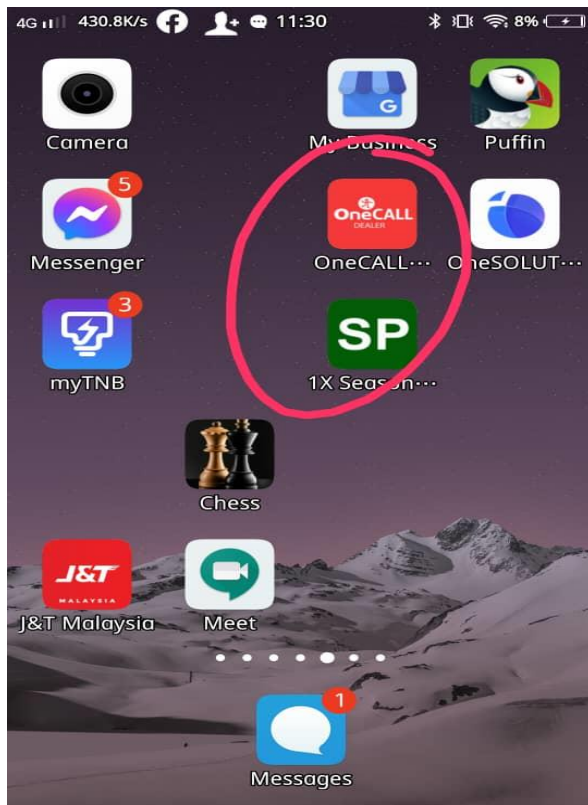
13.2. Search the ONECALL DEALER application

13.3. Click on the ONECALL DEALER icon and install

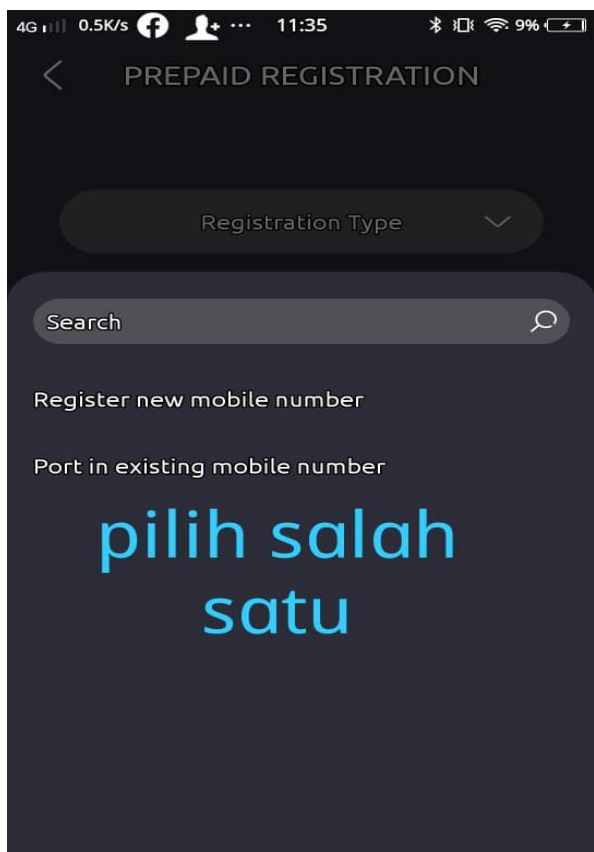
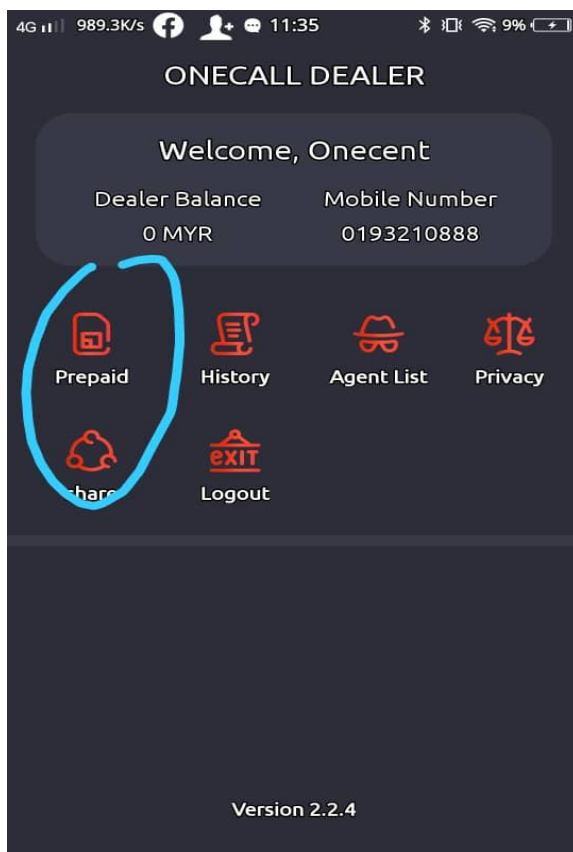
13.4. Please obtain a sim card for OneCENT members with a yellow sticker on the top right of the sim card.

13.5. Login ONECALL DEALER application

Enter: Email = mailbox@onecent.my, password = 123456



ONECALL DEALER APPS



13.6. Klik butang Login (Merah)

13.7. Klik pada butang 'Prepaid'

13.12. Pada ruangan 'Registration Type' pilih 'register new mobile number'

Atau

13.13. Pilih "Port in Existing mobile number" sekiranya anda ingin mengekalkan no lama anda, dan

-Masukkan nama telco anda pada ruangan " Previous Telco"..klik utk pilih.

-Masukkan no telefon anda yang hendak dikekalkan (pastikan ianya sama dengan nama anda.

- Klik/tanda pada bulatan 'I have read and accept privacy'

> jika **tidak mahu** kekalkan no lama , sila abaikan perkara 13.13 di atas.

13.14. Seterusnya : 'Scan Passport' atau 'Scan ID Card(MY)'.

13.15. Pilih 'Scan ID Card (MY)' untuk Malaysia , atau Passport untuk selain dari Malaysia (Hanya IC dan Passport sahaja yang diterima)

13.16. Scan muka depan IC ahli baru. Pastikan gambar IC penuh dalam kotak yang disediakan dan klik 2 kali pada bulatan di bawah.

13.17. Semak semua butiran yang dipaparkan dan kemaskini mana-mana yang perlu. Ubah bin/ binti letakkan di ruangan 'Last name'. Jangan lupa masukkan email ahli baru.

- Pastikan tiada tanda seperti berikut /, # , () semasa mengisi maklumat

- jika dapat meneruskan pendaftaran sila semak maklumat agar betul)

13.18. Klik pada butang 'confirm'

13.19. Klik pada icon kamera - scan pada no siri sim kad ahli baru.

13.20. Klik pada butang 'submit' dan PASTIKAN sehinga **keluar "DONE REGISTRATION SUCESSFUL"**

13.6. Click the Login button (Red)

13.7. Click on the 'Prepaid' button

13.12. In the 'Registration Type' column select 'register new mobile number'

Or

13.13. Select "Port in Existing mobile number" if you want to keep your previous number, and

-Enter your telco name in the "Previous Telco" column .. click to select.

-Enter your phone number to be retained (make sure it is the same as your name.

- Click / mark on the circle 'I have read and accept privacy' > if you do not want to keep the previous number, please ignore item 13.13 above.

13.14. Next: 'Scan Passport' or 'Scan ID Card (MY)'.

13.15. Select 'Scan ID Card (MY)' for Malaysia, or Passport for other than Malaysia (Only IC and Passport accepted)

13.16. Scan the front page of a new member IC. Make sure the full IC picture is in the box provided and double-click on the circle below.

13.17. Check all the details displayed and update any necessary. Change bin / binti put in the 'Last name' column. Don't forget to enter a new member email.

- Make sure there is no character as follows : /, #, () when filling in the information
- if you fail to continue registration please check the information , please correct it

13.18. Click on the 'confirm' button

13.19. Click on the camera icon - scan on the new member sim card serial number.

13.20. Click on the 'submit' button and MAKE SURE to exit

"DONE REGISTRATION SUCESSFUL"



13.21. Sim kad tersebut hendaklah di aktifkan dengan membuat panggilan pertama iaitu dengan dial *133# (call is free) dan akan menerima SMS balas dari Server. selepas simkad telah aktif ianya boleh digunakan.

13.22 : Sim Kad anda tidak mempunyai sebarang kredit , untuk membuat panggilan sila beli pakej plan ,samada RM10, RM28 ,

RM48 (unlimited) atau RM1.. Walaubagai manapun simkad ini diberi 300mb data percuma dan sim ini kekal aktif selama 30hari walaupun tidak di reload.

*13.21. The SIM card must be activate by making the first call with dial *133# (free call) and will receive a reply SMS from the Server. after the SIM card is active it can be used.*

13.22: Your Sim Card does not have any credit, to make a call please buy a plan package, either RM10, RM28, RM48 (unlimited) or RM1 .. However, this sim card is given 300mb of free data and this sim remains active for 30 days even if not reloaded .

Soalan 14 : Selepas saya membuat pendaftaran sim kad, apa yang perlu dilakukan selanjutnya?

Jawapan :

Dalam 7 hari perlu Menambah nilai topup /membeli Pakej Plan , menerusi aplikasi onecent dengan memilih Pelan Subsrcption dari dari nilai RM10, RM28 dan RM48 untuk 30 hari.

Apabila sim kad ini didaftarkan di akaun OneCENT, dan apabila anda login dalam app, maka anda akan menerima sms nombor OTP ke no hp anda tersebut, ini bermaksud simkad anda telah diaktifkan dalam aplikasi OneCENT.

Question 14: After I register the sim card, what do I need to do next?

Answer :

In 7 days need to Add topup value / buy Plan Package, through onecent application by choosing Subscription Plan from RM10, RM28 and RM48 for 30 days.

When this sim card is registered in the OneCENT account, and when you login in the app, then you will receive an sms OTP number to your mobile number, this means your simcard has been Login tod in the OneCENT application.

Soalan 15 : Apa berlaku jika tidak tidak topup dalam 7 hari?

Jawapan :

jika tidak dilakukan tambah nilai dalam tempoh 7 hari maka sim kad ini tidak lagi boleh ditambah nilai atau belian pakej plan menerusi aplikasi Onecen,

akan tetapi tambahan nilai hanya boleh dilakukan secara kaedah USSD seperti berikut:-

i. tambahkan nilai dalam voice credit - dengan cara belian menerusi walet (pay bill) VAS onecent. Cari Prepaid , pilih Icon TUNE TALK dan buat Belian topup Tune Talk.

ii. setelah ada nilai dalam Voice Credit ,

Dial *111# ,

select No 3, for data plan,

Select no 3, for Monthly ,

select no 1 for M1@ RM10 data

Selepas itu barulah pembelian Pakej Plan menerusi aplikasi OneCENT boleh berfungsi semula

Question 15: What happens if not topup in 7 days?

Answer :

if not topped up within 7 days then this sim card can no longer be topped up or purchased plan package through the Onecent application, but reload can only be done by USSD method as follows: -

i. add value (topup) in voice credit -by buying through Onecent apps (pay bill section or VAS. Click button Prepaid and find TUNE TALK Icom, Purchase topup for Tune Talk.

ii. once there is a value in Voice Credit,
Dial *111#,
select No 3, for data plan,
Select no 3, for Monthly,
select no 1 for M1 @ RM10 data
Only then can the purchase of the Plan Package through the OneCENT application work again

Soalan 16 : Selepas sim kad saya aktif, berapa lama sim kad tersebut akan tamat tempoh (Expired) jika tidak melakukan sebarang langganan pelan atau menambah Voice Credit?

Jawapan :

Jika masih lagi tiada tambahan nilai dibuat ,dalam tempoh 45 hari atau sebarang langganan pelan atau menambah Voice Credit, Selepas tempoh tersebut simkad anda tidak boleh digunakan lagi dan ianya akan tamat (EXPIRED).

Question 16: After my sim card is active, how long will the sim card will expire if I do not make any plan subscription or add Voice Credit?

Answer :

If no reload/additional value is made, no purchase of plan subscription or topup Voice Credit, within 45 days After that period , your SIM card can no longer be used and it will expire (EXPIRED).

Soalan 17: Apa itu Voice Credit dan bagaimana untuk topup Voice Credit

Jawapan :

Voice Credit adalah wang/kredit yang digunakan untuk membuat panggilan tempatan (local call) , membuat SMS , panggilan Antarabangsa dan panggilan ke rangkaian lain (jika bukan plan unlimited yang anda beli).

Kadar panggilannya tidak sama di antara sesebuah negara.

Voice Credit juga untuk SMS /MMS, dan untuk panggilan ke talian tetap .

Sila rujuk di www.tunetalk.com untuk kadar panggilan luar

Cara untuk menambah Voice Credit adalah seperti berikut :

1. Aktifkan apps OneCENT dan klik butang WALLET.
 - 1.1 Klik butang 'Pay Bills' atau 'Membayar Bil', pilih (sentuh) 'Prepays' pada menu yang paling kanan.
 - 1.2 Pilih (sentuh) icon "Tune Talk"
2. Pilih jumlah nilai dari kotak-kotak yang terdapat di atas butang 'PAY' atau 'Top Up'
3. Klik pada butang 'PAY' atau 'Top Up'
4. Masukkan Pin Code anda
5. Nilai Topup anda akan ditolak dari Wallet anda
6. Voice Credit anda telah berjaya di topup
7. Sila semak pada butang History sebelah bawah. Ada transaksi tersebut di situ. Klik pada jumlah amaun bayaran untuk melihat resit dan detail bayaran tersebut.

Question 17: What is Voice Credit and how to top up Voice

Credit

Answer :

Voice Credit is the money / credit used to make local calls, SMS, International Call, or any call other network.

Call rates are not the same between countries.

Voice Credit is also for SMS/MMS, and for local calls. Please refer to www.tunetalk.com for the call rate.

How to add a Voice Credit is as follows:

1. Login to OneCENT apps and click the WALLET button.
 - 1.1 Click 'Pay Bills' button, select (touch) 'Prepays' in the top right menu.
 - 1.2 Select (touch) the "Tune Talk" icon
2. Select the value from the boxes above the 'PAY' or 'Top Up' button
3. Click on the 'PAY' or 'Top Up' button
4. Enter your wallet PIN Code
5. Your Topup value will be deducted from your Wallet
6. Your Voice Credit has been successfully reloaded
7. Please check the History button below. There is such a transaction there. Click on the payment amount if find receipt and payment details.

Soalan 18 : Bagaimana melanggan Pelan OneCALL/onecent ?

Jawapan :

- 18.1. Aktifkan apps OneCENT dan klik butang/page **SIM KAD**
- 18.2. Klik pada butang "PLAN LIST" sebelah kanan atas.
- 18.3. Klik pada pelan yang dikehendaki dan klik pada butang '**Subscribe**' untuk ahli yang menggunakan Android atau 'Buy' untuk ahli yng menggunakan iOS.
- 18.4. Berhati-hati memilih pakej yang dikehendaki kerana ada yang harganya sama tetapi berbeza samada **Monthly atau weekly atau daily**

18.5. Masukkan Pin Code WALET anda

18.6. Anda telah berjaya melanggan pelan tersebut - satu skrin transaksi akan dipaparkan.

Question 18: How to subscribe to OneCALL / onecent Plan?

Answer :

18.1. Login to OneCENT apps and click the SIM CARD page

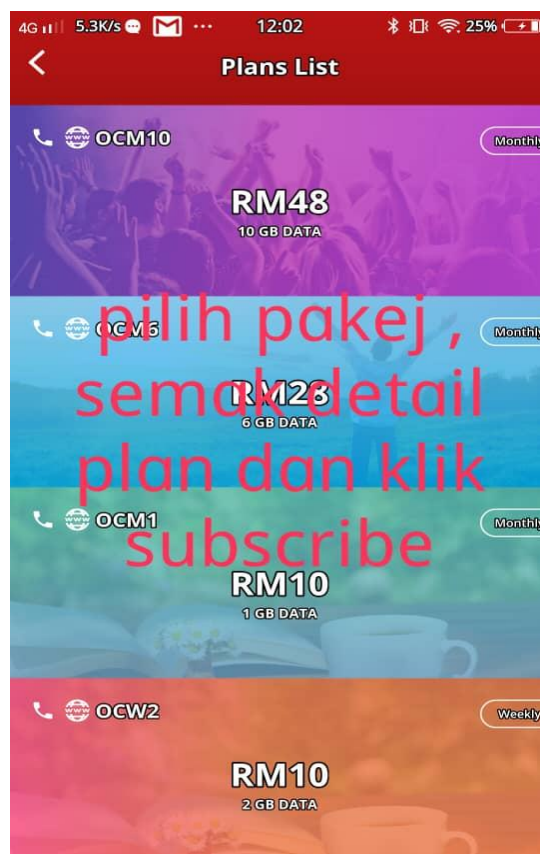
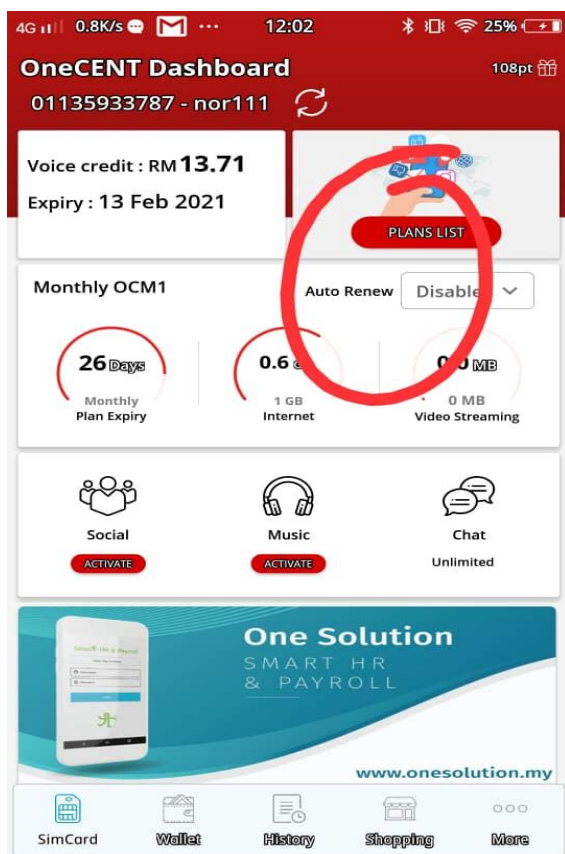
18.2. Click on the "PLAN LIST" button at the top right.

18.3. Click on the desired plan and click on the 'Subscribe' button for members using Android or 'Buy' for members using iOS.

18.4. Carefully choose the desired package because some are the same price but different whether Monthly or weekly or daily

18.5. Enter your WALET PIN Code

18.6. You have successfully subscribed to the plan - a transaction screen will appear.



PLAN SUBSCRIPTION - ONECALL

CODE	PRICE & DURATION	HIGH SPEED DATA	VIDEO STREAMING	BASIC DATA	CALL	CHAT	SOCIAL	MUSIC
OCM10	RM48 30 DAYS	10 GB	60 GB	10 GB	Unlimited to all Telco	Unlimited	Unlimited	Unlimited
OCM6	RM28 30 DAYS	6 GB	15 GB	10 GB	Unlimited to Tune Talk	Unlimited	Unlimited	-
OCM1	RM10 30 DAYS	1 GB	-	10 GB	Unlimited to Tune Talk	Unlimited	-	-
OCW2	RM10 7 DAYS	2 GB	-	10 GB	Unlimited to Tune Talk	-	-	-
OCD300	RM1 1 DAY	300 MB	-	10 GB	Unlimited to Tune Talk	-	-	-
OCB10	BOOSTER RM10	10 GB	-	-	-	-	-	-
OCCHAT	BOOSTER - RM1 1 DAY	-	-	-	Unlimited	-	-	-
OCSOCIAL	BOOSTER - RM1 1 DAY	-	-	-	-	-	Unlimited	-
OCMUSIC	BOOSTER - RM1 1 DAY	-	-	-	-	-	-	Unlimited



Soalan 19 : Apa yang berlaku jika saya melakukan langganan pelan bukan melalui apps OneCENT?

Jawapan :

Sila langgan pelan langganan melalui apps Onecent sahaja. Jika langganan dibuat bukan menggunakan apps Onecent (seperti menggunakan USSD atau beli dari 7eleven) anda dikira tidak melakukan pelan langganan pada Onecent dan anda dikira tidak aktif dan tidak akan mendapat sebarang reward. Semua upline anda juga tidak akan mendapat reward hasil langganan anda jika anda melakukan langganan bukan melalui apps OneCENT.

Question 19: What happens if I subscribe to a plan not through OneCENT apps?

Answer :

Please subscribe to the subscription plan through Onecent apps only. If the subscription is made not using Onecent apps (such as using USSD or buying from 7eleven) you are considered not to have a subscription plan on Onecent and you are considered inactive and will not get any reward. All your uplines will also not get a reward for your subscription if you make a subscription not through the OneCENT apps.

Soalan 20: Apa yang berlaku jika pelan langganan saya telah expired ?

Jawapan :

Sila langgan pelan langganan ONECALL sebarang pakej untuk memastikan anda menerima ganjaran di ditawarkan. Pelan yang tidak aktif (expired) tidak akan menerima sebarang ganjaran. Walaubagaimana pun untuk 30 hari pertama selepas pendaftaran tanpa Sim kad, anda dikira sebagai aktif dan masih dapat ganjaran.

Question 20: What happens if my subscription plan has expired?

Answer :

Please subscribe to the ONECALL subscription plan for any package to ensure you receive the rewards offered.

Inactive plans (expired) will not receive any rewards.

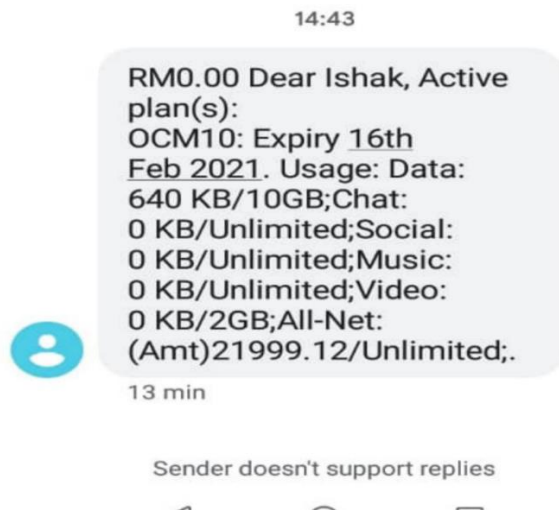
However, for the first 30 days after registration without an active SIM card, you are considered active and still get a reward.

Soalan 21 : Bagaimana saya hendak menyemak status sim kad saya, dari segi penggunaan data dll?

Jawapan :

Hantar SMS ke no 2222 dengan menaip isi SMS 'STATUS'. Anda akan menerima SMS balas mengenai status , sim kad anda termasuk mengenai data, tarikh tamat ,pelan langganan sim kad anda.

Contoh balasan dari Server:

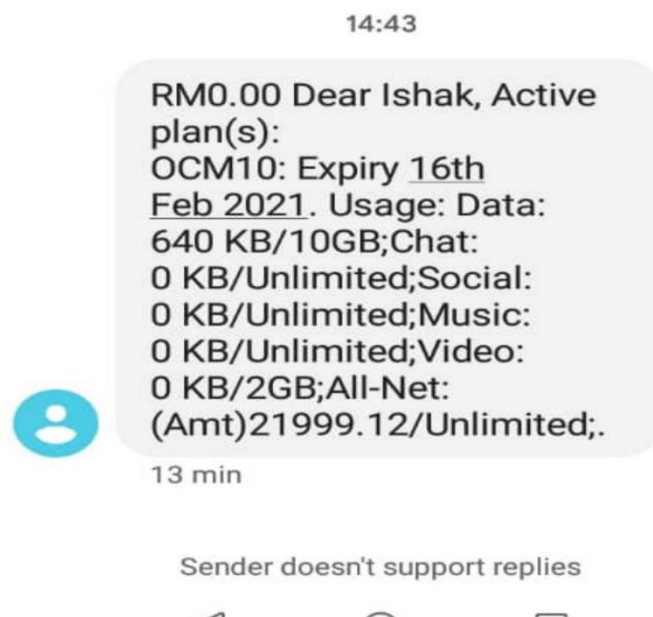


Question 21: How do I check my sim card status, in terms of data usage etc.?

Answer :

Send SMS to no 2222 by typing the contents of the 'STATUS' SMS. You will receive a reply SMS regarding the status, your sim card including about data, expiration date, your sim card subscription plan.

SERVER WILL REPLY LIKE THIS :



Soalan 22 : Bagaimana saya hendak menyemak info mengenai sim kad saya?

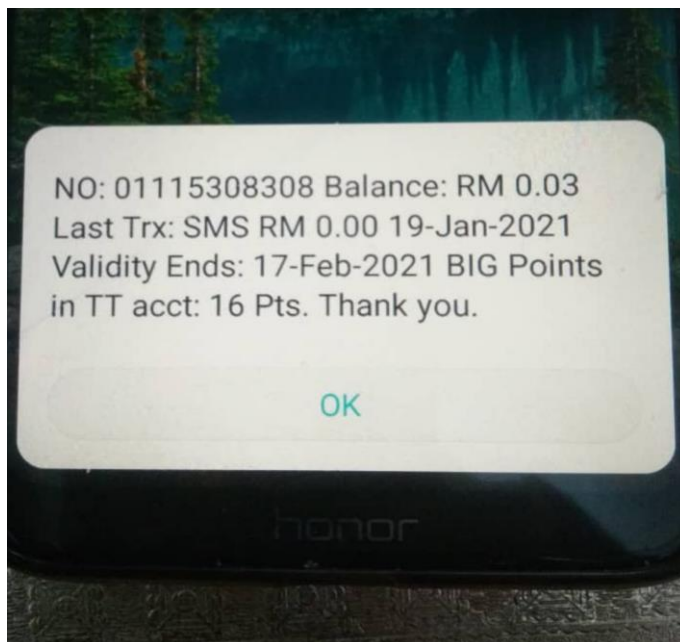
Jawapan :

Dail *133# dan klik CALL/SEND. Popup Balas sampai ke HP anda dan menjelaskan status sim kad anda termasuk tarikh tamat langganan anda.

Question 22: How do I check the info on my sim card?

*Answer : Dial *133# and click CALL / SEND. Popup reply reaches your mobile phone and explains the status of your sim card including the expiration date of your subscription.*

Like this:



Soalan 23: Bagaimana cara -cara nak daftar Sim kad Bagi Seorang Ahli

Jawapan :

Pendaftaran boleh dilakukan sendiri oleh tersebut dan dibuat menerusi aplikasi OneCent

>Login app ONECENT

>Klik Page More

- >Klik butang "Sim Operation"
- >pilih "Reg with Sim Card"
- >klik "NEXT"
- >Scan Sim Pack anda, klik pada icon kamera
- > Scan IC atau Passport
- >Submit dan ikuti arahan selanjutnya sehingga berjaya

Question 23: How to register a Sim card for a new member

Answer :

Registration can be done through the OneCent apps by the member them self:

- > Login app ONECENT
- > Click Page More
- > Click the "Sim Operation" button
- > select "Reg with Sim Card"
- > click "NEXT"
- > Scan your Sim Pack, click on the camera icon
- > scan IC /Passport
- > Submit and follow instruction untill successful registration

Soalan 24: di mana boleh saya beli simkad onecall/onecent

Sim Kad boleh dibeli dari ahli (introducer anda) atau agensi yang dilantik dengan harga RM10 sekeping

Question 24: where can I buy an onecall / onecent sim card

Sim Cards can be purchased from a member (your introducer) or an appointed agency for RM10 a piece

Soalan 25: bagaimana cara nak kekal no lama (Port In?)

Cara mengekal Nombor Lama atau "Port in" boleh dilakukan menerusi aplikasi onecall Dealer (Onecall Dealer App). Mengekal no lama juga di kenali sebagai Mobility Number Portability (singkatannya MNP)

Caranya:

Boleh dibuat semasa mendaftar Sim Kad OneCall

1. Download aplikasi onecall Dealer
2. Login dan masukkan mailbox@onecent.my
 1. Password: 123456
 2. Klik "prepaid" , Klik "Register New Number"
 3. Klik Registration type choose '**port in existing mobile number**'
 4. Tick agree terms & conditions
 5. Masukkan nama telco lama "Previous Telco" Choose previous telco type such as celcom, maxis, digi etc.
 6. Masukkan nombor Telefon anda , Fill in the previous mobile number that would like to port in.
 7. Scan Id card or Passport.
 8. Masukkan maklumat anda . Fill in personal details (make sure no Special Characters)
 9. Submit
 10. Scan Sim Pack (Scan Bar Code) Scan new sim serial pack of onecall number.
 11. Submit.
 12. Port In (MNP) akan mengambil sedikit masa tertakluk kepada telco lama anda. Port in submission will be take sometime
 13. Anda akan menerima SMS dari Telco lama, jawab YES/Y untuk meneruskan MNP.

Nota:

Setelah anda membuat Port In (MNP) , anda akan menerima SMS balas dari Telco lama anda. Sila Balas mesej yang anda terima dalam masa yang ditetapkan.

Selepas itu, tunggu sehingga simkad lama anda tidak lagi boleh membuat panggilan keluar (atau telah ditamatkan) . Ini bermakna talian anda telah bertukar kepada onecall...keluarkan

sim kad lama anda dan masukkan sim kad onecall.

Cuba buat panggilan keluar atau dial *133#...sekiranya anda berjaya menerima SMS balas dari server Tune Talk, ini bermakna MNP /Port in telah Berjaya sepenuhnya.

Langkah selanjut:

Untuk Update no MNP anda dalam aplikasi Onecent, caranya:

1. Login ke app Onecent
2. Klik Page More
3. Pilih Butang Sim Operation
4. Pilih Reg with Login activated Sim Card
5. Masuk no telefon anda yang telah Berjaya di MNP dari telco lama anda
6. Semak no telefon anda itu akan terpapar di Dashboard App Onecent - sebelah username

Jika MNP (Port In) dibuat selepas no hp anda didaftarkan dalam app Onecent, ikuti kaedah ini untuk membuat Port in:

1. Download Aplikasi Tune Talk
2. Login , pastikan simkad anda di dalam HP , Masukkan no tel anda dan "request a loginPIN"
3. Masukkan PIN 4 angka

Question 25: How to keep the Previous Number (Port In)?

To maintain the Previous Number (Previous Number) or "Port in" can be done through the Onecall Dealer App . Maintaining previous numbers is also known as Mobility Number Portablity (MNP)

How ?:

Can be made while registering OneCall Sim Card using Onecall Dealer apps.

- Download the Onecall Dealer application

1. To Login the app:

= Login : enter mailbox@onecent.my

= Password: 123456

2. Click "prepaid", Click "Register New Number"

3. Click Registration type choose 'port in existing mobile number'

4. Tick agree terms & conditions

5. Enter the previous telco name "Pervious Telco" Choose previous telco name such as celcom, maxis, digi etc.

6. Enter your Phone number, Fill in the previous mobile number that would like to port in.

7. Scan Id card or Passport.

8. Enter your information. Fill in personal details (make sure no Special Characters)

9. Submit

10. Scan Sim Pack (Scan Bar Code) Scan new sim serial pack of Onecall number.

11. Submit.

12. Port In (MNP) will take some time depending on your previous telco.

13. You will receive an SMS from the previous Telco, answer YES / Y to continue MNP.

Note:

Once you have created Port In (MNP), you will receive a reply SMS from your previous Telco. Please reply to the message you received within the allotted time.

After that, wait until your previous SIM , cannot make outgoing calls (or has been terminated). This means your line has switched to Onecall... remove your previous sim card and insert and replace the new Onecall sim .

Try making an outgoing call or dial *133# ... if you successfully receive a reply SMS from the Tune Talk server, this means that MNP / Port in has been completely Successful.

Next steps:

To Update your previous number in the Onecent app, here's how:

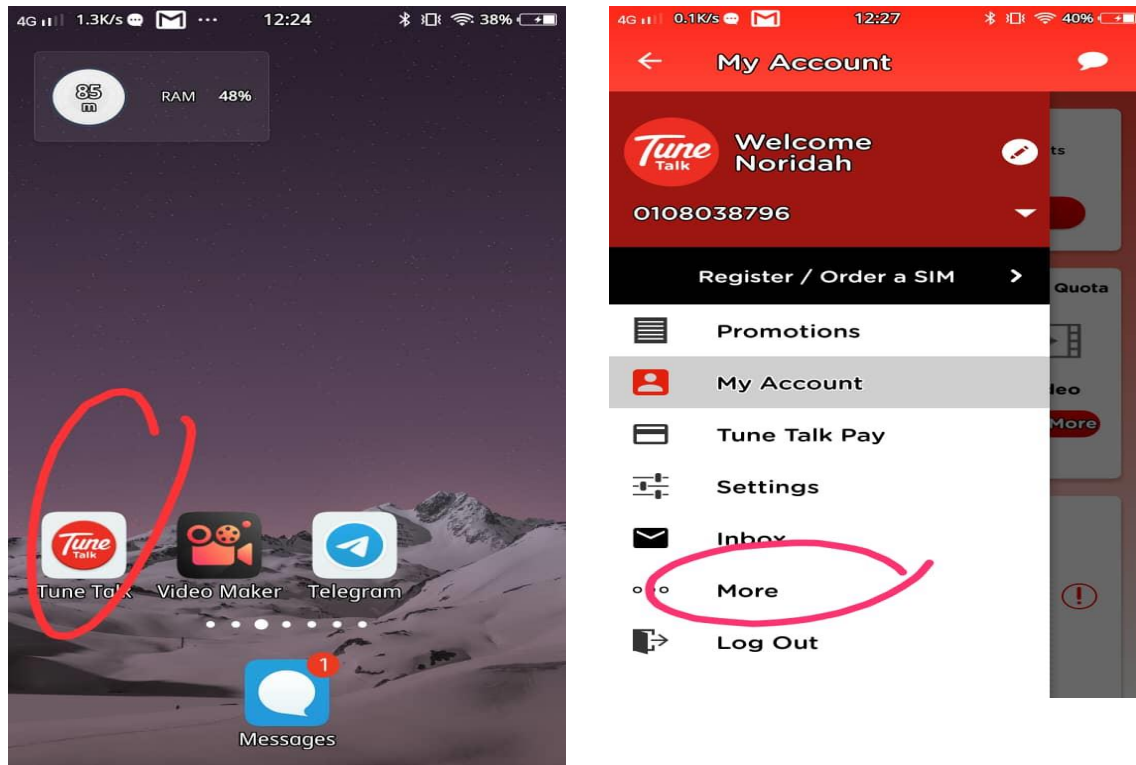
1. Log in to the Onecent app
2. Click Page MORE
3. Select the Sim Operation Button
4. Select "Reg with activated Sim Card"
5. Enter your phone number that has been Successful in MNP from your previous telco
6. Check that your phone number will appear on the Onecent App Dashboard (next to your username)

If MNP (Port In) is created after your mobile number is registered in the Onecent app, follow this method to Port in:

1. Download the Tune Talk Application

2. Login, make sure your SIM card is in your mobile phone, enter your phone number and "request a login PIN"

3. Enter a 4-digit PIN



4. Klik More

5. Klik Swith to Tune Talk

6. Select Current Telco, Klik Add Port In dan masukkan no HP anda

7. Masukkan no HP anda / Number Tune Talk dan Klik CONFIRM

8. IKUTI LANGKAH SELANJUT DALAM APP .

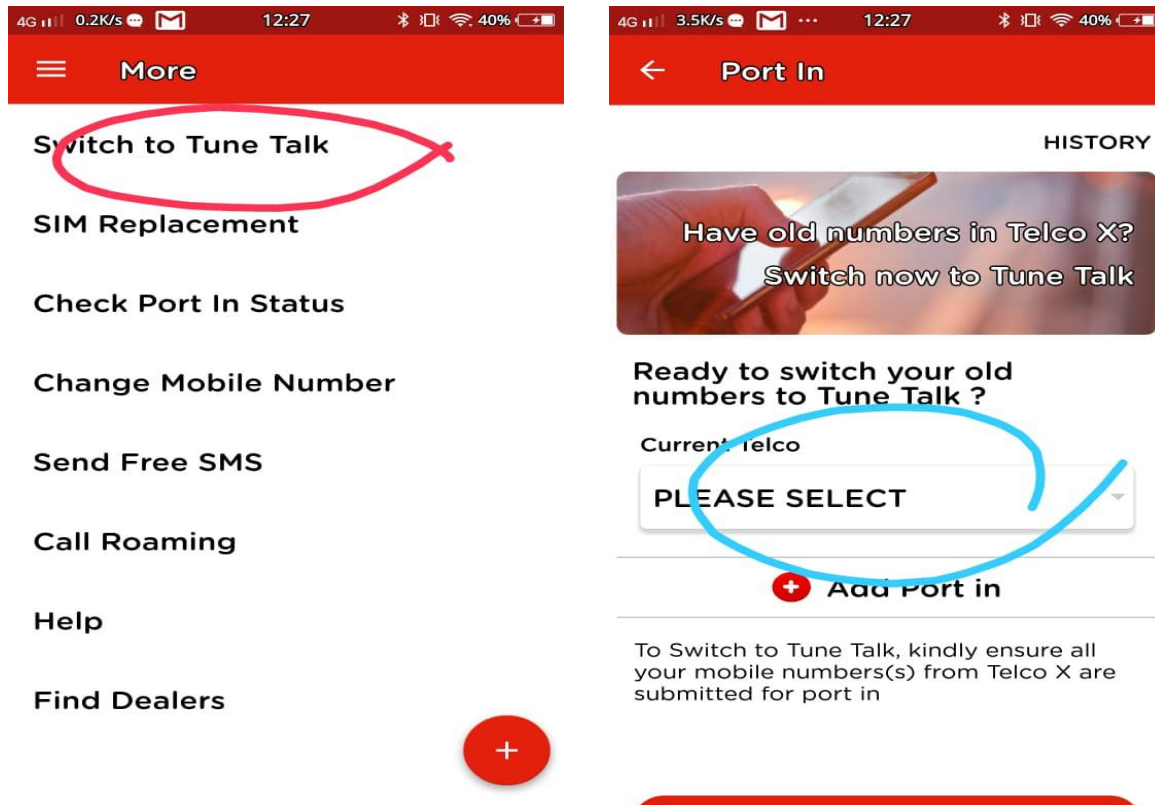
4. Click More

5. Click "Swith to Tune Talk"

6. Select Current Telco, Choose Telco Name, Click Add Port In and enter your previuos mobile number

7. Enter your HP no / Number Tune Talk and Click CONFIRM

8. FOLLOW THE FURTHER STEPS IN THE APP.



9. Anda akan menerima SMS dari Telco lama, jawab YES/Y untuk meneruskan MNP.
10. Setelah anda membuat Port In (MNP) , anda akan menerima SMS balas dari Telco lama anda. Sila Balas mesej yang anda terima dalam masa yang ditetapkan.
11. Selepas itu, tunggu sehingga simkad lama anda tidak lagi boleh membuat panggilan keluar (atau telah ditamatkan) . Ini bermakna talian anda telah bertukar kepada onecall...keluarkan sim kad lama anda dan masukkan sim kad onecall.
12. Cuba buat panggilan keluar atau dial *133#...sekiranya anda berjaya menerima SMS balas dari server Tune Talk, ini bermakna MNP /Port in telah Berjaya sepenuhnya.
13. Sila update no HP ke aplikasi OneCent , dengan cara berikut :-
 - 1) **Menerusi Helpline** : Jika anda pertama kali membuat MNP sila hubungi talian bantuan (Helpline Onecent) **011-3593 6090** untuk bantuan update no hp ke applikasi Onecent

9. You will receive an SMS from the previous Telco, answer YES / Y to continue MNP.

10. Please reply to the message you received within the allotted time.

11. After that, wait until your previous SIM card cannot make outgoing calls (or has been terminated). This means your line has switched to Onecall... remove your previous sim card and insert Onecall sim card.

12. Try making an outgoing call or dial *133# ... if you successfully receive a reply SMS from the Tune Talk server, this means that MNP / Port in has been completely Successful.

13. Please update your HP number to the OneCent application, in the following way: -

1) Through Helpline: If you are making MNP for the first time please call the helpline (Helpline Onecent) 011-3593 6090 for help updating your phone number to the Onecent application

2) **Update Sendiri :**

Atau anda juga boleh update sendiri di applikasi Onecent ,

caranya:

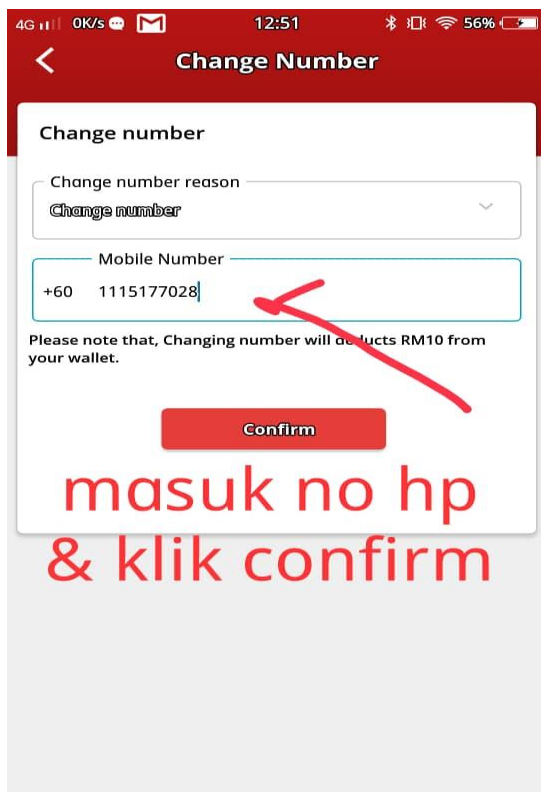
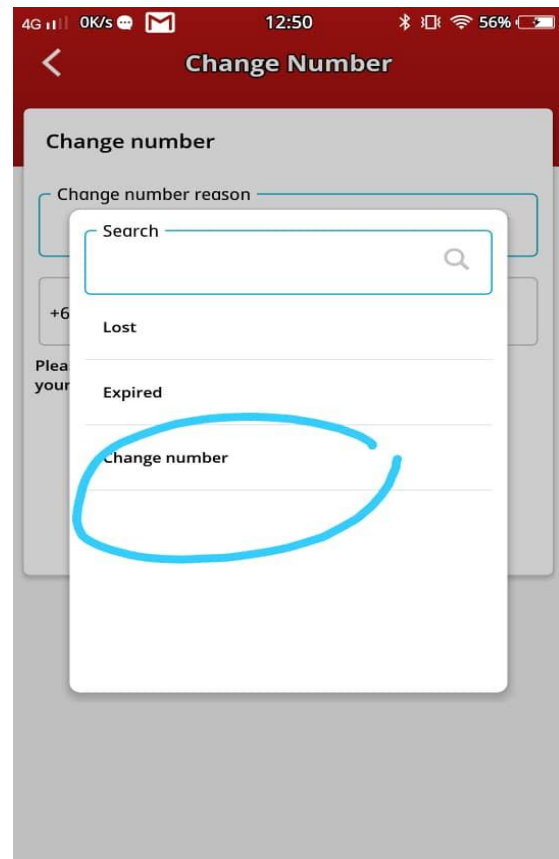
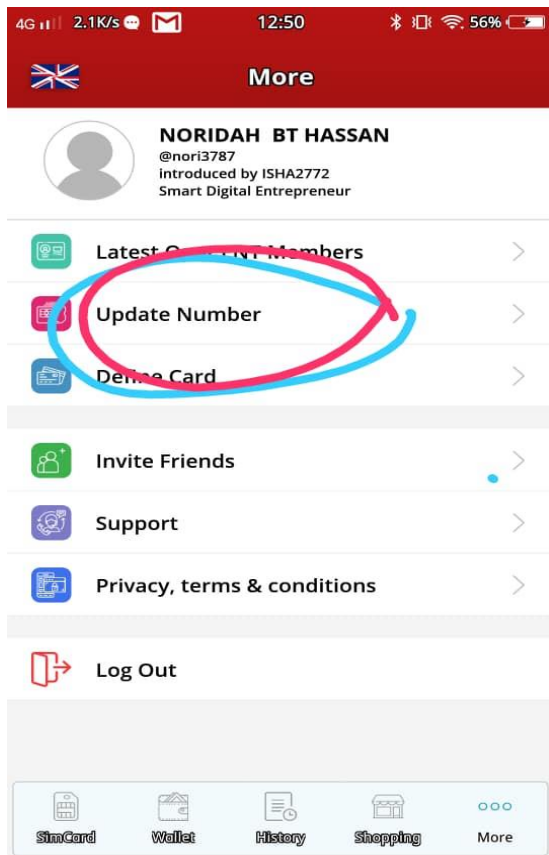
1. Login app Onecent...
2. Klik Page More
3. Klik Update Number
4. Pilih Change Number
5. Taip No hp anda dan **Confirm**
6. Masukkan PIN Walet anda. RM10 akan di tolak dari wallet

7. Balik semula ke Dashboard dan pastikan no HP anda telah bertukar (di dashboard) kepada no baru.

2) **Self Update:**

You can also update by yourself in the Onecent application,
How?;

1. Login app Onecent...
2. Click Page More
3. Click Update Number
4. Select Change Number
5. Type your mobile number and Confirm
6. Enter your wallet PIN code. RM10 will be deducted from the wallet
7. Return to the Dashboard and check , that your mobile number has changed (in the dashboard) to a new number.



Soalan 25 (a): Apakah talian Telco yang tidak boleh Port In ke Onecall/Onecent

1. Semua talian keluarga Tune Talk sahaja tidak boleh buat direct MNP / Port In ke Onecent, tetapi lain-lain talian Telco samada prepaid atau postpaid boleh dilakukan.

Jika post paid pastikan tiada tunggakan bil. Untuk prepaid baki credit minima RM5 dan talian masih aktif bukannya sudah expired.

2. Pastikan Pemilik No HP (Ownership) adalah sama

3. Untuk talian keluarga Tune Talk, Port in boleh dibuat secara in direct, iaitu Port in ke telco lain terlebih dahulu dan selepas itu Port In semula ke Onecent.

Question 25 (a): What is a Telco line that cannot Port In to Onecall / Onecent

- All Tune Talk family lines cannot make direct MNP / Port In to Onecent, but other Telco lines either prepaid or postpaid can be done. If post paid make sure there is no bill arrears. For prepaid the minimum credit balance is RM5 and the line is still active.

- Make sure the Owner No HP (Ownership) is the same

- For the Tune Talk family line, Port in can be made indirectly. Port in first to another telco, and then Port In back to Onecent.

Soalan 26 : apa perlu dilakukan kalau simkad expired

Perlu tukar dengan mendapatkan sim kad yang baru, daftarkan sim itu atas nama anda (menggunakan onecall Dealer App) dan daftarkan (update) semula ke aplikasi onecent. Username dan wallet name tetap tidak berubah.

Caranya:

- > Login aplikasi
- > klik pada page MORE,
- > klik butang 'Update Number'

> klik expired
 > dan isikan no telefon baru di situ
 > dan semak agar nombor baru anda sudah terpapar di aplikasi.
 - jika sudah terpapar , ini bermakna pertukaran sim sudah
 telah selesai.

Question 26: what to do if the SIM card expired;

Need to change by getting a new sim card, register the sim in your name (using the Onecall Dealer App) and re-register to the onecent application. Username and wallet name remain unchanged.

How?:

*>Login the application,
 >click on the MORE page,
 >click the 'Update Number' button >click Expired
 >fill in the new phone number
 >check if your new number is already displayed at dashboard.
 > successful - if the new number appear at dashboard app*

Soalan 26a: Bagaimanapula jikalau simkad rosak ataupun hilang

1. Beli sim kad baru dan gantikan, boleh hubungi talian Khidmat Bantuan untuk urusan seterusnya.

Jika sim kad rosak / hilang dan anda ingin menggunakan no yang hilang itu , sila hubungi talian Helpline Onecent (011-3593 6090). Bersedia dengan :

1. Salinan Kad Pengenalan / Passport
2. Fee Pemprosesan RM10
3. Nyatakn No lama (yang hilang), Walet Name, Dan Username Pengguna
4. Bahagian Khidmat Pelanggan akan menghantar maklumat pengguna ke pihak Tune Talk untuk tindakan pemindahan nombor.
5. Helpline : **011-3593 6090**

Question 26: What if the SIM card is damaged or lost

1. Buy a new sim card and replace, can contact the Help Services line for further arrangements.

If the sim card is damaged / lost and you want to use the missing number, please call the Helpline Onecent line (**011-3593 6090**) for help.

Please Ready:

1. Copy of Identity Card / Passport
2. Processing Fee RM10
3. State the previous No (lost), wallet Name, and User Username
4. The Customer Service Division will send user information to Tune Talk for number transfer actions.
5. Helpline: **011-3593 6090**

Jika anda tidak mahu menggunakan no yang lama/hilang/rosak sim , maka anda boleh buat sendiri :

1. Daftar sim kad baru dengan menggunakan OneCall Dealer App
2. Update di app Onecent - (**lihat soalan & jwpn step update no hp di app**)
 - Login app Onecent
 - Go to page More
 - Klik Update number , pilih change number
 - Masukkan no baru
 - Dan klik Confirm
 - Masukkan Pin Code
 - Dan Confirm
 - Semak, no baru akan terpapar pada dashboard

If you do not want to use the previous / lost / damaged sim number, then you can do it yourself:

1. Register a new sim card using the OneCall Dealer App and activate it

2. Update on the Onecent app - (see questions & answer step update no hp in the app)

- Onecent app login*
- Go to page More*
- Click Update number, select change number*
- Enter a new number*
- And click Confirm*
- Enter Pin Code*
- And Confirm*
- Check, a new number will be displayed on the dashboard*

Soalan 27 : bagaimana cara hendak daftar sim kad bagi ahli SDC/SDE yang belum guna sim kad onecall

Bagi ahli SDC / SDE yang sudah download aplikasi, Sim kad mereka boleh didaftarkan pada menerusi Butang **"SIM OPERATION"** yang terdapat pada aplikasi OneCent.

Butang **"SIM OPERATION"** terdapat di Page MORE.

Jika dalam tempoh tersebut ahli baru gagal untuk daftarkan sim kad, maka akaun tersebut akan terbatal dengan sendirinya.

Sim Kad ini boleh dibeli dengan harga RM10.00 sekeping dari HQ OneCENT atau dari mana-mana agensi yang tersenarai di dalam web onecent.my.

Question 27: how to register a sim card for SDC / SDE members

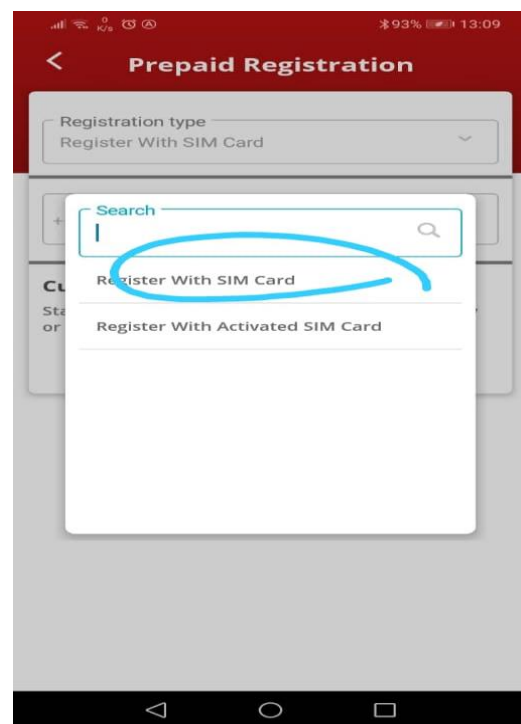
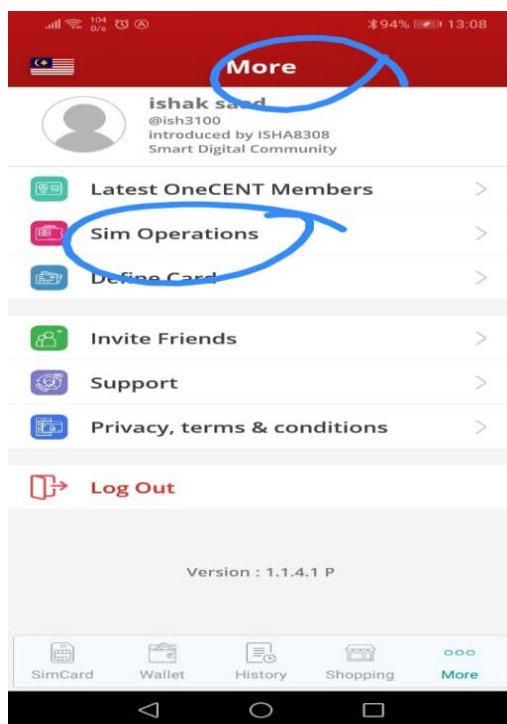
who have not used onecall sim card?

For SDC / SDE members who have downloaded the application, their SIM card can be registered through the "SIM OPERATION" button available on the OneCent application.

The "SIM OPERATION" button is on the Page MORE.

If during that period the new member fails to register the sim card, then the account will be automatically canceled.

This Sim Card can be purchased for RM10.00 a piece from OneCENT HQ or from any agency listed on the onecent.my web.



Cara Daftar dan update Sim Kad ke aplikasi :

1. Login Ke aplikasi Onecent
2. Klik Page MORE
3. Klik Sim Operation
4. Pilih Reg With Sim Card (tak perlu masukkan ho HP)
5. Klik Next
6. Scan Sim Pack (scan siri nombor simpack)
7. Klik Submit
8. Selanjutnya, Scan IC anda dan confirmkan semua maklumat anda dan submit

Bantuan: (jika pendaftaran ada masalah)

Anda boleh mendapat bantuan "introducer" atau "helpline" (**011-3593 6090**) untuk mendaftarkan Sim kad atas nama anda , di mana anda kenalah memberi :-

- 1) salinan / Foto Kad Pengenalan
- 2) Foto Sim pack Onecall/Onecent

How to Register Sim Card & update sim at Onecent Apps:

1. *Login to the Onecent application*
 2. *Click Page MORE*
 3. *Click Sim Operation*
 4. *Select Reg With Sim Card (no need to enter HP)*
 5. *Click Next*
 6. *Scan Sim Pack (scan of simpack number series)*
 7. *Click Submit*
 8. *Next, Scan your IC*
- and confirm all your information and submit*

Assistance: (if registration is have problems)

You can get the help/assist from "introducer" or "helpline" (011-3593 6090).

To register Sim card in your name, please provide: -

- 1) *copy / Photo of Identity Card*
- 2) *Sim Pack Onecall / Onecent*

Soalan 27a: apakah kaedah lain untuk daftar sim kad bagi ahli SDC/SDE yang belum guna sim kad onecall

Kaedah lain ialah :

- 1. Dapatkan Sim Pack dari mana-mana agensi/introducer/HQ**
- 2. Download aplikasi Onecall Dealer**

3. Aktivate Sim dengan mendaftar Sim Pack menerusi Onecall Dealer App (lihat Soalan 13)

4. Update no HP /Sim kad ke aplikasi Onecent

5. Cara Update di aplikasi Onecent:

- Login app, klik Page More
- Sim Operation
- Pilih Register with Activated Sim Card
- masukkan no HP yang telah daftar dan activate
- Klik NEXT
- ikuti arahan selanjutnya

_jika Berjaya , no HP anda akan terpapar di Dash Board aplikasi Onecent (disebelah username)

Bantuan: (jika pendaftaran masih ada masalah)

Anda boleh mendapat bantuan "helpline"(011-3593 6090)

Question 27a: what are the other methods for registering sim

cards for SDC / SDE members who have not used onecall sim

cards

Other methods are:

1. Get a Sim Pack from any agency / introducer / HQ
2. Download the Onecall Dealer application
3. Activate Sim by registering Sim Pack through Onecall Dealer App (see Question 13)
4. Update the HP / Sim card to the Onecent application
5. How to Update in Onecent application:
 - Login app, click Page More
 - Sim Operation
 - Select Register with Activated Sim Card
 - enter the HP number that has been registered and activated
 - Click NEXT
 - follow the next instructions

_if successful, your mobile number will be displayed on the Dash Board Onecent application (next to username)

Assistance: (if registration is still have problem)

You can get help at the helpline (011-3593 6090)

Soalan 28: Selepas saya membuat pendaftaran sim kad, apa yang perlu dilakukan selanjutnya?

Jawapan:

Dalam 7 hari perlu menambah nilai topup / membeli Pakej Plan, menerusi aplikasi Onecent dengan memilih Pelan Subscription dari nilai RM10, RM28 dan RM48 sebulan.

Question 28: After I register the sim card, what do I need to do next?

Answer:

In 7 days you need to top up / purchase the Plan Package, through the Onecent application by selecting the Subscription Plan from RM10, RM28 and RM48 per month.

Soalan 29: Apa berlaku jika tidak topup dalam 7 hari?

Jawapan:

Jika tidak dilakukan tambah nilai dalam tempoh 7 hari maka sim kad ini tidak lagi boleh ditambah nilai atau belian pakej plan menerusi aplikasi OneCent.

Akan tetapi tambahan nilai hanya boleh dilakukan secara kaedah USSD seperti berikut:-

- i. Tambahkan nilai dalam voice credit - dengan cara belian menerusi wallet OneCent. Klik Pay Bill, Pilih Prepaid, cari icon Tune Talk dan buat Belian topup Tune Talk.

ii. Setelah ada nilai dalam Voice Credit,

- Dial *111#,
- Select No 3, for data plan,
- Select no 3, For Monthly,
- Select no 1 for M1@ RM10 data

Selepas itu barulah pembelian Pakej Plan menerusi aplikasi OneCENT boleh berfungsi semula.

Question 29: What happens if not topup in 7 days?

Answer: If not top-up within 7 days then this sim card can no longer be topped up or purchased plan package through the OneCent application. However, reload can only be done by the USSD method as follows: -

i. Add value (reload) in voice credit - by purchasing through OneCent wallet.

-Click Pay Bill,

-choose Prepaid and

-Click Tune Talk Icon,

-and Purchase topup Tune Talk.

ii. Once there is a value in Voice Credit, then;

- Dial * 111 #,*
- Select No 3, for data plan,*
- Select no 3, For Monthly,*
- Select no 1 for M1 @ RM10 data*

Only then can the purchase of the Plan Package through the OneCENT application work again.

Soalan 29 a: Berapa lama sim kad akan expired selepas ditoupup, jika tidak ditoupup semula?

Jawapan:

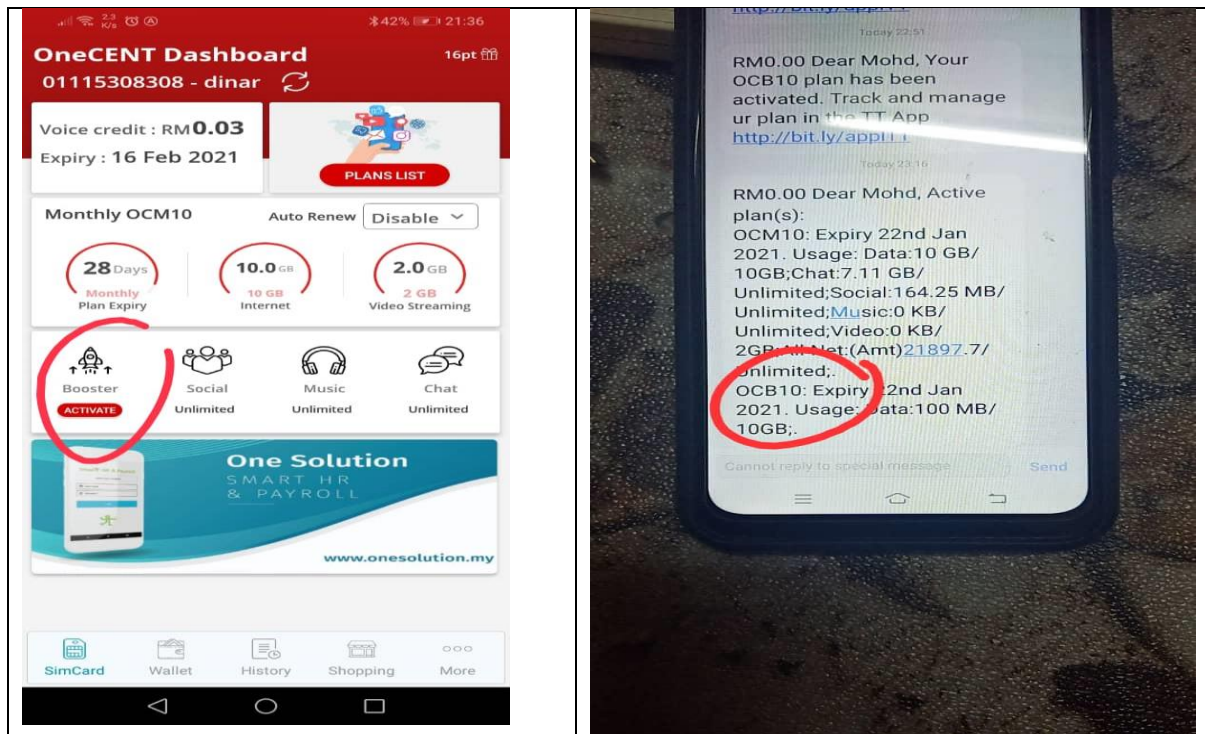
Sim kad akan expired dalam tempoh 45 hari. Selepas tempoh tersebut simkad anda tidak boleh digunakan lagi dan ianya akan tamat perkhidmatan.

Question 29 a: How long will the sim card expire after reload?

Answer:

Sim card will expire within 45 days. After that period your SIM card can no longer be used and it will expire.

BOOSTER PAKEJ (OCB10) – ICON



Soalan 30: Apa itu BOOSTER , dan berapa harga pakej Booster?

Jawapan:

Booster ialah "**pakej data tambahan**" bagi pembeli pakej RM48 dan RM28 (OCM10 & OCM6) . Harga pakej ini ialah RM10 utk 10GB data bagi pembeli pakej RM48 dan RM10 -6Gb bagi pembeli pakej RM28. Tamat pakej Booster sama dengan tamatnya expiry sim kad.

Question 30: What is a BOOSTER, and how much does a Booster package cost?

Answer: Booster is an "additional data package" for buyers of RM48 and RM28 (OCM10 & OCM6) package plan . The price of this package is RM10 for 10GB data for buyers RM48 and RM10 - 6Gb for buyers RM28. The expiration of the Booster package is the same as the expiration of the sim card expiry.

Soalan 31 : Bagaimana nak melanggan pakej Booster?

Jawapan: Bagi pembeli kedua-dua pakej (OCM10 & OCM6) , di dashboard aplikasi mereka akan kelihatan ICON BOOSTER (Icon Raket). Klik icon tersebut utk membeli pakej tersebut. RM10 akan di tolak dari wallet .

Question 31: How to subscribe to the Booster package?

Answer: For buyers of both packages (OCM10 & OCM6), in the dashboard of their application will appear ICON BOOSTER

(Rocket Icon). Click the icon to purchase the package. RM10 will be deducted from the wallet.

Soalan 31a: Bagaimana nak tahu pakej Booster sudah aktif selepas membeli?

Jawapan :

Buat mesej ke 2222 , taip "STATUS" , dan tunggu jawapan balas. Dari Jawapan itu akan tertera OCB10 . OCB10 = ialah pakej Booster

Question 31a: How to know if the Booster package is active after purchase?

Answer :

Make a message to 2222 , type "STATUS", and wait for a reply. From the Answer will be listed OCB10, OCB10 = ialah pakej Booster

Soalan 32: Bagaimana untuk melanggan Pelan OneCent?

Jawapan:

- Login app Onecent, Klik butang Simkad pada apps OneCENT
- Klik pada butang "PLANS LIST" sebelah kanan atas.
- Pilih Pakej Plan, klik "Subscribe", Klik OK dan masukkan PIN Code serta Klik "Confirm", sebagai pengesahan pembelian pakej plan.

Question 32: How to subscribe to OneCent Plan?

Answer:

- Login Onecent app, Click Simkad button on OneCENT apps
- Click on the "PLANS LIST" button at the top right.
- Select the Plan Package, click "Subscribe",
- Click OK and enter the PIN Code and Click "Confirm", as confirmation of the purchase of the plan package.

Soalan 33: Apakah Pakej Plan Auto Renewal?.

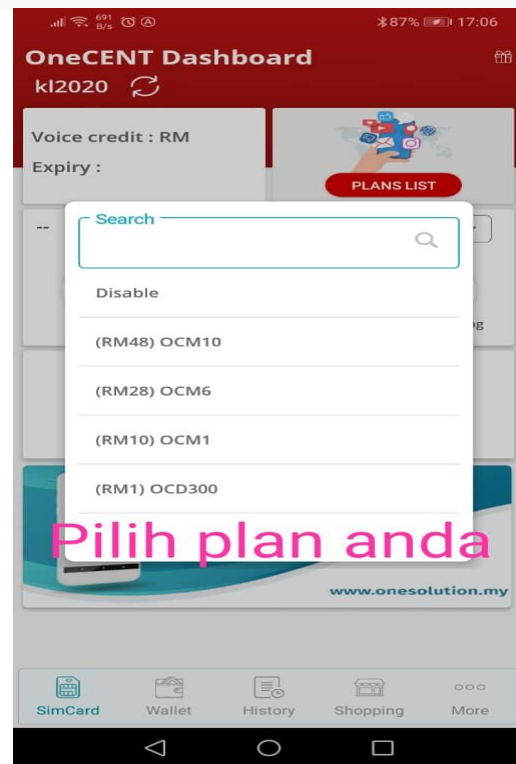
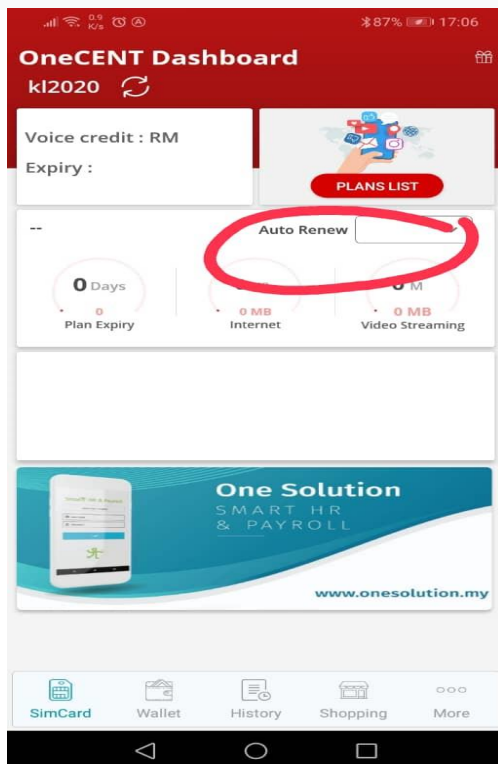
Pakej Plan secara AUTO ialah Pakej plan yang boleh disetkan secara "Auto Renewal". Butang untuk setkan kemudahan ini ada di sebelah bawah "Plans List". Pastikan wallet anda sentiasa cukup untuk membolehkan wallet ditolak secara auto bagi pembelian pakej auto renewal.

Jika anda setkan auto renewal line anda seakan-akan pelan pasca bayar.

Question 33: What is an Auto Renewal Plan Package?.

AUTO Plan Package is a plan package that can be set by "Auto Renewal". The button to set this facility is at the bottom of the "Plans List". Make sure your wallet is always enough to allow the wallet to be rejected automatically for the purchase of an auto renewal package.

Auto Renewal Plan



Soalan 34: Apa itu Voice Credit dan bagaimana untuk topup Voice Credit

Jawapan:

Voice Credit adalah nilai kredit yang digunakan untuk membuat panggilan ke talian tetap, ke rangkaian HP, SMS, dan untuk membuat panggilan antarabangsa seperti panggilan ke Indonesia, Thailand, Amerika Syarikat dan sebagainya. Kadar panggilannya tidak sama di antara sesebuah negara.

Bagi Pakej Plan "unlimited" RM48, Panggilan ke HP tidak akan ditolak dari Voice Credit. Sila rujuk senarai Pakej Plan yang berkaitan

Sila rujuk di www.tunetalk.com

Cara untuk menambah Voice Credit:

1. Pada apps OneCENT, klik butang WALLET
- 2 Klik butang 'Pay Bills' atau 'Membayar Bil', pilih 'Prepays' menu
- 3 Pilih Icon "Tune Talk"
4. Masukkan no HP, dan pilih jumlah nilai yang terdapat di atas butang 'PAY' atau 'Top Up'
5. Klik pada butang 'PAY' atau 'Top Up'
6. Masukkan Pin Code wallet anda
7. Nilai Topup anda akan ditolak dari Wallet anda
12. Voice Credit anda telah berjaya di topup
13. Sila semak pada butang History sebelah bawah. Ada transaksi di situ. Klik pada jumlah bayaran untuk melihat resit dan maklumat bayaran tersebut.

Question 34: What is Voice Credit and how to top up Voice

Credit

Answer:

Voice Credit is the value of credit used to make calls to landline, to HP network, SMS, and to make international calls

such as calls to Indonesia, Thailand, USA and so on. Call rates are not the same between countries.

For the RM48 "Unlimited" Plan Package, Calls to HP will not be deducted from Voice Credit. Please refer to the list of relevant Plan Packages

Please refer to www.tunetalk.com

How to increase Voice Credit:

1. In OneCENT apps, click the WALLET button
- 2 Click the 'Pay Bills' or 'Pay Bills' button, select the 'Prepays' menu
- 3 Select the "Tune Talk" Icon
4. Enter the HP number, and select the total value found above the 'PAY' or 'Top Up' button
5. Click on the 'PAY' or 'Top Up' button
6. Enter your Pin Code wallet
7. Your Topup value will be deducted from your Wallet
12. Your Voice Credit has been successfully topped up
13. Please check the History button below. There is a transaction there. Click on the payment amount to see the receipt and payment information.

Soalan 35: Bila saya perlu daftar sim kad ke akaun OneCENT saya?

Jawapan:

Ahli SDC atau SDE perlu mendapatkan Sim Kad dan perlu daftar ke dalam Apps OneCENT dalam tempoh 30 hari dari tarikh pendaftaran (bagi pengguna dalam Malaysia).

Question 35: When do I need to register a sim card to my OneCENT account?

Answer:

SDC or SDE members need to get a Sim Card and need to register into the OneCENT Apps within 30 days from the date of registration (for users in Malaysia).

Soalan 36 : Apa perlu saya lakukan jika sim kad tiada sambungan rangkaian

Jika selepas daftar SIM kad tetapi tiada rangkaian, anda perlu lakukan beberapa langkah seperti berikut:

- Cuba buat panggilan keluar & masuk
- 'Restart' telefon
- Periksa tetapan telefon pastikan semua SIM 'On' jika menggunakan telefon 2 SIM
- Cuba untuk tukar slot SIM jika masih tiada rangkaian
- Cuba untuk masukkan SIM ke dalam hp yang lain.
- Cuba buat panggilan atau dial *133#. Tunggu jawapan dari server

Jika masih tiada rangkaian, berkemungkinan SIM kad tersebut rosak. Sila hubungi Helpline untuk Bantuan. **No Helpline : (011-3593 6090)**

Question 36: What should I do if the sim card does not have a network connection?.

If after registering the SIM card but no network, you need to take some steps as follows:

- Try making outgoing & incoming calls

- 'Restart' the phone
- Check the phone settings make sure all SIMs are 'On' if using a 2 SIM phone
- Try to change the SIM slot if there is still no network
- Try to insert the SIM into another phone.
- Try making a call or dial *133#. Wait for a response from the server

If there is still no network, it is possible that the SIM card is damaged. Please contact the Helpline for Help.

No Helpline: (011-3593 6090)

Soalan 37 : Apakah makna OTP

OTP ialah One Time Pin , merupa security dan diperlukan mengikut keadaan yang berikut:

1. OTP diperlukan semasa mendaftar
2. OTP semasa login aplikasi OneCENT ... login kali pertama app, OTP yang digunakan ialah 123456
- 3.OTP diperlukan jika mendaftar Sim Kad ke app
4. OTP diperlukan semasa menukar device
5. OTP diperlukan semasa menukar PIN Code, Password atau terlupa login password

Sila hubungi Helpline untuk Bantuan jika OTP tidak sampai ke HP anda dalam lebih darri 5 minit.

No Helpline : (011-3593 6090)

Question 37: What is the meaning of "OTP"?.

OTP is a "One Time Pin", it is security and is required according to the following conditions:

1. OTP is required when registering
2. OTP during OneCENT application login... first time login of the app, the OTP : **123456**
- 3.OTP is required if registering Sim Card to the app
4. OTP is required when changing devices
5. OTP is required when changing PIN Code, Password or forgotten login password

Please contact the Helpline for Assistance if the OTP does not reach your HP within 5 minutes.

No Helpline: (011-3593 6090)

Soalan 38 : Bagaimana nak mendapat OTP

OTP akan dihantar menerusi SMS ke no HP yang anda guna semasa mendaftar . Sila semak mesej dalam HP anda dan pastikan HP anda boleh menerima mesej.

Question 38: How to get an OTP?.

OTP will be sent via SMS to the HP number you used when registering. Please check your message and make sure you HP able to receive message.

Soalan 39 : Bagaimana jika OTP tidak sampai?.

Jika OTP tidak sampai anda perlu tunggu selama 5 minit, dan jika tidak sampai juga sila hubungi Helpline (**011-3593 6090**) untuk bantuan mendapatkan OTP .

Sila wasap atau telefon dan nyatakan no HP yang didaftar. Harus diingat tekan "request OTP" sekali sahaja dalam tempoh 30 minit. Sebelum itu pastikan HP anda boleh menerima SMS.

Question 39: What if the OTP does not receive?.

If the OTP does not arrive you will have to wait for 5 minutes, and if it does not arrive please call the Helpline (011-3593 6090) for assistance in obtaining an OTP.

Please whattups or call helpline for assistance.

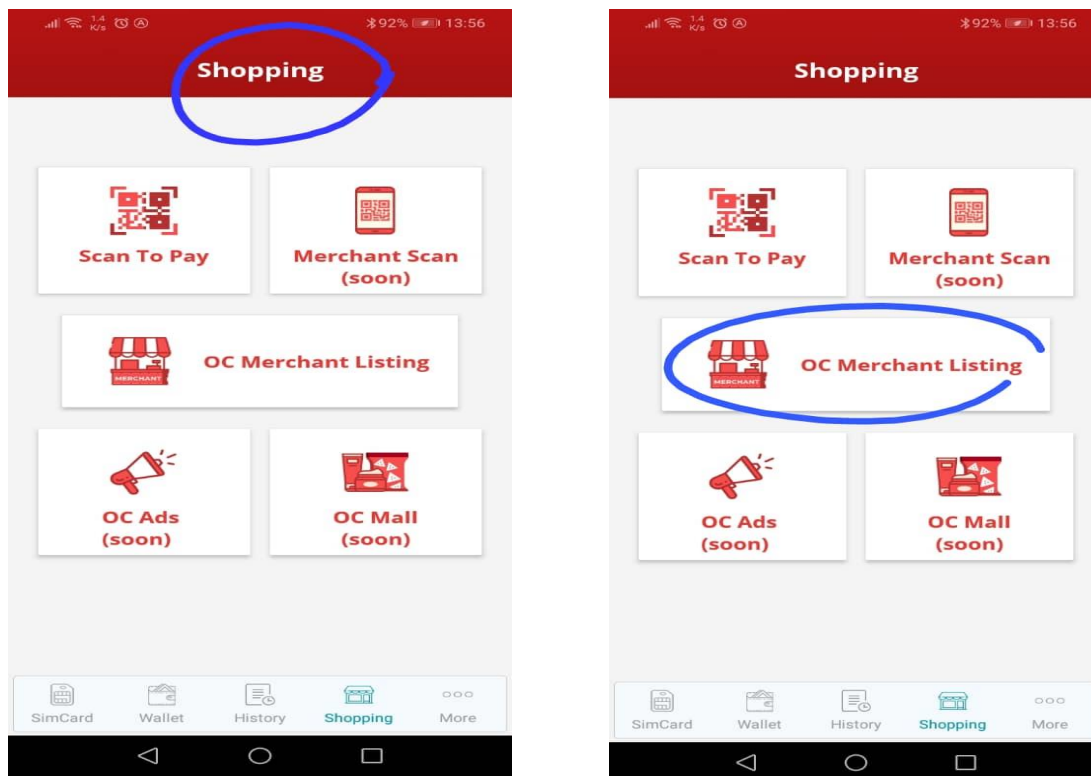
Please Remember to press "OTP request" only once in 30 minutes. Before that make sure your mobile phone can receive SMS.

Soalan 40 : Bagaimana hendak berbelanja di Merchant Onecent?

Aplikasi Onecent telah disediakan dengan satu page khas untuk Merchant. Page tersebut ialah "**page Shopping**". Ahli boleh melihat senarai Merchant yang berdaftar dengan Onecent dan memilihnya. Klik butang **Shopping** dan klik **OC MERCHANT LISTING**.

Question 40: How to shop at Merchant Onecent?

The Onecent application has been provided with a special page for Merchant. The page is the "Shopping page". Members can view the list of Merchants registered with Onecent and select it. Click the Shopping button and click OC MERCHANT LISTING.



Soalan 41. Bagaimana hendak membayar kepada Merchant mengguna wallet.

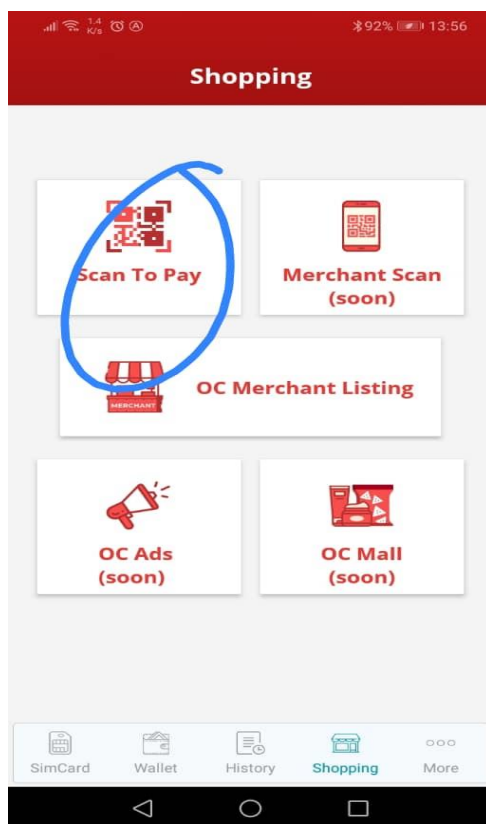
Ahli Onecent boleh berbelanja di Merchant dengan mengimbas QR Code Merchant. Pastikan wallet anda mencukupi sebelum membuat transaksi

- Login app OneCent
- Klik pada page Shopping
- Klik "Scan & Pay"
- Imbas QR Code Merchant
- Masukkan Jumlah bayaran
- Confirm dan masukkan PIN wallet
- Semak resit dan tunjukkan kepada Merchant/Casher

Question 41. How to pay Merchant using wallet.

Onecent members can shop at Merchant by scanning the Merchant QR Code. Make sure you have enough wallet before making a transaction

- Login OneCent app
- Click on the Shopping page
- click "scan & Pay" button
- Scan QR Code Merchant
- Enter the Payment Amount
- Confirm and enter the wallet PIN
- Check receipt and show to Merchant / Cashier



Soalan 42. Apakah faedah kepada Ahli jika berbelanja di Merchant Onecent ?

Jawapan :

1. Setiap Merchant Onecent memperuntukkan sejumlah rebat kepada ahli Onecent yang berbelanja menggunakan wallet. Jumlah rebat ini di kenali sebagai "Merchant Sharing Value" dalam bentuk peratusan (%) rebat dari jumlah bayaran yang dibuat.

Sejumlah 1.5% di bayar kepada syarikat sebagai Merchant Discount Rate (MDR). 50% dari bakinya akan di agihkan kepada komuniti cashless Onecent. Ahli yang berbelanja di Merchant akan mendapat 20% dalam bentuk rebat tunai dan dimasukkan dalam wallet secara 'real time'. Mana introducer dan sehingga upline 12 generasi akan turut sama mendapat rebat tunai mengikut peraturan yang telah ditetapkan.

Sebagai Contoh:

Katakan anda berbelanja di Restoran LC sejumlah RM100.00 . LC memberi rebate 5%. Ini bermakna LC akan menerima RM95.00 , manakala RM5 sebagai rebate. RM1.50 sebagai MDR. RM4.925 akan di agihkan mengikut ketetapan konsep Onecent Merchant.

50% darinya akan diagihkan pula kepada komuniti cashless Onecent:

Anda akan menerima 20% dari RM2.465 = RM0.493

Introducer anda menerima 10% dari RM2.465 = RM0.2465

Introducer Merchant menerima = RM0.04925

Consultant Merchant menerima = RM0.04925

Centre agensi terlibat menerima = RM0.04925

dan lain-lain upline kepada anda jug akan menerima imbuhan seperti telah ditetapkan, secara real time .

Perincian bagaimana agihan dibuat dan peraturan lebih disediakan semasa sesi latihan SDE dan juga dalam Consultant Training.

Question 42. What are the benefits to Members if shopping at Onecent Merchant?

Answer :

1. Each Onecent Merchant allocates a certain amount of rebates to Onecent members who spend using a wallet. This rebate amount is known as "Merchant Sharing Value" in the form of a percentage (%) rebate from the amount of payment made.

A total of 1.5% is paid to the company as Merchant Discount Rate (MDR). 50% of the balance will be distributed to the Onecent cashless community. Members who shop at Merchant will get 20% in the form of cash rebates and put in the wallet in 'real time'. Which introducer and up to 12 generation upline will also get a cash rebate according to the percentage that has been set.

For example:

Let's say you spend RM100.00 at LC Restaurant. LC gives a 5% rebate. This means LC will receive RM95.00, while RM5 as rebate. RM1.50 as MDR.

RM4.925 will be distributed according to the Onecent Merchant concept.

50% of it will be distributed to the Onecent cashless community:

You will receive 20% from RM2.465 = RM0.493

Your introducer receives 10% off RM2.465 = RM0.2465

Introducer Merchant received = RM0.04925

Merchant Consultant received = RM0.04925

Center agency involved received = RM0.04925

and other uplines to you will also receive remuneration as set, in real time.

Details of how distributions are made and more percentages are provided during SDE training sessions as well as in Consultant Training.



Soalan 43. Apakah faedah kepada Ahli jika membuat bayaran Topup HP , bil2 utiliti serta bayaran bil2 Majlis Tempatan ?

Ahli Onecent juga akan menerima rebat tunai dan group reward jika mengguna wallet untuk membuat bayaran di atas. Bayaran bil2 ini dikategori sebagai "Value Added Services" (VAS)

Sertiap kali ahli Onecent membayar bil / topup / reload mereka akan mendapat rebate tunai dan rangkaian akan menerima group reward sehingga 12 generasi jua.

Sebagai contoh jika anda membayar (membeli pakej plan) reload Sim Kad Onecall menerusi aplikasi Onecent , anda akan mendapat rebat tunai secara real time ...contohnya anda beli pelan RM48.00 , anda sendiri akan menerima RM1.73 sebagai rebate. Begitu juga jika ahli rangkaian anda reload anda juga akan menerima group reward mengikut kadar yang telah ditetapkan seperti berikut.

Question 43. What are the benefits to Onecent Member's if they pay reload or topup airtime, pay utility bills and Local Council bills payment?

Onecent members will also receive cash rebates and group rewards if using a wallet to make the above payment. These bills are categorized as "Value Added Services" (VAS)

Every time Onecent members pay their bill / topup / reload they will get a cash rebate and the network will receive group rewards for up to 12 generations.

For example, if you pay (buy a plan package) reload Sim Onecall Card through the Onecent application, you will get a cash rebate in real time... for example you buy a plan of RM48.00, you yourself will receive RM1.73 as a rebate.

Similarly, if your network members reload you will also receive group rewards according to the rates that have been set as follows.

That means if you have more members under you and they spend payment via Onecent apps , it will be benefited you in long run.

Sharing Value (SV) = 18% x Plan Subscription Price				
GENERATION	%	OCM10-RM48	OCM6-RM28	OCM1-RM10
SV – 18%		8.64	5.04	1.8
Buyer	20%	RM1.73	RM1.01	RM0.36
Generation 1	10%	RM0.86	RM0.50	RM0.18
Generation 2	8%	RM0.69	RM0.40	RM0.14
Generation 3	8%	RM0.69	RM0.40	RM0.14
Generation 4	7%	RM0.60	RM0.35	RM0.13
Generation 5	7%	RM0.60	RM0.35	RM0.13
Generation 6	5%	RM0.43	RM0.25	RM0.09
Generation 7	5%	RM0.43	RM0.25	RM0.09
Generation 8	5%	RM0.43	RM0.25	RM0.09
Generation 9	5%	RM0.43	RM0.25	RM0.09
Generation 10	5%	RM0.43	RM0.25	RM0.09
Generation 11	5%	RM0.43	RM0.25	RM0.09
Generation 12	5%	RM0.43	RM0.25	RM0.09
NGO Fund	3%	RM0.26	RM0.15	RM0.05
Charity Fund	2%	RM0.17	RM0.10	RM0.04
TOTAL	100%	RM8.64	RM5.04	RM1.80

=====TAMAT / END =====