



Onboarding & Payment

PART A : ONBOARDING & SIGN-UP PROCESS

1. BEFORE YOU BEGIN

1. Gather New Member's Details

- **Full Legal Name** (as it appears on their ID)
- **Preferred Nickname** (Publicly shown in the back office)
- **Government ID Number** (Driver's License, Passport, etc.) – Needed for KYC/withdrawals
- **Email Address**
- **Phone Number** (Include country code if international)
- **Shipping Address** (Plus any special instructions, postal code, etc.)
- **Sponsor ID** (The ID of the person who is enrolling them; usually your own ID)
- **Preferred Product** (E.G., P90 device, P90 Plus, etc.)
- **Payment Method** (Credit/Debit Card, E-wallet Credits, a combination of Credit/Debit Card plus E-wallet credits, USDT). For USDT contact your sponsor.

2. Placement Check

- The first personal sponsor must be placed on your left leg.

3. Shipping Fee & Product Selection

- Different countries have different shipping or tax percentages (e.g., US = 10%, PH = 12%, Middle East up to 15%, etc.).
- Make sure the new member knows their final total (product + shipping/tax).

4. Credit Card Cross-Border Reminder

- If paying by **credit/debit card**, advise them to **call their bank** and enable “Cross-Border” / “International” online payments.
- Let them know the **charge** will come from **Hong Kong** (sometimes labeled **OlyPay** or **OlyLife International**).

2. ACCESSING THE SIGN-UP FORM

1. Log into Your Back Office

- Go to the official website: <https://www.olylifeint.com>
- Click **User Login** (top right). Enter **your** ID & password.

2. Open Network Management

- From the main menu, click: **My Management** → **Network Management**.
- A **binary tree** (diagram) appears with any existing placements.

3. Choose the Exact Position

- Locate the empty node (left or right) where you want to place the new member.
- Click that empty spot; an agreement/prompt may pop up.

4. Agreement Prompt

- Click “I Agree” (or similar) to proceed.
- You will land on the Registration Page for the new member.

3. FILLING OUT THE NEW MEMBER’S DETAILS

In the registration form, complete the following:

Sponsor ID

- Automatically filled if you clicked through the tree.
- If needed, change it manually to the correct Sponsor ID.

Set a Temporary Password

- Create a placeholder password (the new member can change it later).

Personal Info

- Full Name (must match official ID).
- Nickname (public facing, e.g., “Chris” or “ABC Corp”).
- ID Number (driver’s license/passport, etc.).
- Gender / DOB (if required by the form).

Contact Info

- Email Address
- **Phone Number** (with correct country code)

Member Address vs. Shipping Address

- “Member address” may differ from “shipping address.”
- For shipping, include name, phone, and special instructions (e.g., “Leave at back door bench”).

Product Selection

- Choose the product (e.g., P90, P90+, or G1).
- The system **auto-calculates** shipping/tax based on the selected country.

Payment Method

- E-Coin (E-Wallet)
- USDT (coordinate with sponsor or corporate for deposit)
- Credit/Debit Card
- Combination (E-Wallet + Card)
- *When you pick “Credit Card Payment,” you’ll proceed to an Order Settlement page.*

4. Agreement Prompt

- Click “I Agree” (or similar) to proceed.
- You will land on the Registration Page for the new member.

4. COMPLETING PAYMENT

After confirming the order, a summary appears. Four main ways to pay:

1. Paying with E-Wallet (E-Coin)

- You must have enough credits in your e-wallet.
- Amount is instantly deducted from E-Wallet.
- Important: Once funds move from Bonus Wallet to E-Wallet, they cannot be withdrawn as crypto or cash.

2. Paying by Credit/Debit Card

- The system shows “Online Payment.”
- Copy the URL from your browser’s address bar.
- Give that link to the new member or open it yourself to enter card details.
- Remind them to have Cross-Border or “International” purchases enabled.
- The charge processes from Hong Kong.
- If payment fails:

1. Go to My Management → My Membership Order.
2. Click Online Payment again → generate a new link.
3. Or use a different card.

Paying by USDT

- Coordinate with your sponsor or corporate to deposit USDT directly to the company or your own back office.
- Once confirmed, your E-Wallet is funded.
- Use the E-Wallet option for the new registration.

Combination: E-Wallet + Card

- Split payment: partial from E-Wallet, partial from credit card.
- The checkout screen typically offers “E-Coin + Card.”

5. CONFIRMING & CORRECTING AN ORDER

Membership Order List

- Go to My Management → My Membership Order to see orders.
- Status can be “Pending,” “Paid,” “Cancelled,” etc.

Daily Cut-Off at Midnight (UTC+8)

- If you made an error (wrong sponsor ID, product choice, etc.), you can delete the order before 00:00 Hong Kong time the same day.
- Deleting an order refunds the payment to the original source (E-Wallet returns instantly, card depends on the bank).
- After the daily cut-off (UTC+8), sponsor and placement changes are locked and cannot be edited. Only personal or shipping information can still be changed — but not by the user directly. To update these fields after the cut-off, the user must contact their sponsor or corporate support to request the change.

Common Payment Failures

- Cross-Border not enabled on the card.
- Bank flags transaction as suspicious.
- Name mismatch or incomplete address details.

After Successful Payment

- A “Success” confirmation appears.
- A new member ID is generated.
- Provide the new member with their ID + Temporary Password.

6. AFTER SIGN-UP: NEW MEMBER’S NEXT STEPS

Logging In

- Go to <https://www.olylifeint.com> → User Login.
- Enter Member ID + Temporary Password.

Real Name (KYC) Verification

- Under Data Management → View Information, upload ID documents.
- For USDT withdrawals, submit wallet address to support or via back office if available.

Using the Back Office

- Network Management: view your own binary tree.
- Financial Management: see bonus wallet, e-wallet, etc.
- Withdrawals: currently via USDT if you have a crypto wallet.
- Future OlyPay updates may enable direct bank/debit solutions.

Using the Back Office

- Network Management: view your own binary tree.
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Deleting or Correcting Mistakes

Remember the daily cut-off time (UTC+8). After that, sponsor and placement changes are locked. Only personal details or shipping info can be updated.

7. IMPORTANT REMINDERS & TIPS

First Personal Sponsor goes on your left side by default.

Shipping Fees by Country/Region (Effective May 6, 2024)

Region	Fee
China, HK, MY, Taiwan	0%
SE Asia	5%
Thailand	7%
Singapore	9%
US, AU, Europe, Japan, Korea	10%
Indonesia	11%
Philippines	12%
Africa, Middle East	15%

- **If credit card repeatedly fails:**
 - Use a different card/bank or wait and call the bank again.
 - Switch to E-Wallet (if you have enough bonus or can get USDT).
- **USDT is available if you prefer crypto—coordinate with sponsor or corporate.**
- **E-Wallet is helpful if downlines pay you cash/USDT and you handle the back-office purchase.**
- **Your Order History is in My Membership Order.**
- **Sponsor and placement changes must be completed before the daily cut-off — after that, only personal or shipping details can be updated.**

Summary: Sign-Up Flow

1. Gather new member’s data (name, ID, phone, etc.).
2. Open Network Management, pick the empty position.
3. Fill out registration: sponsor ID, personal info, product, payment.
4. Pay via E-Wallet, Credit Card (link), USDT, or Combination.
5. If fails, re-check cross-border or generate a new link.
6. Verify everything before midnight (UTC+8) to avoid mistakes.
7. Give new member their **ID + Temporary Password** to log in and do KYC.

PART B : PAYMENT USING YOUR E-WALLET

1. Move Balance from Bonus Wallet to E-Wallet

Log In

<https://www.olylifeint.com> → User Login → enter ID & password.

Access Financial Management

Main menu: Financial Management.

View Bonus Wallet

Shows your commissions or “EC.”

Transfer Bonus Wallet → E-Wallet

Select Transfer or Move funds.

Enter the amount to transfer, then Confirm.

E-Wallet balance increases instantly.

Note: Once moved to E-Wallet, funds are only for product purchases/enrollments. They cannot be withdrawn as crypto or cash.

2. Paying 100% with E-Wallet

Go Through Normal Sign-Up or Purchase

- My Management → Network Management for a new member, or
- Product Purchase if buying your own device.

Select E-Coin (E-Wallet) at Checkout

- On the Order Settlement page, choose “E-Coin/E-Wallet Payment.”

Confirm Order

- If you have enough E-Wallet balance, the system deducts it fully.
- You’ll see a payment confirmation message.

3. Splitting Payment: E-Wallet + Credit Card

If E-Wallet alone isn’t enough or you want to split:

Proceed as Normal

- Fill in the product details, get to the Order Settlement screen.

Check for “E-Coin + Credit Card”

- Some back-office setups have a checkbox or drop-down for combo payments.

Enter Amount from E-Wallet

- Example: If total is \$500 and you have \$300 in E-Wallet, apply \$300.

Generate a Credit Card Link for the Balance

- Copy the Online Payment link.
- The member or you enter card details for the remaining \$200.

Payment Confirmation

- The system combines the E-Wallet and the card portion.
- Once successful, you see the “Order Success” notice.

If the card fails, go to My Management → My Membership Order, click “Online Payment” again, and generate a new link.

4. Final Check & Notes

- **Double-check** new member details (sponsor ID, product, shipping) before finalizing.
- **If you must delete or cancel** an order to restore E-Wallet or card payment, do it before midnight (UTC+8) on the same day.
- **If your E-Wallet was insufficient**, transfer more from **Bonus Wallet** first, then retry.
- Remind the cardholder to enable **cross-border** payments for partial credit transactions.