



SINGAPORE

# USER GUIDE: **How to place an online order**

Need more help?

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Call or write to us



## Helpdesk

Email us @  
[sghelpdesk@amway.com](mailto:sghelpdesk@amway.com)



## Caller Center

Call +65 6550 9911  
**Monday to Friday**  
9am to 7pm  
**Saturday**  
12pm to 7pm  
(excluding Sunday & public holiday)

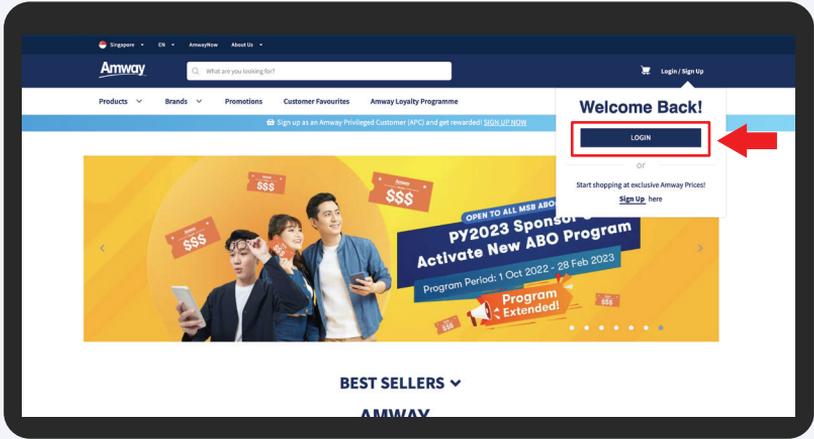


## Chatbot

You can also chat with our Amway Chatbot button at the bottom right on the website screen to get started!

## How to place an order

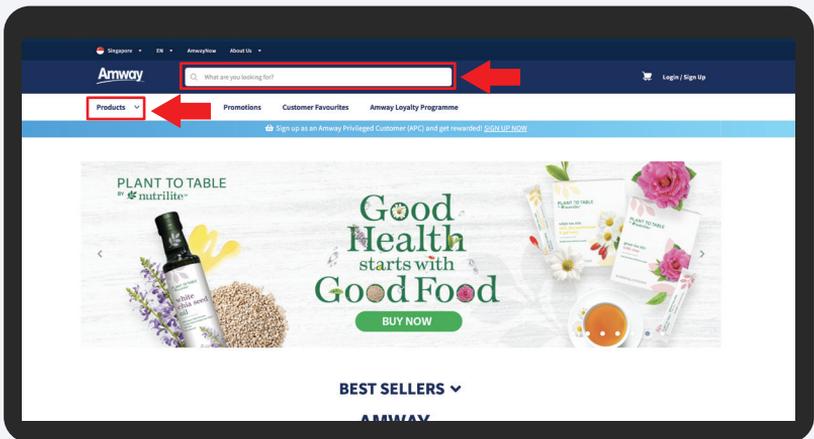
1



Go to **Amway Singapore's** website - <https://www.amway.sg>

Click on the **Login** icon and select **Login**.

2

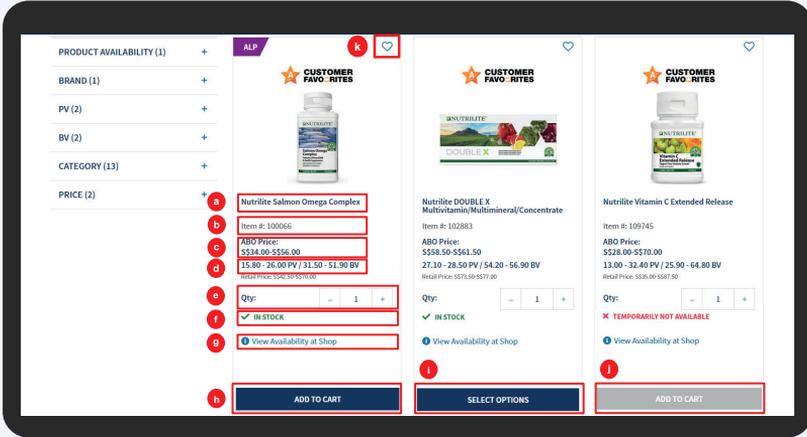


Search for product(s):

Select the **Products** tab or click on the **Search Bar** and enter the product name/SKU #.

## How to place an order

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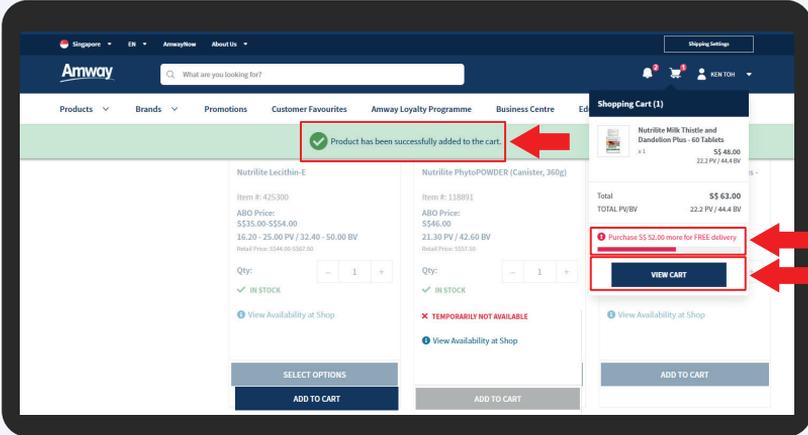


### View product information

- a – Product name
- b – Product SKU #
- c – Product price
- d – Product PV/BV (Applicable to ABOs who login only)
- e – Product quantity. Click “+” to increase or “-” to reduce the quantity.
- f – Online stock availability.
- g – Click to view stock availability in shops.
- h – Click to add product into the shopping cart.
- i – Click to select options that available for the product.
- j – Add To Cart button is disabled (turns to grey) when online stock is not available.
- k – Option to add product to one’s wish list.

## How to place an order

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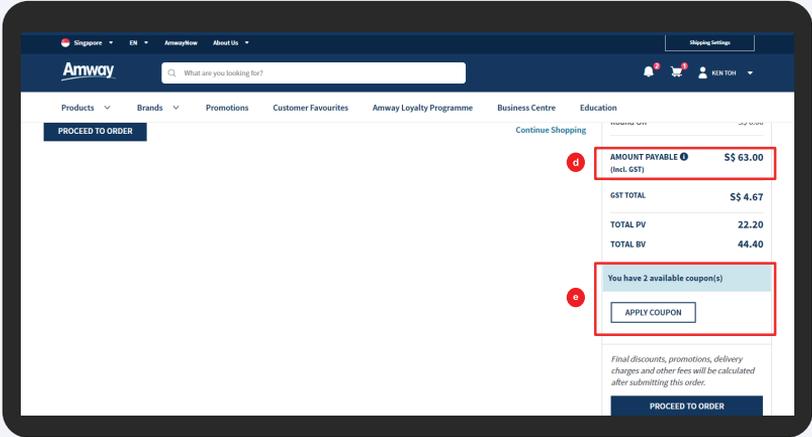
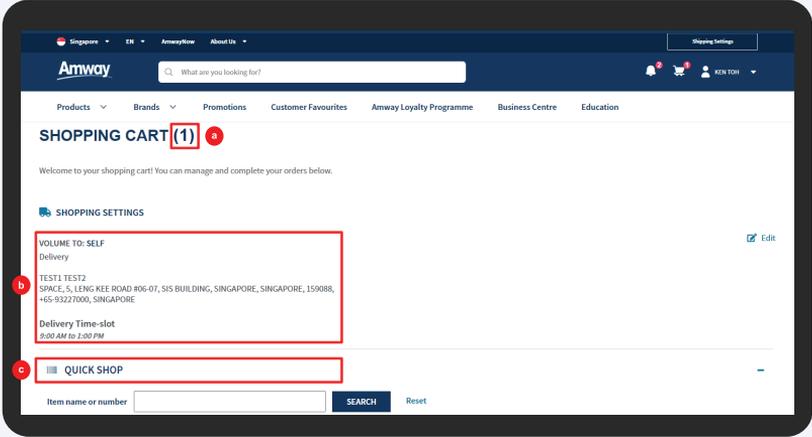


After adding product(s) to the cart, this message will be shown, “Product has been successfully added to the cart”. A cart preview panel will appear with the product details and free delivery progress bar.

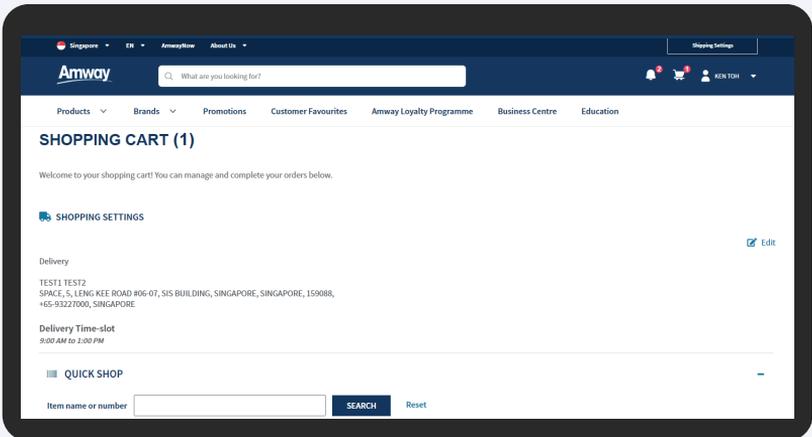
Click on the **View Cart** button to view the shopping cart.

## How to place an order

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ABO View



APC View

## How to place an order

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### View Shopping Cart

- a – The number in the bracket indicates the total number of item(s) in the shopping cart
- b – View delivery options, address, contact and time slot. Click the **Edit** button to update.

#### **ABO view**

- Apply the volume to self or volume down to ABOs/APCs
- Enter a new address or select an address from the address book or primary address to volume down to ABOs/APCs
- Enter contact number (mandatory)

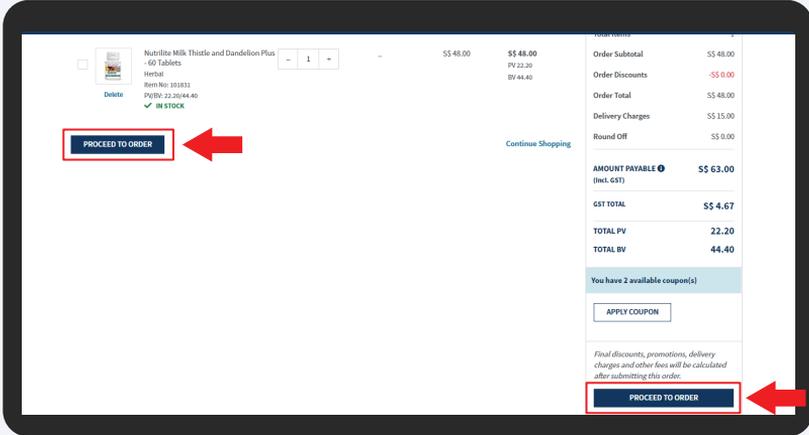
#### **APC view**

- Enter a new address or select an address from the address book
- Enter contact number (mandatory)

- c – Quick access to search and add product(s).
- d – Click to view total order summary.
- e – Click to view and apply available eCoupon(s).

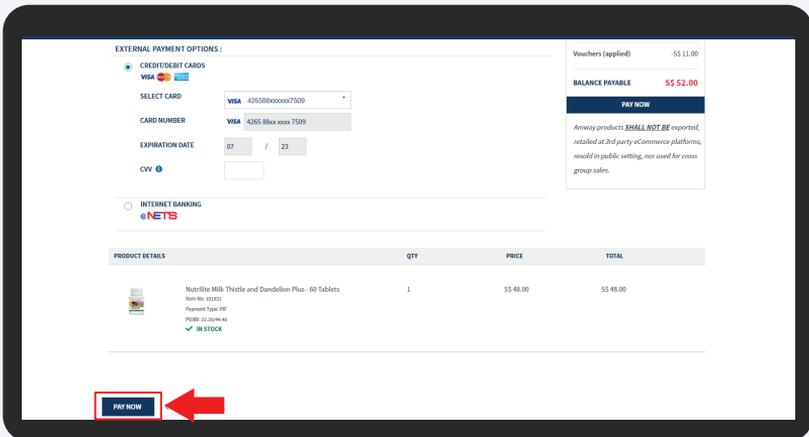
## How to place an order

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Confirm information in the shopping cart. Click the **Proceed To Order** button to checkout.

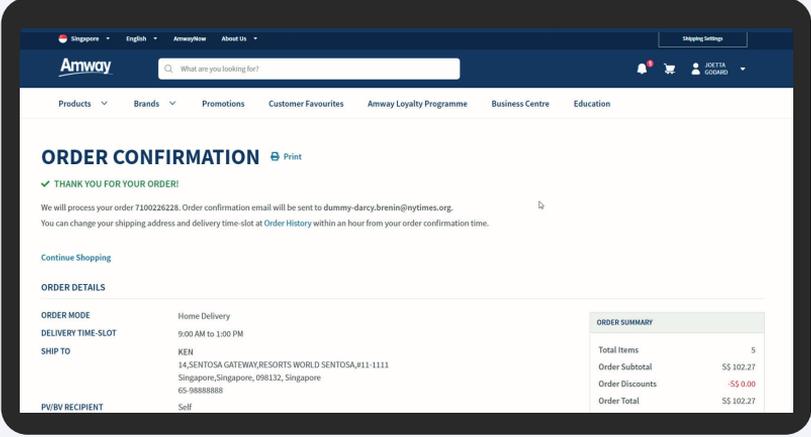
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Select payment method and enter payment information. Click the **Pay Now** button to make payment.

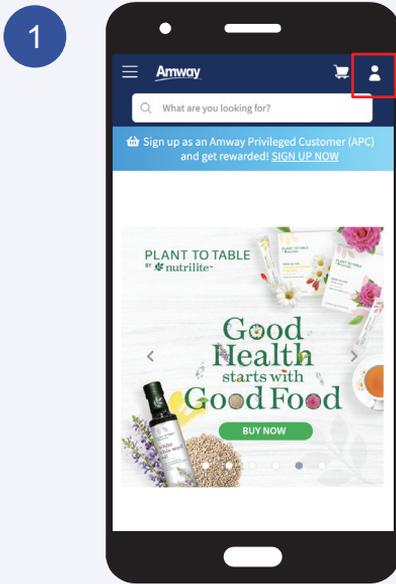
## How to place an order

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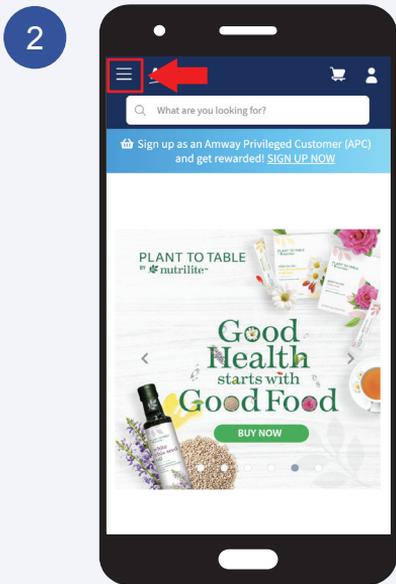
Order confirmation will be displayed upon successful payment.

## How to place an order

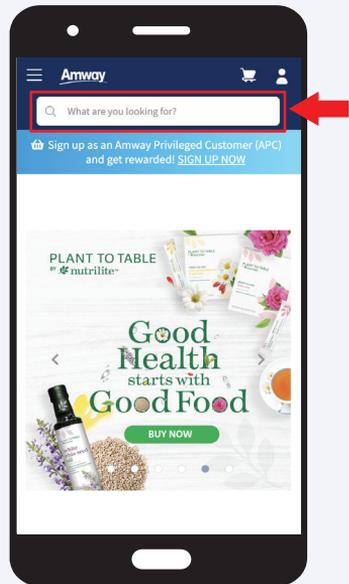


Go to  
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Click on the **log in** icon.



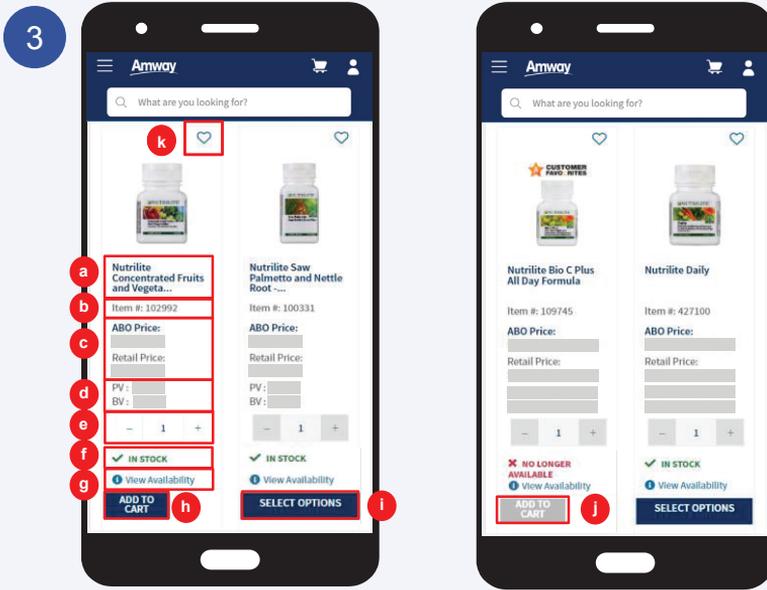
or



Search for product(s):

Select the **Hamburger Menu** located at the top left of the screen and select the product tab or click on the **Search Bar** and enter the product name/SKU #.

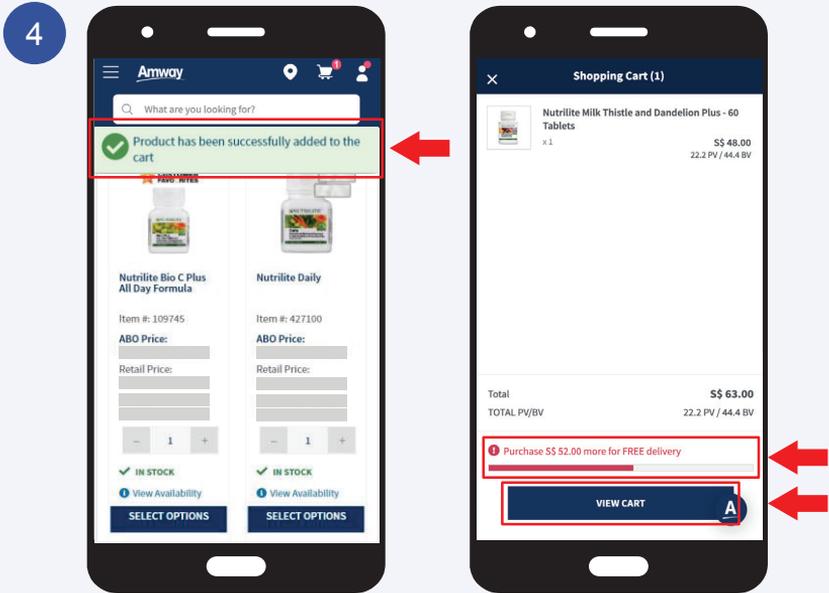
## How to place an order



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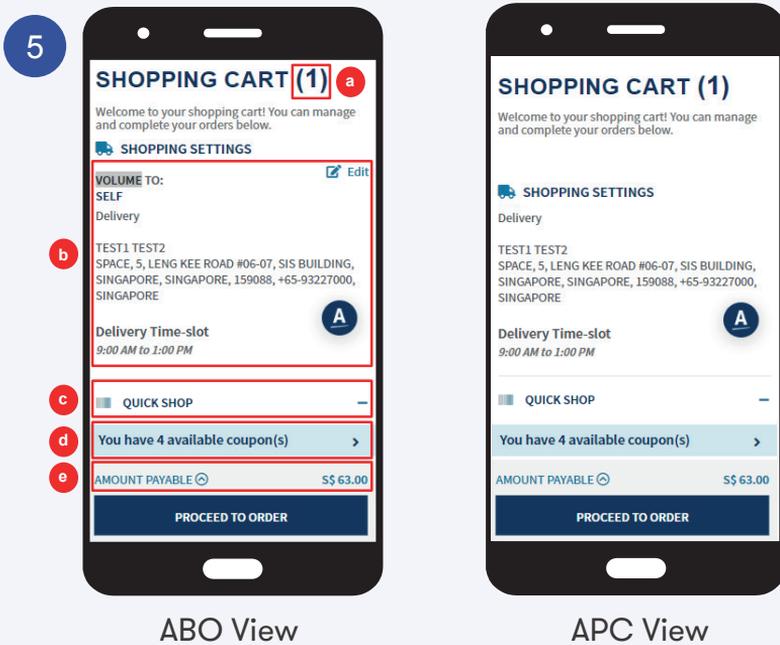
## How to place an order



After adding product(s) to the cart, this message will be shown, “Product has been successfully added to the cart”. A cart preview panel will appear with the product details and free delivery progress bar.

Click on the **View Cart** button to view the shopping cart.

## How to place an order



ABO View

APC View

### View Shopping Cart

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#### ABO view

- Apply the volume to self or volume down to ABOs/APCs
- Enter a new address or select an address from the address book or primary address to volume down to ABOs/APCs
- Enter contact number (mandatory)

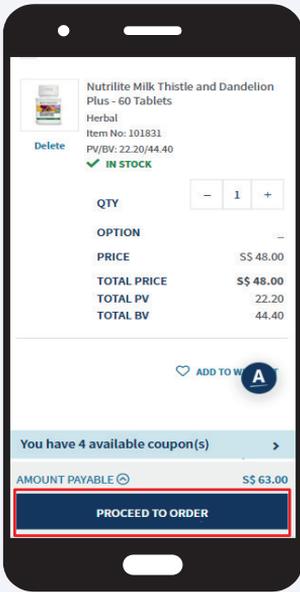
#### APC view

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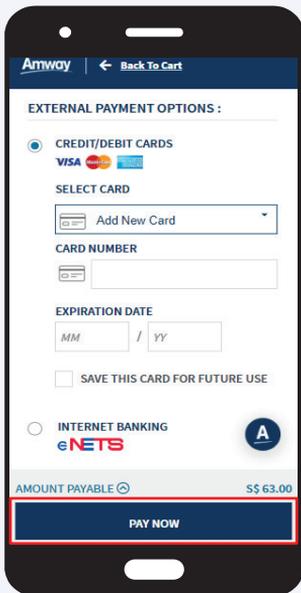
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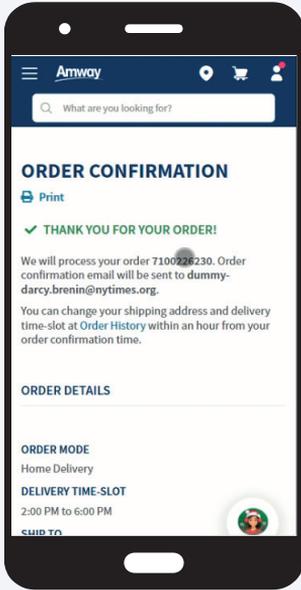
7



Select payment method and enter payment information. Click the **Pay Now** button to make payment.

## How to place an order

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Order confirmation will be displayed upon successful payment.

## Frequently Asked Questions

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### Question

I receive this error message, “No address found, please enter a valid address” in the shopping cart. What should I do?

### Answer

In your shopping cart, navigate to the Shopping Settings and click on the Edit button. Check the delivery address fields and ensure all fields are correctly filled up.

### Question

I receive this error message, “The entered address is not serviceable, please enter valid address” in the shopping cart. What should I do?

### Answer

In your shopping cart, navigate to the Shopping Settings and click on the Edit button. Check the postcode and state fields in the delivery address field and ensure both fields are correctly filled up.

## Frequently Asked Questions

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### Question

I receive this error message, “Mandatory information in delivery address is missing – Recipient number” in the shopping cart. What should I do?

### Answer

In your shopping cart, navigate to the Shopping Settings and click on the Edit button. Check the delivery address and ensure that the city, postal code, state and mobile fields are filled up.