



# Quick Guide

## Shopping- Order Management

# Module Outline

## 1 Navigation

Explore Shopping Menu

## 2 Add to Cart

Shopping

## 3 Checkout

Payment Page

## 4 GCO

Group Combination Order

## 5 Wishlist

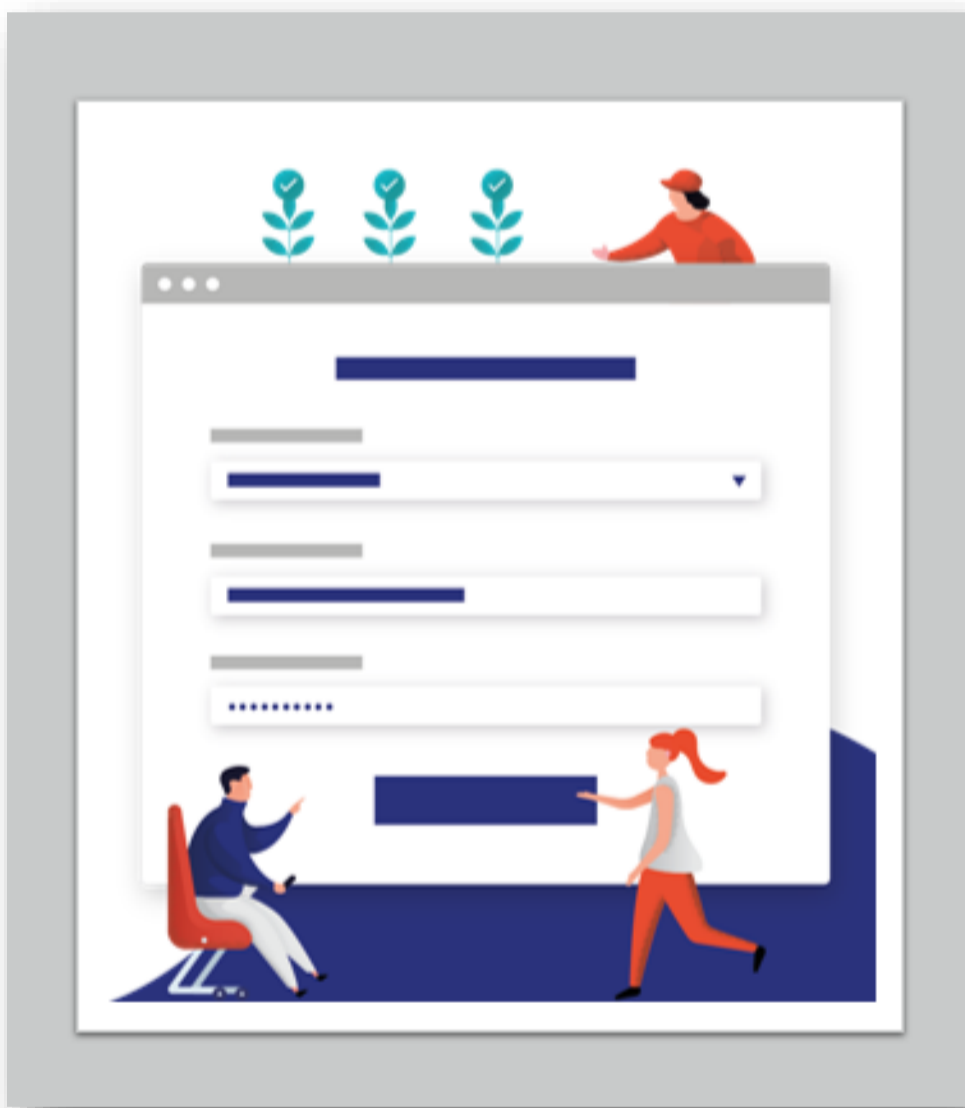
Create Wishlist Page

## 6 Order History

View Order History

## 7 SOP

Standing Order Program



# NAVIGATION

# DEFINITION OF TERMS

<b>PLP</b>	Product Listing Page
<b>PDP</b>	Product Details Page
<b>MA</b>	Marketing Advisor
<b>GWP</b>	Gifts with Purchase
<b>PWP</b>	Products with Purchase

**Variant Product** Item with multiple size/color/style options available

**Bundle Product** Combination of products in a set

**Open Order** Locked cart awaiting payment

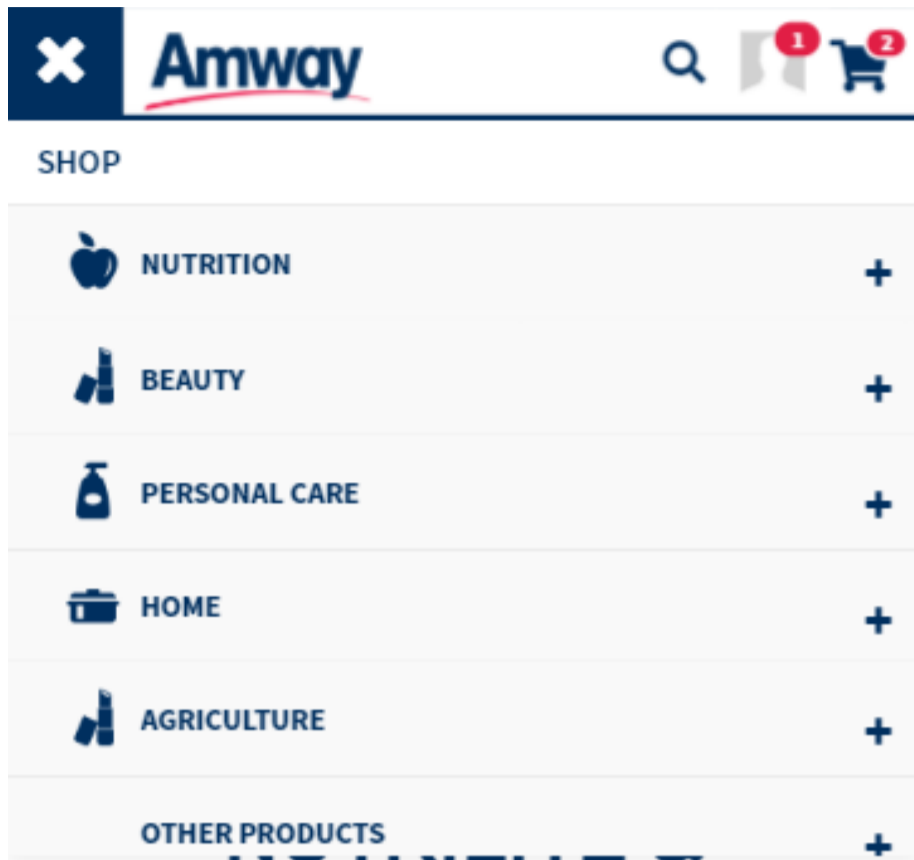
**Pending Order** Unpaid orders created due to either delay payment or no response from payment gateway

**Backorder** Advance order of a product to claim at a later date when the product becomes available

**Donation product** Promotional items as part of a fundraising campaign with zero PV/BV, and free delivery

**Confirmed Order** Paid order

# NAVIGATION

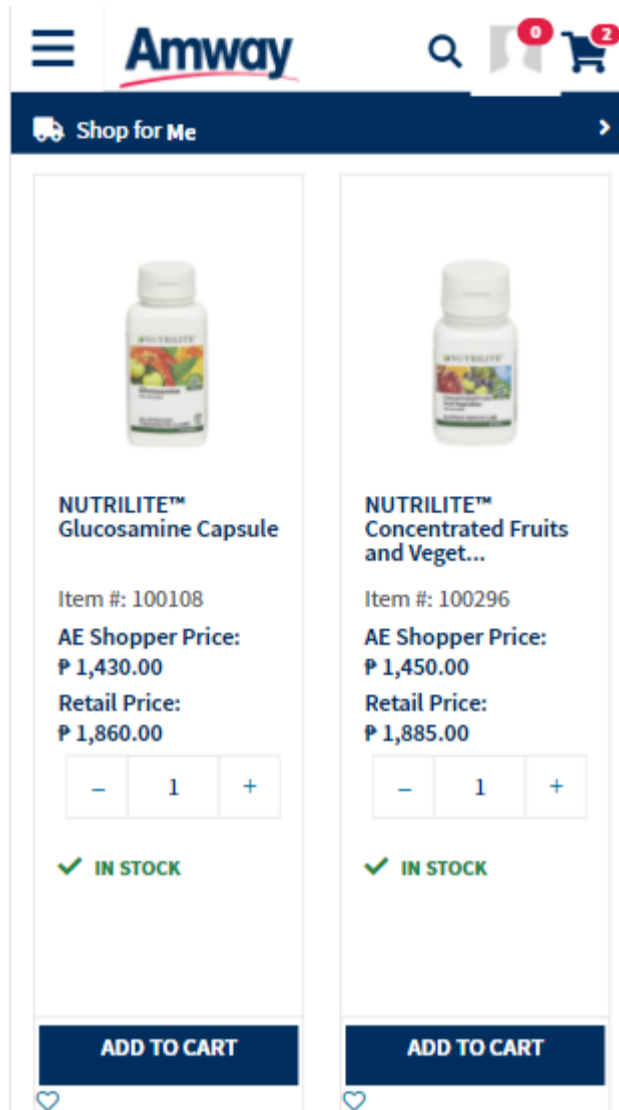


## WELLNESS



- 1 Clicking SHOP in the mega menu will show all the category and sub-category products. Shopping button is available for both Logged-In and Non-logged In users. Non-logged in users cannot proceed to **Add to Cart**

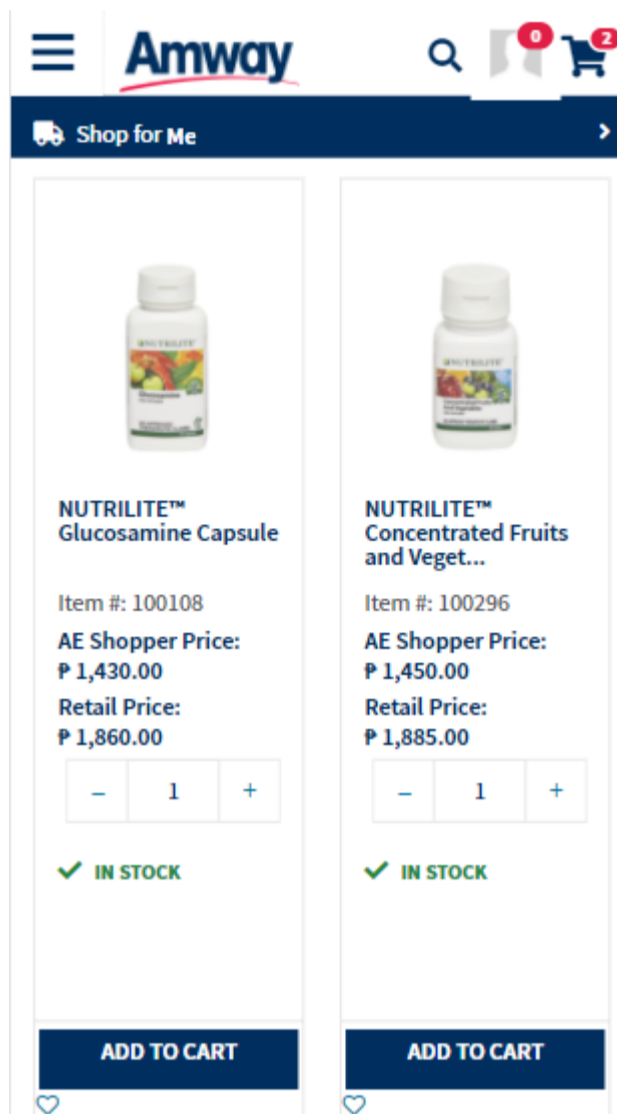
# PLP



PLP or Product Listing Page displays information about a specific category with the following information:

- Product Image
- Product Name
- AES Price
- Retail Price
- Quantity
- Stock Status
- Select Options
- Add to Cart button
- Add to Wishlist

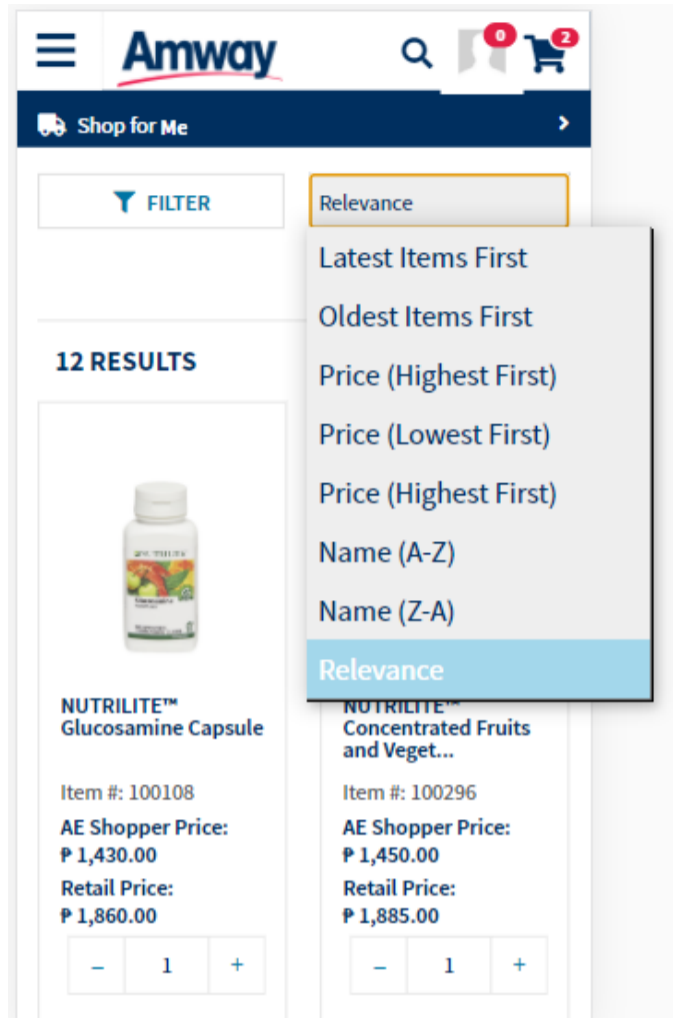
# PLP ACCESS



PLP can be accessed through:  
Autosuggestion Section  
Search bar in the Header

View default is Grid view, List view is also available.

# PLP SORTING

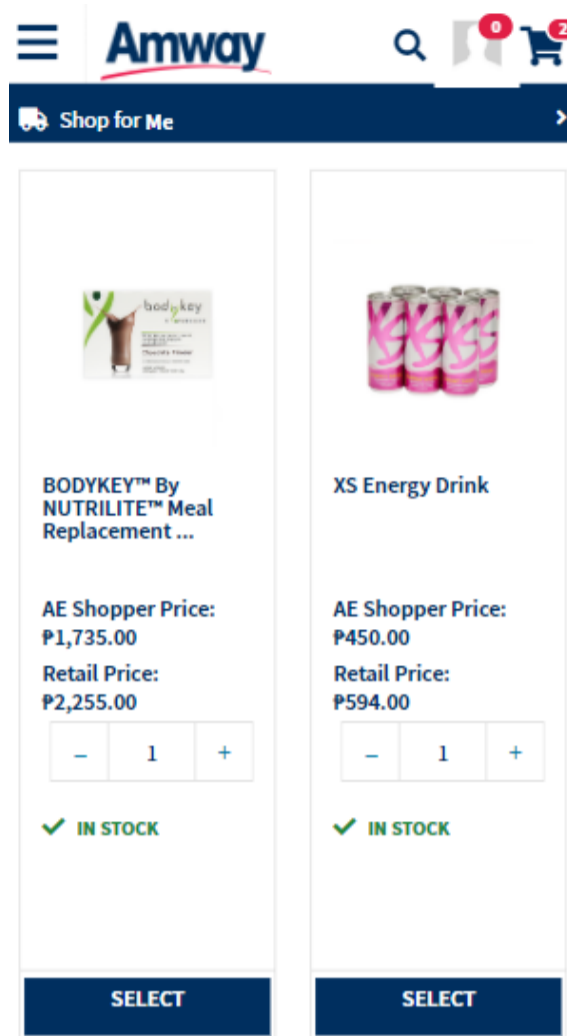


Sort the products in ascending or descending order and/or by any of these criteria:

- Latest Items First
- Oldest Items First
- Price (Highest First)
- Price (Lowest First)
- Name (A-Z)
- Name (Z-A)
- Relevance



# PLP VARIANTS

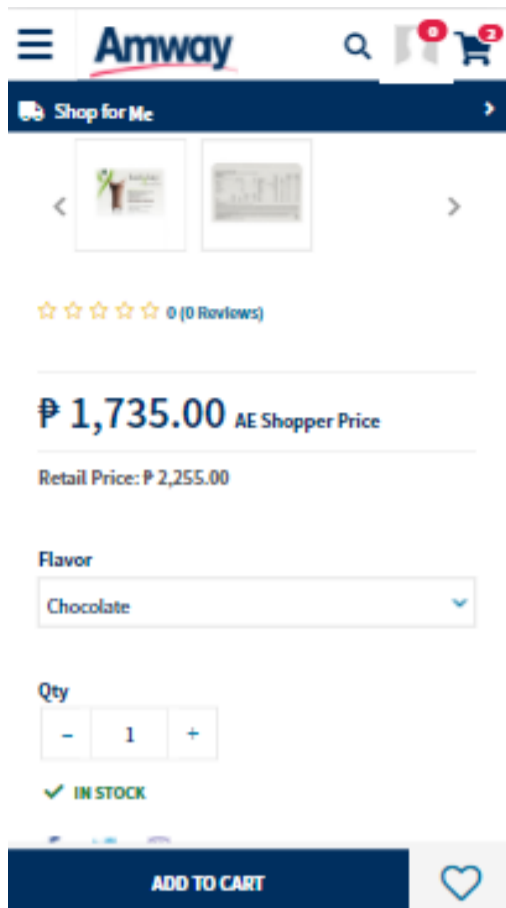


Products with variants will display the **SELECT OPTIONS** button instead of **ADD TO CART** prompting a pop-up to appear for you to select the variant that you want

A pop-up will appear for you to select the variant of your choice

**ADD TO CART** and **SELECT OPTION** button will be disabled if the product is not in stock

# PDP

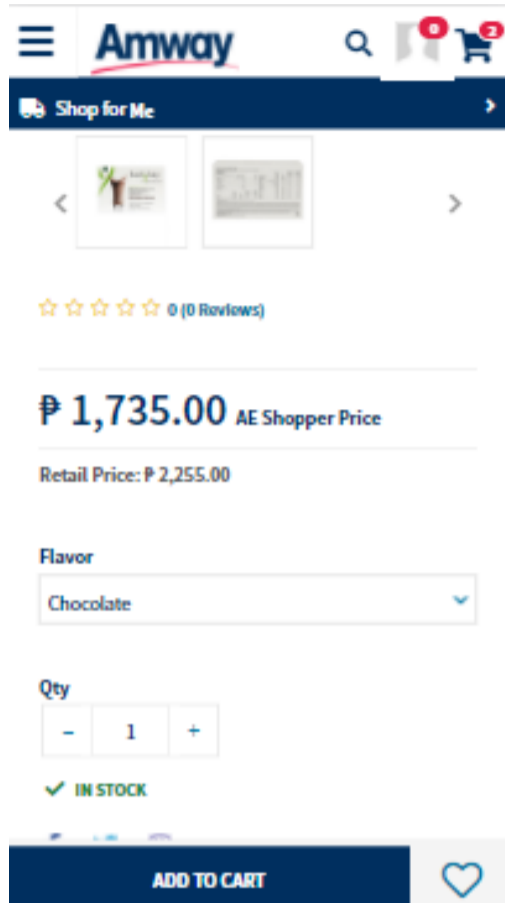


## Product Detail Page (PDP)

is where you can find complete information (e.g. product details, FAQ, reviews) about a specific product.

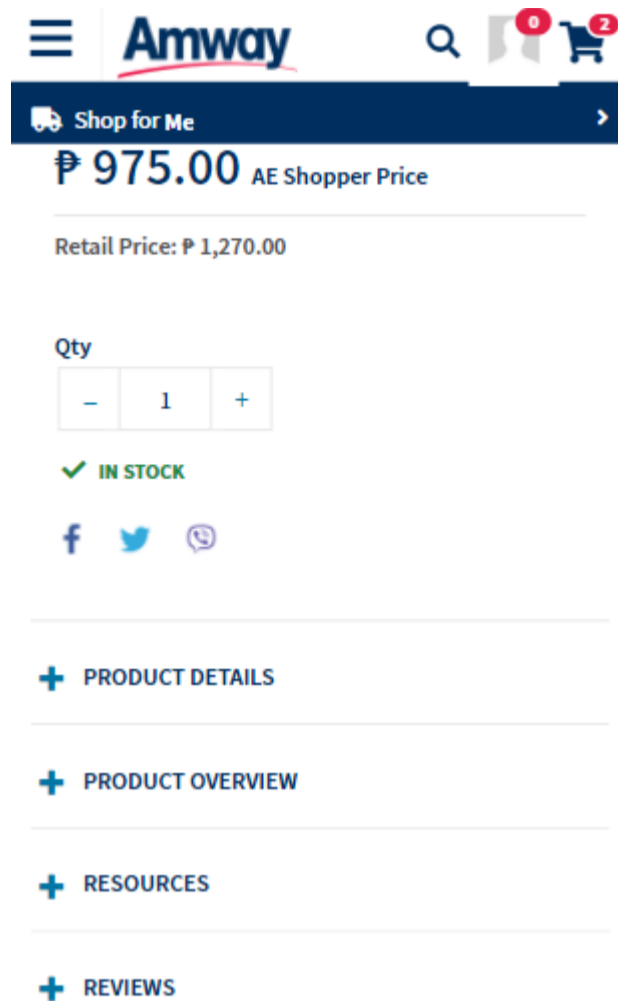
- Product Images
- Product Name
- Ratings
- AES Price
- Retail Price
- Quantity
- Stock Status
- Add to Cart
- Add to Wishlist
- Social Media Icons

# PDP



You can access a product's PDP via PLP, product search, product recommendation and social network sharing post.

# PDP



Scrolling down the PDP page, you will be able to view :

Events & Promotion section(if any)

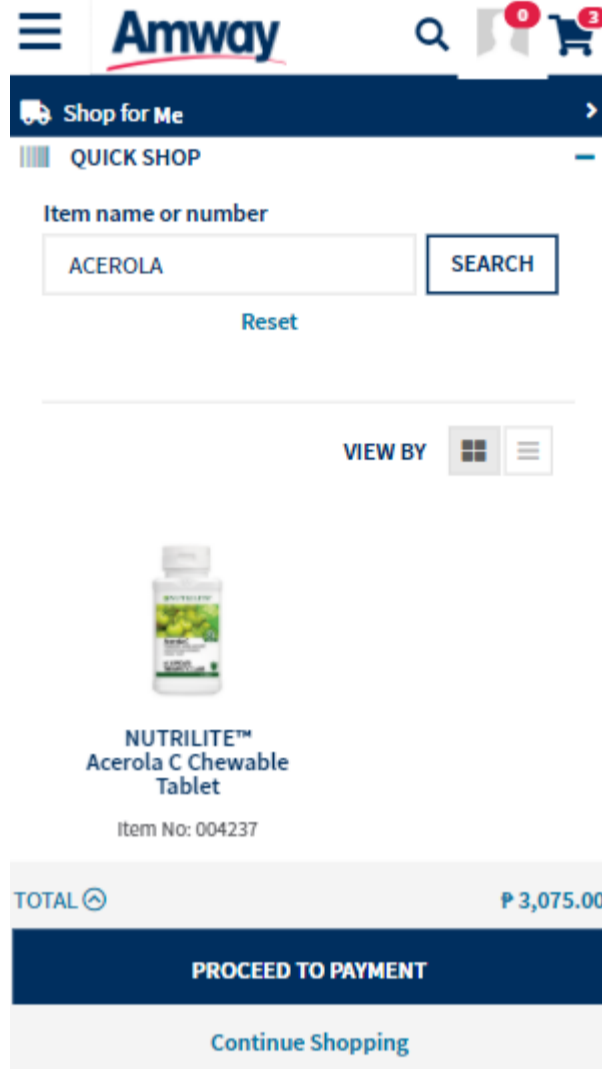
Product Details

Resources

Reviews

Your Recently Viewed Items

# QUICKSHOP



Clicking **Quick Shop** enables the user to enter query for searching the products

Each product is displayed with

- Product Image

- Product Name

- Item No.

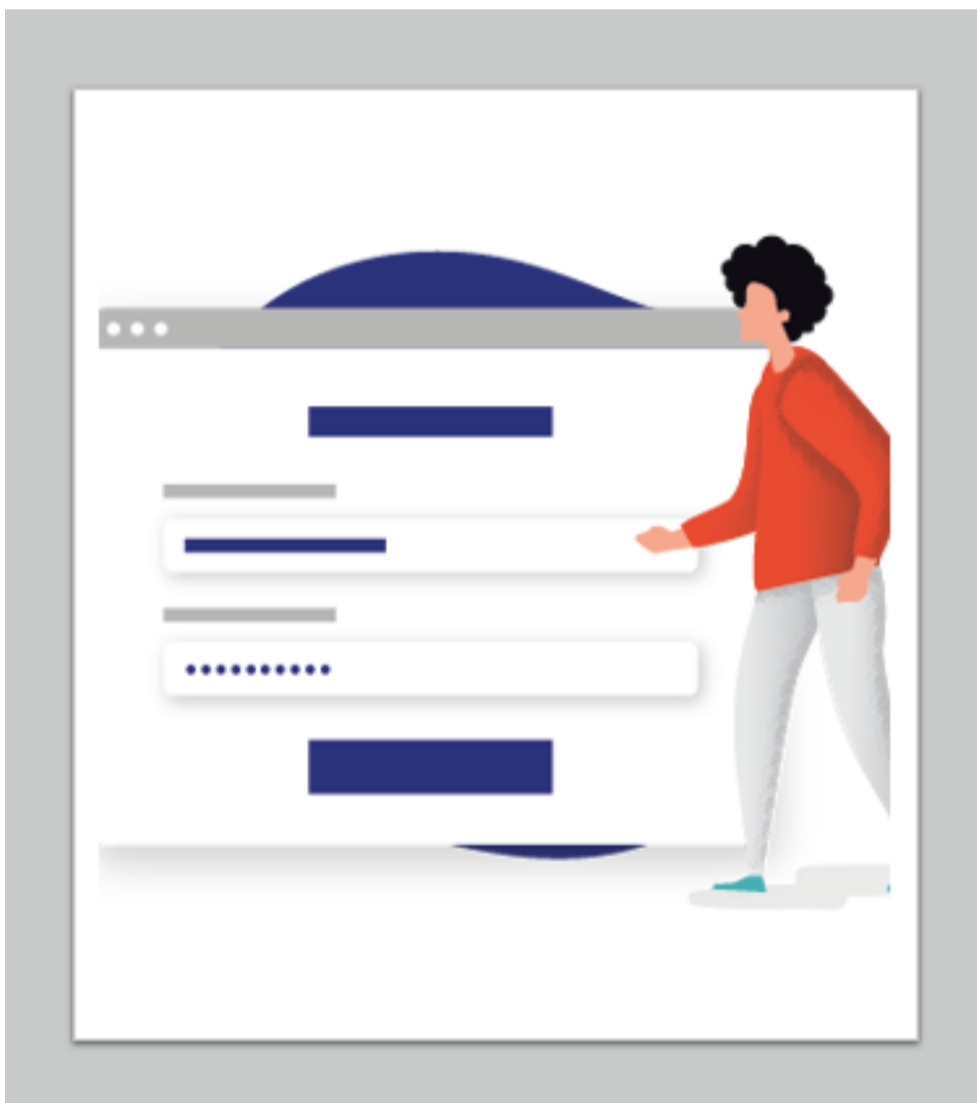
- AES Price

- Stock Availability

- Quantity

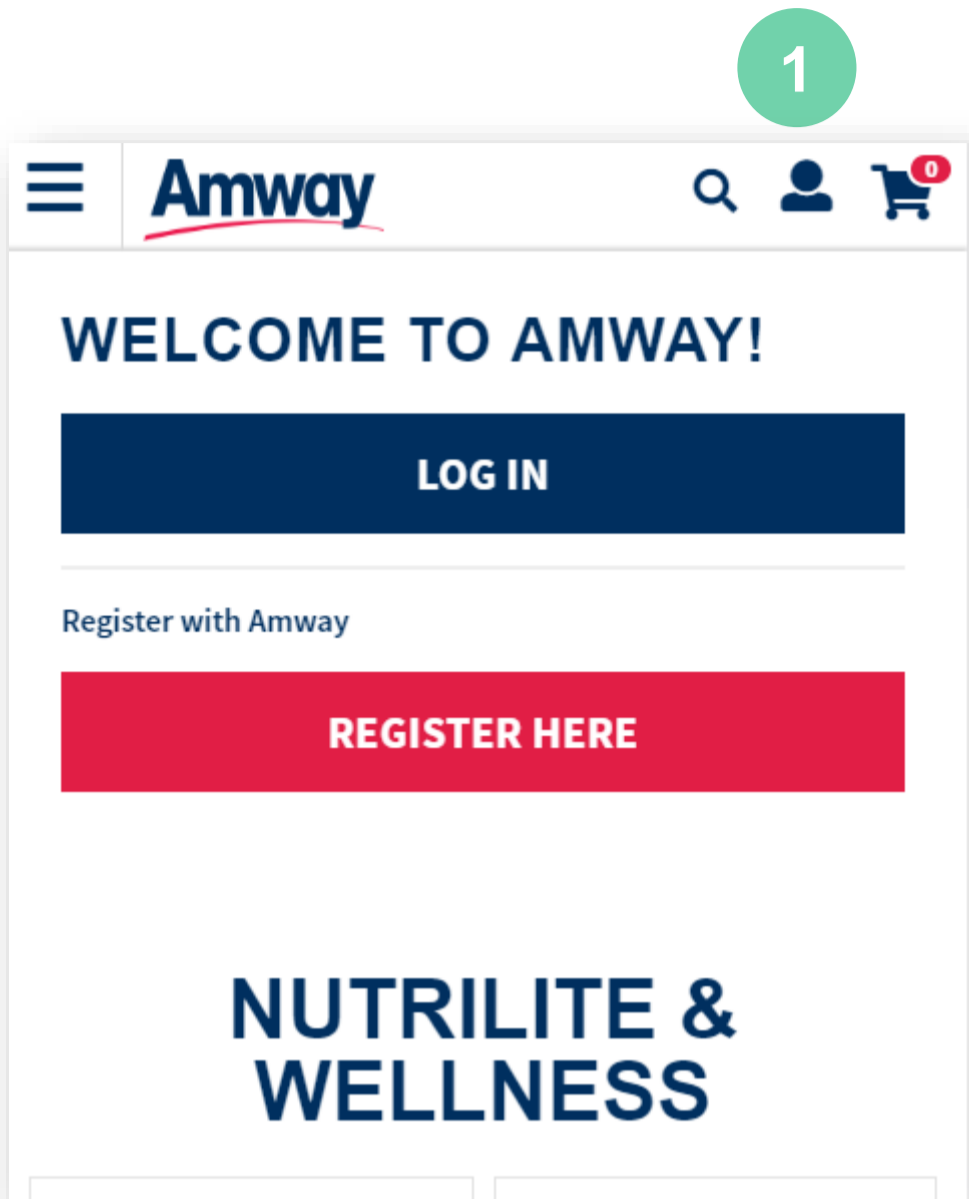
- Add to Cart

- Select Options for Variant or Bundle Products



# SHOPPING CART

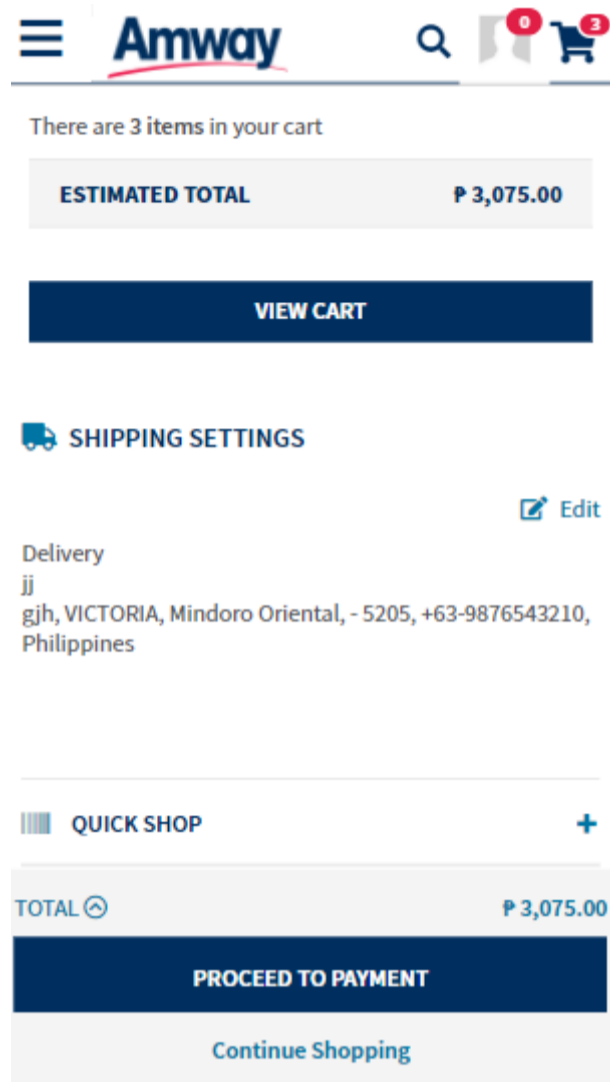
# LOGIN



1 To log in, tap the **My Account** icon

2 Log in to your account with your username or AES ID. Enter your password, then tap **SUBMIT**

# CART



3 Access **Cart** via:

Mini-cart icon (top right)

View Cart button under the mini cart

View Cart button in Product Listing Page (PLP)

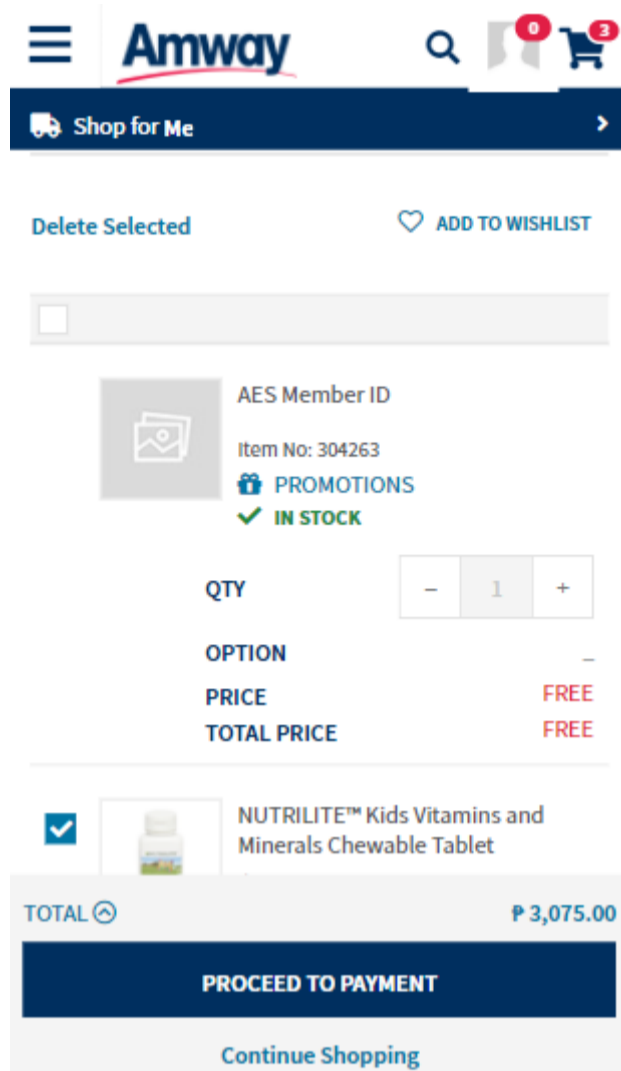
View Cart button in Product Detail Page (PDP)

Quick Shop section

Best Sellers section



# CART



4

Clicking on **Delete** link will delete selected products from your shopping cart

5

Adjust the quantity of each product order by clicking - or +

6

Change the product variation (if applicable) by clicking the **CHANGE** link

The screenshot shows the Amway website's cart page. At the top, there is a navigation bar with the Amway logo and links for SHOP, BUSINESS, ABOUT AMWAY, and EDUCATION. Below this is a section titled 'ELIGIBLE PROMOTIONS' with a gift icon. A red message states: 'Can't see your promotion? Either NO STOCKS or MAX LIMITED reached.' Below this, there are two 'PURCHASE WITH PURCHASE' sections. The first section is for 'ALL DAY CONFIDENT PACK' with a quantity of 2, marked 'IN STOCK', and an 'ADD TO CART' button. The second section is for 'NUTRILITE™ Concentrated Fruits and...' with a price of ₱ 1555.00, PV of 10.00, BV of 1000.00, and a 'BACKORDER' status, also with an 'ADD TO CART' button.

## 7

### Eligible Promotion

If there is an **Eligible Promotions**, this section will be expanded.

Any products that are qualified for a promotion will have the promotion tag on the top left corner of that product

There are 2 categories under eligible promotions:

- **Gift with Purchase (GWP)** – a gift is offered as a benefit when buy in requirement is met
- **Purchase with Purchase (PWP)** – given an option to buy another product at a discounted price when qualification is met

# CART

**APPLY COUPON** ✕

Please select coupon value less than order amount, PV, BV. If you select coupon value higher than order, you will lose remaining coupon value.

**3 ACTIVE COUPONS**

COUPON CODE
<input type="checkbox"/> AES LAUNCH: P200 AES200 Coupon 01000042708 Use AES200 for min P1,000 Amway purchase. <b>COUPON VALIDITY PERIOD</b> 10/14/2020 - 10/16/2020 <b>COUPON VALUE</b> -----

**8** **Coupon**  
Click Total to show available Coupons.  
Clicking on **APPLY COUPON** prompts you to select/apply coupons of your choice.  
An **Apply Coupon** pop up will appear

Tick coupon code in the box to confirm

A prompt message will appear if coupon was successfully applied

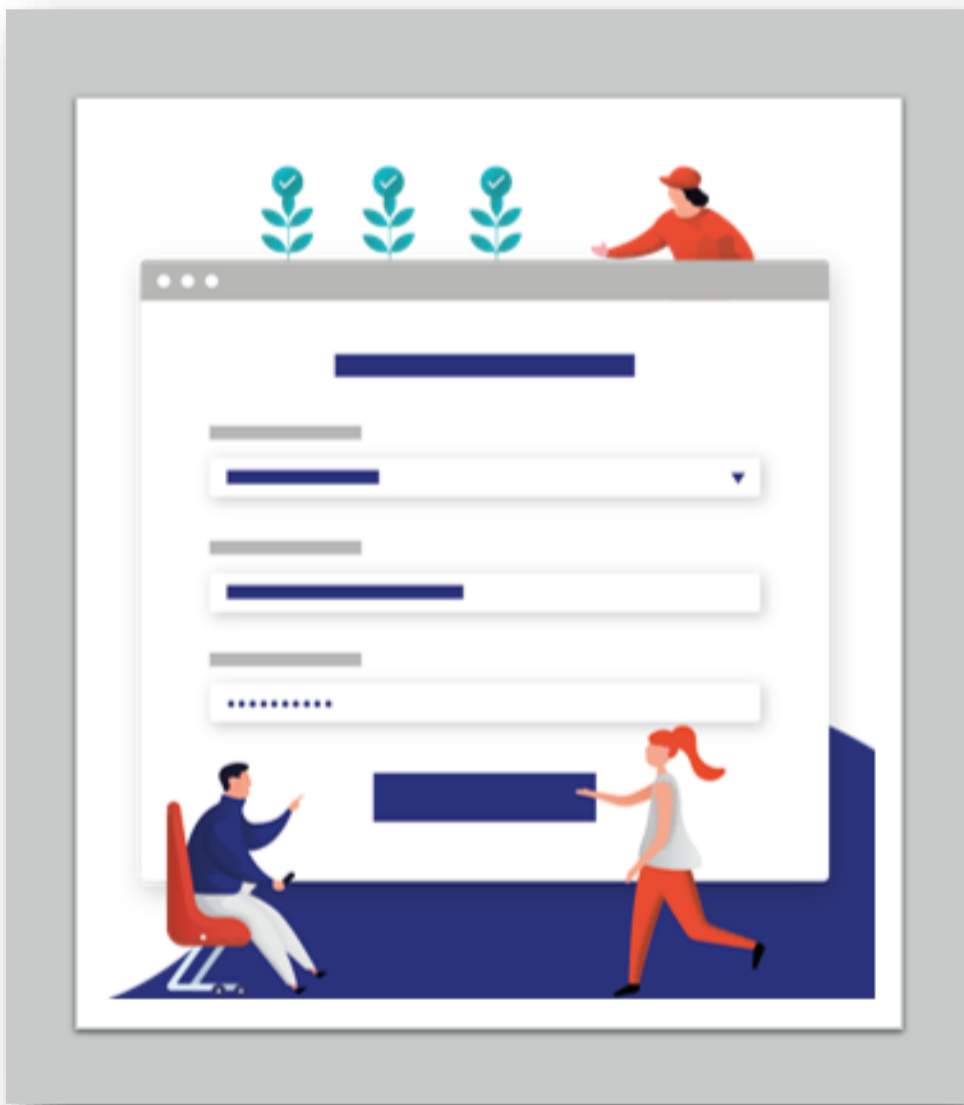
# CART

ORDER SUMMARY <span>✕</span>	
Total Items	3
Subtotal	P 2,775.00
Discounts	-P 200.00
Delivery Fees	P 300.00
<hr/>	
<b>TOTAL ⓘ</b>	<b>P 2,875.00</b>
<hr/>	
Coupon(s)	
AES LAUNCH: P200 AES200 COUPON <span>✕</span>	

9

After application of Coupon, in the **Order Summary**, you will see the coupons applied in the total discounts section.

Click on the **PROCEED TO CHECKOUT** button and be redirected to the checkout page



**CHECKOUT**

# DELIVERY METHOD



## SHOPPING CART (3)

Welcome to your shopping cart! You can manage and complete your orders below.

### SHIPPING SETTINGS

Close

#### DELIVERY OPTIONS

- Delivery
- Pickup



### SHIPPING SETTINGS

Close

#### DELIVERY OPTIONS

- Delivery
- Pickup

#### THE ORDER WILL BE COLLECTED AT

##### ADC DAVAO

Ecoland Matina Unit A Lim Bldg, corner Quimpo  
Boulevard & Tulip Drive,  
DS 8000

[Change](#)

## 1 2 Types of Delivery Methods:

**Delivery** – Set as default method of delivery for online orders

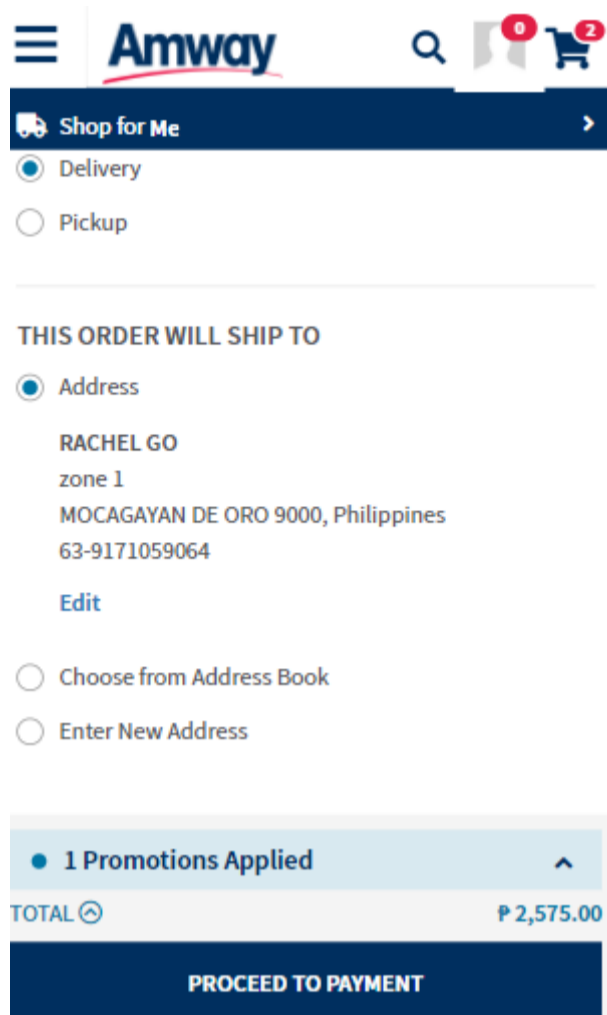
**Pick Up**- Pickup Centers  
MAP Makati, Cebu, CDO & ADC Davao

2 With one product in cart and Delivery Mode set to Delivery, clicking on the Cart icon opens a popup with the following details:

- **Estimated Total Value**
- **Delivery Tracker:** It shows whether your order is eligible for free Delivery and also displays the balance amount for the delivery fee to be zero
- **View Cart** button which redirects to Shopping Cart Page

\*Delivery tracker info is not available if **Pickup Mode** is selected

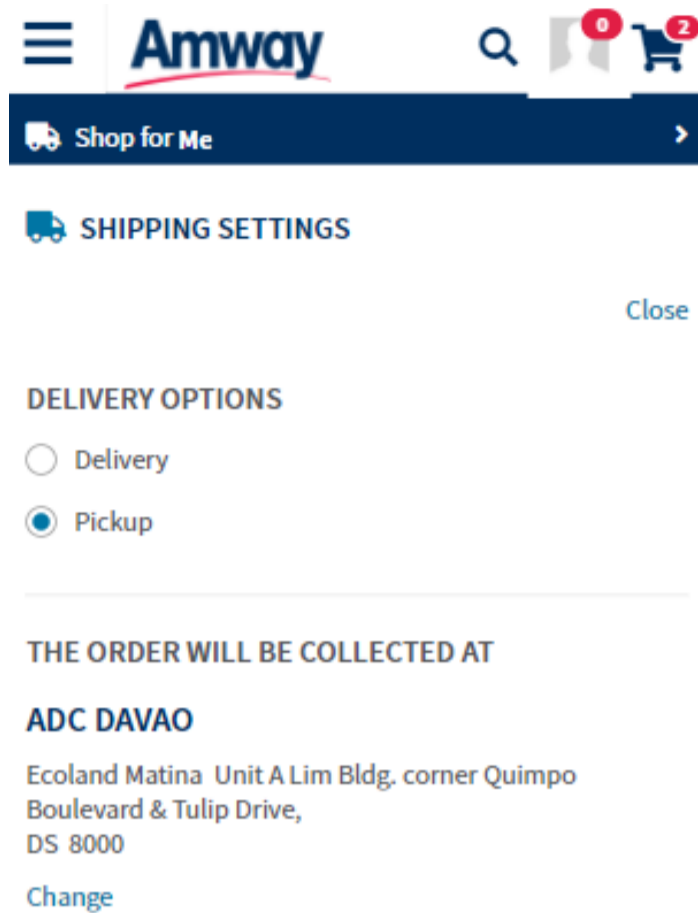
# DELIVERY



- 3 In the Delivery Options select **Delivery** to open
- Address
  - Choose Another Address
  - Enter New Address

Click on the **Edit Address** link to modify/edit the Address, choose other address from list of saved addresses or enter new address to save to address book

# PICKUP



4

Selecting **Pickup** option will redirect user to different pickup locations- MAP Makati, Cdo, Cebu and ADC Davao

Click on **Select** button to choose a pickup point for the order

Address, Store hours schedule is shown in the options



# PICKUP

The screenshot displays the Amway website interface. At the top, the Amway logo is on the left, and navigation links for 'Shop for Me', user profile 'Pilar R. Vitto', and a shopping cart are on the right. Below the header, there are navigation tabs for 'SHOP', 'BUSINESS', 'ABOUT AMWAY', and 'EDUCATION', along with a search bar. The main content area is titled 'THE ORDER WILL BE COLLECTED AT' and contains four panels, each representing a different pickup location. Each panel includes the location name, address, and a table of store hours. A 'SELECT' button is present in each panel.

**MAP MAKATI**  
San Lorenzo Village G/F, 2/F & 5/F Kentek Building 828, Antonio Arnalz Ave., MN 1223  
Timing:  
Day Opening time Closing Time  
Sun 10:00 AM 10:00 PM  
Mon 10:00 AM 10:00 PM  
Tue 10:00 AM 10:00 PM  
Wed 10:00 AM 10:00 PM  
Thu 10:00 AM 10:00 PM  
Fri 10:00 AM 10:00 PM  
Sat 10:00 AM 10:00 PM

**MAP CDO**  
Gaerlan corner Tiano Bros. Street G/F CAP Building, MO 9000  
Timing:  
Day Opening time Closing Time  
Sun 11:00 AM 8:00 PM  
Mon 11:00 AM 8:00 PM  
Tue 11:00 AM 8:00 PM  
Wed 11:00 AM 8:00 PM  
Thu 11:00 AM 8:00 PM  
Fri 11:00 AM 8:00 PM  
Sat 11:00 AM 8:00 PM

**MAP CEBU**  
Mango Avenue G/F LUYM Building 2 Mango Square, CB 6000  
Timing:  
Day Opening time Closing Time  
Sun 11:00 AM 8:00 PM  
Mon 11:00 AM 8:00 PM  
Tue 11:00 AM 8:00 PM  
Wed 11:00 AM 8:00 PM  
Thu 11:00 AM 8:00 PM  
Fri 11:00 AM 8:00 PM  
Sat 11:00 AM 8:00 PM

**ADC DAVAO**  
Ecoland Mattina Unit A Lim Building corner Quimpo Boulevard & Tulp Drive, DS 8000  
Timing:  
Day Opening time Closing Time  
Mon 10:00 AM 7:00 PM  
Tue 10:00 AM 7:00 PM  
Wed 10:00 AM 7:00 PM  
Thu 10:00 AM 7:00 PM  
Fri 10:00 AM 7:00 PM  
Sat 10:00 AM 7:00 PM

4

Selecting **Pickup** option will redirect user to different pickup locations- MAP Makati, Cdo, Cebu and ADC Davao

Click on **Select** button to choose a pickup point for the order

Address, Store hours schedule is shown in the options

# PAYMENT OPTIONS

Amway < John Federico

## PAYMENT

CREDIT/DEBIT CARDS  
VISA MasterCard American Express

OTHERS  
GCash BancNet PAY OVER THE COUNTER

CASH ON DELIVERY

PRODUCT DETAILS -

AES Member ID

TOTAL P 1,080.00

CONFIRM PAYMENT

5

Choose from the following **Payment Options**

**Credit/Debit Cards**

**Others**

**Gcash**

**Bancnet**

**Over The Counter**

**Cash on Delivery**

# PAYMENT OPTIONS



**Order Summary** | Billing Details

Request ID: 7000320209\_400145334\_PHP\_20201016-044708

---

AMWAY PRODUCT  
1,800.00 PHP      1x      1,800.00 PHP

---

Total Amount      **1,800.00 PHP**

**PAYMENT OPTIONS**

I have read and agree to the terms and conditions.

- GCASH ▼
- OVER-THE-COUNTER PAYMENTS ▼
- BANCNET ▼

Cancel Transaction

6

Others


Fill in Billing details and proceed with any of the options














**Gcash**

**Bancnet**

**Over The Counter**

# PAYMENT OPTIONS

**OVER-THE-COUNTER PAYMENTS** 

-  **SM Bills Pay**  
Pay in cash for your online purchase at SM Bills Payment Center.
-  **7-Eleven**  
Pay in cash for your online purchase at any 7-Eleven store.
-  **CLiQQ**  
Pay in cash for your online purchase at any (7-Eleven) CLiQQ touchscreen payment kiosk.
-  **Direct Agent 5**  
Pay in cash for your online purchase at Direct Agent 5 accredited stores.
-  **Posible**  
Pay in cash for your online purchase at Posible accredited stores.
-  **ExpressPay**  
Pay in cash for your online purchase at ExpressPay accredited stores.
-  **UCPB**  
To pay for your online purchase, go to the nearest UCPB branch.
-  **Cebuana Lhuillier**  
Pay in cash at for your online purchase any Cebuana Lhuillier branch.
-  **ECPay**  
Pay in cash for your online purchase at any ECPay accredited store.
-  **M Lhuillier**  
Pay in cash for your online purchase at any MLhuillier branch.
-  **TrueMoney**  
Pay in cash for your online purchase at TrueMoney accredited stores.
-  **eTap**  
Pay in cash for your online purchase at eTap accredited stores.
-  **Philippine National Bank**  
To pay for your online purchase, go to the nearest PNB branch.

**CONTINUE**

## 7 Over The Counter Options

Proceed by choosing any over the counter option, then click Continue

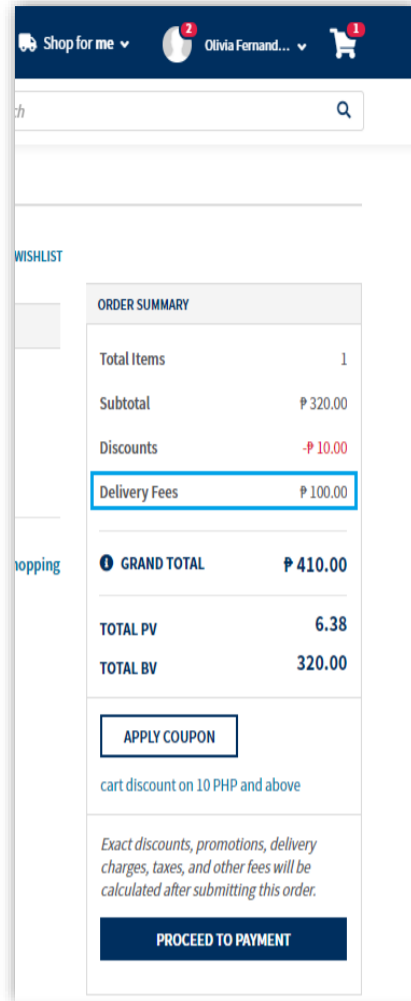
# PAYMENT OPTIONS

BANK NAME
Asia United Bank
BPI Direct Banko
CTBC Bank
Citystate Savings Bank
DBP
Enterprise Bank
Entrepreneur Bank
Luzon Development Bank
MASS SPECC
Malayan Bank
Overseas Filipino Bank
PBCom
Philippine Business Bank
Philippine Veterans Bank
Philtrust Bank
Sterling Bank of Asia
Sun Savings Bank
Wealth Bank

8

Choose from the following **list of BANCNET options**

# DELIVERY FEES

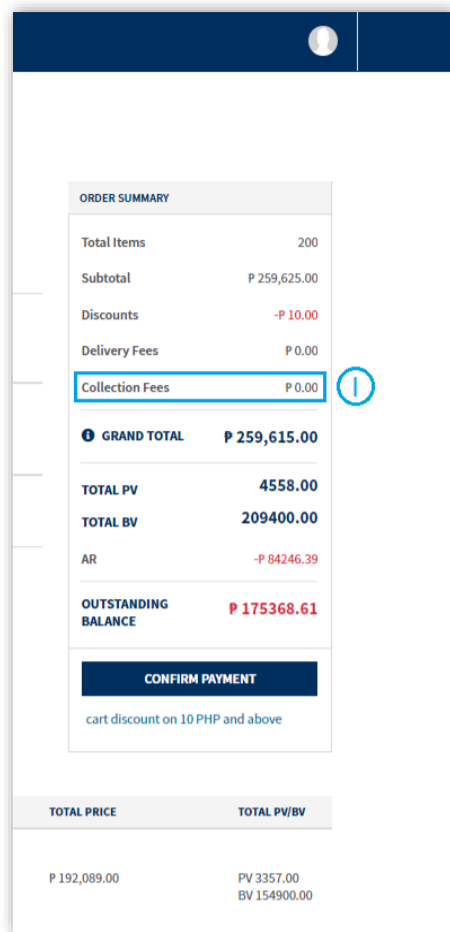


9

The Delivery Fees for each order is applied when the Delivery Mode is selected. This fee is calculated based on the following conditions:

- If within ZOOM area, then a Delivery Fee of **PHP-100** will be applied for orders having value less than **PHP-1000**. For order value above Php1000, no Delivery Fee will be applied.
- For outside ZOOM area, the threshold value is **PHP-5000**, i.e. for orders below this value, a Delivery Fee of **PHP-300** will be applied. For orders above this threshold, no Delivery Fee will be applied.

# COLLECTION FEE



The screenshot shows an order summary with the following details:

ORDER SUMMARY	
Total Items	200
Subtotal	P 259,625.00
Discounts	-P 10.00
Delivery Fees	P 0.00
Collection Fees	P 0.00
<b>GRAND TOTAL</b>	<b>P 259,615.00</b>
<b>TOTAL PV</b>	<b>4558.00</b>
<b>TOTAL BV</b>	<b>209400.00</b>
AR	-P 84246.39
<b>OUTSTANDING BALANCE</b>	<b>P 175368.61</b>

Below the summary is a "CONFIRM PAYMENT" button and a note: "cart discount on 10 PHP and above".

TOTAL PRICE	TOTAL PV/BV
P 192,089.00	PV 3357.00 BV 154900.00

10

## Collection Fees

This info is displayed only when Cash on Delivery Method is selected for Order Payment.

# PAYMENT VIA EXISTING CARD

The image displays two screenshots of the Amway payment gateway interface. The top screenshot shows the 'HOW WOULD YOU LIKE TO MAKE PAYMENT?' screen with a net payable amount of P 1,080.00 PHP. It features a dropdown menu for selecting a card, with a red circle 'C' highlighting the 'Choose a card' button and a blue circle 'D' highlighting the selected card 'FERNANDEZ, OLIVIA P.'. The bottom screenshot shows the same screen with the card details filled in: Card Number (312345\*\*\*\*0000), Expiration Date (05/2011), CVV (123), and Nickname (FERNANDEZ, OLIVIA P.). A red circle 'E' highlights the CVV field, and a red circle 'F' highlights the 'MAKE PAYMENT' button. A timer in the top right corner of the second screenshot indicates 4:23 mins left to complete the payment.

8 Select the payment option of Credit/Debit cards.

Click on **Confirm Payment**, this will redirect the user to the payment gateway page.

Click on **Choose a Card**

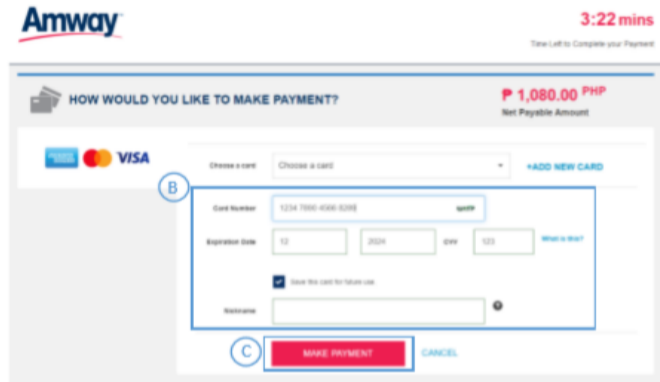
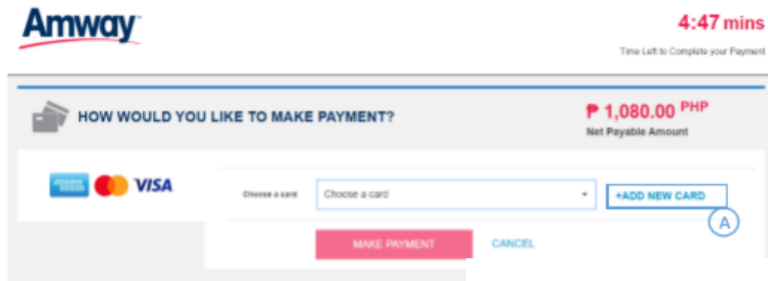
Choose any existing card from the list.

Enter the CVW of the Card

Click on **Make Payment**



# PAYMENT VIA NEW CARD



9

Click on **Add New Card**

Enter card details

Click on **Make Payment** and proceed

# PAYMENT VIA BANCNET

10

## Select **Others**

Click on **Confirm Payment**. User will be redirected to the Payment gateway

Select **Bancnet** from the 3 options, tick the **Terms and conditions** and **I have Bancnet online account and atm card enrolled**

Fill the required details if not already filled to **Continue**

Choose the bank by clicking on the drop-down button.

Enter the **ATM Card Number**, then **Submit**

Enter the **email id**, Click on send **OTP**

Enter the **OTP**, Click on **Submit**, then **OK**

# PAYMENT VIA GCASH

## 18.1.3.2 PAY BY GCASH

11

## Select **Others**

Click on **Confirm Payment**. User will be redirected to the Payment gateway

Tick **I have read and agree to the terms and conditions**

Enter the Mobile Number














Enter the required details if not already filled.

Click on **Pay Now**, and **Continue**.

A transaction successful message will be received

# PAYMENT VIA OVER THE COUNTER


## OVER-THE-COUNTER PAYMENTS

-  **SM Bills Pay**  
Pay in cash for your online purchase at SM Bills Payment Center.
-  **7-Eleven**  
Pay in cash for your online purchase at any 7-Eleven store.
-  **CLIQQ**  
Pay in cash for your online purchase at any (7-Eleven) CLIQQ touchscreen payment kiosk.
-  **Direct Agent 5**  
Pay in cash for your online purchase at Direct Agent 5 accredited stores.
-  **Possible**  
Pay in cash for your online purchase at Possible accredited stores.
-  **ExpressPay**  
Pay in cash for your online purchase at ExpressPay accredited stores.
-  **UCPB**  
To pay for your online purchase, go to the nearest UCPB branch.
-  **Cebuana Lhuillier**  
Pay in cash at for your online purchase any Cebuana Lhuillier branch.
-  **ECPay**  
Pay in cash for your online purchase at any ECPay accredited store.
-  **M Lhuillier**  
Pay in cash for your online purchase at any MLhuillier branch.
-  **TrueMoney**  
Pay in cash for your online purchase at TrueMoney accredited stores.
-  **eTap**  
Pay in cash for your online purchase at eTap accredited stores.
-  **Philippine National Bank**  
To pay for your online purchase, go to the nearest PNB branch.

[CONTINUE](#)

7-CONNECT: 2021-0290-2329 [Inbox x](#) [Paymatics Notification x](#)

7-CONNECT <postmaster@notification.paymatics.net> to me



**Payment Instructions**

1. Please write down or print the following 7-CONNECT Reference number. You can pay in cash at any 7-Eleven store.
2. Take note of the following:
  - Reference number: **2021-0290-2329**
  - Amount: **5.00**
3. Present the generated 7-CONNECT Reference number to the 7-Eleven cashier.
4. For Biller name, use Pay Express

You have until **7/30/2020 3:29:47 PM** to make the payment. This 7-CONNECT Reference will no longer be valid after that.

Merchant:	Pay Express
Merchant Reference:	SE5943146973
Transaction Description:	

12

Click on **Others**

Click on **Over-the-Counter Payments**.

Choose any option to pay on the counter.

Mark **I have read and agree to the terms and conditions**

Click on **Continue**

Upon creating this order, a mail will be sent with payment instructions via OTC channels

Upon payment, please make sure to pay the **exact amount** only.

Refer to payment instructions for the expiry of pending payment

# PAYMENT VIA CASH ON DELIVERY



**13** Select **Cash on Delivery** payment method

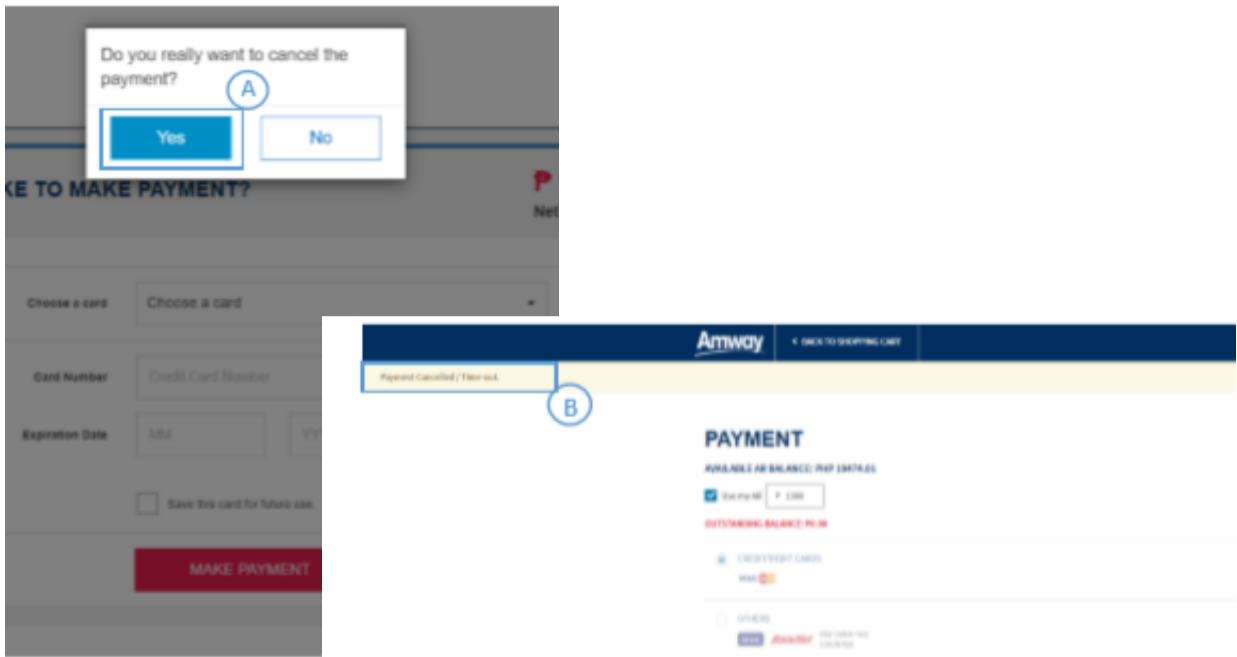
Click on **Confirm Payment**

After the order is placed, a confirmation message is displayed **Thank you for your order**

User's Order number

Payment Method with the amount paid through that payment method

# PAYMENT CANCELLATION

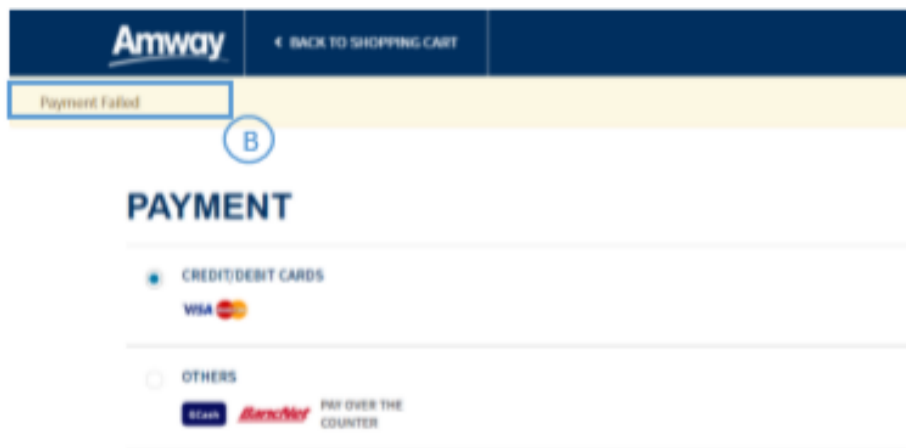


13

If user does not want to proceed with payment, click on cancel and then a Pop-up will display, click yes on same to confirm cancel

Clicking on yes, will redirect the user to payment page and will give an error message

# PAYMENT FAILURE



13

If for any reasons, user fails to proceed with the transaction, fills the wrong details, no response, browser closed accidentally or internet connectivity failure, then the transaction may be cancelled, and user will be redirected to the Payment Page. Re attempting payment can be made.

**Payment Failed** message will appear upon redirection

# PAYMENT FAILURE

ORDER HISTORY

CONFIRMED ORDERS **OPEN ORDERS** PENDING ORDERS

Order is in process and can not be completed

ORDER NUMBER	ORDER DATE	PNBV	ORDER TOTAL	ORDER STATUS
710001896	28/05/2020 13:05	PV: 6.84/ BV: 335.00	P 303.04	<b>LOCKED</b>

ORDER HISTORY

CONFIRMED ORDERS OPEN ORDERS **PENDING ORDERS**


ORDER NUMBER	ORDER DATE	PNBV	ORDER TOTAL	ORDER STATUS	ACTIONS
710001898	28/05/2020 15:05	PV: 1.86/ BV: 380.00	P 770.54	Created	Pay Now
710001895	28/05/2020 15:05	PV: 6.84/ BV: 335.00	P 303.04	Created	Pay Now
710001894	28/05/2020 15:05	PV: 6.84/ BV: 335.00	P 303.04	Created	Pay Now
710001896	28/05/2020 16:05	PV: 6.84/ BV: 335.00	P 303.04	Created	Verify Payment

13

- Order can be viewed in **open orders** under Order history for 15 minutes.
  - Order status will set to **Locked** as no response received. The Open orders are converted to Pending orders if there is no response from Payment Gateway.
- In **Order History** section, click **Pending Orders**
  - User can click on verify payment, this will check for a response from payment gateway. On success from Payment gateway, it will be visible under **Confirmed orders**. On Failure from Payment gateway, user can re-initiate the payment by clicking the **Pay Now** button



# PAYMENT CONFIRMATION



SHOP ▾ BUSINESS ABOUT AMWAY EDUCATION

## CONFIRMATION

✓ THANK YOU FOR YOUR ORDER PILAR R. VITTO!

Your order confirmation number is 7100041808 . We sent an SMS to 9164097118 with your order confirmation and receipt.

[Continue Shopping](#)

---

### SHOPPING OPTION

ORDER WILL BE COLLECTED AT	MAP CEBU 6000 Cebu City G/F LUYM Building 2 Mango Square 26929
DELIVERY OPTIONS	Pick Up

---

### PAYMENT

PAYMENT METHOD	Amway Credit - P 4,607.5
VOLUME MONTH	July
PV/BV RECIPIENT	1082124 - VITTO, PILAR R. & VITTO, MABINI A.
APPLIED PROMOTIONS	Purchase 1000 nutrillite products, get 20% off coupon for protein Buy x amount of Nutrillite, get PHP 500 off add account to account group purchase 1000 above, get 100 discount

14







## THANK YOU FOR YOUR ORDER!

Upon successful payment, the **Order Confirmation** page will appear with the Order Details

Click on **Continue Shopping** to return to continue shopping

# PAYMENT CONFIRMATION

The screenshot shows the Amway website's order confirmation page. At the top, there is a navigation bar with the Amway logo, a search bar, and links for 'Shop for Me', 'Place R. With', and a shopping cart icon. Below the navigation bar, there are tabs for 'SMOI', 'BUSINESS', 'ABOUT AMWAY', and 'EDUCATION'. The main content area features a table with the following columns: 'PRODUCT DETAILS', 'QTY', 'Option', 'Price', 'TOTAL PRICE', and 'TOTAL Pw/BV'. The table lists six items, each with a product image, name, item number, Pw/BV, and a '✓ IN STOCK' status. A 'PRINT' button is located at the bottom left of the table area.

PRODUCT DETAILS	QTY	Option	Price	TOTAL PRICE	TOTAL Pw/BV
 NUTRILITE™ Kids Vitamin and Minerals Chewable Tablet Item No: 000144 Pw/BV: 16.67 / 870.00 ✓ IN STOCK	1	-	P 975.00	<del>P 405.00</del> P 407.50	PV 16.67 BV 870.00
 XS CITRUS (1 car) Item No: 209674 Pw/BV: 1.34 / 67.00 ✓ IN STOCK	1	Citrus	P 75.00	<del>P 45.00</del> P 0.00	PV 6.00 BV 6.00
 NUTRILITE™ Kids Chewable Concentrated Fruits and Vegetables Tablet Item No: 102179 Pw/BV: 17.30 / 805.00 ✓ IN STOCK	1	-	P 970.00	P 970.00	PV 17.30 BV 805.00
 NUTRILITE™ Concentrated Fruits and Vegetables Tablet Item No: 100796 Pw/BV: 24.74 / 1,295.00 ✓ IN STOCK	1	-	P 1,450.00	P 1,450.00	PV 24.74 BV 1,295.00
 SANT™ Preen Concentrated Laundry Detergent (BioQuant Formula) Item No: 100848 Pw/BV: 11.18 / 505.00 ✓ IN STOCK	1	-	P 630.00	P 630.00	PV 11.18 BV 505.00
 NUTRILITE™ Garlic Tablet Item No: 100566 Pw/BV: 19.36 / 905.00 ✓ IN STOCK	1	-	P 1,000.00	P 1,000.00	PV 19.36 BV 905.00

[PRINT](#)

15

At the bottom of the **Order Confirmation** page, a table with all Order Details will be displayed

Click on **PRINT** to print the order confirmation

# ORDER VIA CALL CENTER

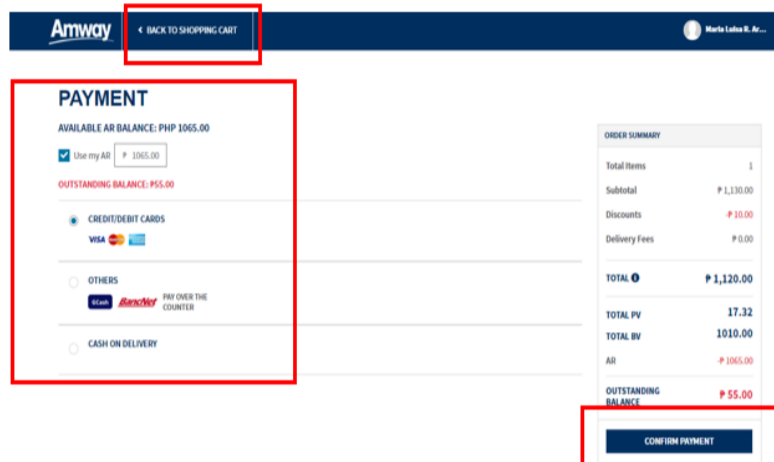
## Payment Link



Good day! Thank you for shopping with Amway. We have created and processed your order. To complete your transaction, please click

this link to select your payment options and instructions to fulfill your payment [payment link](#)

Thank you  
Amway Philippines

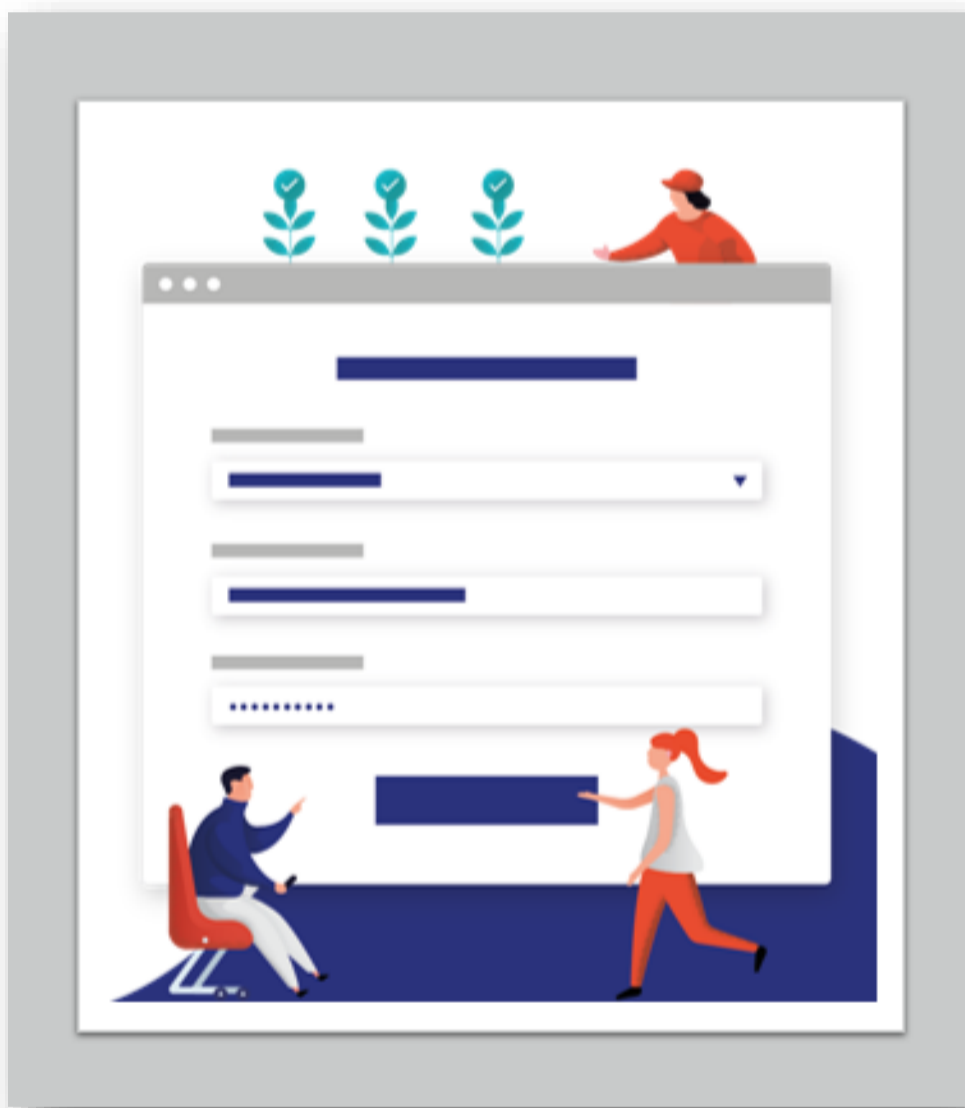


16

If order was made via hotline #26929, payment link via will be sent via registered email address

Click on payment link and follow instructions to proceed to payment

Internet connection is required



# WISHLIST

# WISHLIST

A rectangular button with a white background and a thin grey border. On the left side, there is a blue outline heart icon. To the right of the icon, the text "Add to Wishlist" is written in a bold, blue, sans-serif font.

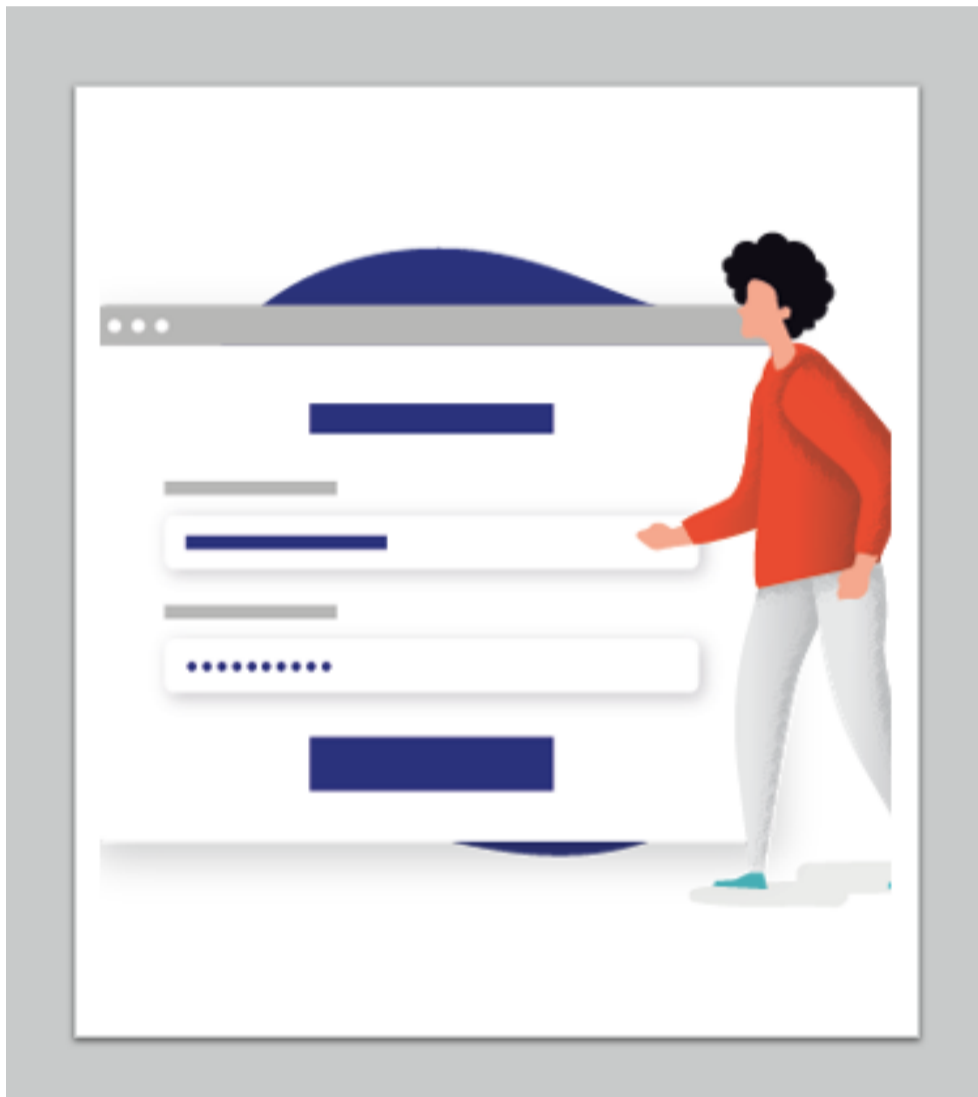
1

**Add to Wishlist** is accessed in:

- Product Listing Page (PLP)
- Product Details Page (PDP)
- SRP Access
- Quick Shop
- Shopping Cart

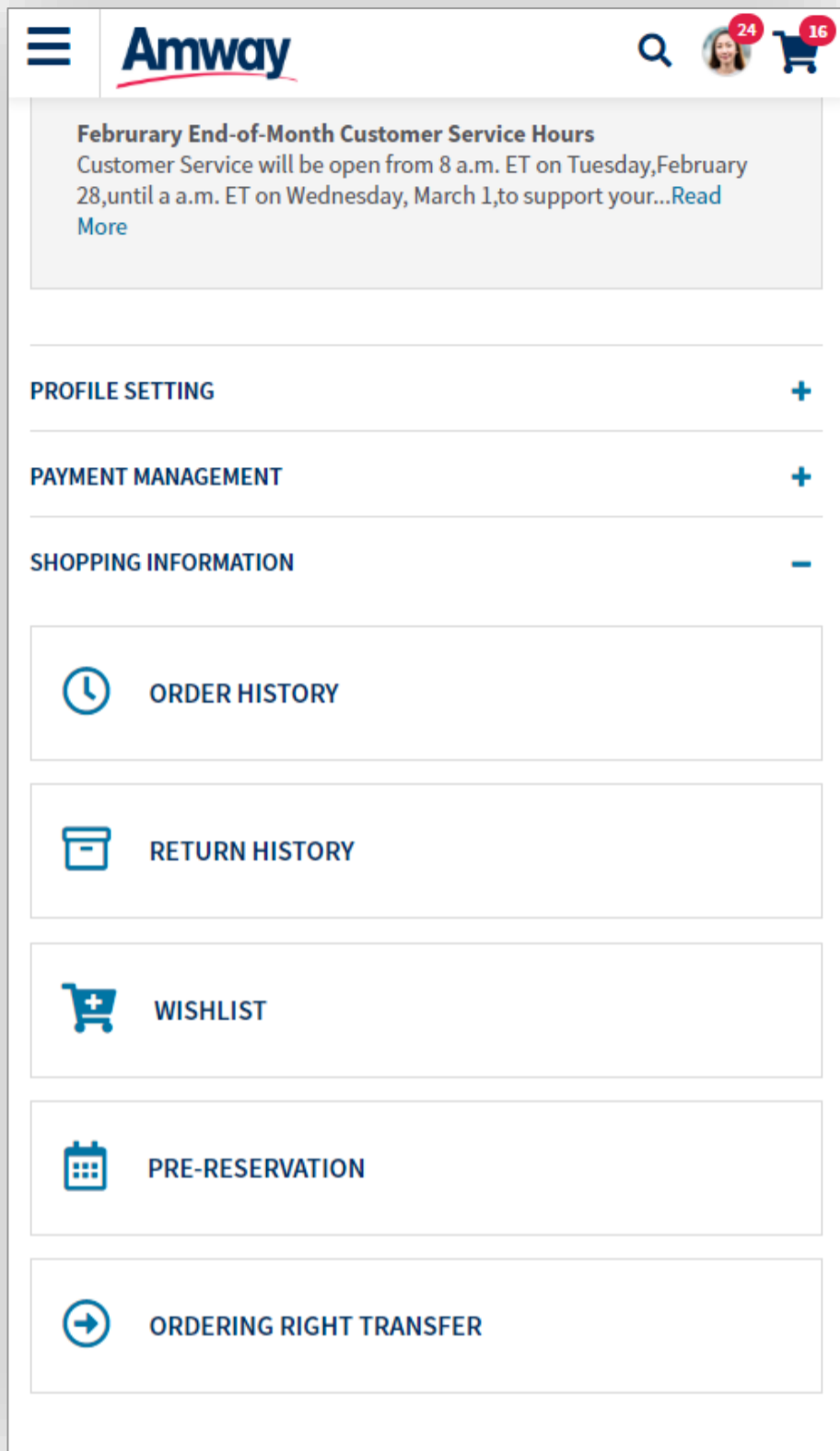
Here you will be able to do the following:

- View **Saved Wishlist**
- Create New** wishlist folder
- Add to List** of wishlist
- Sort** wishlist
- Delete** wishlist
- Share** wishlist via email



# ORDER HISTORY

# ORDER HISTORY



1


Access **Order History** in **My Account** dropdown menu or in the **Shopping Information** section

# ORDER HISTORY

Amway Shop for Me Test Rachel Go

SHOP ABOUT AMWAY EDUCATION

Home / MyAccount / Order History

 **Test Rachel Go**  
AE Shopper # 7004775485

JUMP TO Order History **GO**

## ORDER HISTORY

CONFIRMED ORDERS	OPEN ORDERS	PENDING ORDERS			
<input type="text" value="Search by order / item / ABO #"/> <b>SEARCH</b>					
<b>FILTERS (6)</b> <span>Clear All</span>	<b>ORDER NUMBER</b>	<b>ORDER DATE</b>	<b>PAYMENT METHOD</b>	<b>ORDER TOTAL</b>	<b>ORDER STATUS</b>
Order Date <span>-</span> <input type="text" value="Show All"/>	7000317980	14/10/2020 12:15	Cash Credit Card	P 360.00	Pickup Completed
Order Type <span>+</span>	7000317983	14/10/2020 12:11	COD	P 150720.00	Order Shipped
Channel <span>+</span>	7000317976	14/10/2020 12:05	COD	P 565.00	Order Shipped
Order Mode <span>+</span>	7000317975	14/10/2020 11:58	Cash	P 135.00	Pickup Completed
Order Status <span>+</span>	7000317940	14/10/2020 11:34	Cash	P 135.00	Pickup Completed
Other <span>+</span>	7000317895	14/10/2020 10:53	GCash	P 300.00	Order Shipped

< **1** >

**2** All confirmed orders placed is shown in the **Confirmed History** tab, **Open Orders** tab shows cancelled orders, **Pending Orders** tab shows all pending orders with status as **Created**, open by clicking order number. User can retry payment by clicking **Pay Now**

Search for a particular order in the **Search** bar



# ORDER HISTORY

The screenshot displays the Amway website's Order History page. The top navigation bar includes 'SHOP', 'BUSINESS', 'ABOUT AMWAY', and 'EDUCATION'. The main content area is divided into sections: 'ORDER SUMMARY', 'PAYMENT DETAILS', 'REFUND DETAILS', and 'ORDER ITEMS'. The 'REFUND DETAILS' section is highlighted with a blue box and a circled 'F'. Below it, a table shows refund information with columns for 'REFUND METHOD', 'REFUND AMOUNT', 'REFUND DATE', and 'REFUND STATUS'. The 'REFUND METHOD' column contains 'CREDIT', 'REFUND AMOUNT' contains '7,000.00', 'REFUND DATE' contains '04/10/2020', and 'REFUND STATUS' contains 'RECEIVED'. A circled 'a' is under 'CREDIT', a circled 'b' is under '7,000.00', and a circled 'c' is under 'RECEIVED'. Below the table is a 'SUMMARY TABLE' with columns for 'PRODUCT NAME', 'QTY', 'OFFER', 'PRICE', and 'TOTAL'. The 'ORDER SUMMARY' table shows 'TOTAL ITEMS' as 3, 'SUBTOTAL' as 7,100.00, 'Discount' as -700.00, 'Order Total' as 6,400.00, 'Delivery/Handling' as 75.00, 'TAX' as 0.00, 'TOTAL PV' as 6,475.00, and 'TOTAL BV' as 650.00. A circled 'G' is under the 'ORDER TOTAL' row, which shows 6,400.00. Below the summary table is a 'REFUND' section with a red 'REFUND' button.

3 For the orders cancelled with complete payment, user will see a **Refund Details** section.

- a. Refund Method
- b. Refund amount
- c. Refund status

Grand Total is the amount calculated after discounts and delivery charges.

# ORDER SUMMARY



The screenshot shows the Amway website interface. At the top, there is a navigation bar with the Amway logo and links for 'Shop for Me', 'my account', and 'my cart'. Below this, there are links for 'HOME', 'MY ACCOUNT', and 'ORDER HISTORY'. The user's profile is shown as 'Test Rachel Go' with an 'AC Shopper # 7004775485'. A 'JUMP TO' dropdown menu is set to 'Order History' with a 'GO' button.

The main content area is titled 'ORDER DETAILS' and includes a '+ Back' link. Underneath, there is an 'ORDER SUMMARY' section with a minus sign. This section contains a table of order details:

ORDER NUMBER	7000317976	ORDER STATUS	ORDER SHIPPED
ORDER TYPE	Regular Order	ORDER DATE & TIME	October 14, 2020 12:05
ORDERED BY	Test Rachel Go 7004775485	ORDER CHANNEL	Commerce Web
VOLUME TO	TERO, MARIO P. & TERO, EVELYN L. 110304	FULFILLING WAREHOUSE	NAP CDO
ORDERING USER	Test Rachel Go		

Below the order details, there are expandable sections for 'PAYMENT DETAILS' and 'DELIVERY DETAILS', both with plus signs.

The 'ORDER ITEMS' section contains a table with columns for 'PRODUCT DETAILS', 'QTY', 'OPTIONS', 'PRICE', and 'TOTAL'. It lists two items:

PRODUCT DETAILS	QTY	OPTIONS	PRICE	TOTAL
 Glistier™ Multi-Action Fluoride Toothpaste Item No. 000000 Item Status: SHIPPED	1	Size-45g	P 135.00	P 135.00
 Nutriload AC Item No. 220002 Item Status: SHIPPED	1	Size-250 ml	P 330.00	P 330.00

To the right of the order items table is an 'ORDER SUMMARY' table:

Total Items	2
Subtotal	P 465.00
Discounts	-P 0.00
Delivery Fees	P 100.00
<b>GRAND TOTAL</b>	<b>P 565.00</b>

At the bottom of the order items section, there is a 'SHIPMENT DETAILS' section with a plus sign.

4

Upon clicking order number, you will be shown the following details:

An Order Number associated with the order is shown

Ordering AES – AES who placed the order

Volume to – AES for whom the order was placed

a. Order Status – example : Pickup Completed

b. Order details is shown at the bottom of the page

# ORDER SUMMARY


## PAYMENT DETAILS

PAYMENT METHOD	PAYMENT AMOUNT	PAYMENT DATE	PAYMENT STATUS
COD	P 150720.00	14/10/2020	NOTPAID

## DELIVERY DETAILS

ORDER MODE	Delivery	DELIVERY/PICK UP ADDRESS	Hany Magpantay 1234 Poblacion , VICTORIA, Philippines, 5205, 9256081025
------------	----------	--------------------------	---

## ORDER ITEMS

PRODUCT DETAILS	QTY	OPTIONS	PRICE	TOTAL
 eSpring™ Water Purifier with 2-Year Warranty Item No: 100188 Item Status : SHIPPED	3	Warranty : 2 years	P 50190.00	P 150570.00


ORDER SUMMARY	
Total Items	3
Subtotal	P 150570.00
Discounts	-P 0.00
Delivery Fees	P 0.00
Collection Fees	P 150.00
<b>GRAND TOTAL</b>	<b>P 150720.00</b>

## SHIPMENT DETAILS

## SHIPMENT DETAILS

DELIVERY RECEIPT NUMBER: 33100000001 

STATUS : SHIPPED

PRODUCT	QUANTITY	OPTION	PRICE	TOTAL
 eSpring™ Water Purifier with 2-Year Warranty Item # 100188	3	Warranty : 2 years	P 50190.00	P 150570.00

4

Clicking Payment details displays:  
**Payment Method**  
**Payment Among**  
**Payment Date**  
**Payment Status**

Clicking Delivery Details displays:  
**Order Mode**  
**Delivery/Pickup Address**

Order items displays:  
**Product Details**  
**Quantity**  
**Options**  
**Price**  
**Total**  
**Order Summary**


Shipment details displays:  
**Delivery Receipt Number**  
**Status**  
**Tracking #**

# DELIVERY RECEIPT DOWNLOAD


The screenshot shows the Amway website interface. At the top, there is a navigation bar with the Amway logo, a search icon, and a shopping cart icon with a notification badge. Below the navigation bar is a dark blue bar with the text "Shop for Me" and a right-pointing arrow. Underneath, there is a "SHIPMENT DETAILS" section with a minus sign. The main content area displays the following information:

DELIVERY RECEIPT NUMBER: 39300000001 [Download](#) STATUS: SHIPPED

---

	GLISTER™ Multi-Action Fluoride Toothpaste Item # 001959	
	QUANTITY	1
	OPTION	Size : 65 g
	PRICE	P 135.00
	TOTAL	P 135.00

---

	Nutriplant AG Item # 232052	
	QUANTITY	1
	OPTION	Size : 250 ml
	PRICE	P 330.00
	TOTAL	P 330.00

---

---

6

You may download Delivery Receipt from **Shipment Details** section

Click on the **Download** button

# RETURN HISTORY

The screenshot shows the Amway website's My Account page. At the top, there is a navigation bar with the Amway logo, a search icon, a user profile icon with a '24' notification badge, and a shopping cart icon with a '16' notification badge. Below the navigation bar, there is a section titled 'February End-of-Month Customer Service Hours' with a brief description and a 'Read More' link. The main content area is divided into several sections: 'PROFILE SETTING' with a '+' icon, 'PAYMENT MANAGEMENT' with a '+' icon, and 'SHOPPING INFORMATION' with a '-' icon. Under 'SHOPPING INFORMATION', there are six options: 'ORDER HISTORY' with a clock icon, 'RETURN HISTORY' with a box icon, 'WISHLIST' with a shopping cart icon, 'PRE-RESERVATION' with a calendar icon, and 'ORDERING RIGHT TRANSFER' with a right-pointing arrow icon.

1

Access **Return History** in **My Account Shipping Information**

# RETURN HISTORY



## RETURN HISTORY (5 Returns)

### RETURN ORDERS

Search by return / order / Item #

Sort By:

Latest

FILTER

RETURN NUMBER	8000000603
RETURN DATE	14/10/2020 13:33
REFUND AMOUNT	P 565.00
REFUND METHOD	COD
STATUS	Completed

2

You can view your return history here

Search for a particular returned item in the **Search Bar**

Tap on a **Return Number** to view product details

# RETURN HISTORY

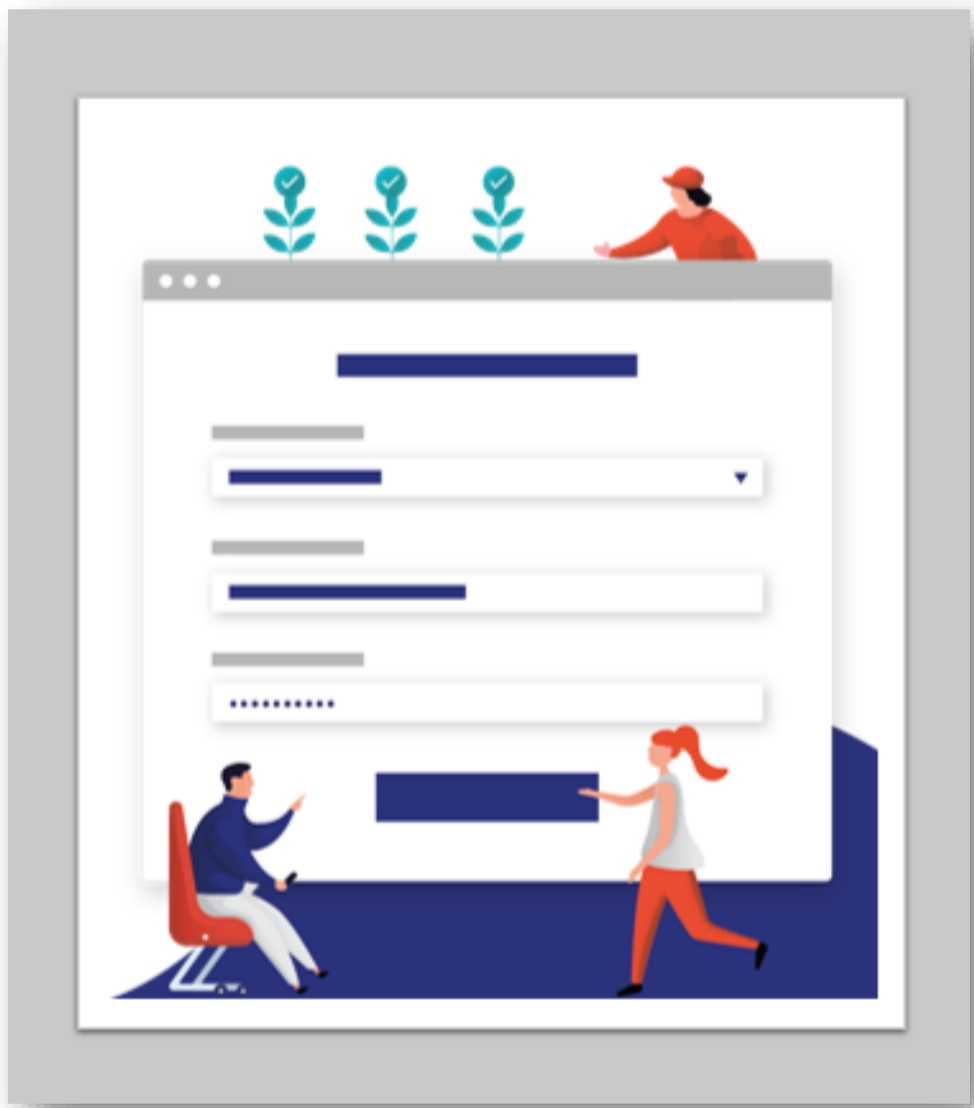
The screenshot shows the Amway mobile app interface. At the top, there is a navigation bar with the Amway logo, a search icon, and a shopping cart icon with a '5' notification. Below the navigation bar is a 'Shop for Me' button. The main content area is titled 'RETURN DETAILS' with a 'Back' button. Underneath, there is a 'RETURN SUMMARY' section. The summary is presented in a two-column table:

<b>RETURN NUMBER</b> 8000000603	<b>RETURN STATUS</b> COMPLETED
<b>RETURN DATE &amp; TIME</b> 14/10/2020 13:10	<b>RETURN CHANNEL</b> U63
<b>RETURNED BY</b> PHL060S5	<b>ORDER NUMBER</b> 7000317976
<b>ORDERED BY</b> Test Rachel Go 7004775485	<b>VOLUME TO</b> MARIO P. TERO 110284
<b>BONUS PERIOD</b> Oct 2020	<b>CREDIT MEMO #</b> 86300000043

At the bottom of the summary section, there is a dark blue box containing the text: **TOTAL** **P 565.00**

3

You can view your item return details in this page



## **SOP(STANDING ORDER PROGRAM)**

Subscribe to your favorite products and don't miss out on your monthly supply fast, flexible and convenient



# TYPES OF SOP PROFILE

- ✓ Self-Managed SOP: User can buy the products at any time of the month
- ✓ Company managed SOP: System will automatically create an order for the subscribed products on the selected date & month

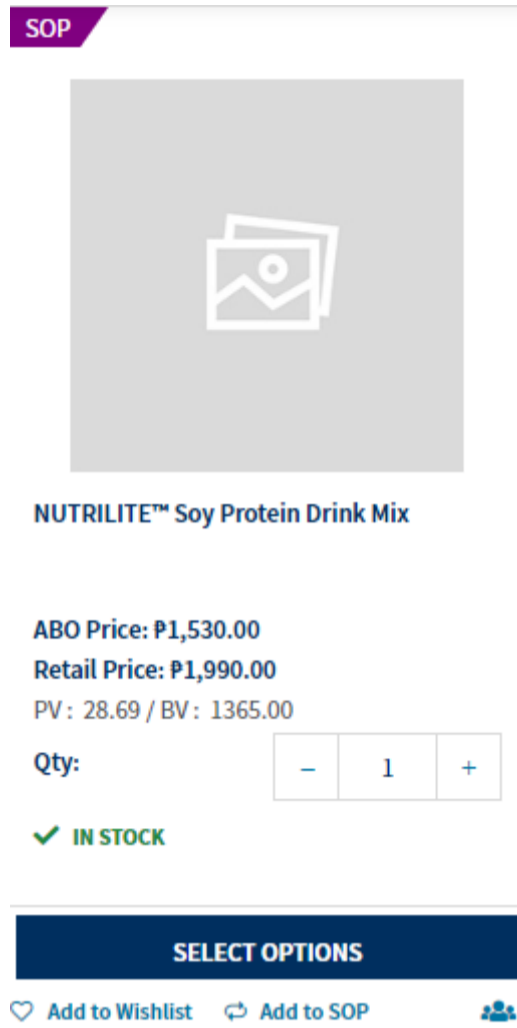
Registered User can choose to opt for Self-Managed or company managed SOP by creating multiple profiles.

# TYPES OF SOP PLANS

- ✓ SOP benefit plan: Product subscription with any benefit as either fixed discount / percentage discount or a gift.
- ✓ SOP ditto plan: Product subscription without any benefit

The plan setup can be done either on normal product, Variant product or Bundle Product (Category based SOP).

# SOP ACCESS



- ✓ SOP PLP - User can click on **Add to SOP**
- ✓ SOP PDP – clicking on the Product Image or Product Name on the SOP PLP
- ✓ Regular PLP - User can click on **Add to SOP** button below Add To Cart
- ✓ Regular PDP - Clicking on the Product Image or Product Name on the Regular PLP
- ✓ My Account Bar– Clicking on MY SOP link on mini My Account Bar
- ✓ SOP profile details page – User can access Profile List Page by clicking on MY SOP tile on My Account page.

# ADD TO SOP

Amway

SHOP BUSINESS ABOUT AMWAY EDUCATION OUR COMPANY

Home / My Account / SOP / MIYU™ 3in1 Whitening Toner

**MIYU™ 3in1 Whitening Toner**  
Item #: 274129

• Chaga glycoprotein controls excess sebum and has pore-tightening properties. • Buckwheat extract has been proven to naturally whiten and give a fairer complexion. • Removes dead skin cells. Recommended Usage: After cleansing, apply on cotton pad and gently pat over the entire face and neck. Follow with moisturizer.

**P 549.00** ABO Price  
PV / BV: 9.82 / 490.00

Qty: 1  
Cycle: Monthly, 3 Month  
Start: May, 2020  
 Auto Continue  
Benefits(6)  
OGPlanBenefit: OGPlanBenefit Description  
OGPlanBenefit1: OGPlanBenefit1 Description  
 Self-Managed  
Profile: New or Existing Profile

Create SOP terms and conditions Link

NEXT

1

## Product Details Page

- **Qty:** Select quantity of product in a plan
- **Cycle:** Select the duration of cycle
- **Start:** Select the month from which the cycle starts
- **Auto Continue:** Select if the cycle should automatically restart once completed
- **Self-Managed:** Check this if the subscription is to be added in Self-Managed profile. Profile selection will be disabled if this is ticked
- **Profile:** Select a Profile from the pre-existing profiles from the list or select Create New Profile if you want to create a new profile

# ADD TO SOP

Amway

SHOP BUSINESS ABOUT AMWAY EDUCATION OUR COMPANY

Home / My Account / SOP / MIYU™ 3in1 Whitening Toner

SOP

**MIYU™ 3in1 Whitening Toner**  
Item #: 274129

• Chaga glycoprotein controls excess sebum and has pore-tightening properties. • Buckwheat extract has been proven to naturally whiten and give a fairer complexion. • Removes dead skin cells. Recommended Usage: After cleansing, apply on cotton pad and gently pat over the entire face and neck. Follow with moisturizer.

**P 549.00** ABO Price  
PV / BV: 9.82 / 490.00

Qty: 1  
Cycle: Monthly, 3 Month  
Start: May, 2020  
 Auto Continue  
Benefits(6)  
OGPlanBenefit: OGPlanBenefit Description  
OGPlanBenefit1: OGPlanBenefit1 Description  
 Self Managed  
Profile: New or Existing Profile

Create SOP terms and conditions Link  
NEXT

2

**SOP T&C Conditions Link:** Click to display T&C.

**Next:** Check the SOP T&C checkbox and click on Next to go to Profile Preview Section

# ADD TO SOP

PRODUCTS IN THIS BUNDLE	PRICE	QTY	
item 2	P 975.00	1	
	P 970.00	1	
Artistry Mascara Base colour	P250.00-P290.00	2	<span>D</span> <span>☑</span>
<span>E</span> <span>ITEMS SELECTED: 0 / 2</span>			Clear Selection
<span>F</span> <span>loft</span> Brown	<span>loft</span> Black		
item1	P 200.00	1	

3

## Variant or Bundled Products:


**Arrow Key:** Click to expand dropdown for variant products.

**Item Selected:** Shows no. of variants that can be selected. (No. Of Selected variants / Total No. variant to be selected)

**Quantity Selector:** This is used to increase or decrease the no. of variants in a bundle.

# ADD TO SOP FOR SOP BENEFIT PRODUCTS

GIFT/S

PRODUCT	OPTION	QTY
Artistry Mascara Base colour Selection applicable for Delivery 6 of Cycle 1 & onwards.	 Brown	FREE 1

## 4 Gift Details:

- Name of product is displayed.
- Details about when the gift will be given.

**Variant Dropdown:** In case the gift associated with the plan is a variant, a dropdown is displayed for the user to select among the available options.

**Qty:** The quantity of the gift is displayed.

# CREATE NEW SOP PROFILE

**Amway** Shop for Me Sarah Pareno ...

SHOP BUSINESS ABOUT AMWAY EDUCATION SEARCH

Home / My Account / SOP / Create New Profile

Please verify your payment method before proceeding to subscribe your SOP Subscription.

Your Subscription will start from next month.

**CREATE NEW PROFILE**  
All fields are required unless specified otherwise.

PROFILE NAME (optional)

PROCESS DAY 1st of each calendar month

PAYMENT Select Card

DELIVERY ADDRESS Nothing selected Add New Address

CREATE BACK

5 From SOP PDP, select **Create new profile** from the Profile dropdown & click on **Next** to redirect to **Create new Profile** page

**Profile Details:** (These fields are already filled if user selects a pre-existing profile)

- ✓ **Profile Name:** Enter any profile name
- ✓ **Process Day:** Select the day of the month on which the order will be processed. Your first order will be processed on current date.
- ✓ **Delivery Address:** Select an address from the list of addresses associated with the account



# CREATE NEW SOP PROFILE

Amway Shop for Me Sarah Pareno

SHOP BUSINESS ABOUT AMWAY EDUCATION SEARCH

Home / My Account / SOP / Create New Profile

Please verify your payment method before proceeding to subscribe your SOP Subscription.

Your Subscription will start from next month.

CREATE NEW PROFILE  
All fields are required unless specified otherwise.

PROFILE NAME (optional)

PROCESS DAY 1st of each calendar month

PAYMENT Select Card

DELIVERY ADDRESS Nothing selected Add New Address

CREATE BACK

5 From SOP PDP, select **Create new profile** from the Profile dropdown & click on **Next** to redirect to **Create new Profile** page

**Profile Details:** (These fields are already filled if user selects a pre-existing profile)

- ✓ **Profile Name:** Enter any profile name
- ✓ **Process Day:** Select the day of the month on which the order will be processed. Your first order will be processed on current date.
- ✓ **Delivery Address:** Select an address from the list of addresses associated with the account

**Choose Payment Method:** A popup appears through which user is redirected to Payment Gateway.

# SELECT EXISTING SOP PROFILE

Amway

SHOP ▾ BUSINESS ABOUT AMWAY EDUCATION OUR COMPANY

Home / My Account / SOP / Review New Profile

Please verify your payment method before proceeding to subscribe your SOP Subscription.

**REVIEW SOP PROFILE**  
*Click confirm to continue.*

PROFILE NAME	Test Profile
PROCESS DAY	4th of each calendar month
PAYMENT	512345*****0008
DELIVERY ADDRESS	TEST, ZS, -, 7000, ZAMBOANGA CITY, PH

Verify Payment Method

CONFIRM BACK

6 User can select any existing profile to add SOP product subscription

**Profile Details:** These details are already filled once preexisting profile is selected

**Confirm:** Click on confirm to add the Subscription to the profile

**Back:** Leads back to SOP PDP page

**Verify Payment Method:** A popup appears through which user is redirected to Payment Gateway

Subscription is active once the Payment Method is verified

# SOP PREVIEW

**Amway**

SHOP ▾ BUSINESS ABOUT AMWAY EDUCATION OUR COMPANY

Home / My Account / SOP / DISH DROPS™ Concentrated Dishwashing Liquid (BioQuest Formula)

Congratulations, the payment has been successfully verified. Click on Create, to proceed further for completing your SOP subscription.

**CREATE NEW PROFILE**  
*All fields are required unless specified otherwise.*

PROFILE NAME

PROCESS DAY  of each calendar month

PAYMENT   Choose Payment Method A

DELIVERY ADDRESS  [Add New Address](#)

7

After successful verification from Payment Gateway, User is redirected to the following screen.

## **Change Payment Method:**

Even after successful verification user can change the payment method by clicking on this button.

On successful Payment method verification, user gets success message and **Create** button is activated

# SOP CONFIRMATION PAGE



- 8 Upon successful creation of **SOP profile**, user may now view all details of subscription in the **MY SOP Profiles Section** with all the details like plan overview, benefit, duration and etc.

# SOP PROFILE LIST PAGE

Amway

Shop for Me Test Rachel Go

SHOP ABOUT AMWAY EDUCATION

Home / My Account / My SOP Profiles

Test Rachel Go  
AE Shopper # 7004775485

JUMP TO My SOP GO

MY SOP PROFILES

Standing order programs are a great way to guarantee that you'll automatically receive your chosen products at regular intervals. Each SOP profile corresponds to a product subscription. Check out your profiles below to manage your SOP.

SOP PROFILES	PROCESS DAY	PAYMENT METHOD	DELIVERY METHOD
SELF-MANAGED	-	-	Self Managed

< 1 >

9

MY SOP link can be accessed on mini My Account Bar s

**SOP Profiles:** Shows the name of Profiles existing in the account.

- ✓ There can only be 1 Self-Managed profile associated with an account.
- ✓ User can have as many Company-Managed profiles as per the requirement.

**Process Day:** The day of the month on which the SOP is processed

**Payment Method:** shows payment method used

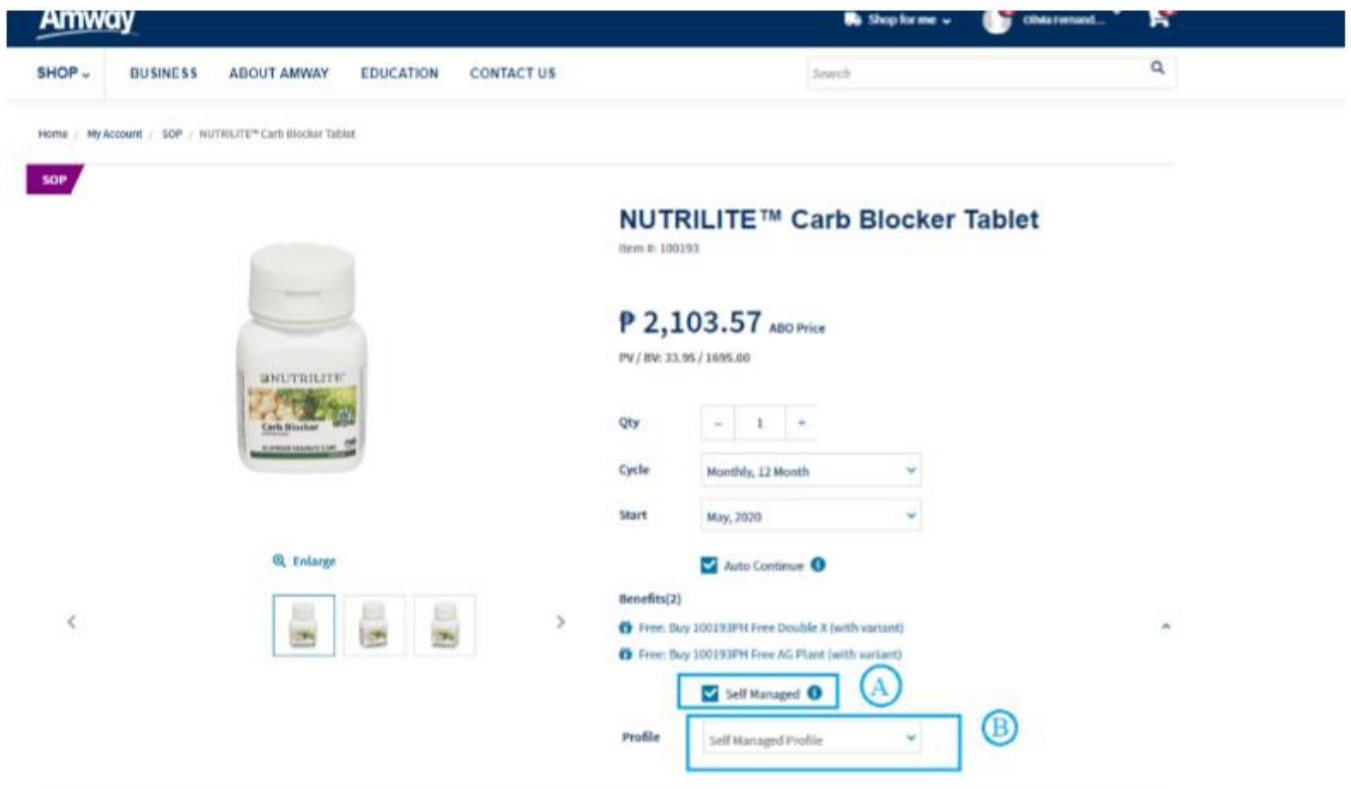
**Delivery Method:** delivery address is displayed

**Profile Name:** name of the profile user

# TNA PRODUCT IN SOP PROFILE

✓ In case the product subscribed by the customer become TNA for a month, then the SOP line is shifted by a month for that profile. (Irrespective of the product type, i.e., bundle, variant etc.) and doesn't require manual intervention

# SELF MANAGED PROFILE



Registered User can create self-managed profile by accessing SOP subscription which is meant for Self-Managed or both (company & self managed)

1

Select **Self-managed profile** from profile drop down

User can never edit the Profile Details for Self-managed profile

For Self-managed, no processing day needs to be selected, order can be placed at any day of the month as per SOP subscription frequency

**Thank You!**