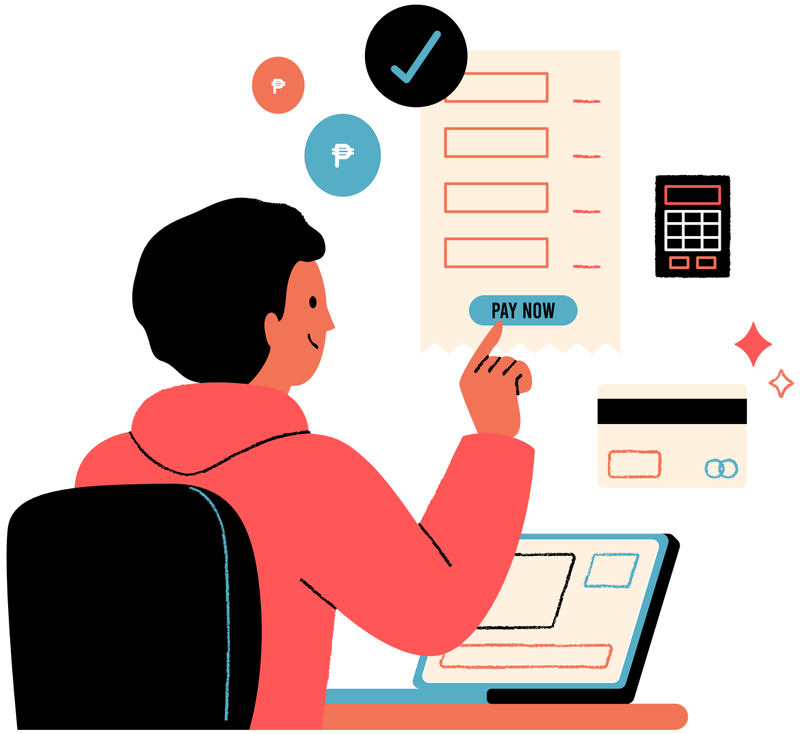
WHAT TO DO IF PAYMENT WON'T PROCEED?

DOUBLE-CHECK
PAYMENT DETAILS



MAKE SURE YOUR CARD NUMBER, CVV, AND EXPIRY DATE ARE ENTERED CORRECTLY.

CONFIRM THE NAME ON CARD MATCHES EXACTLY AS REGISTERED.

CHECK YOUR **CARD'S STATUS**

ENSURE YOUR CARD IS ACTIVE AND HAS SUFFICIENT BALANCE OR CREDIT LIMIT.

CONTACT YOUR BANK TO CHECK IF THERE'S ANY BLOCK ON ONLINE OR INTERNATIONAL TRANSACTIONS.

USE SUPPORTED PAYMENT METHODS ONLY

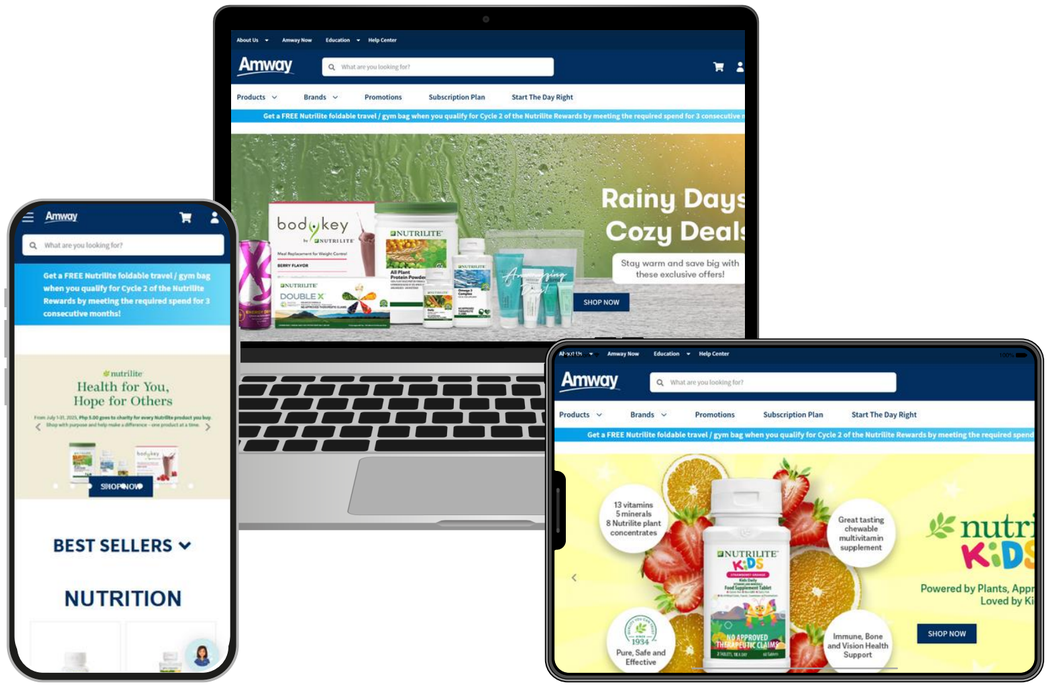
CONFIRM YOU'RE USING AMWAY'S ACCEPTED PAYMENT OPTIONS (E.G., CREDIT/DEBIT CARD, GCASH, GRABPAY, ETC.)

AVOID USING BROWSERS WITH OUTDATED SECURITY PROTOCOLS.

CLEAR COOKIES AND CACHE

STORED DATA MAY BLOCK SECURE TRANSACTIONS. CLEAR BROWSER CACHE AND COOKIES, THEN TRY AGAIN.

TRY A DIFFERENT BROWSER OR DEVICE



SWITCH TO A DIFFERENT BROWSER (CHROME, EDGE, SAFARI) OR USE ANOTHER DEVICE (MOBILE OR DESKTOP)

DISABLE BROWSER EXTENSIONS TEMPORARILY

SWITCH TO A DIFFERENT BROWSER (CHROME, EDGE, SAFARI) OR USE ANOTHER DEVICE (MOBILE OR DESKTOP)

CHECK FOR PAYMENT CONFIRMATION EMAIL

IF YOU’RE UNSURE WHETHER THE PAYMENT WENT THROUGH, CHECK YOUR EMAIL BEFORE RETRYING—AVOID DOUBLE CHARGES.

CONTACT AMWAY CUSTOMER SUPPORT

IF THE ISSUE PERSISTS, CONTACT LIVE CHAT OR EMAIL SUPPORT AT AmwayPH.ContactCenter@Amway.com WITH A SCREENSHOT AND TRANSACTION DETAILS.