

TOP 25 QUESTIONS

1. I selected a new address, but it didn't stay on the order, why?

If you want to change your delivery address permanently, click on your name > My Account > Default Cart to make this update permanent. When placing each new order in the shopping cart, make sure your delivery details (address, delivery instructions etc) are correct and updated every time. If you need to deliver to an alternate address or enter a new address, please be sure to hit the SAVE button.

2. Where can I store my delivery instructions against my default address, so that I don't have to enter it each time when placing an order?

Delivery instructions must be entered each time when placing an order.

3. I placed an order but need to add or delete an item in it?

Unfortunately once an order is confirmed we cannot cancel this order or add products to it. You will have to return the order in accordance with our 90 Day 100% Satisfaction Guarantee. Please contact us on 1800 45 46 47 (AU) or 0800 611 611 (NZ).

If you want to return unwanted items, we can send you the appropriate forms or satchel (if a small order). NOTE: Satchels are only sent out in AU. You will need to place another order for any additional products you want to add and there will be an additional delivery fee. This is the same for new IBO Chart Your Course orders. Returning products may also mean you are no longer eligible for a Chart Your Course coupon.

4. My order went to the wrong address - I forgot to change it?

Please contact us on 1800 45 46 47 (AU) or 0800 611 611 (NZ). We can update your address details and we can try to get the courier to redirect the order if we are quick enough and both addresses are in the same state. EXCEPTIONS: for states where delivery as delivery is usually 1-2 days and the carrier is likely to have delivered the order before they receive the redirection request, i.e. NSW, ACT and VIC and suburban parts of QLD. We also recommend you contact the courier to stop the delivery or collect the order yourself.

If both addresses are in a different state, we will ask the courier to return the order to our Sydney warehouse where it will be re-sent to the correct address. Again, this can take up to two working days to be actioned so we cannot guarantee the order will be stopped and redirected before it is delivered. We also recommend you contact the courier to stop the delivery or collect the order yourself. This can take several days.

5. I created a Click & Collect but really wanted a Delivery Order?

Please contact your local Business Centre direct. Contact details available at amway.com.au or amway.co.nz. Ask the Business Centre team to cancel the Click & Collect order. Then place a new order online for delivery.

6. I created a Delivery Order but really wanted a Click & Collect?

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7. My Autoship order was dropped (the day it was supposed to process) but I didn't have enough funds in my account?

Your Autoship order can be found in the Open Orders tab under your Order History and the system will automatically retry payment on your Autoship, once a day, for 3 days after it drops. If you transfer sufficient funds into your stored Autoship card and it arrives before day 3 the system should process your payment automatically. If this is unsuccessful the order will be removed from the 'Open Orders' tab after 7 days. We cannot manually retry payments as we previously could.

8. My Autoship dropped but I had the wrong/expired/inactive card stored for its payment?

Your Autoship order can be found in the Open Orders tab under your Order History and the system will automatically retry payment on your Autoship, once a day, for 3 days after it drops. If you transfer sufficient funds into your stored Autoship card and it arrives before day 3 the system should process your payment automatically. If this is unsuccessful the order will be removed from the 'Open Orders' tab after 7 days. We cannot manually retry payments as we previously could.

9. An item in my Autoship order is no longer available?

Check your Autoship on the day before it drops, to replace any items that are showing as 'no longer available' or 'temporarily not available' to make sure you don't miss out on your PV. Use the 'Month View' and select your month from the drop down, to know exactly what items are scheduled for that particular month's Autoship, including total price and total PV.

10. How do I log in?

- Click the LOGIN icon  located next to the shopping cart icon on the top far right of the navigation bar.
- Click LOGIN. Enter your IBO number and password from your old website.
- Click on your name.
- Click REMIND ME LATER.
- You are now logged in.

Watch your Login & Navigation Quick Video or your detailed Login & Navigation User Guide for further details.

11. How do I navigate around the website?

Once you login, the website is easier to navigate.

If you want to order a product, type the product in the SEARCH bar and follow the results.

Or click on SHOP on the top left-hand side of the website. Then click on your favourite category such as Health.

If you want to sponsor a new IBO, click on your name on the top right-hand side and click on registrations. Then follow the prompts.

The best thing to do is to try the new website. It's pretty intuitive.

Watch your Login & Navigation Quick Video or see your detailed Login & Navigation User Guide for further details.

12. How do I place an order?

There are 4 easy ways to shop for you to choose from.

- i. Via SHOP - Click on the dropdown arrow next to SHOP and select your brand or topic from the menu.
- ii. Via SEARCH - Add products from the SEARCH result page using the name or number of the product.
- iii. Click directly on the shopping cart icon and add products using the QUICK ADD section.
- iv. Find out more information and add from the product detail page.

Choose your shopping method, make your product choices and add them to the cart. Review your cart, enter your delivery details or opt to Click & Collect. Follow the prompts to make your payment and receive confirmation of your order.

You can also browse the products by clicking on SHOP on the top left-hand side of the website.

See your Product Ordering User Guide for more information or watch your Ordering Quick Video.

13. How do I register a new IBO/VIP Client?

There are 3 easy ways to sign up:

- i. Easy Sign Up (by the new IBO or VIP Client themselves)
- ii. Introducing Sponsor (by the Sponsor for the new IBO and VIP Client)
- iii. Invite by email (by the Sponsor for the new IBO)

Go to the Home Page and click on the LOGIN icon located next to the shopping cart in the navigation bar. Click REGISTER HERE as your preferred option then click on BECOME AN IBO or BECOME A VIP CLIENT. Or after you log in, click on your name and click on REGISTRATIONS.

See your Registration User Guide for further details on these options or watch the Registration Quick Video.

14. How do I check if my order/items have been shipped from Amway?

Go to your Mini My Account (click on your name) and then select ORDER HISTORY.

In ORDER HISTORY click on your order number to see pick up status, backorder and tracking status under SHIPMENT DETAILS at the bottom of the webpage. This will display if the information is available.

15. What do I do if there has been a delivery issue?

Call us on 1800 45 46 47 (AUS) or 0800 611 611 (NZ).

16. Where is my PV?

After logging in, your Business Dashboard will automatically open displaying MY PERFORMANCE, including your personal and group PV and Performance Bonus schedule links.

17. Where is my LOS map?

After logging in, your Business Dashboard will automatically open to MY PERFORMANCE. Use the JUMP TO function to scroll down to select LOS, then click on GO.

18. Where is my Autoship?

After logging in to the website, go to your Mini My Account (click on your name) and click on the drop-down arrow. Select AUTOSHIP to access your Autoship dashboard. Autoship status is also found under Your Business Dashboard.

See the Autoship User Guide for further details or watch the Autoship Quick Video.

19. What are the benefits?

We want to reduce IBO pain points with the current technology, modernise our retail and shopping experience and lay a strong foundation for years to come. The improvements will deliver better online experiences and make it easier for IBOs to build strong businesses:

- Simple, easy to use & looks great
- Easy shopping
- Stress-free registration
- Click & collect
- Real-time product availability
- Online instalments
- Email log in – for personalisation and added security
- Message Centre – for product and business information
- Coupons, easily view availability and application (Chart Your Course, Telstra, etc.)
- Ability to use Amway Credit as a payment method
- Added order details for deliveries and pickups i.e. product availability and tracking number
- Can view 'Return History' online
- Address Book addition (no need to enter customer's addresses for each order)
- Your deliveries will have a slightly different looking label.

20. Where can I get help?

If you need some extra help, that's OK. There are a range of quick videos, detailed user guides and plenty of support available:

Amway Website - amway.com.au/betterbusiness or amway.co.nz/betterbusiness – User Guides, Platinum Resources, FAQs and more.

Amway YouTube Channel - youtube.com/user/AmwayAustralia – Online tutorials and informative videos

- Login & Navigation <https://youtu.be/-C5MxInyuEw>
- Ordering https://youtu.be/_p84Tdj_Mfk
- Autoship <https://youtu.be/ONqITAslmfc>
- Registration <https://youtu.be/ONqITAslmfc>

Amway Social Media - facebook.com/amway.australia.newzealand and instagram.com/amwayaustralia - Updates about the new website and associated timelines

Knowledge Connected - support.amway.com.au - Ask a question or chat with us online

Your local Amway Business Centre team

21. Is there a new IBO application form I need to use from 3 March?

Yes, there is a new IBO application form that includes the 3-digit security number on the back of credit cards (CVV). The new IBO application form is available from amway.com.au or amway.co.nz

22. Why has the LOS Map changed?

The new website platform being rolled out globally does not support the current ANZ LOS map view. This change is part of the transition to a more global and standardised website and IBO tools facilitation. It also paves the way for further tools to be added in the future including Core Plus that will better support you to build your Amway business, track Global Awards and Recognition and new FAA. The new LOS map view is designed a little bit differently compared to the current LOS Map. It may take some time to get used to.

23. Is the Chart Your Course program changed?

Chart Your Course is essentially the same with minor changes.

The minor changes are:

1. Vouchers become coupons

Coupons will be used for CYC. IBOs will be able to see their available coupons in My Account/Payment/Coupons from 3 March.

2. Coupons need to be manually applied

Coupons need to be manually applied by IBOs on the website or when they visit the Business Centre. IBOs should click APPLY COUPON at the shopping cart stage on the website. This gives IBOs choice and visibility on when they use them.

3. Transition arrangements

New IBOs who have unused vouchers on 27 February will be converted into coupons on 3 March. IBOs who have just become eligible for the \$200 Product Voucher will receive them on 3 March. IBOs will be able to see their available coupons in My Account/Payment/Coupons.

See the Chart Your Course journey available from amway.com.au or amway.co.nz

24. Will Express Delivery be available?

Express Delivery in Australia will be unavailable on 3 March. It will be switched on soon once our warehouse operations stabilise. New Zealand will not be impacted.

25. How can I give feedback or raise a suggestion for future improvement?

There is a range of ways to give feedback to Amway and we love suggestions for future improvement. One of the best ways is to send an email to aufeedback@amway.com.au / nzfeedback@amway.co.nz