


## 1. 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.

## 2. 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 and click.

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.

## 3. 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*.

## 4. 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*.

## 5. 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.

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

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

## 7. 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.

## 8. 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.

## 9. 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*.

## 10. 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.

## 11. 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](https://amway.com.au/betterbusiness) or [amway.co.nz/betterbusiness](https://amway.co.nz/betterbusiness) – User Guides, Platinum Resources, FAQs and more

**Amway YouTube Channel** - [youtube.com/user/AmwayAustralia](https://youtube.com/user/AmwayAustralia) – Online tutorials and informative videos

- **Login & Navigation** <https://youtu.be/-C5MxInyuEw>
- **Ordering** [https://youtu.be/p84Tdj\\_Mfk](https://youtu.be/p84Tdj_Mfk)
- **Autoship** <https://youtu.be/ONqITAslmfc>
- **Registration** <https://youtu.be/ONqITAslmfc>

**Amway Social Media** - [facebook.com/amway.australia.newzealand](https://facebook.com/amway.australia.newzealand) and [instagram.com/amwayaustralia](https://instagram.com/amwayaustralia) - Updates about the new website and associated timelines

**Knowledge Connected** - [support.amway.com.au](https://support.amway.com.au) - Ask a question or chat with us online

**Your local Amway Business Centre team**

## 12. 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](https://amway.com.au) or [amway.co.nz](https://amway.co.nz)

## 13. 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.

## 14. What happened to my Autoship and Shopping List?

Your Autoship has been moved to the new website. Your Shopping List has been moved to Wishlist in the new website. Same details, just a better experience. Any product that is No Longer Available (NLA) has been removed.

## 15. 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](https://amway.com.au) or [amway.co.nz](https://amway.co.nz)

## 16. Will there be delays in delivery for my March Autoship or March deliveries?

The shutdown period (from 11:30pm 27 February to 9.00am 3 March) will create a big backlog of work for our warehouse. We have hired additional workers who will work around the clock, but unfortunately delays are expected. Your PV/BV will still be awarded on your regular day.

Early March Autoship deliveries may be delayed by up to 5 extra days. Other early March deliveries may also be delayed.

Thank you for your patience and understanding. We apologise for any inconvenience. We will get your Autoship order to you as quickly as we can.

## 17. 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.

## 18. What training is available?

There is a range of face-to-face and online training options for IBOs. We don't think IBOs need it, but we are providing them just in case.

### Business Centre Information Sessions

Bella Vista	Friday 6 March - 11.00am – 12:00pm
Box Hill	Saturday 7 March - 1:00- 2:00pm
Chatswood	Saturday 7 March - 1:00 – 2:00pm
Perth	Saturday 7 March 5.00pm – 6.00pm
Adelaide	Saturday 14 March – 2.00pm- 3.00pm
Loganholme	Saturday 7 March - 3:00pm – 4:30pm
Auckland	Saturday 7 March - 9:30am – 10:30am

### Webinars

Digital 2020 Navigation and Ordering	Monday 16 March 2020 10.30am - 11.00am	<a href="https://attendee.gotowebinar.com/register/349049166677683724">https://attendee.gotowebinar.com/register/349049166677683724</a>
Digital 2020 Navigation and Ordering	Monday 16 March 2020 6.30pm - 7.00pm	<a href="https://attendee.gotowebinar.com/register/3046629477170307596">https://attendee.gotowebinar.com/register/3046629477170307596</a>
Digital 2020 Registration and Autorenewal	Tuesday 17 March 2020 10.30am - 11.00am	<a href="https://attendee.gotowebinar.com/register/4058722233956789516">https://attendee.gotowebinar.com/register/4058722233956789516</a>
Digital 2020 Registration and Autorenewal	Tuesday 17 March 2020 6.30pm - 7.00pm	<a href="https://attendee.gotowebinar.com/register/6904093399896939276">https://attendee.gotowebinar.com/register/6904093399896939276</a>
Digital 2020 Autoship and Wishlist	Wednesday 18 March 2020 10.30am - 11.00am	<a href="https://attendee.gotowebinar.com/register/5049776935257391116">https://attendee.gotowebinar.com/register/5049776935257391116</a>

## 19. Does this website change impact any products or anything else?

No, it's business as usual. Still the same great Amway products and service.

## 20. 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](mailto:aufeedback@amway.com.au) / [nzfeedback@amway.co.nz](mailto:nzfeedback@amway.co.nz)