

Online Shopping

Transact Online



Scan the QR code below
to learn more about
Transact Online competency:



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Introduction

The Digital Skills for Life (DSL) guide is a collection of booklets that is designed to help you learn essential digital skills for daily living. It offers step-by-step instructions and quick tips that empowers you to navigate the digital landscape confidently and safely.

It is designed for anyone who wants to pick up essential digital skills for daily living.

The DSL skills are grouped into 5 competency areas as shown in the diagram.

Learning Outcomes:

This guidebook focuses on the 'Transact Online' competency, where you will learn:

- The common online shopping apps, their icons and identify them using their logos.
- The common features (UI) and common steps (UX) to purchase items online and manage its settings on different online shopping apps.
- Useful cybersecurity tips to stay safe online.

To help you acquire the learning outcome, this guidebook uses different online shopping apps as examples to demonstrate the common steps to shop online.

DSL



The guidebook is based on common software icons and mobile device settings. Please note that certain features may differ across different mobile devices and models.



Cyber Security Tips

To stay safe while shopping online, please keep to the following:



Verify suspicious calls or messages by calling government/business' official hotline or contact them via the official app/website directly. Do not contact the organisation via the contact details provided in the call or message.



Do not share personal or financial details, passwords or one-time password (OTP) with anyone.



Do not click on links in messages or emails that claim to be from the government or from a legitimate business when you receive them.



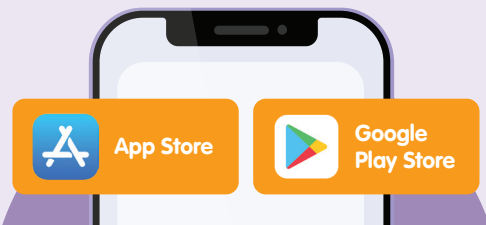
Set up 2-factor authentication, SMS/email notification alerts and allow in-app push notifications for your banking transactions so that you can monitor them for any suspicious activity.



Update your app promptly to protect your devices from known security vulnerabilities.



Insist on official payment methods, cash-on-delivery or pay through the shopping platform. This way, the seller receives payment only after you receive your goods.



Download apps from **official** sources.



Be on your guard always and rethink the purchase if the deal is too good to be true, especially websites that solicit personal information in exchange for attractive offers or handouts.

Understanding Common Online Shopping Apps

About Online Shopping Apps

Page 6

The Common Features found across Online Shopping Apps

Page 7

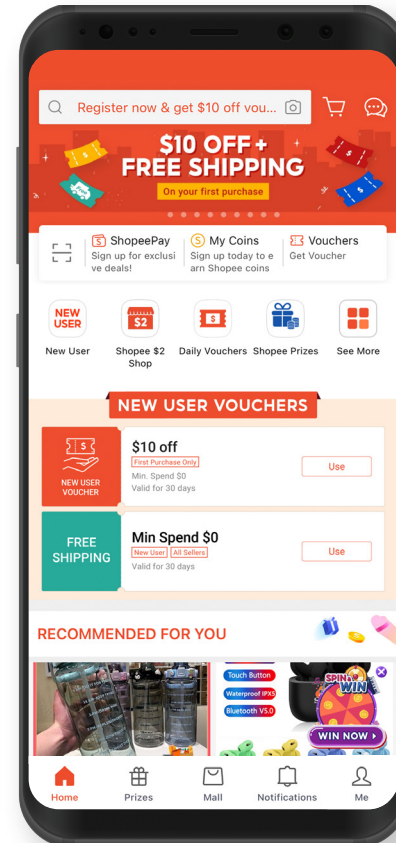
About Online Shopping Apps

Online shopping apps serve as one-stop platforms, allowing you to purchase items using e-payment and arrange for doorstep delivery.

Pre-requisites to learning the app

Learner must:

- Have a mobile device (either iOS or Android) connected to either cellular network or Wi-Fi.
- Know how to connect to cellular network or Wi-Fi.
- Know how to install an app on the mobile device.
- Know how to use Singpass to access digital services.
- Own either a credit card or debit card (FairPrice app only accepts e-payment via credit card or debit card).



Shopee



FairPrice



Common Features Across Online Shopping Apps

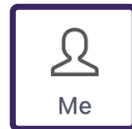
Shopee

FairPrice



Home Icon

Access the app's main homepage.



Account Icon

Access your account information.



Settings or More Icon

Customize your app's settings, including notifications.



Shopping Cart Icon

View the items in your shopping cart before proceeding to payment.



Search Bar

Search for the products you wish to purchase.

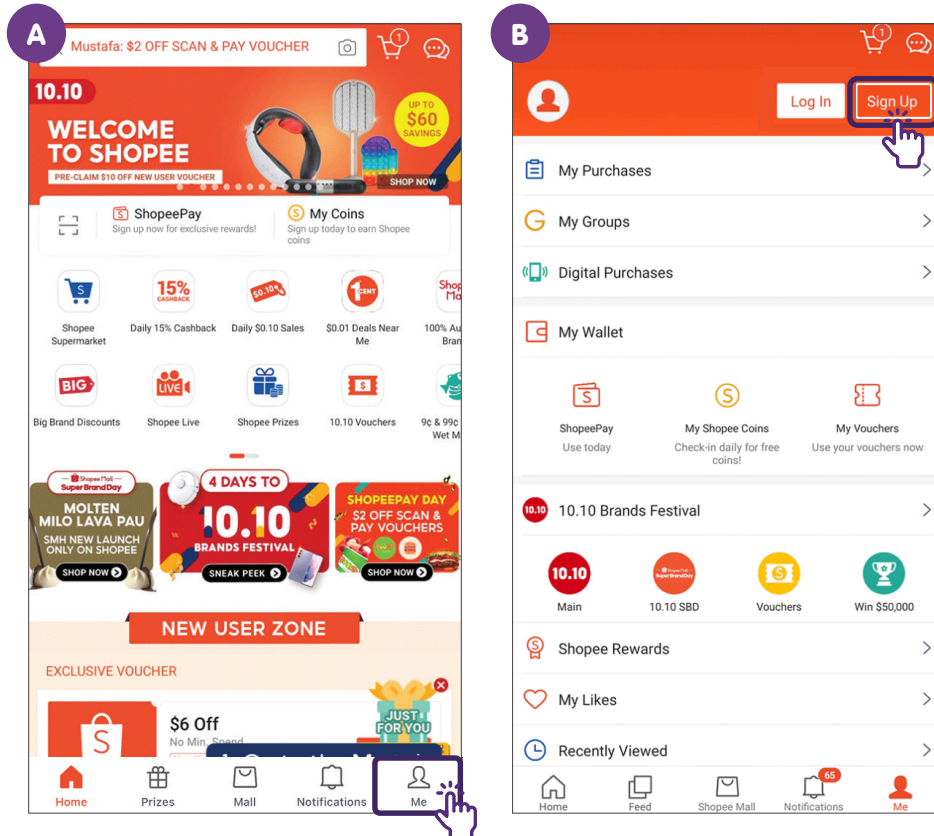
Navigating Common Steps to Use Online Shopping Apps

How to Set up an Account	Page 9
How to Search, Cart and Check out Items	Page 10
How to Select Payment Method and Delivery Options	Page 13
How to Check your Transaction History	Page 14
How to Log out of your Account	Page 15

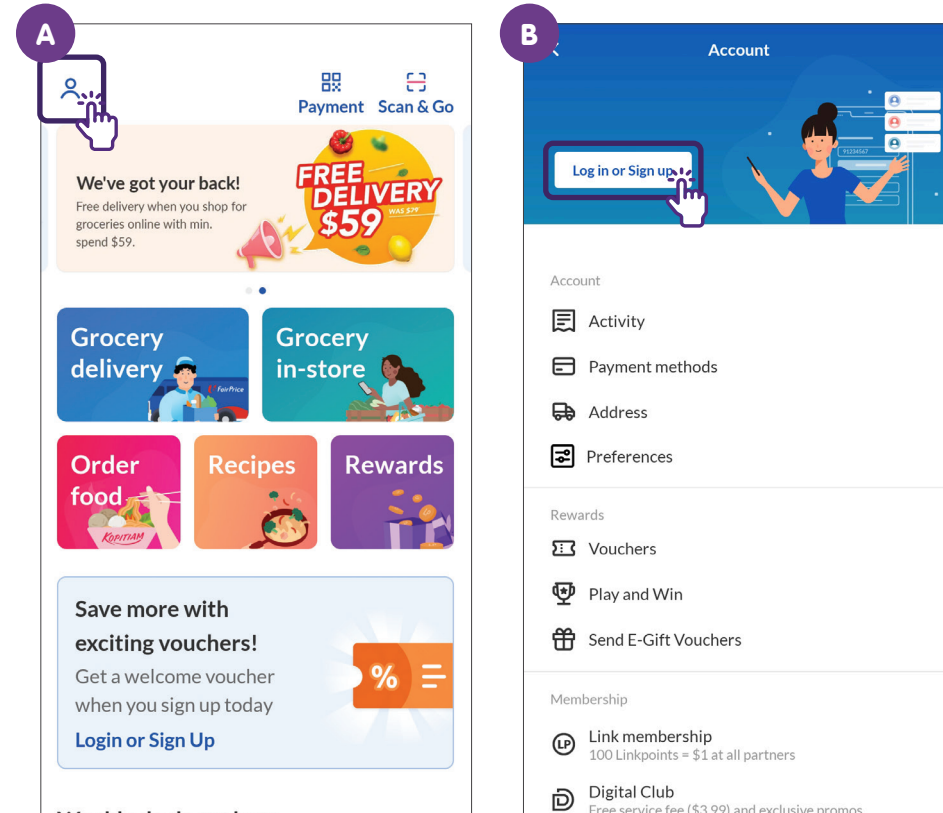
Common Steps to Log in or Sign up for an Account on Online Shopping Apps

Tap the "Account" icon, then select "Sign Up"/ "Log in or Sign up" to create an account.

Shopee



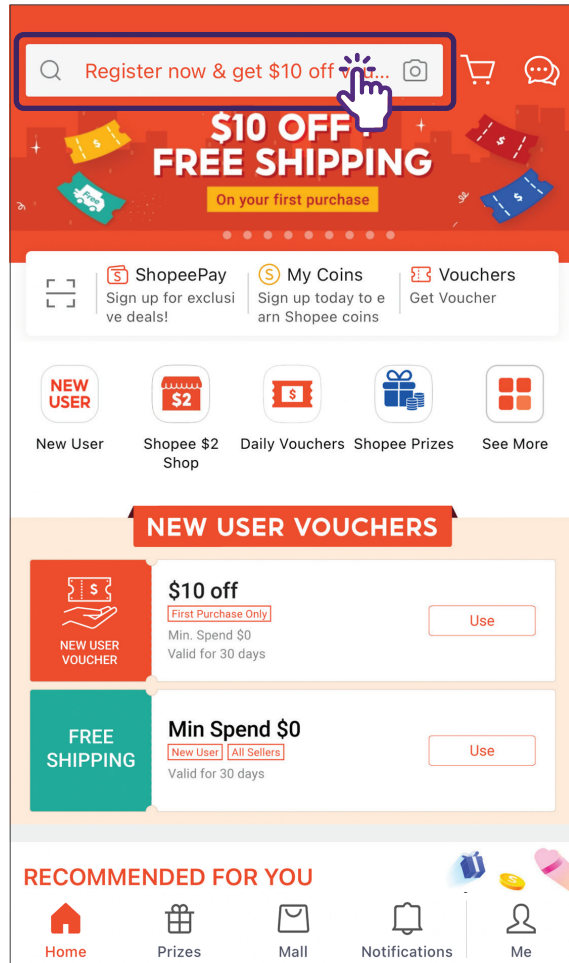
NTUC FairPrice



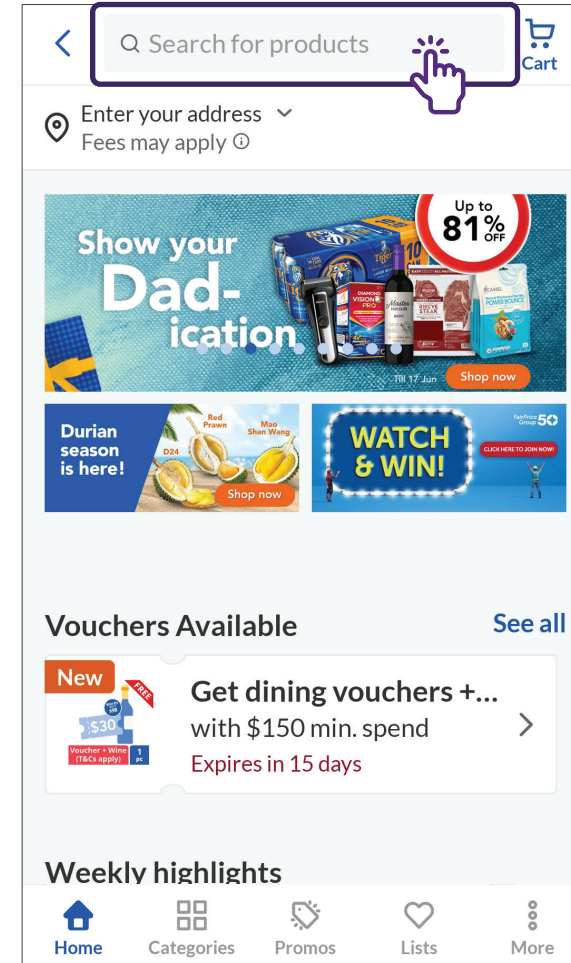
Common Steps to Search for a Product on Online Shopping Apps

Tap the search bar and enter the product you are searching for.

Shopee



NTUC FairPrice

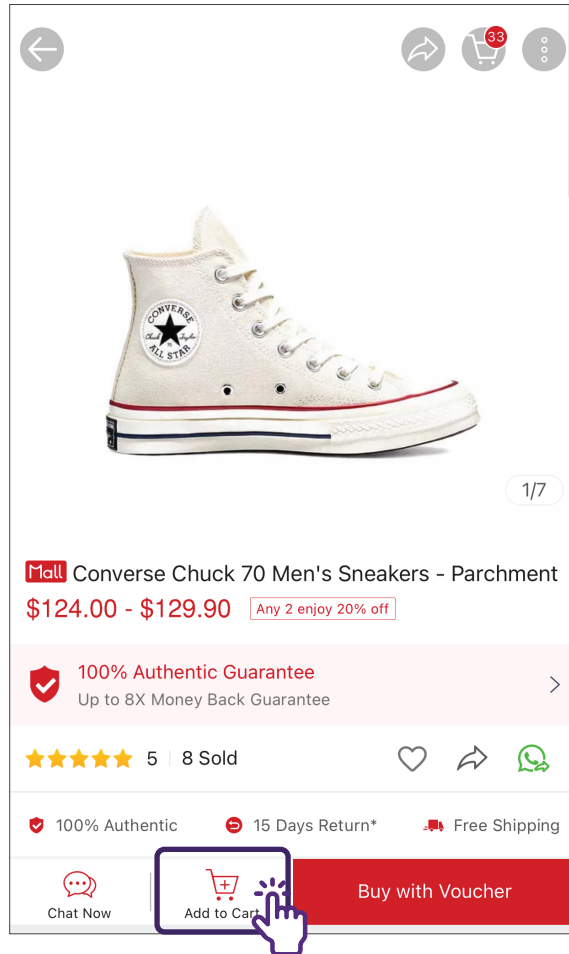




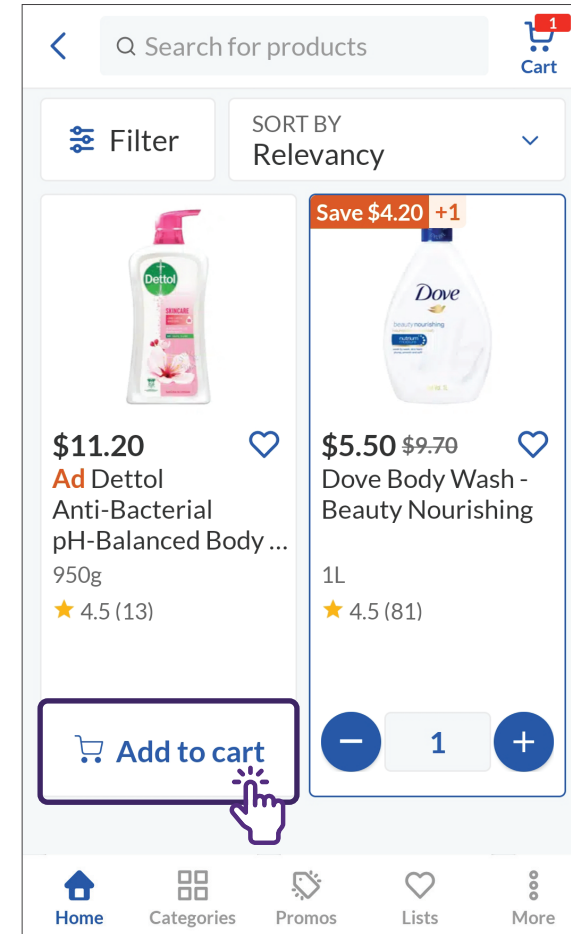
Common Steps to Cart a Product on Online Shopping Apps

Tap on an item you wish to purchase and add it to your cart.

Shopee



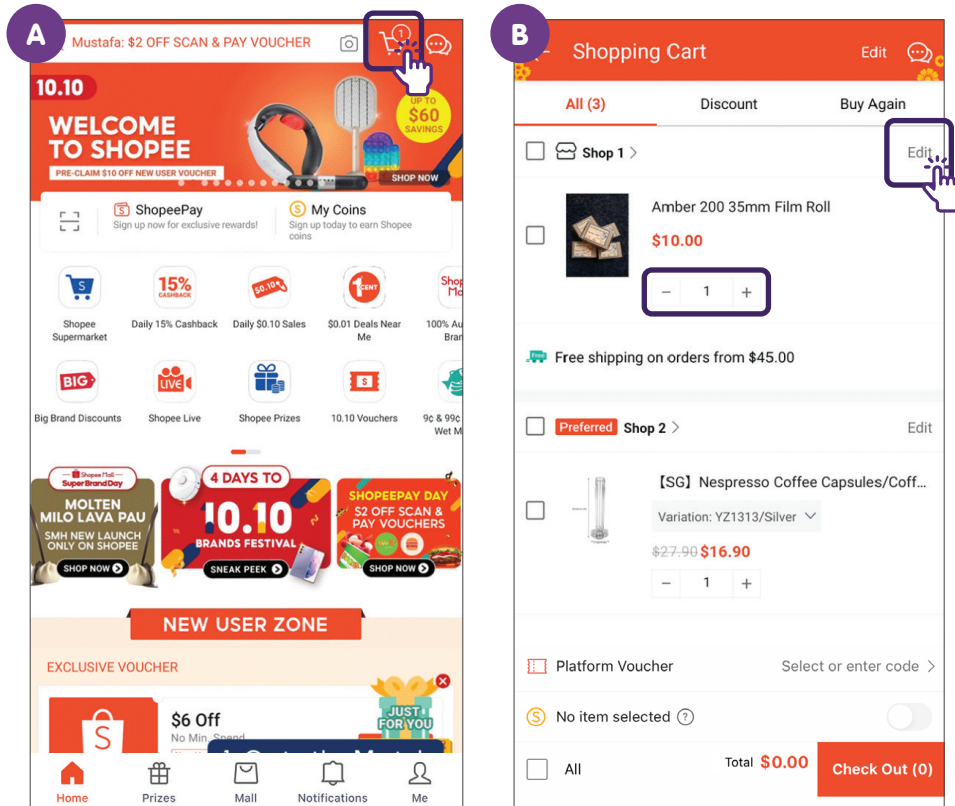
NTUC FairPrice



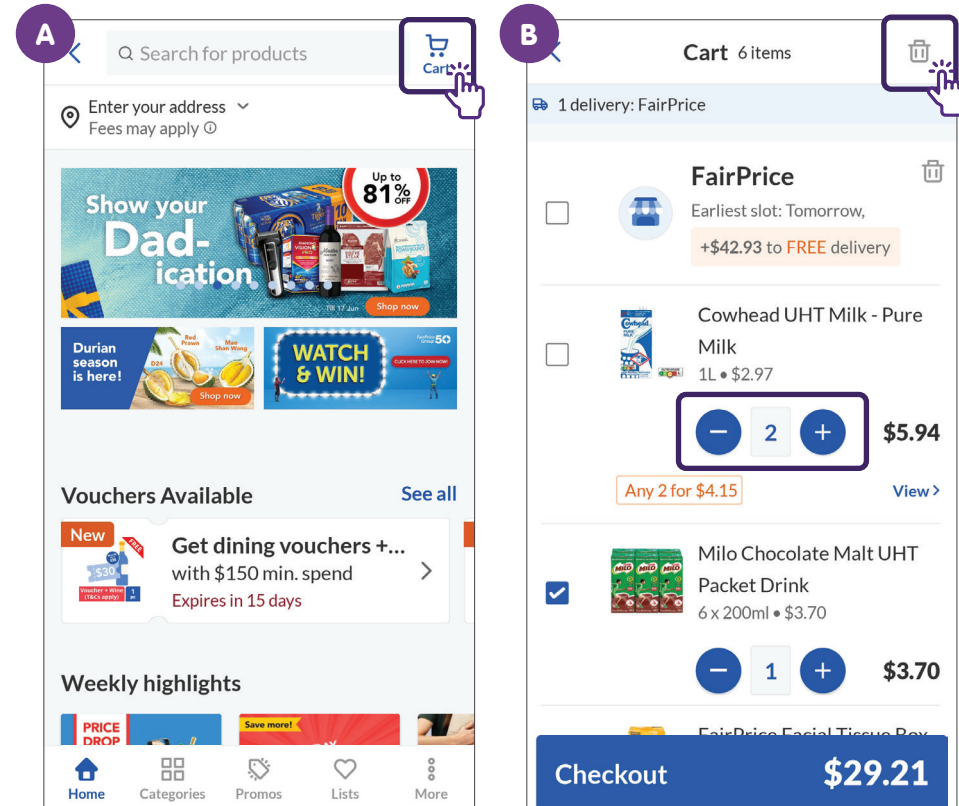
Common Steps to Edit Cart on Online Shopping Apps

Tap on the "Cart" icon to review and edit your cart.

Shopee



NTUC FairPrice





Common Steps to Check out Your Cart on Online Shopping Apps

Choose the products you wish to purchase, then tap on "Check Out"/ "Checkout".

Shopee

A Screenshot of the Shopee app showing the product selection screen. A hand icon points to a checkmark next to the product 'Converse Chuck 70 Men's Sneakers - P...'. The total price is \$129.90.

B Screenshot of the Shopee app showing the checkout screen. A hand icon points to the 'Check Out (1)' button. The total price is \$129.90.

NTUC FairPrice

A Screenshot of the NTUC FairPrice app showing the cart items. A hand icon points to a checkmark next to the 'Milo Chocolate Malt UHT Packet Drink'. The total price is \$29.21.

B Screenshot of the NTUC FairPrice app showing the checkout screen. A hand icon points to the 'Checkout \$29.21' button.

Common Steps to Make Payment on Online Shopping Apps

Review your selected products, delivery address, payment method, and delivery date/time before placing your order.

Shopee

Checkout

Delivery Address

Shopee Mall Converse Official Store

Converse Chuck 70 Men's Sneakers - Parchment
Variation: White - US 4.5
\$129.00 x1

Shop Vouchers Select or enter code

Shipping Option

Doorstep Delivery \$1.75
Receive by 30 Aug - 31 Aug \$0.00
(Note: Use Free Shipping Vouchers for discounts on 'Free Shipping Vouchers' items)

Allow to leave at doorstep New

Message: Please leave a message...

Payment Option PayNow

Total Payment \$128.35

Place Order

NTUC FairPrice

Checkout

Time slot

FairPrice
5 Jul, Wed, 6pm-8pm Change

Payment method Change

Cart
1 delivery

Subtotal \$20.22

Voucher Add

Place order \$29.21

Common Steps to Log out of Online Shopping Apps

Access your account settings to log out.

Shopee

The image shows two screenshots from the Shopee app. The first screenshot, labeled 'A', shows the home page with a navigation bar at the bottom. A hand icon points to the 'Me' profile icon. The second screenshot, labeled 'B', shows the profile page with a hand icon pointing to the 'Me' icon in the navigation bar. The third screenshot, labeled 'C', shows the 'Account Settings' page with a hand icon pointing to the 'Logout' button at the bottom.

NTUC FairPrice

The image shows two screenshots from the NTUC FairPrice app. The first screenshot, labeled 'A', shows the home page with a hand icon pointing to the profile icon in the top left corner. The second screenshot, labeled 'B', shows the 'Rewards' page with a hand icon pointing to the 'Log out' button at the bottom.

Step-by-step Guides to Use Online Shopping Apps

Shopee App

Page 17

FairPrice Group App

Page 45

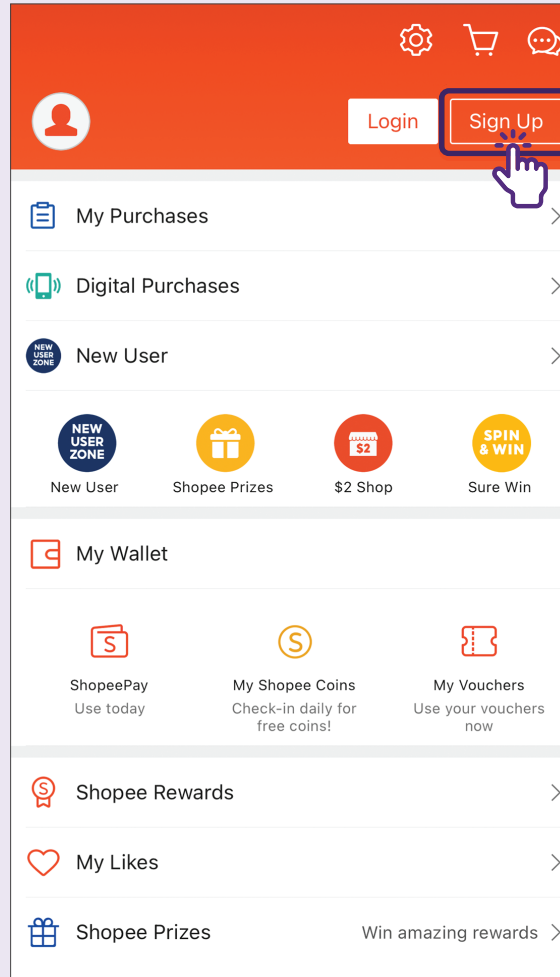
Set up a Shopee Account

1 Tap on Me tab

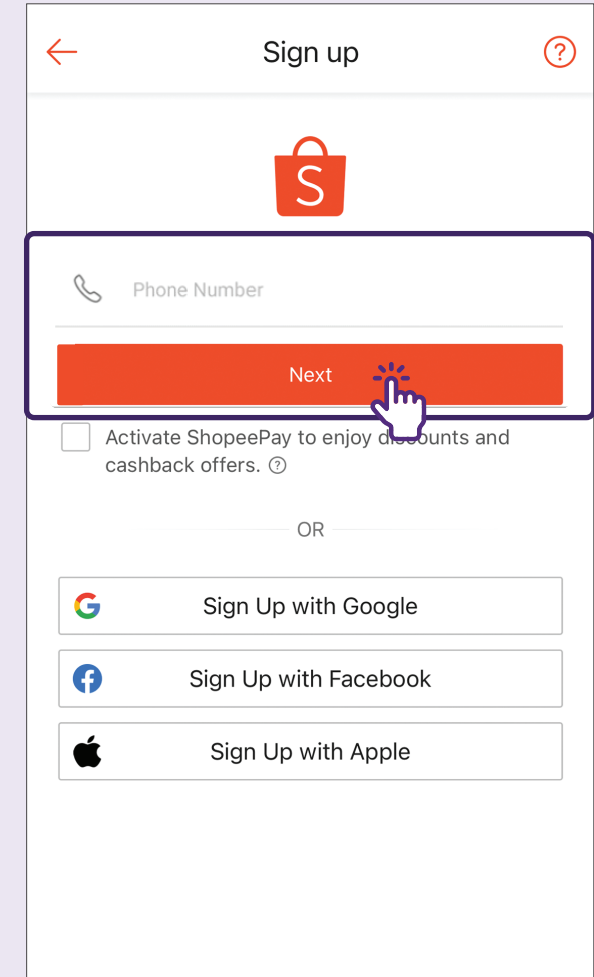


Access the "Me" tab within the Shopee app.

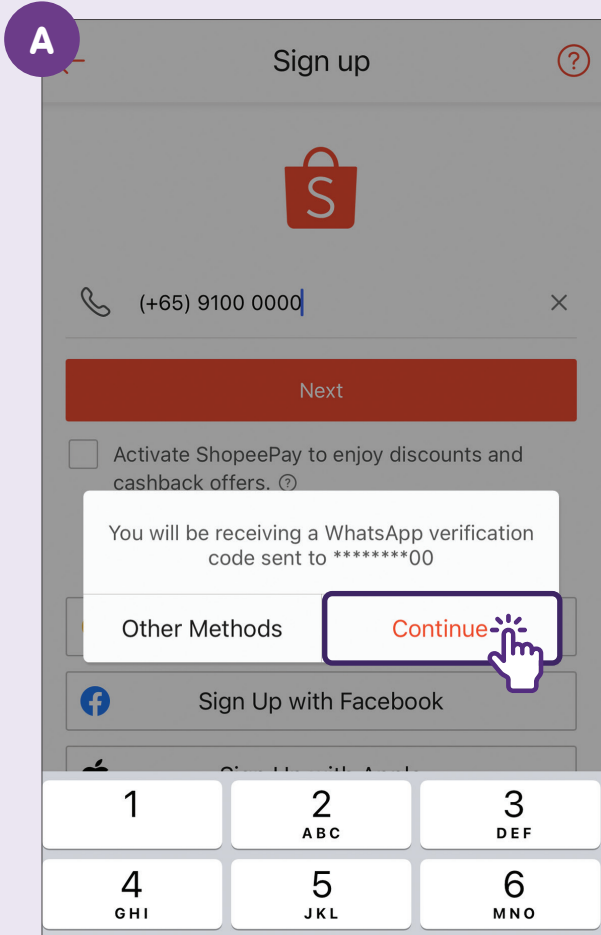
2 Tap on Sign Up



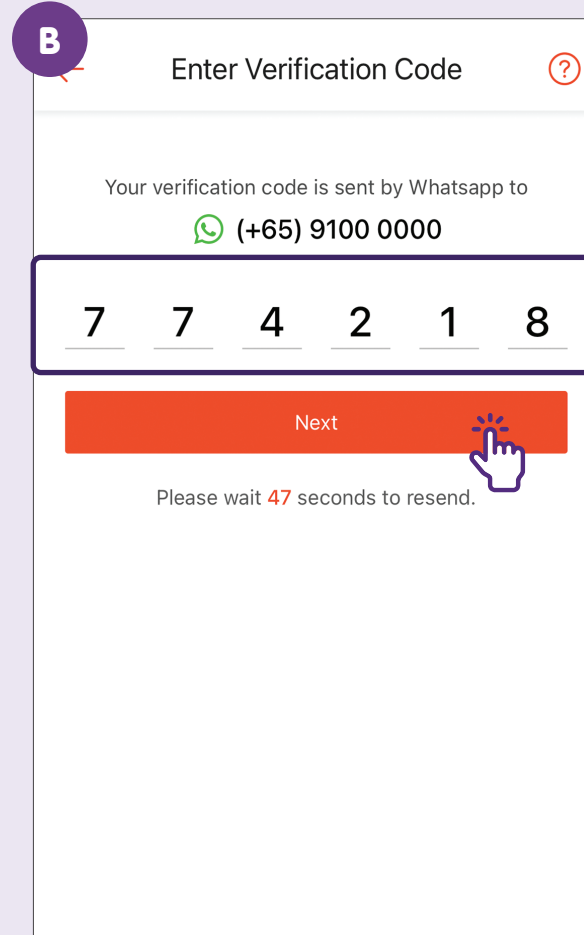
3 Enter Phone Number



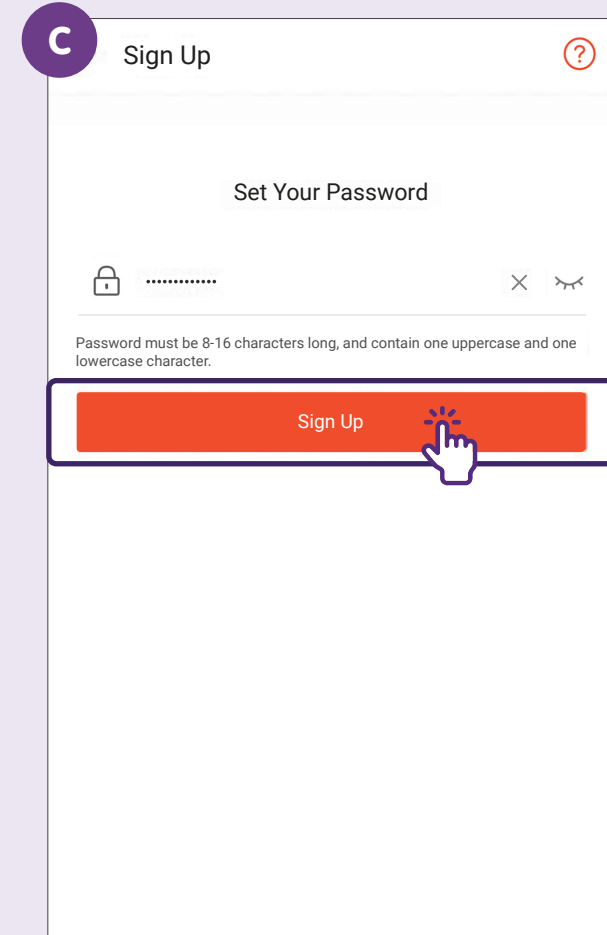
4 Verify Account with Verification Code



By selecting **"Other Methods,"** you can verify your account either through a **"Phone Call"** or via **"SMS"**.



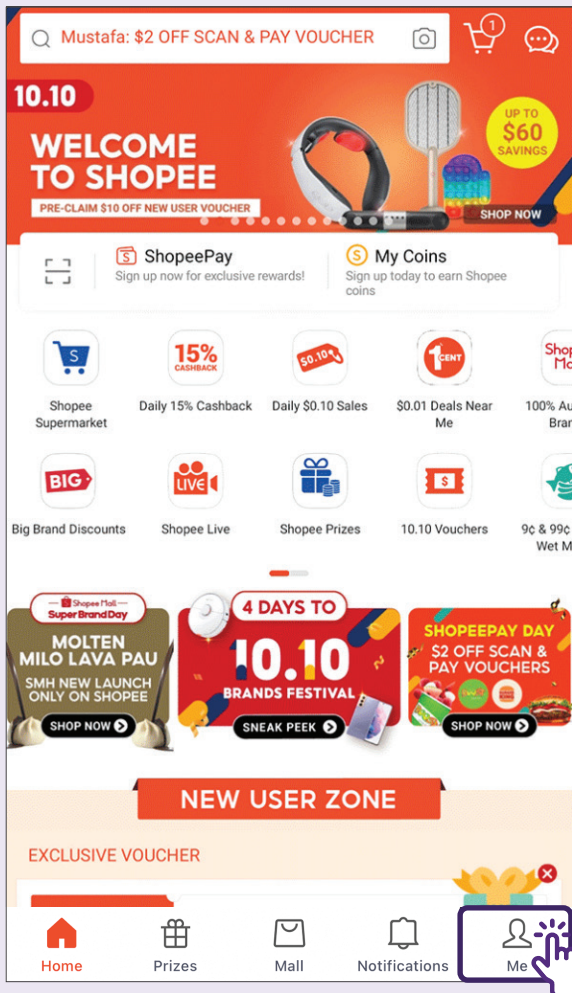
Enter the received verification code and then proceed by tapping on **"Next."**



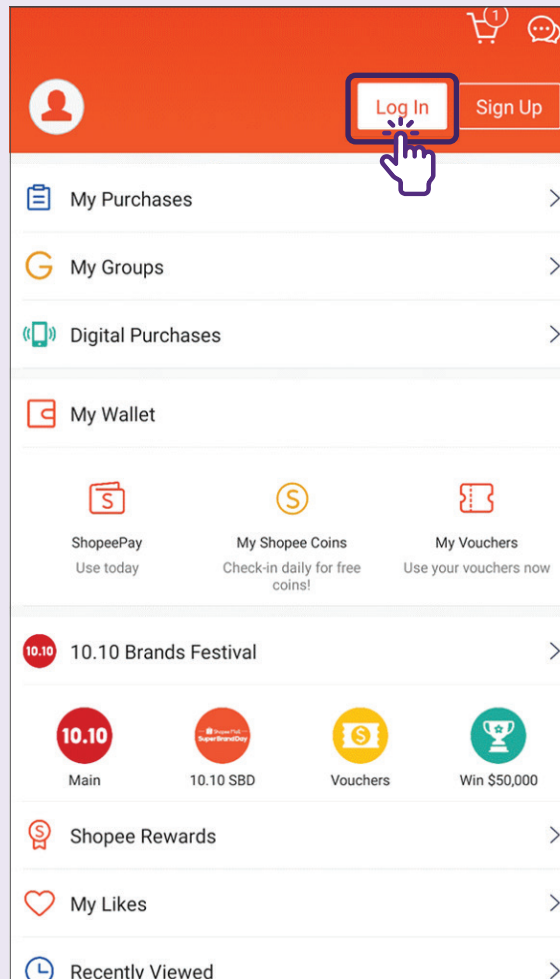
Create a strong password and proceed by tapping on **"Sign up."**

Log in - via Password

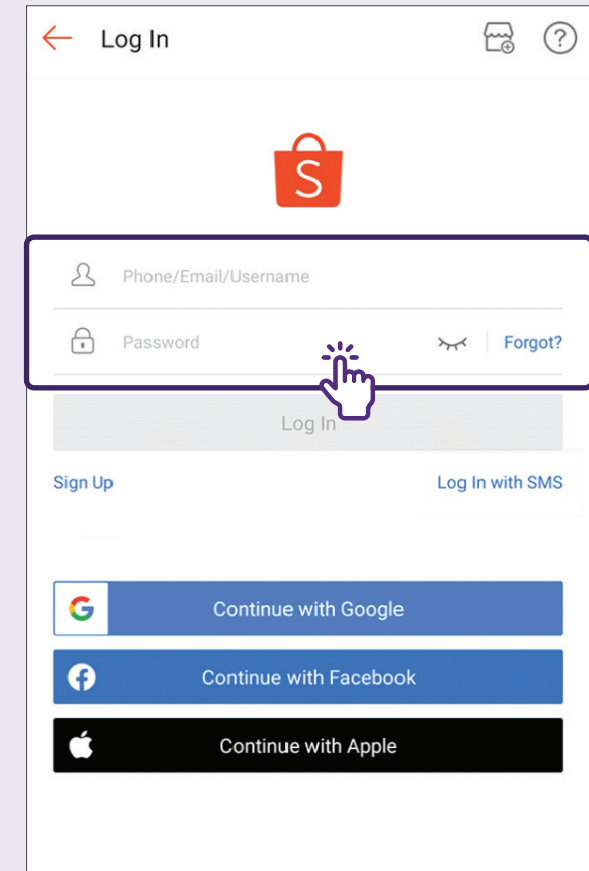
1 Tap on Me tab



2 Tap on Log In



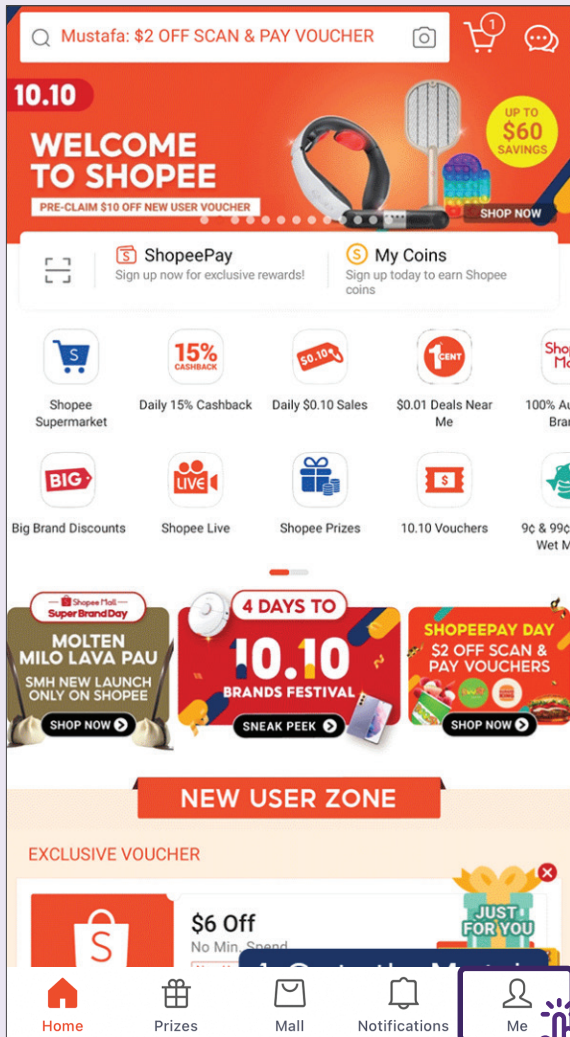
3 Enter Username and Password



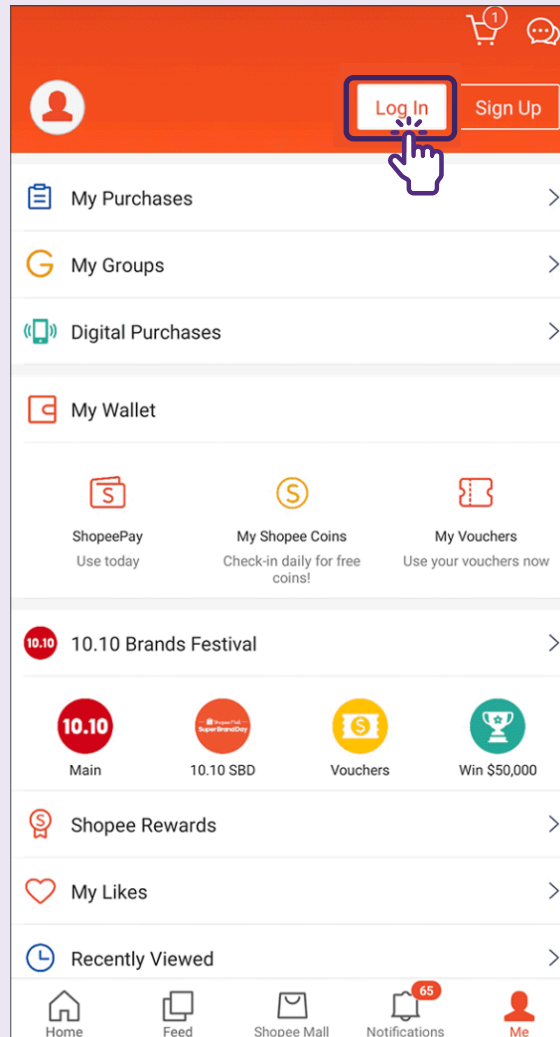
Alternatively, you can log in using the phone number or email address you used during registration.

Log in - via SMS

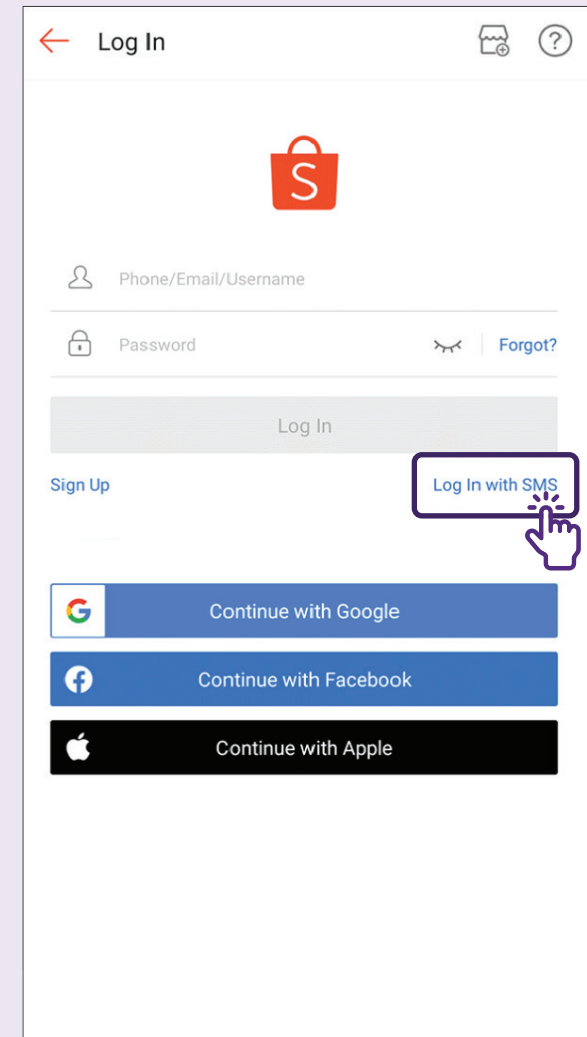
1 Tap on Me tab



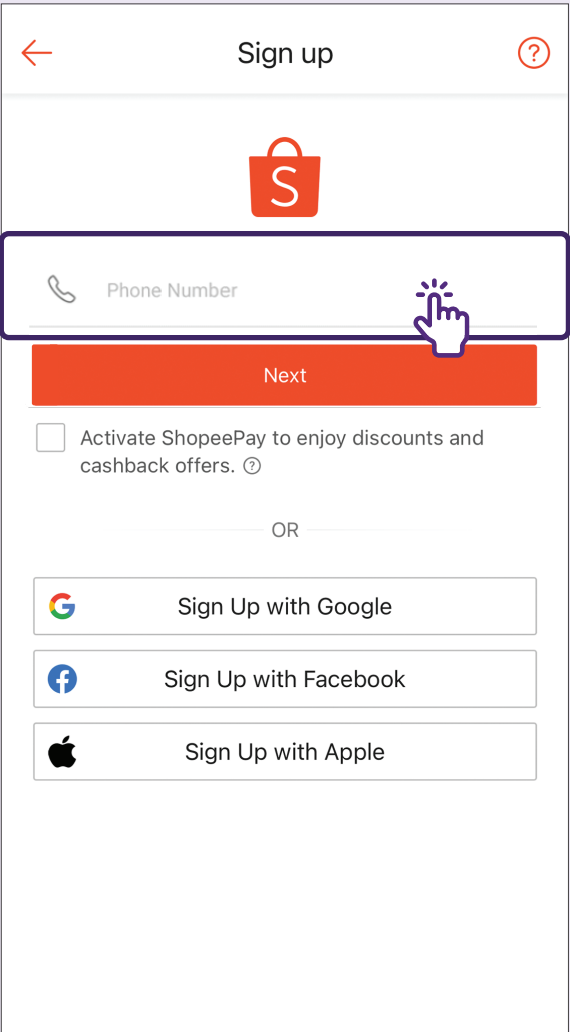
2 Tap on Log In



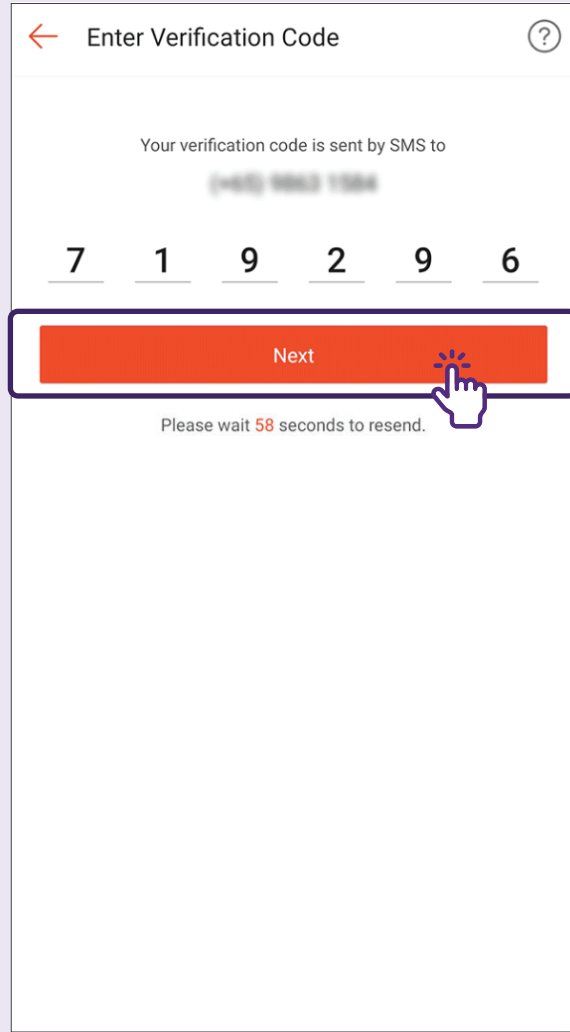
3 Tap on Log In with SMS



4 Enter Phone Number



5 Enter Verification Code



6 Successful login



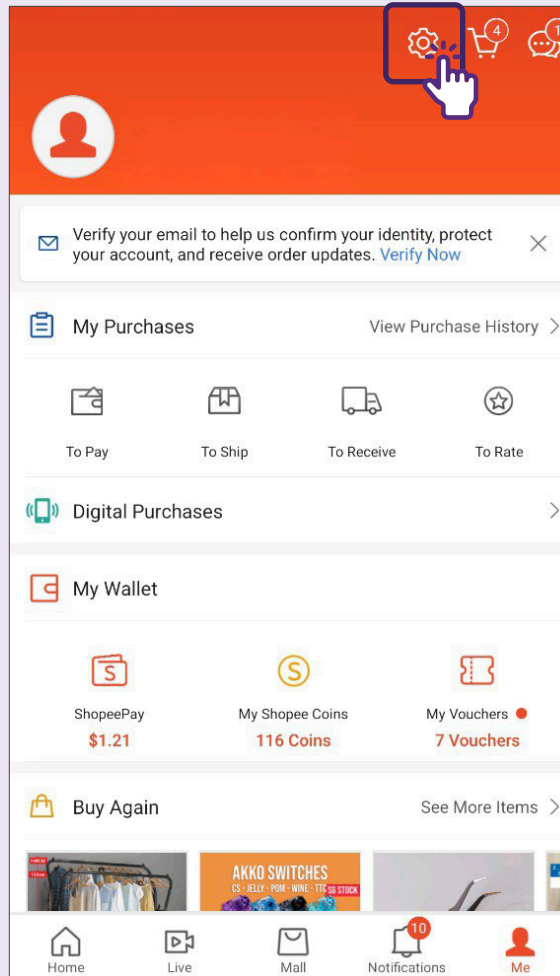
Manage Notifications

1 Tap on Me tab

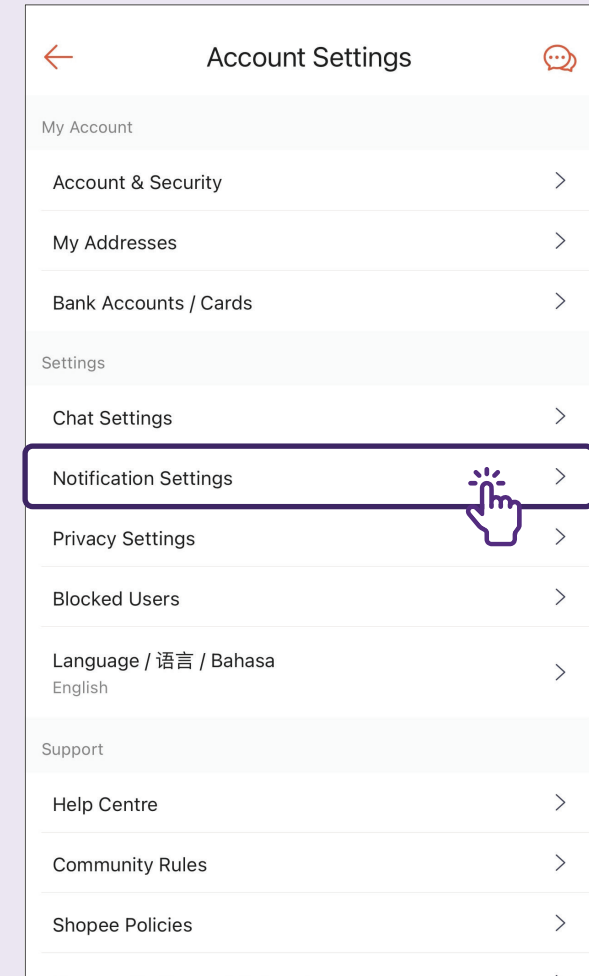


Access the "Me" tab within the Shopee app.

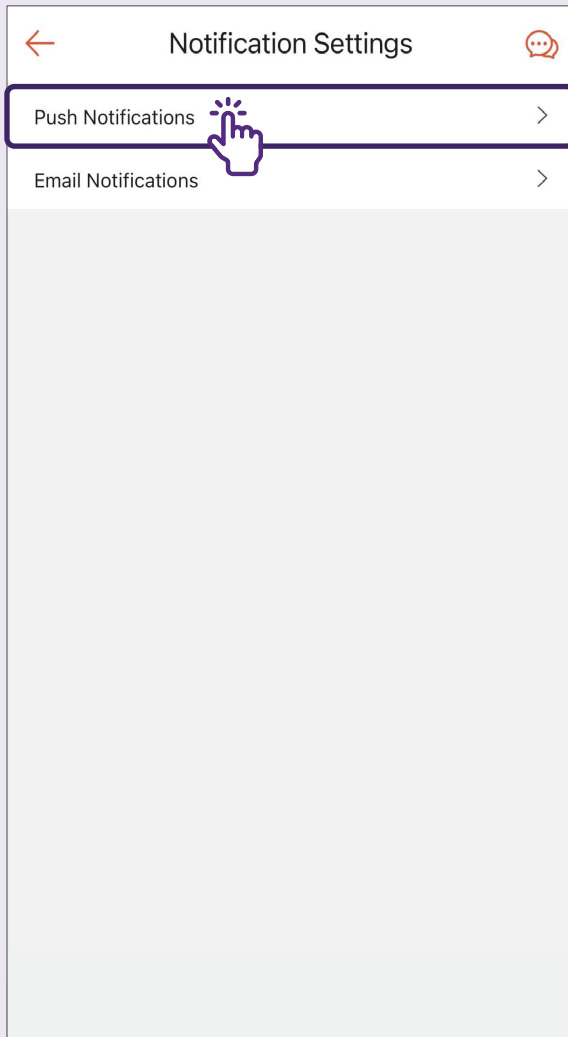
2 Tap on Settings



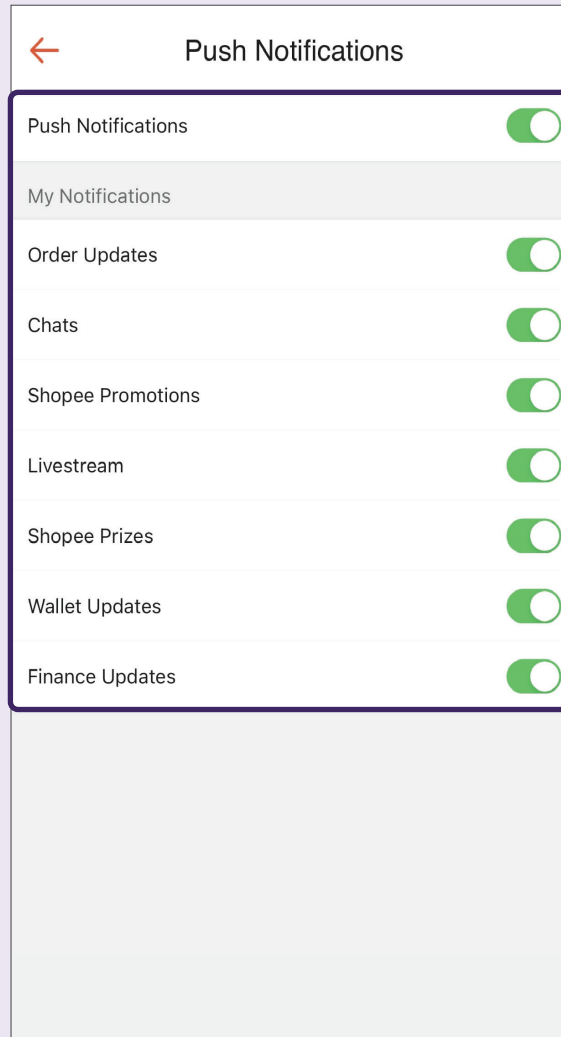
3 Select Notification Settings



4 Select Push Notifications



5 Customize Notifications Settings



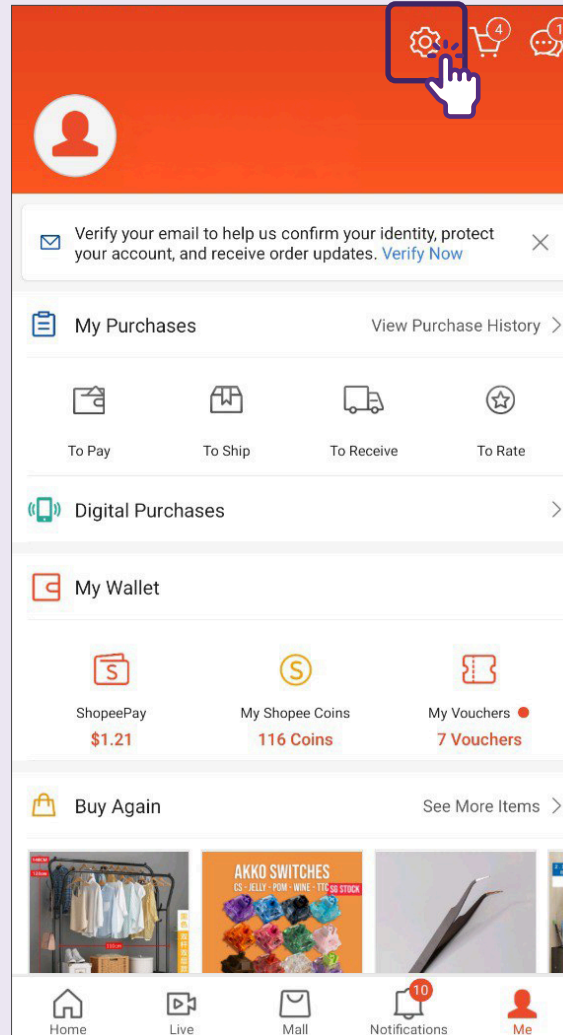
Use the toggles to turn **"Push Notifications"** on or off, and select the types of notifications you wish to receive.

Add a Delivery Address

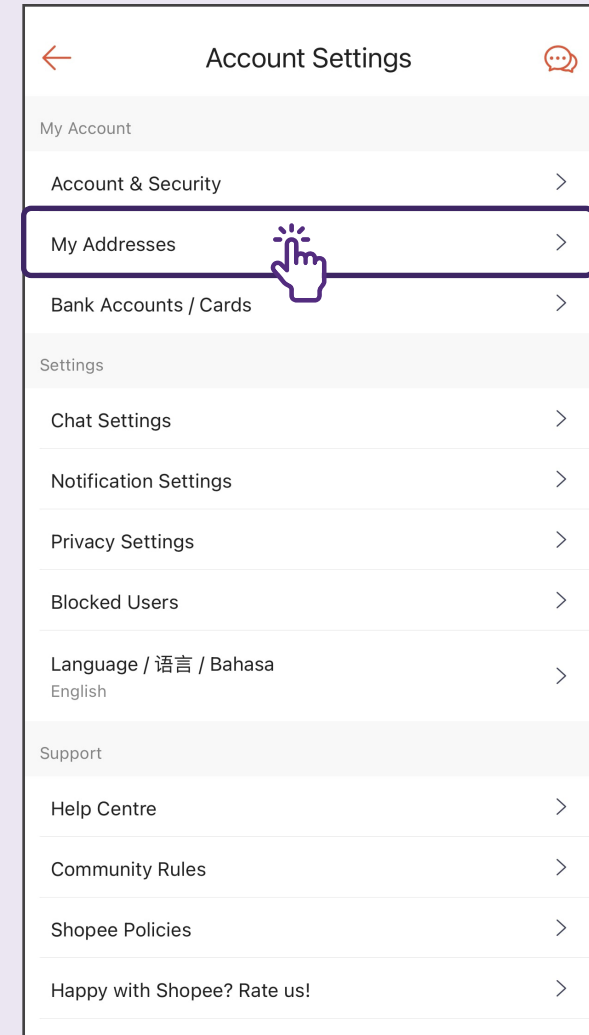
1 Tap on Me tab



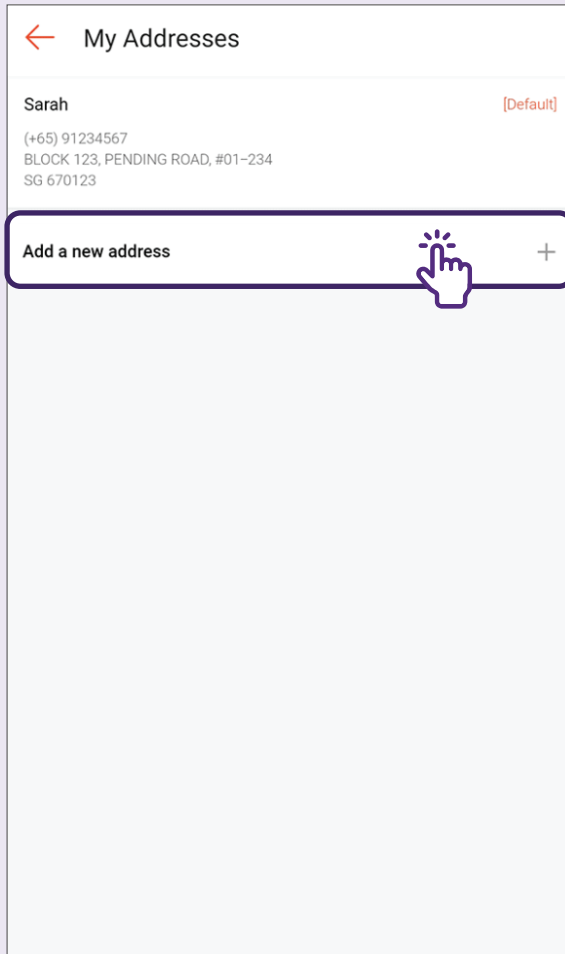
2 Tap on Settings



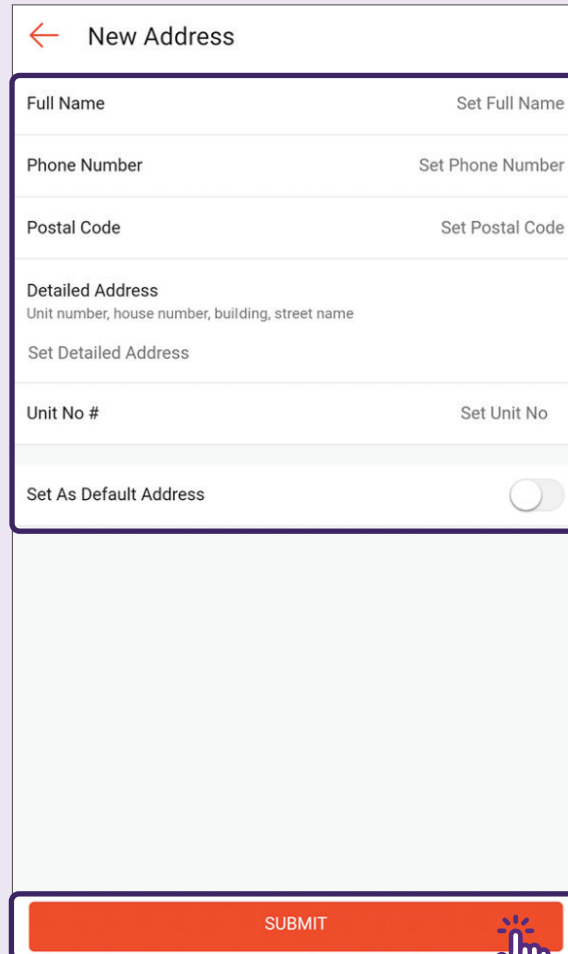
3 Tap on My Addresses



4 Tap on Add a new address



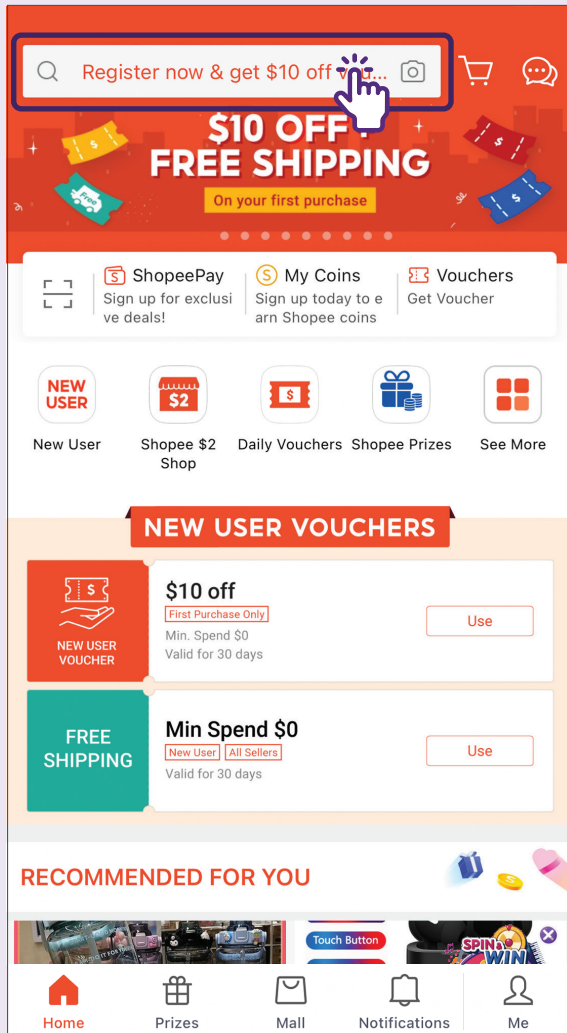
5 Fill up Your Delivery Address



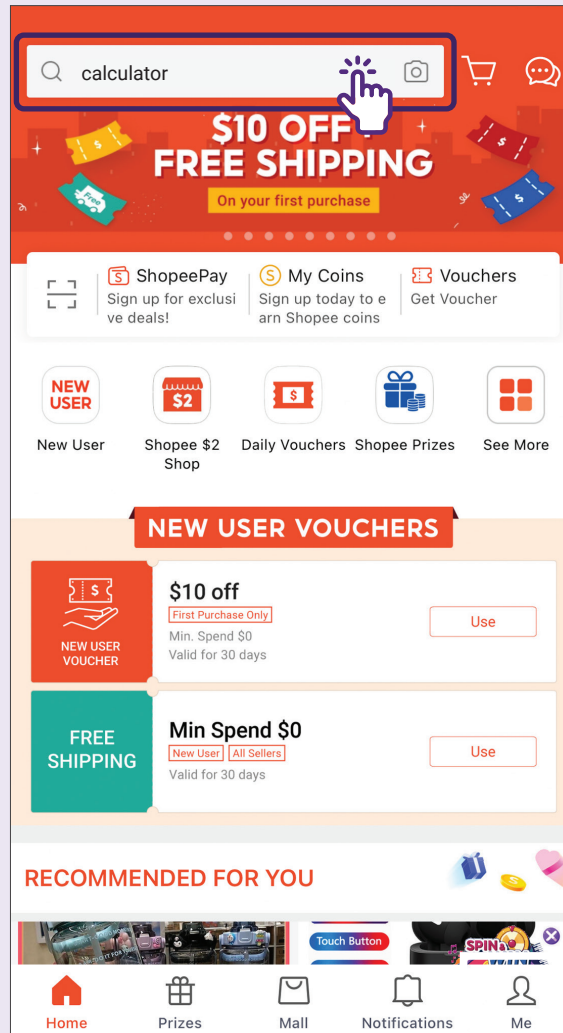
Tap on **“SUBMIT”** to save your delivery address.

Search for Product - via Keyword Search

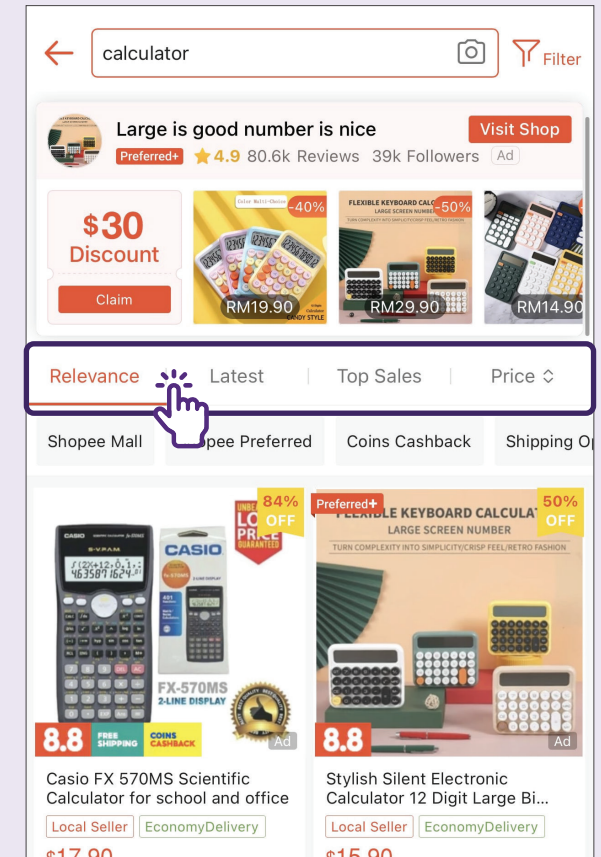
1 Tap on Search Bar



2 Enter Keyword(s)

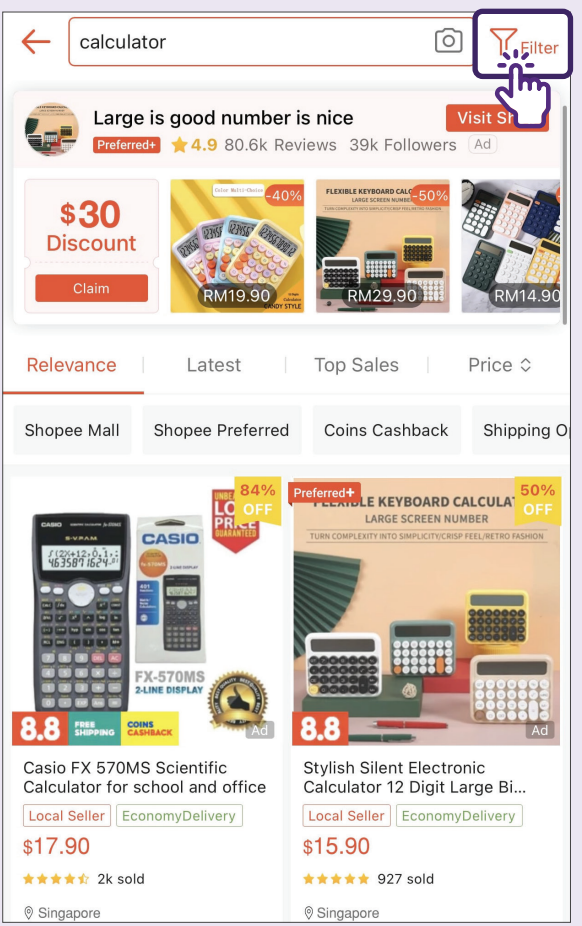


3 View Search Results



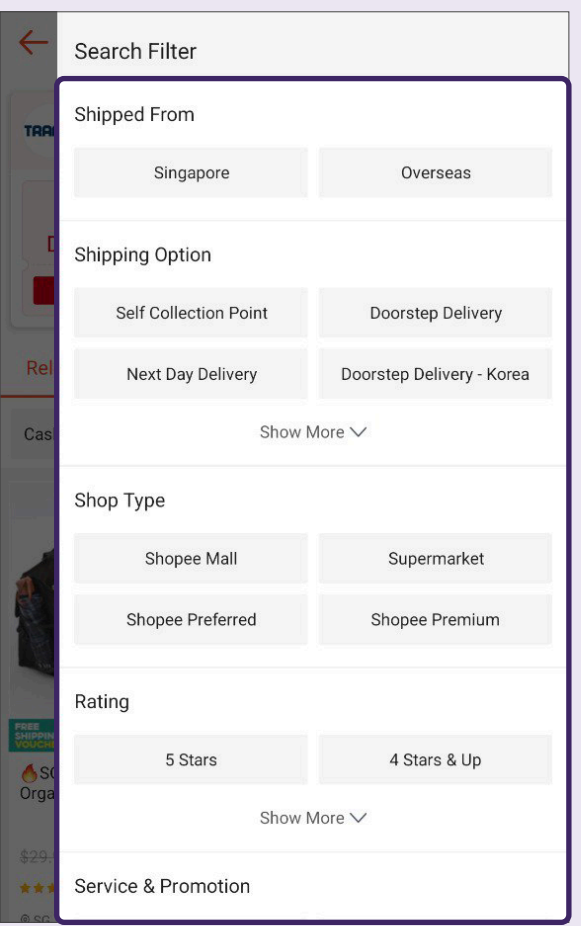
Sort the search results according to your preference by selecting from options such as **"Relevance," "Latest," "Top Sales,"** or **"Price."**

4 Tap on Filter



Refine your search by applying additional filters for more specific criteria.

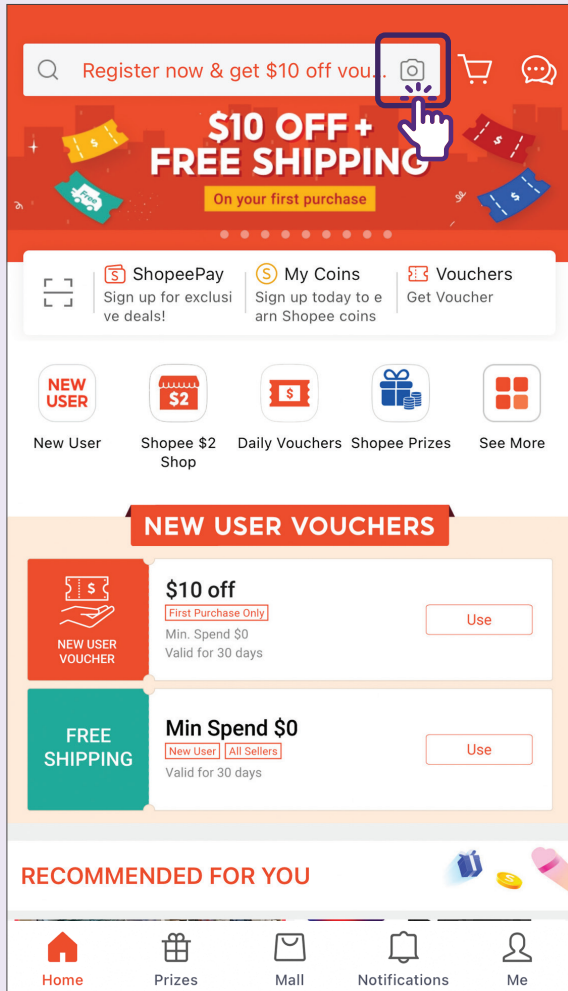
5 Select Filter Options



Choose the filters you prefer to refine your search results.

Search for Product - via Image Search

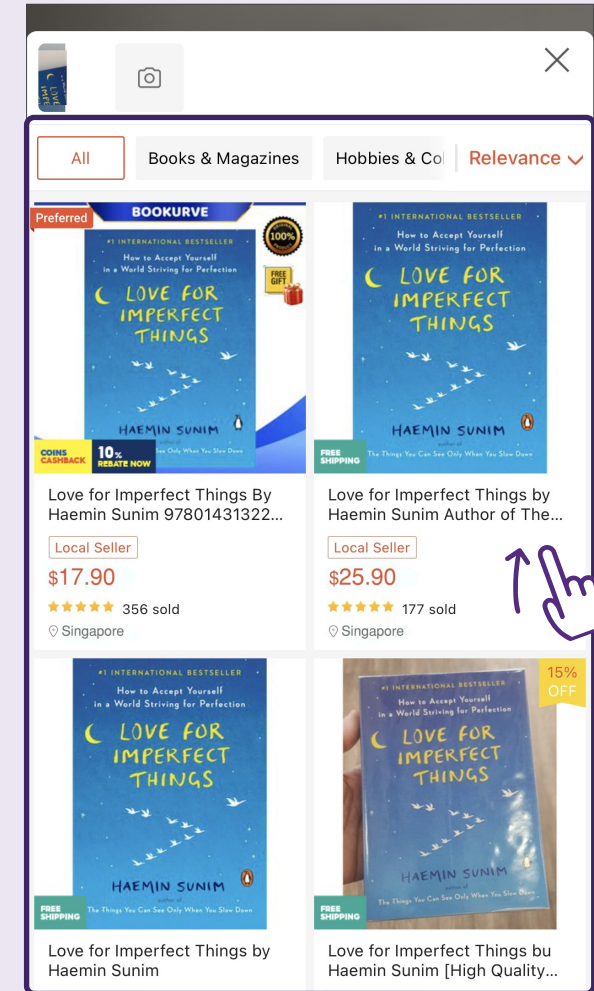
1 Tap on Camera Icon



2 Take a Photo of the Product

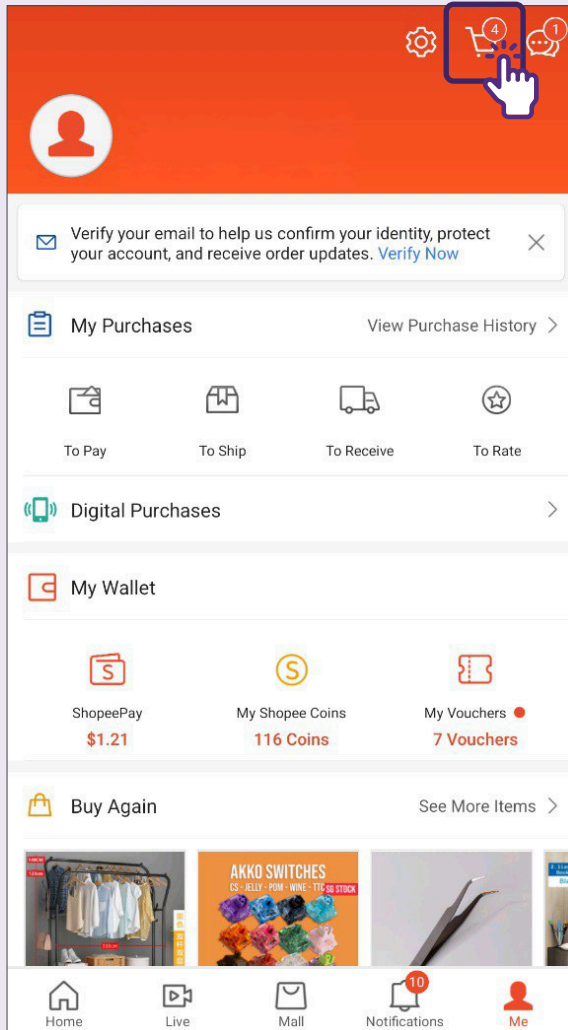


3 Browse Relevant Products

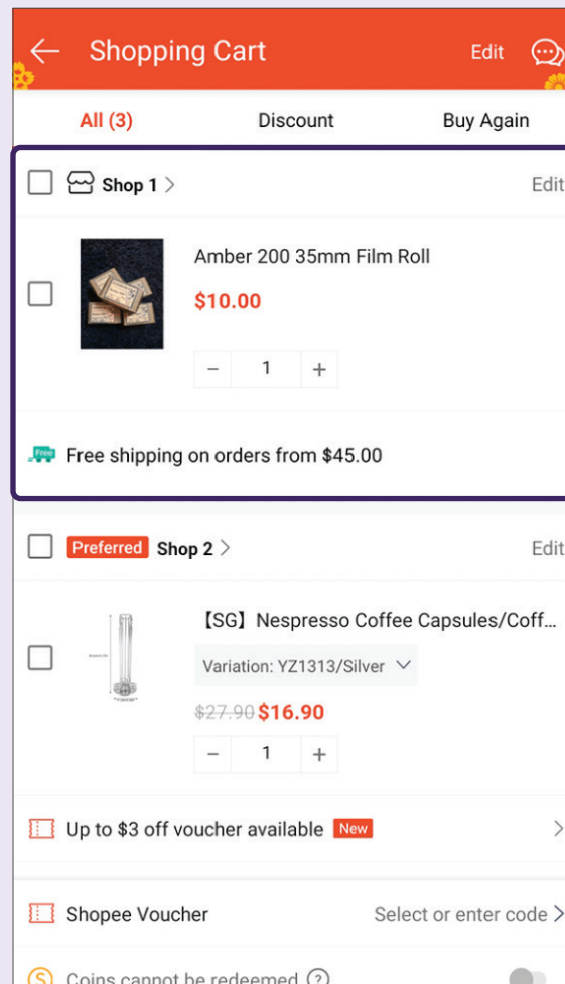


Edit Shopping Cart - by Increasing Product Quantity

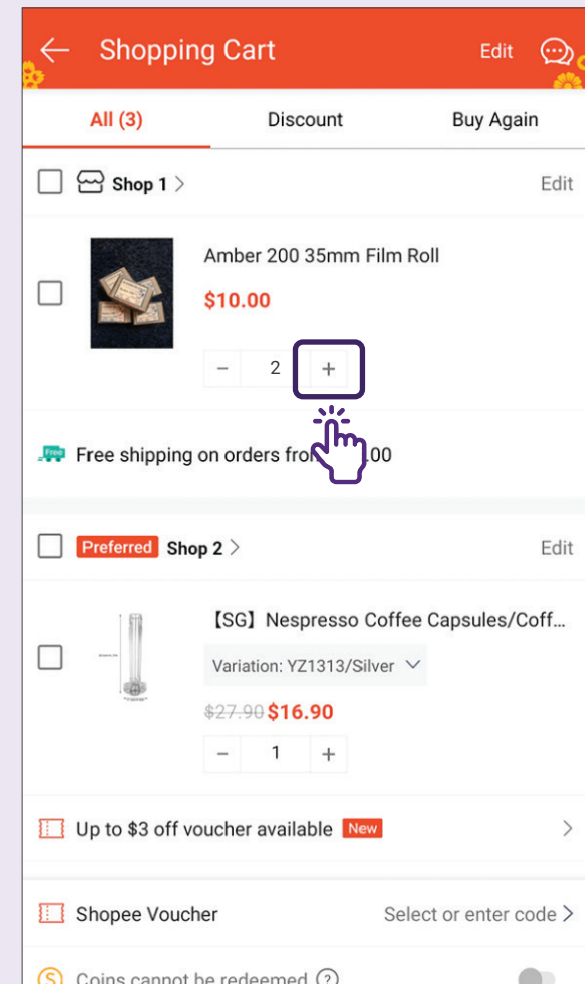
1 Tap on Shopping Cart



2 Select Product



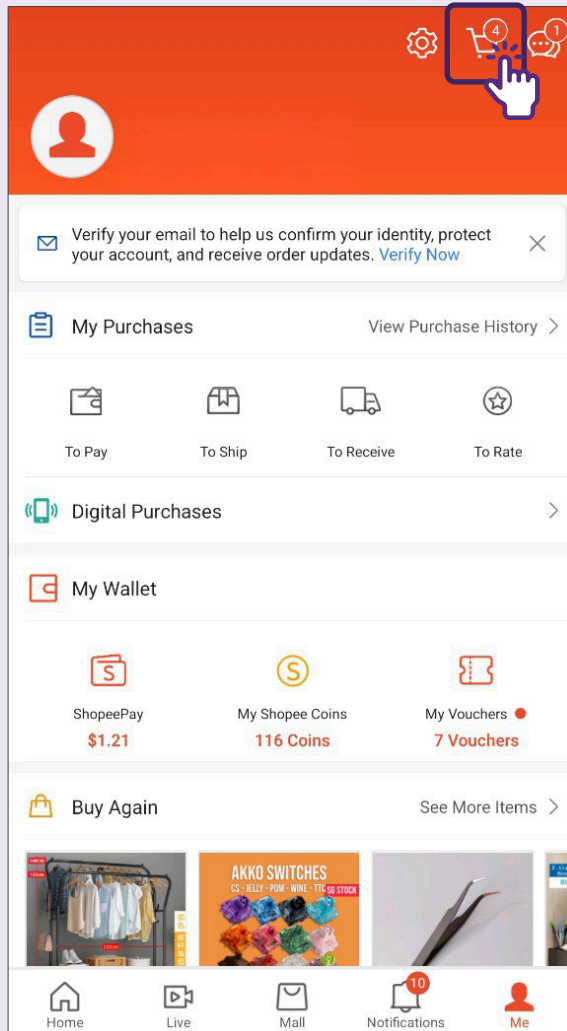
3 Increase Quantity



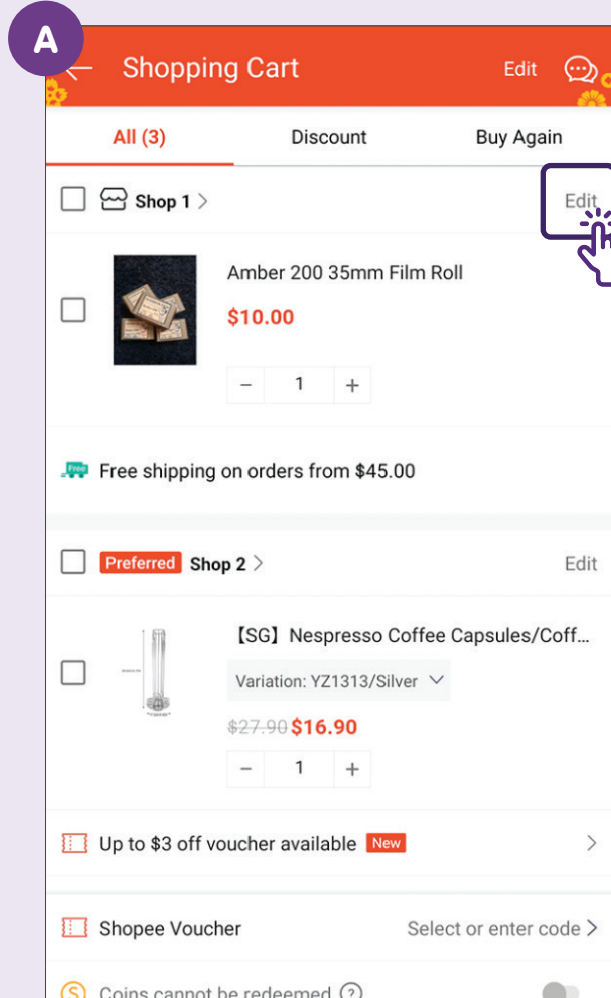
Tap on the "+" icon to increase the quantity.

Edit Shopping Cart - by Removing Products from Shopping Cart

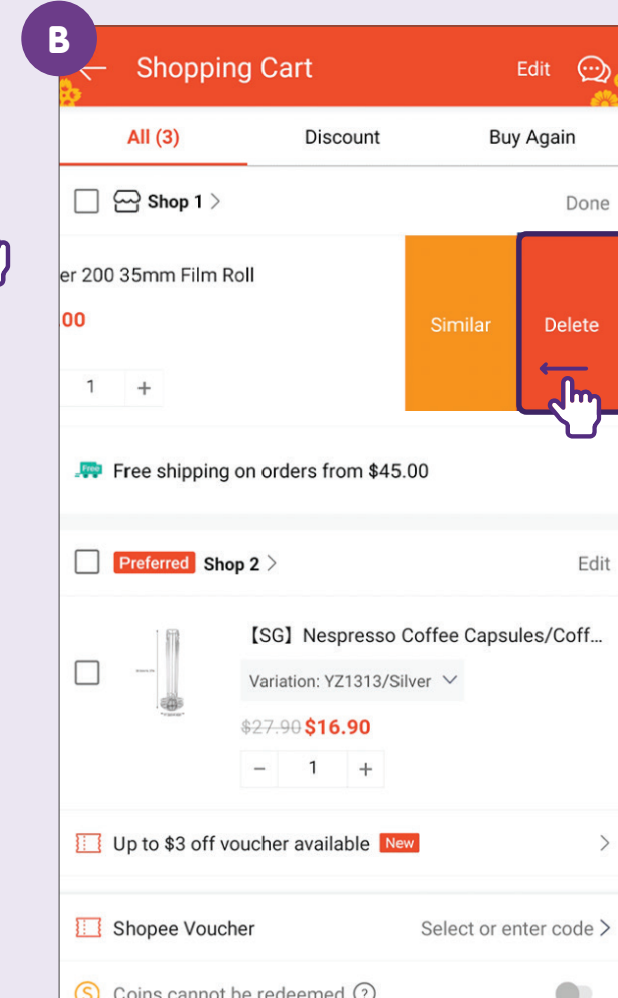
1 Tap on Shopping Cart



2 Delete a Product



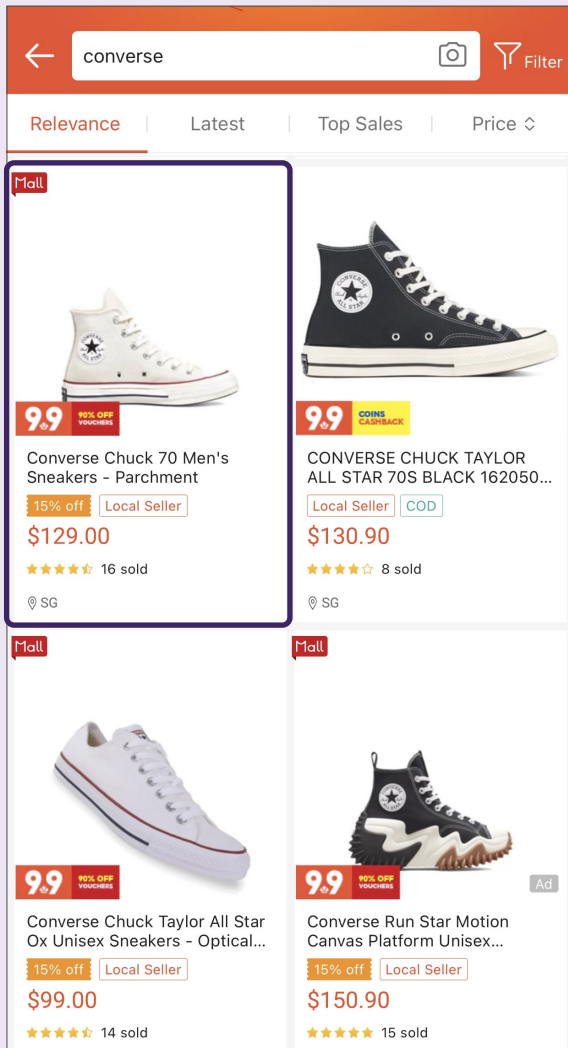
Tap on "Edit".



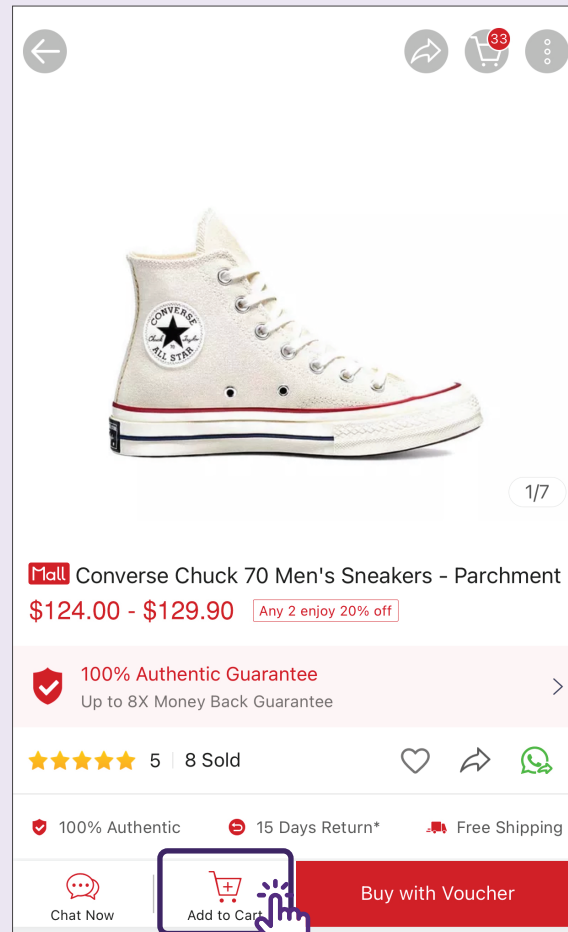
Swipe left on the product you wish to remove.

Place an Order

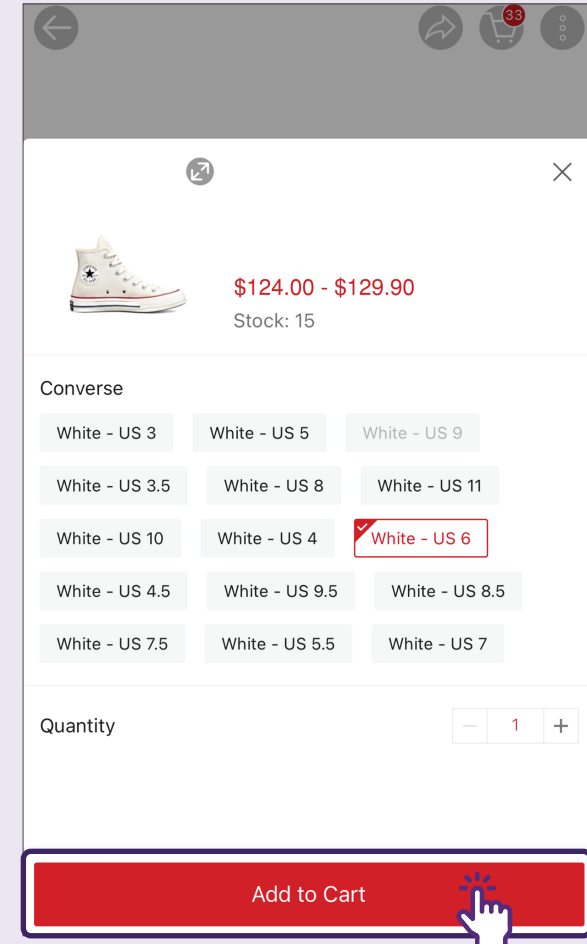
1 Search for Product



2 Tap on Add to Cart



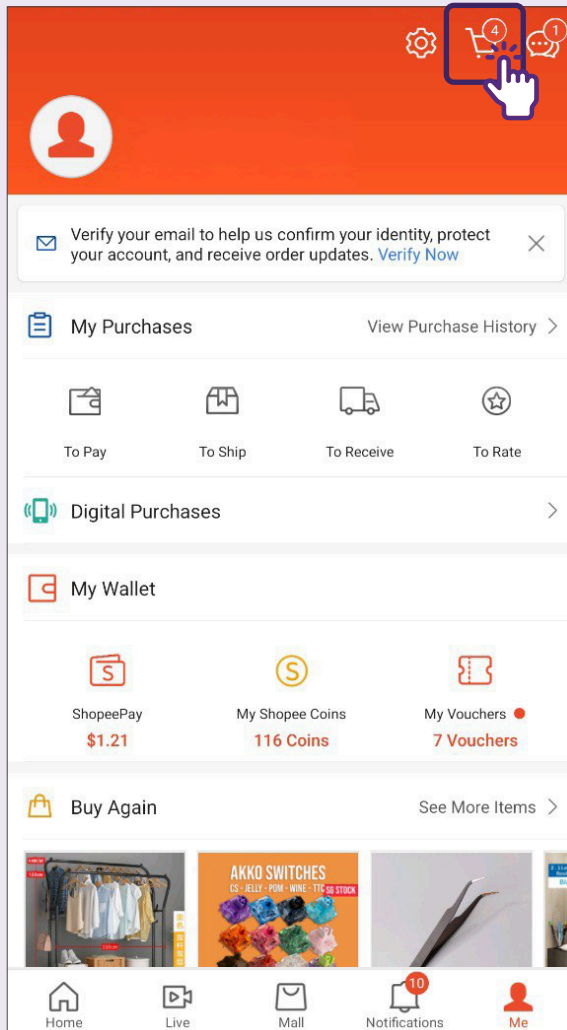
3 Add Product to Cart



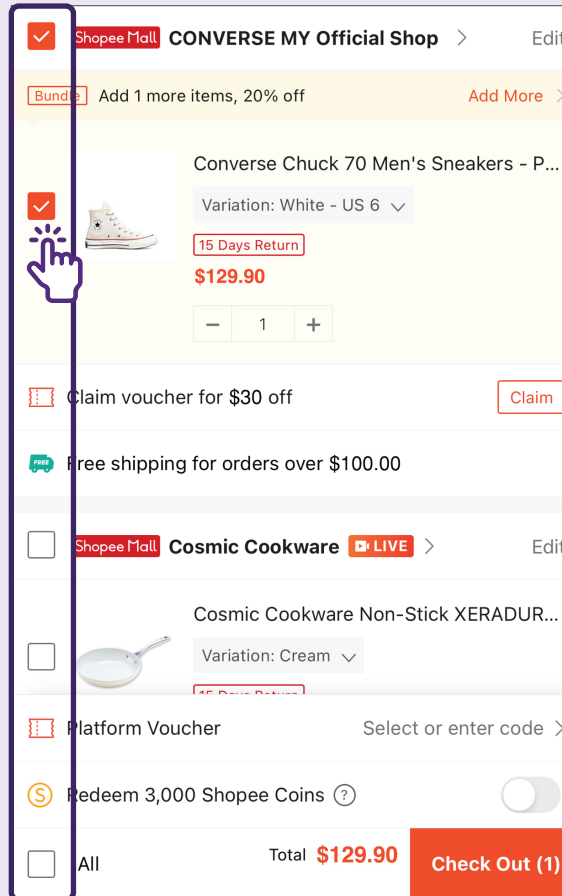
Select the product's variations, if available, and add them to your cart.

Place an Order by Checking out with PayNow

1 Tap on Shopping Cart

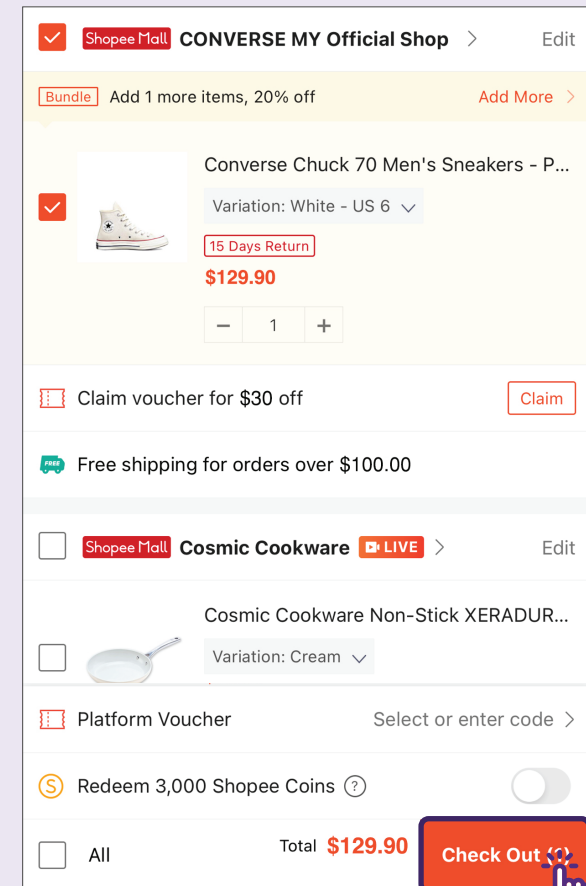


2 Choose the product(s) you wish to purchase



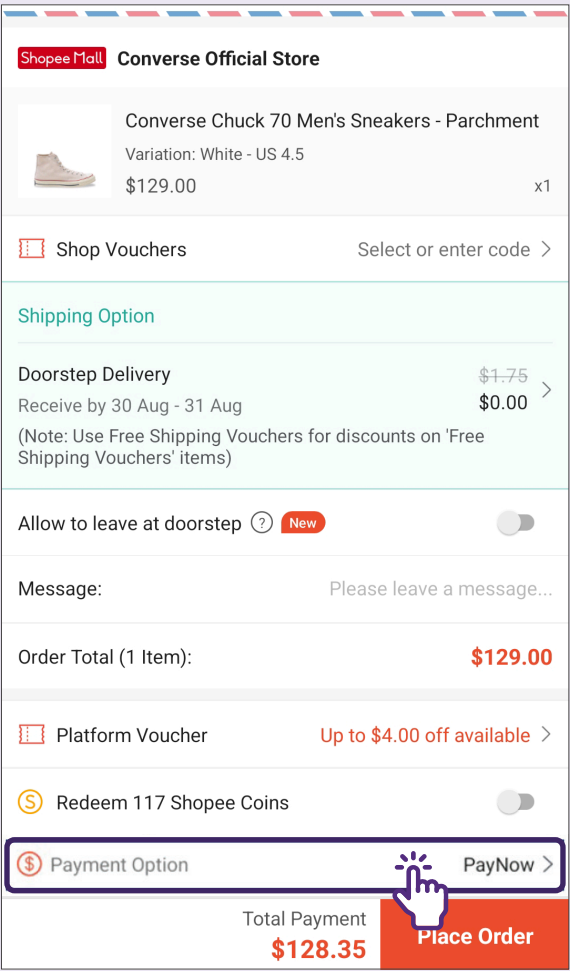
Tap on the checkbox(es) next to the product(s) to select them for checkout.

3 Tap to Check Out

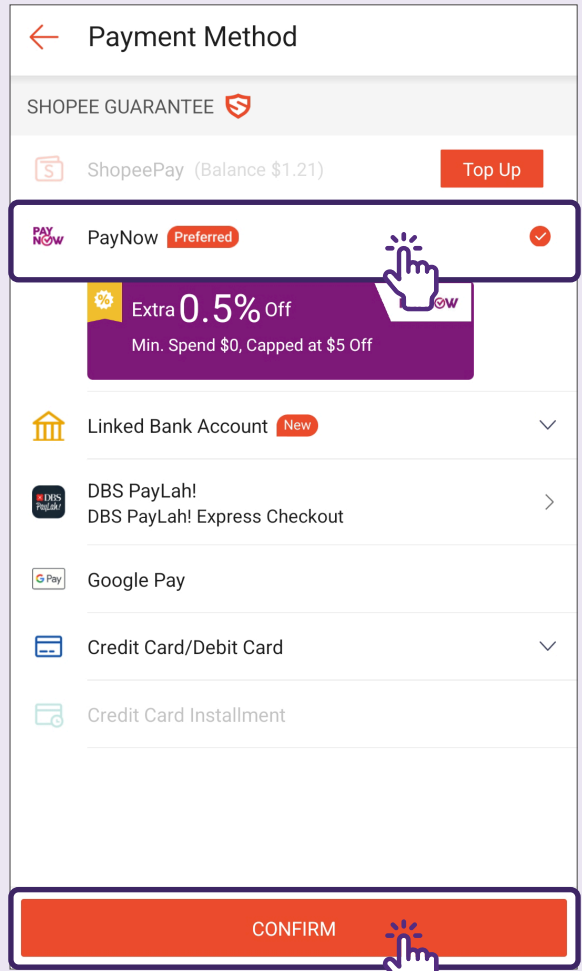


Tip: Before checking out, check if you can apply "Shopee Voucher" and "Shopee Coins" to your purchase.

4 Tap on Payment Option

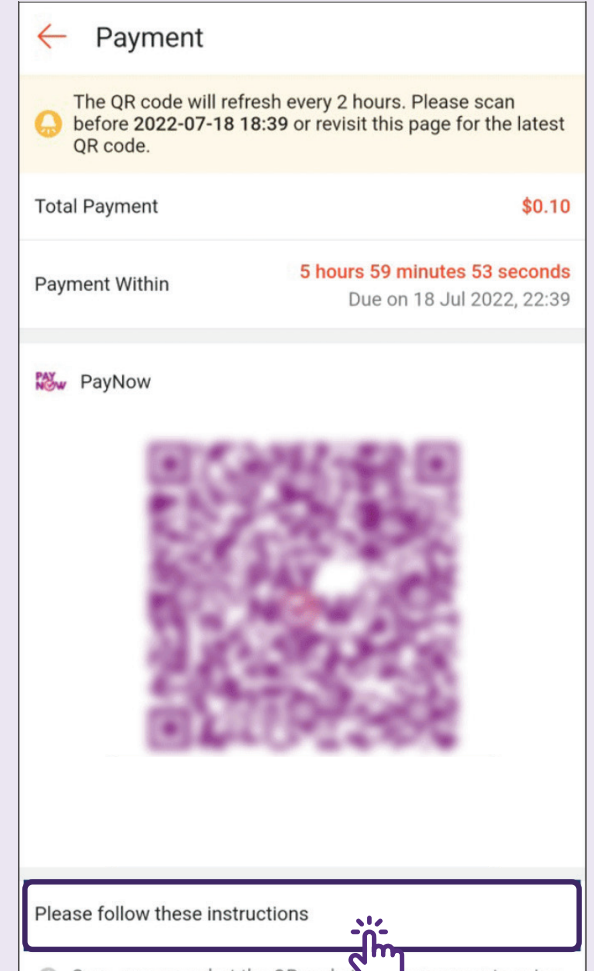


5 Confirm Payment



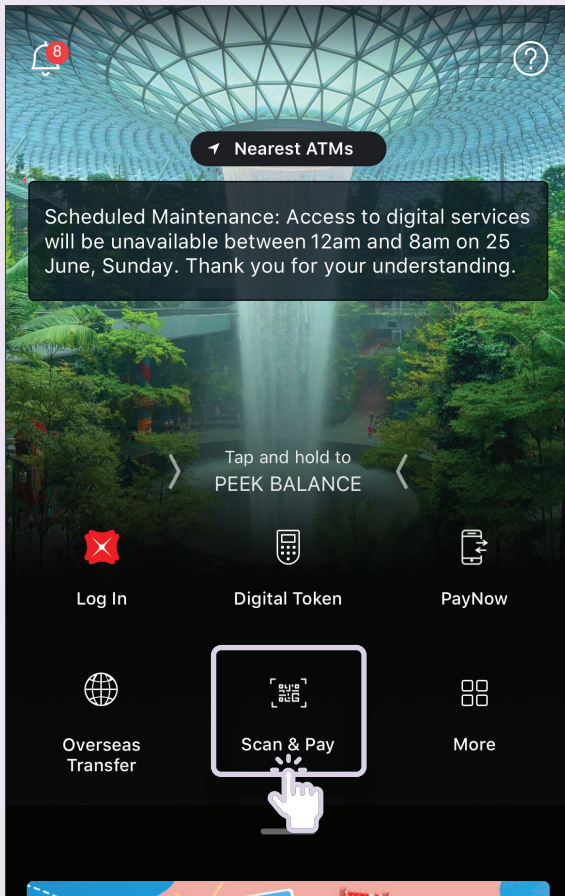
Select "PayNow" as your preferred payment option.

6 Scan the QR Code



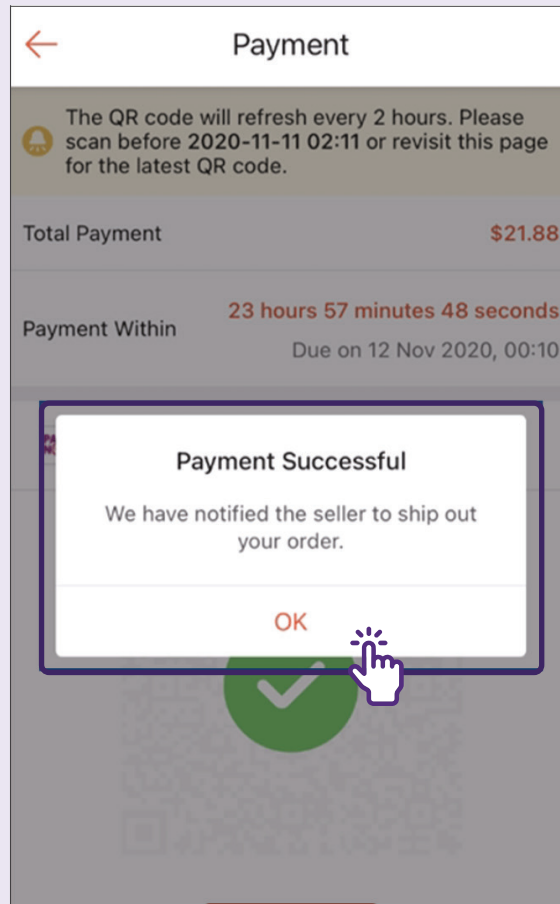
Follow the provided instructions for scanning the QR code.

7 Upload the QR Code



Save or capture a screenshot of the QR code, then upload the QR code via PayNow on your preferred banking app.

8 Payment Confirmation



Upon successful payment, a payment confirmation will appear in the app, stating **"Payment Successful"**.

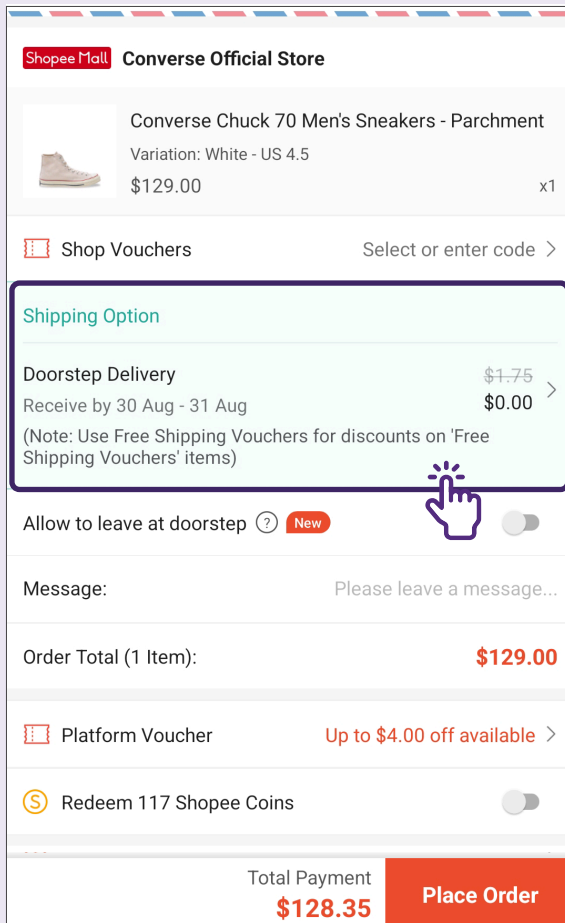
Opt for Self-collection at Pick Locker

For added security when you are not at home, secure your parcels by delivering them to your nearest Pick Locker. You will receive an SMS or Email with a parcel collection pin when your parcel is delivered to your preferred Pick Locker. Simply retrieve your parcel with the PIN by the collection date and time stated.

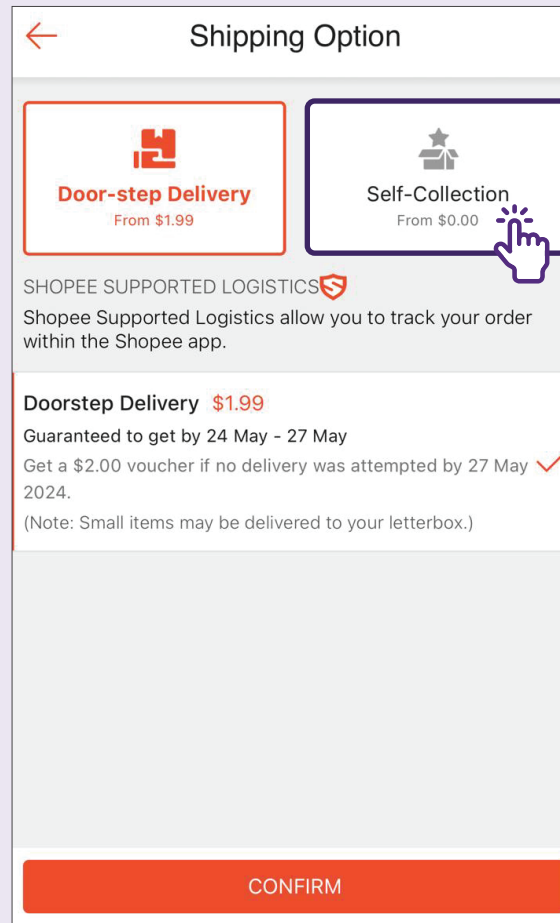
Scan this QR code to learn how to collect your parcel:



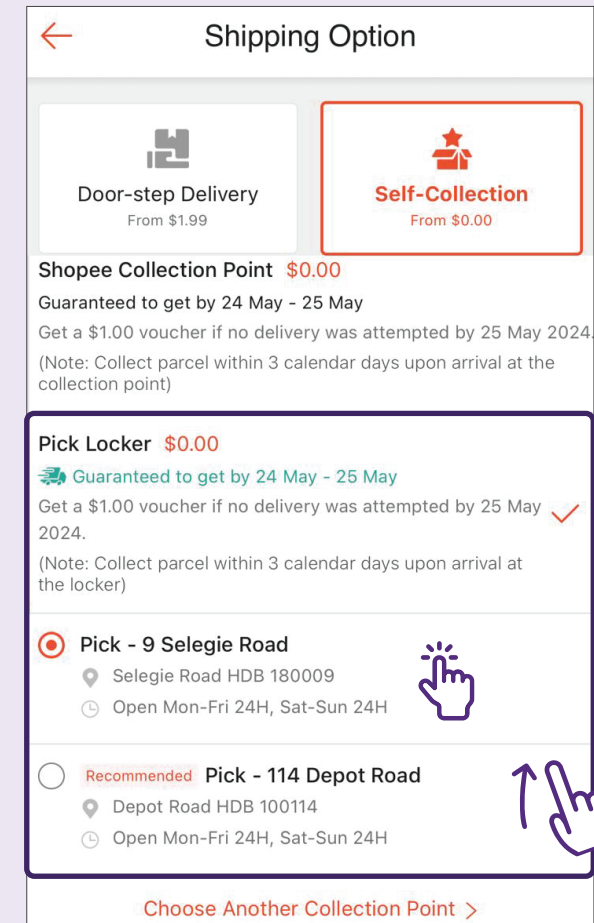
1 Select Shipping Option



2 Tap on Self-Collection

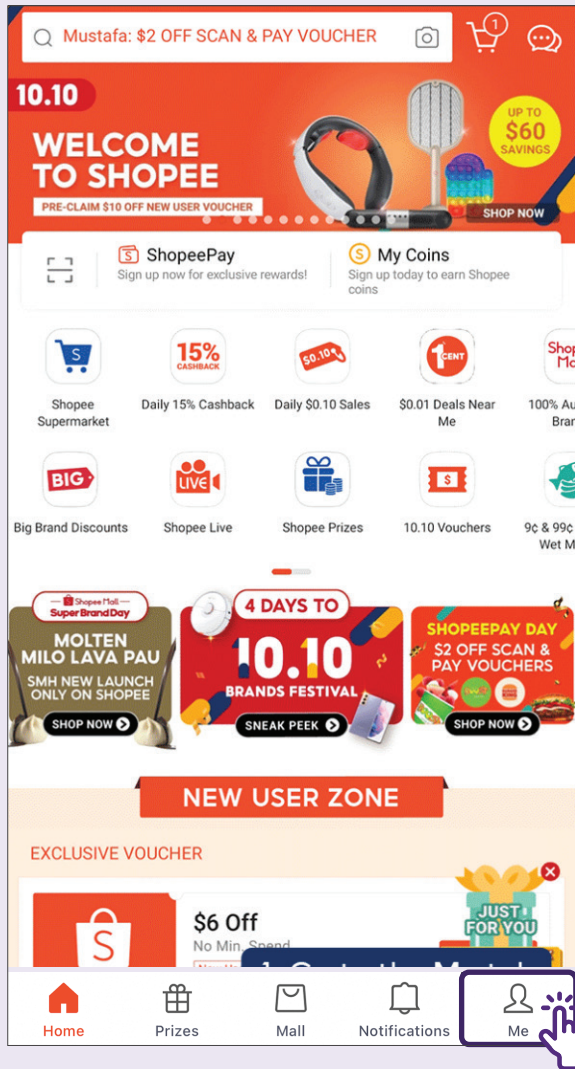


3 Select your nearest Pick Locker

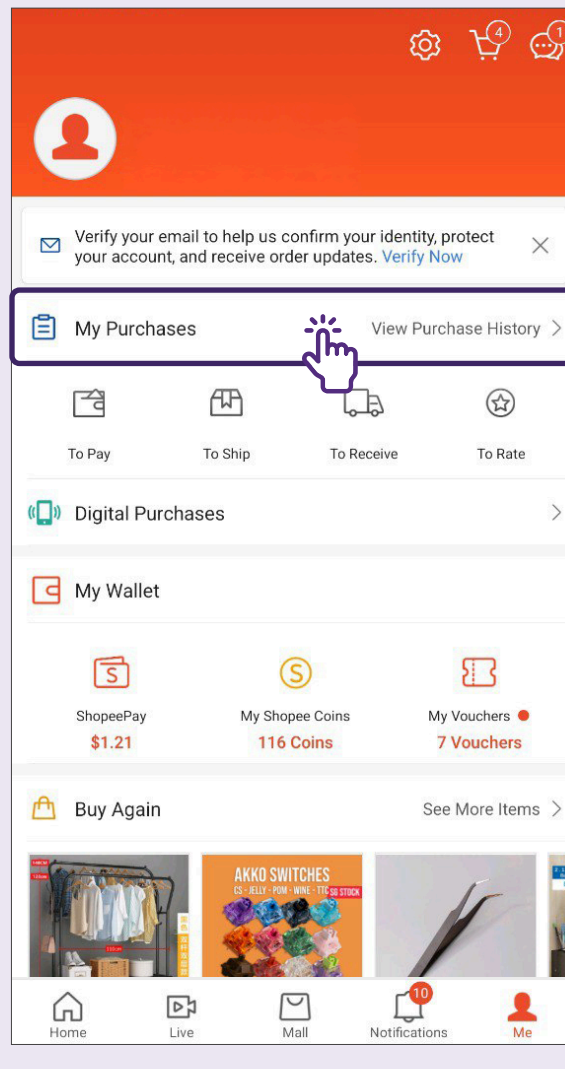


Monitor Transactions

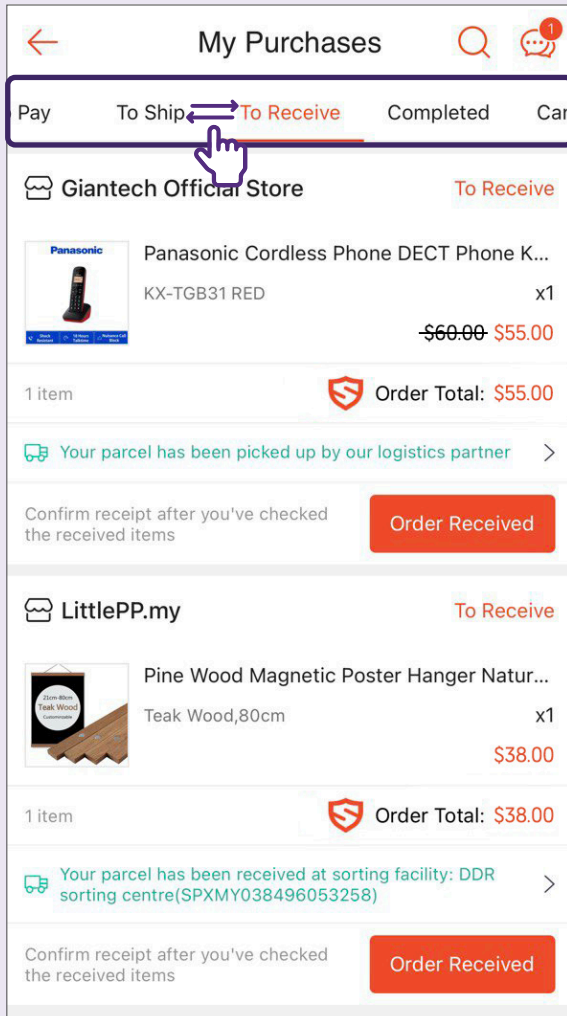
1 Tap on Me tab



2 Tap on My Purchases

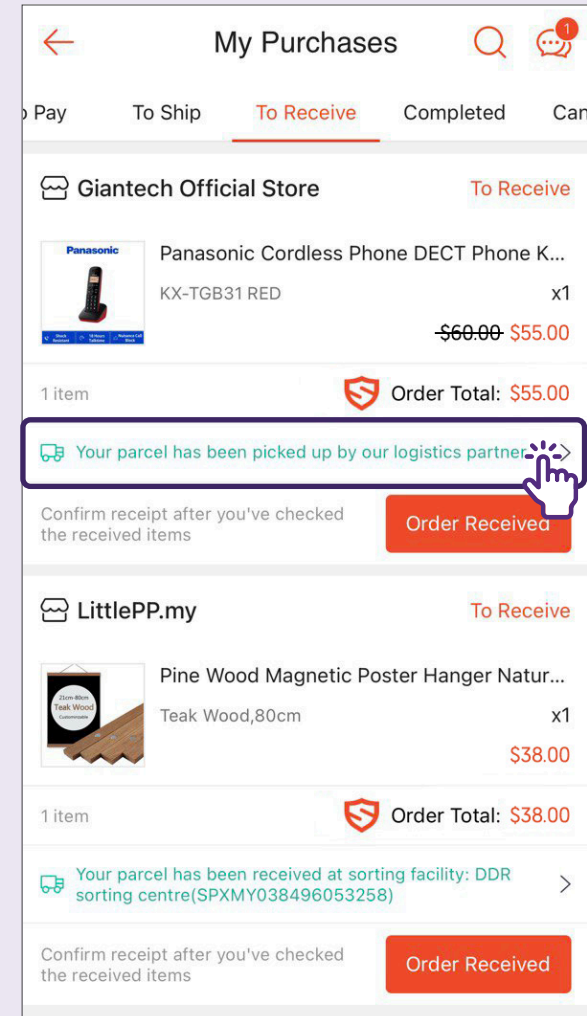


3 Filter Order by Status



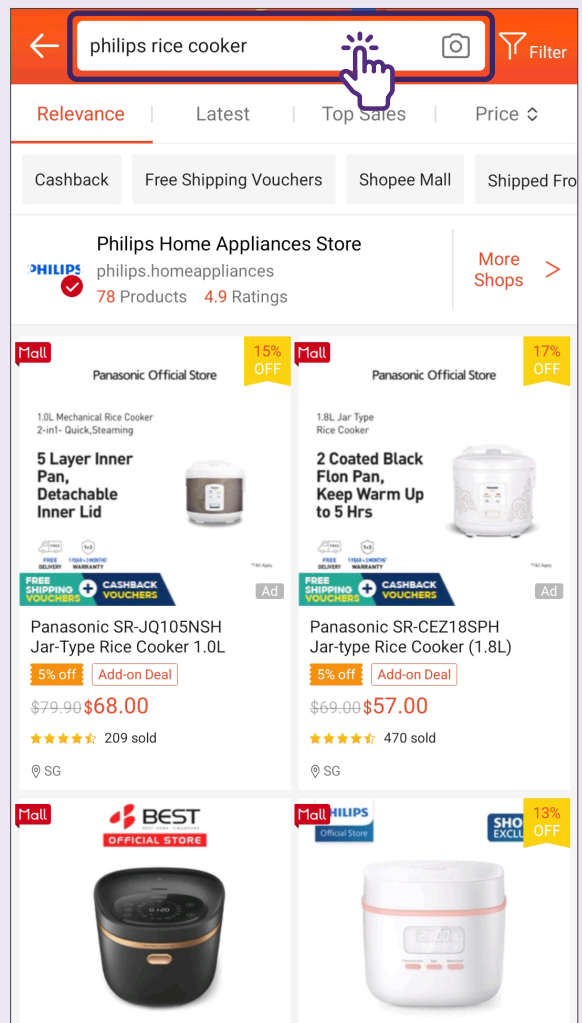
- **"To Pay"** - All unpaid orders.
- **"To Ship"** - All paid orders that have not yet been shipped by sellers.
- **"To Receive"** - All orders that have been shipped.
- **"Completed"** - All orders that have been delivered.
- **"Cancelled"** - All orders that have been cancelled.
- **"Return/Refund"** - All orders that have been returned or refunded.

4 Tap on Shipment Status

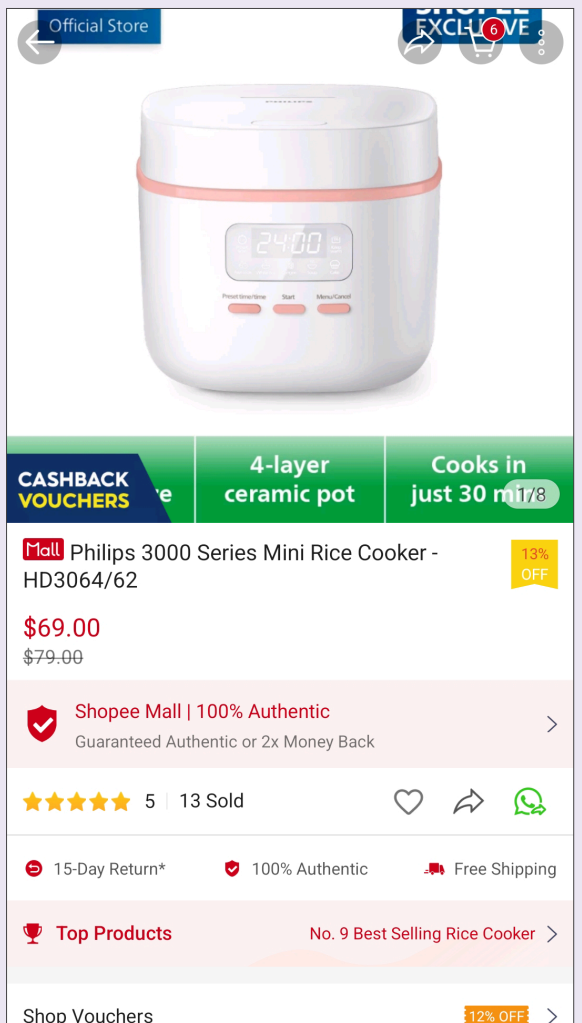


Interact with Sellers

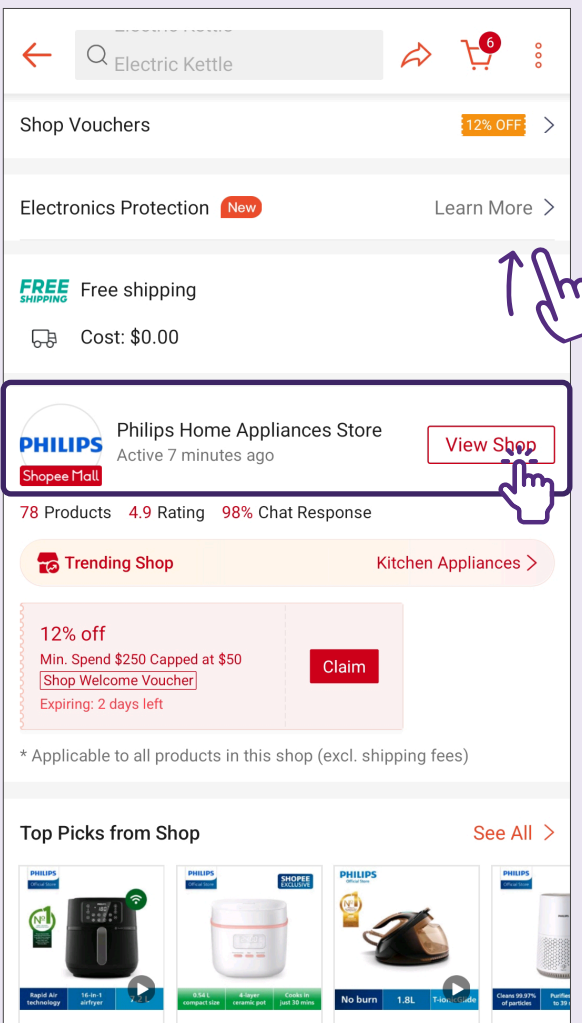
1 Search for a Product



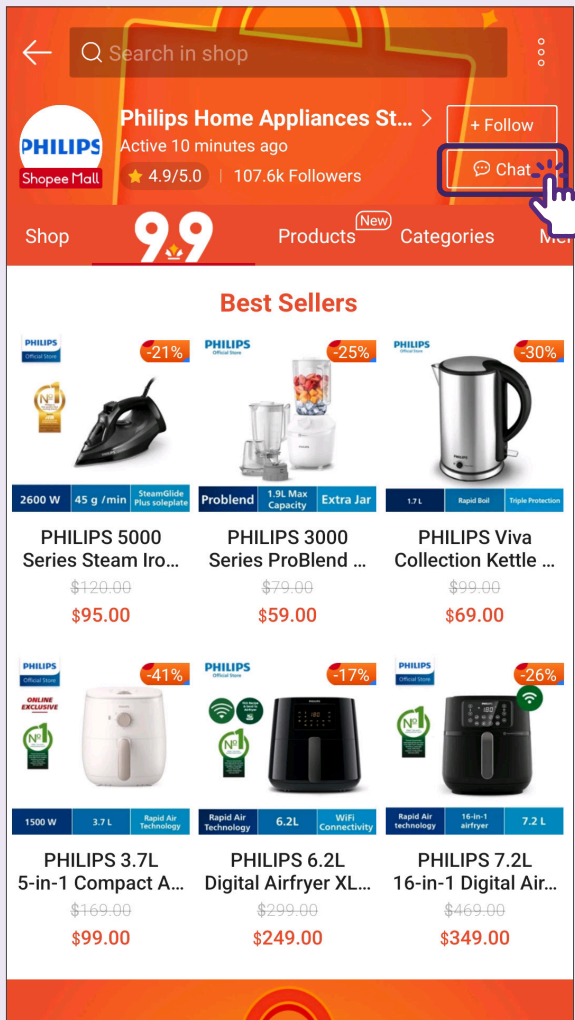
2 Select Product



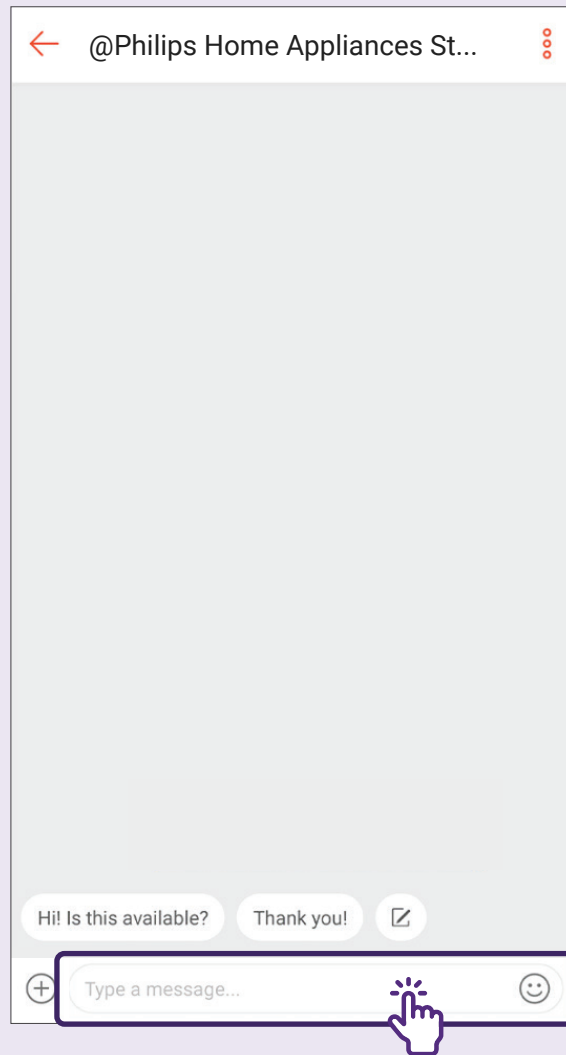
3 Access the Shop Page



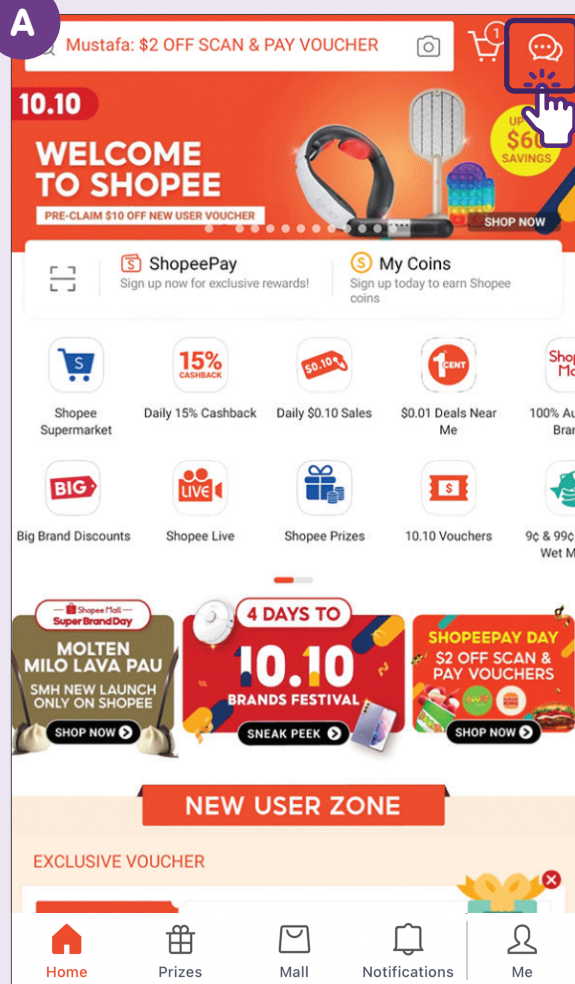
4 Tap on Chat



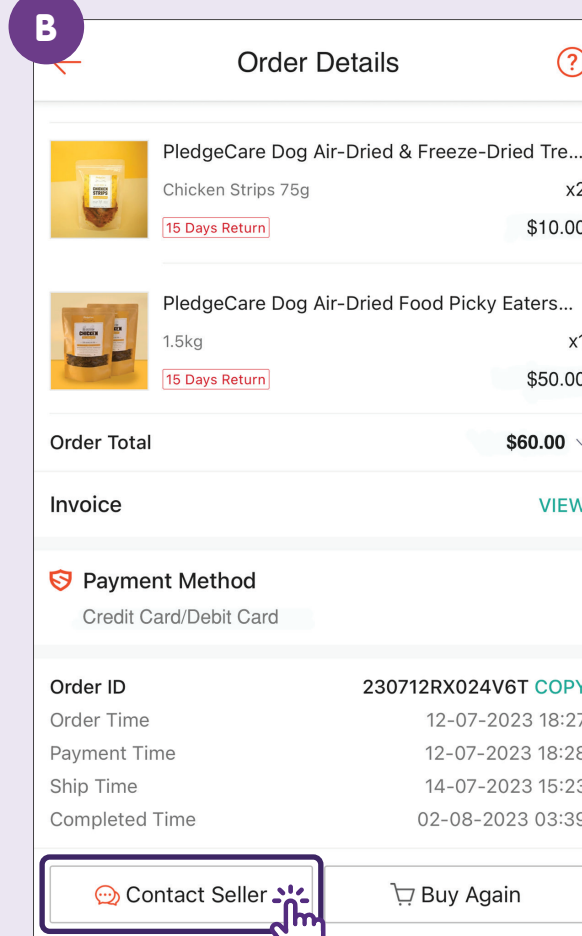
5 Chat with Seller



6 Other Ways to Contact Sellers



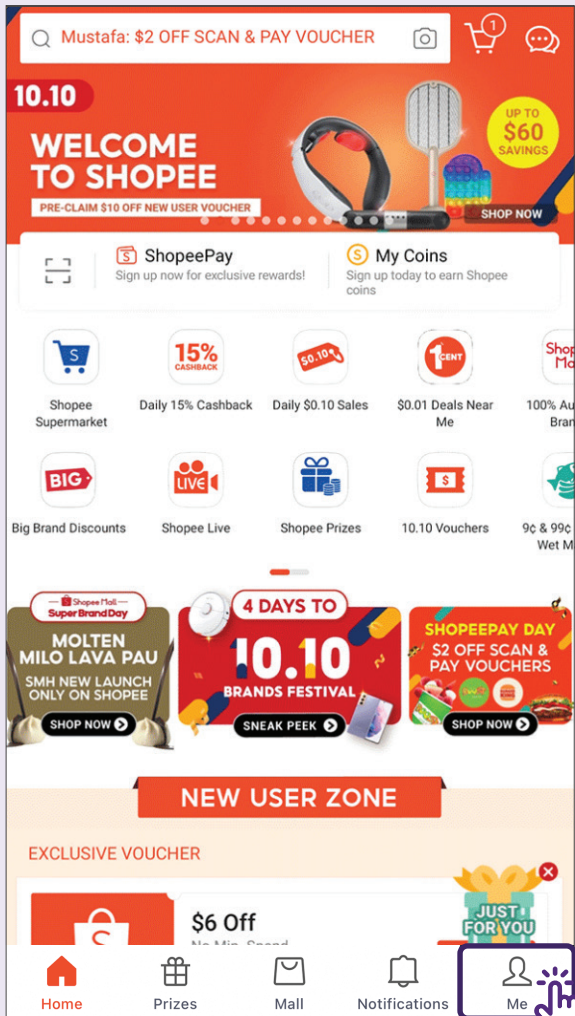
Tap on the **"Chat"** icon located on the homepage.



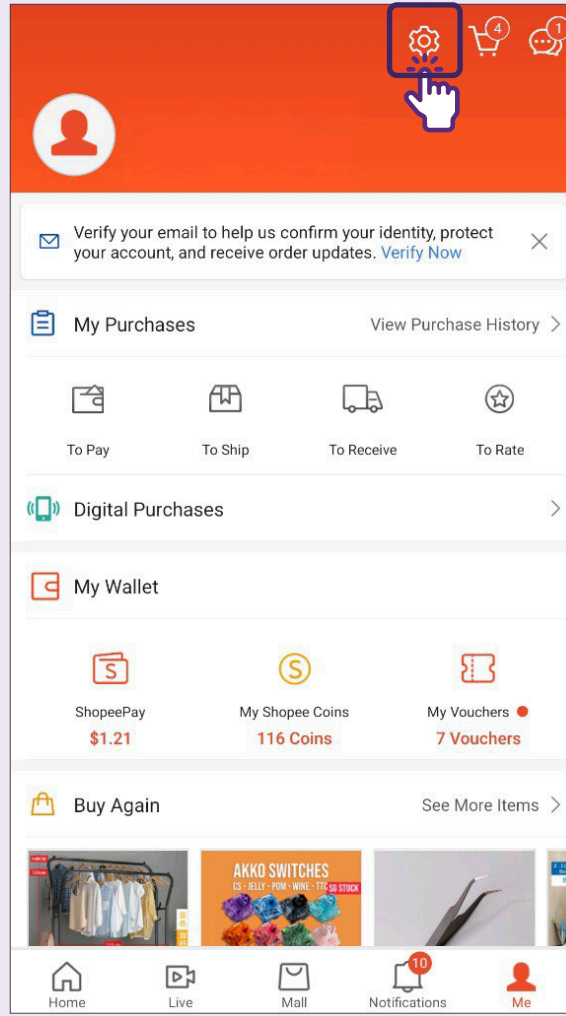
Contact the seller either after completing the payment process or by accessing your order history.

Log out of Account

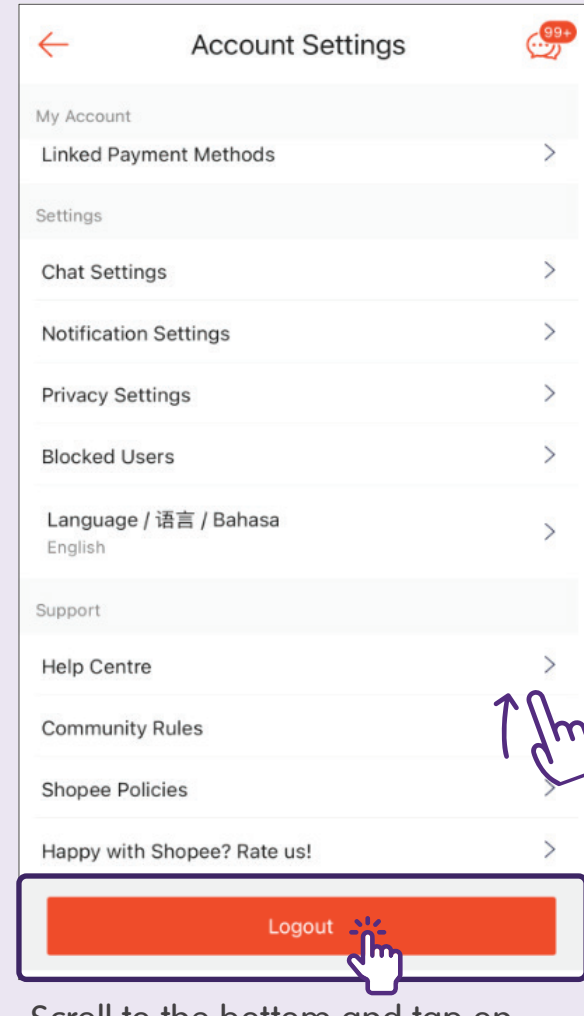
1 Tap on Me tab



2 Tap on Settings



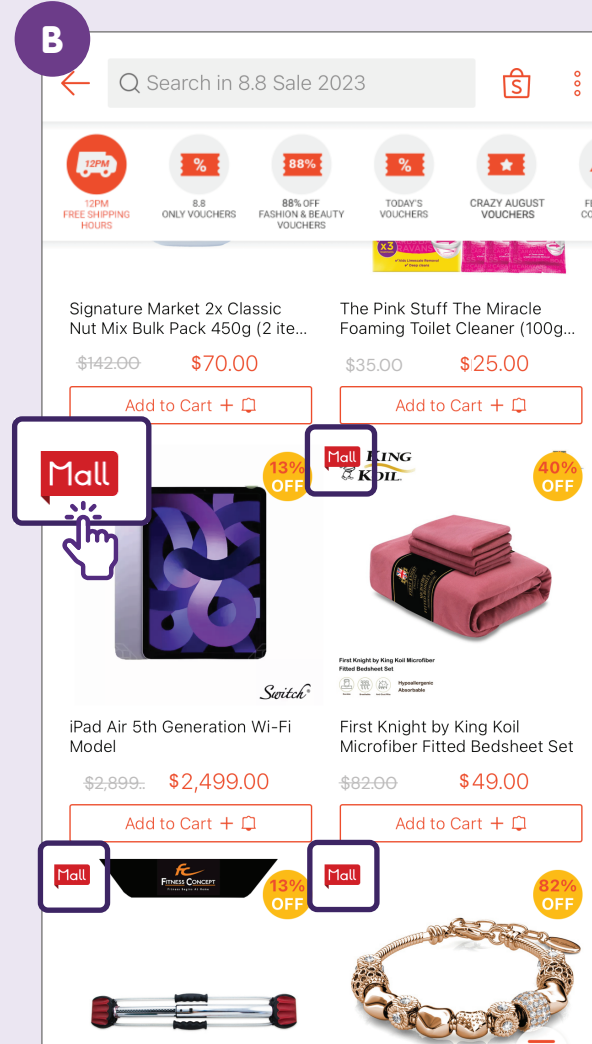
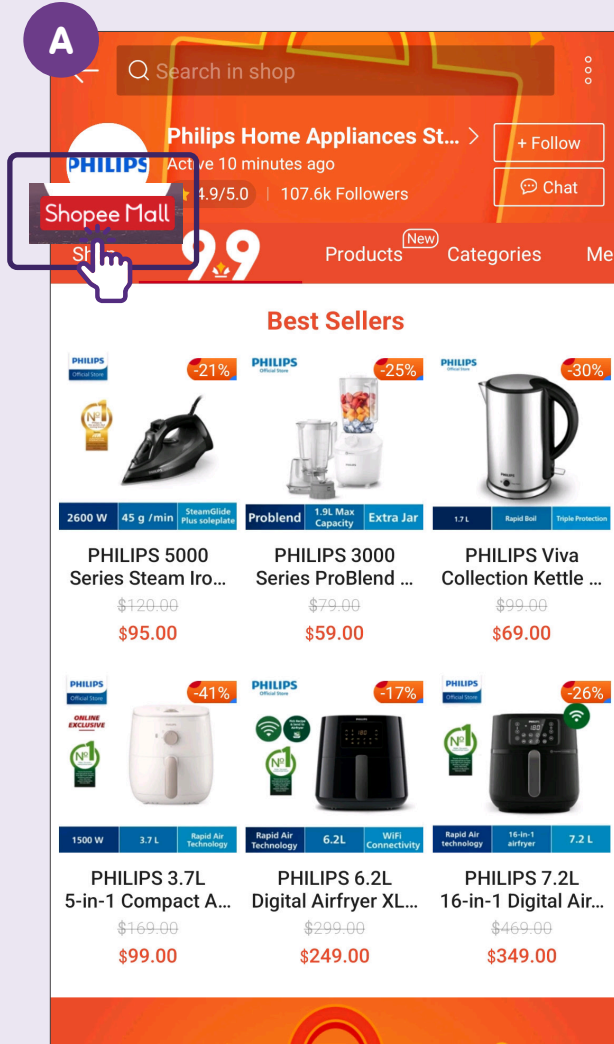
3 Tap on Logout



Scroll to the bottom and tap on "Logout".

Product Authenticity Verification

1 Product Authenticity Label



- A. To verify the authenticity of a product, check if it's listed under a "Mall" seller. "Mall" products are guaranteed to be 100% authentic because "Mall" sellers are verified sellers of their products
- B. Look out for the "Mall" label to determine if a product is from a Mall seller.

Step-by-step Guides to Use Online Shopping Apps

Shopee App

Page 17

FairPrice Group App

Page 45

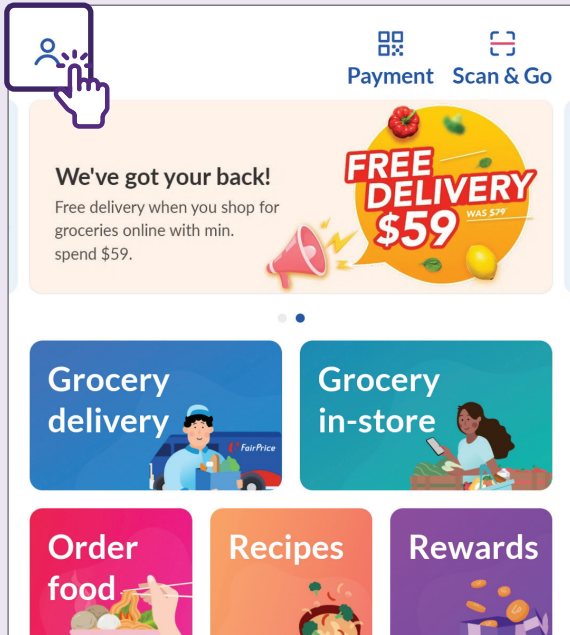
Set up an Account

1 Launch FairPrice



Download **"FairPrice"** app from Apple App Store or Google Play Store and launch it.

2 Tap on Account



Tap on the icon located in the top left-hand corner, then select the **"Log in or Sign up"** button.

3 Log in or Sign up

Welcome to FairPrice Group!

Log in or create an account with one of these methods.

Email or Mobile Number

Next

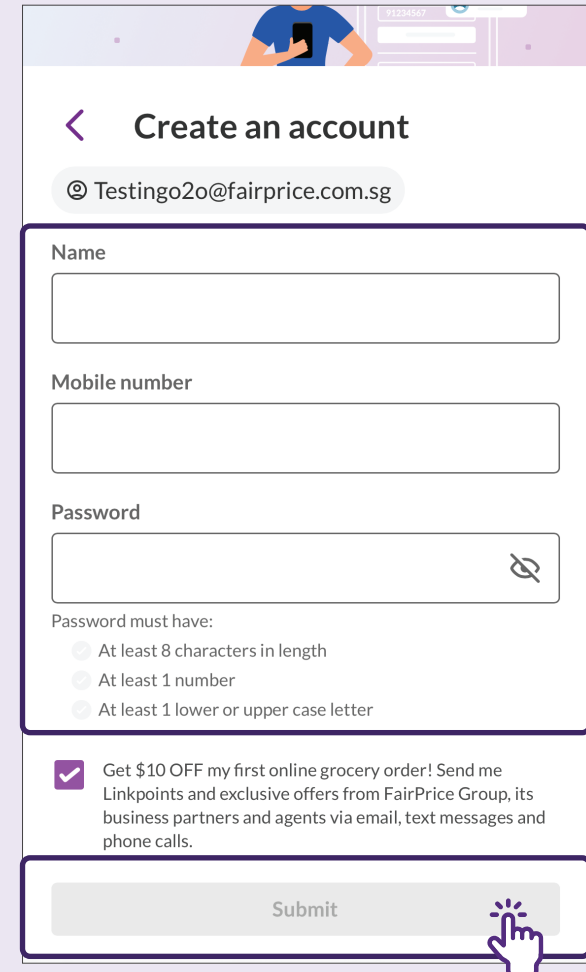
Continue with Apple

Continue with Google

Continue with **singpass**

Enter your email address or mobile number and tap **"Next"**. Alternatively, you can create an account using Singpass, Apple, or Google accounts.

4 Create an Account



Fill up the required fields within the app and then tap **"Submit"**.

Add Address

1 Select Address

The screenshot shows the 'Account' page with a list of menu items. The 'Address' option is highlighted with a purple box and a hand icon pointing to it. The menu items are: Account, Activity, Payment methods, Address, Preferences, Rewards, Vouchers, Play and Win, Send E-Gift Vouchers, Membership, Link membership (100 Linkpoints = \$1 at all partners), Digital Club (Free service fee (\$3.99) and exclusive promos), and Just Wine Club (8% off wines online and in-store).

2 Tap Add address

The screenshot shows the 'Address' page with a location pin icon and the text 'Save your delivery address for a faster checkout'. A blue 'Add address' button is highlighted with a purple box and a hand icon pointing to it.

Tap on **"Add address"** and input the postal code.

3 Fill in Details

The screenshot shows the 'Fill in Details' page with the following fields: Building name (Optional) with 'FAIRPRICE HUB' entered, Address with '1, JOO KOON CIRCLE' entered, Floor and Unit number input fields, Recipient's information section with Name 'Fairprice' and Mobile number input fields. A blue 'Add address' button is highlighted with a purple box and a hand icon pointing to it.

Fill in the necessary details and then tap **"Add address"**.

Add Payment Methods

1 Select Payment methods

Account

Account

- Activity
- Payment methods**
- Address
- Preferences

Rewards

- Vouchers
- Play and Win
- Send E-Gift Vouchers

Membership

- Link membership
100 Linkpoints = \$1 at all partners
- Digital Club
Free service fee (\$3.99) and exclusive promos
- Just Wine Club
8% off wines online and in-store

2 Select Add payment method

Payment methods

You don't have an available card
Add a credit or debit card to enjoy fuss-free payment via the app while earning Linkpoints.

Google Pay

+ Add payment method

3 Add a New Credit or Debit Card

Add a new credit or debit card

VISA Mastercard AMEX

Card number

Expiry MM/YY CVV

Set as default card

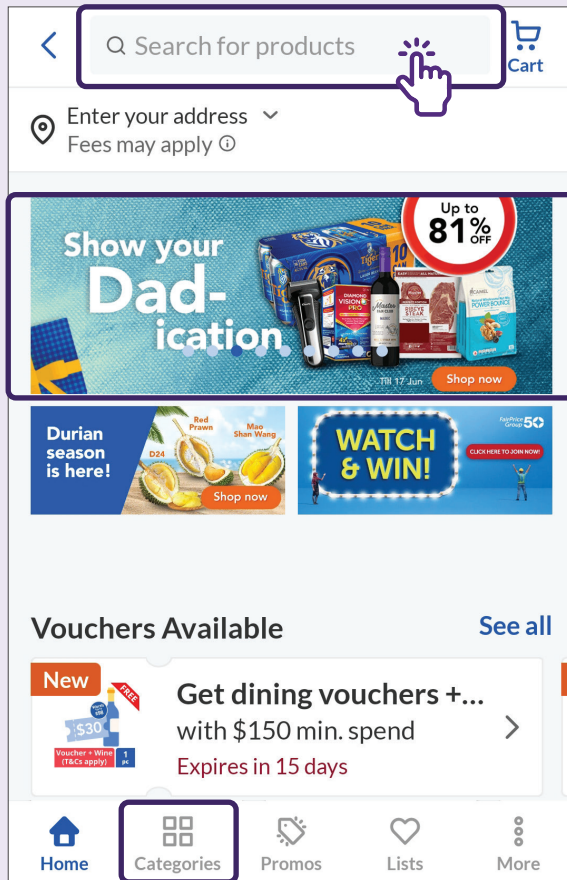
You will need to authenticate your card on the next page. Don't worry, you won't be charged.

Add card

Fill in the card details and then tap **"Add card"**.

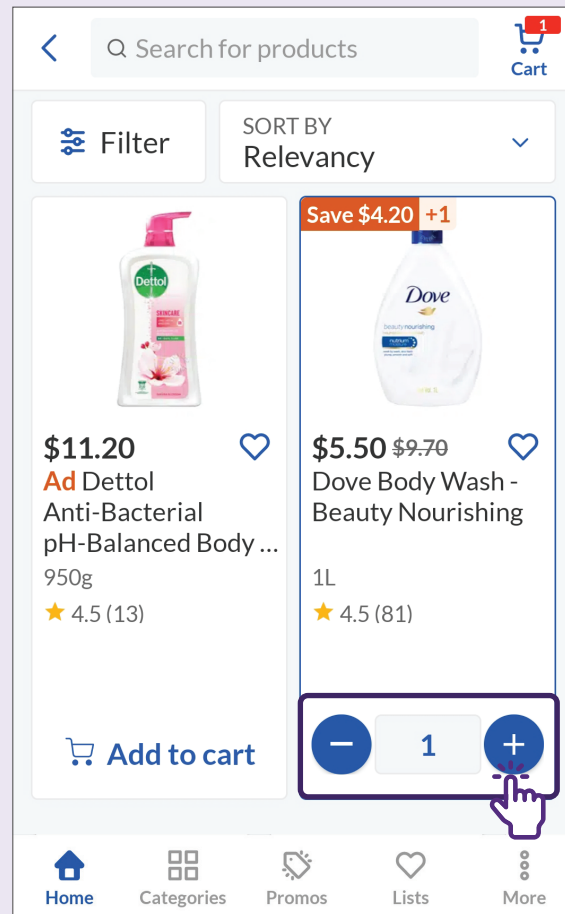
Search for Products and Add to Cart

1 Search for Products



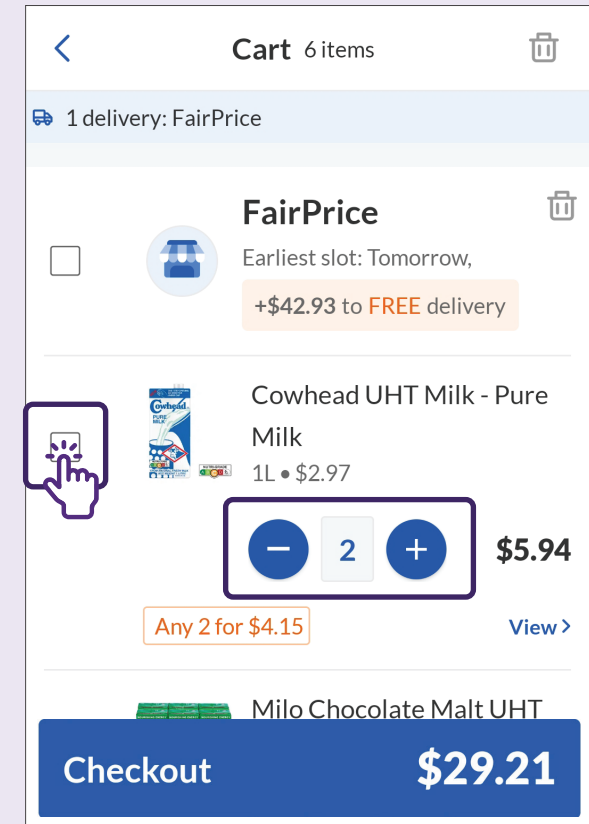
Enter the product name into the search bar, or explore the app's banners or categories to find your preferred product.

2 Add Products to Cart



Select an item to add to cart. To adjust the quantity, tap on the "+" or "-" icon.

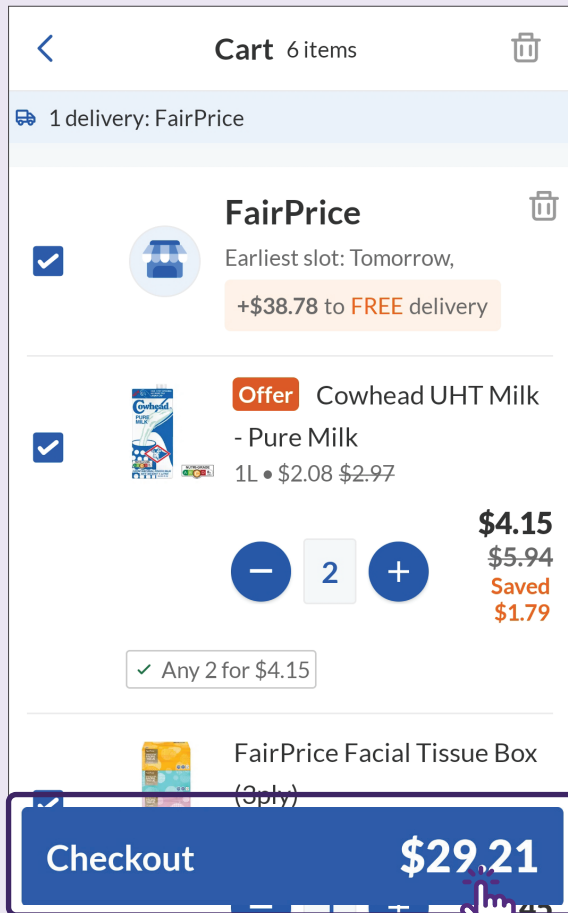
3 Manage Your Cart



In the cart, you can modify your order by unchecking items you no longer wish to purchase or by increasing/decreasing the quantity of selected items.

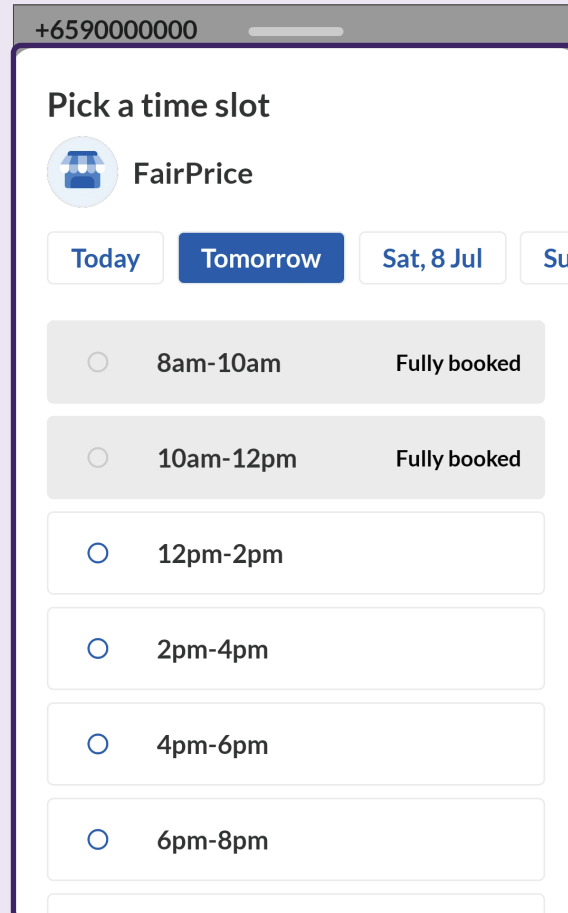
Place Your Order

1 Check out Your Items



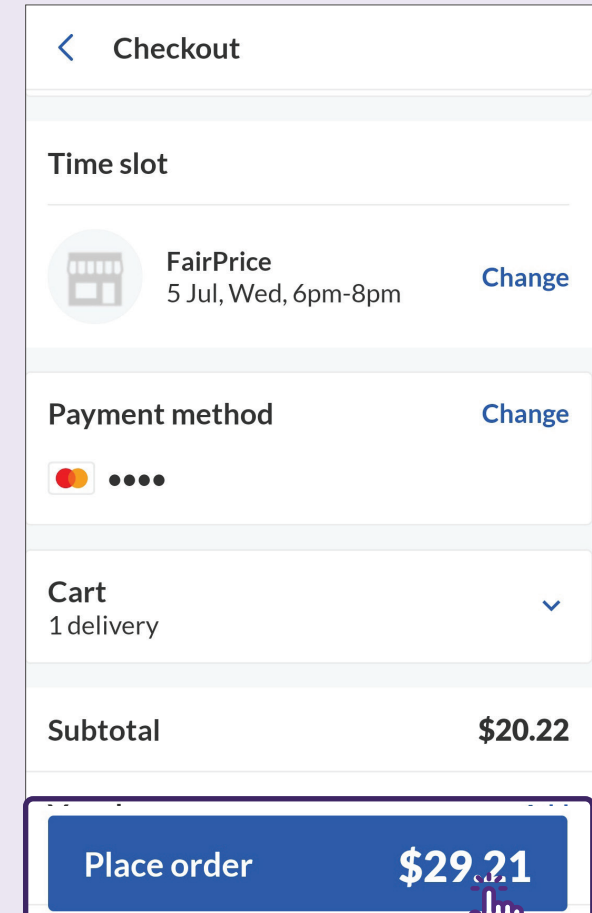
After confirming the items you wish to purchase, review the final price before tapping on **"Checkout"**.

2 Select Delivery Timeslot



Select your preferred timeslot for the delivery of the items.

3 Place Order



Review all the details, such as the address, prices, and fees, before tapping **"Place order"**.

4 Enter One-Time Password

DBS | ID Check

Enter your One-Time Password (OTP)

An OTP has been sent to your mobile phone number ending with XXX

Transaction Details

Merchant: NTUC FairPrice Online

Transaction Amount: \$29.21 SGD

Card Number: *****

One-Time Password: ROX-

[RESEND OTP](#)

SUBMIT

[Need Help?](#) [Exit](#)

The bank will send you a One-Time Password (OTP) to complete the transaction. Enter the OTP in the box.
Note: Do not share the OTP with anyone for security reasons.

5 Order Successfully Placed

We got your order!

Order ID 141742307

Total **\$29.21**

8% GST included **Saved \$3.58**

10.11 Linkpoints* will be credited upon delivery

*Are you a FairPrice Member? The extra Linkpoints earned on 2% of eligible purchases will be shown in Rewards on your app.

Track my order

Back to Home

You will receive a notification confirming that your order has been successfully placed.

6 View Order Details

Order details

Order ID ORD141742307 [Copy](#)

Order placed Picking On the way Delivered/Collected

Delivery/Collection [v](#)

Wednesday, 5 Jul, 6pm-8pm

FairPrice [v](#)

6 items

Subtotal **\$20.22**

Delivery fee [v](#) **\$5.00**

1 delivery

Tap on **"Track my order"** to view your order details.

Cancel Your Order

1 Cancel Order

The screenshot shows an order summary with the following details:

- Delivery fee** (1 delivery): \$5.00
- Service fee** (Free for Digital Club member): \$3.99 (Join now)
- Total** (8% GST included): \$29.21 (Saved \$1.79)
- Payment method: Mastercard
- Benefit: 10.11 Linkpoints will be credited upon delivery

At the bottom, there is a "Get help for this order" link and a "Cancel order" button with a right arrow, which is highlighted with a purple box and a hand icon pointing to it.

Tap **"Cancel order"** if you no longer want your items.

Note: Make sure to review the refund policies in the terms and conditions, as they may vary across different online shopping platforms.

2 Select reason

The screenshot shows a feedback form titled "We'd love your feedback". The question is "Why did you cancel your order?". The options are:

- I want to change the items ordered
- Order has stock amendment
- Purchased in-store
- Promo code not applied
- Change of plans
- Others

There is a text input field with a character count of 0/140 and a "Submit" button.

You may be prompted to provide a reason for cancellation.

3 Confirmation of cancellation

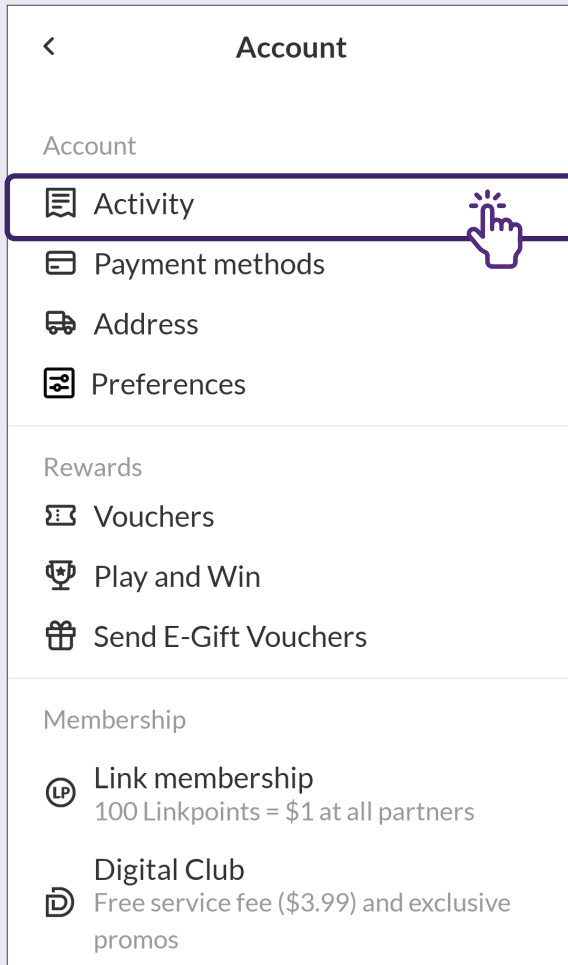
The screenshot shows an order confirmation page titled "Order details". A notification banner at the top says "Your order has been cancelled". Below it, it states "No charges were made to your card." The order details are:

- FairPrice** (1 item)
- Subtotal**: \$0.00
- Delivery fee** (1 delivery): \$5.00
- Service fee** (Free for Digital Club member): \$3.99 (Join now)
- Total**: \$0.00

You will receive a confirmation indicating that your order has been successfully cancelled.

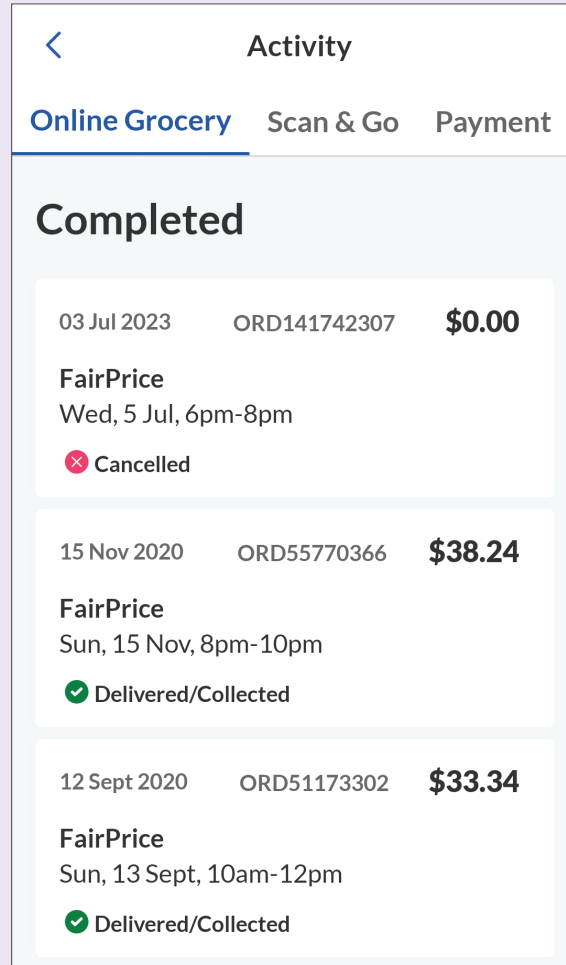
Monitor Activity

1 Select Activity



Select **"Activity"** under **"Account"**.

2 View Activities



Tap on the **"Activity"** you wish to view.

Seek Assistance

1 Tap on Help

Account Edit profile

- Play and Win
- Send E-Gift Vouchers

Membership

- Link membership
100 Linkpoints = \$1 at all partners
- Digital Club
Free service fee (\$3.99) and exclusive promos
- Just Wine Club
8% off wines online and in-store
- NTUC Union Membership
Earn benefits in Linkpoints and more

Help

Store Locator

Terms & Conditions

Tap on **"Help"** under your Account to access a list of FAQs, or engage in a live chat for assistance.

2 Access Live Chat Support

Chat with FairPrice

This chat may be recorded and used for training purposes. Due to high volume of enquiries, please use the web form at help.fairprice.com.sg to report on late deliveries and order issues. For enquiries related to store purchases, please call 6380 5858 for further assistance.

Name

Email

What is your enquiry about?

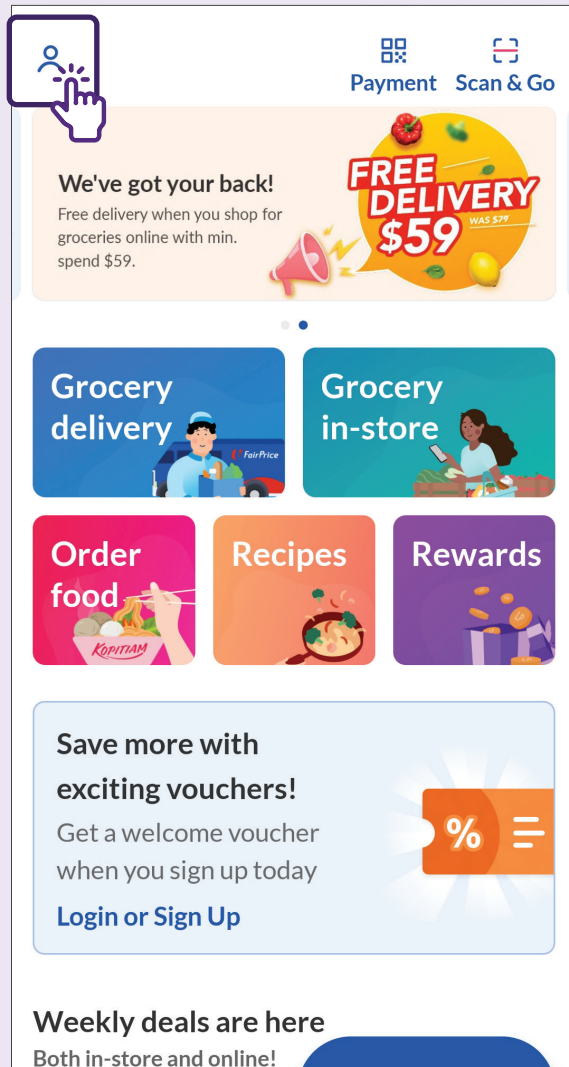
Online Grocery

Message

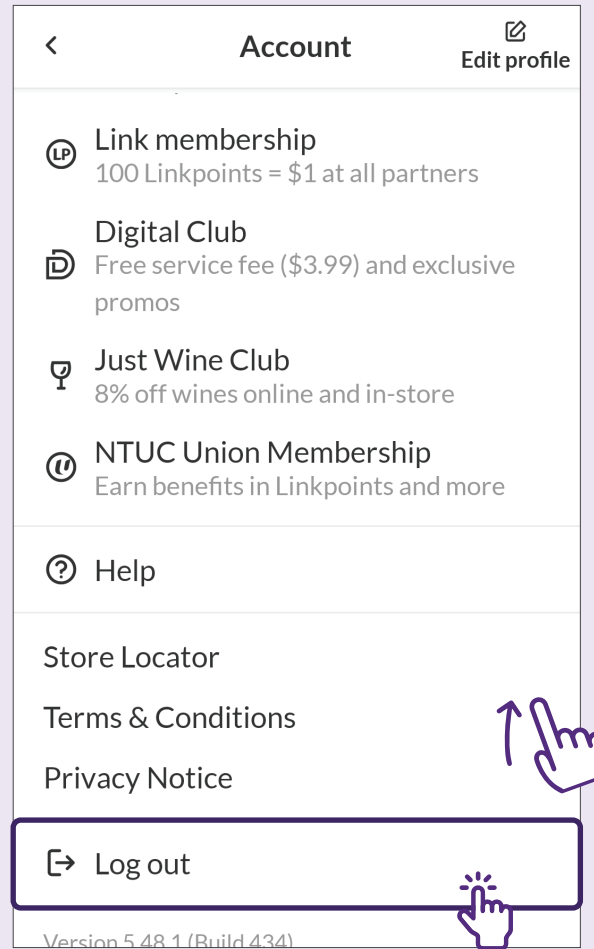
Start chat

Log out of Account

1 Tap on Account



2 Tap on Log out



Tap on **“Log out”** if you no longer wish to use the app.

**For more information and
to find your nearest SG
Digital community hubs:**

IMDA Contact Centre

Hotline: +65 6377 3800

Feedback: go.gov.sg/imda-feedback

Website: digitalforlife.gov.sg



**Scan QR code to
visit the Digital for
Life Portal.**

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