

Online Shopping

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.



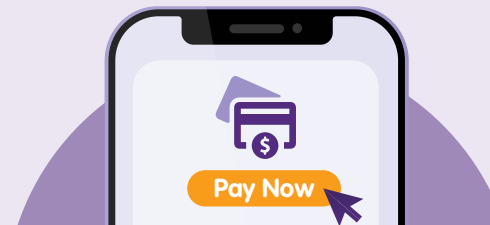
Do not click on links in messages or emails that claim to be from the government or from a legitimate business when you receive them.



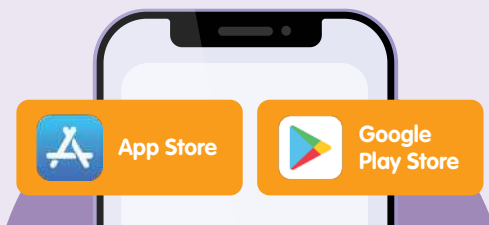
Set up 2-factor authentication, SMS/email notification alerts and allow in-app push notifications for your banking transactions so that you can monitor them for any suspicious activity.



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

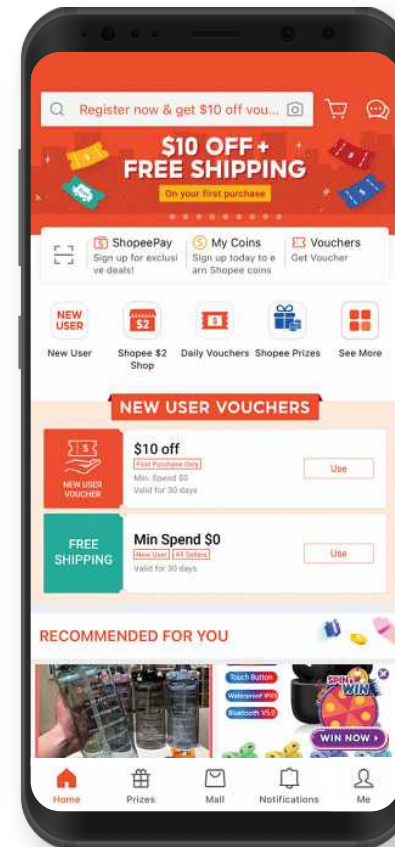
About Online Shopping Apps

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).



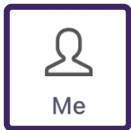
Shopee



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.

Q Mustafa: \$2 OFF SCAN & PAY VOUCHER 

Q Search for products

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

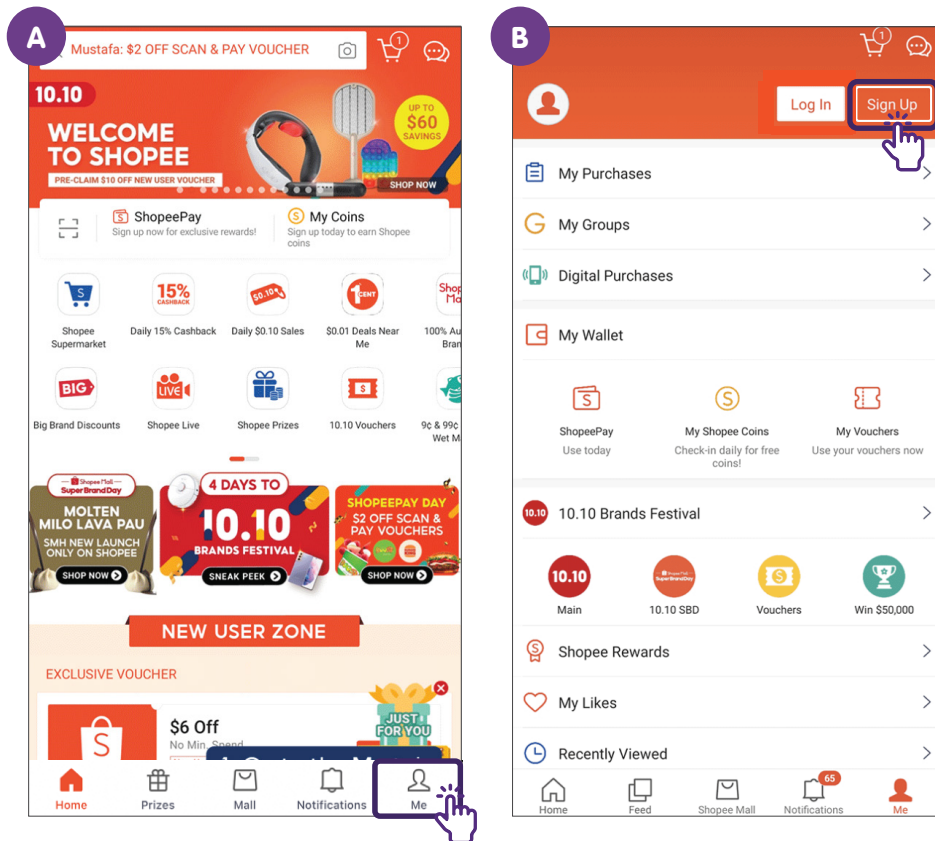
How to Check your Transaction History Page 14

How to Log out of your Account Page 15

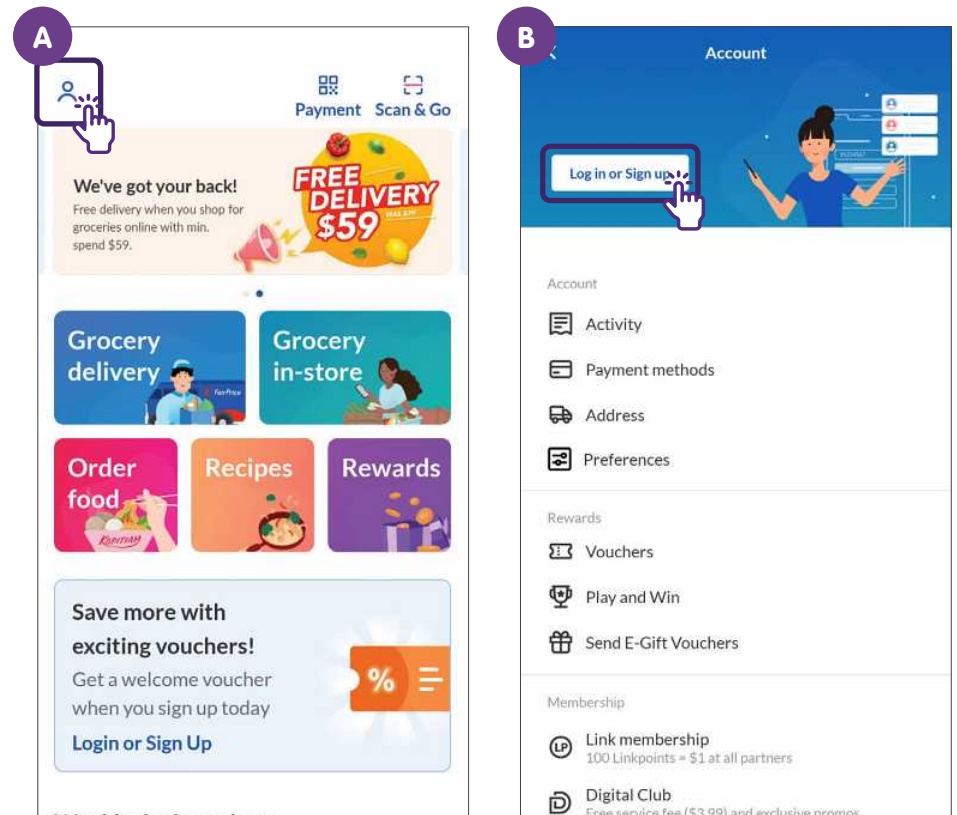
Common Steps to Log in or Sign up for an Account on Online Shopping Apps

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

Shopee



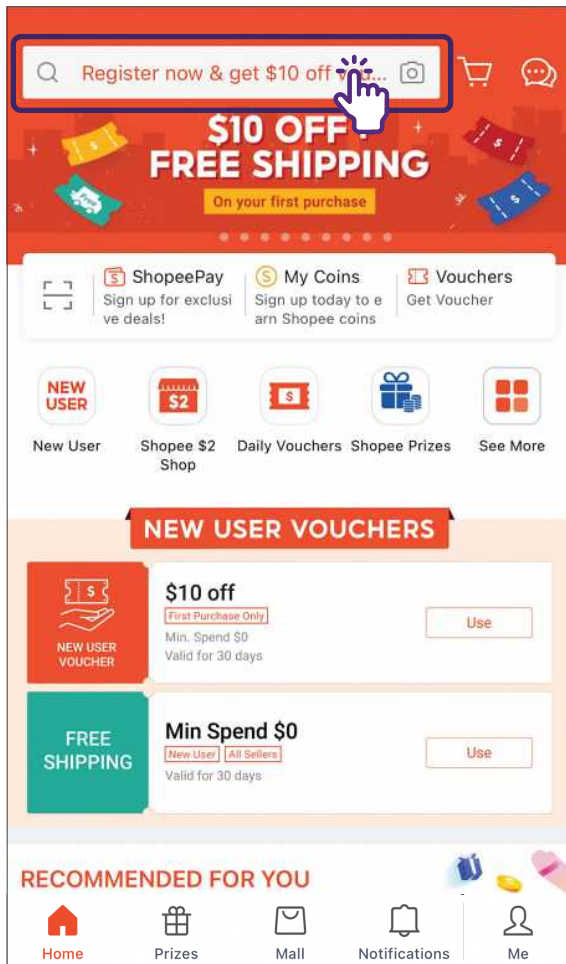
NTUC FairPrice



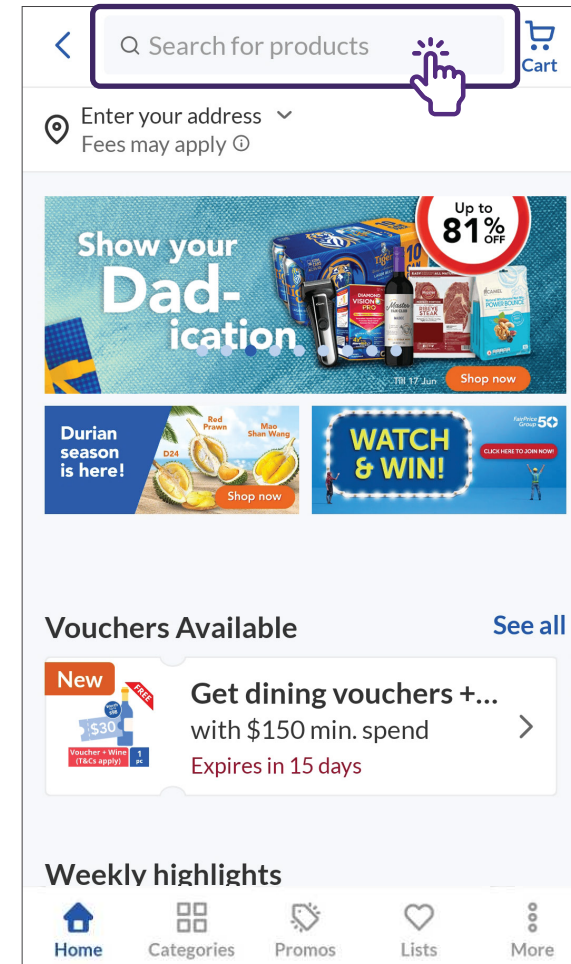
Common Steps to Search for a Product on Online Shopping Apps

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

Shopee



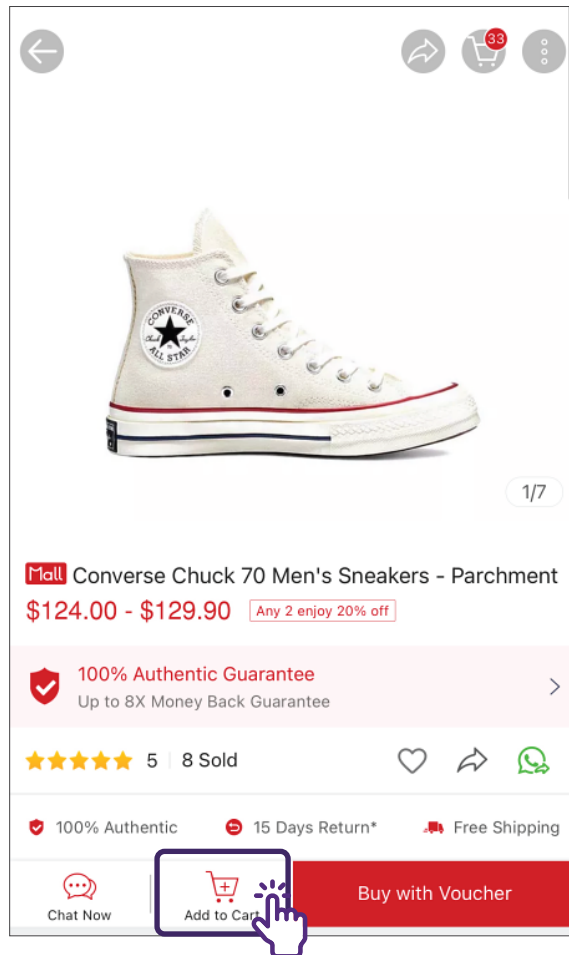
NTUC FairPrice



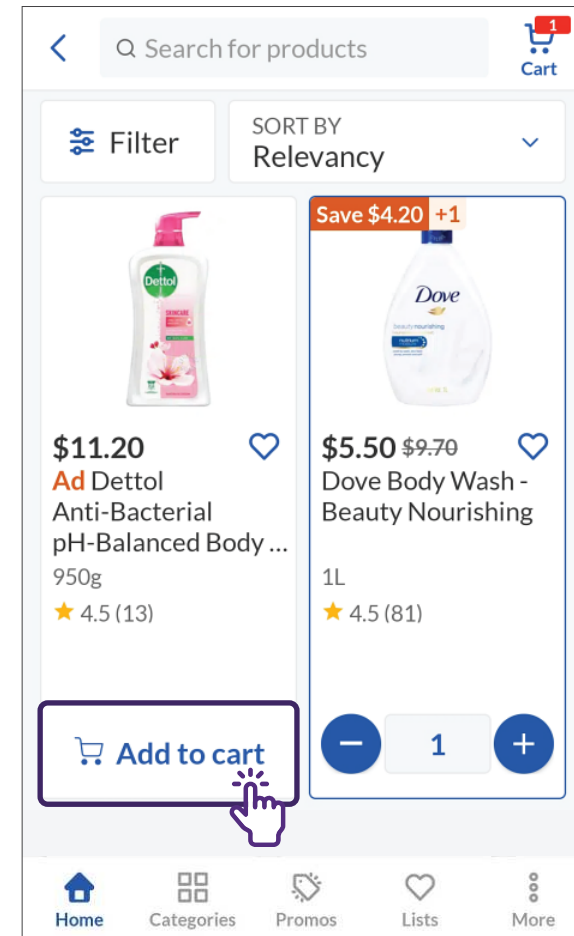
Common Steps to Cart a Product on Online Shopping Apps

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

Shopee



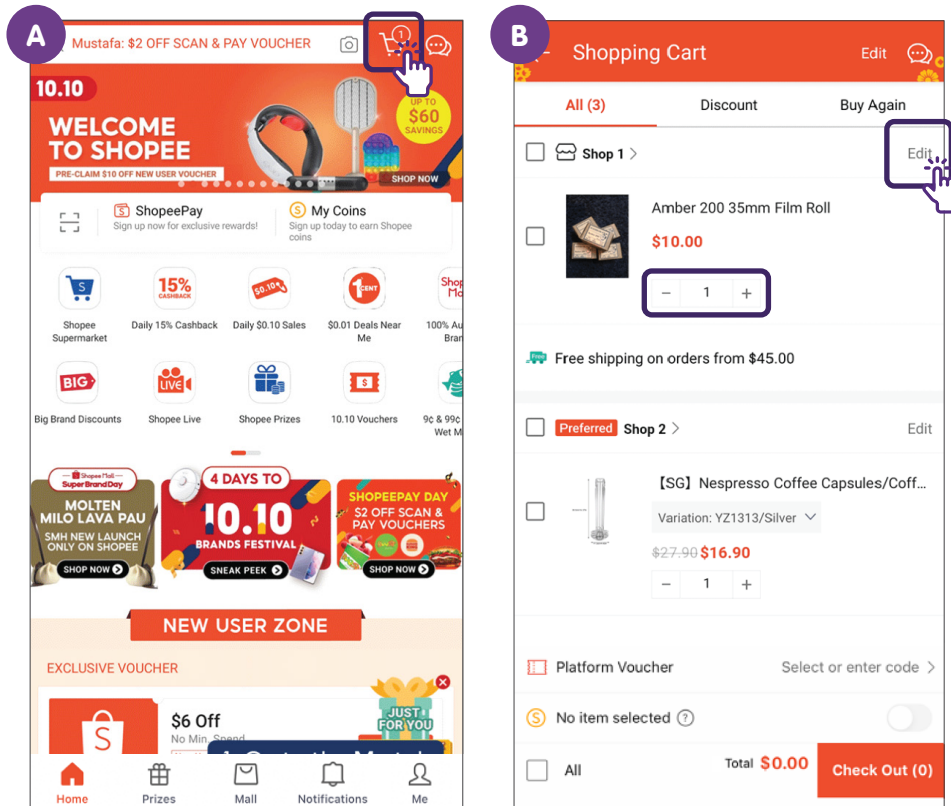
NTUC FairPrice



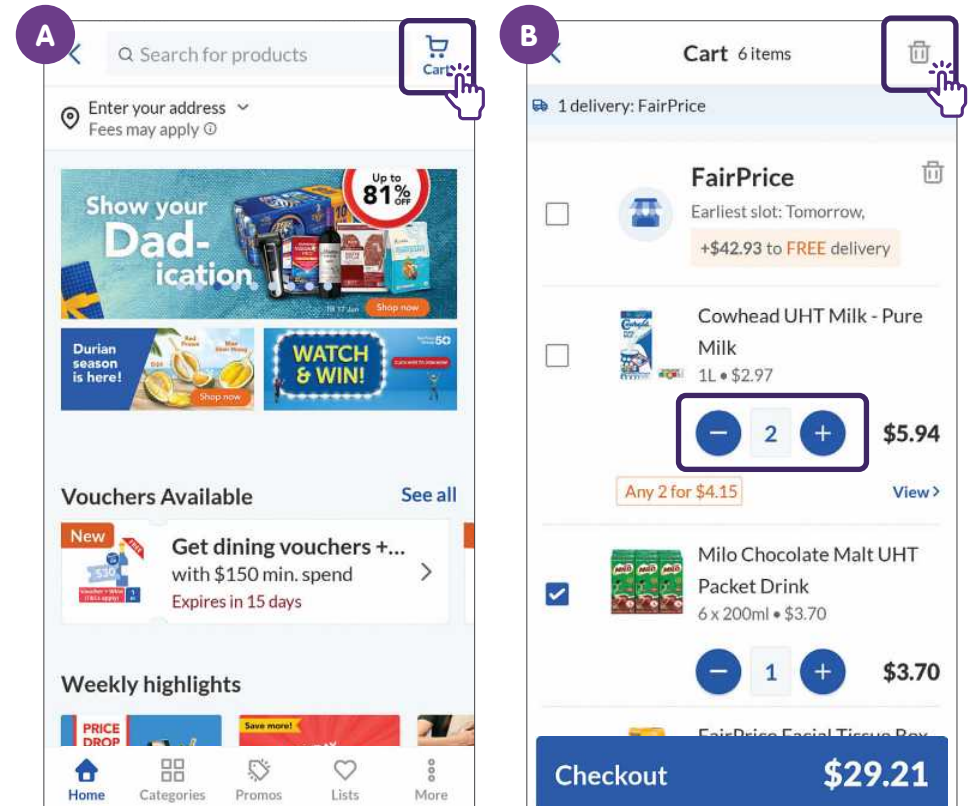
Common Steps to Edit Cart on Online Shopping Apps

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

Shopee



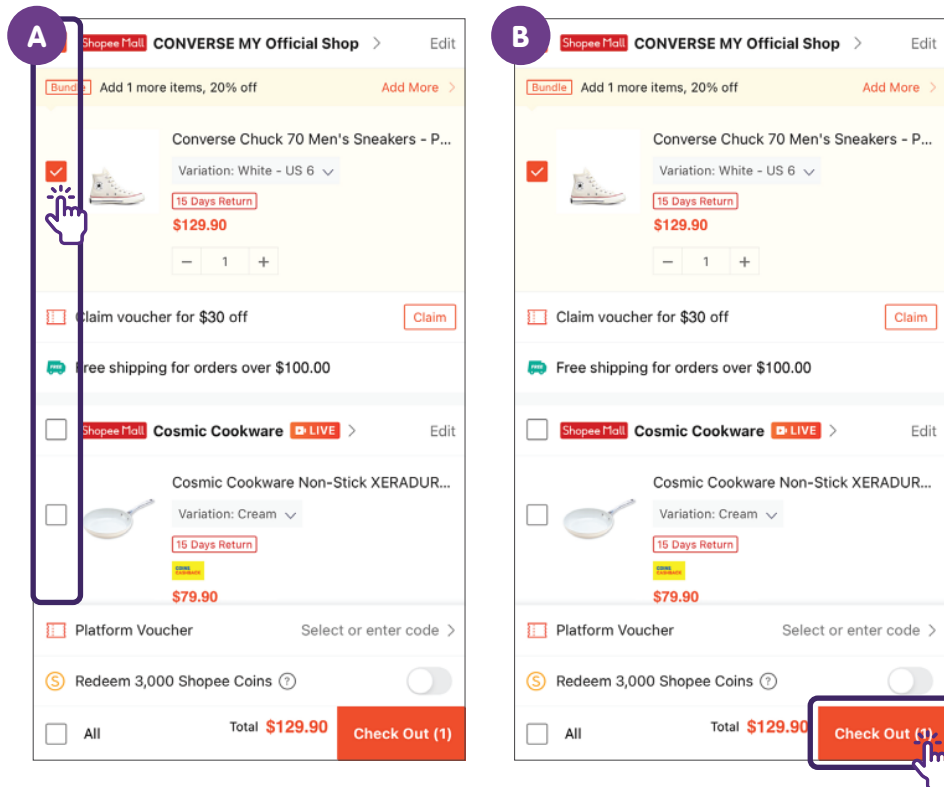
NTUC FairPrice



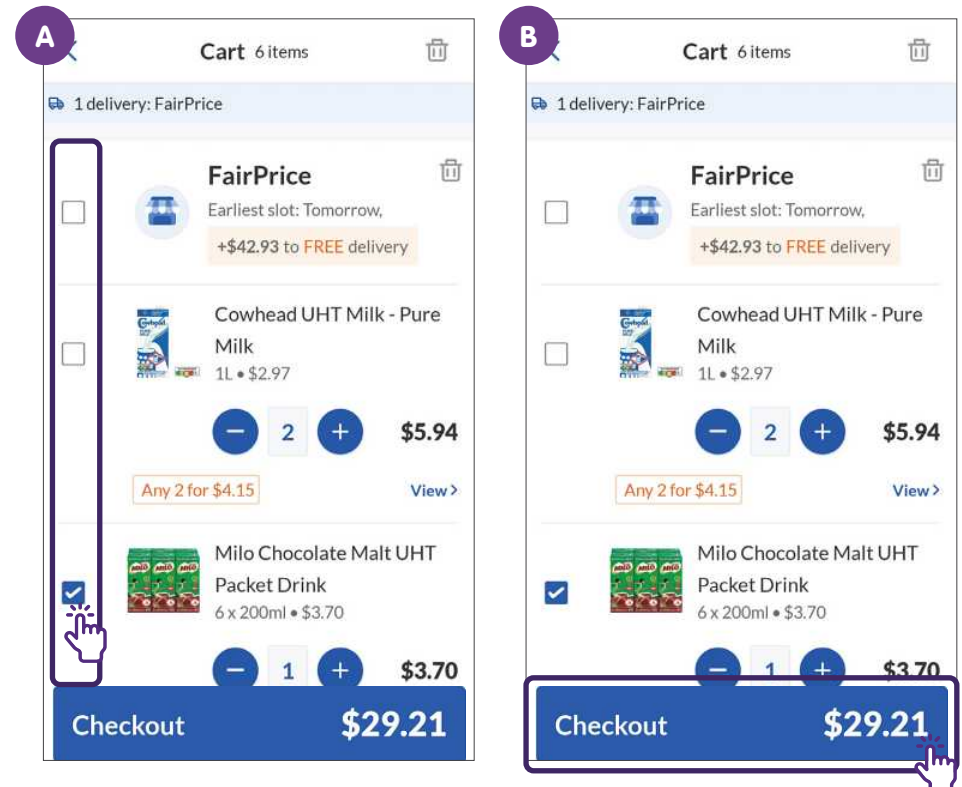
Common Steps to Check out Your Cart on Online Shopping Apps

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

Shopee



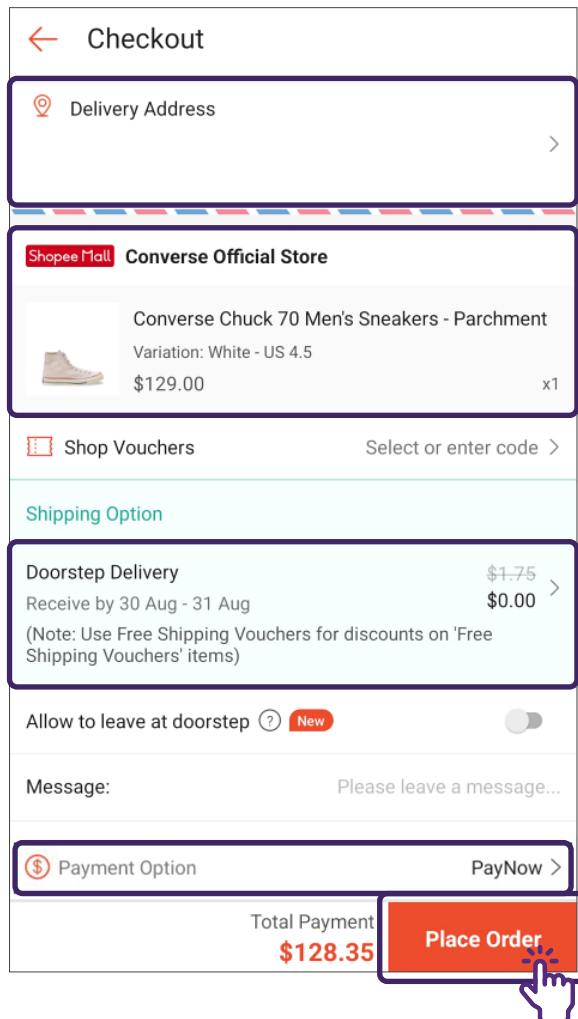
NTUC FairPrice



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.

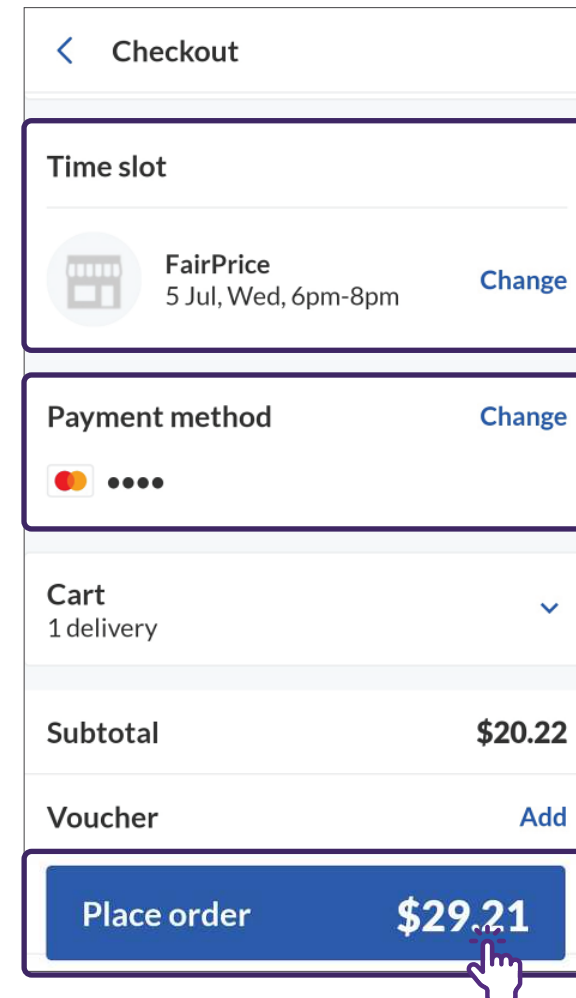
Shopee



The Shopee checkout screen displays the following sections:

- Checkout** (Back arrow)
- Delivery Address** (Location pin icon, right arrow)
- Shopee Mall Converse Official Store**
 - Converse Chuck 70 Men's Sneakers - Parchment
 - Variation: White - US 4.5
 - \$129.00 x1
- Shop Vouchers** (Ticket icon) 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** (Question mark icon, New badge, toggle switch)
- Message:** Please leave a message...
- Payment Option** (Dollar sign icon) PayNow >
- Total Payment \$128.35**
- Place Order** (Red button with hand cursor icon)

NTUC FairPrice



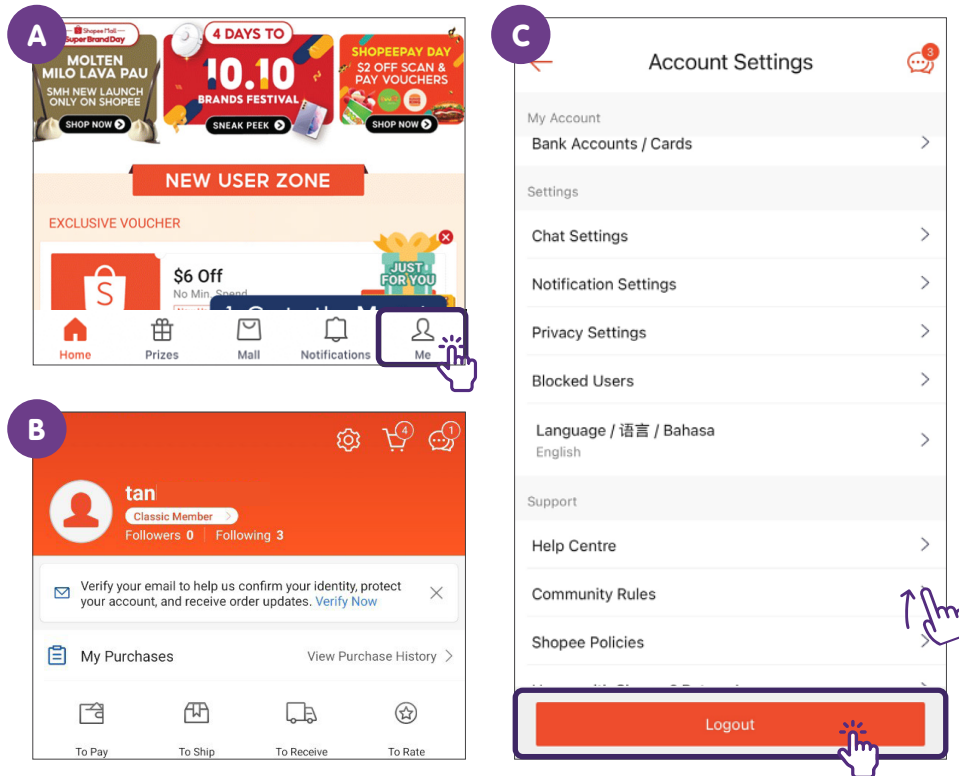
The NTUC FairPrice checkout screen displays the following sections:

- Checkout** (Back arrow)
- Time slot**
 - FairPrice 5 Jul, Wed, 6pm-8pm Change
- Payment method** Change
 - MasterCard (dots icon)
- Cart** 1 delivery (Down arrow)
- Subtotal \$20.22**
- Voucher** Add
- Place order \$29.21** (Blue button with hand cursor icon)

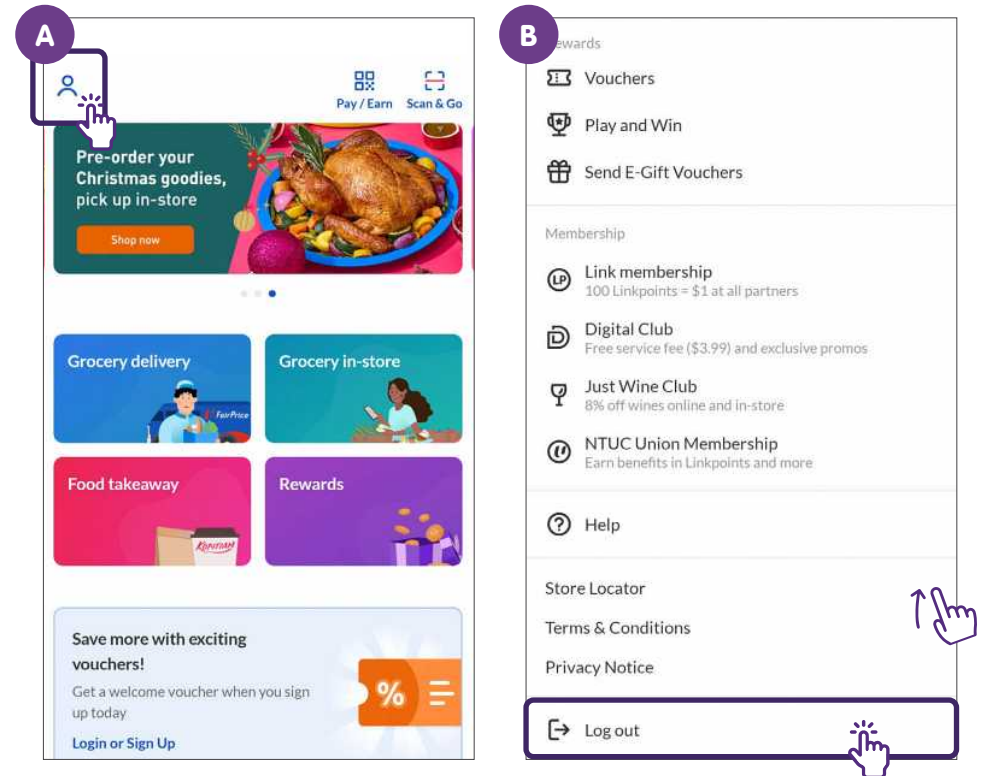
Common Steps to Log out of Online Shopping Apps

Access your account settings to log out.

Shopee



NTUC FairPrice



Step-by-step Guides to Use Online Shopping Apps

Shopee App

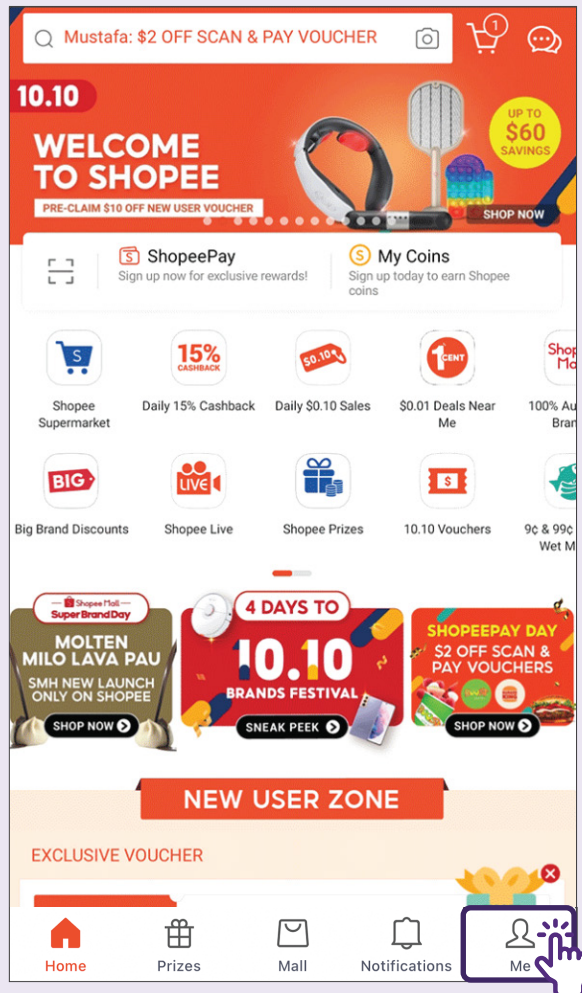
Page 17

FairPrice Group App

Page 45

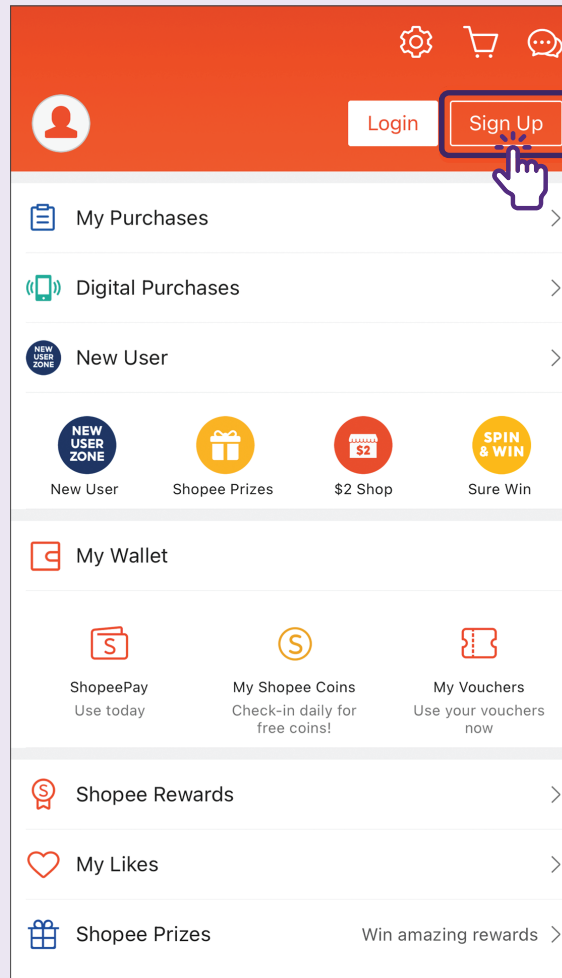
Set up a Shopee Account

1 Tap on Me tab

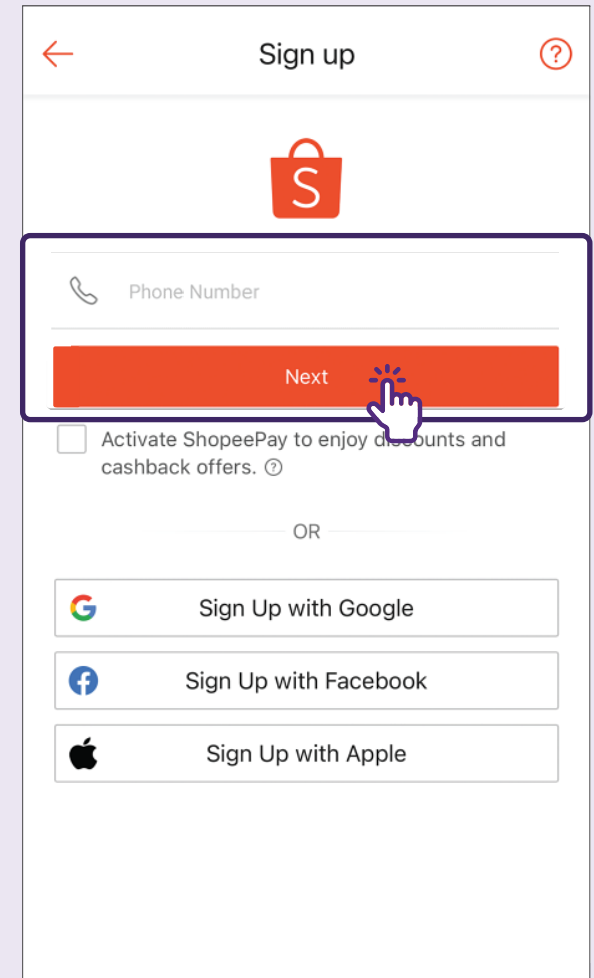


Access the **"Me"** tab within the Shopee app.

2 Tap on Sign Up




3 Enter Phone Number





4 Verify Account with Verification Code

A

Sign up




 (+65) 9100 0000 


Next

☐ Activate ShopeePay to enjoy discounts and cashback offers. ?

You will be receiving a WhatsApp verification code sent to *****00

Other Methods **Continue**

 Sign Up with Facebook


 Sign Up with Apple

1 2 3
ABC DEF
4 5 6
GHI JKL MNO

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

B

Enter Verification Code

Your verification code is sent by Whatsapp to
 (+65) 9100 0000

7 7 4 2 1 8

Next




Please wait 47 seconds to resend.

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

C

Sign Up

Set Your Password

Password must be 8-16 characters long, and contain one uppercase and one lowercase character.

Sign Up

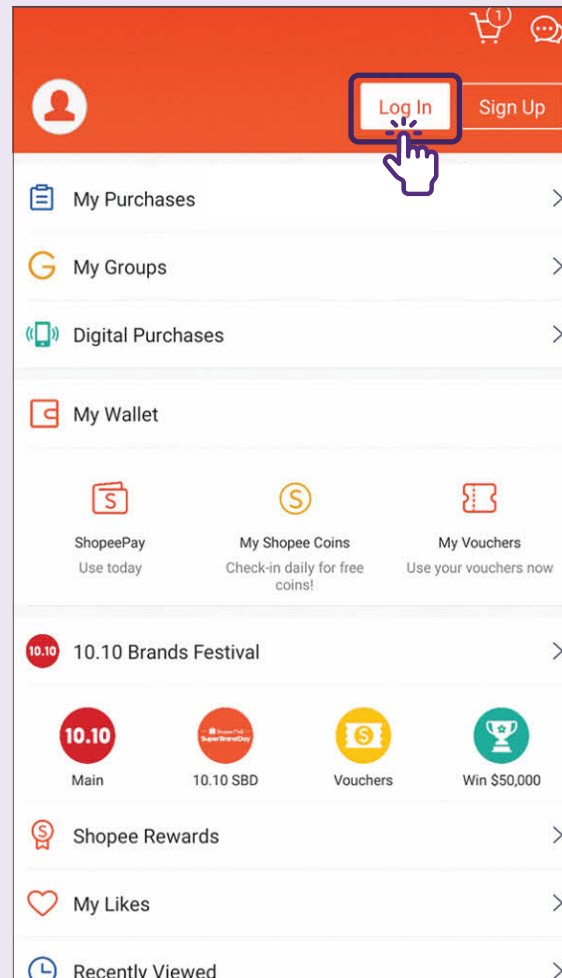
Create a strong password and proceed by tapping on **"Sign up."**

Log in - via Password

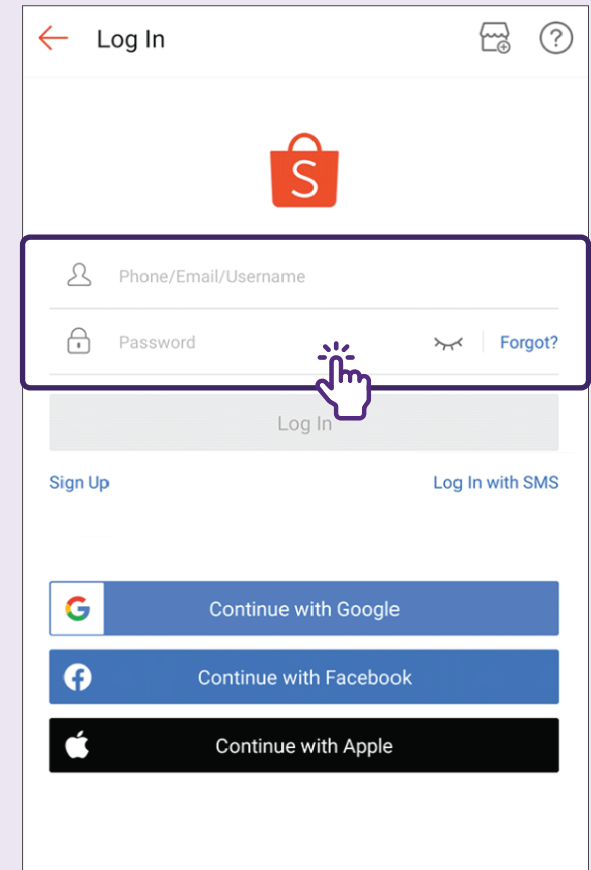
1 Tap on Me tab



2 Tap on Log In

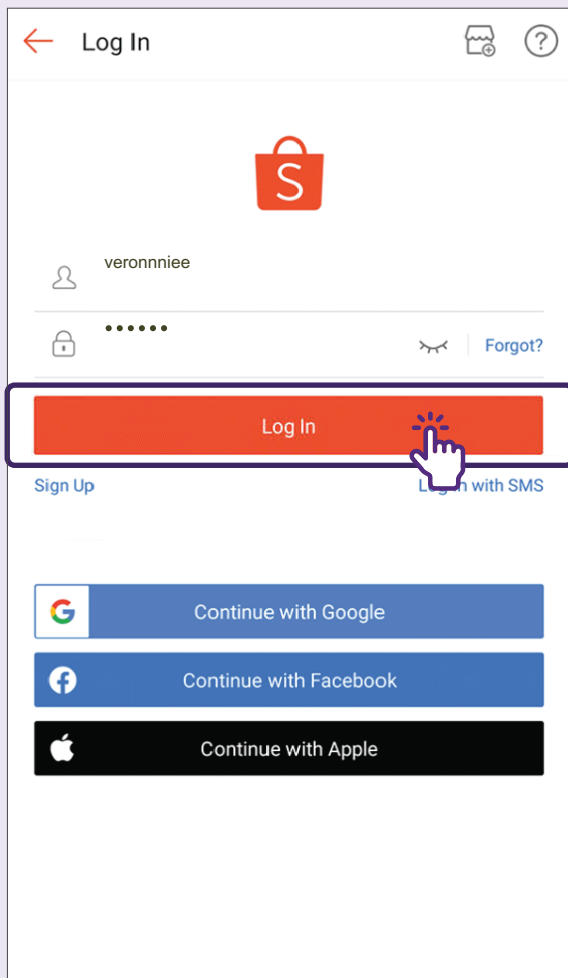


3 Enter Username and Password



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

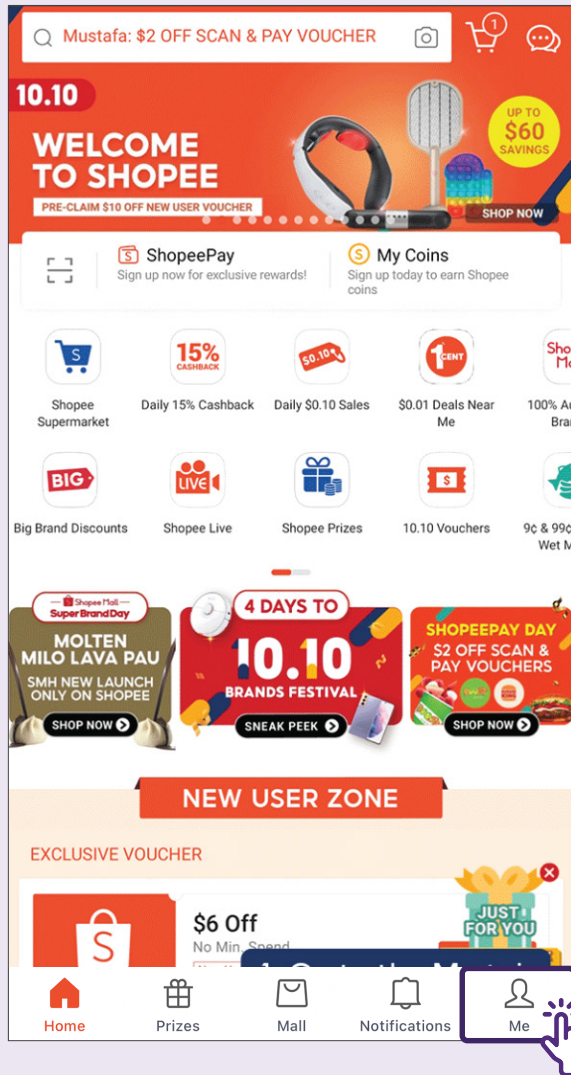
4 Tap on Log In



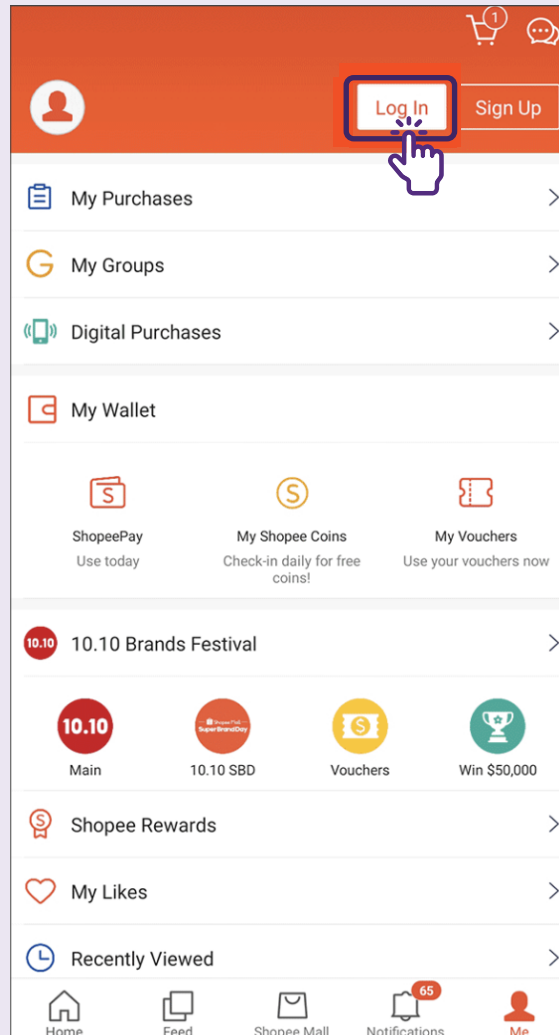
Notes

Log in - via SMS

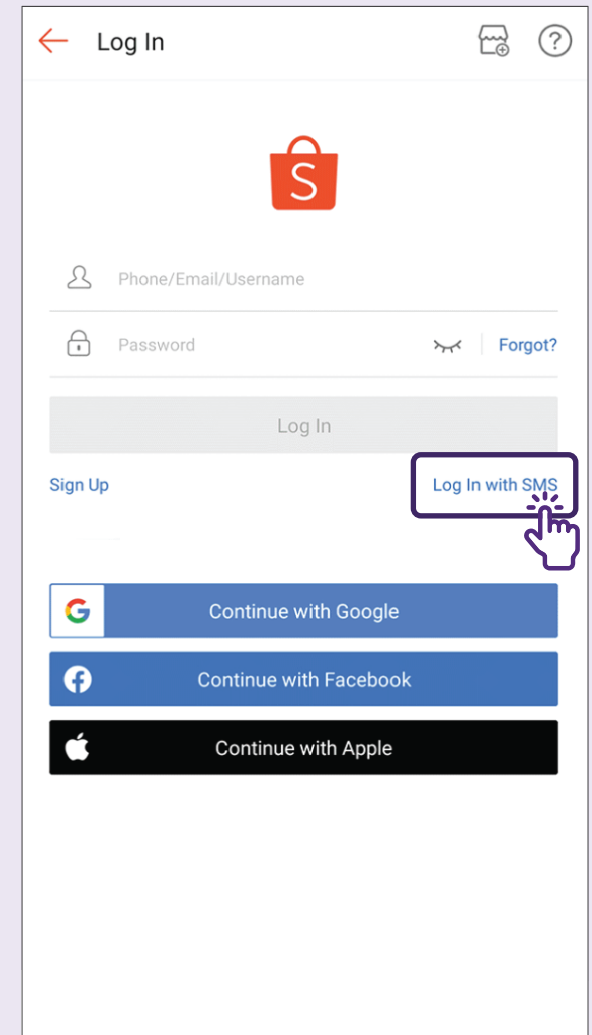
1 Tap on Me tab



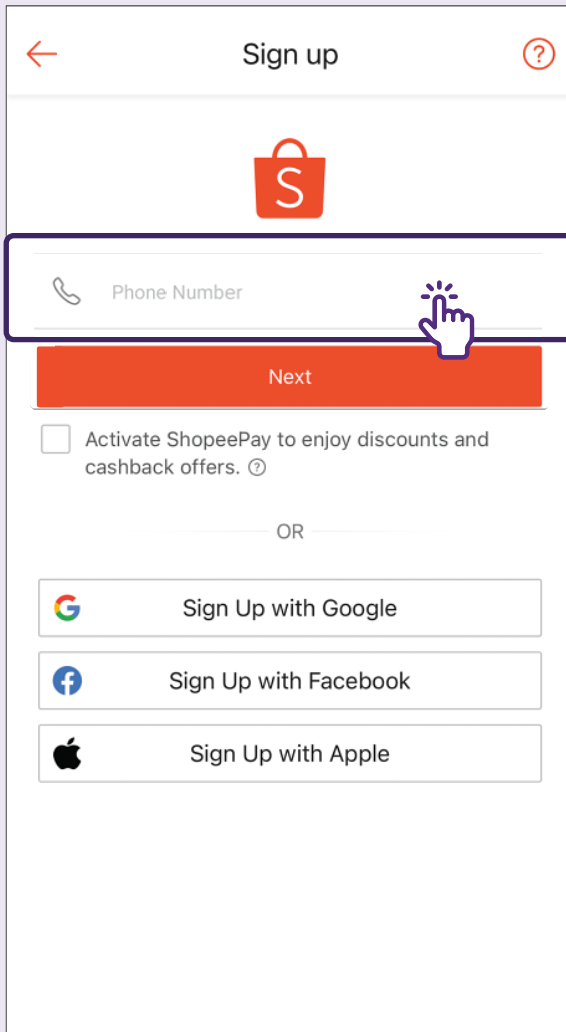
2 Tap on Log In



3 Tap on Log In with SMS

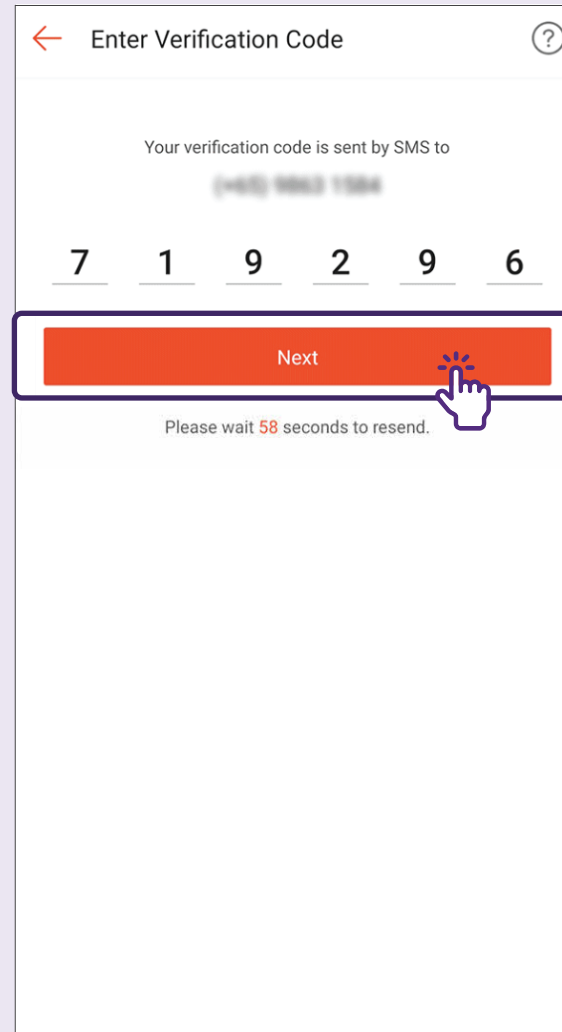


4 Enter Phone Number



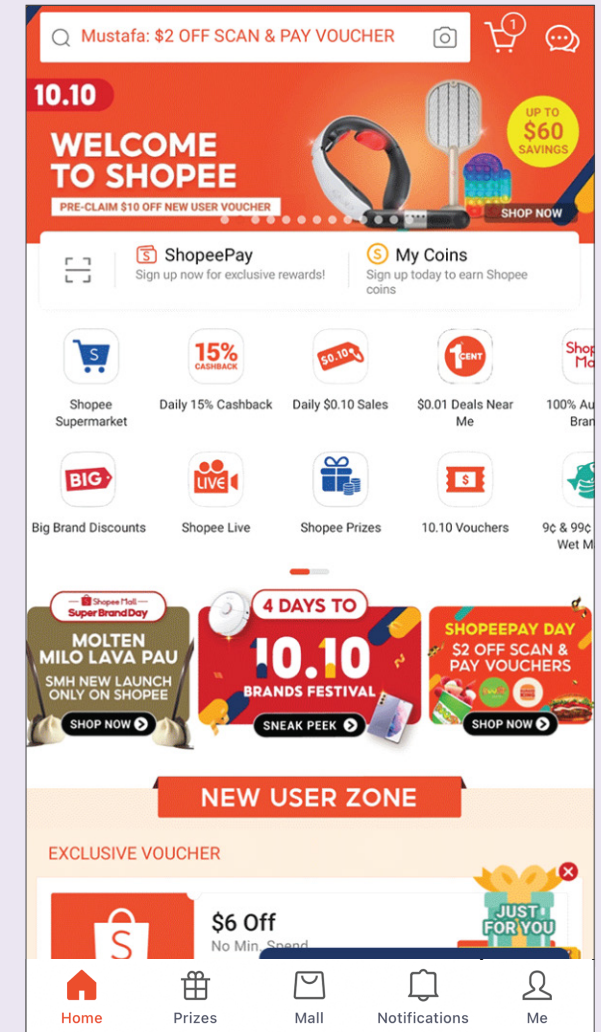
The screen shows the 'Sign up' process. At the top is a back arrow, the text 'Sign up', and a help icon. Below is the Shopee logo. A purple box highlights the 'Phone Number' input field with a hand icon pointing to it. Below the input field is an orange 'Next' button. Underneath is a checkbox for 'Activate ShopeePay to enjoy discounts and cashback offers.' followed by 'OR'. At the bottom are three buttons: 'Sign Up with Google', 'Sign Up with Facebook', and 'Sign Up with Apple'.

5 Enter Verification Code



The screen shows the 'Enter Verification Code' step. At the top is a back arrow, the text 'Enter Verification Code', and a help icon. Below is the text 'Your verification code is sent by SMS to' followed by a masked phone number. There are six input fields containing the digits 7, 1, 9, 2, 9, and 6. A purple box highlights the orange 'Next' button with a hand icon pointing to it. Below the button is the text 'Please wait 58 seconds to resend.'

6 Successful login



The screen shows the successful login page. At the top is a search bar with 'Mustafa: \$2 OFF SCAN & PAY VOUCHER', a camera icon, a shopping cart icon, and a chat icon. Below is a large banner for '10.10 WELCOME TO SHOPEE' with 'UP TO \$60 SAVINGS' and a 'SHOP NOW' button. Underneath are sections for 'ShopeePay' and 'My Coins'. Below these are various promotional tiles: 'Shopee Supermarket', 'Daily 15% Cashback', 'Daily \$0.10 Sales', '\$0.01 Deals Near Me', '100% Au Bran', 'BIG', 'Shopee Live', 'Shopee Prizes', '10.10 Vouchers', and '9c & 99c Wet M'. At the bottom is a 'NEW USER ZONE' section with an 'EXCLUSIVE VOUCHER' for '\$6 Off' and a 'JUST FOR YOU' banner. The bottom navigation bar has icons for Home, Prizes, Mail, Notifications, and Me.

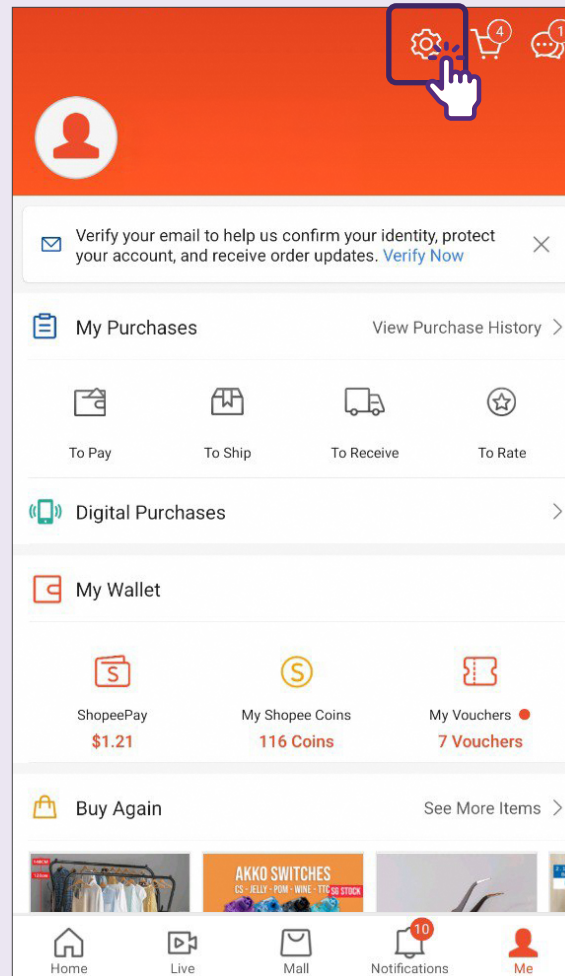
Manage Notifications

1 Tap on Me tab

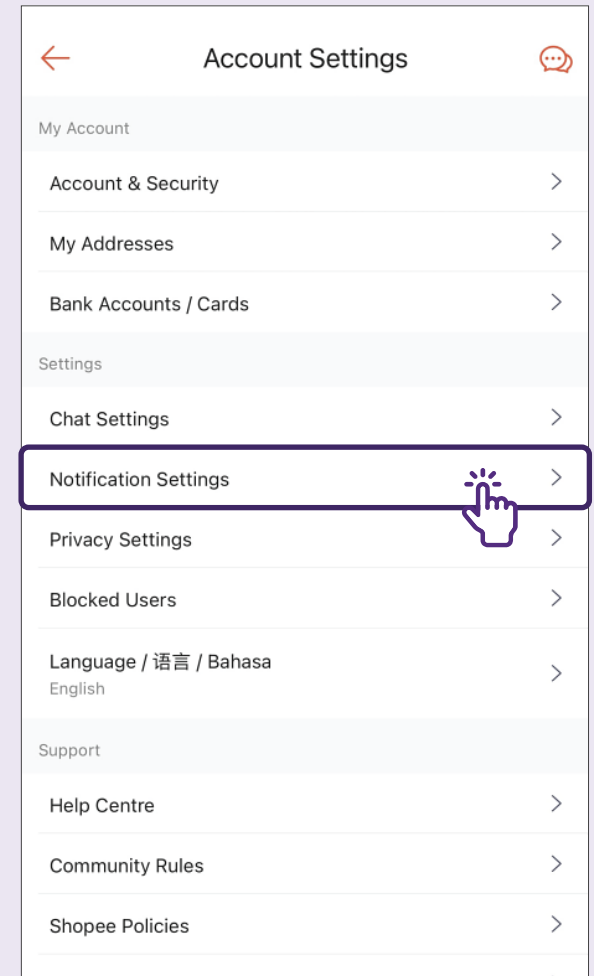


Access the "Me" tab within the Shopee app.

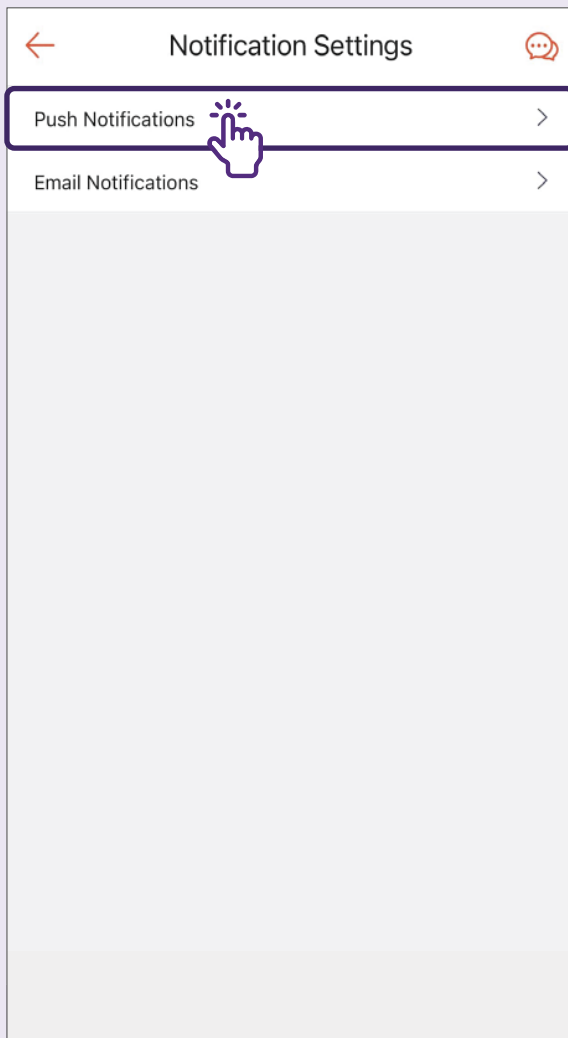
2 Tap on Settings



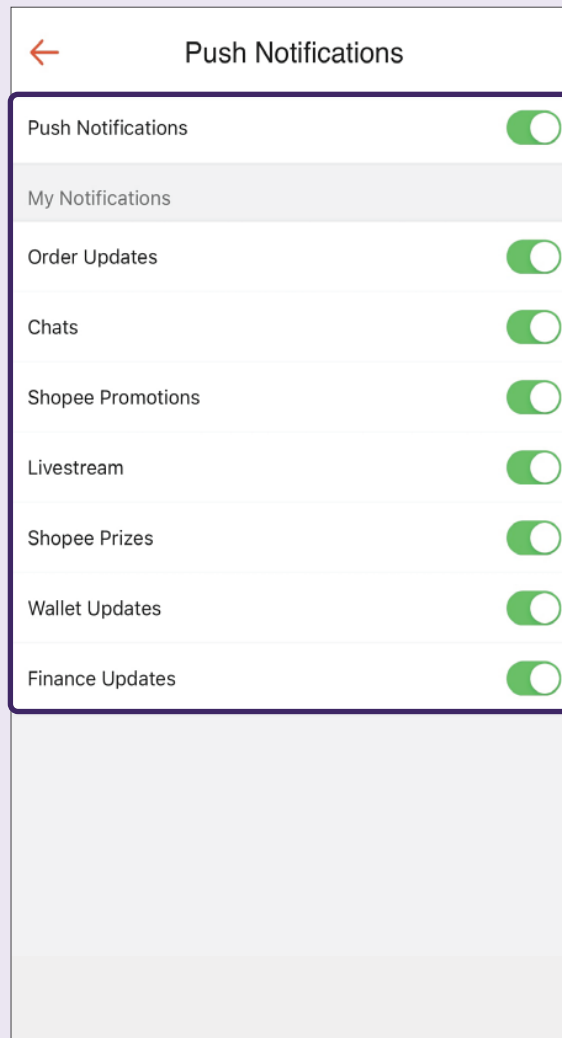
3 Select Notification Settings



4 Select Push Notifications



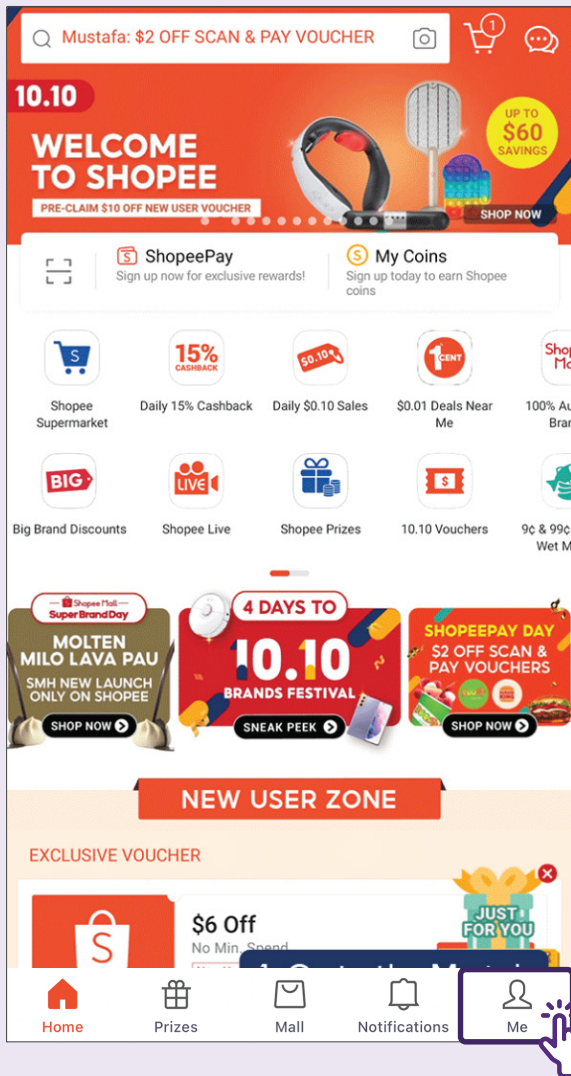
5 Customize Notifications Settings



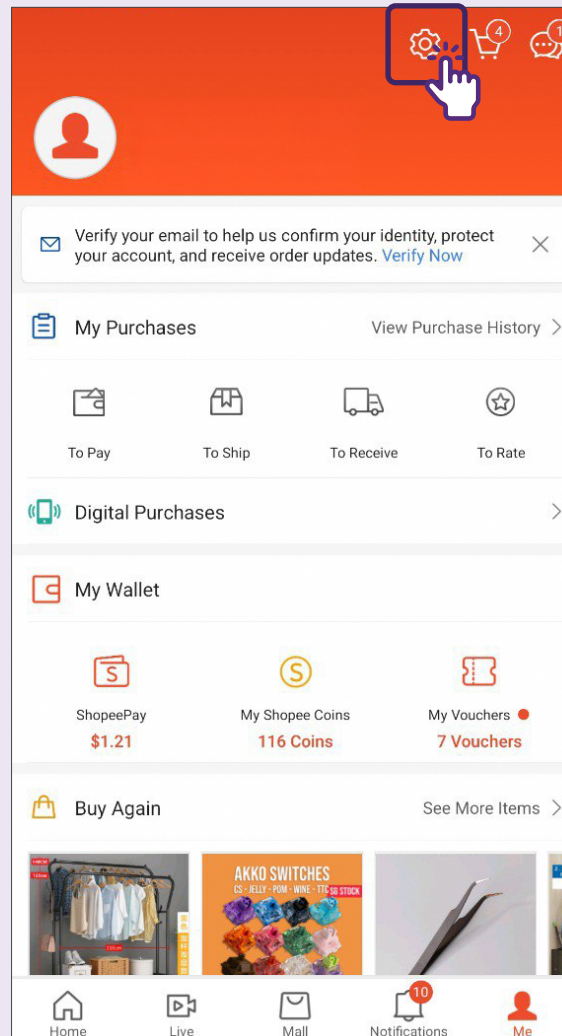
Use the toggles to turn **"Push Notifications"** on or off, customize **"Notification Sound"** and **"Ringtone,"** and select the types of notifications you wish to receive.

Add a Delivery Address

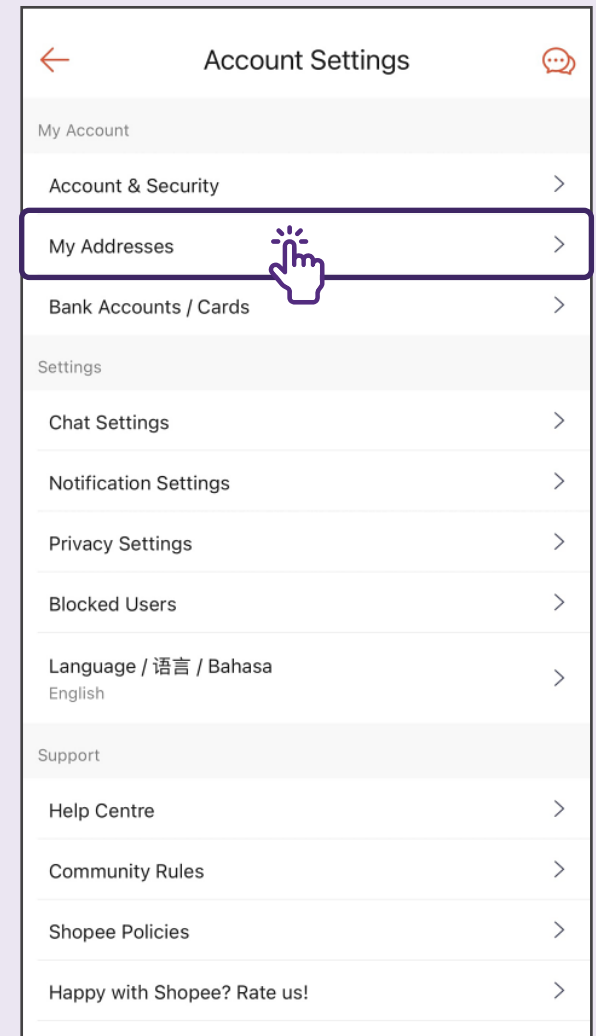
1 Tap on Me tab



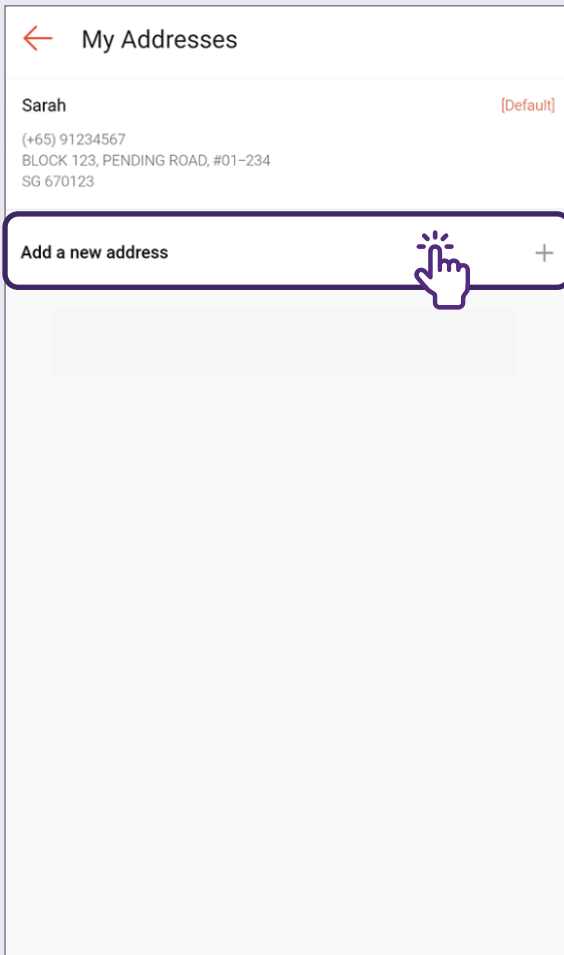
2 Tap on Settings



3 Tap on My Addresses



4 Tap on Add a new address

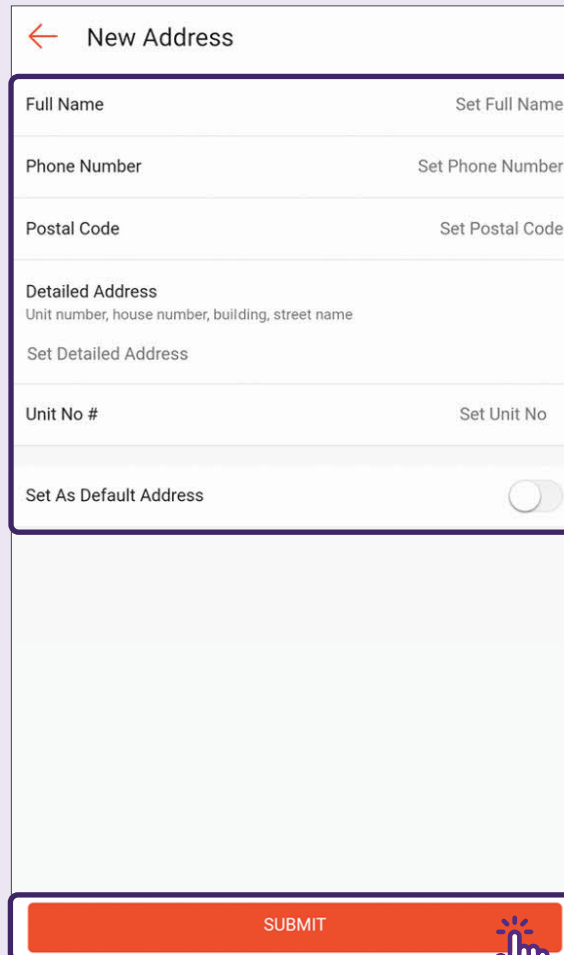


← My Addresses

Sarah [Default]
(+65) 91234567
BLOCK 123, PENDING ROAD, #01-234
SG 670123

Add a new address +

5 Fill up Your Delivery Address



← New Address

Full Name Set Full Name

Phone Number Set Phone Number

Postal Code Set Postal Code

Detailed Address
Unit number, house number, building, street name
Set Detailed Address

Unit No # Set Unit No

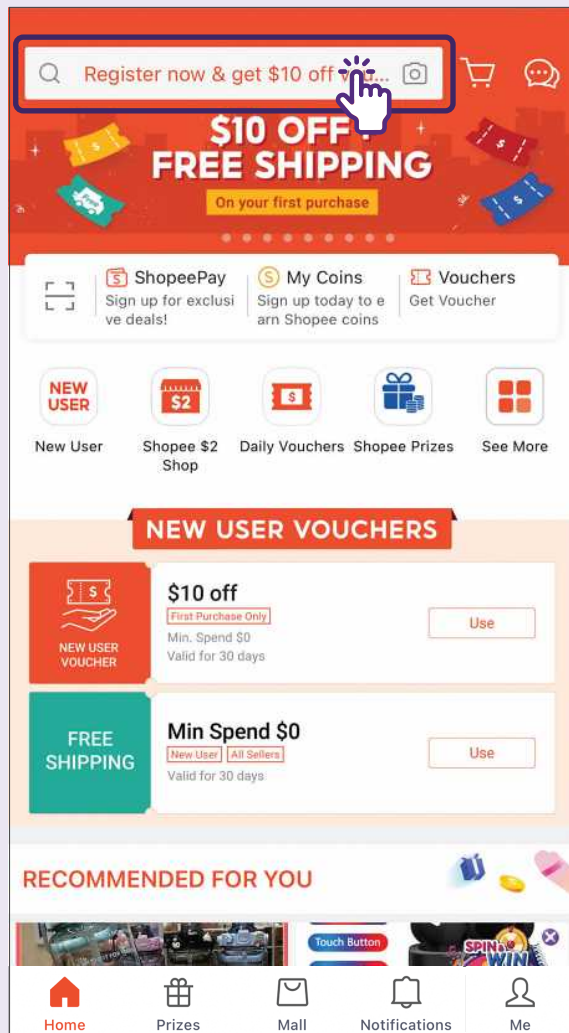
Set As Default Address ☐

SUBMIT

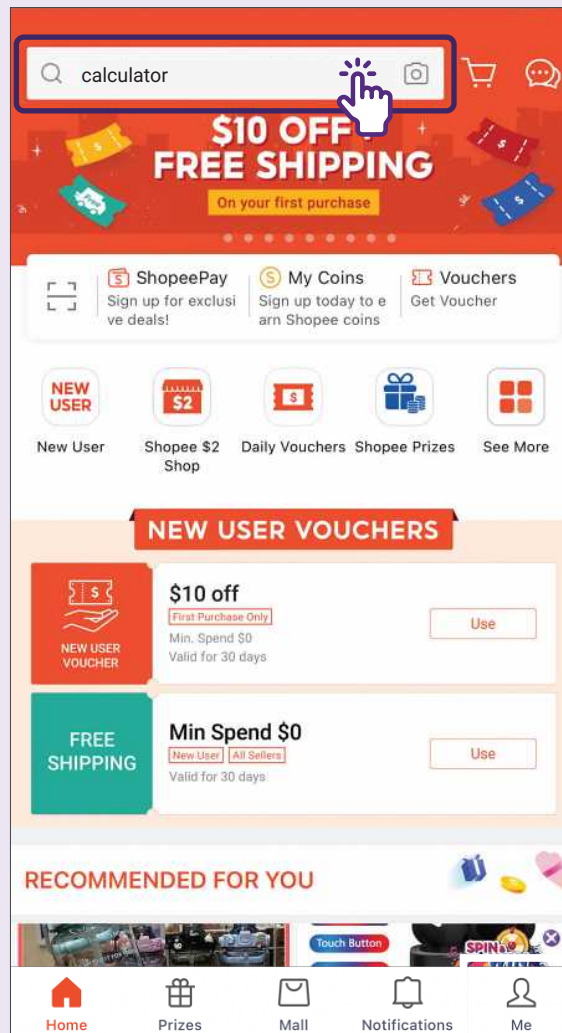
Tap on **"SUBMIT"** to save your delivery address.

Search for Product - via Keyword Search

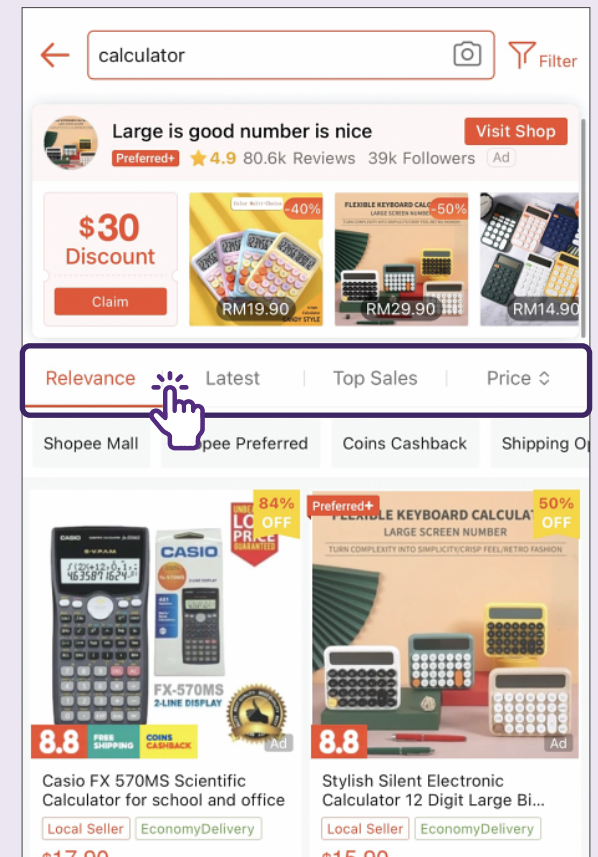
1 Tap on Search Bar



2 Enter Keyword(s)



3 View Search Results



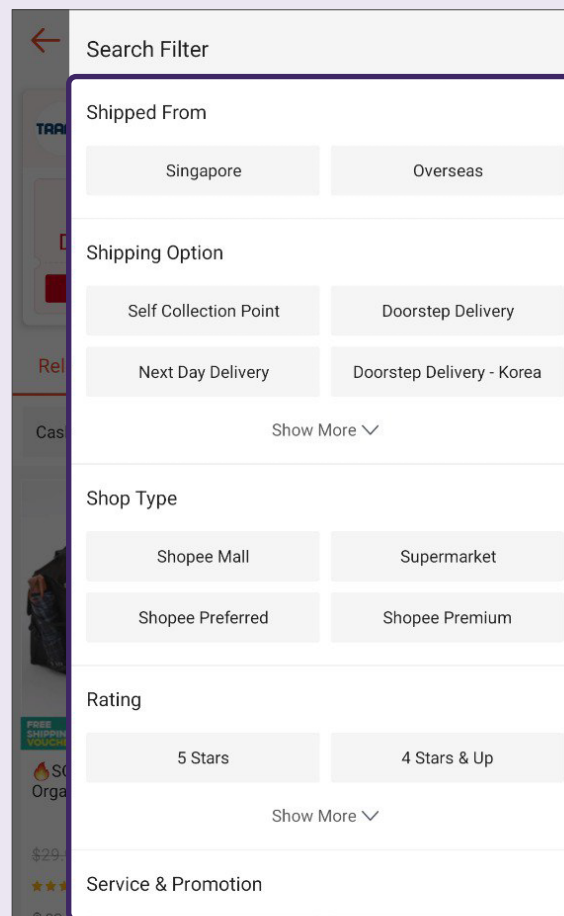
Sort the search results according to your preference by selecting from options such as **"Relevance," "Latest," "Top Sales,"** or **"Price."**

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

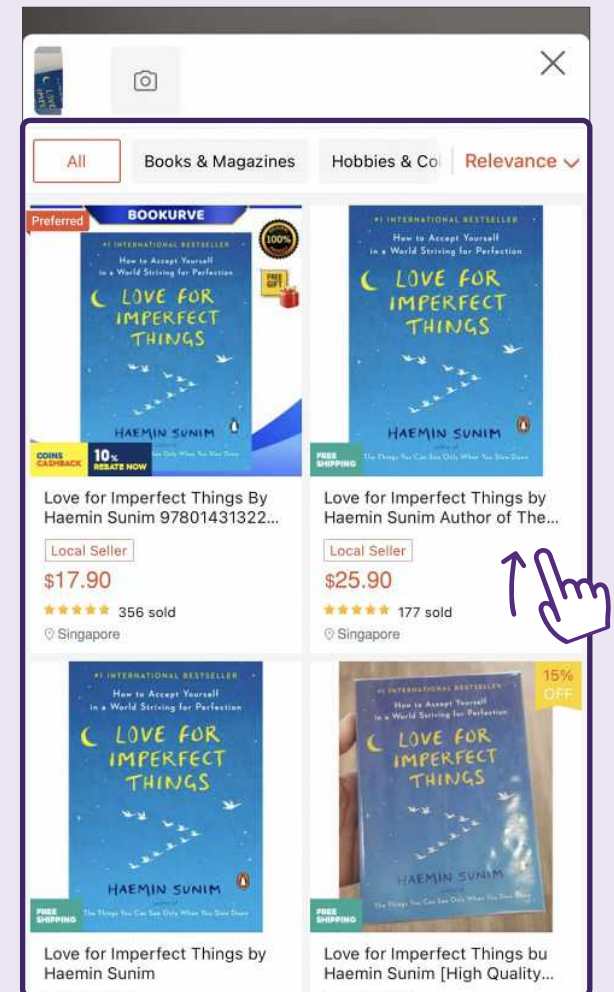
1 Tap on Camera Icon



2 Take a Photo of the Product

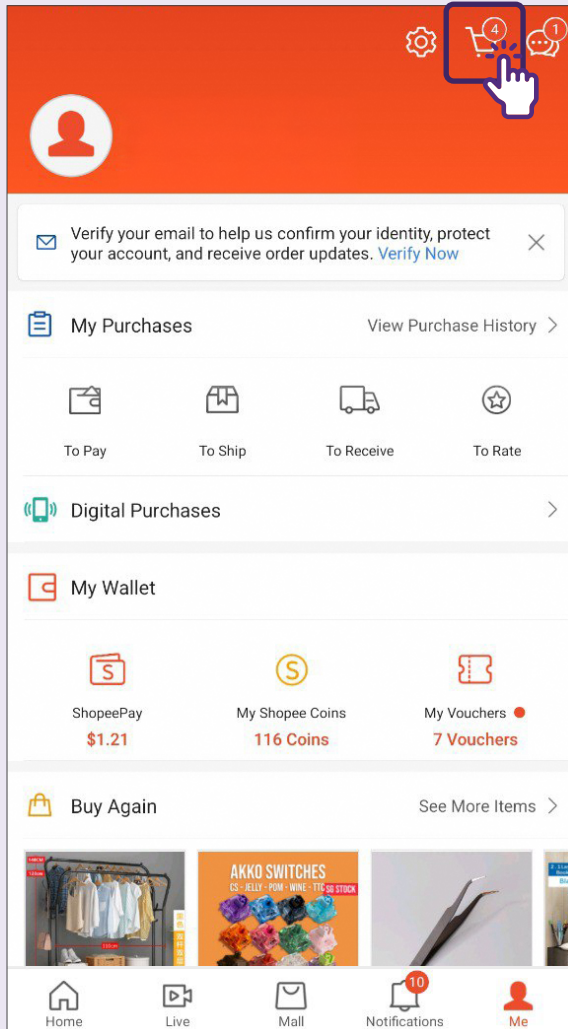


3 Browse Relevant Products

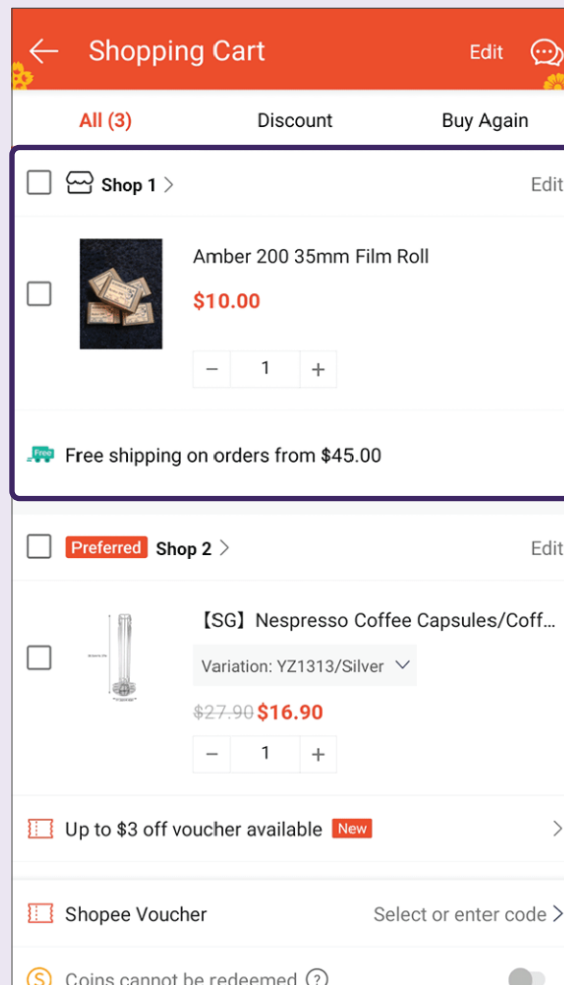


Edit Shopping Cart - by Increasing Product Quantity

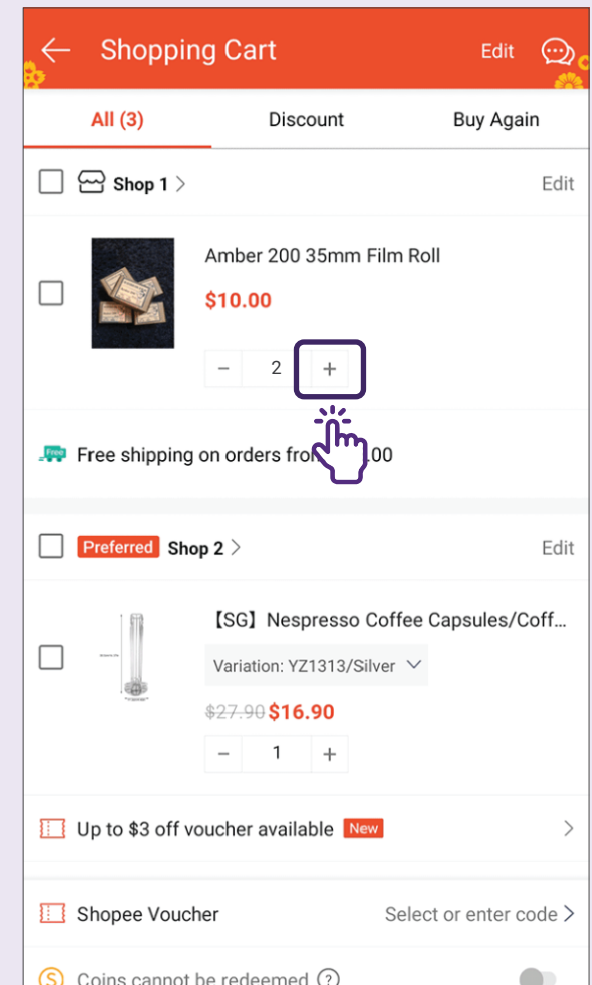
1 Tap on Shopping Cart



2 Select Product



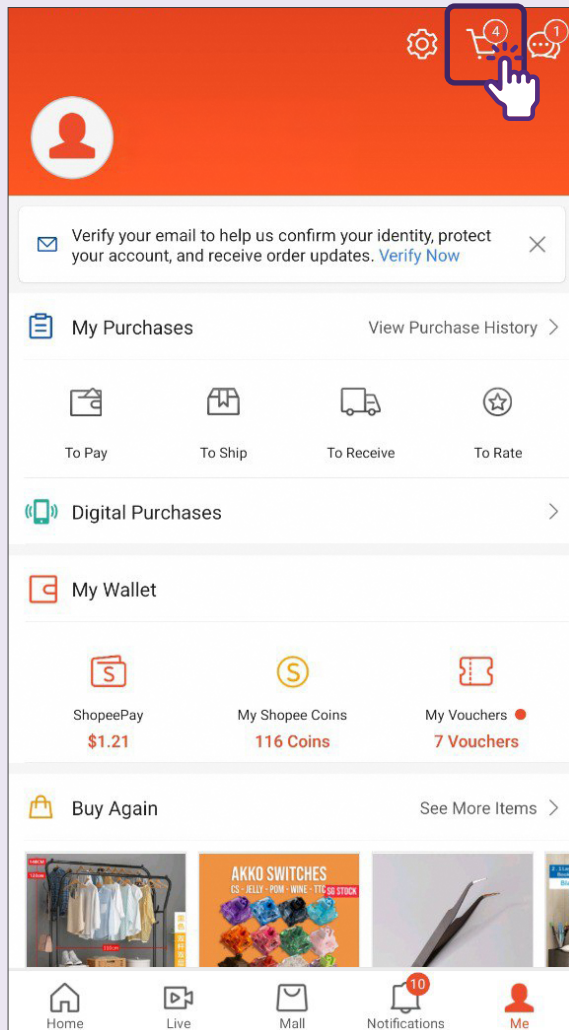
3 Increase Quantity



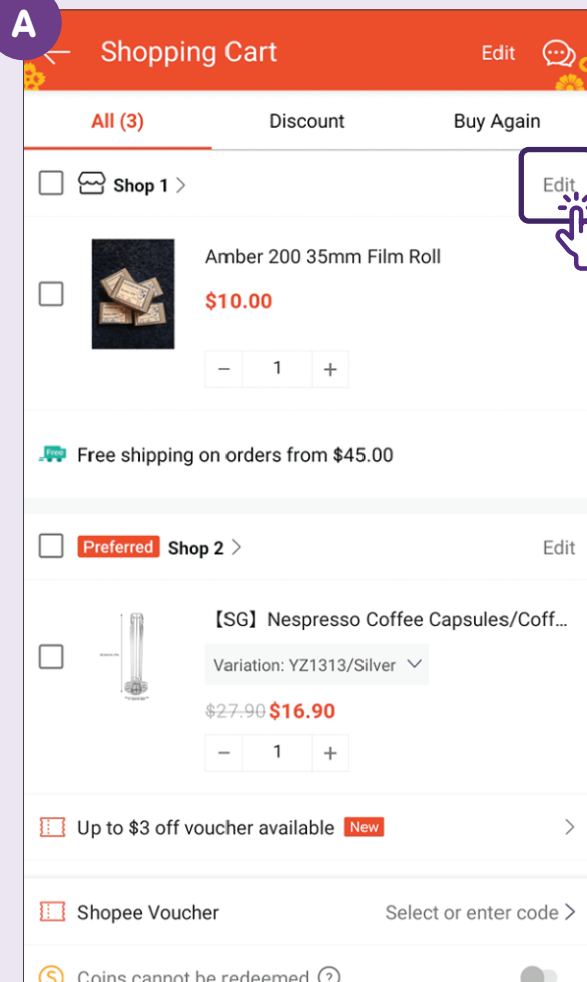
Tap on the "+" icon to increase the quantity.

Edit Shopping Cart - by Removing Products from Shopping Cart

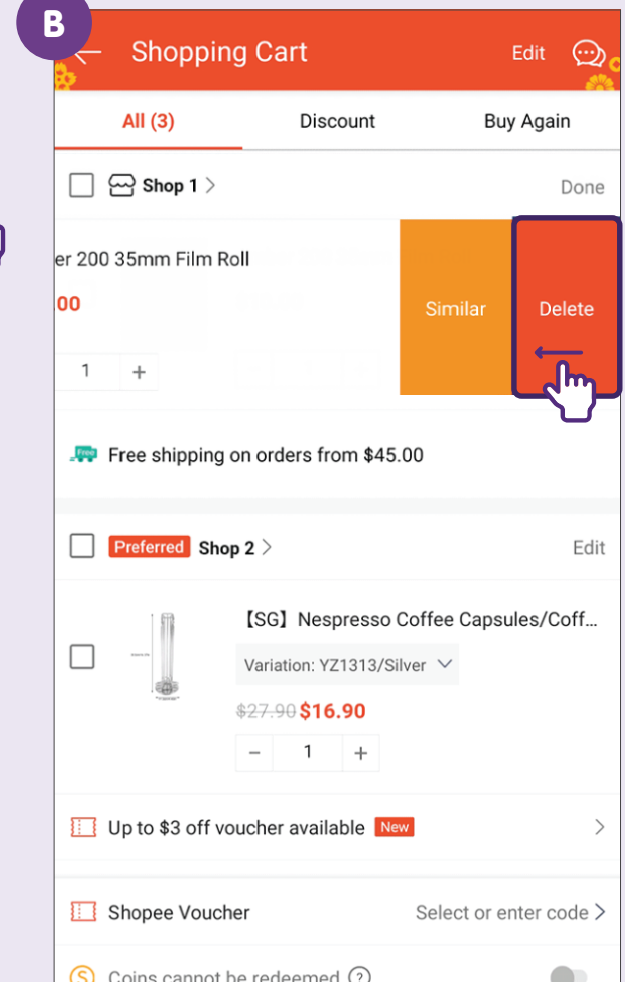
1 Tap on Shopping Cart



2 Delete a Product



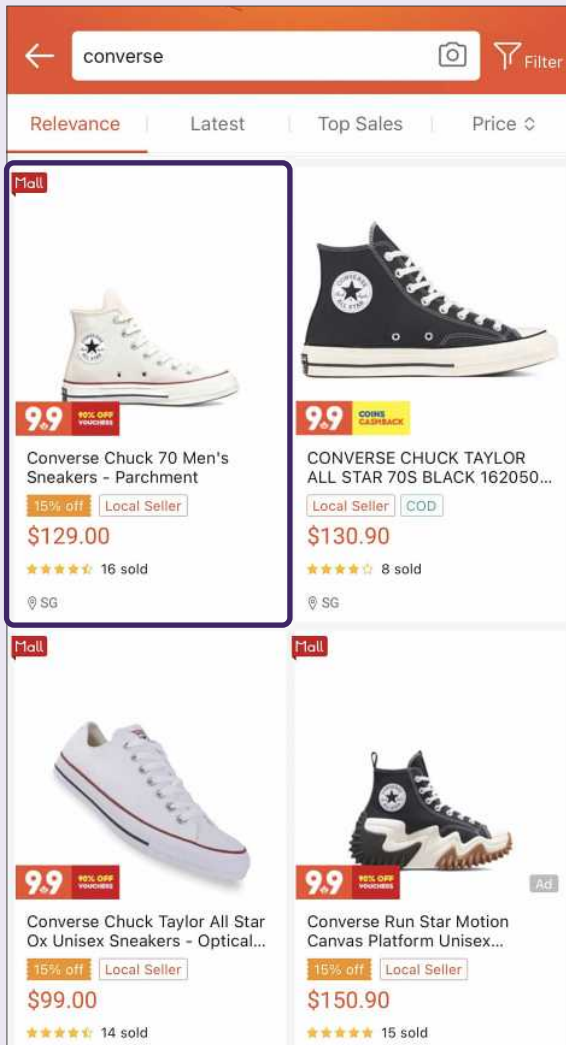
Tap on "Edit".



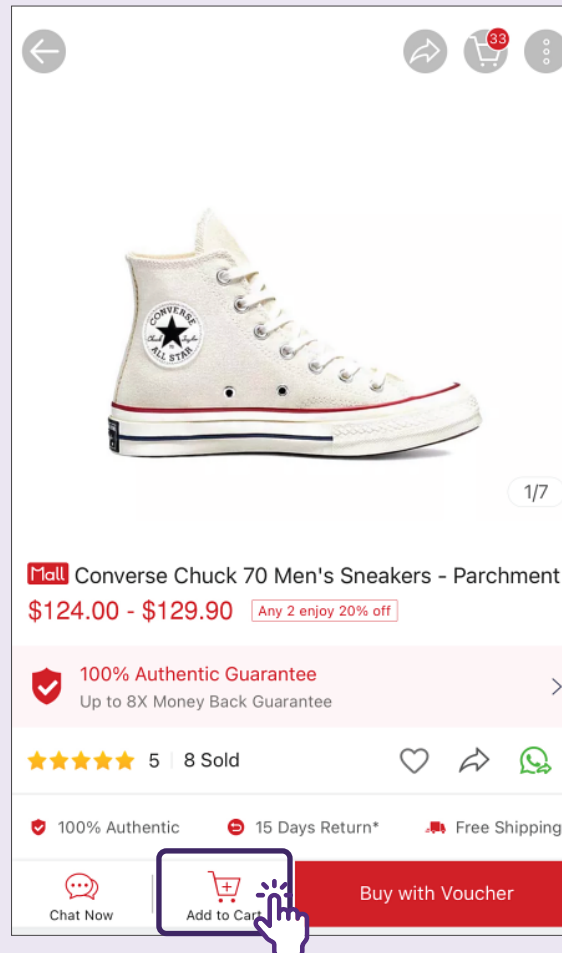
Swipe left on the product you wish to remove.

Place an Order

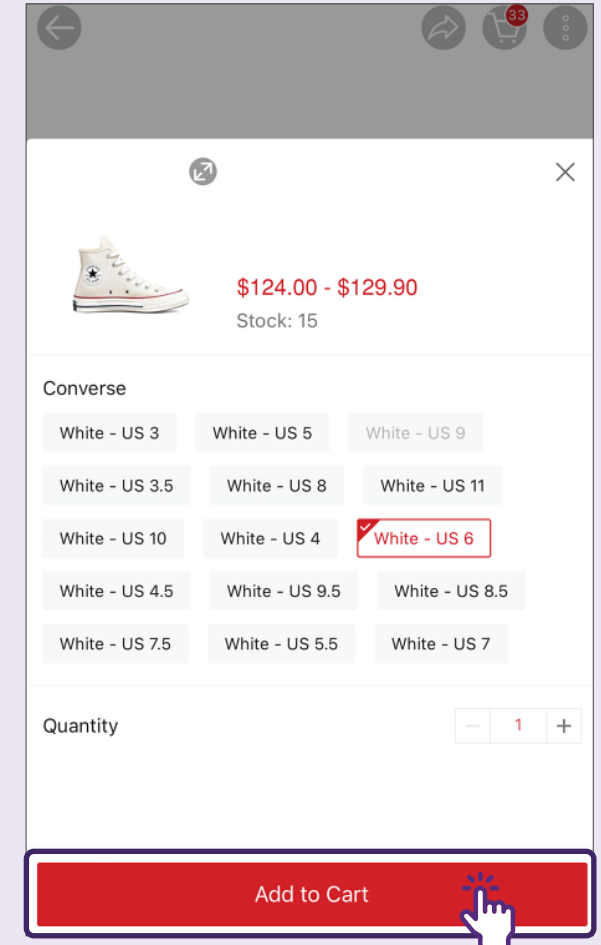
1 Search for Product



2 Tap on Add to Cart



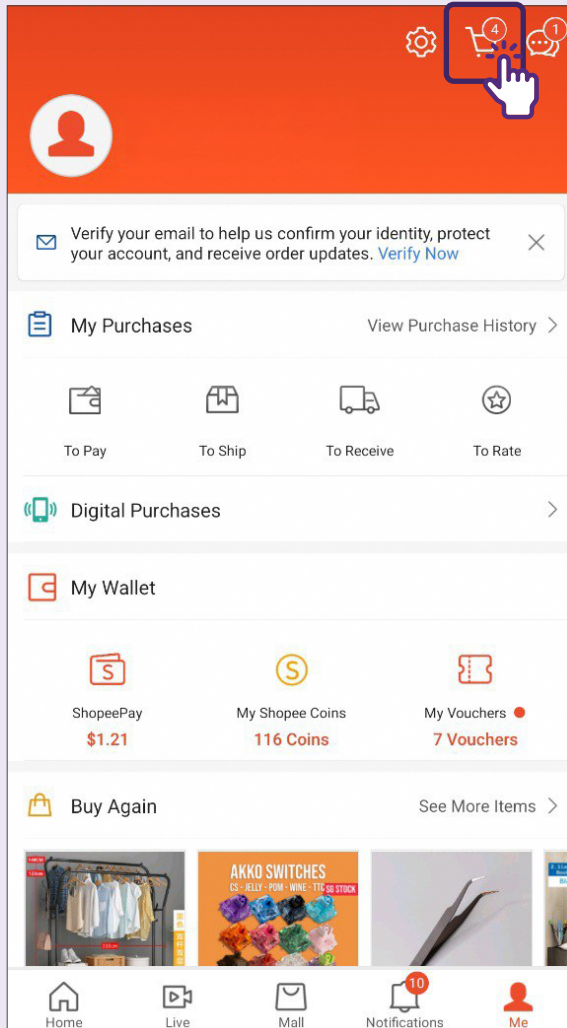
3 Add Product to Cart



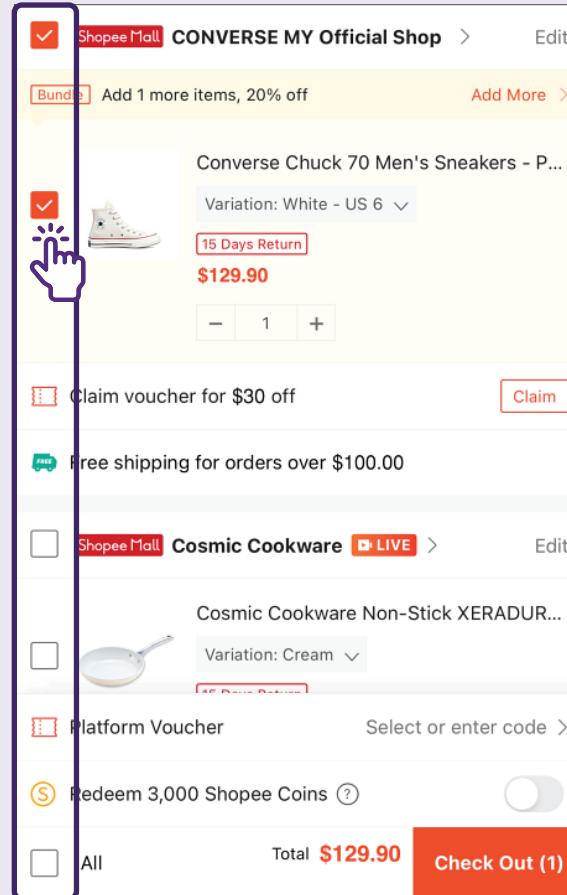
Select the product's variations, if available, and add them to your cart.

Place an Order by Checking out with PayNow

1 Tap on Shopping Cart

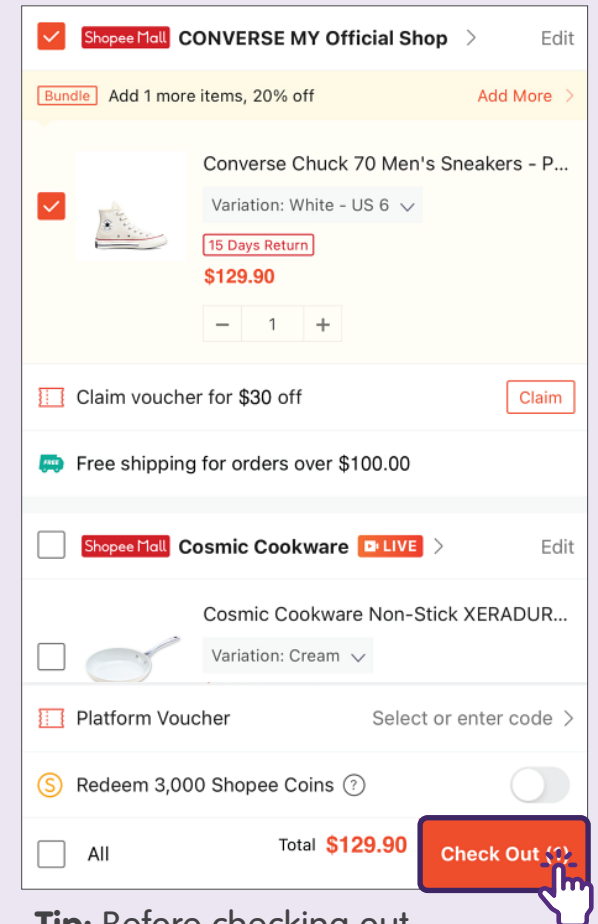


2 Choose the product(s) you wish to purchase



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

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...](#)

Order Total (1 Item): **\$129.00**

Platform Voucher [Up to \\$4.00 off available >](#)

Redeem 117 Shopee Coins ☐

Payment Option [PayNow >](#)

Total Payment **\$128.35** [Place Order](#)

5 Confirm Payment

[←](#) **Payment Method**

SHOPEE GUARANTEE

ShopeePay (Balance \$1.21) [Top Up](#)

PAY NOW PayNow [Preferred](#) ☒

Extra **0.5% Off**
Min. Spend \$0, Capped at \$5 Off

Linked Bank Account [New](#) ☐

DBS PayLah! [DBS PayLah! Express Checkout](#)

Google Pay ☐

Credit Card/Debit Card ☐

Credit Card Installment

CONFIRM

Select "**PayNow**" as your preferred payment option.

6 Scan the QR Code

[←](#) **Payment**

The QR code will refresh every 2 hours. Please scan before 2022-07-18 18:39 or revisit this page for the latest QR code.

Total Payment **\$0.10**

Payment Within **5 hours 59 minutes 53 seconds**
Due on 18 Jul 2022, 22:39

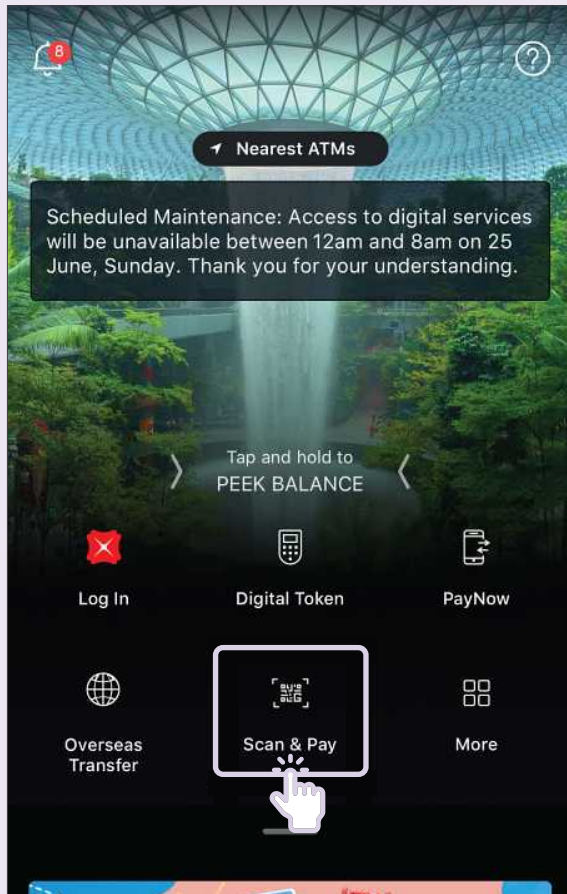
PAY NOW PayNow

QR Code

Please follow these instructions

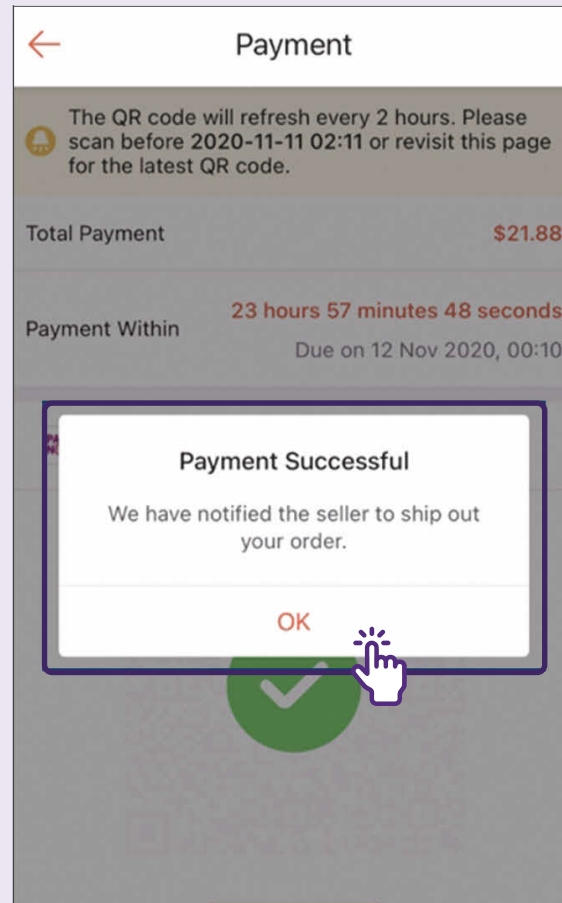
Follow the provided instructions for scanning the QR code.

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

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...

Order Total (1 Item): **\$129.00**

Platform Voucher Up to \$4.00 off available >

Redeem 117 Shopee Coins ☐

Total Payment **\$128.35** Place Order

2 Tap on Self-Collection

Shipping Option

Door-step Delivery From \$1.99

Self-Collection From \$0.00

SHOPEE SUPPORTED LOGISTICS

Shopee Supported Logistics allow you to track your order within the Shopee app.

Doorstep Delivery \$1.99

Guaranteed to get by 24 May - 27 May

Get a \$2.00 voucher if no delivery was attempted by 27 May 2024. ✓

(Note: Small items may be delivered to your letterbox.)

CONFIRM

3 Select your nearest Pick Locker

Shipping Option

Door-step Delivery From \$1.99

Self-Collection From \$0.00

Shopee Collection Point \$0.00

Guaranteed to get by 24 May - 25 May

Get a \$1.00 voucher if no delivery was attempted by 25 May 2024. ✓

(Note: Collect parcel within 3 calendar days upon arrival at the collection point)

Pick Locker \$0.00

Guaranteed to get by 24 May - 25 May

Get a \$1.00 voucher if no delivery was attempted by 25 May 2024. ✓

(Note: Collect parcel within 3 calendar days upon arrival at the locker)

Pick - 9 Selegie Road

Selegie Road HDB 180009

Open Mon-Fri 24H, Sat-Sun 24H

Recommended Pick - 114 Depot Road

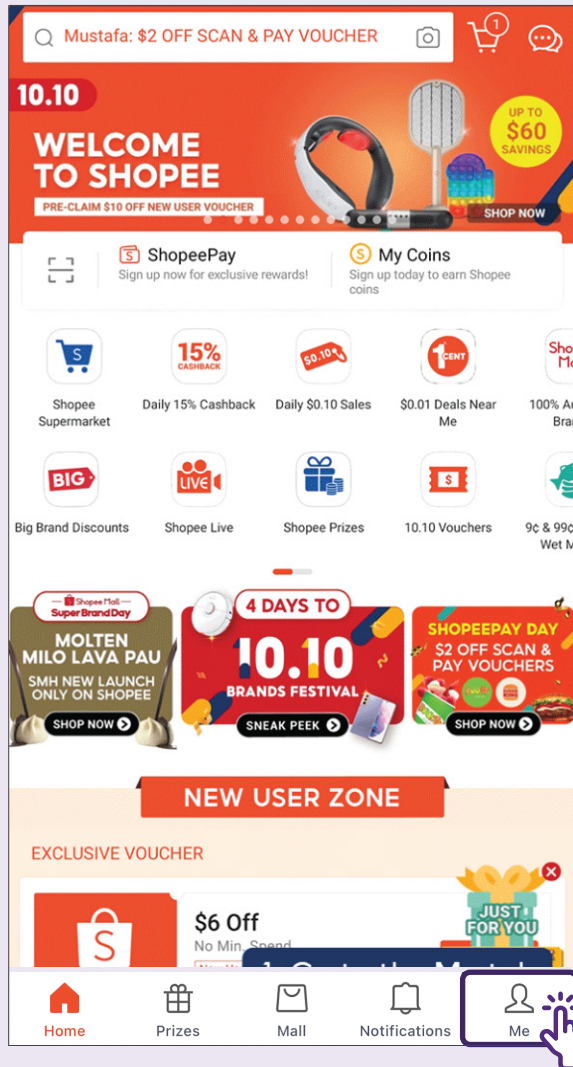
Depot Road HDB 100114

Open Mon-Fri 24H, Sat-Sun 24H

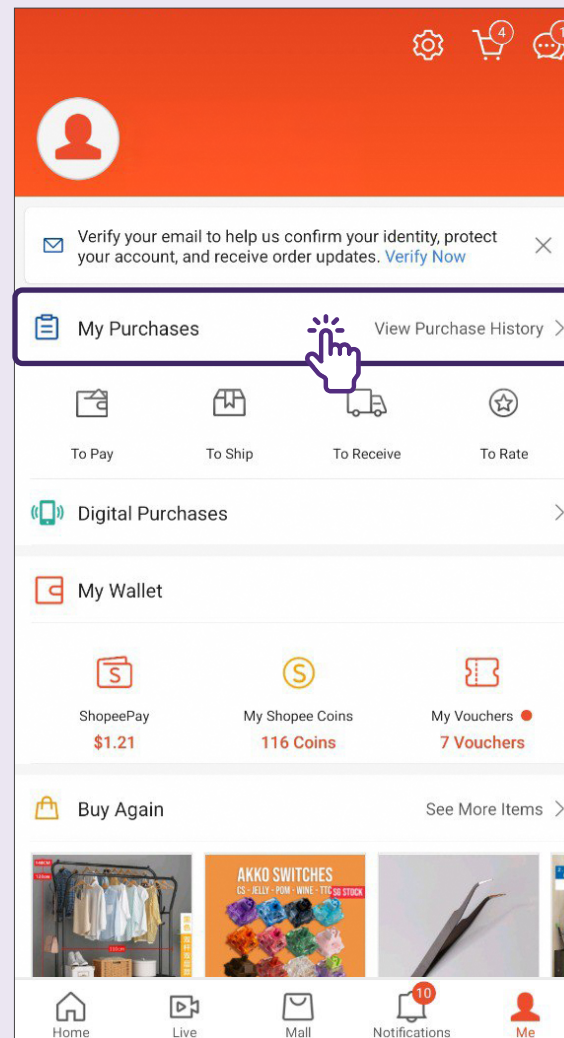
Choose Another Collection Point >

Monitor Transactions

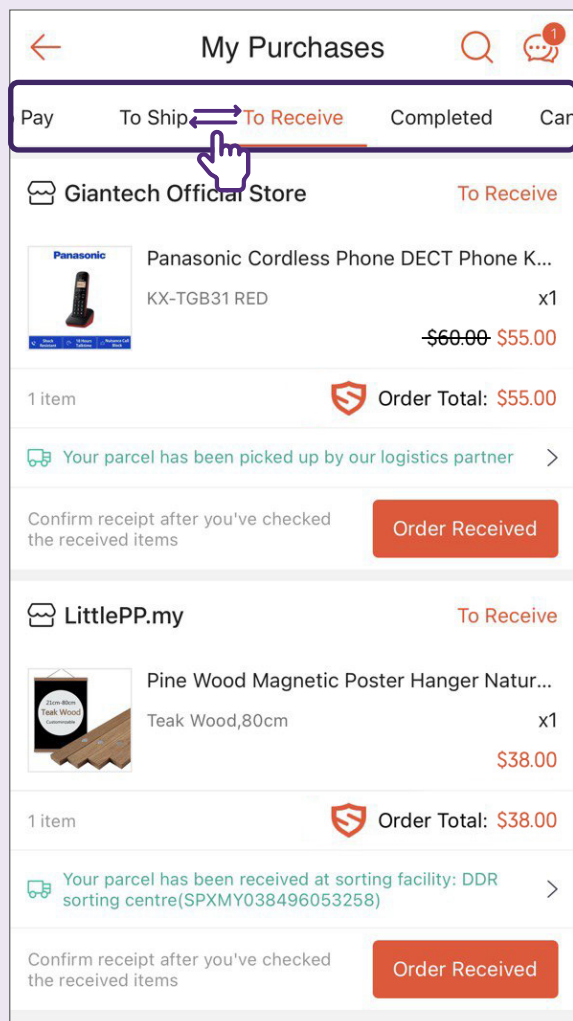
1 Tap on Me tab



2 Tap on My Purchases

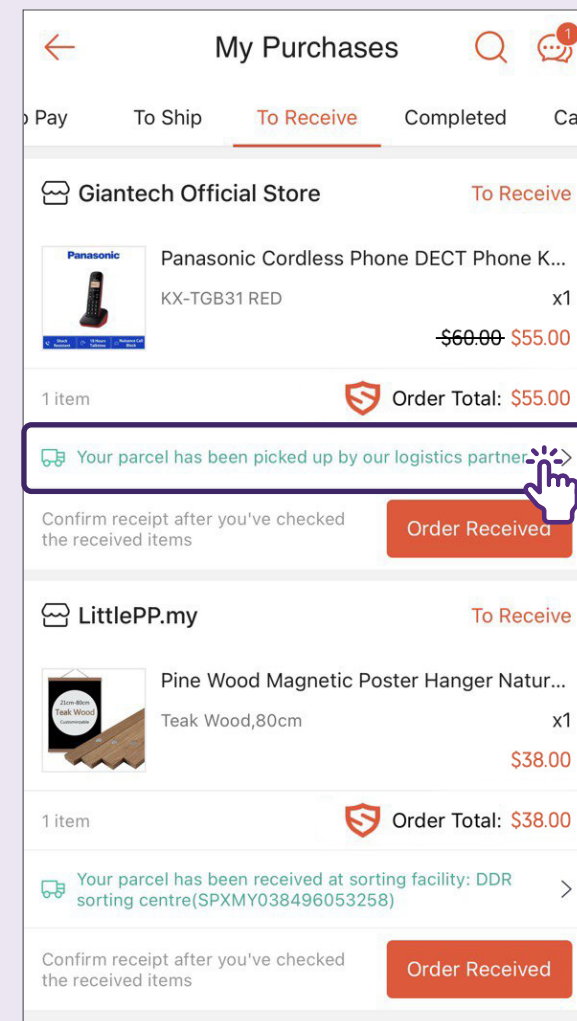


3 Filter Order by Status



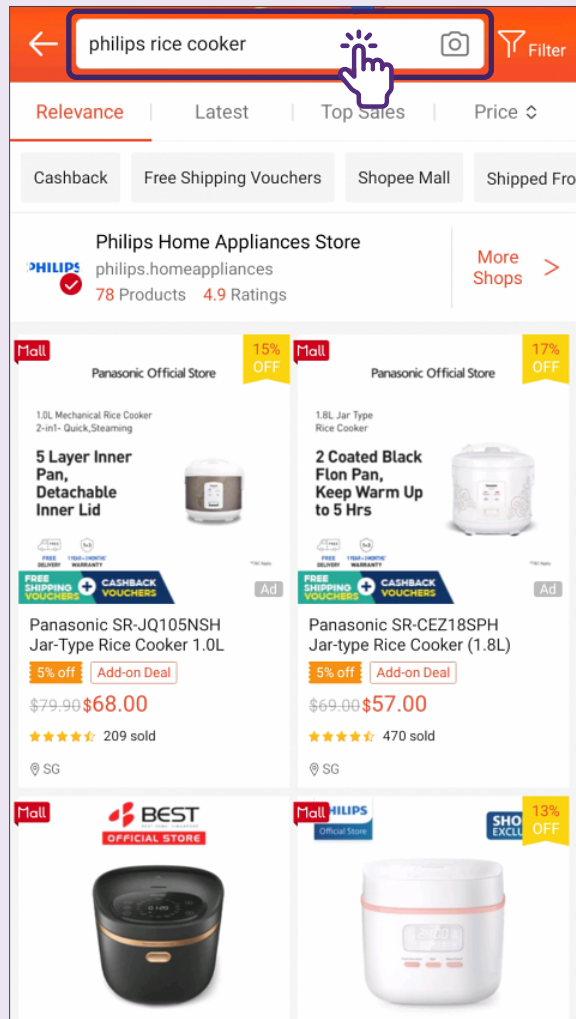
- **"To Pay"** - All paid orders.
- **"To Ship"** - All paid orders that have not yet been shipped by sellers.
- **"To Receive"** - All orders that have been shipped.
- **"Completed"** - All orders that have been delivered.
- **"Cancelled"** - All orders that have been cancelled.
- **"Return/Refund"**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

4 Tap on Shipment Status

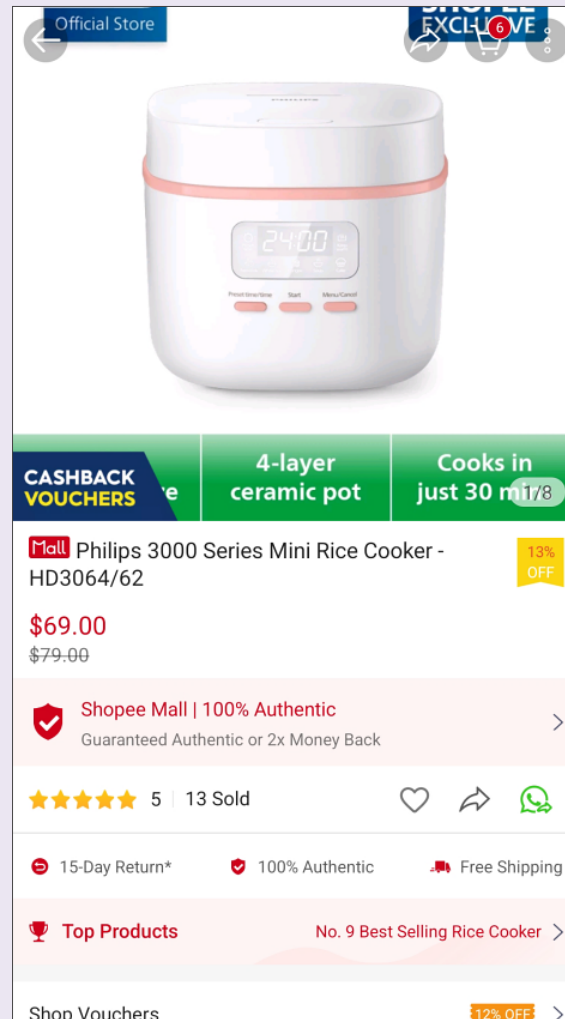


Interact with Sellers

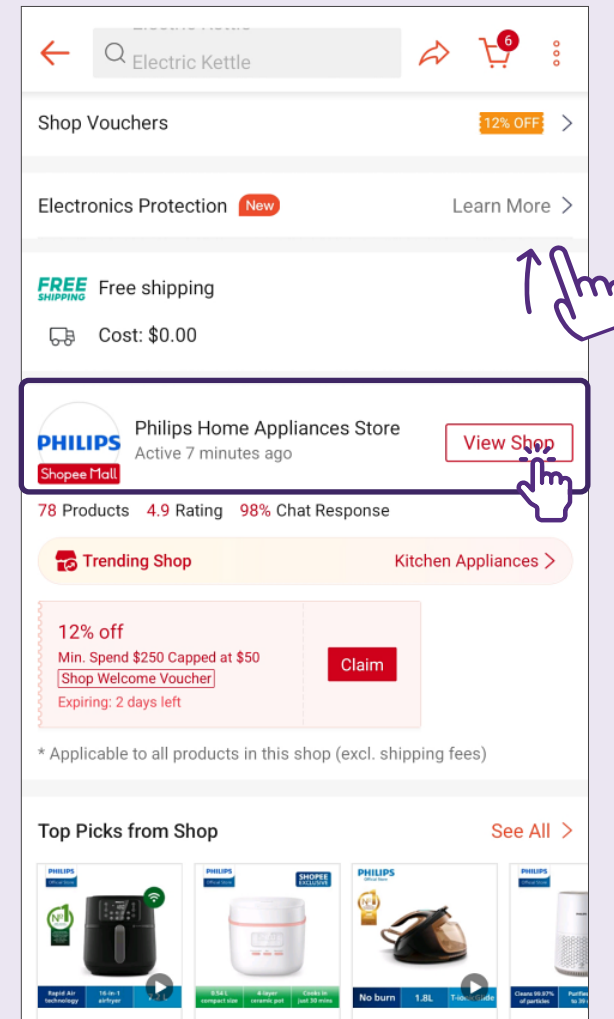
1 Search for a Product



2 Select Product



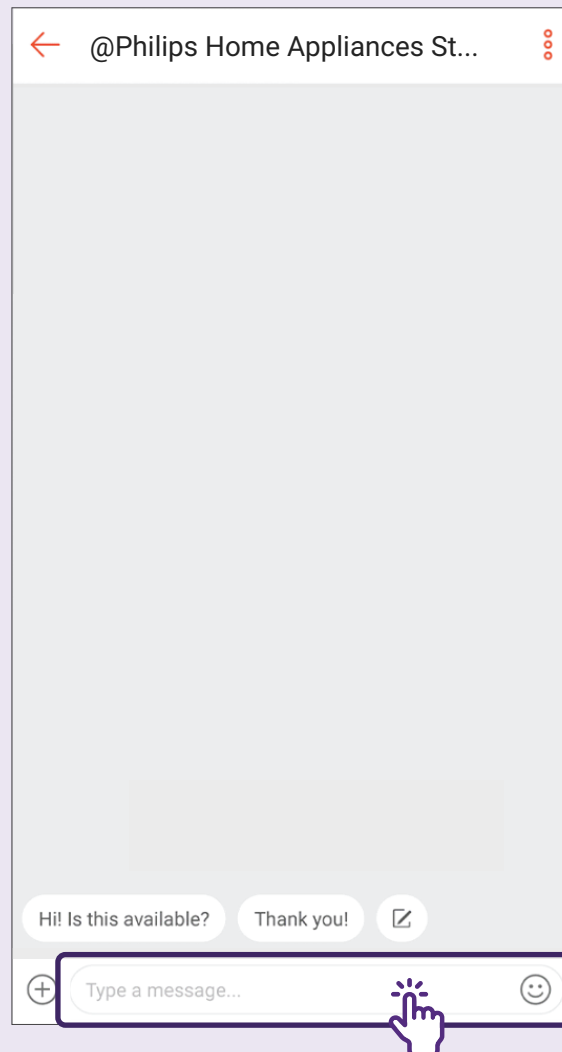
3 Access the Shop Page



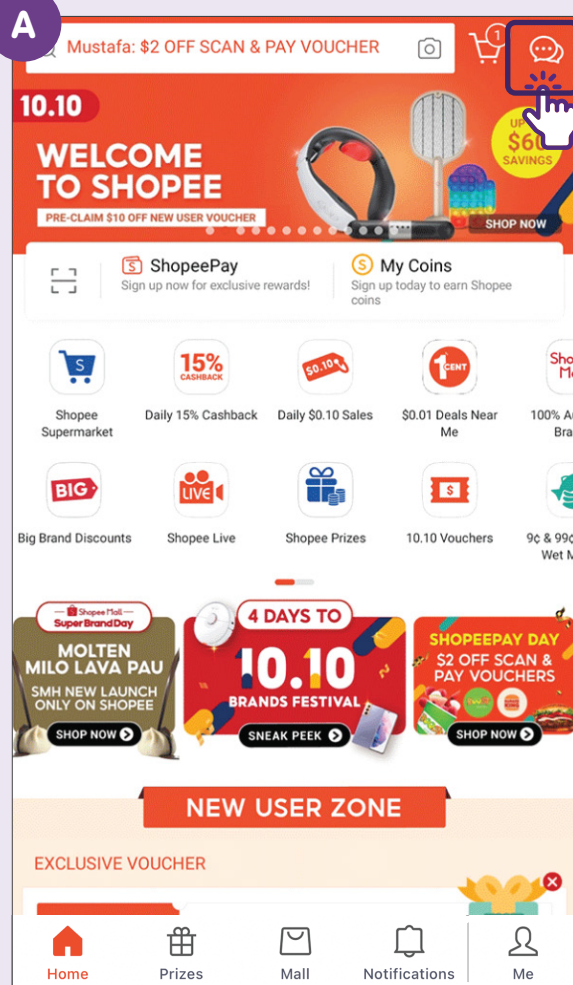
4 Tap on Chat



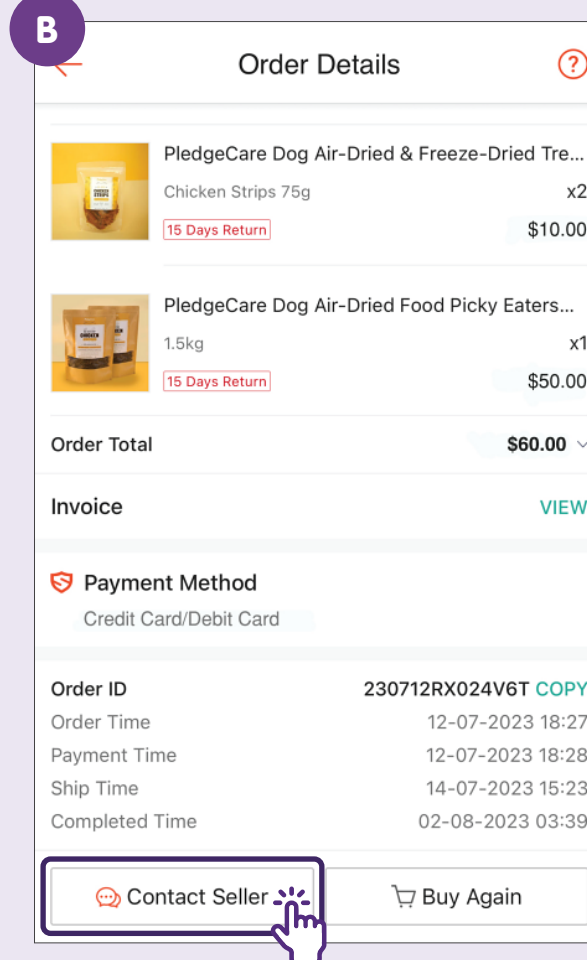
5 Chat with Seller



6 Other Ways to Contact Sellers



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



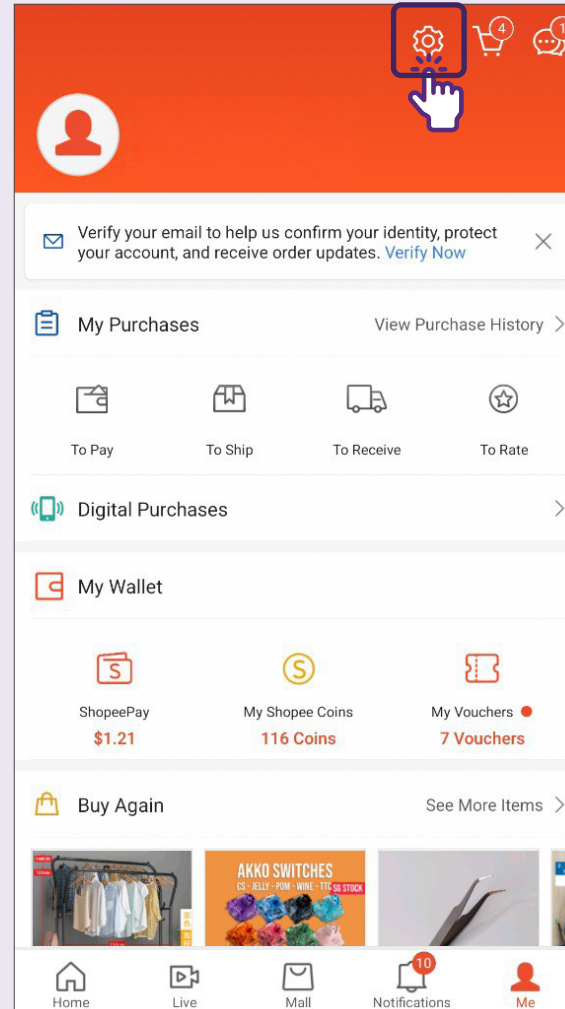
Contact the seller either after completing the payment process or by accessing your order history.

Log out of Account

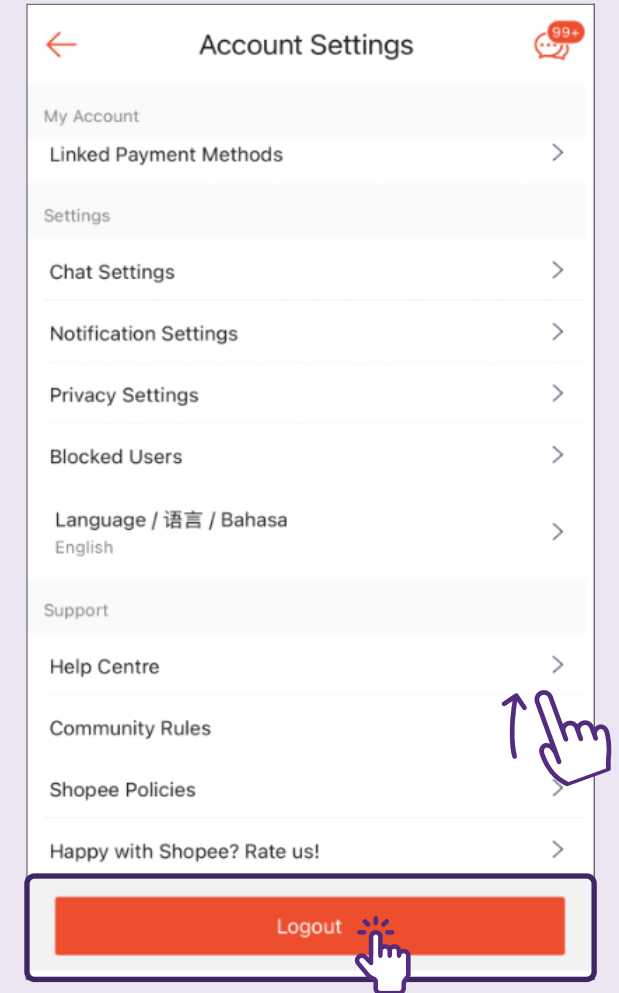
1 Tap on Me tab



2 Tap on Settings



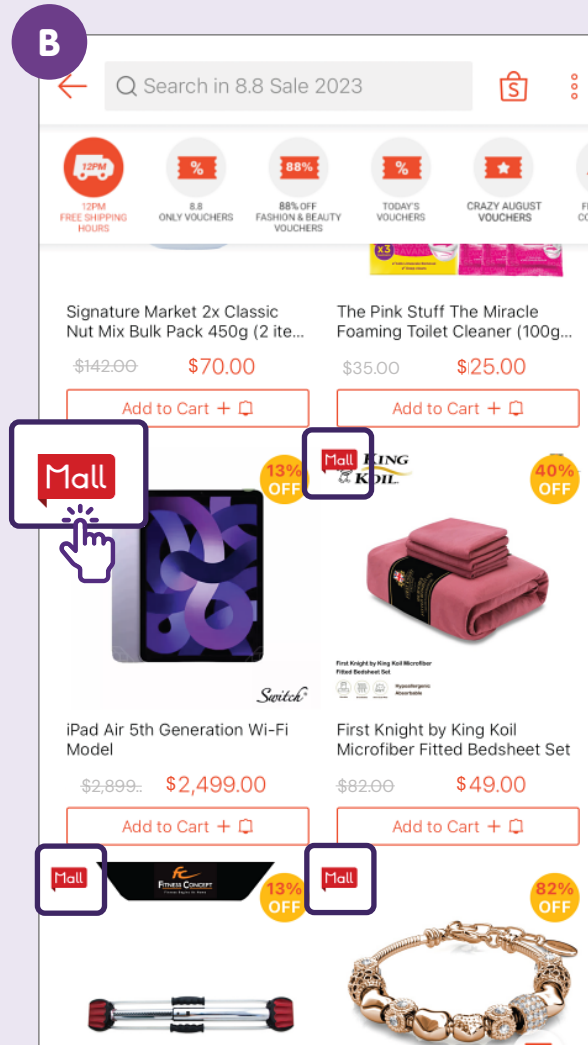
3 Tap on Logout



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

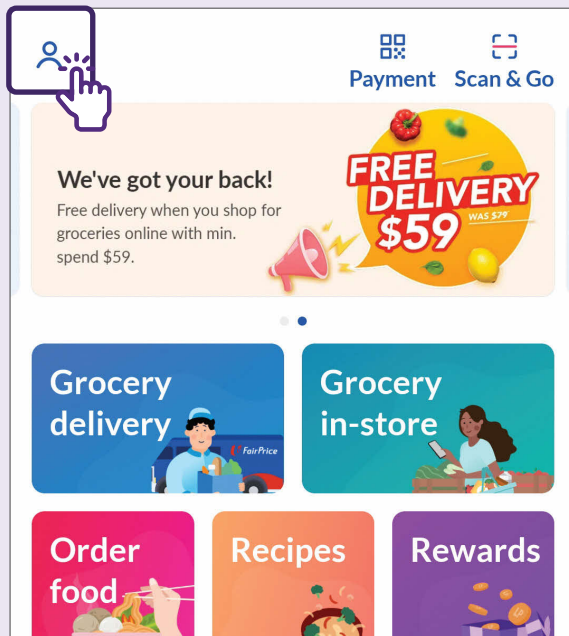
Set up an Account

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.

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' screen with a back arrow and the title 'Account'. Below the title are several menu items: 'Account', 'Activity', 'Payment methods', 'Address' (highlighted with a purple box and a hand icon), 'Preferences', 'Rewards', 'Vouchers', 'Play and Win', and 'Send E-Gift Vouchers'. At the bottom, there is a 'Membership' section with three options: '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' screen with a back arrow and the title 'Address'. Below the title is a location pin icon and the text 'Save your delivery address for a faster checkout'. At the bottom, there is a blue button labeled 'Add address' which is highlighted with a purple box and a hand icon.

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

3 Fill in Details

The screenshot shows the 'Fill in Details' screen. It has a back arrow and the title 'Fill in Details'. Below the title are several input fields: 'Building name' (Optional) with the text 'FAIRPRICE HUB', 'Address' with the text '1, JOO KOON CIRCLE', 'Floor' and 'Unit number' (both empty), 'Recipient's information' section with 'Name' (Fairprice) and 'Mobile number' (empty). At the bottom, there is a blue button labeled 'Add address' which is highlighted with a purple box and a hand icon.

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

Add Payment Methods

1 Select Payment methods

The screenshot shows the 'Account' screen with a back arrow at the top left. The title 'Account' is centered. Below the title, there are several sections: 'Account' with 'Activity', 'Payment methods' (highlighted with a red box and a hand icon), 'Address', and 'Preferences'; 'Rewards' with 'Vouchers', 'Play and Win', and 'Send E-Gift Vouchers'; and 'Membership' with '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 Select Add payment method

The screenshot shows the 'Payment methods' screen with a back arrow at the top left. The title 'Payment methods' is centered. Below the title, there is a message: 'You don't have an available card. Add a credit or debit card to enjoy fuss-free payment via the app while earning Linkpoints.' Below this message, there is a 'Google Pay' option with a dropdown arrow. At the bottom, there is a red box around the '+ Add payment method' button with a hand icon pointing to it.

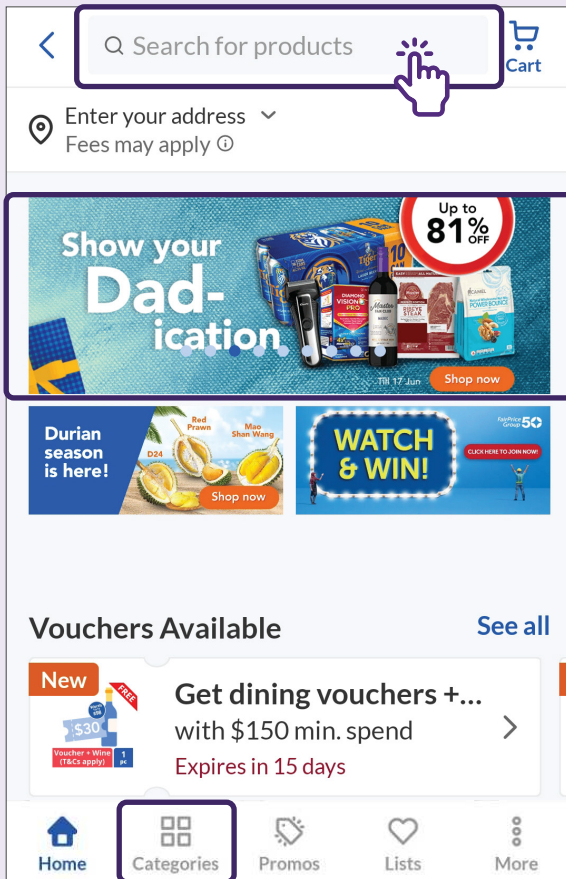
3 Add a New Credit or Debit Card

The screenshot shows the 'Add a new credit or debit card' screen with a close button at the top left. The title 'Add a new credit or debit card' is centered. Below the title, there are logos for VISA, Mastercard, and AMEX. Below the logos, there are input fields for 'Card number', 'Expiry MM/YY', and 'CVV'. Below the input fields, there is a checkbox labeled 'Set as default card'. Below the checkbox, there is a message: 'You will need to authenticate your card on the next page. Don't worry, you won't be charged.' At the bottom, there is a red box around the 'Add card' button with a hand icon pointing to it.

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

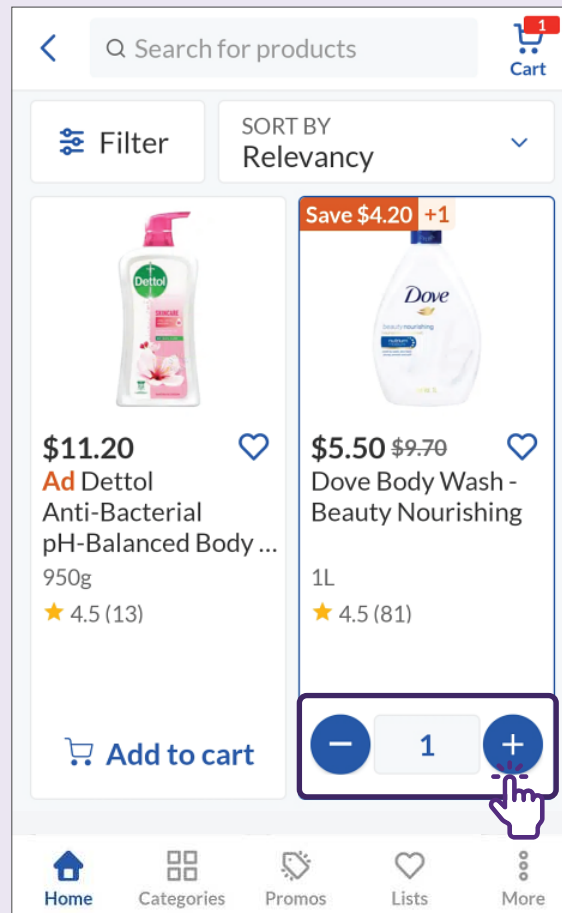
Search for Products and Add to Cart

1 Search for Products



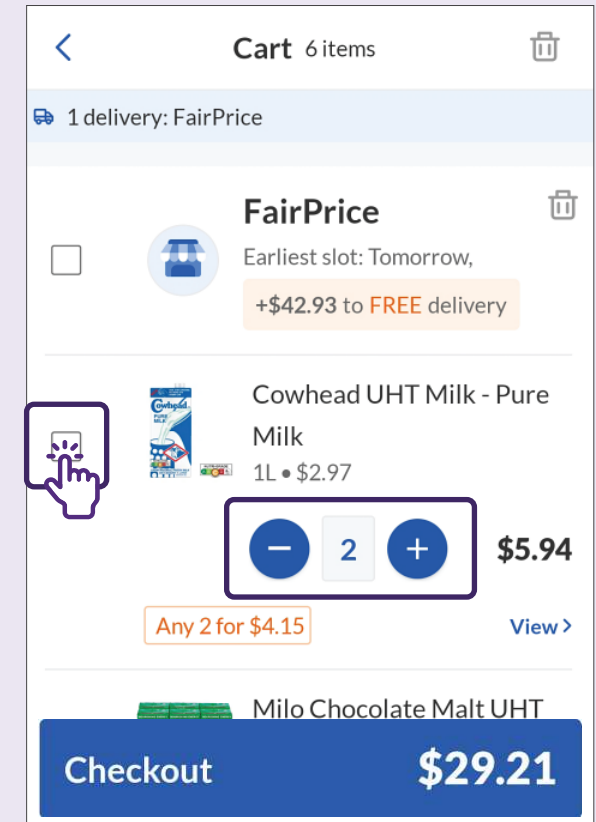
Enter the product name into the search bar, or explore the app's banners or categories to find your preferred product.

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

Cart 6 items

1 delivery: FairPrice

FairPrice
Earliest slot: Tomorrow,
+\$38.78 to **FREE** delivery

Offer Cowhead UHT Milk
- Pure Milk
1L • \$2.08 ~~\$2.97~~
\$4.15
~~\$5.94~~
Saved **\$1.79**

Any 2 for \$4.15

FairPrice Facial Tissue Box
(3ply)

Checkout \$29.21

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

2 Select Delivery Timeslot

+6590000000

Pick a time slot

FairPrice

Today Tomorrow Sat, 8 Jul Sun

8am-10am Fully booked

10am-12pm Fully booked

12pm-2pm

2pm-4pm

4pm-6pm

6pm-8pm

Place order \$29.21

Select your preferred timeslot for the delivery of the items.

3 Place Order

Checkout

Time slot

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

Payment method **Change**



Cart
1 delivery

Subtotal \$20.22

Place order \$29.21

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

4 Enter One-Time Password

 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:


[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

Delivery fee ▾ \$5.00
1 delivery

Service fee ⓘ \$3.99
Free for Digital Club member [Join now](#)

Total \$29.21
8% GST included
Saved \$1.79

10.11 Linkpoints will be credited upon delivery ⓘ

[Get help for this order](#)

Cancel order >

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

< We'd love your feedback

Why did you cancel your order?

☐ I want to change the items ordered

☐ Order has stock amendment

☐ Purchased in-store

☐ Promo code not applied

☐ Change of plans

☐ Others

Type here 0/140

Submit

You may be prompted to provide a reason for cancellation.

3 Confirmation of cancellation

< Order details

✓ Your order has been cancelled

No charges were made to your card. ▾

FairPrice 1 item ▾

Subtotal \$0.00

Delivery fee ▾ \$5.00
1 delivery

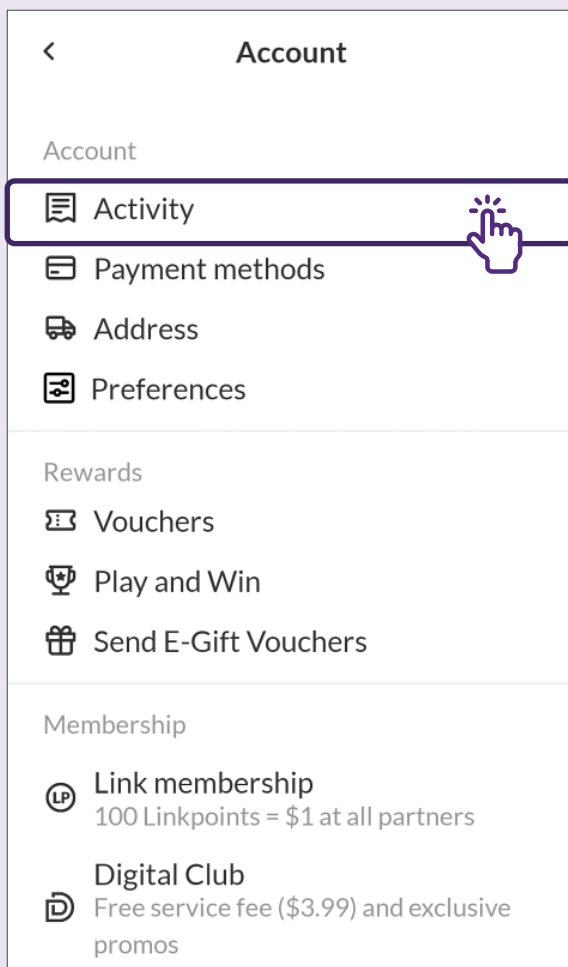
Service fee ⓘ \$3.99
Free for Digital Club member [Join now](#)

Total \$0.00

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

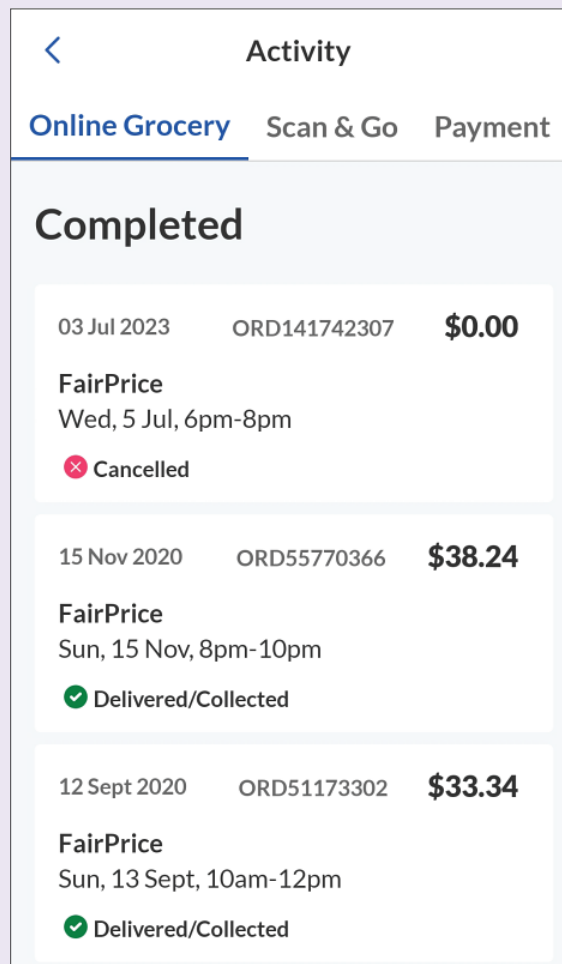
Monitor Activity

1 Select Activity



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

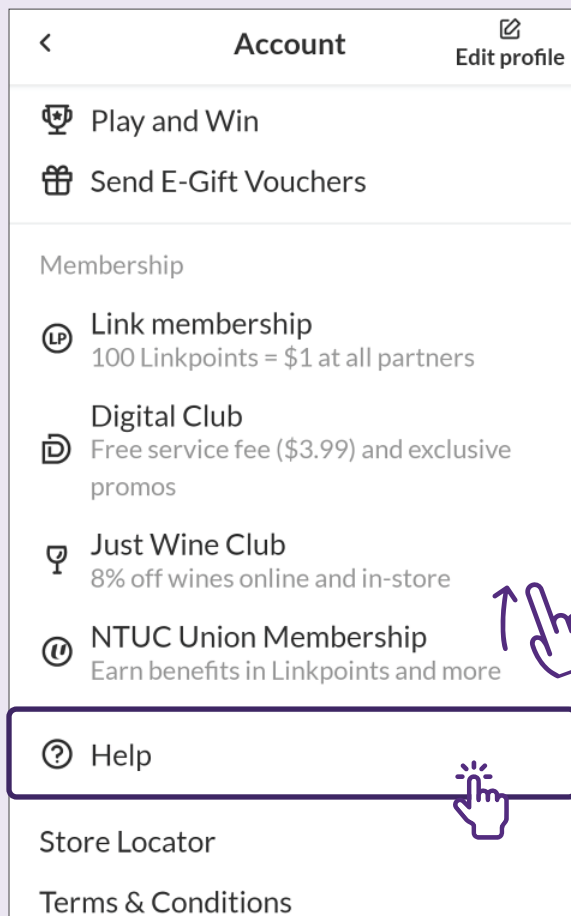
2 View Activities



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

Seek Assistance

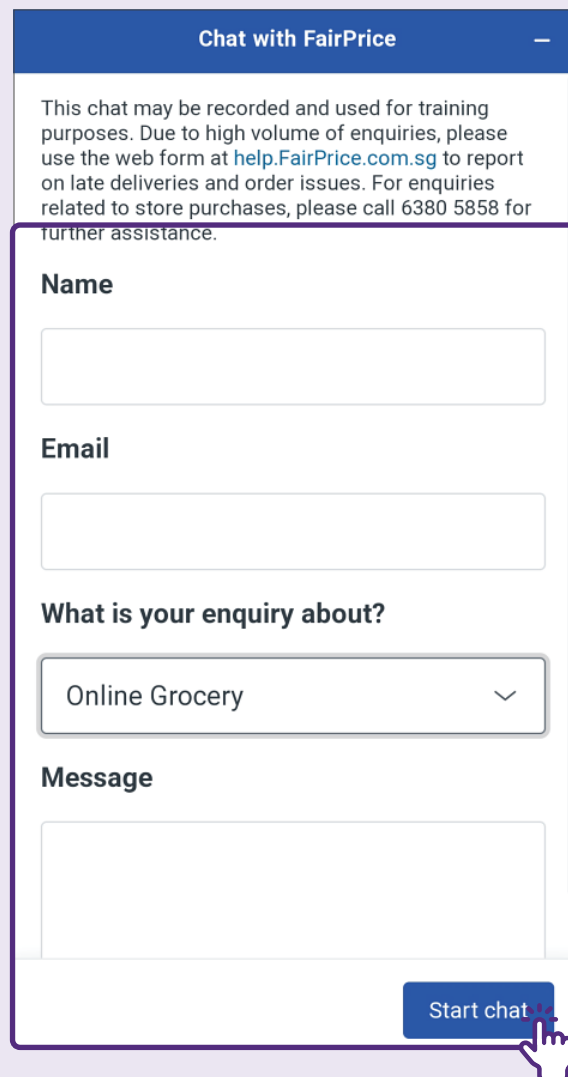
1 Tap on Help



The screenshot shows the 'Account' page of the FairPrice app. At the top, there is a back arrow, the title 'Account', and an 'Edit profile' link. Below this, there are two main sections: 'Play and Win' with a lottery icon and 'Send E-Gift Vouchers' with a gift icon. A 'Membership' section follows, listing four options: '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), and 'NTUC Union Membership' (Earn benefits in Linkpoints and more). At the bottom, there is a 'Help' option with a question mark icon, which is highlighted with a purple box and a hand icon pointing to it. Below 'Help' are 'Store Locator' and 'Terms & Conditions'.

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

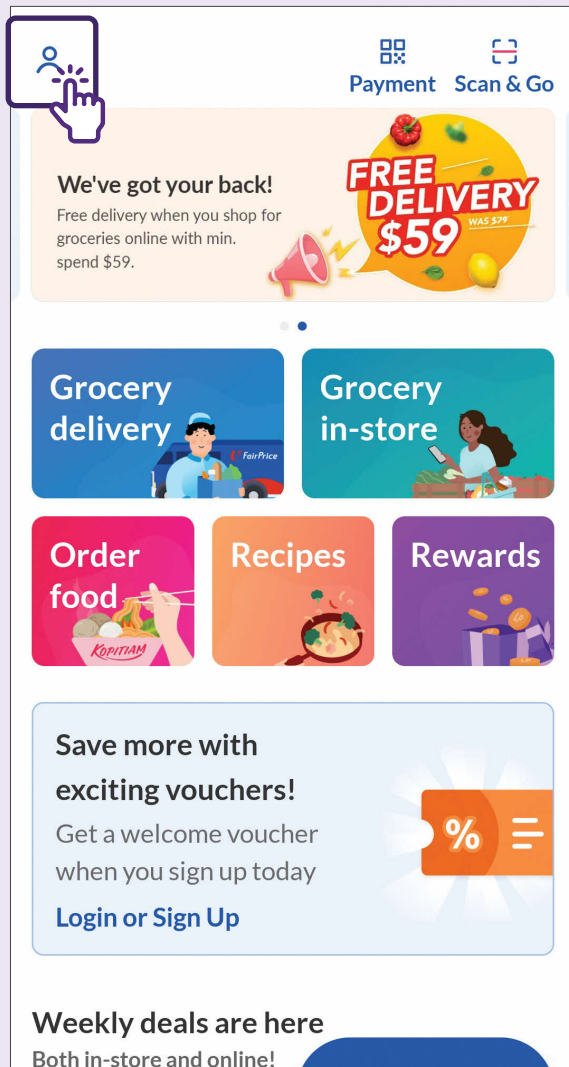
2 Access Live Chat Support



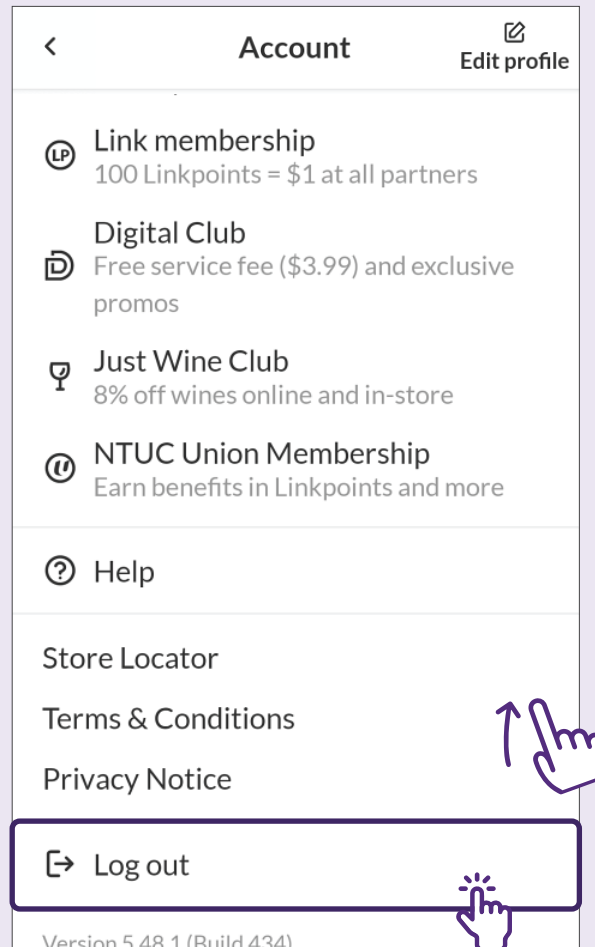
The screenshot shows the 'Chat with FairPrice' interface. At the top, there is a blue header with the title 'Chat with FairPrice' and a close button. Below the header, there is a disclaimer: 'This chat may be recorded and used for training purposes. Due to high volume of enquiries, please use the web 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.' Below the disclaimer, there are three input fields: 'Name', 'Email', and 'What is your enquiry about?'. The 'What is your enquiry about?' field is a dropdown menu with 'Online Grocery' selected. Below these fields is a 'Message' input area. At the bottom right, there is a blue 'Start chat' button with a hand icon pointing to it.

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

Email: info@imda.gov.sg

Website: digitalforlife.gov.sg



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

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