

# Online Shopping

Transact Online



Scan the QR code below to watch the video on using Online Shopping apps:



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# Introduction

It is meant for everyone with or without any digital experience but is interested in finding out more about essential digital skills for daily living.

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

## Learning outcome of Transact Online competency:

Able to make online transactions with government services using e-payment (where applicable).

**DSL**

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

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

The Digital Skills for Life (DSL) Guide is a series of booklets which comprise of:

- step-by-step instructions and
- quick tips

to help you get online confidently and safely.



# Cyber Security Tips

To stay safe while online shopping, 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.



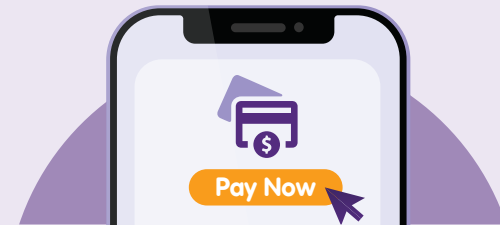
**Do not click on links in messages or emails** that claim to be from the government or from a legitimate business when you receive them.



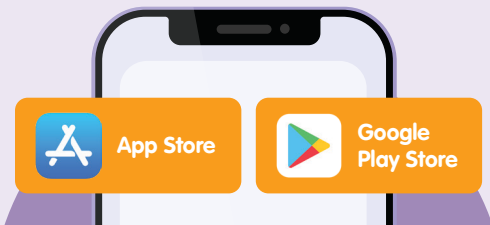
**Set up 2-factor authentication, SMS/email notification** alerts and allow in-app push notifications for your banking transactions so that you can monitor them for any suspicious activity.



**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.

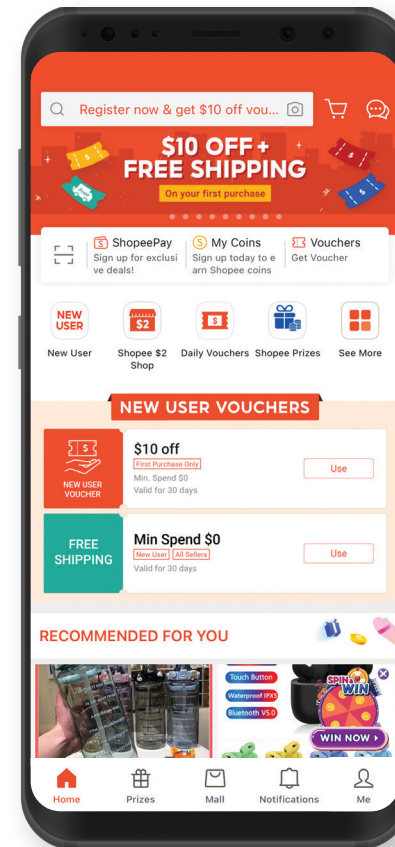
# About Online Shopping Apps

One-stop shopping app that enables you to buy items using e-payment and have them delivered to your doorstep.

## 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

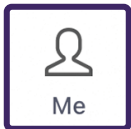


## FairPrice



### Home Icon

To access the app's main homepage.



### Account Icon

To access your account information.



### Settings or More Icon

To toggle your app's setting (e.g., notification setting).



### Shopping Cart Icon

To view the items in your shopping cart before you make payment.



### Search Bar

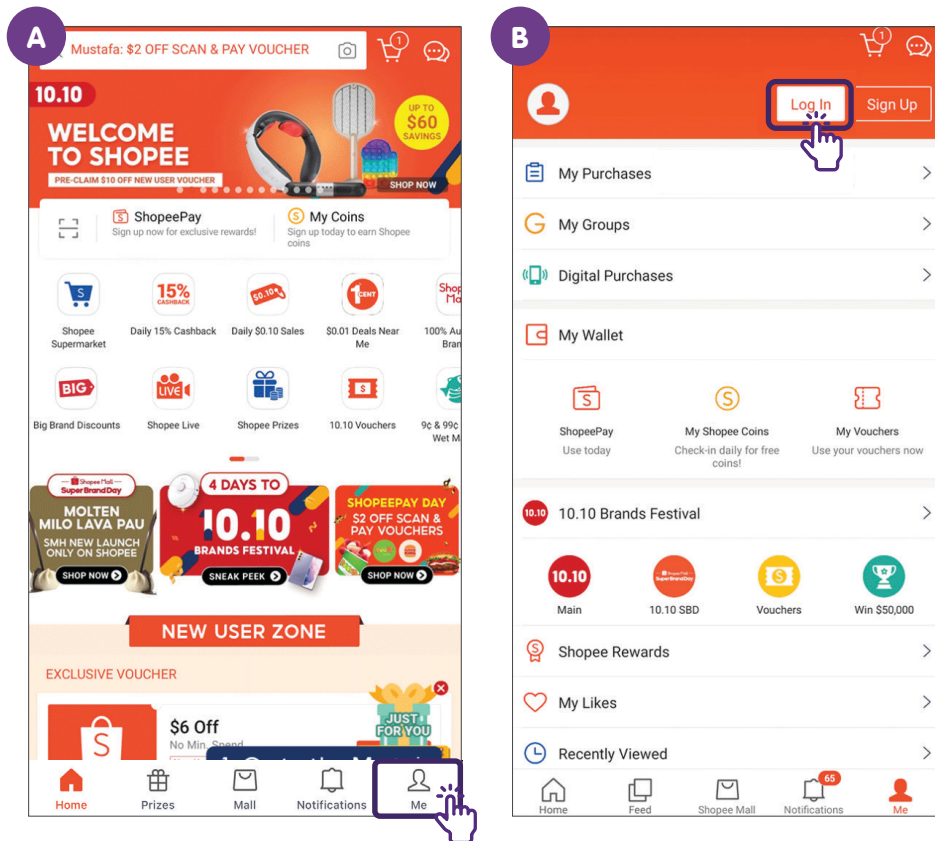
To search for the products you want to buy.



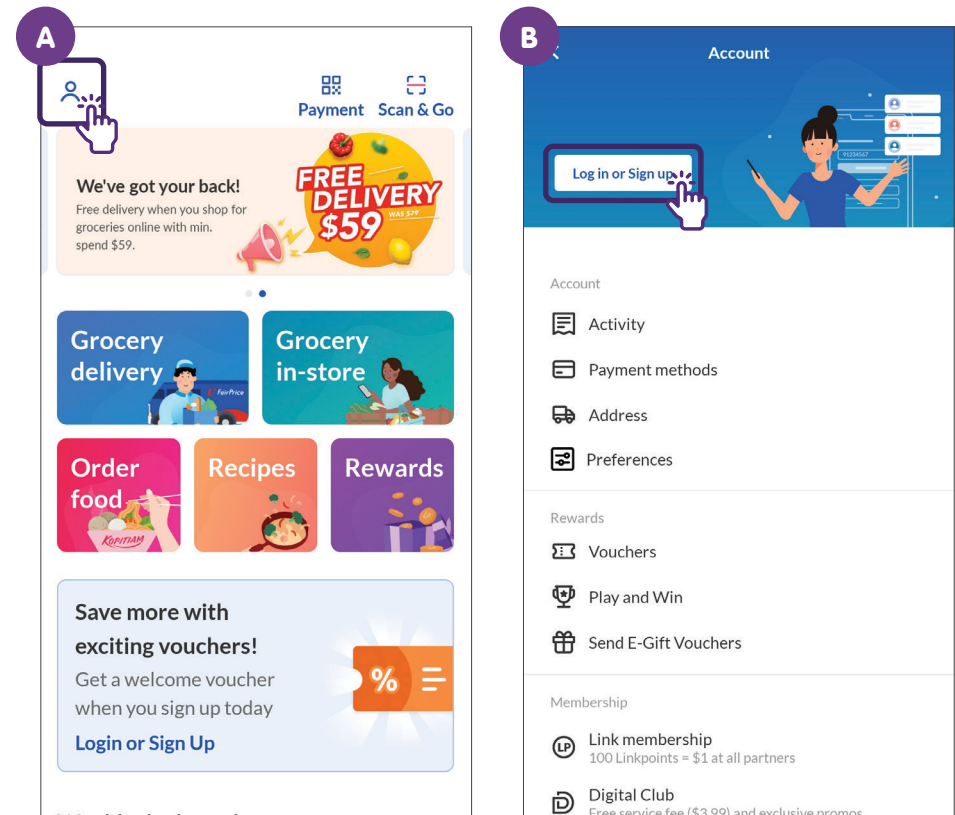
# Common Steps to Log In or Sign Up for an Account on Online Shopping Apps

Tap on the "Account" icon and tap on "Sign Up" to set up an account.

## Shopee



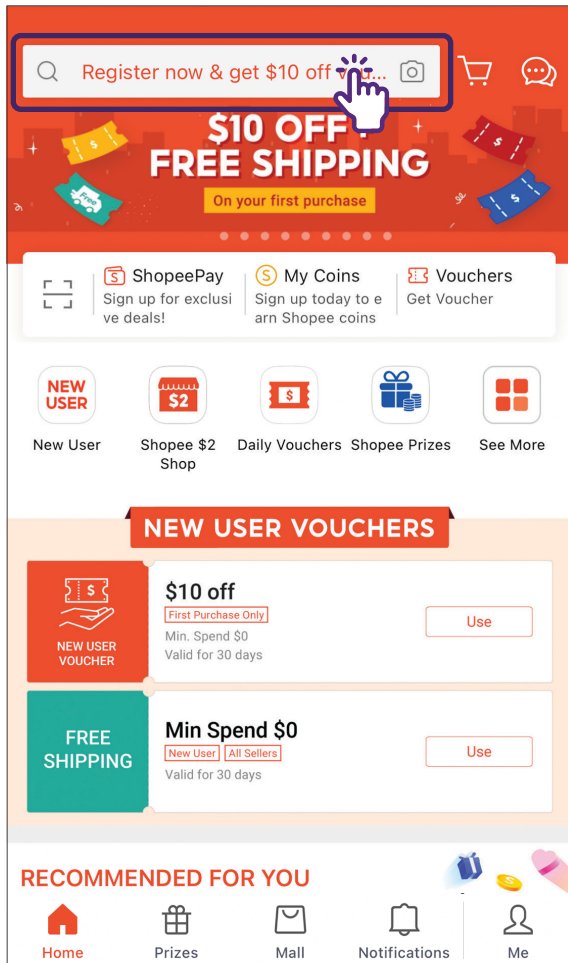
## NTUC FairPrice



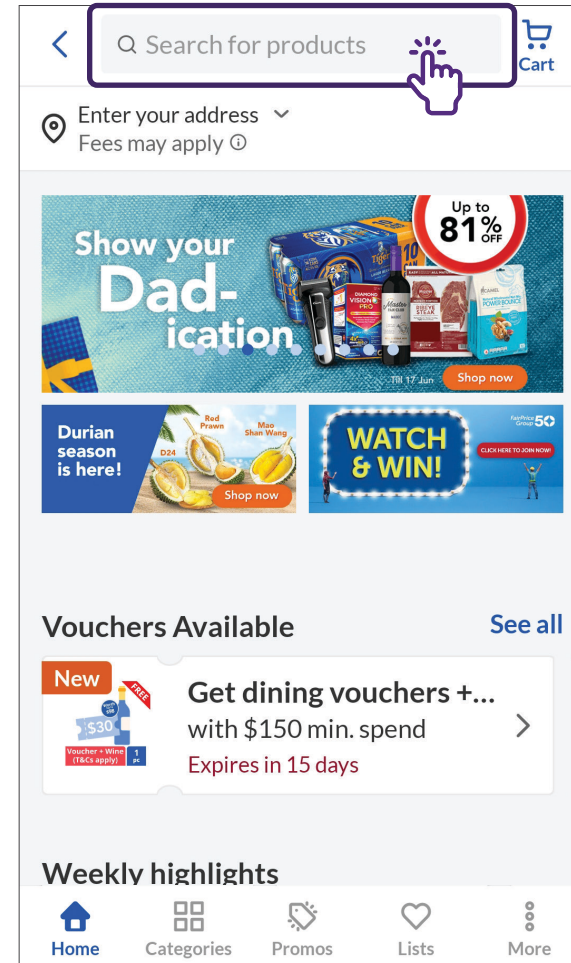
# Common Steps to Search for a Product on Online Shopping Apps

Tap on the search bar and key in the product you are looking for.

## Shopee



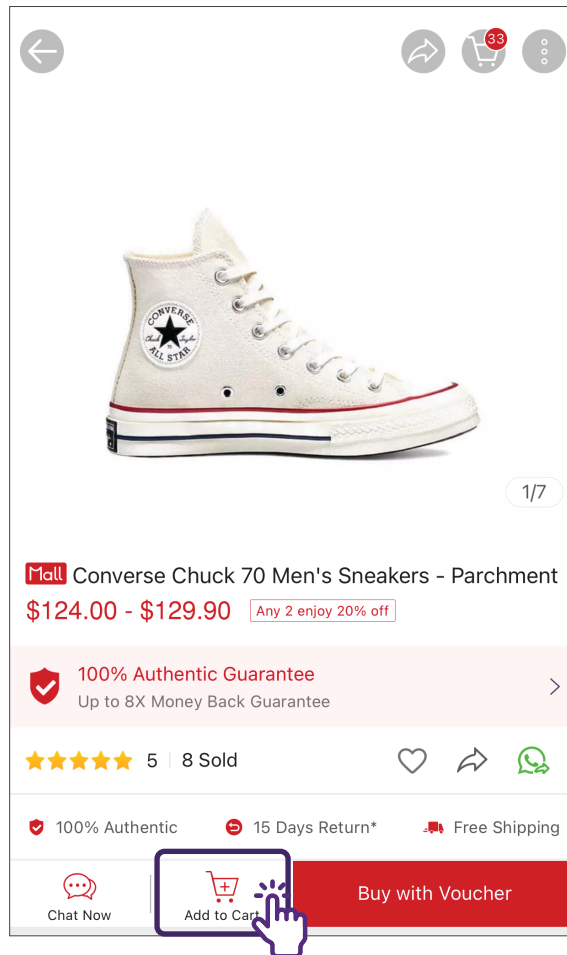
## NTUC FairPrice



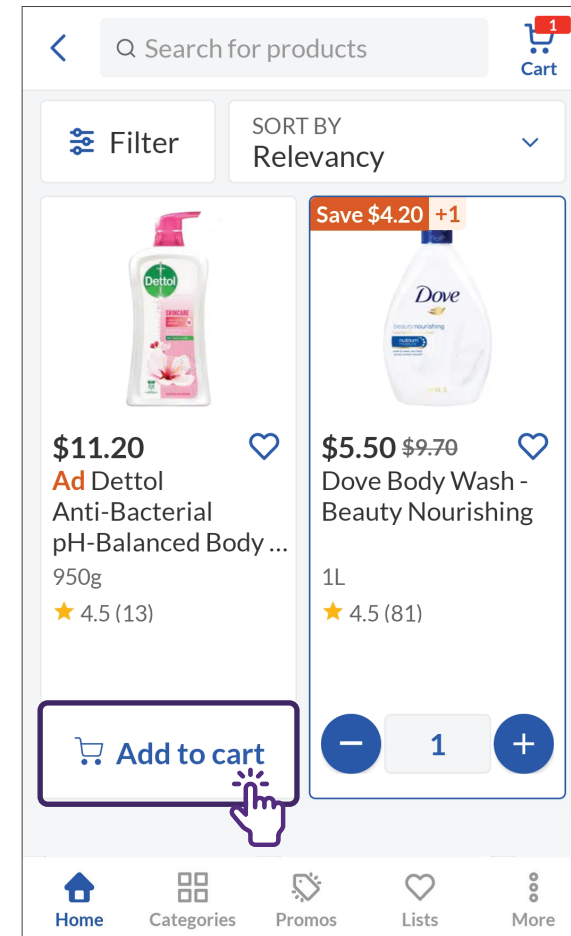
# Common Steps to Cart a Product on Online Shopping Apps

Tap on an item you want and add it to cart.

## Shopee



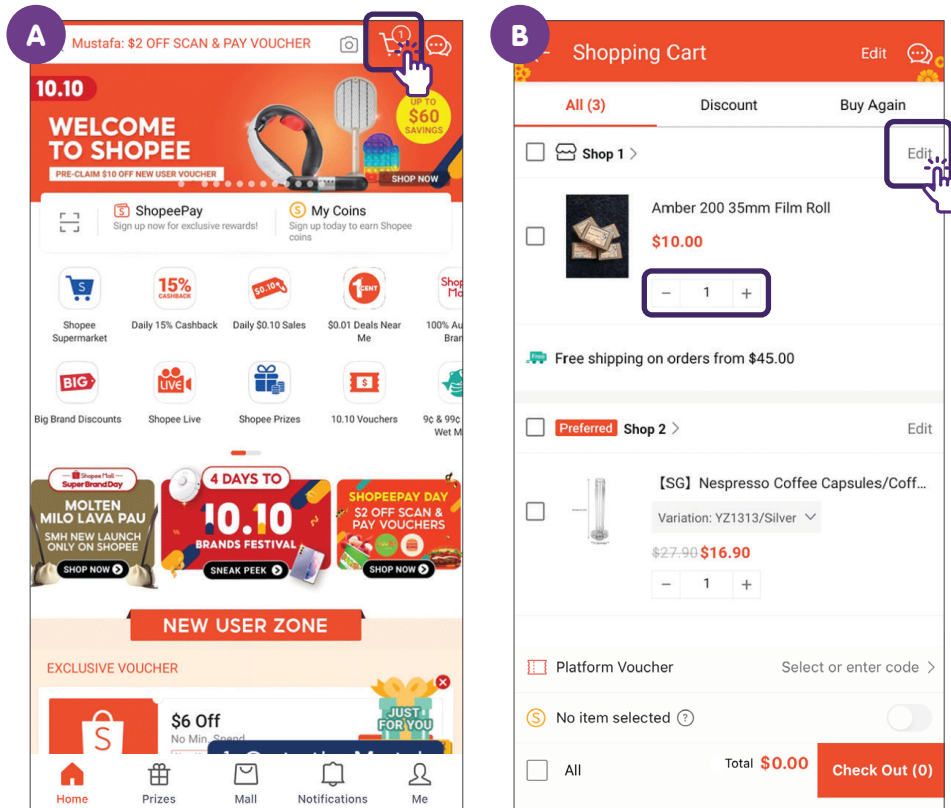
## NTUC FairPrice



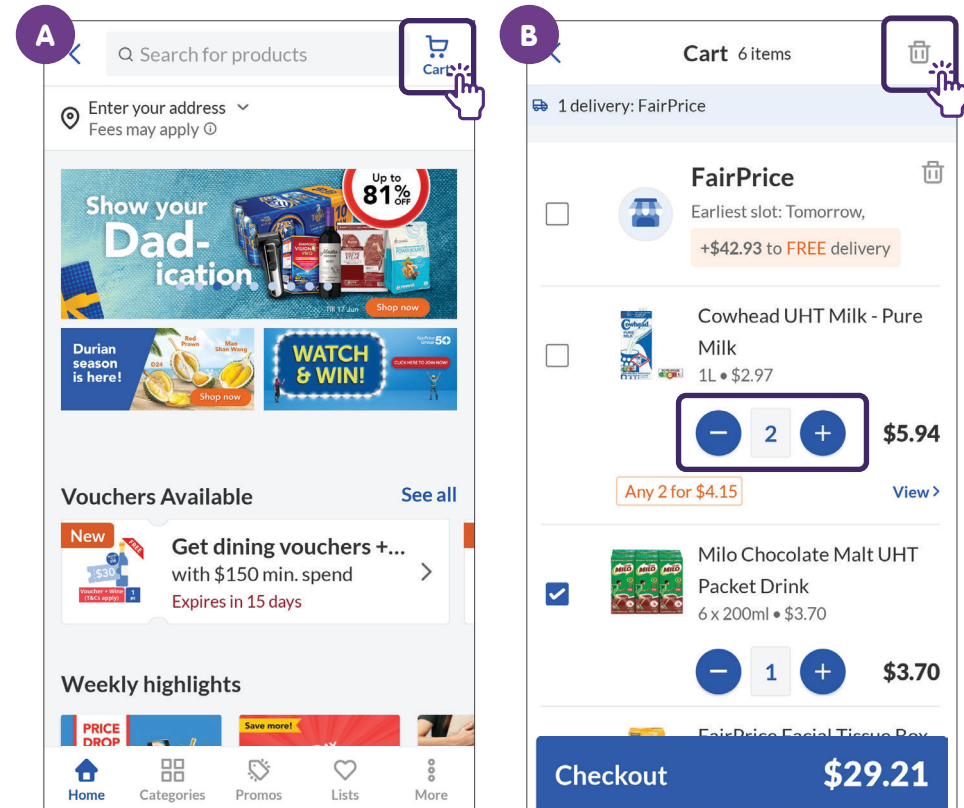
# Common Steps to Edit Cart on Online Shopping Apps

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

Select the products you want and tap on check out.

## Shopee

**A** **Shopee Mall CONVERSE MY Official Shop** > Edit

**B** **Shopee Mall CONVERSE MY Official Shop** > Edit

Bundle Add 1 more items, 20% off Add More >

Converse Chuck 70 Men's Sneakers - P...  
Variation: White - US 6  
15 Days Return  
\$129.90

Claim voucher for \$30 off Claim

Free shipping for orders over \$100.00

Shopee Mall **Cosmic Cookware** LIVE > Edit

Cosmic Cookware Non-Stick XERADUR...  
Variation: Cream  
15 Days Return  
\$79.90

Platform Voucher Select or enter code >

Redeem 3,000 Shopee Coins ?

All Total **\$129.90** Check Out (1)

## NTUC FairPrice

**A** **Cart** 6 items

**B** **Cart** 6 items

1 delivery: FairPrice

**FairPrice**  
Earliest slot: Tomorrow,  
+\$42.93 to FREE delivery

Cowhead UHT Milk - Pure Milk  
1L • \$2.97  
Any 2 for \$4.15 View >

Milo Chocolate Malt UHT Packet Drink  
6 x 200ml • \$3.70

Checkout **\$29.21**

# Common Steps to Make Payment on Online Shopping Apps

Review your product, delivery address, payment method and delivery date/time before you place 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

MasterCard

Cart  
1 delivery

Subtotal \$20.22

Voucher Add

Place order \$29.21

# Common Steps to Log Out of Online Shopping Apps

Go to your account settings to log out.

## Shopee

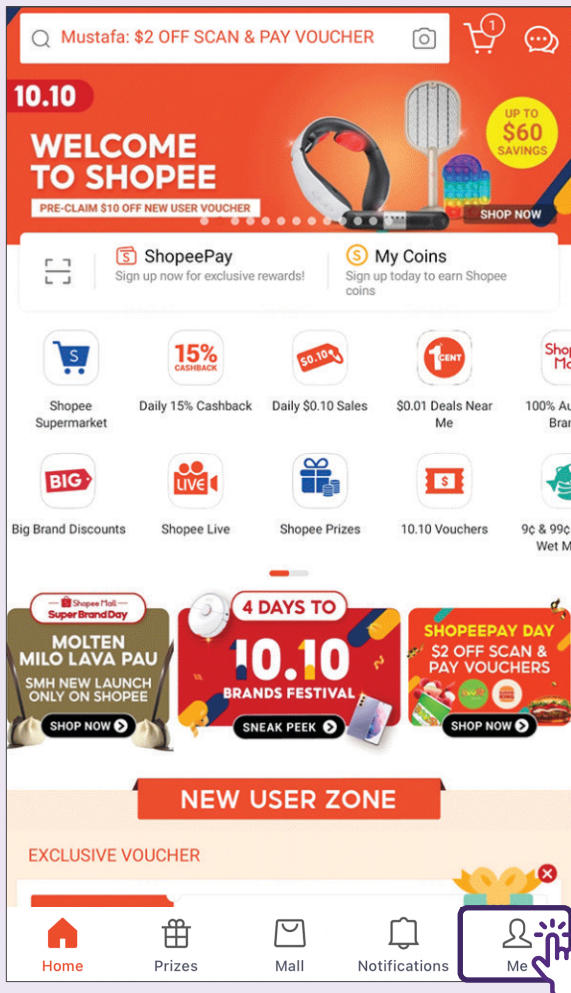
The image shows two screenshots from the Shopee app. The first screenshot, labeled 'A', shows the home screen with the 'Me' icon in the bottom navigation bar highlighted by a hand icon. The second screenshot, labeled 'B', shows the user profile page with the 'Me' icon highlighted. The third screenshot,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

## NTUC FairPrice

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

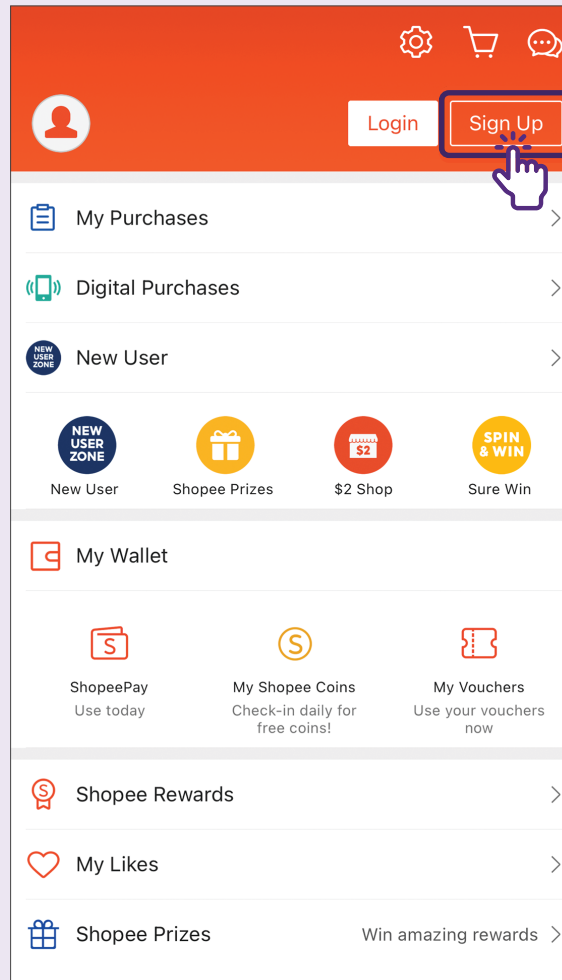
# Set Up a Shopee Account

## 1 Tap on "Me" tab



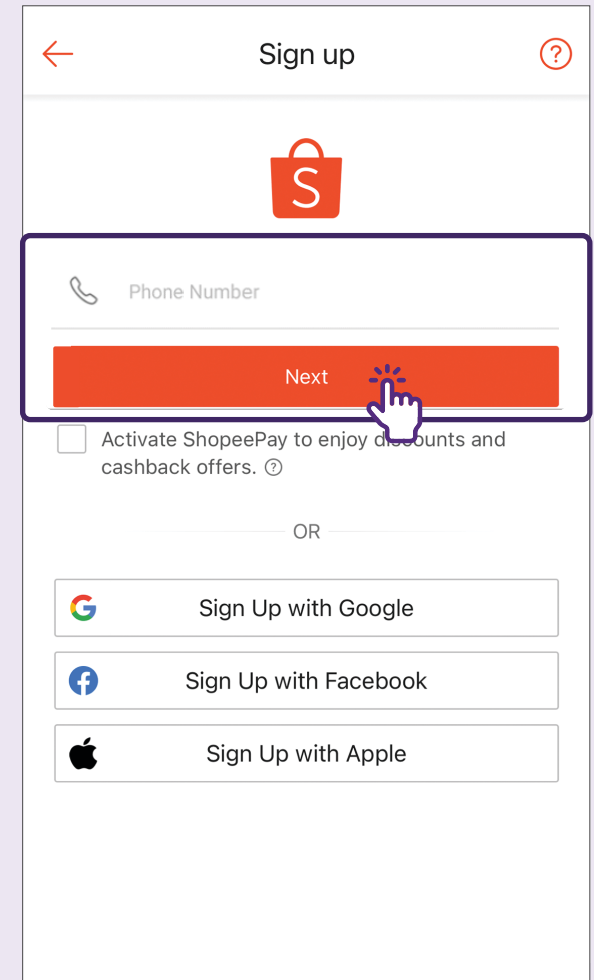
Go to the "Me" tab on Shopee App.

## 2 Tap on Sign Up



Select "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

1 2 3  
ABC DEF

4 5 6  
GHI JKL MNO

If you tap on **“Other Methods”** you can verify via **“Phone Call”** or **“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.

User will need to key in the verification code received, then tap 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

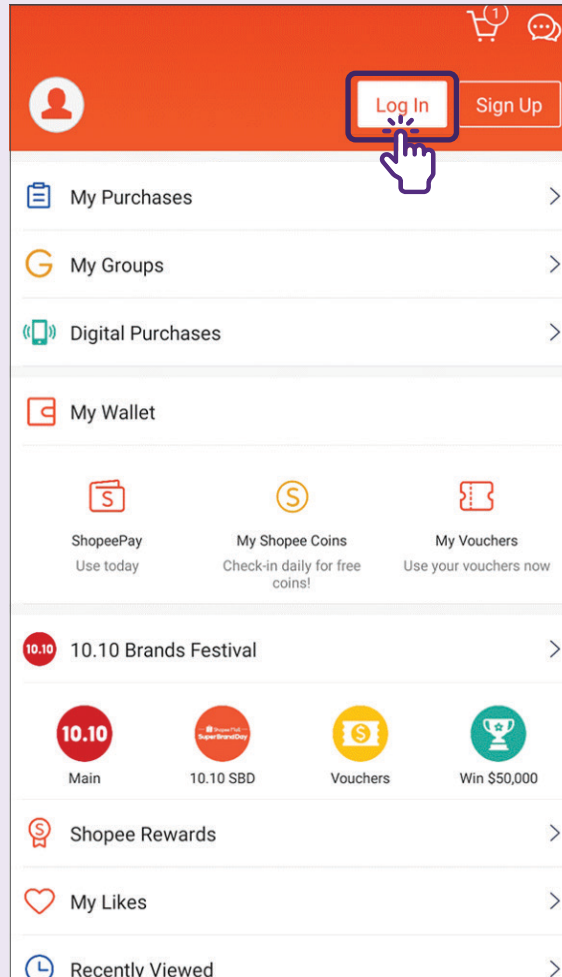
Set up a strong password and tap on **“Sign up”**.

# Log In - via Password

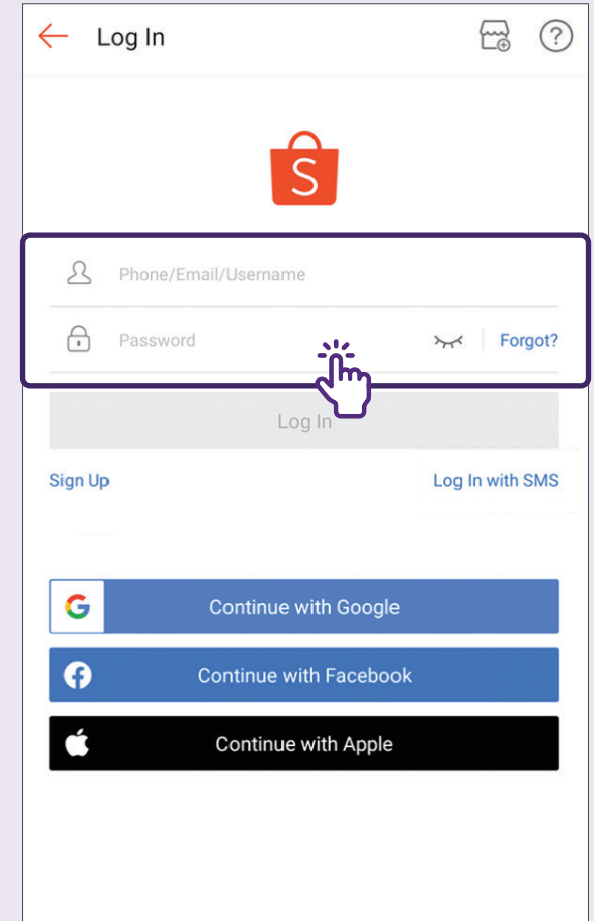
## 1 Tap on "Me" tab



## 2 Tap on Log In



## 3 Enter Username and Password

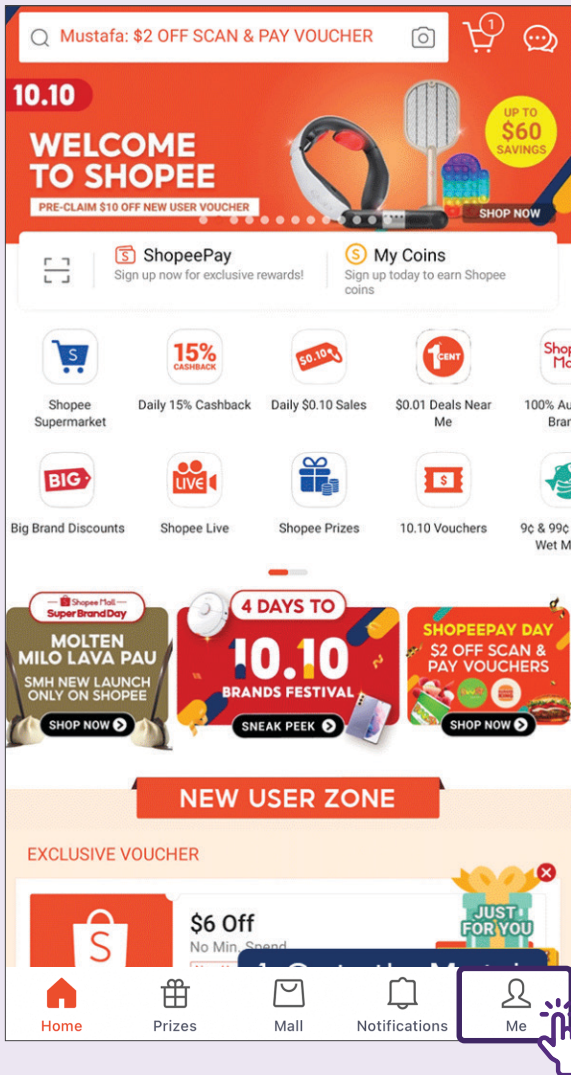


You can also login using your phone number or email address that you've used to register.

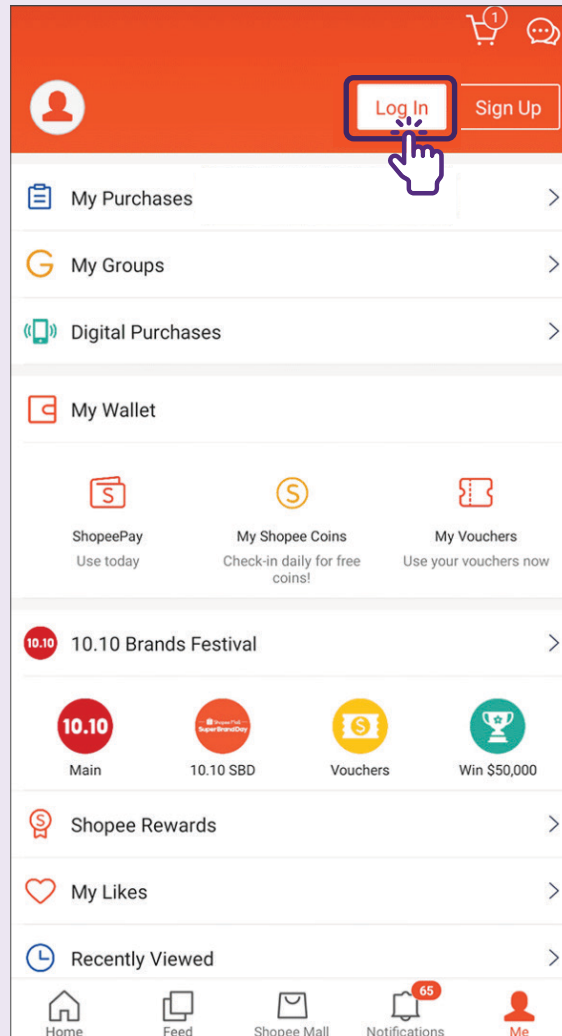


# Log In - via SMS

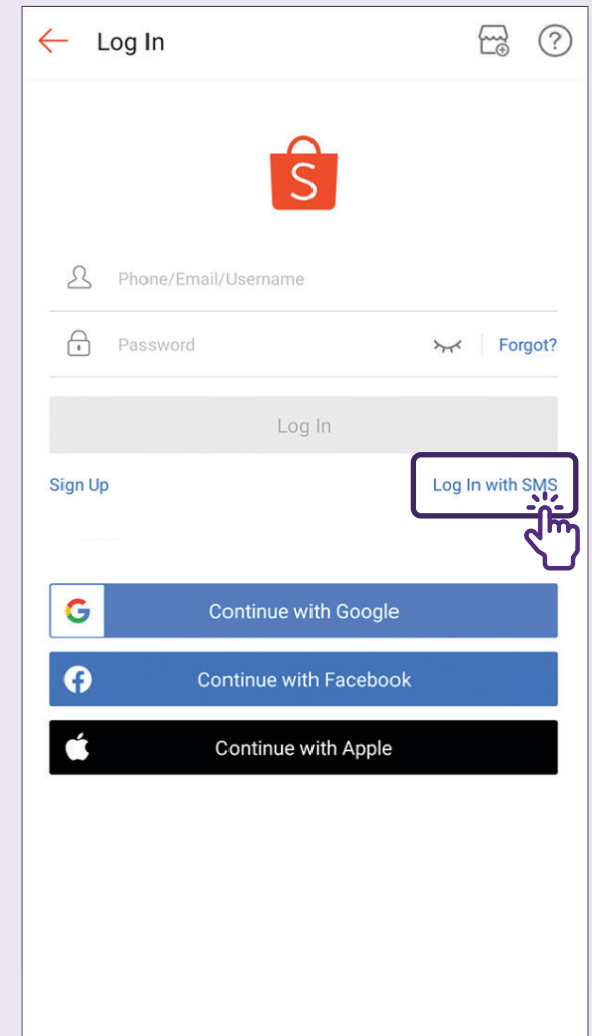
## 1 Tap on "Me" tab



## 2 Tap on Log In



## 3 Tap on Log In with SMS



#### 4 Enter Phone Number

The screenshot shows the 'Sign up' screen with a back arrow and a help icon. The Shopee logo is centered. Below it is a text input field labeled 'Phone Number' with a hand icon pointing to it. A red 'Next' button is below the field. There is a checkbox for 'Activate ShopeePay to enjoy discounts and cashback offers.' Below that is an 'OR' separator and three social media sign-up buttons: 'Sign Up with Google', 'Sign Up with Facebook', and 'Sign Up with Apple'.

#### 5 Enter Verification Code

The screenshot shows the 'Enter Verification Code' screen with a back arrow and a help icon. The text reads 'Your verification code is sent by SMS to' followed by a blurred phone number. Below this is a numeric keypad with the digits 7, 1, 9, 2, 9, and 6 entered. A red 'Next' button is highlighted with a hand icon. Below the button, it says 'Please wait 58 seconds to resend.'

#### 6 Successful Log In

The screenshot shows the Shopee home page. At the top, there's a search bar with 'Mustafa: \$2 OFF SCAN & PAY VOUCHER' and icons for search, cart, and chat. Below is a large banner for '10.10 WELCOME TO SHOPEE' with 'PRE-CLAIM \$10 OFF NEW USER VOUCHER' and 'SHOP NOW' buttons. Underneath are sections for 'ShopeePay' and 'My Coins'. A grid of promotional tiles includes 'Shopee Supermarket', 'Daily 15% Cashback', 'Daily \$0.10 Sales', '\$0.01 Deals Near Me', '100% Au Bran', 'Big Brand Discounts', 'Shopee Live', 'Shopee Prizes', '10.10 Vouchers', and '9c & 99c Wet M'. A 'NEW USER ZONE' banner is at the bottom, featuring an 'EXCLUSIVE VOUCHER' for '\$6 Off' and a 'JUST FOR YOU' notification.

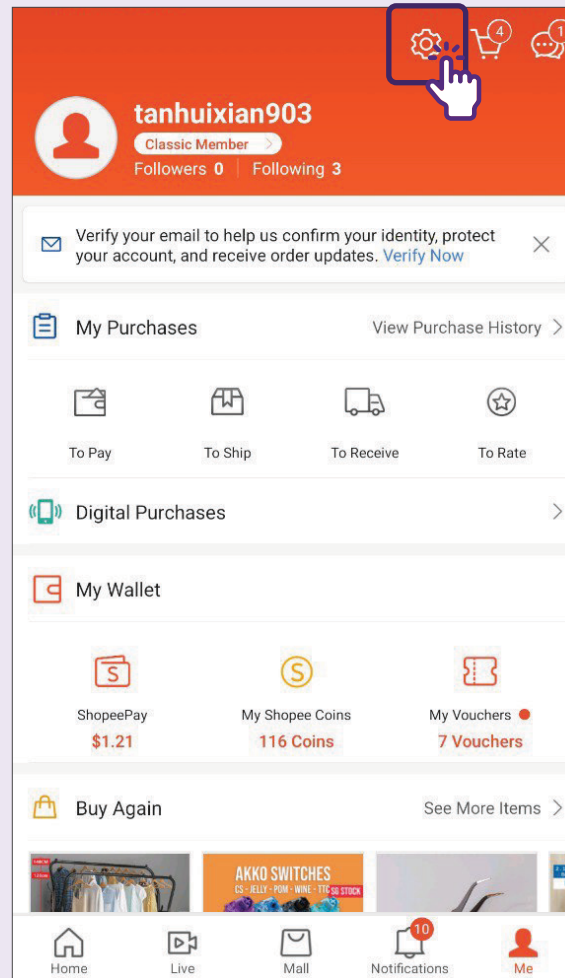
# Manage Notifications

## 1 Tap on "Me" tab

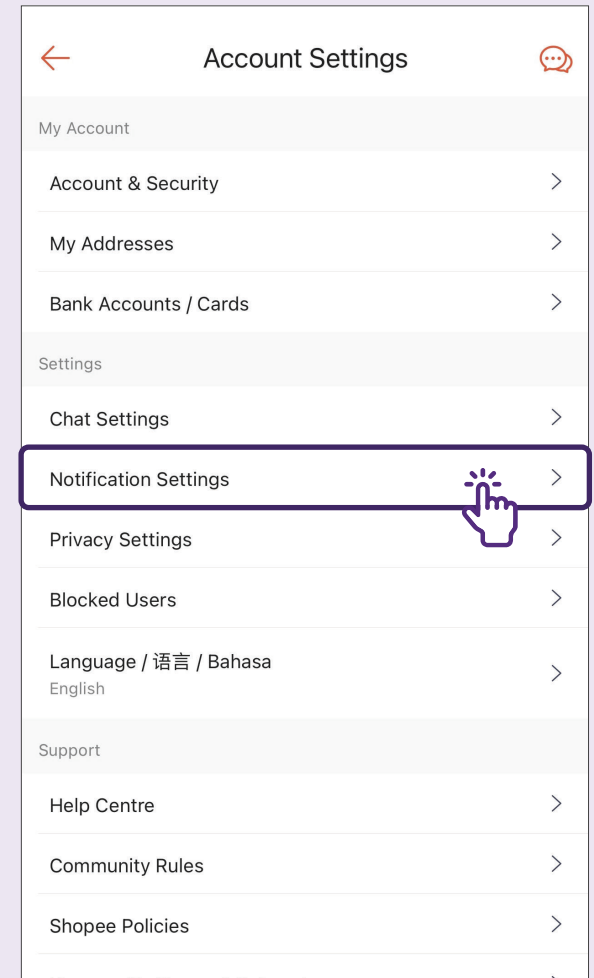


Go to the "Me" tab via Shopee App.

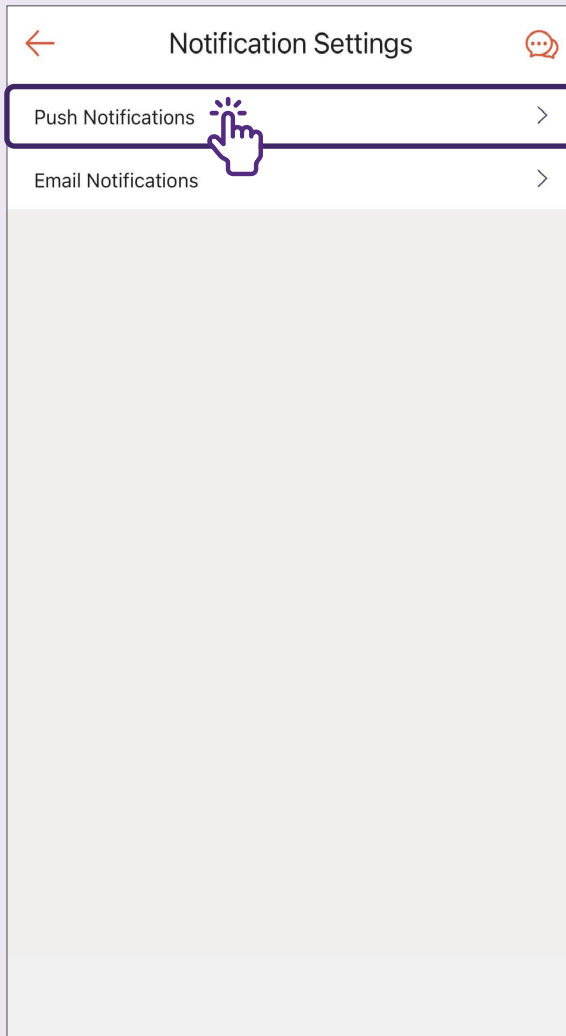
## 2 Tap on Settings



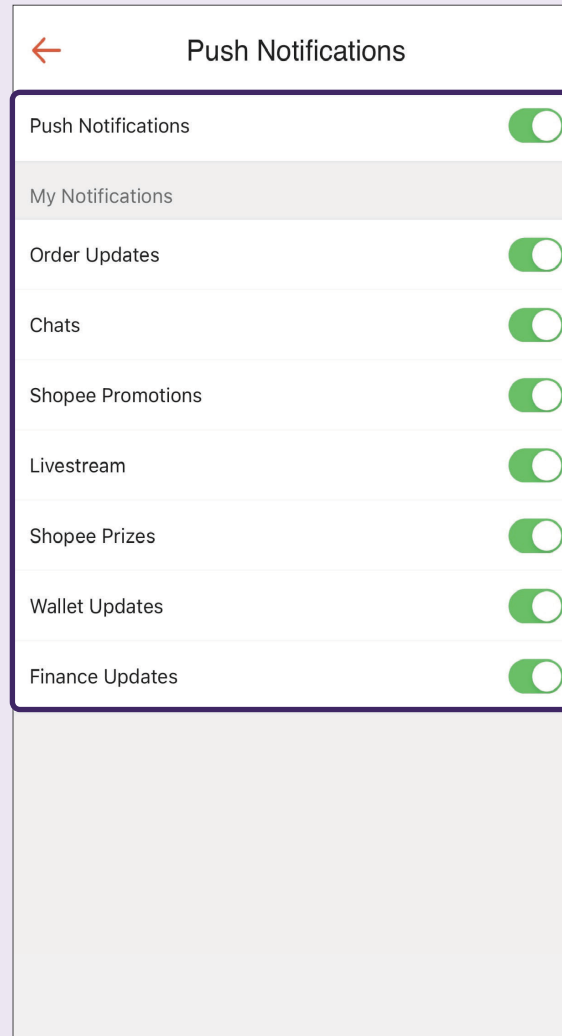
## 3 Select Notification Settings



## 4 Select Push Notifications



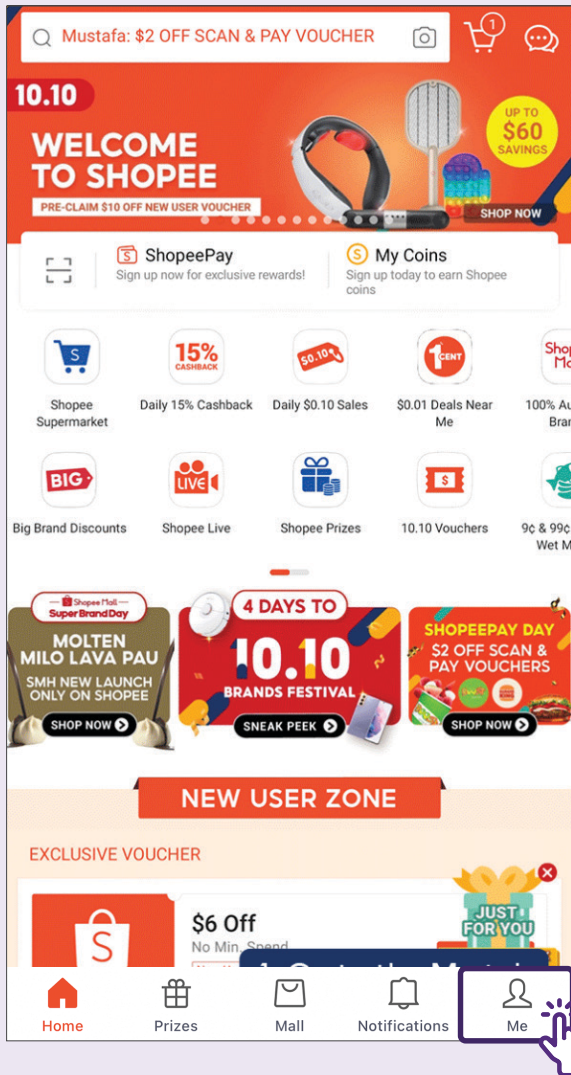
## 5 Customize Notifications Settings



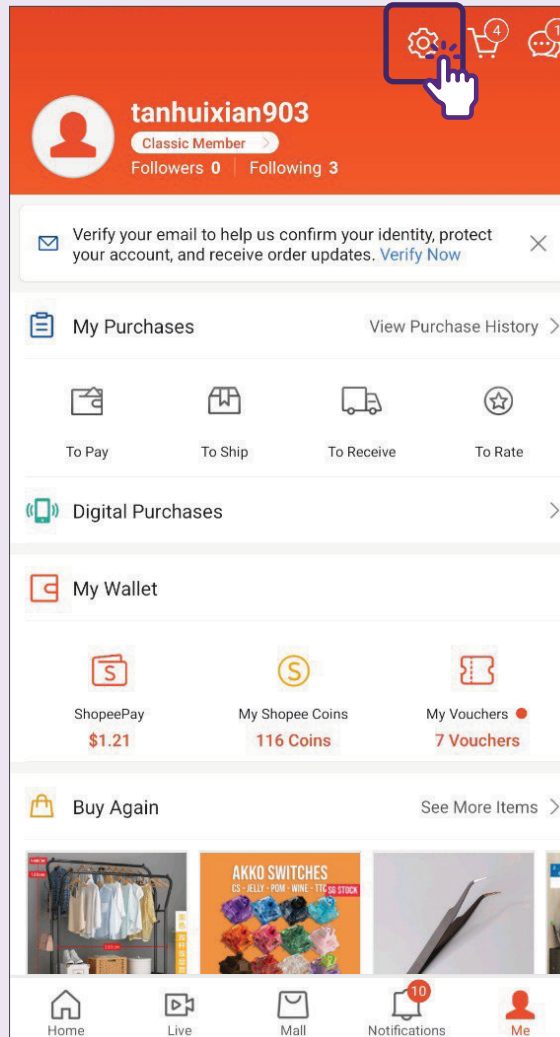
Use toggles to enable/disable **“Push Notifications”**, customize **“Notification Sound”**, **“Ringtone”**, and types of notifications to be received.

# Add a Delivery Address

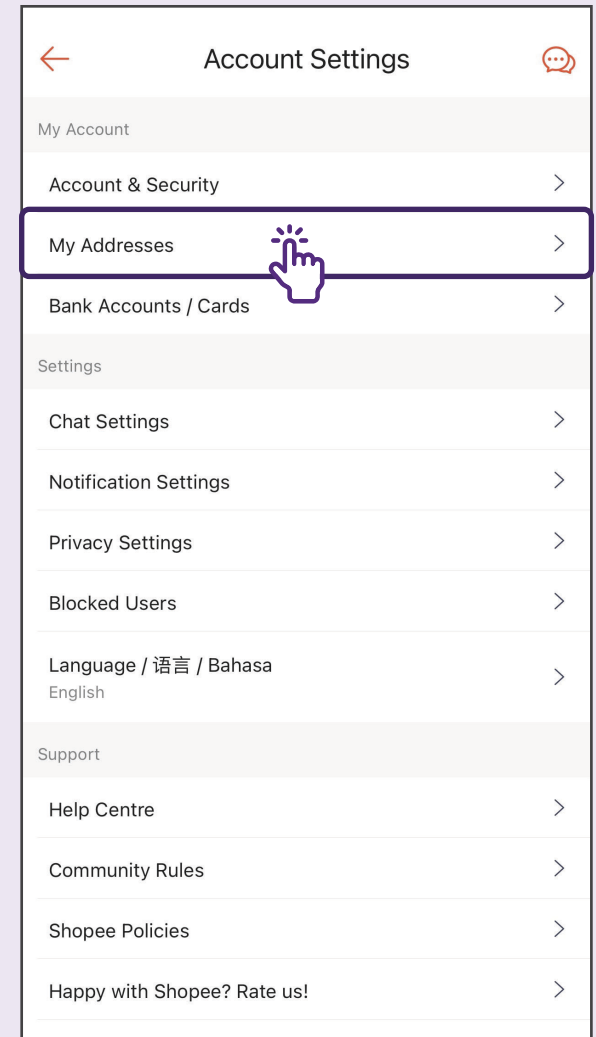
## 1 Tap on "Me" tab



## 2 Tap on Settings

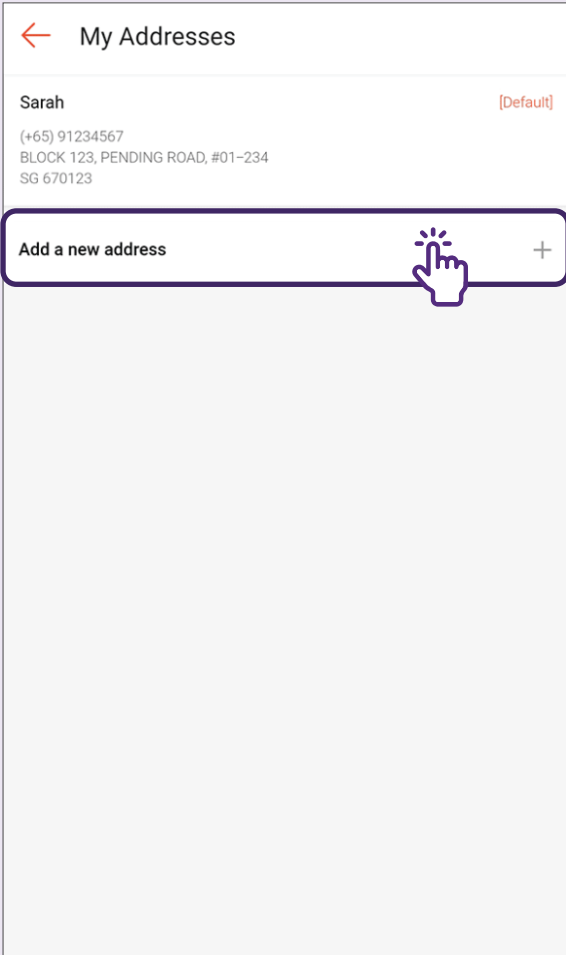


## 3 Tap on My Addresses

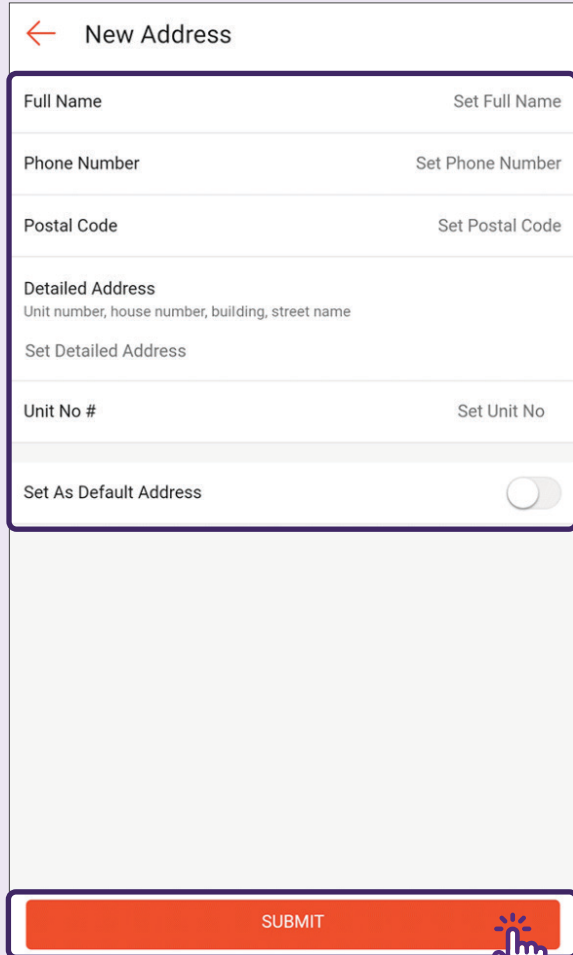




**4 Tap on Add a new address**



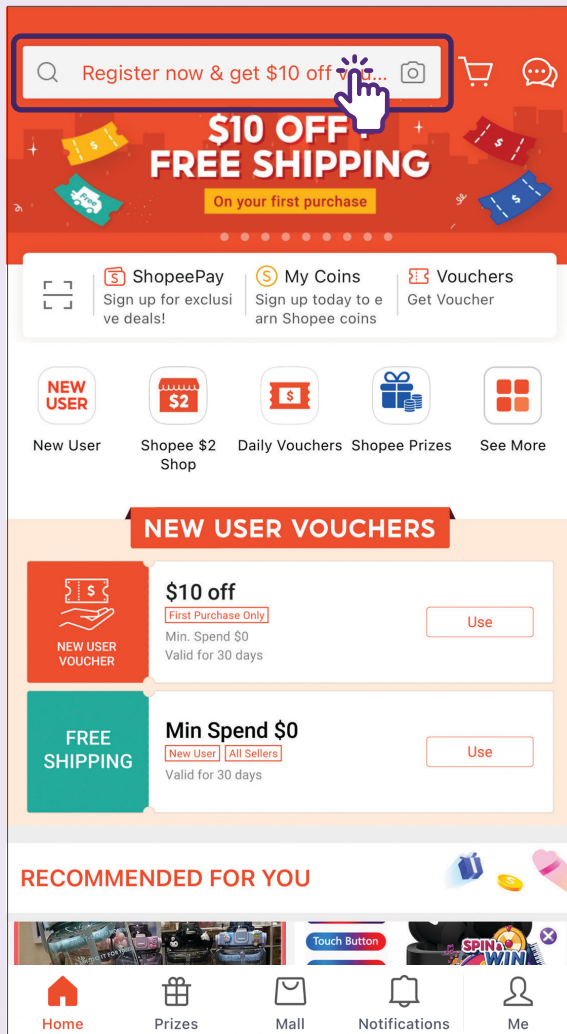
**5 Fill Up Your Delivery Address**



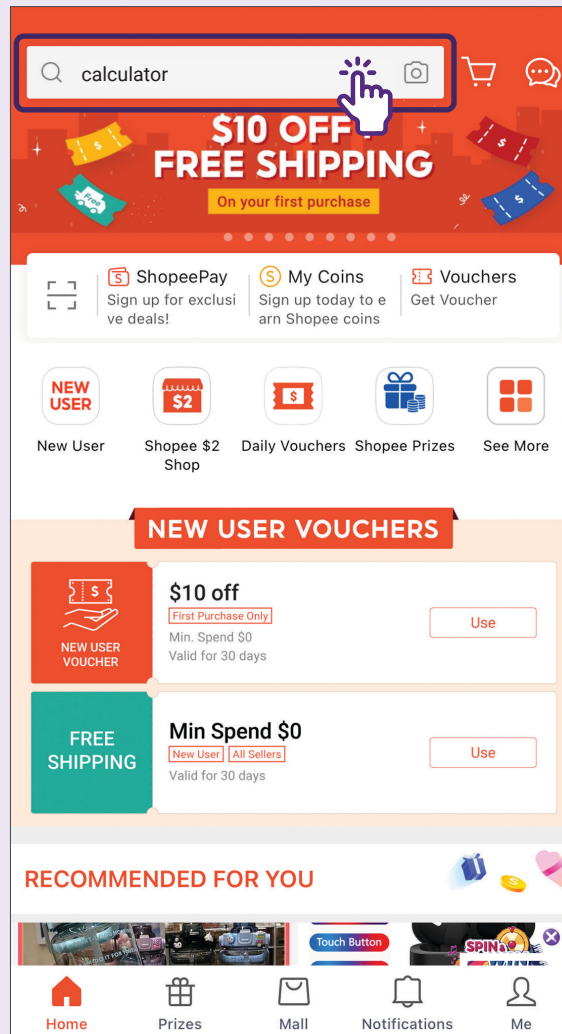
Tap on **"SUBMIT"** to save your delivery address.

# Search for Product - Keyword Search

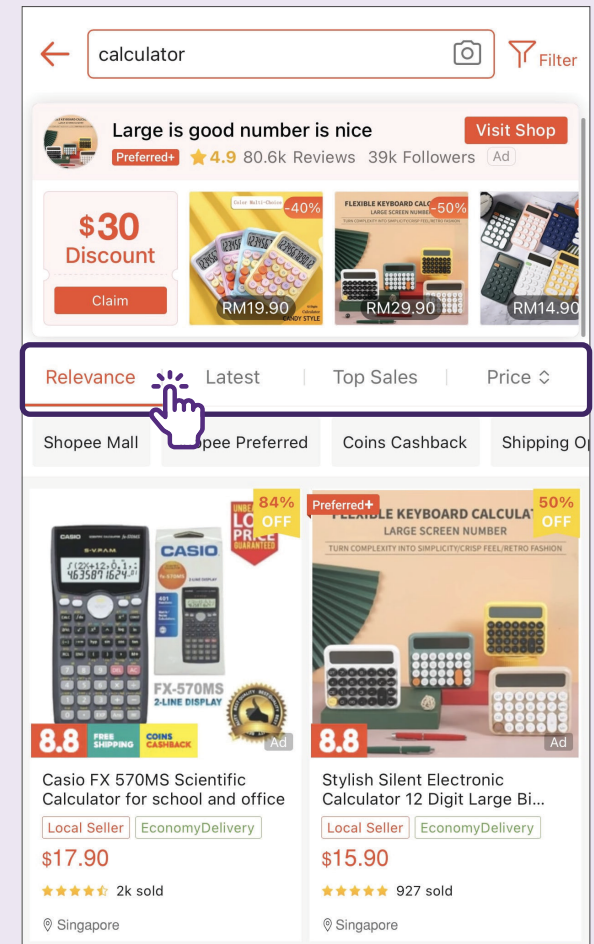
## 1 Tap on Search Bar



## 2 Enter Keyword(s)

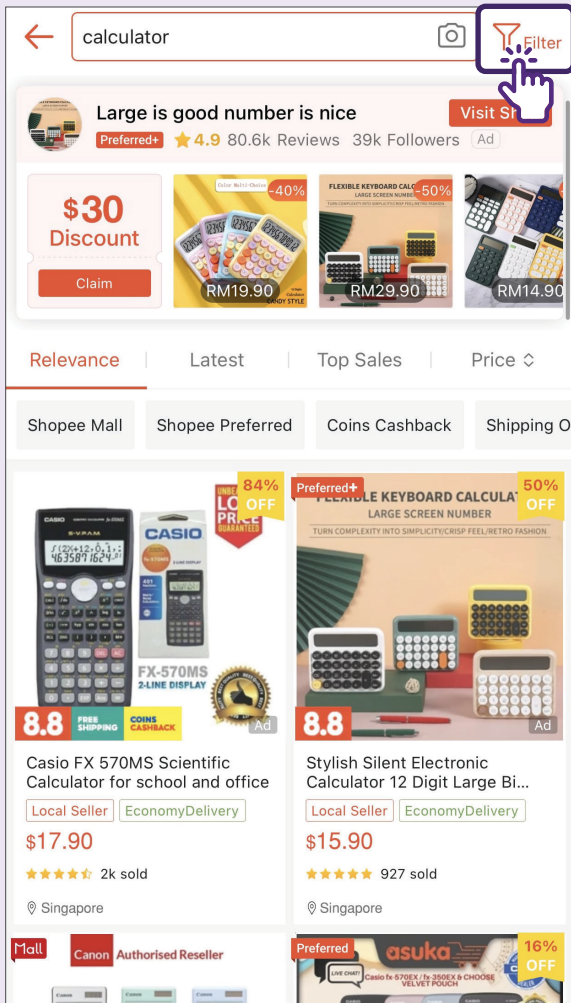


## 3 Search Results



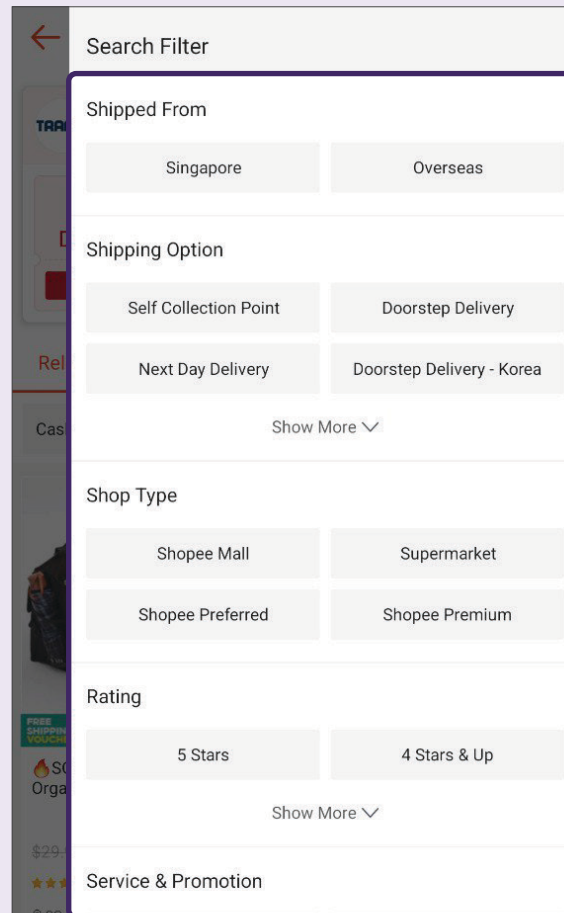
Sort the search result based on your preference (Relevance, Latest, Top Sales, Price).

## 4 Tap on Filter



Filter for more specific criteria.

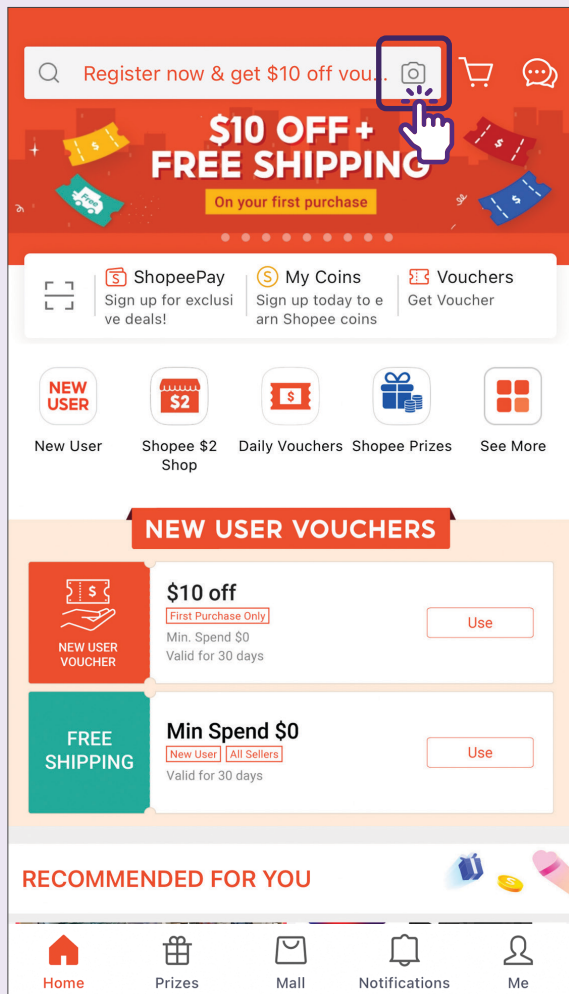
## 5 Filter Options



Select the filters you want to narrow your search results.

# Search for Product - Image Search

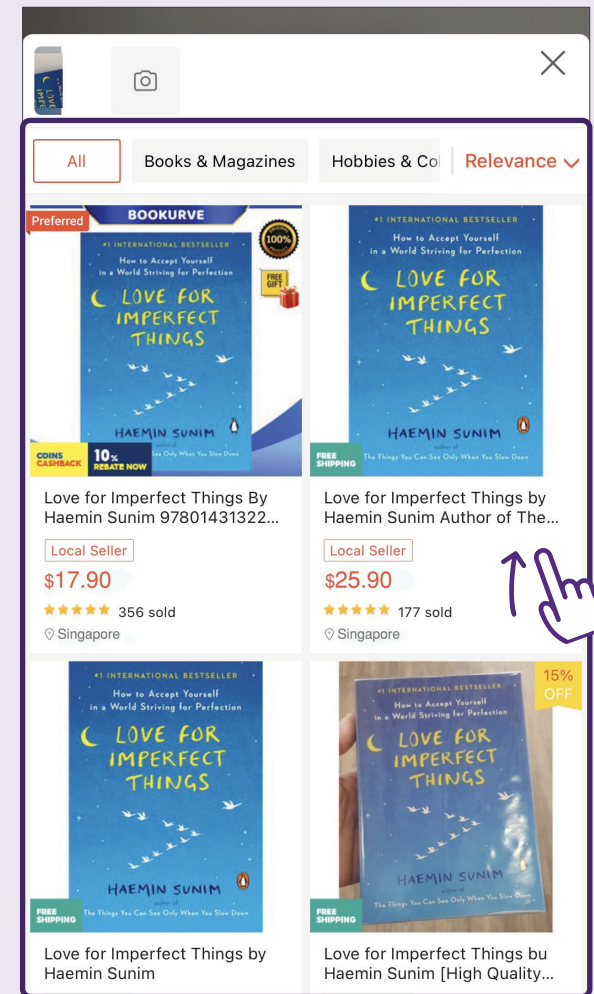
## 1 Tap on Camera Icon



## 2 Take a Photo of the Product

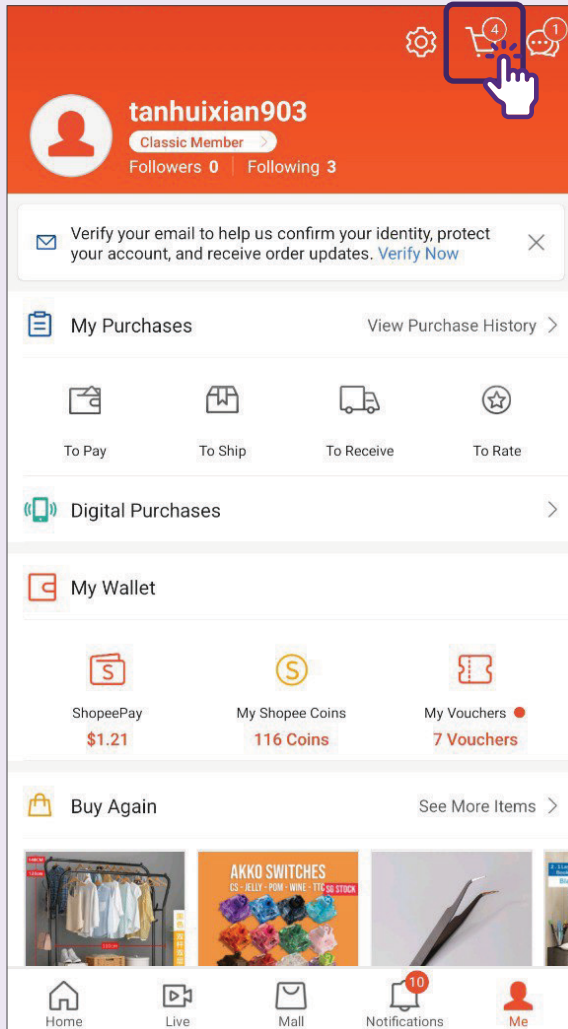


## 3 Browse Relevant Product

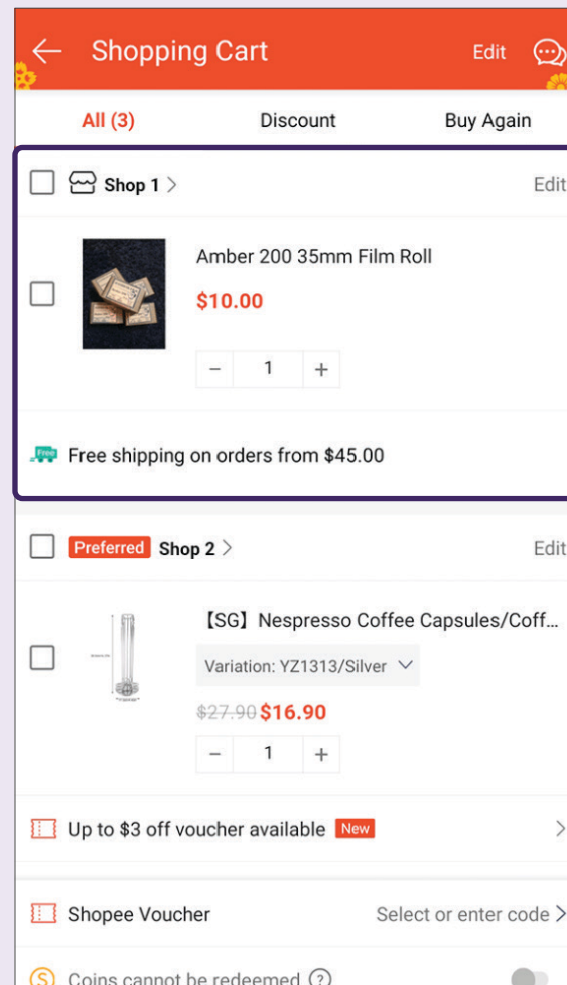


# Edit Shopping Cart - Increase Product Quantity

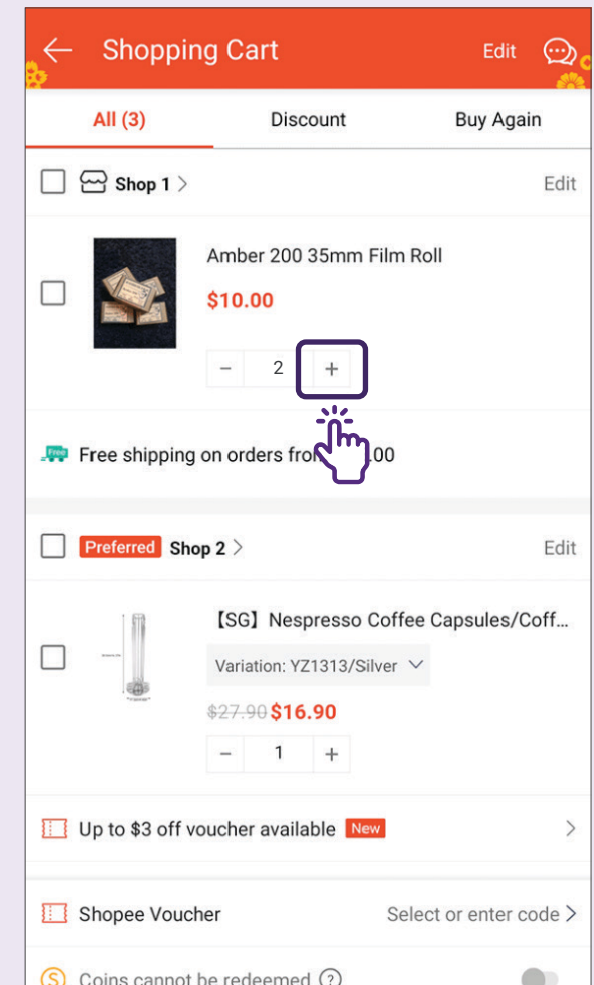
## 1 Tap on Shopping Cart



## 2 Select Product



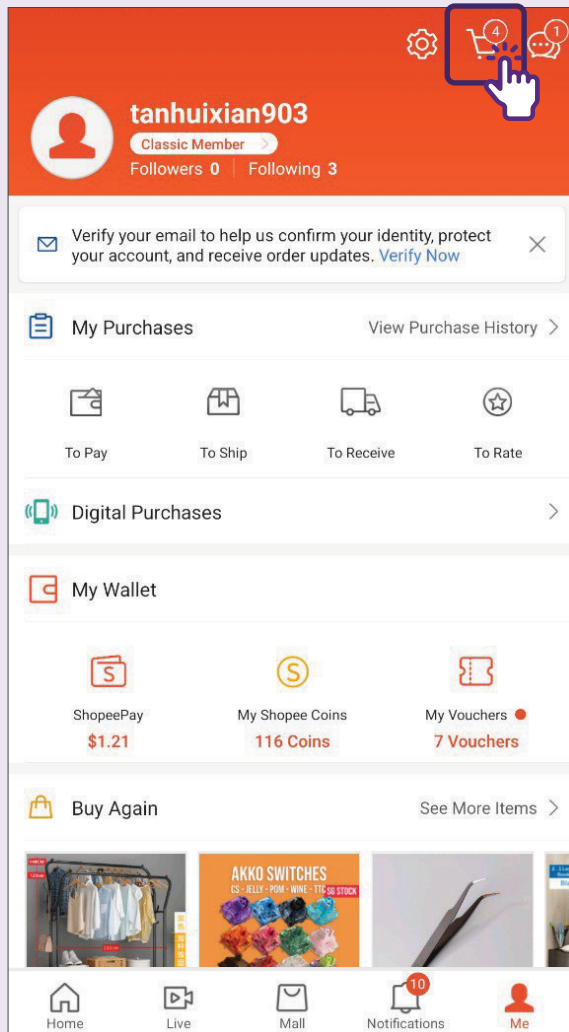
## 3 Increase Quantity



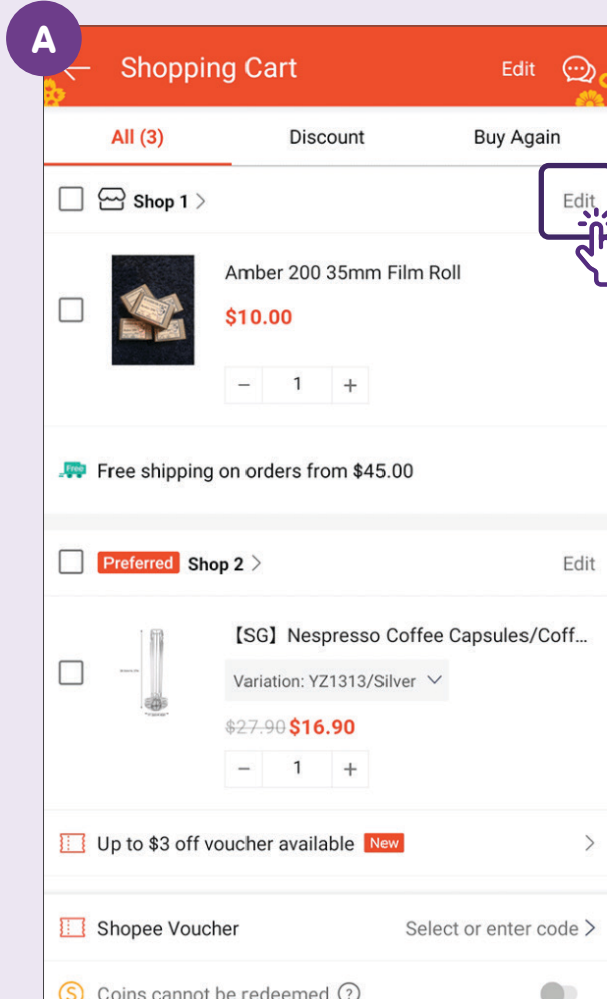
Tap on the "+" icon to increase the quantity.

# Edit Shopping Cart - Remove Product from Shopping Cart

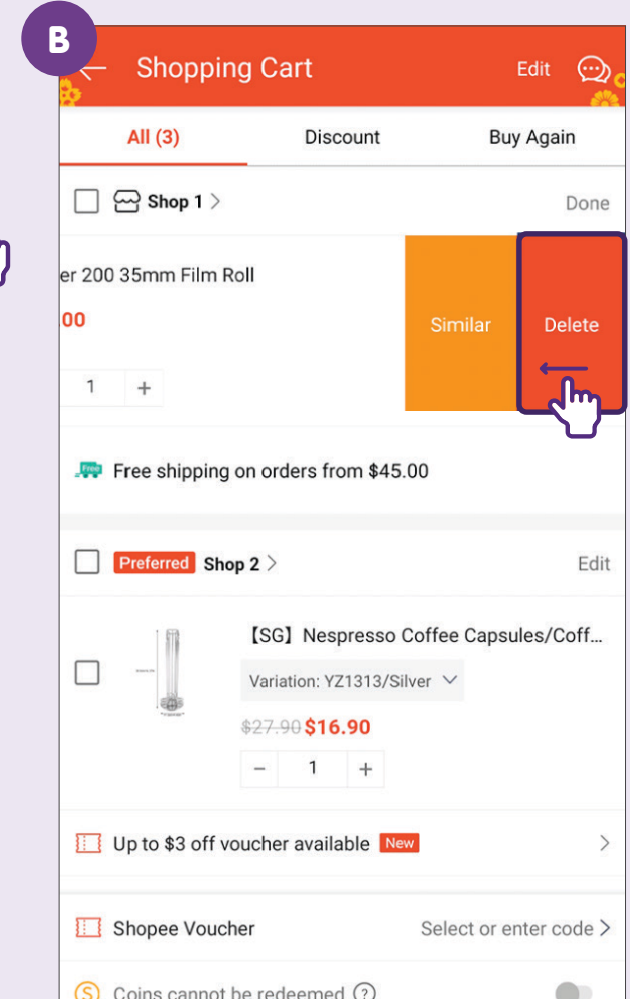
## 1 Tap on Shopping Cart



## 2 Ways to Delete a Product



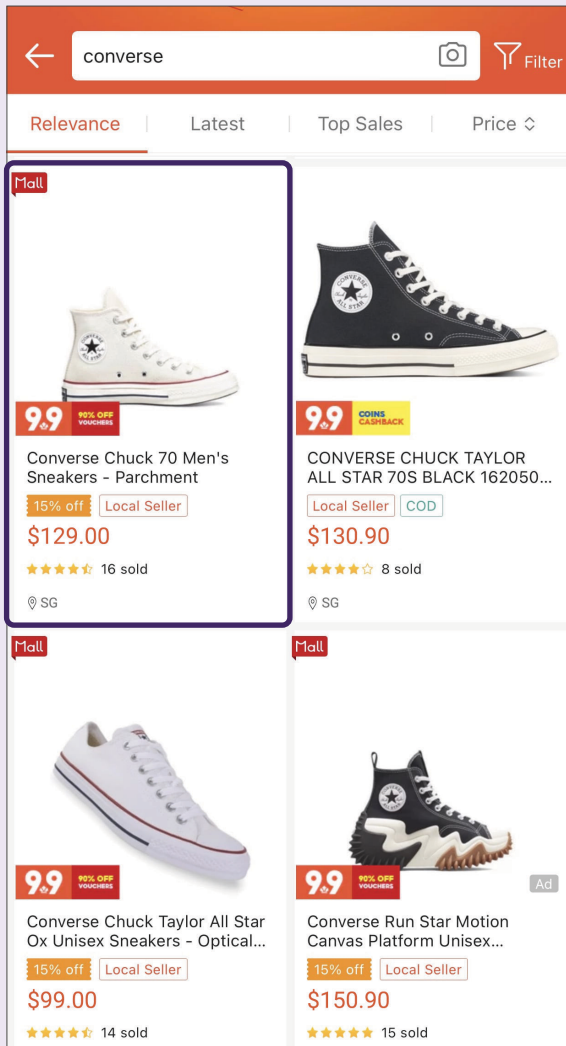
Tap on Edit.



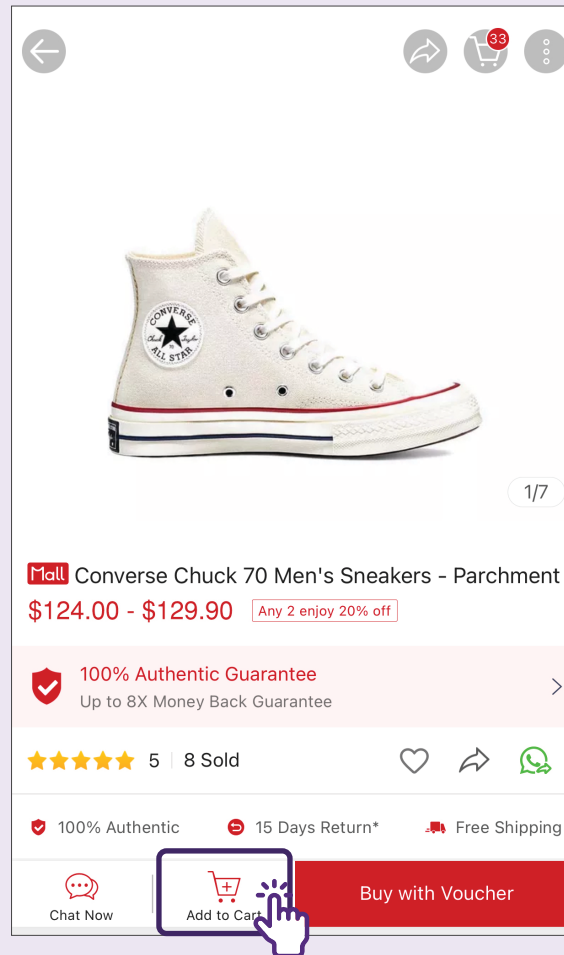
Slide from right to left on the product you want to remove.

# Place Your Order

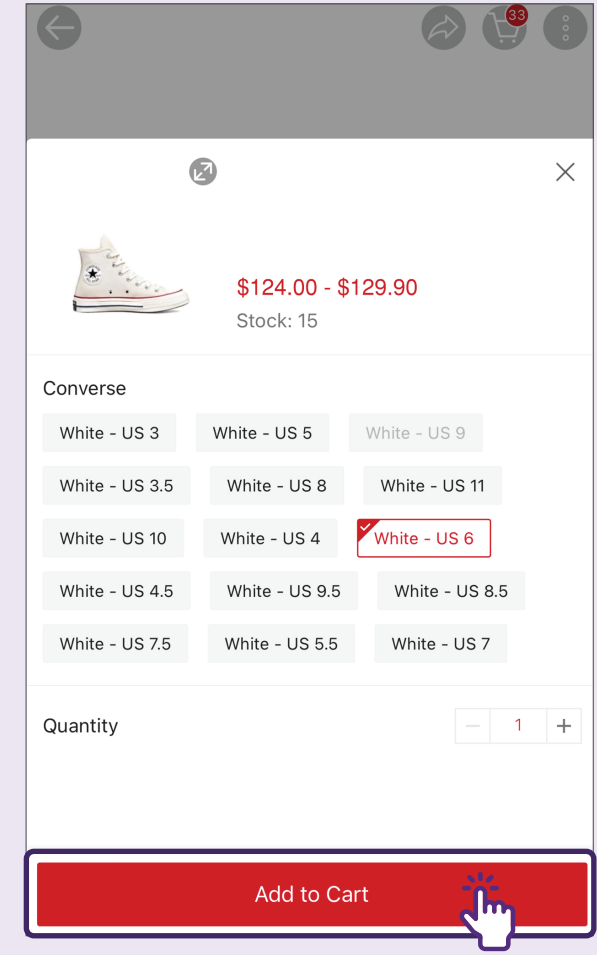
## 1 Search for Product



## 2 Tap on Add to Cart



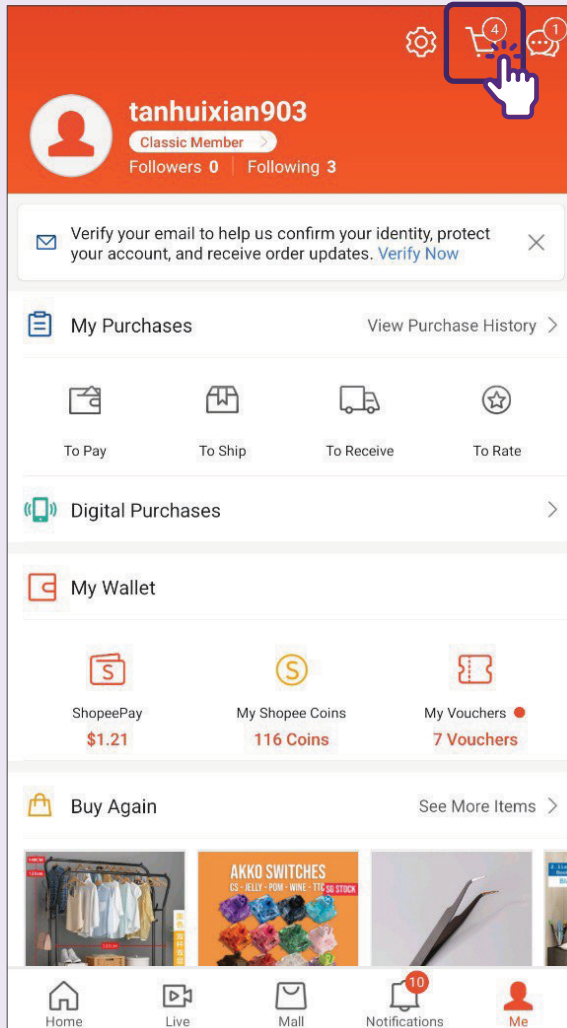
## 3 Add Product to Cart



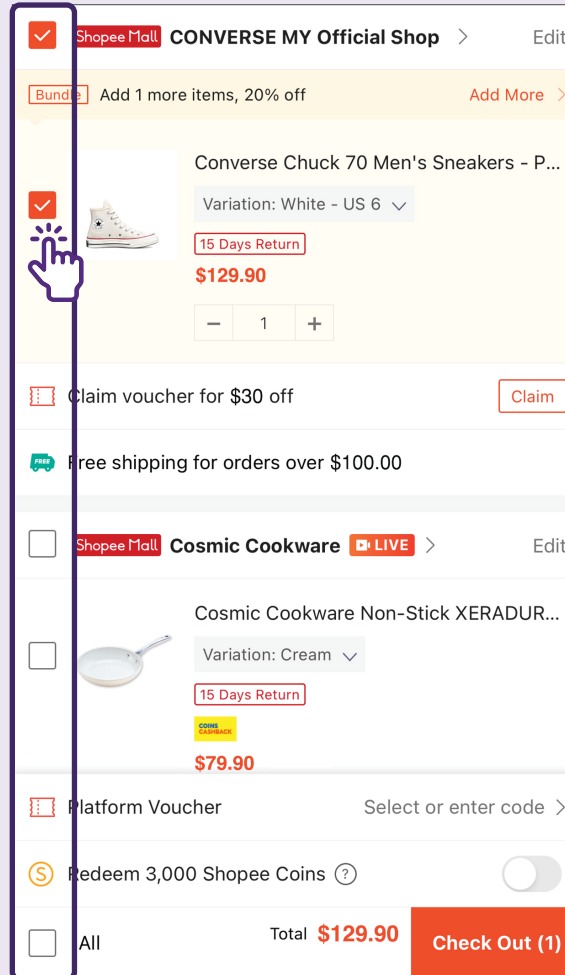
Choose product's variations (if any) and add to cart.

# Place Your Order - Check Out with PayNow

## 1 Tap on Shopping Cart

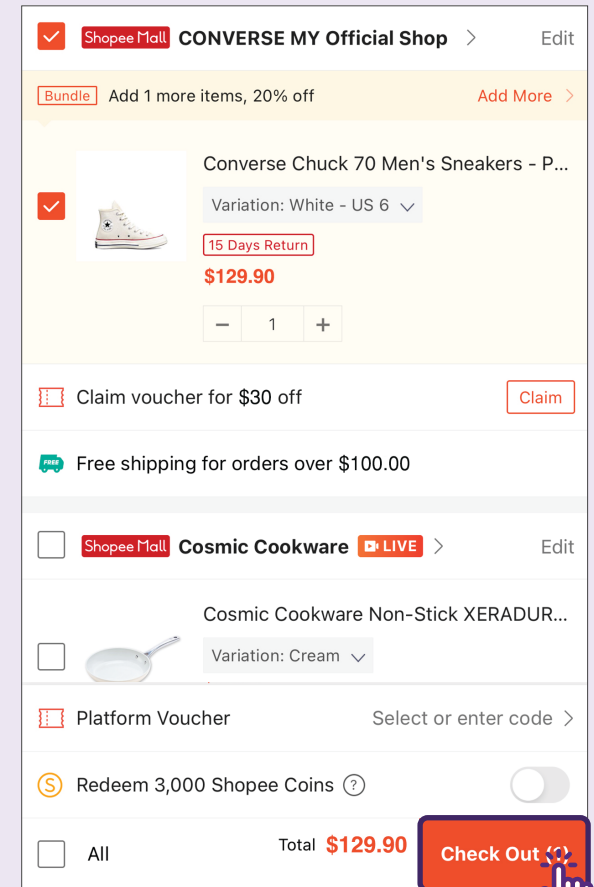


## 2 Select Product(s) to Purchase



Tap on the check box to select the product.

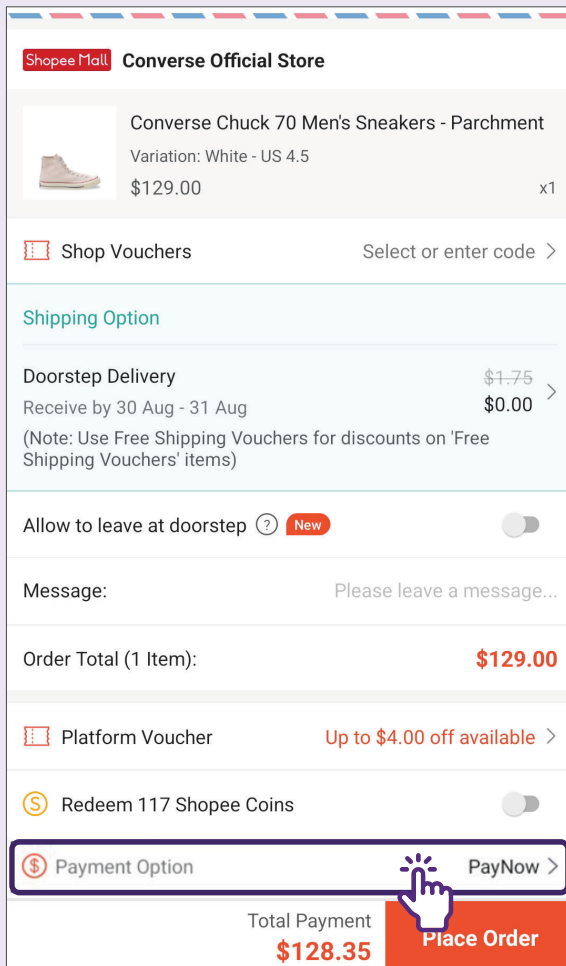
## 3 Tap to Check Out



**Tip:** You can check to see if you can use "Shopee Voucher" and "Shopee Coins" before you check out.

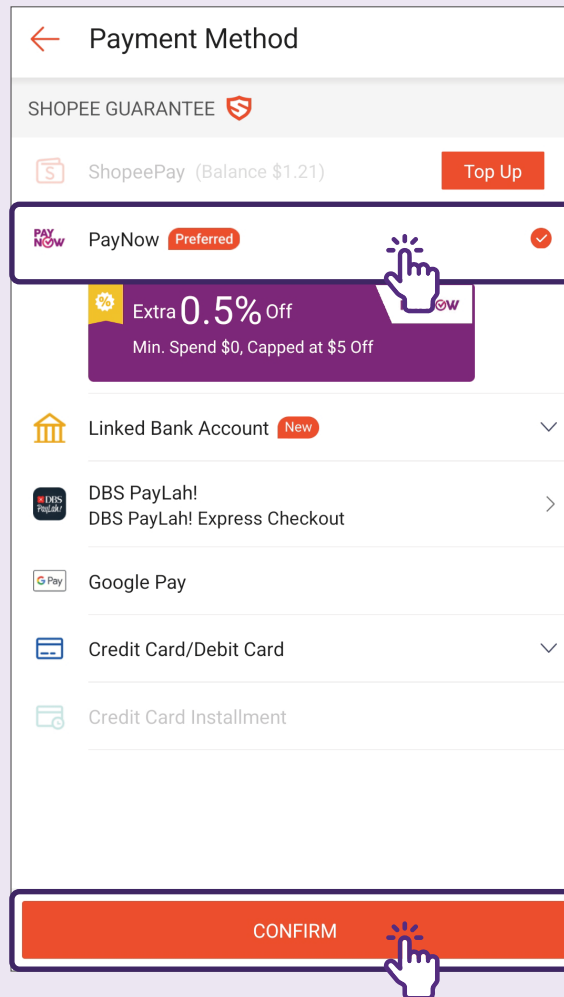


## 4 Tap on Payment Option



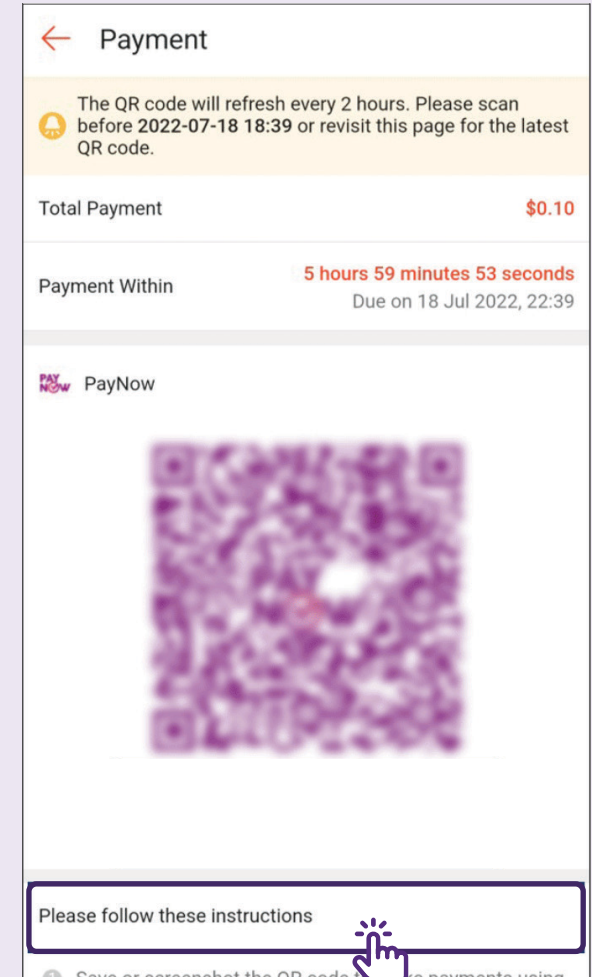
Select "Payment Option".

## 5 Confirm Payment



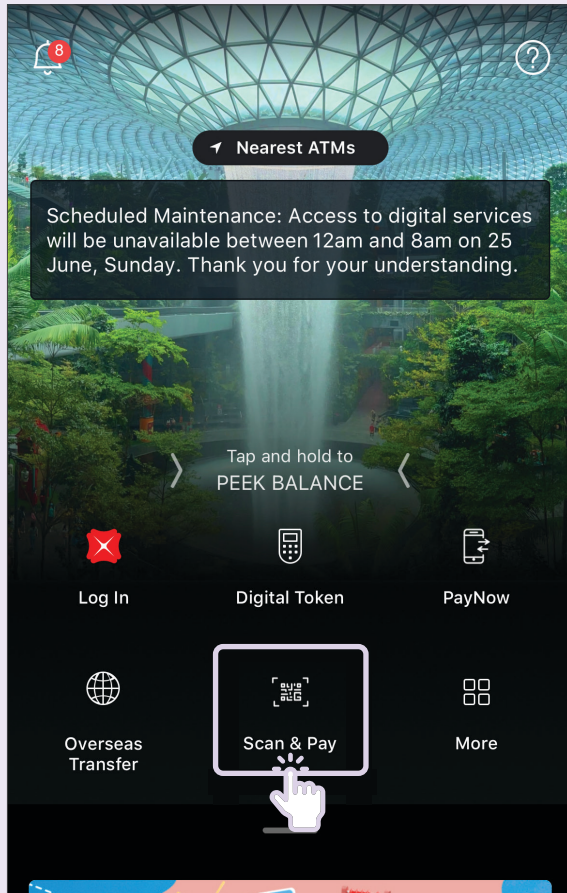
Tap on PayNow as your payment option.

## 6 Scan the QR Code



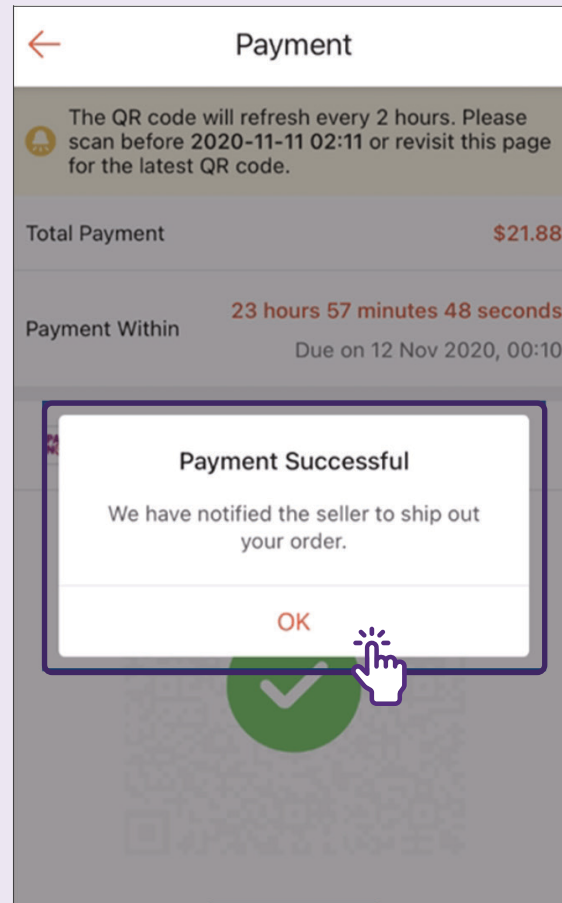
Follow the instructions on scanning the QR code.

## 7 Upload the QR Code



Save or take a screenshot of the QR code and upload the QR code via PayNow on your preferred Banking App.

## 8 Payment Confirmation



Once the payment is successful, a payment confirmation will pop up 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:

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)

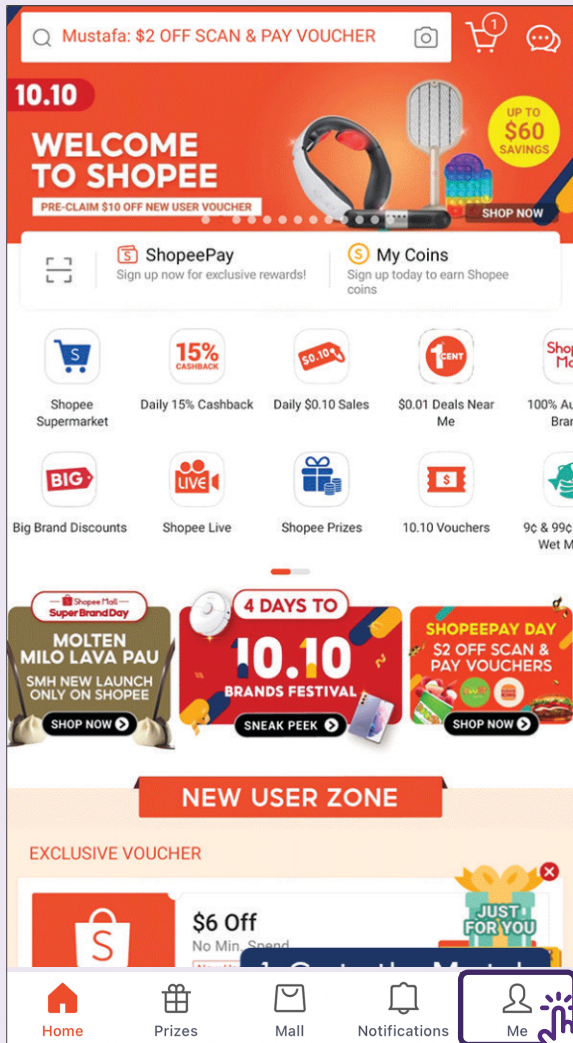
**Pick Locker \$0.00**  
 **Guaranteed to get by 24 May - 25 May**  
Get a \$1.00 voucher if no delivery was attempted by 25 May 2024. ✓  
(Note: Collect parcel within 3 calendar days upon arrival at the locker)

- 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

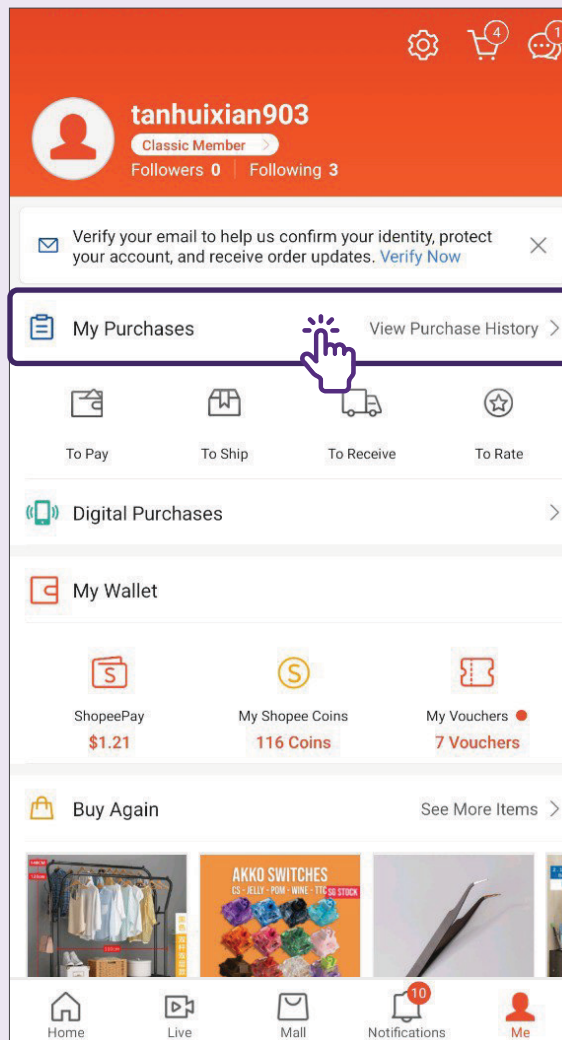
[Choose Another Collection Point >](#)

# Monitor Transactions

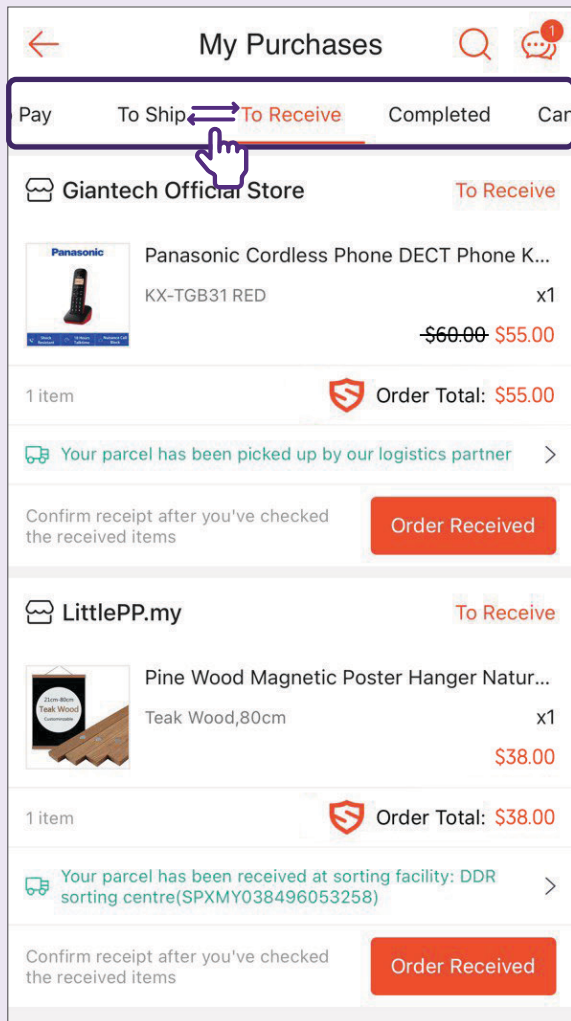
1 Tab on "Me" tab



2 Tap on My Purchases

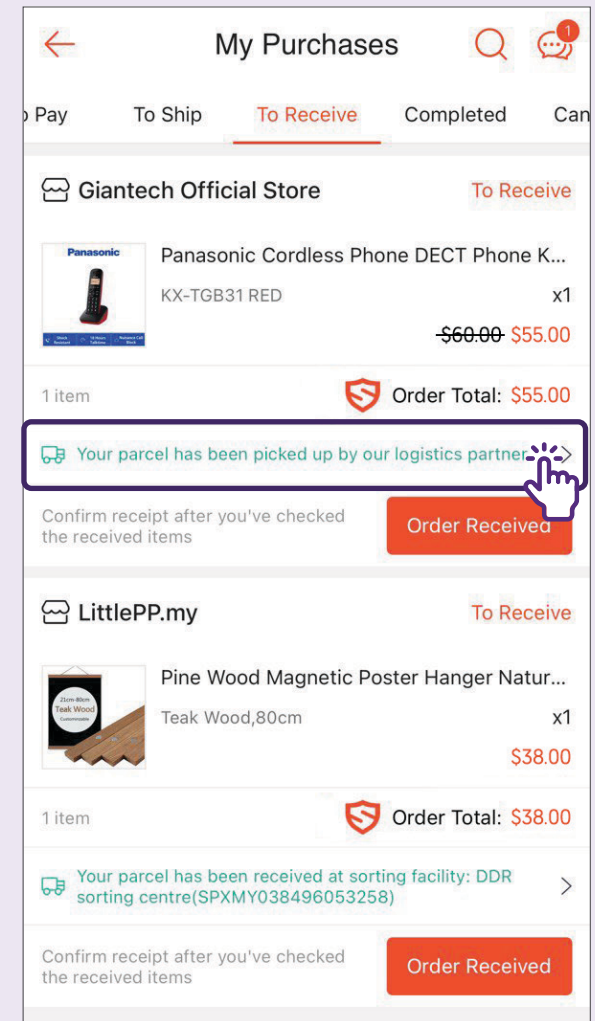


### 3 Filter Order by Status



- **“To Pay”** - comprises of all unpaid orders.
- **“To Ship”** - comprises of all paid orders that have not been shipped by sellers.
- **“To Receive”** - comprises of all orders that have been shipped.
- **“Completed”** - comprises of all orders that have been delivered.
- **“Cancelled”** - comprises of all orders that have been cancelled.
- **“Return/Refund”** - comprises of all orders that have been returned or refunded.

### 4 Tap on Shipment Status



# Interact with Sellers

## 1 Search for a Product

A screenshot of a mobile app search results page. The search bar at the top contains the text "philips rice cooker" and is highlighted with a red box and a hand icon. Below the search bar, there are filters for "Relevance", "Latest", "Top Sales", and "Price". There are also buttons for "Cashback", "Free Shipping Vouchers", "Shopee Mall", and "Shipped From". The main content area shows a grid of product listings. The first listing is for a "Philips Home Appliances Store" with 78 products and a 4.9 rating. Below it, there are two product listings from the "Panasonic Official Store": a "5 Layer Inner Pan, Detachable Inner Lid" and a "2 Coated Black Flon Pan, Keep Warm Up to 5 Hrs". Each listing includes a product image, a price tag, and a "View Shop" button.

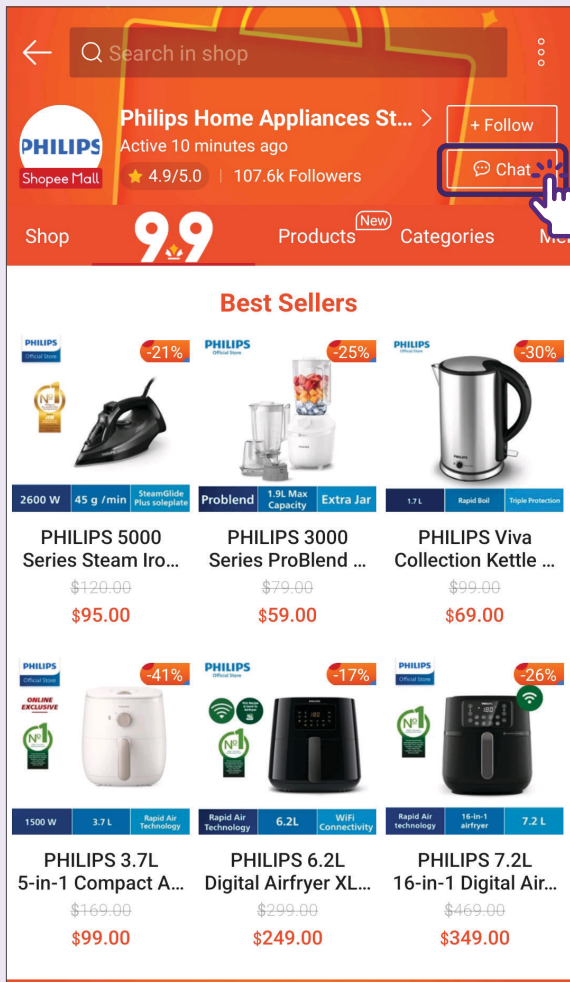
## 2 Select Product

A screenshot of a mobile app product page for a "Philips 3000 Series Mini Rice Cooker - HD3064/62". The product image is centered at the top. Below the image, there are several promotional banners: "CASHBACK VOUCHERS", "4-layer ceramic pot", and "Cooks in just 30 min!". The product name and price are displayed: "\$69.00" (original price "\$79.00") with a "13% OFF" tag. Below the price, there is a "Shopee Mall | 100% Authentic" badge with the text "Guaranteed Authentic or 2x Money Back". The product has a 5-star rating and "13 Sold" items. There are also icons for "15-Day Return\*", "100% Authentic", and "Free Shipping". At the bottom, there is a "Top Products" section with the text "No. 9 Best Selling Rice Cooker" and a "Shop Vouchers" section with a "12% OFF" tag.

## 3 Go to Shop Page

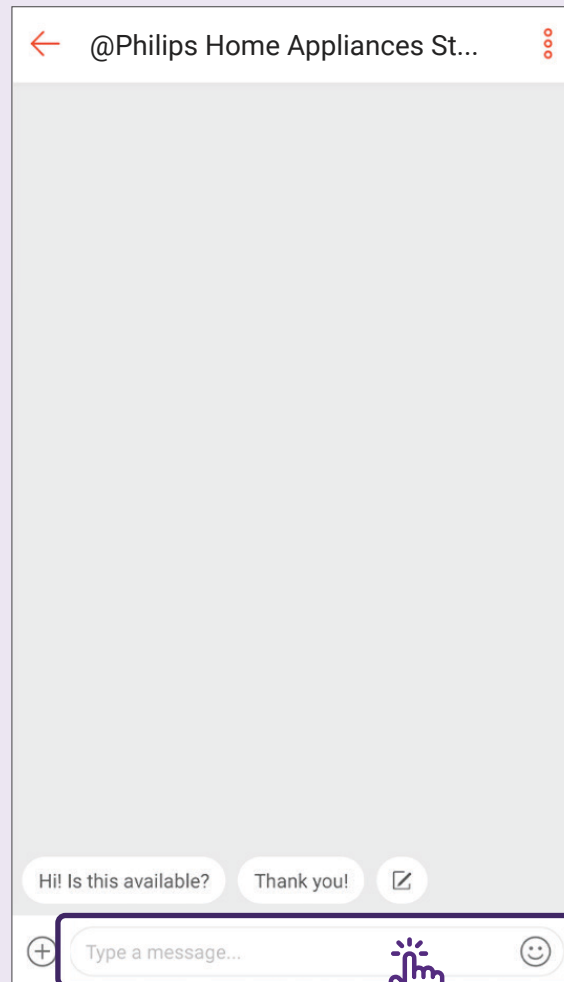
A screenshot of a mobile app shop page for the "Philips Home Appliances Store". The search bar at the top contains the text "Electric Kettle". Below the search bar, there are several promotional banners: "Shop Vouchers" with a "12% OFF" tag, "Electronics Protection" with a "New" tag, and "FREE SHIPPING" with "Free shipping" and "Cost: \$0.00". The main content area shows the store name "Philips Home Appliances Store" with a "View Shop" button. Below the store name, there is a "12% off" voucher with a "Claim" button. The store has "78 Products", a "4.9 Rating", and "98% Chat Response". There is also a "Trending Shop" section for "Kitchen Appliances" and a "Top Picks from Shop" section with several product listings.

## 4 Tap on Chat



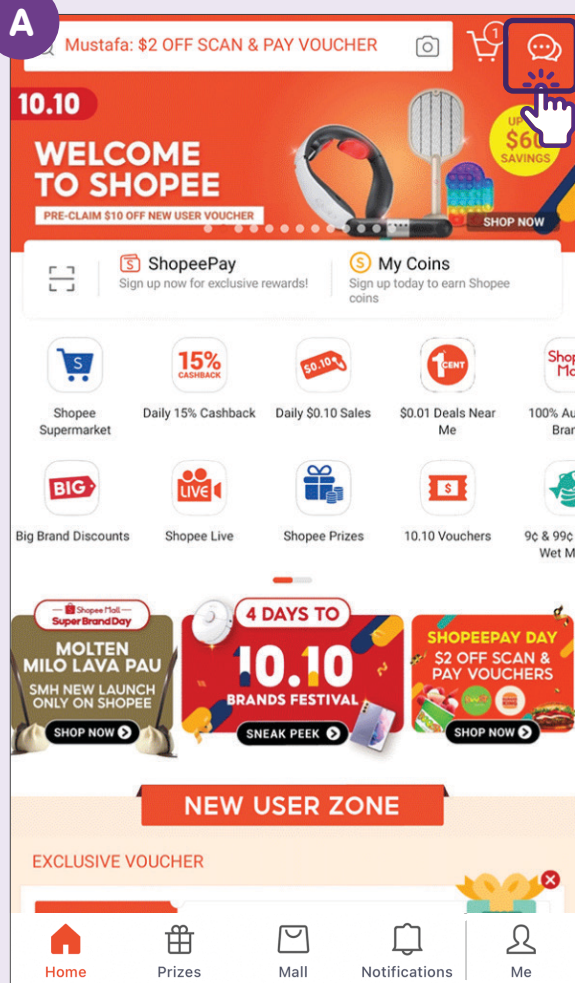
Select "Chat" from shop page.

## 5 Chat with Seller

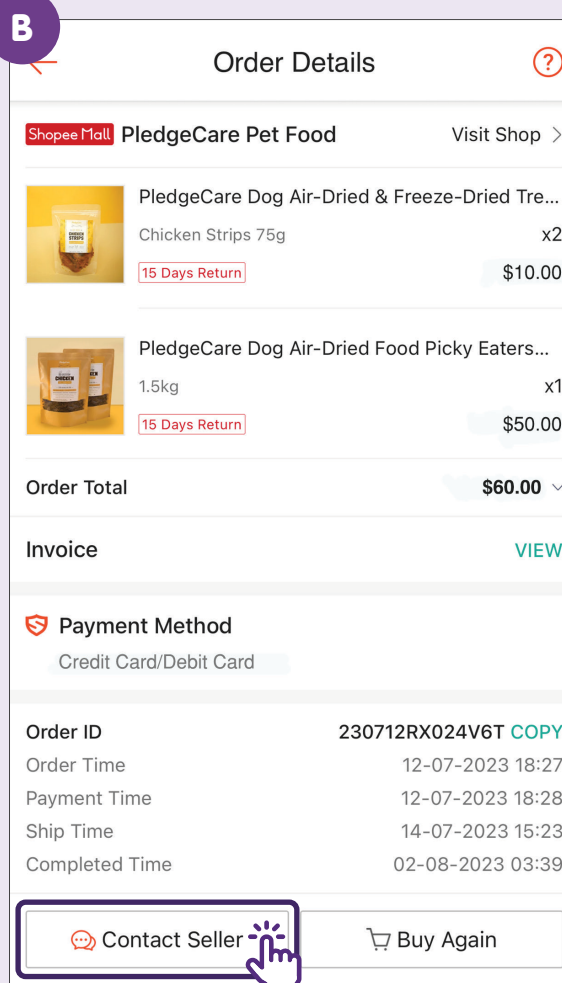


Chat with seller.

## 6 Other Ways to Contact Sellers



From homepage.

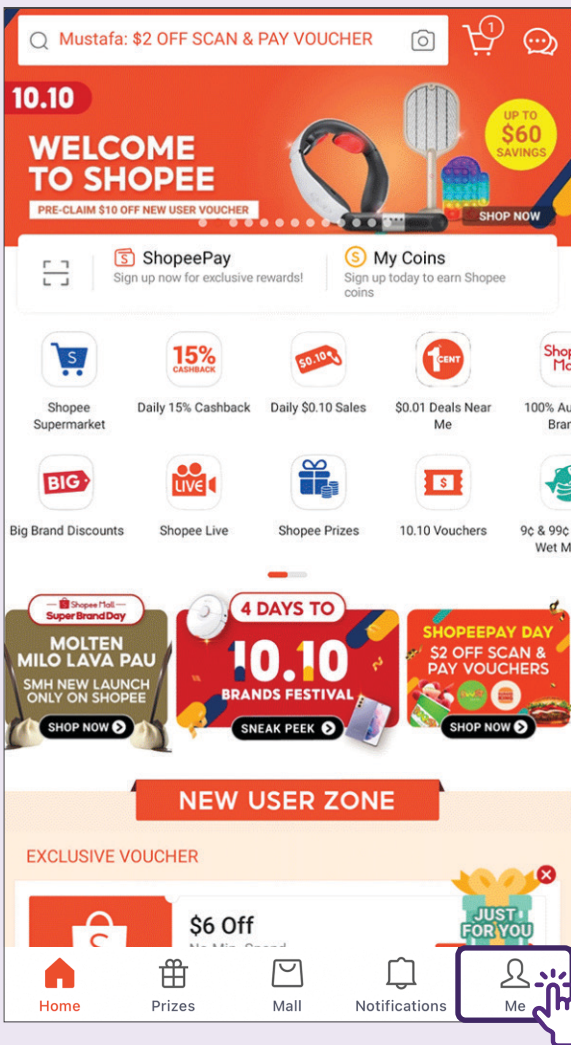


After you've made payment or through your order history.

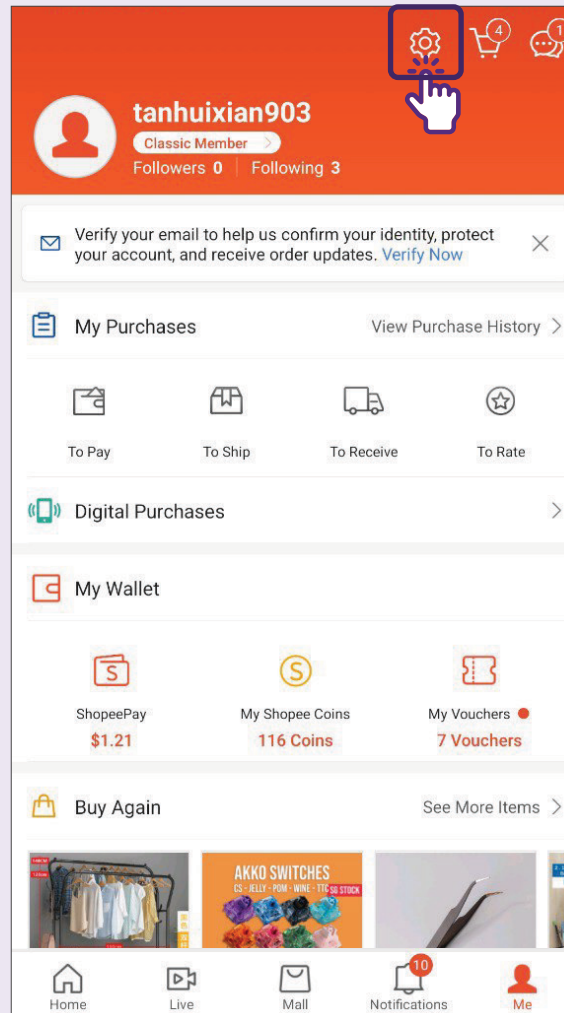


# Log Out of Account

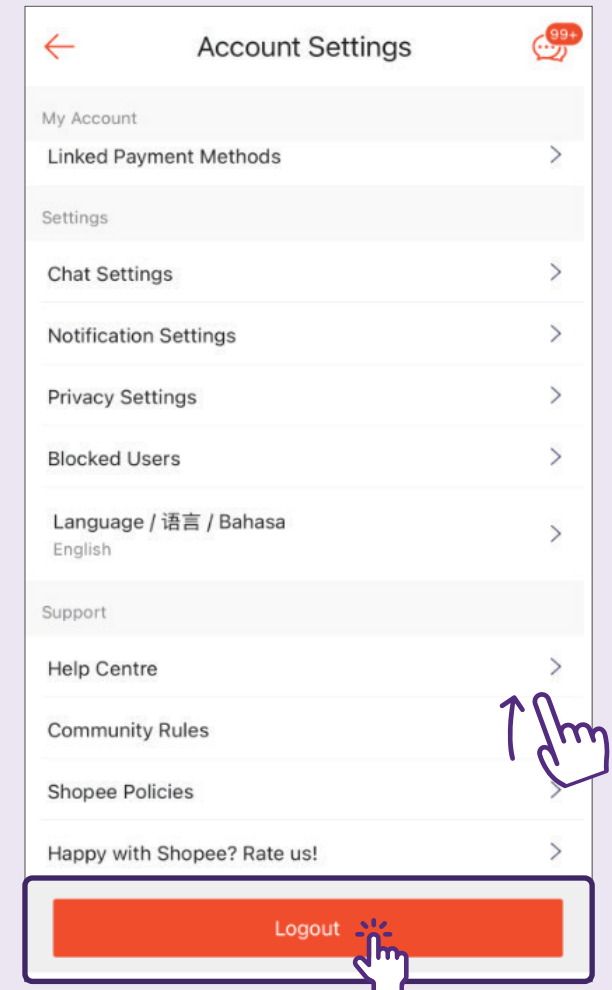
## 1 Tap on "Me" tab



## 2 Tap on Settings



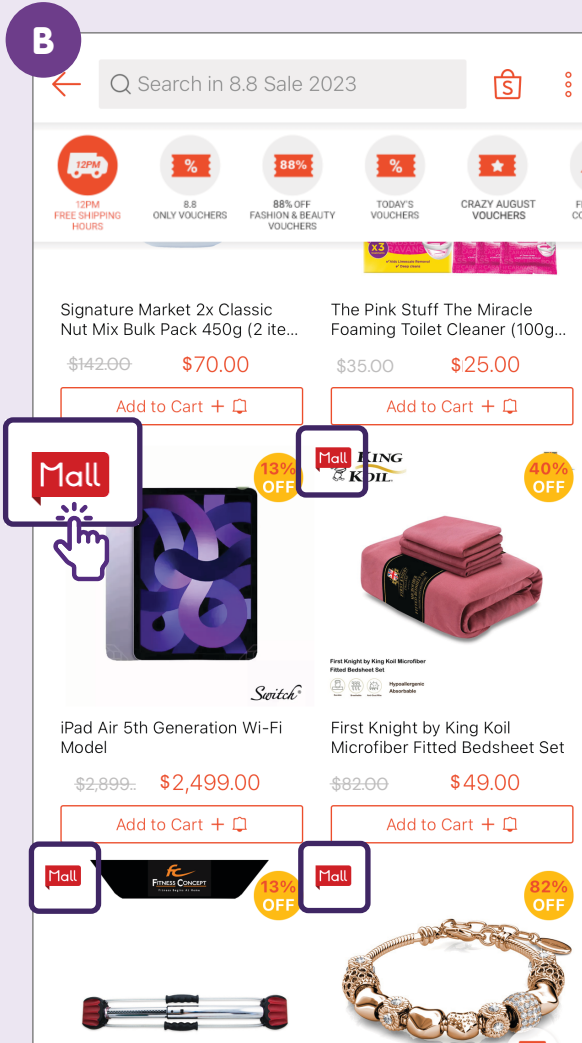
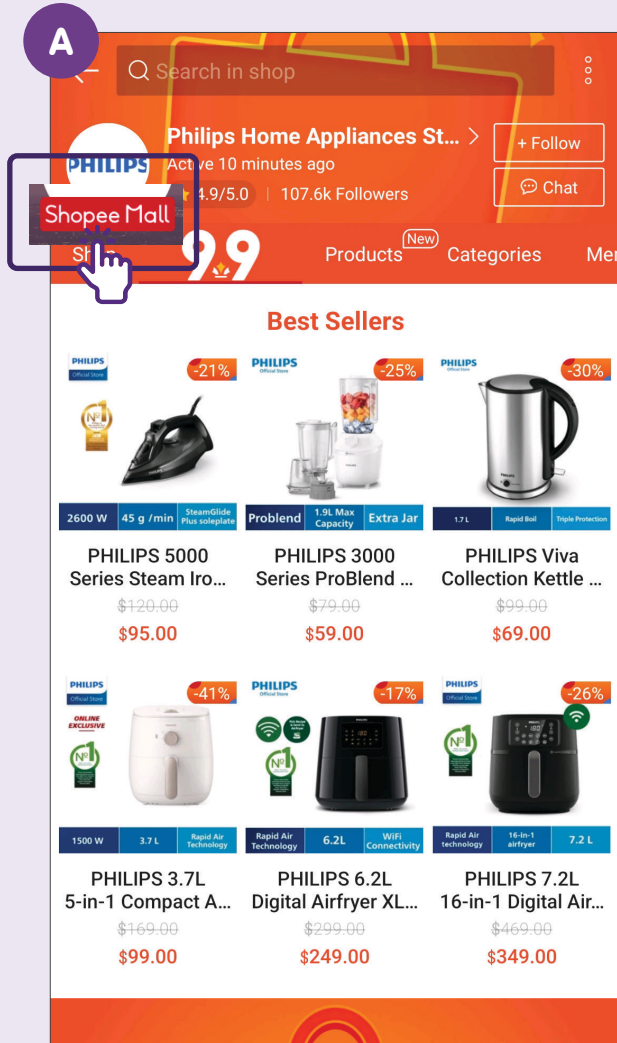
## 3 Tap on Logout



Scroll from bottom to tap and select "Logout".

# Shopee Product Authenticity Verification

## 1 Product Authenticity Label



A. To confirm if a product is authentic, you can see if it's listed under a "Mall" seller. "Mall" products are guaranteed to be 100% authentic as "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.

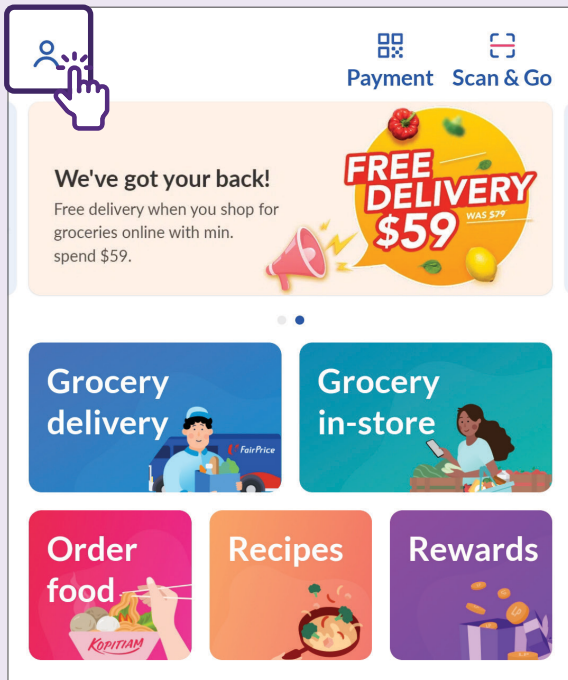
# Set Up an Account

## 1 Launch FairPrice



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

## 2 Tap on Account



Tap the icon on top left hand corner and tap **"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

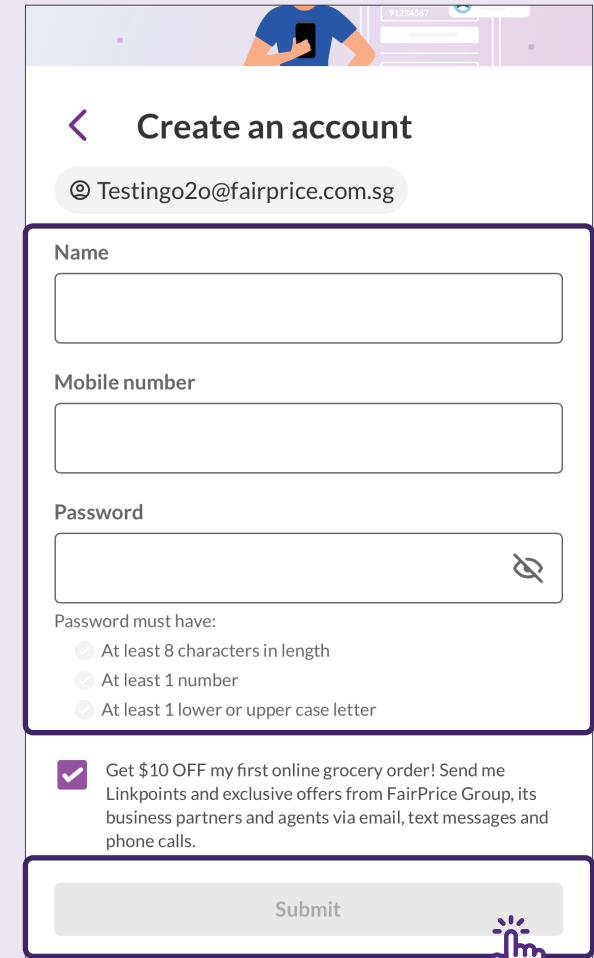
Continue with Apple

Continue with Google

Continue with **singpass**

Enter email address or mobile number and tap **"Next"**. Alternatively, create an account with either Singpass or Apple or Google accounts.

## 4 Create an Account



Fill up the in-app fields and tap **"Submit"**.

# Add Address

## 1 Select Address

The screenshot shows the 'Account' page with a back arrow and the title 'Account'. The page is divided into several sections: 'Account' (Activity, Payment methods, Address, Preferences), 'Rewards' (Vouchers, Play and Win, Send E-Gift Vouchers), and 'Membership' (Link membership, Digital Club, Just Wine Club). The 'Address' option is highlighted with a purple box and a hand icon pointing to it.

## 2 Tap Add address

The screenshot shows the 'Address' page 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 'Add address' button highlighted with a purple box and a hand icon pointing to it.

Tap **"Add address"** and enter postal code.

## 3 Fill in Details

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

Fill in details and 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 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

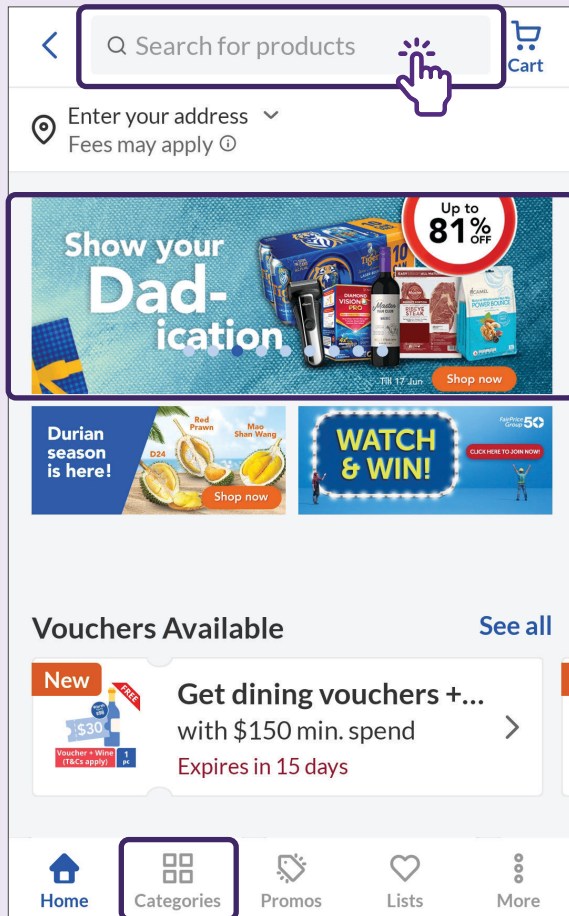
You will need to authenticate your card on the next page. Don't worry, you won't be charged.

**Add card**

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

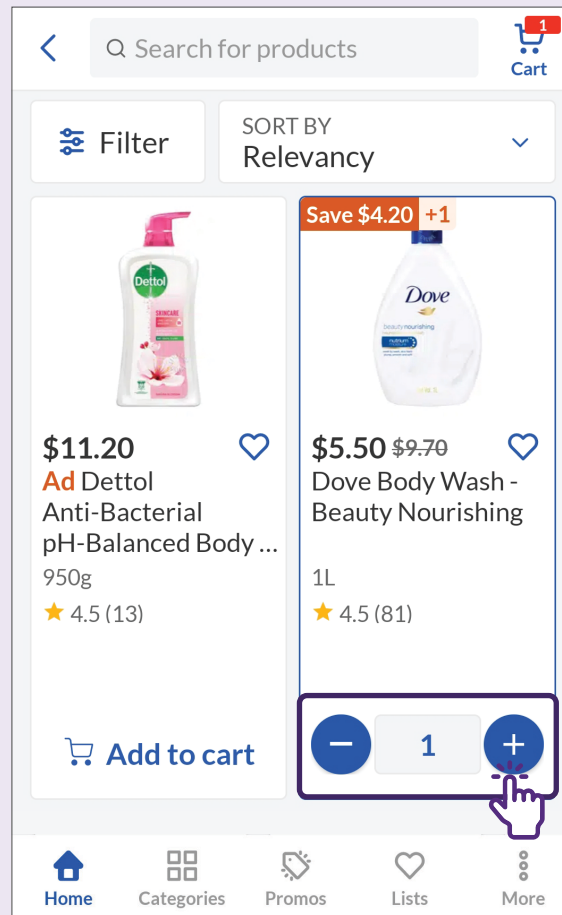
# Search for Products and Add Them to Cart

## 1 Search Products



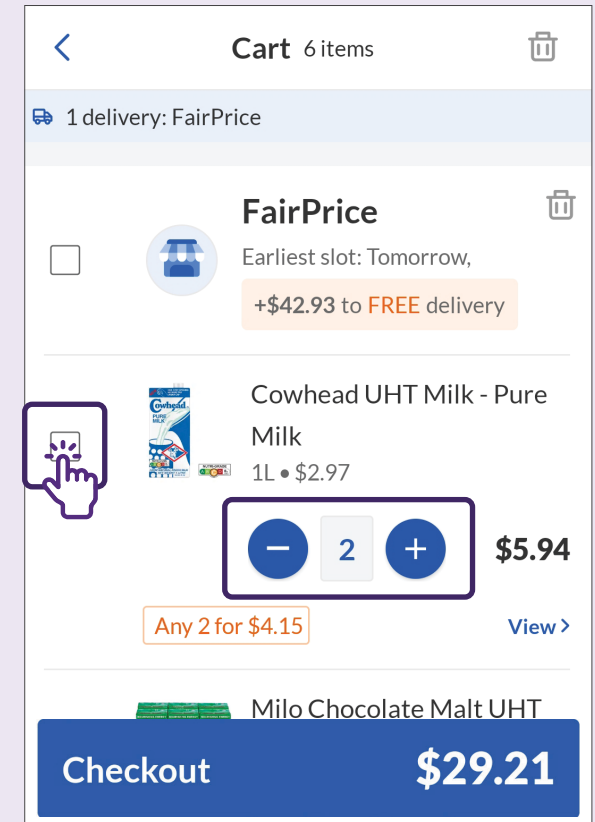
Enter the product name in the search bar. You can also search through the app's banners or categories.

## 2 Add Products to Cart



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

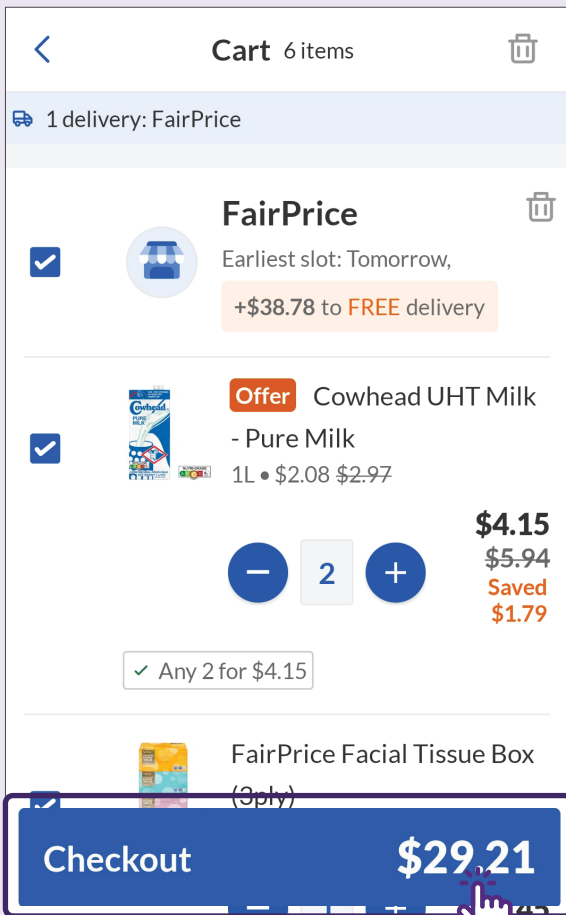
## 3 Manage Your Cart



Within the cart, you can make changes to your order by unchecking the item if you decide not to buy or increase/reduce the quantity of the item.

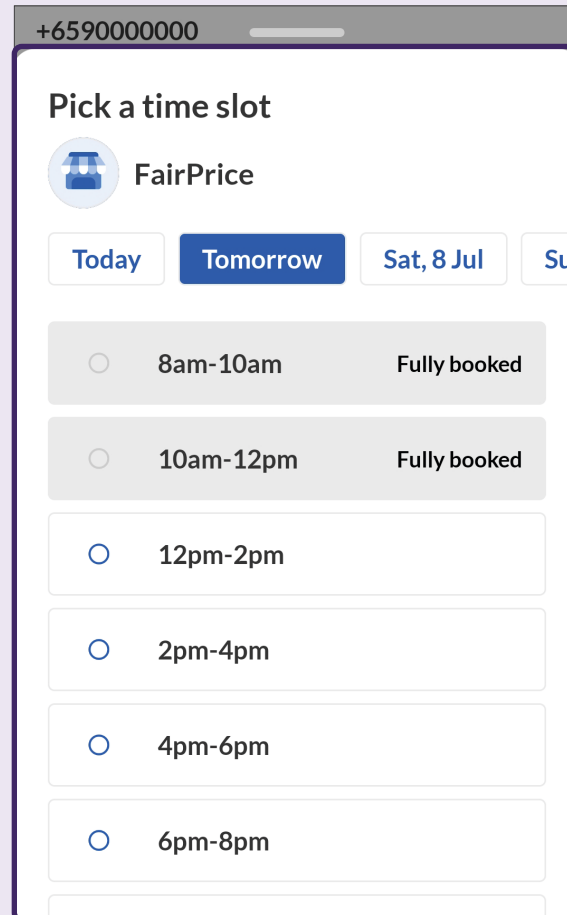
# Place Your Order

## 1 Checkout



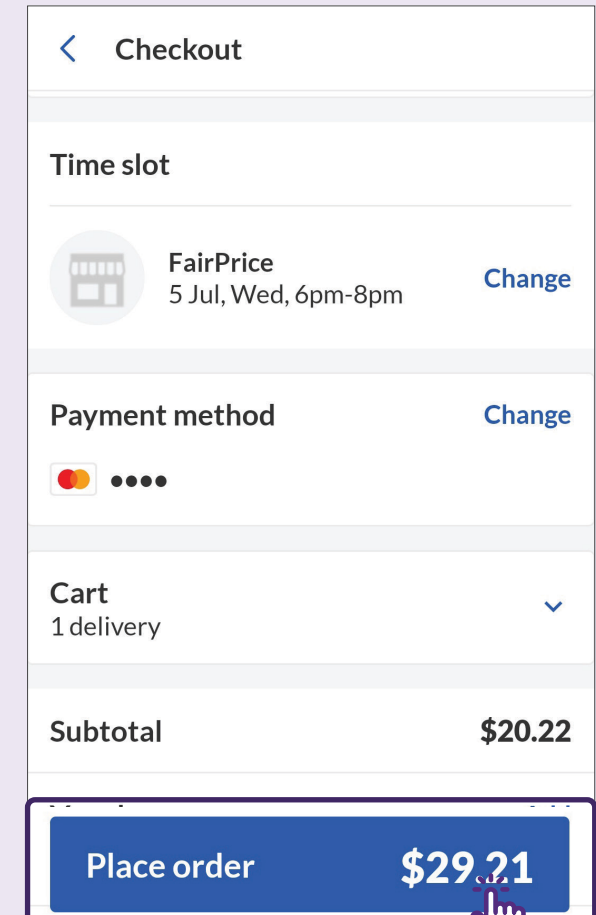
After confirming the items that you want to buy, check the final price before tapping on **“Checkout”**.

## 2 Choose Timeslot



Select your preferred timeslot for the items to be delivered.

## 3 Place Order



Check through all the details such as 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**

Mastercard

**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 message to inform you that your order has been successfully placed.

## 6 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

**Track my order**

Tap **"Track my order"** and you will see 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 do not want your items anymore.

**Note:** It is important for you to read the terms and conditions on the refund policies as it may differ between 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

0/140

Type here

Submit

You may be asked to give a reason for your cancellation.

## 3 Confirmation

< 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](#)

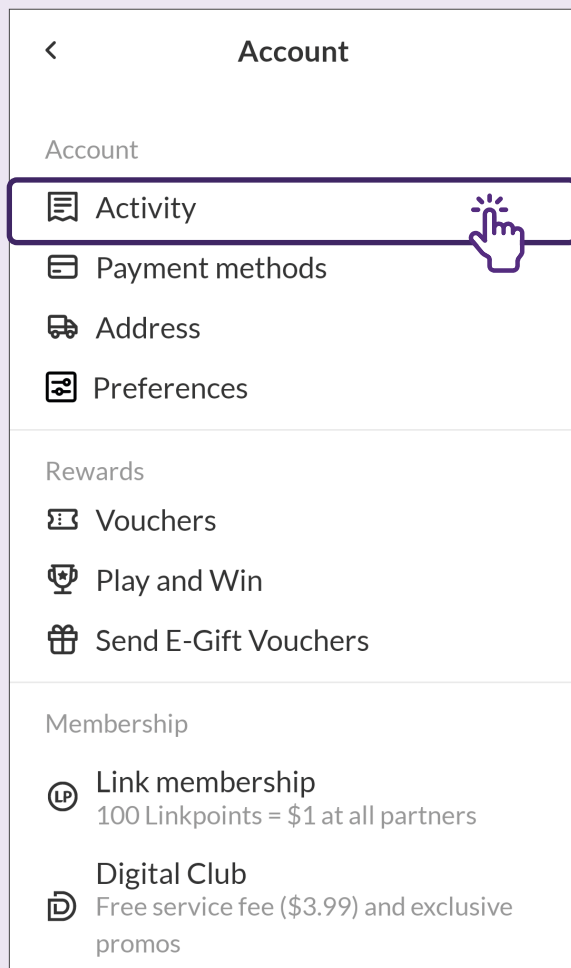
**Total** **\$0.00**  
8% GST included

Google Pay (\*\*\*\* 4045)

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

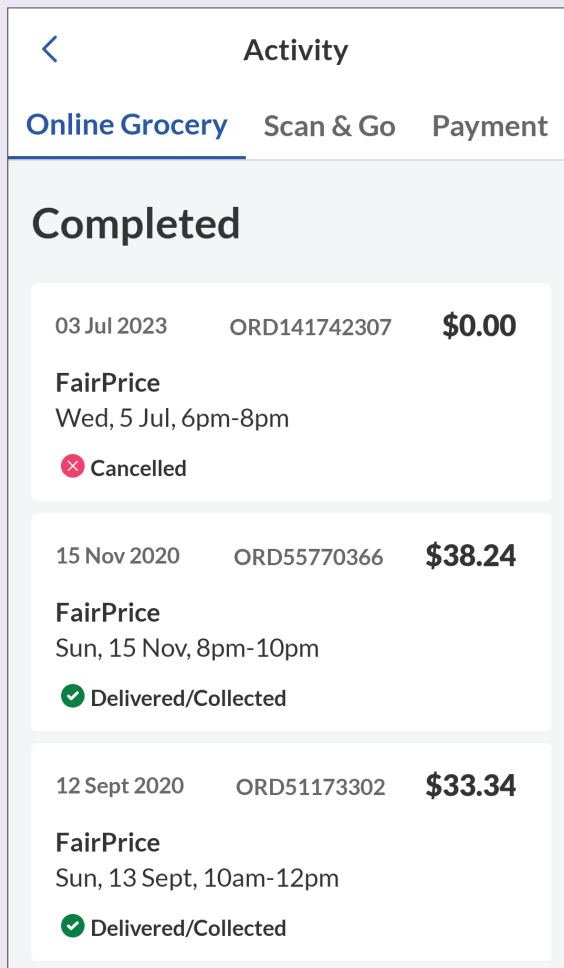
# Monitor Activity

## 1 Select Activity



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

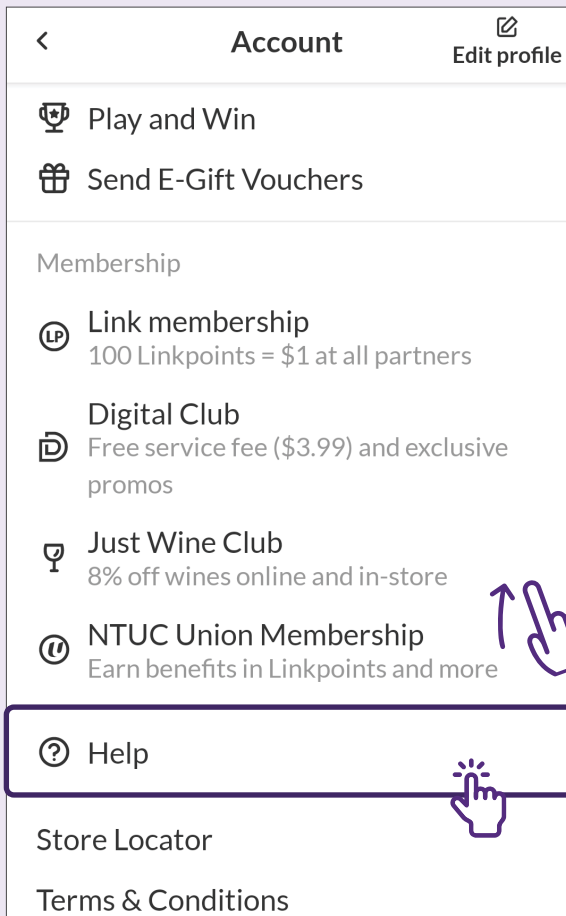
## 2 View Activities



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

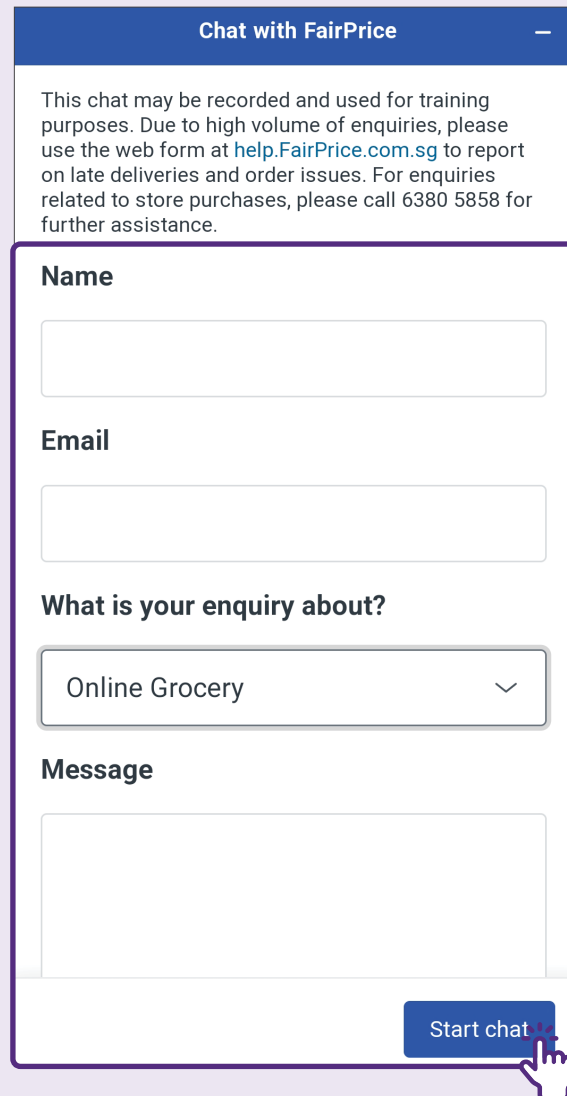
# Interact with FairPrice for Assistance

## 1 Tap on Help



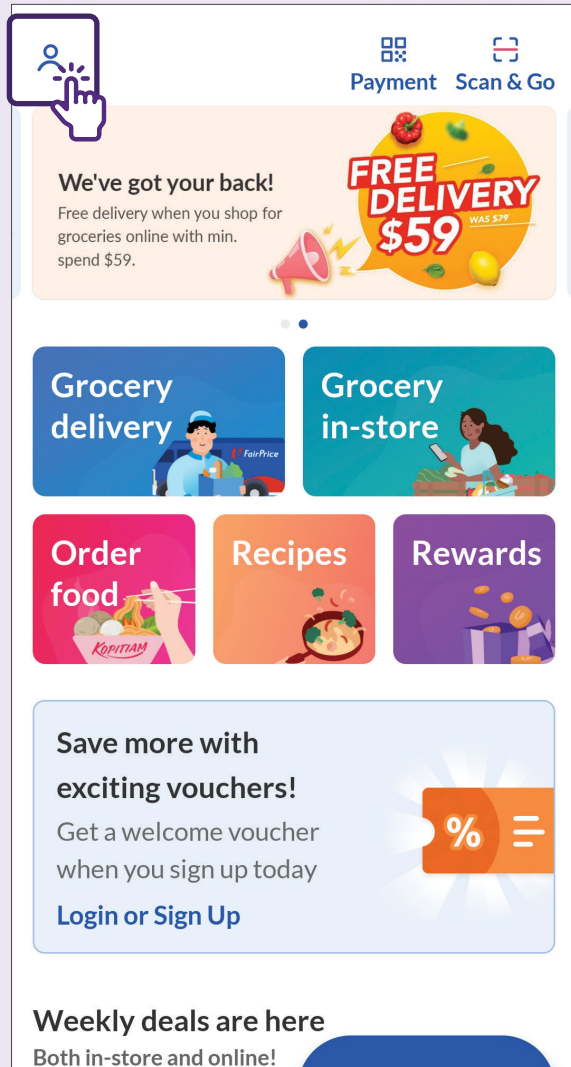
Tap on **"Help"** under Account for list of FAQs or go on a live chat for assistance.

## 2 Live Chat

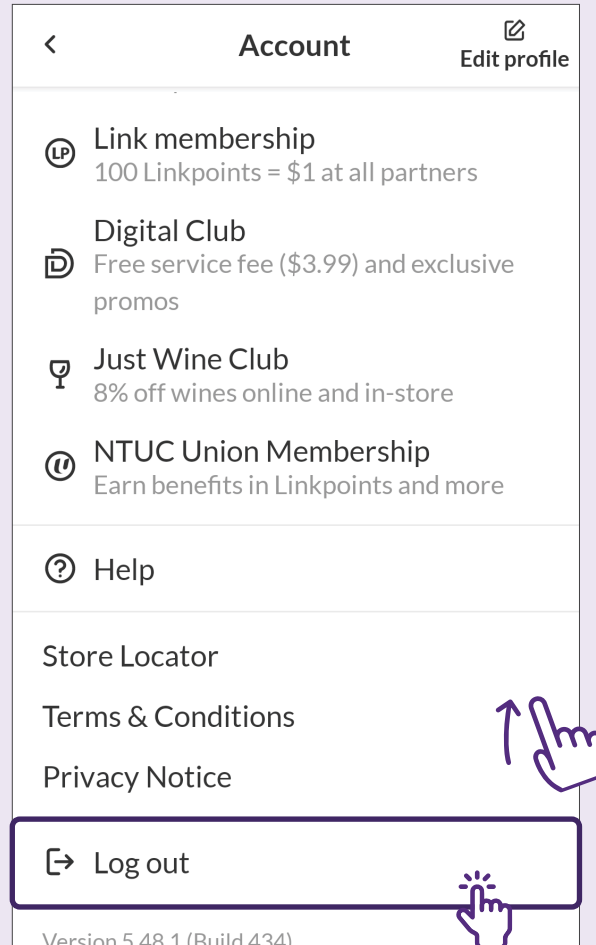


# Log Out of Account

## 1 Tap on Account



## 2 Tap on Log out



Tap on **“Log out”** if you do not 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](mailto:info@imda.gov.sg)

**Website:** [digitalforlife.gov.sg](https://digitalforlife.gov.sg)

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