

Online Shopping

Transact Online



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



In support of:

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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

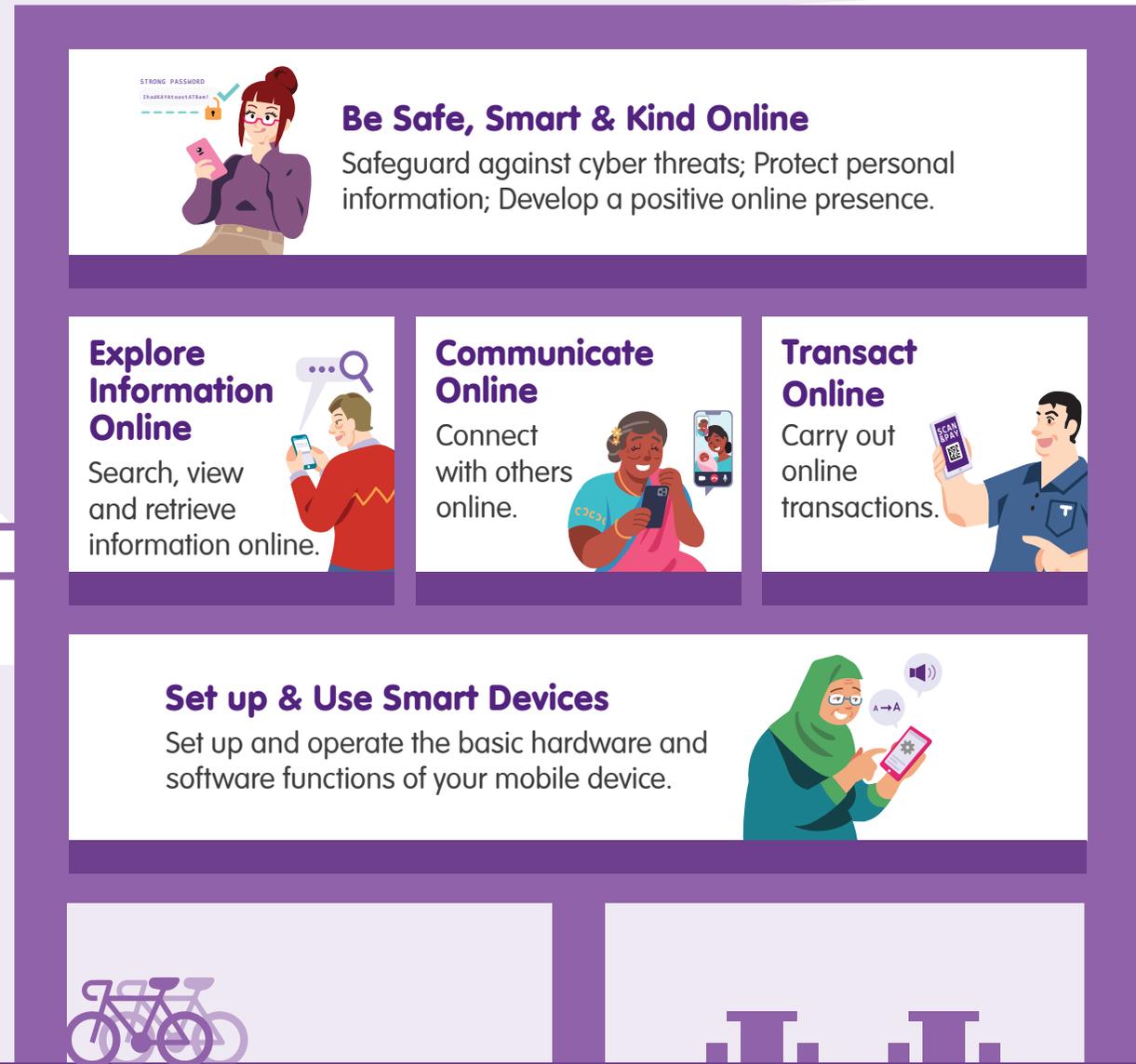
To help you acquire the learning outcome, this guidebook uses different online shopping apps as examples to demonstrate the common steps to shop online.

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.

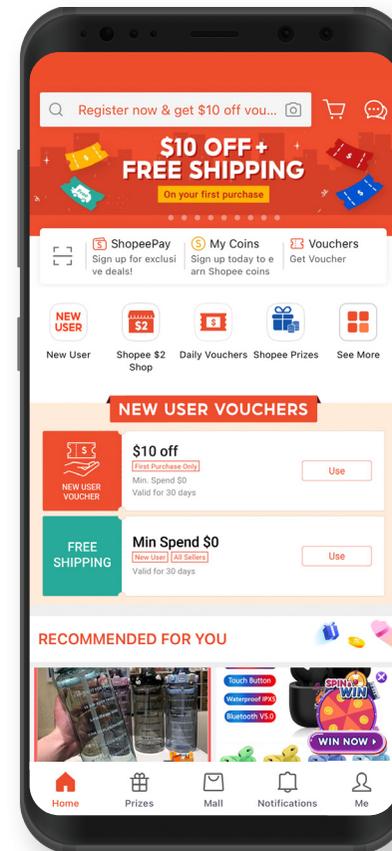
About Online Shopping Apps

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.



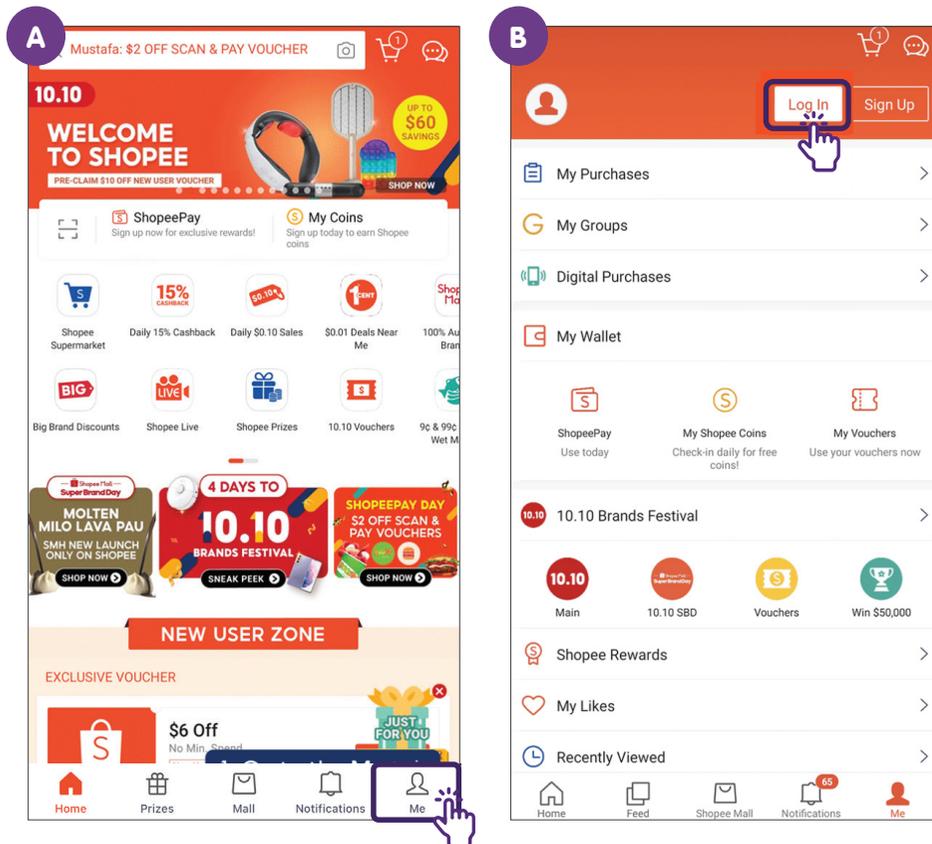
Search Bar

To search for the products you want to buy.

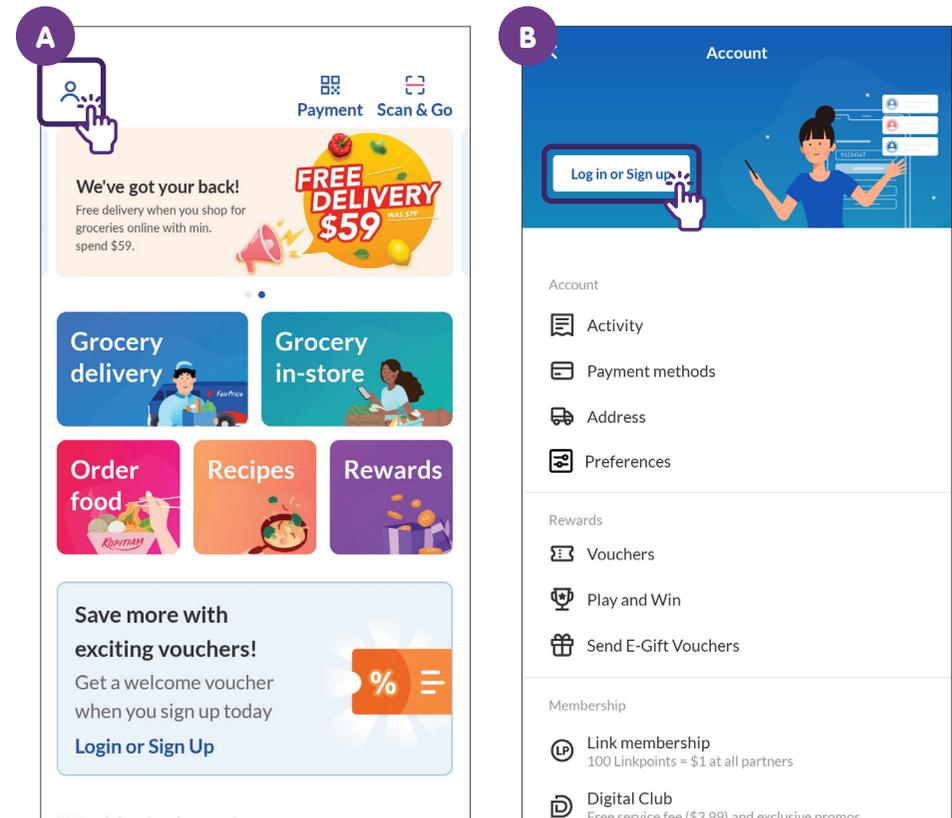
Common Steps to Log In or Sign Up for an Account on Online Shopping Apps

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

Shopee



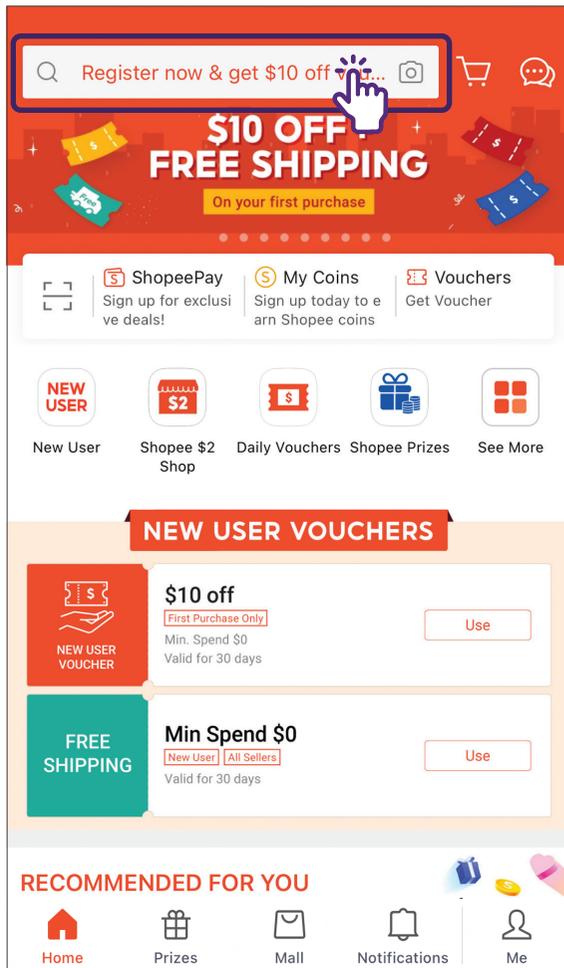
NTUC FairPrice



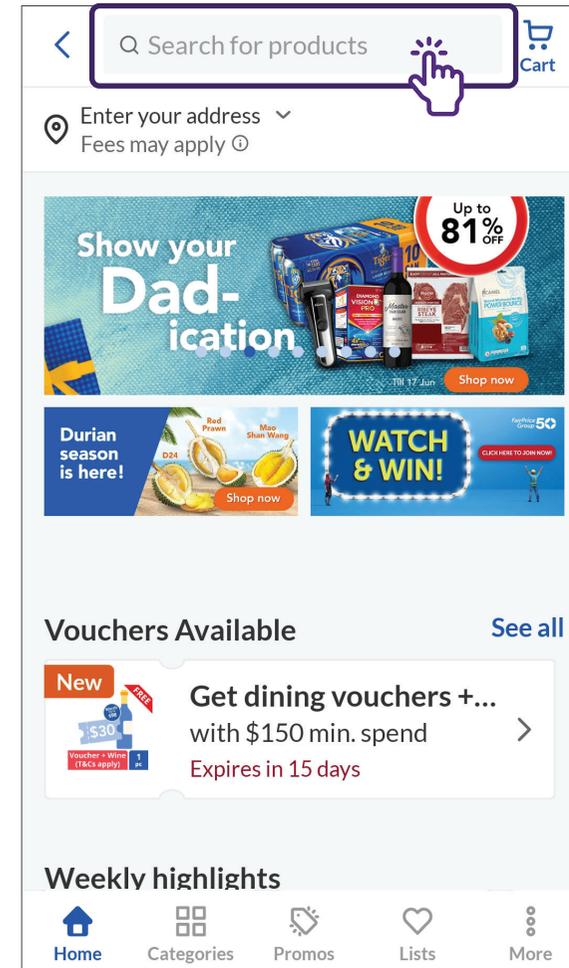
Common Steps to Search for a Product on Online Shopping Apps

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

Shopee



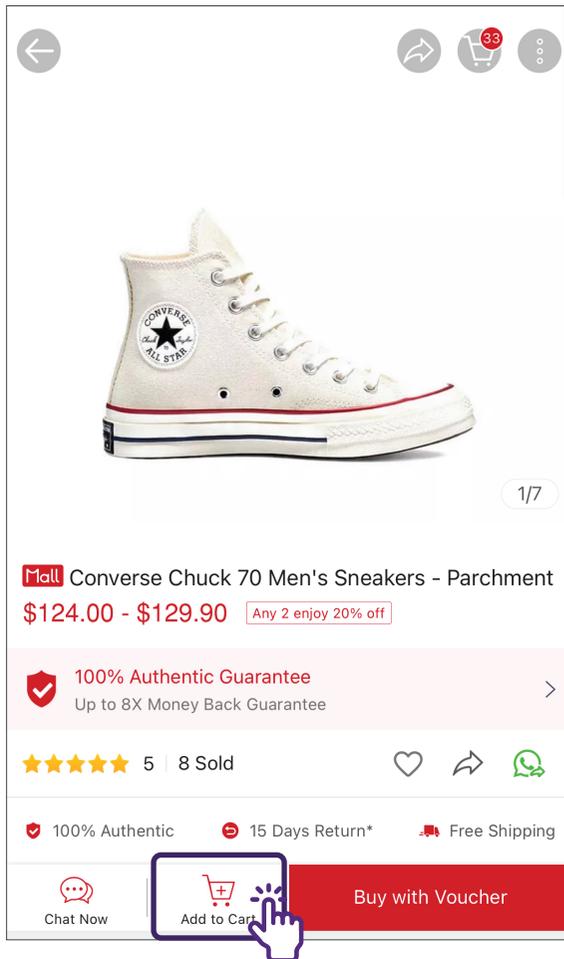
NTUC FairPrice



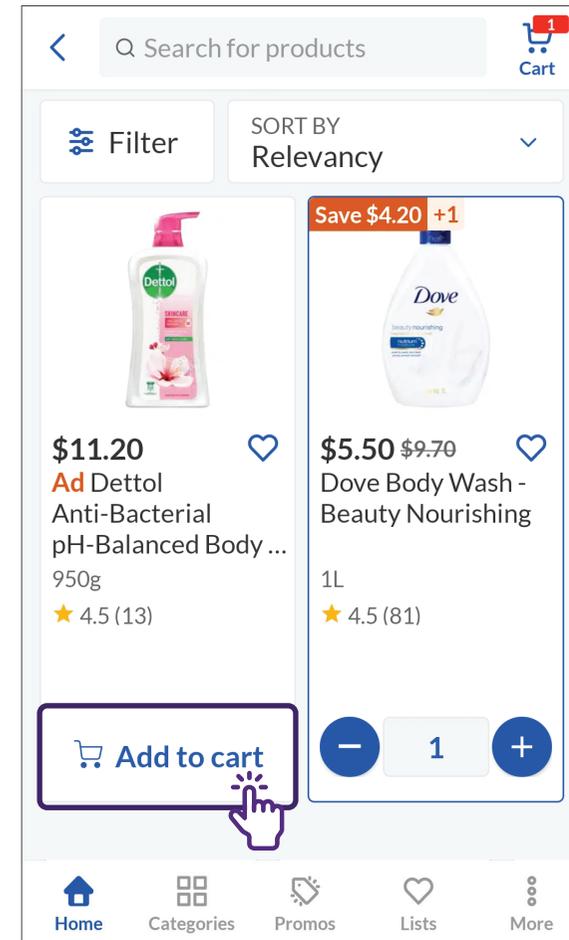
Common Steps to Cart a Product on Online Shopping Apps

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

Shopee



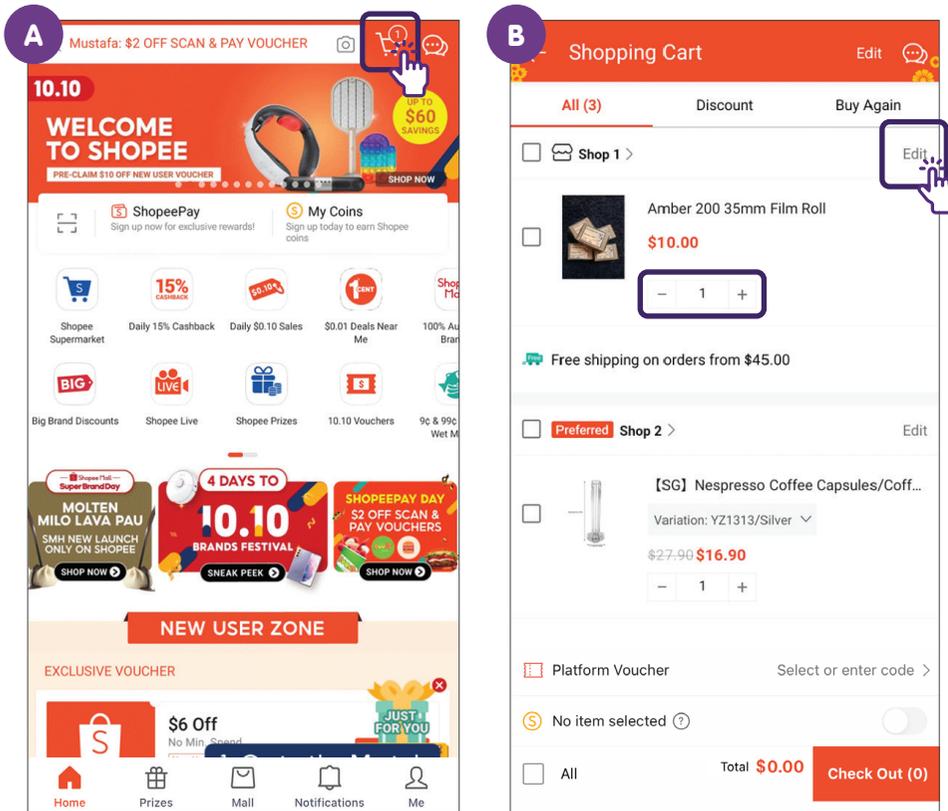
NTUC FairPrice



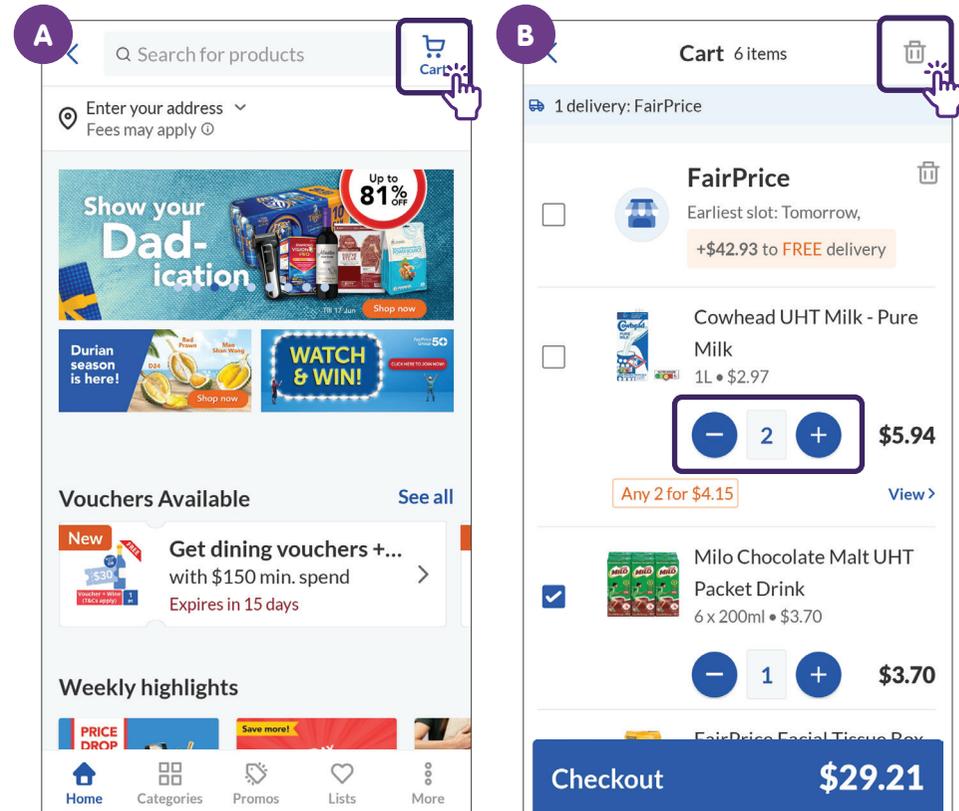
Common Steps to Edit Cart on Online Shopping Apps

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

Shopee



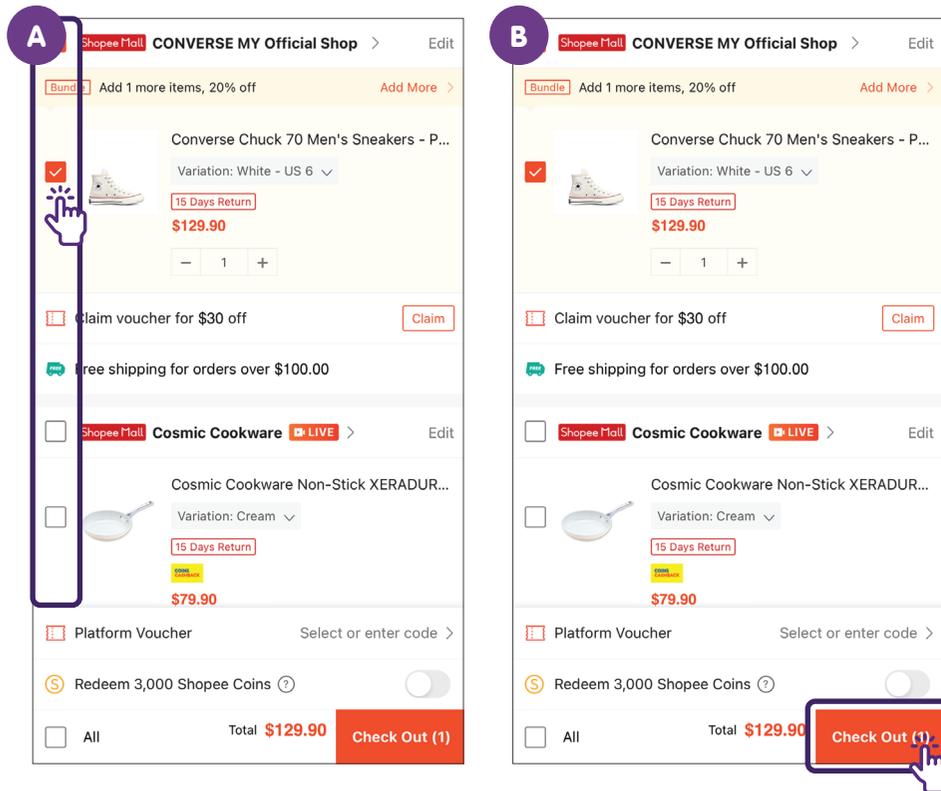
NTUC FairPrice



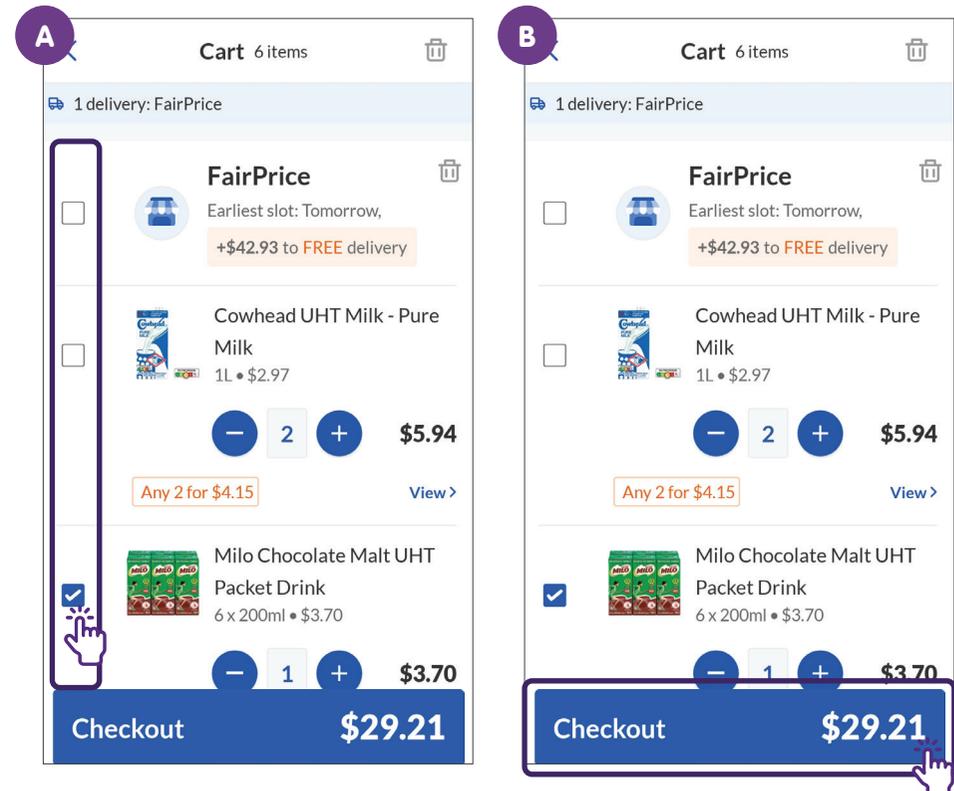
Common Steps to Check Out Your Cart on Online Shopping Apps

1 Select the products you want and tap on check out.

Shopee



NTUC FairPrice



Common Steps to Make Payment on Online Shopping Apps

- 1 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

Cart
1 delivery

Subtotal \$20.22

Voucher Add

Place order \$29.21

Common Steps to Log Out of Online Shopping Apps

1 Go to your account settings to log out.

Shopee

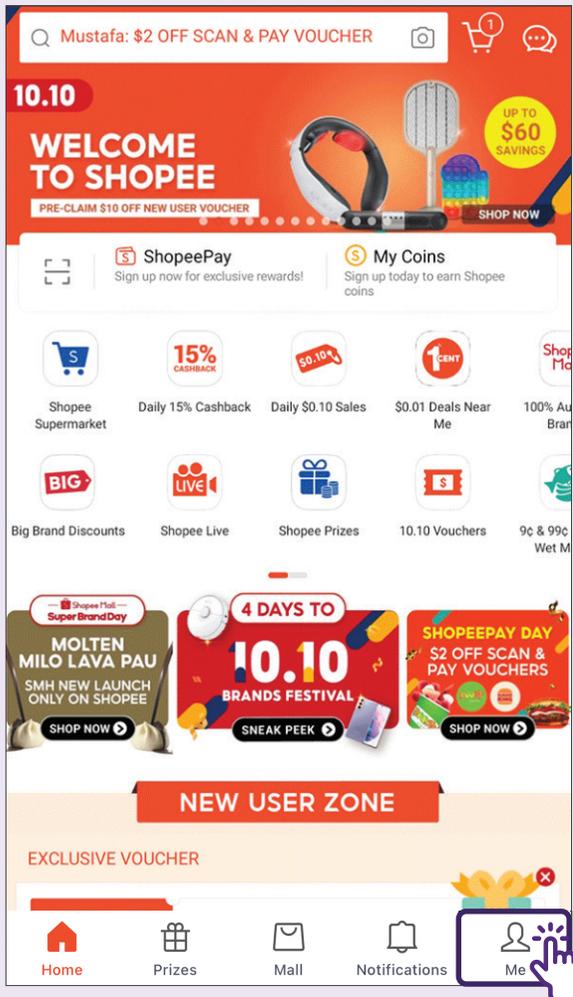
The screenshot shows the Shopee app interface. At the top, there are promotional banners for 'MOLTEN MILO LAVA PAU' and '4 DAYS TO 10.10 BRANDS FESTIVAL'. Below these is a 'NEW USER ZONE' with an 'EXCLUSIVE VOUCHER' for '\$6 Off'. The bottom navigation bar includes 'Home', 'Prizes', 'Mall', 'Notifications', and 'Me'. A hand icon points to the 'Me' icon. Below the navigation bar, the user's profile is shown with the name 'tan', 'Classic Member', and 'Followers 0 | Following 3'. A notification banner says 'Verify your email to help us confirm your identity, protect your account, and receive order updates. Verify Now'. Below this is 'My Purchases' and a 'View Purchase History' link. At the bottom, there are icons for 'To Pay', 'To Ship', 'To Receive', and 'To Rate'. On the right side, the 'Account Settings' screen is shown, listing options like 'My Account', 'Bank Accounts / Cards', 'Settings', 'Chat Settings', 'Notification Settings', 'Privacy Settings', 'Blocked Users', 'Language / 语言 / Bahasa', 'Support', 'Help Centre', 'Community Rules', and 'Shopee Policies'. A red 'Logout' button is highlighted at the bottom of the settings screen, with a hand icon pointing to it.

NTUC FairPrice

The screenshot shows the NTUC FairPrice app interface. At the top, there are promotional banners for 'Pre-order your Christmas goodies, pick up in-store' and 'Grocery delivery' and 'Grocery in-store'. Below these are 'Food takeaway' and 'Rewards' sections. At the bottom, there is a 'Save more with exciting vouchers!' section. On the right side, the 'Account Settings' screen is shown, listing options like 'Vouchers', 'Play and Win', 'Send E-Gift Vouchers', 'Membership', 'Link membership', 'Digital Club', 'Just Wine Club', 'NTUC Union Membership', 'Help', 'Store Locator', 'Terms & Conditions', and 'Privacy Notice'. A red 'Log out' button is highlighted at the bottom of the settings screen, with a hand icon pointing to it.

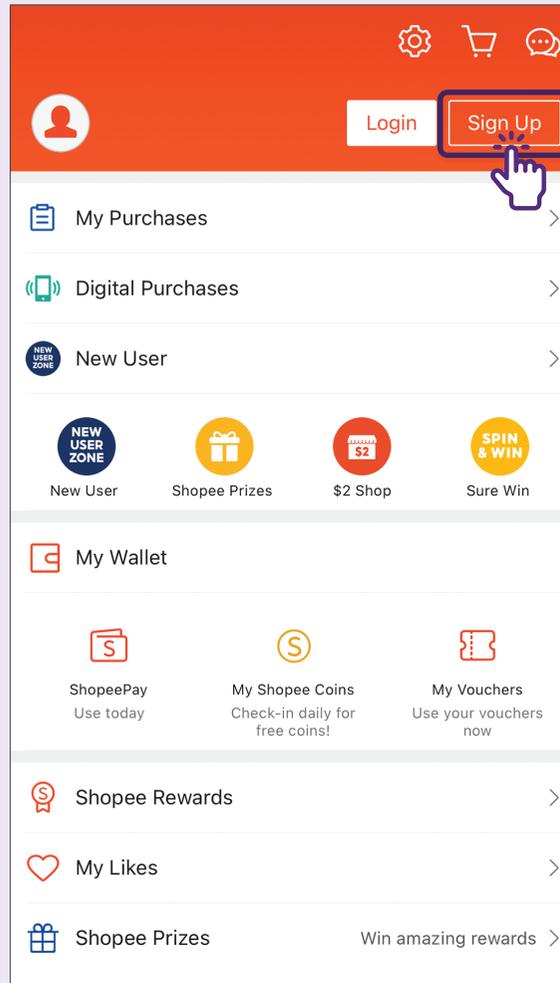
Set Up a Shopee Account

1 Tap on "Me" tab



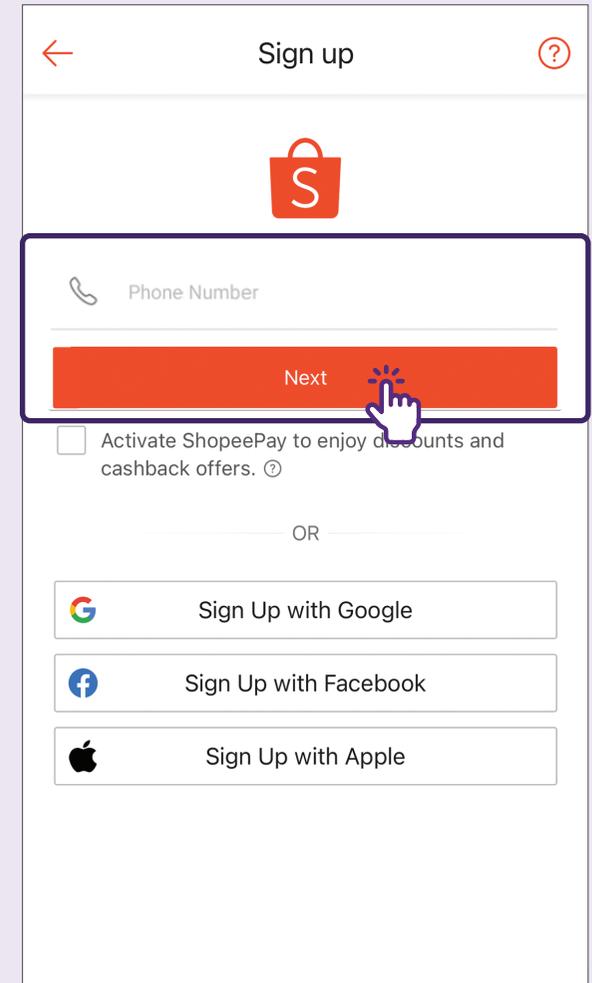
Go to the "Me" tab on Shopee App.

2 Tap on Sign Up

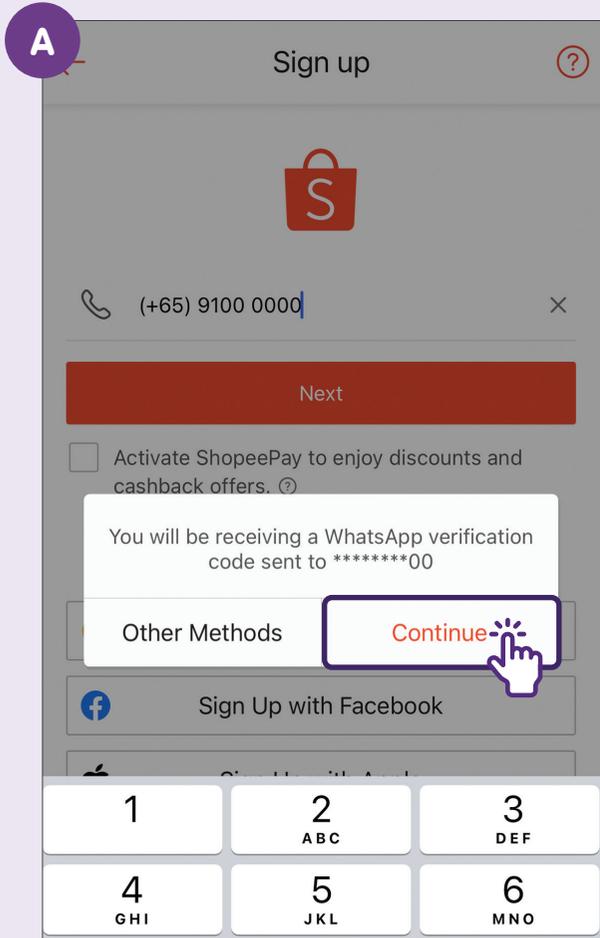


Select "Sign Up".

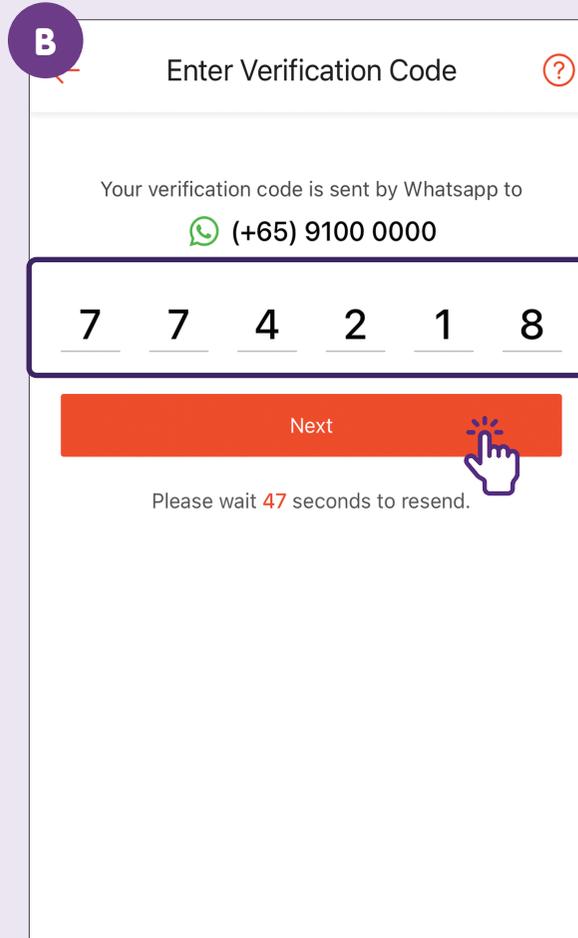
3 Enter Phone Number



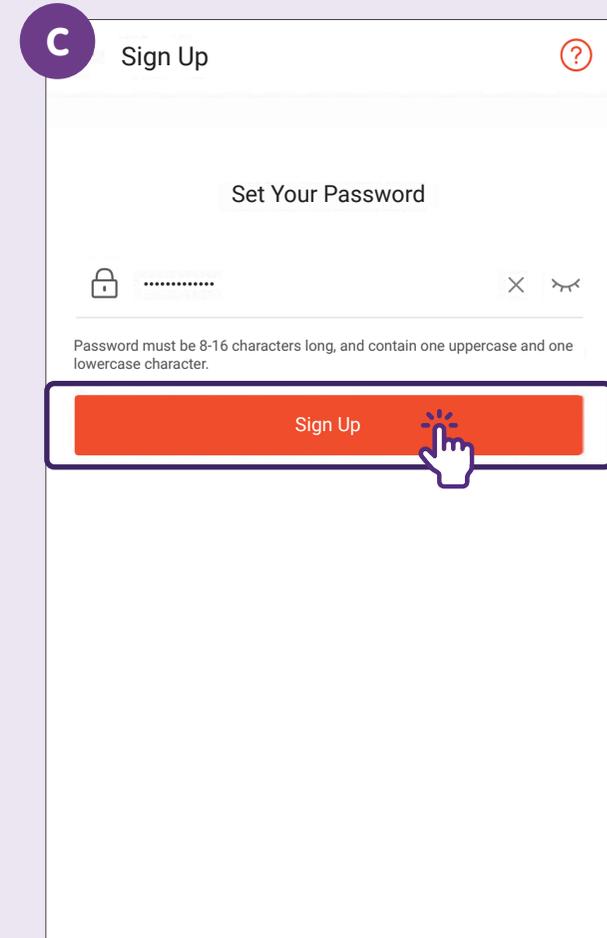
4 Verify Account with Verification Code



If you tap on **"Other Methods"** you can verify via **"Phone Call"** or **"SMS"**.



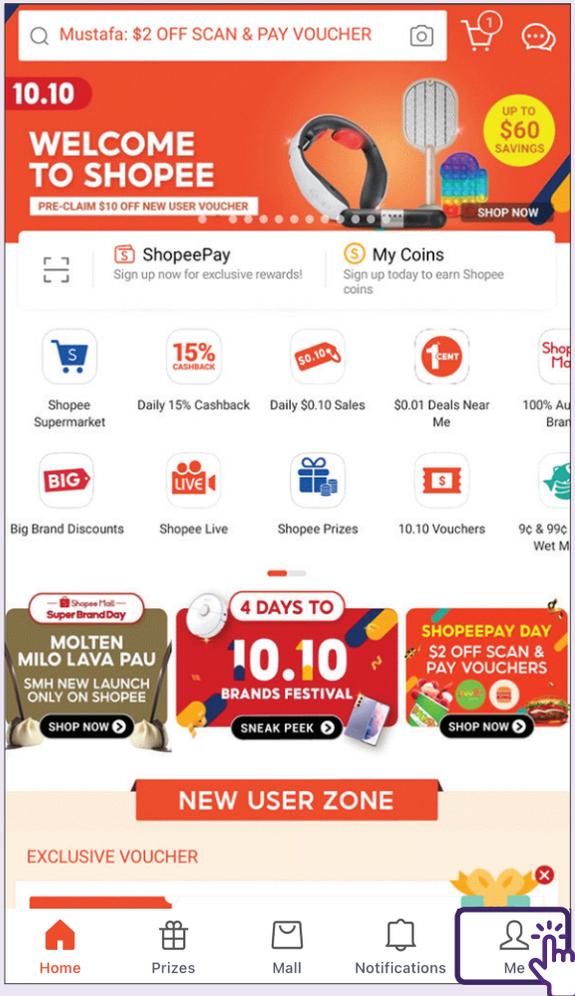
User will need to key in the verification code received, then tap on **"Next"**.



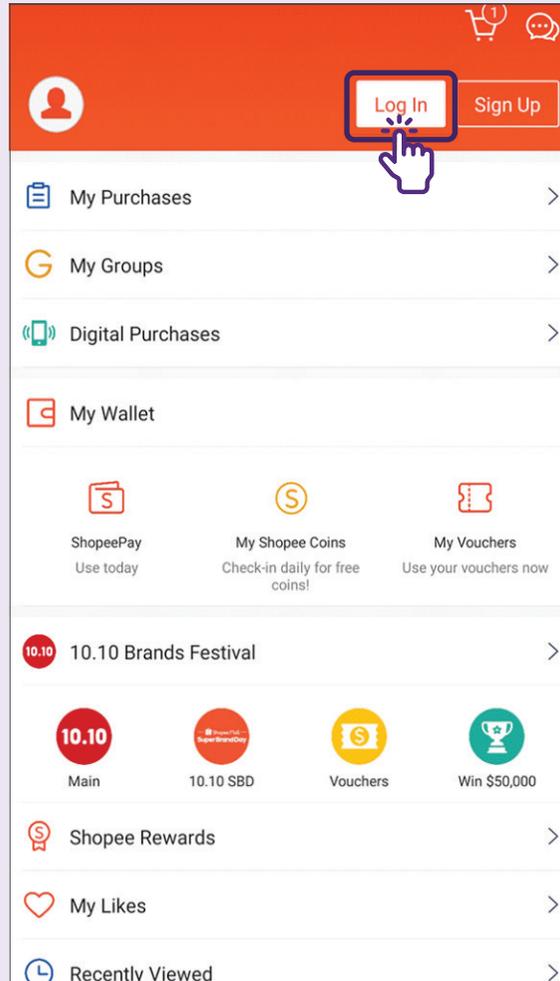
Set up a strong password and tap on **"Sign up"**.

Log In - via Password

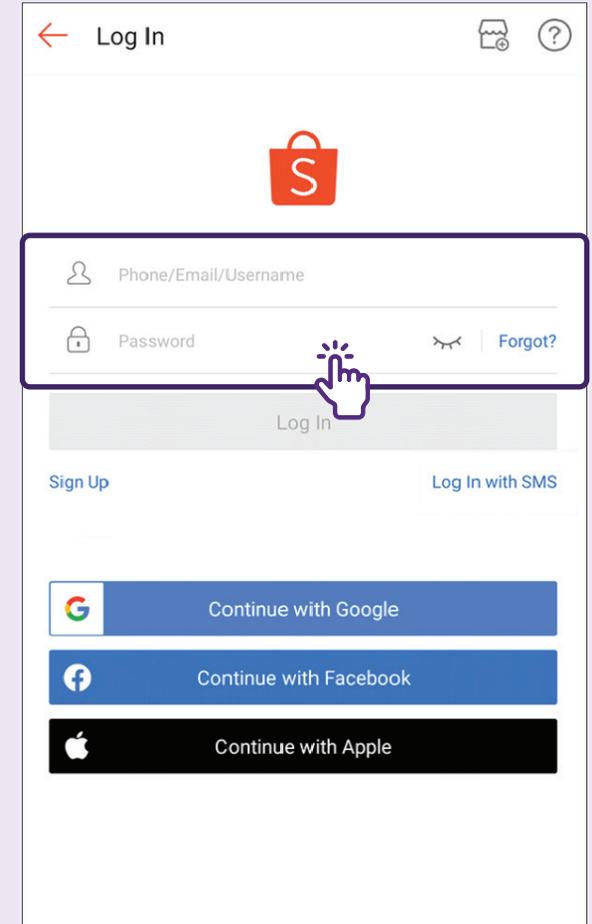
1 Tap on "Me" tab



2 Tap on Log In



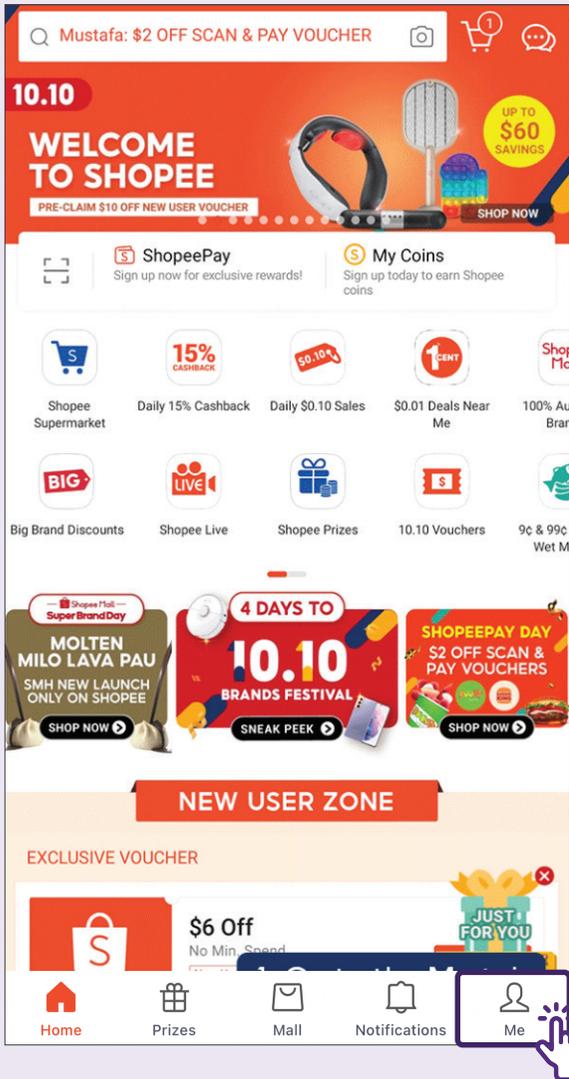
3 Enter Username and Password



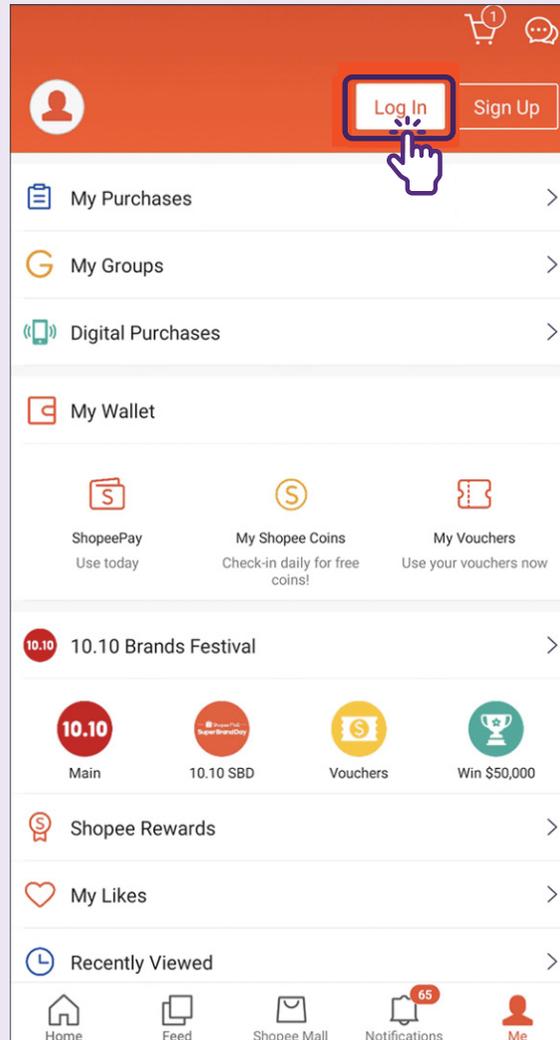
You can also login using your phone number or email address that you've used to register.

Log In - via SMS

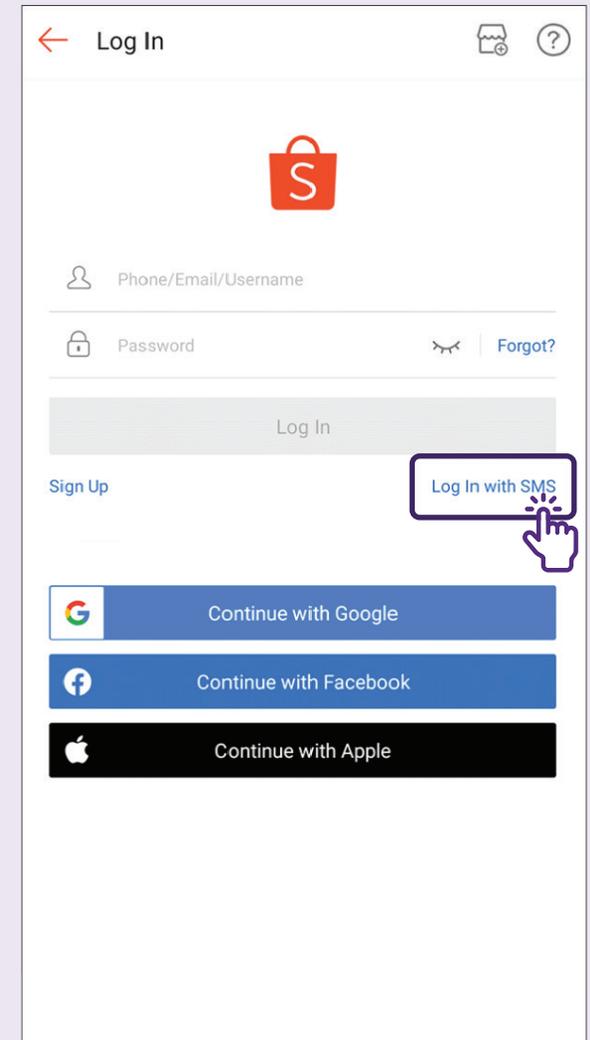
1 Tap on "Me" tab



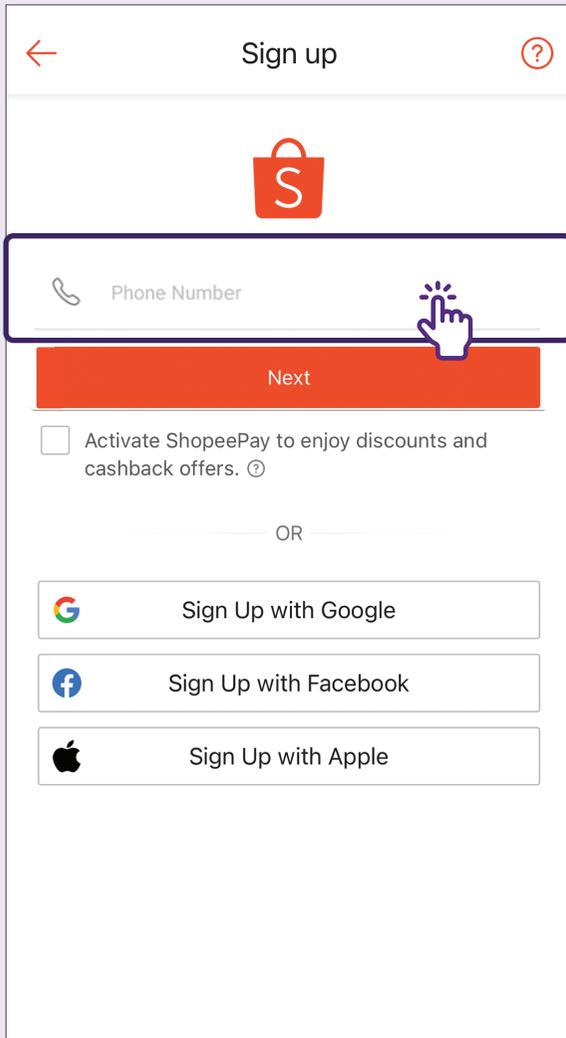
2 Tap on Log In



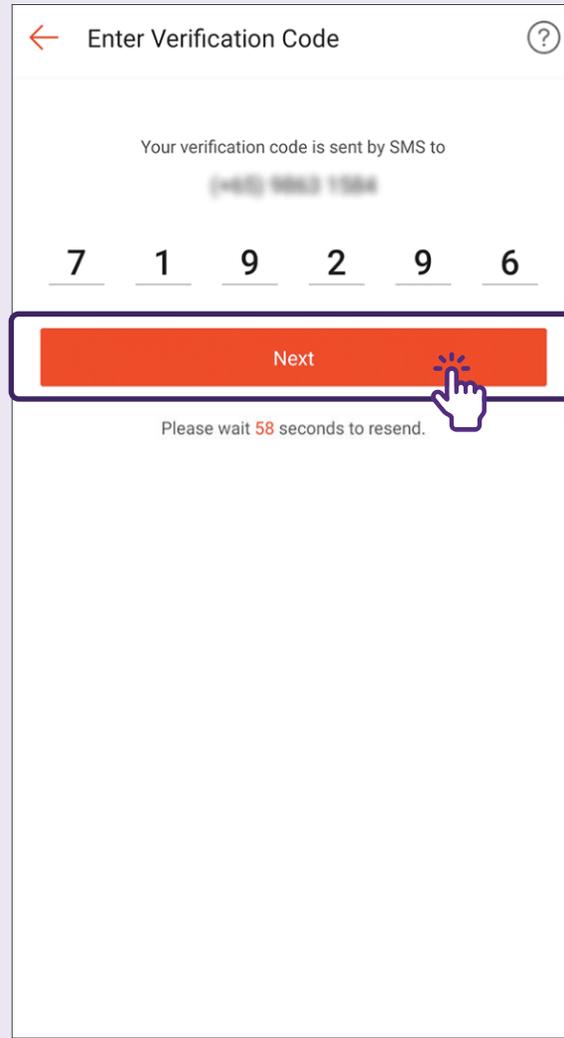
3 Tap on Log In with SMS



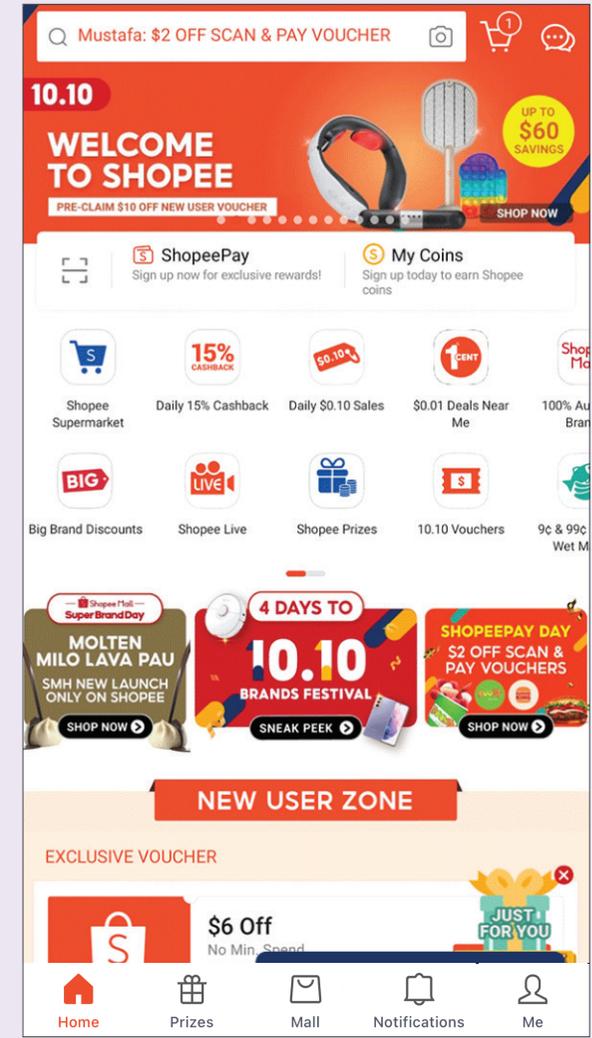
4 Enter Phone Number



5 Enter Verification Code

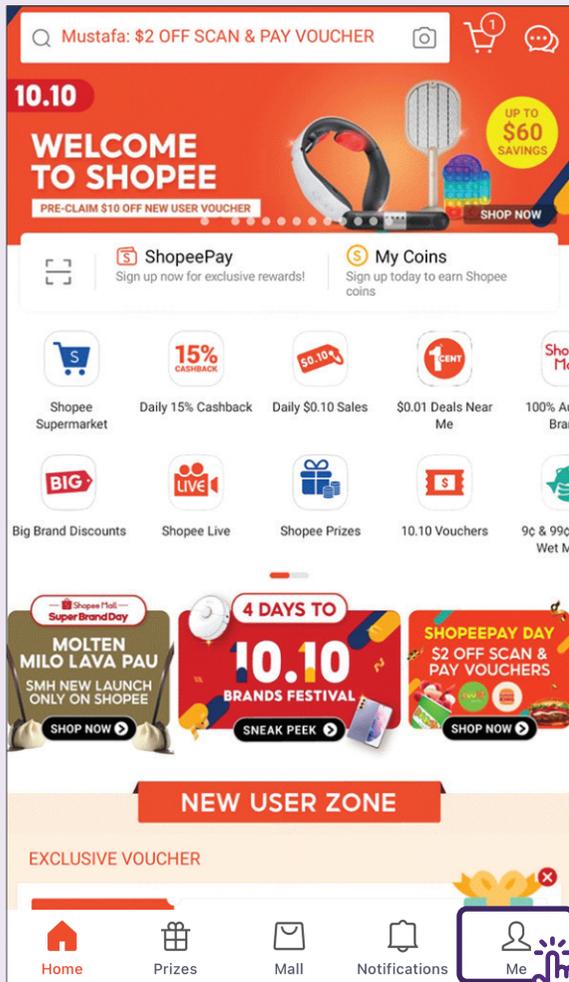


6 Successful Log In



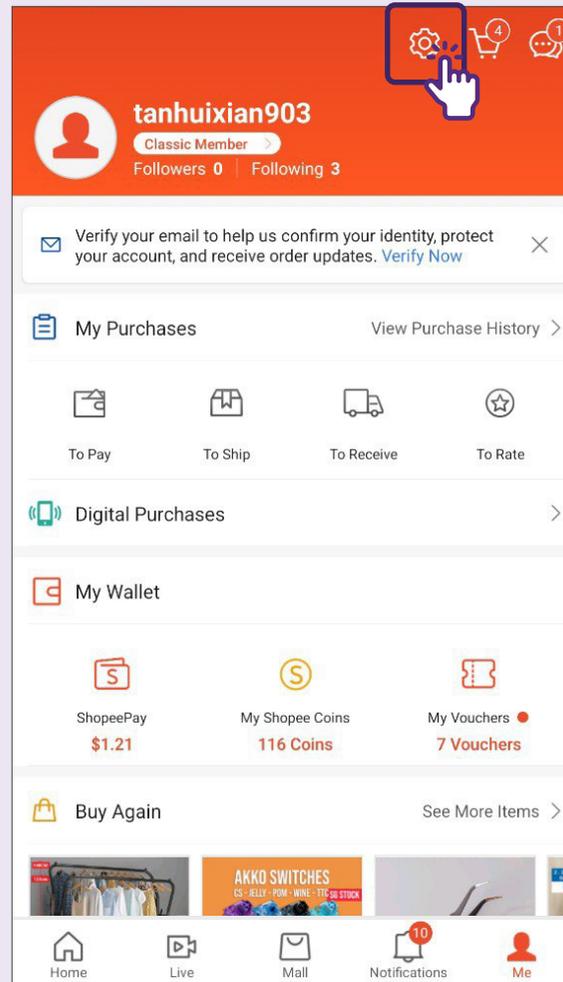
Manage Notifications

1 Tap on "Me" tab

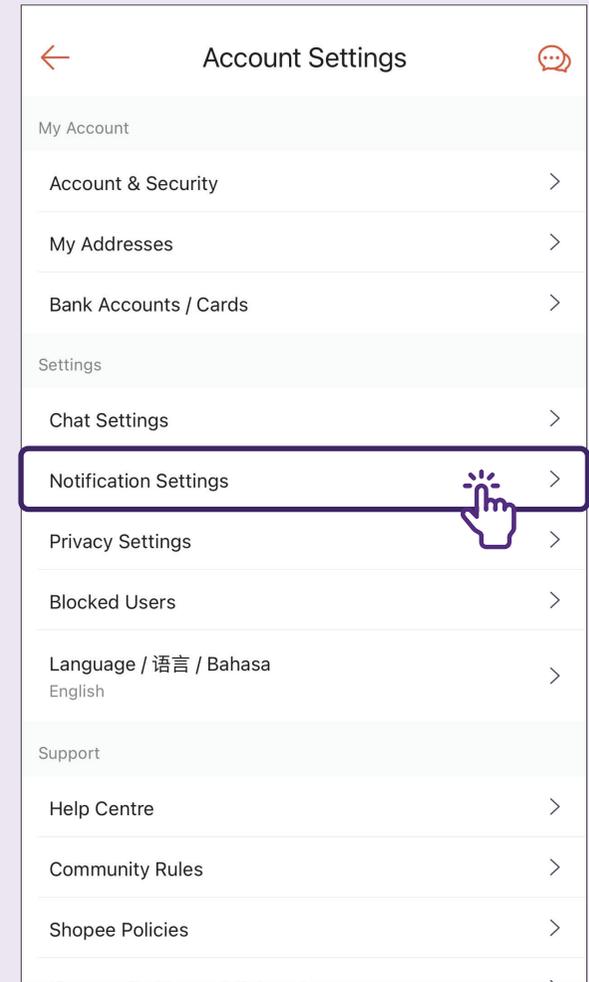


Go to the "Me" tab via Shopee App.

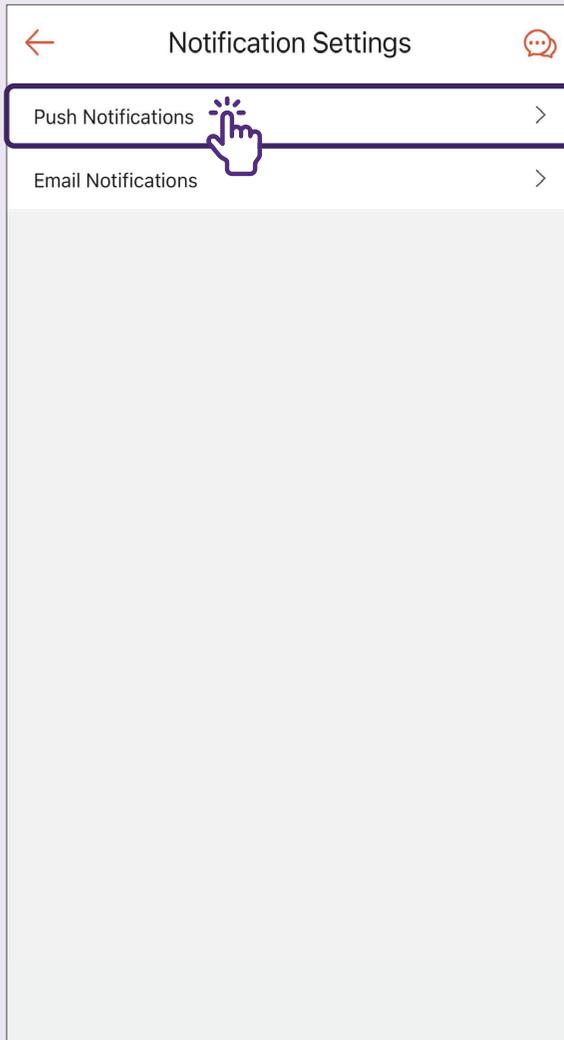
2 Tap on Settings



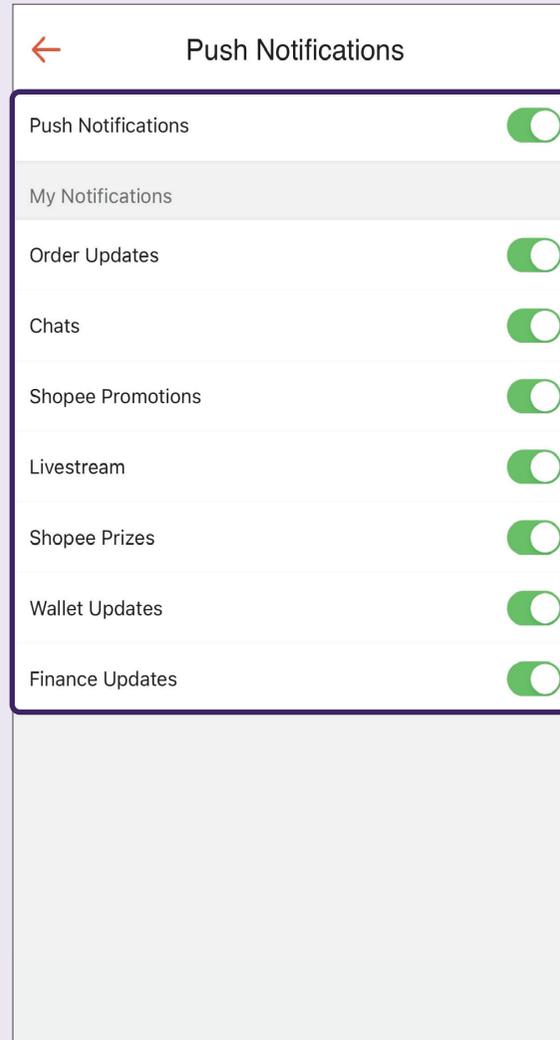
3 Select Notification Settings



4 Select Push Notifications



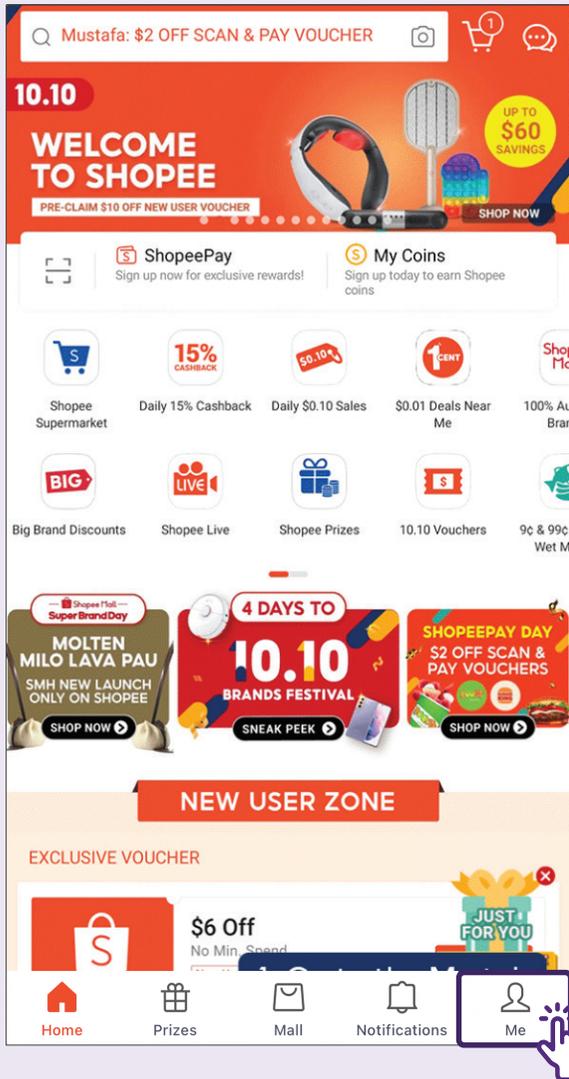
5 Customize Notifications Settings



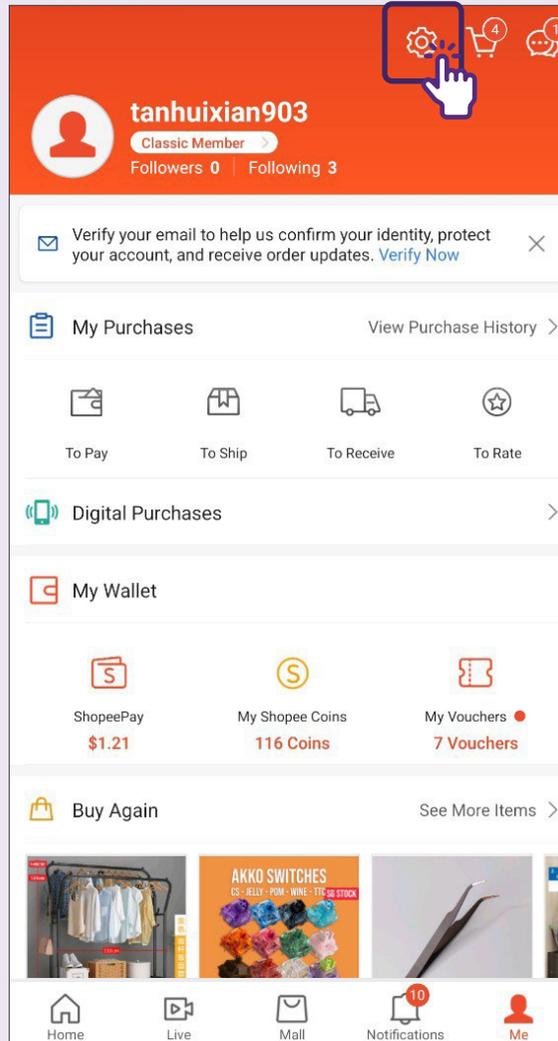
Use toggles to enable/disable **“Push Notifications”**, customize **“Notification Sound”**, **“Ringtone”**, and types of notifications to be received.

Add a Delivery Address

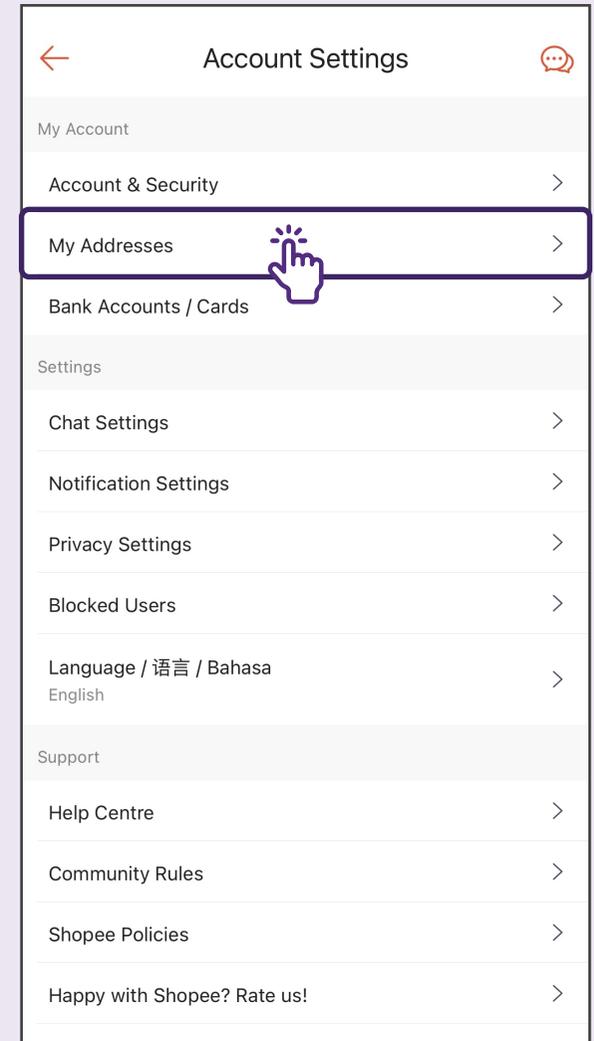
1 Tap on "Me" tab



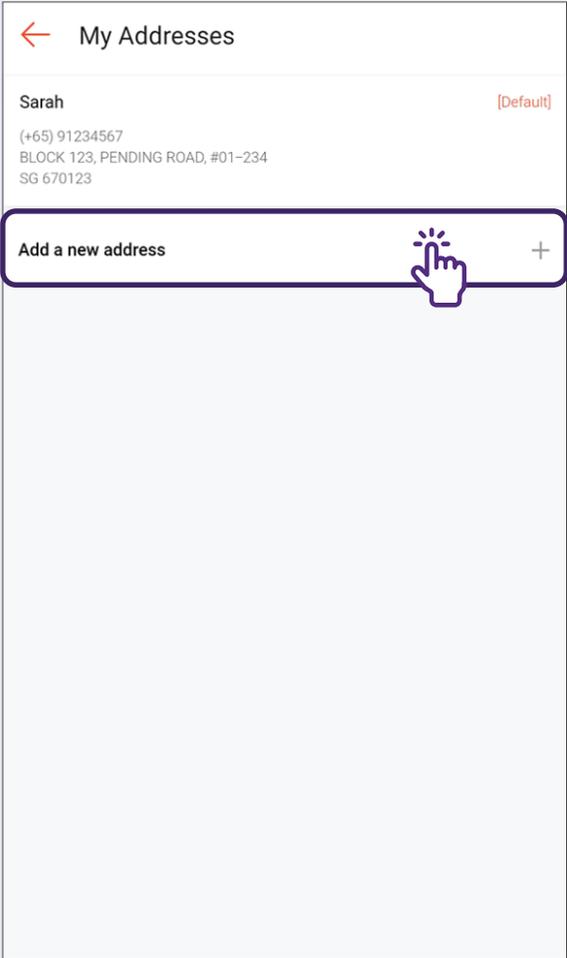
2 Tap on Settings



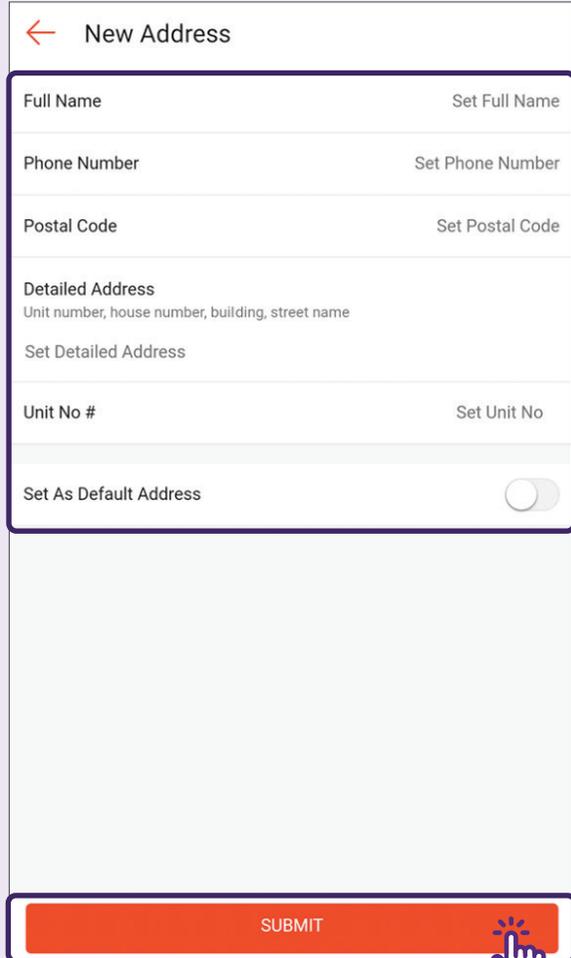
3 Tap on My Addresses



4 Tap on Add a new address



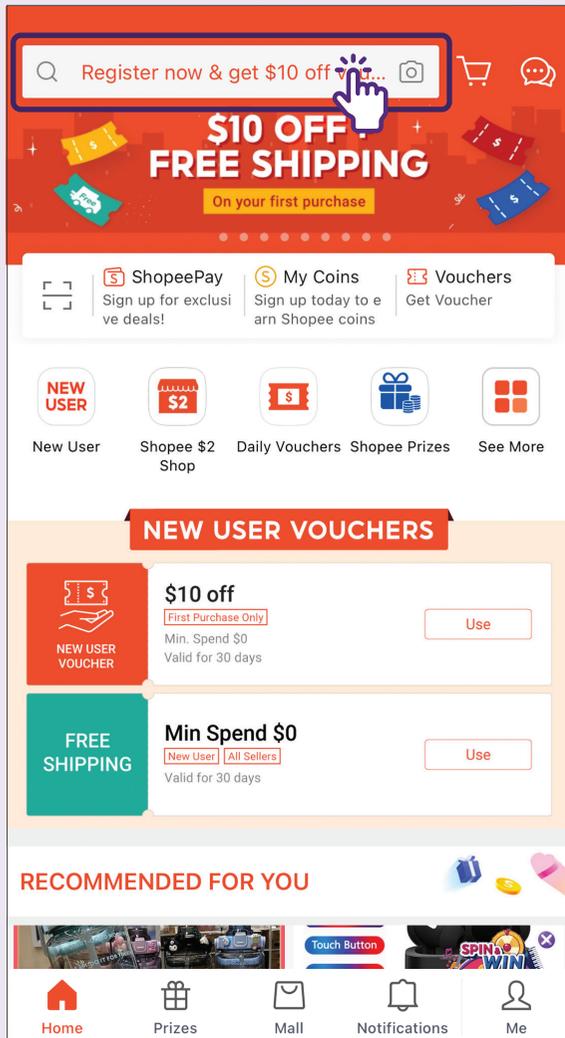
5 Fill Up Your Delivery Address



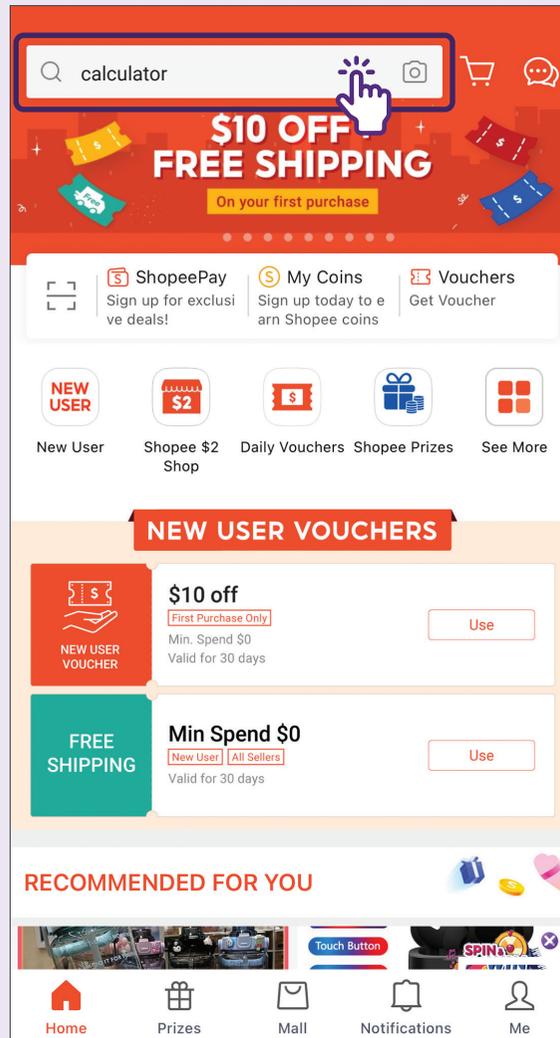
Tap on **"SUBMIT"** to save your delivery address.

Search for Product - Keyword Search

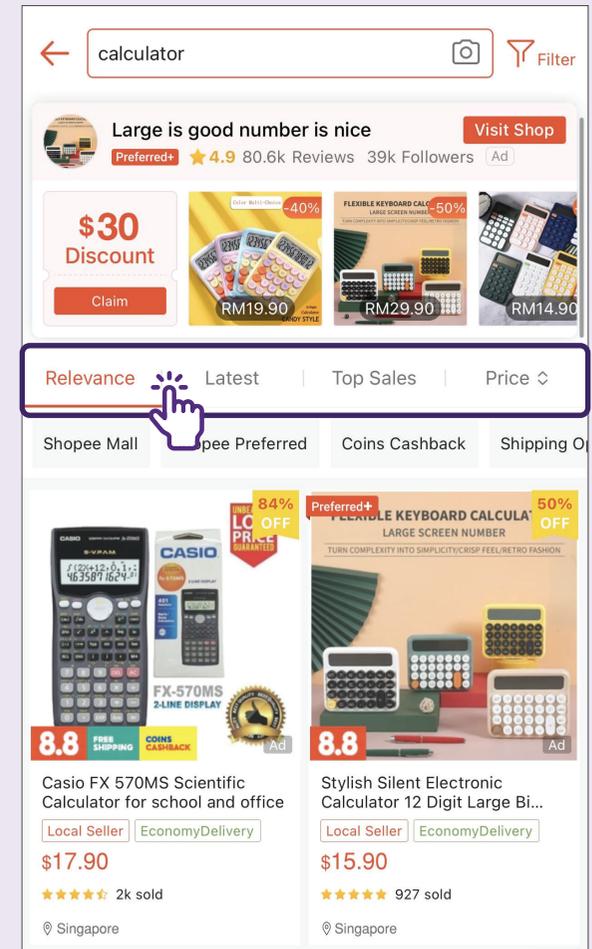
1 Tap on Search Bar



2 Enter Keyword(s)

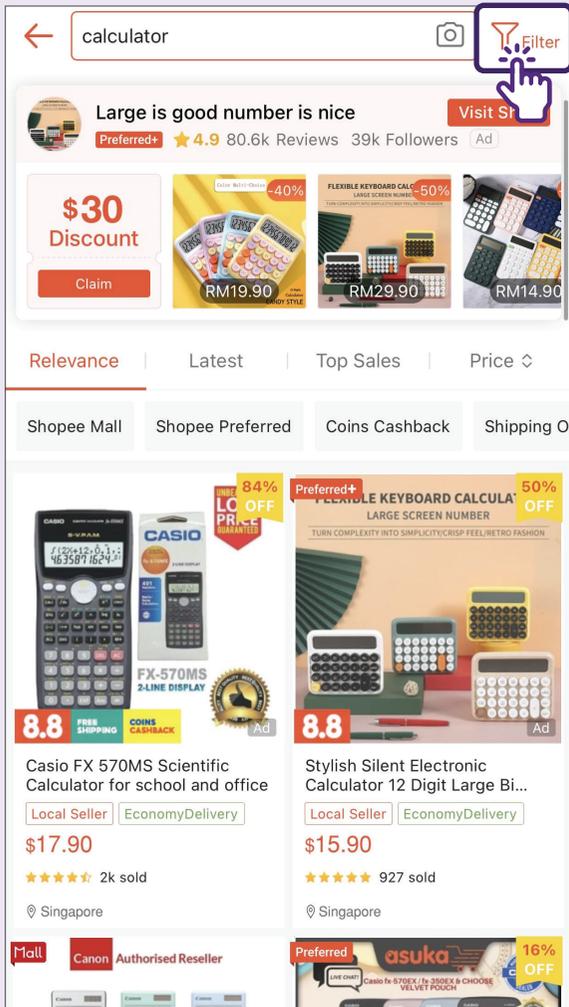


3 Search Results



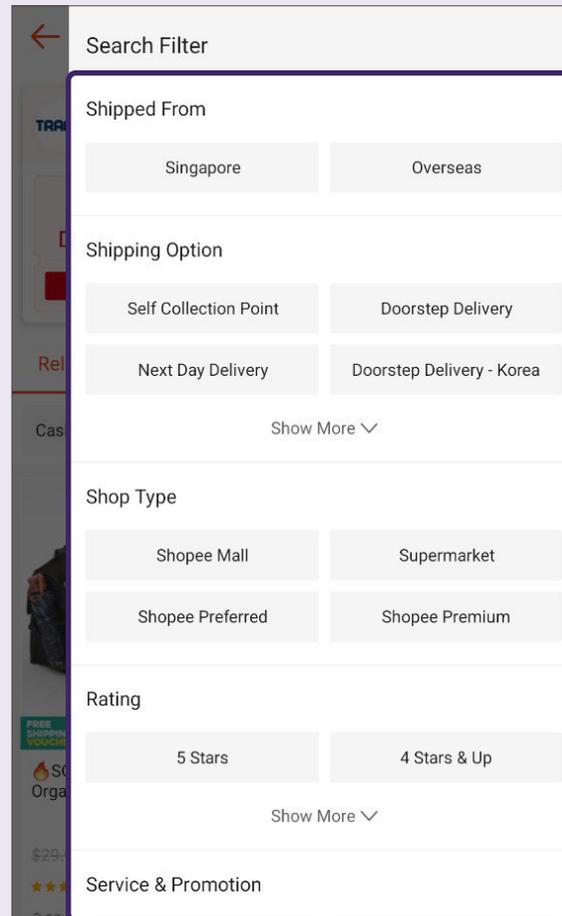
Sort the search result based on your preference (Relevance, Latest, Top Sales, Price).

4 Tap on Filter



Filter for more specific criteria.

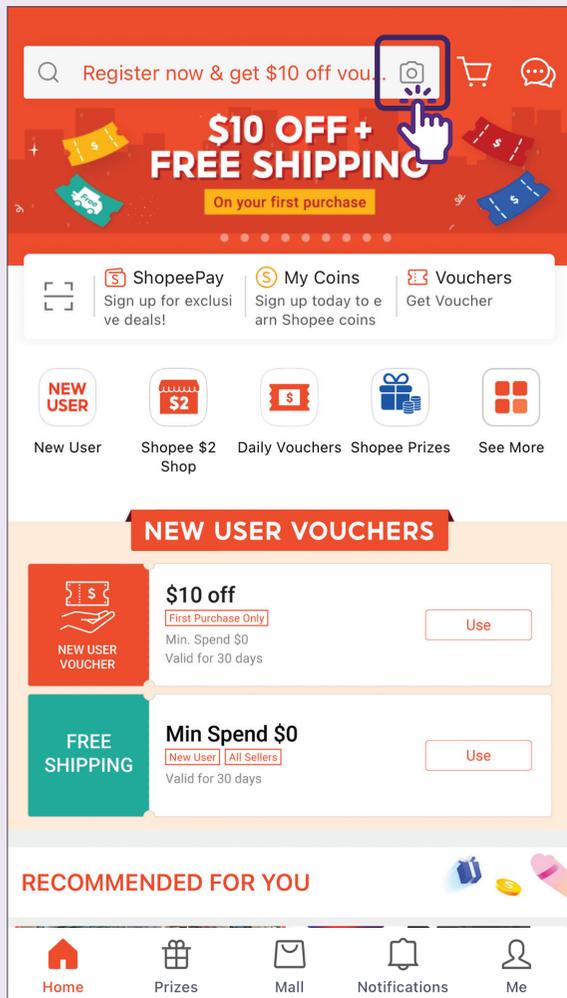
5 Filter Options



Select the filters you want to narrow your search results.

Search for Product - Image Search

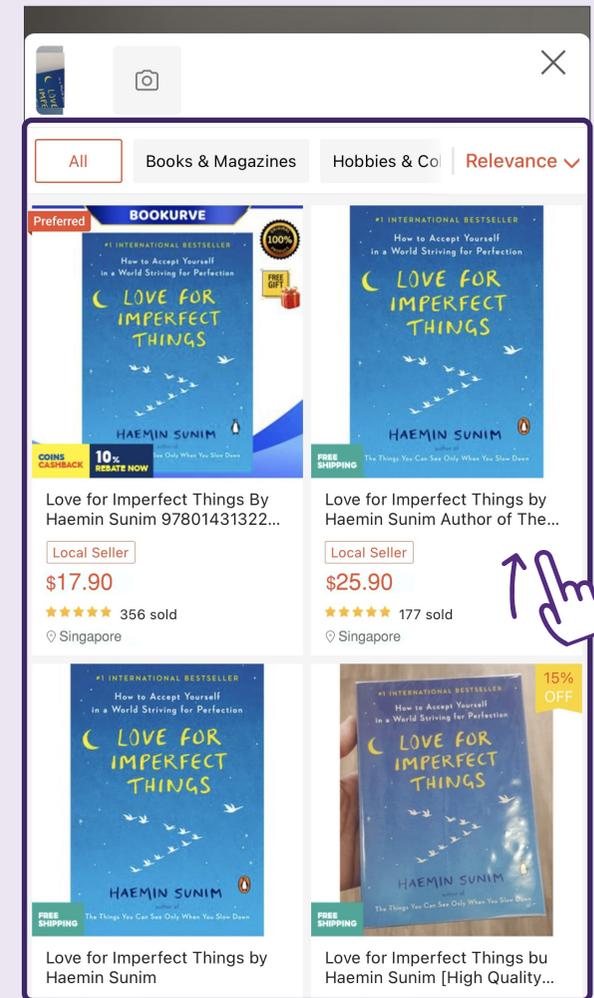
1 Tap on Camera Icon



2 Take a Photo of the Product

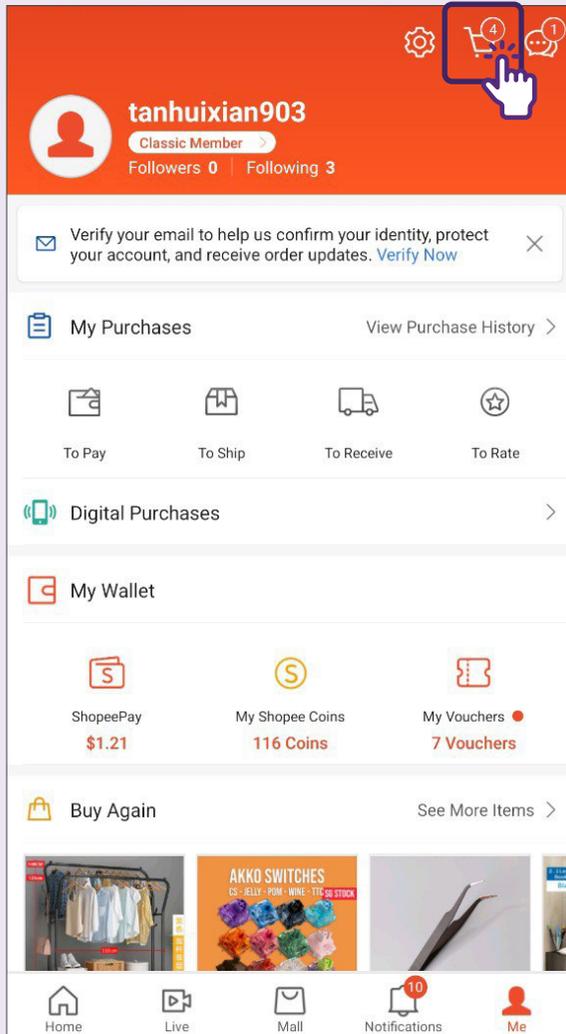


3 Browse Relevant Product

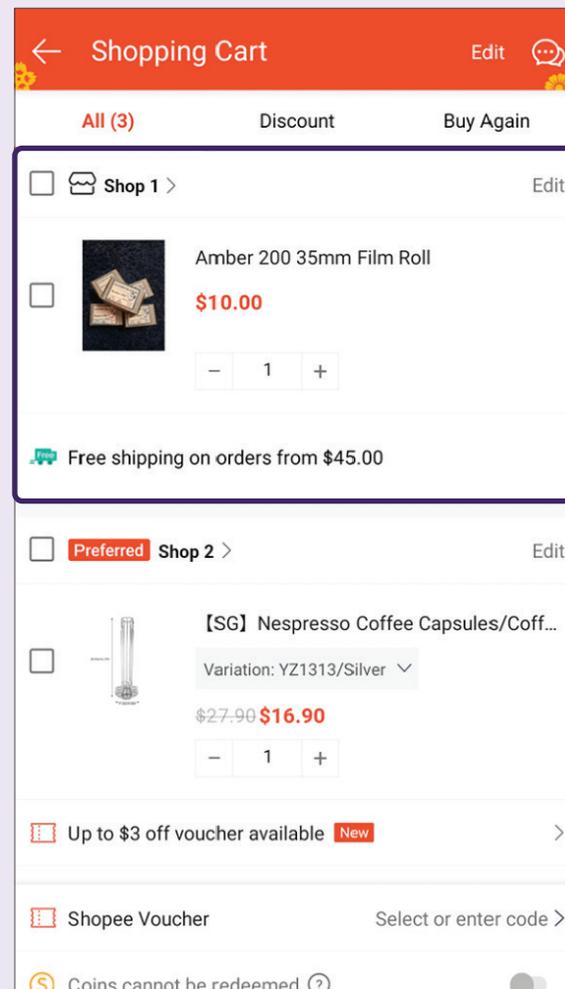


Edit Shopping Cart - Increase Product Quantity

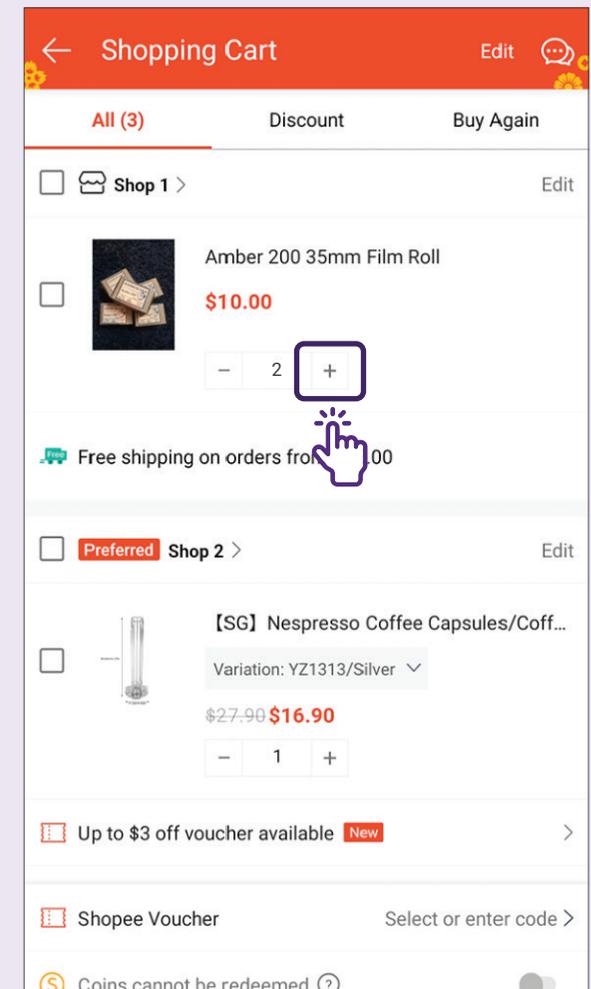
1 Tap on Shopping Cart



2 Select Product



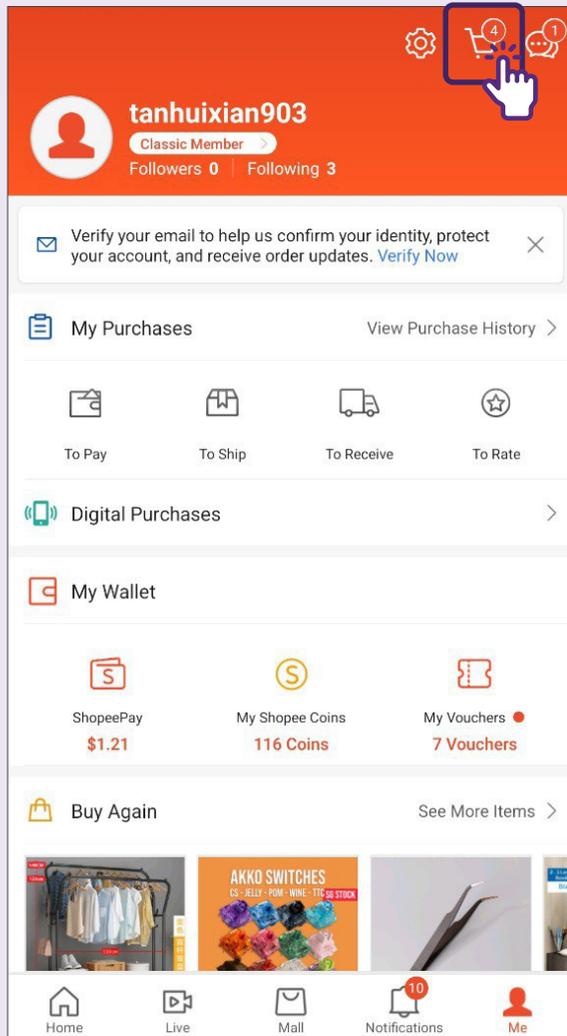
3 Increase Quantity



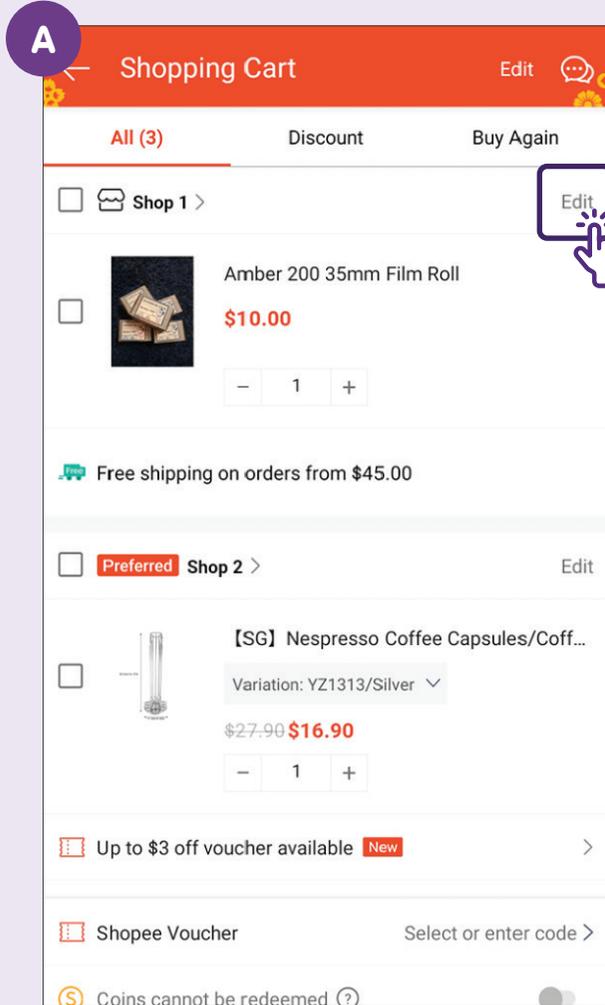
Tap on the "+" icon to increase the quantity.

Edit Shopping Cart - Remove Product from Shopping Cart

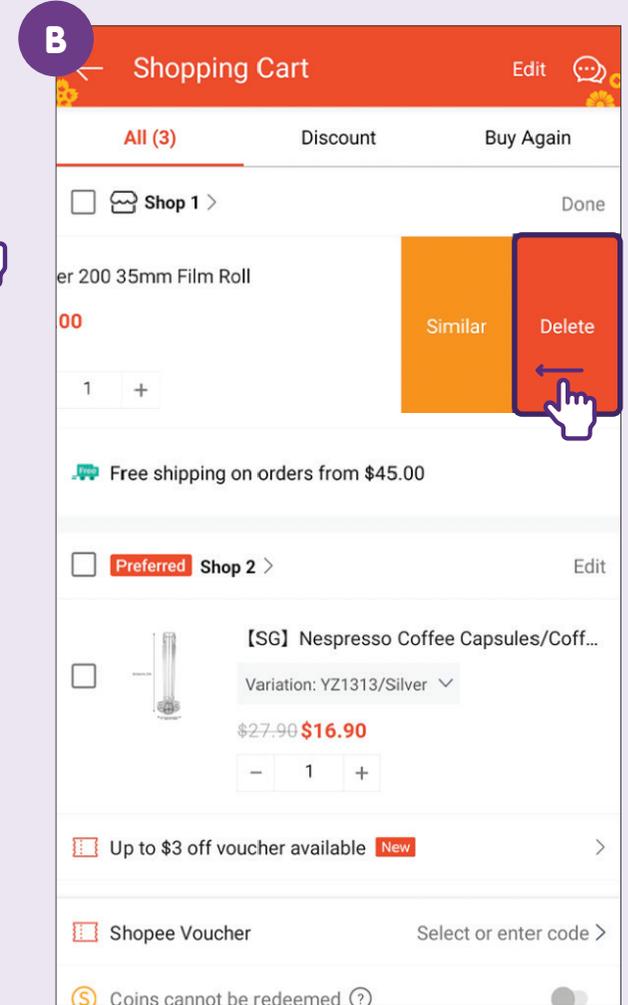
1 Tap on Shopping Cart



2 Ways to Delete a Product



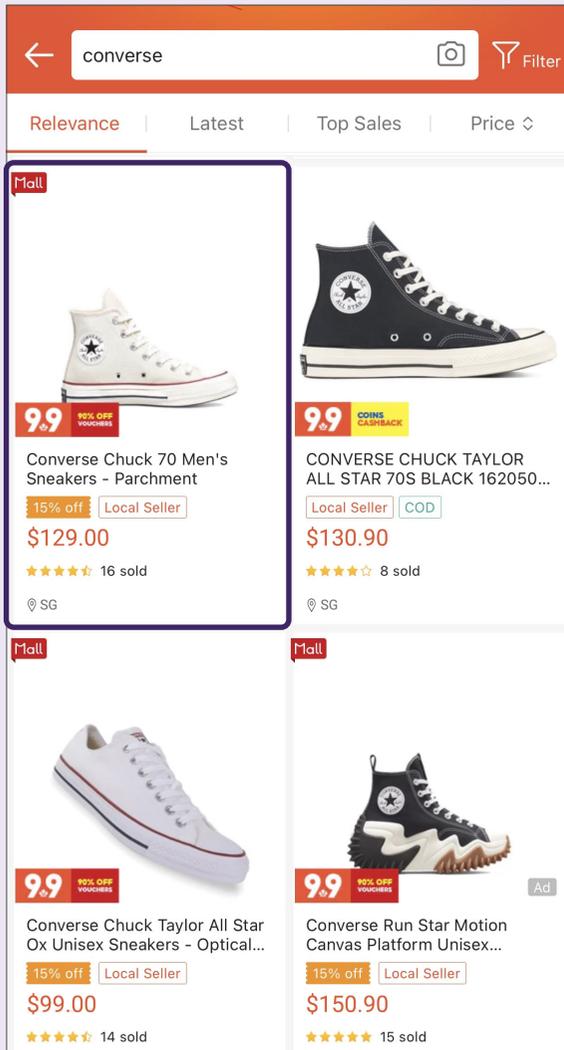
Tap on Edit.



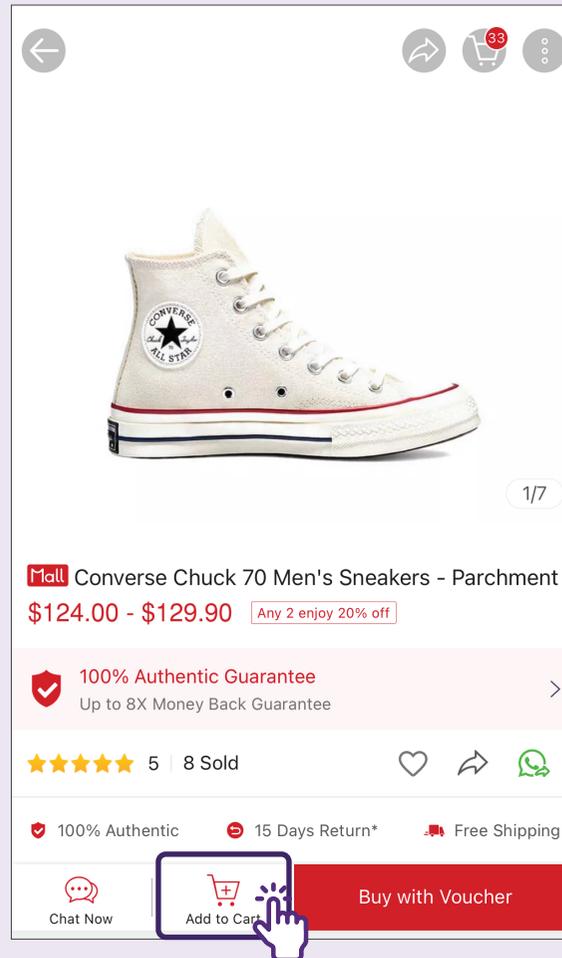
Slide from right to left on the product you want to remove.

Place Your Order

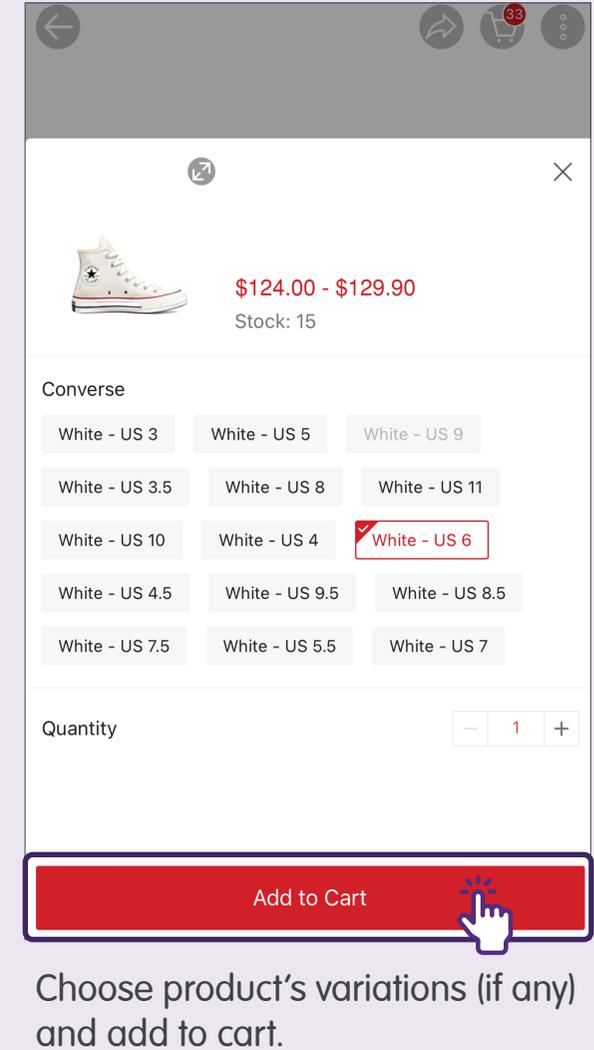
1 Search for Product



2 Tap on Add to Cart

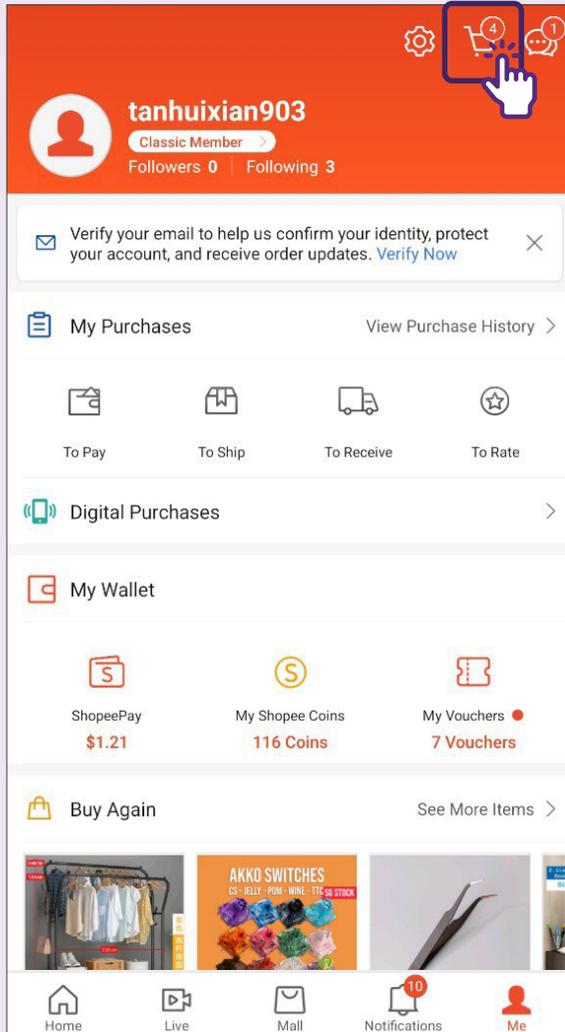


3 Add Product to Cart

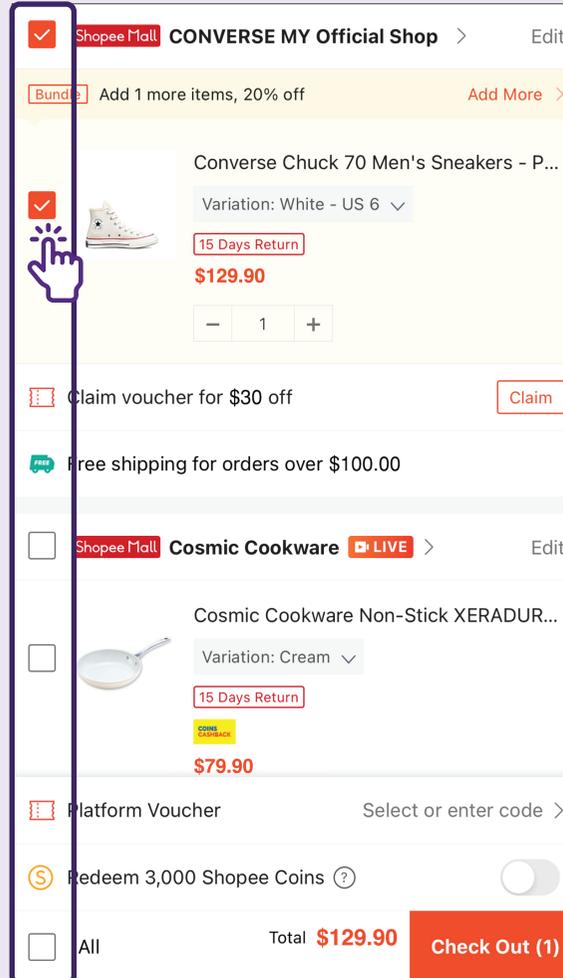


Place Your Order - Check Out with PayNow

1 Tap on Shopping Cart

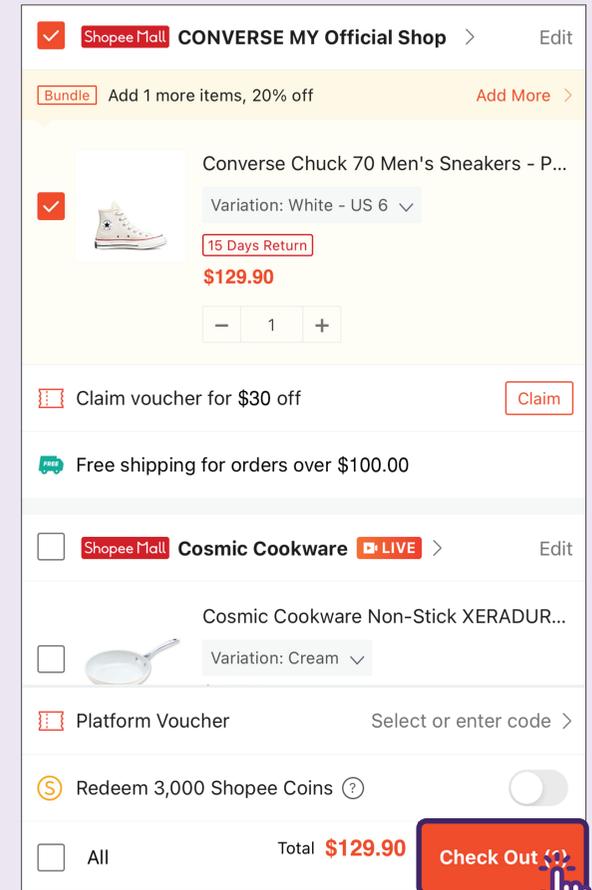


2 Select Product(s) to Purchase



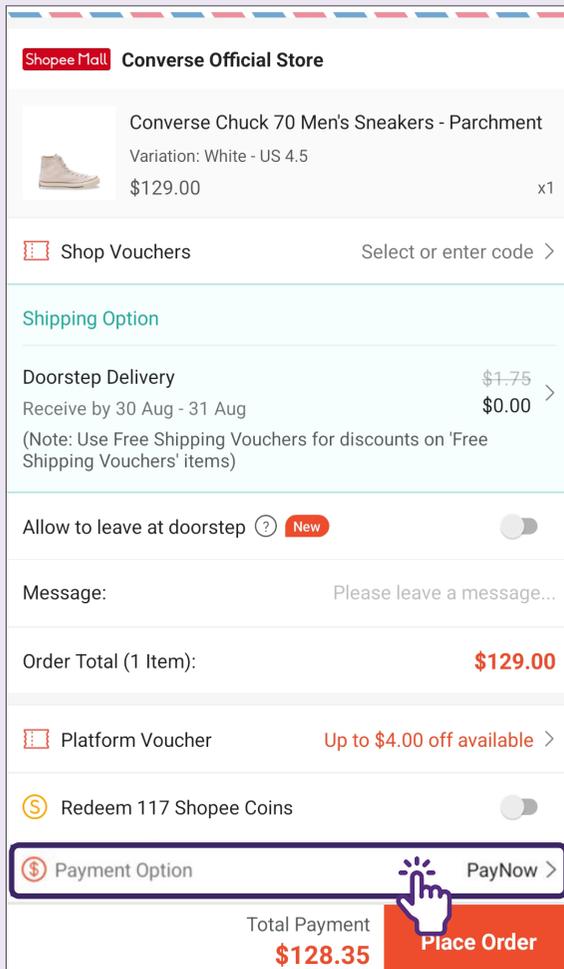
Tap on the check box to select the product.

3 Tap to Check Out



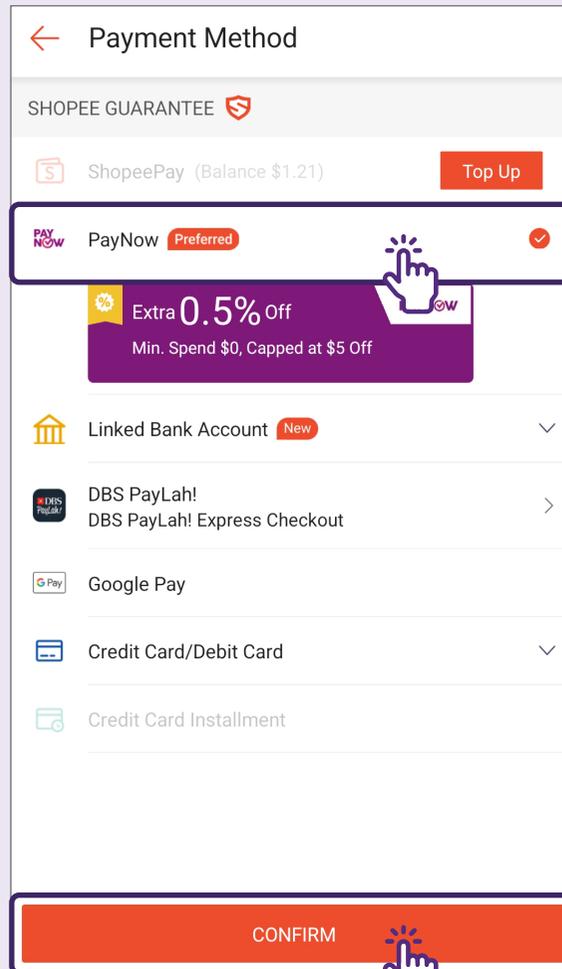
Tip: You can check to see if you can use "Shopee Voucher" and "Shopee Coins" before you check out.

4 Tap on Payment Option



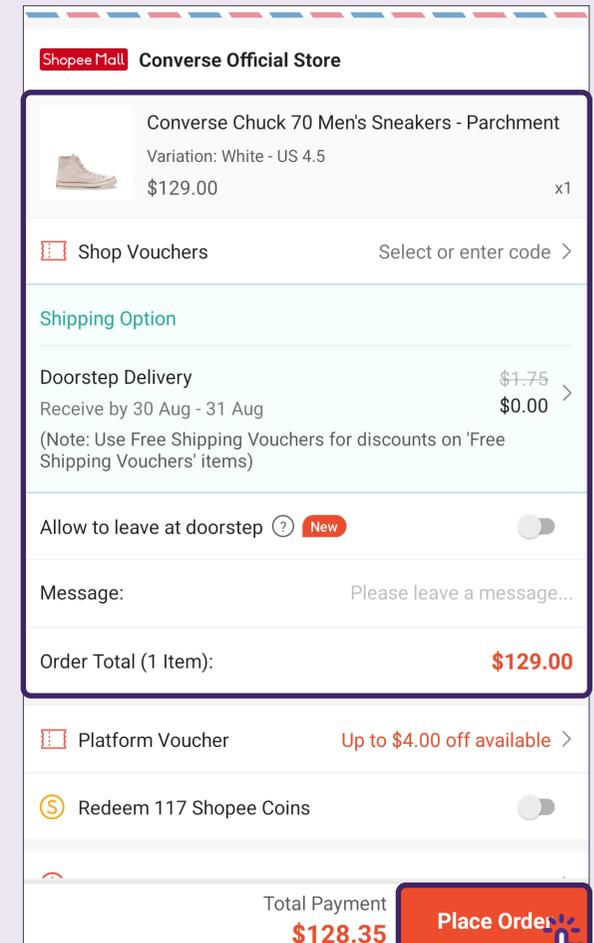
Select "Payment Option".

5 Confirm Payment



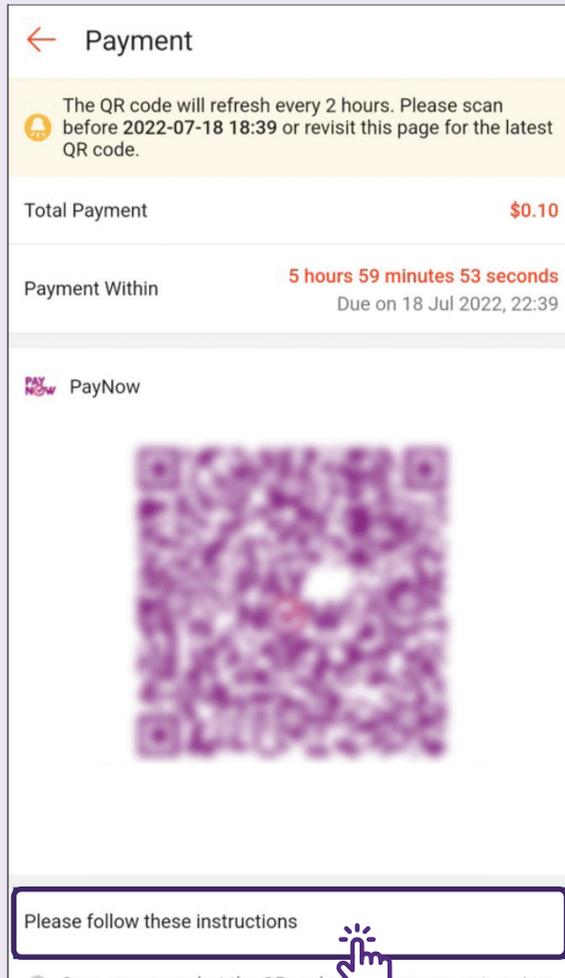
Tap on PayNow as your payment option.

6 Review and Confirm Order



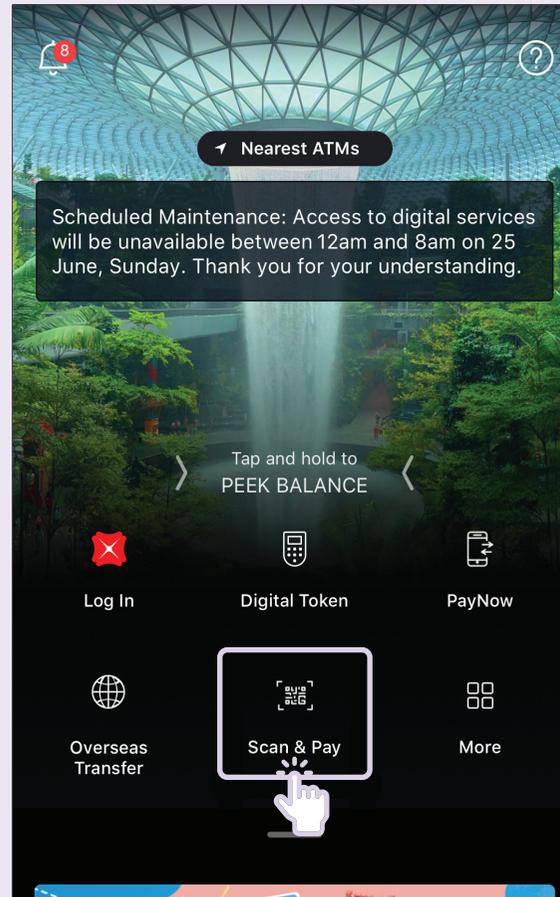
Review your purchase and tap on "Place Order" to confirm order.

7 Scan the QR Code



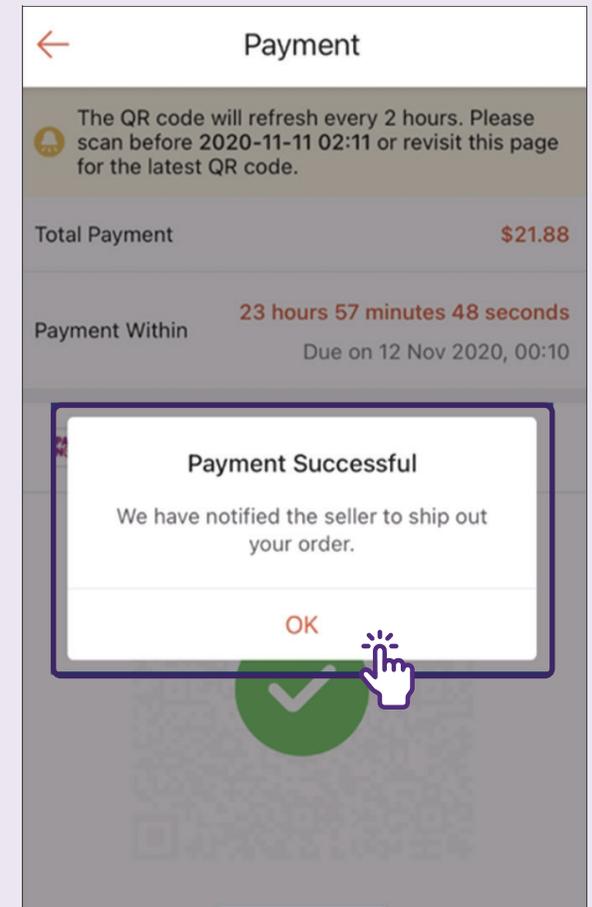
Follow the instructions on scanning the QR code.

8 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.

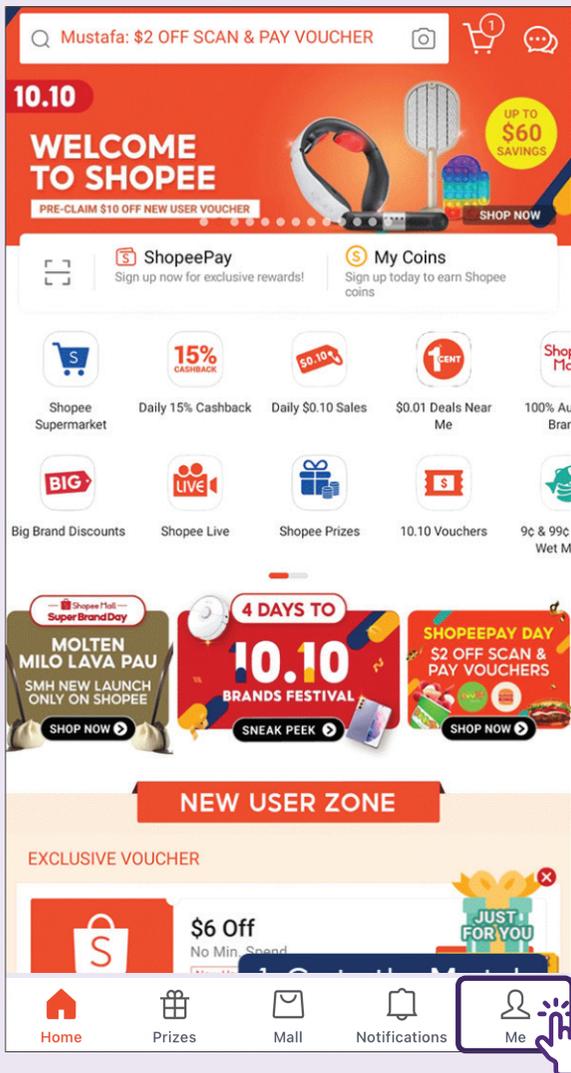
9 Payment Confirmation



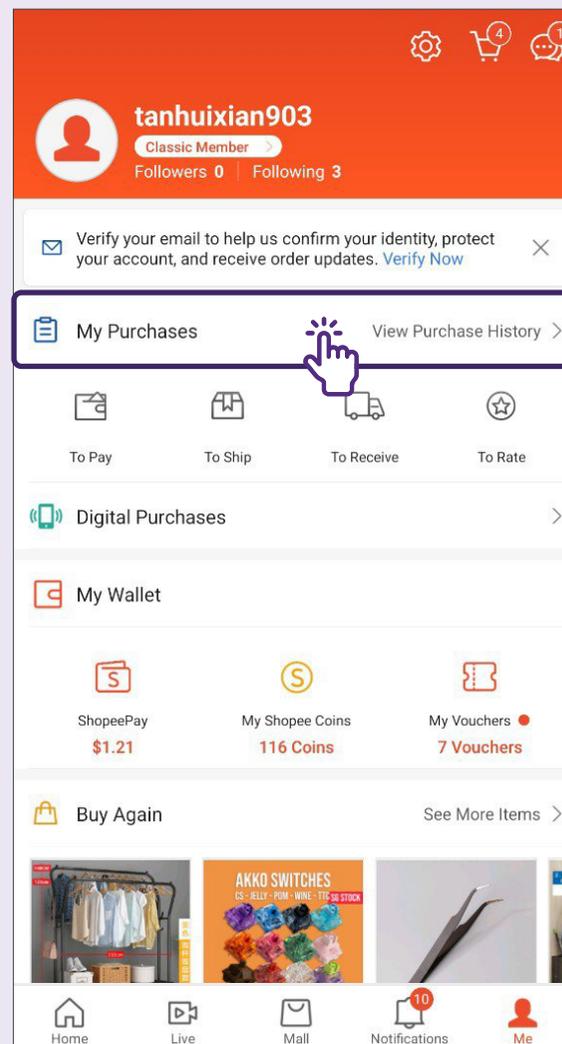
Once the payment is successful, a payment confirmation will pop up in the app stating "Payment Successful".

Monitor Transactions

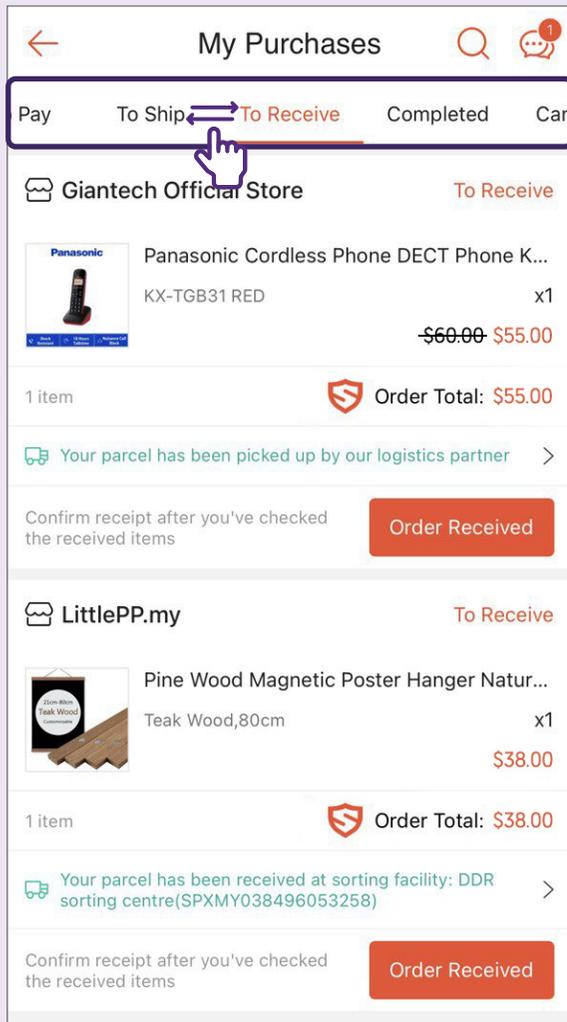
1 Tab on "Me" tab



2 Tap on My Purchases

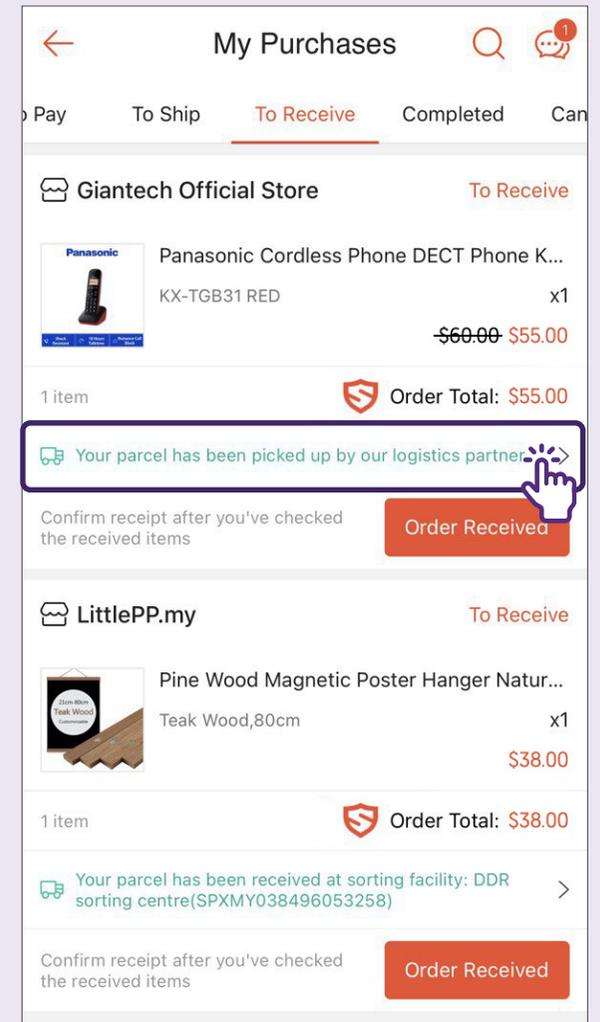


3 Filter Order by Status



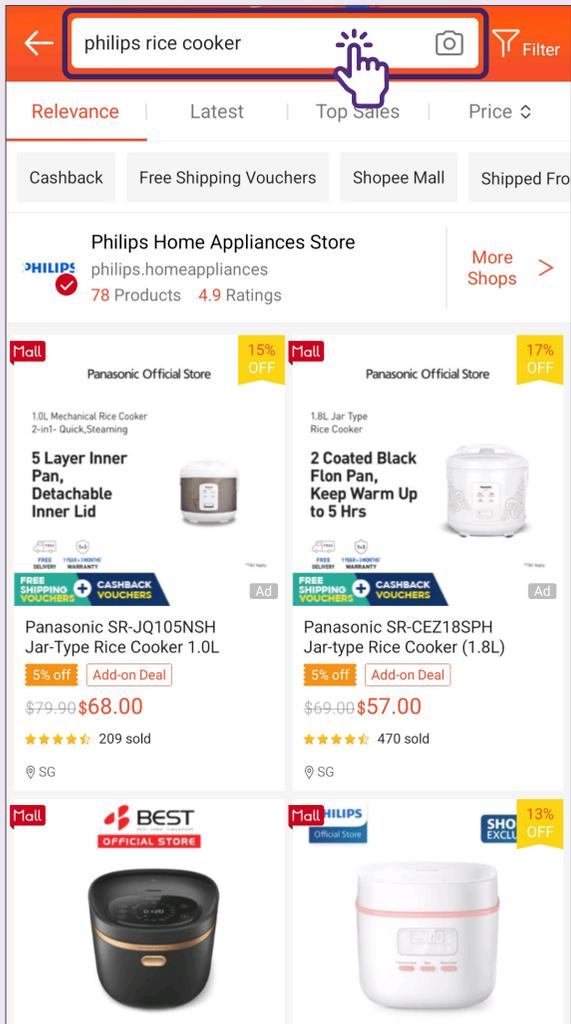
- **“To Pay”** - comprises of all unpaid orders.
- **“To Ship”** - comprises of all paid orders that have not been shipped by sellers.
- **“To Receive”** - comprises of all orders that have been shipped.
- **“Completed”** - comprises of all orders that have been delivered.
- **“Cancelled”** - comprises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

4 Tap on Shipment Status

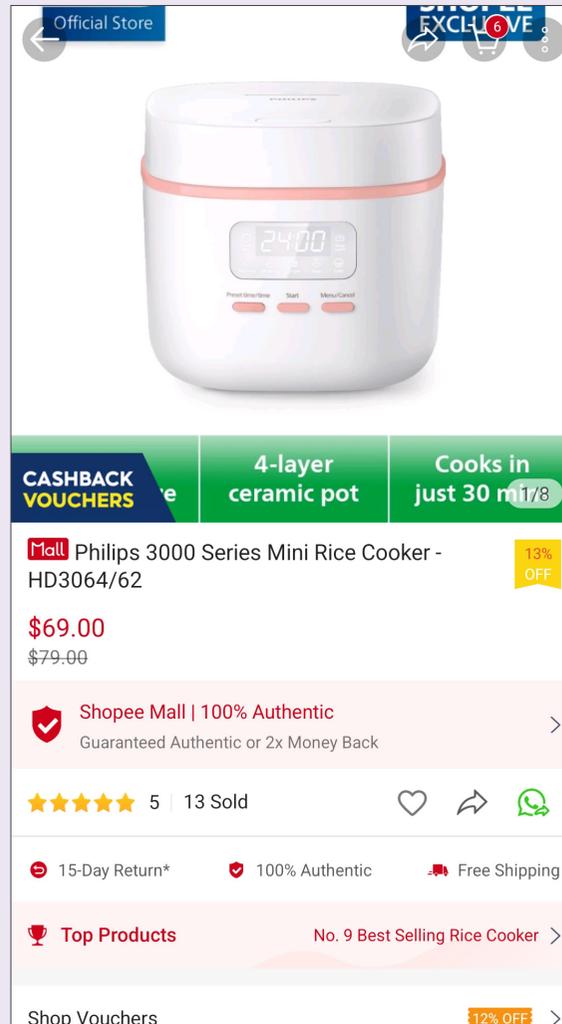


Interact with Sellers

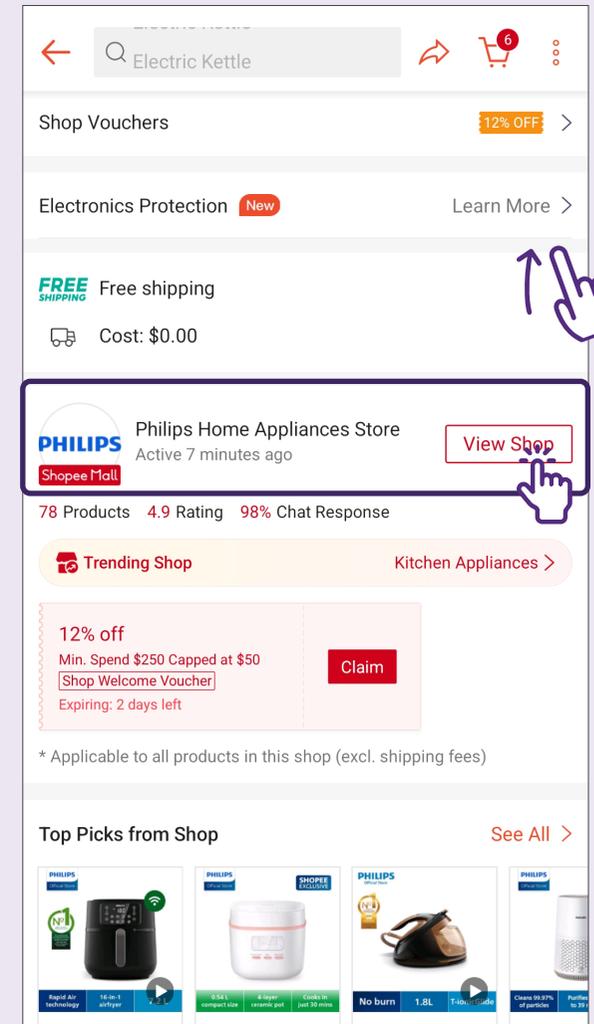
1 Search for a Product



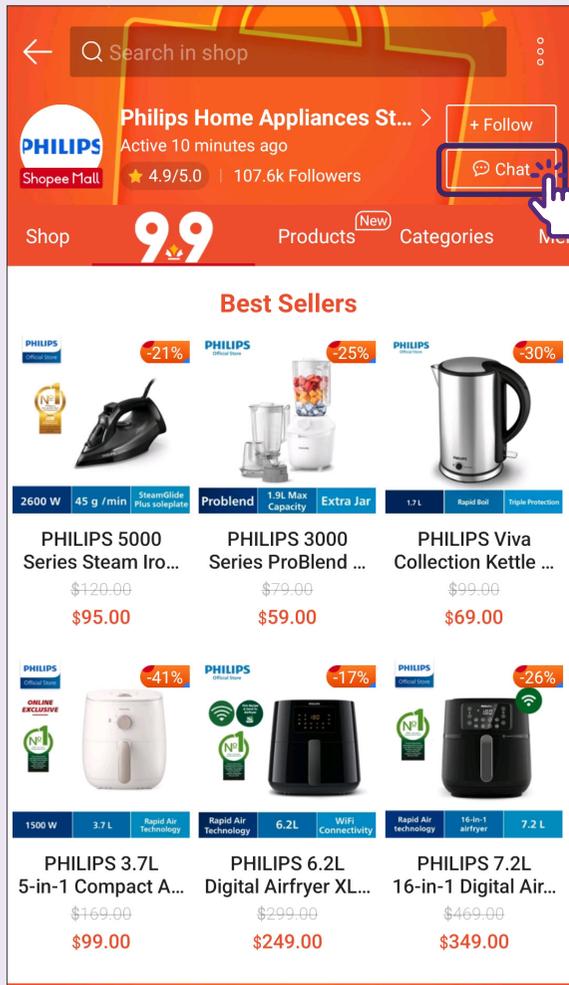
2 Select Product



3 Go to Shop Page

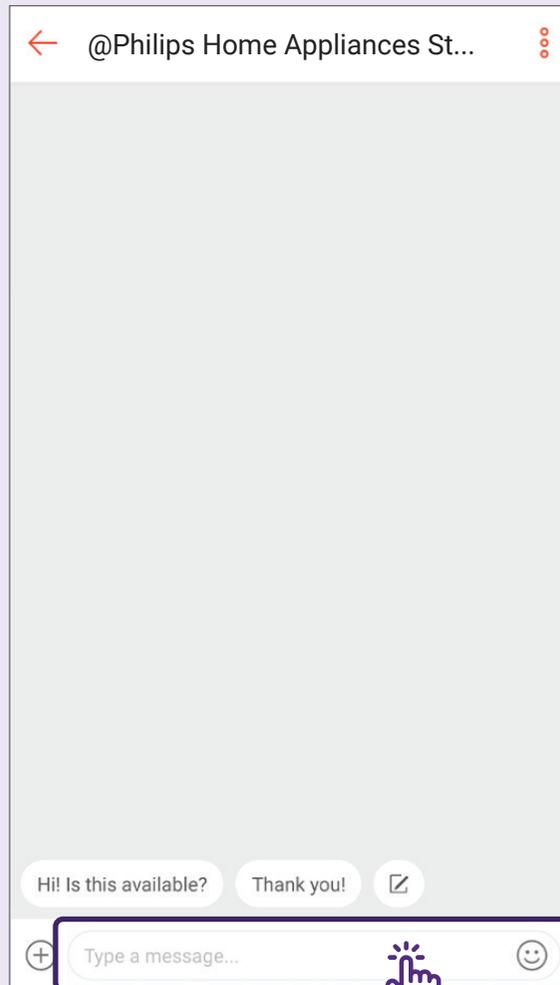


4 Tap on Chat



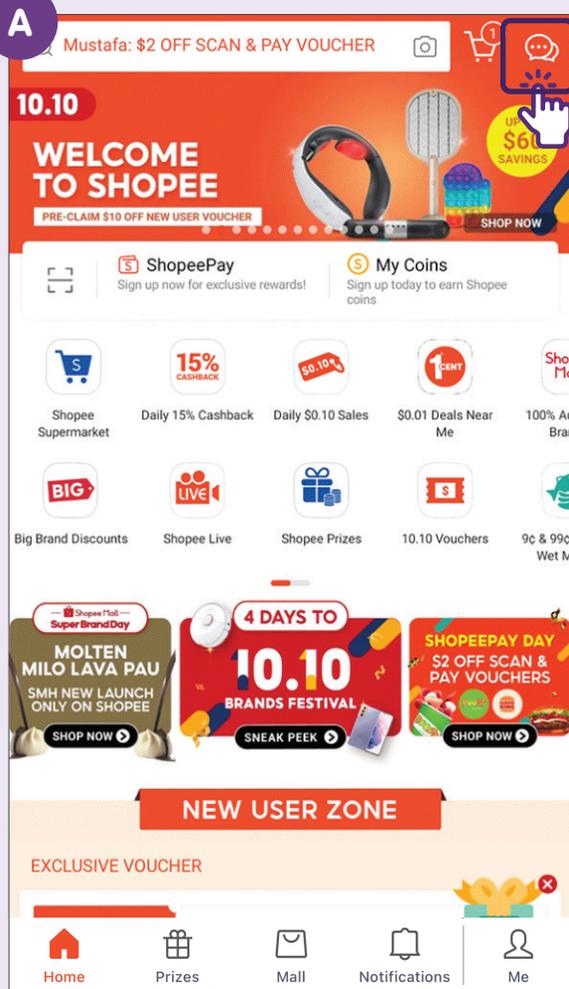
Select "Chat" from shop page.

5 Chat with Seller

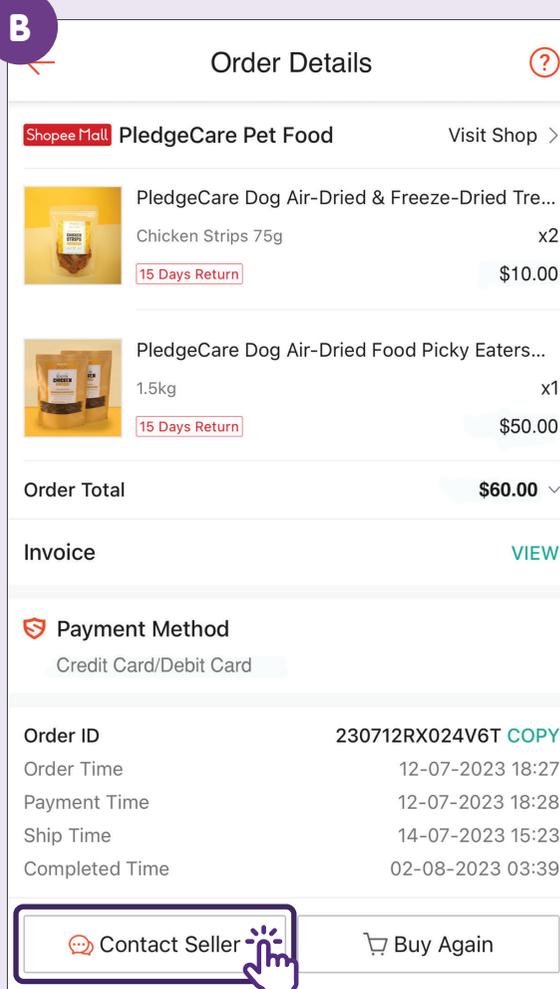


Chat with seller.

6 Other Ways to Contact Sellers



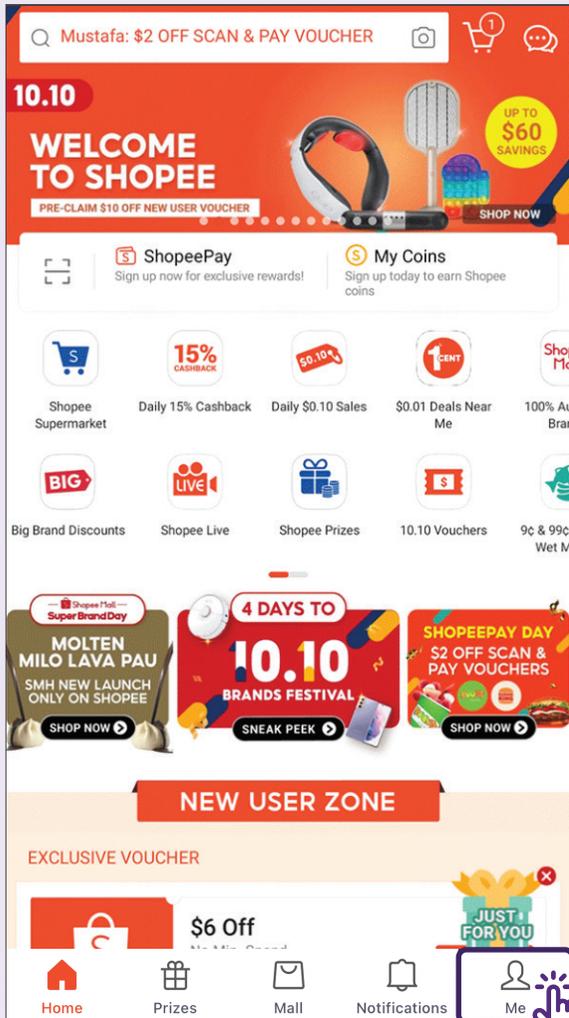
From homepage.



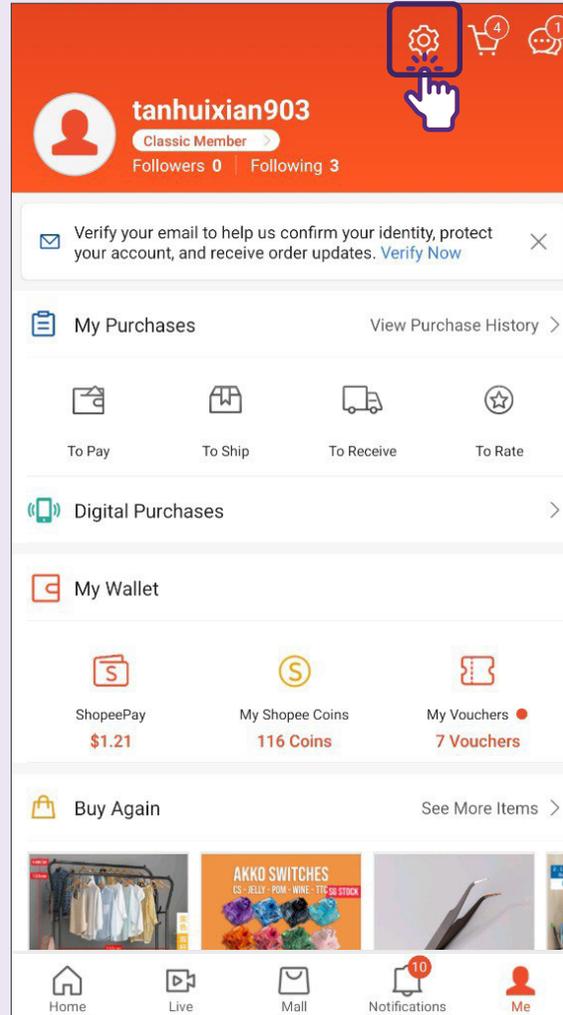
After you've made payment or through your order history.

Log Out of Account

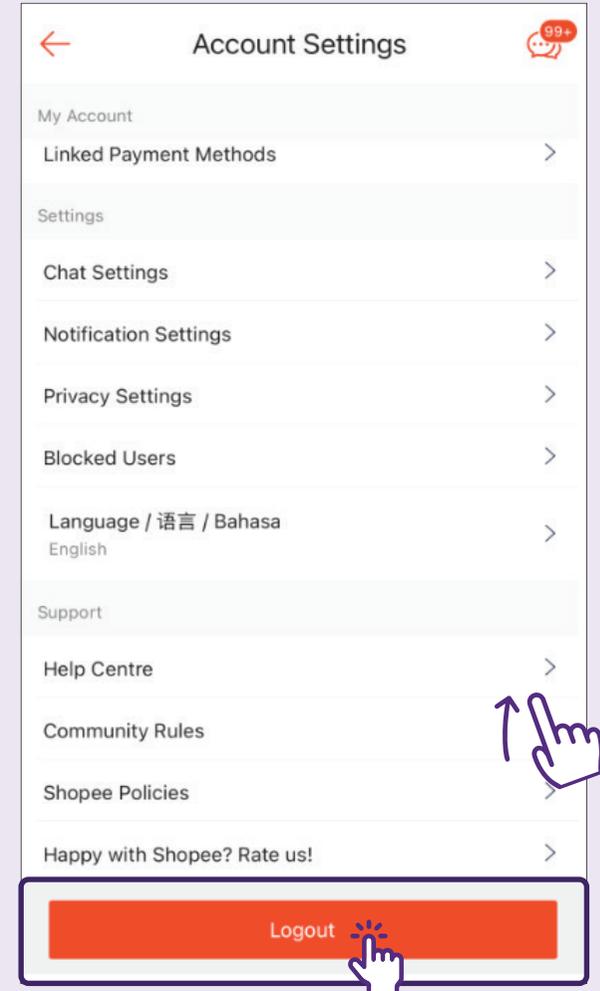
1 Tap on "Me" tab



2 Tap on Settings



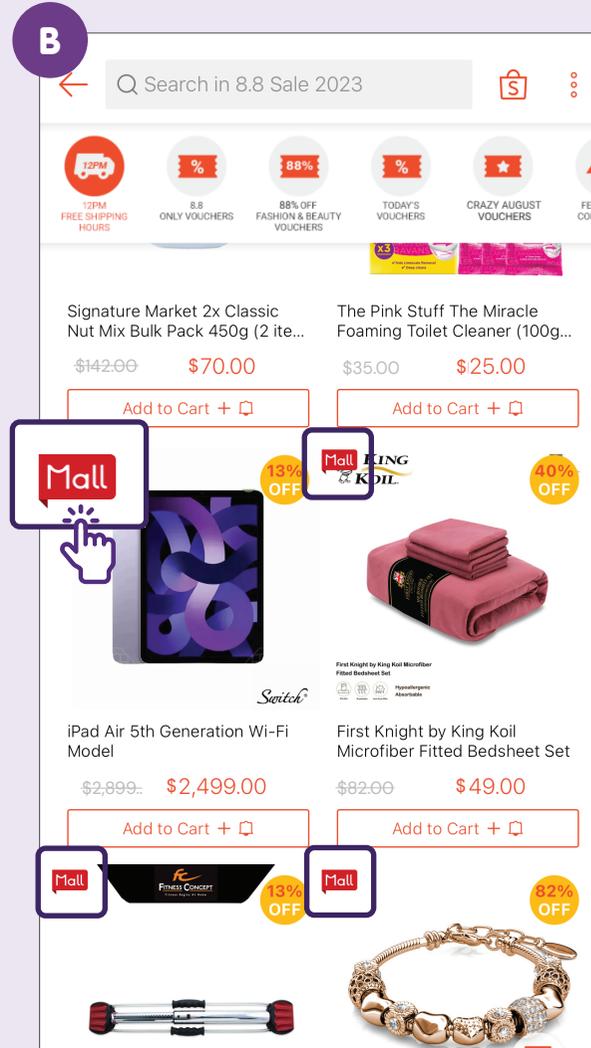
3 Tap on Logout



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.

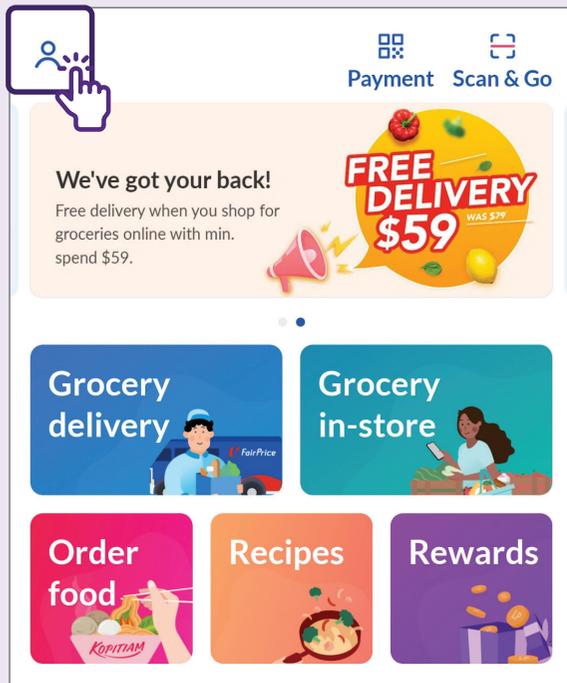
Set Up an Account

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

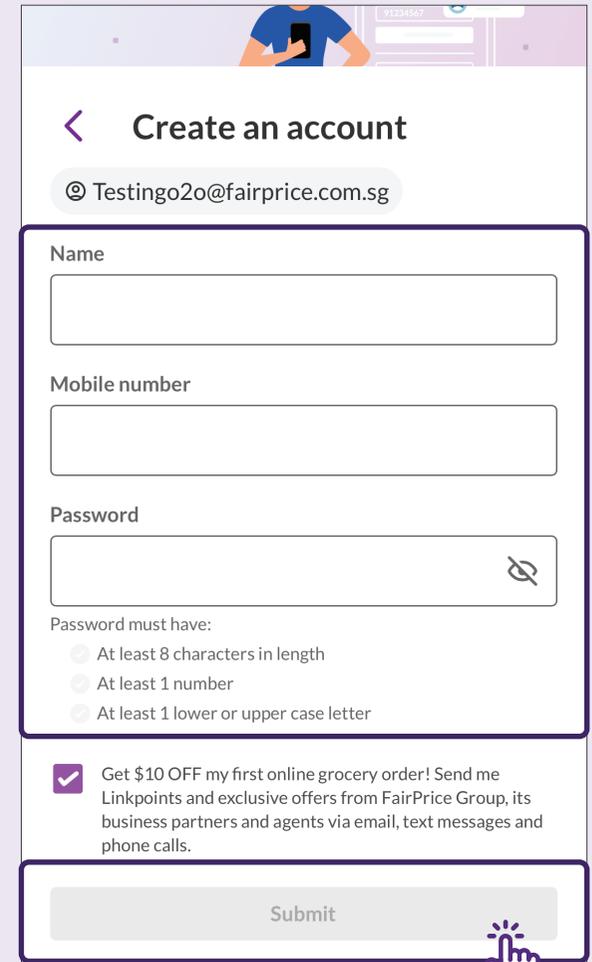
Continue with Apple

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 list of options. The 'Address' option is highlighted with a purple box and a hand icon pointing to it. The other options are: Activity, Payment methods, 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'. The 'Add address' button is 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 the following fields: Building name (Optional) with 'FAIRPRICE HUB' entered, Address with '1, JOO KOON CIRCLE' entered, Floor and Unit number fields, Recipient's information section with Name 'Fairprice' and Mobile number fields. The 'Add address' button at the bottom is 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

The screenshot shows the 'Account' screen with a back arrow in the top left. The title 'Account' is centered at the top. Below the title, there are several menu items: 'Account', 'Activity', 'Payment methods', 'Address', and 'Preferences'. The 'Payment methods' item is highlighted with a purple box and a hand icon pointing to it. Below this, there are sections for 'Rewards' (Vouchers, Play and Win, Send E-Gift Vouchers) and 'Membership' (Link membership, Digital Club, Just Wine Club).

2 Select Add payment method

The screenshot shows the 'Payment methods' screen with a back arrow in the top left. The title 'Payment methods' is centered at the top. 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 button labeled '+ Add payment method' which is highlighted with a purple box and a hand icon pointing to it.

3 Add New Credit or Debit Card

The screenshot shows the 'Add a new credit or debit card' screen with a close button (X) in the top left. The title 'Add a new credit or debit card' is centered at the top. 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'. The 'CVV' field has an information icon (i) to its right. Below the input fields, there is a checkbox labeled 'Set as default card' which is checked. Below the checkbox, there is a paragraph of text: '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 button labeled 'Add card' which is highlighted with a purple box and a hand icon pointing to it.

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

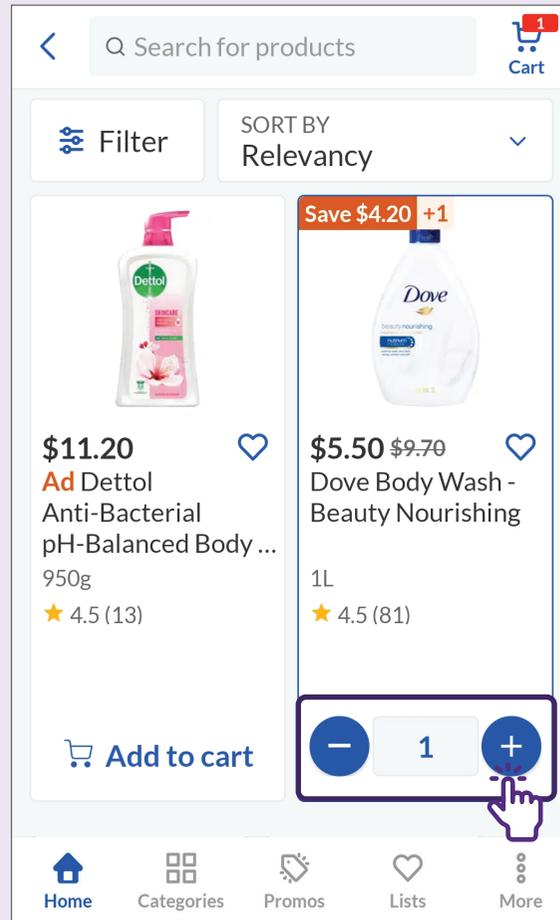
Search for Products and Add Them to Cart

1 Search Products



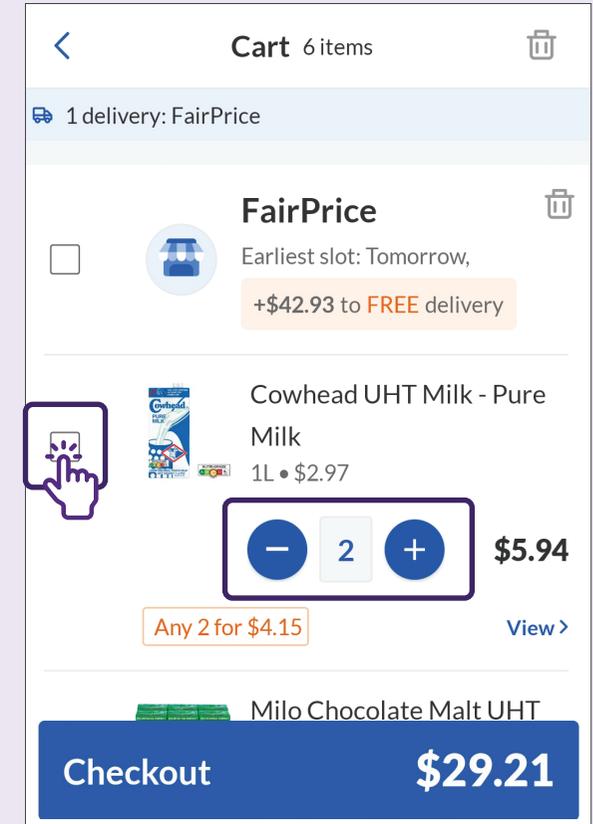
Enter the product name in the search bar. You can also search through the app's banners or categories.

2 Add Products to Cart



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

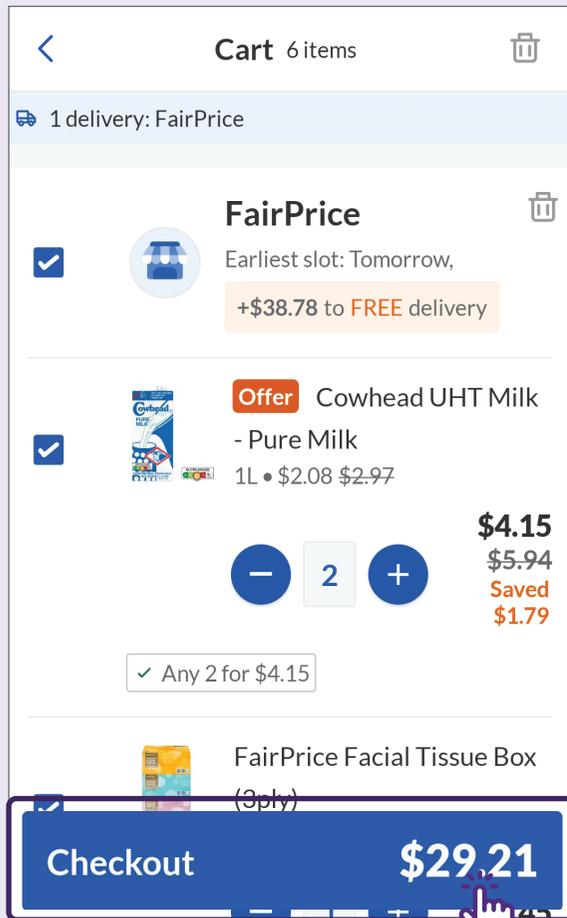
3 Manage Your Cart



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.

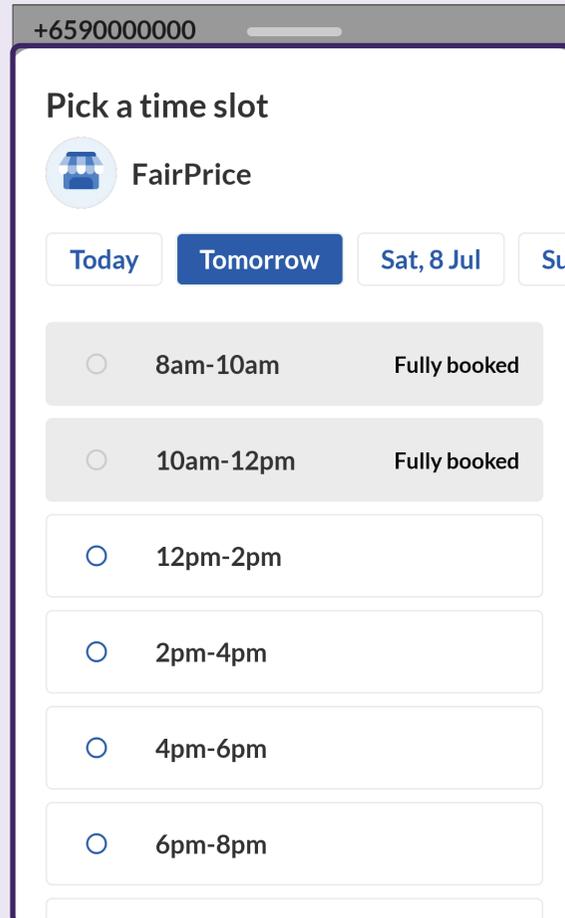
Place Your Order

1 Checkout



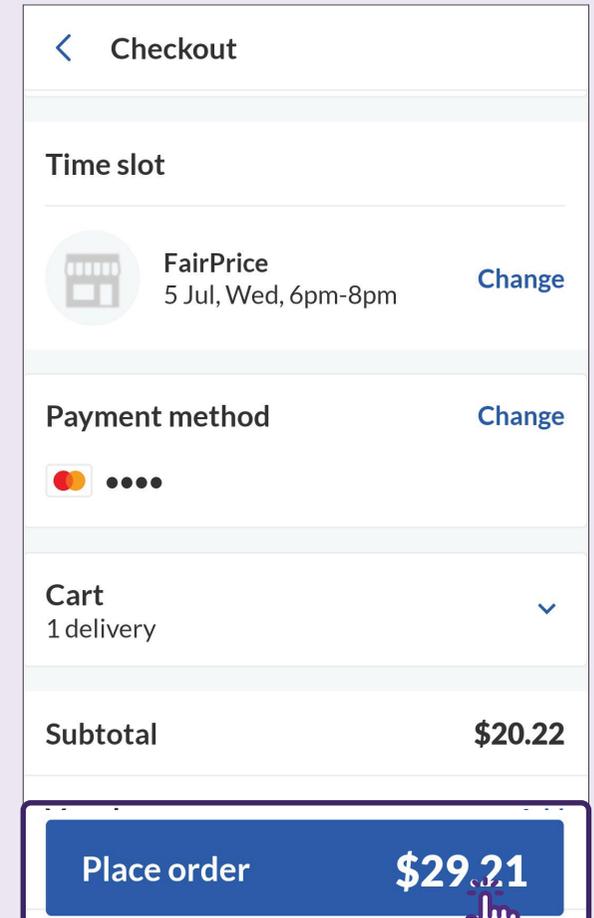
After confirming the items that you want to buy, check the final price before tapping on **“Checkout”**.

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	

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](#)

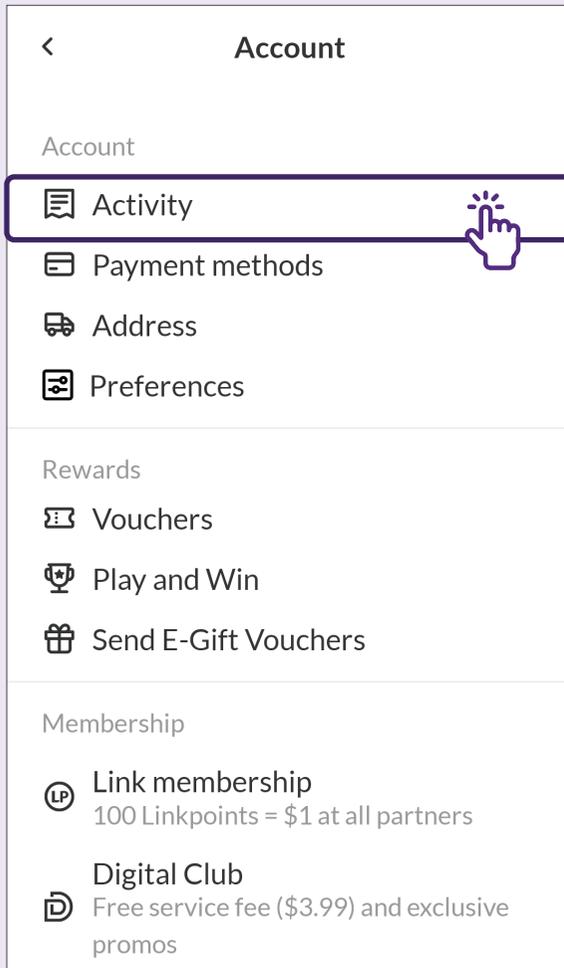
Total \$0.00
8% GST included

Google Pay (**** 4045)

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

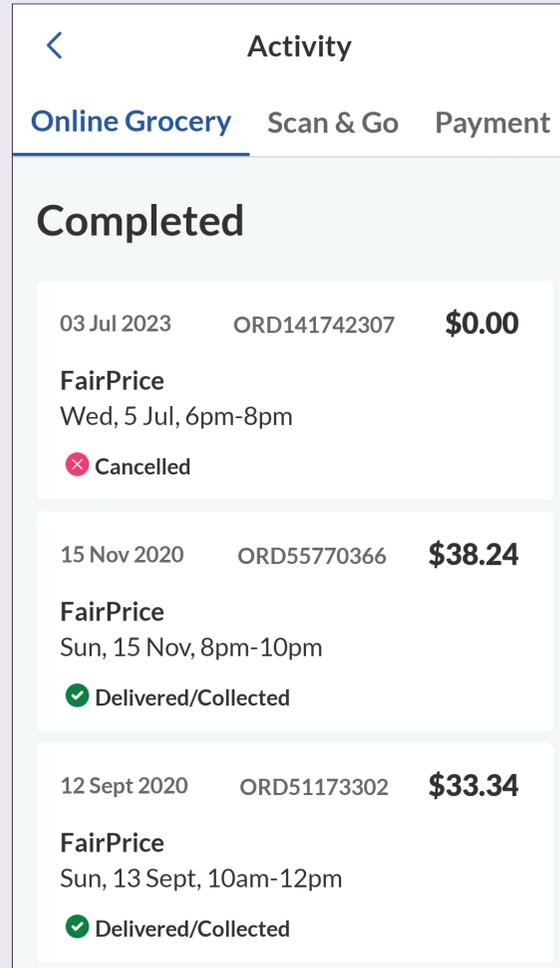
Monitor Activity

1 Select Activity



Select **“Activity”** under **“Account”**.

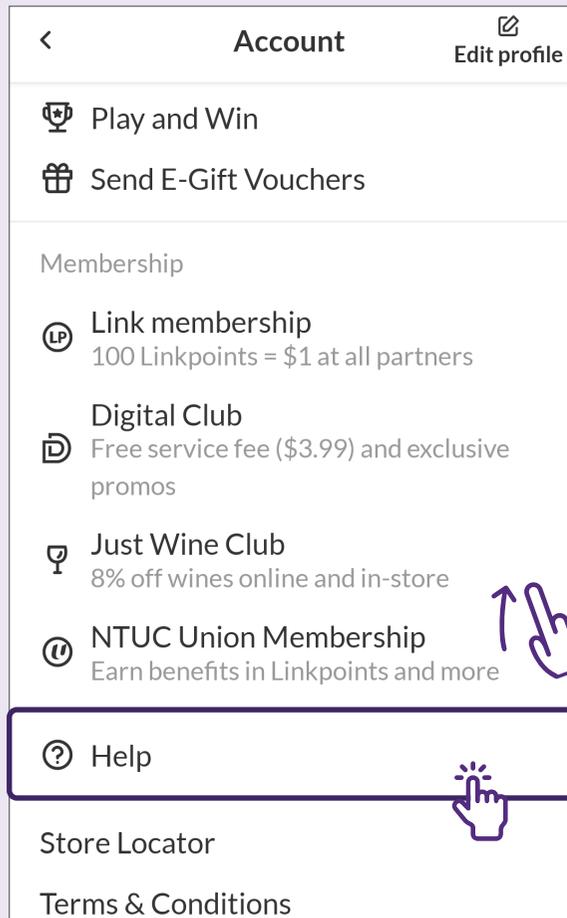
2 View Activities



Tap on the **“Activity”** you wish to view.

Interact with FairPrice for Assistance

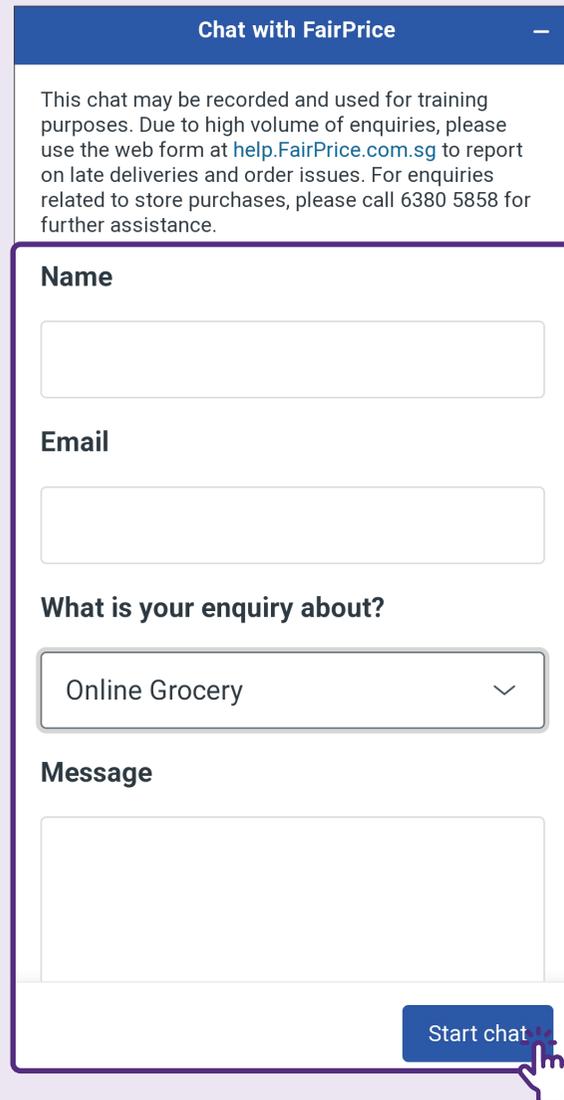
1 Tap on Help



The screenshot shows the 'Account' page with a back arrow on the left and an 'Edit profile' icon on the right. The page lists several options: 'Play and Win', 'Send E-Gift Vouchers', a 'Membership' section with '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). The 'Help' option at the bottom is highlighted with a purple box and a hand icon pointing to it. Other options include 'Store Locator' and 'Terms & Conditions'.

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

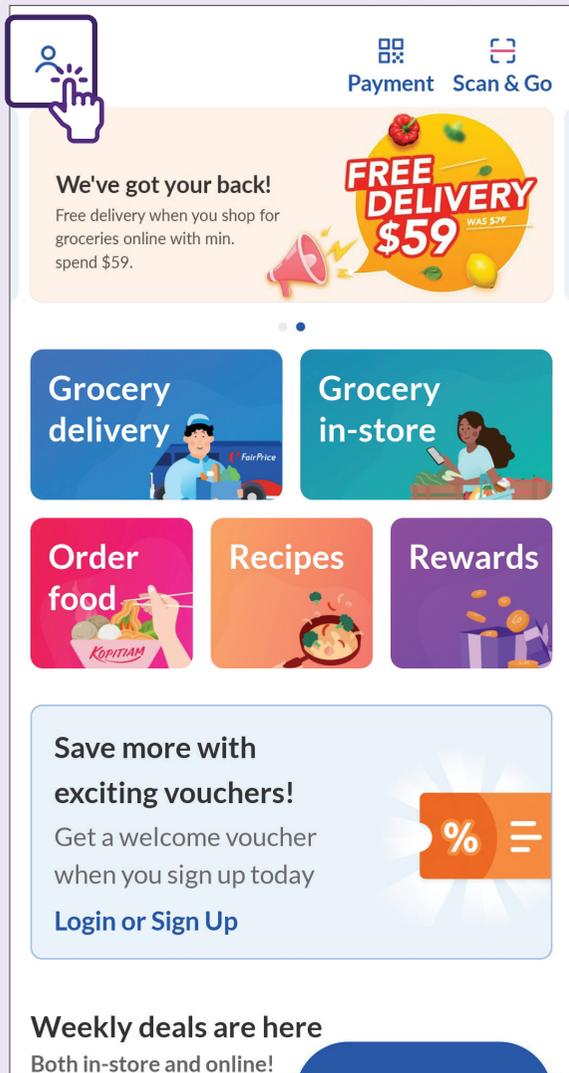
2 Live Chat



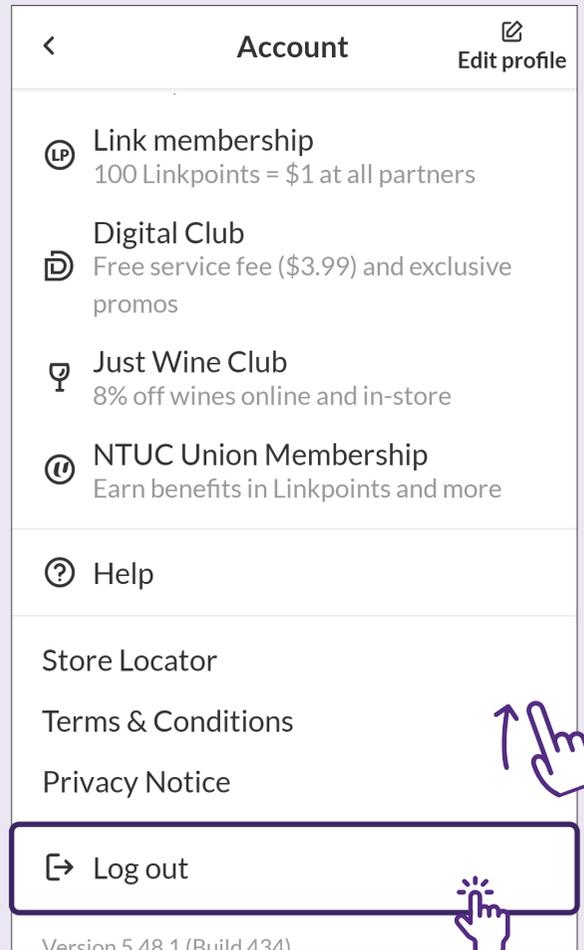
The screenshot shows the 'Chat with FairPrice' interface. At the top, there is a disclaimer: 'This chat may be recorded and used for training purposes. Due to high volume of enquiries, please use the web form at help.FairPrice.com.sg to report on late deliveries and order issues. For enquiries related to store purchases, please call 6380 5858 for further assistance.' Below the disclaimer are input fields for 'Name' and 'Email'. A dropdown menu for 'What is your enquiry about?' is set to 'Online Grocery'. There is a large text area for 'Message'. 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 do not wish to use the app.

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

IMDA Contact Centre

+65 6377 3800
info@imda.gov.sg

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