



# AMPAY FAQ

## **What is AmPay?**

AmPay guarantees a 10%\* income for every registered customer or Amway Exclusive Shopper sale.

\*10% is subject to Vat and withholding tax

## **What are the benefits of AmPay?**

AmPay empowers newly signed-up ABOs to earn early in their business journey as they transition to Core Plan/Plus+, and supports existing ABOs in their progression to higher pin levels.

## **Do customer sales need to be verified (Verified Customer Sales)?**

No, earning AmPay does not require Verification of Customer Sales (VCS) as long as purchase is from a registered customer (AES).

## **Who can earn AmPay?**

Only Amway Business Owners (ABOs) can earn AmPay.

## **Is AmPay just a promo?**

AmPay is NOT a promotion. It's in line with our global direction for 2024 and replaces CSI (Customer Sales Incentive), which will conclude by February 29, 2024.

**What is the duration period of AmPay?**

AmPay and its mechanics take effect starting March 2, 2024, and will remain applicable with no expiration date. Amway Philippines reserves the right to modify or discontinue AmPay and its mechanics as deemed necessary.

**Are there any restrictions or limitations in earning AmPay?**

No, there are no restrictions and limitations with AmPay. All ABOs, regardless of pin level, can earn a \*10% income for every registered customer(AES) sale. Sell more, earn more with AmPay.

**Is AmPay applicable to all products?**

AmPay is applicable to all products except non-SKU items.

**Can I earn AmPay for both physical and digital product sales?**

AmPay is available for both in-shop and online transactions.

**Is there a price difference between ABO and AES?**

Yes, ABO price is approximately 10% less than AES price.

### **Can you explain the differences between AES and ABOs purchase transactions?**

AES can buy Amway products at AES prices, while ABOs benefit from a 10% AmPay discount on personal purchases using ABO Price.

### **How does AmPay reflect in the system computation of my purchase transactions?**

When ABOs purchase for personal consumption, they will see that prices for each product reflect a 10% reduction at check out.

### **Can I do GCO and Volume-To orders and still earn AmPay, and how will it reflect in the system?**

Yes, GCO(Group Combination Order) and Volume To orders are eligible for AmPay. Upon checkout, ABOs will see a 10% discount per line item on every GCO or volume to transactions.

### **Is AmPay income subject to tax?**

AmPay income is subject to Withholding Tax (WHT), which is factored into the calculation and reflected in the ABO's withholding tax certificate (BIR 2307). AmPay Income will also be net of the VAT portion paid by the registered customer on total product purchase.

### **Can I still use SRP in selling products?**

Yes, ABOs can continue to use the Suggested Retail Price (SRP) for selling products to unregistered customers. However, AmPay will not be applicable to SRP sales to unregistered customers.

**How does AmPay handle refunds in case a product is returned?**

AmPay computation is net of returns. If a product is returned and the income has already been paid, adjustments will be made on the next bonus run.

**Are there any monthly promotional offers available with AmPay?**

Yes, separate promotions may be available for both ABOs and registered customers monthly.

**Will there be loyalty programs for my registered customers?**

Yes, we have plans to roll out customer loyalty programs in the near future

**Is AmPay in conjunction with regular monthly promos?**

Yes, ABOs can earn AmPay promotional discounts, and the computation will be based on net sales.

**How do I track and manage my business with AmPay?**

ABOs can easily monitor their estimated AmPay income through the Business Dashboard.

**Are there any training resources or guides available?**

Yes, you can access comprehensive training resources, including flyers and brochures, both in-shop and online via AmwayNow. AmPay Training is also included in the monthly training schedule.

### **Can my AES convert and be an ABO?**

Yes, AES can convert and become ABO anytime for a registration fee of P1,000.

### **What if my AES converted to ABO in the middle of the month, will I still earn AmPay?**

All purchases made under account type AES, prior to conversion, will entitle the upline ABO their AmPay.

### **When can I receive my AmPay?**

AmPay payments will be made monthly, following the same schedule as commission payouts. It will be credited to your registered bank or GCash account on or before the 10th or 15th of the following month.

### **What if I don't have a registered bank account/gcash, what will happen to my AmPay?**

AmPay will be available in the account as accounts receivable (AR) and can be used to purchase Amway products.

### **Is there a different price list provided for ABOs and AESs?**

Yes, separate pricing tables will be provided for ABOs and AESs. ABO pricing will include SRP, ABO Price, AES Price PV & BV while AES pricing will cover SRP and AES Price only.

### **What pricing will I see in the Shops for each product?**

Shoppers can view two pricing in-shops: the AES Price and SRP Price.

## Will Amway provide us printed copies of the 2 pricing schemes?

Yes, we will print in color-coded paper AES and ABO Pricing with the following details and both shall serve as orders forms as well.

ABO(blue paper)

ITEM NUMBER	QTY	PRODUCT DESCRIPTION	UNIT	PV	BV	ABO PRICE (Php)	AES PRICE (Php)	SRP (Php)
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AES (green paper)

ITEM NUMBER	QTY	PRODUCT DESCRIPTION	UNIT	AES Price (Php)	SRP (Php)
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## .On the website what pricing will I see?

On the website's product listing and display pages, visitors who are not logged in will only see the Retail Price (SRP). For users who are logged in as ABOs will see the ABO Price (gross of 10% discount, with information on the 10% discount for ABOs) and SRP Price, while AESs will see the AES Price and SRP Price. The 10% discount will be automatically applied when viewing the cart before proceeding to payment.

## What if the upline of the AES is inactive, what happens to the AmPay ?

AmPay will pass up to the next active ABO upline.

## Will there be a difference in the computation of commission?

There is no difference in the computation of existing commission, AmPay will just be added in the monthly computation.

**Does the discount apply only to the direct upline?**

Yes, to direct upline only.

**What if I do GCO on behalf of my downline who has AES frontlines? Who will get the AmPay discount?**

AmPay will be credited to the direct sponsor's upline.

**How will the pv/bv be pass up with AmPay?**

There are no changes in the PV/BV pass up from the purchase of the registered customer sale.

**What if my AES knows about my pricing and wants to purchase using ABO Price? Is It allowed?**

It is not allowed. If the AES wishes to avail themselves of the ABO price, they have a choice to convert to ABO status.

For Shops:

**A customer visits the shop and buys products under any ABO or member account, do we allow them?**

If they don't know any ABO, we can suggest letting them sign up as AES. They will be automatically connected to a Qualified Platinum via our leads program.

**Are sachets or single-serve products eligible for AmPay?**

Yes, sachets or single-serve products are included in AmPay computation.



## **How will I explain price increase to my AES?**

For Amway Business Owners, we recommend communicating the price increase to Amway Exclusive Shoppers citing inflation affecting raw materials cost as a driver with a reassurance that Amway remains committed to providing superior health and wellness products with traceable ingredients unique to us.

Here's a sample spiel:

Hi (AES Name)...because of the rising cost of raw materials due to global inflation, we had to update our prices to maintain the premium quality of health and wellness products expected of us. I understand that this may be a concern for you but please be reassured that I am here to provide you with outstanding service and innovative health and wellness solutions.

## **Now that AmPay is here, does the AES purchase ceiling still applies?**

The AES purchase ceiling still applies, and that is 5pcs maximum per SKU per month or 500ppv per month except for XS where 120 cans is allowed/month and e-Spring unit where only 1 unit is allowed per lifetime.

## How to read product codes?

Rule: ***The last 2 digits is always always the decimal point***

D stands for ABO/Distributors Price while P stands for PV and B stands for BV is for Business Volume. Product Catalog has D, P and B while in the shop price tags its D and P only.

*NGDX 31 day supply: D299700P5189B267589*

*ASN Micellar Makeup Remover: D127350P2205B113705*

*ABO Price: P2,997.00*

*ABO Price: P1,273.50*

*AES Price: P3,330*

*AES Price: P1,415*

*SRP: P4,405*

*SRP: P1,720*

*PV: 51.89*

*PV: 22.05*

*BV: 2,675.89*

*BV: 1,137.05*