

Ask ADA questions regarding your PV/BV or order status.

You may also provide any feedback you have on ADA or ask for assistance on chatting with ADA.

There is also an option for you to type in your questions directly into the message box.

Ask ADA
Your virtual assistant

Search
Find your answers

Amway Malaysia
Customer Service
Monday - Friday : 8 AM - 9 PM
Saturday : 10 AM - 7 PM

CALL 03-79462800

myhelpdesk@amway.com

Ask ADA

Hi there! I'm ADA, your Amway Digital Assistant. What can I help you with?

ADA

Pick an option below. Or just type what's on your mind.

Check my PV/BV

Check the status of my orders

I have feedback

I need some help

ADA at 11:44:51 AM

Type your message...

Click here to check PV/BV

Click here to check order status

Click here to submit feedback on ADA

Click here for additional guidance on chatting with ADA

Type your questions here

ASK ADA – CHECK MY PV/BV

Ask ADA questions regarding your PV/BV.

Ask ADA

Hi there! I'm ADA, your Amway Digital Assistant. What can I help you with?

ADA

Pick an option below. Or just type what's on your mind.

Check my PV/BV

Check the status of my orders

I have feedback

I need some help

ADA at 11:44:51 AM

Type your message...

Ask ADA

Check my PV/BV

You

Here you go: your PV/BV stats to date for **September**

Personal PV: 65.50
Personal BV: 278.70

Group PV: 65.50
Group BV: 278.70

Current bonus level: 0%
PV until next level: 184.50

For more detailed info, please check your [Amway.my > Business Centre](#) page.

Would you like to refer to last month's volume?

Yes, show me last month's stats

ADA at 4:12:42 PM

Main Menu Need Help Feedback

Type your message...

ASK ADA – CHECK THE STATUS OF MY ORDERS

Ask ADA questions regarding your order status.

Ask ADA

Hi there! I'm ADA, your Amway Digital Assistant. What can I help you with?

ADA

Pick an option below. Or just type what's on your mind.

- Check my PV/BV
- Check the status of my orders**
- I have feedback
- I need some help

ADA at 11:44:51 AM

Type your message...

Ask ADA

Check the status of my orders

You

Of course I can help you find that info.

ADA

First, I'll need your order number.

You can also click on your most recent orders to check their status:

(I may take a little while to find your order details. Thanks so much for your patience!)

- #33454286 08/03/2017 RM 308.50
- #32184110 05/10/2016 RM 33.90
- #32184090 05/10/2016 RM 33.90

ADA

Click on [Amway.my > Order history](#) to check more of your orders.

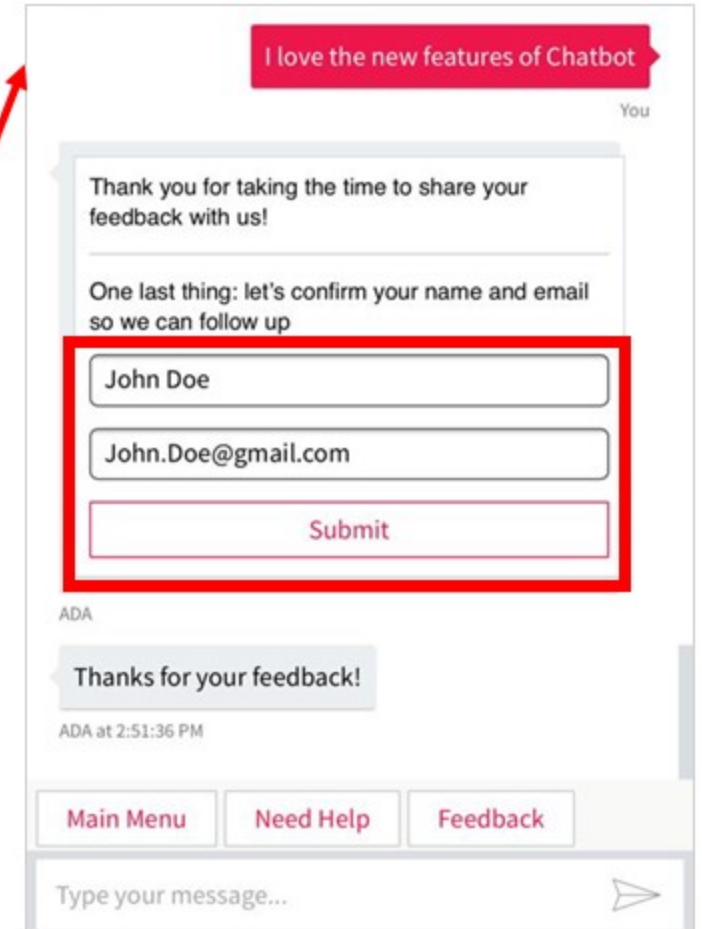
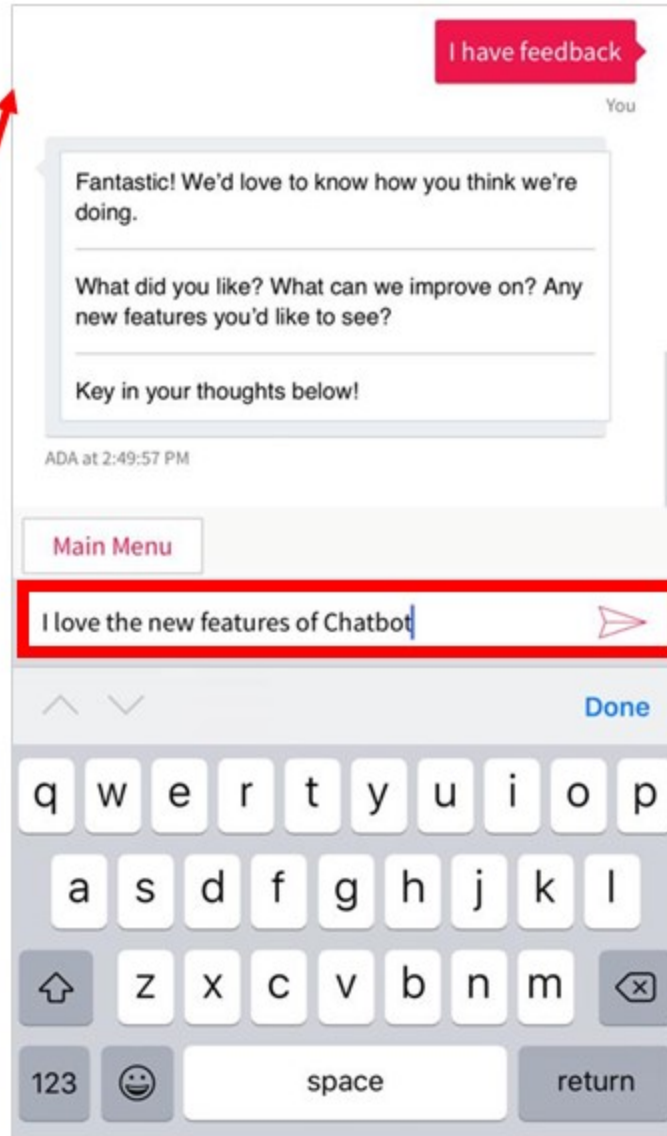
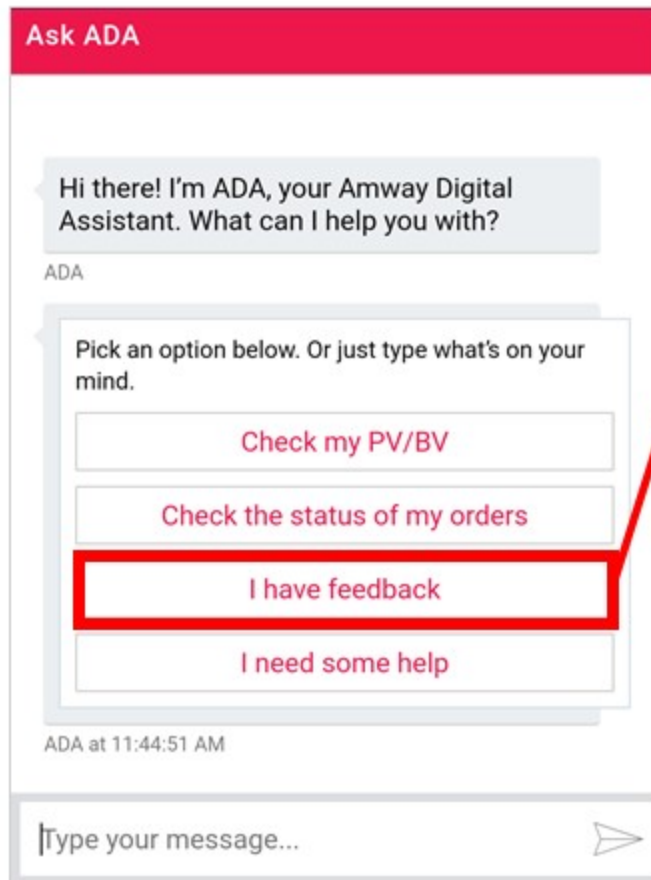
ADA at 2:48:59 PM

Main Menu Need Help Feedback

Type your message...

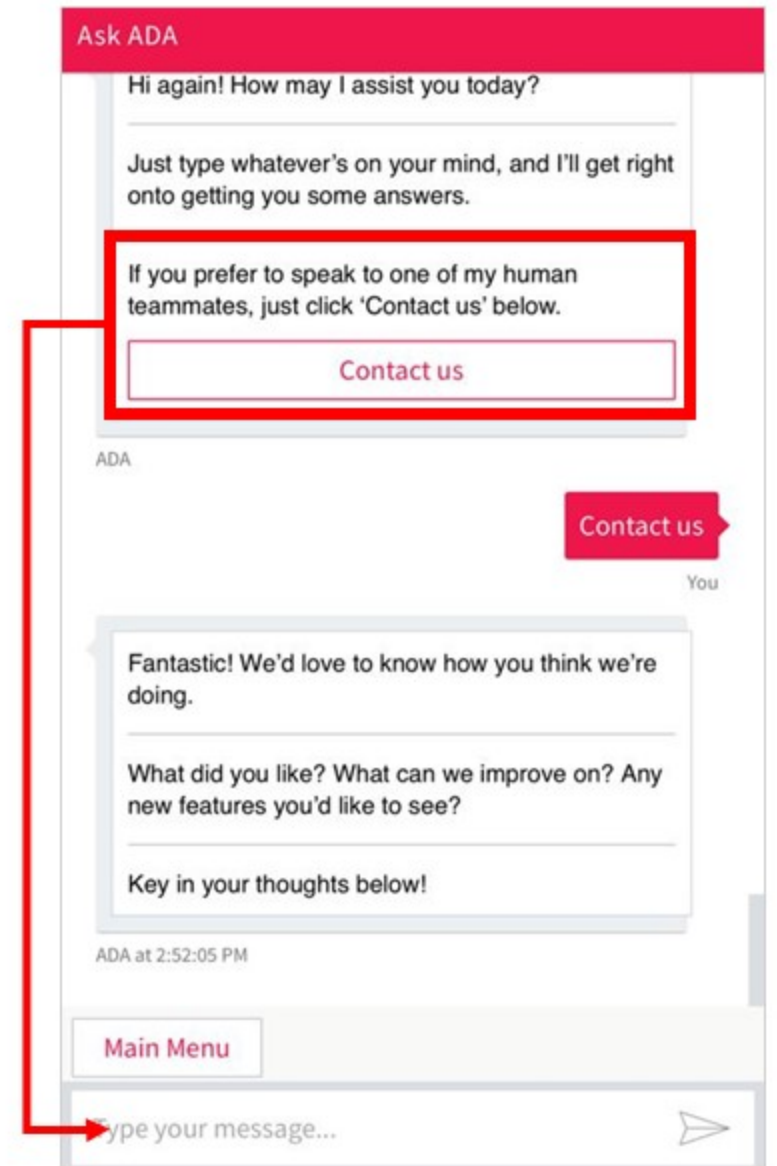
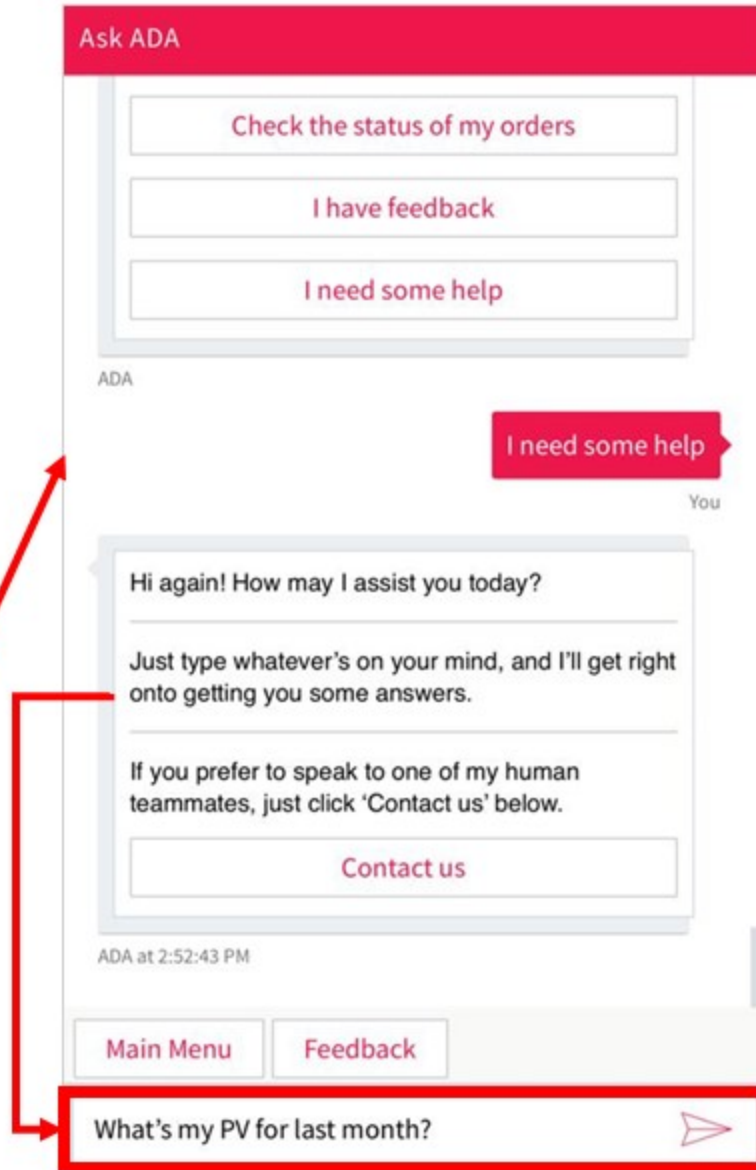
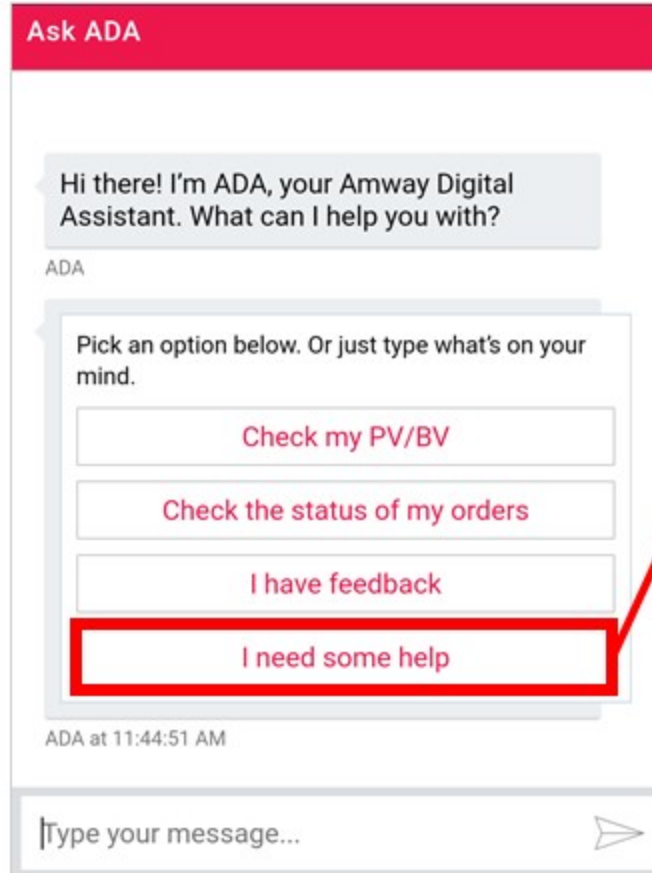
ASK ADA – I HAVE FEEDBACK

Provide any feedback you have on ADA by typing your comments in the text box and submitting your name and email.



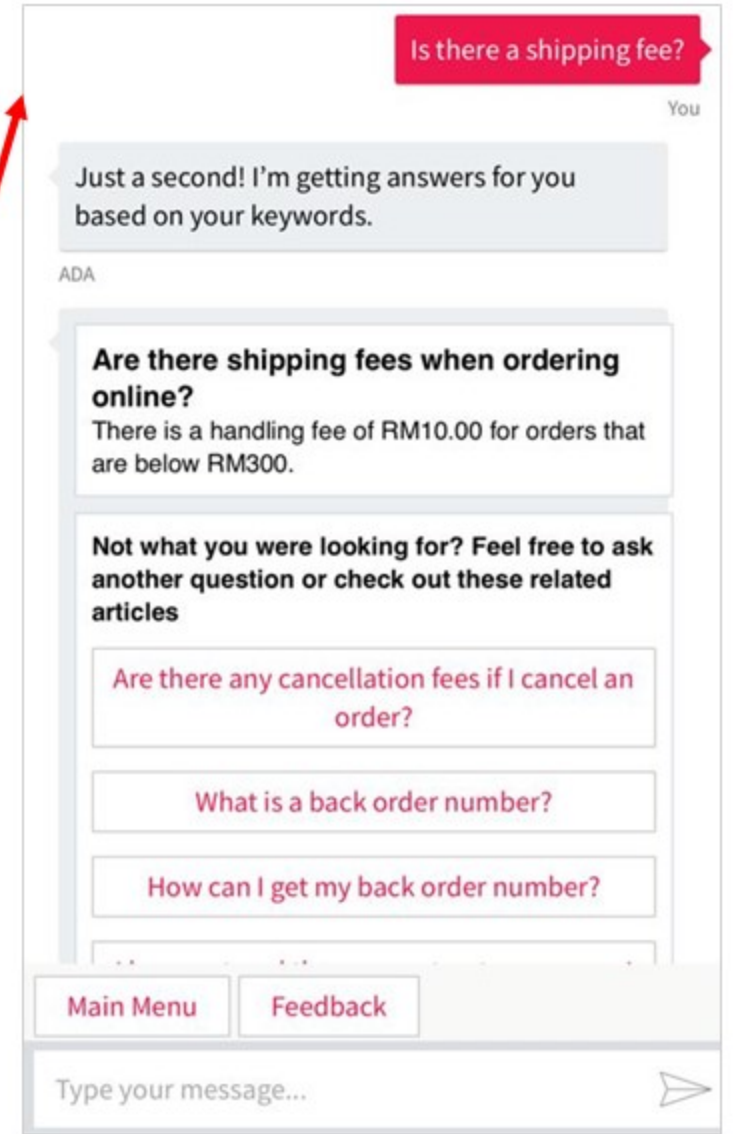
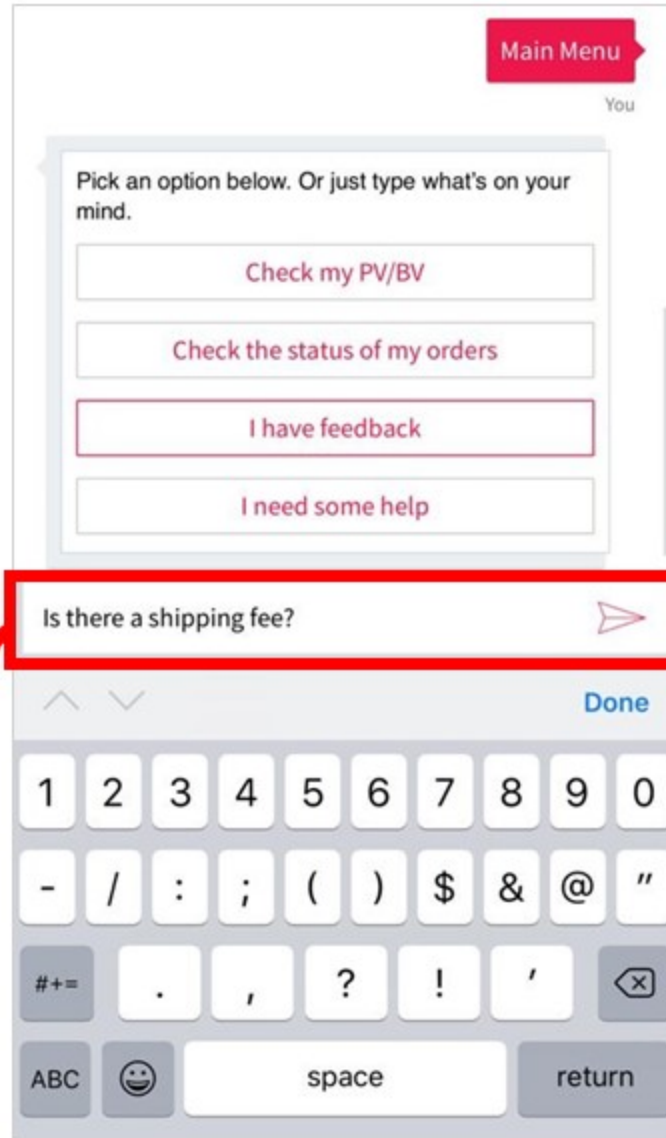
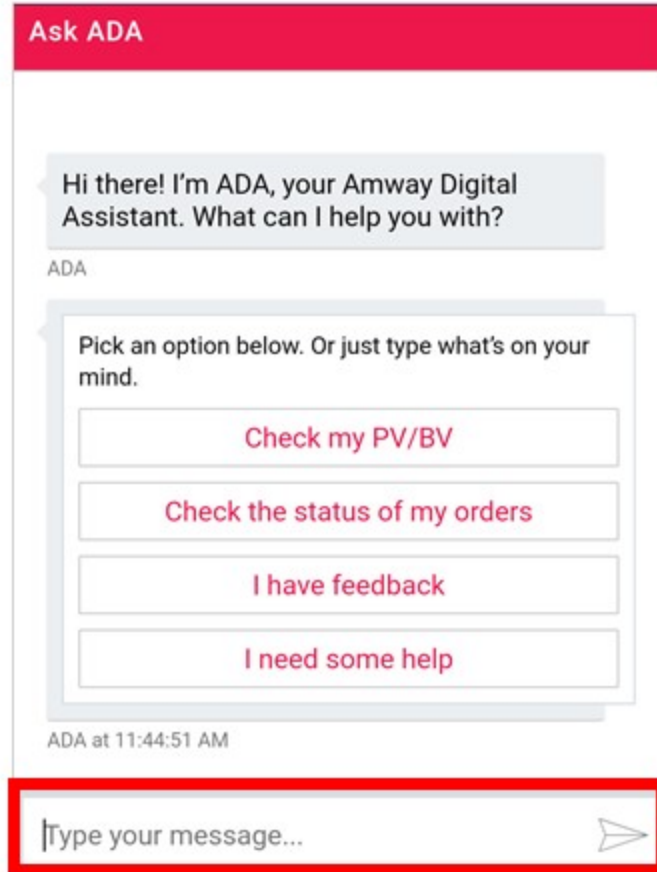
ASK ADA – I NEED SOME HELP

Ask for assistance on chatting with ADA by typing your question in the text box or submitting your question to its human teammates via the 'Contact Us' button.



ASK ADA – TYPE YOUR QUESTIONS

Type in your questions directly into the message box.

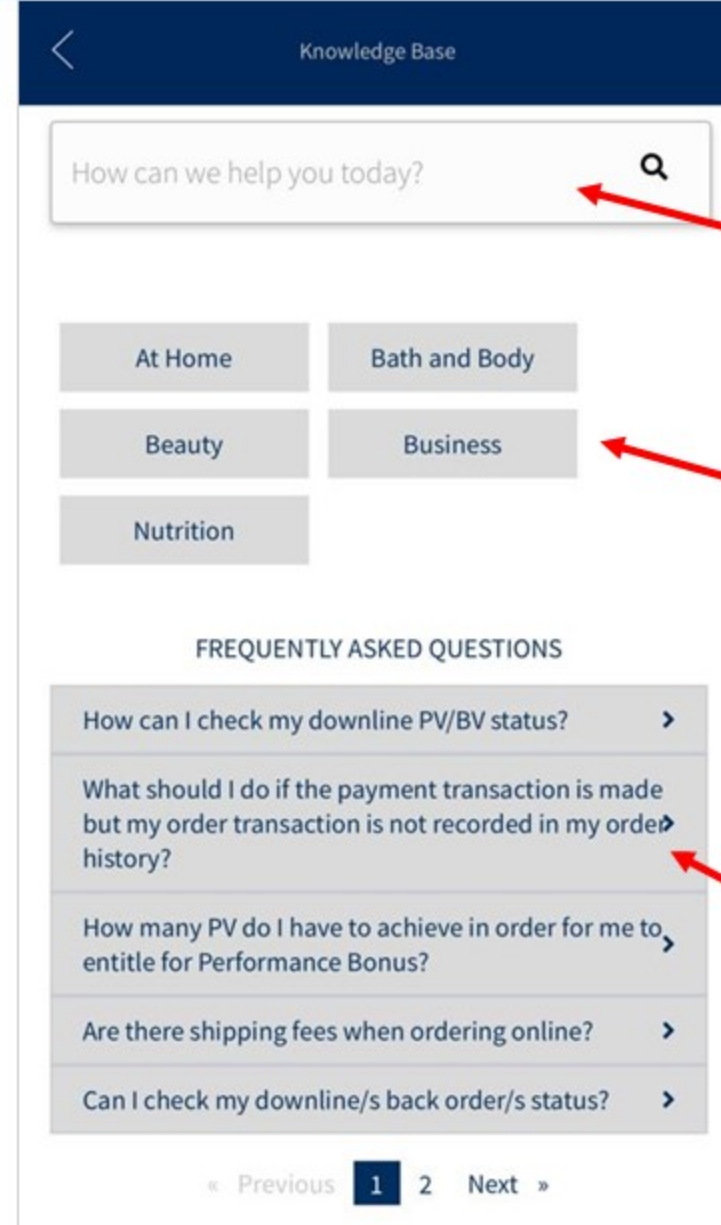
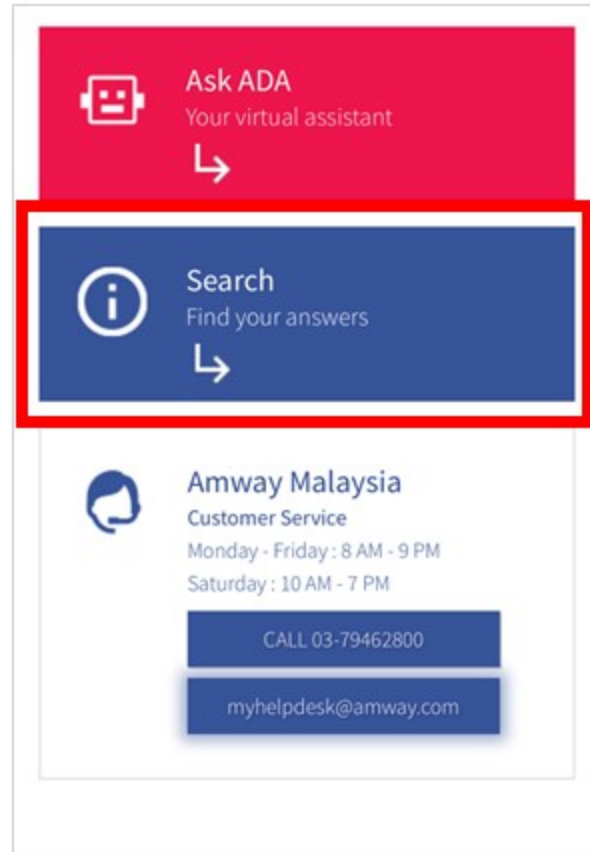


The Search allows you to access the knowledge portal to ask informative questions using keywords:

- Ask a question
- Browse a category
- View frequently asked questions (FAQs)

ADA is still learning and growing. Following its Nov 2019 launch, the Search function will only be able to provide, for the time being, information related to:

- Personal & Group PV/BV
- Order and Delivery Guideline



Ask a question

Browse a category

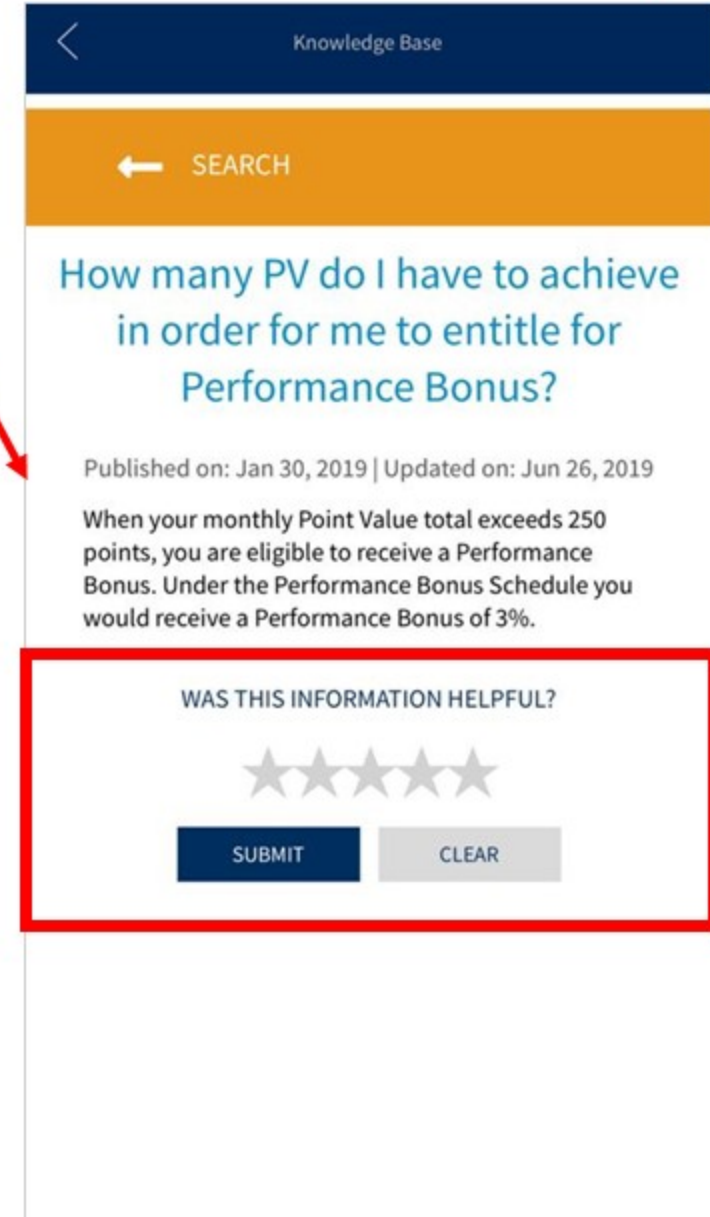
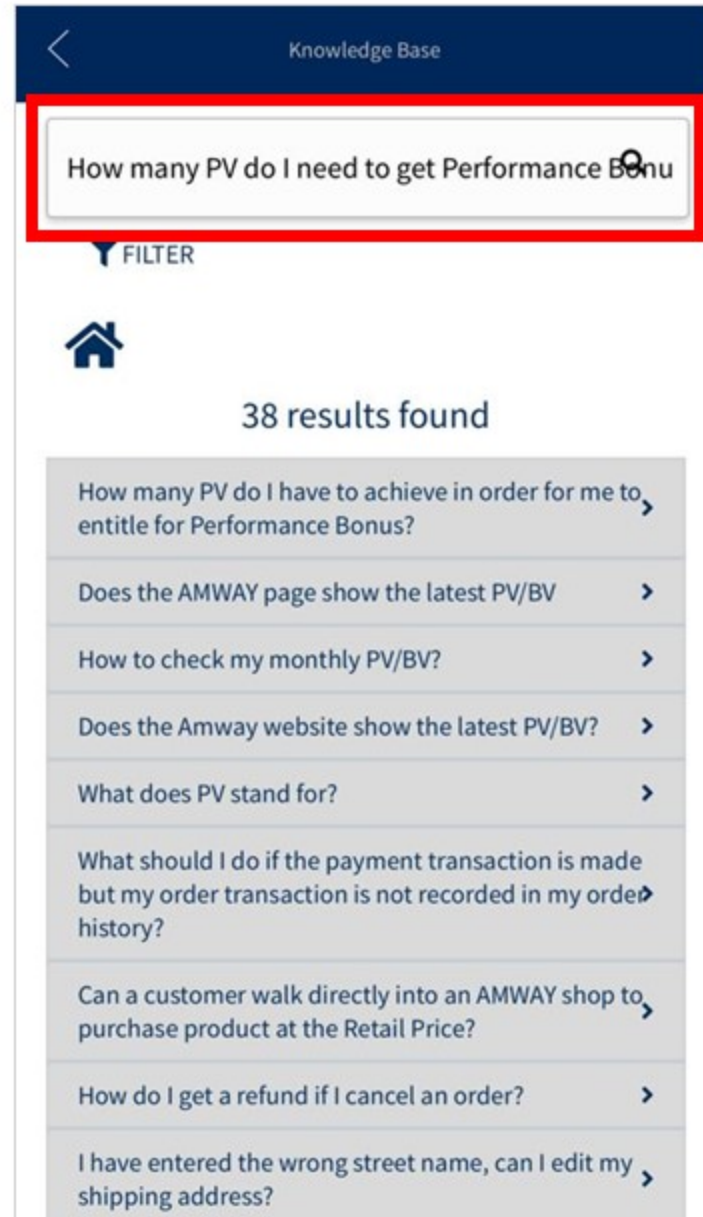
View FAQs

SEARCH – ASK A QUESTION

Type your questions directly into the text box and submit your feedback on how helpful the answers are.

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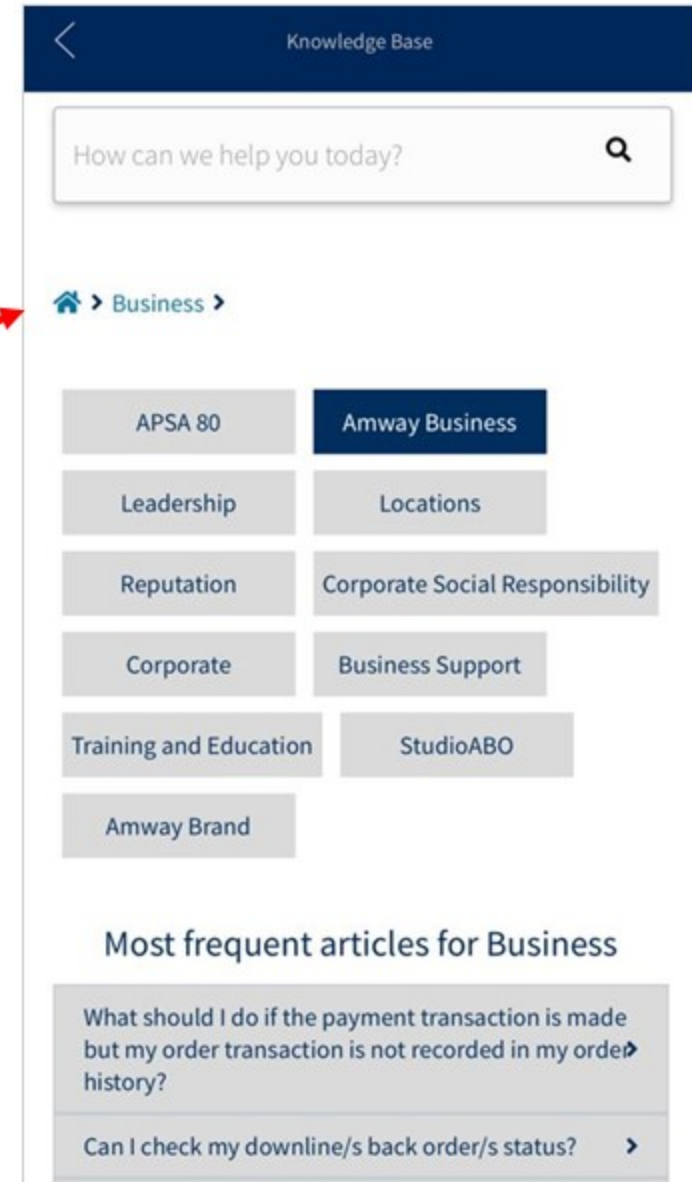
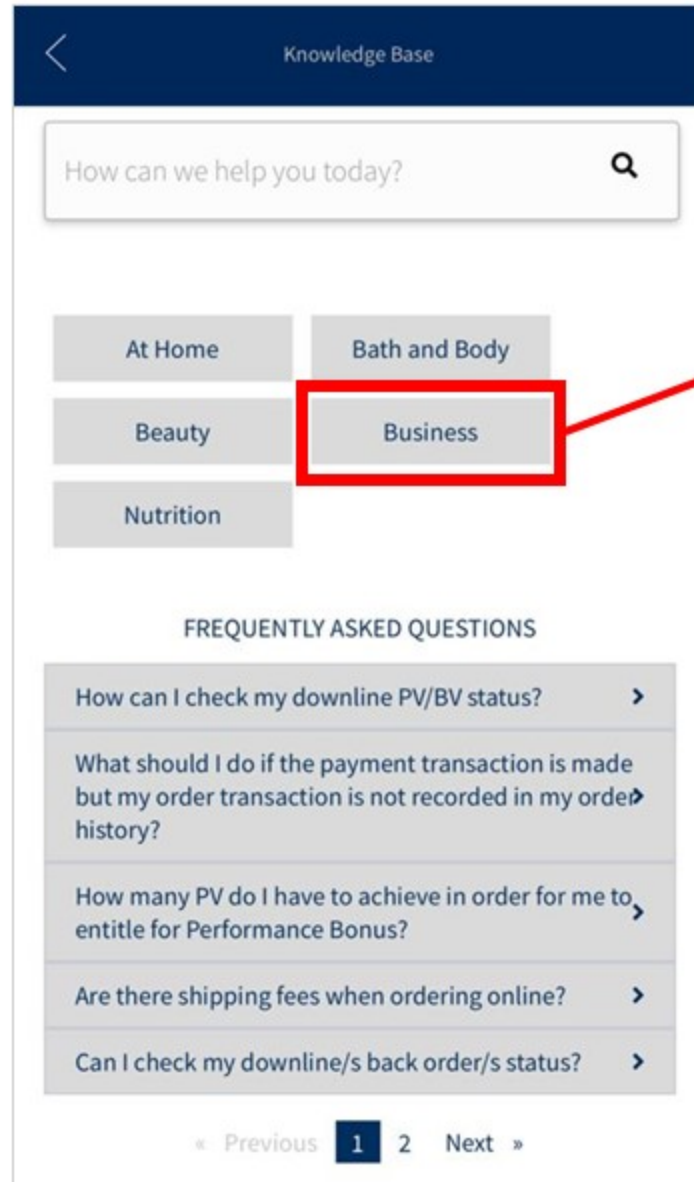


SEARCH – BROWSE CATEGORY

Click on the Category to get more information.

ADA is still learning and growing. Following its Nov 2019 launch, the Search function will only be able to provide, for the time being, information related to:

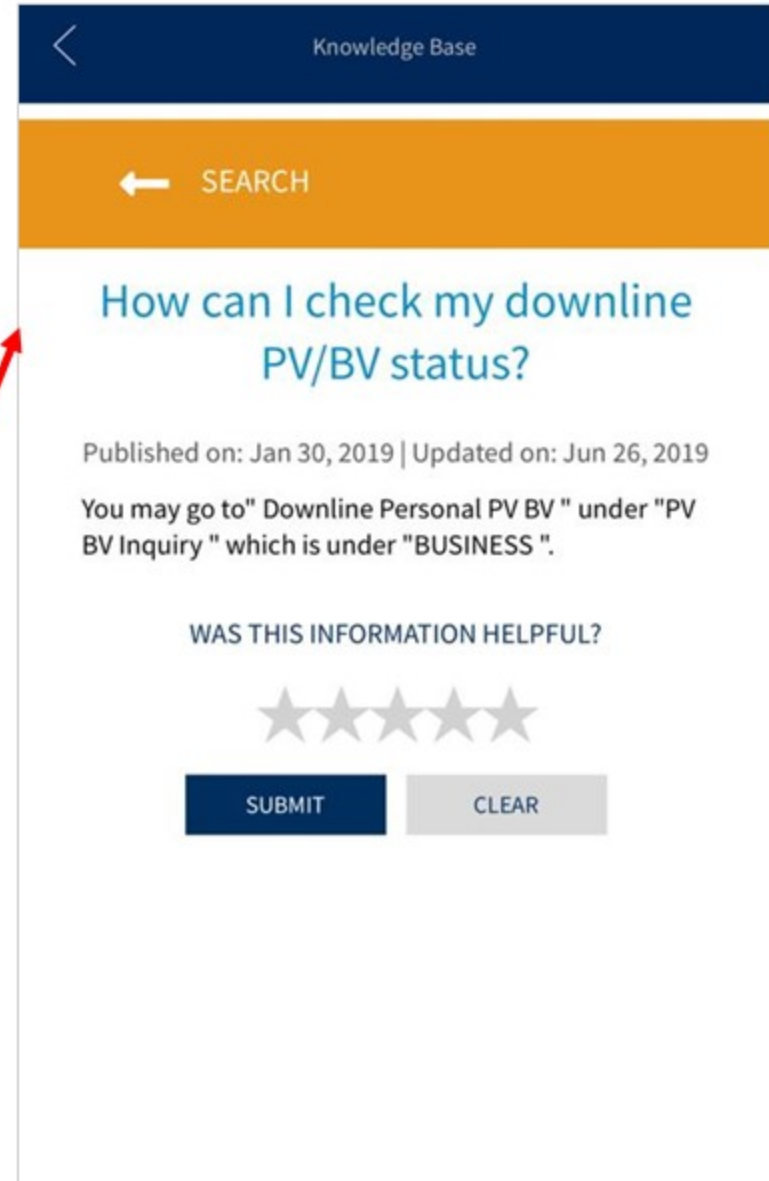
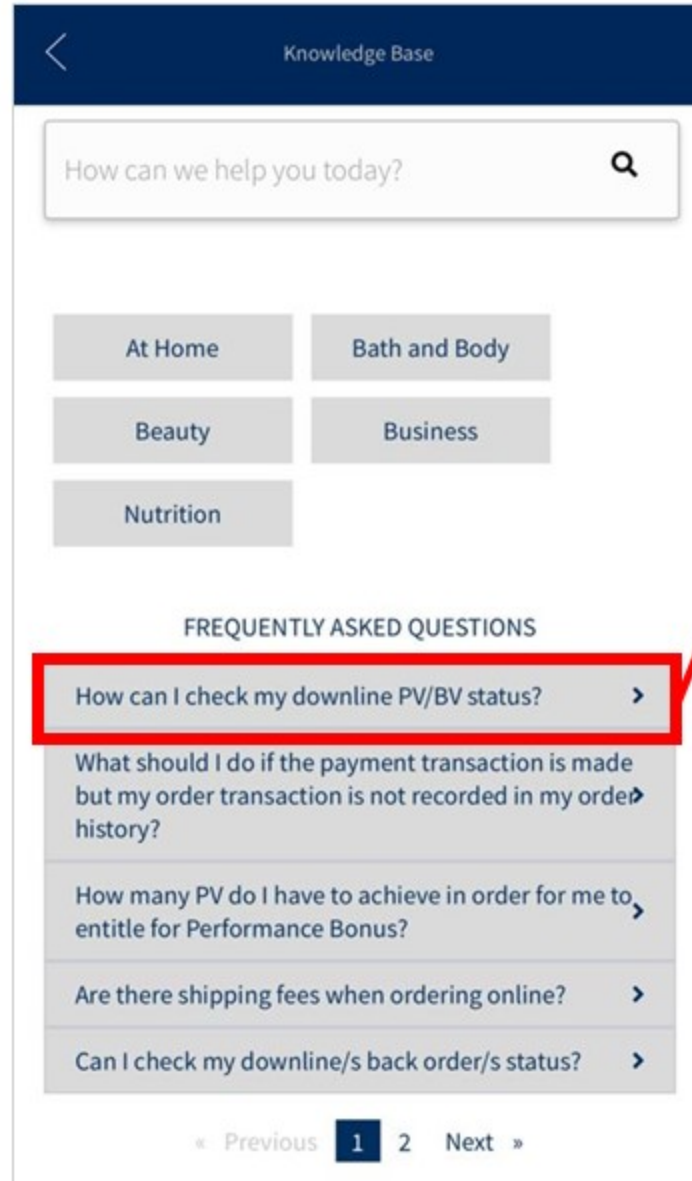
- Personal & Group PV/BV
- Order and Delivery Guideline



Click on the FAQ list to get quick access to information.

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The contact information section allows quick access to key points of contacts for customer service:

- Hours of Operation
- Direct click-to-call
- Direct click-to-email

