User Guide

1. Register your account at onlineshopping2u.com,must use **IC No and full name,** please get the **shopping code** from the person recommended to you, or call customer careline contact number 012-2211 795 to get the shopping code (if have QR code then may proceed to register without shopping code).

2. Log in main page search for ' **menu**' & go to **search** column to search the delivery area or near by area then choose your item.If that item not in the website, you may go to contact us or call customers service for request.

3. Once find the item you would like to purchase, then click **OK**, your item already store in **My Cart** right above of the page.Each time purchase must use the same merchant products and same area then only can proceed to place an order.Please take note the **merchant name and area**

4. **Click My Cart** and key how many quantity and then click **update cart**, then proceed to check out. **If you need to change the item may click delete or change the quantity**

5. For **delivery**, please choose the **delivery address** (if merchant just provide delivery service must choose the delivery address).If merchant also provide **self pick up and dine in service,**please click **continue.** If you are **ViP user** please click **cash + point button** for point dedection.

6. Please **check the items and total amount to be charge and delivery address (if choose delivery).If choose for self pick up or dine in,**please choose at delivery method (unless this merchant no provide delivery service). **Self pick up** must put **name** and **dine in** must put name and how may person

7. Choose Vehecle:Motorbike (**can contain about 15kg weight,dimension for 20" height, long 15", width 15"** or Car.If not sure ,please contact customer careline **012-2211 795** during office hour 10am-6pm Monday-Friday ,except public holiday.

8. **Choose Date:** Choose the date you prefer for received goods, pick up or dine in

9. **Choose Time:** Choose your desire delivery time, self pick up, dine in

10. **Choose Payment Method:** Payment via visa/ master credit card, e-wallet such as Boost, Touch & Go, 7-eleven etc.

11. Click I have read and agreed to the REFUND POLICY (**if need to know more detail**) then **place order**

12. After enter payment method.if choose pay by credit card will need **OTP**,then click **pay now** and after **payment successful, you will received email,but you must wait for the merchant to confirm or cancel your order.(If out of stock or unable to delivery your product at your desire time).You will received SMS and email for notification.If order has been cancelled,you may get the refund voucher at My Order and use the code to place the new order with any of the merchant before the expiry date.**

13. Each time purchase successful, can go to **My Order** to check the **status.**If you received comfirm order by the merchant,but you still unable to received your items at your desire time, please contact **customer careline or whatsapp** 012-2211 795 **during office hour 10am-6pm Monday-Friday ,except public holiday.**