



*Change your water, Change your life
25,000 units per month!*

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[Global Web Shop \(GWS\) Manual:](#)

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Global Web Shop (GWS) Overview

This section provides an overview of the GWS system.

Enagic's Global Web Shop (**GWS**) is a platform for **Enagic's NEW Online Store** created to facilitate and collect payment for U.S. orders in a timely and accurate manner. You can place orders for any Kangen Water Ionizers, Mineral Ion Shower Unit, Ukon Products, E8PA membership, Filters and Supplies for yourself or for your new prospects.

Compatible Terminals

Desktop PCs, laptop PCs, tablets, smartphones, etc. that can browse web pages.

***It may not be displayed properly depending on the terminal environment you are using.



Recommended Browsers

The following are recommended browsers.

*** Please use latest versions.



Microsoft Edge



Google Chrome



Mozilla Firefox



Safari

Enagic Store Q&A for existing distributors and end-users.

This section summarizes frequently asked questions in Q&A format.

[Q.] How can I access the Enagic Store?

[A.] The Enagic Store can be accessed through your online Distributor Support Portal (DSP) by logging in with your assigned Enagic client ID# and password and then click the Enagic Store icon.

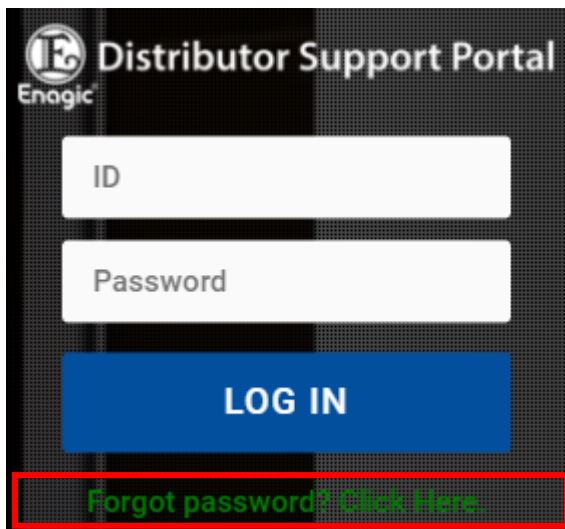
Link to DSP: <https://information.enagic.com/mypage/login.php>

[Q.] I have multiple client ID#s, which ID# can I use to login to my Distributor Support Portal (DSP)?

[A.] You can login using any of your assigned client ID#s. Your DSP will have linked all your associated client ID#s together.

[Q.] I do not know remember my password for my Distributor Support Portal (DSP).

[A.] Please click on "Forgot password?" and follow password retrieval steps.



[Q.] I do not know my customer ID# or I do not remember my email, whom can I contact?

[A.] Please contact Enagic USA customer support department to retrieve your ID# and email address.

PH: 1-424-307-0005 Monday-Saturday from 9:00AM-6:00PM (PST)

TOLL FREE PH: 1-866-261-9500 Monday – Saturday from 9:00AM -6:00PM (PST)

EMAIL: support@enagic.com

ONLINE CHAT SUPPORT: www.enagic.com Monday-Friday from 9:00AM-6:00PM (PST)

[Q.] I am an end user and not an Enagic distributor, do I need to be a distributor to use the Enagic Store?

[A.] No. End users do not need to register as a distributor to use the Enagic Store to complete their purchases of any filters or supplies. Although end users will not be able to sell any products to new prospects until they have properly registered their account as a distributor with their regional branch office.

[Q.] Where can I update my mailing address?

[A.] After successfully logging into your Distributor Support Portal, click on **MY PAGE** and select **EDIT PROFILE**. You can then edit or add a new Address and Request changes directly online.



[Q.] Where can I update my email address?

[A.] After successfully logging into your Distributor Support Portal, click on **MY PAGE** and select **EDIT PROFILE**. You can then edit the email address and Request changes directly online.

[Q.] Where can I update my password for my Distributor Support Portal (DSP)?

[A.] After successfully logging into your Distributor Support Portal, click on **MY PAGE** and select **CHANGE PASSWORD**. Enter your current password and enter your new password and click on **CHANGE PASSWORD**.

[Q.] How can I complete a self-purchase (personal purchases) such as a second Kangen water ionizer, Ukon Auto-ship, E8PA Membership or filters & supplies.

[A.] From your online Distributor Support Portal, click on the Enagic Store icon and select **SELF PURCHASE ORDERS**. You will be led to the Enagic Store to browse through products and complete your self-purchase.



Buying Products for Yourself

ID*

700000 : ENAGIC USA.

Line Rank*

5A

Please make sure your ID# and Line Rank are correct before proceeding. No changes will be allowed once order has been processed.

Self Purchase Orders

Please click on Self Purchase Orders if you would like to make another purchase of our products including machines, ukon products, E8PA memberships, filters and supplies for yourself.

[Q.] Can I order (2) Kangen water ionizers together or a water ionizer and Ukon product together in one order?

[A.] No, each product must be ordered individually as an Enagic client ID# will be assigned to each individual product purchased.

[Q.] Can I order filters and supplies together in one order?

[A.] Yes. filters and supplies can be ordered together in one order.

[Q.] Can I order a Kangen water ionizer and extra supplies in one order?

[A.] No, filters and supplies cannot be combined in an order with any Kangen Water Ionizer, Mineral Ion Shower Unit, Ukon products, or E8PA Membership. Please complete the purchase for any filters and supplies separately.

[Q.] How can I send an Introductory email to a new prospect so that they can purchase their product through the Enagic Store?

[A.] From your Online Distributor Support Portal, click on the Enagic Store Icon and select **SEND INTRODUCTION EMAIL**. Enter the required fields and click **SEND E-MAIL**. The introductory email will be sent to your new prospect which will provide a link for the prospect to click and complete their purchase of the product through the Enagic Store.



Product Introduction to a New Prospect

Send Introduction Email

Please click on the link above to create a product introduction which an email will be sent to your new prospect with purchase information on any of our Enagic Products. Your new prospect will be able to purchase directly from the Enagic Store after receiving your email introduction.

[Q.] I completed an order online but I made a mistake on the placement of the new sale under my client ID# or Rank. Can I make any changes?

[A.] No. Please be sure the sponsor ID# and line rank are correct before completing the order. No changes will be allowed once order has been processed.

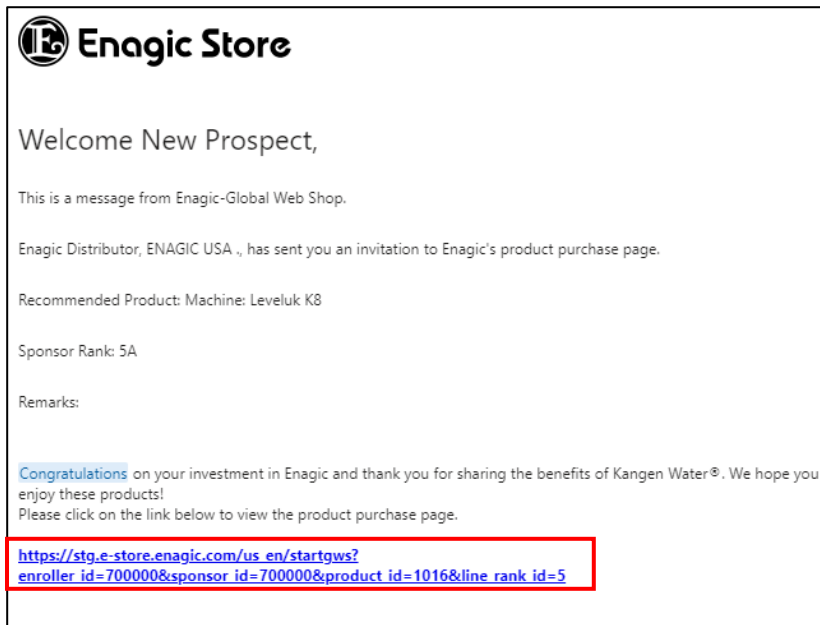
[Q.] I have a sale outside of the USA, can I use the Enagic Store to send them an introductory email?

[A.] No. The Enagic Store is currently only available to process orders in the USA. In the future the Enagic Store will be available in other countries.

Enagic Store Q&A for a new customer

[Q.] How can I purchase a product on the Enagic Store, if I have my sponsor's ID# and information?

[A.] The Sponsor will need to initiate a product introduction email to the new customer directly from their Distributor Support Portal (DSP). The new customer will receive the email below and they can click on the link to lead them to the Enagic Store to complete their purchase.



[Q.] How can I purchase a product online without a sponsor's ID#?

[A.] You are unable to complete a purchase online for a product of a Kangen Water Ionizer, Mineral Ion Shower Unit, or Ukon Products without a sponsor's introductory email.

Please contact an Enagic Independent Distributor for more details.

[Q.] I am a new customer and would like to order (3) products to register all three products as a distributor, how can I complete my orders?

[A.] After the new customer receives the introductory email from their sponsor, they can complete their 1st order directly on the Enagic Store. The new customer will need to wait for their own Client ID# to be assigned by their regional branch office. Once the new customer receives their Client ID# they will have access to sign in to their own Distributor Support Portal to complete their self purchase for their second and third product.

[Q.] If I do not have an Enagic Client ID# can I still order filters and supplies?

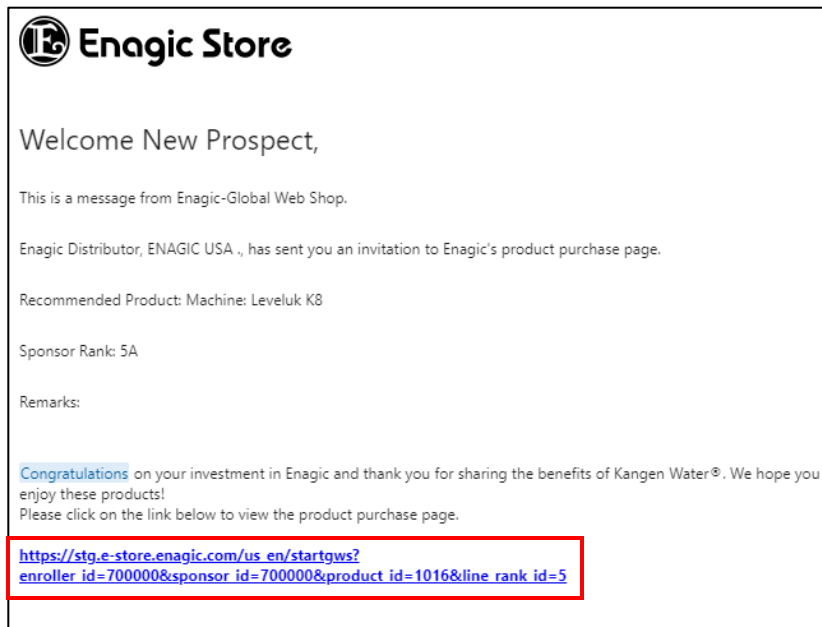
[A.] Yes, you can still order filters and supplies without an Enagic Client ID#. Commissions will not be issued for any filter sales processed in this manner.

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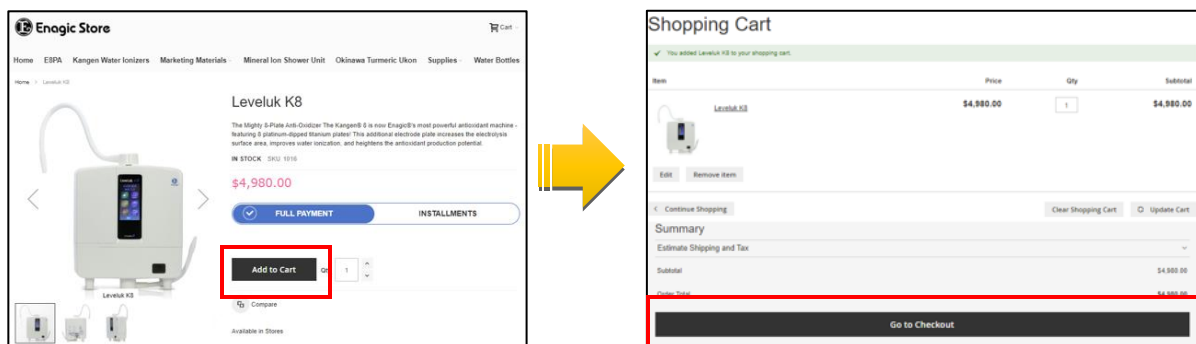
[Q.] I have received a product introductory email from my sponsor, what do I do now?

[A.] Please follow the steps below:

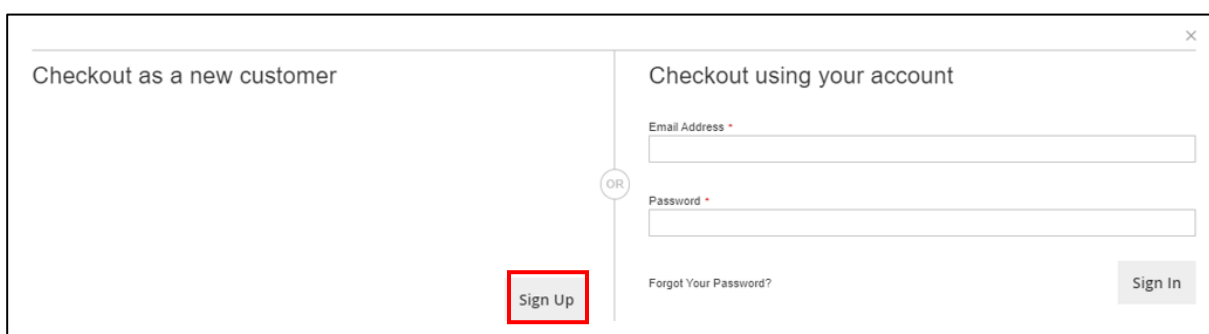
1. Click the URL in the Introduction email to move to the Enagic Store.



2. Add the item to the cart and proceed to checkout.



3. Click on Sign up and enter the required fields to create a new customer account.



Continued on next page →

4. Confirm the shipping address and click Next

Shipping Review & Payments

Shipping Address

Takashi Iwamoto
4115 Spencer St
Torrance, California 90503-2419
United States
0989510158

+ New Address

Shipping Methods

☐ \$23.00 [Leveluk K8]From Central LA Warehouse Select Shipping Method

☐ \$0.00 Store Pickup with Locator Store Pickup

Next

Order Summary

1 Item in Cart

Leveluk K8
Qty: 1
\$4,980.00

5. Review your order details and enter payment information to Place order.

Enagic Store

Shipping Review & Payments

Verify Your Address

To ensure accurate delivery, we suggest the changes highlighted below. Please choose which address you would like to use. If neither option is correct, edit your address.

☒ Suggested Address
New Prospect
4115 Spencer St
Torrance, CA 90503-2419

☐ Original Address
New Prospect
4115 SPENCER ST
TORRANCE, CA 90503

Payment Method

For credit card verification you must enter your billing address exactly as it appears on your credit card statement.

Credit Card

☒ My billing and shipping address are the same

New Prospect
4115 SPENCER ST
TORRANCE, California 90503
United States
310-542-7700

Credit Card Number

Expiration Date Month Year

Card Verification Number

☐ Select this check box to accept the Terms and Conditions and Return Policy.

Place Order

Order Summary

Cart Subtotal \$4,980.00
Shipping \$23.00
Tax \$473.10
Order Total \$5,476.10

1 Item in Cart

Leveluk K8
Qty: 1
\$4,980.00

Ship To:

New Prospect
4115 SPENCER ST
TORRANCE, California 90503
United States
310-542-7700

Shipping Method:

Select Shipping Method - [Leveluk K8]From Central LA Warehouse

You will receive an order confirmation number once payment has successfully been collected.

Enagic Store

Enroller Id: 700000
Sponsor Id: 700000

Home E8PA Kangen Water Ionizers Marketing Materials Mineral Ion Shower Unit Okinawa Turmeric Ukon Supplies Water Bottles

Thank you for your purchase!

✓ Thank you for registering with Enagic Store [United States of America].

Your order number is: 9000001995.

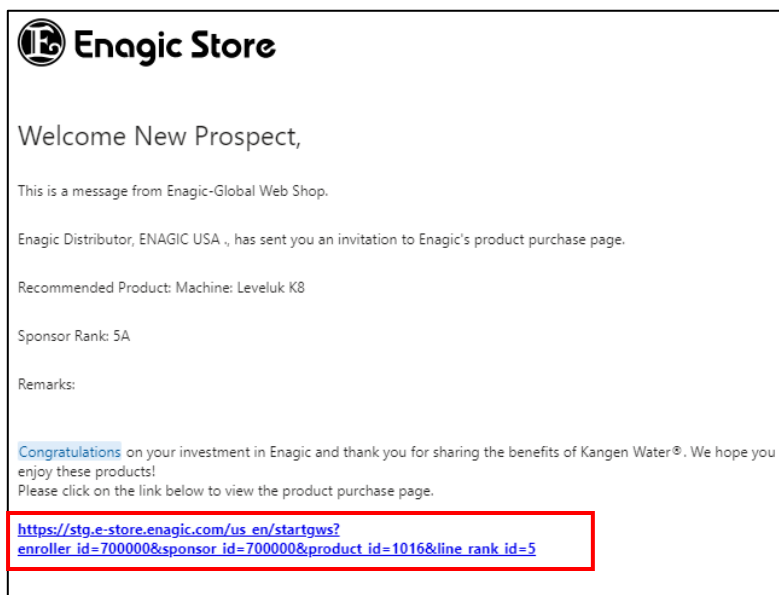
You will receive a separate email notification with your order details and tracking number once your order has been shipped. If you have not received an email with your order confirmation, please email support@enagic.com for assistance.

Continue Shopping Print receipt

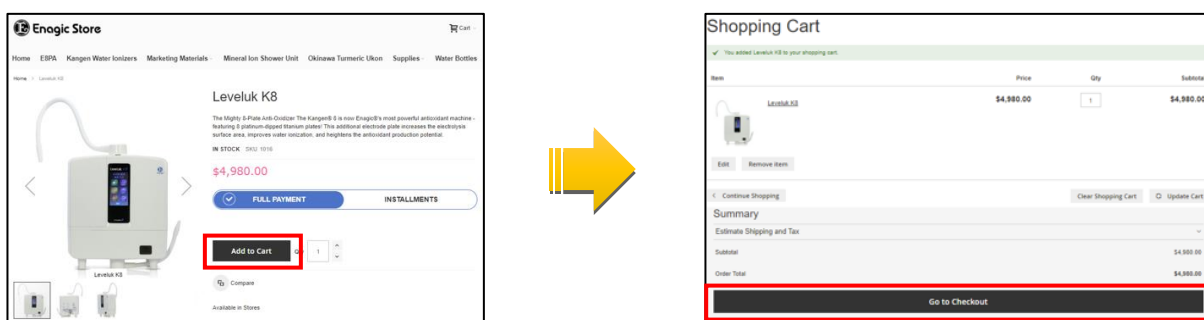
[Q.] After registering as a customer on GWS and the order was not completed due to the credit card payment failing, how can I restart my order again?

[A.] The procedure is the same as first time, but you will "Sign in" instead of creating a customer account as the customer registration has already been completed.

1. Go to your email inbox and search for the email from: send-only@enagic.co.jp with the subject **"Introductory Email"** and click the URL in the Introduction email to return to the Enagic store.



2. Add the item to the cart and proceed to checkout.



3. Please enter the email address and password you registered last time, and then click on **Sign in** button *****Do not [Sign Up] because customer registration has already been completed.**



If you forget your password, you can create a new password by clicking [Forgot Your Password?]

Customer Login

Registered Customers

If you have an account, sign in with your email address.

Email *

Password *

Sign In

Forgot Your Password?

4. Confirm the shipping address and click Next

The screenshot shows the 'Shipping' step of the checkout process. At the top, a progress bar indicates 'Shipping' is complete and 'Review & Payments' is next. The 'Shipping Address' section displays the address: Takashi Iwamoto, 4115 Spencer St, Torrance, California 90503-2419, United States, 0989510158. A 'New Address' button is below. The 'Shipping Methods' section shows two options: '\$23.00 [Leveluk K8]From Central LA Warehouse' (selected) and '\$0.00 Store Pickup with Locator'. An 'Order Summary' on the right shows '1 Item in Cart' with a total of \$4,980.00. A 'Next' button is at the bottom right.

5. Review your order details and enter payment information to place order.

The screenshot shows the 'Review & Payments' step. The 'Verify Your Address' section shows a 'Suggested Address' (4115 Spencer St, Torrance, CA 90503-2419) and an 'Original Address' (4115 SPENCER ST, TORRANCE, CA 90503). The 'Payment Method' section shows 'Credit Card' as the selected method, with a checkbox for 'My billing and shipping address are the same'. Below are fields for 'Credit Card Number', 'Expiration Date', and 'Card Verification Number'. A 'Place Order' button is at the bottom right. The 'Order Summary' on the right shows the cart subtotal (\$4,980.00), shipping (\$23.00), tax (\$473.10), and order total (\$5,476.10). It also shows the 'Ship To' address and the selected shipping method.

You will receive an order confirmation number once payment has successfully been collected.

The screenshot shows the 'Thank you for your purchase!' page. It includes the Enagic Store logo, Enroller ID (700000), and Sponsor ID (700000). The page lists navigation links: Home, E8PA, Kangen Water Ionizers, Marketing Materials, Mineral Ion Shower Unit, Okinawa Turmeric Ukon, Supplies, and Water Bottles. A green banner says 'Thank you for registering with Enagic Store [United States of America]'. Below, it displays the order number (9000001995) and provides instructions on how to receive a separate email notification with order details and tracking information. A 'Continue Shopping' button and a 'Print receipt' button are at the bottom.

Enagic Store Q&A: General Questions

[Q.] I'm an upline distributor and my downline has directly sold a product to a new prospect, can I send the introductory email to the new prospect?

[A.] Only the Sponsor for the sale can log in to their own Distributor Support Portal (DSP) and access the Enagic Store to send an introductory email directly to a new prospect.

[Q.] I am an E8PA Card holder member, can I use my E-points to donate towards a new prospect's purchase of a Kangen Water Ionizer or Mineral Ion Shower unit?

[A.] Currently E8PA members that wish to donate e-points for a new downline prospect must submit application forms directly to their regional branch office. GWS is unable to accept E-point donations at this moment of time. This feature will be available in the future.

[Q.] Can I finance a product (Kangen Water Ionizer, Mineral Ion Shower Unit, Ukon Auto-ship) through the Enagic Store?

[A.] Yes! Financing is now available directly on the Enagic Store. Please provide all the required information requested through the customer account registration and complete your order. The regional branch office will review the order for final approval.

[Q.] I wish to cancel my order that was processed on the Enagic Store.

[A.] Please contact your Regional Branch Office for cancellation of any Kangen Water Ionizer, Mineral Ion Shower unit, Ukon product, or E8PA membership.

Please contact the Enagic USA customer support department for cancellation of any filters and or supplies.

<https://www.enagic.com/contact>

If the order has already been shipped and delivered, please follow the cancellation process per the refund policy.

[Q.] I have more questions about the new Enagic Store, whom can I contact?

[A.] Please contact Enagic USA customer support department for further support.

PHONE: 424-307-0005 Monday-Saturday from 9:00AM-6:00PM (PST)

TOLL FREE PHONE: 1-866-261-9500 Monday – Saturday from 9:00AM -6:00PM (PST)

EMAIL: support@enagic.com

ONLINE CHAT SUPPORT: www.enagic.com Monday-Friday from 9:00AM-6:00PM (PST)