



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

Document Description:

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

Version | Last Updated Date:

[Version 1.0 | September 9th, 2021](#)

# Table of Contents

- Global Web Shop (GWS) Overview ..... 3
  - Recommended Terminal Compatibility..... 3
  - Recommended Browsers..... 3
- GWS Q&A for Existing Distributors ..... 4
- GWS Q&A for New Customers.....8
- GWS Q&A: General Questions.....12
- Tutorial Videos.....13

# Global Web Shop (GWS) Overview

This section provides an overview of the GWS system.

Enagic's Global Web Shop (**GWS**) is an online store created to facilitate and collect payment for your orders in a timely and accurate manner. You can place orders for 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.



Microsoft Edge



Google Chrome



Mozilla Firefox



Safari

# Global Web Shop (GWS) Q&A for existing distributors and end-users.

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

**[Q.]** How Can I access GWS?

**[A.]** GWS can be accessed through your Online Distributor Support Portal (DSP) by logging in with your assigned Enagic Client ID# and password.

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

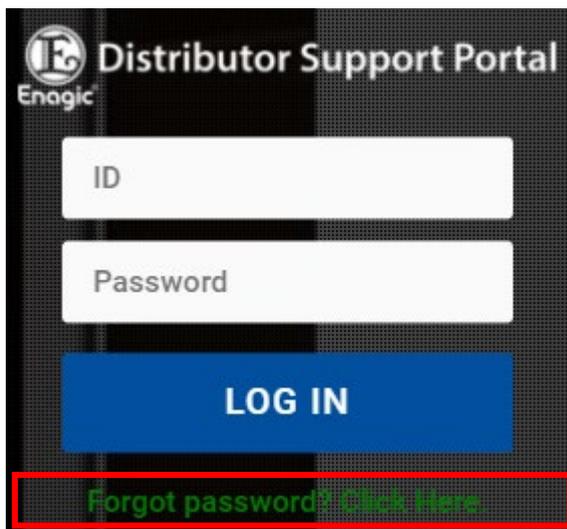
**Please refer to Tutorial Video #1 on Page 13.**

**[Q.]** I have multiple Client ID#s, which ID# can I use to login to my Distributor Support Portal?

**[A.]** You can login using any of your 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.

**[A.]** Please click on "Forgot password?" to follow password retrieve 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: 1-866-261-9500 Monday – Saturday from 9:00AM -6:00PM (PST)

EMAIL: [support@enagic.com](mailto:support@enagic.com)

ONLINE CHAT: [www.enagic.com](http://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 GWS?

**[A.]** No. End Users do not need to register as a distributor to use GWS 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?

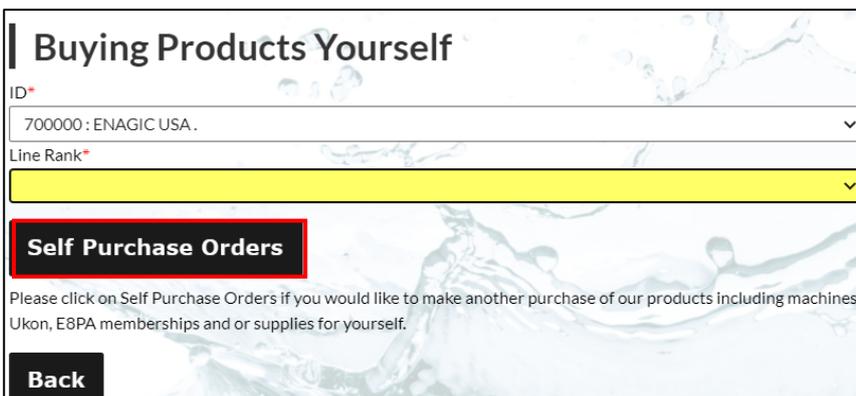
**[A.]** After successfully logging into your Distributor Support Portal, click on **MY PAGE** and select **EDIT PROFILE**. You can then edit the email address and Request changes directly online.

**[Q.]** Where can I update my password for my Distributor Support Portal?

**[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 Machine, 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 purchase.



**Please refer to the Tutorial Video #2 on page #13.**

**[Q.]** Can I order 2 machines together or Machine and Ukon products 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.

**[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.]** I have sold a product (not applicable to filters or supplies) to a new prospect. How can I complete their purchase on their behalf using GWS?

**[A.]** From your Online Distributor Support Portal, click on the Enagic Store Icon and select **PLACE A NEW ORDER FOR A PROSPECT**. Enter the product Introduction fields and you will be led to the Enagic Store to add the product to the shopping cart, create their customer profile and complete their order.



**Product Introduction for New Prospects**

**Place a New Order for a Prospect**

Please click on link above to place a product order for a new prospect on our Enagic Store. You can also Create a Product Introduction which will allow you the option to send an email to your prospect with purchase information on any of our Enagic Products. The customer will be able to purchase directly from your email introduction.



**Distributor Support Portal** ★Welcome ENAGIC USA!  
Logout

---

**Product Introduction**

Introduction Type

Type\*

Go to Enagic Store to place order

**Please refer to the Tutorial Videos #4 on page #13.**

**[Q.]** How can I send an Introductory email to a new prospect so that they can their product online themselves?

**[A.]** From your Online Distributor Support Portal, click on the Enagic Store Icon and select **PLACE A NEW ORDER FOR A PROSPECT**. Change the Introduction type to **EMAIL**. Enter the required fields and click Continue. The introductory email will be sent to your new prospect which will allow them to enter GWS to complete their own order.



## Product Introduction for New Prospects

**Place a New Order for a Prospect**

Please click on link above to place a product order for a new prospect on our Enagic Store. You can also Create a Product Introduction which will allow you the option to send an email to your prospect with purchase information on any of our Enagic Products. The customer will be able to purchase directly from your email introduction.



 **Distributor Support Portal** ★ Welcome ENAGIC USA!  
Logout ↗

---

### Product Introduction

---

Introduction Type

Type\*

Email

**Please refer to the Tutorial Videos #3 on page #13.**

**[Q.]** I have a sale outside of the USA, can I use GWS to process the order?

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

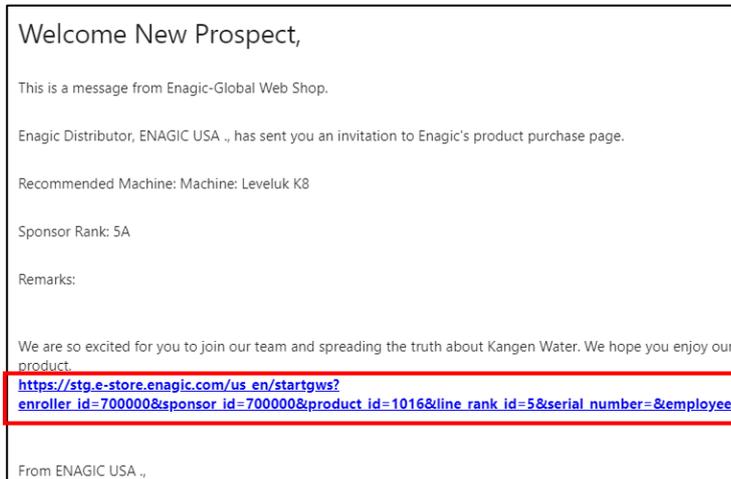
**[Q.]** I completed an order online but I made a mistake on the placement of the new sale under my Client ID# and or Rank. Can I make any changes?

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

# Global Web Shop (GWS) Q&A for a new customer

**[Q.]** How can I purchase a product online, if I have my sponsor's ID# and information?

**[A.]** Your 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 GWS 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 details.

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

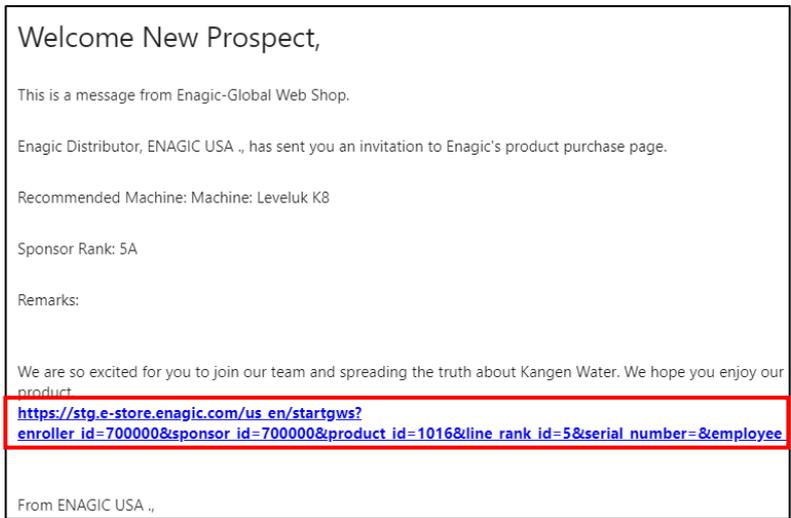
**[A.]** Yes, you can still order filters and supplies without an Enagic Client ID#. Commissions will not be issued for any filter sales processed in this manner.

Continued on next page →

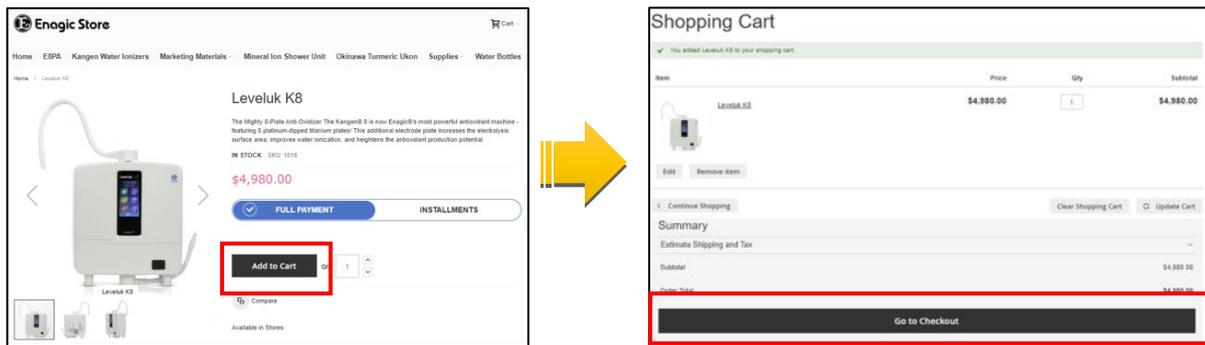
**[Q.]** I have received a product introductory email from my sponsor, what do I do now?

**[A.]** Please follow the steps below:

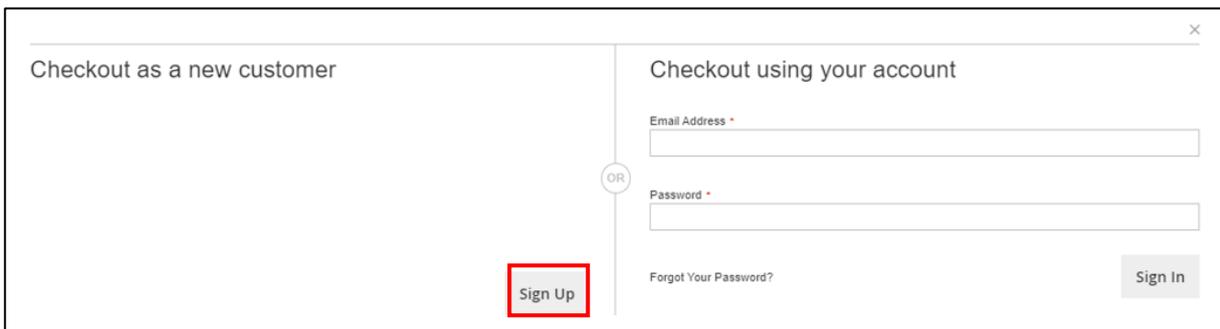
1. Click the URL in the Introduction email to move to the GWS screen.



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



3. Click on Sign up and checkout as a new customer to complete customer registration.



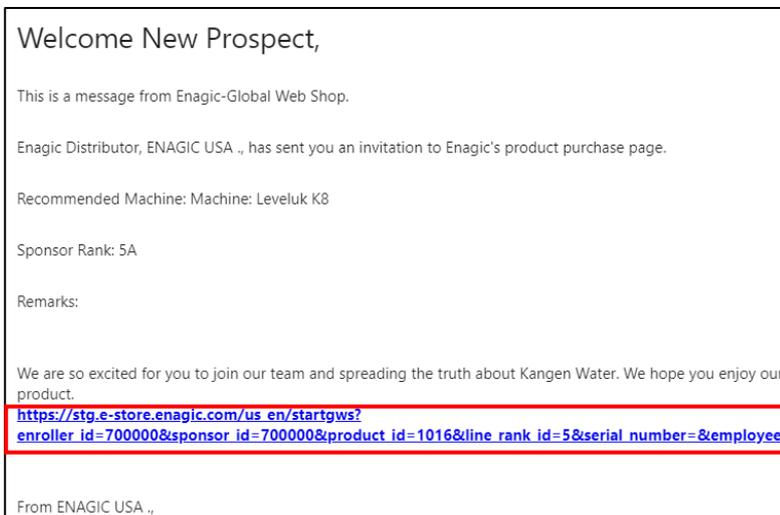
Continued on next page →

- Please continue to enter the shipping address information and complete the payment for the order.

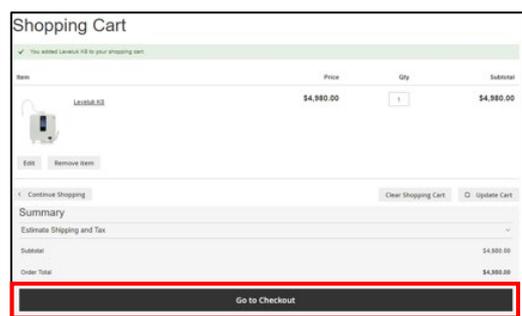
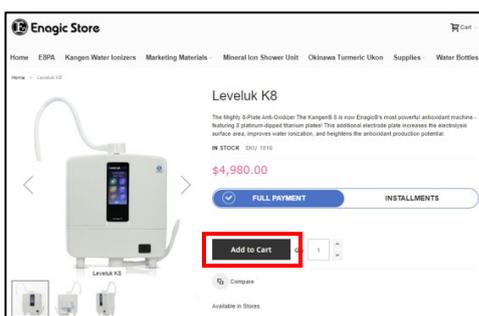
**[Q.]** After registering as a customer on GWS and the order was not completed due to the credit card payment failing, how can I restart my order again?

**[A.]** The procedure is the same as first time, but you will “Sign in” instead of Customer registration as the customer creation has already been completed.

- Go to your email inbox and search for email from: [send-only@enagic.co.jp](mailto:send-only@enagic.co.jp) with the subject “Introductory email” and click the URL in the Introduction email to return to the GWS screen.



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



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

Checkout as a new customer

Checkout using your account

Email Address \*

Password \*

Forgot Your Password?

Sign Up

Sign In



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

Checkout using your account

Email Address \*

Password \*

Forgot Your Password?

Sign In

4. Please continue to enter the shipping address information and complete payment for the order.

Shipping Review & Payments

Shipping Address

Takashi Iwamoto  
4115 Spencer St  
Torrance, California 90503-2419  
United States  
0909510158

+ New Address

Order Summary

1 Item in Cart

Leveluk KB \$4,900.00  
Qty: 1

Shipping Methods

523.00 [Leveluk KB]From Central LA Warehouse Select Shipping Method

50.00 Store Pickup with Locator Store Pickup

Next

# Global Web Shop (GWS) Q&A: General Questions

**[Q.]** I'm an upline distributor and my downline has sold a product to a new prospect, can I use GWS to process the sale on GWS on their behalf?

**[A.]** Only the Enroller for the sale can log in to their own Distributor Support Portal to complete the purchase of the product for the new prospect.

**[Q.]** Can I use the Team Building Placement Program " Enroller Program" on GWS?

**[A.]** Yes. The Enroller of the sale will need to login to their DSP to access GWS and are able to change the direct sponsor for the new sale to a different sponsor in their downline organization. Please be sure to review the Team Building Placement Program Training manual for more details before using the Enroller Program

**Please refer to Tutorial Video #5 on Page 13.**

**[Q.]** I'm 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.]** Yes. GWS has the capability for an E8PA member to donate e-points for the sale of a new prospect. (E-points are not able to be donated towards any Self-purchases or to existing customer's purchases)

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

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

**[Q.]** I have more questions about the Global Web shop, whom can I contact?

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

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

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

EMAIL: [support@enagic.com](mailto:support@enagic.com)

ONLINE CHAT: [www.enagic.com](http://www.enagic.com) Monday-Friday from 9:00AM-6:00PM (PST)

## Tutorial Videos

1. How to access my Distributor Support Portal (**MYDSP**) and Global Web Shop (**GWS**)?

**[LINK TO BE ADDED]**

2. How to place a self-purchase order on GWS?

**[LINK TO BE ADDED]**

3. How to send a product introduction email to a new prospect?

**[LINK TO BE ADDED]**

4. How to place an order on GWS for a new prospect?

**[LINK TO BE ADDED]**

5. How to place an order on GWS for a new prospect using the Team building placement program/ "Enroller Program"?

**[LINK TO BE ADDED]**

For any inquiries, please contact **Enagic USA Customer Support Department**

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

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

EMAIL: [support@enagic.com](mailto:support@enagic.com)

ONLINE CHAT: [www.enagic.com](http://www.enagic.com) Monday-Friday from 9:00AM-6:00PM (PST)