

## **eNEWSGRAM**

January 2021











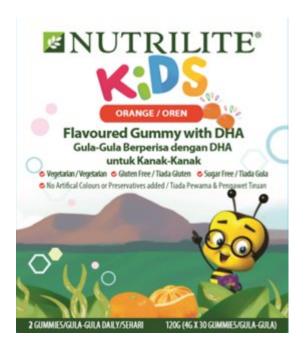
### Nutrilite Kids Flavoured Gummy With DHA





#### 1 January 2021, Friday 10:00AM onwards

DHA is an omega-3 fatty acid that one consumes from food, supplements or both, as your body doesn't provide much of it. It is essential in the brain and eye development for children.



\*Images are for illustration purpose only.

- **50mg of DHA** per gummy
- **Vegetarian friendly**; Plant-based source algal oil
- Made based on a centre-filling technology to prevent oxidation.
- Sugar free, Gluten free
- No artificial colours or preservatives added
- Chewable & Orange-flavoured

124373

NUTRILITE KIDS FLAVOURED GUMMY **WITH DHA** 

**AP\$29.00** 

RP\$36.00

PV 12.3

BV 27.1







### XS Classic Black Fiery Blaze





Exciting Cola flavor to satisfy your sweet tooth without the added calories





\*Images are for illustration purpose only.

#### **New addition to Fiery Blaze!**

- ZERO added sugar!
- 100mg green coffee bean extract contains chlorogenic acid for added fat-burning properties.
- 60mg of caffeine to give you that boost of energy for your workout!

292938

24-cans Case

**AP\$50.00** 

RP\$57.5

PV 25.0

BV46.7

292937

6-cans Packs

**AP\$13.50** 

RP\$15.5

PV 6.5

BV 12.6

Together with regular exercise and a proper diet, chlorogenic acids helps: Reduce fat absorption, Suppress fat formation, Promote fat burning



### XS Energy Drinks Promotion





30 December 2020 – 28 February 2021

#### While stocks last!

PURCHASE ANY 2 XS ENERGY DRINK 24-can & GET a box of XS MIXED NUTS at only \$5

XS Classic Black will be available to all ABOs from 1 Jan, 10am onwards.





**CASHEW NUTS** 



MACADAMIA



**ALMONDS** 



**DRIED CRANBERRIES** 



THOMPSON BLACK RAISINS



- Low in sodium
- High in Vitamin E
- Source of Protein & Fiber

\*Images are for illustration purpose only.

### Le Jia Golden Gift Set



18 December 2020, Friday 10:00AM onwards

Get the 4th Golden Gift Set at only \$15.00.



\*Images are for illustration purpose only.

303039

### **Golden Gift Set**

**AP\$33.50** 

RP\$37.50

PV 8.20

BV 15.70

#### While stocks last!

#### Gift Box includes:

- Pineapple Tart (10pc)
- Pineapple Ball (9pc)
- Cheesy Pineapple ball (9pc)
- Pineapple Roll (12pc)
- 8-pcs Ang Bao pack



^Each pack consists of 8 pieces and comes in 4 different designs. While stocks last.

### Le Jia Cookies





18 December 2020, Friday 10:00AM onwards

While stocks last!

**Free** Paper Gift Bag with every 2 bottles of Le Jia Cookies purchased.



252579

#### **Pineapple Tart**

(350g)

**AP\$19.00** 

RP\$21.00 PV 4.50

BV 8.90



303038

### **Raisin Cornflake**

Cookies (220g)

**AP\$15.00** 

RP\$16.50 PV 3.60 BV 7.00



**Paper Gift Bag** 



\*Images are for illustration purpose only.



#### **Purple Sweet Potato Cookies (335g)**

**AP\$15.00** 

RP\$16.50 PV 3.70 BV 7.00



### Atmosphere SKY Trade-In Promo





1 January – 31 January 2021



Click on PDF to learn more on the Terms & Conditions.



289505

Trade-In X Brand (\$300 Trade off)

AP: \$1,900.00<sup>^</sup>

RP: \$2,450.00<sup>^</sup>

PV 845.7<sup>^</sup>

BV 1,776.0<sup>^</sup>

^After factoring \$300 trade off

289508

Trade-In Atmosphere ATS

(\$500 trade off)

AP: \$1,700.00<sup>^</sup>

RP: \$2,250.00<sup>^</sup>

PV 756.7<sup>^</sup>

BV 1,589.0<sup>^</sup>

^After factoring \$500 trade off

120539

**Atmosphere SKY** 

AP: \$2,200.00

RP: \$2,750.00

PV 977.0

BV 2,056.0



### eSpring Trade-in Programme





1 January – 31 January 2021



220081

eSpring with

Trade-in

AP\$1,300.00

RP\$1,698.00

PV 596.0

BV 1,215.0

100188

eSpring without

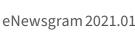
Trade-in

AP\$1,600.00

RP\$1,998.00

PV 733.0

BV 1,495.0





<sup>\*</sup>Images are for illustration purpose only.

### SleepyJoy Promotion





1 January – 31 January 2021

With purchase of Single or Super Single mattress

#### **FREE**

Comforter Set
Worth between \$60.00

266278

Single

AP\$999.00

RP\$1,200.00

PV 245.70

BV 466.80



#### **Super Single**

AP\$1,100.00

RP\$1,330.00

PV 270.50

266277

BV 514.00



#### **Inclusive of:**

- Pillow Case
- Fitted bedsheet
- Comforter

\*Images are forillustration purpose only.

With purchase of Queen

or King mattress

#### **FREE**

Foldable Mattress (Size – Single) Worth \$150.00

266279

Queen

AP\$1,699.00

RP\$2,050.00

PV 417.80

BV 793.90

266280

King

AP\$1,899.00

RP\$2,290.00

PV 467.10

BV 887.40

Dimensions:

36" (W) x 75" (L) x 3" (T)

\*Images are for illustration purpose only.



### SleepyJoy Promotion





#### 1 January – 31 January 2021



266285

#### Single

**AP\$550.00** 

RP\$660.00 PV 135.30 BV 257.00

266287

#### Queen

**AP\$850.00** 

RP\$1,020.00 PV 209.10

V 203.10

BV397.20

#### 266286

#### **Super Single**

**AP\$630.00** 

RP\$750.00

PV 154.90

BV 294.40

#### 266288

#### King

**AP\$950.00** 

RP\$1,150.00

PV 233.60

BV443.90

### With purchase of Headboard & Divan Set

#### FREE



- Single receive Sleepmaker Mattress Protector (Single) (worth \$110.00)
- Super Single receive Sleepmaker Mattress Protector (Super Single) (worth \$135.00)
- Queen receive Sleepmaker Mattress Protector (Queen) (worth \$166.00)
- King receive Sleepmaker Mattress Protector (King) (worth \$222.00)



### **Amway Overall Online Promotion**



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15 January 2021, Friday 10:00AM onwards

Purchase Online AP\$350 worth of AMWAY products and get a **FREE** Amway

face mask (Worth \$29.90).





### 





End Date 🕕	Ongoing promotions iii	
28 Febuary, Sun	XS Energy Drinks Promotion	
While Stocks last	The 4th Le Jia Golden Gift Set	NUTRILITE
While Stocks last	Le Jia Cookies	From Seed to Supplement
31 January, Sun	Atmosphere SKY Trade-In Promo	O CO CONUTRILITE
31 January, Sun	eSpring Trade-in Programme	
31 January, Sun	SleepyJoy Promotion	~STEP PROCESS!  Www.nutrillib.com.se
While Stocks last	Amway Overall Promotion Online	*** 455 0550 9911
While Stocks last	Nutrilite Paper Bag	
31 December, Thu	Nutrilite Overall Promotion	
31 December, Thu	Artistry Studio Overall Promotion	
31 December, Thu	eSpring Cartridge PWP Promo	
31 December, Thu	Noxxa Promotion	
Ongoing	Artistry Bundles PWP Dermasonic Promo (Resume on 20 Oct)	
31 December, Thu	Get the 3rd Glucose Health at 30% off!	
While Stocks last	Nutrilite Shaker PINK for BodyKey 30-day Starter Kit	
While Stocks last	NEW BodyKey Maintenance Kit - Free Amway-Nutrilite Eco Bag + BodyKey Gym Bag (worth \$50)	
While Stocks last	Weight Management (Jumpstart Kit & Trade-In Kit)	
While Stocks last	Build Your Own (BYO) Kit - BodyKey Community Challenge	
While Stocks last	XS Merchandise Online at Amway.sg	s have
Ongoing	Nutrilite Cal Mag D Plus Double Pack	X X
Ongoing	Nutrilite Bio C Plus Double Pack	
Ongoing	Sign-up and get Free Brand Experience + Premiums	
		eNewsgram 2021.01

### Understand Air Quality With the Expert



#### Find out from Bill Luke, Director of Durables & Devices 1&S, who has:

- Technical knowledge in product stability and the efficacy of products interacting with the biology of skin.
- A great desire for helping ABOs overcome roadblocks to growing their businesses.

Expertise: Electromechanical Device Technology, Product Development, Product Stability

**Education:** BS, Chemical Engineering, University of Notre Dame

Patents: 2 Issued

**Accolades:** American Institute of Chemical Engineers



DIRECTOR, DURABLES & DEVICES I&S

"It's exhilarating to develop innovative technical solutions and drive product performance that helps people live better lives!"

Language	Day	Date	Time	Trainer	Vanity URL Link
ENG	Tue	5 Jan	8.00pm – 8.45pm	Ooi Pey Hann	https://amway.tv/2RLsW04
MAN	Wed	6 Jan	8.00pm – 8.45pm	Jeng Kuen Yong	https://amway.tv/3mDFx3B

### Firm & Glow Challenge

**Amway** 

Click and find out full details!



### CHALLENGE DATES REVISED

Updated Challenge Period

Jan & Feb 2021









### **NEW!** Walk 12,500 Steps Daily

#### **Starting in Nov 2020**

For participants of BodyKey Community Challenge



**Every 7** 

days

X 2 each



- Take picture of yourself &(any) fitness tracker with 12,500 steps & post on your Instagram
- Share it on your Instagram (for 7 days) and remember to tag and mention us @amway.sg with the hashtag #Bodykeysg &#BK12500kstepschallenge
- Submission via online link http://bit.ly/bkstepschallenge

We will reply within **2 working days** after submission.

Worth \$26 per set

Prizes will be on while stocks last basic. Amway retains the right to substitute the prize with another prize.

Example









Under the Amway Loyalty Programme (ALP), we bring you the Nutrilite Loyalty Programme (NLP), giving you *Free Delivery and Great Savings* on your favourite products! Subscribe to NLP now and enjoy an online standing order on your credit or debit card to purchase selected Nutrilite products for six consecutive months.



MORE BENEFITS!



Subscribe Nutrilite Loyalty Programme (NLP) via Amway.sg and purchase products at regular price for the 1<sup>st</sup> month.

Upon successful subscription, payment will automatically be deducted on subsequent months.



**ENJOY 2.5% OFF** regular price when you continue to purchase products, from the 2<sup>nd</sup> – 5<sup>th</sup> month.



**ENJOY 50% OFF** regular price when you purchase products in the 6<sup>th</sup> (final) month.



**FREE DELIVERY** every month. Delivery will be made within 2 working days after order is processed upon successful subscription. Note: No delivery on Sundays. For changes in home delivery schedule (e.g. Public Holidays), please refer to <a href="mailto:Amway.sg">Amway.sg</a>.



### New ABO Experience Programme (NAEP)







### ABOship Annual Renewal





1 September 2020, Tuesday onwards



### Sponsor Reward Programme



This July to December, receive AMWAY e-Coupons when you fulfill the challenge criteria.





### AMWAY BUSINESS OWNER (ABO)

Sign-up fee @ SGD30

e-Business Kit

Access to Amway Digital Platform and Magazine

- Amway Central
- Amwaynow.sg
- e-ABO card

Sign-up via online/ walk-in counter

18 years old & above Singapore Citizen / Permanent Resident No existing ABOship & APCship in MSB





#### Sign Up



#### Eligibility



#### **Activation Program**



T&C applies

### AMWAY PRIVILEGE CUSTOMER (APC) Starts Jan 2021

Sign-up fee @ SGD10 E-Catalogue Access to Amway Digital Platform and Magazine

- Amway Central
- Amwaynow.sg
- e-APC card

Sign-up via online only

18 years old & above
Singapore Citizen / Permanent Resident / Foreign
Resident with legitimate pass
No existing ABOship & APCship in MSB



### AMWAY BUSINESS OWNER (ABO)

A

AMWAY PRIVILEGE CUSTOMER
(APC)
Starts Jan 2021

Renewal fee @ SGD10

Entitled to SGD10 eCoupon

Renewal grace period:

1 month before and within 1 month from expiry

(No late renewal fee)

Renewal fee @ SGD10
Entitled to SGD10 eCoupon
Renewal grace period:
3 months before and within 3 month from expiry
(No late renewal fee)

Conversion to APC during renewal grace period

(applicable to same Sponsor)

Renewal / Annual Fee



Subject to change

Conversion



Conversion to ABO anytime (applicable to same Sponsor)

Amway Price
(As per promotion mechanic)

Price & Limitation



Amway Price (Purchase up to 3ea per SKU per day)

**Benefit** 



Sponsoring, Selling & Servicing (Earn retail & performance bonus)

Loyalty Program:

Shop> Earn> Redeem

Every \$1.00 spent = 1 AMPoint

Accumulate 900 AMPoints to convert to a \$\$5.00 eCoupon

### What Are AMPoints?

**Amway Privileged Customers** 



AMPoints are loyalty points earned by APCs when they purchase Amway products & can be used to redeem against future product purchases.



#### **Amway**

#### What Can You Do With It?



Earn 1 AMPoint for every \$1.00 spend.



Accumulate 900 AMPoints and convert them into a \$5 eCoupon.



AMPoints do not have an expiry date. However, once AMPoint has converted to eCoupon, the eCoupon has 60 days validity period from issued date.

#### **AMPoints Terms & Conditions**



Not redeemable for purchases made at PhytoCafe, Delivery fee or After Sales Service & related charges



Cannot be converted to Cash and/or Credit Voucher and are non-transferable



Will be forfeited once the APC resigns or converts to ABO. AMPoints used cannot be reinstated.



### **Conversion Criteria**

**Amway Privileged Customers** 



# APC TO ABO

ABO



APC can convert to ABO anytime during their membership period under the same sponsor.



APCs need to serve a one-month cooling-off period to sign up as ABO with a different sponsor (resign).



APC must complete the ABO registration process online (My Account>Account Management>Conversion).



No conversion is allowed if the APC has a pending order/s status.



APC number will be maintained with the same sign up/renewal date.



APC must redeem all their AMPoints prior to conversion as it will be forfeited upon conversion.



ABO can convert to APC during the renewal grace period only (3 months before & 3 months after).



There will be a 6 months cooling-off period if the ABO signs up as an APC under a different sponsor/upline.



ABO must complete the APC registration process online.



No conversion is allowed if the ABO has a pending order/s status.



ABO number will be maintained with the same sign up/renewal date.



ABO's LOS downlines will be passed up to the upline sponsor.





### PLATINUM & ABV (AUTO-RENEWAL)



All Platinum & above will have their auto-renewal via credit card deduction facility migrated to auto bank account deduction.

Renewal fee deducted via your Amway registered bank account.

Deduction date will be 30 days ahead of your expiry date.

### New Product Launch & Monthly Promotions



#### **Terms and Conditions**

#### **For New Product Launch:**

- New product launch will be available to all Amway™ Business Owners (ABOs) from 1st day of the month (Start from 10AM), unless otherwise stated.
- Platinum and above may make pre-launch purchases in advance starting from 23<sup>rd</sup> day of prior month (Start from 10AM), however, should the date fall on a weekend or public holiday, pre-launch purchases will be available from the next working day.
- Pre-launch New Product purchase is available at Amway Singapore City Shop and on amway.sg.
- Excludes Amway Lifestyle Catalogue product launches.
- New Product launch that are available from 15<sup>th</sup> day of the month (Start from 10AM), will not be applicable to pre-launch purchases.

#### **For Monthly Promotions:**

- Platinum and above may make pre-launch purchases in advance starting from 23<sup>rd</sup> day of prior month (Start from 10AM), however, should the date fall on a weekend or public holiday, pre-launch purchases will be available from the next working day.
- Pre-launch Promotion purchase is only available at Amway Singapore City Shop and not available on amway.sg due to system limitation.
- Purchase for Monthly Promotions is available to all ABOs 2 days in advance (Starts from 10AM). However, should the date fall on a weekend or public holiday, purchases will be available 1 day before the weekend or public holiday, available at Amway Singapore City Shop and amway.sg.
- New Promotion launch that are available from **15<sup>th</sup> day of the month (Start from 10AM)**, will not be applicable to pre-launch purchases.

#### Other Information:

- There is no limit of pre-launch quantity unless otherwise stated.
- All Singapore Platinum and above have the privilege to volume down to Singapore downlines during pre-launch period.
- Cross-country volume down is not allowed. (E.g. Malaysia Platinum cannot volume down to Singapore ABO and Singapore Platinum cannot volume down to Malaysia ABO).
- Promotions that are only valid in Singapore, are applicable to orders made in a single receipt placed within the stated promotion period.
- All promotional items are available on a while-stock-last basis.
- All images used are for illustrative purposes only.



### Product Discontinuance Announcement



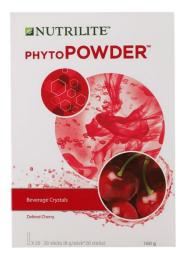
#### **NOTICE - TO BE NLA**

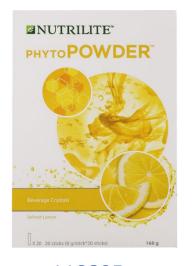


XS Energy Drink Citrus Blast 289527, 290034 Estimated NLA by Jan 2021 (will NLA upon stock depletion)

#### Nutrilite PhytoPOWDER™ Beverage Crystals (20 sticks/box)









118894

118896

118895

Electrolyte Orange Defend Cherry

Refresh Lemon

Due to a global discontinuance, your Nutrilite thirst quencher in the form of stick packs is estimated to be **No Longer Available (NLA) by December 2020**. Product is currently while stocks last.

### Prospecting in Amway Premises

**Amway** 

Please take note that Amway Business Owners (ABOs) are not to approach non-ABOs who walk into the premises of the Amway Singapore City Shop or Regional Distribution Centre (RDC). ABOs encountering any non-ABOs within our physical presence locations looking to purchase products from Amway or expressing interest to sign-up as an ABO are to alert an Amway staff to assist with their enquiry.



### Best Practice Message From Rules of Conduct



#### Unauthorized Retail Sales - Shops and Online

#### AMWAY™ PRODUCTS ON THE INTERNET & RETAIL SHOPS

You may find sellers of Amway products in online shops/marketplaces (e.g. Lazada, Shopee and Carousell) and non-Amway retail shops. These sellers have no connection to Amway Malaysia, Amway Singapore, nor Amway Brunei. Amway Business Owners (ABOs) are the only authorised sellers of Amway products. Amway has built its business on the integrity and reputation of our products and ABOs.

These unauthorised sellers, especially on the Internet, may appear very professional. However, Amway has not authorised them to sell our products nor use our trademarks, logos and photos. These sellers do not have the product knowledge that our ABOs have, and they are illegally using Amway trademarks, logos and photos.

Buying from these sellers also puts you at risk of receiving products that could be used, second-hand, out-of-date, spoiled, damaged, altered or even counterfeit. To ensure that you are buying authentic Amway products – purchase from an authorised ABO. **Please educate and protect yourself.** Amway can only offer support and assistance to customers who have purchased their products directly from authorised ABOs.

As a member of the Direct Selling Association of Singapore (DSAS), Amway Singapore also upholds the "Consumer Protection" provisions under Singapore Multi-level Marketing and Pyramid Selling (Prohibition) Act and the DSAS Code of Ethics and Conduct.

### IMPORTANT NOTICE

Read the full statement!



100% AMWAY SATISFACTION GUARANTEE & MANUFACTURER'S WARRANTY







# Affected Amway Operating Hours, Delivery Schedule and Update on NLA TNA List



Location	1 Jan 2021 (Friday)	The Rest of Dec 2020	13 Jan 2021
City Shop	Closed <sup>1</sup>	Open	Opens <sup>3</sup> at 1pm
RDC	Temporarily closed 3/5 till fur		
Office	Stay tuned at our Telegram for updates.		

Note: There will be No Home Delivery on 1 Jan 2020 (Fri) due to New Year					
Ord	Delivery Date				
<u>After 12:00PM</u>	Before 11:59AM				
28 Dec 2020, Mon	29 Dec 2020, Tue	30 Dec 2020, Wed			
29 Dec 2020, Tue	30 Dec 2020, Wed	31 Dec 2020, Thu			
30 Dec 2020, Wed	31 Dec 2020, Thu	2 Jan 2021, Sat			
31 Dec 2020, Thu	2 Jan 2021, Sat	4 Jan 2021, Mon			
2 Jan 2021, Sat	4 Jan 2021, Mon	5 Jan 2021, Tue			

Amway Singapore will provide important updates to all ABOs and customers via Telegram. Please join and subscribe via link: t.me/AmwayCommunity.

Updates on Delivery Schedule



**NLA TNA List** 



Join us on Telegram to receive important updates

Amway







<sup>&</sup>lt;sup>1</sup>Closure of City Shop due to Public Holiday – New Year.

<sup>&</sup>lt;sup>2</sup>Late opening hour due to stock-take in the morning.

<sup>&</sup>lt;sup>3</sup> City Shop & RDC will close on 13 Jan, Wednesday, due to Annual Stock Take. Shop Opens from 1pm to 9pm

<sup>&</sup>lt;sup>4</sup>In accordance with latest COVID-19 announcement.

### Atmosphere SKY Carbon Filter Update







Atmosphere SKY is transitioning to a better performing carbon filter over the next several months. This new carbon filter will feature the same contaminant reductions as the current filter but with great performance improvements. This change was performance driven in order to strengthen our formaldehyde reduction claim to meet the new standards affecting our Asian markets. Our formaldehyde reduction CADR using the new carbon filter is 185.4 M3/Hour compared to 56 M3/Hour with the current carbon filter.

The new filter features a mesh screen material to hold the carbon in the filter with smaller sized cells to trap more particulates. The new filter is used exactly as the current filter and will be recognised by the SKY system as the correct replacement. This new carbon filter does not affect filter life or unit sound.

Click here to view a summary comparison between the two filters & FAQ

# Atmosphere SKY and eSpring manufacturing shift from Malaysia to Guangzhou, China



The units manufactured in China will begin selling at an estimated date of May 2020. The actual date may vary in each location.





Amway is moving the production of eSpring and Atmosphere SKY from a contract manufacturer in Malaysia to our own manufacturing facility in Guangzhou, China.

Moving production in-house to an Amway-owned facility helps us maintain quality control and drive greater efficiencies, benefiting our Amway Business Owners and their customers around the world. All Amway manufacturing facilities are held to rigorous quality and safety standards.

We continuously monitor the quality of all of our products to ensure that our high standards are met and that consumers are satisfied with the quality of the product purchased. Anything less is unacceptable.

### Nutrilite New Bottle Packaging



#### **BETTER BOTTLES COMING YOUR WAY!**



### SA8 Premium Concentrated Laundry Detergent – New Formula







Amway has updated its formula for SA8 Premium Concentrated Laundry Detergent (1kg & 3kg). The updated was made to provide a more efficient formulation, improve our production processes and enhance the environmental friendliness of Amway Home products.

Our new formulation features an updated process that results in a slightly less uniform powder texture. This change does not affect our Bioquest and Safer Choice designations and it still delivers the same performance you expect from Amway Home and SA8 products.

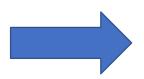
The "exploding crystals" used in previous formulations were primarily included to help distribute the powder out of the dosing trays in older washing machines. Modern washing machine no longer require this assistance. As such. The "exploding crystals" were removed to improve the efficiency and environmental friendliness of our product and production processes.

The new formula of SA8 Premium Concentrated Laundry Detergent (1kg & 3kg) is estimated to begin selling from August 2020 onwards.

### SA8 All Fabric Bleach – New Packing









From 21 August 2020, the SA8 All Fabric Bleach (1kg) just got a makeover! The SA8 All Fabric bleach (1kg) will be sporting an all new look and feel, transitioning from its bottle packaging to a new and improved box packaging.

Our new packaging for SA8 All Fabric Bleach is a more environmentally friendly option as compare to the bottle predecessor. The carton itself is recyclable and our scoop is made from recycled materials that can be easily recycled.

While our packaging has been updated (now 1kg carton) the formula for All Fabric Bleach and its manufacturing processes are the same.

Additionally this new packaging reduces plastic use per item by 88% while also lowering the weight of the packaging we transport.

The result is a reduced environmental impact without compromising the performance and quality you expect from Amway Home.

The SA8 All Fabric Bleach will be available under a **NEW SKU (124485) and PRICE (AP 18.00, RP 22.50, PV 9.60, BV 16.80).** 

We have managed to keep the price revision to a minimum by offsetting the cost increase on material cost over the years. The last price revision was back in 2018. With the new revision, we can continue offering this product to all our Amway Home Care lovers.

Please note that we will practice FIFO (first in first out) to sell old and new SKU concurrently until stocks fully deplete. Distribution of stocks may vary for each location; **Estimated Date 1 Nov 2020 onwards**.





**New Launch** 



Promotion



**Events** 



Programmes



Notice