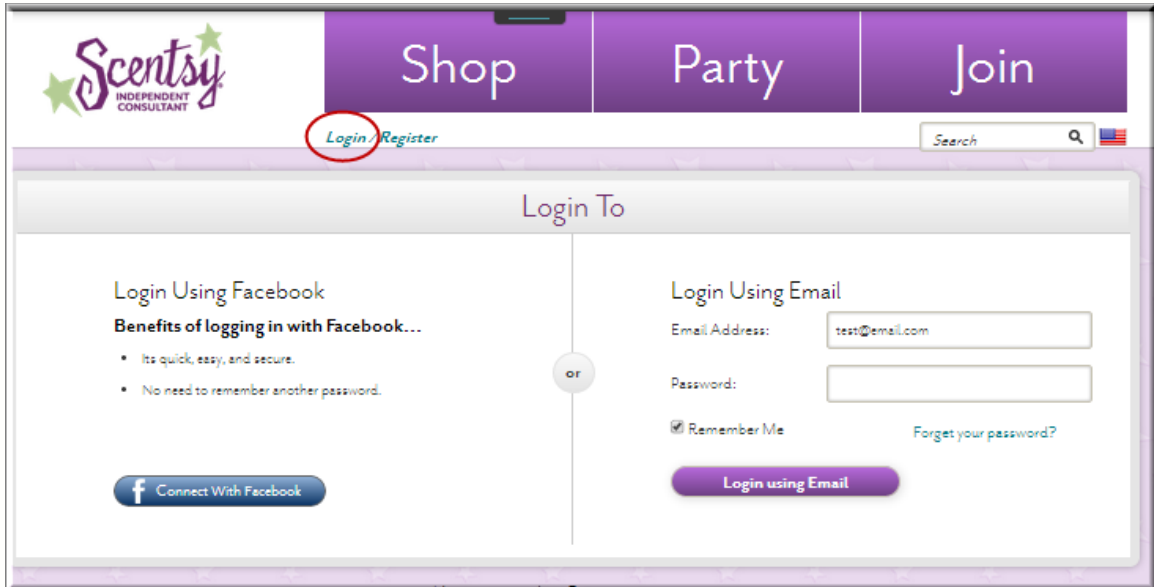


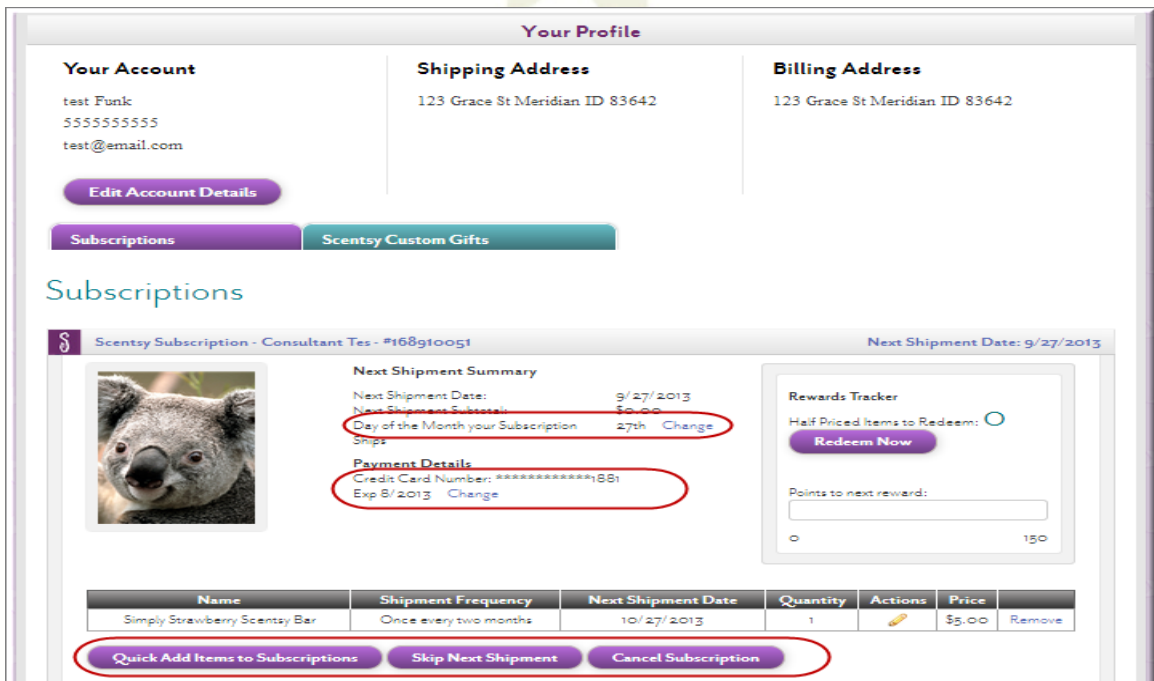
Managing Customer Loyalty Orders

Your customers may add, change or even cancel their Customer Loyalty orders from their account. Let's walk through how your customers can interact with their subscription. Customers will:

1. Log in to their account.



2. Choose the action they want to take with their subscription.



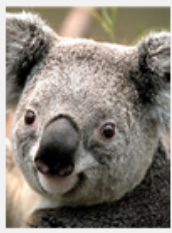
- a. Change the day of the month an order is shipped by clicking **Change** on the "Next Shipment Summary" section.

- b. Edit or change credit card information by clicking **Change** in the “Payment Details” section.
- c. **Quick Add Items to Subscription** provides a simple search to locate items they plan to add to their subscription.

Subscriptions | Scentsy Custom Gifts

Subscriptions

Scentsy Subscription - Consultant Tes - #168910051 | Next Shipment Date: 9/27/2013



Next Shipment Summary

Next Shipment Date: 9/27/2013
 Next Shipment Subtotal: \$0.00
 Day of the Month your Subscription Ships: 27th [Change](#)

Payment Details

Credit Card Number: *****1881
 Exp 8/2013 [Change](#)

Rewards Tracker

Half Priced Items to Redeem: 0
[Redeem Now](#)

Points to next reward:

0 150

Name	Shipment Frequency	Next Shipment Date	Quantity	Actions	Price	
Simply Strawberry Scentsy Bar	Once every two months	10/27/2013	1		\$5.00	Remove


Quick Add Items to Subscriptions

[Skip Next Shipment](#)

[Cancel Subscription](#)

- d. **Skip Next Shipment** postpones the shipment one cycle. For example here, skipping the next shipment postpones the shipment two months, to 12/27/2013 since this order is on a two-month cycle.

Scentsy Subscription - Consultant Tes - #168910051 | Next Shipment Date: 11/27/2013



Next Shipment Summary

Next Shipment Date: 11/27/2013
 Next Shipment Subtotal: \$0.00
 Day of the Month your Subscription Ships: 27th [Change](#)

Payment Details

Credit Card Number: *****1881
 Exp 8/2013 [Change](#)

Rewards Tracker

Half Priced Items to Redeem: 0
[Redeem Now](#)

Points to next reward:

0 150

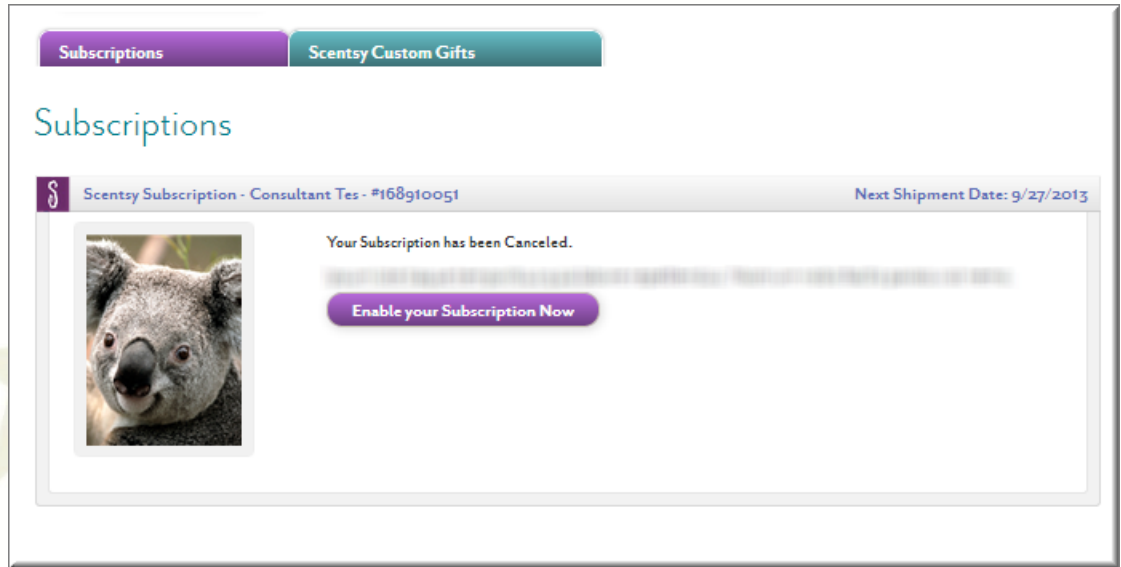
Name	Shipment Frequency	Next Shipment Date	Quantity	Actions	Price	
Simply Strawberry Scentsy Bar	Once every two months	12/27/2013	1		\$5.00	Remove

[Quick Add Items to Subscriptions](#)

Skip Next Shipment

[Cancel Subscription](#)

- e. Cancel Subscription stops the subscription.



The customer may chose **Enable your Subscriptions Now** to restore the order.