

## **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.

INDEPENDENT CONSULTANT	nop	Party	Join
Login Register			Search Q 🔤
	Login To		
Login Using Facebook Benefits of logging in with Facebook Its quick, easy, and secure. No need to remember another password.	or	Login Using Email Email Address: 1997 Password:	@email.com
f Connect With Facebook		Remember Me	Forget your password?

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

	Your Profile	
Your Account	Shipping Address	Billing Address
test Funk 555555555 test@email.com	123 Grace St Meridian ID 83642	123 Grace St Meridian ID 83642
Subscriptions Sc	entsy Custom Gifts	
Scentsy Subscription - Consultant	Tes - #168910051	Next Shipment Date: 9/27/2013
	Next Shipment Summary Next Shipment Date: 9/27/2013 Just Shipment Dates: 80.00 Day of the Month your Subscription 27th Change Ships Payment Details Credit Card Number: ************************************	Rewards Tracker Half Priced Items to Redeem: O Redeem Now Points to next reward:
Name           Simply Strawberry Scentsy Bar	Next Shipment Summary       Next Shipment Date:     9/27/2013       Next Shipment Date:     80.00       Day of the Month your Subscription     27th Change       Payment Details     27th Change       Credit Card Number:     ************************************	Rewards Tracker       Half Driced Items to Redeem: O       Recdeem Now       Delinits to next reward:       0     150

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



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- 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	centsy Custom Gifts				
Subscriptions					
Scentsy Subscription - Consulta	nt Tes - #168910051		Next S	hipment Date: 9/27/2013	
	Next Shipment Date:       9/27/2013         Next Shipment Subsoral:       \$0.00         Day of the Month your Subscription       27th Change         Ships       Payment Details         Credit Card Number:       ************************************		Rewards Tracker Half Priced Items to Redeem: O Redeem Now Points to next reward:		
Name Simply Strawberry Scentsy Bar	Shipment Frequency Once every two months	Next Shipment Date 10/27/2013	Quantity Action	s Price \$5.00 Remove	
Quick Add Items to Subscript	ions simply lemon	Q Skip Next Ship	ment Cancel S	ubscription	

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.

	Next Shipment Summary Next Shipment Date: Next Shipment Subtotal: Day of the Month your Subscription Ships Payment Details Credit Card Number: *********** Exp 8/2013 Change	11/27/2013 \$0.00 27th Change 1881	Rewards T Half Priced Redce Points to ne	iracker I Items to Re <b>m Now</b> ext reward:	:deem: O 150
Name	Shipment Frequency	Next Shipment Date	Quantity	Actions	Price



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e. Cancel Subscription stops the subscription.



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

