

Retail Site Information

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Customer Logons and Passwords

For people to see prices and to order from your retail website, a logon (email address) and a password is required. This is to comply with Herbalife rules within the UK.

There are two ways to create logons:

- 1) People can request a password by clicking on the sign-up button on the site. You receive an email with subject "Account Sign-up" with their details and a password generated by the system. **You need to let the requester know** the password by either replying to the email, or calling them.
- 2) You can add them as a customer and allocate them a password. And either email or call them with the details. You do this by going to the /Distributors section of your website, e.g. If your site is www.mysite.com, then it would be www.mysite.com/Distributors. You type in your domain name (e.g. www.mysite.com) and a password. The password will be the same as the one you use on your domain name registration website. You select Customers from the menu on the top right and then select "Add a new customer".

Once a customer has logged on they can then change their password. There is also the standard processing for forgotten passwords which are automatically emailed to them. You get a copy of these with subject "Password Request".

Orders

You receive emails from the system to let you know about new orders. You get two emails, the first with subject "Unpaid Order" and a second when payment has been made. You also get a "Notification of Payment" email from PayPal.

You can also see order details on the /Distributors section of your site – please see details in section 2 above.

Telephone Numbers

If customers pay by using their PayPal account, rather than by a credit card, the customer's telephone number won't be included on the order details. The default setting on PayPal is not to include this information.

To change this setting:

Logon on to your standard PayPal account

Select My Account, Profile

Under the "selling Preferences" heading, select "Website Payment Preferences"

Find the "Contact Telephone Number" section

Set option to "Required Field"