

HOW TO CANCEL OR CHANGE AUTOSHIPS FOR YOUR CUSTOMERS

- A customer cannot cancel their own AutoShip. They can only push it out. The rep has to do any cancelling for them.

To CANCEL or CHANGE AUTOSHIP date for a customer

- Log into your back office, go to upper right and click on “Organization” icon, then click on “customers”
- Find the customer’s name, then follow the line to the far right, and select “[new order](#)” which will take you to their order site.
- Go to upper left corner and click on “hello Firstname Lastname”
- Then click on “my account.” You are essentially inside THEIR account at this point.
- Look halfway down the page (towards right) for [View/Edit Autoship Profile](#) and click there. This will bring you to a page where you can either edit their autoship date, or cancel them.

To CHANGE autoship date:

- In the upper right corner will be a section called “schedule information.” Click on [edit](#) which allows you to change the autoship date (if they want it sooner, later, or if they want two bottles, etc.) As you know, individual customers can order UP to two bottles twice a month, and so can we on our personal accounts.

To CANCEL their autoship membership

- Scroll all the way to the bottom where it says [<< Back to MyAccount / Cancel Profile](#) and click on “[Cancel Profile](#)”
- The next screen will ask you “are you sure you want to cancel this profile?” after you click “yes,” the next screen will show “You are currently not signed up for Autoship”