



# Independent Distributor Websites

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### General Questions

**Q1. What are GoHerbalife.com and VisiteHerbalife.com?**

A1. GoHerbalife.com (English) and VisiteHerbalife.com (Spanish) are the online Herbalife Independent Distributor Websites designed to give you the ability to establish a website for your Herbalife business with your own unique URL.

Once set up, you can share your unique URL and invite your customers to view your personalized website or shop online, if the shopping feature is available in your country.

**Q2. What are the features of GoHerbalife.com/VisiteHerbalife.com?**

A2. GoHerbalife.com/VisiteHerbalife.com are comprised of the following tabs:

**Home** – This tab is the central feature of your website. It includes your contact information, Herbalife corporate information, business opportunity content, product information and sponsorship details.

**Resources** – This tab is optional and can include videos, weight-loss and success stories, health articles and shake recipes.

**Shop** – This optional tab is the e-commerce, or e-merchant, part of your website that allows you to retail to your customers online. It allows you to customize your product catalog, select your payment and order fulfillment options and create coupon codes for your online customer orders.

Note: The shopping feature may not be available in your country, and even if available may not be accessible to all your customers.

**Q3. Who may set up a GoHerbalife.com/VisiteHerbalife.com website?**

A3. Independent Distributors who reside in a country where Independent Distributor Websites are offered may set up their website after completing a “Basic Ethics and Site Use” training and passing the quiz with a score of 80 percent or higher. Distributors must also accept the GoHerbalife.com/VisiteHerbalife.com Subscription Agreement.

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- Q4. Will the shopping feature be available in all countries that offer Independent Distributor Websites?**  
**A4.** No. The shopping feature is currently available for some countries including United States, Canada and Brazil. Other countries are expected to follow.
- Q5. Is there any cost for establishing a GoHerbalife.com/VisiteHerbalife.com web site?**  
**A5.** There is no cost to establish a GoHerbalife.com/VisiteHerbalife.com website.
- Q6. How do I know if GoHerbalife.com/VisiteHerbalife.com website is available in my country and where do I activate it?**  
**A6.** In countries where Independent Distributor Websites are offered, you can log on to MyHerbalife.com and click on “My Websites” under the “My Office” tab. There, you will see information about GoHerbalife.com/VisiteHerbalife.com.
- Q7. Do I have to set up both a personalized tab and a Shop tab for GoHerbalife.com/VisiteHerbalife.com?**  
**A7.** No. In countries that offer the shopping feature, you only need to set up your personalized tab, but you may also set up a customer Shop tab for GoHerbalife.com/VisiteHerbalife.com.

Note: It is not possible to set up a customer Shop tab only.

### [Basic Ethics and Site Use Training and Quiz](#)

- Q8. Who is required to take the “Basic Ethics and Site Use” training and quiz?**  
**A8.** All Independent Distributors who wish to establish a website must complete the “Basic Ethics and Site Use” training and pass the quiz with a score of 80 percent or higher.

Note: Only Independent Distributors who previously had an active BizWorks Websites or BizWorks Complete subscription and whose web extension was automatically transitioned and redirected to GoHerbalife.com/VisiteHerbalife.com do not have to take the basic training quiz.

- Q9. How do I take the training and quiz?**  
**A9.** For countries where Independent Distributor Websites are offered, the training and quiz are located on that country’s MyHerbalife.com website in the “My Office” tab under “My Websites”.
- Q10. I completed the “Basic Ethics and Site Use” training and passed the quiz. Why can’t I set up my GoHerbalife.com/VisiteHerbalife.com website?**  
**A10.** You will need to contact your local Distributor Services. When you call, you will need to provide the date you passed the quiz.
- Q11. After I’ve completed the basic training and passed the quiz, how will I know that Herbalife’s system will allow me to setup my website?**  
**A11.** Once you have passed the quiz, you will see the GoHerbalife.com/VisiteHerbalife.com Subscription Agreement in the “My Websites” section under the “My Office” tab of MyHerbalife.com. Carefully read the agreement. If you accept the agreement, then you can begin setting up your website.

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**Q12. I did not pass the quiz. How many time scan I take the quiz?**

**A12.** There is no limit to the number of times the quiz can be taken.

### My Website

**Q13. What are the web addresses of my websites?**

**A13.** The web addresses are as follows:  
GoHerbalife.com/<YourName> or  
VisiteHerbalife.com/<YourName>

You will also have the ability to include the applicable country code in the Web address so that your customers are taken directly to your page for that specific country. For example, the web address for your Mexico site (if applicable) would be:

VisiteHerbalife.com/<YourName>/es-mx

**Q14. How do I change the extension (URL) on my web site address?**

**A14.** It is highly recommended that you avoid changing your URL as this will change the information your customers need to access your site, plus any business materials you distribute with your web extension will also need to be updated.

Note: Once you change your URL, it will be recycled after 10 days and will subsequently become available to other Independent Distributors.

If you still choose to change your URL, it is a simple process. Log into MyHerbalife.com and navigate to the “My Websites” page located in “My Office.” Simply click on the button “Edit Country & Web Extension.” On this page, you will see a text field under “Web Extension” Enter your new extension and click on “Check Availability”. If your chosen extension is already being used, you will receive a message to enter a different extension.

**Q15. What areas of my web sites can I personalize?**

**A15.** You can use the default settings or personalize the following:

- Theme – Your theme sets the look and feel of your site. You can use the default Product theme or select from the other themes available.
- Contact Information – Displays your name, phone number and email.
- Top Menu – Choose the content categories you wish to feature on your site’s top menu.
- Display Modules – Select the content you wish to display for the various modules.
- Page Content – Select the items that you wish to appear on your content pages.

**Q16. Once I change one of the personalization features, how long does it take to display on my websites?**

**A16.** All of the personalization features you change should update on your website within a few minutes.

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**Q17. Can I recruit new potential Distributors at GoHerbalife.com/VisiteHerbalife.com?**

A17. Maybe. In some countries, potential Independent Distributors sign up as Distributors by clicking on “Business Opportunity” on your homepage, and then clicking on “Join My Team.” They will be prompted to read and accept an online Application and Agreement of Distributorship.

Note: This may vary by country.

**Q18. When I enter my personal contact information for my website using my name and my spouse’s name, for example, John&JaneDoe, I notice that the full contact name is not listed. Why?**

A18. The reason the name is not listed in full is because you are using the “&” sign. You will need to type in the word “and” in order for both names to display. For example, your name should be entered as “John and Jane Doe.”

**Q19. If a country offers sites in multiple languages (for example, United States offers sites in English and Spanish) can I setup my website in both languages?**

A19. Yes. However, if you are selecting a country with multiple languages, you will need to select a “primary” language. You may activate only one language or multiple languages.

**Q20. How do my customers obtain access to my website and begin shopping on the Shop tab?**

A20. You can provide them with a link to your unique URL, or they can type the URL in their Internet browsers.

Additionally, for countries that offer shopping through GoHerbalife.com/VisiteHerbalife.com:

- Anyone who is in your Contact List (MyHerbalife.com) can log on, fill out the registration form on your GoHerbalife.com/VisiteHerbalife.com site and they will immediately be able to shop. The email address the customer uses to register will be validated against their email address in your Contact List.
- Anyone who is not yet in your Contact List (MyHerbalife.com) can log on to your website and fill out the registration form. Once complete, this will generate a lead for you. Once you have accepted the notification for your new customer, they will be added to your Contact List and will have access to shop.

Note: Customers who are already in your MyHerbalife.com Contact List and who have your URL will have access to your site. However, if you have a Shop tab on your website, they will need to register and log in to shop.

**Q21. If I update my contact information with a new email address for my Independent Distributor Website, will it update my personal record with Herbalife?**

A21. No. The email address you provide to Herbalife is separate from the email that you provide for your GoHerbalife.com/VisiteHerbalife.com website. The email address you provide for your website is only for the purpose of receiving alerts and notifications for your Independent Distributor Website.

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- Q22.** I gave the URL of my GoHerbalife.com/VisiteHerbalife.com site to a customer, but they are unable to register or shop. Why?
- A22.** In countries that offer shopping through GoHerbalife.com/VisiteHerbalife.com, your customers will need to register in order to begin placing orders on your site. To register your customers, you simply need to log on to MyHerbalife.com and navigate to the “My Contacts” page located in “My Office,” and then add them to your Contact List. Once they are in your Contact List, you can “Send Invitation to Shop.” They will receive an invitation via email with a link to your website, where they can register and shop on your Shop tab.

Anyone who is not yet in your MyHerbalife.com Contact List can log on and fill out the registration form. Once complete, this will generate a lead for you. Once you have accepted the notification for your new customer they will be added to your Contact List and will have access to shop.

- Q23.** Can my customers access my GoHerbalife.com/VisiteHerbalife.com personal and shop web sites without registering?
- A23.** They will be able to access both your personal and Shop tabs but they will not be able to view product prices or make a purchase until they register on your site and log in.

Note: Shopping through GoHerbalife.com/VisiteHerbalife.com is only available in countries that offer this feature.

- Q24.** Why do I have to add customers to “My Contacts” for them to shop on my Independent Distributor website?
- A24.** The Distributor/customer relationship is the foundation of the Herbalife Sales and Marketing Plan. Therefore, it is essential that you have made direct, personal contact with those customers who shop on your Herbalife Independent Distributor Website.

As stated in the Sales and Marketing Plan, Herbalife Independent Distributors are independent businesspersons and may sell Herbalife® products at any price they choose. It is prohibited, however, to advertise prices or pricing information, such as “special offer,” “percent off,” “free shipping” or “special discounts” to the general public (i.e., persons who have not had prior personal contact, related to Herbalife® products or business opportunity, with the Distributor placing the advertisement). This is why a customer must register before they can shop (See Rule 24-C Price advertising).

- Q25.** Can I send an email with a link to a specific page of my website?
- A25.** Age-specific links into your websites will not work for first-time visitors to your website, but may work for repeat visitors who have not cleared their cookies since they last visited your site. This is because cookies are used to identify which Independent Distributor website has been entered once a visitor types in your Web address with URL extension to get to your home page. If there is no cookie and a visitor clicks on a page-specific link, they will see an error page. Because of this, it is NOT recommended that you send out links to your website other than a link to your home page.

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- Q26.** I searched for my website (or my site URL) on a search engine (such as, Yahoo! or Bing), but it does not appear in the search engine results. Why not?
- A26.** It may take some time for newly created sites to be propagated and indexed on various search engines. Please note, search engine sites may update their information daily or weekly, and it may take some time until your site URL or extension become cached. The update frequency depends on the search engine being used, not Herbalife. We recommend you allow some time for your information to propagate and that you check back weekly.
- Q27.** My customers tried to access my website, but they received a message that says “Sorry, we could not find the website with the web extension <WebExtension>” Why are my customers receiving this page?
- A27.** Your customer could have received this message if they’ve mistyped your URL or if you’ve changed your URL and they are not using your updated link. This message may also be received if your website has been cancelled.

### ProPay

- Q28.** How can I collect customer credit card payments on my shopping site?
- A28.** Herbalife has teamed up with ProPay to provide you with a full e-commerce shopping site. To sign up for a ProPay account:
- Log in to MyHerbalife.com and click on “My Websites” located in the “My Office” tab.
  - Next, if you’ve already completed your GoHerbalife.com/VisiteHerbalife.com shop setup, simply click on the “Update” button for the country/language in which you would like to set up ProPay.
  - Then, click on the “Payment” option on the top navigation and then click on “Self-Fulfillment with ProPay.”
  - If you don’t already have a ProPay account, you can click on the button “Create ProPay Account”. You will be redirected to the ProPay site where you can sign up for ProPay. If you already have ProPay, you can skip this step.
  - Finally, just link up your ProPay Account.

- Q29.** Does ProPay charges annual or transaction fee for my Herbalife merchant account?
- A29.** ProPay charges Herbalife Independent Distributors an annual fee. Each transaction also incurs a percent plus fixed amount processing fee. The annual fee is rebated after three months of a minimum amount in net transactions.

For detailed information about ProPay fees, please go to [epay.propay.com/Herbalife](http://epay.propay.com/Herbalife)

Note: In order to receive the special Herbalife Independent Distributor rate, you must use this link: [epay.propay.com/Herbalife](http://epay.propay.com/Herbalife) to set up your account. Rebates are offered to new or renewal ProPay Account signups and is valid in United States only.

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**Q30. How do I receive a rebate from ProPay for the annual fee?**

A30. Details and the rebate form are available on ProPay's site using the URL [epay.propay.com/Herbalife](http://epay.propay.com/Herbalife).

Note: Rebates are offered to new or renewal ProPay Accounts signups. The rebate is valid in United States only. For the latest rebate offer, please visit the [ProPay Rebate Details](#)

**Q31. What information do I need in order to sign up for ProPay?**

A31. You will need a social security number, email address and U.S. street address.

**Q32. Do I need a ProPay account for my shopping site?**

A32. No, a ProPay merchant account is not required. However, without a ProPay account, your customers will not be able to enter their credit card information, so you will need to collect payment in the same way that you currently do for offline orders.

**Q33. I already have a ProPay merchant account. How do I use with my shopping site?**

A33. You will need to connect your ProPay account with your shopping site by logging onto MyHerbalife.com and clicking on "My Websites" under the "My Office" tab.

- Next, simply click on the "Update" button for the country/language in which you would like to set up ProPay.
- Then, click on the "Payment" option on the top navigation and then click on "Self- Fulfillment with ProPay."
- Finally, just link up your ProPay account. You will be prompted to enter your email address. You should then receive a confirmation page, and your Shop Site will immediately begin accepting customer credit card payments.

**Q34. Once I sign up for a ProPay merchant account, will my customers still have the option to pay by cash or check?**

A34. Yes. You will select the customer payment preferences you wish to offer on your Independent Distributor Website. Or, you may choose to only accept credit cards from your customers who place orders at your shopping website. The option is yours!

**Q35. I already have a ProPay merchant account and attempted to integrate it by linking it in the "Payment and Fulfillment" option on MyHerbalife.com; however, it is not working.**

A35. Be sure that you are entering the email address that you signed up with ProPay and not the email address you used to sign up with Herbalife International. You may need to contact ProPay, through their [Customer Service](#), to verify that your account details and email address are correct.

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- Q36. Why am I required to provide my complete social security number to sign up for ProPay? How can I sign up without having to enter this information online?
- A36. ProPay requires your entire social security number in order to set up your merchant account. If you feel more comfortable signing up for an account over the phone, you can contact ProPay through their [Customer Service](#). Make sure you advise ProPay that you are a Herbalife Independent Distributor so that you obtain the Herbalife Independent Distributor rate. You should also ask them to affiliate your merchant account with Herbalife so that you can immediately activate the customer credit card fields on your GoHerbalife.com/VisiteHerbalife.com site.
- Q37. I want to keep my ProPay merchant account, but how do I disconnect my ProPay merchant account from my shopping site?
- A37. You will need to change your payment options by simply logging onto MyHerbalife.com and going to the “My Websites” page.
- Click on the “Update” button for the GoHerbalife.com/VisiteHerbalife.com shop location you wish to edit.
  - Click on “Payment” on the top navigation.
  - Next to the ProPay option, there is an “Unlink My ProPay Account” link that will disable your ProPay account from your shopping site.
- Q38. I already have a merchant account with a different provider than ProPay. Can I use this merchant account on my Independent Distributor websites?
- A38. No. At this time, customers’ online credit card payments through Independent Distributor Websites can only be processed through a merchant account with ProPay. If you wish to continue using your current merchant account, we recommend that you do NOT sign up for a ProPay merchant account and that you process your customers’ credit card payments for purchases through Independent Distributor Websites offline.

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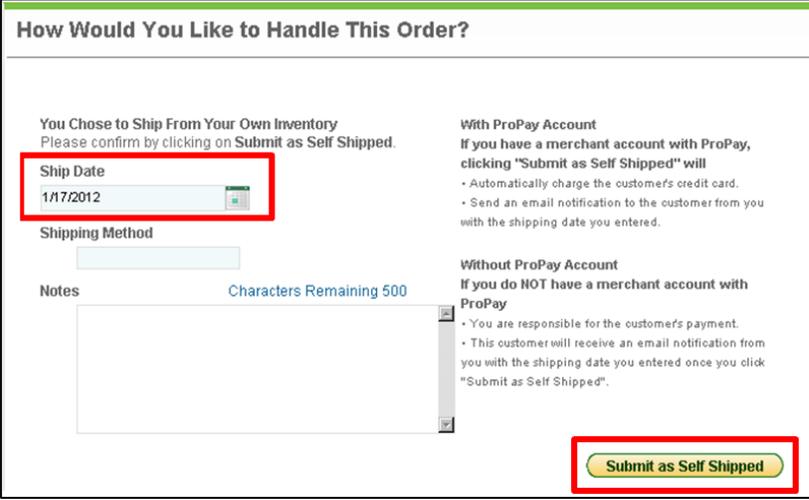
## Frequently Asked Questions

**Q39. I have ProPay linked to my site. How do I submit credit card payments to ProPay for my customer's orders?**

**A39.** It depends how you choose to fulfill the order. On MyHerbalife.com, go to "My Customer Orders" under the "My Office" tab and select one of the following options:



**Self-Ship/Fulfillment with ProPay** – When you self-ship with ProPay, you must enter the date you are shipping a specific customer order. Once you enter the shipment date and click "Submit as Self Shipped," the credit card will be sent to ProPay for processing (see example below).



**Ship as Distributor Order** – When you click the button "Ship as Distributor Order," your customer's order will be copied over as a Distributor order on MyHerbalife.com. You will need to provide you payment information, just like you do for any other personal online order. Once you click the "Submit" button and the order has been processed, your customer's credit card will be sent to ProPay for processing at the same time. Plus the Distributor's payment will be sent for processing as well.

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### Password Information

- Q40. How can my customer obtain a password to shop on my Independent Distributor Website on GoHerbalife.com/VisiteHerbalife.com?
- A40. Once you have invited your customer to register and shop on your Independent Distributor Website, your customer will need to register and create his or her own personal password. Your customer can simply click on the link located on the “Shop” tab that reads as “Don’t have an account? Request one now” and provide the requested information.
- Q41. My customer has previously registered to shop on my GoHerbalife.com/VisiteHerbalife.com site but can’t remember his account information. How can he retrieve it to log in?
- A41. Your customer can reset their password by doing the following:
- Click on "Forgot Password" link
  - Customer enters their registered email address on the Distributor’s website
  - An email with instructions is sent to this email
  - Reset the password by entering the New Password and Confirm New Password
  - Customer must then log in with New Password after resetting it

### Coupon Codes

- Q42. My customer is unable to use the coupon code I gave him. Why?
- A42. Please check the coupon code that your customer is attempting to use and the expiration date you’ve assigned it. You can locate this information in the administration tool on MyHerbalife.com under the “My Office” tab on “My Websites.” It’s possible the coupon is expired or deactivated.
- Q43. Do I have to offer coupon codes?
- A43. No. The use of coupon codes on your website is optional.
- Q44. Is there a limit to the percentage or dollar amount I can give as a coupon code for my site?
- A44. No. You are responsible for determining and setting the value of your coupons. All of this is managed through the administration tool on MyHerbalife.com under the “My Office” tab on “My Websites.”
- Q45. Can I create multiple coupons with different discounts for my customers?
- A45. Yes. For example, you can offer coupons to first-time buyers at a certain rate, and offer loyal longtime customers a different coupon at a different rate. Keep in mind, once created, coupons can’t be updated or changed, but you can create as many coupons as you want at different discount rates.
- Q46. I created a coupon code, but I would like to deactivate it before the expiration date. Can I do this?
- A46. Yes. You can deactivate the coupon code in the “My Websites” administration tool located on MyHerbalife.com in the “My Office” tab. Simply click on the “Update” button for GoHerbalife.com/VisiteHerbalife.com for the applicable site to which you wish to make updates, and then click the “Deactivate” button for the applicable code.

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- Q47. I have set up my Independent Distributor Web sites in multiple languages. Will my customers be able to use the same code regardless of which of my web sites they visit?**  
**A47.** Yes. Coupon codes you created may be used on any of your GoHerbalife.com/VisiteHerbalife.com sites (for the same ID).
- Q48. Can coupon codes created by other Independent Distributor be used on my GoHerbalife.com/VisiteHerbalife.com shopping sites?**  
**A48.** No. Only coupon codes that you have created and that are not expired may be used on your shopping site.
- Q49. Can I create a coupon code with a future start date?**  
**A49.** Absolutely. Simply click on the “Update” button for “My Websites” located in the “My Office” tab on MyHerbalife.com to create a coupon code. You can choose to have the start date begin immediately or schedule it for a future start date.
- Q50. Can I make changes to the discount type or rate of a previously created coupon code?**  
**A50.** No. If you wish to set a new discount type or rate you will need to add a new coupon code. You can create as many coupon codes as you need, as well as modify the expiration dates.

### Shopping/My Customer Orders

- Q51. How do my customers place an order online at my Independent Distributor Website?**  
**A51.** It’s simple! After you add them to your MyHerbalife.com Contact List, including their email address, you can send them your URL to shop on your Independent Distributor Website.
- Customers just need to register and log in, and then they can browse and add items from the product catalog. Next, they just need to validate their shipping preferences and select their preferred form of payment.
- Q52. Can my down line Distributors order from my Independent Distributor Website at their discount rate?**  
**A52.** No. The GoHerbalife.com/VisiteHerbalife.com shopping site is for your customers who pay retail price. Your downline Distributors can place orders online at MyHerbalife.com (where applicable) and receive their orders at a discount. They can also order through their local Distributor Services office.
- Q53. How do I manage charges, such as shipping or packing and handling, on customer orders placed on my website?**  
**A53.** Because you are self-managing your own Independent Distributor Website, you must set and maintain the charges for your customers’ orders. From the “My Websites” page, select the shopping site you wish to update and navigate to “Handling Fee.” The default handling fee is 13 percent; however, you can change it by entering a different percentage or a flat dollar amount.

Note: Herbalife does not give tax advice.

- Q54. The handling fee automatically defaults to 13 percent. Why was this percentage selected?**  
**A54.** The default handling fee was selected at 13 percent based on the feedback received from Independent Distributors. The standard used by many Distributors is 13 to 23 percent to cover costs, such as shipping, handling, etc., and aids Distributors with recouping out-of-pocket expenses.

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**Q55. Where do I check my customer orders?**

A55. Log in to MyHerbalife.com and click on “My Customer Orders” located in the “My Office” tab. You will also receive an email alert when a new order is placed.

**Q56. My customers are on my shopping site, but they cannot see any prices or shop. Why not?**

A56. In order to see prices and to shop, you must add your customers and their email addresses to “My Contacts” in the “My Office” tab on MyHerbalife.com. After adding them to your “My Contacts” list, you can provide your customers with your URL. Your customers just need to register and log in and then they will see the prices and be able to shop!

**Q57. How do I fulfill my customer orders?**

A57. You may use the following options to fulfill your customer orders:

- 1) Self-Ship: This option offers complete self-management of customer orders. You can choose to fulfill the order through your own inventory or convert the order to a Distributor order.
- 2) Ship as Distributor Order: When “Ship as Distributor Order” is selected, the customer order will be copied over to a Distributor order through the online ordering system.

These orders are like any other Distributor order and include all applicable charges, plus the Distributor’s discount. When converting to a Distributor order, you will need to provide your credit card or other acceptable form of payment for billing purposes, just like any other Distributor order processed through MyHerbalife.com.

**Q58. How do I process payment for my customer orders?**

A58. There are two convenient methods you can use:

- 1) With ProPay: This option provides you with the flexibility of managing your customer orders online and offline with the added convenience of being able to accept credit cards on your website.

Note: It is recommended that you process an order within 24 to 72 hours. If you have ProPay as your merchant vendor, the transaction may be cleared after a certain amount of time, per ProPay guidelines. Also, note that these funds are being held on a consumer’s credit card and if you wait, funds may no longer be available.

- 2) With ProPay SplitPay: This option provides automated online processing of orders; the payment will be split between the Distributor and Herbalife and the order will be automatically shipped to the Customer from the regional warehouse.
- 3) Without ProPay: This option offers complete self-management of customer payments. You can manage the payment from your customer offline through a method of their choice.

This option is offline collection for all other methods of payment, including credit card without ProPay.

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**Q59. Can Herbalife automatically fulfill my customer orders?**

- A59. Yes, Herbalife provides automated online processing of customer orders with ProPay SplitPay. Follow the steps below, to set up this option on your Distributor Website:
- Log in to MyHerbalife.com and click on “My Websites” located in the “My Office” tab.
  - Click on the button “Update Customer Payment Settings to upgrade to ProPay SplitPay”
  - Then, click on “Auto-Fulfillment through Herbalife with ProPay SplitPay”.
  - You'll be prompted to agree the Terms and Conditions
  - If you don't already have a ProPay account, you can click on the button “Create ProPay Account”. You will be redirected to the ProPay site where you can sign up for ProPay. If you already have ProPay, you can skip this step.
  - Finally, just link up your ProPay Account

**Q60. How do I process my customer's orders as a Distributor order?**

- A60. To manage orders received from your GoHerbalife.com/VisiteHrbalife.com shopping site, click on “My Customer Orders” in the “My Office” tab:
- Click on the underlined order number in the “Customer Request Number” field for the order you wish to convert
  - Next, click on the button that says “Ship As Distributor Order” and then the order will be copied to a Distributor order
  - Review the shipping details and verify the order
  - Add your method of payment
  - A Herbalife order number will be generated, and fully paid orders will be shipped to your customer directly from Herbalife

**Q61. If I receive a customer order, how long do I have to fulfill or take action on that order?**

- A61. It is recommended that you process an order within 24 to 72 hours. If you have ProPay as your merchant vendor, the transaction may be cleared after a certain amount of time, as per ProPay guidelines. Also note that these funds are being held on a consumer's credit card and if you wait, funds may no longer be available.

**Q62. If I set up a GoHerbalife.com/VisiteHerbalife.com website in more than one country, can I ship my inventory to another country?**

- A62. No. Each country has its own specific line of products, literature and promotional items. You may not export products from one country to another, unless those products are approved for sale there.

**Q63. Can I change a customer's order?**

- A63. Once a customer has placed an order on your website, you can't make any changes to the actual order. Your only option is to cancel the order entirely through “My Order Manager” and ask your customer to reenter their order (or you can reenter it for them).

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# Independent Distributor Websites

## Frequently Asked Questions

**Q64. Can I add samples or gifts to my customer's order?**

A64. Yes, if you are shipping the order yourself, simply pack the gifts or samples in the box along with their order.

If you are converting your customer order to "Ship as Distributor Order," you can add products to the customer's order before submitting your payment for the order.

If you are billing the order through ProPay, only the items the customer has added to their order will be settled. You will need to settle any differences offline with your customer if they've paid with ProPay.

**Q65. Can I cancel a customer's order?**

A65. Yes. You may cancel an order in "My Customer Orders" by clicking on the applicable order in the "Customer Request Number" field and then clicking on the "Cancel This Order" button. Cancelled orders will remain in your records with a "Cancelled" status.

Note: If you have already converted the customer order to a Distributor order, the order cannot be cancelled.

**Q66. I am converting my customer order to a Distributor order online. How can I tell if an item is available for ordering?**

A66. In Order Checkout Step 2, each item is marked with an indicator that shows the availability of the item based on the shipping location (see below).

Please note, your customer may only be converted to a Distributor order as long as there aren't any items flagged as "Not Available".

- **Available** – Item is available for shipping orders
- **Available for Backorder** – Item is out of stock but may be ordered for shipment; once item is available, it will be shipped

Note: In countries where backorder is not allowed for shipment, the "Available for Backorder" indicator will not be used.

- **Not Available** – Item is out of stock and may not be added to pick up or shipping orders
- Note: Inventory availability is checked and updated every 15 minutes on the website.

**Q67. Will my customers receive an email confirmation once they have placed an order on my Independent Distributor Website?**

A67. Yes. Your customers receive an email confirmation with their order details signed by you.

**Q68. Will I receive an email order confirmation after my order is placed?**

A68. Yes. If you are converting this order to a Distributor order, upon completion of your order you will receive an immediate email order confirmation at the email address you provided in the Order Checkout process.

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