Dear \_\_\_\_\_\_\_\_\_\_\_\_\_\_,

I have made several attempts to speak to you to schedule your Isagenix “back office” call and review your current auto-ship order that is currently scheduled to go on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Unfortunately, I have not been able to reach you.  Therefore, I am sending this email to you to outline a few basic steps available to you to learn how to manage your upcoming order.

Step 1 – Go to the Isagenix website and log into your account using username and password.   If you do not recall your username and password, please revisit the “Welcome email” I sent you when you first enrolled with the system.

Step 2 – Upon logging into your account, go to the “Help/Tutorials” tab on the upper far left side of the screen and select the “Managing Your Autoship” option.  From there, please watch the brief video on how to manage your upcoming auto shipment.

Step 3 –  Once you have completed watching the video,  please go to the “Orders” tab and click on the “Manage Autoship” option.

Step 4.  Make any changes to the scheduled auto shipment by selecting either the “Add Products to This Autoship” or “Edit My Autoship” option based on which option is relevant to you.

**Please note:** Any changes to the scheduled auto shipment must be made prior to the stated auto shipment date. If you have any further questions, please contact me at the number below or contact Isagenix Customer Service at [1-877-877-8111](tel:1-877-877-8111" \t "_blank).

Thank you and have a great day.

Sincerely,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_