

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 – Click the Back Office Tab in the blue header, then click the Blue Manage Lifestyle Rewards button on the right side of the page.

Step 3 – Next to the date, you will see an ‘Edit’ option. This allows you to change, add, delete products and change the shipping date.

Step 4. Saves happen automatically.

Please note: Any questions please contact me at the number below or contact Isagenix Customer Service at [1-877-877-8111](tel:1-877-877-8111) or through the live ‘Chat Option’

Thank you and have a great day.

Sincerely,
