

The Loyalty Rewards Program (LRP) is a recurring monthly order. Use this step-by-step guide to edit your Loyalty Order and answer frequently asked questions.

The **“Create New Loyalty Order”** button creates a new recurring monthly shipment. Use this button if you want more than one order to automatically process each month, or if you are not already on the LRP program and want to create your Loyalty Order for the first time.

The **“Create New One-Time Order”** button allows you to place a single standard order that will NOT count as a Loyalty Order and will not go out automatically again.

Editing your Loyalty Reward Order Template

To edit your existing Loyalty Order, first click on the **“Edit”** box next to your scheduled order. If you do not see the box, your cart may already be activated. To access it, click on the shopping cart icon in the top right hand corner of the screen and click on **“Review Loyalty Order.”**

From here you can:

Edit the processing date by clicking on the calendar icon at the top of the page and selecting an available date.

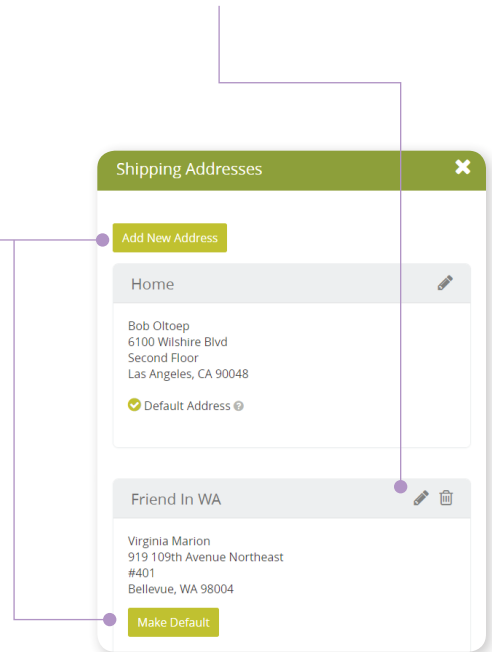
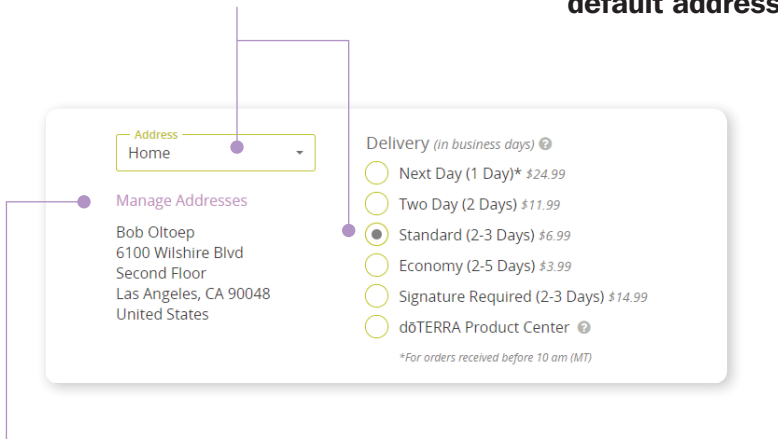
- **Remove items from your template.**
- **Redeem points.**
- **Quick Add new items.**
- **Donate to the Healing Hands Foundation™.**

Items purchased with points will move to the bottom of your order.

Editing and processing your orders online earns you up to 50% more in Shipping Rewards Points!

Shipping and Addresses

- **Select your shipping address and shipping method.**
- **Manage addresses, add a new address, or change your default address.**
- **Edit or delete addresses.**

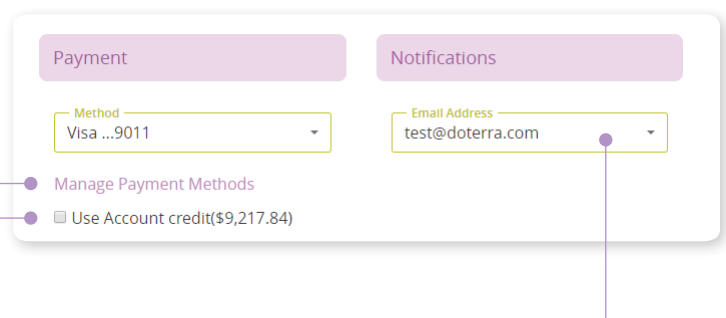


Use the “Make Default” address button to change a saved address to the default address for your Loyalty Order.

Please make sure addresses are entered correctly to prevent shipping delays.

Payment and Notifications

- **“Manage Payment Methods”** to update, add, remove, or change any saved cards.
- **“Use Account Credit”** to apply credit as payment.
- **Change or update your email address.**



There must always be at least one card on file.

If you use account credit as payment, it cannot be a saved payment on the Loyalty Order, so the order will have to be processed at the time of placement.

Review and Process Order

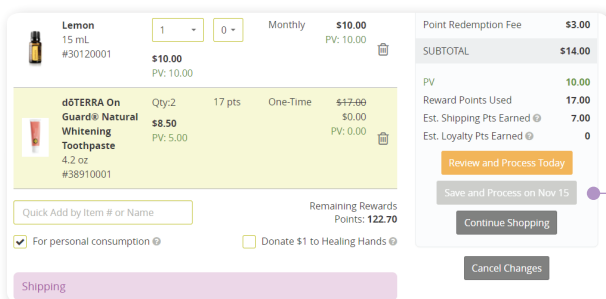
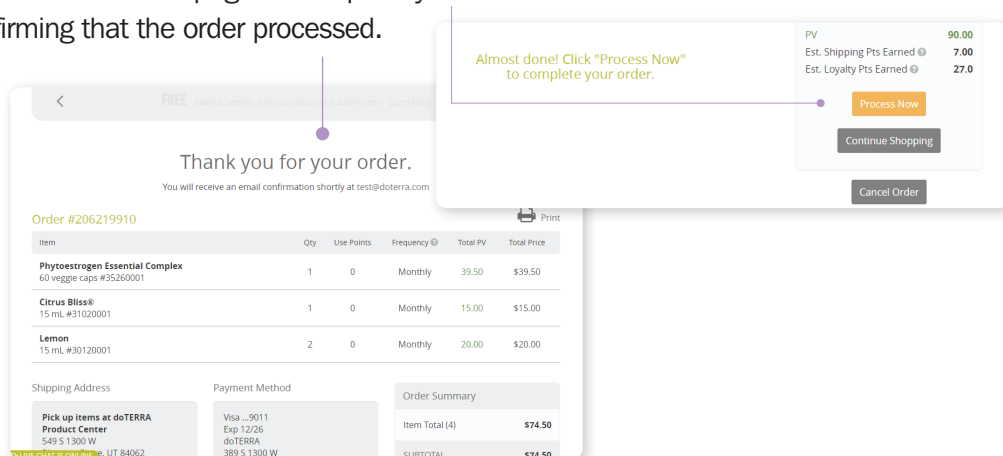
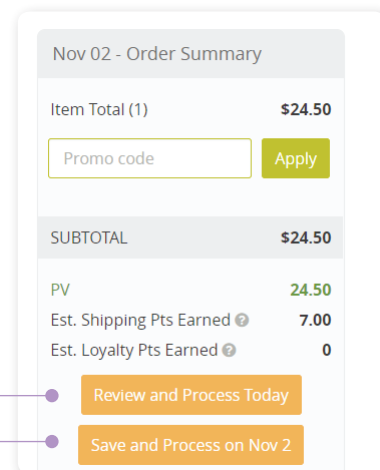
Once you have the correct shipping and payment information, review your order.

You have two options to complete your order:

“Review and Process Today” OR **“Save and Process on (scheduled date).”**

“Review and Process Today” if you are redeeming points or have one-time items, such as limited time offers or promotional products, on your order. Be sure to click **“Process Now”** on the next page to complete your order. You will see a notification confirming that the order processed.

With this option your order will NOT automatically process again that calendar month. Multiple Loyalty Orders can be placed in a given month using this option.



With **“Save and Process on (scheduled date),”** your changes will be saved, and the order will process on your selected processing date. If the **“Save and Process”** box is **gray**, you will need to remove any one-time items to save the template.

Be sure your changes were saved successfully or the order will default to items and information from your previous order. The confirmation screen shows you what’s been saved.

Now that your template is saved or processed, all you need to do is wait for your product to arrive!

To learn how to check the status of your order check out this [quick guide](#).

