

# HOW TO TRACK YOUR XanGo™ ORDER

## SEQUENCE TO FOLLOW

**1** - Log into your XanGo™ back office.

**2** - Go to the REPORTS menu and select Order Summary/Tracking as shown below:



**3** - A List of Orders will be displayed similar to the view below:

The screenshot shows the 'List of Orders' page in the XanGo back office. The table displays orders for Philip Murphy, Lynn Baillie & Lynn Baillie. The table has columns for Tax Invoice, Status, Ship To, Pkg Tracking, Order Date, Ship Date, PV Date, Volume, and Amount. A 'Printer-Friendly' link is visible in the top right corner of the table area.

Tax Invoice	Status	Ship To:	Pkg Tracking	Order Date	Ship Date	PV Date	Volume	Amount
102	37 Shipped	Philip Murphy, Lynn Baillie &	PBKU19...7001	06/08/2008	08/08/2008	8/2008	0.00	0.00
101	01 Shipped	Mr T Murphy	1597670...944	21/07/2008	06/08/2008	7/2008	0.00	0.00
101	52 Shipped	Lynn Baillie & Philip Murphy	PBKU19...0001	18/07/2008	18/07/2008	7/2008	0.00	0.00
101	55 Shipped	Lynn Baillie	PBKU19...5001	12/07/2008	16/07/2008	7/2008	200.00	157.00
100	43 Shipped	MR T MURPHY	1597688...945	02/07/2008	08/07/2008	7/2008	0.00	0.00
100	94 Shipped	Lynn Baillie	PBKU19L...5001	30/06/2008	01/07/2008	6/2008	200.00	157.00
35	09 Shipped	Baillie, Lynn	Package Tracking	12/03/2006	15/03/2006	3/2006	200.00	192.00
33	04 Shipped	Baillie, Lynn	Package Tracking	13/02/2006	16/02/2006	2/2006	200.00	192.00

**4** - Each time you place an order with XanGo™ for juice or other items, information about the order appears under List of Orders. A tracking number appears within 1-2 business days of placing an order under the **Pkg Tracking** column.

**5** - If the order is going to a market that uses UPS as the courier such as in the US, you can click directly on the tracking info and display the status of the order from this page. If the country the order is going to does not use UPS, copy the text that appears in the **Pkg Tracking** column for that order and enter this onto the website of the courier that applies to the market the product is going to. Information on which courier is used in each market can be found in the How to Do Business Guide for that market.

You can find the guide from the home page of the country specific website – choose the country from : <http://www.xango.com> – click on SELECT A MARKET text at top of page, then click on the country option.

For example, XanGo™ currently uses ParcelForce as the courier in the UK market. To track a UK order, go to [www.parcelforce.com](http://www.parcelforce.com) and enter the tracking number in the section entitled, Track Your Parcel on the right hand side of the home page. The facility to track orders in other markets should be obvious from the home page of the courier's website.

The tracking information should show when the product has left the warehouse and en-route to its destination. Some couriers show an expected delivery date and the information is updated once the order is delivered.

If the tracking number is not displayed within 3 working days of the order being placed, contact XanGo™'s Customer Service immediately to ask about the status of the order in case there has been a problem.

If your order is showing as having been delivered and you do not recognise the name of the person who has signed for it, call the courier and ask them for the delivery address. Have the tracking information, the address it was to be delivered to and the name of the person that signed for it and ask them to tell you the address it was delivered to. The courier should have put a card through your door to tell you the delivery location but if this does not happen call the courier – their contact details are posted up on their website. If this does not resolve the issue or you do not have access to the courier's telephone number, contact Customer Service and ask for their help.

**6** - You can also call Customer Service to ask about the status of an order placed via your own Distributor position or to ask for the courier used and the website to use for tracking.

XanGo™ provide 'freephone' telephone numbers and long opening hours which makes it easy to contact them. The contact telephone number for each country is displayed on our team support website [www.gosupportme.com](http://www.gosupportme.com) at the bottom of each page via the Contact XanGo™ button.

## POINTS TO NOTE

We strongly recommend you track the progress of the first order for each new person you signup with XanGo™. It is very important to give your new customer or business builder a good first impression of XanGo™. Very occasionally delays can occur to an order such as the courier not finding the address or part of the address is missing on the label.

Although these things only happen occasionally, we do strongly advise checking the progress of each new order through to it being delivered. We recommend you then call your new person and ask them if everything is OK with their order and remind them how to start taking the juice. This is YOUR business so don't just sign them up and forget about ensuring they get their order. It is also important they know how to get started on the juice to get the most from XanGo™. You can download a document on the serving guidelines from our team support website, [www.gosupportme.com](http://www.gosupportme.com) – Products page.

Tell your new person how to contact XanGo™ via the phone (we don't recommend using emails to communicate with XanGo™) for future orders such as their ADP delivery. ADP orders should be delivered around the 20<sup>th</sup> of each month so let your new person know when to expect it and to contact XanGo™ within a couple of days after this if their order has not been delivered. An order placed with XanGo™ either online or over the phone will be dispatched within 1-2 working days and normally then received within 1 week of placing the order. Any delays beyond this can be checked online as described above or by calling XanGo™ Customer Service.

Occasionally, a bottle may have been broken in transit causing juice to leak out of the carton. Always contact XanGo™ Customer Service asap to inform them of any such issue so they can arrange for a replacement to be sent out.

### RELATED TRAINING DOCUMENTS:

- **How to Determine the Web Address to Use for Login**
- **How to Login To Your XanGo Back Office**

### RELATED TRAINING VIDEOS:

- **How to Login To Your XanGo Back Office**

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