

Latest Operation Arrangement in view of Pandemic Situation

(Last Updated: 20 June 2022)

Arrangement of Customer and Delivery Service are summarized and updated with most up-to-date information in this document, as they may subject to adjustment in view of precedented challenges under current pandemic situation. We seek your kind understanding on any inconvenience that may be caused.

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1. Customer Service Operation

1.1 Experience Center

Operating hours:

- Monday, Wednesday & Friday: 11am - 7pm
- Tuesday & Thursday: 11am - 9pm
- Weekend & Public Holiday: Closed

Experience Center currently only provides order pick-up, order placing and inquiry handling services by reservation (walk-in not available). We now accept consumption vouchers as payment method (Octopus, Alipay HK and WeChat Pay), please reserve timeslots of pickup and other services via the application "THE GULU".

Services of Experience Center are now fully resumed. Besides picking up and placing orders plus making inquiries, members will be able to enroll new members and reactivate their account at Experience Center as well. We continue to accept consumption vouchers as payment method (Octopus, Alipay HK and WeChat Pay). It is recommended to continue making reservation for these services via THE GULU APP to better manage their time and enjoy priority processing. Members can also choose to walk in and crowd management for Experience Center (50 visitors allowed at maximum) is cancelled.

Pick-Up Reservation Tutorial

Text version: <https://bit.ly/ReservationTutorial>

Short clip (in Chinese): <https://bit.ly/Reservation Video>

Points to note

- Only 1 reservation can be made at the same time per phone number.
- Please arrive at Experience Center* at least 15 minutes before your timeslot ends (e.g. Reserved timeslot is 11am, please arrive no later than 11:45am). If you are unable to arrive within reserved timeslot, your reservation will be deemed invalid and has to be made again.
- Five orders can be picked-up or handled per booking.
- Please show and scan your valid QR code to enter Experience Center upon arrival.
- Entrance time may subject to change based on situation on-site. Decision of Young Living regarding Experience Center's operation arrangements should be final.

**As Midtown Soundwill Plaza is categorized as commercial building, Experience Center is not one of the scheduled premises where implementation of "vaccine pass" is necessary under the Government's regulation. Visitors are not required to show vaccination records before entrance for now.*



1.2 Hotline and Email Service

Business hours: Monday, Wednesday & Friday: 11am – 7pm; Tuesday & Thursday: 11am - 9pm

Phone: Hong Kong +852 28975600 | Macau 0800848

Email: Please provide member name, ID and PIN (Lead Time: within 3 business days)

Hong Kong Members hk@youngliving.com

Macau Members macau@youngliving.com

NFR Order enquiry:

apacnfr@youngliving.com for general questions, order placement support, order status, etc.

apacshippingissues@youngliving.com for shipment status and shipping related issues.

2. Ordering and Delivery

2.1 Ordering Methods

Order can be placed via Virtual Office, CS hotline, email and at Experience Center.

2.2 Delivery Methods

Home Delivery, SF Locker/SF Store, Self-pick up.

2.3 Home Delivery

Latest Delivery Arrangements in Macau (Effective from June 20, 2022)

Successfully-paid orders will be delivered within 2 to 5 days depending on the district. 2-3 more days will be required for remote areas* in Hong Kong and for delivery to Macau. *Remote areas: Airport, Cheung Chau, Discovery Bay, Lamma Island, Lantau Island, Ma Wan, Mui Wo, Ngong Ping, Peng Chau, Sha Tau Kok, Tai O, Tung Chung (Parcel will be delivered by SF-Express).

Delivery will be arranged between 9:00am and 6:00pm from Monday to Saturday (except for public holidays).

Due to tightening of control measures by Macau government, courier of Jet Global, the logistics company, is not allowed to enter most of the buildings. As such, kindly note door-to-door delivery services in Macau will be suspended from 20 June 2022 until further notice.

You will also receive a call 30 minutes prior to the actual delivery. If you are not available for proposed delivery period, please contact our logistics provider for rescheduling.



澳門最新送貨安排

Latest Delivery Arrangements in Macau

Jun 20
2022

- 物流公司Jet Global暫停上門派送服務
Jet Global, the logistics company, suspends door-to-door delivery
- 貨件將在大廈門外交收或暫放於管理處
All goods will be handed over at building entrance or kept at management office in lobby
- 會員另可選擇延期送貨，請聯絡物流公司以作安排及其他查詢：
Members can choose to postpone delivery, please contact the logistics company for related arrangement and other inquiries:

Jet Global

+853 2871-1285
+853 6683-3865

FAQs regarding Latest Delivery Arrangements in Macau

- Q: What would happen if I did not manage to answer the pre-alert call from courier?**
A: Goods will be returned to warehouse for re-delivery. Members can reach out to Jet Global again for arrangement of re-delivery.
- Q: What if there is no reception in the building of the shipping address?**
A: Courier will call and communicate with members to come downstairs for handover.
- Q: What if the guards reject to take the parcel?**
A: Courier will call and communicate with member to come downstairs for handover.
- Q: Is it still available for members to self-pick up the parcel at Jet Global's office?**
A: Yes. Members will need to contact Jet Global directly for self-pick up arrangements.
- Q: Can my orders be combined for home delivery?**
A: Shipping charges are calculated based on the total product weight of each single order. As an eco-friendly company, orders which were placed at similar time might be grouped together in one package for simultaneous delivery and less material usage. Thank you for your understanding and support.

2.4 SF Locker/SF Store Pick Up

Delivery lead time and notification

Successfully-paid orders will be delivered to the pick-up points within 3 to 5 business days depending on the availability of the locker/stores. If your selected locker is full, SF Express will automatically assign your parcel to a nearby locker. Please refer to the most updated SMS for final pick up point.

SF Express will send a SMS notification to you when the parcel is ready for pick up. Please collect the parcel before the expiry date and time shown in the SMS notification.

2.5 Switch Self Pick-Up Orders to Delivery

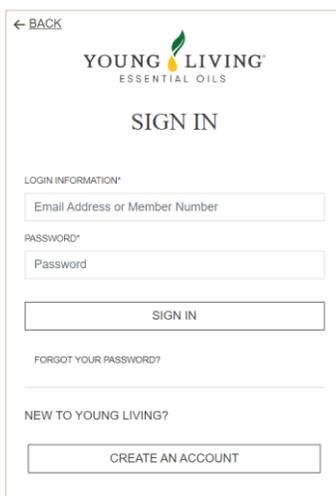
Please apply via jot form: <https://youngliving.jotform.com/222578390278870>

2.6 Order Tracking

a. For Home Delivery Orders

Method 1

1. Log in Virtual Office



← BACK

YOUNG LIVING
ESSENTIAL OILS

SIGN IN

LOGIN INFORMATION*

Email Address or Member Number

PASSWORD*

Password

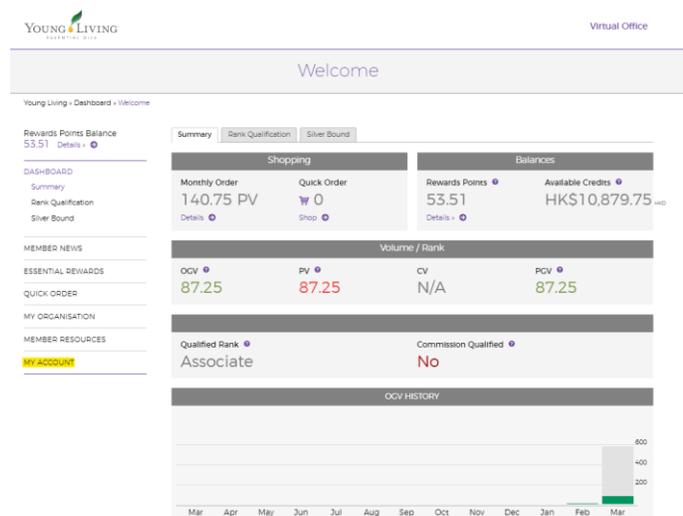
SIGN IN

FORGOT YOUR PASSWORD?

NEW TO YOUNG LIVING?

CREATE AN ACCOUNT

2. Click “My Account”



YOUNG LIVING
ESSENTIAL OILS

Virtual Office

Welcome

Young Living - Dashboard - Welcome

Rewards Points Balance
53.51 Details +

DASHBOARD
Summary
Rank Qualification
Silver Bound

MEMBER NEWS
ESSENTIAL REWARDS
QUICK ORDER
MY ORGANISATION
MEMBER RESOURCES
MY ACCOUNT

Shopping		Balances	
Monthly Order	Quick Order	Rewards Points	Available Credits
140.75 PV	¥ 0	53.51	HK\$10,879.75 USD
Details +	Shop +	Details +	

Volume / Rank			
OCV	PV	CV	PCV
87.25	87.25	N/A	87.25

Qualified Rank
Associate

Commission Qualified
No

OCV HISTORY

Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar

3. Click “My Order History”

4. Click “Order Number”

Young Living - My Account - My Profile

Virtual Office

My Profile

Chan Tai Man

Member Number: 21474592
 Account Credit: HK\$10,879.75
 Current Rank: Associate
 Total Members in Team: 26
 Main Account Address: Fantasy Land No.9 Farm Road 193, Coloane, MAC
 Default Shipping Address: Fantasy Land No.9 Farm Road 193, Coloane, MAC
 Contact Info: Chan Tai Man, 98@youngliving.com, 62345789
 Social Media: Add social media account
 Leadership: Chris Evan, Enroller
 Chris Evan, Sponsor
 My Address Book, My Wallet

Young Living - My Account - Order History

Virtual Office

Order History

Young Living - My Account - Order History

Rewards Points Balance: 53.51

My Order History

Order Number	Type	Date	Delivery Count	Status
176736311	Autoship Process	1 Mar 2022	1	Shipping Status Cancelled
NVO463203255	Web Site (New VO)	1 Mar 2022	1	Shipping Status Shipped
NVO461507336	Web Site (New VO)	1 Mar 2022	1	Shipping Status Shipped
176733849	Autoship Process	1 Mar 2022	1	Payment Status Pending
176676939	Phone - Live Operator	28 Feb 2022	1	Shipping Status Cancelled
176095333	Essential Autoship	16 Feb 2022	1	Payment Status Pending
176094117	Return Order	16 Feb 2022	1	Shipping Status Shipped
175760699	Phone - Live Operator	10 Feb 2022	1	Shipping Status Pending
175690575	Autoship Process	8 Feb 2022	1	Shipping Status Cancelled
175690561	Phone - Live Operator	8 Feb 2022	1	Shipping Status Pending
175922243	Phone - Live Operator	4 Feb 2022	1	Shipping Status Cancelled

5. Click tracking number

Young Living - My Account - Order Detail

Virtual Office

Rewards Points Balance: 53.51

Order Detail: NVO461507336

Back to Order History Overview

Shipment 1

Shipping Information
 Carrier: Local Delivery
 Shipped on: 2 Mar 2022
 Tracking #: **22972689022822**

(1) Sique Shake - Tub (HK) HK\$535.00

Subtotal: Shipping: [blank]
 Total: [blank]
 Payment Applied: [blank]
 Account Credit: [blank]

Print Invoice

Back to Order History Overview

6. Order status

V-LOGIC

Tracking

22972689022822 * Please input order # or tracking # (Max. 20)

Order #:	Scheduled Date:	Destination:	Local
22972689022822	-	MO	Local
Activity: [02-Mar-2022 11:49] Package has left v courier.			
02-Mar-2022 11:49	Order Shipped	Package has left V-Logic facility and is in transit to courier.	
01-Mar-2022 10:45	Order Picked	Order Picked	
01-Mar-2022 01:46	Order Received	Order Received	

Method 2

Click the tracking link at the bottom of SMS notification (received 1 day prior to delivery).



b. For SF Locker/SF Store Pick Up Orders

1. Log in Virtual Office


SIGN IN

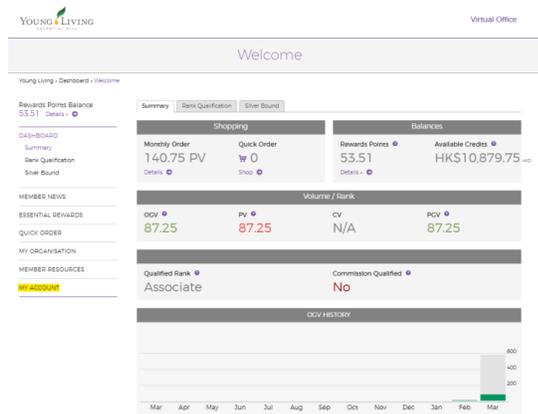
LOGIN INFORMATION*

PASSWORD*

FORGOT YOUR PASSWORD?

NEW TO YOUNG LIVING?

2. Click "My Account"



YOUNG LIVING
 Virtual Office
 Welcome

Young Living Dashboard - Welcome

Shopping		Balances	
Monthly Order	Quick Order	Rewards Points	Available Credits
140.75 PV	0	53.51	HK\$10,879.75
Details	Shop	Details	Details

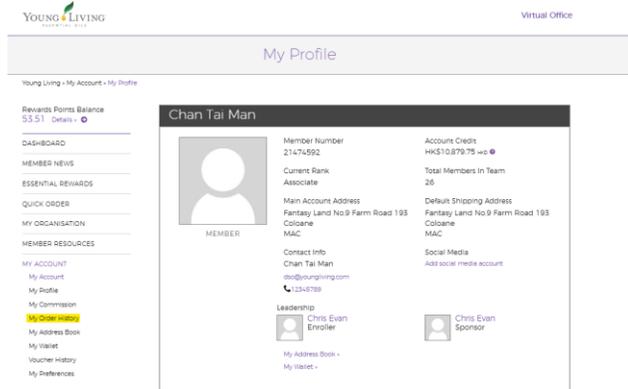
Volume / Rank			
OCV	PV	CV	POV
87.25	87.25	N/A	87.25

Qualified Rank: Associate Commission Qualified: No

OCV HISTORY

Month	OCV
Mar	87.25
Apr	
May	
Jun	
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	
Jan	
Feb	
Mar	87.25

3. Click "My Order History"



Young Living • My Account • My Profile

My Profile

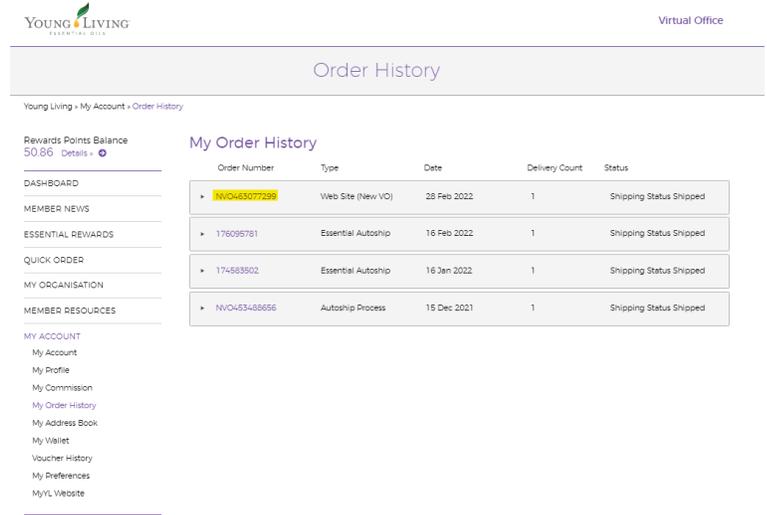
Chan Tai Man

Member Number: 21474592
Current Rank: Associate
Main Account Address: Fantasy Land No.9 Farm Road 195, Coloane, MAC
Contact Info: Chan Tai Man, 866@youngliving.com, +85349789

Account Credit: HK\$10,879.75
Total Members in Team: 26
Default Shipping Address: Fantasy Land No.9 Farm Road 195, Coloane, MAC
Social Media: Add social media account

Leadership: Chris Evan Enroller, Chris Evan Sponsor

4. Click "Order Number"



Young Living • My Account • Order History

Order History

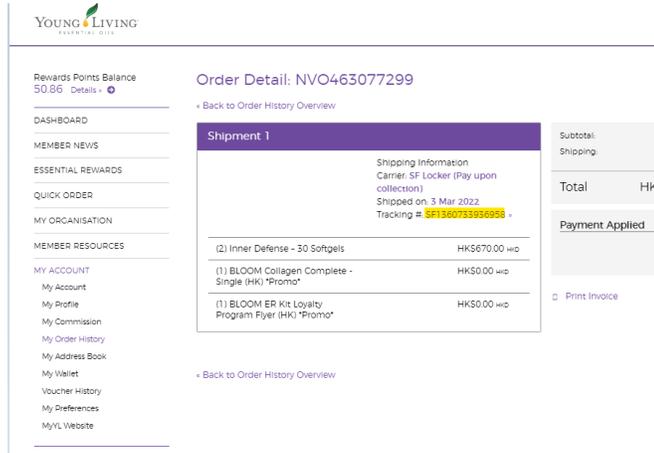
Young Living • My Account • Order History

Rewards Points Balance: 50.86

My Order History

Order Number	Type	Date	Delivery Count	Status
NVO463077299	Web Site (New VO)	28 Feb 2022	1	Shipping Status Shipped
176099781	Essential Autoship	16 Feb 2022	1	Shipping Status Shipped
174583502	Essential Autoship	16 Jan 2022	1	Shipping Status Shipped
NVO463488696	Autoship Process	15 Dec 2021	1	Shipping Status Shipped

5. Click tracking number



Young Living • My Account • Order History

Rewards Points Balance: 50.86

Order Detail: NVO463077299

Back to Order History Overview

Shipment 1

Item	Quantity	Price
(2) Inner Defense - 30 Softgels	2	HK\$670.00
(1) BLOOM Collagen Complete - Single (HK) *Promo*	1	HK\$0.00
(1) BLOOM ER Vix Loyalty Program Flyer (HK) *Promo*	1	HK\$0.00

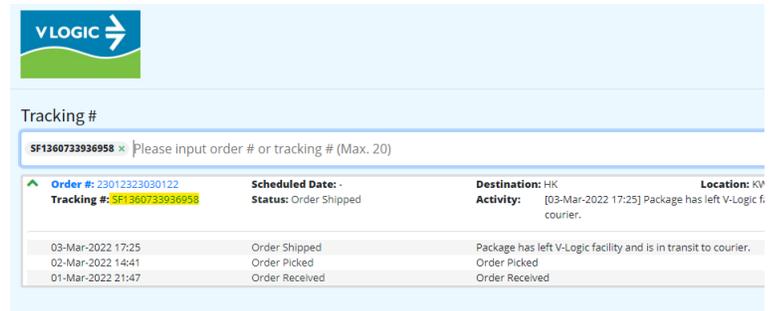
Shipping Information: Carrier: SF Locker (Pay upon collection), Shipped on: 3 Mar 2022, Tracking #: SF1360733936958

Subtotal Shipping: HK\$0.00
Total: HK\$0.00
Payment Applied: HK\$0.00

Print Invoice

Back to Order History Overview

6. Click SF tracking number in our logistic vendor website



V-LOGIC

Tracking #

SF1360733936958 x Please input order # or tracking # (Max. 20)

Order #: 23012323030122
Tracking #: SF1360733936958
Scheduled Date: -
Status: Order Shipped
Destination: HK
Activity: [03-Mar-2022 17:25] Package has left V-Logic facility and is in transit to courier.
Location: KW

Date	Activity	Description
03-Mar-2022 17:25	Order Shipped	Package has left V-Logic facility and is in transit to courier.
02-Mar-2022 14:41	Order Picked	Order Picked
01-Mar-2022 21:47	Order Received	Order Received

7. Order status

Order ID: SF1360733936958

Destination: 香港 → 香港

Status	Time	Description
已接收	2022-03-06 13:57	已接收 (請留意包裝破收), 即使用請報, 期待再次為您服務. (主單總件數: 1件)
派送中	2022-03-05 14:27	快件已放放至【請留意取件】, 請您憑取件碼至領取快件.
派送中	2022-03-05 10:15	快件待送往派件中心等候
派送中	2022-03-05 10:06	快件交給陳麗羽正在派送途中 (聯繫電話: 請電已開啓 "安全呼叫" 保護您的電話隱私請放心接聽!) (主單總件數: 1件)
派送中	2022-03-05 10:06	快件到達【紅磡恒豐工業發展點】
派送中	2022-03-05 06:28	快件已發車

c. For Orders that are Switched from Experience Center Pickup to Home Delivery

Method 1

1. Log in Virtual Office

YOUNG LIVING ESSENTIAL OILS

SIGN IN

LOGIN INFORMATION*

Email Address or Member Number

PASSWORD*

Password

SIGN IN

FORGOT YOUR PASSWORD?

NEW TO YOUNG LIVING?

CREATE AN ACCOUNT

2. Click "My Account"

Welcome

Young Living: Dashboard / Welcome

Rewards Points Balance: 23.51

Dashboard: Summary, Sign Qualification, Star Bound

Shipping	Distances
Monthly Order: 140.75 PV	Rewards Points: 53.51
Quick Order: ¥ 0	Available Credits: HK\$10,879.75

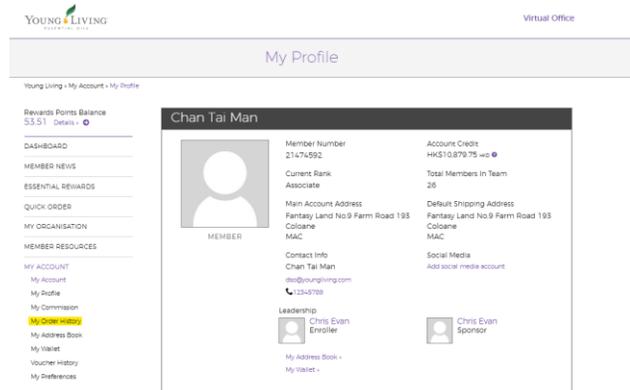
Volume / Rank			
OCV: 87.25	PV: 87.25	CV: N/A	PCV: 87.25

Member News, Essential Rewards, Quick Order, My Organisation, Member Resources

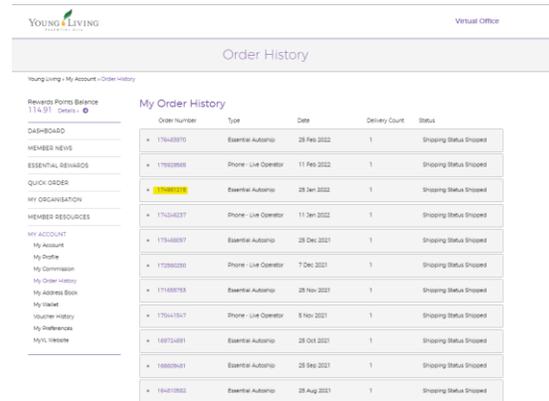
Qualified Rank: Associate | Commission Qualified: No

Order History Bar Chart (Mar to Mar):

3. Click "My Order History"

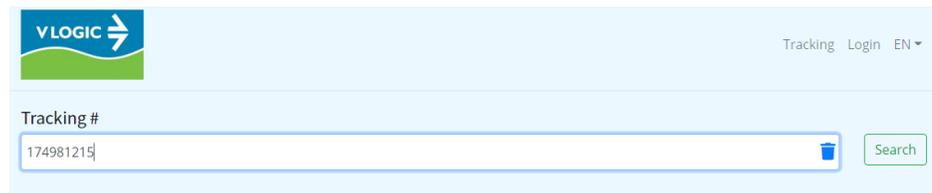


4. Click "Order Number"



Order Number	Type	Date	Delivery Count	Status
174981215	Essential AutoShip	28 Feb 2022	1	Shipping Status Shipped
179539955	Phone - Live Creator	11 Feb 2022	1	Shipping Status Shipped
176246337	Essential AutoShip	28 Jan 2022	1	Shipping Status Shipped
176246337	Phone - Live Creator	11 Jan 2022	1	Shipping Status Shipped
175488597	Essential AutoShip	28 Dec 2021	1	Shipping Status Shipped
172880330	Phone - Live Creator	7 Dec 2021	1	Shipping Status Shipped
171881785	Essential AutoShip	28 Nov 2021	1	Shipping Status Shipped
170411517	Phone - Live Creator	8 Nov 2021	1	Shipping Status Shipped
169734891	Essential AutoShip	28 Oct 2021	1	Shipping Status Shipped
168829411	Essential AutoShip	25 Sep 2021	1	Shipping Status Shipped
164510882	Essential AutoShip	28 Aug 2021	1	Shipping Status Shipped

5. Type order number on logistic vendor website: <https://portal.v-logic.net/TLMS/yl/track/>



6. Order status



Order #:	Scheduled Date:	Destination:	Location:
174981215	19-Feb-2022	HK	Tsuen Wan - 荃灣
Tracking #:	Status:	Activity:	
DEL10243085	Order Delivered	[19-Feb-2022 11:17] Fully Delivered	

19-Feb-2022 11:17	Order Delivered	Fully Delivered
19-Feb-2022 11:13	Order Shipped	Order Shipped
18-Feb-2022 09:25	Order Picked	Order Picked
14-Feb-2022 12:15	Order Received	Order Received

Method 2

Click the tracking link at the bottom of SMS notification (received 1 day in prior of delivery).



感謝您選擇 Young Living。訂單
 95085970041221 將於 4 月 14 日
 09:00-18:00 派送。查詢請於星期
 一至五 09:30-17:00 經 [https://
 api.whatsapp.com/send?
 phone=85291632869](https://api.whatsapp.com/send?phone=85291632869) 查詢。追
 踪訂單，請點擊 [https://portal.v-
 logic.net/yl/track/
 95085970041221](https://portal.v-logic.net/yl/track/95085970041221)

2.7 Enquiries about Delivery Arrangement

Hong Kong Orders: V-Logic Limited +852 9163-2869

Macau Orders: Jet Global Logistics Limited +853 2871-1285 / +853 6683-3865

Self pickup at SF Locker / SF Store Orders: SF Express +852 2730 0273

2.8 Claim Form for Missing/Damaged Items in Delivery Orders

Please apply via jot form: <https://youngliving.jotform.com/211181452709856>

3. About Product Catalog and Availability

3.1 Purchase Limit and Out of Stock List

Please refer to the list: <https://static.youngliving.com/en-HK/PDFS/oos-list.pdf>

3.2 Product Guide

Please refer to: https://issuu.com/home/published/2022productguide_young_living

3.3 Product Order Form

Please refer to:

<https://static.youngliving.com/en-HK/PDFS/Product-Order-Form.pdf>

4. How to Place Orders Online

4.1 How to Join Essential Rewards Program

Please refer to this video (from 3:22): <https://www.youtube.com/watch?v=g517dEsPR3s>

4.2 How to Set Up PV Assistant

Please refer to this video: https://youtu.be/Xs73RHm_B-M

4.3 Placing Essential Reward Orders and Pay by Account Credits

Please submit this form at least 2 working days before your ER processing date:

<https://youngliving.jotform.com/212153062957858>

4.4 How to Place Quick Orders and Point Rewards Orders

Please refer to this video: https://youtu.be/SVRGC0v7_dk

5. About YL membership

5.1 Join as A New Member

For enrollment with ER Orders, please refer to: <https://youtu.be/Jpz1cXFPogU>

For enrollment with Quick Orders, please refer to: https://youtu.be/xR_P-aY9c7Y

5.2 Account Reactivation

Please submit the following documents and email below information to: hk@youngliving.com (HK member) / macau@youngliving.com (Macau member)

- Complete “Young Living Members Agreement” with physical signature:
https://static.youngliving.com/en-HK/PDFS/MemberAgreement_201907.pdf
- A copy of the address proof which was issued within 3 months
- Confirm your order details (order of 100PV at minimum)
 - Order Type: Quick Order/ Essential Rewards Order
 - Products: Please provide the product name, quantity and total PV
 - Payment: By credit card or account credits (if applicable)
- Delivery arrangement: Self pickup or Home Delivery or SF Locker/ SF Store (please include the shipping address or SF Locker/ SF Store address, contact number and receiver’s name)

5.3 Account Name Change

Please send your request by email: accountupdates@youngliving.com

5.4 Sponsor Change

Reminder: Only the enroller or the new member can request for such change.

- a. Within 5 calendar days of enrollment

Please use your YL registered email and email following information to: hk@youngliving.com (HK member) / macau@youngliving.com (Macau member)

- Member number of the applicant
- PIN of the applicant
- Member ID of the new member
- Member ID of the new sponsor/ enroller
- Name of the new sponsor/ enroller

- b. Over 5 calendar days of enrollment

Please use your YL registered email and send the request by email: APAC-resolutions@youngliving.com

5.5 Market Change

- a. If you would like to change your market to UK, please submit your request with the following documents to customercare@youngliving.com for application:

1. A filled and signed Member Agreement of UK: https://bit.ly/UK_MemberAgreement
2. A filled and signed Market Change Request form: https://bit.ly/MarketChange_RequestForm
3. Proof of Residency such as current utility bill, Cable bill, Landline phone bill, Leasing agreement
4. Passport Copy
5. National Insurance number – as a document of proof of eligibility to work and earn income in UK (https://www.gov.uk/apply-national-insurance-number?fbclid=IwAR38X_oSNLW3qkpbtF43F_owg6X2j-qvuKs6pimtY6MNS0zVtLYcy334oTU)
6. If no Tax ID, then provide Share Code, screenshot BNO visa reference number which has stated can work in UK

Please note that if the information provided is incomplete, the application may be delayed.

- b. If you would like to change market to other countries

Please send your request by email: accountupdates@youngliving.com

5.6 Direct Deposit Application

Please submit the following documents by email: hk@youngliving.com (HK member) / macau@youngliving.com (Macau member)

- Direct Deposit Form: [https://static.youngliving.com/en-HK/PDFS/Direct Deposit Form ZH.pdf](https://static.youngliving.com/en-HK/PDFS/Direct%20Deposit%20Form%20ZH.pdf)
- Copy of bank statement or bank book/bank card
- Copy of Hong Kong ID/ Macau ID