

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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I. Customer Service Operation

I.1 Experience Center

Operating hours:

Monday, Wednesday and Friday – From 11am. to 7pm

Tuesday and Thursday – From 11am to 9pm

Saturday, Sunday and 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 to Friday – 11am to 7pm (Saturday, Sunday and Public Holiday – OFF)

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 Hong Kong (Effective from May 6, 2022)

Door-to-door delivery service is now resumed except for buildings subject to "restriction-testing declarations". Our logistics provider will send out a SMS notification to the recipient according to provided phone number for the order. 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.

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

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

1. 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.
2. 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.
3. Q: What if the guards reject to take the parcel?
A: Courier will call and communicate with member to come downstairs for handover.
4. 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.

Delivery lead Time and notification

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).

Can my orders be combined for home delivery?

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://bit.ly/SwitchingtoDelivery>

2.6 Order Tracking

a. For Home Delivery Orders (For Hong Kong and Macau)


Method 1

1. Log in Virtual Office

2. Click “My Account”

5. Click tracking number

6. Order status



Rewards Points Balance
 53.51 [Details](#)


Order Detail: NVO461507336
[Back to Order History Overview](#)

Shipment 1	
Shipping Information	
Carrier: Local Delivery	
Shipped on: 2 Mar 2022	
Tracking #: 22972689022822	
(1) Slique Shake - Tub (HK)	HK\$535.00

[Print Invoice](#)

[Back to Order History Overview](#)

MY ACCOUNT
[My Account](#)
[My Profile](#)
[My Commission](#)
[My Order History](#)
[My Address Book](#)
[My Wallet](#)
[Voucher History](#)
[My Preferences](#)



Tracking #
 Please input order # or tracking # (Max. 20)

Order #:	Scheduled Date:	Destination:	Local
22972689022822	-	MO	
Tracking #: 22972689022822	Status: Order Shipped	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	

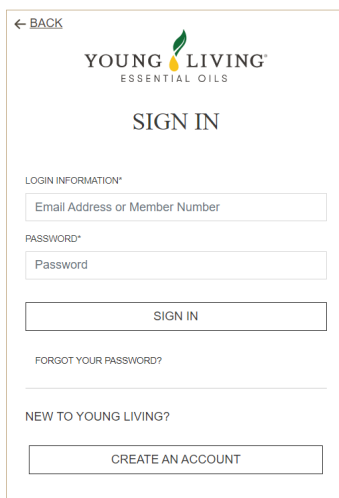
Method 2 (For Hong Kong order only)

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



← BACK

YOUNG LIVING
ESSENTIAL OILS

SIGN IN

LOGIN INFORMATION*

Email Address or Member Number

PASSWORD*

Password

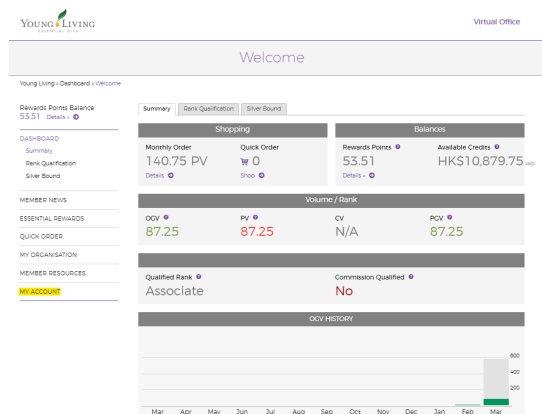
SIGN IN

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

Shipping		Balances	
Monthly Order Summary	Quick Order	Rewards Points	Available Credits
140.75 PV	0 Shop	53.51	HK\$10,879.75
Volume / Rank			
OCV	PV	CV	PCV
87.25	87.25	N/A	87.25

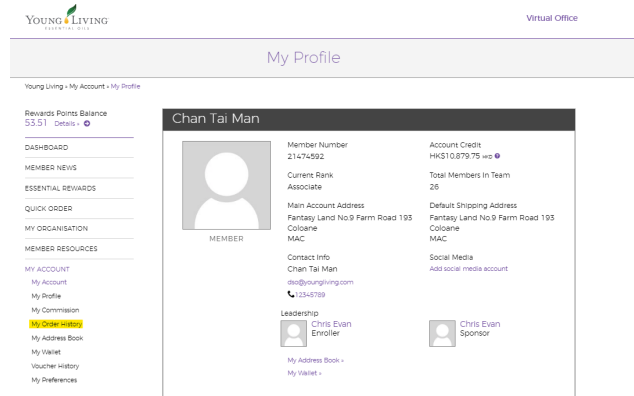
Qualified Rank: Associate

Commission Qualified: No

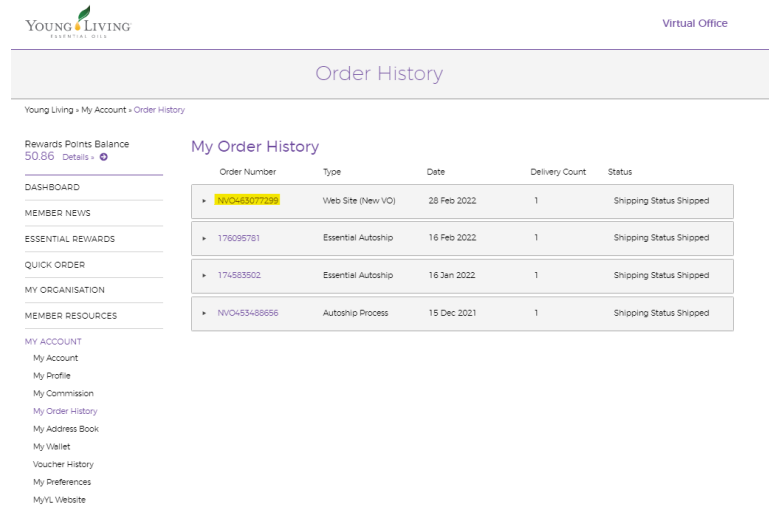
OCV HISTORY

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

3. Click “My Order History”

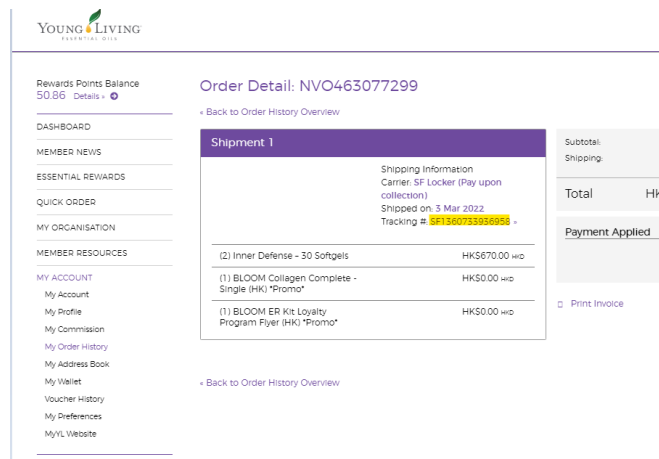


4. Click “Order Number”

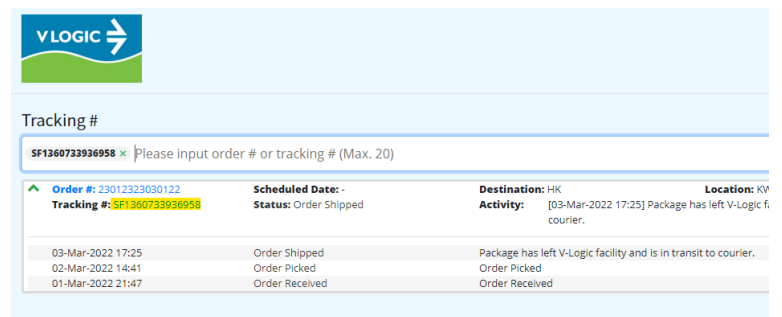


Order Number	Type	Date	Delivery Count	Status
NVO46307729	Web Site (New VO)	28 Feb 2022	1	Shipping Status Shipped
176095781	Essential Autoship	16 Feb 2022	1	Shipping Status Shipped
174583502	Essential Autoship	16 Jan 2022	1	Shipping Status Shipped
NVO453488656	Autoship Process	15 Dec 2021	1	Shipping Status Shipped

5. Click tracking number



6. Click SF tracking number in our logistic vendor website



Date	Time	Status	Details
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

SF EXPRESS 順豐速運 首頁 產品及服務 其他服務 幫助中心 網點地址 關於我們 快速登錄/註冊

我要寄件 運單查詢 服務支持

SF1360733936958 查詢

← 返回運單列表

運單號 SF1360733936958 已派收

香港 → 香港

已派收	2022-03-06 13:57	已派收 (請儘早取貨), 原址使用請儘早, 期待再次為您服務。(主單總件數: 1件)
派送中	2022-03-05 14:27	快件已按放至【順豐暫存櫃】, 請您憑取件碼至櫃取快件。
派送中	2022-03-05 10:15	快件將送往便利店, 請耐心等候。
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: 請儘早開啓“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【紅磡伍鏡工廠營業點】
派送中	2022-03-05 06:28	快件已發車
未派收	2022-03-05 06:28	快件在【高第街中環總匯】出件中心 正在發車中 預計3月5日14時前發車

e. For Orders that are Switched from Experience Center Pickup to Home Delivery (For Hong Kong & Macau)

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

Welcome Virtual Office

Young Living - Dashboard - Welcome

Rewards Points Balance 5531 Details

Dashboard Summary

Shipping		Balances	
Monthly Order	Quick Order	Rewards Points	Available Credits
140.75 PV	¥ 0	5531	HK\$10,879.75
Details	Print	Details	

MEMBER NEWS

ESSENTIAL REWARDS

QUICK ORDER

MY ORGANISATION

MEMBER RESOURCES

My Account

Volume / Rank

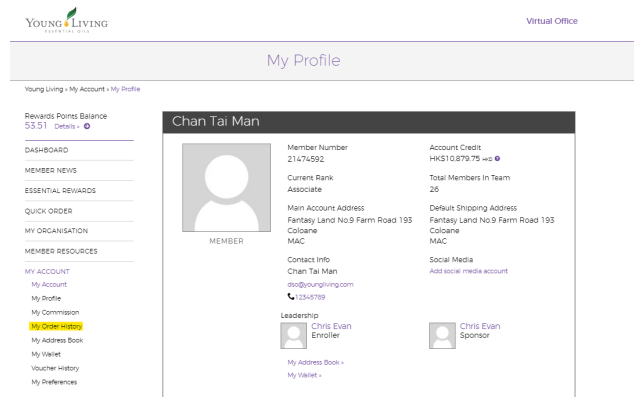
OCV #	PV #	CV	PCV #
87.25	87.25	N/A	87.25

Qualified Rank # Associate Commission Qualified # No

OCV HISTORY

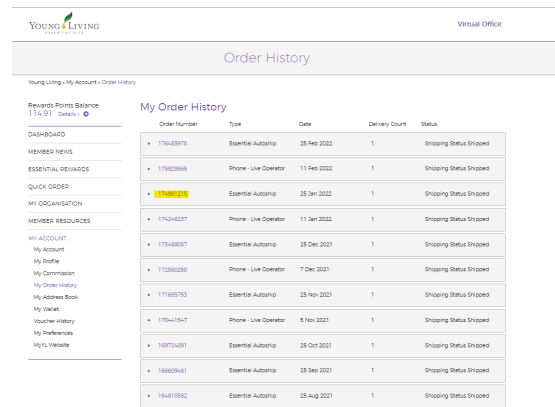
Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar

3. Click “My Order History”



The screenshot shows the 'My Profile' page for Chan Tai Man. The page includes a navigation menu on the left with options like 'Dashboard', 'Member News', 'Essential Rewards', 'Quick Order', 'My Organisation', 'Member Resources', 'My Account', 'My Profile', 'My Commission', 'My Order History', 'My Address Book', 'My Vitals', 'Voucher History', and 'My Preferences'. The main content area displays member information for Chan Tai Man, including Member Number 21476992, Current Rank Associate, Main Account Address (Fantasy Land No9 Farm Road 193 Coloane, MAC), and Contact Info (Email: 8902@youngliving.com, Phone: 123456789). It also shows Leadership (Chris Evan Enroller) and Social Media links.

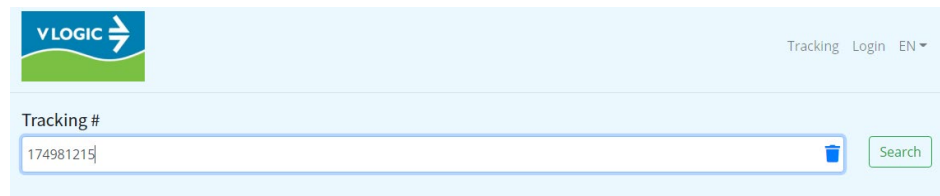
4. Click “Order Number”



The screenshot shows the 'Order History' page. It features a table with columns for Order Number, Type, Date, Delivery Count, and Status. The table lists several orders, with the order number 174981215 highlighted in yellow. The table data is as follows:

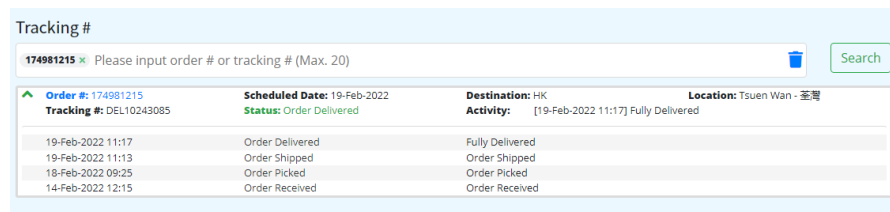
Order Number	Type	Date	Delivery Count	Status
175648370	Essential AutoShip	25 Feb 2022	1	Shipping Status Shipped
175923866	Phone - Live Operator	11 Feb 2022	1	Shipping Status Shipped
174981215	Essential AutoShip	25 Feb 2022	1	Shipping Status Shipped
174246237	Phone - Live Operator	11 Jan 2022	1	Shipping Status Shipped
173480067	Essential AutoShip	25 Dec 2021	1	Shipping Status Shipped
172560280	Phone - Live Operator	7 Dec 2021	1	Shipping Status Shipped
171682763	Essential AutoShip	25 Nov 2021	1	Shipping Status Shipped
170441547	Phone - Live Operator	5 Nov 2021	1	Shipping Status Shipped
169724881	Essential AutoShip	25 Oct 2021	1	Shipping Status Shipped
168929421	Essential AutoShip	25 Sep 2021	1	Shipping Status Shipped
164810562	Essential AutoShip	25 Aug 2021	1	Shipping Status Shipped

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



The screenshot shows the V-Logic tracking website. It features a search bar labeled 'Tracking #' with the order number 174981215 entered. There is a 'Search' button and a 'Tracking Login EN' link in the top right corner.

6. Order status



The screenshot shows the V-Logic tracking website displaying the order status for order number 174981215. The status is 'Order Delivered'. The tracking history shows the following activities:

Date	Activity	Location
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 (For Hong Kong order only)

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](https://api.whatsapp.com/send?phone=85291632869) 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=g5l7dEsPR3s>

4.2 How to Set Up PV Assistant

Please refer to this video: [https://youtu.be/Xs73RHm B-M](https://youtu.be/Xs73RHmB-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/JpzlcXFPogU>

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_oSNLW3qkpbF43F_owg6X2j-qvuKs6pimtY6MNSOzVtLYcy334oTU)
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