



Ordering Tips

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1. About Virtual Office

1.1 How to Update Delivery Address

- Log in to the Virtual Office, select "My Account" > "My Address Book."
- You can add, edit, or delete shipping addresses.
- When adding an address, fill in the required fields and may set it as the "Default Shipping Address."
- To change the shipping address for the "Loyalty Rewards Program" you need to update it on the "Loyalty Rewards Program" page.

Edit Shipping Address

Address Nickname
Testing

Recipient *
YLHK

Would you like to make this your default shipping address?

Country *
HONG KONG

Address *
20/F, Soundwill Plaza II Midtown
1 Tang Lung Street Causeway Bay

Region *
Hong Kong Island

District *
銅鑼灣 - CAUSEWAY BAY

Phone *
123456789

* Required field

Cancel Save Address

My Monthly Order Rewards Points PV Assistant

My Monthly Order

Manage your Loyalty Rewards Order by selecting from the options below.
Next Order Processing Date: 24 Apr 2025

Monthly Order Total HK\$1,390.00 <small>HKD</small> Monthly PV 108.00 Print Invoice View Order Change Order	Shipping Address 123456789 20/F, Soundwill Plaza II Midtown 1 Tang Lung Street Causeway Bay . HKI 銅鑼灣 - CAUSEWAY BAY HKC Shipping Method Local Delivery Change Shipping	Payment Visa end in Exp: 03/38 Change Payment
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1.2 How to Update Payment Method

- Go to "My Wallet" to add, edit, or delete payment methods.
- The edit function does not support changing the credit card number but allows updates to other information.
- To add a new credit card, fill in the relevant information and may set it as the "Default Payment Method"
- To change the payment method for the "Loyalty Rewards Program" you need to update it on the "Loyalty Rewards Program" page.

My Wallet

Note: Some payment methods are not available in all markets

Default Payment Method

Loyalty Rewards Payment Method

Add New Payment Method

New Payment Method

* Required field

Payment Type *

Credit Card

PayPlus 快捷
更安全、更方便的付款方式

Name on Card *

Name on Card

Card Number *

Card Number

Expiration Date *

Month Year

Month Year

Make this my preferred QuickOrder payment method

My Monthly Order

Manage your Loyalty Rewards Order by selecting from the options below.

Next Order Processing Date: 24 Apr 2025

Monthly Order Total
HK\$1,390.00 HKD
Monthly PV
108.00

Shipping Address
123456789 20/F, Soundwill
Plaza II Midtown 1 Tang
Lung Street Causeway Bay
, HKI 銅鑼灣 - CAUSEWAY
BAY
HKG

Shipping Method
Local Delivery

Payment Method
Visa end in
Exp: 03/38

Change Payment

1.3 Common Information of Member Resources

- After logging in, select "Member Resources" to find the Product Order Form and Out-of-Stock list.
- The "Shareable Materials" section helps members understand products.
- The "Business Center" section includes information on Reward Programs and Business Opportunity.

Member Resources

Quick Links

[Policies & Procedures \(Effective Jan 11, 2025\) »](#)

[Privacy Policy Statement \(Effective August 1, 2021\) »](#)

[Compensation Statement \(Effective April 1, 2025\) »](#)

[Personal Information Collection Statement \(Effective August 1, 2021\) »](#)

[Product Order Form »](#)

[Out Of Stock List \(HK\) »](#)

[Essential Oil Safety Guide »](#)

[Sharing Young Living the Right Way »](#)

[Using Account Credit for Essential Reward Order »](#)

[PV Promotion Flyer »](#)

[Local Delivery Policy »](#)

[Loylaty Rewards FAQ »](#)

Resource Categories

Shareable Materials

Business Center

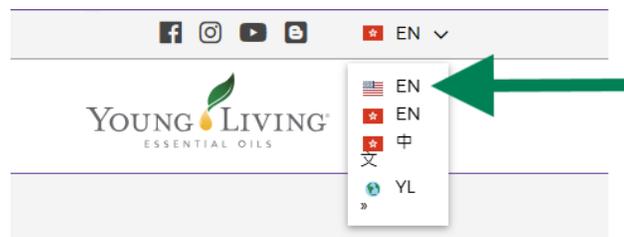
Sharing YL The Right Way

YL Policies

YLHK Training Room

1.4 How to Order U.S. NFR (Not for Resale) Products

- All U.S. NFR products can only be ordered in standard order.
- After logging in to the Virtual Office, select the U.S. flag to enter the NFR Virtual Office.
- Choose products via the search engine, confirm the delivery address, and select the payment method.
- For inquiries about U.S. NFR orders, email apacnfr@youngliving.com for general questions, order arrangements, order status, etc.; or apacshippingissues@youngliving.com for shipping status and related issues.



Not For Resale

****Important Notice****

You have selected to order from the USA Not for Resale catalog. Products available from this catalog will be shipped from a warehouse in Malaysia.

Not all Young Living products are available in every country where Young Living is active. Purchasing these products for demonstration and personal use is possible. If you proceed, this order will be processed by Young Living APAC NFR Team. Customs fees or duties may apply to your order upon import to your country. All import fees and taxes must be paid by the importer. These products must be for your personal use or the use of your immediate family.

Please make sure the following information is correct before placing your order:

1. Default delivery address is a complete address (with District, Street and Street Number, Building, Floor, Unit)
2. Area code is added before your contact number (Hong Kong +852 / Macau +853)
3. The recipient's name must be the same as identity document, otherwise you must provide a copy of your personal document to complete customs clearance

No. Return To My Market Site

2. About the Loyalty Rewards Program

2.1 How to View Rewards Points Page

- You may check the Points Balance, Expiration date, Current Earn Rate, and other information.
- Reward points are valid for 12 months after being earned and should be regularly checked for upcoming expirations.
- You could redeem your rewards points if you have placed Loyalty Rewards subscription orders in the last 2 months and your previous Loyalty Rewards subscription order was placed in the last 30 days.
- Make sure to redeem your points via Virtual Office at 11:59 pm, 14th of that month.
- Expired points will be forfeited and cannot be reinstated.
- Click "View Points History" to see detailed transaction records.

My Monthly Order Rewards Points PV Assistant

Loyalty Rewards Points

Points Balance ⓘ	207.54	Current Earn Rate ⓘ	20%
Expiring 15 Jun 2025 ⓘ	25.50	Consecutive Months ⓘ	6

Redeem Your Rewards Points

Shop now and apply Loyalty Rewards Points on 'Payment' page of checkout.

Note: You are limited to 375 points per month.

[Shop To Redeem Points Now](#)

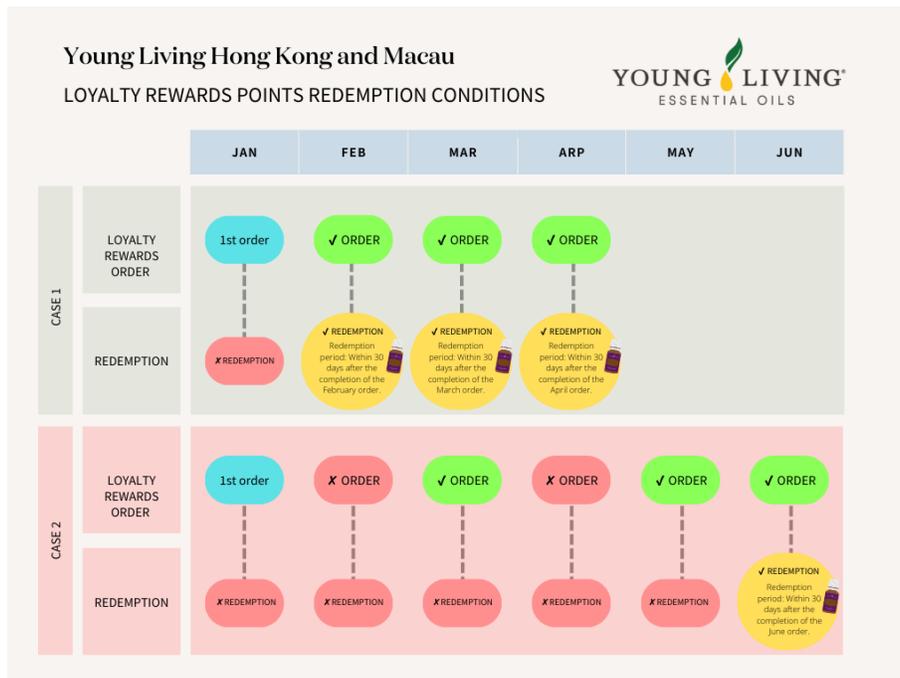
Rewards Points History

See and print a complete history of your Rewards Points.

[View Points History](#)

2.2 How to Use Reward Points to Redeem Products

- You could redeem your rewards points if you have placed Loyalty Rewards subscription orders in the last 2 months and your previous Loyalty Rewards subscription order was placed in the last 30 days.
- Click "Shop to Redeem Points Now" which will take you to the Quick Order page.
- Products marked with a purple flag indicate they can be redeemed with points.
- After adding all desired products, select the pickup method and confirm shipping costs.



Quick Order

Product name or number View Cart (1)

[Back to Categories](#)

NingXia Collection

Sorting

Name

NingXia Greens 42774	<input type="text" value="1"/>	0.23 Kgs	46.75 PV	HK\$475.00 HKD <input type="button" value="Add Product"/>
NingXia Red 2 pk 304229	<input type="text" value="1"/>	2.99 Kgs	79.50 PV <input type="button" value="P"/>	HK\$815.00 HKD <input type="button" value="Add Product"/>
NingXia Red 4 pk 304429	<input type="text" value="1"/>	5.95 Kgs	148.00 PV <input type="button" value="P"/>	HK\$1,530.00 HKD <input type="button" value="Add Product"/>
NingXia Red Singles 30ct 352529	<input type="text" value="1"/>	2.15 Kgs	95.50 PV <input type="button" value="P"/>	HK\$975.00 HKD <input type="button" value="Add Product"/>
NingXia Red Singles 60ct 352629	<input type="text" value="1"/>	4.19 Kgs	184.00 PV <input type="button" value="P"/>	HK\$1,880.00 HKD <input type="button" value="Add Product"/>
NingXia Red Singles 90ct 352329	<input type="text" value="1"/>	6.29 Kgs	270.00 PV <input type="button" value="P"/>	HK\$2,750.00 HKD <input type="button" value="Add Product"/>
NingXia Zyrng 12pk 307129	<input type="text" value="1"/>	3.29 Kgs	28.75 PV	HK\$390.00 HKD <input type="button" value="Add Product"/>

2.3 About PV Assistant

- This convenient feature allows you to preselect alternative products that will be added to your Loyalty Rewards order in case some items become unavailable, ensuring you meet your desired PV for the month.
- PV Assistant users can select the products they wish to substitute and the order in which the products are substituted to meet their PV targets.
- You can change the PV goal and edit the backup products before each monthly order.
- When the PV Assistant is set to "Active," it will activate if any monthly Loyalty Rewards order falls short of the member's PV targets, adding products as needed to meet or exceed those targets.
- Members may stop PV Assistant substitutions by deactivating it anytime and can reactivate it whenever needed.

My Monthly Order Rewards Points **PV Assistant**

Set Your PV And Priority

Use the blue "Edit" link to set your PV goal. Click-and-drag the right side of each grey product box to the position and order you wish PV Assistant to select. (Note: PV Assistant adds products in the top-to-bottom order you choose.) Click the "Add Products" button and choose your PV Assistant products.

My Order

PV Goal: 100.00  [Edit PV Goal](#) 

PV Total: 108.75

Active (Uncheck the box to pause your PV Assistant)

#1 Lavender Essential Oil	Qty: 1	PV: 26.50 
#2 Peppermint Essential Oil	Qty: 1	PV: 24.75 
#3 Lemon Essential Oil	Qty: 1	PV: 13.00 
#4 Original Valor Essential Oil Blend	Qty: 1	PV: 44.50 

  adds products to the waiting list

3. Troubleshooting

3.1 After completing a Loyalty Rewards Order, when will the Points show in My Account?

- After successfully completing a self-pickup or delivery order, the system will automatically update the rewards points in your account within 2 to 3 working days. Members can check detailed transaction records on the rewards points page by clicking "View Points History."