

Directions for Paperless Invoices

How to Get Your Invoices Texted to You

1. We've made it for your invoices to be texted to your cell phone.
 - a. After you place your order, *wait 1 business day*, text INVOICE to 800-933-5733.
 - b. You will be texted back a link. This could take a couple minutes.
 - i. Your last 5 invoices will show back to January 1, 2021. Click the invoice # to see a pdf of the invoice.
 - ii. Note: If your cell phone number is not on file, this process will not work. Contact your Salon Consultant or Customer Care to get your cell phone number on file.

Check-in Tool for Check-ins, Invoices, Tracking, & Out of Stock

2. We've added a QR code on the shipping label on your package. You can scan the QR code with your phone, & it will take you to a page with all items in your order. This is the most efficient way to check in your order, see if items backordered, or report any issues.
 - a. Navigating to Your Check-in Page, Invoices & Tracking
 - i. Click the green "Check In" button in the upper right corner.
 - ii. Your invoices & tracking are also available on this page. In the upper right corner, click the menu to view your invoices & tracking.
 - b. Out of Stock, IOU's, & Reorder Please
 - i. In the same menu, you will also see your information for items in your order that are missing. The status next to those items will tell you if you'll be getting it with the next order or if you'll need to reorder it.
 1. *Reorder Please* indicates open stock items that we did not have in stock. You were not charged for these items, but to get them, they will have to be reordered.
 2. *IOU's* indicates pieces of set (like an intro) that we might be out of now, but they will ship with your next order.
 - c. Checking In Items
 - i. Once you have your order check-in page pulled up, you can go through each line item & check off that your order is complete.
 - ii. As you check items off, they are not disappearing. It is reorganizing the list, so the unchecked items move to the top for convenience.
 - d. How to report damaged items.
 - i. After you are done checking in your items, if you have any damaged items, leave those items unchecked & click next.
 - ii. This will take you to a page with pictures of the order at the warehouse.
 - iii. Click Next again.
 - iv. Your unchecked items should be in the top box.
 - v. Select that the items are damaged. Take a photo of the damaged products. The more detailed the better.
 - vi. This generates an email to you, your Salon Consultant, and our Customer Care team.