



## HOW TO MAKE CHANGES TO YOUR EXISTING AUTOSHIP PROFILE

### 1. How to change **products** in your existing autoship

- 1) Log into your Escape International Back Office
- 2) Click on "Autoship" on the menu list
- 3) Click on "View/Edit Autoship Profile" next to the autoship you want to change.
- 4) Next to "Product Description" click edit.
- 5) Now zero out old quantities next to the products you no longer wish to have and then add new quantities next to the products that you would like to receive.
- 6) You will then receive these products when your next autoship processes.
- \* **Please note that all changes to an autoship must be made 5 days prior to the autoship processing date.**

### 2. How to change the **credit card** and/ or update expiration date for your autoship

- 1) Log into your Escape International Back Office
- 2) Click on "Autoship" on the menu list
- 3) Click on "View/Edit Autoship Profile" next to the autoship you want to change.
- 4) Next to "Payment Type" click edit.
- 5) Choose the payment type you would like to update.
- 6) Enter in updated payment information. If this is a credit card, please ensure you enter in the card number and current expiration date. **Please note our system does not automatically update your expiration date on your credit card if it expires. If your card does expire, a complete update is required**
- 7) Click "Continue" to save these changes.
- \* **Please note that all changes to an autoship must be made 5 days prior to the autoship processing date. Also, you will not be able to see what payment information is saved in your back office for security purposes. You can email Rep Support if you need to verify that your changes have saved correctly.**

### 3. How to **cancel** your autoship profile

- 1) Log into your Escape International Back Office
- 2) Click on "Autoship" on the menu list
- 3) Click on "View/Edit Autoship Profile" next to the autoship you want to change.
- 4) Scroll down the page until you see "Cancel This Profile".
- 5) Once you click on "Cancel This Profile" your autoship will be canceled immediately.
- \* **Please note that all cancellations must be made 5 days prior to the autoship processing date.**