HOW DO I... MANAGE MY PREFERRED CUSTOMER ACCOUNT?

How-To Guide

ACCESSING PC PERKS ACCOUNT

You can access your PC Perks account anytime, from any device. Let's get acquainted with your account overview menu.

1. Start by logging into your account, then enter the username and password you selected when you enrolled as a Preferred Customer and click **Sign In**.

Francis Murphy					L Bay	Ō
	Log in to Rodan + Fields Email Address/Username	Password Forgot your password?				
RODAN+FIELDS	Don't have an acc	sount? Sign up now »	IGN IN SHOP SKINCARE	BECOME A CONSULTANT	ABOUT ME	٩



- 2. Once you've logged in, click on your name in the topright corner of the homepage to view the drop-down menu.
- From the drop-down menu you can view your orders, edit your account, shipping and billing information as well as edit future PC Perks orders and view your PC Perks Status.

CHANGING PRODUCTS IN A PC PERKS SUBSCRIPTION ORDER

As you continue on your journey to great-looking skin, we want to ensure you always have the right products in your PC Perks subscription orders.



 Start by logging into your account and selecting Edit PC Perks to update the products in your PC Perks subscription cart.



2. From here, you will select **Add More Items** and choose what you would like to add to your upcoming PC Perks subscription order. For each item you need to select **Add to PC Perks Cart** individually.



3. You can view your updated cart by clicking on the autoship icon in the top of the menu in **View PC Perks Cart**.

PROCESS ORDER NOW

We know sometimes you need your favorite Rodan + Fields products earlier than expected. Updating your upcoming PC Perks subscription order to process—or run—today is as easy as 1-2-3!



1. First log into your account, go to the drop-down menu and click on **Orders**.

YOUR ACCOUNT					
ORDERS					
PENDING AUTOSHIP ORD	ERS				
Order Number	Scheduled Date	Grand Total	Status		
0006264550	May 17, 2017 12:00 AM	\$179.00	ACTIVE	EDIT	Run Now
ORDER HISTORY					,
Order Number	Order Date	Grand Total	Status/Trac	cking Number	
0006264549	Mar 17, 2017 1:08 PM	\$215.86	Cont	firmed	Actions +
RETURN ORDERS AND CF You have no Return orders.	HEDITS				

2. From here, click on **Run Now** to process your upcoming order immediately. Your products are now be on their way to your doorstep.

CHANGE NEXT ORDER SHIP DATE

It's all about what's best for you and your schedule when it comes to receiving your Rodan + Fields products.



- 1. Start by logging into your account. Make sure you log in to your account prior to 11:59 PST the day before your next order is scheduled to process in order to change your subscription order ship date.
- 2. From here, click on **PC Perks Status**.

YO	UR	A	сс	οu	IN	Г	
PC	PE	RK	S S	STA	TU	IS	
PEN	IDII	NG	AU	то	DE	LIVI	ERY ORDERS
Current PC Perks Status:					Enrolled View details		
Next	Bill 8	Shi	o Dat	e:			Jul 17, 2017 Delay Next Ship Date
l wou	ld lik	e to	cont	inue	with	my P(C perks program, but would like to delay my next eligible auto-ship date to:
2017	-07-1	7					
< JULY 2017 >		>					
SUN MON TUE WED THU FRI SAT		SAT					
						1	
2	3	4	5	6	7	8	
9	10	11	12	13	14	22	
23	24	25	26	27	28	29	
30	31						
• Ur	avai	able	• 9	Selec	ted	Date	J

- 3. Select the **Delay Ship Date** button and choose the date for your next shipment by clicking **Submit**.
- 4. Congratulations! You've successfully changed your PC Perks shipment date.

PURCHASE NON-SUBSCRIPTION ORDER

We want to make sure you have easy access to the latest and greatest R+F products. Placing an additional order outside of your regularly scheduled PC Perks subscription is easy.



- 1. Log into your account and go into the **Shop Skincare** menu and select your product category.
- 2. From here, you can add the products you would like to put in your shopping bag.



- 3. Once you've selected the additional items you'd like to purchase, proceed to checkout.
- 4. Remember, orders more than \$80 made in addition to your PC Perks subscription orders ship to you for free.