

# Herbalife Text Ordering System

Text

```
ORDER <shipment.type> <payment.type> <SKU1> <QTY1> ...  
<SKUN> <SKUN>
```

Example

```
ORDER SHIP DD 0128 4 3114 9 3122 6
```

## Shipment Types

SHIP  
QRC  
PICKUP  
.

## Payment Types

DD (Direct Deposit)  
CC (Credit Card)  
CH (Check)  
CA (Cash)  
GC (Gcash)  
SM (SmartMoney)

### **Q: What are the requirements to start using Herbalife's Text Ordering System?**

A: Your member ID must be registered to the system together with your mobile phone number. You only need a regular SMS-capable mobile phone.

### **Q: Where do I send the text orders?**

A: For Smart and Talk N Text subscribers, please send them to **0920 970 4424**. For Globe, TM and Sun Cellular subscribers, send them to **0917 801 0674**. Please save these numbers in your cellphone's phonebook as HERBALIFE

### **Q: Can I order more than one SKU in 1 text?**

A: Yes. You can order up to 15 SKU in 1 text. Just separate them with a space.

### **Q: What if I sent the text twice?**

A: The system filters text messages that are exactly the same within 1 hour. Therefore, even if you send the same text more than once within 1 hour, the system will consider it as one text only.

### **Q: What if I need to order the same thing again within 1 hour?**

A: You may interchange the position of the SKU's in your text so it will not be exactly the same text as the first one or send the same text after 1 hour.

### **Q: What are some common problems with text ordering systems?**

A: Users don't follow the exact text format. Some type in the word "space" instead of the character " ". Some type double spaces instead of only one space. Some replace the letter "O" with the number zero "0", letter "l" with the number "1", etc. Please avoid these errors.

### **Q: I sent my text but I did not get any reply. What happened?**

A: You might have sent the wrong text format. You might have sent it to the wrong number. Your cellphone number might not be registered yet in the system. You may not have signal. The network might be congested. If you are sure you sent the correct text format to the correct number and that your cellphone number is registered in the system, please contact our customer service for assistance.

### **Q: I received confirmation but the list of SKU I ordered is incomplete. Why?**

A: The missing SKU in the text confirmation are invalid. Please double check if the missing SKU in your order is correct and send again.