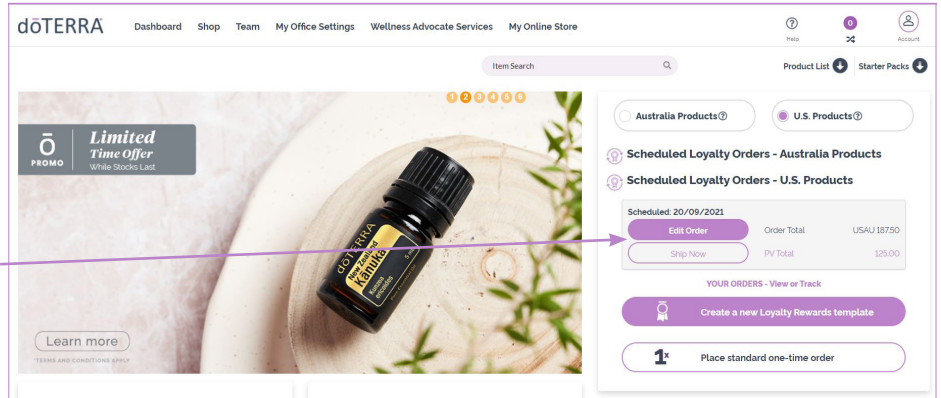


**STEP ONE**

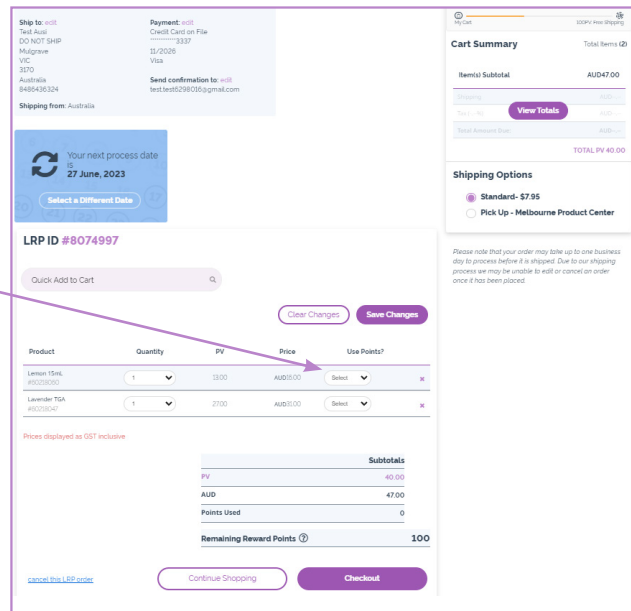
1. To redeem your points on your Loyalty Rewards Program (LRP) Order, log into Virtual Office then click on **EDIT ORDER**.



**STEP TWO**

1. Here you can update your cart and select the products you would like to use your points towards. In the column **'USE POINTS'** select the quantities of products you would like to use your points toward.

'N/A' in the column reminds you that either the item is not available for point redemption or there are not enough points remaining to be use for the item.

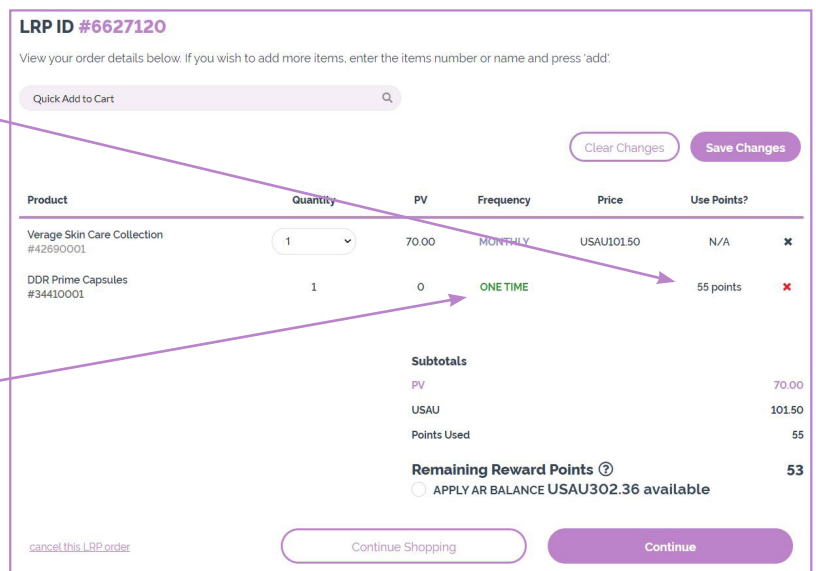


**STEP THREE**

1. When you select the quantity in the **'USE POINTS'** column you will see an extra line item appear below.

2. In the **'FREQUENCY'** column you can now see **'ONE TIME'** which means these products are only included **'ONE TIME'** on this order and are **FREE**.

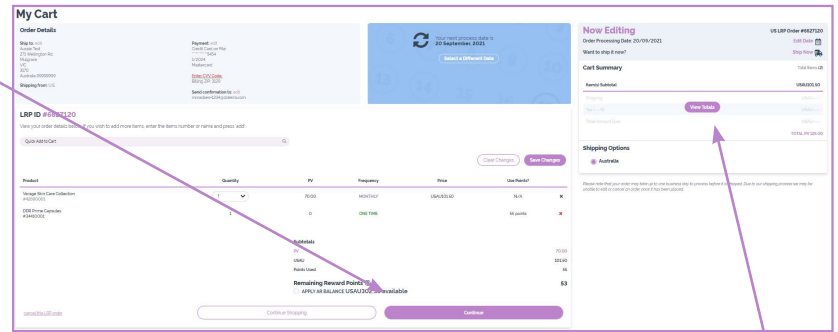
Note: Any items redeemed for points will not be included in the next month's LRP Order.



**STEP FOUR**

1. Once you have finalized the information and the items you want to redeem using your LRP Points click **'CONTINUE'**.

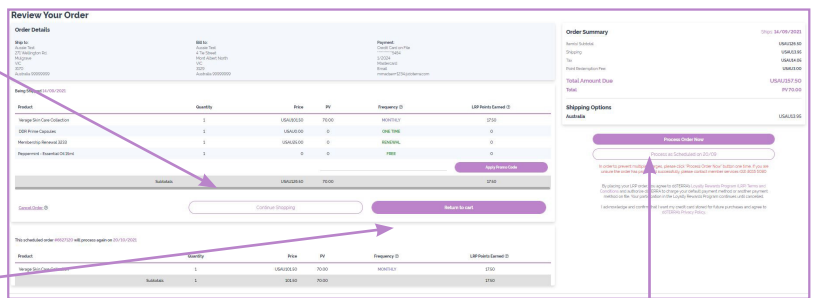
**IMPORTANT:** To redeem your LRP points on your order, the order must be processed immediately. Items redeemed for points will not be saved on your Loyalty Rewards template for future processing date.



2. **IMPORTANT:** After you have updated and finalised the items you would like to use with your Points, remember to update the cart by clicking the above **'VIEW TOTALS'** button otherwise the changes

**STEP FIVE**

1. Here you can review and finalise your Order. You can always make changes before processing your order. To add more items to your order click **'CONTINUE SHOPPING'** or to edit any Shipping / Billing details simply click **'RETURN TO YOUR CART'**.



2. Once you have verified that order is correct, click **'PROCESS ORDER NOW'** and you can place your order today!

Please Note: Any items redeemed for points are not included in the next month's Loyalty Rewards Order. They show as 'ONE TIME' which means it is just for this order. The regular items of your LRP Template are listed and saved down the bottom. This also shows the date that the LRP is set to ship.

Once your changes have been made, they can be saved to the template by clicking 'SAVE CHANGES' and the LRP will generate on the date selected. If you would like to have your order process today instead of the date that was previously selected for the LRP to auto generate, you can select 'PROCESS NOW' and our LRP generation date will switch to next month.