

# New NCO FAQ's



## What is the new Norwex website address??

The great news is, nothing has changed here.  
The address URL remains at:

[www.norwex.com.au](http://www.norwex.com.au)  
[www.norwex.nz](http://www.norwex.nz)

## How do I place an order?

There are 2 ways to place an order on your NCO:

1. My Orders / Create a New Order / Enrolment and Orders
2. Shop Now

For Consultants who do not know our products well and prefer a more visual way to order, the first ordering process is similar to the way a Customer would experience it, with product images and information.

The second is a shorter, quick ordering process for those more experienced Consultants.

## Where can I track my order?

When an order is shipped, an email is sent out informing the recipient that the order is on it's way. As a Consultant, you have access to the shipping information on your NCO under My Orders > Order History.

## What is order on behalf?

Order on Behalf is a new feature where you can place an order on behalf of the Personal Consultants in your Team. This is a feature to assist your Team when they are unable to place the order for themselves.

All Subtotal A and Consultant Discounts are allocated to the Personal Consultant you place the order on behalf of. Once submitted, the order will show in your Downline's Order History and your copy can be found in a separate Order on Behalf Order History, which is separate to your own Order History.

## How do I send product instructions to my Customer for their order in an email?

Under Order History, click on the relevant order for your Customer. You will see an envelope icon in the summary. When you click on this, an email will pop up that you can customise for your Customer. In this email they will find their order information, product instructions, care instructions and warranty and returns information.

## What is the difference between Send Invoice and Email Order Receipt?

Send Invoice is a new payment option in Customer and Enrolment orders.

An Email Order Receipt is a digital Order Receipt that you can email your Customer. The emailed receipt will include details of the items they purchased, product and care instructions and, important information about Warranty and Returns.

## Why won't my order show in Open Orders?

Currently only orders entered through the My Orders / Create a New Order / Enrolment & Order will show in Open Orders. If you are unable to submit your order straight away and need to come back to it, use the Enrolment & Order Version.

## Can we put our own email address in when we don't have a Customer email address?

Customer email addresses used in orders must be unique and you are unable to add your own to the Customer's record.

## Can I change the amount in the Send Invoice option if I have given my Customer a discount?

Amounts cannot be changed when sending a Send Invoice request to your Customer and will be the Retail Order Total amount.

## Can I pay with multiple cards in a Customer Order or Personal Sales Order?

There is no pre-authorisation facility in Customer and Personal Sales Orders, which means that once you add the card information and click submit, it will take payment and submit the order at the same time. This means there is no ability to add another card payment to the order.

## How long can a party stay open on the system?

With the introduction of the new system, open parties will now expire after 120 days from the date they are created.

The created date can be seen on your dashboard.