Enagic Store Improvements

August 2024

The following enhancements will help buyers complete their orders with improved payment options.

- Split payment with 2 credit cards
- Payment Validation
- "Resume Later" function

Split Payments

Buyers can now use 2 credit cards

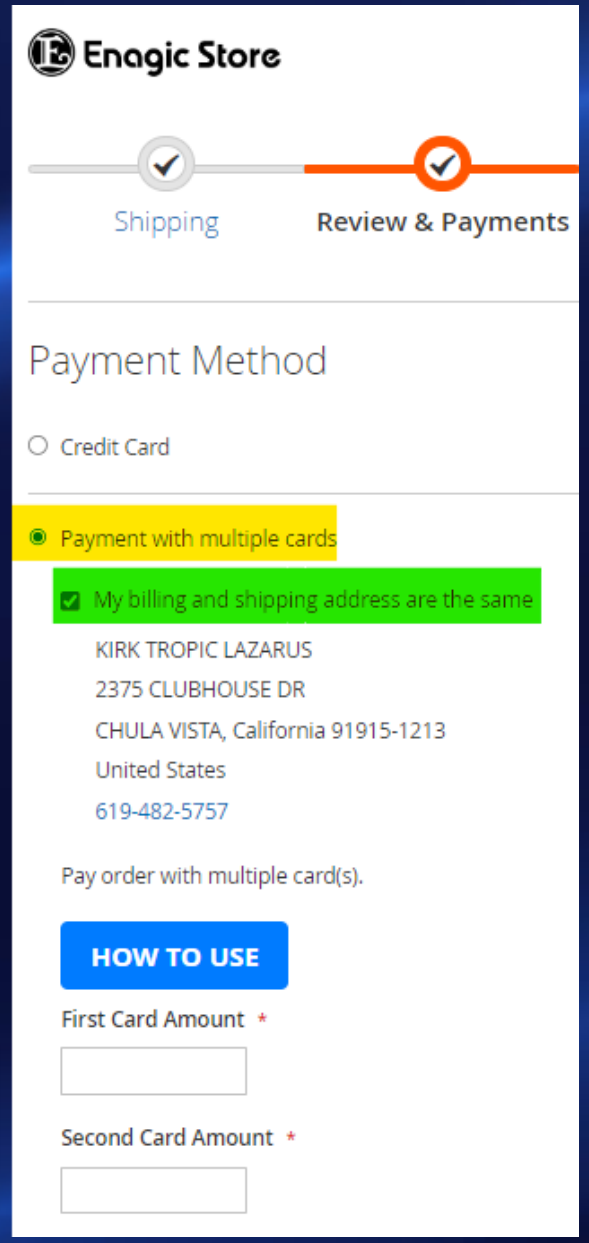
to pay for the following:

- Machine or Ukon-Single Payment Orders
- Machine or Ukon-Finance Orders
- E8PA-Single Payment Orders

Buyers can now use two credit cards with different billing addresses.

At the checkout screen you will see a new option "Payment with multiple cards."

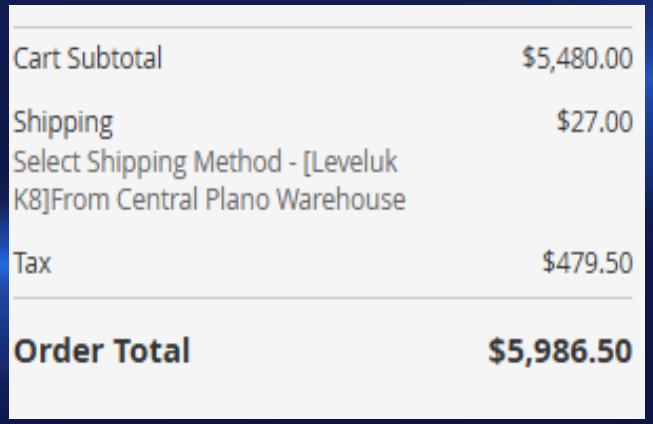
- Billing address will default to the shipping address for both cards.
- In this example we will use the same billing address for both.
- To change the billing address for the first card- unclick the green box.

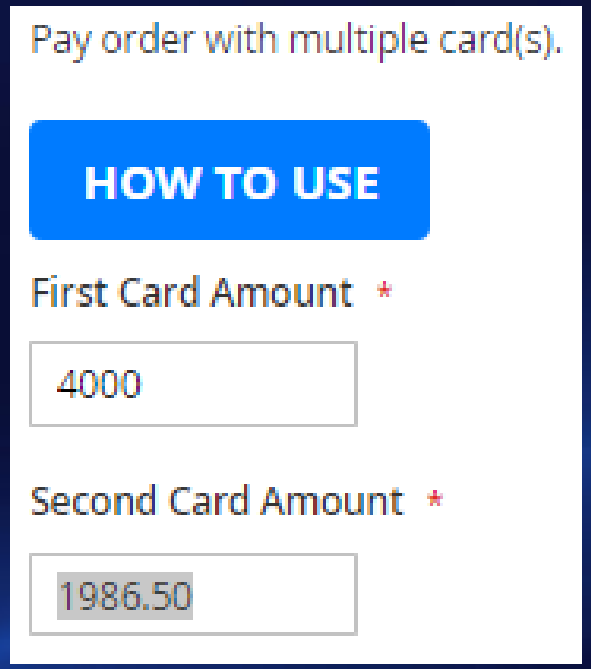


MACHINE-FULL PAYMENT- 2 CARDS

For this order, the total amount due is $5,986.50

If any amount is entered in the "First Card Amount" cell, the remainder will populate in the "Second Card Amount."



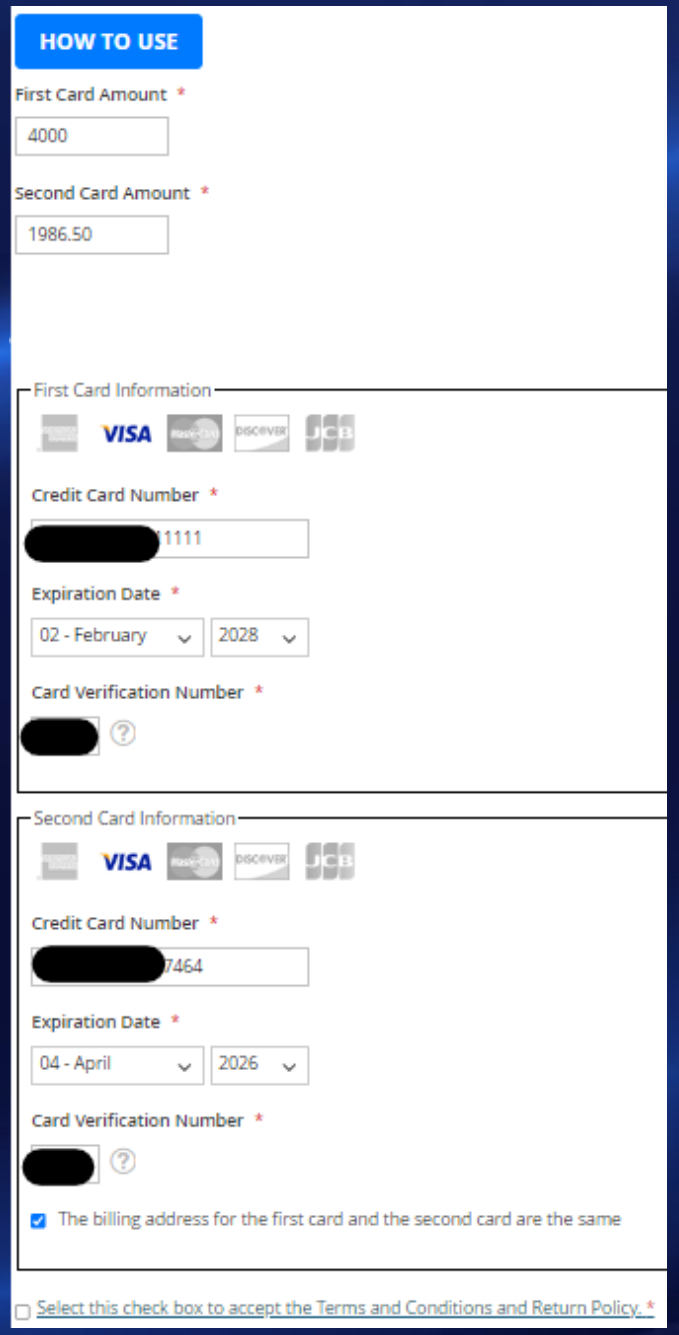


The system will **NOT** allow buyers to do any of the following.

- Enter an amount more or less than the total due
- Enter the full amount on one line (Use single card payment option for this)

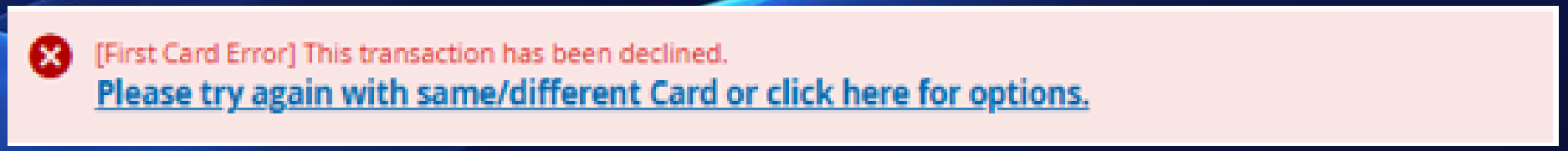
Here is a view of both credit cards entered, where the billing address and name are the same.

- A good practice is for the buyer to contact their credit card provider ahead of time.
- This is done to ensure both charges are successful at the same time and/or there is an available balance/credit limit .



DECLINED CARD SCENARIOS

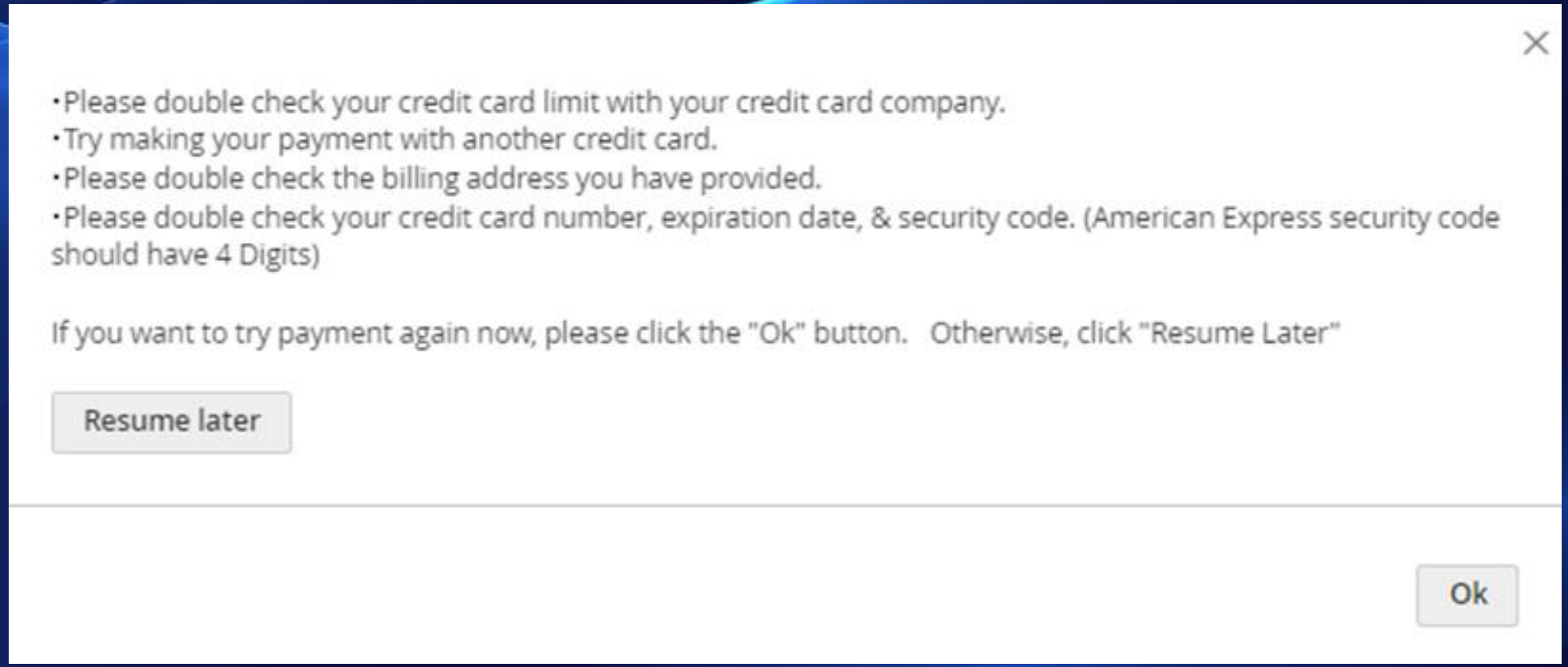
If the 1st card declines, 2nd card will not be tried.
A message indicating 1st card declined will be displayed.



If the 1st card is successful, and the 2nd card declines, the transaction for the 1st will automatically be voided.

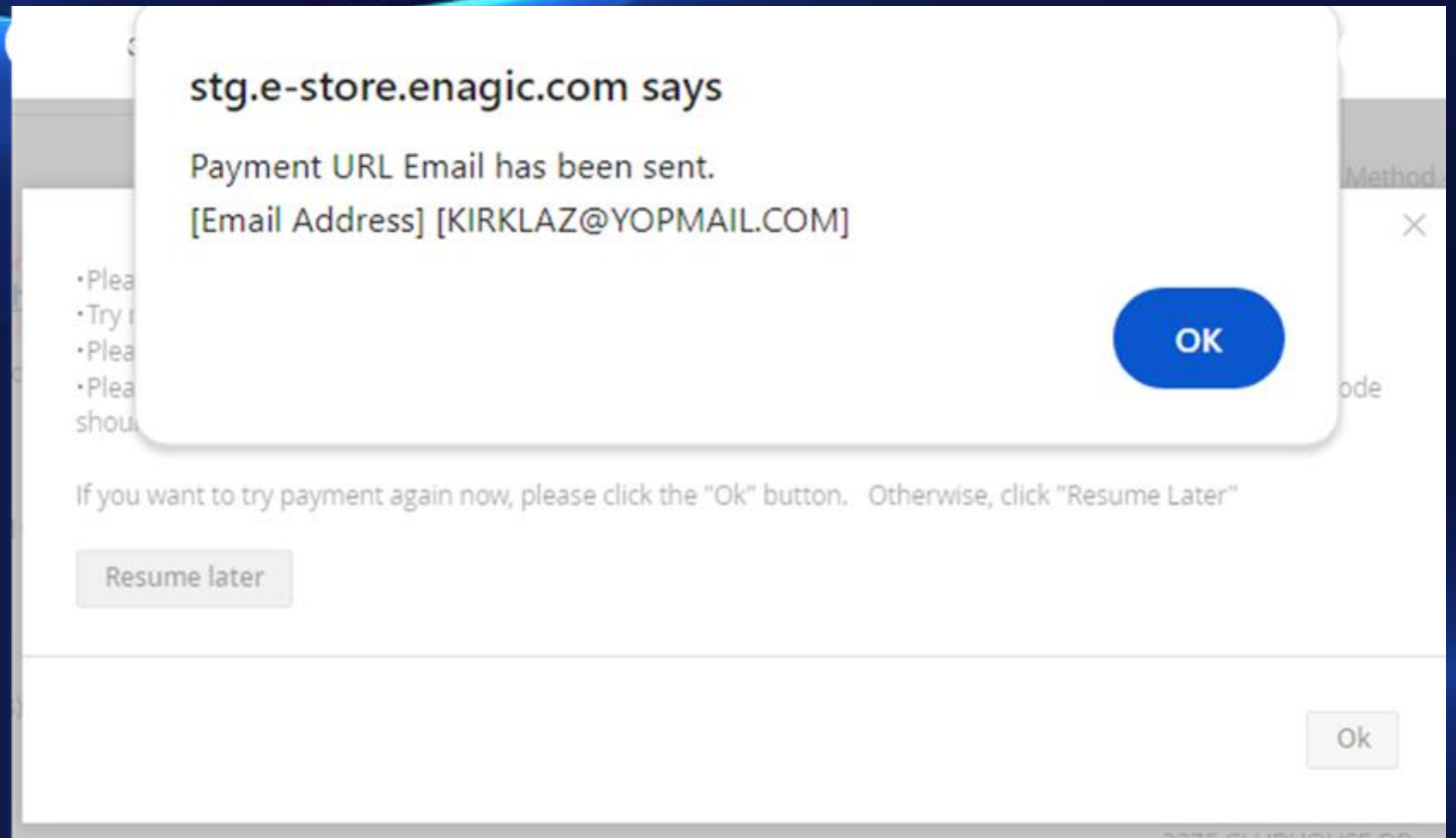
DECLINED CARD SCENARIOS

If either card declines, the buyer will be given 2 options. If the buyer clicks "OK" they can retry the payment and/or change the information provided.

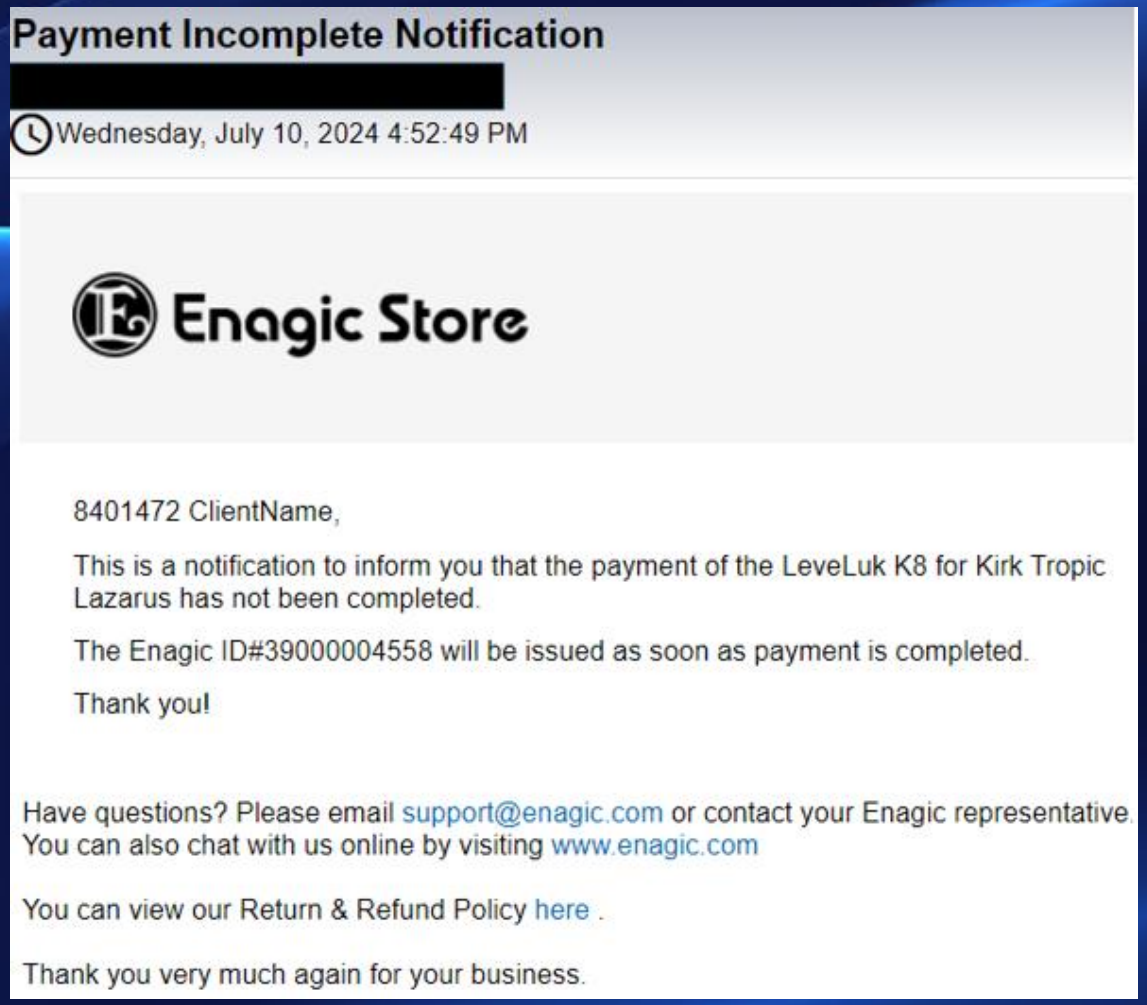


DECLINED CARD SCENARIOS

If "Resume Later" is clicked, they will see this pop up. By clicking "Ok" here, the buyer and sponsor will receive an email.



Direct sponsor will receive this notification email.



Payment Incomplete Notification

[redacted]

Wednesday, July 10, 2024 4:52:49 PM

Enagic Store

8401472 ClientName,

This is a notification to inform you that the payment of the LeveLuk K8 for Kirk Tropic Lazarus has not been completed.

The Enagic ID#39000004558 will be issued as soon as payment is completed.

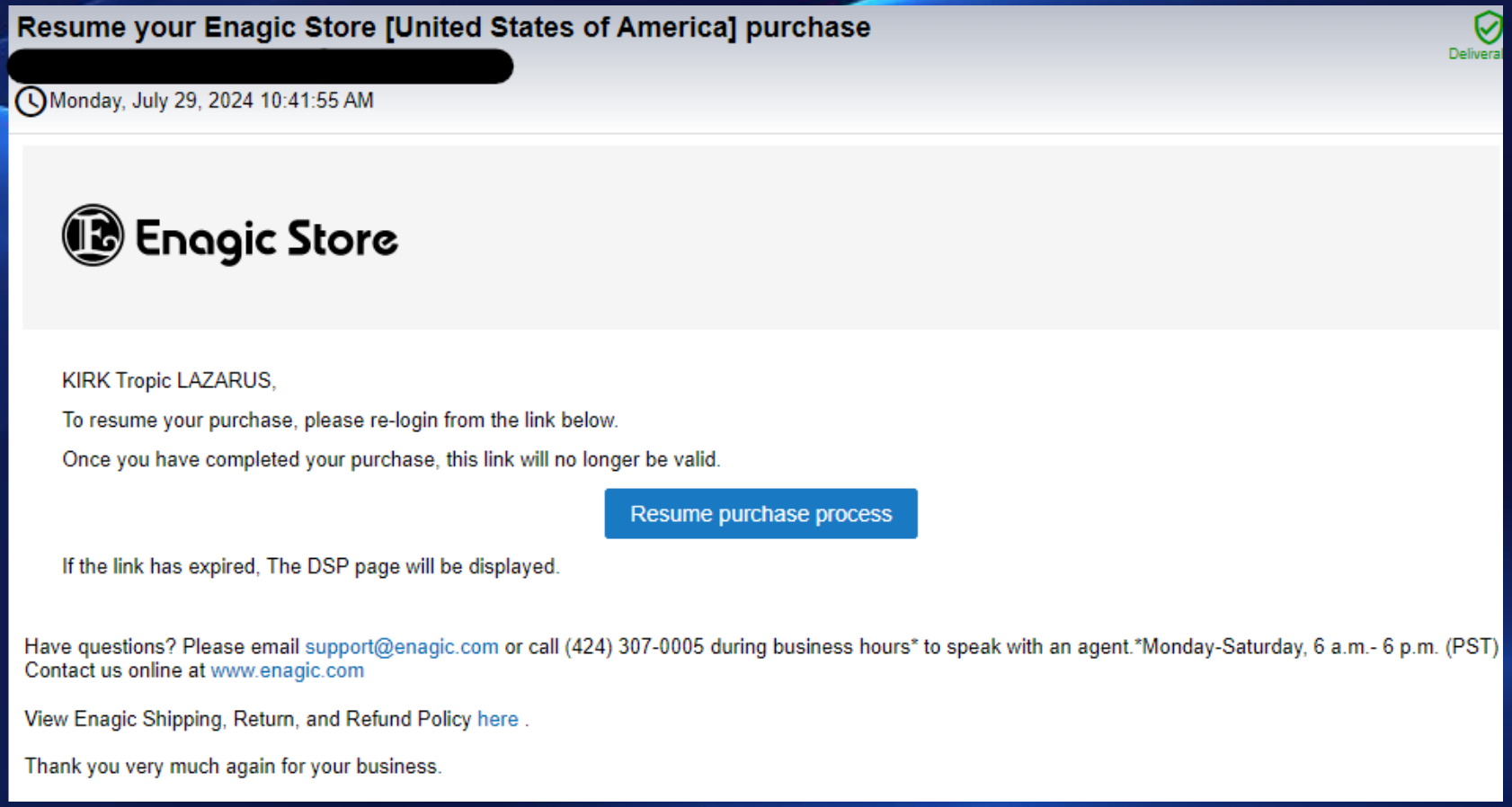
Thank you!

Have questions? Please email support@enagic.com or contact your Enagic representative. You can also chat with us online by visiting www.enagic.com

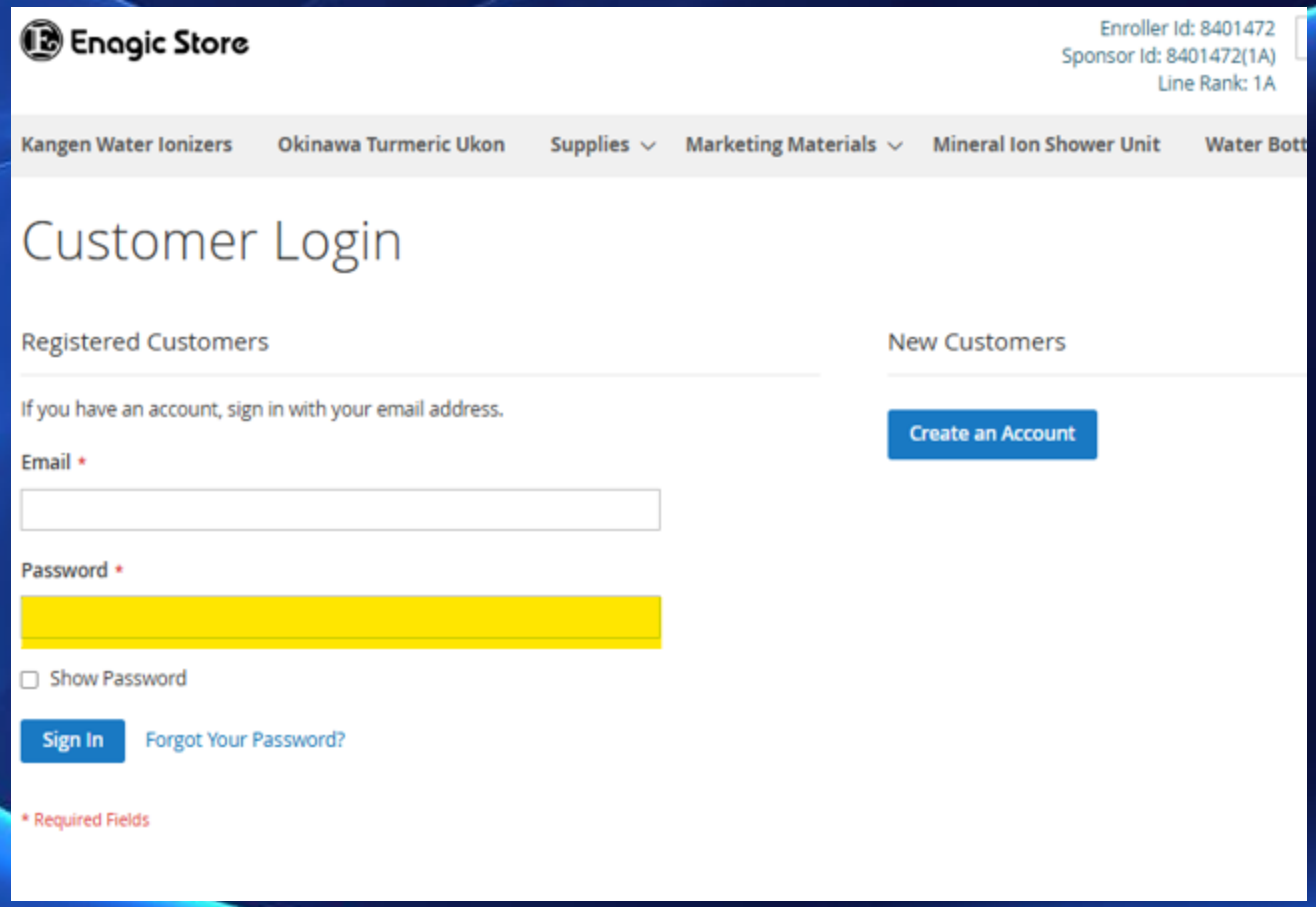
You can view our Return & Refund Policy here .

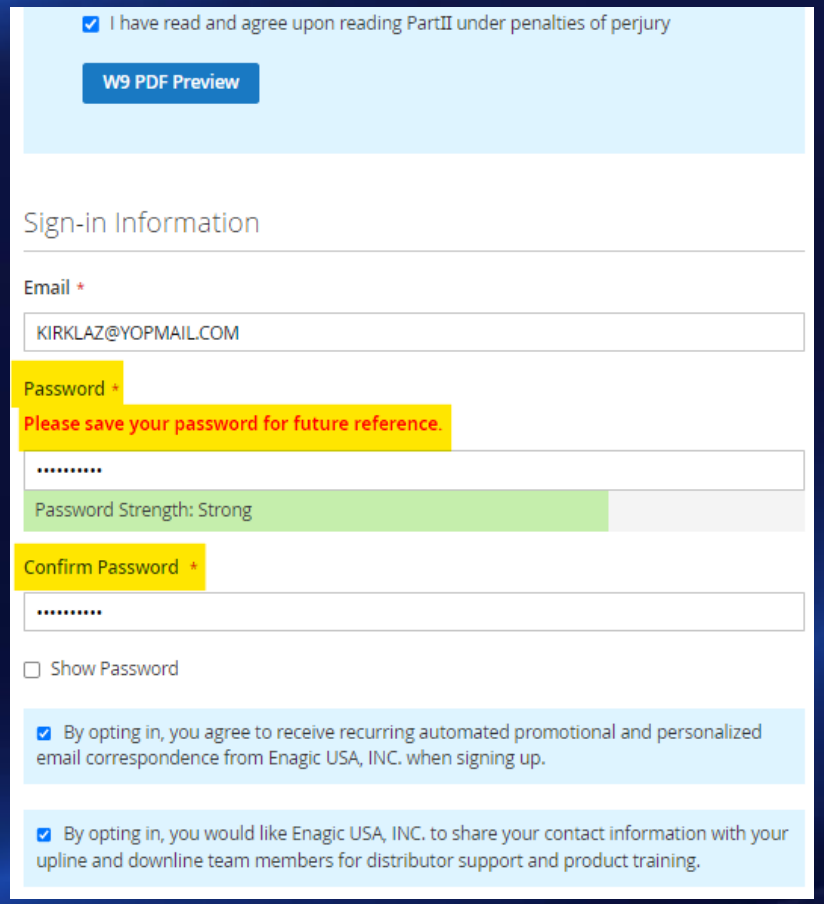
Thank you very much again for your business.

Buyer will receive an email. By clicking "Resume Purchase Process" it will take the buyer back to the login screen (next slide). They can use their email and password to resume the process.

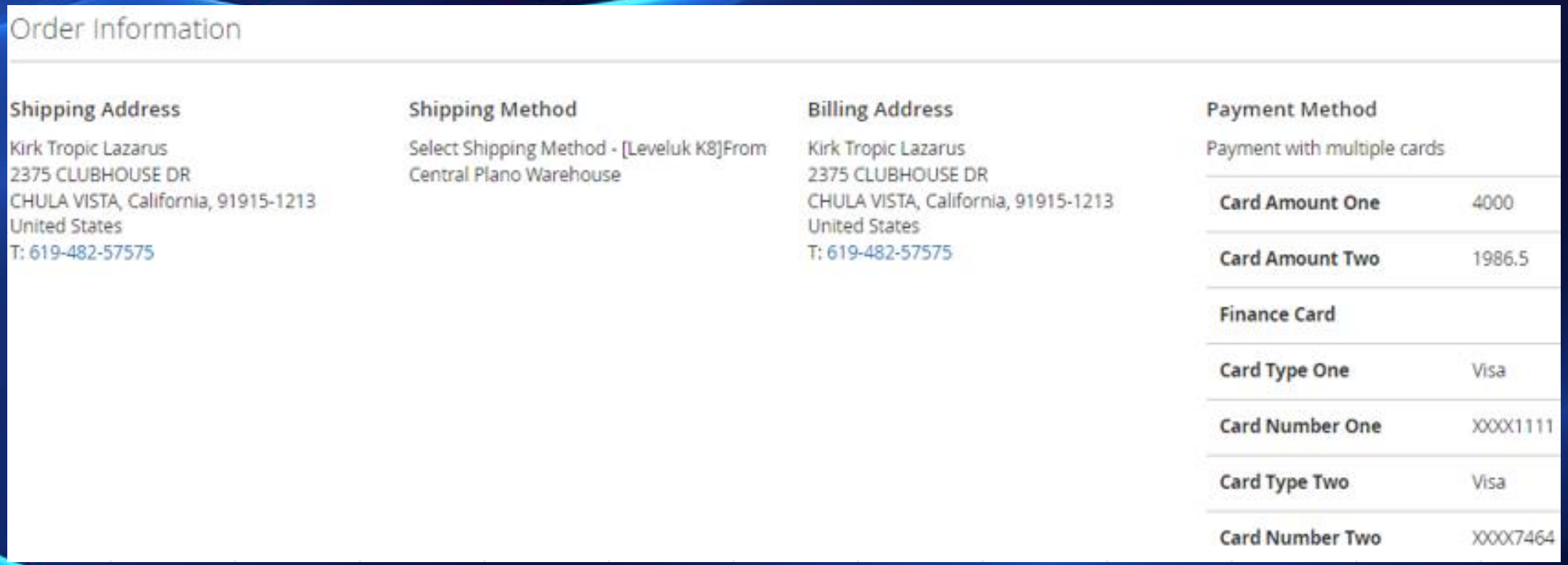


The left image is the login screen.
The buyer will now enter their email and password on the left side.
The password is the one entered earlier in registration.
After logging in it will take you back to the checkout screen.



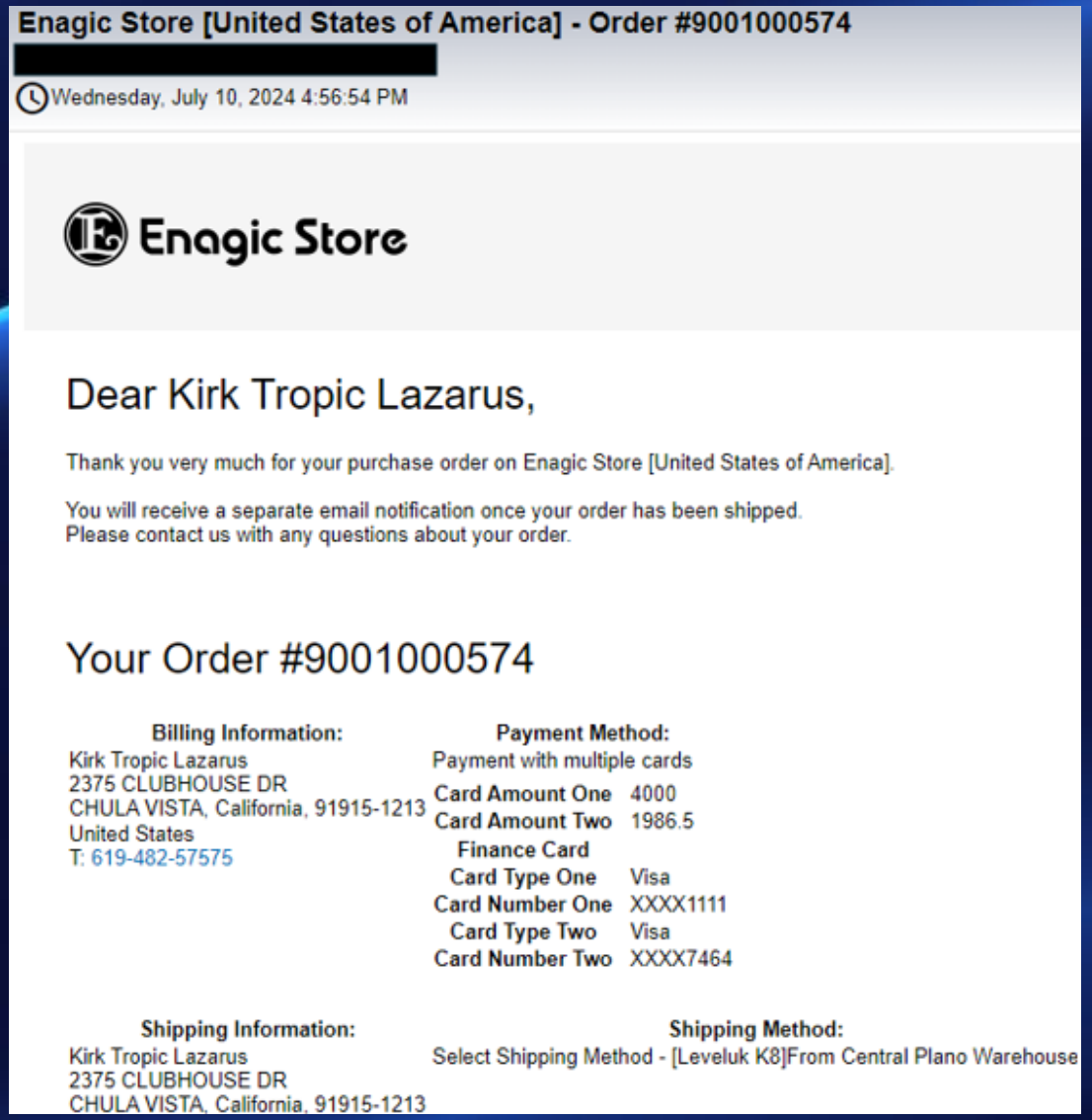


After completing payment successfully, the buyer can print an invoice which will show information of both cards used.



Sponsor will receive an Order Completion email.

Buyer will receive this Order Confirmation email including details of multiple card information.



Enagic Store [United States of America] - Order #9001000574

[redacted]

Wednesday, July 10, 2024 4:56:54 PM

Enagic Store

Dear Kirk Tropic Lazarus,

Thank you very much for your purchase order on Enagic Store [United States of America].

You will receive a separate email notification once your order has been shipped.
Please contact us with any questions about your order.

Your Order #9001000574

Billing Information:
Kirk Tropic Lazarus
2375 CLUBHOUSE DR
CHULA VISTA, California, 91915-1213
United States
T: 619-482-57575

Payment Method:
Payment with multiple cards

Card Amount One	4000
Card Amount Two	1986.5
Finance Card	
Card Type One	Visa
Card Number One	XXXX1111
Card Type Two	Visa
Card Number Two	XXXX7464

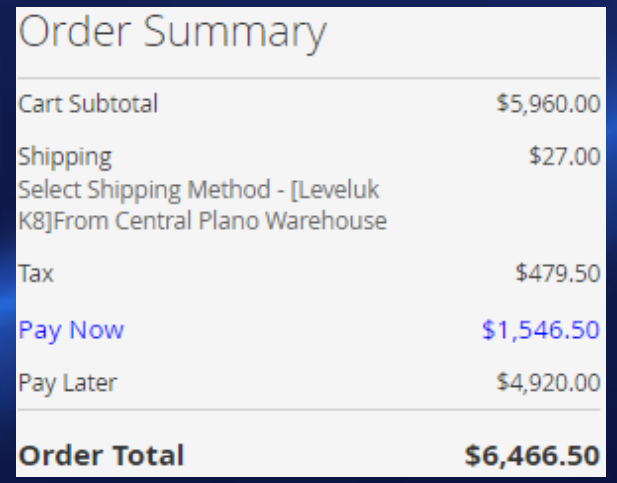
Shipping Information:
Kirk Tropic Lazarus
2375 CLUBHOUSE DR
CHULA VISTA, California, 91915-1213

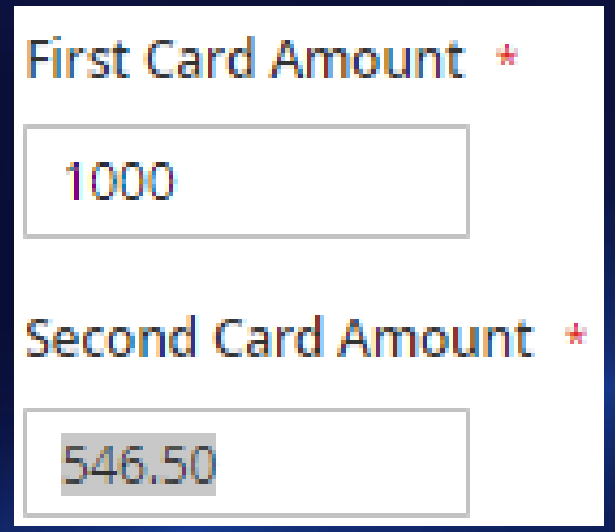
Shipping Method:
Select Shipping Method - [Leveluk K8]From Central Plano Warehouse

MACHINE-FINANCE PAYMENT- 2 CARDS

For this order, the Pay Now amount is $1,546.50

If any an amount is entered in the "First Card Amount" cell, the remainder will populate in the "Second Card Amount."





The system will **NOT** allow the buyer to do any of the following.

- Enter an amount more or less than the total due
- Enter the full amount on one line (Use single card payment option for this)

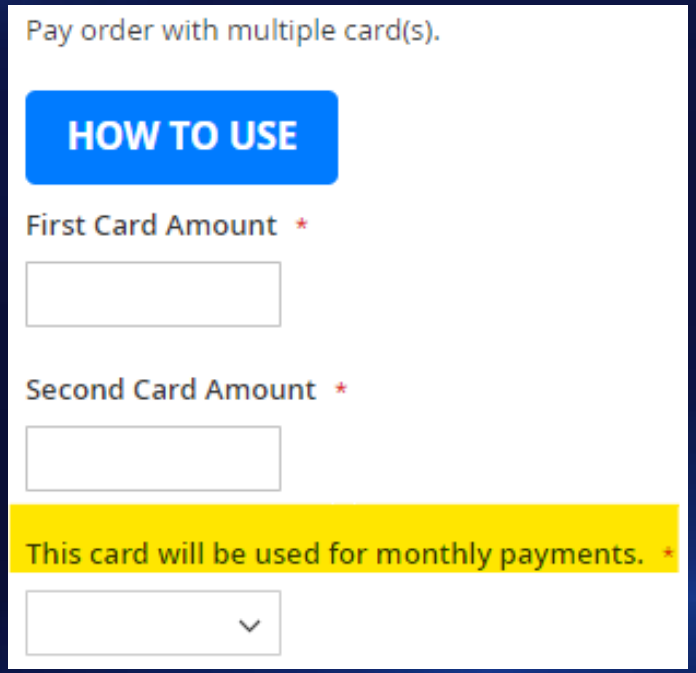
FINANCE PAYMENT- 2 CARDS

***Pay close attention to
Finance Payment- 2 Cards***

Buyer MUST SELECT which card will be used for monthly payments.

IMPORTANT UKON INFORMATION
Please reference notes in slide 19 and 20.

Note the location of the area in yellow here.
Use the drop-down menu to select
"Card one" (First Card) or "Card two" (Second Card)
to indicate which card will be
charged the monthly installments.



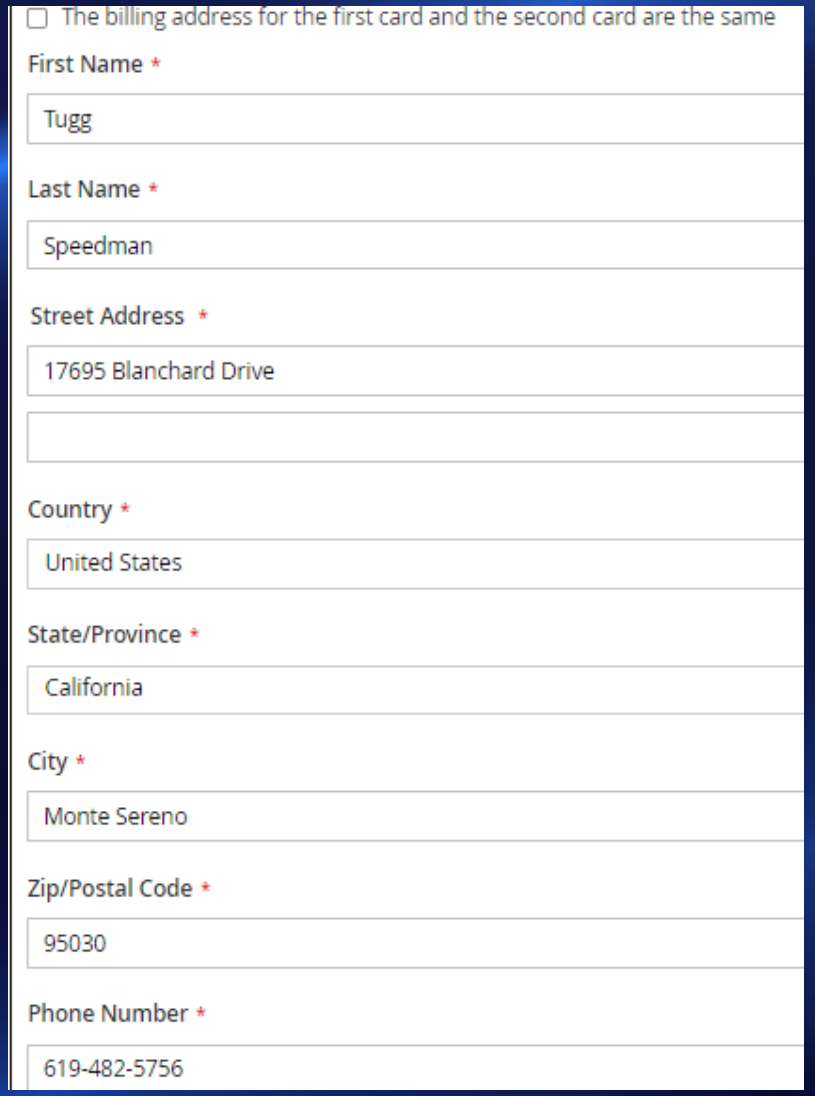
FINANCE PAYMENT- 2 CARDS

To change the billing address
of the 2nd card,
unclick the box highlighted in yellow.

FINANCE PAYMENT- 2 CARDS

The buyer can now enter the billing information for the 2nd card.

If either credit card declines, the same scenarios apply as mentioned on previous slides including "Resume Later."

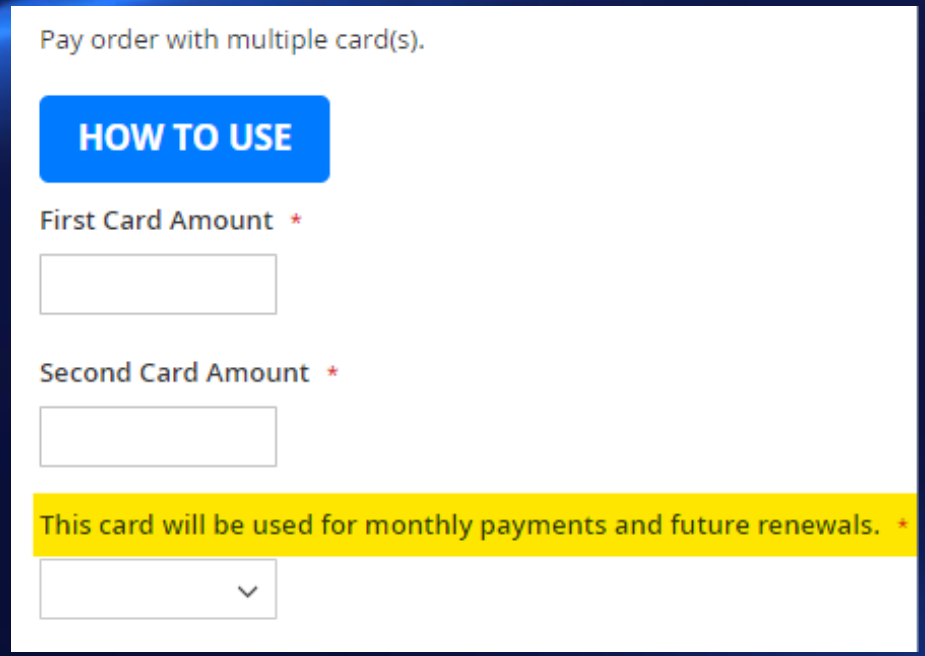


IMPORTANT NOTES ABOUT *FINANCE PAYMENT* UKON

For your initial transaction, 2 cards may be used for the down payment.

The card selected in the dropdown will be charged the monthly payments.

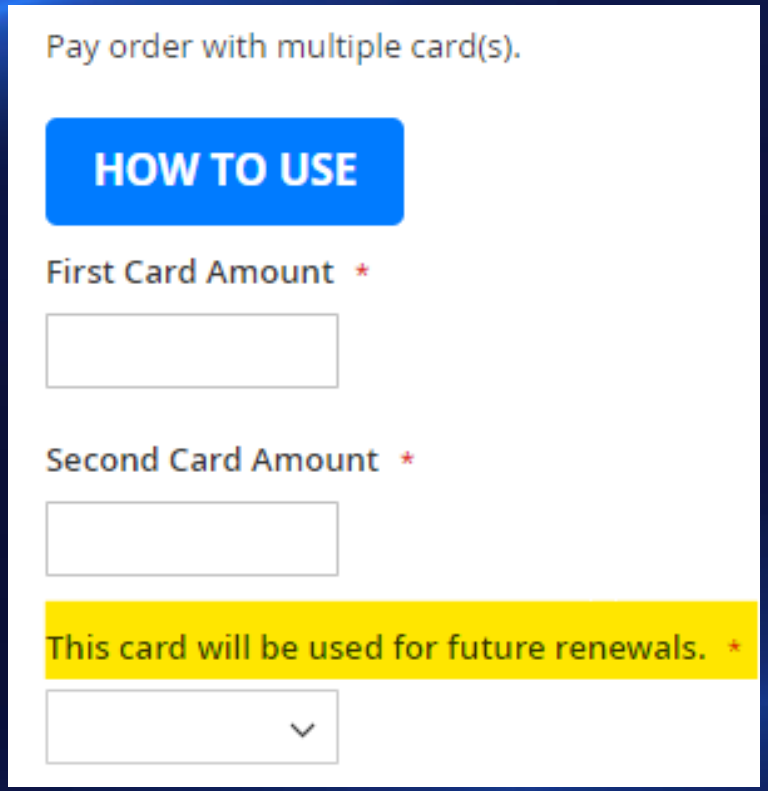
For all future Ukon renewals, the down payment & monthly installments will also be charged to the card selected in the dropdown.



IMPORTANT NOTES ABOUT FULL PAYMENT UKON

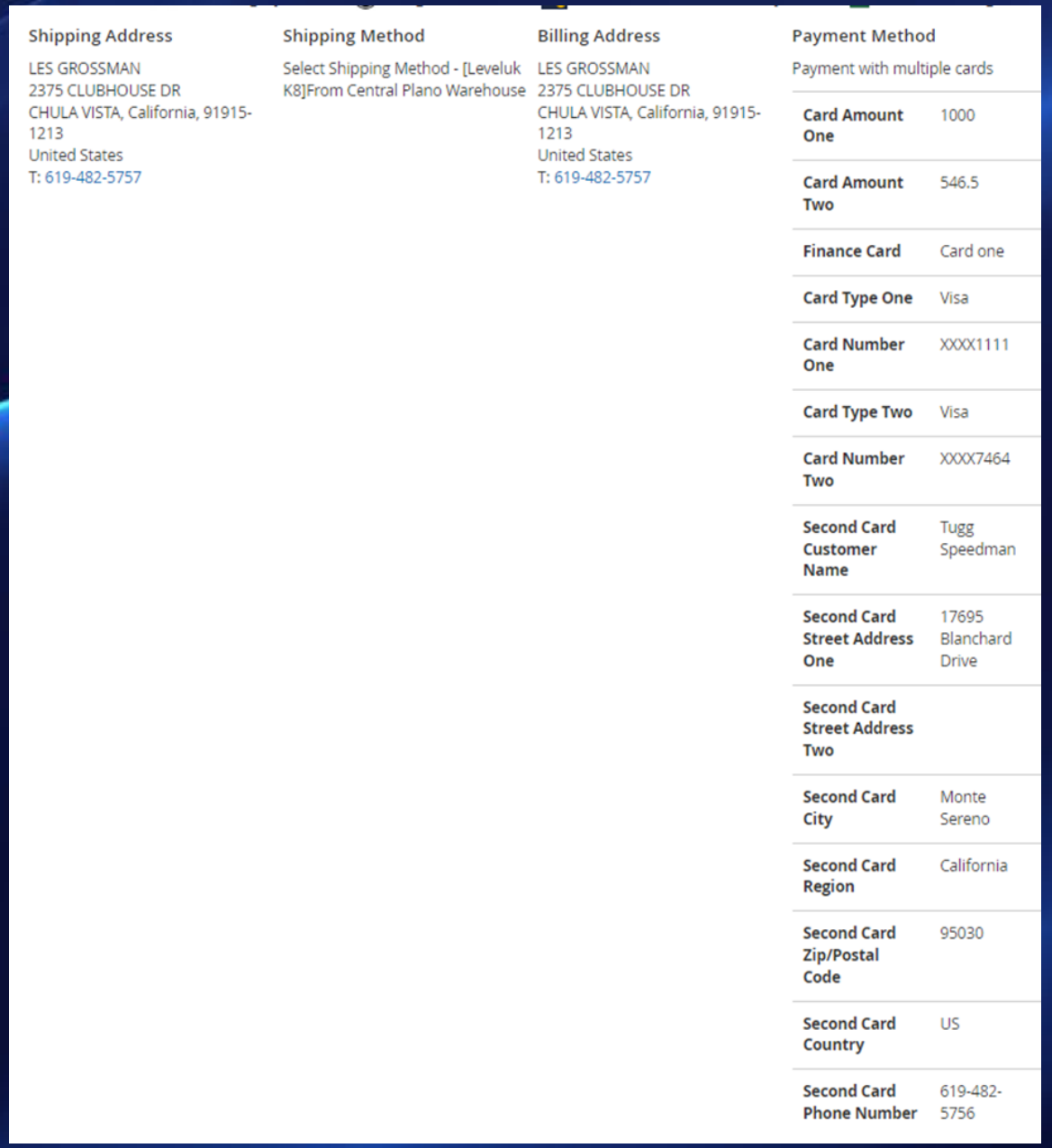
For your initial UKON Purchase,
2 cards may be used to split the full payment.

For all future Ukon renewals, the full payment will be charged later to the card selected in the dropdown.



FINANCE PAYMENT- 2 CARDS

After completing payment successfully, buyer can print an invoice which will show information of both cards.



Shipping Address

LES GROSSMAN
2375 CLUBHOUSE DR
CHULA VISTA, California, 91915-1213
United States
T: 619-482-5757

Shipping Method

Select Shipping Method - [Leveluk K8]From Central Plano Warehouse

Billing Address

LES GROSSMAN
2375 CLUBHOUSE DR
CHULA VISTA, California, 91915-1213
United States
T: 619-482-5757

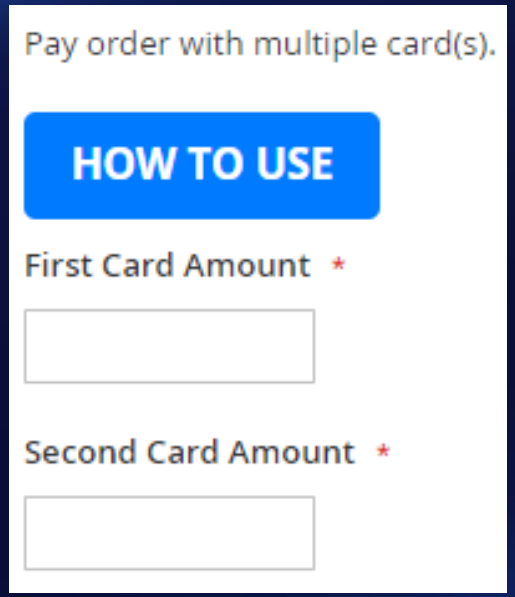
Payment Method

Payment with multiple cards

Card Amount One	1000
Card Amount Two	546.5
Finance Card	Card one
Card Type One	Visa
Card Number One	XXXX1111
Card Type Two	Visa
Card Number Two	XXXX7464
Second Card Customer Name	Tugg Speedman
Second Card Street Address One	17695 Blanchard Drive
Second Card Street Address Two	
Second Card City	Monte Sereno
Second Card Region	California
Second Card Zip/Postal Code	95030
Second Card Country	US
Second Card Phone Number	619-482-5756

HOW TO USE

A copy of this presentation will be available if you click "HOW TO USE."



Q&A

Can I use more than 2 credit cards?

No. only 1 or 2 credit cards are permitted.

Can I use two credit cards for supplies or filters?

No. The 2 card solution is only available for Ukon, E8PA and Machines.

Why did my card decline?

1 or more of these could cause your card to decline:

-Name or billing address mismatch
-Invalid expiration or CVV code
-Lack of funds
-Exceeds daily limit