

# Diamond Call Minutes

## International

- Norwegian orders are now being processed through the Swedish Warehouse. On every order sent out the distributor receives the new warehouse and customer support information (Christina is Norway Support).

▶ Here is the warehouse information:

Carl-Henrik Zetterberg - Main	<a href="mailto:chz@wefixlog.se">chz@wefixlog.se</a>	+ 46 18 12 35 14
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Christina Zetterberg - Parcel Services	<a href="mailto:mxi@wefixlog.se">mxi@wefixlog.se</a>	+ 46 18 12 35 12
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Martin Zetterberg - Deliveries	<a href="mailto:martin@wefixlog.se">martin@wefixlog.se</a>	+ 46 18 12 35 11
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Jens Zetterberg - Deliveries	<a href="mailto:jens@wefixlog.se">jens@wefixlog.se</a>	+ 46 18 12 35 15
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- Updated warehouse information located on the MXI Corp. Norwegian website to reflect the recent change in shipping of Norway orders via the Swedish warehouse.
- Added a PDF of our warehouse ship-to information to our corporate website under the International Support section which shows each warehouse and countries they ship our products to.
- Currently creating country specific websites for the remaining 22 countries Xocai products are available in.
- Work-around regarding UK product availability under review.
- 14 languages presently available on our Enrollment Page. Undergoing translations for Czech, Finnish, Polish, Russian and Slovak.
- Sweden event date set for Sept. 29th. See our Events section in the Back-office for further information
- Peanut Butter Cups have been submitted to the Netherlands for approval. Update to follow in the upcoming weeks.

## IT Department

- Text notification has been added to the “My Payment Options” screen. This informs distributors any card they add to their account is now authorized to process orders in the event the designated card should not process payment.
- During promotions, when selecting a business builder pack via the back office you will now be prompted to select 2 additional free cases of your choosing (this does include Xe Energy and XProtein)

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- Also working to ensure the Associate Weight Loss pack is eligible for promotion as well. Once implemented, the free items available to distributors will be two 1/4 cases of chocolate or 1/2 case of either XProtein or Xe Energy.
- The will call prompt for international orders has been reformatted during the ordering process. Each warehouse is now denoted with a bullet for clarification between the separate warehouse information given during this process.
- The dashboard will now be updated twice daily. Once at 8am PDT and another at 4pm PDT. This will allow for both a morning and evening update for the western and eastern hemispheres.

## Customer Service

- When the credit card used for an Auto-ship or renewal declines payment, the system will now intuitively use the next available card on file to ensure the order is processed.

## Q & A

- Will the checks for Canada still be sent through UPS? Although Canada Post is longer on strike, the mail deliveries continue to be backlogged. We will be sending out the Commission Checks via UPS until further notice.
- What if I need to remove my credit card from a distributor's account but cannot verify their information? Contact Denise directly in order to research which accounts your credit card is linked to and to have them removed.
- 20% shipping discount (handling excluded) has been tested and should be working for BB orders – So far the examples which are not working have a case of Xe on them. Xe is excluded from this since it is already sent at a discounted price
- Tools available in the packs are currently being updated. This includes sign-up sheet, brochures, products, pricing and the Prosper Magazine.

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*Next Diamond/International Combined Call on August, 16th 2011@ 8:00 am (PDT)*