

**STEP 1: Enroll for Herbalife Pay on MyHerbalife.com > Payment Services**

Sign into your MyHerbalife.com account, click on the profile icon  and scroll down to Payment Services under the Billing/Payment section.

- Click on “Payment Services” → “Take me to the Payment Services Portal”
- You will receive a pop-up notification that you are being redirected to the Payment Services Portal; select “Leave Page”
- Click on “Select Local/OC”
- Select the “Enroll” button under the Herbalife Pay option
- You will receive a pop-up notification that you are being redirected to the Herbalife Pay site. Select “Yes” to continue.

**Troubleshooting Tips Step 1**

**I am not able to click the Enroll button for Herbalife Pay to set up local/OC payments.**

You must have a minimum \$5 in earnings in either local earnings or OC to be eligible to enroll.

**I am receiving an error message when clicking on the Enroll button or the Enroll button is not visible.**

Please contact Herbalife Nutrition Member Services so we can work with our GTS team to help troubleshoot the issue further.

**STEP 2:** When you receive the activation email from Herbalife Pay notifying you of your account creation click on the “Activate” button within the email to begin registering your new account.

**Troubleshooting Tips Step 2 on Herbalife Pay Site**

**I am trying to access the Herbalife Pay site to activate my account, but my information is not being recognized.**

Please confirm you have met the following requirements to activate your Herbalife Pay account.

1. I have a unique email address used only by me on my Herbalife Nutrition Independent Distributorship Profile.
  - If you do not have an email address on your Distributorship, or you and another Distributor share an email address, you will need to update your records to include a unique email address. You may update your email address on MyHerbalife.com in your Profile or contact Member Services.

2. I have a valid, physical address, not a P.O. box address on my Distributorship.
  - You must have a valid, physical address; P.O. box addresses will not be accepted. You may update your address on MyHerbalife.com in your Profile or contact Member Services.
3. My date of birth is on my Distributorship.
  - If we are missing your date of birth on our records, please contact Member Services and provide a government-issued ID so we can add the information to your record and activate your Herbalife Pay account.
4. I am not a minor under the age of 18.
  - Herbalife Pay accounts may only be created for Distributors who are of legal age in the United States (18). We will need the information of your parent/legal guardian to create the Herbalife Pay account. Please contact Member Services to obtain the necessary forms.
5. My street address does not exceed 50 characters.
  - If your street address exceeds 50 characters, please update your address on MyHerbalife.com to abbreviate or exclude parts of the address, if possible. If you require assistance, please contact Member Services.
6. I have both my first name and last name on my Distributorship. It does not exceed 21 characters (including spaces) and does not have any special characters.
  - If we are missing your complete name on your Distributorship record, has special characters in your name, or if your name exceeds the maximum number of characters, please contact Member Services to help adjust the information in our system

**STEP 3: Once you have accessed the account verification page on the Herbalife Pay site, enter the following required information:**

1. Your telephone number. Please note that if you forget your Herbalife Pay password, this will be the number used to receive either a phone call or an SMS message in order to reset your password.
2. Your gender.
3. Confirmation of your full address.

If any of the information presented on the account activation page is not correct and you are unable to edit yourself, please contact Member Services to update your Distributorship record, which will then sync the information to your Herbalife Pay account.

### **Troubleshooting Tips Step 3**

**When I log in to the Herbalife Pay site, it is asking me to upload additional verification. When I try to upload the document, either it is too large, or the system is not accepting it.**

If you are able to reduce the file size, please do so and try uploading the document again. If you are still facing issues, please take a screenshot of the error message you are receiving, and contact Herbalife Pay customer support to review the issue. You may also contact Member Services and we will work with Herbalife Pay customer support to help resolve your issue.

Please be sure to share as much information as possible to help with investigation and resolution of the problem as quickly as possible.

**STEP 4:** Create a password for your Herbalife Pay account. We encourage you to create a different password specific to this account.

**STEP 5:** Create two security questions. This may be used to verify your access when requesting a new password.

**STEP 6:** Acknowledge the Legal agreements.

**STEP 7:** Set up auto-transfer to an external bank account. (Optional if you want your funds sent directly to your bank account.)

**Due to banking regulations, Herbalife Pay will only allow a transfer to a bank account in your name as listed on your Distributorship.**

If your Distributorship is set up as an individual, then the funds can only be sent to a bank account that lists your name.

If your Distributorship is set up as a Corporation with Herbalife Nutrition, then you may only transfer to a business account with the same corporation's name.

### **Troubleshooting Tips for Payments**

**I know I received a payment, but when I log in to my Herbalife Pay account, there is no record of receiving the payment.**

Please be sure your virtual card is active, which activates your wallet, allowing payments to be deposited into your Herbalife Pay account. If this has already been done, please check the following.

1. Did you set up auto-transfer to an external bank account?
  - If yes, please check the History page. Here you will see all deposits made to your Herbalife Pay account and all outgoing transfers or transactions.
2. Did you receive an email from Herbalife Pay informing you that you received a deposit into your Herbalife Pay account?
  - If yes, please contact Herbalife Pay customer service to have them assist with reviewing the transaction
  - If you did not, please contact Member Services and we will check your information to determine if there is a reason your payment was not generated

**When to contact Herbalife Nutrition Member Services 866-866-4744**

- Questions about the amount deposited into your Herbalife Pay account
- Assistance with activation of your Herbalife Pay account
- Updates required to your personal information (name, email address, mailing address, date of birth, etc.)

**When to contact Herbalife Pay [HerbalifePay.com/worldwide](https://HerbalifePay.com/worldwide)**

- Issues within the Herbalife Pay site
- Questions about withdrawals or transactions
- Funds transferred to your external bank account not appearing in your bank account after three days
- Issues with your prepaid Visa debit card
- Lost or stolen card
- Password reset request due to locked account