

Save Time with Advance Will Call (AWC)

Have your order prepared BEFORE you arrive!
How It Works

AWC is Currently
Required for All
Pickup Orders

Step 1: Place Your Order



On
MyHerbalife.com



On the
Herbalife POS App



By Phone:
866-866-4744

TIP: If you are unsure of who will pick up when placing the order, we recommend entering multiple person pickup names.

Step 2: Register Your Order for Advance Will Call

Visit
HNWillCallOrders.com



Submit your order info and desired pickup location on the form



Be sure to enter a valid mobile phone number to receive updates about your order status via text message*

*Message and data rates may apply.



Once you register your order, take note of your **Pickup Number(s)** – you'll need to present this at pickup



Wait for the text notification that your order is ready

Order processing times vary by center and by time of day. Orders are typically processed within four hours. Please register your order(s) one day before your preferred pickup day.

Step 3: Picking Up Your AWC Order



Once you receive the text notification that your order is ready, head to the Sales Center to pick up your order!

IMPORTANT: Your order will not be guaranteed ready unless you have received this text notification.

What to Bring:

1. Government-issued ID
2. The **Pickup Number(s)** from Step 2
OR the text notification that your order is ready

We'll be right out with your order!



Do's

- ✓ Wait for the text notification that your order is ready BEFORE heading to the Sales Center
- ✓ Save even more time by picking up your AWC order during non-peak times, from opening to 1:00 p.m.!
- ✓ Submit orders that have been fully paid
- ✓ Make sure the pickup person name on the AWC registration matches the name on the order
- ✓ Pick up your order within 3 business days or your order may be cancelled
- ✓ Prior to leaving, please ensure all your items are received. Please notify a staff member if there are any issues with your orders.
- ✓ For your safety and ours, please wear a mask and maintain social distancing when visiting the Sales Center

Contact Member Services if you need any help with your orders at 866-866-4744!

