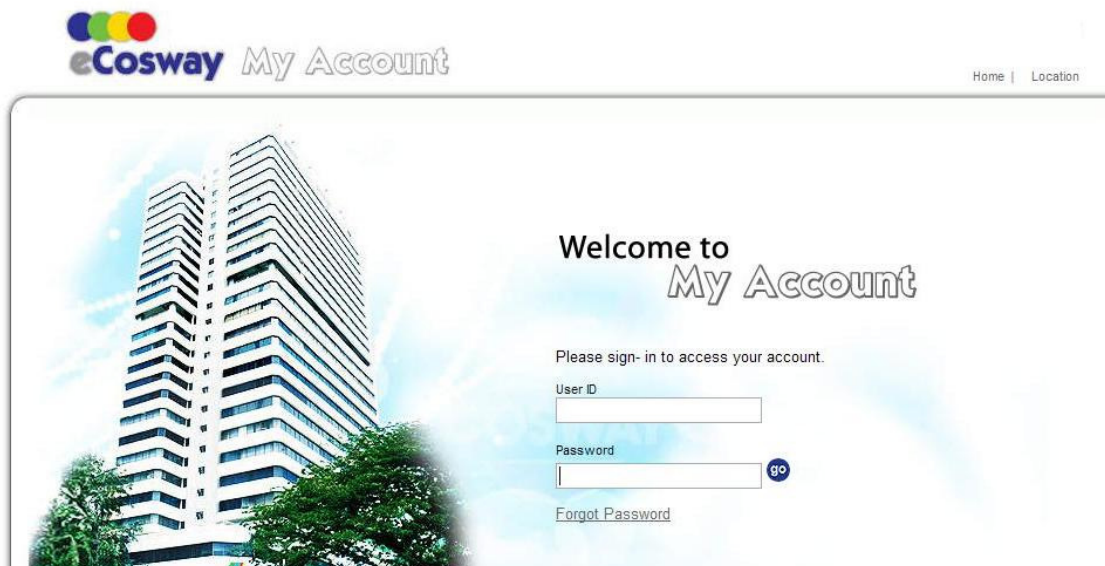


## How to Use the Message Center

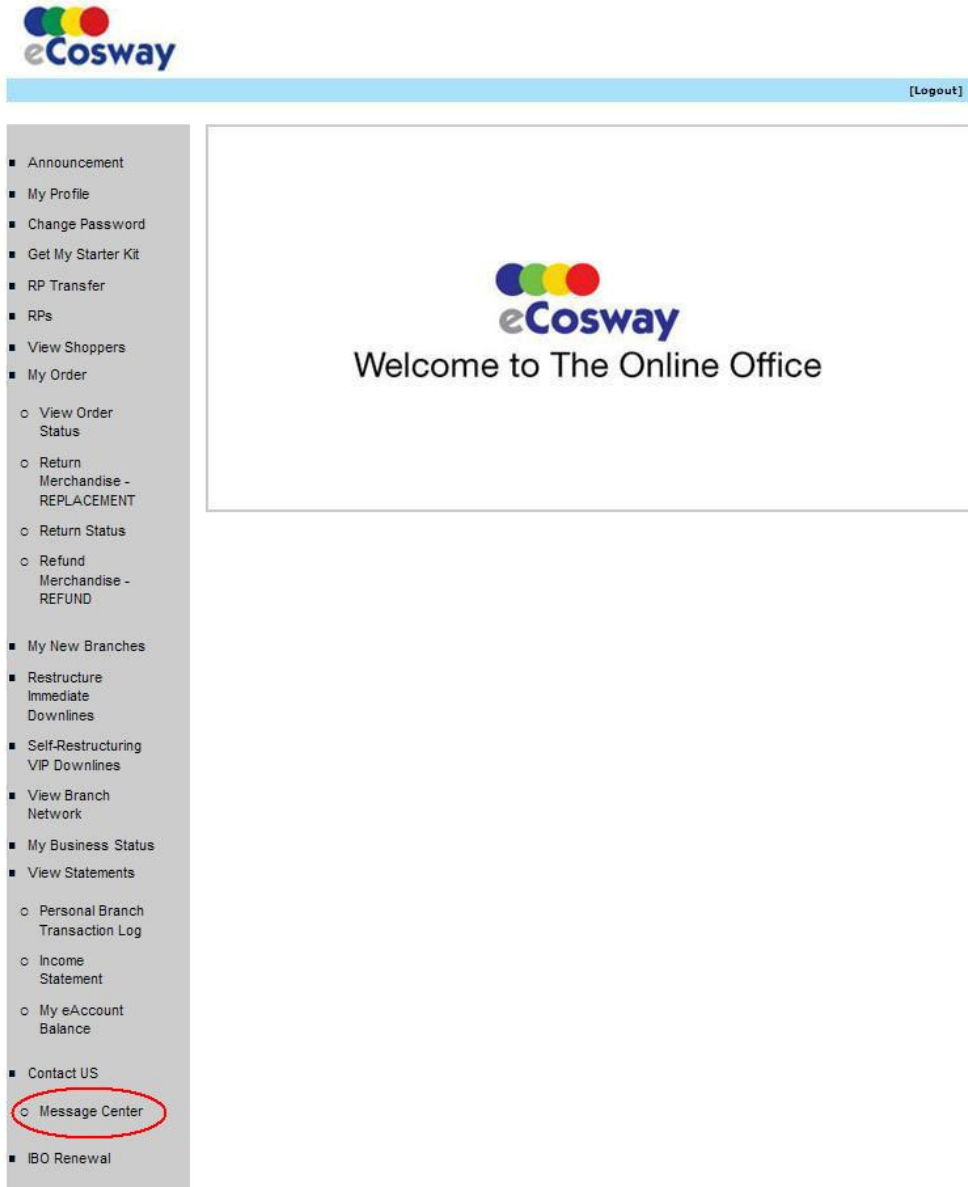
1. Go to <http://www.ecosway.com/us> and click on “My eCosway”.



2. Enter your User ID and Password and click “go” to log in to your Online Office.



### 3. Select "Message Center".



The screenshot shows the eCosway online office interface. At the top left is the eCosway logo. At the top right is a [Logout] link. On the left side, there is a vertical menu with the following items:

- Announcement
- My Profile
- Change Password
- Get My Starter Kit
- RP Transfer
- RPs
- View Shoppers
- My Order
  - View Order Status
  - Return Merchandise - REPLACEMENT
  - Return Status
  - Refund Merchandise - REFUND
- My New Branches
- Restructure Immediate Downlines
- Self-Restructuring VIP Downlines
- View Branch Network
- My Business Status
- View Statements
  - Personal Branch Transaction Log
  - Income Statement
  - My eAccount Balance
- Contact US
- Message Center
- IBO Renewal

The 'Message Center' option is circled in red. The main content area on the right displays the eCosway logo and the text "Welcome to The Online Office".

4. You will be brought to the Message Center home page. You can change the language at the top left of the page.

**eCosway**  
MESSAGE CENTER

Site Language  
English

US Menu

- Home
- Mailbox (Submit / Reply Messages)
- Sales & Marketing
- Customer Service
- Compliance
- Finance
- Store Operator

Menu

- Password Problem
- Message Center Help
- General Enquiry (for non-member)

**MESSAGE CENTER**

At eCosway, we strive to offer you the best service and the opportunity to grow in a financially rewarding environment.

The Message Center provides a better way for you to communicate with us, if you have any inquiries or feedback, you are welcome to fill in and submit these online forms.

5. Select a topic relevant to your inquiry or request and then fill in the form.

**eCosway MESSAGE CENTER**

Site Language: English

US Menu

- Home
- Mailbox (Submit / Reply Messages)
- Sales & Marketing**
  - Order No. Request
  - Order/Delivery Status Enquiry
  - Order Cancellation
  - Product Refund/Replacement
  - Parcel Refund / Return
  - New Product Recommendation
- Customer Service
  - Product Inquiry
  - Member Profile Amendment
  - Membership Transfer Inquiry
  - Sponsor Adjustment Inquiry
  - Membership Cancellation
  - General Inquiry
- Compliance
  - Compliance Report
- Finance
  - Monthly Profit Payout Issues
- Store Operator
  - Store Operator Application
  - Store Location Recommendation

Menu

- Password Problem
- Message Center Help
- General Enquiry (for non-member)

### MESSAGE CENTER

At eCosway, we strive to offer you the best service and the opportunity to grow in a financially rewarding environment.

The Message Center provides a better way for you to communicate with us, if you have any inquiries or feedback, you are welcome to fill in and submit these online forms.

6. Once you're done, click the "Submit" button.

**eCosway MESSAGE CENTER**

Site Language: English

US Menu

- Home
- Mailbox (Submit / Reply Messages)
- Sales & Marketing**
  - Order No. Request**
  - Order/Delivery Status Enquiry
  - Order Cancellation
  - Product Refund/Replacement
  - Parcel Refund / Return
  - New Product Recommendation
- Customer Service
  - Product Inquiry
  - Member Profile Amendment
  - Membership Transfer Inquiry
  - Sponsor Adjustment Inquiry
  - Membership Cancellation

### Order No. Request Form

If you have forgotten or misplaced your Order No., please fill out this form.

Name *	<input type="text"/>
Member ID *	<input type="text"/>
Order Date *	September 28 2010
	<input type="button" value="Submit"/>

Fields marked with \* are mandatory.

7. You will see a message like this once your form has been successfully submitted.

The screenshot shows the eCosway Message Center interface. The main heading is "Order No. Request Form". Below the heading, it says "If you have forgotten or misplaced your Order No., please fill out this form." A confirmation box contains the text: "Thanks for your submission. We will reply your enquiry as soon as possible. Business Hour (Malaysia Time GMT +0800): Mon to Thu 0900 - 1800, Fri 0900 - 1700". At the bottom of the box are two links: "Submit a New Form" and "Return to home page".

8. You can check for and view replies in your "Mailbox (Submit / Reply Messages)."

The screenshot shows the eCosway Message Center interface for the "Mailbox (Submit / Reply Messages)" section. A note at the top states: "Note: Please be reminded that if there is NO activity for 1 hour, you will be automatically logged out. You will need to re-login from your Online Office to access Message Center again." Below the note is a notification icon with "(0)".

The page displays three sections of messages:

- My Open Items:** A table with one row:
 

ItemId	Submitted Enquiries	Created	Enquiries Category	Reply
139375	test	Tue 28 of Sept., 2010	Order No. Request Form	
- My Pending Items (Last 5 Only) View All:** A table with one row:
 

ItemId	Pending Enquiries	Created	Enquiries Category	Reply
- My Closed Items (Last 5 Only) View All:** A table with one row:
 

ItemId	Closed Enquiries	Created	Enquiries Category	Reply

At the bottom, there is an "Unread Messages" section with a table header: "Subject", "From", "Date".