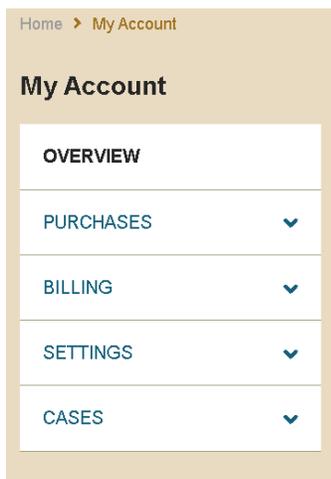


HAYDEN

LOS ANGELES

Welcome!

We are excited to introduce **My Account** (<https://customers.haydenla.com>), a place where you can check your Purchase history, Make Payments online, and submit Cases/Return Claims directly to our customer support and returns department.



Let's get started

Upon logging in to your *My Account* you will notice there are 4 sections which we will cover in this manual:

Purchases, Billing, Settings, and Cases.

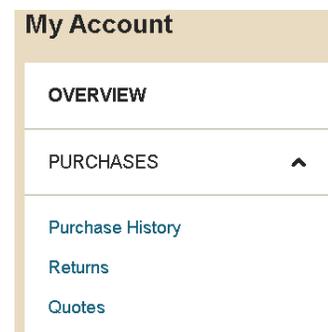
With *My Account* you will now find locating your past transactions, order history, making payments online, and reaching our support team to be a breeze!

Purchases

In this section you have the options to view your Purchase History, Returns, and Quotes. (Please note all records can be downloaded as a PDF file.)

Purchase History allows you to not only view your purchases but you can also sort by date, order number, and amount. This will help those of you who have a lot of history with us easily find the exact order you are searching for without having to scroll through pages of records.

Once you locate your Sales Order you can simply click on the Purchase No. to view more details such as, styles that shipped versus styles still on backorder, shipping/billing information, costs, and other records. You will also notice you can **Request a Return** on this page too (see **Invoices** section for more details on returns).



Returns gives you ease of access to view your RMA (return merchandise authorization) records. You will find this useful if you have an RMA and want to know the status. This will answer your questions regarding if your claim is still waiting for approval, pending receipt of merchandise, or if your RMA has been processed and store credit has been issued.

Returns				
Requested from	2021-01-11	to	2021-01-18	Sort By Date
Return No.	Date:	Items:	Amount:	Status
RMA0001312	1/18/2021	2	\$204.00	Pending Receipt

You no longer have to give us a call, you can simply log into *My Account* and view the status in a few easy clicks! You can also Request a Return on the Invoice or Purchase History page.

OVERVIEW
PURCHASES
BILLING
Account Balance
Invoices
Transaction History
Print a Statement

Billing

We understand that owning and managing a business requires you to juggle many different things from ensuring you are meeting your customers' needs to following up with your vendors. We hope that *My Account* will help you keep track of your spending with us and make your work life easier.

In this section you can view your Account Balances, Invoices, and Transaction History. We also offer the option to print all your statements if you prefer a hardcopy to keep in your files.

Account Balance will provide you with a summary of outstanding balances, store credits/ deposits remaining, and your account details. Example shown below:

Account Balance

Jojo Test Boutique



■ Outstanding Balance \$204.00 Available \$(204.00)

Credit Limit: \$0.00

Credits	
Deposits:	\$0.00
Other Credits:	\$0.00

Account Details	
Term:	N/A
Currency:	USD

Invoices allows you to view any Open or Paid invoices in your account. As mentioned previously, you can also sort Invoices by date, amount, Invoice # which will make it easier for you to locate your invoices.

On this page you can also click on **Make a Payment** if you have an Open Invoice you would like to pay for. Just click on the box for the invoice you would like to select and click on Make a Payment.

Invoices

Open Paid in Full Make a Payment

Show All By Due Date

Invoice No.	Date	Amount	Due Date
<input checked="" type="checkbox"/> Invoice #INV0027581	1/18/2021	\$204.00	

If you would like to view more details of your Invoice you can click on the Invoice # and you will be able to see details such as the style, quantity, amount, etc.

You will also notice that you can request a return on this page by clicking Request **Return** on the bottom right hand side of the page.

Invoice #INV0027581 **\$204.00**

Invoice Date: 1/18/2021 Status: **Open**
 Created from: Purchase #SO0028848
 Due Date: N/A

Products (2)



Womens Smocked Ruffle Tiered Mini Skirt
\$85.50
 SKU: Womens Smocked Ruffle Tiered Mini Skirt
 Unit price:\$85.50
 Quantity: 1
 Amount:**\$85.50**



Womens Smocked Ruffle Neck Midi Dress
\$118.50
 SKU: Womens Smocked Ruffle Neck Midi Dress
 Unit price:\$118.50
 Quantity: 1
 Amount:**\$118.50**

SUMMARY

Subtotal 2 Items	\$204.00
Tax Total	\$0.00
Shipping	\$0.00
Handling	\$0.00
TOTAL	\$204.00

ADJUSTMENTS

Payment	(204.00\$)
#PYMT0027815	
Amount Due	\$204.00

Billing

Make a Payment

Download as PDF

Request Return

On the Return Products page you can select the style you want to return and a comment box where you can let our returns department know why you are wanting to return the merchandise. Once your request has been submitted our returns department will review your request and reach out to you via email if they need additional information.

Return Products
 From:Purchase #INV0027581

Select products to return

Select All (2)



Womens Smocked Ruffle Tiered Mini Skirt
\$85.50
 SKU: Womens Smocked Ruffle Tiered Mini Skirt

Quantity to return:
1



Womens Smocked Ruffle Neck Midi Dress
\$118.50
 SKU: Womens Smocked Ruffle Neck Midi Dress

Quantity to return:
1

0 product selected
 0 item in total to return

Add a comment (optional)

Submit Request

Transaction History gives you the flexibility to view all your transactions from payments to credit memos. You have the option to also sort out and filter through what transactions you would like to view. Below you will see the various record types you can view and filter:

Transaction History

From to

Show all record types   by Date 

Number	Date	Status
Invoice #INV0027581	1/18/2021	Open

- Show all record types
- Show Credit Memo
- Show Payment
- Show Deposit
- Show Deposit Application
- Show Invoices
- Show Cash Receipts

Print Statement gives you the option to print or email your statements.

Print a Statement

Required *

Statement date *

2021-01-19

Start date (optional)

- Print in customer's locale
- Show only Open Transactions
- Consolidated Statement

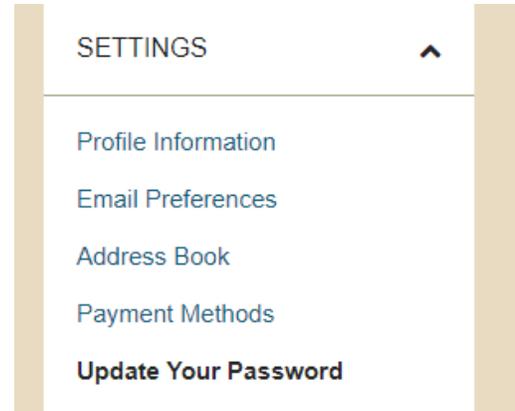
Download as PDF

Email

Settings

This section will make it a lot easier for you to make changes or update your information with us such as phone number, email preferences, subscriptions, shipping/ billing addresses, credit cards.

(Please note: Orders that have already been processed will still need to be adjusted manually if you want to change your shipping address for that specific order. You are welcome to reach out to our customer support team.)



Cases

This new feature will provide you with the ability to reach out to our customer support team directly and saves you the hassle of having to email or call us.



You can submit a New Case by selecting **Submit New Case**. We know that you have questions and we got the answers for you!

Feel free to submit a case with any general questions or feedback you may have. Your case will be assigned to one of our helpful customer service representatives who will be happy to assist you.

Below is an image of how the case form looks. You are required to fill this out to submit a claim:

How can we help you?

Required*

Subject *

Type of inquiry

Message *

I want to use another email address for this case

Submit

Once you submit a case you can go to **Support Cases** to check on the status of your case and view the interactions you've had with the customer service representative assigned to your case. You can also send a reply on this page to save your from having to pull up your emails.

Support Cases [Create New Case](#)

Show All Statuses by Case number

Case No.	Subject	Creation date	Last Message	Status
Case #CASE0006340	TEST MY ACCOUNT	1/18/2021	1/19/2021	In Progress

Showing 1 - 1 of 1

Thanks for your time!

We appreciate you taking the time to read this manual and hope you find *My Account* helpful. If you have any questions or comments please do not hesitate to reach out to us at (213) 493-4712