



## Website Change - FAQs

### **Why is Origami Owl updating the website?**

As Origami Owl continues to grow, we are proactively expanding our systems to ensure that we offer the most efficient and valuable features to you, the field. Upgrading our website allows us to follow-through on our commitment to the field by offering you and your customers the best possible online experience, and to accommodate cross-border sponsoring as we expand to international markets. To support this website upgrade, our first step is to change website providers.

### **How will these changes affect my day-to-day business?**

As with any upgrade, we are experiencing a transition period. Some functions will be different, and others will have to have some bugs worked out. We ask that you be patient and supportive as we address the issues associated with a changeover of this magnitude.

### **Will the website be offered in Spanish?**

The Spanish version of our website is going to take a little longer than expected to launch. We'll keep you posted.

### **Are the same business tools and web features available?**

Although your experience will be similar, there will be some functions that will not be initially available. The website and Back Office are more basic in the beginning, with new enhancements scheduled to launch monthly. Video tutorials with tips, information and screen shots will be available in the O2 Academy to help you navigate quickly and easily as we implement each upgrade. Please note that your *Soar To Success* dashboard will be delayed.

### **Will I enter a Jewelry Bar Order the same way?**

Jewelry Bars will still be entered in the Back Office, but the new ordering process will be much more intuitive. Stay tuned for more information in the coming weeks as we introduce a new party planner module into the site.

### **Will I use my same Login information on the new website?**

Yes, you will log in using the same email/Designer ID and password.



**I'm having trouble closing my Jewelry Bar, what do I do?**

If you are experiencing difficulty closing your Jewelry Bars, please follow the steps in [this attachment](#) before contacting Designer Care.

**Will the Hostess Login process change?**

The Hostess Login will be temporarily unavailable. However, your Customers and Hostesses can still shop with you on your PWP or from our site directly, using their same account details (if they have one).

**Will my personal website url change?**

If you have an existing website url, your website address will not change. Anyone joining the O2 team moving forward will have a url address *without* the "www." .

**Will we still use PayQuicker?**

Yes, we are still using PayQuicker. Rest assured that your commissions will be paid on time!

**What do I do if I have problems working on the new website?**

The first thing to do is to go into the new Back Office and log into O2 Academy. There are new videos and tutorials that may help. If you have additional questions, please go to "Customer Service" at the bottom of any page on our website and select "Contact Us." Then choose "Technical Issue" from the drop down menu, fill out your contact info and submit your question.

To help us resolve the issue you are experiencing in a timely manner, please DO NOT contact Designer Care via phone during this transition time.

**How do I submit a website issue?**

Please feel free to email any System related issues to [ITSolutions@origamiowl.com](mailto:ITSolutions@origamiowl.com). This inbox will be monitored as a means to track and report the most common challenges, and although there will be no response to specific issues, we appreciate your input.