

**Introduction :**

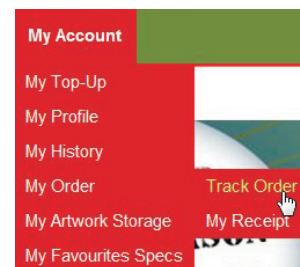
This Tutorial guides you on the steps to change the delivery address for your orders; after you have placed the order. You may select the delivery mode accordingly:

- I) Default Address (As in your member's profile.)
- II) Self pick up (At Excard Office)
- III) Other (For Different Address, e.g. send to your customer's address.)

**Note :** T & C apply to Change Delivery Address System.

**Content:**

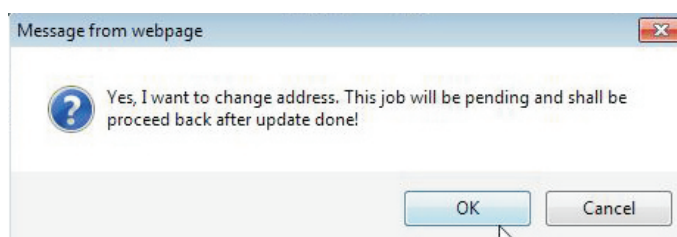
1. Log in to your **EXCARD Account**.
2. Go to **My Account > My Order > Track Order**.




3. Click **Edit** under **Change Delivery Address**.

Order Ref #	Order Date	Job #	Order Status	Job Status	Date Delivery (Arrival of Goods)	Product	Amount (RM)	Consignment #	Feedback	Change Delivery Address
			New	Pending	19-12-2012	Business Card	30.00		create	Edit / History

4. Click **“OK”** to proceed to the Change Delivery Address Page.



5. If changing the delivery address is **not allowed by the System**, you will see the message below. If needed, please contact our Customer Service for further clarification.

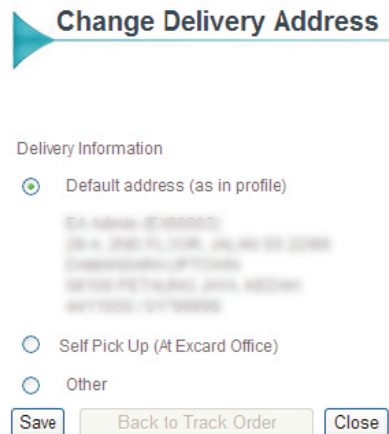
 **Change Delivery Address**

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Your order is in the packing process. Please contact Customer Service at 04-4411650 to check if it is possible to make delivery changes.

[Back to Track Order](#)

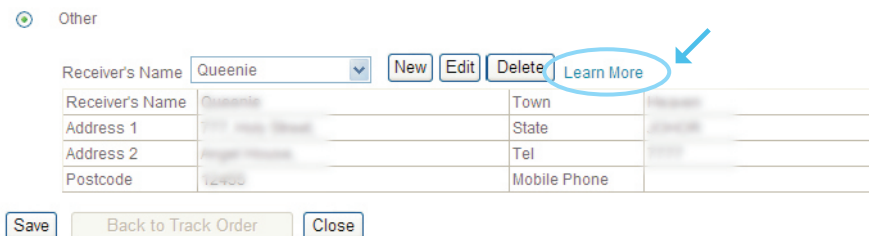
6. If changing the delivery address is **allowed by the System**, you will see the delivery address mode option:



6.1 You can change to your own address - your 'Default address (as in profile)' - if you had stated a different address when you placed your order.

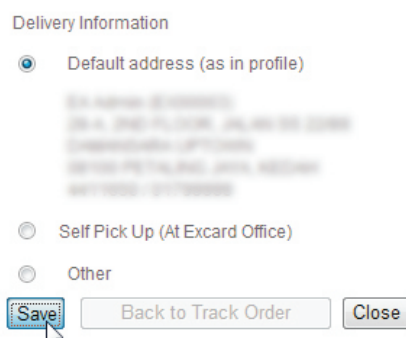
6.2 You can choose to Self Pick Up (At EXCARD Office) or

6.3 If you wish to deliver to a different address, please click on 'Other'.

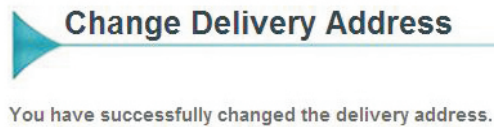


**Note :** Click **Learn More** to know more on how to manage your receiver's profile.

7. Click **“Save”** to confirm delivery address change.



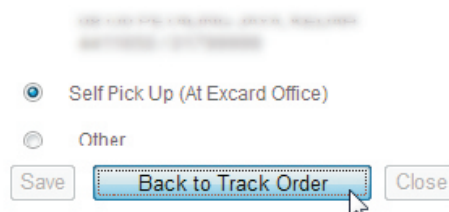
8. Once the changes are done you will see a message **“You have successfully changed the delivery address.”** displayed at the top of Change Delivery Address.



**Note :** An email will be sent to the email address **as in profile**, to notify the change in delivery address.

9. Validate that change delivery address was successful.

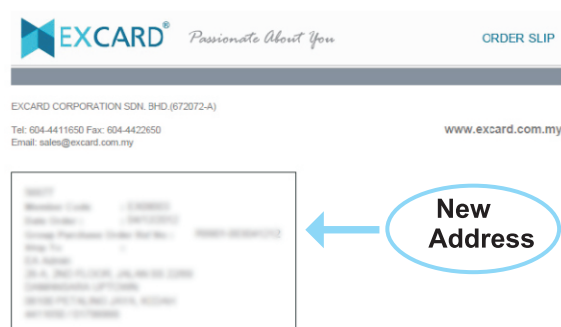
9.1 Click **“Back to Track Order”** to return to **Track Order** page.



9.2 Click on the **Order Ref #** that you made changes to and see whether the delivery address was successfully changed in the Order Slip.

Order Ref #	Order Date	Job #	Order Status	Job Status
123456789	2019-10-10	12345	New	Pending

9.3 If the Order Slip displays the new delivery address at **“Ship To :”, Congratulations! You have successfully changed the delivery address.**



10. Need to find out the previous address stated for your order? Don't worry, the old data is kept at **'History'**.

10.1 Click **History** under **Change Delivery Address**.

35 record(s) found.

Order Ref #	Order Date	Job #	Order Status	Job Status	Date Delivery (Arrival of Goods)	Product	Amount (RM)	Consignment #	Feedback	Change Delivery Address
<a href="#">Ticket #</a> <a href="#">Customer #</a>	25-12-2012 07:27:13	2012-12-25	New	Pending	11-12-2012	Tickets & Vouchers	273.00		<a href="#">create</a>	<a href="#">Edit / History</a>

10.2 You may trace the record at **"History of Change Address"**.

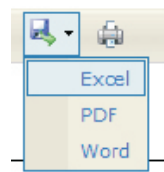
1 of 1 100% Find | Next

### History of Change Address

Old Information

Date	Method	Status	Receiver	Address1	Address2	Postcode	State	Town	Tel	Hp
11/27/2012 11:30:17 AM	Pending Job	Pending	-	-	-	-	-	-	-	-
11/27/2012 11:30:34 AM	Change Address	Proceed	Ex Card	20-11-2012 11:30:34 AM	20-11-2012 11:30:34 AM	20-11-2012 11:30:34 AM	20-11-2012 11:30:34 AM	20-11-2012 11:30:34 AM	20-11-2012 11:30:34 AM	20-11-2012 11:30:34 AM

10.3 You may download the history file :



10.4 Or print the history file :

