

# MGI HQ PHILS PRODUCT CLAIMING **S.O.P** (STANDARD OPERATIONAL PROCEDURE)

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## WALK IN CLAIMING (REGISTRATION, REPEAT PURCHASE, UPGRADE, REDEMPTION AND STOCKIST ORDER)

To ensure all product claiming transaction are processed accordingly, the management urge all member to follow the company operational procedures strictly without exclusion.

MGI HQ will only recognise product claimer base on the invoice. Encoder/Sponsor shall required their downlines/buyer to provide an authorization letter for product claiming, this procedure will ensure the safety of buyer/downlines on receiving products.

### STEPS OF CLAIMING PRODUCT FOR WALK IN MEMBER

1. Member shall fill in product request form as guided by our admin staff in the office.
  - All item/ products claim shall be according to what stated in the invoice only.
2. Admin staff will verify the information on the product invoice claim.
3. Admin staff will then pass it to their supervisor for releasing after information verified.
4. Order will then be confirm by the warehouse supervisor and to be release to the member.
5. Upon receiving their products, member shall check their products received and sign on the same form after checking.

...Transaction Complete...

## STEPS OF CLAIMING PRODUCT FOR WALIK IN MEMBER ON BEHALF OF PARTNERS

1. Request/prepare an authorization letter if you're claiming on behalf of partner, authorization letter format can be given upon request.
  - Authorization letter format shall be following company guidelines
  - Authorization letter shall be photo alongside with ID for verification purposes
2. Member shall fill in form as guided by our admin staff in the office.
3. Admin staff will verify the information on the product invoice claim and the authorization letter.
4. Order will then be confirm by the warehouse supervisor and to be release to the member.
5. Upon receiving their products, member shall check their products received and sign on the same form after checking.

... Transaction Complete...

OFFICE WALK IN CLAIMING PRODUCTS CUT OFF TIME: 5 PM

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## **ONLINE/DELIVERY CLAIMING (REGISTRATION, REPEAT PURCHASE, UPGRADE, REDEMPTION AND STOCKIST ORDER)**

### STEPS OF CLAIMING PRODUCT FOR DELIVERY/ CLAIMING ON BEHALF OF PARTNER FOR DELIVERY THRU EMAIL/MESSAGES

The company have created different types of email address for smoothen claiming purposes. Member shall email to designated email for claiming. Please ensure email address sending is correctly.

For Entries and Redemption: [mgihqorder@gmail.com](mailto:mgihqorder@gmail.com)

For Stockist Order: [mgihqstockist@gmail.com](mailto:mgihqstockist@gmail.com)

Order request form and Authorization letter format can be request upon requested thru email. Only form and format provided by the office will be recognize to proceed with transactions.

1. Email filled form and alongside with authorization letter if claiming on behalf of partner to designated email address.
2. Admin staff will reply to proceed as soon as possible to confirm form information.

3. Admin staff will then proceed to confirm transactions with their supervisor.
4. Order will be prepared and will then courier it to the member in the next working day.
5. Admin staff will send courier tracking number to member.
6. Member were urge to take unboxing video upon receiving products.

...Transaction Complete...

**ONLINE ORDER/CLAIMING CUT OFF TIME: 4.30 PM**

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## **ONLINE ORDER DELIVERY CHARGES**

### **REGISTRATION, REPEAT PURCHASE, UPGRADE AND STOCKIST ORDER**

The delivery charges for transaction of Registration, Repeat Purchase and Stockist Order as of May 18<sup>th</sup>, 2024 will be 100% FREE, the company still did not impose on any maximum amount of fees the company would bear for the delivery charges. This policy will remain unchanged until further notice.

Courier service will be arranged by the company, member who request to use any other courier that had been arranged by the company will be opt to pay for the courier service charges themselves.

### **REDEMPTION AND PROMO FREE ITEM**

The delivery charges for Redemption and Promo Free Item will be impose to the member, member will have to pay for the delivery charges fully and charges fees will be inform by the company's admin staff. Member will have to pay the fees to the company before product will be ship out.

### **TERMS**

- Any fees/payment will be requested by office admin with a payment link which will direct the payment to the company account.
  - The company official bank account is:  
**RCBC BANK**  
**MEGA GLORYOUNG INTERNATIONAL CORP.**  
**759-051-681-5**
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# PURCHASING OF CASH WALLET/STOCKIST PV

All payment of purchasing Cash Wallet / Stockist PV shall be deposited to:

**RCBC BANK (MEGA GLORYOUNG INTERNATIONAL CORP. 759-051-681-5)**

For walk in office purchasing with cash, member shall receive acknowledgement receipt upon paying cash to office admin staff.

## **CASH WALLET**

1. Member shall login to their MGI member account
2. Navigate to the menu "CASH WALLET"
3. Select on "REQUEST TOP UP"
4. On the page, key in the amount required and upload the proof of payment.
5. Click on "NEXT" , then on the next page click on "CONFIRM TOPUP".
6. Notify office admin staff on requesting top up along with payment proof.
7. Request shall be approved after verification of payment.

## **STOCKIST PV**

1. Member shall login to their MGI Stockist account
2. Navigate to the menu "PV CREDIT WALLET"
3. Select on "REQUEST PURCHASE"
4. On the page, key in the amount required and upload the proof of payment
5. Click on "NEXT" , then on the next page click on "CONFIRM"
6. Notify office admin staff on requesting top up along with payment proof.
7. Request shall be approved after verification of payment.

For Cash Wallet/PV purchasing inquiry, the designated email address is:

[mqihqwallet@gmail.com](mailto:mqihqwallet@gmail.com)

If members need immediate assistance, please call/whatsapp/viber to: [+63 966 811 4229](tel:+639668114229)

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# OFFICE OPERATIONAL HOUR

Mega Gloryoung International Corp. Unit No. 2111, 21<sup>st</sup> Floor, AIC Burgundy Empire Tower, A.D.B Avenue corners Garnet & Sapphire Roads, Ortigas Center, Pasig City.

Office Hour:

- Monday – Friday: 9.30 AM – 6.30 PM
- Saturday: 9.30 AM – 2.30 PM

Walk in claiming order cut off time:

- Monday – Friday: 9.30 AM – 5 PM
- Saturday: 9.30 AM – 2 PM

Pick up via Grab/Lalamove:

- Monday – Friday: 3 PM – 5 PM
- Saturday: 12 PM – 2 PM

Online order cut off time:

- Monday – Friday: 9.30 AM – 4.30 PM
  - Saturday: 9.30 AM – 1.30 PM
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## KEYNOTE

The company S.O.P (STANDARD OPERATIONAL PROCEDURE) published to avoid any confusion to different types of transactions, member were urge to follow as its necessary to ensure the office complete its task with smooth operation in order to serve its member across the Philippines.

The company would also like to reiterate that member shall conduct its membership activities with responsibility and honesty. Denouncing, insulting, or threatening the company's office staff and the officers of the company is a violation of the company's Code Of Ethics.

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