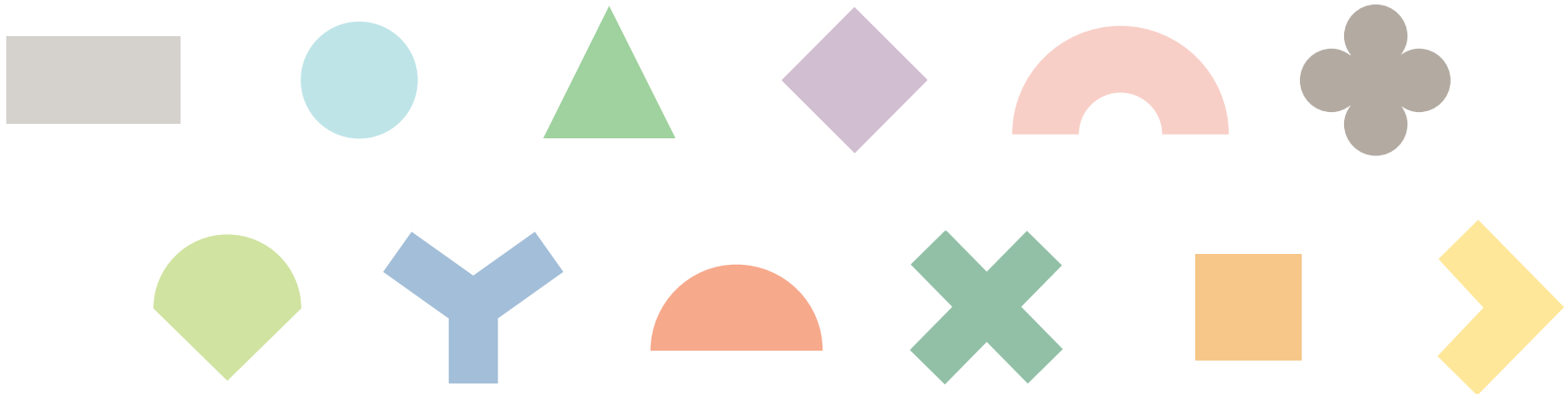


MANAGING YOUR MONOGRAM SUBSCRIPTION /



When you purchase a Monogram subscription for the first time you will first be prompted to create an optional account when you checkout. This account will allow you to easily manage your subscription.

If at any future time you would like to create an account you can email orders@monogramcoffee.com and we will send you an account invite!

If you opted to create an account you can log onto anytime by going to monogramcoffee.com

Click on My Account, enter your log in credentials, and you will see the following screen.

Clicking on Manage Subscriptions will bring you to your subscription portal.

Monogram Coffee

To be able to manage subscriptions make sure to register your account

[Register account](#)



Thank you for your purchase!


A confirmation email has been sent to jsnwong@icloud.com

Order #12803


[Continue shopping](#)

[Print receipt](#)

Order summary

| | |
|--|----------|
|  Roaster's Choice Filter Subscription Auto renew × 1 3 bags | 54.00 |
| Subtotal | 0.00 |
| Shipping | 0.00 |
| Taxes | 0.00 |
| Discount - code promo | 54.00 |
| Total | 0.00 |
| Paid | CAD 0.00 |


Select currency CAD ▾My accountCart (0)Checkout

SubscriptionsOrder CoffeeShop ▾WholesaleAbout Us ▾

Welcome, Your
[Home](#) / [Account](#)

Your Name
Manage Subscriptions
123 fake street
Calgary, AB
Canada T2K2N2
4032223333
[Edit addresses](#)

| ORDER | PAYMENT | FULFILLMENT | TOTAL |
|-----------------------|---------|-------------|-------|
| #12803 - Sep 01, 2020 | Paid | Unfulfilled | \$0 |

Follow us out there
 Facebook

Services
Mobile

Brewing Help Line
Text (587)317-6466

Our Purpose
Monogram exists to positively change people's lives through

In addition, you will receive an email that will link you directly into your subscription portal without the need to create a Monogram account.

Clicking on Manage Subscription will open up your subscription portal.

This will give you an overview of your current subscription(s) and when the next shipment will be.

Clicking on Manage Subscription will allow you to make changes to your subscriptions.

Monogram Coffee

Your recurring order purchase confirmation from Monogram Coffee

To:

Hi Your Name,

You just signed up for a recurring product from [Monogram Coffee](#).

You may manage your recurring items by clicking here:

[Manage Subscription](#)

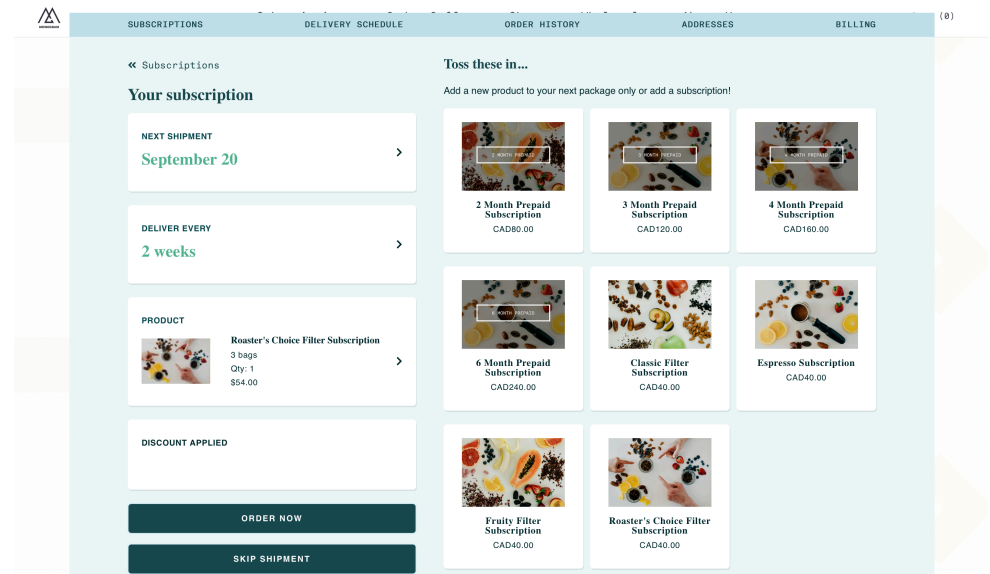
Please email us at orders@monogramcoffee.com if you have any questions about your recurring orders.

-Monogram Coffee

The screenshot displays the Monogram Coffee website's 'Subscriptions' page. The top navigation bar includes the Monogram logo, links for Subscriptions, Order Coffee, Shop, Wholesale, and About Us, and a search bar. The main content area features a light blue header with tabs for SUBSCRIPTIONS, DELIVERY SCHEDULE, ORDER HISTORY, ADDRESSES, and BILLING. Below this, the 'Subscriptions' section is active, showing an 'Active subscriptions' list. The first subscription is 'Roaster's Choice Filter Subscription', which includes 3 bags, a quantity of 1, and a price of \$54.00. The next shipment is scheduled for September 20. A 'MANAGE SUBSCRIPTION' button is visible next to the subscription details. The footer contains social media links (Facebook, Twitter, Instagram), services (Mobile, Catering, Events + Classes), a brewing help line (Text: (587)317-6466, Email: info@monogramcoffee.com), and a section titled 'Our Purpose' which states: 'Monogram exists to positively change people's lives through coffee. The world of coffee impacts a staggering amount of people. We take our role and influence in the industry very seriously, and see it as an incredible opportunity and responsibility to improve the lives of the people that link each of us from seed to cup.'

The following is the main page of the subscription portal. From here you can:

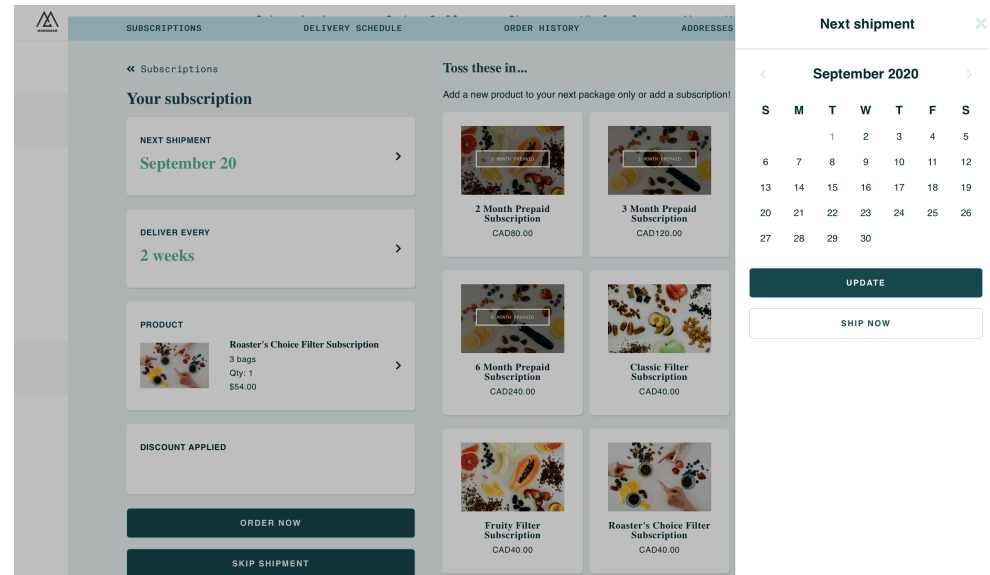
- Adjust next order date
- Skip next order (or any future order)
- Adjust delivery frequency
- Swap subscription type
- Adjust number of bags
- Add additional products
- Update shipping address
- Update credit card information
- Cancel subscription



ADJUST NEXT ORDER DATE:

Click on Next Shipment, select when you would like your next order to be shipped, click on update.

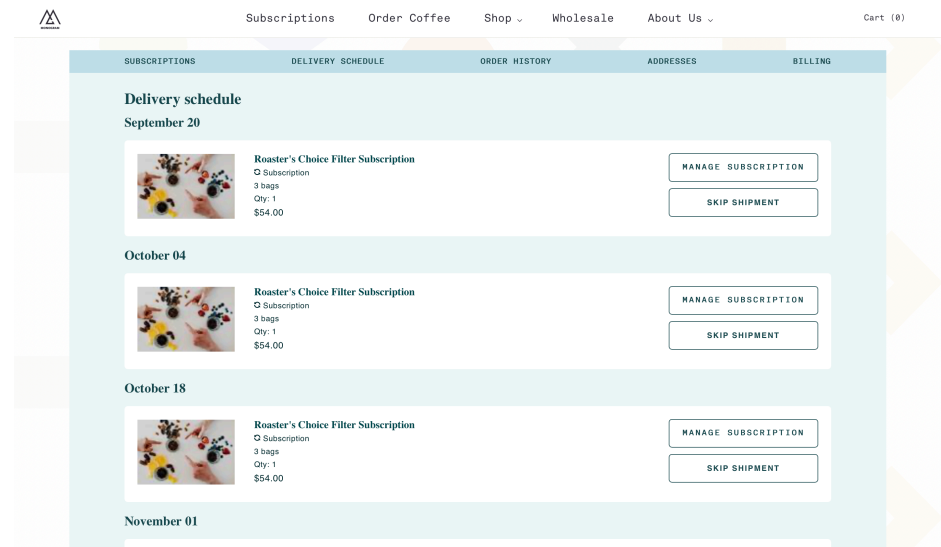
If you would like your next shipment asap click on ship now.



SKIP NEXT ORDER:

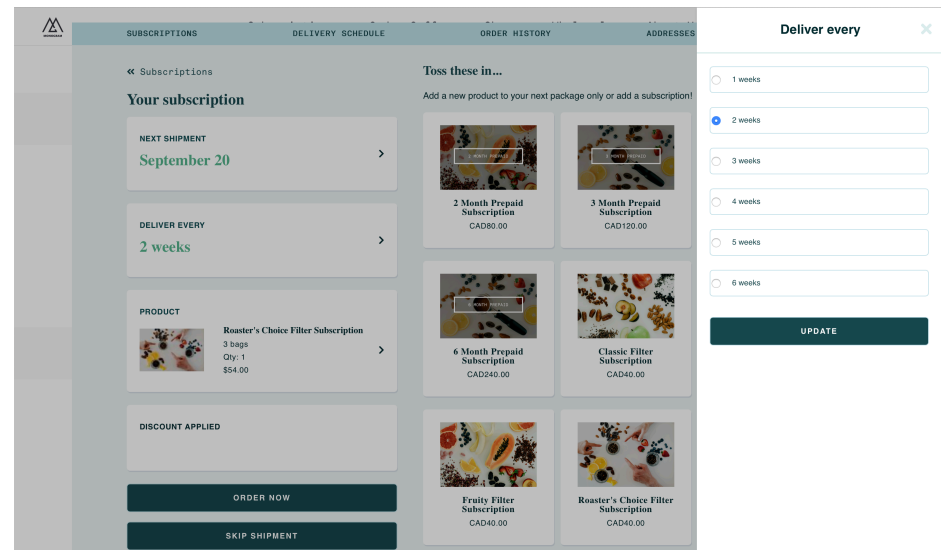
To skip your next order you can click on Skip Shipment on the main page.

If you would like to fine tune your future orders click on Delivery Schedule. From here you will be able to make changes to multiple upcoming orders.



ADJUST ORDER FREQUENCY:

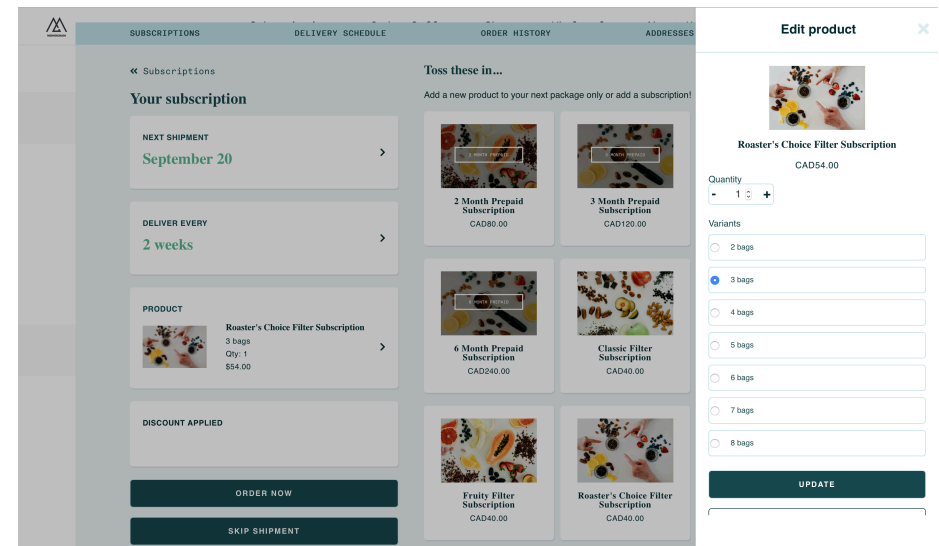
Click on Deliver Every and you will be able to adjust how often you will be receiving your subscription.



CHANGE SUBSCRIPTION TYPE/AMOUNT OF COFFEE:

Click on product to adjust the number of bags you would like to receive with each order. Select the number of bags using the radio buttons, Quantity at the top is the number of subscriptions you would like. For example, if you would like to have 2 subscriptions with 2 bags each then quantity would be 2 and number of bags would be 2.

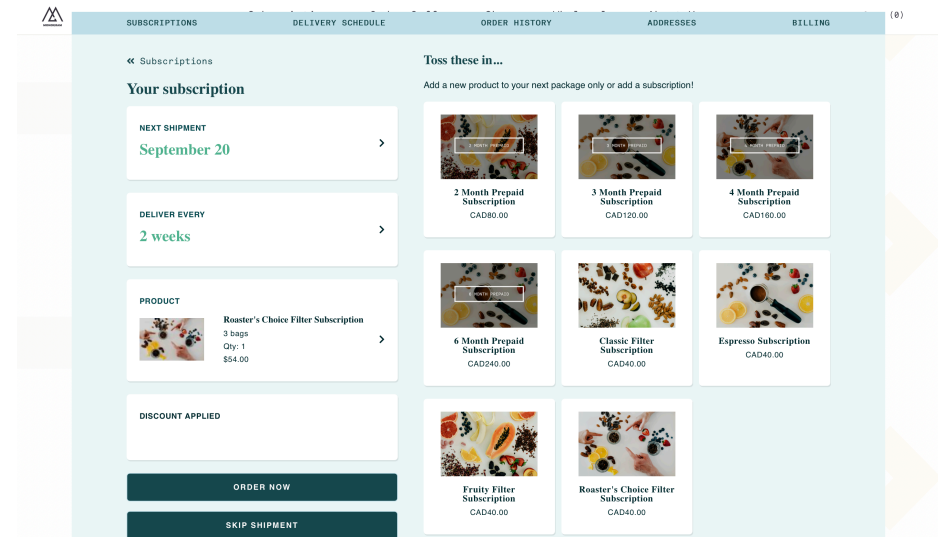
At the bottom of this screen you will see a Swap Product button, this will allow you to change your subscription type. For example, switch from a Fruity subscription to a Roasters Choice subscription



ADD ADDITIONAL PRODUCTS:

If you would like to add additional subscriptions you can click on any of the subscriptions on the grid on the main page.

Coming soon: you will be able to add one time products to you upcoming order. For example if you wanted a specific coffee, a mug, a brewer, etc



UPDATE ACCOUNT DETAILS:

Scrolling to the bottom of the subscription portal will allow you to update:

- Your shipping address
- Your email
- Your billing address
- Your credit card information
- Cancel your subscription

The screenshot displays a subscription management interface. At the top left is a logo. Below it are two buttons: "ORDER NOW" and "SKIP SHIPMENT". To the right of these buttons are two subscription cards: "Fruity Filter Subscription CAD40.00" and "Roaster's Choice Filter Subscription CAD40.00". The main content area is a light blue box containing four sections, each with a right-pointing chevron: "SHIPPING ADDRESS" (with placeholder text: Your Name, 123 fake street, Calgary, Alberta T2K2N2), "EMAIL", "BILLING ADDRESS" (with placeholder text: Your Name, 123 fake street None, Calgary Alberta T2K2N2), and "CARD ON FILE" (with placeholder text: Visa ending in, Expires). At the bottom of the light blue box is a link that says "CANCEL MY SUBSCRIPTION".