

Relyco® Customer Story: XANGO

XANGO™

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Travis Young

Treasury Analyst – XANGO

ULTRASEAL® from Relyco Ensures Quality, Cost Savings and Customer Satisfaction

A global nutrition company, XANGO is a recognized leader in health and wellness products. XANGO was the first company to market a premium mangosteen beverage—XANGO® Juice—to consumers worldwide, and today the company offers a complete roster of premium, functional products, including XANGO 3SIXTY5®, a whole-food nutrition multi-vitamin; Glimpse® Topical Skin Nutrition; eleviv® for natural, youthful vigor; and Juni® Family Care with natural, toxin-free personal care products for the entire family.

XANGO is privately-owned and powered by a global network of more than 1 million independent distributors in the U.S. and more than 30 international markets such as Canada, Mexico, Japan, Germany and Malaysia.

XANGO distributors earn commissions through the company’s compensation program as they grow their own businesses. When XANGO began operations nearly a decade ago, monthly distributor commission checks were processed manually in a labor-intensive, time-consuming process. “I began in XANGO’s call center, and it wasn’t uncommon that once a month call center representatives would be taken off line to join other employees in a company conference room to fold and stuff marketing materials, a distributor’s monthly report, and the commission check into envelopes for mailing to each distributor,” notes Travis Young, treasury analyst in XANGO’s commission department. “At that time, the only automated part of the process was the actual printing of the checks. As our distributor base grew, it was clear we wouldn’t be able to handle the workload manually.”

As XANGO began to explore ways to automate commission processing, they began by placing marketing resources and distributor reports online. This made it easier for distributors to access what they needed and, most importantly, simplified the commission mailing.

With just the check remaining to be mailed, XANGO contacted a number of different vendors, evaluated a range of check options, and chose ULTRASEAL® pressure seal checks from Relyco. “We were impressed by the quality of Relyco’s check stock and the ability we had to incorporate security features and some customization without driving up the cost,” Young says. “In the years since, we’ve come to appreciate the consistency of Relyco checks. We print thousands of checks each month, and our printers and folder, which we also purchased from Relyco, work very well with the Relyco product. This is important because an interoperability problem that caused issues with the printers or folder could mean that a job that usually takes just a few hours would take days. We can have confidence in ULTRASEAL from Relyco.” Processing commission checks in a timely manner ensures that XANGO meets the commitment it makes to its distributors. Young notes that thanks to the consistency of Relyco, he can predict exactly how long it will take to print, fold and process commission checks for mailing each month. XANGO uses MICR toner cartridges from Relyco in their check printing process as well.

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For More Information

Relyco is a global provider of value-added printed materials, business equipment and check printing software. As a leading provider of laser and digital applications, Relyco is an innovator in fraud prevention strategies and new forms technologies.

To learn more about Relyco products and services, call 1-800-777-7359, email info@relyco.com, or visit us on the web at www.relyco.com

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