

## Enhanced Compensation Plan FAQ

**Q: How do I maintain my active status every month?**

A: Advocates can maintain their active status every month by acquiring a minimum of \$150 in PQV. PQV is acquired from a combination of personal retail and autoship orders, direct level one retail customer orders and direct level one preferred customer orders.

**Q: Do I need to be active to earn the Enhanced Commissions bonus?**

A: Yes, you do! In order to receive your Enhanced Commissions bonus on any orders, including the extra 5-10% that can be earned on retail orders, you will have to have been active during the month the orders were placed in. This means you will need to acquire a minimum of \$150 in PQV during that monthly period to earn these Enhanced commissions bonuses.

**Q: Do I need to be active to earn the Enroller and Level Bonuses on my Preferred Customer and downline orders?**

A: Yes, you do! To receive any Enroller or Level bonuses on retail and Preferred Customers, and downline Advocate orders, you will need to have maintained your active status during the monthly commissions period that the orders were placed. This means you will need to acquire a minimum of \$150 in PQV during that monthly period to earn these Enroller and Level bonuses. \*This does not apply to the base 20% retail commission on direct Retail Customer Orders.

**Q: What is a Qualified Leg?**

A: A Qualified Leg (QL) is any directly enrolled Leg in your downline that has a minimum of \$400 TGQV for the month. This \$400 is a total accumulation of volume from the entire leg, it does not have to all be from one person in that leg.

**Q: Once I rank up to Senior Team Leader and gain access to the Placement Suite, do I have to maintain my STL ranking in order to keep access to the Placement Suite?**

A: Once you reach Senior Team Leader rank you gain access to the Placement Suite, and you will maintain access to the Placement Suite regardless of if you maintain Senior Team Leader rank in future months.

**Q: What is the 75% Leg Rule?**

A: This rule maintains that no one Leg can be accounting for more than 75% of the required volume for the rank requirements. As this rule applies to the Executive Team Leader qualifications, this means that no more than \$6,000 TGQV from any one Leg can be counted towards the total \$8,000 TGQV in one month. However, you do still get PAID on the entire volume of the leg that falls into your payment structure. The 75% rule only applies to the volume needed to achieve RANK.

**Q: What is the 60% Leg Rule?**

A: This rule maintains that no one Leg can be accounting for more than 60% of the required volume for the rank requirements. As this rule applies to the Director and Master Director rank qualifications, this means that no more than \$9,000 TGQV from any one Leg can be counted towards the total \$15,000 TGQV in one month for Director rank, and no more than \$24,000 TGQV from any one Leg can be counted towards the total of \$40,000 TGQV in one month for Master Director rank qualifications. However, you do still get PAID on the entire volume of the leg that falls into your payment structure. The 60% rule only applies to the volume needed to achieve RANK.

**Q: What is the 50% Leg Rule?**

A: This rule maintains that no one Leg can be accounting for more than 50% of the required volume for the rank requirements. As this rule applies to the 1\* Master Director and 2\* Master Director rank qualifications, this means that no more than \$50,000 TGQV from any one Leg can be counted towards the total \$100,000 TGQV in one month for 1\* Master Director rank, and no more than \$100,000 TGQV from any one Leg can be counted towards the total of \$200,000 TGQV in one month for 2\* Master Director rank qualifications. However, you do still get PAID on the entire volume of the leg that falls into your payment structure. The 50% rule only applies to the volume needed to achieve RANK.

**Q: What is the 40% Leg Rule?**

A: This rule maintains that no one Leg can be accounting for more than 40% of the required volume for the rank requirements. As this rule applies to the 3\* Master Director rank qualifications, this means that no more than \$200,000 TGQV from any one Leg can be counted towards the total \$500,000 TGQV in one month. However, you do still get PAID on the entire volume of the leg that falls into your payment structure. The 40% rule only applies to the volume needed to achieve RANK.

**Q: Is my Retail Commission on direct retail customer orders based on my PQV at the time of order, or my PQV at the end of the monthly commissions period?**

A: Retail commissions percentages are based off your **month-end PQV!** This means that you can earn 20-30% on direct customer retail orders, and this percentage is determined on your PQV at the end of the month, not at the time the order was placed.

**Q: If I qualify, how and when will I receive my extra 5-10% of retail commission on my direct retail orders?**

A: You will receive the basic 20% retail commission on all direct customer retail orders in your weekly commission for the weekly period the order was placed in. If you qualify for the additional 5-10% retail commission with your monthly commissions for the month that the order was placed in!

**Q: Do I earn the enroller and level bonuses on my direct customer's retail orders in addition to the 20-30% retail commission?**

A: You will not receive an enroller bonus on direct retail customer orders, but you will receive the 4% Level bonus on direct retail customer's retail orders in addition to the 20%-30% retail bonus you will receive. You can also receive the 4% Level bonus on retail orders in levels 2-5 depending on your qualifying rank. This is because retail customers do not "enroll" in the tree, so there is no "enroller" bonus.

**Q: How do I earn the Product Credit?**

A: You can earn \$50 in product credits every calendar month by accumulating or maintaining a minimum of 5 personal Preferred Customers who each have a minimum of \$50 in net product purchases in any calendar month. Net Product Purchases means that the subtotal of these customer's autoship order, before tax and shipping & handling fees, must be at least \$50 in products.

**Q: If one of my directly enrolled PCs has two autoships process during one month, and both orders have a minimum of \$50 in net product purchases, can they count twice towards my count of 5 PCs to earn the product credit?**

A: No, only one order of \$50 or more in net product purchase per customer, per month can be counted toward earning your product credit points.

**Q: When will I receive my product credit points?**

A: The product credits will be earned in a monthly commission period and will be added to your account upon the close of the period and commissions for the month being paid out by the 10th of the following month.

**Q: Where will I see my earned product credits balance in my back office?**

A: You will see these in the [Product Credit Points](#) widget on the home page of your Back Office when you log in!

**Q: How will I be able to use my earned product credit points?**

A: You can use your earned product credit points to purchase any [products](#) once they have been issued to your account! Once you add a product to your cart and then proceed to checkout, in the Payment section of the check-out process there will be an option to choose how many of your total points you would like to use and apply them to your order!

**Q: Can I split my payment method between points and another payment method on my account for one order?**

A: Yes, you can! Whether you are using your total remaining product credit points, or only using some of your available product credit points, you can apply as many points as you would like to use of your available balance, and then use another payment method saved to your account for the remaining balance of the order.

**Q: Is the \$50 product credit taxable as earned income?**

A: Yes, this product credit is taxable as earned income, and will be included on your 1099 if you receive a 1099 at the end of the tax year.

**Q: If one of my customers returns their qualifying autoship order, will I still receive the product credit points?**

A: If a customer returns their qualifying autoship order before the end of the current month, then this order will be removed from the total count of qualifying orders for the current month. If this makes you drop below 5 qualifying orders, then you will not qualify for the product credits until you get back up to 5 qualifying PC orders before the end of the month to earn the product credits. However, if a PC has a qualifying autoship that processes during one month, and they cancel the next month's shipment without returning the current months, this will not remove them from your current month's count!

**Q: If I double rank in one month, will I receive both Team Builder Bonuses?**

A: Yes! If you rank up through multiple ranks for the first time in one calendar month, you will receive the Team Builder bonus payments for both earned ranks. Please keep in mind that to receive the second payment for both Team Builder bonuses you would need to maintain the higher rank the following month. If only the lower rank is maintained the second month, you will not receive the second installment of this bonus for the higher rank, and will only receive the second installment of the bonus for ranks maintained the following month.

**Q: Will I still receive the second installment of my Team Builder bonus if I don't maintain that rank the next month?**

A: No, you must maintain the rank you are receiving the Team Builder bonus for, or a higher rank to receive the second installment of the Team Builder bonus. For example, if you earn Executive Team Leader in the month of March 2021, you will receive the first \$250 installment of the \$500 Team Builder bonus with your March 2021 commissions on April 10, 2021. You would then need to maintain the rank of Executive Team Leader or higher in April 2021 in order to receive the second \$250 installment for the Executive Team Leader Team Builder bonus.