



## FRIENDSHARE FAQ

### ALL THE INFORMATION YOU NEED TO KNOW

#### HOW DOES FRIENDSHARE WORK?

Each Advocate and customer will have a link that is unique to their account. When they share that link with a new customer, both the Advocate and customer are rewarded. The advocate will receive \$10 credit within their account and the customer receives \$10 off their first purchase, which is automatically applied to both the order and in the Advocate account. Upon checkout, the customer will have an opportunity to enter a code (this is the account ID). However, to properly link an account from customer and Advocate, you must use the Advocate's Friendshare link.

An Advocate can share their link found on the home page of their Back Office directly with the customer to ensure the customer is on the Advocates correct replicated site. The FriendShare link can be used without the code. Entering a code at checkout is just an additional way to apply the discount in the order.

#### WHERE CAN I FIND MY LINK?

Customers will be able to find their link in the FriendShare Tracking page in their account. This is found under the Account Settings menu on the left-hand side of the page when logged in to their account, and you can copy your link directly from the tracking page to share with potential new customers!

An Advocate's FriendShare code is their six-digit Advocate ID number. Advocates are encouraged to share the full link found on the home page of their back office directly under the rotating banner to ensure customers shop from them directly, and the FriendShare discount is automatically applied! Advocates can copy their link from this page directly to send to customers, and when customers follow this link, it will take them to the Advocate's replicated website through FriendShare and apply the \$10 FriendShare discount at checkout for new orders.

#### HOW CAN I SHARE MY LINK WITH POTENTIAL NEW CUSTOMERS?

Customers and Advocates can copy their FriendShare link that includes their code directly from their account! For customers, this will be on their FriendShare Tracking page and for Advocates this will be on the home page of their back office as explained in the question above! That link can then be pasted directly into an email, text message, or any other kind of typed message for people to use the link.

Customers and Advocates can share specific products through FriendShare by going to the product page when logged into your account and selecting "Share with FriendShare Code". If this method is used to share a FriendShare code, customers must make sure they are shopping directly on the replicated website of the Advocate they would like to order from.



## WHEN WILL I RECEIVE MY \$10 FRIENDSHARE CREDIT FROM SOMEONE USING MY LINK TO PLACE AN ORDER?

FriendShare credits are rewarded immediately, so you will see this \$10 product credit available for use on your account as soon as a new customer uses your link to place their first order!

## HOW CAN I VIEW MY FRIENDSHARE CREDITS?

You can track everything FriendShare related on the FriendShare Tracking page!

**For Customers**, this is located under the Account Settings menu and is called FriendShare Tracking. You can view and copy your link, view credits earned and spent, view how many orders have been placed using your FriendShare link and see your credit balance.

**For Advocates** you can find your FriendShare Tracking information by going to the Reporting Suite and selecting FriendShare Customers. Here you can view your FriendShare orders, and all relevant information. You can also view your FriendShare Product Credits earned and spent by selecting View Transaction Log on the Points Available widget on the home page of your back office.

## WILL MY FRIENDSHARE LINK EVER CHANGE?

Typically, this FriendShare link would not change. However, your FriendShare links include your web alias, which is the name you would like for your replicated website to show. If you were to make updates to your accounts "web alias", your FriendShare link would update to reflect this.

## WILL MY CODE EVER CHANGE?

No! Your code is unique to your account and will never change. Even if an existing customer enrolls as an Advocate, their code will remain the same.

## IS THERE A LIMIT TO HOW MANY CREDITS I CAN EARN FROM FRIENDSHARE IN ANY GIVEN PERIOD?

No! There is no limit to how many \$10 product credits you earn through FriendShare, and you can continue sharing your code with as many people as you want to keep earning more product credits and help spread the word about Green Compass!

## DOES FRIENDSHARE WORK FOR NEW REPLENISH ORDERS?

Customers may use FriendShare while creating their first Replenish order; however, FriendShare is not valid on any first Replenish orders containing the \$99 Balance & Restore Collection.

## WHAT CAN THE PRODUCT CREDITS BE USED ON?

The \$10 product credits cannot be applied to any swag, marketing materials or samples, but they can be used on any Green Compass products! Please note that the credits cannot be applied to



Replenish orders or enrollment kit purchases. FriendShare credits are applied to the products in the retail order but cannot be used toward tax or shipping costs.

### **CAN I SEND MY LINK TO EXISTING CUSTOMERS FOR THEM TO RECEIVE \$10 OFF AN ORDER?**

No, FriendShare only works for new, first time, customers regarding receiving \$10 off their first order. However, if your existing customers share their link with new customers who use that link to make a purchase, they can still receive the \$10 product credit to use on future orders!

### **DOES THE FRIENDSHARE DISCOUNT AFFECT MY COMMISSION?**

Commissions are paid on the BV and QV of a product, and the BV and QV will adjust to reflect \$10 off price when customer's place their first order through FriendShare. However, you will get a \$10 product credit every time a customer uses your code to place an order so this will offset the slight decrease in commission on that customer's first discounted order.

### **WILL I LOSE MY FRIENDSHARE \$10 CREDIT IF MY CUSTOMER OR THE PERSON I REFERRED RETURNS THEIR ORDER?**

No, the \$10 product credit will not be deducted from your product credit balance if a customer or someone you referred with your FriendShare code returns that order.\* If the customer returns their first order that they had received the \$10 discount on, they will not qualify for \$10 off through using a FriendShare code in the future as it will no longer be their first order.

*\*Green Compass does reserve the right to deduct product credit points if we find that an Advocate or customer is abusing the FriendShare system.*