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Virtual Office Tutorial

View a Preferred Customer
To view your preferred customers you want to go to your genealogy, customer genealogy, then change your levels 0-1, change type to: sponsor, change members to: associate in personal group, change the filters to include Preferred customers then click on view organization. This will pull up all your personal sponsors. Note you can now view all your levels.

View a Preferred Customer's Volume
You have to click on genealogy, detail report, click on levels 0-10. Change type to from binary to sponsor. Change it to associates in personal group. You will see you as the sponsor should be the first person at the very top of the report. It will show your PV for the months. Click on the blue PV amount. Now it will bring up a report of how you have obtained that PV. You can also track the package.

View Team Members
To view your team members you need to click on genealogy, detailed genealogy, keep your type at binary, you will choose which levels you want to view, then click on view organization. Now on those screens you can also click the tab, search and search per associate. * Note you can also view your entire down line and their leg volumes. To view your team members PV from this screen you need to click on their associate ID#. Also, if you know which level a specific team member is on you can search per level, by changing the levels.

Currently the only way to view which leg your personally sponsored is placed in, is to click genealogy on detailed report. Change levels to "1-1", change binary to sponsor, click view organization. Now you can see your personally sponsored. Write down their names and ID#, then change sponsor back to binary and click view organization. Now you can see which leg they are placed on. In the future you should be able to view both personally sponsored and leg placement on the same screen.

View All Personally Sponsored

To view your personally sponsored you need to click on genealogy, detailed genealogy, and change levels 1-1. (This is your first level) Then change type from binary to sponsor and click on view organization. Now you can see who is on what leg and what their PV is. **This is the leg placement of your personal leg.**

Manual Placement
The best way to make sure that you are enrolling someone in the correct position is to: enroll them from **your virtual office**. Once you log in, you want to select "genealogy" and click "graphic tree". You will see there are circles and triangles. What you need to do is click on the empty square. Once you click on the position you want them placed in, the computer will automatically start the enrollment process. ***If you know exactly where you want a new associate placed, make sure you enroll them from your graphic tree.***
If you have a bigger downline and cannot locate the associate you want to manually place the new enrollee under, change the focus ID# to the direct upline's ID# and hit view organization, this will display the virtual office to show directly their downline tree.

***Keep in mind if you enroll someone from "associate services" to "register a new member", when you input the enrollee's information the placement will automatically be defaulted to your placement preference. *Make sure your preference placement is exactly where you want that associate to be placed.* Balanced placement is based off of your CV.**

**If people are registering from your website, you need to make sure you go into your account and enter your placement preference (left, right, balance).
If you do not want the computer to automatically place an associate for you, you need to manually place them!

***** BALANCED PLACEMENT IS BASED OFF OF YOUR CV *****
Example: Left leg = 1500cv, Right leg = 500cv. Next person to enroll from website gets placed in your Right leg.

To make sure you place the new associate correctly, when enrolling from "register a new member", you will want to change your placement preference first, to where you want them to be placed. Then enroll them from "register a new member", if you do not want your placement preference at that same status you must go back in to your placement preference and adjust the status.

View Preferred and Associates Auto Ship
Click on Genealogy, then detailed reports. Click on Filters, select the preferred customer filter and associate filter, then go into columns and select to see the auto ship date and associate status. Click view organization .From there you can see who is a PC and who is an ASSOC and see their auto ship date, this date will show the end date, if their auto ship is 6/25/2012, this means their auto ship is to be shipped everyone month on the 25th until 6/2012. If the field is empty the A/S is inactive.

To view preferred customer volume, you have to go to detail genealogy click on level 0 to 1 - change type to sponsor, click on view organization. Click on yourself (which should be the top associate) Then click on your personal PV, and it will show your orders for all preferred customer. Because all preferred customer PV counts for your PV this is where you will view these details.

View your Personally Sponsored Telephone Phone #'s

Click on Genealogy, detailed report, filters, change your filters to display either associates and preferred customers, or just one or the other, now click on columns, check mark cell phone, day phone, home phone. Now click on organization. Change your levels to 1-1, and change your type to sponsor. Click view organization. Now you should be able to view your personally sponsored information. You can also click save and save these options.

View New Members

When you go to genealogy, summary report, there is a report in there that will show new members for the month they en-rolled in. If you click on the new member number it will bring up another report that shows their information and order entry date.

Credit Cards on Account

If someone wishes to change the card used for auto ship they can call us to do it, they may also be able to do it in their virtual office under the auto ship orders option. If they wish to use a different card for the manual orders they may enter that in during the ordering process. Please inform associates this is to prevent any fraud that may occur when credit card numbers are stored.

Upgrade an Account

In order to place an upgrade order you must go into order processing, place an order, and click on the product pack(example: if you want to upgrade from a home pk to the retail business or the super achiever pk you must choose "retail pk, or super achiever pk) this package counts as your upgrade. If there is a product pack purchased within 60 days, the upgrade will be applied. If you purchase it after 60 days it will not pay fast track commission, but you will receive full CV.

Change your Auto Ship Details

Click on order processing, auto ship orders. You will see your current auto ship details. If you do not see any current orders contact customer service to activate your auto ship. If you do see your current auto ship order, click on the blue link that says "change", under the number section. In here it will ask for your order details click on the arrow button next to select to select your order. Next to the order in QTY enter how many of the order you have selected you wish to have. If you would like to change the date that this order will ship you change the ship date located in at the top of the order screen. If you down grade your order you must hit calculate order. Confirm shipping address, **if you want to change your shipping address, you may enter the new information here.** Click continue. The next screen will bring up the auto ship details. If you wish to change your credit card information, click on enter payment method, at the top of this next screen you can use the credit card information previously or you may enter a new payment method. When you enter a new credit card this will change your auto ship order to the new credit card. If you enter a new shipping address in this field it will also change the auto ship template to ship to the new address. If you want to suspend your auto ship you can click "cancel".

<u>Track a Package or View an Invoice</u>
Select "order processing" and then click "Order/Package tracking". On this screen you will see all your purchases and tracking information. If you click on the tracking number it should show the order status. If you would like to view the invoice or print the invoice please click on the invoice number. This should allow you to view the information. This is also considered your order history screen.

<u>Changing your Personal Information</u>
Go to Update my account. You can change your mailing address, phone numbers, and email. If you would like to change your auto ship address, you must change that in your auto ship template under order processing.

<u>Change your Password</u>
Click on update my account, "Password". Here you can change your password for your virtual office. **If you forget your password, when trying to log into your virtual office click on the blue link "forgot my password", your information will be emailed to the address you signed your account up with.**

<u>Commission Summary Report</u>
Primary Bonuses - This is your monthly commissions. Your monthly commissions consist of; Team Commissions, Matching Check Bonuses, Global Pool, and any Rank advancements.

Secondary Bonuses - Your secondary bonuses consist of Fast track commissions and Preferred customer purchases.

What you want to do is go to "Associates Services" and click on "commissions' summary". You can choose which period you would like to view. Periods are = to the weeks in the year. Example: Period 24 is June 1-7. (In the future this may be changed to view easier). Click on continue.

In this report you will be able to view order dates, order numbers, CV points earned, transaction amount (amount earned) and the amounts paid. You can also see the matching check commissions.

<u>Qualify for Matching Check Bonuses</u>
Follow instructions under "View Team Members". To view your personally sponsored you need to click on genealogy, detailed genealogy, change levels 1-1 (because this is your first level) then change type from binary to sponsor then click on view organization. Now you can see who is on what leg and what their PV is. You are looking to see who has the PV = 100 PV. This is going to show who qualifies you for the percentage (25%-50%). Remember you need an equal amount of qualified associates on each side (left leg, right leg). Write this down and keep track as to who is on which leg and had a PV of 100. You may also want to write down their ID#, so you can use the search tab if necessary. Try to

keep track of your personally sponsored associates and what legs you are placing them on, until our systems are updated, this way you do not have to do this every month.

Now you need to see how many of those equal qualifying associates are actually making a team commission check to determine your matching check.

So on this same screen detailed genealogy, change levels 1- 99 or whatever the max is, then change type from sponsor to binary then click on view organization. When switching to binary you are now viewing your whole down line. This way you can also see who your 2-7 level is and what their legs are. In the left side it shows level (this is level of placement, not personally sponsored). Now you are viewing their leg volume right and left. You are looking for those with volume on both legs. This volume is what their team commission check will be. Example: 1500 left leg, 500 right leg. They will receive a team commission 10% of lesser leg- 500 = 50.00. Now depending on how many equaling qualified of personally sponsored you have with the PV=100 will determine what percent of that total 10% amount you will receive. If you do not want to view whole team and just per personally sponsored volume, since you wrote down their ID# you can click search and search for that team member to view their volume.

If you want to see your 7 levels down you need to change your levels to 0-7. Same process.

<u>View Team Commissions</u>
What you want to do is go to Associate services, click on Volume History report. In this report you will see the months; the PV, Carry Right, Carry Left, Right Left Leg, Left Leg, and total pay volume.

PV- Personal Volume = orders equal to your personally purchased items, or preferred customer volume accumulated.

Right Leg = Total volume for the associates placed on your right leg.

Left Leg = Total volume for the associates placed on your left leg.

Total Pay volume: This is the volume of your lesser leg combined with any PV over 100. Your team commission check will be 10% of this total volume.

Also when someone is active but not qualified, the full volume will be carried over on both legs. There will no longer be any deduction like when we pay the commissions. The pay volume will carry over and no amount will be subtracted from either leg when that happens.

*Note not all of the carry over volume is reflecting in this section. Now the carry over volume will not reflect in your account until team commissions are cut and finished on the 15th of each month.

You can view your commissions under associate services, commission summary. You can also look at your account inquiry under associate service.

View previous commissions

You have two ways you can view your previous commissions. You can either go to associate services, commission summary, or view commissions per commission period. Or you can go to associate services click on account inquiry.