



FREQUENTLY ASKED QUESTIONS

CONSULTANT FAQs

GENERAL

Does a customer always choose a Consultant? Do they always keep the same Consultant?

A customer must always choose a Consultant when creating a Perks profile, setting up an event, or when making any purchase. Once the Consultant has been chosen, it remains in that customer's profile unless specifically changed by clicking on another Consultant's referral link or the customer chooses to go in and select a new Consultant.

You should always instruct your customer to be sure they select you as their Consultant. Be sure to give them stellar customer service so they will continue to want to give you their business.

How are Perks promoted? Will the Home Office start advertising to my customers now?

Perks makes it easier for all of us to promote specials, highlight great products, and share information about pampering, our brand, and more with EVERYONE. There is space on every dashboard to show off the Feature of the Week, and, as time passes, we will continue to enhance our capabilities to share information giving customers many more opportunities to earn Perks.

The Home Office will now have the ability to periodically push simple, informational ads about specials, exclusives, and our brand. Participating in these promotions may earn bonus Perks for a customer and save them money. Every customer and Consultant can choose to be a part of or opt out of these promotions at any time by changing the preferences on their dashboard under their "My Account" tab.

Can I set up a Perks account for my customer?

You can set up nearly all of your customers' Perks dashboards for them. Your customer would merely need to set up their own password and use the email verification link to complete their account. We strongly recommend you help as many customers as possible start and complete their Perks accounts. Fields for a customer's birth date have now been added to the order form to make it easier for you to assist them.

Can I purchase another Starter Kit with my Perks if I'm already a Consultant?

Starter Kits are only for those wishing to enroll as a Consultant. Starter Kits may only be purchased with Perks by customers who enroll to begin their Independent Consultant business. If you are already an active Consultant, you cannot buy a new Starter Kit.

Important to Note:

Perks are not earned on Starter Kits or monies spent on tax and shipping. Consultants do not earn Perks when they shop for tools or non personal volume items, however, Perks can be applied toward the purchase of tools.



If my Consultant contract is cancelled, voluntarily or involuntarily, what happens to my Consultant Perks accounts?

If your Consultant contract is cancelled, then your Perks account is set as a customer account. The Perks are still available and can be redeemed by logging into your account as a customer. Perks will still expire according to the time and activity they were rewarded.

Your account is setup as a customer by providing your first & last name, email address, date of birth, and by choosing a Consultant.

COMMISSIONS

Do I get commission on things purchased with Perks?

There is no commission on any item that has Perks applied toward it. Free and discounted items are not eligible for commission. Other exclusions may be outlined in the terms & conditions.

Can I give my Perks to a customer or team member?

Beginning September 2017, Consultants will be able to gift Perks to customers and team members. This is a way to reward customers, reimburse them for shipping costs, or create your own promotions. When you gift your Perks, their expiration date will change to 30 days. Make sure you let your customers know so they can go use their gifted Perks in that time period.

You will also be able to view the Perks that your frontline and customers have earned, but you can never use the Perks in another individual(s) account. We reserve the right to terminate and delete any duplicate accounts at our sole and absolute discretion at any time and without notice. For example, if we find a Consultant is transferring Perks into a personal customer account related in one way to the same Consultant, we reserve the right to terminate one or both accounts.

In order to complete an exchange of Perks, you must be a Consultant and a member of the Perks program, and the person you intend to provide the gift to must also be a member. We will first redeem Perks from your account and then use the proceeds from that transaction to gift to another Perks member account.

Gifting your Perks is used only as a Perks reward program to give Perks to customers or Consultants to go toward Perfectly Posh purchases. It should not be used to sale, broker, barter, exchange, or redeem for cash. It can not be applied to taxes, shipping, or handling.

All gifted Perks transactions are final and non-refundable. Once a transaction has been submitted, it may not be cancelled or reversed. Transactions will be limited to 1,500 Perks maximum per person per day. A Consultant can gift a combined maximum of 15,000 Perks per month. Once transferred, all Perks will show a 30 day expiration date.



Can I purchase and reward Perks now as Consultant?

Perks cannot be purchased. They are rewarded by the system for online purchases and more. However, as a Consultant, you do have a way to gift your Perks, as of September 2017. This new feature is a way for Consultants to reward customers and team members.

Can I award Perks for cash and carry sales?

Perks cannot be purchased and are awarded by the system for online purchases. However, as a Consultant, you do have a way to gift your Perks, as of September 2017. This has been established as a way for Consultants to reward customers and team members.

PARTIES

Do I have to set up an event for my customers that have volunteered to be a Hostess?

As of September 1, 2017 only Consultants will be able to setup and assign parties. Consultants will be able to assign a Hostess to each party they set up. After the invitations are sent out with the website link, all members can share the link with others not invited to be part of the fun! The link can also be shared through social media for anyone to participate.

How are Perks awarded if I have a Hostess who has a party guest refer someone who purchases?

If the guest refers someone to their Hostess's party, it's the Hostess who earns the Perks. If the guest refers someone to the website and they create a cart outside a party, then the guest referring them earns the Perks. Basically, a Hostess always earns Hostess Perks on all carts in her party.

If the Hostess waits to be the last person to check out of the party, then they will be able to use all Perks and gifts associated with the party at that time, as long as everyone else has closed their purchases.

Can a guest be in more than one event at a time?

A guest can be added to multiple parties and have multiple party invitations from multiple Consultants at any given time. The links the guest uses to purchase will determine to whom the Perks and commissions are awarded.

Does every event have to direct ship to customers?

As a Consultant, you will be able to set up events and decide if there will be a "Ship to Hostess" option on your event. If there is, each customer will then decide to add her order to the Hostess order, which will ship for just \$5.99. You can also choose to have any given event offer only the direct ship option.

If a customer has a direct ship order, they will have the option at checkout to break the order out of the event and have it ship immediately, and not have it wait for the event to close. The Hostess order can never ship until the event is closed. All events must be closed within 14 days of opening.



How are referrals different from guests in a Hostess Party?

Guests are invited to events or parties and the Hostess earns Perks on their purchases during the duration of their event. These guests can see a party dashboard and interact with their Consultant, Hostess, and other guests. They earn Perks for purchasing and can get special attention from their event group.

Referrers and referees get a link from one Consultant or customer that tells them about Perfectly Posh in general or recommends a specific product. When this link is used to purchase anything, the customer or Consultant who sent it earns Perks. The Consultant whose site was used for the purchase receives the commission.

REFERRALS

How does a Consultant or customer earn Perks on referrals?

Sending a link from within your Perks dashboard or sharing from a social media icon on a replicated website will generate a link that is unique to you. If the person you refer uses that link to make a purchase, not only will they earn Perks on their purchase, you will also receive Perks.

As of September 1, 2017, the links are unique to you and can be shared to accumulate Perks through the month toward your Referral Reward Tier.

How do I use Perks on social media?

There are social media icons throughout www.perfectlyposh.com, your Perks dashboard, and your customers' Perks dashboards. When logged into the website and used, these social media icons will contain a special link that will connect purchases back to the referrer's Perks account.

Share your business and talk about it with others every chance you get on social media. You should be creating an event on Facebook for every event you create on your Virtual Office to maximize participation. This allows you and your Hostesses to share lots of information about products, dates, and more.

Do I have to set up the ability for a customer to refer friends?

A customer is able to refer both you and Perfectly Posh to all of her friends entirely on her own. They will earn the Perks, you will earn the commission. You are able to send your own referral links and earn Perks for referring customers to yourself, as well. Again, we recommend you stay highly connected to your customers to provide an excellent pampering experience.

Can a customer have more than one working referral link at a time that goes to different Consultants?

A customer can have many, many links. The commissions and Perks will be awarded based on the link tied to a purchase.

How many times can a referral link be used?

A referral link can be shared over and over and over again, even to those that have already used the referral link. There is no limit to the link. It will award Perks to the sender each time it is used to make a purchase. Links expire 90 days after being shared. There is also a requirement



that cookies on your computer and the person(s) with whom you share your link be turned on for in order for the link to work.

Outside of social media, can I send the referral link in other ways such as email?

Perks has the ability to send branded, detailed, custom messages in multiple ways. In addition to using the social media icons, you and your customers have the ability to send simple email and SMS text messages through your Perks dashboard and contacts system.

How does this change contact management in my Virtual Office?

Customers and Consultants both have a working contact management system. You can store, save, and edit the information of people you interact with in your business. A Consultant cannot access or view the contacts of her customers.

PORTAL & PERKS

How does the Posh Portal work with Perks?

For Consultants only (not available to customers), the Posh Portal tools will be available for purchase with your Perks. Posh Portal items will still be non-commissionable and ship for \$5.99 per order. You will now be able to use product credits as well as Perks to purchase tools. You will NOT earn Perks on tool purchases. See all the tools at www.perfectlyposh.com/poshportal

How does Perks impact training programs?

Perks means we also have new, exciting changes to our training programs:

- **Quickstart:** When you earn your 15, 30, and 60 Day Quickstart milestones, you will receive Perks and business building items. You can earn up to \$360 in Perks for completing the Quickstart program, which you can use on the site to spend on Posh products or Portal items. When you complete the program, you will also receive personalized car clings, labels, and business cards in addition to Perks rewards.
- **Action Academy:** You can earn Perks as you complete different levels and goals within the Action Academy. The Action Academy is a 90 day program that follows the Prep Academy and Quickstart programs, and is designed for Consultants who have hit the title of Pink or higher. Complete the program in the designated 15, 30, 60, and 90 day increments along with the personal volume and recruiting goals, and you can earn up to \$195 in Perks plus a T-shirt, pin, and diploma.