

### **What is Biashara Plus?**

Biashara Plus is a mobile application that was developed specifically for Forever Living business owners (**FBOs**) to access and view the prices of Forever Living products. The app provides real-time access to product pricing as well as detailed product descriptions and images to help business owners make informed decisions.

Biashara Plus is currently available in nine countries across Eastern and Southern Africa, including Tanzania, Rwanda, Kenya, Burundi, Uganda, Zambia, Botswana, South Africa, and Namibia. Additionally, the app is expected to be launched soon in Ghana, extending its reach to Western Africa.

### **Types of payment in Biashara Plus App**

In Biashara Plus, there are two types of payments: **subscription packages** (for using the app) and **order payments**.

- **How long it takes to carry out a delivery. What else do they consider when determining whether a delivery will take a long or a short period of time?**

1. **Kenya:**

They deliver to countries at a small fee of Ksh250/-The deliveries are done overnight meaning the FBO/customer will receive the package the following morning.

2. **Tanzania**

Takes 24 to 48 hrs, mostly 48 hrsThey consider distance. For example Mwanza takes longer than Morogoro.

3. **Zambia**

Currently we have FBOs doing their own arrangements but I think bikers are quite efficient. Orders can take between 1-3 days maximum for long distances. For short distances, orders can take 20 to 30 minutes.

4. **South Africa**

Delays will be a result of the wrong address or contact number provided. Delivery takes 2 days for locals, and 4-5 business days for people from other provinces. Deliveries might take longer if the destination is in the village.

5. **Namibia**

Delays will be a result of the wrong address or contact number provided. Delivery takes 2 days for locals, and 4-5 business days for people from other provinces. Deliveries might take longer if the destination is in the village.

6. **Botswana**

Orders that are received before 12PM are usually dispatched the same day, collected by the courier who will then deliver the order the next day in most places. However there are other places in the country where the courier only delivers on certain days of the week. Whether a delivery will take long or short is determined by the delivery address (how far it is and whether the courier goes there daily) and also at month end orders may delay because the warehouse staff have lots of orders to pack while doing their monthly stock take.

**When will you receive your delivery?**

After being completed, orders are shipped in 24 - 48 hours . Orders do not ship on Saturday or Sunday. Due to the increased volume of orders placed during the end of the month, please be aware that shipping could take place up to 6 - 7 business days.

**What is the minimum amount to use when I order on app?**

**Tanzania**

Minimum order Preferred Customer 252,000

Minimum order Ass.Supervisor and above: 148,680

Bank account detail

NMB:TZS ACCOUNT 20106600291- FLP (T) LTD

CRDB

CRDB:TZS 01J1092337600-FLP (T) LTD

CRDB:\$ 02J1092337600-FLP (T) LTD

STANCHART

STANCHART:TZS ACCOUNT 0102010081900

STANCHART:\$ ACCOUNT 8702040081900

MPESA,TIGOPESA,AIRTEL:PAY BILL NUMBER

200700

**Or**

You can pay directly through the Biashara Plus app (currently, Tigo payments are accepted).

**Kenya**

## **Kenya's Paybill**

Paybill 400900

Account no: Fbo no.

**When you encounter the error "Your FBO ID has already been taken," please verify the following:**

- **FBO ID Accuracy:** Double-check that you've entered the correct FBO ID.
- **Kindly double-check the email address used for login.** If you've changed your email, kindly use the old email to log in as one FBO ID can only be associated with one email address.
- If you need to change your email and FBO ID due to an error, please contact our customer support via **WhatsApp at +255 679 516 178** for assistance. For more information visit <https://help.biasharaplus.com/article/read/21>

## **Can an order be accepted through Biashara Plus without payment being made?**

No, the email will be sent once the payment has been made, and usually there is a reference number for the order made - this reference number is shared to Biashara Plus, FBO, Direct Pay ( DPO ) and FLP Center - and it's always unique.

## **Why can't I download the Biashara Plus app on my Huawei phone**

We are aware of the problem Huawei users are facing with our application. Currently, you won't be able to use the Biashara app on your phone. This app is only accessible in the Play Store and App Store, which Huawei does not have.

## **I have already paid for the app but the system still requires payment. Why is this happening?**

Please check if the payment was successful. If so, kindly refresh the app by clicking the top right corner button. If not, log out and log back in to activate your account.

## **Transaction/payment declined**

When you face this problem of payment decline, it's either you have an insufficient balance or it's another problem with the card. Kindly check your balance if it's sufficient or contact the bank to see what's wrong with it.

### **For those who don't see changes of the price updates or any update**

When there is any price update, kindly refresh the app by clicking the top right corner button. If not, log out and log back in to see the changes

### **How much does delivery cost?**

#### **South africa delivery cost depend on the order value**

- Orders up to R2999 = R180.00
- Orders up to R3999 = R240.00
- Orders up to R4999 = R300.00
- Orders up to R5999 = R360.00
- Orders up to R6999 = R420.00
- Orders up to R7999 = R480.00
- Orders up to R8999 = R540.00
- Orders up to R9999 = R600.00

#### **Botswana Delivery Cost depend on location**

- Gaborone = P140 per order
- Outside of Gaborone = P267 per order

#### **Namibia**

There is no delivery cost in Namibia; the cost is included in the product price.

#### **Zambia**

#### **Kenya Delivery cost**

250 Ksh per order

#### **Tanzania Delivery Cost is constant to all Region**

Delivery cost is 8000Tsh for all region

#### **Burundi**

Sorry! there is no delivery in Burundi

#### **Rwanda**

Delivery fees depend on area and location

## How To Register For Biashara Plus

1. Click on the Biashara Plus app. A list of languages will appear. Choose your preferred language to use.
2. Tap "**Sign in with Google**" or "**Sign in with Apple**" to go directly to where you can enter your email address.
3. Add the email address you want to use to sign up for Biashara Plus.
4. Click "**Yes**" to start registering yourself
5. Enter the Forever Business Owner ID (**FBO ID**) that you will be using then click on "**Save**".
6. Enter the country you are in. Additionally, there are five levels: Preferred Customer → Assistant Supervisor → Supervisor → Assistant Manager → Manager. **Tap your level.**
7. Add the phone number that you will be using in Biashara Plus.
8. Click on "**Let's Get Started**" once you are done filling out all the registration information. You will be taken straight to the home page.

## How to navigate /use Biashara Plus app

1. Click on "retail" in the upper left corner of the page. A list of levels will appear on the lower part of your page. This will help you choose your level.
2. If you need any help regarding the app, click on the "**question mark**" in the upper right corner of the page. This will directly take you to the help page.
3. For more assistance, click "Chat with Center" or visit one of our social media pages (Facebook, Instagram, or WhatsApp). You can click "Send Us Feedback" to provide feedback. Click "Frequently Asked Questions" (FAQs) in the lower section of the page for additional instructions.
4. To switch countries, click on the "flag" in the top-right corner of your page.
5. "Profile" provides personal information such as your mobile number, FBO ID, default country, total CC, current level, subscription package, and time remaining for your package to end.
6. To log out or make a subscription payment, click on your Biashara Plus profile.
7. To change your username, go to your profile, click on your name, and then enter the new one.
8. Click on "My order" to see saved or completed orders.
9. To change country or change language, see data backup, or see version control, click on "setting."

