

AGENT TIPS

Q *Where do I schedule a WOW Party?*

A In your Backoffice - just click the Schedule a Party button on the main page.

Q *What do I enter in the Host field?*

A You may select one of your existing Customers or you can sign up a new Host if they have not been a Customer of yours in the past. Add the new Host first, then come back to the scheduling page

Q *Why is scheduling a WOW Party important?*

A Scheduling a WOW Party gives you a Party ID number. This number tracks all orders, enrollments, and new Party bookings so that your Host may be rewarded. It also lets you track information on your Parties, guests, and Hosts.

Of course, you can always hold a Party without a Host, and if so, you do not need to schedule it in your back office. No rewards will be issued.

Q *How, as an Agent, am I rewarded for scheduling a WOW Party?*

A Scheduling a WOW Party keeps your calendar full and introduces you to more people to grow your business! Using a Host keeps you in a warm-market—that of your Host. Your Host's family and friends will want to hear what you have to say and want to know more about Seacret. This gives you a wonderful opportunity to share the benefits of being an Agent, a Seacret Customer, or even Hosting a Party of their own!

Q *How can I see WOW Party information?*

A There is a new section in your Backoffice where you can see a list of all your WOW Parties—both open and closed. This lets you see orders as they are being placed and rewards that are available to your Host. Your Host can see their Party information in their Customer Suite.

Q *How am I paid on WOW Party orders?*

A Agents receive commissions for Customer orders in the week that the order(s) is placed. These orders will count for E4 credit, WOW Bonuses, and weekly Customer Commissions in the Monday-Sunday commission period. Hosts only get rewarded when a Party is closed. Closing a Party does not affect the Agent.

Q *May an Agent be a Host?*

A No, Host benefits are only available to Customers. Agents are rewarded with commissions, bonuses, customer pools, and other benefits (see Compensation Plan for full details).

CUSTOMER, HOSTS, & HOST REWARDS

Q *What is the difference between a Customer and a Host?*

A A Host is simply a customer who has scheduled a WOW Party with an Agent and received a Party ID. The Customer's ID and website will never change. Scheduling a Party with an Agent allows the Host to be rewarded for sharing Seacret.

Q *How is a Customer rewarded for being a Host?*

A There are 5 ways we reward Hosts for sharing Seacret with their family and friends (see rewards grid and Seacret Sharing Guide for more information).

1. The Customer referral credit of \$10
2. A Host Party Credit that doubles when the Host is a VIP Customer
3. Exclusive Host Items only available to Seacret Hosts (items are subject to change)

4. Half-price items when a guest at their Party books another Party with you

5. Half-price items when a guest at their Party enrolls as an Agent with you

BONUSES

- Hosts automatically are upgraded to VIP Customer Status if their Party totals \$500 or more

Q *Is there a Party sales minimum?*

A No. However, in order to receive Host Rewards, a Party's sales total must be \$250 or more.

Q *Where can I/my Host see all the benefits and rewards for having a Party?*

A An Agent can find the information in the new Sharing Seacret Guide, in the Flip Chart, and on the Host Checklist that is downloadable from the Backoffice. A Host may find this information online, or on the Host Checklist and Party Benefits sheet that you share with them at a Party.

Q *When do the rewards like half price items from the Party become available to the Host?*

A When they close their party and enter their rewards order. They can track and see their rewards as they accumulate beforehand.

Q *Can a Host use the rewards for free product credit from their Party sales (\$10 per customer or Seacret Wallet points) towards their own initial purchase to become a VIP customer?*

A Yes, if a host has wallet dollars they may apply them to any order.

Q *Can the \$10 Customer Referral Credit be used towards the half-price items?*

A No. Credit cannot be used towards half-price items.

Q *If the Party total is over \$1,000, can the Host include their own initial order in with the Party to get free shipping?*

A Free shipping is only for the Host Rewards order. Any items included on this order would be shipped free (if the Party was over \$1,000), but items on this order do not count for Party totals.

Q *Does the Party total include tax and shipping?*

A No, the Party total only includes product sales.

Q *Can a person who has not been a Customer before still Host a WOW Party?*

A Yes. There are two ways:

1. You refer a prospect to your replicated site where they will find a Host a Party button. If they are not already a Customer, they can create a new account. A Party Request will come to you via email.
2. As an Agent, you may set up a new Host from your back office. Setting up a new Host creates a customer account.

Q *How does a Host become a VIP so they can double their Host Rewards Credit?*

1. If a Host was a Retail Customer or never shopped with Seacret before, they can become a VIP Customer at their own Party if their sales total reaches \$500 or more.
2. They can also place a \$99 first-time order or a Bundle order as a guest at their own Party, which will make them a VIP Customer.

Q *What if the Party does not reach \$500 in sales but the Host wants to become a VIP while it is open or after it closes?*

1. A Host can become a VIP before the Party closes by placing their own Bundle or \$99 first-time order as a guest at the Party. This order would also count toward the Party total. After placing their \$99 first-time order or monthly Bundle order, they would be eligible for double rewards credits and VIP pricing on their rewards order.
2. Once the party closes, any product purchases or Bundle orders will still move the Host to VIP status, but will not impact their party sales total or their Host rewards.

Q Will their own Retail purchases, \$99 first-time order, or Bundle order count towards the Party sales total?

A Yes, as long as they use the Party ID and place the order before the Party closes.

Q Does the Host's rewards order count toward the Party sales total?

A No, the Host's rewards order does not count toward the Party sales total.

Q What if the Host decides to become an Agent at their own Party?

A Becoming an Agent would make the Host ineligible for Host Rewards. A suggestion would be to close the Party, allowing your Host to receive their rewards, then enrolling the Host as a new Agent and enrolling any new Agents who wished to enroll under them.

Q How does a Host close their Party?

A Your Host should log in to their Customer Suite where they can then click on their open Party and see the rewards available to them. If they know they have no more orders, enrollments, or bookings coming, then they should click the "Close Party" button.

Q How does a Host submit their Rewards order?

A When your Host selects the "Close Party" button, this will take them to a Host Rewards Order screen that will walk them through a step-by-step process to use all of the rewards available to them.

1. Shop for Host Exclusive Items

2. Shop for Half-Price Items

3. Shop a la carte and apply any Host Rewards credits that were earned.

4. Pay for the order using wallet credit if earned, enter your credit card information, and confirm shipping information. The order will ship directly to them!

TECHNICALITIES

Q How do I open or close a Party?

A OPEN – the Agent schedules a Party in their back office using an existing customer or a new Host
CLOSE - The Host needs to close the order in their back office. They are using their credit card, their Host Rewards and Wallet Credit for new customer referrals. As an Agent you should coach the Host and help them do this.

Q What does "opening" and "closing" a Party mean?

A A party is opened when the Agent schedules the Party in their Backoffice and a Party ID is issued. It remains open until the Host closes it by placing their rewards order. Once a Party is closed, the Party ID may not be added to future orders, enrollments, or bookings.

Q When does the Agent get paid on Customer orders entered during the Party?

A Earnings from Customer orders are paid to the Agent with the commissions earned during the week the orders were entered. Closing the Party only affects the Host's rewards order.

Q When I am at a WOW Party, how and when do I enter new Party bookings?

A When you schedule a new Party, there is an optional field where you can reference a Party ID. If the Party is open, then the Host of that Party will receive a ½ price item (limit 2).

Q What is a Party ID?

A Each Party has a unique Party ID, and you (the Agent) will see it when you schedule a new Party. It will also be emailed to you and to your Host, and is visible in the Party section of the Agent Backoffice and the Host's Customer Suite.

Q What's the difference between a Host ID and a Party ID?

- A** A Host ID does not exist. The Host ID would be the same as their Customer ID. A Party ID is generated when the Agent schedules a Party for a Customer making them a host.
- Q** *How can people join the Party virtually and shop if they are long distance?*
- A** They can place an order online using the Host's replicated site and referencing the Party ID. The "Party ID" field is an optional field shown when a Customer places their order. This order will count for Party totals as long as the Party is open.
- Q** *Do people they send their website or need the customer ID# to make a purchase?*
- A** For orders to count in Party totals they must use the PARTY ID. The Party ID is not required, but if they do then the order will count in Party totals.
- Q** *Why am I getting an "Invalid Party ID" code?*
- A** This means one of two things:
1. Your Party ID is no longer active, because the Party has been closed.
 2. The Party ID is incorrect. Double check your Party ID on the Open Party List in your Customer Suite.
- Q** *What if a guest does not know the Host's Customer website address and would like to place an order?*
- A** If they don't know the Customer ID or don't have their Customer's website, but they have the Party ID, they can call Customer care.