

# Frequently Asked Questions

## **Where is my Starter Kit/Order?**

You can log onto InTouch and under the "Order" header, click the first selection on the drop down menu entitled "Order Status" and you will be directed to all of your orders from the last 45 days.

## **Where do I find my Weekly Accomplishment Sheet on InTouch?**

Under the header "Business Tools", click the last selection on the drop down menu "Weekly Accomplishments" and then click "Enter Weekly Accomplishments."

## **When do I receive my "Star Consultant Ladder"?**

After the quarter ends (3/15, 6/15, 9/15 or 12/15) the company begins the mailing. Please call Branch customer service if you do not receive it within 8 weeks. (800) 272-9333

## **How do I select my Star Consultant Prize?**

You will be sent an email within a week of the quarter ending, which will take you to InTouch where you will "order" the prize of your choice.

## **What does "Active Status/Earned Discount Privilege" mean?**

When you place a minimum \$200 wholesale order, you will receive a 50% discount on your entire Section 1 order and qualify for the Earned Discount Privilege (meaning you can receive a 50% discount on any subsequent orders you place, regardless of size, through the end of two calendar months after your order month). For example, if you place your order on June 16, 2008, your Earned Discount Privilege will apply until Aug. 31, 2008. You will receive the Earned Discount Privilege as long as you maintain your active status.

## **How do I order my Red Jacket? When should I order it?**

Call (800) 619-0055 as soon as you have two active\* team members.

## **My order was missing product/has extra product?**

Call Branch Customer Service at (800) 272-9333.

## **What if a customer returns product to me?**

Visit InTouch, under the heading "Ordering" click on "Product Replacement" and follow the prompts. The Company will send you a replacement product of equal value (it doesn't have to be the exact same item). Keep the returned product on your shelf for a minimum of thirty days in case of company inquiries.



FAQs