



Enrolment Enhancements: Frequently Asked Questions

Q: Why has the enrolment process changed?

A: The changes to the enrolment process have come about as part of a U.S. lead I.T. initiative to streamline the enrolment process for Essential Rewards members. All markets will now follow this process to enrol new members.

Q: What are the main changes to the enrolment process?

A: A brief summary of the updates can be found below:

- A brand-new design for the 'Become a Member' splash page!
- Members joining the Essential Rewards program have the option of enrolling with a PSK, plus adding additional items to their first order – the difference here is that the PSK is not attached to the Essential Rewards template, however, the additional items are in the ER template.
- Members joining Essential Rewards have the option of enrolling with a PSK only in their first order, then must set up their template of minimum 50PV which will process the following month – again this means the PSK is not attached to the ER template. (They will not be able to proceed with the enrolment until they select those items.)
- Personal information is entered AFTER they select their items for the first order

Q: Can a member join Essential Rewards with just a Premium Starter Kit in their basket?

A: Yes – however, the enrolling member will now need to select a Premium Starter kit to add to their enrolling order, as well as adding an additional 50PV to the following months order or in addition to their enrolling order.

Q: Does this update to the enrolment process effect members enrolling with a Standard order?

A: No – Members placing a standard order as their enrolment order will not see the additional changes to the enrolment process.

Q: What if an enrolling member would like to add additional items to their enrolment order?

A: The members has two options. The first option would be to add the minimum of an additional 50PV to their enrolment order (totalling a minimum of 100/150PV) – once their order processes, the PSK will be removed from the template, leaving the remaining 50PV for the next month. Alternatively, the second option would be to add the items that they would like on to their enrolment order as well as adding a minimum of 50PV to their second monthly order.

Q: If a member saves their next monthly Essential Rewards order at the time of enrolment, is the member still able to update the order prior to the next processing date?

A: Yes of course – the member has the ability to adapt and change their 2nd month order as many times as they like. We recommend the final update of the order is a minimum of 48 hrs prior to the processing date.

Q: What will my processing date be?

A: The enrolling members Essential Rewards processing date will be selected automatically by the system. Please be advised that they may not get the exact date that they enrolled. The system automatically assigns the next monthly processing date, based on warehouse availability. We encourage you to direct all new members to the Essential Rewards tab after enrolling, to check the date of their next order.

Q: Can the enrolling member set up an Essential Rewards template for the following month while also adding additional items to their enrolling order?

A: Yes – they can add additional items alongside their PSK and update their next month's order.

Q: Where does the new member add items to their next month's Essential Rewards order?

A: Select 'Choose Your Essential Rewards Kit' and add the products your new member would like to add to the next monthly order. They will not be charged for these items until the following month's processing date.

Q: How does a retail customer place an order?

A: Retail customers will select 'Add to Cart' on the product page and they will be taken to the retail check out. Retail customers will no longer place orders through the 'Become a Member' tab at the top right of the page.

Q: Where does the enrolling member enter the Sponsor & Enroller details?

A: These details will now be entered under the 'Member Information' tab – this is the second page the new member will see when enrolling.

Q: Are all the Essential Rewards bundles showing on the 'Select Kit' section?

A: No – there is a huge variety of ER bundles within the 'Customise Your Kit' section. The two showing on the main page are our most popular selections.

Q: By selecting items for next month's order, will I be charged for the items today?

A: The enrolling member will be charged for the items in their enrolling order, if they have added items to their next monthly order, they will not be charged for this until their next processing date.

Q: How do I sign up using the paper enrolment forms?

A: Until the enrolment forms have been updated, for any member who wishes to sign up on Essential Rewards, please ask them to complete two ER forms – one for their initial order and one for the second months order along with a Member Agreement.