

# YOUNG LIVING PHILIPPINES

## ROADSHOW GUIDELINES AND TERMS & CONDITIONS

AS OF MAY 1, 2023

### PLATFORM REQUESTS

How can I place a consignment request?

To submit a request, visit (<https://ylphsystem.com/request-form>) and complete the form. An email notification for a completed request will be sent to your registered email.

### BASIC CONSIGNMENT PACKAGE (minimum of 5 kits to 29 kits)

Which ranks can request a basic consignment package?

- Achieved Executives and above can sign up for the consignment package with a minimum of 5 requested kits to up to 29 requested kits. See some requirements below specific to Executives:
  - Must have a credit card on file
  - They must have already completely liquidated the kit/s from the first package/event request before a second package/event request may be placed.

Do I need to conduct an event in order to avail of the BASIC consignment package?

- An actual event is NOT required in order to avail of the BASIC consignment package.

### EVENT CONSIGNMENT PACKAGES (minimum of 30 kits)

Which ranks can request an EVENT consignment package?

- Achieved Diamonds and above can request for the EVENT consignment package with a minimum of 30 liquidated kits.
  - They must have already completely liquidated the kit/s from the first package/event request before a second package/event request may be placed.

Do I need to conduct an event in order to avail of the BASIC consignment package?

- An actual event is required in order to avail of the BASIC consignment package.

What should I submit to reimburse the P5,000 cash subsidy?

- Requesting member will be eligible for cash subsidy. This is exclusive for Diamond Leaders and up only. Requesting member should liquidate at least 90% of roadshow kits within liquidation deadline.
- Just email proof with photos to [YLPHRoadshow@youngliving.com](mailto:YLPHRoadshow@youngliving.com) within 3 days after the event date. It should include the following:
  - Official receipts for venue rental, accommodations, airfare, event meals along with photos of the event
  - Official receipts for venue rental, accommodations, event meals should be named under "Young Living Philippines LLC"

- How soon can I expect the reimbursement to be credited to my bank account?
  - It will be credited within 10-15 banking days to your direct deposit account.
- The venue does not provide official receipts in our province, what else can I submit to reimburse the P5,000 cash subsidy?
  - Acknowledgment Receipts can be submitted as proof of payment along with event photos, download the file here: <https://bit.ly/YLPHAcknowledgementReceipt>. Note that this will be subject to verification.
- Is there an age limit for the attendees to join the event and be counted as attendees?
  - The age limit should be a minimum of 18 years old.

How do I get the consignee's gift?

- You may get the consignee's gift when you reach the required events per package. See the poster for the full details.
- All requested kits should be completely liquidated within the liquidation deadline with no returns.
- Each consignee can receive a maximum of 1 consignee's gift per month.
- The delivery of the consignee's gift may vary. See the poster for the full details.

### ER POINTS QUESTIONS:

- How do I get the Essential Rewards points for enroller gift?
  - You must liquidate all consigned kits within the liquidation period.
  - This is a one-time availment for each member ID for the month. For example:
    - I have 10 enrollees under the Event Consignment package (min of 30 Kits), I will only get 50 ER Points.
    - I have 1 enrollee under the Event Consignment package (min of 30 Kits), I will get 50 ER Points.
    - I have 5 enrollees under the Basic Consignment package (min of 5 kits), I will only get 20 ER Points.
    - I have 1 enrollee under the Basic Consignment package (min of 5 kits), I will get 20 ER Points.
  - ER points will be credited to your account by the 15<sup>th</sup> of the following month.
  - ER points can be used to avail products via redemption.
- I qualified for the ER points, but I am not enrolled in ER, can this be converted to account credits?
  - No, the ER points cannot be converted to account credits.
- I am not enrolled in ER, what will happen to the points I qualified for?
  - You must be enrolled in ER before points are credited. Accounts that are credited with points, that are not enrolled in ER, will forfeit the points.
    - Scenario: You qualified for the ER points in May, before June 15, you must be enrolled in ER to be able to retain the points that will be credited on your account.
- How do I use my ER points?
  - You may redeem your ER points by going to the ESSENTIAL REWARDS page in your Virtual Office, go to the “Rewards Points” tab, then click on “Shop to Redeem Points Now” button. Points redemption order are processed separately as Rewards Order, does not have any PV, and does not count towards your monthly ER.

- As long as ER points are credited and can be seen in your Virtual office, you can use it to redeem products. You can start redeeming points after your first ER order\*. \*Provided there is an ER order placed within the last 30 days.
- Do ER point orders count toward my consecutive month ER orders?
  - No. Points redemption order are processed separately as Rewards Order. It does not have any PV and does not count toward your monthly ER.
- Do the points I earned expire?
  - Yes. Unused points expire on a 12-month rolling basis, meaning they expire 12 months from when they were earned. You can monitor your points expiration via your Rewards Points page in your VO prior to every 15th of the month.

To learn more about Essential Rewards, you can read through the full FAQs here:

<http://bit.ly/YLPHEssentialRewards>

### QUESTIONS ON MAKING A CONSIGNMENT REQUEST:

- I would like to do multiple packages in one event day since I am signing up for my downlines, can I do this?
  - Yes, this can be done so long as you remain responsible and accountable for unliquidated enrollment kits, should there be any.

Sample Scenario: I am a Silver Leader, and I have applied for the following packages:

- i. BASIC package – for my Executive: Pat dela Cruz for Aug 12
- ii. BASIC package – for my Executive: Jenn Gloria for Aug 12
- iii. EVENT package – For my personal event for Aug 12

- Is there a limit to the number of requests I can make?
  - A qualified member can only have a maximum of 100 kits requested in the month. Diamond Leaders and above are exempted from the maximum limit.
- Is there a last day to put in roadshow requests for the month?
  - All event requests for the current month should be placed by the 23rd of the same month.
- What if I have exceeded my enrollments vs requested kits?
  - Full liquidation (including additional enrollments) is required and should be updated using Roadshow Platform. Additional kits can only be sent to one address and will be initiated within 2 working days upon notifying Roadshow Support team via Roadshow Platform chat support.

## HOW TO ENCODE ROADSHOW ENROLLMENTS

1. What shipping method option should I choose when processing enrollments on VO under roadshows or consignment?

All enrollment orders should be processed under ROADSHOW SHIPPING METHOD. Incorrect shipping method may not be counted as part of Roadshow Liquidation.

2. My roadshow enrollee would like to add other oils to their enrollment order, how should I process this?

Any additional items can be processed by the enroller or enrollee by calling the hotline (8249-9555) or thru Live Help AFTER enrolling on Virtual Office. Shipping cost will be shouldered by enrollee.

3. Can I enroll as soon as the kits arrive, even prior to event date?

Yes you may start enrolling as soon as you receive your kits.

4. What if we experienced system issues during enrollment?

You may fill out the jot form for manual enrollment processing using this link <https://bit.ly/RoadshowEnroll>

## SHIPPING OF AMMENITIES AND KITS

When can I expect my consignment packages (kits and amenities) to arrive?

AREA	METRO MANILA	OUTSIDE METRO MANILA
REQUEST DATE	+ 7 DAYS	+ 14 DAYS

Rules & Guidelines:

- Free Shipping will apply to all consigned kits and freebies from YLPH Warehouse to the Event's registered address
- Kits and freebies can only be sent to 1 address indicated by the requesting member.
- Return shipping fee of unliquidated kits and freebies will be shouldered by the requesting member.
- Upon delivery of your items, you must take a photo and video of unboxing for any quality related (missing, damaged or mispulled items). Please send photo and video via email to [ylphroadshow@youngliving.com](mailto:ylphroadshow@youngliving.com).

## LIQUIDATION, RETURNS AND PENALTIES

- The deadline of liquidation is a maximum of 2 days after the event. Once consignment request is approved, the requesting member should be able to see the liquidation deadline in your liquidation entry and status.

DAY 1	DAY 2	DAY 3	DAY 4	DAY 5	DAY 6	DAY 7
Event Day		Liquidation deadline		Deadline to return unsold kits  MS will notify via call that your credit card will be soon charged upon missing the return deadline	MS will do a second notification via email	Your credit card will be charged for any unreturned kits

- Any unsold items should be returned 2 days after the liquidation deadline. The requesting member is responsible for shipping the unsold kits back to Young Living warehouse. The requesting member can select an available warehouse where they can return their unsold items which includes the enrollment kit, freebies, raffle items, swags, enroller and enrollee gifts.
- Liquidation and return deadlines will be strictly followed. Extension requests will be on a case to case basis with situations for consideration such as: changes in event date due to weather or travel restrictions, health conditions, known system issues. Any unforeseen issues that will cause extension of liquidation deadline should be reported to Roadshow support on or before the committed event date.
- Damaged returned items will be shouldered by the requesting member using the card on file or through bank deposit.
- All roadshows with event date from the 29th of the month until the end of the month must be liquidated prior to the 3rd of the following month. Otherwise, charging of kits and items will commence on the 5th day of the following month.

What are the penalties for failure to return unsold kits?

- Unsold kits will be charged to your credit card on file should you fail to respond to notifications and return your on-hand kits following the deadline.
- Should there be no available credit card on file, you will no longer be able to consign or avail of our roadshow packages moving forward, and will incur a member record with our Conduct Team.
- Young Living reserves the right to withhold commissions should there be a need to augment costs for unsold kits without a credit card on file

## TROUBLESHOOTING GUIDE: WHO TO CONTACT

Concerns	Roadshow Platform Chat Support or email <a href="mailto:ylphroadshow@youngliving.com">ylphroadshow@youngliving.com</a>	MS Team (phone or chat) 8249-9555 or Live Help
Roadshow/ Consignment approval status	YES	
Roadshow/ Consignment freebies and support requirement	YES	
Exceptions approval	YES	
Site access issues	YES	
Kits tracking and delivery status	YES	
Liquidation	YES	
Returns	YES	
Additional Kits	YES	
Error upon checkout on VO		YES
Failed Payments in VO/BSI		YES
Password issues in VO		YES
No order history / no PV reflected in VO/BSI		YES
Member's card is visible, but no order created in VO/BSI		YES
Process additional orders manually		YES
Diffuser issues		YES
Change of warehouse		YES
Manual enrollment (for system issues only)		YES
Bank transfer (for system issues only)		YES