

## Customised Enrollment Order (CEO) Frequently Asked Questions

### **Q. Can my 100 PV CEO order be an Essential Rewards (ER) order?**

A. Yes, provided you select 'Yes' to join Essential Rewards in Step 2, then set up your Essential Rewards order in Step 3 with a minimum of 100 PV. Your 100 PV CEO order will be classified as your first ER order which will be eligible for any associated benefits. Your 100PV items you selected in Step 3 will be ready to process and billed on your selected processing day the following month. You have the flexibility to edit your product selection prior to your selected processing day.

### **Q. How can I add more items to my 100PV CEO order?**

A. Once you have selected your 100PV items and can see it in your Cart Summary, click on 'Build Your Order' to add additional items.

### **Q. Will I be eligible to receive the free ER PV promotional products in my CEO order?**

A. If you join the Essential Rewards (ER) program during Step 2, and set up your 100PV ER order for the following month in Step 3, and your CEO order reaches any of the PV levels that qualifies you to receive free gifts exclusive to ER members (e.g. 130PV between 1st and 15th of the month), you will receive the applicable promotional items in your first order. These will appear in your order summary at checkout.

### **Q. If I join with a 100 PV CEO order is it still possible to join Essential Rewards later on?**

A. Yes, you can! After completing your CEO order and your sign up, visit your Virtual Office (found in the top right corner of the page) and click Monthly ER Order. From there you can join Essential Rewards!

### **Q. If I join with a 100 PV Customised Enrollment Order (CEO), then join Essential Rewards (ER) after I enroll, can my Standard CEO order be converted to an Essential Rewards order so I can get the associated benefits?**

A. No, your CEO order will remain as a Standard Order and cannot be converted. You will start earning the benefits associated with the Essential Rewards program when you join ER and start ordering monthly.

**Important Note: A CEO order is considered a Standard Order unless you join the Essential Rewards Program during the enrollment process.**



**Q. Will I receive Essential Reward points with my CEO order?**

A. Only if you choose to join Essential Rewards and set up your 100PV order for next month, you will receive 10% back in reward points on the CEO orders' PV value. This will increase to 20% on your fourth consecutive month of Essential Rewards ordering. If you choose not to join Essential Rewards, you will not qualify to earn the monthly Essential Reward points on your CEO order, as this will be considered a Standard Order.

**Q. Will my Enroller get the Starter Bundle Bonus if I choose to enroll with a CEO order?**

A. No, the Starter Bundle Bonus is only paid to your Enroller when you enroll with a Starter Bundle.