

RETAIL CUSTOMER CHECKOUT EXPERIENCE FAQS

In which markets will the changes be implemented?

All markets that currently offer a retail experience. This includes all open markets, excluding Indonesia.

What changes have been made?

Retail customers will no longer follow the same flow as Wholesale Members to enroll. They can set up an account while purchasing simply by clicking “checkout” in the shopping cart.

Can a Retail Customer set up an account without purchasing?

No, account creation is accomplished by purchasing product and checking out.

On the “Become a Member” page, when I select Retail Customer, the Continue button is greyed out. How do I continue?

To enroll and purchase as a Retail Customer, navigate to the Product Catalog, add product to your shopping cart, and check out.

Can retail customers purchase without a sponsor?

Yes, they may select “No one referred me/I do not have a sponsor or enroller” and continue making a purchase. They will be entered in our placement program, and a sponsor may contact them.

How will member services handle Retail Members who sign up without any prior knowledge of YL?

Customer is placed into our lead program and will be assigned a sponsor. Refer to Kbase for additional tips to handle questions.

Are retail customers required to set up a PIN?

Retail customers are not prompted to set up a PIN during the enrollment process. Upon contacting Member Services, they will verify with account information and can set up a PIN anytime in the VO.

Can retail customers participate in Essential Rewards?

No, retail customers are not able to participate in Essential Rewards.

Can retail customers purchase a Premium or Basic Starter Kit?

No, The Basic Starter Kits and Premium Starter Kits are available only to Wholesale Members.