



MONA VIE

Preferred Customer FAQ

- Q. What markets is the Preferred Customer program available?
- A. All OTG (except Japan) and all NFR (does not include pre launch) Japan is being worked on and will be available as soon as possible.
- Q. Does a distributor need a Replicated Website to sign up a Preferred Customer?
- A. No. A PC can be enrolled by the distributor through the Virtual Office.
- Q. Does a Preferred Customer have to be on Autoship to receive the wholesale price?
- A. No. Wholesale pricing is available to PC's on all orders, regardless of their Autoship status.
- Q. Does a distributor need to be active or qualified to receive the Preferred Customer Bonus?
- A. No. The PC bonus will be paid to the sponsor regardless of activity status.
- Q. How can a distributor support agent enroll a preferred customer?
- A. World Vu Online, Distributors Replicated Website, Distributors Virtual Office
- Q. If a Preferred Customer is on Autoship, when will their order process?
- A. Autoship will process on Saturday for all PC's.
- Q. How can a Preferred Customer manage their Autoship and place manual orders?
- A. PC's will have a Virtual Office (referred to internally as VO-lite). They can manage their profile, contact information, placing new orders, etc.
- Q. How do Preferred Customers log into their VO?
- A. PC's will use their email address (used when enrolling) and their password (used when enrolling) to log into their VO.
- Q. How do I verify security on a PC account?
- A. Please verify their email address and password. As most PC's will not remember or become accustomed to an ID, please be attentive when taking calls that you do not frustrate a PC thinking they are a distributor.
- a. If they do not have their password, please verify their shipping address.
- Q. What is the difference between a distributor and a preferred customer?
- A. Distributors will earn bonuses and are considered business builders. PC's are considered wholesale consumers and will never earn a bonus.
- Q. What is the price difference between distributors and preferred customers?
- A. There is no difference in price. PC's will pay wholesale on their product purchases.



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- Q. Can Preferred Customers enroll other PC's?
- A. No, only distributors can enroll PC's and other distributors.
- Q. What are the payment options for Preferred Customers?
- A. Only Credit Cards applicable to their country will be accepted. There is no ACH, Boletto, or cash deposit option available.
- Q. Can Preferred Customers drop ship orders to other countries?
- A. No, PC's can only ship within their country. (This includes US to Canada and vice versa, and Puerto Rico)
- Q. Can Preferred Customers order Bulk Items?
- A. No, PC's will not be offered bulk items. Preferred Customers can only order up to \$500 USD (or the equivalent in international markets) every 28 days. Based on certain country limitations, no bulk ordering items will be available for preferred customers.
- Q. How does volume and bonuses get paid on preferred customer orders?
- A. Preferred Customer orders will receive 50% of the standard volume for each order. That volume will roll to the PV of the sponsor to help them remain active. If the sponsor already has 200PV for that 28 day period, the Preferred Customer volume will roll to the sponsor's lesser leg for that week. 50% of the volume will be converted into a cash bonus for the sponsor and paid out in that week's bonus run.
- Example 1 – if a PC orders ONE CASE ACTIVE, the sponsor will receive 50PV and \$25 USD (or converted equivalent) bonus.
- Example 2 – if a PC orders TWO CASES ACTIVE, the sponsor will receive 100PV and \$50 USD (or converted equivalent) bonus.
- Example 3 – if a PC orders ONE BOTTLE ACTIVE, the sponsor will receive 13 PV and \$7.50 USD (or converted equivalent) bonus.