

FAQ's for Consultants

Training

1. What training is available through Shelf Reliance for consultants?
 - a. Consultants receive a training manual in their starter kit. They should also make arrangements with their sponsoring consultant for training. The Tuesday consultant call and the annual consultant convention are also excellent opportunities for training.
2. I've never sold anything in my life. What are the best resources on effective sales training?
 - a. Consultants receive a training manual in their starter kit. They should also make arrangements with their sponsoring consultant for training. The Tuesday consultant call and the annual consultant convention are also excellent opportunities for training.
3. Do I have to be a consultant to participate in a training call?
 - a. No, anyone is welcome to listen in on these calls.
4. How can I access/receive the information covered on a training call if I am not able to listen in on one?
 - a. You can download previous calls by going to your consultant dashboard, clicking on consultant materials, and clicking on training.
5. Where can I get help in preparing a presentation?
 - a. Your sponsoring consultant can make arrangements for you to attend a party.
 - b. The Tuesday training meetings regularly focus on the topic of presentations.
 - c. Mimic the presentation on our opportunity dvd.
 - d. The consultant training manual has a script and talking points for a presentation.

Becoming a Consultant

1. If I sign up to become a consultant and choose the \$199 pack, can I upgrade later?
 - a. No, you will not be able to exchange your package.
2. If I sign up to be a consultant and decide this isn't for me can I get my money back?
 - a. No, there is no membership fee and consultants primarily pay for product. Products purchased can be returned according to our regular returns and exchanges policy. This policy can be found at <http://www.shelfreliance.com/shipping-and-returns>
3. How should a new consultant sign up on the Q?
 - a. A new consultant can either log into the website and set up their own Q or the sponsoring consultant can set up the Q on their consultant dashboard. If the sponsoring consultant initiates the Q the new consultant should review that Q as soon as possible.
4. If I sign up to become a consultant is my Q budget fixed for the first 3 months like a regular customer?
 - a. Yes, all home party Q's have a fixed budget for the first 3 months. However, anyone can increase their budget after the first month.
5. Do I get host benefits for my consultants' Q?
 - a. All Q's can be tied to a party. The host of the party will receive host benefits based on the total sales of the party including Q's set up from that party.
6. Do new consultants get a double dip on their Q's?
 - a. They may, any order that is tied to a party is eligible for the double-dip benefit. In order to receive that benefit the new consultant has to schedule to host their own party. If hosting their own party the consultant is eligible for Double-Dip benefits like any other consultant.
7. What if a consultant I sign up is already signed up on the Q under someone else?
 - a. The Q will stay with the consultant that signed them up originally on the Q.
8. How do I order more catalogs, DVDs, etc.?
 - a. Consultant materials can be ordered like other orders on the Consultant Dashboard.

Commission

1. How does the commission plan work?
 - a. The Consultant Training Manual discusses the commission plan in detail. Information can also be found on the Home Party Website at <http://www.shelfreliance.com/parties/index/earningpotential>
2. Why is there a higher commission percentage for Q orders.
 - a. The Q is the lifeblood of the consultant commission and provides consultants the opportunity for residual income. Shelf Reliance pays a higher commission on the first month of new customer and consultant Q's as an incentive to consultants who promote this valuable tool.
3. Are my personal sales a part of my team sales?
 - a. Yes
4. On average what do you earn at each rank?
 - a. It is continuously increasing as the company grows. To see the latest, refer to the latest commission plan training conference call. Go to "consultant materials" on your dashboard, click on "training materials", and you will see "call recordings."
5. Do I earn a commission on my Q?
 - a. No, if you are a consultant, commission on your Q is paid to your sponsoring consultant. However, it is included in your team volume qualification amount.
6. Do I get rewards for making purchases aside from my personal Q?
 - a. You will receive 10% commissions for everything you buy in addition to your Q. All purchases can be tied to a party and if you make yourself the host of a party you can receive Host Benefits from your purchases. These purchases also contribute to your monthly personal sales number for the purpose of calculating rank.
7. What do I do if my Q order processed lower than the required amount for my commission?
 - a. Contact customerservice@shelfreliance.com and place another order which will be tied as a Q order, otherwise, the difference between your Q product amount and \$50 will be deducted from your commission check.
8. Why didn't I receive credit for a personal order I placed?/ How do I get my personal order to count towards my sales?
 - a. The most convenient way to ensure that you get credit for your personal orders is to place the order on your dashboard and insert your own email address in the box for the customer address. Another option is to make sure to add yourself as a customer on your account.
9. How are my sales calculated in a month?/When is the end of the month for commissions (date/time)?
 - a. All monthly sales are calculated from 5 pm on the 1st of the month to 5 pm on the 1st of the following month Mountain Standard Time.
10. How far down the line do I receive commission and where can I find the chart?
 - a. A consultant can receive commission on up to three levels. The actual level is determined by the sales rank achieved in a particular month. Details on this plan are contained in the Consultant Training Manual or on the website at this address <http://www.shelfreliance.com/parties/index/earningpotential>
11. What does my personal Q order have to be set at in order to receive a commission check at a certain rank?
 - a. This requirement is described in the Consultant Training Manual or on our website at <http://www.shelfreliance.com/parties/index/earningpotential> Select the link in the fourth section on "Build a Team" to bring up the Rank Requirements Chart.
12. What months of sales are being counted for points in the Cancun contest? Do my orders have to be processed and shipped during the months being counted or can the order just be placed for it to count towards the contest?
 - a. The contest will include all orders placed from February 1 to July 31. They do not need to be processed and shipped only placed.
13. If I see errors showing up online with commissions, double dips on Host Benefits, etc. who should I contact to fix that?
 - a. Contact the Customer Service Department at customerservice@shelfreliance.com
14. Do I get commission on orders that come into my new url website if they don't log in or sign up?
 - a. You will receive commission on all orders placed on your personal website whether the customer logged in or not.
15. What is compression and how does it work?
 - a. Compression allows consultants to maximize their commission each month. When commissions are calculated, any consultants that are not active (don't have an active Q for at least \$50 in product) that

month are removed from your downline sales reports. The consultants directly under them are moved up one level. If one of your level 1 team members was not active your level 2 member directly under them will be moved into the level 1 position, the level 3 team member will be moved into the level 2 position, and the level 4 team member will be moved into the level 3 position. When viewing your downline sales report you can select between the compression view and the non-compression view.

16. What if I achieve a rank advancement to Executive or above and my Q was only at \$50? What do I do to meet the needed requirement?
 - a. You will need to contact customer service and place another order to qualify.

Host Benefits

1. How do host benefits work?
 - a. Host Benefits are described on our website at <http://www.shelfreliance.com/parties/index/hostbenefits>
2. What is a Double-Dip?
 - a. The Double-Dip is an incentive for customers who place an order at a party they attend rather than waiting to host their own party and placing their order at a later date. A customer who orders at a party and then later becomes a host for a second party will be able to apply their original order to the sales total of the party they host. In this way a customer is able to Double-Dip by ordering at a party and then later receiving host benefits on that order if they decide to host their own party.
3. If a host has placed multiple orders, which one do they get a double dip on?
 - a. All of the orders placed from the party they book a party from.
4. How do I collect host benefits on orders that did not come through any particular party?
 - a. All orders can be tied to a party – if you have orders that are not tied to a party the consultant should create an event on their Dashboard, the consultant can be the host of the party if they would like. These untied orders can then be tied to that party.
5. If a host places a onetime order and gets on the Q at the same party, do they get a double dip for both the order and the Q?
 - a. Yes
6. If a customer from my party decides to host a party with a different consultant does she still get the double dip from the order she placed at my party?
 - a. Yes
7. If a customer from a party decides to host a party with a different consultant does my host still get the host half off reward for her party?
 - a. Yes
8. How much time do I have to process host benefits after a party?
 - a. 3 months from the date of the party
9. When I sign up a consultant that didn't already have a Q what should I do and what benefits do I get?
 - a. A new consultant should have a Q set up as soon as possible. The sponsoring consultant will receive a \$50 recruitment bonus that month and they will receive the regular Q commission. Tie the Q to one of your parties for host benefits.
10. Can you combine the free and half off benefit?
 - a. No, no items can be split between the free and half off benefit. E.g. if a host orders several cans of strawberries they must either be placed under free or half off they cannot be placed under both benefits.
11. Can I use my "free" host benefit to order consultant materials?
 - a. Yes, Host Benefits can be used to purchase materials, however, the price will be calculated off of full retail price rather than Home Party Price. In order to make this transaction useful there must be enough accumulated free benefit to discount the items from retail to something less than Home Party pricing.
12. What information is provided to a host when I set up a party?
 - a. An email explaining the benefits will be sent. (see on consultant materials) Consultant needs to send anything else to prepare them.

13. Do we charge taxes and shipping on host benefits?
 - a. Taxes are charged on what is SPENT, shipping is charged on what is SHIPPED
14. How can I help a hostess buy their consultant kit with host benefits when the application is done online?
 - a. As with other items the starter kits have a catalog ID number that can be entered into the online form. You will place this order, they you will need to fill out a manual application form and fax it into customer service. It is important to remember that Host Benefits are calculated off of full retail price. Unless the host has accumulated enough free benefit the starter kits may be more expensive to purchase through Host Benefits rather than at Home Party pricing.
15. What happens if someone decides to host a party, we give the first hostess benefits and then the party falls through? Do we take those benefits back or do we not give host benefits until the new party has been done?
 - a. We don't take them back at this time. If it becomes a common occurrence, we will begin to take them back.
16. What if a customer wants to order more than their host benefit is awarding them?
 - a. There is a section on the Host Benefit Order Form to purchase additional products at party price.
17. What price do we use when filling out host benefits?
 - a. Use the full retail price as found on the Home Party Price Sheet.
18. Can I use host benefit orders towards double dip?
 - a. No.
19. Can a new consultant get a double dip from their own Q?
 - a. yes
20. Does the purchase of the start kit go toward host benefits if the consultant signs up from a party?
 - a. No
21. Can a new consultant double dip off of the purchase of a starter kit?
 - a. No

Website

1. What is the benefit to using the consultant websites?
 - a. Contacts that you made who are not interested in attending a party can be directed to your website to make purchases on their own and you will receive full commissions.
2. How do I set up my personal Shelf Reliance url?
 - a. Go to your admin site and click on "my account." Next, click on "online store." Choose a url name and the template you would like. If you would like, you can download a picture on "profile picture" and you can tell visitors about yourself and your experience with Shelf Reliance at "my story."
3. Where do I log into my consultant admin website?
 - a. From the Shelf Reliance homepage towards the bottom of the page in a green colored box is a link to the Home Parties section of the webpage. The URL is <http://www.shelfreliance.com/parties/index/landing> From here you can select "log in" at the top right corner. After logging in you may select "My Business" and proceed to the consultant dashboard.
4. What is the front end and back end website?
 - a. The front end refers to the Shelf Reliance home page that everyone can see. The backend (or back office) refers to the consultant admin page, where you can manage your business.
5. If someone signs up for a \$100 Q through my consultant website will they automatically receive free platinum membership?
 - a. Yes.
6. How does the e-vite work?
 - a. The host of a party can send out an email invitation to potential party attendees. After the host logs in to the party account, they will click on "host" under "my business." Next, they will click on their party. This will take them to the party dashboard. Add text under "message to guests." Click on "edit guest list", and enter the email addresses of those they want to invite. Once that is complete, click on "Send an Invite." You can see what their email will look like by clicking on "Invitation Preview."

Policies

1. What do I do if my enroller isn't active anymore?
 - a. For any help and assistance you may contact their enroller. Contact information is provided on your dashboard for three levels above you titled "upline consultants".
2. Can I switch the date and time of an event online when someone reschedules?
 - a. Yes, this can be done by deleting the event and recreating it; or by clicking on "events" then the title of the party, and then the blue "edit" button.
3. Can I repack and sell the product in smaller sizes at a home party?
 - a. No

Booths

1. Can I do shows, fairs, and carnivals to sell as a consultant and what is the policy on doing so?
 - a. Consultants can participate in events like these. As discussed in the Home Party policies consultants are required to receive pre-approval in order to participate in expos and other events. Shelf Reliance maintains a monthly budget to provide supplies for these events. This budget is allocated on a first come first serve basis and so it is important to seek approval for your event early. Send requests to parties@shelfreliance.com. Banners and other signs are available for purchase at the Shelf Reliance Mall.
2. What do I, as a consultant, need to do in order to set up and have a booth at a venue?
 - a. A consultant must pay for the booth fees and any additional samples needed that aren't provided by corporate.

General Questions

1. What do I do with a company lead?
 - a. These individuals have expressed interest in either placing an order, hosting a party, or becoming a consultant; they should be contacted within 24 hours.
2. How do I sign up a consultant under me?
 - a. New consultants can be registered on the Consultant dashboard. As part of the process the enrolling consultant will also set up a Q for the new consultant.
3. What is my limit to signing up new consultants?
 - a. There is no limit as to how many level 1 team members a consultant can sponsor.
4. How do I tie a party order that comes from my website?
 - a. On the consultant dashboard, go to "orders." Click on "tie to party" and insert the party ID number.
5. What are the party supply benefits? How and when would I use it? Do I need to pay taxes and shipping on this order?
 - a. When you have combined sales of at least \$500, you receive \$50 in credit to get additional product for sampling at future parties. \$1,000 gets \$100 in credit. You do pay taxes and shipping on these orders.
6. How do I change my personal information (address, e-mail, phone) after I've signed up as a consultant?
 - a. Go to your consultant dashboard and click on "my account." Next click on "edit my account".
7. What happens to me as a consultant if I don't have my Q active for a month?
 - a. You will still be a consultant. However, you will not qualify for commissions on any month that you do not have a minimum Q budget. After 6 months, your account is terminated.
8. Do I keep inventory as a consultant?
 - a. Consultants should set the example of developing their own Home Store. However, they do not have to store inventory for customer purchases. The company will ship directly to the customer.
9. What are the minimum sales I have to bring to remain active?
 - a. Consultants do not have to qualify to remain active; they only have to maintain a Q and then they will receive commissions on any sales they have regardless of how little or how large their sales number may be.
10. How can I send a recipe to Shelf Reliance to get more points for the contest and where will my recipe end up?

- a. They may be sent to the Customer Service Department at customerservice@shelfreliance.com Recipes will be posted on the Shelf Reliance website.
11. How do I email customer service and who is receiving my emails?
 - a. The Customer Service address is customerservice@shelfreliance.com Those emails are received and responded to by a dedicated team who is keenly interested in helping each customer have a positive experience and helping each consultant be successful.
 12. How long should I wait for a response before I call in to the office to follow up?
 - a. If you have sent an email you will receive a response in the order that email correspondence is received. If a particular issue is going to take an abnormally long time to address then the Customer Service Team will notify you of this situation. If you do call in and have your issue resolved it is helpful to everyone if you respond to your ticket notification and indicate that the issue has been resolved. This helps eliminate the duplication of effort and of errors caused by multiple people working on an issue independently of one another.

Pricing

1. Where can I find the latest price list and how often does pricing change?
 - a. Consultants can find the price sheet on the "Consultant Materials" section of the Consultant Dashboard. These prices will change quarterly throughout the year. There are occasional corrections/additions made throughout the quarter---when these changes are made, it will be announced in the "news" section of your admin site.
2. What is the different pricing that is offered to customers?
 - a. Q Club Pricing – the lowest possible pricing for those that sign up for the Q, or attend a home party.
 - b. Consultant Website – pricing for those that purchase from a consultant’s website. (this is slightly higher than Q Club pricing.)
 - c. Retail – highest price for customers buying directly from Shelf Reliance
3. Why do we have this pricing structure?
 - a. It is most valuable to consultants if people sign up for the Q or are willing to participate in a Home Party Presentation. If customers make this commitment, we will offer them our best pricing available. Consultant website pricing gives consultants another way to give excellent pricing for those that choose not to do the Q or attend a party. This is an added incentive for all customers to do one of those activities.
4. Where can I find this month’s specials?
 - a. The price list highlights the highest discounted products with an asterisk. Additionally, flyers highlighting the specials are available on the Consultant materials section of the consultant dashboard.
5. If I set up a Q customer on the front end instead of the back end what pricing will they get?
 - a. If they go through your personal website, they will get Q Club pricing. If they go through shelfreliance.com, you must tie them to you as a customer for Q Club pricing.
6. If a Q customer shops for other items not on their Q, what pricing will they get?
 - a. As long as they log in with their email address they will receive the same pricing they have qualified for on their Q.
7. Can I get a discount if I order products by the case?
 - a. Case orders receive a 5% quantity discount as opposed to ordering 6 separate cans.
8. Do you have any kind of customer rewards program?
 - a. We have a fantastic rewards program called the "Q Club." Customers who fully invest in this program qualify for a number of rewards including exclusive recipes, exclusive products, special discounts, and free products. Details on this program can be found on our website at <https://www.shelfreliance.com/parties/index/thriveqclub>
9. Why are there two prices on the price lists?
 - a. One price is the full retail price and the other is the the Q Club Price. Retail is used to show the discount to customers, as well as for calculating Host Benefits.
10. How do I know what is in the large packages of foods?

- a. These packages are described on our website. Generally they can be found by searching for the description of the package.

Q

1. What is the minimum budget that can be set for a Q?
 - a. There is no minimum budget- this can be set to meet your family's needs and situation. However, it won't let you go lower than the amount of your highest priced item plus shipping and tax.
2. What are the requirements to get free platinum Q club membership?
 - a. Anyone who signs up for a Q budget of \$100 or more per month will receive a free platinum Q club membership. Also, if two or more customers sign up for the Q from the same home party they will receive a free platinum Q club membership.
3. If someone signs up for a \$100 Q through my consultant website will they automatically receive free platinum membership?
 - a. Yes
4. How do I set someone up on the Q and give them platinum?
 - a. A customer should choose the level of benefits they want. If they choose Platinum, but don't qualify for the current promotion, they will be charged the Platinum Rate. If they sign up at a lower level and end up qualifying for the promotion, they will automatically be overridden to the Platinum rank.
5. If a customer is a platinum Q club member and decides to stop their Q and later decides to come back on, will they be charged to sign up as a platinum Q club member again?
 - a. They will be notified and can pay the renewal fee at their one-year mark if they want to continue.
6. Can they instead change to bronze and what is the best way to set that up- on the back office or call in?
 - a. Yes. Start Q again and change account info to Bronze.
7. Can I add a Q to a party even if it isn't going to begin for another month or more?
 - a. Yes
8. If a customer wants to start the Q but wants to choose their own products instead of starting with a planner, can I set that up?
 - a. Yes, just set it up, then go in and edit the Q after it is set up.
9. When do I start seeing my Q points add up and how do I use them?
 - a. You will see your points on your customer dashboard on shelfreliance.com. Click on "redeem points" and it will discount the amount from the next order.
10. What do I do with Q customers that show as not active, not scheduled, no shipments?
 - a. Send them a notice of the Q Club and the benefits of being a member.
11. If my credit card or my customer's credit card expires, what do I need to do?
 - a. Change your payment information in "Q Setup."
12. How do I access the current Q club specials?
 - a. The specials will be sent at the beginning of the month to you via email. Your account will automatically discount the price when you order.
13. If I change my email address, do I need to change it on my Q account as well.
 - a. Yes, in order for you and your upline to continue to get credit. Please let your upline know when you make this change.

Food Information

1. What makes your food products so different from your competitors?
 - a. We strive for excellence in all the products we provide to our valued customers. Here are just a few reasons why we feel Thrive stands above the competition.
<http://www.shelfreliance.com/parties/index/thrivefoodstorage>
2. Do you manufacture your own food?
 - a. Yes, we package at our own facility.

3. Where do you get your food from?
 - a. Our raw materials come from over 30 suppliers. All of our suppliers are FDA certified.
4. How can you ensure that your shelf life is accurate?
 - a. The shelf life of our products have been carefully tested and verified by scientists at major universities. By storing your Thrive products in optimal conditions you can ensure you get the maximal shelf life out of your purchase. Optimal storage conditions include a cool, dry place such as a basement.
5. What allergy concerns are there with your food products? Do they contain MSG or are they non-GMO?
 - a. Information can be found at www.shelfreliance.com/faqs.
6. What gluten free products does Shelf Reliance offer? Are they certified gluten free?
 - a. Information can be found at www.shelfreliance.com/faqs- allergen report.
7. Does Shelf Reliance do their own freeze-drying?
 - a. Not at this time

Shipping/Returns

1. Where is my order?
 - a. When you have completed placing an order on the web, a confirmation e-mail will be sent to the e-mail address provided. Also, on your customer dashboard at shelfreliance.com, you can see if it is processing or shipped.
2. How can I track my order's shipping status?
 - a. Once the order has been shipped from Shelf Reliance, a tracking number will be sent to the e-mail provided. This tracking number can then be entered at www.fedex.com to find the most current information on where your order is and when to expect it.
3. When will items that are backordered be back in stock?
 - a. We will work as quickly as possible to get these items to our customers. In rare circumstances when it will be a lengthy time before being able to restock an item, Shelf Reliance will contact those customers and offer a full refund on those items.
4. What shipping time frame can I expect when placing my order?
 - a. Shelf Reliance strives to ship all items within 48 hours. This can be impacted during periods of high volume sales. Please review our current shipping information at www.shelfreliance.com/shipping-and-returns.
5. Who do you do your shipping through?
 - a. Shelf Reliance does most order shipping through FedEx. However, Shelf Reliance reserves the right to make other arrangements-particularly those that will provide either better outcomes or better costs passed on to our customers.
6. Who do I call for additional information when orders are delayed or backordered?
 - a. For questions relating to a particular order status, please contact customer service at Shelf Reliance.
7. What is the return policy on product that is still sealed or already opened?
 - a. Our return/exchange policies are described on our website at www.shelfreliance.com/shipping-and-returns.
8. How can I return my order? Can I do an exchange? Will I be charged shipping?
 - a. Our shipping and exchange information is detailed at www.shelfreliance.com/shipping-and-returns.
9. Where does Shelf Reliance ship to? Can Shelf Reliance ship to a PO box?
 - a. Currently we are able to ship to any contiguous United States physical address, but are not able to ship to PO boxes.
10. Can I set up my order to be shipped with signature required so that it is not left on my doorstep?
 - a. Yes, if you call into our customer service department at (877)743-5373 we are able to set your shipping according to your preference. The customer will be responsible for any related charges.
11. How do I expedite my shipping?
 - a. We are able to accommodate shipping preferences through our customer service department. The customer, however, will need to pay a higher shipping fee. Please place your order on our website and then call Shelf Reliance at (877) 743-5373 to specify a shipping option other than the standard shipping.
12. What if I only have a PO Box address, how can I get it shipped to me?

- a. Call the post office and they will give you the address of the post office. We can't calculate sales taxes without a physical address.

Billing/Payment

1. What does it mean if I enter a credit card and it gives me an error? How should I handle it-call the customer, is this a computer error, do I try and put it through again?
 - a. Before re-submitting the order, please check your sales report to see if the order did actually process. If there are further questions contact customer service at Shelf Reliance.
2. Why do we charge the card before the order ships?
 - a. For security purposes, we do not store credit card information. Currently we do not have a way to charge a card after an order has been placed.
3. When customers write out checks who do they make it out to?
 - a. Please have customers make out any checks to Shelf Reliance. You will send the checks to customer service and they will manually input the orders. You can also have them pay you as the consultant, and you can put their order in with your credit card.
4. How is sales tax calculated?
 - a. Tax rates are determined by states, counties, cities, and other municipalities. Our tax calculator can show you what the tax rate would be according to your address.
5. Why do I/my customers have to pay sales tax?
 - a. Since Shelf Reliance is now set up and being sold by consultants throughout the United States, we are required to charge sales tax due to nexus laws.
6. Is shipping taxed?
 - a. Tax rates are determined by your location so some areas do require a tax on shipping. Please check your local area's tax table to find out if the shipping tax would apply to you.
7. What is the tax rate on a package that includes non-food items?
 - a. If your package includes any non-food items, the whole order will be taxed at the non-food rate.
8. How do I provide feedback on the website?
 - a. On the left side of each webpage there is a blue 'feedback' button. Click on this button and pop-up screen will allow you to provide feedback or suggestions you may have.