

Activation and PC Order Bonus

Q: What is the planned launch date for these two initiatives?

A: The launch date for simplified **activation** and the new **PC Order Bonus** is Monday, May 6, 2019. The trial period will extend for one year to determine the success of these initiatives, at which point we will discuss ending or continuing and expanding them.

Q: Are these business enhancements for U.S. only?

A: Yes. They are part of a one-year trial in the U.S. only (for now). If successful, implementing them in other markets will be considered.

Q: Do these initiatives apply to all U.S. Associates, or just those who enroll during the trial period?

A: All current U.S. Associates will receive these benefits during the trial period.

Q: Will I still be able to activate my 3BC at the higher 400 or 500 points to receive additional perks?

A: Yes, Associates who activate with a 400 or 500-point pack or with a product order of the same value will have access to 13 cycles of Team Manager, a Convention registration voucher, and more than \$670 worth of product.

Q: Will qualification for commissions stay the same?

A: Yes, 100 points of product or 200 points of product is still required to qualify for commissions.

A: Is there a specific time limit required to reach the 200 points needed to activate my business?

Q: No, there is no time limit to activate your business.

Q: Do current 1BCs have the opportunity to upgrade to 3BC with the new points structure?

A: Yes, anyone with a 1BC can upgrade to and activate a 3BC if they reach 200 SVP by June 14, 2019.

Q: Will I still receive business-building items if I purchase one of the new 200 SVP activation packs?

Q: To enroll in a USANA business, you will still be required to purchase an initial Associate Welcome Kit that includes printed business-building items and healthy lifestyle information. This new welcome packet is significantly cheaper than the previous version, and it will arrive in your first order. You will not receive event passes or access to Team Manager.

Q: Do PC Order Bonuses only apply to my new PC's initial order, or does it count for every order they make?

A: Associates will earn a 10 percent bonus on **every new** personally sponsored Preferred Customer product sale. The PCs you sponsored before the launch date will not count toward your PC Order Bonus.

Q: What if the Associate or PC is working with someone outside the U.S.?

A: Both the Associate and PC must reside in the U.S., otherwise they will default to the original business model.

Q: Will I earn bonuses from PCs who were referred by another PC?

A: No, you will only earn bonuses from the PCs you directly sponsor.

Q: Do points work differently when it comes to PC Order Bonus?

A: Yes, 70 percent of points will roll up on orders that are applicable to this bonus.

Q: Is the Celavive Bonus going away?

A: Yes, in the U.S. only. The Celavive Bonus will not be active during the trial period. This should not be seen as a negative change. Remember, the benefit of the new PC Order Bonus applies to *every order* your new PC makes as opposed to only the initial order that applied to the Celavive Bonus. Also note, 70 percent of points roll up with the new PC Order Bonus—no points rolled with the Celavive Bonus.

Q: Will Celavive Bonus still apply to my PCs sponsored before May 6, 2019?

A: Yes, you will still receive the Celavive Bonus on any of your PCs who were sponsored before this trial if they place a first-time order on Celavive products.

Q: Do I have to be commission qualified to be eligible for PC Order Bonus?

A: No.

Q: Can I still count PCs toward personal volume?

A: Yes, you can remain qualified by placing PCs toward your personal volume and activation. However, any PC you use to help with your personal volume will not be eligible for the new PC Order Bonus.

Q: Is there a dollar amount that needs to be reached with PC Order Bonus before I will receive the commission?

A: Yes, you need to earn at least \$20 in commissions before seeing the bonus on your financial statement. The earnings will show up as "PCO Bonus" on your statement.

Q: What about products that don't have SVP?

A: These products will not be available for PC Order Bonus.

Q: Why am I seeing inconsistencies as I look through various printed and online materials that talk about the USANA business?

A: Because this is a trial period, you may see printed sales tools or digital platforms that reference older compensation plans. We will continue to update this information as we move forward.

Free Shipping

Q: What is the planned launch date of the free shipping initiative?

A: Free shipping will begin on August 14, 2019.

Q: Is free shipping available in other markets?

A: No. This free shipping initiative is available only for U.S.-based customers and Associates.

Q: Why is there a shipping surcharge on some orders if shipping is free?

A: Free shipping is only available in the contiguous U.S. and does not apply to Rev3 Energy® cans. If you live outside of the contiguous U.S. or have Rev3 cans on your order, a shipping surcharge will be added, though your order will still ship at a discounted rate.

Q: When I qualify for free shipping, how soon can I expect to see my order?

A: Free shipping applies to our basic shipping option, meaning orders will be delivered in 3–9 business days.

Q: Will free shipping apply to all shipping types?

A: Free shipping applies to basic shipping. If you choose to upgrade or expedite shipping, you will pay the shipping fee for the shipping method selected.

Q: Will my retail customers receive free shipping if they meet the threshold?

A: No. Retail customers do not qualify for free shipping. Only those who meet the threshold on their initial order or their Auto Order will qualify.

Q: If my order meets the minimum threshold and then I add Rev3 to my order, will I be charged the full amount for shipping or just the amount to ship the Rev3?

A: If you add Rev 3 cans to your order, an automatic additional surcharge will be added for the Rev3 products only. Your other products will still ship for free.

Q: If I receive free shipping on my order and need to send the order back, will I get free shipping on the return?

A: No. You will be required to pay shipping on standard returns. Before returning, contact customer service for details specific to your return.

Q: Does my Auto Order need to reach the minimum threshold before or after the 10 percent Auto Order discount is applied?

A: Yes. Your Auto Order will need to reach the \$100 or \$200 threshold after the 10 percent discount is applied.

Q: Why is the Associate threshold higher than the PC's?

A: We're focused on creating an incredible customer experience, so giving a lower threshold to Preferred Customers makes it easier for you to attract, enroll, and retain new customers while also enjoying the benefit for yourself.

Q: Do one-time orders qualify for free shipping?

A: Free shipping is available on initial orders for new Associates or Preferred Customers and on Auto Orders more than \$100 for PCs, \$200 for Associates. One-time purchases after the initial purchase do not qualify for free shipping.

Q: Does Initial Order Reward (IOR) remain as a perk?

A: To extend the free shipping offer, our (IOR) will be discontinued as of August 14, 2019.

Q: Why is IOR going away?

A: The discontinuation of IOR is meant to help improve your customer's experience and will make way for new improvements—like free shipping—that will help make building your USANA business easier and more profitable.

Q: Can I choose to receive the IOR instead of free shipping?

A: No. The IOR program has been discontinued for all Associates and customers.