



Host Rewards FAQ

OVERVIEW

Q. What is the online Host Rewards Program?

- A.** The online Host Rewards Program is a web-based tool that provides Arbonne Independent Consultants with the option to easily plan Group Presentations to build your business through sales and recruiting activity.

Q. Why did Arbonne change the Host Rewards Program?

- A.** We have interviewed many users of the existing Host Rewards program and have identified areas which caused concern and frustration. We have worked with some of the top specialists in the usability field to create an intuitive step-by-step approach for creating Presentations, processing orders and sponsors, and redeeming Host Rewards.

Q. What new features will I see under the Host Rewards Program?

- A.** The enhanced Host Rewards Program includes updated Group Presentation options to create and manage guest lists, send emails, print labels, send guest invitations, and manage RSVPs. Another exciting feature is Virtual Guest ordering, a new functionality that allows guests who can't attend to order online and have their orders contribute to the Presentation Retail Volume. Invited guests can also share the invite to invite other friends to the Group Presentation by email or social media.

Q. What new tools will I be able to access in the Host Rewards Program?

- A.** The Host Rewards Program has been enhanced to provide a more intuitive user experience. As you go through the program, you will notice tool tips embedded in the pages to help you move through the process. Mouse-over information will also appear as you hover over question marks in specific areas.

Q. What materials are available to help with hosting a Group Presentation?

- A.** When you log on to Host Rewards, the Group Presentation at a Glance screen will automatically appear. This page provides access to the four steps of the Group Presentation, as well as valuable resources under a panel labeled Tips.

This box contains training support documents and videos that will promote Group Presentation planning, and help build successful Presentations.

Q. How do I access Host Rewards?

- A.** Access Host Rewards by logging into Internet Consultants area of arbonne.com. You will see Host Rewards listed on the menu options in the upper right-hand corner of the page. You will be taken directly to My Group Presentations.

Q. How do I access an existing Group Presentation?

- A.** To access a Group Presentation, simply type the name of the Presentation or the Host name in the Search Presentation field or scroll through the list provided. Once you locate the Presentation, click to open.

Q. Where do I find Group Presentations already in progress before the new launch?

- A.** Group Presentations in progress before the new launch will automatically be in your Group Presentations page. You will see each Group Presentation listed when you log on.

Q. Can I cancel a Group Presentation?

- A.** You can cancel a Presentation by clicking on Cancel This Presentation on the Group Presentation at a Glance page. This action will remove and cancel any orders in the process of being submitted. Once this action is performed, you need to create a new Group Presentation to have any orders contribute toward Host Rewards.



Host Rewards FAQ cont'd

STEP 1: CREATE

Q. How do I create a new Group Presentation?

A. To create a new Presentation, from the Presentation at a Glance page, click Create Presentation. The Create Presentation screen includes an online form to begin a new Presentation.

Q. Why should I name my Group Presentations?

A. You should create a name for your Group Presentation that will catch the guests' interest as well introduce the Host. The name of the Group Presentation will appear in the invitation. (e.g., "You are invited to Lara's Summer Fiesta.") Another reason to name the Group Presentation is for easy reference. As your business builds and your Group Presentations increase, this will help you identify and quickly find the Group Presentation in the future.

Q. What communication options are available when inviting guests?

A. There are three communication choices available for each Group Presentation.

- Hide guest list on Presentation: Select if you do not want to names of invited guests to be visible.
- Allow guests to share via social media: Select to allow guests to share the Presentation on Facebook, Twitter and LinkedIn. A link will be provided to connect to social media sites.
- Allow guests to shop online for this Presentation: Select to allow guests to Shop Online and have their orders contribute to the Presentation RV.

STEP 2: INVITE

Q. How do I invite guests to a Group Presentation?

A. Guests may be selected from My Contacts or you may enter the information manually.

Q. How do I add a guest?

A. To add a guest, click Add Guests and input the required information. To add a guest from an existing contact list, click Add Guests from My Contacts.

GUEST LIST

Q. Once I build my Guest List, how do I manage the Guest List?

A. You can manage a Guest List through a variety of check-box actions, including Add to List, Send Email, Print Labels, Print List, Remove Guests, Send Invitation, Send "Reminder to RSVP" Invitation, Send Reminder to "Not Yet Responded" and Send "Thank You" Note.

Q. Can I add additional guests after I send out my initial invitation list?

A. Yes, you can add additional guests anytime by selecting the name of the individual in your contact list, checking the box next to the guest's name, and then clicking on Send Invitation. You will receive a message confirming the total number of guests on your list.

Q. How do I create invitations for a Group Presentation?

A. Click on the guest(s) to whom you are sending invitations then click on Create Invitations. Choose an the invitation design from the thumbnails provided. Check that all Presentation information is correct in the body of the invitation. Next, type a personalized message to your guests in the message box. When you are finished, click Send to send the invitations.

COMMUNICATION

Q. Will a guest receive a confirmation email when updating an RSVP response on the Guest List?

A. When guests update their RSVPs, they will receive a message that reads "Thank you for your response." as notification of the change in status.

Q. I like the idea of sending an email invitation to my Host's guests. What types of email templates are available?

A. Currently four email templates are available in Host Rewards — all with an option to customize your messages.



Host Rewards FAQ cont'd

Q. What types of themes are good for Group Presentations?

A. You can use a variety of fun, exciting themes when hosting a Group Presentation. A few sample themes include Girls' Night Out, Celebrating Success, Mother's Day/Father's Day or Spa Night. Consider the type of Presentation you are hosting (for example, cosmetics, skin care), and the preferences of your Host and friends.

Q. When I send emails to a guest, will my personal email address show in the sender ID?

A. Yes, all emails will show your first and last name, in addition to your email address. Additionally, if a guest directly responds to an email, the reply will default to the same email address.

Q. If a Client or guest from the Group Presentation doesn't want to continue receiving email communications from the Independent Consultant, what should he/she do?

A. Guests have the ability to opt-out of receiving future emails from specific Arbonne Independent Consultants by clicking on "Opt out" at the bottom of the email. The customer or guest will be tagged as opted-out in your Contact List. Please be advised that this action will unsubscribe the guest from your personal email communications, not Arbonne Home Office communications, which requires an additional opt-out.

STEP 3: ENTER ORDERS

Q. How do I enter orders for my Group Presentation?

A. To begin placing orders for your guests, select the guest and click Place Order.

Q. Can I add guests during the Order Entry process?

A. Yes. You may add additional guests by clicking on Add Guests.

Q. How do I register a guest?

A. To register a guest, select the registration type from the dropdown box and select Client, Preferred Client or Independent Consultant. Fill in all information and click Submit.

Q. What if my guest already has an Arbonne ID and PIN?

A. If the guest is already registered with Arbonne, enter the Arbonne ID and click Login.

Q. If my Host is registering as an Independent Consultant and wants to sponsor those from the Presentation, do I register the Host within Host Rewards?

A. No. If your Host is interested in becoming an Independent Consultant and would like to sponsor those from the Group Presentation, register him/her outside of the Host Rewards Program to expedite the processing and receive the new CID.

Q. How do I enter products for each guest?

A. You may either enter the item ID in the box provided or begin typing the product name in the description box. A window will appear with items matching the description. Click on the item and it will automatically populate the fields with the product's name and price. Next, enter the quantity and press return/enter to update the amount.

Q. How do I know what product specials are available for each guest who orders?

A. If the guest is eligible for product specials, a box will appear below the order with the eligible products. Click on Add More Products to add the specials to the guest order. The products and amounts will automatically populate in the total column of the order.

Q. Can I preview an order before finalizing and submitting it?

A. Yes. Click Preview Order to view order details. Once you are satisfied it is correct, click Submit Order. A confirmation number will appear along with the total charged.

Q. Can I cancel an order?

A. You can only cancel an order ONLY during the order and preview processes. Once you have clicked Submit Order, your order is considered final and cannot be canceled.



Host Rewards FAQ cont'd

Q. Can I print a receipt of my orders?

A. Yes, you will be given the option to print or email the receipt once the order has been submitted.

Q. Can I reschedule or cancel my Group Presentation after I have already placed an application or order?

A. No. Once an application or order has been placed through the Group Presentation, the Presentation cannot be rescheduled or canceled. Standard cancellation policies apply to individual orders and applications.

Q. What shipping methods are available to Group Presentation guests?

A. There are three shipping methods available: Ship to personal address; Consolidated Shipping; and Will Call at the Irvine, California or Greenwood, Indiana facilities.

Q. Can I create a new Arbonne Special Delivery™ (ASD) order using the Host Rewards Program?

A. Unfortunately, you will not be able to create an ASD order through the Host Rewards Program. ASD orders can only be placed within the ASD Program. You may want to create a calendar reminder to follow up with the Host or customer 30 days after the Group Presentation to create a new ASD order.

VIRTUAL GUESTS

Q. What is a Virtual Guest?

A. Guests unable to attend a Group Presentation do not have to be left out. Their email invitation will link them to online shopping where they can place orders, or sign up as a Preferred Client or new Independent Consultant. The order will be considered part of the Group Presentation and the RV will contribute toward the Host Rewards.

Q. How do Virtual Guests place an online order to contribute toward the Group Presentation?

A. Virtual Guests can click on the Shop Online link from their email invitation. Once registered, they will receive a confirmation email with their Arbonne ID and PIN. They can then use the link provided to shop online and to check the status of their order.

Q. What if my guest already has an Arbonne ID and PIN?

A. If the Virtual Guest is already registered with Arbonne and has a current CID, he/she may enter it into the Arbonne ID box and click Login.

Q. How do I know if a Virtual Guest has placed an order toward the Presentation?

A. Once a guest has placed an order and purchased products, you will see Submitted in the status column next to their name in the Group Presentation guest list.

Q. Is the email invitation the only way for Virtual Guests to access the Presentation?

A. No, after you have created your Presentation, a Presentation ID will appear within your My Group Presentations page. Guests can access Presentations at Presentations.arbonne.com and enter the Presentation ID to shop online for a Group Presentation.

Q. What if a Virtual Guest has questions during the ordering process?

A. Guests' confirmation email lists your name, telephone number, email address, and myArbonne.com Website URL, plus and instructions on how to contact you for assistance.

Q. Once a Virtual Guest order has been submitted, can it be changed?

A. No. Once the order has been submitted, it cannot be changed.

Q. Can a Virtual Guest who orders through the Group Presentation take advantage of Consolidated Shipping?

A. No. Only guests who attend a Group Presentation can take advantage of Consolidated Shipping.



Host Rewards FAQ cont'd

RETAIL VOLUME

Q. Do Host Rewards carry any RV?

A. No. Host Rewards do not carry any RV. However, if the Host purchases additional products that contribute to the total Group Presentation RV, those products carry standard RV.

Q. What happens to all of the RV generated from a Group Presentation?

A. The total Retail Volume (RV) is only used to calculate the Host Rewards. All RV flows just as it would outside of the Host Rewards, according to genealogy based on an Arbonne ID. For example, if four guests order at a Group Presentation and each guest has a different sponsor from a different SuccessLine, the Host will earn the Rewards from the total Group Presentation RV. The RV from individual orders will flow appropriately for commissions, overrides, qualifications and programs.

CONSOLIDATED SHIPPING

Q. What is Consolidated Shipping?

A. Some or all of the orders within a Group Presentation can be consolidated into one shipping address to save on shipping charges. The orders selected for Consolidated Shipping will all ship to the designated Consolidated Shipping address. The shipping charges will be automatically divided equally among the orders selected for Consolidated Shipping.

Q. How does Consolidated Shipping work in the enhanced online Host Rewards Program?

A. The only change to the existing Consolidated Shipping option is that we have added the option to select Will Call as a pick-up location. The \$5 per-order Will Call fee applies. We are also reviewing enhancements to this program for 2013.

Q. How do I take advantage of Consolidated Shipping?

A. Click Consolidated Shipping on the shipping section of the online order form, and enter the Consolidated Shipping address and method.

Q. What is important to know when I select the Consolidated Shipping feature during the order-placing process?

A. Determine the Consolidated Shipping address and method on the first order selected for Consolidated Shipping. This will apply to all subsequent orders selected for Consolidated Shipping.

Q. What if I enter the wrong Consolidated Shipping address?

A. You can edit the Consolidated Shipping address anytime before processing a Consolidated Shipping order by clicking Edit. Once a Consolidated Shipping order is processed, the Consolidated Shipping address and method cannot be changed.

Q. How do I know which orders were designated for Consolidated Shipping?

A. The orders designated for Consolidated Shipping show Consolidated Shipment in red at on the top of the order receipt.

Q. How do I ensure that Consolidated Shipping orders get processed?

A. All orders designated for Consolidated Shipping will be released when the Host's order is completed and the Group Presentation closes. You can also manually release and process the orders by clicking on the Release Consolidated Shipping Orders button.

Q. What will happen if I forget to click the "Release Consolidated Shipping Orders" button?

A. If you forget to click the Release Consolidated Shipping Orders button, the orders designated for Consolidated Shipping will release after the Host's order is processed and the Group Presentation is closed.

Q. If I use Consolidated Shipping for my Group Presentation order, where will the order be delivered?

A. All Consolidated Shipping orders from the Presentation will be delivered to the pre-selected address. Consolidated Shipping is now available for pick-up through Will Call in the Irvine, California and Greenwood, Indiana locations for a \$5-per-order fee.

Q. Can orders that include fragrance items be selected for Consolidated Shipping?

A. Yes. However, fragrance products must be shipped via UPS 3-Day Select. Fragrance cannot be shipped to certain restricted areas such as Alaska, Hawaii, Guam, Puerto Rico and to military postal codes. Therefore, the Consolidated Shipping address must not be in one of the restricted areas.



STEP 4: REDEEM

Q. How do Hosts qualify to earn rewards through the Host Rewards Program?

A. A minimum of three product orders with unique Arbonne IDs must be placed through the program in order for the Host to qualify for rewards. Product orders placed under the Arbonne IDs of the Independent Consultant, Host and guest count toward the minimum requirement of three orders. Additionally, the total Group Presentation RV must reach 150 for the Host to qualify for rewards.

Q. When I view/use the order form, can I determine which rewards the Host will qualify for?

A. Yes. The Host Rewards Program has an updated order form to view special qualifications and promotions on the same page as the online shopping cart. You can enter your regular Suggested Retail Price (SRP) items, redeem special promotions, enter the Host's credit card number, select shipping options, and submit the order — all in one visible location.

Q. Do all orders placed through the Host Rewards Program need to have an Arbonne ID?

A. Yes. Each order must have a Client, Preferred Client or Independent Consultant Arbonne ID to process the order through the program. Arbonne ID can be obtained by registering each guest within the Host Rewards Program.

Q. How much time does the Independent Consultant have to close the Group Presentation and claim the Host Rewards?

A. The Independent Consultant has seven (7) days, including the Presentation date, to submit orders for a Presentation. Orders may be submitted up to 11:59 p.m. PST on the seventh day. Example: If the Presentation is on Friday, June 1, then orders may be submitted up to 11:59 p.m. PST on Thursday, June 7.

Presentations will remain open for an additional seven (7) days beyond the order deadline to allow for redemption of Host Rewards. Host Rewards may be redeemed up to 11:59 p.m. PST on the seventh day. Example: If Presentation orders close on Thursday, June 7, then Host Rewards may be redeemed up to 11:59 p.m. PST on Thursday, June 14.

Q. Will the Host have to pay tax on the Host Rewards?

A. Yes. Standard tax rates apply on all Host Rewards. If the Host is an Independent Consultant, tax is calculated on the Suggested Retail Price (SRP). If the Host is a Client or Preferred Client, tax is calculated on the actual purchase price.

Q. Which products qualify for the 50% discount?

A. The 50% discount only applies to individual products. It does not apply to product sets or Business Aids. (Holiday sets are eligible, excluding the I Want It All! Set.) The 50% discount cannot be used in conjunction with the \$125 for \$25 reward or any other product special.

Q. Which products qualify for the \$125 for \$25 Host reward?

A. All individual products and product sets qualify for the \$125 for \$25 SRP reward. In addition, guest orders processed through the Host Rewards Program will not qualify for the \$125 for \$25 offer and cannot be used in conjunction with the 50% discount or any other product special. Also, discounted product sets and products with reduced RV cannot be redeemed within the \$125 for \$25 offer.

Q. Does the \$125 for \$25 reward apply to orders placed outside of the Host Rewards Program?

A. Yes. Any Independent Consultant or Preferred Client order placed outside of the Host Rewards Program with 250 RV of qualifying product will be eligible for the \$125 for \$25 offer. Independent Consultant and Preferred Client orders placed through the Host Rewards Program do not qualify for the \$125 for \$25 reward.

Q. Can I combine Host Rewards or use them in conjunction with other product promotions?

A. No. All Host Rewards are exclusive of each other and can only be used toward regular-price products. The rewards cannot be used in conjunction with product promotions such as Purchase with Purchase, New Consultant Free Product, Twice as Nice, Right Start Value Packs (RSVPs), Ultimate Value Packs (UVPs), and products with reduced RV.

Q. If an RSVP or UVP is purchased through the Host Rewards Program, does the RV count toward the total Group Presentation RV?

A. Yes. For each RSVP purchased, 350 RV will be attributed to the total Group Presentation RV. For each UVP purchased 200 RV will be attributed to the total Group Presentation RV.



Host Rewards FAQ cont'd

Q. Has the current shipping structure changed?

A. No, the shipping and freight schedule has remained the same.

Q. Which products qualify for a free shipping reward?

A. If the total Group Presentation RV is 500 RV or more, the Host will receive free shipping only for the products earned through the Host Rewards Program. Free shipping does not apply to products purchased by the Host and are used to calculate the total Group Presentation RV. Standard shipping applies on all Group Presentation orders.

Q. Do I have to close my Group Presentation manually?

A. No. Guest ordering will automatically close seven days after the Group Presentation. The entire Presentation will close 14 days after the Group Presentation or when the Host Rewards are redeemed.

INTERNATIONAL

Q. Is the newly enhanced Host Rewards Program available in all countries?

A. The newly enhanced Host Rewards Program, which launched in June 2012, is only available in the United States.

Q. Can I ship product orders to different countries through the Host Rewards Program?

A. No. The total Group Presentation RV is used to calculate the Host Rewards, and RV is different for each country. All orders must be shipped within the United States. (Not available in any other country).

Q. Can I enroll new Independent Consultants and Preferred Clients from a different country through the Host Rewards Program?

A. No. All orders and Starter Kits must be shipped within the United States.

Q. Can an Arbonne Independent Consultant use the Host Rewards Program to host cross-border Presentations?

A. No, Arbonne Independent Consultants do not have the ability to host cross-border Presentations under the Host Rewards Program.

