

## **GLOBALLEE HQ - FAQ**

*(As of 1-10-2022, Updated Daily After Each Training Call)*

### **General/Dashboard**

Help! I am uploading my picture into Globallee HQ, but it's not populating on my replicated website! What should I do?

Thanks for bringing this to our attention. This issue is now resolved. Please make sure to upload .jpeg only files! If you do not upload a picture, the image will default to the Globallee logo.

Does Globallee HQ have the ability to download reports?

This is not currently available. This is a great suggestion for future development!

Help! I'm having trouble with tax on nutrition products that should/shouldn't be there!

We have reached out to our third party tax software. They have audited and adjusted accordingly based on all current tax laws. All taxes on products are currently correct.

Does Globallee HQ run in real time? OR does it update hourly like the last back office?

Globallee HQ updates every 30 minutes.

Is Globallee HQ optimized for PC, mobile, etc. in both function, form and look?

Yes! Globallee HQ will be beautiful and functional in all forms.

Is there a trip tracker on the Globallee HQ dashboard?

There is no trip tracker on the dashboard at this time. That is a great suggestion for future development!

Is there a VIP Club and VIP Club Elite tracker on Globallee HQ dashboard?

Yes! The Globallee HQ dashboard will show you exactly where you are in hitting VIP Club and VIP Club Elite.

Will shipping/tracking information be available for orders (customers and personal) placed in the last week of December?

Globallee HQ will show all orders placed beginning Jan 5th, 2022. Any orders placed before that will need to contact customer service for tracking information.

Does Globallee still offer Gift Certificates? Where we can we see our gift certificates?

Globallee no longer offers or accepts Globallee Gift Certificates.

Where can we see our commissions?

Within Globallee HQ click on “reports” from your dashboard, click on the dropdown menu under “My reports” (It will say “new members” as the first menu item) and select “commision summary” (it is the last option available).

## Links

Is my personal replicated website link still going to be the same?

Your personal website link will be the same!

Please make sure to verify your link in Globallee HQ once you login for the first time. From your HQ dashboard click on “my website” to verify your replicated website link.

Will the shopping cart link automatically say USA or do we need to say that in the name creation?

You can set a country for your shopping cart links upon creation. You can view and confirm each designated shopping cart link country under “view my saved links”.

Can you send shopping cart links to anyone or do they have to have an account already? Can they sign up as a preferred customer through the shopping cart link?

Shopping cart links can be sent to anyone. If they are not a preferred customer it will create enrollment steps for them upon checkout. They can also be used for existing preferred customers.

If you send a retail shopping cart link, can they still enroll as a preferred customer?

No — sending a retail link will only allow customers to shop retail. Please select the Preferred Customer style link if you want your customer to sign up as a Preferred Customer.

Can we save our shopping cart links to text shortcuts?

Yes, your shopping cart links can be saved in a notes app or as text shortcuts!

## **Enrollment/Autoshipments**

When will be auto-shipments be processed for enrollments between the 25th and the last day of the month?

All auto-shipments enrolled after the 25th of the month (ex: 26th-31st) will be processed on the 25th.

If I had an auto-ship that would have shipped 01/01-01/04, when will it process and ship?

All autoships from 01/01 - 01/04 have been processed and will ship early next week.

What currency are enrollment packs and auto-shipments shown in?

All product prices will show in USD.

If you set up an account in one country, but then you (or your PC) travel and want a shipment from their account to a different country, is that an issue?

No, it's not an issue — you can change the address for auto-shipments at any time. Login to Globallee HQ and select "Manage Autoships" to update this information.

When will the first auto-shipment be processed, charged and shipped AFTER enrollment?

Your first auto-shipment will ship exactly one month after your enrollment date. Example, if you enroll on the 5th of the month, your auto-shipment will process on the 5th of each of the following months. You can change this at any time on Globallee HQ.

Do autoships run if the customer hasn't set up a new account?

Yes, autoships will run automatically regardless of if a customer has set up their Globallee HQ Account.

How soon should we see newly created autoships shown in Globallee HQ?

If you create the autoship in Globallee HQ it should be visible as soon as it's created.

For autoships transferred over from our previous system, please navigate to "manage autoships" if your previous autoship is not shown, you will need to create a new one within

Globallee HQ. All transfers from our previous system have been completed. At this time, please confirm your credit card information.

Can you cancel an autoshipment?

To be a Preferred Customer, it is required to have at least 1 Autoshipment. If you have 2 or more Autoshipments, you can cancel additional Autoshipments from Globallee HQ under “manage autoships”, but to cancel your final Autoshipment you must call Globallee Customer Support. You can always manually move your Autoshipment date out to the following month on Globallee HQ under “manage autoships”.

### **IPayout/ Commissions**

If we didn't register with IPayout until 12/1 and had commissions that never transferred to ewallet after registering, how do we receive those commissions?

If I-Payout is setup, all commission earnings go to I-Payout. If I-Payout is not setup, all commissions will go into your accounts receivable balance.

Can you pay for products with your commissions?

Yes, you can leave your commissions in your A/R (account receivable), but you need to call in to be able to purchase products. Commissions can not be used on Autoshipments.

### **Customers**

How do PCs upgrade to an IBA with the new system?

Currently there is not a way to automatically upgrade an existing PC to an IBA. This is a great suggestion for further development!

If you need to upgrade an existing PC to an IBA, call into Globallee Customer Support to first deactivate the PC. Then they can enroll as an IBA. (This is because there can not be two accounts with the same email address).

If an IBA offers “white glove service” (and handles everything for their customers) is there anyway to bypass the create an account and just sign them up as a new customer?

No, all existing customers must create a Globallee HQ account.

Is there a time limit for customers to create a new Globallee HQ account?

There is no time limit to setup their new account with Globallee HQ.

If they begin the setup process, the custom "begin registration" link that is sent to their email does expire after one hour. To receive another email link, simply start the process over of going to myhq.globallee.com, selecting "create account" and entering their ID # and email address, this will trigger another email to send.

**For Compensation Plan related questions, please go to the "My Resources" tab on your Globallee HQ to view the Compensation Plan documents.**

### **NEW QUESTIONS from 01.07 Call**

Will Globallee HQ send out automated emails before autoships are processed?

Yes, it will send a reminder email 3 days before the autoship is set to process.

When registering a new customer, the confirmation email received did not include the person's name - under "Name" it said Globallee.

We are working on resolving this issue currently.

Does Globallee HQ provide the option to place IBAs in our tree?

Yes, here is how you can place IBAs in your tree. Navigate to "My account" and then scroll down to the "account activity" section. Select "sponsor placement". This will show you a list of anyone available to move. Click the "edit" button to move them. You have a 30 day window from the individual's enrollment to move them.

Under the new rank qualifications dashboard widget, it's showing no data found even though I see data in my graphical tree.

We are verifying all dashboard widgets are functioning correctly!

In the order history there are different statuses listed like “invoiced, paid, awaiting funds”. What do these mean?

Here is the order status key:

Awaiting for funds = waiting for cc processing

Paid = payment goes through

Invoiced = it has been paid and sent to warehouse

Shipped = has shipped from warehouse

Will there be an Events and Training Tab in the future?

We will continue to develop Globallee HQ adding more training and adding events to the calendar feature on the dashboard.

Will we be able to see tracking info for our Customers Orders in Globallee HQ?

Yes, navigate to “order history” then select “customers”. The tracking numbers will display in the “Package Tracking” column.

I have an IBA whose name isn't specific to their links?

Please have them check their replicating website settings. From the Globallee HQ Dashboard click on “my website”. You can also update other information visible on your replicating website under “my account”

Where do we see who ordered? And will we get an email?

You will receive an email notification for customer orders (both retail and preferred customer).

You also can view this information under the “my team” tab on Globallee HQ.

Can we have customer orders added into our reports tab?

You can view customer orders under the reports tab by selecting “Customer Report” from the dropdown menu. (The dropdown menu is found under “My reports and begins with “new members”).

You can also view customer orders and invoices under “order history” and then switch to the “customers” tab.

Why can't you change the autoship past the 25th?

This is to help Independent Brand Ambassadors verify their business standing at the end of each month.

When/how will customers be notified about the new defaulted 25th run date for autoships that are older and used to running 26th-31st?

We will be sending an email early next week on this. (Week of 01/10)

I'm trying to edit my pc's dates and it will let you choose a future date but then it jumps back and says the original date.

We are currently working on resolving this issue.

Can the customer email instead of call to have their account deactivated before they become an iba?

Yes, they can email or call customer support to get this taken care of.

A few people are having trouble editing authorship dates for this month. It is defaulting to February if they try to change the day. Can this be reviewed?

We will review this more. Please also reference this key when changing an autoshipment:

Selecting today? Autoship will be processed next month.

Selecting a previous day? It will be processed next month.

Selecting a future day? It will be processed this month.

When will our December commissions be paid out?

Monthly commissions will be paid on the 14th of January. (from December)

Weekly commissions from December will be paid on Wednesdays.

Weekly commissions moving forward with Globallee HQ will be paid on Fridays. Monthly commissions will continue to be paid on the 14th for the past month.

Will we still receive text message notifications for orders?

Yes, this feature will be coming soon.

My current rank in Globallee HQ is different from how I finished December, how will I be paid?  
If your current rank in Globallee HQ is different from the rank you finished December at, you will be paid at the higher rank between the two for weekly commissions.

For example: You finished December as an Emerald Executive, but your current rank in Globallee HQ shows Team Builder. You will be paid on weekly pay as an Emerald Executive.

If a preferred customer does not have an autoship setup, does their new account default to retail pricing?

an autoship is required to enroll, to cancel an autoship the PC must call in and their account will be deactivated.