



# 2020 CONVENTION CONTEST

## United States FAQ's

### **Q1 What is the qualification period for the 2020 Convention Contest?**

**A1** The qualification period for Convention Contest will begin January 1, 2020 at 12:00 a.m. ET through April 30, 2020 at 11:59 p.m. ET.

### **Q2 When is the 2020 Convention being held?**

**A2** Convention will be viewed virtually from June 19, 2020 through June 20, 2020.

### **Q3 How do I earn Credits for new Ambassador enrollments?**

**A3** Ambassadors can earn Credits by sponsoring new Ambassadors on levels 1-5. To earn Credits, Ambassador must be Commission Qualified, and the new Ambassador must purchase a Welcome Pack.

### **Q4 How do I earn double Credits?**

**A4** Ambassadors have the opportunity to earn double credits on New and Upgraded Ambassador Enrollments on Levels 1 & 2 and New Customer (Retail and Preferred) Enrollments Levels 1 and 2 during February 1 – February 29, 2020.

### **Q5 Can I earn double Credits on retention Credits?**

**A5** Yes. Double Credits are only earned on new Ambassador Enrollments on Levels 1 and 2 from February 1 – February 29, 2020.

### **Q6 If I enroll a new Customer (Retail or Preferred) during the Contest Period and they upgrade to an Ambassador during the Contest Period will I earn Credits for the Ambassador upgrades?**

**A6** Yes. New Customers (Retail or Preferred) who upgrade to Ambassador during the Contest Period will earn Credits for the new Customer and for the Ambassador upgrade.

*For the month of February, New Customer Retail or Preferred Enrollments will earn double Credits on Levels 1 & 2.*

### **Q7 Does a new Ambassador need to purchase a Welcome Pack in order to earn Convention Contest Credits?**

**A7** Yes. New Ambassador(s) must purchase a Welcome Pack within 30 days upon enrollment for the Sponsor to earn Credits within the contest period. Credits will be awarded upon date of the Welcome Pack being purchased as long as it's within the Contest Period.

### **Q8 Will Credits be removed if a new personally sponsored Ambassador returns their Welcome Pack?**

**A8** Yes. If a new Ambassador on Levels 1-5 returns their Welcome Pack during the contest period, Ambassadors will see a deduction on the Convention Contest dashboard.



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## **Q9 How can I earn Retention Bonus Credits for new Ambassadors?**

**A9** To earn Retention Bonus Credits, new Ambassadors on Levels 1–5 must remain Commission Qualified for every month following enrollment, during the Contest Period. Ambassadors can earn additional Credits per month that their new Ambassador is Commission Qualified. *Please note that these Credits may fluctuate based on returns during each month in the Contest Period.*

- Level 1 – 15 Credits
- Level 2 – 10 Credits
- Level 3 – 8 Credits
- Level 4 – 4 Credits
- Level 5 – 2 Credits

*For the month of February, Retention Credits will be doubled on new Ambassador enrollments on Levels 1 & 2.*

## **Q10 If my new Customer submits 2 separate orders that equal \$75 or more, will I earn Credits for my new Customer?**

**A10** No. New Customers must submit ONE initial order of \$75 or more (before tax and shipping) in order to qualify.

## **Q11 I have a Retail Customer who has an enrollment date prior to January 1, 2020, and they've never placed an order before, can they submit their initial order now and count towards Convention Contest?**

**A11** No. New Customers must have an enrollment date on or after January 1, 2020 and \$75 initial order during the Contest Period to qualify as a new Customer.

## **Q12 How do I earn Credits for Personal Rank Advancements?**

**A12** As an Ambassador, you can now earn Credits when you personally Rank Advance for the first time. Earn Credits by Rank Advancing from Silver to Diamond.

*For the month of February, Retention Credits will be doubled on new Ambassador enrollments on Levels 1 & 2.*

## **Q13 Is there a credit limit for the Personal Volume Achievement Credits?**

**A13** Yes. Ambassadors can only earn up to 125 Credits per month during the Contest Period.

## **Q14 How much of my Personal Volume can I contribute each month for the Personal Achievement Credits for Convention Contest?**

**A14** Ambassadors are able to contribute up to 1,000 PV per month from their personal purchased orders.

## **Q15 How will I know if I am one of the 50 chosen Ambassadors entered in the drawing for \$25 Virtual Convention Store Voucher?**

**A15** You'll receive a Congratulatory email confirmation regarding your final Credits and earned prize(s) on or before May 29, 2020 if you are one of the hardworking achievers who has also registered for the 2020 Virtual Convention Event. Please note your unique code is not valid for use until the June 19, 2020 Virtual Convention Event.



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## **Q16 How will I know if I earned the \$25 Virtual Convention Store Voucher?**

**A16** You'll receive an Congratulatory email confirmation regarding your final Credits and earned prize(s) along with your Virtual Store Voucher unique code \ on or before May 29, 2020 if you are one of the hardworking achievers who has also registered for the 2020 Virtual Convention Event. Please note your unique code is not valid for use until the June 19, 2020 Virtual Convention Event.

## **Q17 How will I receive any of the cash prizes I earn from the Convention Contest?**

**A17** All cash amounts will be paid out on or before June 5, 2020. This amount will reflect in your Hyperwallet as "other income" Bonus. In order to receive your prize(s), you must be registered for the 2020 Virtual Convention Event.

## **Q18 If I earned the \$50 Virtual Convention Store Voucher when will I receive this prize?**

**A18** Ambassadors who earned the \$50 Virtual Convention Store Voucher will receive an Congratulatory email confirmation regarding your final Credits and earned prize (s) along with your Virtual Store Voucher unique code on or before May 29, 2020, if you are one of the hardworking achievers who has also registered for the 2020 Virtual Convention Event. Please note your unique code is not for use valid until the June 19, 2020 Virtual Convention Event

## **Q19 I earned the Cash or Travel Voucher option prize; how do I receive the Travel Voucher?**

**A19** Ambassadors who earned the option to choose from the \$1,300 or Travel Voucher will receive an Congratulatory email confirmation regarding your final Credits and prize (s) earned with your choice of selection to send to [plexusrecognition@plexusworldwide.com](mailto:plexusrecognition@plexusworldwide.com). All cash amounts will be paid out on or before June 5, 2020. Once address is confirmed, physical Travel Voucher will be shipped out to the Ambassadors confirmed address.

## **Q20 How will I know if I earned "Dinner on Us" prize?**

**A20** You'll receive an Congratulatory email confirmation regarding your final Credits and prize(s) earned with a request to confirm shipping information regarding your achieved prize(s) on or before May 29, 2020 if you are one of the hardworking achievers who has also registered for the 2020 Virtual Convention Event. The physical prize will be shipped to the Credit Earners home once address has been confirmed.

## **Q21 What does the "Dinner on US" consist of?**

**A21** Dinner on Us Consists of the following:

- \$400 Dinner on Us – Visa Gift Card
- Set of 2 Plexus branded Tumblers
- Plexus branded throw

## **Q22 How will I receive the big \$2,000 cash prize that I earn from the Convention Contest?**

**A22** All cash amounts will be paid out on or before June 5, 2020. This amount will reflect in your Hyperwallet as "other income" Bonus. In order to receive your prize(s), you must be registered to for the 2020 Virtual Convention Event.



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## **Q23 I am one of the Top 55 Credit Earners how do I receive this prize?**

**A23** You'll receive a Congratulatory email confirmation regarding your final Credits and prize(s) earned with additional details and shipping confirmation regarding your achieved prize(s) on or before May 29, 2020 if you are one of the hardworking achievers who has also registered for the 2020 Virtual Convention Event

## **Q24 What does the Top 55 Credit Earners prize entail?**

**A24** As one of the Top 55 Credit Earners, you and a guest will enjoy A Virtual Songwriter Experience. You will also receive a Plexus Branded Speaker and "Bringing Nashville to You" Party Box. More details will be provided in your Congratulatory email that will be sent on or by May 29, 2020.

## **Q25 I am the Top 20 Credit Earner how do I receive this prize?**

**A25** You'll receive a Congratulatory email confirmation regarding your final Credits and prize(s) earned with additional details of prize selection, address confirmation with further information regarding your achieved prize(s) on or before May 29, 2020 if you are one of the hardworking achievers who has also registered for the 2020 Virtual Convention Event.

## **Q26 What is the Top 20 Credit Earner prize?**

**A26** In addition to all the other amazing contest prizes, as a Top 20 Convention Contest Credit Earner, you will get to choose from an amazing line up of prizes! You can choose from the following incredible prizes:

- \$10,000 Cash
- \$10,000 Travel Voucher
- 2 Plexus Branded Custom Vespas
- Plexus Branded Gold Cart
- Plexus Branded Side by Side UTV Utility

## **Q27 How can Ambassadors earn Rank-Up Credits?**

**A27** As an Ambassador, you can rank up more than once during a Calendar month during the Contest Period, you will earn the credits assigned to each rank achieved as you pass the ranks up.

*Example: Rikki's Paid Rank as of January is Senior Gold Ambassador. She ranked-up to Senior Ruby Ambassador in February. Therefore, she earned 250 Credits for Ranking up to Ruby Ambassador and earned 300 Credits for Ranking up to Senior Ruby Ambassador as well in the month of February.*

## **Q28 How can Ambassadors earn Maintain Rank Credits?**

**A28** As an Ambassador, you can earn Maintain Rank Credits when you maintain your prior month paid rank each month during the Contest Period, you will receive 50 credits each month you maintain the same paid rank (Silver – Diamond).

*Example: Sam's prior month paid rank in January is Ruby Ambassador. During the Contest Period, Sam maintained her paid rank of Ruby Ambassador in February, March and April which earned her 50 credits each month for maintaining the same paid rank during the Contest Period.*

## **Q29 Will I earn Maintain Rank Credits when I rank advance for the first time?**

**A29** No. When an Ambassadors rank advances for the first time, they will receive rank advancement credits and will not receive Maintain Rank Credits.



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### **Q30 Will I earn Maintain Rank Credits when I exceed my prior month paid rank, but do not rank advance?**

**A30** When an Ambassador maintains or exceed their prior month paid rank each month during the Contest Period, they will receive 50 credits each month they maintain the same paid rank (Silver – Diamond).

### **Q31 How do I earn Credits for the Renew You Challenge?**

**A31** New this year, Ambassadors will earn **50 Credits** when they register to participate in the Renew You Challenge. These Credits will appear in your Total Credits by **February 29** in your Convention Dashboard.

### **Q32 How do I earn Credits through the January Enrollment Incentive?**

**A32** New this year, Ambassadors will earn **25 Credits** when they enroll 3 new Personally Sponsored Ambassadors with any Welcome Pack in the month of January. These Credits will appear in your Total Credits by **February 29** in your Convention Dashboard.

### **Q33 Do I have to attend the 2020 Virtual Convention to receive Convention Contest prizes?**

**A33** Yes, Ambassadors must be registered for the 2020 Virtual Convention Event to receive all Convention Contest prizes.

***Convention Contest earners must register for the virtual Convention by Friday, May 22 at 11:59 p.m. EDT in order to claim their eligible prizes.***

### **Q34 How will I know what prize level I qualify for the 2020 Convention Contest?**

**A34** You'll receive an email confirmation regarding your final Credits and prize(s) earned with additional information regarding your achieved prize(s) on or before May 29, 2020 if you are one of the hardworking achievers who has also registered for the 2020 Convention Contest.

### **Q35 Will I receive an email telling me what my final prize(s) are if I did not register for the 2020 Virtual Convention?**

**A35** No. You will need to register for 2020 Virtual Convention Event in order to receive an email advising you what final prize(s) you earned for the 2020 Virtual Convention Contest.

***Convention Contest earners must register for the virtual Convention by Friday, May 22 at 11:59 p.m. EDT in order to claim their eligible prizes.***

### **Q36 Where can I find the 2020 Convention Contest Dashboard?**

**A36** The Dashboard will be located in your Virtual Office. Log into your Virtual Office click on the "Incentives" section then select Convention Contest.



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## Q37 How often does the Convention Contest Dashboard update?

**A37** The Convention Contest Dashboard will update depending on the type of qualification you are earning Credits for. Please reference examples below:

- **New Ambassadors** - New Ambassador Credits will update upon the purchase of a Welcome Pack. Compression will apply. This may take up to 24 hours to reflect on your dashboard.
- **New Customers** - New Customer Credits will update upon completion of their \$75 initial order. Compression will apply. This may take up to 24 hours to reflect on your dashboard.
- **Personal Volume Achievements** - Personal Volume Achievement Credits will update upon your purchases reflecting each category. Compression will apply. This may take up to 24 hours to reflect on your Dashboard.
- **Developing Silvers & Personal Rank Achievements** - These Credits will update upon commission being closed the following month and Compression will apply.

## Q38 When will the Convention Contest Dashboard be live for Ambassadors to track their credits?

**A38** The Convention Contest Dashboard will be live for Ambassadors to track their credits on Monday, February 3, 2020.

## Q39 How are my Convention Contest Credits affected by returns?

There are a couple of scenarios where your Credits could be affected by returns, please reference below:

**39 a.** New Ambassadors – Your Credits may be affected in the instance of a new Ambassador who returns their Welcome Pack.

*Example: Abby sponsored new Ambassador Julie during the first week of January. Julie decides to cancel her membership with Plexus 3 days later. Julie follows through with the Cancellation process. Abby will see her Convention Contest total decrease by 50 Credits due to Julie's cancellation.*

**39 b.** Personal Volume – Your Credits may be affected if there's a returned order from you and or your Customer (Retail or Preferred) that was placed during the current month commission cycle.

*Example: Michelle's customer Carrie submits a 500 PV order on January 20, 2020. Carrie then decides she will need to return her order. Michelle's Customer Carrie returns order on January 24, 2020. Michelle then will notice her 75 Convention Credits were removed from the Convention Contest Dashboard by the end of the month of January.*

## Q40 What are "Live Credits"?

**A40** Live Credits are Credits that appear on your dashboard daily including the following categories: New and Upgraded Ambassador Enrollments, New Customer (Retail and Preferred) Enrollments and Personal Volume.

## Q41 Who do I contact if I have any questions about the contest or my qualification level as the contest progresses and/or comes to an end?

**A41** Call Plexus Customer Service and speak to a team member and request an exception. All exceptions must be submitted by May 31, 2020 to be considered.