

# Convention Contest

## 2019

### Canada FAQ's

**Q1 What is the qualification period for the 2019 Convention Contest?**

**A1** The qualification period for Convention Contest will begin December 19, 2018 at 12:00 a.m. ET through April 30, 2019 at 11:59 p.m. ET.

**Q2 When is the 2019 Convention being held?**

**A2** Convention will be held from June 18, 2019 through June 21, 2019. Black Tie Gala is being held June 17, 2019.

**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 If I enrol 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?**

**A4** 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.

**Q5 Does a new Ambassador need to purchase a Welcome Pack in order to earn Convention Contest Credits?**

**A5** 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.

**Q6 Will Credits be removed if a new personally sponsored Ambassador returns their Welcome Pack?**

**A6** Yes. If a new Ambassador returns their Welcome Pack during the contest period, Ambassadors will see a deduction on the Convention Contest dashboard.

**Q7 How can I earn Retention Credits for new Ambassadors on my Level 1?**

**A7** To earn Retention Bonus Credits on New Ambassadors on your Level 1 every month following enrollment, earn an additional 2 Credits per month when your new Ambassador is Commission Qualified.

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**Q8 If my new Customer submits 2 separate orders that equal 99.71 CAD or more, will I earn Credits for my new Customer?**

**A8** No. New Customers must submit ONE initial order of 99.71 CAD or more (before tax and shipping) in order to qualify.

**Q9 To earn Retention Credits for new Customers, do they have to submit a 99.71 CAD order or more each month of the contest to earn Credits?**

**A9** Ambassadors will earn credits each month that the Customer submits an order of 99.71 CAD or more.

**Q10 I have a Retail Customer who has an enrollment date prior to December 19, 2018, and they've never placed an order before, can they submit their initial order now and count towards Convention Contest?**

**A10** No. New Customers must have an enrollment date of December 19, 2018 and on to qualify as a new Customer.

**Q11 Is there a credit limit for the Personal Volume Achievement Credits?**

**A11** Yes. Ambassadors can only earn up to 125 Credits per month during the qualification period.

**Q12 How much of my Personal Volume can I contribute each month for the Personal Achievement Credits for Convention Contest?**

**A12** Ambassadors are able to contribute 1,000 PV per month from their personal purchased orders.

**Q13 How can Ambassadors earn Credits for new Silvers on Level 1?**

**A13** As an Ambassador, you will have the opportunity to be rewarded for developing and growing your team! When you develop new Silvers on your Level 1 you will earn a 75 Credit one-time bonus for each new Silver during the contest period.

**Q14 Can I earn Credits on my new Silvers that retain their Silver Rank throughout the Contest period?**

**A14** Yes. For each new Silver on your Level 1 that you developed during the contest period, you will have the opportunity to earn retention Credits per month if they maintain their Silver Rank Pay throughout the contest.

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### Q15 How do I earn Credits for Personal Rank Advancements?

**A15** 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.

### Q16 How many times can I earn the Personal Rank Advancement credit bonus?

**A16** Ambassadors are only eligible to earn a one-time Rank Advancement Bonus once per rank.

### Q17 How does the 2x Multiplier Credit Bonus work?

**A17** When Ambassadors Rank Advance twice in one calendar month, they will earn double the Credits. Rank Advancements must be achieved for the very first time.

*Example: Carly's highest achieved rank is Silver. Carly then Rank Advances to Senior Gold in the month of January. She will earn 150 Credits for the Gold Rank Advancement and 200 Credits for the Senior Gold Rank Advancement. She has earned a total of 350 Credits for both Rank Advancements in one month, she will then multiply 350 Credits times 2 equaling to 700 Credits.*

### Q18 How does the 3x Multiplier Credit Bonus work?

**A18** When Ambassadors Rank Advance three times in one calendar month, they will earn triple the Credits. Rank Advancements must be achieved for the very first time.

*Example: Carly's highest achieved rank is Silver. Carly then Rank Advances to Ruby in the month of January. She will earn 150 Credits for the Gold Rank Advancement, 200 Credits for the Senior Gold Rank Advancement and 250 Credits for the Ruby Rank Advancement. She has earned a total of 600 Credits for both rank advancements in one month, she will then multiply 600 Credits times 3 equaling to 1,800 Credits.*

### Q19 How can Jewel Ambassadors earn the Re-Rank Advancement Credit Bonus?

**A19** Any Jewel Ambassadors (Emerald, Sapphire and/or Diamond) who has fallen out of Rank and Re-Ranks to the Highest Achieved Rank during the contest period will be eligible to earn a one-time 300 credit bonus.

### Q20 How many times can Jewels earn the Re-Rank Advancement Credit bonus?

**A20** Jewels will have the opportunity to earn a one-time Re-Rank Advancement Credit bonus once during the contest.

### Q21 How do I earn Credits for the Slimdown Challenge?

**A21** New this year, Ambassadors will earn 50 Credits when they Register to participate in the Slimdown challenge. These Credits will appear in your Total Credits by April 1<sup>st</sup> in your Convention Dashboard. An additional 100 Credits will be credited to the Ambassador once they've completed the challenge by May 10<sup>th</sup>.

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### Q22 Do I have to attend Convention to receive my reward?

**A22** Yes, Ambassadors must be registered and attend Convention 2019 to receive rewards earned.

### Q23 How will I know what reward level I qualify for the 2019 Convention Contest?

**A23** You'll receive an email confirmation regarding your Credits and reward(s) earned with additional information regarding your achieved reward on or after May 17, 2019 if you are one of the hardworking achievers!

### Q24 How will I receive my reward if it consists of cash?

**A24** All cash amounts will be paid out on or before May 31, 2019. This amount will reflect in your Virtual Office as a Manual Bonus. In order to receive your reward, you must be registered to attend Convention 2019.

### Q25 Where can I find the 2019 Convention Contest Dashboard?

**A25** The Dashboard will be located in your Virtual Office. Log into your Virtual Office, click on the "Incentives" section then select Convention Contest.

### Q26 How often does the Convention Contest Dashboard update?

**A26** 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. This may take up to 24 hours to reflect on your dashboard.
- **New Customers** - New Customer Credits will update upon completion of their 99.71 CAD initial order. This may take up to 24 hours to reflect on your dashboard.
- **Personal Volume Achievements** - Personal Volume Achievement Credits will update upon your purchases and your customer purchases reflecting each category. 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.

### Q27 How are my Convention Contest Credits affected by returns?

**A27** There are a couple of scenarios where your Credits could be affected by returns, please reference below:

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**27 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 10 Credits due to Julie's cancellation.*

**27 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, 2019. Carrie then decides she will need to return her order. Michelle's customer Carrie returns order on January 24, 2019. Michelle then will notice her 75 Convention Credits were removed from the Convention Contest Dashboard by the end of the month of January.*

**Q28 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?**

**A28** You can email [contests@plexusworldwide.com](mailto:contests@plexusworldwide.com) and someone from the home office team will get back to you. Request for exceptions must be submitted by May 31<sup>st</sup> to be considered.