Q What is the qualification period for the 2019 Emerald Extravaganza Contest?
A Contest period will run from May 1, 2019 at 12:00 a.m. ET through July 31, 2019 at 11:59 p.m.

Q When and where is the 2019 Emerald Extravaganza Trip will be held?
A The 2019 Emerald Extravaganza Trip will be held at the Grand Wailea Resort and Spa, Maui Hawaii September 14, 2019 through September 19, 2019.

Q Who can participate in the 2019 Emerald Extravaganza Contest?
A Ambassadors must have earned the 2019 Emerald Extravaganza Trip. To earn the trip, Ambassadors must qualify as a paid Emerald Ambassador or above at least five (5) months out of twelve (12) between August 1, 2018 and July 31, 2019 to attend the trip. If Ambassadors qualify for the first time as a new Emerald Ambassador at least once between August 2018 and July 2019, they will qualify to attend the 2019 Emerald Extravaganza Trip.

Ambassadors must have earned the Plexus Worldwide Emerald Extravaganza 2019 Trip and completed the event registration. To participate in the Emerald Extravaganza Contest, you must register and attend 2019 Emerald Extravaganza Trip, held from Saturday, September 14, 2019 through Thursday, September 19, 2019 in Maui, Hawaii.

Q Can I participate in the 2019 Leaders Retreat Contest and 2019 Emerald Extravaganza Contest at the same time?
A No. Ambassadors will have the opportunity to participate in either one of the contests. Ambassadors with a Highest Achieved Rank of Emerald and Above will be eligible to participate in the 2019 Emerald Extravaganza Contest. Ambassadors with a Highest Achieved Rank of Senior Ruby and Below will be eligible to participate in the 2019 Leaders Retreat Contest.

Any Ambassador that Rank Advances to Emerald or above for the first time during the contest period, will have the opportunity to participate and attend the 2019 Emerald Extravaganza Trip and qualify for rewards. Any Jewel Ambassador who does not meet the qualifications to attend the 2019 Emerald Extravaganza Trip will be eligible to participate in the 2019 Leaders Retreat. Your already earned credits will then transfer to the 2019 Leaders Retreat Contest.

Q How do I earn credits for new Ambassador enrollments?
A As an Ambassador you can earn credits by personally sponsoring new Ambassadors on levels 1-4. To earn credits, you must be Commission Qualified in the previous or current month and your new Ambassador must enrol within the qualification period and purchase a Welcome Pack.

Q Does my new Ambassador need to purchase a Welcome Pack in order for me to earn Emerald Extravaganza credits?
A Yes. Your new Ambassador must purchase a Welcome Pack within 30 days upon enrollment for you to earn credits within the contest period.

Q Do upgrades count during the contest?
A Yes. All upgrades will be eligible to earn you contest credits!

Q Will credits be removed if my new personally sponsored Ambassador returns their Welcome Pack and/or terminates their account?
A Yes. If your new Ambassador returns their Welcome Pack your dashboard will display as a “0” credits earned for the new enrollment.
Q How can I earn Retention Bonus credits for new Ambassadors on my Level 1?
A You can earn 2 retention credits by having your new Ambassador remain Commission Qualified after their enrollment month.

Q If my new Customer submits 2 separate orders that equal to 100.22 CAD or more, will I earn credits for my new Customer?
A No. New Customers must submit one initial order of 100.22 CAD or more.

Q Do Customer upgrades count during the contest?
A Yes. All upgrades will be eligible to earn you contest credits!

Q Is there a credit limit for the Personal Volume Achievement credits?
A Yes. Ambassadors can only earn up to 125 credits each month during the qualification period.

Q How can I earn credits for my new Silvers on my Level 1?
A 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 one-time 75 credit bonus for each new Silver during the contest period.

Q How do I earn credits for Personal Rank Advancements?
A As an Ambassador, you can now earn credits when you personally Rank Advance for the first time. From Senior Ruby to Diamond Rank Ambassador levels.

Q How many times can I earn the Personal Rank Advancement credit bonus?
A Ambassadors are only eligible to earn a one-time Rank Advancement Bonus once per rank.

Q Who can earn the Re-Rank credit bonus?
A Any Jewel (Emerald, Sapphire, and Diamond) Ambassador who has fallen out of Rank and Re-Ranks to their Highest Achieved Rank during the contest period, will be eligible to earn a one-time bonus credit.

Q Do I have to attend Emerald Extravaganza to receive my reward(s)?
A Yes, the contest rules state that you must register and attend 2019 Emerald Extravaganza Trip to receive your reward(s). If a qualified Ambassador is unable to attend 2019 Emerald Extravaganza Trip, the cash equivalent will not be awarded. Please note, the rewards are non-transferable; no substitution, exchange or transfer of reward by winner will be allowed.

Q How will I know what reward level I qualify for the Emerald Extravaganza Contest?
A You’ll receive an email confirmation regarding your reward(s) earned and any additional information regarding your achieved reward(s) on or after August 16, 2019 if you are one of the hardworking achievers!

Q How will I receive my reward if it consists of cash?
A All cash amounts will be paid out on or before August 30, 2019. This amount will reflect in your Virtual Office as a Manual Bonus. In order to receive your reward, you must be present at 2019 Emerald Extravaganza Trip.
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Q How often does the Emerald Extravaganza Dashboard update?
A The Emerald Extravaganza 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 100.22 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.

Q How are my Emerald Extravaganza credits affected by returns?
A There are a couple of scenarios where your credits could be affected by returns, please reference below:

  a. New Ambassadors – Your credits may be affected in the instance of a New Ambassador who returns their Welcome Pack or has their Ambassador account terminated and/or cancelled.
  b. Personal Volume – Your credits may be affected if there’s a returned order and/or partial returns from you and or your Customer (Retail or Preferred) that were placed during the current month commission cycle.

Q I rank advanced to Emerald for the very first time by July 31, 2019, am I eligible to participate in the 2019 Emerald Extravaganza Contest?
A Congratulations! If you rank advanced to Emerald by July 31, 2019, you will be eligible to participate on the Emerald Contest and also attend this year’s Emerald Extravaganza Trip.

Q I rank advanced to Emerald for the very first time in August 2019 am I eligible to participate in the 2019 Emerald Extravaganza Contest?
A Congratulations on earning Emerald for the very first time, unfortunately you will not be able to attend the 2019 Emerald Extravaganza Trip or participate in the Emerald Extravaganza Contest but will be eligible to attend the 2020 Emerald Extravaganza!

Q I’m attending as a guest to the 2019 Leaders Retreat, can I still attend the 2019 Emerald Extravaganza Trip?
A Unfortunately no. If you earned the 2019 Emerald Extravaganza Trip and attend as a guest to Leaders Retreat, you will not be able to attend both trips. You will only be eligible to attend one or the other.

Q I’ve earned Leaders Retreat with my re-entry account, am I eligible to attend Leaders Retreat?
A Unfortunately, you will not be able to attend Leaders Retreat but will have the opportunity to receive all monetary rewards earned with the 2019 Leaders Retreat Contest.

Q Who do I contact if I have any questions about the contest or my qualification level as the contest progresses?
A You can submit your request information to the following: https://plexus.formstack.com/forms/contest