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LEADERS RETREAT  
CONTEST

## Frequently Asked Questions United States

### **Q What is the qualification period for the 2020 Leaders Retreat Contest?**

**A** Contest period will run from July 1, 2020 at 12:00 a.m. USA ET through October 31, 2020 at 11:59 p.m. USA ET.

### **Personal Qualifications**

### **Q Who can participate in the 2020 Leaders Retreat Contest?**

**A** Any Ambassador in Good Standing can participate in 2020 Leaders Retreat Contest.

### **Q What personal qualifications need to be met in order to earn Contest Credits?**

**A** Enroll 4 New Personally Sponsored Level 1 Ambassadors or Personally Sponsored Level 1 Customers during the Contest period. This can be a combination of Ambassadors and/or Customers and can happen at any time throughout the Contest period.

- Enroll New Personally Sponsored Ambassador with any Welcome Pack purchase within their first 30 days. Enrollment must be on or after July 1, 2020 (upgrades from Customer to Ambassador will count)
- Enroll New Preferred or Retail Customer with an initial \$50 or more order (upgrades from Retail Customer to Preferred Customer do not count)

Contest Participant must also be monthly Commission Qualified in each month of the Contest (July, August, September, October) and be in good standing.

### **Q Can Diamond re-entry accounts qualify on both accounts for Leaders Retreat?**

**A** Yes. Both accounts can qualify and be eligible to earn prizes in the Leaders Retreat Contest. The 4 new, personally enrolled Ambassador/Customer qualification can be met by enrollments on either account. To qualify one account, 4 new qualified enrollments are needed. To qualify both accounts, 8 new qualified enrollments are needed. These enrollments can be on one or both accounts to meet the enrollment Personal Qualification standards for the Contest. For example:

- Enroll 4 Level 1 qualified Ambassadors/Customers on each account

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- Enroll 8 Level 1 qualified Ambassadors/Customers on one account (this can be original Diamond account or re-entry).
- Enroll a combination of 6 and 2 (or any combination to equal 8) Level 1 qualified Ambassadors/Customers on either account.

In addition to the personal enrollment qualification as described above, to be eligible for prizes, each account is required to reach 100PV (Commission Qualified) each month throughout the Contest. (and have the combination of 8 new Level 1 qualified Ambassadors or Customers between both accounts). Prizes will be awarded per individual account and based on the prize level achieved. If both accounts earn their way to Leaders Retreat, only 1 spot will be awarded to the Ambassador.

### **New Ambassador Enrollments**

#### **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 a Qualified Ambassador (Commission Qualified) in the previous month or current, and your new Ambassador must enroll 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 Leaders Retreat Credits?**

**A** Yes. Your new Ambassador must purchase a Welcome Pack within 30 days upon enrollment within the Contest period for you to earn Credits within the Contest period.

#### **Q If I enroll a new Customer during the Contest Period and they upgrade to an Ambassador during the Contest Period will I earn Credits for the Ambassador Upgrade?**

**A** Upgrades from Customer to Ambassador will count during the Contest period, even if the Customer enrollment date is prior to July 1. Upgrades from Retail Customer to Preferred Customer will not count during the Contest period.

#### **Q Will Credits be removed if my new personally sponsored Ambassador returns their Welcome Pack and/or terminates their account?**

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**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 helping your new Ambassador you enrolled during the Contest period remain Commission Qualified after their enrollment month during the Contest period.

### **New Customer Enrollments**

**Q If my new Customer submits 2 separate orders that equal to \$50 or more, will I earn Credits for my new Customer?**

**A** No. New Customers must submit one initial order of \$50 or more.

**Q I have a Retail Customer who has an enrollment date prior to July 1, 2020, and they have never placed an order before, can they submit their initial order now and count towards Leaders Retreat?**

**A** No. New Customers must have an enrollment date on or after July 1, 2020 and \$50 initial order during the Contest Period to qualify as a new Customer.

**Q Do Customer upgrades count during the Contest?**

**A** No, upgrades from Retail Customer to Preferred Customer do not count towards Contest Credits.

**Q How can I earn Retention Bonus Credits for new Customers on my Level 1?**

**A** You can earn 2 retention Credits by helping your new Customers you enrolled during the Contest period who continue to order \$50 or more month after month during the Contest period. These months do not need to be consecutive.

### **Team Development**

**Q How do I earn Credits for my Rank Advancements on my Level 1 - 3?**

**A** As an Ambassador, you will have the opportunity to be rewarded for developing and growing your team! When you develop new Ambassadors to rank advance for the first time on your Level 1, 2 and

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3, you will earn Credits for each new development during the Contest period. These Credits will reflect once commissions have been closed for the month for the new Rank Advancements.

### **Personal Rank Advancement**

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

**A** As an Ambassador, you can earn Credits when you personally Rank Advance for the first-time from Silver to Diamond. This is a one-time achievement bonus that you earn for each new Rank that you achieve during the Contest period!

*Example: Rikki's Paid Rank as of July is Senior Gold Ambassador. She ranked-up to Senior Ruby Ambassador in August. 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 August.*

#### **Q Can I earn Credits when I achieve the Senior Silver requirements?**

**A** Yes, during the Leaders Retreat Contest when you achieve Senior Silver requirements as part of the Senior Silver program you can earn Contest Credits. For more details on the Senior Silver, please visit the Plexus Help Center: <https://helpcenter.plexusworldwide.com/hc/en-us/articles/360043558252-Senior-Silver-2020-Program>

### **Personal Volume Achievement Per Month**

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

**A** Yes. Ambassadors can earn up to 125 Credits each month during the Contest period.

#### **Q How much of my Personal Volume can I contribute each month for the Personal Achievement Credits for Leaders Retreat Contest?**

**A** Ambassadors are able to contribute up to 1,000 PV per month from their personal purchased orders during the Contest period.

### **Activity and Dashboard**

#### **Q Where can I find the Leaders Retreat Dashboard?**

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**A** The Dashboard will be located in your Virtual Office. Log into your Virtual Office click on the “Incentives” section then select Leaders Retreat Contest.

**Q When will the Leaders Retreat Contest Dashboard be live for Ambassadors to track their Credits?**

**A** The Leaders Retreat Contest Dashboard will be live for Ambassadors to track their Credits on Wednesday, July 1, 2020.

**Q How often does the Leaders Retreat Dashboard update?**

**A** The Leaders Retreat 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 submission of the \$50 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 Team & Personal Rank Achievements** - These Credits will update upon commission being closed the following month.

**Q What are “Live Credits”?**

**A** 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.

**Q How are my Leaders Retreat Credits affected by returns?**

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

- **New Ambassadors** – Your Credits may be affected in the instance of a New Ambassador who returns their Welcome Pack, Ambassador account is terminated and/or cancelled.

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

### **Prizes**

**Q Do I have to attend the Virtual Leaders Retreat to receive my prize(s)?**

**A** Yes, the Contest rules state that you must be registered and attend the Virtual Leaders Retreat to receive your prize(s). Prizes will not be shipped or given as cash equivalents to those who do not register and attend the virtual event.

**Q How will I know what prize level I qualify for the 2020 Leaders Retreat Contest?**

**A** You'll receive an email confirmation regarding your Credits and prize(s) earned with additional information regarding your achieved prize(s) if you are one of the hardworking achievers!

**Q Can I receive cash value for the shopping spree instead of a Nordstrom's Gift Card?**

**A** Cash equivalent will not be available for this shopping spree. Please note that your gift card can be used online at Nordstrom.com.

**Q How will I receive my prize if it consists of cash?**

**A** The amount will reflect in your Virtual Office as "Other Income" in the weekly commission's payout by January 15, 2020. In order to receive your prize, you must be present at Leaders Retreat.