

# Consistency Club U.S. FAQs

2018 – 2019



consistency club

## **Q1 What is the qualification period for the 2018-2019 Consistency Club program?**

**A1** The Consistency Club program will run from July 1, 2018 at 12:00 a.m. ET through March 31, 2019 at 11:59 p.m.

## **Q2 How can I qualify for the 2018-2019 Consistency Club?**

**A2** To qualify for Consistency Club, you must achieve Club 300, Club 500, and/or Club 700 all 3 Contest Periods during the qualification program period from July 2018 – March 2019.

## **Q3 How can I qualify for Club 300 monthly?**

**A3** To qualify for Club 300, Ambassadors must enroll 1 new Personally Sponsored Ambassador with a Welcome Pack purchase in the qualifying month, 1 new Personally Sponsored Customer (Retail or Preferred) with a 75 PV initial order in the qualifying month, and generate 300 PV or more in the qualifying month.

## **Q4 How can I qualify for Club 500 monthly?**

**A4** To qualify for Club 500, Ambassadors must enroll 2 new Personally Sponsored Ambassadors with a Welcome Pack purchase in the qualifying month, 2 new Personally Sponsored Customers (Retail or Preferred) with a 75 PV initial order in the qualifying month, and generate 500 PV or more in the qualifying month.

## **Q5 How can I qualify for Club 700 monthly?**

**A5** To qualify for Club 700, Ambassadors must enroll 3 new Personally Sponsored Ambassadors with a Welcome Pack purchase in the qualifying month, 3 new Personally Sponsored Customers (Retail or Preferred) with a 75 PV initial order in the qualifying month, and generate 700 PV or more in the qualifying month.

## **Q6 What will Ambassadors earn by achieving Club 300 in the Contest Period?**

**A6** Club 300 earners will have the opportunity to choose between two different prizes in each Contest Period if they achieve Club 300 for all 3 months in that qualifying Contest Period. Prizes will change every Contest Period.

If you achieve Club 300 for all 3 Contest Periods, you will earn a Club 300 Award at the 2019 Convention.

## **Q7 What will Ambassadors win by achieving Club 500 in the Contest Period?**

**A7** Club 500 earners will have the opportunity to choose between two different prizes in each Contest Period if they achieve Club 500 for all 3 months in that qualifying Contest Period. Prizes will change every Contest Period.

If you achieve Club 500 for all 3 Contest Periods, you will earn a Club 500 Award at the 2019 Convention.

## **Q8 What will Ambassadors win by achieving Club 700 in the Contest Period?**

**A8** Club 700 earners will have the opportunity to choose between two different prizes in each Contest Period if they achieve Club 700 for all 3 months in that qualifying Contest Period. Prizes will change every Contest Period.

If you achieve Club 700 for all 3 Contest Periods, you will earn a Club 700 Award and Stage Recognition at the 2019 Convention.



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## **Q9 Can I earn each Club Level's prizes during a Contest Period?**

**A9** No, you only earn the prize of your top Club Level achieved when you earn that Club Level all three months during the Contest Period.

## **Q10 How will I receive my Contest Period Club Level Prize?**

**A10** All Club Level prizes will be received after you achieve each Contest Period and select your prize, which will change from Contest Period to Contest Period.

We will provide you with a link in your Congratulatory email to select your prize within the allotted timeframe provided, as well as your current mailing address, during the month following the qualifying month. Prize must be chosen by October 19, 2018(Period 1) January 25, 2019(Period 2) and by April 26, 2019(Period 3). If a prize has not been chosen within this timeframe, winners will receive the cash value for the prize of their choice. Prizes will be received within two months of achievement.

## **Q11 When will the 2018-2019 NEW Consistency Club winners be notified?**

**A11** You'll receive an email confirmation regarding your overall Club Level and Award achieved with any additional information regarding your achieved Award on or after April 19, 2019 if you are one of the hardworking achievers!

## **Q12 Do I have to attend the 2019 Convention in order to receive my Consistency Club Level Award?**

**A12** Yes, Consistency Club Program Official Rules state that you must be registered and attend 2019 Convention to receive your achieved Club Level Award and Stage Recognition if applicable.

## **Q13 How is my Consistency Club progress affected by any returns?**

**A13** Refunds and Returns will count towards a qualifying Contest Period.

*Example: If an Ambassador enrolls a new Ambassador in July who returns product or terminates their Plexus account in August, we will retroactively apply that back to July when they purchased or enrolled, and the Sponsor will not receive credit for Consistency Club within that Contest Period.*

## **Q14 How can I track my Consistency Club progress?**

**A14** Ambassadors will have a Consistency Club Dashboard that will keep track of each month's achievements and each Contest Period's achievements for current and previous months. Your Consistency Club Dashboard will be available the first week in July.

## **Q15 How often will the Consistency Club Dashboard update?**

**A15** The Consistency Club Dashboard will update approximately every 24 hours.

## **Q16 Where can I find all information about the 2018-2019 Consistency Club program?**

**A16** You will find a PDF Prize Catalog with all Consistency Club details in your Virtual Office. Log into your "Virtual Office", click on the dashboard to expand it and access all the available tools.

## **Q17 During the time of the program during any Contest Period, if I qualify for Club 300 for 2 months, and Club 500 for 1 month, which Club will I qualify for in a Contest Period?**

**A17** You will qualify for Club 300 in that particular Contest Period.



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**Q18 During the time of the program, if I qualify for Club 300 for the first Contest Period and Club 500 for 2<sup>nd</sup> and 3<sup>rd</sup> Contest Periods; which Club will I qualify overall?**

**A18** You will qualify for Club 300 for the overall Consistency Club Program.

**Q19 How can I promote the 2018-2019 NEW Consistency Club program with my team?**

**A19** Plexus has created fun and exciting shareables that are located in your Virtual Office. Log into your “Virtual Office”, under “Tools” then select “Shareables” and you can share with your team.

**Q20 What is the definition of a New Personally Sponsored Customer?**

**A20** A New Personally Sponsored Customer (Retail or Preferred) must have the following to count as a new Customer:

- An enrollment date during the qualifying month.
- An initial 75 PV order in the qualifying month.
- Be enrolled on your Level 1.

**Q21 What is the definition of a New Personal Sponsored Ambassador?**

**A21** A New Personally Sponsored Ambassador must have the following to count as a new Ambassador:

- An enrollment date during the qualifying month.
- A purchase of a Welcome Pack during the qualifying month.
- Be enrolled on your Level 1.

**Q22 What is the definition of PV?**

**A22** PV is your Personal Volume for the month. This includes your personal purchases plus those of your Level 1 Customers.

**Q23 Do Retail to Preferred Customer upgrades count as a New Customer?**

**A23** NO. Upgrades of Retail to Preferred Customer will **NOT** count towards your qualifications to achieve Consistency Club.

**Q24 If I have a Retail or Preferred Customer upgrade to an Ambassador, will they count towards my qualifications in Consistency Club?**

**A24** NO. Upgrades from Retail or Preferred Customer to Ambassador will **NOT** count towards your qualifications to achieve Consistency Club.

**Q25 If I have a Customer who upgrades in the same month to Ambassador, will they count as a Customer and/or Ambassador?**

**A25** All Customers and Ambassadors will count **as their initial enrollment status ONLY**. They will only count for either Customer status or Ambassador status, they cannot count for both.



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**Q26 If I received either an Ambassador or Customer through the Plexus Leads Program, will they apply towards my qualifications for the Consistency Club Program?**

**A26** No. Any Ambassadors Leads received as part of the Plexus Leads Program will not apply toward the qualifications for the Consistency Club Program.

**Q27 If I enrolled as a new Ambassador during the middle of a Contest Period can I still participate in the Consistency Club Program?**

**A27** Yes. However, you will only be eligible to receive monthly recognition for that Contest Period. This includes a first-time certificate. Unfortunately, Ambassadors who enroll in the middle of a Contest Period will not be eligible to earn the Convention Award and Stage Recognition.

*Example: If Ambassador enrolls in August, they would not qualify for Contest Period 1 of Consistency Club (July, August and September). They would receive monthly recognition in email/mail certificate but WOULD NOT qualify for the 1<sup>st</sup> Contest Period. Ambassador would also NOT qualify for the OVERALL Annual Recognition Award + Stage Recognition as they would need to earn Consistency Club for all 3 Contest Periods.*

**Q28 If I received either an Ambassador or Customer through the Plexus Leads Program, will they apply towards my qualifications for the Consistency Club Program?**

**A28** No. Any Ambassador Leads received as part of the Plexus Lead Program will not apply toward the qualifications for the Consistency Club Program.

**Q29 Who do I contact if I have any questions about the program?**

**A29** You can email [consistencyclub@plexusworldwide.com](mailto:consistencyclub@plexusworldwide.com) and one of our Plexus Team members will be in contact with you directly!

