New Consultant Orientation: Part 3 of 4

The Nuts and Bolts of Your Scentsy Business

Presented by Scentsy, Inc.
Welcome to New Consultant Orientation: Part 3 of 4!

- Course Agenda:
  - Placing your first Product Order
  - Top 20 Policies and Procedures

- The PowerPoint presentation and “Review It & Do It” are posted on the Training Center.
- Discover more training opportunities on your Workstation, in the Training Center, and in the Spotlight Newsletter.
- Your Sponsor is your resource for training and support.
- For additional questions, contact Scentsy, Inc. Consultant Support at 877-855-0617, email training@scentsy.com.

Let’s get started!
PLACING YOUR FIRST PRODUCT ORDER
Congratulate Yourself on Receiving Your First Order!

• We will review the various screens that you will use when placing your first product order.

• We encourage you to:
  – Work with your Sponsor or Director to place your first product order.
  – More in-depth training on placing product orders and other functions of the Workstation can be found in the Training Center.
Getting Started

• All orders are placed in your Workstation. To begin, log into your Workstation with your user name and password.
  – www.workstation.scentsy.us
  – www.workstation.scentsy.ca

• From the Workstation home page, click on the Orders tab located at the top of the page.
Select the Order Type

- There are two order types:
  - **Scentsy Order**: includes products in the Scentsy catalog as well as most Scentsy Success items (excluding personalized items)
  - **Scentsy Success Order**: includes Scentsy branded promotional items as well as all Scentsy Business Supplies

- To place your first product order, select **Scentsy Order** on the left of the page.
Enter Party Details – Order Type

• Enter the **Order Type**.

• Scentsy Product Order Types include:
  • Home
  • Basket
  • Fair & Show
  • Fundraiser
  • Individual

• For this example, select **Home** as the order type.
Enter Party Details – Party Info

- Under **Party Info**, enter the following information:
  - Name of Party
  - Party Date
  - Party Time
  - Address
  - Zip/Postal
  - City
  - State
  - Show on Personal Website (PWS)
  - Use Evites
Enter Party Details – Host Info

• Enter the Host’s information under Host Info.
  – For returning Hosts use the auto fill feature
  – For first time Hosts, fill in the required information:
    o First and last name
    o Address
    o Zip/Postal
    o City
    o State
    o Phone
    o Email
Enter Party Details – Ship This Party To

• Enter the shipping information for the Party under **Ship This Party To**.
  
  — The **Host** link automatically fills in the Host information.
  — The **Consultant** link automatically fills in your information
  — The **Other** link allows you to type in a new address.

• After you have entered all information click **Continue**.
Guest Details – Entering Guests

• Use the Guest Details screen to enter Party Guests and order products.
• The Host is automatically added as a Guest.
• To add additional guests, click Add a New Guest.
Guest Details – Entering Guests

- Enter the required information for the Guest:
  - For returning Guests use the auto fill feature
  - For first time Guests, enter the required information:
    - Ship Direct (additional shipping charges apply to orders shipped directly to a Guest)
    - Newsletter
    - First and Last Name
    - Phone Number
    - Email
    - Address
- Click **Save & Add Another**, or **Save & Return to Carts**.
Editing Guests

- You can edit a Guest’s information by clicking on the Edit link next to a Guest’s name.
- You can add yourself to the guest list, by clicking Add myself to the guest list.
Adding Products to Guests

• To add products to a Guest, type the item SKU or the name of the product in the **Item** box.
  – Ensure when selecting warmers you select the full warmer. A warmer base and top can be ordered separately.
  – Enter quantity or QTY for each item.
• After you have entered an item, click **Add to Cart**.
Host Rewards

• Host’s earn host rewards in the form of Host Credit and Half-Price items.

• The **Order Summary** on the Guest Details screen will show rewards earned and taken.

• If you do not redeem Host Rewards there is a $5 administration fee that is charged.
Placing Your First Product Order

- Select **Half-Price** or **Host Credit** in the Host’s blue order box and proceed to add products as previously shown.

- The Booking Half-Price item can be given to any Guest in the Party, including yourself.

- To redeem the **Booking Half-Price** item select a Guest from the drop down located at the top of the Guest Details screen. Add the selected item and click **Apply**.
Host Rewards – Overage Amount

- Once all of the rewards are added, any overage will be shown.

- The overage is the difference between the total price and the discounted product that was available.

- In the example, the **Overage Amount** is $14.60.
Review for Accuracy

- You can review each order before making payments.
- It is a good practice to review the individual orders for accuracy.
- When ready to process payments, click **Continue** at the bottom of the page.
Payments

• Enter the credit card information for each Guest. You can enter multiple payments.

• After entering a payment click, **Add to Payments**.

• Continue entering payments until the total amount has been applied. Select **Process Payments & Continue**.

• Once you process the order, the order cannot be changed.
Reading Your Receipt

- You will receive a receipt for the entire order.
- The order number is useful for tracking orders in your Workstation.
- Using the receipt you can view the order history.
- You can print individual receipts for each Guest.
- Note: You will need the Receipt number for order inquires placed into Consultant Support.
TOP 20 POLICIES AND PROCEDURES ALL CONSULTANTS NEED TO KNOW!
Top 20 Policies and Procedures

• Designed to define the relationship that exists between you (an Independent Scentsy Consultant), other Scentsy Consultants, and Scentsy Inc.

• Help ensure that you are conducting your Scentsy business in compliance with Scentsy, Inc.

• Your responsibility to know and understand.
Top 20 Policies and Procedures

New Consultant Enrollment and Training

1. New Consultants must enroll in Scentsy under their intended Sponsor. No sponsorship changes will be allowed. (Section 7.4.1)

2. As a new Consultant you have the right to receive assistance and training from your Sponsor and from your upline. You also have an obligation to train those Consultants you sponsor. (Section 5.3)
Top 20 Policies and Procedures

Consultant Obligations

3. You and your hosts are obligated to deal fairly and honestly with your customers. (Section 11.2)

4. When you join Scentsy you become an independent contractor. (Section 4.1) You are solely responsible for paying local, state, and federal taxes on the income you generate. (Section 4.3)

5. To remain active as a Scentsy Consultant, you must sell 150 points in Personal Retail Volume (PRV) in any one of the three previous calendar months. (Section 13.2)
Top 20 Policies and Procedures

Consultant Obligations (continued)

6. All home party orders must be submitted within five days of the date of the home party. Basket and online parties may not be open for more than 14 days, with all resulting orders submitted within five days of closing. (Section 7.3.3)

7. You may not participate in other Direct Selling ventures that sell products that compete with Scentsy, such as candles, scented wax, or home fragrances. (Section 11.5.1)

8. When enrolling a Consultant there cannot be any promise of any incentive in connection with the enrollment action. The enrollment must stand alone without any incentive for enrollment. (Section 7.4.4)
Top 20 Policies and Procedures

Consultant Obligations (continued)

9. As a Consultant you are allowed to operate, own, have an interest in or receive compensation from only one Scentsy business. Individuals from the same household may not have an interest in more than one Scentsy business. (Section 7.5)

10. You, or members of your immediate household, are not allowed to sell any non-authentic products or services to other Scentsy Consultants when such products are related in any way to the conducting or maintaining of a Scentsy business. (Section 11.5.2)

11. You are allowed **ONE** external website to personalize your Scentsy business and promote the Scentsy opportunity. (Section 6.4.5.2)
Shipping and Warranties

12. Shipping is free for party orders of $150 or more in retail sales within the contiguous U.S. Direct-ship orders and orders to Alaska, Canada, Hawaii, or U.S. territories will incur a charge. (Section 7.3.2)

13. Scentsy products come with a Lifetime Replacement Warranty for manufacturing defects, and a 30-day Satisfaction Guarantee for replacement or exchange. (Section 9)
Top 20 Policies and Procedures

Retailing

14. You cannot sell Scentsy products in a retail store, including mall kiosks. (Section 6.5.1), nor do cooperative advertising and/or promotion with retail entities. (Section 6.5.3)

15. You can sell Scentsy products on a ‘cash-and-carry’ basis at fairs, shows, expos, and other temporary retailing events (in duration 24 consecutive days or less), but must adhere to specific procedures when you do so. (Section 6.5.4)
E-Commerce and Web Marketing

16. You may not use or register any name that uses the word “Scentsy,” or any derivatives for a URL/domain name, an email address, a nickname, or an online alias. (Section 6.4.1)

17. You may not list or sell Scentsy products on eBay, other online auction sites, or on any online retail store or e-commerce site, nor can you enlist or knowingly allow a third party to do so. (Sections 6.4.4.2 & 6.4.4.3)
Top 20 Policies and Procedures

Advertising and Promotion

18. When marketing your Scentsy business, your efforts must promote the good reputation of the Scentsy brand. You must avoid discourteous, deceptive, misleading, or unethical practices. (Section 6.2)

19. You must sell Scentsy products in their original packaging and may not repackage, re-label or alter the labels (other than adding a personalized sticker) in any way. (Section 6.2.5)

20. If you want to use a Scentsy logo in your marketing efforts, you must use the Independent Consultant logo and may not use the circular ‘Authentic Product’ logo without prior written approval. (Section 6.2.1)
Thank You for Viewing New Consultant Orientation: Part 3 of 4

• View an in-depth training on product orders found in your Workstation:
  – Log into your Workstation
  – Select Training Center link (top right corner)
  – Select Workstation button (on the left)
  – Select **Workstation Order Tab** training

• Read the entire Scentsy Policies and Procedures found on your Workstation:
  – Log into your Workstation
  – Select Resources tab (top right corner)
  – Type Policies and Procedures in the “filter” section (top left corner)
  – Choose from Policies and Procedures in Spanish, for U.S. and Canada

• For additional questions, contact your Sponsor, Director, or Scentsy, Inc. Consultant Support at 877-855-0617, or email **training@scentsy.com**.