

Diamond Call Minutes

(For Distribution)

International

- Omega Squares are approved and ready for Launch in Norway on Sept. 26th with a promotion.
- Successfully tested the option to transfer funds to and from a ProPay account to a personal bank account. Will announce to the network once it has been fully implemented.
- Swedish warehouse now shipping Norwegian orders with everything up and running properly.
- Country specific websites available on our Corporate Website via the “Select Country” button located at the bottom of our home page.

IT Department

- Currently looking into having 2 bags per box for the XProtein Shake, bringing the cost down to \$164 plus applicable shipping and VAT.
- Import Cost and Handling will soon be moved into the Product Price field of the invoice as these are fixed costs. Doing so will make invoicing more clear to our international distributors.
- Currently re-tooling the Auto-ship loyalty program. Once completed, if a distributor doesn't choose their free product, the system will automatically choose the last product ordered.
- Points have now been assigned to each product based on the product cost. The system will look at the first 2 autoship orders and point value of these orders to determine the free product you will be eligible for. This means you could qualify for 1 case of product and 1 pack of Xe. Any unused points will be carried forward for future free product. Update soon to follow on the expected release date of this new program.

Customer Service

- Please keep in mind, orders can only be shipped to one address. No orders can have split shipping as our system cannot process this type of request.
- Executive Fast Tracks over the weekend were phenomenal and our team is processing the forms as fast as possible. All forms will be backdated to the appropriate week for commissions.
- Abandon rate for calls is at 2.8%, an all time low thanks to the hard work of our network and our Customer Service Team.

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Q & A

- IT Department working towards a notification to distributors if their ship-to address entered was not valid according to our system. When adding box numbers i.e. at a UPS Location, please only put a dash and the box number. Including letters in the box number may cause the system to reject this address.
- Working towards seeing the sponsor ID and email on the “A New Member has Joined your Team” letter which is issued when a new enrollee is established in your downline. This will give leaders a better opportunity to reach out to those sponsors which are actively recruiting.
- IT also modifying report in the back-office to display email addresses of downline. Update to follow.

*Next Diamond/International Combined Call on October 11th, 2011@ 8:00 am (PST)
These Minutes may be distributed*