

# Diamond Call Minutes

## International

- Each country our products are available in show different handling charges on the invoice. To give our distributors more clarity as to what these charges truly pertain to, we plan to open an invoice line called, "Import Cost" which will differentiate handling charges from Import & Duties. Estimated 2 weeks.
- We are currently working with the Philippines in getting our products approved for release. At least 2-3 months for an update.
- Starting August 1 we will no longer be using the Norwegian Warehouse.
  - ▶ All orders which currently process from this warehouse will go through our Swedish Warehouse.
  - ▶ A full time customer service support team will be implemented at our Swedish Warehouse for our Norwegian Support. Details to follow.
  - ▶ There will be no disruption to our distributors or change in price due to this switch.

## IT Department

- A pop-up warning has been added to the order screen to make the distributor aware 2 half bags are needed to equal a full case of product (100BV).
- The packing slip has been modified to no longer show the prices of products contained in a shipment. It will now give only the quantity and contents of the box.
- Volume is accurate at 12pm PDT on Mondays. Volume may be effected any time before this as our commissions department processes volume recalculations up until this time for the previous week.

## Customer Service

- Please ensure any desired auto-ship cancellations or modifications are called into our Customer Service team no later than the Friday prior to the scheduled auto-ship. All online requests must be done no later than Sunday evening prior via the back office.

## Q & A

- Why does the back office dashboard not match the graphical tree? The dashboard is updated once daily, whereas the graphical tree is updated in real time.
- We will pursue avenues to see the sponsor ID and email is also present on the "A New Member has Joined your Team" letter which is issued when a new

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enrollee is established in your downline. This will give leaders a better opportunity to reach out to those sponsors which are actively recruiting.

- Currently the Xe Energy Drink and High Antioxidant Shake are not approved for the UK. We are undergoing approval for the Healthy Peanut Butter Cup at this time however.
- All commission checks and quick checks are being sent via UPS until further notice.
- 20% shipping discount is not working for BB orders. IT is researching this issue.
- Changing enrollment sponsor's information is still an active option for Gold Executives and above through the back office. The enrollment sponsors info may be changed at the top of the personal information during the enrollment process.
- Dual email work-around allows for multiple access from multiple computers:
  - ▶ Establish email address using a public browser such as gmail.com, yahoo.com, etc.
  - ▶ On the browser select "store emails on server"
  - ▶ Also gives the option to limit days the server stores messages

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*Next Diamond/International Combined Call on Aug 2, 2011@ 8:00 am (PDT)*