

ACP Program Reference Sheet

Field Training Document

Last updated on Tuesday, September 09, 2008

Accrual of Points

- When a Customer enrolls on Convenience Plan (CP) they will start accruing points on CP orders and regular orders.
- Customers accumulate a maximum of 100 points per month.
- Accrued points are posted the first of the following month.
- No limit on the number points Customers can accrue on their account. In other words, a Customer can earn a maximum of 100 points per month, but they can earn 100 points per month for 10 months totaling 1,000 points on their account.
- No limit as to the number of points that can be redeemed in a given month.

Point Formula

- Every Item #/product that has an ACP Point (BV) value accrues towards free products.
- Marketing materials have no ACP Point value and do not accrue toward free products.
- Points are rounded up to nearest whole number.
- ACP Calculation Table:

BV Total from Order	Multiply	Percentage	Equals
0 to 99	x	10%	ACP Points
100 to 149	x	20%	ACP Points
150 +	x	30%	ACP Points

Example:

Points are calculated on the total ACP Point (BV) amount on every product order. Below the Customer's order totaled 50 ACP Points (BV), as is highlighted below. The 50 ACP Points are then multiplied by 10% for a total of 5 to calculate the amount of points the Customer will have to redeem towards future free product purchases.

Order Information

Billing Information	Shipping Information		
Dave Nash Visa*****1111 Exp: 9/2010	DAVID NASH 2660 WILLAMETTER DR NE LACEY, WA 98516 Method: FEDEX_GROUND_HOME		
Billing Address			
2660 WILLAMETTE DR NE OLYMPIA, WA 98516			
Shopping Cart			
Name	Quantity	Total	BV
AgelessXtra® Single Plus One,US,CA,kit (100345) Price: \$84.95 usd Volume: 50	1	\$84.95	50
		Subtotal:	\$84.95 50
		Shipping:	\$11.50
		Tax:	\$8.10
		Total:	\$104.55

Order Total	Multiply	Percentage	Total Applied the 1st
50	x	10%	5 points

Note: The redeemable points will not necessarily equal the accrued points due to points earned this month not being posting until the first of the following month.

Point Redemption

- Points can only be redeemed on products that are listed on the Customer Price List.
- Points cannot be redeemed on promotional items (month-end specials, etc.).
- Customers pay shipping charges on free product orders.
- Points can only be redeemed online.
- Customer must purchase a product on the same order as their free product order.
 - No minimum dollar or ACP Point (BV) amount required
- Points can only be redeemed on web orders. Points cannot be redeemed on a CP order.
- Customers must have the full amount of points to redeem a product.

Promotional Bonus Points

- Enrolled on CP before August 1, 2007 received 50 ACP points.
- Enrolled on CP between August 1, 2007 and October 3, 2007 receive 200 ACP points.
- Enrolled on CP between October 3, 2007 and December 31, 2007 receive 150 ACP points.

Note: These points are from the 150 free points given to new Customers who enrolled between August 1, 2007 and December 31, 2007 and the 50 free points from the October 07 Customer Appreciation Special.

Delay Convenience Plan

- When a Customer delays the shipping date or holds his/her CP the points will not be lost.
- Points will continue to be accrued on daily orders placed during the months the CP is delayed.

Cancel Convenience Plan

- When an Associate cancels their CP they will lose all their points.
- Once points are lost there are **NO** exceptions to have them added back.

Account Migration

- Customer to Associate
 - Needs to redeem points before migrating to an Associate.
- Associate to Customer
 - When Associates cancel they will need to send in a termination letter. At that time they will be assigned a new Customer ID number and the points will start accruing on their new Customer ID number when they sign up on CP.

Questions about Points

- E-mail support@univera.com and enter “ACP Point Redemption” in the Subject line.