

NEW MEMBER FAQ

1. Why don't I see my previous company's products on the Zija International website?

Other company's products are not currently available to the pre-existing Zija Members, which is why they are not shown on the Zija International website. Other company's products are only available to your previous company's pre-existing Members and for new people who they enroll.

2. Where can I see my previous company's products available for purchase in my Member Back Office?

Once you have clicked "Place Order" or "Place a Personal Order," at the top of the web page you will see the Zija brand icons. On the far right, you will see the "Other" tab; you can find your previous company's products there.

3. What information do I send to prospects so I am connected to them as a Sponsor (is there a tool that includes my previous company's products)?

You can send them a link from your Zija Replicated Site. Currently, there is not a tool that displays your previous company's products. However, they can view all available products of the previous company through your Member Back Office.

4. Will new Distributors receive Fast Start Commissions (FSC) for pre-existing Personally-Sponsored Distributors?

No, they are considered existing Distributors. However, if you have a Personally-Sponsored Distributor who has not placed an order in 6+ months and they re-enroll, you will receive FSC for the enrollment.

5. Will new Members receive an email to login to their new Zija Member Back Office?

Every new Zija Member will receive an email with credentials and instructions on how to login to their Member Back Office.

6. Do I have to be enrolled with a Zija Rewards Purchase (AutoShip) and receive an order every 28 days to qualify for commissions? For example, if I set up an order to be delivered every 30 days, would I be considered inactive for 2 days?

No, you don't need a Zija Rewards Purchase set up to receive commissions and remain Active. The only requirement to be considered Active and receive commissions is an order of 75+ PV every 28 days. However, setting up a Zija Rewards Purchase is a convenient way to ensure you remain Active. If you have an order coming every 30 days, you would be considered inactive and not receive commissions for those 2 days.

7. How does the Zija Rewards Purchase (AutoShip) program work?

A Zija Rewards Purchase (AutoShip) is a convenient method of receiving your products on an automated shipping basis. Depending on the country where an order is shipped, Zija Rewards Purchases are processed and shipped once every 28 days.

8. Do I need to have a Zija Rewards Purchase (AutoShip) set up to qualify for commissions or can I manually place a varying order within the 28-day Period?

See number 6 question and answer.

9. What are the international customer service phone numbers?

In the Member Back Office Library Center, you have access to the Quick Business Guide. In the guide, you'll be able to reference all available international customer service numbers.

10. Is it possible to have my last month's order from my previous company be transferred to my new Member Back Office so I can be considered Active?

Currently we are working on transferring all order history, including that which was placed last month. You will then be considered Active.

11. Will the points I accumulated last month be transferred to my Zija account?

Yes.

12. What is the status of my previous company's events and incentive trips that we were working towards?

We will communicate the decisions made on these upcoming events and trips as further details are discussed.

13. How do the Ranks transfer over from my previous company?

All Ranks were reset. Everyone came over as a Customer or Distributor.

14. What is the meaning of Cycles and Periods?

A Cycle begins on Saturday and ends on Friday. In one Period, there are 4 Cycles (28 days).



15. Am I allowed to choose placement in my genealogy?

We kept the existing relationships with sponsorships as they were in your previous company.

16. What personal information do I need to collect in order to sign up new Customers and Distributors?

Their name, address, phone number, and email address.

17. What steps are necessary to become Active and be eligible to earn commissions?

You'll need to place an order of 75+ PV (which is roughly \$100) to become Active for the Period. Once you are Active, enroll at least two people at 75+ PV to become qualified to earn commissions.

18. If I don't like my position or my Sponsor, can I sign up under a new Sponsor and cancel the old one?

Please refer to compliance@zijaCorp.com. They will walk you through this process.

19. Do all new Distributors (including Retail Customers) need to pay the yearly \$20 fee?

The Wholesale Membership fee is only for those that want wholesale pricing for one year. This is only charged to those that enroll as a Wholesale Member. Retail Customers pay retail pricing, this fee does not apply to them.

20. Do new Members have to order a Starter System?

No, you are not required to. However, to earn the Double Fast Start Commissions you do need to buy a 500+ PV system.

21. If I want to order extra product over my current 150 PV Zija Rewards Purchase (AutoShip), can I place the order under a Customer's account?

Yes.