

PLEXUS SUCCESS STEPS

Quarter 3

Canada FAQs



Q What is the qualification period for the Success Steps Incentive?

A The qualification period for the Incentive will run from July 1, 2022, at 12:00 a.m. ET through September 30, 2022, at 11:59 p.m. ET.

Q Who can participate in the Incentive?

A All Brand Ambassadors must sign up prior to July 1, 2022 to be able to participate by meeting personal qualification standards.

How to earn

Q What personal qualifications must be met to earn prize levels within the Success Steps Incentive?

A To be eligible to participate in the Incentive and earn a prize, Brand Ambassadors must be commission-qualified each month of the Incentive period and also meet the Success Steps qualifications.

Q How do I earn a shopping package with the Success Steps Incentive?

A

Step 1: Earn by achieving any one of the three Building Blocks within a calendar month

- **Sign up** 3 new Level 1 VIPs/Retail Customers with qualifying purchase, **OR**
- **Advance** a new Level 1 Silver Brand Ambassador, **OR**
- **Retain** at least (6) Level 1 VIPs/Retail Customers or Brand Ambassadors that signed up in the prior 3 calendar months.

July ONLY - earn 100 USD cash prize

August/September - Receive 1,500 total points toward an online Gift Card catalogue

Step 2: Earn by achieving 2 of the 3 Building Blocks within a calendar month. One of the 2 Building Blocks achieved must be the "Sign Up" Building Block.

- **Sign up** 3 new Level 1 VIPs/Retail Customer with qualifying purchase, **AND**
- **Advance** a new Level 1 Silver Brand Ambassador, **OR**
- **Retain** at least (6) Level 1 VIPs/Retail Customers or Brand Ambassadors that signed up in the prior 3 calendar months.

July ONLY - earn 250 USD cash prize

August/September - Receive 4,500 total points toward an online Gift Card catalogue

Step 3: Earn by achieving all 3 of the Building Blocks within a calendar month.

- **Sign up** 3 new Level 1 VIPs/Retail Customer with qualifying purchase, **AND**
- **Advance** a new Level 1 Silver Brand Ambassador, **AND**
- **Retain** at least (6) Level 1 VIPs/Retail Customers or Brand Ambassadors that signed up in the prior 3 calendar months.

July ONLY - earn 500 USD cash prize

August/September - Receive 9,000 total points toward an online Gift Card catalogue

Q Is a Brand Ambassador allowed to share their Success Steps points with a different account, such as a re-entry account, household account or even a friend?

A No, the awarded Success Steps points belong to the qualifying Brand Ambassador account holder and are not shareable.

Q Are Jewel Brand Ambassadors able to link their account with that of their re-entry account and spouse account?

A No, in Success Steps, there are no linking of accounts for any Jewel Brand Ambassadors.

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New Brand Ambassadors, VIP Customers, and Retail Customers activity

Q What is required for the “Sign up” Building Block?

A Brand Ambassadors must have at least three (3) new personally Sponsored level 1 VIP or Retail Customers who signed up with a qualifying purchase within the qualifying calendar month.

Q What is a qualifying purchase for new VIP/Retail Customers?

A The new VIP/Retail Customer must purchase a welcome pack or a qualified order of 123.22 CAD. *Qualifying order subtotal must meet the qualified threshold or more before tax, shipping, and discounts.*

Q What is required for the “Advance” Building Block?

A Brand Ambassadors must have at least one (1) personally Sponsored level 1 new Silver Brand Ambassador rank advancement within the qualifying calendar month.

The new Silver Brand Ambassador does not have to come from any new sign ups in the qualifying month or from the previous calendar months. To qualify for the Advance Building Block any level 1 just needs to have rank advanced to Silver during the Incentive period for the first time in their Plexus® Career.

Q What is required for the “Retain” Building Block?

A Brand Ambassadors must have at least six (6) VIP Customers, Retail Customers, or Brand Ambassadors personally Sponsored level 1s have a **qualifying subscription or discretionary order of 123.22 CAD** within the qualifying months and have signed up within the prior 3 calendar months. *Qualifying order subtotal must meet the qualified threshold or more before tax, shipping, and discounts.*

The level 1 isn't required to place consecutive orders between when they signed up and the current month, just that they place a qualifying order of 123.22 CAD in the current qualifying month to count for their Sponsor.

Example: If John's level 1 signed up in May, proceeded to not place an order in June and then placed a 123.22 CAD order in July, then John's level 1 would count and qualify toward the 'Retain' business Building Blocks.

Q Can I have a level 1 count in both ‘Sign Up’ and ‘Retain’ Building Block?

A A level 1 cannot count as both a ‘Sign Up’ and ‘Retain’ Building Blocks in the same month, only would count towards a new sign up in the first Building Block, ‘Sign Up’. If they signed up in any prior 3 calendar months, they would qualify under the ‘Retain’ Building Block.

Q Can I have a level 1 count in both ‘Sign Up’ and ‘Advance’ Building Block?

A Yes, we can have a level 1 count under both ‘Sign Up’ and ‘Advance’ Building Blocks within the same month, as long as the new level one signs up, places a qualifying order and then rank advances to Silver.

Q Will I still qualify if a new personally Sponsored VIP Customer or Retail Customer returns their order?

A No. If a new VIP Customer or Retail Customer returns their order (including welcome packs) and drops below a qualifying order requirement during the Incentive period, Brand Ambassadors will see a deduction in new sign-up numbers. Any full return of a purchase or any increment of a purchase amount will result in a loss of sign-up qualification toward earning an award.

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Q Will upgrades be eligible as new sign-ups?

A Upgrades will only be eligible if the Customer upgrading did not previously have an order containing PV and upgrades with a welcome pack or 123.22 CAD order during the Incentive period.

Example scenario:

If someone purchases product as a Retail Customer on July 3, 2022, and then upgrades with a welcome pack on July 23, 2022, they will count as a new VIP Customer for the month of July.

Q If my VIP Customer submits 2 separate orders that equal 123.22 CAD or more, will I earn credits for my VIP Customer?

A No. VIP Customers and Retail Customers must submit 1 qualified order of 123.22 CAD or more (before tax and shipping and discounts) to qualify the Sponsor for sign-up activity. *The VIP Customer or Retail Customer subtotal must meet the qualified single-order threshold or more after tax, shipping, and discounts.*

Q I have a VIP Customer who has a sign-up date prior to July 1, 2022, but they have never placed an order containing PV, can they place an order of 123.22 CAD or more during the Incentive to count toward the Incentive sign-ups?

A Yes. VIP Customers will provide their Sponsored Brand Ambassador a new Level 1 sign-up toward the Incentive when they place a 123.22 CAD or more order during the Incentive period for the first time. *The VIP Customer subtotal must meet the qualified threshold or more after tax, shipping, and discounts.*

Q I have a Retail Customer who has a sign-up date prior to July 1, 2022, but they have never placed an order containing PV, can they place an order of 123.22 CAD or more during the Incentive period and count as a new level 1 sign-up?

A Yes. Retail Customers will provide their Sponsored a Brand Ambassador sign-up toward the Incentive when they place a 123.22 CAD or more order during the Incentive period for the first time. *The Retail Customer subtotal must meet the qualified threshold or more after tax, shipping, and discounts.*

Q Will any leads from the Plexus Leads Program count toward any new sign ups in the Q3 Success Steps?

A No. Any new leads that come from the Plexus Leads Program will not count toward any new sign ups for the Q3 Success Steps during the Incentive Period.

Q For any of those leads that continue to have activity in the later months of the Incentive Period, will they count towards the retaining block portion of the Building Blocks in the Incentive?

A Yes, those leads that retain later in the Incentive period, will count in the Building Block, "Retain", for their Sponsor in the Q3 Success Steps Incentive.

Q If any new sign-up cancels, places a full refund of their welcome pack purchase or 123.22 CAD qualifying order, will it count against their Sponsor earning a prize in the Q3 Success Steps Incentive?

A Yes. Should any new sign up that cancel, places a full refund of their welcome pack purchase or 123.22 CAD qualifying order, it will count against their Sponsor earning points in the Q3 Success Steps Incentive.

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Q Will I still qualify to earn an gift card if I am not commission-qualified?

A No. If a Brand Ambassador is not commission-qualified, they will lose all Incentive activity for that month. They will also not be eligible to earn any online gift card for the month.

VO Dashboard

Q Where can I find the Success Steps VO Tile and tracker?

A You can locate the Incentive dashboard in your Virtual Office. Log into your Virtual Office, click on “My Dashboard”, at the top left-hand corner, and scroll down on the main dashboard. Success Steps will be visible on the left-hand side next to your Plexus® Perks section.

Q How often does the Success Steps Incentive VO Tracker update?

A The Success Steps Incentive tracker will update depending on the type of qualification you are earning points for. Please reference examples below:

- **New Brand Ambassadors, VIPs, and Retail Customers** – The activity status of new Brand Ambassadors, VIP/ Retail Customers activity status will update upon the purchase of a welcome pack or 123.22 CAD or more. This may take 24-48 hours to reflect on your VO tracker. *VIP Customer or Retail Customer subtotal must meet the qualified threshold or more before tax, shipping, and discounts.* Compression does not apply.
- **New Level 1 Silver Advancement** – Silver Advancement will update upon commissions being closed the following month. Compression does not apply.
- **Retain Level 1 VIPs** – The activity status of the sponsors level 1 will update upon the purchase of qualifying subscription or discretionary order of 123.22 CAD. *Qualifying order subtotal must meet the qualified threshold or more before tax, shipping, and discounts.* Compression does not apply.

Prizes

Q Are prizes eligible to stack?

A No. Brand Ambassadors will only earn the qualifying prize based on the Success Step they complete in each month of the Incentive quarterly period.

Q How will I know if I earned a cash prize in July for the Success Steps Incentive?

A Brand Ambassadors will receive an email confirmation regarding earning a cash prize the week after commissions officially close in the following month of August.

Q When will I be paid out my cash prize, I earned in July for the Success Steps Incentive?

A Brand Ambassadors will receive their earned cash prize via their Hyperwallet the week after monthly commissions close in the following month of August.

Q How will I know if I earned an online gift card in either August or September for the Success Steps Incentive?

A Brand Ambassadors will receive an email confirmation regarding their final eligibility toward earning an online gift card with additional information regarding their achieved online gift card the week after commissions officially close in the following month, in either September or October.

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Q When will I received notification if I have earned an online gift card in either August or September from the Success Steps Incentive?

A All Success Steps Congrats emails will be sent out on a monthly basis the week after commissions officially close in the following month, in September and October.

Q Will I be required to redeem my earned prize points from August and September each month or can I accrue my earned prize points at the end of the quarterly Incentive period and redeem for a larger point-based award?

A Brand Ambassadors will be given the opportunity to either redeem their earned prize points monthly or accrue through the quarterly Incentive period and redeem their earned prize points once the quarterly Incentive period is closed.

Q When will the Brand Ambassador be able to view the online gift card to view available prizes?

A All Brand Ambassadors will be able to view the online gift card (to earn in August and September) come August 1st. However, should the online catalogue be available and there's a delay, Plexus will be sure communicate with an update.

Q What type of prizes are available to choose from with the online gift card catalogue?

A The catalogue has roughly 50+ gift card options to choose from on the online gift card catalogue. Including Air Canada, Amazon, Bass Pro, Best Buy, Boston Pizza, Cake Beauty, Canyon Creek, The Ultimate Dinning, CB2 Canada, Cineplex Odeon, Esso Gift, Duke Refresher Bar, Global Hotel, Hudson's Bay, H&M, Indigo, App Store, Jack Astor, Nintendo, Oliver Bonacini Restaurants, PlayStation, REDS Wine Tavern, Roots, Scaddasbush Italian Kitchen & Bar, Starbucks, The Home Depot, The Loose Moose, Tim Horton's, TJX Canada, TripGift, Uber, Uber Eats, Walmart, Wayfair, and Xbox and moe.

Q How long will I have to redeem my earned online gift card I earned from the Success Steps Incentive?

A All Brand Ambassadors who qualify for Success Steps earned online gift card will have until December 31, 2022 to redeem their online gift card.

Q Whom do I contact if I have any questions about the Success Steps Incentive or my qualifications?

A [Contact us](#) for further assistance and questions regarding your Success Steps qualifications. *PLEASE NOTE: Brand Ambassadors must be OPTED IN to Plexus Marketing Communications to receive Congrats emails regarding the Plexus Success Steps.*