

FREQUENTLY ASKED QUESTIONS & IMPORTANT INFORMATION

HOW TO GET STARTED WITH GIGI HILL

Q. How do I get started once I have signed up with GIGI HILL?

A. Welcome to GIGI HILL! Once you have received your Welcome Letter from Youngevity with your username and password, getting started is easy, follow these instructions:

DOING THESE STEPS IN THIS ORDER WILL ACTIVATE YOUR ACCOUNT.

(1) Log in to get your Replicated Website - be sure you are entering your Distributor ID# and Password (not your username).

(2) This is where you first log in to activate your account: You will log in with your ID# and Password here.

<https://extranet.securefreedom.com/Youngevity/Dashboard.aspx>

(3) Once you have completed the above initial log in step, THEN go to your replicated website and log in with your Username (not your ID#) and Password.

(4) To log in to your Replicated Website Back Office:

username.youngevitysocial.com (do not use "www"). Make sure you Log In. Choose your country.

Q. What do we do when creating a business name?

A. Your replicated website for GIGI HILL and YGY will be set up by Youngevity.

Q. How do I set up a social?

A. You must log into your youngevitysocial website to do this; username.youngevitysocial.com.

Log in, click Socials and then Create. Be sure to choose wholesale or retail for your Social.

Q. How do I properly share my Youngevity Social Link?

A. This is key! There are five Youngevity videos to learn from:

<https://vimeopro.com/.../social-selling.../video/252943187>

Q. Do I share my social or my social site to customers?

A. You can share both your social and social sites with customers. Once you have set up a social, copy and paste the SOCIAL URL and share with others.

Q. Do we have training calls?

A. Yes! Join our weekly calls and learn from the many training & resources that are available to help you in your business:

New Distributor Call: 1st and 3rd Wed @ 6PM PT

Build it Big Training Calls-Topics will vary: 2nd and 4th Tuesday of the month

Join Zoom Meetings:

<https://zoom.us/j/739842624>

One tap mobile

+14086380968,,739842624# US (San Jose)

Dial by your location

+1 408 638 0968 US (San Jose)

+1 646 876 9923 US (New York)

Meeting ID: 739 842 624

Find your local number: <https://zoom.us/u/adG15wE8i5>

Leadership Call: Every Monday -- 6pm PT (zoom link provided upon Leader verification)

Q. May a stylist/distributor host a social?

A. Yes, you are encouraged to have a monthly social in your name. Share your SOCIAL URL to friends and family and collect the Host benefits yourself! This is a great way to build your kit or expand the range of products you have to showcase, OR get your Youngevity products free or discounted. Also be sure to ask about our online events your Upline leaders host for you to share with your guests. Their experience and passion certainly help to support you in your business and growth.

Q. How do I close a social?

A. Follow these simple steps to close a social:

- (1) Log in to your username.youngevitysocial.com back office, click Socials and choose the social you want to close.
- (2) Once you are in the Social, click Close Social. On the next page the verbiage you see at the top is for your hostess to place an order before the social is closed, only fill that in if the hostess wants to place an order before closing. Scroll down on this page and find Begin Host Order. Click on Begin Host Order and you will see the Earned Credits/50% Off Items you can then choose for the Host Order. Pick the items and follow thru to Checkout.
- (3) When you have finished placing the Hostess Order, the Social is closed.

Q. How do I familiarize myself with Youngevity and my back office?

A. Go to Youngevity.com, find these tabs:

Social Hub - to learn where to connect with social media and Youngevity.

Opportunity - will help you learn about Youngevity mentors, leaders and compensation training.

Resource Center - this will show you Youngevity University Training (very informative) as well as Compensation Plan Training. www.youngevityrc.com

Business Center and Reports - log in to your back office from Youngevity.com, which will take you to your Business Center (extranet site), we have two Business Centers (extranet site and Revolution; you will see the Revolution tab on your extranet site). Your Business Center will give you a snapshot of your business.

Youngevity Go2 App - Download YoungevityGo2 App on your phone to share videos, PDF's, lookbooks, look at training, compensation plans, & so much more. Perfect tool, & all linked to your ID.

Q. How do I familiarize myself with GIGI HILL Training?

A. Go to <https://youngevityrc.com/resources/business-center/catalogs-brochures-flyers/>

Click on FASHION > GIGI HILL and you will find all your GIGI HILL back office tools.

Q. How do I set up an Autoship?

A. Go to you back office (extranet site) and click on Autoship, then click on Add New Profile and follow the prompts. Because Youngevity has thousands of products, you can use the search bar to help find what you would like to choose for your autoship.

Be sure you are on autoship during the first week of the month. If you need to change your autoship date, call Customer Service – Social Selling Helpline, they can change your autoship date.

Autoship orders of 100QV or more qualify for Free Shipping. This is a great way to reach your PQV for the month and items can be changed each month up to three days before shipping.

Q. Who do we call for help?

A. Customer Service – Social Selling Helpline: 1-800-982-3189, press 5. Hours are Monday thru Friday, 8am – 5pm, Mountain Time.

Customer Service Australia – 1800 756 467 , New Zealand- 0800 756 467

To provide suggestions or to report a problem on the website, email:

socialsellingfeedback@youngevity.com

Q. Can we pick shipping carriers?

A. No. Customer orders ship USPS, UPS or FedEx. Stylist/Host orders are shipped FedEx for USA/Canada/UK. Australia & New Zealand will often depend on where you live as to shipping carrier.

Q. What are the shipping charges on an order?

A. For orders \$70.00 and below, the shipping charge is \$6.50; for orders over \$70.00, shipping is 8% of the order total.

Q. Do items ship as they are ordered or at the end of a social?

A. Items are shipped as they are ordered, no waiting on a social to close. This is fantastic!

Q. How do we find a tracking number once an order has shipped?

A. Tracking is found on your extranet.securefreedom.com website. For your personal orders, look under My Orders; for customer orders, look under Personally Enrolled Report, click on the customer name to see the shipping status. The Personally Enrolled Report is under Genealogy.

PRODUCT KNOWLEDGE, MARKETING COLLATERAL AND SHIPPING**Q. Where do I get Product Knowledge and Marketing Materials on GIGI HILL?**

Here are few things to help get you off to a successful start! Keep these links handy:

-Team GIGI HILL 2.0 Private Facebook Group (Be sure to ask your sponsor to add you)

<https://www.facebook.com/groups/1892246094423840/>

OR

-[Official Youngevity GIGI HILL Team Private Facebook Group](https://www.facebook.com/groups/185644865400908/) (Be sure to ask your sponsor to add you) <https://www.facebook.com/groups/185644865400908/>

-[Youngevity Resource Center](https://youngevityrc.com/resources/business-center/catalogs-brochures-flyers/) - Catalogs, Brochures & FLYers > Click on FASHION > Gigi Hill

<https://youngevityrc.com/resources/business-center/catalogs-brochures-flyers/>

These links the window to your world of opportunity, insight and know-how. In here you will find all the materials you need to be successful. Truly, these links are worth getting familiar with!

Q. Will the prints be core or seasonal?

A. Seasonal. GIGI HILL loves to bring you new and exciting prints and textures to stay on trend.

Q. What are the dimensions on the bags?

A. Our beautiful GIGI HILL Lookbook (catalogue) lists all the size dimensions for you including special features. You can find this in our Resource Center at

<https://youngevityrc.com/resources/business-center/catalogs-brochures-flyers/>.

Here is our [digital lookbook](#) you may share it with others:

<https://www.yumpu.com/en/document/read/62448670/2019-gigi-hill-youngevity-modern-vintage-lookbook-030619-1>

Q. What is the BV and QV on the products?

A. You can find this in our Resource Center at

<https://youngevityrc.com/resources/business-center/catalogs-brochures-flyers/>

Q. Are any of the GIGI HILL products restricted from the Host/Guest Specials/Promotions?

A. At this stage, no – how exciting! However, we do reserve the right to make changes to this in the future.

Q. Where do we order business cards and other marketing materials from?

A. Use the GIGI HILL Brand Guide for specs and resources on business cards, pull up banners and more. You will find all your marketing files ready for digital sharing and printing. Please go to <https://youngevityrc.com/resources/business-center/catalogs-brochures-flyers/> FASHION > Gigi Hill. Printing is then up to you. Check out Heritage Makers in Youngevity or VistaPrint for any other verticals.

QUALIFICATIONS

Q. What sales do I need to make each month to remain active?

A. No sales are required as such to remain active; however, to be paid for any downline sales, minimum personal qualifying volume (personal sales) is required. Check out full details on https://youngevityrc.com/wp-content/uploads/GIGI_HILL_Youngevity_Retail_Commission_Plan.pdf (Keep generic)

Q. How do I place my personal qualifying volume (PQV) sales?

A. You will place this order on <https://youngevity.com> and order only the volume you need according to your rank in the compensation plan. Everything else we suggest go through your social selling site, this way you can take advantage of the Social Selling Host Plan.

WHOLESALE OR RETAIL

Q. Do I sell wholesale or retail?

A. It is your choice whether to choose wholesale or retail.

GUARANTEE POLICY

Q. What is the guarantee policy on our Youngevity Products?

A. If you are not 100% satisfied with your purchase, simply return it to us within 30 days of purchase and Youngevity International will issue you a refund. Items must be returned in their original packaging (opened or unopened). In-store credits will be applied to your account up to 90 days from the date of purchase. Please see <https://youngevity.com/customer-care#returns/> for this policy. Or call Youngevity at **(800) 982-3189** Monday thru Friday - 7:00 a.m. to 5:00 p.m. PST For USA/Canada/UK
Within NZ – call 0800 375 635 Australia 1800 756 467 or email Nzsupport@youngevity.com

DEFINITIONS FOR YOUR YOUNGEVITY BUSINESS

PQV - Personal Qualifying Volume - Personal wholesale orders plus personal retail customer value

GQV - Group Qualifying Volume - total of team qualifying sales

OQV - Overall Qualifying Volume - total of all teams starting at Emerald Ambassador.

Preferred Customer - a customer or distributor that is active during the month with 50QV

IMPORTANT INFORMATION AND LINKS FOR YOUR GIGI HILL BUSINESS:

CUSTOMER SERVICE: 800-982-3189

GIGI HILL Marketing & Training Resources

<https://youngevityrc.com/resources/business-center/catalogs-brochures-flyers/>
[click on FASHION > Gigi Hill](#)

Team GIGI HILL 2.0 Private Facebook Group (Be sure and ask your sponsor to add you)

<https://www.facebook.com/groups/1892246094423840/>

Official Youngevity GIGI HILL Team Private Facebook Group (Be sure and ask your sponsor to add you) <https://www.facebook.com/groups/185644865400908/>

Youngevity Social Selling Private Facebook Group

<https://www.facebook.com/groups/1707684639476861/>

GIGI HILL Consumer Facing Facebook Page (Be sure to LIKE)

<https://www.facebook.com/pg/gigihillbags>

GIGI HILL Instagram (Be sure to FOLLOW)

<https://www.instagram.com/gigihillbags/?hl=en>

Youngevity Facebook Page (Be sure to LIKE)

<https://www.facebook.com/Youngevity/>

Youngevity New Zealand/Australia FB Group

<https://www.facebook.com/groups/278026719198864/>

Youngevity Instagram (Be sure to FOLLOW)

<https://www.instagram.com/youngevityhealth/?hl=en>

Compensation Plan

https://youngevityrc.com/wp-content/uploads/GIGI_HILL_Youngevity_Retail_Commission_Plan.pdf

Youngevity Training/Build Like A Champion

www.championteam.ca

PROMOTIONS

Q. What promotions can I achieve now that I have started my Youngevity Business.

A. We are so pleased you asked. To set you up for success we have a DREAMSTART Promotion for your first 30,60,90 days of your business. We will give you full training + an easy to use guide to fully understand and track this promotion.

For a full list of promotions, be sure to go to

<https://youngevityrc.com/resources/distributor-promotions/>

Q. Does Youngevity offer Incentive Trips?

A. How does Cabo San Lucas sound in 2020?

<https://events.bizzabo.com/TAC2020>

CONVENTION

This truly is an event to add to your calendar. Where you see the full impact of Youngevity being an International Company. With new releases, trade show events, breakout sessions in multiple languages + streams of the YGYi business, recognition, Gala Event to a Be The Change 5km run/walk with all proceeds going to worthy charities supported by Youngevity Be the Change Foundation.

<https://events.bizzabo.com/210296>. Be sure to attend!