

# GIGI HILL

## FAQ 2018

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### HOW TO GET STARTED WITH GIGI HILL

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

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

(1) Log in to get your Replicated Website up and running, 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 – (Reports are Here)  
<https://extranet.securefreedom.com/Youngevity/Dashboard.aspx>

(3) Once you have done 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 (Shop, Host, Join):  
[username.youngevitysocial.com](http://username.youngevitysocial.com) (do not use "www"). Make sure you Log In.

**DOING THESE STEPS IN THIS ORDER WILL ACTIVATE YOUR ACCOUNT.**

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

A. Your website for GIGI HILL and YGY will be set up by Youngevity, based on your username.

#### Q. How do I set up a social?

A. You must log into your youngevitysocial website to do this; [username.youngevitysocial.com](http://username.youngevitysocial.com). Log in, click Socials and then Create.  
Be sure to choose wholesale or retail for your Social (donot put "www." in the url).

#### 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 generic web site or my party social url to customers?

A. You can share whichever, based on your objectives. Note: be sure to set-up the Social, then once you have set up a social, copy and paste the SOCIAL/PARTY URL and share with others.

Q. Do we have training calls?

A. Yes! Every Tuesday – All Stylist Call: Be sure not to miss our All Stylists Call every Tuesday at 6:30pm, Pacific Time. Link posted every Tuesday in TEAM GIGI HILL 2.0 Facebook Group.

**GIGI HILL MONTHLY TRAINING SCHEDULE**

1ST	TUESDAY OF EVERY MONTH:	NEW STYLIST TRAINING – GETTING STARTED
2ND	TUESDAY OF EVERY MONTH:	ROADMAP – FIRST 30 DAYS
3RD	TUESDAY OF EVERY MONTH:	RECRUITING/PRODUCT/SOCIALS/ETC
4TH	TUESDAY OF EVERY MONTH:	ASPIRING LEADERS PROGRAM

Q. May a stylist/distributor host a social?

A. Yes, you are encouraged to have a monthly party in your name, share your SOCIAL/PARTY URL to friends and family and collect the Host benefits yourself!

Q. How do I close a social/party??

A. Follow these easy 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.

**Business Center and Reports** - log in to your back office from Youngevity.com, which will take you to: Your Business Center (extranet site), we actually 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.

Q. How do I set up an Autoship?

A. Go to your 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 Help Line, they can change your autoship date.

Autoship orders of \$100 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 three days before shipping.

Q. Who do we call for help?

A. Customer Service – Social Selling Help Line:  
**1-800-982-3189**, press 5. Hours are Monday thru Friday, 8am – 5pm, Mountain Time.  
To provide suggestions or to report a problem on the website, email  
[socialsellingfeedback@youngevity.com](mailto:socialsellingfeedback@youngevity.com)

## PRODUCT KNOWLEDGE AND SHIPPING

Q. Will the four prints be core or seasonal?

A. Sometimes Core and Sometimes Seasonal! GIGI HILL loves to bring you new and exciting prints and textures to stay on trend, yet we always find a few that stick around over and over again!

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/distributor-resources/> under the GIGI HILL tab. Here is our digital lookbook you may share it with others:  
[https://issuu.com/giqihill2/docs/qgh2\\_lookbook\\_2018](https://issuu.com/giqihill2/docs/qgh2_lookbook_2018)

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

A. You can find this in our Resource Center at <https://youngevityrc.com/distributor-resources/> under the GIGI HILL tab.

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. Sometimes the Monthly Customer Specials are restricted.

Q. Can we pick shipping carriers?

A. No. Customer orders ship USPS, UPS or FedEx. Stylist/Host orders are shipped FedEx.

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.

## MARKETING COLLATERAL

Q. Where do we find marketing materials for GIGI HILL?

A. Please go to:

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

and:

<https://youngevityrc.com/distributor-resources/> to find everything you need to promote your GIGI HILL business.

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

A. Use the GIGI HILL Brand Guide (files section) 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 Here: Please go to <https://youngevityrc.com/distributor-resources/> Printing is then up to you. Check out Heritage Makers in Youngevity or VistaPrint.

## 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](https://youngevityrc.com/wp-content/uploads/GIGI_HILL_Youngevity_Retail_Commission_Plan.pdf)

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 needs to go thru your social selling site. Also - Autoship is great for this as well...Free Shipping over \$100 on Autoship.

## WHOLESALE OR RETAIL

Q. Do I sell wholesale or retail?

A. It is your choice whether to choose wholesale or retail. In the very near future, social selling will be retail sales.

## GUARANTEE POLICY

Q. What is the guarantee policy on our beautiful GIGI HILL bags?

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 non-opened). 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

## GIGI HILL LAUNCHING IN OTHER COUNTRIES

Q. When is GIGI HILL being launched in NZ/AU?

A. GIGI HILL is looking at the 1st quarter 2019 and can't wait to share our amazing range of products with everyone.

## IMPORTANT INFORMATION AND LINKS FOR YOUR GIGI HILL BUSINESS:

GIGI HILL Marketing & Training Resources

<https://youngevityrc.com> then go to Resources > Distributor > Resources > GIGI HILL

Youngevity Training/Build Like A Champion

[www.championteam.ca](http://www.championteam.ca)

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