FAQs for the my.partylite.com site

Frequently asked questions from our Consultants about the site. Includes information on utilizing different features and troubleshooting

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To assist with finding the FAQ you need, we have created four different categories within this document:

1. **Logging In**
2. **Order Status and Tracking**
3. **Reports**
4. **General**

1. Logging In

o **When trying to log in, why am I receiving the message 'There is no Consultant found for the ID and PIN typed. Please try again.'?**
  If you receive this message when attempting to log in, then most likely you are choosing the English option for a country other than the United States. Make sure to select the word 'English' that's located directly under the American flag. If you are certain that you are selecting the appropriate option, then please report this issue to Customer Support at 1-888-999-5706. Please be prepared to read or fax the entire error message to the Customer Support Specialist.

o **Why am I told I am already logged in?**
  You may have accidentally clicked the 'Continue' button twice when logging in. Also, be careful not to use the browser's 'Back' button. You should only be using the teal buttons located directly on the PartyLite site. In most cases, when using your browser buttons or if you close your browser without logging out first, you may need to wait ten minutes for the connection to clear before you can log in again.

o **Before logging in, what do I do when I see 'PartyLite's online systems are currently unavailable due to scheduled maintenance?**
  This message may be due to scheduled maintenance that occasionally takes place when we update our site. It is also possible that a user may receive this message if an update is needed to their PC. When you receive this message, please take the following steps (using the instructions listed for your browser):

Windows/IE- With the browser open, click on 'Tools' at the top, then 'Internet Options' – this will open the Internet Options box.
About halfway down on the right will be a 'Settings' button, when you click on that, it will bring up the Settings options. At the top of this box it will say 'Check for newer versions of stored pages' – make sure this is set on 'Every visit to the page' and click 'OK'. Directly beside the 'Settings' button is a 'Delete Files' button. Click on this, and when the smaller box comes up, check off 'Delete all offline content' and click 'OK'. If this has not been done recently, it may take a short time to clear. Next to the 'Delete Files' button is a 'Delete Cookies' button. Click on this, and then click 'OK'. If you have the site saved as a 'Favorite', delete it there.

Windows/Firefox
Optimum Settings/Preferences
http://support.mozilla.com/en-US/kb/Resetting+preferences?bl=n&s=Default settings

Enabling Popup Blocker for My.partylite.com
http://support.mozilla.com/en-US/kb/Pop-up+blocker?bl=n&s=Enable Popups

Clearing History
http://support.mozilla.com/en-US/kb/Clear+Recent+History?bl=n

Enable Cookies for Use with my.partylite.com
http://support.mozilla.com/en-US/kb/Enabling+and+disabling+cookies?bl=n)

MAC/Firefox- With the browser open, click the 'Firefox' tab at the top, then Preferences, and select the "Privacy" tab. Select 'Show Cookies' and click 'Remove All Cookies'. After deleting the Cookies, select the red 'X' at the top of the 'Privacy' tab. To delete the Cache, select the 'Advanced' tab and 'Clear Now'. If you have the site 'Bookmarked', delete it there.

MAC/Safari-Open your Safari web browser by clicking on the Safari icon in the dock. Click on Safari in your Safari menu, located at the top of your screen. A drop-down menu will appear. Choose the option labeled *Reset Safari.* A warning dialog will appear detailing the items that will be removed. All boxes should be checked off, clear history, reset top sites, remove all web page preview images, empty cache, clear download window, remove all cookies, remove all web site icons, remove saved names/passwords, remove other auto fill format text, close all safari windows. Click the button on the dialog labeled *Reset* to complete the process. Your Safari browser will restart automatically.

2. Order Status and Tracking

o **How do I track an Order?**
You may track an Order submitted under your ID number (from the Ordering tab) by selecting Order Status, then Order Status & Tracking. The Order number needs to be 10 digits long, so add leading zeros to your Order number (ex. P123456 = 0000123456). This screen will also show Orders shipped under your ID in the last 60 days. These Orders could be Shows, Consultant Orders, Gift Certificates, Pre-Orders, Contest earnings, etc.

o **How do I check on a Gift Certificate?**
You may track a Gift Certificate (from the Ordering tab) by either following the instructions listed above for 'How do I track an Order?', or, select Order Status, then Gift/Product Certificate Inquiry.
Note: Only eight digits need to be entered for the Order number when the Gift/Product Certificate Inquiry option is used.

3. Reports

o **How do I access and view my Unit Sales for the month?**
To view month-to-date Unit sales and Qualification Status, select the Information Center under the Home tab, select Central Unit Shows and Sales Reports, then Central Unit Report – Leader Dashboard. To access your Central Unit Sales for more detailed information including past months and year-to-date totals, the Information Center under the Home tab, select Central Unit Shows and Sales Reports, then Lineage Management. Once the Sales Report is visible, click on your name. When the 'Select Report to Run' dialogue box comes into view, select 'Central Unit Report' and click, 'Continue'. The sales for the current month should be visible. To view prior month Central Unit Sales, click on the 'Prior Month' button at the bottom of your screen.

o **When viewing lineage information, how do I view Unit information?**
From the Home tab, select Information Center, then click on the report you wish to view. You may choose from Central Unit Sponsoring Reports, Central Unit Shows and Sales Reports and Central Unit Recognition Reports.

o **How do I print labels for my lineage reports?**
In order to print labels for your lineage reports, first view the report you would like to print labels for. Choose the Labels option from the buttons available at the

bottom of the report. You will then receive explicit instructions for setting up the page for Avery 5160 Address Labels.
Note: The Download to Excel option is useful for saving and manipulating data for your own purposes, however is not meant to be used for printing labels.

4. General/Troubleshooting

o **Why am I unable to view the Host/Hostess Specials flyers?**
If you are unable to view Host/Hostess Specials flyers on the site, you may not have Adobe Acrobat Reader 6.0. You can download this free program by going back out to the Flags screen, scroll to the bottom of the screen and click on the Adobe Acrobat icon and follow their instructions.
Note: Occasionally the Host/Hostess Special Flyer will be a rather large file and you may run into difficulty downloading the file if you have a slow Internet connection.

If you need further clarification or have additional questions regarding the my.partylite.com site, please review the FAQs for placing Orders online and PC Help information (located at the top of the Ordering page). If what you are looking for is not included in these documents, or if problems persist, contact Customer Support at 1-888-999-5706. Specialists are available Monday – Friday, 8:30 a.m. – 5:00 p.m. ET.