



PartyLite.com Consultant Locator FAQs

The Consultant locator refers to the “Find a Consultant” feature available on **partylite.com**. A visitor to the PartyLite Web site can search for a Consultant three different ways by entering one of the following:

- **Consultant name** provides your contact information.
- **Host name** provides your contact information if you were the Consultant for the Party held by this Host.
- **ZIP code** allows potential new Customers who are not yet associated with a Consultant to find one nearest them. *Please see guidelines for new Customer allocation, following.*

How can I be included in the Find a Consultant locator option?

Follow these simple steps:

- 1) Login to **my.partylite.com** > *My PartyLite* > *My Information* > *My Profile*.
- 2) Select the *Contact Info* tab to update your phone number(s).
- 3) Select the *locator* tab to opt in and update your e-mail address.

Note: Changes will appear the following day.

Is anyone automatically included in the Find a Consultant locator?

No. In accordance with PartyLite Privacy Policies, all Consultants and Leaders must opt in to be included in the “Find a Consultant” locator.

To include my name into a search, do I need to enroll?

Yes. You must opt -in for your contact information to appear with any of the three above search options.

What name will be used when a Customer does a Consultant Name search?

The Consultant name search will use the name shown on the locator tab as “Displayed Name.” This is your preferred first name as opposed to your legal first name on file with PartyLite, and your last name. You can specify your preferred first name on *My Profile* > *Personal Info* tab.

What phone number will be displayed online?

You specify the phone number(s) to be displayed on *My Profile* > *Contact Info* tab. Only the locator primary and secondary phone numbers will be displayed. Please be sure to enter your phone number(s) even if you prefer to use the same number(s) already on file.

What e-mail address will be displayed online?

You can specify the e-mail address to be displayed on *My Profile* > *locator* tab. The locator e-mail address will be used, not your e-mail address on file with PartyLite. Please be sure to enter your e-mail, even if you prefer to use the same one on file.

Do I have to provide a phone number and an e-mail address?

No. You can choose how you'd like to be contacted by providing phone number(s) and your e-mail address. By providing both fields, leads can more easily contact you. However, it is not required and you can leave either blank.

What is the hearing-impaired check box used for?

Check this box if you can accept leads from hearing-impaired Customers. If a zip code search is used, potential Customers who check this box, will be matched with a Consultant who can support him/her.

How is the language option for English and Spanish used?

Check each language that you speak fluently and can accept leads for. A potential Customer using the ZIP code search will have the option to select their preferred language to "Find a Consultant."

What happens when I opt in to accept leads in both English and Spanish?

When a lead visits the U.S. Spanish version of **partylite.com** to "Find a Consultant", it is likely that the lead will request a Spanish speaking Consultant. In this case, if you opted to receive leads in Spanish and live near this lead, your contact information could be provided. The lead will then contact you in Spanish to learn more about the PartyLite opportunity.

How long are Host searches available?

Hosts from Parties held within the past year will be searchable online. A Customer must select the month/year of the Party to identify the correct Host. The exact day is not required.

Will my Host information be available online?

No. The Host name search links leads to your contact information.

Will Customers be able to locate my Consultant Web site?

Yes. If you are enrolled for a Consultant Web site, a link to your site will automatically be provided with your contact information. Customers may then see your events, features, online catalog and use the "Contact Me" feature of your site.

What personal information about me will be available online?

Name, City and State will be displayed and the contact information you elect, such as phone number(s) and e-mail address. If you're enrolled for a personal Consultant Web site, information you elect to publish on your site will be available. Additional information is not available or displayed by PartyLite.

Will I always be included in the name search if I have opted in?

If opted in, all Consultants in good business standing will be included on a "Consultant Name" or "Host Name" search.

How does the ZIP code search work?

For ZIP code searches except "Shop Now," the search operates the same as the "Contact Us Form" has in the past, as long as you have opted in.

HOW LEADS ARE DISTRIBUTED

The lead allocation program, as defined in the Leader Guide, applies to the following career levels:

- S/RVPs and Leaders must be active and in good business standing.
- S/RVPs and Leaders are expected to follow up with leads within 24 hours.
- Leaders must have an e-mail address on file with PartyLite.

When leads are received online through "Contact Us" or a ZIP code search:

- Leads are distributed to the closest S/RVP within a 100-mile radius of the ZIP code.
- Leads are alternated when multiple S/RVPs live within a 20-mile radius of the ZIP code.
- If there is no S/RVP within a 100-mile radius, the lead is distributed to the highest-ranking Leader within a 35-mile radius of the ZIP code.

- If there is no Leader within a 35-mile radius, the lead is distributed to the closest Leader within a 100-mile radius of the ZIP code.
- If there is no Leader within a 100-mile radius, the lead is distributed to the highest-ranking S/RVP or Leader within a 150-mile radius of the ZIP code.

How do “Shop Now” ZIP code searches work?

Shopping zip code searches are distributed using the following guidelines:

- Leads are distributed to the S/RVP or Leader closest to their ZIP code. The Leader must have reached Bonus the prior month. A Consultant Web site is required.
- Leads are alternated when multiple Consultants live within 20-mile radius of the lead's ZIP code.

What happens if a Consultant is not found?

If a Consultant is not found in any of the above three search options, the site visitor will receive a message that the Consultant's contact information could not be determined, and a link will be provided to contact PartyLite for further assistance.