

NutriHarmony

Business Associate Handbook

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Membership Identification

Every member of NutriHarmony has a unique “Member Number” and “Password”. If you have misplaced your “Member Number”, call CustomerFirst (1-877-608-9989), upon confirmation of your contact information, your Member Number will be provided to you. Your Member Number is also listed on the product invoice included in each order.

See more information below on Passwords.

Member Number and Password

- As of November 30, 2006, your Member Number and Password are used to Log In to both the Website (to order products) AND to Log In to the Back Office.
 - Prior to this, some members may have had a separate Member Number (formerly called username ID) and Passwords for Website and Back Office. Or they may have had just a Member Number and Password with access to either the Website OR Back Office, not both. Now, one Member Number and Password allow access to both.
- When you order products or sign someone up through the Call Center, you will be asked to supply your Member Number. If you have misplaced it, give the rep your name and they will determine your Member Number.

Passwords

- If you are a Business Associate or a Preferred Customer and have not yet set up a password, call or email CustomerFirst (1-877-608-9989 or customerfirst@nutriharmony.com) to establish and set your password.
- If you already have a password and want to change it, follow these instructions:
 - Go to your Back Office by clicking **Log In** on the top navigation bar.
 - Enter your Member Number and Password.
 - Click on **Personal Information**.
 - Click on **Edit Information**.
 - You can change your password at any time on this page.

Know Your Website

What is my replicated NutriHarmony Website?

- Your NutriHarmony Website is set up as an information center for you and for all visitors to your site who want to learn about NutriHarmony products. It is your business center for conducting your NutriHarmony Business and is available to Business Associates only.
- Instructions explaining how to set up and personalize your replicated website are on page 4 of

this handbook.

What else can I do on the replicated NutriHarmony Website?

- You can sponsor/sign up a BA or PC on your website. Go to your NutriHarmony replicated site address, click **Customer Care** on the top navigation bar then click **Become a Member** on the right-hand side navigation panel and follow the screens to enroll your new BA or PC.
- All Members (BAs & PCs alike) that you sponsor can order products from your Website. They go to your replicated site address and click **Order Now** on the top navigation bar. If not yet a member, they can sign up as a BA or PC and become a member by clicking **to sign up online** or if already a member, they can Log In to the NutriHarmony Product Ordering Page as either a BA or PC with their Member Number and password.
- All Members (BA's & PC's alike) that you sponsor can also manage their accounts from your website after they **Log In** to their Back Office (Extranet) with their Member Number and password.

What website actions MUST be done in my own website's Back Office (Extranet)?

- Create or delete an **Automatic Monthly Order (AMO)** - this can only be done in your Back Office (see below for instructions on creating and managing your AMO).
- Order Marketing Materials from the Website.

NOTE: You can also upload the Marketing Materials Order Form from the Website by logging into the Back Office; going to the Forms page, then printing, completing and faxing it to CustomerFirst

(1-888-790-9124).

- Review you NutriHarmony business details in the Back Office under **Reports**.

Know Your Back Office (Extranet)

- If you are new to NutriHarmony, we encourage you to **Log In** to your Back Office and select **Forms, Information & Recorded Conference Calls** in the left-hand navigation panel.
 - Links are included here for essential pages with which you will want to become familiar, such as articles from healthcare professionals, valuable product information sheets, product research, product protocols and suggested product combinations.
 - You can also access and listen to recent conference calls for valuable information on the use of the products, as well as strategies for marketing your NutriHarmony business.
- Part-time and full-time Business Associates should review the **Forms, Information & Recorded Conference Calls** section of the Back Office for tips about running their NutriHarmony business efficiently.

What is a Back Office Extranet?

- The term "extranet" is to designate the "private part" of a website, where only "registered users" can navigate. It's a private network that uses internet technology (and the public telecommunication system) to securely share part of a business's information or operations with members.

- All NutriHarmony members have access to their own Back Office Extranet using their Member Number and Password.
 - From your replicated website or from your sponsor's website, click on **Log In**. Enter your Member Number and Password to access your Back Office.
- All Members have much more product and business information available to them in their Back Office than is available on the Website (sometimes called the "front end" or "public site".)

What else can I do in the Back Office?

- All Members (BAs & PCs) can order products and marketing materials - go to **Orders; Order Products**.
- All Members (BAs & PCs) can create and delete their AMO - go to **Orders; AMO Schedules**.
- Downline information, financial reports, and other forms of business and career assistance are available to **Business Associates ONLY**.
- Preferred Customer (PC) Enrollment is FREE.
- Business Associate (BA) enrollment is FREE.
- Becoming a Business Associate allows you to receive commissions from the marketing of NutriHarmony products.
- Also by enrolling as a BA you are eligible to activate your own free personalized NutriHarmony website.

Create Your Free Website

- To create your own NutriHarmony Replicated Website, go to your sponsor's website.
- Click **Log In**.
- Enter your Member Number & Password.
- This will take you to the Back Office.
- Click on **Replicate Site** at the bottom of the left-hand navigation panel.
- Follow the on-screen instructions and in seconds you will have your own NutriHarmony website. Members in your downline can now sign up from your NutriHarmony Replicated Site. [www.nutriharmony.com/\(name you choose\)](http://www.nutriharmony.com/(name you choose)).
- Be sure to set up your contact information so it will display on your website under **contact us**. To set up contact information at your replicated site address (URL):
 - **Log In** to your Back Office using your Member Number and Password.
 - Click on **Personal Information**.
 - Click on **Edit Website Profile**.
 - Enter information you would like displayed on your website, including a personal greeting if desired.
 - Click on **Personal Information; Upload Image** to upload a picture of yourself which will appear on the 'contact us' page on your replicated website.

Commission Qualification Requirements

Important Note for all Bronze Business Associates and Above:

- Please remember that in order to be paid Fast Start commissions in the current month, you must have placed a qualifying automatic monthly order (AMO) during the previous month.
- **IMPORTANT:** A lapse in AMO will disqualify the BA (Bronze & Above) from commissions. When the AMO is established again, commissions will be paid the following month.
- With the entry level rank of Distributor, it is not required to be on AMO for monthly commission qualification.

Attention All Distributors:

- All Business Associates (BAs) must have placed a qualifying Automatic Monthly Order (AMO) in the month prior to being paid the Fast Start Bonus, which is associated with all ranks, Bronze and above.
- If you are in NutriHarmony as a Business Associate and your goal is to earn a part-time or full-time income, your first priority is to stay on Automatic Monthly Order (AMO), so that each month you can earn all the commissions you may be due.
- [To be a qualified Distributor within an calendar month the Distributor must enroll at least 1 new Member \(BA or PC\) with a qualifying order as per the compensation plan within that same calendar month.](#)

Compensation Plan Chart:

- See Compensation Plan Chart for volume and downline requirements (available on the Website under *Income Opportunity* and in the Back Office under *Forms, Information & Recorded Conference Calls*).

How to Sign Up a NEW Member (BA or PC)

Website

You can use these instructions to sign up/sponsor someone yourself, or provide them with the instructions so they can sign up themselves with you as their sponsor.

- Direct the person to your Website, www.nutriharmony.com/_____ (Your URL).
- Give them your Member Number - they will be prompted to enter their Sponsor's Member Number.

Online Sign Up as a NEW Preferred Customer (PC)

- Provide the person with the following instructions:
 1. Click **Customer Care** on the top navigation bar then click **Become a Member** on the right-hand side navigation panel, select Preferred Customer .
 2. Follow the prompts.
 3. As a new PC you will be assigned a Member Number and will be prompted to create a Password.

4. Be sure to include your email address in the appropriate prompt. (You will then receive an email confirmation that will include your new Member Number and Password.)
5. From the "Congratulations" page, you will now have the option to order on the site.
6. To order later, use your new Member Number and Password to order products from the website or **Log In** to the Back Office where you can order products and schedule an AMO.
7. You can change your Password in the Back Office under **Personal Information; Edit Information**.

Online Sign Up as a NEW Business Associate (BA)

- Provide the person with the following instructions:
 1. Click **Customer Care** on the top navigation bar then click **Become a Member** on the right-hand side navigation panel,, select Business Associate.
 2. Read the NutriHarmony Independent Business Associate Agreement, then click Accept Terms & Conditions.
 3. Follow the prompts.
 4. You will be prompted to enter your Social Security Number.
 5. As a new BA you will be assigned a Member Number and a Password (the last 4 digits of your Social Security number).
 6. Be sure to include your email address in the appropriate prompt. You will then receive an email confirmation that will include your new Member Number and Password.
 7. Use your new Member Number and Password to order products from the website or **Log In** to the Back Office where you can order products and schedule an AMO.
 8. You can change your Password in the Back Office under **Personal Information; Edit Information**.

Call Center

You can use these instructions to sign up someone yourself, or provide them with the instructions so they can do it themselves.

- Give your prospect the **Call Center Number 1-888-790-9124**.
- Give your prospect your name and your Member Number -they will be asked to provide their Sponsor's Member Number.

To Sign Up as a NEW Preferred Customer (PC)

- Provide the person with the following instructions:
 1. Call the Call Center (1-888-790-9124)
 2. You will be asked if you have placed an order with NutriHarmony before.
 3. You will be asked for your Sponsor's Member Number (provided to you by

your Sponsor).

4. Tell them you want to sign up as a “**Preferred Customer**”.
5. As a new PC you will be assigned a Member Number and you will be asked to create a Password.
6. The operator will then proceed with the regular ordering process, gathering the necessary information (address, phone, etc.).
7. You will be asked to provide your email address. You will then receive an email confirmation that will include your new Member Number and Password.

To Sign Up as a NEW Business Associate (BA)

- Provide the person with the following instructions:
 1. Call the Call Center (1-888-790-9124)
 2. You will be asked if you have placed an order with NutriHarmony before.
 3. You will be asked for your Sponsor’s Member Number (provided to you by your Sponsor).
 4. Tell them you want to sign up as a “**Business Associate**”.
 5. You will be asked for your Social Security number.
 6. As a new BA you will be assigned a Member Number and you will be asked to create a Password.
 7. The operator will then proceed with the regular ordering process, gathering the necessary information (address, phone, payment information, etc.).
 8. You will be asked to provide your email address. You will then receive an email confirmation that will include your new Member Number and Password.

Fax

You can use these instructions to sign up someone yourself, or provide them with the instructions so they can do it themselves.

- Download a copy of the ***Membership Application and Agreement Form*** from the NutriHarmony Website (under ***Products***, under ***Order Now***, or under ***Income Opportunity***,) or from the Back Office (under ***Forms, Information & Recorded Conference Calls***).
- Provide the person signing up with your Member Number - they will be asked to enter their Sponsor’s Member Number.

To Sign up as a NEW Preferred Customer (PC)

- Provide the person with the application and the following instructions:
 - Step 1: Select Member Level - “Preferred Customer”.
 - Step 2: Provide the required information, including your Sponsor Member Number.
 - Step 3: Read, sign & date the box.

Fax the ***Membership Application and Agreement Form*** to: 1-888-790-9124.

CustomerFirst will contact you with your Member Number and a temporary Password.

To Order:

Using your new Member Number, you may now order products by:

- Faxing **Product Order Form and Price List** to CustomerFirst (1-888-790-9124)
- Calling the Call Center (1-888-790-9124)
- Using the Website or Back Office (You will also need your Member Number & Password for online orders.)

To Sign up as a NEW Business Associate (BA)

- Provide the person with the form and the following instructions:

Step 1: Select Member Level - "Business Associate".

Step 2: Provide the required information, including your Sponsor Number.

Step 3: Read the NutriHarmony Independent Business Associate Agreement on the

reverse side.
Read, sign & date the box.

Fax the **Membership Application and Agreement Form** to: 1-888-790-9124.

CustomerFirst will contact you with you Member Number and your Password (the last 4 digits of your Social Security number).

To Order:

Using your new Member Number, you may now order products by:

- Faxing **Product Order Form and Price List** to CustomerFirst (1-888-790-9124)
- Calling the Call Center (1-888-790-9124)
- Using the Website or Back Office (You will also need your Member Number & Password for online orders.)

Downline Placement Request Form

A form is available in the Back Office to use if you would like to sponsor a new member into NutriHarmony but want to place this new member somewhere in your downline other than on your first level.

- This placement option is only available when sponsoring a new member. This placement application does not apply to existing members who are already in your downline.
- This form must be accompanied by a completed Membership Application Form (available to download from the Website or in the Back Office.
- Submission of this request does not guarantee implementation. Information will be verified and considered by management prior to implementation.

Product Ordering Options

Standard Ordering

- You may order products at anytime.
- You may order 3 ways:
 - **Online using the Website or Back Office** (using your Member Number & Password)
 - Call the **Call Center** (1-888-790-9124).
 - **Fax** order (1-888-790-9124).
- Every \$115.00 of product purchased per order makes you eligible for a **Free Product** up to \$36.99.

Automatic Monthly Ordering Process (AMO)

How to set up AMO

- There are three ways to set up your AMO:
 1. **Back Office** (**Log In** using your Member Number & Password) - go to **Orders; AMO Schedules**. You cannot set up your AMO on the front end of the Website, only in the Back Office. **NOTE:** You cannot edit an AMO. You must delete the old and create a new AMO, and it will be valid this month if the ship date has not passed yet. If the chosen ship date has passed, it will be valid next month and each month thereafter until deleted.
 2. **Fax** a Product Order Form and Price List (AMO information included on page 2 of form).
 3. Call the **Call Center (1-888-790-9124)**.

AMO Shipping

- Choose a preferred shipping date (7th, 14th, 21st, 28th of each month).
 - Allow at least 2 business days following your preferred shipping date for your order to be shipped from the warehouse.
 - AMO's are not shipped on weekends or holidays.

AMO Free Product

- As a reward to you for creating an AMO of \$115 or more, the company rewards you with a **FREE Product** valued \$25.00 or less.
- This is in addition to the Free Product (\$36.99 or less) you always receive with an order of \$115.00 or more.
- **Shipping/Billing Address**
 - When placing an order, the shipping address and billing address may differ. Billing address is strictly linked to payment.

Ordering Under Another Member Number

- You must order under your own Member ID to qualify for commissions.
- There may be occasions when you order under another Member Number from your downline.
 - This will not be included as your personal qualifying order.

- This will be included under the qualification of the other Member Number.

How to Place Product Orders

Website Ordering Process

- Use your NutriHarmony Replicated Website or your upline/sponsor's Replicated Website.
- Click on **Order Now**.
- Enter Member Number and Password as a **Preferred Customer** or a **Business Associate**.
- Order products from shopping cart.
- Free product has already been included in ALL Product Packs.
- Complete Order, and wait for payment to complete. **Click the SUBMIT button only once; otherwise you may generate duplicate orders.** If you qualify for free items (one for every \$115 ordered), the Free Product Page comes up after Check Out (unless you ordered a Pack with free products included).

Back Office Ordering Process and Automatic Monthly Ordering (AMO) Process

- Use your NutriHarmony Replicated Website or your upline's Website.
- Click on **Log In**.
- Enter your Member Number & Password.
- To order products, click on **Orders, Order Products** and follow prompts.
- To set up an Automatic Monthly Order (AMO), click on **Orders, AMO Schedules** and follow prompts.
- Confirm that your credit card and billing/shipping information in the **'Edit Information'** section under **'Personal Information'** is correct.

- Call the **Call Center** at: **1-888-790-9124**.
- Provide operator with your Member Number.
- Order Products.
- Set up AMO if you want to receive an additional free product (\$25.00 or less) each month.

Orders/AMO by Fax

- Fill out NutriHarmony Product Order Form and Price List/AMO Form (AMO information included on page 2 of form).
- Fax to: **1-888-790-9124**.

NutriHarmony Contact Email Addresses

- For problems with your order (Back Office order, website order, Call Center order, AMO, or Back Orders), email **customerfirst@nutriharmony.com**.
- For Product information, email **NH101@nutriharmony.com**.
- For Comp Plan questions, email **NH101@nutriharmony.com**.
- For Website/Back Office information, email **mc@nutriharmony.com**.
- For Newsletter information, email **mc@nutriharmony.com**.