

IBO Premier Membership FAQs

1. What are the benefits of Premier Membership to an IBO who is already on standing order?
 - a. Premier Members will have the ability to purchase all Business Support Materials (BSMs) at discounted prices. This will help the Business Builder IBO get more BSMs into their business which builds strong businesses.
 - b. Premier Membership benefits for \$37.95 per month are:
 - All BSMs will be discounted from suggested retail as follows:**
 - Standing order tapes and CDs for \$2.50 each, **64% savings**
 - Additional tapes and CDs for \$2.50 each, **64% savings**
 - Videos and DVDs at \$7.50 each, **58% savings**
 - Profiles of Success for \$7.50 each, **58% savings**
 - Books—Average **30%** discount off suggested retail
 - Literature—Average **20%** discount off suggested retail
 - **Free** Basic Membership—Includes access to all features of wwdb.com
 - **My.Biz**—Personal website for **only \$2.95** per month, **80% savings**
2. Does the Cost of Premier Membership include Standing Order Tapes/CDs?
 - a. **No.**
3. Will a Premier Member be limited to only one standing order?
 - a. **No.**
4. Can Premier Members increase or decrease the number of standing order for their business at any time?
 - a. **Yes. Standing order quantities can be increased or decreased each week.**
5. Do I have to be a Premier Member to receive Standing Order?
 - a. **Standing Order will only be offered as an option with Premier Membership. If a non-Premier Member asks to receive standing order each week, without becoming a Premier Member, the recommendation to the first upline Premier Member would be to provide the non-Premier Member with the standing order and charge the suggested retail cost.**
6. Why wouldn't a Premier Member buy tapes/CDs at \$2.50 and resell them for \$7.00 rather than encouraging downline to become Premier Members?

That may occur in some cases although;

 - a. **With the benefits of Premier Membership being taught at major functions, Regional Rallies, and other meetings such as Nuts & Bolts, the Business Builder IBOs will have knowledge of the benefits and costs of Premier Membership empowering them to make the choice that best suits their business.**
 - b. **Premier Membership replaces standing order as a parameter required for qualification for Eagle, Double Eagle, River Rendezvous, Diamond Incentive and Taste of Diamond.**
7. What price does the upline Premier Member charge an IBO who orders BSMs the day before they become a Premier Member and purchases those BSMs the day after?
 - a. **It is recommended that the upline Premier Member charge the Premier Membership price for the BSMs as long as the receipt of Premier Membership accompanies the payment for the order.**
8. Will StarClient be able to designate between Premier Member and Suggested Retail BSM prices?
 - a. **Yes. StarClient will have this ability when the new membership program is instituted.**
9. How can an IBO sign up for Premier Membership if they don't have a computer?
 - a. **They may be able to use their upline's computer or use a computer at the library.**
10. What methods of payment will be available to pay for membership?
 - a. **Basic, Enhanced, and Premier Memberships can be purchased online at wwdb.com.**
 - b. **IBOs can choose to pay by credit card or electronic funds transfer.**
11. What is the recommendation regarding the timing of depositing downline non-Platinum BSM order payment?
 - a. **The timing should not change from the timing you use today because the cash flow issue does not change for the non-Platinum IBO even though the dollar amount of the order is less because of the reduced prices.**
12. Will the WD Tool List with the corresponding prices be available on wwdb.com for Premier Members?
 - a. **Yes.**
13. Does the IBO's method of purchasing BSMs change with Premier Membership?
 - a. **Premier Members will order and pay their upline for their Business Support Materials the same way they do today with the possible exception noted in FAQ # 14.**

14. How would a Premier Member order their BSMs when their immediate upline is not a Premier Member?
 - a. The upline non-Premier Member can choose to take a frontline Premier Member's tool and product order. If the upline non-Premier Member takes the order they would keep the Premier Member's tool order separate when sending it upline.
or
 - The upline non Premier Member can recommend the downline Premier Member place their orders with the next upline Premier Member.
15. What happens if a downline Premier Member's BSM payment is returned for non-sufficient funds?
 - a. Previously, every IBO in the line of sponsorship was impacted. The next upline Premier Member will probably collect the funds from the Premier Member who presented the check and every IBO in between would not be affected.
16. How will I know how many Premier Members are in my business and what their names are?
 - a. Premier Members will see an up-to-date list on wwdb.com of their downline Premier Members, real time, as new Premier Members sign up.
 - b. An e-mail will be sent to the first upline IBO Premier Member and the first upline Platinum when a downline becomes a Premier Member.
17. Why do I need to have access to the names of the Premier Members in my downline?
 - a. To be aware of which of your frontline to charge the discounted BSM prices.
 - b. Because Premier Membership is a qualification for Eagle, Double Eagle and other promotions.
18. What would the new Premier Member be charged if they sign up in the middle of the month?
 - a. The Premier Membership cost for that month will be prorated according to the day of the month the IBO signs up and by the number of days in the month.
19. If a Premier Member decides mid-month to cancel their membership?
 - a. The Premier Member benefits will continue to the end of the month.
 - b. The IBO's unique login and all the features of the wwdb.com website will be available the remainder of the month.
 - c. If a Premier Member decides to cancel mid-month no refund of membership fees will be given.
 - d. The first upline Platinum and the first upline Premier Member will receive an e-mail when a Premier Member has discontinued their membership.
 - e. BSMs will be available at the Premier Member discounted prices for the remainder of the month.
20. Now that Barnes & Noble is a Partner Store what is the benefit of the Premier Membership discount on books?
 - a. Every effort will be made to provide savings on books on the WD BSM list over the Barnes & Nobles suggested retail price including PV/BV. If the discount is not a greater savings to the IBO, then it is recommended their books be purchased where it is the most beneficial to them.

IBO my.biz FAQs:

1. Will I be able to link other websites to My.Biz website?
 - a. Quixtar rules are very restrictive regarding the co-mingling of businesses on or off the web. It is very doubtful any linking other than to Quixtar and WWDB related activities will be allowed.
2. How will it be handled when two IBOs request the same name for their My.Biz personal website?
 - a. The name designations will be handled on a first-come, first-serve basis. It would be wise to prepare two to three names for your personal website name prior to signing up for your personal website.
3. How can I teach my downline to set up their My.Biz personal website?
 - a. Once the My.Biz websites have been built and approved by Quixtar, World Wide Group's goal is to provide the IBO with a CD to be used as a tutorial to help the IBO explain the simplicity and use of the personal websites.



Platinum Premier Membership FAQs

1. Why wouldn't a Premier Member buy tapes/CDs at \$2.50 and resell them for \$7.00 rather than encouraging downline to become Premier Members?
That may occur in some cases although;
 - a. With the benefits of Premier Membership being taught at major functions, Regional Rallies and other meetings such as Nuts & Bolts, the Business Builder IBOs will have knowledge of the benefits and costs of Premier Membership empowering them to make the choice that best suits their business.
 - b. Premier Membership replaces Standing Order for parameters required for qualification for Eagle, Double Eagle, River Rendezvous, Diamond Incentive and Taste of Diamond.
2. How does Premier Membership affect the Platinum's workload?
 - a. BSM order flow will be handled exactly the way it is today with one exception; Platinums' BSMs will be ordered directly from Diamond Publications and their orders will be shipped to them directly from Diamond Publications.
 - b. Because the Platinums BSM orders will be shipped directly to them by Diamond Publications, Platinums local to their upline Diamond will save the time it takes to go to product pickup.
3. Will shipping costs increase?
 - a. BSM shipping costs will become 4% in the U.S., 5% in Canada and 6% in Hawaii on retail, with a minimum charge of \$5.75 and no additional freight charges.
 - b. The Platinum at distance from their upline will save the additional freight on top of the 4% they have been paying to get their BSMs
 - c. The Platinum local to their upline will save the time it takes to go to product pickup each week to get their BSMs.
4. Will the method of payment of BSM orders change?
 - a. Diamond Publications will draft the Platinums business checking accounts using electronic funds transfer each week for the amount of their BSMs order prior to their order being shipped.
5. Will Diamond Publications delay drafting the payment of Platinum's BSM orders like our upline delayed depositing Platinum BSM order payments?
 - a. The delay your upline provided was created to allow Platinums enough time to collect their downline BSM order payments to cover the cost of their order. This cash flow issue will no longer exist with Premier Membership.
Example:
 - Today, 50 standing order costs the Platinum \$300.
 - The Platinum collects \$7 X 49 (less their own SOT) or \$343 from their downline.
 - Beginning January 1, 2005, the Platinum's bank account will be electronically credited \$353.50 (\$7.07 X 50) in Premier Member commissions on the first day of the month.
 - Their BSM order for 50 standing orders would cost \$125.
6. How do we deal with existing inventories?
 - a. Although "True North" recommendation is one week's inventory, some Platinums may have more if some items in their existing inventory. It is recommended that the time period between FEDs and January 1, 2005 be used to reduce inventories to the True North recommendation of one week's inventory.
7. How will BSM returns be handled?
 - a. The BSMAA states that BSMs that were purchased within 180 days of the date of return should be honored under "reasonably commercial terms" regarding the value of the BSMs. That return policy is for BSMs purchased for personal use, not for inventory or resale. The obligation falls on the person who sells to the end user.
8. What is the recommendation for Servicing Platinums regarding Premier Members?
 - a. The recommendation is that the actual upline Platinum forward the Premier Membership commissions to the Servicing Premier Member Platinum as a compensation for their time and effort. That would include any commissions they receive for the serviced Premier Member IBO and any Premier Member IBO(s) in their downline.
9. How will Platinum order and ship days be assigned?
 - a. Currently, Platinum's order and ship days are affected by their upline's order and ship days. The Diamond receives the product and ships to the Emerald who then ships to the Platinum. With that restriction no longer in existence, Diamond Publications is working with Quixtar to determine the Platinum and above Quixtar order and ship days. Diamond Publications will attempt to get as close to Quixtar's schedule as possible, giving the Platinum more control to determine the best timing for their organization.

10. What is the recommendation regarding the timing of depositing downline BSM order payment?
 - a. **The timing should not change from the timing you use today, because the cash flow issue does not change for the non-Platinum IBO even though the dollar amount of the order is less because of the reduced prices.**
11. Will the method of payment of BSM breaks change?
 - a. **World Wide Group will pay the Platinum and above membership commissions via electronic funds transfer for each Premier Member month in their downline the first week of each month.**
12. How will the commission be paid if a Premier Member decides mid month to cancel his membership?
 - a. **Because the IBO's personal website will be available for the remainder of the month and the IBO's unique login to and all the features of the wwdb.com website will be available the remainder of the month there will be no refund of membership fees and the Platinum will be paid the full commission for that month.**
13. Why do I need to have access to the names of the Premier Members in my downline?
 - a. **Commissions are paid on Premier Member months in their downline.**
 - b. **To be aware of which of your frontline to charge the discounted BSM prices.**
 - c. **Premier Membership is a qualification for Eagle, Double Eagle and promotions.**

