



Consultant Locator

Frequently Asked Questions

The Consultant Locator refers to the “Find a Consultant” feature available on partylite.com. A visitor to the PartyLite public web site will have the option to find their Consultant in three (3) ways:

- **By Consultant Name** provides your contact information.
- **By Hostess Name** provides your contact information if you were the Consultant for the Show held by this Hostess.
- **By Zip Code** for potential new Customers that are not yet associated with a Consultant.

What do I need to do to be included in the Find a Consultant Locator option?

Follow these simple steps – changes will appear the following day:

- 1) Login to my.partylite.com and select *My PartyLite > My Information > My Profile*
- 2) Select the Contact Info tab to update your phone numbers to be used.
- 3) Select the Locator tab to opt-in and update your email address to be used.

Is anyone automatically included in the Find a Consultant Locator?

No. In accordance with PartyLite’s Privacy Policies, all Consultants and Leaders must opt-in to be included in the Find a Consultant Locator.

Do I need to enroll even to appear when my name is used for a search?

Yes. You must opt-in for your contact information to appear with any of the 3 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 a combination of your preferred first name (opposed to your legal first name on file with PartyLite) and your last name. You can specify your preferred first name on the Personal Info tab of My Profile.

What phone number will be displayed on-line?

You specify the phone number(s) to be displayed on the Contact Info tab of My Profile. The Locator primary and Locator secondary phone numbers will be used, not your phone numbers on file with PartyLite. You must enter these phone numbers even if you prefer to use the same numbers already on file.

What email address will be displayed on-line?

You specify the email address to be displayed on the Locator tab of My Profile. The Locator email address will be used, not your email address on file with PartyLite. You must enter this email address even if you prefer to use the same one already on file.

Do I have to specify a phone number and an email address?

No. You have the option to specify alternate phone numbers and an email address to identify your preferences for being contacted. Specifying both gives your Customers greater flexibility and preference in contacting you however it is not required. 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, the potential customer has the option to check if he/she is hearing impaired thus needing a Consultant that can support him/her.

How are the language options for English and Spanish used?

Check each language that you speak and can accept leads for. A potential Customer using the zip code search will have the option to select either or both languages to Find a Consultant.

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

When a lead visits the US Spanish version of www.partylite.com to Find a Consultant, it is very likely that the lead will request to look for a Consultant who speaks Spanish. In this case, if you opted to receive leads in Spanish and you live near this lead, your contact information could appear indicating that you are a Consultant who speaks Spanish. The lead will then take your contact information and will contact you in Spanish to learn more about the PartyLite opportunity.

How long are Hostess searches available to find me?

Hostesses from Shows you held within the past year will be available online. A Customer must select the month/year of the Show (actual day is not required) in order to identify the correct Hostess.

Will my Hostess' information be available online?

No. The Hostess name search is only provided as a way to link to your contact information.

Will Customers be able to locate my Consultant Web Site?

Yes. If you are enrolled for a Consultant Web Site, your web site address will automatically be displayed with your contact information and a link provided for the Customer to go directly to your site. Customers may then see your events, features, full online catalog and use the contact me feature of your site.

What personal information about me will be available online?

Only the information used for the search (Name, City and State) and the contact information you elect to display (Phone numbers and email address). Information you elect to publish on your Consultant Web Site will be available if you are enrolled. Additional information is not available or displayed by PartyLite.

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

All Consultants in good business standing will display on a Consultant Name or Hostess Name search if you have opted in.

How does the zip code search work?

The zip code search operates the same as the Contact Us Form has in the past as long as you have opted in. The Lead Allocation Program is defined in the Leader Guide as:

To be included:

- S/RVPs and Leaders must be active and in good business standing.
- S/RVPs and Leaders are expected to follow up with leads in a timely manner.
- 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.

What happens if a Consultant is not found?

For any of the 3 search options, if a Consultant is not determined (may not have opted in), the site visitor will receive a message that the Consultant’s contact information could not be determined and a link provided to contact PartyLite using the Contact Us form for further assistance.