

## My.Tupperware, Powered by Jenkon Q&A

### 1. Will there be training available before the site is live?

- a. We have prepared videos for the basic site functions and continue to develop more resources. You will also be invited to participate in a test site to get familiar with your new site on March 19th.

### 2. When should all parties on the current site be submitted?

- a. All of your open parties (My Sales and TupperConnect) **need to be finalized and submitted by 11:59 p.m. your local time on Saturday, April 24**. They will not be transferring into the new system. Do not attempt to enter any new parties or sales after this time.
- b. Use remaining party pool and sales aid points by 11:59 p.m. your local time on April 24 as well.
- c. You will continue to have access to My Sales for a period of 1 year to review prior parties, reports, and information.

### 3. What and when is the Blackout Period?

- a. April 25–28 is the Blackout Period.
- b. Personal websites and My Sales will be unavailable during this period while the new system is being installed which encompasses these areas. This means that you will not be able to set up any parties, place any orders, or have customers shop your personal website.
  - During this time, if a customer clicks on Find a Rep at [Tupperware.com/.ca](http://Tupperware.com/.ca), they will see the following message:
    1. *Shopping for Tupperware is great, but shopping directly through one of our Independent Reps is even better. During April 25–28, their websites are temporarily unavailable as they get an awesome upgrade. We appreciate your patience and encourage you to check back on April 29 to support your favorite, or find your first, Tupperware Independent Rep.*
- c. Connect with your customers to relay this information and encourage them to place orders on your new personal website starting April 29<sup>th</sup>.
- d. In the U.S., for those of you in the Rallyware pilot, you will not have access to Rallyware during this time.

### 4. When will Jenkon be live?

- a. April 29<sup>th</sup> is Go Live.
- b. Access will be rolled out in groups throughout the day.
- c. You'll receive an email when your access is LIVE!
- d. All orders and parties will now be placed on the new Jenkon system.

- 5. What are the new subscription rates?**
- a. Lower monthly subscription rates
    - Basic: Free - includes personal website
    - Pro: \$10.99 USD - includes TuppSocial and Consultant Finder
    - Premium: \$16.99 USD - includes TuppSocial, Consultant Finder and Zoom
  - b. The new site powered by Jenkon will automatically pick up your current subscription and apply the new rate.
- 6. Will URL links to our personal websites change from what they are today?**
- a. The URL will stay the same as today and works as either `username.my.tupperware.com` or `my.tupperware.com/username` (US) or `username.my.tupperware.ca` or `my.tupperware.ca/username` (Canada)
- 7. There will be a new close time for our Sales Weeks/Months. Here's what you need to know:**
- a. After go-live, sales weeks, as well as Host and consumer offers, will close on Wednesdays at the same time for all Sales Force: 11:59 p.m. Eastern Time (not local). So, for all time zones this is:
    - 11:59 p.m. Eastern
    - 10:59 p.m. Central
    - 9:59 p.m. Mountain
    - 8:59 p.m. Pacific
  - b. That close time (11:59 p.m. ET) will not be displayed in your local time at launch. This is an update that will occur later in the month.
  - c. **MyWeek:** Will be sent after 11:59 p.m. ET close.
- 8. How far back will the data from our current system be moved over into Jenkon?**
- a. **The following items will be transferred:**
    - i. Current downline information details
    - ii. Current customers
    - iii. Specific metrics (Sales, Sales Force count, recruits, promotions) over a 3 year period
    - iv. Opening balance for current programs
  - b. **The following items will not be transferred:**
    - i. Orders and order details
    - ii. Party and party details
    - iii. Previous years reports
    - iv. Year End Report
  - c. Access will be maintained for at least a year in My Sales for the past reports.
- 9. When submitting customer orders in the back office of Jenkon, does this work like today?**
- a. With the switch to Jenkon, customers wishing to pay with a credit card will do so on your personal selling website via a party link or a link you can generate after selecting items for their order. You will no longer be able to enter credit cards on their behalf. This adds additional security for your customers.

What remains the same is that when submitting an order or party, Consultants pay Consultant pricing. When entering a party, the total owed by a Consultant is the Consultant pricing (with shipping and tax) for orders paid for with checks or cash. When a customer pays with credit card, they are charged the full retail amount and the Consultant receives the 25% commission as what we call "overpayment." In the case of a party, this is applied to the total amount owed.

Example (just as is the case today): In a party, one customer pays for an order with \$100 in products (plus tax and shipping) with cash, and another pays for a \$100 order (plus shipping and tax) with a credit card. The Consultant commission of 25% equates to a \$50 profit, which the Consultant retains from the cash received, submitting a final payment of \$150 (plus tax and shipping) is owed for the party order.

In another party, two customers pay \$100 (plus tax and shipping) each with credit card. The Consultant owes nothing at the time of submitting the party, and receives the \$50 "overpayment" in their weekly commissions.