PRINCESS HOUSE®

CONSULTANT'S CORNER
Q & A

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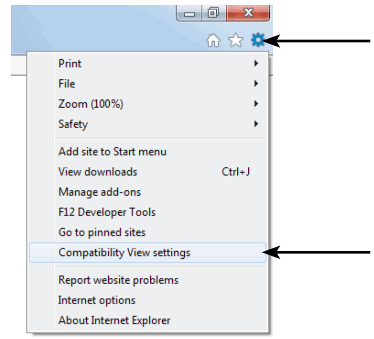
ORDER ENTRY TROUBLESHOOTING

1. **How do I override the ship-to address on an order?**
   Contact Web Help at **800-258-9679** or **webhelp@princesshouse.com**.

2. **I am having trouble viewing/scrolling down on the Hostess page of a Party Order. What should I do?**
   If you are using Internet Explorer and have your browser set to Compatibility View, the Hostess page may not display properly. Click on the *Compatibility View* icon (see images below) at the top of the page to change it so you can see the Hostess page. You might find it easier to navigate with a different browser, such as Firefox or Chrome.

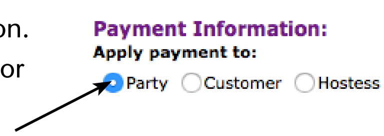


3. **How do I order the Previous Hostess Half-Price Item if the Previous Hostess is not the Hostess?**
   Select a different Previous Hostess by clicking on *Previous Hostess Lookup*. If the Previous Hostess is not listed as one of the options to select, add her/him to the order by clicking *Add Customer* or *Customer Lookup* on the Customer tab. This will add the correct Previous Hostess to the list and she/he may then be selected.

4. **Can I submit Half-Price Replacements online?**
   No. Half-Price Replacement requests must be mailed to Princess House using the Half-Price Replacement order form (available in Printable Supplies in the General Business section of Resources & Training).

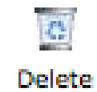
   Consultants may order parts online using their Consultant 38% discount in Order Entry. Select the Consolidated Non-Party order option in Step 1 and go to the Consultant Prepaid section.

5. **How do I enter payments if a Customer gives me two different forms of payment (i.e., credit card and check)?**
   You can enter a second payment by using the Party Payment option. You cannot apply multiple forms of payment under the Customer or Hostess payment option at this time.



6. **How do I know if a credit card is declined?**
   If a credit card is declined after you submit the party, you will immediately receive an error message containing a link that will take you to the declined card information. You may then enter a new credit card, or choose to submit the order with the declined credit card and then resolve the Web Payment prior to the order policy deadline.

7. **How do I fix a declined credit card?**
   To make a Web Payment, click *Submitted Orders* under the My Business or Order Entry tabs and select the correct order by clicking on the Hostess's name. Click *Web Payment*. In the Pending Payment section, click the Delete icon (see image at right) next to the declined credit card. Click *Yes* when prompted by "Are you sure you want to cancel this payment?" and then click *Add Credit Card Payment* to apply a new payment.



8. **What happens if my layaway party order isn't paid in full by the due date?**
   It will be cancelled. If you have a layaway party order with final payment due on June 19, for example, but final payment is not submitted, the party order will be cancelled on June 20. Layaway and 50/50 orders past the payment deadline will be cancelled daily. If a 50% deposit was reached, you may reinstate the party order within 30 days. If you reinstate the party order, it will count in the week in which the order is reinstated. For more information about layaway party order payments and reinstating party orders, see the Order & Payment Policies (click *Policies, Procedures & Guidelines* in the General Business section under Resources & Training).

9. **How do I order shopping bags?**
   Click *Order Entry* and select the Consolidated Non-Party Order option in Step 1. Either enter the shopping bag item number (Large: 1306A, Small: 1305A) or click *Look Up Items* to find the bags you need.

10. **What happened to the SAVE button in Order Entry?**
    The new site features auto-save functionality, so each time you click to add an item, a payment or confirm a change on the order, we save it for you!

11. **If I'm having trouble submitting an order and none of the questions/answers provided here fix my problem, what should I do?**
    Contact Web Help at **800-258-9679** or **webhelp@princesshouse.com**.

WHERE DO I FIND …?

1. **Where can I see all my submitted Printed Matter or Business Supplies orders?**
   Click *Submitted Orders* under the Order Entry or My Business tabs in the main navigation page and choose the Non Party Order option. Please note, this will display Printed Matter and Business Supplies orders submitted online using Consultants Corner *only*.

2. **Where do I find my order history?**
   Click *Submitted Orders* under the My Business or Order Entry tabs.

3. **Where do I enter order adjustments?**
   Click *Submitted Orders* under the My Business or Order Entry tabs. Search for the order you need to adjust and click on the Hostess's Name. Next, select the Order Adjustments tab and fill in the appropriate fields. When you are finished, click *Submit*.

HOW DO I …?

1. **How do I e-mail the Online Order link?**
   Under the Party Assistant tab, click *My Parties*. Click on the Hostess's name. Click the *Order* tab and then click the *E-mail Online Order Link* tab. Select the Customers you wish to send the link to, customize the e-mail to suit your needs and click *Send E-mail*.

2. **Can I send an e-mail to more than one person at a time in My Contacts?**
   Yes. Just check off more than one person to send the e-mail to or check the box next to Last Name to select all your contacts.

3. **How do I get rid of duplicates in My Contacts?**
   Click on *Contact Tools* under My Contacts. Then click *Find Potential Duplicates*. Next, browse through the list of duplicate contacts found and click *Delete* for each contact you wish to remove.

4. **Can I merge contacts?**
   Yes. Under My Contacts, click "Contact Tools" then click "Duplicate Contacts". Then click "Find Potential Duplicates" and select the contacts you wish to merge, then click "Merge Selected Contacts." Select the name and information you prefer, click "Preview," then "Merge Contacts."

5. **Where do I go to send e-mails (visual e-mail templates)?**
   Click *All Contacts* under My Contacts, then click *E-mail Contacts*. Check off the people you want to e-mail, then click *E-mail Selected Contacts*. Use the drop-down menu in the pop-up box to choose your e-mail template, customize it to fit your needs and click *Send E-mail*.

6. **How do I e-mail Customer Service, Web Help or Web Feedback?**
   Click *Contact Us* in the footer of your Personal Website or Consultant's Corner (at bottom of page) and make your selection from the drop-down menu of departments to contact.

REPORTS

1. **If I don't understand a particular report, how can I get more information?**
   Click the [?] icon next to each report to get information about the report and learn how it should be used.

2. **I cannot see my Activity Statement. What should I do?**
   Under Reports (in the My Business tab), select Activity Statement. Select the Year, Period and Week you would like to view. Click Run for statement to display.

   If you are still unable to see the Activity Statement, you may need to update and/or download Adobe Reader. Visit http://www.adobe.com/products/reader.html to download and/or update it for free. Mac users, be sure to download the version for Macs.

3. **Will I be able to see profit information for Consultants and Organizers in my Group?**
   No. Due to privacy laws, you may only view your own profit and adjustment information. However, you can view all sales and recruiting information for Consultants and Organizers in your Group.

4. **When are reports updated?**

a.	Orders with Payment Due Date Approaching	Daily*
b.	Success Start	Weekly
c.	Activity Statement	Weekly
d.	Weekly Order Statement	Weekly
e.	Incentive Trip Activity Report	Weekly during an Incentive Trip Contest
f.	Leaders of Tomorrow Report	Weekly**
g.	Organizer Report	Weekly**
h.	Sales Analysis Report	Period
i.	Honor Rolls – DO and Above – Period and YTD	Period
j.	New Consultant Tracking	Weekly
k.	Team Development Contest	Weekly

   *Payments are updated daily and orders are updated weekly.
   **Prior to new Consultant's Corner enhancements, this report was updated each Sales Period.

5. **Who receives the reports?**
   Honor Roll reports are issued for Division, Zone and Field Organizer Levels. All other reports are received by all Organizer levels. Unit Organizers receive the Incentive Trip Activity, Leaders of Tomorrow and Sales Analysis reports. Consultants receive Activity Statement, Incentive Trip Activity and New Consultant Tracking reports.

HOW FAR BACK …?/WHERE IS MY BUSINESS HISTORY?

1. **Where can I find Customer history (what Customers bought)?**
   Customer history is not available at this time.

2. **How far back does my order history go?**
   Order history displays information from 2008 to present.

3. **How far back does my profit history go?**
   Profit history — from 2011 to present — can be viewed using the Activity Statement report.

4. **How far back does my report history go?**
   This varies depending on the report; most reports provide history starting from 2011.

GENERAL CONSULTANT'S CORNER, COMPUTER AND SPAM E-MAIL QUESTIONS

1. **Is the new site compatible with my iPad? iPhone? Android?**
   Yes. It's compatible across all browsers and platforms.

2. **How do I turn off my pop-up blocker for Consultant's Corner?**
   Click on the Settings menu within your Internet browser (i.e., Internet Explorer, Safari, Chrome or Firefox) and look for Internet Options or Settings. For Internet Explorer, click *Tools*, then *Internet Options*, then select the Privacy tab. Click on the pop-up blocker box to disable/enable it. When all else fails, click Help within your Internet browser and search for "pop-up blocker." The Help application should provide the instructions you need.

3. **How does a New Consultant register for Consultant's Corner?**
   Once she/he has a Consultant ID, click *Register*, to the right of the Consultant's Corner login box.

4. **How do I expand the content I am viewing on a particular page?**
   Click More (see image at right) to expand the content.
   Clicking the Less button will hide the additional content.

5. **When will I be automatically logged out of Consultant's Corner?**
   If you haven't done anything in Consultant's Corner for 15 minutes, you'll be logged out automatically.

6. **Can we submit New Consultant Applications online?**
   Yes. A new recruit can submit their application online by clicking "Start Your Business" on the recruiter's personal website.

7. **What do I do if I receive spam e-mail in my Inbox?**
   Select the e-mail. Use the drop-down menu to select the Spam folder, then click the Move button. This will block e-mails from that Sender.

8. **What do I do when I receive non-Spam e-mail in my Spam folder?**
   Select the e-mail. Use the drop-down menu to select the Inbox folder, then click the Move button. This will create a rule that e-mail from this sender should go to your Inbox.

WHEN WILL CONSULTANT'S CORNER HAVE ...?

1. **When will other enhancements be made (i.e., submit Contest Claims online, etc.)?**
   Many of our systems were upgraded with the new enhanced Consultant's Corner, which will enable us to make ongoing improvements more easily and efficiently. We've got a running, prioritized list that we'll complete and continue to add to, as necessary, to ensure that you have the best package of online tools possible.

2. **I have a great idea for improving Consultant's Corner. How can I let the Home Office know?**
   We welcome any and all ideas! Contact PH Web Feedback. Click Contact Us in the footer of your Personal Website or Consultant's Corner (at bottom of page), and choose Web Feedback from the drop-down menu of departments to contact. Or, e-mail phwebfeedback@princesshouse.com.