FREQUENTLY ASKED QUESTIONS

LEAD THE WAY INCENTIVE PROGRAM

WHERE CAN A CONSULTANT FIND INFORMATION ABOUT THE LEAD THE WAY INCENTIVE PROGRAM?

Please visit www.rfleadtheway.com to view all program details.

WHEN DOES THE LEAD THE WAY INCENTIVE PROGRAM START AND END?

The Lead the Way incentive program begins February 1, 2017, and ends July 31, 2017, at 11:59 p.m. PST.

ELIGIBILITY AND QUALIFICATION

HOW DOES A CONSULTANT EARN LEAD THE WAY MILES?

Click here to learn how to earn Lead the Way miles.

WHEN CAN A CONSULTANT QUALIFY FOR NEW CONSULTANT DOUBLE MILES?

A new Consultant will qualify for double miles on any mile earned during her or his first three (3) months since starting her or his Rodan + Fields® business (this includes Enrollment Month, Month 1, and Month 2). Double miles will not be earned for completing her or his Lead the Way Profile.

WHEN CAN A CONSULTANT QUALIFY FOR THE LEAD THE WAY PROFILE MILE?

All New Consultants who complete her or his Lead the Way profile on www.rfleadtheway.com, which includes: submitting a headshot photo, recognition preferences, reward selection and setting goals by her or his first full month, will receive one mile toward their Lead the Way total miles. The mile given to Consultants who complete their Lead the Way profile will not be doubled for new Consultants. This Lead the Way mile will post once the month has closed and verified miles have been posted.

DO THE DECEMBER 2016 AND JANUARY 2017 ENROLLEES QUALIFY FOR DOUBLE MILES IN THE CURRENT LEAD THE WAY INCENTIVE PROGRAM?

A Consultant will qualify for double miles on any mile earned during her or his first three months. This does not include the profile mile.

Example 1:

A new Consultant, who enrolled in December 2016, is eligible to earn double miles for Lead the Way activity achieved in February 2017.
Example 2:


ARE THERE ANY PERSONAL VOLUME REQUIREMENTS TO BE ELIGIBLE TO EARN LEAD THE WAY MILES?

Yes, a Consultant must achieve a minimum of 100 Sales Volume (SV) within each Commission Period of the program. For full program qualifications information, click here.

WHEN DOES A NEW CONSULTANT HAVE TO GENERATE THE MINIMUM OF 300 SALES VOLUME (SV) FOR A SPONSOR TO EARN LEAD THE WAY MILES?

A new Consultant must generate a minimum of 300 SV during the month of enrollment. The 300 SV can be achieved through the purchase of a Personal Results Kit, Big Business Launch Kit, RF² Express Business Kit, a purchase made through CRP and/or ad hoc orders, and Retail orders.

PERSONAL MILES

WHAT ARE PERSONAL MILES?

Personal Miles are miles achieved by a Consultant through Customer Loyalty and/or Team Building activities.

WHAT DO PERSONAL MILES COUNT TOWARD?

Personal Miles will be used to help you build toward your total miles earned. As you cross Milestone thresholds through Customer Loyalty and/or Team Building miles, each Milestone threshold crossed will provide One Leadership mile for your Sponsor.

CAN A CONSULTANT ACHIEVE MILESTONE FIVE BY ONLY EARNING ONE KIND OF PERSONAL MILES (CUSTOMER LOYALTY AND/OR TEAM BUILDING)?

Yes, a Consultant can achieve Milestone Five by only earning Personal Miles. A Consultant can choose if she or he will earn only one kind of Personal Miles or a combination of both.

CAN A CONSULTANT ONLY EARN LEADERSHIP MILES?

No, a Consultant will need to achieve Milestone One through Personal Miles (Customer Loyalty and/or Team Building).

DO NEW CONSULTANTS HAVE TO BE PERSONALLY SPONSORED FOR A CONSULTANT TO EARN LEAD THE WAY MILES?

Yes, to be eligible to earn Lead the Way miles, a Consultant must personally sponsor the new Consultant who generates 300 SV in her or his month of enrollment.
IF A CONSULTANT GENERATES 300 SV FROM ONE NEW PERSONALLY SPONSORED CONSULTANT IN THE MONTH SHE OR HE ENROLLS, DOES A CONSULTANT QUALIFY FOR TEAM BUILDING MILES?

No, to be eligible for Lead the Way Team Building miles, a Consultant must generate 300 SV or more, each from two new Personally Sponsored Consultants, in a single Commission Period.

CAN A CONSULTANT COUNT PREFERRED CUSTOMERS WHO ARE NOT PERSONALLY SPONSORED BUT ARE ON HER OR HIS LEVEL 1?

Yes, all Personally Sponsored and Level 1 Preferred Customer orders count toward earning Customer Loyalty Lead the Way miles.

DO PREFERRED CUSTOMER ORDERS, WHICH ARE PLACED OUTSIDE OF THE REGULARLY SCHEDULED REPLENISHMENT ORDER CYCLE, COUNT TOWARD EARNED MILES?

Yes, all Preferred Customer orders count toward Customer Loyalty Lead the Way miles. There is a limit of 3 PC orders from a single Preferred Customer within a single Commission Period.

IS THERE A LIMIT TO HOW MANY ORDERS A SINGLE PREFERRED CUSTOMER CAN ORDER WITHIN A SINGLE COMMISSION PERIOD?

There is no limit to how many orders a single Preferred Customer can order. However, within a single Commission Period, only 3 orders from a single Preferred Customer will count towards Lead the Way Customer Loyalty Miles.

LEADERSHIP MILES

WHAT IS A LEADERSHIP MILE?

Leadership Miles are miles achieved through Level 1 (L1) team members crossing Milestone thresholds through Personal Miles. Leadership Miles will accumulate toward your total miles and will help you achieve your Milestone goals.

HOW DO I EARN A LEADERSHIP MILE?

Leadership Miles will be accrued when a Consultant has achieved Milestone One and has a Level 1 (L1) team member cross a Milestone threshold through Personal Miles (Customer Loyalty and / or Team Building 5 Miles).

DO LEADERSHIP MILES COUNT TOWARD MY MILESTONE AWARDS?

Yes, Leadership Miles plus Personal Miles equal a Consultants total miles and will help a Consultant achieve her or his Milestone goals.
DOES A CONSULTANT HAVE TO EARN THE SAME MILESTONE AS HIS OR HER LEVEL 1 (L1) CONSULTANT IN ORDER TO ACHIEVE THE LEADERSHIP MILE?

No, a Consultant needs to earn Milestone One herself/himself in order to be eligible to have Leadership Miles count toward her/his total miles.

CAN A CONSULTANT EARN LEADERSHIP MILES THAT HAPPENED BEFORE SHE OR HE ACHIEVED MILESTONE ONE?

Yes, if a Consultant achieves Milestone One between February 1, 2017 and July 31, 2017, he or she will achieve all Leadership miles earned through Level 1 (L1) Consultants achieving Milestones starting February 1, 2017.

CAN A CONSULTANT ACHIEVE MILESTONE FIVE IF SHE OR HE ONLY ACHIEVES MILESTONE ONE THROUGH PERSONAL MILES?

Yes, Milestone One is the minimum Milestone threshold a Consultant must achieve in order to earn an unlimited amount of Leadership Miles.

IS THERE A LIMIT TO HOW MANY MILES A CONSULTANT CAN EARN IN A COMMISSION PERIOD?

No, there is no limit.

PERSONAL DASHBOARD

HOW DOES A CONSULTANT LOG IN TO HER OR HIS PERSONAL DASHBOARD?

A Consultant will use her or his Pulse credentials to log in to the Lead the Way Personal Dashboard on the R+F Journey website.

WHAT IF A CONSULTANT DOES NOT REMEMBER HER OR HIS PULSE USERNAME OR PASSWORD?

If a Consultant forgets her or his Pulse Username or Password, visit Pulse and click on, “Forgot Password.” This will walk the Consultant through the steps to reset her or his password. After the password has been reset, please give up to an hour to be able to access the R+F Journey site.

RECOGNITION PREFERENCES

WHY DOES A CONSULTANT NEED TO FILL OUT HER OR HIS RECOGNITION PREFERENCES ON THE R+F JOURNEY SITE?

A Consultant may fill out her or his preferred recognition preferences to establish her or his future Rodan + Fields Lead the Way recognition. A Consultant’s profile must be complete to be recognized on the R+F Journey website.
WHAT DOES A COMPLETE PROFILE MEAN?
A complete profile consists of submitting a headshot photo, recognition preferences, reward selection and settings goals on their R+F Journey website. All new Consultants who complete their Lead the Way profile by her or his first full month, will receive one mile toward their Lead the Way total miles.

HOW DOES A CONSULTANT CHANGE HER OR HIS BUSINESS ACCOUNT INFORMATION?
A Consultant must log in to her or his Pulse account to update any business account information. All updates in Pulse will be reflected under the Recognition tab on the R+F Journey site seven to ten (7–10) business days after the change is requested.

WHAT IF A CONSULTANT WANTS TO MAKE CHANGES AFTER HER OR HIS RECOGNITION PREFERENCES ARE SAVED?
Consultants can log in and change her or his Recognition Preferences at any time on the R+F Journey website.

SELECTING MILESTONE REWARDS

WHEN DO MILESTONE REWARD SELECTIONS NEED TO BE MADE?
Selection of Milestone rewards must be completed by the 20th of the month that follows the Commission Period achieved. If the reward selection is not specified, R+F will ship the default Milestone reward as shown on the Lead the Way website. Click here for Milestone reward options.

For Example: A Consultant achieves Milestone One in February 2017. Her or his Milestone reward must be selected by March 20, 2017, at 11:59 PM PST.

CAN A CONSULTANT EDIT HER OR HIS MILESTONE REWARD SELECTION?
A Consultant can edit her or his Milestone reward selection up until the 20th of the month that follows the Commission Period achieved.

For Example: A Consultant achieves Milestone One in February 2017, her or his Milestone reward can be changed up until March 20, 2017, at 11:59 PM PST.

WHAT IF A CONSULTANT DOES NOT SELECT A MILESTONE REWARD OPTION?
A Consultant who does not complete her or his Milestone reward selection will be automatically shipped the default item. To see the list of default items please click here.

CAN A CONSULTANT EXCHANGE HER OR HIS MILESTONE REWARD AFTER THE MILESTONE REWARD HAS SHIPPED?
Milestone rewards cannot be exchanged for other Milestone reward options once shipped. For any concerns regarding the rewards, please e-mail us at LTWRewards@rodanandfields.com.

SETTING GOALS

CAN A CONSULTANT EDIT HER OR HIS GOALS AFTER THE MONTH HAS CLOSED?
Yes, a Consultant can edit her or his goals at any time.

VISIBILITY OF TRACKING

WHAT CAN A CONSULTANT VIEW ON HER OR HIS PERSONAL DASHBOARD?
A Consultant can view her or his Lead the Way goals, pending miles per month and achieved miles (as of the last closed Commission Period) Personal Miles (Customer Loyalty and or Team Building) and Leadership Miles.

WHICH NEW CONSULTANT ENROLLMENTS ARE SHOWING ON THE PERSONAL DASHBOARD?
All new Consultant Enrollments with 300 or more SV, within their enrollment month, will be visible on the Personal Dashboard 24 hours after enrollment.

WHAT IF A NEW CONSULTANT ENROLLMENT IS NOT VISIBLE ON HER OR HIS PERSONAL DASHBOARD?
A Consultant can view her or his newly enrolled Consultant’s SV by visiting the “Vital Signs” report in Pulse.

WHAT PREFERRED CUSTOMER ORDERS ARE SHOWING ON THE PERSONAL DASHBOARD?
All Preferred Customer orders with $80 USD or more in value will be visible on the Personal Dashboard the business day after orders are placed. If a Preferred Customer has placed more than three (3) orders within a single Commission Period only 3 of those orders will show on a Consultant’s dashboard.

HOW DOES A CONSULTANT VERIFY A PREFERRED CUSTOMER ORDER THAT IS NOT SHOWING UP ON THE PERSONAL DASHBOARD?
A Consultant can view her or his new Preferred Customer order value by visiting the “Orders” tab in Pulse.

WHERE CAN A CONSULTANT VIEW “PENDING” PC PERKS ORDERS?
A Consultant can view all PC Perk order statuses in the “Autoship PC Perks” report within Pulse.
HOW CAN A CONSULTANT SEE AN OVERVIEW OF HER OR HIS LEAD THE WAY MILES?
A Consultant can view her or his earned and pending Personal and Leadership miles on her or his Personal Dashboard.

EARNED REWARDS

WHEN IS A CONSULTANT’S FIRST OPPORTUNITY TO EARN LEAD THE WAY RECOGNITION?
We will be recognizing two-mile earners with a social media badge that can be redeemed and placed on Facebook and other social media sites. A Consultant will receive her or his social media badge within 14 business days after the close of the qualifying Commission Period.

WHEN IS A CONSULTANT’S FIRST OPPORTUNITY TO EARN A LEAD THE WAY REWARD?
A Consultant who achieves five or more miles is rewarded with the special prizes and/or prize experience.

ARE THE LEAD THE WAY MILESTONE REWARDS CUMULATIVE?
Yes, every Milestone will be rewarded regardless of how many Milestones are achieved. For example, when a Consultant earns 60 miles she or he will receive all five Milestone rewards as they are achieved.

IF A CONSULTANT RECEIVED THE WRONG MILESTONE REWARD, HOW CAN A CONSULTANT EXCHANGE IT?
For any concerns regarding the Milestone rewards, please e-mail us at LTWRewards@rodanandfields.com.

IF A CONSULTANT EARNED MILES THROUGH PREVIOUS LEAD THE WAY INCENTIVE PROGRAMS, WILL HER OR HIS MILES CARRY OVER TO THE NEW PROGRAM?
Miles earned through the previous Lead the Way incentive programs will not count toward the new program.

WHEN WILL MILESTONE REWARDS SHIP?
Milestone rewards will ship 20 business days after the close of the Commission Period in which the Milestone reward was achieved.

WHERE CAN A CONSULTANT VIEW HER OR HIS MILESTONE REWARD TRACKING INFORMATION?
Once a Milestone reward is shipped, a Consultant can view her or his tracking information in the Personal Dashboard under each reward image on the Vision Board.

WHAT IF A CONSULTANT CAN’T ATTEND THE MILESTONE FIVE TRIP?
Milestone Five Achievers who are not able to attend the reward trip will be reviewed on a case by case situation. Trip deferments are not available for Lead the Way Milestone Five. She or he will not be eligible for substituted value or cash payment equal to the cost of the trip.

OTHER

HOW DO RETURNS AND TERMINATIONS IMPACT MY CUSTOMER LOYALTY MILES?

If a Preferred Customer returns a portion of her or his order, the order remaining must have a minimum PC order of $80 before shipping, handling and tax in product sales to be eligible for Lead the Way miles. The PC Perks enrollment fee is not considered part of the PC order of $80. Any terminations and returns made before Commissions are paid will be deducted from the Consultants total miles.

DOES RODAN + FIELDS HAVE THE RIGHT TO RESCIND QUALIFICATION FOR LEAD THE WAY MILES?

R+F reserves the right to rescind qualification or to claw back Lead the Way Personal and Leadership miles.

This document is applicable to the U.S. market.