



LifeWave Success Library

BACK OFFICE BASICS

The ultimate how-to guide
on the LifeWave Back Office



TABLE OF CONTENTS

How to Sign In to your Back Office for the First Time	3
How to Sign In to your Back Office	3
Forgotten Username / Password	3
How to Change Right Leg and Left Leg	4
Change Biography, Address, Credit Card Details, Etc...	4
How to Sign Up for Newsletters	5
How to Sign Up for Webinars	5
How to Set Up a Monthly Subscription Order	6
How to Modify a Monthly Subscription Order	6
How to Cancel a Monthly Subscription Order	6
How to Enrol a Distributor <i>- Enroll new, Binary Tree Viewer, or via a Replicated Website</i>	7
How to Guide your Client to Purchase a Product	8
How to Purchase Products	9
How to Order Maintenance Kits	9
How to Order Upgrades	9
How to Find Product Promotion Details	10
Where to Find Business Promotion Details	10
How to use the 'Pre-Populated Cart Builder'	11
How to Find Marketing Resources	11
How to View Commissions and Volume	11
How to Get Paid	12
How to Review Rank Advancement	14
How to Find your Downline and Contact Them	14
How to Find your Customers and Contact Them	15
How to Request a Transfer of a Business Center	15
How to Cancel your Business Center	15
How to Return an Order	15
How to File a Product Complaint	15
How to Contact/See your Upline Info	15
How to Contact Customer Support	16

How to Sign In to your Back Office for the First Time

- To gain access to the back office, you need to become a LifeWave Distributor.
- Click on **'JOIN'** in the top right-hand corner of www.lifewave.com.
- Click on **'CHOOSE ENROLLER'** and search for your enroller by entering their ID number, First or Last name.
- Select your country and click **'JOIN NOW'**.
- Select your enrolment kit and continue.
- Select the products you want to purchase and continue.
- Enter your personal information (please remember to use a unique email address) and select which binary placement preference you want when you begin sponsoring new members.

NOTE: Please ask your sponsor for advise on which leg to select.

- Create your website alias and password.
- Enter your credit card details.
- Read through the LifeWave policies and tick that you have understood these terms and conditions.
- Finally, click on **'Submit'**.

How to Sign In to your Back Office

To sign in to your back office, visit www.lifewave.com

Click on **'Log-in'** in the top right-hand corner.

Enter your username and password (if you have forgotten it, please see the 'Forgotten username/password' section below). This will take you to your Back Office dashboard.

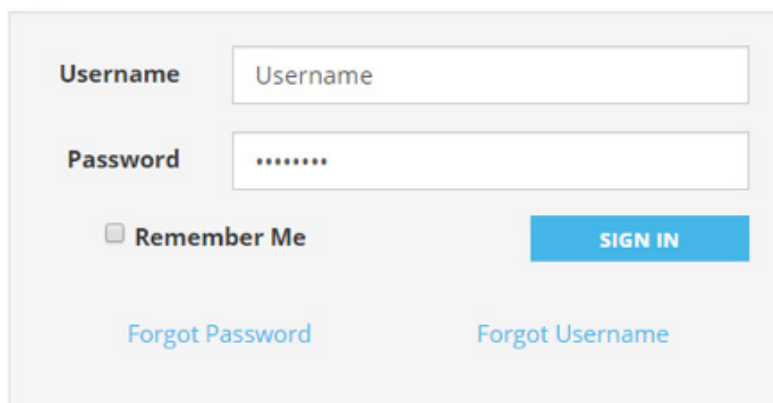
Forgotten Username / Password

If you have forgotten your username/password, click on either the **'Forgot Password'** or **'Forgot Username'** link and an email that will allow you to reset your password will automatically be sent to you.

*Note: It may take a few minutes for you to receive this email. **A new distributor must use their own unique email address when becoming a member.***

If you use the same email address on multiple accounts, the system will not be able to send you your forgotten username/password.

Sign in



The screenshot shows a sign-in form with the following elements:

- Username:** A text input field containing the placeholder text "Username".
- Password:** A text input field containing seven dots ".....".
- Remember Me:** A checkbox followed by the text "Remember Me".
- SIGN IN:** A blue button with white text.
- Forgot Password:** A blue text link.
- Forgot Username:** A blue text link.

How to Change Right Leg and Left Leg

To select which leg you wish your first enrollee to go into, you need to follow these steps:

- Click on your name on the top right-hand corner and then on '**Change Settings**'.
- In the '**Account Settings**' menu, scroll to the bottom of the '**Contact Information**' section. There you will see the following question: 'What is your Binary Placement Preference when you begin sponsoring new members?'
- Click on your preferred placement and then save it.

What is your Binary Placement Preference when you begin sponsoring new members?

Build Left
 Build Right
 Strong Leg Outside

You may change a member from your right leg to your left leg and vice versa within five working days of enrolling a new member. In order to do this, you must contact customer support. (Refer to page 17 for customer support details.) A form or the \$50 payment is not required if this is requested within five working days. An email from the sponsor confirming this move will suffice.

If you wish to do this after five working days, you must ensure that the new member has no downline. You can contact compliance@lifewave.com for review and if the change is approved, the form will be sent for completion, and you will be charged a fee of \$50.00.

Change Biography, Address, Credit Card Details, Etc

- Start off by signing into your back office.
- Once in your back office, click on your name on the top right-hand corner. In this drop down, click on the '**Change Settings**' option.
- On the left-hand side, you will see all the relevant sections you may want to change.
- Select the relevant information section you want to edit/change and save.

If you have a monthly subscription order set up, there is an additional step you must complete.

- Once you have made your change as above, click on the '**Monthly Subscription Order**' tab in the top menu.
- Use the edit buttons in your Monthly Subscription Order to edit the relevant section you want to change and save.

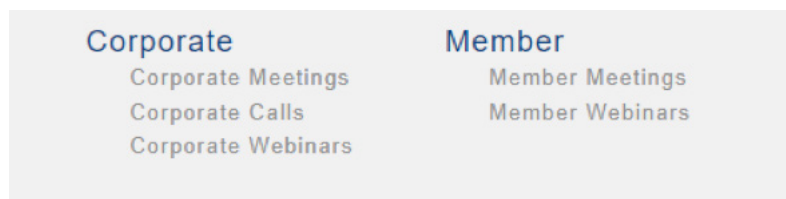
How to Sign Up for Newsletters

To sign up for our newsletter and receive emails on the latest promotions and LifeWave news, please follow these steps:

- Sign in to your back office.
- Click on the '**Resources**' section in the top menu.
- In the '**Resources**' menu (located on the left-hand side), click on '**Email List for Members**'.
- Select the relevant list you wish to sign up to. (Please select the correct market/language that applies to you).
- Enter your 'First Name', 'Last Name', and 'Email Address', and click on 'Sign Up'.

How to Sign Up for Webinars

- To view any upcoming webinars, please go to our events calendar.
- To find the events calendar, there are two routes:
 - Go to your back office and click on '**Events**' in the top menu.
 - Go to the footer section of www.lifewave.com and click on '**events calendar**'.
- Once in the events calendar, please select '**Corporate Webinars**'.

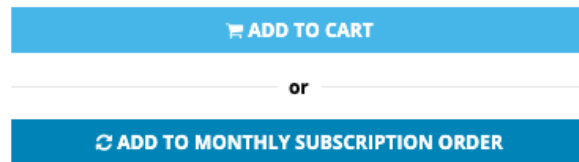


- Here you will see a list of upcoming corporate webinars.
- To register, click on a webinar and click on the '**Register Now**' button.
- You will be prompted to enter your email address and name.
- Once entered, you will receive a confirmation email into your inbox.
- Reminders for upcoming webinars are sent to your inbox one week and one day prior to the start of the webinar.
- Use the link in the reminder emails to log in to the webinar at the designated time.
- Product Training webinars take place on a monthly basis. Recordings of these webinars are available on our YouTube channel.

Note: Not all webinar recordings will be made available to members.

How to Set Up a Monthly Subscription Order

- Start off by signing in to your Back Office.
- Once in your back office, go to the store and select the product you want to add to your Monthly Subscription Order order.
- Click on the item and under the '**ADD TO CART**' button, there is a button called '**ADD TO MONTHLY SUBSCRIPTION ORDER**'.
- Click on this button to add the product to your Monthly Subscription Order.



- The item will go into your shopping cart.
- Click on your shopping cart using the shopping cart icon on the top right-hand corner of the screen.
- Enter your shipping address.
- You will then be prompted to enter how often you want to receive your Monthly Subscription Order items (monthly or every two months) and what date you want this Monthly Subscription Order to start.
- Enter your credit card details.
- You will be prompted to review your Monthly Subscription Order before submitting this.
- Click on '**Create your Monthly Subscription Order**' and that is it.
- To view your new Monthly Subscription Order, click on the '**Monthly Subscription Order**' tab in the top menu of your back office.
- If you have more than one credit card saved in your account, go to your Monthly Subscription Order profile to ensure you have the correct card selected for your Monthly Subscription Order.

How to Modify a Monthly Subscription Order

- Start off by signing into your back office.
- Once in your back office, click on the '**Monthly Subscription Orders**' tab in the top menu.
- Click on the '**Edit/Add items**' button to modify your order.
- Don't forget to click on '**Save**'.

How to Cancel a Monthly Subscription Order

- Start off by signing into your back office.
- Once in your back office, click on the '**Monthly Subscription Orders**' tab in the top menu.
- Click on the '**Stop Monthly Subscription Order**' button to cancel your order.

How to enroll a Distributor - Enrol New, Binary Tree Viewer or via Replicated Website

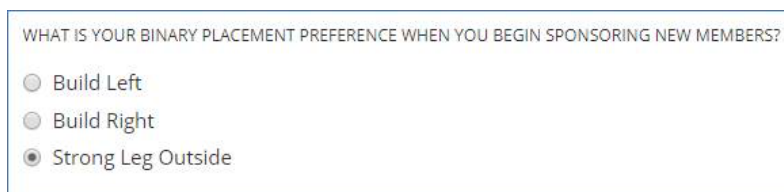
NOTE: Remember to check your settings profile to see which leg is selected for new enrollment before doing the following steps. To check this and select which leg you wish your first enrollment to go into, you need to follow these steps:

- Click on your name on the top right-hand corner and click on '**Change Settings**'.
- In the '**Account Settings**' menu, scroll to the bottom of the '**Contact information**' section. There you will see the following question: 'What is your Binary Placement Preference when you begin sponsoring new members?'
- Click on your preferred placement and save.

There are three options when enrolling a new member.

Option 1:

- Start off by signing into your back office.
- Once in your back office, hover over the '**Organization**' tab in the top menu and click on the '**+Enrol New**' button.
- Fill in all of the relevant questions prompted on screen.
- *NOTE:* Please ensure you have selected the correct country.
- You will be prompted to select on which leg (binary placement preference) you want to place the new member.



WHAT IS YOUR BINARY PLACEMENT PREFERENCE WHEN YOU BEGIN SPONSORING NEW MEMBERS?

Build Left

Build Right

Strong Leg Outside

Option 2:

- Start off by signing into your back office.
- Once in your back office, hover over the '**Organization**' tab in the top menu and click on the '**Binary Tree Viewer**' button.
- To select the left leg, click on the '**Bottom Left**' button. Then click on the '**+**' icon in the position you wish to enroll this new member.
- Fill in all of the relevant information prompted on screen.
- The same process applies for the right leg, this time click on the '**Bottom Right**' button and follow the same process.
- *Note:* If you require guidance on which leg you should place a new member, please contact your sponsor.

Option 3:

- Send your replicated website information to your potential new member (www.lifewave.com/webalias).
- When they are on your website, guide them to click on '**Log In**' in the top right-hand corner of the website.

- Click '**Create an account**'.
- Scroll to the bottom of this page and click on the '**CLICK HERE**' button below 'Interested in joining as a Distributor instead?' textbox.

Interested in joining as a Distributor instead?

CLICK HERE

- Click on the '**CONTINUE**' button to create a distributor account.

If you do not have an existing account, click "Continue".

CONTINUE

- Select your country and continue.
- Select your enrollment kit and continue.
- Select the products you want to purchase and continue.
- Enter your personal information and select which binary placement preference you want when you begin sponsoring new members.
NOTE: Please ask your sponsor for advise on which leg to select.
- Create your website alias and password.
- Enter your credit card details.
- Read through the LifeWave policies and tick that you have understood these terms and conditions.
- Finally, click on '**Submit**'.

How to Guide your Client to Purchase a Product

- Visit www.lifewave.com/webalias.
- Visit the product store by clicking on the '**Products**' tab in the top menu and select '**All Products**'.
- Add as many products as desired to the cart and when you are ready to checkout, click on shopping cart using the shopping cart icon in the top right-hand corner of the screen.
- The customer will then be prompted to create an account.
- Please ensure you have given your ID number to the customer before they place the order or ensure they use your replicated website link – www.lifewave.com/webalias.
- Fill in all of the relevant questions prompted on screen to place the retail order.

How to Purchase Products

- Start off by signing in to your back office.
- Once in your back office, go to the '**Store**' tab and click '**All Products**'.
- Select the product you wish to purchase.
- Enter the quantity you want to purchase and there are three options to choose from – '**Add to cart**', '**one-click order**' or '**Add to monthly subscription order**'.
- Add as many products as you desire to your cart and when you are ready to check out, click on your shopping cart using the shopping cart icon in the top right-hand corner of the screen.
- Enter your shipping address and preferred shipping method.
- Enter your payment details and place your order.

NOTE: If upgrading, please provide your credit card details again. Do not use any saved card details

How to Order Maintenance Kits

- To order a maintenance kit, start off by signing into your back office.
- Once in your back office, go to the '**Store**' tab and click '**Maintenance Kits**'.
- Select the maintenance kit you wish to purchase.
- Select the patches you want to add to your maintenance kit. When you have selected the correct amount of patches, the green bar at the bottom of the page will turn green to signal you kit is complete. Then you can add the items to your cart.
- Once the kit is in your cart, click '**checkout**' and enter your shipping address.
- Enter your credit card details for payment and follow the regular purchasing process.

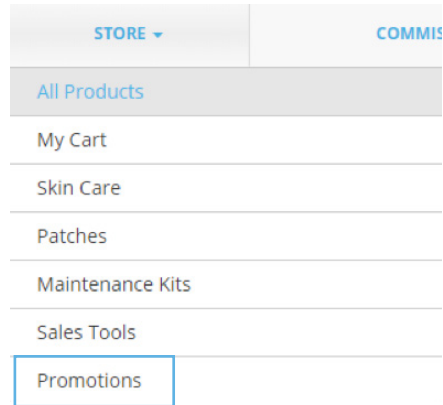
How to Order Upgrades

- To order an upgrade kit, start off by signing into your back office.
- Once in your back office, go to the '**Store**' tab and click '**Upgrade Kits**'.
- Select the upgrade you wish to purchase. *NOTE: Diamonds will not see this option as they have purchased the top kit already.*
- Select the patches you want to add to your upgrade kit. When you have selected the correct amount of patches, the green bar at the bottom of the page will turn green to signal your kit is complete. Then you can add the items to your cart.
- Once the kit is in your cart, click '**checkout**' and enter your shipping address.
- Enter your credit card details for payment and follow the regular purchasing process.

Where to Find Product Promotion Details

Start off by signing in to your back office.

Once in your back office, hover on the '**STORE**' tab in the top menu and click on the '**Promotions**' tab.



Any product promotions currently taking place will be available here. This is the only option to avail of promotional pricing. Selecting the regular products in the shopping cart, will result in you being charged the regular price.

Purchase products as per the regular process.

Where to Find Business Promotion Details

Emails are sent to members regarding any current business promotions. To ensure you receive these notifications, please sign up for our newsletter.

Additionally, you can view any current business promotions by signing in to your back office. Once in your back office, click on the '**Resources**' tab in the top menu. You will be directed to the Resources page where you will see a menu on the left-hand side of the page.

Click on the '**Current Promotions**' section and this will display all of our current business promotions.

How to use the 'Pre-Populated Cart Builder'

Sign in to your back office.

Click on the '**Organization**' tab in the top menu and select '**Pre-populated Cart Builder**'.

To set up a new cart, click on the '**ADD NEW PRE-POPULATED CART**' button.

Enter the name of the new cart and save changes.

Select the quantities you want for each product and click 'save changes' to officially add or save changes to your pre-populated cart.

Once you have finished adding items and adjusting the quantities, click on '**Go Back to Pre-Populated Cart Builder**' to obtain your cart link and to preview the cart.

Copy the link to the cart you created by clicking the '**COPY LINK TO CLIPBOARD**' button in preparation for sharing the link with your prospect.

When you send the link to your prospect, and they open the link, all that is left for your prospect to do is click check-out and then follow the steps to create an account and process their order.

You can modify carts at any time in this dashboard that you have previously created.

How to Find Marketing Resources

Start off by signing in to your back office.

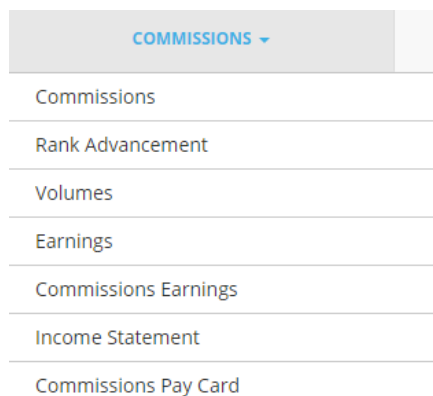
Once in your back office, click on the '**Resources**' tab in the top menu.

You will be directed to the Resources page where you will see a menu on the left-hand side of the page.

Click on the '**Marketing Tools**' section and this will display all of our Marketing Resources.

How to view commissions and volume

- Start off by signing in to your back office.
- Once in your back office, hover over the '**COMMISSIONS**' section of the top menu and click on the '**Commissions**' tab in the drop-down menu.



COMMISSIONS ▾
Commissions
Rank Advancement
Volumes
Earnings
Commissions Earnings
Income Statement
Commissions Pay Card

- You will be able to see your rank advancement, volumes earning, commissions earning, income statements, volume maturity calendar and the carryover volume calendar.

Commissions

2019/02/04 - 2019/02/10

2019/02/04 - 2019/02/10 Commissions

\$149.00

Qualified as: **No Rank**

Previous Balance	\$0.00	Active	Rolling 31 Day PV	77.00
Earnings	\$150.00	Binary Qualified	Period LV	0.00
Fee	\$1.00		Period RV	346,936.80
Total	\$149.00		Total LV	0.00
Balance Forwarded	\$0.00		Total RV	2,015,321.80

Active Key:

- ✓ Active this period, will be active next period
- ⚠ Active this period, will not be active next period
- ✗ Not active this period, will not be active next period

- Bonus X

From ID#	From	Level	Paid Level	Source	%	Earned
+ Bonus: Platinum Fast Start Bonus						

- To view your volume, go to the '**COMMISSIONS**' section in the top menu, and click on '**VOLUMES**'.

How to Get Paid

Complete the following steps once you sign up as a member. Please do this before you earn your first commission with LifeWave.

- Commissions must be requested within two years.
- Please submit a clear copy of your ID (Drivers License, National Identity Card, or Passport) to commissions@lifewave.com. Remember to reference your distributor number when submitting.
*Note: **Both Sides (front and back) of your photo ID must be sent.***
Note: An email can only be registered once with PayPortal, so please ensure you sign up with a unique email address.
- USA members must also complete a W9 form and send along with their ID to commissions@lifewave.com. This form can be obtained from www.irs.gov/forms-pubs/about-form-w-9.
- Once LifeWave receives an acceptable form of identification (the name on the ID must match the name listed on your LifeWave business centre profile), we will set up your LifeWave Pay Portal account. (Please allow seven working days for your account to be created.) First commissions can take up to 2 weeks to be transferred.
- Once your LifeWave Pay Portal account has been created, you will receive an activation email from notifications@lifewavecashcard.com. This email provides instructions on activating your account.
- If you don't receive the notification email or if you need to request for a new one, please visit www.lifewavecashcard.com, click on the '**Resend Activation Email**' button, and enter your email address — a new email will be sent to you.
- To request your pay card, please visit the '**Commission Pay Card**' section in the Back Office resources. Please note, it can take up to 6 weeks to receive the card.

Resources

New Member Information

Commission Pay Card

New Member Bonus

Cruise Winners

Email List for Members

Member Awards

Member Recognition

Marketing Tools

Women of the Wave

Distributor Rank Qualifications

Submit Your Event

Current Business Promotions

LifeWave Commission Payment Information

ENGLISH

Dansk

Deutsch

Español

Français

Italiano

Polski

The LifeWave Pay Portal

LifeWave Pay Portal – Getting Started Guide

The LifeWave Pay Portal (www.lifewavecashcard.com) is an easy-to-use, secure and global online pay portal exclusively for LifeWave and its distributors.

The LifeWave Pay Portal comes complete with the fully integrated LifeWave Prepaid Visa Card, giving you the convenience of instant access to your earnings via the card while offering the flexibility to transfer a portion of your funds to one or more bank accounts of your choice.



Introducing the LifeWave Visa® Prepaid Card

The LifeWave Visa® Prepaid Card

The LifeWave Visa Prepaid Card is a stylish prepaid Visa card that makes for a great



If you intend to get started fast and want to have as few delays as possible seeing your commissions, here's what we suggest:

- For USA based members only – Fill out a W9 form completely and accurately and then sign/date the form. The W9 form can be located at <https://www.irs.gov/pub/irs-pdf/fw9.pdf>.
- For ALL members – Scan and send a government issued photo ID to commissions@lifewave.com. USA based members – You need to include the completed W9 form in addition to your government issued photo ID.
Note: Both Sides of your photo ID must be sent.
- Ask in the email that the Pay Portal account be created as soon as possible so this part is done prior to receiving your first commission.
- You will receive an activation email from notifications@lifewavecashcard.com. Follow the instructions to activate your account using your LifeWave Email and ID Number. Once it is activated, you have full access to it.
- If you want to manually transfer cash received and deposit it to your bank account, you can, prior to your pay card arrival, which can take 2 to 4 weeks.

How to Review Rank Advancement

- Start off by signing in to your back office.
- Once in your back office, scroll down to the '**Rank Advancement**' section of your dashboard. Alternatively, hover over the '**COMMISSIONS**' section of the top menu and click on the '**Rank Advancement**' tab in the drop-down menu.
- Your Rank Advancement shows you the most recent pack you have purchased.
- It also shows your next rank and the percentage that you have to reach to get to that rank.
- It also provides you with the details of what you need to accomplish in order to reach your next paid rank.

The screenshot displays the 'Rank Advancement' section of a dashboard. On the left is a vertical navigation menu with the following items: Commissions, Rank Advancement (highlighted in blue), Volumes, Earnings, Commissions Earnings, Income Statement, and Commissions Pay Card. The main content area shows 'You have purchased the Diamond pack.' with a dropdown menu currently set to 'Director'. Below this, the 'Director' rank is shown with a '38% Complete' progress bar. A section titled 'There are 1 ways to qualify as a Director:' lists requirements for 'Path #1':

- ✓ You must be a Distributor.
- ✓ Your account must be in good standing.
- ✓ You must have purchased a Gold pack or upgrade.
- ✗ You need at least 110 PV for the previous 31 days. (0 of 110)
- ✗ You need at least 3 personally sponsored active Silver customers in your left leg. (0 of 3)

How to Find your Downline and Contact Them

- Start off by signing in to your back office.
- Once in your back office, select the '**Organization**' tab in the top menu and click on the relevant list you want to view i.e. personally enrolled, new distributor list etc.
- In each section you will find all of the details you need including the email address' of your personally sponsored members and retail customers.

How to Find your Customers and Contact Them

- Start off by signing into your back office..
- Once in your back office, hover over the '**Organisation**' tab in the top menu and click on either the '**Retail Customers**' or '**Preferred Customers**' buttons. .
- In each relevant section, you will find all of the details you need including the email address of your retail customers and preferred customers.

How to Request a Transfer of a Business Center

If you wish to transfer your business center, please contact our Customer Service Team who will assess if you are eligible for a transfer.

How to Cancel your Business Center

To cancel your business center, an email from the Email address on the account will suffice.

How to Return an Order

The first step is to contact customer support about returning an item.

Customer Service will issue a Return Merchandise Authorization (RMA) number prior to any return and inform you of the correct return address.

For details on our Money Back Guarantee and full details on returns and refunds, please see LifeWave's returns policy (Section 7).

How to File a Product Complaint

If you wish to file a product complaint, please contact our customer support team via phone or email. (Refer to page 17 for customer support details.)

Please have the product packaging and your order number in front of you when calling customer support so you can reference the relevant details to our team.

How to Contact/See your Upline Info

If you wish to contact your upline, you will need to contact customer support. (Refer to page 17 for customer support details.)

How to Contact Customer Support

Our Customer Service Team is here to help you. Please don't hesitate to contact us.

USA Customer Service

9775 Businesspark Ave, San Diego, CA 92131

6:00am - 5:00pm (Pacific Time) / Monday — Friday

Tel: +1(866) 202-0065

Fax: +1(858) 459-9876

customerservice@lifewave.com

Europe Customer Service

Raheen Ind. Est., Athenry, Co. Galway, IRL

9:00am - 5:30pm (GMT) / Monday — Thursday

9:00am - 4:00pm (GMT) / Friday

Tel: +353 91 874 600

Fax: +353 91 874 655

customerserviceeu@lifewave.com

Mexico Customer Service

9775 Businesspark Ave, San Diego, CA 92131

6:00am - 4:00pm (Pacific Time) / Monday — Friday

Tel: 800-681-9216 (Toll Free from Mexico)

Tel: +1(866) 202-0065

Fax: +1(858) 459-9876

customerservice@lifewave.com

Taiwan Office

7F., No.66, Nanjing W. Rd., Datong District

Taipei City 103, Taiwan (R.O.C.)

9:00am - 6:00pm GMT+8 / Monday — Friday

Tel: 886-2-5594-1409

Fax: 886-2-2550-1830

Philippines Customer Service

Unit P107011R Cyberpark Tower One, 60 General Aguinaldo Ave., Cubao, Socorro, Quezon City, 1109

9:00am – 4:00pm GMT+8 / Monday – Friday

Office Local PLDT Phone Number: +63 285 409 558

Globe Cell Number (Viber and WhatsApp): 63 936 957 8380

customerserviceph@lifewave.com

Japan Customer Service

9:00am – 5:00pm GMT+9 / Monday – Friday

Tel: 03-4520-9638

Tel: 050-3198-1108

Fax: 03-5669-0957

customerservicejp@lifewave.com

Malaysia Customer Service

Level 1 Tower 1 Avenue 3 The Horizon

Phase 1 8 Jalan Kerinchi Bangsar South 59200

Kuala Lumpur

Malaysia

9:00am – 6:00pm GMT+8 / Monday – Friday

Lunch: 1:00pm – 2:00pm GMT+8

Tel: +60162999252

customerservicemy@lifewave.com