Avini Back Office Guide

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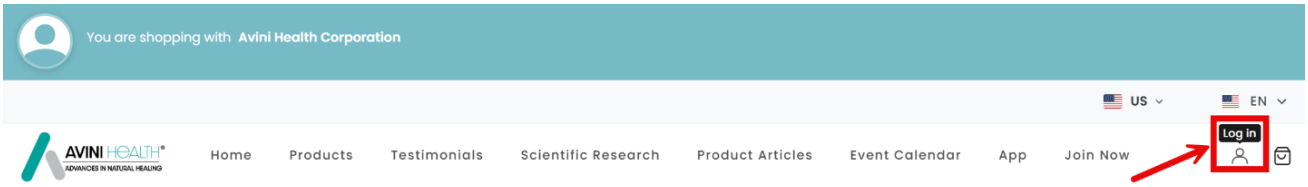
Disclaimer:

This guide is designed to show you where information is located in the Back Office, rather than displaying specific account details. To view your personal information, we recommend following along by signing in to your Back Office account.

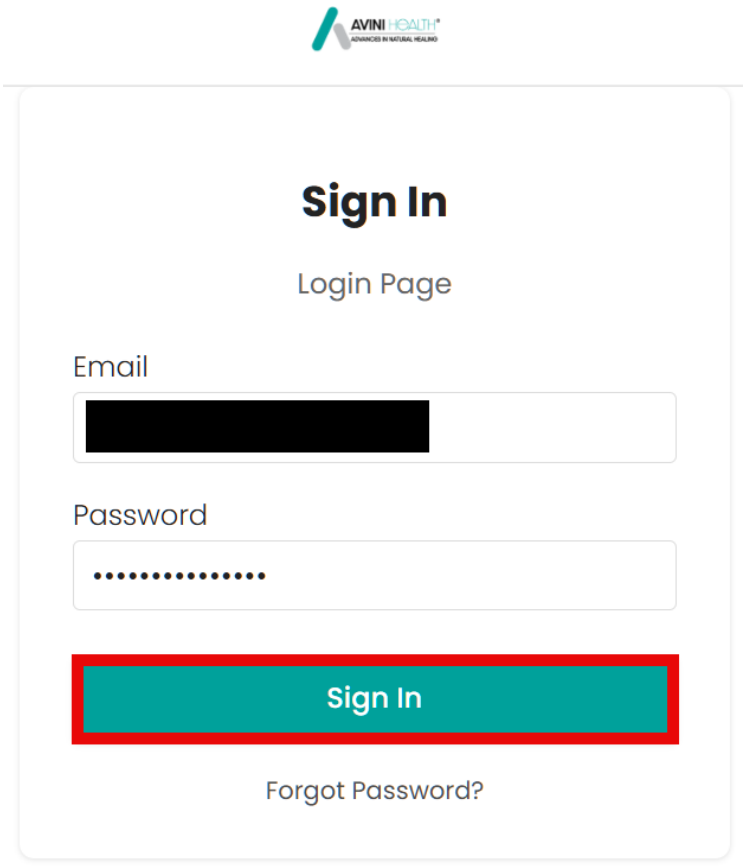
Getting to the Avini Back Office

Note: The Avini Front Office guide does cover this part. If you already know how to access your Avini Back Office, please click here to jump to the next section.

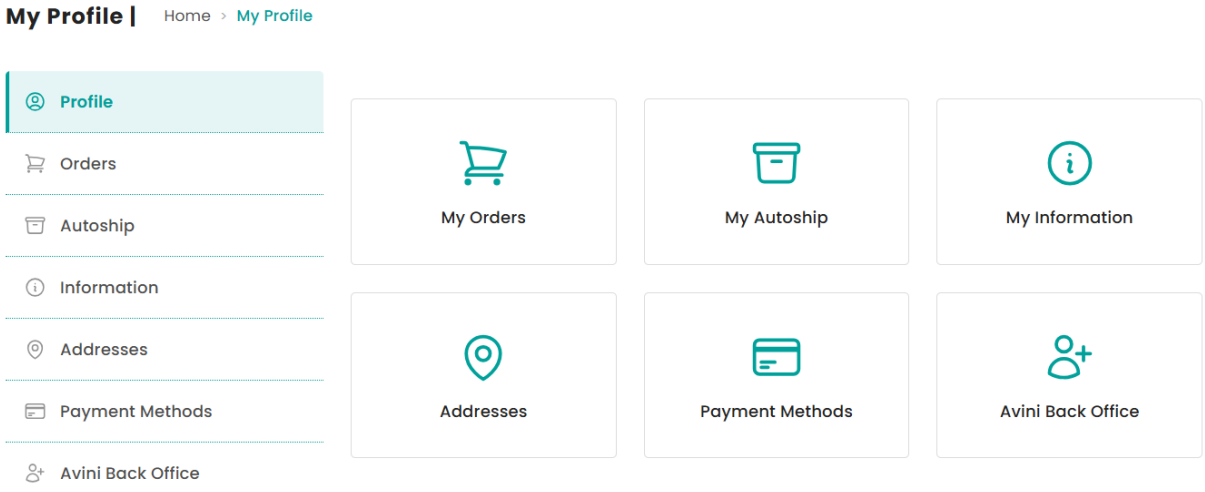
You first start by signing into your Avini account. To sign in, please click the **person icon** in the top-right corner of the Avini Home Page.



It will take you to the login page. Please enter your email address and password, then click "**Sign In.**"

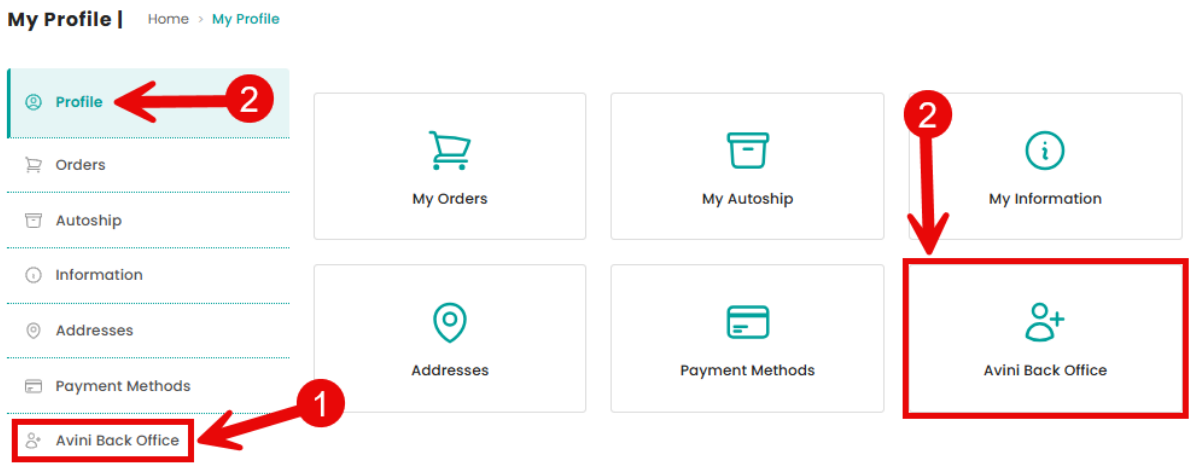


You will now see your Avini profile.



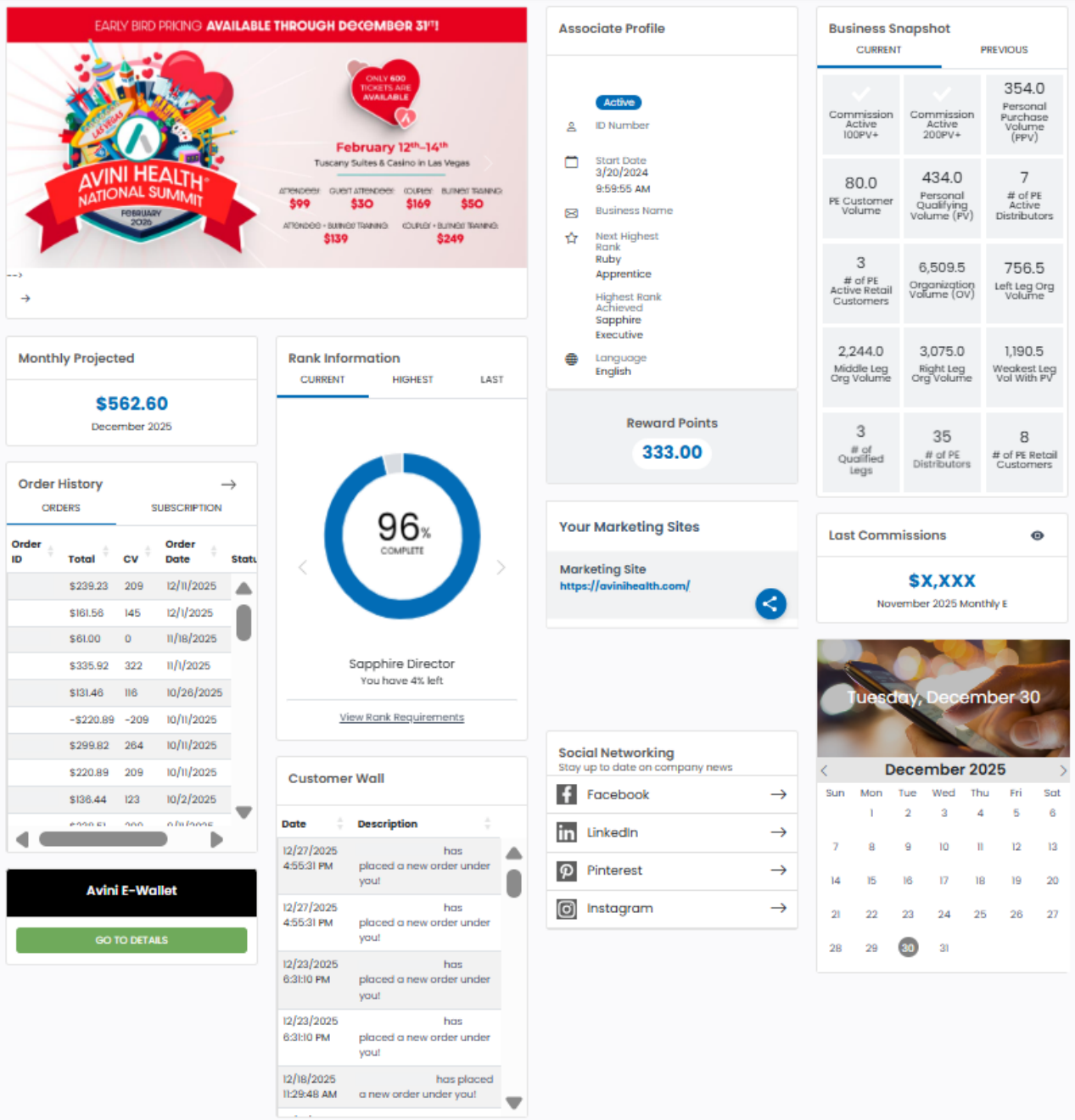
To access the Avini Back Office:

1. Click "**Avini Back Office"** under the "**Payment Methods"** menu tab.
2. Or click the "**Profile"** menu tab, then select "**Avini Back Office"** in the bottom right-hand corner, indicated by the person-with-a-plus icon.



Navigating the Avini Back Office Home Page

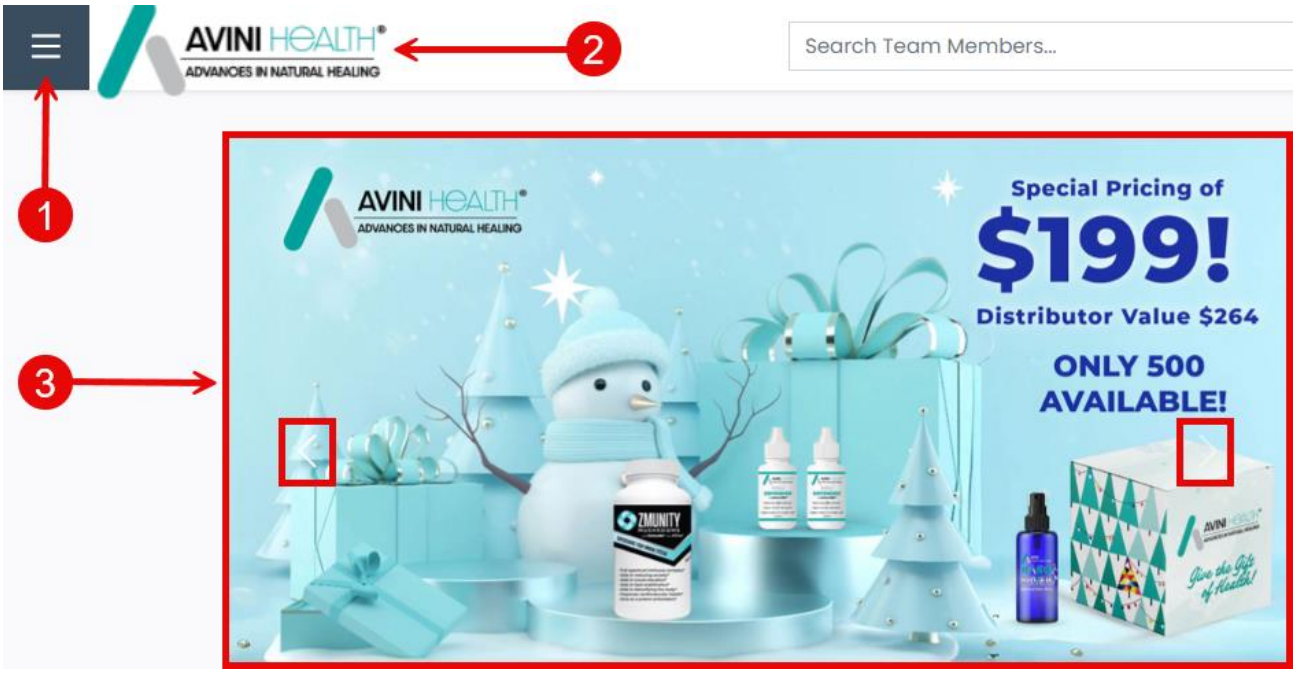
Let’s explore the Avini Back Office Home Page, where you can quickly view and manage key areas of your business at a glance.



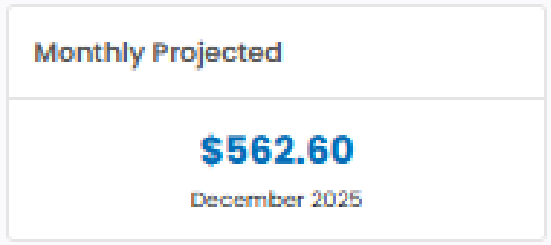
Note: The Back Office Home Page can change how it’s displayed depending on how large the browser window is, and some items do not show up when the screen is smaller. This guide is going off of the full view structure so everything is covered.

On the Top left of the **Home Page:**

1. The **three lines** on the top left-hand corner is the **Back Office Menu**.
2. When you click the **Avini logo** you will be returned to the **Avini Back Office Home Page.**
3. The giant rectangular box below the menu is the **Back Office Banner**. The banner features Avini news, events, or promotions that we have going on. You can go through the banner by clicking the arrows on the left and right-hand side.

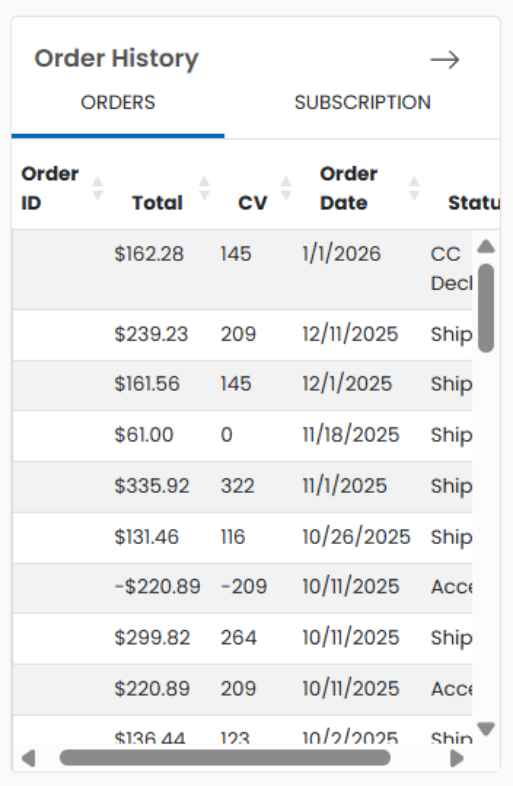


Below the banner is the **Monthly Projected** section which shows an estimation of your upcoming earnings.

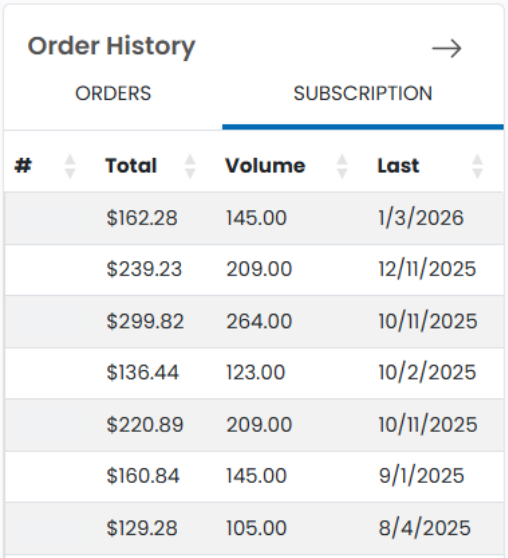


Order History

Order History shows previous orders, including the price, date, and status (Shipped, Accepted (order is being shipped or a return request has been approved), CC Declined, Cancelled).

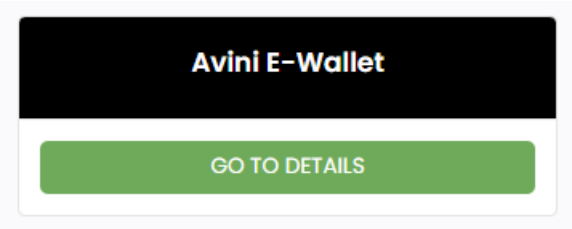


Subscription shows the price and dates of your previous autoship orders.

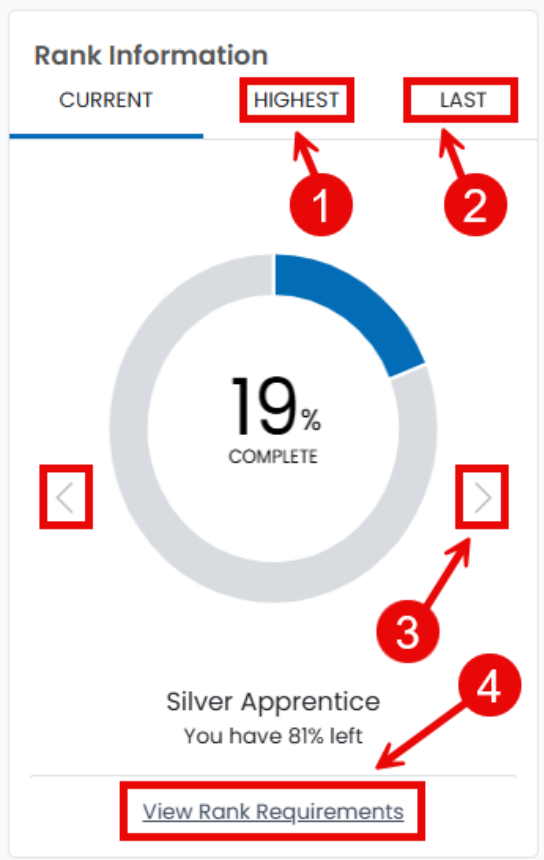


Avini E-Wallet

To access the Avini E-Wallet, click "**Go To Details**". This will be covered later.



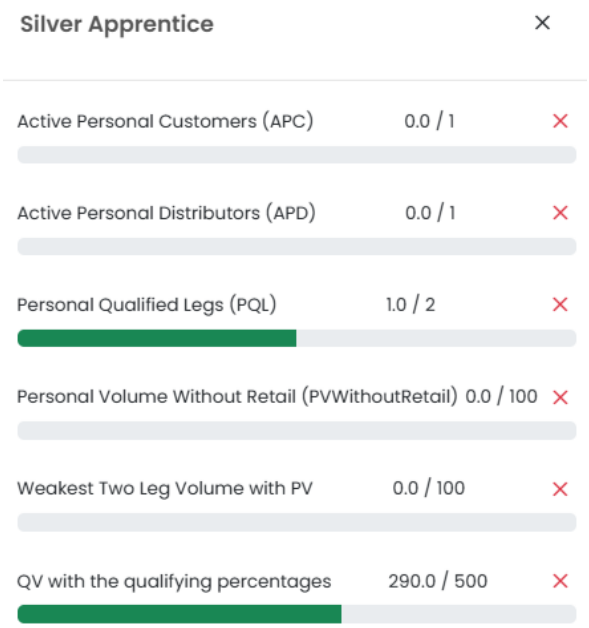
Rank Information



The Rank Information section shows your current rank.

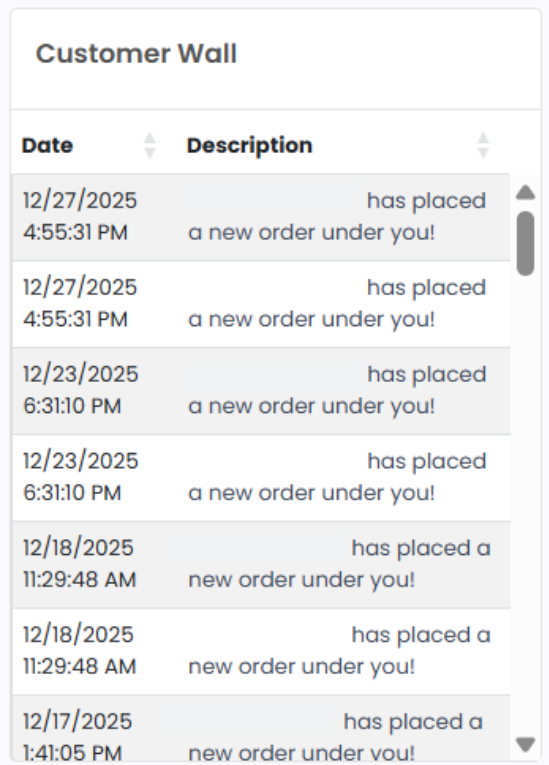
1. Clicking **"Highest"** displays the highest rank you have achieved in your Avini career.
2. Clicking **"Last"** shows the rank you achieved in the previous month.
3. Clicking the **left or right arrow** next to the percentage circle will show your progress towards later rankings. For example, the rank after **Silver Apprentice** is **Silver Director**. After I clicked the right arrow, it showed I had 12% of the requirements to rank up to **Silver Director**.

4. To see what you need to do to get to the next rank. Click "**View Rank Requirements**"



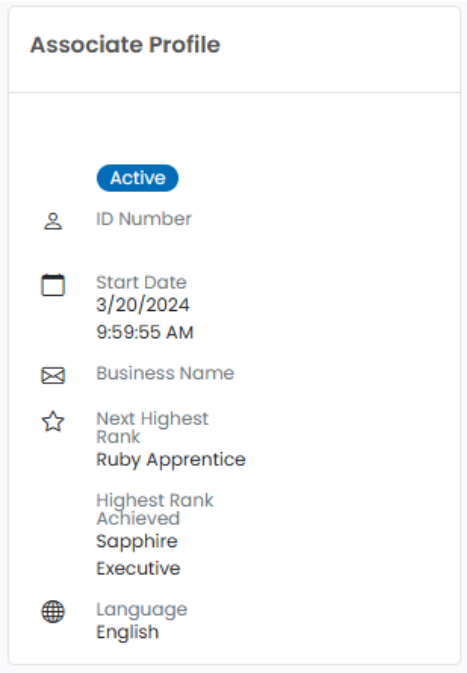
Customer Wall

The Customer Wall shows orders placed by your customers and distributors. You can click on their name, and it will take you to their account. Downline accounts will be covered later.

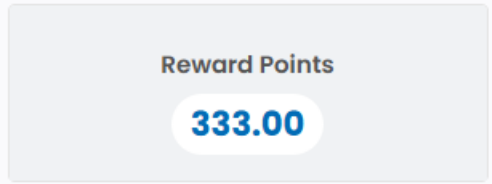


Associate Profile

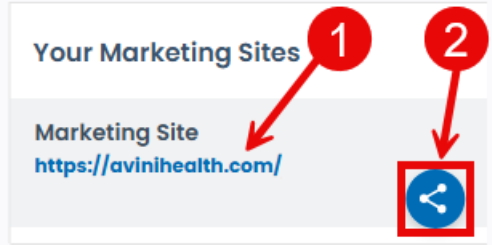
Shows your ID number, Start Date, Business Name, Next Rank, and Highest Rank.



Reward Points Window shows how many points you have (usage is not covered in this guide).



Marketing Site



1. The marketing site is how others attach their account to theirs so if they purchase anything you get credit.
2. Clicking the blue circle with the white connected dots copies the link to your clipboard.
    a. If you press and hold "**Ctrl**" (⌘ for Mac) then press "**V**" to paste.
    b. You can also right click on your mouse and click "**Paste**" on the menu.
    c. On mobile, press and hold and click "**Paste**".

Business Snapshot

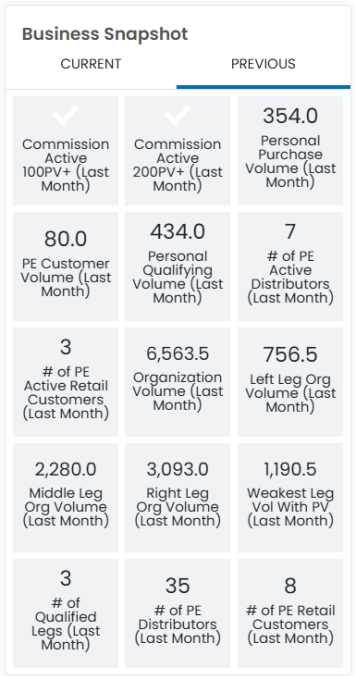
“Current” shows you where you are for this current month. This is best used in tandem with the **Rank Information** widget.



PE: Personally Enrolled.

Volume: Volume amount is 1:1 to USD.

“**Previous**” shows last month’s numbers.



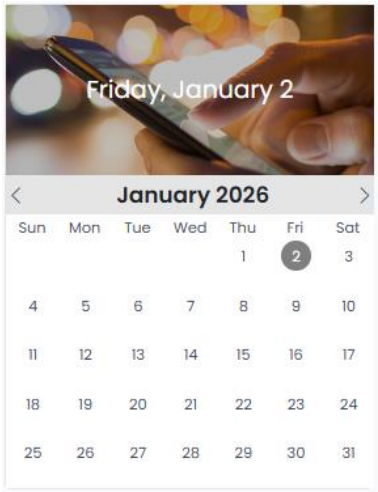
Last Commissions

It is hidden by default. To see your previous commission, click the **Eye Icon** to see the amount.



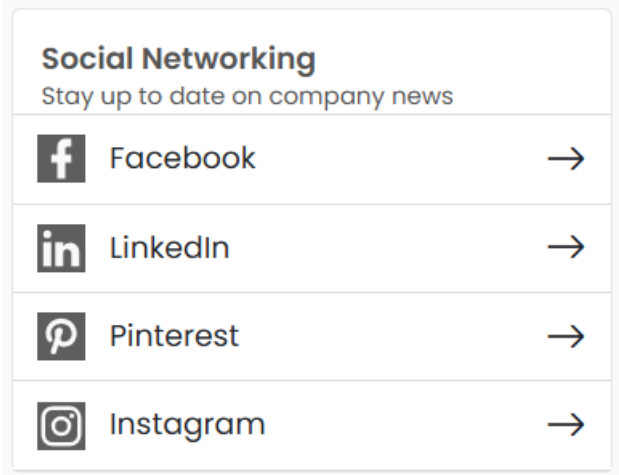
Calendar

The calendar is not interactive. It's just to show you the current date.

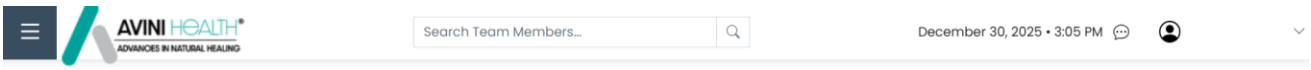


Social Networking

Stay connected with us on social media platforms.



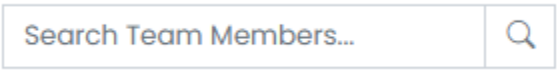
Back Office Menu Bar



As you've already seen, the Avini Menu and Logo on the far left-hand corner.

Search Team Members Bar

The "**Search Team Members**" bar is used to quickly find customers and distributors attached to your account. Type in their name or ID #. If you click their name, it will take you to their member dashboard (covered later).



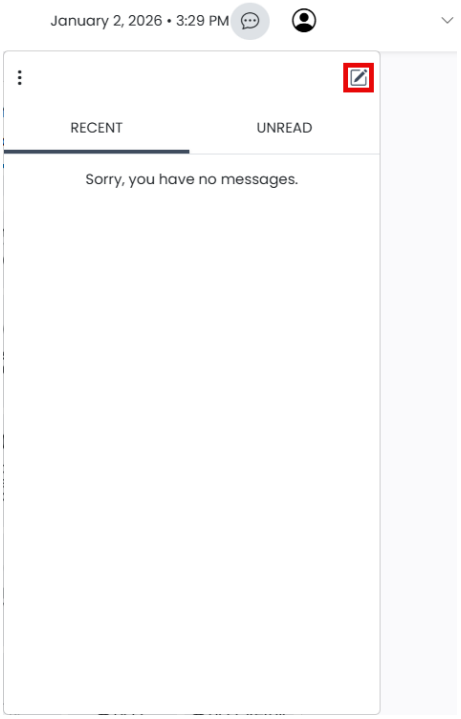
Messaging from the Back Office.

Click the **Message Bubble with Three Dots**.

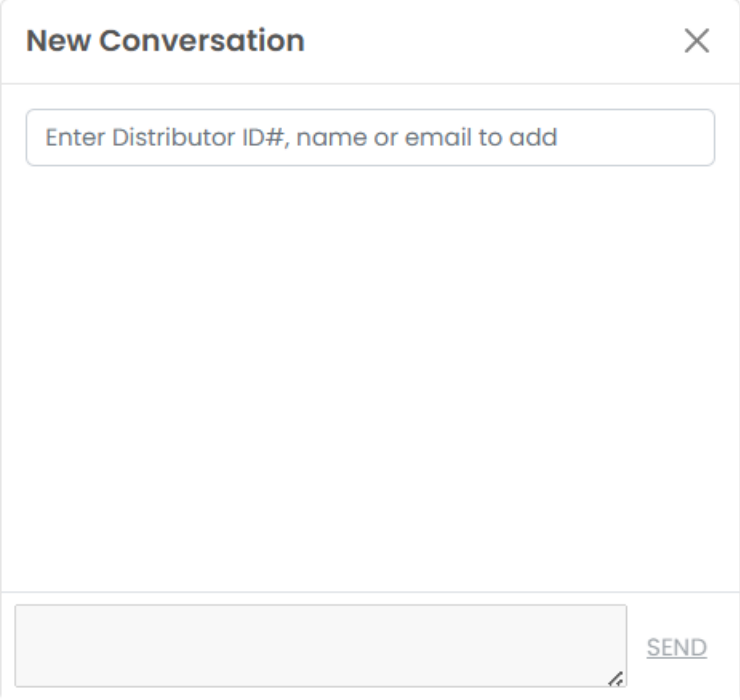
"Recent" shows your current messages.

"Unread" shows any messages you haven't seen.

To create a new message, click the **Pencil Inside the Box Icon**.

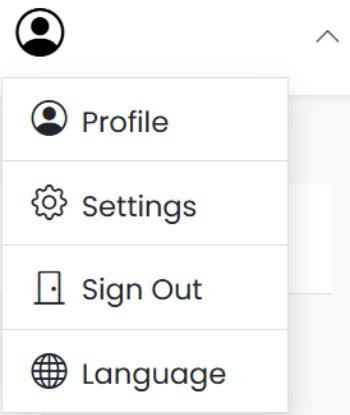


Type in the Distributor ID#, name, or email to begin messaging them.



Profile Menu

Click on your name or the arrow pointing down to see the profile menu.



Clicking **"Profile"** will take you to the **Team Dashboard** menu, which will be covered later.

Clicking **"Settings"** will take you to your **Back Office settings**, which will also be covered later.

Clicking **"Sign Out"** will log you out of your account. You will need to sign back in using your credentials to access the back office again.

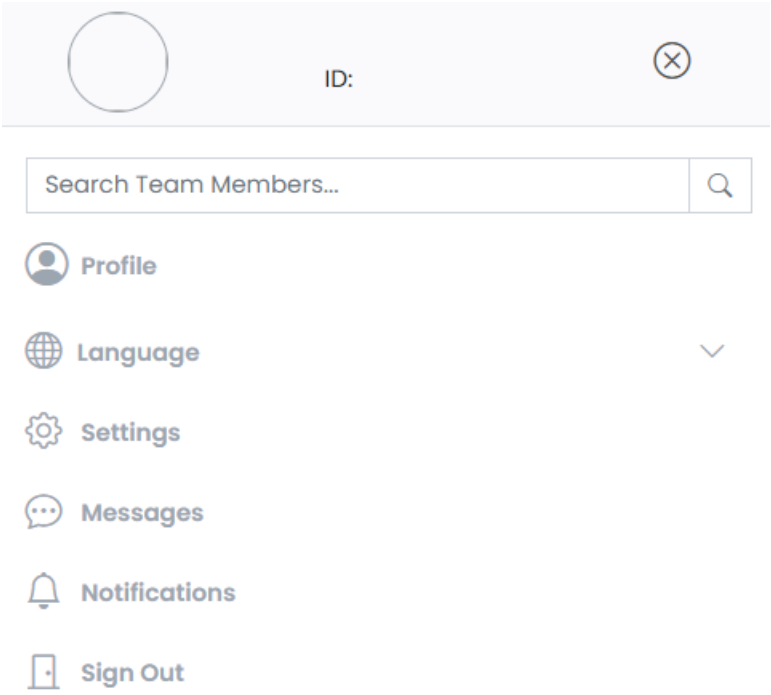
Clicking "**Language**" will give you an option between, English, English (UK), and Spanish.

Mobile Back Office Profile Menu

If you have the browsers screen smaller, you will see three dots where your name is typically displayed.



It opens this menu:



Several of the buttons do not work here, which is why it is strongly recommended to use your computer to navigate the Back Office as it was designed to work with your computer over your phone.

Please scroll down.

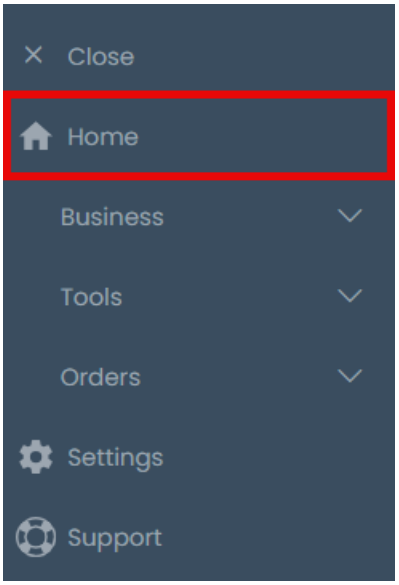
Getting back to the Avini Back Office Home Page

To get to the Avini Back Office Home page, there are two options.

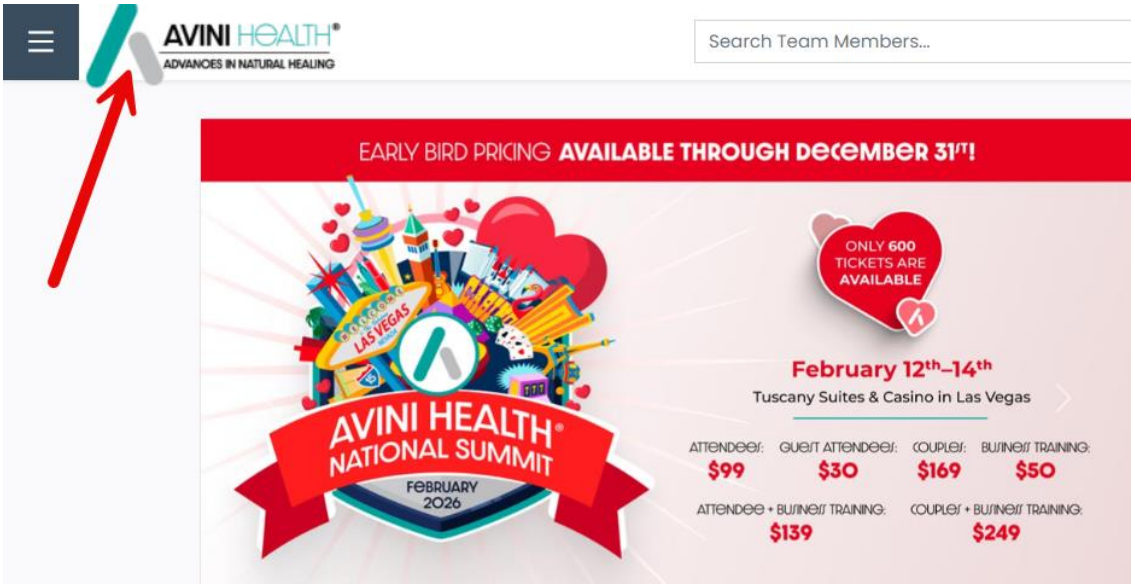
1. Click the **three lines on the top left-hand corner**.



Then click "**Home**".

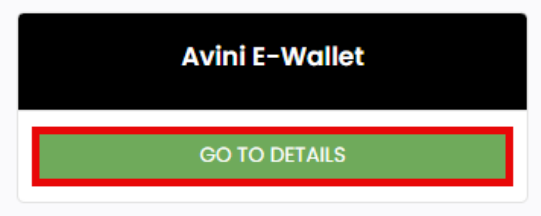


2. Click the Avini Logo on the top left-hand corner of the screen

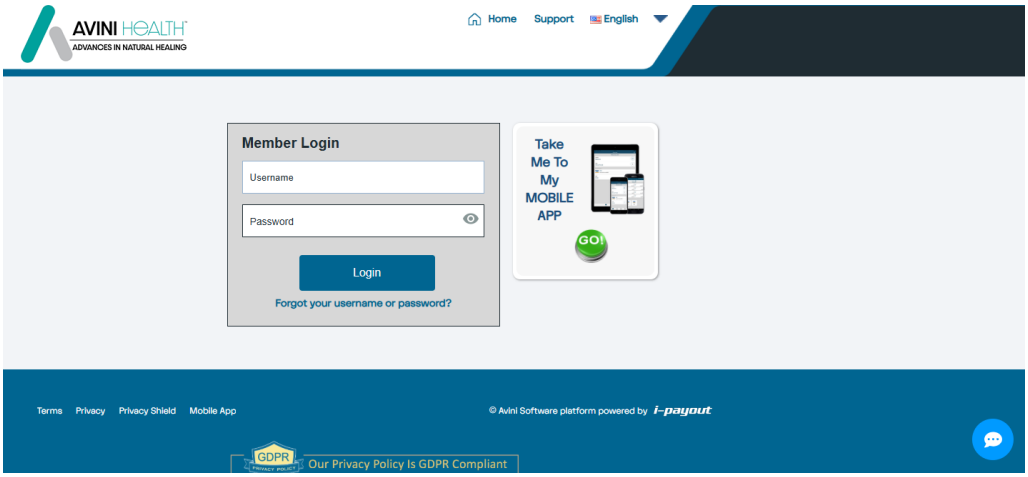


Accessing the Avini E-Wallet

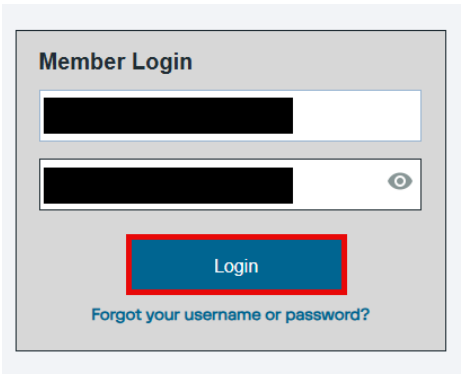
To access your I-Payout wallet. Please go to the Back Office and find the black box that says "**Avini E-Wallet**" and click the green button that says, "**Go To Details**".



It will take you to the I-Payout login screen.



To login, put in your username and password and click "**Login**".



If you don't remember, click "**Forgot your username or password?**"



Note: The Q&A section at the bottom of this guide will cover more support options if you need assistance with your E-Wallet.

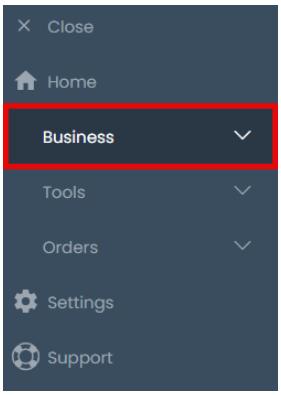
Navigating the Avini Business Section

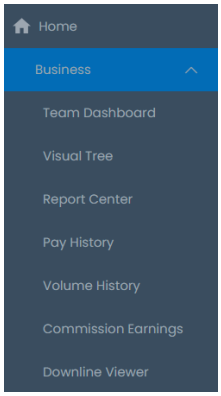
Let’s look at how the Avini Back Office Business Section helps you maintain and grow your Avini Business.

To get started, click the **Menu** icon.

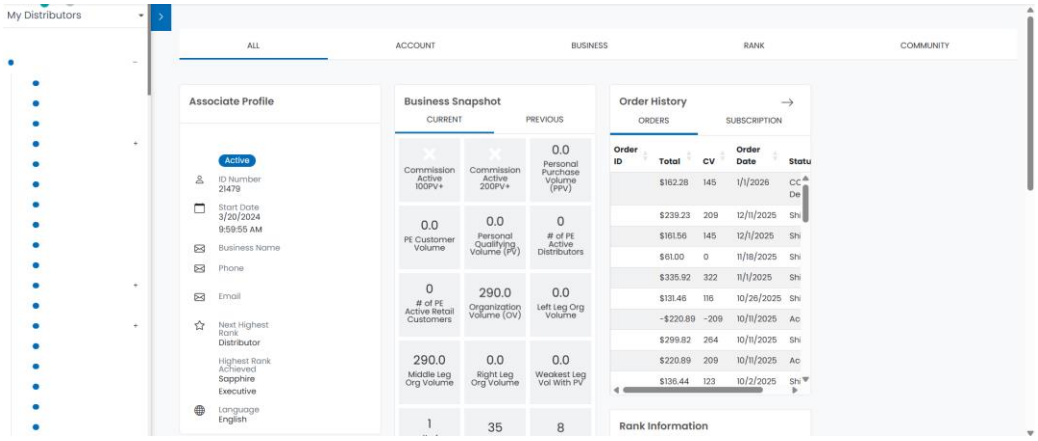


Click “**Business**”





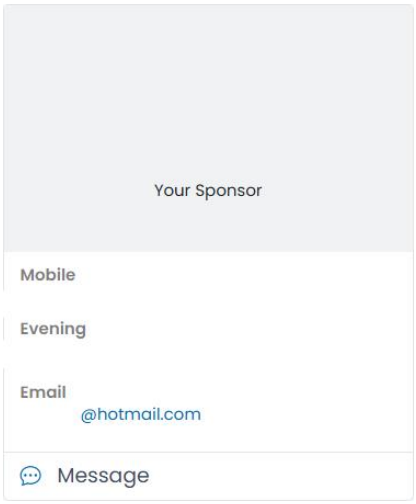
Team Dashboard

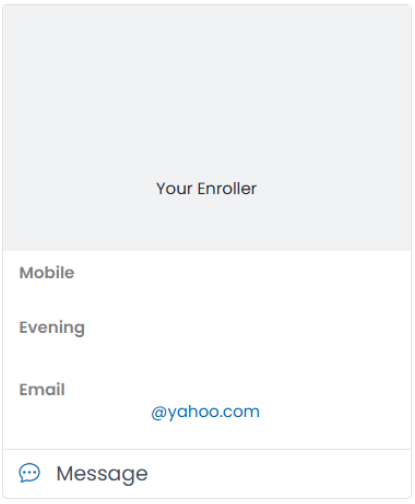


Once you click “**Team Dashboard**” you will see a several elements from the Back Office Home Page. This includes Associate Profile, Business Snapshot, Order History, Rank Information, Customer Wall, Marketing Site, and Reward Points.

Each menu tab shows different elements and the “**ALL**” tab shows each element.

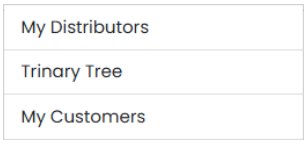
If you scroll down, there are two new additions including **Your Sponsor** and **Your Enroller.** You can see their phone number and email. Click the email to send them a new message or click **"Message"** to send a message directly from the Back Office.



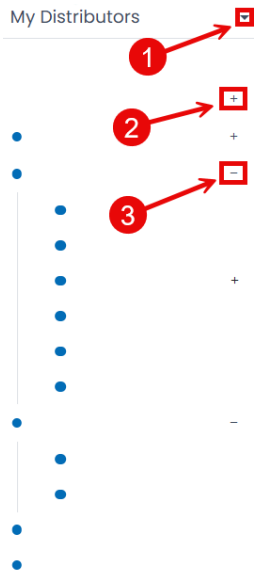


On the left-hand side, there is the list of each of your downline.

1. Press the downward facing arrow to pull to choose your view.



2. Click "+" to expand the section to review your downline's downline.
3. Click "-" to retract the section.



Clicking "**My Customers**" will show you each of your personally enrolled customers.

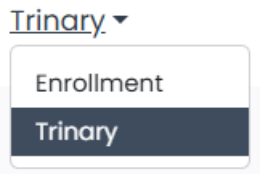


Clicking “**Trinary Tree**”

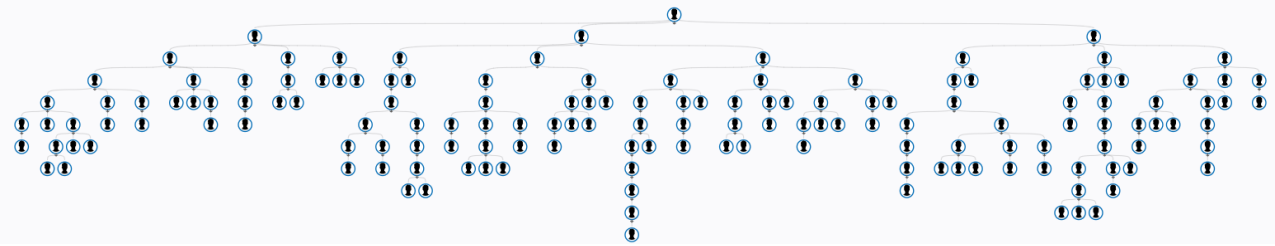


Visual Tree (Bird's Eye View of Your Team)

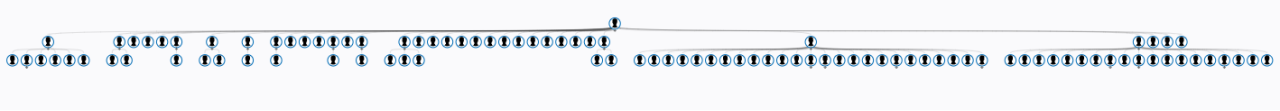
To change the view of the Visual Tree, click "**Trinary**" or the arrow pointing down next to **Trinary.**



Trinary view (default view): shows the entire distributor tree (recommended view)

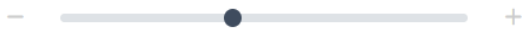


Enrollment view: shows the individual's who you personally enrolled.



Visual Tree Menu

To zoom in and out, use your mouse wheel to screen in and out, or you can use the bar at the top with the circle between the "**-**" and "**+**"



Clicking the **magnifying glass icon** will bring up the distributor search bar. Type in the name of the distributor you are looking for.



Click the **three dots icon** on the top right-hand corner and click "**Show Customers**" to display customers on the visual tree.



When the visual tree is zoomed out, it will display **darkened head icons**.

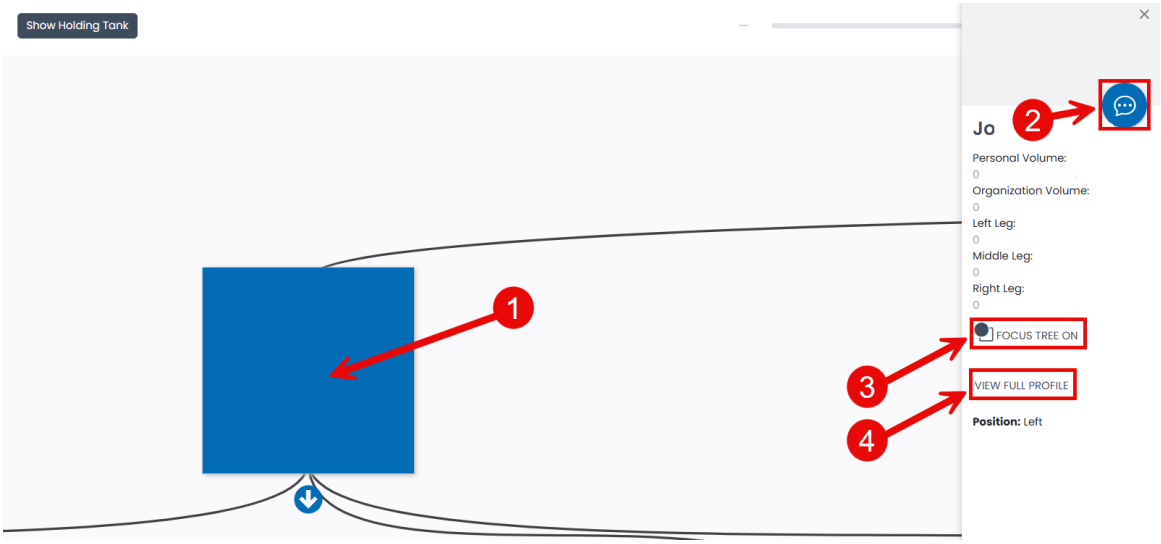


If you zoom in their name will pop up (redacted in the image below) on the top. If you click on the head icon their image will appear (if they have one set).



To take a further look at your downline members.

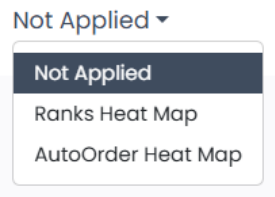
1. Clicking on a downline bubble will pull up a snapshot of their account on the right-hand side.
2. Clicking the blue message bubble will bring up the Back Office messaging screen.
3. Clicking "**FOCUS TREE ON**" will show a view of the downline distributor as if they were directly under you.
4. Clicking "**VIEW FULL PROFILE**" will pull up their distributor account on the right-hand side.



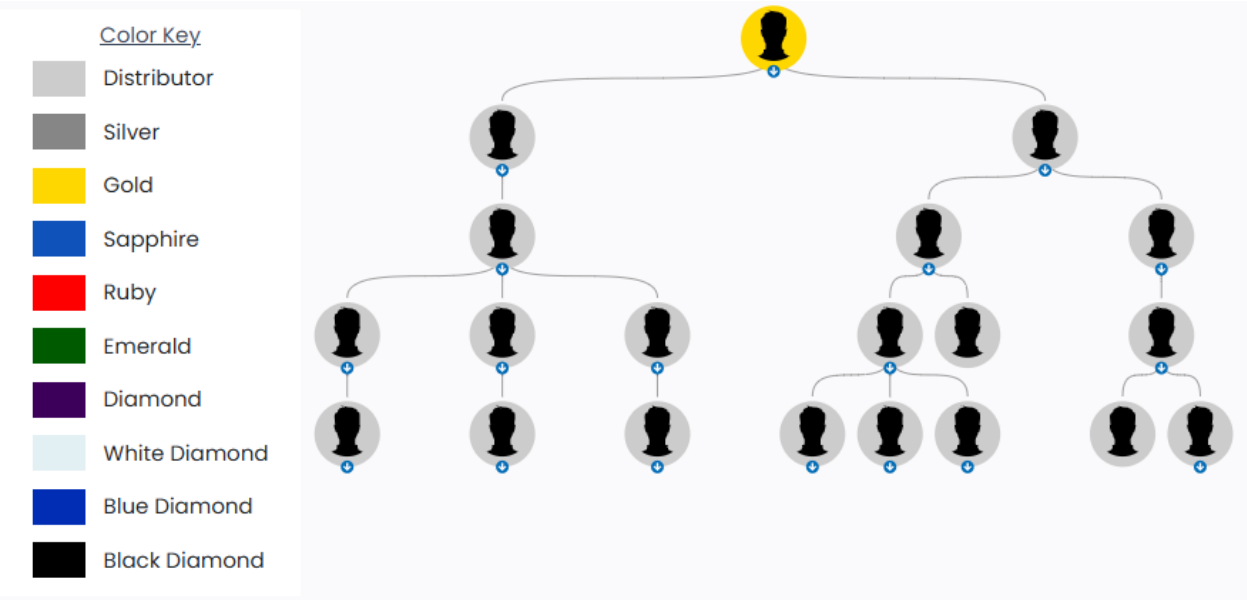
AVINI HEALTH®
ADVANCES IN NATURAL HEALING

Track Your Downline Ranks and Autoship Orders

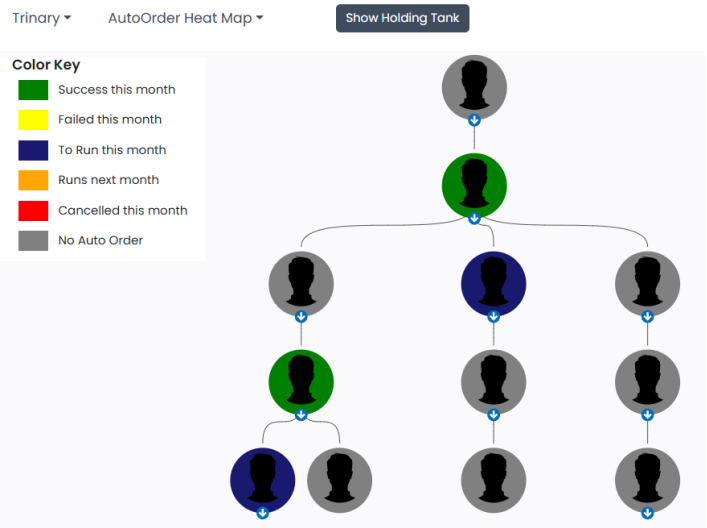
Click "**Not Applied**" or the arrow pointing down**.**



Click "**Ranks Heat Map**" to see what ranks your downline has achieved.



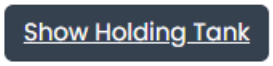
Click "**AutoOrder Heat Map**" to see if your downline autoship order was ran successfully.



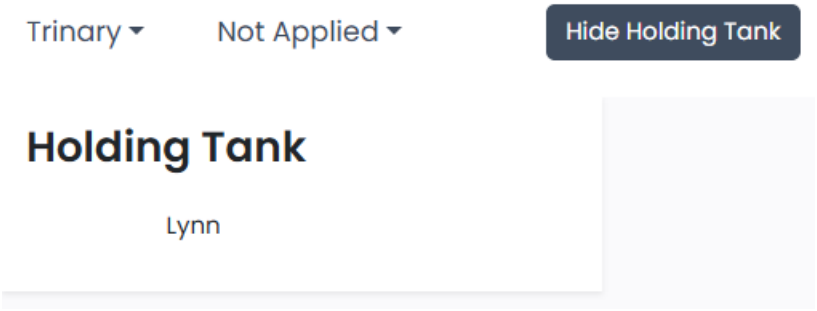
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Placing A Newly Onboarded Distributor on Your Visual Tree

If you recently onboarded a new distributor. You place them from your visual tree. Click "**Show Holding Tank**".

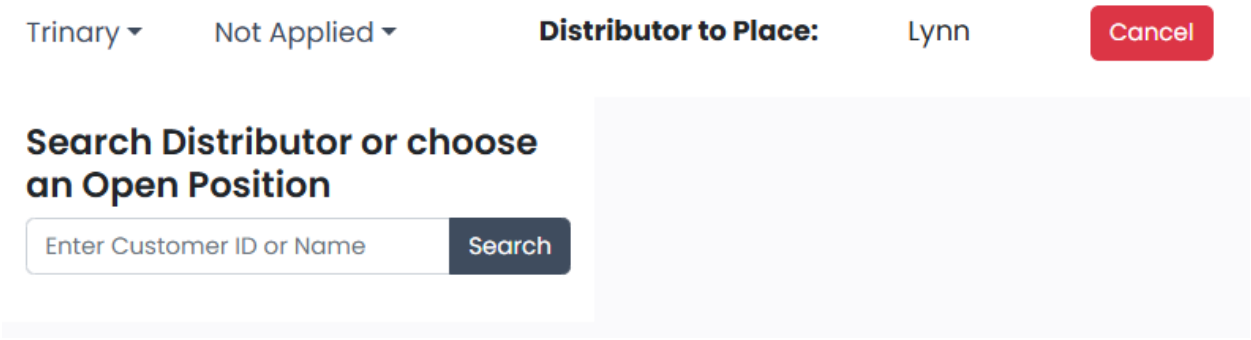


It will display their name and ID#. Please **click on their name**.



There are two different ways to place a distributor:

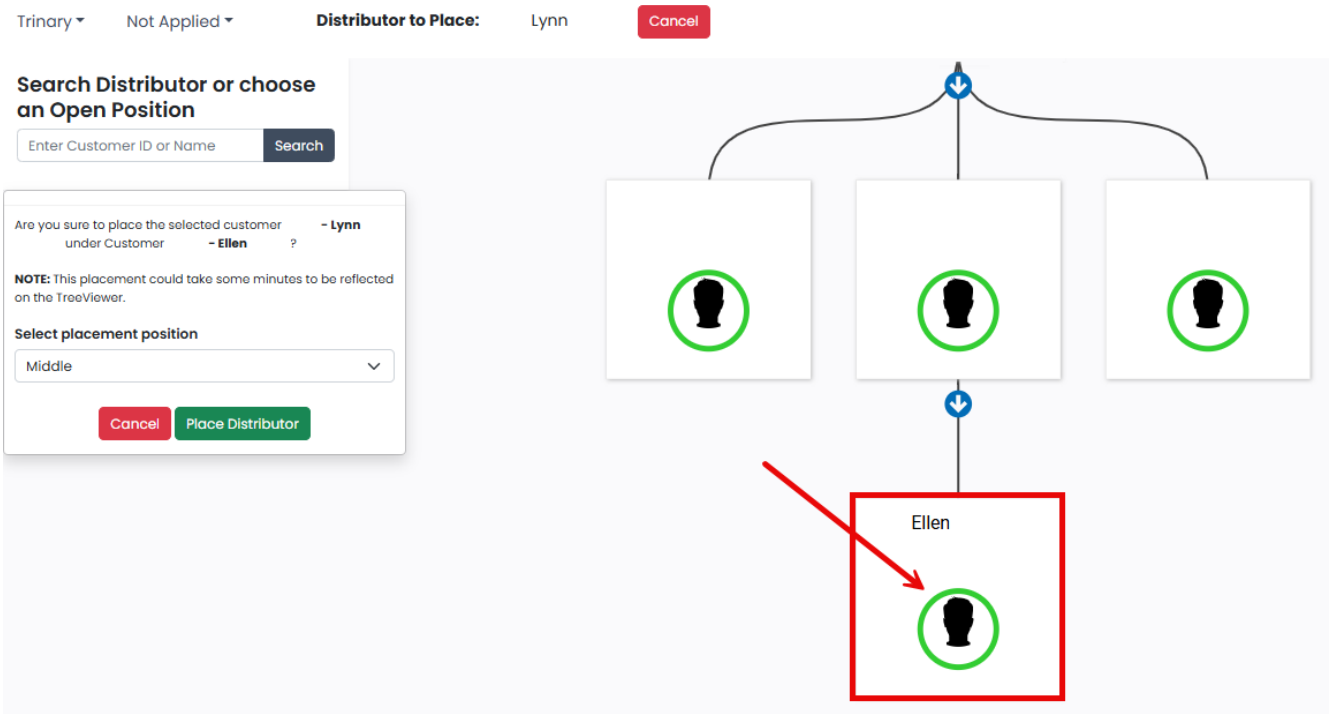
1. Type in their **distributor ID#** or **name** where it says, "**search distributor or choose an open position**". Then select their name.



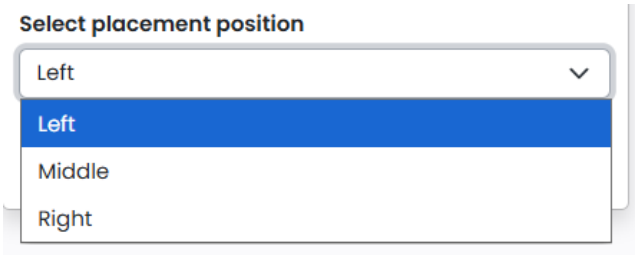
2. Find the person on the visual tree and click on the box for the person you want to place them under. A blue or green circle is shown around the person's icon.

A **blue** circle means no additional people can be added because their legs are filled out.

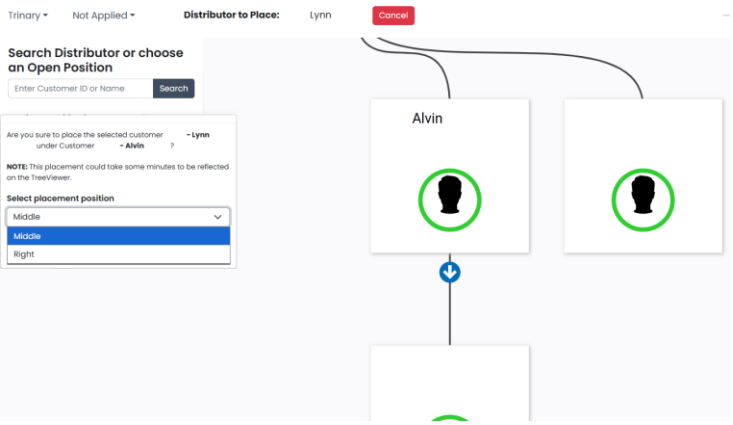
A **green** circle means there is at least one position available.



I am going to put Lynn on my left leg by selecting "**Left**" where it says, "**Select placement position.**"

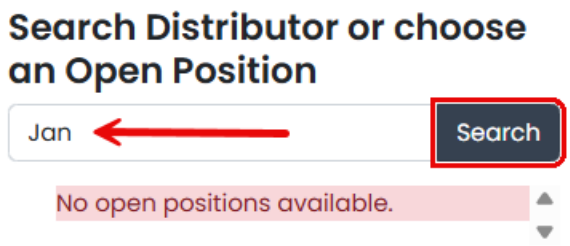


It will only allow you to select which leg is open. For example, Alvin's downline looks like it is the middle leg, but if Lynn was placed here, it shows that only the **Middle** or **Right** legs are free.



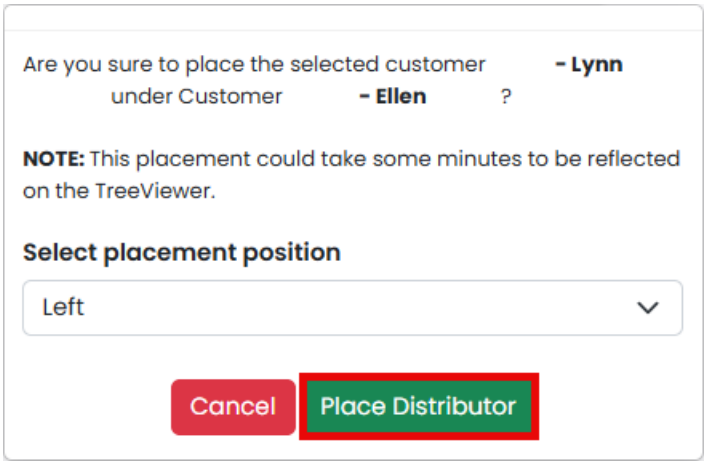
If you are having a difficult time finding the person from the Visual Tree to see if they are a good option to place the distributor type in their name. The placement menu will pop up.

If they have no available legs, it will say "**No open positions available.**"



If you do not know where to place them, a suggestion is to place them in your weakest leg.

Once you have chosen where you would like to place the new distributor in your Visual Tree. Click "**Place Distributor**". It can take minutes.



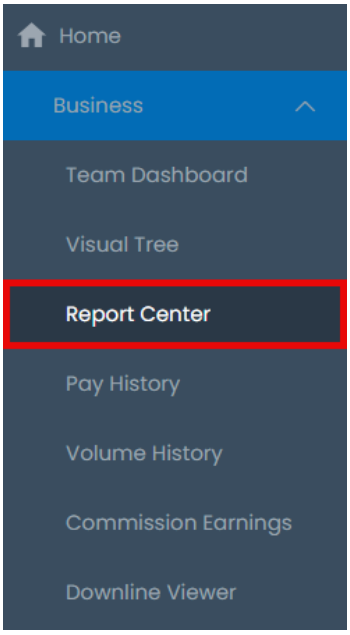
Note:

You have **5 days** to place the new distributor from the holding tank. If you do not place the new distributor by that timeframe, the system will automatically place the new distributor for you.

You have **72 hours** after the distributor is placed to make a placement correction by emailing us at support@avinihealth.com.

Business: Report Center

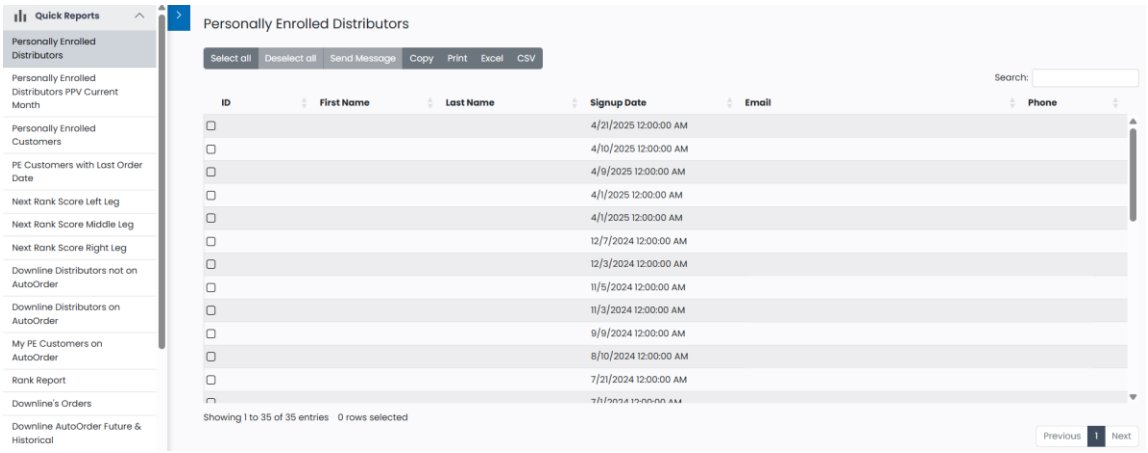
The Avini Business Report Center is where you track detailed information that is charted out in depth. You can also create and print reports.



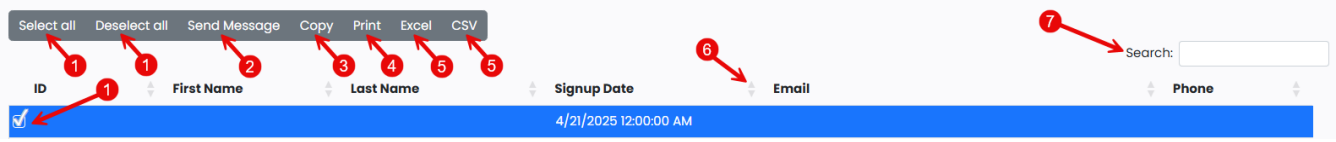
Note: Pay History, Volume History, Commission Earnings, and Downline Viewer menu tabs are all shortcuts of the Business Report Center.

Here is the "**Personally Enrolled Distributor**" section of the Report Centers. This is the default page. Each page works the same way but shows different information.

1. Use the menu on the left under "**Quick Reports**" to move between pages.
2. Use the menu on each page to work with the information on that page (explained below).



Business Report Center Menu



1. How to Select, Deselect, Select All, Deselect All rows.

Click the box to the left of the ID to select a row. A white checkmark will appear when it is selected. Click the box again to unselect the row. Clicking the ID brings up their page.

Use **"Select All"** to select every row.

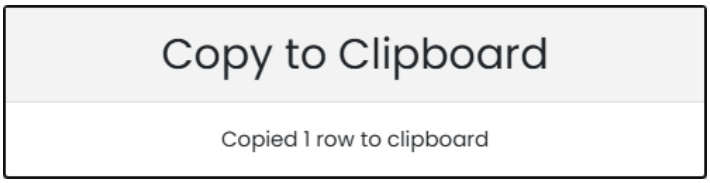
Use **"Deselect All"** to unselect every row.

2. Click "**Send Message**" to bring up the message menu.

Note: clicking "Send Message" from the report center does not auto attach their name.

3. Click "**Copy**" and it will copy that row's information

It copies the distributor's ID, First Name, Last Name, Signup Date, Email, and Phone in a row format on the clipboard.



4. Click "**Print**" to print the rows.

If no rows are selected, all rows on all pages will be printed.

If one or more rows are selected, only the selected rows will be printed.

5. Click "**Excel**" or "**CSV**" to put the rows on a spreadsheet.

The spreadsheets will have the distributor's ID, First Name, Last Name, Signup Date, Email, and Phone.

6. Click the **arrow area next to a column name** to sort the list.

Click once to sort in order (A–Z or lowest to highest).

Click again to sort in reverse order (Z–A or highest to lowest).

The highlighted arrow shows the current sort order.

7. The search bar does not work properly at this time.

Please use the sorting feature to find specific distributor information.

Report Center Page definitions

Below are brief explanations of each page available in the **Report Center**. Many of these pages are self-explanatory, but they are included here for easy reference. More detailed information and definitions are found in the Avini Trinary Compensation Plan section of this guide.

If you are already familiar with these terms, you may click here to skip ahead to the next section, which covers Avini Back Office Tools.

Personally Enrolled Distributors: Customers or people you spoke with who were interested in joining Avini to start their own business or better their health.

Personally Enrolled Distributors PPV Current Month: A list of your downline distributor's and their current PPV (Personal Purchase Volume)

Personally Enrolled Customers: Customers or people you spoke with who are only interested in purchasing Avini product and not focusing on the business.

PE Customers with Last Order Date: Shows customer's last order time and PV points of that order.

Next Rank Score Left/Middle/Right Leg:

> **Next Rank Score**: The percentage of progress on the "Rank Information" section that was covered. In the example above it was 19%.
>
> **Level**: Displays which level the distributor is in on your organization. 1 is below you.
>
> **Next Rank**: The next rank they can achieve
>
> **APD**: Active Personal Customers
>
> **APC**: Active Personal Enrolled Distributors
>
> **PQL**: Personal Qualified Legs
>
> **OV**: Organizational Volume
>
> **Weak Leg**: Displays their PV added to their weakest leg volume

Prior Highest Rank: Highest rank achieved as an Avini distributor

Downline Distributors not on AutoOrder: Shows which distributors are not on autoship. Also displays their organizational level.

Downline Distributors on AutoOrder: Shows which distributors are on autoship. Also displays their organizational level and next run date.

My PE Customers on AutoOrder: Shows which distributors are on autoship. Displays their next run date.

Rank Report: Shows you a zoomed-out view of each of your downline distributors, their rank score and next rank.

Downline's Orders: All downline orders including regular and autoship orders

Downline AutoOrder Future & Historical: Shows previous CV, projected CV, Sponsor ID, Order Status, Previous and upcoming Autoship order.

New Downline Distributors: Shows the organization level as well as sign-up date of new downline distributors

Order History: Shows previous personal regular and autoship orders

Pay History: Shows your commission earnings, Date of payment and Phase. Type 10 is weekly payouts. Type 20 is monthly payouts.

Volume History: Shows all volume types including PPV, OV, LV (Leg Volume), APD, APC, and PQL for each month.

Downline Activity: Shows the activity with a date and description. Includes purchases, rank advances, new distributors joining.

Downline Enrollment Viewer: Shows your personal enrolled Distributors as ever level displays 1. The green plus expands to show who they enrolled under them.

My Diamond Upline: Shows the diamond distributors in your upline.

My Trinary Downline: Shows your visual tree displayed in detail as rows. Shows their level and website link (Referral link).

Reward Point Ledger: Show's the log of you earning rewards points. Does not show the total. The current amount of reward points is on the Back Office Home Page.

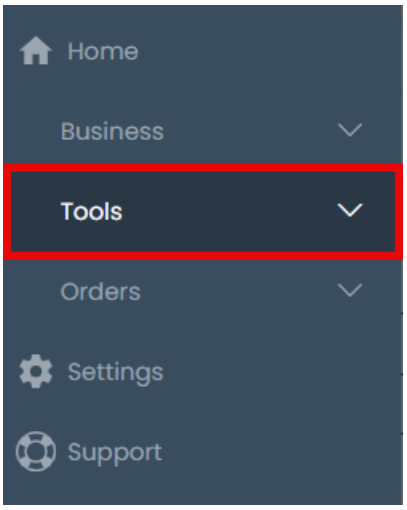
Avini Back Office Tools: Documents and Media

Let's take a look at how the Back Office Tool Section provides information and resources to help you better understand our products and manage your Avini business more effectively.

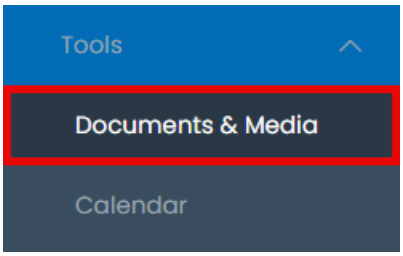
To get started, click the **Menu** icon.



Click "**Tools**"



Click "**Documents & Media**"



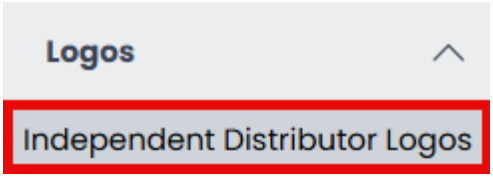
First, I will explain how to access the resources. After that, I will describe what each page on the menu and what it offers.

Media Types

PNG: Images to download and use.

For this example, I will be using the Avini light colored logo.

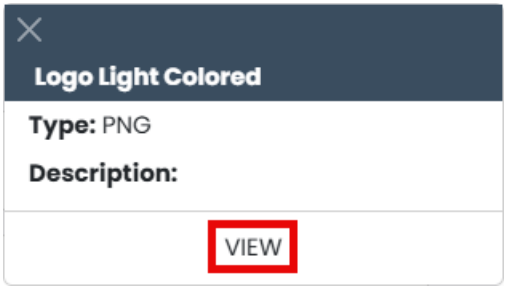
To start I am going to click "**Logos**", then "**Independent Distributor Logos**" because I want to use it to put it on a shirt I am making.



Then I am going to click "**Logo Light Colored**"

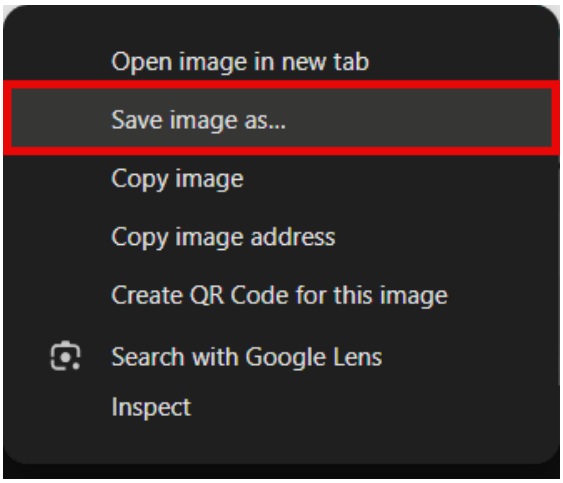


A pop up will appear in the top right-hand corner. It will save the Type and Description. To open the item in another page, click "**View**"





Right click on the image. Click "**Save image as…**"



Rename the image and click "**Save**". You may save it wherever it is convenient for you. Desktop is always a good option if you don't know exactly where to save it.



Now it is on your computer to use or share as you would like. Now let's look at URL videos

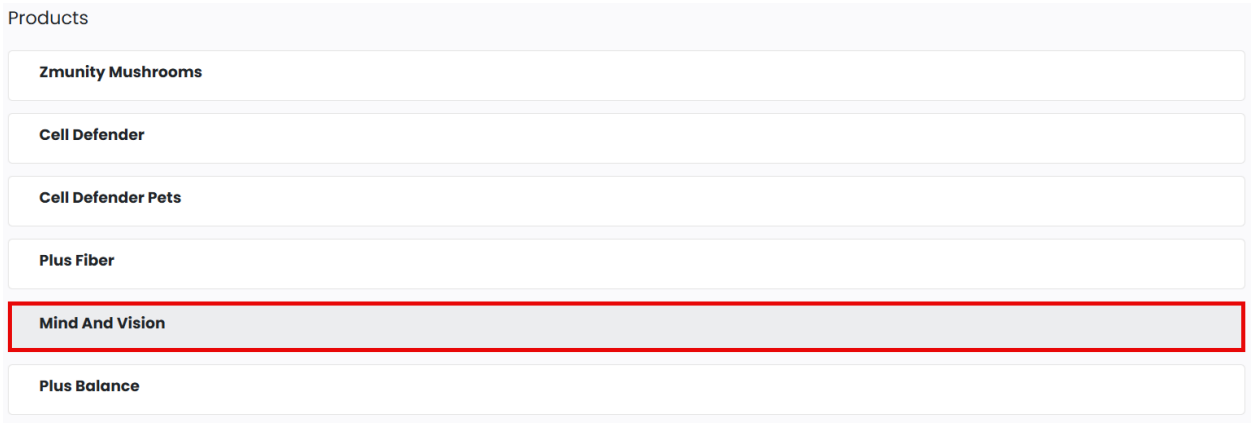
URL: Video links that will take you to Vimeo.

Let's watch and share a video from the Back Office.

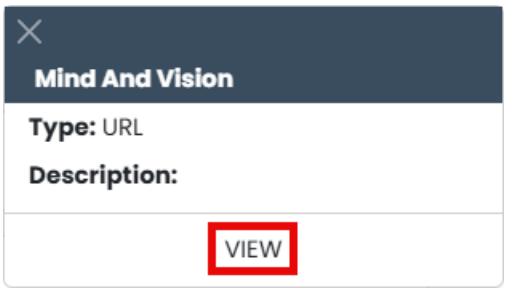
First click on "Videos", then click "Products"



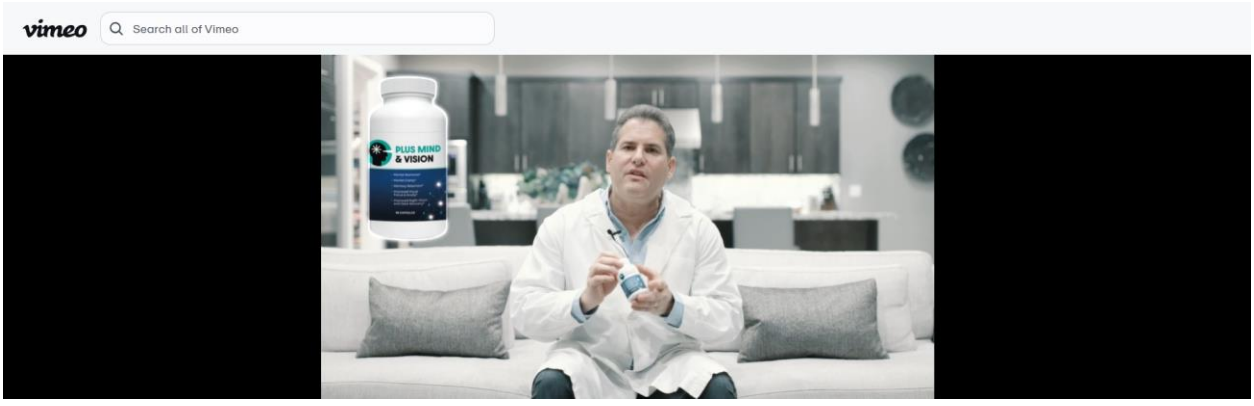
I wanted to share the "**Plus Mind and Vision**" video with a new prospect from my computer.



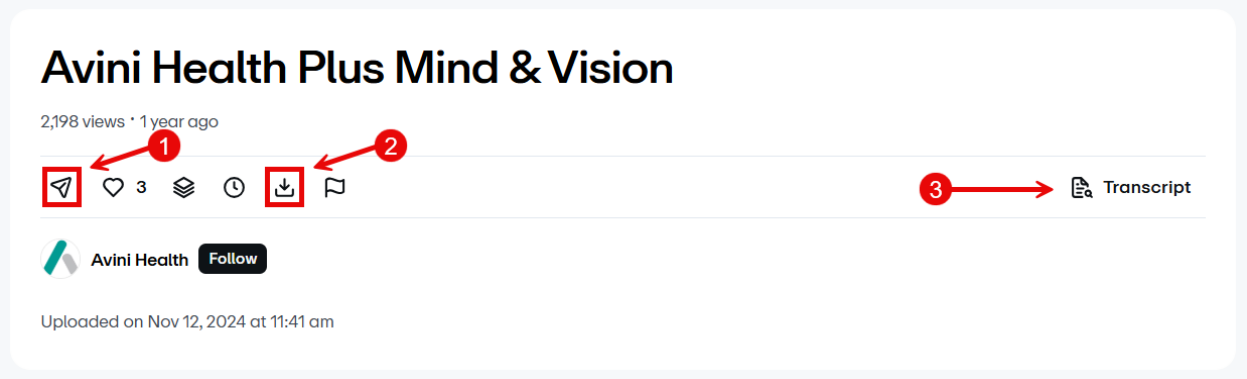
Click "**View**" on the pop-up menu.



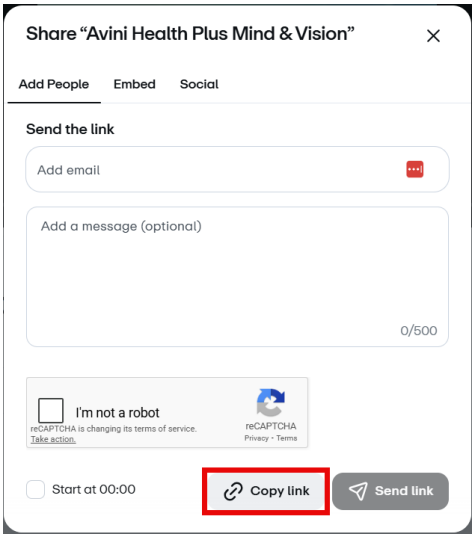
It will take you to Vimeo where it will display the video.



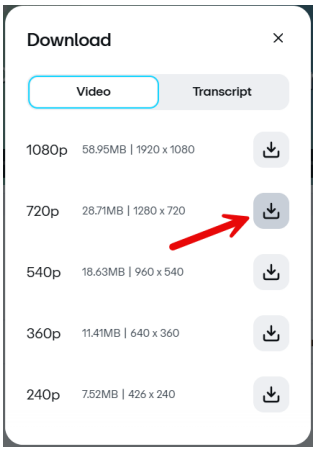
Scroll down a little and you will see the video's menu.



1. Click the **paper airplane icon** to send this video out. To do so click "**Copy link**" to copy it to your clipboard and paste on an email, or wherever you would like. It is not tracked, to track where you send videos, please refer to the Avini App Tutorial Guide.



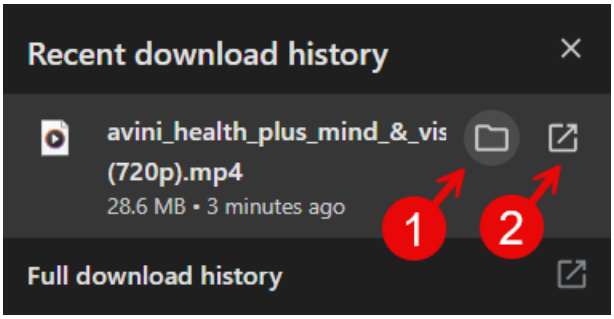
2. Click the half-box with an **arrow pointing down icon** to download the video and take it with you on the go.



Your browser will highlight the **download icon** to show where it is being downloaded.

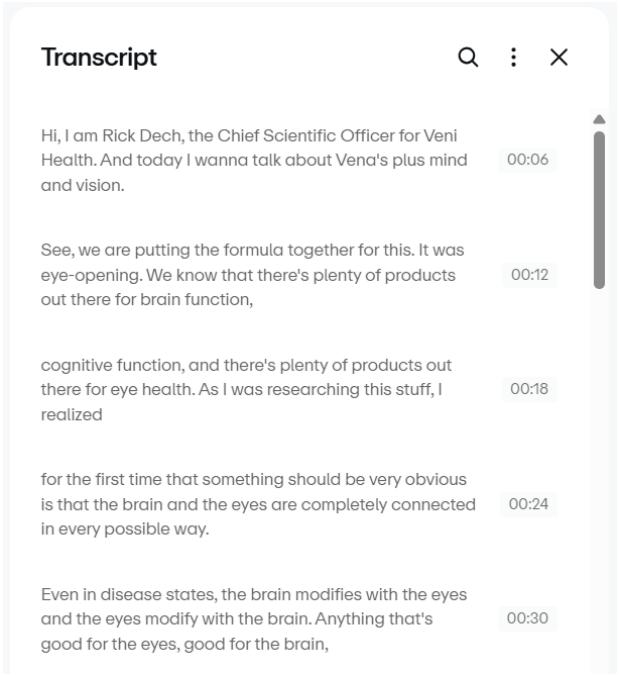


Click and open your browser's download menu. Open the video to watch it or click the folder to see where it downloaded. Typically, the "Download" folder.



3. Having trouble hearing the video? Click "**Transcript**" to see what the video is saying.

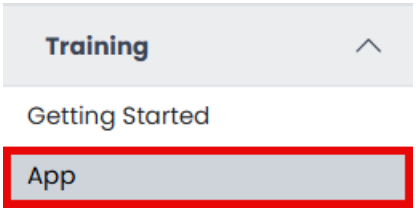




PDF: Digital papers for filling out or sharing, or saving for later

For this example, I am going to download the Avini App Training PDF.

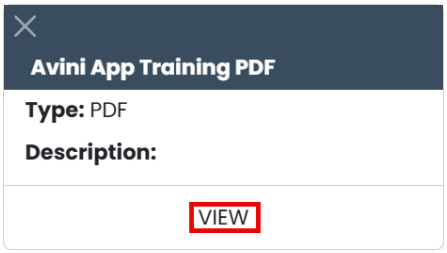
Click "**Training**", then click "**App**"



Select the "**Avini App Training PDF**"



Click "**View**" on the pop-up menu.



It will open the PDF on your browser. For this example, I am using the Google Chrome browser.

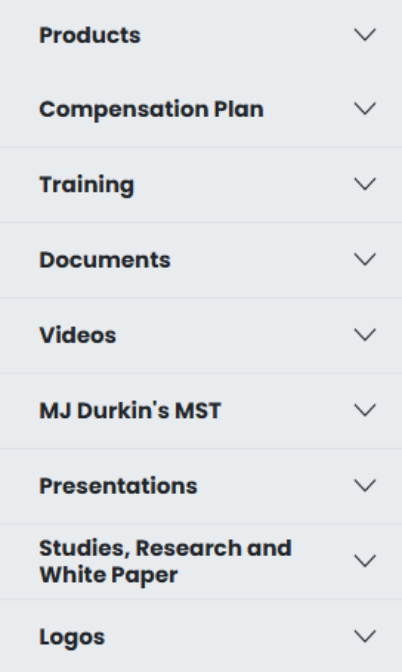


On the top right-hand are the icons to interact with the PDF. There is the **download icon** to download the document and the **printer icon** to print it out.



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The Documents and Media Menu



Products: PDFs with information on each of our available Avini Products.

Compensation Plan: Video and PDFs to see the different ranks you can achieve to grow your Avini business. Note: This is shown near the bottom of this guide

Training (getting started): Training includes PDFs and videos going over business strategies, using the Avini front office, sales, and introduction to Avini.

Training (app): See how utilizing the Avini Advantage App can upgrade your Avini business.

Documents: See important PDFs including Term and Conditions, Terms of Use, Printable Material, Price Catalogs, Spanish Marketing Materials, Monthly Newsletter, and Activation Packs.

Videos: URLs to the different Avini product videos.

MJ durkin's MST: Includes Directory of Dreamers (by MJ Durkin), and Avini Mental Success Tracks (MST) Application

Presentations: URL that goes to the Avini Full Product Lineup video

Studies, Research and White Paper: See the scientific research of our Avini products.

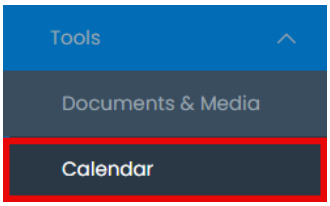
Logos: Independent Distributor Logos page feature light and dark Avini logo variants. Email templates and everything you need to represent yourself as an Avini Distributor.

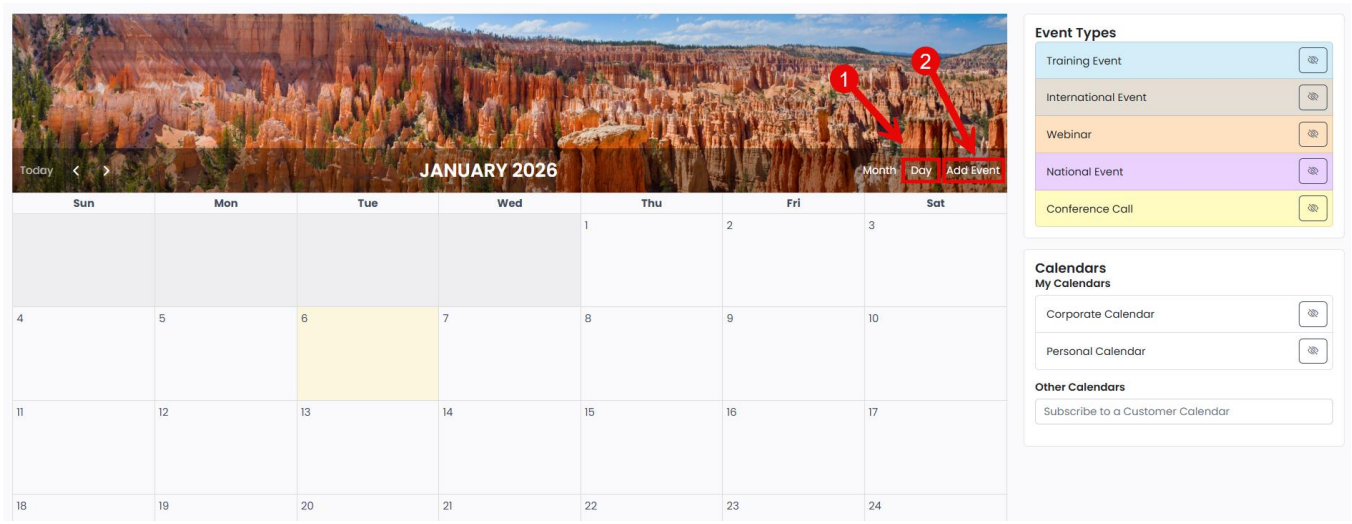
Back Office Calendar

Please note that this calendar is available for your personal reference only. Avini does not use this calendar to track events or promotions.

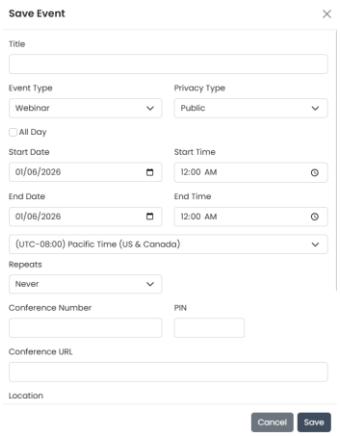
To stay up to date with company news and announcements, please visit www.avinievents.com

To access the Back Office Calendar, click "**Calendar**" under the "**Tools**" menu.





1. For a day view click day "**Day**"
2. To add and event click "**Add Event**". You will need to create your own links to post in the event. This is moreso for record keeping.

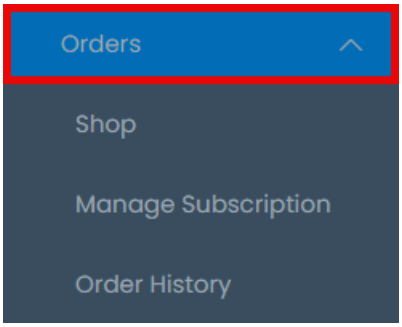


Avini Back Office Orders Section

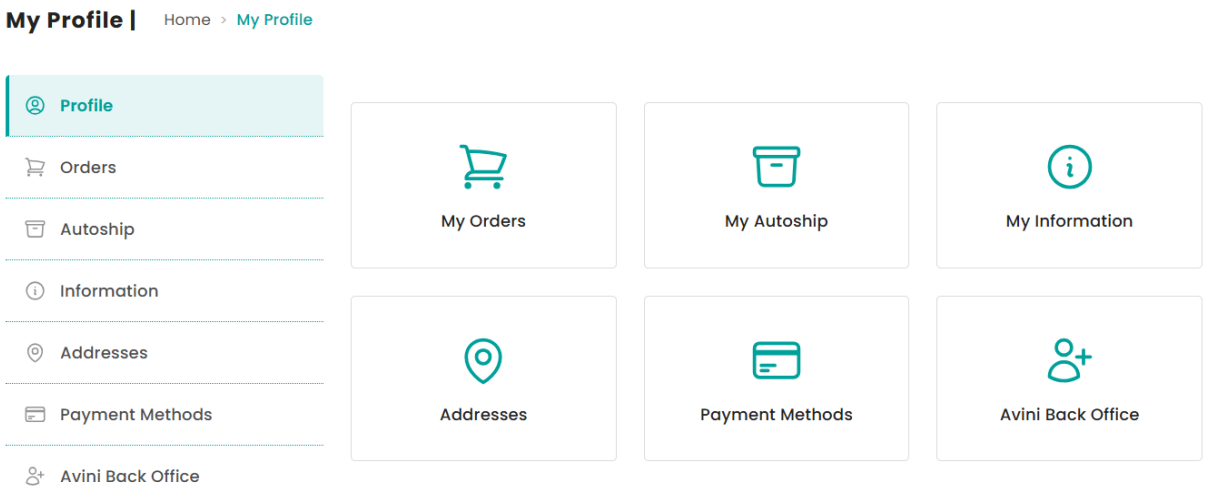
To get started, click the **Menu** icon.



Click "**Orders**"



Clicking "**Shop**" or "**Manage Subscription**" will bring you to your Avini Profile. The Avini Profile is covered in the Avini Front Office Guide.



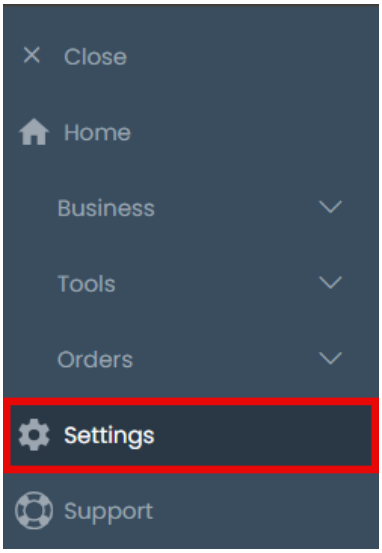
Clicking "**Order History**" will take you to the Report Center view of the same name to show you your previous regular and autoship orders made on your account.

Back Office Settings

To change your account setting, click the **Menu** icon.



Click "**Settings**" with the **gear icon** on the left-hand side



To change information on any of the setting options, click "**Edit**" on the right-hand side.

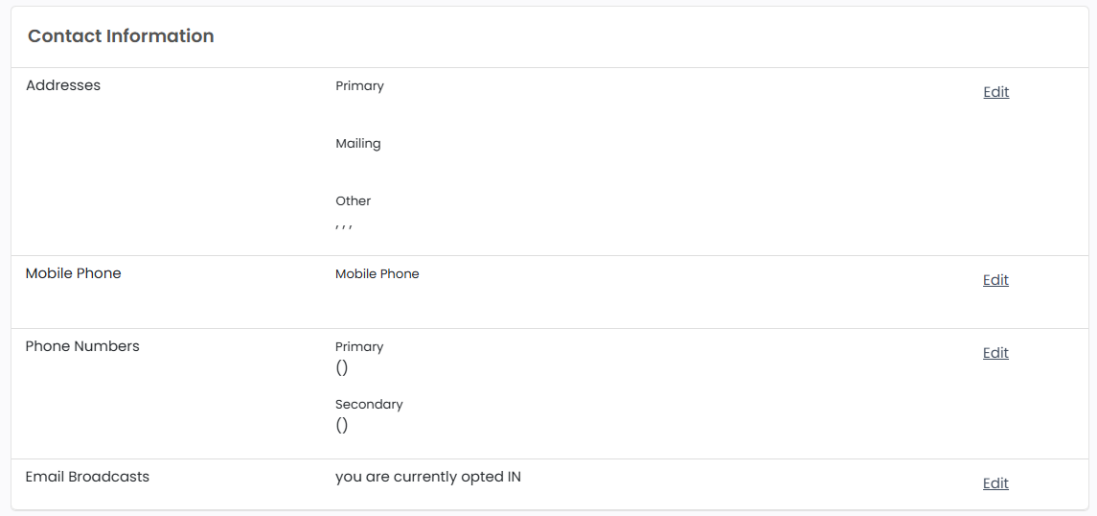
Basic information

Basic information is where you can change your Profile Picture, Email, Username, Password, and Language.



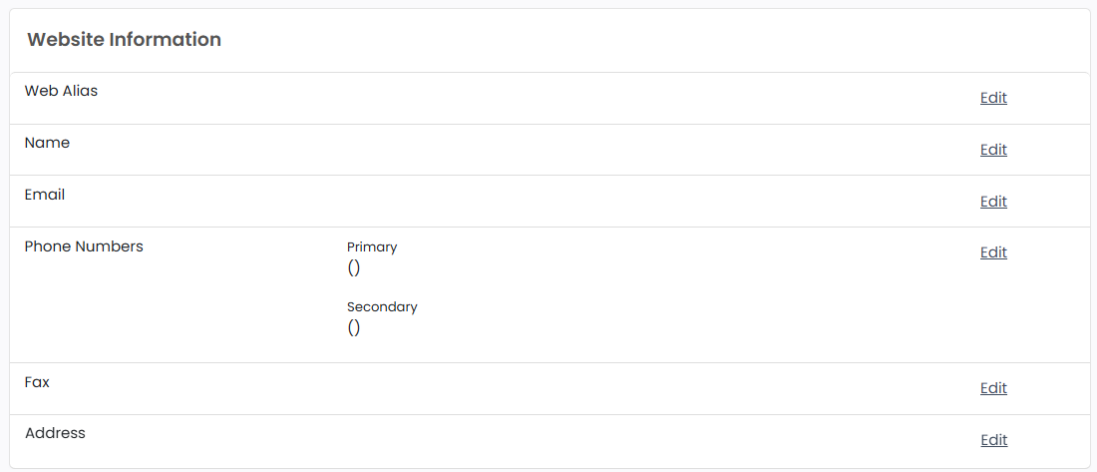
Contact information

Contact information to change your Primary Address, Mailing Address, Phone Numbers, and if you want to opt in or out of email communications.



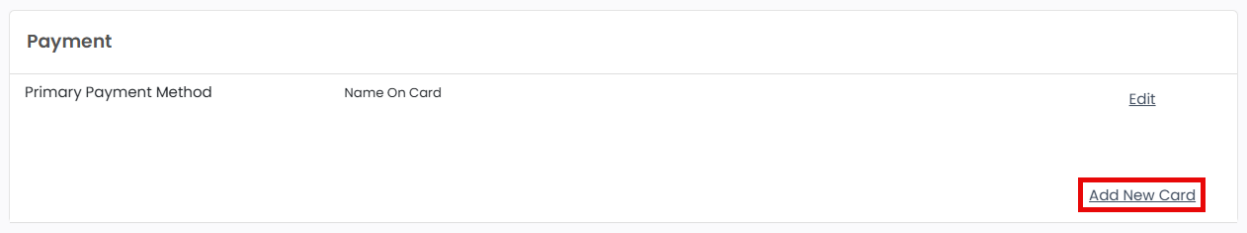
Website Information

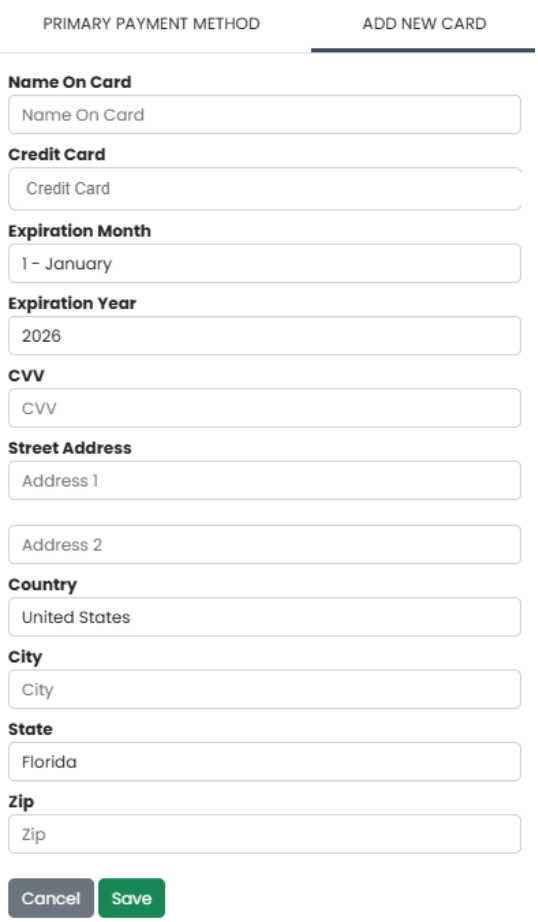
Website Information allows you to change what appears on your Avini website including Alias, Name, Email, Phone Numbers, and Address.



Payment Information

Payment Information to change your Primary Payment Method or add additional payment methods. Click "**Add New Card**" if you want to add a secondary payment method.



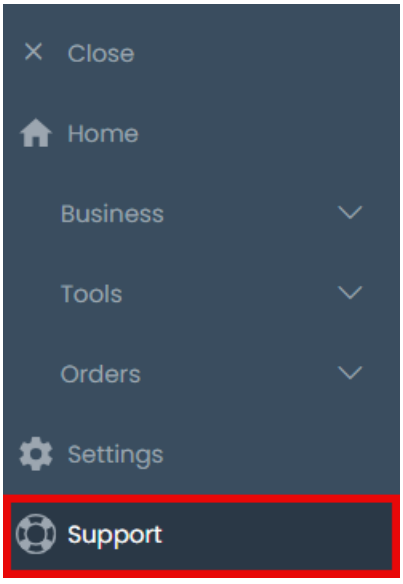


Back Office Support

To change your account setting, click the **Menu** icon.

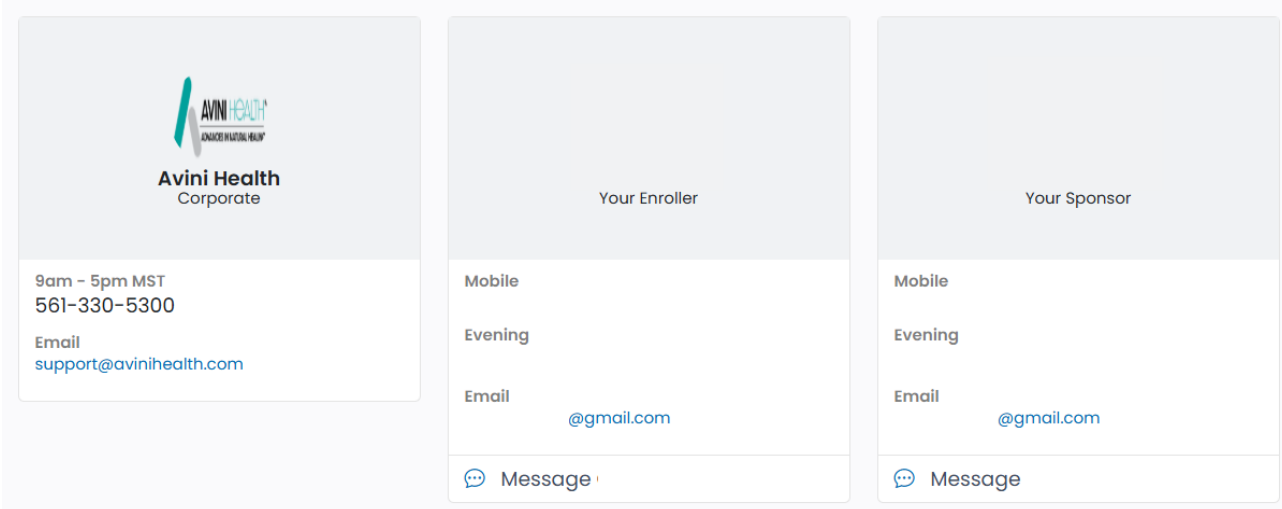


Click "**Support**" with the **life preserver icon** on the left-hand side



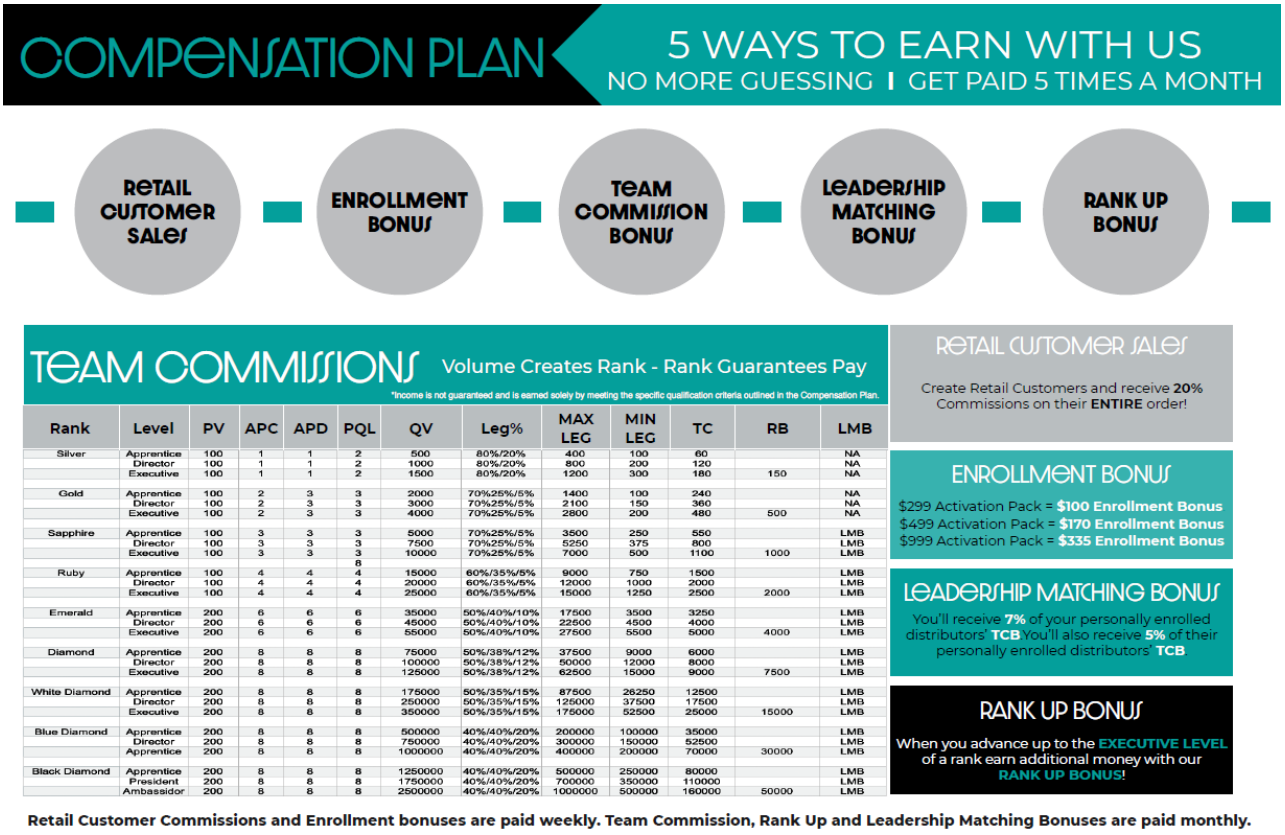
It will bring you to the support page showing the contact information for your Enroller, Sponsor, and Avini Health Corporate.

Click the email to send them a new message or click **"Message"** to send a message directly from the back office by clicking the Message symbol that says "**Message [their name]**".



AVINI HEALTH®
ADVANCES IN NATURAL HEALING

Avini Compensation Plan



Rank	Level	PV	APC	APD	PQL	QV	Leg%	MAX LEG	MIN LEG	TC	RB	LMB
Silver	Apprentice	100	1	1	2	500	80%/20%	400	100	60		NA
	Director	100	1	1	2	1000	80%/20%	800	200	120		NA
	Executive	100	1	1	2	1500	80%/20%	1200	300	180	150	NA
Gold	Apprentice	100	2	3	3	2000	70%25%/5%	1400	100	240		NA
	Director	100	2	3	3	3000	70%25%/5%	2100	150	360		NA
	Executive	100	2	3	3	4000	70%25%/5%	2800	200	480	500	NA
Sapphire	Apprentice	100	3	3	3	5000	70%25%/5%	3500	250	550		LMB
	Director	100	3	3	3	7500	70%25%/5%	5250	375	800		LMB
	Executive	100	3	3	3	10000	70%25%/5%	7000	500	1100	1000	LMB
					8							
Ruby	Apprentice	100	4	4	4	15000	60%/35%/5%	9000	750	1500		LMB
	Director	100	4	4	4	20000	60%/35%/5%	12000	1000	2000		LMB
	Executive	100	4	4	4	25000	60%/35%/5%	15000	1250	2500	2000	LMB
Emerald	Apprentice	200	6	6	6	35000	50%/40%/10%	17500	3500	3250		LMB
	Director	200	6	6	6	45000	50%/40%/10%	22500	4500	4000		LMB
	Executive	200	6	6	6	55000	50%/40%/10%	27500	5500	5000	4000	LMB
Diamond	Apprentice	200	8	8	8	75000	50%/38%/12%	37500	9000	6000		LMB
	Director	200	8	8	8	100000	50%/38%/12%	50000	12000	8000		LMB
	Executive	200	8	8	8	125000	50%/38%/12%	62500	15000	9000	7500	LMB
White Diamond	Apprentice	200	8	8	8	175000	50%/35%/15%	87500	26250	12500		LMB
	Director	200	8	8	8	250000	50%/35%/15%	125000	37500	17500		LMB
	Executive	200	8	8	8	350000	50%/35%/15%	175000	52500	25000	15000	LMB
Blue Diamond	Apprentice	200	8	8	8	500000	40%/40%/20%	200000	100000	35000		LMB
	Director	200	8	8	8	750000	40%/40%/20%	300000	150000	52500		LMB
	Apprentice	200	8	8	8	1000000	40%/40%/20%	400000	200000	70000	30000	LMB
Black Diamond	Apprentice	200	8	8	8	1250000	40%/40%/20%	500000	250000	80000		LMB
	President	200	8	8	8	1750000	40%/40%/20%	700000	350000	110000		LMB
	Ambassador	200	8	8	8	2500000	40%/40%/20%	1000000	500000	160000	50000	LMB

Trinary Compensation Plan: Definitions & Requirements

Retail Customer Orders = Retail orders will be paid 20% Commission with a 50% distribution of points going to the Distributor and their upline.

Activation Packs = When a new Distributor joins, they will be required to buy one of the activation packs offered. The enroller of the new Distributor will receive an enrollment bonus specific to the pack purchased. Point values will be applied to the new Distributor and upline.

Point Volume = Not counting activation packs and Retail customer purchases, all Distributor product purchases will be 1 point per dollar excluding taxes and shipping.

PV = Personal Volume - Defined as all personally placed orders including Autoships and 50% Retail Customer volume.

APC = Active Personal Customers - Defined as a Personal Customer who orders at least one retail product from their customer portal.

APD = Active Personally Enrolled Distributors - Defined as Personally Enrolled Distributors who has 100 or 200 Points dependent on their Rank. These APDs can be in any leg.

PQL = Personal Qualified Legs - Defined as number of legs that have at least one Active Distributor of 100 or 200 points dependent on their Rank. These legs do not require a personally enrolled Distributor in each leg.

3LS = Third Leg Support - To support Distributor success, all Personal Volume, including Retail Customer volume, is applied to the leg with the least volume to assist in Minimum Volume qualification. An active Distributor with 100/200 volume is required for PQL.

QV = Consists of Personal Volume (PV) and Organizational Volume (OV) that meet all the qualifying percentages.

Leg % = Percentage of Qualified Volume (QV) required in each leg.

Max Leg = Based on the Rank that is being qualified, this defines the maximum amount of volume that can be used towards qualification. Largest leg volume is capped at max percentage while the two lesser legs must total the balance equal to the total volume to qualify.

Min Leg = Based on the Leg % and Rank requirement this is the minimum volume necessary to qualify the leg.

TC = Team Commission - Monthly commission payout for HIGHEST ACHIEVED RANK for that month.

RB = Rank Up Bonuses - Must be qualified for Team Commission. These bonuses are paid out in full the month following the achievement of the bonus, for Silver and Gold Ranks. All gem ranks will be paid 50% of the Bonus the month after achievement and the other 50% when they achieve it again. Distributors are paid Rank Up bonuses only once per rank, but may qualify for every Rank Up bonus on the way up in the same month.

LMB = Leadership Matching Bonus - Must be Team Commission qualified. Starting at Sapphire, Leaders will receive 7% of their personally enrolled 1st level Team Commission and 5% of their second level personally enrolled.

Autoships = Autoships will only be accepted to ship between the **1st** of the month and the **10th** of the month. Those on Autoship will receive Reward Points equal to about 20% of the cost of the product. For example, a $55 Autoship order will result in 11 Reward Points.

Note: There is no requirement to have an Autoship as long as the Distributor purchases 100 or 200 points based on rank during the month to qualify as an Active Distributor.

Rewards Points = You can use the Points to purchase products, Swag and marketing tools. There will be no PV points awarded, so these purchases are in addition to the monthly activation requirement of 100 or 200 points depending on rank.

Back Office Q&A

Q: I onboarded a new distributor. How do I place them under me or a downline person?

A: The Placing A Newly Onboarded Distributor on Your Visual Tree shows you how to place new distributors.

You have 5 days to place the new distributor from the holding tank. If you do not place the new distributor by that timeframe, the system will automatically place the new distributor for you.

You have 72 hours after the distributor is placed to make a placement correction by emailing support@avinihealth.com.

Q: Can I place orders or change my autoship from the Back Office?

A: That cannot be done from the Back Office. If you click on the menu (three lines on the top left-hand corner), then "**Shop**" or "**Manage Subscription**" will bring you to your Avini Profile. Click on the "**Orders**" menu tab, then "**Start shopping**". You can also click on the Avini logo to be brought to the Avini website home page.

Q: I am looking to sign up a new distributor, and they said they needed a referral code. Where can I find that?

A: The referral code is at the end of the Marketing Site section on the Back Office Home Page.

https://avinihealth.com/referral_code

The referral code is the last part of the link after the "/".

Q: How do I get in contact with Avini?

A: To get in contact with us, please call 561-330-5300 and leave a detailed voicemail or email support@avinihealth.com.

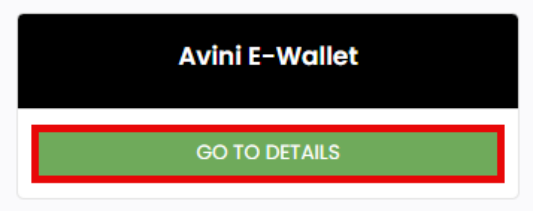
Q: I seem to be missing some features when I accessed the back office from my phone.

A: it is strongly recommended to use your computer to navigate the Back Office as it was designed to work with your computer over your phone.

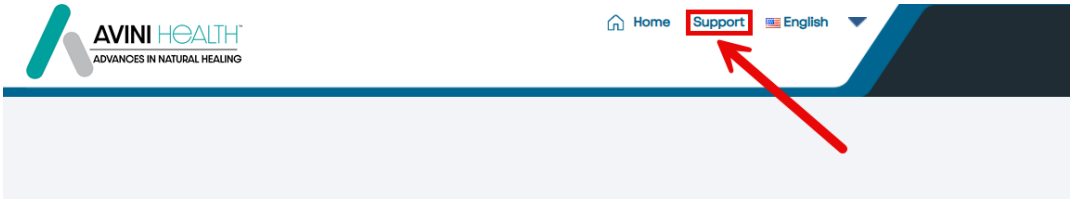
Avini I-Payout and commission Q&A

Q: How do I get support for my E-Wallet?

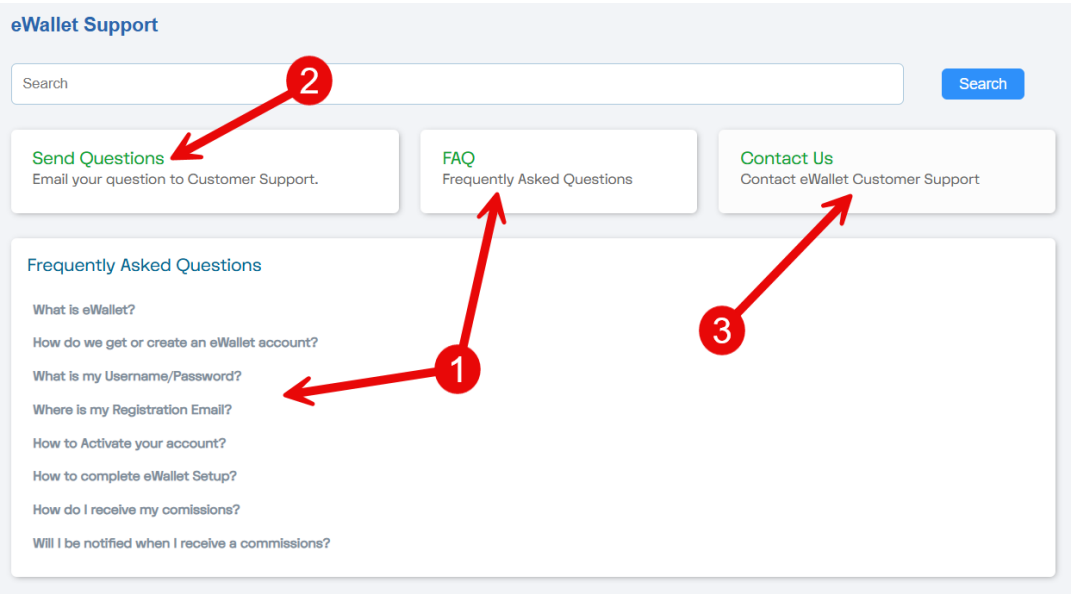
A: On the Avini Back Office Home Page, find the "**Avini E-Wallet**" section and click "**Go to Details**"



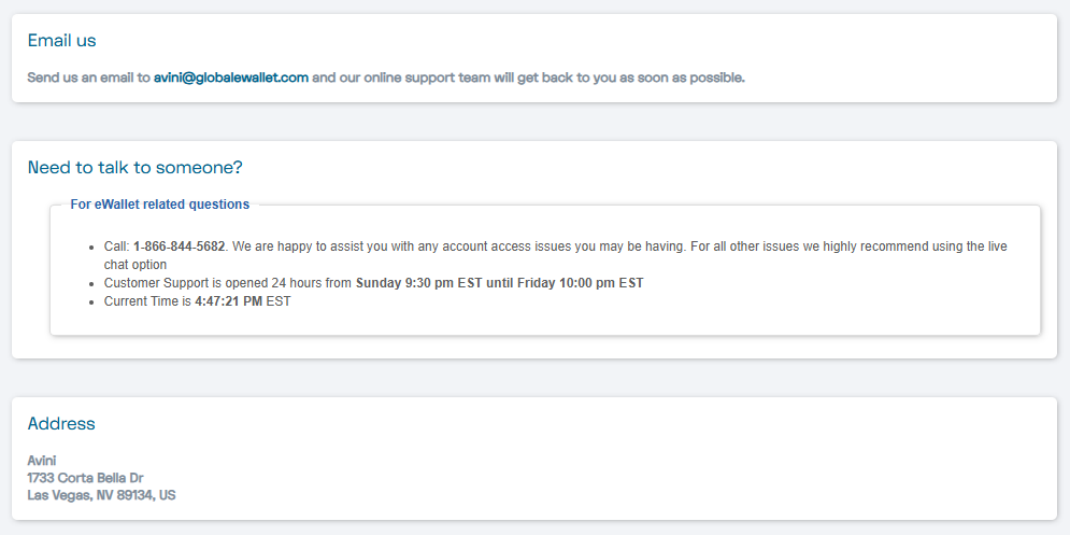
It will take you to the I-Payout home page. Please click "**Support**" on the top right-hand corner.



1. The I-Payout FAQ shows Frequently Asked Questions.
2. To ask a question to I-Payout, click "**Send Questions**"
3. Need assistance with your E-Wallet? Click "**Contact Us**"

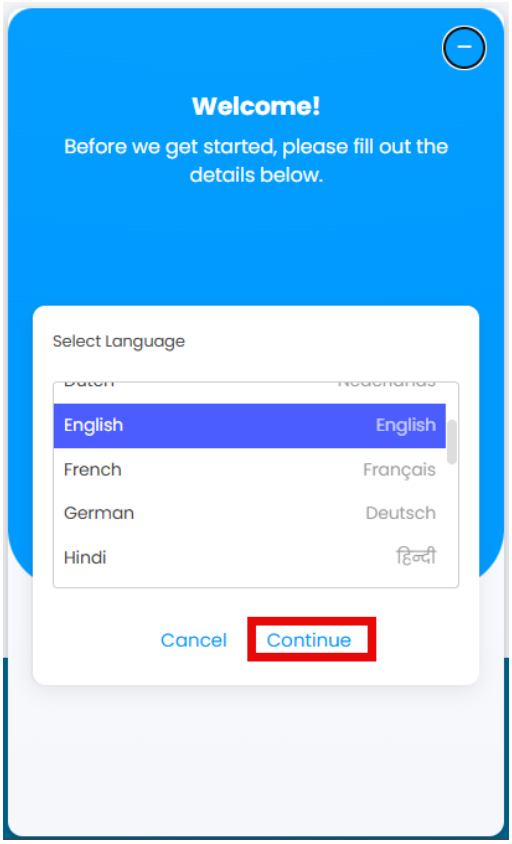


For your convenience, the I-Payout contact information is below.



I-Payout also offers a chat feature by clicking the message icon on the bottom right hand corner.





Other questions below.

Q: I used to see my commissions and transfers before. Now it sends me to the I-Payout Screen

A: Since we transferred, it will no longer show directly from the back office. Please login to your I-Payout account to see information regarding your commissions.

Q: I still have money left in my Rellevate account. How do I withdrawal it?

A: You will need to transfer the money out. To get assistance with that, you will need to contact Rellevate at service@rellevate.com or call their phone number at 475-275-9698

Q: I've tried contacting Rellevate several times and they are not assisting me. What do I do?

A: Please create a support ticket at support@avinihealth.com and let us know. We will reach out to a Rellevate representative to have them contact you.