

*The Health and Wealth Builders*

**JUMP  
START  
TO  
SUCCESS**

***NEW DISTRIBUTOR TRAINING  
MANUAL***

*Michiko Seto's Organization*  
*215-942-9213 Fax 215-942-9218*  
*TouchFon 800-SLIM-202*

# **Setting Up The Manual**

- Step 1**     **Make at least 1 additional copy to duplicate for your distributors.**
- Step 2**     **Purchase at a local stationary store:**
- a. notebook- 3 ring binder**
  - b. 8 subject divider pack**
  - c. clear sheet proctectors**
- Step 3**     **Divide Manual into 8 sections and place in plastic sheet proctors**
- sect 1   - Training & Resource Information**
  - sect 2   - Retail - People You Know**
  - sect 3   - Retail - People You Don't Know**
  - sect 4   - Customer Care**
  - sect 5   - Dermajetics**
  - sect 6   - Marketing Plan**
  - sect 7   - Recruiting System**
  - sect 8   - Setting Up Your Business**

# Jump Start to Success Manual

## Cover Page - Jump Start to Success Manual

## Setting Up the Manual

### Section 1 Training & Resource Information - 34 pages

- 1 - 7 Items For Someone That Wants To Go Fast!
- 2 - Timing Is Perfect!
- 3 - The Herbalife Advantage
- 4 - 4 Parts of the Business
- 5 - Reference Points
- 6 - Check List for Distributors
- 7-8 - Using the Internet With Your Business
- 9 - Herbatel TTI National Long Distance Service Agreement
- 10 - New In-State Rates \*\*New Sheet rates effective 9/20/99
- 11 - Herbalife/TouchFon United States
- 12 - Herbalife/TouchFon - New Reduced Rates
- 13 - TouchFon US Application
- 14 - Herbalife/TouchFon Rate Change Form
- 15 - Herbalife/TouchFon - Voice Mail System - Benefits of Voice Mail and of Enhanced Fax
- 16 - Herbalife/TouchFon - Additional Features / 5 Easy Steps to Setting Up
- 17 - Herbalife/TouchFon Training System
- 18 - Nutrition Products Hotline revised 10/7/99
- 19 - Dermajetics Personal Care Hotline
- 20-21 - HBN on Echostar Application
- 22-26 - FAX on Demand / Voice on Demand
- 27-34 - Price Sheets (Adjust tax rates for your State)

### Section 2 Retail - People You Know - 13 pages

- 1-2 - Ways to Approach the People You Know "Door Openers"
- 3 - Product Video Survey
- 4 - Video Coupon
- 5 - Hello Neighbor Letter
- 6 - Center of Influence Cover Letter
- 7 - Grand Opening Post Card
- 8 - Grand Opening Call Script
- 9-10 - House Party Tips & Guidelines
- 11 - 9 Points To A Quick Start
- 12-13 - Weight Loss Presentation

### **Section 3 Retail - People You Don't Know - 47 pages**

- 1 - Retail Menu
- 2 - Name Badge Order Form
- 3 - Components of the Sales Presentation
- 4 - Lead Tracking Sheet
- 5 - Thermo Weight Management Price breakdown per day & meal
- 6 - Thermo Gold Program Price breakdown per day & meal
- 7 - Retail Phone Script
- 8 - Green Program Retail Phone Script
- 9-10- 45lbs - 45 days - \$45 (Flyers)
- 11 - Thermo Gold Variety Pack Script
- 12 - Weight Loss Retail Script - to determine which programs to cover
- 13-14- Original Weight Loss Program Script
- 15-16- Thermojetics® High-Protein, Low-Carb Program Script
- 17 - Sample Letter To Send Inside #5348 Wt. Loss Brochure
- 18 - Eat All Day Tear-offs
- 19-20- Eat All Day Flyers
- 21-22- Eat All Day Signs Order Forms
- 23 - Thermo Gold Retail Script For Answering Machine
- 24 - Thermo Gold Callback Script Taking Orders Off the Automatic Voice Response (AVR)
- 25 - Thermojetics® Gold Script
- 26 - DIET Tear-offs
- 27 - We Pay You Flyer Cards
- 28 - We Pay You Tear-offs
- 29 - Retail Script for Voicemail Box - Generic
- 30-31- Retail Script - 3 Starter Programs
- 32-33- Retail Script - Quickstart, Advanced, & Ultimate
- 34 - Willpower In A Bottle - 4 per page flyer
- 35 - Willpower In A Bottle - 12 per page flyer/card
- 36 - Use this For Recruiting "Willpower In A Bottle"
- 37 - "Lose 30 pounds Fast" Script
- 38 - Jenny's Magic Script
- 39 - Congratulations Letter
- 40 - Getting Results With Lose Weight Like Magic
- 41-42- Thermo-Tips Sheets
- 43-46- Free Sample Instruction Sheets
- 47 - Willpower In A Bottle Log Chart

### **Section 4 Customer Care - 28 pages**

- 1 - Customer Information Packages
- 2 - Customer Set-up for Green & Beige and Gold Variety Pack
- 3 - Customer Set-up for Green and Gold Programs
- 4 - Green Ultimate Weight Loss Program Directions for tablet box
- 5 - Gold Ultimate Weight Loss Program Directions for tablet box
- 6 - Welcome Letter To Green Program Customer
- 7 - Welcome Letter To New Gold Program Customer

- 8 - Confidential Health Survey
- 9 - Weight & Measurement Chart
- 10 - Where to Measure
- 11 - Basic Training Nutrition Video
- 12 - Personalize Your Program
- 13 - Video Coupon
- 14-15- Double Sided Weight Loss & Nutrition Price Sheet
- 16 - Thermojetics® “Quick Start” Instructions
- 17-18- Tasty Shake Recipes
- 19 - Why Is It Hard To Lose Weight
- 20 - Water
- 21 - How Safe are Herbs
- 22 - Finally. . . The Truth
- 23 - Referral Card
- 24-25- Follow-up Scripts
- 26 - Customer to Distributor
- 27 - Congratulations - We Pay You Program Letter
- 28 - Customer Call In Program

## **Section 5 Dermajetics® - 37 pages**

- 1-4 - Dermajetics® - Staff Resume
- 5 - Dermajetics® - Price Comparison
- 6 - Dermajetics® - Tear-off Flyer
- 7 - Dermajetics® - Flyer and Can Be Used On The Back of Colour® Postcard
- 8 - Dermajetics® - Flyer and Can Be Used On The Back of Colour® Postcard for mailing
- 9 - Dermajetics® - Invitation to put on back of Colour® Postcard
- 10 - Skin Care Instructions
- 11-12- Dermajetics® - Double Sided Price Sheet
- 13 - Easy Way to Acheive 1000 Volume Points
- 14 - Dermajetics® Retail Scripts
- 15-17- Dermajetics® Demonstration
- 18 - Motivation Behind Recruiting
- 19 - How to Recruit from a Dermajetics® Demonstration
- 20-21- Ideas to Generate more Cuustomers and Prospects
- 22-24- Beauty Salons / Hair Salons
- 25-26- Bridal Salons / Florists
- 27-28- Bridal Fairs
- 29-31- Dermajetics® Ads
- 32-33- Surveys
- 34 - Ads for you to use
- 35 - Urgent Tear-off Flyer
- 36 - 5 Easy Ways to get Started
- 37 - Before and After Dermajetics®

## **Section 6 Marketing Plan - 11 pages**

- 1 - Which Category Fits You Best
- 2 - Marketing Plan Made Simple
- 3 - Supervisor Qualifications
- 4 - Reasons To Qualify For Supervisor
- 5 - This Example Shows Your Profit At 3 Different Levels of Discount
- 6 - Five Avenues of Income For Supervisors and Above
- 7-11- Building Your Herbalife® House. . .Work From Home

## **Section 7 Recruiting System - 50 pages**

- 1 - Lead Generation
- 2 - Instructions for Lead Generation
- 3 - Supplies Needed To Start Lead Generation
- 4 - Recruiting Menu
- 5 - Lead Generating Recruiting Massive Action = Massive Results
- 6 - Sample Work From Home Ads
- 7 - Work From Home Postcard
- 8 - Work From Home Tear-offs
- 9 - Work From Home Flyer/Card - use at least 67 lb. paper
- 10-11- Precision Sign Order Form
- 12 - Sign Order Information - Regal Plastics
- 13 - Order Form Stickers Notes
- 14 - Daily Progress Sheet
- 15 - 3 Minute Voice Mail Sheet
- 16 - Herbalife® Telephone Log
- 17-19- Zero Call Script
- 20 - Lead Generation Follow-Up
- 21 - \$39 Work From Home Package
- 22-23- Sample Cover Letters for \$39 Box
- 24-25- What's Changing
- 26 - Opportunity Questionnaire
- 27 - Time To Make A Decision
- 28 - Sample Letter for problems with processing \$39 order
- 29-32- WFH - Script after \$39 package to sign up
- 33 - Sample Letter when they don't call after receiving package
- 34 - Refund Form
- 35 - Free Second Package
- 36 - Sample Letter For Second Package
- 37 - I Want To Be Part of This Group - 2nd pack
- 38 - Lead Generation Executive Package
- 39-40- Signing-Up and Getting A New Distributor Started - 3 Day Program
- 41 - Start-Up Nutrition Package \$165
- 42 - Literature & Art Of Promotion Order - Nutrition & Weight Management
- 43 - Literature Order Dermajetics®
- 44 - Art Of Promotion Order - Dermajetics®
- 45 - Sample Success Builder Order - Nutrition & Weight Management

- 46 - Sample Supervisor Order - Nutrition & Weight Management
- 47 - Sample Success Builder Order - Dermajetics®
- 48 - Sample Supervisor Order - Dermajetics®
- 49 - Lead Generation Start-Up Package
- 50 - Lead Generation Executive Package

**Section 8 Setting Up Your Business - 30 pages**

- 1 - Setting Up Your Business
- 2-7 - Making Money All Day Long - By Mark Hughes
- 8 - Key Points To Running A Successful Business
- 9-10- Distributor Checklist
- 11-13- Setting Up Your Business
- 14 - Creating A Business Plan
- 15 - Monthly Business Expenses
- 16 - Personal Income
- 17 - Plan Of Action
- 18-20- Breaking Down Your 90 Day Plan
- 21 - Menu
- 22 - Chart of What to Expect For Efforts
- 23 - Daily Method of Operation (Retail DMO number calculations)
- 24 - 10 - 10 - 10 Monthly Goal Sheet
- 25 - D.M.O.
- 26 - D.M.O. Checklist
- 27 - New Distributor Weekly Tracking Report
- 28 - Right On Target - Retail Plan
- 29 - Right On Target - Retail Plan
- 30 - Why Distributors Fail

# **7 Items for Someone That Wants to GO FAST!!**

- 1. Products Results / Develop Story**
- 2. List 20 “Why’s” for doing this business, then pick the top 3 and combine into one statement. Read Everyday**
- 3. Supervisor Order - A.S.A.P.**
- 4. Grand Opening - Talk to 100 People. Make a list of 100 people, pick top 10 and we call them together to show them what to do. This will give income story. The rest they can call or send grand opening card.**
- 5. Go to STS - Success Training Seminar (this shows serious and a committment level to their business)**
- 6. Get Retail and Recruiting Systems Going**
- 7. Get Plugged In**
  - #1 TouchFon**
  - #2 HerbaTel**
  - #3 HBN Broadcasts**
  - #4 STS Schools (3 in a row)**
  - #5 Company Events**
- 8. Duplicate Process**

# **TIMING IS PERFECT!**

## **The Right Place at the Right Time**

1. The Health and Nutrition Industry is the **fastest growing industry in the world.**
2. Herbalife is the **fastest growing company** in the Health and Nutrition Industry!
3. With the introduction of Dermajetics we broke all beauty industry records in the first four years.
4. Herbalife is **20 years old.**
5. Herbalife is in **46 countries**, expanding into 40 to 60 more countries in the next 5 years!
6. **30 million people** have successfully used the products
7. **3 reasons for Herbalife's success:**

**A.** The 1st reason is the **PRODUCTS:** They are exclusive and patented: people want it, people need it and the products do more than what we say they do.

**B,** The 2nd reason is the **MARKETING PLAN:** It offers the highest payout in the industry with the infinite level payout. We get paid like we own the company, but without all of the overhead.

**C.** The 3rd reason is the **INTERNATIONAL SUCCESS TRAINING SYSTEM:** Step by step, from your home, how to sell the products, how to build a world wide business.

# THE HERBALIFE ADVANTAGE

**MARK HUGHES,**

Founder & CEO

A man with vision and purpose. A true leader.

Unprecedented weight loss & nutritional products for better health. *Feel your best!*

Dermajetics® Products combine the best of nature & science with skin, hair and body care.

A solid 20 year-old company built on lasting principles of honesty, integrity, and hard work.

A rapidly expanding international company where you work locally yet expand to over **47 countries**.

Unlimited income potential through commissions, royalties & bonuses; 72% of retail sales paid to the sales force.

Ongoing training for all levels via **HBN** (our private satellite network), the telephone, and live meetings. Learn from the best of the best!

A dream come true. . . Work at home yet have access to modern technologies to build your business.

Earn free vacations around the world. *These are truly once in a lifetime opportunities!*

Giving tback to the world's children through the hundreds of charities we support.

# 4 PARTS OF THE BUSINESS

## PRODUCTS

You **only** have to know **three** things:

- What They Are
- What They Do
- How To Take / Use Them

## RETAIL

You **only** have to know **three** things:

- How to Generate New Business
- What To Say
- Follow Up

## RECRUITING

You **only** have to know **three** things:

- How to Generate New Business
- What To Say
- Follow Up

## PROMOTION

You **only** have to **promote** **three** things:

- The Products
- The Opportunity
- Events: Pre-Event (1/3)  
Event (1/3), Post Event (1/3)  
All are equally important.

# REFERENCE POINTS

A. 90% \_\_\_\_\_ 10% \_\_\_\_\_

1. Mark's Story
2. Testimonials
3. 20 Years
4. 30,000,000 People
5. 47 Countries
6. \$2 Million First Year - \$10 Million Second Year  
\$5 Billion in Next 3-4 years!!

B. \_\_\_\_\_ LAWS

C. \_\_\_\_\_ LAWS

D. What the body needs:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

We're Not

Eating Properly

(AMA) (ADA) (ACS)

70%

50%

90%

E. HOW TO USE Cellular Nutrition:

A. HOW TO LOSE:

\_\_\_\_\_ 3X      90 Calories  
                         90  
\_\_\_\_\_ 2X      20  
                         200  
\_\_\_\_\_ 1X      2X  
                         400

+ 600 to 800 = 1000 to 1200 Calories

B. HOW TO MAINTAIN:

\_\_\_\_\_ 3X  
\_\_\_\_\_ 2X  
\_\_\_\_\_ 1X

C. HOW TO GAIN WEIGHT:

\_\_\_\_\_ 3X  
\_\_\_\_\_ 3X  
\_\_\_\_\_ 3X

# Check List For Distributors

1. **USE ALL THE PRODUCTS EVERYDAY.**
2. **WEAR THE BUTTON EVERYDAY - EVERYWHERE.**
3. **TALK TO PEOPLE. TELLING STORIES EVERYDAY.**
4. **GO TO AS MANY MEETINGS AS POSSIBLE.**
5. **BE ON ALL TRAINING CALLS.**
6. **GO TO AS MANY SCHOOL FUNCTIONS AND SOCIAL EVENTS AS POSSIBLE**
7. **LEARN THE PHRASE: “I DON’T KNOW ABOUT THAT BUT - - “ AND TELL STORIES THAT YOU KNOW TO BE TRUE.**
8. **GET A RETAIL FOLLOW-UP SYSTEM AND STICK TO IT.**
9. **GET A STORY BOOK - A COLLECTION OF STORIES FOR VARIOUS PROBLEMS - IE. HIGH BLOOD PRESSURE, ALLERGIES, ETC.**
10. **GET A DISTRIBUTOR BOX.**
11. **GET YOUR PHONE AND COMPANY COMMUNICATION SYSTEM SET-UP**
  - A. **GET SIGNED UP ON TOUCHFON**
  - B. **GET SIGNED UP ON HERBATEL**
  - C. **GET THREWAY CALLING**
12. **MAKE SUPERVISOR AS SOON AS POSSIBLE**
13. **QUAKIFY FOR EVERYTHING**
14. **MAKE 3 LISTS**
  1. **Everyone you know who wants to lose weight, improve their health, or needs energy.**
  2. **Everyone you know who needs to make EXTRA \$\$\$\$.**
  3. **Everyone you know who wants to improve their skin, look younger, or loves cosmetics.**
15. **MAKE LABELS WITH YOUR PHONE NUMBER TO PUT ON TABLET BOXES, BOTTLES AND EVERYTHING YOU SEND OUT.**
16. **MASTER ALL TRAINING TAPES.**
17. **MAKE COPIES OF EVERYTHING I GIVE YOU AND PUT IN PLASTIC COVERS INCLUDING THIS LIST.**
18. **MAKE COPIES OF ALL FORMS IN THE BACK OF THIS MANUAL**

## Using The Internet With Your Business

**1. www.herbalife.com** - unlimited amount of material to use for training yourself the business. Watch weekly the HBN show if you do not have the satellite dish. Use as a retail tool to send a prospect to look at the products when you are on the phone with them. Use as a recruiting tool for a prospect to see how strong the company is and what of the areas of support available to a distributor. You have the ability to have a customized site made up here for a monthly fee\*.

**2. www.successtraining.com** - incredible training site done done by a distributor. Username: **success** and the Password: **forlife**. Unbelievable amount of information right at your fingertips, just resource it. Subscribe to their e-mail list to be kept up to date.

**3. www.ihbn.com** - This website offers you TWENTY personalized targeted websites to use to promote your Herbalife business. We call them personalized because each of the sections ends with either an information form or an order form that is sent directly to you. To have a personalized website like this is very impressive to today's consumer, and give you substantial credibility. The section includes:

Six recruiting Sections.

Retail shopping cart for the full Herbalife retail line with online orders sent directly to you.

Two weight loss sections designed to get a detailed questionnaire e-mailed to you.

Two weight loss E-commerce sections with the full Herbalife weight management products available to purchase online.

Two weight loss Mini E-commerce sections with five targeted introductory weight management product line available to purchase online.

Six streaming audio website sections for recruiting. You won't believe your ears when you hear the famous "Bob Anderson Call" playing from the website with no plugins required. We will have even more streaming audio sections in the next few months.

One member support site which assists in training your downline.

This website is exclusive to people in the infinite downline of Geri Cvitanovich-Dubie, with the OK of your upline Presidents Team.

To review the sites available go to [www.ihbn.com](http://www.ihbn.com) - access code M1234. You can try out the different sites by using a code, pick the site and use the appropriate letters + 2462.

You must subscribe to this site, here are the new rates:

Basic Website: \$39 per month - Includes 6 recruiting sections, 2 weight loss sections and the member support section.

E-Commerce Module: \$5.00 additionally monthly - Includes all 5 E-Commerce sections, plus new ones as they add them.

Audio-Module: \$5.00 additionally monthly - Includes all 6 current audio modules, plus new ones as they add them.

There is a \$50.00 one-time account setup fee, and the member is only billed for one month a start-up.

\* Basic Website: \$25.00 per month - A single page, online "calling card" featuring your name, email address, phone and/or fax number in a professionally designed layout.

E-Commerce Website: \$50.00 per month - A 12-page website featuring the Herbalife Story, weight loss and business success stories, product introduction and personalized contact page. PLUS a full online product catalog featuring nutritional and personal care products. **Cannot purchase online** There is a \$50.00 one-time account setup fee. *See Details on next page.*

## **Herbalife Distributor Website Program Overview & Pricing**

Build your own Herbalife Independent Distributor website! Now you can create your own website, complete with the Herbalife Story, weight loss and business success stories and more, right on our servers - using nothing more than your web browser.

By using Herbalife's designs and supplied text, you can have a professional, personalized Herbalife.com website that will help you promote your business online.

### **Pricing:**

Initial Startup: \$50.00 U.S.

Level 1: \$25.00 per month U.S.

Level 2: \$35.00 per month U.S.

Level 3: \$50.00 per month U.S.

### **Types of Sites Available:**

Level 1: A single page, online "calling card" featuring your name, email address, phone and/or fax number in a professionally designed layout.

Level 2: A 12-page website featuring the Herbalife Story, weight loss and business success stories, product introduction and personalized contact page.

Level 3: The same features of a Level 2 site, PLUS a full online product catalog featuring nutritional and personal care products.

### **How It Works:**

The Herbalife Distributor Website Builder contains all the components you need to build a professional website – quickly and easily, using only your web browser. Your site is personalized on every page with your name, email address, phone and/or fax number. By selecting from our library of introductory paragraphs, homepage images, business and weight loss success stories and Herbalife products, you can create a unique combination of elements to promote your business.

### **Update Your Site:**

Once you build and pay for your new website, you can go back and change the editable areas whenever you like. Choose a new photograph from our library to freshen your homepage, or feature different success stories to showcase results. You can even focus on which products you'd like to promote in a Level 3 site.

What do I need? You will need a valid email address. You can practice building a preview site, but will need to pay for your site in order for it to go "live" and be visited. Payment is made online using your MasterCard, Visa, American Express or Discover card

# **Long-Distance Service Agreement**

# NEW IN-STATE RATES

## In-State rates for 6.9¢ per-minute-interstate HerbaTel Program

ALABAMA .....	\$ 0.0850	MAINE .....	\$ 0.2000	OHIO .....	\$ 0.0800
ARIZONA .....	\$ 0.1200	MARYLAND .....	\$ 0.0900	OHIO-INTRALATA .....	\$ 0.0800
ARKANSAS .....	\$ 0.1200	MASSACHUSETTS .....	\$ 0.0925	OKLAHOMA .....	\$ 0.1000
CALIFORNIA .....	\$ 0.0600	MASS-INTRALATA .....	\$ 0.0640	OREGON .....	\$ 0.1050
CA-INTRALATA .....	\$ 0.0500	MICHIGAN .....	\$ 0.0850	PENNSYLVANIA .....	\$ 0.1100
COLORADO .....	\$ 0.1500	MI-INTRALATA .....	\$ 0.0850	PA-INTRALATA .....	\$ 0.0950
CONNECTICUT .....	\$ 0.0850	MINNESOTA .....	\$ 0.1200	RHODE ISLAND .....	\$ 0.1300
DELAWARE .....	\$ 0.0700	MISSISSIPPI .....	\$ 0.0900	SOUTH CAROLINA .....	\$ 0.1100
FLORIDA .....	\$ 0.0950	MISSOURI .....	\$ 0.1750	SOUTH DAKOTA .....	\$ 0.1700
GEORGIA .....	\$ 0.0950	MONTANA .....	\$ 0.1400	TENNESSEE .....	\$ 0.1100
GA-INTRALATA .....	\$ 0.0900	NEBRASKA .....	\$ 0.1900	TEXAS .....	\$ 0.1250
IDAHO .....	\$ 0.1600	NEVADA .....	\$ 0.0950	UTAH .....	\$ 0.0900
ILLINOIS .....	\$ 0.0750	NEW HAMPSHIRE .....	\$ 0.1150	VERMONT .....	\$ 0.1600
ILLINOIS-INTRALATA .....	\$ 0.0350	NEW JERSEY .....	\$ 0.0750	VIRGINIA .....	\$ 0.1150
INDIANA .....	\$ 0.0900	NJ-INTRALATA .....	\$ 0.0650	WASHINGTON .....	\$ 0.1050
INDIANA-INTRALATA .....	\$ 0.0850	NEW MEXICO .....	\$ 0.1850	WEST VIRGINIA .....	\$ 0.1300
IOWA .....	\$ 0.1250	NEW YORK .....	\$ 0.0950	WISCONSIN .....	\$ 0.0950
KANSAS .....	\$ 0.1000	NY-INTRALATA .....	\$ 0.0850	WI-INTRALATA .....	\$ 0.0800
KENTUCKY .....	\$ 0.1200	NORTH CAROLINA .....	\$ 0.1300	WYOMING .....	\$ 0.1400
LOUISIANA .....	\$ 0.0850	NORTH DAKOTA .....	\$ 0.1900		

Rates effective 9/20/99 and  
subject to change without notice.

# HerbaTel

# HERBALIFE / TouchFon

## UNITED STATES

You've probably heard about all the successful Herbalife Distributors using the TouchFON system to communicate instantly & economically with their upline, downline & even other organizations across North America. **Herbalife International** has reached an exclusive agreement with **TouchFON International** to offer this system at not only an excellent monthly & per minute rate to all Herbalife Distributors, but now, we are excited to introduce the new Herbalife/TouchFON Rebate & Referral Program! For every First Line Distributor, you refer onto the TouchFON system you will earn **10% credit on their paid usage towards your TouchFON bill every month!**

The Herbalife Corporate Rate for TouchFON service & connection to the Corporate Communications Network is available to all Herbalife Distributors, and now includes the **Enhanced FAX** option as well! All current TouchFON accounts will be automatically upgraded to the new Referral Program. All you need to do is fill out and return the "referral account" form with the names and TouchFON numbers of all the First Line Distributors you have referred onto the TouchFON system and you will begin to earn referral credit retroactive to June 1, 1998.

In addition to developing your own network to communicate with your organization, you will be able to *receive and send* all corporate fax communications instantly. Also, you will regularly receive informative & inspirational voice messages, training, important updates, and announcements from **Mark Hughes, Jim Rohn, Dr. Jamie McManus, Shelley Warrington, Dr. Lawrence May,** and World of Herbalife. Don't hesitate. Get on the Network today!!

### **HERBALIFE CORPORATE RATES:**

**Option 1:** (default) \$6.95 Base Rate; U.S.; \$0.169 / per minute; to be billed in 6 second increments. U.S. Funds.

**Option 2:** Monthly Fee \$15.95, includes 100 minutes of usage; additional minutes to be billed at \$0.159 / per minute (in 6 second increments). U.S. Funds.

**Option 3:** Monthly Fee \$49.95, includes the **HTTS** (\$17.95), and includes 250 minutes of usage; additional minutes to be billed at \$0.119 / per minute (in 6 second increments). U.S. Funds.



# HERBALIFE / TouchFon

## !!NEW REDUCED RATES!!

*The following new rates are available IMMEDIATELY!*

**Rate changes will take effect for all new Herbalife/TouchFON applications (North American Systems Only), and all existing North American accounts completing the attached RATE CHANGE FORM.**

**Option 2)** \$15.95 Monthly Fee, includes 100 minutes of usage, each additional minute will be billed at 15.9 cents.  
(Normal Distributor usage averages 90 minutes per month.)

**Option 3)** \$49.95 Monthly Fee, includes the **HTTS** (\$17.95), and 250 minutes of usage, each additional minute will be billed at 11.9 cents.  
(Heavy Distributor usage averages 225 minutes per month.)

The monthly fee will apply to your Main TouchFON Number on your account. Any additional mailbox(es) and services will be billed at the current rates. All usage on your account will be billed at the per minute rate established according to your new billing option. Any toll-free usage on your account will be applied to the included minutes according to your billing option. (For example, if you chose billing **Option 3**, you will have 250 minutes of usage to be used by all TouchFON numbers on your account prior to being charged for additional minutes of usage).

**The TouchFON 10% Referral Program!** You will receive a 10% referral commission of the paid used minutes for all your directly sponsored Distributors onto the TouchFON Service. This is an on going program for as long as both you and your directly sponsored Distributor are utilizing the TouchFON services! Be sure to have your Name and/or your TouchFON number in the Sponsor's Name line on the Herbalife TouchFON application. Referral commissions will be applied to your TouchFON account. Accumulated referral commissions above your monthly TouchFON account balance will be mailed out as **Referral Commission Checks!** (\$20.00 minimum).

And... **The Referral Program is Worldwide!** You will receive 10% of the paid Monthly Service Fees from all of your directly sponsored Distributors utilizing the TouchFON Service **OUTSIDE** of **North America**, Services are currently available in **Australia, United Kingdom, Germany, Switzerland, Denmark, Austria, Holland, France, Italy, New Zealand, Spain, Portugal** and **South Africa**. More countries to be announced **SOON!!**

*For further information contact the International Department of TouchFON at 1-800-866-8088*

**Please complete the following RATE CHANGE FORM and fax it into the TouchFON Corporate Offices at 801-366-2106 to switch over to the effective new rates!**

# HERBALIFE / TouchFon

- **NEW APPLICANTS!** fill out this form completely (if using Check Debit be sure to include a copy of your voided check or deposit slip).
- If you already have TouchFON service and you want the Herbalife Corp. Rate addition to the Herbalife Message Network, and to begin earning credit towards your TouchFON bill simply fill out the "Referred Account List" form and return it to TouchFON ASAP... That's it! You do not have to fill out this application form.
- **U.S. Residents ONLY**, Fax form directly to TouchFON International at 801-366-2106 **ASAP!!** OR mail to: TouchFON International, P.O. Box 11216 Salt Lake City, Utah 84147
- Allow 2 to 4 days for processing of your application & activation of your personal mailbox, you will receive a call from a TouchFON service Coordinator.

## ENROLLEE INFORMATION:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ CITY STATE ZIP

Social Security #: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Office Phone: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Cover Sheet:  Yes  No

Sponsor's Name:: \_\_\_\_\_

(For Referral Program Credit)

## SERVICE INFORMATION:

### 800 / 888 / 877 Voice & Fax Mail Numbers

- Option 1:** (default) \$6.95 Base Rate; U.S.:\$.0169/minute; to be billed (in 6 second increments), U.S. Funds.
- Option 2:** \$15.95 includes 100 minutes of usage, additional minutes to be billed at \$0.159 (in 6 second increments), U.S. Funds.
- Option 3:** \$49.95 includes the HTTS (\$17.95), and includes 250 minutes of usage, additional minutes to be billed at \$0.119 (in 6 second increments), U.S. Funds.

## PAYMENT INFORMATION:

I hereby authorize and request Automatic Payment Systems hereinafter called COMPANY to effect payment for any amounts to be paid by me, as indicated below in the bank named below, hereinafter called BANK and I authorize and request BANK to accept and debit entries by COMPANY to such account and to debit the same to such account.

### CREDIT CARD (Option):

VISA  MASTERCARD  AMEX  DISCOVER

Credit Card#: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Signature: \_\_\_\_\_

### CHECK / BANK DRAFT (U.S. BANK ONLY)

Bank Name: \_\_\_\_\_

Bank Address: \_\_\_\_\_

Customer Bank Account# \_\_\_\_\_

Checking Account  Savings Account

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Please attach your voided check or deposit slip)

### LANGUAGE PROMPT:

Please include below your Voice Prompt Language Preference:  
 ENGLISH (DEFAULT)  SPANISH  FRENCH

**PLEASE USE A DARK PEN AND PRINT CLEARLY!!**

ID #: \_\_\_\_\_

Upline: **Presidents Team Member** \_\_\_\_\_  
**Millionaire Team Member** \_\_\_\_\_  
**Get Team Member** \_\_\_\_\_



# HERBALIFE / TouchFon

## ATTENTION HERBALIFE/TOUCHFON BILLING DEPARTMENT RATE CHANGE FORM

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Herbalife I.D. Number: \_\_\_\_\_

TouchFON Number \_\_\_\_\_

**Please select one of the following options**

**Option 1:** (default) \$6.95 Base Rate; U.S.:\$0.169/minute; to be billed (in 6 second increments), U.S. Funds.

**Option 2:** \$15.95 includes 100 minutes of usage, additional minutes to be billed at \$0.159 (in 6 second increments),U.S. Funds.

**Option 3:** \$49.95 includes the HTTS (\$17.95), and includes 250 minutes of usage, additional minutes to be billed at \$0.119 (in 6 second increments), U.S. Funds.

**Please send me the current HTTS number list, and membership conditions**

The per minute rate, according to your selected billing option, will become effective within 2 business days after receipt of this application. The new monthly fee will become effective as of the next month's billing cycle.

You can switch options at any point, by contacting the TouchFON Customer Service Department at 1-800-866-8088, or by making a message to the TouchFON Number of your TouchFON Customer Service Specialist(s).

### OFFICIAL USE ONLY:

TouchFON Account Number: \_\_\_\_\_

Effective Date: \_\_\_\_\_ Initials: \_\_\_\_\_



# HERBALIFE / TouchFon

## Voice Mail SYSTEM

TouchFON is the voice & fax mail system we will be using for communications with each other. With the TouchFON system, everyone is connected with a voice and fax messages. This voice mail box is multi-functional serving several purposes. It can be used as an advertising response voice mail, as well as a network communication pipeline for voice and fax messages. The system enables Herbalife Corporate to distribute voice and fax information quickly and economically to everyone or select groups instantaneously. It also allows the individual Distributors to communicate with their upline and downline. Networking features on the system have become a valuable part of Distributor resources and training.

The Corporate Communications Network will be a motivator for success. With **TouchFON**, you will be update constantly with new information to make Herbalife work for you. Every time you check into your voice mailbox you will remind yourself of what your goals are. Your success is up to you!

## BENEFITS OF “Voice” Mail

- ◆ Your own personal 800#
- ◆ Effective communications with Corporate, and your Upline & Downline
- ◆ Be able to send one message to thousands of people simultaneously at virtually no cost to you.
- ◆ With optional pager notification, you'll be notified the instant you receive a message.
- ◆ ADVERTISE! ADVERTISE! ADVERTISE!
- ◆ Effectively manage your lead generation programs!
- ◆ Program your TouchFON System to do your follow up!
- ◆ With TouchFON's abundant port capacity, you can receive or send numerous calls simultaneously.
- ◆ Your customers will never get a busy signal!
- ◆ Choose from English, Spanish, and French Language Prompts. (Japanese coming soon)
- ◆ Communicate with your organization worldwide. Australia and the U.K. are online now, more countries coming soon.

## BENEFITS OF “ENHANCED FAX” Mail

- ◆ No Postal delays (receive the information within seconds).
- ◆ Receive Faxes directly into your voice mail # and distribute them as you wish throughout your network or to any Fax MACHINE in the world!
- ◆ Stay up-to-date on all events, trainings, newsletters, and promotions.
- ◆ Be able to receive information to any fax machine or fax modem at specified times.
- ◆ Be able to send fax information to your downline for virtually pennies!
- ◆ We annotate each fax with a brief but complete description of the fax. You can pick and choose the information that is most important to your business, and simply delete the information you don't want. No wasted time, paper, or money.

# HERBALIFE / TouchFon

## **ADDITIONAL FEATURES:**

**Fax-On-Demand:** *This feature allows your mailbox to play a greeting (outgoing message) to your callers, and then prompt them to press their START/SEND button on their fax machine. They must be calling from a fax machine to utilize this feature. (TouchFON recommends the integration of Fax-On-Request with this product).*

**Fax-On-Request:** *This feature allows your mailbox to play a greeting (outgoing message) to your callers, and then prompt them to enter their area code and fax number where they wish to receive the information. This feature allows everyone to request the information, and allows for those who do not have direct access to a fax machine.*

**Pager Notification:** This feature notifies your digital / tone only pager whenever you receive a voice or fax message in your mailbox.

**Virtual Pager Notification:** *This feature notifies a telephone whenever you receive a voice or fax message in your mailbox.*

**Message Delivery:** *This feature notifies and delivers your messages to your telephone whenever you receive a message in your mailbox. This feature requires pass code verification prior to the actual message delivery.*

**TeleCAST:** *This unique feature is the latest in the Herbalife / TouchFON voice messaging enhancements. With TeleCAST, you can send voice messages to a telephone number, or group(s) of telephone numbers. This feature is a powerful marketing and follow-up tool, which prompts the receiver to press the 2 key to respond back to your mailbox.*

**Greeting Only Mailbox:** *This feature allows callers to hear a recorded outgoing message (greeting) only, and does not allow them to leave a message. This service is designed for information only calls, or messages prompting the caller to call another number if he/she is interested. \*No additional cost for this service.*

## **5 EASY STEPS TO SETTING UP YOUR VOICE MAIL SYSTEM:**

- 1** Dial your voice mail number.
- 2** Press **[\*]** or **[0]** as soon as you hear the computer voice prompt.  
**(You must press the \*, or 0 Key before the voice prompt has ended).**
- 3** Enter your Temporary Pass code (1257).
- 4** Follow the "User Friendly" Tutorial in setting up your voice mail system. The system voice will walk you through setting up your new pass code, your voice mail greeting and identifying your voice mailbox by recording your name.
- 5** Press **[9]** to exit the system.  
Please refer to the User's Guide for detailed instructions on how to use each feature of your TouchFON voice mail system. Pay close attention to the sections on Making, Answering, and Giving messages, as well as the Distribution List section of the User's Guide.

**If you need and additional assistance you may contact:**

TouchFON's 24-hour customer support line at 800-866-8088

Or 801-366-2100, fax number 801-366-2106.



# HERBALIFE'S TOUCHFON TRAINING SYSTEM

## ELEVEN CALLS TO GIVE YOUR BUSINESS A BOOST!

Special Opportunity Call "Young Adults Call"  
"Toll Free" 800-713-8880

**NEW  
CALL!**

Special Opportunity Call "Military Tape"  
"Toll Free" 800-599-1815

Weekly Opportunity Call  
"Toll Free" 800-430-0130

Opportunity Call  
"Toll Free" 800-420-RICH  
(7424)

Opportunity Call "Work At Home"  
"Toll Free" 800-708-RICH  
(7424)

Product Results Call  
"Toll Free" 800-596-5303

Quick Start Training Call  
*Information Package Fax on Demand* 801-526-8700  
801-526-8701

Retail Training Call  
*Information Package Fax on Demand* 801-526-8702  
801-526-8703

Building Your Business Training Call  
*Information Package Fax on Demand* 801-526-8704  
801-526-8705

Working the Month Training Call  
*Information Package Fax on Demand* 801-526-8706  
801-526-8707

Customer Care Training Call  
*Information Package Fax on Demand* 801-526-8708  
801-526-8709

*All Calls Available 24 Hours a Day - 365 Days a Year!*

**SEE PAGE 2 FOR MORE DETAILS!**

