



LifeWave Success Library

BACK OFFICE BASICS

The ultimate how-to guide
on the LifeWave Back Office



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

- To get a 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 you 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.

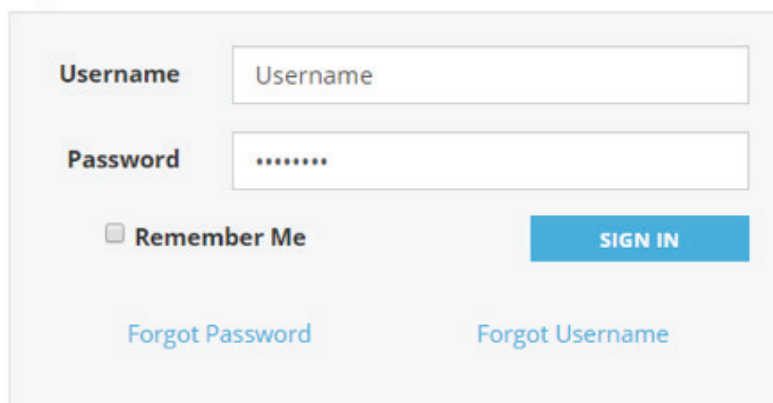
Forgotten Username / Password

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 with the placeholder text "Username".
- Password:** A text input field with masked characters "*****".
- 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 15 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 then contact customer support and they will send you a form to complete. (Refer to page 15 for customer support details.) Submit this form to customer support for review and if the change is approved, customer support will send the form for completion, and you will be charged a fee of \$50.00.

Change Biography, Address, Credit Card Details, Etc

- Start off by signing in to 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 an autoship set up, there is an additional step you must complete.

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

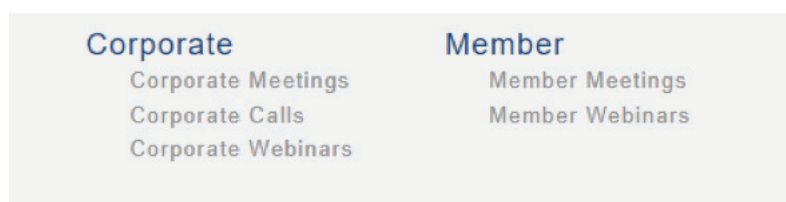
How to Sign Up for Newsletters

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'.

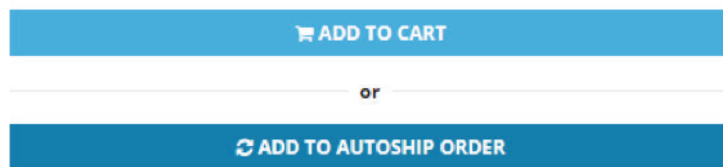


- Here you will see a list of upcoming corporate webinars.
- To register, click on a webinar and click on the 'Register Now' button.
- You will be prompted to enter your email address and name.
- Once entered, you will receive a confirmation email into your inbox.
- Reminders for upcoming webinars are 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 an Autoship 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 autoship order.
- Click on the item and under the 'ADD TO CART' button, there is a button called 'ADD TO AUTOSHIP ORDER'.
- Click on this button to add the product to your autoship.



- 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 autoship items (monthly or every two months) and what date you want this autoship to start.
- Enter your credit card details.
- You will be prompted to review your autoship order before submitting this.
- Click on 'Create your Autoship' and that is it.
- To view your new autoship order, click on the 'Autoship Orders' tab in the top menu of your back office.
- If you have more than one credit card saved in your account, go to your autoship profile to ensure you have the correct card selected for your autoship.

How to Modify an Autoship Order

- Start off by signing into your back office.
- Once in your back office, click on the 'Autoship 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 an Autoship Order

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

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

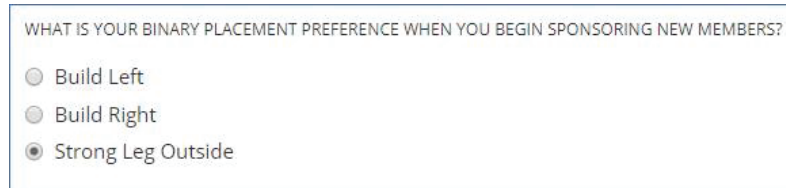
NOTE: Remember to check your settings profile to see which leg is selected for new enrollment before doing the following steps. To check this and select which leg you wish your first enrollment to go into, you need to follow these steps:

- 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/username).
- 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/username.
- 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.
- 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 click 'Add to Cart'.
- 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.

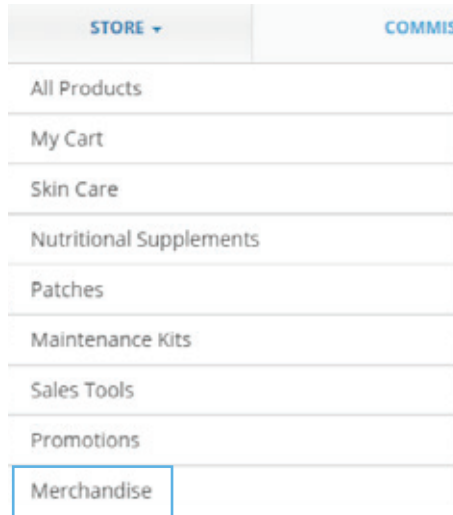
How to Purchase Merchandise

Start off by signing in to your back office.

Once in your back office, select the 'Store' tab in the top menu and then select the 'Merchandise' tab.

NOTE: Merchandise Store is only available in the USA and Europe.

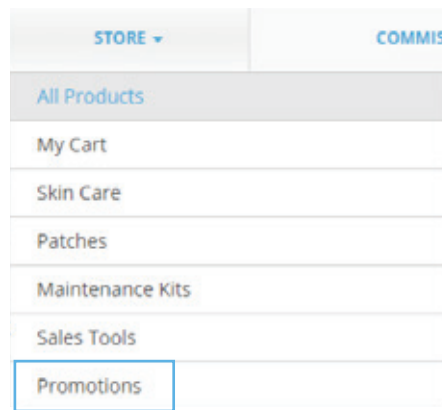
Purchase the merchandise as per the regular process.



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 Business Promotions' section and this will display all of our current business promotions.

How to Find Marketing Resources

Start off by signing in to your back office.

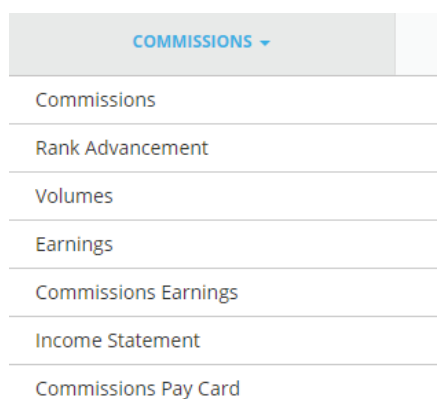
Once in your back office, click on the 'Resources' tab in the top menu.

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.



- You will be able to see your rank advancement, volumes earning, commissions earning and income statements.

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	Binary Qualified	Rolling 31 Day PV	77.00
Earnings	\$130.00			Period PV	0.00
Fee	\$1.00			Period PV	\$48,936.80
Total	\$149.00			TOTAL PV	0.00
Balance Forwarded	\$0.00			TOTAL PV	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

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

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: 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 with three 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

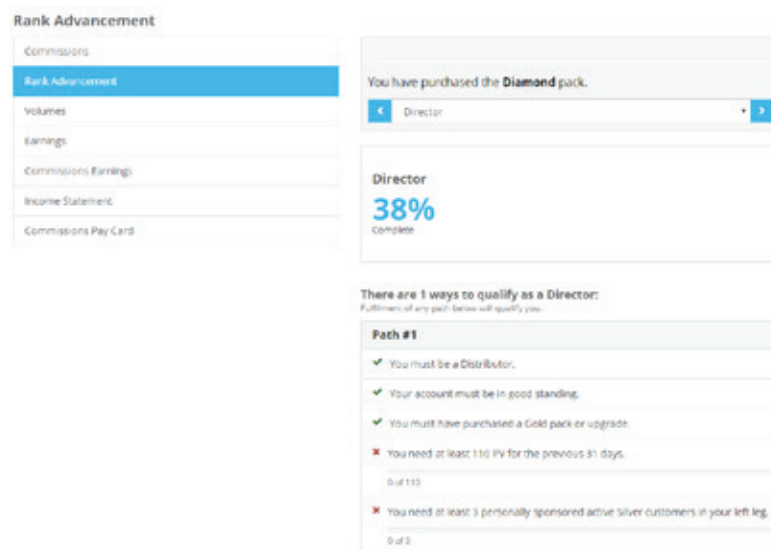
If you intend to get started fast and want to have as few delays as possible seeing your commissions, here's what we suggest:

- 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.

- 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.



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 in to your back office.
- Once in your back office, hover over the 'Organization' tab in the top menu and click on the 'Retail customers' button.
- In this section, you will find all of the details you need including the email address of your customers.

How to Process a Transfer of a Business Center

If you wish to transfer your business center, there are a number of criteria you need to meet:

- The account needs to be active.
- The account can only be moved to a new member or to a former member who has been inactive for six months within LifeWave.

If you meet the above criteria, follow the below process:

- Log in to your back office and click on the 'Resources' tab in the top menu.
- In the 'New Member Information' section, there is an area called 'Distributor Forms'.
- Download the 'Transfer Business Center' form located in this area.
- Fill out this form and return it to customer support along with a copy of your ID (Drivers License, National Identity Card, or Passport) and the new member's ID.
- Customer support will then process this transfer. (Refer to page 12 for customer support details.)

How to Cancel your Business Center

To cancel your business center, you must send a signed letter to customer support that states that you wish to cancel your business center. Please send a scanned copy or photograph of the letter via email to customer support.

If you have been in the business for less than one year, you must also send a copy of your ID (Drivers License, National Identity Card, or Passport) (Refer to page 15 for customer support details.)

How to Return an Order

The first step is to contact customer support about returning an item. (Refer to page 15 for customer support details.)

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

30 Day Money Back Guarantee

If you are unhappy with your product, LifeWave will offer a full refund (excluding shipping fees), as long as the request for refund is received by LifeWave within 30 days of the original shipping date of the product to the customer or member. All packages must be returned.

For full details on returns and refunds, please see LifeWave's returns policy (7.1 – 7.6).

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 15 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 16 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 - 4:00pm (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 — 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: 01-800-212-0775 (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.)
Tel: 886-2-2550-1916
Fax: 886-2-2550-1830

Philippines Customer Service

9:00am - 5:00pm GMT+8 / Monday — Friday
customerserviceph@lifewave.com