

Please note: Some answers are different for Consultants who are still using PamperedPartner® Plus. Those answers are labeled "P3A" below.

### GENERAL QUESTIONS:

**Q:** When does the new Host Rewards Program begin?

**A:** The new Host Rewards Program begins at 12:00:01 a.m. on March 1, 2014. Shows submitted after that point will fall under the new program.

**Q:** When must I submit my February Shows to receive the current benefits of the rewards program?

**A:** The deadline to submit all February Shows is midnight on Feb. 28, 2014. All Shows submitted by the deadline will receive the current Host Rewards benefits and February Host and Guest Specials.

**Q:** Can February Shows still be submitted until March 15, 2014?

**A:** No. Any Show submitted after midnight on Feb. 28 will be a March Show. March Shows will fall under the new Host Rewards Program and will be eligible for the March Host and Guest Specials. If February Specials were chosen by guests and/or hosts, those Shows must be submitted by midnight on Feb. 28, 2014, to receive February Host and Guest Specials. If those Shows are not submitted by the deadline, the Host and Guest Special items will remain in the cart so that you can see what product(s) they selected. However, the items will be listed at full price, and you will need to remove the items from the cart based on the customer's preference.

**P3A:** Any Show submitted after midnight on Feb. 28 will be a March Show. March Shows will fall under the new Host Rewards Program and will be eligible for the March Host and Guest Specials. If February Specials were chosen by guests and/or hosts, those Shows must be submitted by midnight on Feb. 28, 2014, to receive February Host and Guest Specials. If those Shows are not submitted by the deadline, the Host and Guest Special items will remain in the cart so that you can see what products they chose. The February Specials must be manually removed from the order and the March Specials must be manually added.

**Q:** What if my Show was under \$200 and I didn't submit it by midnight on Feb. 28?

**A:** Effective March 1, a qualified Show must have \$200 or more in guest sales. If guest sales do not reach \$200, the Show will not be eligible for Host Rewards or the Future Party Pick. You will need to reenter any orders that were intended for the Show and submit them as individual orders. Shipping charges will increase for each order, as it will now be shipped directly to the customer, and you will have to reenter payment information for each customer.

**Q:** Why do hosts now have to get \$200 in orders to qualify for host benefits?

**A:** The lowest level for a qualifying Show has been increased from \$150 to \$200. This makes it simple and clear by having all levels in \$100 increments for easy reference.

**Q:** Does the change in the amount for a qualified Show mean the qualification for monthly Active Status is also changing to \$200 in commissionable sales?

**A:** No. The qualification for monthly Active Status will remain \$150 in commissionable sales.

**Q:** Why is the Free Product Value the same for both Cooking and Catalog Shows?

**A:** The values for both Show types are now the same to simplify the Host Rewards Program for you and your hosts.

**Q:** Does that mean I can no longer have Catalog Shows?

**A:** No. In fact, you will still see Cooking Shows and Catalog Show types in the drop-down menu when you create the Show. This allows you to differentiate between a “live” Show, and other options, like Catalog Shows, when the guests are not meeting together at one time. You’ll still have all of the options for the Show Page, e-Invitations and host emails regardless of whether or not the Show is a live, in-person event.

**Q:** Will there still be a Monthly Host and Guest Special?

**A:** Yes. Monthly specials help to create urgency in any given month, for both hosting a Show and purchasing product. The Pampered Chef® will continue to offer these specials for your customers. Additionally, the Guest Special will now be available for all order types, including online and individual orders.

## SHOW CART TRANSITION QUESTIONS:

**Q:** What will happen to my February Show if I don’t submit it by Feb. 28?

**A:** Shows that are submitted after midnight on Feb. 28 must be submitted as March Shows. You will need to change the date of the Show, then the Host Rewards will automatically recalculate based on the new Host Rewards Program. If you had already entered your host’s order, you’ll need to review the host cart and note any changes. Please note: If the Show’s guest sales do not reach \$200, the host will not be eligible to earn Host Rewards and the past host will not be eligible for the Future Party Pick.

**Q:** What happens if I set up Shows for March 1 and later before the new Host Rewards Program takes effect on March 1?

**A:** On March 1, all Shows that have already been created will automatically recalculate using the new Host Rewards Program.

**Q:** If I had entered a guest’s payment information for an order and the Show is not submitted by midnight on Feb. 28, will that payment information still be available?

**A:** Yes. The payment information will still be there. You will not have to reenter it. However, please note that if the Show does not meet the \$200 Show qualification and has to be reentered as individual orders, you will have to reenter their payment information.

**Q:** Will I need an update for PamperedPartner® Plus for the new Host Rewards to be applied to my Shows?

**P3A:** Yes. For the new Host Rewards to take effect, you will need to download the update. We recommend you open PamperedPartner® Plus on March 1, at which time you will have a mandatory update. Please note: You must be connected to the Internet to receive the update.

## SHIPPING QUESTIONS:

**Q:** Why are we charging hosts for shipping?

**A:** Shipping costs have continued to rise. In an effort to not increase shipping costs for all guests, hosts will now pay the same \$5.25 flat shipping fee on orders shipped to the 48 contiguous states and APO/FPO addresses.

**Q:** What amount will hosts pay outside of the 48 contiguous states?

**A:** Hosts will be charged the same shipping fee as their guests. Outside of the 48 contiguous states, that amount is \$3 plus 15% of product amount (minimum \$6.75).

**Q:** Will hosts pay shipping if they only use their Free Product Value?

**A:** Yes. When hosts make any selection using Host Rewards (Free Product Value, half-price items, discounts, Monthly Host Specials), they will be charged shipping.

**Q:** How will shipping be handled for co-hosted Shows?

**A:** Each co-host will pay the \$5.25 flat shipping fee.

## FUTURE PARTY PICK QUESTIONS:

**Q:** When does the new 50% off Future Party Pick begin?

**A:** The new Future Party Pick begins on March 1, 2014. This means that anyone who hosted a Show from Sept. 1, 2013 – Feb. 28, 2014 and was eligible for the Booking Benefit will now be eligible for the new Future Party Pick instead.

**Q:** What if my past host had a Show between Sept. 1, 2013 and Feb. 28, 2014 (before the new Host Rewards were in effect) and wants the Monthly Host Special instead of choosing a 50% off item?

**A:** The Monthly Host Special Booking Benefit will not be available to past hosts starting March 1, 2014. The new Future Party Pick is a great opportunity for the past host to choose any item in the catalog, instead of being limited to specific products, as usually occurred with the former Booking Benefit.

**Q:** Does the Future Party Pick include the host half-price combos?

**A:** No. The host half-price combos are an exclusive benefit to the host of the current Show.

**Q:** Can the Future Party Pick be applied to discounted items?

**A:** Yes. If items in the catalog are being offered at a discount, such as Stoneware at 20% off, the 50% off Future Party Pick will be applied to the discounted price of the item.

**Q:** Will I be getting a list of item numbers for each product in the Catalog at 50% off, like in previous promotions?

**A:** No. The system will calculate the Future Party Pick at 50% off without having to enter a special item number. Just as with the Booking Benefit, you will be alerted when a guest qualifies for the Future Party Pick. The products will all be available to choose from, and you will be able to search by product name.

**P3A:** Yes. The Home Office will provide a list of item numbers to use for each product in the catalog for you to enter as the Future Party Pick. This will be available the week of Feb. 10, 2014. You can also search for the Future Party Pick in the "Product Lookup" by name or by the special item number provided.

**Q:** Does the future Show date have to be submitted at the time the Show is submitted in order for the host to receive the Future Party Pick at the future Show?

**A:** Yes. In order to receive the benefit at a future Show, the future booking must be submitted with the Show.

**Q:** When does the future host have to hold the Show in order for the past host to receive the Future Party Pick?

**A:** Just as with the former Booking Benefit, as long as the future Show is included when the original Show is submitted and is held within six months, the Future Party Pick can still be claimed. The six month period begins the first full month after the original Show. (Example: Megan hosts a Show on March 12, 2014. Shows booked from her Show must be held by Sept. 30, 2014, in order for her to redeem the Future Party Pick at those Shows.)

**Q:** When the host of a Show books from her own Show, is she eligible for the Future Party Pick at her future Show?

**A:** Yes. You will follow the same process to enter the Future Party Pick as you did for the Booking Benefit for a past host who re-booked from herself. Please note: The Future Party Pick will not count toward guest sales in this instance, as she is not a guest.

## KIT CREDIT QUESTIONS:

**Q:** When entering the host order, what item number do I use for the \$25 kit credit? What item number do I use for the \$50 kit credit?

**A:** The item number for the \$25 kit credit is #5231. The item number for the \$50 kit credit is #5232.

**Q:** Can the \$25 kit credit be used for both the Mini Kit and the New Consultant Kit?

**A:** Yes. The \$25 kit credit can be used for either kit.

**Q:** Can the \$50 kit credit be used for both the Mini Kit and the New Consultant Kit?

**A:** No. The \$50 kit credit can only be used for the New Consultant Kit.

**Q:** If a host selected either a \$20 or \$40 kit credit under the prior host program, can it still be used toward the purchase of a New Consultant Kit?

**A:** Yes. Beginning March 1, a \$20 kit credit can be used toward the purchase of a Mini Kit or New Consultant Kit. The \$40 kit credit can be used toward the purchase of the New Consultant Kit only. However, please keep in mind that kit credits cannot be combined.

**Q:** If a host uses her Free Product Value toward a kit credit, will the kit credit expire?

**A:** We encourage you to follow up with hosts who have selected a kit credit in their order as quickly as possible, to see if they are ready to sign up and start making money with The Pampered Chef®! However, at this time, there is not an expiration date on kit credits.

## **SUPPORTING MATERIAL QUESTIONS:**

**Q:** When will marketing materials be available to support the new program?

**A:** Updated materials will be available the week of Feb. 10 with the season changeover materials.

**Q:** Will the Booking & Recruiting Slide be updated?

**A:** Yes. The Booking & Recruiting Slide has been updated. You can earn the new Slide FREE by submitting 2 Shows in January. This is in addition to the free products earned in the January Free-For-All. It will be available for purchase in mid-February.

**Q:** Will the new Booking & Recruiting Slide be in the Business Building Kit?

**A:** The new Slide will be in the Business Building Kit beginning Feb. 10. Any Consultant who ordered the Business Building Kit Jan. 1, 2014 – Feb. 9, 2014, will be sent the new Booking & Recruiting Slide in the beginning of February.