

I'M NEW, NOW WHAT?

Making the most of your Virtual Franchise® Owner's Manual (and Starter Kit)

You have just learned about an exciting concept in whole food nutrition, backed by extensive scientific research (the most researched Nutraceutical on the planet), and an amazing solution to getting more fruits and vegetables in your daily diet, Juice Plus+®. Every man, woman, and child on the planet can benefit from Juice Plus+® and NSA will compensate you for sharing it with others. Before determining your level of involvement in this venture, spend a few minutes to familiarize yourself with our company and business. The best orientation is to read through the first three chapters of this manual, preferably with your sponsor, and tune into Training Call 1, available 24 hours a day at 212-990-7090. Following this, you're likely to find yourself in one of the three places detailed below. Wherever you are is fine, but try not to limit yourself by thinking this is where you will always be. Just as your introduction to Juice Plus+® involved a series of educational exposures, your interest in our business may grow in the same way. Many successful businesses have been launched from all three places, by distributors who were originally thinking...

1. *"Juice Plus+® makes a lot of sense to me. I would like to be able to get it for the best price possible for me and my family."*

After completing Chapters 1-3 and Training Call 1, refer to pages 5.9 through 5.12 for instructions on completing a preferred customer order form.

Over time, you may feel a growing sense of responsibility to tell others about the health benefits you and your family are experiencing with Juice Plus+®. If so, continue with number two below.

2. *"Not only do I want to get it for the best price possible, I'd like to share it with some people I care about and cover the costs of my Juice Plus+®."*

After completing Chapters 1-3 and Training Call 1, continue with Chapters 4 and 5 and listen to Training Call 2 at 212-990-7090. Meet with your sponsor to discuss your options.

- Page 5.2 will help you identify potential customers.
- Pages 4.1 - 4.3 will help you develop your story about Juice Plus+®.
- Skip ahead to Chapter 6; pages 6.3 - 6.6 describe what to say when you share a CD or DVD.
- Pages 5.9 - 5.12 are instructions for completing a preferred customer order form.
- Pages 8.6 - 8.14 detail how to retain the customers you create through ongoing contact and education.

If you enjoy helping others and find you want to impact more people, continue to build your effectiveness by picking up with number three below.

3. *“Everyone needs more fruits and veggies and most people don’t get enough. I see that there is a huge market out there and would like to be involved.”*

This manual has been written with you in mind! Chapters 1-9 are designed to train you in the basics of your Juice Plus+® business. Chapters 10-16 are reference chapters. The training chapters are set up as a workbook. Rather than reading straight through the manual, you’ll gain the most if you spend the time to absorb the concepts of each chapter before moving on.

There are many forms and worksheets presented but most are optional tools designed to help teach or reinforce important business concepts. Talk with your sponsor and support team for their recommendations.

Here is a suggested timeframe for moving through your manual and starter kit:

Part 1 – Orientation and Getting Started

Read Chapters 1-5 and begin completing the checklist at the end of Chapter 5.

- Begin reviewing audio/visual resources and print materials from Starter Kit.
- Listen to Training Calls 1, 2, and part 1 of call 3 at 212-990-7090.
- Review Reference Chapters 10-11.

Part 2 – Building a Customer Base

Read Chapters 6-8 and begin working on the checklist at the end of Chapter 8.

- Complete your review of audio/visual resources and print materials from Starter Kit.
- Listen to part 2 of Training Call 3, along with Calls 4 and 5 at 212-990-7090.
- Review Reference Chapters 12-14. This will aid in your product knowledge and familiarize you with business tools and resources.

Part 3 – Building a Team

Read Chapter 9 and begin the checklist on page 9.15.

- Finish the remaining reference chapters 15 and 16.
- Listen to Training Call 6 at 212-990-7090.

As you move forward, schedule time with your sponsor and/or other members of your support team to answer questions.

Let’s get started!

THE NSA VIRTUAL OFFICE™

NSA makes starting your Juice Plus+® business even easier – by providing you not only this Virtual Franchise Owner's Manual, but your very own personalized NSA Virtual Office – designed to help YOU manage your Juice Plus+® business – anywhere – anytime – 24 hours a day, 365 days a year! Also, to help you become more familiar with the Virtual Office, scattered throughout the Manual, you will find coordinating Virtual Office pages in green.

First, all new Juice Plus+® distributors receive their very own personalized Virtual Office – and personalized Juice Plus+® website – FREE for 60 days! Just provide us with your e-mail address on your Distributor Application, and we will automatically e-mail you a user name and password and Juice Plus+® website address – immediately upon processing your application! If not, don't worry, we'll mail you a letter with the same information (please allow 7 to 10 days for delivery).

Getting started is as simple as 1-2-3. Go to:

- www.nsavirtualoffice.com
- Sign in using the User name and Password that was sent to you.
- Follow the simple instructions for setting up your personalized User Name and Password and security question.

You now have access to the Virtual Office – it's that easy!

Once you've logged into the site, we recommend that you spend a few minutes "taking a tour" of the NSA Virtual Office™, which was designed to give you an overview of the site. This tutorial is located under the NEWS section of your Home Page.

The NSA Virtual Office is designed with YOU in mind. You can tell by the easy to navigate Home Page. The Home Page contains the following information:

- **Your Name**
- **Franchise Identification Number (FIN)**
This is your NSA identification number.
- **Country and Language Selections**
For those distributors who do business in multiple countries, the Virtual Office makes it easy! From placing orders for customers in multiple countries to accessing events taking place around the world. Just a simple switch the country in the drop down allows you access to everything you need to expand your business around the globe.
- **Quick Links:**
 - **Home Page**
No matter where you are on the site, it's easy to jump to the Home Page.
 - **Searchable Owner's Manual**
You can easily search for key words or phrases in the Owner's Manual- making it easier than ever to find the answers and information you're looking for.
 - **Contact Us**
Our Distributor Support team is ready to assist you with any questions you may

have regarding your Juice Plus+® business or the Virtual Office.

- **Sign Out**
Use the sign out link when you are done using your NSA Virtual Office™ for the day.
- **Personalized Home Page**
 - **My Current Month**
This is an overview of your business for the month. Clicking on any of the figures will show you the details.
 - **My Alerts**
NSA automatically “pushes” information to your home page that will help you manage your day-to-day Juice Plus+® business. For example, we’ll alert you every time you have a new customer or a new team member. By simply clicking on the alert, it will allow you to not only see the details, but will also allow you to follow-up with your new customers and team members.
 - **My Calendar**
Receive alerts on your home page about the appointments and tasks that you’ve scheduled for that day.
 - **News**
NSA makes it easy to know what’s new – they post it right in the News Section on your home page.
 - **Quick Links**
Jump quickly to the most frequently visited areas of the Virtual Office directly from your Home Page.
- **Easy to Use Navigation System**
The site is conveniently separated into sections – making it easy to manage your Juice Plus+® business – no matter what level you are in the business. You’ll learn more about these sections as you go through the Virtual Franchise Owner’s Manual. Below you’ll find a brief overview of each section:
 - **Personal File**
This is where you can manage your account – set preferences for your Virtual Office, update your personal information (address, phone number, e-mail address), schedule appointments and tasks on your calendar, set-up your address book, select a “skin” for your personalized Juice Plus+® website, placing wholesale orders, renew your distributorship, view your current and previous pay statements, and more.
 - **My Prospects**
This section helps you identify prospects in your warm market – then allows you to easily track exposures and follow-ups in your Virtual Office Address Book.
 - **My Customers**
Managing your customers has never been easier! From placing orders for your customers, tracking customer’s shipments, updating their shipping address, to delaying a customer’s next shipment – all from your Virtual Office – 24 hours a day, 365 days a year!
 - **My Team Data**
Do you know who your key team members are? Well, the Virtual Office has just made it easier to identify those team members who are doing the business, as well

as those who need a little extra help in achieving their goals.

- **Training**

Are you building an organization and want to use the latest training tools offered by NSA? Well, you'll find it all here under Training – from the In-Home and Healthy Happy Kids Campaign Presentations to the Owner's Manual AND the corresponding Training Calls (free!) – the Virtual Office has all of the training you need to build your Juice Plus+® business.

- **Tools**

From the latest sales tools and brochures, to the new personalized Research Summary, this section has all you need to keep you educated about Juice Plus+®.

- **Events**

Events are a great way to build your business – by attending business training events yourself to inviting guests to Juice Plus+® events! Find out where these critical events are taking place – in your city and around the world.

Throughout your Owner's Manual, remember, you will find corresponding information on the Virtual Office (pages in green) – and how to use it to manage your Juice Plus+® business.

NSA VIRTUAL OFFICE™ QUICK TIPS

Address Book – Add Customers

- My Customers > Customer Search & Follow-Up
- Run Report > Add to Address Book
- Select Names > Add to Address Book

Address Book – Add Distributors

- My Team Data > Search My Team
- Run Report > Add to Address Book
- Select Names > Add to Address Book

Address Book – Add Prospects

- My Prospects > Add Prospect
- Fill in form > Save

Address Book – Import Contact from Outside Source

- Personal File > Address Book
- Import Contacts > Select Program
- Follow Program Export Instructions
- Select Saved Export File for Step 2 > Next
- Mark Contact Info > Import

Customer Info Edits – Change Shipment

- My Customers > Edit Customer Account
- Enter Info > Process Search > Select Order

Customer Orders

- My Customers > Submit Customer Order
- Select Product > Check Out
- Enter Info or Add from Address Book

E-Cards

- My Personal File > E-Cards
- Select e-card
- Personalize > Next
- Preview e-card > Next
- Select e-mail addresses > Send e-card

E-mail

- Personal File > Compose e-mail
- Compose > Send
- (use BCC for more than one recipient)

Events – Search

- Event > Events Schedule
- Select Search Criteria > Continue
- Click View Detail
- Save to Calendar or e-mail event details

Follow-Up Scheduling

- My Prospects > Prospect Follow-up
- Select Prospect > Follow-up button
- Fill in form > Save
(Time=Calendar / No Time=Task)
Daily reminders appear on your Home Page Calendar

Identify “Raving Fans”

- My Customers > Customer Search and Follow-up
- Click on Advanced Search
- Select Criteria > Run Report

List Creation

- Personal File > Address Book
- Manage Lists > Fill in Create New List Names
- Select Names > Add to Address Book

My Business At-A-Glance

- My Team Data > Manage My Team
- My Business at-a-glance
- My Current Month vs. My Previous Month

New Distributor Sign-Up

- My Team Data > Add New Distributor
- Complete Personal Information
- Complete Sponsor Information
- Check Appropriate Starter Kit Box
- Check “Accept” Boxes
- Complete Payment Type
- Click Submit

New Preferred Customer Alerts

- Home Page
- My Alerts
- Click on Alert (*You have X new customers*)

Organizational Chart

- My Team Data > Team Development
- Organizational Chart
- Select Criteria > Show Report

To see a Team Member's organizational chart

- Click Make Top
- View Detail – to see this Team Member's *Manage My Team* page

Pay Statement

- Personal File > Personal Profile > My Earnings Statement
- Select format to view statement
- Confirm e-mail address
- Select Statement date to view in drop-down menu
- Click Process Request

Personal Information – Edit

- Personal File > Personal Profile > Edit Personal Information
- Update Information
- Click Update

Personalized Juice Plus+® website

- Personal File > Personal Profile > My juiceplus.com
- Complete Personal Information
- Select website design
- Click Generate Home Page

Prevention Plus+ Conference Calls

- Tools > Juice Plus+® Materials > Prevention Plus+ Conference Calls

Promote a Team Member

- My Team Data > Promote a Distributor
- Complete Required Information
- Submit

Report Help

- My Team Data > Any Report (see above list)
- Click Help Icon (next to Report Name)
- Customize Output Information on Report
- My Team Data > Any Report (see above list)
- Click Format (bottom of Report Page)
- Select Items to View on Your Report
- Click Return to Next Step
- Select Criteria
- Run Report

Reports – How to Save

- My Team Data > Any Report
 - Customize Format (see above)
 - Customize Criteria
 - Save Report
- Saved Reports are saved to:*
My Team Data > Manage My Team > Reports

Research Summary

- Tools > Juice Plus+® Materials
- Brochures and Publications
- Create Personalized Research Summary (left column)

Time Zone for Virtual Office

- Personal File > Calendar
- My Settings > Time Zone > Save Options

Tracking Exposures in your Address Book

- Personal File > Address Book
 - Search > Customers (drop-down menu)
 - Click icon for Edit or View Contact Details
 - Type in Reference Note > Save Reference Note
 - Click Save or Save and Schedule a Follow-up
- (Follow-ups scheduled from your Address Book will appear on your calendar as either Tasks or Appointments)*

Training Calls: Virtual Franchise® Owner's Manual

- Training > Training Calls

Voicecom Numbers

- My Team Data > Voicecom Analysis
- Select Criteria
- Click Run Report

Wellness Presentation Support Material

- Training > Presentations

Year-to-date Graphs

- My Team Data > Manage My Team
- Year-to-date Graphs:
 - My New Distributors*
 - Earnings Amount*
 - My Team's New Customers*
 - Total Payline PVC*