

# What is the Scentsy Family Pay Portal?

Scentsy Family Pay Portal (**www.scentsypay.com**) is an easy-to-use, secure and global online pay portal exclusively for Scentsy Family and its Consultants.

Scentsy Family Pay Portal comes complete with the fully integrated Scentsy Family Compensation 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.

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## **Getting Started**

Scentsy Family will automatically create a Pay Portal account on your behalf when you first enroll as a Consultant. If you are an existing Consultant who has received payments by other means in the past, your Pay Portal will be created automatically prior to the next commission payout.

Once your account has been created, you will receive a welcome email notifying you that your Pay Portal is ready for activation. You can activate your account at any time by visiting **www.scentsypay.com/activate**. Please have your Scentsy Family Consultant ID on hand when activating your Pay Portal.

Your personalized Scentsy Family Compensation Card will be prepared and sent to you by mail within 10 calendar days of your Pay Portal having been created for you.

## **Online Tutorials**

To view demonstrations on how to activate your account and card as well as how to manage your Pay Portal, please visit **www.scentsypay.com/tutorials**.

### **Benefits**

- A secure and convenient way to receive commission payments – electronically!
- Immediate access to your earnings with the Scentsy Family Compensation Card!
- Flexibility to decide where your earnings go – bank account or card!
- Instant electronic notifications
  of commission payments!
- Review payment history & download into Microsoft Excel!
- Dedicated phone, online and email customer support!

## **Customer Support**

**Live telephone support** is available Monday-Friday, 9 a.m.-6 p.m. Mountain Time. Call us toll-free from:

- USA and Canada: 1-866-277-1790
- Puerto Rico: 1-866-278-8825

**Email Support** is available by emailing **support@scentsypay.com.** A customer support representative will reply within one business day.

### **Frequently Asked Questions**

Click the "FAQs" button on the menu bar of the Scentsy Family Pay Portal website, or visit www.scentsypay.com/faqs.jsp

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### www.scentsypay.com

### **Receiving Payments**

You will automatically receive an email from **notifications@scentsypay.com** to notify you of payments to your Pay Portal so that you know when the funds are available.

Once you receive and activate your Scentsy Family Compensation Card, your commission and bonuses will be automatically loaded to your card, where they can be spent at any merchant that accepts Visa debit – at point-of-sale, over the phone or online.

#### Here is an EXAMPLE of the payment notification email you will receive:

Dear Scentsy Family Consultant,

Scentsy Family has loaded USD \$46.00 to your Scentsy Family Pay Portal account on May 10, 2011.

Message from the sender is:

April 2011 commissions

Please log in to your Scentsy Family Pay Portal account at your earliest convenience and use the Cashout tool to transfer the funds to your bank account.

Thank you for using Scentsy Family Pay Portal.

https://www.scentsypay.com



## **Changing your Cashout settings**

When you activate your Scentsy Family Compensation Card, your Pay Portal will automatically load your earnings to your Scentsy Family Compensation Card where they will be available to spend immediately.

If you wish, you can modify your Auto Cashout settings so that a portion of your earnings is transferred to one or more bank accounts of your choice. To modify your Auto Cashout settings, click on **Cashout** in your "Wallet Tools" menu.

For more information on how to modify your Auto Cashout settings, please see our FAQs found at **www.scentsypay.com/faqs.jsp** or view the tutorial "Managing your Pay Portal" found at **www.scentsypay.com/tutorials**.