



GRACE ADELE

NEW CONSULTANT
START-UP GUIDE

United States



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Important Contact Information

Consultant ID Number _____ Enrollment Date _____

Your Grace Adele Personal Website: <https://your.username.GraceAdele.us>

Personalize your website by replacing your username with an easy-to-remember name.

Password: _____ (Created at time of enrollment)

My Personal Website FREE period expires: _____
(Three months from your enrollment date)

Your Sponsor: _____ Your Director: _____

Home Phone: _____ Home Phone: _____

Cell Phone: _____ Cell Phone: _____

Email: _____ Email: _____

Send mail to:
Grace Adele
Scentsy Family Headquarters
2701 E. Pine Ave., Meridian, ID 83642

Consultant Support (Toll Free): 877.855.0617
Corporate Office (Toll Free): 877.895.4160
Email: support@scentsy.com



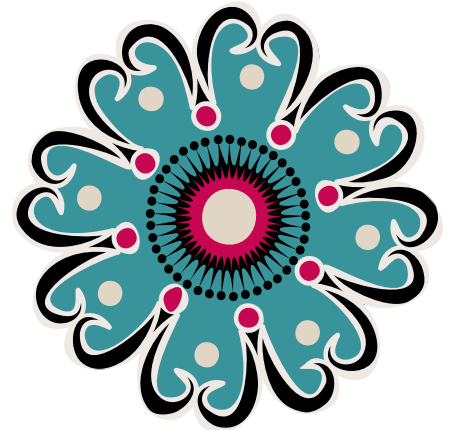
Welcome to Grace Adele — we're so happy you've decided to join us! As you begin to embrace your inner fashionista and help other women do the same, you'll soon discover how fulfilling and fabulous your work can be. With Grace Adele, you can make the world a more stylish place, one beautiful bag at a time. You can encourage women to own and express their individual brand of beauty. All while supporting your own personal and professional growth.

In the following pages, you'll find everything you need to know to start your new business, so you can be sure to reach your goals as you get your fashion fix. After you've looked it over, we suggest scheduling your launch party. You're excited to share Grace Adele products with your friends and family and announce your new business, so why wait? Once you've chosen a date, start getting familiar with the products: Take some time to play with the lovely bags and accessories you received in your Starter Kit. Browse the catalog. Imagine the endless style possibilities! When you're ready, log in to your Workstation and explore — this is where you'll conduct much of your business and access a range of wonderful training resources.

As you grow your business, always know we're here to help. We've built our business practices on the core values of Simplicity, Authenticity, and Generosity, and these values extend to everything we do and every one of our valued Consultants. We encourage you to embrace these same values, and in doing so, watch your own business thrive while you also make the world a more dazzling place!

We can't wait to see how you let Grace Adele make fashion work for you.

Grace Adele[™]



First Thing's First:

LOG IN TO YOUR CONSULTANT WORKSTATION

Your Workstation is one of your most important business tools. You will use it to place and track orders, set up parties, track your sales and income, get information on Grace Adele news and events, manage your customers and contacts, and so much more!

Log in to your Workstation every day to simplify and streamline your business. In fact, the quicker you familiarize yourself with the resources available there, the less work you'll have to do on your own!

The screenshot shows the Grace Adele Consultant Workstation Home page. At the top, there is a navigation bar with the following links: Success Library, GraceAdele.com, Scentsy Select, Events, Training Center, Forum, and Scentsy Pay Portal. The Grace Adele logo is on the left, and a welcome message 'Welcome back, Consultant' with 'Log Out' and 'Select Brand/Country/Language' options is on the right. Below the navigation bar, the page is titled 'Workstation Home'. On the left, there is a sidebar with 'Edit My Personal Website' and 'My Business' sections. The main content area features a 'BREAKING NEWS' banner with the text 'Updated U.S. Policies and Procedures Now Posted in Resources Read More'. Below this, there are tabs for 'Order History', 'Pending Orders', and 'Extra Parties'. The 'Order History' section shows a table of the last 20 completed orders.

Order Number	Name	Order Type	Submit Date	Grand Total	Status
74322030	Consultant Ties	Courtesy	2/29/2012 12:59:45 PM	\$0.00	Printed
71303372	Consultant Ties	Shooting Star Enhancement Kit	2/1/2012 8:10:36 AM	\$0.00	Shipped
70358028	Consultant Ties	Ecommerce	1/21/2012 4:21:44 AM	\$5.00	Shipped
67921688	Consultant Ties	Alternate Exchange	1/3/2012 10:30:02 AM	\$0.00	Shipped

TO LOG IN TO YOUR WORKSTATION:

- 1 Go to workstation.scentsy.us.
- 2 Enter your Consultant ID Number and the password you selected during the enrollment process. If you have forgotten your password, click on *I Forgot My Password* and it will be emailed to you.
- 3 After logging in, select your brand in the upper-right corner.

Take a few minutes to explore your Workstation. And don't forget to visit the **Training Center** and click on the **New Consultant** tab to find a wealth of resources designed to help our newest Consultants.

Consultant Workstation

Your Workstation is broken down into categories, shown by the tabs that run along the top of the home page. Here's a quick look at what you'll find in each Workstation tab*:

Home

The home page hosts your personal and team information, order history, and breaking Grace Adele news.

News

Stay informed with up-to-date product and company news and announcements, neatly prioritized so you can see the most important items first.

Account

View and edit your profile and personal information, along with your monthly subscriptions. You can also access and edit your Personal Website (PWS) from here! (Go to page 5 for more information.)

Contacts

Store your contact and customer information, including each individual's purchase history and interest in Grace Adele — from hosting a party to joining your team!

Orders

After a party, click on *Grace Adele Order* to place customer orders. You can also place orders for business builders — such as catalogs, party décor, and advertising supplies — for your Grace Adele business by clicking *Scentsy Family Store*. Then track your order status and history by looking under *My Orders*.

Events

Find all of the information you need and register for the events you'd like to attend, from our annual Convention and Spring Sprint training events to fantastic incentive trips you can earn.

Performance

Check your monthly sales and team performance regularly to stay on track and reach your Grace Adele goals.

Resources

Find all kinds of tools to use in growing your business, from party games to print-your-own business cards. Search an archive of newsletters or the Scentsy Family Weekly News Updates, look up Frequently Asked Questions, download high-resolution images for event banners, brush up on "Policies and Procedures," and much more.

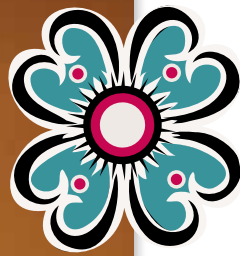
Communication

Communicate with your teammates, customers, and contacts each month.

Support

It's never been easier to get help when you need it! Use this tab to submit a support ticket when you have a question, problem, or concern. While our Consultant Support Representatives may also be reached by phone or email, submitting a support ticket is the fastest way to get the help you need.

**If you sell multiple Scentsy Family brands, there will be a link on the upper-right corner of the Workstation to easily toggle between them.*




Consultant Workstation

There are also links in the upper-right corner of your Workstation with content to help keep you excited and informed:

Scentsy Select: With Scentsy Select, you can enjoy exclusive discounts on the items you need most for your business and personal life — available to all Scentsy Family Consultants.

Training Center: With new Consultant orientation videos, tips and tricks from our Consultant leaders, and more, the **Training Center** is an invaluable resource for gaining knowledge and business expertise. Check out the *Grace Adele* tab for special tips!

Look for the  throughout this guide to discover what you can learn in the **Training Center!**

Forum: Have a question or problem you'd like to discuss with a fellow Consultant? The MyScentsy Forum is a hub for Consultant communication, idea sharing, and problem solving — and the perfect spot to share your style genius!

Pay Portal: Within 15 days of becoming a Grace Adele Consultant, you will receive a Compensation Card in the mail. Log in to the Pay Portal to learn how to track and transfer your funds — and get paid!

Success Library: This library of resources from the experts at SUCCESS magazine will help aid personal and professional development. *You must have a PWS to access the Success Library.*

The screenshot shows the Scentsy Family website interface. At the top, there's a navigation bar with 'Home', 'My Profile', and 'Course Index'. Below that is a red banner for the 'Training Center' featuring an apple icon. On the left is a sidebar menu with options like 'en español', 'new consultant', 'sell', 'sponsor', 'connect', 'organize', 'lead', 'wellness', 'fitness', 'nutrition', 'well being', 'canada', 'convention', and 'velata'. The main content area is titled 'featured training sessions' and contains a table with columns for session name, date/time, and a 'Register Now' link. To the right of the table is a section for 'consultant's highest rated' with a list of items and star ratings.

featured training sessions		
Five Day Whole Food Prep	2012-06-13 10:00	Register Now
Summer Incentive: 5,4,3,2,1 Blast Off!	2012-05-25 18:10	None
Summer Survival Tips and Tricks	2012-06-26 10:00	Register Now
Promoting B2MB	2012-06-18 10:00	Register Now
Warming Up the Opportunity	2012-06-12 10:00	Register Now
Sizzling Party Ideas	2012-06-05 10:00	None
Canada Consultant Call: Generate Business Beyond Friends and Family	2012-05-15 11:00	None
Bonus: Shape Up for the Summer	2012-05-29 10:00	None
How Does Your Garden Grow?	2012-05-22 10:00	None

consultant's highest rated

- Overcoming Objections ★★★★★
- Working With Canceling Consultants ★★★★★
- Compensation Plan ★★★★★
- How Tos and Great Ideas on Fairs and Shows ★★★★★
- Hostess Coaching ★★★★★

Your Personal Website

When you join Grace Adele, you get a FREE three-month subscription to your own Personal Website (PWS)!

You can use your PWS to collect online orders, announce online parties, and promote your business. **You must have a PWS if you want to sponsor new Consultants and build a team.** It's also required if you want to sell and sponsor outside of the U.S.

After your three FREE months, you can keep your PWS for a subscription fee of only \$10 per month. To keep your website, do nothing.

On a monthly basis, **Scentsy Family will charge the same credit card you used during enrollment to pay for your Starter Kit.** You can cancel your subscription at any time.*

Customize your PWS with your photo, story, and choice of monthly promotions provided to you by Grace Adele!

You can access and edit your PWS by clicking on *Edit My Personal Website* within the **Account** tab. This will open a new window to edit your PWS.

The **My Website Manager** page contains links to each of the customizable features on your PWS:

PWS Dashboard: Choose from a selection of monthly ads and banners to customize your promotions. Just consider them digital accessories you can use to add a little sparkle to your site.

My Photo: Upload a new personal photo and add additional pictures to your library. This is a great way to show off some of your favorite Grace Adele accessories!

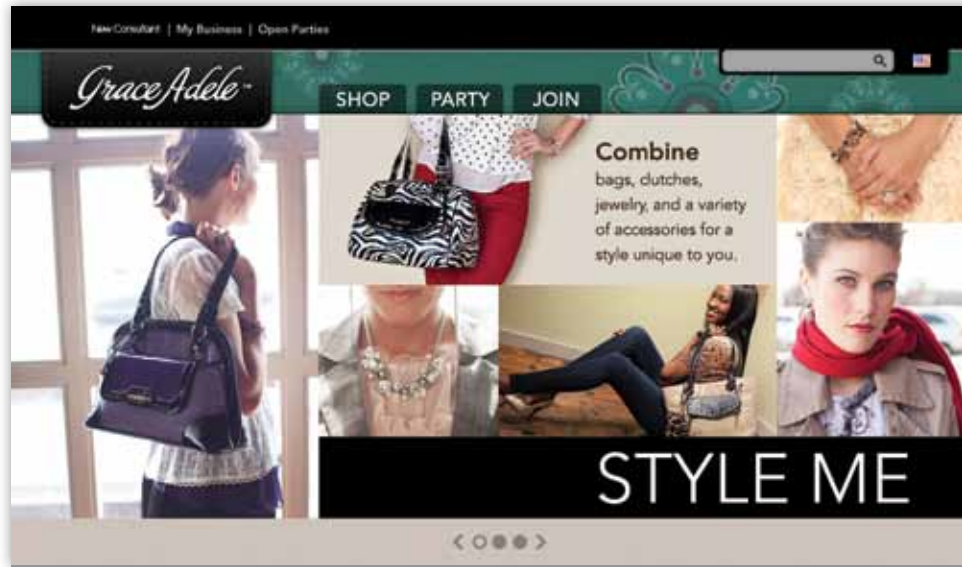
My Story: Share your Grace Adele journey with everyone who visits your PWS!

Use the other tabs to manage the look and feel of your PWS.

Helpful Hint: When personalizing your website name, be sure not to include "Grace Adele," "Scentsy," or words like "official" or "corporate" in the name. Please also avoid underscores or hyphens. For more information on PWS naming, see the "Policies and Procedures."

To change your display name or phone number, close your PWS and select the **Account** tab on your Workstation, then click *Edit My Profile*. Type your preferred display name or phone number into the space provided — and be sure to save your changes by clicking on *Save Profile Updates*. This allows you to change the information you entered upon enrollment. You can add your business partner's or spouse's name, the name of your corporation, or a nickname!

**If you sell more than one Scentsy Family brand, you will be required to have at least one PWS subscription to sponsor or sell internationally. If you choose to maintain multiple PWS subscriptions (one for each brand), the first is \$10 per month after the first three months; additional are each \$5 per month after the first three months.*



Launching Your Business

IT ALL STARTS WITH A GOAL

Before you throw your first party, it's important to think about the reason you joined Grace Adele. Did you do it to help supplement your family income? Maybe you wanted an opportunity to socialize and sharpen your presentation skills. Or do you simply love the products and want to flaunt your favorite looks and share them with the girls?

Whatever your reason, it's important to set a goal to help define your own individual path to success!

Clearly define your primary Grace Adele goal and write it down. A written goal is proven to have a much higher rate of success.

Your Primary Goal: _____

Post your primary goal in your home office or on the bathroom mirror so you can see it every day.

(Bonus points for using lipstick!) When you reach your goal, set a bigger one and write it down.

Now that you have your goal written down, figure out what it will take to get there. It's easiest to first decide how many parties you need to schedule.

I will schedule _____ **parties per week to reach my goal.**

To get started, try at least 1–2 parties per week for the first 70 days.

Mark your calendar with the days you can do parties to fit your Grace Adele business around work and/or family. In fact, involve your family when planning your Grace Adele calendar so you can look forward to the parties together.

If your primary goal looks a little scary on paper, try breaking it up into smaller pieces! What do you need to do each day, week, and month to reach your goal?



Check out the Grace Adele section in the **Training Center** to learn how to set and reach your goals!

HOW MUCH DO YOU WANT TO EARN?

As a new Consultant, you will earn a 20 percent commission on your Personal Retail Volume (PRV). Each Grace Adele product is assigned a point value — in the U.S., one point in PRV almost always equals \$1.

As soon as you earn a cumulative total of 1,000 points in PRV, you will be promoted to Certified Consultant and begin earning a 25 percent commission. That's a 5 percent raise you can earn right away!

The faster you reach Certified Consultant, the faster you receive your raise in commission.

I will become a Certified Consultant by (date): _____



Launching Your Business

AWARDS AND RECOGNITION

Flash forward to Certified Consultant by achieving one or more new Consultant awards:

Shooting Star Award — must be earned within **15** days of enrollment in Grace Adele.

Scentsational Start Award — must be earned within **70** days of enrollment in your first Scentsy Family brand.

See pages 14-19 for award details.



Check out the Grace Adele section in the **Training Center** to learn more about these awards and incentives — and how to earn them!

PLAN YOUR LAUNCH PARTY

Now that you've familiarized yourself with the Workstation and set your first Grace Adele goal, it's time to party!

The launch party is the grand opening of your business, typically hosted by you in your own home. It's the perfect opportunity to gain your very first Grace Adele customers and Hosts so you can schedule more parties and begin sharing the Grace Adele opportunity — not to mention all of the glorious bags!

Because you're the Consultant and the Host at your launch party, *you* earn the Host Rewards! See page 12 for more information.

And once you breeze through your launch party, you'll realize how easy it is to translate your love of Grace Adele products into a fabulous party experience for your Hosts and their guests.



Check out the Grace Adele section in the **Training Center** to get exclusive launch party tips!

BEFORE YOUR LAUNCH PARTY

- Create your Initial Contact List (page 9) and List of 100 (page 10).
- Invite your guests in the way that works best for you: by phone, email, printed invitation, Facebook, however you like! Be sure to over-invite — generally, one out of three guests will actually attend.
- Create a short presentation and practice it.
- Design a simple tabletop display that can fit in one tote. You want your guests to see just how simple throwing a Grace Adele party can be!
- Bring catalogs and business cards, personalized with your contact information. Use the label template in the **Resources** tab on your Workstation.
- Work closely with your Sponsor and ask plenty of questions to help make your party a success.
- Set up your party in your Workstation to find the appropriate tax rate. Sales tax is collected on all Grace Adele orders based on the rate of the shipping destination.

Launching Your Business

SCENTSY FAMILY STORE TOOLS

Click the *Scentsy Family Store* link in the **Orders** tab in your Workstation to shop tools you can use to help grow your business!

PowerLaunch*: As a new Consultant, you are automatically eligible for the PowerLaunch program, which offers access to the most effective Scentsy Family Store tools at a discount — for your first 70 days!

LET THE LAUNCH PARTY BEGIN!

At the party, keep the decorations and refreshments simple to keep the focus on your new business and all of the shiny new things to shop. And at a Grace Adele party, you can be part of the product display! Just show up with a Grace Adele bag styled with your favorite accessories. And don't forget the jewelry! Work your own look into the presentation, and then help guests discover their own. Through the party, remember to have fun and be yourself. Tell everyone why you love Grace Adele and the amazing products will do the rest.

Try to schedule as many parties as you can through guests at your launch party. The Host Rewards program is your most powerful tool in accomplishing this: They've already discovered the innovative and stylish products, so now tell them how to get theirs free! See page 12 for more information on Host Rewards.

A minimum of six parties in your first 30 days is recommended to get your business up and running quickly.

THE PARTY'S OVER — TIME TO CELEBRATE!

Once your launch party is over, congratulate yourself — you've just had your first Grace Adele party! You can work with your Sponsor to enter your party order and use the **Training Center** for more information.

Make follow-up calls to your guests to thank them for coming, but also call those who couldn't come and see if they'd like to place an order before you close the party. They can even shop on your Personal Website. And ask everyone if they are interested in hosting a party. Then you can start planning party number two!

QUICK TIPS FOR BOOKING PARTIES

- **Know your open dates.** Be prepared to schedule a party whenever and wherever you are!
- **Offer your next available date.** There's no rule that says you need two weeks to prepare for a party! Most people know on Thursday if they are available the following Tuesday. This keeps the excitement high — and your Host will save on postage!
- **Get referrals.** Ask everyone for referrals. Even if someone isn't interested in hosting a party, they probably know someone who is!
- **Overbook!** Always schedule more parties than you need to reach your monthly income goals.



For more party tips and tricks, visit the Grace Adele section in the **Training Center**!

* PowerLaunch discounts are ONLY available for your first 70 days when ordering from Scentsy Family Store in your Workstation. PowerLaunch discounts are NOT available as part of a party order. Pricing and/or availability of all PowerLaunch items are subject to change without notice.

Create Your Initial Contact List

Use this worksheet to write down the names that come to mind as you read each category. And don't feel like you have to limit yourself to the number of spaces in each category or the categories listed. It's amazing how many people you actually know! In no time at all, you'll have a great start on a guest list for your Grace Adele launch party.

Add to this list on the next page to create a more extensive List of 100 names that will serve you well as you grow your Grace Adele business.

Friends and Family

Spouse's Friends and Family

School Friends (Yours and/or Your Child's)

Neighbors and Acquaintances

Teachers

Someone Who Loves Fashion

Contacts Through Children

Co-workers

Someone Who Travels

Someone Who Wants Extra Income

Church or Social Contacts

Places You Do Business

Your List of 100

1	34	67
2	35	68
3	36	69
4	37	70
5	38	71
6	39	72
7	40	73
8	41	74
9	42	75
10	43	76
11	44	77
12	45	78
13	46	79
14	47	80
15	48	81
16	49	82
17	50	83
18	51	84
19	52	85
20	53	86
21	54	87
22	55	88
23	56	89
24	57	90
25	58	91
26	59	92
27	60	93
28	61	94
29	62	95
30	63	96
31	64	97
32	65	98
33	66	99
		100





What's Your Party Style?

There isn't just one way to share Grace Adele with others! When it comes to experiencing our products, we offer a variety of options — from living room to cyberspace — so you and your Host can work together to choose the perfect style. And the best part: Host Rewards are the same no matter which style of party your Host prefers — they'll still get free and half-price products! (See page 12 for more information on Host Rewards.)

HOME PARTY

This party style is ideal for everyone on your Host's guest list! Your Host will provide the location, invite friends and family, and supply simple refreshments. Then you'll set up your Grace Adele products, share the business opportunity, interest others in hosting a party, and show them how much fun you can have as a Grace Adele Consultant!

OPEN HOUSE PARTY

For an open house, your Host will invite guests to drop by at their convenience during a two- to three-hour window. You won't give a big presentation, but will answer questions and give several "mini" presentations. Guests can browse products and mingle at their leisure, coming and going as they wish! It's the ultimate casual Grace Adele experience.

OUTSIDE ORDERS

Encourage your Host to collect orders before the party from guests who can't attend to maximize their Host Rewards! Guests can also join a party on your Personal Website (PWS) and place their own orders there. Online ordering is great for repeat customers who just want an extra clutch or a new piece of jewelry, too — that's one of the benefits of having a PWS!



Have you visited the **Training Center** yet? Go there to find more party tips and tricks in the New Consultant and Sell sections!

Host Rewards Program

The Host is so important to you and to Grace Adele. In fact, your Host will do almost all of the prospecting for you, and deserves to be spoiled with lots of pretty things! With Grace Adele's Host Rewards, your Hosts can earn free products and half-price items for use in their own shopping.

Familiarize yourself with these key details. Host Rewards will be one of your most powerful tools as you develop your business!

- The product or discounts awarded to the Host are paid for by Grace Adele — discounts and free product will not come out of your commission.
- There is a Host Reward fee to the Consultant (\$5) if all of the half-price items earned at a party are not redeemed. *If your Host doesn't use them all, take advantage of the discounts yourself to get that latest bag you've been lusting after!*
- To earn Host Rewards, your Host must throw a qualifying party of at least \$150 in sales, excluding tax, shipping, and handling.
- Host Rewards do not count toward Personal Retail Volume (PRV).

Use the handy chart below to confidently explain the benefits of Grace Adele's Host Rewards Program.

HOST REWARDS				
Guest Sales	\$150-\$249	\$250-\$399	\$400-\$999	\$1,000+
Free Product	10%	10%	15%	15%
Half-Price Items	1	2	3	4

If one of your Host's invited guests signs up to host their own Grace Adele party, your Host will also receive an additional half-price item when they attend that party! We call it the **Perpetual Party Reward**, and it's another great way to keep your Host happy — and fully styled.

Tell your Host to encourage the guests who can't attend to place an order through your PWS. Any orders collected before you close the party still count toward Host Rewards!

HOST PACKET

It's a good idea to give your Host a packet of information prior to their party, including invitations, order forms, catalogs, a lookbook, "Host/Join" brochures, and other helpful tools. It also doesn't hurt to let them preview the fabulous products before they begin inviting guests!

Your Starter Kit should include everything you need to build a Host Packet. To reorder items, place a Scentsy Family Store Order through the **Orders** tab in your Workstation.



Go to the **Training Center** to get creative ideas for your Host Packet!

Certain states require Grace Adele to charge sales tax on the full retail price of half-price items. Tax requirements by state can change on a monthly basis. Contact salestax@scentsy.com for more information on proper sales tax calculation in your state.

Monthly Subscriptions and Fees

Your Personal Website (PWS) subscription and the International Service Fees that allow you to sponsor in other countries are offered on a monthly basis. These subscriptions and fees are completely optional. You can access, change, or add subscriptions and fees by going to the **Account** tab on your Workstation.

PERSONAL WEBSITE (PWS)

Price: \$10 per month

Your PWS is an invaluable business tool that allows you to promote and sell Grace Adele products and recruit new Consultants. A PWS subscription is required if you want to sell internationally and/or sponsor new Consultants.

If you sell multiple Scentsy Family brands, you may need separate PWS subscriptions to organize your business. The monthly fee for the first PWS is \$10; each additional site is just \$5 per month.

INTERNATIONAL SERVICE FEES

Price: \$5 per month, In-Region

\$10 per month, Out-of-Region

To sell and/or sponsor or earn bonuses on volume from outside of your "home" country, you must agree to an International Service Fee. There are two types of International Service Fees: In-Region and Out-of-Region. Because Grace Adele products can only be sold in the U.S. and Canada, you are only required to subscribe to the In-Region International Service Fee to sell and sponsor there. Refer to page 27 for detailed information on International Services Fees and the Agreements that must accompany them.



Awards and Recognition

You work hard to make your new Grace Adele business grow — you deserve to be recognized for your efforts! Each Consultant has the opportunity to earn awards that not only reward superior work, but also help stimulate your growth and success.

New Consultants: We offer two opportunities designed just for new Consultants: the Shooting Star Award and Scentsational Start Awards.

SHOOTING STAR AWARD*

- Sell 500 points in PRV during your first 15 days as a Consultant. *One or two successful parties and you should be in!*

Your target date to qualify: _____
(Your enrollment date plus 14 calendar days)

Achieve the Shooting Star Award and you'll receive a special Shooting Star charm and bracelet! Track your progress in the **Performance** tab on your Workstation.

Earn this award to also be eligible to purchase a Shooting Star Enhancement Kit: DISCOUNTED Grace Adele product you can use in party displays and promotions or resell to your customers! Grace Adele compiles a great collection of current, preselected items for these special one-time kits.

And the best part: You are paid commission and earn Personal Retail Volume (PRV) when you purchase it!

This one-time offer is only valid for 90 calendar days after the qualification period ends — that's 105 days from the date you first enrolled as a Grace Adele Consultant. Place your order through your Workstation. If you need assistance, call Consultant Support at 877.855.0617.

 The New Consultant Training section in the **Training Center** has more information and tips on how to earn this amazing incentive!

You are eligible to earn this award each time you enroll in a Scentsy Family brand. Refer to the **Resources tab for current kit options and prices.*



SCENTSATIONAL START AWARD

The Scentsational Start Award provides incentives for new Consultants to do those things that will have the greatest impact on their future success — bookings, sales, and sponsoring.

There are three levels to the Scentsational Start Award, but you can achieve only one. You will be awarded the highest level you achieve during your first 70 days as a Consultant.* Day one is the day you enroll and order your Starter Kit.

Scentsational Start Award — Level 1

Qualifications

- Achieved within 70 calendar days of enrollment
- 1,250 points in Personal Retail Volume (PRV) or...
- Three personally-sponsored active Consultants

Award Received

- \$50 Product Credit†
- Scentsational Start lapel pin
- Certificate of Achievement

Scentsational Start Award — Level 2

Qualifications

- Achieved within 70 calendar days of enrollment
- 2,500 points in PRV or...
- 1,250 points in PRV and three personally-sponsored active Consultants

Award Received

- \$125 Product Credit†
- Scentsational Start lapel pin
- Certificate of Achievement

Scentsational Start Award — Level 3

Qualifications

- Achieved within 70 calendar days of enrollment
- 5,000 points in PRV or...
- 2,500 points in PRV and six personally-sponsored active Consultants

Award Received

- \$200 Product Credit†
- Scentsational Start lapel pin
- Certificate of Achievement
- Name in Scentsy Family's monthly newsletter, "Consultant Spotlight"

* You are eligible to achieve the Scentsational Start Award only once as a Scentsy Family Consultant, not once for each brand in which you enroll.

†The product credit for these awards is posted in your Workstation by the tenth of the month following the qualification date. To use the credit, simply select Product Credit on the payment page after placing an order. Certificates, pins, and other items will be sent at the end of the month following the qualification period.



Scentsational Start Award Tracker

DAILY TOTALS	YOUR FIRST 70 DAYS							WEEKLY TOTALS
Week 1	DAY 1							PRV: Recruits:
Week 2								PRV: Recruits:
Week 3	DAY 15							PRV: Recruits:
Week 4								PRV: Recruits:
Week 5								PRV: Recruits:
Week 6								PRV: Recruits:
Week 7								PRV: Recruits:
Week 8								PRV: Recruits:
Week 9								PRV: Recruits:
Week 10							DAY 70	PRV: Recruits:

You can qualify with your own Personal Retail Volume (PRV) or with a combination of PRV and active recruits. Each level includes the following awards: a pin, Certificate of Achievement, and product credit in the amounts listed below. Level 3 Consultants will also be recognized in Scentsy Family's monthly newsletter, "Consultant Spotlight."

Level	PRV		Active Recruit		PRV		Product Credit
1	1,250	OR	3	AND	0	=	\$50
2	2,500		3		1,250		\$125
3	5,000		6		2,500		\$200

MY ENROLLMENT DATE: _____

DAY 70: _____

Awards and Recognition

MONTHLY AWARDS

Monthly Awards are given by Scentsy Family to all Consultants who qualify. Each award may be earned numerous times. All Monthly Awards are at the Scentsy Family level and can be earned through sales and/or recruiting in any or all brands.

A Scentsy Family Charm Bracelet is sent with the first charm the Consultant achieves.

Monthly Sales Award

Qualifications

- 2,000 or more points in Personal Retail Volume (PRV) in one calendar month

Award Received

- 5 percent additional personal retail commission bonus
- Recognition in Scentsy Family's monthly newsletter, "Consultant Spotlight," for first-time achievers
- Sales charm for first-time achievers

Lifetime Personal Retail Volume (PRV) Award

Qualifications

This award is given to Consultants for every 10,000 points in Lifetime PRV earned. Consultants will be spotlighted for each 10,000 points up to 100,000 points. After reaching 100,000 points, Consultants will only be spotlighted for each 50,000 points in Lifetime PRV reached. To be recognized in a given month's "Consultant Spotlight" you must have crossed into the next 10,000-point level during the month prior.

Award Received

- Charm for every 10,000 points in PRV earned*
- Charm for every 50,000 points in PRV earned*
- Charm for every 100,000 points in PRV earned*
- Recognition in Scentsy Family's monthly newsletter, "Consultant Spotlight"

Shooting Star Trainer

Qualifications

- Having a personal recruit achieve a Shooting Star Enhancement Kit

Award Received

- \$25 credit per recruit who achieves Shooting Star
- Recognition in Scentsy Family's monthly newsletter, "Consultant Spotlight," when three or more personal recruits achieve Shooting Star within one month
- Shooting Star Trainer charm

**Maximum of one charm per month.*

Awards and Recognition

Top Sales of the Month

Qualifications

This award is given monthly to the top Consultant in each title with the highest Personal Retail Volume (PRV) points in one calendar month. Titles are determined by the Consultant's title at the beginning of the month.

Award Received

- Recognition in Scentsy Family's monthly newsletter, "Consultant Spotlight"
- Money bag charm

Sponsor of the Month

Qualifications

This award is given to the top Consultant in each title with the most first-time active personal enrollments in one calendar month; a minimum of three new recruits ordering at least 150 PRV points is required. In the case of a tie, the combined PRV of the new recruits will be used as a tie-breaker.

Award Received

- Recognition in Scentsy Family's monthly newsletter, "Consultant Spotlight"
- Sponsoring charm

ANNUAL AWARDS

Unless otherwise specified, Annual Awards are given by Scentsy Family to all Consultants who qualify, and can be earned multiple times. The qualification period for these awards is May 1 through April 30; winners are announced at annual Convention. All annual Awards are at the Scentsy Family level and can be earned through sales and/or recruiting in any or all brands.

Annual Sales Excellence Award

Qualifications

- Annual PRV of 30,000 points or greater

Award Received

- Recognition at annual Convention and in Scentsy Family's monthly newsletter, "Consultant Spotlight"
- Personalized trophy
- \$1,000 bonus

Annual Mentor Award

Qualifications

- Personally sponsor 14 or more new Consultants who enroll and achieve the title of Certified Consultant or higher during the qualification period

Award Received

- Recognition at annual Convention and in Scentsy Family's monthly newsletter, "Consultant Spotlight"
- Personalized trophy
- \$25 bonus per Certified Consultant; \$50 bonus per Lead Consultant or higher



Awards and Recognition

Circle of Excellence

Qualifications

- Rank of SuperStar Director
- Six first-generation SuperStar Directors on your team

Award Received

- Free attendance to one incentive trip per year
- Free registration to annual Convention
- Free Leadership Retreat registration
- Use of the "Circle of Excellence" designation on business cards and personalized tools
- Recognition at the home office and annual Convention
- A personalized trophy

Shining Star Award

Qualifications

This award is given to the one Scentsy Family Consultant per Region who contributed the most to fulfilling the Scentsy mission and/or who best exemplified the values we strive to represent. The winner will be selected by Scentsy Family's executive team.

Nominations must be made by another Scentsy Family Consultant or Host, and submitted in writing to the home office or by email to awards@scentsy.com. Submissions must be dated by April 30 of the current year. You can find the nomination form in the **Resources** tab on your Workstation.

Award Received

- A personalized trophy
- A special feature article in the monthly newsletter, "Consultant Spotlight"
- Recognition at annual Convention

Power Ranking

Qualifications

This award is given to the top five Consultants at each Director level who score the highest on our Power Ranking Scale, which highlights those who achieve the greatest average among three categories: highest number of active frontline, largest percentage of active frontline, and highest average PRV in their team.

Award

- Recognition at annual Convention
- Personalized trophy

Scentsy Family reserves the right to change or add new forms of Consultant recognition.

In the case of business partners or spouses working under the same Consultant account, only one award (bracelet, pin, trophy, etc.) will be given per award.

Creating Income and Getting Paid

COMPENSATION PLAN

It's time to learn how to make your Grace Adele business profitable! Scentsy Family's Compensation Plan offers commissions on personal sales and leadership bonuses as you build a team. As you set your Grace Adele goals, it's important to consider the Compensation Plan in your map to success. Before long, you'll know the Compensation Plan backwards and forwards, and have a clear sense of where you're going. Personal Retail Volume (PRV), rank, and commissions are determined on the Scentsy Family level.



The **Training Center** offers in-depth Compensation Plan training so you can make the most of it! Just view the available videos until you have a firm grasp on the details.

COMPENSATION PLAN															
	MONTHLY					TITLE									
	Personal Retail Volume (PRV)	Group Wholesale Volume (GWW)	Team Wholesale Volume (TWW)	Active Frontline Consultants	First Generation Directors	Commission from Personal Retail Volume	Bonus from Personal Wholesale Volume	Frontline Essential or Certified Consultant TWV Bonus	Frontline Lead Consultant TWV Bonus	Frontline Star Consultant TWV Bonus	Frontline SuperStar Consultant TWV Bonus	Frontline Director (Q) TWV Bonus	1st Generation Director TWV Bonus	2nd Generation Director TWV Bonus	3rd Generation Director TWV Bonus
* Lifetime Personal Retail Volume; must be attained before rank advancement. PRV is a global point system convertible to local currency using a peg rate, calculated by the formula "tax exclusive price / PRV." The current peg rate for U.S. is 1 PRV: \$1.															
SuperStar Director	500	80,000	10,000	3	4	25%	9%	9%	7%	5%	2%	3%	3%	4%	5%
Star Director	500	30,000	6,000	3	2	25%	9%	9%	7%	5%	2%	3%	3%	4%	
Director	500	10,000	2,000	3		25%	9%	9%	7%	5%	2%	3%			
SuperStar Consultant	500	6,000		3		25%	7%	7%	5%	3%					
Star Consultant	500	2,500		2		25%	4%	4%	2%						
Lead Consultant	500	1,000		1		25%	2%	2%							
Certified Consultant	1,000*					25%									
Essential Consultant						20%									
RANK	RESPONSIBILITIES					REWARDS									

To determine the percentage you will be paid on your commission and bonuses, first determine your rank for the month, then look across the chart to find the title held by your Frontline Consultants. You are paid according to your own rank and the title(s) of the Consultants in your frontline.

Check out the *Grace Adele Glossary* on pages 28-29 for Compensation Plan terms and definitions.

Creating Income and Getting Paid

Scentsy Family's Compensation Plan is designed to support multiple countries — that's why commissions are paid based on Personal Retail Volume (PRV) rather than currency. In other words, Scentsy Family uses points instead of dollars when determining commissions earned. This allows Scentsy Family to maintain the same Compensation Plan for everyone, even as we expand into different countries.

Once commissions and bonuses are calculated — based on the points in PRV earned — the figure is converted to the appropriate currency. To pay commissions, Scentsy Family uses a calculation that includes a “peg rate” to convert PRV to local currency. The peg rate is set for a period of time and does not correspond to any currency exchange rate.

The current peg rate for the United States is 1.

To calculate your monthly commission: PRV x Commission Percentage x Peg Rate = Commission

PERSONAL RETAIL VOLUME (PRV)

As a new Scentsy Family Consultant, you will earn a 20 percent commission on your Personal Retail Volume (PRV), or the point value of the commissionable products you sell.

As soon as you earn a cumulative total of 1,000 points in PRV across brands, you will be promoted to Certified Consultant and begin earning a 25 percent commission. That's a 5 percent raise you can earn right away!

The further you advance, the more your income opportunities continue to grow.

RECRUITING NEW CONSULTANTS

When you subscribe to a Personal Website (PWS), you can sponsor new Consultants and build a Scentsy Family team. Here are a few things to keep in mind when recruiting:

- New Consultants must be at least 18 years of age or the age of majority in the Consultant's state of residence at the time of their enrollment.
- Consultants must be U.S. citizens or permanent residents, if enrolling in the U.S.
- They must have a valid Taxpayer Identification Number (Social Security number or Employer Identification Number).
- New Consultants must accept the Independent Consultant Agreement and purchase a Starter Kit for each brand.

As a Grace Adele Consultant, you are eligible to sponsor new Grace Adele, Velata, or Scentsy Wickless Consultants, no matter what brand(s) you sell yourself. This allows your recruits to choose the brand they're passionate about and still join your team!



Visit the **Training Center** to learn all you can about creating income and building a team!

Creating Income and Getting Paid

SCENTSY FAMILY PAY PORTAL

As a Grace Adele Consultant, you receive a Pay Portal account where your commissions and bonuses are loaded every pay day. You can access your Pay Portal account by going to the Pay Portal link on your Workstation or to ScentsyPay.com.

From your Scentsy Family Pay Portal account, you can transfer your earnings to up to two personal bank accounts. For more information on the Pay Portal, go to the **Training Center** on your Workstation or to the FAQ section on the Pay Portal home page.

COMPENSATION CARD

All U.S. Consultants will receive a Compensation Card in the mail approximately 15 days after joining Grace Adele or your first Scentsy Family brand. Once you activate your card, your commissions and bonuses will automatically be “cashed out” to your card. If you wish to change how your commissions and bonuses are being distributed, log on to your Pay Portal account. If you are having problems with your card, call 1.866.277.1790.

PAY DAYS

Commissions and bonuses for each month are loaded to your Scentsy Family Pay Portal account by the end of the day on the tenth day of the following month; if the tenth falls on a weekend or a bank holiday, commissions will be paid on the next business day. To be included in the following month's commission payment, orders must be submitted any time during the qualifying month, but prior to the end of the day (23:59 PT) on the last day of the month. Ranks and titles are updated when commissions are paid.

Example: Any qualifying sales during the month of April earn a commission payment by May 10.

CHECKING ACCOUNT

We recommend setting up a separate checking account exclusively for your Grace Adele business so you do not commingle funds between your personal and business accounts. This will allow you to track your business expenses and follow your financial progress.

INCOME TAX FORM 1099

Consultants who earn \$600 or more in commissions, awards, and/or bonuses across brands in a calendar year will receive a Form 1099 from Scentsy, Inc. for tax purposes. This will be available in the **Account** tab on your Workstation. If you earn \$599.99 or less, you will not receive a 1099. Grace Adele accounts can be listed as a business entity and have a 1099 issued to an Employer Identification Number. Consultants who wish to list their account as a business must submit the Business Entity form (specifying their business name and EIN), located under *Scentsy Family Documents* in the **Resources** tab on your Workstation, to accountservices@scentsy.com.



Go to the New Consultant section in the **Training Center** for Pay Portal and Compensation Card information.



Important Information

ACCEPTING CARD PAYMENTS FROM CUSTOMERS

Gather ALL information on the order form: name, credit/debit card number, expiration date, and the security code on the card. Grace Adele accepts Visa, MasterCard, American Express, and Discover. Keep in mind that receiving a customer's card information is a sacred trust — treat that trust with care. Your customer's card information will be transmitted to Grace Adele at the time you place the order online. You will not be running the card yourself — Grace Adele will process all card payments.

CHECKS MUST BE PAYABLE TO YOU

Grace Adele does not accept checks from customers or Consultants. If you choose to take a personal check from a customer, make sure you deposit the check right away. Be sure there is a phone number on checks you receive and that your customer's check clears your account before you deliver product.

TAX RATES

Sales tax is collected on all Grace Adele orders. The Workstation will determine the tax rate for the order based on the shipping address. To find the appropriate tax rate, set up your party in your Workstation beforehand. Always collect taxes based on the rate of the location to which your order is being sent.

Example: If you hold a party in Oregon, which has no sales tax, but have the party order shipped to an address in Idaho, which has a tax rate of 6 percent, you will be charged 6 percent tax on your entire order.

POLICY FOR INACTIVITY

A Consultant must have a monthly total of at least 150 points in Personal Retail Volume (PRV) during at least one month in a consecutive three-month period to be current. Consultants who do not meet this minimum qualification will lose their downline, but keep their account. Their downline will roll up to their Sponsor. If a Consultant earns no PRV during the six-month period ending on December 31, their account will be canceled on January 1. To review your (and your downline's) activity, go to the **Performance** tab on your Workstation and click on *Start a New Report*.

If a Consultant is inactive for two consecutive months, a checkmark will appear in the box for the *Will Lose Downline* column during the third month, until 150 PRV points are earned. The 150 points in PRV can come from individual customer orders, party orders, or online orders made through your Personal Website.

Consultants who have not met current requirements will lose their downline. When loss of downline occurs, the Consultant's title may also change. The title of SuperStar Consultants and below will change to Certified Consultant. The title of Directors (Q) or higher will change to (or remain at) Director (Q).

If your Grace Adele account is canceled, you will be eligible to restore your account by contacting Account Services at accountservices@scentsy.com.



Contacting Consultant Support

If you have a question or issue, contact your Sponsor first. It's important to develop a relationship with your Sponsor — who better to help you than someone with first-hand experience as a Consultant? Especially if you're trying to decide which clutch to carry on a Friday night.

If your Sponsor is unsure of the answer or unable to help you, your next-best resource is Consultant Support. Create a support ticket in the **Support** tab of your Workstation to get the fastest response!

Before contacting Consultant Support, here is some information commonly requested by Consultants:

SHIPPING TIMES

Grace Adele policy is to have your order shipped within 10 business days from the date the order is submitted. Shipping times will vary throughout the month as the load on the shipping department fluctuates. Most of the time, orders placed the first and last week of the month ship more slowly than orders placed during the middle of the month. You can check the shipping status of your order through your Workstation by going to the **Orders** tab and viewing your *Order History*. If your order has not shipped within 10 business days, submit a support ticket.

BACK ORDERS

If your Order Status indicates "PBO," a back order exists. As soon as the product is available, it will be shipped to you. Once all back-ordered products are shipped, the status will change to "Shipped" and a new tracking code will be assigned.

BROKEN OR DAMAGED ITEMS

Grace Adele will exchange broken, damaged, or defective items. Submit a support ticket on your Workstation with the following information: Consultant ID Number, order number, customer name, item that needs to be exchanged, description of what is wrong, and a shipping address.

A Consultant Support Representative will place an exchange order. If an item is damaged during shipment or defective, Grace Adele is accountable for all shipping charges and will send a return shipping label to use in sending back the damaged/defective item. If you neglect to mail the damaged/defective item back to Grace Adele within 10 days, the value of the exchanged product will be deducted from your commissions. To exchange an undamaged product, you (or your customer) will be held accountable for return shipping charges. The exchange must take place within 30 days of receipt.

CONSULTANT SUPPORT CONTACT INFORMATION

Email: support@scentsy.com

Toll free: 877.855.0617

Consultant Support Hours: 5 a.m. to 10 p.m. (MT), Monday through Friday

Scentsy Family Store Support Hours: 9 a.m. to 5 p.m. (MT), Monday through Friday

Top 20 Policies*

QUICK TIPS FOR NEW CONSULTANTS

Here is a summary of the 20 most asked-about Grace Adele policies. Although these include some of our most important policies, we encourage you to visit the full “Policies and Procedures” document, located under *Scentsy Family Documents* in the **Resources** tab. Reading and understanding Scentsy Family’s “Policies and Procedures” document will help you run your business most effectively.

New Consultant Enrollment and Training

- 1 New Consultants must enroll in Grace Adele under their intended Sponsor. No sponsorship changes will be allowed except under exceptional circumstances.
- 2 As a new Consultant, you have the right to receive training. You also have an obligation to train those Consultants you sponsor.

Consultant Obligations

- 3 You and your Hosts are obligated to deal fairly and honestly with your customers.
- 4 When you join Grace Adele, you become an independent contractor. You are solely responsible for paying local, state, and federal taxes on the income you generate.
- 5 To remain a Grace Adele Consultant, you must have at least one point in PRV in the six months ending December 31. If you do not earn 150 PRV points during at least one month in a consecutive three-month period, you will lose your downline — which will roll up to your Sponsor — but you may continue to sell Grace Adele. If no PRV points are earned within the six-month period ending December 31, your account will be canceled on January 1 of the following year.
- 6 All home party orders must be submitted within five days of the date of the home party. Online parties may not be open for more than 14 days, with all resulting orders submitted within five days of closing.
- 7 You may participate in other direct selling ventures, but you may not promote other companies and products together with Grace Adele products.
- 8 When enrolling a new Consultant, there cannot be any promise of any incentive in connection with the enrollment action. The enrollment must stand alone without any incentive for enrollment.
- 9 As a Consultant, you are allowed to operate, own, have an interest in, or receive compensation from only one Scentsy Family business (which may include multiple Scentsy Family brands). Individuals from the same household and their dependents may not have an interest in more than one Scentsy Family business.
- 10 You, or members of your immediate household, are not allowed to sell any non-authentic products or services to other Scentsy Family Consultants when such products are related to the conducting or maintaining of a Scentsy Family business.
- 11 You are allowed ONE external website or blog to personalize your Grace Adele business and promote the Grace Adele opportunity. If you sell multiple Scentsy Family brands, you must choose one brand to feature on your one external website.

**By becoming and acting as a Grace Adele Consultant, you agree to the Consultant Agreement and the Scentsy Family Policies and Procedures as currently in effect and as changed, revised, or modified from time to time. Please review the Policies and Procedures carefully.*



Top 20 Policies

Shipping and Warranties

- ⑫ Shipping is free for qualifying party orders within the contiguous U.S. and Canada. Direct-ship orders and orders to Alaska, Hawaii, U.S. territories, or APO/FPO addresses incur a charge.
- ⑬ Grace Adele products come with a lifetime replacement warranty for manufacturing defects not resulting from regular wear and tear and a 30-day satisfaction guarantee for replacement or exchange.

Retailing

- ⑭ You cannot sell Grace Adele products in a retail store, including mall kiosks, nor do cooperative advertising and/or promotion with retail entities.
- ⑮ You can sell Grace Adele products in the country in which you enrolled on a cash-and-carry basis at fairs, shows, expos, and other temporary events, but must adhere to specific procedures when you do so.

E-commerce and Web Marketing

- ⑯ You may not use or register any name that uses the word "Grace Adele," "Scentsy," or any derivatives for a URL/domain name, an email address, a nickname, or an online alias.
- ⑰ You may not list or sell Grace Adele products on eBay, other online auction sites, or on any online retail store or e-commerce site, nor can you enlist or knowingly allow a third party to do so.

Advertising and Promotion

- ⑱ When marketing your Grace Adele business, your efforts must promote the good reputation of Scentsy Family. You must avoid discourteous, deceptive, misleading, or unethical practices.
- ⑲ You must sell Grace Adele products in their original packaging and may not repackage, relabel, or alter the products or labels (other than adding a personalized sticker) in any way.
- ⑳ If you want to use a Grace Adele logo in your marketing efforts, you must use the Independent Grace Adele Consultant logo. You may not use the corporate Grace Adele logo.

International Sales and Sponsoring

Grace Adele products are currently available in Region 1 only, the United States, its territories, and Canada, so you have the opportunity to sponsor new Consultants and/or sell Grace Adele products in these countries. Your “home” country is the country you specified during the enrollment process. Your “home” Region is the Scentsy Family Region your home country is located in.

To sell and/or sponsor outside of your home country, you must agree to an In-Region International Service Fee, which allows you to sell and sponsor in other countries within your home Scentsy Family Region. You are also required to have a country-specific International Sales and/or Sponsoring Agreement when you agree to an International Service Fee.

Once you have accepted a Scentsy Family International Service Fee, there is no additional cost to enroll in country-specific International Sales and/or Sponsoring Agreements within that Region.

The combination of an International Service Fee and a country-specific International Sales and/or Sponsoring Agreement provides the following services:

- Currency conversions and tax collection related to your sales and/or the sales of your downline which take place outside of your home country.
- PWS translations into local languages and currencies.
- Country-specific product offerings, pricing, and shipping (where applicable).
- Ability to sponsor new Consultants in that country.
- Access to the Workstation for that country, including training material, Scentsy Family’s “Policies and Procedures,” and other tools to help you grow and lead your team outside your home country.

These International Service Fees also help to cover the administrative costs involved with bonus payouts and currency conversion, and must be collected to process your bonus(es) on downline sales outside of your home country. **If any of your downline has volume outside of your home country, you may want to keep the International Service Fees in effect on a monthly basis.**

INTERNATIONAL SERVICE FEE: IN-REGION

Price: \$5 per month

If you’d like to sell and sponsor outside of your home country, or have downline that you expect to earn bonuses on, agree to an In-Region International Service Fee and enroll in the country-specific International Sales and Sponsoring Agreement. You must have a country-specific International Sales and Sponsoring Agreement for each country in which you’d like to do business.

To agree to an International Service Fee, go to *My Subscriptions* in the **Account** tab on your Workstation.



Go to the **Training Center** for more information on International Sales and Sponsoring!

Grace Adele Glossary

Active	A Consultant is considered active if they have at least 150 points in Personal Retail Volume (PRV) during the monthly commission period. Consultants within your downline must meet these criteria to be considered active as listed on the Compensation Plan.
Bonus	The amount paid out to leaders (Lead Consultants and above) as a percentage of Personal Wholesale Volume (PWW) on personal sales and the Team Wholesale Volume (TWW) of downline Consultants' sales.
Brand	One of the several product brands within the Scentsy Family of brands owned by Scentsy, Inc. and its affiliate companies worldwide. These brands currently include Grace Adele, Velata, and Scentsy Wickless.
Commission	The compensation paid to a Consultant for the personal sales of commissionable Grace Adele products.
Current	A Consultant is considered current if they have at least 150 points in Personal Retail Volume (PRV) in one month during a three-consecutive-month period. Current Consultants retain their downline.
Director (Q)	The title assigned to any Director who has not qualified for the Director rank for three consecutive months.
Downline	A Consultant's frontline and all Consultants enrolled under their frontline.
Frontline	All Consultants in the first level of a Consultant's downline. These are the Consultants you personally recruit.
Generation	A term to describe the relationship of Directors to each other within a group.
Group	A Consultant and everyone in their downline.
Group Wholesale Volume (GWV)	The sum of the Personal Wholesale Volume (PWW) of each person in a group.
Home Country	The country you specified during the enrollment process.
International Agreements	These are Sales and/or Sponsoring Agreements specific to each country in which you would like to do business internationally. Once you agree to the International Service Fee for a specific Region, you must agree to at least one country-specific Sales and/or Sponsoring Agreement. See page 27 or go to the Account tab on your Workstation for more details.
International Service Fee	If you wish to do business internationally, you must agree to an International Service Fee. See page 27 or go to the Account tab on your Workstation for more details.
Level	How your downline is organized and the distance of each downline Consultant from you.
Peg Rate	A calculation applied to PRV to convert PRV points to local currency to pay commissions. The peg rate is derived by dividing the local sales price of a selected product before tax into the global PRV for that product. The current peg rate for the U.S. is 1.
Perpetual Party Reward	If a guest at a party books his or her own Grace Adele party, the original Host will receive an additional half-price item if they attend that qualifying (\$150 or more) party.
Personal Retail Volume (PRV)	The point value of commissionable products you sell. If enrolled in more than one Scentsy Family brand, PRV will accumulate between brands. PRV is a global point system convertible to local currency using a peg rate. The current peg rate for the U.S. is 1 (one point in PRV equals \$1 [USD] in retail sales), with the exception of licensed products and Host Rewards.

Personal Wholesale Volume (PWV)	75% of the point value of commissionable products that you sell. $PRV \times 75\% = PWV$.
Personal Website (PWS)	When you join Grace Adele, you get a FREE three-month subscription to your own Personal Website (PWS), which will help you promote your business, collect online orders, announce online parties, and recruit new Consultants. You can maintain your PWS for a subscription fee of \$10 per month after the first three months.
Rank	The qualification level at which the Consultant's compensation will be determined from month to month.
Roll Up	When a vacancy occurs in a downline organization due to the cancellation of a Grace Adele business, everyone shifts up one level. The first level (or frontline) of the canceled Consultant now becomes the first level (or frontline) of the canceled Consultant's Sponsor (or of the next eligible Consultant in their upline), etc.
Scentsy Family	The name used to identify the various brands of products owned by Scentsy, Inc. and its affiliated companies worldwide. Scentsy brands currently include Grace Adele, Velata, and Scentsy Wickless.
Scentsy Family Region	A grouping of countries defined by Scentsy. Currently, there are two Scentsy Family Regions: Region 1 and Region 2. Region 1 includes the United States, its territories, and Canada. Region 2 includes the UK, Germany, and Ireland. Grace Adele products and the business opportunity are only available in Region 1.
Sponsor	The individual you enrolled under to become a Grace Adele Consultant.
Starter Kit	A collection of tools necessary to start your Grace Adele business. This \$199 kit is required as part of your enrollment as a Grace Adele Consultant.
Team	A Consultant and their downline, excluding any Directors in their group and those Directors' downlines.
Team Wholesale Volume (TWV)	The sum of the Personal Wholesale Volume (PWV) of each person on a team.
Title	The highest rank achieved by a Consultant to date or Director (Q) (see page 28). A Consultant's title only changes by advancement, except in the case of a change to Director (Q) status or loss of downline.
Training Center	A centralized location for all training content for all Scentsy Family Consultants. Access the Training Center by clicking the link in the upper right corner of your Workstation home page.
Will Lose Downline	Consultants who have not met current requirements will lose their downline. When loss of downline occurs, the Consultant's title may also change. The title of SuperStar Consultants and below will change to Certified Consultant. The title of Directors (Q) or higher will change to (or remain at) Director (Q).
Workstation	This is the heart of your Grace Adele business. You will use it to place and track orders, set up your events, track your sales, get information on Grace Adele news and events, and much more. You can log in with your Consultant ID and password at workstation.scentsy.us .

Shipping Charts

CONTIGUOUS U.S.	Retail Sales		
	Minimum	Maximum	Shipping Charge
Individual Orders and Personal Website Orders	\$0.01	\$49.99	\$5.00
	\$50.00	\$149.99	10%
	\$150.00	Unlimited	FREE
Party Orders	\$150.00	Unlimited	FREE
Party Order — Direct Shipment*	\$0.01	\$49.99	\$5.00
	\$50.00	Unlimited	10%
Scenty Family Store Order	\$0.01	\$29.99	\$5.00
	\$30.00	Unlimited	FREE

ALASKA, HAWAII, U.S. TERRITORIES, AND APO/FPO ADDRESSES	Retail Sales		
	Minimum	Maximum	Shipping Charge
Individual Orders and Personal Website Orders	\$0.01	\$34.99	\$7.00
	\$35.00	\$149.99	20%
	\$150.00	Unlimited	10%
Party Orders	\$150.00	Unlimited	10%
Party Order — Direct Shipment*	\$0.01	\$34.99	\$7.00
	\$35.00	Unlimited	20%
Scenty Family Store Order	\$0.01	\$29.99	\$7.00
	\$30.00	Unlimited	FREE

*Orders sent directly to a customer instead of to the primary shipping address chosen by the Consultant.

Scentsy Family Contact Information

Please submit a support ticket before attempting to contact the home office by email.

SCENTSY FAMILY DEPARTMENT	TOPIC OF YOUR QUESTION, SUGGESTION, OR CONCERN	EMAIL ADDRESS
Account Services	Suspensions, voluntary cancellations, restorations, Social Security updates, new Consultant welcome calls	accountservices@scentsy.com
Awards/Incentives	Nominations and questions specific to incentives, annual awards, monthly awards, and the Scentsational Start Award	awards@scentsy.com
Compliance	Internet marketing, logo usage, promotional materials	adapproval@scentsy.com
Consultant Support	Scentsy Family "Policies & Procedures," domain and email name issues, order status, product questions, special requests, ordering assistance, Workstation questions, rank advancements, troubleshooting of any kind, returns, lost shipments, and product issues	support@scentsy.com
Events	Convention, Spring Sprint, Boot Camp, incentive trips, Leadership Retreat	events@scentsy.com
Finance	Commissions, bonuses, Compensation Plan	commissions@scentsy.com
	Pay Portal issues	payportal@scentsy.com
	1099-MISC forms	finance@scentsy.com
	Sales tax	salestax@scentsy.com
Media Relations	Publicity, public relations, media relations	mediarelations@scentsy.com
Product Development	Product suggestions and feedback	productideas@scentsy.com
Scentsy Family Foundation	Charitable donations, sponsorships, scholarships, cause warmer suggestions	www.scentsyfamilyfoundation.org
Scentsy Family News	Email communications from home office, "Consultant Spotlight" newsletter	news@scentsy.com
Scentsy Family Store	Scentsy Family Store support, communications and questions	storesupport@scentsy.com
	Scentsy Family Store product ideas	storeideas@scentsy.com
Subscriptions	Personal Website, Scent and Warmer of the Month, International Service Fees	subscriptions@scentsy.com
Training and Development	Training, personal development, business development	training@scentsy.com
Compensation Card 1.866.277.1790		

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