



NEW CUSTOMER CARE REPORT

JANE SMITH
October 20, 2013
janesmith@email.com

Congratulations, you've got new customers! This is a great time to check in and ensure everything is going as planned. By taking a few minutes to follow up now, you'll help build a positive relationship long term.

These customers' orders shipped about 10 days ago:

07/28/2013 ARO 1234567	Mary Smith 901-000-0000 msmith@email.com	8 Juice Plus Capsules Four-month processing fee
07/30/2013 ARO 7654321	John Macklin 901-000-0000 jmack@email.com	8 Juice Plus Capsules CHS Juice Plus Chewable Four-month processing fee

Call #1

KEY THINGS TO COVER



+ Thanks again for becoming a Juice Plus+® customer!

+ Have you received your order?

If **no**, please verify their shipping address and confirm it matches what is in the Virtual Office. If there is a discrepancy, call Customer Care to have the package reshipped.

If **yes**, are you taking Juice Plus+ daily as directed? Note, it's important to drink a glass of water with it (about 8 ounces).

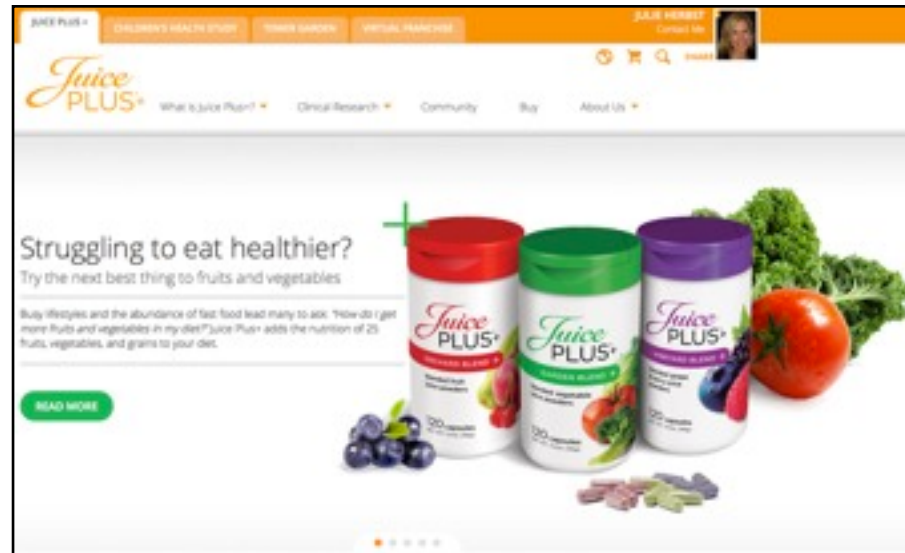
+ Are you receiving emails from Juice Plus+? In fact, you should have received an email with some helpful tips for remembering to take Juice Plus+ (Day 1, the day after the product shipped).

If **no**, please verify their email address and be sure it is included in their Customer Account in the Virtual Office.

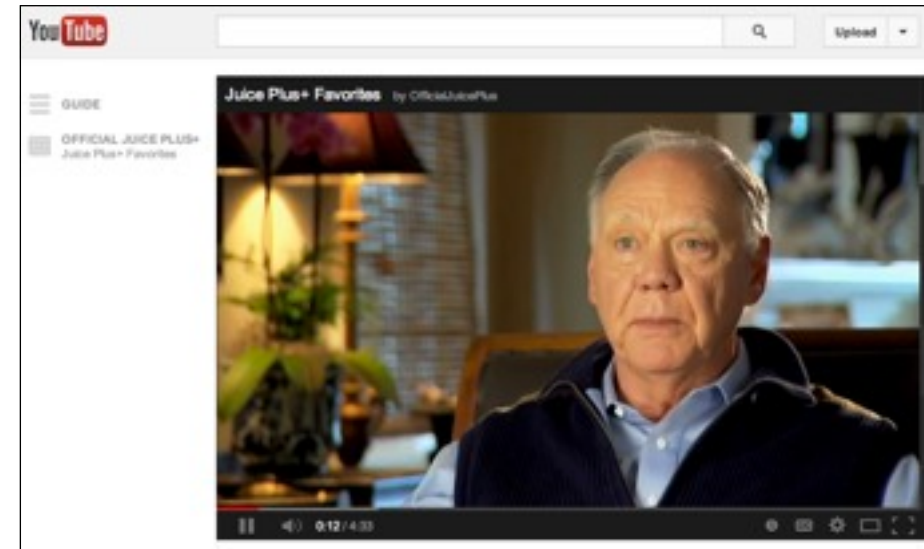
If **yes**, assure them they won't be bombarded with emails. They'll get 7 emails total in about 3 months, each of which highlights an important aspect of health and the positive effects of Juice Plus+.

Our goal is to create
life long, raving fan
customers! Many will
become distributors and
some will just love our
products and send us
referrals!


A Series of Educational and Relationship Exposures move Prospects to Customers, Customers to Raving Fan Customers, and Raving Fan Customers to Distributors.



1



2



Practical tools for building a healthier lifestyle for your **WHOLE family!**

- + How to eat more fruits and veggies easily
- + Simple ways to eat better so the extra weight comes off
- + How to identify harmful ingredients in food
- + How to fuel your body properly for physical activity
- + How to build your immune system and reduce your risk of cancer, heart disease, diabetes, arthritis, asthma etc...
- + Practical tools for living healthier including Juice Plus+!

Sponsored by Juice Plus+ - "Inspiring Healthy Living Around the World"

Please join us and bring guests!


**Time: Saturday, July 27th at 10:30am or
Tuesday: July 30th at 3:00pm**

**Place: Home of Sharon Farrar
9160 NW 21st ST, Coral Springs, FL 33071**

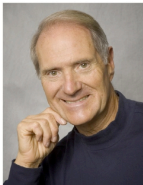
Brunch will be available on Saturday and **healthy snacks** on Tuesday. Presentation will begin 15 minutes after set time.

RSVP Michelle 954-261-7405 or Sharon 954-579-4009

3



"Top Health Tips for All Ages"
Dr. William Sears, Pediatrician



WILLIAM SEARS, M.D. has been advising busy parents on how to raise healthier families for over 35 years. He received his pediatric training at Harvard Medical School's Children's Hospital in Boston and The Hospital for Sick Children in Toronto, and currently serves as an associate clinical professor of pediatrics at the University of California, Irvine School of Medicine. Together with his wife and co-author Martha, Dr. Sears has written more than 30 best selling-books and countless articles on parenting and childcare. He serves as a medical and parenting consultant for *Baby Talk* and *Parenting* magazines, and his AskDrSears.com website is one of the most popular health sites on the Internet. Dr. Sears has appeared on over 100 television programs, including *20/20*, *Donahue*, *Dateline*, *Good Morning America*, *Oprah*, and *Today*.

Date: Friday, November 22nd

Time: 7:30 pm







Westin Hotel

400 Corporate Drive, Ft. Lauderdale

Off I95 & East Cypress Creek Road

Guests are FREE

For more information contact: Julie Herbst 561-212-3981
juliejp@me.com

4

What does our company do for our customers?


- Emails us a confirmation after we place a new order
- Emails us reminders to call our customers 3 times during their first 4 months
- Emails our customers beautiful, educational emails during their first 90 days that reinforce the JP+ habit. The final email contains a link to take a survey.
- Emails us a Preferred Customer Genealogy Report each month to remind us to call our customers before their next shipment
- There are Virtual Office ALERTS to remind us to take care of our customers
- Sends our customer free product through the JP+ Effect program
- Ongoing information is available to our customers via www.juiceplus.com

What do WE do for our customers?

- Place the new order
- Call our customers 3 times during their first 4 months
- Be sure they fill out the Juice Plus+® Effect Survey to receive free product
- Review our Preferred Customer Genealogy Report each month and call our customers before their next shipment. If their credit card declines we need to fix their card.
- Check our Virtual Office ALERTS and do our customer care
- Follow up on the free product sent through the JP+ Effect program
- Continual Exposures to Customers to build belief and relationship (i.e. invite to events, send new tools, be sure to share any updates etc.)

3 Phone Calls from us!

Here are your new customers for follow-up Call #1 » | Add JuicePlus@juiceplus.com to your address book.



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JANE SMITH
October 20, 2013
janesmith@email.com


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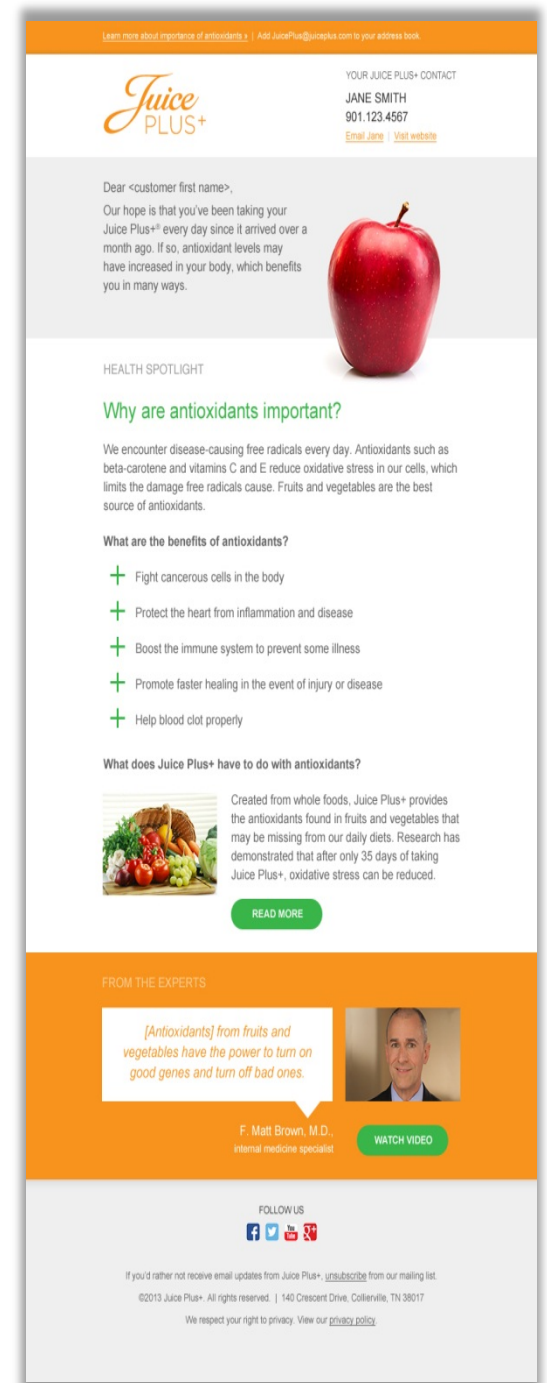
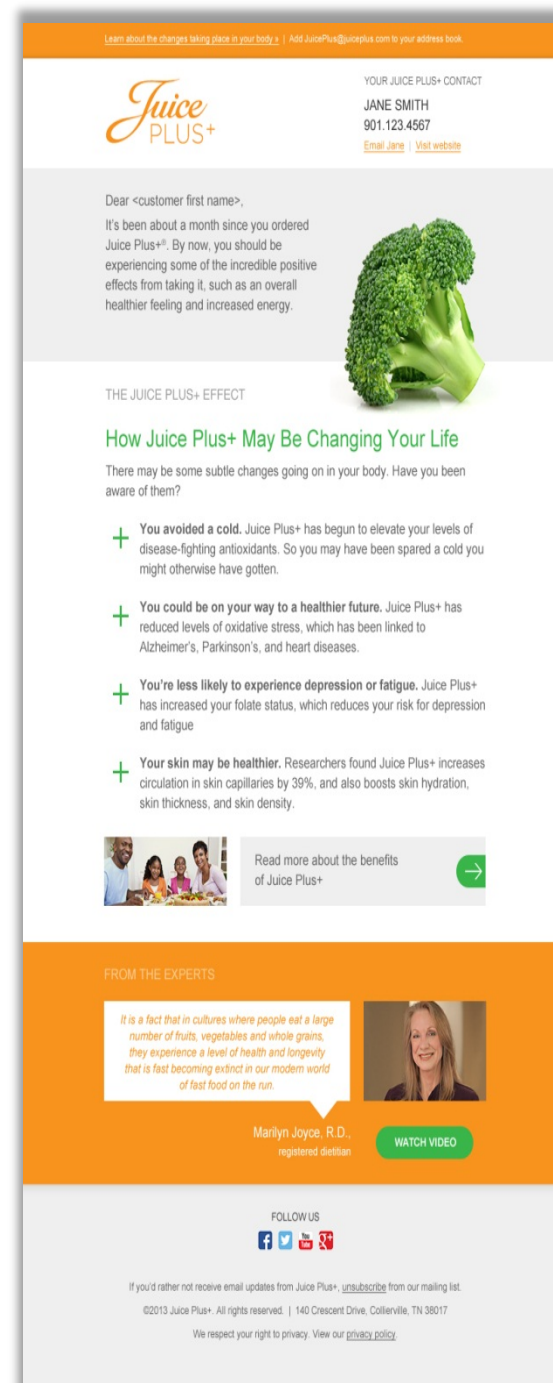
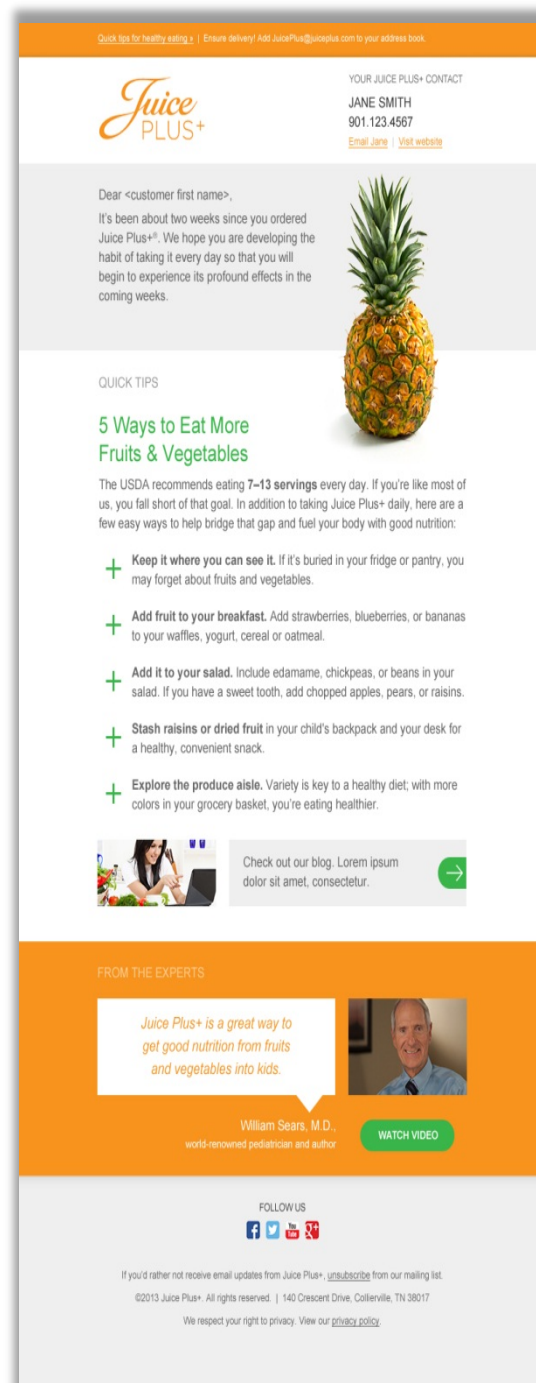
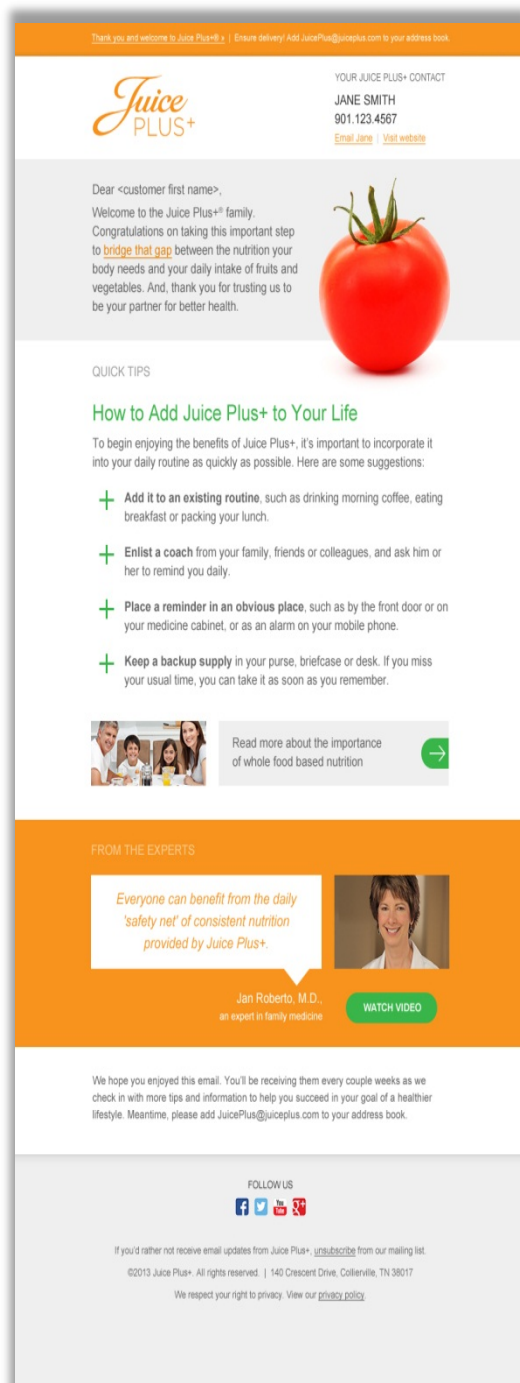
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If **yes**, assure them they won't be bombarded with emails. They'll get 7 emails total in about 3 months, each of which highlights an important aspect of health and the positive effects of Juice Plus+.

7 Emails from our company





YOUR JUICE PLUS+ CONTACT

JANE SMITH
901.123.4567

[Email Jane](#) | [Visit website](#)

Dear <customer first name>,
Congratulations, you've been taking Juice Plus+® for two months. You're probably feeling more energy, experiencing less stress, sleeping more soundly and just overall feeling better than you were two months ago.

One of your body parts that may be especially happy about your nutritional changes is your heart.



HEALTH SPOTLIGHT

How Juice Plus+ helps your heart

Homocysteine is an amino acid that is found in the blood. Maintaining healthy homocysteine levels is important for the heart and cardiovascular system.

Subjects in clinical studies were reported to have improved homocysteine levels with the addition of Juice Plus+, taken regularly, in their diet.

[READ MORE](#)

What else can you do for your heart?

- + **Maintain a healthy weight.** Carrying extra weight strains your muscles, including your heart muscle.
- + **Increase how much you exercise.** If you're sedentary, get moving. If you move a little, work on moving more.
- + **Avoid fatty meats.** Opt for poultry or leaner cuts of beef, pork, or lamb. Reduce your intake of processed meats, such as bacon, sausages, and luncheon meats.
- + **Reduce salt.** Salt is almost everywhere, even places you wouldn't expect. Compare the sodium content of products before making your selection.
- + **Avoid trans fats.** Eating trans fats increases the risk of coronary heart disease by raising levels of LDL cholesterol and lowering levels of "good" HDL cholesterol. When cooking, stick to natural oils such as olive, sunflower, and corn oils. When dining out, ask the server what type of oil is used and request healthier choices.

FROM THE EXPERTS

I try to explain to my patients and parents every day the role of nutrition and that the cardiovascular system is at risk.



Gerald Tuzler, M.D., Ph.D.,
pediatric cardiologist

[WATCH VIDEO](#)



YOUR JUICE PLUS+ CONTACT

JANE SMITH
901.123.4567

[Email Jane](#) | [Visit website](#)

Dear <customer first name>,
You're now well into your second month of taking Juice Plus+® every day. By this time, your immune system may have experienced a significant boost.



HEALTH SPOTLIGHT

What's so special about my immune system?

- + Your immune system's job is to help maintain your body's health, protecting your body from bacterial, parasitic, fungal, and viral infections.
- + When working properly, the immune system prevents or slows the growth of tumor cells.
- + A compromised immune system increases the risk of cancer, heart disease, inflammation, infection, and more.

How does Juice Plus+ help my immune system?

Juice Plus+ supports your immune system in the same healthy way that whole fruits and vegetables do.

- + Increases T-cells, which fight cancer and viruses
- + Aids in more natural killer cells, which attack tumor cells and infections
- + Supports higher levels of cytokines, hormone-like substances that stimulate the immune system



Read more about the benefits of Juice Plus+



FROM THE EXPERTS

Juice Plus+ strengthens the immune system. None of us know when health challenges will come our way.



Tina Jones, M.D.,
internal medicine specialist

[WATCH VIDEO](#)

FOLLOW US



If you'd rather not receive email updates from Juice Plus+, [unsubscribe](#) from our mailing list.

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YOUR JUICE PLUS+ CONTACT

JANE SMITH
901.123.4567

[Email Jane](#) | [Visit website](#)

Dear <customer first name>,
Congratulations! You've completed your first three months of Living Life to the Plus+. Now, we'd like to know how Juice Plus+® has affected your life.



SPECIAL OFFER

Get Your Free Gift

Please take two minutes to complete a confidential survey through your representative. If you have not yet been contacted by her or him, feel free to reach out using the contact information above.

After completing the survey, you will be able to choose your free product: Juice Plus+®Vineyard blend or Juice Plus+® Complete.

[TAKE THE SURVEY](#)

FROM THE EXPERTS

I'm so thrilled with Juice Plus+: it's such an easy way for children and their parents to get more of the good nutrition lacking in our diets today.



Paul Stricker, M.D.,
pediatrician, sports medicine specialist and Olympic physician

[WATCH VIDEO](#)

This completes our introductory email series. You can still keep up with what's going on in the world of Juice Plus through our monthly newsletter. If you have any questions or comments, contact your representative, or feel free to [contact us](#) directly.

FOLLOW US



If you'd rather not receive email updates from Juice Plus+, [unsubscribe](#) from our mailing list.

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We respect your right to privacy. View our [privacy policy](#).

Get Your Free Gift

Please take two minutes to complete the survey below about your experience with Juice Plus+® over your first few months taking it. Your feedback helps us understand the effect that Juice Plus+ can have on people's nutritional choices and lives.



1. Make Your Selection

The product you choose will be shipped to you along with your second box of Juice Plus+.

Juice Plus+ Vineyard Blend

Get your daily dose of powerful and healthful antioxidants from Concord grapes and a wide variety of berries.

Juice Plus+ Complete Variety

For balanced nutrition in every scoop, try our whole food based beverage mix-in delicious French Vanilla and Dutch Chocolate flavors.

Juice Plus+ Vineyard Blend Chewables

Enjoy added whole food based nutrition from healthful berries and grapes in a tasty, soft chewable form.

2. Complete The Juice Plus+ Effect Survey Form

During the 90-day period that you have been taking Juice Plus+, have you noticed...	YES	NO	N/A
Yourself eating more fruits and vegetables?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An increase in the amount of water you drink?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A reduction in the amount of fast food and/or soft drinks you consume?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An improvement in the quality of your sleep?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An increase in your energy level?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An increase in the amount of time you're able to work out? (If you don't work out, select N/A.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An increase in the quality of your workout? (If you don't work out, select N/A.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any weight loss (If you felt you needed to lose weight)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A reduction in the number of cold or flu-like symptoms?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A decrease in the number of prescriptions or over-the-counter medications you're taking?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A decrease in the number of visits to your healthcare provider?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(Or has your dentist noticed) healthier gums — things like less bleeding when brushing or flossing, or a healthier pink color?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(Or has your hair dresser noticed) indications of healthier hair — things like shinier hair, stronger hair, or more hair growth?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[SUBMIT THIS SURVEY FOR YOUR FREE GIFT](#)

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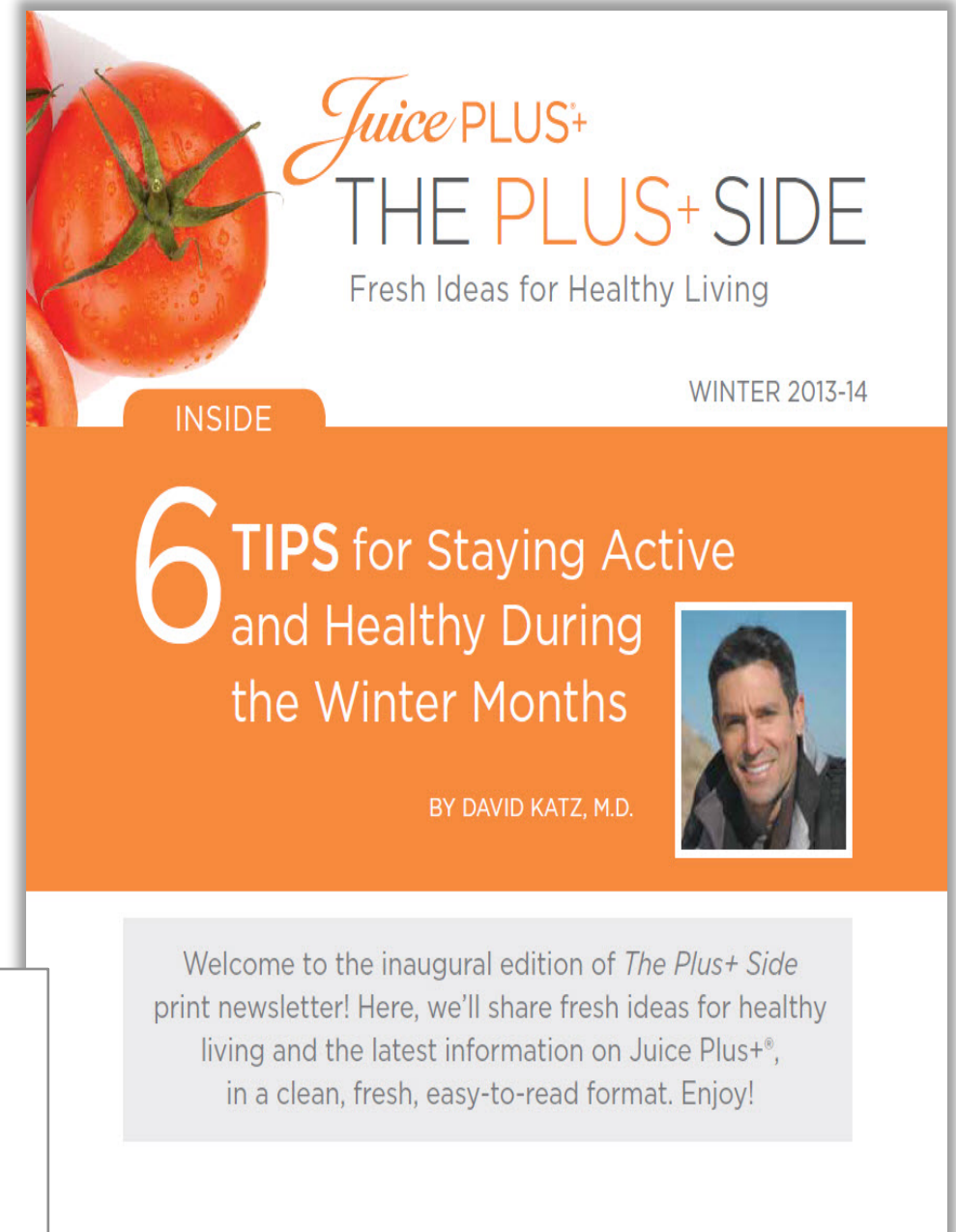
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4 LET YOURSELF SLEEP.

When time is tight, sleep is one of the first things to go. But losing sleep also weakens your immunity, studies show. Specifically, when you deprive yourself of sleep, you may jeopardize your production of valuable immune system components, such as cytokines, antibodies, and white blood cells. You won't be saving yourself any time if you're down for the count, so make sure to get seven or eight hours of sleep each night this winter.

5 EAT YOUR FRUITS AND VEGGIES.

When it comes to foods that increase your resistance, you can't do better than fruits and vegetables. The key immune-boosting vitamins — A, C, and E — are plentiful in colorful produce. You'll find vitamin A in sweet potatoes, carrots, spinach, and kale. Oranges are a great source of vitamin C, but papayas, bell peppers, and strawberries provide even more. And dark leafy greens like spinach,



Swiss chard, and turnip greens are good ways to load up on vitamin E.

6 TAKE YOUR JUICE PLUS+.

It's a good idea to take Juice Plus+® any time of year, because few of us actually manage to fill half our plates at each meal with fruits and vegetables, as the latest USDA guidelines recommend. But it's especially important during the cold-weather season, when immune challenges are more frequent. A randomized, double-blind, placebo-controlled human clinical trial conducted by the Charité University Medical Centre and published in the *British Journal of Nutrition* found that over a six-month period, taking Juice Plus+® reduced the number of days subjects reported having moderate to severe upper respiratory symptoms by 20 percent.



Our company will send information with shipments of Juice Plus+



8 Ways to Get Your Family Eating More Fruits & Vegetables

Has convincing your kids to take just one more bite of broccoli at dinner become a regular battle? Do you worry that your spouse or sibling isn't eating enough fresh produce? Don't fret. Here are 8 surefire ways to help your family realize they love fruits and veggies.

- + **Lead by example.** We can't stress this enough. If you're eating your share, your family will notice and will likely follow suit.
- + **Get them involved.** Include the whole family on grocery-shopping trips and in the kitchen. They are more likely to eat something they chose and helped prepare.
- + **Take Juice Plus+®.** The Children's Health Study has shown that children—and adults—who take Juice Plus+ tend to eat more fruits and vegetables.

Our company will send beautiful, education newsletters to our customers!

Top Stories from the Juice Plus+® Blog

Have you visited the Community section of the new Juice Plus+® website? Each week, we add new blog posts that cover everything from the latest published research on Juice Plus+®, to tips for keeping your family healthy, to profiles of some amazing people who are Living Life to the Plus+. Some of the top stories so far include:

+ *Skin Health: New study shows Juice Plus+® supports skin health*
by Sara Lovelady

A new study conducted by researchers at the Medical University of Graz, Austria, confirms the findings of previous research: Juice Plus+® improves markers of skin microcirculation, thus supporting healthy skin.

+ *For aerobatic pilot Julie Clark and Juice Plus+®, the sky's the limit*
by Patricia Childs

Known for her graceful aerobatic sequences, aerobatic pilot Julie Clark has flown an average of 20 shows per year for more than 33 years, making her one of the busiest and most recognized air show performers in the world.

+ *How to eat healthy on campus: Avoid the freshman 15*
by Jackie Richardson

Whether you're living off campus, bunking in a dorm, or crashing on your friend's couch, follow these four tips for eating healthy in college, and fight the Freshman 15.



JUICE PLUS+CHILDREN'S HEALTH STUDYTOWER GARDENVIRTUAL FRANCHISE

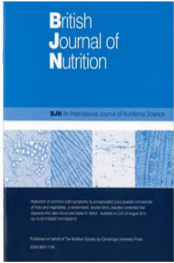
Juice PLUS+

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LATEST POST

TOP STORIES



July 12, 2013 2:38 PM


Skin Health: New study shows Juice Plus+ supports healthy skin

By Sara Lovebody

Proper circulation is important for skin health, because it ensures the delivery of nutrients and oxygen to skin tissue. A new study, conducted by researchers at the Medical University of Graz, ...

READ MORE

COMMENTS // 7



July 2, 2013 10:37 AM

For aerobatic pilot Julie Clark and Juice Plus+, the sky's the limit


By Patricia Childs

Julie Clark is one of the most celebrated female pilots in aviation history. Inspired by her father, a commercial pilot for Pacific Airlines in the 1960s, Julie took flying lessons while at U.C....

READ MORE

COMMENTS // 7

RECENT STORIES



October 11, 2013 11:22 AM


Stay Fit at Tailgating: Healthy Snacks and Tips

By Jackie Richardson

Football season can only mean one thing: tailgating! If fried, fatty or greasy foods are part of your Sunday game plan, it's time to re-strategize. Fill your stomach with some healthy snacks so you can feel great about the game – regardless of the winner. Whether you're tailga...

READ MORE

COMMENTS // 0



October 7, 2013 4:05 PM

How to Eat Healthy on Campus: Avoid the Freshman 15

By Jackie Richardson

College is the start of a new chapter; a time to make new friends, experience a new city and become your own person. Unfortunately, that new found independence can come at a price. Between classes, cramming for exams and socializing, college students are pressed for time, under a l...

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COMMENTS // 0

MOST VIEWED

Athletes who use Juice Plus+ (3)

COMMENTS // 0

How to Eat Healthy on Campus: Avoid the Freshman 15

COMMENTS // 0

Doctor Bill Sears' 5 Healthy Back-to School Tips



COMMENTS // 0

TOP CATEGORIES

Live Life to the Plus (11)

Juice Plus Endorsements (4)

Endorsements (4)




COMMENTS // 0

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September 27, 2013 5:16 PM


Doctor Bill Sears' 5 Healthy Back-to School Tips

By Patricia Childs

Schools are back in full swing, meaning busier schedules packed with after-school activities and late-night homework. With less time for grocery shopping and cooking healthy meals for your family, the back-to-school grind can easily throw off your family's healthy lifestyle balance. Nationally...

READ MORE

COMMENTS // 0



September 26, 2013 4:27 PM


How to Choose the Most Ripe Fall Fruits and Vegetables

By Jackie Richardson

While summer is known to yield tempting fresh fruits, autumn brings the harvest of many hearty fruits and vegetables that should not be overlooked. As temperatures drop and summer draws to a close, here are some tips to find the best in-season fall produce at your local store or farmers market...

READ MORE

COMMENTS // 0



September 24, 2013 4:23 PM

Jason Fowler's Fuel for Ironman Triathlon training

By Patricia Childs

I managed to catch up with Jason Fowler recently for an update on his all-out bid for Ironman at the World Championship in Hawaii this October. Since qualify...

READ MORE

COMMENTS // 0


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NEXT

Athletes who use Juice Plus+ (3)

Triathlon training (3)

FEATURED AUTHOR



Jackie Richardson
CONTENT MANAGER
Jackie Richardson, the Manager of Digital Marketing at our Home Office in Memphis, is better known as our Juice Plus+ social media maven. Jackie, who works closely with Juice Plus+ public relations and digital media partner Edelman, oversees all Juice Plus+ social media/social community sites on the Internet, including our Juice Plus+ and Live Life to the Plus+ Facebook pages and the Juice Plus+ YouTube Channel.

View Profile

TRENDING TOPICS

1. Healthy lifestyle

2. Healthy eating

ARCHIVES

2013 +

STAY CONNECTED

Join our Email Newsletter to stay connected with Juice Plus+.

SIGN UP

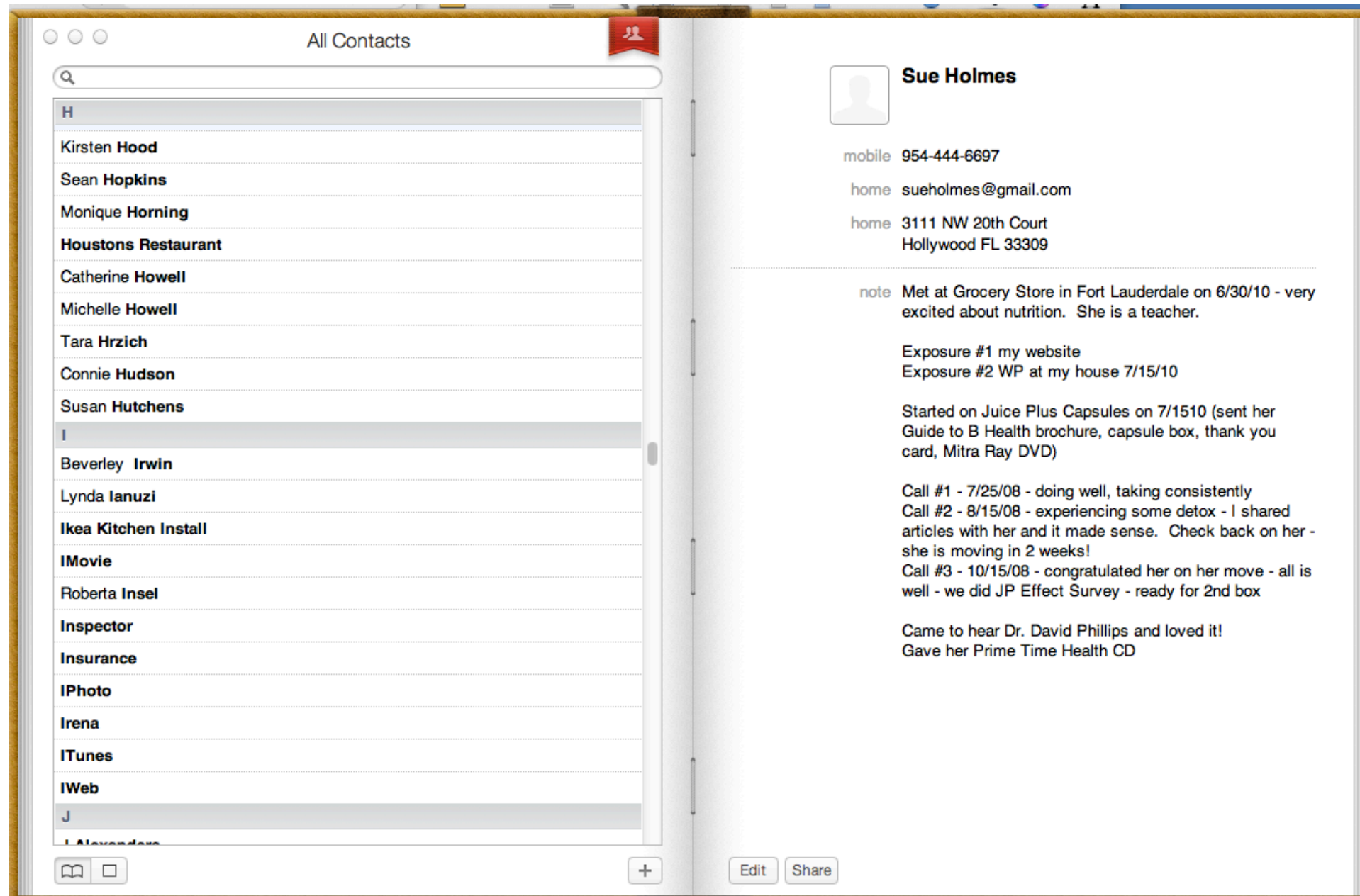
Keep great customer records

(Use the *Connection Record Form*)

- Important Information (i.e. What they hope to gain from taking Juice Plus+®)
- Conversations
- Exposures you have shared (i.e. YouTube videos, articles, brochures etc.)
- Events they attend

Connection Record Form for Prospects/Customers	
Source of Contact: <input type="checkbox"/> Referral of _____ <input type="checkbox"/> NSA Lead _____ <input type="checkbox"/> Other _____	
Name _____	Phone _____ Cell: _____
Address _____ City _____	
State _____ Zip _____	Employer: _____
E-mail _____ Best Way/Time to Reach _____	
Spouse/Children?(names/ages) _____	
Health Concerns/Issues? _____	
Interest: <input type="checkbox"/> Adding more F/V (JP+); <input type="checkbox"/> Weight Loss <input type="checkbox"/> Business; <input type="checkbox"/> Other _____	
Series of Exposures (CD/DVD's, Events)	
Exposure #1 _____	
Exposure #2 _____	
Exposure #3 _____	
Exposure #4 _____	
Exposure #5 _____	
Prospect Calls (It is suggested to make 3 follow up calls to give prospects time to review info and order)	
_____ Call #1 Ready to order? If not, offer: more time to listen; info; three-way call; event (WP or PPL)	
_____ Call #2 (if needed). Ready to order? If not, offer more time to listen; info; three-way call; event	
_____ Call #3 (if needed). Ready to order? If yes, place order at www.juiceplusvirtualoffice.com . If no, thank them for considering and let them know that you are here if they'd like more information; offer to keep them on your mailing list for wonderful, upcoming health events.	
New Customer Care	
_____ Send a follow-up piece, such as Recipe for Better Health brochure with the following handwritten note: "Dear____, Thank you and congratulations for deciding to add more fruits and vegetables to your diet with Juice Plus+®. I'll be staying in touch to help monitor your progress. Best of health, _____"	
_____ Consider a gift such as a JP pill box	
_____ Address 4 Follow-up postcards– Write in mailing dates where the stamp will go (send card #1- 7-10 days later, #2- 30 days later, #3- 60 days later, #4- 90 days later). File postcards 2, 3, and 4 by month and mail monthly.	
Suggested Handwritten notes for postcards:	
#1 What a wonderful thing you are doing for your health! Consistency is the key!	
#2 Isn't this exciting? Who do you know who needs Juice Plus+®?	
#3 Isn't it amazing what fruits and vegetables can do? Do you know someone I can help?	
#4 Aren't you thankful you have Juice Plus+® to bridge the gap? I'm thankful for you! I hope JP+ will be a permanent part of how you take care of your health. Your next box is set to ship on _____; please call me if you need any adjustments. My number is _____.	
Continuing Customer Care – Make 3 Calls during 1 st 4 months using VIRTUAL TRACKING email scripts	
Ongoing Follow Up Ideas	
• Invite to WP or Prevention Plus+ lectures.	
• Send newsletters or articles every 10 to 12 weeks.	
• Send occasional, informational e-mails.	
• Check Preferred Customer Genealogy Report monthly and call before each box is to be re-shipped.	
• Send Virtual Office E-card on anniversary of Juice Plus+® start date!	
Contact Notes: (Keep reference notes each time you contact prospects or customers– continue on the back)	

Electronic Records



New Customer Questionnaire

Name: _____ Start Date: _____

O/G _____ Trio _____ Complete _____ CHS _____ Chewables _____

Make it your goal to know the answers to each of these questions with all of your customers. This will help to understand your customer and build your relationship.

1. Why did you make the decision to take Juice Plus+®?
(The needs question)

2. What expectations do you have from adding Juice Plus+?
(The measurement question)

3. What do you expect from me in the way of support?
(The relationship question)

4. What is the best way to communication with you?
(The communication question) - (Try to get as many specifics as possible.)

Life Long Customers

- Know their expectations
- Customer Appreciation
- Share New Information
- Invite to all Events
- Stay in Touch



Kids Chewables (3)



Your Order has Shipped



Send your Customers
E-cards and check MY
ALERTS on your Virtual
Office

[Change Country](#) [USA](#)
[Change Language](#) [English \(United States\)](#)

[Home Page](#) | [VFORM Reference](#) | [Contact Us \(e-mail\) \(phone\)](#) | [Sign Out](#) | [My FIN: USM0254884](#)

[PERSONAL FILE](#) | [MY PROSPECTS](#) | [MY CUSTOMERS](#) | [MY TEAM DATA](#) | [TRAINING](#) | [TOOLS](#) | [EVENTS](#)

Good Evening **DIANE R FOX - VF**

My Current Month

My Business and Team At-A-Glance

PVC Required for Title	8,463	World Wide PVC Totals	
Personal Volume Credit (PVC)	25	Personal Volume Credit (PVC)	25
Performance Bonus (PB)	25	Performance Bonus (PB)	25
		Excess PB	0

Team Building Bonus

My Alerts

- [You have 1 Personal Preferred Customer\(s\) whose next shipment date is within the next 10 days.](#)

Quick Links

[Create or Edit MyJuicePlus website](#)
[Submit Customer Order](#)
[Submit CHS Order](#)
[Edit Customer Account](#)
[Add New Distributor](#)
[Saved Reports](#)
[Personalized Juice Plus+® Research Summary](#)
[Juice Plus+® Clinical Research](#)
[What Health Professionals Say About Juice Plus+®](#)
[Promo Plus](#)
[Voicecom Website](#)

[e Plus+® Connections](#)
[Featured Story](#)
[or Templates available on Event sources page](#)

[nber 2011 Month End and Qualifier's Day details. \[Click Here\]\(#\)](#)
[New Tools and Materials from the 2011 Fall Leadership Conference](#)
[Team Building Bonus SURGE Details](#)
[NEW Wellness Presentation PowerPoint](#)
[Team Building Bonus Program](#)
[Check out the details on the 5-1 Qualifying Bonus flyer](#)
[10-1-10 TBB flyer](#)
[PCI Security Awareness Training Presentation](#)
[2010 Marketing Plan Enhancements](#)

[January 2012](#)

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Today's Date:
Sunday January 1, 2012
[Weekly Calendar View](#)
Today At -A-Glance:

- [You have no events today](#)
- [You have 24 tasks today](#)

Learn to read PC Genealogy Report

How to Read the PC Genealogy Report

Here is an explanation of the columns:

NAME of customer

ADDRESS of customer

PHONE of customer

TITLE

PC – Preferred Customer

CR – Children's Research Study Customer

FREQUENCY

4I = customer who is paying in 4 installment payments

3I = customer who is paying in 3 installment payments

2I = customer who is paying in 2 installment payments

4 = customer who is paying in full every 4 months

3 = customer who is paying in full every 3 months

2 = customer who is paying in full every 2 months

NEXT SHIP DATE – Circle all of the dates for this month and CALL TO BE SURE THEY ARE READY FOR THEIR NEXT SHIPMENT!!!!!!!

ARO Status – STAT

A = active customer

C = cancelled customer

N = new order

R = ship dates was RESET (changed ship date, form of payment etc.)

D = declined credit card (call them to get a new card number or expiration date)

I = In Process Change (changed ship date during the installment cycle)

HC = the order has been sent to a Collections Company who works for NSA

ARO ID # - number that is used to identify the order

Product – The product is noted by an alpha and numeric code (EX: C1 - Capsules). The number does not represent the number of boxes on the order.

(C1) - Juice Plus+® Capsules

(C2) – Juice Plus+® Capsules NSF Sport

(L1) - Juice Plus+ Complete® Chocolate

(L2) – Juice Plus+ Complete® Vanilla

(L3) – Juice Plus+ Complete® Variety

(V1) - Juice Plus+ Vineyard Blend®

(V2) – Juice Plus+ Vineyard Blend® NSF Sport

(S1) – Juice Plus+® Soft Chewables Adult Dose

(S2) – Juice Plus+® Soft Chewables Child Dose

(S3) – Juice Plus+ Vineyard Blend® Soft Chewables

(H1) - Juice Plus+® Hard Chewables

(K1) – CHS Capsules® Adult Dose

(K2) – CHS Capsules® Child Dose

(K3) – CHS Soft Chewables®

(K4) – CHS Hard Chewables®

Cancelled Customers

- “Absolutely, I’ll put your order on hold.”
- May I ask why you’re cancelling?
- If they say results is the reason revisit their expectation - “I know when you got started on Juice Plus you wanted...”
- If they say Financial is the reason - “Would you stay on Juice Plus if we could solve the financial aspect?”

Customers into Distributors

- I don't know if you'd be interested but I thought of you because...
- I love what I'm doing with Juice Plus+.
- I'd love to share more with you about the company.
- Maybe this would be a good fit for you.

Do Gratitude Calls

Gratitude Calls

PURPOSE: connect with all customers and family distributors in this Thanksgiving Season (not just a November Business month activity) to appreciate them, to make sure they are taking their JP, and thank them for their attention to their own health, to thank them for their patronage with JP and their rep
AND
To invite them to take a next step...information, event and/or join our Team

WHO

Julie (initiating Distributor)
Amy (Julie's sponsor/mentor)
Fred (Julie's customer)

HOW LONG

3 way connection calls unscheduled goal is 10-15 min

3 PARTS

FIRST...INTRODUCTION and HELLO

1. hello is this a good time to talk?
2. I have my friend Amy on the phone and we were just calling to check on you and see how it's going with your JP?
3. Well Fred I want you to meet my friend Amy, a colleague, friend and nurse. She's helped me so much with Juice Plus these last few years. And Amy, I want you to meet Fred, he and I met at our boys band recital and he and his family have been eating JP for 3 years. In fact they are 3 years into the CHS.
4. So now Amy (the sponsor takes over the conversation)

SECOND...GRATITUDE

Amy first acknowledges the customer for being intentional about good health,
Amy thanks them for being a Juice Plus customer and
Amy thanks them for being a customer of Julie's and edifying Julie to Fred.

THIRD...RELATIONSHIP BUILDING AND NEXT STEPS

Amy asks the following clarifying questions:

- A. Remind me why you (and your family) started JP? Reflect back
- B. Were you able to realize what you were looking for? Notice anything else Reflect
- C. So tell me what JP products you eat and how's your habit? (survey questions) Reflect
- D. So have you told anybody? Have you thought about doing what Amy does?
- E. Get them to say yes to something? Information, event, business, jpvf.info nationwide calls

REGROUP AND FEEDBACK AND TEACHING!