



CGM 09 Consultant Web Stores

At a Glance

- Your very own consultant web store is included in your consultant subscription!
- All customer promotions are available for orders placed on Kaszazz web stores. Consultant Order Credit (see CGM 27) is not available.
- Freight is FREE for web store orders over \$99.00
- Web store sales earn personal sales bonus commission and add to your sales balance (see CGM 05) and count toward any sales promotions, in the same way as orders placed using your consultant's online ordering system.
- Vouchers cannot be redeemed in orders placed on Kaszazz web stores.
- The 10% gross profit you earn on your web store sales will be paid with your monthly Consultant Reward Plan payment.
- Keep all your customers up-to-date with your webstore URL, especially when specials are announced. We are not able to reallocate orders or commission if they inadvertently order on another consultant's webstore or on the Kaszazz webstore.

All the Details

Your Consultant Web Store

Your very own consultant web store is included in your consultant subscription. The URL is:

www.kaszazz.com/cart/?consid=nnnnnn

where nnnnnn is your consultant ID.

If you wish, you can make your webstore more personal by adding a photo (at least 500x500 pixels) and typing a brief biography. Email either one or both to enquiries@kaszazz.com and we will load them into your webstore.

Web Store Orders

Your web store orders count toward your sales, and you receive the same commission, and your team leader receives the same commission, as if you placed the orders using your consultant's online ordering system. However, there are two important differences:

1. Your 10% gross profit is paid along with your monthly commission, whereas when you place orders using your consultant's online ordering system this is retained by you (as you pay wholesale prices). Your Consultant Reward Plan statement will



clearly show your web store orders and the gross profit paid.

2. For web store orders of \$99 or less, freight is calculated based on order value (not order destination). However, for web store orders over \$99 freight is FREE!

Your Kaszazz web store is a great way to attract new customers. Remember, whenever possible, to encourage your online customers to become face-to-face customers by attending one of your customer events.

See CGM 02 for lots of ideas and tips on how to promote your web store.

The Kaszazz Web Store

Any visitor to the Kaszazz website, including Kaszazz consultants, can place an online order via the Kaszazz web store. However, every online order received on our web store will be placed on behalf of a Kaszazz consultant.

Each order received through the Kaszazz web store will be allocated to the nearest (as the crow flies) active status consultant (see CGM 05). The order will count towards the allocated consultant's sales, and they will earn gross profit, and their team leader will earn commission, just as if the order was placed on their own web store.

If you are allocated an order placed on the Kaszazz webstore, you will receive an email advising you of the order and customer details. Unless the email states the customer has asked NOT to be contacted, it is very important that you follow up with that customer to check their order has arrived and to ask if you can be of further service. If you are not able to do this, then please either ask one of your team members, or your team

leader, to do this, or contact Kaszazz (email equiries@kaszazz.com or FREE call 1800 649 191).

Your Web Store and the Kaszazz Web Store

1. You can, and are welcome, to place orders on your own web store. Keep in mind that you will be considered a customer in this case and will receive all the emails associated with the order.
2. Customers placing orders on your web store, or the Kaszazz web store, will not be able to redeem Kaszazz vouchers, or qualify for consultant order credit.
3. All current customer promotions will always be available to customers placing orders on your web store and on the Kaszazz web store.
4. From a customer's perspective, there is no difference between your web store and the Kaszazz web store. All the same products are available at the same prices with the same specials and the same freight charges.
5. Customers ordering on your own web store, or on the Kaszazz web store, will never be offered any specials or promotions that they would not be able to obtain if they placed the order in-person with you.
6. If a customer to your web store, or a customer to the Kaszazz web store allocated to you, is not already in your online ordering system customer database, they will be automatically added, unless they specifically ask not to be contacted. And if that customer is not already in the Kaszazz Creative Club (KCC) they will be automatically added, unless they specifically ask not to be added.



7. Each time a customer places an order on your web store, or you are allocated an order placed on the Kaszazz web store, an email will be sent to you advising the customer's details and details of the order they placed. Attached to the email will be the tax invoice from Kaszazz to you for the customer order, and a copy of the tax invoice or invoice (depending on whether or not you are registered for GST) generated by Kaszazz and emailed to the customer on your behalf. These invoices are required since, in a legal sense, you ordered the products from Kaszazz and the customer ordered them from you.
8. If a new customer places an order on your webstore, or if you are allocated an order placed on the Kaszazz webstore, you will receive private information about that customer. It is an essential requirement of being a Kaszazz consultant that you protect that information. Please see CGM10 for details.

GST and Your Web Store

You only need to read this section if you are registered for GST!

When a customer places an order on your web store, or you are allocated an order placed on the Kaszazz web store, you will receive an email containing two invoices. One invoice is for the sale of the goods from Kaszazz to you; the other is for the re-sale of the same goods from you to the customer.

If you are registered for the Goods and Services Tax (GST), both of these invoices will be "Tax Invoices". In this case it is very important that you treat these Tax Invoices in the same manner as all your other Tax Invoices. You need to include the GST paid to Kaszazz in the GST you will claim back from the Australian Tax Office (ATO) in your next

BAS return, and you need to include the GST you have collected from your customer in the GST you need to pay the ATO.

As you did not actually collect the revenue from your customer, Kaszazz will reimburse you the difference between the GST paid to Kaszazz, and the GST collected for each of your online orders. This will be shown and paid with each monthly Consultant Reward Plan statement, for all your customer online orders processed during the month of the statement. The amount is shown as "Web store sales GST reimbursement" and is just above the Total Payment Due at the bottom.

Keep Your Customers Up-To-Date

Encourage your customers to order from YOUR webstore by sending a link to your webstore with every email or message you send them.

Also, remind them to check the biggest heading at the top of every page on the webstore says....

You're shopping with <name>

... where <name> is YOUR name. Ask them NOT to submit their order and contact you if a different name or "You're shopping with Kaszazz" is displayed.

Please do not call Kaszazz, and do not ask your customer to call Kaszazz, if a customer inadvertently submits an order on another consultant's webstore or on the Kaszazz webstore, as we are not able to reallocate the order or the commission.

Thanks for your understanding.



Consultant Websites and Blogs

If you decide to build and maintain your own Kaszazz website or blog or social media page, please keep the following points in mind:

1. Your website must make it clear that this is the website of an independent Kaszazz consultant and not the website of Kaszazz Pty. Ltd.
2. As a Kaszazz consultant, you have agreed to “represent the company in a professional manner”, so your website must look smart with clear and grammatically correct text, and everything said about Kaszazz must be very positive.
3. If you plan to register your own domain name, including the word “kaszazz” in the domain name can help build your brand. If you would like to do this, in order to avoid any possible confusion with the Kaszazz corporate domain name, please include either your name (or part of your name or nickname) or your consultant ID in your domain name. For example, your domain name could be...

kaszazzXXXXXX.com.au or,

namekaszazz.com.au or,

kaszazzwithname.com.au

Registering a domain name in this form will avoid possible inconvenience and expense should we learn that your website has been confused with the Kaszazz corporate website.

4. The most successful consultant websites or blogs are the simplest ones! If you have to spend too much time maintaining your website, you will have less time available for running Kaszazz customer events and for supporting your team.

WANTED - Web Store Feedback

If your web store has been good for your Kaszazz business, we would love to hear about it! Please send your story to enquiries@kaszazz.com - you could receive a gift if it is published on The Kaszazz Star (TKS) Newsfeed.

Of course, as with all things Kaszazz, if you have any comments or suggestions regarding your web store we would love to hear them.