



TOTAL LIFE CHANGES®

Presents

U.L.E.A.R.N

Leadership, Earning, Attraction, Retention, & Networking

Customer Service FAQs

Frequently Asked Questions

Question:

I lost all my carryover volume. How can I recover my volume?

Answer:

A webform is the only way we can complete a carryover adjustment. You must meet these qualifications:

- Volume was lost within 2 weeks of the request
- An active SmartShip is needed on the account
- You must be binary qualified at the time of the request.
- This can only be done once every 12 months.

If these requirements are not met, the request will be denied.

Frequently Asked Questions

Question:

My downline was placed on the wrong leg. What can I do?

Answer:

A webform can be made for this request as long as the account we are moving is no older than 72 hours.

Frequently Asked Questions

Question:

I picked the wrong sponsor. Can this be adjusted?

Answer:

Yes it can...in a webform. If your account is less than 72 hours old, you can request a sponsor change in a webform.

Frequently Asked Questions

Question:
Where is my order?

Answer:

In order to locate your completed order, all you need to do is call into customer service. We will be able to track the order or see any errors related to the order.

Frequently Asked Questions

Question:

Process my pending order.

Answer:

Please call in to customer service or send in a webform with the payment information you will be using. (This cannot be done over a live chat.)

Frequently Asked Questions

Question:

My order was late and now I'm not active. Can this be fixed?

Answer:

All you need to do is call in to customer service. As long as the pay week has not been posted, we can fix the payment date for you. (This can be done in a webform but not a chat.)

Frequently Asked Questions

Question:

What is this yellow triangle in my back office?

Answer:

The yellow triangle is there to show you what your account will reflect if you do not put your order in on time. This will only show on the week your SmartShip is due if there is no PQV on your account.

Frequently Asked Questions

Question:

Why am I not binary qualified?

Answer:

To be binary qualified, you need an active LC on the right and left leg. If either leg shows the yellow triangle, your account will not show as binary qualified until their SmartShip goes through.

Frequently Asked Questions

Question:

How can I create a SmartShip?

Answer:

Preferred Customers can create SmartShip orders on the Shopify platform. Life Changers must do it through the iOffice portal.

Frequently Asked Questions

Question:

How do I get my commission that is already paid?

Answer:

The TLC Pay tab in ioffice will take you to your Hyperwallet to set up payments. Once set up, you need a minimum of \$12 in earnings for commission to process. If the minimum is not met, the commissions will be added to your next weekly commissions of \$12 or more.



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