

# BUSINESS TOOLS

## Your Herbalife business tools

**The Internet is an excellent business support tool - Herbalife has provided a range of helpful Internet sites for you to utilise everyday.**

### [www.myherbalifeshop.com.au](http://www.myherbalifeshop.com.au)

**Place your order directly online:** As well as ordering products online, there is also the added benefit of having product information at your finger tips whenever you need it.

- Immediate order confirmation via email which includes price, volume and order number
- Available 24 hours a day seven days a week
- Once order has been completed it will print directly in our warehouse ready for despatch
- Immediate addition to your volume points
- Secure online payment
- Save your customers details in the address book
- No processing delays
- Orders placed online prior to 10.00am Adelaide time will be dispatched the same day.

To access this website, you will need your Herbalife ID number and a PIN

If you do not yet have a PIN, please contact your sponsor or the Distributor Services Department for assistance. This service is for orders to be delivered within Australia only.

### [www.startrackexpress.com](http://www.startrackexpress.com)

**Track and trace your order: Australia** - Simply log on and click on Reference Number. Enter the last 8 digits of your Herbalife Order Number and click search

### [www.pbt.co.nz](http://www.pbt.co.nz)

**Track and trace your order: New Zealand** - Simply log on and click in the ticket number box and put in your order number (1500000000) and click GO

### [E-mail Ordering](#)

**Place your order via email:** Using the order spreadsheet send your order to

Australia - [ausorderline@herbalife.com](mailto:ausorderline@herbalife.com) New Zealand - [nzorderline@herbalife.com](mailto:nzorderline@herbalife.com)

### [Price Lists](#)

**How can I get an up-to-date price list?**

Check out the Internet site, [www.herbalifecentral.com](http://www.herbalifecentral.com)

*(Before price lists are viewed, Adobe must be installed – see the email section of this publication.)*

- Log in with your Herbalife ID number and PIN
- Choose 'Documents online'
- Click on the country you would like the pricelist for.
- Remember to check regularly for the most current price list.

# BUSINESS TOOLS

## [www.herbalife.com](http://www.herbalife.com)

**Herbalife's official website:** This website provides the latest updated information on Herbalife, our products, business opportunity, success stories and much more. Simply select the country you require information for and then select the topic relating to the information you are searching for.

## [www.herbalifecentral.com](http://www.herbalifecentral.com)

**An administrative website for all Distributors featuring:**

PIN Maintenance

Account Information

Account Maintenance

World Wide Promotions

Documents on-line

Lineage Reports

Event Registration

On-line Statements

Submit your 10 customer form

To access this website, you will need your Herbalife ID number and a PIN.

## [www.myherbalife.com](http://www.myherbalife.com)

**The personal on-line office for Herbalife Distributors:** Combined with some of the features from Herbalifecentral.com, this website provides the latest announcements including information on events, products, retailing and recruiting tools, HBN library and much more!

To access this website, you will need your Herbalife ID number and a PIN

## [www.herbalifefamily.org](http://www.herbalifefamily.org)

**This website is dedicated to the Herbalife Family Foundation:**

The foundation is devoted to helping "at-risk" children around the world.

## [HBN](#)

**What is HBN?**

HBN is the Herbalife Broadcasting Network. A premiere program schedule is sent out each month. Simply visit MyHerbalife.com, choose your country of residence and click on the link to view HBN. All HBN programs are added to the HBN library within 48 hours of their premiere date.

## [Income and Weight Management Stories](#)

Email your story into the Marketing Department : [ausmarketing@herbalife.com](mailto:ausmarketing@herbalife.com) We can email you back a questionnaire to assist you fill out your story and let you know in what format we require your photographs. We cannot guarantee that your story will be published, but we can promise that there will always be great stories in our printed brochures and magazines. We are ALWAYS on the lookout for more stories!

## [Advertising Inquires](#)

**What advertisements can I use for my business?**

Please remember that the advertising laws are different in each country. Keep up-to-date with the current laws in your own country refer to Rule 23 – Advertising & Promotions in your Business Administration booklet.



# BUSINESS TOOLS

## Meeting Information

**Current meetings around the world:** Local Herbalife Opportunity Meetings, Success Training Seminars, Supervisor Workshops & Corporate Events

Worldwide updates are regularly added to: [www.myherbalife.com](http://www.myherbalife.com) & [www.herbalife.com](http://www.herbalife.com)

*Regular Meetings, monthly Success Training Seminars and other flyers on Corporate Sponsored events are also sent out via e-mail.*

### **I hold a regular meeting – how can other Distributors find out about it?**

The Sales Department produce flyers advertising any Distributor run events that are open to all Distributors. If you hold regular meetings and would like them advertised, please contact your local STS Coordinator to get your meeting added to the monthly Planning Form.

## Annual Processing Fee

### **Why do I have to pay an annual processing fee?**

This fee keeps you on our database by letting us know you are still enjoying working your Herbalife business. If it is not paid, your Distributorship is subject to deletion.

### **When is this payment due?**

Your annual processing fee is due once a year on the anniversary of the date that you first signed your Distributor Application Form.

### **How much do I pay?**

Only \$93.50 AUD & \$118.00 NZD (Inc. GST) for Supervisors and \$14.30 AUD & \$14.00 NZD (Inc. GST) if you are a Distributor / Senior consultant.

### **What if I forget the date or forget to pay?**

It is each Distributorships responsibility to be aware of the date and ensure payment is made. Outstanding Annual Processing Fees must be paid in full prior to the release of your next order. To check when you last paid an Annual processing fee, log on to [www.MyHerbalifeCentral.com](http://www.MyHerbalifeCentral.com) and complete the following steps:

- Choose "Account Information"
- Choose "Personal Summary"
- Scroll down the page to "Application and Status Information"
- Check the "Last Annual Processing Date" for when you last paid you Annual Processing Fee.

### **How can I pay?**

It's easy! Simply add it to your order.

# BUSINESS TOOLS

## [Supervisor Qualification Inquires](#)

**I have completed my Supervisor qualification, how will I be updated on Herbalife's database?**

**Congratulations!** as soon as your qualification is complete, please email the completed Supervisor Qualification form to the [as\\_supqualform@herbalife.com](mailto:as_supqualform@herbalife.com) clearly stating the month the volume was purchased in.

**I have qualified to the Supervisor level and I haven't been updated on Herbalife's database.**

- Have you submitted your Supervisor Qualification Form?
- Have paid your Annual Processing Fee?
- Did you qualify in a line?
- Did you use the one or two month qualification option?

If you are unsure of any of the above, please contact your Sponsor or the Distributor Services Department. We are always here to help!

**I have not received my Supervisor pin and certificate as yet, what do I do?**

Herbalife's International awards Department based in the U.S.A is responsibly for sending awards to those who have moved up the Marketing Plan anywhere in the world! You should receive your Supervisor package within 6-8 weeks of achieving Supervisor status. If you are concerned that you have not yet received anything please contact your local Sales Department at [S&CAustralia@Herbalife.com](mailto:S&CAustralia@Herbalife.com) or [S&CNewZealand@Herbalife.com](mailto:S&CNewZealand@Herbalife.com) for assistance.

## [Royalty Cheques not received](#)

**I have not received my royalty Cheque yet?**

Please check on [www.HerbalifeCentral.com](http://www.HerbalifeCentral.com), that we have your correct personal details on our database. Have you lodged your 10-customer form? If everything appears correct, please contact the Distributor Services Department.

Direct Deposit (EFT) of your earnings is also available to Supervisors. It's the fastest and simplest way to receive your entitlements! To receive your entitlements in this way please complete the EFT form available on our website and return it to [auftpay@herbalife.com](mailto:auftpay@herbalife.com) at your earliest convenience.

# BUSINESS TOOLS



## International Information

### **How do I get information on or from other countries?**

For immediate information the official Herbalife website, [www.Herbalife.com](http://www.Herbalife.com) has details on most Herbalife countries; it's a great tool for quick, easy access to the world of Herbalife. Information is also available in the download section of [www.HerbalifeCentral.com](http://www.HerbalifeCentral.com) and for further assistance.

Register to receive regular email updates from your local country of interest by visiting [www.HerbalifeCentral.com](http://www.HerbalifeCentral.com). Simply log on with your Herbalife ID number and PIN, choose Email Subscription and Profile Manager, then choose the Email Profile Centre, where you can update your email address. You can request emails from other countries of interest by going back to the main menu in Email Subscription and choosing Subscription Centre. Check the box to subscribe to your country of residence email messages, then press the click here area to include additional countries of interest to your profile/. Remember to press SAVE for all updates.

## General Instructions

Most files Herbalife send out as links and attachments are in PDF (Portable Document Format). In order to view the files, the appropriate software should be installed on your computer.

To view and print our documents, a full working version of Adobe Acrobat Reader will need to be installed on your computer. Use the following link to take advantage of the FREE downloadable software from Adobe.com: <http://www.adobe.com/products/acrobat/readstep2.html>  
Simply follow the prompts to complete the download.

When opening PDF document, based on your system settings, the prompt window could ask you to save the requested file to the hard disk or open it from the current location. Select "open from the current location" option. The requested document will then be able to viewed in a pop-up window and you are able to save or print it by clicking on the appropriate icon on the pop-up window's tool bar.

### Latest Versions of Currently Supported Software:

- **Internet Explorer Version 6.0**
- Adobe Acrobat Reader Version 6.0



# BUSINESS TOOLS

## Frequently Asked Questions

### Q: I am not receiving or have stopped receiving e-mail from Herbalife, What should I do?

Logon to [www.myherbalife.com](http://www.myherbalife.com) and verify your e-mail address is correct and you have asked to receive emails from Herbalife.

- Choose **Email Subscription** and **Profile Manager**
- Confirm your email address is correct
- Choose **Subscriber Centre**.
- Select the countries you wish to receive emails from
- Press **Save**
- Some email providers are currently blocking e-mails sent from Herbalife through their 'spam' security. If you stop receiving email messages from Herbalife, please immediately contact your email service provider to advise that you would like to receive Herbalife emails.
- You may add an alternative e-mail address through the **Update Contact Information/Personal Information** area of myherbalife.com.

### Q: Why am I receiving error messages?

Occasionally our Distributor Email Management System produces error messages because of heavy load or other technical issues.

### Q: Sometimes when I click on a link or visit myherbalife.com the page is displaying old information, or does not load properly. Why?

The Internet Options and Settings on your personal computer commonly cause problems that may affect being able to view web pages correctly. The following steps may help solve the problem:

- *Open a new Internet Explorer Page.*
- Choose **Tools**
- Choose **Internet Options**
- Under the first tab titled **General**, look down to the **Temporary Internet Files** area and choose **Settings**.
- Make sure under the **check for newer versions of stored pages** area that the top button **every visit to the page** is selected.
- Press **OK** and **refresh** your browser.



# BUSINESS TOOLS

**Q: If I have trouble opening the links on emails that Herbalife send me what should I do?**

If you are having trouble with the links we send, all flyers are available online.

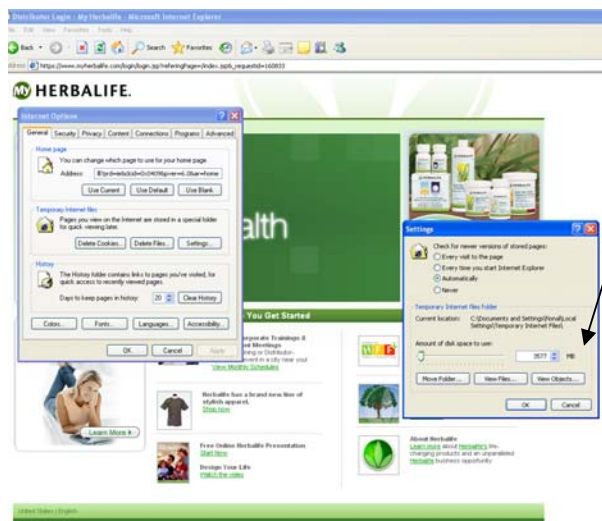
- You may locate all current flyers through myherbalife.com
- Log on to <http://www.myherbalife.com> using your Herbalife ID number & PIN Code.
- Select **Australia** or **New Zealand** from the drop down Country menu
- Click **What's New** from the green menu bar across the top of the screen

There are 7 headings in the What's New area:

- General Announcements
- Current Promotions
- Upcoming Events
- New Products
- HBN
- Meetings
- Recognition
- Headings

Choose the heading that is most likely to relate to the information you are searching for & click on the relevant link.

We recommend you check your Internet Options settings regularly, to ensure settings do not change. It is also a good idea to clear your History files & delete Files & Cookies to ensure optimum operating efficiency.



# BUSINESS TOOLS

## Contact Details

### **Herbalife Australasia and Herbalife New Zealand Limited**

#### **Physical Address**

Unit G, 5 Butler Boulevard  
Burbridge Business Park  
Adelaide Airport  
South Australia, 5950

#### **Postal Address**

PO Box 61  
Marleston  
SA, 5033

#### **Australian contact numbers**

Phone: (08) 8154 0220  
Fax: (08) 8234 3605

Sales Line: (08) 8154 0230

#### **New Zealand contact numbers**

Phone: 0800 437 225  
Fax: (09) 573 6126

Sales Line: (08) 8154 0230

#### **Herbalife Distributor Pick Ups**

Tri-Star International  
127 Montgomerie Avenue  
Airport Oaks, Mangere, Auckland  
New Zealand  
Phone: 09 256 0334