



FAQ

Have the Star Consultant Program rules changed?

No. Qualifications have remained the same. You can view the contest rules on InTouch® > Recognition > Star Consultant Program.

Is there still a minimum wholesale requirement to be a Star Consultant?

Yes. The minimum to achieve Star Consultant status in a contest quarter is \$1,800 in wholesale Section 1 orders.

I received an email that I am on track to be a Star Consultant, how can I earn more points so I can redeem for a higher level reward?

1. You can reach out to your customers and encourage them to place more orders with you.
2. You can recruit qualified* new personal team members.
3. You can place a larger inventory order for yourself.

** A qualified new personal team member is one whose Independent Beauty Consultant Agreement and a minimum of \$600 in wholesale Section 1 orders are received and fully processed within the contest quarter, or 3 months from receipt and acceptance of Agreement to Company*

How do I log in?

Independent Beauty Consultants will access MK Total Rewards through InTouch™. Click on the Shop Now button.

Why do I have to fill in my email and phone number for Account Security on MK Total Rewards?

This is a one-time request and is strictly for security purposes. This will be used for account security and assistance. You must provide your current email address or your phone number, it can be the same information you provided on InTouch™.

How do I view My Profile information?

Click on your name in the upper right corner of the homepage to access your Profile page.

How do I redeem my points for a prize?

Prize Ordering Step by Step**

Step 1 – Access MK Total Rewards through InTouch™. Click on the **SHOP NOW** button. Now click on the shop button to view all of the rewards and experiences available.

Step 2 - When you find a reward item that you're interested in, simply click "Add to Cart". Your item will automatically be added to your cart. To view these items, simply click "View Cart" located near the top right side.

Step 3 - Want to change an item (before completing your order)? By selecting "View Cart" you can change the quantity or empty your cart.

Step 4 – Once you have completed your browsing and selection process, click on the shopping cart and follow the prompts to complete your order. Upon successful completion of your prize



order, you will receive a prize order confirmation email.

***Should you have any questions or need assistance click on Contact Us from the MK Total Rewards home page*

I am an Independent Beauty Consultant and I want to save my points, can I carry it to the next quarter?

Yes, you can! You can carry your points over and save for the dream prize or experience that speaks to your hearts' desire. Everyone can now carry their points over the Seminar years *and* they will never expire.

Can I carry over my points from the 2018/2019 Seminar year?

No. Points from the previous Seminar year will not be carried over. No exceptions for redemption can be made after September 10, 2019, as these items will no longer be available for ordering. Redemption for Q4 prizes of the 2018/2019 Seminar year will still take place on InTouch > Recognition > Star Consultant Program > Redeem your Q4 prize now.

How do I change my contact information or email address for my prize order?

Your profile information will automatically populate the 'shipping information section' of the shopping cart upon checkout. This information can be changed by reward order as the fields will allow for editing. Simply highlight the field(s) you wish to change and enter the new information. Please note that this process will only change your information for the current reward order. To permanently change your profile information, please log onto Mary Kay InTouch™ and make changes under MyAccount/Settings, to change your contact information with MK Total Rewards, you will need to update your profile. Contact Sales Force Support at 1-877-411-6279 if you require further assistance.

Can I ship to an alternate address?

Yes, simply change the shipping information to your preferred location (in Canada only). Address changes affect the current reward order only. If you would like to permanently change your profile information please log onto the Mary Kay InTouch™ and make changes to MyAccount/Settings or contact Sales Force Support at 1-877-411-6279.

What carrier ships my prize order?

Your reward orders are shipped by several different carriers, depending on vendor, size, and weight of the order. Typically they are shipped by Canada Post, Purolator, FedEx, or UPS. Please note that you cannot ship to a P.O. Box with Purolator, FedEX or UPS.

How will I be able to track the status of my Rewards Selection?

You will receive your order confirmation; once the order has shipped you will receive an email with your tracking information from your preferred carrier. It is a good idea to keep this information handy as you will need it to track your package. Shipping times may vary on some items. The average order will ship in 1-3 business days, while some special orders may take up to 6 weeks. Should you have any questions or need assistance, please feel free to contact Sales Force Support at 1-877-411-6279 and have your order confirmation handy.

What if I do not have an email address, how will I receive the shipping confirmation?

You must have an email address in order to receive your order confirmation and your shipping confirmation.

Can I change the shipping address for my prize once the order has been submitted?



Once your reward order has been selected and submitted, you cannot change your shipping address.

What if I forgot to submit my points from a previous quarter?

There is no deadline to redeem your points for a reward. You can redeem your points when you find a reward or experience that is to your liking.

Where do I return damaged or defective items?

When items are defective or damaged, you must contact BI Worldwide where their Program Awards Centre will provide a return label to you via email, and the destination will depend on which vendor the item comes from. Our 100% hassle-free return process will ensure customer satisfaction in the case of damaged/defective items.

How do I modify My Profile settings or information?

Click on your name in the upper right corner of the homepage to access your Profile page. Once you are on the Profile page, click the Preferences link in the gray box. Make your changes on this page and remember to click Save.

How do I add a picture of myself to my profile?

Click on your name in the upper right corner of the homepage to access your Profile page. You can access this option on your Personal Info page, by clicking on the link below the profile image.

Why do I randomly receive alerts? Can I hide / dismiss them?

Alerts are important messages that the system is sending you. Each alert has a designated display period and will automatically be removed from your view at that time.

Can I change the information that appears when someone views My Profile?

Yes. You can change this information by going to your Profile and then clicking on My Preferences.

Why is the reward description not available in my language of choice?

While we make every effort to accommodate your language selection, due to the high volume of available items, we may have missed a few. Please use the **Contact Us** function and email us the product ID under the image and we will send you the description in your desired language.

Why was the item I wanted substituted for another model?

We reserve the right to substitute a prize of equal or greater quality, if necessary.

If I redeemed my points for an experience, how will the tickets be delivered?

This depends on the type of experience and from which provider it originates from. It will begin with an email confirmation that will describe if the email is sufficient or it may inform you of any physical mailings to come. These confirmations will also provide you with additional contact information should you require assistance.

What is an On The Spot card?

On The Spot cards are promotional cards you can WIN or EARN if Mary Kay offers a special promotion for them. These do not affect or change the way you earn points through the Star Consultant program. Points earned in the Star Consultant Program are loaded at the end of the quarter, after month-end, usually around the 8th of the month.