

Independent Sales Director-in-Qualification Program

Frequently Asked Questions

General DIQ Questions

1. What are the requirements to enter the Sales Director-in-Qualification Program (DIQ Program)?

All Sales Directors-in-Qualification (DIQs) will be able to enter the qualification program with 10 or more active* personal team members and all of their second-tier team members (recruits' recruits).

2. Will my second-tier team members count as part of my 10 active* personal team members needed to enter the DIQ Program?

No. You must have 10 or more active* personal team members to enter the DIQ Program. A personal team member is one who submitted her Independent Beauty Consultant Agreement and listed you as her recruiter.

3. Do I have to complete qualifications in one to three months? Is there a fourth month option?

The DIQ Program is designed to be completed in one to three months. However, it is possible to extend the DIQ qualification into a fourth month, but the production requirements will increase to \$18,000 total DIQ unit wholesale Section 1 production with a maximum of \$4,000 in personal wholesale Section 1 orders from the DIQ. In order to extend into a fourth month, the DIQ unit must meet the minimum requirement of \$4,000 in DIQ unit wholesale Section 1 production in the third month. Please contact the DIQ & New Sales Director Development Department directly at 800- 347-7666, Monday through Friday, 8:30 a.m. to 5 p.m. Central time, to discuss this option in detail.

4. Can I still take my second-tier team members with me?

Yes. All DIQs will enter the program with their second-tier team members (team members' team members). Also, all team members who are recruited during your DIQ time frame will count toward the qualification requirements, regardless of their tier in your DIQ unit.

5. Is there a report on *Mary Kay InTouch*[®] where I can track my progress during DIQ?

Yes. Detailed information can be found under Business Tools > *myBusiness*SM > Reports > DIQ Detail Report.

DIQ Prequalification

6. If I'm not yet a DIQ, may I contact the DIQ Department?

Yes. You may call 800-347-7666, Monday through Friday, 8:30 a.m. to 5 p.m. Central time, or email DIQDepartment@marykayinc.com.

7. When can I submit my online DIQ Commitment Form?

The online DIQ Commitment Form is accessible on the first day of the month and must be submitted by midnight on the third day of the month that you plan to start DIQ.

8. How do I know that my online DIQ Commitment Form was received by the Company?

Once you have completed and submitted the online DIQ Commitment Form, you will receive a confirmation screen on *Mary Kay InTouch*[®] as well as an email confirmation from the DIQ & New Sales Director Development Department.

9. How soon will I know if I was accepted?

Once month end is complete, our system will automatically begin to verify that all the prequalification requirements to enter the DIQ Program have been met. You will be notified via email by the 10th of the month with the results of your DIQ submission.

10. Do I need to have 10 active* personal team members to enter the DIQ Program?

Yes. You must have 10 or more active* personal team members the month prior to submitting your DIQ Commitment Form. None of the 10 personal team members can be any of the following: the spouse of any Mary Kay Independent Beauty Consultant, your spouse, a personal team member submitting her DIQ Commitment Form in the same month as you, a current DIQ or a current Independent Sales Director.

11. Do I count as one of the 10 active* personal team members?

No. You do not count as one of the 10 active* personal team members. However, you must be personally active* the month prior to entering the DIQ Program.

12. How many times may I submit a DIQ Commitment Form?

If you submit a DIQ Commitment Form four times within a rolling 12-month period (and do not ever meet the requirements), you will need to complete a one-month building process outlined below:

- Generate \$4,000 minimum team wholesale Section 1 production (consisting of not more than \$1,000 personal wholesale Section 1 production toward the \$4,000 minimum team wholesale Section 1 production requirement).
- Add one new active* personal team member whose start date and order (minimum \$225 wholesale Section 1) are in the same month as the \$4,000 minimum team wholesale Section 1 production.

DIQ Qualification

13. Will my personal orders contribute to my DIQ qualification requirement of \$13,500 total?

Yes. You may personally contribute up to \$3,000 in personal wholesale Section 1 production toward the \$13,500 cumulative unit wholesale Section 1 production during the qualification period. In other words, the rest of the DIQ unit must contribute at least \$10,500 in wholesale Section 1 production toward the \$13,500 production total.

14. Is there a minimum production amount I must achieve each month to meet my DIQ monthly requirement?

Yes. You must meet the minimum requirement of \$4,000 per month in DIQ unit wholesale Section 1 production to continue qualifying (even if you've reached the \$13,500 total) and to remain in the DIQ Program.

15. What happens if I do not meet the DIQ minimum monthly requirement of \$4,000 unit wholesale section 1 production?

If you do not meet the minimum requirement of \$4,000 per month in DIQ unit wholesale Section 1 production, you will be removed from the DIQ Program. If you would like to submit a DIQ Commitment Form the following month, then you will need to meet the prequalification requirements the month prior to resubmitting the DIQ Commitment Form.

16. What if I personally produce more than the maximum \$3,000 personal wholesale production toward the \$13,500 cumulative unit wholesale production requirement?

Any personal wholesale Section 1 production over the \$3,000 personal wholesale Section 1 maximum will only count toward the \$4,000 monthly minimum unit wholesale Section 1 production requirement. Your DIQ unit members must contribute at least \$10,500 wholesale Section 1 production toward the total \$13,500 DIQ unit wholesale requirement.

- 17. If my qualifying team produces more than \$4,000 wholesale Section 1 production in one month, will the overage count toward the minimum \$4,000 requirement for the next month?**

No. However, all of your DIQ unit production counts toward the \$13,500 cumulative unit wholesale Section 1 production requirement.

- 18. What is the minimum size that my DIQ unit must be for me to qualify to debut as an Independent Sales Director?**

You must have 24 active* DIQ unit members to debut as a Sales Director, and you must be active* at the end of the final month of your qualification period.

- 19. Do I count as one of the 24 active* DIQ unit members?**

Yes. You are counted as one of the 24 active* unit members, and you must be active* at the end of the final month of your qualification period.

- 20. Is there a minimum number of active* personal team members I must maintain each month I am in DIQ?**

No. However, we strongly encourage every DIQ to continually increase her active* personal team member count throughout the qualification period.

- 21. Is it possible to track my DIQ production in near real-time?**

Yes. It is very important for you to track your production. And now you may manually track your near real-time DIQ production by logging on to *Mary Kay InTouch*[®] > Business Tools > *myBusiness*SM > Reports > DIQ Detail Report. Begin by accessing your DIQ Detail Report before you begin each day. It will give you a snapshot of your current DIQ production totals. Please feel free to contact the DIQ & New Sales Director Development Department directly with any production questions you may have. The staff members are experienced in calculating production totals, and they are happy to help you with any questions!

- 22. Will I earn unit commission while in the DIQ Program?**

No. As a DIQ, you are eligible to earn commissions on wholesale Section 1 orders of your personal team members. For further details on your eligible commissions, you can review the *Advance* brochure or contact Consultant Records.

Spouses in a DIQ Unit

- 23. Will the spouse of one of my DIQ unit members or my spouse count as one of my active* DIQ unit members?**

No. A spouse will not count in any way toward Independent Sales Director qualification.

DIQ Dropping Out of a DIQ Unit

- 24. If someone in my qualifying DIQ unit submits an DIQ Commitment Form to enter DIQ but then doesn't meet the \$4,000 minimum monthly wholesale Section 1 production requirement, will her DIQ production still count for me?**

No. She will not count for your qualifying DIQ unit production in any way. Each DIQ unit is completely independent and must qualify on its own merits.

- 25. If I am in DIQ and my personal recruit is also in DIQ, what happens if my personal recruit drops out of DIQ? Will my personal recruit's DIQ unit production count for my DIQ unit during the month she drops out of DIQ?**

No. If your personal recruit drops out of the DIQ Program, she and her personal team members will be placed back into your DIQ unit the month following her drop from the program. For example, if your personal recruit does not meet her DIQ requirements in the month of May, she and her personal team members will be placed back into your DIQ unit on June 1, after month end closes, provided she doesn't submit an DIQ Commitment Form again that month. Her May DIQ unit production will not count for your DIQ production requirement.

- 26. If one of my qualifying DIQ unit members submits an DIQ Commitment Form while I am in qualification, will I be her Independent Senior Sales Director if I complete my qualification before she does?**

No. In order to become a Senior Sales Director, you must already be a Sales Director and have a unit member submit an DIQ Commitment Form to enter the DIQ Program and successfully debut as your offspring Sales Director. In other words, only an Independent Sales Director can have a DIQ, and only a Sales Director can become a Senior Sales Director when that DIQ completes the qualification process and debuts as a Sales Director herself.

Qualification Complete

- 27. Will the Company accept an Independent Beauty Consultant Agreement identifying me as the Sales Director before I receive my unit number?**

No. The unit number is necessary to ensure that the new team member is assigned to your unit.

- 28. When will I receive my unit number?**

You can expect to receive your unit number on or before the 10th of the month following the completion of the DIQ qualification requirements. You will receive an email from the Company once your unit number has been assigned.

- 29. When can I order my Independent Sales Director suit?**

You can order your Sales Director suit the next business day after receiving your unit number.

30. Who will be my Company contact after I complete the DIQ Program?

Your DIQ & New Sales Director Development Department will continue to be your corporate support partners during your first year as an Independent Sales Director.

DIQ & New Sales Director Development Department

Diamond	Brynn Hastings	972-687-4957
Emerald	Kimberly Bedford-Richardson	972-687-5840
Ruby	Aly Holwerda	972-687-4166
Sapphire	Katie Crockett	972-687-4674
Latina	Nora Turino	972-687-4152

Main Contact Number: 800-347-7666

Hours: Monday through Friday, 8:30 a.m. to 5 p.m. Central time

Email: DIQDepartment@marykayinc.com

Sales Force Development Contact Numbers

Diamond	972-687-5590
Emerald	972-687-5593
Ruby	972-687-5591
Sapphire	972-687-5592
Latina	972-687-5595

Sales Director Information Services

Contact Number: 800-545-4347

*An Independent Beauty Consultant is considered active in the month a minimum \$225 wholesale Section 1 order is received and accepted by the Company and in the following two calendar months.