

# Independent Sales Directors-in-Qualification

## Frequently Asked Questions

### DIQ ENHANCEMENT

#### 1. How has the DIQ program been enhanced?

Effective Sept. 1, 2018, all Sales Directors-in-Qualification will be able to enter the qualification program with all their personal team members (minimum 8 active\*) *and* all their second-line team members (recruits' recruits). This is to encourage all DIQs to enter qualification with Red Jackets and teams of Independent Beauty Consultants making up their qualifying unit and to encourage all DIQs to continue developing new Red Jackets throughout their qualification period. When a DIQ completes the qualification requirements and debuts with multiple Red Jackets in her unit, she is debuting with strength and is positioned for long-term success as an Independent Sales Director.

#### 2. Will my second-line team members now count as part of my 8 active\* personal team members to enter the DIQ program?

No. You must have 8 active\* *personal* team members to enter DIQ. A personal team member is one who submitted her Independent Beauty Consultant Agreement and listed you as her recruiter.

#### 3. I am already in the DIQ program. How will this enhancement affect me?

Congratulations! Due to this program enhancement, any second-line team members you had when you entered DIQ, but were left behind in your parent unit, will be added to your DIQ qualifying unit. These second-line team members will be included and added to your DIQ totals effective on the date your DIQ Commitment Form was accepted. However, you must meet the monthly minimum production requirement of \$4,000 in wholesale DIQ production for the month of August without these second-line team members. In other words, August month-end processing will happen first, and you must meet the requirements to either remain in the DIQ program or debut as a new Independent Sales Director before any second-line team members will be placed in the qualifying unit.

- For example, let's assume that a DIQ entered the program on July 1, 2018, and she had three team members in her second line (recruits' recruits) that were left behind in the parent unit.
- We will automatically include these three team members as part of her DIQ qualifying unit as of July 1, 2018.
- This means that the DIQ's monthly totals for both wholesale production and active\* team member totals will be adjusted for July and August to include any orders/team-building generated by these three team members.
- It is possible that these adjustments could lead to the automatic debut of the DIQ if the included second-line team members cause the DIQ to meet the program requirements for completion, which are unchanged and outlined below.
- This will also apply to a DIQ who entered the program on June 1, 2018, and has met the requirements to extend her qualification period to a 4th month. The second-line team members will be added to the DIQ qualifying unit after August month-end processing is complete. The DIQ Production Reports on *Mary Kay InTouch*® will reflect this enhancement on Sept. 8.

**4. Do my second-line team members need to be active\* to be included in my DIQ unit?**

No. All second-line team members, regardless of their activity status, will now be included as part of your qualifying DIQ unit from the beginning. However, you still must have 8 active\* personal team members to enter the DIQ program, and you must have a total of at least 24 active\* DIQ unit members and \$13,500 in total wholesale production to complete DIQ and debut as an Independent Sales Director.

**5. I am finishing DIQ in August and am planning to debut as a new Independent Sales Director on Sept. 1. Will my second-line team members be included in my new unit?**

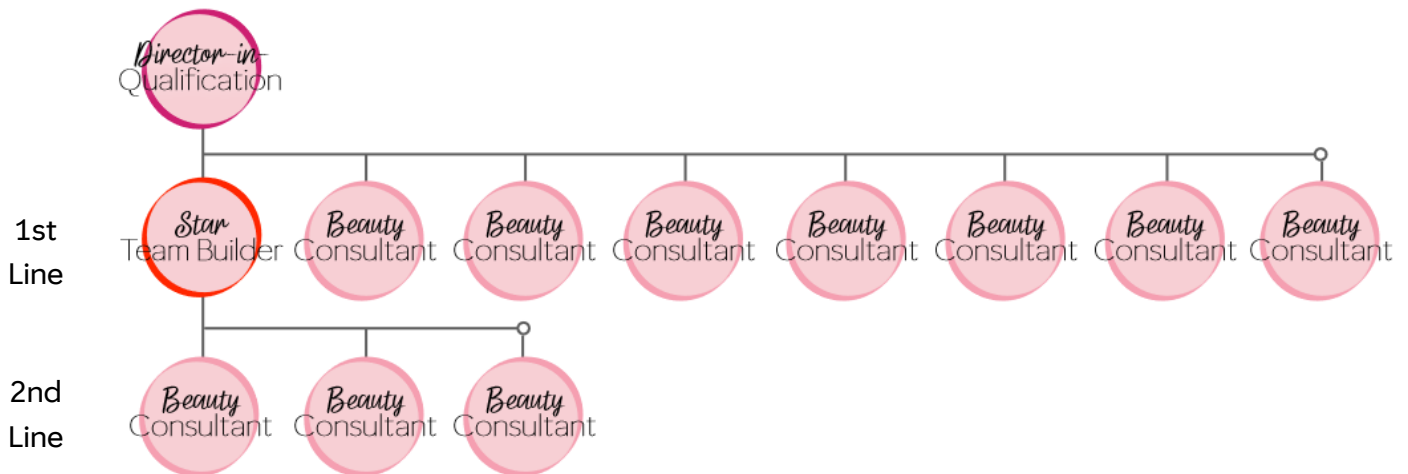
Yes. Because you were in the DIQ program on Aug. 31, you are eligible to have your second-line team members added to your qualifying DIQ unit. However, you must meet the monthly minimum production requirement of \$4,000 in wholesale DIQ production for the month of August without these second-line team members. In other words, August month-end processing will happen first, and you must meet the requirements to either remain in the DIQ program or debut as a new Independent Sales Director before any second-line team members will be placed in the unit.

**6. Has anything changed with the *All In With 8!* DIQ Promotion?**

No. A Future Independent Sales Director will be eligible to enter the Sales Director-in-Qualification program when she has 8 active\* team members in the month prior to submitting her Commitment Form to the Company.

## SCENARIO EXAMPLES

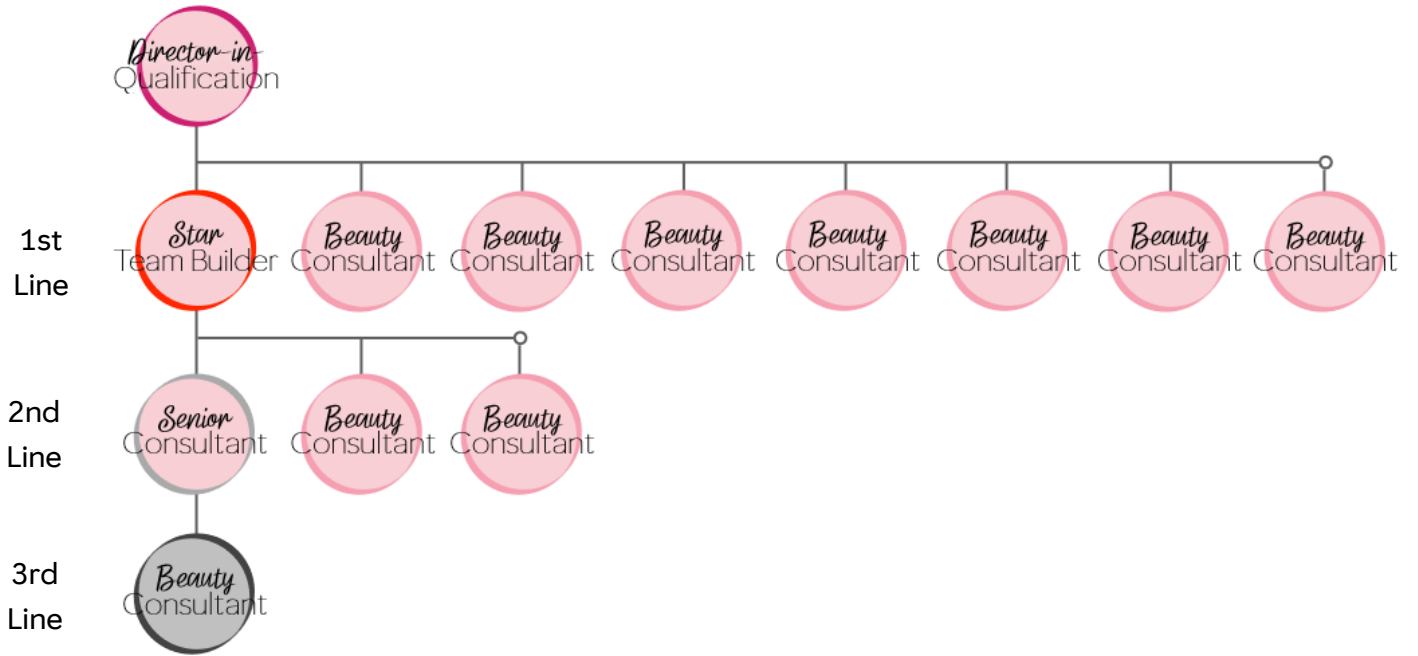
### 2nd-line scenario



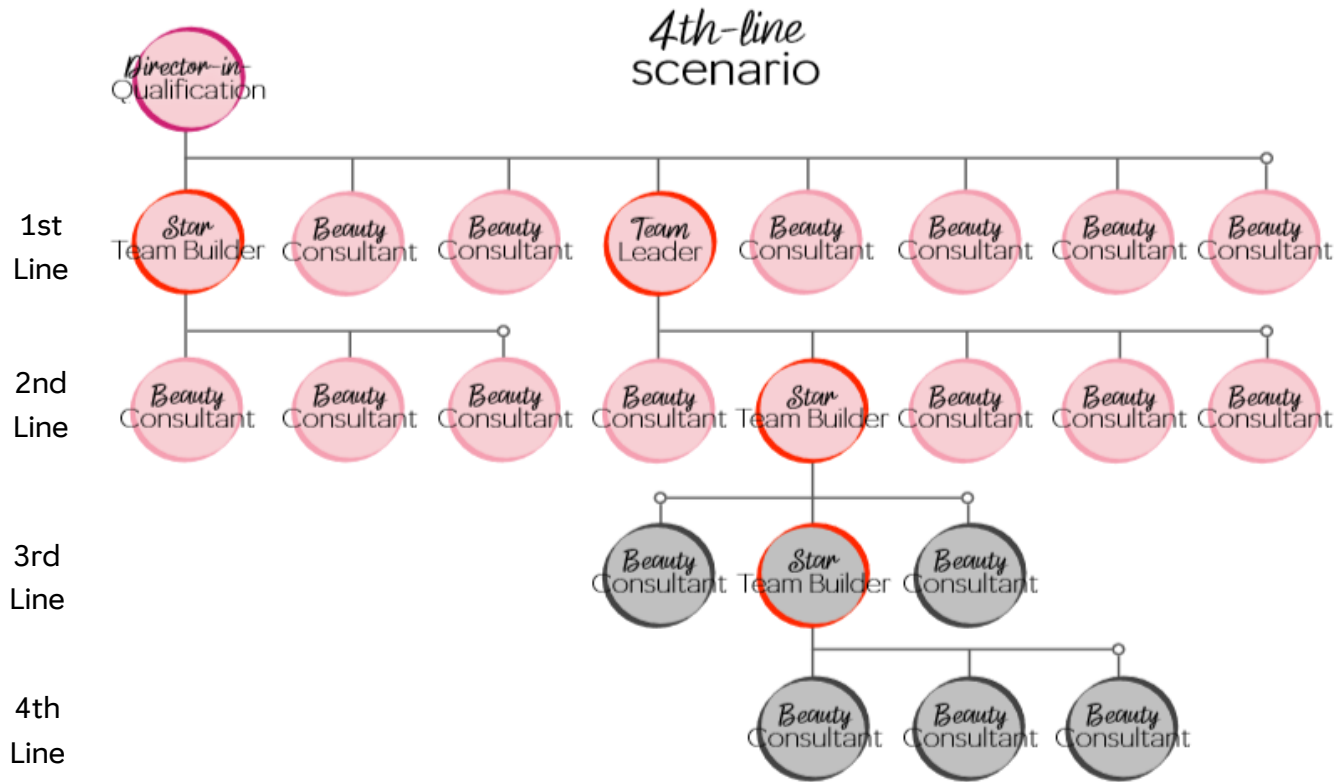
In the above scenario, the DIQ with a personal team member that is a Star Team Builder (1st line of the DIQ) will be allowed to enter the DIQ program

with the recruits of the Star Team Builder (2nd line of the DIQ) as part of her qualifying DIQ unit.

### 3rd-line scenario



In the above scenario, the DIQ enters the program with all her personal team members (1st line) and with the recruits of the Star Team Builder (DIQ's 2nd line). There is a Senior Consultant in the DIQ's 2nd line who also has a personal team member (shaded gray) in the DIQ's 3rd line, but she will not be part of the DIQ qualifying unit if she signed her Independent Beauty Consultant Agreement before the DIQ submitted her Commitment Form.



In the above scenario, the DIQ would be allowed to enter the program with all of her personal team members (1st line) and their team members (2nd line). These Beauty Consultants are shaded pink to signify that they would be included in the qualifying unit when the DIQ submits her Commitment Form. The additional team members in the DIQ's 3rd and 4th line, shaded gray in the graphic above, would remain in the parent unit and would not be part of the qualifying DIQ unit.

### **Independent Sales Director-in-Qualification (DIQ) Prequalification**

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

Yes. You may call 800-347-7666 or email [DIQDepartment@marykayinc.com](mailto: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 submitted and received?**

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 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 8 active\* personal team members?**

Yes. To meet the prequalification requirements, you must have 8 active\* personal team members the month prior to submitting your online DIQ Commitment Form. To count toward this requirement, none of the 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 online 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 8 active\* personal team members?**

No. You do not count as one of the 8 active\* personal team members required to enter DIQ. However, you must be personally active\* the month prior to entering the DIQ program (A1, A2 or A3 status). Consider yourself No. 9 on your active\* team.

**12. How many times may I submit an online DIQ Commitment Form?**

Should the DIQ submit an online DIQ Commitment Form four times within a rolling 12-month period (each time not meeting the requirements), she will need to complete a one-month building process outlined as follows:

- a. **Generate \$4,000 minimum team wholesale production (consisting of not more than \$1,000 personal wholesale production toward the \$4,000 minimum wholesale team production requirement).**
- b. 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 wholesale team production.

**DIQ Qualification**

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

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

**14. When I am a DIQ, how do I contact my DIQ Sister/DIQ Brother at the Company?**

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

**15. 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 production to continue qualifying (even if you've reached the \$13,500 total) and to remain in the DIQ program.

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

If a DIQ does not meet the minimum requirement of \$4,000 per month in DIQ unit wholesale production, the DIQ will be removed from the DIQ program. If the DIQ would like to submit an online DIQ Commitment Form the following month, then the prequalification requirements will need to be met the month prior to resubmitting the online DIQ Commitment Form.

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

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

**18. If my qualifying team does over \$4,000 wholesale production in a single month, will the overage count for the next month?**

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

**19. Do I count as one of the 24 active\* 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. Do I need to have 8 or more active\* personal team members 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. How do I track my DIQ production live, in real time?**

Currently, we don't have a report with real-time production information. However, we understand it is very important for you to track your DIQ production. You may do this manually by logging on to *Mary Kay InTouch*<sup>®</sup> > *myBusiness*<sup>SM</sup>. Begin by accessing your DIQ Production Report before you begin each day. It will give you a snapshot of how you ended the previous day. Please be aware that the DIQ Production Report could take 24 to 48 hours to update based on the business day of the week. Please feel free to contact the DIQ 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 orders of personal team members. For further details on your eligible commission, you can review the *Advance* brochure or contact Consultant Records.

### **DIQ Pulling Out of DIQ Unit**

**23. If someone in my qualifying DIQ unit submits an online DIQ Commitment Form to enter DIQ but then doesn't meet the \$4,000 minimum monthly wholesale 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.

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

No. If your personal recruit falls out of the DIQ program, she and her personal team members will be placed back onto 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 onto your DIQ unit on June 1, after month end closes, provided she doesn't submit an online DIQ Commitment Form again that month. Her May DIQ unit production will not count for your DIQ production requirement.

**25. If one of my qualifying DIQ unit members submits an online DIQ Commitment Form while I am in qualification, will I be her 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 online 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.

### **Spouses in DIQ Unit**

**26. Will the spouse of one of my unit members or my spouse count toward my 24 active\* unit members?**

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

### **Qualifications 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. We will contact you once your unit number has been assigned.

**29. When can I order my 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 Qualifications Department (DIQ) has been cheering you on every step of the way. Now that you are a brand-new Independent Sales Director, you should begin building your relationship with your Sales Force Development team. They are just as excited as we are to support you on your new journey!

Sales Force Development Department Contact Numbers:

Diamond

972-687-5590

Emerald

972-687-5593

Ruby

972-687-5591

Sapphire

972-687-5592

Spanish

972-687-5595

Sales Director Information Services Contact Number:

800-545-4347, Option 9

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