

Independent Sales Director-in-Qualification Program

Frequently Asked Questions

As we continue our drive for more Independent Sales Director debuts during our 60th Anniversary, we are excited to announce the **extension** of the limited-time promotion, **8 Out of the Gate**. Effective July 1, 2023, through June 30, 2024, instead of needing 10 or more active* personal team members to enter the qualification program, all Elite Team Leaders with **8 or more active* personal team members from the prior month** are eligible to enter during the promotional time frame!

Also, the DIQ team member requirements to debut as an Independent Sales Director have **decreased from 30 to only 24 active* DIQ team members!** All other program requirements will remain unchanged.

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

With the extended *8 Out of the Gate* Promotion, effective July 1, 2023, all Elite Team Leaders (ETLs) will be able to enter the qualification program with **8** or more active* personal team members from the prior month.

2. Will my second-tier team members count as part of my 8 active* personal team members needed to enter the DIQ Program?

No. You must have 8 or more active* personal team members from the prior month to enter the DIQ Program. Personal team members are people who named you as their recruiter and their Independent Beauty Consultant Agreements are received and accepted by the Company.

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 sales volume requirements will increase to \$18,000 total DIQ team wholesale Section 1 sales volume with a maximum of \$4,000 in personal wholesale Section 1 orders from the DIQ. To extend into a fourth month, the DIQ team must meet the minimum requirement of \$4,000 in DIQ team wholesale Section 1 sales volume in the third month.

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

Yes. All ETLs will enter the program with their personal and second-tier team members (recruits of their personal recruits). 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 team.

5. How long will this new requirement be in place?

With the extended *8 Out of the Gate* Promotion, the requirement to enter the DIQ Program with 8 or more active* personal team members is available July 1, 2023, through June 30, 2024.

6. Is it possible to track my DIQ sales volume in near real-time?

Yes. It is very important for you to track your sales volume. And now you may manually track your near real-time DIQ sales volume by logging on to *Mary Kay InTouch*® > Business Tools > myBusinessSM > 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 sales volume totals. Please feel free to contact the DIQ & New Sales Director Development Department with any sales volume questions you may have. The staff members are experienced in calculating sales volume totals, and they are happy to help you with any questions! Simply call **1-800-347-7666** to leave a detailed message, or email DIQDepartment@marykayinc.com with your questions.

7. How many active DIQ team members do I need to debut as an Independent Sales Director if I do not complete the *8 Out of the Gate* promotion requirements by June 30, 2024?

Any DIQ who entered the program during the *8 Out of the Gate* promotional period but did not complete the requirements by June 30, 2024, will need 30 active* team members to debut as an Independent Sales Director.

8. If I have 8 active* personal team members the last month of the *8 Out of the Gate* Promotion, can I enter DIQ the following month?

No, you must have 10 or more active* personal team members from the prior month when entering DIQ after the *8 Out of the Gate* Promotion has expired.

DIQ Prequalification

9. If I'm not yet a DIQ, may I contact the DIQ Department with questions about the program?

Yes. You can contact the DIQ Department at **1-800-347-7666** to leave a detailed message, or email DIQDepartment@marykayinc.com.

10. 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 you plan to enter the DIQ Program.

11. 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 Department.

12. When will I know I've been accepted into the DIQ Program?

Once month-end has closed, (usually by the 3rd) the system begins verifying all DIQ Program prequalification requirements have been met. Once the DIQ Program submission is verified and accepted you will be notified via email, no later than the 10th of the month.

13. How many active* personal team members do I need to enter the DIQ Program?

With the extended *8 Out of the Gate* Promotion which runs from July 1, 2023, to June 30, 2024, you need 8 active* personal team members the month prior to submitting for the DIQ Program during the promotional time frame. You also need to be active* the month prior to submitting for DIQ.

14. Do I count as one of the 8 active* personal team members to enter the DIQ Program?

No. You do not count as one of the 8 active* personal team members. However, you must be personally active* the month prior to entering the DIQ Program.

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

You may submit a DIQ Commitment Form a maximum of four times in a rolling 12-month time frame.

DIQ Qualification

16. 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 sales volume toward the \$13,500 cumulative team wholesale Section 1 sales volume during the qualification period. In other words, the rest of the DIQ team must contribute at least \$10,500 in wholesale Section 1 sales volume toward the \$13,500 sales volume total.

NOTE: If you extend into a fourth month to reach your DIQ qualification requirements, then you may personally contribute up to \$4,000 in personal wholesale Section 1 sales

volume toward the \$18,000 cumulative team wholesale Section 1 sales volume during the qualification period and the rest of the DIQ team must contribute at least \$14,000 in wholesale Section 1 sales volume toward the \$18,000 sales volume total.

17. Is there a minimum sales volume amount my team and I must achieve each month to meet the DIQ monthly requirement?

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

18. What happens if my team and I do not meet the DIQ minimum monthly requirement of \$4,000 team wholesale section 1 sales volume?

If you and your team do not meet the minimum requirement of \$4,000 per month in DIQ team wholesale Section 1 sales volume, you and your team 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.

19. If I do not meet the qualifications to debut and then resubmit to DIQ, will I lose the team members who started their businesses during my prior attempt?

Only first and second-tier team members can enter the program with each DIQ attempt. All third-tier team members and beyond will remain with their current Independent Sales Director.

20. What if I personally produce more than the maximum \$3,000 personal wholesale sales volume toward the \$13,500 cumulative team wholesale sales volume requirement?

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

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

No. However, your DIQ team sales volume counts toward the \$13,500 cumulative team wholesale Section 1 sales volume requirement.

22. What is the minimum size my DIQ team needs to be for me to qualify and debut as an Independent Sales Director?

With the extended *8 Out of the Gate* Promotion, you must have 24 active* DIQ team members to debut as an Independent Sales Director, and you must be active* at the end of the final month of your qualification period.

23. Do I count as one of the 24 active* DIQ team members?

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

24. 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 their active* personal team member count throughout the qualification period.

25. Will I earn a 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 and second-tier team members. For further details on your eligible commissions, you can review the Independent Beauty Consultant Career Path Booklet or contact Consultant Records.

Spouses in a DIQ Team

26. Will the spouse of one of my DIQ team members or my spouse count as one of my active* DIQ team members?

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

DIQ Dropping Out of a DIQ Team

27. If someone on my qualifying DIQ team submits a DIQ Commitment Form to enter DIQ, but then doesn't meet the \$4,000 minimum monthly wholesale Section 1 sales volume requirement, will their DIQ sales volume still count for me?

No. They will not count for your qualifying DIQ team sales volume in any way. Each DIQ team is completely independent and must qualify on its own merits.

28. 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 team sales volume count for my DIQ team during the month they drop out of DIQ?

No. If your personal recruit drops out of the DIQ Program, they and their personal team members will be placed back into your DIQ team the month following their drop from the program. For example, if your personal recruit does not meet their DIQ requirements in the month of May, they and their personal team members will be placed back into your DIQ team on June 1, after month-end closes, provided they don't submit a DIQ Commitment Form again that month. Their May DIQ team sales volume will not count for your DIQ sales volume requirement.

29. If one of my personal team members submits a DIQ Commitment Form in the same month I do, or while I am in qualification, will I be their Independent Senior Sales Director if I complete my qualification before they do?

No. In order to become a Senior Sales Director, you must already be a Sales Director and have a unit member submit a 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 themselves.

Qualification Complete

30. Will the Company accept an Independent Beauty Consultant Agreement identifying me as the Sales Director before I receive a unit number?

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

31. When will I receive my unit number?

You can expect to receive your unit number within 10 business days following the completion of the DIQ qualification requirements. You will receive an email from the Company once your unit number has been assigned.

32. When can I order my Independent Sales Director jacket?

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

33. 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.

Upon completion of your first year, the Sales Force Development Department will become your support partner.

For any other questions, please contact:

DIQ & New Sales Director Development Department

Main Contact Number: **800-347-7666**

Email: **DIQDepartment@marykayinc.com**

*An Independent Beauty Consultant is considered active with personal retail sales of \$225 in wholesale Section 1 products and will remain active for two months following any month with this amount in sales.