

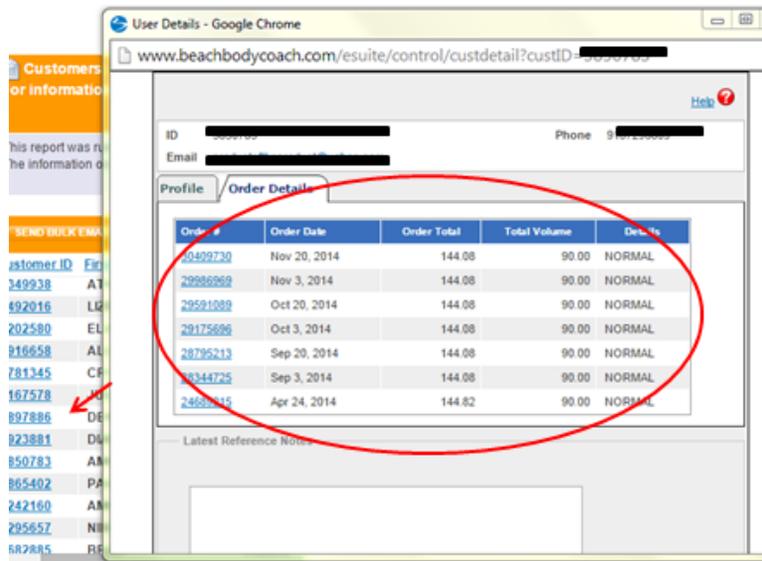
## Coach Office Report Updates (Dec 2014)

Below is a summary of some changes we've made to the reports in the Coach Office over the past few weeks.

### 1) Consolidated Customer Orders

You can now see the last 12 months of orders for a specific customer with just the click of a link. This will help you better understand the purchasing habits of your customers and potentially identify what products they might likely be interested in in the future. From the same screen you can send the customer an eCard, email or just make a note to remind yourself about what actions you've taken in the past or might want to take in the future with that customer.

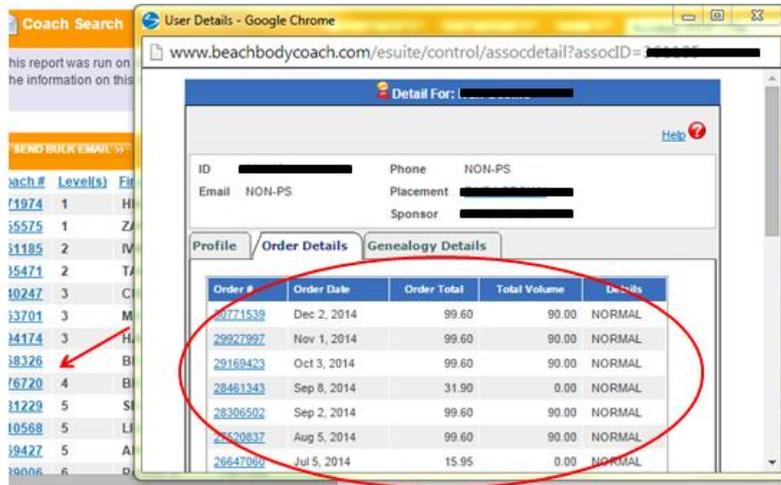
To access this feature, go to the Customer Search or Advanced Customer Search report under My Business -> My Customers and click on the customer ID of any customer. A small pop up window will appear. Click the Orders Details tab to see the orders for that customer.



### 2) Downline Coach Orders

You can now see the orders of a specific downline Coach, the volume each order generated and the details of what was included in each order. This will help you monitor the activity of your Coaches, see how much volume they are contributing to your organization and identify which ones need a little more support or encouragement. From the same screen you can make a note to remind yourself about what actions you've taken in the past or might want to take in the future with that Coach.

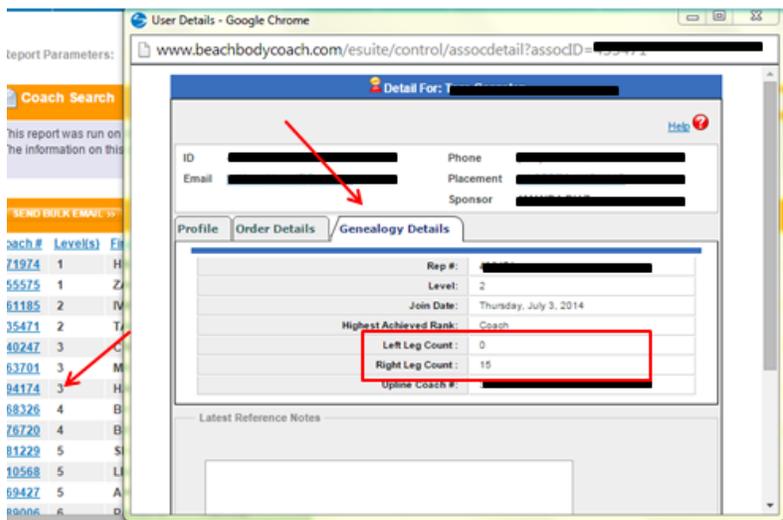
To access this feature, go to the Coach Search or Sponsorship Drilldown reports under My Business -> My Downline and click on any Coach ID or Coach Name. A small pop up window will appear. Click the Orders Details tab to see the orders for that Coach.



### 3) Downline Coach Genealogy Summary

You can now see a brief summary of the genealogy for your Coaches. This includes a count of how many Coaches that person has on their left and right legs. This could help you figure out why a Coach might not be advancing in rank so you can offer advice.

To access this feature, go to the Coach Search or Sponsorship Drilldown reports under My Business -> My Downline and click on any Coach ID or Coach Name. A small pop up window will appear. Click the Genealogy Details tab to see the genealogy summary for that Coach.



### 4) Cancelled Coaches

You can now see who your cancelled Coaches are. This might come in handy if you are auditing your organization or want to know how many Coaches you had at a particular time.

To access this feature, go to the Personally Sponsored report under My Business -> My Downline. If a

Coach is cancelled you will see “Cancelled” in the lifetime rank column.

Join Date	Club Member	Leg	Lifetime Rank
02/25/2008	No	Left	Coach
12/15/2007	No	Left	Canceled
01/09/2008	Yes	Left	Canceled
03/16/2008	Yes	Left	Canceled

If you don’t want to see cancelled Coaches in your report, they can be easily removed. Click the “edit report” button on the report page and un-check the “display cancelled Coaches” box to remove the cancelled Coaches.

**Personally Sponsored**

Customize the criteria (or rules) by which people will be displayed:

Leg: All

Join Date Between: [ ] and [ ]

Rank Between: New Coach and Fit

State/Province: All

Country: All

Display Cancelled Coaches?

### 5) Total Downline Coaches

You can now see a count of the total number of Coaches in your downline. This number includes all Coaches in your downline whether they are sponsored by you or not. This feature can be found on the Coach Office home page

**WELCOME** [REDACTED]

**My Coach ID:** [REDACTED]

**My Current Rank:**  
Emerald Coach

**My Qualification Status:**  
None

**My Status:**  
Active

**My Upline Sponsor:**  
[REDACTED]

**My Upline Diamond Coach:**  
[REDACTED]

**My Upline Star Diamond Coach:**  
[REDACTED]

**My Downline:**  
Total # of Downline Coaches: 59