



Have questions about LiveSmart 360 or our red-hot viral marketing site, Lock Your Spot? We've got answers. Just choose from the categories of questions below to find all the information you need.

## LOCK YOUR SPOT SMARTLINE

### How will LiveSmart 360 communicate with Members who have locked their spot?

So much is happening here at LiveSmart 360, and we know you don't want to read through a lot of information every day. Instead, we'll give you important video updates that are quick and easy to watch on your computer, and regular conference calls full of important information. To stay up-to-date and get conference call schedules, just go to our Facebook page, YouTube channel, and blog and check back often. All conference calls are archived on the blog so you can listen at your leisure.

- [Facebook.com/LiveSmart360](https://www.facebook.com/LiveSmart360)
- [Youtube.com/user/LiveSmart360](https://www.youtube.com/user/LiveSmart360)
- [LiveSmart360blog.com](http://LiveSmart360blog.com)

### Where do people in the SmartLine go online to buy a Starter Pack?

If you've already locked your spot, go to LockYourSpot.com/yourusername and click Join, then click Existing Members. Click the banner that allows you to upgrade and then choose your Starter Pack from the list.

### Where can I go to see my SmartLine count?

Go to LockYourSpot.com/yourusername and click Member Login. If you have forgotten your username and password, refer to the email you received from 360 when you joined or click the Forgot Password link to get a new password. In your back office, you'll see your total SmartLine downline as well as the number of people you have personally sponsored.

### What are the qualifications for the SmartLine bonus?

There are three pools in the SmartLine, and each one carries different qualifications. The first qualification is 25 BV for the first pool. The next is to qualify as an Executive to earn from the second pool. The third qualification is to qualify as an Executive with 20 personally sponsored Members for the third pool. If you activate with our ERA \$999.99 pack you are qualified automatically for the first two pools in the SmartLine. Activate today by visiting LockYourSpot.com and clicking Member Login, then log in and click the Upgrade option to choose your Starter Pack.

### When did you purge non-active Lock Your Spot members from LiveSmart 360?

We purged non-active Lock Your Spot Members on Tuesday, June 8, 2010, starting at 12 noon ET.

### Is the Lock Your Spot online marketing system opened up again?

Yes, LockYourSpot.com opened again on June 8, 2010, with a FREE 14-day trial offer. Start promoting your Lock Your Spot website today!

### If I sign up with LiveSmart 360, am I given a Lock Your Spot website automatically?

Yes, your personal Lock Your Spot website is LockYourSpot.com/yourusername. This is the viral marketing system that will help you grow your LiveSmart 360 business.

## GETTING STARTED WITH LIVESMART 360

### I've joined LiveSmart 360. How do I find out what to do next?

You should be doing at least three things every day:

1. Log in to LockYourSpot.com/yourusername and call or email your personal referrals to get them to upgrade.
2. Stay up-to-date by checking back often at our Facebook page, YouTube channel, and blog and listening to our nightly 9:30 ET information call to stay up-to-date on exactly what's happening. The number is 712-432-0075 Pin: 649759#.
3. Post messages on your Facebook page and Twitter to promote your 360 business.

- [Facebook.com/LiveSmart360](https://www.facebook.com/LiveSmart360)
- [Youtube.com/user/LiveSmart360](https://www.youtube.com/user/LiveSmart360)
- [LiveSmart360blog.com](http://LiveSmart360blog.com)

### Can I upload LiveSmart 360 links to my Facebook and Twitter?

Yes, keep your 360 momentum going by sharing 360 with everyone you know! Go to LockYourSpot.com/yourusername and click the Facebook and Twitter link. This will add the 360 logo to your Facebook page automatically, and will link people to your personal Lock Your Spot website.

### How can I get details on the full Compensation Plan?

The LiveSmart 360 Compensation Plan is online at LiveSmart360.com under Compensation Plan and on LockYourSpot.com under Work. You can also download it directly from this link:

<http://www.livesmart360blog.com/wp-content/documents/liveSmartCompPlan.pdf>

### What do I have to do to start earning commissions?

To earn Retail and Fast Start commissions, just get started with LiveSmart 360. Other bonuses and commissions require that Members must have 50 BV. If you purchased or upgraded to the \$299.99 Million Dollar Match Pack, you are eligible to earn Million Dollar Matching Bonuses if all qualifications are met. Refer to the Compensation Plan for details:

<http://www.livesmart360blog.com/wp-content/documents/liveSmartCompPlan.pdf>

### I've already purchased a \$99.99 Starter Pack and would like to upgrade to be eligible for the Million Dollar Match Bonus. How can I upgrade?

You can upgrade your Starter Pack at any time. Simply contact 360 Support at 941-371-1010 Monday through Friday from 9 a.m. to 8 p.m.

If you have already purchased one of our Starter Packs we will credit you that amount toward the upgrade of a higher pack.

### If I purchased a Million Dollar Match Tri-Pack and I want to hold volume on all three Tracking Positions, do I need a monthly order in the Order Assurance Program (OAP) on all three Tracking Positions?

To qualify all three Tracking Positions you must have 100 BV in OAP. To qualify just one, you must have 50 BV on OAP. To hold 100% of your stored volume, you must have one active team Member on each sales team and 200 BV in personal volume. To see the qualifications to hold lesser amounts of volume please refer to the Compensation Plan:

<http://www.livesmart360blog.com/wp-content/documents/liveSmartCompPlan.pdf>



**What is the best sign-up option for people outside the United States?  
What is the shipping cost? What forms of payment does LiveSmart 360 take for international Members and Customers?**

All Starter Packs (\$299.99 and under) are available around the world on a Not-for-Resale personal consumption basis. Whatever it costs LiveSmart 360 to ship your package is what we will charge you. We accept payment in cash, credit card, and debit card.

## ORDER ASSURANCE PROGRAM

**How does the Order Assurance Program work?**

Depending on the Starter Pack you choose, you will be enrolled automatically in the Order Assurance Program (OAP), which reduces the monthly volume requirements you need to qualify for commissions and bonuses. The minimum monthly volume requirement to qualify for commissions and retain Business Volume is 100 BV. By enrolling in OAP, you reduce this amount to 50 BV. If you have three Tracking Positions, you would normally need 200 BV to qualify every month, but with OAP, 100 BV qualifies all three.

Sign up for the \$99.99 Smart Start Pack or the \$299.99 Million Dollar Match Pack, and you will be enrolled automatically in the 50 BV OAP.

Sign up for the \$499.99 Million Dollar Match Tri-Pack or the \$999.99 ERA Pack, and you will be enrolled automatically in the 100 BV OAP.

**When will my order be processed, and when will my credit card be charged?**

OAP will begin to bill to your account one month following your sign-up date, on your anniversary date, and each month thereafter. If you sign up on the 29th, 30th, or 31st of a month, your monthly anniversary date will be the 28th, and your OAP will be billed to your account and your order will be processed on that date every month. We will ship your products from our warehouse within 24 to 48 hours of your order being processed.

**Do I have to place the same order every month, or can I choose different products depending on what I need?**

Unlike standard autopship programs, OAP gives you complete control of your order, so you can choose any products you want. If you place your order before your scheduled OAP date, you can choose to have that order count toward your 50 BV or 100 BV monthly requirement.

**What if I don't use the 50 BV or 100 BV OAP toward a product purchase in a given month?**

If you don't purchase products equal to or greater than 50 BV or 100 BV in a given month, depending on your qualifications, you may purchase Shopping Certificates in 5 BV increments that you can redeem for products for your own personal use, or for products you ship directly to your prospects or other LiveSmart 360 Members. This ensures that you will meet the monthly qualifications required to receive commissions and bonuses. OAP Shopping Certificates are redeemable for qualifying products, but have no specific dollar value, and are not refundable.

**If I need 50 BV or 100 BV to qualify my position, why are the Shopping Certificates in 5 BV increments?**

By offering Shopping Certificates in 5 BV increments, we give Members more flexibility in their shopping choices. For example, if you need 50 BV to qualify one Tracking Position, and you've signed up for the 360 VIP Club with 25 BV, you have 25 BV remaining to meet the other half of your qualifications. You can then shop for any qualifying products using your remaining BV in Shopping Certificates.

**Can I change or cancel my OAP?**

Yes, you can change or cancel your OAP in your back office at any time, but please note that any change in OAP may jeopardize your ability to qualify for commissions and bonuses in a given month.

## SMART SYSTEM

**What's included in the Smart System?**

At the low cost of only \$14.99 per month, the Smart System is a must-have for building and maintaining your business. It's chock-full of important tools such as an enhanced website hosting service that provides you with the replicated websites you need to present your business online, a proprietary back office management system to run your business, a monthly subscription to Success Magazine, and personal development tools from industry leaders.

**Do I have to enroll in the Smart System?**

When you sign up with a LiveSmart 360 Starter Pack, you get a 30-day trial of the Smart System at no extra charge. After that, a fee of \$14.99 will be billed to your account automatically on the 15th of every month. Once the monthly fee has been billed, it is nonrefundable. While you can cancel your Smart System at any time, you must pay the monthly Smart System fee to be active and qualified, and earn commissions.

**Why can't I use the Edit Profile function in my back office to remove the \$14.99 monthly Smart System charge?**

You must order the Smart System to be active and qualify your position, and to earn compensation and bonuses. If you remove it from your profile, you could jeopardize your monthly earnings. Our 360 Support team can help you to make sure you don't lose what you've worked hard to earn. To remove the Smart System, please contact 360 Support at 971-371-1010 Monday through Friday from 9 a.m. to 8 p.m. ET.

## 360 VIP CLUB

**What is the 360 VIP Club?**

The 360 VIP Club is an exclusive membership program that gives you a personal website where you can book airfare, hotels, and car rentals, as well as vacations at thousands of luxury resorts – all at huge discounts. Save on dining out and get tickets to the best concerts and attractions. It's an integral part of how LiveSmart 360 helps you "Play Smart." For more details, see the 360 VIP Club Overview at [360VIPClub.com](http://360VIPClub.com).

**Is the 360 VIP Club included with my Starter Pack?**

When you sign up with a LiveSmart 360 Starter Pack, you get a 30-day trial of the 360 VIP Club free. After that, your account will be billed automatically on your monthly anniversary date, the same date as your OAP order.

**What is the monthly membership fee for the 360 VIP Club, and does it have any BV attached?**

The monthly membership for the 360 VIP Club is \$39.99 with 25 BV.

**Are all 360 VIP Club benefits available to international Members?**

The monthly Dining Discounts, online airfare booking, and online shopping commissions are available only in the United States.

**How do I get the cruise certificate that was included in my Starter Pack?**

Every Starter Pack of \$299.99 and above includes a 30-day trial of the 360 VIP Club,



including a cruise certificate in the amount of \$300 (Million Dollar Match Pack), \$500 (Million Dollar Match Tri-Pack), or \$1,000 (ERA Pack).

You can use this certificate toward the purchase of a cruise for the designated dollar amount. Here's how:

1. Go to your back office and click on the 360 VIP Club banner on the right side of the page.
2. On the 360 VIP Club home page, log in with your username and password.
3. Click My Account in the top navigation bar.
4. Scroll to the bottom of the page, where you'll see 360 VIP Club Cruise Certificate.
5. Click to display your certificate, complete with all the Terms and Conditions.

You can use this certificate when booking any cruise on the following cruise lines: Carnival, Royal Caribbean, Azamara, Celebrity, or MSC Cruises. The cruise itineraries, cabin classes, and other options will affect how much of your cruise certificate dollar value can be applied to a particular cruise. You may use your cruise certificate on any number of cabins and/or cruise sailings to use the full value of your certificate.

When you're ready to cruise, just call 360 VIP Club Support at 888-253-4885, and our travel specialists will take care of everything. From your join date as a 360 VIP Club Member, you have 18 months to book and complete your cruise with your \$300 or \$500 cruise certificate, and 24 months to book and complete your cruise with your \$1,000 cruise certificate.

### Do I have to enroll in the 360 VIP Club?

You can cancel your 360 VIP Club membership at any time, but please note that the membership fee is not refundable once it has been billed in a given month. To cancel your membership, please fax your cancellation request to 360 Support at 941-371-9606.

### Why can't I use the Edit Profile function in my back office to remove the \$39.99 monthly 360 VIP Club charge?

Due to some of the unique features of the 360 VIP Club, such as the Dining Discounts and cruise certificates, a change in profile requires special access. Therefore, this function must be performed by our 360 Support team. To cancel your 360 VIP Club membership, please fax your cancellation request with your Member number, contact information, and signature to 360 Support at 941-371-9606.

## GENERAL QUESTIONS

### I'd like more information about your fantastic products.

#### Where can I find out more?

We're adding information to the LiveSmart 360 website every day. Lots of product information is currently online at [LiveSmart360.com](http://www.livesmart360.com), and more will be added soon, including product descriptions, benefits, nutritional facts, product videos, and downloadable product flyers. You can download a flyer on 360 Mist directly from this link:

<http://www.livesmart360.com/masterContent/documents/360MistFlyerHorizontal.pdf>

### How can I place my personally sponsored Members in my downline?

As you continue to build your LiveSmart 360 business you will always have the opportunity to position or place your personally sponsored Members through your back office.

### I can't get into my back office. How can I get help?

You may submit a support ticket through your back office or call 360 Support at 941-371-1010 Monday through Friday from 9 a.m. to 8 p.m. ET

### How do I sign up online?

Go to [LockYourSpot.com](http://LockYourSpot.com) and click Join. If you are an existing SmartLine Member, click Existing Member, then log in to your back office with your username and password. Click the Upgrade button to buy a Starter Pack. If you didn't previously sign up with Lock Your Spot, go to [LiveSmart360.com](http://LiveSmart360.com) and click Join Us.

### To sign up new Members, should I use a paper application or place them into my business online?

We accept both paper applications and online signups. Online is the preferred method. If you use paper, please fax the application to the Corporate office at 941-371-9606. After signing up online, please fax a copy of the application to 941-371-9606.

### How does the holding tank work?

If you do not place your team members at the time of enrollment, the enrollee enters a holding tank. If no placement is selected prior to the end of the bonus week (midnight ET every Saturday), Auto Placement becomes mandatory according to the sponsor's preferred placement default. That means the enrollee is Auto Placed in the SmartLine genealogy according to his or her Join Date.

When placing your team members, we suggest you place four personally sponsored on your Right Sales Team and four personally sponsored on your Left Sales Team. Once you have successfully placed eight people, work with your mentor to continue to build your team.

### In the back office, when I click Replicating Site it does not provide my replicated website address.

The Replicating Site tool sets your personal preferences for how information is shown on your personal website. You can hide information, override information, or keep everything as your default.

### How can I get answers to other questions about building my LiveSmart 360 business?

The best way to contact our top-notch 360 Support team is by using the Help tab in your back office. Here's how it works:

- Simply go to your website at [LiveSmart360.com/yourusername](http://LiveSmart360.com/yourusername) and click Member Login.
- After you log in you'll go to your back office, where you'll see a list of menu options across the top of the page. To contact 360 Support with a question or issue you need help with, click Help, then choose Start a New Ticket.
- A window will open where you can enter your subject and the nature of your request. (Please give us as much information as possible so we have everything we need to resolve your issue quickly.)
- Then, click Create Support Ticket to send your request directly to our desks here at the Corporate office.
- You'll get a Support Ticket Number and a confirmation that we received your request, and we'll get back to you just as quickly as possible.

Of course, you can also use our Live Chat or call 941-371-1010 Monday through Friday from 9 a.m. to 8 p.m. ET. We're here to help you!