



All New Find a Distributor Process on Shaklee.com

Frequently Asked Questions

We are happy to announce that there is an all new Find a Distributor process on Shaklee.com. Like always, the link is at the top of the Shaklee.com home page. Now you benefit in these significant ways:

1. If your contacts click on this link, they are prominently asked if they were referred. They can then search for you by name, as well as by phone number, email address, or the name of your business.
2. The new Find a Distributor process is configured to prevent automated programs from using it, so that you and your business have a greater level of protection from spammers. The leads are referred to your Personal Website (PWS)—so your PWS just became even more valuable!
3. In addition, if someone was not referred to Shaklee, but wants to be assigned to a Distributor, they can be referred to a Shaklee Distributor, without having to place an order on Shaklee.com first.

Find a Distributor – “Were You Referred to Shaklee?”

Q. Who can be found in a search from the Find a Distributor page?

A. All Shaklee Family Members with a Shaklee Personal Website (PWS).

Q. What pieces of identifying information about me can be used to search?

A. Visitors to Shaklee.com can search using your first and last name, your last name only, your Shaklee business name, your phone number or email address (as listed in the Shaklee Distributor database).

Q. What if someone searches for me by my cell phone number, but that isn't the number that I have on file?

A. The number that you most often provide to your prospects is the number that you should register with Shaklee, so that prospects can use this function to search for you if needed. To change your phone number with Shaklee, email fieldsupport@shaklee.com or call Shaklee Field Support at 1-925-734-3636. Business Leaders must complete appropriate documentation to change Distributor data.

Q. What if someone enters part of my phone number or e-mail address? Will there be search results?

A. No, for phone or e-mail lookup, the system requires an exact match.

Q. Are all Shaklee Personal Website owners in the search database?

A. Yes, anyone who owns a Personal Web Site, whether or not that site has been converted to the new PWS platform, are included in the database.

Q. How long does it take for someone who has just set up a Personal Web Site to be listed?

A. The new Personal Web Site will be included in the database as soon as it is set up, but please allow at least 1 hour for the listing to fully propagate.

Q. Why is my “Home Office” location included in the search results?

A. This is *your* home office location—the place where your Shaklee business is based, usually your own home or office. It is one of a few ways the system distinguishes between two people with the same name. Other ways are the PWS address that is listed with the name, and the About Me page on the PWS itself.

Q. What determines my personal “Home Office” location? Can I change that?

A. Your “Home Office” location is the address on file in Shaklee’s records. If this is incorrect, please email fieldsupport@shaklee.com or call Shaklee Field Support at 1-925-734-3636. Keep in mind that search results are no longer rendered based on home office location or area code.

Q. How do I specify what city, state and area codes I want to be listed in?

A. There is no longer a need to do this. There are no search results that list Shaklee distributors by state, city or area code. This is to prevent misuse of such lists by outside marketers.

Q. So “Serving These Locations” is no longer part of the search result? Can people search for Shaklee Distributors by city or state?

A. It is no longer possible to search by city or state. Doing so in the past yielded long lists of Shaklee Distributors, which presents a risk of outside marketers spamming them, or selling the list as leads to other Internet marketers. Technically all Shaklee Distributors can serve any city, especially in a world where online ordering is so prevalent. Listing your home office location helps differentiate you from others with similar sounding names.

Q. Why aren’t my phone number and address listed in search results?

A. Spam bots, outside marketers, and some competitors offering up false leads all want your phone number and e-mail address. This has become a significant issue for us as well as for other companies in our industry. Having to read and type a “Captcha” word through the Contact Me link on your PWS significantly decreases these nuisances, resulting in more qualified, legitimate leads you can pursue. You can list your phone number at the top of the front page of your PWS if desired.

Q. Can I list a phone number on the front page of my website if I want a visitor to call me instead of e-mail me?

A. Yes, you can list it at the top of your Web site. You can personalize the message at the top of your PWS by logging into your PWS, clicking *Edit*, then *Settings*, and then by entering your phone/name in the “Tagline” box.

Q. If someone has already visited my PWS, and they go to the Find a Distributor page, will it tell them they have been to my PWS previously?

A. Yes, someone who has previously visited your Personal Web Site has likely received a cookie during their visit, which is read in the Find a Distributor process. If a cookie is identified, there will be a reminder to your visitor with a link back to your Personal Web Site. This process may not work if your visitor’s browser is set not to accept cookies, or if they have deleted their cookies since the last time they visited your site.

Find a Distributor – “Not Referred?”

Q. What happens if someone completes the “Not Referred” section of Find a Distributor and requests to be referred?

A. Someone who is not already affiliated with a Shaklee Distributor may complete this section and be referred automatically to a Shaklee Distributor. This becomes a lead that is sent to the Distributor via email for follow-up.

Q. What is the protocol for assigning such a lead?

A. New leads are assigned to a Distributor using the same process with which leads and/or purchases are assigned when they come in to our 1-800-SHAKLEE line, or when someone purchases through Shaklee.com.

As a reminder, the system follows this checklist to prioritize the assignment of a lead:

1. Personal Web Site owners;
2. Selected area code of record is the same as that of the new person;
3. Those who are Shaklee Directors or above (Business Leaders);
4. Those who have personally sponsored at least one new person since January 1, 2010.

Those PWS owners who meet these criteria become most likely to receive leads. We feel these criteria will help ensure that new leads will be given to one who will provide the level of care new leads need.

Q. How will I be notified if I have a lead?

A. You will immediately be sent an e-mail notifying you. The e-mail will have the lead’s contact information, interest, and preferred method of contact. You will be asked to contact this prospective member within 3 business days of receiving the email.

Q. After the lead submits their request for a contact, what message do they receive?

A. Upon submitting their request for assignment, they are informed that they will be contacted by a Shaklee Independent Distributor within 3 business days. If the lead is not contacted within 3 business days, the lead may be reassigned to another Distributor for follow up.