



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://Facebook.com/LiveSmart360)
- [Youtube.com/user/LiveSmart360](https://Youtube.com/user/LiveSmart360)
- [LiveSmart360blog.com](https://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](https://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](https://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](https://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](https://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](https://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](https://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://Facebook.com/LiveSmart360)
- [Youtube.com/user/LiveSmart360](https://Youtube.com/user/LiveSmart360)
- [LiveSmart360blog.com](https://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](https://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](https://LiveSmart360.com) under Compensation Plan and on [LockYourSpot.com](https://LockYourSpot.com) under Work. You can also download it directly from this link:

<http://livesmart360.com/masterContent/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://livesmart360.com/masterContent/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, or send email to [Support@LiveSmart360.com](mailto:Support@LiveSmart360.com), or go to the Live Chat Support in your back office by logging in at [LiveSmart360.com/yourusername](https://LiveSmart360.com/yourusername).

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 and that qualifies all three positions. 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://livesmart360.com/masterContent/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.

**Do I need to have a monthly autoship order?**

No, a monthly autoship is not required. You can choose to participate in the optional Order Assurance Program (OAP) to reduce your monthly volume requirements. The minimum monthly volume requirement to qualify for commissions and retain Business Volume is 100 BV for each Tracking Position. By signing up with an optional OAP, you may reduce this amount to 50 BV per Tracking Position. The OAP is also a good way to ensure you receive a regular paycheck and get quality products delivered to your door every month, even if you forget to order or go out of town. The OAP is a very unique concept that allows you to lower your qualifications, and have purchasing power at the same time. If you become a part of our OAP Program, if by the 20th of the month, you have not personally ordered 50 BV from LiveSmart 360, then we will simply charge you the difference between what you have ordered and 50 BV, and we will put that amount on a certificate in your back office to use at anytime.

Example: You have ordered 40 BV from your back office by the 20th of the month. We will simply charge you for only 10 BV to equal the total of your 50 BV qualification and we will put that 10 BV on a certificate in your back office to use anytime you want on our products that carry BV. NO MORE AUTOSHIP of products each month whether you want them or not.

**If I order a Starter Pack online, am I signed up for the Order Assurance Program automatically?**

No, you are not automatically on OAP if you purchase a Starter Pack online. LiveSmart 360 does not require a monthly autoship, however, you can choose to participate in the optional Order Assurance Program (OAP) to reduce your monthly volume requirements from 100 BV to 50 BV. The OAP is also a good way to ensure you receive a regular paycheck and get quality products delivered to your door every month, even if you forget to order or go out of town. If you wish to get started on OAP, log in to your LiveSmart 360 back office, click on OAP, and choose from the options. You can change the products you order at any time either by accessing your back office or contacting LiveSmart 360.

**If I order a Starter Pack will I be billed automatically for the \$14.99 Smart System every month, or do I need to order it separately? Do I have to purchase the Smart System to earn commissions?**

If you don't set up the \$14.99 Smart System in your OAP, you will be billed for it automatically every month. This business solution is one component that will take your business to the top. For enhanced website hosting services, the proprietary back office management system, and to receive Success magazine and other personal development tools delivered to your door each month, Members are required to pay the Smart System fee. Payment of the monthly Smart System fee also is required for Members to remain current and qualify for certain bonuses and Dual Team commissions. Without paying the monthly fee, Members can still receive retail and Fast Start Bonuses.

**If I don't buy a Starter Pack but I do set up OAP, am I considered active or inactive?**

If you don't buy a Starter Pack but just go on OAP, we will consider you to be active once your OAP is charged. You must make a purchase within 60 days, however, or the system will view you as inactive and you will be purged and lose your spot.

**If I set up an OAP but do not buy a Starter Pack, is the \$14.99 Smart System included automatically, or do I need to add it to my cart separately?**

You need to add the Smart System to your OAP. If you don't, you will be billed automatically every month.

**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://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?**

Send email to [Support@Livesmart360.com](mailto:Support@Livesmart360.com).

**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 user name 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.



## LIVSMART 360 BENEFITS AND SERVICES

### **What's included in 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 – 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 this link:

<http://www.livesmart360blog.com/wp-content/documents/360VipClub.pdf>

### **What is the monthly membership 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. This is an optional product that you can use to qualify half of your OAP each month and enjoy all the benefits of this service.

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

Our 360 Support team is available at 941-371-1010 Monday through Friday 9 a.m. to 8 p.m. ET. We are also available on Live Chat in your back office, or via email at [Support@LiveSmart360.com](mailto:Support@LiveSmart360.com). Be sure to check out the LiveSmart 360 blog at: [LiveSmart360blog.com](http://www.livesmart360blog.com) and our nightly conference calls at 9:30 p.m. ET at 712-432-0075 Pin: 649759#.