

Compensation Plan Glossary

Name	Description
Active / Inactive / Week	<p>“Active” is defined as having at least 50 Personal Qualifying Volume (PQV) in the current calendar month, or in the case of Placement Team Commissions, in the current or previous 4 weeks. “Inactive” means not having this volume.</p> <p>To qualify for any payments (commissions, bonuses, etc.), you must be Active status. The only exception is Retail Profits from Retail Customers: if an Inactive Distributor had Customers ordering from their site at the Suggested Retail Price, they will earn the difference between the Distributor Price and the Retail Price, even if not Active.</p> <p>A "week" in Alphay is measured from 12:01 am Sunday morning (PacificTime) to 12 midnight, Saturday.</p>
Autoship	<p><i>Autoship</i> refers to a discount program that is critical for anyone earning commissions. It is an optional monthly shipment of product that you set up through your back office. You get to choose the date it is sent and what products are sent. You can change the autoship product or delivery date at any time.</p> <p>After the 3rd month of autoship, you will receive a 5% discount. After the 6th month, you will receive a 10% discount. If you decide to get off autoship, you will lose this discount and will have to start over.</p> <p>The biggest advantage to autoship is that it guarantees that you remain Active status, and never lose any commissions. Also, by the 8th week of no Personal Volume, you lose 90% of your Carryover Volume and Placement Team Volume.</p> <p>Suggestion: set up your autoship to mail out by the first week of each month, to help catch any potential credit card issues early each month.</p> <p>In the Back Office, AutoShip orders are shown in their full QV, and don't reflect any Autoship Loyalty discount. What you see is the full QV.</p>
Binary / Binary Map	<p><i>Binary</i> is the map where every Distributor in Alphay is placed. Every Distributor, worldwide, is placed in and holds a position in one single, giant binary map. Under each Distributor are two positions; under those positions are two positions, and so on. This creates a left leg and right leg under every Distributor. Those positions can be filled by that Distributor's upline, their own Personally Sponsored Distributors (PSD), or by anyone those Distributors sponsor.</p> <p>You are paid on two separate but interconnected pathways in your binary: the Sponsor Tree, and the Placement Tree.</p>
Bonus Volume (BV or BQV)	<p>Bonus Volume (also known as Bonus Qualifying Volume, BQV) refers to the point value that is placed on every product purchased by anyone in the binary. By using BV instead of \$\$, the comp plan can assign the same points to a product, no matter which country or currency a Distributor purchases it. In the US, one US\$69 bottle of Linghzi is 50 BV. In Mexico that same 649 peso bottle is also 50 BV. All commissions paid to you, and all descriptions of volume, are based on BV.</p>
Carryover Volume (CV)	<p><i>Carryover Volume</i> is the cumulative running balance of Placement Team Volume (PTV) that is left over at the end of each week in the Power Leg (your larger leg) after Placement Team Commissions (PTC) are paid.</p> <p>Carryover Volume remains and accumulates each week, and can often climb to 10s and even 100s of thousands of BV points over time. It is this Carryover Volume that allows you to immediately tap the full Placement Team Commissions (between 5-20% based on your Placement Team Status) every time anyone new signs into your smaller Pay Leg (going to infinity).</p> <p>The only way to lose CV is to become <i>Inactive</i>—meaning, you don't personally purchase at least 50 BV every 4 weeks (see <i>Active</i> description). If you were to go inactive, in the 5th week, 50% of your CV will be removed. In the 6th week, 50% more will be removed. And so on. Carryover Volume is one of the most critical reasons to stay on autoship, because autoship guarantees you never lose any commissions or accumulated CV. Also see <i>Placement Team Volume</i> and <i>Placement Team Status</i>.</p>

Name	Description
10 Customer Pool	<p>You will receive one share in the Customer Pool each calendar month that you maintain your 3+3 PLUS an additional 7 Active customers (total of 3 distributors and 10 customers). The 10 have to be unique customers (not necessarily new that month).</p> <p>You can earn additional shares for every multiple of 10 Active customers you have in the month. Example:</p> <p>3 distributors + 10-19 Customers = 1 share</p> <p>3 distributors + 20-29 Customers = 2 shares</p> <p>3 distributors + 30-39 customers = 3 shares</p>
Customer Commissions	<p>Any of your Customers will earn you 15% commissions on their total BV. You'll also earn 15% on your Customers' Customers' Customers, etc.</p> <p>Think of a Customer as just one more PSD: you (the Sponsor) get 15% of the BV of each personally signed up Customer, just the same as your PSDs. Further, the Sponsor also gets 15% of the BV of your Customers' Customers' Customers, etc.</p> <p>The Unilevel upline receives 5% of 80% of all Customers' BV.</p> <p>Example: if your Customer Joe has 100BV, and Joe refers 2 Customers (100BV each), and one of the refers a Customer (100BV), that is a total of 400BV from Customer Joe. You'll receive 15% of that 400, or \$65. Your Sponsor would receive 5% of 80% of that 400, which is 320. So $320 \times 5\% = \\$16$. Everyone in the Unilevel upline would also receive the same 5% of 80% of the 400BV.</p>
Generation	<p>One Generation includes all the Distributors' PV in any Sponsor Tree Leg between one qualified Key Master and the next qualified Key Master in each personally sponsored leg. You must achieve the Pin Rank of at least Key Master, and then have at least one Key Master in your organization, for a Generation to be created.</p>
Generational Volume Generational Bonus	<p><i>Generational Volume</i> is the total Group Volume between one Key Master (or higher) to the next Key Master (or higher) in any one leg. A Generation begins when a Qualified Key Master is found in any leg of your personal Sponsor Tree and ends with, but does not include, the next Qualified Key Master or higher.</p> <p><i>Generational Bonus</i> is the 5% paid to you for this total Generational Volume between you and that next Key Master, however deep they are in your Unilevel. In other words, the Generational Bonus pays you 5% based on the Personal Volume of each Distributor in a Generation. Generational Volume and Generational Bonus can go past the standard Unilevel 10 Levels, to infinity.</p> <p>You can be paid on up to 5 generations deep. The higher your rank, the more generations you can be paid on.</p> <p>Because it is tied to the location of Key Masters, Generational Volume can include volume far beyond the normal 10 levels that are considered for Unilevel commissions. This encourages you to work with people far beyond your Unilevel.</p> <p>Generational Bonuses start getting paid once you reach the Pin Rank of Key Master and you have at least one Key Master somewhere in your Sponsor Tree.</p>
Global Leadership Summit	<p>The Global Leadership Summit is a yearly Incentive Trip given to those who reach Key Master and above. You can win this trip every year that you maintain as paid rank of KM+ for 6 out of 12 rolling months. It's an all-inclusive stay for two (for the KM+ Distributor and their significant other) at the Grand Wailea Waldorf Astoria Hotel in Maui, Hawaii, awarded annually.</p> <p>No one will be allowed to pay to attend; only qualified KM+ Distributors will be invited each year. Flight/accommodations are covered by company.</p>

Name	Description
Group Qualifying Volume (GQV)	<p><i>Group Qualifying Volume (GQV)</i> is derived from your entire Sponsor Tree volume (all levels, even past Level 10). This includes the Qualifying Volume of everything purchased in the past calendar month: Personal Sales Volume, ALL Sponsor Tree First and Upgrade Orders, and 80% of all Retail/Preferred Customers Qualifying Volume going to all levels. In other words, everything in your Sponsor tree. (again, your own PQV is included in the GQV)</p> <p>GQV is used to qualify your Pin & Paid Rank in the Unilevel Bonus program. Your rank may change month to month, dependent upon the amount of your GQV.</p> <p>Note, even though the maximum we can get paid in our Unilevel is through Level 10, GQV for ranking purposes includes the volume of everyone in your Sponsor Tree.</p> <p>GQV will reflect the full GV of a product, not any discounts. For instance, after a Distributor is on autoship for 3 months, they start receiving a 5% discount (see <i>Autoship</i>). The GQV of one bottle will be 50 QV, but the <i>Group Bonusable Volume</i> of that bottle will show the 5% discount, or 47.5 BV.</p>
Group Volume (GV) Group Bonusable Volume (GBV)	<p><i>Group Bonusable Volume</i> is often shortened to just <i>Group Volume (GV)</i>. They mean the same thing.</p> <p>Group Volume is derived from your Sponsor Tree volume going through Level 10. It includes any Personal Sales Volume (aka PV) and Customer Orders. It does not include First Orders or Upgrade Orders which are special orders that make up your Placement Team Volume (PTV) and paid through weekly Placement Team Commissions.</p> <p>GV is used to determine your Unilevel Monthly Commissions. You are paid 15% L1, and 5% L2-L10.</p> <p>GV will reflect any discounts that a Distributor receives. For instance, after a Distributor is on autoship for 6 months, they start receiving a 10% discount (see <i>Autoship</i>). The GBV of one bottle will be 45 BV, but the <i>Group Qualifying Volume</i> of that bottle will be the full 50 BV. This discount will not interfere with a Distributor's 50, 100, or 200 BV requirements.</p>
Level	<p>Distributors you sign up are always on your Level One. The Distributors they sign up are on your Level Two. The Distributors they sign up are on your Level Three, and so on. Which row they are on in the Binary has no bearing on which Level they are in your organization. Rows and Levels are two different tracking systems based on the same binary tree.</p>
Maximum Group Volume (GV) Contribution from ea. leg	<p><i>Maximum Group Volume</i> is the maximum BV percentage that a single Sponsor Tree leg may contribute to your Paid Rank Qualifications. This limitation is for qualification purposes only. Once qualified, you will be paid on the total volume generated by each Unilevel Leg down through 10 Levels of your Sponsor Tree.</p>
Maximum Weekly PTC	<p><i>Maximum Weekly PTC</i> is the maximum amount of money that each Distributor can earn each week from their Placement Team Commissions (PTC). The maximum is based on both your Pin Rank and your Status Level. It ranges from a low of \$1,000 to a high of \$25,000 each week.</p> <p>At Ruby Rank, all Status Levels move up to a Max PTC of \$7500/week. At Emerald Rank, all Status Levels move to a Max PTC of \$1000/week. At Diamond Rank, all Status Levels move to a Max PTC of \$15,000 a week. At Key Master and above, the maximum is \$25,000.</p> <p>You stay at your maximum as long as you remain qualified at that pin rank.</p> <p>We get paid any new maximum for 4 weeks following the confirmation of the paid rank. If we remain qualified at that rank, we continue getting paid at that new maximum.</p>

Name	Description
Order Types	<p><i>Regular Order</i>— any order placed by a Distributor beyond their First or Upgrade order. These orders make up the Unilevel commissions (e.g., 15% L1, 5% L2-10)</p> <p><i>Customer Order</i>— any order placed by a non-Distributor.</p> <p><i>First Order</i>— the very first order placed by a new Distributor. Often this is a larger order purchased in order to achieve a Status Level.</p> <p><i>Upgrade</i>— a Distributor can place a special one-time order at any time within the first 8 weeks of signing up, in order to jump up to a higher Status Level.</p>
Pay Leg	<p><i>Pay Leg</i> refers to whichever of the two legs has the <i>least</i> amount of BV. (see <i>Placement Team Commissions</i>)</p>
Personal Qualifying First Order	<p><i>Personal Qualifying First Order</i> refers to the Bonus Value (BV) of product initially purchased by a Distributor and is used to determine their Status Level. New Distributors who wish to increase their Status can do so by purchasing more product during their initial 8 weeks in Alphay. Otherwise they need to qualify via the first orders of their PSD.</p> <p>Everyone is automatically upgraded to the 20% Status Level once they reach Diamond Pin Rank.</p>
Personal Qualifying Volume (PQV)	<p><i>Personal Qualifying Volume (PQV)</i> is made up of 100% of the Qualifying Volume (QV) from your personal orders, and 80% of the QV from the orders of your Customers (retail or preferred) who purchase directly from your site.</p> <p>Your PQV is included in your total GQV.</p> <p>In order to get paid commissions each month, you must have a Personal Qualifying Volume (PQV) of 50, 100, or 200, bonus value depending on your current pin rank.</p> <p>Your PQV can come from a mix of two sources:</p> <ul style="list-style-type: none"> - 100% of your own personal purchases BV made each month count towards your PQV - 80% of all your website's customer sales BV (retail and preferred customers, makes no difference) count towards your PQV. <p>You earn 15% on the full BV (bonus value) of all those customer orders placed through your site, but 80% of that BV will count towards your monthly PQV requirements.</p> <p>It doesn't matter if your customers are Retail Customers (paying retail price) or Preferred Customers (ie, on autoship and therefore paying the same price as Distributors). 80% of the total of all customers' BV counts towards your PQV.</p> <p>EXAMPLE: If you have a few customers and they purchase 4 bottles between them. At 50BV per bottle, that's a total of 200BV that month. You will get paid 15% of that total 200BV, which is \$30. And, 80% of that BV (160BV) can count towards your PQV.</p> <p>Example. Mary sponsors Scott, who sponsors David as a preferred Customer.</p> <p>David buys one bottle of Balance with 50QV/50BV. That same bottle of Balance will have the same QV/BV regardless of whether it is purchased at retail, preferred price, or wholesale.</p> <p>QV is used for qualification. BV is used for payout.</p> <p>Scott will earn a 15% direct bonus on the 50BV (50BV*15%= \$7.50). If David had not signed up onto autoship and purchased the bottle at full Retail, Scott will additionally earn the retail profit on that bottle.</p> <p>Scott will be able to use 80% of David's QV (50QV* 80%= 40QV) as his own for monthly PQB purposes. By adding David's 40QV, Scott will now have 40 PQV added to his PQV for this month.</p> <p>Mary, as Scott's sponsor, will earn a 5% Level 2 Unilevel bonus on 80% of David's 50BV (50BV*80%* 5% = \$2.00).</p>
Personally Sponsored Distributor (PSD)	<p><i>Personally Sponsored Distributors</i> are all those who you directly sponsor . While they will always and only be placed in your 1st Level, they can appear on any Row in your binary. There is no limit to the number of PSDs you can personally sponsor.</p>

Name	Description
<p>Pin Rank Paid Rank</p>	<p><i>Pin Rank</i> the highest rank for which you have ever qualified.</p> <p>Paid Rank is the Rank level you qualify for in a given month. This is determined by the total GQV (Qualifying Qualifying Volume). Your Paid Rank may change from one pay period to the next.</p> <p>Paid Rank is the key to getting paid fully in as many Unilevels as possible. Paid Rank is also the key to earning Generation Bonuses, Rank Achievement Bonuses (up to \$1 million), and winning the Audi automobile. <i>Also see Qualified Paid Rank.</i></p>
<p>Placement Team Volume (PTV) Placement Team Commissions (PTC)</p>	<p><i>Placement Team Volume (PTV)</i> is 80% of the total BV of all first time orders that occur in the most recent week. There will be PTV in the Right Leg, and PTV in the Left Leg. PTV is separate from Carryover Volume.</p> <p>Because PTV is created solely from Distributors' First/Upgrade Orders (80% of these), PTV is an indication of new growth and new people. The power of PTV is that it's calculated not just from your Sponsor Tree volume, but also from your Placement Tree volume. Meaning that PTV is not only from legs of people you sign up, but also from the legs of people placed there by your upline.</p> <p>After getting paid your weekly commissions on your PTV (called Placement Team Commissions or PTC), the PTV <i>on your Pay Leg</i> is set to zero every Sunday morning (Pacific Time) at 12:01AM, and then starts to accumulate again until the following Saturday evening, midnight.</p> <p>The new weekly PTV <i>on your Power Leg</i> is added to any Carryover Volume that has accumulated from the past.</p> <p>You are paid a <i>Placement Team Commissions (PTC)</i> once a week based on your Placement Team Status (ie, 5%, 10%, 15%, or 20%).</p> <p>Your Placement Team Commissions is paid on 80% of the total PTV on your smaller leg of your two legs each week. This is why the smaller leg is called the Pay Leg. The larger leg is called the Power Leg.</p> <p>At the start of each week, the Power Leg's PTV is reduced by the amount of the Pay Leg's PTV. The remaining PTV in the Power Leg is called Carryover Volume. The Pay Leg's PTV is reset to zero and the week begins again.</p> <p>To be eligible for PTC, you must have at least 2 Active PSD, one in the Left leg and one in the Right leg, each qualification period, starting from the 5th week of your enrollment. You essentially only need one PSD on your Power Leg, the rest can be placed in your Pay Leg. However, if for any reason that Active PSD in the Power Leg doesn't place an order that month, you could lose your PTC for that week of Inactive Status by that sole PSD in your Power Leg. Therefore it is advisable to have a few PSDs in your Power Leg.</p>
<p>Placement Tree</p>	<p><i>Placement Tree</i> refers to every single person in your own binary (your organization), regardless who put them there. Each position in your binary can be filled by you, your upline, or by someone already in your network. Placement Tree is only useful for understanding how Placement Team Volume and Placement Team Commissions are calculated.</p> <p>As an Alpha Distributor, you get paid to build one network. You get compensated for building this one network through two relationships that get created through your network. These are Placement relationship (called a 'tree') and the Sponsor relationship or tree. Your Placement tree determines your weekly commission based on the very "first orders" in each week (or any subsequent Upgrade Orders made in the first 8 weeks), while your Sponsorship tree determines your monthly commissions based on re-orders that will take place each month.</p>
<p>Power Leg</p>	<p><i>Power Leg</i> refers to whichever of your two binary legs has more Placement Team Volume. The Power Leg and the Pay Leg can switch back and forth, depending on which one has more PTV in a given week.</p> <p>Because PTV all comes from brand new Distributors, the Power Leg is the leg that is experiencing the most growth and excitement.</p>

Name	Description
Preferred Customer	<p>A <i>Preferred Customer</i> is one who signs up on autoship (aka Sign Up & Save). This gives them the same prices as Distributor prices.</p> <p>The other kind of customer is Retail Customer, who is not on autoship and pays Retail Price (about 25% above Distributor price).</p>
Product Sharer Bonus	<p>Any time a Distributor brings in 3 new Consumers inside one calendar month, they'll receive a \$30 product voucher; 5 or more Consumers gets a \$50 product voucher.</p> <p>Effective any calendar month (beyond the first month).</p>
Qualified Paid Rank (QPR)	<p><i>Qualified Paid Rank</i> refers to your Rank during a given calendar month, and is determined by your total Sponsor Tree volume (going past your 10 Unilevel Levels, to infinity) during that month. Your QPR is dynamic and can change from one pay period to the next as your group BV goes up or down. Pin Rank, on the other hand, is fixed and will always be equal to the highest Rank you've ever attained. (see <i>Paid Rank</i>, too)</p>
Rank Achievement Bonus	<p>Once you get to Emerald Pin rank and above, you start getting a cash bonus for each of those pin ranks, ranging from \$5,000 cash at Emerald to \$1,000,000 cash at Five-Star Key Master.</p> <p>At Emerald and Diamond your <i>Rank Achievement Bonus</i> is paid once you maintain the pin's Group Qualifying Volume (GQV) for 3 calendar months in any 12-month rolling period (ie: at least 3 times in the following 11 months).</p> <p>At Diamond through Five-Star Key Master, your Rank Achievement Bonuses are paid once you maintain the pin's GQV for 6 calendar months in any 12-month rolling period (ie, at least 6 times in the following 11 months).</p> <p>At Second-Star Key Master (which has a GQV of 200,000), in place of cash, you are given a credit of up to \$75,000 to purchase an Audi automobile (not a lease, but the clear title; the car is yours). If the Audi you want costs less than the \$75,000, Alphay will pay for the car plus send you the difference.</p>
Retail Customer Retail Profits	<p><i>Retail Customers</i> are those who choose not to get onto Autoship (aka Sign Up & Save), and pay the full Retail Price. The Retail Price is generally around 20-25% more than Distributor Price.</p> <p>The other kind of customer is the Preferred Customer: those who sign up on autoship (aka Sign Up & Save), and get the same price as Distributors.</p> <p>The difference in price between your Distributor Price and Retail Price is paid to the Distributor, regardless if the Distributor is Active or Inactive.</p>
Sponsor	<p><i>Sponsor</i> refers to the person who brings a Distributor into Alphay. Your sponsor is your first upline. Your sponsor's sponsor is your second level upline, and so on.</p>
Sponsor Tree	<p><i>Sponsor Tree</i> refers to the connections between sponsors and PSDs throughout your binary. It begins with every PSD you have brought in (called Level 1), followed by every Distributor they sponsored (your Level 2), followed by every Distributor they sponsored (your Level 3), and so on down to Level 10. These 10 levels are also referred to as your Unilevel. You are paid on the total Personal Volume (PV) of everyone in your Unilevel.</p> <p>As an Alphay Distributor, you get compensated to build one network. This network is comprised of two relationships—the Placement relationship/tree and the Sponsor relationship/tree.</p>
Sponsor Tree Volume (GSV)	<p><i>Sponsor Tree Volume</i> includes the Bonusable Volume of your entire Sponsor Tree organization, all levels to infinity, including your own Personal Sales Volume.</p>

Name	Description
Status Level Placement Team Status	<p><i>Status Level (aka Placement Team Status)</i> refers to one of 4 positions: • 5% Status Level (cost: 175BV) • 10% Status Level (cost: 350BV) • 15% Status Level (cost: 700BV) • 20% Status Level (can't be purchased; must achieve Diamond Pin Rank of 50k GV)</p> <p>Status Level is achieved through the size of your first/upgrade order, as shown above. The first three (5-10-15%) can be purchased, but the 20% Status Level can only be earned. You get it automatically (regardless of your former Status Level) by achieving Diamond Pin Rank (which requires 50,000 Group Volume).</p> <p>Your Status Level determines how much Placement Team Commissions (PTC) you earn each week on your Placement Team Volume. PTV is derived from 80% of the Bonus Volume (BV) of all first/upgrade orders in your Pay Leg.</p> <p>Example: if the total number of first/upgrade orders on your Pay Leg is 10,000 this week, this means that your Placement Team Volume that you'll get paid on is 80% of that or 8,000. If your Status level is 5%, your PTC for that week is \$400. If it is 15%, your PTC for that week is \$1,200.</p> <p>At the PAID rank of Ruby, the % a distributor is eligible for does not change, but the max weekly payout becomes \$7500/wk. This max weekly payout will be in effect for the 4 commissionable weeks following the confirmation of the rank. For the Paid rank of Emerald, again the % does not change, but the max weekly payout increases to \$10,000/wk.</p> <p>When anyone, regardless of their original % eligibility, achieves the PAID AS rank of Diamond or above, they become eligible for the 20% payout for the 4 weeks following the confirmation of their paid as rank. The max weekly payout for Diamond is \$15K/wk. For KM and higher it is \$25K/wk. Once those 4 weeks are over, unless the distributors maintains the paid as rank of Diamond or above, they will revert back to their original % and max weekly payout.</p>
Status Upgrade Order	<p>In the first 8 calendar weeks of signing up, any Distributor can upgrade from the 5% or 10% Status to a 15% Status. The highest Status that can be purchased is the 15% Status. This upgrade is done through a special one-time only <i>Status Upgrade Order</i>. The order will be based on BV difference between the Statuses.</p> <p>Example: if you are at 10% Status and want to upgrade to 15% Status, the difference in those two—350BV and 700BV—is what needs to be purchased in the Upgrade Order.</p>
Termination (the red (T))	<p>If a Distributor does not renew their \$25 yearly membership, a red (T) will appear under their name in the Back Office. This signifies that the position has been terminated, and the account cancelled.</p> <p>After an inactivity period of 6 months, the person can come back under the sponsor of their choice, in the first available position at the bottom of the placement tree, as a brand new distributor. They do not retain any downline, rank, or status level from their previous account.</p> <p>The terminated names will remain in the network, and can't be removed. (you will see a red (T) under their names. However, these terminated positions do not negatively affect your commissions.</p>
Unilevel	<p><i>Unilevel</i> is another name for the 10 levels of your Sponsor Tree. (see <i>Sponsor Tree</i>)</p>
Unilevel Matching Bonus	<p>You are paid a matching bonus equal to 10% of the Unilevel Bonus Check of every PSD you sign up (ie, everyone on your Level 1). You are also paid a 5% matching bonus for every Distributor your PSDs sign up (everyone on your Level 2), and 5% on down through Level 5.</p>
Unilevel Monthly Commissions	<p><i>Unilevel Monthly Commissions</i> are what you are paid on the performance of your Unilevel. You are paid 15% of the total Personal Volume (PV) of every one on your Level 1 (everyone you've ever signed up), and then 5% of everyone on Levels 2 through 10.</p>

Name	Description
Upgrade Order	<p>An <i>Upgrade Order</i> is a special, one-time optional order that can be made only once, and only inside a Distributor's first 8 weeks of enrollment.</p> <p>Its purpose is to upgrade ones Status. Example: to get from 10% to 15%, you'd need an order of 350 BV (700-350). To get from 10% to 15%, you'd need 525 BV (700-175).</p> <p>The Upgrade Order can be done through ones Back Office; on the home page, there is a place for this order. If a Distributor is past their 8 week cutoff, or they are already at 15% Status, or have already placed their Upgrade Order, this option will disappear, and an Upgrade of Status will not be able to be made (until a Distributor reaches Diamond Pin Rank, at which time their Status is automatically upgraded to 20% (regardless of what Status they were at). An Upgrade Order can also be phoned into the Home Office.</p>
Upline	<p><i>Upline</i> is the single line of sponsors that precedes you in the binary tree, starting with your sponsor (your 1st level upline), then their sponsor (your 2nd level upline), their sponsor (your 3rd level upline), and so on.</p>