

SUPPORT AND SET UP

1. CREATE A PREFERRED CUSTOMER ACCOUNT

This may be easily done by performing the following:

- Open your browser (Google Chrome) and enter the web address: www.SHOP.COM/your domain
 - If you are not registered as a customer, click the blue link to “**Register for a new account.**”
 - Enter your information and make sure you put in the email address of the person that referred you to the shop.com website. (Provide your UFO email address)
 - Click on the orange tab “**Create your new account**” towards the bottom of the page to complete your registration as a Preferred Customer.
 - Or Click on “Sign In” on the top right hand corner of the homepage.
 - Click the SHOP.COM logo at the top of the page to return to the SHOP.COM homepage. Make sure you are signed in at the top right.
 - You must be signed in to this website to earn Cashback when shopping on the site.
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2. SUPPORT

- Click on the name of your Shop Consultant and you will be taken to your Shop Consultant's contact information. Their goal is to support you and help you turn all your “spending into earning”.
- If you are unable to contact your SHOP Consultant, contact Preferred Customer Support: email- pcsupport@marketamerica.com – Phone: 866.420.1709

3. SHOP.COM FEATURES AND BENEFITS

- **CASHBACK** – To the right of your name you will notice a Cashback amount. Once it has reached \$10.00 you can request a payment or leave in your account and continue to accumulate additional Cashback. Cashback can also be used towards the purchase of MA Branded products or items from “One Cart Stores”. Whenever you click on a product you will see the purchase price and the amount of Cashback that will be earned.
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- **EARN ON REFERRALS** – Click on “Invite your friends” to the right of your available Cashback. On this page you will notice ½% Cashback on all qualifying purchases made by individuals you refer and become Preferred Customers of this site. Input email addresses of invitees separated by a comma. You can customize the text message in the box by highlighting existing text message. Just hold down the left mouse button to highlight the text message then hit your delete key. You are now able to personalize a message before inviting your friend. Now type in the Word Verification and click send invitation. Your friend will receive the invite and can become a Preferred Customer of this site for free.
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- **EGIFTS** – Click on your name at the top right corner of the Shop.com home page and you will be presented with a drop down menu. Below the flag you will see “egifts”. By clicking on “egifts” you can read and watch a short tutorial and video on “egift” use. If you want to buy someone a gift and don't know what to get them, you can use “egift”. This allows you to put multiple gifts of your choice in a cart from MA branded products and “OneCart” stores. Market America will email these choices to the intended recipient when submitted and they can pick one gift from the available choices. They can't see the price. The item will be sent to them and your credit card will be charged for the chosen item.

• **SHOP BUDDY** – On the top menu bar of the home page you will notice “ShopBuddy”. You can download this app for free. If you don’t see it type ShopBuddy into the search bar at the top of page and hit search. Once “ShopBuddy” is downloaded it will make your personal computer aware of discounts throughout the web. Anywhere you may be on the web when “ShopBuddy” sees discounts or cashback available on shop.com, it will drop down on the top right-hand corner of the shop.com website.

• **NUTRI-PHYSICAL (USA ONLY)** – Just below the Shop.com logo on the home page you will notice the search bar. Now I would like to share a nutritional analysis system called “Nutri-Physical”. Type in the search bar “Nutri-Physical”. This gives you a bulls-eye approach to your health and nutrition when completed. You must be signed into the SHOP.COM website to save and access. Market America/SHOP.COM is a product brokerage and internet marketing company and its number one product line is “Isotonix”. In the search bar enter OPC 3. Scroll down and notice details, benefits, ingredients and FAQ. Under ingredients notice the Isotonix delivery system. This is very critical information on the importance of how nutrients are absorbed and used by your body.

• **COMPARISON SHOPPING** – If you have a certain store or a product that you want to do a quick search for on Shop.com you can do it here. For illustration purposes, let’s enter in the search bar a 48” Samsung LED TV. Now click on the search bar [top of page]. The goal here is to show you comparison shopping, cash back, and the price alert button. Choose a TV that has to 2-6 stores for that TV. Click on the blue highlighted TV name below the TV to comparison shop. This page will allow you to see the same TV from several stores. It shows the lowest priced to the highest priced TV available. It will show how much Cashback is being earned when the item is purchased. Also, notice below “Buying Options” the TVs that are available from different partner stores.

• **PRICE ALERTS** – When you find an item you want, and the price is still more than you want to pay you can set a price alert for the item. On the right-hand side look for the bar with “Add to” at the top and a vertical list of options below it. In it you will see the “Price Alerts” function. Click on it. There will be a pop-up that says enter email and the amount you would be willing to pay. By doing this it allows you to name your price and if that item drops to the price you specified, you will be notified by email. That price will be good for 60 days.

• **ONE CART STORES** – The “One Cart Store” option allows you to put products in your shopping cart from several “One Cart” stores and you only pay one time at checkout. Click on the SHOP.COM logo at the top left to go back to the Home Page. Notice the menu bar below the search engine. Click on the “Stores” tab on the menu bar. On the next page, from the menu bar choose “All Stores”. You can see it’s in alphabetical order. Partner stores are listed from A to Z. The one we want to talk about is “One Cart” stores. Under the “Store Type” menu you can choose “OneCart Store”. This will show all “One Cart” stores from A to Z. Click on “All Stores” to switch back to all stores which will be in alphabetical order.

• **GIFT CARDS and VOUCHERS** –Notice the search box to the left of “All Stores” on the All Stores page. Type in the search box Restaurant.com. Restaurant.com has amazing deals on discounted meals for eating at restaurants nationwide. Notice the 7% Cashback (subject to change). To the right click on the tab that says, “Visit Partner Store”. This will redirect you to the Restaurant.com website. At the top of the page enter a name of a city or zip code and click on the “Shop Now” tab. There are many options to choose from with big savings. Also, always be on the lookout for special codes to save even more money. Now return to the Shop.com page that showed “All Stores” and type in Raise.com in the search box. Notice the 2% Cashback (subject to change). To the right of 2% cash back

click on the tab that says "Visit Partner Store". This will redirect you to the Raise.com home page. Raise.com has incredible savings on plastic gift cards, or e-gifts and vouchers. At the top of the Raise.com homepage on the left you will notice the words "Buy Gift Cards". Clicking on this will take you to the page that shows available gift cards from stores A to Z. Click on "F" to see all available discount cards listed in the "F" category. For illustration purposes, we will use "Forever 21". Click on the Forever 21 card and it will show you the discounts available. Vouchers and plastic gift cards can be used at brick-and-mortar retail stores. E-gifts can only be used on line.

• **TRIPLE DIPPING or STACKING** – To save and earn the most money and do what we call "Triple Dipping" or "Stacking", this should be the very first step before purchasing products from any partner store on the SHOP.COM website. Let's use the illustration of purchasing a Forever 21 gift using a Raise.com gift card/ voucher. An e-gift or voucher will be emailed to you and plastic gift cards will be mailed by postal. Click the tab to go to the SHOP.COM home page. Click on "Stores" on the menu bar at the top. Click on the tab that says "All Stores". Click on search box and type in Forever 21. Notice Forever 21 will pay 2% Cashback. To the right of 2% Cashback click on the tab that says "Visit Partner Store". This will redirect you to the Forever 21 website. Let's imagine that you purchased the egift from Forever21 first from Raise.com and then went to Forever 21 through the Shop.com website. You choose the items that you want to purchase from Forever 21 and put them in the shopping cart. At checkout, you pay for the items with the discount egift from Raise.com. Also be aware of any potential savings that Shop Buddy may have available before finalizing the purchase. Let's recap the savings to you: First – Raise.com discounted egift for Forever 21; Second- SHOP.COM pays you 2% Cashback when you purchase the discounted Forever 21 egift from Raise.com; and Third- SHOP.COM pays you 2% Cashback when you purchase from Forever 21 through the SHOP.COM website. You just experienced what we call "Triple Dipping" or "Stacking".

• **SHOP DIRECT** – Why pay retail store prices when you can get the exact same products for less. Now you can SHOP Direct for office supplies, electronics, groceries, clothes, kitchen wares, bedding, camping equipment, household essentials, travel, and much more. Click on "Shopping Essentials" in the menu bar at the top of the Shop.com home page.