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# KYÄNI COMPENSATION PLAN

## AUSTRALIA

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### WELCOME

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#### ***Welcome to the Kyäni family!***

Kyäni's mission is "To bring hope—the promise of a better life—through wellness and opportunity." As a Kyäni Independent Business Partner, you are an integral part of fulfilling that mission for yourself and for people all around the world.

In the following pages, you'll see the details of how you are compensated for the time, energy, and hard work you put in to your Kyäni business. We encourage you to spend the time it takes to familiarize yourself with this compensation plan so that you can optimize your efforts, and build a business that will ensure a better life for you and the people you love for many years to come.

As your business matures, keep in mind that a true measure of success is not just in what you have, but also in what you do for other people. We hope that as you achieve your personal goals, you will also participate in the Kyäni Caring Hands program, which enables you to improve lives and bring hope to people all around the world.

We are excited to have you as our business partner, and look forward to many years of success with you!

Sincerely,

Kyäni

## Genealogy trees

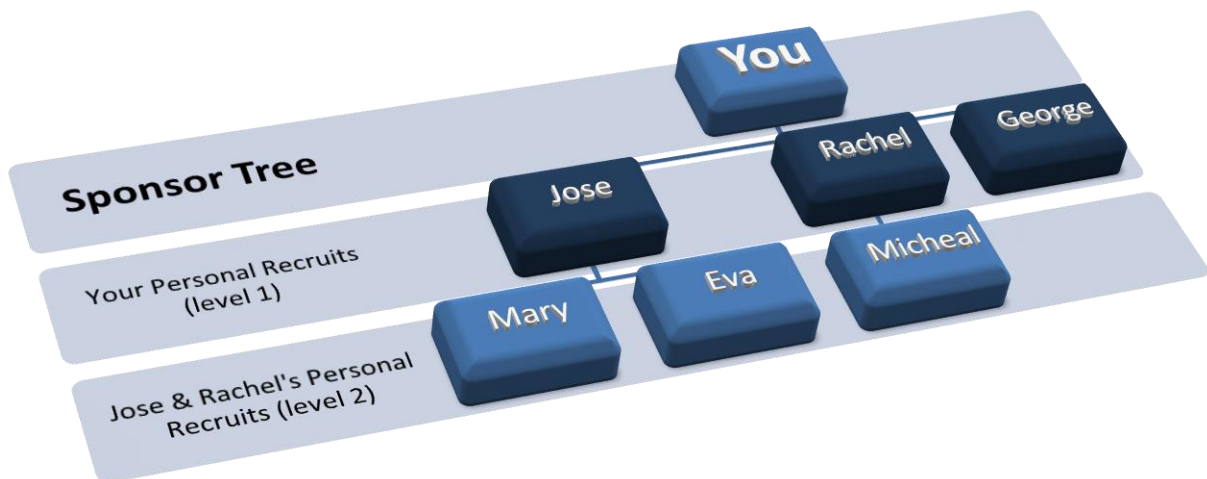
A genealogy tree is a means of tracking relationships between all the Independent Business Partners in Kyäni. In the Kyäni Compensation Plan, there are two genealogy trees, the Sponsor Tree and the Placement Tree. When a new Business Partner joins Kyäni, they appear in both trees.

### Sponsor Tree

The Sponsor Tree is similar to a family relationship tracker. Everyone you personally enroll is positioned directly under you on your first level. When you personally enroll team members and they enroll a new Independent Business Partner, the new Business Partners are then positioned under your team members on your second level. This positioning is automatic and directly determined by who enrolled the new Business Partner. The width of your Sponsor Tree is as wide as the number of people you personally enroll.

#### ***Bonuses calculated using the Sponsor Tree***

- Team Bonus
- Generation Check Match



## Placement Tree

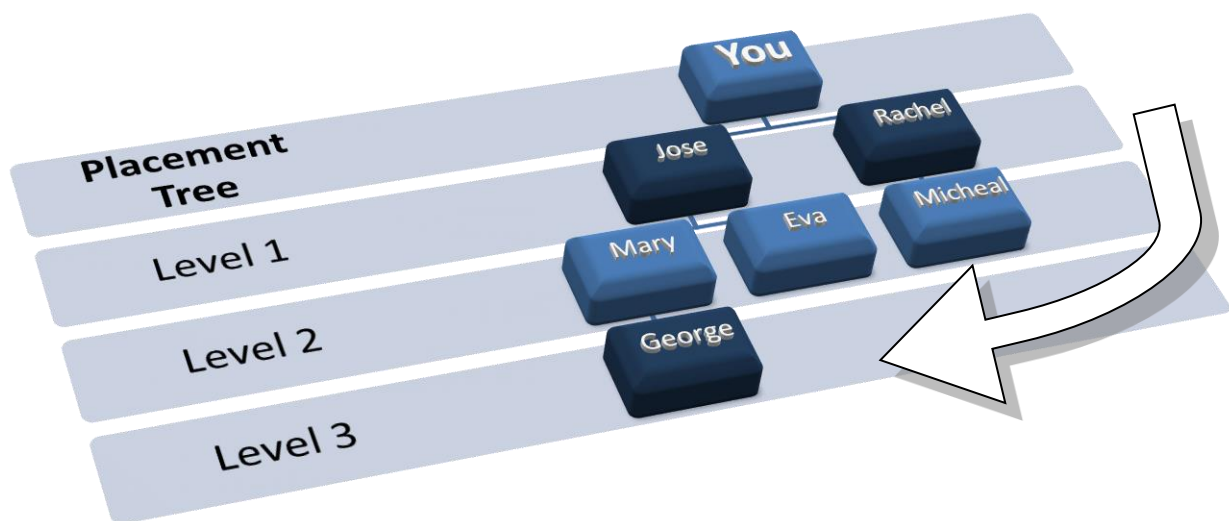
The Placement Tree is another relationship tracker. Unlike the Sponsor Tree, you have the freedom to place your personally sponsored Business Partners anywhere you desire in your downline. There are different reasons why leaders may place newly enrolled Business Partners in different positions of the Placement Tree. These include A) synergy of building a team; B) geographical considerations; C) personal relationship considerations; or D) building to the next rank. Proper placing of new Business Partners in your Placement Tree is important and helps you build a wider, deeper, and more profitable organization.

When you personally enroll a new team member, you may immediately place them in the Placement Tree or you may place them in the Holding Tank where you have up to 72 hours to decide where to place them. If you do not place them within the allotted time, the system will automatically place them in first level of your Placement Tree. There is no limit to the width of the Placement Tree; you can build it as wide as you like. To be eligible for all bonuses, you only need to have three legs.

In the illustration below, you will notice that George was placed below Mary. The same organization is represented in both the Sponsor Tree and the Placement Tree.

### ***Elements that are calculated using the Placement Tree***

- Rank
- Fast Start
- Rank Bonuses
- Kyäni Monthly PayGate Accumulator



## Qualification Requirements

There are two levels of qualification. The first is reached with 1QV per month. At this level, you are considered a Distributor. You are eligible for select Weekly Bonuses.

At 150QV per month you are considered a Qualified Distributor and are eligible for all bonus compensation. Qualification is required monthly. To qualify, you must purchase adequate volumes of product to generate the 150QV.

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### RANKS

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Ranks are calculated based on QV from the Placement Tree. You may count 500QV volume from personal purchases towards ranks of Pearl and below and 1000QV for ranks of Sapphire and above. Ranks up to and including Pearl require two active (100QV) legs and Sapphire and above require three active (100QV) legs.

#### Rank Chart using Placement Tree QV

Rank	MQV Required	Total GQV Requirement	QV Volume Outside Largest Leg	QV Volume Outside Largest 2 Legs
<b>Qualified Distributor</b>	150			
<b>Garnet</b>	150	1,000	400	
<b>Jade</b>	150	2,000	800	
<b>Pearl</b>	150	5,000	2,000	
<b>Sapphire</b>	150	10,000	4,000	500
<b>Ruby</b>	150	25,000	10,000	1,250
<b>Emerald</b>	150	50,000	20,000	2,500
<b>Diamond</b>	150	100,000	40,000	5,000
<b>Blue Diamond</b>	150	250,000	100,000	12,500
<b>Green Diamond</b>	150	500,000	200,000	25,000
<b>Purple Diamond</b>	150	1,000,000	400,000	50,000
<b>Red Diamond</b>	150	2,000,000	800,000	100,000
<b>Double Red Diamond</b>	150	4,000,000	1,600,000	200,000
<b>Black Diamond</b>	150	10,000,000	4,000,000	500,000
<b>Double Black Diamond</b>	150	25,000,000	10,000,000	1,250,000

## Rank Determination Process

Use the following process to determine rank.

1. Calculate total GQV (Group Qualifying Volume) and compare to chart for possible rank.
2. Does the QV volume outside of the largest leg (including personal and customer volume) meet the minimum requirements for that rank? (If no, restart with next lower rank.)
3. Does the QV volume outside of the largest two legs (including personal and customer volume) meet the minimum requirements for that rank? If no, restart with next lower rank. If yes, you have reached that rank.

## Examples

Below are two examples to illustrate calculation of rank.

Example A: You have three legs. The largest leg has 30,000QV, Leg 2 has 20,000QV, and Leg 3 has 3,000QV. Take the volumes through the calculation process.

1. Total volume of all legs equals 53,000QV. Comparing this to the chart, you may qualify for Emerald.
2. QV outside the largest leg equals 23,000. For the Emerald Rank the chart shows that 20,000QV is needed. That requirement is met.
3. QV outside the largest two legs equals 3,000. For the Emerald Rank the chart shows that 2,500QV is needed. That requirement is met. You have reached the rank of Emerald.

Example B: This organization has 4 legs. The largest leg has 120,000QV, Leg 2 has 17,000QV, Leg 3 has 3,000QV, and Leg 4 has 300QV.

Take the volumes through the calculation process.

1. The total volume of the organization is 140,300QV. This is in the category for Diamond.
2. QV outside of the largest leg equals 20,300QV. This does not meet the minimum requirement for Diamond. We then look at the next lowest rank (Emerald).
3. QV outside of the largest leg equals 20,300QV. For the Emerald Rank the chart shows 20,000QV is needed. That requirement is met.
4. QV outside of the largest two legs equals 3,300QV. For the Emerald Rank the chart shows 2,500QV is needed. That requirement is met. You have reached the rank of Emerald.



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**BONUSES**

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**Personal Customer Bonuses**

**Retail Profit Bonus**

Every time you sell product to a registered customer, you make the difference between the wholesale price and the selling price. The difference between your wholesale pricing and what your Retail Customer paid is the Retail Profit Bonus. It will be paid to you with the weekly bonuses. This bonus is earned every time one of your personal customers purchases a product. You must have a Paid-as Rank of Distributor when the bonus is calculated in order to earn this bonus.

Example: Assume a customer places an order of A\$175 worth of products—an order which would cost an Independent Business Partner only A\$150. The Business Partner would then earn the Retail Profit Bonus of  $A\$175 - A\$150 = A\$25$

**Prime Bonus**

The first time a customer enrolls in a Prime membership the customer’s sponsoring Business Partner will receive a bonus. There is no bonus for a customer renewing a Prime membership.

Prime Membership	Prime Bonus
6 Month Membership	A\$20*
12 Month Membership	A\$25*

\*Amounts vary according to the Customer’s shipping country.

**Customer Builder Bonus**

Each month you Customer Sales QV reaches one of the amounts below, you will be paid the corresponding amount in the table below.

Customer QV	1,000 QV	2,500 QV	5,000 QV
Bonus Amount	A\$150	A\$650	A\$1,500

## Independent Business Partner Bonuses

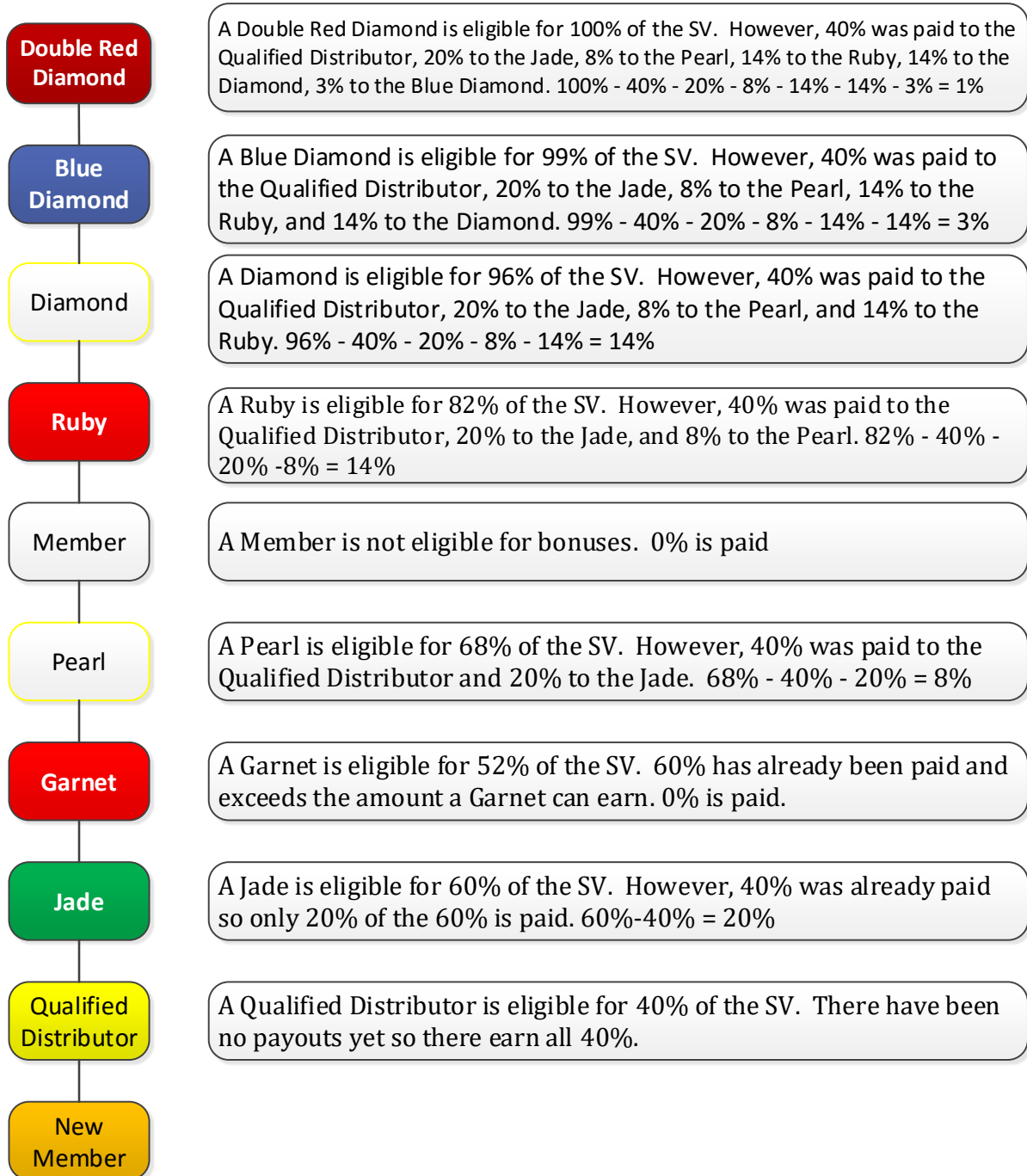
### Team Bonus

Whenever someone in your downline enrolls a new team member, you may be eligible to receive the Differential Team Bonus. The Differential Team Bonus is calculated using the Sponsor Tree. It is paid based on the Starter Pack purchased by the new member, your rank, and the rank of the Business Partners between you and the enrollment.

The Team Bonus uses SV (Special Volume) to determine payouts. Each starter pack has an SV value associated with it. Depending on your rank you will receive a percentage of the SV as a bonus. The rank you achieve in your first 31 days is called your Grace Rank. This rank will be part of the evaluation of how much you will earn on the Team Bonus. After your 31 days are done the rank you have earned (Grace Rank) will be compared with the current calendar month rank and the previous calendar month rank. The highest of all three ranks will be the rank used in Team Bonus calculations. This Grace Rank will be used during your first 31 days, the remainder of the calendar month after the 31 day period, and the next full calendar month. For example if you joined on 15 August your 31 day period would end 15 September and you could use the Grace Rank from 15 August to October 31. You can always earn a higher rank through your efforts but during this time you will never be paid lower than your Grace Rank. (This rank is only used for Team Bonus Calculations). After this period is done your Team Bonus will only use the current month rank and the previous month rank for payouts. The chart below illustrates the percentage you will receive based on your rank.

Distributor	Qualified Distributor	Garnet	Jade	Pearl	Sapphire	Ruby	Emerald	Diamond	Blue Diamond	Green Diamond and above
40%	40%	52%	60%	68%	75%	82%	89%	96%	99%	100%

### Differential Team Bonus Example





## Fast Start Bonus

To help you get started, Kyäni provides a Fast Start bonus with 3 different payouts.

First 31 Days	Calendar Month 1	Calendar Month 2	Total
A\$125	A\$250	A\$875	A\$1,250

For the first payout you must reach the Paid-as Rank of Garnet or higher within your first 31 days (Your enrollment day is considered day 0). If you fail to achieve the Paid-as Rank of Garnet within your first 31 days, you will still be eligible to earn the 2<sup>nd</sup> & 3<sup>rd</sup> payout. **See Example 1.**

**Example 1:** A Business Partner enrolls on April 5 and does not achieve Garnet within their first 31 days. They would still qualify for the 2<sup>nd</sup> & 3<sup>rd</sup> payout, as long as they achieve Jade in June and Pearl in July. They would be paid according to the following schedule. Although there is no payout in May the rank of Qualified Distributor or higher must be maintained in May to be eligible to earn the remaining bonuses.

Month (Rank)	First 31 Days	May (Jade)	June (Jade)	July (Pearl)	Total Payout
Payout	A\$0.00	No Payout	A\$250	A\$875	A\$1,125

The second payout is earned by reaching Paid-as Rank of Jade or higher in the first full calendar month after earning the first payout or after your first 31 days if no payout was earned. You will be paid according to the table below. If you fail to achieve the Paid-as Rank of Jade or higher in the first full calendar month after earning the first payout or after your first 31 days, you will still be eligible to earn the 3<sup>rd</sup> payout. **See Example 2.**

**Example 2:** A Business Partner enrolls on April 5 and achieves Garnet on May 2. This Business Partner earned Garnet in June and Pearl in July. They would be paid according to the following schedule. Although there is no payout in May or June, the rank of Qualified Distributor or higher must be maintained in May and June to be eligible to earn the remaining bonuses.

Month (Rank)	First 31 Days (Garnet)	May (Jade)	June (Garnet)	July (Pearl)	Total Payout
Payout	A\$125	No Payout	A\$0.00	A\$875	A\$1,000

The third payout is earned by reaching Paid-as Rank of Pearl or higher in the 2<sup>nd</sup> full calendar month after earning the second payout or after your first 31 days if no payout was earned. **See Example 3.**

**Example 3:** A Business Partner enrolls on April 5 and does not achieve Garnet within their first 31 days. This Business Partner earned Garnet in June and Pearl in July. They would be paid according to the following schedule. Although there is no payout in April, May, or June, the rank of Qualified Distributor or higher must be maintained in April, May, and June to be eligible to earn the remaining bonuses.

Month (Rank)	First 31 Days	May (Jade)	June (Garnet)	July (Pearl)	Total Payout
Payout	A\$0.00	No Payout	A\$0.00	A\$875	A\$875

\* Earning the rank of Sapphire within your first 31 days will qualify you to earn all three Fast Start bonuses at once.

## Power Play Fast Start

You may earn an additional bonus if you meet the following requirements while earning the Fast Start.

First 31 Days	Calendar Month 1	Calendar Month 2	Total
A\$125	A\$250	A\$875	A\$1,250

To earn the first payout you must personally sponsor three new customers with QV for a total of 150 QV. Also, you need to personally sponsor three new Business Partners each with a starter pack of at least 200 QV. This must be done within your first 31 days. You must also earn the Garnet Fast Start bonus. (Your enrollment day is considered day 0).

To earn the second payout, you must help a personally sponsored Business Partner run a Power Play by the end of your first full calendar month after earning the first payout or after your first 31 days if no payout was earned. You must maintain your Power Play by having at least 3 personally sponsored customers with QV for a total of 150 QV and 3 personally sponsored Business Partners with a Paid-as Rank of Qualified Distributor. You must also earn the Jade Fast Start bonus.

To earn the third payout, you must help 2 additional personally sponsored Business Partners run a Power Play by the end of your second full calendar month after earning the first payout or after your first 31 days if no payout was earned. You must maintain your Power Play by having at least 3 personally sponsored customers with QV for a total of 150 QV and 3 personally sponsored Business Partners with a Paid-as Rank of Qualified Distributor. You must also earn the Pearl Fast Start bonus.

**Example:** Business Partner A enrolls on April 3<sup>rd</sup>. On May 2<sup>nd</sup>, Business Partner A earns the first Power Play and the first Fast Start payout. This makes the first full calendar month June. In June, Business Partner A maintains their Power Play, attains Paid-as Rank of Jade, and helps Business Partner B achieve their first 31 days Power Play. Business Partner A has now earned the second payout. In July, Business Partner A maintains their Power Play. Business Partner A then helps Business Partner C and D earn their first 31 days Power Play. Business Partner A would be paid according to the following schedule.

Month	First 31 Days	May	June	July	Total Payout
Fast Start	A\$125	No Payout	A\$250	A\$875	A\$1,250
Power Play Fast Start	A\$125	No Payout	A\$250	A\$875	A\$1,250
Total	A\$250		A\$500	A\$1,750	A\$2,500

\*Earning the Paid-As Rank of Sapphire, running a Power Play, and helping three new personally sponsored Business Partners run a power play, within your first 31 days will qualify you to earn all three Power Play bonuses at once.

## Kyäni PayGate Accumulator

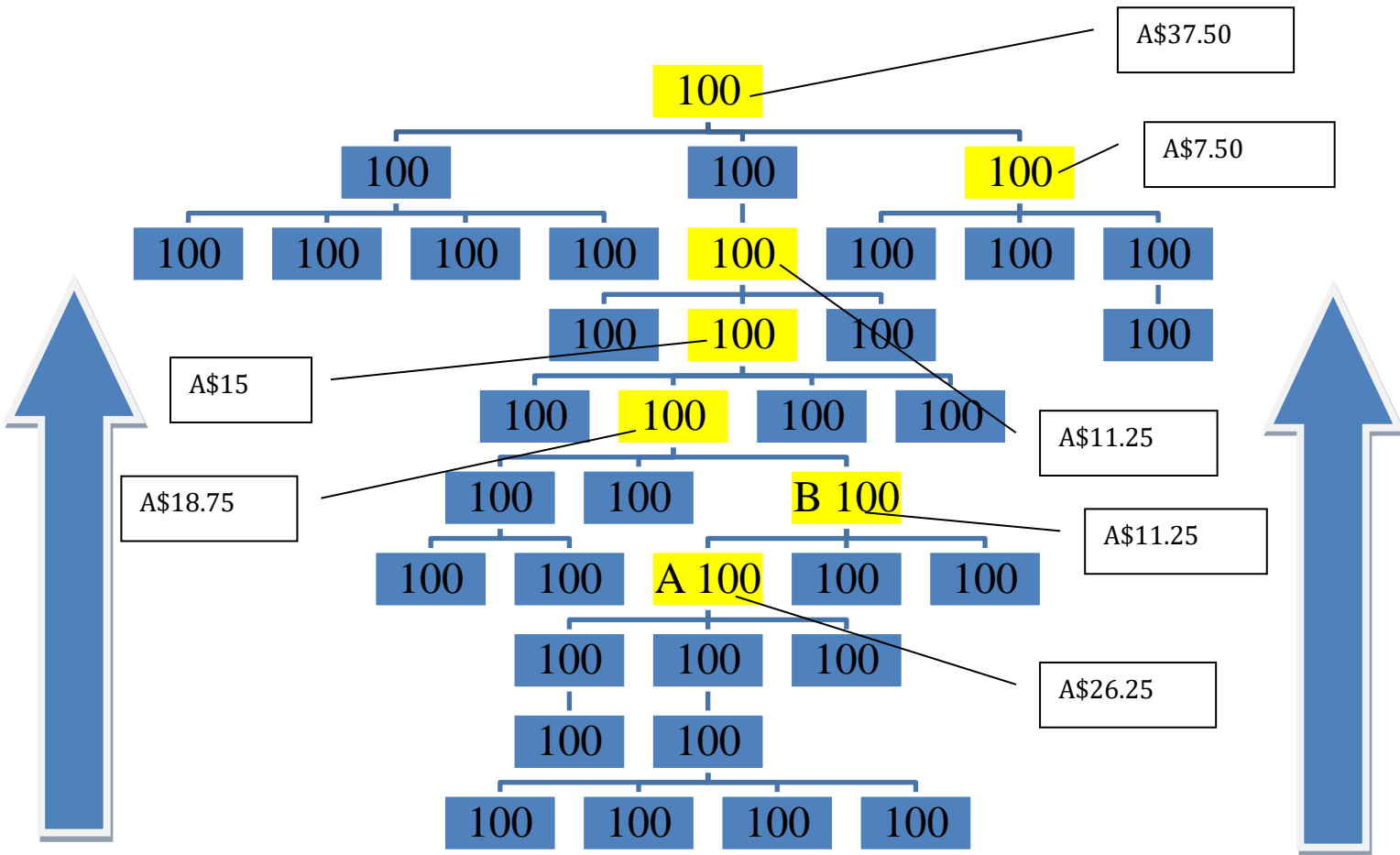
The Kyäni PayGate Accumulator is calculated on the monthly CV generated in your Placement Tree. The Kyäni PayGate Accumulator calculates residual income monthly by starting at the bottom of the Placement tree and accumulating volume flowing upward until it reaches a qualifying PayGate where it pays out the earned commission. This process is repeated for all PayGate levels. As your volume increases, you may qualify for new PayGates depending on the distribution of your volume in your Placement Tree. Each additional PayGate you qualify for creates additional residual payout for you.

Below is a chart of the PayGates, the percentage of CV for each level, and the volume requirements to earn the respective PayGate.

**PayGate Accumulator Chart using Placement Tree CV**

<b>PayGate</b>	<b>Rate</b>	<b>Largest Leg Requirement</b>	<b>Total of Small legs</b>	<b>3rd leg Minimum</b>
1	3.00%	200	100	
2	7.00%	700	500	
3	8.00%	2,200	1,500	
4	7.00%	4,500	3,000	
5	6.00%	9,000	6,000	400
6	5.00%	18,000	12,000	1,000
7	3.00%	40,000	27,000	2,000
8	1.00%	90,000	55,000	6,000
9	1.00%	200,000	125,000	12,000
10	0.50%	400,000	260,000	18,000
11	0.25%	1,000,000	450,000	40,000
12	0.25%	2,000,000	900,000	100,000

### PayGate 1 Chart

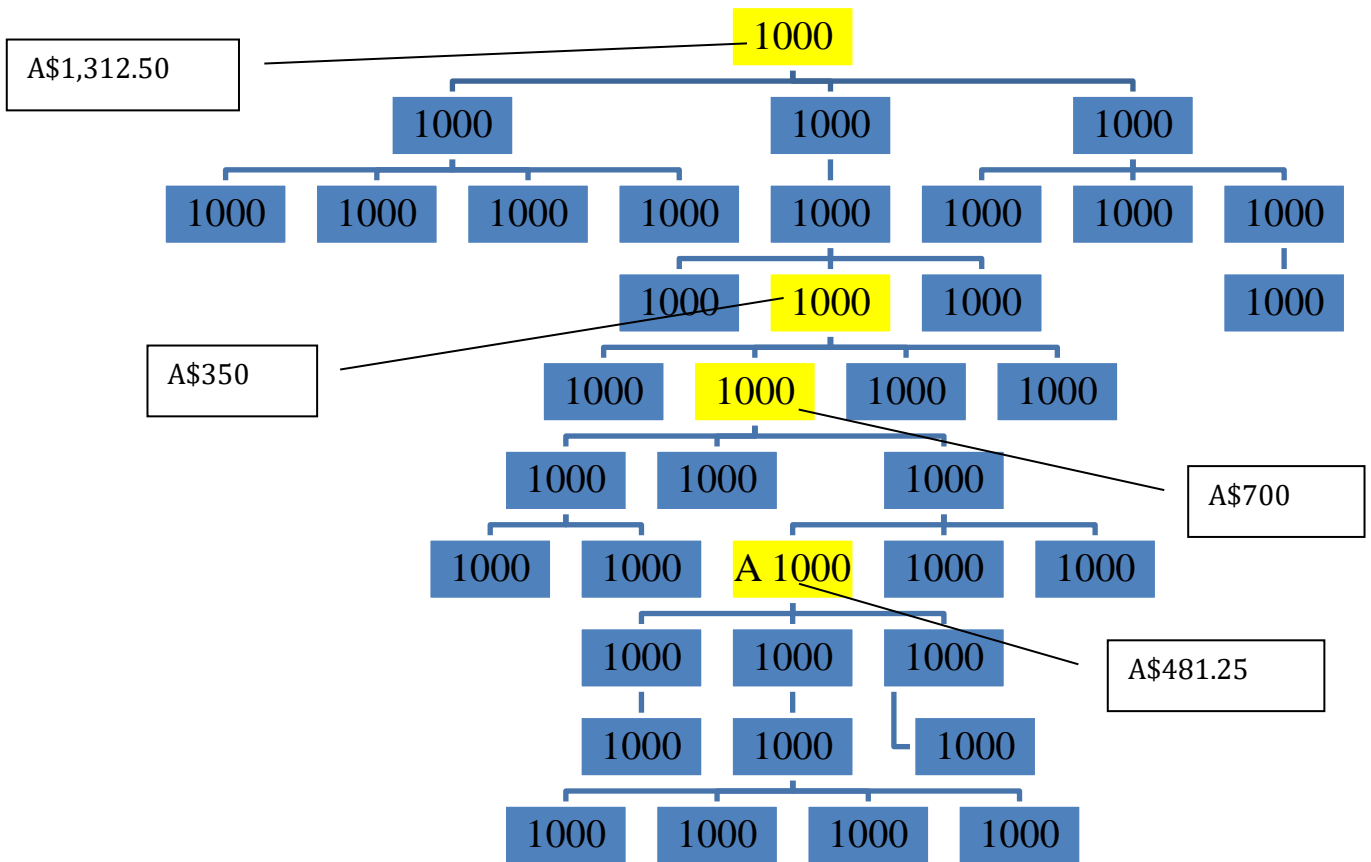


Look at PayGate 1 Chart above. From the bottom of the organization, the volume flows upward and accumulates CV in the Placement Tree. As you get to the first Business Partner that qualifies for PayGate 1, the CV stops there (indicated by the yellow box) 900CV has accumulated at the first yellow box A (Business Partner A). Once a PayGate is reached, the following process is used to determine the pay on the PayGate:

1. Total CV accumulated up through the organization from either the bottom or from the last PayGate payout—whichever is closer.
2. Take that total CV and subtract the PayGate base amount (200CV for PayGate 1). This 200CV amount will flow up along with your Personal and Customer CV. For this example, you have  $900 - 200 = 700$ . This 700 amount is multiplied by 3% for PayGate 1. This equals A\$26.25.

The volume that flows up from Business Partner A (yellow box A) is now 300 (200CV PayGate amount plus personal volume of 100CV). Business Partner B (yellow box B) is the next Business Partner to qualify for PayGate 1. The volume they receive is 500CV. Run it through the two step process above remembering that the PayGate amount of 200CV in addition to their personal CV of 100 flows up and repeat the process again. Business Partner B would receive A\$11.25. The personal volume of Business Partner B (100CV) plus 200CV PayGate volume flows up. Each of the yellow boxes qualifies for PayGate 1. Once a PayGate flows to the top of the organization-the next PayGate process starts again at the bottom of the organization using the same volume.

### PayGate 4 Chart



### PayGate 4 Example

Above is another example to illustrate this further you will notice that the higher the gate, the more volume accumulates at that gate to be paid. Look at the same organization for a PayGate 4 (note that volumes per Business Partner were increased to 1000CV in order to keep the illustration small enough to demonstrate this PayGate). Remember that PayGates 1 – 3 would have been paid before PayGate 4 was processed. To qualify for this gate, your largest leg needs to be at least 4500CV and 3,000CV in the rest of your legs.

Each of the yellow box Business Partners qualified for PayGate 4 payout. To calculate what the payout is for Business Partner A (yellow box A), accumulate the volume from all the legs. A total of 10,000CV is accumulated by Business Partner A. This is determined from the volume, as in the previous example: 10,000CV – 4500CV (PayGate amount flows up) = 5500CV. Multiply this by 7% and we get A\$481.25. This A\$481.25 would be added to the other PayGate Bonuses (PayGates 1-3) for that Business Partner.

Next, take the 4500CV that flowed up and add the 1000 Personal CV and repeat the process again. A total of 4 Business Partners received this PayGate 4 bonus in this example.

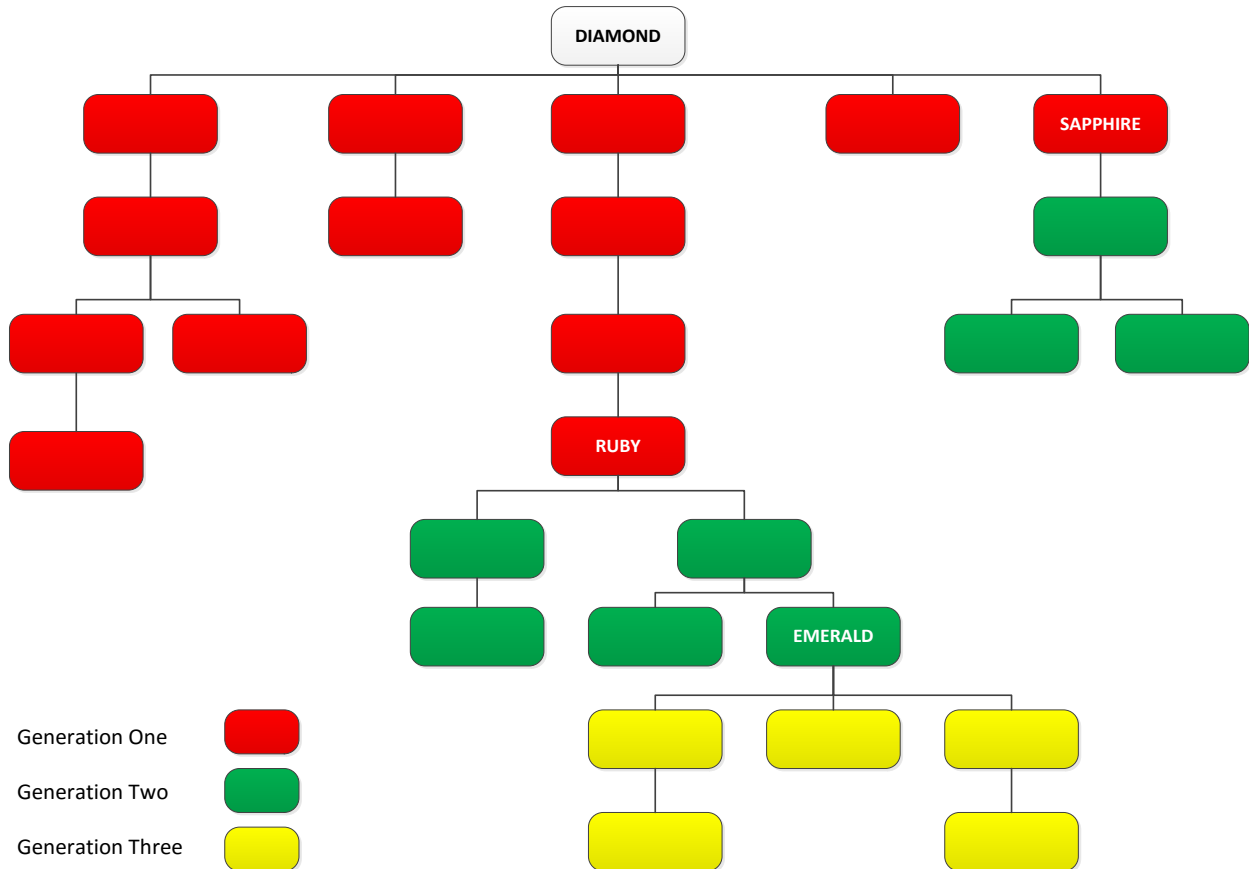
This process continues from the bottom flowing upward and accumulating the CV of the organization, then paying out at each qualifying PayGate Business Partner. It repeats again and again until each PayGate has been paid out.

## Generation Check Match

One of the most exciting bonuses is the Generation Check Match. You can earn a percentage of every PayGate payout from Independent Business Partners in your Sponsor Tree downline up to nine generations deep. Starting at the top of your organization and going down each Sponsor Tree Leg every Business Partner down to and including the next Independent Business Partner with a rank of Sapphire or higher is a generation. The chart below itemizes the breakdown of generations and percentages.

Generations	Sapphire	Ruby	Emerald	Diamond	Blue Diamond	Green Diamond	Purple Diamond	Red Diamond	Double Red Diamond	Black Diamond	Double Black Diamond
1	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%	15%
2	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
3		10%	10%	10%	10%	10%	10%	10%	10%	10%	10%
4			5%	5%	5%	5%	5%	5%	5%	5%	5%
5				5%	5%	5%	5%	5%	5%	5%	5%
6					4%	4%	4%	4%	4%	4%	4%
7						3%	3%	3%	3%	3%	3%
8							2%	2%	2%	2%	2%
9								1%	1%	1%	1%

### Generation Check Match Example



In the example above the Independent Business Partner at the top has a Paid-as Rank of Diamond which entitles them to five generation payouts (only three generations shown). The Business Partners in red are in Generation One, and the Diamond would receive 15% of the Paygate bonus of each one. The Business Partners in green are in Generation Two, and the Diamond would receive 10% of the Paygate bonus of each one. The Independent Business Partners in yellow are in Generation Three, and the Diamond would receive 10% of the Paygate bonus of each one.

### Rank Bonus

**Emerald Rank Bonus** - Achieve the month-end Paid-as rank of Emerald for two total months and receive A\$6,250.

**Blue Diamond Bonus** - Achieve the month-end Paid-as rank of Blue Diamond for three total months and receive A\$31,250.

**Purple Diamond Bonus** - Achieve the month-end Paid-as rank of Purple Diamond for three total months and receive A\$125,000.

**Double Red Diamond** - Achieve the month-end Paid-as rank of Double Red Diamond for three total months and receive A\$625,000 (A\$125,000 per month for five months).

**Double Black Diamond** - Achieve the month-end Paid-as rank of Double Black Diamond for three total months and receive a A\$1,250,000 (A\$125,000 per month for ten months).

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## LEADERSHIP BONUSES

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### Diamond Pool

1.5% of all Global CV every month is put into the Diamond Pool. This pool is calculated monthly and paid monthly on a 60 day delay. For example, pool earnings from January would be paid out to you in March.

To participate in the pool, a Independent Business Partner must have a Paid-as Rank of Diamond or above in the current month and one of the two previous months. Participants receive shares in the pool based on their rank as follows:

Diamond	1 Share
Blue Diamond	2 Shares
Green Diamond	4 Shares
Purple Diamond	8 Shares
Red Diamond	8 Shares
Double Red Diamond	8 Shares
Black Diamond	8 Shares
Double Black Diamond	8 Shares

A Red, Double Red, Black, or Double Black Diamond participates in this pool until he or she qualifies for the next pool. If a participant in the pool helps someone in their Sponsor Tree downline reach the same Paid-as Rank or higher, then their shares are multiplied by 1.5. A participant can only receive one multiplying factor. Qualification is determined by the monthly Paid-as Rank. A Business Partner will never be paid in more than one leadership pools for the same month.

### Red Diamond Pool

0.5% of all Global CV every month is put into the Red Diamond Pool. The pool is calculated monthly and paid on a 60 day delay. For example, pool earnings from January would be paid out to you in March.

To participate in the pool, a Independent Business Partner must be a Paid-as Rank of Red Diamond or above in the current month and one of the two previous months. Participants receive shares in the pool based upon their rank as follows:

Red Diamond	1 Share
Double Red Diamond	2 Shares
Black Diamond	2 Shares
Double Black Diamond	2 Shares

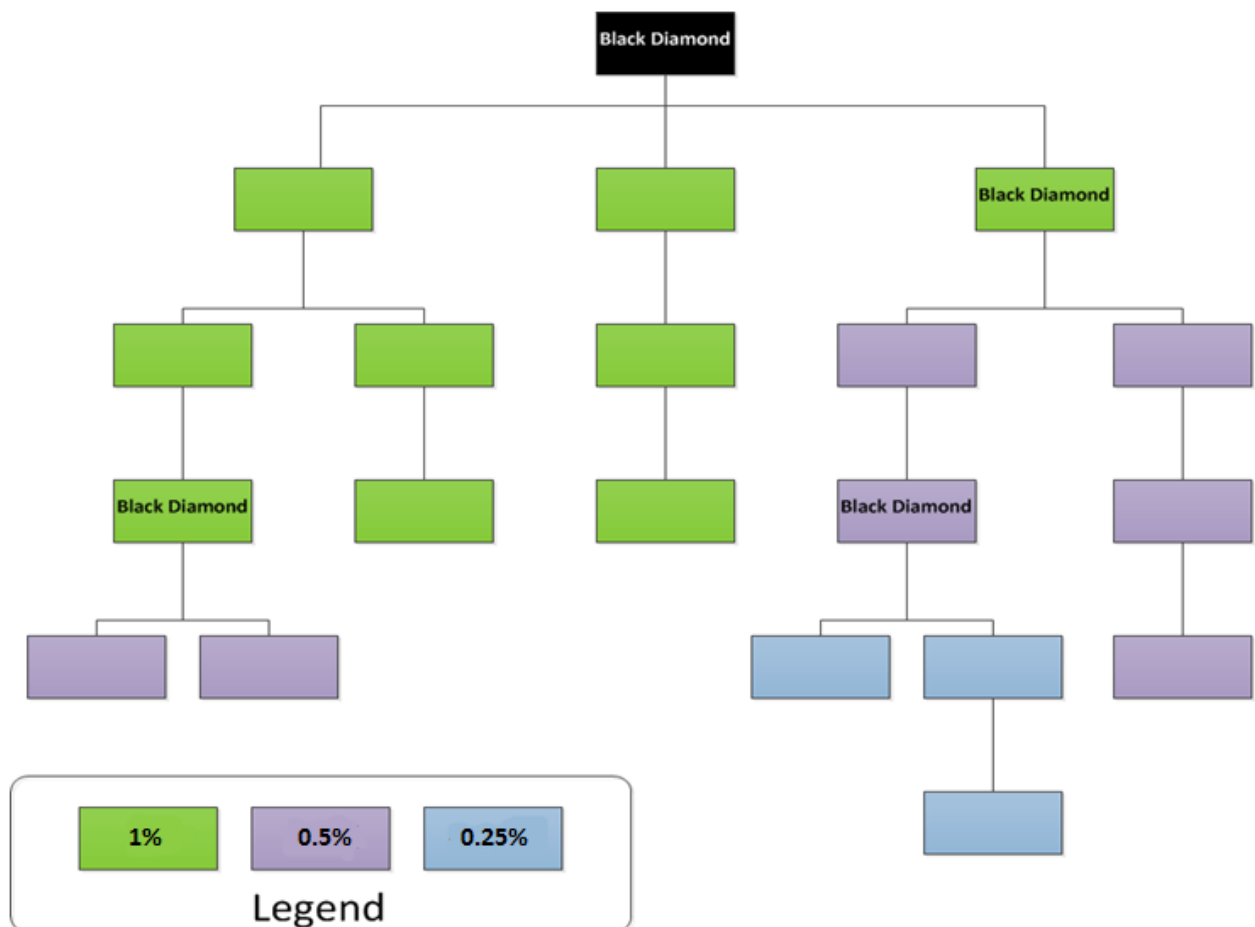
If a participant in the pool helps someone in their Sponsor Tree downline reach the same Paid-as Rank or higher, then his or her shares are multiplied by 1.5. A participant can only receive one multiplying factor. Qualification is determined by the monthly Paid-as Rank. A Business Partner will never be paid in more than one leadership pools for the same month.



## Infinity Bonus

The Infinity Bonus allows a Paid-as Rank Black Diamond and Double Black Diamond to be paid 1% on all the CV in their sponsor downline. If the Black Diamond or Double Black Diamond has another Black Diamond or higher in their downline then the Infinity Bonus paid out below them becomes one-half. With each new Black Diamond in your Sponsor Tree the payout never ends but is reduced by one-half.

To participate in the bonus, a Business Partner must be a Paid-as Rank of Black Diamond or above in the current month and one of the two previous months.



## Kyäni Drive your Dream Car Program

Starting with the rank of Sapphire, you could be driving your own luxury vehicle—and the program doesn't stop there! There are five tiers in the car program which can reach a monthly payment of A\$12,500! The tiers are achieved at the ranks of: Sapphire, Diamond, Green Diamond, Red Diamond, and Black Diamond.

To qualify for the Sapphire tier you only need to reach the Paid-As Rank of Sapphire for two separate months. To qualify for the Diamond, Green Diamond, Red Diamond, and Black Diamond you must be of the specified Paid-As Rank in three months out of a rolling five month period.

For full details please see the Kyäni Dream Car Program rules document in your Backoffice.

## Incentive Trips

Kyäni provides Incentive Trips to reward those who are growing. Incentive Trips vary by market. To see your current Incentive Trip promotion, check your Backoffice.

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### KYÄNI BONUS SCHEDULE

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#### Weekly Bonuses

Team Bonus  
Retail Profit Bonus  
Fast Start Bonus – Payout 1

Posted in Backoffice	Payoneer Upload
Tuesday	Thursday

\*Weekly bonuses are calculated for the previous Monday – Sunday based on local time in the country of registration.

#### Monthly Commissions/Bonuses

Kyäni Paygate Accumulator  
Generation Check Match  
Fast Start Bonus – Payout 2 & 3

Posted in Backoffice	Payoneer Upload
8th	13th

#### Leadership Bonuses

Diamond Pool\*  
Red Diamond Pool\*  
Infinity Bonus  
Rank Bonuses

Posted in Backoffice	Payoneer Upload
8th	25th

\* The Diamond and Red Diamond Pools are paid in the second month after earned. For example January Leadership Pools would not be paid until March 25th.

**Note: When the posting or payout date of any bonus falls on a weekend or holiday, the activity will occur on the next business day.**

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## DEFINITIONS

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**Leg** – The entire group of a Business Partner's individual first-level Business Partners. There can be legs in both the Sponsor Tree and the Placement Tree. If you have three individual Independent Business Partners on your first level, you have three legs.

**Downline** – All legs of your organization.

**Autoship** – Product automatically billed and shipped every month. This can be for either a Independent Business Partner or a customer. There are multiple options to select from, but products available vary by market. Autoships can be set up through your Backoffice or by contacting customer service.

**Backoffice** – The secure Internet program that allows you to view and control your business. You can view reports about your team, order product, set up new customers, enroll new Business Partners, obtain training, and control your Autoship.

**Holding Tank** – When you enroll a new Independent Business Partner into your organization, you may place them temporarily in a Holding Tank for up to 72 hours. This allows you time to determine where to place them within your Placement Tree. If you fail to place them within the 72 hour period, the new Business Partner will automatically be placed in your first level of the Placement Tree.

**Generation** – A Kyäni Business Partner who has a Paid-as Rank equal to or greater than Sapphire, down to and including the next Kyäni Business Partner who has a Paid-as Rank equal to or greater than Sapphire, and every Business Partner in between. Generations are determined individually on each leg.

**Paid-as Rank** – The rank at the time of any bonus or commission pay period. This rank will vary with your team volume. You can find your Paid-as Rank in your Backoffice associated with each commission detail.

**Lifetime Rank** – The highest rank you have achieved.

**Prime Customer** – A customer who enrolls in a Prime membership. This entitles them to a discount on their product purchases and free shipping on applicable products.

**Retail Customer** – A customer who purchases their product one order at a time. If they want product, they can contact the Independent Business Partner directly, contact customer service, or go to the corporate website and log in to purchase the product.

**QV** – Qualifying Volume - Volume assigned to products and used to determine rank and minimum qualification.

**MQV** – Member Qualifying Volume (Includes customer purchases)

**GQV** – Group Qualifying Volume. (Includes yourself and your entire group including customers)

**CV** – Commissionable Volume. Volume used in calculating bonuses.

**SV** – Special Volume. Volume used to calculate Team Bonus payouts.