

## THE BODY SHOP AT HOME™ PAY POINT ACTIVATION USER GUIDE

The Body Shop At Home™ Pay Point has been designed to provide you with fast, convenient, and reliable access to your earnings. From desktop to laptop, tablet to smartphone, The Body Shop At Home™ Pay Point makes accessing your earnings easy - wherever you are.

### 10 Reasons To Love Pay Point

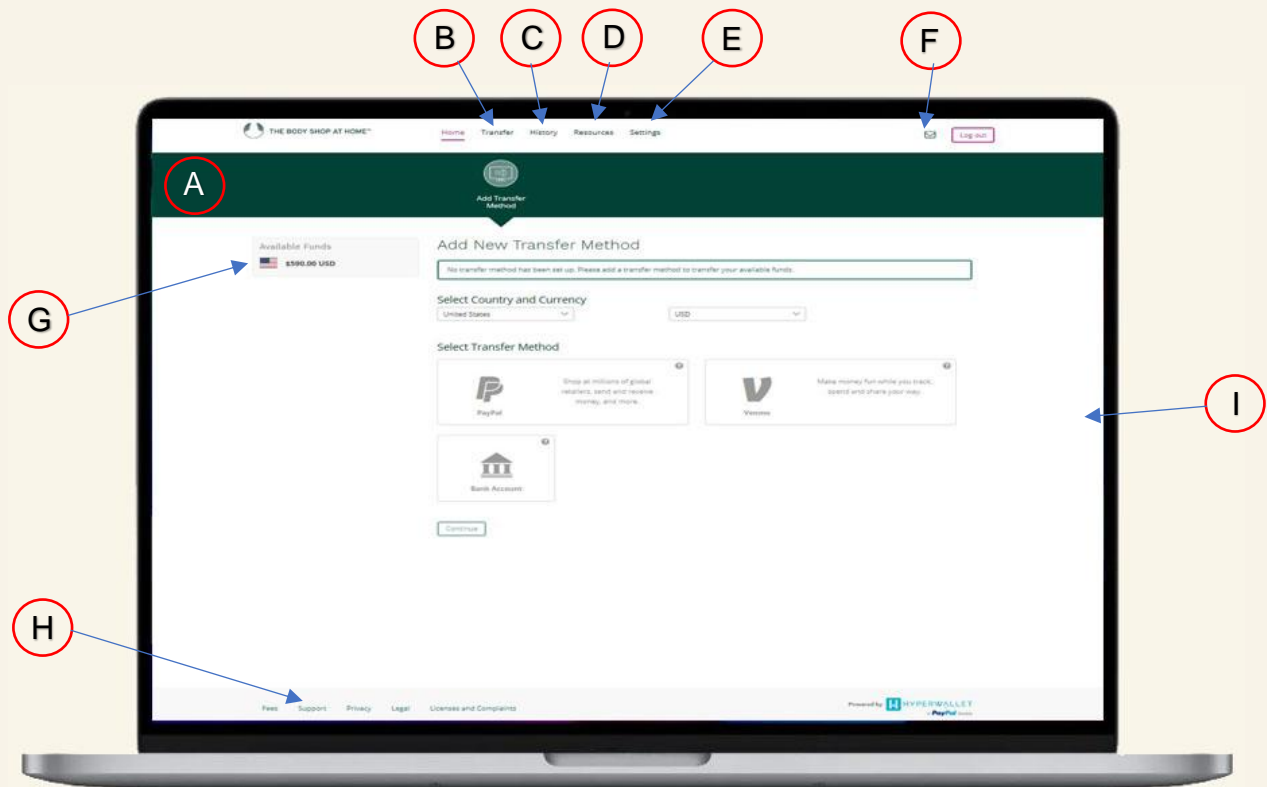
1. Fully-responsive web and mobile interface gives you access from any device.
2. Self-service capabilities put you in control of your pay out preferences.
3. Intuitive dashboard enables easy navigation and quick-look earnings visibility.
4. Dynamic Action Bar provides fast and efficient access to important features.
5. Crystal-clear transaction history helps simplify funds management.
6. Apple and Android apps enable on-the-go access.
7. Multilingual interface ensures nothing gets lost in translation.
8. Prompt multilingual customer service is available by chat, email, and phone.
9. Email and in portal notifications make sure you're always informed.
10. Safe, secure earnings access at your fingertips, wherever and whenever you need it!

The Body Shop At Home™ Pay Point features an intuitive user interface and centralized account management capabilities. This guide is designed to provide you with a high-level overview of important Pay Point portal features. For additional insight and assistance, please refer to the support area in your Pay Point portal.

Before you progress please read The Body Shop At Home™ Pay Point Overview and the FAQ documents – these are available in the Business Hub.



## Your PayPoint Dashboard at a glance



**A - Action Bar:** This dynamic bar auto-populates important items based on account usage. It provides quick and easy one-click access to key areas of your Pay Point portal account. A red indicator will appear whenever an item requires your immediate attention.

**B - Transfer:** Quickly and easily move available funds from your Pay Point portal using your preferred payout method.

**C - History:** Track your transactions—received payments, transferred funds, and fees charged—for as long as your Pay Point portal account has been active.

**D - Resources:** Click here to discover quick tips, important security information, and a handful of other resources that are designed to help improve your Pay Point portal user experience.

**E - Settings:** This is where you can update personal information, reset your password, and change a number of different Pay Point portal preferences (e.g., language, time zone, etc.).



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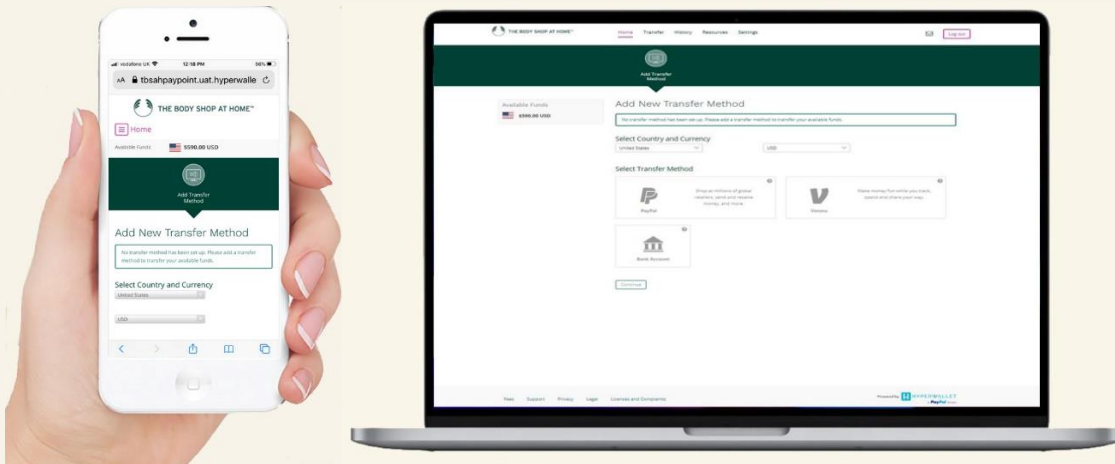
**F - Notifications:** To access notifications, simply click on the envelope icon. Notifications keep you well-informed of special service announcements, as well as any new updates to your account or Pay Portal environment.

**G - Available Funds:** This area provides you with a quick overview of the funds available for transfer.

**H - Support:** Have a question about a feature or functionality within your Pay Point Portal? **The Support** section features answers to many frequently asked questions, as well as instructions on how to call, email, or chat with dedicated multilingual customer service representative - **please note the Consultant Support team do not support Pay Point, please call the Pay Point team using the details in the support section.**

**I - Chat:** Chat support is available whenever the chat icon is visible within your Pay Point Portal.

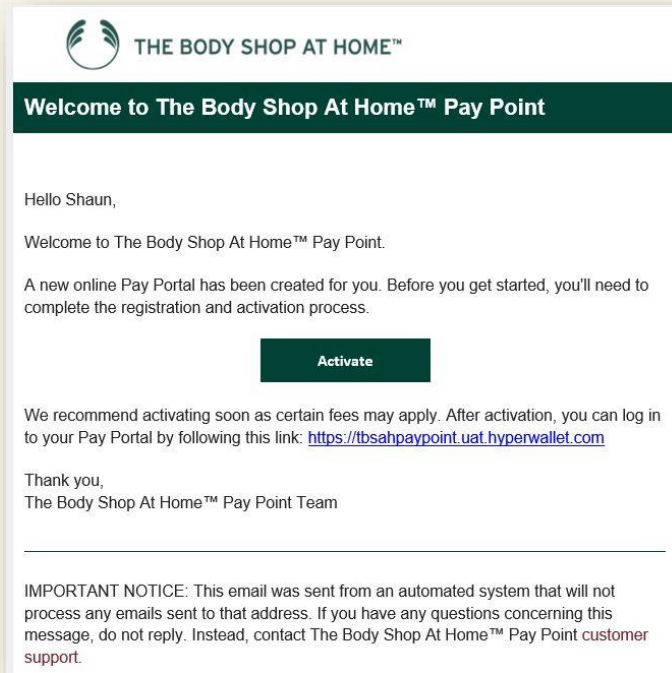
Ready to unlock the power of your Pay Point Portal? keep an eye on your inbox — you should be receiving an email announcing your first payment soon. If you haven't received a message by 10 July or 2 weeks after your join date, please doublecheck your email Junk folder.



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The Body Shop At Home™ will create a Pay Point account on your behalf. Once created, you will receive and email with a link you can use to begin your account activation process.



### Getting Started

#### Activating your account

You will need to have the following info to verify your account

1. Phone number
2. Consultant ID
3. Date of Birth

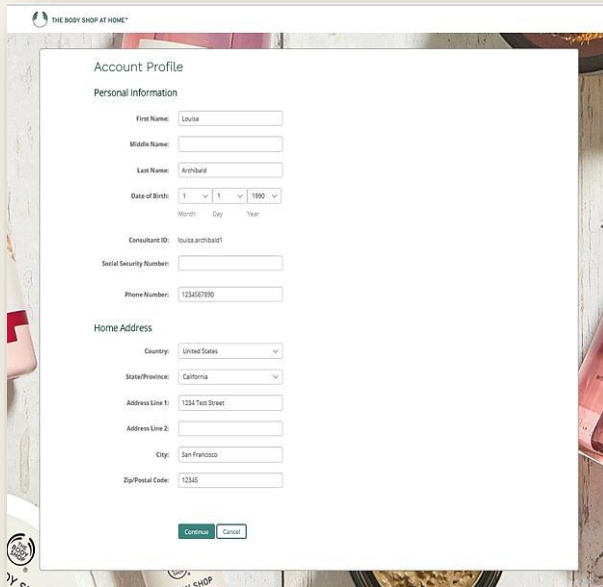


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### Completing Your Account Profile

The next screen will require you to setup your account profile. Please fill in all the fields. UK and AU International sponsors can leave the non relevant fields blank such as *Social Security Number*.

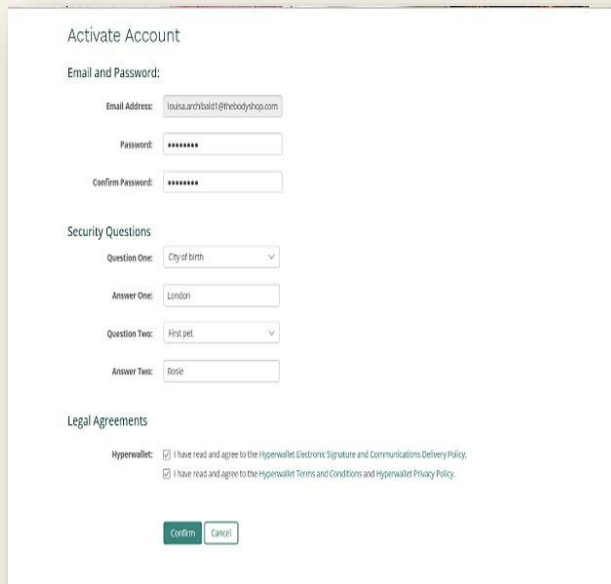


The screenshot shows the 'Account Profile' form with the following fields:

- Personal Information**
  - First Name:
  - Middle Name:
  - Last Name:
  - Date of Birth:
  - Month:  Day:  Year:
  - Consultant ID:
  - Social Security Number:
  - Phone Number:
- Home Address**
  - Country:
  - State/Province:
  - Address Line 1:
  - Address Line 2:
  - City:
  - Zip/Postal Code:

Buttons:

Verification is requested each time you login so please ensure your security questions are memorable.



The screenshot shows the 'Activate Account' form with the following fields:

- Email and Password:**
  - Email Address:
  - Password:
  - Confirm Password:
- Security Questions**
  - Question One:
  - Answer One:
  - Question Two:
  - Answer Two:
- Legal Agreements**
  - Hyperwallet:  I have read and agree to the Hyperwallet Electronic Signature and Communications Delivery Policy.
  - I have read and agree to the Hyperwallet Terms and Conditions and Hyperwallet Privacy Policy.

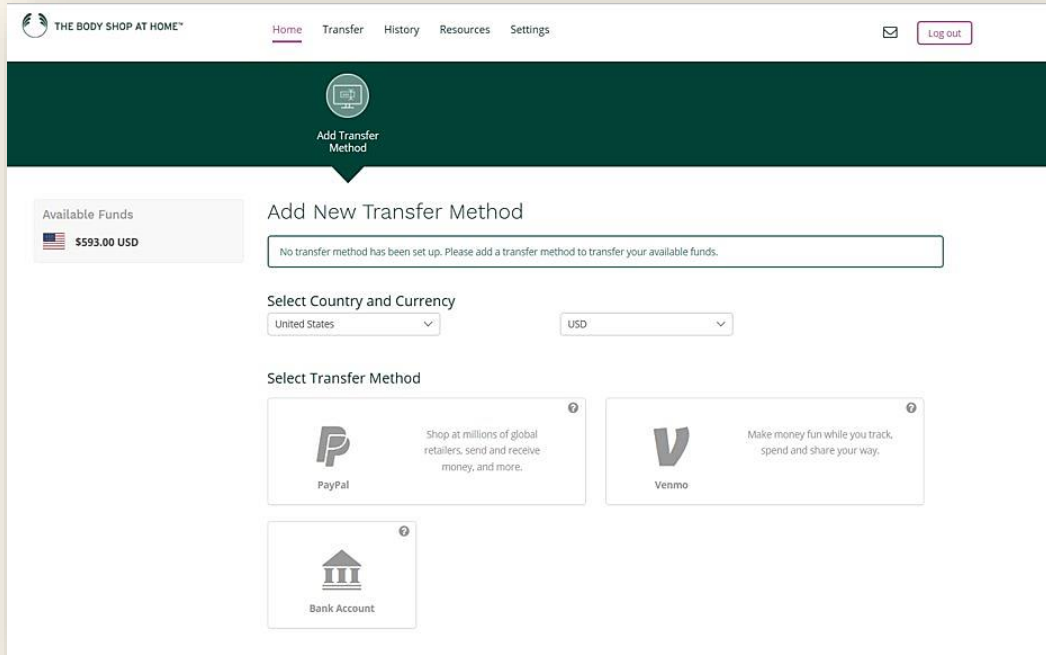
Buttons:

Clicking the “Confirm” button and you will be directed to your Pay Point account dashboard below.



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Once you are on the Dashboard you can begin transferring earnings to different bank accounts.

The portal has a series of additional user guides and detailed information available in the Resources section accessible from the navigation bar.

If you have any questions related to your Pay Point account please call the dedicated support services for the Pay Point system, full contact details are below:

**Live customer service** representatives are available for support:

English: Mon – Fri 08:00 – 20:00\*, Sat & Sun 08:00 – 17:00\*

Spanish: Mon – Sun 08:00 – 17:00\*

French and Mandarin Chinese: Mon - Fri 08:00 – 17:00\*

\*Please note all the hours mentioned above are in Pacific Time.

U.S.A. / Canada Toll Free: 1-877-546-8220

Worldwide: 001-604-638-6657

