

Full Product Sales

Index

Full Product Sales FAQ	2
What is FPS?	2
Setting up your FPS in Nutrition Club and Non-Club	2
How do I start using FPS?	2
How to import the catalog?	2
Setting up your FPS First Time	2
How to enable sales at the Cash Register?	2
Fees	3
How to set up the offline taxes and the custom fees?	3
General questions for all users	3
How to identify FPS vs Club Sale?	3
Can discounts be used for FPS?	3
Can the MSRP be modified?	3
Can a customer use Club credit for FPS?	3
Can FPS and Consumption be documented together in a Nutrition Club?	3
If I add a customer for a NC sale, will that same customer be available in my list to sale FPS?	4
What will the receipt look like for a customer and an Herbalife Independent Distributor?	4
How to document a sale for FPS?	5
Troubleshooting	5
Support	6

Full Product Sales FAQ

What is FPS?

FPS (Full Retail Product Sales)

FPS allows you to retail full products using HL MyClub, whether you have a Nutrition Club or not.

You can now sell Consumptions and full retail products in a single transaction with HL MyClub.

Additionally, you can use the Non-Club experience to order full products “on the go” and ship them to your customers, just like you do on MyHL.

Setting up your FPS in Nutrition Club and Non-Club

How do I start using FPS?

To use the full product selling features on HL MyClub, both in your Club and outside your Club (Non-Club option), you need to download your product catalog from the MyHerbalife.com menu management option or import it from any of your Nutrition Clubs.

How to import the catalog?

- Go to the Product Management option on the menu page in HL MyClub
- If you are using the Non-Club option, go to the Product Management option there. You will see these options: “Copy catalog and Set Up Full Products”.

Setting up your FPS First Time

How to enable sales at the Cash Register?

- After importing the product catalog from MyHerbalife.com, or any of your existing Nutrition Clubs, **go to the Account option in the Full Product settings**
- **Enable Full Product Sales**

Fees

How to set up the offline taxes and the custom fees?

Options like prices, taxes and other fees can be configured in the Full Product Sale option in Club Settings and the same in the Non-Club instance.

General questions for all users

How to identify FPS vs. Club Sale?

On the menu page in Cash Register, you will see separate options for Full Product and Items. You can add both to cart and receipt together. The customer will only have one transaction receipt but will see them separately in the Completed – Order Queue.

Can discounts be used for FPS?

Discount can be applied to FPS both in the Club and Non-Club.

Can the MSRP be modified?

The MSRP is the suggested retail price set up by Herbalife, and it will be the default price unless you change the item or customer price of the SKU. MSRP cannot be modified; it is the default price. However, Distributor can decide to use the MSRP price or set up their own price for the FPS.

Can a customer use Club credit for FPS?

Club credit can be used only for Club sale whether it is Consumption or FPS. It is not available for Non-Club sales.

Can FPS and Consumption be documented together in a Nutrition Club?

- Yes, you can now sell Consumptions and full retail products in a single transaction. Customer will have one transaction receipt. However, for Distributor documentation, FPS and Consumption combined in one transaction will be documented separately.
- Profitability will be assessed separately for each type of sale

If I add a customer for a Nutrition Club sale, will that same customer be available in my list to sale FPS?

Yes, your Club contact list is the same for Consumption and FPS. The customers you see in the Non-Club contact are the same contact you see when you log in to MyHerbalife.com.

What will the receipt look like for a customer and an Herbalife Independent Distributor?

The Distributor will see a separate receipt for FPS and the Item in the Completed queue.

For combined FPS and Consumptions receipt, the customer will receive:

- SMS or Email – 1 receipt for Consumptions and 1 receipt for FPS
- Print or Share - 1 receipt for both Consumptions and FPS together

Customer Receipt

CA HN Test Club
rba1@herbalife2e.com
+994 (333) 672-2676
Innes Av 12001
Los Angeles
US

Receipt Number: USYA0040338731
Receipt Creation Date: 12/19/2024
Sale Date: 12/19/2024
Payment Method: Prepaid Card

Customer: A-Angie Mtz

SKU	Item Description	Quantity	Net Price
2864	Active Fiber Complex: Apple	1	\$39.30
Unit Price:			\$39.30

FPS
Receipt

Total Customer Retail: \$39.30
Shipping & Handling Fee: \$1.00
Tax: \$2.75
Grand Total: \$43.05

Your Distributor added a free gift to your order!

CA HN Test Club
rba1@herbalife2e.com
+994 (333) 672-2676
Innes Av 12001
Los Angeles
US

Receipt Number: USAA0337447158
Receipt Creation Date: 12/19/2024
Sale Date: 12/19/2024
Payment Method: Prepaid Card
Service Type: Dine-in

Customer: A-Angie Mtz

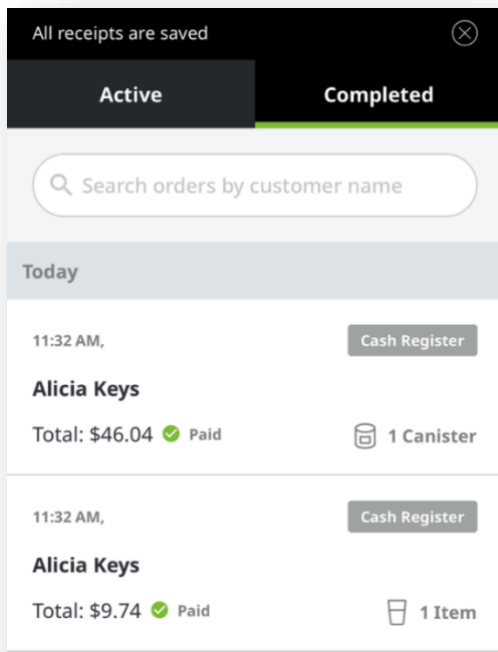
Consumption Name	Quantity	Price
Prod_Item003_341K	1	\$40.00

Consumptions
Receipt

Total Customer Retail: \$40.00
Tax: \$4.80
Grand Total: \$44.80

Your Distributor added a free gift to your order!

Completed Order Queue



How to document a sale for FPS?

1. Navigate to the FPS menu option at the Cash Register and add the product to your cart.
2. Choose the Distributor that sells FPS. (Note: This option is not available for Non-Club).
3. Continue to submit the receipt.

Troubleshooting

No issues have been reported.

Support

Receipts and Compliance

Ph: 310-410-9600, Business Hours Monday–Friday | 7:00 a.m. –4:00 p.m. Pacific Time

MPC (Nutrition Club option):

Ph: 310-216-6056, Business Hours Monday–Friday | 7:00 a.m.–4:00 p.m. Pacific Time

For questions or support, contact Herbalife at 866-866-4744.