

MK Assist 4 U

Policies & Procedures

Newsletter Service

MKAssist4u provides a **master** copy of your newsletter to you each month. You may then distribute it as needed via email or mail. We also offer **Full-Service** (copy & mail) for those Directors who prefer to completely outsource this task. Your proof and final copy is emailed in Adobe format (PDF). Adobe Acrobat reader can be downloaded at no charge by logging on to www.adobe.com. In order to view the newsletter properly you will want to make sure you have the most recent version of Adobe Reader. Due to size limitations for some ISP's, occasionally your newsletter will need to be zipped or broken into multiple files.

We function from a template that includes training, motivation, graphics, company wide information and recognition using your Intouch reports. Newsletters are personalized slightly for each Director. "**The Vibe**" Personalization includes Unit name, Photos of the monthly queens and quarterly star consultants, Accomplishment sheet recognition, Calendar Dates and a Motivational Letter. "**Platinum**" and "**Pink Bubble**" Newsletters also include Your photo in the letter block and at least **2 Custom pages** for those who wish to include Unit specific promotions. Additional pages may be purchased and designed for the current Month's promotion and/or challenge. As a added value, we provide a generic letter each month at no additional charge. You can use it in it's entirety, modify it slightly or send your own personalized letter.

MKAssist4u pulls the recognition from your Mary Kay Intouch reports. These are for the previous month and will reflect month-end not day-to-day activity. Names are listed as they appear on your Intouch reports. If Mary Elizabeth's name is listed as Mary and she prefers Beth, please call the automated name change hotline (1-800-418-8288) and have it changed to what she prefers. If the company deletes a portion of a name due to length, please let us know and we will fix it on revisions.

Weekly Accomplishments Sheet recognition is included in all newsletters. Information will be pulled from Intouch if you have additional reports, please email us (Microsoft Word, Excel or Text email) with the breakdowns. We cannot take information directly from the Accomplishment Sheet. Categories include "Wow Weeks", "Fantastic Facials", "Dynamic Debuts", "Colossal Classes", "Powerful Preferred Customer", "Awesome On the Go's", "\$100 Days".

MkAssist4u offers newsletter production dates throughout the month. We process and design your newsletters according to your guaranteed due date. Please have your information (calendar dates, letter, WAS breakdowns, etc...) submitted 2 days prior to your agreed production date so that we can design your newsletter and send you a completed proof. Late submissions of requested information will result in your production being delayed (up to 1 week) until your designer can work it back into the production schedule.

You will receive **ONE** proof. Please review it carefully and email back any corrections. No revisions may be made over the phone, all must be submitted in written form to reduce miscommunication. These corrections will be made and your final version will be sent and/or Full-service (copy/mail) begun. Please allow 36 hours for all revisions. We will do our best to exceed you expectations. Newsletters are priced to include this first proof and one round of revisions. Additional proofs and/or subsequent revisions will incur a \$15 charge, no matter how small the change, unless it is on our end. In fairness to all Directors on the schedule, approval should be given within 3 days of proof delivery. If no response is received your newsletter will be marked as final on our production schedule, any additional changes after this time will incur added charges.

Payment of service is due in advance of newsletter production. Your credit/debit card will be processed on either 1st or 15th day of the month. In the event your Credit Card does not process, your newsletter will not be designed until payment is received. Declined charges will delay your proof until our designers can work it back into the production schedule. Full Service charges will be processed prior to copying and mailing and any miscellaneous fees will be processed prior to sending the final version. All payments are processed electronically on Visa ,MasterCard, Discover or American Express.

You will receive a \$10 CREDIT each time you refer another Mary Kay director who becomes a client. You both must retain services for 4 months. At the end of your 4th month the credit will be issued.

MkAssist4u requires no long term contract. Your month-to-month subscription will depend entirely on your satisfaction. Cancellation requests are required by the 10th of the month prior to effective cancellation. This will allow a Director on our waiting list to acquire services. You will receive a confirmation of cancellation via e-mail for your records. Pre-paid services are non refundable.

I have read the above and herby agree to adhere to said Policies and Procedures.

Signature: _____ **Date:** _____