**Who should you follow up with**

* Customer
* Candidate (Prospect)
* UFOs
  + New UFOs
  + UFOs
  + New Senior Partners

**Customers**

**For new Customer:**

Objective: To ensure customer gets great experience with product usage and you will be able to have them dependent on you as well as the introduce them to more purchase. Most importantly to build a relationship with them

Step 1 : Touch Base: Day 1

* Objective
  + Thank them for the purchase
  + How is product doing? And any questions?
    - If they have not use the product ask if you can call on 3rd Day to check if they have started, if they give you a date they would start then call on that day as Day 3.
* Example:
  + “ Hello, this is < your name>. How are you? Thank you for trying <Product name>. I am calling to first of all thank you for your purchase. And like to see if you have started on the product, if yes, we like to know if you have any questions? (wait)
  + If not try yet:
    - “We like to call you back to make sure you are doing all right and be there to answer any questions. Do you think you will start on the product by < date>?” If yes, “ great, We call you back on <date> is < time> ok?”

Step 2: Verification: Day 3

* Verify that there is no challenges. This process is most needed for the follow :
  + 7 days detox – verify they are able to get through withdrawal
  + Nutrition Products – make sure body detoxing ok. And work on dosages
  + Skincare products – no breakouts
  + You may skip this step for home products.
* Example:
  + “ This is < your name> . How are you? I am calling to see how is the product doing? (wait) Is there any question you like to ask me ?”

Step 3: Confirmation: Day 5

Confirm the products are working well. Share a testimonial and additional usage of how the products can be use or what else the product can help with. Making sure following :

* + 7 days detox – no more with drawal
  + Nutrition Products – dosage adjusted to the comfort of client
  + Skincare products – there are no reaction.
  + You may skip this step for home products – if the client is doing ok but can still call to offer other ways of using the product

Step 4: Follow through & building a relationship: Day 7

* Call to make sure all is doing well.
* Get to know them a little – Use Form to find out their needs.
* Answer any open ended questions. And share:
  + Webportal
  + Testimonial
  + Any deals

Step 5 : Just in Case: Day 14

* This process is unless there are some challenges you may be facing or the client like you to touch base with them
* Remember build a relationship and get to know them and their needs.

Step 6 : Reorder: Day 14 or Day 35

* Check with the client since their about to finish the product that if they like to to place the order
* Example:
  + “ This is < your name> . How are you? I am so glad you are doing well with the products. We want you to continue the experience, and know that you are almost out of the product, would you like us to send you a bottle or drop off a bottle( if you are close by) . Is there any one you like to share your experience with ( Offer referral program if you like)

**Candidate (Prospect):**

**After the Meeting:** Send information requested for review

**At the Next Meeting:**- Send a Meeting reminder and confirm

* Know your next step

**Note: The next step can be a continues process if the prospect wants it. As for product it will be always on product sales and add ons. Objective is to either get them on product and get them to shop on line or start the business.**

**UFOs**

**New UFOs**

* **Treat New UFO as if they are your:**
  + **New customers.**
  + **Objective is to achieve shopping annuity**
* **During the course of the year you will need to follow up with them on the following reminder until they develop leadership skills.**
  + Why do you need a reminder:  
    - New UFO: Develop a habit and training.

– New Leaders: Begin developing management and leadership etiquette as well as habits

- Mature Leaders: Accountability & Staying in touch

- Senior Partners: Leverage

* + What needs to be done
    - Reminder on the following is needed for new UFO
      * Team event
      * NMTSS Event
      * Conference Call
    - New leaders need to be Reminded reminding their UFOs
      * Team event
      * NMTSS Event
      * Conference Call
      * Reports
    - Reminder for Senior Partners
      * Weekly reminder on their appointments with your team
      * Confirm Day before if they appointment is still good & Debrief them
  + How?
    - New UFO Reminder
      * 3 steps
        1. Day after event, if they have a task or assignment
        2. Middle of the week to check how they are doing with the following:

Homework

Assignment for presentation

* + - * 1. Day off Event
    - New Leaders
      * + Beginning of the week Text of their task of the week
        + Check in with them middle of the week see if they need help
        + Day off ask them if all their team ready.
    - Mature Leaders
      * Weekly Accountability
    - Senior Partners
      * Text that week
      * Text the day before unless need to discuss