



## IBO Back Office Tutorials

The purpose of this pdf is to give you in script form that which is in the tutorial videos - explaining every aspect of your **Provizion IBO Back Office**.

Our primary site is [Provizion.com](https://Provizion.com) for enrolling prospects as IBO's and Preferred customers (PCs). You can also use your [Provizion.com/\(your custom link\)](https://Provizion.com/(your custom link)) to send prospects to your personal site for information, purchases or to enroll.

- **Provizion.com/(your custom link)**

This site is for recruiting **IBOs**, **PC's**, and **Retail Customers**. Once signed in you will see the following pages.

- **Opening page**

- When your prospects land here:
    - They can watch the 1.5 minute intro video (plays automatically – but tell them to click the speaker icon on the lower left corner next to the play tab.)
    - They can also scroll down and click the Explore Health button to watch the 6 minute product video.
    - click the Explore Health button to watch the 6 minute product video
  - They may also click the **Join** tab\* in the middle menu bar to:
    - Choose their IBO or Customer item
    - Then go to the **Product purchase** page
      - They can choose Smartship here
    - Then go to the **Registration form** page
- PLEASE NOTE:** If the prospect is asked for the Invitation Code it is the unique part of your personal url – such as, ibo1 or Mike or Susan22. This is in place so that no one can enroll without being directly sponsored to an IBO.

.....

- **Provizion.com**

- This is your **IBO sign-in portal** to gain access to your back office.
- You will be prompted to enter the login information you typed into your Registration Form when you were sponsored.
  - This takes you into your back office area.
- There are 2 basic areas in your back office – **DASHBOARD & PROFILE**.
  - **The PROFILE area:**
    - From Dashboard click **My Account** in the upper right corner of the page next to the Shopping Cart icon – this takes you to the Profile area.
    - The very **top menu** should read from the left:
      - **Support** – click here when you experience a problem with your back office or have any other issues and fill out a processing ticket.

- **Order Tracking** – click here to see where your order is during shipping.
  - **Sign Out** – signs you out of the back office.
  - **Country Flag** – choose the right one for your country – it will affect the currency on your orders.
- **In The Vertical Menu on the left:**
  - **Above the Menu:** Next to the head silhouette you should see:
    - **Your name; email; ID#; Invitation Code**
  - **Personal info** – ignore Partner boxes if you’re not having one - **click save**
  - **Address** – Mailing & Billing – **save both separately!!**
  - **Billing** – Here you can remove a credit card, but not add a new one
  - **Orders** – This lists all your present and past orders with tracking numbers
  - **Security** – Here you can change you password - **click save**
  - **Settings**
    - Choose your default Placement:
      - First Available Right Side
      - First Available Left Side
      - Choose placement - manually place each enrollee on Right or Left side
    - Personal url: choose a unique name, letters, numbers or combination of all those to go after provizion.com/ - **click Save**
  - **Wallet\*** – this is how you will be paid by Provizion. It is a 3<sup>rd</sup> party online holding area that you will transfer your commissions from into your bank account.
    - Click the tab, then click in the pop-up box to enter the registration area
    - Fill the form with the Email you use with Provizion Global
    - You will be emailed a code to place in the appropriate language box
    - Fill in the Tax info form when it pops up – you will not be able to transfer funds until this is completed
    - You will choose a Password here, preferable not what you use to enter your back office
    - Once inside your wallet:
      - In the upper right corner click the Banking link
      - Fill in your bank info
      - You will come to this page to transfer funds to your bank each week by clicking on the *Transfer to Bank* tab in the upper left of the page

**\*PLEASE NOTE:** there is monthly service fee of \$3 and a \$3 fee **each** time you transfer into your bank – so wait as long as can to transfer funds to avoid multiple fee charges. These charges are tax deductible in the USA.
  - **SmartShip Settings**
    - Follow prompts to make your monthly automatic order
    - You will then see:
      - Shipping – check your address for accuracy
      - Payment – you can change your credit card here

- Scheduled order date – shows calendar date of next one and you can change that date here.
  - Subscription order is your Smart Ship order and you can change or cancel it here.
- **Dashboard Area:**
  - The top menu left to right should be:
    - **Support; Order Tracking; Sign Out; Country Flag**
  - **Click on Reports**
    - The Reports landing page will always show the statistics for your **Sponsor Teams, Left & Right Teams, and Pay Team**
    - **Click “Choose Report”**
      - Click on the report you want to see
        - **NOTE:** you ***must*** also click ‘**Run Report**’ to see the report
      - Be sure to take the time to click through all Reports so you know what they contain.
    - Click on Dashboard again
  - **Weekly Commissions countdown clock** – Saturday 12:01am to Friday 12pm
    - Your present estimated commission is show under the countdown clock
    - Click the **View** button to see all you past and pending commissions
    - You can also see Commission under the Commission tab dropdown menu by putting your cursor over the word Commission in the menu bar directly above the Weekly Commissions countdown clock
  - **Business Snapshot**
    - Present = real time weekly progress report
    - Previous shows last week’s report
    - You can also click **Go To Wallet** to make a transfer
  - **Binary Tree (This Week)**
    - Shows you real time product volume levels
    - Paid PV is what you will be paid on if no more volume is accumulated
    - Click **Change Binary Preferences** to do so
  - **Enrollment Tree**
    - New PEMs = Personally Enrolled Members – IBOs or Customers
    - New Active means they bought product for the first time
    - New Organizational = total new enrolled IBO’s or Customers across your downline
    - IBO, PC, RC Total Counts = across your downline
  - **Scroll Down To Message Board** - click **View All** or scroll down the page
  - **Referral Link** – See Link Generator below
  - **Resources** (below the message board) you can download a multitude of pdf documents to help you learn, and grow your business

.....

- **Provision Global logo - Menu Bar:**

- **MARKETING – put your cursor there to see the following drop down items:**
  - **Link Generator** allows you to create unique url links for specific email campaigns.
    - Click **New Link** to create a link:
      - You will see all Links you’ve already made
        - Date the link was made

- Right or Left Team to be placed on if IBO or PC
- How often the link was clicked
- The % of clicks converted to sales or signups – depending which type of link you created
- If you click the **Link** icon it will display the url link for that Named link
- You can click the **Trash** icon to delete the link name & line
- If you click the **Graph** icon it shows:
  - Who clicked the link
  - Number of sales from that link
- **Name the link** - i.e., January 7
- **Link Goal**: Choose whether you want your prospect to *Make a Purchase* or *Join* as an IBO or PC, etc.
- **Choose Page** on Provzion.com/yourlink site you want them to go to.
- **Binary Placement Preference**: If your goal is for them to join you can leave it as your already set Default or choose Right or Left Team placement
- **Click Create Link** to copy link to send out in various emails
- **Team Stats**
  - **Summary** – Opens automatically and shows in list form all the people you've personally enrolled
    - Shows your IBO's and PC's
    - Place cursor over column titles at top to see definitions
    - Then look to see the amount of that column each member of your team has reached for the week up to that moment.
    - Click on a name to see their personal **info & orders** to date
      - Click **View Team** button at bottom to see that person's team under them (may need to click through several pages to see all)
    - Click **Back to Team** under person's name to go to *your* Team again
  - **Sponsor**
    - It will switch to a linear tree form showing right and left teams.
    - Click on the green direction arrows to see who any of your sponsored people have enrolled
    - **Search** by name = enter anyone's IBO or PC in your teams to see their team
    - Click the Sponsor tab again to return to the list.
  - **Binary**
    - Your entire downline is displayed in boxes divided by your Right and Left teams.
    - Your name should be in the top box
    - You can see 4 levels of IBOs & PCs at a time

- It also shows any OPEN positions waiting to be filled with an IBO or PC.
  - Hold your cursor over a name and their profile appears in the box to the right – stays there till you put cursor over a different name.
  - If you click on a name it moves them to top and shows next 3 levels
  - If you see a **green alarm clock** next to someone's name - hold cursor over it and it will tell you when their next Smart Ship is going out
  - **Clicking the Half circle icon** takes you back to your box at the top of the tree
  - **Clicking the blue Up arrow icon** moves the display one level up
  - **Clicking the X icon** enlarges the box and displays a Profile box in the lower left of the page – hold your cursor over any name and their profile appears in the box.
  - If you click on the name at the top of the tree it moves them down one level and displays the person directly above them on the team in the top box
  - To shrink the box click the x in the upper right of the box
  - **Clicking the Blue down arrows** takes you to last person on that team.
  - **Search by name** – enter the name of any IBO or PC in your teams to find someone
- **View Customers**
    - Click on a name to see their personal **info & orders** to date
- **STORE – Click to see the following items:**
    - Shows all available packs for purchase
      - Except for NZ & Australia – there is no 24 pack available there presently. But for NZ/AU the **11 pack is a 12 pack** (free bottle) to help with shipping costs.
      - For your orders you can:
        - Make original order with the blue buttons next to each pack
        - Edit your order to receive a different pack
        - Cancel your order at any time
    - Your **Smartship** will appear with amount and next ship date on the right
      - Click in the **pencil icon** to edit the **SmartShip** order
        - The **Add Product** button will show you all packs again
        - In the window on the right you can change your ship date
        - The **+/-** tab allows you to add or subtract 1 bottle or an entire pack
        - Notice that the **Cart** icon in the upper right of the page should show the same number as what you change it to in the +/- box.
        - You can **cancel** the order completely by clicking the **Remove** link below the +/- box – be sure you remember

that it is an ***instant*** deletion – no warnings or asking if you. Really want to delete it.

- **COMMISSIONS – put your cursor there to see the following drop down items:**
  - **Rank Details**
    - **Current Period** shows you when it ends
    - **Current/Previous Week** button takes you to either page
    - **Legend** – click to get definitions of all Letters on the page
    - Be sure to look over all of the Rank boxes so you understand the different volumes and customers needed for reaching each rank
      - **EXAMPLE:** *Sponsor Team Volume* requirement begins with *Area Team Builder*
      - The **Blue Sliders** are in real time and are a great way to check your volume requirements each Thursday night for Friday efforts to reach your next Rank.
  - **Commissions**
    - Be sure you set up your **Wallet** so you can transfer your commissions to your bank account
    - Use the **Search Box** to find specific pay dates
    - **Accepted** means you have transferred your funds to your bank account
    - **Estimated** means: Pending commissions are an estimate of your current earnings based on activity within the pay period. This estimate may go up or down depending on other activity during the period until the commission run is closed and final.
    - **View Details** shows you the breakdown of the nine payouts of the comp plan for any given pay period
      - Shows you the Names of the Bonuses you earned and amount
      - **View More** – shows you even more specifics
- **REGISTRATION – click this tab to register a new IBO or customer.**