BACK OFFICE BASICS

Your back office is your central command for managing your Olive Tree People business. It's where you'll find essential tools to track your performance, access reports, and utilize training materials provided by HQ.

What You'll Find in Your Back Office

- **Metrics & Reports:**
  Track your personal and team performance, monitor sales, and stay updated on your progress toward bonuses and rank advancements.
- **Training Materials:**
  Access training content provided by HQ to help you grow your business and sharpen your skills.
- **Order Management:**
  View your orders and those of your customers for better business oversight.

*** Pro Tip for New Consultants:** Bookmark your back office link and log in regularly to stay updated on your business activity and team performance. Familiarize yourself with the available reports and resources to make the most of this powerful tool.

HOW TO ACCESS THE NEW BACK OFFICE

Your username = your referral handle (the part at the end of your personal site URL)

Examples:
- Site: https://gretchentseng.olivetreepeople.shop → Username = gretchentseng
- Referral Link: https://us.olivetreepeople.com/?referral=gretchentseng → Username = gretchentseng

Troubleshooting Tips
- Do not use your email to log in (this will be changing)
- Some users must capitalize the first letter of their username (e.g., Gretchentseng)
- Clear your browser history, cookies, and cached data.
- Reset your password (you can reset it to the same one you use now).

Still having trouble?
Contact Sales Support here: https://us.olivetreepeople.com/pages/contact

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DASHBOARD TERMINOLOGY

PSV - PSV stands for Personal Sales Volume. This is the total volume of your personal orders + the Qualified Volume (QV) of your personal retail customer orders combined.
- You earn a base pay of 25% of the QV of those personal retail customer orders
- NOTE: You do not earn commission on your personal orders.

Personal QV - QV stands for Qualified Volume. This is the total volume of your personal orders.
- NOTE: You do not earn commission on your personal orders.

# of Personally Enrolled Consultants - this is the total of consultants you have personally enrolled.

OV - OV stands for Organizational Volume. This is the total volume of all personal orders, all consultant orders, and all retail customer orders for your **entire** organization.

Monthly Unilevel CV - CV stands for Commissionable Volume. There are two ways the company calculates Commissionable Volume (CV):

- ***Downline customer purchases → CV is 75% of QV***
  You earn 10–5% of 75% of their QV
- ***Downline consultant purchases → CV is 56% of QV***
  You earn 10–5% of 56% of their QV

The remaining percentages are held by the company—likely covering: *admin fees, COGS (cost of goods sold), shipping or fulfillment, non-commissionable bonuses*

Commissions Example Breakdown (based on $80.00 Order)

Role	*Order Type*	*Order Subtotal (excludes tax + shipping)*	*Volume Used*	*Commission % Rate*	*Commission Earned*
You (Consultant)	*Customer Order*	*$80.00*	*QV (80)*	*25% of QV*	*$20*
Your Upline	*Customer Order*	*$80.00 QV*	*CV (60 = 75% of QV)*	*10-5% of CV*	*$3 – $6*
You (Consultant)	*Consultant Order*	*$80.00 QV*	*CV (44.8 = 56% of QV)*	*10-5% of CV*	*$2.24 – $4.48*
Your Upline	*Consultant Order*	*$80.00 QV*	*CV (44.8 = 56% of QV)*	*10-5% of CV*	*$2.24 – $4.48*

Orders Count from Customers in Current Month - this is the total retail orders for you personally for the current month

Consultants in Downline - this is the total of consultants you have in your entire organization

Personal Customer Count - this is the total number of retail customers you have personally acquired

TGB Eligibility - This will be checked or unchecked if you have met the requirements of either 100 LRP order or 250 PV to qualify

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HOW TO SUBMIT A SUPPORT TICKET

If you have questions or need assistance, Olive Tree People's Support team is here to help:
https://us.olivetreepeople.com/pages/contact

HOW TO RECEIVE CORPORATE COMMUNICATIONS

Make sure you're receiving important updates straight from HQ:

Go to your Back Office → Settings → Email Broadcasts → Click Edit → Opt In.

GETTING PAID WITH PAYQUICKER

Step 1: Set Up Your Account

1. Log in to your Back Office and click on PayQuicker in the menu.
2. You'll be routed to sign up with PayQuicker—submit your W9 to complete setup.

Step 2: Access Your Funds

1. Option 1: Order an Olive Tree People PayQuicker card for $4.95.
2. Option 2: Transfer funds to your bank account ($1.50 fee per transfer).

Security Reminder: Regularly check your PayQuicker account and enable two-factor authentication (2FA) with Authy to keep your account secure.

Payment Schedule

Every Wednesday:

- 25% Personal Sales Commissions
- Fast Start Bonuses

10th of Each Month:

- Personal Sales Bonus (5–10%)
- Unilevel Commissions
- Team Growth Bonus
- Rank Advancement Bonus
- Quarterly Bonuses

LOCATING & SHARING YOUR LINK

You have two personal links in your back office under "Marketing Site."

- Non-Social Media Link → Use for texts, emails, or 1:1 conversations
- Social Media Link → Use on social media (short, clean, easy to share)

Always click your link first to make sure your name shows at the top— this confirms orders + sign-ups track to you.

SHARING SPECIFIC PRODUCT LINKS

While logged into your shopping site:

1. Navigate to the specific product or set you want to share.
2. Click the Share button on the item page.
3. Copy the link—you should see your referral name embedded in it.

*** Pro Tips for Easy Sharing**

- Save Key Links: Keep your main website link, Join Us link, and Olive Brain Quiz link in a link management tool like Linktree or in your phone's Notes app for quick access.

- Double-Check Your Links: Always make sure your name is embedded at the end of any link you share to ensure you get proper credit.

- Organize Frequently Used Links: Save your most-used product links in a handy spot, like phone notes or a document, so they're ready to share with customers.

By sharing your personalized website and product links correctly, you make it easy for customers to shop with you—and help your business grow!

HOW TO ORDER AS A CONSULTANT

1. Option 1: Go to olivetreepeople.com and log in with your registered email and password.
2. Option 2: From your Back Office dashboard, click ***Shop My Site*** to go directly to the shopping site already logged in.

Troubleshooting Tips:
- Check for Green Pricing: This reflects your 25% consultant discount. If not visible, you are not logged in
- Shop as Yourself: Ensure your name appears at checkout. If you see your mentor's name, search for your full registered name to update it.

Placing a Subscription (LRP) Order

On the product page, select ***Subscribe & Save*** and add items to your cart.
- Sets and LaDope **cannot** be added to subscriptions
- Monthly LRP must be $100+ USD/ $137+ CAD (before tax) to qualify for Fast Start and Team Growth Bonus

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OLIVE BRAIN QUIZ (Free Gift Steps for Customers)

1. Complete the Olive Brain Quiz for personalized recommendations
2. Add **at least two** products directly from your results page to your cart
3. Your free gift will appear automatically
4. Checkout to claim your items

Tip: Only items added directly from the quiz results count. Offer valid once every 6 months.

HOW TO USE VISUAL TREE FOR PLACEMENTS

1. Go to Business → Visual Tree
2. Select the consultant to receive the placement by tapping their profile or using the search function
3. Choose ***Place Consultant***
4. Select from the list of eligible consultants and confirm your choice

NOTE: Placement Suite is coming! STAY TUNED!

HOW TO PURCHASE A DISCOUNTED ENROLLMENT SET AFTER ENROLLMENT

If you missed grabbing a discounted starter set during enrollment—or want another one—you still have access for your first 30 days as a consultant. Simply log into your back office and look for the link on your personal dashboard (only visible if you're still within the 30-day eligibility window).

Why take advantage?

- Deep discounts to explore or stock up
- More products to experience + share confidently
- Tools to create content, demos, and samples to grow your business

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