

# New Distributor Training Checklist

Once you have completed the distributor training you should know how to complete the following tasks and have an understanding of how the back office works...

## Account Set Up & Back Office Settings

- ☐ Change your login & security passwords
- ☐ Add your address
- ☐ Add your bank account details and/or USDT wallet address
- ☐ Know where to find your invoice
- ☐ Know where to find your Delivery Order
- ☐ Know how to register your warranty
- ☐ Know where to find the user manuals/device specs
- ☐ Know where to find the replacement policy
- ☐ Know where to find the Marketing Rules
- ☐ Know how to pay for and renew your monthly maintenance
- ☐ Do not use the auto-maintenance setting as it does not work
- ☐ Know how to send a ticket to customer service
- ☐ The system shuts down for maintenance each day from midnight Malaysia time for 1 hour

## Placing Orders

- ☐ Know where to find the stockist's contact details
- ☐ Know how to check stock levels before placing an order
- ☐ Know how to check prices for different countries
- ☐ Take payment using your Top Up Link
- ☐ Place the order once you've received the payment
- ☐ Send your customer email confirmation with instruction manuals
- ☐ Keep a record of your sales for tracking purposes
- ☐ Understand where to place members in your downline (left side/left leg & left side/right leg)
- ☐ Know how to place a Bonus Redemption Order (BRO)
- ☐ If placing a Bonus Redemption Order you must pay an additional shipping fee to the stockist
- ☐ Know how to return a faulty device for replacement

## Training Resources

- ☐ Your sponsor is your first point of contact for training & support
- ☐ Step-by-step training videos & instructions can be found here: <https://thzforlife.com/>
- ☐ Google Drive for members: <https://bit.ly/thzformembers>
- ☐ Book in for Live Group Training Calls: <https://thzforlife.com/live-training-calls/>