

# CUSTOMER CARE OUTLINE

## DAY 1

- Get customer's goal (this is a conversation!)
- Add customer to customer care FB group
- Send congratulations Hero Image..



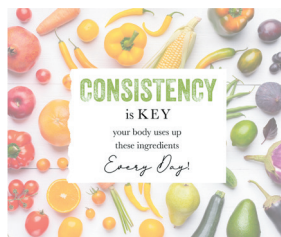
- Send Drop Zone Image and explain what it is. (Where to keep your Juice Plus+ so you remember it.)

## DAY 5

- Send message

'I'm excited that you are beginning your Juice Plus+ journey! Once your box arrives, please send me a pic of you opening it! You will want to take 2 of each color capsule every day with a full glass of water.

- Send "proper use" image



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# CUSTOMER CARE OUTLINE CONTINUED

## DAY 14

- Customer Portal Created (send image to help customer get their's set up)



## DAY 30

- Check In with Customer - Any results? Give suggestions! (Customer Care+ add Survey Time! Image (graphics- if they haven't been taking consistently send -where's your drop zone?/ Have you noticed?)



## DAY 40

- Checked Preferred Customer Genealogy for Declines and Cancellations.

## DAY 60

- Send a sample or a video link of a product your customer is not taking yet.

Product/Video Sent: \_\_\_\_\_

(If product is sent- send graphic "a gift for you is on its way" / "Check this out!" For video link)

## DAY 90

- Send graphic Did you know?



## TWO WEEKS BEFORE NEXT SHIP DATE:

- Send Image to notify of upcoming shipment (graphic here)

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# CUSTOMER CARE PLUS STEPS

## DAY 1

- Get customers goal
- Add customer to customer care FB group

### **Suggested actions:**

- Send Drop Zone Image and explain what it is

## DAY 5

- Send message:  
'I'm excited that you are beginning your Juice Plus journey! Once your box arrives, please send me a pic of you opening it! You will want to take 2 of each color capsule every day with a full glass of water. You can take them whenever it's convenient for you each day. For best results, take your Juice Plus at least 30 minutes before or after you consume caffeine.'

### **Suggested actions:**

- Send "proper use" image

## DAY 14

- Customer Portal Created

## DAY 30

- Check In with Customer - Any results? Give suggestions!

## DAY 40

- Checked Preferred Customer Genealogy for Declines and Cancellations.

## DAY 60

- Send a sample or a video link of a product your customer is not taking yet.

Product/Video Sent: \_\_\_\_\_

## DAY 90

- Results Check! Call or message your customer to learn about their Juice Plus+ Experience!

## TWO WEEKS BEFORE NEXT SHIP DATE

- Letting customer know about their upcoming shipment date!

### **Suggested Action:**

- Send Image to notify of upcoming