

Origami Owl[™]
CUSTOM JEWELRY

FAQ'S

WEBSITE

WHAT IS MY WEBSITE ADDRESS?

The information that you entered under the “replicated site” field during sign up will be the first portion of your website address. For example, if you entered janedoe, your website address would be www.janedoe.origamiowl.com

HOW DO I GET AN ORIGAMI OWL WEBSITE?

Upon Enrollment, each Designer receives a complimentary 30 days subscription to their very own personalized (ecommerce) website to promote their business 24/7 online. The monthly subscription to continue service is \$9.95 and it is an optional marketing tool for Designers. We may on occasion refer to this as the “front end” or “public side” of your site.

The complimentary period begins on the first day of Enrollment. Should you desire to continue service, simply enroll in your back office: [ORDERS>AUTOSHIP>ADD NEW PROFILE](#). You will be charged immediately, so only begin your subscription a day or so prior to your 30 day anniversary date.

HOW DO I GAIN ACCESS TO THE BACK OFFICE?

Designers have limited access to the back office system upon Enrollment and will need to manually register for the PRO system (until the set up is automatically set up during the Enrollment process). The PRO system enables access to all business building tools including, but not limited, to the Resource Center, Social Media Tools, Communication Tools, and a Smartphone Mobile App to manage your business on the go. The fee is \$9.95/month. You will hear us refer to this side of your site as your “back office” or the “private side”.

Please register immediately upon Enrollment. Login to your back office and choose [RESOURCES](#) in the main navigation menu and follow the prompts to complete the process.

HOW DO I LOG INTO MY BACK OFFICE?

There are two ways to access the login page. You can visit www.origamiowl.com and click on the Designer Login link in the top right corner or you can visit your personal website www.yoursite.origamiowl.com and scroll to the bottom right menu for Designer Login. We recommend you bookmark the login page to your favorites for easy return access.

WHAT IS MY DESIGNER ID #?

Your Origami Owl ID# was provided during the Enrollment process. You can also view it when logged in on the home page, also called your dashboard, in the left hand corner under your name.

WHAT IS MY BACK OFFICE LOGIN INFORMATION?

Your username is your Origami Owl ID#. Your temporary password is your social security number including all dashes.

HOW DO I CHANGE MY WEBSITE PASSWORD?

Once logged in, on the home page, click [MY PROFILE>CHANGE MY PASSWORD](#).

HOW DO I UPDATE MY CONTACT INFORMATION?

Once logged in, on the home page click [MY PROFILE>EDIT MY PROFILE](#). Please leave the “company” section blank unless you have enrolled as an entity other than that of an Independent Designer (ie: Corporation, LLC, etc)

HOW DO I UPLOAD MY PHOTO?

Once logged in, on the home page, click [MY PROFILE>EDIT MY PICTURE](#).

HOW DO I SIGN UP FOR DIRECT DEPOSIT?

Once logged in, on the home page, click [MY PROFILE>EDIT BONUS ACCOUNT](#).

HOW DO I SET MY EMAIL & TEXT COMMUNICATION PREFERENCES?

Once logged in, on the home page, click [SETTINGS](#).

WHEN IS MY ANNIVERSARY DATE?

To find your Enrollment date, login to your back office and click MY PROFILE. On that page that opens, look directly down the column beneath the photo, you will see ENROLLMENT INFO: view more. Click on view more and your join date will display. Your anniversary date corresponds to that same day each year.

COMMISSIONS

HOW MUCH DO I EARN ON MY PERSONAL SALES?

Designers earn 30% commission on lockets and chains and 50% commission on sales of charms, plates, and dangles.

WHAT IS MY PERSONAL DISCOUNT?

Designers can purchase Origami Owl products at any time for personal use or inventory purposes at “volume” cost - 70% of retail value on lockets and chains (30% discount) and 50% of retail value on charms, plates, and dangles (50% discount).

WHEN WILL I GET PAID ON MY WEBSITE ORDERS?

Commissions on ecommerce orders are paid weekly. Ecommerce orders are those orders which are placed directly on the public side of your Origami Owl website.

Orders placed by 11:59pm on Sunday will be paid that following Friday via mailed check or direct deposit. To submit your checking or savings account information for direct deposit, see How Do I Sign Up For Direct Deposit. A \$2 processing fee applies to payments issued via paper check.

1st Example: If an order is placed on Sunday the 16th, the week “end” is that same day, Sunday the 16th, 11:59pm. Payment would occur the upcoming Friday the 21st. Commission would be paid approximately 5 days after the order was placed. This is the minimum wait period for pay.

2nd Example: If an order was placed on Monday the 17th at noon, the week “end” is that Sunday the 23rd, 11:59pm, for payment the following Friday the 28th. Commission would be paid approximately 11 days after the order was placed, the maximum wait period for pay.

WHEN WILL I GET PAID ON MY TEAM'S SALES?

Commissions on your Team Volume are tallied monthly. This Leadership Bonus, often referred to as your “override” commission is paid on the 10th of the following month. For example, commission on January Sales Volumes is paid on February 10th. Commission on February Sales Volumes is paid on March 10th, and so on.

At this time, monthly overrides are paid via check ONLY and include a detailed statement. If the check amount is below \$10.00, the amount will be held until the following month. Please refer to the Origami Owl Career Plan to see the Leadership Bonus payout percentages.

TAXES

ARE PERSONAL TAXES DEDUCTED FROM MY COMMISSION CHECKS?

Designers are considered independent contractors therefore Origami Owl does not deduct any taxes from the Independent Designers commission checks. It is the responsibility of the Independent Designer to pay his or her Social Security tax and any other applicable taxes based on state and federal regulations.

Origami Owl will issue an IRS Form 1099 to any Independent Designer on his/her prior year's earnings, provided they have earned at least \$600.00 U.S. dollars (the lowest amount in annual compensation that must be reported to the IRS) in; incentives, override commissions, including trip incentives and other reportable earnings.

DO I HAVE TO OBTAIN A SALES TAX LICENSE?

No, Origami Owl handles the obligation of collecting, reporting, and paying all sales taxes on product with each state.

WHY DO I PAY SALES TAX ON RETAIL PRICE WHEN I BUY AT DISCOUNT?

Because Origami Owl is responsible for the reporting of sales tax on the Designers behalf, sales tax must be collected on full retail price at the time of sale to a Designer.

IF I PAY SALES TAX UPFRONT, DO I STILL COLLECT FROM THE CUSTOMER?

Yes, Designers are required to pay sales tax on the retail price of products upfront. With that said, a Designer does collect sales tax by the customer at time of sale, which reimburses their upfront payment.

ORDER PROCESS

HOW DO I TAKE ORDERS?

- 1)** For Designers who carry inventory, orders can be fulfilled immediately from your stock, no delivery necessary. You can keep your profit earned immediately.
- 2)** For Designers who do not carry inventory, orders must be placed with you directly, in your back office. You will then process any customer credit cards (for options see How Do I Accept Credit Cards), place the order under ORDERS>NEW ORDER and ship to yourself for hand delivery to customer. You can keep your profit earned immediately. Please note: It is against policy to ship directly to your customer using this order method as the customer will receive an invoice with “your” cost, not retail amount. This could potentially result in credit card disputes and charge backs = income loss for you.
- 3)** For Designers who receive orders via their replicated Origami Owl website, customer credit cards will be processed fee-free as a benefit of the \$9.95/mo PRO business management system. Orders will be shipped directly to the customer on your behalf. However, by using this method, a Designer will have to wait 6-13 days for commissions to be mailed/direct deposited (see When Will I Get Paid for Ecommerce Orders) Your website accepts Visa, Discover, Mastercard payments only.

WHAT METHOD OF PAYMENT CAN I ACCEPT?

Customers can pay for their orders in 3 ways:

- 1)** Cash
- 2)** Check; made payable to the Designer
- 3)** Credit Cards; see How Do I Accept Credit Cards

HOW DO I ACCEPT CREDIT CARDS?

Designers who take orders (via #1 & #2 in How Do I Take Orders) can accept payment via cash, check or credit card. To accept credit cards, a Designer will need to choose a payment processing company to work with in order to accept, swipe and charge the customer’s credit card. The process is fairly simple to set up and once a card is charged, the funds will be placed directly into the Designers personal checking or savings account from the merchant account company.

Designers may choose any payment processing company they prefer. Here are several options, although not all-inclusive, to consider:

- 1)** Origami Owl is partnering with a merchant account company to provide Designers an affordable and convenient credit card processing option. Designers who choose to participate with this Company can set up their account to process customer credit cards right in their back office and on their smartphones with a convenient mobile application.
- 2)** www.payanywhere.com – free cc reader for your android, iphone, ipad, and blackberry; fees apply per swipe, no contract – freestanding account, not through back office
- 3)** www.squareup.com – free cc reader for your android, iphone, ipad; fees apply per swipe, no contract – freestanding account, not through back office
- 4)** www.gopayment.com - free cc reader for your android, iphone, ipad; fees apply per swipe, no contract – freestanding account, not through back office

CAN I USE A TAKE OUT MENU AS CUSTOMER RECEIPT?

Every customer MUST receive an official Origami Owl customer order form when purchasing products. No other documentation/form can be substituted as a “receipt” as Origami Owl’s Product Warranty, Return/Exchange policy, and the mandatory 3 day cancellation policy is on the back-side of the customer order form for their review and reference.

SHIPPING

HOW LONG DOES IT TAKE TO RECEIVE AN ORDER?

All orders being shipped by the Company, either to a customer or to the Designer, will take three business days to fulfill plus shipping time.

IF I PLACE MY ORDER TODAY, WHEN DOES IT SHIP?

With hundreds of orders coming in daily, the warehouse order fulfillment time period currently is 2-3 business days. This is a result of substantially large orders being placed with a modestly priced product line. For example, a \$500 wholesale order from a Designer could literally involve picking 220 different charms (\$2.25 x 220). This time frame does include the necessary time needed to double check orders prior to being shipped to ensure accurate processing.

CAN I PAY FOR OVERNIGHT SHIPPING?

Designers can opt for overnight shipping if she wants to receive her order more quickly. However, if you want overnight shipping, opting and paying for that UPS delivery time does not mean you will receive your order tomorrow. Opting for overnight shipping simply means that the order will arrive 1 day (overnight) after the warehouse receives and fulfills your order (see If I Place My Order Today, When Does It Ship).

CAN I PLACE A RUSH ORDER?

Any order needing to be shipped within 24 hours of receipt of order by warehouse will be subject to an additional \$25 rush order fee. Orders placed after 4pm Eastern time will not begin being processed until the next day. Please plan accordingly.

CAN WE SHIP INTERNATIONALLY?

We are only able to accept and ship orders within the United States.

WHAT METHOD DO WE SHIP?

All orders are shipped via UPS.

WHERE CAN I VIEW AN ORDER’S UPS TRACKING NUMBER?

You can view a tracking number in your back office under [ORDERS>ALL ORDERS>VIEW ORDER DETAILS>TRACK ORDER](#).

ORDER SUPPORT

HOW DO I CONTACT THE HOME OFFICE?

Origami Owl
2225 W. Pecos Rd. Suite. 4
Chandler, AZ 85224

Phone: 1-888-491-0331 (Monday – Friday 9AM to 5PM MST)

Fax: 1-888-491-0331

System will recognize that you are sending a fax, simply press send when you hear the phone pick up

Email Contact Info:

- designercare@origamiowl.com
Designers only—use for questions about orders, shipping, back office, mentoring, logging in, commissions, suggestions, etc.
- customercare@origamiowl.com
Customers only – questions, inquiries, feedback, testimonials, returns

WHAT IS OUR PRODUCT WARRANTY?

Within 30 Days

You can choose to exchange the item or receive a refund, less the cost of shipping, if you request the refund within 30 days of shipment and the product is received at the Origami Owl Returns Center within an additional 7 days. Items that have been worn are not eligible for returns. Items not in their original packaging are subject to a 15% restocking fee. Items that are damaged within transit, break prior to wearing; have a manufacturing defect or are missing from the shipment which are reported by you to the Origami Owl Returns Center within 30 days of shipment are eligible for exchange or refund if received in the Returns Center within 7 days of reporting.

Between 31-90 Days

You may make an exchange or receive a merchandise credit. Items that are damaged within transit or break prior to wearing and reported within 90 days are eligible for exchange or product purchase credit.

Examples of manufacturer defect:

- Non-functional clasp
- Abnormal discolorations (beyond normal variations in natural stone colors or tarnishing from wear or time)
- Jump ring or chain link that is not closed properly
- Different from described length
- Epoxy (adhesive - glass or crystals are loose)

This warranty does not cover merchandise damaged through normal wear, accident or misuse (wearing in water, etc). Upon receipt of your order, please check it carefully for accuracy.

Returns Center Address: Origami Owl, 2225 West Pecos Road, Suite 4, Chandler, AZ 85224

HOW DO I REPLACE A DAMAGED ITEM?

Designers are responsible for handling the exchange of damaged items for their customers. Items which are damaged in transit, break prior to wearing or have a manufacturing defect must be reported to the Origami Owl Returns Center by a Designer within 30 days of shipment to be eligible for exchange.

The Designer will return the item directly to Origami Owl along with the Exchange/Replacement Form (found in the Resources Center in your back office) and the original receipt for prompt replacement. Please refer to the directions on the form for proper handling of your request. Please note: No exchanges will be made without the form included. After reviewing the return policy and process, if you still have questions, you may contact designercare@origamiowl.com.

WHO DO I CONTACT IF I HAVE A MISSING ITEM FROM AN ORDER?

While we do our very best to minimize errors, should an item be missing from your order simply email designercare@origamiowl.com. Please include the order number, date when order was placed, and your name and ID#. Note the missing item and/or wrong item included.

PRODUCT QUESTIONS

HOW MANY CHARMS FIT INTO EACH LOCKET?

Depending on the size of the charms selected:

- Medium lockets hold 4-7 charms
- Large lockets hold 8-12 charms

WHAT ARE THE SIZES OF THE LOCKETS?

- Medium lockets are about the size of a nickel.
- Large lockets are about the size of a quarter.

DO OUR NECKLACES CONTAIN NICKEL?

Origami Owl's Living Lockets are stainless steel, which is one of the jewelry industry's premier metals because it is completely hypoallergenic. It does not contain nickel and therefore will not rust or tarnish.

WHAT ARE LIVING LOCKETS MADE OF?

Each piece in our signature jewelry collection has been designed exclusively for Origami Owl. Each is hand-selected for its high quality and design.

- Our lockets are crafted using high-quality metals. The base is stainless steel, which is a metal that is similar in appearance to silver, but is harder, hypoallergenic and will not tarnish - making it an excellent choice for jewelry! Then they are beautifully plated with 14K Gold (antique finish) or 14K Rose Gold (polished finish). No competitor to our knowledge carries either Gold finish.
- The enamel in our charms is hand painted by highly skilled artisans. That's pretty impressive when you consider that each charm is less than 1/4" in diameter! Our charms will not rust or tarnish.
- Our unique line of dangles and hand-stamped plates are each crafted by hand here in the U.S.— that is something we are very proud of!

REWARD PROGRAMS

HOSTESS BENEFITS

Origami Owl does not sponsor a host benefits program. The Designer is empowered to create a reward program on her own. To maintain brand integrity, all Designers are required to provide a minimum 10% of retail sales in free shopping credit to the Hostess. Here are some examples of a host reward program:

- Party of \$250+ retail (minus shipping/tax) and receive a 10% shopping credit
- Obtain 11 Customer Orders (over \$25 each) and receive a jewelry travel pouch free
- Have party retail sales of \$900 or more and receive 20% shopping credit (instead of 10%)
- Receive one item at 30% off for each friend who books and holds a party from yours

While the Company does not endorse any particular reward program, she is encouraged to speak to an Accountant for advice on how to utilize her reward program costs as a business tax deduction.

CUSTOMER INCENTIVES

Origami Owl does not sponsor customer incentives. The Designer is empowered to create a reward program on her own. Here are some examples of a customer incentive:

- Buy 4 charms, get 1 free
- VIP customer card, when they purchase \$100, they get to choose any catalog item at half price
- Spend \$75 and get a second locket at 30% off

While the Company does not endorse any particular incentive that can be offered at parties, during one on one sales, or even at events/shows, she is encouraged to speak to an Accountant for advice on how to utilize her incentive program costs as a business tax deduction.

DESIGNER REWARDS

Origami Owl has initiated a fabulous new incentive program called “Designer Rewards” and it is all about spoiling YOU the Designer. The first program under the Designer Rewards umbrella is Hoot Loot and a Designer begins to accumulate “Hoot Loot” immediately upon joining. The flyer with details can be found in the Resource Center of your back office.

HOOT LOOT

Hoot Loot is shopping credit that is earned on every order that is entered on a Designers website (ecommerce orders, inventory purchases, expo sales). While a hostess reward program would only pay out to the person who holds the party, Designers are accumulating Rewards on every sale/purchase (not just at parties).

THE HOOT LOOT ADVANTAGE

Most Designers will earn more Hoot Loot in a month than would have been paid out to a hostess individually because the Designer is earning Hoot Loot on EVERY sale/purchase all month long, not just at one party.

HOW DO I EARN HOOT LOOT?

For each 250 volume level achieved during a calendar month, a Designer earns \$25 wholesale shopping credit. This credit can be used to purchase additional inventory or business supplies.

THE VALUE OF HOOT LOOT

It is important to understand that Hoot Loot is paid out in wholesale credits, which can be used to purchase any Origami Owl product. When you convert your Hoot Loot to “retail” dollars, it is nearly double in value depending on the items selected (at 50%v off or 30% off).

For example, a Designer who has monthly volume of \$1250 would earn 125 Hoot Loot credits, which translates upwards of \$250 in retail product value! That’s a lot of rewards!

WHEN IS HOOT LOOT APPLIED TO MY ACCOUNT?

Earned Hoot Loot is applied to a Designer’s account on or before the 10th of the following month of achievement.

REDEEMING HOOT LOOT

Hoot Loot shopping credit can be redeemed for ANY Origami Owl product. This allows the Designer to purchase product when she wants and to use them toward her customer and host incentive programs as she deems appropriate.

WHERE CAN I FIND MY HOOT LOOT BALANCE?

Hoot Loot shopping credit on account is shown at the bottom of the ORDERS shopping cart page. You can choose exactly how much you want to redeem, partial or all, at time of order.

MARKETING

BUSINESS SUPPLIES

Order forms, catalogs, invitations, stickers, charm cases, table display items, shirts and more can be ordered in your back office under the ORDERS tab. Simply click on “New Order” and then choose the links in the left menu to view both business materials and display items.

WINDOW DECALS

By popular demand, Vinyl Car Window Decals can be purchased in your back office under ORDERS>NEW ORDER>BUSINESS MATERIALS. There are 2 colors to choose from (aqua or white) and two design layouts.

EVENT BANNERS

Designers can order an Event Banner with the vendor/printer of their choice. The Event Banner (pdf file) is available in the Resource Center. The image file to upload to a printer online must be sent to you via email as the file is 11 MB large. Please email designercare@origamiowl.com to request the image file.

BUSINESS CARDS

Customizable Origami Owl business cards can be ordered at <https://flyersdirect.com/origamiowl>. There are a wide variety of business card designs to choose from so you can create the look and feel of the card you want to hand out. Should you need assistance during the ordering process or have any questions regarding your order, you can contact the printer directly via email at support@flyersdirect.com.

ADDITIONAL MARKETING MATERIALS

The Resources Center in your back office contains an amazing assortment of informational flyers, sponsoring materials, social media images and more. These ready-to-go materials are perfect for use at parties and events. Most contain ‘editable’ fields where you can type in your individual business information on (name, website, phone, email).

WHAT IF I WANT TO CREATE SOMETHING ON MY OWN?

Designers are not able to create flyers and/or order other marketing materials from other suppliers without written approval from Corporate. If you wish to submit a design for approval, please email marketing@origamiowl.com and allow 5 days for review.

I WANT TO SUBMIT A PRESS RELEASE TO MY NEWSPAPER?

There is a Press Release available in the Resources Center that any Designer may use to announce their new business to online or newspaper sources.

WHAT IS MY OFFICIAL TITLE?

On all marketing pieces such as email signatures, flyers, advertisements, etc, a Designer must clearly identify him/herself as an Independent Designer. We approve these formats:

Jane Smith, Independent Designer
Origami Owl

Or

Jane Smith
Independent Designer
Origami Owl - Executive Team Leader

FACEBOOK FAN PAGE TITLES

A Designer can only title a Facebook business page in this manner:

Origami Owl - Jane Smith, Independent Designer

A Facebook page where you can customize the page's URL, unless pre-approved by Corporate, can only be listed in this manner:

www.facebook.com/origamiowlbyjanesmith

Any Facebook pages that do not meet these guidelines must be updated to reflect this format.

PERSONAL EMAIL ADDRESS

A Designer cannot use any derivative of the words "Origami Owl" or "Living Locketts" for a personal email address that is used for business purposes.