

MEMBER INTEGRATION CHECKLIST

We are preparing to integrate Zija systems with Isagenix. This will allow you to be fully registered as an Isagenix Independent Associate and give you access to the Isagenix Back Office, Isagenix Team Compensation Plan, and their full range of products. To prepare for integration, we ask that you help us with some Member action items to ensure that your transition is as smooth as possible. Please ensure that your Member account is compliant with the following checklist.

Pre-Integration Checklist



Verify Your Email Address

Verify that the email address on your account is correct and not associated with any other Zija accounts. If you do not have an email on your account, now is the time to add one. We want to make sure you stay informed and receive important information regarding your account, your business, and your orders.



Update Your Address

Check that the address on your account is correct so you receive your Isagenix orders to the correct place and your account remains active. Please update the following as applicable:

- Spelling errors.
- Formatting errors.
- Incorrect postal codes.
- Incorrect house numbers.



Use Your Coupons

Check if you have any existing valid Zija coupons. If you have coupons, we recommend using them immediately.

- Note that these will expire once full integration to the Isagenix system has occurred.



Update Your Recognition Name

This is the name that will be used any time you are recognized for your hard work – on posters, at events, on social media, etc. Make sure you enter your name in EXACTLY how you would like to be recognized. Your recognition name should only be 40 characters long (including spaces) and may include the following characters:

- Ampersand (&), period (.), apostrophe ('), tilde (~), accent (`), umlaut (¨), comma (,), and hyphen (-)

Characters Isagenix DOES NOT allow: double spaces, numbers, emojis or other special symbols.



Verify Your Social Security Number/Employer Identification Number

Check that the SSN or EIN used is associated with the name on the account. Some markets require commission holds be placed until this information is validated.



Update Bank Information

If your commission disbursements go to your bank, verify the name (personal or business) on your Member account matches the name on the bank account. Note that commission disbursements will be placed on hold if the account names do not match.

Once your account has been integrated into the Isagenix system, there will be a few additional tasks for you to complete. Please ensure you complete the following tasks:

Post-Integration Checklist



Update Your Username

Your Zija username will carry over to the Isagenix system during your initial login, but you will need to update it during your Isagenix onboarding. Usernames will need to meet the following criteria:

- Cannot be used by another Member/Associate.
- Must be six or more characters.
- May contain numbers, letters, and the following special characters: vertical bar (|), dollar sign (\$), caret (^), and a plus (+).
- Cannot be all numbers.



Create a Password

Your Zija password will carry over to the Isagenix system during your initial login, but you will need to update it during your Isagenix onboarding. Passwords need to meet the following criteria:

- Be between eight and 20 characters.
- Contain both uppercase and lowercase letters.
- Contain a special character.
- Contain a number.
- Cannot match your username.
- Cannot contain spaces.



Create Your Website Name

You will receive an Isagenix replicated site for your business, and it will need a new name! Website names need to meet the following criteria:

- Cannot be the same as your username (to help secure your account).
- Cannot be used by another Associate.
- Cannot be all numbers (this includes your Associate ID number).

When you've completed all the steps to enroll as an Isagenix Associate, your Zija replicated website will automatically redirect to your Isagenix Associate replicated website.



Provide Your Government ID

Please provide your government or tax ID information. This information is used to verify who you are so we can continue to send your commission disbursements. If you are in one of the following markets, please have a valid government or tax ID information available to add to your account:

- Europe, Hong Kong, Taiwan, Japan, South Korea, or Mexico.

Note: Some markets may require commission holds be placed until this information is verified and may require additional documentation to complete the verification process.



Update Your Payment Method

The payment method you used to purchase products will not carry over to your Isagenix account (unless you used a credit card). Ensure that you have a valid method of payment on your account. Isagenix accepts the following methods of payment:

- Credit card.
- PayPal.
- ApplePay.
- IsaWallet®.



Reassign Co-Applicants

Isagenix supports co-applicants differently than Zija does. If you have a spouse, partner, or business partner listed on your account, you will need to decide their role in your Isagenix business. There are three options for you to choose from:

1. Authorized User

If you take no action on your co-applicants, they will automatically become authorized users on your account. Authorized users can take action and request information on your behalf – but may not do the following:

- Renew account.
- Request BV restoral.
- Convert a Customer to an Associate.
- Change sponsorship or team placement.
- Change or request username/password.

2. Personally Enrolled Team Member

This allows both Members to join an IsaBody Challenge®, become Associates, and earn commissions.

3. Business Partner

To have a business partner, you must be registered as a business entity. Reach out to the Isagenix Tax Compliance team to fill out the correct forms at GlobalTaxCompliance@IsagenixCorp.com.



Establish Preferred Placement

Isagenix does not support a 30-day holding tank for new enrollments. If you have any new enrollments in your holding tank upon transition, they will automatically be enrolled on your minor leg. If you would like to place these individuals elsewhere on your team, be sure to do so before the final transition date.

Once you're an Isagenix Associate, your new enrollments will automatically be enrolled in your minor leg. If you have a preference of which team you want your new enrollments on, you can set your default preferences in your Isagenix Back Office. You can select all new enrollments to automatically enroll in your minor leg, Left Sales Team, or your Right Sales Team. You can update these preferences in your Back Office at any time. To update your preferences:

- Log in to your Isagenix Back Office.
- Click My Account.
- Find Placement in the Associate Information section, and click Edit.
- Make your selection, and click Save.



View Shipping Updates

Isagenix uses a different worldwide shipping provider than Zija does. Once integration is complete, you may notice a difference in shipping prices. For more detailed information on North America shipping prices, please [click here](#). Note that shipping prices can vary by market.

Zija Members currently using Zija Premium will still receive free shipping through Isagenix until their premium subscription ends. We will communicate further instructions to those Members specifically as needed. If you are interested in receiving free shipping in the future, Isagenix offers the IsaDelivery™ program in the U.S., Canada, and Puerto Rico. For more information, [click here](#).

We strongly urge you to complete these tasks within their appointed time frame, and please note that there may be additional tasks to complete as we continue to integrate. Your cooperation will help ensure you have a smooth transition as you become an Isagenix Associate. Thank you for your patience and understanding throughout this process. We're excited for our future together as one big Isagenix family!