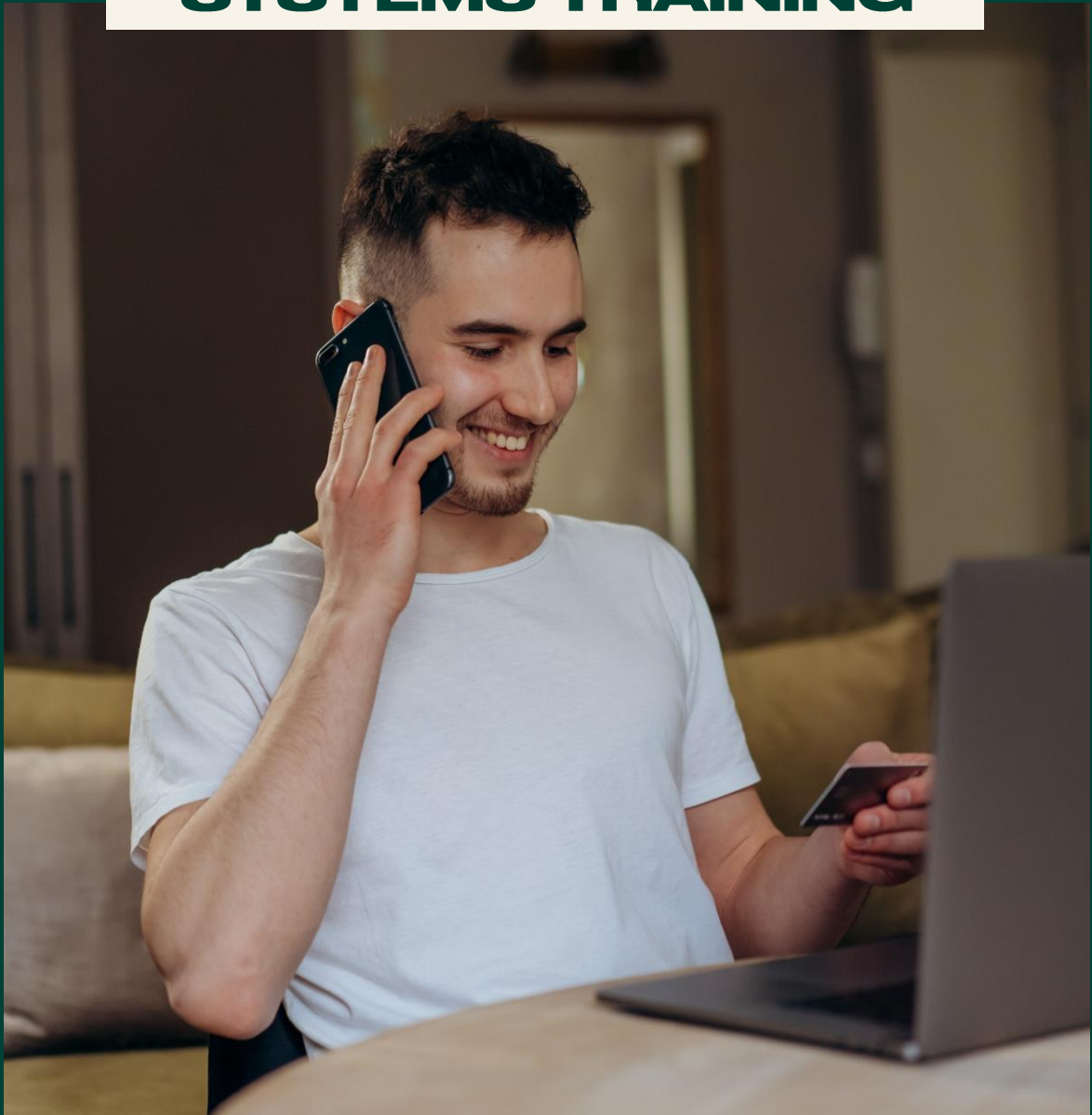




## SYSTEMS TRAINING



# PAYPOINT FAQs

# TBSAH PAYPOINT



## FAQs

### Overview...

#### ANSWER

The Body Shop At Home™ PayPoint portal will provide you with fast, convenient and reliable access to your commission payments. From desktop to laptop, tablet to smartphone, The Body Shop At Home™ PayPoint portal makes accessing your TBSAH earnings easy.

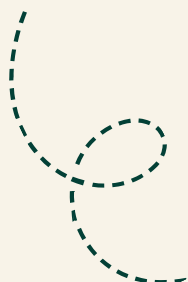
### How Does The Body Shop At Home™ PayPoint work?

#### ANSWER

The Body Shop At Home™ PayPoint is the exclusive method by which we pay our TBSAH Independent Consultants their earnings under The Body Shop At Home™ Compensation Plan, using the services of an independent, third-party payment processor called Hyperwallet.

The first time you earn compensation from The Body Shop At Home™, the payment processor will set up an account for you in the The Body Shop At Home™ PayPoint portal and will electronically deposit all compensation owed to you into your PayPoint account.

Your Personal Sales Rebate of 20% on all orders will be paid weekly and overrides and bonuses will be paid monthly. This is the only method by which The Body Shop At Home™ pays its Independent Consultants. Once your earnings are deposited into your account, you can access the PayPoint portal to manage your funds. You have a variety of options, such as the ability to transfer money to your personal bank accounts and PayPal accounts.



# TBSAH PAYPOINT



## FAQs

**Is participation in The Body Shop At Home™ PayPoint program mandatory to receive compensation?**

**ANSWER** Yes, TBSAH will now be paying all Independent Consultants exclusively through The Body Shop At Home™ PayPoint portal, which can be accessed in your Business Hub or via [TBSAHpaypoint.hyperwallet.com](https://TBSAHpaypoint.hyperwallet.com). All your earnings will be disbursed to your The Body Shop At Home™ PayPoint account whether or not you have activated it. In order to access your funds, you will need to activate your The Body Shop At Home™ PayPoint account online.

**Can I choose to receive my compensation monthly instead of weekly?**

**ANSWER** The Body Shop at Home™ will be compensating Independent Consultants weekly for their Personal Sales Rebate; however, through The Body Shop At Home™ PayPoint portal you can select to automatically transfer funds as often as you would like to your bank account. If you prefer to receive your pay from The Body Shop At Home™ on a monthly basis, simply set up automatic transfers to your bank account monthly in the The Body Shop At Home™ PayPoint portal.

**Is The Body Shop At Home™ PayPoint portal visible in languages besides English?**

**ANSWER** Yes, to change the language preference from English to your desired language, please complete the following steps:

1. Log into your The Body Shop At Home™ PayPoint account through your Business Hub or by visiting [TBSAHpaypoint.hyperwallet.com](https://TBSAHpaypoint.hyperwallet.com).
2. Select Preferences from the Settings drop-down menu
3. Select the Languages tab and choose your preferred language from the drop-down menu

# TBSAH PAYPOINT

## FAQs



**How do I know when I have been paid?**

**ANSWER**

When you receive a payment, it will automatically be credited to your The Body Shop At Home™ PayPoint account. Each time funds are credited to your The Body Shop At Home™ PayPoint account, you will receive an email notification.

**Is there a minimum payment amount to receive a deposit through The Body Shop At Home™ PayPoint?**

**ANSWER**

Yes, due to the monthly charge for PayPoint we have set a minimum commissionable amount of £5. Any commission or bonus in excess of £5 owing will be deposited into your PayPoint account.

**Can I update my banking information in PayPoint?**

**ANSWER**

You may update your banking information anytime in your The Body Shop At Home™ PayPoint portal, so that you can easily transfer your earnings to your personal bank accounts.

**Will I still access my commission statements in the Business Hub or on the The Body Shop At Home™ PayPoint portal?**

**ANSWER**

Yes, your Commission statements will be available in your Business Hub.

# TBSAH PAYPOINT



## FAQs

### What options are available for me to transfer or use my earnings deposited into my The Body Shop At Home™ PayPoint account?

**ANSWER** Once funds are deposited into your account, you have a variety of options to manage your funds within the The Body Shop At Home™ PayPoint portal:

1. Transfer to your personal bank accounts
2. Transfer to your PayPal® account

### What fees are associated with The Body Shop At Home™ Paypoint service?

**ANSWER** There are no fees for any transfers to your bank accounts. Other transfer methods may attract a fee which you will need to determine with the merchant.

In any month in which you receive a payment from The Body Shop At Home™ and have a positive balance in your account, you will be charged a flat rate fee of **£2.12 GBP** which will be deducted from your account by the service provider, Hyperwallet, at the beginning of each month.

### How do I transfer funds to my personal bank account from The Body Shop At Home™ Paypoint portal?

To transfer funds to your personal bank account, complete the following steps:

- ANSWER**
1. Log into your account through the Business Hub or by visiting [TBSAHpaypoint.hyperwallet.com](https://TBSAHpaypoint.hyperwallet.com).
  2. Select Transfer Funds to set up a new transfer method.
  3. Select Add New Transfer Method or to select from a previously set up bank account, click on the drop-down menu.
  4. Select Bank Account, then select Continue.
  5. Provide the following information to transfer funds to your personal bank account.
  6. Branch Sorting Code.
  7. Bank account number.
  8. Building Society Account.
  9. Choose a nickname for future reference when transferring funds in the Remember As section.
  10. Select Continue Please note: Process time for transferring funds to your bank account will take 1–3 business days. You may also set up transfers to more than one bank account or automated transfers.

# TBSAH PAYPOINT



## FAQs

**What happens to my The Body Shop At Home™ PayPoint account and any funds in the account if I am no longer an Independent Consultant?**

**ANSWER**

If a Consultant is no longer associated with The Body Shop. They can use the Hyperwallet PayPoint account (all fees will still applicable). If they have no funds in their account, no fees will be applicable. They can call the PayPoint customer support team or contact The Body Shop At Home™ Care Centre requesting PayPoint account closure.

**I've got lots of Consultants who have had their PayPal accounts locked. Will they be allowed to have PayPoint?**

**ANSWER**

The payee onboarding process for Hyperwallet is independent of their PayPal account status.

**Can we get PayPoint statements for accounting purposes?**

**ANSWER**

Consultants can download transaction history which is an excel format. Hyperwallet cannot issue official documentation. PayPoint has reporting available in each account of all the activity that a consultant has had on their PayPoint account. Including deposits and withdrawals and fees etc.

If a Consultant needs a statement for accounting purposes, they would be directed to The Body Shop At Home™.

**How does PayPoint affect VAT?**

**ANSWER**

Unfortunately, we cannot give tax advice.

# TBSAH PAYPOINT



## FAQs

### When should I contact Consultant Support versus contacting PayPoint?

#### ANSWER

#### Consultant Support:

- You have not received an activation email after earning commissions
- You have not received a payment from TBSAH for a past commission period that has already paid out
- Your account is locked for too many activation attempts

#### PayPoint:

- You have already activated your account and you are receiving a Login Failed Error 104 when trying to log in
- You have initiated a transfer and have not received it
- You are unable to set up banking details or PayPal
- You are trying to activate, and receive an Unable to Verify your account message
- Funds transfer errors seen in the PayPoint wallet
- If you have a question about charges incurred

### How do I contact PayPoint?

#### ANSWER

If you need to contact PayPoint for any questions relating to any of the above bullet points, go to the **Resources tab** at the top of your PayPoint account.

Within the resource tab you will see both a section for FAQs (these are super helpful) and a support tab. If the FAQs do not answer your question and you want to contact PayPoint further click on the Support option. Here you will find the option to fill in a form and send in your question/s.

Alternatively, you can use the UK toll free phone number listed below to contact them directly:

**+44 808 189 1353**

#### Contact hours are:

Monday – Friday : 8am – 8pm (PST)

Saturday – Sunday : 8am – 5pm (PST)