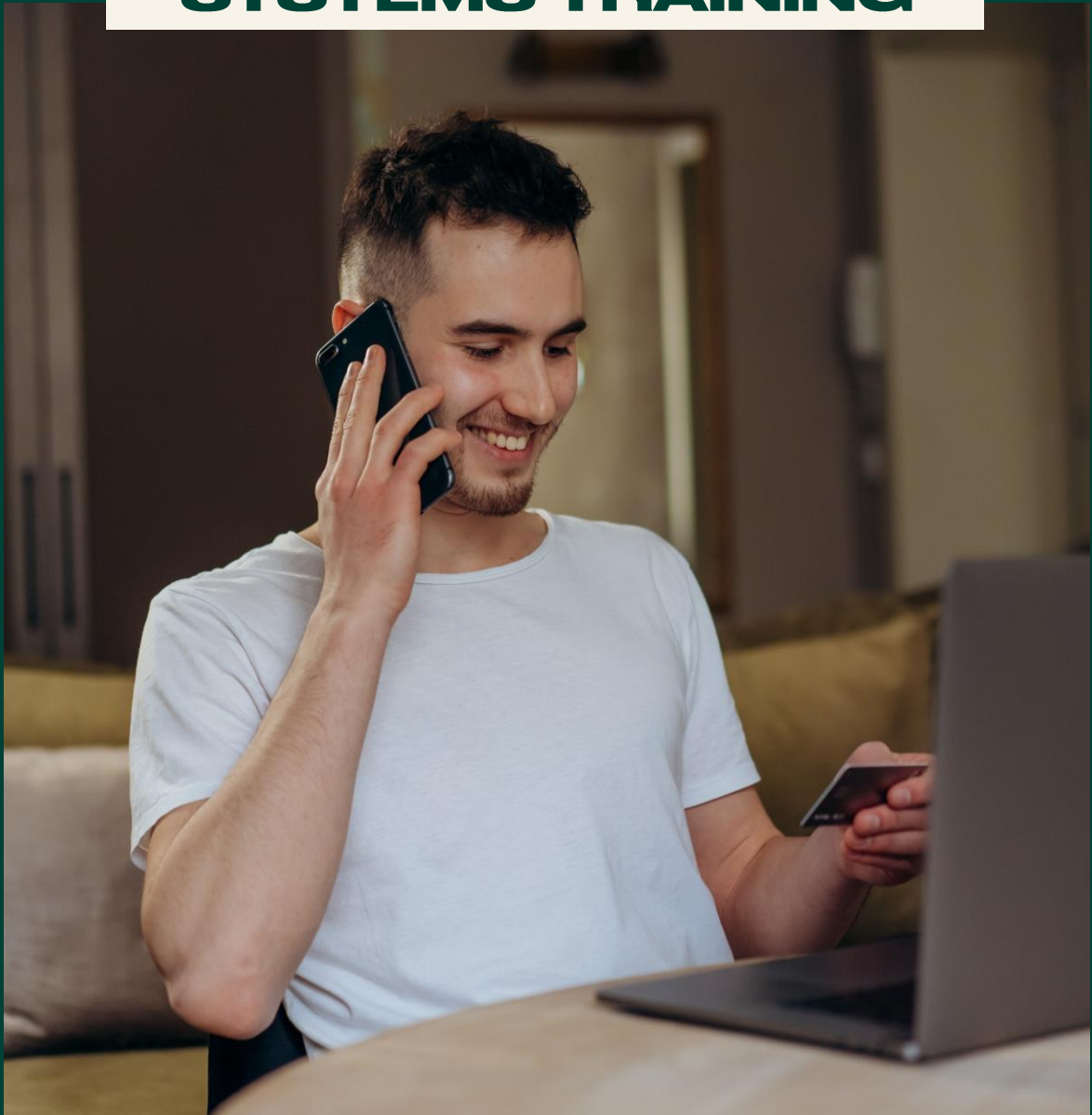




## SYSTEMS TRAINING



# PAYPOINT USER GUIDE

# INSIDE YOU'LL FIND



## Everything you need to know about accessing and activating your The Body Shop At Home™ PayPoint account

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**NOW DISCOVER  
THE TRAINING!**



# TBSAH PAYPOINT



## What is PayPoint?

**Put Simply, this is where you will access your earnings.**

The Body Shop At Home™ PayPoint has been designed to provide you with fast, convenient, and reliable access to your earnings. From desktop to laptop, tablet to smartphone,

The Body Shop At Home™ PayPoint (powered by Hyperwallet) makes accessing your earnings easy — wherever you are.

## 10 Reasons to Love PayPoint...



- 1.** Fully responsive web and mobile interface gives you access from any device.
- 2.** Self-service capabilities put you in control of your pay out preferences.
- 3.** Intuitive dashboard enables easy navigation and quick-look earnings visibility.
- 4.** Dynamic Action Bar provides fast and efficient access to important features.
- 5.** Crystal-clear transaction history helps simplify funds management.
- 6.** Apple and Android apps enable on-the-go access.
- 7.** Multilingual interface ensures nothing gets lost in translation.
- 8.** Prompt multilingual customer service is available by chat, email, and phone.
- 9.** Email and in-portal notifications make sure you're always informed.
- 10.** Safe, secure earnings access at your fingertips, wherever and whenever you need it!

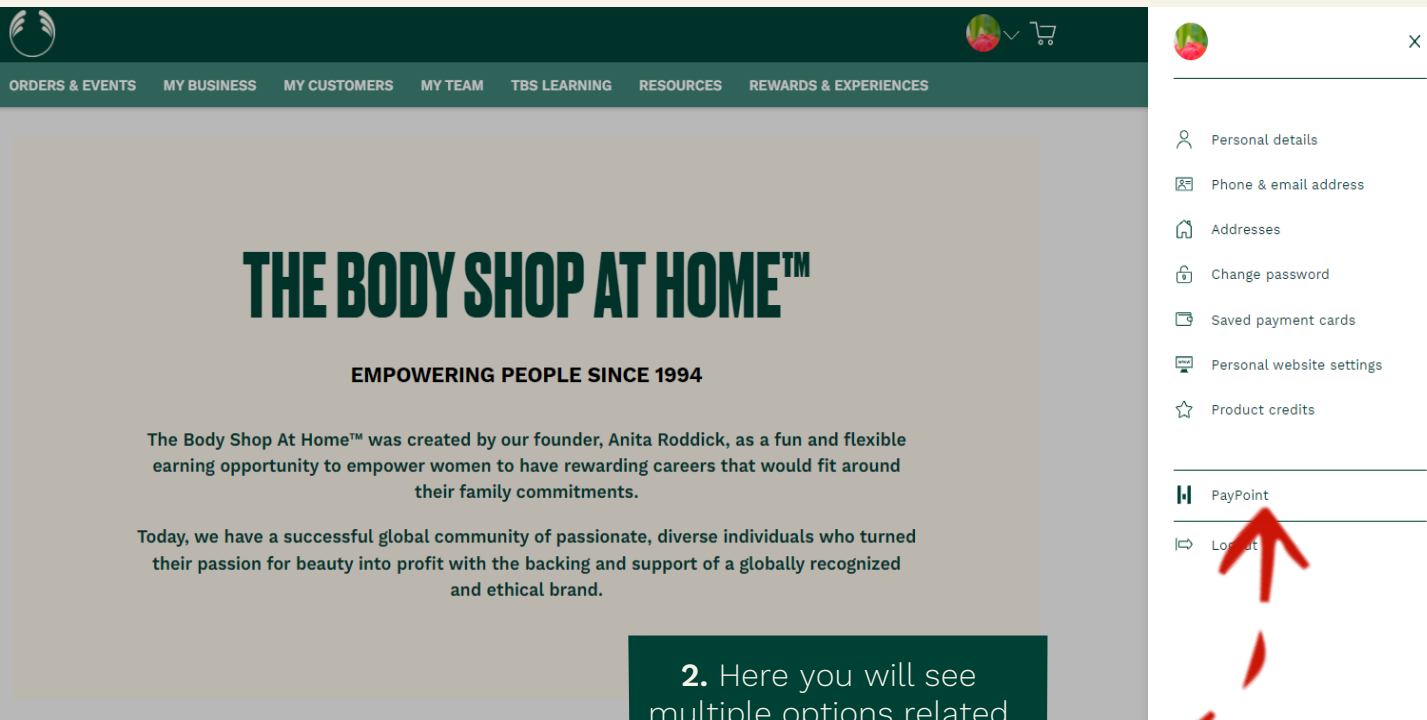
**\*Just to note:** The Body Shop At Home™ PayPoint features an intuitive user interface and centralised account management capabilities. This guide is designed to provide you with a high-level overview of important PayPoint portal features. For additional insight and assistance, please refer to the support area in your PayPoint portal.

# TBSAH PAYPOINT

## Accessing TBSAH PayPoint

1. To Access TBSAH PayPoint through your Business Hub, first you will need to access your accounts page

Select the drop down arrow next to your name



The screenshot shows the TBSAH Business Hub website. The header includes navigation links: ORDERS & EVENTS, MY BUSINESS, MY CUSTOMERS, MY TEAM, TBS LEARNING, RESOURCES, and REWARDS & EXPERIENCES. The main content area features the TBSAH logo and the tagline "EMPOWERING PEOPLE SINCE 1994". Below this, there are two paragraphs of text. On the right side, a user profile dropdown menu is open, listing options: Personal details, Phone & email address, Addresses, Change password, Saved payment cards, Personal website settings, Product credits, PayPoint, and Logout. A red arrow points to the "PayPoint" option in the menu.

ORDERS & EVENTS MY BUSINESS MY CUSTOMERS MY TEAM TBS LEARNING RESOURCES REWARDS & EXPERIENCES

## THE BODY SHOP AT HOME™

EMPOWERING PEOPLE SINCE 1994

The Body Shop At Home™ was created by our founder, Anita Roddick, as a fun and flexible earning opportunity to empower women to have rewarding careers that would fit around their family commitments.

Today, we have a successful global community of passionate, diverse individuals who turned their passion for beauty into profit with the backing and support of a globally recognized and ethical brand.

- Personal details
- Phone & email address
- Addresses
- Change password
- Saved payment cards
- Personal website settings
- Product credits
- PayPoint**
- Logout

2. Here you will see multiple options related to your account.

To access the TBSAH PayPoint, select the 'PayPoint' option










# TBSAH PAYPOINT


## Accessing TBSAH PayPoint



### Personal details

-  Phone & email address
-  Addresses
-  Change password
-  Saved payment cards
-  Personal website settings
-  Product credits

 PayPoint

 Logout



### Personal details

**First name**  
Annie


**Preferred first name**  
If different from above, we will use this to refer to you

**Middle name**  
If you have any

**Last name**

**Date of birth**

**Consultant ID**

 To update your first name, last name and date of birth, please contact [consultant support](#)

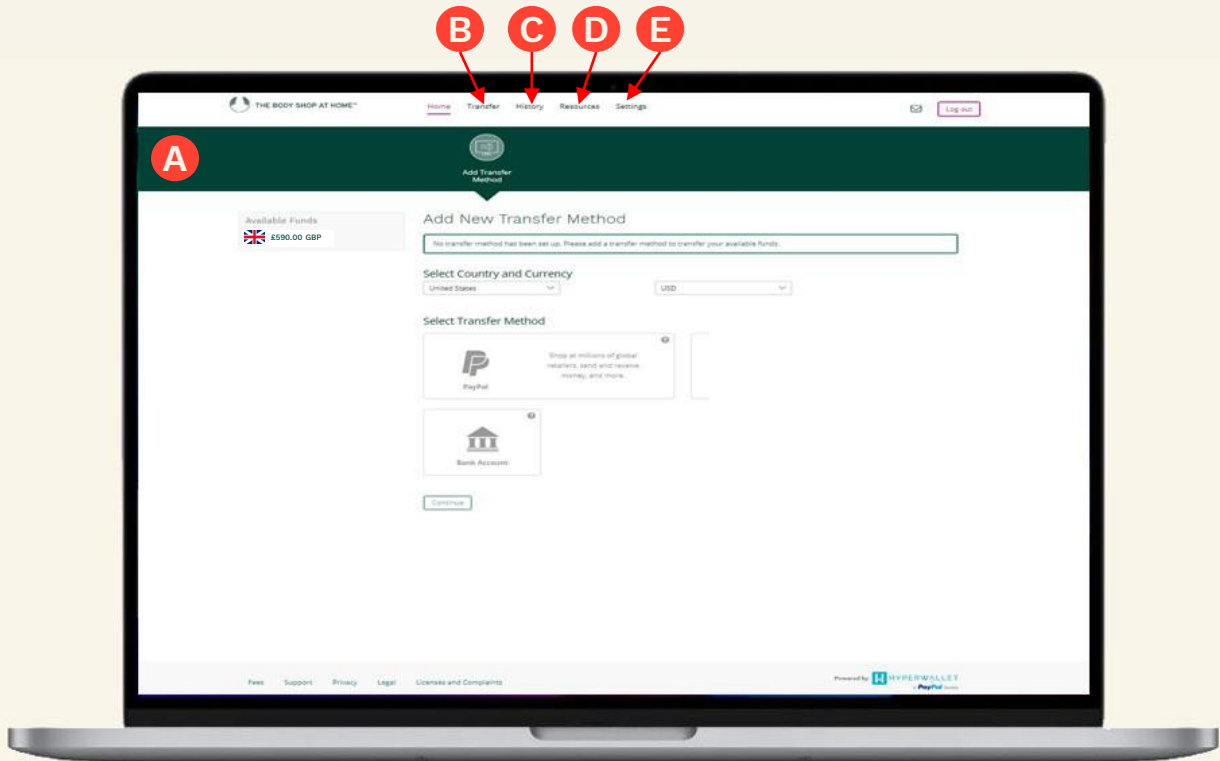
Update

3. You can also access PayPoint from your account screen by using the same link



# TBSAH PAYPOINT

## Your PayPoint Dashboard At A Glance

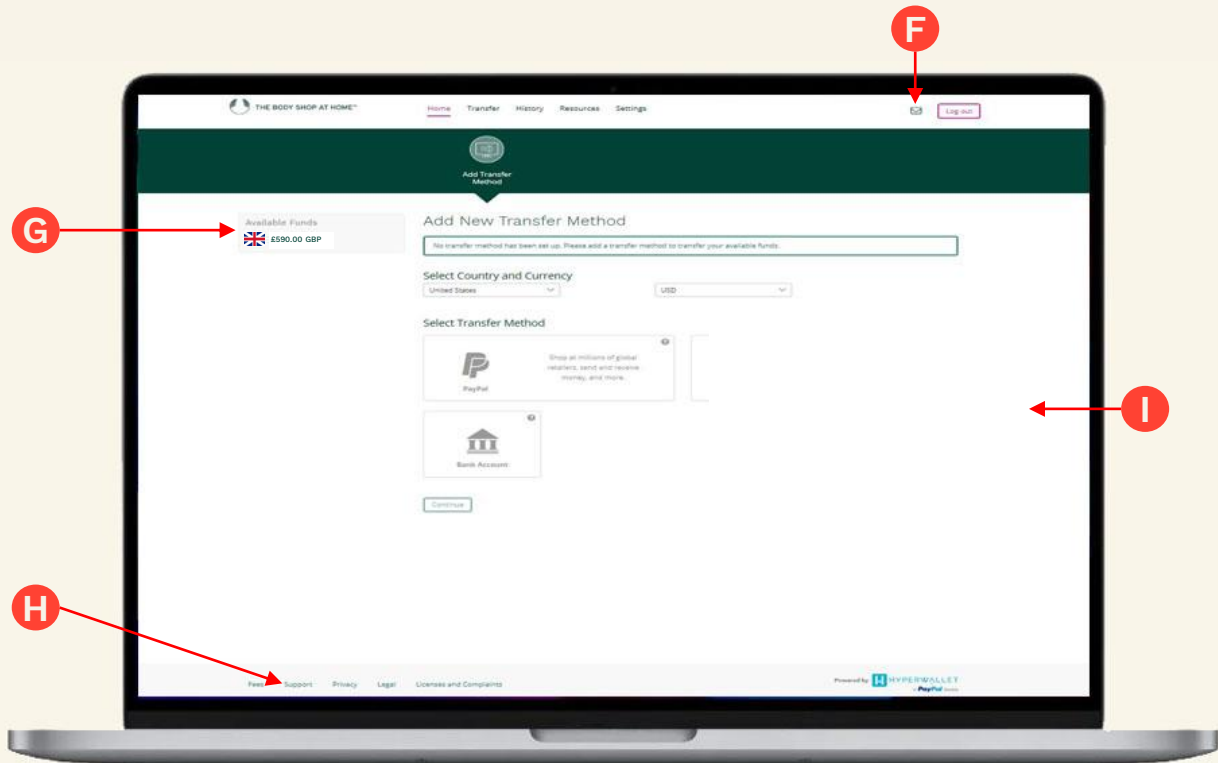


| Letter   | Description  |
|----------|--|
| <b>A</b> | <b>Action Bar:</b> This dynamic bar auto-populates important items based on account usage. It provides quick and easy one-click access to key areas of your PayPoint portal account. A red indicator will appear whenever an item requires your immediate attention. |
| <b>B</b> | <b>Transfer:</b> Quickly and easily move available funds from your PayPoint portal using your preferred pay-out method.  |
| <b>C</b> | <b>History:</b> Track your transactions — received payments, transferred funds, and fees charged — for as long as your PayPoint portal account has been active.  |
| <b>D</b> | <b>Resources:</b> Discover quick tips, important security information, and a handful of other resources that are designed to help improve your PayPoint portal user experience.  |
| <b>E</b> | <b>Settings:</b> This is where you can update personal information, reset your password, and change a number of different PayPoint portal preferences (e.g., language, time zone, etc.).   |

\*Please note that screenshots are for example only, you will see the currency relevant to your home market business.

# TBSAH PAYPOINT

## Your PayPoint Dashboard At A Glance



| Letter | Description   |
|--------|---|
| F      | <b>Notifications:</b> To access notifications, simply click on the envelope icon. Notifications keep you well-informed of special service announcements, as well as any new updates to your account or PayPoint portal environment.   |
| G      | <b>Available Funds:</b> This area provides you with a quick overview of the funds available for transfer.   |
| H      | <b>Support:</b> Have a question about a feature or functionality within your PayPoint portal? The Support section features answers to many frequently asked questions, as well as instructions on how to call, email, or chat with a dedicated multilingual customer service representative - <b>please note the Consultant Support team do not support PayPoint, please call the PayPoint team using the details in the support section.</b> |
| I      | <b>Chat:</b> Chat support is available whenever the chat icon is visible within your PayPoint Portal.   |

# TBSAH PAYPOINT



## Your Account

### Ready to unlock the power of your PayPoint portal?

Keep an eye on your inbox. Once you have generated your first earnings you will then receive an account activation email (please be sure to double check your email Junk folder).

Your email will contain a link you can use to begin your account activation process!



### Getting Started!

You will need to have the following info handy to verify your account.

1. Phone Number
2. Consultant ID
3. Date of Birth

THE BODY SHOP AT HOME™

### Activate Account

Verify Your Account

- Verify my account using my Phone Number
- Verify my account using my Consultant ID
- Verify my account using my Date of Birth



# TBSAH PAYPOINT

## Your Account

### Completing Your Account Profile

The next screen will require you to setup your account profile. Please fill in all the fields. Once complete click **'Continue'**.



Account Profile

Personal Information

First Name:

Middle Name:

Last Name:

Date of Birth:

Month: Day: Year:

Consultant ID:

Social Security Number:

Phone Number:

Home Address

Country:

State/Province:

Address Line 1:

Address Line 2:

City:

Zip/Postal Code:

Activate Account

Email and Password:

Email Address:

Password:

Confirm Password:

Security Questions

Question One:

Answer One:

Question Two:

Answer Two:

Legal Agreements

Hyperwallet:  I have read and agree to the Hyperwallet Electronic Signature and Communications Delivery Policy.  
 I have read and agree to the Hyperwallet Terms and Conditions and Hyperwallet Privacy Policy.

Verification is requested each time you login so please ensure your security questions are memorable.

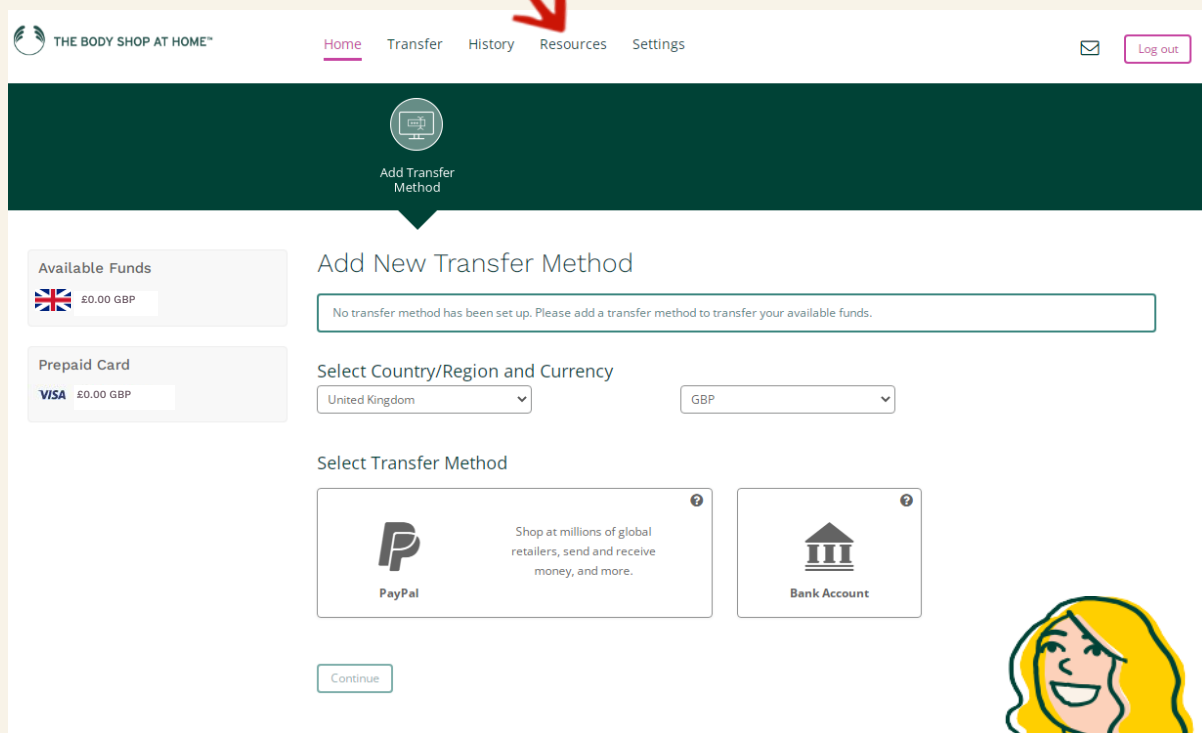
Clicking the **'Confirm'** button will then direct you to your PayPoint dashboard.

# TBSAH PAYPOINT

## Your Dashboard

Once you are on the Dashboard you can begin transferring earnings to different back accounts.

The portal has a series of additional user guides and detailed information available in the Resources section accessible from the navigation bar.



THE BODY SHOP AT HOME™

Home Transfer History Resources Settings

Log out

Add Transfer Method

Available Funds

£0.00 GBP

Prepaid Card

VISA £0.00 GBP

Add New Transfer Method

No transfer method has been set up. Please add a transfer method to transfer your available funds.

Select Country/Region and Currency

United Kingdom GBP

Select Transfer Method

PayPal Shop at millions of global retailers, send and receive money, and more.

Bank Account

Continue



# TBSAH PAYPOINT

When Should I Contact...



## 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



Above you can see some guidance on who to contact regarding questions and queries concerning your PayPoint Account.

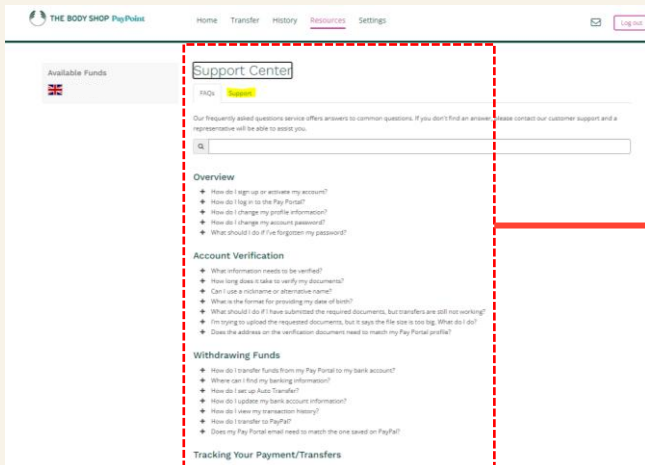
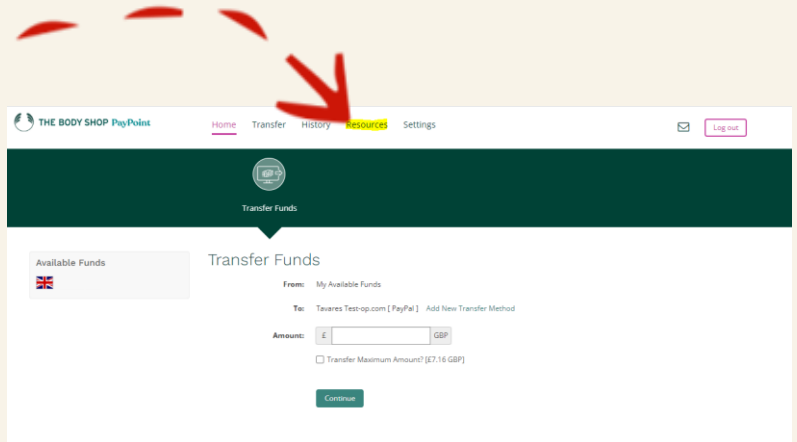
# TBSAH PAYPOINT

## Contacting PayPoint

If you need to contact PayPoint for:

- questions relating to the ability to transfer funds
- transfer errors seen in the PayPoint wallet
- Or if you have a question about charges incurred

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 **click through to the support tab**

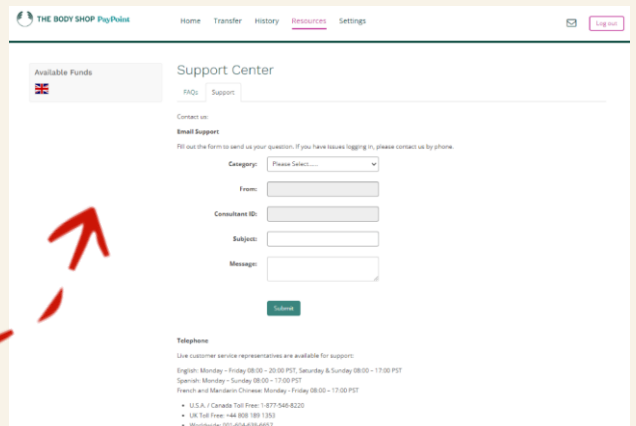
Here you will find the option to fill out a form to send through your question or alternatively you can use the UK toll free phone number listed below to contact them directly:

**+44 808 189 1353**

Contact hours are:

**Monday – Friday : 8am – 8pm (PST)**

**Saturday – Sunday : 8am – 5pm (PST)**



**Do not use the International number provided by PayPoint unless needed as this is NOT a free phone number and therefore you will incur charges**



**CHECK OUT THE  
FAQs GUIDE  
FOR MORE INFORMATION**

