

Welcome to the ONEgroup community of Affiliates.

Since 2001, ONEgroup (Organic and Natural Enterprise Group) have been the trusted pioneer of the world's first wide range of certified organic skincare, body, household, cosmetic and nutritional products. Our current brands are Miessence, MiVitality, Happi and Ultrafoods.

'Regeneration for Generations' sums up our entire mission, vision and purpose. We plant a tree for every AUD\$99 purchase and use biodegradable sugar cane plastic, compostable pouches or reusable containers for packing our products.

What is an Affiliate program?

- An automated marketing system where a merchant (ONEgroup) enlists affiliates to share the company website, for a reward of commissions, using affiliate tracking software.
- This is achieved via an Affiliate Link. Affiliates can attract customers or other Affiliates when they share this link via their own online presence, websites, blogs, social media pages, ads etc.
- A default commission is set by the merchant for these sales and the Affiliate benefits more reward, the more sales they make.
- Affiliate marketing is one of the fastest-growing worldwide online income trends.

How are customers tracked?

- ONEgroup uses online tracking software 'Affiliatly' which tracks visitors or customers who click on the affiliated link.
- When someone visits this link, a 'cookie' or identifying data, is stored on the user's computer, the software knows it is an affiliated user.
- Even if the user doesn't make an order right away, when they eventually do, it allows the Affiliate to be linked as the referrer.
- When a user makes an order on your site, the software checks if this customer has a 'cookie' and if so, marks the order in the database for the original Affiliate who referred this user.

Benefits of being a ONEgroup Affiliate

- Align yourself with a trusted company with the purest health-giving ethical products available on the market.
- Make a positive change to your health, and the health of others and shape the future sustainability of our planet.
- Earn an income via an easy-to-understand program that has a lucrative earning capacity and inspire and support others to create their own home business.
- Receive exclusive discounts, offers and rewards, including free shipping*
- Access ongoing training and support by a dedicated team of experts
- Access professional promotional tools designed toward growing your business

The ONEgroup Affiliate model

- Once registered, you receive an identifying link that allows you to earn commissions from customers using this link.
- You can also share an identifying link for others to register as Affiliates in your team, enabling you to earn further rewards.
- You can enlist as many of your own Affiliates or Customers, which allow you to earn commissions from their purchases
- In any given month, you are required to make a minimum order to earn commissions from your personally introduced customers or Affiliate purchases.
- You can access further commissions from your Affiliate's teams or company-wide, by enlisting from one to three new Affiliates or customers in any calendar month

First Level

You earn a 20% commission from the first order of any **NEW** customer or Affiliate you have personally introduced. You will then earn 3% on any ongoing repeat orders.

Second Level

You earn a 5% commission from the first order of any **NEW** customer or Affiliate that your team member introduces. You will then earn 3% on any ongoing repeat orders.

Qualification Rules

To qualify for commissions, simply register for one of our membership subscriptions (BOGO or 30% off + 2 trees). You can find more information about our memberships here:- <https://one.organic/collections/membership>

Affiliate Panel

- Your Affiliate Panel is accessible once you register as an Affiliate. Scroll to the bottom of the page and click on 'Affiliate Log-in'
- You can log in to your Affiliate Panel to review information, check your customers or Affiliate orders, and your commissions, create unique product links and access marketing materials.
- Please note that if 'Referring Page' under 'Orders' shows no data, it means this was an existing customer visiting your link. Also, websites you may not recognise showing in 'Referring Page' under 'Stats' could be from Google Ads placed and their choice of the website being promoted via their algorithms.
- Visit this link for a recorded webinar to navigate the Affiliate Panel: <https://drive.google.com/file/d/1xirxWo8u45JUxJOjzq2oaLSrn3FRNlyj/view> (<https://drive.google.com/file/d/1xirxWo8u45JUxJOjzq2oaLSrn3FRNlyj/view>)

Commission Payments

- All commission payments are paid upon request for the previous month. Send your email to finance@one.organic requesting payment
- 2nd Tier or Pool commissions are also paid via a request to finance@one.organic

- Commissions are paid via PayPay or Mi-Gift Card (Store Credit).
- **Mi-Gift Cards**
 - Mi-Gift Cards (Store Credit) can be used as payment against any order you place via our secure online checkout
 - There is no expiry date on the Mi-Gift Card
 - Mi-Gift Card balances do not need to be used at once, you can continue to redeem the balance of the Mi-Gift card until all funds have been used.
 - Mi-Gift Cards can be topped up again and again with future commission payments upon request.
- **PayPal**
 - PayPal was chosen due to its high security.
 - PayPal charge a flat 2% transaction fee will be incurred in whatever country one resides in.
 - Enter your PayPal details via the Affiliate Log-in, found in the Affiliate Account section of the website under the profile tab (second tab along).
 - If you do not have a PayPal account, please set one up via www.paypal.com (<http://www.paypal.com>) and follow the prompts to set up a new account.
- There will be no currency exchange as Affiliates will receive funds in their individual currencies and pay in their currency.

Contacting your team

- You will have access to information about your personally introduced Affiliates only. This excludes information on Affiliates that your Affiliates have introduced (2nd Tier) as this is only available to the Affiliate that introduced them.
- You will have no access to customer's contact information due to privacy laws. As Affiliate or multi-level marketing programs promote anywhere when a customer visits to purchase, they become the customer of the company that they purchased from, therefore the company have a duty of care with that personal information.

Affiliate Development

- Support is available to help you grow your business via email an Affiliate Development Lead contactable via affiliate@one.organic
- Access to this support and training is available via emailing affiliate@one.organic and via questions on the ONEgroup Affiliate Forum.
- The Facebook ONEgroup Affiliate Forum is available for those who have registered as an affiliate to connect, share information and ask questions. www.facebook.com/groups/forumaffiliate (<http://www.facebook.com/groups/forumaffiliate>)
- Affiliate development training is focused on building an online Affiliate business online via social media marketing and ad placement. The training system is based on 4 Modules (or 'belts' as in karate) Webinars are offered, including recordings. Please follow the Facebook Affiliate Forum for updates and email the Affiliate development lead for the modules as you are ready to receive them. Access the Training Modules here:- https://drive.google.com/drive/folders/1K5tF_bb4ZMX5y2Lf76EBHaKtLiRIzyDK?usp=sharing (https://drive.google.com/drive/folders/1K5tF_bb4ZMX5y2Lf76EBHaKtLiRIzyDK?usp=sharing)

Marketing

- As an affiliate, you will be able to offer the company's promotional campaigns discounts and prizes.
- Promotional resources are available to you via the 'Banners' section of your Affiliate

- Panel - please ensure you personalise wording to make it more likely to be approved by marketing methods such as Facebook
- ONEgroup will release marketing emails periodically to the entire customer/affiliate base.
- ONEgroup social media pages are as follows:
 - www.facebook.com/miessencecertifiedorganics (<http://www.facebook.com/miessencecertifiedorganics>)
 - www.instagram.com/miessence (<http://www.instagram.com/miessence>)
 - www.facebook.com/Happi.earth (<http://www.facebook.com/Happi.earth>)

Ordering

- Your own orders should be via www.miessence.com (<http://www.miessence.com>) unless you are introduced by an Affiliate, where you would use their link to make the order. NOTE: Affiliates will not be paid commissions on their own orders if placed on their own unique link.
- There is no need to log in as your email address is recognised at each purchase, however, you can create an account to view your previous orders (see below).
- Shipping is free over AUD\$99* and otherwise approximately AUD\$10 depending on location You will receive a confirmation email regarding your order
- Delivery is expected within 5-7 days (unless unexpected delays occur)
- Share your Affiliate link to others to make their orders (see below).

Order Log-In

- If you would like to review your shopping history, you have an option to create an account to log into. Click on the person icon at the top right of the website, click 'create account', follow the instructions and use the same email and password.
- Once this is set up you can log in each time that you order or review your orders.
- This will not allow you to see other Affiliates orders or commission information.
- For a video on how to create a shopping account (separate to Affiliate account), visit: https://drive.google.com/file/d/13AOeJOi6c2IDnrB_FH4c_pw7TOdbJtPO/view (https://drive.google.com/file/d/13AOeJOi6c2IDnrB_FH4c_pw7TOdbJtPO/view)

International

- ONEgroup is an Australian-based company, with Affiliates and customers all over the world. The website has geo-location technology and can identify which country a person is shopping from and displays the product pricing in their currency. Eventually, domestic facilities for distributing products will be located in Canada, UK & the USA.

Returns

- If for any reason a customer is unhappy with a product after they have opened it, they may return it to us within 30 days of the delivery date and be provided credit or exchange for the same value product – that's our 100% Satisfaction Guarantee
- Photographic evidence may be required if the product was damaged or faulty for insurance purposes.
- If you have been paid a commission for an order that has been returned, there will be an adjustment to your commission.

Gift Certificates

- Gift certificates are available from the website under 'Shop' and 'More'. Add your unique message, choose from a variety of 3 image styles and 2 value amounts, send immediately, select your own date, send via email, instant messenger or print.

CONTACT INFORMATION

- Website: www.miessence.com (<http://www.miessence.com>)
- Email:
 - Queries relating to orders, shipping or tech errors – support@one.organic
 - Affiliate business development and training – affiliate@one.organic
 - Placing offline orders or changes to orders – orders@one.organic
 - Requesting payment or commission queries – finance@one.organic
- Phone: If verbal communication is required, leave a message - +61 7 5539 2011