THE FAMILY SYSTEM

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WHY WE DO IT

Joining the TLC community allows you to be a part of the family! Our family works hard, has fun, is passionate, is thankful, and believes it’s always the right time to do what’s right.

Our mission statement is simple, clear and concise. Total Life Changes provides products and a community that you’ll FEEL.
What is the TLC Family System?

The TLC Family System is a simple way to help others ‘Feel It!’ As a Life Changer, you are building your team or family. At TLC, Life Changers are independent representatives that are not only consuming and sharing the products, but are also making an income by doing so. To build a solid team it is best to move them along our TLC Family System journey.

We encourage you to inspire others by asking them to try our products as Sample Customers.

Once your Sample Customers start “feeling” the products, they can then transition into the next level of the TLC Family System as a Preferred Customer. A Preferred Customer is able to continue ordering and “feeling” the products while also earning points that can be used towards purchasing products.

As a Preferred Customer continues to “feel” and share the products, they have the option to earn money by transitioning to the next step of our TLC Family System. They too can begin to change lives and become a Life Changer. This is the final step of our TLC Family System. Life Changers continue to “feel” and share the products, but are now rewarded by making money along with continuing to change lives.

As a Life Changer, you will be rewarded by adding Preferred Customers and Life Changers to your family.
The Family System Journey

Sample Customer
“I AM READY TO TRY THE PRODUCTS!”

Preferred Customer
“I AM READY TO FULLY EXPERIENCE THE PRODUCTS!”

Life Changer
“I AM READY TO SHARE THE PRODUCTS & THE COMMUNITY!”
Sample Customer

“I AM READY TO TRY THE PRODUCTS!”

Getting others to try before they buy

The first people to join your family may be your Sample Customers. You can start by asking if they would like to lose up five pounds in five days by trying a sample of our product. Sample Customers begin their journey from the moment they receive their sample.

While the Sample Customer is trying their samples, educate them on how and when to consume the product, asking if they have any questions, and checking up on how they feel.

Your Sample Customer will receive emails and texts from TLC Corporate on how to become a Preferred Customer. As the Life Changer, it is helpful to send messages and emails to your Sample Customers notifying them about what a Preferred Customer is and why they may find it very beneficial.

When your Sample Customers start “feeling” the products and would like to inspire others to “feel” the products as well, you can help transition them into becoming a Preferred Customer. As a Preferred Customer, they can continue ordering and “feeling” the products while also earning product points.

There Are 3 Ways To Send/Offer A Sample

1. Life Changer Portal (iOffice)
2. TLC 5in5 App
3. Share Your Sample Landing Page
1. Offer A Sample Using the Portal (iOffice)

**STEP 1:**
Log into your Portal (iOffice) at tlc-ioffice.com

**STEP 2:**
Click the "Sample Program" tab.

**STEP 3:**
Fill out the information requested, hit send and your sample offer will be sent!
2a. Send A Sample
Using The 5in5 App!

New Life Changers receive a FREE TRIAL of the 5in5 App.
After the FREE TRIAL, Life Changers will have the ability to purchase a lifetime Access to the 5in5 App.*

* ($19.95 One Time Fee)

Quick Tip!
You can purchase credits from your Portal (iOffice) or the 5in5 App to send samples YOU pay for!

**STEP 1:** Choose “Sample”.

**STEP 2:** Select “Send A Sample”.

**STEP 3:** Use your credits to send a sample.

**STEP 4:** Choose which sample you would like to send.

**STEP 5:** Choose who you will send the sample to.

**STEP 6:** Enter their information to finalize.

Captian Jack
555-555-5555
captian-jack@totallifechanges.com
2b. Offer A Sample
Using The 5in5 App!

STEP 1:
Choose “Sample”.

STEP 2:
Select “Offer A Sample”.

STEP 3:
Chose the method you would like to offer with.

STEP 4:
Preview the message that will be sent.

STEP 5:
Choose a delivery method.

STEP 6:
Send the message!

QUICK TIP!
You can offer samples two ways:
• YOU pay
• THEY pay
3. Offer A Sample With Your Sample Landing Page ‘Link’

QUICK TIP!
Customers can order a sample at any time by filling out their information on this site.

Finding the Link In The Portal (iOffice)

STEP 1: Log into your Portal (iOffice) at tlc-ioffice.com

STEP 2: Click the “Sample Program” tab.

STEP 3: Scroll down until you see this!

Finding the Link In the ‘Preferred Customer Retail App’

STEP 1: Click “SHARE” on the bottom of your screen.

STEP 2: Copy and send the link to potential customers.

STEP 3: Or send through SMS
Preferred Customer

“I AM READY TO FULLY EXPERIENCE THE PRODUCTS!”

Key Members of your family (team)

So, your Sample Customer has decided to become a Preferred Customer... that’s great! A Preferred Customer can continue ordering and “feeling” the products while also earning product points. Those points can be used towards free products and merchandise.

To build your family, continue sampling while promoting and encouraging retail sales. As your Sample Customers transition into Preferred Customers and your Preferred Customers become Life Changers, your family will grow, continue to feel it, and collectively continue to change lives all around the world.

Besides changing lives, the best part about being a Life Changer is that you can start building your team by duplicating the progression of the TLC Family System with the Life Changers that have joined you. They will “feel it”!

Benefits of being a Preferred Customer

- RECEIVES THEIR OWN Personal Retail Site For Referrals
- ACCESS To The TLC Preferred Customer App
- Ability To EARN FREE PRODUCT
Receives Their Own Retail Site

**QUICK TIP!**
Preferred customers have the ability to earn free product points by inspiring others to purchase from their retail site.

NOTE: Life Changers will still earn their commission from each Preferred Customer’s sale as long as they are qualified. Please review the TLC Compensation Plan for more details.

Access The TLC Preferred Customer App!

With the Preferred Customer App, customers can view their point earnings, easily access their sponsors information, view their shopping experience, and share their retail & sample ordering website links.

**View Points Available**
**Points Available On Commission Cycle**
**Quick View to Show Your Sponsor**
**Share Your Retail and Sample Ordering Site Link**
**Explore and Shop Their Retail Site**
Earn Free Product!

Preferred Customers Can Spend Their 60 Points and Get One Of TLC’s Best Sellers for FREE!

**Quick Tip!** Preferred Customers can UPGRADE to a Life Changer with ONLY 50 Points.
I AM READY TO SHARE THE PRODUCTS & COMMUNITY!

Life Changers are empowered with access to amazing products, incredible technology to inspire and share them with others, and a rewarding compensation plan that grows exponentially as your organization grows.

To build your team or family, continue sending & offering samples while promoting and encouraging retail sales. As your Sample Customers transition into Preferred Customers and your Preferred Customers become Life Changers, your family will grow, continue to feel it, and collectively continue to change lives all around the world.
Benefits Of Being A Life Changer

Access to Portal
tlc-ibrary.com
- View Your Earnings.
- Edit SmartShip.
- Purchase Products.
- Offer Samples.
- Manage Your Team.

Access to Promo Items
tlc-ibrary.com
- Wristbands, Pins and Other Wearables.
- Branded Canopy Tents, Product Banners, and MORE!

Access to Tools
totallifechanges.zendesk.com
- Business Tools.
- Marketing Tools.
- Product Information.
- Technical Support.

Get PAID!
- Earn From Retail Sales.
- Earn From Team Members.
- Earn Bonuses.

For more information on 'How to Get Paid' please review the TLC Compensation Plan.

Opportunity To Help Change Lives
- Help others improve their health.
- Inspire others to join your family and grow your organization.
- Provide more Smiles On Investment than any other business.
Ways To Grow Your Team!

- Send/Offer Samples
- Promote Retail Sales
- Encourage Customers
- Share Your Links
- Inspire On Social Media

“Besides changing lives, the best part about being a Life Changer is that you can start building your own team by duplicating the progression of the TLC Family System! They will feel it.”

- Jack Fallon