

Mannatech Hong Kong FAQs



No.	Category	Field Related Question:	Answer:	直銷商提問：	回答：
1	Customer Service	How can associates enroll ?	An associate can enroll by fax or mail.	直銷商如何入會?	直銷商可傳真或郵寄申請書加入。
2		What information does an associate need to submit to Taiwan office in order to register as an associate?	Mannatech HK's operation will be managed out of the Taiwan office, regardless of your country of origin as the Sponsor/Enroller, all relevant documentation must be sent to the Taipei office for processing. This includes the following: <ul style="list-style-type: none"> • Member and Associate applications • Direct Deposit applications and bank account information form • Personal information agreement document 	若欲加入成為美商寰泰直銷商，需要提供什麼資料給台灣分公司?	美商寰泰香港的營運將由台灣分公司管理。不論您的身分為推薦人或新加入的直銷商，所有相關的資料皆須要提供給台灣分公司。 相關資料包含： <ul style="list-style-type: none"> • 獨立直銷商申請書暨合約/會員申請書及自動訂單/直銷商加入套組暨自動訂單申請書 • 香港銀行帳戶資料 • 個人資料提供同意書(若代辦另需填授權書)
3		How much does it cost to enroll as an associate?	An associate doesn't need to pay enrollment fee, but must purchase an All-Star pack (NT\$19,900), Preferred pack (NT\$3,500) or Registration pack (NT\$1,350) to enroll. Detailed prices are available on the associate price list, located on the homepage (www.mannatech.com).	若欲加入成為美商寰泰直銷商，入會費費用為何?	欲成為美商寰泰直銷商不需收取額外的人會費用，但需要購買下列三種"加入套組"之一：巨星級直銷商人會套組(新台幣\$19,900)、菁英級直銷商人會套組(新台幣\$3,500)或直銷商註冊套組(新台幣\$1,350)。套組詳細價格及內容請參閱美商寰泰網站(www.mannatech.com)
4		How to keep my associate position?	You can have your position for one year from the date you registered and last one year. If you want to keep the position after one year, you need to purchase a renew pack (NT\$8,000).	請問如何維持我的直銷商資格?	您可保有您原有之直銷商套組等級資格至加入之周年日止。期滿一年之後，需要購買領導級更新套組(NT\$8,000)才可以維持您在美商寰泰的事業經營權。

5	Is it required to purchase an enrollment pack to become an associate?	Yes. The following All-Star Packs and Preferred Packs are available in HK. All-Star Pack (Price: NT\$19,900) <input type="checkbox"/> Optimal Health System (Item #130206) <input type="checkbox"/> Weight Management (Item#130306) <input type="checkbox"/> Lift Skin Care (Item#130406) Preferred Pack (Price: NT\$3,500) <input type="checkbox"/> Real Nutrition (Item#133106) <input type="checkbox"/> Digestive Health (Item#130506) <input type="checkbox"/> Optimal Health (Item#115206) <input type="checkbox"/> Weight Management (Item#111906) <input type="checkbox"/> Lift Skin Care (Item#123906) Registration Pack (Price: NT\$1,350) You can choose one of Mannatech products that is under NT\$2,500.	請問加入美商寰泰成為直銷商是否一定要購買套組?	是的。以下為加入套組類型： 巨星級直銷商人會套組：總價NT\$19,900 <input type="checkbox"/> 健康最適化套組 品號(#130206) <input type="checkbox"/> 體重管理套組 品號(#130306) <input type="checkbox"/> 媧顏護膚套組 品號(#130406) 菁英級直銷商人會套組：總價NT\$3,500 <input type="checkbox"/> 真實營養套組 品號(#133106) <input type="checkbox"/> 常保健康套組 品號(#130506) <input type="checkbox"/> 健康最適化套組 品號(#115206) <input type="checkbox"/> 體重管理套組 品號(#111906) <input type="checkbox"/> 媧顏護膚套組 品號(#123906) 直銷商註冊套組： 總價NT\$1,350 可自選任何一項其直銷商價NT\$2,500以下的美商寰泰產品
6	After processing the application form, how long does it take to receive products ?	Within 2 to 3 working days.	請問繳交了相關申請書之後，要多久才可以拿到產品?	確認資料齊全後，2-3個工作天內可以拿到所訂購的產品。
7	How do I pay for the product purchase?	Credit card (Visa / MasterCard) or wire to Taiwan office bank account.	請問購買產品後，我應該如何付款?	可使用信用卡(僅接受Visa/Master)扣款或者匯款至台灣分公司帳號。
8	If I don't have a credit card, how can I place an Automatic order?	The company only accepts credit cards as the sole payment method for automatic order.	如果我沒有信用卡，請問我要如何訂購自動訂單?	台灣分公司僅能接受信用卡訂購自動訂單。
9	Can I enroll online?	No, you need to print it out and mail or fax back along with bank account information and personal information agreement to Taiwan office. The printed application is a valid form.	請問我可以網路加入嗎?	目前未開放網路加入。您需將表格印出並連同銀行帳戶資料及個人資料提供同意書郵寄或傳真至台灣分公司。
10	If I want to refund or exchange products, what should I do?	You need to return the product to Taiwan office on your own expenses.	如果我想要退貨或換貨，請問我該怎麼處理?	您必須將所要退/換的產品寄回台灣分公司，而寄回的郵遞費用將由個人自行負擔。
11	Do I have any discount if I place an Automatic order?	Yes, your Automatic Order will be discounted by 10% off. But if you ask CS to help change items of the order, you can only have 5% discount.	如果我訂購自動訂單，請問是否有折扣?	您的自動訂單將會享有10%折扣，但若請客服人員代為修改品項，僅享5%折扣。
12	Does it have any limitation for the amount of product return?	According to the Policies and Procedures, Associate product returns can't exceed NT\$30,000.	請問退貨是否有金額限制?	根據直銷商政策與程序規範，退貨總額總計不得超過新台幣\$30,000。

13		Will there be a HK office or training center established?	Mannatech HK's operation will be managed by our Taiwan office. Taiwan office will be in charge of customer service, associate application, product delivery, and commission pay. Future office location has not been determined.	香港會設立辦公室或訓練教室嗎?	美商寰泰香港的營運目前將為由台灣分公司管理。美商寰泰台灣分公司會負責處理有關客戶服務、直銷商加入申請、產品運送以及獎金發放等相關事宜。未來是否會設立辦公室，則尚在評估中。
14	Customer Service	Is there a plan to issue special flyers or brochures for HK opening? (any chance in foreign language?)	Yes, the flyer was released on November 17th, and the news was announced at Korea National Convention. We anticipate each country to translate to local languages.	請問是否會設計特別針對香港市場開放的宣傳文宣?(是否會有不同語言的版本?)	宣傳文宣於11月17日開始發放，並已於韓國年會中宣布這項消息。我們會請其他國家分公司將文宣翻譯成當地的語言。
15		What is the return policy? (including cases of dissatisfaction and product defect)	The Customer Satisfaction Guarantee is for 120 days. We accept reasons for return but you have to send them back to Taiwan office on your own expense.	請問退貨的政策為何?(是否包含不滿意/以及產品本身問題?)	客戶滿意保證為120天。如果您想要退貨，我們接受任何退貨理由，唯您須將產品寄回台灣，而寄回的郵遞費用將由個人自行負擔。
16		From where will the products be shipped to HK?	The products will be shipped from Taiwan by EMS Express.	請問訂購的產品會從哪裡寄送到香港?	您所訂購的產品將會由中華郵政的國際快捷寄送至香港。
17		How much is the shipping charge if the products are shipped from Taiwan to HK?	NT\$330 as a flat shipping fee for packs and products.	請問由台灣寄送至香港的運費為何?	每一次寄送套組或產品的運費為新台幣\$330。
18	Logistics	When is the HK market opening day?	HK market will open on December 8th, 2012 for shipments from Taiwan but there is no office in HK.	香港市場何時開始開放?	美商寰泰香港於12月8日開放產品由台灣直接運送。但目前並不會在香港設立辦公室。
19		Can products be shipped to Mainland China?	No. We don't ship product to China as we are not officially open.	請問可以將產品寄送至中國大陸嗎?	我們無法寄送產品至大陸，因為我們目前並沒有開放大陸市場。
20		Are all products in HK imported from the US?	Our products are manufactured in US. Some products are from South Korea and Switzerland and are shipped from Taiwan.	請問寄送到香港的產品是否全部都是由美國出口?	我們的產品大部分是由美國製造，有部分產品為韓國及瑞士製造。所有產品會經由台灣寄送至香港。
21	Operation	What are the Mannatech Taiwan office hours and contact information?	Customer Service: Monday to Friday: 10:00 am – 7:00 pm Saturday: 10:00 am – 2:00 pm Address: Mannatech Corporation, Taiwan Branch Unit B, 10F, No.333, Sec. 2, Dunhua S. Rd., 106, Taipei, Taiwan Customer Service Number: Tel: +886 2 8176 1234 Fax: +886 2 8176 1298 HK Tel: +852 3678-9836 HK Fax: +852 5808-3220 Email : TWcustomerservice@mannatech.com.tw	請問台灣分公司的營業時間以及聯絡資料等相關資訊為何?	客服部門： 週一至週五：上午10:00- 晚上07:00 週六：上午10:00- 下午02:00 地址： 106台北市敦化南路2段333號10樓B座 客服電話： Tel: +886 2 8176 1234 Fax: +886 2 8176 1298 香港Tel: +852 3678-9836 香港Fax:+852 5808-3220 Email : TWcustomerservice@mannatech.com.tw

22		I need some sales tools and marketing materials, where can I get them? How long does it take?	You can download the MPM (Marketing promotional material) from the Company official website (www.mannatech.com) for free, or you can place an order of MPM through customer service in Taiwan. The delivering charge is NT\$330.	我需要一些業務推廣的工具以及行銷文宣資訊，我可以從哪裡獲得相關資訊？需要費時多久？	您可以從我們公司的網站上(www.mannatech.com)免費下載所需的行銷相關資料，或您可以向台灣分公司的客服人員訂購紙本的行銷資料。寄送運費為新台幣\$330，可與產品合併郵寄。
23		I take the product but I have some questions, whom can I consult?	You can make a call to Taiwan Customer Service.	我有在使用產品，但我有產品上的相關問題，請問我可以向誰諮詢？	您可以撥打客服專線與台灣分公司的客服人員聯繫。
24		How can I join in the company-sponsored events in Taiwan?	We automatically send to the associates of all local events via email, also you may contact your sponsor or download from the Resource Library. If needed it by fax, our customer service department will provide the information.	請問我如何參加由公司舉辦的活動？	我們會主動以電子郵件寄送台灣舉辦的相關活動資訊給我們的直銷商。另外您也可以聯繫您的上線或者利用公司網站的資源--圖書館中取得。如果您想收到傳真資訊，客服人員亦會協助提供。
25		Can I download the materials on the company official website?	Go to www.Mannatech.com and click Taiwan flag. You need to log in with your account number and password. Find "Resource" and "Resource Library". You may find many resources that you are seeking.	請問我可以從公司網站上下載我要的相關資訊嗎？	請上www.mannatech.com 網站，並點選台灣旗幟。您將需要先登入帳號，之後您可以在"資源"中的"圖書館"裡找到您所需要的相關資訊。
26	Marketing	How many different kinds of products are available in Taiwan? Do these products meet the standard of HK FDA?	21 SKU are available in Taiwan market. Our products all meet the standard of Taiwan FDA.	請問台灣分公司有提供幾種產品？這些產品有符合食品及藥物管理局的檢驗標準嗎？	台灣分公司目前有提供21種產品。所有的產品都有符合台灣行政院衛生署食品藥物管理局的檢驗標準。
27		Are the products and marketing materials listed in HK Dollar or New Taiwan Dollar?	Products are priced in New Taiwan Dollars (NT\$).	請問產品以及文宣的標示價格是以港幣或新台幣計價？	所有的產品以及文宣皆以新台幣(NT\$)計算。
28		Do the product prices include taxes?	Yes, the taxes are included.	請問產品價格是否已經含稅？	所有的稅金已內含。
29		Can an associate create a Mannatech specific Website to promote the Mannatech in HK ?	Yes. Associates need to follow the Policies and Procedures to create their own website. The content must be reviewed by the company prior to being publicized.	請問直銷商是否可以自己建構一個美商寰泰專屬個人網頁以利拓展香港市場？	可以。但直銷商必須遵守"直銷商權益須知及入門指南"中的政策與程序相關規定來建構專屬的個人網頁。但建構完成之後需要經由公司審核之後方可正式公布。
30		Can an associate advertise in a newspaper in HK?	The contents must be reviewed by Taiwan office in advance. Company Logo can not be used. For associate, Mannatech Independent Associate logo can be used. For detail information, please refer to Policies and Procedures.	請問直銷商是否可以在香港的報紙上刊登美商寰泰相關廣告？	可以。但廣告的內容事先需經由台灣分公司審核。不可使用公司的logo，但可以使用獨立直銷商的logo。詳情可參閱直銷商權益須知及入門指南"中的政策與程序相關規定。
31		Can an associate create marketing materials for building a Mannatech business in HK?	The contents must be reviewed by Taiwan office in advance. Company Logo can not be used. For associate, Mannatech Independent Associate logo can be used. For detail information, please refer to Policies and Procedures.	請問直銷商可以自行製作行銷文宣，以利建構香港市場嗎？	可以，但文宣的內容事先需經由台灣分公司審核。不可使用公司的logo，但可以使用獨立直銷商的logo。詳情可參閱直銷商權益須知及入門指南"中的政策與程序相關規定。

32	Marketing	Where can I find Mannatech prospecting tools for HK?	Prospecting materials can be purchased in person at Taipei storefront. You can also purchase MPM online. You have to be a member. Log in with your account number and password to www.mannatech.com. Then, click MPMs section for shopping.	請問我在何處可以找到有關香港的推廣輔銷工具?	輔銷工具可以在台灣分公司的櫃檯購買。您也可以至公司網站(www.mannatech.com)選購。首先您必須要是美商寰泰的會員並登入帳號，再點選輔銷品購買。
33		When and where can we find information of compensation plan for HK?	The Compensation Plan can be downloaded from Resource Library. This booklet is included in the New Associates' Starter Kit.	請問在哪裡可以找到針對香港的獎金制度?	獎金制度可以在美商寰泰的官方網頁(www.mannatech.com)的資源中的圖書館下載。本手冊在入會時會連同套組資料一併提供給您。
34		Are there any differences in Compensation plan?	Compensation plan is the same as Taiwan.	請問我們的獎金制度是否與台灣的制度不同?	香港獎金制度與台灣的獎金制度相同。
35	Sales	I would like to sign up ,however, I have no sponsor or anyone in Hong Kong. Could you refer me to someone?	The person can contact Taiwan office. We will allocate the new associates to the qualified and selected Presidential Directors and Leaders in Taiwan.	我有興趣想要加入美商寰泰，但因為我都沒有認識任何聯繫窗口，請問您可以推薦適合人選給我嗎?	您可以直接聯繫台灣分公司。我們會分派給您我們嚴選合格的總裁總監成為您的上線介紹人。
36		Can an associate from another country purchase products and deliver to HK with his/her account number?	Yes. The associates can place a normal order through Taiwan office. The handling and delivering charge is NT\$330. The purchase volume belongs to the associate account.	請問他國的直銷商可以用其他國的帳號在香港訂貨並且寄送至香港嗎?	可以。直銷商可以透過台灣分公司設定一次性訂單並指定寄貨至香港，唯需負擔NT\$330運費。產品積分仍然計至直銷商本人帳號。
37	Finance	How will I receive my commission payments?	All commission payment for HK market will be electronically deposited into a bank account. New associates will need to provide Taiwan office with the accurate banking information upon	請問我如何拿到我的獎金?	您的獎金會經由電匯的方式直接匯入您所提供的銀行帳號。新加入的直銷商需在加入時提供您的銀行帳號給台灣分公司。
38		Is Commission pay date the same as in Taiwan?	Yes. Product commission will be paid on the first Wednesday after BP end. Pack commission will be paid on the third Wednesday after BP end.	獎金發放日期是否和台灣相同?	與台灣相同。營業期結束後第一個禮拜三發放產品獎金，第三個禮拜三發放上一個營業期的套組獎金。
39		Is it required to have HK bank account?	Yes. You can only provide HK bank account. We pay commission to the HK bank account. The name of the bank account should be the same as the applicant.	請問是否一定要提供香港的銀行帳戶?	是的，您僅可提供香港的銀行帳戶資料。我們的獎金直接匯入香港帳戶。帳戶持有人需為直銷商本人。
40		What exchange rate do you apply for commission earn?	Mannatech Taiwan will process payment in local Hong Kong currency and will direct deposit to your bank account Mannatech Taiwan will base the exchange based on corporate constant rate.	請問獎金的匯率如何計算?	美商寰泰台灣分公司會將您的獎金直接匯款到您所提供的香港帳戶。至於匯率，會依據總公司所公告之固定匯率計算。
41		Could we use the exchange rate one day before the commission pay day instead of constant rate?	The constant rate will be the average exchange rate of the month of the commission run.	請問我們可以用發放獎金前一天的匯率來取代固定匯率計算嗎?	我們會使用當月的平均匯率當作固定匯率。
42		Is there a minimum amount for commission pay?	Commission will not be paid until minimum threshold NT\$3,000 is reached.	請問獎金是否有最小金額限制?	獎金至少要達到台幣NT\$3000才會進行匯款。未足NT\$3000者，會累計至下次達到NT\$3,000時再一併匯出。

43	Finance	Can I register as a corporate entity? If so, what is the legal documents required for commission earn?	Yes. We do not have the paperwork required for company set-up during this phase. The company only needs to provide us CR number. We will need to collect the necessary Business forms when we officially open the market. As for the commission earn, we need you to provide us the receipt before we pay the commission.	請問我可以以公司名義加入美商寰泰?如果可以,當我領到獎金時,需要提供何種法定資料給台灣分公司?	可以。目前公司行號僅需要提供CR號碼,不需要提供其他書面資料。當我們正式開放香港市場的時候,我們會需要收齊所有的相關書面資料。至於獎金部分,我們需要您先開立收據並寄回公司,之後才發放獎金。
44	Associate Transfer	Can an associate transfer his or her position from another country to HK?	No, HK is not officially open. We are just allowing shipments to ship to a HK address.	請問直銷商可以將其原本他國的直接權轉到香港嗎?	因為香港市場並非正式開放,所以現階段我們僅能將產品從台灣寄送香港,不開放其他的移轉作業。
45	Others	In phase one, ID is not needed to enroll. However, once we officially establish Mannatech HK branch, do all HK associates need to transfer back to HK branch (not under Taiwan anymore)? Do they need to submit their IDs at that time? We need to confirm this because if they are foreigners (mostly from China or other countries), once they need to submit their IDs, they will not be able to continue doing their Mannatech business.	We don't collect ID when HK residents enroll as our associates in phase one, but they do need to provide us their accurate ID number. When we officially open HK branch, we need to collect their their ID.	第一階段是不用任何身份證,但如果爾後香港分公司成立了,是否香港直銷商都要轉回香港(營運不再由台灣管理),到時候是否就需要身份證呢?這點要先確認,因為考量到如是大陸人或外國人如轉回去香港需要證件,他們就無法繼續經營事業	目前在第一階段香港居民註冊成為直銷商並不需要繳交身分證,但必須要提供正確的身分證號資料。當香港市場正式開放之後,我們仍然需要他們提供我們正式的身分證資料。
46		Can an individual join as "member application"?	Yes. The rules are the same as Taiwan.	請問可以用"會員"身分加入美商寰泰嗎?	可以,相關規定與台灣相同。
47		Are we legally registered to do business in HK?	HK is a cross the boarder market opening thus, we are not registered however, conducting business under Taiwan operation we are not illegally conducting business.	請問我們有在香港合法註冊嗎?	香港目前是跨界的市場運作方式,因此我們尚未正式的註冊。然而,透過台灣分公司管理香港市場的方式屬合法經營。
48	Others	Can foreign people be enrolled as an associate or member in HK? If yes, what is the qualification and required documents?	Anyone who is currently residing in HK can join as associate or member.	請問外國人可以在香港加入成為會員或直銷商嗎?如果可以,有什麼資格限制嗎?需要附上何種文件?	任何目前居住在香港的居民,皆可以加入美商寰泰成為會員或直銷商。
49		Can people from Mainland China become an associate or member in HK?	No. Only Hong Kong residence.	請問中國大陸的人民可以在香港加入成為會員或直銷商嗎?	我們僅接受香港居民加入。
50		Is there any special reasons to start HK market without an office?	Our initial cross the boarder market opening will be our strategy to further build a fully operational center.	請問開放香港市場但卻不設立香港辦公室是否有特別原因?	目前以跨界經營方式是未來建立一個正式香港市場的策略。

51		Is there any opening ceremonies planned on the opening day or another day?	Company will consider a business opportunity program to be determined to host a meeting in HK. Further information is to be provided.	請問在香港市場開放當天或是否會擇日舉辦任何慶祝活動?	公司將會視情況決定是否將會舉辦慶祝活動。
52		Is there a plan of special promotion to celebrate HK opening? (locally or internationally)	The current promotion will apply the same as Taiwan (i.e. Global Incentive Program, Real Switch Challenge, and many more).	針對香港市場開放是否有任何特別的促銷活動?(當地的或者跨國的?)	目前的促銷活動與台灣相同。(如亞洲年會獎勵方案、Real Switch獎勵計畫)
53	Others	There is limitation to allow under 30kg, will we charge more NT\$330? Or it is fixed to be flat?	This is a flat shipping not limitation.	寄送產品至香港有30公斤限重的規定，若超過30公斤的話是否會收取超過新台幣NT\$330費用?或不論重量如何，一律收取新台幣NT\$330運費?	統一運費皆為新台幣330元。
54		Are there any limited number of Mannatech products to be purchased if shipped from Taiwan to HK?	No limit.	請問由台灣寄送到香港的產品是否有數量的限制?	無數量的限制。