



1. What does this change mean?

Mannatech has been unique in the industry by operating on 13 four-week Business Periods rather than 12 months. Beginning July 1, Mannatech will operate on a monthly basis for all business activity.

2. Will these new "business cycles" be referred to as "Business Periods" or as "months"?

For the remainder of 2017, both "Business Periods" and "months" will be used while people get used to the change. In 2018, we will phase out "Business Period" and only use "month."

3. When will the change take place?

The change from 13 Business Periods to 12 months will begin on July 1, 2017.

4. Why is the change taking place at this time?

Since the end of a Business Period and the end of a month (June) coincide, we are able to close out the Business Period system and switch to the new monthly system with minimal adjustments.

It is also the same time as the implementation of the new Mannatech Compensation Plan.

5. How will this impact the way Associates are paid their commissions?

As of the beginning of Business Period 8 (July), payments to Associates will be issued once per month, rather than twice per Business Period. Both the product check and the pack check for Business Period 7 will be paid on or around July 15, 2017.

6. How will this impact the Auto Order shipments for Associates?

Existing Auto Orders from Business Period 7 will transfer into July 2017 and will establish the future shipping date. For example, if an AO is scheduled to generate on July 18, it will continue to ship on the 18th of each month unless the Associate changes the Auto Order date.

7. How will this impact the Auto Order shipments for Members?

There will be no change in the way Member/Preferred Customer Auto Orders are handled for shipment, as Members have always been on the monthly cycle. Example: If a Member/Preferred Customer had their Auto Order ship on the 15th of the month, it will continue to ship on the 15th until such a time as the Member/Preferred Customer were to make a change to the Auto Order date.

8. Since months are of varying lengths, how will this impact the issuing of Auto Orders at the end of a month?

Mannatech reserves the right to issue Auto Orders as early as the 26th of the month to accommodate when an Auto Order falls on a month with fewer days. For example, an Auto Order created on January 31 would be shipped early to accommodate February only having 28 (or 29) days. This will also ensure timely fulfillment and delivery of orders due to the increase in volume at the end of the month.

9. What if my Auto Order falls on a weekend or holiday?

We would issue that order on the Friday before the weekend or the day before the holiday.