

*Our Commitment and Our Passion: " We are in our 26<sup>th</sup> year of providing world-class support to motivated entrepreneurs in changing lives with USANA, the #1 ranked direct sales company for sixteen straight years, which offers the highest rated nutritional supplements in the world." – Pete and Dora Zdanis*

## **Our Mutual USANA Commitments and Responsibilities**

Anyone who is committed to build a successful USANA business can do so on a part-time or full-time basis, regardless of their education, background or geographic location. All that is required is that the Associate follow tried and proven business building techniques which have been developed by, and used by, thousands of successful USANA Associates over the years.

As stated at the top of this document, we are committed to USANA and to the personal success of ALL of our USANA team members, whether or not they were personally sponsored by us.

To help insure your personal success in USANA, it is important that we have an understanding of, and agreement on, the support that we will be providing to you in building your USANA business, as well as the responsibility and accountability that you are expected to accept as a USANA Associate on our team:

### **Our Commitments to You**

- We will be available whenever necessary to address any questions or concerns that you may have about your USANA business. You may contact us by e-mail at [petezdanis@gmail.com](mailto:petezdanis@gmail.com) , or by voice/text at Pete's mobile phone – **610.316.8637**. You are welcome and encouraged to contact us at any time. Every attempt will be made to respond to you as soon as possible.
- We will provide you, and all of your team members, with our complete USANA online training package which supplements the information contained in the USANA Business Development System (BDS). This information is updated from time to time, so you should check for updates periodically to make sure that you have the most current information.
- We will assist you in developing and enhancing your USANA Personal Web Site, if you so desire.
- We will assist you in developing your detailed USANA business plan, if you want us to. The plan can accommodate warm market, cold market, internet marketing, one-on-one presentations, group presentations, classified advertising, or any combination of the above. A step-by-step business plan will be critical to your success.
- We will conduct three-way calls with you and your qualified prospects to assist you in sponsoring your prospects. Please provide us with at least 24 hour notice whenever possible in scheduling three-way calls so that we can be sure to be available for you. You can learn more about three-way calls at this link: <http://zdanisusanapowerteam.blogspot.com/2013/09/using-three-way-calls-to-build-your.html>
- We will send "Tag E-Mails" to your qualified prospects on your behalf to assist you in your sponsoring efforts, provided that you send us your prospects' complete name and valid e-mail address. You can learn more about Tag E-Mails at this link: <http://www.petezdanis.com/doc/TagTeamEmail.pdf>
- We will make every effort to be available to you by phone for any training, coaching or counseling needed.

## Your Expected Responsibilities

- You are expected to complete all items on the **Zdanis USANA Team Fast Start Checklist**, which can be found here: <http://www.petezdanis.com/doc/usanachecklist.pdf>
- You are expected to review and be familiar with the USANA Policies and Procedures and insure that you conduct your USANA business legally, ethically and correctly.
- You are expected to contact us as soon as possible if you have any questions or concerns about any aspect of your USANA business.
- You are expected to insure that your Business Center(s) is/are kept qualified each and every four week rolling period either by participation in the USANA Auto Order program or by placing orders of sufficient Personal Sales Volume (PSV) amounts on a timely basis.
- You are expected to keep USANA, and us, informed of your current contact information, such as phone numbers, e-mail addresses and mailing addresses.

The above is not intended to be an all-inclusive listing of our commitments and your responsibilities. However, we feel it is important that each of us has a basic understanding of how we will work together for our mutual success.

In summary, we will do everything and anything necessary within reason to help you build a successful USANA business. As your USANA Sponsor, we are responsible for providing you with the necessary support to help insure your success.

However, you are ultimately responsible and accountable for your USANA business, and the effort you put into your USANA business will determine your success.

Finally, no business relationship can be successful without effective, healthy communication. We will not pester you, or follow-up with you on every minor item – you must take responsibility for your own business details. However, if we do not hear from you, we can only assume that you do not need or want our support, and/or you have no interest in building a USANA business.

Remember, **we can't help you if we don't hear from you.**

Welcome to USANA! We look forward to working with you in USANA for many years to come!



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