



GoProspect FAQ

Q: WHAT IS GOPROSPECT?

A: GoProspect is Nerium's new tool to keep Brand Partners connected to their prospects. This robust application makes it easy to build your contact list and to communicate with those contacts over email, text and social media. GoProspect comes with Nerium videos, images and presentations that are easy to share with prospects and can be downloaded so they will be available if you're not connected to the Internet. You can customize emails to be automatically sent, and build to-do lists reminding you of follow up steps to help you build your business.

Q: WHERE CAN I FIND GOPROSPECT?

A: GoProspect can be found in the web portal and as a mobile application. The link to the web portal will be added to your Online Business Center, under the Resources menu. The GoProspect mobile app can be downloaded from the Apple App Store or Google Play Store and searching "Nerium GoProspect."

Q: WILL CHANGES I MAKE IN THE MOBILE APPLICATION BE REFLECTED IN THE WEB PORTAL AND VICE VERSA?

A: Yes. GoProspect seamlessly syncs between the mobile app and the web portal, so all activity will be recorded in both versions.

Q: WHEN WILL GOPROSPECT BE AVAILABLE AND WILL IT BE AVAILABLE IN ALL COUNTRIES?

A: GoProspect goes live in August in all countries where Nerium operates.

Q: WILL GOPROSPECT REPLACE TOOLS THAT I HAD PREVIOUSLY?

A: Yes. GoProspect will replace GoBuild, GoSocial and the Nerium Communications Center (NCC).

Q: SHOULD I USE GOPROSPECT TO COMMUNICATE TO MY DOWNLINE?

A: No. GoProspect is designed for you to communicate with your prospects and your customers. Please use the Team Communicator function in the Report Center to communicate to Brand Partners in your downline.

Q: DO I USE THE SAME LOGIN FOR GOPROSPECT AS I DO IN MY ONLINE BUSINESS CENTER?

A: Yes, your login is the same.

Q: ARE THERE NEW FEATURES IN GOPROSPECT?

A: Yes! Syncing your contacts on the GoProspect mobile app is quick and easy, and allows you to categorize as hot or cold prospects. You can also easily send out videos or messages using social media apps already on your phone. Training tips are built right into the tool, helping you learn how to make the most of the tool to build your Nerium business.

Q: HAS ANYTHING CHANGED IN RELATION TO EMAIL CAMPAIGNS?

A: Any email campaigns you are currently running in NCC will not carry over to the new system. GoProspect will have its own, customizable email campaigns available to you.

Q: WHEN I SEND AN EMAIL TO A PROSPECT, WHAT IS THE EMAIL ADDRESS THE EMAIL WILL COME FROM?

A: Messages you send through the GoProspect tool come from "username"@sharenerium.net. If a prospect replies, the reply response will go to the email address associated with your Nerium account.

Q: WHAT INFORMATION FROM NCC, GOBUILD AND GOSOCIAL WILL BE TRANSFERRED INTO GOPROSPECT?

A: Contact information for your customers and prospects will be transferred over. Your notes and folders will also be imported into the new system.

Q: WHAT IF I ADD A CONTACT ON MY APP BUT AM NOT CONNECTED TO THE INTERNET?

A: Both the mobile app and web portal versions of GoProspect are synced throughout the day so the next time you are connected to the Internet you will see the contact.

Q: I ALREADY USE NERIUM'S GOSOCIAL TOOL. DO I NEED TO LINK MY SOCIAL MEDIA ACCOUNTS AGAIN?

A: Yes, when you initially set up your account in GoProspect, you will need to link the social media accounts you wish to connect with.

Q: DOES THE MOBILE APP INCLUDE THE ABILITY TO POST TO SOCIAL?

A: Yes, all major social networks can be synched to GoProspect so that you can share images, animated GIFs, videos, PDFs and presentations.

Q: WHAT LANGUAGES ARE AVAILABLE IN GOPROSPECT?

A: GoProspect will be available in English, Spanish, Japanese, Cantonese and Korean.

Q: HOW DO I PROSPECT CONTACTS IN JAPAN?

A: Prospects who reside in Japan must agree to a global consent (called an “Opt-In”) before any Brand Partner can send them any emails, texts or other communication. Both the web portal and the mobile app have a restriction built in that upon adding a prospect from Japan, the only thing that can be sent to that person is an “Opt-In” email or text message. The prospect must then consent to receive further communication from the Nerium Brand Partner.

Q: WHERE CAN I FIND INSTRUCTIONS ON HOW TO USE GOPROSPECT?

A: Training modules for Brand Partners, including videos and PDFs available within the system, can be accessed through either the web portal or the mobile application.