



New Member Portal Frequently Asked Questions

LOG IN

How do I log in to the new member portal?

You can login with the login credentials that you are currently using for Bonus Enquiry.

I can't log into my account. What should I do?

Your "Username" is your distributor number while your password is given together with your Nefful Distributor Card. If you still fail to log in, please approach our Customer Service team at +852 2833 5899 or write in to cs@nefful.com.hk for assistance.

I have forgotten my Login ID, what can I do?

You can seek assistance with our Customer Service team via: -

Email : cs@nefful.com.hk

Call-in : +852 2833 5899

Walk-in: 6th Floor, Energy Plaza, 92 Granville Road, East Tsim Sha Tsui, Kowloon, Hong Kong

I have forgotten my password. How do I reset it?

Click on the "Forget Password" at the login page, and enter your Username. Your password will be sent to the email address that was provided to the Company.

If you did not submit your email address previously, you are required to fill up and submit the Password Application Form to our Customer Service. A new password will be provided to you.

The form is available on the Company website, under the Members – Download tab or you may click [here](#) to retrieve the form.

How to change my password?

At the homepage, click on to "My Profile" and select "Change Password". Your new password should contain at least 8 characters, including 1 upper case, 1 lower case, 1 number and 1 special character. For example:-Abcd!234.

How do I change my language?

You can change the language from the drop-down list on the login page.

ACCOUNT/PROFILE

I am holding a joint account, why does the portal display only one name?

The portal will only show the name of the primary account holder. However, the particulars of the secondary account holder are registered in our system.

What do I do to change my account to a company?

The request is not applicable through member portal. You are required to submit your request to the Company personally. Please approach our Customer Service team at +852 2833 5899 for assistance.

Can I change my distributor ID?

Every distributor ID is unique and assigned by the Company. Distributors are unable to choose or change the ID.

How to add my picture?

You can go to “My Profile”, “Edit My Picture”, choose a file (jpg/png) and click “Upload Image”. The uploaded image should be square. The maximum size is 400px (W) by 400px (H). Any images that are larger will be constrained to fit within these ranges. The images will still appear but may appear distorted.

How to change my information online?

You can go to “My Profile” and “Edit My Profile”.

I want to change my single account to a joint account with my spouse, can I do it online?

You are unable to add spouse name into your account via online. Your spouse must also have a single account with the Company before both of you apply for a joint account. You are required to fill up and submit the Husband Wife Direct Sales Authority Combination Agreement Letter to the Company. You are advised to do this application in Nefful Hong Kong office as the process will only be completed after verification of documents are done. The new account will take effect from the following month after approval.

Can I terminate my account online?

You are unable to terminate your account online. You are required to submit your termination in writing to the Company.

How to change my registration status?

You are unable to change your account country online. You are required to complete and submit the Change in Registration Status Form to the Company.

What is the Artifacts section used for?

Artifacts section is for distributors to upload identification documents or any other required documents by the Company for verification purposes.

OVERVIEW

What does the information under “Recent Growth Statistics” mean?

The following table shows the definition of each item listed under “Recent Growth Statistics”.

Total Downline	Number of all downline Distributors
Front Line	Number of Distributors in first level
New in the last 3 days	Number of downline distributors enrolled in the last 3 days
Last 3 days Growth %	Growth percentage in the last 3 days
New in the last 30 days	Number of downline distributors enrolled in the last 30 days
Last 30 Days Growth %	Growth percentage in the last 30 days
Deepest Level	Last level of your organization (consists of all ranks)

How can I join a distributor without a sponsor?

You are not allowed to join as a distributor without a sponsor.
Please approach our Customer Service team at +852 2833 5899 for assistance.

Can the portal alert me during birthday month?

Yes, you will be alerted 1 week in prior to your birthday. If you have not redeemed for your birthday promotion, kindly do so within your birthday month.

Will I be able to see the list of all my downlines who is celebrating their birthday on the particular month?

You will not be able to check the birthday information of your downlines via member portal.

COMMISSIONS

How many months of commissions are reflected on the portal?

You will be able to see commissions earned for the last 6 months.
New member portal will reflect the commission earned from July 2020 onwards.

Can I check commission earned from other countries?

Yes, you can check the commission earned from other countries from "Commission". Select the countries that you wish to see via the currency drop-down list.

When can I get my commission payout?

Commission payout will be transferred to your designated bank account on the 10th of every month.

The commission reflected on the portal is not correct, what can I do?

If your commission reflect is not correct, kindly contact our Accounts team for further assistance.

Where can I download the commission statement from the portal?

Under the Commission tab, select the currency that you wish to view your statement, a print function is available in the page to print the commission statement.

VOLUME

What currency will my volume be showed in the report?

The volume is shown in Taiwan dollar by default.

Is the reflected volume on the member portal updated real-time?

The volume will be updated every day at 3am and 3pm (GMT+8).

I have just been promoted, however my pin title is not updated on the member portal, why is that so?

For newly promoted Manager/Area Manager, the pin title will be updated on the member portal on the next day.

For newly promoted Area Manager Plus/Area General Manager, the pin title will be updated on the 7th day of the following month.

ORGANIZATION

What does Summary show?

You will be able to see the 10 most recently enrolled distributors in your organization in this section.

What does Enroll New means?

You can enroll new distributors through this function.

What does Personally Sponsored Report mean?

You will be able to see the first level direct downlines under this section.

How do I enroll new distributor online?

You can enroll new distributor from “Enroll New” under “Organization” tab.

I have just enrolled as a new distributor; how can I change my sponsor?

You are required to submit your request to the Company personally. The request is not applicable through member portal. Please approach our Customer Service team at +852 2833 5899 for assistance. (Only Consultants are allowed to change sponsor)

ORDERS

When will my orders reflect on the portal?

The orders will be reflected on the portal once purchase has been completed.

What is the difference between “Shipped” and “Posted” in the order status?

When the order status indicated “Shipped”, it means your online order has be shipped out for delivery. If you have ordered via the regional offices, the order status will indicate as “Shipped” when the items are ready for collection or collected. If the order status showed “Posted”, it means that the order has been received and it is now being processed.

OTHERS

What kind of information or resources does the Revolution (Member Portal) provides?

The Revolution provides you a suite of services and experiences that allows you to do more from existing tasks, bringing your goal closer by managing, purchasing or even learning the most updated information via a new interface.

Do you provide training on navigation of the New Member Portal?

Yes, we do. Do check out our event calendar on the Company website regularly on the training schedules.

Still Have Questions? Please contact our Customer Service Team:-

Email : cs@nefful.com.hk

Call-in : +852 2833 5899

Fax : +852 2833 2858

Address: 6th Floor, Energy Plaza, 92 Granville Road, East Tsim Sha Tsui, Kowloon, Hong Kong