

# Converting Customers to Coaches

Converting Customers to coaches

1. there is a form in the coach online office they can fill out, but that takes time

2. I recommend, they log into their account and if they do not need a new order because they bought challenge pack and are already on HD , then they just click thru the pages and only pay the \$40 at the end.

THEN: they send email to coachrelations@teambeachbody.com stating they converted from customer to coach and would like \$40 refunded since they had already bought challenge pack as customer and they would like their current HD moved to their new coach account(takes like 5-7 days for refund)\*\*you do not get any more SC points because you got them when they bought CP as customer\*\*

3. If they didn't recently buy anything or aren't on HD. The process is the same as if they were a brand new coach joining your team. They log into their account (on page 1, make sure it stays you are their coach) then they choose their challenge pack and sign up as normal

Questions?