weightwatchers

Operations Manual

Service Provider responsibilities
and activities at Weight Watchers.

Effective November 24, 2013

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Section 1:
Overview

1.1 Chapter 1:
Introduction

The purpose of this guide is to provide you with a source of information when looking for answers to questions regarding Weight Watchers (WW) operational procedures—both those that relate to you as an employee, and those that relate to our Members. For example, you'll learn how to track the time you spend working for WW—both when you're in Meetings and when you're performing other work-related activities. You'll also use this guide as a reference for learning about Meeting Room policies and procedures, membership eligibility, Member processing specifics, and more.

This section will begin with a quick look at our company's history. We'll conclude with a description that details a bit more about what you can expect from this resource.

Acccessing Connections for Current Information
As always, remember to find the most up-to-date information and communications for SPs, you should log onto *Connections* **(http://connections.weightwatchers.com) through the WW Field Portal or using one of the browsers on the list below.** You will be automatically registered for access to *Connections* upon hire. Your username and password upon first entering *Connections* will be the same username and password that you use to log into a CHAMP computer.   • Field Portal   • Internet Explorer 7.0   • Internet Explorer 8.0   • Mozilla Firefox 3.6.x   • Apple Safari 4.0.x

Section 1, Table 1: Accessing Connections for Current Information

1.1.1 OUR ORGANIZATIONAL HISTORY AND BELIEFS

Founded in 1963 by Jean Nidetch, WW is the global leader in weight-management services. With over fifty (50) years of experience, the brand has established itself as one of the most recognized and trusted names among weight-conscious consumers. This success is credited largely to the dedication and passion of you—our Leaders and Receptionists known as Service Providers (SPs).

Our Leaders and Receptionists are successful WW Lifetime Members. In your role as a SP, you use your past experience and knowledge to help Members achieve similar goals. The ability to recruit talent from our Member base helps assure that our front-line employees have first-hand knowledge and experience with the Program. This model is the key to success for not only our Members—but, ultimately, our business.

Member success is one of our core values as an organization. We believe that if our Members succeed, then we, as a company, succeed as well. However, WW also has a deep commitment to other values, such as positive energy, innovation, talent, collaboration, candor, accountability and integrity. By demonstrating these values and core principles, we are able to maintain a clear vision of our future, and develop strategies to guide us further down the path of success.

1.1.2 HOW TO USE THIS DOCUMENT

The SP Operations Manual contains procedural information and details that will help you conduct your daily tasks and requirements while fulfilling the role of a Traditional Leader and/or Receptionist. The goal of this manual is to depict the many scenarios and situations that you may encounter on a daily basis (whether in the Meeting Room or while performing other tasks), and to give clear guidelines and procedures around those situations.

Should a situation arise that is not covered within the manual, or if you find yourself in need of further support, your Territory Manager (TM) should always be your first point of contact. In some cases, we may also refer you to *Connections*, our staff website, the SP Employee Handbook, Springboard or other learning resources for additional information or tools.

The WW business is dynamic and ever-changing, it requires constant refinement and adjustment to provide the best possible service to our Members—as an organization we are constantly striving to be better. Therefore, our operational practices, systems, and policies may be modified from time to time. For this reason, your state, district or territory (or some portion thereof) may sometimes be called upon to participate in a "pilot" or "test" of a new business idea or process. Pilots are critical to our operational success and they help us learn, on a smaller scale, how changes we are considering may impact our Members, our staff, and the business itself.

In this case, any operational change or shift dictated by the pilot supercedes the information contained in this manual. If you have any questions about a pilot that your area may be participating in, your TM should always be your first point of contact.

All official changes to this SP Operations Manual (SPOM) will be communicated and distributed by the Field Operations department. From time to time, updates may also be provided on Connections. It is important to note that while this manual is intended to cover all SPs within the United States, who are part of North America Company Owned operations (NACO), certain state and local laws may from time to time differ from, and therefore supercede, the procedures set forth in this SPOM. Due to differences in state and local laws, the nature and/or administration of these procedures may vary from state-to-state, or city-to-city.

Also, bear in mind that this manual is not intended to serve as a substitute for full training on our systems or operations. For full training on systems and processes like CHAMP, time-tracking, tallies, and more you should consult Springboard, our learning management system.

Section 2:
All About You and What You Need to Know About Working for WW

2.1 Chapter 1:
Everything You Need to Know About Tracking Your Time

2.1.1 OVERVIEW

In order for us to have a complete and accurate picture of the time you spend working for WW, it is important that you track all the time you work and submit such time in a timely manner – preferably on a daily basis. This chapter is dedicated to helping you learn how to accurately track and report all of the time you spend working for WW. You'll learn what to track, where to track it, and how to track it.

2.1.1.1 What Time Should You Be Tracking?

As a SP for WW, you will track all the time you spend working for WW including:

- The time you spend in your Meetings

- The time you spend preparing for your Meetings

- The time you spend in Drop-in Hours

- Non-Commuting work-related travel time and mileage

- The time you spend at the bank

- The time you spend communicating with Members

- The time you spend doing any Location Coordinator work (in support of both Traditional and AW Meetings)

- The time you spend in additional support roles (such as Leader Coach, Ambassador, or other roles)

- The time you spend tracking your time

- The time it takes you to find a substitute for your Meeting

- The time you spend communicating with your TM

By tracking and recording time this way, we are able to get a clearer picture of the time you spend working for WW—both inside and outside the Meeting Room. This gives us better insight into how you're working and it helps us see where we may need to make operational improvements. This method of tracking time also ensures that you remain focused on those tasks that drive Member success.

2.1.1.2 Where Should You Track Your Time?

Now that you understand what you're tracking, take a look at the chart on the next page that details where you should track your time.

A Tally should be submitted for all Meetings and Drop-in Hours worked. Every SP working during a Meeting or Drop-in Hours shift should be accounted for on the Tally.

All time spent on activities not conducted during a Meeting or Drop-in Hours shift should be recorded on a timesheet.

Track on Tally	Track on a Timesheet
All of the associated times and expenses for a particular Meeting or DIH are tracked on that Meeting's Tally. This includes your arrival and departure time. There is no assumed Meeting duration—you should record when you arrive at the location, and when you depart the location on the Tally. Information tracked on the Tally includes: • Meeting/Shift time in • Meeting/Shift time out • Meal breaks (if applicable) • Travel in between Meetings • Meeting-related expenses • Parking • Tolls	**All of those activities that are performed in support of Meetings (such as Meeting prep, or hourly assigned tasks such as Location Coordinator) should be recorded on a timesheet.** Activities that are tracked on the Timesheet include: • Meeting Prep • Trainings • At Work (AW) Support Roles • Assigned activities such as TMA, District Recruiter, Ambassador, Leader Coach • Staff meetings • Any other work related activities not covered on a Tally

Section 2, Table 1: Information Tracked on the Tally or Timesheet

2.1.1.3 How Should You Track Your Time?

In the section that follows you'll find out how to track your time for the hourly activities you perform for Weight Watchers.

Pay Codes for all Service Providers

ACTIVITY	ASSOCIATED TASKS	PAY CODE	PAY TIER
Tech Support	• On phone/online with Help Desk for portal, Springboard, or other issues (except CHAMP)	30	Tier 1
Training[1]	• Springboard Trainings • In-Person Trainings	32	Tier 1
Staff Meetings[2]	• One on one meeting with TM [outside of Meeting time] • Territory staff meetings • Territory Conference Calls	35	Tier 1
Meeting Set Up (as approved by Territory Manager)	• Arranging furniture in locations • Bringing materials out of storage	38	Tier 1

ACTIVITY	ASSOCIATED TASKS	PAY CODE	PAY TIER
Location Maintenance/ Cleaning	• When a Service Provider needs to perform location maintenance or cleaning while not on the Tally	39	Tier 1
Member Records/ Location Paperwork	• Moving CHAMP location to paper • Completing Meeting tallies or other paperwork if unable to do so during Meeting time • Overnighting a Tally (as required)	40	Tier 1
Meeting Prep [3]	• Territory e-Mails • Connections • Leader Connection • Receptionist Connection • Communication with At-Work Client Contacts • TM weekly messages/newsletters • Time spent locating a sub	79	Tier 1
Banking time	• Time spent at the bank or post office to deposit funds, write checks, or purchase money orders	89	Tier 1
Travel Time	• Non commuting travel time not recorded on a Tally	90	Tier 1
CHAMP Support [4]	• On phone/online working with Help Desk for CHAMP issues • Troubleshooting connectivity or other CHAMP issues	95	Tier 1
Member Communications (as directed by Territory Manager)	• Postcards • E-Mails • Letters	97	Tier 1
Time Tracking	• Timesheet entry • Time spent tracking time	127	Tier 1

Section 2, Table 2: Pay Codes for all Service Providers

Pay Codes for select Service Providers as designated by Territory or District Manager

ACTIVITY	PAY CODE	PAY TIER
Location Coordinator	41	Tier 2
Special Events/Member Marketing & Promotions [5]	42	Tier 2
Recruitment [6]	43	Tier 2
NACO Special Projects (activity code required) [7]	72	Tier 2
Mentoring	75	Tier 2
Banking Coordinator [8]	162	Tier 2
CAM Support	37	Tier 3
TM Support	44	Tier 3
At-Work Scheduler	121	Tier 3
At-Work Operations Specialist	125	Tier 3
District Recruiter [9]	163	Tier 3
Ambassador	47	Tier 4
Leader Coach	124	Tier 4
Focus Groups	126	Tier 4

Section 2, Table 3: Pay Codes for select Service Providers as designated by Territory or District Manager

Pay Codes to be used in select states based on company policy

ACTIVITY	PAY CODE	PAY TIER/RATE
Sick Pay	22	Varies by state where applicable
Reporting Time	96	Varies by state where applicable
Unpaid meal break	99	n/a

Section 2, Table 4: Pay Codes to be used in select states based on company policy

For eligible Leaders and Receptionists

ACTIVITY	PAY CODE	PAY TIER/RATE
DIH Missed Shift	118	Tier 2
Missed Meetings - Leader	53	Base rate
Missed Meetings - Receptionist	54	Base rate
Bereavement - Leader	138	Base rate
Bereavement- Receptionist	139	Base rate
Jury Duty-Leader	140	Base rate
Jury Duty- Receptionist	141	Base rate
Vacation Pay	122	Average daily rate for previous year

Section 2, Table 5: For eligible Leaders and Receptionists

2.1.1.4 Special Notes

Many Pay Codes have been consolidated and are no longer broken out by the Leader and Receptionist Role. Other Pay Codes have been added to reflect new roles and responsibilities. Please note the following changes:

1. All training for both Leaders and Receptionists is now Pay Code 32; Pay Code 33 no longer exists.

2. All staff meetings for both Leaders and Receptionists are now Pay Code 35; Pay Code 36 no longer exists.

3. Meeting Preparation is now Pay Code 79; Pay Code 80 no longer exists.

4. All work done in support of CHAMP is now Pay Code 95; Pay Codes 91, 92, 93, and 94 no longer exist.

5. All special events, marketing, and promotional activity done in support of the territory is now Pay Code 42; Pay Code 46 no longer exists.

6. Leaders and Receptionists who perform territory-level recruitment duties should use Pay Code 43.

7. Pay Code 72 is reserved for central team special projects currently committed to at various rates. This Pay Code is to be used at the direction of the central team only. This Pay Code requires an Activity Code which will be provided on a per project basis.

8. There is a new Pay Code and associated Role, Banking Coordinator. The Banking Coordinator should use Pay Code 162. This Pay Code is for use in select markets only. The banking coordinator role is only applicable in markets where there is a pilot in place.

9. There is a new Pay Code 163 for District Recruiter use only. Leaders and Receptionists who perform territory-level recruitment duties should use Pay Code 43.

Additional Note: Pay Code 74, formerly Rural Support, no longer exists. Use the appropriate code depending on the task you are performing. For example, 44 (TM Support); 124 (Leader Coach); or 75 (Mentoring). Please check with your Territory Manager if you need further Pay Code direction.

2.1.1.5 Explanation of Tiers

Tier 1: These are activities that are mostly self-directed and do not require additional training. These activities may be performed by any Leader or Receptionist in the course of preparing for Meetings or working for Weight Watchers. Examples include Meeting preparation, banking time, and travel time.

Tier 2: These are activities typically performed in support of the territory, or at the direction of a Territory Manager. They involve a skill-set or knowledge base that requires some additional training. Examples include performing Location Coordinator duties or working Drop in Hours.

Tier 3: These are activities typically performed in support of the district, or at the direction of a District Manager. They include the role of Territory Manager Assistant. These activities involve a specialized skill-set or knowledge base that is unique to that which is required to be a Leader or Receptionist. Roles falling under this tier include Territory Manager Assistant, District Recruiter, and other district support roles like At-Work Specialist.

Tier 4: These are highly specialized activities that Leaders and Receptionists perform at the direction of a Territory or District Manager, or a central team member. These activities require highly specialized training and onboarding and often involve representing Weight Watchers in a role model capacity. Examples are Ambassador and Leader Coach.

2.1.1.6 More Detailed Descriptions of Activities

The following activities are performed by all Service Providers in support of their Meetings. Detailed descriptions of these activities are found below.

Activity	Explanation	Where to Track	Pay Code	Pay Rate
Meeting Prep	Meeting preparation is the time you spend preparing for your upcoming weekly Meetings, such as: • Reading Staff News • Reading *Leader Connection* or *Receptionist Connection* • Reading Meeting Guides and preparing to deliver the topic of the week • Communicating with the following people or departments to talk about AW Meeting changes, series, renewals, missing information on a Tally, or banking issues: TM/TMA, CSC, Tally department, other WW departments • Communicating with TM, TMA, or other SPs in your territory for purposes of territory business by email or phone • Accessing and using message boards found on Connections • Looking for a substitute to fill in for you. Use the roster available on eScheduling to reach out to colleagues as needed.	Timesheet	79	Tier 1

Activity	Explanation	Where to Track	Pay Code	Pay Rate
Banking	Time you spend conducting activities related to banking for your Meeting(s) and Drop-in Hours. Including: • Making deposits or getting change • Purchasing money orders WW provides reimbursement for any expense related to: • Check fees* • Money order fees* (*These fees are reimbursed separately as banking expenses.)	Banking Time: Timesheet Banking Expenses: Tally or Timesheet	Banking Time: 89 Banking Expenses: 62	Tier 1
Member Communications	Time spent communicating with Members outside of Meetings and Drop-In Hours, including: • Postcards • Phone calls made from a WW location **Note:** This should only be tracked separately if it is not completed during Meetings or Drop-in Hours.	Timesheet	Member Communications: 97	Tier 1
Time Tracking	The time it takes you to track your time and to fill out your Timesheet.	Timesheet	Time Tracking: 127	Tier 1
Technical Support	From time to time, you may encounter difficulty with accessing an online system, such as the Field Portal, eScheduling, or Springboard. For these technological issues you may be required to seek assistance from the Helpdesk.	Timesheet	Technical Support: 30	Tier 1

Activity	Explanation	Where to Track	Pay Code	Pay Rate
CHAMP Support	Occasionally, you may need to contact the Help Desk to troubleshoot or solve a problem with CHAMP or to resolve connection problems with CHAMP Mobile.	Timesheet	CHAMP Support: 95	Tier 1
Special Events and Marketing Coordinator	Your TM may ask you to Project Manage a special event or marketing initiative. All time spent should be at the direction of the TM according to the guidelines set forth for the event. You should always track all time worked with time in and time out.	Timesheet	Special Events/ Marketing Coordinator: 42	Tier 2
Trainings and Staff Meetings	You may be required to attend staff meetings or trainings in person, via conference call, or on the web (Springboard). Each staff meeting or training entry on a timesheet will require the appropriate valid activity code. Activity codes are provided for all trainings and meetings.	Timesheet	Training: 32 Staff Meeting: 35	Tier 1
Corporate Special Projects	As assigned, you may participate in short-term projects on an as needed basis.	Timesheet	Corporate Special Project: 72	Tier 2

Activity	Explanation	Where to Track	Pay Code	Pay Rate
Meeting Set Up	As part of conducting a WW Meeting in a travel location, you are expected to arrive 45 minutes prior to the Meeting start time. This is 15 minutes before the weigh-in begins. In addition, you may stay up to 15 minutes after completion of all Meeting tasks (including the Orientation session) to secure all of the materials required in the set-up. These times should be included on the Tally. If it becomes necessary to arrive more than 45 minutes prior to the Meeting due to extenuating circumstances (such as needing to move materials from a different floor/part of the building or needing to set up tables and chairs), your TM must first approve this and then the additional time spent should be tracked on a timesheet. If you do not receive your TM's prior approval, you should not be arriving for your Meeting more than 45 minutes prior to your Meeting. Similarly, if you are required to remain at a location more than 15 minutes after the completion of the Meeting tasks, in order to break down the set-up, this additional time spent should also be recorded on a timesheet, separate from the Tally and this should also be pre-approved by the TM whenever possible. Remember this additional set-up/break-down time is only for the time spent at the Meeting site more than 45 minutes prior to the Meeting and more than 15 minutes after the Meeting and conclusion of all Meeting tasks. All SPs who assist in the set-up/break down of a Meeting Room should submit a timesheet for each Meeting requiring additional set up time.	Timesheet	Set up: 38	Tier 1

Section 2, Table 6: More Detailed Descriptions of Activities

Other Pay

Use the following guidelines when recording other types of pay.

Activity	Explanation	Where to Track	Pay Code	Pay Rate
Missed Meetings	Eligible SPs should record all Meetings and Drop-in Hours shifts missed due to holidays, bereavement, or jury duty. Record the eligible missed Meeting in the missed Meeting section of the Timesheet. Additionally, Missed Meeting pay can be submitted, and will be paid, in the event that a Service Provider is required to miss their regularly scheduled Meeting due to a staff meeting, training, or other team meeting. In addition to the hourly pay received for the Staff Meeting or training, the SP can submit, and will be compensated for, the Missed Meeting at their base rate. If the Service Provider has multiple options for when to attend the alternative meeting or training, but chooses to miss their regularly scheduled meeting to attend, he or she will not be eligible for Missed Meeting Pay. For complete Missed Meeting Pay policy, refer to the Employee Handbook.	Timesheet	Missed Meetings Holiday: Leader: 53; Receptionist: 54 Jury Duty: Leader: 140; Receptionist: 141 Bereavement: Leader: 138; Receptionist: 139	Base Rate
Missed Drop-in Hours	Record missed Drop-in Hours in the Hours Tracker section		Missed Drop-in Hours: 118 (all)	Tier 2
Sick Pay	Applicable in certain states; your TM will let you know if applicable to you.	Timesheet	Sick Pay: 22	Varies by State where applicable
Reporting Time	Applicable in certain states; your TM will let you know if applicable to you.	Timesheet	Reporting Time: 96	Varies by State where applicable

Activity	Explanation	Where to Track	Pay Code	Pay Rate
Vacation Pay	Eligible SPs should record vacation pay in increments of one unit (one day) on the Timesheet, on or after the day is taken.	Timesheet	Vacation Pay: 122	Average daily rate for previous year
Meeting-Related Expenses	For a complete policy regarding meeting-related business expenses such as postage, banking fees, and other miscellaneous expenses, please see section 2.4 of this manual.	Timesheet	Leader Banking Fees: 62 Postage: 13	Actual Expenses Reimbursed
Travel Related Expenses	For reimbursement of travel-related expenses, the following policies apply: • **Parking:** WW reimburses parking fees incurred performing any WW functions, including conducting a meeting, Drop-in Hours shift, assigned roles or associated tasks for WW. • **Tolls:** WW reimburses tolls incurred during all commuting and non-commuting travel time. • **Transit:** WW reimburses transit costs (bus, subway, etc.) incurred during non-commuting travel time (time between meetings or time spent on other WW activities). Transit costs incurred during your normal commute will not be reimbursed. • **Mileage:** WW reimburses miles driven for non-commuting travel at the current federal rate.	**Record on a Tally:** Meeting related parking fees, tolls associated with meeting travel, transit costs associated with a meeting, and non-commuting travel miles associated with a meeting **Record on a timesheet:** Parking fees, tolls, transit costs and non-commuting miles associated with activities.	Parking, Tolls, and Mass Transit: 61 Mileage Code: 60	Actual Expenses Reimbursed

Section 2, Table 7: Guidelines for Reporting Other Types of Pay

2.1.1.7 What Zone Do You Work In?

Pay Zones: New Methodology. Below is a chart that will enable you to see which Pay Zone you work in (note that 80% of all locations fall into Pay Zone 1). Pay Zones are determined by the location where the work is performed, not where you live. Note: This chart reflects Pay Zones as of 11/24; always refer to the Compensation Guide on *Connections* for the most recent Pay Zone information.

STATE	COUNTY	CITY	PAY ZONE	NOTES
ALL STATES, COUNTIES AND CITIES unless listed below			1	
California			2	California is Pay Zone 2 except for the Counties listed below in Pay Zone 3
Connecticut			2	
District Of Columbia			2	
Illinois			2	
Massachusetts			2	
Nevada			2	
New Jersey	Bergen		2	New Jersey is Pay Zone 1 except for the Counties shown
	Essex		2	
	Hudson		2	
	Morris		2	
	Passaic		2	
	Sussex		2	
	Union		2	
New Mexico		Albuquerque	2	New Mexico is Pay Zone 1 except for the City shown here and below in Pay Zone 3
New York	Nassau		2	New York State is Pay Zone 1 except for the Counties shown here and below in Pay Zone 3
	Putnam		2	
	Rockland		2	
	Suffolk		2	
	Westchester		2	
Oregon			2	
Vermont			2	
Washington			2	
California	San Francisco		3	California is Pay Zone 2 except for the Counties shown here and above in Pay Zone 2
	San Mateo		3	
	Santa Clara		3	
New Mexico		Santa Fe	3	New Mexico is Pay Zone 1 except for the City shown here and above in Pay Zone 2
New York	Bronx		3	New York is Pay Zone 1 except for the Counties shown here and above in Pay Zone 2. New York City (all five boroughs) is Pay Zone 3.
	Kings		3	
	New York		3	
	Queens		3	
	Richmond		3	

Section 2, Table 8: Pay Zones: New Methodology

2.1.1.8 Expense Notes

Please note that you should not be incurring travel time or mileage for post-office related activities associated with mailing in tallies or timesheets (except at the direction of your TM). Such materials should be mailed from any mailbox, including your home mailbox. If you have to go to the post office for a specific reason, or at your manager's direction, you will be reimbursed.

However, if the visit to the post office is associated with obtaining a money order, the travel time and mileage will be reimbursed.

2.1.2 TRACKING YOUR TIME USING E-SCHEDULING

For instruction basics on entering timesheets, refer to the Quick Reference Guide on Timesheets.

2.1.2.1 Submitting a Paper Timesheet

To submit a paper timesheet, fill in all required fields for the type of entry you are recording. A list of Pay Codes can be found on the back of the top copy of the timesheet. Submit your timesheet according to your TM's instructions.

For complete instructions on utilizing eScheduling to submit timesheets, reference the eScheduling User Guide on Connections.

2.2 Chapter 2:

Understanding Your Travel Time and Mileage

2.2.1 INTRODUCTION

This section will clarify what you need to know about recording travel time and mileage while working for WW.

First, keep in mind that there are two different types of travel:

1. **Commuting**

   - The travel to the first/only meeting or Drop-in Hours shift of the day and home from the last/only meeting or Drop-in Hours shift of the day.

   - *Time is not tracked and mileage is not recorded.*

2. **Non-Commuting**

   - The travel between meetings, meeting-related activities, and other work related activities.

   - The travel to and from other work-related activities.

   - *Time is tracked and mileage is recorded.*

What you need to know:

- You are responsible for tracking time and mileage between meetings and to and from meeting related and work-related activities (non-commuting travel).

- All non-commuting travel time will be paid at an hourly rate.

- All non-commuting mileage will be reimbursed.

Indirect Travel

You are also compensated for travel time and reimbursed for mileage between two work locations, even if you do not travel directly between them and are therefore unable to track that time and mileage. This is known as Indirect Travel.

2.2.2 DETAILS ON TRACKING YOUR TRAVEL TIME AND MILEAGE

You will track travel time and mileage when you drive directly to a Meeting or Drop-in Hours Shift when coming from another Meeting or Drop-in Hours Shift.

You will also track door-to-door time and mileage to and from a Staff Meeting or Ambassador appearance or other non-regularly scheduled work, including substituting in a meeting.

Please note that if you record mileage you should also be recording accompanying travel time. Mass transit users may, however, have instances of travel time without mileage.

Some travel and mileage is tracked on a Tally and some on a timesheet. Use the following table as a guide.

Tally	Timesheet
• Mileage from previous meeting • Travel time from previous meeting	Travel and mileage related to: • Location Coordinator • Ambassador • District Recruiter • Leader Coach • Trainings • Staff Meetings • Substituting • Banking

Section 2, Table 9: Guidelines for Tracking Travel and Mileage

2.2.2.1 Travel Time and Mileage Scenarios

The scenarios depicted below detail some common travel scenarios and how you should track them. If you encounter a scenario that is not depicted here, you should talk to your TM for guidance.

If You Travel...	Then You Track:
To only one regularly scheduled meeting or Drop-in Hours in a day, with no other Weight Watchers activities.	**Nothing. No travel or mileage is recorded on this meeting's Tally or on a timesheet. This is your normal commute.**
To more than one meeting per day in the same location. You travel from your home to Location A, then back home, to lunch, or on personal errands—all non-Weight Watchers related activities—and later in the day travel back to Location A for another meeting. After that, you choose to go home.	**Nothing. No travel or mileage is recorded on either meeting's Tally or on a timesheet. This is still a normal commute.**
Directly between meetings in different locations. You travel from your first meeting at Location A to your next meeting at Location B.	**On the Location B Tally:** • travel start time from Location A • travel end time at Location B • total miles travelled
Directly between meetings and other Weight Watchers activities in different locations. You travel from home to a Weight Watchers location (Location A) to pick up supplies for your At Work meeting. You travel from that location to your AW meeting, then on to two additional meetings in two different locations (Locations B and C).	**On the At Work Tally:** • travel start time from Location A • travel end time at AW Location • total miles travelled **On the Location B Tally:** • travel start time from AW Location • travel end time at Location B • total miles travelled **On the Location C Tally:** • travel start time from Location B • travel end time at Location C • total miles travelled

If You Travel...	Then You Track:
To different locations on the same day but don't travel between them directly. You travel from your home to Location A, then back home, and later in the day travel to Location B while running errands in between.	**Nothing. While the time it would have taken to travel from Location A to Location B, as well as the distance between the two locations in miles is compensable, because you did not travel directly you cannot record it. The time and mileage between the two locations will be tracked and recorded for you.**
Between meetings and other Weight Watchers work-related activities in different locations with other non-Weight Watchers-related activities in between. You travel from home to Location A to work as a Leader Coach. From there, you travel to Location B to conduct a meeting. Then, you have a few hours off, so you run some personal errands. You end your day with a trip to Location C to work Drop-in Hours before heading home.	**On the Location B Tally:** • travel start time from Location A • travel end time at Location B • total miles travelled The trip from Location B to Location C cannot be tracked, because you did not drive directly there, so track nothing. The system will create a time and mileage entry for you automatically based on the distance between Locations B and C.
To a Weight Watchers Location for the purpose of conducting Location Coordinator or another work-related activity outside of regularly scheduled meetings and/or Drop-in Hours. You travel from home to a Weight Watchers location (Location A) to handle a maintenance issue. From there, you return home.	**On your timesheet:** • travel start time • travel end time • total miles travelled • the travel start position You record both legs of the trip as two separate entries, using actual time in and out for each.
To your only meeting of the day and make a stop at the bank on the way home. You travel from home to a Weight Watchers location (Location A) to conduct a meeting. From there, you stop at the bank to deposit the Leader Check before you return home.	**On your timesheet:** • travel start time from Location A • travel end time at bank • total miles travelled • the travel start position (Location A)

Section 2, Table 10: Travel Time and Mileage Tracking Scenarios

2.3 Chapter 3:

Policies Related to Your Schedule

2.3.1 REST BREAK POLICY

WW requires paid rest breaks for employees. All SPs shall receive a ten (10) minute paid rest break for every three consecutive hours worked.

Note: If time worked is broken up, a meal break or a break in the assigned shifts such that the employee is not working three (3) consecutive hours, no rest break is required.

These rest breaks will not be scheduled or tracked on a timesheet. It will be up to you to advise WW if you were unable to take your rest break for any reason. In the event that you were unable to take your rest break during your shift, we will work with you to find a way to make sure you receive such a break, or modify the schedule so that you do not work more than three consecutive hours during such shifts. In this case, you will not be paid for the extra 10 minutes.

2.3.2 WORK SCHEDULING POLICY

At WW, we strive to be the employer of choice and the model for living a healthy lifestyle. One component of Member success and good health is balance. If you are scheduled to work more than 36 hours in any given week, you should check with your TM before accepting any additional substituting assignments for that week. Regardless of any overtime implications, you should track all hours worked.

2.3.3 PROCEDURES FOR FINDING A SUBSTITUTE FOR YOUR MEETING

You are responsible for finding a substitute for your meetings should you not be able to attend your regularly scheduled meeting. Your TM or TMA will likely have a list of available subs for you to refer to. Also, keep in mind that all SPs have access to the current territory roster on eScheduling, so you can refer to that for up-to-the-minute help in locating available substitutes for the day and time required. Please refer to the Time Tracking section 2.1.1.3 of this manual for more guidance around tracking the time it takes you to locate a meeting substitute.

2.4 Chapter 4:

Understanding the Reimbursement and Expense Policy

2.4.1 INTRODUCTION TO THE SERVICE PROVIDER (SP) REIMBURSEMENT AND EXPENSE POLICY

Expenses that you are required to incur in the course of carrying out your job are reimbursed, providing your TM authorized and/or directed you to incur the expense. Any legitimately incurred business expense will always be reimbursed. If you have any doubts about the legitimacy of an expense, consult your TM first. It is important to record such expenses on the Tally or Timesheet.

You must record all expenses in order to be reimbursed.

Those expenses that are related to a particular meeting (i.e. parking fees for a meeting which you've travelled to) should be recorded on a Tally. All other expenses should be recorded on a timesheet.

For reimbursement of business expenses, the following policies apply:

- **Telephone/cell phone/ Internet/computer:** There is typically no requirement for you to incur any expenses in relation to these services in the course of carrying out your role, and therefore WW typically does not reimburse SPs for their personal charges in this regard. However, if there are extenuating circumstances, and your TM has authorized or directed you to incur a cost in regard to one of these services, it will be reimbursed.

- **Office supplies (paper, ink, etc.):** You should purchase office supplies necessary for the administration of a role such as Location Coordinator or Ambassador through iProcurement (iPro) only. Please do not make purchases of these items at retail establishments. If there are items you require that are not available via iPro, please contact your TM or TMA for assistance. TMs and TMAs have access to a full suite of products and can order what you need. The use of personal printers is not a requirement for the roles of Leader and Receptionist, and therefore WW does not reimburse expenses for supplies for personal printers. Again, if you are directed or authorized by your TM and/or TMA to perform a task that requires printing, any resulting expenses shall be reimbursed.

- **Cleaning Supplies:** Any supplies needed for the location for light clean ups between professional visits should be ordered through iPro only.

- **Freight/Postage:** Send shipment requests for WW products or materials to the Inventory Services Department. They can create the shipping documents and

coordinate with UPS. Unless specifically directed by management, you should not incur mileage or travel time going to the post office or any UPS location, for any reason other than securing a money order. Tallies can be mailed from any mailbox, including your home.

- **Checks/money orders/banking fees:** WW reimburses fees associated with the Leader Check for each meeting. Only money orders, checks and banking fees for checks written to WW are eligible for reimbursement.

2.4.2 TRAVEL-RELATED EXPENSES

For reimbursement of travel-related expenses, the following policies apply:

- **Parking:** WW reimburses parking fees incurred while performing any WW functions, including conducting a meeting, Drop-in Hours shift, assigned roles, or associated tasks.

- **Tolls:** WW reimburses all tolls associated with commuting and non-commuting work-related travel time.

- **Transit:** WW reimburses transit costs (bus, subway, etc) incurred during non-commuting travel time (time between meetings or time spent on other WW activities as authorized by your TM). Transit costs incurred during your normal commute will not be reimbursed.

- **Mileage:** WW reimburses miles driven for non-commuting travel according to the current federal guidelines.

2.4.3 RECEIPTS

Only individual items for over $25 need receipts so only submit receipts for expenses over $25 (for example, $25.01 and above). If you submit your timesheet electronically, please email or fax receipts (including your name and the Timesheet autocontrol number) to this number/address. You are provided with your Region Number in your new hire paperwork; if you do not know your region number, ask your TM.

- **Region 552:** autotsreceipts552@weightwatchers.com 516-390-1402

- **Region 501:** autotsreceipts501@weightwatchers.com 516-390-1504

- **Region 525:** autotsreceipts525@weightwatchers.com 516-390-1608

- **Region 570:** autotsreceipts570@weightwatchers.com 516-390-1726

2.5 Chapter 5:
Guidelines on SP Weight Policy

2.5.1 GUIDELINES ON SP WEIGHT POLICY

In an effort to make sure that you continue to focus on your own weight-management and maintain a healthy lifestyle so that you can continue to be a role model for others, you must submit your weight once a month. Guidelines are:

Service Provider Weight Policy Guidelines
Go to any CHAMP location for your weigh-in (you may not perform your own weigh-in)
OR
Weigh-in with a SP in any other location type; they can sign the weight slip on your behalf; the physical weight slips may be mailed, emailed, or faxed by another SP to your TM.
OR
Weigh-in with your Territory Manager
NOTE:
• You may not perform your own weigh-in.
• You may not mail, email, or fax your own weight directly to your TM
• The complete WW Weight Management Policy for SPs can be found in the Employee Handbook
• A Service Provider *cannot count his or her weigh in as an attendance* in a Meeting/Drop-in Hours shift if the Service Provider is also working that meeting/Drop-in Hours shift. Service Providers may be counted as attendances if they are choosing to attend a Meeting as a Member at a Meeting other than one at which they are working.

Section 2, Table 11: SP Weight Policy Guidelines

Section 3:
All About Members and What You Need to Know About Servicing Them

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3.1 Chapter 1:
Membership Eligibility Guidelines

3.1.1 MEMBERSHIP ELIGIBILITY POLICIES TO BE AWARE OF WHEN PROCESSING MEMBERS

For the purposes of applying membership policy, the following definitions are used:

- **Child or Children:** Those under the age of 10 years (up to but not inclusive of the 10th birthday).

- **Adolescent or Adolescents:** Those individuals from their 10th birthday up to but not including the 17th birthday).

Regardless of the circumstances, to be eligible to become a WW Member, persons must:

- Not be a child; unless they meet the guidelines for Adolescent Members listed above.

- Not be pregnant.

- Not have an active medical diagnosis of bulimia nervosa or anorexia nervosa.

- Have a joining weight which is at least 5 pounds greater than the minimum for their

height and age according to the WW weight ranges, as determined by their initial weigh-in at a WW location.

- Pay the registration fee as applicable.

- Sign the Release on the registration card.

Prospective Members are allowed to rejoin, provided they still meet the requirements for membership.

NOTE: In a manual such as this, it is impossible to manage every individual's situation. If there is any doubt about a prospective Member's eligibility for joining or remaining a WW Member, ask your TM for confirmation of eligibility.

3.1.1.1 Adult Members

When an adult expresses interest in joining WW, their current weight and height must be compared to the WW weight ranges to determine eligibility. Find the prospective Member's height information on their registration card.

Step 1 – Ask the prospective Member for their exact height

Step 2 – Determine the prospective Member's Weight Range

Using the following procedure, determine the individual's weight range based on the WW weight ranges for adults found later in this section.

1. Find person's height. (For example: Jane, who is 5'4", wants to join.)

2. Find the minimum *recommended* weight for this height. (The minimum recommended weight for anyone who is 5'4" is 117.)

3. Find the maximum *recommended* weight for this height. (The maximum recommended weight for anyone who is 5'4" is 146.)

4. Establish the *recommended* weight range. (Recommended weight range for Jane is: 117 - 146. Tell Jane that the WW recommended weight range for her height is between 117 and 146.

NOTE: Individuals who are shorter or taller than the heights listed in the WW weight ranges should have their weight goal or weight range established by a physician or other health professional. See section 3.1.5 for more information.

Step 3 – Determine Eligibility

As long as the prospective Member is at least 5 pounds above the bottom of their weight range they are eligible for membership.

The WW weight ranges, which are based on a BMI of 20 – 25 are considered healthy body weights by the scientific literature and major health organizations for the general population. For the majority of prospective Members the WW weight ranges are appropriate. The minimum BMI within the WW height weight ranges is slightly higher at 20 instead of 18.5, which is the recognized standard for a healthy BMI. The WW minimum BMI is higher than the standard because we want to prevent individuals with an eating disorder, or who are borderline underweight from joining. Occasionally Members, particularly males, who are generally more muscular, may be above a BMI of 25 even though they appear at normal weight. It is beneficial for any Member with a family history of disease, to reach a BMI of 25 for optimum health and reduced risk for disease. Members have the option to select a physician's goal outside of the weight range.

NOTE: Prospective Members do not have to choose an ultimate weight goal within the range when they join. They can postpone this decision until their weight is close to the top of their weight range.

3.1.1.2 WW Weight Ranges For Adults

Height		Minimum for All Adults (17 Years+) BMI = 20	Maximum for All Adults BMI = 25
Feet/Inches	Inches		
4'8"	56"	89	112
4'9"	57"	92	116
4'10"	58"	96	120
4'11"	59"	99	124
5'0"	60"	102	128
5'1"	61"	106	132
5'2"	62"	109	137
5'3"	63"	113	141
5'4"	64"	117	146
5'5"	65"	120	150
5'6"	66"	124	155
5'7"	67"	128	160
5'8"	68"	132	164
5'9"	69"	135	169
5'10"	70"	139	174
5'11"	71"	143	179
6'0"	72"	147	184
6'1"	73"	152	189
6'2"	74"	156	195
6'3"	75"	160	200
6'4"	76"	164	205
6'5"	77"	169	211
6'6"	78"	173	216
6'7"	79"	178	222

Section 3, Table 1: WW Weight Ranges for Adults

3.1.1.3 Adolescent Members

Upon registering, adolescents (or the parents or guardians) must:

- Provide a physician's note giving permission to follow the plan, and including an ultimate weight goal (or range).

  If the physician's note lacks weight-goal information at registration, it must be provided within one month of joining. Eligibility for membership is accepted based on the provision of a physician's note. WW does not assign a weight goal for adolescents as part of the joining process.

- (The parent or guardian must) Sign the Health Release on the registration form.

Once establishing eligibility for membership, adolescents must follow the Food Plan recommendations for young people. In addition, their rate of weight loss must be closely monitored to ensure it is not too rapid. See Rapid Weight-Loss procedures in section 3.1.6.

Weight ranges for adolescents must be reassigned in writing by the physician at least every 9 months, or more frequently if a growth spurt is experienced. This applies to adolescents who are Lifetime Members also.

The same fee structure applies to adolescents as for all other Members; however, they they are not eligible to purchase a Monthly Pass (MP).

3.1.2 THE PURPOSE OF THE WEIGH-IN

Attendance is defined as both the weigh in and the financial transaction between Weight Watchers and the Member. Because of this, we need to be clear about how we record and count these attendances and weigh ins:

- No Member can count twice in the same week.

- Everyone must use the same approach to counting Attendances.

- Weigh in and attendance policies should not be shared with Members.

Prepaid Members:

- Members who are participating in a prepaid plan are given the extra benefit of sitting in on Meetings prior to their weigh in, but their Attendance only counts once they've "redeemed" their Prepay for the week by weighing in.

- Members who have a prepaid membership can attend as many Meetings a week as they want to.

- The Meeting at which they weigh in is the one at which their attendance and weight loss statistics will be counted. This is the *only* Meeting that week that will count for the Member's attendance. If that Member chooses to attend another Meeting later that week, then their subscription should be validated, but they should not be entered into CHAMP or on the Tally as an attendee at all.

Pay As You Go Members:

- PAYG Members are required to weigh and pay at their *first* attendance of the week.

- PAYG Members should not be allowed to sit in on a Meeting before they weigh and pay, so their weigh in and their pay transaction always come at the same time.

- If a Member shows proof of an Attendance earlier in the week, then he or she is welcome to attend another Meeting but should not be weighed in or be reflected on the Tally.

Members Attending During DIH:

- Members who weigh in during Drop-in Hours should be reflected on the Drop-in Hours Tally; it is crucial that we have an accurate picture of the demand for service during Drop-in Hours.

Courtesy Weigh In:

- A courtesy weigh in is something you can offer a Member who wants to weigh in outside the above guidelines or who has forgotten their Prepaid Pass.

- We do not publish this to Members or online subscribers. Rather, this is a way for you to offer service to a Member who is disappointed by our policy.

- You may withhold this offer if you feel a Member is taking advantage of this service.

Lifetime Members:

- Please treat Free Lifetime Members who have already had their weigh in for the month as though they were Prepaid Members.

- If a Free Lifetime Member wants to sit in on a Meeting earlier in the week and come back for a weigh in at the end of the week, they are welcome to do so.

- Please refer to Lifetime Member weigh in policy for additional details.

No Weigh In:

- Members always have the option of attending a Meeting but forgoing a weigh-in by choosing the "No Weigh In" option. If they choose to do so, process them as you normally would but select the NWI option on their record in CHAMP. For paper locations, they should be entered on the Tally and sign-in as normal. Please note the following:

  - Selecting NWI forgoes the Member's opportunity to weigh in that week. If this option has been selected, we can't complete another weigh in later in the week and attach that weight to their profile.

  - If a Member decides they want to weigh in after selecting NWI, they can be given a courtesy weigh in, but this weigh in will not be applied to their account. (Please explain this to Members who choose NWI, or else the information in their eTools account will confuse them.)

  - The Member should pay and/or have their subscription validated at the Meeting where they choose the NWI option. The Member's attendance will count on that Meeting's Tally.

The weekly weigh-in serves two purposes:

- To provide feedback and accountability associated with the Member's weight-loss effort.

- To monitor Members for the possibility of rapid weight loss.

Members are not obligated to weigh in weekly, but should weigh in at least once a month in order to monitor the rate of weight loss. Members can use the "No Weigh-In Option" if they wish to skip the weigh-in; this option can be used up to three times in one month. If Members refuse to weigh in all month, but are attending and paying, encourage them and remind them about the purpose of the weigh-in, but they should not be terminated.

3.1.2.1 Weight Goal Guidelines

When most new Members join WW, they are encouraged to focus their initial weight-loss efforts on losing 5% or 10% of their present body weight.

This is reinforced by:

- Recording it in their weight record and on the Member Progress Card.

- Cumulating weekly weight losses until the 5% and then 10% target is achieved.

If the Member chooses a 5% target initially, their next goal can be 10% or another goal of choice.

NOTE: If they choose 10% as their next goal this will be 10% of the initial joining weight not 10% of the weight achieved having lost 5%.

NOTE: For some new Members who are very overweight, losing even 10% of their present body weight may be overwhelming. These Members may choose a smaller initial goal, for example 5 pounds or a smaller clothing size. New Members who have less than 10% of their starting weight to lose, can be encouraged to set their ultimate weight goal when they join.

3.1.2.2 Setting an Ultimate Weight Goal

Once Members have reached their 10% weight-loss target, they are encouraged to meet with their Leader (or Receptionist) to choose another interim goal, or an ultimate weight goal. This is called a *weight goal conference*. This conference occurs before or after the Meeting (before you end the Meeting and close the Tally).

If another interim goal is chosen, the Member should meet with their Leader (or Receptionist) again once it is achieved.

The ultimate weight goal is the weight Members would like to achieve and maintain.

It must be at least 5 pounds less than their joining weight.

Members can select any weight goal that is appropriate for their height as determined by the WW weight ranges. Members can also select an ultimate weight goal that is outside the WW weight ranges.

Physicians determine ultimate weight goals for adolescents. (Refer to Section 3.1.5 for more information on physician notes.) Physicians also determine ultimate weight goal for adults who want to choose a weight goal outside of the WW weight ranges for the purposes of earning Lifetime Membership.

Once the ultimate weight goal is chosen, it is then written on the Member Progress Card. The goal weight should be noted in CHAMP as well.

During the weight goal conference, Members should be encouraged to choose a reasonable weight that they will be comfortable maintaining. Members should be informed that their weight goal is not a permanent choice, and can be changed at any time. Weight goals can also be ammended. Members can start with a goal above the WW weight ranges and maintain it for as long as they choose. When they're ready to lose more weight they can choose another weight goal.

3.1.2.3 Selecting a Weight Goal Within the WW Weight Ranges And Maintenance and Lifetime Membership

If Members select and achieve a weight goal that is within the WW weight ranges (and above WW weight ranges if a note from a physician has been provided) for adults, they are eligible for Lifetime Membership after a minimum 6-week Maintenance period. Lifetime Membership is maintained by remaining within 2 pounds of your ultimate weight goal and weighing in at least once per calendar month.

After Members reach their ultimate weight goal, they must remain active, paid Members over the 6 weeks and weigh-in at least twice before being eligible for Lifetime Membership status where you are within 2 pounds of goal.

In selecting a weight goal, all adults regardless of age can choose a weight goal that is between the *minimum* and the *maximum* weight for adults.

3.1.2.4 Selecting a Weight Goal Outside the WW Weight Ranges

If Members select a weight goal above the WW weight ranges, they can be eligible for Lifetime Membership if they submit a physician's note attesting that this is an appropriate weight goal for them.

3.1.3 PREGNANT AND NURSING WOMEN

It is the policy of WW that pregnant women are excluded from active membership for the duration of pregnancy.

- **Current Member:** If a current Member becomes pregnant, she should be excused from active membership for the duration of the pregnancy.

- **Maintenance Member:** If a Maintenance Member becomes pregnant she should be awarded Lifetime Membership and encouraged to return after the child's birth.

- **Lifetime Member:** If a Lifetime Member becomes pregnant, she can return to active participation as a Lifetime Member following the birth of her child and clearance from her physician. The Lifetime Member (whether free or paying) will have a 3-month grace period after the birth of her child to return to within 2 pounds of

her weight goal, whether or not she chooses to nurse. Presenting a note from the physician can extend this grace period.

NOTE: A Lifetime Member (free or paying), who experiences a miscarriage, receives the same 3-month grace period to return to her weight goal as does a Lifetime Member who has undergone a full-term pregnancy.

Nursing women can fully participate as active Members by following the recommendations in the FAQ included in the Member Welcome Folder.

A physician's note is not required for nursing women and they receive a weekly weigh-in as part of their membership services.

Enrolling/rejoining nursing Members participate like all other Members, except that their rate of weight loss needs to be monitored so that it does not exceed an average of one pound per week (after the first three weeks).

If the rate of weight loss exceeds this definition, the steps defined in the policy for Rapid Weight-Loss in section 3.1.6 should be followed.

3.1.3.1 Fees

In general, nursing women pay the same Weekly Fees as all other Members.

The only exception is that a Lifetime Member (paying or free) who becomes pregnant is entitled to a 3-month grace period from the birth of her child to return to her weight goal. Members do not pay during the 3-month grace period or after that point if they provide a note from their healthcare professional.

After this 3-month period, the Member must follow the regular Lifetime rules unless she presents a note from her physician extending the grace period.

3.1.4 MEDICAL POLICIES AND MEMBERSHIP

Knowledgeable healthcare professionals developed the WW Program. However, WW is not a medical organization and its staff should not give medical advice to Members.

The following medical policies are for the protection of WW and its Members:

- To be eligible for membership, prospective Members must meet the eligibility requirements. Prospective Members and the parent or guardian of adolescents must read the Health Notice and sign a Release upon registering and provide a physician's

note. If the physician's note does not include a weight goal, it will need to be provided within one month of joining.

- Once accepted into membership, some special circumstances may require that the Member obtain a physician's note to remain a WW Member.

- WW monitors both Members' rate of weight loss and their total weight loss. If either of these is outside of the healthy weight range without a physician's note, they are not permitted to continue to be a WW Member.

3.1.5 MEMBERS WHO MUST SUBMIT A PHYSICIAN'S NOTE

The following chart lists the prospective Members who must submit a physician's note. Also included is a sample of the required content of the note.

All notes should contain the prospective Member's name and be on physician's letterhead or be accompanied by or written on a prescription sheet.

The note must include the required content to be accepted.

For individuals whose specific medical circumstances indicate that their weight goal must include a calorie level (such as those with missing limbs or who are physically impaired and wheelchair bound), you should direct them to the Program Development department at Corporate Headquarters for calculation of their Daily *PointsPlus* Target.

Who	Required Written Content of Physician's Note	More Information
Adolescents	I give _____ permission to follow the WW weight-loss Program for growing teens. I recommend a weight goal (or range) of _____	The weight goal for an adolescent should be adjusted at least every 6-9 months, or more frequently during a growth spurt. **Physician's note must be provided prior to enrollment and the receipt of Member materials. Members have up to a month to provide weight-goal information.**
A nursing Member who wants to increase her rate of weight loss.	I give _____ permission to increase the acceptable rate of weight loss from an average of 1 pound per week to an average of 2 pounds per week.	The acceptable rate of weight loss for nursing women is an average of 1 pound per week (after the first 3 weeks). This rate may be increased with a physician's note.

Who	Required Written Content of Physician's Note	More Information
A Free or Paying Lifetime Member who wants to extend the post-partum grace period.	Member will need an additional ___ months to return to her goal weight at a safe and healthy rate.	Usual post-partum grace period is 3 months from the birth of her child. Member does not pay Weekly Fees during this time. Can be extended *only* with a physician's note.
A Member wanting Lifetime Membership at a weight goal above or below the Weight Ranges.	I recommend an appropriate weight goal of _____ .	
A Member more than 5 pounds below the minimum WW weight ranges	I recommend the following weight goal _____ as the lowest healthy body weight. Member has permission to follow the WW maintenance plan.	A Member may set a weight goal below the bottom of the WW weight ranges as long as he/she has a note from the physician with the weight goal.
A Member who is shorter or taller than the heights listed in the WW weight ranges.	I recommend an appropriate weight goal or weight range.	While people outside the heights listed in the Weight Ranges usually need individual assessment, this is not always the case.
A prospective Member who is losing more than 2 pounds per week after the first 3 weeks of membership.	Permission to continue following the WW Program.	Leader must reinforce WW safe weight-loss policy to the Member. Leader should try to encourage Members to follow the Program as designed. Refer to the section on Rapid Weight Loss in section 3.1.6.
Members in areas where physician's permission is required.	Permission to follow the WW weight-loss Program.	

Section 3, Table 2: Required Content of Physician's Note

3.1.5.1 Processing a Physician's Note

When a physician's approval is needed, Members have *one month* from the time it is requested to submit a note.

The only exception to this is a prospective Member who is an adolescent. **Adolescents must provide a physician's note at the time of registration to be eligible for membership.** If a note is provided that indicates approval to join, but does not include a weight goal (or range), the adolescent can join and then has one month to provide the physician-determined weight goal. Failure to follow these procedures will subject the SP to disciplinary action up to and including separation.

Following are the steps involved in processing a physician's note

1. Note the date the written permission is due, and the date the Member submits it on the Member Progress Card (or follow your area's tracking procedures).

2. Write the Member's registration number and the location number on the note.

3. Show the Leader if the note contains special instructions, dietary restrictions, or a weight goal and record the information on the Member Progress Card. Physician's notes should be kept in the Member Folder for as long as the membership is active. If a Member is termed, staple the Physician's Note to the Progress Card and submit it with any Tally.

4. If Members do not bring in the physician's note within 1 month, you must suspend their membership and deny them further admittance to WW Meetings. See section on Suspension.

3.1.6 RAPID WEIGHT LOSS

The WW plan is designed to provide an average weight loss of up to 2 pounds per week after the first three weeks. To address Member's weight loss in excess of this recommendation:

- The Receptionist should notify the Leader whenever a Member loses more than an average of 2 pounds per week for 3 consecutive weeks.

- The Leader should approach the Member and address the rate of weight loss using the following steps as a guide.

Following are the steps involved in monitoring rapid weight loss.

1. Explain the importance of a safe rate of weight loss. This should be done in a caring way and in as private a setting as possible.

2. Explain that rapid weight loss can put one at high risk for health concerns such as heart irregularities, anemia, loss of lean body mass (muscle), bowel irregularities, and/or gallstone formation.

3. Advise the Member that in order to slow their rate of weight loss to a healthier rate, they need to increase their food intake by following some or all of these recommendations:

- Encourage them to use their **weekly *PointsPlus* Allowance**; swap activity *PointsPlus* values for food; and/or add 2 *PointsPlus* values to their **daily *PointsPlus* Target** each week to prevent further weight loss.

- Encourage them to eat more Filling Foods and use their **weekly *PointsPlus* Allowance**; and/or swap activity *PointsPlus* values for food.

- Indicate the date in the "Notes" section of the Member Progress Card or on CHAMP, and that rapid weight loss was discussed.

4. If after 2 weeks the Member continues to lose at a rapid rate, a physician's note must be provided within one month in order to continue on the Program.

5. If a note is provided, follow the procedure for processing a physician's note, found in this section. If a physician's note is not provided, the Member should be suspended as per the suspension procedures in the following pages.

3.1.7 HEALTH NOTICE

Upon joining, prospective Members must read and sign a release (found on the registration form). By signing this release, the Member agrees to the conditions explained in the Health Notice and to abide by the current membership policies.

For adolescents, the parent or guardian must sign the release.

The Health Notice, contained in the Registration Form (provided at registration), alerts Members to health concerns relating to weight loss, and the health-related policies of WW. If Members experience discomfort or have concerns about the Program's effect on their health, they should promptly consult their physician.

The Health Notice strongly advises Members to consult with their physician before following the Plan and encourages periodic medical checkups.

You should refer all Members questions about medical issues to the Member's physician or healthcare provider such as nurse practitioner, dietitian, or physician's assistant. You should not attempt to answer any medical questions, even if you have a personal opinion or personal knowledge of a condition.

Individuals who are pregnant, have an active (current) medical diagnosis of bulimia nervosa or

anorexia nervosa, or are defined as children, may not attend WW Meetings or follow the WW Program *even if they have a note from their physician*. If problems arise, refer them to the local TM for further information.

Always consult the release that registering Members sign if you are concerned about their current or past health history or want to confirm that they are aligned with our medical eligibility policy.

3.2 Chapter 2:
Special Member Situations and Milestones

When processing Members you may encounter special situations. Here are guidelines for how to handle some of these.

Locate Lifetime Number
If the Lifetime Member doesn't know his or her number follow these steps:
1. Search for the Member's name
2. Process the Member as a "VISITOR"
3. Write +/- and TOTAL weight loss on the sticker in the book
4. Remind the Member to call the Customer Service Center to get the Lifetime #

Section 3, Table 3: Locating a Lifetime Number

NOTE: In a travel location if the Member does not know his or her lifetime number and his or her lifetime progress card is not at the location, have the Member fill out a new Lifetime Member card and ask the Member to call the Customer Service Center to get his or her lifetime number.

3.2.1 MEMBER WANTS TO RE-ENROLL

Enrolling Procedures

For Members who want to re-enroll please follow these instructions
 	
1. Search for the Member
2. If Member termed, need to "unterm"/re-enroll Member and click "OK"
    a. Re-enroll using Old Registration #
      • Click "OK"
      • Affix bar code sticker to new Weight Record
      • Continue to process Member
    b. Re-enroll using New Registration #
      • Scan bar code from today's form
      • Affix new Registration Form's code to Pocket Guide
      • Continue to process Member

Section 3, Table 4: Re-Enrolling a Member

Note: To re-enroll in a paper location Members should fill out a new registration form.

Note: When a Member is "termed" by mistake and wants to be "untermed" they need to re-enroll.

3.2.2 MEMBER NEEDS A NEW RECORD BOOK

To give the Member a new Record Book:

1. Find Member's name

2. Click "EDIT"

3. Go to "PRINT BAR CODE"

    • Print

    • Affix to front of new book

4. Click "WEIGHT HISTORY"

    • Print "STARTING" weight

    • Affix to inside cover

3.2.3 MEMBER HAS MISSED ONE OR MORE WEEKS SINCE LAST ATTENDANCE

Use the Member's *Missed Week Passes* to cover Missed Week Fees that may be owed. (During Free Registration promotions, Missed Week Fees are waived and Missed Week Passes aren't used.)

3.2.4 SPECIAL MEMBERSHIP AND MILESTONE SITUATIONS AT A GLANCE

Membership Situation	What You Should Do
Member has missed one or more weeks since last attendance	Use the Member's *Missed Week Passes* to cover any Missed Week Fees that may be owed. (During Free Registration promotions, Missed Week Fees are waived and Missed Week Passes aren't used.)
Member is experiencing rapid weight loss	Alert the Member and advise them to speak with the Leader. Make a note on the Member's Progress Card.
Member has reached an award milestone (such as a 5 lb. Weight-loss, 5% Target, etc.)	Tell the Member. Ask whether he or she would like to receive the award at the desk, during the Meeting, or during weight-in. Make a note on a **Member Milestones and Celebrations sheet** and pass it to the Leader
Member wants to set weight goal	Make sure the weight goal is within the WW Weight Ranges (printed on Weight Record). If it is, write it on the Member's Weight Record and Progress Card [Paper Tally locations only]. In CHAMP locations enter the weight goal in the Member information screen.
Member wants to set weight goal above the weight range	Advise the Member to bring in a physician's note giving permission. Do not record the weight goal on the Member's Weight Record or Progress Card (or CHAMP Weight History screen) until the physician's note is received.
Member reaches weight goal	Congratulate the Member and give the award. Give the Member the Maintenance Program material and review the Maintenance Program, pages 3 and 4 and qualifications for Lifetime Membership.
Member reaches Lifetime status	Congratulate the Member and give the award. Process the new Lifetime Membership. See *New Lifetime Member section 4.3.4*.

Section 3, Table 5: Special Membership and Milestone Situations at a Glance

3.2.5 AWARDS GIVEN TO WW MEMBERS

Award	When Given
5-Pound Stars	Members receive a star award for each 5-pound weight loss.
5% Sticker	A 5% sticker is earned when Members lose the first 5% of their joining weight.
10% Key Ring	A key ring in the shape of a "10" is given out when Members lose the first 10% of their joining weight.
Medal Awards	A pewter medal is given to Members when they achieve a 25-pound weight loss. This is added to their key ring. Additional color-coded medals are given out for achieving 50-(bronze), 75- (silver), and 100-pound (gold) weight losses.
Bravo Sticker Awards	Bravo stickers are awarded to Members at the discretion of the Leader. Bravos are awarded for behavior changes that contribute to long term successful weight management.
Stay And Succeed Charm	Members are given the Stay and Succeed Award (SAS) once they have achieved 16 weeks of Paid Attendance (traditional Meetings only).
Silver Star Charm	As special recognition for achieving their weight goal (regardless of whether it is above or within the WW weight ranges), all Members receive a Silver Star Charm to add to their key ring. Joining Members with less than 10% of their weight to lose, receive the 10% key ring as well as the Silver Star Charm when they get to goal.
Gold Key Charm	After meeting the requirements for Lifetime Membership status (see section 3.1.2.3) Members receive a Key charm to add to their 10% key ring.
Lifetime Member Award	Each month that the Lifetime Member attends and is within goal weight range, they will receive a Bravo star sticker in that specific month's calendar block. These can be placed in a special section in the pocket guide of Lifetime Members. At the end of one year, if 10 of the 12 months have a Bravo star sticker, the Lifetime Member will receive a gold key – a duplicate of the one received when they first reached Lifetime.

Section 3, Table 6: Guidelines for When Awards are Presented

3.2.6 UNIQUE MEMBERSHIP SITUATIONS

Complete details on enrollment, membership, and other Member-processing policies that you may need to be aware of in the Meeting Room.

3.2.6.1 Transfer Membership to Another Location

At Paper Tally (non-CHAMP) locations, Member Progress Cards are kept on file to track weight-loss progress. Members may attend fixed locations providing they:

- Present a Weight Record showing a recent record of attendance;

- Pay any membership fees due, or show proof of prepaid status. However, the Member's weight history on their progress card will only be updated when they return to their original WW location.

If a Member wants to attend a different Paper Tally location for a number of weeks or permanently, they can transfer their Progress Card to the new location.

3.2.6.2 Transfer Membership to a New Location

Give the Member their Member file with the Progress Card. Tell the Member that they can take it to the new location within 4 weeks to maintain the membership. If the Member is going to a CHAMP location, the staff there can add them to the database using the Add Member function. If the Member transfers to another Paper Tally location, the Progress Card can go directly into the new location's Member file box.

3.2.6.3 Transfer Membership In From a Previous Location *[Paper Tally location]*

If a Member wants to have their records moved, you may ask them to visit the old location and pick up their Progress Card, if convenient, and bring it in for you to file. If the Member can't retrieve their old Progress Card, but presents a Pocket Guide, create a replacement new Progress Card for the Member.

To make a replacement Progress Card:

Take a new Registration Form, detach the Registration Sheet and discard it. Ask the Member to fill in only the bottom sheet (Registration Card).

In the Staff Only section:

a. Fill in the Member's original Start Weight, Start Date, and Height, using the information from the Member's Weight Record.

b. Cross out the printed bar code and Registration number and hand-write the Member's original Registration number above or below it. (Repeat on the Progress Card on the reverse side.)

c. Fill in the Progress Card using the information in the Weight Record.

File the new Progress Card in your Member files.

3.2.6.4 Member Has No Weight Record Today

Process the Member as usual, but write today's date and the Member's weight on a temporary receipt and give it to the Member. Affix today's stamp (if any) to the temporary receipt as well.

3.2.6.5 Member Has Lost Their Weight Record

Issue a new weight record to a Member provided you have a proof of registration number and recent membership. This could be:

- A Progress Card showing attendances within the past month

- A CHAMP record showing attendances within the past month

- (Lifetime Member) A Lifetime card, Progress Card, current MP or CHAMP printout

3.2.6.6 When to Discontinue Memberships

[CHAMP locations] CHAMP auto-Terms memberships according to a pre-set calendar calculation; there is no need to Term by hand. See the most recent CHAMP jobs aids posted on Springboard for more information.

[Paper Tally locations] Each week, pull Member files for Terming, depending on the membership payment type:

- **PAYG** Select files that show 5 or more weeks lapsed since the last attendance date.

- **Monthly Pass** Select files that show 52 weeks lapsed since the last attendance date.

- **17WKP** Select files that show 5 or more weeks lapsed since the expiration date on the 17WKP stub (which is retained in the Member folder).

Term each Member file by filling in the Completion Section on the Progress Card. Place all completed Progress Cards in the Tally envelope. If you have a number of Terms in a week, you

may put them in a different Tally envelope, mark it Terms, and mail it separately.

3.2.6.7 Inactive Status

There are times when Terming (Discontinuing) a membership is not appropriate. In certain situations, WW is not able to service a Member at present, but we still want to keep membership records intact and encourage the Member to come back in the future. Reasons include:

- **Pregnancy** – If a Member becomes pregnant, she may not follow the Program or attend Meetings until the pregnancy is completed.

- **Hospitalization and Recovery** – In the case of surgery and/or convalescence, a Member physically is not able to come to Meetings.

- **Weight Under Minimum** - If a Member's weight drops below the minimum of their weight range, they may not follow the Program or attend Meetings until they put on enough weight or obtains a doctor's note.

- **Extended Travel** - If a Member must spend a length of time in a part of the world where there is no WW facility, they cannot attend Meetings.

In these instances, a Member may be placed on Inactive Status.

If you think Inactive Status may be appropriate for a Member:

1. **Explain** why Inactive status may be appropriate. Assure the Member that their records will be kept on file and that they won't need to re-enroll or pay any Missed Week Fees upon returning.

2. **Ask the Member for a target date** upon which they anticipate returning to Meetings. This could be the pregnancy due date, likely recuperation date following surgery, or anticipated return from extended travel.

3. **Mark the Member Folder "Inactive".** On the back of the folder, write inactive—do not term across the calendar grid. Write an explanation such as pregnant, hospital, or travel.

4. **Circle the target date for return on the calendar grid,** so the Leader can send a reminder post card then. Re-file in your location filing system.

5. **Notify the Member.** When the target date arrives, send a postcard to the Member. Allow four more weeks. If the Member has not returned by then, terminate the membership.

Remember, all Paper Tally locations keep a Net File.

- MP Members who have missed 5 weeks are placed in the Net File and kept for 1 year.

- If the MP Member comes back with a MP in hand they can be reinstated without have to re-enroll. If they do not have a MP in hand then the registration in the Net File is termed and they must re-enroll.

3.2.7 SUSPENSION

It may become necessary to suspend Members for:

- Failure to submit a physician's note when required.

- Weight loss that is too rapid.

- Weighing in at a weight that is 10 pounds or more below the bottom of the WW weight ranges without a physician's note, or weighing in at more than 5 pounds below a physician-designated weight goal.

Following are the steps to be completed when suspending a Member:

1. Explain why the Member is being suspended and inform them of what steps they need to follow in order to return to the Meeting. If the Member has already paid for the day, give them a refund of the Weekly Fee.

2. Enter "Suspended" and the date on the next available line on the Member Progress Card and in the Weight record of the Pocket Guide on the next available date.

3. Notify your TM of the suspension.

4. TM sends Member a written Suspension Notice (see next page).

5. TM sends copies of the Suspension Notice to all Meeting Rooms within the territory.

6. Originating location attaches a copy of the Suspension Notice to the Member Progress Card and files it. All other locations post a notice *out of the Member's view*, to alert SPs not to service this Member.

7. If Member appear again at a WW Meeting, remind him/her that they cannot be admitted.

3.2.7.1 Suspension Notice Samples

A written Suspension Notice containing the following content must be sent to the Member:

Suspension Notice (Sample 1)

Failure to Submit Physician's Note

WW stands for the achievement and maintenance of a healthy body weight. In some cases, it is considered necessary to have your physician approve your participation in our service.

Because you have not submitted a physician's approval to continue on the WW Program as requested, effective immediately, you may not continue to participate in our service. Upon submission of your physician's approval, we welcome your participation once again.

Suspension Notice (Sample 2)

Rapid Weight-Loss

WW stands for the achievement and maintenance of a healthy body weight. WW recognizes that losing weight too rapidly can be unhealthy.

Our records indicate that you have lost more than an average of two pounds per week for an extended period of time. Therefore, effective immediately, we will not be able to service you. Upon submission of your physician's approval, we welcome your participation once again.

Suspension Notice (Sample 3)

Below Bottom of WW Weight Ranges, or Physician's Weight Goal

WW stands for the achievement and maintenance of a healthy body weight. WW recognizes that losing weight too rapidly can be unhealthy.

Our records indicate that you are significantly below the bottom of your weight range. Since our weight ranges represent what is considered, by health professionals, to be a healthy weight, we cannot endorse your going any further below these ranges. Therefore, effective immediately, we will not be able to service you.

OR

WW stands for the achievement and maintenance of a healthy body weight. WW recognizes that losing weight too rapidly can be unhealthy.

Your physician has indicated that ____ is your lowest healthy body weight. Our records indicate that your weight has fallen below this level. Because your physician has

determined this weight, we cannot endorse your going below it. Therefore, effective immediately, you may not remain in our service.

3.2.7.2 Reinstating Members

When Members bring in the physician's note, they may resume their membership.

Be sure to notify your TM that membership is resumed.

Do not charge Members for missed weeks.

3.3 Chapter 3:
Guidelines Around Communications

3.3.1 GUIDELINES ON MEMBER COMMUNICATIONS

Pre-printed, pre-paid postcards help you reach out to Members who have missed Meetings and congratulate Members who have achieved weight-loss milestones. These cards are intended to motivate Members.

Follow these guidelines to maximize your use of Miss You or Congratulations cards:

- Send no more than two Miss You Cards to individual Members within 2 weeks.

- Miss You Cards should not be used to welcome new Members.

- Check the Member's file before writing cards. Do not send cards to Members who check "Do not wish to receive correspondence" on the *Registration* card.

- Use the Miss You cards efficiently.

- Complete cards during your Meeting time only.

- Make sure postcards have addresses on them before mailing. Address labels can be printed with CHAMP.

- Postage is pre-paid. Address the cards and drop them in a U.S. mailbox. Do not put cards in *Tally Envelope*; they will not be mailed.

3.3.1.1 Guidelines for Care Calls

Use the following guidelines when making these calls.

- Care Calls should only be made by DIH staff during DIH.

- Care Calls should only be made to Members who have indicated that they wish to receive supportive calls from WW. Be sure to check the Member's preferences in the computer or on their registration card before you call.

- Care Calls should only be made in a Member's third week, and only if they missed their second Meeting.

- Care Calls should only be made from fixed locations (stores and satellites).

You should never leave a voicemail if you don't reach a Member. If no one answers the phone, hang up. If a Member cannot be reached, a postcard can be sent in lieu of a Care Call.

Section 4:
All About the Meeting Room and What You Need to Know About Meeting Room Operations

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4.1 Chapter 1:
Standard Meeting Sequence

4.1.1 PREPARING TO CONDUCT A MEETING

What does Meeting prep look like? Here's what you need to do before you arrive to conduct your Meeting. No other preparation is required or encouraged for your Meetings, unless directed by your TM.

4.1.1.1 Leaders

- **Step 1:** Read *Staff News*. To receive this email, be sure your correct email address appears on your *Connections* home page. For assistance with updating your email address, follow the instructions at the top of the *Connections* home page. This weekly e-zine helps keep you up-to-date on weekly Meeting topics, announcements, monthly themes, advertising campaigns and more. Each issue also gives you information on the Meeting Guide, flip chart, and the *WW Weekly*. You can find more information about all of these Meeting preparation resources on *Connections*.

- **Step 2:** Read *Leader Connection*. *Leader Connection* will provide you with "Month at a Glance" offers, pricing and promotions for the month, training notes, details about the month's Meeting theme, Meeting Guides, thumbnail sketches of the month's flip charts, and more.

- **Step 3:** Review any additional communications that may have been sent to you from corporate or your TM. This may include mentally rehearsing for your Meeting in the way that works best for you. This may include the *Territory News* newsletter or emails.

4.1.1.2 Receptionists

- **Step 1:** Read *Staff News*. To receive this email, be sure your correct email address appears on your *Connections* home page. For assistance with updating your email address, follow the instructions at the top of the *Connections* home page. This weekly e-zine helps you keep up-to-date on announcements, monthly themes, and advertising campaigns. It will also update you with what is happening on the *Connections* staff website.

- **Step 2:** Read *Receptionist Connection*. This valuable tool provides you with "Month at a Glance" offers, pricing and promotions for the month, training notes, details about the month's Meeting theme, Meeting Guides, thumbnail sketches of the month's flip charts, and more.

- **Step 3:** Check for any additional communications that may have been sent to you during the week. This may include the *Territory News* newsletter or emails.

4.2 Chapter 2:
Member Processing and Requirements

4.2.1 STANDARD MEETING SEQUENCE/STORE MEETING LOCATION

The chart below depicts the standard responsibilities at fixed Meeting locations.

NOTE: Your TM will provide your actual Meeting schedule.

Time	Pre-Meeting and Post-Meeting Activities	
	Receptionist(s)	Leader
45 minutes before Meeting start time	• Arrive and record the arrival time on the Tally • Help prepare location for Meeting • Check supplies • Count start-up cash • Log into CHAMP and open a Tally • Participate in team meeting	• Arrive and record the arrival time on the Tally • Help prepare location for Meeting • Set up needed materials, etc. • Count start up cash • Make sure location door opens promptly
Approximately 30 minutes before the Meeting starts	• Begin Member processing • Conduct CAREing weigh ins • Direct Members to Meeting Room	• Engage with Members • Conduct CAREing weigh-ins, as needed • Be available for weight goal conferences • Introduce Members to each other • Answer questions • Ask about Members' successes and collect any celebrations just prior to starting the Meeting.
Meeting start time to end of Meeting (approximately 30 - 45 minutes)	• Continue to process Members as they arrive • Log and administer awards • Compile a list of celebrations and milestones. Bring the list to the Leader as soon as possible • Finish processing enrollments • Stock products and do housekeeping	• Begin Meeting on time • Lead Meeting • Give out awards • Recognize Members' successes and celebrations. Present awards for corresponding milestones • Finish Meeting on time • Announce Orientation session
During Orientation session (approximately 20-30 minutes)	• Continue to process Members • Generate any relevant member communications/cards, or print labels for the Leader to do so	• Lead Orientation session OR • If you have no attendees for Orientation, let Members know you are available to answer questions

Time	Pre-Meeting and Post-Meeting Activities	
	Receptionist(s)	**Leader**
Last part of Meeting shift	• Process new Member purchases • Close location • Take part in team meeting • Ready location for next Meeting: Restock products and materials, both in Meeting Room and in restroom as needed • Ensure flags and signs are secured • Update Location Coordinator about any location issues • Re-count start up cash for yourself or the next team • Complete the Tally • Secure and leave the location • Record your departure time on the Tally	• Lead team meeting • Determine next week's staffing needs • Add personal notes to Miss You Cards • Ready location for next Meeting, including making neat the Leader Credenza, cart, awards, etc. • Assist with completion of the Tally, record departure time • Write Leader check • Take bank deposit and Tally (if a non-CHAMP Meeting) to mail • Leave with Receptionists

Section 4, Table 1: Pre- and Post-Meeting Activities

4.2.2 STANDARD MEETING SEQUENCE/TRAVELER LOCATIONS

Traveler locations typically follow the same timeframes and responsibilities as fixed locations. The actual time will depend on how much setup is involved at the Traveler location. (Please note that time tracking for such activities is covered in section 2.1.1.6 More Detailed Descriptions of Activities.)

This time should be used to set up the following materials:

1. Scales

2. Weigh and pay materials, including Program materials and current marketing collateral

3. Member cards

4. New Member registration area

5. Products

6. Bank/Cash box set up

4.2.3 OPENING THE MEETING CHECKLIST: WHAT TO DO BEFORE MEMBERS ARRIVE

Before Members arrive, you should work together as a team to prepare for the Meeting. Use this checklist to ensure you accomplish all tasks. (As we noted in the Introduction to this manual, these steps may vary if your District or Territory is involved in a pilot program.)

- **Set up and organize the following areas:**

  - Reception

  - Product display

  - Joining Member area

  - Meeting Room

- **Do a maintenance check to ensure a clean, inviting atmosphere:**

  - Take any trash to the designated area for storage or removal.

  - Dust and de-clutter counters. Throw away any miscellaneous papers.

  - Spot clean doors and windows as needed.

  - Tidy up any messes in bathrooms and restock paper products if necessary.

- **Prepare the cash tills:**

  - Count the start-up fund or cash box fund

  - Set up cash tills for the Meeting

You should not arrive earlier than 45 minutes prior to the Meeting start time. Start processing Member transactions 30 minutes before the Meeting start time, or in some cases a staff member can process the Members as they come in. If Members arrive earlier, invite them to take a seat, talk amongst each other, or peruse product displays while you prepare the location. Please remember that your Members should never help with the set up of a Meeting.

4.3 Chapter 3:

Member Processing Guidelines

Here you'll find all the steps you need to take to process Members—whether it's a first enrollment or a Lifetime Member.

4.3.1 INSTRUCTIONS FOR ENROLLING MEMBER (WEEK 1)

NOTE: The order of these steps may vary, as long as they're all accomplished.

1. **Enrolling and Receiving Payment**

    - **Give the enrolling Member a Registration Form*.** Direct them to fill it in and bring it right back to the desk. (At a CHAMP location, if the Member has arrived with pre-registration paperwork, check to find them in CHAMP.)

    - **Receive the filled-in form** from the enrolling Member.

    - **Explain payment options** using the pricing brochure, and ask the Member which one they prefer.

    - **Receive payment**.

    - **Explain weekly weigh-in procedures.** Guide the Member to a scale for weigh-in.

2. **Weigh-In**

    - **Weigh the enrolling Member.** Write the start weight-in 3 places:

        - Registration Form, in the Staff Only section.

        - Weight Record, in the Week 1 space of the (with the date)

        - *[Paper Tally location only]* Progress Card Line 1.

3. **Calculate the Daily *PointsPlus* Target *[Paper locations only]***

    - Use your staff-use calculator to compute the Member's Daily ***PointsPlus*** Target. In CHAMP locations it will be done for you.

- Record the Target in the Weight Record.

- Calculate the 5% and 10% weight-loss goal and record on registration form and inside flap of weight record.

- Weight range should be filled out in the top of the registration form.

4. **Give the Member**

- The Pocket Guide

- The **Weight Record** (explain its purpose and how to read the weekly notation).

- The appropriate **Week 1 joining materials** and a **name tag** to wear at the Meeting

  - *[CHAMP-to-Paper Meeting]* Give all bottom copies of the long Registration Form to the Member. Keep only the top Registration Sheet.

- *[Paper Tally location]* Tell Member how to retrieve the Member Folder next week.

- Direct the Member to the Meeting and/or Orientation Session.

* *Check for membership eligibility:* If the Member seems to be at a low weight already, check the WW Weight Ranges make sure he/she is eligible to join: Use the Member's Height to find his/her Weight Range and compare it to the Start Weight. (Today's weight must be at least 5 pounds above the minimum weight. If it's less than 5 pounds above the minimum weight, cancel the enrollment.

5. **Complete the paperwork.** You can wait to do these steps later, when most Members have weighed in.

6. **Complete the "Staff Only" area** on the Registration Sheet. Make sure all the blanks have been filled in.

7. **Process the Registration Sheet.** Follow the set of action steps below.

[Paper Tally location] Separate the Registration sheet from the bottom copy of the form (also called the Progress Card) and set up the Member Folder.

1. Detach the completed Registration Sheet and use the information on it to fill in the remaining info on Progress Card (Name, Weight Range, and Today's Weight). Put the Registration Sheet into the Tally Envelope.

2. Insert Progress Card into the Member folder so that Member's name appears in window.

3. Prepare folder for your location's filing system.

4. Mark the calendar grid on the back of the Member Folder with and "E" in the appropriate box to indicate week of enrollment. Fill in the Year.

5. File Member Folder according to your location's system.

[CHAMP-to-Paper Meeting] Hold the Registration sheet aside for CHAMP entry at a later time. If your CHAMP location has reverted to paper processing methods for this Meeting, you will need to wait to complete Enrollment data entry.

1. Save the completed Registration Sheet in your CHAMP location's Miscellaneous Member File Box, in the Hold To Be Resolved section, until CHAMP is functional again.

2. When CHAMP is restored, enter the Member's info into the database using the Add Member button on the Tools tab.

3. When Member entry is completed, highlight the Member's name in yellow marker and place the Registration sheet in the Weekly Mailer.

4.3.2 ENROLLING MEMBER CHECKLIST

Member Gets	You Keep
• Weight Record, bar code sticker affixed, Week 1 box and the 5% and 10% weight-loss goals filled in • Daily **PointsPlus** Target • Change (if paid by cash) • Credit card & purchaser's receipt (dependent on how the Member paid) • Week 1 materials • MP (if purchased) • Products (if purchased) • *[CHAMP-to-Paper Meeting]* Back pages of filled-in Registration Form	• Filled-in Registration Sheet, bar code sticker removed • *[Paper Tally location]* Progress Card, with Week 1 line filled in • Payment (or signed credit card receipt) • Member signature on Pass Holders sheet (if using a Pass) – Write an E next to the Member's name • Pass stub (if purchased)

Section 4, Table 2: Enrolling Member Checklist

4.3.3 RETURNING LIFETIME MEMBER (WEEK 1)/COMING BACK AFTER A LENGTHY ATTENDANCE LAPSE

[Paper Tally location] If the Lifetime Member attended your location within the past year, search for their Member folder in your files; if found, use it to process the Member.

If the Member's Lifetime folder is not found in your files, set up a new folder:

1. **Give the returning Lifetime Member a Lifetime Registration Form.** Ask the Lifetime Member to fill it in and bring it back to the desk when it's completed.

2. **Receive the filled-in form and complete the Staff Only section.**

   - ***If the Member has his or her Lifetime Number*** (found on the Lifetime Membership card, an old Pocket Guide, or an old Membership Book), copy it into the appropriate spaces on the form and write it on the inside front cover of the Pocket Guide.

   - ***If the Member does NOT have his or her Lifetime Number,*** leave these areas blank and finish processing the Member. Sometimes the Member can call right from the Meeting Room to get the Lifetime number. Otherwise remind the Member to bring the Lifetime number next time they attend.

   - **Fill in the Weight Goal if the Member knows it.** If the Member wants to change

his or her goal, write the new goal in the Weight Record and Member Folder. Either change it in CHAMP or submit a Data Correction Form with the Tally in a Traveller location.

3. **Collect the Lifetime attendance fee.** A weekly fee is due, since the Member has not attended for a month or more.

4. **Weigh the Member** and write the weight-in the Week 1 blank space of the Weight Record. Fill in the Weight Goal there. Give the Weight Record back to the Member.

5. **Provide the Daily** *PointsPlus* **target**

6. **Process the Lifetime Registration sheet.** If the Lifetime number is not known, do not detach the Registration sheet. Hold the Registration form until the Lifetime # is supplied.

If CHAMP is not functioning, save the Member's Lifetime Registration Sheet in the To Be Resolved section of the Misc. Member file box. Flag it as "Needs to be entered."

When CHAMP is usable again and the Member's Lifetime number is available (sometimes the Member can call right from the Meeting Room to get the lifetime number) search for the Member in the CHAMP database. If found, update the CHAMP record as needed from the Registration Sheet. If no CHAMP record is found, use the Add Lifetime Member button to enter into the database.

4.3.4 NEW LIFETIME MEMBER (LAST WEEK OF MAINTENANCE/ MAKING THE TRANSITION FROM MAINTENANCE)

1. **Weigh the Member and receive payment.** Verify that the Member has completed the Maintenance Program and passes all qualifications for Lifetime Membership.

2. **Ask the Member to fill in and sign a Lifetime Registration Card.**

3. *[Paper Tally location]* **Complete the Member's** *current* **Progress Card:**

    a. Fill in the top section completely, including the correct Weight Goal.

    b. Check off the "Lifetime Application" box at the bottom.

    c. Fill in "Date Last Attended", "Final Weight", and "# of Meetings Attended" using the information found in the last filled-in line of the Progress Card.

d. If a physician's note is required, attach it and check "Physician's Note Attached" to authorize a Weight Goal that is above the Weight Range, see section 3.1.2.4. (If the physician's note is missing, wait until you receive it to confer Lifetime Membership.)

4. **Assign a Lifetime Number.**

5. **Fill in the next blank line of a Lifetime Number Labels sheet** (available at your location) with the date and the Member's name.

6. **Peel off and affix the Lifetime Number stickers** to each of these materials:

- New Weight Record

- Lifetime Membership Card (on the front)

- Current Progress Card (in Lifetime Application section)

- Lifetime Registration Form (in Staff Only section)

- *[Paper Tally location]* Lifetime Progress Card (at the bottom)

7. **Finish preparing these Lifetime materials:**

- **Lifetime Membership Card** - Fill in Member name and weight goal.

- **Lifetime Registration Card** - Fill in the "Staff Only" area. Write today's weight-in the Start Weight field. Detach the top sheet from the bottom page (the Progress Card).

- **Lifetime Progress Card** *[Paper Tally location]* - Fill in the top of the Lifetime Progress Card including Name, Lifetime Date, Total Weight Lost (use a calculator to figure) and Weight Goal. Place the filled-in Progress Card in a Member Folder and file it in the appropriate box in your Member files. Place the completed Progress Card and the Lifetime Registration Sheet in the Tally envelope.

8. *[CHAMP-to-Paper Meeting]* **Detach the Lifetime Registration sheet and give the Member the bottom sheets.** Place the Lifetime Registration Sheet *only* in the To Be Resolved section of the Misc. Member File box. When CHAMP is operational, use the Add Lifetime Member button (see CHAMP User Guide). Term the old membership in the CHAMP database.

9. **Confer Lifetime status.**

   1. **Give the new Lifetime Member their Lifetime materials:**

      - The prepared Lifetime Membership Card

      - The prepared new Weight Record

      - The Lifetime award (or arrange for the Leader to award it in the Meeting)

   2. Tell the new Lifetime Member to bring the new Weight Record to their next attendance to be weighed in as a Lifetime Member. (The Member should keep the old Weight Record for reference only.)

   3. *[Paper Tally location]* Show the Member where to look for their file next week. There is usually a lifetime file box in paper locations or if not a separate box, a separate Lifetime section.

10. **Explain the free eTools for Lifetime Members policy.**

    - The first time a Member achieves Lifetime status, you should give him or her free eTools for Lifetime Members voucher. Thereafter, you should give Lifetime Members the voucher the first time they weigh-in each month. The vouchers are valid for 8 weeks which will keep Lifetime Members covered even if they weigh in at the beginning of one month and the end of the next. Here's how the process works after the initial voucher is given:

      - When a Lifetime Member weighs in within goal range you will check his or her weight book to see if he or she has weighed in yet for the month. If this is the first time that the Member has weighed in for the month, give them a voucher. If that Member has already weighed in for the month, confirm that they received a voucher at their earlier weigh in.

      - Whether you are giving out vouchers for the first time, or to longer-tenured Lifetime Members, it's important to give them out in a timely fashion. Also, remind at-goal Lifetime Members that they will be asked for a credit card number to open their subscription when they use their first voucher. Each voucher extends their eTools membership for an additional 8 weeks. However, when those weeks expire, if another eTools code has not been submitted, that Member will start being charged for eTools. The Lifetime Member free eTools flyer (SKU 5597260) explains this to Members.

4.3.5 NEW LIFETIME MEMBER (FIRST WEEK ATTENDING AS A LIFETIME MEMBER)

1. Weigh the Member.

2. Determine the fee owed.

   - *If a Paid Lifetime fee is owed,* collect it. Write $ amount and LT on a Tally stamp and affix it in the new Lifetime Weight Record's first blank space.

   - *If no fee is owed (Member is Free Lifetime),* write 0 LT on a Tally stamp and place it in on the new Lifetime Weight Record's first blank space.

3. Proceed as for regular attendance.

4.3.6 REGULAR ATTENDANCE (WEEK 2 AND BEYOND)

Follow this basic process for all Members, whether Current, Lifetime, or AW.

1. **Payment**

   - Take the Member's Pocket Guide and/or Weight Record. *[Paper Tally location]* also take the Member Folder.

   - Collect and record payment. See Section 4.4.

   - Write today's date next to the pay notation or Tally stamp that you have just placed in the Weight Record.

2. **Weigh-In**

   - Weigh the Member. Fill in the next space in the Weight Record with today's weight, the weight +/- since the last weigh-in, and the total weight loss. Put the Weight Record in the Pocket Guide and return to the Member.

3. **Calculate the Daily *PointsPlus* Target** *[Paper Tally location].* Record in the Weight Record. (Calculating the DPT only needs to be done once a month after the initial calculation.)

4. If the Member has reached an award milestone, see section 3.2.5, or has a special situation, see section 3.2.6, take appropriate action.

5. **Finish**

- *[Paper Tally location]* Fill in Progress Card. Fill in all the applicable information on the next available line.

- Mark the calendar grid on the back of the folder with a checkmark to show this week's attendance, and set the folder aside for later refilling.

- Give the Member:

  - The updated Weight Record and Pocket Guide;

  - The appropriate Program materials;

  - A name tag to wear in the Meeting.

4.3.7 FOR A LIFETIME MEMBER

Follow all of the procedures above, as well as:

- Determine the fee owed.

  - ***If a Paid Lifetime fee is owed,*** collect it. Write $ amount and LT on a Tally stamp and affix it in the Pocket Guide's next blank space.

  - ***If no fee is owed (Member is Free Lifetime),*** write 0 LT on a Tally stamp and place it in the Weight Record's next blank space.

  - ***If the Weight Record shows a Free Lifetime (0 LT)*** weigh-in earlier in the month, they are Free Lifetime for the rest of the month and may attend Meetings without weighing in.

Lifetime Members who are over goal or have skipped the previous month's weigh-in must pay a Weekly Fee, but are not obligated to pay a Registration Fee or any Missed Week Fees.

4.3.7.1 Complete Lifetime Member Rules for Attendance

A Lifetime Member must weigh in the first time they attend during the calendar month. They can weigh in either:

- After paying the Weekly Fee, if payment doesn't depend on weight (e.g., the Member didn't weigh in during the previous month and therefore has to pay the weekly fee anyway), OR

• Before paying the Weekly Fee, if the Member's payment depends on their weight.

Membership Situation	Associated Payment
If a Member is still within 2 pounds of their goal...	they do not have to pay an attendance fee at all.
If a Member is more than 2 pounds over their weight goal...	they are required to pay the Weekly Fee currently being charged to Lifetime Members.
If a Member has not attended during the previous calendar month...	they are required to pay the Weekly Fee currently being charged to Lifetime Members, even if they are within 2 pounds of their weight goal.
Lifetime Members...	do not pay a Registration Fee and do not pay a Missed Meeting Fee (unless they are participating in a discount promotion whose terms require Missed Week Fees).

Section 4, Table 3: Payment Based on Membership Situation

Week	Example 1		Example 2		Example 3	
1	**At Goal**	No Fee	**Above Goal**	Pays Fee	**Above Goal**	Pays Fee
2	**Chooses Not to Weigh In**	No Fee	**At Goal**	No Fee	**Chooses Not to Weigh In**	Pays Fee
3	**Above Goal**	No Fee	**Above Goal**	No Fee	**Chooses Not to Weigh In**	Pays Fee
4	**Chooses Not to Weigh In**	No Fee	**Above Goal**	No Fee	**More than 2 Pounds Below Goal**	No Fee Discuss Adjusting Weight Goal

Section 4, Table 4: Weekly Fee Scenarios

Payment Processing Guidelines (Including Returns)

4.4.1 WHAT ARE WEEKLY FEES?

Members must pay a Weekly Fee to maintain current membership. Payment of the Weekly Fee entitles Members to:

- One weigh-in per week

- Attendance at as many Meetings as they want during the week Sunday – Saturday.

- One copy of the appropriate Program materials.

A Missed Week Fee is collected when Members miss one or more weeks. The Missed Week Fee applies to PAYG Members only. Members who purchase a 17WKP or a MP do not pay Missed Week Fees. The Missed Week Fee is made up of the current week's fee plus the fee for any missed weeks. A Member will not have to pay more than the current cost to join.

Members may purchase a 17WKP or MP to pay the Weekly Fee. In general, the purchase of Pre-Paid Passes reduces the weekly cost and provides the Member with a financial commitment to maintain their efforts.

4.4.2 ADDITIONAL MEMBERSHIP POLICIES AND RELATED FEES THAT CAN IMPACT PAYMENT

Prepaid Members

- **AW Members** have already paid and may attend a Traditional location without further payment, providing they show proof that they are enrolled in a current AW series.

- **Pass users** attend without further payment as long as their Pass has not expired.

- **Prepaid coupon users** pay by submitting a prepaid coupon good for a Weekly Fee or a Missed Week Fee.

PAYG Members pay a Weekly Fee plus any Missed Week Fees due. During periods of Free Registration promotions, Missed Week Fees are waived

- **Missed Week Fees** calculation – In times of Full Registration, follow this formula:

1. Using the last recorded attendance date, calculate the number of full weeks missed.

2. Check the Member's Progress Card for any Missed Week Passes used so far. Deduct these from the number of Passes the Member was issued to find the number of Missed Week Passes still available. (All PAYG Members start out with 3 Missed Week Passes and are awarded an additional 3 Passes every 6 months, as long as their membership does not lapse.)

3. Apply any Missed Week Passes to Fees owed (one Pass for each Fee). Write the number of Passes used today on the Progress Card, in the MWP column. A "coupon" prepaid Member would also pay for missed weeks, either with Missed Week Passes or additional Prepaid coupons.

4. Charge the Member today's Weekly Fee plus any Missed Week Fees that could not be covered by available Missed Week Passes. A Member never pays more than the cost of joining.

- *[CHAMP-to-Paper Meeting]* Do not charge Missed Week Fees. Assume that a CHAMP Member who has missed weeks would have Missed Week Passes available.

4.4.3 TYPES OF PAYMENT ACCEPTED

WW accepts all common forms of payment, with the following restrictions:

Payment Type	Restrictions
Cash	**Domestic currency only.**
Check	**Must be made out to WW.** Write the location number and Meeting day/time code on the check's memo line. The check must be dated with the current date.
Credit Card	**Must use actual card (no facsimiles).** WW accepts Visa, MasterCard, American Express, and Discover cards. Verify card's expiration date and cardholder signature. Process using an automated credit card reader or manual credit card slip. Save signed receipt.
Debit Card	**Must use actual card (no facsimiles).** Debit card must display a Visa or MasterCard logo on the card face. Verify card's expiration date and cardholder signature. Process using an automated credit card reader, or manual credit card slip. Save signed receipt.

Payment Type	Restrictions
Traveler's Check	**Must be signed by bearer in the presence of WW staff.** Issue cash for any change due.
Gift Certificate	**WW issue only.** Redeem as cash for face value. Issue a credit slip for any change due.
Credit Slip	**WW issue only.** Redeem as cash for face value. Issue a new credit slip for any change due.
Prepaid Coupon	**WW issue only.**
American Express or Visa gift cards	**Process with automated credit card readers only.** Do not accept for payment if you only have handwritten credit card slips available. Gift cards are accepted for PAYG or product purchases only.

Section 4, Table 5: Accepted Types of Payments

4.4.3.1 WW does not accept

- Flexible Spending (FSA) cards

- Foreign currency

- Checks written for an amount that is more than the purchase total or the checks are post dated.

- Debit cards without the Visa or MasterCard logo

- Competitors' (non-WW) coupons or gift certificates

- Promissory notes (I.O.U.s)

4.4.4 PROCESSING PAYMENT

Credit Card or Debit Card

- **Automated credit card reader:**

  Follow the instructions that came with your reader for processing credit cards.

- **Handwritten credit card slip:**

    1. Print neatly, using a pen. Press hard, so bottom copies will be easy to read.

    2. Fill in blank spaces on the slip's left side with the card's information.

    3. Check for clear impression on all copies. (If not, tear it up and fill out a new slip.)

    4. Fill in Description, Price, Total, Date, Location # and Day/Time # on the slip.

    5. Please write the membership number on the credit card slip. See the example on the next page. [change to "below"?]

Section 4, Figure 1: CC Slip Exhibits

    6. Inspect the slip to verify that all information is clear.

    7. Detach the Member's copy and give it to them. Put the others in the cash box for later routing. *See Routing Manual Credit Card Slip Copies, below.*

- **Manual credit card imprinter:**

    1. Insert credit card and lay a manual credit card slip over it.

    2. Swipe bar back and forth over slip and card. Follow steps 3 – 7 above

Routing Manual Credit Card Slip Copies

Paper Tally Location	Champ-to-Paper Meeting
Top and bottom copy – Send in the Tally envelope	Top copy – File with paper Tally copy in Meeting Receipts Bundle; see *Later* (below). The manual credit card slips are never kept at the location.
Middle (Customer) copy – Give to purchaser	Middle (customer) copy – Give to purchaser
	Bottom (location) copy – same as top copy
	Later – *When your external automated credit card reader is functional again, run the charge and fax in the slips with your CHAMP discrepancy form.*

Section 4, Table 6: Routing Manual CC Slip Copies

Guidelines for Accepting Non-Embossed Credit Cards in a Manual Transaction

You may encounter some newer credit cards that are not embossed. In a manual transaction, the preferred process here is to ask the Member for an embossed credit card. In the event that they do not have one, you may hand-write the information on the credit card slip; checking the information after you write it. Remember, the preferred method of payment processing is always to use the credit-card reader when possible.

Gift Certificate or Credit Slip

1. Inspect the Gift Certificate or Credit Slip to determine its dollar value. Apply this to the purchase total. If change is due, issue a Credit Slip for the difference.

2. Draw a slash through the redeemed Gift Certificate or Credit Slip and save in the cash till. If a Credit Slip is issued as change, save the bottom (pink) copy in the cash till.

Traveler's Check

Process the Traveler's Check the same as a personal check. If change is due, issue cash (not a Credit Slip).

4.4.4.1 Void a Product or Pass Sale

If a Member returns a product during the same Meeting in which it was purchased, you may void

the sale provided that the Member returns the product. In this case, the product may be returned in any condition, even if opened or damaged, the only exception being unwrapped DVDs (even if they are functional).

To void a product or pass sale:

1. Erase or black out the check mark on the Product Worksheet.

2. Return the Member's payment (see Payment Return below).

3. Handle the voided sale item appropriately:

   - **Product:**

      - For an item that cannot be resold, either because it is a returned food product or damaged, fill in a *Product Transfer & Adjustment Form* (PTA form) and dispose of it.

      - For an item that can be resold, simply put it back into the location's inventory. (No PTA form is needed, since the original sale has been voided.)

   - **Pass:**

      - If the Pass form has been filled in, rip it up and dispose of all parts securely (including the stub in the cash till). For locations where the Prepayment Plan Sales Log is still in use, make an entry in the Prepayment Plan Sales Log; section 4.5.2, to record that the Pass was destroyed.

      - If the Pass form has not been filled in, return it to the location's supply.

4.4.4.2 Void an Attendance Fee (For Pay As You Go [PAYG] and Prepaid Coupons Only)

If after paying a fee, a Member decides against joining *during the Meeting itself*, you may void the attendance fee provided that the Member returns all Program materials that were given that day (if any).

To void a PAYG attendance fee:

1. Correct the Pocket Guide notation: Peel off the Tally stamp from the Pocket Guide or white-out the prepayment notation from the Pocket Guide.

2. Draw an X on the Tally stamp tape on the corresponding carbon copy, to show that the Tally stamp has been voided. (This step isn't required for prepaid coupons.)

3. Return the Member's payment (see Payment Return topic that follows). For a Prepaid Coupon, give the Member back their prepaid coupon.

4.4.4.3 Payment Return

When returning a Member's payment, please use the following guidelines. If the Member:

- **Paid in cash –** give cash back to the Member.

- **Paid by check –** return a Member's original check.

- **Paid by credit or debit card –**

    - **Manual credit card slip:** Take back the Member's copy. Match it to the other saved copies. Rip up all copies and dispose of securely.

    - **Automated credit card reader receipt:** Treat as a return. Take back the item and issue a credit for the purchase price. Instruct the Member to follow the instructions on the back of the credit slip so that they can mail the credit slip in so the refund can be processed.

4.4.4.4 Product Return

If a Member returns a product purchased at an earlier Meeting, you may accept the product and either:

- Refund the purchase price by issuing a Credit Slip, or

- Exchange the product for a similar product at an equal price.

All products sold in the Meeting Room may be returned in any condition for refund except:

- Because of the nature of ActiveLink® Activity Monitor and related software, we are unable to accept returns on any ActiveLinks once the box seals are broken. Any sealed boxes in original condition can be returned for a credit or mail-in refund. This information should be shared with all Members prior to purchasing ActiveLink.

- Products that are extremely old or obsolete

- Products whose purchase price is not listed in current price guidelines

- DVDs (including in WW fitness related products) or other media products that have been opened

To process a product return:

For refund:

If a Member would like a refund, issue the credit slip and guide the Member to follow the instructions on the back of the slip to submit the credit for a refund.

1. Issue a *Credit Slip* in the amount of the product's current listed price. (Note: A cash or credit card refund cannot be given for a product return.)

2. Log the return on the Product Worksheet: in the Product Returns section, write the product's name, item #, and current listed price. (This should be the same amount for which you issued the Credit Slip.)

For an even exchange:

1. Receive the original product from the Member. (If it's sale-able, fill in a *Product Transfer & Adjustment form* before returning it to inventory.)

2. Log the exchange on the Product Worksheet.

    - For a product of equal value (same listed price as exchanged item): On a line in the Even Exchanges/Giveaways section, write in the name and item # of the new product, and fill in the quantity.

    - For a product that costs more than the product being exchanged: Ask the Member to pay the difference.

    - For a product that costs less than the product being exchanged, issue a Credit Slip for the difference in price.

4.4.4.5 Procedures for Product Sales

- Sell only as units by SKU: Food items are not labelled for individual sale.

- Conduct sampling only when authorized in advance: Product sampling may only be done in the Meeting Room and only in conjunction with promotions for which

designated sample packages are made available. Do not open saleable products for sampling. Your TM may elect to deviate from this policy from time to time depending on circumstances.

• WW non-food products are designed to fit the WW Program and to help Members as they attend Meetings. For this reason, non-food items are only available for purchase to current and/or Lifetime Members.

• To consult the latest Member product purchasing guidelines, visit *Connections*.

• The Employee Discount is 50% off a product's regular price. To compute the price, divide the selling price shown on the most current price list in half and round up to the nearest nickel value. Staff discounts are not to be taken from already discounted, promotional, or clearance prices, they can be applied to full price items only.

• Use the Employee Sales area of the Tally to record all products purchased using the Employee Discount. On CHAMP, click on the Employee purchase button to purchase products at staff discount.

• No passes or prepayment plans may be discounted.

• Exceptions or limitations may apply for particular items. For the latest guidelines, please be sure to visit *Connections*.

Product Sales	Guidelines
Consumable	No quantity limits/restrictions for Members or non-Members.
Enrollment Products & Electronics* (Member Kits, Companions, Journals, Calculators, Pedometers, Food Scale, ActiveLink)	Available for purchase only by Members. Quantities are limited to 2 units per item.*
Other Non-Consumables (Cookbooks, Kitchen Tools, Fitness Items, etc)	Available for purchase by Members and Non-Members alike. Quantities are limited to 2 units per item.

Section 4, Table 7: Product Sales

* Electronics and Enrollment Products are designed to be used by Members as they follow the Weight Watchers Program, in concert with the other materials they receive on a weekly basis. Therefore, they are not appropriate for sale to non-Members. Non-Members who are interested in purchasing these products may also be interested in following the Weight Watchers plan, and should be steered towards enrollment in order to receive all

Program materials needed to live the Weight Watchers plan. Since ActiveLink links to WW digital accounts, a WW Member must have an eTools account. An additional monthly subscription is required, which automatically renews until a Member cancels. Members must be aware that ActiveLink will not work without an ActiveLink subscription. Please visit *Connections* for more ActiveLink details and FAQ.

An exception to these guidelines is if someone is a WW.com subscriber and wants to buy WW products. In those cases we would allow them to buy Enrollment/Electronic products and treat them as a "Member" regarding the quantity guidelines. We understand the unique challenge that this provides, as online Members have no "documentation" of their membership. If a non-Meeting Room Members wishes to purchase enrollment or electronic products, and states that they are an online subscriber, please take them at their word and allow them to purchase according to the guidelines as outlined above.

In order to accommodate holiday gift purchases, the guidelines are lifted for the month of December. During that month, all of our products can be purchased by Members and non-Members alike. However the quantity limits on Non-Food Products still apply.

4.4.4.6 Gift Certificate Return

If the Member wants to return a Gift Certificate, take the Gift Certificate from the Member and issue a Credit Slip. Though WW Gift Certificates may not be returned or redeemed for cash, the Member may follow the instructions on the Credit Slip to mail the Credit Slip to headquarters and obtain a refund check by mail.

4.4.4.7 Members' Returned Checks or Incomplete Credit Card Charges

When a personal check has been returned unpaid due to insufficient funds, or a credit card charge has been declined, a letter is sent to notify the Member. Sometimes the Member may come back to the location and present a new check or ask you to run the credit card charge again to correct the problem. Do NOT accept such repayment attempts. Instead, ask the Member to call the toll-free phone number that appears in the letter if they have any questions.

4.5 Chapter 5:

All About Passes and Coupons

4.5.1 PASSES AS ATTENDANCE FEE PAYMENT OPTIONS

Passes allow Members to purchase membership for a block of time. Passes may be purchased online or in the Meeting Room. They may be redeemed in any NACO Traditional Meeting location until their expiration date. (Some WW franchises may also accept Passes. Members should call 800-651-6000 to verify.)

4.5.1.1 Voids, Refunds or Cancellations

Refunds may NOT be issued for Passes in the Meeting Room. SPs should refer Members to the Customer Service Center to cancel MPs. In addition, a Pass sale may be voided only at time of purchase, or during the same Meeting in which it was purchased. For all other situations, refer the Member to the refund terms printed on the Pass literature.

4.5.1.2 Storage and Handling of Passes

- When new Passes are received in a delivery to the location, log them into your inventory using the *Prepayment Plan Receiving Log* before selling any. (Does not apply to CHAMP locations.) Store unsold Passes in a secure place.

- Remove only a few at a time for sale, and keep them safe at all times.

- Sell Passes in numerical order, starting with the lowest Pass ID # on hand.

- If you're instructed to dispose of Passes, destroy them (i.e. tear up or shred) before discarding.

- Record their disposal on your **Prepayment Plan Receiving Log** before destroying them.

  (Note: This procedure does not apply to Temporary Monthly Passes used in CHAMP locations.)

4.5.2 PROCESSING PASSES

MP Sale

The purchase price covers one month's membership. Later months are billed monthly to a Member's credit or debit card. Online activation is required. Refer to MP literature for further

details. Two types of MP forms are available:

1. **MP Starter Voucher** Contains a scratch-off access code. Member must agree to complete sign-up and activate Pass online within 7 days of purchase.

   - Fill in the Member Information section on the Voucher. Ask Member to sign it.

   - Detach the bottom portion of the Voucher (the Staff Use Only stub).

     - *[Paper Tally location]* Fill in the stub and include it in the Tally envelope.

     - *[CHAMP-to-Paper Meeting]* Draw a line through the stub and discard it.

   - After processing payment, record the sale in two places:

     - On the **Product Worksheet**, make a check mark in the line for MP.

     - On the **Prepayment Plan Sales Log**, on the MP page, write today's date, the Member's name and the Pass ID #.

2. **Temporary MP** Used with CHAMP in-Meeting activation only. See the CHAMP job aids.

4.5.2.1 Monthly Pass (MP) Redemption

When the Member presents a MP for payment:

- Check the expiration date printed on the Pass to ensure it's valid.

- Ask the Member to sign a Pass Holder's Sign-in Sheet and fill in the Pass ID #.

- Write **MP** in the Weight Record, in the next empty space (no Tally stamp required.)

- ***If a Member forgot his or her MP,*** ask them to sign in, but write in Pass ID # **M99999999**.

4.5.2.2 17WKP Sale

The purchase price for a 17WKP pays for 17 consecutive weeks of membership, starting from the purchase date. Each 17WKP is assigned an expiration date derived from a calendar grid. (Refer to 17WKP form for instructions.)

1. Fill in the right half of the form; detach and give to the Member.

2. Route the Purchase Form and the Proof of Purchase:

   - *[Paper Tally location]* Purchase Form in Tally envelope; Proof of Purchase in Member's Progress Card on file at the location.

   - *[CHAMP-to-Paper Meeting]* Draw a line through these parts and discard them.

After processing payment, record the sale in two places:

1. On the **Product Worksheet**, make a check mark in the line for 17WKP.

2. On the **Prepayment Plan Sales Log**, on the 17WKP page, write today's date, the Member's name and the Pass ID #.

4.5.2.3 17WKP Redemption

1. When the Member presents the 17WKP, check expiration date to ensure it's valid.

2. Ask the Member to sign a Pass Holder's Sign-in Sheet and fill in the Pass ID #.

3. Write **17WKP** in the Weight Record, in the next empty space (no Tally stamp is required.)

4. *If a Member forgot his or her 17WKP,* verify that today's date is within the Pass' valid membership period: look up the expiration date and Pass ID # on the Proof of Purchase form stored in the Member Folder.

If Proof of Purchase is not available, look in the Weight Record to find the date that the Member first used the 17WKP, and verify that today's date is less than 17 weeks from that date. If so, ask him to sign the Pass Holder's Sign-In Sheet, but write Pass ID # **Q99999999**.

4.5.2.4 Member Processing for Pre-Activated MP

1. ADD "Monthly Pass" to cart

2. CLICK "Finish and Pay"

3. SWIPE credit card

4. COMPLETE Pre-Activation screen

5. Refer to the Members completed form

- Look beneath "BILLING ADDRESS"

- Insert email address OR

- Enter username and click Search (if multiple usernames appear, ask which to use – CLICK then CONTINUE)

- Prepare TEMPORARY MP

    - Affix sticker on (turquoise) MP and give to Member

    - Save stub and send it in TALLY envelope

6. Finish enrollment

- Affix weight sticker to "Weight Record" inside cover

- Affix REGISTRATION sticker bar code to front of Weight Record

- GIVE the back pages of the registration form to the Member

- KEEP top sheet and enter info into CHAMP later

- Remind Member to follow steps 1-3 at home to set-up password and username

4.5.3 PREPAID COUPONS (SAVINGS PLANS, LOCAL MEETING VOUCHERS)

Prepaid Coupon Sale

Prepaid coupons are not offered for sale at this time in WW NACO locations. However, participating AW corporate clients or WW franchises may offer prepaid coupons. These may be redeemed for one Weekly Fee per coupon when they are presented by Members before their expiration date.

Prepaid Coupon Redemption

When a Member presents a prepaid coupon:

1. Check the expiration date printed on the coupon to verify that it's valid.* If so:

2. Collect the coupon as payment for one Weekly Fee. (Prepaid coupons may also be used as payment for Missed Week Fees owed, if any.)

3. Write **PP** in the Weight Record, in the next empty space (no Tally stamp is required.)

4. Place the prepaid coupon in the cash till. After completing the Tally:

   - *[Paper Tally location]* Include prepaid coupon in the Tally envelope.

   - *[CHAMP or CHAMP-to-Paper Meeting]* Draw a line through the coupon and discard it.

* **Coupons past expiration date** may not be accepted. The Member may use the process found on the coupon form's Refund section to apply for a refund by mail.

4.5.3.1 Promotional Coupons

You may accept WW coupons for product or attendance fee discounts as long as they are recognized WW issue and are presented before their expiration date. Follow the terms and processing instructions printed on the coupon.

NOTE: Substitutions may not be made unless specifically noted on the coupon.

4.5.3.2 Free Trial Meetings

Sometimes prospective Members may want to visit a Meeting at no charge to experience our service. Here's how you should handle these "guests":

1. Welcome them cordially and give them a nametag.

2. Ask guests to return to the Reception desk once the Meeting is over to join – which means paying the enrollment fee if applicable. Explain that they will then be weighed and will receive their Welcome Folder if they choose to join.

3. If possible, escort them to the Meeting Room OR ask a Member to escort them, OR simply ask them to have a seat in the Meeting Room.

4. Once the Meeting is over, if the Leader is ready to begin the Orientation and processing the guest will cause a delay – OR if the guest is still uncertain about joining – please invite the guest to sit through the Orientation Session with "loaner" copies of current WW materials. Retrieve these "loaner" copies at the end of the Orientation and and again invite the guest to return to the reception desk to learn about joining options.

4.5.4 ENROLLMENT FEES

To join, a Member (adult or adolescent) pays an Enrollment Fee (except if they are purchasing 17WKP or MP in which case they get free registration). This fee includes both the Registration Fee and the Weekly Fee for the first week.

If someone does not qualify for membership, explain clearly why they cannot join and refund any fees collected.

4.5.4.1 What Is a Member in Good Standing?

Members are considered current and in good standing when they attend once during the calendar week (Sunday-Saturday) and pay the Weekly Fee.

Once Members pay their Weekly Fee, they may attend as many Meetings during the remainder of that week as they wish, at no additional charge.

Members in good standing may attend another Meeting anywhere in the world without paying an additional Enrollment Fee. They can show their current attendance book.

4.6 Chapter 6:
Processing Members on a Tally

A Tally should be submitted for all Meetings and Drop-in Hours worked. Every SP working during a Meeting or Drop-in Hours shift should be accounted for on the Tally.

All time spent on activities not conducted during a Meeting or Drop-in Hours shift should be recorded on a timesheet. See section 2.1.2.1 for more information about how to record time on a timesheet.

NOTE: No two Meetings are the same, and there is no assumed time you should be recording. Track your time from your arrival until all Meeting tasks are complete.

The WW paper Tally is used to process sales and track inventory in Meeting locations that are not equipped with CHAMP computers. The Tally also serves as WW documentation for payroll including mileage and expenses, start and end time for the Meeting shift, and commissions for attendance, MP sales and product sales.

Submitting an accurate Tally is critical for both back-end processing (i.e., providing accurate Meeting statistics) but also so that the Meeting Room team is able to be paid correctly.

4.6.1 TALLY BASICS

There are five basic components to completing the Tally. These five components are completed during and after the Meeting.

During the Meeting:

1. Record Attendances

2. Record Product Sales

After the Meeting:

3. Transfer attendances and product sales to the Tally

4. Check the Tally for errors

5. Mail the Tally within 24 hours (there is no need to travel to the post office to mail a Tally; it can be mailed from any mail box, including from your home).

4.6.1.1 CHAMP Tally

For information regarding tracking time on a CHAMP Tally, refer to the Champ Tally Job Aid on Springboard.

NOTES:

- If you came to the Meeting directly from another Meeting, DIH, or WW location, enter the number of miles travelled. If not leave blank.

- If you came to the Meeting directly from another Meeting, DIH, or WW location, enter the travel start and end times. If not, leave blank.

- If you came to the location following a trip from another WW work-related activity (such as banking) that travel must be tracked on a timesheet. See **Quick Reference Guide–Timesheets** for details.

- If you came to the Meeting directly from another Meeting, DIH, or Weight Watchers location, enter the location number of the Location from which you travelled. If not, leave blank.

- If you incurred an expense such as a toll or parking, add it to the Miscellaneous

expense field. Include a brief description, the amount, and a receipt for any expense exceeding $25. Do not submit receipts for $25 or under.

- If you took a required meal break during the working hours reflected on the Tally, enter the time out and the time back in under meal break. If not, leave blank.

4.6.1.2 Paper Tally Tips

Before you submit your paper Tally check to be sure it's complete. All relevant fields should be filled in.

Make sure to include any necessary receipts.

Write clearly and legibly.

Submit promptly—mail all paper tallies within 24 hours of the Meeting. Also, the deposit must be mailed to the bank within 24 hours of the Meeting.

4.6.2 IDENTIFY THE DIFFERENT TYPES OF ATTENDANCES

One of the key purposes of the Tally is to record the different types of attendances in a Meeting.

Attendance Type	Description
Current Attendance	A Member who is using PAYG.
Enrollment	A new Member who is joining WW. Members may join using PAYG or a prepayment plan (such as the 17WKP) or MP.
Paid Lifetime	Members who reached Lifetime but are not within two pounds of their weight goal or who did not weigh-in within the last month.
Missed Week	Members who are PAYG who missed a Meeting.
Prepaid Attendance	Members who pay using MP, the 17WKP, AW series, or other coupons or vouchers.
Free Lifetime Attendance	Members who have reached Lifetime and are within 2 pounds of their weight goal, and who have weighed-in within the last month.
Senior	Members who received special discounts as senior citizens; **only in participating areas.**

Section 4, Table 8: Types of Attendances

4.6.2.1 Recording Attendances Using the Pass Holders Sign-in Sheet

As the following Members weigh-in, they will sign the Pass Holders Sign-in Sheet and record the Pass ID.

- MP Members

- 17WKP Members

- Free Lifetime Members

It's important to note an E next to the name of any Member who is enrolling.

Important

- Members who are enrolling and purchasing MP or the 17WKP are ALSO recorded with a Tally stamp and either MP/E or 17/E.

- Paid Lifetime Members DO get a Tally stamp but DO NOT sign-in on the Pass Holders Sign-in Sheet.

- Free Lifetime Members sign in on Pass Holders sheet as well as receive a Tally stamp coded 0/FLT.

After the Meeting, the Pass Holders Sign-in Sheet is used to complete the Attendance Worksheet. The Pass Holders Sign-in Sheet is also enclosed in the Tally Envelope at the end of the Meeting and mailed to the Tally Department.

4.6.2.2 Recording Attendances Using Tally Stamps and the Pass Holders Sign-in Sheet

Tally stamps are used to record an attendance for any Member who is not paying with a prepayment plan such as MP (with the exception of Enrollments.) Attendance is recorded with a code in the upper right and the fee for the attendance in the upper left. The spaces for products and totals are left blank. The table below summarizes how the different types of attendances are recorded in a Meeting with the Tally.

Attendance Type	Definition	How Attendance Is Recorded
Current Attendance	A Member who is using PAYG.	Tally Stamp C
Enrollment	A new Member who is using a PAYG, MP or 17WKP.	Tally Stamp MP/E or 17/E. Also indicate with an E on the Pass Holders Sign-in Sheet. PAYG would just get a stamp coded E (they would not sign the Passholder's Sheet).
Paid Lifetime	Members who have reached Lifetime but are not within two pounds of their weight goal, or haven't weighed-in within the last month.	Tally Stamp LT
Missed Week	PAYG Members who have missed a Meeting.	Tally Stamp M
Senior	Members receiving special discounts as senior citizens.	Tally Stamp S
Prepaid Attendance	Members who pay using a MP, the 17WKP, or AW Members.	Pass Holders Sign-in Sheet
Free Lifetime Attendance	Members who have reached Lifetime, are within 2 pounds of their weight goal, and who have weighed-in within the last month.	Pass Holders Sign-in Sheet and Tally Stamp (FLT)

Section 4, Table 9: How Attendance is Recorded by Attendance Type

4.6.3 COMPLETE THE TALLY USING THE ATTENDANCE WORKSHEET AND PRODUCT SALES TALLY

Since the Attendance Worksheet and the Product Sales Tally are used to complete the Tally it is important that both the Attendance Worksheet and Product Sales Tally are correct before completing the Tally. This can be done by reviewing the following:

- **Attendance Worksheet**

    - Make sure all Tally Stamps and Pass Holders were transferred accurately to the Attendance Worksheet.

- **Product Sales Tally**

    - Make sure any last minute product sales were included on the Product Sales Tally.

- Check the totals on the Product Sales Tally for correct calculations.

- Once you've confirmed that the Attendance Worksheet and Product Sales Tally are accurate you are ready to complete the Tally.

Follow the simple steps below to complete each section of the Tally.

Section I Tally Header:

1. Identify if the Meeting is at a Travel or Center location.

2. Record the location number.

3. Record the location name.

4. Record one of the following region numbers: Eastern 501, Central 552, Southern 570, Western 525. You should have received your Region number with your new hire paperwork. If you don't know your Region number, ask your TM.

5. Record the day of the week.

6. Circle the Meeting time.

7. Fill in the starting Meeting time in military time.

8. Fill in the date.

Section II Payroll:

1. Print your full legal name and employee ID number. Fill in the time using military time.

2. Enter the start and end time of your Meeting. This is the time that each person arrives and the time each person leaves.

3. Record mileage and meal breaks (if applicable).

4. Record expenses (if applicable).

5. Record any travel time and mileage from a previous Meeting.

Section III Attendance and Meeting Fees:

1. Record current attendances and total fees

2. Record missed week attendances and total fees

3. Record enrollments and total fees

4. Record paid Lifetime attendance and total fees

5. Record prepaid attendance and total fees

6. Enter total paid attendances total Member fees

7. Enter free Lifetime attendance

8. Enter the total Member attendance by adding total paid attendance to free Lifetime attendance

Section IV Meeting Statistics:

1. Enter the number of prepaid coupons redeemed. This data can be found from line G at the bottom of the Attendance Worksheet.

2. Enter the following Meeting statistics:

   - Members staying for Meeting

   - Members reaching 5% target

   - Members reaching 10% target

   - Members reaching weight goal

   - Members reaching Lifetime

   - Members losing weight

   - Total weight loss

Section V Sales Summary:

1. Enter the total Member fees from Section II.

2. Next, use the Product Sales Tally to complete the following fields:

   - Total prepayment sales

   - Total product sales

   - Product returns

   - Employee sales

3. Add lines 1-6 to record the total sales.

Section VI Payment Summary:

1. Line 8: Count all cash received.

2. Line 9: Add together all checks, money orders, and traveler's checks.

   - Write in the total amount of the bank deposit

   - Enter the number from the deposit ticket. Note: only one deposit ticket should be used per Meeting.

   - Enter today's date

3. Line 10: Total all credit card sales using the credit card slip copies.

4. Line 11: Add the totals of pink copies of any credit slips issued, and enter total here.

5. Line 12: Add the totals of any green credit slips redeemed and enter total here.

6. Line 13: Total of any gift certificates redeemed.

7. Line 14: Add lines 8, 9, 10, 12, and 13. Then, subtract line 11 and enter the total.

Section VII Over/Short:

1. Check your work

2. Take the total payments from line 14 in Section VII and subtract the total sales from line 7 in Section VI.

3. Enter the amount on line 15. The amount on line 15 will indicate if the Tally is over or short.

Section VIII Sign-Off:

1. Refer to the checklist to make sure all the necessary information is included in the AW Tally Envelope

2. File a copy of the Tally with other Meeting supplies at the location

3. Fill in the time out in military time in Section II.

4. Mail the Tally within 24 hours.

4.6.4 SUBMIT THE TALLY AND SUPPORTING MATERIALS FOR PROCESSING WITHIN 24 HOURS

A pre-addressed, pre-stamped Tally envelope should be used to submit a paper Tally. Complete the envelope by filling in the following information:

- Location number

- Meeting date

- Day/Time

The following is a list of materials that will be enclosed in the Tally envelope.

- Top (white) copy of the Tally

- Attendance Worksheet

- Product Sales Tally (white copy)

- Product Worksheets

- Tally stamp strips

- Credit card slips (both copies)

- Gift certificates redeemed

- WW credit slips redeemed

- WW credit slips issued

- Prepayment coupons redeemed

- Completed Tear-off strip (sales stub) from each prepayment plan sold

- Completed Tear-off strip from MP purchases

- Registration sheets (tissue copy)

- MP sign-in sheet(s)

- Completed Progress Cards of Members who have been discontinued or reached Lifetime, with any continuing Progress Cards included

- Credit card settlement from automated credit machine, if available

When enclosing materials in the envelope be sure to lay all forms flat and then fold together (rather than folding each piece separately). Remember that a Tally can be mailed from any mailbox, including your home mailbox, sending in your Tally should not require a trip to the post office.

4.6.5 TROUBLESHOOT COMMON TALLY ERRORS

If the Tally is over or short, here are a few strategies you can use to balance the Tally if there is an error.

Attendance Worksheet

1. Make sure all attendances from Tally Stamps and the Pass Holders Sign-in Sheet were transferred accurately to the Attendance Worksheet.

2. Check the totals on the Attendance Worksheet for correct calculations.

3. Check to make sure data from the Attendance Worksheet was transferred correctly to Section II of the Tally.

Product Sales Tally

1. Check to make sure the data from the Product Worksheet was transferred correctly to the Product Sales Tally.

2. Make sure any last minute product sales are included on the Product Sales Tally.

3. Check the totals on the Product Sales Tally for correct calculations. Please use a calculator.

   - Check calculations for cash, checks, and credit card slips

   - Check calculations for each section of the Tally.

If you cannot reconcile the Tally after attempting to troubleshoot the over or short, submit the Tally as usual.

4.6.6 CLOSING AND CANCELLATION PROCEDURES

The following topics provide information about the procedures governing closings and cancellations.

4.6.6.1 Closings Due to Holidays or Other Events

Give Members at least two weeks notice when possible.

- Make announcements in Meetings.

- Place the provided signs at the reception desk and/or on the front door.

Let Members know:

- Date and Start Time of Meeting to be closed.

- Reason ("Have a Happy Memorial Day").

If appropriate,

- Suggest other Meeting days and times.

- Reassure Members that Missed Week Fees will not be charged.

Modified Meeting Times/Delayed Openings:

- Clear any modified Start Times with your TM.

- Follow the steps above to notify Members.

- When submitting a Tally, submit *temporary* day, time, and date on the Tally. Your TM should submit a temporary holiday NOC form reflecting this temporary change.

Unexpected Cancellations (due to weather, etc.):

- Refer to Section 4.7.1 for details.

Meeting stays open during severe weather, but no one comes:

- Stay for entire Meeting time (unless weather conditions make it unsafe).

- Submit a Tally as usual (even if no Members attend).

Permanent Location Moves or Meeting Closings:

- Follow your TM's directions on what to tell Members and how to proceed.

4.6.6.2 Procedures for Receptionists When a Leader Doesn't Arrive

If a Meeting is set to begin, and the Leader is absent, assume the position at the front of the room and briefly explain the situation. Be sure to bring a packet of Program materials with you so that you can conduct a 'mini-Meeting.' Members will likely be understanding given the unusual circumstances. See the following chart for more details on how to handle situations in which the Leader doesn't arrive for the Meeting.

When The Leader Doesn't Arrive
Smile, introduce yourself and share your weight-loss history.
Use your weekly resources to guide the discussion around the topic of the week.
Give a general welcome to all Members and explain that you will go over the Program after the Meeting for any new Members joining today.
Get a discussion going. Use one of the following opening questions (or make up one of your own): • Who made a change in their routine this week to boost their weight loss? • How did it work out? • Who found a new food or recipe that they liked? • Who has a tip to share? • What worked for you?
Ask Members to share a success from the past week. This could be a weight loss, a new clothing size, a successful Program element (such as exercise or a behavior change), or any other related achievement they feel good about. (Everyone's a success – they're here today!)
Ask if anyone is due to receive an award. You may be able to establish this during the weigh in.
End the Meeting in an upbeat manner. Thank Members for an enjoyable Meeting and tell them that you hope to see them next week!
Review the Week 1 materials with new Members.
Call your TM for guidance in handling Tally completion and the monies collected at the Meeting. • The Receptionist must note on the Tally that no Leader was present. • The Receptionist should not list his or her position code as L instead of R even if they led the Meeting.

Section 4, Table 10: When the Leader Doesn't Arrive

4.7 Chapter 7:

Procedures for Emergencies, Damage, and Theft

First and foremost, your safety is our top priority. You should always feel that you can leave a location if at any time you feel unsafe or uncomfortable. You should always feel empowered to call 911 or other emergency services as warranted: This never has to be run by a manager as we would never want to risk a delay in you receiving whatever emergency assistance may be needed. Below are some general guidelines for emergency situations, but again, always use your best judgment and keep your own personal safety first and foremost in making any decisions such as these.

4.7.1 EMERGENCY WEATHER CLOSING PROCEDURE

For Traditional Meetings:

- If you have power, please use the eScheduling system to cancel your Meeting and use Reason Code: Weather.

- If you do not have power, please follow the procedure below. The voicemail boxes will be checked frequently during Leawood Customer Service Center hours.

    - Call: 1-800-200-2120

        - Areas 525-Western; 552-Central; 570 Southern:

    - Enter extension: 1766 (followed by the # key)

    - Enter password: 199393 (followed by the # key)

        - Area 501-Eastern:

    - Enter extension: **1795, 1796, or 1797** (followed by the # key)

    - Enter password: **199393** (followed by the # key)

- Please leave the following information. Failure to provide the information below could result in your Meeting remaining open.

    - Your name (and how many locations you are closing.)

    - Location number (*very important!)

    - City and State of location (please leave location name if more than 1 location in this city)

    - Day, time(s), and date of the cancellation (i.e. Wed. 5:30 pm on February 12th).

        - If you are closing or altering DIH's (Hours of Operation), be specific regarding late starts or

        - Early closures

    - Reason for cancellation (be brief: snow storm, ice, hurricane, etc.)

Drop-in Hours changes (Hours of Operation) will **not** be reflected on the phone system (800#).

Call center agents will be able to view changes to DIH (Hours of Operation) in the notes field in BOSS.

Weather closing will not be seen on the website, please advise Members to call 1-800-651-6000 and choose option #2 or #3 to hear if their Meeting is closed.

Please call in your closing 2-1/2 to 3 hours prior to the Meeting time whenever possible. It can take up to 1 hour for the Meeting to be designated as closed on the phone system. Call center agents will be able to see the closure in BOSS as soon as the Meeting is closed using e-Scheduling (slight delay) or when the message is taken off the voicemail.

No NOC form is needed when weather closings are called in on the day of the cancellation.

4.7.2 PROCEDURES FOR INJURY TO A MEMBER OR OTHER STAFF

1. Determine the nature of the problem, and take appropriate action.

   - For an emergency, call 911 and follow the directions of the 911 operator.

   - For a non-emergency, make the injured person comfortable.

2. Document the incident.

   After assisting the injured person, ask the following questions and *write the answers down:*

   - What is your full name?

   - Address?

   - Day and evening telephone numbers?

   - Where did the injury occur?

   - Was there anyone else there to help? (if you did not see the accident personally)

   - What was the nature of the injury?

   - Do you need any further assistance?

   Most locations have Incident Report forms on file. If possible, fill out the Incident Report form at the time of the incident. In the absence of a form, just take down the basic

information (shown above).

3. Inform the person that you will report the incident to your TM (give name) who will be in touch personally if any additional information is needed.

4. Contact your TM as quickly as possible so that he or she may complete all appropriate paperwork and file the incident with our insurance carrier. If your TM is not available, contact your DM.

4.7.3 PROCEDURES FOR DAMAGE TO FACILITIES

1. Determine whether damage is major or minor, and take appropriate action.

   - **For a *hazardous situation*, call 911 to report a fire, accident with injuries, gas leak, etc.**

   - **For *major* damage to the facility** which would make it impossible to conduct your Meeting, such as a ceiling collapse or a flood:

     - *Do not* enter or remain on premise in unsafe situations. Any action to contain the problem should only be taken when doing so poses no risk to you, your Members, or your Meeting team.

     - Close and lock the entry door after making sure that everyone has left the location.

     - Post a sign on the door, if possible, alerting Members to the current situation/Meeting status.

     - As a courtesy, before you leave the location, inform any neighbors or adjacent businesses that may be affected by the situation.

   - **For *minor* damage,** such as a broken cabinet door or loose floor tiles:

     - Post signs, place barriers or close off any areas that may pose a hazard to Members or staff

     - Notify the proper parties.

2. If you need to close a Meeting for safety reasons, call the Customer Service Center promptly.

   - For major damage, alert your TM immediately.

- Report any minor damage to your Location Coordinator as soon as you discover it.

4.7.4 PROCEDURES FOR THEFT TO FACILITY

Determine what has been stolen, and take appropriate action as outlined below:

- WW cash, equipment, furniture, or other property - Make a list of missing items. Notify your Location Coordinator and TM.

- WW sale-able products - File a *Product Transfer and Adjustment Form*. Notify your Location Coordinator and TM.

- In the case of stolen personal property, advise the property owner to file a police report. Notify your Location Coordinator and TM.

4.8 Chapter 8:

Banking Procedures (Including Cash in the Meeting Room)

4.8.1 BANKING PROCEDURES

At the end of each Meeting, the Leader is responsible for converting the cash into either a personal check or a money order for deposit.

You may either write a personal check payable to WW to cover the amount of cash collected in the Meeting Room, or you may purchase a money order in the amount of the cash. In either case, you should record any fees associated with the checks written or the fees for the money orders, and note them as a banking expense on the Tally and they will be reimbursed.

4.8.2 POLICIES AND PROCEDURES FOR CASH IN THE MEETING ROOM

4.8.2.1 The Start-Up Fund

The most common form of cash used at Meetings is the bank. This is a set amount of small bills and coins (from $30 to $50) brought in by staff for change-making purposes. The Leader is responsible for supplying and maintaining the bank. At busy Meetings or back-to-back Meetings,

more than one bank may be used to supply different cash box tills. Teams will usually adopt an approach that suits their individual needs. (Locations with a safe on premise may have other funds in use.) See your TM for details on how these funds are managed.

Start-Up Fund
To manage the Start-up Fund:

1. Put the Start-up Fund in the cash box/cash drawers till before you open the location to Members
2. Verify the amount by having two different team members count the fund prior to any sales activity
3. Document, in writing, who put in how much money for accurate reimbursement. Put the note in the cash box till.
4. Count the Start-up Fund when the Meeting ends.
5. Reimburse the team members listed on the till box note before you count cash toward Meeting receipts.

Section 4, Table 11: Start Up Fund

4.9 Chapter 9:
Guidelines for Copyright and Trademark Protection/ Use of Corporate Trademark and Logo

The use of the WW logo and branding is limited to materials produced or licensed by WW International. Please do not attempt to copy the WW logo or trademark or create any materials for distribution on your own that use the WW logo or trademark.

4.9.1 DISTRIBUTION OF COPYRIGHTED AND OTHER CONTENT

Keep in mind that WW Program materials are licensed for Member use only. During Meetings, you should distribute one copy per Member according to the most recent materials distribution schedule. Do not sell, photocopy or give materials to anyone who is not a current Member.

To remain consistent with WW branding and messaging, do not allow outside items such as homemade handouts to be brought into the Meeting Room. From time to time, the Meeting Guides may reference items to use for demonstrations or items to provide as anchors—these items are either shipped by or ordered from WW. Please do not bring any additional non-approved items to share with Members.

Also please bear in mind that any advertising or marketing material in the Meeting Room should be standard, preapproved, and created from the marketing portal. Please see Connections for Location and Store Guidelines and other resources and guidelines for collateral for all location types.

4.9.2 DISTRIBUTION OF RECIPES

Cooking tips and recipes are among the most requested items in the Meeting Room. Because WW requires others to respect our intellectual property rights, we also strive to respect the intellectual property rights of others. Therefore, recipes may not be distributed in the Meeting Room. However, you may do the following:

Recipe Type	Policy
Pre-approved WW Copyrighted Recipes	You may reference recipes from WW Weekly, the magazine, or cookbooks by writing the recipe on the chalkboard or Meeting-Room flip charts.
All other recipes	If you want to use a recipe that was developed by you, a friend, a colleague or a Member and you choose to include *PointsPlus* values, be sure to verify the information through the Recipe Builder.
	Again, these recipes should not be copied and handed out, but written out on a flip chart or board and if Members choose to copy the recipe down for their reference they may.

Section 4, Table 12: Recipe Distribution Policy

4.10 Chapter 10:
Adherence to ADA Regulations

The provisions of the Americans with Disabilities Act (ADA) may require that WW make reasonable modifications in its policies, practices and procedures to afford equal opportunity to those with disabilities with respect to the goods, facilities and services we offer. This applies to Center and Travel locations, as well as all other goods, services, privileges, advantages or accommodations offered by WW North America, Inc.

WW will review and address such situations on a case-by-case basis. Any time a disabled individual needing special attention attends your Meeting, notify your TM. When advance notice is available, your manager will contact you to discuss what, if any, accommodations need to be made.

Depending on the circumstances, modifications may include:

- Sign language interpreters for deaf or hearing-impaired individuals

- A special weighing scale for wheelchair users

- Meeting Room and reception area accommodations that provide adequate space for wheelchair users

Additional steps may be taken to ensure that you, your team and your location are fully able to provide the full range of WW services to any Member, regardless of impairment. For more details, or if you have any questions, you can obtain a complete copy of the WW ADA Policy Statement by consulting the WW Employee Handbook.

WW has also made our website and mobile applications accessible to all Members by incorporating the following features:

- Users can adjust the text size on any screen.

- Users can skip directly to content and strip navigational tools away from the page.

- Images and graphics on the site contain tags that allow a Member with a screen reader to get a verbal description of what's in the picture. A screen reader is software that enables visually impaired Members to convert the text on a computer or mobile device into synthesized speech. A screen reader can also display text on a Braille device.

- Screen readers can be used on just about any page of the website.

The Accessibility Information Page (AIP) on the WW website includes information visually impaired Members may need, such as:

- How to use screen readers with our website

- How to use screen readers with the online Plan Manager

- Which materials are available in Braille, large-print or audio format; and how to request them

- How to get support by phone

- If the Member is a MP holder, the Customer Service Center can give them access to a page on our website (that is not available to the general public), that contains pdf versions of WW Weekly

- If the Member is not a MP holder, they will need to be in touch with the Customer Service Center each week to have these emailed

4.10.1 REGISTRATION PROCESS FOR VISUALLY IMPAIRED MEMBERS

In a CHAMP location, take the registration orally, and activate the MP on-line right there. If Members wish to use the on-line tool, you will need to say something like: "You will need a temporary pass number and temporary password to login which I can read to you now. Do you have a way to record this information because it is a long string of letters and numbers?" Most people with visual impairments will have a portable note taker where they can record the information.

At non-CHAMP locations, ask if the Member has someone at home who can help them enter the paperwork and credit card number in to the computer. If they do, sell them the MP and then send them home with paperwork to register on-line. Inform them that they have one week in which to get this done.

If they don't have someone at home who can help them, they can either sign-up on-line (at home) or call the Customer Service Center for assistance.

4.11 Chapter 11:
Procedures Regarding Solicitations, Unscheduled Media Visits, and Product Complaints

WW does not permit unauthorized references to other businesses and/or corporations that might be interpreted as an endorsement of their products, services or activities. In addition, WW often has contractual obligations with its licensees requiring extreme vigilance, and mandating the prohibition of competitors' brand information from being displayed in our locations. Refer to the Employee Handbook for the policy. Procedures for enforcing the policy are listed below.

Topic	Policy
Advertising Materials	• Placement or distribution of coupons, flyers, catalogues or any other sales materials is not allowed at the Meeting location. • Should you see any such materials, throw them away immediately. • Destroy any flyers or announcements received at your location either by fax or through the mail from any outside organizations.

Topic	Policy
Product Packaging or Product Name Brand Promotion	• Do not endorse any food or product mentioned in the Meeting as in conjunction with the WW Program unless it is a licensed product. • Do not refer to outside products as "approved" or "recommended" by WW.
Health-related Products or Services	• Do not explicitly recommend any type of service, therapy, health care product or food supplement, even if you have personally benefitted from said product. • As a company representative, it is completely inappropriate for you to give specific direction to Members regarding any issue that may be misconstrued as medical advice. • If a Member seeks your guidance or opinion on such an issue, advise him/her to discuss it with their healthcare provider.

Section 4, Table 13: Enforcing the No Solicitation Policy

4.11.1 UNAUTHORIZED SOLICITATIONS OF CHARITABLE DONATIONS

WW does not allow solicitation of unauthorized charitable contributions by anyone within its locations. Any violation of this rule by WW staff or Members or by outside third parties, can be misconstrued as corporate sponsorship of an organization,and has the potential to carry serious consequences. Fundraising activities may also set a precedent for other questionable uses of location bulletin boards, signs or Meeting time.

Except for company-approved and directed initiatives, none of the following is permitted:

- **Charity appeals:** Do not allow anyone to ask for donations, sell products for charity or ask for sponsorship of a charity event.

- **Fundraising materials or signage:** Do not allow anyone to put up signs, distribute flyers or display any materials of a fundraising nature.

If someone asks for donations from WW, refer them to the Customer Service Center. The CSC representatives can explain the appropriate process for soliciting company donations.

4.11.2 PROCEDURES FOR MEDIA VISITS

Reporters, camera crews, and even our own Members have been known to appear at Meeting locations seeking interviews or photos for use in the media. No interviews or photos of staff or Members should ever occur at your location without prior authorization.

If a reporter or camera crew comes to a Weight Watchers location unannounced and wants to interview staff or Members or shoot photos or footage in the Meeting Room, staff should let them know that permission for any of these activities must be secured in advance. Either a staff member or the reporter should call your TM or the Corporate Public Relations department. If the camera crew or reporter has already been approved by Public Relations, the Leader and/or Meeting Room team will be notified in advance and an Ambassador should be present to do the interview.

Guidelines to follow when media has been approved:

- At the beginning of the Meeting, announce to Members the reason the reporter or camera crew are there, and tell Members (if you know) when it will air/be published.

- Inform Members of a camera-free zone and have Members who do not want to be filmed/photographed move to that section of the room so they can actively participate in the Meeting. Be sure to alert the photographer as well.

- Do not allow the film crew/photographer to get close-up video/pictures of Members on scales.

The Meeting should go on uninterrupted.

4.11.3 PRODUCT COMPLAINTS – GENERAL PROCEDURES

Take every product complaint seriously. Offer to replace the item with one from stock at no charge, or issue a credit slip refund for a product return. Apologize for the Member's dissatisfaction, but do not make any commitment on the company's part. For serious quality issues, or complaints, urge the Member to report the incident to the Customer Service Center and let your TM know as well.

Appendix 1:
Key Contact Points for Service Providers

1. To receive guidance from our science team on program-specific issues and questions, contact programquestions@weightwatchers.com.

2. For employee-relations issues (i.e. policy questions, concerns or issues) and to be put in touch with your HR generalist, email FieldHR@weightwatchers.com.

3. For benefits issues (i.e. 401k, medical, health, leave of absence), email HRBenefits@weightwatchers.com.

4. In situations where you have a member in front of you needing immediate assistance, call **866-842-9380**. This has been established as a **high-priority number for staff** to use when members are in front of them in a location and need immediate assistance.

5. For questions on this document or other operational questions, please email teamfeedback@weightwatchers.com.

6. For **all other** issues, including those related to CHAMP, eScheduling, Payroll, ActiveLink or eTools account support, or Springboard access (or to open up a support ticket and receive your Incident Number by phone), call **877-FIELD WW** or **877-343-5399**. Or, if you'd prefer to reach us by email for these issues, send your query to staffhelp@weightwatchers.com.

Appendix 2:
List of Tables

Appendix 3:

List of Figures