



# DEMONSTRATOR HANDBOOK

— NORTH AMERICA EDITION (ENGLISH) —

Effective Date: October 2022

Previous material—printed or electronic—may be outdated. Please use the information found in this edition only.

The information provided in this manual is intended for Stampin' Up!® demonstrators in the United States and Canada; information specific to either country is noted in the “Doing Business” sections. Demonstrators from other countries should reference their respective manuals.

All prices are given in Commissionable Sales Volume (CSV), United States dollars (USD) or Canadian dollars (CAD).

All times are given in Mountain Time (MT).



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## MEET STAMPIN' UP!

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Your Demonstrator Handbook contains important information about Stampin' Up!—our values, programs, and products, and many other aspects of being a Stampin' Up! demonstrator. You'll also find information on being successful and running events such as parties.

Whatever goals you may have, Stampin' Up! is here to support you. We want you to succeed, and we are committed to your success. The basic principles in this handbook will help you get started. They are the very same philosophies behind Stampin' Up!'s success: they're tried and true, and we've seen them work time and time again.

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## STATEMENT OF THE HEART

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When Shelli Gardner and her sister first set out to create a stamping business opportunity, their vision was of a company that functioned much like a family. It needed to be a place where demonstrators could participate at whatever level worked best for their personal circumstances. It also needed to be a company that provided people the opportunity to do what they love while building lasting and meaningful relationships.

From that vision, Stampin' Up!'s mission statement—the Statement of the Heart—sprang. Today, the Statement of the Heart continues to guide and shape Stampin' Up!'s future.

To love what we do  
and share what we love  
as we help others enjoy  
creativity and worthwhile  
accomplishments . . .  
in this we make a difference!

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## STAMPIN' UP! PRODUCTS

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Stampin' Up! products have come a long way since the early days. Today, those products are award-winning and are of the highest quality—many are entirely exclusive to Stampin' Up! You can find details and insights about each product on the Stampin' Up! website.

One of the greatest features of Stampin' Up! stamps is their exclusivity. You'll not find our award-winning designs offered anywhere else. Additionally, many of our stamps come in themed sets, making project coordination simple.

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## WORKING AS AN INDEPENDENT CONTRACTOR

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When you became a Stampin' Up! demonstrator, you signed an Independent Demonstrator Agreement. By doing so, you agreed to a number of provisions that defined your relationship with Stampin' Up! as that of an independent contractor. But what does that mean?

An independent contractor is a self-employed business professional. As such you are responsible for the following:

- Paying taxes or duties required by law (such as income tax) and the proper reporting, submission, and payment of tax on sales and bonuses
- Paying all business and self-employment expenses
- Arranging life and medical insurance, if desired

The independent relationship between yourself and Stampin' Up! also means that you are not considered an employee of Stampin' Up! and will not receive any employee-related benefits.

You will also need to keep your own financial records to determine your applicable income taxes. Stampin' Up! will not provide you with an annual earnings report of the earnings made from your Stampin' Up! business (unless you make over \$600 USD | \$500 CAD in reportable income in a year, in which case we'll issue you a tax statement). Since you are not an employee of Stampin' Up!, there will be no tax withholdings made on your volume commissions and team commissions paid to you. You are responsible for reporting your business earnings and expenses on your tax return. You may want to consult with an accountant.

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## HOW STAMPIN' UP! SUPPORTS YOUR EFFORTS

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We are eager to support and recognize your efforts. Here are a few ways that Stampin' Up! supports you in building your successful business.

### PROVIDING INFORMATION

In order to succeed, you'll need to know what is going on. Being informed will play a vital role as you work towards achieving your goals. To keep you abreast of everything you need to know, Stampin' Up! produces publications, online resources, and training events.

### DEMONSTRATOR WEBSITE

You'll find that the Stampin' Up! website at [stampinup.com](http://stampinup.com) or [stampinup.ca](http://stampinup.ca) is an indispensable resource. The website has the same information as our publications plus great tools, such as

- A portal for placing orders
- Website announcements—company news updated frequently
- Supplemental materials—information on how to improve your sales, advertise effectively, and other topics important to building a successful business
- Training materials—from forms to workshop tips, and much more

### RECOGNITION

Here at Stampin' Up!, we understand that our success is a direct result of your hard work and dedication. That's why we want to recognize your amazing accomplishments. Whether it's in a publication, or on stage at an event, we recognize the important role you play in Stampin' Up!'s success.

### INCENTIVES

Stampin' Up! also offers incredible incentives to reward your efforts. You'll definitely want to put in the effort to achieve these great rewards! You can read all about our incentives in the Compensation Plan document.

### DEMONSTRATOR SUPPORT

If you have questions that are not answered in this handbook or on the demonstrator website, contact your team leader. They are a great source of training and information. If your team leader does not have the answer, contact Demonstrator Support, Stampin' Up!'s knowledgeable support staff. They will be happy to help you.

Stampin' Up! Demonstrator Support  
P.O. Box 550  
Riverton, UT 84065  
Email: [ds@stampinup.com](mailto:ds@stampinup.com)  
Phone: 1-800-STAMPUP (1-800-782-6787)

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## STAMPIN' UP! BUSINESS BASICS

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Starting your Stampin' Up! business is simple. Take the first step today by establishing your personal business goals. Ask yourself what you want to obtain from your demonstratorship and what you are willing to put into it.

You'll notice that throughout this section, references to the Demonstrator Policies document pop up here and there. All the activities discussed in this section go hand-in-hand with the rules and regulations delineated in the Demonstrator Policies document. As a demonstrator, it is your responsibility to familiarize yourself with all of Stampin' Up!'s policies, programs, and procedures. Make sure that you understand your relationship with Stampin' Up!, as explained in the Independent Demonstrator Relationship Policy and review the Demonstrator Policies document.

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### WHAT IS "DIRECT SALES"?

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Direct sales is unlike any other sales model. While most sales models rely on the customer coming to a seller in order to provide a service or product, direct sales takes the product and service to the customer.

As you begin or continue demonstrating, you'll build a network of loyal customers who come to you for all their stamping needs. You'll also discover that the interest, excitement, and enthusiasm generated during a party, class, club, or workshop translates into increased sales. You'll find that home workshops, and gathering people to stamp together, could quickly become not only a favorite activity, but also your favored means of selling.

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### GET ORGANIZED

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In any endeavor, it helps to be organized. Starting your Stampin' Up! business on the right foot is no exception. To begin, we recommend a simple filing system, a place to organize your supplies, and a convenient place to stamp and complete other tasks necessary to run your business.

Stampin' Up! provides you with a number of forms to keep your business organized. It's helpful to have a separate file for each Stampin' Up! business form so you can see when you're running low as well as easily access what you need when preparing for workshops. Forms can also be printed from the demonstrator website.

You'll also want to keep a simple record of your Stampin' Up! income. Save receipts for business supplies and expenses and keep track of your business-related mileage. These items may be tax-deductible. For more information about taxes, consult an accountant or tax adviser.

When you place orders through Order Entry Express (OEX), your customer contact information is stored in the Customer Manager section of the demonstrator website for easy access in the future. You can also use Customer Manager to update customer addresses and phone numbers, add new customers, and even transfer customers to other demonstrators in your team.

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### SOUND BUSINESS BASICS

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As you start to build your Stampin' Up! business, you'll discover habits and practices that work for you. From your personal demonstratorship to the company as a whole, the following qualities are vital to creating a successful business. We suggest that you start with these. Remember, building a solid foundation now will make it that much easier to build a larger business later.

- **Be consistent**—No matter what your goals are for your business, it takes consistent effort to achieve them. Start with devoting a certain amount of time each day to developing your business, even if it's as little as 30 minutes.
- **Devote the time to key activities**—To really make your business grow, devote your time to these three key activities: finding new customers, gathering to stamp, and taking care of your customers. Investing time here will have a greater return on investment than any other task you may be considering.
- **Find your business balance**—We've found that the demonstrators who have the greatest long-term success are those who develop a well-rounded business founded on a stable balance of personal sales, team building, and leadership.
- **Have fun!**—Let your own enthusiasm be your best advertisement.

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## FINDING CUSTOMERS

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The key to success in direct sales is continually building your business by finding new customers. You never know where you'll find them or who they might be! From your best friend to your next-door neighbor to the checkout agent at the local supermarket, anyone could potentially be your best customer or highest-producing team member. Keeping that thought in mind, be careful not to prejudge someone's interest in stamping or building a business. Provide everyone a chance to take advantage of the Stampin' Up! opportunity—you may be surprised at who will be interested!

Here are some ideas for events to help you find customers:

- **Parties**—Parties or home workshops are events held in the homes of hosts. They usually include a demonstration and a Make & Take project.
- **Stamp classes**—A stamp class includes a variety of stamping or scrapbooking Make & Take projects for the participants to make and take home. Guests usually preregister and pay a fee to cover the cost of supplies.
- **Stamp clubs**—A stamp club is a group of customers who meet together on a regular basis for Make & Take projects and demonstrations.
- **Catalog workshops**—Hosts can collect catalog orders from their family and friends individually. Once the orders have been collected, the host submits them to you as a workshop order or as individual orders. No demonstration takes place.
- **Open houses**—An open house usually takes place in your home and introduces customers to the new catalog, to new stamping techniques, or to any other theme you may select.
- **Opportunity events**—An opportunity event is a meeting designed to answer questions about or promote interest in joining Stampin' Up! as a demonstrator.
- **Online activity**—A blog or personal website can help you meet customers! Be sure to include your email address so customers know how to reach you for an order.

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## BUILDING A BRAND

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When people see the word stamp, we want them to automatically think of Stampin' Up! and of you, their demonstrator. Achieving that goal will come largely through your efforts. Stampin' Up! works diligently to get exposure. However, the best way for people to learn about Stampin' Up! is through word of mouth and online content. As you start spreading the news, more and more people will begin to recognize the Stampin' Up! brand.

The primary focus of your demonstrations should always be Stampin' Up! products. Your workshop guests will take note of what products you use—and they'll use those same products themselves. You'll discover that using other products may undermine your business, decrease your workshop sales, frustrate your host, and negatively impact your brand as a Stampin' Up! demonstrator. If you find that you must use some generic or off-brand tools, consider ways to appropriately build the Stampin' Up! brand and keep the focus of your demonstration on promoting Stampin' Up! product.

In addition, one of the most important aspects of building a brand is creating a good reputation. As a company, Stampin' Up! strives to create a reputation of ethical and caring behavior. As a demonstrator, you should do all you can to foster this reputation. As you work to maintain and enhance Stampin' Up!'s reputation, you'll find that the Stampin' Up! brand will become even more recognizable and synonymous with good business.

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## ACCEPTING AND PLACING ORDERS

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Before you begin conducting workshops and other events, you'll need to know how to get the products your guests will order during the events. Let's take a look at an important part of building your business: customer orders.

### USING FORMS EFFECTIVELY

As a demonstrator, you are responsible for submitting complete and accurate orders to Stampin' Up! via the demonstrator website as soon as possible after your workshops close. Whenever you accept orders from a customer, you need to use an order form. Stampin' Up!'s order forms provide your customers with a receipt, a copy of the legally required Right to Cancel Policy and



Procedure, and your contact details—just in case they have a question. They also help you and your customer calculate the order cost. We advise against using your own order forms.

When filling out forms, always double-check all details. Even slight address errors can result in shipping delays. Including the recipient's phone number will also help prevent delays.

When you place an order with Stampin' Up!, your customer's details are saved in a program on the demonstrator website called Customer Manager, which allows you to access it later to follow up on orders. Encourage your customers to fill out their order forms completely—it will save time for you both. Please note and let your customers know that Stampin' Up! does not sell or distribute any customer details to any other organizations.

## ORDER ERRORS AFFECT EARNINGS

Orders with problems may affect your earnings, so you'll want to check your orders carefully. Order errors could disqualify you from any of the following:

- Reaching a higher volume commission
- Earning additional team commissions
- Receiving bonuses or awards

Additionally, your host may be disqualified from receiving free merchandise or host sets.

Always make sure that the information your customers provide is complete and accurate. Here are some of the areas that are particularly important to verify:

- **Customer's address**—Make sure that not only can you read and understand the address your customer gives you, but that it is accurate.
- **Customer's phone number**—Use this to follow-up and make sure that your customer has received the order and is pleased with it.
- **Item numbers**—Make sure that the item number matches up with the item your customer wants. Never assume that one or the other is correct. If the description and the item code are different, verify with your customer which they wanted.
- **Your information**—Always make sure to check your own information as well—you never know when a mistake might creep in!
- **Totals**—It's always a good idea to run calculations more than once.

## ORDER TYPES

The following is a list of the order types used when placing orders with Stampin' Up!

- **Workshop order**—You can use this order type when placing orders for more than one customer. Workshop orders can only be shipped to one address—typically that of the host or demonstrator.
- **Customer order**—A customer order is any order placed by a single customer outside a workshop setting.
- **Demonstrator order**—You submit your personal orders for commissionable items (such as catalog items) and noncommissionable items (such as supply items) through a demonstrator order. Commissionable items count towards your monthly sales. Demonstrator orders automatically ship to your address as listed on our records. Some promotional preorder items are only available on a demonstrator order.

## DEMONSTRATOR ORDERS FOR CUSTOMERS

Only items for your own personal use should be ordered on a demonstrator order. In some instances, sales from demonstrator orders are taxed and reported differently than sales from customer and workshop orders. Placing orders for customers as a demonstrator order so that you pay less tax could be considered tax fraud.

## STAMPIN' REWARDS

Stampin' Rewards can be earned on workshop, customer, and demonstrators orders. Any order with commissionable sales total above \$150 USD | \$200 CAD qualifies. See the Stampin' Up! website and annual catalog for details.

## ORDER FORMS

Now that you're familiar with the different types of orders, here is a list of the different order forms that you use to place those orders.

- **Stampin' Rewards Order Form**—When placing a workshop order, use the Stampin' Rewards Order Form to calculate the amount of Stampin' Rewards the order qualifies to receive. For example, if five guests at a workshop plus the host decide to order merchandise, you should have six Customer Order Forms—one for each guest and one for the host—and only one Stampin' Rewards Order Form.
- **Customer Order Form**—When customers place an order with you, they should use the Customer Order Form. Even though individual orders can be combined as a workshop order (so the host can earn the Stampin' Rewards), each individual customer should fill out their own Customer Order Form. This form is also used for individual orders placed outside of workshops.

### GETTING ADDITIONAL COPIES

You can purchase additional copies of the order forms on a demonstrator order. You can also print them from the demonstrator website. Generally speaking, purchasing the forms is cheaper than printing out the multiple copies you will need per customer order. If you do choose to print your own copies, make sure to print enough to fulfill the Right to Cancel requirements. These requirements are provided with the forms on the demonstrator website in the Print Lab.

### POINTS TO REMEMBER

When filling out your order forms, keep these points in mind:

- Each customer who places an order should fill out a Customer Order Form and keep a copy of the completed form for their personal records. It is your responsibility to make sure that your customers receive these copies.
- Do not mail copies of the Stampin' Rewards Order or Customer Order Forms to Stampin' Up! Keep these forms for your personal records.
- Your customers can place orders directly on Stampin' Up!'s online store. Do not ask your customers to send order forms directly to Stampin' Up!
- Use a demonstrator order to place orders for commissionable items (such as catalog items) or noncommissionable items (such as supply items). You can order commissionable and noncommissionable items on the same order.
- Workshop, customer, and demonstrator orders over \$150 USD | \$200 CAD qualify to receive Stampin' Rewards. (Only commissionable items on a demonstrator order contribute to the necessary amount to receive Stampin' Rewards.)
- Workshop, customer, and demonstrator orders qualify for commissions. (Only commissionable items on a demonstrator order qualify.)

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## PLACING ORDERS WITH STAMPIN' UP!

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Stampin' Up! provides two convenient ways for you to place your orders:

### INTERNET ORDERS

Order Entry Express (OEX), a program on the demonstrator website, is the most convenient and efficient way to submit orders to Stampin' Up! To use OEX, simply follow these steps:

1. Fill out the appropriate paper order forms to organize the information you must enter into OEX.
2. Log on to the demonstrator website and access OEX.
3. Log on to the demonstrator website and access OEX.

It's that simple. You can even practice placing orders until you feel comfortable using the program. But there are more benefits to using OEX than its ease of use. In addition to offering fast and timely order entry, OEX calculates your order, ensuring that any mistakes are discovered before the order is placed.

You can place orders 24 hours a day, 7 days a week with OEX. However, for orders to qualify for any particular month, they must be completed by 11:59 p.m. (MT) on the last day of the month. We recommend placing orders before 11:50 p.m. (MT) to count for the current day and after 12:10 a.m. (MT) to count for the new day.

In the event of an outage or any unforeseen problem with the website, please contact Demonstrator Support for assistance and updates. Stampin' Up!'s technology team works diligently to maintain the systems that support you and OEX. If any problems arise, every effort is made to restore the system as quickly as possible. Stampin' Up! reserves the right to maintain, hold, adjust, or modify cutoffs or deadlines in the event of an outage and will not be liable for any delay in the ability to access the website or OEX caused in whole or in part by circumstances beyond Stampin' Up!'s control.

## PHONE ORDERS

If you choose not to place orders using OEX, you may call Stampin' Up! to place an order. Before you call to place an order, please have all the necessary order forms completed, including the order totals. Phone orders may be paid with a credit card or direct debit already on your payment profile. When you place an order by phone, it is your responsibility to listen to the order entry personnel repeat the item descriptions, prices, and totals to confirm their accuracy. This will help prevent order errors.

Stampin' Up! Demonstrator Support  
P.O. Box 550  
Riverton, UT 84065  
Phone: 1-800-STAMPUP (1-800-782-6787)

## MAIL ORDERS

Stampin' Up! does not accept mail orders—with the exception of Starter Kits.

## STARTER KIT ORDERS

Placing a new team member's Starter Kit order online is easy:

1. Your team member goes to [stampinup.com](http://stampinup.com) or [stampinup.ca](http://stampinup.ca) and selects "Join."
2. During the sign-up process, they will find you on the Demonstrator Locator.

The website will guide your new team member through agreeing to the Independent Demonstrator Agreement and placing a Starter Kit order. If you wish, you can even email your new team member a link to the sign-up process, instead of having them find you on the Demonstrator Locator.

Placing a team member's Starter Kit without OEX is also simple:

1. Your team member reads and signs the Independent Demonstrator Agreement.
2. You sign your team member's Independent Demonstrator Agreement as the new team leader.
3. Your team member fills out the Starter Kit Order Form.
4. You or your team member mail, fax, or email both forms to the Stampin' Up! office.

Stampin' Up! Demonstrator Support  
P.O. Box 550  
Riverton, UT 84065  
Email: [ds@stampinup.com](mailto:ds@stampinup.com)  
Phone: 1-800-STAMPUP (1-800-782-6787)

All mail Starter Kit orders received by Stampin' Up! are processed on the business day they are received. Mail Starter Kit orders received on weekends or holidays are processed the next business day.

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## PAYING FOR YOUR ORDERS

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Once you have your order total, you'll need to make a payment. Remember, your customers are paying you for the orders they place. In turn, you pay Stampin' Up! when you place your customers' orders. Protect yourself—always make sure that you have gathered payment for the orders before the workshop closes. Please note that Stampin' Up! does not accept purchase orders.

When paying Stampin' Up! for your orders, you cannot use more than one form of payment. Stampin' Up! accepts the following forms of payment.

### DIRECT DEBIT

Direct debit works exactly like paper checks—that's why they're often called "electronic checks"—but with some important advantages over paper checks, credit cards, or debit cards.

- There are no restrictions. Because direct debit draws on checking or savings accounts, there are no daily limits or withdrawal restrictions.
- You retain complete control over which account is used, switching between your checking or savings accounts.

Information is entered once and is securely stored—once you've set up a direct-debit profile on the demonstrator website, you won't need to re-enter the numbers with future orders.

## CREDIT CARDS

Stampin' Up! accepts credit cards: MasterCard®, Visa®, or Discover® (US-only). You may only use credit cards for which you are an authorized signer. Refer to the Credit Card Policy in the Demonstrator Policies document for more details.

Please note that orders are not considered submitted and closed until the credit card charge is approved. This includes orders placed by phone.

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## TAX-EXEMPT ORDERS

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Some organizations, such as churches, schools, and government entities, are exempt from paying sales tax. As a demonstrator, it is your responsibility to obtain a tax-exempt certificate from a customer claiming to be exempt from paying sales tax. This certificate must be included with the order when you mail it to Stampin' Up! for processing, and you must indicate which items in the order are being purchased tax free. Sales tax exemption certificate requirements vary from state to state.

If your state's certificate requires a seller's name and address, you must include your name and address. After your name you must include the phrase, "a Stampin' Up! demonstrator."

Your tax-exempt certificate will be reviewed for completeness and authenticity by the Stampin' Up! accounting department. If the certificate is found to be acceptable, the order will be processed. If the certificate is not found to be acceptable, Demonstrator Support will contact you by phone to correct the problem. Once the problem is corrected, the order will be processed.

If an order consists completely of tax-exempt merchandise, we are required to ship it to the tax-exempt organization. If only a portion of the order is tax exempt, it can be shipped to any address.

Tax-exempt orders may require up to two additional business days to process due to their special nature. If there are any errors on the order form, it will take additional time to process.

Due to our business model as a direct seller, resale exemption certificates, licenses, and permits are not acceptable as tax-exempt certificates. A sales tax permit is a permit allowing one to collect sales tax and is generally not a license to make tax-free purchases. Since your customers cannot resell any Stampin' Up! products, they cannot claim tax-exempt status on that basis.

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## ORDER CORRECTIONS

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While we always strive for accuracy in our orders, mistakes do happen. Stampin' Up! is prepared to help you correct problems with orders that you or your customer receive. To facilitate an order correction, please contact Demonstrator Support. Because Stampin' Up!'s business relationship is only with you, the demonstrator, and not with your customers or hosts, Demonstrator Support can only speak with you, not your customer or host when correcting an order. Customers and hosts will be unable to answer the questions normally associated with an order correction.

When you or your host receive an order, carefully inspect each item to ensure that nothing is missing or damaged. Should a problem arise, your host should contact you. Order corrections can be done for any of the following.

- **Damaged items**—If the product is damaged, please let Demonstrator Support know. The shipping company may request to inspect the packaging; Demonstrator Support may need to inspect the damaged item. Demonstrator Support will work with you to facilitate these inspections.
- **Defective items**—If an item is defective, please contact Demonstrator Support immediately. We strive to provide the best defect-free products possible. Despite these efforts, you may encounter a product that fails to meet your or your customers' expectations. In some cases, a Stampin' Up! representative may need to inspect the item to better understand the type of defect. Demonstrator Support will work with you to get the product returned for inspection.
- **Wrong, missing, or extra items**—We understand how disappointing it is to receive the wrong item in your order. Assembling orders correctly the first time is our goal. If you find an item in your order that you did not request, or if an item that you ordered is missing, please contact Demonstrator Support promptly. Before calling Demonstrator Support, please check the following:
  - Is the extra wrong item listed on the packing slip?

- o Does the packing slip show the missing item on backorder? (A “B” will be listed next to the product on the packing slip.)
- o Is the missing item hidden in the packing materials?
- o Is it possible that the host accidentally delivered the missing item to the wrong person?

### PRODUCT GUARANTEE POLICY

Our stamps and accessories are guaranteed to be free of defect at time of delivery. If you find a defect within 90 days of delivery, we will replace it or repair it.

### RETURNS AND EXCHANGES

Stampin’ Up! wants you and your customers to be happy with all purchases and will assist you in providing exchanges or returns. Other than as provided under the Right to Cancel Policy and Repurchase Policy, Stampin’ Up! does not offer refunds on merchandise that has been shipped to the demonstrator or customer. Refer to the Demonstrator Policies document for more information. Shipping fees may apply for exchanges. Please call Demonstrator Support to initiate a return or exchange.

### CHECK YOUR ORDER STATUS

Not only does OEX streamline the order process, it also makes checking on your order simple and quick. To check on the status of your order, simply log on to the demonstrator website and go to Order Entry Express. Click on the Check Order Status option, find your order number, and click on it.

### ORDER SHIPPING PRACTICES

Stampin’ Up! usually ships orders within 48 hours of the date the order is received from the demonstrator at the offices of Stampin’ Up! (excluding weekends and holidays). Shipping times may vary. Please provide your customers with a realistic delivery estimate based on your personal experience and current situations and remind them that workshop orders will be shipped to the workshop host.

### BACKORDERS

While Stampin’ Up! strives to maintain the inventory you need, from time to time Stampin’ Up!’s suppliers may be unable to meet the demand and some catalog merchandise will be placed temporarily on backordered status. If an item you have requested is backordered, a “B” will be listed next to the item number on the packing slip.

The rest of your order will be shipped without the backordered item. As soon as the backordered item becomes available, Stampin’ Up! will ship it immediately. You do not need to reorder backordered items. If the merchandise is not shipped to you or the customer within 21 days from the date the order is received by Stampin’ Up!, you may call Demonstrator Support and cancel the order for a full refund or exchange it for another item. Refunds will only be issued on purchased items.

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## INCOME

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### PAYMENT METHOD

Stampin’ Up! offers one payment method: direct deposit. Direct deposit is the quickest, easiest, and safest way for Stampin’ Up! to pay you your commissions.

The payment file containing the commission payment information will be submitted for processing to Stampin’ Up!’s bank on the fifth banking day (in the United States) of the month. The actual deposit date of the funds into a demonstrator’s bank account is dependent upon their country’s banking systems payment timeline.

Additionally, there is no charge for this service. See Direct Deposit in the Demonstrator Policies document for more information regarding how to sign up for this service.

#### WHAT IF I DON’T HAVE A BANK ACCOUNT?

*Stampin’ Up! is more than willing to work with each demonstrator. We understand that circumstances may make certain options unrealistic. If for some reason you cannot receive direct deposit, please contact Demonstrator Support. They’ll work with you to find a viable option.*

## PAYMENT PERIODS

Commissions (excluding deferred income) are processed once a month and initiated on the fifth business day of the month (in the United States) for the previous month's activity. The actual deposit date of the funds into a demonstrator's bank account is dependent upon their country's banking systems payment timeline.

In order to meet our commitment to get your payments to you on time, Stampin' Up! must observe strict schedules and cutoff dates. Orders closed after 11:59 p.m. (MT) on the last day of the month will count toward the next month's business. For more information about when you are paid deferred income, see the Credit/Debit Card Policy in the Demonstrator Policies document.

Due to processing costs, Stampin' Up! processes small dollar deferred income/commission payments a few times each year.

### CHECK FOR ERRORS

*Check your orders carefully so you don't miss opportunities to earn incentives or qualify for increased volume commissions. If you are close to promoting to a higher title or achieving an incentive, even small problems can make a big difference. Some common mistakes include:*

- *submitting an order after the end of an incentive period*
- *leaving an order in Modify status when you meant to close and submit it*
- *submitting incomplete Starter Kit Order Forms and Independent Demonstrator Applications*
- *submitting incomplete tax-exempt orders*
- *counting supply orders and event registrations toward your personal commissionable sales.*

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## DOING BUSINESS IN THE UNITED STATES

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### UNITED STATES-SPECIFIC INFORMATION

#### INCOME TAX

As an independent contractor, you are responsible for keeping track of your own earnings and expenses for income tax purposes. Several states and provinces have additional business taxes that may apply to your demonstratorship. You may want to seek out an accountant familiar with the direct-sales industry for tax advice.

Stampin' Up! does not issue 1099s for the instant/deferred income or volume commissions portion of demonstrator income. You will need to keep your own records to determine the applicable local, state, and federal income taxes on instant/deferred income and volume commissions. 1099 forms will be issued for a demonstrator's team commissions, prizes, awards, etc., in the amount of \$600 or more a year. Your 1099 will be mailed on or before January 31 each year and will include commissions and the value of all incentives, such as earned trips, contest awards, and similar benefits earned during the previous calendar (tax) year. You will not receive a W-2 Form nor will Stampin' Up! withhold taxes on any earnings. You are responsible for reporting your earnings on individual federal and state income tax returns.

#### CALIFORNIA SALES DISCLOSURES

If you live in California and your income from Stampin' Up! exceeds \$600 in any given year, we are required to provide the Employment Development Department of the State of California the following information: your name, social security number, address, and start date.

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## DOING BUSINESS IN CANADA

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### CANADA-SPECIFIC INFORMATION

#### INCOME TAX

As an independent contractor, you are responsible for keeping track of your own earnings and expenses for income tax purposes. You may want to seek an accountant familiar with the direct-sales industry for tax advice. Stampin' Up! does not issue T4As for the

instant/deferred income or volume commissions portion of demonstrator income. You will need to keep your own records to determine the applicable federal and provincial taxes on instant/deferred income and sales volume commissions. T4A forms will be issued for a demonstrator's override commissions, prizes, awards, etc., in the amount of \$500 or more a year. Your T4A will be mailed on or before the last day of February of the current year and will include commissions and the value of all incentives, such as earned trips, contest awards, and similar benefits earned during the previous calendar (tax) year.

#### ***SMALL SUPPLIER EXEMPTION***

Most demonstrators are classified as small suppliers under Canadian law and are not required to register with the Canada Revenue Agency (CRA) to collect and remit Goods and Service Tax/Harmonized Sales Tax (GST/HST) taxes. A small supplier is anyone who earns less than \$30,000 in total taxable revenues (before expenses) from all their businesses in the last four consecutive calendar quarters or in a single calendar quarter. If you earn this amount or more within the specified timeframe, you are required to register with the CRA to collect and remit GST/HST on override commissions and bonuses paid to you from Stampin' Up! Canada. When you register (or if you are already registered), you must submit evidence to Stampin' Up! Canada of your registration. When Stampin' Up! Canada is informed that you are registered with the CRA, it will include in your monthly payment the GST/HST amount that is calculated based on your override commissions and bonuses. You will then need to remit the GST/HST on your GST/HST return filed with the CRA.