



Brand Ambassador App FAQ

1. Why should I be active on the Brand Ambassador APP?

- a. Being active on the app lets you share your lifestyle while inspiring and growing a following with the people that share your passion for bikinis. PLUS, you'll earn cash rewards and have access to other perks available exclusively to ISHINE365 Ambassadors. And remember, the more you stay active, the more you earn!

2. How do I earn cash rewards?

- a. By sharing photos featuring your ISHINE365 bikinis, you can now earn **CASH rewards**. Here's how it works (it's super easy, we promise). Stay active on the app, continue to post photos in your fave bikinis, and share your Ambassador discount code with your followers. You'll earn **8% COMMISSION** on any sales made using your code. Pretty cool, huh? We think so too.

3. How do commissions work?

- a. Whenever someone uses your Ambassador code to buy something on our site, you'll automatically receive 8% commission based off the total value of the purchase. You'll accumulate commission payments in your Wallet, which you can check the balance of at any time.

4. What kind of content should I be sharing with the #ISHINEGIRLGANG?

- a. Great question. We made this program exclusively to help you (1) connect with your fellow bikini lovers around the world, and (2) spread the ISHINE365 love! So on the app, you should do just that! Create and share lifestyle or product shots showcasing your fave swimsuits from ISHINE365 and our private label, Two Piece Mafia. Your fellow Ambassadors can also repost your photos on their own social media feeds.

5. What's the difference between a Lifestyle Shot and Product Shots?

- a. **Lifestyle shots** showcase you wearing your ISHINE365 swimsuit in action - from beach to street, the location doesn't matter. And the shot can feature just you, or you with your friends, your pupper...whoever you want! A **product shot** is just that - a photo of the swimsuit by itself (no humans required). Feeling a bit camera shy?

You can always share a photo of your ISHINE365 bikini in an #OOTD style post. Who doesn't love a little fashion inspo?

6. What's more important...sharing or creating content?

- a. Both are super important! Creating your own content def takes more time than just sharing photos, but it's more personal. Unique, personal content has a better chance of being featured on our Spotlight Feed + Instagram. But don't get us wrong, we're also big fans of sharing/reposting; it helps us spread the ISHINE365 love across the board, so feel free to repost the images that inspire you!

7. How do I upload a post on the app?

- a. Click on the camera icon on the bottom menu bar, and either upload a photo from your gallery or take a live one. You then have the option to add a sticker on the graphic. Finally, you'll land on a screen that says "Select Hashtags". Click on "Hashtags Recommended By Brand" and then select one social media platform from the options listed on the grey bar that says "Share On". You'll be redirected to the platform of choice, and from there, post as you would normally.

8. I just shared my first post on the app. What happens next?

- a. After you've uploaded your first photo, you'll see it appear in your **History Chest** (click on the icon on the lower menu bar that looks like a shipping box with a check mark in the middle). Think of it as a storage unit that holds all the posts you've shared with the program. And from here, you may or may not be featured on our Spotlight Feed, so stay tuned! If your post has been selected, you'll get a notification on the app and one sent to your email.

9. Do I need to use the app every time I want to upload a post?

- a. Nope! First thing's first. Make sure you've connected all your fave social media platforms to the app. You can do this on the **Social Networks Accounts tab** on the main menu. When you upload your first post correctly via the app, you'll be able to upload future posts directly to Facebook, Instagram etc. without having to go through the app beforehand. The process involves technical mumbo jumbo we don't want to bore you with. Just make sure that when you upload direct through social media, you use the necessary brand tags/hashtags on your image caption. Without this, your upload won't pull through correctly and won't appear in your History Chest.

10. What's my Ambassador Level?

- a. Think of your Ambassador Level as a ranking based on engagement. The more active you are with the program, the higher your rank. And higher ranks mean more cash rewards and perks! You can find your current rank on the **Stats tab** on the main menu.

11. Where do I find my Ambassador Discount Code?

- a. Go to your **Account** in the main menu, then click on the **Referrals tab** and you'll see your exclusive code there. Make sure to share it with your friends, family, followers, whoever! Remember, you'll earn 8% commission on any sales made using your code. And quick note babes, the **discount code value is subject to change based on seasonality**.

12. What are Coins?

- a. Coins are special rewards we give to active Ambassadors. Wanna earn more coins? Then continue posting and engaging! And don't forget, you can use your Coin balance to purchase payout coupons aka CASH \$ and gift cards to our site.

13. Do I have to use my Coins?

- a. Nope! Feel free to save 'em up to use them at a later date. You can always check on your current Coin balance by going to the **Stats tab** on the main menu.

14. What is my Wallet?

- a. Any cash rewards you earn through the app will show up on the Wallet. Think of it as an extension of your physical wallet. And just like Coins, you can use your Wallet balance to buy payout coupons and gift cards to our site at any time.

15. How do I redeem my commissions?

- a. Once you've hit your first \$50 in commission earnings, you can redeem your first payout! You can buy payout coupons using current Coin + Wallet balances in the **Rewards tab** of the lower menu bar (click on the icon that looks like a present). The coupon value you purchase is the amount that will be transferred to the PayPal account you connected with the app. And quick note here: YOU are in complete control of when to redeem payouts. You can do it every month, once a year, whenever you want!

16. So I bought a payout coupon. What happens next?

- a. We'll **process all payout coupons on the last day of each month**. Depending on your bank, it may take a few days for the money to show up in your account, so hang tight. But don't worry babe, you'll receive email confirmations along each step of the way so you can keep track of everything.

17. I want to buy an ISHINE365 gift card instead of a payout coupon. How do I do that?

- a. Great choice. With your current Coin + Wallet balances, you can buy gift cards to use online/in-store at any time. Click on the **Rewards tab** and you'll see the available cards listed with different balance amounts. And as an Ambassador, you have the added perk that you can use these gift cards on ANY order, no exclusions!

18. What is the Sharing Vault screen for?

- a. The **Sharing Vault** (aka the **Ambassador Spotlight Feed**) works very similar to a regular Instagram feed. Here, you'll see lifestyle + product shots from your fellow Ambassadors, along with a few posts uploaded directly from @ishine365. You can share any post from the Spotlight Feed directly on your own social media too. Because you know, sharing is caring.

19. How do I get on the Ambassador Spotlight Feed?

- a. Keep creating and posting content! We hand-select which photos get shown on the Spotlight Feed, so the more quality images you share, the better chance you have of being featured here and on our Instagram with over 200k followers!

20. If I share an image from the app on one social network, can I share it again on another platform?

- a. Sure thing! You can share the same image on any social network you have connected with the app: Facebook, Instagram, Twitter and Pinterest.

21. Is there a maximum number of times per day/week I can post/repost images?

- a. Essentially, the answer is no, but we'd be careful with this. Remember babes, **QUALITY** over quantity. When posting, we want to make sure you keep a good balance between sharing relevant content you've created and images you've reposted from the #ISHINEGIRLGANG. We also have some measures in place to prevent anyone from abusing the system (ex. posting irrelevant content, etc.), so no funny business, sound good? ;)

22. Who can see my posts?

- a. Any of your posts featured on our Spotlight Feed can be viewed by all Ambassadors. Your posts may also be shown on our website and social media accounts, which are open to the public. And don't worry, you'll be tagged/credited on any posts that we share.

23. Where can I see all the photos I've created/shared?

- a. Every post you share with the program gets stored in your **History Chest**.

24. What kind of info do you show in the History Chest?

- a. For each post you upload, you can view useful info regarding engagement, rewards earned, etc. Keep track of these to see how you grow!

25. What does engagement mean?

- a. Engagement is the ratio of likes and comments to your network shown as a percentage.

26. What does “Your upload is being verified, it will display soon” mean?

- a. It’s totally normal to see this message in the **History Chest**, especially immediately after you’ve uploaded a post. It basically means that your post is being verified by our system. We promise it’s temporary, so the post + the engagement stats should show up soon. If it doesn’t, make sure to contact us so we can fix any problems.

27. I have some questions about the program aside from what’s listed here. How can I get more help?

- a. You can get in touch with us in many ways! To send us a DM via the app, click on the envelope icon on the bottom menu bar and create a new message. You should get a response within 24 hrs. You can also email, call, or DM us on social media at any time! We’re always here to help.

28. If I have questions about an ISHINE365 order, what should I do?

- a. For any questions about orders on ISHINE365, contact us at any time via email, phone call or DM. We’ll be in touch as soon as possible!

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