
Frequently Asked Questions (FAQs) for Independent Business Owners (IBOs)

1. How do I renew my IBO position?

Your IBO Position will be automatically renewed every year, one year from your start date and then annually after that. For the autorenewal process to take place, you must accept the terms and conditions in the Back Office and have a valid card on file.

To update your payment method, please log in to your Back Office, click on Preferences and Payment Method.

Accepted payment methods are credit/debit cards from American Express, Discover, Visa and Mastercard.

2. When will acquired customers count toward the Monthly Customer Bonus?

Customers acquired within the IBO Qualification Period must be completed, installed, active or activated by the 60th day after the IBO qualification period. Refer to the [Order Entry Timeline Document](#) for more details.

3. When will my acquired customers show up on my position?

Customers may appear on your position at different times of the day based on the ordered product. The [Order Entry Timeline Document](#) will guide you in understanding when an order will appear on your position as well as when the order will count toward qualifications.

4. How do I locate a missing customer?

If you have a missing customer, please validate the [Order Entry Timeline Document](#) to ensure that you have provided sufficient time for order processing. If your customer is still missing after the provided timeframes have expired, please visit the [Claim Missing](#) Customer Tool located in the Personal Customer List section of your Back Office to search for your missing customer.

If you are unable to locate your customer via the Claim Missing Customer Tool, please visit the [contact support section](#) in your ACN Compass to submit a missing customer case.

5. What is included in the monthly business support fee?

Your ACN Independent Business Owner Start-Up Fee (\$199) covers the cost associated with establishing and servicing your business, and enables you to conduct business for one year in any country in which ACN operates. * In addition, the \$25 per month Business Support Fee allows you to maintain your business status with ACN. In return, ACN covers a full range of extensive IBO and customer support services, so you can focus on what matters most – building your business!

6. What happens if my monthly support fee declines?

Within 90 days: Your position will be suspended, and you will be directed to update your payment details in your back office. On the fourth month, your account will be placed on hold and compensation will be held.

After 90 days: All earned compensation is forfeited. Your position will be deactivated but can be reactivated within the renewal period for a determined fee.

After one year from the renewal date: Your position will be permanently deactivated.

7. What if I have a question about ACN products?

Product trainings, webinars and marketing materials can be found on ACNCompass. Please remember to visit the [ACN Development Center](#) to learn more.