SOC Pro App FAQs

Q. What is the SOC Pro App?
- A. The SOC Pro App is a platform that helps Affiliates start and build their SendOutCards business. It's full of resources with everything from tutorials and training videos to company policy documents to social images and everything else in between.

  Within the app, Affiliates can also check on their commissions and bonuses, send out pre-written prospecting messages, learn about SendOutCards events, share SendOutCards with others and start taking actionable steps towards hitting goals and earning awards.

Q. Why do I have to login to my Revolution Office from the SOC Pro App?
- A. The SOC Pro App connects to your Revolution Office to ensure that all content you share through the SOC Pro App is appropriately linked to you as an affiliate.

Q. What do I do if I cannot login to my Revolution Office?
- A. Your revolution office login will be your affiliate ID (not your SendOutCards username) and your original password. If you do not remember your password, you can reset your password by clicking the Forgot Password link.

Q. Does it cost money to subscribe to the SOC Pro App?
- A. It is free to Affiliates for the first 90 days.

Q. If I have an issue with my SOC Pro App, who do I contact?
- A. Please contact the SendOutCards Customer Success team or report a problem through your SOC Pro App by going to **My Profile** > **Settings** > **Support**.

Q. Is the SOC Pro App for Customers and Affiliates?
- A. The SOC Pro App is for Affiliates only.

Q. What's the difference between SOC Pro App and AppreciationPAL?
- A. While AppreciationPal provided resources that Affiliates could share to bring in more customers, the SOC Pro App is a comprehensive center that houses everything Affiliates need to start and build their businesses, real-time corporate communication, and the tool is FREE to the Affiliate for the first 90 days.

Q. What is Gamification?

A. Gamification is the use of game elements such as awards, point scoring, competition, etc. and is typically used as an online marketing technique to encourage engagement with a product or service.

Q. What awards will be available through the app and how do you get the awards?
- Get on a SendOutCards subscription
- Send three Heartfelt Promptings Cards
- Share SendOutCards with three people
- Reach $97 in Personal and Customer Volume total (Your unlimited subscription counts)
- Sign-up your first subscription customer
- Sign-up your first Affiliate
- Send 42 Heartfelt Promptings Cards (three cards a day) in your first 14 days
- Reach $485 in Group Volume total (This can come from your subscription and any subscription/gift purchases anywhere. Do this in your first 30 days and you'll get 2 awards AND a $100 Fast Start check!)
- Fast Start 100 (first 30 days) - If you collect $485 in Group Volume total on your dashboard in your first 30 days, you'll get $100 and an award!
- Rank advance to Manager by collecting $970 in Group Volume total
- Become PAID4 by earning $485 in PCV (up to $97 can come from you)

Q. What videos will be available on the SOC Pro App?
- Opportunity & Pricing
- Marketing Videos
- Testimonials
- Tutorials
- Heart of SendOutCards and More!

Q. What is the Build Plan and what are trigger points?
A. When you join SendOutCards as an affiliate, you'll want to focus on these specific steps:
1. Reach $97 in Personal and Customer Volume total (Your Unlimited Subscription counts)
2. Earn your Fast Start Bonus (generate $485 in Group Volume in your first 30 days)
3. Rank advance to Manager by collecting $970 in Group Volume total
4. Get PAID4 by generating $485 in Personal and Customer Volume total
5. Rank Advance to Senior Manager

Q. What information is located on the HOME page?
- Have Them Send A Card

- Send A Card
- Pricing and Opportunity
- SendOutCards Videos
- Testimonials
- Tutorials and methods to share
- Upcoming Events
- Social Images
- Add Tool button

Q: What will be included in the FAVORITES list on the Home page?
   A. The SOC Pro Team have preloaded some content into the Favorites section: The Send a Free Card image and link, the Ways to Get Started video and the SendOutCards Wow video. You can also tap the **thumbs up favorite** icon below any app content and it will be added to your favorites list for quick reference.

Q: What are the icons at the bottom of the app?
- Tutorials
- Contacts
- Learn
- Feed
- Business

Q. What videos are available in the Learn section of the app?
- Welcome! (Kody's Story)
- Get Started Now (Jordan)
- Your Future - Getting Motivated
- How to Invite
- How to Build Your SendOutCards Business
- Making a List of People to Reach Out to
- How to Enroll Customers/Affiliates and Follow-Up

Q. When can I track the links that I share?
   A. The only time a link is trackable is if the link is sent via SMS text or email. Links are not trackable if they are shared via social media.

Q. How do I delete a contact from my SOC Pro App?
   A. First, you will need to hide the contact by finding the contact and swiping down to hide it. Then you will go to **settings**, find your hidden contacts where you can permanently delete the contact.

Q. I accidentally hid a contact, how do I get it back in my contacts?
   A. Go to **settings**, find your hidden contacts and unhide the contact.

Q. Why am I forced to change the example message when sharing on social?
  A. To ensure that Facebook does not mark the message as spam because multiple people are sharing the same content, you are required to make the post unique. The example message is there to help you write out what you want to say.

Q. I deleted a reminder, but I want to put it back. How do I do that?
  A. Find the notification in your feed that you originally set the reminder on, and swipe to set a new reminder.

Q. How do I change the order of my tools?
  A. On the home screen, tap the toggle button in the top right corner. From there, use the three lines to drag the tools into whatever order you'd like them to be in.

Q. I have a contact that is not showing when I am on the desktop version of the SOC PRO App?
  A. A contact added from your phone will ONLY show on the desktop version if you have interacted with that contact by marking them as hot or cold or by sharing content with them.

Q. How can I get my contacts from my SendOutCards account to my SOC Pro APP?
  A. The best way is to export your contacts from your SendOutCards account and then upload the file to the SOC Pro desktop page.

Q. When I share via email, it is not coming through my email, why?
  A. You will need to edit the email settings in the desktop SOC Pro page.

Q. What happens after the 90-day trial is over?
  A. We are currently defining what the details are, including an opportunity for the app to continue being free of charge once certain stipulations are met. More details to come.

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