

**For more information contact:**

**Val Leighton and Daryl Trembath**

Diamond Wellness Advocates no 201171

**Val:** 0412 32 80 89

[val@earthgifts.com.au](mailto:val@earthgifts.com.au)

**Daryl:** 0413 255 192

[daryl@earthgifts.com.au](mailto:daryl@earthgifts.com.au)

**Web:** <http://mydoterra.com/earthgifts>

**Research:** <http://sourcetoyou.com>

<http://aromaticscience.com>



 Katie	 Lisa	 Emma
 651 Team Volume	 651 Team Volume	 Aaron
		 Susan



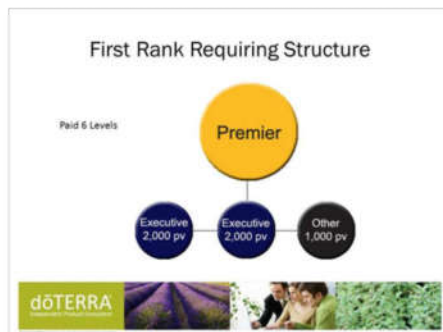
## Structuring Your Business



# Placements and Other Tips

## EXAMPLE OF PREMIER STRUCTURE

Example of a Premier structure... keep in mind this image can be deceiving, 3 legs are not required to hit premier. Remember that a Premier is 5000 in overall sales or OV and that 2000 of that 5000 needs to be organized into 2 separate legs (that you own enrollment of) equaling 4000. The other 1000 can come from either of those legs or both, OR can come from a third leg. For example you can be premier with two legs of 2500, or one 2000 and one 3000, etc etc... a third leg is not required for Premier.



## ENROLLER VS SPONSOR

We now have to talk about enrollers and sponsors. If you aren't 100% sure on the difference DON'T WORRY! It can be confusing as to why it matters. I'll break it down for you here...

**ENROLLER**: Is typically the person who has been in contact with the new customer and "locked down" the enrollment, they usually sourced, taught, and enrolled the new person. The enroller will be paid fast start (20%) commissions on the new customer for the first 60 days that they are enrolled in dōTERRA. You must be the enroller of any individuals that you want to use to help you qualify for a rank. For example... if your upline placed someone on your frontline and helped them build to executive you can NOT use them as one of your legs for Premier because you do NOT own their enrollment (your upline does). You can only use them if your upline gifts enrollment to you. (More about gifting enrollments later)

**SPONSOR:** Is just who an individual is directly placed under. I can enroll someone and place them wherever I want on my team. For the first 60 days I'll get paid the exact same on that person regardless of where I place them. After the first 60 days all wellness advocates that qualifying for commissions and are within the 7 levels of payout above my enrollment can be paid on them (including me!) So a sponsor is just the person directly above a customer or wellness advocate. If I enroll Sally and place her under Sue then Sue is the sponsor of Sally. I am still Sally's enroller though.

## **WHERE DO I PUT MY ENROLLMENTS?!**

### Best Practices:

- Place on your lowest performing (OV) leg or your qualifiers lowest performing leg (depending on rank)
- Place on your 4th level or below
- Keep friends & family together
- Keep geographic markets together
- Don't plug holes for PO3 (its makes for wasted volume)
- Find rank planner example in the comments

## **LET'S CLEAN UP & ACTIVATE**

- Activate old stagnant accounts or remove them
- Cleans the tree for fresh look and allows you to see your active members more clearly
- Allows you to engage already enrolled people for more volume and allows you to place volume down where you need it

### **UPDATE - as of May 2019**

- ⇒ dōTERRA used to remove "inactives " monthly. Inactives are WAs or WCs that have not ordered in 13 months or more. Although WAs and WCs technically are considered "inactive" once they have had 6mo of no orders they are not eligible for deletion until one year of no orders has been reached.
- ⇒ dōTERRA is finally getting back on top of auto deletion. On May 16th they worked on removing any WA/WC that had not ordered for 18+ months. Over the next few weeks they will be getting back on schedule and working to remove any WAs and WCs that have not ordered for 13+ months.

✓If you want to retain these customers info you should be printing your genealogy report or saving it to your computer monthly.

✓If you use “placeholders”, make sure your placeholders place an order before they reach 12 months so they don't fall off your tree.







## INACTIVE MEMBERS REPORT

1. Log into your back office
2. Click purple "Team" tab at the top of your screen
3. Click "Detailed Genealogy"
4. Drop down the 3rd section of menu options under "Filters"
5. Switch Active to "no"
6. Click "update report" on far right hand side
7. Sort report by date by clicking the words "last order date"
8. Print and start reaching out!

## INACTIVE EMAIL TEMPLATE

When you engage with a customer or wellness advocate who hasn't ordered in 6mo or more to place an order or start ordering on LRP again it's called reactivation. Once this happens you are able to move them anywhere you want on your structure and make any changes to the sponsor and enroller ID's on their account with the move.

BEFORE they place an order they must send in an email to [placements@doterra.com](mailto:placements@doterra.com) and you must confirm that they have been moved prior to instructing them to order. Please note that this email is not required to "activate" people. Once they order they are considered active. The email is just required to move them and change enroller and or sponsor for the inactive individual.

Mobile Phone Applications	By	Comments
Official dōTERRA app	Ensure you download the official dōTERRA App by InfoTrax.	 <a href="https://itunes.apple.com/us/app/doterra/id956782069?mt=8">https://itunes.apple.com/us/app/doterra/id956782069?mt=8</a> <a href="http://www.tinyurl.com/doTERRA-App-Android">www.tinyurl.com/doTERRA-App-Android</a>
Mydopro	mydopro, LLC	 Based on the mydopro website <a href="https://itunes.apple.com/au/app/mydopro/id918016270?mt=8">https://itunes.apple.com/au/app/mydopro/id918016270?mt=8</a>
Modern Essentials	AromaTools	 Based on the Modern Essentials book produced by AromaTools  Note: you can change the generic names to dōTERRA specific by holding down the blend names for a few seconds and then typing in the specific blend name.  <a href="https://itunes.apple.com/au/app/modern-essentials/id533956710?mt=8">https://itunes.apple.com/au/app/modern-essentials/id533956710?mt=8</a>
dōTERRA Daily Drop	dōTERRA International	 <a href="https://itunes.apple.com/us/app/doterra-daily-drop/id1092276833?mt=8">https://itunes.apple.com/us/app/doterra-daily-drop/id1092276833?mt=8</a>
Essential Emotions Reference	Share Success	 <a href="https://itunes.apple.com/us/app/essential-emotions-reference/id1147824917?mt=8">https://itunes.apple.com/us/app/essential-emotions-reference/id1147824917?mt=8</a>
Share Success Pro	Bitesize, LLC	 <a href="https://itunes.apple.com/au/app/share-success-pro/id1093409094?mt=8">https://itunes.apple.com/au/app/share-success-pro/id1093409094?mt=8</a>
Amplify by Hootsuite	Hootsuite	Amplify is an app created by Hootsuite that gives users access to unique content created by dōTERRA for Wellness Advocates to use on their own social media sites.  Purchase the app in your back office. (Amplify Subscription SKU: 60200744) – US back office only at this stage. See more at: <a href="http://doterra.com/US/en/blog/building-amplify-tutorial#sthash.yRy3wfuD.dpuf">http://doterra.com/US/en/blog/building-amplify-tutorial#sthash.yRy3wfuD.dpuf</a>
Team App	Team Mates Pty Ltd	<b>Team App is a 100% FREE and secure platform enabling any sports club or social group to create their own customisable smartphone app in under 10-minutes. It also includes a FREE website that updates dynamically with your app. We have an app called "Essential Elements" that passes along information from dōTERRA as we receive it. This is usually quicker than social media in learning about new products etc and its on your phone with notifications that a message is received.</b>



Website/Application	Main Use	Comments
<b>Non- dōTERRA WEBSITES</b>		
<a href="http://doterra.quickprintstudio.com/">http://doterra.quickprintstudio.com/</a>	Authorised (US) partner with dōTERRA for print business tools	<ul style="list-style-type: none"> <li>• Business cards</li> <li>• Banners</li> <li>• Decals</li> <li>• Mobile and iPad cases</li> <li>• Contact labels</li> </ul>
<a href="https://mydopro.com/">https://mydopro.com/</a>	A large community for WAs by WAs	Need to create an account (free)
<a href="http://essentialoils.org/">http://essentialoils.org/</a>	Research and education by Dr Pappas	<ul style="list-style-type: none"> <li>• Based on the work of Dr Robert Pappas</li> <li>• The largest online chemical reference database for essential oils in the world.</li> </ul>
<a href="https://www.aromatools.com/">https://www.aromatools.com/</a>	Oil related items	<ul style="list-style-type: none"> <li>• Books and media</li> <li>• Diffusers</li> <li>• Cases and displays</li> <li>• Containers</li> <li>• Business tools</li> <li>• Kits, capsules, accessories</li> </ul>
<a href="https://au.aromatools.com/">https://au.aromatools.com/</a>	Aromatools website in Australia	<ul style="list-style-type: none"> <li>• Limited range of items available from AromaTools in Australia</li> </ul>
<a href="http://www.oillife.com/">http://www.oillife.com/</a>	Oil related products	<ul style="list-style-type: none"> <li>• The Essential Life book</li> <li>• Share Success Live, Share, Build, Launch guides. <ul style="list-style-type: none"> <li>• Now available in Australia <a href="https://australia.oillife.com/">https://australia.oillife.com/</a></li> </ul> </li> </ul>
<a href="http://www.sharesuccess.com/">http://www.sharesuccess.com/</a>	Success Training Guide by Nathalie and Andy Goddard	<ul style="list-style-type: none"> <li>• Live, Share, Build documents and multiple other business building pdfs for download</li> <li>• A wealth of information can be downloaded (and some purchased) at the library: <a href="http://www.sharesuccess.com/library">http://www.sharesuccess.com/library</a></li> </ul>
<a href="http://www.sharesuccess.com/australia/">http://www.sharesuccess.com/australia/</a>	Share Success Australian website	<ul style="list-style-type: none"> <li>• 5 Pipes Schedule</li> <li>• Essential Emotions class handout for Australian market</li> </ul>

YouTube Channels		
<a href="https://www.youtube.com/user/doTERRAcorp">https://www.youtube.com/user/doTERRAcorp</a>	Official dōTERRA YouTube site	Name = dōTERRA Essential Oils Ask Dr Hill videos, product videos, Tuesday Tip-Off videos
<a href="https://www.youtube.com/channel/UCROAI7vl8W4-P4mcJvqa7Dg">https://www.youtube.com/channel/UCROAI7vl8W4-P4mcJvqa7Dg</a>	Official AUSTRALIAN dōTERRA YouTube site	Name = dōTERRA Australia
<a href="https://www.youtube.com/channel/UCaehoJpB7qUwJB_xHplbAzw">https://www.youtube.com/channel/UCaehoJpB7qUwJB_xHplbAzw</a>		Robert Pappas
<a href="https://www.youtube.com/user/hayleyhobson">https://www.youtube.com/user/hayleyhobson</a>		Hayley Hobson
<a href="https://www.youtube.com/channel/UCN94HZXvtUp9dgWhAynerA">https://www.youtube.com/channel/UCN94HZXvtUp9dgWhAynerA</a>		Food Alchemy with Vanessa Jean

There may be times you engage a customer to become active and you don't need to move them, maybe their placement is fine and they are already in a spot you need volume. If that is the case then no email is required. This email is ONLY needed if you want to move them or update enroller and/or sponsor.

**TEMPLATE:** (this must come from the person moving & come from the email address on file on their dōTERRA account.)

Email to: [placements@doterra.com](mailto:placements@doterra.com)

I John Smith ID#123456 would like to place an order. Before ordering and activating my account I would like to ensure my sponsor and enroller are reflecting as below. Thank you  
ENROLLER: Suzie Que ID#23456  
SPONSOR: Jane Doe: ID#987654

If you are silver+ leader have them CC you on this email so you can send to your account manager for expedited processing. If you have a good partnership with your upline who is silver+ they can also help you get this expedited.

## INACTIVE EMAIL & TEXT CAMPAIGN EXAMPLE

Click the link below to see an example of an email campaign that I have sent to my inactive members in the past. After sending this email I will text each inactive member one by one and send them a script that says... "Hey \_\_\_\_, I wanted to reach out to you. I sent you a special email yesterday and I wanted to make sure you got it. Shoot me back a message once you have read through it. I'd love to catch up and chat with you more. Hope you're doing well. -Mandi



**EMAIL TEMPLATE:** <https://mailchi.mp/19cb0d99b823/wemissyou>

## UPGRADES & CLEANING UP FRONTLINES

- ⇒ Don't ever have more than 2-3 individuals on your frontline
- ⇒ Move active (LRP) orderers by upgrading them
- ⇒ Move them to your lag leg to solidify rank
- ⇒ Use the script provided in post #12
- ⇒ Help your qualifiers clean up their frontlines to help them (and you) solidify rank

## UPGRADE SCRIPT

When you are ready to start upgrading customers to move them sometimes it can be scary to reach out and ask about the upgrade. Remember to keep it simple **DO NOT MAKE IT OVER COMPLICATED!** If you make things complicated you will lose them. I have gotten 100% of my customers upgraded that I want to move. Try my sample script or some scripts from Lisa Zimmer from below...



Hey Susie Q,

I wanted to reach out to you to see if you could help me out. Right now I am working on a new goal in my dōTERRA business. Sometimes it's helpful to shift people around on my team. I'd like to place you in a spot where I can maximize my business and your potential as well.

In order to move people around a simple upgrade to their account is all that's needed. Upgrading is totally free, there is no change to your pricing, or anything on your account. Everything on your dōTERRA account stays the exact same. The only thing that changes when you upgrade is your ability to share dōTERRA, earn and income and potentially build a business. Keep in mind if sharing isn't for you there is no obligation to share.

dōTERRA Philanthropy		
<b>HEALING HANDS</b>		
<a href="http://doterra.com/US/en/healing-hands-foundation-about">http://doterra.com/US/en/healing-hands-foundation-about</a>	dōTERRA Healing Hands	Projects. Also see Healing Hands video on dōTERRA Corp YouTube channel
<b>CO-IMPACT SOURCING</b>		
<a href="https://doterra.com/US/en/difference-co-impact-sourcing">https://doterra.com/US/en/difference-co-impact-sourcing</a>	Co-Impact sourcing	Also see co-impact sourcing videos on dōTERRA Corp YouTube channel
<a href="http://www.doterraeveryday.com.au/co-impact-sourcing/">http://www.doterraeveryday.com.au/co-impact-sourcing/</a>	Co-Impact sourcing	
<b>CORPORATE CARING</b>		
<a href="http://doterra.com/US/en/about-caring">http://doterra.com/US/en/about-caring</a>	Corporate caring	Community projects and corporate sponsorships

Official dōTERRA Social Media Sites	
US Facebook = dōTERRA Essential Oils	<a href="https://www.facebook.com/doterra">https://www.facebook.com/doterra</a>
Australia Facebook = dōTERRA Australia	<a href="https://www.facebook.com/doterraAU/">https://www.facebook.com/doterraAU/</a>
Slim & Sassy Facebook = dōTERRA Slim & Sassy Lifestyle Competition	<a href="https://www.facebook.com/doterraSlimandSassy/">https://www.facebook.com/doterraSlimandSassy/</a>
AromaTouch Facebook = AromaTouch Technique	<a href="https://www.facebook.com/AromatouchTechnique/">https://www.facebook.com/AromatouchTechnique/</a>
Healing Hands Facebook = dōTERRA Healing Hands Foundation	<a href="https://www.facebook.com/doterrahealinghandsfoundation/">https://www.facebook.com/doterrahealinghandsfoundation/</a>
Business Facebook = dōTERRA Business	<a href="https://www.facebook.com/doterrabusiness/">https://www.facebook.com/doterrabusiness/</a>
Pinterest = dōTERRA Essential Oils	<a href="https://au.pinterest.com/doterra/">https://au.pinterest.com/doterra/</a>
Instagram = dōTERRA	<a href="https://www.instagram.com/doterra/">https://www.instagram.com/doterra/</a>
Twitter = dōTERRA	<a href="https://twitter.com/doterra">https://twitter.com/doterra</a>
LinkedIn = dōTERRA International LLC	<a href="https://www.linkedin.com/company/d-terra">https://www.linkedin.com/company/d-terra</a>



# More Resources

Website/Application	Main Use	Comments
<b>dōTERRA WEBSITES</b>		
<a href="https://doterra.com/US/en">https://doterra.com/US/en</a>	An introductory site for dōTERRA	<ul style="list-style-type: none"> <li>• Founding member profiles, company story</li> <li>• Resources: photos, video, fact sheets</li> <li>• Product information</li> <li>• Co-impact sourcing, CPTG quality testing</li> <li>• Address and phone details of all offices around the world with access to each country's main website (Australia = <a href="http://www.doterraeveryday.com.au">www.doterraeveryday.com.au</a> )</li> </ul>
<a href="http://sourcetoyou.com/">http://sourcetoyou.com/</a>	Sourcing and Growing information	<ul style="list-style-type: none"> <li>• Sourcing</li> <li>• Distilling</li> <li>• Growing</li> </ul>
<a href="http://doterra.com/US/en/presentations">http://doterra.com/US/en/presentations</a>		Downloadable information on oils and oil blends (high quality images)
<a href="http://doterra.myvoffice.com">http://doterra.myvoffice.com</a> <a href="http://www.mydoterra.com">www.mydoterra.com</a>	Access your virtual office	To manage your dōTERRA business, place orders, enrol new members, and view upcoming events. The Wellness Advocate (WA) site. You need to enter your WA number and password to gain access.
<a href="http://www.doterraeveryday.com.au">www.doterraeveryday.com.au</a>	Australian Consultant tools	<ul style="list-style-type: none"> <li>• Gateway to access your virtual office to shop (mydōTERRA virtual office)</li> <li>• Information about production promotions (AUS/NZ)</li> <li>• Business incentives</li> <li>• Links to Consultant Tools</li> <li>• Links to AromaTouch</li> </ul>
<a href="https://doterra.com/US/en/blog-products">https://doterra.com/US/en/blog-products</a>	Products Blog site	<ul style="list-style-type: none"> <li>• Living magazine</li> <li>• Do-it-yourself oil projects</li> <li>• Food recipes</li> <li>• Blog articles on oils</li> </ul>
<a href="https://doterra.com/US/en/blog-business">https://doterra.com/US/en/blog-business</a>	Business blog site	<ul style="list-style-type: none"> <li>• Leadership Magazine</li> <li>• Business training</li> <li>• Articles from leaders</li> <li>• Recognition</li> </ul>
<a href="https://doterra.com/US/en/blog-science">https://doterra.com/US/en/blog-science</a>	Science blog site	Launched in October 2015 by dōTERRA to bring compliant science articles to Wellness Advocates
<a href="http://www.presentterra.com/">http://www.presentterra.com/</a>	presentTERRA	<ul style="list-style-type: none"> <li>• Wellness Advocate digital platform</li> <li>• Compliant images</li> <li>• Creative ways to use images</li> <li>• Requires purchases of images</li> <li>• Launched 1<sup>st</sup> October 2015</li> </ul>
<a href="https://doterra.com/US/en/empowered-life-series">https://doterra.com/US/en/empowered-life-series</a>	Empowered Life Series	<ul style="list-style-type: none"> <li>• Monthly video series by dōTERRA on a range of products</li> </ul>
<a href="https://www.iamslimandsassy.com/#/home">https://www.iamslimandsassy.com/#/home</a>	Slim & Sassy	<ul style="list-style-type: none"> <li>• Website dedicated to Slim &amp; Sassy – products, testimonials and competitions, recipes</li> </ul>
<a href="http://doterra.com/US/en/aromatouch-technique">http://doterra.com/US/en/aromatouch-technique</a>	AromaTouch Technique	Also check out <a href="https://www.aromatouch.com/#/aromatouchtechnique/ATTRresources">https://www.aromatouch.com/#/aromatouchtechnique/ATTRresources</a>
<a href="http://www.aromaticscience.com/">http://www.aromaticscience.com/</a>	The main RESEARCH and SCIENTIFIC site	<ul style="list-style-type: none"> <li>• The Definitive Source on essential oil science</li> <li>• Research, education, professional forum.</li> </ul>
<a href="https://www.doterradiamondclub.com/">https://www.doterradiamondclub.com/</a>		A periodic business building incentive for qualifying WA
<a href="http://doterra.com/US/en/essential-wellness-education">http://doterra.com/US/en/essential-wellness-education</a>		New dōTERRA compiled website with the links for the Wellness Education series

This is just a little loophole in the system that helps me make small changes on my team that can really help me out. If you ARE interested in sharing dōTERRA I can help you earn some free products or cash, and I can come teach an educational class for you and your friends and/or family. Either way is fine with me and helps me out regardless.

## If this sounds ok to you

**Option 1:** I'd love to send you a \_\_\_\_\_ as a token of my appreciation for helping me out. Let me know and I'll send you instructions on how to upgrade its super easy.

**Option 2:** let me know and I'll send you some quick instructions on how to upgrade. It's super easy.

(You decide if you want to offer a freebie or little gift for upgrading)

If they agree send them the simple steps on how to upgrade...

Log into your dōTERRA account, click the menu option in the top right hand side. There should be a button to upgrade your account. It will prompt you to agree, click submit and you're done!

## SECOND SCRIPT OPTION (from Lisa Bonin-Zimmer)

### Text this to them:

Hey suzy q - I just sent you an email with a free \$20 in products, check it out, and let's chat.

### Email this to them:

Hey Suzy Q - You have the opportunity to get a free account upgrade with dōTERRA that gets you free \$20 in products. Go to doterra.com and log in like you normally would, click account profile, upgrade to wellness advocate. It's free. No requirements or obligations of any kind. You'll order and do what you have always done. It just allows you to get \$20 in free products from me and gives you the opportunity to get more free stuff if you ever decided to share dōTERRA with others. It also comes with a free wellness consult, so let's chat! When is a good time for you?

Always use the WC to WA upgrade as an opportunity to build your relationship with your customer that you want to upgrade. Ask them how they're doing with their oils. Do they have any questions? Have they tried the new oils yet?

Are they on LLV (look in back office to see if they are ordering LLV and are their orders strong - if not help them learn about other products they should be trying.

Turn this into a mini consult to increase their oils knowledge, use and LRP, no matter what. Let them know you care and that you aren't just contacting them because you need something.

Let them know about something new, whether it's an upcoming team workshop or make and take (if they're local) where they can come and bring friends and get free stuff, or if they are not local, let them know about an online class you have on the calendar or when you are live streaming workshop.

These are important no matter what kind of relationship you have with the WC.

If you don't have the relationship where asking them to do something just for you to help you with your structure, then you need to handle the situation differently. They are not going to care what's in it for you if you don't have that sort of relationship. They need to be presented this opportunity to upgrade with the feeling that it's all about them.

Once chatting about upcoming events, etc as show above...OH AND! You have earned the opportunity with doTERRA for a free upgrade to your account. It's super simple and get's you (example)

\$20 in free products from me (you purchase those with points if you need)

Let's chat quick about what you would like (use this time to do a mini consult and help them make a list of things they should get on their next LRP, too)

GREAT! Send me a text or message once you upgrade and we'll get those freebies shipped out to you...Your account will also now be set up so if you shared doTERRA with others, doTERRA will send you freebies, also. Is that something you'd like to know more about? How to share doTERRA with others and get free stuff or even \$?

- Essential Oils Workshops Perth <https://www.facebook.com/groups/1509701329282079/>
- AUS & NZ Essential Oils Advocates - Secret Group <https://www.facebook.com/groups/australiaWAdot/>
- Launch and Grow Your Business - Closed Group <https://www.facebook.com/groups/243714462647378/>
- Essential Oil Workshops - Sydney, ACT, and The South Coast <https://www.facebook.com/groups/1714875665464598/>
- Essential Oil Workshops - Gold Coast, Brisbane and Northern NSW <https://www.facebook.com/groups/1717401515210318/>
- Wild Oils Aromatic dressing bowls and boxes <https://www.facebook.com/Wildoils/?fref=ts>
- The Aussie Essential Oil Business <https://www.facebook.com/groups/648035528664014/> Refer Michele Wragg. Local Perth company offering great oil accessories (key chains, travel kits, roller bottles, spritzers)
- Chempaka Designs (Lava Jewellery) <https://www.facebook.com/chempakadesigns/> Lava jewellery
- Essential Emotions Training <https://www.facebook.com/groups/essentialemotions/>
- Essential Oil Consumer Reports <https://www.facebook.com/groups/EOConsumerReports/>
- Essential Elements—Closed group (friend Val Leighton) <https://www.facebook.com/groups/val.essential.elements/>
- Check with your upline – they may have their own Facebook support group set up that you can join

- **dōTERRA Tools for Australia** <http://www.doterraeveryday.com.au/australia-tools/>
  - Forms and Flyers
    - Account Information Change Form <http://media.doterra.com/au-otg/en/forms/account-information-change-form.pdf>
    - Enrolment Kits Flyer – Local  Wellness Advocate Agreement Form
    - Compensation Plan <http://media.doterra.com/au-otg/en/flyers/compensation-plan.pdf>
  - Product Guides & Price Lists
    - Local Point Redemption List
    - Local Wholesale Price List
    - Local Wholesale Product Guide
    - Local Wholesale Product Order Form
- **dōTERRA tools for all markets** <https://doterra.com/US/en/international-market-tools>
  - Opportunity and Earnings Disclosure Summary
    - 2015: <https://doterra.com/US/en/flyers-opportunity-and-earnings-disclosure-summary>
- **Aromatools (USA)** <http://www.aromatools.com>
  - Sample bottles
  - Modern Essentials book
  - Emotions & Essential Oils book
- **Aromatools (Australia)** <https://au.aromatools.com/>
- **Oil Life Australia** <http://au.oillife.com/>
  - Essential Life book
  - Emotions & Essential Oils book
  - The Live, Share, Build and Launch Guides in printed format
- **Useful Facebook Pages for Australia**

Facebook groups have a wealth of support and often have incredible file sections that people have contributed their knowledge to.

- Some suggested groups to join:
  - Empower with Essential Oils <https://www.facebook.com/groups/1377629072500139/>
  - Business with Essential Oils <https://www.facebook.com/groups/1514913112103762/>
  - Aussie Essential Oil Accessories <https://www.facebook.com/groups/953109628046520/>

Yes - great then chat about that

No - okay super - we'll just get your free products then!

If you have any questions, give me a call.

THIRD SCRIPT OPTION: (newest Lisa script)

Hi Jan!

You qualify for a free account upgrade with doterra for being a loyal customer. With this upgrade you get \$20-\$40 (you choose the amount and insert) in free products. To get the free upgrade, you go to your doterra account like you normally do to order, Click your name, account profile and upgrade to wellness advocate, it costs you nothing and there's no changes to your account. It asks for social but it's secured private site and it allows me to relocate you in my organization to a spot with all my loyal customers. There's no other changes from what you are doing. Nothing changes on your account from how you typically use it. It simply allows me to be more organized and allows you get free stuff. Let me know once you upgrade what you would like by emailing me at [lisa@lisazimmer.net](mailto:lisa@lisazimmer.net). If you upgrade anytime it's \$20 (or insert amount) and if you upgrade by Nov 26 (insert your date needed) it's doubled to \$40 (or insert alternate amount)

I'll send you a text also to make sure you received this email.

Hope you had a wonderful holiday and thanks for being a great customer.

## EXCEPTIONS

**FORM:** <https://media.doterra.com/ca-otg/en/forms/placements-exception-application.pdf>

- ⇒ Can be a useful way to make corrections
- ⇒ Can be useful to consolidate small groups of volume into larger legs
- ⇒ Check info in post #15 for a list of likely approved and declined exceptions
- ⇒ No limit (but be smart)
- ⇒ Can go through back office or exceptions form through docusign



## EXCEPTION GUIDELINES

Check out the attached graphic for guidelines released at the 2018 Leadership Retreat in regards to submitting exceptions. Remember that each exception is unique and the more information you can provide the exceptions committee the better.

✦TIP: Did you know any exception that was declined you can resubmit for a re-review?! Easy! Partner with Biz Advancement team or your account manager and resubmit with more info explaining your case. I got my only declined exception approved this way!



## ENROLLER GIFTING & SWAPPING

- ⇒ When should or would you gift and enrollment?
- ⇒ How many times can enrollment be gifted?
- ⇒ Are enrollment gifts guaranteed?
- ⇒ What pros & cons should I weigh when gifting?

**NOTE:** Enrollership can be gifted one time and then only back to the original enroller. Any enroller changes beyond that require an exception.

- **Product Support** [productsupport@doterra.com](mailto:productsupport@doterra.com)
- **Compliance** [compliance@doterra.com](mailto:compliance@doterra.com)
  - Account Changes Due to Divorce or Death
  - Duplicate accounts
  - Cross-line
  - Website misuse
- **Recognition** [recognition@doterra.com](mailto:recognition@doterra.com)
  - Any recognition enquires
  - Rank certificates
  - Questions and queries about the Leadership magazine
  - Any other form of recognition undertaken at a dōTERRA corporate event
- **doTERRA official website** <https://doterra.com/US/en>
  - Source to You <https://sourcetoyou.com/>
  - Company
  - Products
  - Tools (under Our Advocates)
  - Incentives (under Our Advocates)
  - Caring initiatives
  - doTERRA blog
  - ebooks and digital ebooks <https://doterra.com/US/en/ebooks>
- **Earthgifts website** [www.earthgifts.com.au](http://www.earthgifts.com.au)
  - Booklets on various topics
  - Videos
  - eBooks
  - Business building
- **Share Success Library** <http://www.sharesuccess.com/library/>
  - Wellness Consult sheets
  - Live, Share, Build, Launch Guides
  - Class Food Ideas
  - Rank Planners
  - Expand your Contacts worksheet
- **Share Success Library – Australia** <http://www.sharesuccess.com/australia/>
  - 5 Pipes Success Schedule
  - Essential Emotions class handout for Australia
- **Safety**
  - <http://doterra.com/US/en/essential-oil-safety-and-application>

## Resources

- **dōTERRA Australia Member Services**
  - General help line is (02) 8015 5080
  - Member Services email: [australia@doterra.com](mailto:australia@doterra.com)
  - Australian Policy Manual <http://media.doterra.com/au-otg/en/flyers/policy-manual.pdf>
  - Processing personal orders
  - Processing enrolments
  - Handling shipping issues
  - Returns, exchanges and refunds
  - Promotional enquires and exceptions
  - Marriage or Legal Name Change
  - Updating Email/Shipping/Billing Address or Phone Number
  - Account Manager (Silver and above) – have a separate phone number (which will be advised when Silver is reached)
  - Account Information Change Form
    - \* Use this form to update your email, shipping/billing address or phone number information
    - \* Legally change your name (excluding divorce)
    - \* Add a co-applicant or switch primary and co-applicant names
    - \* Change an account from personal to business entity <http://media.doterra.com/au-otg/en/forms/account-information-change-form.pdf>
- **Other dōTERRA Emails**
  - Placements [placements@doterra.com](mailto:placements@doterra.com)
    - Changing an Account from Personal to Business Entity
    - Account Transfers
    - Request to change enroller/sponsor
    - Exception requests (forms found on dōTERRA Tools)
      - An exception request is any placement request outside of the normal 14-day sponsor move or one-time enroller change
    - Inactivity and termination queries
  - Data Entry [dataentry@doterra.com](mailto:dataentry@doterra.com) (or fax (03) 9543 4554)
    - Adding a Co-Applicant
    - Switching Primary & Co-Applicant

## ACCOUNT SWAP FORM

An account swap is the changing of position between two wellness advocates. A swap is always between a wellness advocate and a secondary wellness advocate on their frontline. This type of move would be beneficial when you have a similar grouping of individuals say person A in this picture is mom and person B is daughter. Mom has decided she wants to take more of a back-seat in dōTERRA, maybe she doesn't have time to build like she wants to. She wants to allow her daughter (from her frontline) to take over her spot. This is an account swap.



Please note account swaps are still considered exceptions and therefore must go through the same seven levels of signatures and through the exception committee just like all exceptions. This form just makes this type of move more streamlined instead of filling out 2 separate transfer forms AND an exception form. This situation likely will come up never or very seldom on your team, but it's good for you to know this is an option if you have 2 leaders willing to make this swap with each other. Note you must also have a relevant and compelling story or reasoning as to why this should be approved (as with all exceptions). FORM: <https://media.doterra.com/us/en/forms/swap-request.pdf>

## END OF THE MONTH RANK & MOVES

- ⇒ Your rank, PO3, and volume are NOT locked in at the end of the month
- ⇒ You have until the commissions run (typically around the 15th of the following month) to solidify rank, & PO3 for the previous month.
- ⇒ Example, you can continue to move people around until commissions runs in December to impact your November rank and PO3
- ⇒ Upgrades, transfers, & exceptions that get approved will BACK DATE volume if they happen before commissions run
- ⇒ Returns that go through can also lower the volume of your legs and potentially impact rank

- ⇒ Log into your back office and switch the date in your dashboard to look at the previous month.
- ⇒ As a best practice you should always check your rank, qualifying legs, and PO3 right before commissions runs so you can make sure you aren't missing out.

## **DOWNGRADES & RE UPGRADE**

- ⇒ Wellness Advocates who have NO DOWNLINE and have had an account for at least one year can opt to downgrade and become a wholesale customer.
- ⇒ After 90 days the Wholesale Customer may upgrade to Wellness Advocate again.
- ⇒ You will only open up your 14 day move period on this individual if they have never had an UPGRADE sponsor change in the past.
- ⇒ An upgrade sponsor change and a new member sponsor change are different. There are 2 times when you open up a 14 day move period.

1. When you enroll a brand new member
2. When a WC upgrades to WA

If you have used your new customer sponsor change on this individual you can still use your upgrade sponsor change if it has never been used in the past.

- ⇒ To clarify... you can not just downgrade and re upgrade people over and over to move them. This will only work once.

## **PLACEHOLDERS**

Let's talk about placeholders and some of the myths around using them. What are some of my best practices for placeholders... here is the placeholder script:

Hey Susy Q!

I wanted to reach out to you and let you know that you are in an amazing position on my dōTERRA team. There are some great opportunities that exist for you right now. When can we chat so I can tell you more about this?

When you chat: Your position is actually in a future leadership position on my team. This is so exciting for you! What this means is this is a location on my team that I need to continue building volume and a place where more future customers need to be slotted for my continued busi-

ness growth. This is an amazing opportunity for you because you can actually make some money from being in this spot! If its ok with you I will continue building my team here under you. I only need one simple commitment from you. Once this team reaches \$2000 in sales I need the person in your position aka you to be ordering 100PV on your monthly order. This will qualify you to earn money from the people under you. You can use this money to pay for your monthly dōTERRA order or just pocket it as extra savings! If we reach \$2000 and ordering 100PV a month just isn't doable for you from a financial perspective that's ok too! At that time I just ask that you would allow me to swap someone else into the position. You can remain a loyal customer and continue to order as much or as little as you want and there would be no negative impact to your account. In the meantime on the months you DO decide to order 100PV+ you can take advantage of earning commissions whenever you like. Does this sound ok to you?

If you are in person have placeholder sign transfer form. If you are virtual send PDF and ask them to sign and send you a pic back or sign and fax back.

## **WHY I DON'T USE THE MYDOTERRA WEBSITE**

Stop making this common placements mistake!

Use link generator from your back office instead!