

## dōTERRA Wholesale Customer FAQs

**Q: How does the upgrade process work?**

A: Upon login to the doterra.com back office, a Wholesale Customer will see a button in the upper right hand corner titled, "Become a Wellness Advocate". You can follow this link and agree to the Wellness Advocate terms and conditions. Then you can instantly upgrade to a Wellness Advocate account.

**Q: If I am an existing Wellness Advocate, do I qualify for a Wholesale Customer account?**

A: If you are a Wellness Advocate with no downline, you qualify to change your account to a Wholesale Customer account. Please refer to next question for conversion details and timelines.

**Q: How can I convert my account from a Wellness Advocate account to a Wholesale Customer account?**

A: Wellness Advocates with no downline who enrolled before 31 May 2017 were converted to Wholesale Customer accounts in September 2017.

**Q: If I am a Wellness Advocate with no downline, can I request to convert my account to a Wholesale Customer Account?**

A: Yes, please contact Customer Service.

**Q: Can I have both a Wellness Advocate Account and a Wholesale Customer Account?**

A: No, each individual or married couple is only allowed one Wellness Advocate account OR one Wholesale Customer account.

**Q: What are benefits of a Wholesale Customer account?**

A: A Wholesale Customer receives the same discount as a Wellness Advocate and has a more consumer-friendly shopping experience when they log into dōTERRA.com.

**Q: Can a Wellness Advocate be converted to a Wholesale Customer after upgrading from a Wholesale Customer Account.**

A: Yes, if a Wellness Advocate decides not to enroll any team members, then they will eventually be converted back to a Wholesale Customer during their next renewal month, as outlined above. However, a Wellness Advocate can always opt out of this conversion process and decide to remain a Wellness Advocate.

**Q: As an enroller, why would I enroll someone as a Wholesale Customer?**

A: Wholesale Customers contribute to your team in many of the same ways as Wellness Advocates, and have additional advantages:

- Wholesale Customers can help you qualify for ranks and bonuses just as Wellness Advocates, including Power of Three and Fast Start.
- By signing up downline members as Wholesale Customers, you can better distinguish between users and builders on your team and support them accordingly.
- Wholesale Customers who upgrade their accounts to Wellness Advocate Accounts at least 90 days after signup will be eligible for an additional 14-day sponsor move.

**Q: As an enroller, will I be notified if a Wholesale Customer upgrades their account to a Wellness Advocate Account?**

A: Yes, you will receive an email whenever an enrollee upgrades their account from a Wholesale Customer Account to a Wellness Advocate Account.

**Q: Can Wholesale Customers access the Message Center in the Virtual Office?**

A: Yes, Wholesale Customers do have access to the Message Center to receive messages from their upline and respond to those messages.

**Q: Can I still enroll as a Preferred Member?**

A: When the Wholesale Customer program launches the Preferred Member account type will no longer be an enrollment option. Current Preferred Members will eventually be converted to either a Wholesale Customer or another business account type.

**Q: How will Wholesale Customers appear in my Back Office?**

A: Wholesale Customers will be GREEN in the Back Office. Their shape will reflect their current LRP template setting as well – just like Wellness Advocate accounts do today.

**Q: Can Wholesale Customers participate in the Loyalty Rewards Program?**

A: Yes. Wholesale Customers can participate in the Loyalty Rewards Program.

**Q: Can Wholesale Customers participate in the Fast Track Program?**

A: Yes.

**Q: Do Wholesale Customer orders count towards Fast Start Bonuses?**

A: Yes. Wholesale Customer orders will count towards Fast Start Bonuses.

**Q: Can Wholesale Customers have a replicated website?**

A: No. Wholesale Customers do not have the ability to enroll other people, so they do not have access to a replicated mydoterra.com website.

**Q: Does a Wholesale Customer keep their Member ID number when they upgrade their account to a Wellness Advocate account?**

A: Yes – A member will maintain all account information upon upgrade, including dōTERRA Member ID Number, LRP status, and all Rewards Points.

**Q: Does Fast Start restart upon upgrade from Wholesale Customer to Wellness Advocate?**

A: No, Fast Start is paid on the first 60 days of membership for each new Wholesale Customer or Wellness Advocate, regardless of account type.

**Q: Can a Wholesale Customer transfer into a Wellness Advocate position?**

A: In select cases a Wholesale Customer may be allowed to transfer into a Wellness Advocate position. If the position they wish to transfer into is underneath the same enroller, then they may be allowed to transfer into a Wellness Advocate position with placements approval.

**Q: How will current Preferred Members be converted to Wholesale Customer?**

A: Current Preferred Members will be contacted in order to find a good conversion solution.

**Q: Can a Wholesale Customer take advantage of the 90-day upgrade move more than one time?**

A: No. A wholesale customer can only use the 90-day upgrade move one time. Their enroller will receive a 14-day sponsor move first as they enroll and again if they upgrade to a Wellness Advocate account after having a Wholesale Customer account for 90 days or more. If they subsequently convert their account *back* to a Wholesale Customer account and upgrade *again* to a Wellness Advocate account, their enroller will not receive another sponsor move.

**Q: Can a Wholesale Customer be placed anywhere in an organization?**

A: Yes, A Wholesale customer can be sponsored under any Wellness Advocate in the enroller's organization (including the enroller themselves).

**Statutory Wealth Warning** - It is illegal for a promoter or a participant in a trading scheme to persuade anyone to make a payment by promising benefits from getting others to join a scheme. Do not be misled by claims that high earnings are easily achieved.