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## PURPOSE

The Diamond Club is an opportunity for dōTERRA® Wellness Advocates to ignite their business by generating new business and momentum through events. The purpose of Diamond Club is to help Wellness Advocates reach Diamond by establishing new leaders and sales teams outside their local area while continuing to support and build their existing home team.

We recognize that many Wellness Advocates have a desire to build their dōTERRA business, but do not have the necessary resources to hold events and provide support in areas away from their local area. Diamond Club offers a travel reimbursement program and special enrollment incentives to provide the resources necessary to develop new leadership teams outside their local influence.

## PRIZES

- 1<sup>st</sup> Prize: RM6000 Travel Voucher
- 2<sup>nd</sup> Prize: RM3000 Travel Voucher
- 3<sup>rd</sup> Prize: RM1500 Travel Voucher (3 winners)

## QUALIFICATION

To ensure that all Diamond Club participants are set up to be successful, the following requirements must be met in order to qualify to participate in Diamond Club:

- Have at least 1 but no more than 3 Diamond Club sponsor (sponsors will pay 50 percent of the participant's qualified travel reimbursements).
- Qualify as a Silver or higher in qualification month (January)
- Personally enroll three new Wellness Advocates and/or Wholesale Customers (each with a minimum single 100 PV initial order) during the qualification month (January). Wellness Advocates and Wholesale Customers need to be enrolled in either Singapore or Malaysia. (Wholesale Customer upgrades and reactivations do not count)
- Have a total of 10 Wellness Advocates that process an LRP order (100+ PV) on or before the last day of the qualification month. These 10 WAs must be within the Diamond Club Applicant's personal organization and cannot be used by other Diamond Club Applicants to qualify for Diamond Club.

## SCHEDULE

Each Wellness Advocate can participate in the Diamond Club program once a year. Members are not eligible to participate in back to back seasons. dōTERRA is about empowering families, so we don't want you away from them too much. This program is to help kick up the momentum in your group, so you can keep it going the rest of the year.

### *Diamond Club Qualification Period*

- Qualification Month – January 2020
- Preparation Month – February 2020
- Travel Months – March to June 2020

**Qualification Month:** We want all Diamond Club participants to be set up for success. There are a few key benchmarks that we have found help us determine if someone has the team in place to be successful. We also want to make sure that each Diamond Club participant is comfortable enrolling people since that is a significant requirement during the program.

**Preparation Month:** “If you fail to plan, you plan to fail,” Benjamin Franklin. In order to have successful events in Diamond Club, you will need to be working with your leaders in your home and away area prior to the day of the event. Planning, inviting, and following up are the secrets to getting people at your events and being able to meet the enrollment requirements. Here are the activities you will need to complete in the prep month to be able to start traveling.

- Prepare and plan your events month-by-month (set the dates of your trips and then work with your leaders to fill your schedule on those days).
- Map out your travel plans and purchase your airline tickets.
- Prepare your teams for scheduled events in their area.
- Prepare your household – set up childcare, get your family onboard.
- Participate in the mandatory conference call (an email will be sent out with the information for this call).

If you have any questions about the Program Schedule, please contact the Diamond Club Manager via [mydiamondclub@doterra.com](mailto:mydiamondclub@doterra.com)

## MONTHLY REQUIREMENTS

***To continue in Diamond Club each month, participants must meet the following requirements:***

1. 18 enrollments per month
2. 6 events per month
3. Submit all Event attendee lists within 24 hours of each event. All enrollments need to be submitted no more than 3 working days after the event.

***To qualify as the 6 events per month:***

1. You are required to submit your meetings via the Diamond Club portal before the 25<sup>th</sup> of each month, in order to qualify the planned trips for the following month.
2. All events submitted need to be approved by the Diamond Club Manager before the last day of the month before it can be considered for the following month events. Should there need to be any adjustments to the meetings, notification needs to be made to the Diamond Club Manager via email at least 3 working days in advance.
3. At the end of the event, all attendees need to be recorded using via the Diamond Club portal together with the event photos within 24 hours after the event.

***To qualify for reimbursement each month:***

4. Keep all venue, transport and hotel receipts from your local as well as your out-of-state trips. Transport receipts must come from the immediate area you held your event as evidence you traveled to the area.

Tier	Description	Reimbursement
Tier 1	One way traveling below 50 km from your registered home address	RM200
Tier 2	One way traveling at least 50 km and above within Peninsular Malaysia/East Malaysia	RM400
Tier 3	Out-of-state, traveling across borders to Singapore/Peninsula Malaysia/East Malaysia	RM800

5. Submit a maximum of 6 trips a month.
6. Submit reimbursement information and documents by 2<sup>nd</sup> of the following month. All receipts need to be submitted via the Diamond Club portal before the dateline each month. Failing to submit before the dateline or incomplete submission will be rejected for reimbursement.

*For enrollments to qualify for incentives and points:*

1. New enrollees must meet face-to-face with the Diamond Club participant before they can be enrolled under the Diamond Club.
2. Diamond Club participants must participate and be present for the full event.
3. All enrollments from the event must be enrolled at the Diamond Club website 3 working days after the event. Enrollments submitted after 3 working days will not be considered for the qualification.

\*Anyone found not adhering to the rules and requirements may be disqualified from the program.

## ENROLLMENTS

### *Qualifying Enrollments*

A new Wellness Advocate can be a qualified enrollment if he or she attends an event where a Diamond Club participant personally participates in the presentation and meets with them face to face.

A Qualifying Enrollment is a new Wellness Advocate or Wholesale Customer enrollment that meets the following requirements:

- A single initial order of a minimum of **100 PV** (combined orders do not count).
- Physical attendance at the event (webinars, conference calls, Skype, GoTo Meetings, Facebook, Facebook live, Zoom, etc., do not qualify). New Wellness Advocates must meet the Diamond Club participant face-to-face before they can be enrolled. This is referred to as the Hug Rule.
- New enrollments must be enrolled at via the Diamond Club website no more than 3 working days after the event.
- Reactivations do not count during Diamond Club but are encouraged as a great way to build your team.

## ENROLLMENT INCENTIVES AND PROMOTIONS

As an added bonus for individuals to enroll as a WA or a Wholesale Customer at a Diamond Club event, and to help you reach your monthly enrollments, dōTERRA offers special product promotions during Diamond Club. Prospective WAs and Wholesale Customers must be enrolled by a DC participant in order to be eligible for the promotional product.

\*The following are the promotional products that will be offered as part of the Diamond Club program to any enrolling order of those who meet the indicated PV and event requirements:

Month	125 PV enrolling order	400 PV enrolling order
March	Cedarwood 15 mL	Cedarwood 15 mL + Turmeric 15 mL
April	Rosemary 15 mL	Rosemary 15 mL + Thyme 15 mL
May	Tangerine 15 mL	Tangerine 15 mL + Copaiba 15 mL
June	Grapefruit 15 mL	Grapefruit 15 mL + Deep Blue 5 mL

### LRP Enhancements

Diamond Club enrollees who set up **a single LRP order of at least 125PV (combined orders do not count)** during the 2<sup>nd</sup> month of enrollment, will receive 25 products points on the 15<sup>th</sup> of the following month.



## DIAMOND CLUB POINTS / PRIZES

dōTERRA offers some exciting prizes as a part of the Diamond Club. These prizes can be earned by accumulating points that correspond with the number of enrollments, the enrollment PV, first LRP order, and achieving new rank advancements during Diamond Club. Please see the chart below. The winning places will be determined by adding all Diamond Club points together.

Points Awarded	*All enrollments must be submitted within 3 working days of the Diamond Club event.
2	Enrollment with 100 – 249 PV
3	Enrollment with 250 – 499 PV
4	Enrollment with 500 – 500+ PV
2	1st month LRP order fulfilled (single minimum order of 125 PV) for those who enrolled at a Diamond Club event.
2	2nd month LRP order fulfilled (single minimum order of 125 PV) for those who enrolled at a Diamond Club event. This is dependent on if they qualified for the 1st-month LRP points.
20	Achieving the new rank of Platinum while in Diamond Club.
25	Achieving the new rank of Diamond while in Diamond Club.

## REIMBURSEMENTS

1. Contact your Diamond Club Manager for any questions regarding your reimbursements before the reimbursement deadline or prior to travel.
2. Each Diamond participant is personally responsible for the submission of their own reimbursements by the reimbursement due date each month.
3. Submissions will be approved or denied depending on the correct entry and the validity of the submission.
4. In order to be reimbursed for flying and driving, you must submit all of your receipts. Receipts must be legible.
5. Any international travel outside of the SGMY market is not eligible for reimbursement.
6. Only venue, transport, and hotel are eligible for reimbursement.
7. Transportation reimbursements for Diamond Club are limited to the travel reimbursements listed below.
8. Flights paid for by “Kilometers” or “Points” are not eligible for reimbursement.
9. You can be reimbursed per event, per day based on the area you travel to. This is capped at **6 events per month**.

Tier	Description	Reimbursement
Tier 1	One way traveling below 50 km from your registered home address	RM200
Tier 2	One way traveling at least 50 km and above within Peninsular Malaysia/East Malaysia	RM400
Tier 3	Out-of-state, traveling across borders to Singapore/Peninsula Malaysia/East Malaysia	RM800

*Examples of Travelling:*

From	To	Distance	Tier
Seri Kembangan, Selangor	Kepong, Kuala Lumpur	36KM	1
Cheras, Kuala Lumpur	Banting, Selangor	70KM	2
Seri Kembangan, Selangor	Seremban, Negeri Sembilan	51km	2
Ipoh, Perak	Taiping, Perak	68KM	2
Kuala Lumpur	Sarawak	-	3
Penang	Sabah	-	3
Kuala Lumpur	Singapore	-	3

If you travel to an area and stay for an extended period of time, you may count this as more than one trip if you hold multiple events.

For example, if you travel to an out-of-state location and stay for seven days and hold three events, each being held on separate days, you can count this as three events. We encourage you to make the most of your travel time. Keep in mind this does not change your reimbursement eligibility and enrollment requirements.

You may only be qualified for reimbursement each time you actually travel to the location from your local area or another away area (see multi-trips). All requirements for the MY Diamond Club must be met within the SGMY market in order for SGMY Diamond Club enrollments to be awarded. Any enrollments outside of the SGMY will not be eligible for the MY Diamond Club incentives, points or enrollments.

### *Local Events*

A local event is a class that is held within your local area of the participant's home area in which the Diamond Club participant personally participates in the event with their team. Each month you need to hold at least three local events in order to qualify for reimbursement.

### *Multi-trips*

A Multi-trip event consists first holding an event in an area out-of-state (trip 1) and then traveling to another state from that location (trip 2) to hold another event without returning home. Multi-trip excursions count toward your out-of-state trips individually.

Diamond Club participants are not limited by an event maximum. We encourage you to hold several events on each trip to make the most of your time away from home. Just remember that all events must follow all Diamond Club Rules in order to be eligible for Diamond Club incentives and reimbursement.

### *Spouse or Co-Application Travel and Participation*

Diamond Club participants are encouraged to have their spouse or co-applicant on their Diamond Club account also travel as part of Diamond Club. Both may travel at the same time (or trade off weeks for travel) to different locations and both be eligible for reimbursement. However, all event requirements, as well as reimbursements, must be individually met. The maximum number of trips eligible for reimbursement does not change and is still six per account per month. If the participant and their spouse or co-applicant travel to the same location to host a Diamond Club event, only one of the partners are eligible for reimbursement.

Any local event hosted by a spouse or co-applicant while the Diamond Club participant is traveling to an out-of-area location will count towards Diamond Club. Diamond Club participants can travel and have their spouse or co-applicant stay home to host local events as well.

### *Corporate Held Events*

Corporate held events will not be opened as a Diamond Club event to the entire audience. However, we know you may want to attend these awesome events with some potential team members. If you bring your own personal guests/team members to a corporate event:

- They can count the enrollment for Diamond Club. You still need to make sure that you meet with your guests and your team personally before and after.
- Any other new enrollments (other than your own personal guests that come with you and your team) that come from a corporate event cannot be counted towards your Diamond Club enrollments, nor can the Diamond Club incentives be offered.

10. Itineraries, boarding passes and screenshots (computer, phone, and tablet) are not eligible receipts and the flight will not be reimbursed if the appropriate receipt is not submitted. Parking fees and any airport incidentals are not reimbursable.
11. Reimbursements will be paid out as one check or direct deposit.
12. Complete your reimbursement via the Diamond Club website by midnight MY time, on the 2<sup>nd</sup> of each month.
13. If you opt out of DC or do not meet the requirements to continue with the program you will be reimbursed for the months you participated in. However, dōTERRA will not continue to reimburse your travel for the following months and you will not be able to offer the Diamond Club enrollment promotions.

### *Flying*

1. Keep all receipts; flight and petrol receipts to go along with your trips. Receipts must include the proof of payment and be submitted in JPEG or PDF format. Itineraries, boarding passes and screenshots of your receipts are not eligible documents.
2. Submit only 6 reimbursement claims each month.
3. Submit reimbursement information and documents by 2<sup>nd</sup> of the following month to be qualified for reimbursements. Each individual event reimbursement must include together with the receipts.

### *Driving*

1. Keep all petrol receipts from each area you traveled to hold an event to go along with your trips. Petrol and toll receipts must come from the immediate area you held your event as evidence you traveled to the area. Receipts must include the proof of payment and be submitted in JPEG or PDF format.
2. Submit only 6 reimbursement claims each month.
3. Submit reimbursement information and documents by 2<sup>nd</sup> of the following month to be qualified for reimbursements. Each individual event reimbursement must include together with the receipts.

### *Driving trip after flight example:*

First, remember that the flight destination must have an event for this example to be eligible for reimbursement.

If you fly from Singapore to Selangor, Kuala Lumpur and hold an event in Kuala Lumpur, you could then drive to Penang (in another state) to have an event and request reimbursement for the drive from Kuala Lumpur to Penang. Remember that the rental car cost and the distance will combine and you are allowed a maximum of RM800 for the total reimbursement. However, the same rules apply to multiple event driving trips as listed above. If the rental cost was RM320, and the patrol cost was RM40. You are eligible for RM360 for the second leg of your trip. You can also submit your roundtrip flight receipt from Singapore to Kuala Lumpur for up to RM800.

### *Basic Flight*

**Example 1:** Purchase a flight for RM740.00 from Singapore to Kuala Lumpur, you are eligible to be reimbursed for the entire RM740.00.

**Example 2:** Purchase a flight for RM1100.00 from Singapore to Kuala Lumpur, you are eligible for the maximum reimbursement of RM800.00.

### *Combined Flight*

**Example 1:** Have three flights with events in each destination (simple connecting flights without an event do not count as a “Combined Flight”). Your total flight cost is RM3480.00. Submit this as three separate reimbursements ( $RM3480.00/3 = \$1160.00$ ). You would be eligible for \$800.00 for the three separate trips as long as all trip requirements were met.

**Example 2:** You fly from Singapore to Kuala Lumpur (trip 1) where you have an event, then you fly from Kuala Lumpur to Penang (trip 2) where you have another event. You purchase three separate tickets for timing reasons. Your flight from Penang to Singapore is not eligible for reimbursement unless you follow this example. If ticket 1 and 2 cost less than the total eligible reimbursement amount of the two trips ( $RM800.00 + RM800.00 = RM1600.00$  eligible), then you can add the total of the trip home to your total and submit as two trips. (Trip 1= RM400.00; Trip 2= RM400.00; Return Flight= RM800.00.) Since Trip 1 and 2 are less than RM1600.00, you can add the return flight home to the total. Remember, you are only eligible for two trips in this situation  $RM400.00 + RM400.00 + RM800.00 = RM1600$ ).

Flights back to your home location are only eligible for reimbursement if you follow Example 2 of “Combined Flights.” Having an event once you get home would count as a “Local Trip” and “Local Trips” are not eligible for reimbursement.

### *Rental Cars*

You must receive pre-approval from your Diamond Club Manager prior to renting a car. Rental Car reimbursements are only eligible if the rental is used in the “Driving Trip after Flight” example below. All other rental car purchases will be covered by the Diamond Club member.

- ***Rental Car Reimbursement Requirements:*** A rental car is only eligible for reimbursement in a driving after flight trip. You are then eligible to rent a car to drive out-of-state from where you flew into where you have another qualified team member in the area and hold another event. Rental cars are not eligible for reimbursement if you fly into an area and rent a car to drive around in that area.
- ***Qualified Rental:*** You must fly into an out-of-state location and hold a qualified Diamond Club event in the immediate area in order to be qualified for a car rental.
- **ATTENTION!** You **will not be reimbursed** for using a rental car from your home location to any destination for any trip. It must be used in the examples above to qualify for reimbursement.



## SPONSORS

Sponsors play a vital role in Diamond Club. In fact, they are the reason this program has been so successful and is even possible.

### *What Is the Sponsor's Role in Diamond Club?*

Sponsors pay 50 percent of the participant's qualified travel reimbursements for the Diamond Club season. They work closely with team members to assist them with scheduling events and travel. Sponsors are part of the support team for their members, and they work with members to build their business. The majority of our Diamond leaders have participated in Diamond Club and can share excellent advice on making Diamond Club a successful experience.

### *Who Can Become A Sponsor?*

Any active Wellness Advocate can sponsor other Wellness Advocates in their downline who would like to participate in Diamond Club. (There is a maximum of three sponsors for each participant.)

It is the potential Diamond Club participant's responsibility to seek out those individuals who they would like to have sponsor them for the upcoming season. We recommend reaching out to your closest upline and enroller first.

Diamond Club participants must meet the requirement of having at least one Diamond Club sponsor in order to be approved to participate in the upcoming season. All participants are required to register via the Diamond Club website by the 20<sup>th</sup> of February to be qualified.

## FAQs

**Q: Does the new enrollee need to have their LRP set up at the time of the enrollment?**

A: The new enrollee can set up their LRP any time before the following month or the month after they enroll.

**Q: I have a person who attended an event three weeks ago, and is now is ready to enroll. Can this qualify as an enrollment?**

A: In order to count as an enrollment, the enrollment must be entered within 3 working days after the event. For this enrollment to count, you would need to meet with the individual again and have their enrollment processed within 3 working days of that second meeting.

**Q: My Upline has invited guests to my Diamond Club Event. Are my Upline's new enrollees eligible to receive the Diamond Club Incentives and be counted as Diamond Club enrollments even though they are not in my organization?**

A: Yes, this may include any guests your upline may have invited to your Diamond Club event. These individuals will count toward your Diamond Club points and monthly enrollment numbers as well receive the Diamond Club incentive.

**Q: If I exceed the number of enrollments required during one month, can I roll over the excess enrollments into the following month to count toward my requirements?**

A: In order to be able to continue each month of Diamond Club, you must meet the monthly required enrollments. Excess enrollments from a previous month cannot roll over to count toward the following month's requirements.

**Q: Can my spouse or partner do Diamond Club with me?**

A: Yes. Diamond club participants are encouraged to have their spouse or partner added to their DC account and travel as part of Diamond Club. The maximum number of trips eligible does not change and is still six per account per month. This information can be found in the Events section.

**Q: What if my co-applicant or spouse travels to the same area to hold an event. Can we both get reimbursed?**

A: No, only one of you is eligible for reimbursement. Both of you would be eligible if you travel to different areas to hold events.

**Q: Can I enter my events early or do I have to wait until after my events have been held?**

A: You will need to enter your events within 24 hours after the event has transpired. Please be sure to include the names of your guest who attended your event in the notes section for that specific event.

**Q: If I lose my petrol receipt, can I submit a food receipt instead?**

A: In order for us to be able to reimburse you for your event, we need a petrol receipt. We are unable to reimburse you using a food receipt.

**Q: What if I don't need to fill up my vehicle with petrol? Am I still eligible for reimbursement for the mileage if I just submit the miles I drove to the event area?**

A: In order for us to be able to reimburse you for your travel to the event, we need a petrol receipt.

**Q: Can I submit my reimbursements early or do I have to wait until the due date?**

A: You can submit your reimbursement for each trip as soon as you finish your travel and you have your receipts that show proof of purchase.

**Q: If my trip gets canceled can I still get reimbursed?**

A: You are not eligible for reimbursement for a trip you do not actually take. This also includes trips canceled due to airline cancellation or weather-related circumstances.

**Q: How do I qualify for a rental car?**

A: You must receive pre-approval from your Diamond Club Manager prior to renting a car. You must fly into an out-of-state location and hold a qualified Diamond Club event in the immediate area.

**Q: I am short enrollments and the month is coming to a close. Can I count enrollments for the previous month?**

A: You will count the enrollment in the month only.

**Q: When do the three working days start?**

A: The three working days start the first working day after the event. If an event is held on the weekend, the first working day is Monday. If an event is held on the last day of the month, the three working days would roll over into the following month. For example, if you event falls on the 1<sup>st</sup> of September, you have until the 4<sup>th</sup> of September to submit your enrollments.

**Q: If I have a lunch meeting with someone one on one and they enroll, can it count as a Diamond Club enrollment.**

A: We encourage that you have an organized event with multiple people invited, but as long as you submit the one on one meeting at least 3 days before, then that enrollment can count. It would be better to invite that individual to attend one of your other Diamond Club events.

**Q: If I have an opportunity for an additional meeting in the middle of the month, do I need to submit another form?**

A: No. If you send an email to the Diamond Club manager, they can add your new meeting as long as you submit 3 days before.

**Q: My upline is also a Diamond Club participant. If we hold an event together, can we both count the enrollments and the event?**

A: One event can only count for one participant. It is great if your upline wants to attend the event with you, but only one of you can submit that particular event as a Diamond Club event.

**Q: Can my enrollee place their order in a different market?**

A: They are required to have an enrollment order in Singapore or Malaysia.

**Q: Can I have a meeting outside of Singapore or Malaysia?**

A: No. All Diamond Club meetings must be held in Singapore or Malaysia.

**Q: Do I need to submit photos for every event?**

A: Yes, you have to submit photos for every event whether you want it to be reimburse or not.

**Q: Do I need to be present in the photo?**

A: Yes. It is advisable to take a group photo with the attendees from your event.

**Q: Do I need to submit the people who register for the event or only submit those who attended the event?**

A: You just have to submit the Diamond Club Event Record, which includes the attendee's information.

**Q: Can I open a booth and consider it as one of my meetings?**

A: We encourage participants to do home parties. However, if you would like to open the booth to be part of your meeting, you will have to send in the request and it is subject to approval.