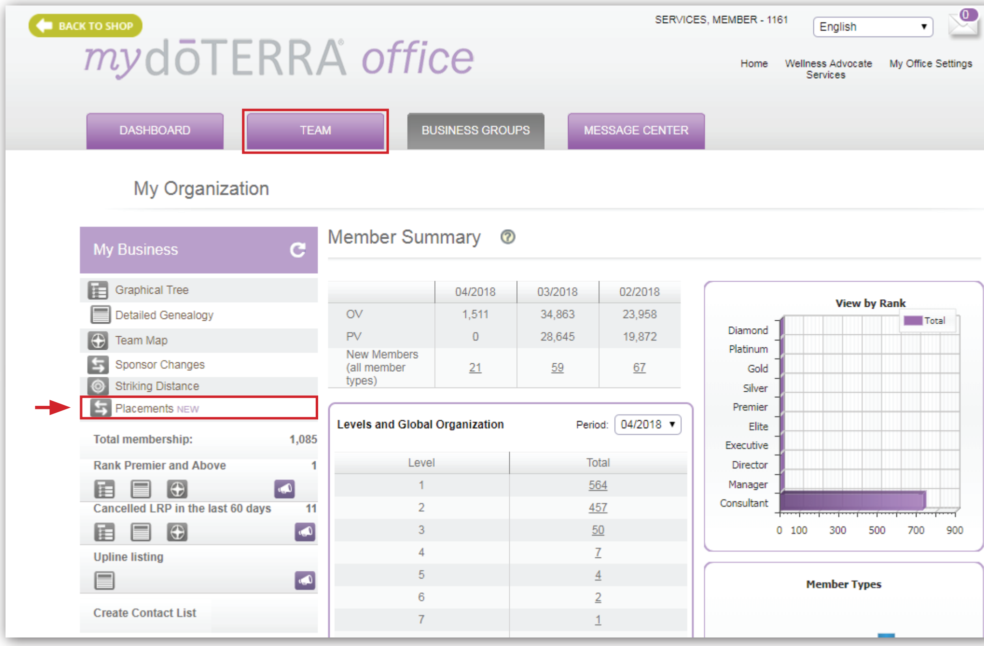
1. Log into doTERRA.com.
Click on your name in the top right corner, and go to "My Back Office."

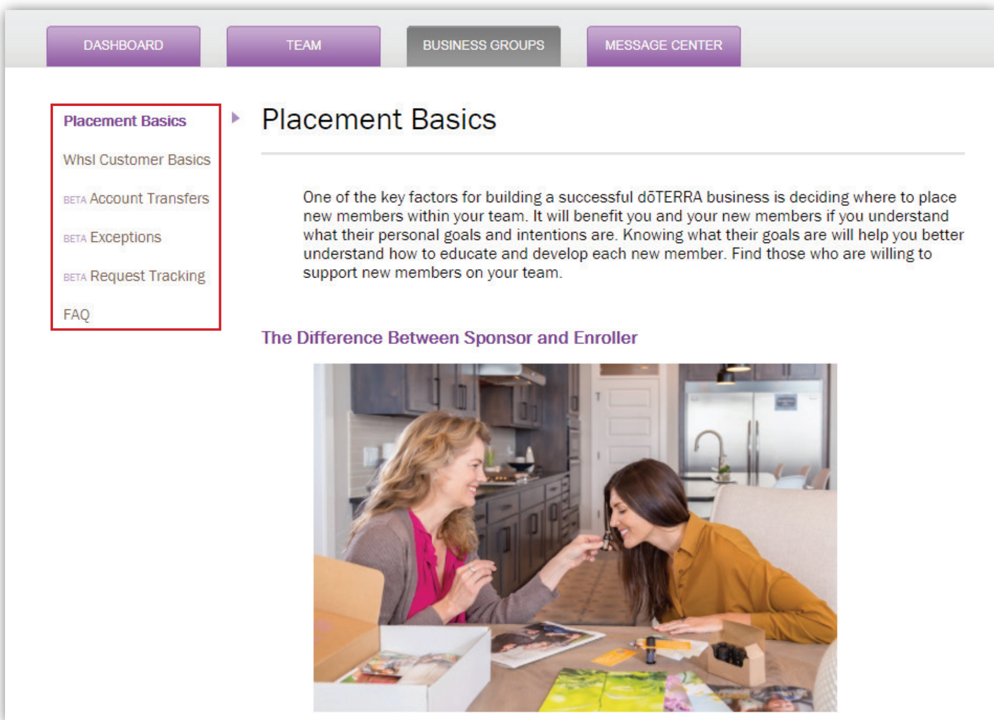
2. Click on the "Team" tab.

3. Find the new Placements feature under the menu on the left side of the screen.



4. There are six categories in the new Placements feature. See below for more information on each of the following:

- Placements Basics
- Wholesale Customer Basics
- Account Transfers
- Exceptions
- Track Requests
- FAQ



Placements Basics: Explains basic placements topic, such as the difference between Sponsorship and Enrollership, where to place new members, and how to structure your team.

Wholesale Customer Basics: Goes over the benefits of Wholesale Customers and placements policy specific to this account type.

Account Transfers: Explains how to submit an account transfer request online (no paper forms/DocuSign required) and how to track the status of the request.

When submitting a transfer request, remember:

- Transferor must login to their account.
- Member must input the Transferee's Wellness Advocate ID and name.
- Request must be submitted and signed within three days of the enrollment or upgrade of the Transferee's account.
- The Sponsor and Enroller for the Tranferee and Transferor must be the same.
- The option to choose to terminate their account or keep it as a Wholesale Customer is dependent on market availability.
- An automatic email is sent to Transferee's email address on file for their approval.
- Transferee can log in online and give approval from "Track Placements" under "Request Requiring My Approval".
- If the request is not within policy, an error will pop up stating you need to contact the Placements Team (placements@doterra.com).
- Once all the signatures are received, the Placements Team will review and complete the account transfer. It will be updated on the "Track Placements" section online.

Placements Exception: Allows members to submit exception requests through the site.

When submitting an exception request, remember:

- Requests can be submitted by the individual who is moving or anyone in their upline.
- When submitting a request involving an account transfer, please include details such as names and IDs of the Transferor and Tranferee under "Detailed description of reason for request." A separate Account Tranfer request must also be submitted and signed in these circumstances.
- The reason for a request is limited to 200 characters (additional information can be emailed to placements@doterra.com if needed).
- When you click "Continue" it will automatically send an email to all the upline leaders requesting their approval online.
- Uplines can login online and give the approval from "Track Placements" under "Request Requiring My Approval".
    - Signature status will read as "Pending Signatures" until all signatures have been completed. Contact Placements for details on individuals who have not signed. Information on denied signatures will not be provided.
- Once all the required signatures are received, the status will change from "Pending Signatures" to "Pending Approval".
- Placements will then review the form and submit it to the Exception Committee for review. An updated status will be also visible in the "Track Placements" section online.

Track Placements: Displays request statuses.

Members will be able to give their approval through the "Track Placements" section. Remember:

- You will also be able to track the status of account transfer or exception application.
- The Committee's decision and their additional comments will be available here.
- If there are pending signatures, members can contact Placements (placements@doterra.com) to see whose signature is missing.