

Thank you, Jenny!

Your order is being carefully prepared for shipment. It will be in your hands soon!

Order #1954873

Description	Qty		Total PV	Total Price
dōTERRA Salon Essentials Protecting Shampoo and Smoothing Conditioner	6		138.00	\$168.00
Breathe Essential Oil Blend	1	Promo	0.00	\$0.00
LifeLong Vitality Pack®	3		180.00	\$238.50

DELIVERING TO

ESTIMATED DELIVERY

Jenny Jones
123 Waverly Street
Palo Alto, CA 94632

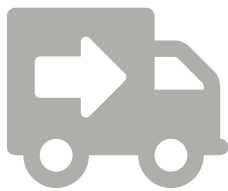
2-5 Days

Here’s What Happens Next



✓ STEP 1

We carefully prepare your order for delivery.



STEP 2

Your order is in transit.



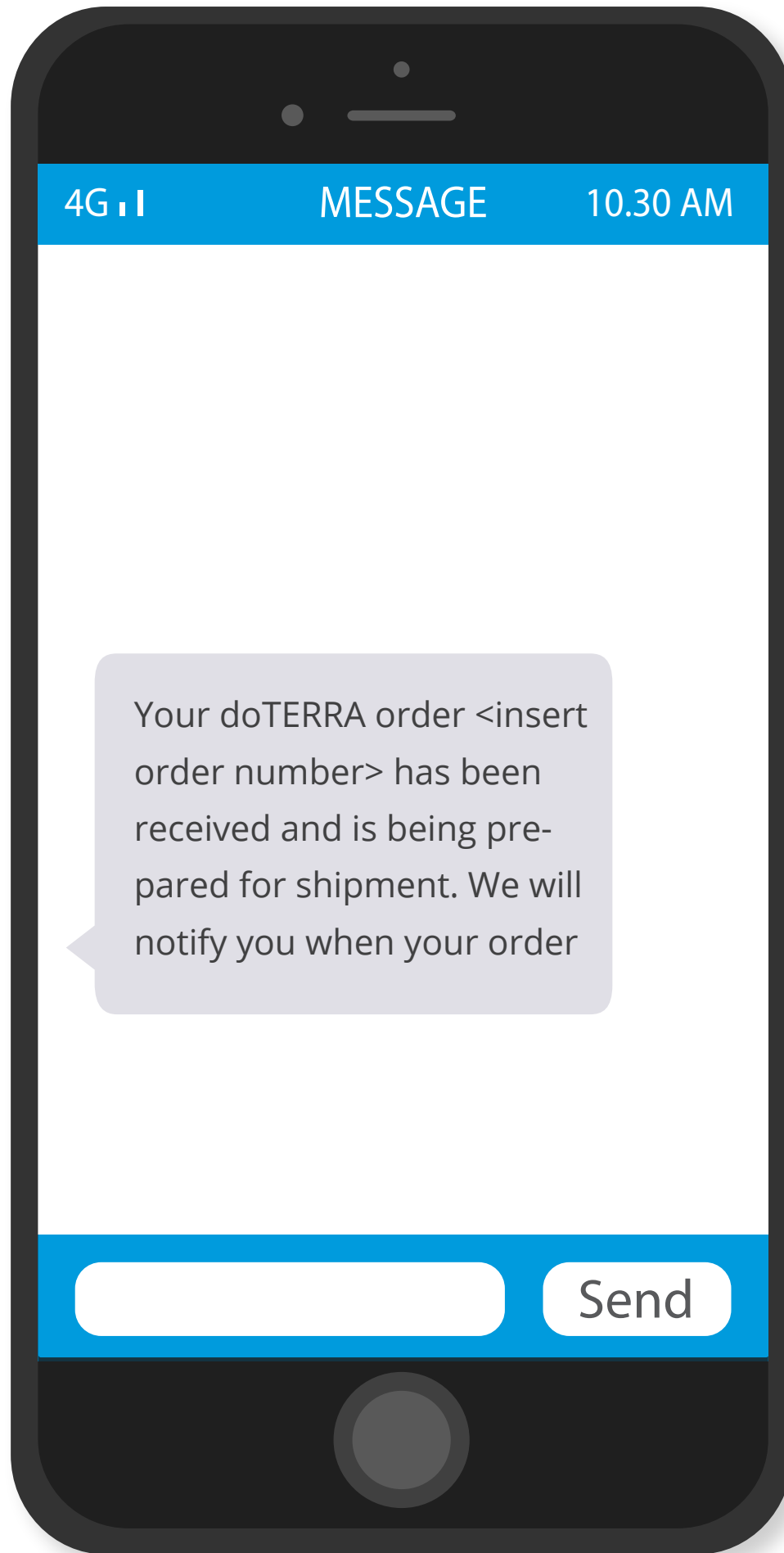
STEP 3

Your order arrives!

Don’t Forget! dōTERRA’s 2017 Global Convention Registration is Now Open!
Bring two new customers and save \$89

TThis is a system generated email. We will not receive your reply. For optimal service, initiate a chat session. We’re happy to help. You can also call 1-800-411-8151 between 8 am and 8 pm MT. If you are not the intended beneficiary, please contact us immediately.

Order Received (Payment Approved)





Great news, Jenny!

Your order is on the way. Click on the button below to track your package.

Order Detail
1954873

Track
My Order

- (6) dōTERRA Salon Essentials Protecting Shampoo and Smoothing Conditioner
- (1) Breathe Essential Oil Blend
- (3) LifeLong Vitality


DELIVERING TO

ESTIMATED DELIVERY

Jenny Jones
123 Waverly Street
Palo Alto, CA 94632


2-5 Days

Here’s What Happens Next




✓ **STEP 1**

We carefully prepare your order for delivery.



✓ **STEP 2**

Your order is in transit.



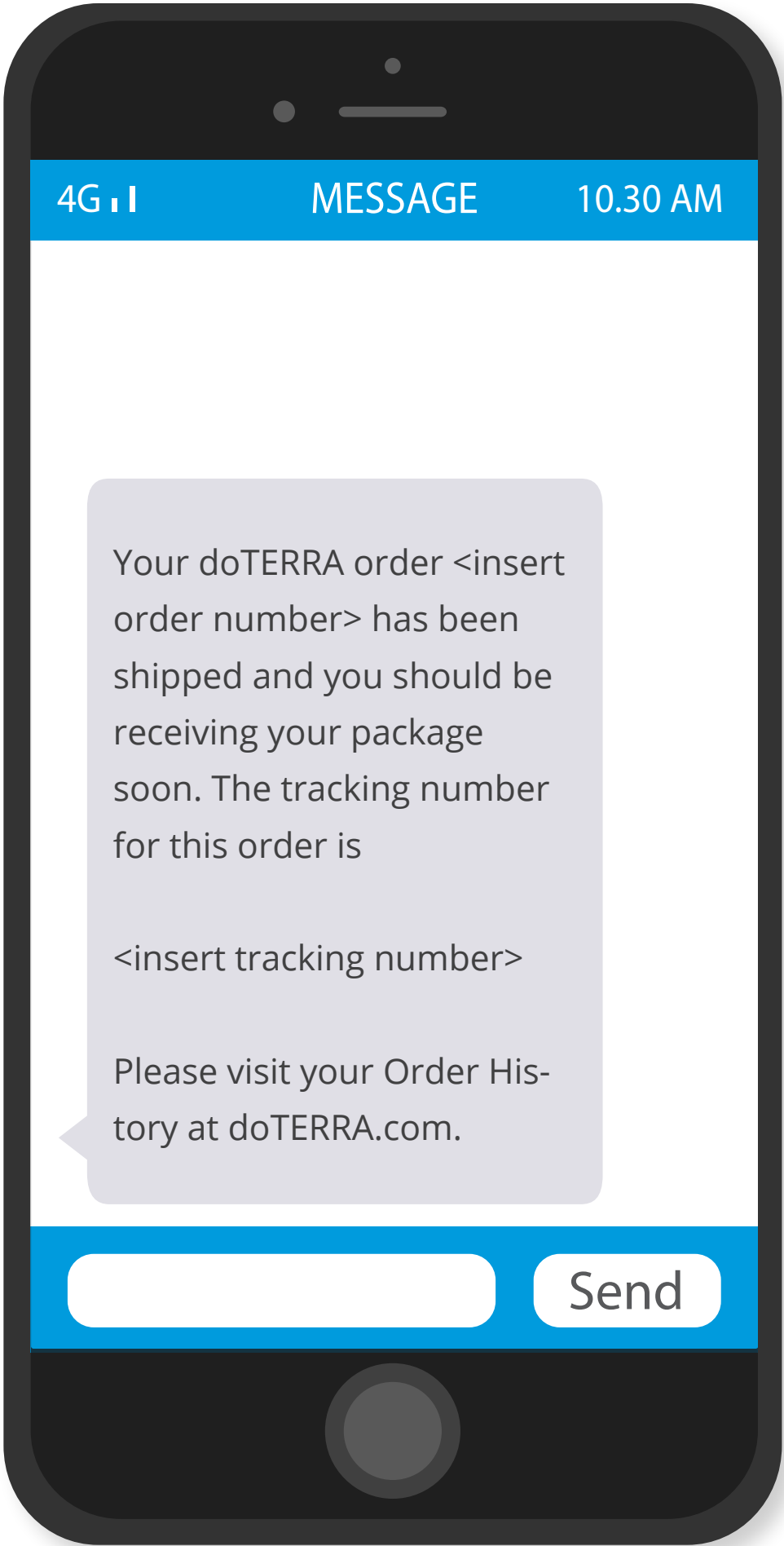
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Order Shipped



Dear Jenny,

Part of your order has shipped. For additional details on the status of your order, please visit your Order History at doTERRA.com

Order Detail
1954873

Track
My Order

(6) dōTERRA Salon Essentials Protecting Shampoo and Smoothing Conditioner

(4) Breathe Essential Oil Blend

(3) LifeLong Vitality

DELIVERING TO

ESTIMATED DELIVERY

Jenny Jones
123 Waverly Street
Palo Alto, CA 94632

2-5 Days

Here’s What Happens Next



✓ STEP 1

We carefully prepare your order for delivery.



STEP 2

Your order is in transit.



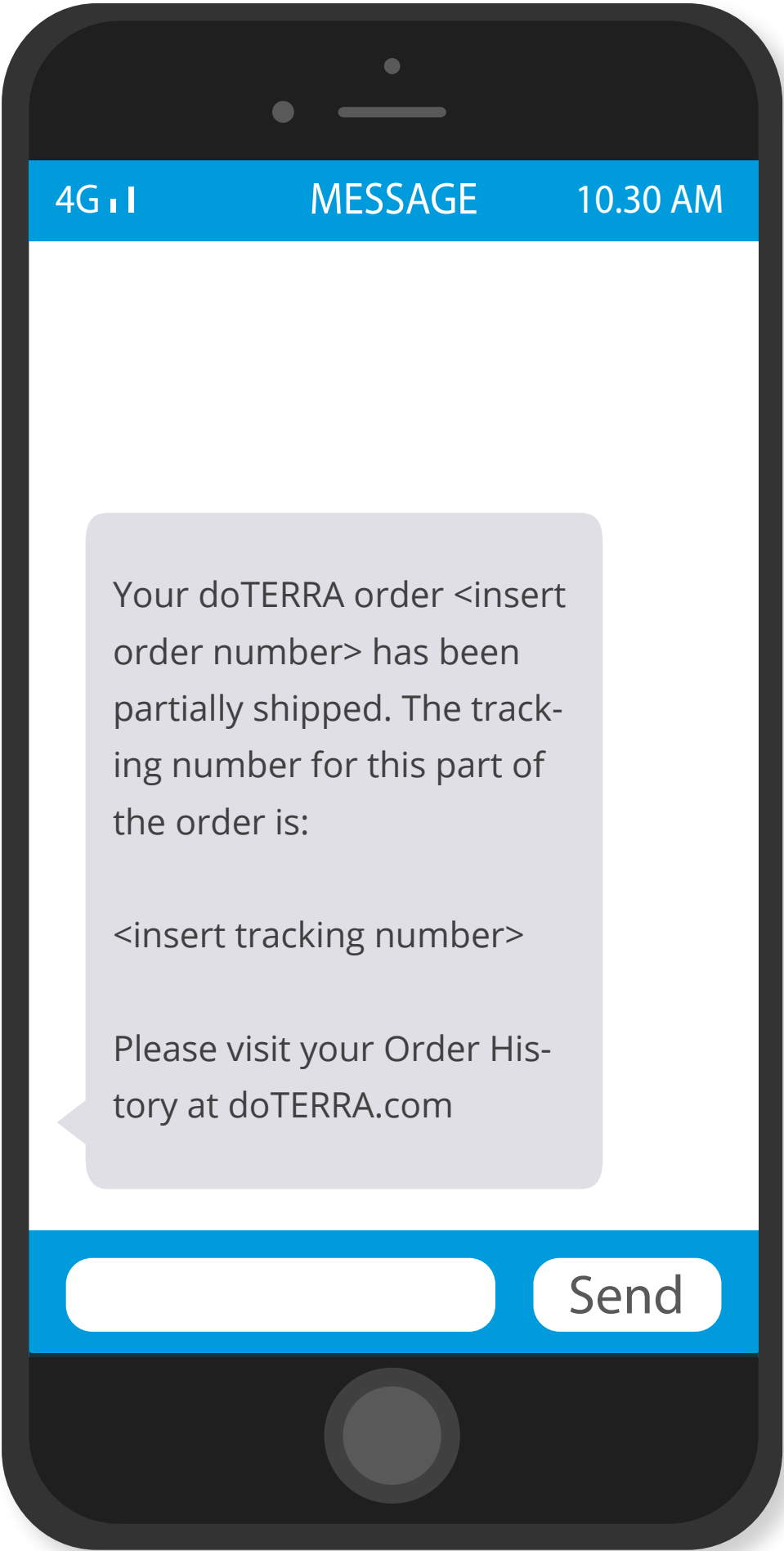
STEP 3

Your order arrives!

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Bring two new customers and save \$89

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Partially Shipped





Dear Jane Smith,

Thank you for being a loyal dōTERRA customer! Your Loyalty Rewards order is currently set to process on Monday June 3rd, 2016.

Once this order is processed and prepared for shipment, it cannot be canceled or changed.

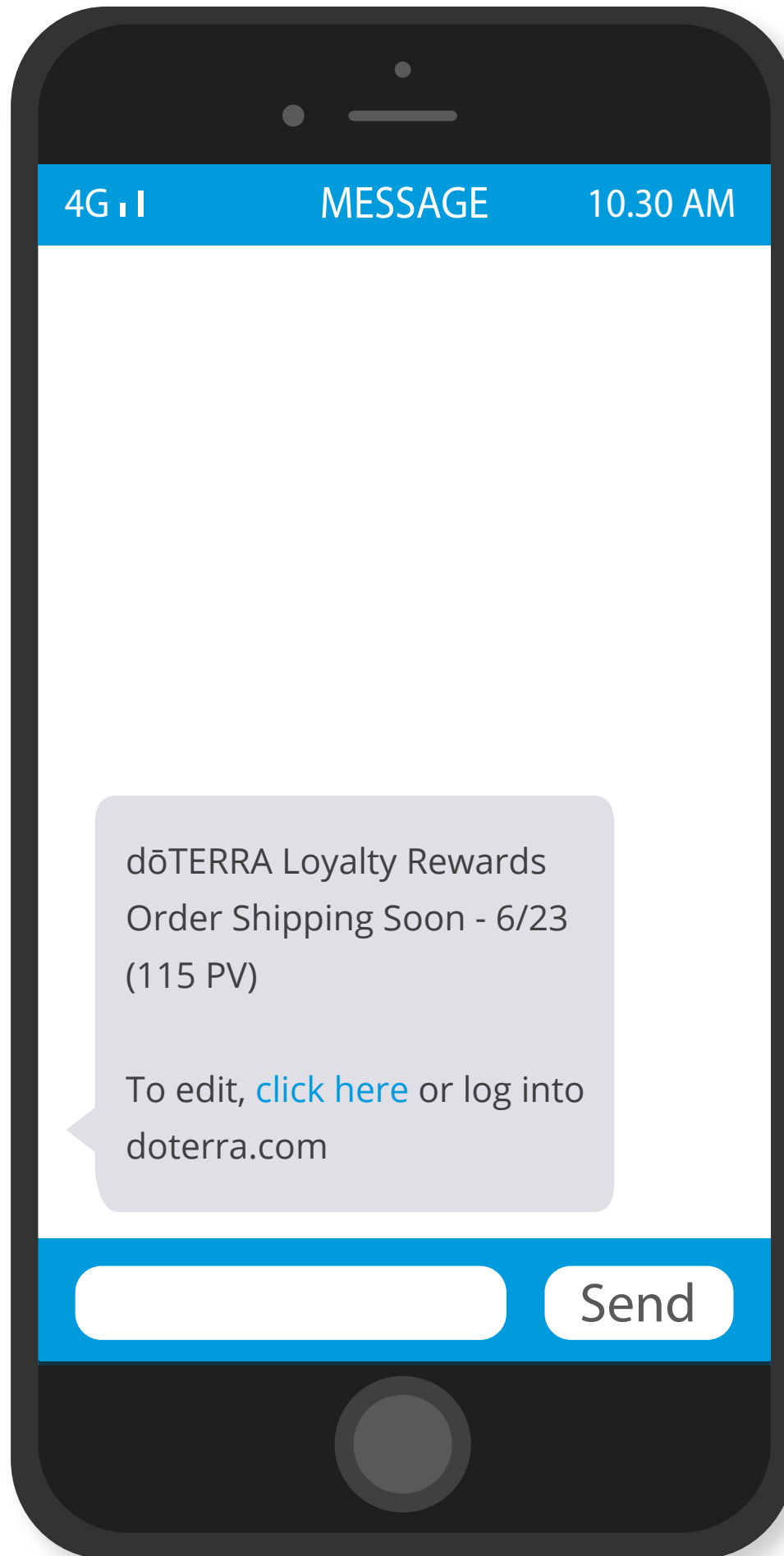
To edit your Loyalty Order [click here](#). (Remember: for changes to take effect, they must be made before midnight MT the day before your order processes)

Your Next Order

Qty	Description
6	dōTERRA Salon Essentials Protecting Shampoo and Smoothing Conditioner
4	Breathe Essential Oil Blend
3	LifeLong Vitality

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Loyalty Order Reminder










Dear Jenny Jones,

Welcome to the Loyalty Rewards Program!

Participating in dōTERRA's Loyalty Rewards Program (LRP) is a great way to earn FREE Product Points for your monthly purchases. You will receive Product Points on the 17th of each month for all of your loyalty orders made in the previous month. The points can be used to purchase dōTERRA product.

1-3 Months	4-6 Months	7-9 Months	10-12 Months	13+ Months
				
10%	15%	20%	25%	30%

You can jump start your percentage and begin earning 15%, 20% or 25% right away by purchasing a qualifying [Loyalty Rewards Fast Track Kit](#).

Understanding the guidelines and terms will help you make the most of the program. You can learn more about LRP from the following links:

[Loyalty Rewards Program Q&A](#)

[Shipping Rewards Program Q&A](#)

Please contact us with any questions.

Sincerely,
dōTERRA Member Services

Additional Benefits

Shipping Rewards Points

When you place your Loyalty Order online, you earn 100% of your shipping cost back in the form of SRP points. Shipping rewards points are added to your total reward point balance.

Product of the Month

One monthly Loyalty Rewards order totaling 125 PV or more that processes on or before the 15th of each month, will include a free product!

This is a system generated email. We will not receive your reply. For optimal service, initiate a chat session. We're happy to help. You can also call 1-800-411-8151 between 8 am and 8 pm MT. If you are not the intended beneficiary, please contact us immediately.

62698, 109396 Subject: Welcome to the Loyalty Rewards Program



CONTACT US | 1.800.411.8151



Dear <Customer Name>,

Our records show that you have 1 or more orders ready to be picked up at the Product Center. We would like to remind you that you have 5 remaining days to pick up your order(s). Please note that if the order(s) are not picked up by <MM/DD/YYYY>, one or more of the products may not be available.

Please Contact Member Services with any questions.

Chat: <doTERRA Chat Link>

Email: service@doterra.com

Phone: 800-411-8151

Product Center Hours:

Monday - Friday 8AM-6PM

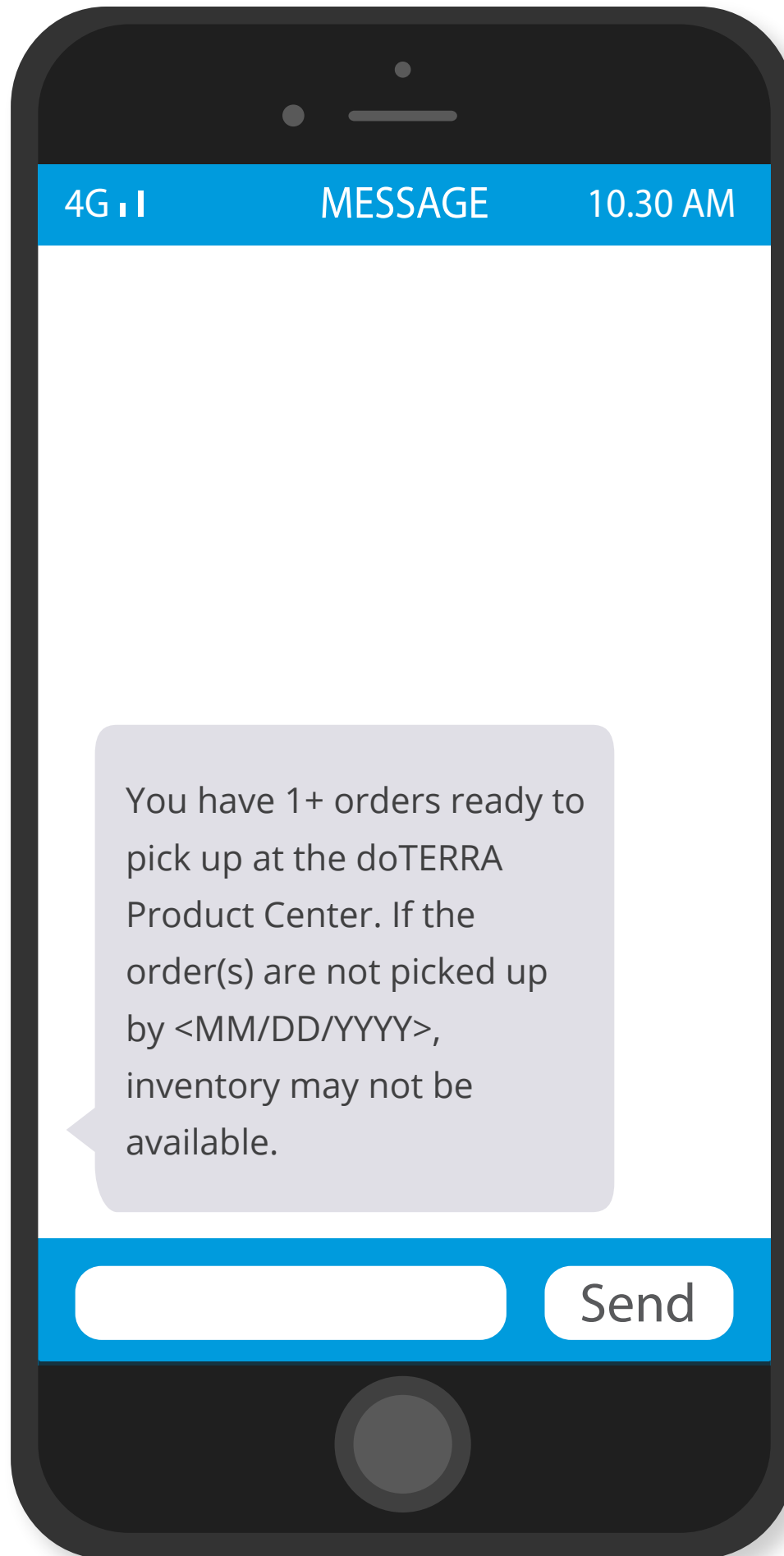
Saturday 11AM-4PM

Sunday Closed

This is a system generated email. We will not receive your reply. For optimal service, initiate a chat session. We're happy to help. You can also call 1-800-411-8151 between 8 am and 8 pm MT. If you are not the intended beneficiary, please contact us immediately.

51076 Subject: Product Center Pickup Reminder

Product Center Pickup 20 day Reminder





CONTACT US | 1.800.411.8151



Dear [Customer Name],

The credit card used to process your Loyalty Rewards Order [Order Date] was declined.

To prevent delays in the processing and shipping of this order, please log into your account and process your order again with an alternative or updated form of payment.

To ensure you don't lose your points or percentage you will need to update payment information before the end of the month.

If you have any questions regarding this email, please contact member services at 800-411-8151, email service@doterra.com or visit doterra.com/US/en/contact-us.

Sincerely,

dōTERRA Member Services

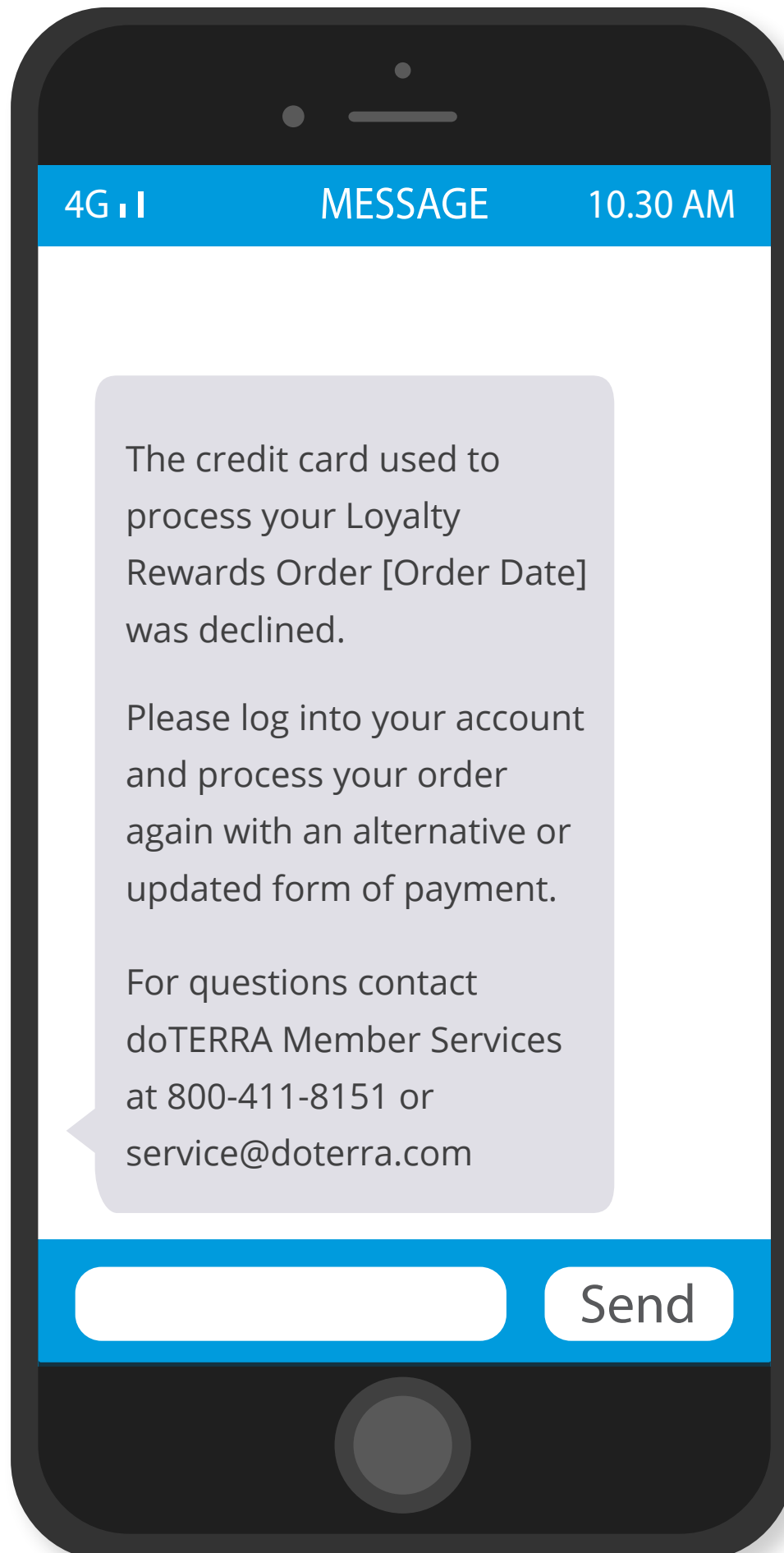
1-800-411-8151

service@doterra.com

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61416 Subject: doTERRA Loyalty Order Payment Failed

Failed Payment on Loyalty Order





CONTACT US | 1.800.411.8151



Dear [Customer Name],

*Receive an Email if a Member Finds me
via Find a Wellness Advocate*

This is a system generated email. We will not receive your reply. For optimal service, initiate a chat session. We're happy to help. You can also call 1-800-411-8151 between 8 am and 8 pm MT. If you are not the intended beneficiary, please contact us immediately.

103203



CONTACT US | 1.800.411.8151



Thank you for your doTERRA purchase! Your doTERRA ID is #####. You can use this ID to login to your account in the future.

Thank you,
doTERRA

This is a system generated email. We will not receive your reply. For optimal service, initiate a chat session. We're happy to help. You can also call 1-800-411-8151 between 8 am and 8 pm MT. If you are not the intended beneficiary, please contact us immediately.

44555 Subject: doTERRA Account Confirmation



CONTACT US | 1.800.411.8151



Dear [New WC first name],

Thank you for joining dōTERRA!

We received your first order on [date of enrollment] and want to officially welcome you into the dōTERRA family. Your dōTERRA Member ID is [Member ID]. You will need this ID for shopping, logging into your dōTERRA account, or when calling Member Services. We appreciate your interest in our company and look forward to a great future together.

To help you get started, we recommend you talk to the person who that enrolled you, or visit <http://www.doterra.com> for educational materials on dōTERRA products and their uses. You may also want to like our dōTERRA International page on Facebook. This is where we announce product promotions, provide use tips, recipes, and product information.

To contact us via LIVE Chat, [Click here](#).

Warmest Regards,

dōTERRA Executive Team and Staff

This is a system generated email. We will not receive your reply. For optimal service, initiate a chat session. We're happy to help. You can also call 1-800-411-8151 between 8 am and 8 pm MT. If you are not the intended beneficiary, please contact us immediately.

122742 Subject: Welcome to doTERRA



CONTACT US | 1.800.411.8151



Thank you for joining dōTERRA!

We received your application on (****) and want to officially welcome you into the dōTERRA family. Your Wellness Advocate ID is ****. You will need this ID for shopping, logging into your dōTERRA back office, or when calling Member Services. We appreciate your interest in our company and look forward to a great future together.

To help you get started, we recommend you talk to the person who shared dōTERRA with you, or visit <https://doterra.com/US/en/university/living>.

Warmest Regards,
dōTERRA Executive Team and Staff

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41172, 116710 Subject: Welcome to doTERRA



Dear [ENROLLER FIRST AND LAST NAME],

You’ve just shared dōTERRA products with someone new. They’ve now enrolled and are ready to learn more about using essential oils.

Now what?

As their enroller, keep in mind that your new enrollees may come to you for essential oil training, product tips and more. Here are a few things you might consider doing next:

- 1. Contact your new enrollee and personally welcome them to dōTERRA. Setup a time to meet or talk to them about their health and wellness goals and how doTERRA can help them meet those. You’ll also want to make sure they know what products to put on their first Loyaty Rewards Order and how to set that up.

[New Member's full name]
[dōTERRA ID#: ENTER ID]
[Billing Address]
[Phone number]
[email address]

- 2. If you have a systematic way of training people how to use essential oils, or essential oil gatherings scheduled, invite them to participate! Share personal experiences about when you got started with doTERRA, and invite your enrollees to learn more.
- 3. Consider inviting them to explore some of dōTERRA’s most popular ways to learn about product usage:
 - [Official dōTERRA.com Site](#)
Designed for anyone who is curious about dōTERRA and wants a high-level overview of the company.
 - [Daily Drop](#)
The new Daily Drop App provides a convenient solution to essential oil education.
 - [Official dōTERRA Product Tips Blog](#)
An excellent place to learn about product promotions, product features or product success stories.
 - [dōTERRA University](#)
Learn about essential oils and how to use them.

doTERRA Social Media
[dōTERRA Facebook Page](#)
[dōTERRA YouTube Channel](#)
[dōTERRA Pinterest Page](#)

Thank you for sharing dōTERRA. Your efforts improve the lives of others. Personally following up with your new enrollee will go a long way.

Warmest Regards,
The dōTERRA Corporate Team

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Email Text

Forgot ID recovery email

Copy?

This is a system generated email. We will not receive your reply. For optimal service, initiate a chat session. We're happy to help. You can also call 1-800-411-8151 between 8 am and 8 pm MT. If you are not the intended beneficiary, please contact us immediately.

100642



CONTACT US | 1.800.411.8151



Dear [First Name],

We received a request to reset your password for your doTERRA Account.

Please click this <insert link to password reset page here (with hyperlink name 'encrypted link')> to continue to your account and create a new password.

Sincerely,

doTERRA Service Team

This is a system generated email. We will not receive your reply. For optimal service, initiate a chat session. We're happy to help. You can also call 1-800-411-8151 between 8 am and 8 pm MT. If you are not the intended beneficiary, please contact us immediately.

69036 Subject: Reset Your doTERRA Password



CONTACT US | 1.800.411.8151



Hi [Name],

Thank you for joining doTERRA! Please follow this secure link to confirm your account.

[Secure link to password reset page]

Thank you,

doTERRA Service Team

This is a system generated email. We will not receive your reply. For optimal service, initiate a chat session. We're happy to help. You can also call 1-800-411-8151 between 8 am and 8 pm MT. If you are not the intended beneficiary, please contact us immediately.

58909 Subject: Verify Your doTERRA Account



CONTACT US | 1.800.411.8151



Dear [Enroller First Name],

A member of your team, <Enrollee first and last name> <Enrollee's dōTERRA ID>, has upgraded their account from a Wholesale Customer to a Wellness Advocate on <Upgrade Date – Month Day, Year>. We encourage you to reach out to them and assist them as they begin to enroll people and build their dōTERRA business. See [dōTERRA Building](#) for additional information that can help your new Wellness Advocate team member.

Thank you,
dōTERRA Service Team

This is a system generated email. We will not receive your reply. For optimal service, initiate a chat session. We're happy to help. You can also call 1-800-411-8151 between 8 am and 8 pm MT. If you are not the intended beneficiary, please contact us immediately.

58995, 116743 Part 1

Subject: doTERRA Team Member Upgrade Notification



CONTACT US | 1.800.411.8151



Dear [Enroller First Name],

A member of your team, <Enrollee first and last name> <Enrollee's dōTERRA ID>, has upgraded their account from a Wholesale Customer to a Wellness Advocate on <Upgrade Date – Month Day, Year>. We encourage you to reach out to them and assist them as they begin to enroll people and build their dōTERRA business.

In addition, <Enrollee first name> now qualifies for an additional 14-day Sponsor Move. As their Enroller, you may make this change on the “Team” tab of your virtual office. We recommend that you place them in a location where they can receive education and support in their dōTERRA Journey. See [dōTERRA Building](#) for additional information that can help your new Wellness Advocate team member.

Thank you,

dōTERRA Service Team

This is a system generated email. We will not receive your reply. For optimal service, initiate a chat session. We're happy to help. You can also call 1-800-411-8151 between 8 am and 8 pm MT. If you are not the intended beneficiary, please contact us immediately.

58995, 116743 Part 2

Subject: doTERRA Team Member Upgrade Notification



CONTACT US | 1.800.411.8151



Hi [Account Name],

Your doTERRA password has been updated. If you did not update your password, please contact Member Services immediately.

Thank you,

doTERRA Service Team

1-800-411-8151

This is a system generated email. We will not receive your reply. For optimal service, initiate a chat session. We're happy to help. You can also call 1-800-411-8151 between 8 am and 8 pm MT. If you are not the intended beneficiary, please contact us immediately.

57515Subject: Your doTERRA Password Has Changed



CONTACT US | 1.800.411.8151



Dear [Account Holder First Name Last Name],

[Prospect Name] has sent you the following from your dōTERRA Business Site Contact Form:

Name: [Prospect Name]

Email: [Prospect Email Address]

Phone: [Prospect Phone]

Comments: [Prospect Comments]

I prefer to be contacted by e-mail: [Y/N]

I prefer to be contacted by phone: [Y/N]

This is a system generated email. We will not receive your reply. For optimal service, initiate a chat session. We're happy to help. You can also call 1-800-411-8151 between 8 am and 8 pm MT. If you are not the intended beneficiary, please contact us immediately.

82571Subject: doTERRA Prospect Information

Identity Verification

