

## WILL CALL ORDER PICK UP

In an effort to serve our Wellness Advocates better and reduce waiting time when picking up orders, we are implementing some changes to the way we process orders.

## PRE PACKING ORDERS

Wherever possible we plan to have your order pre packed and ready for pick up. To do this we ask that you enter and pay for your order via Virtual Office or by calling Member Services before you plan to pick up. Please place your order at least the day prior to the day you want to pick up.

On arrival at Will Call, you will still need to have your member number and order number. We will then retrieve your prepacked order for you to check and sign for.

This will reduce the amount of waiting time caused by picking and packing orders as you pick them up.

## BULK ORDERS

Bulk orders are any group of 5 or more orders that you would like to pick up at any time. As the frequency of people picking up multiple orders is increasing, we need to implement a process to make this more efficient.

If you would like to pick up 5 or more orders at any time please complete a Bulk Order Request and email it to [receptionau@doterra.com](mailto:receptionau@doterra.com)

The Bulk Order Request can be found at [www.doterratools.com.au](http://www.doterratools.com.au)

## CUT OFF TIMES

Bulk orders placed before 10am can be picked up on the same day after 2pm.

Bulk orders placed between 10am and 4pm can be picked up after 11am the following week day.

Bulk orders placed after 4pm can be picked up after 2pm the following week day.

## WILL CALL OPEN HOURS

Will Call is open Monday to Friday 9am to 5pm excluding public holidays.