

## dōTERRA 自用會員問與答

### 1) 如何加入成為自用會員？

可於 dōTERRA 香港官網 (<https://www.doterra.com.hk>)，點選右上角【登入】鍵後，選擇【點擊註冊】，依系統指示操作完成即可加入。

#### **How can I register as a wholesale customer?**

You can register through our official website (<https://www.doterra.com.hk>), click Login and then choose enroll today.

### 2) 如何申請將自用會員轉換成健康倡導者？

請登入線上辦公室，然後點擊右上【健康倡導者】並同意條款及細則，以完成申請。

#### **How can I change from Wholesale customer to Wellness Advocate?**

Please simply click "Become a Wellness Advocate" at the top right-hand corner of the Virtual Office and agree to the Terms and Condition.

### 3) 怎麼把現有的健康倡導者帳號轉成自用會員帳號？

現時沒有下線的健康倡導者才符合轉換為自用會員的資格。在加入會員滿一年後，您可以提出轉換成自用會員的申請，並以書面申請遞交至營業大廳，或電郵至 [hongkongservice@doterra.com](mailto:hongkongservice@doterra.com) 進行申請。

#### **How can I change from Wellness Advocate to Wholesale Customer?**

Only if a Wellness Advocate does not have downline is able to change to Wholesale Customer. You are able to make this change when you join the membership after a year. You can send your application to dōTERRA Will Call or [hongkongservice@doterra.com](mailto:hongkongservice@doterra.com).

### 4) 自用會員在轉換為健康倡導者後，健康倡導者還可以再轉回成為自用會員嗎？

可以。如果健康倡導者沒有下線會員，如問題三所述，此帳號在轉換一年後可申請轉換為自用會員。

#### **May I change back to Wholesale Customer again if I was already changed once?**

Yes. A member can be downgraded if they haven't had a downline and have been a Wellness Advocate for at least a year. Please refer to Q3.

### 5) 自用會員能否在轉換為健康倡導者後，還保留原本的會員編號？

可以。所有會員轉換都保留原有的帳戶資訊，包含 dōTERRA 會員編號、LRP 忠誠顧客獎勵計劃現況，以及所有的回贈點數。

#### **May I keep my original number once I have changed to Wellness Advocate?**

Yes, all the information in your account will stay the same, included account number, LRP template and your LRP percentage.

**6) 可以同時擁有健康倡導者和自用會員帳號嗎？**

不能，每位個人或夫妻會員都只能擁有一個健康倡導者或一個自用會員的帳號。

**Can a member have both Wellness Advocate and Wholesale Customer accounts?**

No, individual or co-applicant can only join either as Wellness Advocate or as Wholesale Customer.

**7) 作為介紹人，我為什麼要介紹朋友成為自用會員？**

自用會員跟健康倡導者一樣，都能為團隊作出許多相同的貢獻，而且還有其他好處如：

自用會員跟健康倡導者都能幫助您符合位階合格及領取獎金資格，包括快速獎金、三次方威力團隊獎金和太陽系獎金。

藉由介紹朋友成為自用會員，您可以很快地區分出團隊中的自用者和經營者，也能提供相對的幫助。自用會員在入會 90 天後申請為健康倡導者，另有資格在 14 天內進行移線安置。

此外，申請成為自用會員不須提供身份證號碼，令成為會員更為簡易。

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

Wholesale Customers can help you qualify for ranks and bonuses just as Wellness Advocates, including Power of Three, Fast Start and Unilevel bonus.

By signing up 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 signing up will be eligible for an additional 14-day sponsor move.

Besides HKID numbers are not required to sign up a Wholesale Customer, make enrollment become easier.

**8) 自用會員可以多次利用 90 天的升級優惠嗎？**

不可以。一名會員只能使用一次 90 天的升級更換保薦人。他們入會時可以有 14 天的移線安置時間，自用會員在入會 90 天後申請為健康倡導者，另有資格在 14 天內進行移線安置，但若會員隨後將帳號轉回自用會員、並再次升級成健康倡導者，則介紹人不能再進行保薦人更換。

**Can Wholesale Customer apply 90 Days change?**

If a member is a Wholesale Customer for 90 days and then decides to upgrade to a WA account, their enroller will have the option to change their sponsor for 14 days through the Virtual Office or by emailing Placements. If a WC decides to upgrade to a WA before the 90 days are through, they will not have this option. If a WA member downgrades to a WC, waits 90 days and upgrades back to a WA they are eligible for the additional sponsor move if they have not changed their sponsor before.

**9) 自用會員可以放在組織裡的任何地方嗎？**

可以。自用會員可以是介紹人組織中任何一位健康倡導者的下線（也可屬於介紹人本人）。

**Can Wholesale Customer be placed in anywhere in my team?**

Yes, Wholesale Customer can be placed in anywhere in your team. It also can include the enroller.

**10) 自用會員可以使用哪些線上辦公室功能? (<https://doterra.myvoffice.com>)**

可使用購物、訊息中心和個人資料設定功能。

**Can Wholesale Customer access to online office? (<https://doterra.myvoffice.com>)**

Yes, Wholesale Customer can access to shop tab, message center and profile settings.

**11) 自用會員帳號在線上辦公室的組織圖會如何呈現？**

自用會員帳號在線上辦公室的組織圖是綠色圖示，同時具有顯示 LRP 忠誠顧客獎勵計劃設定狀態訊息圖示—與現行的健康倡導者相同。

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

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.

**12) 自用會員可以加入 LRP 忠誠顧客獎勵計劃嗎？**

可以。

**Can Wholesale Customer join LRP program?**

Yes.

**13) 自用會員可以加入 LRP 忠誠顧客獎勵計劃的快速跳級方案嗎？**

可以。

**Can Wholesale Customer join LRP fast track program?**

Yes.

**14) 自用會員的訂單能算入介紹人的快速獎金嗎？**

可以。

**Can enroller get fast start commission from a wholesale customer?**

Yes.

**15) 自用會員轉換為健康倡導者之後，會重新計算 60 天的快速獎金嗎？**

不會，快速獎金是在首次註冊成為自用會員或健康倡導者後的 60 天內的訂單，與身份轉換無關。

**Will the 60 days fast start commission be recalculated again when they changed from Wholesale Customer to Wellness Advocate?**

No, fast start commission is only calculated for the new member in their first 60 days.

**16) 自用會員可以轉售 dōTERRA 產品嗎？**

不可以。因此類型客戶被定義為『產品自用者』，故不能轉售 dōTERRA 產品；若自用會員想要銷售產品，則必須先將其帳號升級為健康倡導者。

**Can Wholesale Customer resell dōTERRA products?**

No, only Wellness Advocates can resell dōTERRA products, WC want to reselling products, they may upgrade to Wellness Advocate.

**17) 曾經加入成為健康倡導者，也符合重新啟動的資格，請問可以重啟為自用會員嗎？**

可以。

**If I used to be a Wellness Advocate and am entitled to reactivate my account, can I join as Wholesale Customer now?**

Yes.

**18) 如果我在網上加入時，資料填錯或缺漏，會有什麼影響？**

若填寫錯誤或有缺漏，將會影響您成為會員的資格與所有訂單或活動等相關權益，後續補正資料時亦須改由紙本進行修正作業，且公司將保留最終修改或撤銷會員權利，建議網上加入時資料務必完整填寫正確。

**What would happen if I fill in the wrong or missing information when I enroll online?**

If you fill in wrong or missing some of the information, it will affect your eligibility to become a member and all related interests such as orders or commissions. Subsequent corrections must be correct by paper form, and the company retains the final modification or revocation of the membership rights. When you enroll online, the information must be fill in correctly.