



# Frequently Asked Questions

## Product Center & Call Center Operating Hours

### Product Center

11am - 7pm Mon -Fri

11am - 3pm Sat


*Closed on Sunday & Public Holiday*

### Call Center


11am - 7pm Mon - Fri

11am - 3pm Sat

*Closed on Sunday & Public Holiday*

 [malaysia@doterra.com](mailto:malaysia@doterra.com)

 +603 2633 7888

 019 - 263 3599



# Becoming A Wellness Advocate

## Q. What are the document needed for enrollment?

- MY Wellness Advocate Agreement Form
- Copy of IC or Malaysia PR

## Important Steps Once Enrolled As dōTERRA Malaysia Wellness Advocates

### Account Authentication

## Q. What is Account Authentication and why is it important?

A. In order to ensure your account is authentic and protected, account holders are required to perform the following verification procedures:

- Mobile phone number verification at the Virtual Office (VO).
- Submit a copy of your Identity Card (IC) to [malaysia@doTERRA.com](mailto:malaysia@doTERRA.com).

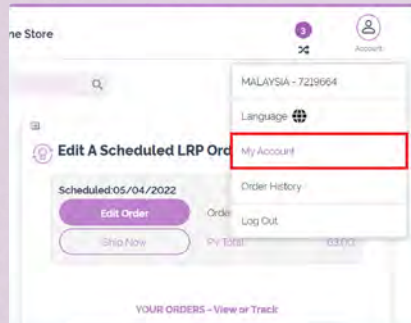
*\*dōTERRA Malaysia has the right to request Wellness Advocates (WA) and Wholesale Customers (WC) to perform the above verification procedures if needed. Failure to do so may lead to restricted access to the VO, purchase of products, usage of Account Receivable (AR) or account suspension.*

## Steps to perform Mobile Phone Number Verification using the Virtual Office (VO)

Please verify your Mobile Phone Number with the 5 simple steps below:

### Step 1

Access the "My Account" at the "Account" section to validate the mobile phone number.



### Step 2

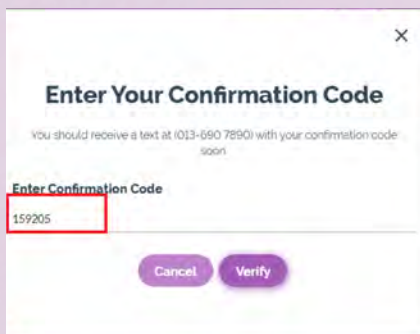
Click on the "Verify" button at the Mobile Phone section.

Contact Details	
Tell us your contact details	
<b>Home Phone</b> 9374937945	<b>Mobile Phone</b> 0136907890
<b>Office Phone</b> 9374937945	<b>FAX</b>

The 'Verify' button in the Mobile Phone section is highlighted with a red box.

### Step 3

The System will send the Confirmation Code (OTP) to your registered mobile phone number. Fill that in and click "Verify".



Enter Your Confirmation Code

You should receive a text at (013-690 7890) with your confirmation code soon

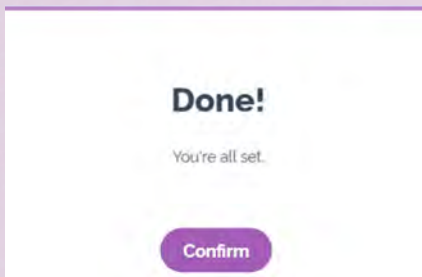
Enter Confirmation Code

159205

Cancel Verify

### Step 4

The System will prompt "You're all set.". You are done.



Done!

You're all set.

Confirm

### Step 5

The "Verify" button will become "Verified" once the member has validated the mobile phone number.



Contact Details

Tell us your contact details

Home Phone *	Mobile Phone
9374937945	60136907890
Office Phone	FAX
9374937945	

*Note: Each mobile phone number is applicable for one (1) mobile phone number verification only. The same mobile phone number cannot be used again for another account verification.*



### **Q. What are the documents needed to add a Co-Applicant?**

1. MY Wellness Advocate Agreement Form
  - Only complete Step 3,4 and signature on the Terms & Condition page
2. Account Information Change Form
  - Complete the Adding A Co-Applicant column
  - Primary and Co-Applicant signature at the Agreement & Signature column
  - Copy of Co-Applicant's IC

### **Q. What are the documents needed to convert from Personal to Business Account?**

1. MY Wellness Advocate Agreement Form
  - Only complete Step 3,4 and signature on the Terms & Condition page
2. Account Information Change Form
  - Complete the Changing an Account from Personal to Business column
  - dōTERRA account holder at the Agreement & Signature column
3. Super Form (replaced Form 49)
4. Account Transfer Request Form for documents needed to convert from Personal to Business Account
  - Complete the Changing an Account from Personal to Business column
  - dōTERRA account holder at the Agreement & Signature column
5. SSM Certificate
6. Copy of IC for individual who wants to be recognized by dōTERRA and registered for the business

### **Q. How do I setup Direct Deposit for New Member?**

Effective 20 April 2022, members are required to do the following for any new application of Direct Deposit (DD):

- Submit a copy of your Identity Card to [malaysia@dōTERRA.com](mailto:malaysia@dōTERRA.com)
- Verify your registered mobile phone number in the Virtual Office.

Upon completion of the above steps, please send an email to [malaysia@dōTERRA.com](mailto:malaysia@dōTERRA.com) with the following documents.

- Download and fill up the Direct Deposit Authorization Form  
<https://doTERRAmalaysia.info/DirectDepositAuthorisationForm>
- Provide a copy of the bank statement or a copy of the bank book front page which has the bank name, bank account number and bank account holder's full name.



### Q. Why can't I use my AR Balance?

Please check if you have done the following:-

- Submit the front and back copies Identity Card (IC) to [malaysia@doTERRA.com](mailto:malaysia@doTERRA.com)
- Verify mobile phone number

### Q. How to place an order on behalf of someone else?

A. If you are submitting an order on behalf of someone else, please perform the following steps:

- Fill up an Account Usage Authorization Form  
[https://www.doTERRA.com/MY/en\\_MY/forms](https://www.doTERRA.com/MY/en_MY/forms)
- Carbon Copy (CC) the account holder when submitting the order to [malaysia@doTERRA.com](mailto:malaysia@doTERRA.com)
- Please ensure all the necessary details are completely filled such as **ID number, name, shipping method, delivery address, local contact number, payment details - full credit card numbers/last 4 digits and CVV number.**



# Loyalty Rewards Program



You have the ability to earn product points, receive FREE Product of the Month, and receive a surprise gift on the birthday month\* when participating in the Loyalty Rewards Program (LRP). You must subscribe to the LRP order every month, between 1st – 28th day of the month.

PV AMOUNT

**1**  
PV

**Maintain LRP** status i.e. points earned within the last 12 months and LRP points-back percentage.

PV AMOUNT

**50**  
PV

**Earn points** and increase LRP points-back percentage.

PV AMOUNT

**100**  
PV

**Commission eligibility** (may be an accumulative 100 PV or single 100 PV LRP order depending on commission type; see individual compensation plans for more details).



PV AMOUNT

**125**  
PV

**Free Product of the Month** included in order when LRP is placed between 1<sup>st</sup> to 15<sup>th</sup> of the month



***\*When an LRP order / template is cancelled, all points and percentages are nullified***

***\*Information as of May 2022***

***Terms and Conditions apply***



# Points Rules

Points are updated on 15-20th the following month.

01

The LRP template must exceed the 60 days before points can be redeemed.

02

No maximum amount of LRP points can be received monthly.

03

Points accumulated through LRP contain no cash value and are non-transferable.

04

Points will **expire one year** from the added date or when participant chooses to not participate in the program.

05

If you mix your point redemption with normal product purchase, the normal item in the same invoice is also non-refundable.

06

LRP order cancellation will downgrade your points percentage level and accrued points will be nullified.

07

If you place MIXED ORDER (points redemption plus normal item), your LRP percentage will be affected. See table below for example.

08

Month	1st	2nd	3rd	4th	5th
LRP Order	100PV	100PV	100PV (Mixed Order)	100PV	100PV
LRP %	10 %	10 %	10 %	10 %	15 %
Points Earned	NA	10 (Based on 1 <sup>st</sup> Month)	10 (Based on 2 <sup>nd</sup> Month)	NA (Due to 3rd Month Mixed Order)	10+10 (Based on 3 <sup>rd</sup> & 4 <sup>th</sup> Month)

## ACTUAL PERCENT BACK IN PRODUCT CREDITS:

10%

Months 1-3

15%

Months 4-6

20%

Months 7-9

25%

Months 10-12

30%

Months 13+

## Malaysia LRP Birthday Gift Program

1. To be eligible for the Malaysia LRP Birthday Gift, participating Wellness Advocates (WA)/Wholesale Customers (WC) must meet the following criteria:

- Registered as a local Malaysia WA/WC or International WA/WC who live in Malaysia
  - Have an active LRP template in Malaysia
  - Purchase a minimum of 100PV on LRP Malaysia OTG in a single order on his/her birthday month
  - Submit the front and back copies of your Identity Card (IC) to [Malaysia@doTERRA.com](mailto:Malaysia@doTERRA.com) (if you have not done so already)
2. Each co-applicant member in a WA/WC account may receive one (1) Birthday Gift per calendar year – one (1) Birthday Gift per person per year in the account.
3. Birthday Gifts are free dōTERRA items determined based on the availability on the day of redemption. WA/WC may not choose, exchange or sell items received as a Birthday Gift.
4. WA/WC who is unable to redeem his/her Birthday Gift during their birthday month will need to wait until their next birthday month.
5. dōTERRA Malaysia reserves the right to amend the mechanisms and the terms and conditions without prior notice.

## Q. What is Fast Start Bonus?

The Fast Start Bonus is designed to provide immediate earnings to Wellness Advocates who enrol new members. As the Enroller, you are paid 20% of the Personal Volume (PV) of each order your new member places in their first 60 days.

## Rules and Qualifications:

- Personally enrol a new Wellness Advocate or Wholesale Customer
- Have an LRP template set at 100+ PV at all times
- Have 100+ PV in LRP orders process each month

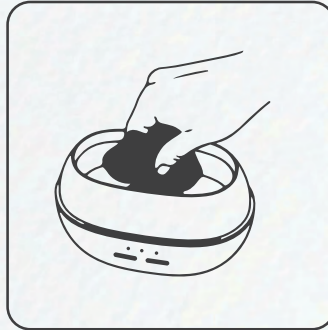
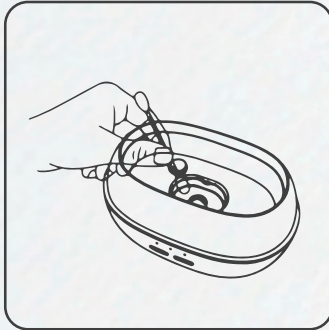
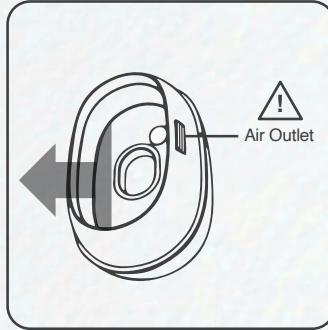
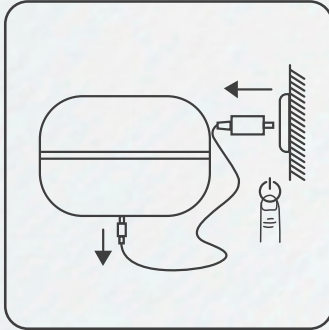




### Q. How to clean my diffuser?

A. Before cleaning, turn the unit off and unplug the plug adapter. When emptying the water tank, pour water from the opposite side of the air outlet.

Clean the water tank and mist plate at least twice a week. Clean the mist plate in the water tank with a cotton cloth and neutral cleanser. Wash it with clean water and wipe it dry with cloth.



## Diffuser Safety

1. Only use the product for the intended purpose.
2. Use only the power adapter included in the package.
3. Do not drain the water from the air outlet.
4. When storing the device or relocating it, turn the power off, unplug the device, empty the water reservoir and clean the diffuser.
5. Turn off the device immediately if there is any smoke or burning smell.

## Q. What to do if your Diffuser is faulty?

### 1. Troubleshooting

#### Troubleshooting

Symptom	Possible Cause	Solution
Startup Failure/ Early Shut Down	1. Insufficient water 2. Improper power cable connection	1. Fill water to the maximum water level indicator. 2. Unplug the power adapter plug and reset carefully.
No mist or abnormal mist	Misting failure but normal light	1. Make sure the water level does not exceed the red maximum water level indicator. 2. Mist plate was worn out. Please call local dealer for replacement parts.
	No misting after the top cover is replaced.	1. the air inlet may be blocked. Check to make sure there is nothing blocking the inlet and that the device is placed on a hard surface. 2. Check the fan condition if it is abnormal, please call the local dealer.
	Oil contamination on mist plate	1. Please follow instructions on cleaning and maintenance. 2. blockage to the air inlet may influence the misting performance.
	Wrong type of water used	1. Refill with tap water or mineral water. 2. Do not use distilled water.
Water leakage	1. Top cover off-centered or missing. Temperature too low or too high. 2. High humidity	1. Replacing or adjusting the top cover may resolve the problem. 2. Adjust the room temperature or humidity.

2. After performing the above and diffuser still not working please email to [malaysia@doterra.com](mailto:malaysia@doterra.com) for a collection arrangement. The email must contain a short video or photo shown the faulty part and purchase details.
3. Please be reminded that collection and replacement only can be done **ONE TIME** within the warranty period.
4. A replacement will be issued if the diffuser is found faulty. Please be informed RM15.00 shipping cost will be imposed shall the diffuser is working good to redeliver back the diffuser.