

Q: How does the upgrade process work?

A: Upon login to the doterra.com back office, a Wholesale Customer will see a button in the upper right hand corner titled, "Become a Wellness Advocate". You can follow this link to enter your Social Security Number securely, and agree to the Wellness Advocate terms and conditions. Then you can instantly upgrade to a Wellness Advocate account.

Q: If I am an existing Wellness Advocate, do I qualify for a Wholesale Customer account?

A: If you are a Wellness Advocate with no downline, you qualify to change your account to a Wholesale Customer account. Please refer to the next question for conversion details and timelines.

Q: How can I convert my account from a Wellness Advocate account to a Wholesale Customer account?

A: A Wellness Advocate with no current downline will be eligible to become a Wholesale Customer if they have no down-line and have not purchased more than 5000.00 pv in one year, they can send a request to placements and request to be changed to a Wholesale customer.

Q: Can I have both a Wellness Advocate Account and a Wholesale Customer Account?

A: No, each individual or married couple is only allowed one Wellness Advocate account OR one Wholesale Customer account.

Q: What are benefits of a Wholesale Customer account?

A: A Wholesale Customer receives the same discount as a Wellness Advocate and has a more consumer-friendly shopping experience when they log into dōTERRA.com. A Social Security Number is not required to open a Wholesale Customer account.

Q: Can a Wellness Advocate be converted to a Wholesale Customer after upgrading from a Wholesale Customer Account?

A: Yes, if a Wellness Advocate decides not to enroll any team members, they can request to be converted back to a wholesale customer.

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

A: Wholesale Customers contribute to your team in many of the same ways as Wellness Advocates, and have additional advantages:

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

- By signing up downline members as 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 may meet the qualifications for an additional sponsor change.
- Social Security Numbers are not required to sign up a Wholesale Customer Account

Q: As an enroller, will I be notified if a Wholesale Customer upgrades their account to a Wellness Advocate Account?

A: Yes, you will receive an email whenever an enrollee upgrades their account from a Wholesale Customer Account to a Wellness Advocate Account.

Q: Can Wholesale Customers access the Message Center in the Virtual Office?

A: Yes, Wholesale Customers do have access to the Message Center to receive messages from their upline and respond to those messages.

Q: Can I still enroll as a Preferred Member?

A: When the Wholesale Customer program launches the Preferred Member account type will no longer be an enrollment option. Current Preferred Members will eventually be converted to either a Wholesale Customer or another business account type.

Q: How will Wholesale Customers appear in my Back Office?

A: 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 do today. (This means that Elites will revert and appear as Yellow in the back office).

Q: Can Wholesale Customers participate in the Loyalty Rewards Program?

A: Yes. Wholesale Customers can participate in the Loyalty Rewards Program.

Q: Can Wholesale Customers participate in the Fast Track Program?

A: Yes.

Q: Do Wholesale Customer orders count towards Fast Start Bonuses?

A: Yes. Wholesale Customer orders will count towards Fast Start Bonuses.

Q: Can Wholesale Customers have a replicated website?

A: No. Wholesale Customers do not have the ability to enroll other people, so they do not have access to a replicated mydoterra.com website.

Q: Can Wholesale Customers resell dōTERRA products?

A: No, a wholesale customer must upgrade to a Wellness Advocate account before they are permitted to resell dōTERRA products.

Q: Does a Wholesale Customer keep their Member ID number when they upgrade their account to a Wellness Advocate account?

A: Yes – A member will maintain all account information upon upgrade, including dōTERRA Member ID Number, LRP status, and all Rewards Points.

Q: Does Fast Start restart upon upgrade from Wholesale Customer to Wellness Advocate?

A: No, Fast Start is paid on the first 60 days of membership for each new Wholesale Customer or Wellness Advocate, regardless of account type.

Q: Can a Wholesale Customer transfer into a Wellness Advocate position?

A: A Wholesale Customer may be allowed to transfer into a Wellness Advocate position. They must have the same placement (enroller/sponsor) as the member transferring out and meet all other qualifications.

Q: If I am a Wellness Advocate, but have not entered my Social Security Number, will I be required to do so in order to remain a Wellness Advocate?

A: No, current Wellness Advocates who have a downline but have not entered their Social Security Number are encouraged but not required to enter in their Social Security Number. Current thresholds for earning and purchasing without a SSN on file will still apply.

Q: How will current Preferred Members be converted to Wholesale Customer?

A: Current Preferred Members will be contacted in order to find a good conversion solution. Many will be converted to Wholesale Customer accounts, and others may be converted to a professional account type.

Q: Can a Wholesale Customer purchase more than \$5000 in a year?

A: No, a customer purchasing more than \$5,000 a year is considered to be a business, and therefore must be a Wellness Advocate. Any account with annual purchases over \$5,000 must be reported to the IRS, so a Social Security Number or other Tax ID is required for these accounts.

Q: Can a Wholesale Customer be placed anywhere in an organization?

A: Yes, A Wholesale customer can be sponsored under any Wellness Advocate in the enroller's organization (including the enroller themselves).

Q: Can a Wholesale Customer submit a Tax Exemption form to exempt their account from sales tax?

A: Yes, a Wholesale Customer can submit a Tax Exemption and be exempt just as a Wellness Advocate can.