

Loyalty Rewards on Enrollment

Frequently Asked Questions

dōTERRA®

General Information

Q1: What are the benefits for new members who place a loyalty enrollment order?

A1: The new members are rewarded with:

- o 10% back in rewards points on their enrollment order
- o Accelerated rewards advancement, as their enrollment order counts as their first of three loyalty orders required to advance to the next level of 15% back in rewards points.
- o A free Product of the Month with a 125 PV or more order placed between the first and fifteenth of the month.

Q2: How does a new member create a loyalty enrollment order?

A2: New members can set up a subscription at enrollment in one of two ways and qualify for the loyalty rewards benefits:

- o Check the monthly subscription option on any eligible products in your cart.

OR

- o Select the bag subscription button to automatically create a future subscription of all eligible products in your cart, which can be purchased monthly.

Q3: When does my first order ship?

A3: Once you create your order, you'll have the option to select when you'd like it to ship the following month after you process your loyalty enrollment order.

Q4: Which markets have access to the loyalty enrollment order opportunity?

A4: Currently, this feature is available to new members signing up for a membership in the US and Canada markets, including North America Latino and North America Chinese Language markets.

Q5: Can I use the Link Generator tool to send new prospects a loyalty enrollment order?

A5: Yes! When creating a link for prospective members, you can select the monthly subscription checkboxes on products to create a loyalty enrollment order. Keep in mind that when prospective members receive the link, they can still edit the order before processing it. If they edit it and remove the monthly subscription products, then the loyalty enrollment rewards will adjust accordingly and may prevent them from earning 10% back in points, counting that as month one toward their rewards percentage advancement, and receiving the Product of the Month.

Earning and Using Points

Q1: How do I calculate how many points I'll earn from placing a loyalty enrollment order?

A1: You'll earn 10% of the PV of your loyalty enrollment order back in points. Points will be awarded to your account on or around the fifteenth of the month after the order was placed

Q2: How much PV does my loyalty enrollment order need to reach for me to qualify for 10% back in points?

A2: There's no minimum PV requirement on a loyalty enrollment order for 10% back in points. After the order, you'll need to place an order of 50 PV or more to continue earning 10% back in points.

Q3: Does placing a loyalty enrollment order count toward my first month requirement to advance my rewards level and earn points back at a higher percentage?

A3: Yes, when you place a qualifying loyalty enrollment order, it counts as the first month of three required to advance to the next rewards level of 15% back.

Q4: Do my rewards points expire?

A4: Yes, rewards points expire one year after they're earned in the US.

Q5: Can I use points on any products and any order?

A5: Products that can be ordered with points will appear in your cart with the option to apply points. To process a **loyalty order** with points you're redeeming for products, you'll need at least 1 PV remaining after points are applied. To process an order with only points, you'll need to place a **one-time order**.

Additional Resources

- [Processing Your LRP Order](#)
- [Editing Your LRP Order](#)
- [LRP Terms and Conditions](#)