

ESSENTIALS 4 SUCCESS

DAY 10 EXERCISE | TOP 10 FREQUENTLY ASKED QUESTIONS

1. I have a friend that enrolled with someone else and wants to be on my team. What do I do?

Offer cross line support to your friend and encourage her to connect with her upline for support.

From the Policies & Procedures on Cross Line Recruiting:

"To ensure a fair and even playing field, Young Living does not permit members to recruit existing members from another Young Living organization into their own organization. This practice is referred to as cross-line recruiting.

Sponsors should feel that their downline members are safe from any possible cross-line recruiting. To safeguard the hard work of all members, Young Living strongly discourages any changes in sponsorship and reserves the right to deny any sponsor change for any reason.

Lack of support, personality conflicts, or social preferences do not justify a change in organization. If you are unable to work through issues with your sponsor or are not receiving support, please contact your next upline member or call Member Services at 1-800-371-3515. They will be more than willing to help you receive the motivation and support you need."

2. What does a RedX or Red Exclamation Point mean in the downline viewer ?

When a new wholesale member enrolls, if the check out process is not completed, their account will be flagged with a RedX or Red Exclamation Point in the downline viewer.

It is possible the member changed their mind during the enrollment process. It may also mean, they thought they completed their order, but they didn't. The final stage of the checkout process often gets missed.

To resolve, the member can log into the virtual office and complete the order themselves or they can call YL or use the Live Help feature.

3. How do I find Young Living events in my area?

Young Living sponsored events, such as Introductory Meetings and Nitro Events, can be found here: http://www.youngliving.com/en_US/company/media/events

If Young Living is coming within a 3 hours drive of your town, take advantage of the opportunity to bring a team member or a prospective team member. It's an opportunity you won't want to miss.

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4. A member contacted me about a problem with an order. What do I do?

As ambassadors of Young Living, we want our members to be happy. If a member is having customer service issues, as their leader, first try to resolve by contacting Young Living. If you are not happy with the resolution, work with your upline leaders until a resolution is in place.

5. When and how do I get paid? Is there a way to find out what my commission check is going to be?

Commission checks are issued on or after the 20th of the month for the previous month.

If the check is less than \$25 you will receive a credit on your account. \$25 or more you will receive a check in the mail.

Executive rank and above are eligible for direct deposit. All ranks will be eligible for direct deposit sometime in 2015 (stay tuned).

The Oily Tools app is a phenomenal tool that not only estimates your monthly commission check on a daily basis, it puts your entire organization at your fingertips. This can be used on your smartphone, tablet and even desktop computer.

Check it out here: <https://oilytools.com>

6. What is strategic placement?

Strategic placement is when you, the enroller, reassigns the sponsorship of your new member to someone in your downline. This is how you builds legs and helps those on your team build their team as well.

The enroller receives the \$25 Start Living Bonus (PSK only) and 25% of PV (Fast Start Bonus) for the first three months the member is enrolled.

The sponsor receives a compressed commission of 8% of 30% of PV for the first three months the member is enrolled.

In month 4 it goes to straight unilevel commissions for both the enroller and the sponsor.

To strategically place a new member in your organization you have two options.

1. If it is within the first 5 days of enrollment you can use Live Help and they will do it for you.
2. If it is after 5 days but before 30 days then you will e-mail resolutions@youngliving.com

This is an example of the wording you can use when using Live Help or email:

Your Member 1618507 Your Pin 1234

Please leave me as the enroller and update the sponsor to 123456 for the following members: 234567, 345678, 456789

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7. When are the monthly Young Living promotions announced?

Young Living notifies Diamond+ leaders of the monthly promotions about mid-month with explicit instructions that they are not to be posted or announced until a certain date in the month. This is usually the 28th for a month that has 31 days. Young Living announces the monthly promotions in the virtual office and via an email newsletter to all members.

8. What other resources, besides the Essential Oils Pocket Reference, are helpful for me as a business builder?

We recommend all business builders have the Essential Oils Desk Reference from Life Science Publishing and Gentle Babies by Debra Raybern, ND. To further your education on the science behind how essential oils work, consider adding The Chemistry of Essential Oils by Dr. David Stewart to your collection.

Keep in mind, when expanding your collection of essential oil books, that Young Living uses the French application of aromatherapy.

9. What are the main trips or bonuses I can earn?

The Silver in Six or Si6, is a program that awards those who achieve the rank of Silver, within six months of achieving the rank of Executive, the elusive Aroma Complete collection. This collection features over 120 of Young Living's essential oil singles and blends.

You can learn more about the Silver in Six program here:

http://www.youngliving.com/en_US/opportunity/silver-in-six

The ranks of Silver, Gold, Platinum and Diamond+ are awarded with Recognition Retreats. These retreats are an all-expense paid opportunity to visit a Young Living farm and network with other leaders in Young Living.

You can learn more about the YL Recognition Retreats here: http://www.youngliving.com/en_US/company/media/events/recognition

10. How much do I need to spend each month to receive a commission check?

All business builders are required to spend 50PV to be eligible for commissions during the 3 month Fast Start period (the first three months YOUR MEMBER is enrolled).

However, to be eligible for all bonuses, commissions on any member under you (who are outside of their 3 month Fast Start), OR if your upline has strategically placed a member under you, the requirement is 100PV.

Committed business builders will want to spend 100PV a month on Essential Rewards.