



Read me First ...Seriously ;-)

We, **The Switch Team** have been recognized as the #1 team in Melaleuca!

Why... because we're awesome! Awesomely normal, regular people who have discovered a simple, **repeatable** gold standard process that gives us a predictable result.

We're taking massive market share from the conglomerates and Melaleuca **pays us big** to do the work.

This script is part of the **Gold Standard Process**. It's the fastest and most effective way to help anyone understand why they should Switch Away and never go back to big box. We want long-term, ideally lifetime shoppers, not one-time shoppers. Therefore, we invest a little time in them, so they stick with us.

Any deviation from this script will decrease its effectiveness, costing you more time or even missing out on a new shopper.

Trust us. Even the pros read the script word for word.

Allocate **30 Minutes** for each tour



8-10 min	Problem » Solution » Quiz
6 min	Make the Switch Video
7-9 min	Account setup » Shopping » Checkout
1-4 min	Onboarding

It's best to read the script on a **computer, tablet** or **printed in full color**. It's a lot of ink for a home printer so we recommend investing the money to print it at your local printer.





TOUR *Script*



When a lead completes the tour you will get a notification. That notification is going to tell you that the contact has completed the tour and selected a pack. What you want to do at that point is reach out to the contact via text first and ask them, "Hey I see that you just finished, is now a good time to chat?"

if now is not a good time for you then you will revise your message and say something like hey I just got your information that's great. Are you available tomorrow at 5 PM or whatever time works for you and schedule a time that works for both of you to answer any questions and get their account set up so they can test out the store.

Once you are on the phone the first thing you want to do is let them know what your plans are for the phone call so they're not wondering or guessing.

The first thing you'll do is answer any questions they have
Then you will send them a link so they can create their login at melaleuca.com.
Next you will help them get into the store show them a couple of high points, and also how to use the free money that Melaleuca gives its members once done with that answer any additional questions and you're good to go.

So what questions do you have after watching the videos? Go through their questions.

Ok great, before I send the link to create your account, Melaleuca offers a free \$20 in store credit if you complete your first shopping trip within 2 days, so I don't want to send this and have you possibly lose that free money if you are not ready to shop yet. Are you planning to checkout with your first order right away? Otherwise let's wait until the time is right and maximize your benefit.

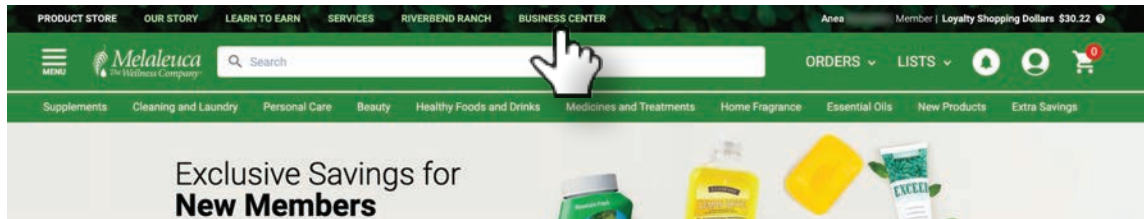
Wait silently for an answer... If they cannot shop right away, you will want to schedule a time for when they are ready.

If they are ready proceed with sending the enrollment link.

COMPUTER

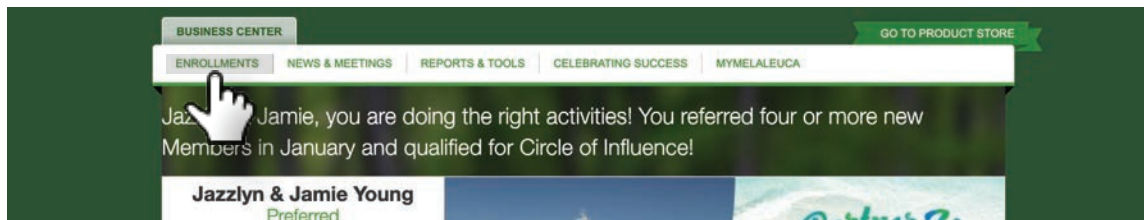
1. Go to **BUSINESS CENTER**

Homepage



2. Go to **ENROLLMENTS**

Business Center



3. Go to **NEW ENROLLMENT**

Enrollments



4. Go to **START A NEW ENROLLMENT**

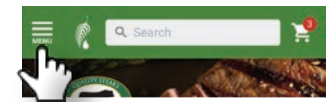


Caution: Never send the Refer a Friend link.

PHONE / TABLET

1. **MENU**

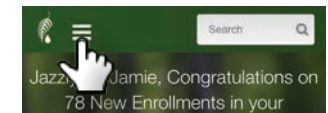
Mobile Site



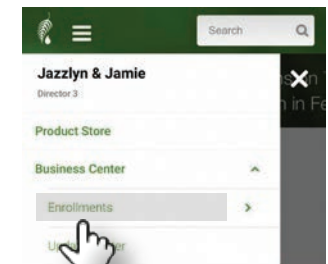
2. **BUSINESS CENTER**



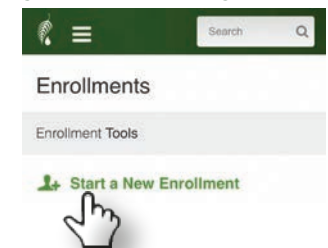
3. **MENU**



4. **ENROLLMENTS**



5. **START A NEW ENROLLMENT**



Fill out their info on the pop-up page.

Select **Category 1**

Even if you think they want to earn income. If they change it later, it will confirm your theory.

New Customer Information

Enter whatever contact info you have. Confirm with them after video.

Select **how** you presented.

Select New Customer's **Country / Language**.

Leave **Member** as Membership Type.

Presenter

A) *If someone presented the business opportunity to this person for you BEFORE you did the tour, enter the **Presenter's Phone Number** (this doesn't hurt you but helps them) and confirm.*

or

B) *If this person has only experienced the tour you're doing, then check "I was the presenter".*

Enroller

Just check the box. It will go to the next person in the organization. Don't worry about who, we can change that later. You may have never heard of them, that's ok!

Check the last box

WAIT! Don't send the invitation yet.

Now, go to the next page and wait for the video to finish. Your hard work is about to pay off!

Enroll a New Customer

Before you send a link to complete an online enrollment, be sure that your guest:

- ☒ Has seen a complete Melaleuca Overview
- ☒ Has been invited to become a Member
- ☒ Understands the Backup Order and Member program

Which category best describes the goals of your guest?

- ☒ Category 1: They do not plan to refer many Customers, but would like to earn commissions if they ever do refer a Customer.
- ☐ Category 2: Earn supplemental income
- ☐ Category 3: Earn significant income

Please be in direct contact with your guest, either in person or on the phone, while they set up their shopping and referral accounts so you can answer questions and encourage their participation.

New Customer Information:

First Name	Last Name
<input type="text"/>	<input type="text"/>
Email Address	Mobile Phone
<input type="text"/>	<input type="text"/>

How was the Melaleuca Overview presented to this individual?	Region and Language
<input checked="" type="radio"/> In Person (Face to Face)	<input checked="" type="radio"/> United States (English)
Membership Type	
<input checked="" type="radio"/> Member	

Presenter

Please indicate the individual who presented the Melaleuca Overview.

Search (for the Presenter by phone #, email, or member #.)

☒ I was the Presenter

Enroller

Jazzlyn

Immediate Support Team Marketing Executive

Search (by phone #, email or member #)

☒ Or, place the new customer in the next available position within my organization.

☒ The person for whom I am entering an email address or text number has approved sending him or her the invitation to create an account with Melaleuca.

Send invitation to create an account

EMAIL

SEND TEXT

Cancel

Video Ends: Start Enrolling!

Almost everyone is ready to set up their account at this point. So, after the video, say the following with relaxed confidence...



Now that the video's done, I can send you a login to get your account set up and show you the best deals for new shoppers. Would you like that sent to your email or text?



(Email or Text)



Great. Let me confirm I have your correct information.



(Verify Name, Email, and Phone Number)

Yes that's correct.



SEND THE INVITATION NOW!

The **most important** part of the tour starts now!
Keep Going!

FOR PREVIOUS SHOPPERS OR ANY ENROLLMENT ISSUES:

See **page 30** to troubleshoot.

Need more help? Call Melaleuca Express Enrollment: (208) 534-3560

Note: Avoid an over-the-phone enrollment.

See if they can resolve the issue so you can send the link and get back to the script.

Watch the short video below to get all of the details.



☒ The person for whom I am entering an email address or text number has approved sending him or her the invitation to create an account with Melaleuca.

Send invitation to create an account

EMAIL

SEND TEXT

Cancel

Send invitation to create an account

EMAIL

SEND TEXT

Cancel

The information you entered is registered to another Melaleuca Customer. Please verify it is correct or enter a new email address and/or phone number.

Confirmation Pop Up:

This confirms they were emailed or texted the link that tracks back to you. Be sure to copy the link in case you need to resend it!

Enrollment (continued)



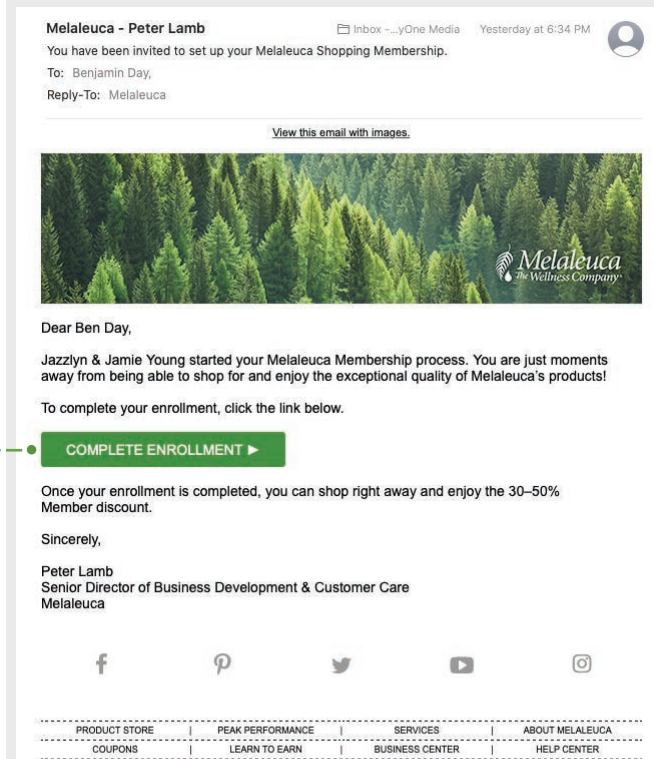
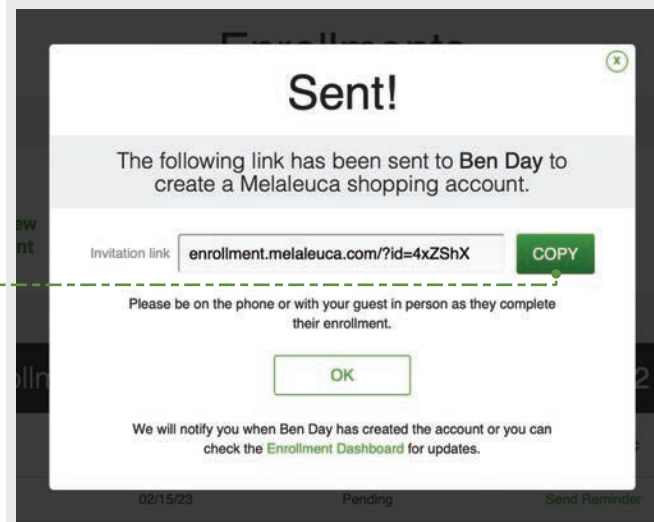
Sent. Check your (email/text). It'll be coming from someone at Melaleuca. I think Peter Lamb.



Got it.



Ok...great, go ahead and click the green button that says 'COMPLETE ENROLLMENT'



Account Setup: Basic Info



There are a few benefits I want to point out on the later pages, so try not to get ahead of me.

Fill in your basic information and then I'll walk through the next steps.

Under customer type, leave it as 'Member.' •

So that the **membership** is clear, we get great prices because Melalueca is kinda like Costco, Sam's Club or Amazon Prime, except their membership is only **\$19 a year**. 📦📦



Do not read aloud:



Sometimes Melaleuca will run a \$1 for the first year promotion. Explain it like this:

Right now, there's a \$1 special so you're going to save \$18 on the first year as long as you shop today (*or while the promo is running*).

Melaleuca

The Wellness Company™

Become a Melaleuca Member Today!

Account Information


Backup Order

Referral Account

Start Shopping

Have a question?

Your Member Account



As a Member, you can enjoy these benefits:

- 30% - 50% off Non-Member prices.
- \$100 in Free products in your first 5 months
- Shop for 44+ Product Points and get SHIPPING ON US!
- Special savings packs as a new customer
- Exclusive savings on services you use every day
- 100% satisfaction guarantee, cancel any time

Step 1: Get your account up and running.

Region and Language: United States - English

Username (Enter your email address or 10 digit mobile number)*

Password*

Your password must contain:

☒ 8 or more characters
☒ An UPPERCASE letter
☒ At least one number

Confirm Password*

First Name*

Initial

Last Name*

Email Address*

Date of Birth (Optional)

Month:

Day:

Year:

Phone Type:
Mobile

Phone Number*

Customer Type
Member

Membership Fee

Your **\$19.00 ANNUAL MEMBERSHIP FEE** provides access to all the benefits of Membership.**

* Indicates required field

**Your membership fee will be charged after you place your first order, and a \$19 renewal fee will be charged annually. You may cancel your membership at any time.



Remember the quiz? You qualified for \$100 in store credit during your first five shopping months.

This offsets your first five years of membership and allows you to try virtually anything in the store.

One thing I want to point out with enrollment is that **NO MONEY WILL BE CHARGED UNTIL YOU PUT STUFF IN YOUR CART AND CHECKOUT FOR THE FIRST TIME.** 😊

The membership is actually a separate transaction about 24 hours later.

Let me know when you click the green 'CONTINUE' button and are on the page that says, 'Protect your Membership'. 🗨️

Communication Authorization

In the next five months, we'd like to give you \$100 in free products. If you opt in to receive text messages, we'll use text to notify you monthly when we've placed \$20 in your account and to send other shopping updates. We'll do our best to only text relevant information that will help you. We hate annoying text messages too. So, as a customer, expect no more than six text messages a month. Marketing Executives will receive text messages more often. We care about your privacy. We will never sell your contact information. Thank you!

☒ I authorize Melaleuca to send messages to me via automated text. Consent is not required for purchase of goods or services. I can text STOP to end text messages or HELP for added information. Message and data rates may apply. Terms of Use & Privacy Policy at [Melaleuca.com](https://melaleuca.com).

Agree & Continue

☐ I agree to and acknowledge that I have read the terms & conditions outlined in the [Customer Agreement](#).

CONTINUE

Account Setup: Acknowledge Backup Order




Ok, this is about the backup box. Since we're setting up your free account, this won't trigger anything right now, or during your first shopping month.

Just like the video said, this is only a *backup* in case you forget to shop in a future month.

To avoid the backup box, which is kinda like a surprise box of favorites, we simply log in and intentionally shop each month.

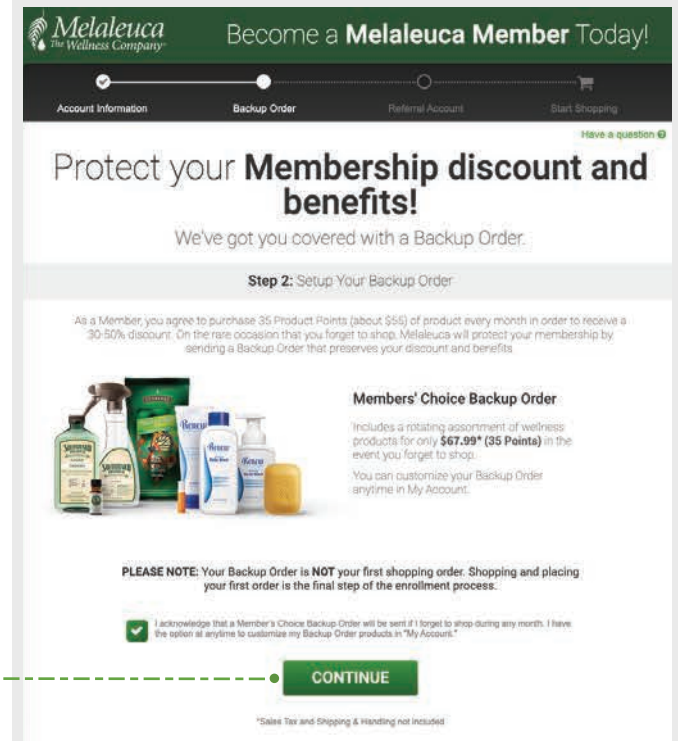
'Making the Switch' just means that before going to Walmart, Target, Amazon, or big box stores, we see if Melaleuca has what we need. *They usually do.* So, we add it to the cart and it just hangs out until we're ready to check out.

It's a month-to-month shopping club, meaning we can opt-out anytime.

So, you can safely check the box and hit '**CONTINUE.**' 

Troubleshooting: If they express a major concern and don't want to click the box jump down to **page 31**.

NOTE: All new Preferred Members have the Member's Choice Backup Order assigned to their account. It's the best backup option to keep on file. We strongly advise **against** creating a custom back up order. It risks them getting a back stock of the same product, leading to cancellation.




The screenshot shows the Melaleuca account setup process. At the top, it says 'Become a Melaleuca Member Today!' with a progress bar indicating four steps: Account Information, Backup Order (current step), Referral Account, and Start Shopping. Below the progress bar, the heading is 'Protect your Membership discount and benefits!' with the subtext 'We've got you covered with a Backup Order.' The main section is titled 'Step 2: Setup Your Backup Order'. It explains that as a member, you agree to purchase 35 Product Points (about \$55) of product every month to receive a 30-50% discount. It then introduces the 'Members' Choice Backup Order', which includes a rotating assortment of wellness products for only \$67.99* (35 Points) in the event you forget to shop. A note states: 'PLEASE NOTE: Your Backup Order is NOT your first shopping order. Shopping and placing your first order is the final step of the enrollment process.' There is a checkbox with a green checkmark and the text: 'I acknowledge that a Member's Choice Backup Order will be sent if I forget to shop during any month. I have the option anytime to customize my Backup Order products in "My Account."' Below this is a green 'CONTINUE' button. At the bottom, a small note says '*Sales Tax and Shipping & Handling not included'.

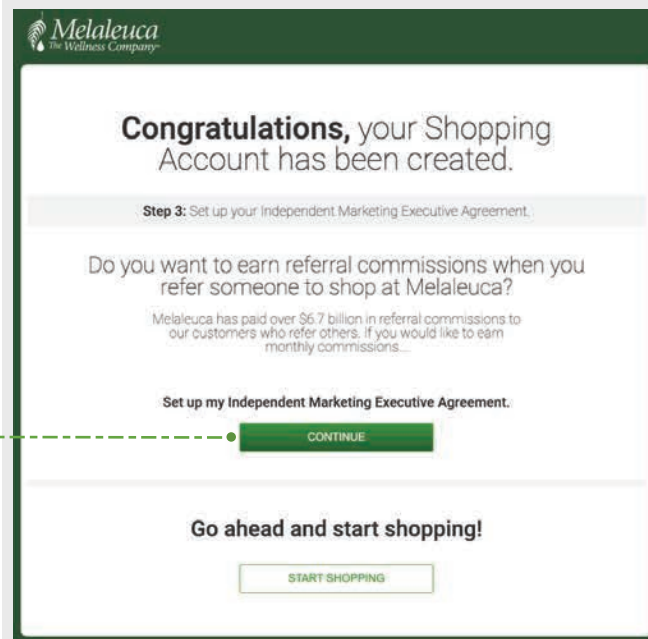
Account Setup: Marketing Agreement Part 1



On the next page, click the green ‘**CONTINUE**’ button. We recommend that everyone fill out the Independent Marketing Executive Agreement.

It’s free and it’ll only take a few seconds.

This is your chance to get your portion of the monthly profit-sharing, even if you don’t refer any shoppers. 



Melaleuca
The Wellness Company

Congratulations, your Shopping Account has been created.

Step 3: Set up your Independent Marketing Executive Agreement.

Do you want to earn referral commissions when you refer someone to shop at Melaleuca?

Melaleuca has paid over \$6.7 billion in referral commissions to our customers who refer others. If you would like to earn monthly commissions...

Set up my Independent Marketing Executive Agreement.

CONTINUE

Go ahead and start shopping!

START SHOPPING

Account Setup: Marketing Agreement Part 2



At the top of the page, you'll see **three categories**. It doesn't matter which one you select.

The only difference is it tells the company what communication to send you. If you leave it on **1**, you'll only get shopping specials.

If you choose **2** or **3**, they'll also inform you of promotions and bonuses that you can get for referring shoppers.

Plus, it also tells me where your head's at.

Below that, is two optional sections. If you want to get paid more than \$600 for the year, just enter your Social Security number for tax purposes.

And 'Production Account' is already correct.

Last thing is clicking the check box, type your name as you see it and hit '**SUBMIT**'.

Let me know when you've been approved so I can show you the best deals for new shoppers.

If they ask, "Do I need a business address?"... That's only if you have a corporation. Most people ignore that.

Melaleuca
the Wellness Company

Start Shopping + Have a question ?

Independent Marketing Executive Agreement

Account Information

Personal Information [EDIT](#)

Account Name: Anea

Email Address: @gmail.com

Mobile Phone: 707.

Date of Birth:

Add Business/Permanent Address (Optional) ?

Add Spouse Information (Optional)

Earn Commissions & Bonuses

Which Category Best Describes Your Goals as a Melaleuca Marketing Executive?*

Category 1: I do not plan to refer many Customers, but would like to earn commissions if I ever refer a Customer.

Category 2: Earn Supplemental Income

Category 3: Earn Significant Income

Social Security Number(Optional)

Personal Production Account (Optional)

Please digitally sign below:

☐ I agree to and acknowledge that I have read the terms & conditions outlined in the Independent Marketing Executive Agreement, Statement of Policies and Compensation Plan, all of which are included in this Agreement and can be amended from time to time.*

*† You do not have to purchase Melaleuca products to earn commissions. For information on how to build a Melaleuca Business without purchasing product individually, please see terms and conditions above.

†† Melaleuca does not guarantee the success of my business or the income, if any, that I might earn. I understand that my success will depend on my own efforts, skills, and productivity.

Anea

Digital Signature must exactly match name above.* (Case Sensitive)

SUBMIT

I understand that this document is an application to become a Melaleuca Independent Marketing Executive and that I am not a Melaleuca Independent Marketing Executive until: 1) Melaleuca has received and accepted this Agreement, 2) I have at least one Customer in my Marketing Organization, and 3) I receive my first commission check.

* Indicates required field

Don't Celebrate Yet: They Need to Shop!



Great. Click the 'Begin Shopping' button and we'll get you into the store!

The two best deals Melaleuca ever offers are what you see on your screen right now; the **Value**, and the **Home Conversion Pack**.

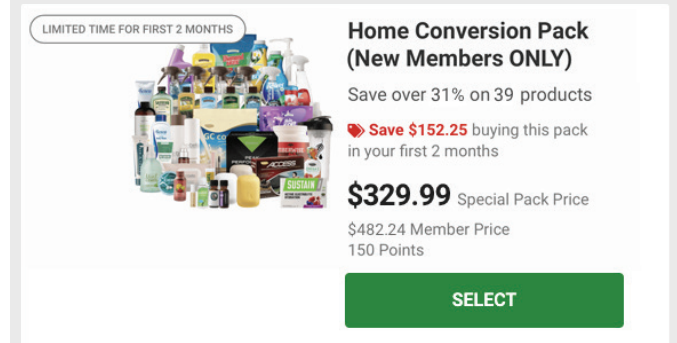
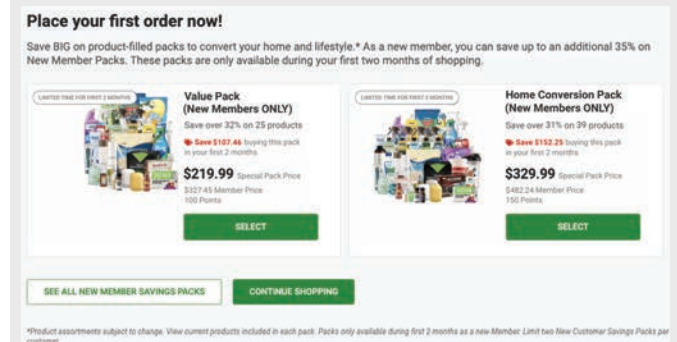
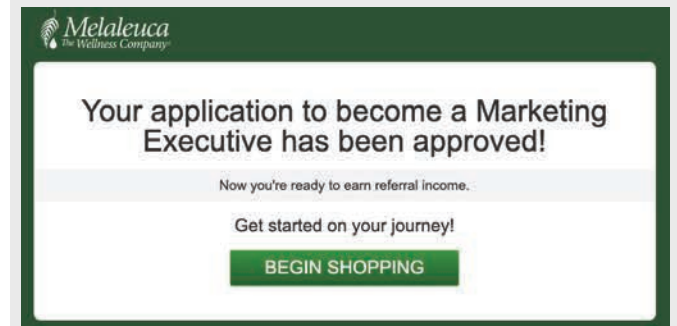
Picking one is the best way to embrace the Switch and really test the brand. This is why my house, and almost everyone, switches with a big box of stuff.

I want to remind you that Melaleuca has a 90-day, empty bottle, no-hassle... money-back guarantee. So, you can try everything risk-free.

In the **Home Conversion Pack**, they took 39 of the basics from every room in the house... laundry soap, toothpaste, shampoo and conditioner, snacks and drinks, plus a few exclusive surprise favorites you never knew you needed!

This BIG box is significantly discounted below normal member pricing, so new shoppers get it for only \$330. *That means, over one third of the box is basically free.*

So, don't worry if you don't know what everything is or if you aren't completely out of what you're currently using!



Keep Going: Ask Them to Pick a Pack!



The whole idea is to really embrace the Switch and test the safer, cleaner, family-owned, made-in-America brand. If you don't like something, **no problem!** Put customer service to the test and they'll make it right.

For Switching with a big box they throw in the Peak Performance Nutrition Pack, their top-selling product. That's another \$75 in value.

So, the **Home Conversion Pack** is the absolute best deal the company offers, and it's only for new shoppers.

The next best option is like the Home Conversion, but they took 14 things out — making it the **Value Pack** — for only \$220.

It's still the basics; from most rooms like kitchen, bathroom, and laundry room... and they discounted it again below Member pricing. You still get the Peak Performance Pack as a bonus. Again, that alone is worth \$75!

That's the second-best deal the company offers, just for new shoppers.



So, do you think the Home Conversion Pack, or the Value Pack is best to start with? 😊 🗣️



SHHH, WAIT UNTIL THEY ANSWER

If they pick a pack, keep reading.

Answer. "I need to talk to..." Page 32 or "I don't want a big box..." Page 33.

page
22

START

PROBLEM → SOLUTION → SETUP NEW ACCOUNT → SHOP

CHECKOUT

ONBOARD

HELP!
Pages 29+

LIMITED TIME FOR FIRST 2 MONTHS



Home Conversion Pack (New Members ONLY)

Save over 31% on 39 products

Save **\$152.25** buying this pack in your first 2 months

\$329.99 Special Pack Price

\$482.24 Member Price
150 Points

SELECT

LIMITED TIME FOR FIRST 2 MONTHS



Value Pack

Save over 32% on 25 products

Save **\$107.46** buying this pack in your first 2 months

\$219.99 Special Pack Price

\$327.45 Member Price
100 Points

SELECT

Celebrating Soon: Confirm They Checkout



Great! Select the _____ pack, then where it says ‘vitamin,’ that’s the \$75 value nutrition pack they throw in at no extra charge. Just select Women, Men, or 50+ for whomever in the house is going to try them.



Skip if they picked the Value Pack.



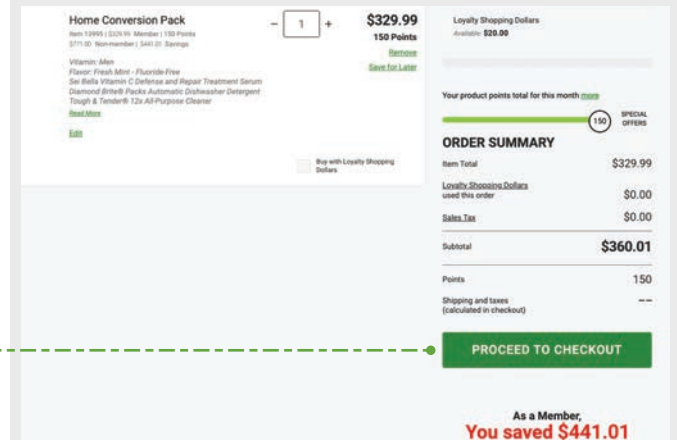
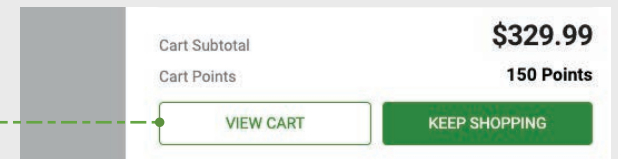
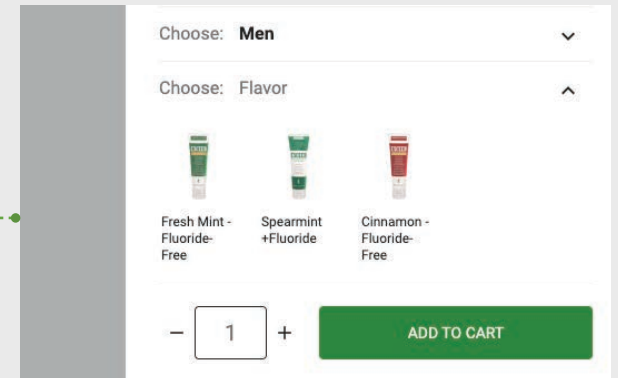
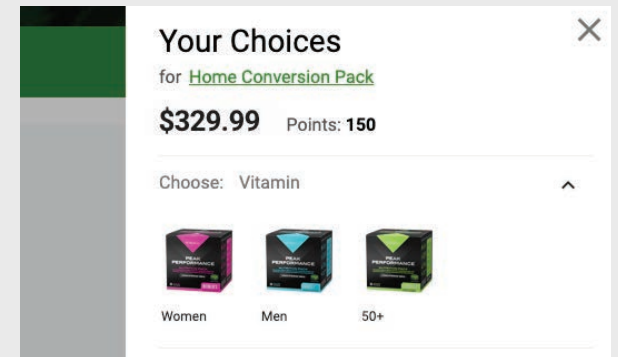
Next, select the toothpaste. You can choose fluoride or fluoride-free and the flavor. Then click ‘**ADD TO CART**.’

*Say these **slowly** so they have time to find the buttons and click.*



Next, click ‘**VIEW CART**.’

And then ‘**PROCEED TO CHECKOUT**.’ And let me know when you see some specials...



Celebrating Soon: Confirm They Checkout



What's kinda cool is you get \$20 just for checking out right now, because it's within your first two days of setting up your account. That's \$20 in store credit to use anytime!

If you're a big coffee drinker and you see a buy one-get-one-free special, you may wanna grab it, but since you're getting a big box of stuff, I recommend you click 'CONTINUE' at the bottom right.

On this last page, enter your **address** and click 'CONTINUE.'

Next, enter your **payment information** and click 'CONTINUE.'

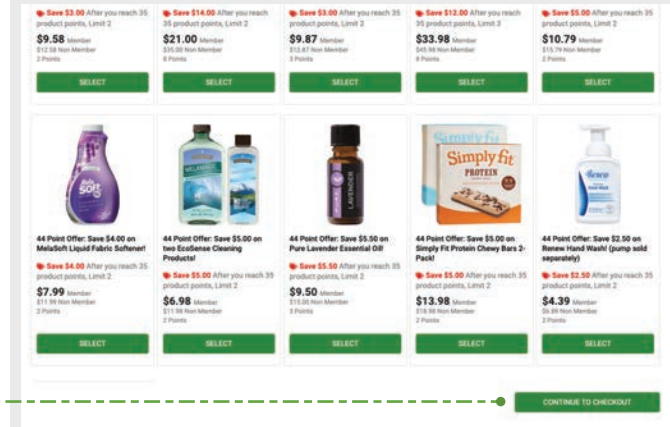
Then you can 'PLACE YOUR ORDER.'

Let me know when you get the confirmation.



DON'T SAY ANYTHING

You are about to get a win! Any comment could distract them from completing the order.



Order Review

Shipping Address

Full Name (First and Last Name)
Area
Address 1
City
City Name
Zip Code
Country
United States
Address 2 (Optional)
Apt / PO Box / Suite / Building / Etc.
State
State
Delivery Instructions (Optional)
Special instructions for carrier

ORDER SUMMARY

Item Total: \$329.99
Loyalty Shopping Dollars used this order: \$0.00
Shipping & Handling: \$10.22
Total: \$360.01
Points: 150

PLACE ORDER

As a Member, You saved \$441.01

* Shipping back in Loyalty Shopping Dollars \$10.22

Pay Method

Debit/Credit Card
Checking
Melaleuca accepts:

CARDHOLDER NAME
Cardholder Name
CARD NUMBER
Card Number
EXPIRATION DATE
Month Year
CVC/CVV
CVC/CVV
BILLING ZIP CODE
Billing Zip Code

To ensure you receive your membership discount, this pay method will be kept on file for future payments, including backup orders. [Learn More](#)

CONTINUE



Pro Tip: Always view your Follow-up Center to confirm the order processed **before** you hang up the phone. How To instructions are on **Page 38**.

CONGRATULATIONS: They Switched!



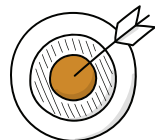
Congrats on making the Switch! I think you're really gonna love shopping here.

My role is to ensure you stay happy. So if there's ever a month that you are traveling or not able to shop, just reach out to me for your options. It's simple and easy to pause and opt-out.

Now let me show you a couple things really quick...



Keep going!



Now we need to onboard them properly
so they feel taken care of!



Thank you for your order!

A confirmation email was sent to @mac.com. You can also view your receipt or check order status in [Order History](#).

Order Date: March 10, 2023
Order Number: 219050381

Want exclusive coupons? Set your shopping reminder email to activate your coupons.

SELECT DATE SET DATE

Ship To
Ben

Shipping
Ground (\$10.22)
\$10.22 reimbursed in Loyalty Shopping Dollars

Pay With
Visa

ORDER SUMMARY	
Item Total	\$329.99
Loyalty Shopping Dollars used this order	\$0.00
Shipping & Handling	\$10.22 *
Sales Tax	\$28.15
Total	\$368.36
Points	150

As a Member,
You saved \$441.01

* Shipping back in Loyalty Shopping Dollars \$10.22

Onboarding: New Shopper To-Dos



Remember that \$100 in store credit? You got \$20 to spend today, for shopping in your first two days and then you'll get another \$20 to shop with next month. So that's \$40.

Then, up at the top, do you see where it says, 'LEARN TO EARN?'



If they are on a phone they need to click the menu button and scroll down.

Go to that when you have a few minutes this week. They give us \$60 to shop with for simply watching videos and learning why their products are better. It's super cool.

To the right of that you'll see 'RIVERBEND RANCH.' Check that out if anyone in your house likes steak! 🥩

Lastly, do you want to learn more about how you can get paid to help people make the Switch like I just did with you?

If no, keep reading.

If yes, proceed to the next page.

No problem. Let me know when you get your box. **Thanks for making the Switch!** 🙌



Nice work! You're getting good at this. Who's next?



Business Center: Foundations Video

If they want to refer shoppers...



Click on '**BUSINESS CENTER.**'

Above your name, do you see where it says '**Discover even more about how Melaleuca is changing lives! Watch the Foundations Video Now!?**'

If there's any chance you're going to refer shoppers, then it's in your best interest to watch this entire video for a few reasons.

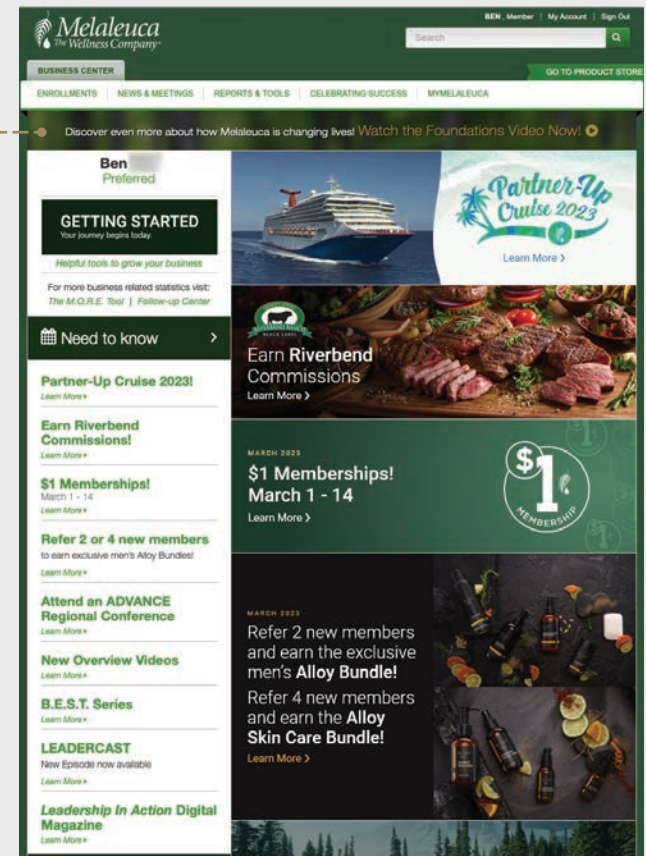
First, you're going to see the heart of the company.

Second, as long as you watch it by the end of next month, it'll unlock an incentive program Melaleuca calls 'Pacesetter.' The video explains it, but essentially they'll pay you double bonuses when you hit milestones for helping others make the Switch.

It's only 20 minutes, and it tells the company I'm doing my job. Plus it could really cost you if you forget, so can you watch that right now after we hang up?

Wait for their answer.

Next, on this page you'll see all the promotions running...



Promotions are updated frequently!

Teaching: The Gold Standard



Lastly, our QuickStart Training will teach you exactly how to round up shoppers... and do the tour we're doing. I'm still *literally* reading the script right now! 😊

Go to: **TheSwitchTeam.com** to set up an account.

You'll see it asks for a master password. Use 'smile' without quotes.

Create your account (below login)

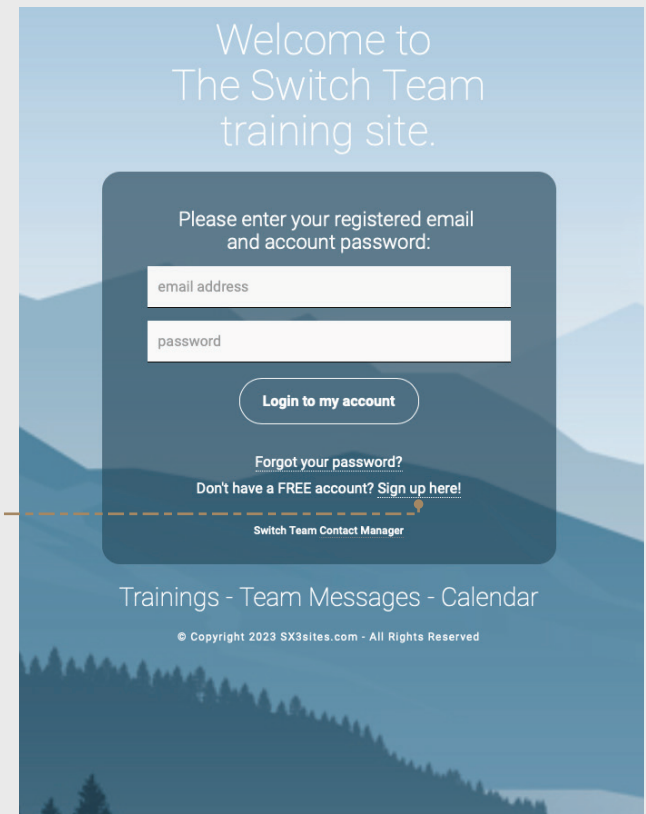
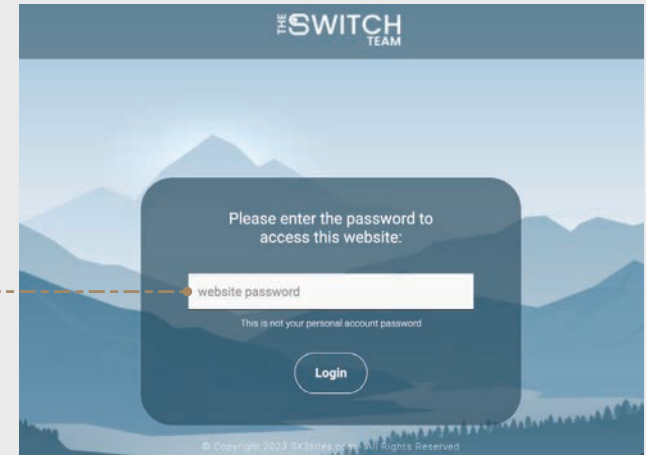
It's really straightforward to get going with us. Within 45 minutes, you'll be ready to set appointments and know how to generate custom links for the tour. As long as you can read, you can do this! 😊

Let's stay in close communication as you start, okay? I want to actively have your back as you get up and running. When can you read and watch each **QuickStart** section?

Great! Let me know when you finish the training, as well as when you get your first box of stuff. I'll be on standby! 🗨️



Great job! You've helped another friend "Make the Switch." They've got everything they need, if they know how to read and watch videos. Stay in touch! Who's next?



How to Generate Tour Links

Login to TheSwitchTeam.com. It will take you to the QuickStart section.

page
29

START

PROBLEM → SOLUTION → SETUP NEW ACCOUNT → SHOP

CHECKOUT

ONBOARD

HELP!
Pages 29+

THE SWITCH TEAM

Switch System QuickStart Training Calendar Logout

Welcome
Jamie

Since
03-08-2023

Tours
10

Critical Activity #1

Add a name to your list

Who do you know that shops at Walmart, Target, Amazon...any big box stores?

Who would give you 20 minutes just because it's you?

Let's help your friend make the switch. How?

1. Enter your friend's info
2. Click **Save**

Move to Critical Activity #2.

Add details

Contact's name:*

First name Last name

Email address:

Email

Cell phone:

Cell phone

Save

*: required field

Jump down to the "My Contact List" section.

My Contact List

Generate and send an tour link.

Jamie

Personal Contacts
New
Prospects

Generate tour

Only generate the link after:

- You've started the appointment
- Confirmed they are still available
- Confirmed they can be front of a screen while you read the tour guide

Generate Tour Link.

Troubleshooting

The MOST COMMON Enrollment Link error is if your friend has a previous Melaleuca account.

Here's how to resolve it:

1. First, make sure your friend is eligible to shop.

🗣️ When was the last time you shopped with Melaleuca? 🗣️

.....Answer

If they, or their spouse, has shopped within the last six months, they are NOT eligible to enroll with you.

CAUTION: There is NO workaround for this. If they create a new account with you, but shopped in the last six months, it will get caught. You will lose the customer, and risk your income! NO ONE is worth the risk.

Unsure? Call Melaleuca Express Verification: (208) 534-3560 (Closed Sundays)

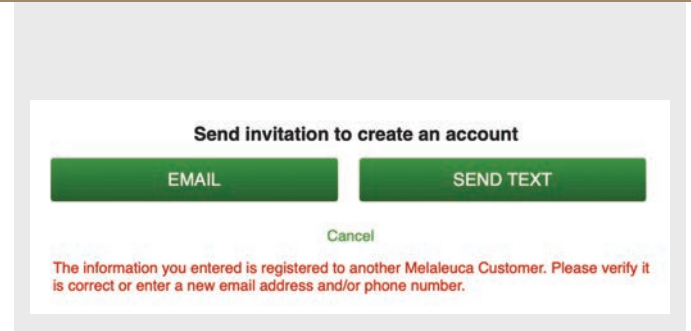
2. They are eligible, proceed. Melaleuca filters by two things: Phone AND Email. If BOTH don't match the previous account, it will cause this error.

Quickest Solution: Resubmit using **ONLY** the Email, **OR** Phone (not both).

FIXED?! Jump back to Page 15.

If that still doesn't allow you to send the enrollment link, call Melaleuca Express Verification:
(208) 534-3560 (Closed Sundays)

Note: Avoid an over-the-phone enrollment. Melaleuca should be able to clear whatever's wrong on their end so that you can enroll your friend online!



Troubleshooting

Any major commitment concern with re-ordering every month or minimum monthly shopping that stops your flow:

🗨 Oh... I was just hoping that you'd be willing to test it out, setup an account, and get some stuff to see what you think. I didn't mean to make it sound like I'm proposing marriage or anything! 😊

Again, I was just hoping you'd be willing to test it, to see if you like it better. It's a month-to-month shopping club.

If you don't have an experience that you like, you can just opt-out. It's easy.

If you REALLY don't like it, get your money back. It's a quick phone call. Remember, it's a no hassle, empty bottle, money-back guarantee. It's all refundable. So, if it doesn't fit you for any reason, just opt-out.

I really hope you'll test switching stores, ideally with a big box of stuff to see what you like better and to save more money. I think you'll probably like it way more.

I/We did after our test and like most people I/we won't switch back. But if it's not your favorite, opt-out, at least you tried it!

Does that feel better now that I've clarified this? 🗨

If yes, jump back to where you left off.

If no, keep reading.

If they haven't finished setting up their account:

🗨 That's ok. Since we've made it this far. I'd suggest at least getting your free account set up so I can show you the best deals for new shoppers, let you browse around, and then you can see for yourself how much stuff they have that you're *probably* already buying. From there, you can do whatever you want! 🗨

If they have more concerns, jump to Page 34.

Troubleshooting

I'll probably do the _____ Pack but I need to talk to someone first... (spouse, significant other, etc.)

🗨️ No problem. I'm also happy to give them the tour if you'd like to set that up.

Before we jump off the phone, there are some offers leading up to placing an order that I'd like to explain. If I promise not to pressure you, may I guide you up to the 'PLACE ORDER' page?... It'll save your cart for when you're ready to come back and checkout. Is that ok?" 🗨️

If yes, jump back to Page 23.

If no, keep reading.

🗨️ That's ok. Hey... shoot me straight. Is it really that you want to talk to _____ (spouse, significant other, etc.) or, do you just not want to tell me 'no' and risk hurting my feelings? 🗨️

If yes, "I do want to talk to them..." go to Option A.

If no, "I don't think this is for me" go to Option B.

If they share their REAL concern, use other troubleshooting pages.

Option A (Really wanna talk)

🗨️ No problem. I'll let you both talk first. When's a good time for me to check in within the next 24-48 hours? Just for five minutes, so I can answer any questions, guide you through the checkout, but most importantly — after you shop — I want to show you how to access the \$100 of free products to try. 🗨️

Option B (Not interested)

🗨️ That's ok. Since we've made it this far and your free account is set up, I'd at least suggest browsing around so you can see for yourself how much stuff they have that you're probably already buying. From there, you can do whatever you want! 🗨️



Now, celebrate! You're getting better, and only people actually doing the work hear "no thanks." Keep going!

Troubleshooting

If they don't pick either the Home Conversion or Value Pack...

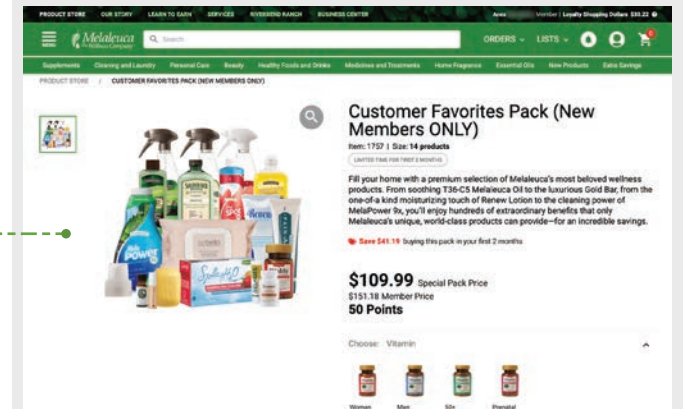
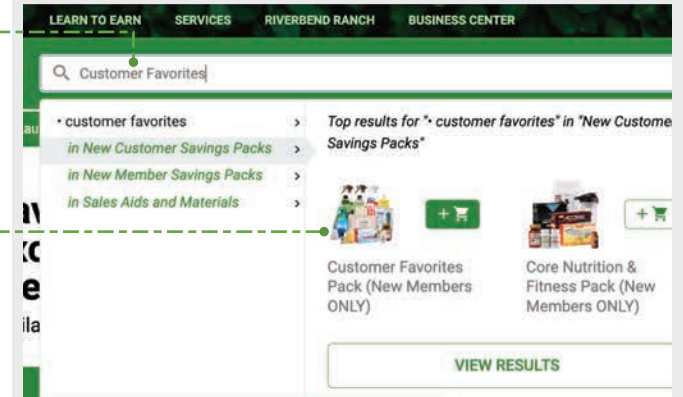
🗨️ Ok I have an idea, go up to the **search bar** and put in 'Customer Favorites.' You'll be looking for a small selection of products... **click on that.**

The 'Customer Favorites' is about 14 products, not as highly discounted, however it's still a great value and you get to try a lot of different things that are in the Home Conversion and Value Pack.

It's also just for new customers. Do you want to try that today instead? 🗨️

If yes, go back to the middle of Page 24 and proceed to checkout.

If no, go to Page 37.



Use Their Quiz Score, **To Score!**

If you're hearing, "I don't have the money"... "it's an investment" ... general resistance to "spending \$75 a month"... or you're stuck after using the other troubleshooting guides for almost anything, and they won't move forward, use this guide!

THE FORMULA

$$\frac{[\text{Their Score}]}{35} = \text{\# of Months they can shop, without buying the same thing twice!}$$

The Formula is simple!

We just take their total Quiz Score, divide it by 35, and that's the **total number of months** they can shop, **without buying the same thing twice!**

Your Impact Score

It only takes a score of 35 or higher to qualify for a 30-50% members discount and \$100 in free products.

You Scored:
342

Applying The Formula

👂 “I think sometimes this is odd because most of us go our entire lives without talking about buying consumables... we just do it. And now we’re talking about it, so it’s kinda weird. But here's the thing.

Do you remember what score you got on the quiz when you checked the boxes? [Answer.](#)

That wasn’t just for fun! It confirmed you're human... 😊 and like the rest of us, you buy and run out of stuff all the time.

So, this isn’t like an investment, or an extra expense. It’ll probably save you money.

I don’t want you to be intimidated by Melaleuca's membership model that expects us to shop each month. Part of the reason we do the quiz is to see how many months you could shop here without buying the same thing twice.

We actually have a formula! If we take your score of [their score], and simply divide it by 35, we get _____. That tells me that you can shop for _____ months, without buying the same thing twice!

So, I’m suggesting you use the money you’re *already spending* at maybe... Wal-Mart, Target, Amazon... basically any big box stores, and just reallocate it, to test Switching stores with me today—to a family-owned factory in the US—that I've already tested.

See if you like it better. If you don’t, get your money back. No harm, no foul.

If you DO like the store, keep shopping each month. With all of this in mind, can I guide you back to the best deals for new shoppers? 🙌

[If yes, go to Page 36.](#)

[If no, go to Page 37.](#)

The Best Deals For New Shoppers

Click on the 'MENU' in the upper left.

Look for 'NEW MEMBER SAVINGS PACKS,' click on that.

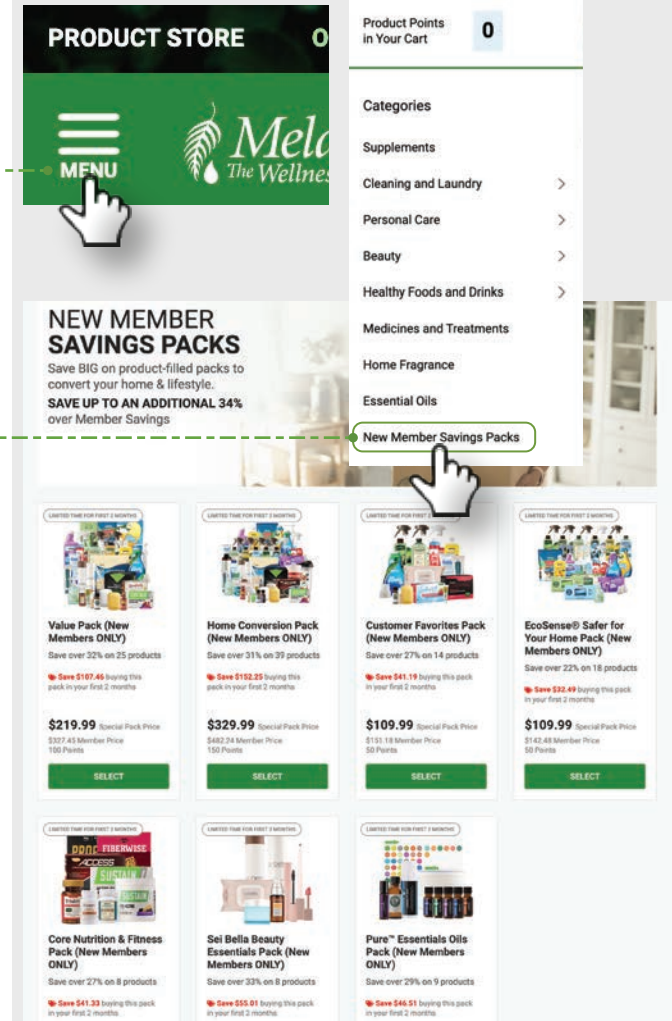
Like I shared before, the absolute best deals for new shoppers are the Home Conversion and the Value Packs. They also have some great \$99 options too. What looks best to you?

If the pick a pack, go to the middle of Page 23.

If they are undecided, go to Page 37.

NOTE: If they show interest in the \$99 EcoSense® Safer for Your Home Pack, discourage that one as an initial purchase and recommend the Customer Favorites or a bigger pack.

Our goal is for them to **TEST the store**, and if budget is an issue, there are other packs that take them down more than the cleaning aisle! Also, the cleaning products are concentrated and last a long time, and we want their first order to include some stuff they buy monthly!



Troubleshooting

Before we hang up (if they didn't shop)...

🗉 That's ok. Since we've made it this far and your free account is set up, I'd at least suggest browsing around so you can see for yourself how much stuff they have that you're probably already buying.

I just don't want you to miss out on that \$20. Is there anything you need from the store right now, that I can help you find, or do you just want to browse around? 🗉

If they just want to browse, keep reading.

🗉 Ok, I'll let you look around. When's a good time for me to check in within the next 24-48 hours? Just for five minutes so I can answer any questions, guide you through the checkout, but most importantly —after you shop—I want to show you how to access that \$100 of free products to try! 🗉



*Now, celebrate! You've made it to the end and you're getting better each time.
The fortune is in the follow up. Set yourself a calendar reminder. Until then, keep going!
Who else can we help make the Switch?!*

Follow-Up Center

How to tell if your new enrollment shopped, can earn money, loyalty dollars, steaks, and more!

1. Go to BUSINESS CENTER



2. Go to FOLLOW-UP CENTER

For more business related statistics visit:

The M.O.R.E. Tool | Follow-up Center

Enrollee	Month Enrolled	Preferred Status	IMEA	Monthly Order	Loyalty Shopping Dollars activated	Made Contact
Deb Spirko 412.352.3640	MAR 2023	Official Shopper	2	✓	\$0	
Jan Miller 336.464.5409	MAR 2023	Official Shopper	1	✓	\$0	
Ronnie LaBarbera 559.289.2041	MAR 2023	Regular				
Kelly Turner 316.765.1343	MAR 2023	Official Shopper	3	✓	\$60	

IMEA (Independent Marketing Executive Agreement)

- Intent:
- 1 - Might refer
 - 2 - Causally refer
 - 3 - Seriously refer

Blank = Didn't fill out IMEA

Accidentally skipped? Add it after enrollment.

Have They Shopped This Month?

✓ = Shopped

Blank = Needs To Shop

(Otherwise, they'll get a backup order!)

Regular 🛒 = Not Yet a Shopper

✓ = Official Shopper
Date of First Order

Foundations Video

It's critical to watch before the first full month is over for 2x bonuses.

Blank = Watched

🎥 = Not Watched

Riverbend Ranch (STEAK/BEEF)

Blank = No Subscription

✓ = Subscription

Learn To Earn

Each new shopper can activate \$60 to shop within their first five months.

\$0 = Haven't watched videos

\$60 = Watched videos

⋮ = Details

LEARN TO EARN

Anea
Videos watched 2

Loyalty Shopping Dollars to activate \$48

Loyalty Shopping Dollars available to spend \$50.22

