AdvancingWithUs®

Providing Proven, Effective Solutions To Enhance Your Life.

The Getting Started Manual for Your Melaleuca Business

THE WARM MARKET PROCESS

WHAT IS DISCUSSED IN THIS DOCUMENT

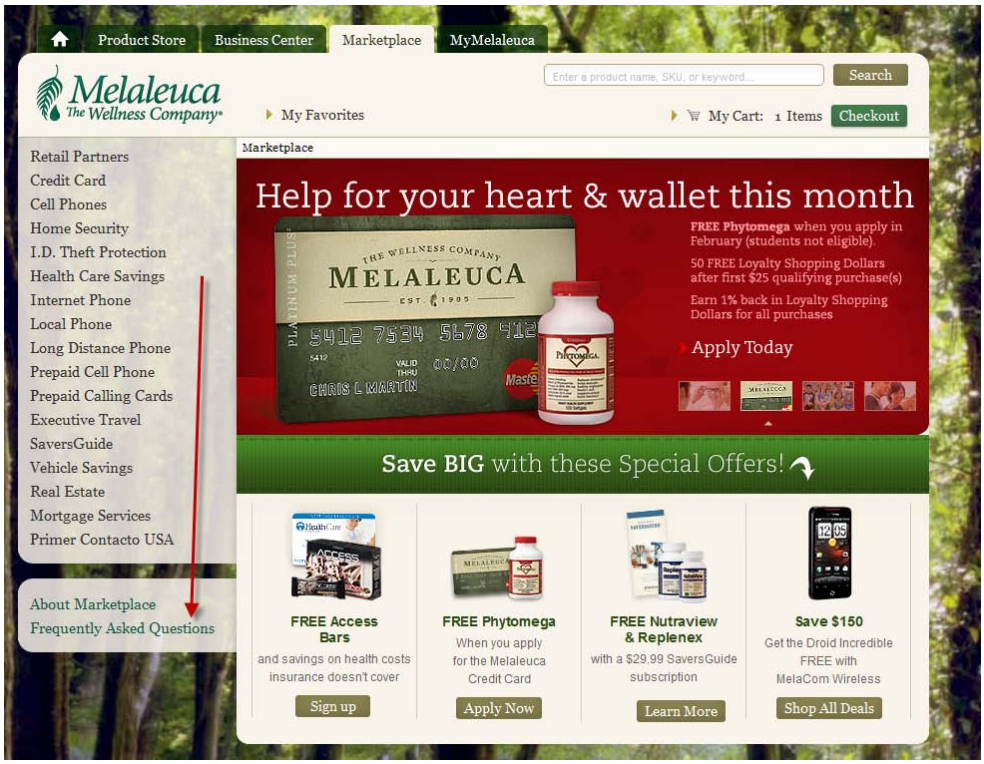
- Before Attending This Training
- Converting Your Home
- Your Mind-Set, Focus and Posture
- Creating Your Story
- Your Contact List
- Setting Appointments
- Warm Market Approaches
- Handling Phone Objections
- Presentations and Handling Objections
- Closing the Enrollment
- Filling Out the Paperwork
- What to Do with New Enrollee after the Presentation
- How to Get Your New Enrollee Their Own Website

AFTER YOU READ THIS DOCUMENT
CONTACT YOUR ENROLLER/MENTOR FOR A 25-MINUTE COACHING CALL

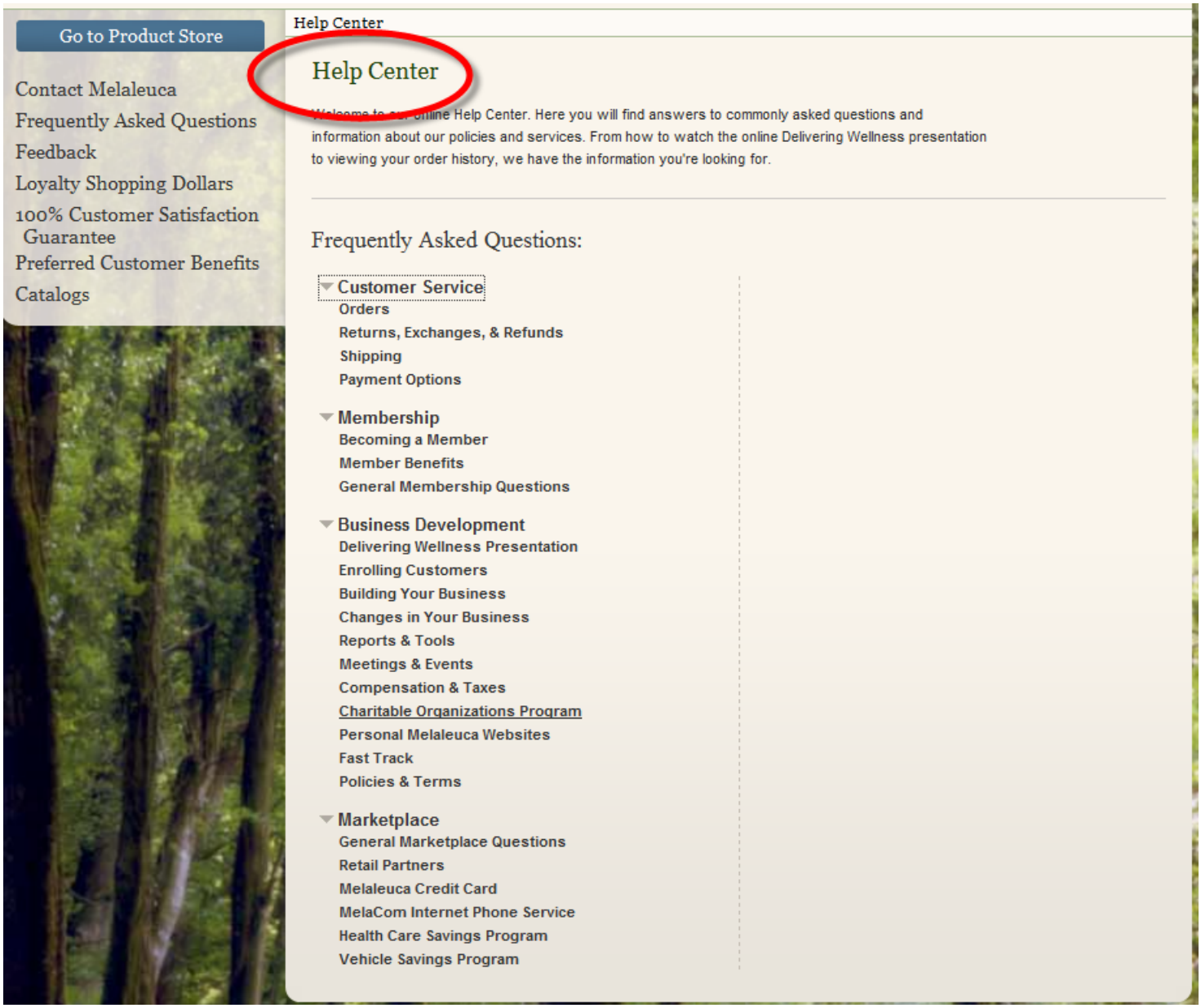
BEFORE READING THIS DOCUMENT

Before you begin calling the people you know, please make certain that you have read your AWU Welcome Email. Then attend the trainings found in the Your Future Begins Here area of your AWU site.

FOR Melaleuca FAQ. Log into your Melaleuca account at www.Melaleuca.com and go to the Marketplace Tab as detailed below:



After you Click on Frequently Asked Questions you will see the Help Center



CONVERTING YOUR HOME

This is something that you want to do no matter what. It is simply one of the best gifts that you can your family, yourself, your home and the environment. **Convert your home to safer Melaleuca products that are engineered to help you live a longer healthier life.**

Melaleuca's success is directly related to its exceptional products. Your success will be based on Melaleuca's exceptional products and from the fact that you have built an organization of *real customers that are shopping with Melaleuca every month*. **Your success begins when you become a real customer. This is why it is imperative that you convert your home to Melaleuca products right away.** Your prospects will ask you what your favorite products are as they contemplate what their first few orders will be. You will lose credibility with them, and you will lose them as customers if they sense that you are not familiar with and are not using all of Melaleuca's products.

The best way to convert your home is with Melaleuca's Value, Career or PaceSetter Pack. Here are a few reasons why you should purchase one of these ASAP:

1. They are only available when you first enroll (your first two months).
2. Value/Career Pack products are priced 30% below Preferred Customer prices and are available only to NEW customers.
3. You save approximately $100 off of the wholesale price of the Value Pack and approximately $150.00 for the Career Pack.
4. The Assist Bonus. You can earn a bonus for a Value Pack ($30) or Career Pack ($50) every time a new personal enrollee purchases one or if you are the presenter in any meeting. Ask your enroller/Support Team about this.
5. Achieve Director and Senior Director Ten Times quicker on average.
6. Customer retention is 50% higher.
7. Average order is 50% higher than the required 35 Product Points.
8. More residual income and lower attrition for you.
9. Pacesetter bonuses (over $13,250 vs. only $6,600) are only available to those who have purchased a Value/Career or PaceSetter Pack.
10. There is a 100 % Money back guarantee – no risk. If you do not like the products then return the pack within 60 days of purchasing it and Melaleuca will grant you a complete refund.

Please read Why You Should Buy the Career/Value Pack or PaceSetter Pack for more information on why this is critical to your success.

YOUR MIND-SET, FOCUS, AND POSTURE

The most important asset that you possess is what is right in between your eyes! Some have said that ***98 % of your success is your ATTITUDE*** –your mind set, what you focus on, and your mental posture.

Success can be a mental tease, especially in the Melaleuca business. What does that mean? It means that literally **hundreds and thousands of individuals have created their own success with Melaleuca. You can too!** In fact anyone can, but not everyone will. Why not? Perhaps it is because they let their minds play tricks on them. They might think that the business does not work when their mother-in-law tells them that Melaleuca is like Amway (it is not, and what does she know about Melaleuca anyway? No disrespect of course). Some focus on the fact that they got stood up on their last presentation; they should instead be **focusing on the last five enrollments that they made!** They might have weak posture: They are asking or even begging people to join; **instead of presenting the facts with confidence** and ensuring their prospects that the most intelligent thing that they could do is become a Melaleuca Preferred Customer! Maybe they do not have **realistic goals** ("I want to make $25,000 in my first month or it obviously doesn't work"). Maybe they do not have **realistic expectations** of what it takes to make their business successful (how many approaches and presentations lead to an enrollment and how many enrollments it takes to get a Director and so on…). Please read the Understanding the 3 Categories of Participation in the Warm Market for more information on this.

These are a few simple examples of how an individual could let success elude them. The fact is that if you want to succeed you need to have a **strong mind-set** about Melaleuca's products; **laser-like focus** on your goals; and a **strong mental posture** so you have the backbone necessary to make your goals a reality. You will have days of elation and days where you just do not think that this will work. Just like in any other business.

You can start by converting your home to Melaleuca's products with a Value, Career or PaceSetter Pack. Once you start using Melaleuca's products will know how remarkably effective they really are. Make certain that you are working very closely with your enroller. You should be speaking with them at least twice a day. Mark your calendar to attend all company events, launches and conventions (melaleuca.com/ business center). And you should always, always, be enrolled in Fast Track (www.awufasttrack.com).

CREATING YOUR STORY

You only have one shot at this. **You want to create a compelling and motivating story.** You are going to tell it for the rest of your Melaleuca career, so make it good!

For example, if your story is, "I started my Melaleuca business because I wanted to build a reliable income, so I would be able to quit my job and stay home with my children. I followed all of the steps in the AdvancingWithUs trainings. I enrolled15 customers within my first three weeks, and my first check was $700!! I was even able to accomplish that part time." **That story would certainly inspire a lot of people.** In fact, they would probably duplicate what you did, and they would build their business quickly too!

But, if your story sounds like this, "I started my Melaleuca business because I wanted to build a reliable income so I would be able to quit my job and stay home with my children. I ordered 35 points in my first month and tried a few things. I called one or two people every month and became a Director in seven months. My checks were about $25 for the first six months, and then they went to about $150." **That story would certainly affect people very differently.** In fact it would probably cause them to plod along and build their business very slowly.

Your organization will do what you do! If you build quickly, so will they – and it will be fun and exciting. You will get big checks right away, and so will those in your organization. In fact, **it is easier to build this business quickly than slowly.** If you build slowly, so will they and it will take a while before you see excitement and large checks.

So make the decision right now that you will create a compelling story that will cause your organization to explode!!

YOUR CONTACT LIST - (Who May I Help)

Watch the 'Creating Your Contact List' Training
(in the Your Future Begins Here section of your site)

Your contact List is the "lifeblood" of your business. If you want to have a successful business then you need to write down the name every single person that you know and look to constantly add to it. Do not prejudge who you *think* might be interested or successful. How do you really know? You need to let them make an educated decision and judge this for themselves.

You should have "who may I help" mind-set. Consider Melaleuca's Mission Statement of "Enhancing the Lives of Those We Touch by Helping People Reach their Goals," and make it your mission too.

Who May I help….:

- **Make more $...**
- **Have more control over their life….**
- **Have a better quality of life…**
- **Be able to quit their job…..**
- **Be healthier….**

Create your list and always carry it with you. There are many people that you know that others know too. Creating a Contact List is the way to make sure that the people you know become a part of your business and not someone else's business. Anyone that you know could be an Executive or Corporate Director. That individual could earn hundred's of thousands or even million's of dollars to the person that contacts them and helps them start their business. So make sure that you contact them before someone else does. Truly, all that you need to do in order to succeed in Melaleuca is to pay attention to the fundamentals. And Fundamental #1 is creating your Contact List!!

Eventually your list should be over 250 contacts strong. Statisticians say that we all know at least 2,000 people on a first-name basis by the time that we are 21 years old. It might take a little while to come up with the names of all of those contacts, so take some time every night to go through your old yearbooks, phone books, your daily planners, etc. and add to your Contact List.

Divide your contact list into the following FOUR categories:

1. **10- 15 Refrigerator List:** These are the people that you have the friendliest or most intimate relationships. Contacting these people first should allow you to achieve Director status in PaceSetter time. Team up with your enroller and let them assist you in contacting these people.

2. **25 M.L.M.:** These are people that have been in M.L.M., party plan, or other home-based businesses. Because of their training and experience they could be very strong and fast business builders. You will need the assistance of someone in your Support Team with these contacts.

3. **20 Chicken List:** This part of your list will contain 'professionals' such as doctors, engineers, attorneys, or leaders of a religious or non-profit organization. You know that because of their position in the community and their proven leadership qualities, they could be big producers in your business. As, with the other part of your list just write them down for now. You will need the assistance of your Support Team with these people.

4. **Product List:** This is EVERYONE else that you know. You are not sure what they might do, BUT MAKE SURE THAT YOU LIST EVERYONE!! If you do not contact them, someone else will.

Your Contact List is your inventory. Please use the AdvancingWithUs Memory Jogger Form to help you create your Contact List. Each person could be worth hundreds, even thousands of dollars or more to you. Do not prejudge anyone. Put them on your list for now. You should go over your list with your enroller and discuss the best way to approach each person on your list.

Contact List
WHO CAN I HELP

	Refrigerator List **START HERE**	People in M.L.M. **CALL WITH ENROLLER**	Chicken List **CALL WITH ENROLLER**	Safer/Healthier Products
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To further assist you with creating your Contact List start thinking of all of the people you know who could benefit from Melaleuca's life changing products and who might deal with the following situations:

High Blood Pressure 1. 2. 3. 4. 5.	**High Cholesterol** 1. 2. 3. 4. 5.	**Men over 45** 1. 2. 3. 4. 5.
Women over 45 1. 2. 3. 4. 5.	**Asthma** 1. 2. 3. 4. 5.	**Allergies** 1. 2. 3. 4. 5.
Urinary Tract Problems 1. 2. 3. 4. 5.	**Young Children** 1. 2. 3. 4. 5.	**ADD / ADHD** 1. 2. 3. 4. 5.
Depression 1. 2. 3. 4. 5.	**Constipation/Crohns/Colitis** 1. 2. 3. 4. 5.	**Chronic Pain/ Fibromyalgia** 1. 2. 3. 4. 5.
Athletic 1. 2. 3. 4. 5.	**Fatigued** 1. 2. 3. 4. 5.	**Health Conscious** 1. 2. 3. 4. 5.
Eye Problems 1. 2. 3. 4. 5.	**Cosmetics/Skincare** 1. 2. 3. 4. 5.	**Headaches or Migraines** 1. 2. 3. 4. 5.
Candle Lovers 1. 2. 3. 4. 5.	**Arthritis** 1. 2. 3. 4. 5.	**Weight Loss** 1. 2. 3. 4. 5.
Diabetes 1. 2. 3. 4. 5.	**Green / Organic Oriented** 1. 2. 3. 4. 5.	**Weight Gain** 1. 2. 3. 4. 5.

SETTING APPOINMENTS – (How May I Help Them)

Watch the 'Setting Appointments Like a Pro' Training
(in the Your Future Begins Here section of your site)

Melaleuca is an outstanding opportunity for everyone as there are countless ways that this company benefits people. **As such, you should want to refer this company to everyone that you know and meet.** If you do not approach the people in your Warm Market, someone else certainly will. It would be a shame if someone you knew ended up in another Marketing Executive's business simply because you did not contact them. Unfortunately, this happens all of the time. DO NOT LET IT HAPPEN TO YOU!

The best way to become a Director immediately is by contacting your Refrigerator List – the people who are the closest to you. In fact, there are probably at least 10 to 25 people you can think of right now who would be interested in hearing about a company that could significantly change their lives. Write them down on your Contact List.

The Warm Market approaches below are designed to help you simply set the appointment. These approaches work. Use them to get your contacts to view a complete "Delivering Wellness" presentation. If your contacts and mentor are geographically close to you, you want to do a live, "in person" presentation. Otherwise, you can schedule your prospect to hear a presentation via a webinar (check the Presentation Calendar in your AWU site).

It is impossible to explain Melaleuca business concept and shopping experience effectively in a two-minute phone call, and it is only after the people on your contact list have listened to a complete presentation and have gotten all of the facts that they will be able to make an educated decision on how they would like to participate – would they like to be a customer or would they like to build a business? **Remember, you want the people on your contact list to make an educated decision about Melaleuca and they will not be able to do that unless they get all of the facts.**

DO NOT ATTEMPT TO SET APPOINTMENTS BY:

- **Sending Text Messages**
- **Using E-vites**
- **E-mail invitations**
- **Snail – mail invitations**
- **Mass broadcasting methods**

THOSE METHODS WILL NOT WORK !

Eight Rules for Setting Appointments Like a Pro

Watch the "**Setting Appointments Like a Pro"** training for more information.
(Found in Your Future Begins Here of your site)

1. **Be in a POSITIVE frame of mind.** People need to hear and feel your genuine enthusiasm.

2. Only **place calls in a PRIVATE room.** Do not let background noise in your home distract your prospect's attention. Your prospect needs to be focusing on what you are saying, not anything else.

3. You must have **a strong POSTURE level**. Be proud and confident of what you represent and the opportunity that you are offering. They need to hear it in your voice.

4. **ANNOUNCE yourself.** Make sure that they know it is you on the phone so they are not spending their time trying to figure out who it is.

5. **Create RAPPORT. Do this before you make an approach.** You can talk about their FAMILY, OCCUPATION, RECREATION and MONEY (F.O.R.M.) to create rapport. This is mostly for those that are not on your Refrigerator List as you don't really need to create rapport with them.

6. **Give an honest and sincere COMPLIMENT.** For example, "Jim I know that you would be great at this business!" Compliments get you very far.

7. **Create CURIOSITY and INTEREST.** You cannot effectively present the Melaleuca concept in a short phone call. Your prospect needs to see a complete Delivering Wellness presentation to get the facts.

8. Always **give a CHOICE CLOSE** as to when they can attend a presentation (Webinar or In-home). Ask, "Would tonight at 5:00 or 7:00 be best for you?"

When setting appointments be prepared for the 4-step process:

I. Your approach
II. Their questions
III. Your reply
IV. Set appointment or follow-up

I. WARM MARKET APPROACHES

Friends/Family Approach I

- **Hi (their name) this is (your name) how are you?**
- **I am calling because I just started working with a company and I know you will be excited about it too.**
- **In fact you can earn $2 - 6,000 in the next 90 days.**
- **When can we get together so I may give you the facts/details?**
- **Tonight at 7 pm or tomorrow for lunch? [choice close]**

Friends/Family Approach II

- **Hi (their name) this is (your name) how are you?**
- **I want to talk to you about how we can save money and make money**
- **When can we get together so I may give you the facts/details?**
- **Tonight at 7 pm or tomorrow for lunch? [choice close]**

Partner, Specialize, Help, Show...

- **"Hello ____, this is (your name) do you have a minute? Great! Listen, I just partnered with a company that Specializes in helping … (insert reason) and I'd like to show you more about this. What works best for you morning or evening, today or tomorrow? Set the appointment. You can customize this to anyone.**

Examples:

- **I partnered with a company that specializes in helping Realtors bridge the gap between closings.**
- **I partnered with a company that specializes in helping stay at home moms create additional income.**
- **I partnered with a company that specializes in helping families who need additional income.**
- **I partnered with a company that specializes in helping children who suffer from eczema and dry skin.**
- **I partnered with a company that specializes in helping families who have just lost their job.**
- When can we get together so I may give you the facts/details?
- Tonight at 7 pm or tomorrow for lunch? [choice close]

Business Approach

- **Hi (their name) this is (your name) how are you?**
- **Glad to hear it. I only have a minute but I wanted to talk to you about a concept that I am really excited about!"**

Depending on how well you know this person you can either go straight into THE WORDS (below), or you might need to build some rapport first. (See above for more help with this.)

- **I want to talk to you about a business concept.**
- **It makes total sense.**
- **There is no risk or investment involved.**
- **There is no selling of any products.**
- **It is not Amway or any M.L.M. scheme**
- **You can add an extra 25 to 30 thousand to your income this year.**
- **I want to get together and spend about 45 minutes with you to give you the facts/details.**
- **When is better for you tonight at (time) or (time). [Choice close]**

Time, Time, Why Approach (Business)

- **Hi (their name) this is (your name) how are you?**
- **Great. Listen I only have a minute, is this a good time for you?**
- **(Their name) I need 30 or 45 minutes of your time sometime this week, and I was wondering which day and time would be best for you: (day) at (time) or (day) at (time)?" [choice close]**

The "Opinion" Approach (Business)

- **Hi (their name) this is (your name) how are you?**
- **Great. Listen I only have a minute, is this a good time for you?**
- **(Their name) I need to get your opinion on a business concept that I am interested in.**
- **I need 30 or 45 minutes of your time sometime this week, and I was wondering which day and time would be best for you: (day) at (time) or (day) at (time)?" [choice close]**

Product Approach

- **[Their Name], You are familiar with 'going green,' aren't you? (if "no") you know, saving the planet?**
- **I have started a business with a 25 year old international wellness company that will do over $1 billion in sales this year.**
- **They manufacture earth friendly, people friendly and planet friendly products, which are less expensive then what people buy at the store.**
- **We don't sell products and this is not like Amway.**
- **I want to get together with you and show you how you can save money and have healthier products in your home.**
- **[Their Name], when can you spend forty-five minutes with me, tonight or tomorrow? [choice close]**

For local prospects:
After they commit to a time and day, respond with the following words:

- **Would you like to meet at my home, or at (restaurant/coffee shop) for coffee?" [choice close]**

  (It is always best to meet them at YOUR home or neutral location-NEVER at their office or place of work.)

- **Excellent, let's meet at Starbucks.**
- **Would you like to meet at 6 or 7 tonight? [choice close]**
- **Great, I will see you tonight at 7:00."**

For long-distance prospects, respond with the following:

- **Excellent you don't even need to leave your home.**
- **I can have you watch a Webinar with me. What time would be best for you? (Check the Presentation Calendar and then offer a choice of times)**
- **Do me a favor and write the appointment time down.**
- **I have you down for (day) at (time).**
- **I will call you a few minutes prior to our scheduled appointment and I will bring you onto the Webinar.**
- **Thanks (their name) I really appreciate your interest. Also please have (their spouse/significant other) listen. I really want both of you to see this.**
- **I will talk to you at (date/time). Thanks again."**

For the best results, set your appointment within 24 hours of the Webinar/in-person presentation. Remember the key is to set the appointment. Remember, you need to stay in control of the conversation.

If you set a time for a presentation then you have accomplished your objective. GET OFF OF THE PHONE :). Do not keep talking or you might talk you way out of the appointment.

II. THEIR QUESTIONS
Expect your prospect to have some questions or to "need some more information."

III. YOUR REPLY
Again, just create curiosity and interest. Keep it brief. For example:

- **I am working with a 25-year old wellness company based in Idaho, and they did almost $1 billion in sales last year.**
- **The concept is like Amazon, Netflix or Costco.com where the customer has their own membership and orders directly from the source.**
- **This manufacturer produces a catalog of over 300 all green products.**
- **When can we get together so I can give you all the facts/details? Tonight or tomorrow? [Choice Close].**

HANDLING PHONE OBJECTIONS
If your prospect asks a lot of questions use the following script:

"I know that you have a lot of questions and that is why I'd like you to see a presentation. You can get all of the facts right from your home either through a live Webinar on your computer (or offer to get together in person if they are local) and make an educated decision. It won't be a waste of your time. What would be better for you (day) at (time) or (day) at (time). [Choice Close]

If you get the appointment then close on a time:

Do me a favor and write me on your calendar. I have you down for (day) at (time). Also please have (their spouse/significant other) there; I really want both of you to see this. I will call you five minutes prior to the appointment and bring you onto the Webinar (or the location you agreed to me at if local). Thanks again I will talk to you on (day) at (time).

MAKE SURE THAT THE APPOINTMENT IS FIVE MINUTES PRIOR TO THE CALL

Or

"I am working with a 25-year-old wellness company, and I am very excited about it. You can get all of the facts right from your home either through a live webinar. There is no inventory or selling of any products, and I guarantee that it won't be a waste of your time. What would be better for you (day) at (time) or (day) at (time). [Choice Close]

If you get the appointment then close on a time:

Do me a favor and write me on your calendar. I have you down for (day) at (time). Also, please have (their spouse/significant other) there; I really want both of you to hear this. I will call you five minutes prior to appointment and bring you onto the Webinar. Thanks again I will talk to you on (day) at (time).

Or

Remember you may also use the three detours as a means of handling almost any objection. The three detours encourage your prospects to get the facts and make an educated decision. This appeals to

their common sense and it prevents you from getting into a long explanation, and it prevents them from getting the wrong impression. Here they are:

3 DETOURS

…I know you have questions…

Or

…That is a great question…

1. **This concept is 90% visual. It is like buying a new car. You need to see it to understand it**

2. **I guarantee it will not be a waste of your time.**

3. **Get the facts and make an educated decision for yourself.**

   When is best for you? Tomorrow at noon for lunch, or tomorrow night for a coffee? [Choice Close]

Or

The $1 Million Handling Objection Response

Corporate Director III Rebecca Connor actually told her enroller, Corporate Director II Kim Cherveney that she was not interested and would not make time for a presentation. Kim replied:

"It's okay to say "no" but at least get the facts so you know what you are saying "no" to. When can we get together, tonight or tomorrow?"

Because the "$1 Million Handling Objection Response" is a 'make sense' response, Rebecca met with Kim and the rest is history. They have made millions with Melaleuca!!

Tips on handling phone objections:

- **Don't offer tidbits of information** such as, "It is a product-focused company," or "They pay 7 % on seven levels," or any information other then what is listed above. Your prospect will probably jump to the wrong conclusion and say "no."

- **Always end with a choice close,** which is a choice of times for them to see to a "Delivering Wellness" presentation.

- **Ask them for permission to follow-up with them in the future** if they are giving you consistent resistance. Remember to put them on your follow-up list. And remember to follow-up.

The Most Common Phone Objections

Objections are a part of this business. You need to understand that **an objection is not a rejection; it is simply a request for more information.** It means, "I don't understand, please explain it to me." So don't take an objection as a personal rejection. Instead, follow the steps below and move to set a time for the presentation. There is only one reason why people will not listen to a presentation and join Melaleuca - it is the wrong time in their life

Remember to **use the three detours,** as you can handle almost any objection with them. The three detours **encourage your prospects to listen to the information and judge for themselves.** This prevents you from getting into a long explanation, and it prevents them from getting the wrong impression of the Melaleuca business concept.

Here are some answers to the most common phone objections that you will encounter. Remember, all that you are trying to do is create curiosity and interest when you are making approaches. You are not giving a presentation. You want to handle their objection with a brief answer, and then get them to commit to a time to see a presentation. Always use a choice close, that is, give them a choice between two times to see a presentation. Below are some of the most common phone objections and the appropriate responses. Substitute webinar if your prospect is long distance or terminology for in person presentations if your prospect is local.

Is this M.L.M. or Network Marketing?
No. This is not M.L.M. or Network Marketing. This is a legitimate work at home business concept. Just listen and judge it for yourself. When do you want to listen to a presentation? Tomorrow at noon for lunch, or tomorrow night for a coffee? [Choice Close] **or** **No. This is not M.L.M. or Network Marketing. This is Consumer Direct Marketing. There is no inventory or selling of any products either. It won't be a waste of your time. Just listen and judge it for yourself. When do you want to listen to a presentation? Tomorrow at noon for lunch, or tomorrow night for a coffee? [Choice Close]**
Is this (Amway, NuSkin, Mary Kay, Pampered Chef, Avon, ACN, etc…)
No. What I am going to share with you is nothing like those companies. And there is no inventory or selling of any products either. This makes total sense, and I know that you are going to be excited about this. What time is best for you tonight or tomorrow? [Choice Close]
Is this sales? Do I have to sell anything?
No. That is one of the great aspects of what I want to show you. We do not inventory, deliver, or sell anything. Listen to a full presentation, get the facts, and judge it for yourself. I really think that you are going to be very interested in this. When can you get together? Tonight or tomorrow? [Choice Close]
How much does it cost? I don't have any money to invest.
Don't worry. It costs nothing to get the facts. It only costs $29 to start your business – and that is completely refundable. There is no risk. Just get the facts; I know that you will be happy that you did. I can get you onto a Webinar tonight at 5:00 or tomorrow at noon. Which is best for you? [Choice Close] **OR** **I know that your financial situation needs to improve. That is why I am sharing this with you. This business costs**

only $29 to start and it is risk free. You could make an extra $500 or more in your first month. Just get the facts. Let's meet today at 4:00 or tomorrow for breakfast. [Choice Close]
Thanks for thinking of me, but I am too busy to meet with you.
That is why I thought of you. I know that you are extremely busy and that is why you need to see this. You can develop a second stream of income on a part- time basis and eventually work from home and enjoy a residual income! It will take you less time to hear about this then it will to eat your lunch today. In fact, you can see a presentation while you have your lunch. Would today or tomorrow be best for you? [Choice Close] **OR** **You are going to eat lunch today, right? Let's get together. You eat and I will talk! Just get the facts and make an educated decision. What time is good? Noon or 1:00? [Choice Close]** **OR** **I know that you are busy and that is why I thought of you. Busy people are successful people. I know that you are going to be excited about what I have to share with you. I promise that it wont be a waste of your time. Let me get you onto a Webinar. You can view this right from your computer in your own home. I can get you on a Webinar tonight at 5:00 or tomorrow at noon. You can view this while you have your lunch in your office. Which time is best for you? [Choice Close]**
I have already heard about Melaleuca.
(You would not get this objection if you were using the approaches described above…so, please use the script.) **You have? Wonderful! Have you started your business? (You need to say this with lots of excitement with the implication that they would have already joined if the got all of the facts. You will find that most of the time, people have only heard a few good things about Melaleuca but they have never seen a complete presentation.) You haven't? Obviously you did not get all of the facts. It is all about who shows you Melaleuca. It is like New York. You could go and tour it with someone who has just moved there or you could go and tour it with someone that has lived there their entire life. You would obviously have a better time with the person that has lived there their entire life. Let me show you Melaleuca and what the AdvancingWithUs team has to offer! I know that you will be excited with what I show you. Would you like to attend a Webinar from your computer? Great! Would today at 3:00 or 5:00 be best for you? [Choice Close]**
Is this a pyramid?
No!! Pyramids are illegal. This is a real business with a 25-year track record. Let me get you onto one of our Webinars so you may get all of the facts. What time is best for you? Tonight at 8:00 or tomorrow at noon? [Choice Close]
How much are you making? How is it going for you?
I just started my business and you are one of the first people that I have called. Let me introduce you to my partner, she has been doing this for a while and is getting impressive results. We can meet tomorrow at 10 am or at 4 pm. What time is best for you? [Choice Close] **OR** **I started my business one month ago, and I made $ 350 (whatever you earned- don't be concerned that you need to be making a 'jillion' dollars to get their attention – sometimes the "small" money is more 'believable' than the big money) in my first month! I am so excited. This business is already paying for my car payment. And it is so simple! Let me get you onto a Webinar so you can learn how to earn too! I can get you on a webinar tonight at 7:00 or 9:00. What time is best for you? [Choice Close]**

IV. SET THE APPOINTMENT OR PUT THEM ON YOUR FOLLOW UP LIST

You will set many appointments if you use these techniques. But you will not get everyone you speak with to see a presentation with your first approach. If you cannot set the appointment on the first approach then simply put them on your follow up list. Many of Melaleuca's most successful Marketing Executives were on their enrollers follow-up list for weeks, months and even years! To bring a guest to a Webinar please read the Webinar Login and Etiquette Document in the Reference Center of your AWU Members Area.

REMINDER CALL SCRIPT

If the appointment is later then 24 hours from the time that you set it, then you might want to give your prospect a simple reminder call. Whether they answer or you have to leave a message, you should follow a simple script like the one below.

If you are meeting them in person:

"Hello (their name), this is (your name). I am just calling to remind you about our (time of the presentation) meeting, and that we are getting together at (the location-address of the location if it is not your home). I look forward to seeing you then."

If they are attending a Webinar:

"Hello (their name), this is (your name). I am just calling to remind you about our (time of the presentation) webinar. I will call you 5 minutes before start time and help you log onto the webinar."

IF THEY WERE NOT THERE FOR THE APPOINTMENT SCRIPT

If you were meeting them in person:

"Hello (their name), this is (your name). We were supposed to meet today at (time of the presentation) at (location). Something important must have come up. I hope that everything is okay. I know that you were very excited to see this, and I want you to get all of the information. Please call me as soon as you get this message, or I will try you later tonight. My phone number is (your number). Thanks so much and have a wonderful day."

If they were attending a Webinar:

Be sure to send them the Missed Appointment email in the "Effective Email" link in your Members area.

"Hello (their name), this is (your name). You were scheduled for our (time of the call) webinar. Maybe you had an emergency that came up at the last minute. I know that you were very excited to see this, and I want you to get all of the information. Please call me as soon as you get this message, or I will try you later today. My phone number is (your number). Thanks so much and have a wonderful day."

AFTER THE WEBINAR SCRIPT

After the webinar you want to three-way your prospect to your enroller or mentor.

Hello, "(Their name)? It is only the two of us on the phone now, and I want to get my partner (your enroller/mentor's name) on the phone so they can answer your questions. If you will hold just one brief moment I will introduce you to (your enroller/mentor's name). Please hold."

Flash your phone; dial your mentor's number. When he or she answers let him or her know that you have your prospect on the other line, and press flash again. (You should call your enroller/mentor before hand and have them be ready to help you close your prospect).

"Hello (their name), I now have (your enroller/mentor) on the line with us."

After this introduction let your enroller/mentor handle the call. Just listen and take notes on how to close your prospect.

Note: Be sure that you have set up your online account at Melalaleuca.com so you can do an online enrollment. If you have not done this, call Melaleuca at 800-282-3000 and learn how to do an online enrollment. See below for more information on the enrollment process. (For more information you may view the Strategy, Placement and Paperwork Training).

IN-PERSON PRESENTATIONS

You have created your contact list and made some approaches. You have some in-person presentations scheduled. **Do not do any presentations by yourself until you are a Director III.** Team up with your enroller/mentor and have them do some one-on-one and in-home presentations for you.

Have some patience. When you are new you have a lot to learn. You don't want to lose enrollments because you don't know how to present, or handle objections, or close, or fill out the paperwork, or

whatever else you might not know how to do yet. Use your Support Team. They are the seven Marketing Executives above you, and they have a vested interest in your success.

All presentations are the same, at least in terms of the actual words that are used. All modes of presenting follow Melaleuca's "Delivering Wellness" presentation. So, whether your prospect attends a one-on-one, in-home or a webinar, they will hear the "Delivering Wellness" presentation.

Each type of presentation has a unique set of parameters that make them successful. Please read the following and apply them.

For detailed instructions on how to do a Delivering Wellness presentation please attend the Making Effective Delivering Wellness Presentations training which may be found in the Movie Theater area in the Reference Center tab or in the 7 Critical Activities tab under Critical Activity #3.

One-On-One Presentation:
These presentations are very effective for your "Refrigerator," "M.L.M.," and "Heavy Hitter" lists.

How far in advance should I set my appointments?
Only 24- Getting Started is best. Remember that you want to create a sense of urgency. This is a business that could change their health, change their finances, and change their life, so you want to meet with them right away. If you set an appointment for any time later then Getting Started, something will most likely come up, and they will probably cancel or forget about the appointment.
What type of preparation is needed?
✓ You sent your prospect the Confirming the Appointment e-mail (found in the Site Tools area of your site) immediately after you set the appointment. ✓ Show up at least 10 minutes before the time of the presentation. This shows how much you care about your prospect and their time, how professional you are, and how serious you are about this business. Please dress appropriately – dressy casual. Greet your

prospect with a smile, make good eye contact and shake hands firmly. Your prospect will make some very important decisions about whether he or she wants to be in business with you within the very first 30 seconds. If you are not a Director III then you should have your enroller or Support Team member do the presentation for you.

What should I bring to the presentation?

- ✓ "Delivering Wellness" presentation booklet
- ✓ Melaleuca Membership Kit (Stock #702) to enroll your prospect
- ✓ A few of your favorite products e.g.) Attain bar, Melaleuca Oil, Renew, Tub-N-Tile.
- ✓ Your business report and commission check – if you have one yet.
- ✓ Your personalized Getting Started document (found in the Site Tools area of your site)

Who should I bring with me?

If you are not yet a Director III then you should have your enroller or Support Team member do the presentation for you. Your job is to introduce your prospect and listen while you Support Team member presents.

My prospect wants to enroll. Now what do I do?

- ✓ Enroll your prospect right after the presentation! (See enrollment processes below). That is your best opportunity to get them enrolled. You do not want to have to chase him or her down later, so leave with the paperwork in hand.
- ✓ If they are a category 1, get and place their order and then use the Four Month Customer Follow-up document (in the Reference Center of your site) to help them place their orders over the new few months.
- ✓ If they are a category 2 or 3, give them your personalized Getting Started document (found in the Site Tools area of your site). Go over the contents of that document.
- ✓ Have your new enrollee get their own AWU site.
- ✓ Have your new enrollee to listen to the Your Future Begins Here trainings--specifically the Getting Started Training
- ✓ Schedule a time to review their Getting Started Training answers
- ✓ Help place the first order - set up times for presentations.

My prospect did not enroll. Now what do I do?

Remember – the only reason why he or she did not enroll is because it was the wrong time in their life. Put them on your follow-up list and keep following up.

In-Home Presentation:

An in-home brings groups of people together so you can present the Melaleuca concept to them all at once using the "Delivering Wellness" presentation. It's a great leveraged way to enroll many customers at once and to provide "on-the-job training" to new local enrollees.

How far in advance should I set my appointments?

Team up with your enroller /mentor and find two dates for your first couple of in-homes. You approaches should only be three to four days in advance of those dates. Remember that you want to create a sense of urgency. This is a business that could change their health, change their finances and change their life. So, you want to meet with them right away, but for an in-home you want to allow for enough time for a group of people to show. As a rule of thumb 50 % of your invitees will show. Do not take this personally. If you want five prospects to attend, invite 10.

What type of preparation is needed?

- ✓ Send your prospects the Confirming the Appointment email (found in the Site Tools area of your site) immediately after you set the appointment.
- ✓ Expect your prospects to arrive at least 15 minutes before start time. Please dress appropriately – dressy casual. Greet guests with a smile, make good eye contact, and shake

hands firmly. Your prospects will make some very important decisions about whether they want to be in business with you within the very first 30 seconds. If you are not yet a Director III then you should have your enroller or Support Team member do the presentation for you.

- ✓ Set the room for half of the people that were invited. If you invited 10 then only set up five chairs. You can always add more.
- ✓ Turn off distractions like telephones, televisions, and stereos. Children should be in another room. All animals should be in a separate area where they will not distract the presenter or the prospects.
- ✓ Serve only light refreshments, preferably Melaleuca products (tea, Attain bars or shakes). Never, ever serve alcohol. Your prospects will duplicate what you do. You do not want them to worry about spending a lot of time or money to host an In-Home.
- ✓ Display some of your favorite products (discuss this with the person that will do the presentation for you).
- ✓ Have Membership Kits on hand. Each Membership Kit should have your personalized Getting Started document (found in the Reference Center of your site) in the kit.

What should I have at the presentation?

- ✓ Present using a "Delivering Wellness" DVD or flip chart.
- ✓ Have Membership Kits on hand. Each Membership Kit should have your personalized Getting Started document (found in the Reference Center of your site) in the kit.
- ✓ Business report and commission check – if you have one yet.
- ✓ Display some of your favorite products (discuss this with the person that will do the presentation for you).

Who should I bring with me?

If you are not yet a Director III then you should have your enroller or Support Team member do the presentation for you. Take notes as they do the presentation.

My prospect wants to enroll. Now what do I do?

- ✓ Enroll your prospect right after the Webinar! (See enrollment processes below). That is your best opportunity to get them enrolled. You do not want to have to chase him or her down later, so leave with the paperwork in hand.
- ✓ If they are a category 1, get and place their order and then use the Four Month Customer Follow-up document (in the Reference Center of your site) to help them place their orders over the new few months.
- ✓ If they are a category 2 or 3, give them your personalized Getting Started document (found in the Site Tools area of your site). Go over the contents of that document.
- ✓ Have your new enrollee get their own AWU site.
- ✓ Have your new enrollee to listen to the Your Future Begins Here trainings--specifically the Getting Started Training
- ✓ Schedule a time to review their Getting Started Training answers
- ✓ Help place the first order - set up times for presentations.

My prospect did not enroll. Now what do I do?

Remember – the only reason why her or she did not enroll is because it was the wrong time in their life. Put them on your follow-up list and keep following up.

Webinar Presentation:

This is an ideal option for prospects who are long distance and have a computer with DSL or cable (high speed) Internet connection. Please read the Webinar Login and Etiquette Document in the Reference Center tab or the Presentation/Training Calendar tab of your Members Area for full details. Your guest will need an Access Password to view a Webinar. At the designated time you and your guest may go to www.AWUwebinar.com. They will enter their name, choose their state and enter the Access Password that you gave them. You will enter your name, choose your state

and enter your Personal Password (the password you use to login to your the Members Area of your AWU site) or you may enter the webinar through the log-in buttons in your AWU site (in the Home Page and the Presentation/Training Calendar tab of your site).

How far in advance should I set my appointments?
Only 24 hours in advance-maybe Getting Starteds. Remember that you want to create a sense of urgency. This is a business that could change their health, change their finances, and change their life, so you want to meet with them right away. If you set an appointment for any time later then Getting Starteds, something will most likely come up, and they will probably cancel or forget about the Webinar.
What type of preparation is needed?
✓ Send your prospect the Webinar Invite and Instructions email (found in the Site Tools area of your site) immediately after you set the appointment. ✓ Call your prospect about 15 minutes before the start of the webinar. (Synch your clock with www.time.gov.) ✓ Make sure that their computer speakers are on and that the volume is loud enough to hear the presentation. ✓ Be sure that you and your prospect are in the webinar room at least five minutes before the webinar begins. ✓ Remind your prospect that when the webinar is over, you will get your business partner on the phone to answer their questions. ✓ You will need 3-way calling. If you have never used this feature take a few minutes and learn how to use it. If you do not have this feature on your calling plan please call Melaleuca Services 800-742-2444 right away and get it.) ✓ Make sure that you have informed your enroller or another Support Team member so that they will be available after the webinar to help you close your prospect. ✓ You should have access to Melaleuca's password protected areas and be ready to do an online enrollment. If you have not done this then please call Melaleuca Support Services at 800-742-2444.
How do I prepare for the Webinar?
✓ Your enroller/Support Team member should be ready to help you close after the webinar. Use MSN IM to instant message him/her when the presentation is almost over (when the presenter gets to the "3-Category Close." When the webinar is over, three-way your enroller/Support Team on the phone. ✓ Be ready to enroll after the webinar. Have enrollment forms on hand or access to Melaleuca's online enrollment area. Or you can 3-way your new enrollee to Express Verification 1-800-742-9560 and enroll them over the phone. ✓ Know where the Recap of the Delivering Wellness Presentation E-mail is in the Site Tools tab of your Members area in case they need to think about what they heard.
My prospect wants to enroll. Now what do I do?
✓ Enroll your prospect right after the Webinar! (See enrollment processes below). That is your best opportunity to get them enrolled. You do not want to have to chase him or her down later, so leave with the paperwork in hand. ✓ If they are a category 1, get and place their order and then use the Four Month Customer Follow-up document (in the Reference Center of your site) to help them place their orders over the new few months. ✓ If they are a category 2 or 3, give them your personalized Getting Started document (found in the Site Tools area of your site). Go over the contents of that document. ✓ Have your new enrollee get their own AWU site. ✓ Have your new enrollee to listen to the Your Future Begins Here trainings--specifically the Getting Started Training ✓ Schedule a time to review their Getting Started Training answers

- ✓ Help place the first order - set up times for presentations.

My prospect did not enroll. Now what do I do?

Remember – the only reason why her or she did not enroll is because it was the wrong time in their

life. Put him or her on your follow-up list and keep following up. It will be the right time to enroll, you just don't know when that will be yet.

Here is the most important thing to remember about any presentation-CLOSE THE ENROLLMENT --- **ASK THEM TO JOIN!!** You will enroll at least 50% more of your prospects by simply asking them to enroll. Below are some techniques to help you increase your enrolling percentages, but the fact remains: You will increase your number of enrollments by simply asking your prospects to enroll.

Remember all the work that you have put into this process so far. You have compiled your list, approached prospects, and made presentations. Now it is time for you to make your business grow. And the only way that it grows is through the acquisition of new enrollments and by creating Directors.

Be fearless! Asking someone to enroll is *not* pressuring him or her. In fact your prospect is probably expecting you to ask them join your business. If you do not ask them to join, you are sending a signal that you are either not confident or not capable. Your prospect will pick up on this, and even if they want to enroll, they may not want to enroll with *you*.

When the presentation is over (the presenter has finished with the Three-Category Close), simply ask your prospect:

"So, (Name), would you like to be a customer or build a business?"
or
"So, (Name), do you think that you are a Category 1, 2, or 3?"

After you have asked one of those "closing questions," listen to their answer. You were given two ears and only one mouth—so please, listen to what your prospect says and proceed from there. Many times, your prospect will tell you that they want to enroll right then and there. GET THEM ENROLLED IMMEDIATELY (see below)!! Do not go over the benefits of being a customer or building a business, or the nuances of the Compensation Plan. They have already made their decision to enroll, so you do not need to give them any more information right now. Simply start the enrollment process. See below.

If your prospect has some objections (remember a question is simply a request for more information), these are some effective steps to keep in mind when you are handling objections:

- ✓ **If you are not yet a Director III, have your enroller/Support Team member do your presentation and let them handle any objections.**

- ✓ **Do not take objections personally. Prospects do not have the experience with Melaleuca's products, Compensation Plan, or culture that you do, so they do not have any belief in these things. They are simply expressing their point of view.**

- ✓ **Do not argue with your prospect. You are a representative of AdvancingWithUs, Melaleuca, and yourself. Whether your prospect enrolls or not, they have the power to help you or harm you. They will tell other people about their experience with you. If you argue with them you can be assured that they will tell many people—perhaps your next prospect—about their negative experience.**

- ✓ **Do not interrupt them. Let them keep talking. If you are doing an in-person presentation, nod your head as though you are agreeing with them. This lets them feel as though you understand their questions and concerns. If they are speaking with you on the phone, keep listening because the very last thing that they say is their *primary* objection. *This* is the objection that you want to handle. After you handle their objection you should attempt to close them again.**

- ✓ **Always use "choice closes." Instead of having your prospect focus on a yes or a no answer with a question like "Would you like to enroll?" give them a choice of how they might participate. This is done through questions like "Do you see yourself as a Category 2 or Category 3?" and "do you see yourself as a customer or building a business?"**

- ✓ **Do not get frustrated or angry if they do not enroll on the spot. Remember, the only time that a prospect will not enroll is because it is the wrong time in their life. If you keep in contact with them, and you preserve the relationship, you should be able to enroll them in the future.**

- ✓ **If it is not the right time for your prospect to enroll, put them on your follow-up list and call them in the future.**

Handling Objection Techniques

Many times your prospect will have questions (objections-same thing) after a presentation. Here are some effective tips on handling same:

Turn-Around Statement and Tie-in Phrases:

Restate the objection in the form of a Turn-Around Statement in conjunction with Tie-in Phrases. This technique makes your prospect feel as though you are trying to get to his or her real concern. Some examples of tie-ins are: Isn't it? Didn't you? Wouldn't you? Shouldn't you? These phrases illicit a "yes" from your prospect. The more times you can get you prospects to a "yes," the more likely they will enroll.

Feel-Felt-Found

You can use this technique with almost any objection, and it is very effective. This technique gives your prospect's objection credibility, which creates understanding and rapport. Simply say, "Bob, I understand how you feel. In fact, I felt the same way when I was first introduced to this. But what I found was _____"

Direct Response

Sometimes your prospect will have a direct question and you need to give them a direct response.

Here are some examples of the most common objections after a presentation and their answers incorporating some these techniques. For more information on handling objections please read the AdvancingWithUs Handling Objections Guide found in the Reference Center.

Objection – I DON'T HAVE ENOUGH TIME
Response - "So Bob, what you are telling me is that you think that this sounds like an incredible business and something that you could see yourself doing, but you just don't think that you have enough time. That is what you are saying isn't it?" (Wait for them to say "yes.") "Bob, I understand

how you feel, I felt the same way when this was introduced to me, and I had very little time. What I found was that you can easily begin this business on a part-time basis. Because you will have a team of people assisting you and the AdvancingWithUs team and all of the tools that they provide, it takes less time then you'd think to get started. Would you like to start with trying the products or building a business?"

Objection – I NEED TO DISCUSS THIS WITH MY SPOUSE

Response -"I understand. I thought the same thing, and then I realized that all I was doing was making a "shopping decision." If I wanted to switch stores from Wal-Mart to Target, I would just do it. So, I made the decision to become a customer and try out the products. All that I was doing was creating a healthier, safer, happier home for my family and saving money in the process. My spouse loves the products and support me with my business. So, would you like to begin as a category 1, 2, or 3?"

Objection – I NEED TO DO MY RESEARCH

Response - "So, Bob, what you are telling me is that Melaleuca sounds like a great company, and something that you would like to be a part of, but you want to research this before you start sharing it with people that you know. That is what you are telling me isn't it?" Wait for Bob to say "yes," then respond, "Well, Bob, I understand exactly how you feel. In fact, I felt the same way. I wanted to know first hand that everything that I was told was true. What I found was that my research started with using the products. So, I got myself a temporary membership and ordered (a Career Pack, Value Pack, PaceSetter Pack…). I knew that everything was refundable, so there was no risk. While I was using the products, I did my research on the company. So, would you like to order a Career Pack, Value Pack, or a Home Conversion Pack?"

Objection- I CANNOT USE 35 PRODUCT POINTS PER MONTH

Response - "Bob, I understand how you feel. I felt the same way too. I had no idea what a product point was, or if I would be able to order and use 35 product points per month. But what I found was that I was already spending more than that at the store. Let's go to page 18 of the Delivering Wellness presentation. This is an order of about 48 product points. Listed are the MelaPower laundry detergent, Lemon Brite dishwashing liquid, Alloy shave gel, Alloy antiperspirant, Gold Bar, Attain meal replacement bars, Vitality Pack, Renew intensive skin lotion, Advanced Expressions shampoo, and Clear Defense. These are all necessity items that you and your family are buying anyway. All that you do is switch stores. So, would you like to start with a Career Pack, or put together your own custom order?"

Objection – THIS SOUNDS LIKE AMWAY

Response –"Bob, Melaleuca is nothing like Amway. It is a Consumer Direct Marketing company. Amway is multi-level marketing. The difference between the two is in MLM everything gets passed around. The products get passed down from the top and the money gets passed up from the bottom. People at each level are required to maintain a certain inventory for themselves and the people below them. They sell the products and people pay them directly, they then pay the person above them and so on. Melaleuca's business model is like Amazon where each person has their own membership and orders from their own account. We do not handle other people's products or money. We refer people directly to the source; they order just what they need, and Melaleuca takes care of all the billing and shipping. Then, instead of us having to invoice and deal with complicated record keeping and paperwork, or worrying about collecting on accounts, Melaleuca simply tallies it up at the end of the month and sends us a check. So, would you like to participate as a category 2 or 3?

Objection – THIS SOUNDS LIKE A PYRAMID
Response – "Bob, pyramid schemes are not registered with the Better Business Bureau—they are illegal! Melaleuca is registered with the Better Business Bureau, has been in business for over 25 years! In fact, Melaleuca's CEO is on the Board of Directors of the U.S. Chamber of Commerce. Pyramid schemes don't manufacture their own products. Melaleuca does. Pyramid schemes don't win environmental awards. Melaleuca does. So, would you like to be a customer or build a business?"

GET THE ENROLLMENT AT THE TIME OF THE PRESENTATION

Unfortunately, people lose many enrollments because they do not heed this advice.

- ✓ The very best opportunity that you have to enroll your prospect is immediately after the presentation. For one-on-one, in-home, or any in-person meeting, fill out the agreement forms right there. If it is a webinar, complete an online enrollment immediately after the presentation (see below).

- ✓ Or you may 3-way your new enrollee to Express Verification 1-800-742-9560 and enroll them over the phone. You may do this for any in-person or webinar presentation.

DO NOT WAIT! Your prospect is excited after the presentation. Do not let them cool off. You will find that if you wait a few days that your prospect most likely will no longer be interested!

If you are doing a one-on-one or an in-home presentation, you should have a Melaleuca Membership Kit on hand for each prospect. Open that kit up, and you will find the Customer Agreement Form ("the blue form" in the U.S., "the purple form in Canada), and the Independent Marketing Executive Agreement Form ("the green form" in the U.S., and "the purple form in Canada).

As the enroller you should fill out the paperwork. This shows your prospect that you know what you are doing, and for practical purposes you will also be able to get the paperwork completed much more quickly.

Begin the enrollment process by asking your prospect, "How would you like your name to appear on your commission check?" Fill in all other information requested.

Start with the Independent Marketing Executive Agreement form first. This form does not ask for a form of payment, which can sometimes be a touchy subject. After you have completed the I.M.E.A., move on

to the Customer Agreement form. This form does ask for a form of payment, but since they have already filled out the I.M.E.A., there will be fewer obstacles when you ask for the form of payment.

If your prospect has attended a webinar, have agreement forms handy to write down all pertinent information. If it is a webinar, complete an online enrollment immediately after the presentation. Or you may 3-way your new enrollee to Express Verification 1-800-742-9560 and enroll them over the phone.

You could also fax the paperwork if your prospect attended a webinar. If they do not have a fax, go to www.yahoo.com and click on the "local" link. First type in the word "fax" followed by their city and state. You will get a list of businesses, close to his or her home that offer fax services. You can have the agreement forms faxed there, and they can sign them and fax them back to you.

FILLING OUT THE PAPERWORK

In-person presentations:

The Customer Agreement Form (blue in the U.S. and purple in Canada) "saves you money." It allows the prospect to become a Preferred Customer and purchase Melaleuca's products at discount prices.

The Independent Marketing Executive Agreement or I.M.E.A (green in the U.S. and lavender in Canada) "makes you money." It allows Melaleuca to send enrollees their commission checks. Melaleuca cannot send out a check until this form is on file.

Both forms should be filled out. It does not cost anything extra. Remind enrollees that if you place a customer underneath them, they are only eligible to receive a check *if* the I.M.E.A. is on file with Melaleuca

Customer Agreement Form

Customer Information "How would you like your name to appear on your commission check?"

1. Be certain to mark off the box that tells enrollees to be a Preferred Customer and 35 product points at the top of the form. Get all of their information: First and last name, address, city, state/province, zip code/postal code, social security/social insurance number, home, business, mobile, fax, date of birth, email, and Membership Kit number (appears on the back of their Melaleuca Membership Kit).

2. **New Customer Account Information**
Put a Visa, MasterCard, Discover or electronic check on file. As a precautionary measure, you should put two forms of payment on file (although this is not required). Enrollees need to sign to verify that it is their credit card they are putting on file. If they are using a check or a deposit slip from a savings account, they need to write "VOID" on the check or the deposit slip, and that must be submitted to Melaleuca with the agreement forms.

3. **Choose Your Backup Order: (Required for all Preferred Customers)**

Place a check in one of these boxes to specify their back-up order, and have them initial the appropriate box.

4a. Lead/Enroller
The name of the person who is enrolling the new customer goes here.

4b. Presentation By
The name of the person who did the presentation goes here.

4c. Immediate Support Team Marketing Executive
The name of the person under whom you are placing your new enrollee. For more information about proper placement, consult your enroller and watch/listen to the Strategy Placement and Paperwork training found in the Movie Theater in the Reference Center tab of your AWU site.

5. Signature
Have your new enrollee sign the Customer Agreement form.

Independent Marketing Executive Agreement (U.S.)

1. Independent Marketing Executive Information
Get all pertinent information: First and last name, spouse's name (if applicable), address, city, state, zip code, social security number, and fax. In the "Assisted by" box put the name of the person who assisted with the presentation (he or she will earn the Career Pack or Value Pack bonus if the customer purchases a Career/Value Pack). List their home, business, and mobile phone numbers, date of birth, email address, and language preference.

2. Tools for Success and Income
Mark off their goal of participation: 1, 2, or 3. You should have a Membership Kit with you, so you do not need to fill out any other information in this area.

3. Career Pack & Value Pack
Do not mark anything off in this area. When you phone Melaleuca to enroll your new customer, you will place their order then.

4. Signature
The enrollee's signature goes here.

Independent Marketing Executive Agreement (Canada)

1. **Independent Marketing Executive Information**
   Get all pertinent information: First and last name, spouse's name (if applicable), address, city, province, postal code, social insurance number, and fax. In the "Assisted by" box put the name of the person who assisted with the presentation (he or she will earn the Value Pack bonus if the customer purchases a Value Pack). List their home, business, and mobile phone numbers, date of birth, email address, and language preference.

2. Tools for Success and Income
Mark off the enrollee's goal of participation: 1, 2 or 3. You should have their Membership Kit with you,

so you do not need to fill out any other information in this area.

3. Value Pack
Do not mark anything off in this area. When you phone Melaleuca to enroll your new customer, you will place their order then.

4. Goods and Services Tax

5. Signature
The enrollee's signature goes here.

ONLINE ENROLLMENTS
Webinars:

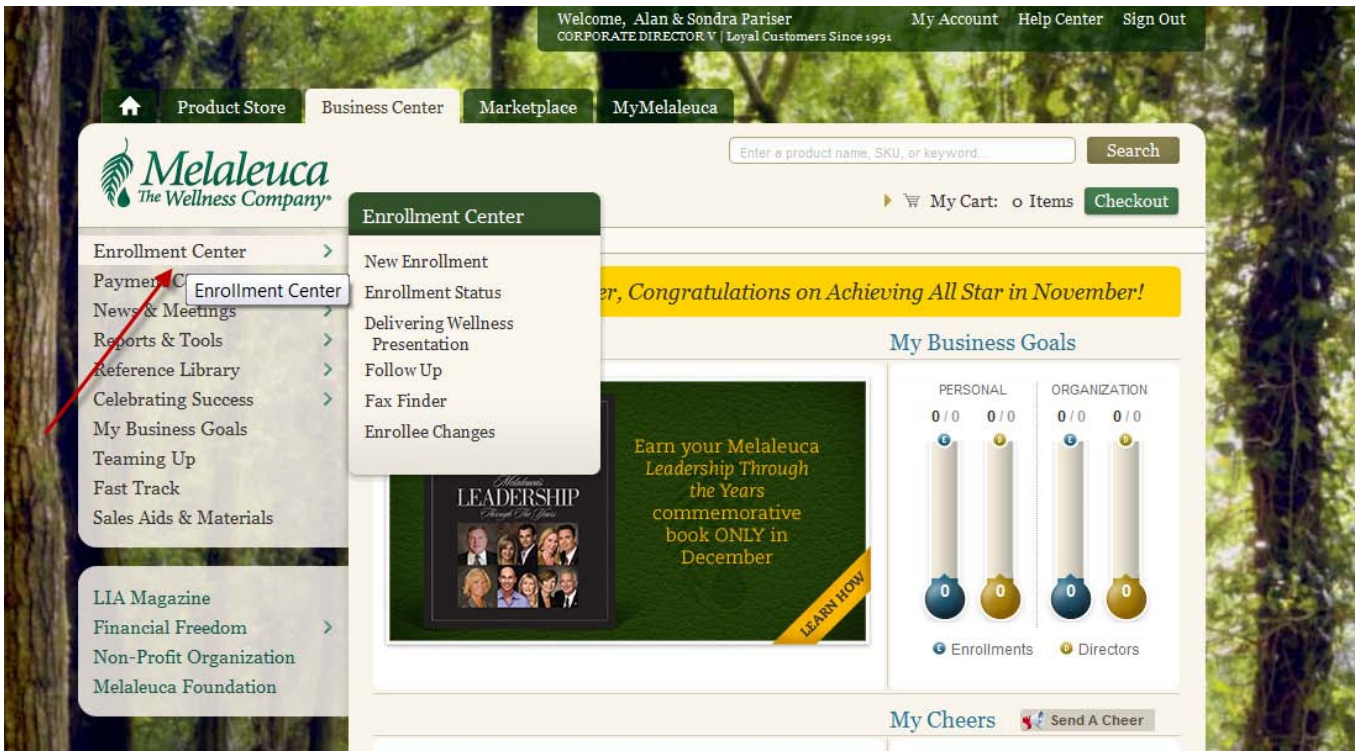
You may enroll your new enrollee via an online enrollment as explained below or you may 3-way your new enrollee to Express Verification 1-800-742-9560 and enroll them over the phone.

If you are not a Director III or above, have your enroller help you with the paperwork.

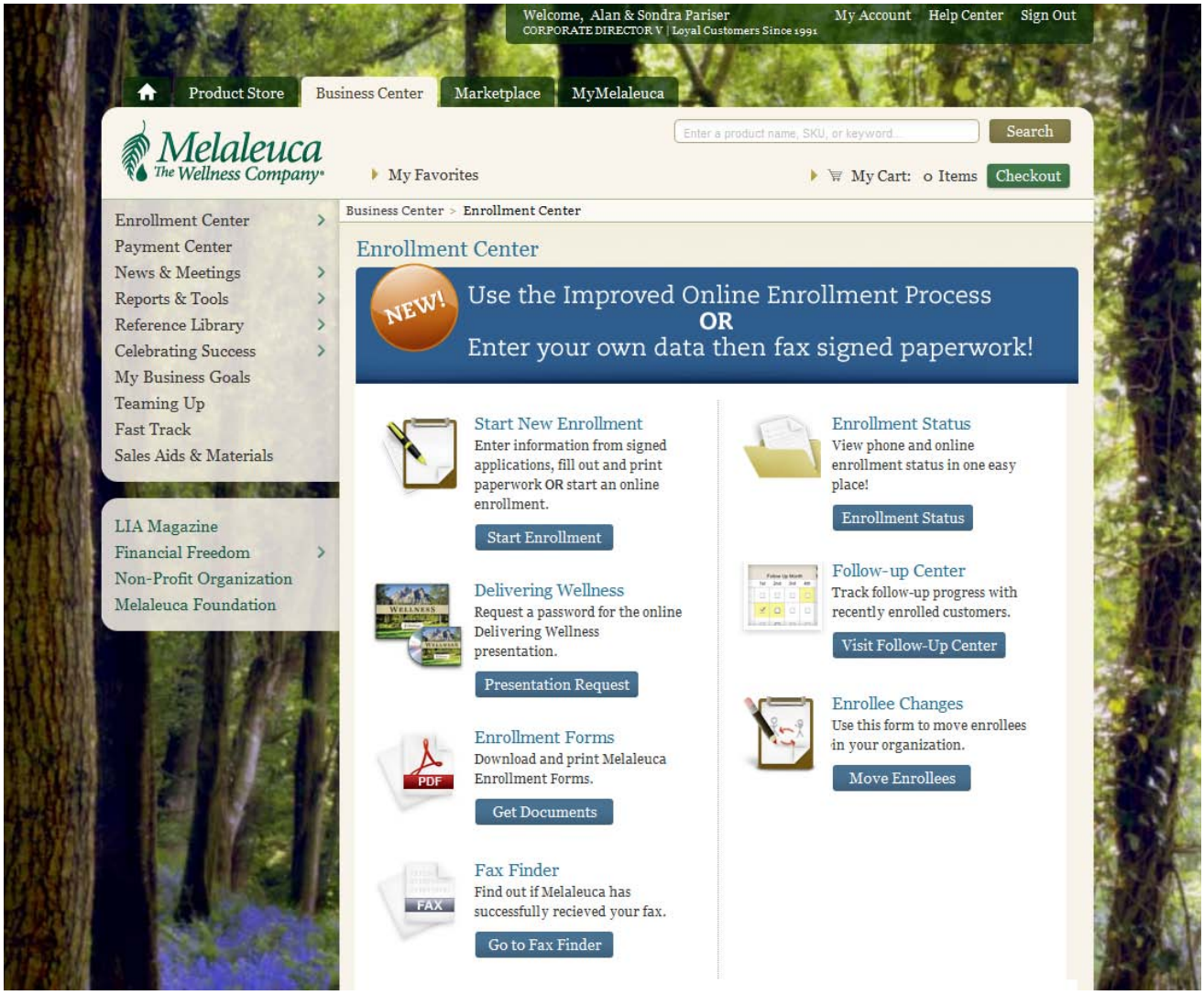
1. When doing an online enrollment always write down the enrollee's information on the Customer and I.M.E.A. form, so you have a record for yourself.

2. To do an online enrollment you will need to have your Melaleuca username, password, and PIN. If you have not created these please call Melaleuca Services Support at 1-800-742-2444.

3. Log onto www.melaleuca.com, and on the top toolbar, click on the Business Center link.



Click on Enrollment Center



4. Input your new enrollee's information.
5. Instruct your new enrollee that they will be receiving an e-mail from Melaleuca asking for their digital signature. Ask your new enrollee to turn off pop-up blockers as this might prevent the enrollment email from getting to them. They will not be preferred unless they provide a digital signature.

For more information on filling out paperwork please watch the Strategy, Placement and Paperwork training found in the Reference Center of your AWU site and the Online Enrollment Usage Overview document found at Melaleuca.com/business Center or in the Reference Center of your AWU site.

HOW TO HELP YOUR CUSTOMER/MARKETING EXECUTIVES AFTER THEY ENROLL

Congratulations! You have a new Preferred Customer/Marketing Executive in your business. Take a moment to celebrate and be sure to notify your enroller/support team so they can celebrate with you and welcome your new customer. You are a step closer to making your dreams come true by growing your business!

Now is the time to engage your new enrollee in his or her Melaleuca business. Now it is your job to get your new enrollee acclimated to all that Melaleuca and AdvancingWithUs has to offer in terms of the products and Compensation Plan. Team up with your new enrollee to help grow his or her business.

This might seem like a daunting task, but it is not. The AdvancingWithUs team has made it simple for you. All you have to do is to duplicate what you have already done. Follow these steps carefully and DO NOT REINVENT THE WHEEL!

If enrollees are Categories 2 or 3 and would like to build a business:

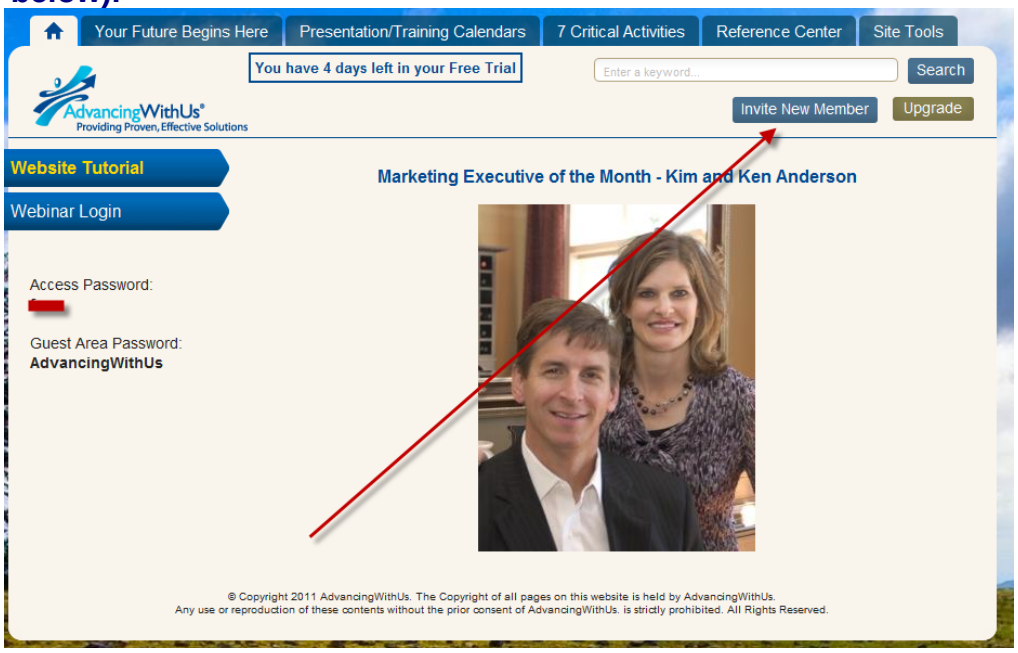
1. Give your new enrollee your personalized Getting Started document (found in the Site Tools area of your site) and go over it with them. This will give them crucial information on what to do next. Be sure they follow all of the steps outlined there.
2. Introduce them to your enroller/mentor right away.
3. Help them set up their AdvancingWithUs website.
4. Have them do all of the trainings in the Your Future Begins Here area in their AWU Members Only area.
5. Get them involved in the current or next AWU Fast Track.
6. Assist them in enrolling their first customer ASAP, and get them to Director, preferably in their first 60 days.

If they are a Category 1 and would like to be a customer:

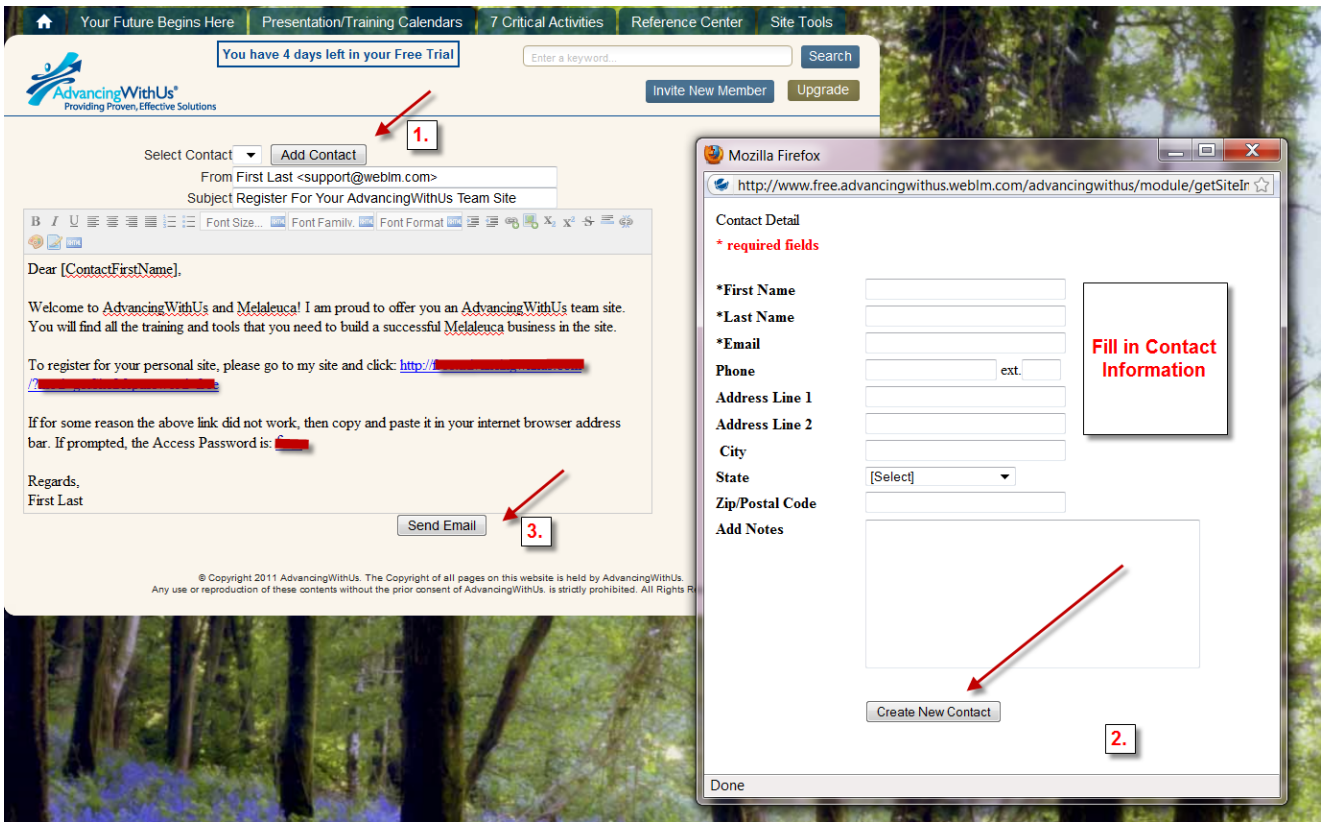
1. Give your new enrollee your personalized Getting Started document (found in the Site Tools area of your site) This will give them crucial information on what to do next. Be sure they should follow all of the steps outlined there.
2. Introduce them to your enroller/mentor right away.
3. Help them set up their AdvancingWithUs website (see below).
4. Follow the steps in the Four Month Customer Follow-up document (found in the Reference Center of your AWU site, see below). Remember, you want to help them place their first four months of orders, so they will be good long-term customers.

How to Get Your New Enrollee Their Own AWU Website

1. **Upgrade your site.**
2. **Click the 'Invite New Member' button on the home page of your AWU Members Area (see image below).**

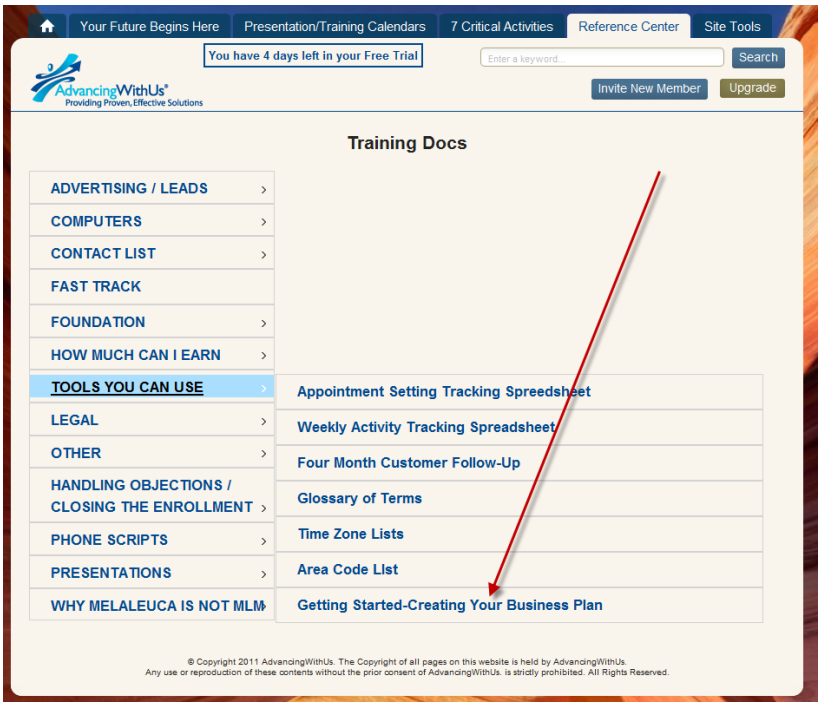


3. **Then click 'Add Contact' and a Contact Detail pop-up will appear. Fill in your contact's information and click 'Create Contact'. Then click 'Send E-mail' (see image below).**



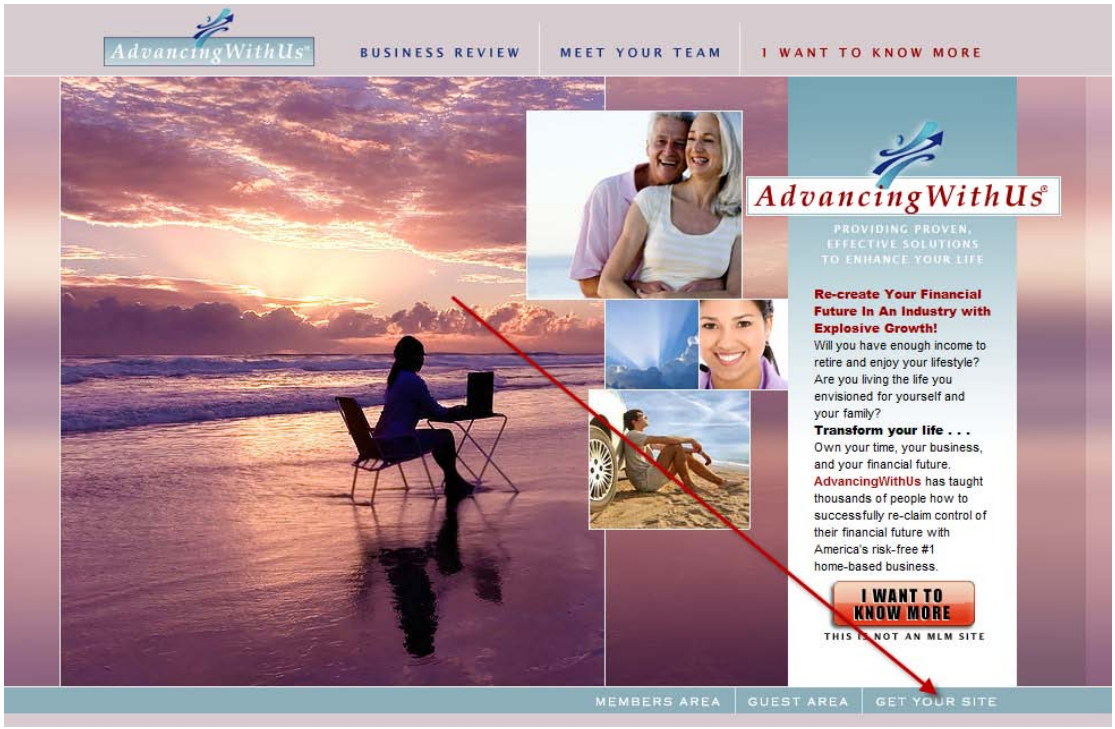
OR

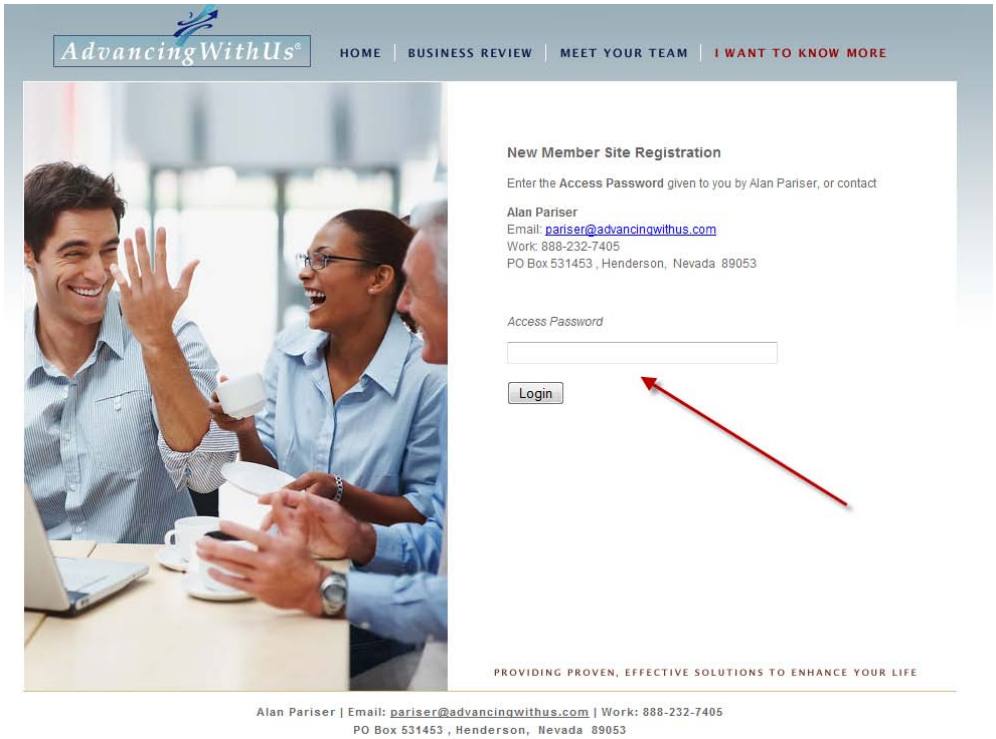
Instructions are in the 'Getting Started' document in the Reference Center of your AWU site with personalized instructions unique to your site and your contact information (see image below).



OR

Simply give your new enrollee your AWU site address and your Access Password. Have them click on 'Get Your Site' and follow the instructions (see image below).





CONTACT YOUR ENROLLER/MENTOR FOR A 25-MINUTE COACHING CALL

OTHER RESOURCES ON THESE TOPICS

- Fast Track
- Melaleuca Membership Kit
- Super Saturday Trainings
- Reference Center
- Melaleuca Convention and Launches
- Creating Your Contact List - Movie
- Setting Appointments Like a Pro - Movie
- Strategy Placement and Paperwork - Movie