



## *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	<b>Problem</b> » <b>Solution</b> » <b>Quiz</b>
7 min	<b>Make the Switch Video</b>
7-9 min	<b>Account Setup</b> » <b>Shopping</b> » <b>Checkout</b>
1-4 min	<b>Onboarding</b>

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.





**Before you call for the appointment...**

Open two websites:



» **TheSwitchTour.com**

Password: *gold*

**Get ready to create the tour link and copy it.**

*But don't generate it until the appointment is about to start! The link expires in 24 hours.*

» **Melaleuca.com**

*You'll need an enrollment link later during the tour.*

**Don't send it now!**

*The script will walk you through how to generate the link while the video plays, on pages 16-17.*

## Melaleuca Departments (Closed Sundays)

### OPEN: Monday-Saturday

**Express Enrollment:** (208) 534-3560  
For ALL account setup help or backdating orders.

**Customer Service:** (208) 534-3000  
For current shoppers - Order support and product information. Closed the first & last day of each month. Call Express Enrollment instead.

**Billing | Acct. On Hold:** (800) 742-3653

### OPEN: Monday - Friday

**Business Development:** (208) 522-0870  
For ALL business building support.

**Marketplace Services:** (208) 534-3444

**Riverbend Ranch Beef:** (208) 534-3040

### QUICKSTART: Switch Tour Process

#### Create a Tour Link

**Warning:** Don't send it until they are ready for the tour. Links expire in 24 hours.

- ✓ Create Tour Link
- ✓ Copy & Send

Create Tour Link

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#### Create a Tour Link

**Warning:** Don't send it until they are ready for the tour. Links expire in 24 hours.

- ✓ Create Tour Link
- ✓ Copy & Send

This tour link will expire in 24 hours:

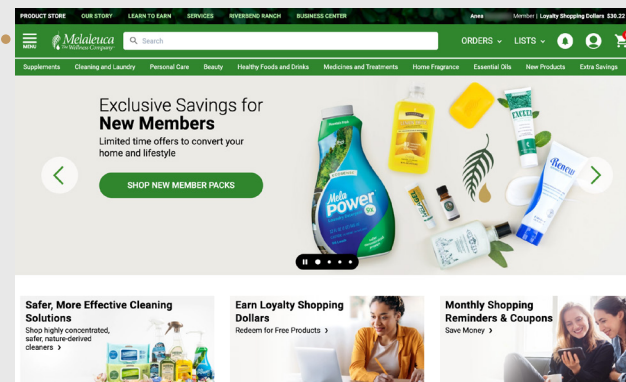
<https://go.theswitchtour.com/?ref=MEuEalUKMG7244CUvKing>

#### Create a Tour Link

**Warning:** Don't send it until they are ready for the tour. Links expire in 24 hours.

- ✓ Create Tour Link
- ✓ Copy & Send

Create Tour Link





# LET'S GO!!! You got this!

Make the call. 📞 Ring... Ring...



Is now still a good time? ..... *If yes* [Generate TOUR LINK](#)

*If no, reschedule.*

OK great, I'm going to send you a website and talk you through it. If you review it on a computer or an iPad it'll be a better experience.

Do you want me to email or text it? ..... *Wait for response.*

Sent. Let me know when you get it. 🗣️

[Send TOUR LINK](#)

SETUP the Tour! 🛒 Expect them to shop! Have Fun. 🎉



While you're pulling up the link... in our short time together, I'm going to break down our movement — to *Switch Away* from shopping with mega-corporations, back to supporting **family-owned, made-in-North America**.

The thought was... *what if a bunch of us 'little guys (and gals)' banded together, and helped each other, instead of constantly giving more money to the wealthiest people in human history?*

Now, to make sure I get the story right, I'm going to read a script and tell you when to scroll the page. *So, if I fumble, just bear with me.* 😊 I'm not going to embellish or deviate because I want you to experience **exactly** what I did before my family... **made the 'Switch'!** 🗣️

page

3

START

PROBLEM →

SOLUTION →

SETUP NEW ACCOUNT →

SHOP →

CHECKOUT

ONBOARD

HELP!

Pages 36+

## Problem: Big Box Conglomerates



Alright, at the top you should see ‘Big Sale, Closing Down’.

..... Yes.

Slowly scroll down and you’ll see retailers like Walmart, Target, Amazon... Whole Foods, and a graphic showing how, over time, a lot of family-owned businesses have disappeared.

And almost all of us... “*regular*” people, will shop with them every few days... for the rest of our lives.

Below that you’ll see the wheel, we call it ‘*The Illusion of Choice*.’ 🤖 These are the 11 manufacturing giants that produce about 97% of the everyday products we buy.

When a small number of companies make almost everything, they decide what shows up on store shelves.

And you can feel the result. The stuff we buy keeps getting smaller... while the prices keep going up. 📈 It’s something we’re all feeling — and most people just *assume* it’s inflation.

But when you ZOOM OUT and look at the bigger picture... it starts to make a little more sense. Because at the end of the day, it seems like there’s really one main goal... **profit!** ”



MAKE THE SWITCH

Over the last 4 decades we have watched our communities and small businesses be destroyed by these Big Box Conglomerates.

**BIG SALE** CLOSING DOWN



As we look down the aisles of these big box conglomerates, the choices seem almost endless. But when you really start to look, there are only a handful of people controlling all of it and have been for generations.





## Problem: Profits Over People



Under the wheel you'll see examples of some favorite 'alternative brands' that sold out.

These are brands that you'd *think* are different... family-owned, earth-friendly, healthier...

But... they were bought out by the conglomerates. *Even Whole Foods was bought out by Amazon!* There's a whole list of them. And none are family-owned anymore.

So, we're not helping 'Tom' in Maine... or 'Burt' and his bees ... 🐝 😊

If you scroll down a little more, you'll see companies that led us to believe their products were safe.

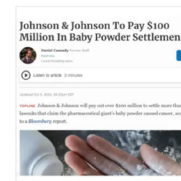
Click the arrows to see articles about product liability lawsuits, recalls, and fines. They're stories about regular people suffering the consequences of having these products in their homes.

But we're just scratching the surface. There are thousands of unresolved lawsuits against them at any given time. 🗨️

Here are a few examples of brands many of us buy, thinking we are supporting family owned and healthy alternatives.



These are the companies that led us to believe their products were safe...



Johnson & Johnson Can't Use Bankruptcy to End Cancer Suits Over Baby Powder, Court Says.





In many cases, it's kids and pets that get into the stuff — and the damage is permanent... and sometimes they lose their lives.

*This suffering could be avoided...*

**But, what they've figured out though, is that it makes more financial sense to pay when kids get hurt, than it does to make a safe product.**

*They know how to make a safe product!* Just look at the same brands in Europe and other countries, where they're forced to use safer ingredients.

But since they can get away with it here, we get the cheap, toxic stuff... 🤢 because **they put profits over people.** And it gets even worse.

I didn't realize, but when we use these brands — let's say something like a jug of Tide — part of that purchase price goes to pay settlements when they get sued.

In other words, they **use our money** when they get caught hurting us and for false advertising.

I know this can be overwhelming... 😞 especially when we're looking for a solution. 🗨️

page

6

START

PROBLEM  
✓  
✓  
✓

SOLUTION  
→

SETUP  
→

NEW ACCOUNT  
→

SHOP  
→

CHECKOUT  
🛒

ONBOARD  
\$ \$

HELP!  
Pages 36+

HOME • REGULATIONS • CLAIMS/LABELING

## Burt's Bees Faces Class Action Suit Over 'Natural' Pet Shampoo Claims

Jun 8th, 2021 | By Rachel Grabenhofer



Inter  
Claims/L  
Suit All  
Conditio  
Methods

BUSINESS

## Law suits mount against Procter & Gamble over cancer-causing chemical in Old Spice, Secret sprays

Kevin Grasha Cincinnati Enquirer  
Published 12:30 p.m. ET Dec. 22, 2021

Procter & Gamble Co. is facing at least 17 federal lawsuits surrounding some of its Old Spice and Secret antiperspirant sprays, alleging they are contaminated with dangerous amounts of a cancer-causing chemical, a review of court records shows.

Inter  
Claims/L  
Suit All  
Conditio  
Methods

## S.C. Johnson settles 'Greenlist' lawsuits

Company will drop label from Windex

By Rick Rosell of the Journal Sentinel

Sending two lawsuits, S.C. Johnson & Son Inc. will stop labeling Windex with the current form of the company's "Greenlist" logo.

The Racine-based consumer product company was sued in California and Wisconsin in proposed class actions alleging the label was deceptive.

The litigation contended the labeling incorrectly implied a neutral third party had

Inter  
Claims/L  
Suit All  
Conditio  
Methods

## Johnson & Johnson Subsidiary Seeks Bankruptcy Protection to Handle Talc Product Claims

The company said the Chapter 11 bankruptcy filing was intended to resolve current and future claims that its products cause cancer.

f @ t v p



Inter  
Claims/L  
Suit All  
Conditio  
Methods

## Solution: Switch Away



Most of us aren't scientists 🧑🔬🧑🔬, and many viral videos include innocent mistakes or take things out of context.

And with AI, it's getting harder to even know what's real.

That's led to a lot of misinformation — especially when we assume that ingredient labels tell us everything.

In reality, labels usually tell us what an ingredient is called — but not **its purity, its source**, or whether **it's naturally derived or synthetically made** — let alone the manufacturing process.

And innocent or not, I think many of us are just tired of feeling lied to. It's exhausting. **I just wanted a single store my family could trust.**

If you scroll down to where it says, **'Do you have a choice?'**

This is when I realized, either we keep shopping with THEM or... we **SWITCH**. Thankfully, my friends found **Melaleuca**.

They're a *family-owned, North American factory* that's been named one of 'America's Best Stores' and 'Most Trusted Brands' by USA Today. 🗣️



Do you have  
A CHOICE?

We searched North America and only found ONE manufacturer that met our criteria.

- ✓ Great Products
- ✓ Family Owned
- ✓ Great Pricing
- ✓ American Made
- ✓ Great Customer Service

In their 40-year history they haven't paid out a single dime in any type of product liability claim!

Forbes

THE BEST EMPLOYERS FOR WOMEN

2025

USA TODAY

America's Most Trusted Brands

2025

USA TODAY

America's Best Stores

2025

Forbes

BEST MIDSIZE EMPLOYERS

3 YEAR CHAMPION

Recent Awards

How Much Can I Switch?

Preview The Store



Unlike the other guys, in their 40-year history, **they haven't paid out a single dime in any type of product liability claim!**

And *what's unusual* is they control every part of the process — as the **formulator**, the **manufacturer**, and the **store** — allowing them to outperform national brands on quality and price.

We could pay retail, kinda like shopping at Whole Foods — great stuff, but you pay a premium. There's another option though. Frequent shoppers can get **member pricing**.

We get significant discounts, which lower prices to directly compete with — *or beat* — stores like Target, Walmart, and Amazon!



↓ If they **already know** Melaleuca is the store, **SKIP to PG 9.** ↓

Curious... do you, or have you ever, shopped with Melaleuca?

Almost done with this section.  
Keep Going!

Do you have A CHOICE?

We searched North America and only found ONE manufacturer that met our criteria.

- ✓ Great Products
- ✓ Family Owned
- ✓ Great Pricing
- ✓ American Made
- ✓ Great Customer Service

In their 40-year history they haven't paid out a single dime in any type of product liability claim!

Recent Awards

How Much Can I Switch?

[Preview The Store](#)

## Solution: Preview The Store Checklist



Cool. So, you're probably wondering, what's in the store, *is the stuff better*, and if Melaleuca's membership makes sense.

At the bottom of the page, you'll see a button that says, 'Preview The Store.'

Click that and tell me, what does it say up at the top?

*"Check off every product that you use, even if..."*

Below that does it say anything about free products?



*"Yes, If you switch about \$100 a month..."*



OK, great. Before you start, the store has over 400 everyday items *we humans use* — and it'd be impossible for us to explore them all in 5 minutes.

We've designed a simple way to help you see whether switching makes sense for your house.

And this is **NOT** a marketing gimmick. *When you take it seriously*, the checklist gives you a score so you can tell whether you shop enough to benefit from the member pricing.



### How Much Can I Switch?

Preview The Store

🇨🇦 \$120 if they are in Canada. 🇨🇦

Check off every product you use, even if you have a favorite brand.

If you switch about \$100 a month of your shopping (after tax & shipping), you'll receive \$100 in FREE products over the next five months.

Every item you check is money you are taking away from the big box conglomerates.

#### Daily Essentials

Hair, Body, Dental & Sun

- ☐ Acne Treatment System
- ☐ Baby Diaper Rash Cream
- ☐ Baby Lotion
- ☐ Baby Shampoo (Tear-Free)
- ☐ Baby Wipes (Plant-Based)
- ☐ Bar Soap (French-Milled)\*
- ☐ Bath Bomb
- ☐ Body Lotion
- ☐ Daily Shampoo | Conditioner
- ☐ Dry Skin Body Wash (Clinically Proven)\*\*
- ☐ Dry Skin Hand Wash (Clinically Proven)
- ☐ Dry Skin Lotion (Clinically Proven)\*
- ☐ Eczema Treatment (Clinically Proven)
- ☐ Hand Sanitizer\*\*
- ☐ Hand Soap (Liquid | Foaming)\*
- ☐ Herbal Shampoo
- ☐ Kid's Bath Body Wash (Tear-Free)
- ☐ Kid's Bath Shampoo/Conditioning (Tear-Free)
- ☐ Kid's Foaming Hand Soap
- ☐ Kid's Toothpaste (Fluoride-Free)
- ☐ Kid's Toothpaste (Fluoride-Safe)
- ☐ Men's Antiperspirant | Deodorant
- ☐ Men's 3-in-1 Hair & Body Wash
- ☐ Men's Cologne
- ☐ Men's Facial Cleanser | Toner | Moisturizer
- ☐ Men's Shave Gel
- ☐ Mouthwash\*\*
- ☐ Natural Insect Repellent
- ☐ Purple Shampoo
- ☐ Salon Shampoo | Conditioner\*
- ☐ Salon Styling Aids | Hair Treatments
- ☐ SPF 15+ Lip Balm\*
- ☐ SPF 25+ Face Protection
- ☐ SPF 30+ Mineral Sunscreen Lotion

#### Safe & Happy Home

Non-Toxic Home Essentials

- ☐ All-purpose Cleaner\*\*
- ☐ All-purpose Cleaning Wipes\*
- ☐ Bath and Shower Cleaner\*\*
- ☐ Bleach Alternative/Brightener\*
- ☐ Clothes/Fabric Wrinkle Releaser
- ☐ Daily Shower & Tub Cleaner
- ☐ Deodorizer & Carpet Cleaner\*
- ☐ Dish Soap\*
- ☐ Dishwasher Rinse & Drying Agent
- ☐ Dishwasher Soap\*
- ☐ Disinfectant (Kills Over 99.9% Germs)\*
- ☐ Dryer Sheets (Plant-derived)\*\*
- ☐ Fabric Softener (Liquid)
- ☐ Floor Cleaning & Polish Mop Kit
- ☐ Furniture Polish
- ☐ Glass & Stainless Steel Cleaner\*\*
- ☐ Heavy-Duty Cleaner
- ☐ Home & Linen Fragrance
- ☐ Laundry Detergent\*
- ☐ Laundry Fragrance Booster
- ☐ Scented Essential Oil Plug-ins
- ☐ Stain Remover\*
- ☐ Toilet Bowl Cleaner\*

#### Medicine & Treatments

- ☐ 24-Hour Allergy Medicine (like Claritin)
- ☐ Acid Reducer (like Pepcid AC)
- ☐ Antacid
- ☐ Cough Drops
- ☐ First Aid Antibiotic Ointment
- ☐ First Aid Essential Oil\*
- ☐ Minor Burns/Cuts/Scrapes/Insect Bite Cream\*
- ☐ Pain & Muscle Relief Cream\*
- ☐ Pain Relief Tablets

#### Healthy Mind & Body

Vitamins & Supplements

- ☐ Antioxidants\*
- ☐ Berberine Glucose Support
- ☐ Blood Pressure/Blood Flow (Cardiovascular)\*
- ☐ Bone Health
- ☐ Caffeine (Mental Clarity & Focus)
- ☐ Cholesterol Reduction
- ☐ Collagen (Types I, II & III)
- ☐ Digestive Enzymes
- ☐ Fiber Drink\*\*
- ☐ Immune Support / Echinacea / Vitamin C
- ☐ Inflammatory Support\*
- ☐ Joint Care (Glucosamine)
- ☐ Kid's Chewable Multivitamin
- ☐ Kid's Probiotic
- ☐ Magnesium
- ☐ Melatonin (Sleep Support)
- ☐ Memory Cognitive Health
- ☐ Men's Prostate Health (Saw Palmetto)
- ☐ Mood Support
- ☐ Multivitamin/Minerals\*
- ☐ Hair, Skin & Nails Supplement
- ☐ Omega-3s (Cardiovascular)\*
- ☐ Probiotic\*
- ☐ Urinary Tract Support
- ☐ Vision Protection (Lutein)
- ☐ Vitamin D3
- ☐ Women's Menopausal Support
- ☐ Women's Prenatal Vitamins/Omega-3

#### Beverages

- ☐ Coffee - Flavored
- ☐ Coffee - Organic Ground
- ☐ Coffee - Whole Bean Organic
- ☐ Electrolyte Hydration\*



## Solution: Daily Essentials



**So, I need your help!** Start in the *Daily Essentials* Column and check off **everything** y'all (*you guys*) use in your house until you get to the *Safe & Happy Home* section.

While you're checking boxes, I'll share a few things with you. Anything with the star (\*) is part of a new shopper saving pack that I'll show you later... *That's how I/we tested the brand.*



When we add it up — whether it's a household of **1 or 6** — almost all of us buy *at least* \$100 of stuff each month.

The difference is the products themselves — they're **safe** and **better for us**. For example, listed in **bold**, the '*Salon Shampoo and Conditioner*'... smell amazing!

Exceeds all European health standards, without the price tag. Of course: Paraben-Free. Sulfate-Free. Cruelty-free.

Like all of Melaleuca's products, they're **non-toxic**, and made fresh — with **premium natural ingredients** — in Idaho, Tennessee, or Kansas City.

*Except for the mascara.* That comes from Italy — and there are a few things our Canadian friends make too. 🇨🇦 🤔



### Daily Essentials

Hair, Body, Dental & Sun

- ☐ Acne Treatment System
- ☐ Baby Diaper Rash Cream
- ☐ Baby Lotion
- ☐ Baby Shampoo (Tear-Free)
- ☐ Baby Wipes (Plant-Based)
- ☐ Bar Soap (French-Milled)\*
- ☐ Bath Bomb
- ☐ Body Lotion
- ☐ Daily Shampoo | Conditioner
- ☐ Dry Skin Body Wash (Clinically Proven)\*\*
- ☐ Dry Skin Hand Wash (Clinically Proven)
- ☐ Dry Skin Lotion (Clinically Proven)\*
- ☐ Eczema Treatment (Clinically Proven)
- ☐ Hand Sanitizer\*\*
- ☐ Hand Soap (Liquid | Foaming)\*
- ☐ Herbal Shampoo
- ☐ Kid's Bath Body Wash (Tear-Free)
- ☐ Kid's Bath Shampoo/Conditioning (Tear-Free)
- ☐ Kid's Foaming Hand Soap
- ☐ Kid's Toothpaste (Flouride-Free)
- ☐ Kid's Toothpaste (Flouride-Safe)
- ☐ Men's Antiperspirant | Deodorant
- ☐ Men's 3-in-1 Hair & Body Wash
- ☐ Men's Cologne
- ☐ Men's Facial Cleanser | Toner | Moisturizer
- ☐ Men's Shave Gel
- ☐ Mouthwash\*\*
- ☐ Natural Insect Repellent
- ☐ Purple Shampoo
- ☐ **Salon Shampoo | Conditioner\***
- ☐ Salon Styling Aids | Hair Treatments
- ☐ SPF 15+ Lip Balm\*
- ☐ SPF 25+ Face Protection
- ☐ SPF 30+ Mineral Sunscreen Lotion
- ☐ SPF 50+ Sunscreen Spray
- ☐ Sun Relief & Repair Gel
- ☐ Toothpaste (Flouride-Free)\*\*
- ☐ Toothpaste (Flouride-Safe)\*\*
- ☐ Toothpaste (Sensitive)\*\*
- ☐ Women's Antiperspirant | Deodorant
- ☐ Women's Shave Gel

Premium Skin Care & Beauty

### Premium Skin Care & Beauty

- ☐ Blush
- ☐ Bronzer
- ☐ Charcoal Mask
- ☐ Clinical-Grade Epidermal Perfector Cream
- ☐ Clinical-Grade Hyaluronic Moisture Serum
- ☐ Clinical-Grade Overnight Peptide Boost
- ☐ Concealer
- ☐ Contour Palette
- ☐ Eye Treatments (Scientifically Proven)
- ☐ Eyebrow Pencil
- ☐ Eyeliner
- ☐ Eyeshadow Compact
- ☐ Eyeshadow Primer
- ☐ Foundation Primers
- ☐ Facial Cleanser
- ☐ Facial Moisturizer
- ☐ Facial Toner
- ☐ Facial Treatment Serum\*
- ☐ Foundation Liquid | Mineral
- ☐ Lip Gloss
- ☐ Lip Liner
- ☐ Lipstick
- ☐ Makeup Remover Wipes\*\*
- ☐ Mascara\*\*
- ☐ Micellar Cleansing Water
- ☐ Powder Loose | Pressed
- ☐ Setting Spray
- ☐ Women's Perfume

### Safe & Happy Home

Non-Toxic Home Essentials

## Solution: Safe & Happy Home




We all shop factory direct, shipped straight to your door. No rush — let me know when you are at the *Safe & Happy Home* section.

**It's a shame** national brands use hazardous chemical disinfectants like ammonia and chlorine bleach in their cleaning products when they know it's literally poison.

***Just read the warning labels.*** No offense to anyone that chooses to smoke, but...

A groundbreaking 20-year independent 'Lung Study' revealed that using national brand cleaners — as little as once a week — is as damaging to lung capacity as smoking a pack of cigarettes a day... for 20 years straight!

***Unlike other brands,*** Melaleuca doesn't need child safety caps. They've scientifically proven that using safe natural ingredients *actually cleans better.*

Plus, reusable spray bottles and pumps — as well as concentrated products — lower the cost per use, reduce waste, and help protect the environment. 

### Safe & Happy Home

#### Non-Toxic Home Essentials

- ☐ All-purpose Cleaner\*\*
- ☐ All-purpose Cleaning Wipes\*
- ☐ Bath and Shower Cleaner\*\*
- ☐ Bleach Alternative/Brightener\*
- ☐ Clothes/Fabric Wrinkle Releaser
- ☐ Daily Shower & Tub Cleaner
- ☐ Deodorizer & Carpet Cleaner\*
- ☐ Dish Soap\*
- ☐ Dishwasher Rinse & Drying Agent
- ☐ Dishwasher Soap\*
- ☐ Disinfectant (Kills Over 99.9% Germs)\*\*
- ☐ Dryer Sheets (Plant-derived)\*\*
- ☐ Fabric Softener (Liquid)
- ☐ Floor Cleaning & Polish Mop Kit
- ☐ Furniture Polish
- ☐ Glass & Stainless Steel Cleaner\*\*
- ☐ Heavy-Duty Cleaner
- ☐ Home & Linen Fragrance
- ☐ Laundry Detergent\*
- ☐ Laundry Fragrance Booster
- ☐ Scented Essential Oil Plug-ins
- ☐ Stain Remover\*
- ☐ Toilet Bowl Cleaner\*

#### Medicine & Treatments

- ☐ 24-Hour Allergy Medicine (like Claritin)
- ☐ Acid Reducer (like Pepcid AC)
- ☐ Antacid
- ☐ Cough Drops
- ☐ First Aid Antibiotic Ointment
- ☐ First Aid Essential Oil\*
- ☐ Minor Burns/Cuts/Scrapes/Insect Bite Cream\*
- ☐ Pain & Muscle Relief Cream\*
- ☐ Pain Relief Tablets

#### Pure Essential Oils 50+

- ☐ Blends
- ☐ Carrier Oils
- ☐ Diffuser
- ☐ Pure Essential Oils\*\*
- ☐ Roll on Blends

#### Services

- ☐ Advanced Identity Protection
- ☐ Credit Card (with Shopping Rewards)
- ☐ Deals App
- ☐ Health Care Savings
- ☐ Home Security

### Healthy Mind & Body

#### Vitamins & Supplements

## Solution: Healthy Mind & Body



Let me know when you get to the *Mind and Body* section.

I think we all know we should take vitamins; but there's so much junk out there, it's hard to know what's worth taking.

Unbiased testing costs millions **and** takes years, so most manufacturers skip it and rely on loose claims on social media.

**Not here!** The six in **bold**, when taken together, have been *clinically proven to improve blood pressure, cholesterol, insulin response, reduce inflammation and more.*

*These don't just go through you.* Their patented technology ensures our bodies actually absorb the minerals we need.

*Lastly*, the food and drinks. **If you drink coffee** ☕ **you gotta try theirs.** It's always tested to be mold-free. They also have healthier alternatives without excess sugar.

And if you eat meat, missing from the list are beef jerky and the zero sugar beef sticks. They're popular — especially with people doing keto or carnivore.

And **those alone** get many of us to member pricing — *let me know when you're done and we'll get your score.* 🍷

### Healthy Mind & Body

#### Vitamins & Supplements

- ☐ **Antioxidants\***
- ☐ Berberine Glucose Support
- ☐ **Blood Pressure/Blood Flow (Cardiovascular)\***
- ☐ Bone Health
- ☐ Caffeine (Mental Clarity & Focus)
- ☐ Cholesterol Reduction
- ☐ Collagen (Types I, II & III)
- ☐ Digestive Enzymes
- ☐ Fiber Drink\*\*
- ☐ Immune Support / Echinacea / Vitamin C
- ☐ **Inflammatory Support\***
- ☐ Joint Care (Glucosamine)
- ☐ Kid's Chewable Multivitamin
- ☐ Kid's Probiotic
- ☐ Magnesium
- ☐ Melatonin (Sleep Support)
- ☐ Memory Cognitive Health
- ☐ Men's Prostate Health (Saw Palmetto)
- ☐ Mood Support
- ☐ **Multivitamin/Minerals\***
- ☐ Hair, Skin & Nails Supplement
- ☐ **Omega-3s (Cardiovascular)\***
- ☐ **Probiotic\***
- ☐ Urinary Tract Support
- ☐ Vision Protection (Lutein)
- ☐ Vitamin D3
- ☐ Women's Menopausal Support
- ☐ Women's Prenatal Vitamins/Omega-3

#### Beverages

- ☐ Coffee - Flavored
- ☐ Coffee - Organic Ground
- ☐ Coffee - Whole Bean Organic
- ☐ **Electrolyte Hydration\***
- ☐ Sugar-Free/Zero-Calorie Hydration

### Weight Management, Fitness & Healthy Snacking

- ☐ Crave Blocking Bars
- ☐ Energy Shots\*
- ☐ Fat Burner
- ☐ Fiber Bars
- ☐ Fruit & Nut | Dark Chocolate Bars
- ☐ Granola Bars\*
- ☐ Kid's Shake (Protein, Vitamins, Minerals, Fiber)
- ☐ Mints (Sugar-Free)\*\*
- ☐ Nut & Fruit Clusters
- ☐ Organic Microwave Popcorn (Non-Toxic Bag)
- ☐ Pre-Workout Bars\*\*
- ☐ Pre-Workout Drink
- ☐ Post-Workout Drink (Creatine)
- ☐ Protein Bars
- ☐ Protein Shakes
- ☐ Vegan Fiber Drink
- ☐ Vegan Weight Management & Blood Sugar Shakes
- ☐ Vegan Pea-Protein Shake
- ☐ Vegan Snack Bars
- ☐ Vegan Veggie Protein Crisps
- ☐ Weight Management & Blood Sugar Shakes\*

#### Seasonings

- ☐ Herbacious
- ☐ Salty & Savory
- ☐ Spicy

#### Special Member Benefit Pricing

**Riverbend Ranch Black Label (US Only)**

**Always Prime or High Choice Cuts**

- ☐ Ribeye
- ☐ New York
- ☐ Filet Mignon
- ☐ Sirloin
- ☐ Flank
- ☐ Tri-tip
- ☐ Round or Chuck R
- ☐ Short-Rib
- ☐ Brisket
- ☐ Diced & Steak Strips
- ☐ Ground Beef



Check My Score?

## Solution: Checklist Score



OK, now, hit the button at the bottom. What's your score?

..... Done.

[ Nice / Great / Awesome ] score! \_\_\_\_\_ is about \$\_\_\_\_\_ of stuff at Melaleuca or with the national brands. Thanks for taking this seriously. I'd never recommend you become a monthly member if it didn't make sense.

*score* *dollars*

This is when **I/we** realized switching would be easy — and it makes sense to switch.

The store uses a point system for each item. **35 points** is about \$100 🇺🇸 (\$120 🇨🇦) after tax and shipping.

One 35-point order per month qualifies you for the discounted member pricing.

Based on your score, if you switched those items — over time — replenishing whatever you're running out of, you'd easily hit \$100 a month. Probably more.

In fact, if you 😊 *restricted yourself* 😊, and **only** met the monthly minimum commitment, it'd take you \_\_\_\_\_ months to get everything you checked off. 🗨️

*months*

## You're Qualified!

You Scored:

**383 Points**

35 Points = \$84 = 1 MONTH

70 Points = \$168 = 2 MONTHS

105 Points = \$252 = 3 MONTHS

140 Points = \$336 = 4 MONTHS

175 Points = \$420 = 5 MONTHS

210 Points = \$504 = 6 MONTHS

245 Points = \$588 = 7 MONTHS

280 Points = \$672 = 8 MONTHS

315 Points = \$756 = 9 MONTHS

350 Points = \$840 = 10 MONTHS

385 Points = \$924 = 11 MONTHS

420 Points = \$1008 = 12 MONTHS

455 Points = \$1092 = 13 MONTHS

490 Points = \$1176 = 14 MONTHS

525 Points = \$1260 = 15 MONTHS

560 Points = \$1344 = 16 MONTHS

595 Points = \$1428 = 17 MONTHS

630 Points = \$1512 = 18 MONTHS

665 Points = \$1596 = 19 MONTHS

700 Points = \$1680 = 20 MONTHS

735 Points = \$1764 = 21 MONTHS

770 Points = \$1848 = 22 MONTHS

page

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START

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Pages 36+



But I'm guessing some of those things you get all the time. That's why I can confidently recommend you become a member.

Now, it's also totally normal to feel unsure about the word 'commitment', especially when you haven't tested the store yet. And I get it...

That word can sound **bigger** than it really is. In reality, it's just about — not running out of the *daily essentials* you checked off.

Those things are a priority *no matter where you shop*. And if it's ever not a fit, you can stop anytime — it's easy.

For us, the real question became: **Who can we trust?**

So, we've banded together. Over a million North Americans shop here each month, which helps Melaleuca compete with the national brands.

It feels good to support a manufacturer that prioritizes **human safety**, is **cruelty-free**, and delivers **exceptional products...** while keeping prices reasonable for us 'regular' people.

And they pay shoppers *like me*, to onboard other shoppers — *like you*. 😊 🗨️

## You're Qualified!

You Scored:

### 383 Points

New Members that shop 35 points (about \$100 after tax & shipping) or more per month get \$100 in **FREE** products over their first five months.

**Exceptional Products, Reasonable Prices!**







If you choose to Switch, you'll also be supporting over four thousand North American workers... and **families like mine.**

Of course, if you don't like it as much as what you use now, I wouldn't expect you to keep shopping here. *But you'll never know unless you try it.*

That's why new shoppers get \$100 (\$120 ) in *free products* over their **first five shopping months** — just to test *Melaleuca's version.*

And these aren't samples. They're **full-size products** you're probably already buying somewhere else right now.

## Solution: Short Video (7 minutes)



Now, let's scroll down and we'll watch a short video together. It'll explain a bit more why we chose Melaleuca, and what's in it for you.

(Since/If you're on an Android phone, we'll have to hang up while you watch.)



**Set a seven-minute timer or keep your eye on the clock.**



**Prepare the "Enrollment Link" on Page 16 while the video plays.**

**Script resumes on Page 18.**



**Watch the short video below to get all of the details:**



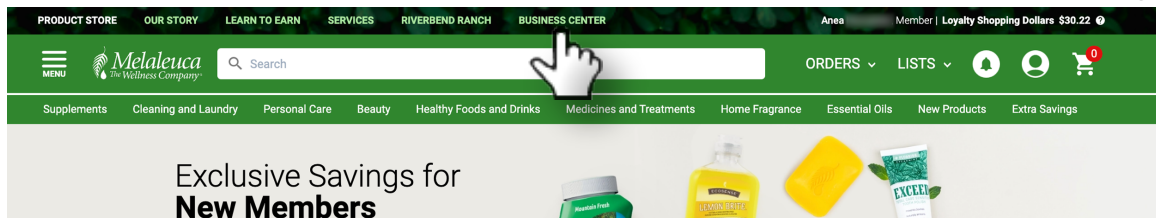
### IF PLAYED ON A PHONE

**iPhone:** Will play video while you're on the phone.

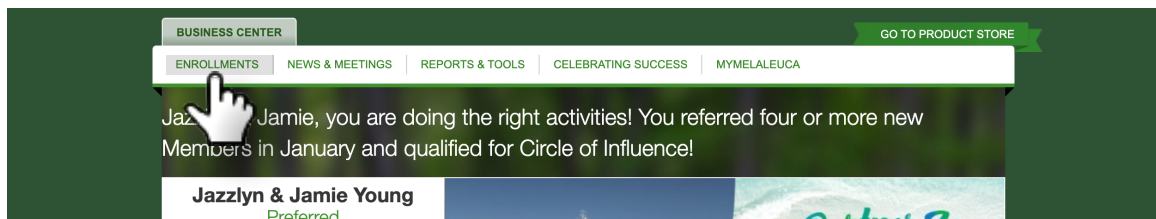
**Android phone:** Can't play video while you're on the phone. They must hang up to watch. Call them back after 7.5 minutes if they haven't called you back.

## COMPUTER

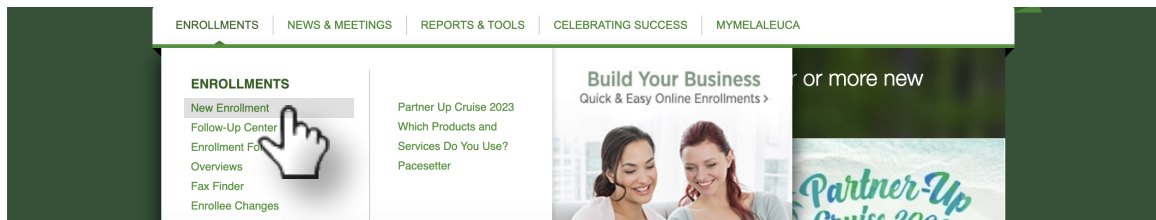
### 1. Go to **BUSINESS CENTER**



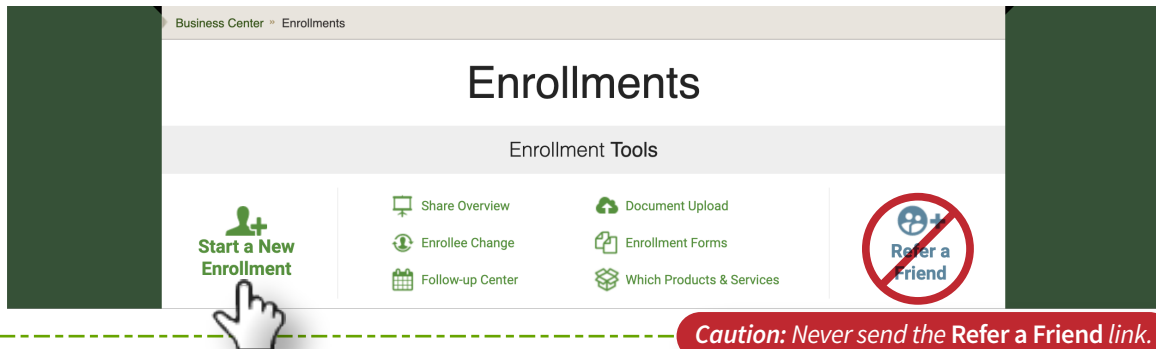
### 2. Go to **ENROLLMENTS**



### 3. Go to **NEW ENROLLMENT**



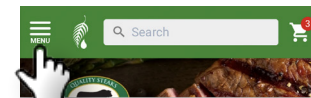
### 4. Go to **START A NEW ENROLLMENT**



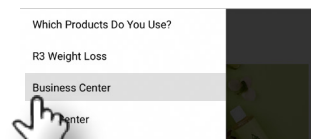
Caution: Never send the Refer a Friend link.

## PHONE / TABLET

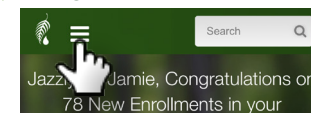
### 1. **MENU**



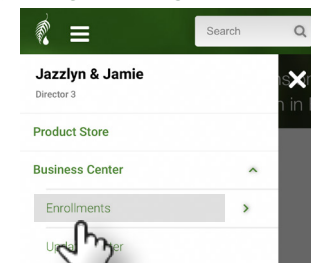
### 2. **BUSINESS CENTER**



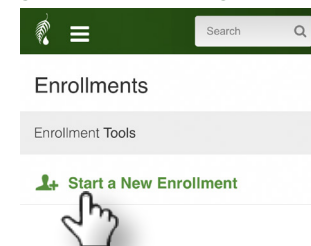
### 3. **MENU**



### 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

Your name will be at the top. Just check the box below. This is for placement in the organization. **Don't worry if it's not your name. You still get credit.** It's ok! Plus, we can move them later.

### 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?

Phone

Membership Type

Region and Language

- ☒ United States (English)
- ☐ United States (Spanish)
- ☐ Canada (English)
- ☐ Canada (French)
- ☐ Mexico (Spanish)

### 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 #)

**Leave Blank**

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'm going to email you a link to get your account set up and show you around the store.

*If you don't know, Verify Name, Email, and Phone Number.*



Let me confirm I have your correct information.

*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 19** 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.

## Troubleshooting: Error Sending Link

The **most common** Enrollment Link error is if your friend had a previous Melaleuca account that we need to overwrite.

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.

**2. 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 18.**

If that still doesn't allow you to send the enrollment link, call Melaleuca Express Enrollment:  
**(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!

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.

page

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Pages 36+



## 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. It'll be coming from me and Melaleuca. Let me know when you get it. ”

*Got it.*

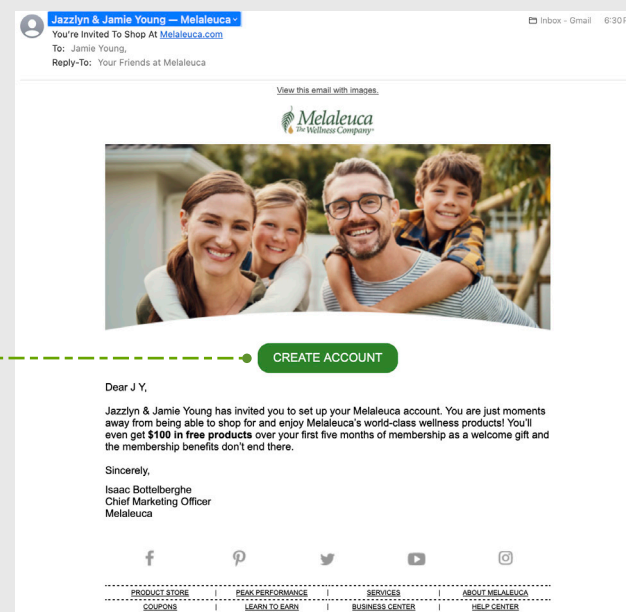
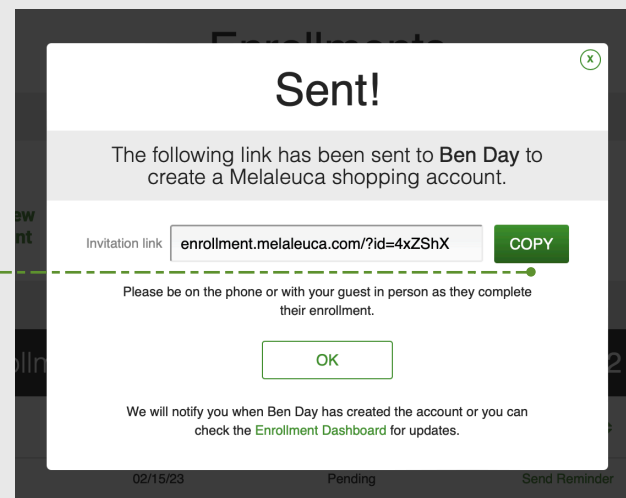


OK... great, go ahead and click the green button that says, ‘**CREATE ACCOUNT.**’ ”

### ANY RESISTANCE TO SETTING UP AN ACCOUNT OR SHOPPING



All we are doing is setting up a **free account** so I can show you around the store. After that you can browse around and do whatever you want. Cool?



## Account Setup: Basic Info



You'll want to pick a password that's easy to remember so you can use their mobile app.

Please verify I typed your basic information correctly (*and make sure I selected the correct country for you*). I'll walk through the next steps.

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

Under customer type, leave it as 'Member.'

So that the **membership** is clear, we get great prices because Melaleuca 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*).

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.

## Account Setup: Basic Info Cont.



Again, what's nice about starting to shop here is you get to select \$100 🇺🇸 (\$120 🇨🇦) in **free products** during your first five shopping months.

### What stores do that?!

This helps you try more things... without messing up your budget.

One thing I want to point out — right now, we're *just* setting up your account.

The *membership itself* **may** be a separate transaction that happens about 24 hours after you shop. 😊

Let me know when you click the green 'CONTINUE' button and are on the page that says, 'Monthly shopping makes it all work'.

I want to make sure you understand the next part. 🗨️

#### 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 should be called the ‘**IGNORED ALL REMINDERS and FORGOT TO SHOP BOX.**’ 🤪 We never get a backup order because we intentionally shop each month. To be clear...

A backup order is just that, a backup. *You can always customize it if you'd like...* but it's only sent if a member goes an entire calendar month without placing at least a 35 point order.

*That's why we did the checklist.* ‘Making the Switch’ just means instead of running to Walmart, Target, Amazon, or big box stores, we see if Melaleuca has what we need.

*They usually do.* Just put the stuff in your shopping cart throughout the month. Checkout **anytime** before the last day ***and NO Backup Box is sent.***

Since we're setting up your free account, this won't trigger anything right now, or during your first shopping month.

**And you get me!...** instead of a chat bot. I won't abandon you after you shop. You're never bugging me.

They pay me well to stay in touch and ensure you get what you need before the end of each month. Or help you cancel. Whatever keeps you happy! 😊

So you can safely check the box and hit ‘**FINISH.**’ 🗨️

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START

PROBLEM → SOLUTION → SETUP NEW ACCOUNT → SHOP

CHECKOUT

ONBOARD

HELP!  
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**Melaleuca**  
The Wellness Company

**Become a Melaleuca Member Today!**

Account Information Backup Order Referral Account Start Shopping

Have a question?

### Monthly shopping makes it all work.

**Step 2: Setup Your Backup Order**

Members shop monthly for 35 Product Points or they can receive a Backup Order if they don't shop during a month. A Backup Order is just that – a backup. It's **ONLY** sent if a Member goes an entire month without shopping. Backup Orders ensure that your membership - and all the benefits that come with it, like loyalty rewards, a 30-50% discount on products, and more, continue, uninterrupted.

**Members' Choice Backup Order**  
Includes a rotating assortment of member favorite wellness products for only \$71.99\* (35 Points).

Remember, you can suspend your Membership at any time, for any reason or you can customize your backup order selection in "My Account". Your Melaleuca membership will start once you place your first order (this is not your first order).

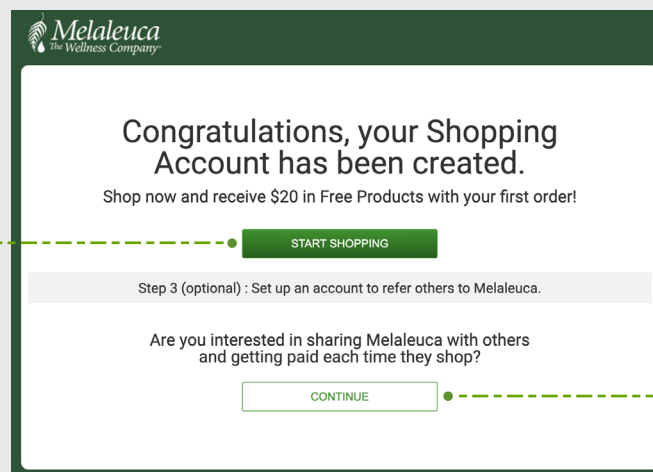
☒ I acknowledge and agree to the backup order process as part of my membership.

**CONTINUE**

# Account Setup: Start Shopping or Marketing Agreement?

**Shopper Focused**  
(Didn't Talk Income Prior)

**Income Interested**  
(Discussed Before Tour)



On the next page...

Click the green '**START SHOPPING**' button.

That'll get you into the store.



Jump to **page 26**.



On the next page...

Click the white '**CONTINUE**' button.

This gives you the ability to earn income.

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

*If they accidentally skip it and are in the store, go to **page 25**.*



No problem. You can always add it later for free.





## Account Setup: Marketing Agreement



Below your basic info, you'll see 'three categories'. It doesn't matter which one you select — it just tells me where your head's at.

Below that...



**US Only.**

**Canada Skip if they are in Canada.**



...are two optional sections. If you want to get paid more than **\$600 for the year**, just enter your Social Security number for tax purposes. You *can always* do it later, *but it's a pain*.

You're gonna **SKIP** the 'Personal Production Account' — that's already set up correctly.

Last thing: 'click the check box', type your name exactly as you see it and hit 'SUBMIT.'

Let me know when you've been approved, so I can *show you around the store*.

*If they ask, "Do I need a business address?"...* That's only if you have a corporation. If you *do* have one, let's **SKIP** it for **now** and we'll submit that paperwork later. There's plenty of time. If you *don't* have one, most of us get one once we're earning a strong income.

**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

Need more time to think about it?  
You can complete this form later in My Account.

**START SHOPPING**

**Any Errors.. Skip It, Fix Later**



Great. Click the **'Start 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; ***you can only get them once.*** The **Value**, and the **Home Conversion Pack**. And they're just for new shoppers.

Picking one is the best way to really test the store's most commonly used items with the stars (\*) from the checklist. This is why my house, and almost everyone, switches with a big box of stuff... *And then switches more stuff, next month.*

In the **Home Conversion Pack**. Melaleuca took 38 basics from every room in the house... laundry soap, toothpaste, shampoo and conditioner, snacks and drinks. A bunch of member favorites that most of us use almost every day.

This whole box is significantly discounted below normal member pricing, so new shoppers get it for only \$330. A \$204 🇺🇸 (\$322 🇨🇦) savings vs. getting everything individually.

*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!*

The whole idea is to test Melaleuca's version of stuff we use everyday. 🍷🍷




**Skip** if not income interested. You already said it.

The image shows the Melaleuca logo at the top left, which consists of a stylized leaf icon and the text "Melaleuca the Wellness Company". Below the logo is a large green banner with white text that reads: "Your Marketing Executive agreement is complete!". Underneath this banner, in a white area, is the text "Shop now and receive \$20 in Free Products with your first order!". At the bottom of the white area is a green button with the text "START SHOPPING" in white. A dashed green line with a solid green circle at the end points from the left towards the button.

**Place your first order now!**

Save BIG on product-filled packs to convert your home and lifestyle.\* As a new member, you can save up to an additional 38% on New Member Packs. These packs are only available during your first two months of shopping.

LIMITED TIME FOR FIRST 2 MONTHS



**Value Pack (New Members ONLY)**

Save over 38% on 39 products


❤️ **Save \$135.40** buying this pack in your first 2 months

**\$219.99** special Pack Price

\$355.39 Member Price  
100 Points

SELECT

LIMITED TIME FOR FIRST 2 MONTHS



**Home Conversion Pack (New Members ONLY)**

Save over 38% on 39 products

❤️ **Save \$208.89** buying this pack in your first 2 months

**\$329.99** special Pack Price

\$538.88 Member Price  
150 Points


SELECT

SEE ALL NEW MEMBER SAVINGS PACKS

CONTINUE SHOPPING


\*Product assortments subject to change. View current products included in each pack. Packs only available during first 2 months as a new Member. Limit two New Customer Savings Packs per customer.

LIMITED TIME FOR FIRST 2 MONTHS



## Home Conversion Pack (New Members ONLY)


Save over 38% on 39 products

 **Save \$208.89** buying this pack  
in your first 2 months

**\$329.99** Special Pack Price

\$538.88 Member Price  
150 Points

**SELECT**

**\$367.99** 

## Keep Going: Ask Them to Pick a Pack!



*If you don't like something, no problem!* Because Melaleuca has a 90-day, empty bottle, no-hassle... money-back guarantee. So, you can try everything risk-free.

Customer service is amazing. *They're like Amazon quality, Actual humans pick up the phone and they're in North America.*

Plus, these big boxes come with their top selling, clinically proven vitamins the Peak Performance Nutrition Pack.

So, the **Home Conversion Pack** is the absolute best one-time deal the company offers.

The next best option is like the Home Conversion, but they took 13 things out — making it the **Value Pack** — for only \$220.

It's still the basics; from most rooms like the kitchen, bathroom, laundry room, etc. and they discounted it again below Member pricing.

That's the second best **one-time** deal for new shoppers. Saving you \$140 🇺🇸 (\$206 🇨🇦)!



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



**SHHH, WAIT UNTIL THEY ANSWER AND EXPECT THEM TO SHOP!**

*If they pick a pack, keep reading.*

*If there's any resistance or they don't pick one, go to **Page 37**.*

LIMITED TIME FOR FIRST 2 MONTHS



### Home Conversion Pack (New Members ONLY)

Save over 38% on 39 products

🔥 **Save \$208.89** buying this pack in your first 2 months

**\$329.99** Special Pack Price

\$538.88 Member Price  
150 Points

SELECT

**\$367.99** 🇨🇦

LIMITED TIME FOR FIRST 2 MONTHS



### Value Pack (New Members ONLY)

Save over 38% on 25 products

🔥 **Save \$135.40** buying this pack in your first 2 months

**\$219.99** Special Pack Price

\$355.39 Member Price  
100 Points

SELECT

**\$247.99** 🇨🇦

### Place your first order now!

Save BIG on product-filled packs to convert your home and lifestyle.\* As a new member, you can save up to an additional 38% on New Member Packs. These packs are only available during your first two months of shopping.

LIMITED TIME FOR FIRST 2 MONTHS



#### Value Pack (New Members ONLY)

Save over 38% on 25 products

🔥 **Save \$135.40** buying this pack in your first 2 months

**\$219.99** Special Pack Price

\$355.39 Member Price  
100 Points

SELECT

LIMITED TIME FOR FIRST 2 MONTHS



#### Home Conversion Pack (New Members ONLY)

Save over 38% on 39 products

🔥 **Save \$208.89** buying this pack in your first 2 months

**\$329.99** Special Pack Price

\$538.88 Member Price  
150 Points

SELECT

SEE ALL NEW MEMBER SAVINGS PACKS

CONTINUE SHOPPING

\*Product assortments subject to change. View current products included in each pack. Packs only available during first 2 months as a new Member. Limit two New Customer Savings Packs per customer.

Home Conversion Pack and Value Pack orders shipping to Alaska need be added by phone.  
Call Express Enrollment: (208) 534-3560

## Stay Focused: Add To Cart



Great! Select the \_\_\_\_\_ pack, then select Women, Men, or 50+ (unisex) for whomever in the house is going to try the clinically proven Peak Performance vitamins. ”



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.’

Short Pause

Next, click ‘VIEW CART.’

Now let’s get you some free products. Do you see the image that says, ‘Members Get More! You have \$20 in FREE Products?’

“Yes.”

Click ‘CLAIM YOURS NOW.’



**Members Get More!**  
You have \$20.00 in  
Free Products!

CLAIM YOURS NOW



### Your Choices

for **Home Conversion Pack**

**\$329.99** Points: 150

Choose: Peak Performance Pack



Peak  
Performance  
Nutrition  
Pack:  
Women



Peak  
Performance  
Nutrition  
Pack: Men



Peak  
Performance  
Nutrition  
Pack:  
Longevity  
50+

Choose: Flavor



Fresh Mint -  
Fluoride-  
Free



Spearmint  
+Fluoride



Cinnamon -  
Fluoride-  
Free

- 1 +

ADD TO CART

Cart Subtotal

**\$329.99**

Cart Points

**150 Points**

VIEW CART

KEEP SHOPPING

### Computer - On The Right

CONGRATS! SHIPPING IS ON US!  
You've earned 100% of this order's flat rate shipping charges back in Loyalty Shopping Dollars!

DETAILS



Home Conversion Pack (New Members ONLY)  
Item: 12655 (\$329.99 Member: 150 Points)  
\$865.00 Nonmember | \$475.01 Savings

- 1 +

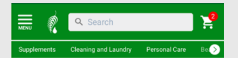
**\$329.99**  
150 Points

Remove  
Save for Later

Peak Performance Pack: Peak Performance Nutrition Pack: Men  
Flavor: Cinnamon - Fluoride-Free  
Sei Bella Vitamin C Defense and Repair Treatment Serum  
Diamond Brill® Packs Automatic Dishwasher Detergent  
Tough & Tender® 12X All-Purpose Cleaner  
[Read More](#)

Edit

### Mobile - Scroll Down



Shopping Cart (2 Items)

[Continue Shopping](#)

Subtotal **\$330.99**  
150 Points

PROCEED TO CHECKOUT

CONGRATS! SHIPPING IS ON US!  
You've earned 100% of this order's flat rate shipping charges back in Loyalty Shopping Dollars!

DETAILS

Home Conversion Pack (New Members ONLY)  
Item: 12655 (\$329.99 Member: 150 Points)  
\$865.00 Nonmember | \$475.01 Savings  
Peak Performance Pack: Peak Performance Nutrition Pack: Men  
Flavor: Cinnamon - Fluoride-Free  
Sei Bella Vitamin C Defense and Repair Treatment Serum  
Diamond Brill® Packs Automatic Dishwasher Detergent  
Tough & Tender® 12X All-Purpose Cleaner  
[Read More](#)

Edit

- 1 +

**\$329.99**  
150 Points

Remove

Save for Later

Membership Fee  
\$74.00 Member | 0 Points  
\$74.00 Nonmember | \$0.00 Savings

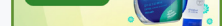
Your Coupons

Extra Savings

Rewards

Members Get More!  
You have \$20.00 in  
Free Products!

CLAIM YOURS NOW



## Stay Focused: FREE Product

What does it say at the top?

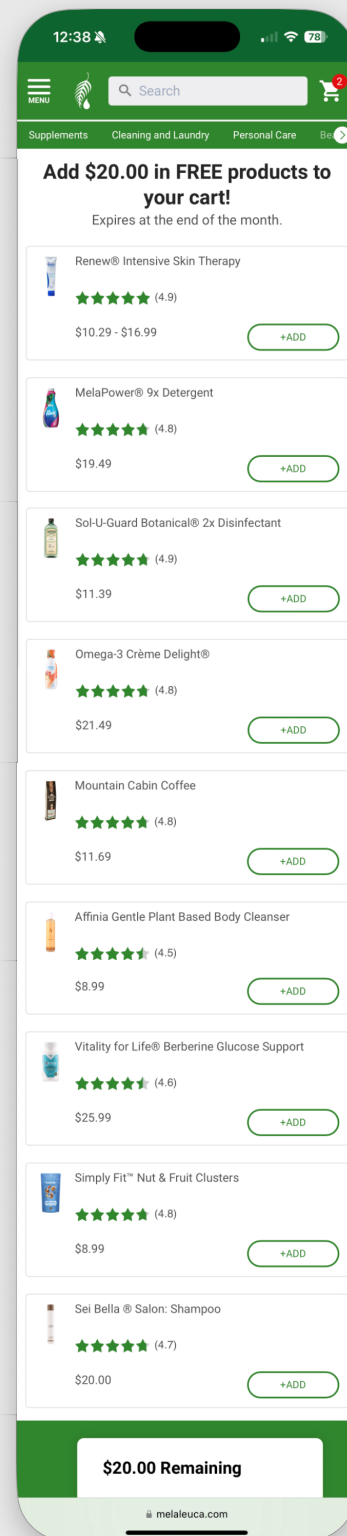
*"Add \$20 (\$24 🇨🇦) In FREE products to your cart!  
Expires at the end of the month."*

Great. Look through those and let me know which ones you're curious to try for free.

*...and then I'll tell you if it's already in your box.*

If you select more than the \$20, you'll just pay the difference.

*Pause and let them browse. Answer questions if needed. They can always click the item to learn more.*



## Already In Their Box?

**H**ome Conversion Pack

**V**alue Pack

**C**ustomer Favorites Pack

**Renew® Intensive Skin Therapy**

8oz tube **H V C**  
20oz bottle

**MelaPower® 9x Detergent (HE or Regular)**

Garden Lavender | Island Breeze  
Mountain Fresh **H V C** | Scent Free

**Sol-U-Guard Botanical® 2x Disinfectant**

**H V C**

**Omega-3 Crème Delight®**

Lemon Cream | Lime Sorbet  
Peach Mango Tango **H** | Strawberry Lemonade

**Mountain Cabin Coffee Ground:**

Colombian | Colombian Decaf | Hazelnut | Pacific  
Rainforest (Organic) | Signature (Organic) | Vanilla  
Whole Bean: Breakfast (Organic)

**Affinia Gentle Plant Based Body Cleanser**

Apple Blossom & Lily | Bergamot & GreenTea  
Honey & Almond | Sweet Cream & Willow  
Vanilla Musk & Jasmine

**Vitality for Life® Berberine Glucose Support**

**Simply Fit™ Nut & Fruit Clusters**

Blueberry Vanilla | Mango Coconut  
Peach Praline

**Sei Bella® Salon: Shampoo**

Argan Oil Coconut Moisture Smooth **H V**  
Olive Fruit & Almond Protein Strength  
Rice & Amaranth Full Volume



## Celebrating Soon: Verify The Order



Once you've used the \$20, click the '**SHOPPING CART ICON**' in the upper right corner or click '**VIEW CART**' at the bottom.



### ALERT! CONFIRM THEY HAVE AT LEAST 35 POINTS

Below the subtotal, where it says 'Points'... How many points does it say?

*If less than 35 points, they need to keep shopping.*

*If more than 35 points, it's safe to proceed.*

0-34 Points = **Non-Member**

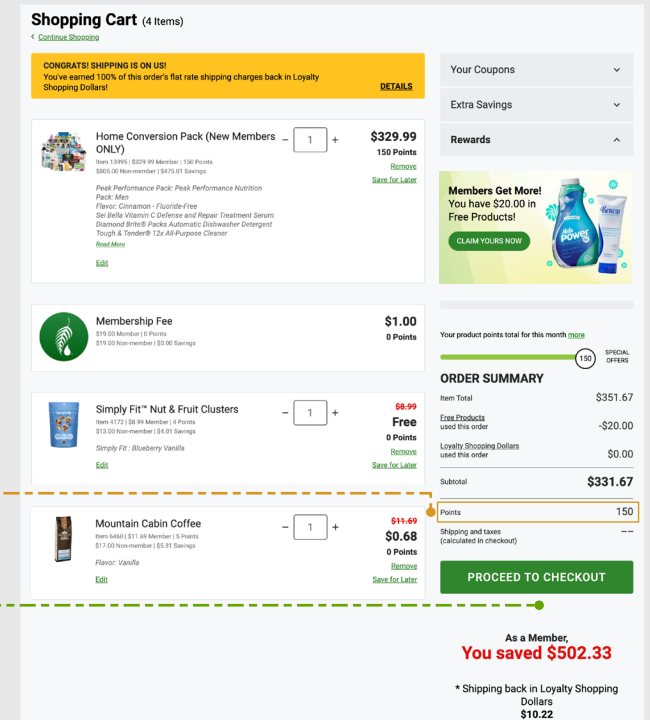
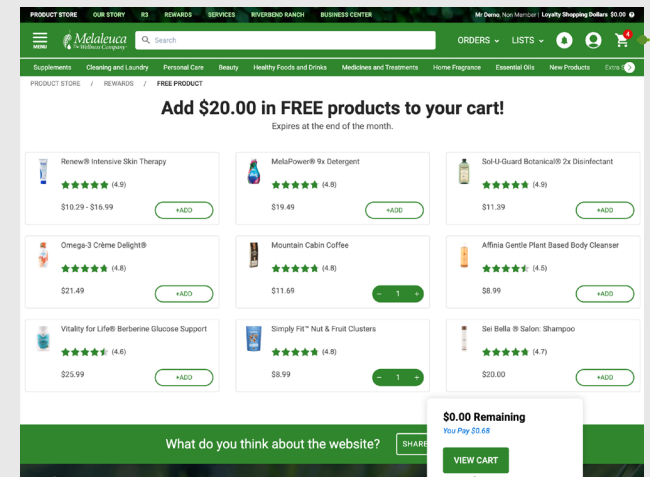
35 Points = **Preferred Member**

39-43 Points = 50% } **Shipping Back In**  
44 Points = 100% } **Loyalty Dollars**

**If Asked**

**Shipping Standard Flat Rates:** \$10.42 | \$13.12 | 164 Pesos   
\$12.46 USPS (PO Boxes) & Puerto Rico | \$15.14 Hawaii | \$16.54 Alaska

Great. Click '**PROCEED TO CHECKOUT**'.



## Celebrating Soon: Confirm They Checkout



Let me know when you see some specials...

Since you're getting a big box of stuff, I recommend you click '**CONTINUE**' at the bottom right.



*On a phone the 'continue' looks more like prompts to scroll down. They have to click each 'continue' button before they can checkout.*

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, and then I'll show you some stuff you've unlocked. 🙌

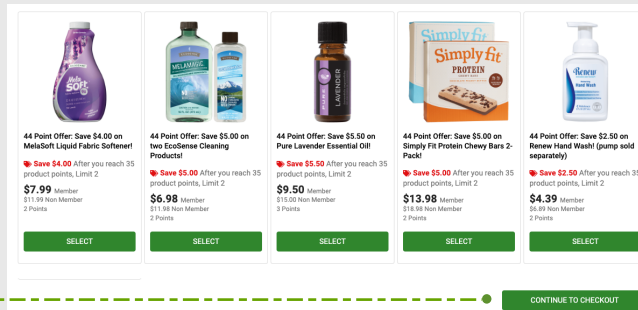


**DON'T SAY ANYTHING**

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

Credit/Debit - Visa | Mastercard | Discover | American Express  
Electronic Check - 5 business day hold before box ships (first order only)  
Pre-Paid/Cash App Card - When paired w/ an above payment type **on file**

**PAYMENT OPTIONS**



**CHECKOUT**

**Order Review**  
[Back to Cart](#)

**1 Shipping Address**

Full Name (First and Last Name)  
 Area

Country  
 United States

Address 1  
 Street Address

Address 2 (Optional)  
 Apt / PO Box / Suite / Building / Etc

City  
 City Name

State  
 State

Zip Code  
 Zip Code

Delivery Instructions (Optional)  
 Special instructions for carrier

**CONTINUE**

**2 Ship Method** \$10.22 reimbursed in Loyalty Shopping Dollars

**3 Pay Method**

☒ Debit/Credit Card ☐ Checking

Metaleuca 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. [More](#)

**CONTINUE**

**ORDER SUMMARY**

Item Total \$329.99  
 Loyalty Shopping Dollars used this order \$0.00  
 Shipping & Handling \$104.2  
 Sales Tax varies  
 Total **\$360.01**  
 Points 150

**PLACE ORDER**

You have no method of payment selected.

As a Member,  
**You saved \$441.01**

\* Shipping back in Loyalty Shopping Dollars \$10.22

**CARD NUMBER**

*Pre-Paid Instructions PAGE 46*



Pre-Paid Credit Cards cannot be set as a default or primary method of payment



**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 46**.

## CONGRATULATIONS: They Switched! 🌟



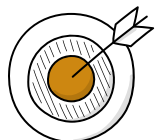
**Congrats on Switching!** You picked a great first order and I think you'll love it. *As soon as you get your box...*

Be sure to sample everything right away... because if there's anything you don't like, even a little, there's no reason to keep it. I'll help you get you a replacement or a refund.

Really test it for a week straight... We put our old toxic stuff in a box in the garage and have had no desire to switch back.

Since you shopped today, you have **all of next month to place your second order**. Now real quick, let me show you a couple member benefits you've unlocked. 🗨️

*Keep going!*



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



### DID THEY SHOP?

Preferred Status IMEA Monthly Order ?

✓ JAN 20	2	✓ HCP
Regular	3	

✓ = Preferred Member! Shopped = ✓

Still Needs to Checkout! Needs Minimum 35 Points

PRODUCT STORE

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: 215050381

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	\$10.42 *
Sales Tax	\$28.15
<b>Total</b>	<b>\$368.36</b>
Points	150

**As a Member, You saved \$441.01**

\* Shipping back in Loyalty Shopping Dollars \$10.22

## Onboarding: 🇺🇸 Riverbend Ranch 🥩



Click on the 'MENU' in the upper left.

Scroll down until you see 'RIVERBEND RANCH.' If anyone in your house likes steak, you gotta check this out. Melaleuca owns and offers beef as a member benefit at a \$52 discount.

Do you wanna learn more about this now or later?

*If now, keep reading.*

*If later, give them [switchsetup.com/rbr](https://switchsetup.com/rbr) and go to next page.*

It's fantastic! Click on the 'CHOOSE YOUR SUBSCRIPTION' to see the pricing. This is some of the best beef you will ever taste and they make it very manageable with these bundles.

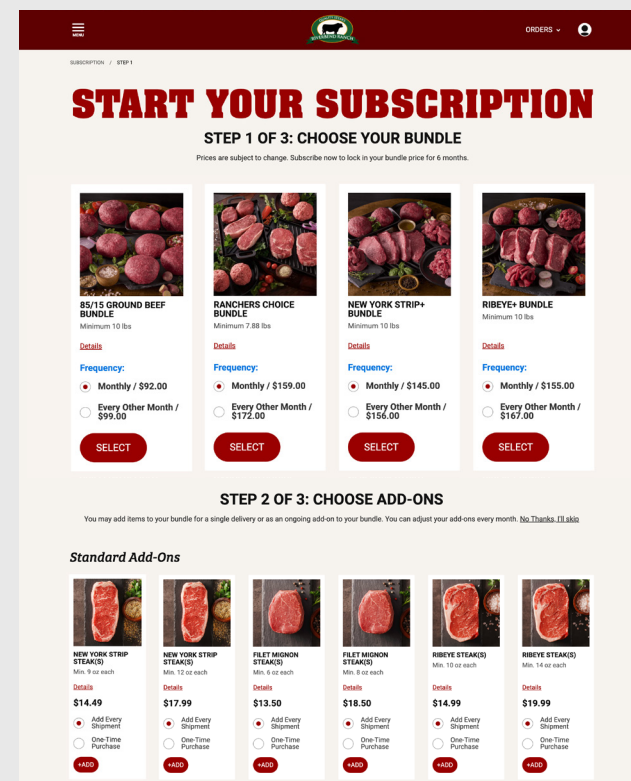
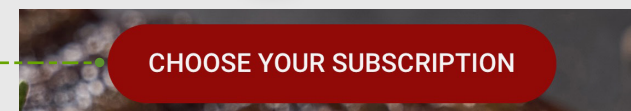
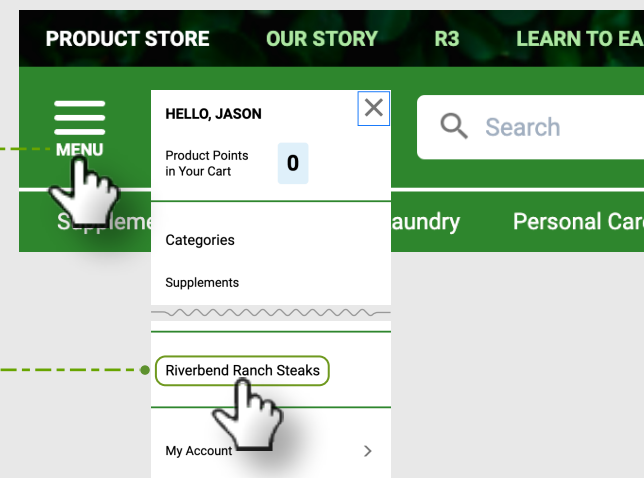
After 29 years, they have perfected their Black Angus herd and built the only vertically integrated beef operation in the U.S. They own 300,000 acres and control everything from start to finish.

They're grass fed and the mamas raise their babies for two years on high mountain, summer pastures. That way they aren't stressed out from getting trucked all over the place.

They Never Ever use hormones or antibiotics or get the mRNA Vaccine. It's a clean beef source, that's affordable! The steaks are aged 21 days for perfection and are always prime or high-choice cuts. So you might wanna pick a subscription...

*Long pause, if they say, 'sure' help them pick. Otherwise...*

Click on the menu in the upper left and then Melaleuca.com





## Onboarding: Rewards



Click on the 'MENU' in the upper left.

Scroll down below Riverbend Ranch and you'll see 'REWARDS', 'FREE PRODUCT PAGE', and 'LEARNING LIBRARY'. Use the last two as quick links. But for now to see all your member benefits, click 'REWARDS'.

Starting with the 'WELCOME PROGRAM', considering everyone's first box *is not even 10% of the store's inventory*, you get to claim another \$20 🇺🇸 (\$24 🇨🇦) in free products during months 2-5. Make sure to select these BEFORE you checkout each month.

The 'SHIPPING ON US' section explains *HOW we can* get the cost of shipping returned as store credit. And the 'LOYALTY SHOPPING DOLLARS' section explains how to use them.

Next there are 'COUPONS AVAILABLE' for 12 months as rewards in the learning library. These short videos quickly break down why Melaleuca's everyday products are superior. I binge-watched them. 😊

Lastly, do you want to learn more about how you can get paid to help people 'Switch' like we just did?

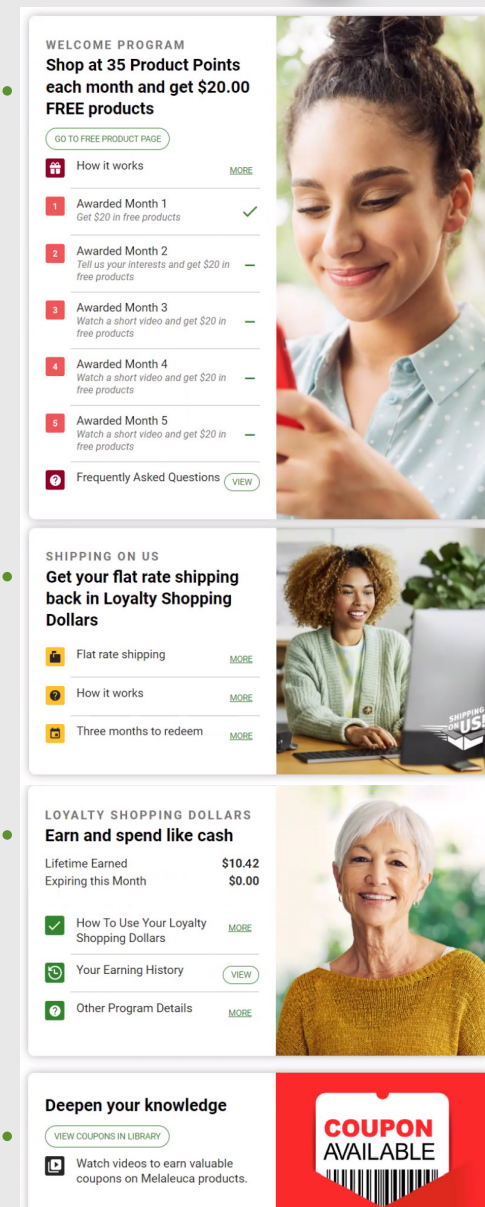
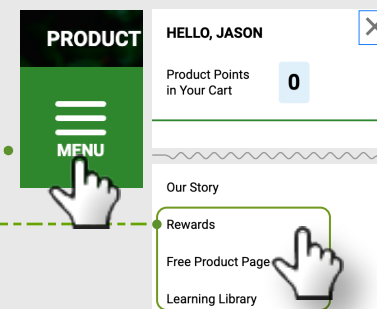
*If no, keep reading.*

*If yes, proceed to the next page.*

No problem. I'm going to text you an invitation to our Facebook and Telegram groups for shoppers. Let me know when you get your box. **Thanks for making the Switch!** 🙌



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



## Onboarding: Foundations Video

If they want to refer shoppers...



Click on the 'MENU' in the upper left. Scroll down below R3 Weight Loss and 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 someone is going to refer shoppers, then it's in their best interest to watch this entire video for a few reasons.

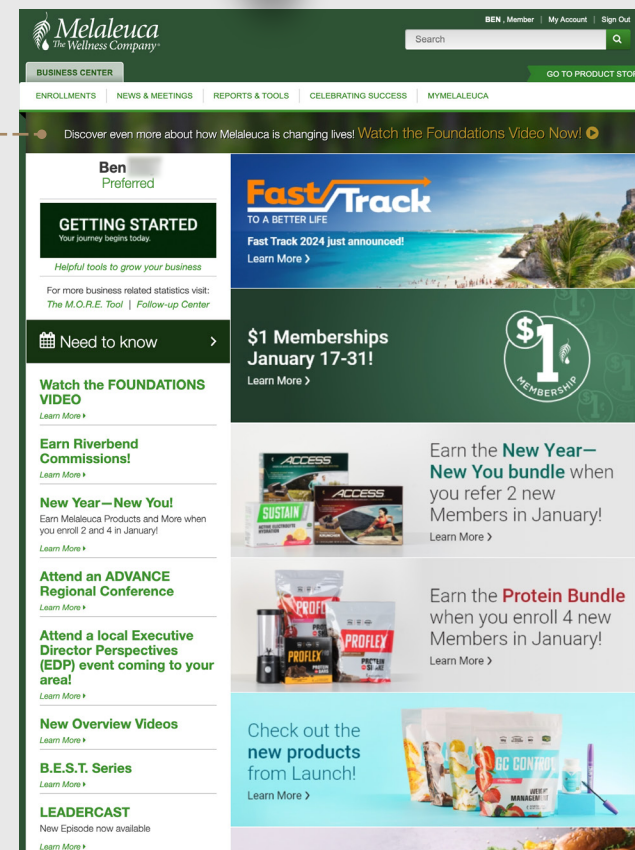
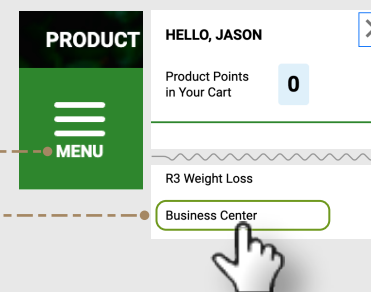
First, you're going to see the heart of the company.

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 us BOTH 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



Now let me add you to our Telegram group for our crew. We run everything on there. Are you on Telegram?

*If no, instruct them to download and then add them to chat.*

*If yes, add them to your crew's telegram chat and proceed.*

Now that you're in the crew you'll find all the training here. It's really straightforward. I'm still *literally* reading the script right now!

Within an hour, you'll have the script downloaded, know how to send tour links, and set appointments like I did with you. As long as you can read, you can do this!

They pay us really well to help people Switch and even more for mentoring people. So don't be shy if you have any questions, we expect them.

Anything we do before the end of this month pays you next month. Let me know when you finish the training and when you get your first box of stuff.

I'll be on standby and see you in the chats. Bye. 😊👋



*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?*

Download to Computer: [Telegram.org](https://telegram.org)

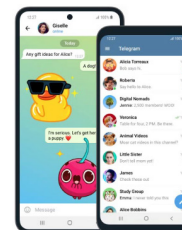


Telegram

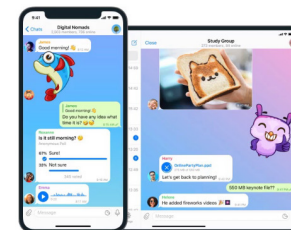
a new era of messaging

GET IT ON  
Google Play

Download on the  
App Store



Telegram for Android



Telegram for iPhone / iPad



Telegram for PC / Linux

Telegram for macOS

If your crew doesn't use Telegram

**TheSwitchTour.com**  
Password: *gold*

# No Pressure: The Best Deals For New Shoppers



OK, I have an idea, Click on the 'MENU' in the upper left.

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

Here are all the bundles only available for new shoppers. Next to the Value Pack and Home Conversion Pack, do you see the 'Customer Favorites Pack'?

If you're not getting a bigger box the Customer Favorites is exactly what it's called. 14 popular items to try. Basically the core of the Home Conversion and Value Pack.

Or they also have some great \$110 (\$138 ) options too. The only one I don't recommend is the 'EcoSense Pack' because it's only cleaning products you don't get to test any other aisles of the store.

Do you want to try the 'Customer Favorites' or a different one?

*If they pick a pack, go to the middle of Page 28.*

*If they resist shopping, qualify the resistance on Page 38.*

## DON'T KNOW WHY THEY AREN'T SHOPPING?



Hmmm... Hey, off the record... I'm curious... what's really holding you back from trying some stuff?

**PRODUCT STORE**

**HELLO, ANEA**

Product Points in Your Cart: 0

Categories

- Supplements
- Cleaning and Laundry
- Personal Care
- Beauty
- Healthy Foods and Drinks
- Medicines and Treatments
- Home Fragrance
- Essential Oils

**NEW MEMBER SAVINGS PACKS**

Save BIG on product-filled packs to convert your home & lifestyle. SAVE UP TO AN ADDITIONAL 38% over Member Savings

**New Member Savings Packs**

\$20 in FREE Product? YES PLEASE!

**Value Pack (New Members ONLY)**

Save over 38% on 25 products

Save \$155.40 buying this pack in your first 2 months.

\$247.99 \$219.99 Special Pack Price

\$355.39 Member Price 100 Points

**Home Conversion Pack (New Members ONLY)**

Save over 38% on 39 products

Save \$208.89 buying this pack in your first 2 months.

\$367.99 \$329.99 Special Pack Price

\$588.88 Member Price 150 Points

**Customer Favorites Pack (New Members ONLY)**

Save over 32% on 14 products

Save \$53.70 buying this pack in your first 2 months.

\$137.99 \$109.99 Special Pack Price

\$163.69 Member Price 50 Points

**EcoSense® Safer for Your Home Pack (New Members ONLY)**

Save over 33% on 18 products

Save \$55.14 buying this pack in your first 2 months.

\$137.99 \$109.99 Special Pack Price

\$165.13 Member Price 50 Points

**Core Nutrition & Fitness Pack (New Members ONLY)**

Save over 31% on 8 products

Save \$46.63 buying this pack in your first 2 months.

\$137.99 \$109.99 Special Pack Price

\$159.62 Member Price 50 Points

**Sei Bella Beauty Essentials Pack (New Members ONLY)**

Save over 36% on 8 products

Save \$62.91 buying this pack in your first 2 months.

\$137.99 \$109.99 Special Pack Price

\$172.50 Member Price 50 Points

**Pure™ Essentials Oils Pack (New Members ONLY)**

Save over 32% on 9 products

Save \$53.26 buying this pack in your first 2 months.

\$137.99 \$109.99 Special Pack Price

\$163.25 Member Price 50 Points

**WARNING:**

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! Cleaning products are concentrated and last a long time. We want their first order to include some stuff they buy monthly!

## Troubleshooting: Qualifying Any Resistance

*Resistance is GOOD! As long as it's real vs. they aren't telling you how they are actually feeling. When someone expresses REAL resistance they are telling you without saying it out loud, "I want to do this but... (I have a challenge I need to figure out first)." Qualify the resistance and start offering solutions. Or learn you should move on.*



Hey, shoot me straight.

Is it really that you...



*want to talk to Husband/Wife/BF/GF (Page 39)*



*don't have the money (Page 39)*



*need to wait until payday (Page 39)*



*want to look around the store (Page 40)*



*want to look at ingredients (Page 40)*



*want to think/pray about it 🙏 (Page 41)*



*don't think you shop enough... to do 35 points a month (Page 41)*

...or, do you just not want to tell me 'no' and risk hurting my feelings?



*Option A: Confirmation of interest. Now let them expand so we know if there's anything else.*

Thanks. Is there anything else that's holding you back from shopping? 🗨️ ...Solutions: **Pages 39-41.**

*Option B: Not interested in Switching*



No problem. Thanks for shooting me straight. I hate feeling pressured so I'm not gonna do that to you. You have a free account so you can browse around if you're ever curious. And in the off chance you ever do want to shop, get in touch with me first! I'll make sure you're always getting the best deals and specials. Have a great day. Talk later. 🗨️



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

# Troubleshooting: Suggesting Solutions - Part 1

Once we've 'qualified the resistance' we can start offering solutions. Caution: If you don't qualify the resistance you might offer the best solution but without permission it may feel like you're trying to sell them.



No problem. Thanks for shooting me straight. I have an idea 💡 (or suggestion)... 🗨️

Go to the challenge(s) they've confirmed on pages 39-41.

## I WANT TO TALK TO HUSBAND/WIFE/BF/GF



How do you feel about scheduling a time that I could give your \_\_\_\_\_ a tour? *...If yes, schedule.*  
*If no, go to Page 42.*

## I DON'T HAVE THE MONEY

I completely understand financial pressures and thanks again for having the courage to be vulnerable with me. I hate that so many of us (Americans) are hurting so badly.

Since money is tight, when you Switch about \$100 of shopping here each month you'll get \$20 🇺🇸 (\$24 🇨🇦) in free products in each of the first 5 shopping months, to test the brand. Giving you some breathing room. *It's not like Wal-Mart, Target or Amazon are doing anything like that!*



So, when will you have at least \$100 to shop with?

—OR—



So, when do you get paid?

## I NEED TO WAIT UNTIL PAYDAY



*Just to plant a seed... after you shop, if you want to explore what I'm doing, they pay us really well for helping people Switch.*

page

39

START

PROBLEM → SOLUTION → SETUP NEW ACCOUNT → SHOP

CHECKOUT

ONBOARD

HELP!

Pages 36+

## Troubleshooting: Suggesting Solutions - Part 2



No problem. Thanks for shooting me straight. I have an idea 💡 (or suggestion)... 

*Go to the challenge(s) they've confirmed on pages 39-41.*

page

40

START

### I WANT TO LOOK AROUND THE STORE



Is there anything specific you're looking for that I can help you find?

*...If yes, help them.*

*If no, go to "Wrap up the call" on Page 42.*

### I WANT TO LOOK AT INGREDIENTS



Scroll down to the very bottom of Melaleuca's website. Do you see where it says 'Ingredients Philosophy'? Click on that. Melaleuca's products are inspired by nature and backed by science.

Click around here to learn more about what they use, what they will never use and at the bottom of this section you'll see the 'Ingredients Glossary' if you really want to dig deep. You can see each ingredient, how it's sourced and why they chose it.

Melaleuca employs over 50 leading scientists to ensure everything is safe and meets the highest standards. If you have any questions at all there's a dedicated product information line that we can call together, too. I think you'll find lots of things you can switch that meet your standards.

I want to remind you of the 90-day, empty bottle, no-hassle money-back guarantee. You can try anything risk free.

*Share a customer service story where they resolved a product you didn't like and continue to Page 42.*

PROBLEM → SOLUTION → SETUP NEW ACCOUNT → SHOP

CHECKOUT

ONBOARD

HELP!

Pages 36+



## Troubleshooting: Suggesting Solutions - Part 3

*“I want to... pray about it, think about it or don’t think I shop enough” are commonly said when people want time to process without feeling pressured. Proceed softly.*



No problem. Thanks for shooting me straight. I have an idea 💡 (or suggestion)... 🗨️



**I WANT PRAY ABOUT IT**



Would you like to pray right now? Anything else we should pray for? *...If yes, pray with them.*

*...If yes, pray with them.*

***If no, go to Page 42.***



I'm sorry, maybe I did a poor job explaining, what specifically are you trying to figure out?

**Listen,** address new resistance or go to **Page 42.**

**I WANT TO THINK ABOUT IT**

**I DON'T THINK I SHOP ENOUGH (TO DO 35 POINTS A MONTH)**



*I think we may be getting ahead of ourselves.* We don't even know if you like the brand yet.

The manufacturer has 40 years of membership data showing even people who live alone ***easily shop enough to do 35 points a month*** (about \$100 after tax and shipping). Because we are just switching stores, using the same money here, and since it's premium quality, 96% of shoppers this month will choose to shop here again next month with an average of over 50 points.

With that said, from my experience... *kinda reading between the lines here...* I'm guessing you love most of the stuff you've been using forever and you have a hard time imagining this American manufacturer is better. **I get it!**

So it really comes down to if you're willing to test the brand or not. If you hate the stuff I'll personally help you get a refund and cancel. And if you like it, I'll help you get that \$100 🇺🇸 (\$120 🇨🇦) in free products... So are you willing to trust me and try it out? 😊 ***Or maybe I did a bad job at communicating how much better this stuff is...*** 🐒 ***...If yes "I'll test", help them shop Page 37.***


**If no**, address new resistance or go to **Page 42**.





## Troubleshooting: Take Their Temperature One More Time.

If you've qualified their resistance, hit the troubleshooting, and it's starting to feel like you're "selling" or they said they aren't ready to shop; then we want to give them space. "Let's pause for now" with some homework and a plan to "resume and review" in a couple days.

 Let me ask you... and don't hold back... *are you open to switching and becoming a Melaleuca member?*

**NO** Okay, no worries. Thanks for being direct with me. The last thing I want to do is have you feeling like I'm trying to sell you.

For my feedback, and to ensure I didn't explain something incorrectly, or maybe there's a disconnect in our scripted tour that we just ran through... *would you mind telling me why you don't think switching is a good fit?*

*...If it's a hard no, thank them and wrap the call.*

*...If it was a misunderstanding, clarify and see if their position changes. You might be able to help them shop now or move to the "Yes" section below.*



### IF THEY DON'T TELL YOU WHY THEY AREN'T SHOPPING, ASK:

**YES** Okay, curious... what would be stopping you from shopping today?

*...Some say, "Nothing, I'm ready to place an order today." Jump back to Page 28.*

*...or the real reason appears. "I want to Browse", "Waiting to get paid", etc. Continue.*

### ONCE THEY TELL YOU WHY THEY AREN'T READY, TAKE ALL THE PRESSURE AWAY...

Okay, I get it. *Long pause...* Ummm, I have an idea!  *Let's pause for now...* and then why don't you take a couple days *or* (until your payday) to spend some time looking around the store. Then we can set a time to **resume and review later?** 

*...Yes! That sounds great!*

Pages 36+



# Troubleshooting: Pre-Paid or Cash App Card Solutions

To be a member we need a regular credit or debit card or an e-check (checking account) on file as a default payment method. This is for the annual membership and the backup order (only if someone forgets to shop). We have some options:

...If yes, jump back to **Page 31**.

The easiest... Do you have a regular card or e-check (checking account) you can pay with instead?

**If no,** You can still use a Pre-Paid (or Cash App) Card for this order as long as you add a default payment method on file. Do you have another card or e-check (checking account) we can just put on file and then you can pay for the order with the Pre-Paid Card?

**If yes, Option 1:** Call Express Enrollment 208-534-3560 (Closed Sundays) to process.

**Option 2:** Add a *regular payment method as the default* and then add the *Pre-Paid as the secondary*.

1.

Go to **MY ACCOUNT**

Homepage Mobile Site

Exclusive Savings for New Members

Shop New Member Packs

2.

DEFAULT PAYMENT METHOD: **MANAGE**

3. Add **REGULAR CARD | CHECKING**

PAYMENT METHOD TYPE

☒ Debit/Credit Card ☐ Checking

Make this my default payment method for:

☒ Product Purchases

☐ Melaleuca Services including Identity Protection, H Melaleuca Deals

Your method of payment may be changed for future orders, see outstanding debt on this account.

CANCEL

SAVE

4. Add **PRE-PAID (CASH APP) CARD**

+ ADD NEW PAYMENT METHOD

5. Go to Cart **CHECKOUT**  
Go to **Page 31**

**If no,** Ok, in order to checkout you'll need to find a regular credit or debit card... or a checking account. I'd love to help you make the switch, when could I check back in with you to help you finish?

# Follow-Up Center

How to tell if your new enrollment shopped, can earn money, is redeeming free products, steaks, and more!

1. Go to **BUSINESS CENTER** (Also available through MENU button. On PHONE use FULL SITE view.)

2. Go to **FOLLOW-UP CENTER**

For more business related statistics visit:

**GROW Suite | Follow-up Center**



## Follow-Up Center

Use the Follow-up Center to track the progress of your new customer and take action where needed to ensure they get off to a great start!

### Current Month

Enrollments	Preferred Members	Cancels	Net*
6	5	0	+6

### 3 Month Average

Personal Preferred Enrollments	Personal Retention Rate
	100.00%

\* Does not include reactivations

New Members Alerts(13) Business Health Monthly Activity Cancellations

Enrolled By: Myself

Enrollee	Month Enrolled	Preferred Status	IMEA	Monthly Order	Rewards Redeemed	Made Contact
Deb Spirko 412.352.3640	MAR 2023	✓ MAR 14	2	✓		
Jan Miller 336.464.5409	MAR 2023	✓ MAR 14	1	✓ HCP		
Ronnie LaBarbera 559.289.2041	MAR 2023	Regular				
Kelly Turner 316.765.1343	MAR 2023	✓ MAR 9	3	✓ VP		

**Regular** 🛒 = Needs To Shop  
**MAR 14** ✓ = Pref. Member 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

**First Order: New Member Savings Pack?**  
✓ HCP Home Conversion Pack  
✓ VP Value Pack

**Shopped This Month?** Blank = Needs To Shop  
✓ = Shopped

**Riverbend Ranch** (Steak/Beef) Blank = No Subscription  
✓ = Subscription

**Details**

### ORDERS PLACED

Cindy

MAR \_\_\_\_\_ ○  
FEB \_\_\_\_\_ ✓ 52 pts  
JAN \_\_\_\_\_ **BACKUP ORDER**  
DEC \_\_\_\_\_ ✓ 150 pts

**Details**

### FREE PRODUCTS REDEEMED

Tony

MAR \_\_\_\_\_ \$0.00  
FEB \_\_\_\_\_ ✓ \$20.00  
JAN \_\_\_\_\_ ✓ \$20.00

## Needed To Earn Income - 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.*

The guide is on Page 24.

BACKUP-CC = Convenience Certificate (Store Credit) BACKUP-PPP = Peak Performance Pack BACKUP-BUO = Rotating Assortment BACKUP-SP = Customized