

Global Access: FAQ & General Guidelines

What is Global Access?

Global Access simply means Wellness Advocates can enroll anywhere in the world and order U.S. dōTERRA products for their personal use. Product is then paid for in U.S. Dollars and shipped to a U.S. address. Global Access members are responsible for the product from that point.

What are Global Access Countries (GACs)?

Global Access Countries are all countries not currently listed on the “International” tab of the main www.doTERRA.com website. In other words, if dōTERRA does not have an office in your country, you are in a Global Access Country (GAC).

What should I do before enrolling as a GAC Wellness Advocate?

Before enrolling, a new member should prepare means to (1) pay for product in U.S. Dollars and (2) have their package(s) forwarded from their U.S. shipping address to their home country.

1. **How do I pay for product?** The easiest way to pay for product is to open an international bank account that provides a Visa or MasterCard credit or debit card number. Other methods may be arranged on an exception basis if necessary.
2. **How do I get product shipped to me?** The easiest method is to select a freight forwarder based in the U.S. and provide their address once you have opened an account with them. Many Wellness Advocates prefer www.myus.com, but any freight forwarder should suffice. Some members make arrangements with their up-line, friends or family who may travel frequently, or they may have logistics of their own already set up.

How do I enroll as a Wellness Advocate if I live in a GAC?

To register as a Wellness Advocate in a Global Access Country online, go to www.mydoTERRA.com/Application/index.cfm, select your preferred language, select Global Access, select your country and then press “Continue”. No government ID is required, but your birthday is. Under home address, enter your actual home address. Under billing address, enter whatever address is associated with your payment method. Remember that your shipping address must be a predetermined location in the United States.

What if my country is not listed under GAC when I sign up?

We are currently working on getting every GAC on the drop-down list. If your country is not available when enrolling, select Albania and once you finish online registration, notify the GAC team with your country name at globalaccess@doTERRA.com.

What can GAC members do to live and share dōTERRA?

GAC Wellness Advocates can do many things to live and share dōTERRA, including:

- Buy U.S. product for personal use
- Share samples with family members and friends
- Enroll other members so they too can buy and enjoy the product
- Have rewards accrue on their dōTERRA AR balance (see “Are Global Access members paid commissions?” below for more info)

Please refer to Section 14 of the [U.S. dōTERRA Policy Manual](#) for additional requirements in sharing dōTERRA product in Global Access Countries.

What should GAC Wellness Advocates not do?

GAC members should never disobey the laws in their respective countries. They should also take care not to:

- Resell the product, which is strictly NFR and for personal use only (unless authorized by dōTERRA and in compliance with local laws and customs).
- Make claims about the product’s ability to treat disease
- Present themselves, their store front or online property as an official party or property of dōTERRA International LLC

Are Global Access members paid commissions?

Not in the traditional sense. However, rewards for purchasing product, enrolling new members and supporting an organization accrue on the member’s AR (accounts receivable) balance. AR funds can be redeemed to purchase more product. In some cases where favorable currency and banking conditions exist, rare exceptions can be made to release accrued funds exceeding \$1,000 USD.

How do I order product as a Global Access Wellness Advocate?

To order product as a Wellness Advocate in a Global Access country, go to www.mydoTERRA.com and place orders through the New Shopping Cart in your Virtual Office. If you have issues ordering online, contact Member Services by phone (1-800-411-8151) or email (globalaccess@doTERRA.com).

How do I use my AR balance to order product?

To use AR funds, contact Member Services by phone (1-800-411-8151) or email (globalaccess@doTERRA.com) with your account information and the products to which you would like AR applied.

How do I use points to order product?

To have your points applied to an order, you can use your Virtual Office's New Shopping Cart (www.mydoTERRA.com).

Can GAC members participate in the Loyalty Rewards Program?

Yes! GAC members can enjoy the LRP program. And they are free to change their selected items in Virtual Office (www.mydoTERRA.com) or by contacting Member Services by phone (1-800-411-8151) or email (globalaccess@doTERRA.com).

I'm a GAC member, can I enroll other members?

Yes, Wellness Advocates in Global Access Countries are encouraged to sponsor and enroll other individuals so they too can enjoy dōTERRA product for personal use. Please refer to Section 14 of the [U.S. dōTERRA Policy Manual](#) for additional information in enrolling and recruiting members in Global Access Countries.

What does NFR mean?

NFR means Not For Resale. dōTERRA does not authorize Wellness Advocates in Global Access Countries to resell the product they purchase for personal use.

When will dōTERRA open my country?

dōTERRA is always looking to develop new markets. There are many factors we consider before deciding to obtain required business licenses and investing in building the necessary infrastructure to support a fully staffed office and on-the-ground operations. We do not provide broad-stroke guidance on timing because each market is so different and conditions can change rapidly. We encourage members to continue to share dōTERRA in GAC markets where they have friends and family and thereby demonstrate consistent product demand and steady growth in enrollment activity.

What if my question is not on this list?

Direct any additional Global Access related questions our Global Access team by email at globalaccess@doTERRA.com.