

**THINGS TO KNOW**  
**ABOUT YOUR YOUNG LIVING FAMILY**

**1) You have a very large support system.**

Learning about therapeutic-grade essential oils can be exciting, but it can also be a challenge. You may receive educational materials in the mail and through email from the following people:

**Young Living Essential Oils** – *sends out a quarterly magazine and weekly “e-news” newsletter. If you are enrolled in the Essential Rewards program, you will also receive a free product catalogue and educational CDs and materials with your order.*

**Jan Bowers** – *sends out by mail and email a monthly newsletter, and other educational materials. Visit [www.JanBowers.com](http://www.JanBowers.com) for a full library of resources.*

**Sally Shultis, Candace Hoke, Star Moree, Cherie Ross, and your enroller** – *these are the members of Jan’s up-line, and now, part of yours, too! These ladies will send out occasional mailings (fast fact postcards and newsletters) with educational information. Cherie and Candace also offer free conference calls to answer your questions and provide guidance in how to build a better business.*

**2) This support system can help you teach other people about YLEO.**

It can be difficult to find the right words to share essential oils with other people when you are new to them yourself. If you are interested in building a business, it can also be daunting to assemble the marketing materials and outreach efforts necessary to share YLEO with potential customers. Whether you want to educate your family or the business down the road, there is one place to find everything you need – [www.JanBowers.com](http://www.JanBowers.com). From handouts you can print and pass out to marketing tips, audio training, and recommended vendors, it’s all there!

**3) YLEO places great value on customer service.**

If you ever have a problem with your order (received late, something arrives open or damaged, etc.) simply call Distributor Services at (1-800-371-3515). You can also call your enroller at any time for help or guidance.

**4) There are many ways to order.**

You can place an order through your website, or by calling Distributor Services (1-800-371-3515). Check out the “How to use your website” document to get started using your YL site.

**5) When you call YLEO**

To report a problem, place an order by phone, etc., you will be asked to provide your distributor number and PIN. Have them ready! If you do not know your distributor number, you can find it on your website. Your PIN, however, is written only on your enrollment form. If you have a credit card on file, you can use that card to pay for orders placed over the phone.

**6) Important Phone Numbers and Contacts:**

Distributor Services: (1-800-371-3515)

Jan Bowers: (410) 271-5227  
Jan.bowers@ymail.com  
[www.JanBowers.com](http://www.JanBowers.com)

