

# Essential Guide

Find the right **guidance** and  
support on your **wellness**  
**journey** with Young Living.

**Get to know our areas**  
**and contacts!**





## Departments

### Young Living Mexico

Customer Services

Operations

Finance

Sales

Experience Center

Pick Up Center Monterrey

Communication

Events

Conduct





Here you will find information to solve questions and concerns, as well as how to contact us in any situation. This Essential Guide will help to enhance your service experience.





# Customer Services

The Customer Services department provides general assistance to all business partners through its call center, where our agents can clarify your doubts, questions, or general inquiries, such as the following:

- Support to new enrollments
- Regular and Essential Rewards Orders creation and questions
- Refunds; agents are able to start the refund process
- Commissions questions and inquiries
- Invoicing doubts and inquiries
- Silver support line: service to Silver business partners

Department	Service Hours	Contact
Customer Services	Monday - Friday 10:00 a 19:00 Saturday guard 10:00 a 16:00	55 4742 6441 servicio@youngliving.com.mx
Orders	Monday - Saturday 10:00 a 19:00 Saturday guard 10:00 a 16:00	Option 1: 55 4742 6441
Commissions (Questions & Inquiries)	Monday - Saturday 10:00 a 19:00 Saturday guard 10:00 a 16:00	Option 2: 55 4742 6441 comisiones@youngliving.com.mx
Silver Line	Monday - Saturday 10:00 a 19:00 Saturday guard 10:00 a 16:00	Option 3: 55 4742 6441 platismx@youngliving.com.mx
Enrollment and reactivation	Monday - Saturday 10:00 a 19:00 Saturday guard 10:00 a 16:00	Option 4: 55 4742 6441
Pick Up Center Monterrey	Monday - Saturday 9:00 a.m. a 6:00 p.m. Saturday guard 10:00 a.m. a 2:00 p.m. Telephone service: Monday - Saturday 10:00 a.m. a 7:00 p.m. Saturday guard 10:00 a.m. a 2:00 p.m.	Option 5: 55 4742 6441 pickupmty@youngliving.com
Experience Center	Monday - Friday 9:00 - 18:00 Saturday 10:00 - 14:00	centrodeexperiencia@youngliving.com.mx
Dial "0" if you would like to speak directly with an agent.		

## Commission's submenu

1. Add or modify RFC or CURP
2. Commissions payment inquiries
3. Commissions payment method inquiries
4. Invoicing
5. Non-related commissions issues (dial "0")

## Order's submenu

1. New order
2. Order tracking
3. Order payment
4. ER orders





## Operations

Operations department is mainly responsible for product availability, order fulfillment and domestic shipping.

### Main roles:

- Product availability
- Imports (transport and customs)
- Planning, warehousing, and inventory control
- Order fulfillment
- Order distribution

### Order fulfillment and delivery times:

#### Process:

1. Order creation
2. Warehouse (3 PL)
3. Automatic order fulfillment and packing in warehouse (avoid 2 order)
4. Order shipping and delivery through courier

### Estimated timelines delivery from the date of payment:

- Estafeta Terrestre: 2 - 7 bussiness days
- Estafeta Express: 2 - 3 bussiness days
- DHL Express: 2 - 4 días bussiness days
- FedEx Económico: 2 - 7 bussiness days

These times include order fulfillment, packing and shipping.

These times may vary according to warehouse order volume, inventory availability, destination location and delivery method chosen.



Once the order has been shipped, you can find courier tracking number in the Virtual Office. In the following links you can track your status delivery:

Estafeta:

<https://www.estafeta.com/Herramientas/Rastreo>

DHL:

<https://www.dhl.com/mx-es/home/rastreo.html>

Fedex:

<https://www.fedex.com/es-mx/tracking.html>

#### Delivery times:

You can check the courier's shipping times and more information in the following link:

<https://www.estafeta.com/Herramientas/Frecuencias-de-entrega>

*Please use zip code 54769 as the zip code of origin.*

What problems could come up with the delivery of your order?

- Delivery delay
- Damage in one or more products
- Missing products
- Delivery of different products from the purchased ones
- The order needs to be picked up at an Estafeta Mexicana Office
- Shipment shows as "delivered", but you have not received it
- The order was returned to the warehouse

In case of any trouble with your order, please contact Customer Services 55 4742 6441





## Finance

Finance team will help you with order payments, bonuses, and billing information. They can provide you with information, assistance, and support in any finance situation.

### Treasury:

Ensure the payment of your orders with the advice, support, and security of a professional team:

- Support with payments in Virtual Office
- Advice on rejected and/or pending status payments
- Information on payment references for self-service shops as Oxxo and the major Banks

✉ [paymentsmx@youngliving.com](mailto:paymentsmx@youngliving.com)

### Commissions:

- Validation and update of tax information (RFC, Tax System, and CURP)
- Information and requirements regarding bonuses payments
- Information, change, and/or update of payment method
- Counseling and advice on any matter related to your bonuses payments

✉ [comisiones@youngliving.com.mx](mailto:comisiones@youngliving.com.mx)



### Invoicing:

For the appropriate compliance of the tax provisions in force, the creation of the electronic invoices (CFDI's) shall be in accordance with the scheme registered in the Virtual Office. Our system will create the electronic invoices according to the scheme selected and with the information that the partner has registered in the Virtual Office. In Mexico we have the following options for tax regimes:

#### Personas Morales:

- Régimen General de Ley
- Régimen Simplificado de Confianza

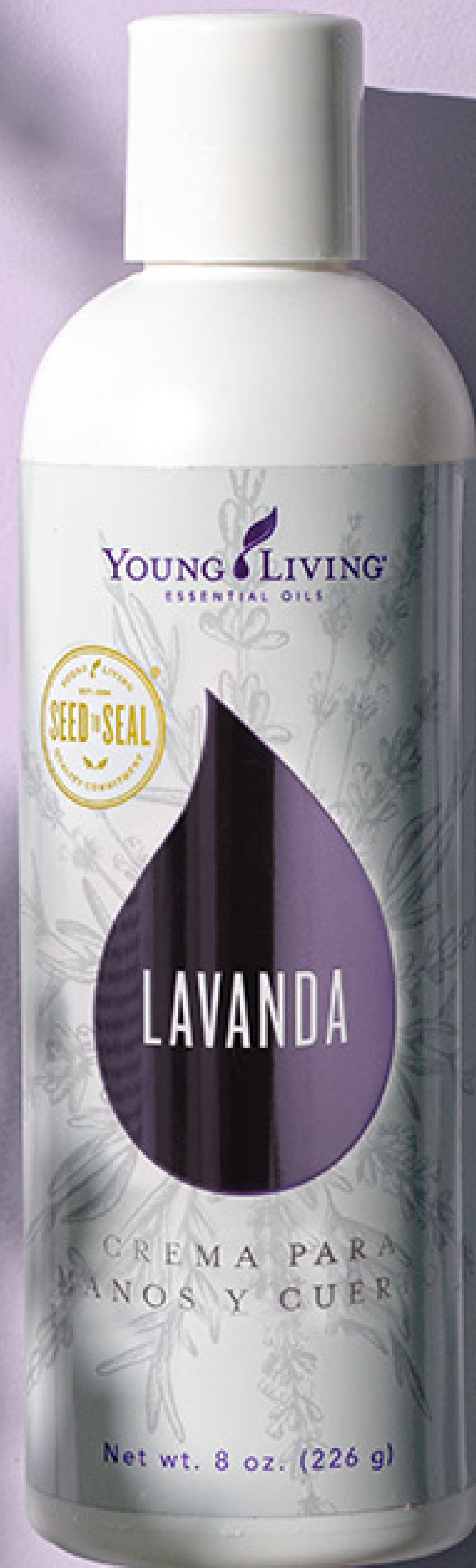
#### Personas Físicas:

- Actividad Empresarial
- Asimilables a Salarios
- Sin Régimen Fiscal
- Régimen Simplificado de Confianza

For the tax regimes Régimen General de Ley and Actividad Empresarial/Honorarios, invoices will be automatically created after every purchase; however, for the tax regimes Asimilables a Salarios and Sin Régimen Fiscal, it will be necessary that the partner request the invoice and in a period of 1 to 3 days after the day of purchase we will create and send the invoice to the partner.

✉ [facturacionmx@youngliving.com](mailto:facturacionmx@youngliving.com)





## Sales

Sales Area is in charge of developing national strategies. A specialized team of regional managers attend and provide service to every area of the country.

### Sales Manager - Region 1:

Jesús García

✉ [gugarcia@youngliving.com](mailto:gugarcia@youngliving.com)

📍 Nuevo León, Sinaloa, Sonora, Tamaulipas, Coahuila, Jalisco, Baja California, Baja California Sur, Durango.

### Sales Manager - Region 2:

Gabriela Avalos

✉ [gaavalos@youngliving.com](mailto:gaavalos@youngliving.com)

📍 Campeche, Chiapas, Oaxaca, Quintana Roo, Tabasco, Yucatán, Veracruz, Tabasco, Querétaro, Colima, Aguascalientes, Nayarit, Mérida.

### Sales Manager - Region 3:

Ricardo Moga

✉ [rmoga@youngliving.com](mailto:rmoga@youngliving.com)

📍 Ciudad de México, Estado de México, Guerrero, Hidalgo, Morelos, Puebla, Tlaxcala, Michoacán, San Luis Potosí, Guanajuato, Zacatecas.





Sales Department is comprised by three targeted areas: Mexico's Leadership, Mexico's Recognition, and Special Promotions.

#### **Mexico's Leadership:**

This area is in charge to provide exclusive service to Gold and higher-ranked leaders.

**Mexico's Leadership Coordinator:** Gloria Uchuya

✉ [liderazgomexico@youngliving.com](mailto:liderazgomexico@youngliving.com)

🕒 **Service Hours:** Monday – Friday 09:00 – 18:00 h

#### **Mexico's Recognition:**

Guides on recognition and global and local incentive programs developed for our partners in mexican market.

Rules or inquiries on all recognition and incentive programs (contests, recognition trips, retreats, and national camps).

- Shipping status, Silver Bound, Bridge to Gold and Elite Express gifts
- Shipping status, rank advancement lapel pins and certificates
- Loyalty gifts

✉ [recognitionmexico@youngliving.com](mailto:recognitionmexico@youngliving.com)

#### **Special Promotions:**

This area is in charge to provide information about Compensation Plan and global and local incentives (contests, activities, campaigns, bonuses, and points inquiries).

✉ [bonosylmx@youngliving.com](mailto:bonosylmx@youngliving.com)





## Experience Center

Young Living Mexico Experience Center officially opened on August 1, 2020. This space is designed for you. We have expert agents who will be able to advise you personally. In addition, you will be able to experience, smell and feel our products.

The modern facilities are equipped with both interactive screens, where you can browse the catalog and find what you are looking for, as well as VR glasses that will transport you to Young Living farms around the world and allow you to observe the Seed to Seal process firsthand.

The Experience Center also has private offices so you can meet with your team and work in an atmosphere of harmony and well-being.

### Where is it located?

Río Rhin #88, C.P. 06500, Col. Cuahutémoc, Del. Cuauhtémoc, Mexico City

Experience Center Supervisor: Nathaly González

✉ [centrodeexperiencia@youngliving.com.mx](mailto:centrodeexperiencia@youngliving.com.mx)

🕒 Monday - Friday 09:00 - 18:00 h

🕒 Saturday 10:00 - 14:00 h





## Pick Up Center Monterrey

The Monterrey Pick Up Center is a new delivery point located at Plaza Chepevera, in Monterrey, Nuevo León.

This modern center has a prime location to facilitate to our business partners in Monterrey and surrounding areas the experience of pick up their orders in less than 48 business hours.

As a pick up point, this center is exclusively responsible for filling orders, making sure you receive the products you purchased in excellent condition and delivered to you personally.

Young Living will deliver your package to the Monterrey Pick Up Center when you choose, and have previously generated and paid your order through the Virtual Office or through Customer Services. Once you receive the confirmation via e-mail that your order is ready to be picked up, you must collect it within 2 business days.

### Where is it located?

Av. Simón Bolívar 253, Col. Chepevera, CP 64030, Monterrey, Nuevo León.  
Mexico City

Experience Center Supervisor: Germán Villaseca

✉ [pickupmty@youngliving.com](mailto:pickupmty@youngliving.com)

🕒 Monday – Friday: 9:00 - 18:00 h

🕒 Saturday: 10:00 - 14:00 h





## Communication

The Communication team has the mission of sharing relevant information about events, promotions, updates, products, and everything that may be useful for our community. Follow us on our social media to keep up to date with the latest news:

### Social Media:

 /YoungLivingMexicoOficial 

 @YoungLivingMexico 

 [www.youngliving.com/es\\_MX](http://www.youngliving.com/es_MX)

 [www.youngliving.com/blog/latam](http://www.youngliving.com/blog/latam)



## Events

This team is responsible for events held by Young Living Mexico, you can contact Events team for information regarding to:

- Young Living Mexico corporate events (questions and/or registration issues)
- Young Living Mexico retreats & camps
- Issues related with orders placed in leadership events

✉ [eventosmexico@youngliving.com](mailto:eventosmexico@youngliving.com)

Cumbre LATAM (registration questions and/or problems)

✉ [cumbrelatam@youngliving.com](mailto:cumbrelatam@youngliving.com)





## Conduct

The purpose of the Mexico's Conduct Success department is to educate, inspire, and promote good practices and principles regarding our global policies and procedures, our local rules, and all applicable laws and regulations. If you have any questions related or a violation report, you can contact us through email.

On our Facebook page, "Young Living Conducta Exitosa Latinoamérica", you can find visual, useful, and clear material about our Policies and Procedures that will help you learn more about how to build your business transparently and responsibly, and to continue inspiring and promoting the good practices and principles of our global and local policies and procedures. Follow us!

Conduct department supports Account Updates, Resolutions and Verifyme departments in Latin American markets. If you have any questions about the processes or requirements of any of these departments, please contact us.

✉ [conductlatam@youngliving.com](mailto:conductlatam@youngliving.com)

📘 [/ylconductlatam](https://www.facebook.com/ylconductlatam)

**“Be the change you wish  
to see in the world”**

-Mahatma Gandhi-







YOUNG  LIVING®  
ESSENTIAL OILS

For ordering, visit: [www.youngliving.com/MX](http://www.youngliving.com/MX)  
or call 55 4742 6441

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