Quick guide on how to open your online store

Go to: www.avon.co.za

Enter log-in details: account number and password
OR
click on Register Now if not yet registered on the website
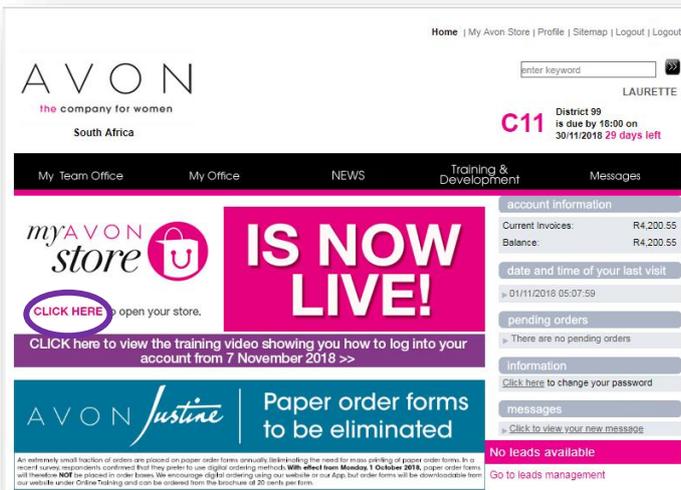
Welcome to the Avon website Home Page.
Click on 'click here' to open your store
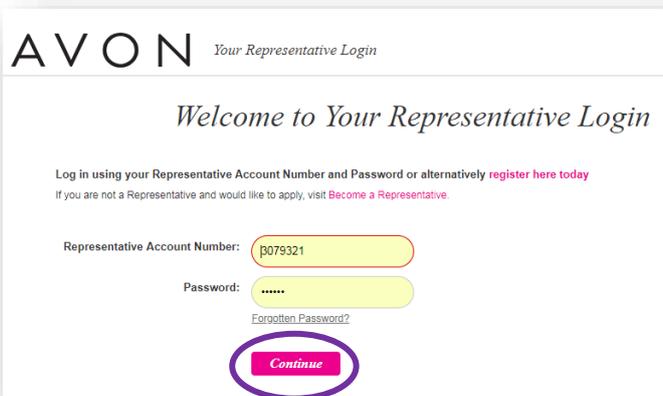
Enter log-in details again and click on continue
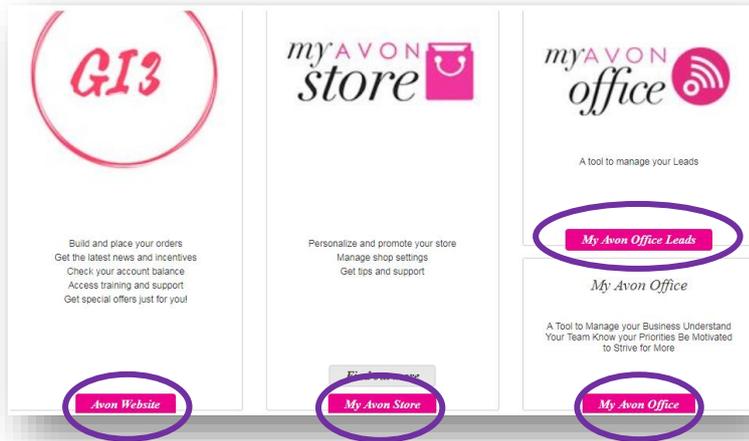
	You can now choose where you want to go: **Representatives:** Representatives website or My Avon Store **Sales Leaders:** Representative website, My Avon Store, My Avon Office Leads, My Avon Office If this is your first time visiting the eStore, you would need to open your eStore first – the page is the same if you want to create or edit your eStore
	By clicking on **My Avon Store** – you will get the option to **Create** your My Avon Store Once you have created your eStore, you can go back at any time to edit your information by clicking on eStore Manager.
	Step 1: Choose your 'My Avon Store' name e.g. **laurettelourensbeautystore** NO spaces or special characters Think carefully about your store name – once your Avon Store is created IT CANNOT BE CHANGED
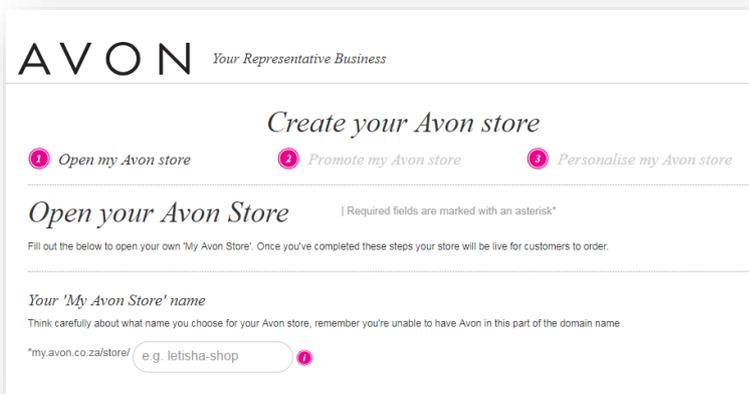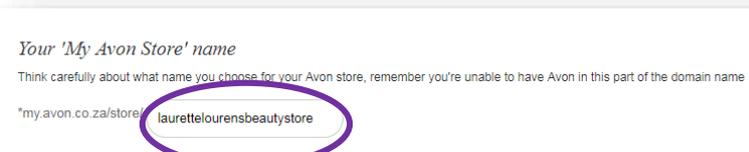
Your contact details The contact details you enter will be displayed on the website so customers can get in touch. *Email laurette.lourens@gmail.cor *(i)* *Contact Number +27823732289 *(i)* Add the best times to contact you Edit	Remove	**Step 2:** Enter your contact details – see example (no spaces in mobile number)
Add the best times to contact you You can WhatsApp/SMS or email me and I will get back to you within 24 hrs 177 characters remain Cancel **Save**	Click on edit to personalize your information and click **Save** at every step during the process
Your Deliveries **IMPORTANT:** Make sure you tell us the delivery radius that you're happy to deliver to. This will help potential customers to find you when they search under 'Find a Representative What delivery area do you cover? **Define my delivery area** Let your customers know how long they can expect to wait for their delivery Contact me to arrange delivery ▲▼ Add your usual delivery times 250 characters remain **Save**	**Step 3:** Click on 'Define my delivery area"
Define your delivery area CLOSE ✕ *(1)* Tell us the area where you deliver Your delivery area may be different from the address where you receive your Avon order. Drag & drop this pin on the map to define your delivery area. Durbanville 🔍 Why do I have to do this? *(i)*	Type in the area you will be able to deliver to e.g. Durbanville – then click on the search button Drag pin (in pink circle on the left) and drop into main map Click on **save my delivery area**
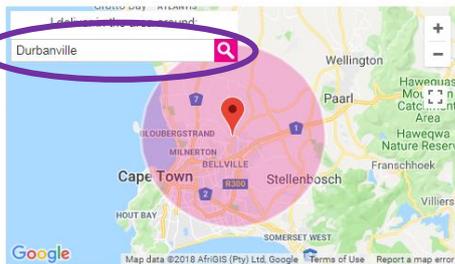
My Avon Store _ Quick guide on how to open your Store _ 1 November 2018

	Step 4: Choose your delivery radius e.g. 25km – then click on **Save my delivery area**
	Let your customers know when they can expect delivery
	Remember to click **SAVE**
	Step 5: Choose a photo for your profile and add a personal message – remember you are selling yourself to prospective new customers so make them want to choose you.

Languages I speak ⓘ ☑ English Edit languages **English, Afrikaans**	**Step 6:** Although the default is English, you can let customers know if you speak any other languages
Payment types I accept when I deliver ⓘ Edit | Remove **Cash on delivery, or EFT payment into my Avon account before delivery**	**Step 7:** Let the customers know what your payment options are – see example
Shop settings Who should be able to see your shop? **Shop status** ⦿ Open ☐ I'm on holiday ◯ Closed (Customers will not be able to place orders in your eStore)	**Step 8:** If you want prospective new customers to find you – click on the **Open** button under Shop Status or you can **close** your shop by clicking on the I'm on holiday button – remember to open your shop when you are back from holiday. PS Holiday Status can be used anytime you do not want to be available to new customers. Existing customers will always be able to find you.
Congratulations - you're eligible to receive customer leads through 'Find a Representative'. You need to have had least one invoiced order, and no overdue balance in order to open a store	Once you have clicked on the Open button – you will see this message
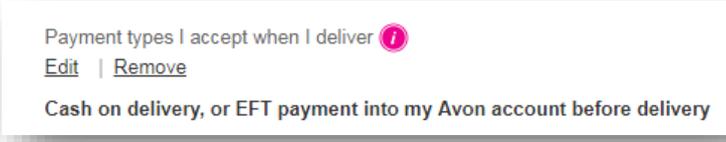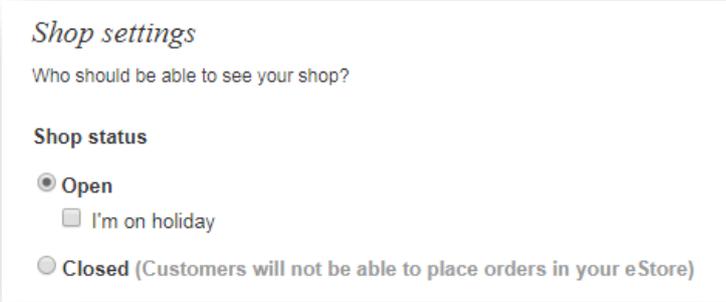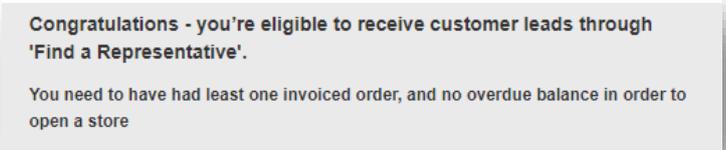
Notifications ☑ I want to receive SMS notifications on new orders Please make sure this contact number is set as a mobile to recieve SMS (text) messages Mobile Number +27823732289 *i* Cancel **Save changes**	Then click on the button to receive Notifications and enter your mobile number again – see example (no spaces) – **Remember to save all changes!**
Notifications ☑ I want to receive SMS notifications on new orders Please make sure this contact number is set as a mobile to recieve SMS (text) messages Mobile Number +27823732289 *i* *Terms of use* ☑ *Please tick to confirm you have read and agreed to the terms of use ☑ *I have read and accept the Terms and Conditions of handling the customer data **Open my shop**	**Step 9:** Click on and open terms of use Click on and open terms and conditions of handling the customer data Click on Open my shop

Your Representative Website   *Your Representative eStore*   *My Avon Office Leads*
 	
GI3   *my AVON store*   *my AVON office*
 	
                                  A tool to manage your Leads
 	
Build and place your orders   Personalize and promote your store   **My Avon Office Leads**
Get the latest news and incentives   Manage shop settings
Check your account balance   Get tips and support   *My Avon Office*
Access training and support
Get special offers just for you!   A Tool to Manage your Business Understand
                                         Your Team Know your Priorities Be Motivated
                                           to Strive for More
 	
Avon Website   *Find out more*   **My Avon Office**
                     eStore Manager
	Once your Store is open, you can click on eStore Manager and here you will be able to:
	
	• Update your eStore Settings
	    & Profile
	• Update eStore Content
	• Promote my eStore
	• Holidays

The below Terms & Conditions will need to be accepted by Representatives before their Store will be created.

- My store will always have up-to-date contact details, such as my cell-phone number and e-mail address;
- I will always contact my customers immediately and resolve any and/or all their queries within *24 (twenty-four) hours* of it being escalated to me, I acknowledge and understand that by not doing so, my conduct reflects negatively on Avon;
- I will accept and process all the orders that I received from my customers within *24 (twenty-four) hours* of receipt; I acknowledge and understand that by not doing so, my conduct reflects negatively on Avon;
- I will always contact my customers immediately after I have processed their order(s) to make them aware that I have processed same and manage their expectations about the delivery of their products, I acknowledge and understand that by not doing so, my conduct reflects negatively on Avon;
- As an Avon Representative, I commit to conduct my business in line with Avon's values and that in all my dealings I will observe its Code of Conduct; and
- I will ensure that my Avon Account is in good standing and paid up at all times; I acknowledge that by not doing so I negatively impact customers in that this may delay delivery of their products.

All about the customer - a new way of selling, a new way of caring

Here are some simple ways to show your customer that you care.

- Always update your contact detail for customers to find you
- Contact your customer as soon as you receive an order
- Accept an process orders within 24 hours from receiving it
- Explain to your customer when you will order and delivery products
- Listen to your customers
- Offer support long after their purchase
- Remember your customer's preferences
- Ask for their feedback
- Keep your promises

5 Common errors made when trying to open your store:
1. Using special character
2. Not using the correct format for mobile number – it should read: +27123456789
3. Not using the 'Search' option on delivery map
4. Not clicking on 'Save' at the end of every step
5. Page times out after a while. You only have 30 minutes to complete your profile information.

If you are still experiencing challenges with opening your store, please call our Contact Centre on 0860 10 23 34 and provide them with your account number / mobile number / full name / type of device you are using & your proposed store name.