

Easier to shop,
easier to earn



A better shopping
experience for your
customers



Everything your
customers love

*my*AVON
store



5 – Customers Experience – Find a Representative & Check Out



An easier way to
attract more customers



A smarter way for
you to earn



Manage your
own online shop!

*my*AVON
store 



Customer Experience
Find a Representative



[FIND A REPRESENTATIVE](#) | [BECOME A REPRESENTATIVE](#) | [CUSTOMER LOGIN / REGISTRATION](#) | [REPRESENTATIVE LOGIN / REGISTRATION](#)

AVON

[PRODUCTS](#) | [CLICK SHOP](#) | [ONLINE BROCHURE](#) | [OFFERS](#) | [COMMUNITY](#) | [HOW TO SHOP](#)

[MAKE-UP](#) | [SKINCARE](#) | [FRAGRANCE](#) | [BATH & BODY](#) | [HAIRCARE](#) | [FASHION](#) | [CLEARANCE](#) | [ACCESSORIES](#) | [MORE](#)

- INTRODUCING -

JEANETIC

IN YOUR JEANS

The revolutionary Jeanetic hybrid denim collection you won't find anywhere else, from £8

[Shop Now](#)

GET EXCLUSIVE SPECIAL OFFERS & THE LATEST NEWS [CONTACT US >](#)

About Avon

- About Avon
- Causes
- Press Office
- Careers with Avon
- Avon Worldwide
- Join our Feedback Panel

Shopping

- Returns Guarantee
- Delivery Information
- Latest Offers
- Size Guide
- Online Brochure
- Change Representative
- Representative Terms of Sale
- Avon Terms of Sale
- Voucher T&Cs

Connect with Us

- All the latest gossip
- Read the latest news
- Watch the latest tutorials
- See the hottest looks
- Share and chat

Find a Representative

[Find Now](#)

Become a Representative

Work from home, be your own boss and earn money on your own terms with flexible hours by joining today.

[Apply Today](#)

www.avon.com

Shop whenever & wherever suits you

START SHOPPING WITH YOUR LOCAL REPRESENTATIVE TODAY

FREE delivery through your Representative
Need it faster? Pay online and get courier style delivery.

Find your local Representative

Already know your Representative?
... search by contact details



Location field is market configurable and not mandatory to fill for search but mandatory to display.

Find your local Representative

Search your location:  *Know who you're looking for?*
[Search by name or contact details](#)

Display of example is managed to make it easier how to search

Click, expand application bar to show alternative search fields



Alternative Search – email/Phone

Search your location: Enter your postcode 

Know who you're looking for?
Hide search by name or contact details

Search your Representatives e-mail address:

Representatives Email Address 

OR phone number:

Representatives Phone Number 

OR find them by name ▾

Each search function (Phone number, Email, or Name and Last name) are individual search actions

On correct verification user directed to Find a Representative search results page



Alternative Search – Name

Find your local Representative

The screenshot shows a search interface with the following elements:

- Search your location:** A text input field labeled "Enter your postcode" with a magnifying glass icon.
- Know who you're looking for?** A section with a link: [Hide search by name or contact details](#).
- Search your Representatives e-mail address:** A text input field labeled "Representatives Email Address" with a magnifying glass icon.
- OR phone number:** A text input field labeled "Representatives Phone Number" with a magnifying glass icon.
- Hide Find them by name** (with a dropdown arrow): A section containing:
 - A text input field labeled "Location: town/city".
 - A text input field labeled "First Name".
 - A text input field labeled "Last Name" with a magnifying glass icon.

Each search function (Phone number or Email) These are individual search actions. Search by location, and name requires First Name and Last Name but this field is not mandatory

On correct verification customer can be directed to Find a Representative search results page



Search Results Display

- Multiple (In case more than one representative is displayed)
- Single (In case of only one Representative is Displayed)
- None (In case no match was found)



Multiple

Search resulted by multiple representatives

AVON C06 8 days left of the CURRENT CAMPAIGN Search product name or ID (0) Shopping Bag WISHLIST

PRODUCTS QUICK SHOP ONLINE BROCHURE OFFERS COMMUNITY HOW TO SHOP

MAKE UP SKINCARE BATH & BODY FRAGRANCE HAIRCARE JEWELLERY FASHION HOME MORE

Home / Find a Representative

Find your local Representative

Search your location: N11 SPA Know who you're looking for? Search by name or contact details

The local Representative for your area is:

Esme Smith
4.8/5 from 145 ratings
Distance: 0.3 miles
Hi there! My name is Esme... Welcome to my Avon store. I look forward to doing business with you, but for right now, relax, make yourself comfortable and have a look around. [More information](#)
I usually deliver within 6-7 days
[Contact Me](#) [Shop with Me](#)

Other Representatives in your area:

Frances Sully
Distance: 0.8 miles
Hello, welcome to my Avon store. I look forward to doing business with you, but for right now, relax, make yourself comfortable and have a look around. [More information](#)
I usually deliver within 6-7 days
[Contact Me](#) [Shop with Me](#)

Sarah Brown
4.8/5 from 145 ratings
Distance: 1.6 miles
Hello, welcome to my Avon store. I look forward to doing business with you, but for right now, relax, make yourself comfortable and have a look around. [More information](#)
I usually deliver within 6-7 days
[Contact Me](#) [Shop with Me](#)

Shopping with your local Avon Representative is easy!

- Ask them to put a brochure through your door
- Shop from their personal online brochure
- Download the Avon Mobile App for FREE

Preferred Representative (Based on Eligibility criteria)

Map displaying Representative locations if they located themselves

Distance: Shown in Km



Preferred Representative Display

Hidden State

Open

Esme Smith
 ★★★★★
 4.5/5 from 145 ratings

Hi there! My name is Esme... Welcome to my Avon store, I look forward to doing business with you, but for right now, relax, make yourself comfortable and have a look around. [More Information](#)

Distance: 0.3 miles

I usually deliver within 5-7 days

Contact Me Shop with Me

Esme Smith
 ★★★★★
 4.5/5 from 145 ratings

Hi there! My name is Esme... Welcome to my Avon store, I look forward to doing business with you, but for right now, relax, make yourself comfortable and have a look around.

Distance: 0.3 miles

Payment Types: Cash on delivery

Languages: English

My Deliveries:

- I usually deliver within 5-7 days
- I will confirm when I receive your order request
- I make my deliveries in evenings and weekends but if that doesn't suit you let me know - I can be flexible to fit your situation

[Hide Information](#)

Contact Me Shop with Me

Contact me button, on click open contact



When clicking on contact me Button

MEMBER READY? Enjoy 99p delivery when you spend £20 or more online. | Use code: HEATWAVE at checkout. | Ends midnight Tuesday 31st

Contact DOROTA

Send DOROTA a message

*Name

nermin.magued@gmail.com

Contact number

Enter your message here

Send a copy to my email address

* Required field

[Cancel](#) [Send message](#)

[More Information](#)



Dorota Feliksiak

Email: m.dorota@vp.pl

Phone: 07736838312

Best time to get in touch
9-23 only message

Distance: 3.1 Miles

Distance: 3.7 Miles



Representative Rating

Esme Smith

★★★★☆
4.5/5 from 145 ratings

★★★★☆	Helpfulness	ome to
★★★★☆	Delivery timescales	ing
★★★★☆	Communication	relax,

LOCATION: St Albans
DELIVERY: Usually within 3-7 days

If mouse pointer is over customer rating stars it should be overlay showing detailed customer rating

*my*AVON
store 



Eligibility Criteria



How does information about eligibility levels get through to My Avon Store?





What are the parameters?



Distance between Representative & Customer



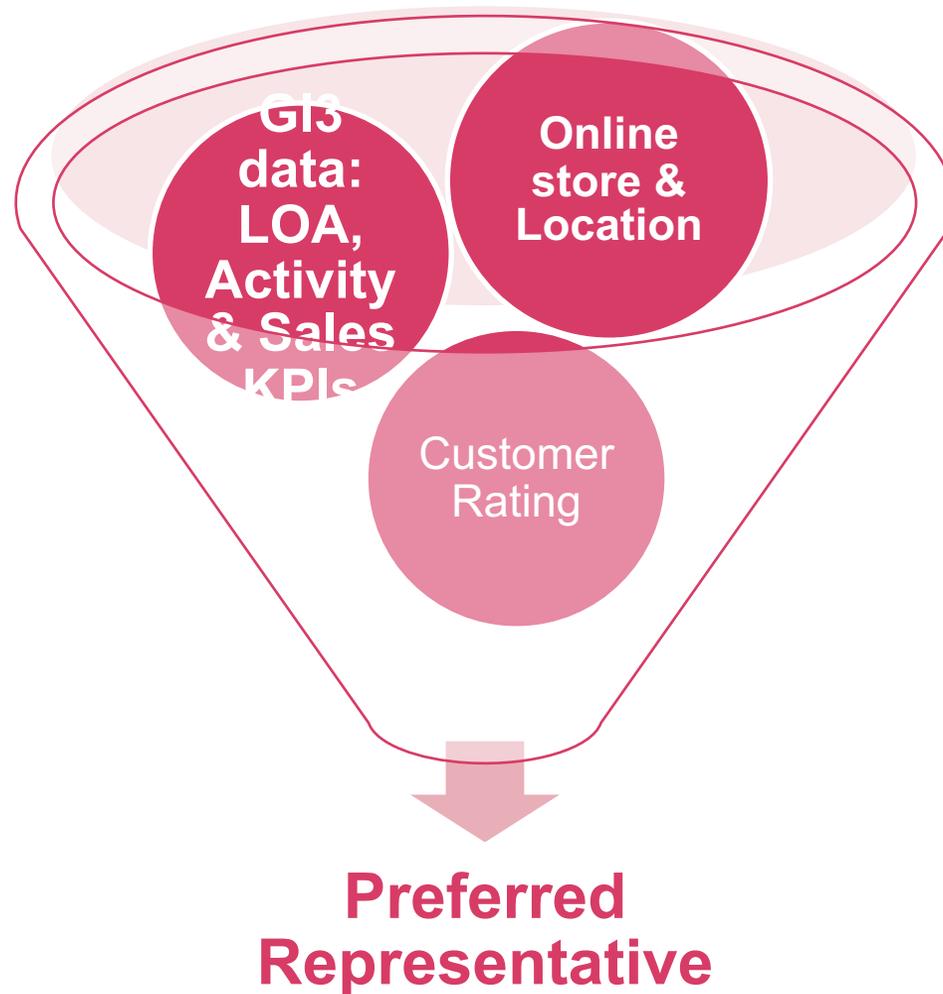
Previous Customers Rating



GI3 Data

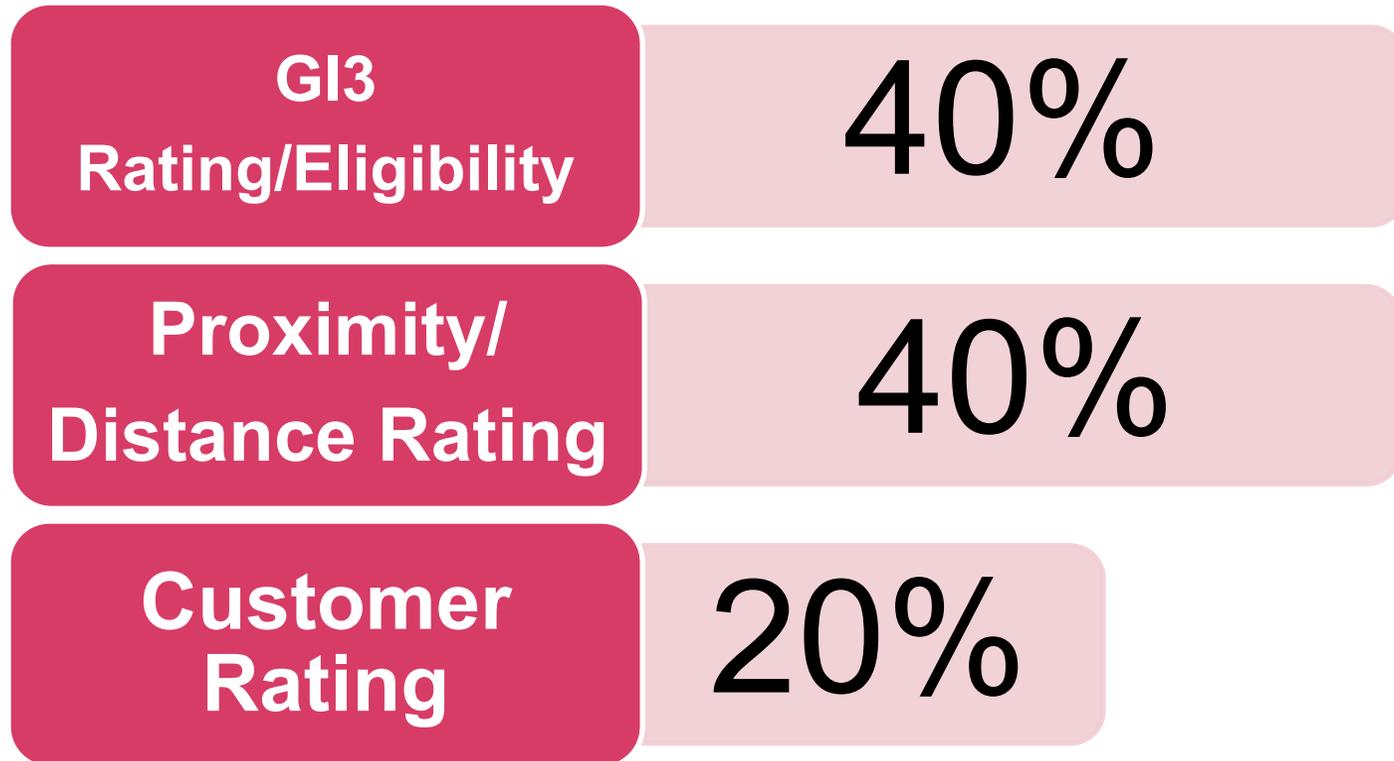


Find a Representative Search Logic – Sum Up:





Parameters Weight





GI3 Rating/Eligibility – Levels

0

Representative cannot log in to MAS

If Representative is removed or not registered on GI3 – they won't be eligible to open a store

1

Representative is eligible

- to open online store
- to accept new orders from existing customers

NOT VISIBLE ON REPRESENTATIVE MAP

Representative to have at least one invoiced order, and no overdue balance

3

Representative is eligible

- to open online store to accept new orders from existing customers
- to accept new customers

VISIBLE ON REPRESENTATIVE MAP

Be a Representative for 3 or more campaigns, of which 2 they have to be active. Representative must also not have an overdue amount of more than R100 for longer than 2 campaigns

5

Representative is eligible

- to open online store
- to accept new orders from existing customers
- to accept new customers
- is shown on a map
- is favored in the search results

RECOMMENDED REPRESENTATIVE

Be a Representative for 6 or more campaigns, of which 5 they have to be active. You must not have an overdue amount of more than R250 for longer than 2 campaigns



Who can open their Store?

Any Representative that is registered on G13



**Who can be found
on the Avon Website
Map?**

**Any Representative
who is eligible**

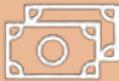


**Who will be on top of
the Find A
Representative list (the
recommended
Representative by
Avon)**

Distance between Representative &
Customer
Previous Customer Ratings
GI3 Data

*my*AVON
store 

Customer Experience Check Out Process





AVON

 SECURE CHECKOUT

NEED HELP? >
CONTINUE SHOPPING >

1 *Enter your delivery address*

2 *Choose a Representative*

3 *Confirm your order*

I have an account

Email

Password

[Forgotten Password?](#)

Login

Create an account

Enjoy easy access to your order history and faster shopping!

Create an account

Continue as a guest

You do not need to have an account to place an order.

Continue as a guest



Three step progress bar to show customer what progress step they are currently viewing

AVON  SECURE CHECKOUT NEED HELP? >
[CONTINUE SHOPPING >](#)

1 *Enter your delivery address* **2** *Choose a Representative* **3** *Confirm your order*

I have an account

Email

Password

[Forgotten Password?](#)

Login

Create an account

Enjoy easy access to your order history and faster shopping!

Create an account

Continue as a guest

You do not need to have an account to place an order.

Continue as a guest



AVON C06 8 days left of the CURRENT CAMPAIGN

You are shopping with **Esme Smith**

MAKE UP SKINCARE BATH & BODY FRAGRANCE HAIRCARE JEWELLERY FASHION HOME MORE

Thank you for shopping with Esme

A confirmation email has been sent to sam.jones@hotmail.com

Market configurable content

We've sent your order to Esme Smith

Esme will be in touch to confirm your order and arrange a convenient time to deliver to you

Esme will deliver to:

Petunia Martins
4 Privet Drive
Little Wyming
Surrey
GU2 7XH
Poland

Special instructions you left for Esme:

I put the kids to bed by 7.30am so please could you come after then?

ITEMS	ITEM PRICE	QUANTITY	SUBTOTAL
Lifting Concentrate Ultimate Anew Ultimate 7S	Regular Price 14,99 zł	1	14,99 zł
Premiere Luxe Gift Set	Regular Price 79,00 zł	2	158,00 zł
(VOUCHER CODE) Description of promotion, either saving or product		1	XX,XX zł
SUBTOTAL:			217,98 zł

You may also like...

Full Product Title ★★★★ (00)			
XOXOXO 14,99 zł	XOXOXO 14,99 zł	XOXOXO 14,99 zł	XOXOXO 14,99 zł

Continue Shopping

- Once Done - goes to Order confirmation Page
- Details of the order are displayed again
- Recommendation Engine proposing similar products



Create an account

Enjoy easy access to your order history and faster shopping!

[Create an account](#)

When user clicks on create an account page reloads with create account form loaded

Create an account

Required fields are marked with an asterisk

Login Information	Where's your order going?
Email* <input type="text"/>	First Name* <input type="text"/>
Password* <input type="password"/>	Last Name* <input type="text"/>
Confirm Password* <input type="password"/>	Address* <input type="text"/>
	<input type="text"/>
	City* <input type="text"/>
	Zip Code* <input type="text"/>
	Country Poland
	Contact Number* <input type="text"/>

Data given in the registration form will be processed by Avon Cosmetics Poland Sp. z o.o with its registered office in Warsaw at ul. Stowicza 32 (hereinafter AVON) in accordance with the Act of 29 August 1997. Personal Data Protection (Dz. U. of 2002., No. 101, item. 926, as amended.) for the purposes of order processing and account administration's online store, as well as for information on products AVON.

Every person has the right to access their data and correct them. Data submission is voluntary.

I have read and accept the "Privacy Policy" and "Terms of Use". I agree to the use of cookies by the service and to share my contact details Avon Consultant selected to carry out orders.

I agree to receive commercial information about products AVON to your email address and phone number.

[Continue](#)



AVON SECURE CHECKOUT NEED HELP? CONTINUE SHOPPING

1 Place your shipping address 2 Choose a Representative 3 **Confirm your order**

Your Shopping Bag: 3 items with a value of 172,99 zł | Review

Delivery Address | [Change](#)

Pełonia Marłins
4 Przewod Drive
Little Whinging
Surrey
GU2 7XH
Poland

Your local Representative | [Change](#)

 **Esme Smith**
★★★★★
4.616 from 145 ratings

Hi there! My name is Esme...
Welcome to my Avon store. I look forward to doing business with you, but for right now, relax, make yourself comfortable and have a look around.

LOCATION: St Albans
DELIVERY: Usually within 5-7 days

[More information](#)

[Confirm Order](#)

ITEMS	ITEM PRICE	QUANTITY	SUBTOTAL
 Lifting Concentrate Ulti-Minute Anew Ultimate 75	14,99 zł <small>14,99 zł Regular Price</small>	1	14,99 zł
 Premiere Luxe Gift Set	79,00 zł <small>79,00 zł Regular Price</small>	2	158,00 zł
SUBTOTAL			172,99 zł

Add a note or special instructions for your Representative:

255 characters remaining

Would you like to create a password to save time next time?

To save time next time you shop with us add a password now and we'll create an account for you using the address and contact details you have provided. For your security we do not save your payment details.

Password*

Confirm Password*

[Confirm Order](#)

- This is the page that should be open when customer wants to shop as a Guest and Avon needs to collect delivery address from customer
- Main approach for customer address fields stays the same - flexible to manage what fields are visible and what are mandatory, what fields' parameters are, what validation rules to be applied
- Instructions for the Representative
- A call to action in case customer would like us to store his details

*my*AVON
store 



**Checkout In case NO
Representative was found**



If Representative can't be found for customer address ,Choose A Representative Page opens



No Representative in your area

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo commodo. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin sodales pulvinar tempor. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Nam fermentum, nulla luctus pharetra vulputate, felis tellus mollis orci, sed rhoncus sapien nunc eget odio.

Now you can...

[Become a Representative](#)

[Continue without a Representative](#)

or search using another address

Enter your postcode

Know who you're looking for?

Search your Representatives e-mail address:

Representatives Email Address

OR phone number:

Representatives Phone Number

Find them by name

First Name

Last Name

Become A Representative button



*my*AVON
store 



Checkout Login
Change Representative Page



If an attached customer clicks on the link of another Representative , the below will show:

Welcome to Secure Checkout

You are about to change your Representative

	<i>OR</i>	
Esme Smith		Fiona Williams
★★★★★ 4.5/5 from 145 ratings		★★★★★ 4.25/5 from 87 ratings
LOCATION: St Albans		LOCATION: Newport Pagnell
Continue with Esme		Change to Fiona

©2014 AVON PRODUCTS | [HELP](#) | [TERMS & CONDITIONS](#) | [PRIVACY & COOKIE POLICY](#) | [DSA](#)



What should a customer do to edit/cancel his order?

Contact the Representative



What should a customer do in case they do not find a Representative on the search for my Representative?

Encourage Customer to become a Representative



What are the 3 factors/parameters behind the Find a Representative eligibility & recommendation Logic?





A Representative was appointed. Will they be visible on the map in their first campaign?

No



Now Sales Leaders will also be able to view who has their stores opened & active from My Avon Office

Store open	Store status
Select All 	Select All 
Select All	Select All
Yes	Active
No	Inactive

[Reset Filter](#)





Team Information

You see the information about each member of the command. Select the filters to see the list, depending on the generation, level and LOA. Click on the name to see the profile. Use the search to quickly access any profile.

Найти...

Generation <i>Select all</i>	LOA <i>Select all</i>	Coordinator <i>Select all</i>	Coordinator / Representative <i>Select all</i>	Delivery group <i>Select all</i>	Type of set <i>Select all</i>
Activity Type <i>Select all</i>	Online store open <i>Yes</i>	Online store status <i>Active</i>	CR / NON-CR reps <i>Select all</i>	Risk level <i>Select all</i>	Reset Filters
Sort by number ↑					Select All

Margarita Sergeeva P1

LOA:	60
Room:	73162650
Email address:	marg-smv-39@mailinator.com
Phone:	+79162041698
Coordinator:	Elena Astakhova
Delivery group:	D
A type:	Representative
Set type:	
Activity Types:	Povtakt
Online store open?:	<input checked="" type="checkbox"/>
Online store is active?:	<input checked="" type="checkbox"/>
Sales online store:	

Sales Leaders will be able to ensure their Representatives have their stores not only opened but also active as it will be visible in MAO



My Avon Store is mobile Responsive so you can always stay on top of your customers orders !

