

Easier to shop,  
easier to earn



A better shopping  
experience for your  
customers



Everything your  
customers love

*my*AVON  
*store*



3 - Representative Experience – Manage your Store



An easier way to  
attract more customers



A smarter way for  
you to earn



Manage your  
own online shop!



# Order Types

## Hard-attached Orders

Customer found Representative by:

- phone
- email
- or name

Orders go directly to GI3 RepSuite

Order is **accepted** only on GI3

I know an offline Representative and I am trying to find her online

## Soft-attached Orders

Customer found Representatives by city/street on Representative map

1. Orders go to MAS first
2. Order/Customer is **accepted** in MAS (24 Hours)
3. Order goes to GI3
4. Order is accepted in GI3

**OR**

Order is **rejected/expired** on MAS & goes to Call Centre and gets reallocated

I need a Representative that can deliver my products, but I don't know one



# Welcome to Your Representative Business

What would you like to do today?

**Your Representative Website**



- Build and place your orders
- Get the latest news and incentives
- Check your account balance
- Access training and support
- Get special offers just for you!

[Manage My Business](#)

**Your Representative Store**



- Personalise and promote your store
- Manage store settings
- Get tips and advice

[Find out more](#)

[Manage My Store](#)

AVON

WELCOME | MY HISTORY | HELP | LOG OUT

ESTORE MANAGER | YOUR REPRESENTATIVE IDENTITY | MY AVON OFFICE

[DASHBOARD](#) | [MANAGE MY SHOP](#) | [ORDERS](#) | [ONLINE CUSTOMER](#) | [TIPS & SUPPORT](#)

**Hello Esme, welcome back**

Use your dashboard to manage your Avon store, from seeing new order requests to reviewing your current shop statistics. Get the most out of your Avon store by updating the content and sharing via social media.

**MANAGE MY AVON STORE**

- UPDATE STORE SETTINGS AND PROFILE
- PROMOTE AVON STORE CONTENT
- PROMOTE MY AVON STORE
- HOLIDAYS

**QUICKLINKS**

- Your orders
- Face & Skincare
- Tips & Support
- EQUIPMENT ORDER
- Statements

**New order requests (3)**

Please review these order requests below.

<p><b>Julie Bells</b> <span style="color: green;">NEW CUSTOMER</span></p> <p>108 Newport Road, Abinger, Milton Keynes, MK15 4DT</p> <p><a href="#">Show on map</a></p> <p><b>ORDER TOTAL: £22.00</b> <a href="#">Show Order Details</a></p> <p><b>Order Placed:</b> 18-05-2015, 15:32</p> <p><a href="#">Apply rules: 13 rules</a></p>
<p><b>Annette Gallagher</b></p> <p>31 Pinches Way, Old Wolverton, Milton Keynes, MK15 1TY</p> <p><a href="#">Show on map</a></p> <p><b>ORDER TOTAL: £22.00</b> <a href="#">Show Order Details</a></p> <p><b>Order Placed:</b> 09-05-2015, 15:02</p>

[Manage all orders](#)

**Shop stats at a glance**

You have **5 online customers**

**So far this campaign...**

- You have achieved **5 new online customers**
- **5 customers** have placed orders online

**Tips and advice**

**Going on holiday?** Don't forget to change your delivery lead time message so new customers know when you'll be placing your next



## Representative is directed straight to Store Dashboard

*my*AVON  
*store* 



# Dashboard



HELLO ESME | VISIT MY ESTORE | HELP ▾ | LOG OUT ▾

# AVON

ESTORE MANAGER | YOUR REPRESENTATIVE WEBSITE | MY AVON OFFICE

- DASHBOARD**
- MANAGE MY SHOP
- ORDERS
- ONLINE CUSTOMERS
- TIPS & SUPPORT

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<p>Julie Bells   <b>NEW CUSTOMER</b></p> <p>105 Newport Road, Wolverton, Milton Keynes, MK16 4DT</p> <p><a href="#">Show on map</a></p> <p><b>ORDER TOTAL: £22.00</b> <a href="#">Show Order Details ▸</a></p>	<p>Order Placed: 10-05-2015, 16:32</p> <p>Accept within 19 hours</p>
<p>Annette Gallager</p> <p>31 Princes Way, Old Wolverton, Milton Keynes, MK16 1YY</p> <p><a href="#">Show on map</a></p> <p><b>ORDER TOTAL: £22.00</b> <a href="#">Show Order Details ▸</a></p>	<p>Order Placed: 09-05-2015, 18:02</p>

[Manage all orders](#)

The number displayed here will be a total of the number of orders that have been accepted/waiting to be accepted by the Representative in the last 24 hours.



*Hello Esme, welcome back*

Use your dashboard to manage your Avon store, from seeing new order request to reviewing your current shop statistics. Get the most out of your Avon store by updating the content and sharing via social media.

## Manage My Avon Store

Links to all areas:  
Profile, content,  
promote and holidays



**MANAGE MY AVON STORE**

UPDATE ESTORE SETTINGS AND PROFILE

UPDATE AVON STORE CONTENT

PROMOTE MY AVON STORE

HOLIDAYS

### New order requests (3)

Please review these order requests below.

<p>Julie Bells <span style="color: green; font-weight: bold; border: 1px solid red; border-radius: 50%; padding: 2px;">NEW CUSTOMER</span></p> <p>105 Newport Road, Wolverton, Milton Keynes, MK16 4DT</p> <p><a href="#">Show on map</a></p> <p>ORDER TOTAL: <b>£22.00</b>     <a href="#">Show Order Details &gt;</a></p>	<p>Order Placed: 10-05-2015, 16:32</p> <p style="color: red;">Accept within 19 hours</p>
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[Manage all orders](#)

- New customer tag is displayed
- Date time stamp
- Show order details link.



HELLO ESME | VISIT MY ESTORE | HELP | LOG OUT

# AVON

ESTORE MANAGER | YOUR REPRESENTATIVE WEBSITE | MY AVON OFFICE

**DASHBOARD** | MANAGE MY SHOP | ORDERS | ONLINE CUSTOMERS | TIPS & SUPPORT

## Hello Esme, welcome back

Use your dashboard to manage your Avon store, from seeing new order request to reviewing your current shop statistics. Get the most out of your Avon store by updating the content and sharing via social media

### MANAGE MY AVON STORE

- UPDATE ESTORE SETTINGS AND PROFILE
- UPDATE AVON STORE CONTENT
- PROMOTE MY AVON STORE HOLIDAYS

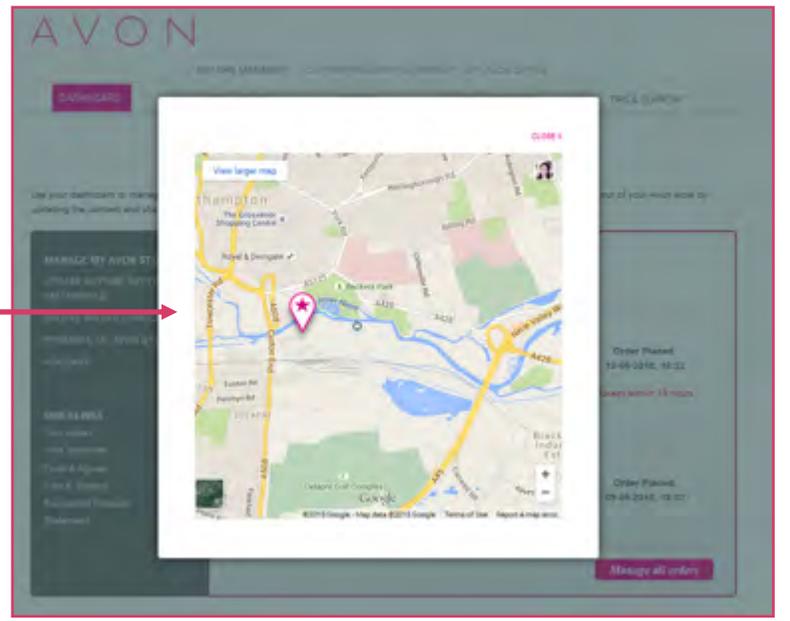
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[Manage all orders](#)

When you click on Map, a display of customer address will show on google maps





## Hello Esme, welcome back

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[Manage all orders](#)



Representative will also get a SMS when she has a new customer placing an order

**Date stamp**

Count down clarifying time remaining to accept new customer



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**MANAGE MY AVON STORE**

UPDATE ESTORE SETTINGS AND PROFILE

UPDATE AVON STORE CONTENT

PROMOTE MY AVON STORE HOLIDAYS

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<p><b>Julie Bells</b>   NEW CUSTOMER</p> <p>105 Newport Road, Wolverton, Milton Keynes, MK16 4DT</p> <p><a href="#">Show on map</a></p> <p><b>ORDER TOTAL: £22.00</b></p> <p style="text-align: right;"><a href="#">Show Order Details &gt;</a></p>	<p><b>Order Placed:</b> 10-05-2015, 16:32</p> <p style="text-align: center; color: red;">Accept within 19 hours</p>
<p><b>Annette Gallager</b></p> <p>31 Princes Way, Old Wolverton, Milton Keynes, MK16 1YY</p> <p><a href="#">Show on map</a></p> <p><b>ORDER TOTAL: £22.00</b></p> <p style="text-align: right;"><a href="#">Show Order Details &gt;</a></p>	<p><b>Order Placed:</b> 09-05-2015, 18:02</p>

[Manage all orders](#)

AVON

LOG OUT | HELP | VISIT MY ESTORE

**REPRESENTATIVE DELIVERY** | NEW CUSTOMER

**Julie Bells**

105 Newport Road, Wolverton, Milton Keynes, MK16 4DT

Email: [bellj1@gmail.com](mailto:bellj1@gmail.com)

Phone: 01234 567890

Special instructions: Leave with number 9 if out

10-05-15, 16:32

**ORDER TOTAL: £22.00**

Accept within 2 hours

[Manage all orders](#)

	Purity Ring	Regular Price <b>£11.00</b>	Quantity 1	<b>£11.00</b>
	Nailwear	Regular Price <b>£5.50</b>	Quantity 2	<b>£11.00</b>
				<b>ORDER TOTAL: £22.00</b>

[Manage all orders](#)

### Customer details

- Name
- Email
- Contact
- Special notes (if available)

### Order details

- Order in product list
- Thumbnail image
- Product name
- Price
- Quantity
- Order Total



**What if the Representative has stock of the products ordered by the customer?**

Representative must still accept the order in MAS & then delete the item from her GI3 basket



Shop stats at a glance

You have 5 online customers

So far this campaign...

- You have acquired 3 new online customers
- 5 customers have placed orders online

	ORDERS	SALES
REPRESENTATIVE DELIVERY	3	£74.97

Tips and advice

Going on holiday? Don't forget to change your delivery lead time message so new customers know when you'll be placing your next order

More tips and advice



Total online customers that the Representative ever had

This is the number of customers that the Representative gained in the last 30 days

This is the number of your customers who placed an order in the last 30 days

Get the most out of your shop in Campaign 10



Share your latest eStore



www.avon.uk.com/shop/esm...

Copy my link

Use our auto-email tool to send to people in your address book

Email my Avon Store

Tag and share this campaign's hottest products

Let your customers know which Avon products you love and the reason why. Clicking on the product image or name below, will take you to the product page on your Avon store, where you can tag the product and leave a comment.



See more new and trending products Tag other products

Freshen up your homepage

Keeping your homepage fresh gives your customers a reason to keep coming back

Personalise





**Share your latest eStore**

AVON  
now reduce the look of  
**WRINKLES**  
in just days

www.avon.uk.com/shop/esm...

**Copy my link**

Use our auto-email tool to send to people in your address book

**Email my Avon Store**

**Freshen up your homepage**

Keeping your homepage fresh gives your customers a reason to keep coming back

**Personalise**

**myAVON store**

**Close X**

*Email to your customers*

Please select your customers (below), add your personal message and send out your online brochure.

<input type="checkbox"/> Select all	
<input type="checkbox"/> Julie Bells	email@domain.com
<input type="checkbox"/> Martine Partino	email@domain.com
<input type="checkbox"/> Annette Gallger	email@domain.com
<input type="checkbox"/> Reeta Banga	email@domain.com
<input type="checkbox"/> Louise Evans	email@domain.com
<input type="checkbox"/> Janet Wallace	email@domain.com

Subject Line\*

Hint Text

Message\*

Type message here...

\*Mandatory

By sending your online brochure from here you are confirming to Avon that the recipient(s) of your email are happy to receive emails of this type from you.

**Send Email**

**Promote by email functionality details:**

- 'Select all' radio button when clicked will auto populate all entries in address book
- Ability to individually select email recipient by populating tick box
- Subject Title Line (mandatory field)
- Email body text (mandatory/1000 character limit)
- Terms and condition checkbox (mandatory)
- From email address field (mandatory field will be auto populated using Representative email address)

Send email button upon click will either  
 a) Send email if all mandatory fields are populated  
 b) produce Error message e.g. "please fill in all mandatory fields"

**Address book will now be taken from MAS and not GI3.**

*my*AVON  
*store* 

**Manage My Store**





HELLO ESME | VISIT MY ESTORE | HELP | LOG OUT

# AVON

ESTORE MANAGER | YOUR REPRESENTATIVE WEBSITE | MY AVON OFFICE

- DASHBOARD
- MANAGE MY SHOP**
- ORDERS
- ONLINE CUSTOMERS
- TIPS & SUPPORT

Home / Your Shopping Bag

## Manage my Avon Store

HOLIDAYS PLUS TIPS & ADVICE

Get the most out of your Avon store by updating the content and sharing via social media below. Make sure the settings are up to date and your profile is correct.

- UPDATE AVON STORE SETTINGS & PROFILE**
- UPDATE AVON STORE CONTENT
- PROMOTE YOUR AVON STORE
- STATUS

### Your 'My Avon Store' name

Think carefully about what name you choose for your Avon store, remember you're unable to have Avon in this part of the domain name

\*www/myavon.uk.com/  i

### Your contact details

The contact details you enter will be displayed on the website so customers can get in touch.

\*Email  i

\*Contact Number  i

Add the best times to contact you | [Edit](#) | [Remove](#)

Please use the number between the hours of 9am - 3pm as I will be unavailable on my landline number. If I do not answer, please leave your name, number and a short message and I'll back to you as soon as I can.



## Update Avon Store Setting & Profile

All data prefilled by Representative will be visible but editable in this section so the Representative can go back anytime & change it

**Store URL can't be changed or edited**



**Shop settings**  
Who should be able to see your shop? Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet.

**Shop status**

Open

I'm on holiday Until:

Closed (Customers will not be able to place orders in your eStore)

**Availability**

Show in 'Find a Representative' Search

- Customers who know you
- Customers who know you & prospective customers (subject to [eligibility criteria](#))

Congratulations - you're eligible to receive customer leads through 'Find a Representative'.

Attention: You were inactive during the last 1 campaigns. Place order this campaign and start getting new Customers now.

Hide from 'Find a Representative' Search  
Only existing customers and people who I give a link to will still be able to access your eStore

The 'Open' radio button will be populated as default  
When 'Open' radio button is populated all store settings are available to Representative

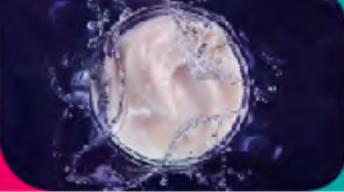
If Representative enables holiday status, they are not visible on FAR (Find A Representative) map. They cannot be found by location, but can be found by contact details

When clicking on I am on holiday, calendar will appear to set up holiday days, during these days store will be closed for new customers

When 'Closed' radio button is populated then none of the store settings are available

Information that is showing eligibility level of the Representative. Above example of a Representative not reaching the level to be appearing in the map

Once saved – changes would be populated accordingly & reflected to the store.



HOLIDAYS PLUS TIPS & ADVICE

myAVON store



UPDATE AVON STORE SETTINGS & PROFILE

UPDATE AVON STORE CONTENT

PROMOTE YOUR AVON STORE

STATUS

Remember to update the featured shops and looks on your Avon Store

Choose which shops you want to feature

Select four featured shops to show on your Avon store. Remember, you can come back and change these at any time.



Your featured shops:



Add / Change shops

Choose which content you want on your eStore

To really engage your customers, select one from the option of looks below. These are how to guides on how to achieve the latest on trend looks using Avon products. Why not try these looks yourself. This can help to promote your Avon business and gives you the knowledge you need to advise your customers

Your chosen look:



Add / Change content



## Update Avon Store Content

Representative can go & change featured shops, love the look, anytime from this area



### Manage my eStore

Get the most out of your Avon store by updating the content and sharing via social media below. Make sure the settings are up to date and your profile is correct.

- UPDATE AVON STORE SETTINGS & PROFILE
- UPDATE AVON STORE CONTENT
- PROMOTE YOUR AVON STORE**
- STATUS
- HOLIDAY'S PLUS TIPS & ADVICE



**PROMOTE**  
promote your Avon store and communicate with your existing customers

Promote your Store by sharing the Representative URL on Social media sites

#### Share via Social Media



**Top Tip:** If you don't have multiple social media accounts, now would be a great time to start setting these up.

#### Copy and send the link yourself

[www.avon.uk.com/shop/esmes-shop](http://www.avon.uk.com/shop/esmes-shop)

Copy my link

This is a fantastic way to promote your Avon store and communicate with your existing customers. This in turn will help you find new customers

#### Copy and send the link yourself

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean euismod bibendum laoreet. Proin gravida dolor sit amet lacus accumsan et viverra justo commodo.

Email my Avon Store



## Manage my Store

Get the most out of your store by updating and sharing via social media below. Make sure the settings are up to date and your profile is correct.

UPDATE AVON STORE  
SETTINGS & PROFILE

UPDATE AVON STORE  
CONTENT

PROMOTE YOUR  
ONLINE STORE

HOLIDAYS PLUS TIPS &  
ADVICE

### *Your store can always be open / EVEN IF YOU'RE ON HOLIDAY!*

While you're away, you may just want to serve your existing customers rather than accepting new customers.

To do this you'll need to follow this simple step:

Click 'hide' from 'Find a Representative Search' in your store settings in [manage my store](#)

This option, will allow your existing customers and anyone you have given your My Avon Store link to, to still be able to access your store and place orders. However, you'll not appear if a customer searches using their postcode on the Find a Representative function.

Also, don't forget to change your availability back to 'Show in Find a Representative Search' when you come back from holiday so that you can benefit from the search.

Remember, to show in Find A Representative, you'll have to;

- Add a profile picture on My Avon Store
- Been with Avon for over four campaigns
- Placed two orders out of the last three campaigns
- Achieved a sales value of £175 or more in your last three campaigns
- Have no outstanding balance from your past four campaigns

### *Other tips & advice*

#### Check for new customer and order requests every day

- Accept [new customer order requests](#) within 24hrs
- Contact customers to clarify order details
- Process new orders in your Representative website within 3 days

#### Update up your store every campaign

- [Add your order and delivery dates](#)
- Choose which [departments](#) you want to feature and add new [Get the look](#)
- Tag the [latest products](#) you love and recommend

#### Promote your store

- [Send out your store link](#) and message via social media and email.
- Use [Social Media Centre](#) to share the latest videos, products and ads

#### Keep your store profile up to date

- Ensure your [contact details](#) are correct
- Refresh your [welcome message](#)
- Ensure you have a recent [photo of yourself](#), reflecting how you want your business to be seen by others

Take a look at [Help](#) for videos and how to guides.

*my*AVON  
*store* 



# My Orders Page



## My Avon Store Orders

View and manage your orders below. Make sure you accept them in the time required and follow the instructions once accepted.



- All Orders (5)
- Pending Acceptance (2)
- Accepted Orders (0)
- Declined Orders (0)

Sort by: Newest First

Sort by: Newest First  
Newest First  
Oldest First

View all 1 2 3 4

**REPRESENTATIVE DELIVERY** | NEW CUSTOMER

Tanya Lowell  
125 Santern Road, Highbury, London, N1 4FX | [Show on map](#)  
Email: [tanyatiger24@hotmail.com](mailto:tanyatiger24@hotmail.com)  
Phone: 07938 583 359

Special Instructions: Leave with number 9 if out

13-01-2015, 8:30am  
[Show Order Details](#)

ORDER TOTAL: £22.00

Accept within 24 hours

[Accept Customer](#)

[Decline Customer](#)

This will display all orders which have been submitted to the Representative, regardless of whether they are from NEW or accepted customers

The pending acceptance are the orders which are related to customers that have not yet been accepted (i.e. the customer has been soft attached to the Representative, but not yet been accepted by the Representative)

Orders from customers that have been accepted



## My Avon Store Orders

View and manage your orders below. Make sure you accept them in the time required and follow the instructions once accepted.

[All Orders \(1\)](#) | [Pending Acceptance \(1\)](#) | [Accepted Orders \(0\)](#)

Sort by: Newest First

[View all](#) 1

**REPRESENTATIVE DELIVERY** | **NEW CUSTOMER**

Teresa Fernandes  
Rua maria Pina, Lisboa, 2750-125 | [Show on map](#)  
Email: [tfernandes@hotmail.com](mailto:tfernandes@hotmail.com)  
Phone: 916911975

Special Instructions :

26/09/16 22:12  
[Show order details](#)

ORDER TOTAL: 4,95 €

**Accept within 24 hours**

[Accept Customer](#)

[Decline Customer](#)

Sort by: Newest First

[View all](#) 1

Filter to select older or newer first – auto populated with newest first

### Customer details

- Name
- Email
- Contact
- Special notes (if available)



**REPRESENTATIVE DELIVERY** NEW CUSTOMER

13-01-2015, 8:30am  
[Show Order Details >](#)

Tanya Lowell  
125 Santern Road, Highbury, London, N1 4FX | [Show on map](#)  
Email: [tanyatiger24@hotmail.com](mailto:tanyatiger24@hotmail.com)  
Phone: 07938 583 359

ORDER TOTAL: £22.00

Accept within 24 hours

Special Instructions: Leave with number 9 if out

[Accept Customer](#)  
[Decline Customer](#)

CLOSE X  
If you decline then the customer will be re-assigned to another representative for this and future orders

When hovering over Decline Customer Instruction notes shows to clarify what will happen. e.g. If you decline then the customer will be reassigned to another Representative

*My Avon Store Orders*

View and manage your orders below. Make sure you accept them in the time required and follow the instructions once accepted.

Are you sure you want to decline this customer request?  
They will be passed on to another Representative for this and future orders.

[Yes](#) [No](#)

When clicking on Decline Customer a window appears (to confirm the Representative decision).

If clicks 'No' button navigated back to the Order page and order status will not be updated.

If clicks 'Yes' button navigated back to Order Page view and order removed from view.

Note: Any orders declined here will also be declined in the 'Dashboard' tab simultaneously. Likewise if an order is declined from 'Dashboard' tab it will also be removed from dashboard view



**REPRESENTATIVE DELIVERY** NEW CUSTOMER 13-01-2015, 8:30am  
[Show Order Details](#)

Tanya Lowell  
125 Santern Road, Highbury, London, N1 4FX | [Show on map](#)  
Email: [tanyatiger24@hotmail.com](mailto:tanyatiger24@hotmail.com)  
Phone: 07938 583 359

Special Instructions: Leave with number 9 if out.

ORDER TOTAL: **£22.00**

Accept within 24 hours

**Accept Customer**

Decline Customer

When clicking on accept customer – the screen below shows:

[CLOSE X](#)

*Julie Bells is now your customer*

Follow the instructions below to make sure your customers get the best service

- 1 Get in touch with Julie**  
Make sure you get in touch to confirm the order and arrange delivery - this gives you both confidence that the order is happening  
  
We recommend you do this as soon as possible  
  
Julie Bells  
Email: [email@domain.com](mailto:email@domain.com)  
Phone: 01234 567890  
  
Special Instructions: Leave with number 9 if out
- 2 Accept order in your Representative site**  
You need to decide whether you will place this as an additional order or with your main order

**Process order in your Representative Website**

Link to Representative website in new tab



## Customer has been accepted by Representative

 **REPRESENTATIVE DELIVERY** | **NEW CUSTOMER**

Anna Kempston  
125 Santern Road, Highbury, London, N1 4FX | [Show on map](#)  
Email: [tanyatiger24@hotmail.com](mailto:tanyatiger24@hotmail.com)  
Phone: 07938 583 359

Special Instructions: Leave with number 9 if out

13-01-2015, 8:30am  
[Show Order Details](#)

ORDER TOTAL: **£22.00**

*Process order in your Representative Website*

The Representative goes directly to GI3 page (first page she normally sees when login from RepSuite page)



# Accepting Orders

MY TEAM OFFICE   MY OWN OFFICE   LATEST NEWS   TRAINING & DEVELOPMENT   MESSAGES   *AVON Beauty Connects*

## Pending Request(s)

**Important!** Please action within 5 days to prevent re-allocation\*

CUSTOMER	REQUEST DATE	ORDER NUMBER (CLICK TO VIEW OR PRINT)	CAMP NO.	SOURCE	CUSTOMER STATUS	N/A	ORDER TYPE	ACCEPT ORDER	REJECT
Lilly Gillies	07/12/2015	<a href="#">10081120</a>	1	existing	existing	£0.00	Regular	<input type="radio"/>	<a href="#">REJECT</a>
Sally Stewart	06/12/2015	<a href="#">10081103</a>	1	existing	existing	£0.00	Regular	<input type="radio"/>	<a href="#">REJECT</a>
Florence Spencer	06/12/2015	<a href="#">10081102</a>	1	existing	existing	£0.00	Additional	<input type="radio"/>	<a href="#">REJECT</a>
Richard Smish	06/12/2015	<a href="#">10081101</a>	1	existing	existing	£0.00	Additional Express	<input type="radio"/>	<a href="#">REJECT</a>
Becc Bertie	06/12/2015	<a href="#">10081098</a>	1	existing	existing	£0.00	Regular	<input type="radio"/>	<a href="#">REJECT</a>
Carol Thomson	06/12/2015	<a href="#">10081100</a>	1	existing	existing	£0.00	Regular	<input type="radio"/>	<a href="#">REJECT</a>
Zoe Zizi	06/12/2015	<a href="#">10081099</a>	1	existing	existing	£0.00	Regular	<input type="radio"/>	<a href="#">REJECT</a>
Kelly Chris	06/12/2015	<a href="#">10081097</a>	1	existing	existing	£0.00	Regular	<input type="radio"/>	<a href="#">REJECT</a>
Theresa Green	06/12/2015	<a href="#">10081096</a>	1	existing	existing	£0.00	Regular	<input type="radio"/>	<a href="#">REJECT</a>

[UPDATE ORDER](#)

\* Please contact your customer to check validity of the request, and accept or reject within 5 days. If this is not completed then the request will be re-allocated to an alternative Representative.  
 Indicates the request contains an invalid product number that must be corrected prior to accepting. Click on the request ID to correct the issue.

Click on 'Order Number' to view the order request and customer details including address.  
 To print the order request click on 'Order Number' and then click the print icon.

[CONTINUE](#)

[PRINT NOW](#)   [CLOSE](#)

**Request Date :** 07/12/2015   **Order Number (click to view or print):** 10081120   **Customer Status:** existing   **Source:**

**NAME:** Lilly Gillies   **Address:** 29 Buddy Lane  
Corby  
NN18 0LN

**E-mail:** [lilly.gillies@gmail.com](mailto:lilly.gillies@gmail.com)

**MOBILE:** 01536 443322

Pricing is not available, you can get pricing by searching the product number on your Brochure within Place an Order. Please ensure you contact your Customer to confirm prices and delivery details. Please note: Once a request has been 'accepted' a confirmation email will be sent to the Customer.

Camp.	Prod no.	Qty.	Description	Page Number
1	67710	1	Christian Lacroix Bijou for Her Gift Set	119
1	04218	1	Christian Lacroix Bijou for Her Eau de Parfum Spray 50ml	119
1	67710	1	Christian Lacroix Bijou for Her Gift Set	119
1	09258	1	Full Speed Power Eau de Toilette Spray 75ml	141



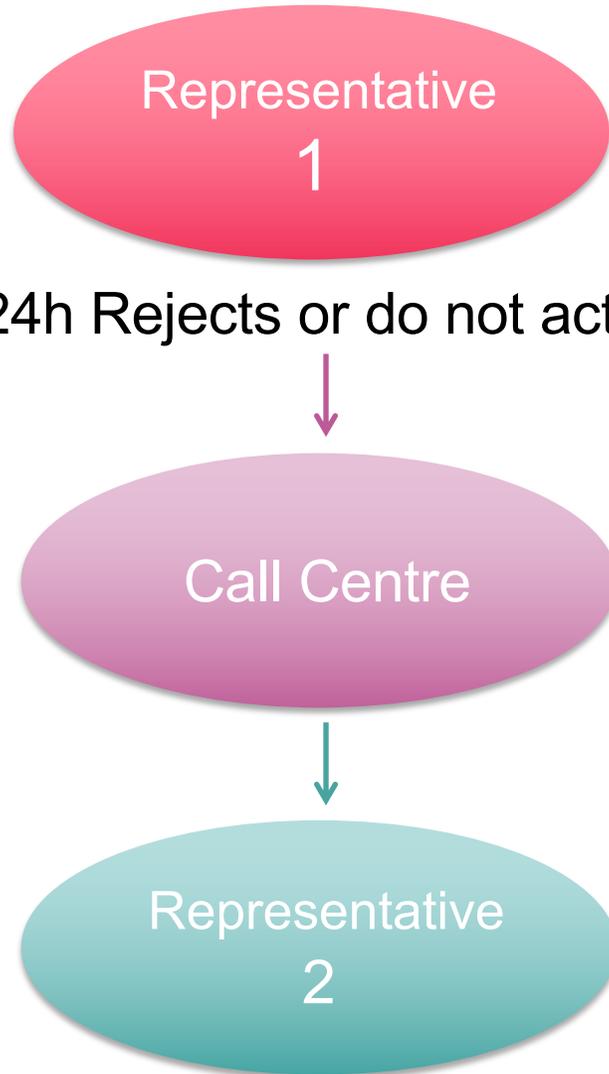


# Orders Escalation



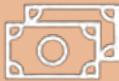


## Order in MAS



*my*AVON  
*store* 

**Online Customers Page**





HELLO ESME | VISIT MY ESTORE | HELP • | LOG OUT •

# AVON

ESTORE MANAGER | YOUR REPRESENTATIVE WEBSITE | MY AVON OFFICE

DASHBOARD | MANAGE MY SHOP | ORDERS | **ONLINE CUSTOMERS** | TIPS & SUPPORT

Home / Your Shopping Bag

## My Online Customers

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

Anna Knight 125 Santern Road, Highbury, London, N1 4FX   <a href="#">Show on map</a> Email: <a href="mailto:email@domain.com">email@domain.com</a> Phone: 01234 567890	Anna Knight 125 Santern Road, Highbury, London, N1 4FX   <a href="#">Show on map</a> Email: <a href="mailto:email@domain.com">email@domain.com</a> Phone: 01234 567890
Anna Knight 125 Santern Road, Highbury, London, N1 4FX   <a href="#">Show on map</a> Email: <a href="mailto:email@domain.com">email@domain.com</a> Phone: 01234 567890	Anna Knight 125 Santern Road, Highbury, London, N1 4FX   <a href="#">Show on map</a> Email: <a href="mailto:email@domain.com">email@domain.com</a> Phone: 01234 567890
Anna Knight 125 Santern Road, Highbury, London, N1 4FX   <a href="#">Show on map</a> Email: <a href="mailto:email@domain.com">email@domain.com</a> Phone: 01234 567890	Anna Knight 125 Santern Road, Highbury, London, N1 4FX   <a href="#">Show on map</a> Email: <a href="mailto:email@domain.com">email@domain.com</a> Phone: 01234 567890

[Back to Top ↑](#)

- All the customers that have ordered previously will be listed here
- Customer name, address, email and phone number displayed
- Show on map – displaying customers on map
- Back to top link – On click reposition to top of page
- On clicking email address email will be populated in users local email client

*my*AVON  
*store* 



Tips & Support Page



## Tips and advise

# AVON

MANAGE MY STORE    YOUR REPRESENTATIVE WEBSITE

DASHBOARD    MANAGE MY STORE    ORDERS    ONLINE CUSTOMERS    **TIPS & ADVICE**

### *Tips & Advice*

#### Check for new customer and order requests everyday

- Accept new customer order requests within 24hrs
- Contact customers to clarify order details
- Process new orders in your Representative website within 3 days

#### Freshen up your store every campaign

- Update your order and delivery dates
- Refresh your Avon Departments and 'Get the look' content
- Tag the latest products you love and recommend

#### Promote your store

- Send out your store link and message via social media and email

#### Keep your store profile up to date

- Ensure your contact details are correct
- Refresh your welcome message
- Ensure you have a recent photo of yourself, reflecting how you want your business to be seen by others

Take a look at [www.avon.uk.com/myavonstore](http://www.avon.uk.com/myavonstore) for videos and how to guides.



**How much time has a Representative to accept an order from a customer on MAS?**

24 hours



**What happens if a Representative does not accept a new customer in MAS in 24 hours?**

Goes to Call Centre for escalation Process