



AVON

Your Improved Mobile APP

Frequently Asked Questions

Q What is an APP?

A The abbreviation 'APP' is used for software designed to perform certain actions for the user. APP is the abbreviation for 'application' and it has to be downloaded to mobile devices like Smartphones or iPads and tablets.

Q How will I know if I have a Smartphone?

A A Smartphone is a mobile phone that can perform many of the functions of a computer. Many Smartphones have a touch screen interface, internet access, and it is able to run downloaded applications. If you can access your email and social media on your phone, and if you have GPS navigation and a voice search function, chances are that you do own a Smartphone.

Q Will the Avon APP work on all Smartphones?

A Unfortunately not. The Avon APP is compatible with phones that run on iOS and Android operating systems.

Q So what is an operating system?

A An operating system is the software that supports your phone's basic functions, such as scheduling tasks and executing applications (APPS).

Q Why does the Avon APP only work on iOS and Android operating systems?

A iOS and Android operating systems are the latest and most frequently used technology that will be around for a long time to come. Many other operating systems are reaching the end of their life span and may soon be phased out.

Q Will the APP work on my Blackberry?

A Unfortunately not. The Blackberry uses the Blackberry Operating System and is therefore not compatible with the Avon APP.

Q Will the APP work on my computer?

A No. The APP was developed for mobile devices like Smartphones and tablets or iPads only. You will have to log in to www.avon.co.za on your computer if you want to browse the e-Brochure.

Q How much does the Avon APP cost?

A The Avon APP is completely free.

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Q Will I have to pay data download fees?

A Yes. However, the APP is only 72.8MB in size, so the download cost should be minimal, depending on who your service provider is.

Q Will there be data costs every time I want to browse a Brochure?

A No. Once you have downloaded a Brochure via the APP, it will be available to you off-network.

Q How will the Avon APP contribute to my Avon business?

There are a great many benefits to the APP:

It will save time

You won't have to spend time delivering printed Brochures and you won't have to wait until you receive your Brochure shipment or until you can get to a computer to view the online Brochure. In addition, your customers will be able to order their products whenever and where ever they are – they don't have to wait until you come around.

It will save money

You won't have to spend money on fuel to deliver printed Brochures to your customers. You and your customers will be able to download the latest Brochure at a fraction of the cost of printed Brochures. In this business, time is money and with this APP you will be able to save large pockets of time.

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It will assist in growing your customer base

Every customer in your area who downloads the APP will be able to find your detail on the APP. They will then be able to send their orders quickly and easily to you using only their phones. Just by opting in and filling in your detail on the Avon website, you will be opening yourself up to unlimited growth possibilities.

It will assist with growing your sales

Customers are more likely to order now that we have made ordering so much easier. Whether they are visiting friends, waiting in a queue or sitting in public transport, they will be able to place their orders with you quickly and easily.

Q I want to be in charge of the orders I send through to Avon. What happens if I receive an order from someone who is unlikely to pay for the products?

A The APP makes it possible for you to reject orders.

Q Will I be able to delete or edit orders?

A Yes

Q I see we have to enter a PIN. What if I forget my PIN?

A You don't have to enter a PIN if you don't want to. If, however, you do enter a PIN and you forget what it is, you will need to uninstall the APP from your phone and download it again. The PIN is an extra security feature, so you can decide whether you want one.

Q How can I change my password?

A Your password is linked to your Representative website login detail. You will need to change your password by calling the Avon Contact Centre on 086 10 23 45 or updating your details on www.avon.com

Q How will I know if an order has been placed with me?

A You will receive an alert and an Inbox message to ensure you know about all new orders.

Q Where will I be able to see my new orders?

A All new orders will be on your Orders Dashboard within your APP under **Pending Orders** – just waiting for your approval. You will also find the same orders on (www.avon.co.za) when you login to your account.

Q I don't want everyone downloading the APP to know where I live.

A Don't worry, customers will only be able to see your name, the contact detail you have entered when you opted in, your suburb and your postal code. They will not be able to see your exact street address. Should you prefer not to have your details displayed for current and future customers, you can switch this option off.

Q I don't want my existing customers to start placing orders with another Representative in my area.

A We completely agree. Provide all your existing customers with your name and contact detail, including your email address, and ask them to search for you by selecting **Existing Customer** option. After entering your email address or phone number or first / last name and city, they should tap on the '**Find Representative**' button.

Q Can I place my own orders using the APP?

A Yes, you can.

Q Some of my customers are not that comfortable with technology. Is it easy to order using the APP?

A It is very easy to order, browse and manage orders on the APP.

Q How do I opt in to use this tool?

A After you have downloaded your Avon Brochure APP from the Google Play Store or Apple APP Store tap on **Representative Login** and then **enter your account number and password**. (the same details you use to access your account on www.avon.co.za).

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