

believe
to achieve

Beauty for a Purpose

AVON

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Beauty for a Purpose

AVON



YOUR JOURNEY TO EARNING

1

What's in it for YOU? page 3

My possible EARNINGS

2

The 3 types of Avon Representative accounts page 3

Manage my account type
– Pay-As-You-Go Account
– 21-Day Account
– Deposit to Buy

3

Deliver to my customers pages 4 to 6

How do I read my Invoice?
Receiving my box
Customer Order Slip
How to deliver to my customers

4

Paying my Avon account page 7 to 8

How do I pay my Avon account?
Money Management Tips
Payment information

5

Where to from here? page 9

Find – Show – Sell

6

What do you want to do with your earnings? page 9

Goals and dreams

7

Finding customers pages 10 to 11

Finding more customers
My First Customer List

8

The Avon Brochure – Your Shop Window pages 11 to 13

Getting brochures to my customers
Know your brochure and Let's Talk Lumpy brochure
Brochure Investment

9

Selling to my customers pages 13 to 14

5 Easy Steps to Selling Success
Advanced Selling Techniques
Power of Skincare

10

What do you need to earn to make your dreams and goals come true? page 15

Let's Plan to Achieve

11

Placing my customers' orders page 15

How do I place my orders every month?

12

What else can I achieve with Avon? page 16

Becoming a Top Seller
Sales Leadership Opportunities

13

Important contact information page 17

Avon Justine (Pty) Ltd makes no guarantee as to the earnings achievable by utilising the methodologies contained in this training manual.

WELCOME to a new way of earning CASH

By joining Avon today, you can start your own *success story* with Avon

"I believe that all women can achieve their dreams with hard work and perseverance. After my husband died last year I quit my full-time job to sell Avon. I now provide for my family and I am determined to make my kids proud."

– Charné Stone, Avon Representative, Western Cape



Avon's

history

1886 David H. McConnell founds the California Perfume Company (CPC) and hires Mrs. F.F.E. Albee to be his first Representative.

1896 CPC issues its first brochure. *CPC's first product is the Little Dot Perfume. Five single-note fragrances – Lily of the Valley, Violet, Heliotrop, White Rose and Hyacinth.*

1914 Operations begin in Montreal, Canada, marking the company's first international expansion.

1914 In 1929, the Avon name and logo are first used on a cosmetics line.

1939 The company is renamed Avon.

1946 Avon goes public and is listed on the New York Stock Exchange in 1964.

1954 Avon begins operations in Venezuela, marking the company's first overseas expansion.

1955 The Avon Foundation is founded in the U.S. *The Avon Foundation's first grant is a single \$400 scholarship.*

1961 Avon launches Skin-So-Soft.

2012 Avon launches "Hello Green Tomorrow" to empower a global women's environmental movement to nurture nature.

2011 Avon celebrates its 125th anniversary.

2010 The Avon Foundation launches its domestic violence program, "Speak Out Against Domestic Violence."

2004 Avon names its first female CEO: Andrea Jung.

1999 The company holds its first Walk to raise funds for breast cancer.

1998 Avon introduces ANEW, becoming the first company to bring Alpha Hydroxy Acid (AHA) anti-aging technology to the mass market.

1992 In 1993, the U.S. adopts the Crusade, selling pink-ribbon products to help the cause. Avon U.K. launches the Breast Cancer Crusade by selling a Crusade pin to raise funds and awareness for breast cancer.

From 2003 to 2010, the Avon Walk raises more than \$280 million through the dedication of more than 142,000 participants.

CELEBRATING WOMEN

"I've gone from a factory worker to an Independent Executive Sales Leader with the power to empower and lead women who used to be like me. Now, even though I live in a drug-infested community, I'm independent, goal-driven and empowered to rise above my circumstances. My dream is to plant Avon seeds of success! Women need to believe in themselves. Avon women are free women."

– Asheeqah Van Eden, Independent Executive Sales Leader, Cape Town



1

What's in it for you?

My possible earnings

Award sales	Discount	Potential earnings (highest value)
R0 – R514	0%	
R515 – R809	15%	R650 = R97.50 discount
R810 – R1 924	20%	R1 400 = R280 discount
R1 925 – R6 999	25%	R5 600 = R1 400 discount
R7 000 and more	30%	R7 000 = R2 100 discount

During your first campaign, you will qualify for a 25% discount. **No discount on Let's Talk products.** You earn 12% on non CFT.

- As a Representative, once your order is above the **minimum order value of R515, you can start earning from a 15% to 30% discount.**
- Orders below the minimum order value of R515 will not be invoiced.
- Growing your sales increases your earnings.
- The R23 Administration Fee will not be charged for orders above R2 500.
- An R85 Administration Fee will be charged with your 1st order.

2

The 3 types of Avon Representative accounts

Manage my account type

After your application to become a Avon Representative has been processed, you would have been notified about what type of account you have been assigned. Maximise your earnings using this great sales tool.

Pay-As-You-Go

- You pay Avon **upfront**; you can either collect the money from your customer when they place the order or when you deliver the order.
- The products **will not be** dispatched to you by Avon until **full payment** has been received.

21-Day Account for SA / 30-Day Account for Namibia

- Based on your credit rating, you will be given a credit limit. You must **ensure you pay Avon before** the due date (within 14 to 21 days of placing your order). Your customer pays you when you deliver their order.
- Your credit rating will be positively impacted by paying before the due date!
- If you do not pay your account by the due date, you will not receive your next order.**

Deposit to Buy

- If ITC Scorecard allows for it, someone who would have been PAYG may be granted **Deposit to Buy**.
- You will be given two options which you can choose from to purchase upfront to get the credit.
- Pay R300 to get R750 credit.**
- Pay R500 to get R1 250 credit.**
- If you take the option of buying credit and **ORDER AND PAY every month for 3 consecutive** months, your credit will be doubled **AND** your deposit will be credited to your Avon account.
- If you order and pay **ANY 3 months** in the **first 6-month period**, your deposit will be **credited** to your Avon account. However, your credit will **not** be doubled.
- If payment is made after the due date, your account will automatically revert to a cash account

Money management tips

- If you have an outstanding balance, your order will go on hold
- Should your order exceed the credit limit granted to you, you will need to pay the difference
- If you are a Pay-As-You-Go Representative, you need to pay for your order before it will be dispatched

Maintain your payments with Avon to maintain a healthy credit rating.

Order and pay every month to keep your Avon account active!

3

Deliver to my customers

- How to read my Invoice
- Receiving my box
- Customer Order Slip
- How to deliver to my customers

- Avon account number
- Product codes in the brochure
- Description/name of product
- Price per item
- Quantity ordered
- Total brochure price
- Percentage % discount you receive
- Rand amount of your discount (your earnings)
- Amount due to Avon for this/these products
- Net items & brochures: no discount
- Free items & demo items from the Let's Talk: no discount
- Admin & Delivery charges
- Order/Invoice Summary
- Amount to pay Avon (this invoice plus outstanding invoices)

Tip:

When checking through your box of products, tick these products off on your invoice

Use the numbers above to identify these items on the example invoice above

Sold out means you will not get the products

AVON JUSTINE (Pty) Ltd. PO BOX 391120 Bramley 2018 Johannesburg VAT NO: 4530154709		TAX INVOICE		AVON			
Order Information							
Name	ANNA SMITS		Invoice No	20012345			
Account Number	123456		Order No	CRM_001234			
VAT Number			Invoice Date	13-MAR-18			
Address	21 BLUE STREET, GREENVILLE, DURBAN, 4000						
TOTAL		NET OF VAT	VAT				
VAT TYPE SALES (14%)		220.00	192.98	27.02			
Your Campaign 2018 C03 Invoice :							
Campaign 03 Products							
Item Code	Description	Unit Cost	Qty	Total	% Disc	Your Discount	Pay Avon
61759	Small Barrel Brush 2016 All	84.90	1	84.90	12	10.19	74.71
40185	Thalia 7pc Er Gs	109.00	1	109.00	20	21.80	87.20
16011	Ac Vanishing Fcrm 100m V1ng	30.00	1	30.00	20	6.00	24.00
SubTotal for Campaign 03 Products				223.90		37.99	185.91
10 Products Without Discount							
Item Code	Description	Unit Cost	Qty	Total	Pay Avon		
33096	At Argan Conditioner 250 MI V1	22.90	1	22.90	22.90		
870849	Brochure Single C4 (2018)	11.20	1	11.20	11.20		
Total for Items with no Discount				2	34.10	34.10	
11 Free Items							
Camp of Offer	Item Code	Description	Qty	Pay Avon			
	870104	Avon Generic Order Form	1				
	870990	Avon Free Vial Card	1				
			2				
12 Charges							
Item Code	Description	Total	Pay Avon				
990000	Rounding Down	-0.01	-0.01				
Sub-Total Charges		-0.01	-0.01				
13 Your Campaign 03 Invoice Summary							
	Brochure Price	Qty	Your Cost	You Earn			
Campaign 03 Products	223.90	3	185.91	37.99			
Products Without Discount	34.10	2	34.10				
Charges	-0.01		-0.01				
Campaign 03 Invoice Total	257.99	5	220.00	37.99			
14 Your Avon Account							
Previous Balance			19326.63				
Date	Description	Value	Balance				
13-MAR-18	Sales CRM_005887 Invoice 22455	595.21	19921.84				
13-MAR-18	Sales CRM_005888 Invoice 22455	220.00	20141.84				
Current Balance			20141.84				
Amount to Pay			20141.84				
Please note that your payment for this order is due on 03-APR-18 . Extra charges may be applied if your payment is late							

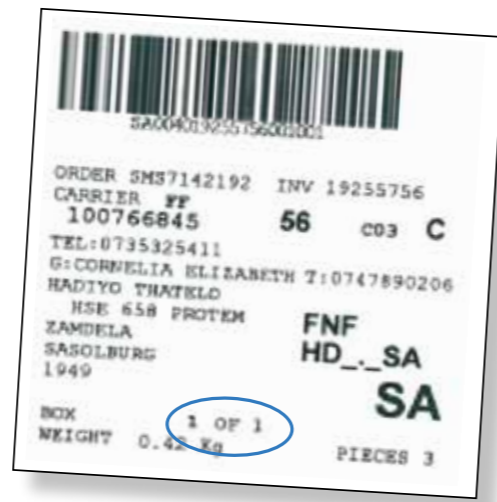
Important:

Always read the invoice message.

Always keep your Invoices and Proof of Payment Slips in a safe place in case you need to refer to them for business records.

Receiving my box

- ▶ Due to the nature of our business, our preferred delivery method is door-to-door.
- ▶ Sign for your order. If you are not at home, arrange for someone to receive the box/es on your behalf.
- ▶ Ensure you have the correct number of boxes. You will find this printed on your labels, i.e. 1 of 3 = you should receive 3 separate boxes.
- ▶ Open the first box, box 1, as this one will contain your invoice.
- ▶ Check all products against the invoice and tick them off as you check.
- ▶ We do have some collection points available to you in certain areas. When placing your order on the website, you can search to see what's available near you.



Before customer delivery

- ▶ **Set delivery time**
 - Set up a specific day and time for delivery, and let your customer know to have their money ready.
 - **Never leave products with the customer without receiving full payment.**
- ▶ **Add a personal touch**
 - When you put an order into a branded Avon clear plastic bag, it's a great opportunity to add a sample and personal message on the Customer Order Slip thanking your customer for her order.
 - Add the next month's brochure and a Customer Order Slip.

You can **buy samples** from the **Let's Talk**.

Completing my Customer Order Slips
See example:



CUSTOMER ORDER SLIP

Campaign no: 9

Customer: Mrs Jane Doe
Address: 56 Lotus Road
Post code: 2186
Tel no: 010 205 5300
Cell no: 082 000 0000

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AVON *Justine*

A special message from your independent Representative/Consultant
Thank you for your order!
I have attached a sample of a new fragrance for you.
Regards, Buhle xxx

Boch. page	Product no.	Product Description	Qty	R	Amount C
6	51002	Royal Jelly Body Lotion	2	130	00
7	67075	Family Nurturing Lotion	1	65	00
8	02245	Firming Body Lotion	1	65	00
9	69613	Silky Moisture Tissue Oil	3	270	00
				Total excl. VAT	
				VAT	

Customer signature: _____ Date: 01/07/2017 Total incl. VAT: 530 00

I have ordered the above items and I agree to pay for them on delivery. I acknowledge that my current independent Representative/Consultant (to include any subsequent Representative/Consultant) and Avon Justine may process my details for Avon Justine business purposes. I understand that if I cease to be an Avon Justine customer, I can request my details to be removed from the Avon Justine database.

Collection/Delivery date: 08 / 07 / 2017

MON 8 AM PM TUE / AM PM WED / AM PM THUR / AM PM FRI / AM PM SAT / AM PM SUN / AM PM

Your order will be delivered on a cash-on-delivery basis.

REPRESENTATIVE/CONSULTANT DETAILS
Name: Buhle Address: 10 Honey Lane Rivonia
Email: buhle@avon.com
Tel. no: 011 123 4567
Cell. no: 086 10 25 880 Post code: _____

FSC A-26509 / J7394



During customer delivery

- ▶ **Share new brochure**
 - Show your customers the new brochure, pointing out new products, special offers and favourite brands that you would recommend.
 - Allow your customers to experience any demonstration products and samples you've ordered.
- ▶ **Ask for new referrals**
 - Always be sure to ask for new referrals – friends and family of your customer that you could add to your Customer List.


Caring for my customers

Keep in touch with your customers from one campaign to the next

- ▶ Service is more than just closing the sale.
- ▶ Call your customer a few days after you have delivered their order. Ask if they are satisfied with their order (if they have any concerns or queries, please contact your Sales Leader for assistance).
- ▶ Follow up with regular communication – contact is the success of your business.
- ▶ Let them know when their favourite products are on special.

*Please note prices are not reflective of current brochure prices.

Ways to pay your South African Avon account



AVON SOUTH AFRICA PAYMENT OPTIONS


AVON

USE THIS PAYMENT REFERENCE 0000000000000000 FOR ALL PAYMENTS

Account Details		
Payment Due Date 2018-01-12	Please Pay Avon	2 759.68

Please note, late payment may result in charges being levied.

- #### 1 At a Retail outlet convenient to you with Pay@



PAYMENT REFERENCE
0000 0000 0000 0000


your payment partner

Visit your nearest Pay@ outlet as listed below and pay your Avon account.

 - Ackermans • Boxer • PEP • Spar • Usave • Shoprite
 - Checkers • Pick n Pay and many more!

Visit www.payat.co.za to find out who is part of their payment network or use this link to pay <https://payat.io/qtr/11454112575555>

Please note, no payments below R50 will be processed.
- #### 2 At a Retail outlet convenient to you with EasyPay



PAYMENT REFERENCE
>>>>> 0 0000 00000000 0

Visit www.easypay.co.za to find out who is part of their payment network

Please note, no payments below R50 will be processed.
- #### 3 Online Payments using a Debit or Credit Card

You can pay using your MasterCard or Visa Debit or Credit Card on the Avon website www.avon.co.za by clicking on "My Account" and then "Make payment", after you have logged in to your account.
- #### 4 Online Payments EFT (Electronic Fund Transfer)

- Choose **Absa bank**
 - Enter account number: **4089608283**
 - Beneficiary reference is your Avon account number
 - The amount you would like to pay: **R1 000 (example only)**
 - Your payment is done!
 - Your proof of payment is very important, so please ensure that you keep it. If your payment does not reflect within 24 hours, this is the document you will have to email to creditcontrol.sa@avon.com

PAYMENT REFERENCE
0000000000000000
- #### 5 Inside any Absa branch

- Use account number **4089608283** for South Africa
 - Reference number must be your Avon account number
 - Give the amount you would like to pay: **R1 000 (example only)**
 - Your payment is done!
 - Your proof of payment is very important, so please ensure that you keep it. If your payment does not reflect within 24 hours, this is the document you will have to email to creditcontrol.sa@avon.com


To locate your nearest branch visit www.absa.co.za

PAYMENT REFERENCE
0000000000000000

Beauty for a Purpose

Keep the proof of payment until you are sure the payment reflects on your Avon account

Ways to pay your Namibian Avon account



AVON NAMIBIA PAYMENT OPTIONS


AVON

USE THIS PAYMENT REFERENCE 0000000000000000 FOR ALL PAYMENTS

Account Details		
Payment Due Date 2018-01-12	Please Pay Avon	2 759.68

Please note, late payment may result in charges being levied.

- #### 1 Nampost



PAYMENT REFERENCE
DAT 0000000000

Please note, no payments below R50 will be processed.
- #### 2 Online Payments using a Debit or Credit Card

You can pay using your MasterCard or Visa Debit or Credit Card on the Avon website www.avon.co.za by clicking on "My Account" and then "Make payment", after you have logged in to your account.
- #### 3 Online Payments EFT (Electronic Fund Transfer)

- If paying from a **FNB account**, choose **Avon** from "Public Recipient" tab
 - If paying from an **account with another bank**, enter account number: **62248427470**
 - Beneficiary reference is your Avon account number
 - The amount you would like to pay: **R1 000 (example only)**
 - Your payment is done!
 - Your proof of payment is very important, so please ensure that you keep it. If your payment does not reflect within 24 hours, this is the document you will have to email to creditcontrol.sa@avon.com

PAYMENT REFERENCE
0000000000000000
- #### 4 Inside any FNB branch

- Use account number **62248427470**
 - Reference number must be your Avon account number
 - Give the amount you would like to pay: **R1 000 (example only)**
 - Your payment is done!
 - Your proof of payment is very important, so please ensure that you keep it. If your payment does not reflect within 24 hours, this is the document you will have to email to creditcontrol.sa@avon.com

To locate your nearest branch visit www.fnbamibia.com.na

PAYMENT REFERENCE
0000000000000000

Beauty for a Purpose

Tip
Pay Avon promptly for your orders and avoid disappointment and delays for your Customers

• How do I pay my Avon account? • Money Management Tips

- ▶ The amount you need to pay Avon is printed on the Avon Payment options page.
- ▶ If you owe Avon money, your next order will not be invoiced and delivered.
- ▶ Remember to always enter your Avon account number or printed reference number in the Reference Number field when making payments.
- ▶ Late payment fee will apply if payments are late.

5

Where to from here?

Achieving with Avon is easy

Now that we have shown you the Earnings Structure, the Avon Invoice, the different Avon account types and how to pay your Avon account, let us show you how easy it is to earn with Avon...

1
Find

Welcome Customers

Show everyone you meet the brochure – start with your family and friends.

2
Show

Show the Brochure

Tell your customers about product benefits, and how to choose and use the correct products. Show them your Avon shop window – the Avon brochure.

3
Sell

Sell the Products

Excite your friends and family with products you know they would use and remember to highlight the special offers.



6

What do you want to do with your earnings?

Goals and dreams

Avon's earning opportunity can help you achieve **your** personal **goals**. The beauty of working with Avon is you will have the opportunity to **earn every week**.

▶ What short-term **goal** would you like to achieve with your extra cash right now?

How much cash would you need for this?

R

▶ What long-term **dream** would you like to achieve?

How much cash would you need to earn to achieve this dream?

R

7

Finding customers

• My First Customer List • Finding more customers

It all begins with finding customers: Who do you know & where do you go?

▶ Think of everyone you know and every place you go. You will be amazed at how many potential customers you have!

▶ Be sure to check your cellphone contacts for more names.

Everyone you know



All family members



Neighbours



Friends and friends of friends



Friends on social media networks



Co-workers



Children's teachers, coaches, tutors and babysitters

Every place you go*



Schools



Hair and nail salons



Church or religious organisations



Your neighbourhood



Lift clubs, taxis and buses



Shopping centres



Doctor, dentist and hospitals



Children's sporting events and activities



Local businesses and restaurants

*Please ensure that you have the necessary permission to promote your Avon business at any of the below-mentioned places BEFORE you do so.

My Customer List

Paid weekly	Paid 15th of month (government)	Paid 25th of month (government and corporate)	Paid end of month
1	1	1	1
2	2	2	2
3	3	3	3
4	4	4	4
5	5	5	5
6	6	6	6
7	7	7	7
8	8	8	8
9	9	9	9
10	10	10	10
11	11	11	11
12	12	12	12
13	13	13	13
14	14	14	14
15	15	15	15
16	16	16	16
17	17	17	17
18	18	18	18
19	19	19	19
20	20	20	20

The Consumer Protection Act (CPA) says you can approach your customers only during these hours: weekdays 08:00 to 20:00 and Saturdays 09:00 to 13:00. You may not approach customers at all on Sundays and public holidays. For more information, visit www.avon.co.za.

How to find more customers

How to generate 39 names in 1 day

1 Talk

Talk to 3 people every day



3 names become ... 9

2 Ask

Ask them for 3 referrals each



9 names become ... 27

3 Referrals

Ask them for 3 referrals each



27 can become even more!

3 + 9 + 27 = 39 in 1 day. Imagine 39 a day x 5 days a week = **195 a week!**

The Power of 3 will help you invite more people to try Avon.

- The idea is simple yet powerful: just **show** your Avon brochure to **at least 3 new people every day**.
- For even more success, ask every new customer **to recommend 3 of their friends or show their brochure to 3 friends** – everyone loves to pass along a good deal!

Remember, you need their permission before contacting these people.

Achieving your goals starts with expanding your **Customer List**.

Make your daily routine work for you. Follow **Avon's 4 Principles**:

- **Anywhere**
- **Anytime**
- **Always**
- **Ask**

Remember to adhere to the Consumer Protection Act.



8

The Avon Brochure – Your Shop Window



DOWNLOAD OUR APP!

Search Avon Brochure



There are various ways of getting brochures to your Customers:

1. Brochure
2. Mobile App
3. eBrochure – send the link to your customer

- Getting brochures to my Customers
- Getting my customers to buy more
- Know your brochure and Let's Talk

Show everyone you know your “shop” – the Avon brochure!

- ▶ The brochure will help your Customers select and use products that are perfect for them.
- ▶ **Social media widgets** make it easy to share your brochure with online friends.
- ▶ For more detailed information relating to the online brochure, visit www.avon.co.za or **Google PlayStore for Android Phones** or **AppStore for iPhones**.

MORE BROCHURES = MORE CUSTOMERS = MORE SALES

BUSINESS BOUTIQUE		
Customer order slips	26509	R11
Plastic order bags	80315	R17
Small x 50	80314	R31
Large x 50	45080	R27.50
Global Recruitment Flyer x 50	01488	R20
Appointment Pack	65048	R90
Avon Application/Order Form Pack		

Explore the Let's Talk and the brochure

Take advantage of the Representative's Let's Talk

The Avon Let's Talk gives selling tips, best practices and demonstration products for sampling at extra discounts. By using the tools available, you will be able to **maximise your sales and earnings**.

- Order fragrance samples; they are a great selling tool for customers to try before they buy.
- Check out the **Bargain Buys** and Incentives.
- **Selling Skills Training**: Keep up-to-date with Selling Skills Training.
- **Business Boutique Section**: Order clear Avon-branded plastic bags, Customer Order Slips, etc.
- **Brochure Section**: Order brochures for the current and next month.
- There is no discount/commission earned on the products ordered through the Let's Talk.

Lumpy brochure

Every month, our Marketing Department gives us a brochure packed with **competitive offers, big specials, new products and opportunities** to stock up on your **favourite products**.

You need to know your brochure because your **friends, family and Customers** might have **questions** you need to **answer**. You will also see that each brochure has a theme or certain focal point for that month, e.g. a fragrance, make-up or selling theme.

We recommend that you make what we call a **“lumpy brochure”**. How would you do that? By folding pages you want your Customer to see what's on offer and while doing that, insert samples where possible so they get the opportunity to **try new products!** Your Customers need to get a brochure every month and you need to inspire them to share this brochure with all their friends and family. That way, you can get more orders and earn more money!

It is very important that **your contact details** are **easy to see** so they can contact you to place that next order.

The **more brochures** you give out, the **more Customers** you get and the **more sales** you will have, which means you will **earn more**.



Let your brochure work for you

More Brochures = More Earnings

Advanced Selling Techniques



Link selling lets you promote related products, i.e. SuperShock Mascara and Glimmerstick Eyeliner.



Cross-category selling is an ideal way to promote products from different categories. Think 'head-to-toe', i.e. 360 Nourishment Moroccan Argan Oil, Clinical Eye Lift PRO, Little Black Dress EDP and Footworks.



Bundle selling is grouping three or more items together for a larger order. This works really well around holidays or Christmas time, i.e. handbags, jewellery or any of the Big Beauty Deals.



9

Selling to my Customers

5 Easy Steps to Selling Success

Although the strength and reputation of Avon's brands make them easy to sell, you need a strong, confident sales presence for maximum selling success. It's easy – here's how:



The Consumer Protection Act (CPA) says you can approach your customers only during these hours: weekdays 08:00 to 20:00 and Saturdays 09:00 to 13:00. You may not approach customers at all on Sundays and public holidays.

5 products to 1 Customer (head to toe):

Shampoo	R35.95
Face Moisturiser	R45.00
Deodorant	R29.95
Body Lotion	R65.00
Hand and Feet Cream	R41.00
Total Sale	=R216.90 x 5 Customers = R1,084.50

Your discount at 20% = R216.90 = Example of your earnings

Link the above to the different categories:

Fragrance, Jewellery, Make-up (Colour), Hair, Accessories, Skincare

*Prices subject to change



Get the Power of Skincare to work for you

Happy skincare customers are loyal users, often buying all the products in a regimen, leading to **higher sales and higher earnings** for you.

ANEW

An industry leader in **anti-ageing** skincare technology

clearskin

Products that help you win the fight against **problem skin**

AVON **nutraeffects**

A range with **Active Seed Complex**, suitable for sensitive skin

10

What do you need to earn to make your dreams and goals come true?

Let's Plan to Achieve

$$\begin{array}{|c|} \hline \text{Number of} \\ \text{Customers} \\ \hline \# \\ \hline \end{array}
 \times
 \begin{array}{|c|} \hline \text{Average} \\ \text{Customer Order} \\ \hline \text{R} \\ \hline \end{array}
 =
 \begin{array}{|c|} \hline \text{SALES} \\ \hline \text{R} \\ \hline \end{array}
 -
 \begin{array}{|c|} \hline \text{Brochure} \\ \text{samples, etc.} \\ \hline \text{R} \\ \hline \end{array}
 \times
 \begin{array}{|c|} \hline \text{DISCOUNT \%} \\ \hline \% \\ \hline \end{array}
 =
 \begin{array}{|c|} \hline \text{ACTUAL} \\ \text{EARNINGS} \\ \hline \text{R} \\ \hline \end{array}$$

Other costs: Remember to include a R22 Administration Fee if applicable (order less than R2 500)

11

Placing my Customers' orders

How do I place my orders every month?

There are various methods you can use to place your order

Before you place an order you can send your Customers our brochure by sending a personalised link to the brochure by Whats App, email or social media via our website.



Website

Register on www.avon.co.za so you can place orders online

Follow the prompts!



SMS (South Africa only)

You can SMS* orders to 43116 using the following format:

0 space Accountnumber space Monthnumber space Productcode space Quantity space

Just keep adding product codes and quantities



SMS (Namibia only)

You can SMS* orders to +27832155050 using the following format:

0 space Accountnumber space Monthnumber space Productcode space Quantity space

Just keep adding product codes and quantities



Mobile app

Use our mobile app to manage customer orders
Place your own order and so much more

DOWNLOAD OUR APP!

Search Avon Brochure



*Standard SMS rates apply

12

What else can I achieve with Avon?

Becoming a Top Seller

Avon recognises the highest achievers with fabulous rewards and entry into the prestigious Avon Top Sellers Club. Our top selling Representatives are rewarded with free Avon brochures, exclusive offers and other amazing incentives.

With Avon, you're in business for yourself, but not by yourself. We also have other earnings opportunities for you to consider. As an Independent Avon Representative, you will be selling and serving Customers, earning money and having fun!

Ask your Sales Leader for more information about this fantastic programme.



"I never thought I'd own my own car and house and take care of my family after my husband died. It's been a hard road but I've made my dreams come true thanks to selling Avon. I'm proud to empower others to also become proud, self-sustaining women."

– Ireen Mabutla, Avon Sales Leader, Limpopo



Sales Leadership Opportunities

When you start your Sales Leadership business, you will learn how to:



1

Sell Avon products to your Customers



2

Grow your Customer base



3

Recruit and appoint Representatives and Sales Leaders to your team



4

Develop some of your Representatives into Sales Leaders and help them grow their teams



5

Manage and motivate your team



"Avon helped me become a confident, successful businesswoman! I joined Avon 16 years ago but left my full-time job six years ago to be a full-time Avon Sales Leader. Now I have control over my finances and more time with my family."

– Ceinwen Oosthuizen, Sales Leader, Durban



13

Important contact information


▶ South Africa

- **Avon Service Centre**
Tel: 0860 10 23 45
Email: queries@avon.com
- **Website**
www.avon.co.za
- **Proof of payment**
Email: creditcontrol.sa@avon.com
Fax: 010 205 6350

- **Account balance**
To find out your account balance, SMS the word “balance” followed by a space and your account number to 31394, for example: **balance 12345667**
- **Order status**
To find out where your order is, SMS the word “where” followed by a space and your account number to 31394, for example: **where 12345667**

▶ Namibia

- **Avon Call Centre**
Tel: 061 226489
Email: namibia.queries@avon.com
- **Proof of payment**
Fax: +2710 205 6350
Email: creditcontrol.sa@avon.com
- **Office**
Tel: 061 229 822/061 223 052
Fax: 061 222 855

 My account number My Sales Leader's contact number
 My Sales Leader's name My Sales Leader's email address

THIS IS THE COMPANY

that puts mascara on lashes and food on tables, that **fights** wrinkles with one hand and **breast cancer** with the other. That knows the value of a perfect **lip**, and still opens its mouth and **speaks out** against domestic violence and for women's financial **independence**.

This is the company that not only brings **beauty** to doors, but also opens them. The company that **supports** more than **6 million** Representatives in over **100** countries. This is Avon. The company that, for more than **130** years, has stood for beauty, **innovation**, **optimism** and, above all, **for women**.

“I’m a proud, independent woman determined to reach my goals. I was a domestic worker, but thanks to Avon I’ve put my eldest child in university and my three younger ones in private schools. I love how Avon empowers other women like me.”

– Rosalia Mankae, Independent Sales leader, Soweto



To grow your business as a Representative, log in to your Avon account at www.avon.co.za and participate in our online training courses or contact your Sales Leader or Area Sales Manager to enquire about further training to assist you to maximise your earning potential.

NOTES
