

## On-line Appointments

### *Frequently Asked Questions*

- Q Where do I go to make an on-line appointment?  
A You can access the on-line appointments tool in My Avon Office. Log in as always and click on the Online Appointments link on the menu bar. Then click on the New icon to start a new application.
- Q Is there a training guide to teach me how to make an on-line appointment?  
A Yes. There is an easy to understand guide with screen shots on our website under Online Training.
- Q How will the system know what my area code is?  
A The system will automatically detect your area code based on the account number you have used to log into My Avon Office.
- Q The system says that the Representative has a balance. Can I continue with the appointment?  
A Unfortunately not. Phone Service Centre to confirm the balance on the account and arrange for the Representative to settle the balance - or to provide proof of the settlement so that her account can be updated.
- Q The system shows a message that the account is active, what should I do?  
A This message means that the applicant's ID number is already associated with an active account. You should contact Service Centre to confirm the account details. Then, be sure to let the applicant know she can place her first order.
- Q What is the Continue icon for?  
A The system allows you to start applications and save them for later if you do not have all the required information. When you want to continue with an application that you have saved before, simply click on the Continue button. Enter the applicant's ID number to retrieve the application. Remember, you will need a new OTP to continue with the application.
- Q My applicant has a cell phone number issued in another country. Will the OTP be sent to that number?  
A Unfortunately not. Our service provider cannot send messages to numbers issued outside of South Africa and Namibia. In a case like this, you have to provide a valid email address. The OTP will be sent to that email address instead of to a cell phone.
- Q The applicant has given me an OTP that does not work. What now?  
A The OTP is valid while you are busy with that particular applicant's on-line appointment. Once you have exited the on-line appointment for the applicant for any reason, the OTP is no longer valid. When you open the applicant's on-line appointment later, you will have to request a new OTP.
- Q What if my applicant does not have a cell phone?  
A You will have to complete the registration and order forms and email them to the registrations email address for processing. Only applicants with cell phone numbers can be registered through Online Appointments

- Q Why did I get a message stating that the cell phone number cannot be used for this appointment?
- A This means that the cell phone number has been used to open another account. Every account must have a unique cell phone number. If the applicant does not have an existing account number, contact Service Centre to remove the cell phone number from the account that does not belong to her.
- Q My applicant does not know her full address. Will we be able to use a partial address to register her?
- A The applicant's full address (Street Name and Number, Town, Suburb, Post code, Country and Province) is required to complete the appointment. Remember that the quality of the applicant's address affects her credit rating.
- Q I just saw a message that says Credit Rejected after submitting the application. What does this mean?
- A Unfortunately, this message means that the credit bureaus have advised Avon to not open an account for this applicant due to her credit score. By law, our agents are not allowed to provide any details as to the reason for the score. The applicant will be able to obtain the reason from TransUnion. You can phone them on 0861 482 482 between 017h30 and 18h00 on weekdays.
- Q Do I have to email the applicant's application form?
- A No, you do not need to email the applicant's application form if you have completed an on-line appointment.
- Q I saved an application after getting to the document uploading part, but now I need to enter the OTP again. Why is this?
- A When you save an application and later retrieve it, you start over from the details entry page and will need to request a new OTP to proceed to the next step in the application process.
- Q What documents do I need to send when I do an on-line application?
- A You need to upload only the applicant's ID copy while you are completing the process. You may use a copy of an ID document, a passport or an ID card.
- Q Should I also attach the applicant's order?
- A No, do not attach the applicant's order. Once she has received her account number, you can help the new Representative to register on [www.avon.com](http://www.avon.com) and then show her how to place her own order on-line.
- Q The applicant sent me a picture of her ID document. Is this acceptable?
- A Picture files are acceptable (jpg, png, tiff or pdf formats). However, do not insert or paste the picture into a Word, Excel or PowerPoint document. The on-line appointments tool cannot process these documents.
- However**, remember: the applicant *has to be with you* when you complete the application. If she is not with you, you cannot be sure that the ID copy belongs to the applicant herself. This can result in fraud. If she is not with you, the very important first training session cannot happen either.
- Q How long will it be before the applicant receives her account number?
- A If the application was submitted before 15:00 on a weekday, the new applicant will receive her account number within 2 hours. If the application was submitted after 15h00 on a weekday or on a weekend, the account number will be sent within the first two hours on the next business day.
- Q I have done everything correctly but we still do not have an account number. What went wrong?
- A Escalate the query following the same escalations process as emailed registrations. Forward the confirmation email received when submitting the application. Also, to speed up the process, please attach the applicant's ID copy.

- Q How often will you communicate with the applicant during the on-line appointment process?  
A An email is sent to the applicant (if an email address has been entered) as well as to the Sales leader when:
- The application goes on to the document upload page (once the OTP has been entered and you have clicked on Next)
  - The documents have been uploaded
  - The Terms and Conditions have been accepted
  - The application has passed the credit check and the ID copy needs to be validated
  - The ID copy has been validated automatically and the account is created - or if the application failed automatic validation and has to be validated at Head Office
  - The ID copy is manually validated and the account is created - or when the ID copy could not be validated manually
- Q I'm uploading the ID copy in PDF format, but the file size is too big. What now?  
A The on-line appointments tool has been designed to accept large files. However, ensure that only the ID copy is being uploaded.
- Q It is very difficult to upload both sides of the ID card on one document. What should I do?  
A You only have to upload an image of the back of the card. Please ensure that the barcode is clearly visible.
- Q Some of my new Representatives are registered as Pay as You Go Representatives, only to reflect a credit limit days later. Why does this happen?  
A We review accounts that failed credit checks because incorrect information (like addresses, etc.) has been entered. During the manual review, we adjust credit limits when possible. To prevent this, please ensure that the correct information is entered at all times.
- Q I have uploaded a clear copy of an ID document, but the message states it is unacceptable. Why?  
A The barcode and ID number are the most important parts of the ID copy. Ensure that:
- The barcode is not scanned in skew. The system can only read horizontal information
  - Something (e.g. a finger) is not obscuring the barcode or ID number
  - The barcode or ID number is not cut off at the end
  - There is no reflection or glare on the barcode or ID number
  - The image is not too dark or too bright
- Q Does my new Representative have to place an order immediately?  
A The on-line appointments process does not require an order to be submitted along with the registration.
- However**, remember that an appointment does not count towards your actives without an order and you will not receive any commission if your new Representative does not place an order. You have to 'close the deal' so that all your hard work will pay off.
- Q Could we have a separate page after registration where orders can be submitted?  
A Orders can be submitted on the website as usual once account numbers have been received.
- Q Why do my reinstated Representatives end up in other Zones?  
A Zones are allocated based on the residential address. Please ensure that the suburb, town and post codes are correct.
- Q Is there an app I can use to scan ID copies?  
A Yes, CamScanner is a free app that is very easy to use. There is a CamScanner guide on [www.avon.co.za](http://www.avon.co.za) under Online Training that will show you how to use the app.

- Q What if I make a mistake when completing the on-line form?  
A If you make a mistake, the system will notify you with a pop-up message. You can then simply correct the error.
- Q What if the applicant can't remember what her postal code is?  
A By typing in the street number and name, you will see a list of possible towns and postal codes. Click on USE to select the correct address.
- Q I've noticed that the Sales Leader Area Code is incorrect. What should I do now?  
A You can resolve this by sending an email to the Leader & ASM desk. They will change the area code for you. Their email address is [leaderqueries@avon.com](mailto:leaderqueries@avon.com).