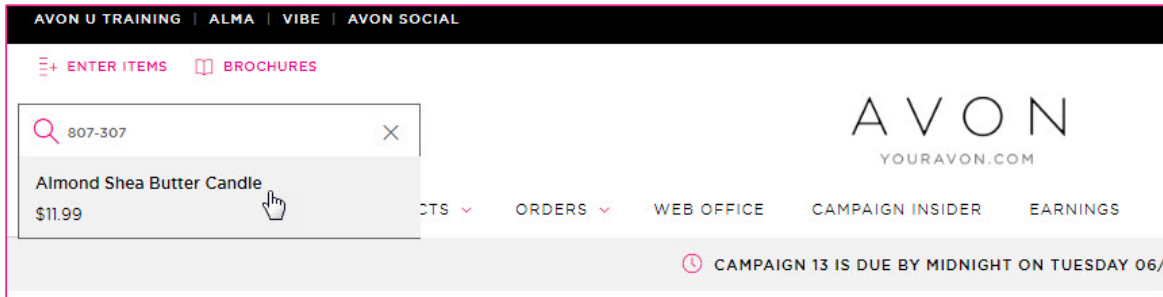


Ordering on YourAvon 2.0

Using the Search Tool

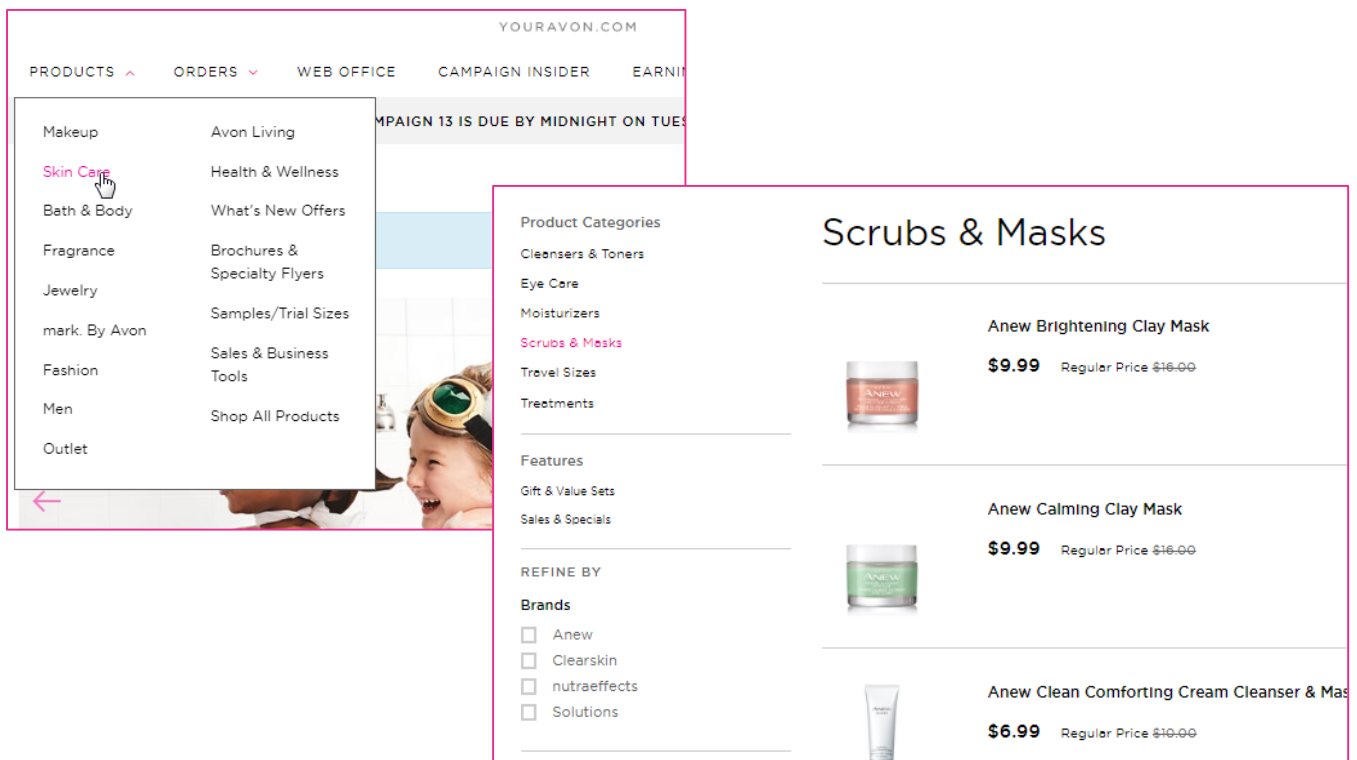
You can search for a product using the Search tool. If you know part of the item description or the brand, enter it into the Search box near the top of the screen. When you click the item in the results, the product detail page opens. If you know the product line number, you can enter it into the search box as well.



Browsing Categories

If you prefer to browse through the product category, simply select the category from the Product menu dropdown.

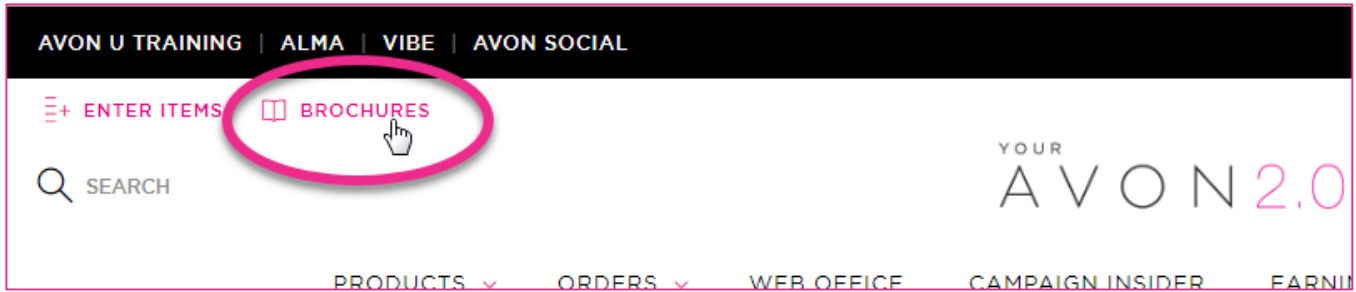
You'll love how easy it is to narrow the display of products by selecting a different sub-category or by applying different filters.



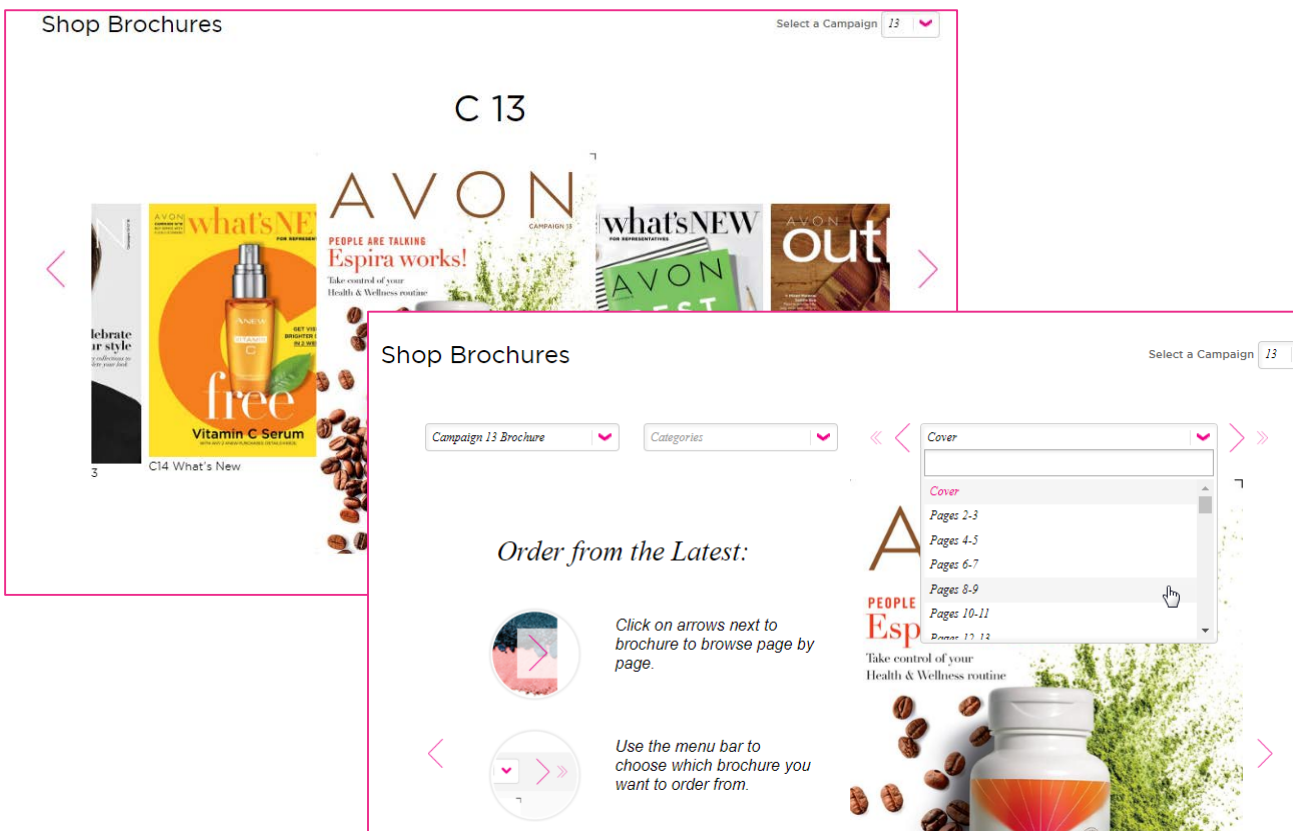
Ordering on YourAvon 2.0

Flipping Through Online Brochures

Would you rather browse through the brochure to add items to your order? You can do that by clicking Brochures near top of the screen.

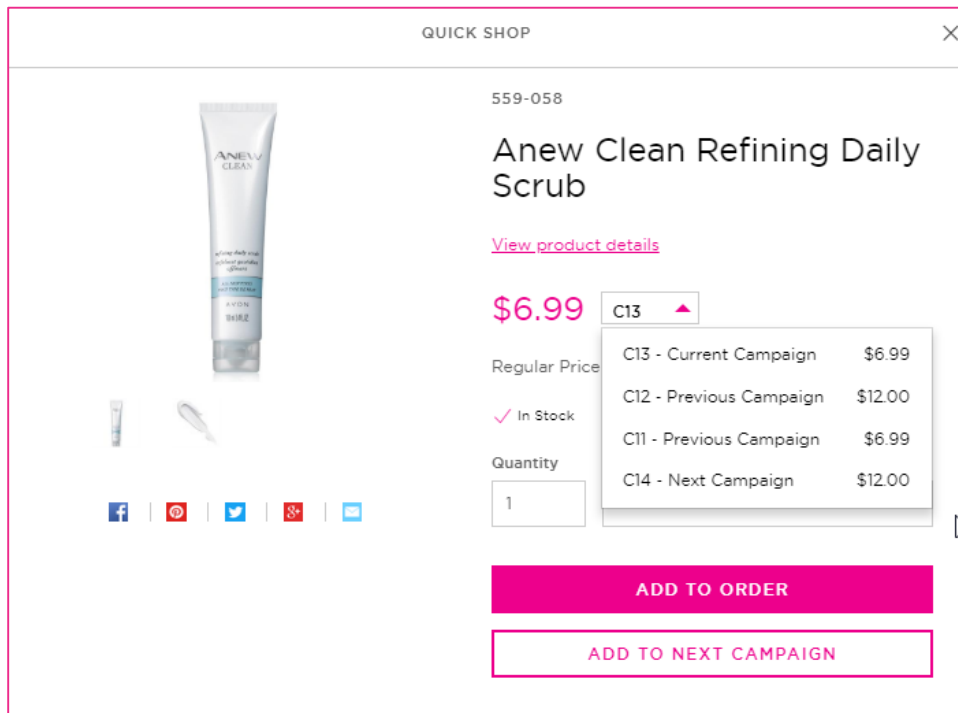


Scroll through the carousel of brochure images to select the one you want – you can pick from the full-size brochures, the flyers or the What's New booklet. You can jump to a certain category or page number...or just browse page by page.



Ordering on YourAvon 2.0

Quick Shop Window



To view pricing for other campaigns, click the campaign dropdown arrow. You can “backorder” a product from two previous campaigns OR add it to the next campaign. Products may be a part of a special promotion you need to qualify for, so check the specific campaign brochure for details.

Product status will tell you if it is in stock, available soon (temporarily out of stock) or no longer available (permanently out of stock).

If it is temporarily out of stock, you can request to be notified when it is back in stock! The Notify Me message will display on your home page when it is available.

Social sharing icons make it easy to let your customers know a favorite product is on sale AND the post or email contain links back to your Online Store!

To order, click the drop down and select the customer. To create a new customer, click the Add New Customer link. If you’re creating your own ‘business order’, use the ALL CAPS version of your name in the customer list, to help separate and track your business expenses for items like brochures and samples.

Then click ADD TO ORDER or ADD TO NEXT CAMPAIGN.



Ordering on YourAvon 2.0

Entering Item Numbers

To enter a large list of items, enter item numbers. As you add product numbers, the system will display product availability and Special Offers information. You'll see a system confirmation each time an item is added...and you can expand a customer's order to view each product added.

NOTE: For detailed information about entering item numbers, be sure to complete the AVON U training activity, *Enter Items by Product Number in YourAvon 2.0*.

The screenshot shows the 'Enter Items' interface with the following elements and annotations:

- Navigation Bar:** AVON U TRAINING | ALMA | VIBE | AVON SOCIAL
- Buttons:** ENTER ITEMS (with a hand icon pointing to it), BROCHURES
- Search Bar:** SEARCH
- Form Fields:**
 - Select a Customer:** Sally Smith
 - Product Number:** 064-110
 - Quantity:** 1
 - Price:** C16 - \$38
- Annotations:**
 - A red circle around 'In stock' with an arrow pointing to it labeled 'Product Availability'.
 - A red circle around 'Special Offers' with an arrow pointing to it labeled 'Link to Special Offers Information'.
 - A red circle around the 'ADD TO ORDER' button.
 - A red circle around the 'PRODUCT ADDED: Senses HndGel PomMango' message with an arrow pointing to it labeled 'Product Added Confirmation Message'.
 - A red circle around the 'Sally Smith' customer name in the order list with an arrow pointing to it labeled 'Click Triangle to View Customer's Order'.
- Buttons:** ADD TO NEXT CAMPAIGN, ADD TO ORDER
- Confirmation Message:** PRODUCT ADDED: Senses HndGel PomMango
- Order List:**

Customer	Units	Price
Sally Smith	1 units	\$3.49

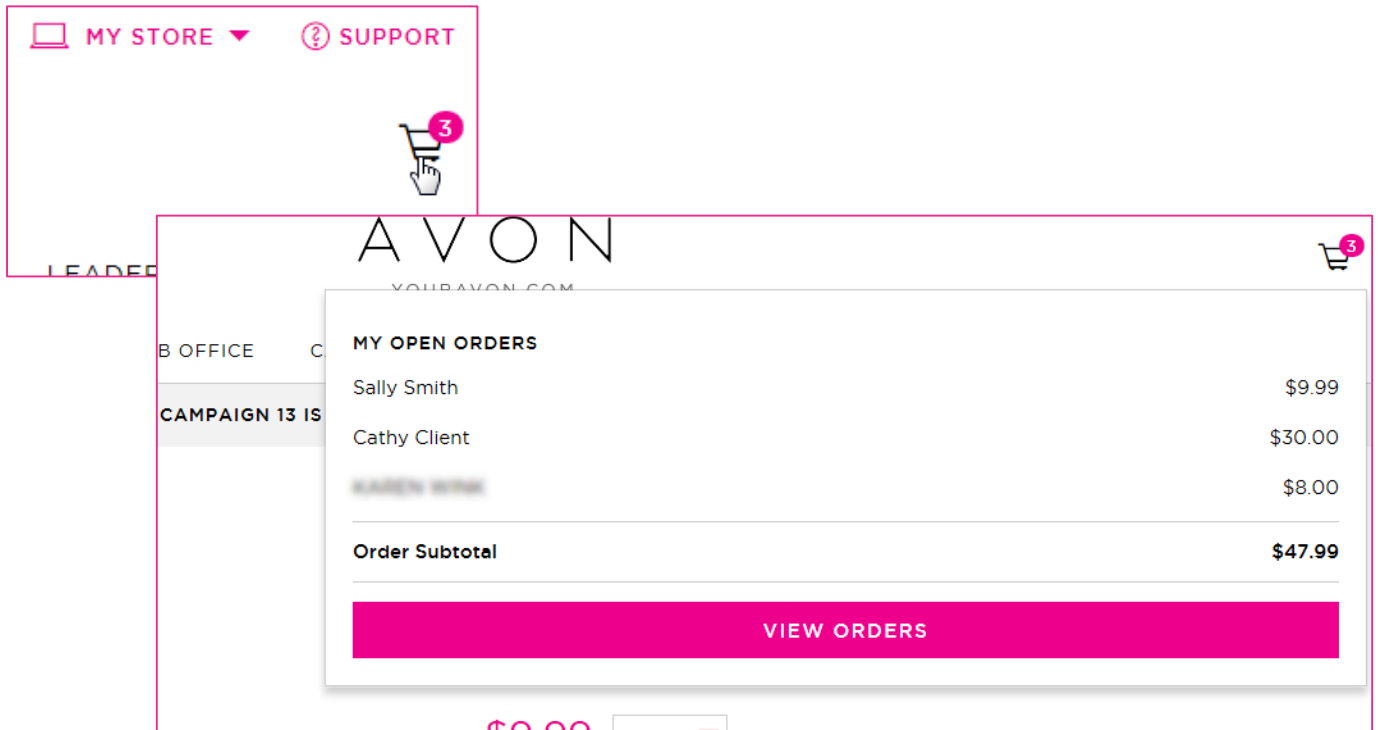


Ordering on YourAvon 2.0

Check Out Process

After you finished adding products to your order, can complete the checkout process. Click the Cart icon in the upper right area of the screen. You'll see a snapshot of each order.

To view and submit the order for processing, **OR view and edit an existing order**, click View Orders.



Ordering on YourAvon 2.0

My Open Orders Page

The My Open Orders page displays each customer order in an easy-to-read format. If necessary, you can update the quantity, delete an item, or delete an entire order. You'll see a summary of your order, including your earnings.

For each product in the order, you'll see the product image, product name, line item, campaign number, and *price.

***NOTE: Special offers pricing is fulfilled at checkout, not here.**

To submit your order, click the Checkout button. You'll have another opportunity to edit your order on the Checkout page.

My Open Orders


[ORDERS](#) [OFFERS 2](#) [BUY BROCHURES](#)

☒ Select All

☒ **KAREN** 551-038

1 Total Items


[Delete Order](#)

ITEM	PRICE	QTY
 TC Bold Lipstk Ruby 551-038 Campaign 13	\$8.00	<input type="text" value="1"/>
	Remove	

☒ **Cathy Client**

1 Total Items


[Delete Order](#)

ITEM	PRICE	QTY
 Avon Femme EDP 072-702 Campaign 13	\$30.00	<input type="text" value="1"/>
	Remove	

☒ **Sally Smith**

1 Total Items

[Delete Order](#)

ITEM	PRICE	QTY
 Anew Calming Clay Mask 225-443 Campaign 13	\$9.99 \$16.00	<input type="text" value="1"/>
	Remove	

ORDER SUMMARY

SUBTOTAL	\$47.99
WITH OFFERS APPLIED	\$47.99
MY EARNINGS	\$9.60

Shipping and taxes will be applied during the checkout process.

CHECKOUT 3 ORDERS



Ordering on YourAvon 2.0

If you are unable to check out because your order contains an out-of-stock item...

You may have created your order but waited before submitting it. In this scenario, you'll see a message on the My Open Orders page. We'll identify the product that is no longer available, and you'll need to remove it from the order before you can check out.

If the item is temporarily unavailable, we'll also identify it, and you'll have the option to be notified when back in stock. You will still need to remove the item from your order.

The screenshot shows the 'My Open Orders' page. At the top, a light gray box contains a warning message: 'Your orders contain one or more items that are out of stock. Please remove them.' Below this, the page title 'My Open Orders' is displayed. Underneath, there are tabs for 'ORDERS', 'OFFERS' (with a '2' badge), and 'BUY BROCHURES'. The 'ORDERS' tab is selected. Below the tabs, there is a 'Select All' checkbox and a summary for 'KIM NICHOLS' with a total of 10 items and a total price of \$350.00. A 'Delete Order' link is also present. The main table lists items with columns for 'ITEM', 'PRICE', and 'QTY'. One item, 'SmthMnrls Pwdr Shell', is listed with a price of \$8.99 (crossed out from \$12.00) and a quantity of 1. A 'Remove' link is next to the item. Below the item, a light gray box contains a warning: 'This product is no longer available' and a button to 'VIEW SIMILAR PRODUCTS'. A red arrow points to the 'Remove' link.

Tip: A light gray box highlights out of stock items.

Ordering on YourAvon 2.0

If a Customer on your online store opts for Representative delivery...

You'll see a Representative Delivery section near the bottom of your My Open Orders page. Each order in this section also contains the AVR identifier.

My Open Orders

[ORDERS](#) [OFFERS 2](#) [BUY BROCHURES](#)


☒ Select All

☒ CELINE ROWSTRON

1 Total Items

\$199.95

[Delete Order](#)

ITEM	PRICE	QTY
 Anew Unlimited Lashes Pack of 5 030-749 Campaign 17	\$199.95	<input type="text" value="1"/>
		Remove

REPRESENTATIVE DELIVERY
Customer orders from my Online Store.

☒ CELINE ROWSTRON

1 Total Items - AVR0136174804

\$29.99

[Delete Order](#)



Ordering on YourAvon 2.0

If you have added items to a future order...



You'll see a Future Orders section near the bottom of your My Open Orders page.

My Open Orders

[ORDERS](#) [OFFERS 2](#) [BUY BROCHURES](#)

☒ Select All

☒ **Sub Products**
2 Total Items
[Delete Order](#)

ITEM	PRICE	QTY
 Anew Hydra Fusion Replenishing Serum 887-434 Campaign 18	\$22.99 \$49.00	<input type="text" value="1"/> Remove
 Anew Hydra Fusion Gel Cream 887-381 Campaign 18	\$17.99 \$32.00	<input type="text" value="1"/> Remove

FUTURE ORDERS
Available for checkout in the next campaign.

☐ **Sub Products**
1 Total Items
[Delete Order](#)

ORDER SUMMARY

SUBTOTAL	\$40.98
WITH OFFERS APPLIED	\$32.99
MY EARNINGS	\$0.00

Shipping and taxes will be applied during the checkout process.

[CHECKOUT 1 ORDER\(S\)](#)



Ordering on YourAvon 2.0

Adding Brochures

When you click the Checkout Orders button, you'll be reminded to add Brochures to your order. You can add Brochures for the next two campaigns. You order them in packs of ten.

ADD BROCHURES?

Don't forget to add brochures to your order before you checkout.

NO, CHECKOUT NOW

YES, ADD BROCHURES


tk Ruby

mpaign 13

\$8.0

My Open Orders

ORDERS OFFERS 2 BUY BROCHURES



Avon C14 Brochures:

Order in packs of 10

QTY

English Brochures (Packs of 10)

QTY

Spanish Brochures (Packs of 10)

ADD TO ORDER

Avon C15 Brochures:

Order in packs of 10

QTY

English Brochures (Packs of 10)

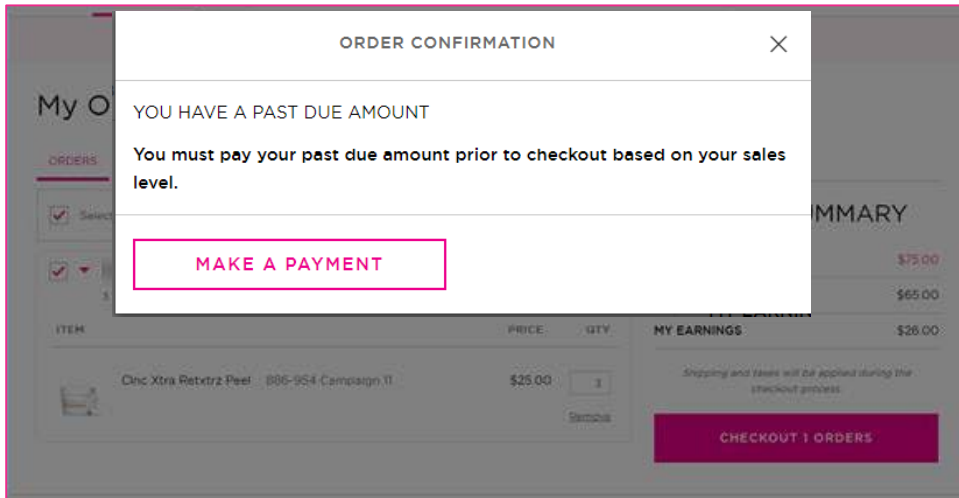


Ordering on YourAvon 2.0

Past Due Amounts

When your order is ready to submit, click Checkout Orders button.

When you place an order, you must pay any previous unpaid balance. You can still use any available credit to pay for the current order. But if the available credit does not cover the unpaid balance, you must pay the difference before submitting this order.



Ordering on YourAvon 2.0

Checkout Page – When Your Amount Due is Zero

You can do one final review of the items in your cart, and if necessary, you can still edit the order.


If your amount due is ZERO, the PINK Submit button displays. You can submit your order.

Checkout

Edit Order

ORDER DETAILS

▼ 5 Items In order \$48.27




C20 Brochures - Pack of 10 English

055-745

\$6.49

QTY: 1 x \$6.49

Earnings: \$0.00




Moisture Therapy Daily Skin Defense Body Wash

775-269

\$9.00

QTY: 2 x \$4.50

Earnings: \$1.80




Anew Hydra Fusion Replenishing Serum

887-434

\$18.39

QTY: 1 x \$18.39

Earnings:



Anew Hydra Fusion Gel Cream

887-381

\$14.39

QTY: 1 x \$14.39

Earnings:

SHIP TO

4710 E. CHISUM TRL

Subtotal (5 Items) \$48.27

Shipping + \$7.00

Tax + \$4.28

My Earnings - \$1.80

Order Total \$57.75

Available Credit - \$151.63

Amount Due \$0.00

SUBMIT

Page 12 (Rev 8/14/18)

LEARNING & DEVELOPMENT

Ordering on YourAvon 2.0

Checkout Page – When Your Amount Due is NOT Zero

You can do one final review of the items in your cart, and if necessary, you can still edit the order.

However, if your order total exceeds the amount of your available credit, you won't be able to submit your order until you first pay the difference. The Submit button will be gray instead of pink.

Scroll down and click Choose Payment Method.

The screenshot shows the Avon checkout page. On the left, there are sections for 'ORDER DETAILS' (9 items in order, \$256.08), 'SHIP TO' (4700 E CHANDLER BL, PHOENIX, AZ, US, 85006), 'ARRIVAL ESTIMATE' (Ground Transportation (3 business days)), and 'CHOOSE PAYMENT METHOD' (with a Visa Credit Card option). On the right, a summary table shows: Subtotal (9 items) \$256.08, Shipping + \$9.00, Tax + \$22.15, My Earnings - \$67.50, Order Total \$219.73, Available Credit - \$131.63, and Amount Due \$88.10. The 'SUBMIT' button is grayed out and has a stop symbol over it. A pink arrow points to the 'CHOOSE PAYMENT METHOD' section. A pink box on the right contains the text: 'Order total exceeds available credit' and 'Submit button is grayed out and cursor is changed to a stop symbol.'

Checkout	
ORDER DETAILS	Edit Order
▶ 9 items in order	\$256.08
SHIP TO	
4700 E CHANDLER BL PHOENIX, AZ, US, 85006	
ARRIVAL ESTIMATE	
Ground Transportation (3 business days)	
CHOOSE PAYMENT METHOD	
Visa Credit Card	
Subtotal (9 items)	\$256.08
Shipping	+ \$9.00
Tax	+ \$22.15
My Earnings	- \$67.50
Order Total	\$219.73
Available Credit	- \$131.63
Amount Due	\$88.10
SUBMIT	

Order total exceeds available credit

Submit button is grayed out and cursor is changed to a stop symbol.

Complete the payment form.

The screenshot shows the 'ENTER CREDIT CARD DETAILS' form. It has a section for 'Amount to Pay' with a text box containing '88.10'. Below that is a section for 'Card Number' with a text box.

ENTER CREDIT CARD DETAILS

Amount to Pay

88.10

Card Number

Once you receive your payment confirmation, return to the Checkout page.

The Submit button will now be pink and you can submit your order.

Ordering on YourAvon 2.0

Order Confirmation and Tracking

After submitting your order, you'll receive a confirmation number. You can track submitted orders from the Orders tab.

The screenshot displays the 'Thanks for Your Order!' confirmation page. A green box highlights the order confirmation number 452302127. Below this, a 'Track Your Order' section provides instructions on how to check the order status. A 'BACK TO HOME' button is visible at the bottom left. On the right, a navigation menu is open for the 'ORDERS' tab, showing options like 'Online Order History', 'Direct Delivery Orders Report', 'Track Submitted Orders' (which is highlighted with a mouse cursor), 'Invoices', 'Invoice Addendums', 'Returns', and 'Customer Product Reminder'. The background of the page shows a partial view of the confirmation message and the order number.

Thanks for Your Order!

Your order is being processed and the estimated arrival is 2 days.

YOUR ORDER CONFIRMATION NUMBER IS
452302127

✓

Track Your Order
You can check your order status at any time at [Track Submitted Orders](#). You will also receive an email containing all the order details within the next 24 hours.

Questions About Your Order?
Please call us at (866) 513-AVON (2866).

BACK TO HOME

PRODUCTS ▾ ORDERS ▴ WEB OFFICE CAMPAIGN INSIDER

- Online Order History
- Direct Delivery Orders Report
- Track Submitted Orders
- Invoices
- Invoice Addendums
- Returns
- Customer Product Reminder

IS DUE BY 5PM ET / 2PM

Thanks for your order!

Your order is being processed and the estimated arrival is 2 days.

YOUR ORDER CONFIRMATION NUMBER IS
452302127



Ordering on YourAvon 2.0

2.0 Training Activities Available in AVON U

Be sure to complete your 2.0 training. The following activities are available to you after you earn your Orientation badge.

Introducing YourAvon 2.0!

Everyone loves a makeover, and we're so excited to show you YourAvon's new look! This activity will take approximately 10 minutes. Watch the video to take a tour of YourAvon 2.0 and discover the fantastic new features!

Enter Items by Product Number in YourAvon 2.0

If you have a large list of items to order, you will love how quickly you can enter the items by product number! This activity will take approximately 5 minutes. Watch the video and learn all the tips!

