

How to Locate Order History

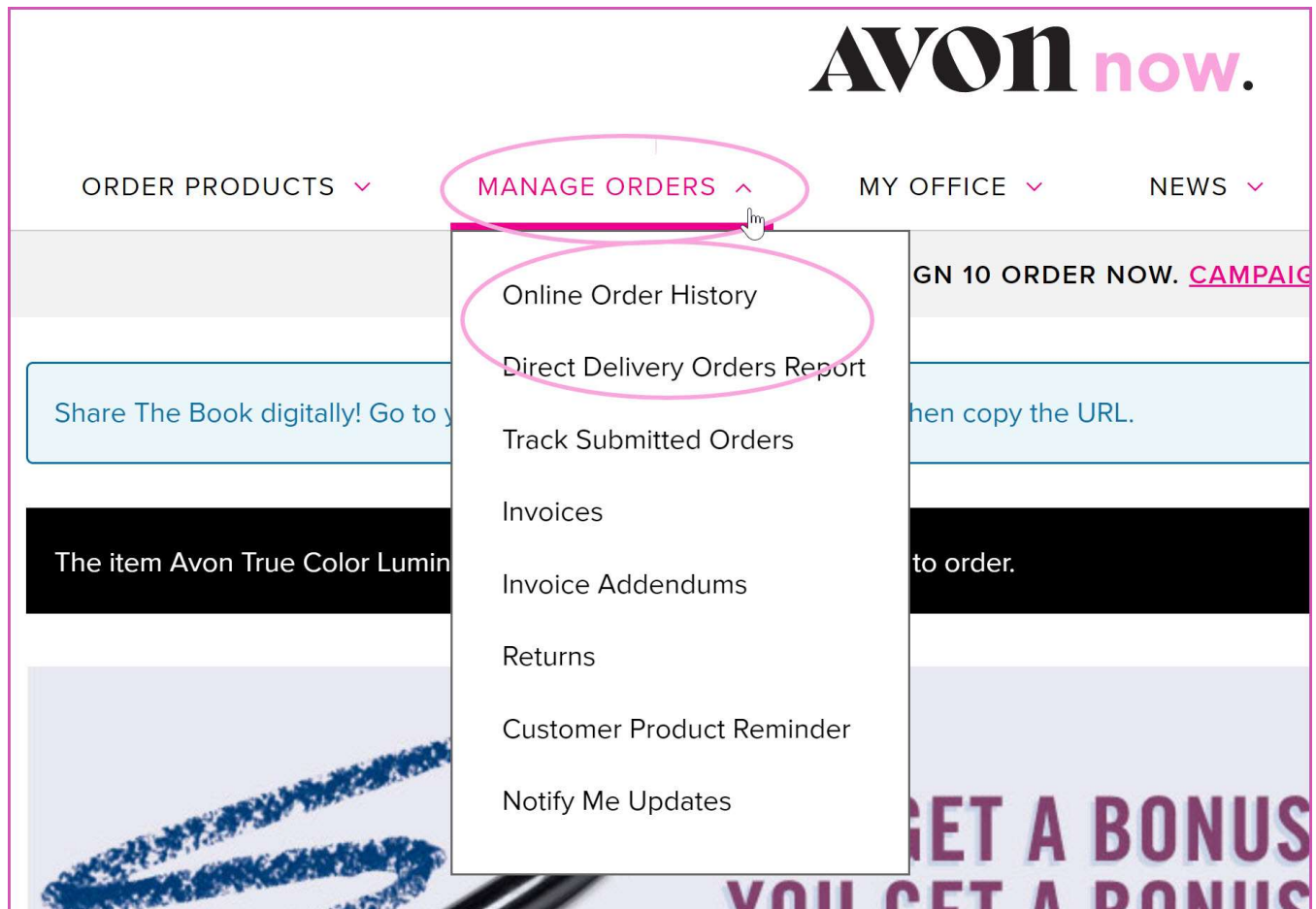
Your previous order are easily accessed from your order history. Utilize this history to follow up to see how they liked the item or suggest it might be time to replace that mascara!

You can also use your customer history for your sample strategy. What sample can you offer that complements something they have purchased. Remember, we have samples for skin care, perfumes, Espira and more!

In AvonNow, all of your order history is accessed from the **Manage Orders** submenu.

Orders that:

- You placed will be under *Online Order History*.
- Customers placed through your online store will be under *Direct Delivery Orders Report*.



How to Locate Order History

Online Order History

To view the orders that YOU placed for yourself or your customers, click **Manage Orders > Online Order History**.

Click the **Confirmation Number** to open the order details. Then click the **Order ID**.

The screenshot shows the 'Online Order History' page. At the top, it says 'Below are orders you've placed on YourAvon.com as well as customer orders placed through your online store.' Below this is a table with columns: CONFIRMATION #, DATE, CAMPAIGN #, ORDER TYPE, and STATUS. Three confirmation numbers are listed: 458138660, 457396149, and 457039864. The first one, 458138660, is circled in pink. A mouse cursor points to it. To the right, a 'Order Details' pop-up window is shown. It has a 'Back to Online Order History' link. Below the title, it shows 'CONFIRMATION #' 458138660 and 'CAMPAIGN' 18. There are two expandable sections. The first is expanded to show a table with columns: ORDER ID, DATE, CAMPAIGN, and QUANTITY. The first row is circled in pink and has a mouse cursor pointing to the ORDER ID '0851518771'. The second section is collapsed. Below the pop-up, the text 'You'll then see the Customer Order Information.' is present.

You'll then see the Customer Order Information.

The screenshot shows the 'Customer Order Information' page. At the top, it says 'Back to Order Details 458138660'. Below this is a table with columns: CUSTOMER, ORDER ID, CONFIRMATION #, and CAMPAIGN. The first row shows a customer name, ORDER ID 851518771, CONFIRMATION # 458138660, and CAMPAIGN 17. Below this is a section titled 'Items in Order 851518771'. It contains a table with columns: CAMPAIGN, QUANTITY, PRODUCT NUMBER, and DESCRIPTION. The first row shows CAMPAIGN 17, QUANTITY 1, PRODUCT NUMBER 686958, and DESCRIPTION 'Beachy Beaded Blush Teardrop Earrings'.



How to Locate Order History

Direct Delivery Orders Report

To view the orders that CUSTOMERS placed for themselves via your online store, click **Manage Orders > Direct Delivery Orders Report**. By default, the orders for the past 30 days display. You can easily see older orders by changing the date range.

Click the **Confirmation Number** to open the invoice.

Direct Delivery Orders Report

Direct Delivery orders placed through your online store in the past 30 days are listed below. Orders and returns are only displayed once they are shipped. For other time periods, choose a date range or campaign and click Update Results.

Update the columns you see by clicking on Customize Report.

Filter By Date Campaign

Start Date: 08/01/2018 End Date: 08/31/2018 [UPDATE RESULTS](#) [Customize Report](#)

\$63.00 TOTAL ORDER AMOUNT	\$12.60 EARNINGS SUBTOTAL	-\$0.00 EARNINGS DEDUCTED DUE TO RETURNS	\$12.60 TOTAL ADJUSTED EARNINGS
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Orders

CUSTOMER NAME	CAMP#	CONFIRMATION NUMBER	DATE	TOTAL EARNINGS
Espirita Plant	19	AVR0136250269	08/20/2018	\$12.60

Showing 1 out of 1 orders

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AVON

Invoice Date	08/20/2018
Campaign	18-2018
Order #	AVR0136250269
Invoice #	233954093
Total Charge	\$63.75

Items Ordered

Qty	Product #	Description	Reg. Price	Price	Total Cost
2	142660	Espira Plant Power Protein Canister Vanilla	\$35.00	\$31.50	\$63.00
Total					\$63.00
Service Charge					\$0.75
Taxable Amount					\$0.00
Tax					TBD
Net Total					\$63.75
TOTAL CHARGE					\$63.75

Tax is based on brochure price.
* Item was not taxed.

