

Commonly Asked Questions For New Representatives

This content was created by AVON Ind. Sls. Rep Julie Hoffman and is intended for use by AVON Team Astounding Achievers and the larger Team Unlimited.

Ordering:

1. How do I order bags?

The most commonly used bags are listed on the important information sheet along with their numbers. If you would like to see what bags are not on the list, you can go to www.yourAvon.com, “my orders”, create an order, on the order form you’ll see on the left “order sales tools”. Click there. Then under “sales tools” it will say “business tools”, click there if not already showing. Scroll down to see the options for bags. Click on the bag you want to see the cost and to add to your order.

2. How do I order samples?

There are samples listed in the back of your What’s New brochure. If you would like to see additional samples go to www.yourAvon.com, “my orders”, create an order, on the order form you’ll see on the left “order samples”. Here you will see all of the samples that are available sorted by type. Click on the sample you want to see the cost and add to your order.

3. Can I wait to order more brochures? I am selling C-8 and I have brochures for C-9 so do I really need to order more?

Yes! We are always preparing our business for 2 campaigns ahead. When you put in your campaign 8 order you will be ordering brochures for campaign 10. When you put in your campaign 9 order you will be ordering brochures for campaign 11. If you skip ordering brochures you will find yourself without the materials you need to run a successful business smoothly. Also remember 1 pack equals 10 brochures! 10 packs will bring you 100 brochures and 100 packs will bring you 1,000 books, so be careful when you order!

4. How many brochures should I order?

That question will vary according to your personal goals and your budget. Refer back to your invitation list (who do you know list) and also set a goal for how many potential new customers you would like to talk to per day. As an example, if you have 50 names on your list, and your personal goal is to talk to 3 new people a day for 5 out of 7 days a week, then you would need 80 brochures. It is also my recommendation to have more brochures than you need rather than not enough. If you run out of brochures your “store” is closed. I suggest buying brochures before any other business tool, aside from business cards. Your brochures are your number one asset in this business.

5. How do I order buy one, get one offers?

This can be tricky, even for established representatives. Usually, the rule is if it’s mix or match order both items, even if the customer wants two of the same. If there is no choice for the free item, then it will come automatically so don’t order the extra.

6. Can I call in my order?

If you absolutely, in no way can get to a computer or a smart phone to enter the order at www.yourAvon.com, then yes. However, you will be charged a fee of \$4 on your invoice. The number is [513-551-2866](tel:513-551-2866) in English, and [513-551-4000](tel:513-551-4000) in Spanish.

7. Can I place an order if it's less than \$50?

Yes, you can but you will pay the full brochure price. There will be no earnings given and anything ordered from the What's New demo book will be billed at full brochure price.

8. I missed my on time order date, can I still order?

Yes, you can still place your order. The only penalty will be \$4 extra for your shipping and your order may be shipped up to 2 days later than the schedule shows. Of course, it is best to place your order on time, but don't let a late order keep you from not ordering at all.

9. How do I place a late order or an extra order?

If you missed your on time order deadline and your website has not flipped to the next campaign you can order as though you are placing an on time order. If it has flipped to the next campaign then you will have to choose "ship separate" at the bottom of your order cart before you "continue to sales tools". If it has flipped to the next campaign and you do your late order without choosing "ship separate" the order will not bill and ship until your regular order time for the next campaign comes. If you decide to submit an additional order after or before your regular order, you will choose "ship separate" at the bottom of your order cart. Note, you can not get another order until your last order has been paid in FULL. If it has not been paid in full, the order will go on hold regardless of your credit limit, if you have one. Also note, that you will be charged an additional shipping fee of at least \$9.95.

10. How do I do a return?

Go to www.yourAvon.com and under the "my account" tab there is a selection on the left that says "process returns" and you'll want to click there. Now a new page will open. There is a short video that you can watch and it will help explain how to do the return. The basic process is you'll search for the item and select it. Then you'll tell them the reason for the return or exchange and submit it. AVON will give you the credit for the item instantly if you have instant credit. If you are unsure if you have instant credit you can look on your profile which is at the top of your home page. If you do not have instant credit, Avon will credit your account for the item after they receive it. The next step will be to create your shipment. You will be able to print out your label to ship out your return from the process returns site. Avon will put the shipping fee on your account. The only instance you would not be responsible for the cost of shipping is if Avon sent you the item by mistake. You have 28 days to send back the item after you return it in the system. And you have 10 days from when you create the shipment and print the label to take it to the post office or UPS site. If you fail to ship back the item and you were given instant credit for the item, then you will be re-billed for it.

11. How long does a customer have to return an item?

Customers can return anything they have ordered up 90 days from when they purchased it.

12. I did not get something I ordered. What do I do?

In most cases your item is on backorder or no longer available. Check the top of your invoice for "items not available this campaign". The other possibility is that when you ordered it on your order form online, you did not click update before exiting that particular order form. In this case you'll have to reorder the item with your next order. You could offer a small gift, such as a travel size lotion, to your customer while they wait for their item. This would come out of your earnings if you choose to do so, but it will make a happy customer in most cases.

Money Management:

1. Do I have to buy the books?

Yes, you will be responsible for replenishing your supply of books. It is a small expense considering the cost you would have owning a traditional store. And you are an independent business owner, not an employee of Avon. Brochures are a cost of operating your business and you will be able to include them in your taxes at the end of the year as a business expense.

2. How do I get paid? Does Avon send me a check?

On your sales Avon will not be sending you a check. You will only be paying Avon the amount you owe them and keeping the rest for yourself. As an example, if you sold \$100, you would owe Avon \$80 and keep \$20. That is why it is important to have a separate place to keep all of your Avon money. Do not mix your Avon money with your personal money. A free checking account or a pre-pay card is best, you will put all of your money you collect from your customers there. Then pay your Avon bill, and whatever is left in your account you will know is yours. Know how much you are spending on business tools and adjust adequately. If you choose to do leadership, which is our recruiting and team building program, then Avon will send you a check for bonuses or earnings you receive.

3. Do I have to pay for samples?

Yes, samples are a business expense in the same way brochures are. Ordering samples can increase your sales. When a new product comes out often the samples will be on sale. Other times they are not on sale, but are still relatively inexpensive. There are also times you can earn samples for incentives or by attending meetings.

4. How does my customer pay with a credit card?

It is your choice to accept credit cards from your customers. There are a few ways you can accept that type of payment. You can order free credit card slips from Avon the same way you order bags and other sales tools. Then you would fill it out and mail it in before the next payment is due. You can also get a card reader if you have a smart phone, such as square or paypal. That is the BEST WAY in my opinion. Often the card readers are free and you only pay a nominal % per swipe. The funds are then deposited into your bank account, or if using paypal then your paypal account. The third way you can accept credit cards is by simply directing your customers to shop on your personal website. When they use a credit or debit card on your eRep site Avon will ship them their products.

5. My customer wants to pay with a check, how does that work?

It is your choice whether or not to accept personal checks. If you choose to do so, the customer will make out the check to you. Avon will not accept a customer's check. They will only accept a check if it is written from you. If you accept checks, it is a good idea to only take them from people you know.

6. Do my customers pay when they order or when I deliver?

Again this is going to be your choice. However, it would be a good idea to collect up front. Otherwise you will have to pay out of pocket to get your order. No matter which way you choose though DO NOT GIVE ANY PRODUCT TO ANYONE WITHOUT PAYMENT.....EVER! If you give the product without collecting and then they end up not giving you the money, you do not have the money to pay your bill and you do not have the product to return to Avon. That could put you out of business quickly!

7. Do I get a discount on my products?

You are only paying Avon their portion. So if you decide to pass the discount to yourself then, yes. You can also order out of the What's New Demo book and the demo prices are 40% or more on the new Avon products coming out, and 20% or more on the fixed earnings products. Just remember that until you reach Presidents Club you can only order one of each item that's in the demo book. Many successful representatives treat their personal order as a customer order and pay themselves from their personal bank account to their Avon bank account so that they do not overspend.

8. Do I have to pay for shipping on my order?

Yes, you will need to pay the shipping for your order. It will vary from \$5.95-\$10.95 for regular on time orders and \$9.95-\$14.95 for all other orders. When you reach the Presidents Club level you will earn discounted rates for all of your other orders and will qualify for free shipping in some cases.

It is important that you charge your customers the \$.75 order processing fee as it will help to offset some of these costs.

9. What percentage do new reps make?

The commission on your order is based on your order size and varies depending on the total size of your order for that campaign. The sliding scale varies from 20-50% and can be found in your Believe booklet that came with your kit. All fixed earnings items that are made with a third party company are marked with a diamond shape. Those are 20% regardless of the size of your order until you reach Presidents Club or above and it is raised to 25%. If your total order is less than \$50, you will not make a commission regardless if they are Avon products or fixed earnings products.

Personal Website:

1. Someone I don't know emailed me a very large order. Is it a scam?

Most likely, yes. Refer to the scam alert handout. If you are still not sure, ask your upline.

2. How do I know what my website is?

If you did not get a chance to write it down when you first registered, no worries there's a place to look it up. Go to www.youravon.com and log in. Click the web office tab and on the right hand side it will say "your web address is". This is for your customers to shop. Your web address is not where you will place your order. Your traditional order you place at youravon.com under the "my orders" tab.

3. When customers buying from me online do they pay shipping?

If you have both delivery options set for your customer website (which is the default setup), then they will have a choice. If they choose "representative delivery" then their order will be placed in your cart. When you submit your order you'll submit theirs as well and you will be responsible for the delivery when it arrives and they will pay you directly. If the customer chooses "direct delivery" then they will pay online and Avon will ship them their order. They will pay for shipping unless they qualify for free shipping with a large enough order or a free shipping promotion. Make sure they get on your mailing list from web office so they will get free shipping promotions in their email.

4. How do I get paid when a customer orders at my website?

Avon will credit your account for the earnings you make online. You will then pay Avon less that amount with your next invoice and you will be able to see the credit listed there as well. Example if your Avon bill is \$100 and you earned \$30 from your sales online then your Avon account will be credited and when you pay your bill you will only pay \$70.

5. How much do I earn on orders placed on my website?

You will earn 20% on your eRep site. If you are a Presidents Club Member you will earn 25%.

Recruiting/Team Building:

1. I have someone who wants to sell Avon, what do I do?

You will want to contact your upline or district sales manager right away and you have 2 options. Prepare by finding a few choices of days and times that you and the possible recruit can meet so your upline or district manager can be with you. You will not be able to put them into the system without your leader or district sales manager. After your first one you will have access to the system. The other option is faster and easier. They can sign up online. They will go to www.startavon.com and use your personal reference code. Your reference code is what comes after the / for your personal website. As an example if your personal website is www.youravon.com/123 then 123 is your reference code to sign up online and be connected to you.

2. What is “Leadership”?

Leadership is the term we use in Avon for our recruiting and team building program.

3. How old do you have to be to sell Avon?

They need to be 18. If under age a parent can sign up for them and then they can be added when they are 18. Then the parent can switch places on the account and eventually come off. Or, the under age prospect can be your helper until they are 18 and can get their own account. It's a great way for young people to learn business skills and money management.

Everything Else:

1. How can I find the ingredients in a product?

There is a product reference guide available on youravon.com under “campaign tools” tab. It is listed on the lower left side. You can also view all of the ingredients for a product on your eRep site. Find the product you are looking for and when you click it you will see all of the ingredients listed below.

2. How much does a group get for fundraisers?

If you use the company's fundraiser fliers you are guaranteed 50% commission. It is up to you to determine how much you give the organization. In general 40% is recommended so that you can cover your expenses including the fliers, bags and whatever you decide to put in the orders such as a new brochure, business cards, recruiting fliers, and/or a sample or two. Fundraisers are a great way to grow your customer base, find possible recruits and reach Presidents Club.

3. Can I sell on ebay or Amazon?

No, though you may see it happening. You can read the policies at youravon.com under “community” tab. On the left you will see “Policies and Procedures”.

4. Do I have to go to meetings?

You are not required to go to meetings, though they do help. They may not be close to you though or you may have a scheduling conflict, in which case joining the weekly team conference calls may work well for you. If you cannot attend the weekly conference call live there is always a playback. There is also an assortment of live webinars that happen hosted by Avon corporate. You can check the calendar on youravon.com “training” tab, “pathways”, “calendar”. There will also be district events that are local to you. You can find them on your district calendar. You find your district calendar by going to youravon.com “community”, “my district”, “calendar”. We also have team meetings that vary by area. Those are emailed out and may also be listed on our team website.

5. Where do I get business cards?

You are not restricted as to where you order your business cards from and you can even print them yourself. Avon does ask though that we always use AVON Independent Sales Representative in our title. You can abbreviate it if you wish. You are able to order AVON branded cards and other items from the Town and Country site. To get there go to youravon.com and click “community” tab, then “avon advantage” and you’ll see Town and Country there. Vistaprint is also a great low cost option. They often have specials for 250 free if you pay the shipping. The website is www.vistaprint.com. You can design and print your own at home by purchasing blank tear apart cards. Go to www.avery.com and use the free design and print online tool. Avon even has some templates already designed there for us to use. If you use a design from Avery that Avon has already made, be sure to change the QR code to go to your personal website.

6. Can I do an Avon party?

Although Avon is not designed as a “Party Plan” business, you absolutely can have an Avon party and it is a great way to launch your business. There are two support tools that Avon has made available for us to use. If you go to youravon.com, “training” tab, “pathways”, “resources”, “Build Your Business” there is a “Avon Party Planning Guide” that you can download. You can also purchase a Beauty Power Hour Kit from Town and Country or Office Depot. Refer to “Where do I get business cards” to see how to order from Town and Country. To order from Office Depot the instructions are at youravon.com, “campaign tools” tab, then on the left “Office Depot Cloud File Instructions”.