

Tips on Managing Your Avon Business

Money Management

Suggestions for New Representatives

Avon's desire is for you to earn as much money as possible to reach your dreams and goals. As you begin your Avon business, you will have a credit limit based on the information you provided when you were appointed as an Avon Independent Sales Representative. When you register and log on to www.yourAvon.com > click on *New Representative Center* to view *Your Credit Limit*.

Taking orders and requesting a deposit from your Customers:

- Based on the size of your order and credit limit, you may want to ask your Customers to pay you upfront when they place their orders.

Here is a suggestion of what you can say to your Customers:

"I am starting my own Avon business. To get my business established, I need to pay Avon when I place my order. To do that, I'm asking you to pay for your order now or make a deposit of at least 60%."

- Be consistent in following up with your Customers. For example, establish a regular time to call Customers each Campaign.

Delivering orders to your Customers:

- Call and confirm the date and time of delivery and the amount due.
- Keep Avon money separate from personal money to ensure that you keep track of your earnings versus what you will owe to Avon.
- If you choose to accept checks as a form of payment from your Customers, they must be made out to you. Avon does not accept personal checks from Customers.
- If you choose to accept credit card payments from your Customers, you will want to order credit card forms with your next Avon Order. When placing your order, the forms can be found in Sales Tools. Then, simply follow the instructions on the credit card form.

Making your payments to Avon:

By Phone or Online:

For the easiest and fastest methods of payment processing go to www.yourAvon.com or call Customer Care at 1-513-551-2866. The payment options we accept include:

- ✓ QuikPay/QuikPay Mobile (Avon's secure online payment system, where you have complete control over your payment amount)
- ✓ Credit Card: MasterCard, Visa, and Discover
- ✓ Debit Card/Prepaid Credit Card with a Visa/Master Card Logo

By Mail:

If you choose to mail a check or money order payment, be aware that it could take up to 7 to 10 days to process.

To mail, use the Payment coupon located on your Invoice. Be sure to detach the coupon to send with your form of payment as it contains your Account Number and the appropriate Avon mailing address. You will also want to write your account number on your form of payment to avoid processing delays.

If you are unsure of where to send your payment, you can also access your invoice online, or reach out to your District Manager or Sales Leadership Upline for guidance.

Understanding Your – Estimated Order Amount vs. Billed Order Amount

When orders are referred to Credit and are placed on Hold, the hold order dollar amount is the **Estimated Order Amount**. The Estimated Order Amount does not include items that shorted during processing, Business tools, Back-Order items, etc. However, if you have elected to take advantage of an item that is offered on delayed billing, even though you pay for the product a few Campaigns later, these items *are* reflected in your estimated order amount. As a result, the **Estimated Order Amount** may differ from the **Actual Billed Amount** once the order is released from Hold and completes order processing.

Listed below is a complete list of items that are not included in the Estimated Order Amount:

Manual Shorts

- Shorts from previous Campaigns are not included in the estimated order amount – these items are included in the billed amount and reflected on the invoice
- Shorts from current Campaign are included in the estimated order amount

Business tools

- Business tools are classified as non-sales items- these are items that are sent to Representatives to help you run your Avon business successfully. These items include:
 - Payment Envelopes
 - Credit Card Forms
 - Samples
 - Campaign Brochures
 - Outlets
 - *What's New*
 - *Representative Inside News*
- Business tools are not included in the estimated order amount - these items are included in the billed amount and reflected on the invoice

Shipping Fees and Taxes

- Shipping fees and taxes are not included in the estimated order amount - these amounts are included in the billed amount and reflected on the invoice

Delay Pay

- Delay Pay items are not included in the estimated order amount – these items are included in the billed amount and reflected on the invoice

Back-orders

- Items that are back-ordered are not included in the estimated order amount - these items are included in the billed amount and reflected on the invoice.

As an Avon Representative, know that we are always here to help you as you grow your business and achieve your dreams. In addition to the support provided by your District Manager and/or your Sales Leadership Upline please do not hesitate to contact us with questions about your business by calling Customer Care at 1-513-551-2866.

Congratulations on starting your Avon business! Wishing you much success in the months to come!