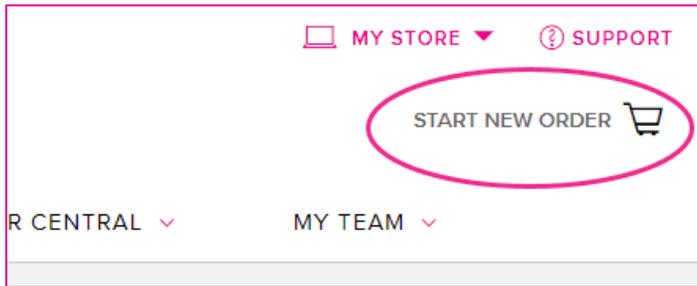


# How to Place an Order on AvonNow

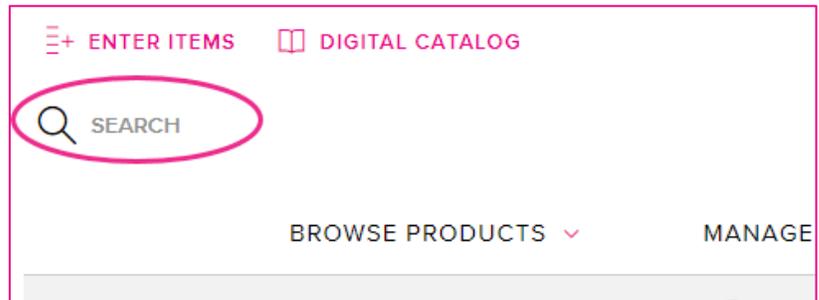
## Start New Order Button



You'll see the **Start New Order** button if you do not have any open (not yet submitted) orders. You can click the button and select one of the ordering options OR simply go directly to your favorite method of ordering products.

## Using the Search Tool

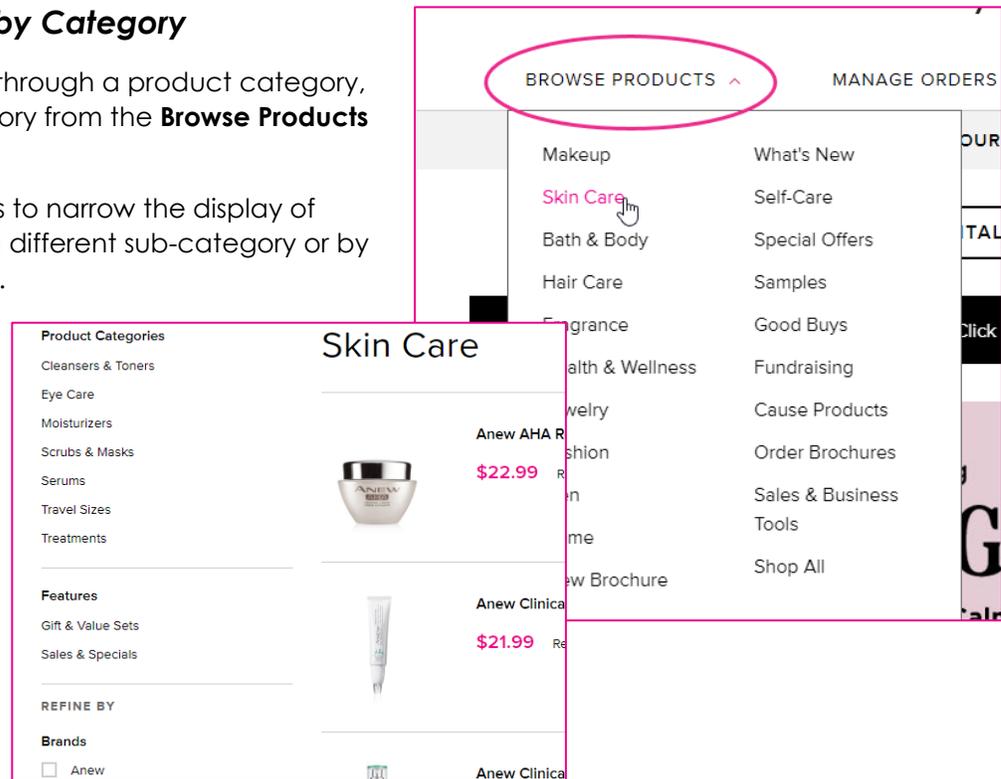
You can search for a product using the **Search** tool. If you know part of the item description, the brand or the product line number, enter it into the Search box near the top of the screen. When you click the item in the search results, the product detail page opens.



## Browsing Products by Category

If you prefer to browse through a product category, simply select the category from the **Browse Products** tab.

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



# How to Place an Order on AvonNow

## Browsing the Digital Catalog and the Digital What's New

The Digital Catalog (and the Digital What's New) is a fun, interactive shopping experience. To begin, click **Digital Catalog** near the top of the screen. Select the cover of the campaign catalog or the What's New to open it and begin browsing.

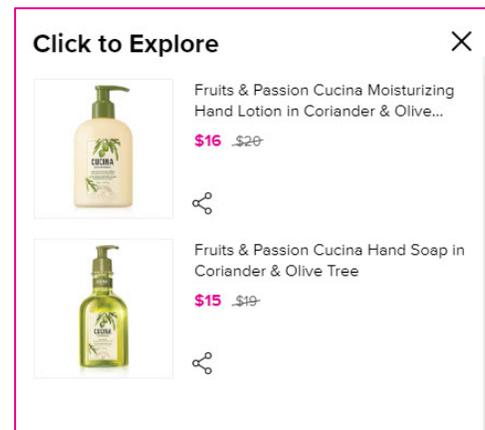
What's New provides you with a sneak peek of an upcoming campaign and provides you with the opportunity to buy new products (we call them Preview Products) before we publish the brochure. You can buy two of anything in What's New: one for you to try, and one to showcase or sell to your customers.

To order products from the Digital Catalog or What's New, look for the **View Product Info** icon. The icon might display in the collapsed or the expanded form. Either way, it's what you click to order products in the Digital Catalog.

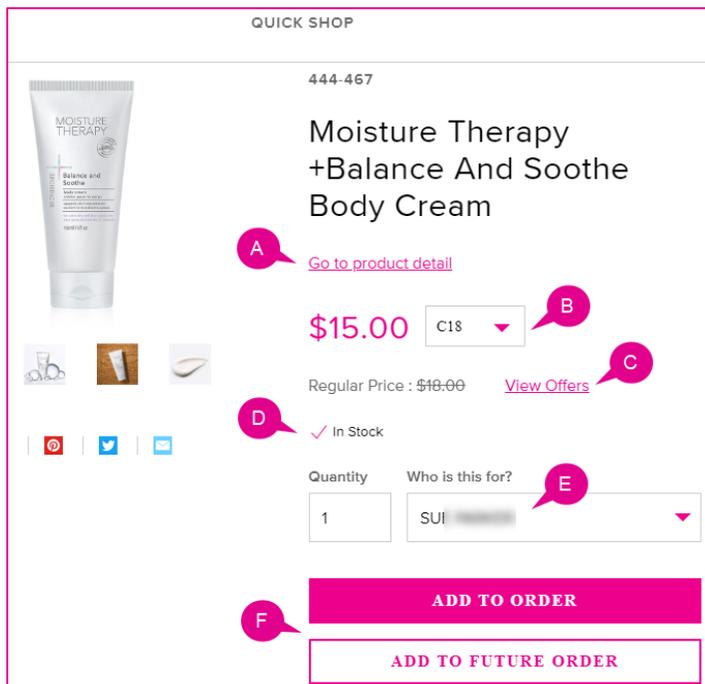


After clicking the icon, a popup opens with all of the related products to explore from the image or video.

Clicking on a product opens the **Quick Shop** window, and you can add it to your order!



## Quick Shop Window



Quick Shop is a pop-up window with a product photo, name and item number, and price for quick ordering, with the option to view full product details (A).

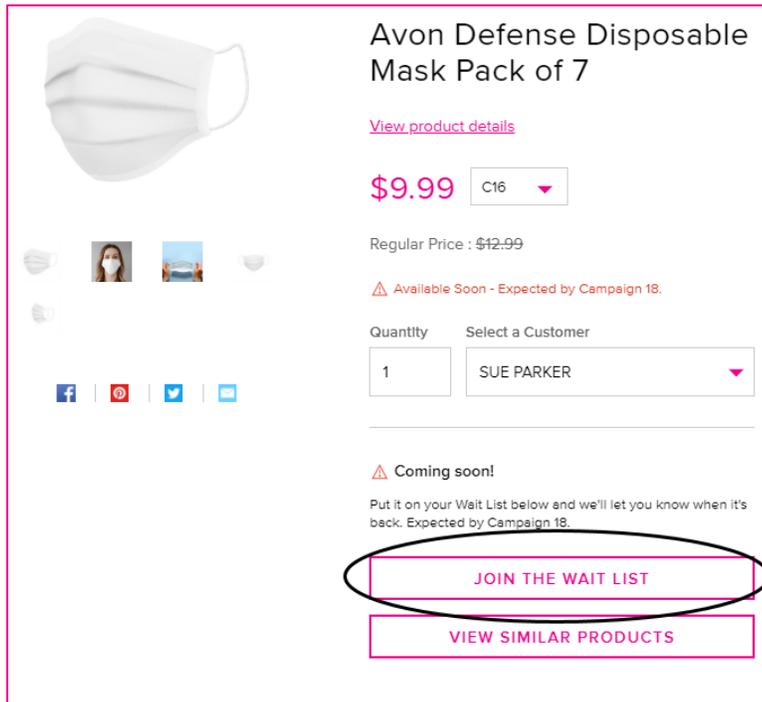
To view pricing for other campaigns, click the campaign dropdown arrow (B). You can "backorder" a product from the previous campaign OR add it to the next campaign. Products may be a part of a special promotion, so check the View Offers link if you see one (C).

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

Order for yourself or customers in your list (E). You can add a new customer right here if you wish. Then add the product to your current order or start building a future order (F).

# How to Place an Order on AvonNow

## Join the Wait List



Avon Defense Disposable Mask Pack of 7

[View product details](#)

**\$9.99** C16 ▼

Regular Price : \$12.99

⚠ Available Soon - Expected by Campaign 18.

Quantity: 1 | Select a Customer: SUE PARKER ▼

⚠ Coming soon!  
Put it on your Wait List below and we'll let you know when it's back. Expected by Campaign 18.

**JOIN THE WAIT LIST**

**VIEW SIMILAR PRODUCTS**

If something is temporarily out of stock, you can request to join the wait list and be notified when it is back in stock!

# How to Place an Order on AvonNow

## Entering Item Numbers

To enter a large list of items, you might prefer to enter item numbers. As you add product numbers, the system will display product availability (A) and links to Special Offers if applicable (B). You'll see a system confirmation each time an item is added (C). And you will see the list of items you add to each customer's order (D).

The screenshot shows the 'Enter Items' page. At the top left, a navigation menu includes 'ENTER ITEMS' (circled in red) and 'DIGITAL CATALOG'. Below it is a search bar. The main form has four input fields: 'Select a Customer' (Ann Shopper \*), 'Product Number' (759-236), 'Quantity' (1), and 'Price' (C18 - \$39.99). A callout 'A' points to the 'In stock' status below the product number. A callout 'B' points to a 'Special Offers' dropdown arrow next to the price. Below the form are two buttons: 'ADD TO NEXT CAMPAIGN' and 'ADD TO ORDER'. A callout 'C' points to the 'PRODUCT ADDED' confirmation message: 'Isa Knox Anew LX Ultimate Rejuvenating Day Cream'. Below this is the 'ADDED TO ORDER' section, which includes a link to 'My Open Orders' and a table showing the added item for 'Ann Shopper'.

**Tip:** Add products to a current campaign order more quickly by hitting Enter or Return to save, instead of the Add to Order button.

Select a Customer: Ann Shopper \*    Product Number: 759-236    Quantity: 1    Price: C18 - \$39.99

✓ In stock    Special Offers

ADD TO NEXT CAMPAIGN    ADD TO ORDER

PRODUCT ADDED: Isa Knox Anew LX Ultimate Rejuvenating Day Cream

**ADDED TO ORDER**  
Click on the following link to view and manage all items. [My Open Orders](#)

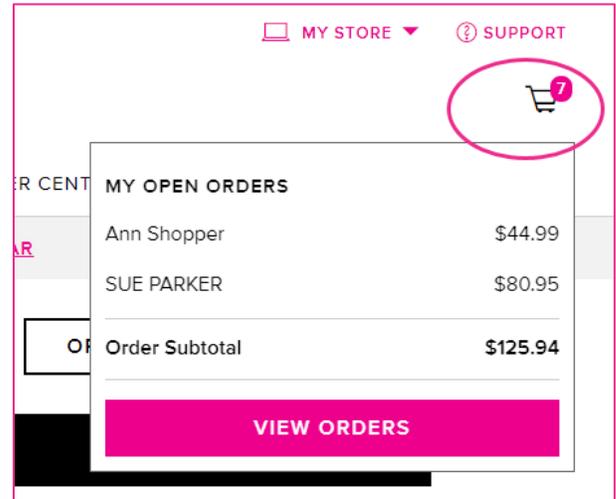
Ann Shopper		\$39.99
1 Items		
ITEM	PRICE	QTY
 Isa Knox Anew LX Ultimate Rejuvenating Day Cream 759-236 Campaign 18	\$39.99 <del>\$59.00</del>	1 <a href="#">Remove</a>

# How to Place an Order on AvonNow

## Check Out Process

After you finished adding products to your order, you 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.



## 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 commissions.

Click the pink triangle next to a customer's name to view the products in their order. For each product in the order, you'll see the product image, product name, line item, campaign number, and \*price.

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

**\*NOTE: You'll see your discount applied to each product on the Checkout page, not on the My Open Orders page.**

The 'My Open Orders' page features a navigation bar with 'ORDERS', 'OFFERS 2', and 'BROCHURES'. A 'Select All' checkbox is present. The main content area lists orders, with 'SUE PARKER' (\$80.95) expanded to show items: 'CHI® ENVIRO 54® Natural Hold Hairspray' (original price \$26.50, current price \$21.50) and 'belif The True Cream Aqua Bomb' (original price \$42.00, current price \$38.00). Below this is the 'Ann Shopper' order (\$44.99). To the right, an 'ORDER SUMMARY' box shows: 'SUBTOTAL \$125.94', 'WITH OFFERS APPLIED \$125.94', and 'MY COMMISSIONS \$27.62'. A note states 'Shipping and taxes will be applied during the checkout process.' A pink 'CHECKOUT 2 ORDER(S)' button is at the bottom.

# How to Place an Order on AvonNow

## 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 displays 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 visible, followed by navigation tabs for 'ORDERS', 'OFFERS 2', and 'BUY BROCHURES'. A 'Select All' checkbox is present. The main order summary shows a total of 10 items for \$350.00, with a 'Delete Order' link. A table lists the items, including 'SmthMnrls Pwdr Shell' with a price of \$8.99 (marked down from \$12.00) and a quantity of 1. A 'Remove' link is next to the item. Below the item, a light gray box highlights the message: 'This product is no longer available. Click below to view similar products.' A 'VIEW SIMILAR PRODUCTS' button is located at the bottom of this box. A red arrow points to the 'Remove' link.

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

# How to Place an Order on AvonNow

## 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

**Blue Hydration** **\$40.98**  
2 Total Items [Delete Order](#)

ITEM	PRICE	QTY
 <b>Anew Hydra Fusion Replenishing Serum</b> 887-434 Campaign 18 <b>\$22.99</b> <input type="text" value="1"/> <del>\$40.00</del> <a href="#">Remove</a>		
 <b>Anew Hydra Fusion Gel Cream</b> 887-381 Campaign 18 <b>\$17.99</b> <input type="text" value="1"/> <del>\$32.00</del> <a href="#">Remove</a>		

#### FUTURE ORDERS

Available for checkout in the next campaign.

**Blue Hydration** **\$10.00**  
1 Total Items [Delete Order](#)

#### ORDER SUMMARY

**SUBTOTAL** \$40.98  
**WITH OFFERS APPLIED** \$30.98  
**MY EARNINGS** \$0.00

*Shipping and taxes will be applied during the checkout process.*

**CHECKOUT 1 ORDER(S)**

# How to Place an Order on AvonNow

## 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.

The image shows two overlapping screenshots from the AvonNow website. The top-left screenshot is a modal dialog box titled "ADD BROCHURES?". It contains the text: "Don't Forget to Order Brochures! Brochures come in packs of 10 and the more you buy, the more you save with discounted quantity pricing. Pay as little as 33¢ each when you order 50 or more." At the bottom of the dialog are two buttons: "NO, CHECKOUT NOW" and "YES, ADD BROCHURES". The bottom-right screenshot shows the "BROCHURES" section of the checkout page. It features a navigation bar with "ORDERS", "OFFERS", and "BROCHURES". Below the navigation bar, there are two product listings. The first is "Avon C01 Brochures" with a thumbnail image of a blue ribbon and the text "LAST MINUTE GIFTS!". It includes a "Pricing Info" link, a "QTY" input field, and the text "English Brochures (Packs of 10)". The second listing is "Avon C26 Brochures" with a thumbnail image of a gift box and the text "LAST MINUTE GIFTS!". It includes a "QTY" input field and the text "Spanish Brochures (Packs of 10)". An "ADD TO ORDER" button is located below the second listing.

## 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.

The image shows a screenshot of the AvonNow checkout process. A modal dialog box titled "ORDER CONFIRMATION" is displayed in the foreground. It contains the text: "YOU HAVE A PAST DUE AMOUNT" and "You must pay your past due amount prior to checkout based on your sales level." Below this text is a prominent "MAKE A PAYMENT" button. In the background, the checkout page is visible, showing a "SUMMARY" section with a total of \$75.00, a subtotal of \$65.00, and "MY EARNINGS" of \$26.00. A "CHECKOUT | ORDERS" button is also visible at the bottom of the page.

# How to Place an Order on AvonNow

## Checkout Page

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

You won't be able to submit your order until you select your payment method. The Submit button will be gray instead of pink.

Scroll down and click Choose Payment Method.

**Checkout** [Edit Order](#)

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**ORDER DETAILS**

▶ 2 items in order **\$38.00**

**SHIP TO**

████████████████████  
████████████████████  
████████████████████

**ARRIVAL ESTIMATE**

Ground Transportation (5 business days)

**CHOOSE PAYMENT METHOD**

Visa card ending in 0001  
████████████████

Use another credit card

PayPal

Avon Available Credit - \$20.00 [?](#)

**Subtotal (2 items) \$38.00**

Shipping [?](#) + \$8.00

Tax + \$3.33

My Earnings - \$7.60

---

**Order Total \$41.73**

**SUBMIT ORDER**

Please scroll down and select a payment method, then click Submit Order to apply.

If you have an Avon credit on your account (perhaps from a returned product or some other type of credit), you'll see it here. You can apply the balance toward your order.

Once you receive your payment confirmation, the Submit button will now be pink and you can submit your order. Be sure to click the pink button or else your order will not be processed!

# How to Place an Order on AvonNow

## Order Confirmation and Tracking

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

The image shows two overlapping screenshots from the AvonNow website. The top-left screenshot displays an order confirmation page with the following text:

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 [redacted] containing all the order details w [redacted] hours.

Questions About Your Order?  
Please call us at (866) 513-AVON [redacted]

BACK TO HO [redacted]

The bottom-right screenshot shows the AvonNow navigation menu. The "MANAGE ORDERS" link is circled in pink. The dropdown menu includes the following options:

- Order History
- Track Submitted Orders (highlighted with a mouse cursor)
- Invoicing
- Returns
- Wait List

Other visible elements in the navigation menu include "BROWSE PRODUCTS", "MANAGE BUSINESS", "DIGITAL CATALOG", "ENTER ITEMS", "ORDER PROD", and "GN 18 ORDER NOW. CAMPAIG".