

AVON



**MANAGING
YOUR ACCOUNT**

INTRODUCTION

Upon joining Avon, no doubt one of the first things you'll want to understand as a new Representative, is how you run your account, and how you'll get paid. After all, it's all about setting up your own business and making money.

This guide will give you the insights into how you can manage your business effectively to keep it running smoothly, and most importantly, how you get paid.

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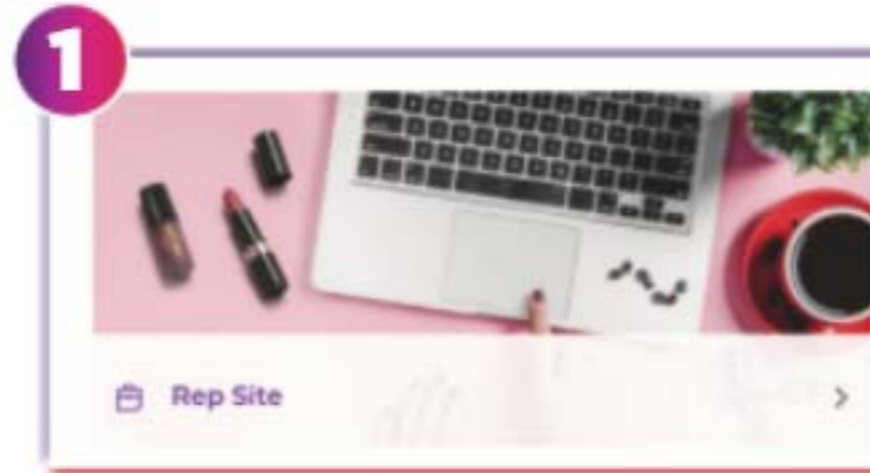
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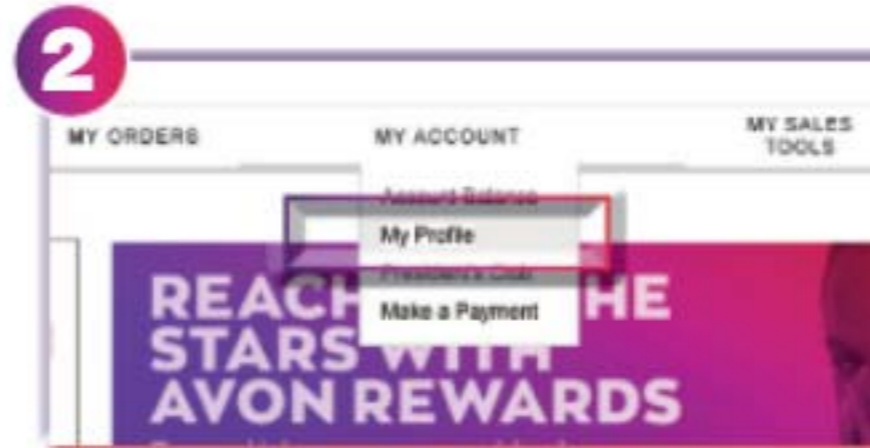
GETTING PAID

Getting paid is so important, and we want to make sure you are rewarded for all your hard work. Let's take a look at how you can get paid commission so you can start your business right away, as well as how you can receive payment from your customers.

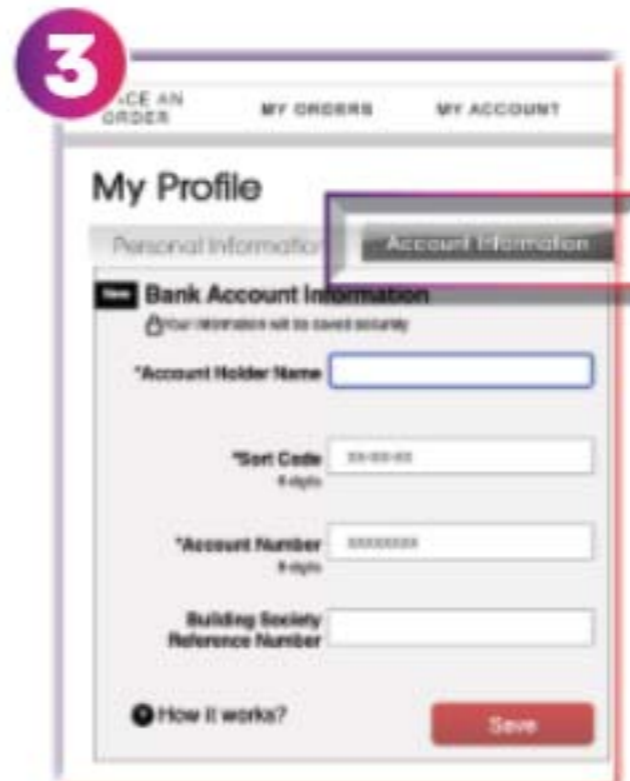
Follow these simple steps:



Log into your Rep Site.



Select 'My Profile' from the 'My Account' drop down menu. To access via mobile phone, tap the menu bar and then 'Account Balance'. This will take you to a desktop view. Continue to follow these steps.



Select 'Account Information', input your bank details and then select 'Save'.

If you want to receive commission credited to your Rep account, You don't need to do anything.

GETTING PAID SCENARIOS

Take a look at these 'getting paid' scenarios to see which one best suits your situation.



TINA

Hey, I'm Tina I am a digital only Rep.

I turned off the 'Rep Delivery' option, and I share My Avon Shop and Digital Brochure link to my customers with a personal message.

My customer's look through my store and/or digital brochure, start adding products into their baskets and check out for direct delivery straight to their door.

Now my discount/earnings is credited onto my Avon Rep account within 24hrs. If I place an order for myself from the brochure, or First Look demo book, it will use that discount I earned to pay for it. If I don't, any credit build-up will be paid into my bank account each Friday.



DANNY

Hey I'm Danny, I am a paper brochure only Rep.

I visit my customers and share my paper brochure with them. My customers take a flick through the brochure and fill in their order form with products they love.

I place the order for my customers on my Rep account.

My order arrives from Avon to my door for me to pack and get ready to deliver to my customers. My order will contain my invoice, and will state 'you have 13 days' from date of invoice to pay your bill, a break down of how much the order total is, and how much I have to pay taking into account my Rep discount.

I get in touch with my customers to arrange delivery and payment.

I deliver my customers products to them and always make sure I collect the money at the same time. Along with their products, I will also give them the bonus brochure for this month, and will place orders from the bonus brochure before 6pm on the last day of this month. I will give them next months brochure too, as customers love to get the next book with their order.

Once I have delivered all my customers goods and received their payments (do not hand over products until you have received payment), I will just need to log into my Rep website and click 'Make payment' - then I will be given the option to pay by card, or alternatively, I can pay over the phone.

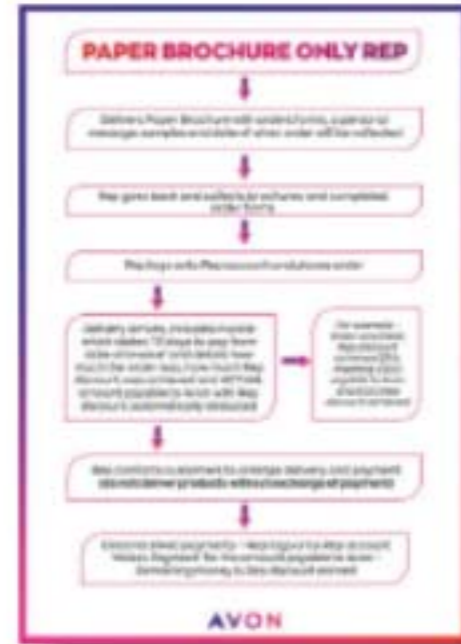


TOM

Hey, I'm Tom I am a blended Rep and sell via digital sales and through the paper brochure.

I use all of the Avon tools available to me, so I work like both Tina and Danny. Some customers I serve myself, and some get direct delivery, so I have the best of both worlds!

Download our 'How to' guides for Digital only Rep, Paper Brochure Rep and Blended Rep.



DIGITAL ONLY REP

PAPER ONLY REP

BLENDED REP

DOWNLOAD

DOWNLOAD

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RECEIVING PAYMENT FROM YOUR CUSTOMERS

Not all customers will be able to pay cash on delivery, so here are some ways your customer's are able to pay you cash-free which are easy and safe. It's personal preference which one will work best for you, and more importantly how the customer wants to pay. Whilst you may decide to choose just one or two of these options, leaving yourself open to accepting payments in a variety of ways means you're able to service your customer's better.

Let's take a look at three options;



A bank transfer is when one account holder instructs their bank to transfer funds to another account holder.



Paym, is when two people who have allowed the Paym functionality with their online banking, and can send and receive payments using just a mobile telephone number. Check that your bank offers this service.



PayPal is a globally recognised service where you can send and receive payments into your PayPal account, and then transfer the funds to your bank account. Be aware that some charges may apply.

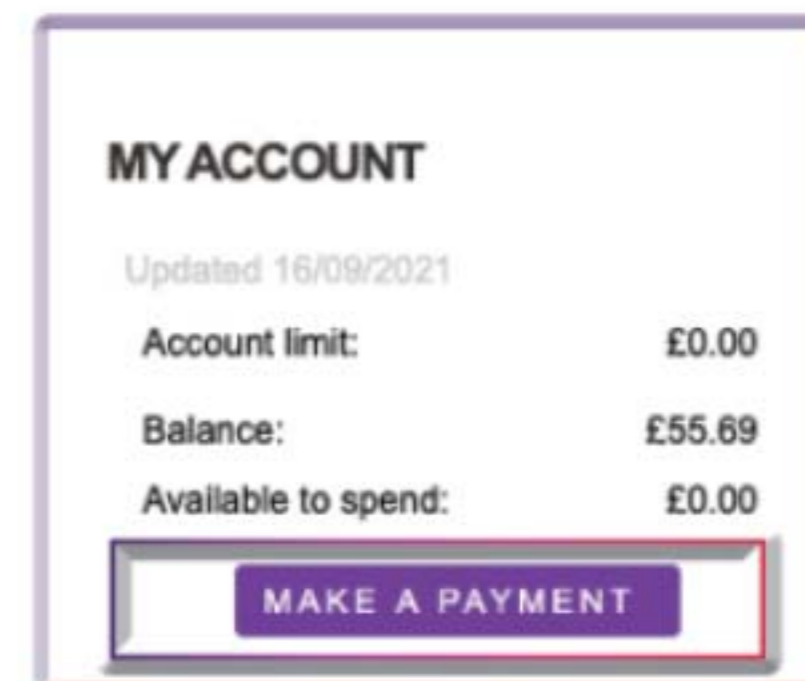


PAYING YOUR INVOICES

Once you start placing orders, you have **13 DAYS** from the date of your invoice to pay your balance to Avon. Visit your account balance page to see the exact date each order is due to be paid by.



You can pay by logging into your 'Rep Site' and selecting the 'make a payment' button



On the 'Make a Payment' screen, you can click the pencil icon if you need to alter the amount you are paying at this time.

Make A Payment
Updated 16/09/2021 - 02:58 ?

Account Limit: £0.00
Balance: £55.69
Available Limit: £0.00

Amount to Pay: £55.69 ✎

PAY NOW

Once you have entered the amount you are paying, tap 'pay Now' and then select your 'payment method'.

Step 1: Please select your payment method

Maestro UK
MasterCard
VISA

Next Step: Enter your Payment Details

Processing your payment

It can take up to an hour for your payment to be processed, so it may not show up on your account balance straight away.

What if you don't pay?

If you forget to pay, any new order you place may not be sent to you, which will mean your customers will be waiting for their products. You can check the progress of your order on the 'Order Tracking' page of your account.

RETURNS AND CREDITS

Avon gives its customers a 100% satisfaction guarantee. This means that all customers have 28 days, from the day of invoice, to return any product if they're not completely happy with it. Where a product comes with a free gift, both the product and the gift must be returned in order for you to issue a refund to your customer.

The way you respond to a customer, who wants to return or exchange a product, depends on circumstances.

If your customer wants to return or exchange an item;

Go to the Returns/Credits/Replacements section on your Rep site and enter the relevant information so Avon know how to update your account.



Alternatively, you can call **0333 234 5000** to make your payment over the phone.

Let's take a look at how easy it is to tell Avon you want to return/exchange an item.

1



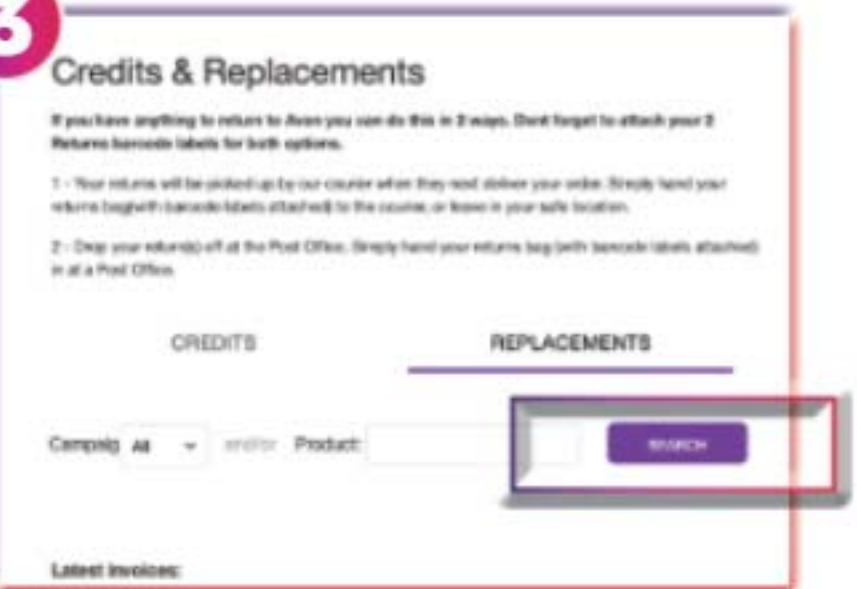
Log into your Rep Site.

2



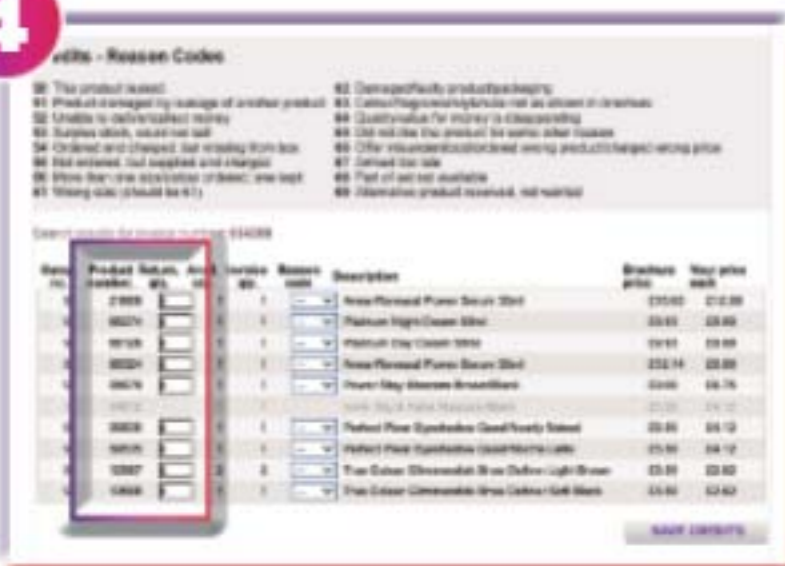
Select 'Returns or Replacements'. On a mobile phone, select the menu bar and then 'Returns Page'.

3



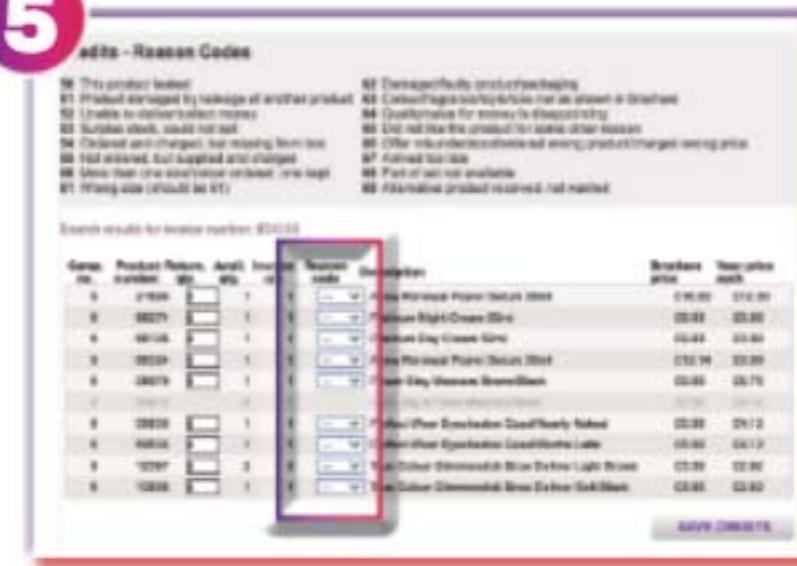
Select 'Search' next to the campaign the order applies to. You can search for the product, or open up a list of all the products on the order.

4



Find the product you are returning and enter the quantity you're returning.

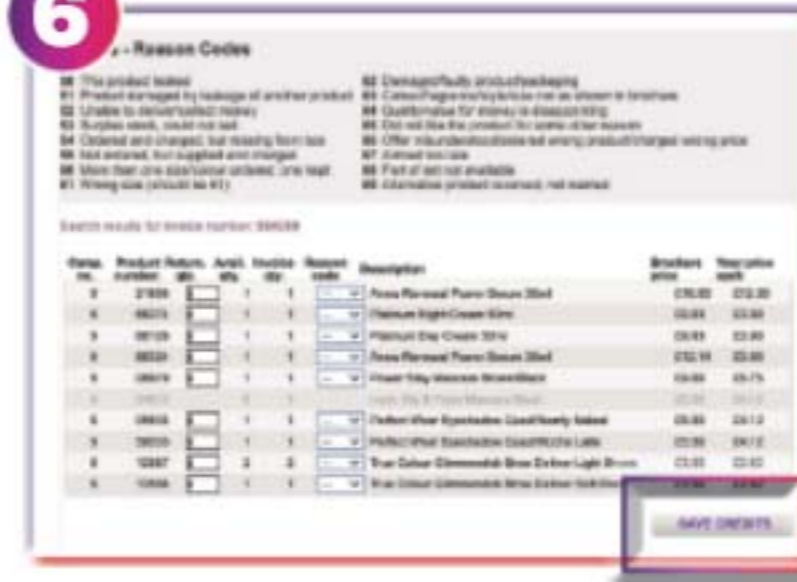
5



Enter the 'reason code' from the list above.

Replacements - you will need to enter the product code of the item you would like to send out as an exchange.

6



Select 'save'.

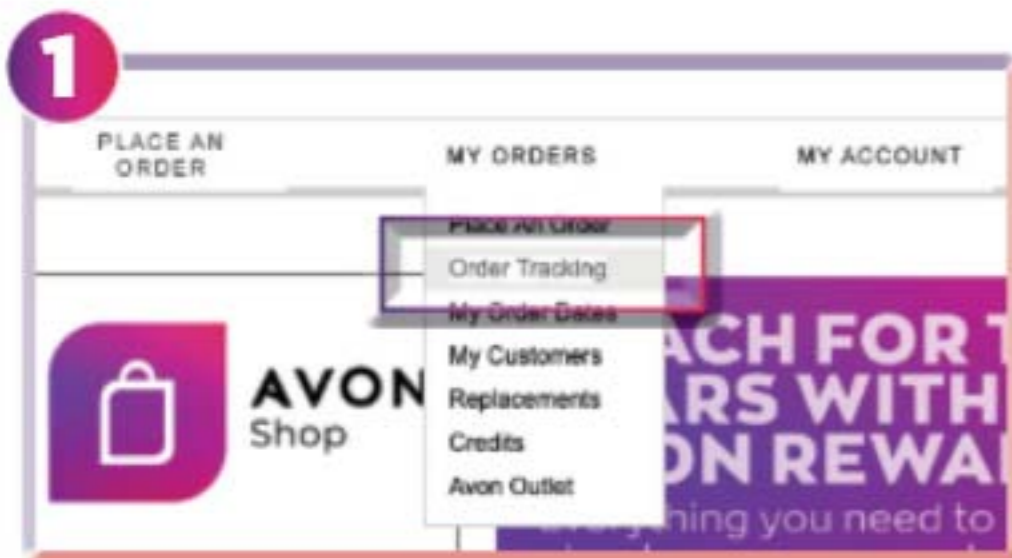


HOW TO PACKAGE RETURNS

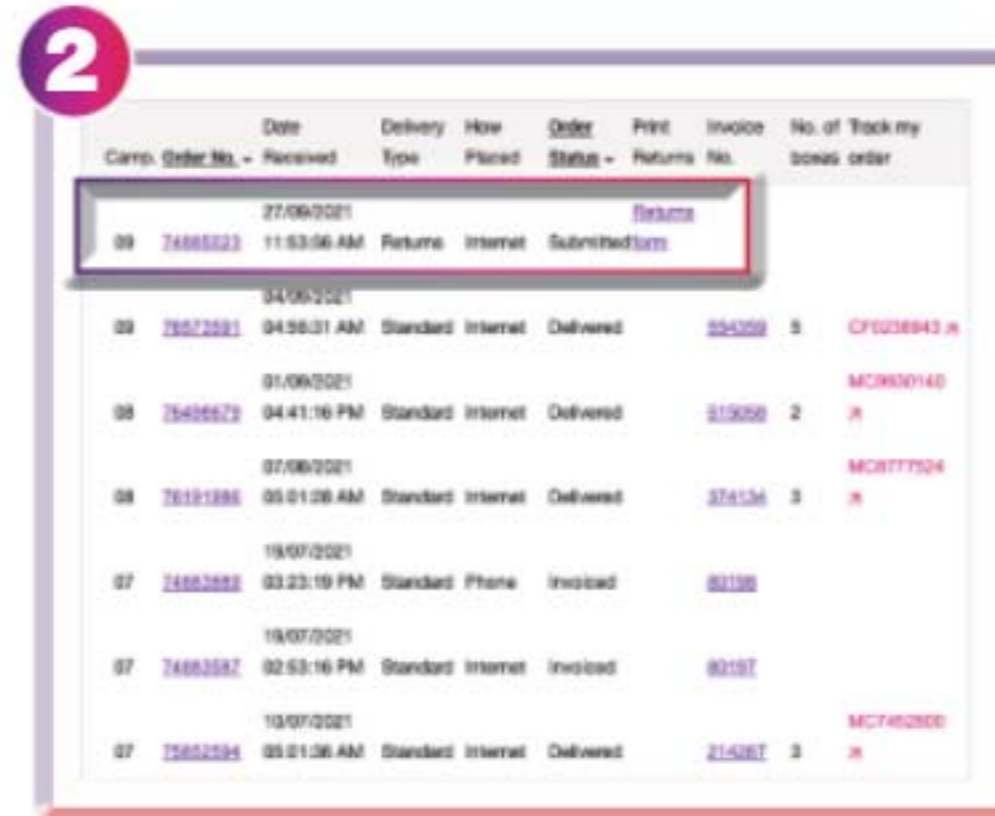
Once you've completed the credit section, a returns form is created. You need to print out this form so that you have the right paperwork to send back to Avon with the returned items.

If you don't have a printer, you can order a Returns Book for 50p using **code 82974**, or you can also find it in your Sales Tools section on your Avon website. Simply follow the instructions inside the front cover.

Take a look at this process for completing the Returns Form.



You can access the 'Returns Form' from 'Order Tracking'. On a mobile phone, this option is available in the main menu bar.

A screenshot of a web application showing a table of returns. The table has columns for 'Date', 'Delivery How', 'Order', 'Price', 'Invoice', and 'No. of Track my boxes order'. A red box highlights the first row, which includes a 'Returns' link. The table contains several rows of data with various dates, delivery types, and invoice numbers.

Date	Delivery How	Order	Price	Invoice	No. of Track my boxes order
27/06/2021					
09 74883323	11:53:56 AM Returns Internet Submitted form				
04/05/2021					
03 75072581	04:55:31 AM Standard Internet Delivered	254309	5	CF0238943	X
01/06/2021					
08 75405572	04:41:16 PM Standard Internet Delivered	215050	2	MCR630140	X
07/06/2021					
08 76121286	05:01:28 AM Standard Internet Delivered	374134	3	MCR777524	X
19/07/2021					
07 74883383	03:23:19 PM Standard Phone Invoiced	82138			
19/07/2021					
07 74883387	02:53:16 PM Standard Internet Invoiced	82187			
10/07/2021					
07 75852584	05:21:36 AM Standard Internet Delivered	214287	3	MCR402800	X

Select the returns form you have submitted the credit for.

Print out your 'Returns Form'.

When you've printed your Returns Form, you need to do the following:

- Include the barcode number last 4 digits of the long number from the 'Carrier Return Label' found on the back of one of your invoices.
- Enter the number of products you're returning.
- Carefully detach the **'Your Copy'** part of the form from the top part, and add the 'Customer Use Only' strip from the bottom of the Parcel Force sticker.
- Put the top part of the form in the 'returns bag' (90472) along with the relevant products.
- Attach an 'Avon Carrier Return' label, and the rest of the Parcel Force label, to the outside of the bag.



Your returns are now ready to be collected by your carrier when your next order is delivered, or you can return them through your local post office.

YOUR REWARDS

HOW TO EARN REWARDS IN YOUR FIRST THREE MONTHS AND BEYOND

Remember, to give you the best possible start as a new Rep, we want to reward and celebrate YOU every step of the way. Check out your Rewards programmes for more details.

HERE'S AN OVERVIEW OF WHAT'S ON OFFER AT EACH KICK START LEVEL

Keep it handy so you can refer back to it. Full details about each benefit are on your Rep website.

	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
Your monthly sales	£7-£99	£100-£249	£250-£499	Over £500
Free product on delivery value	10%	20%	30%	30%
Free delivery and postage	2	2	2	2
Beauty packs with product samples and topicals		1 sample pack	1 product pack	2 product packs

Plus, meet your Welcome Kit PRIZES!
 Sell £200 or you get a Welcome Kit or £250 if you ordered an ultimate kit (with kit) in your 1st commission and we'll credit you the full price.

AVON **WANT TO FIND OUT WHAT'S IN STORE AFTER YOUR FIRST THREE MONTHS?**
 Check out our Reps' Super Starter website. It's there to look at our new Rewards options. [Brochure here.](#)

*Offer available in the UK only. Terms and conditions apply.

YOUR FIRST 3 MONTHS WITH KICK START REWARDS

DOWNLOAD

REACH FOR THE STARS **AVON REWARDS**

It's time to reach for the stars, embrace the power of beauty and reap the rewards.
 Whether you are reaching for Bronze Star or VIP Star, check out all that's on offer to reward and celebrate YOU every step of the way. From the quarter and reap the rewards for the following quarter.

	BRONZE STAR	SILVER STAR	GOLD STAR	PLATINUM STAR	VIP STAR
Your quarterly sales	£7-£249	£250-£499	£500-£999	£1000-£2499	Over £2500
Commission rate	10%	20%	20%	20%	20%
Free delivery and postage	1	2	2	2	2
Beauty packs with product samples and topicals	1 Sample Pack	2 Sample Packs	3 Product Packs	4 Product Packs	5 Product Packs
Special offers and promotions		1 award free subscription	1 award free subscription	1 award free subscription	1 award free subscription
Special offers and promotions		✓	✓	✓	✓
Special offers and promotions		✓	✓	✓	✓

HALL OF FAME Will your name be in our Hall of Fame? An exciting opportunity for our top sellers to earn even more rewards throughout the year.

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AFTER YOUR FIRST 3 MONTHS WITH AVON REWARDS

DOWNLOAD

