



Get More With Your Online Store

**Earn \$25 when 5 unique customers place a \$50+ order on your online store.
There's no limit to how much you can earn!**

Exclusive to Representatives on YourAvon 2.0 | March 1 to March 31, 2019

Tell Your Customers:

Place an online order of at least \$50 in March and receive a coupon code for 20% off your \$50+ online order in April*.

*All \$50+ orders placed on a Representative's online store 3/1/2019 to 3/31/2019 are eligible. A coupon code will be sent to eligible customers by April 8, 2019. Coupon code will be valid for 30 days for orders up to \$200. Must opt into email for offer to be valid. Limit 1 per customer.

What customer orders will count towards this incentive?

To count towards this incentive, the customer order must meet all of the following requirements:

- Customer cannot have the same email address as another Representative or customer. Selects ship direct delivery at checkout, which means a Representative will not deliver the order.
- Customer cannot have the same shipping or billing address as another Representative or customer.
- Must meet the \$50 order requirement, which is based on the price the customer paid after all discounts or offers are applied, but before taxes and shipping.
- Must be placed during the incentive period, regardless of when it ships.

- Must be the first \$50+ order since 2/1/19.

TRACKING:

- You can see your online store orders in your web office on YourAvon.com under the direct delivery report. Note: This will tell you who has shopped online with you and if he/she met the \$50 order requirement. Look for an email every week for a list of all qualified orders that shipped the week prior.
- If you are a Promoter or Above, you will have customer details on VIBE. Customer orders will appear on your report 2 business days after the order ships.
- By March 8, 2019, you will be able to add a High 5 Online widget to your homepage dashboard. You must click the link at the top of the "My Dashboard At-A-Glance" section then click "My Widgets" and click the "change" link next to the widget you'd like to replace. Scroll until you see the High 5 Online widget and click "Select Widget."

REWARD DETAILS:

- Expect payment approximately two weeks after achieving.
- You will receive your payout via prepaid card or direct deposit. You must be on YourAvon 2.0 to earn. If you prefer the money in your bank account, make sure you are enrolled in direct deposit for "Rewards and Earning."

WHO TO CONTACT:

- For questions regarding your performance and reporting, please contact the Help Desk at 1-866-513-2866.

FAQs:

How do I set up my online store?

Visit your web office on YourAvon.com and click "Online Quick Setup." It will walk you through setting up your online store.

What link should I share with my customers to shop with my online store?

Log in to YourAvon and click My Store located in the top right corner of the homepage to see your custom link.

How do I turn off the "Representative Delivery" option on my online store?

Visit the web office page on YourAvon, select Online Store on the secondary navigation bar, then Personalization Tool from the dropdown menu. Click

on the Customer Preferences tab and then select "Direct Delivery Only," then Save.

Do I have to be on YourAvon 2.0 to participate?

Yes.

If I transfer to YourAvon 2.0 during the incentive period, can I participate in the incentive?

Yes. If you are on YourAvon 2.0, you can participate.

Will an online store order that ships to me count towards this goal?

No. Only orders that ship directly to your customer will count.

Does online fundraising count?

Yes, online fundraising is a great way to build your online sales and will count as long as the order ships direct to the customer.

My customer had a \$50 order but used a coupon code that reduced the order size. Will that count?

No, Avon will determine the \$50 order based on sales after all discounts are included. Sales tax is not included in that total.

I know my customer placed an order and met the criteria, but it is not counting toward my goal. Why?

If a customer does not count, you will receive an email with the reason. There are several reasons this might occur.

- The order was placed but has not shipped yet. Orders will only count once they ship.
- The customer was disqualified from counting during the audit process.
- The customer did not select ship direct at checkout.

I had 9 customers qualify during the incentive, will my bonus be \$50?

No, you will receive \$25 for every 5 customers whose orders are placed during the incentive period. We are not rounding up.

Will my February qualifying customers count towards my March goal?

No, March is a new incentive period. Your customer count will be reset back to zero.

If my customer had a \$50 order in February will they count again in March?

No, since they already had a \$50+ order since 2/1/19.

My customer placed an online order in February but it was under \$50, will they count as a qualifying customer if they place a \$50+ order in March?

Yes, since this is their first \$50+ order since 2/1/19.

My customer placed two orders during the incentive period. Combined they total \$50. Will they count towards my goal?

No, only orders of at least \$50 will count.

My customer placed two \$50+ orders during the incentive period. Will that count as 2 customers towards my goal?

No, only one qualifying order will count per customer.

My customer placed a first order of \$25 and a second order of \$50, will they count?

Yes, since it is a unique customer with a \$50 order.

How do I follow up with an online store customer?

Here are some ideas to engage with customers you don't always see face to Mface:

- Create a customer group on Facebook and invite them to join it.
- Share posts from Avon Social. You can even download a product image and text it to them.
- Send them an email with our newest products or your favorites.
- Give them a call and let them know about all our latest offers.
- Always include your online store link in all communications so your customers are attached to your online store.

In which Campaign will my customer's order count?

This is based on when the order ships. You should allow approximately 1-5 days for your customer's order to ship. The date used to calculate the campaign is 2 days after the ship date. For example, if their order shipped March 5, 2019, then it is a Campaign 7 order.

How will my customer know about the online offer?

Avon will email your attached customers who have never placed an order on Avon.com with the offer periodically throughout the month.

Share Avon Social posts online with your customers or download and text it.

There will be a banner on Avon.com advertising the offer.

If a customer's order is less than \$50, he/she will receive a prompt at checkout with the offer.

IT PAYS TO BE ONLINE:

What's in it for my customer?

- Your online store is open 24/7 so your customers can shop at any time.
- Free shipping on \$40+ orders.
- Orders are sent right to their door.
- More info on how to use the product in the Wear It Share It section, browse reviews, and see How-Tos.
- In-depth product description and ingredients.
- Exclusive offers, including free products.

What's in it for me?

- Your online store can reach more people in less time.
- Simple and easy to share your store with the click of a button.
- You can earn while sleeping or away on vacation.
- You do not have to deliver the products directly to your customers, saving time and gas money.
- You get the same earnings as you would placing their orders for them or face-to-face.
- Avon takes care of the payment process.
- Avon provides customer service.
- Connect with new customers who are not in your deliverable area.
- It frees up time so you can spend more time working with your team, recruiting, growing your business, and doing what you love.

IMPORTANT GUIDELINES:

- Representatives must comply with the [Business Policies and Procedures for Avon Independent Sales Representatives, the online Terms and Conditions of Use, and the Independent Sales Representative Contract Terms and Conditions.](#)
- 1900 districts and employee accounts are not eligible to participate.
- Order will show on VIBE 2 business days after it ships.
- Avon.com orders do not ship to Guam. There is free shipping to Hawaii and Alaska however there is a handling fee of 15% of merchandise total, minimum of \$7.
- Orders ship approximately 1-5 business days after the order is placed.

- Avon reserves the right to adjust rules and regulations or cancel the program at any time, at its sole discretion.
- Avon reserves the right to audit all performance data when determining incentive reward eligibility and reserves the right to disqualify or remove any Representative it determines has violated principles of fairness or program intent, or any violation of the Business Policies and Procedures for Avon Independent Sales Representatives or the Terms and Conditions of the Independent Sales Representative Contract. Avon will monitor for returns, and has the right to disqualify or charge back for the value of the incentive reward if it determines most of the qualifying customer orders were returned.
- Representative's account must be active and in good standing (past due no more than 2 Campaigns). Avon reserves the right to review and withhold rewards for account balances over \$500.
- All federal, state and local taxes, if any, associated with receipt of the earnings rewards are the recipient's responsibility. Recipients will receive a 1099 form for cumulative earnings valued at \$600 or more. Please consult your tax advisor for advice on how and when to handle taxes on earnings.