

## How to prepare and deliver your customer orders

Preparing your customer orders is easy using our quick tips below!

1. Find the box marked "Invoice enclosed", and open this box first. Take out the paperwork before you start to unpack the products.
2. As you unpack each item, find it on the invoice and tick off. You may find it easier to group products together, e.g. Senses, Naturals, Avon Colour etc.
3. Collect all your customer order slips relating to your order.
4. For each customer, find the products that were ordered and place them in an Avon bag. Include any samples you have so your customer can try them. If you are using the one stop selling approach you may want to put the next brochure, with a customer order slip, in the bag as well
5. Fold the bag and attach one copy of the customer order slip to the bag or place it inside.
6. You may find it easier to place all your bagged orders in an empty delivery box or bag for you to take out.
7. You are now ready to deliver your customer orders. Remember to wear an Avon fragrance and jewellery so you can promote them to any customers you see and to take any new product you want to demonstrate.
8. Deliver your orders on the date you stated on the customer order slip – your customers will be expecting you.
9. Remember not to leave an order without having received payment.



If anything is damaged or missing from your order you will need to request a replacement. You can find out more about how to do this by reading the guide on how to handle returns, exchanges and replacements.