

Customer List

How do I create a customer list?

From the homepage click on My Orders and My Customers. Any customers who are already attached to you on Avon Connects will already appear in your customer list. Click on Add Customer on the right of the screen and complete the details.

What is the customer list for?

This allows you to save and manage your customer contact details along with additional information such as their favourite products etc. It's a useful tool to help you provide personal service and alert your customers to offers and products that will interest them.

Why do I get an error message when I enter a customer's date of birth?

If a customer is under 18 then you will get the following message when you enter their date of birth: "Field Date Of Birth contains invalid data. Date must be greater than or equal to 18". Remove the date of birth and you will be able to continue to complete the customer's profile.

Why can I not edit some of my customer's details?

If your customers are already registered on Avon Connects then they will need to make any amends to their profile. You will not be able to change them.

Can I sort my order by customer?

Yes, on the View Order screen you can see your full saved order split down to individual customer orders.

I am serving a customer who I know is on Avon Connects. How do I add them to my own customer list?

There is no need to add them – they will automatically appear in your customer list when the eSales suite goes live.

Why are there already customers in my customer list?

Any customers who are attached to you in Avon Connects will automatically appear in your customer list on the eSales suite. If a customer detaches themselves from you in Avon Connects then they will automatically be removed from your customer list on the eSales suite.

Why is the customer list option available?

This allows you to save and manage your customer contact details along with additional information such as their favourite products etc. It's a useful tool to help you provide personal service and alert your customers to offers and products that will interest them.

Do I have to complete my customer's details?

No, it's entirely up to you. This functionality is there to help you manage your Avon business. You can choose to add as much or as little information about your customers as you wish.

Will Avon be using my customers' personal details?

No, Avon will not use your customers' personal details. The customer list is purely to help you manage your business.

Can my upline Sales Leader / Area Sales Manager see my Customer list?

No, your customer list is personal to you and your login.