

Hello Tomorrow

AVON

Sales Leader Website

Order Management Guide

# Sales Leader Website Order Management Guide

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## Overview

Your Sales Leader Website is a fantastic **business tool** to help you grow your Sales and Earnings!

One critical piece of functionality on your Sales Leader Website is the **Order Management** Section; this ensures you have the most effective system to **drive maximum orders** from your Team **EVERY** Campaign.

### **As you know Active Representatives = Financial Gain!**

Some of you may have Team Members:

- Living in different Areas and having different mailplans
- Submitting their orders on different days of the Campaign

To manage your Team's orders effectively Planning is key! You can check your Team Members order and delivery dates on the website or by checking the **Selling Calendar** (available in your downloads).

Check your Order Management reports **DAILY**, identify those not placed an order and then **contact, contact, contact!**

Remember, the **Area Sales Managers are there to help** – keep in contact with your **Team Members Area Sales Manager** to keep them updated on the Order Management process.

## Logging In

- Logon to– [www.avon.uk.com](http://www.avon.uk.com)
- You will see the following screen, enter:
  - **Account No**
  - **Password**
  - Click **Login**

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**LOGIN**

**Avon account login**

account number:

password:

Forgotten your password? **LOG IN**

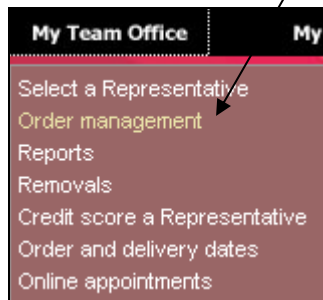
**Not yet registered online?**  
Register today and get instant access to exclusive internet offers and much, much more...  
**REGISTER NOW**

**Become an Avon Representative**  
Be self-employed, give yourself a promotion and work the way you want with Avon beauty...  
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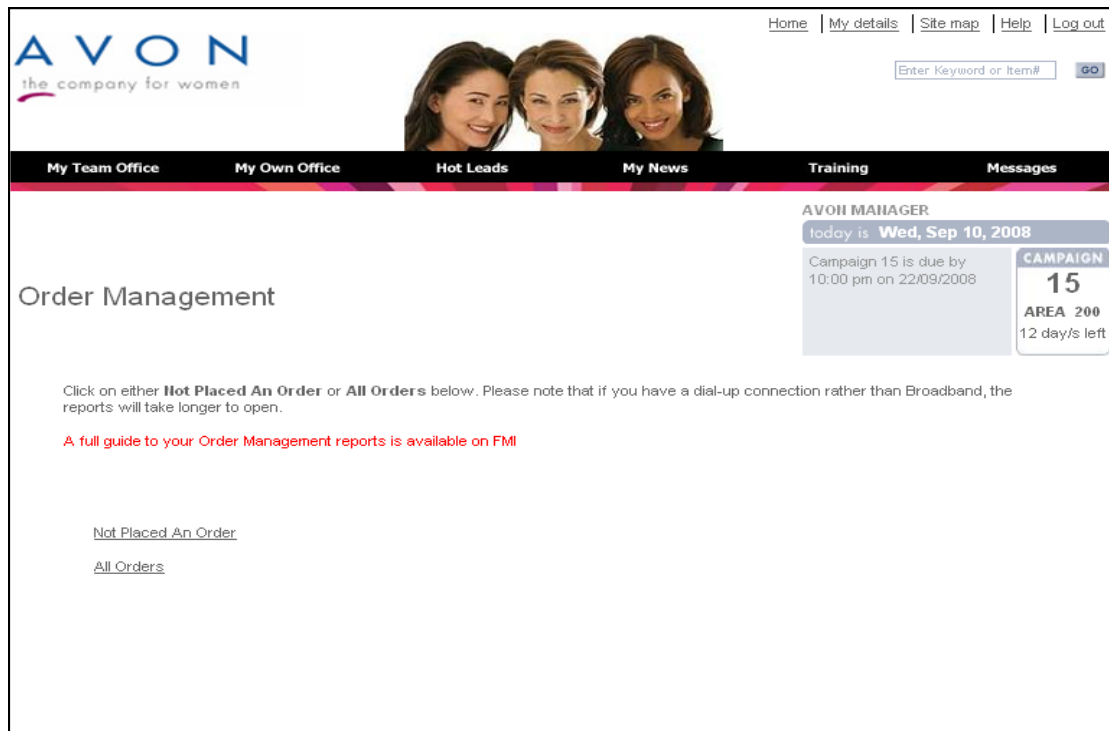
**Become an Avon Sales Leader**  
With unlimited earnings and exciting incentives, your dream job could earn you a fortune...  
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## Where to find your Order Management Information

- Click on **Order Management** from **My Team Office** on the top navigation bar.



- You will then see the following page – this shows the two Order Management Reports available – **'Not Placed an Order'** and **'All Orders'**

A screenshot of the Avon website's Order Management page. The page features the Avon logo and tagline 'the company for women' at the top left. A navigation bar includes links for 'Home', 'My details', 'Site map', 'Help', and 'Log out'. A search bar is located on the right. Below the navigation bar, there are tabs for 'My Team Office', 'My Own Office', 'Hot Leads', 'My News', 'Training', and 'Messages'. The main content area is titled 'Order Management' and contains a message: 'Click on either **Hot Placed An Order** or **All Orders** below. Please note that if you have a dial-up connection rather than Broadband, the reports will take longer to open.' Below this message is a red link: 'A full guide to your Order Management reports is available on FMI'. At the bottom, there are two underlined links: 'Not Placed An Order' and 'All Orders'. On the right side of the page, there is a 'AVOII MANAGER' section showing 'today is Wed, Sep 10, 2008' and a 'CAMPAIGN 15 AREA 200' with '12 day/s left'.

# Not Placed an Order

## Key Features

- All columns can be **sorted quickly and easily**
- Total number of orders not placed shown by **'Total'**
- **Clear descriptions** of the column abbreviations
- **Saved Orders** show on the **Not Placed an Order** report – This is indicated by a **Y** in the **SO** column – **these are key people to contact!**

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Home | My details | Site map | Help | Log out

Enter Keyword or Item#

My Team Office | My Own Office | My Forum | My News | Training | Messages

### Not Placed an Order

Click on the downward arrow alongside **from** and **to**. Select the campaign you require then click on **GO** to view. To print the report, click on the **PRINT** button. To export the report details to Excel, click on the **EXPORT TO EXCEL** button.

To sort any column click on the column heading. PLEASE NOTE: THE REPORT MAY TAKE SOME TIME TO SORT, DO NOT CLICK ON THE COLUMN HEADING AGAIN WHILE THE SORT PROCESS IS IN OPERATION. Once sorted a small arrow will appear in the column heading indicating how the report is sorted.  
Upward arrow = ascending and downward arrow = descending.

Please select Campaign from  to

**MP** = Mail Plan      **LOA** = Length Of Association      **MKT** = Market Code      **IT** = Inactive  
**LT** = Late Order      **AB** = Advanced Brochures      **PDB** = Past Due Balance      **CB** = Current Balance  
**LOT** = Last Order Type      **IR** = Internet Registered      **SO** = Saved Order

**Results**

Overall Total: 1

Camp.	Acc. No.	Representative Personal Details	MP	Area	LOA	MKT	II	LI	AB	P.D.B.	CB	LOT	IR	SO	Submit Ord. By
	00000022	Mplan National22 A AVON.SYSTEMS.DEPT@AVON.COM	A	950	018	U	0			0.00	10.00	Internet	Y		

Overall Total: 1

- When the report loads, **change both of the drop down boxes** to the Campaign that you wish to view – for example if people are due to place their Campaign 14 orders – drop the boxes down to Campaign 14 and click on **GO**
- You will then see a list of your **key people to contact**
- Remember to advise the **relevant Area Sales Manager** of any issues

## Creating an Inactive Report

You can also use **'Not Placed an Order'** to identify your **inactive Team Members** from the previous Campaign – **those people who did not place an order.**

- To achieve this, **use the drop down boxes** to select the previous Campaign and click on **GO.**
- You will then see a list of people who did not place their order last Campaign – these are also **key Team Members** to contact to **resolve any issues** and ensure they are **prepared to place their next order.**
- You will see an **IT** column, click in this column **above IT** and you will see a **small triangle** – this information has now sorted the listed into **1<sup>st</sup> and 2<sup>nd</sup> inactive.**
  - 2<sup>nd</sup> Inactive will have a **2** in the IT column
  - 1<sup>st</sup> inactive will have a **1** in the IT column

**Not Placed an Order**

Click on the downward arrow alongside **from** and **to**. Select the campaign you require then click on **GO** to view. To print the report, click on the **PRINT** button. To export the report details to Excel, click on the **EXPORT TO EXCEL** button. To sort any column click on the column heading. PLEASE NOTE: THE REPORT MAY TAKE SOME TIME TO SORT, DO NOT CLICK ON THE COLUMN HEADING AGAIN WHILE THE SORT PROCESS IS IN OPERATION. Once sorted a small arrow will appear in the column heading indicating how the report is sorted. Upward arrow = ascending and downward arrow = descending.

Please select Campaign from  to

**MP** = Mail Plan  
**LT** = Late Order  
**LOT** = Last Order Type

**LOA** = Length Of Association  
**AB** = Advanced Brochures  
**IR** = Internet Registered

**MKT** = Market Code  
**PDB** = Past Due Balance  
**SO** = Saved Order

**IT** = Inactive  
**CB** = Current Balance

**Results**

Overall Total: 1

Camp.	Acc. No.	Representative Personal Details	MP	Area	LOA	MKT	IT	LT	AB	P.D.B	CB	LOT	IR	SO	Submit Ord. By
	00000022	Mplan National22 A AVON.SYSTEMS.DEPT@AVON.COM	A	950	018	U	0			0.00	10.00	Internet	Y		

Overall Total: 1

**Please Note: ALL COLUMNS can be sorted on the Report, simply click above each heading to group information relating to the heading together.**

**E.g. Inactive Representative, Representatives by LOA order etc.**

## How to Check for New Appointments on the Website

- Logon to– [www.avon.uk.com](http://www.avon.uk.com)
- Click on **Order Management** from **My Team Office**.
- Click on **Not Placed an Order**.
- Change **Campaign number** to the Campaign you are now working on.
- Click above **LOA** – you will see a small triangle appear – this will sort your Representatives

My Team Office    My Own Office    My Forum    My News    Training    Messages

### Not Placed an Order

Click on the downward arrow alongside **from** and **to**. Select the campaign you require then click on **GO** to view. To print the report, click on the **PRINT** button. To export the report details to Excel, click on the **EXPORT TO EXCEL** button.  
 To sort any column click on the column heading. PLEASE NOTE: THE REPORT MAY TAKE SOME TIME TO SORT, DO NOT CLICK ON THE COLUMN HEADING AGAIN WHILE THE SORT PROCESS IS IN OPERATION. Once sorted a small arrow will appear in the column heading indicating how the report is sorted.  
 Upward arrow = ascending and downward arrow = descending.

Sales Leader42  
 today is **Thu, Sep 11, 2008**  
 Campaign 14 is due by 10:00 pm on 15/09/2008  
**CAMPAIGN**  
**14**  
 4 days left

Please select Campaign from  to

MP = Mail Plan    LOA = Length Of Association    MKT = Market Code    IT = Inactive  
 LT = Late Order    AB = Advanced Brochures    PDB = Past Due Balance    CB = Current Balance  
 LOT = Last Order Type    IR = Internet Registered    SO = Saved Order

### Results

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Camp.	Acc. No.	Representative Personal Details	MP	Area	LOA	MKT	IT	LT	AB	P D B	CB	LOT	IR	SO	Submit Ord. By
	00000022	Mplan National22 A AVON.SYSTEMS.DEPT@AVON.COM	A	950	018	U	0			0.00	10.00	Internet	Y		

Overall Total: 1

## What to do with Saved Orders

- When reviewing your Order Management you ***need to check*** for any ***Saved Orders*** as these are not currently submitted these Representatives will show on your ***Not Placed an Order*** List.
- Logon to– [www.avon.uk.com](http://www.avon.uk.com)
- Click on ***Order Management*** from My Team Office on the ***top navigation bar***.
- Click on ***Not Placed an Order***
- Click above the ***SO*** column, this will show a small blue triangle and sort your Representatives into those with saved orders – If there is a ***Y*** in the column, there is an order ***saved*** and ***not yet submitted***.

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Enter Keyword or Item#

My Team Office | My Own Office | My Forum | My News | Training | Messages

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To sort any column click on the column heading. PLEASE NOTE: THE REPORT MAY TAKE SOME TIME TO SORT, DO NOT CLICK ON THE COLUMN HEADING AGAIN WHILE THE SORT PROCESS IS IN OPERATION. Once sorted a small arrow will appear in the column heading indicating how the report is sorted.  
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Please select Campaign from  to

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**Results**

Overall Total: 1

Camp.	Acc. No.	Representative Personal Details	MP	Area	LOA	MKT	IT	LT	AB	P.D.B.	CB	LOT	IR	SO	Submit Ord. By
	00000022	Mplan National22 A AVON.SYSTEMS.DEPT@AVON.COM	A	950	018	U	0			0.00	10.00	Internet	Y		

Overall Total: 1

- Call ***all Representatives*** on this list to ask them to go into their account and submit the order.

***Note: You cannot do this for them.***

# All Orders

## Key Features

- All columns can be sorted **quickly and easily**
- Total number of orders placed shown by **'Total'**
- **Clear descriptions** of the column abbreviations
- Logon to– [www.avon.uk.com](http://www.avon.uk.com)
- Click on **Order Management** from **My Team Office** on the **top navigation bar**.
- Click on **All Orders** and this will bring up a separate page listing all Representatives who **have placed an Order**.
- The column headings on this Report will be as below.

Home | My details | Site map | Help | Log out

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Enter Keyword or Item#

My Team Office | My Own Office | My Forum | My News | Training | Messages

### All Orders

Click on the downward arrow alongside **from** and **to**. Select the campaign you require then click on **GO** to view. To print the report, click on the **PRINT** button. To export the report details to Excel, click on the **EXPORT TO EXCEL** button.  
To sort any column click on the column heading. PLEASE NOTE: THE REPORT MAY TAKE SOME TIME TO SORT, DO NOT CLICK ON THE COLUMN HEADING AGAIN WHILE THE SORT PROCESS IS IN OPERATION. Once sorted a small arrow will appear in the column heading indicating how the report is sorted.  
Upward arrow = ascending and downward arrow = descending.

Please select Campaign from  to

Sales Leader 42  
today is **Thu, Sep 11, 2008**  
Campaign 14 is due by 10:00 pm on 15/09/2008  
**CAMPAIGN 14**  
4 days left

LOA = Length Of Association      OS = Order Source      OT = Order Type

### Results

Report Total: 1

Camp.	Acc. No.	Representative Personal Details	MP	Area	LOA	OS	OT	Status	Date Sub	Date Proc	Date Carr	Date Del
14	00000022	Mplan National22 A AVON.SYSTEMS.DEPT@AVON.COM	A	950	018	Internet	Regular	Received	08/09/2008	08/09/2008		

Report Total: 1

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## Identifying Held Orders

- Logon to– [www.avon.uk.com](http://www.avon.uk.com)
- Click on **Order Management** from **My Team Office** on the top navigation bar.
- Click on **All Orders** and this will bring up a separate page listing all Representatives **who have placed an Order**.
- The column headings on this Report will be as below:

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Home | My details | Site map | Help | Log out

Enter Keyword or Item#

My Team Office | My Own Office | My Forum | My News | Training | Messages

### All Orders

Click on the downward arrow alongside **from** and **to**. Select the campaign you require then click on **GO** to view. To print the report, click on the **PRINT** button. To export the report details to Excel, click on the **EXPORT TO EXCEL** button.  
To sort any column click on the column heading. PLEASE NOTE: THE REPORT MAY TAKE SOME TIME TO SORT, DO NOT CLICK ON THE COLUMN HEADING AGAIN WHILE THE SORT PROCESS IS IN OPERATION. Once sorted a small arrow will appear in the column heading indicating how the report is sorted.  
Upward arrow = ascending and downward arrow = descending.

Please select Campaign from  to

LOA = Length Of Association      OS = Order Source      OT = Order Type

**Results**

Report Total: 1

Camp.	Acc. No.	Representative Personal Details	MP	Area	LOA	OS	OT	Status	Date Sub	Date Proc	Date Carr	Date Del
14	00000022	Mplan National22 A AVON.SYSTEMS.DEPT@AVON.COM	A	950	018	Internet	Regular	Received	08/09/2008	08/09/2008		

Report Total: 1

- To find your held orders click above **status** – you will see a **small blue triangle**.
- If the order is **held**– it clearly states **'Held'** in the status column.

## Further Information

### How often are the Reports updated?

The data in the Reports will be refreshed **EVERY HOUR, EVERY DAY** between the hours of **7:15am to 10:15pm**. The **ONLY** exception to this will be the 10:15am update as this coincides with the **'order processing cut'**.

**PLEASE NOTE THAT THE REPORTS WILL NOT UPDATE WHILE YOU HAVE THEM OPEN YOU WILL NEED TO CLOSE THEM DOWN AND RE-OPEN THEM AGAIN TO REFRESH THE DATA.**

### How should the Reports be used effectively?

An important feature of the Order Management Reports is the **sort function**; every column within the Reports can be sorted to enable you to change the order of the information.

When you want to sort information, follow this procedure:

1. It is important that you **click on the column heading once**. There is **no visual indication** when the Report is sorting the information so you will not see an **'egg timer'** as you do in other applications.

When the Report has been sorted, a **small arrow** will appear in the column that you selected. An **upward arrow** indicates the Report is sorted in **ascending order** and a **downward arrow** indicates it is sorted in **descending order**.

2. The speed at which the Report is sorted will depend on whether you are using a dial up connection or Broadband and the number of Representatives in the Report. If you have Microsoft Excel installed on your computer you can export any Report to Excel by clicking on the **EXPORT TO EXCEL** button.
3. You are able to print the Reports by simply clicking the Print button at the top of the Report.

**NOTE: We strongly recommend that you limit the opening of the 'All Orders' report if you are not a broadband user as the detail within this Report means that it could take some time to open.**