

Customer Delivery Service

Enhanced Checkout Experience

View Orders

How to get here: InTouch Home > Ordering > Customer Delivery Service > Get Started
or InTouch Home > Business Tools > myCustomers > Dashboard

myCustomers InTouch Home | Dashboard | Orders | Customers | Groups | Import Customers

21 Tasks | 2 Celebrations | 11 Follow-up | **33 Orders**

Sample Requests

Date Requested	Name
6/4/2012	Gabriella Adams
6/4/2012	Gabriella Adams

All Submitted Orders [Go to Order List](#)

Order Date	Confirmation #	Name	Amount	View Bag
06/12/2012	FA43E8	Nicole Wolack	\$250.00	
06/12/2012	78A36A	thiago azevedo	\$22.00	
06/11/2012	147A65	Nicolas Gauthier	\$14.00	
06/05/2012	58A99B	Muduo Lin	\$30.00	
06/05/2012	86EA19	Muduo Lin	\$25.00	
06/05/2012	870986	Muduo Lin	\$15.00	

- To create a new order, use the “Create” pull down menu and choose “Order”
- To view existing orders, click on “Orders” from “Your Upcoming Activities” section
- Click on the shopping bag icon next to each order for a quick view of the products in the order
- Click on “View Order” for details

Enter/Review Order

Enter/Review Order

1 Delivery Information > 2 Add/Update Products > 3 Follow-up Options > 4 Checkout > 5 Confirmation & Status

back to order list

Sue Customer

Order status: Under Review Confirmation: 31C23E Order date: 6/4/2012

Delivery date: [Calendar icon] [Input field] Follow-up dates: None [Dropdown] Send e-card

Information

Address: dsad, dasd, , aaa, AK 121212

Name	Address	Primary
<input checked="" type="radio"/> Sue Customer	99-537 Kaholi Place, Aiea, HI 96701, 808-488-6221	Primary Edit Remove
<input type="radio"/> Sue Customer	16251 dallas pkwy, addison, TX 75001	Make Primary Edit Remove

Add

Cell: 222-222-2222

E-mail: oumarou.dicko@mkcorp.com
Edit

Order Confirmation/Receipt Preference: Phone [Dropdown]

Customer Delivery Preference: Customer will pick up [Dropdown]

A message from your customer: [Text area]

A message to your customer – Prints on the printable customer receipt only (not packing slip): [Text area]

Delivery type

Deliver myself – I would like to deliver the products myself.
Add a delivery date at the top of the screen to setup a task for delivery.

Use Customer Delivery Service – I would like to use Customer Delivery Service.
Choose this service if you would also like to add samples, purchases and materials (i.e. The Look Book) to your order.

Gift Message

Use this area as an additional message for a gift recipient.

Message: [Text area]

Order notes

Notes only for your files – will not print on customer receipt.

[Text area]

Calendar inputs

These dates will be added to your calendar. Note that they have no effect on the order.

Customer Details

- Fill in customer details if you are creating a new sales ticket
- If this is an order that came from your Mary Kay Personal Website, then most of these fields should already be populated with the details entered in by your customer.

Choose Delivery Method

When you choose “Use Customer Delivery Service” you can take advantage of the fixed and low shipping fee as well as the no cost samples and/or Look Book you can add to the order.

Gift Message

This message will appear on the packing slip that goes in every CDS order. You can enter a message for your customer/the recipient of the order. If your customer entered a gift message when she completed her order on your Mary Kay Personal Website, it will appear here.

Add/Update Products

Enter/Review Order

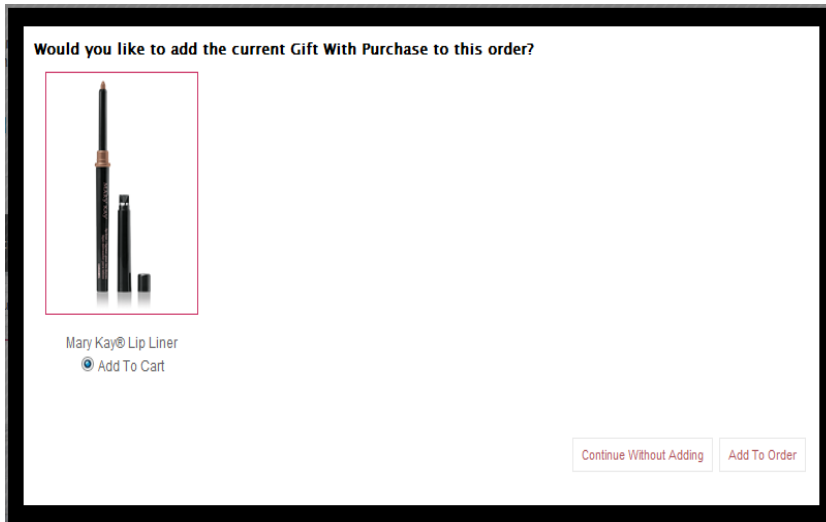
- ✓ Delivery Information >
 2 Add/Update Products >
 3 Follow-up Options >
 4 Checkout >
 5 Confirmation & Status

The screenshot shows the 'Enter/Review Order' interface for a customer named Sue. At the top, there is a progress bar with five steps: 1. Delivery Information, 2. Add/Update Products, 3. Follow-up Options, 4. Checkout, and 5. Confirmation & Status. Below this, the customer's name 'Sue Customer' is displayed along with order details: Order status (Under Review), Confirmation (013bf7), Order date (6/15/2012), and Follow-up dates (None). The main product area is divided into 'Products' and 'Additional Samplers to Purchase'. A filter dropdown menu is open, showing categories like 'Skin Care' and 'Makeup'. A 'Recommendations' box prompts the user to complete profile questions. At the bottom, a 'Shopping bag' section shows a total of \$44.00 and a 'Checkout' button.

- 1 Use the filter to select to search by category* or search for a specific product.
- 2 Toggle between Detail View or Photo view (Photo view shown here)
- 3 Use the arrows to change quantity, the "+" symbol to add to shopping bag and the "i" symbol for product details.
- 4 As you add products, you will see them in the shopping bag section at the bottom. Use the "+" symbol to change quantity and the "x" for removing item from cart.
- 5 Don't forget to add your choice of two samples or a Look Book at no additional cost to your customer's order – click on the "No Cost Samplers" tab to access the list of available samples to send for free. Click on the "Additional Samplers to Purchase" to add in extra samples, brochures and other items.
- 6 If your customer profile section is complete this section will show recommendations for products based on the information provided

*Favorites and Wish List categories will be generated if the related Profile Questions under the Customer Information tab are completed

Gift With Purchase




If the retail value of the order is over \$40, you will be prompted to add the current Gift With Purchase item when you checkout.

Follow-Up Options

Enter/Review Order

✓ Delivery Information > ✓ Add/Update Products > **3** Follow-up Options > 4 Checkout > 5 Confirmation & Status

 Sue Customer

Order status: Under Review | Confirmation: 47DEE3 | Order date: 6/12/2012

[back to order list](#)

Follow-up dates: 2+2+2

Delivery and reminder summary

Product	Quantity	Info	Reorder Reminder	Suggested Retail Price	Retail Total
Mary Kay® Medium-Coverage Foundation	10		<input type="text"/> <input type="button" value="Calendar"/>	\$15.00	\$150.00
Mary Kay® Forever Orchid™ Eau de Toilette	1		<input type="text"/> <input type="button" value="Calendar"/>	\$25.00	\$25.00
Mary Kay® Lip Liner	1		<input type="text"/> <input type="button" value="Calendar"/>	\$0.00	\$0.00
Calculated Tax (based on Shipping Address provided)					\$0.00
Estimated Retail Total for Items Ordered					\$175.00

Promo or Event Code:

Calendar inputs

These dates will be added to your calendar. Note that they have no effect on the order.

You will see the tax percentage based on shipping address in the next screen.

Checkout – Using ProPay® Funds

Delivery information >
 Add/update products >
 Follow-Up Options >
 4 Checkout >
 5 Confirmation & status

Totals and Payment

TOTAL COST OF THE ORDER	Retail Price	Discount	Wholesale Price	Total Cost
Section 1:	\$25.00	50%	\$12.50	\$12.50
Section 2:	\$0.00			\$0.00
Shipping and Handling:	\$5.00			\$5.00
Current Order Account Receivable:	\$0.00			
Taxable Bonus:				
Non-Taxable Bonus:				
TAXES AND FEES				
Taxable Amount:	\$30.00		Tax Amount:	\$2.48
TOTAL COST OF THIS ORDER:				\$19.98
AMOUNT YOU OWE MARY KAY INC. FOR THIS ORDER				

Scenario 1:

You have created or received an order, and your customer has arranged for payment.

You would like to pay for the order using the funds in your ProPay® account


**Recommended Payment Option!*

Option 1 - Use Funds from your Propay account.
 Use funds already in your Propay account to pay for the amount you owe MaryKay
 This option does not have ProPay fees associated

Option 2 - Enter your Customer's Credit Card
 This options allows you to enter your customer's credit card for payment.
 The amount you owe Mary Kay Inc. for this order will be taken from the full amount
 Standard ProPay transaction fees will apply

Option 3 - Enter your own credit card.
 Enter your own credit card to pay for the amount you owe Mary Kay inc for this
 Standard Propat transaction fees will apply.
 You cannot charge less than the amount you owe Mary Kay INC. plus proPay fees.

Use ProPay:



Funds Available in your ProPay Premium Services Account: \$14,727.59
ProPay funds to apply to your order: \$19.98
**There is no transaction fee to use your ProPay Account.*

- Select Option 1, and click on the link at the bottom to submit payment.
- Your ProPay® account will be charged the total cost to you for this order.

Checkout – Using Your Customer’s Credit Card

Totals and Payment

TOTAL COST OF THE ORDER	Retail Price	Discount	Wholesale Price	Total Cost
Section 1:	\$10.00	50%	\$5.00	\$5.00
Section 2:	\$0.00			\$0.00
Shipping and Handling:	\$5.00			\$5.00
Current Order Account Receivable:	\$0.00			
Taxable Bonus:				
Non-Taxable Bonus:				
TAXES AND FEES				
Taxable Amount:	\$15.00		Tax Amount:	\$1.24
TOTAL COST OF THIS ORDER:				\$11.24
AMOUNT YOU OWE MARY KAY INC. FOR THIS ORDER				

- Option 1 - Use Funds from your Propay account.**
Use funds already in your Propay account to pay for the amount you owe MaryKay
This option does not have ProPay fees associated
- Option 2 - Enter your Customer's Credit Card**
This options allows you to enter your customer's credit card for payment.
The amount you owe Mary Kay Inc. for this order will be taken from the full amount
Standard ProPay transaction fees will apply
- Option 3 - Enter your own credit card.**
Enter your own credit card to pay for the amount you owe Mary Kay inc for this
Standard Propay transaction fees will apply.
You cannot charge less than the amount you owe Mary Kay Inc. plus proPay fees.

If you are charging your customer's credit card, consider the following as you determine the amount you will charge your customer, remember

- Determine if you will charge shipping.
- The suggested retail amount for this customer order is **\$15.00**
- You need to calculate the amount of tax to charge your customer.
- Standard [ProPay® transaction fees](#) will apply.
- You decide the price you charge your customer for products and the final order total.

If you are charging your own credit card, you may not charge less than the amount you owe Mary Kay plus applicable ProPay Fees.

PROCESS YOUR CUSTOMER'S CREDIT CARD

Enter Credit Card Payment Information:

Credit Card Information

Name on Credit Card:

Billing Address:

Zip Code:

Credit Card Number:
(Please enter numbers only. No spaces or dashes)

Credit Card Type:

Expiration Date:

Amount to Charge Credit Card:



Previous

Submit Credit Card

Scenario 2:

You have created or received an order, and your customer has provided you with her credit card information for payment.

Select Option 2

- You will be provided with the total cost of this order to you and the suggested retail amount.
- Enter your customer’s credit card information and the amount you decide to charge them in the appropriate boxes.
- Don’t forget to include the ProPay® transaction fees. Click on the link provided within the instructions for the applicable fee rate.

Checkout – Using Your Own Credit Card

Totals and Payment

TOTAL COST OF THE ORDER	Retail Price	Discount	Wholesale Price	Total Cost
Section 1:	\$10.00	50%	\$5.00	\$5.00
Section 2:	\$0.00			\$0.00
Shipping and Handling:	\$5.00			\$5.00
Current Order Account Receivable:	\$0.00			
Taxable Bonus:				
Non-Taxable Bonus:				
TAXES AND FEES				
Taxable Amount:	\$15.00		Tax Amount:	\$1.24
TOTAL COST OF THIS ORDER:				\$11.24
AMOUNT YOU OWE MARY KAY INC. FOR THIS ORDER				

Option 1 - Use Funds from your Propay account.
 Use funds already in your Propay account to pay for the amount you owe MaryKay. This option does not have ProPay fees associated.

Option 2 - Enter your Customer's Credit Card
 This option allows you to enter your customer's credit card for payment. The amount you owe Mary Kay Inc. for this order will be taken from the full amount. Standard ProPay transaction fees will apply.

Option 3 - Enter your own credit card.
 Enter your own credit card to pay for the amount you owe Mary Kay inc for this order. Standard Propay transaction fees will apply. You cannot charge less than the amount you owe Mary Kay Inc. plus proPay fees.

PROCESS YOUR CREDIT CARD

Enter Credit Card Payment Information:

Credit Card Information

Name on Credit Card:

Billing Address:

Zip Code:

Credit Card Number:
(Please enter numbers only. No spaces or dashes)

Credit Card Type:

Expiration Date:

Amount to Charge Credit Card:



Please click the Submit Credit Card button only once.

After clicking the Submit Credit Card button, please wait until you see the Order Confirmation page that shows your order's estimated delivery date, before you close your internet browser.

Please Note: Changes to your order cannot be made after submission.

[How do we protect your credit card information?](#)

Scenario 3:

You have created or received an order, and your customer has arranged for payment.

You would like to pay for the order using your own credit card

Select Option 3

- You will be provided with the total cost of this order to you and the suggested retail amount.
- Enter your credit card information and the amount you owe (total cost of the order) plus ProPay® fees in the appropriate boxes.

Checkout – Customer Payment Information Available



Totals and Payment

TOTAL COST OF THE ORDER	Retail Price	Discount	Wholesale Price	Total Cost
Section 1:	\$56.00	50%	\$28.00	\$28.00
Section 2:	\$0.00			\$0.00
Shipping and Handling:	\$5.00			\$5.00
Current Order Account Receivable:	\$0.00			
Taxable Bonus:				
Non-Taxable Bonus:				
TAXES AND FEES				
Taxable Amount:	\$61.00		Tax Amount:	\$5.03
TOTAL COST OF THIS ORDER:				\$38.03
AMOUNT YOU OWE MARY KAY INC. FOR THIS ORDER				

If you are charging your customer's credit card, consider the following as you determine the amount you will charge your customer, remember

- Determine if you will charge shipping.
- The suggested retail amount for this customer order is: **\$61.00**
- You need to calculate the amount of tax to charge your customer.
- Standard [ProPay® transaction fees](#) will apply.
- You decide the price you charge your customer for products and the final order total.

If you are charging your own credit card, you may not charge less than the amount you owe Mary Kay plus applicable ProPay Fees.

Customer Credit Card Payment:

Charge your customer's card

Name on Card: Madhu
 Credit Card Number: XXXX4747
 Amount to Charge Credit Card:

[Previous](#)

[Submit Your Customer's Credit Card](#)

Please click the Submit Credit Card button only once.

After clicking the Submit Credit Card button, please wait until you see the Order Confirmation page that shows your order's estimated delivery date, before you close your internet browser.

Please Note: Changes to your order cannot be made after submission.

[How do we protect your credit card information?](#)

[Issues with your customer's card? Click here to pay using propay](#)

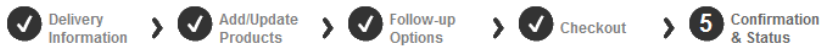
Scenario 4

Your customer has placed an order on your Mary Kay Personal Web Site AND has submitted payment information (credit card information)

- You will be provided the total cost of this order to you and the suggested retail amount.
- Enter the amount you decide to charge the customer credit card in the box provided
- Don't forget to include the ProPay transaction fees. Click on the link provided to find out the fee rate that should be applied.


Confirmation

Enter/Review Order



Your order is complete!

You can review your order below and edit the order anytime before the delivery date.

 **Sue Customer** Order status: Confirmation: 626E41 Order date: 6/13/2012 Follow-up dates: None [Send ecard](#)

Shipping information **Gift message**

Shipping address: 5310 keller springs
dallas
TX 75001-6801

Message:

Customer Delivery Preference

Email: madhu.nathan@mkcorp.com

Order confirmation pref: [Send Confirmation](#)

Delivery and reminder summary

Product	Quantity	Info	Reorder Reminder	Suggested Retail Price	Retail Total
Thinking of You® Eau de Parfum	1		<input type="text"/>	\$30.00	\$30.00
Calculated Tax (based on Shipping Address provided)					\$0.00
Estimated Retail Total for Items Ordered					\$30.00

Promo or Event Code:

Do you want to create a receipt for this order?

A receipt for this order can be created to save and/or print. Order total, shipping fee and tax will only be saved to your receipt on your computer.

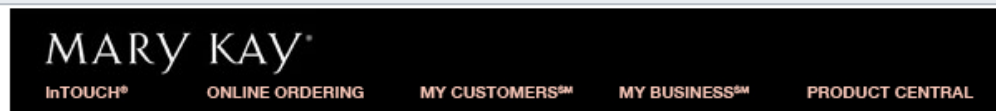
Send Confirmation

Use this link to generate an email to the customer to confirm that you have processed the order, and you may choose to include the total invoice amount

Download Receipt

You can download an itemized receipt to send to your customer.

Shipping Confirmation



As part of the Mary Kay® Customer Delivery Service program, the following email has been sent to your customer on your behalf.

This notice is to confirm the shipment of order number 766FE8 with the items listed below:

Item Description	Quantity	Total Suggested Retail Amount
TimeWise® Microdermabrasion	1	55.00
Mary Kay® Lip Liner: Caramel	1	12.00

SHIPPED TO: Sue Customer

Customer Address

SHIP DATE: 06/16/2012

TRACKING NUMBER: [1Z6041150362844592](#)

- You're done!
- An email will be sent to both you and your customer when the order is shipped.

