

My Sales Web Order Entry Easy Reference

Welcome to the new My Sales Web Ordering system designed for Tupperware Canada. This Easy Reference guide is designed to quickly guide you through the steps to enter your first orders.

Features and benefits of the My Sales ordering application

- Simply use your Customer Order Forms to input your orders into My Sales
- You can enter your orders from any computer that has internet access almost 24 hours/day, 7 days/week. This means you can get your parties entered as soon as they close, meaning quicker turnaround time for your hosts and customers, and for you to receive products.
- Since the system is “web based” you do not need any special software or backup procedures to maintain on your computer (See the minimum system requirements regarding browser levels).
- Orders are entered by customer, which means you will be able to validate each customer order as you enter them, thereby reducing errors.
- When your customers pay by credit card you’ll know at the time of order submission if there is an issue with a credit card; issues that you can resolve quickly with your customers.
- You will be able to track your order(s) online, so you will know the status of each order that you submit.
- You don’t have to have all your orders for a party to start entering customer orders. You can enter what you have now and the order will be saved. Then you can complete and submit the party when you have all your orders. The system automatically tracks what your Host has qualified for based on Party sales. So you can keep Hosts with open parties up to date on what they have qualified for so far.
- My Sales also offers a search feature where you can search for items by item number or description plus there are also Party and Order search features.
- A special “What’s Hot” section keeps you up to date on any issues with item availability. So you’re always “in the know”.
- If you are unable to use the My Sales Web Order Entry System, Tupperware can process your orders over the phone. *1.5% phone fee may apply.
- You have free extended hours of support with a toll free number. *See Page 7 for details.
- The new system is safe and secure. Critical information like credit card data is encrypted, meaning it cannot be intercepted during transmission or after it is stored on Tupperware’s computers.

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Consultant shipping charges for My Sales

Consultant shipping charges for My Sales have been standardized for Tupperware Canada.

- Each customer and host pays \$3.95 shipping and handling which is remitted to Tupperware when you submit your orders.
- Each consultant order is charged \$3.95 shipping and handling.
- Sales Force members will be charged shipping at 3% of the retail on each shipment
 - Shipments of \$100 retail or less will incur a supplemental shipping charge of \$10 in addition to the 3% indicated above. This is to cover the higher costs to pack and ship smaller orders.
 - Shipments with \$0 retail will be charged shipping of \$5 (orders with sales aids only)
- Fundraiser shipments greater than \$500 fundraiser retail will have FREE shipping.

Customer Payments

Customers can continue to pay by cash, check, or credit card. Checks will be made payable to you since you will deposit all checks and cash into your own account. Tupperware recommends you open a separate personal account to conduct your Tupperware business.

What you pay when submitting an order

You will be charged the following when you submit an order in the My Sales system:

- The consultant shipping and customer handling charges as stated previously
- The wholesale price for all retail items ordered
- The PST/QST/GST/HST on the retail value of all items ordered except for non-retail items (sales aids, host gifts, thank you gifts, etc.)
- Consultant cost for non-retail items (sales aids, host gifts, thank you gifts, etc.)
- The consultant cost for sample items

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Cutoff day/time to submit your orders

The sales week will run from Saturday at 12:01 a.m. until Friday 11:59 pm. To receive sales credit towards promotions, bonuses, etc all orders for the current sales week/month* must be successfully submitted by the Friday 11:59 pm cutoff time of that week. Your cutoff time is clearly displayed in the My Sales system. Your cutoff time is based on the following time zones and your mailing address:

Province	Cutoff time zone
ON, QC, NB, NF, NS, NU, PE	Eastern
MB, SK	Central
AB, NT	Mountain
BC, YK	Pacific

What you'll need to get started

- A computer with internet access and the following minimum configuration
 - 32 MB of RAM
 - 30 MB of free hard drive space
 - A color monitor with a recommended screen resolution of 1024 x 768
 - A 56 KB modem or better (high speed DSL or cable is highly recommended)
 - A Web browser (Internet Explorer 5.5 or higher)
- Your 11-digit consultant identifier and password.
- Your completed customer/host orders and customer credit card information (if paid by credit card).
- A personal Visa or MasterCard credit card to pay for your orders. The use of debit cards through Interac online, a secure and easy to use online payment service available through Online Banking.

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Step by Step guide

Login on to the My Sales ordering system

1. Connect to the Internet
2. Go to the Tupperware Canada Shop - <http://www.tupperware.ca>.
3. Click the **Sales Force** link at the top of the Tupperware Canada Home page.
4. Click the **My Sales** link.

Or, you can go directly to:

[https://order.tupperware.com/sf_htprod_wwwsf/app/tsf\\$frames.setup](https://order.tupperware.com/sf_htprod_wwwsf/app/tsf$frames.setup)

Enter your 11 digit Consultant ID and password and click the **Let's Go** button.

Here are the steps to follow when you enter your orders online:

- 1. Set Up the Party**
- 2. Enter Customer Orders**
- 3. Enter the Host Order**
- 4. Select Host Bonuses and Host Gifts**
- 5. Submit and Confirm the Party**

Step 1. Set Up the Party

To set up a Party in Web Order Entry, complete the following steps:

- Click **Next** at the top right of the "What's Hot" page.
- Click "Next" on your Personal Summary Page.
- Click the "Start New Party" button at the top left of the Party History Page.
- Choose "Party" from the drop down list.

- On the Party Setup screen, enter a Description, the Party Date, and the Party Attendance
- Enter Host information.
- Choose where your order will ship to you, the Host or Consultant. If choosing Host, make sure to check "same as home address". If choosing Consultant choose primary or alternate.
- Click **Next** to get to the first Customer Order.

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Step 2. Enter Customer and Consultant Orders

- Choose Customer or Consultant order.
- Enter Dating information, if relevant.
- Enter Customer details.
- Click **Next** to go to the Item Entry screen.
- Enter items – You'll do this for each item ordered.
 - Choose from the Item Type drop down list (Regular, Parts, Sales Aids, Sales Specials, Purchase w/ Purchase).
 - Move to the next field and type in the Item #.
 - Hit the Tab key and put in the quantity.
Note: You can click **Verify** at any time to verify the information.
- You can click on Verify at the foot of the screen to verify your entries.
- Click **Next** for the Order Summary screen. Verify that the items are correct and that the total matches the total on the Customer Order form.
- Go down the page to Customer Payment Information and enter the payment details.
- At this point you can print the order for your records. Click **Print** at the foot of the page.
- Click **Next** to go to the Party Orders and Datings list.
- Click on **New Order** to enter the next Customer order.
- Repeat the above steps for all Customer Orders (and your Consultant order, if applicable).

Step 3. Enter Additional Datings

- Click **Additional Datings** at the foot of the Party Orders and Datings page.
- Enter Dating information and click **Add**.
- Repeat for any other datings, then click Next to return to the Party Orders and Datings screen.

Step 4. Host Order

Remember, you enter the Host order after all the Customer Orders have been entered.

To enter the Host Order, complete the following steps.

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- On the Party Orders and Datings page, click **Host Order** at the foot of the page.
- If the Host has dated another Party, enter it here.
- Check the Host and Ship information, then click **Next** for the Item Entry screen.
- Now enter items (see instructions in Customer orders area).
Note: Only enter items that the Host has purchased. You will enter bonuses and gifts later. You can click **Verify** at any time to verify the information.
- When all Host purchases are entered, click **Next** to go to the Host Rewards page.
- Choose one or more Host Bonuses based on the qualification level. They will be entered automatically into the Host Item Entry listing below.
- Go down to the **Host Item Entry** area. You can choose from various categories (Free Tupperware, Host Gift Specials, Half-Off Items and Host Bonus items).
- Click **Next** to go to the Customer (Host) Order Summary.
- Check the information against the Host Order form.
- Go down to **Customer Payment Information** and enter the Host payment.
- If you wish, you can print the order for your records.
- Click **Next** to go to the Party Summary page.

Step 5. Submit and Confirm the Party

- Review the information and the totals for accuracy.
- Go down to **Consultant Payment**.
- Enter your credit card details to submit payment. You can choose existing card if you have already used the card previously.
- Choose your Mail-To or Ship-To address.
- Click **Submit Party** at the foot of the screen.
- You will be asked to enter your password again to verify. Enter your password and click **Submit**.
- You will be taken to a final Party Summary page. At the top it will verify that the Party has been submitted successfully. You can print this Summary for your records.
- Click Next to get to the Party History page.

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Web Order Entry “Quick Tips”

- **When entering items on the Item Entry page, you can select the Item Type from the drop-down list by simply keying the first character of the drop-down list description. For example, to select Item Type Parts enter a 2 when your cursor is in the item type field.**
- **Not sure of the item information to order a replacement item and you don't have your Parts Replacement Catalog handy? Try using the on-line Parts Catalog by accessing the Consultant/Manager web site, then go to the Parts Replacement Catalog.**
- **When you're entering a party description, names, addresses, etc., it is not necessary to capitalize the first letter! This will save you keystrokes!**
- **For more information about getting access to Web Order Entry, see your Director.**
- **If you already use Web Order Entry and need additional assistance, refer to your Sales Force Web Order Entry User Guide or contact Tupperware Customer Care.**

Web Order Entry Customer Care Information

My Sales Canada Customer Care - 1 866 376-7513 English / 1-877-437-1598 French

Hours of Operation:

- Monday to Friday 8:30am to midnight Eastern Standard Time.
- Last Friday of the month - 8:30am to 3:00 am EST.