

# Web Order Entry

## Tips and Reminders for New Consultants

By Christa Chapman

Wow – you're a new consultant, Congratulations!

Isn't it exciting to be starting your own business? The possibilities are endless, and I look forward to helping you achieve your goals!

In order to help you input your first party, I have put together a "tip sheet" so you can work your way through the web order entry with ease.

Throughout the document, you may see things written in *italics*. That's my way of saying, "this is a great tip, it might help you save time or money, but it is not a necessary part of the process".

So – let's get started!

### **Working With Your Hostess to Close Her Party:**

- The different host categories are located in the very back of the catalog.
- When completing orders, remember to give your customers the pink copy of their order form.
- Don't forget that when calculating the party sales to see how much your hostess earned, ONLY USE THE SUBTOTALS BEFORE TAX AND SHIPPING!
- Keep in mind that your hostess can't use her credits towards sale items, half price items, or hostess specials. The rule of thumb is to use the catalogue only for redemption of HOST CREDITS.
- *I usually go to my hostess once most of the orders are in and say "Ok, why don't you go shopping in the sales flyer first for any purchases you would like to make, because we can't use your hostess credits towards sale items. The great thing about buying sale items is that these will also go towards your total sales, so you'll earn more credit!*
- When filling out your hostess order form (*I usually do this myself to keep it all straight*) write the products she would like to purchase, then draw a line to separate the products she is getting for free. If your hostess goes over her credit amount (i.e chose \$120 worth of product but only has \$100 credit) then just calculate the difference and add it to the subtotal.
- Your hostess subtotal should include all of the following:
  - 1) the total cost of any sale items she has purchased
  - 2) the difference if she spent more than her host credit
  - 3) the other half of her half price items
  - 4) Any hostess specials or exclusives

### **Web Order Entry**

First off, log into your web order entry by following these steps:

- Log onto [www.tupper1.net](http://www.tupper1.net)
- Click on "web order entry"
- Scroll down the next page a little bit and click on "Web Order Entry" again.
- Input your consultant number and password (for the first time you log in, your password is your birthday in the form DDMM. For example June 12 is 1206)
- You should see a page come up that has some "updates" on it, click NEXT.
- The next page will be your Personal Summary, click NEXT.

- Now click "Start New Party" *TIP: always look at the top left of a page, there it shows you the "Page Description"*
- Fill out the following blanks: Description (hostess name or fundraiser name) Party Date, Attendance, and specify who it will be shipped too.
- Now fill out all of your hostess's information. i.e address, phone number, etc.
- Ensure that the "ship to" address is complete. (either YOUR address, or your hostess's address)
- Click NEXT
- From this page forward, just complete each customer's order individually. (You don't need to fill out their address information, just first and last name)
- Be sure to indicate if the customer booked a party by checking the little box.
- When you're inputting their order, just put the product code and the quantity, and click VERIFY.
- When the order looks correct, click NEXT.
- This page will give you a summary of the order, and you need to specify how the customer would like to pay.
- If they paid by credit card, click that box, and fill out the appropriate credit card information.
- If they paid in cash, just click "NO" when asked if a credit card was used, and proceed to the next order.
- Place each order in separately so that all customer orders on the computer reflect the \$3.95 handling charge and the customer order then can easily be compared to their paper customer order for accuracy. Double check all items and prices so no errors are made.
- Continue entering customer orders until you come to your hostess. (Your hostess must ALWAYS BE DONE LAST!)

#### **Hostess Order:**

- Once all of the customer orders are complete, you can finish the order by completing your hostess order.
- Instead of just clicking "new order", click "host order".
- The first page that comes up allows you to add to the total party sales with anything your hostess ordered PRIOR to using her credits. (i.e. sale items from the brochure or parts ordered etc)
- Once you have filled in her order, click NEXT. If nothing is ordered just click NEXT. This will lead you to the Host Reward page.
- This page will give you a total of the party sales and tell you what your hostess has qualified for.
- Click on the dating gift offered in the upper right box and any other specials your hostess has chosen to take advantage of.
- Then fill out the order with any products she has chosen to use her hostess credits towards. (These are her FREE items)
- For her half price items, just specify that she is purchasing them at half price by pulling down that option on the left hand side.
- *If your hostess has chosen to NOT take advantage of her half price items, or any unused credit, you as a consultant can take advantage of those. (Just make sure you only charge your hostess for HER products.)*
- If there is a difference between the total and what you're charging your hostess (or any customer for that matter) the entry form will give you a "caution" statement saying "the difference between the total and the amount being paid is more then \$10". Just click OK if you are purposefully charging you customer less.
- Once you have completed the hostess order, you can submit your party!
- Verify all credit card charges on your summary page to ensure that you have processed them correctly.
- Any cash or cheque orders need to be charged to your personal credit card. Fill in that information, and when you're ready, click SUBMIT!
- Print a copy of the Summary page for your records. This has the amount charged to your credit card, and the amount of refund that you will receive.

That's it!! You just submitted your first official party!! Way to go!

Here are some other tips and answers to frequently asked questions:

## How do I use a coupon?

- If you have earned a coupon, it will be reflected in the upper left hand corner of the order form.
- Click on the coupon and write down the code numbers.
- In the coupon box on the upper right hand side of the order form, write in the code plus your 9 digit consultant number. For example "CAC129300002345"
- Then, put the product number in the order form and put a quantity of 1.
- Go to "My Resources" at the top of the Web page, Click on "My Coupons" and then click on the coupons listed in the box that you have available to you. They will be transferred to the order form that you have open.
- Click VERIFY, and it will come up as \*AWARD – .....\* *TIP: If you have earned two of something be sure to change the quantity to the correct number.*
- You can add your coupon to any customer's order form.

## How do I replace a warranty item?

- First off, print out the warranty document or purchase the warranty book. The document can be found through the tupper1.net website. Click on "Web Order Entry", and scroll down until you find the section on warranty items. There will be a link to print off the parts book.
- To look up an item that you don't have in front of you, use the alphabetical index and look up the product code. For example, just flip to "FRIDGESMART" and scan the list until you find the item/seal you're looking for.
- Once you have the product code, you must go to the back of the book and look up that number.
- To the left of the product code will be another list of numbers. These are the "item" numbers.
- When inputting the warranty – use the ITEM number from the back of the book – not the product number!
- If the product is in front of you – just look at the little number printed on the container, this is the mold number and will be in numerical order to locate the item number that you will be required to input.
- If it says OBS to the left of the number, then that product is obsolete. The customer will receive the corresponding credit indicated to the right of the product name.
- For obsolete items, just click on "obsolete" from the list on the left hand side, and put in the product number. After clicking VERIFY, the credit will be reflected on the order.
- If it is just a warranty item that is still available, just select "warranty" from the left hand side of the order form, input the MOLD number, and click VERIFY. It should come up as a \$0.00 charge.

Warranty items can be a little confusing. Try not to get frustrated if you struggle the first couple of times, once you get the hang of it, they're pretty straightforward!

## What is a Party Pool?

- Your party pool amount will grow as you purchase samples.
- If you sell something from your stock/inventory, you would use the amount from your party pool fund to offset the order that the customer places, which will in turn not affect the hostess credits at the end of the party.
- This is also Tupperware's way of giving you a little credit back to help you "push" a party into another level.
- So, if a party is sitting at \$480, you could use \$45 of party pool money to push it into the \$525 range.
- You can only apply a maximum amount of \$100 per party.
- You do not make profit on this money, but you can use any extra host credit you may have qualified for.

## How Do I Purchase Samples or Get More Information to Help my Business?

- There are sample order forms on the Tupperware Consultant Website, or you can get them at rally.
- To access the Tupperware Consultant Website, go to [www.tupper1.net](http://www.tupper1.net), click on "Tupperware Consultant Website", and your login is "fresh", password "start".

- You can find lots of useful information on this website, including sales information, recognition, specials, sample order forms, etc.

### **Some Small Reminders to help your Business GROW!!**

- Always start your party off by introducing yourself and setting a “comfortable” and FUN tone for the evening.
- People need to feel a WARMTH from you. Always be approachable, wear a smile all night, and make them WANT to see you again! (i.e have a party!)
- Always play a dating game (but never call it a dating game!) Make everyone want to be a hostess by reminding them of all the FREE Tupperware they'll get!!
- It's all about word choices! Use words like “When you place your order” instead of “IF you place an order”.
- Party plan your hostesses. Stay in contact with them, keep them excited, and make sure they have everything they need to get some outside orders and have lots of people attend their party. (this will minimize your cancellations!)
- Never let someone completely cancel (there are obviously exceptions here) but always try to RESCHEDULE them immediately.
- Book in close! That means – always try to book parties within the next few weeks. (Closer parties usually hold, where ones booked WAY in advance often reschedule) When someone comes up to book a party, say “Ok, I have next Friday open, is that soon enough for you?” If they say “oh no – that's too close”, then your next response is “Ok, well then how does the following Wednesday work? Let's pencil that in!”
- You sell what you demonstrate. So – spend time on the higher ticket items, and always sell EACH PIECE of a set. For example, go through all 4 sizes of FridgeSmart and explain why they need EACH piece!
- And above all – enjoy yourself! Tupperware is an AMAZING company to work with, and I know you're going to LOVE IT!!!