

# eREPRESENTATIVE CUSTOMER INFORMATION

To access tools to manage your Customer business from the **customer management** tab, follow these steps:

1. Log in to [www.yourAVON.com](http://www.yourAVON.com).
2. Click the **web office** tab at the top of the page.
3. Click the **customer management** tab in web office
4. Click one of the following links:

## order activity

The **recent order activity** feature helps you track Customer order activity for new orders for Representative delivery from online Customers – and orders placed for direct delivery.

1. **Orders to submit for your delivery** placed by online Customers are indicated first. (Details can be reviewed by clicking the [View details](#) link.)
2. **View Direct Delivery Activity** shows details about your Customers' direct order activity for the last 30 days.

## customer history

Use the **view customer history** feature to view any of your Customers' purchase histories. You can search by Customer name and/or by product or the **view saved invoices** feature.

To Search Purchase History, follow these steps:

1. To search history by **Customer**; Select a **Customer** from the drop-down menu. To search history by **Product**; enter a product keyword or product number in the **By Product** field.
2. Click **Go**.

The **view customer history** feature also allows you to view your Customers' saved invoices:

1. Under **view saved invoices**, Select a **Customer** from the drop-down menu
2. You have the option of indicating Campaign **start** and **end** dates by Campaign number and year.
3. You may also search during a specific date range by entering dates in the **Start** and **End** fields.
4. Click **Go**.

## customer backorders

The **view customer backorder** tool can be used to view your Customer's items on backorder, delete the item from the order and/or create an invoice.

1. To search for backorders by **Customer**; Select a **Customer** from the drop down menu. The search backorders by **Product**; enter a product keyword or product number in the **By Product** field.
2. Click **Go**.
3. If you want to delete the backordered item from the order, select the checkbox next to the item(s) and click **Delete**.
4. If you want to create an invoice, select the checkbox next to the item(s) and click **Create Invoice(s)**

## create beauty profile

The **create beauty profile** provides a direct link to the **Anew Guide to Looking Younger Quiz** so you can customize a plan for every Customer.

## adjustment tool

The **adjustment tool** can be used to provide special savings for your Customers. For more information on adjusting prices for your Customers, see the steps outlined on the **adjustment tool** page.

To access and use the **adjustment tool**, follow these steps:

1. Click the **web office** tab at the top of the page.
2. Click the **customer invoicing** tab in web office
3. Click **adjustment tool** under the customer invoicing link
4. Click the corresponding **radio buttons** and **drop-down** menus to complete the first three steps.
5. Under STEP 4, **enter the percentage** of the discount you want to offer your Customer(s).
6. Click **Save**.

To view your current discounts, select the **blue arrow button** next to **Save**.

Discounts are applied to the total price of an item or your invoice, based on your selections, and will reduce the final price to your Customer.