



# Chapter 1: Introduction

Welcome to Web Order Entry! By using the Sales Force Web site at Tupperware.com, you now have the ability to enter your own orders using a specially-designed, Web-based system available via the Internet.

For your convenience, we've included the following questions and answers to help inform you about the application.

## What Will I Need?

You'll need three things to begin using Web Order Entry:

- Your 11-digit Consultant ID and secure personal identification number (PIN)—which Tupperware will send to you by regular mail
- Internet access through a dependable Internet Service Provider (Such as Prodigy, Earthlink, etc.)
- A personal debit/credit card to pay the cost of each order

## Why Use Web Order Entry?

This exciting new system offers several benefits for both you and your customers. Because you'll be able to enter orders immediately upon the completion of parties, no waiting is involved. Also, your orders will go directly to the factory, preventing shipping delays.

Consider the following benefits of Web Order Entry. You'll:

- **Receive instant profits from your sales!** Because your customers make payments directly to you, you keep the difference between the customers' payments and your cost for each order.
- **Have more control over your business!** As long as you have access to the Internet, you can enter orders virtually anywhere, any time (except between the hours posted on the Welcome Page.)
- **Have the ability to ship orders in the United States (including Alaska and Hawaii)!** You can ship orders to yourself, to your Host, or directly to your customers (including Post Office Box and Military addresses).

- **Receive order confirmations immediately upon submitting them!** When you provide an e-mail address, you'll receive confirmation that your orders have been received by the factory, and you'll also be able to check the shipping status of the orders at any time. The Web site is updated with the shipping status of your orders every 4 hours.
- **Build a database of priceless information!** The Web Order Entry Web site will store the names and addresses of all of your Hosts and customers. This feature will save you valuable time and will assist you with customer follow-ups.
- **Have confidence knowing that information is transmitted securely!** All information, including credit card information, is "encrypted" and transmitted securely online. (This is the same system of security used by the online Tupperware Shop.)
- **Access online help whenever you need it!** Access to online help for Web Order Entry is easily available at any time.

## How Does Web Order Entry Work?

It's simple! Here is the basic process:

1. **Collect** orders and payments from your Host and customers.
2. **Enter** your orders and payments online.
3. **Submit** your orders and payments online.
4. **Receive** online confirmation of your order.



For New Business Model ONLY: You'll submit orders before **2:00 p.m. local Distributorship time Wednesday** for sales to count for the current sales week

All others submit orders before **12:00 a.m. Eastern Time Tuesday** for sales to count for the current sales week.

That's all there is to it! Tupperware then ships the products for you.

## What Kinds of Orders Can I Enter Online?

You may enter the following kinds of orders online:

- Customer and Host orders from partial or closed parties
- Personal orders including supplies
- Non-Party orders (not associated with a party)

- Product samples
- Partial or closed Fundraiser orders (Exclusive and Full Line)
- Obsolete credit requests (available for New Business Model only)

## Which Orders Are *Not* Handled by Web Order Entry?

Ask your Distributor how to submit the following types of orders:

- Refulfillment orders
- Obsolete credit requests (available for New Business Model only)

## How Do Customers Pay for Their Orders?

Your customers may pay for their orders in three ways. By:

- **Check**
  - Customers will need to make their checks payable to you or your Host. (The Host can then pay you with a check or credit/debit card.)
  - The check must have the customer's name, address, and telephone number clearly printed on it.
  - Please confirm that each check is filled out properly and signed.
- **Credit/Debit Card (VISA® MasterCard®, or Discover®)** - Make sure your customers complete the Credit Card Information section of the customer order form with the following information:
  - Cardholder's name
  - Credit/debit card number
  - Expiration date
  - Billing address
  - Signature
- **Cash** - You'll mark Cash as the Payment Type on the order form. Be sure to sign your name on the Received By line on the order form before giving the customer their copy.