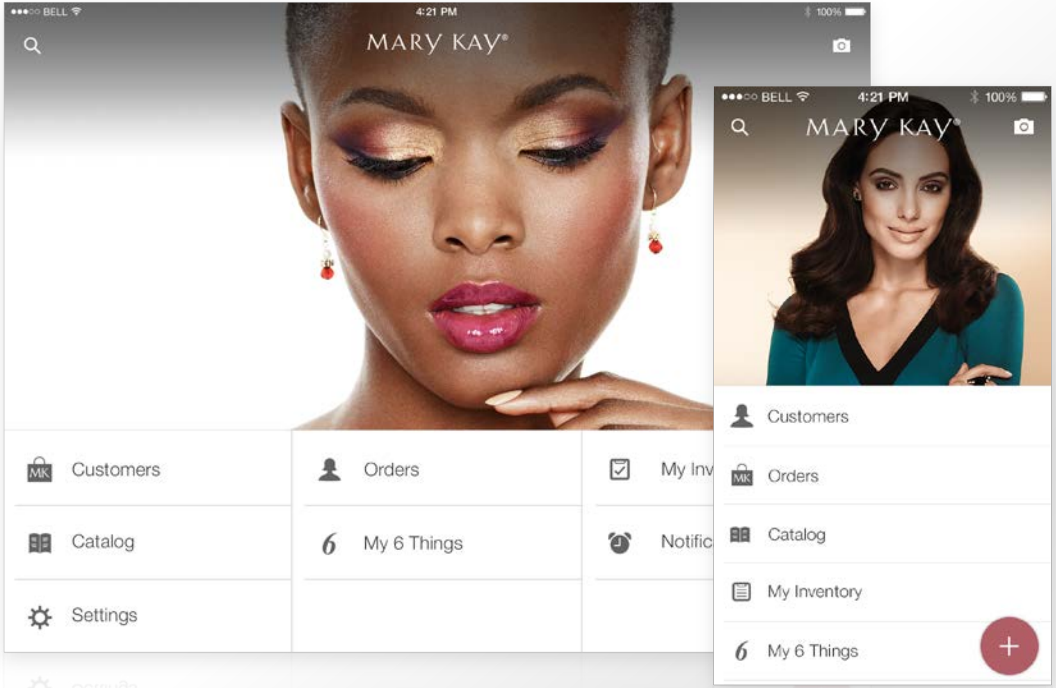
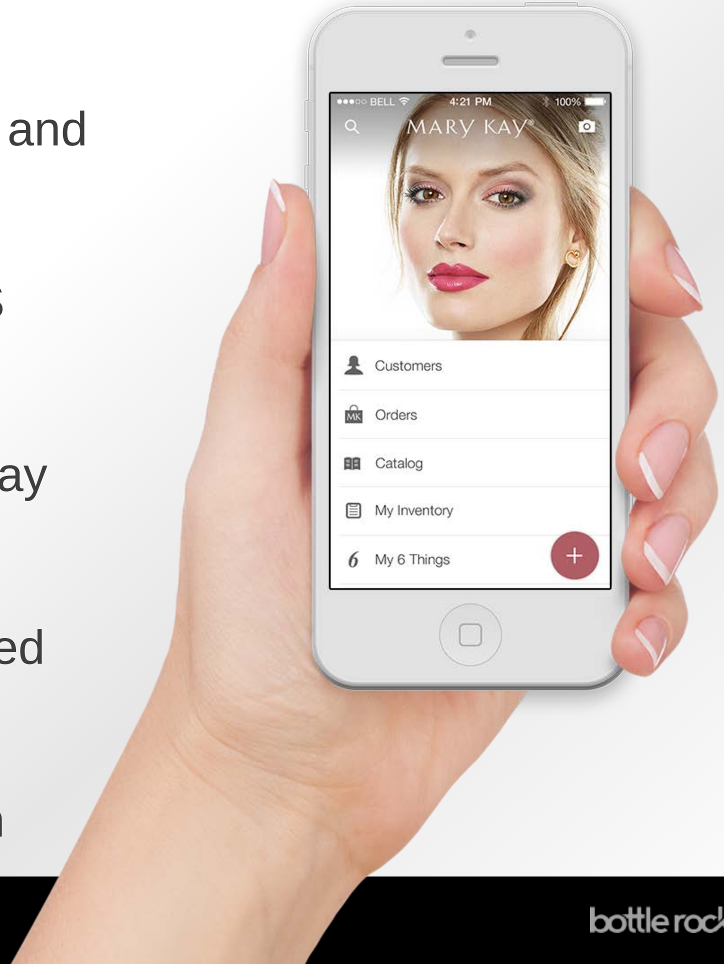
MARY KAY®
myCustomers+ SM



Quick Start Guide

Better than Paper

- Designed to supercharge your sales, customer and inventory management
- Create, submit and track orders, including CDS orders
- Update inventory after a shipment from Mary Kay Inc.
- Search and find customers with unique or shared characteristics
- Syncs among your mobile devices and InTouch



The Home Screen

Search for customers, orders or products

Scan products or shipping labels

Magic button allows you to add customers, start new orders &

Customer information is at your finger tips

Orders can be processed with just a few taps

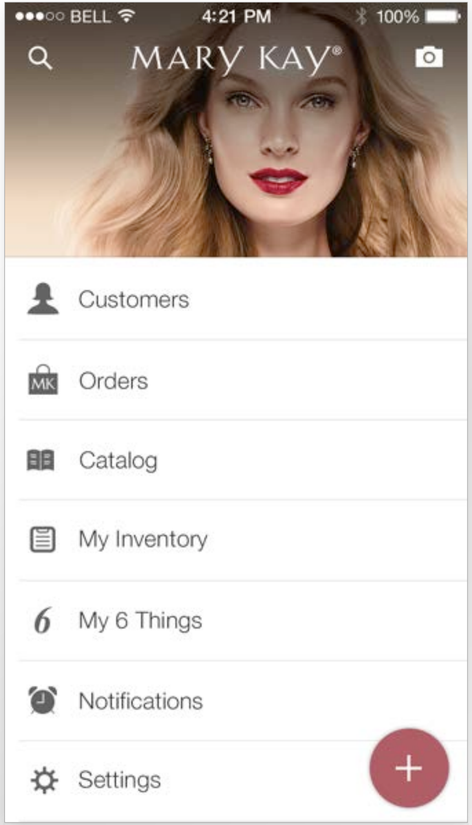
Product catalog is available at your finger tips

My 6 Things celebrates your accomplishments with you

Reminders & Notifications

Profile & Security Settings

Note: Text show in pink throughout the app indicates that text is modifiable.

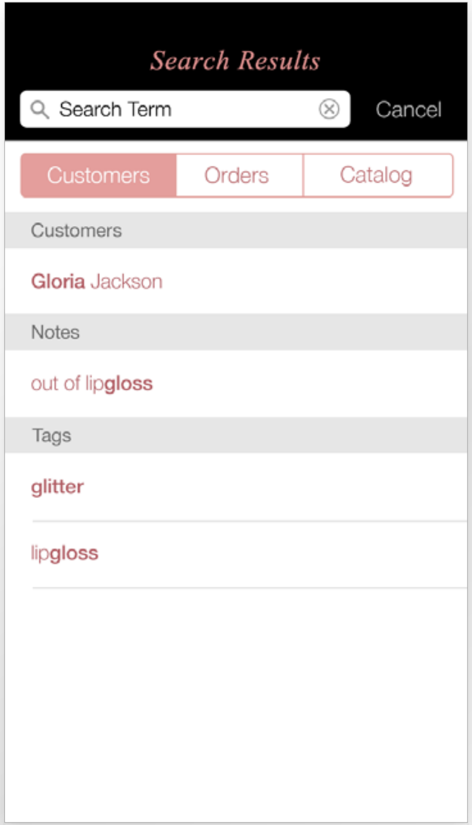


Global Search

All searches will allow you to search by customers, orders, product, and tags.

A global search is available on the home screen for you to quickly find what you are looking for. It’s search types are divided by tabs.

Within each section of the app, you will find the search that correlates with the content in that section.



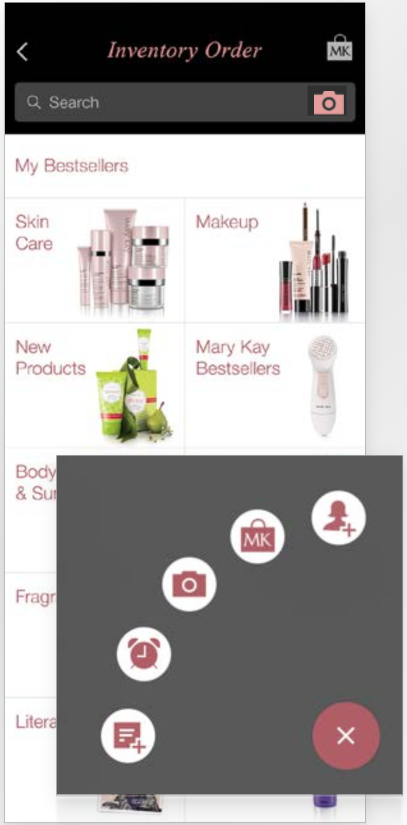
Camera Scanning

1

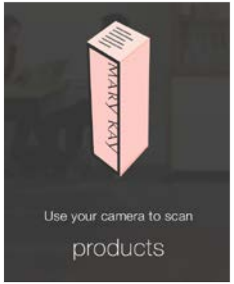
The myCustomers+ camera scanning feature is accessible throughout the app anywhere you see the camera icon.

You can use it to scan product or a UPS shipment label.

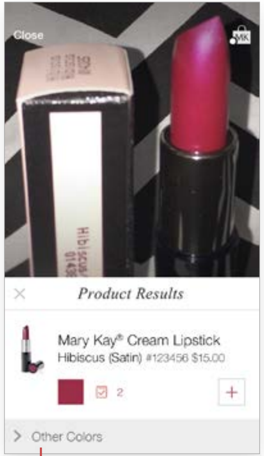
① Click on the barcode icon or product text to toggle between using the camera to scan in product or a Mary Kay shipment label.

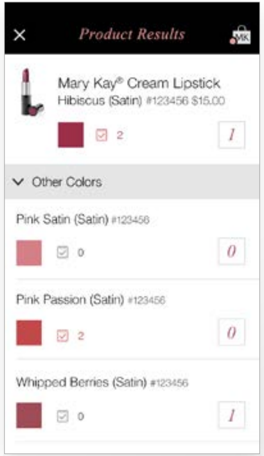


Camera Scanning

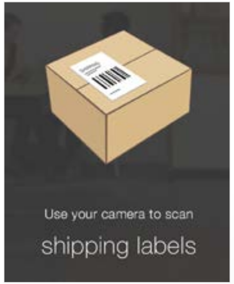


Scan products using the product packaging

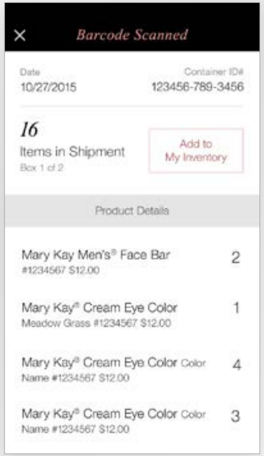




Not your color? Just tap "Other Colors" to view more.



When you receive your replenishment order, just scan the package label and tap "Add to My Inventory" — we'll do the rest of the work.



To see what's in the order, tap "Product Details"

Important Note About Camera Scanning

The product scanner works best when you scan the product number from the top of the box.

If you have trouble getting the correct product results when you scan, don't forget to try the search feature to type in the product name or part number.

The Magic Button

Add a new customer

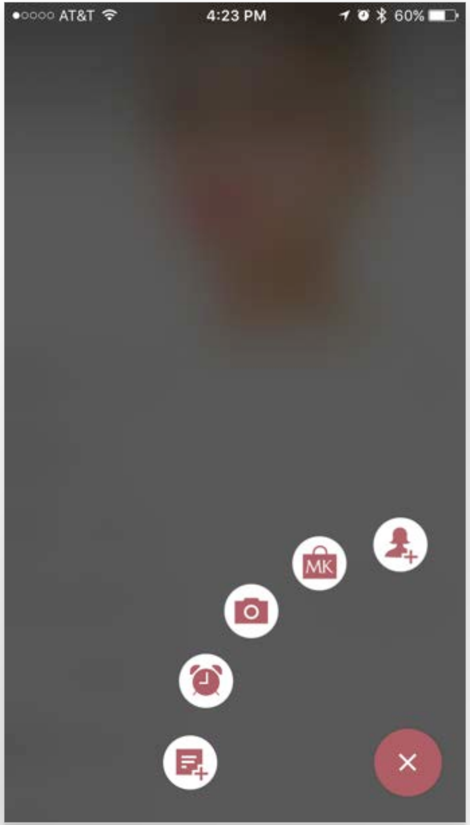
Create a new order

Use your camera to scan a product or shipping label

Create a reminder

Add a note

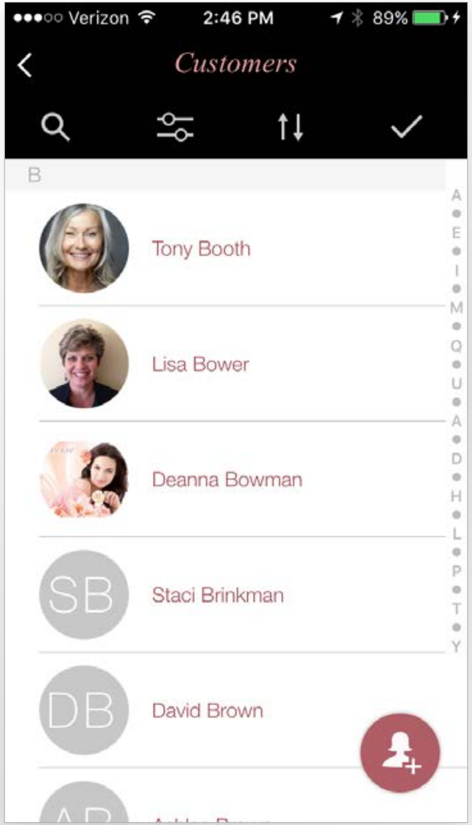
Tap to close the menu & return to the previous screen



Your customers are the lifeblood of your business!

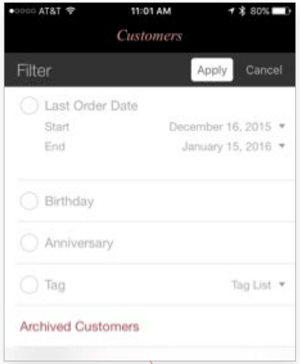
Make the most of your network by providing quick and efficient ways to find specific people or uncover groups that share common characteristics.

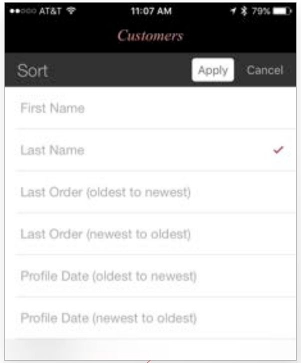
Plan the day, uncover new opportunities and communicate with groups all from this simple, but powerful tool.

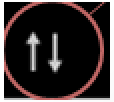


Customer List

Filter the customer list by a number of different criteria to find specific people, uncover new opportunities or quickly identify groups from your tags (e.g. Teachers, Church Friends, etc.)

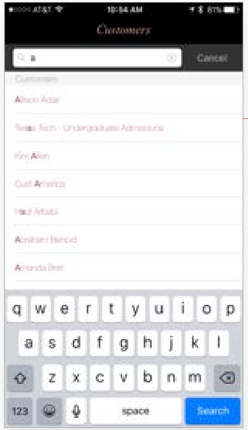


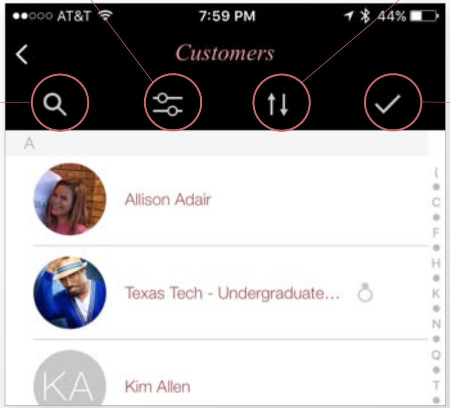


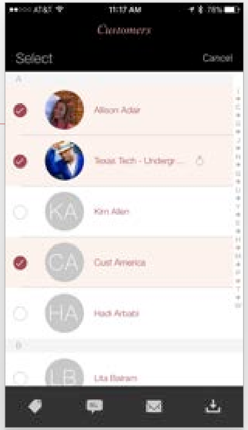


Sort the customer list to make browsing easier when looking for people by name, order date and profile date.

Search your customer list by name or by tags.





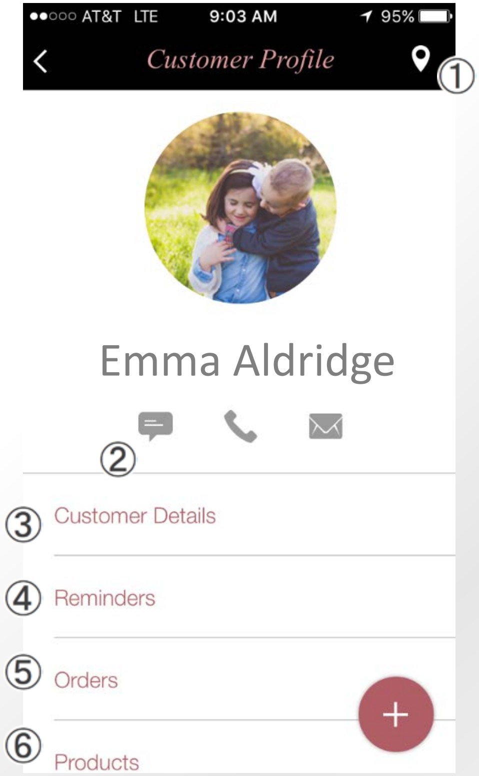


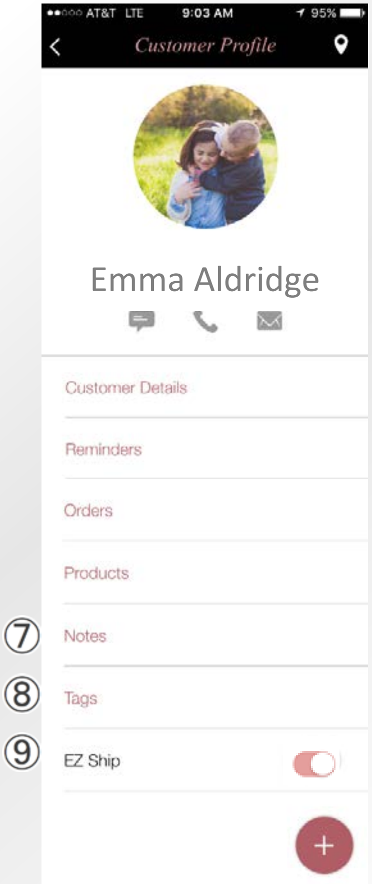
Select multiple customers & take group actions: tag, message, email & archive.

NOTE: when you send a group message or email, it
will look like a one-to-one message, with no other names or contact info visible.
iOS devices are configured to require you to hit send for each group text or email you are sending. No other names or contact info will be visible.

Customer Profile

1. Locate your customer on a map
2. Contact your customer via a message, email or phone. If you do not have the required info, we'll let you know
3. View & edit important details about your customer, like important dates, spouse, name and contact information
4. Create reminders to help keep in touch with your customer. Note: these reminders are currently not "active" you will need to check the reminders section for your notes.
5. Create, view and edit your customer's orders
6. View your customer's products and add them to new orders
7. Add important notes about your customer
8. Add tags to make searching for your customer easier
9. Turn on or off your customer's EZ Ship status





Orders

You can find and manage all your orders (new, pending and complete) right from this list. A quick scan lets you know if there are any orders requiring attention.

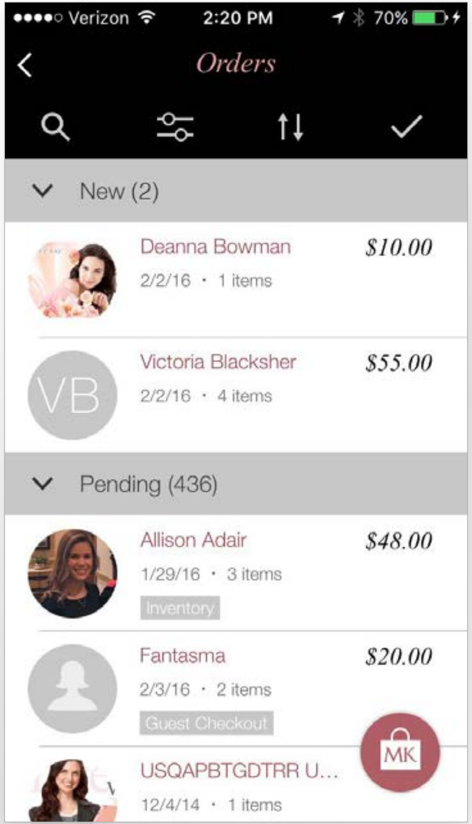
Search, sort, filter and take group actions, as well as diving into the details of an order to manage.

Once an order is created, it is saved in this list unless you delete it *(delete is only available from InTouch myCustomers*) or archive it.

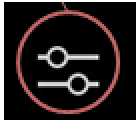
It syncs with InTouch so all of your information is available when and where you need it.

Orders with a *New* status indicate an order submitted by a customer on your personal website. These require processing before the order is actually placed.

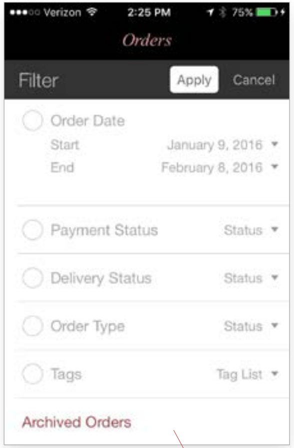
Guest checkout orders from your personal website will be noted. Guest Checkout

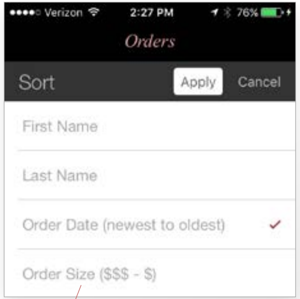


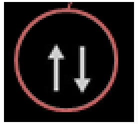
Order List



Filter the orders list to find new growth opportunities, get a better sense of your business and find orders that require action.

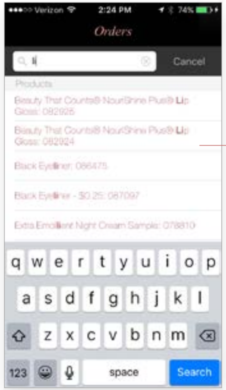


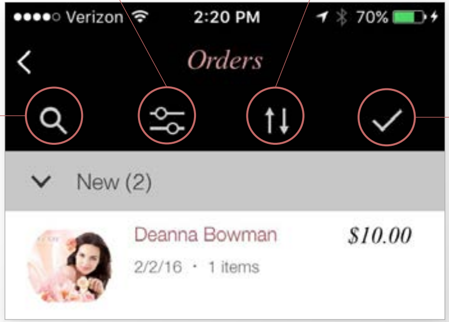


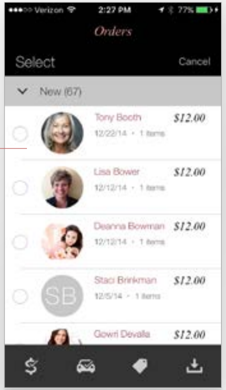


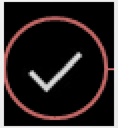
Sort the order list to make browsing easier when looking for orders by customer name, order date and price.

Search your order list by product name, part number, or customer name.





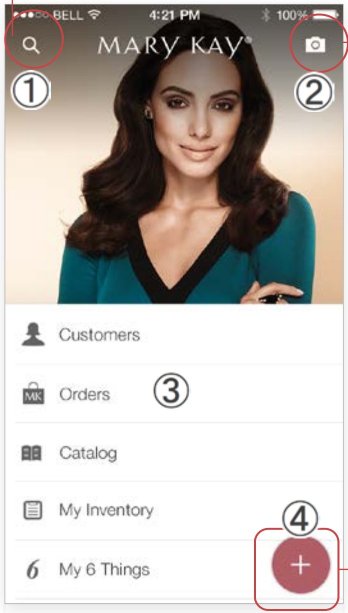




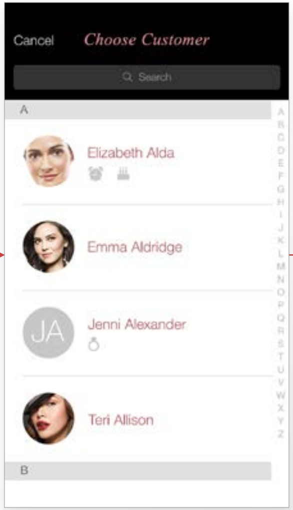
Tag & archive multiple orders at once. You can also mark groups of orders fulfilled through your inventory as paid and/or delivered, making sure everything is up to date.

Starting an Order from the Home Screen

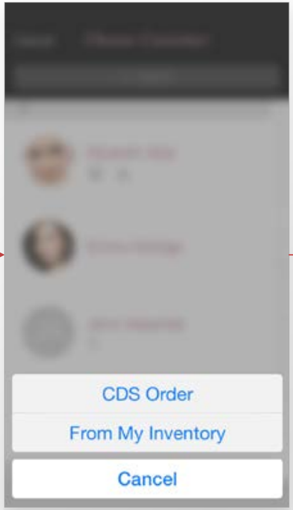
View Order Details & Check Out



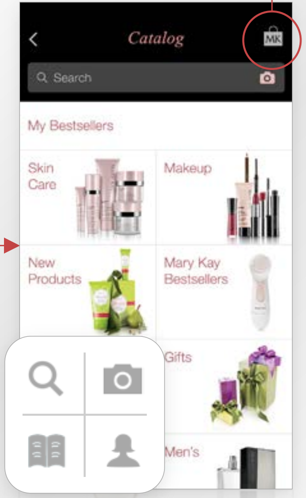
View/Add Product



Choose Customer



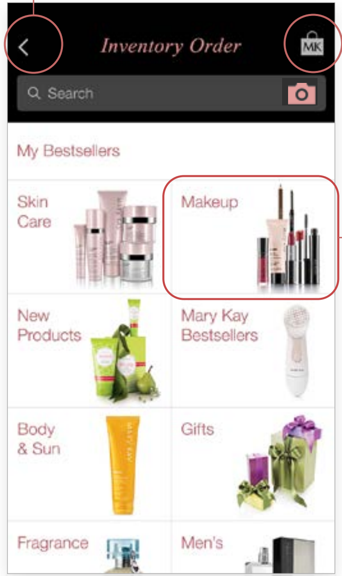
Choose Fullfillment Method



There are multiple ways to start and order. Search or Scan for Products, or Start Order via the Magic Button

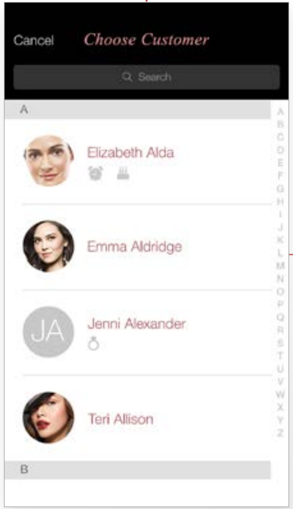
Continue Adding Products by Searching, Scanning or Browsing for Products, or add from Customer Products

Starting an Order from the Catalog

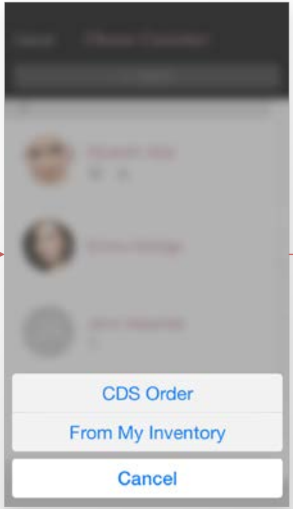


Search or Scan for Products, or Start Order via the Magic Button

View/Add Product

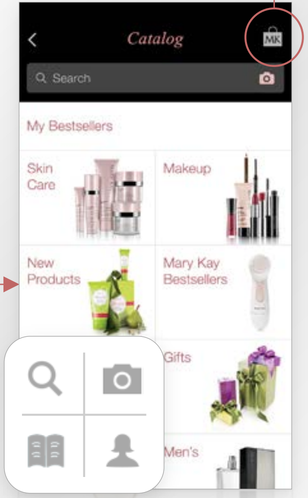


Choose Customer



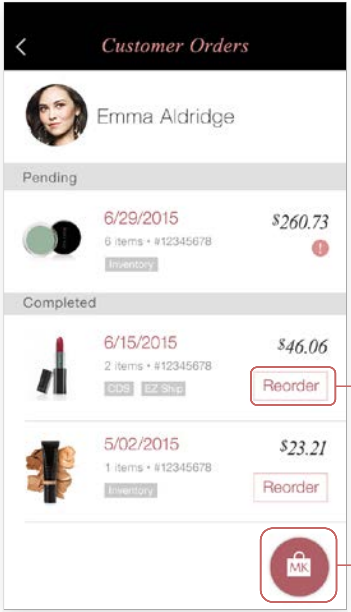
Choose Fullfillment Method

View Order Details & Check Out

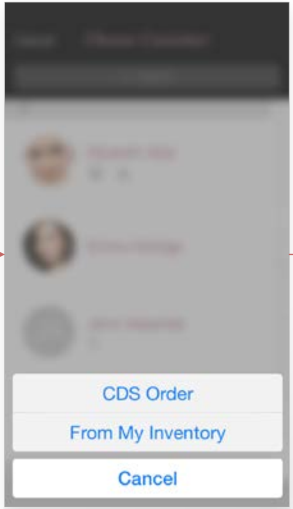


Continue Adding Products by Searching, Scanning or Browsing for Products, or add from Customer Products

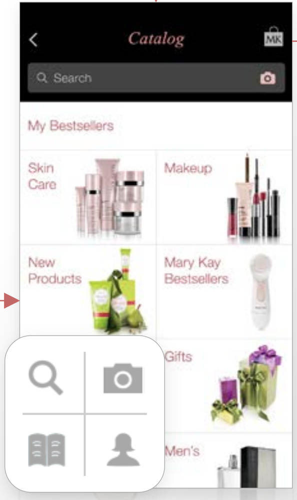
Starting an Order from Customer Orders



Select the customer you wan to place an order for. Tap Reorder or Add from the Magic Button



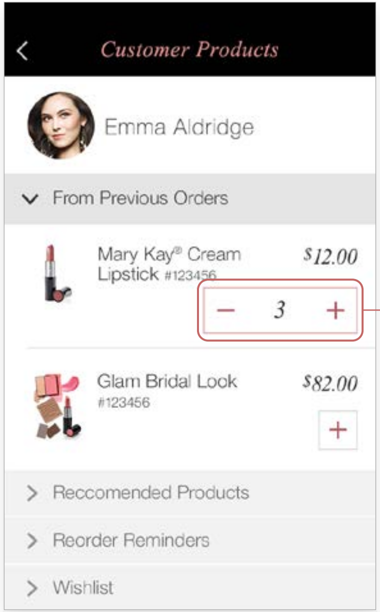
Choose Fullfillment Method



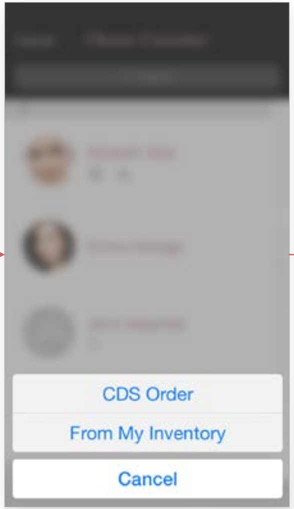
Continue Adding Products by Searching, Scanning or Browsing for Products, or add from Customer Products

View Order Details & Check Out

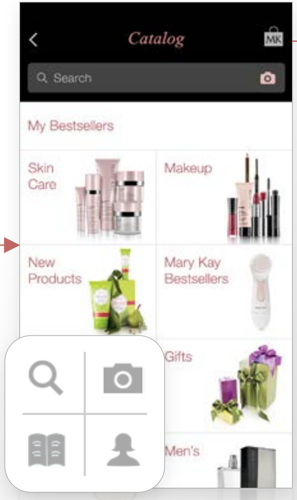
Starting an Order from Customer Products



Select the customer.
Add Customer Products



Choose
Fullfillment Method

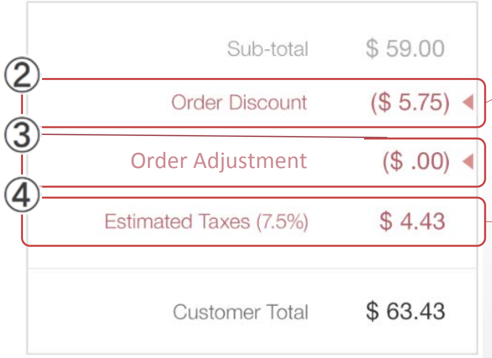


Continue Adding Products by Searching, Scanning or Browsing for Products, or add from Customer Products

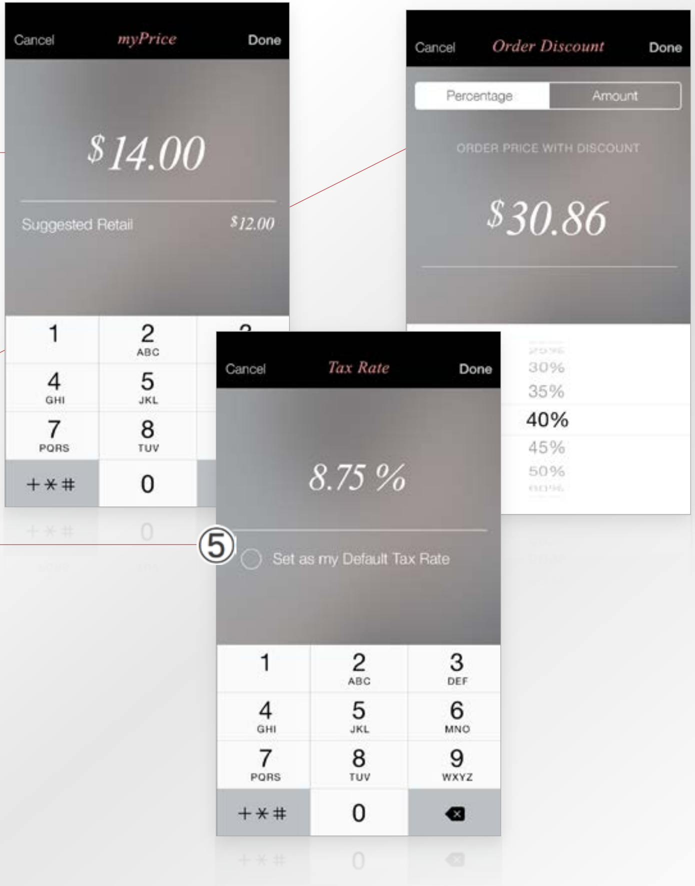
View Order Details & Check Out

Customize your Pricing & Discounts

1. **Set your own price** for individual products, by tapping on the (pink) price link
2. Set a **discount for the full order**
3. Choose to **cover the cost of** shipping or charge it to the customer as part of the order
4. Adjust your **tax** rate based on each order
5. Set **your default tax rate** to be used on all orders. This number can also be adjusted in Settings



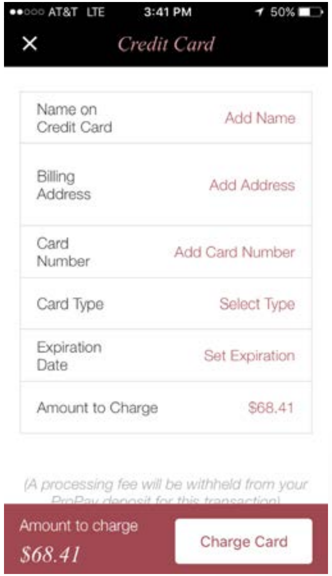
NOTE: For your reference, we will place an ◀ (Arrow) icon next to any price that you have altered



Payment Types

Cash

Inventory Orders

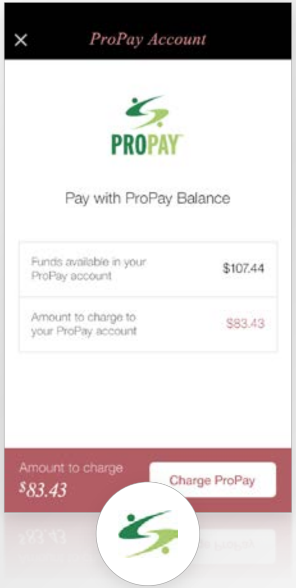


Credit Card

CDS & Inventory Orders

Check

Inventory Orders

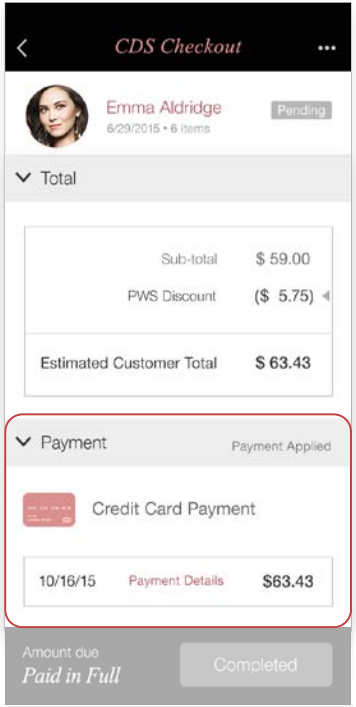


*ProPay

CDS & Inventory Orders

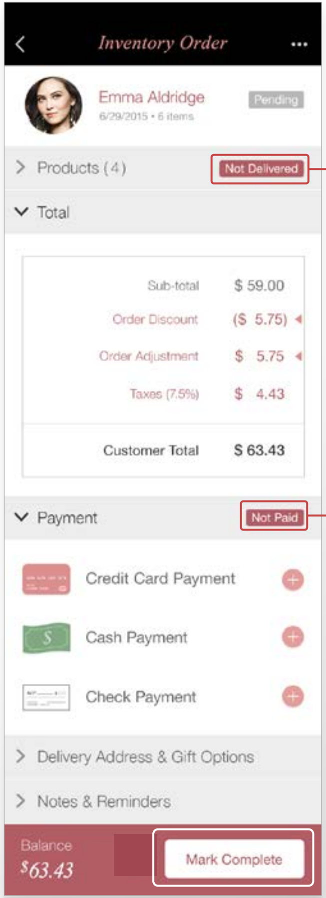
*Must be active

How Orders are Completed



CDS Orders

Will be automatically set to Completed when the full payment is applied



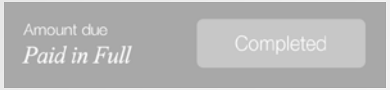
Inventory Orders

Can be manually set to complete by marking both Delivered and Paid, or, by tapping the Mark Complete button in the bottom bar

You will also be able to mark individual products delivered on inventory orders

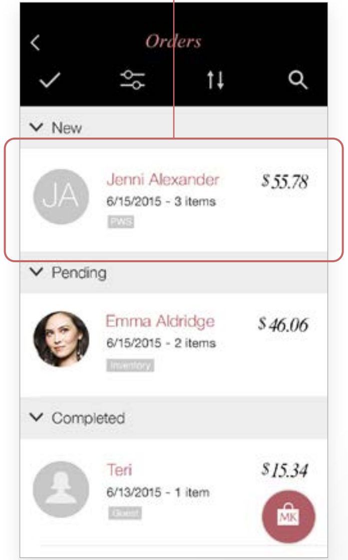
Completed Orders

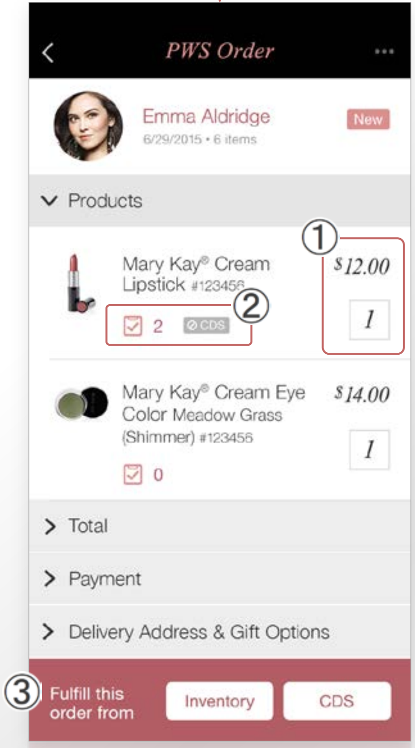
Will be distinguished by a gray bar & are now eligible for Reorder



Personal Website (PWS) Orders

PWS Orders will be categorized under “New” at the top of your order list. You should check the Orders section of you app regularly to stay current with orders coming in through your PWS.





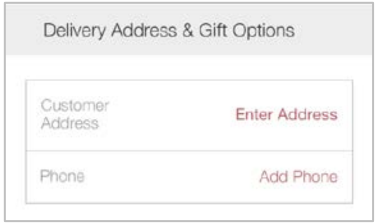
1. Since PWS Orders were created by your customer, you will not be able to adjust pricing or quantities

2. We will let you know which items are unavailable via CDS and which items you have in your inventory

   Tip: Make sure to manage your inventory accurately to make ordering easier

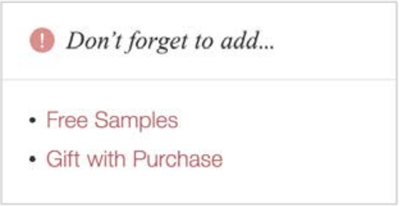
3. Once you have reviewed the order details, choose the fulfillment method you would like to use, then finish processing the order based on that order type

Additional Order Features & Guidelines



A valid, customer address is required on Customer Delivery Services (CDS) orders. You will not be able to submit the order until you verify the address. You can select who pays for the shipping charges and the shipment method you would like to use.

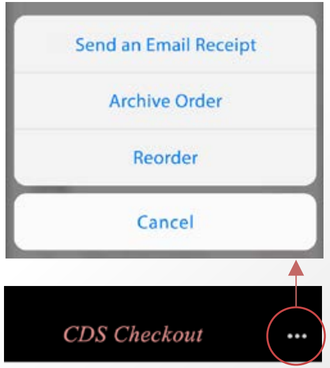
Guest Checkout Orders will display a guest badge and first name only. The order will also be automatically processed via CDS



Eligible orders will remind you to add free samples and gift with purchase

EZ Ship

If you are part of the EZ Ship program & have the feature turned on for the customer that submits an order via your Personal Website, you will not need to review and submit the order. It will automatically be fulfilled via CDS and sent to her preferred address. It's that easy!



The Overflow menu will give you options based on the status & type of the order:

- Reorder
- Send Receipt
- Convert to Inventory/CDS
- Archive

All orders, except for Guest checkout will allow you to add notes, tags and preferred followup scheduling

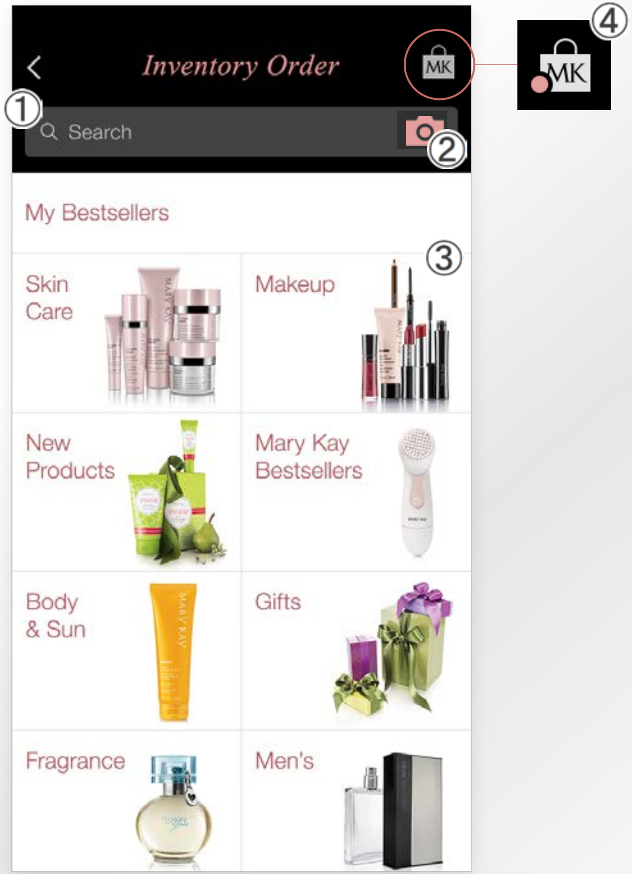
Product Catalog

① Search by product name or part number

② Use your camera to scan the product packaging

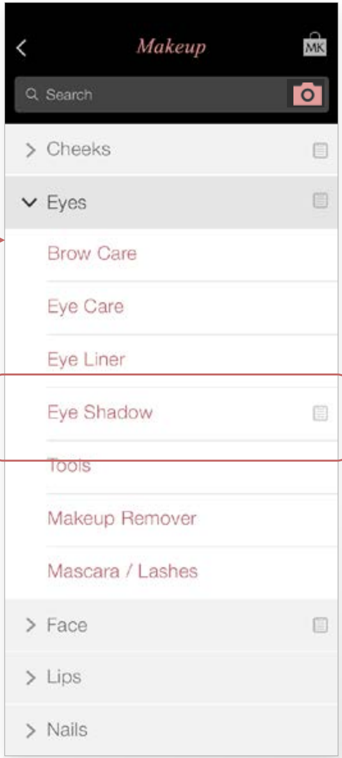
③ Tap into any of the product categories to browse

④ Tap the bag to see the order you are currently building. If there is a pink dot, it tells you that there are products in the order

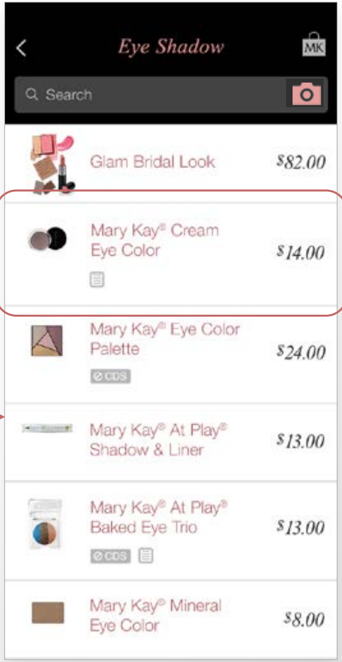


Navigating the Catalog

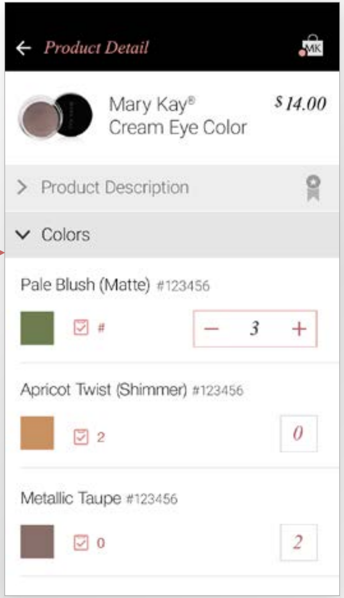
Catalog Cover



Category List View



Subcategory List



Product Detail

Product Detail

① To learn more about the product, tap to expand the "Product Description" bar

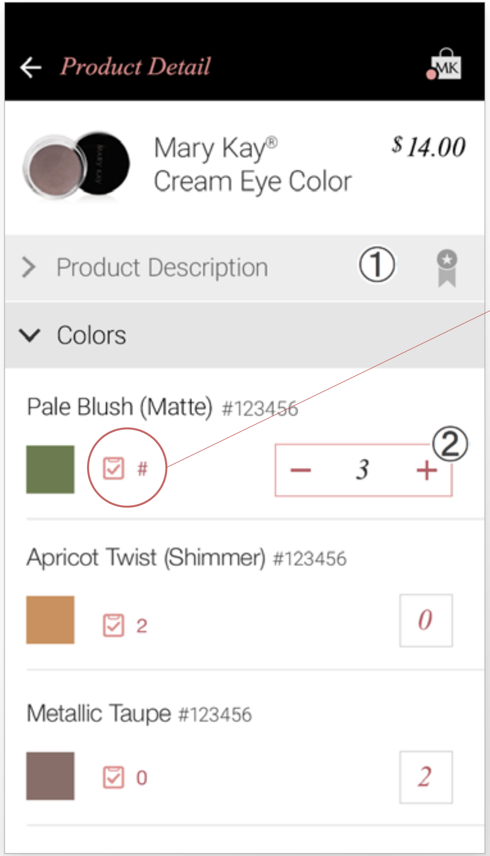
② Use the quantity picker to add products to the order & increase or decrease the number of items

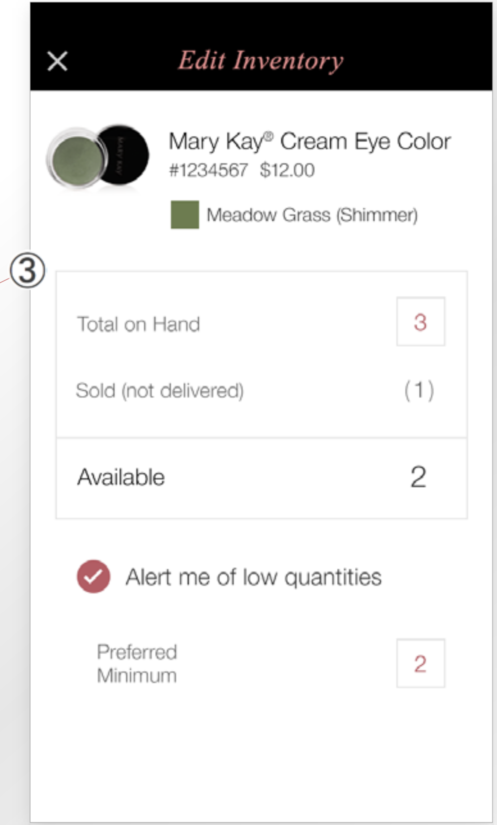
– 3 +

③ The amount of items you have available to sell from your inventory are represented by a small clipboard icon and number. Tap here to expand for further detail and make any desired adjustments to your on hand count

#

④ When you are finished, tap the close icon to return to your order





Inventory

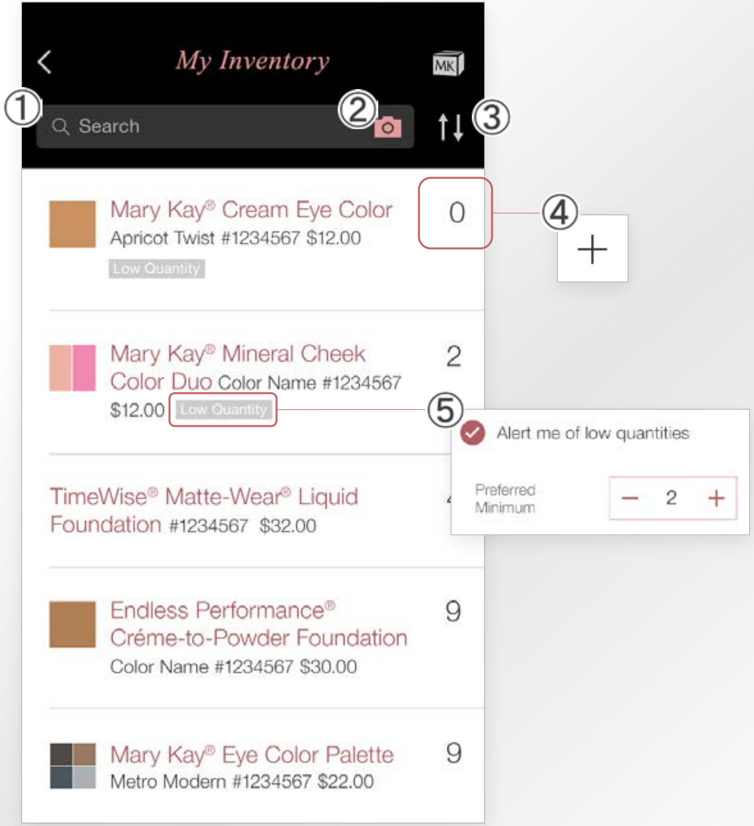
1. Search by product name or number

2. Use your camera to scan the product packaging or shipping labels from your Mary Kay product orders

3. Sort your inventory list

4. This number represents the number of product you have available to sell. Note: If you do a search and have not actively tracked this product in the past, you will see a + (Plus sign). This is how you start tracking products within your inventory

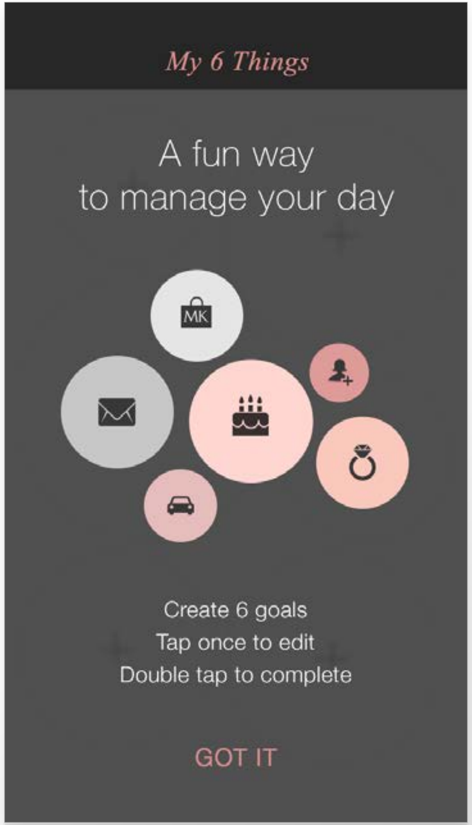
5. When you set a low quantity alert & fall below the desired quantity, we will let you know with a "Low Quantity" flag Low Quantity

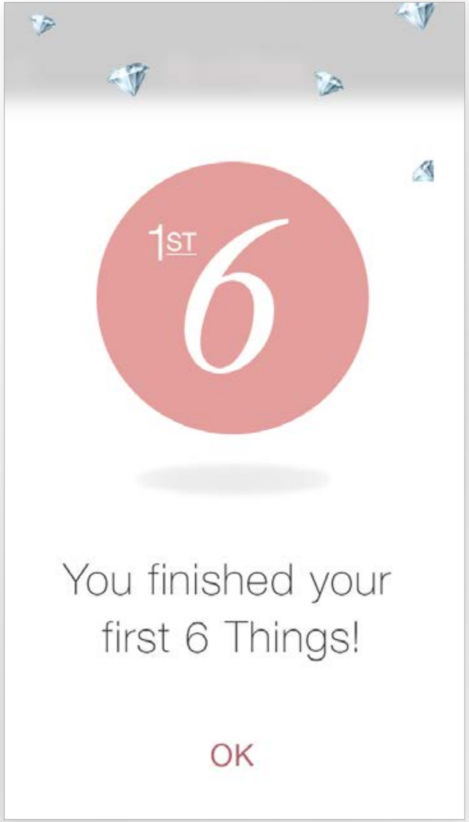


My 6 Things

My 6 Things is your 6 Most Important Things list in your pocket. In a fun, celebratory way you can keep your daily tasks simple & focused to help you achieve success.

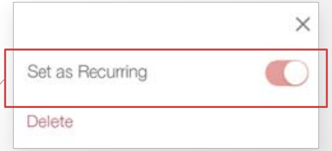
Tip: Don’t forget to add all 6 things and mark them complete for a special treat.

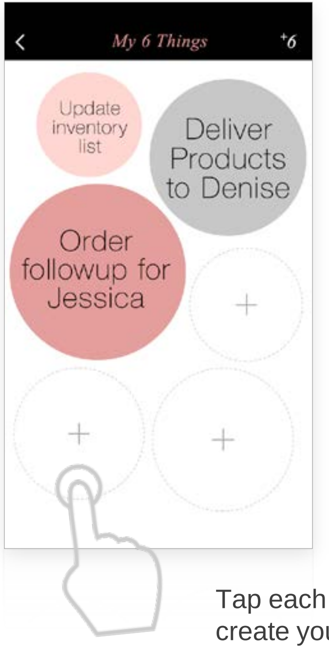


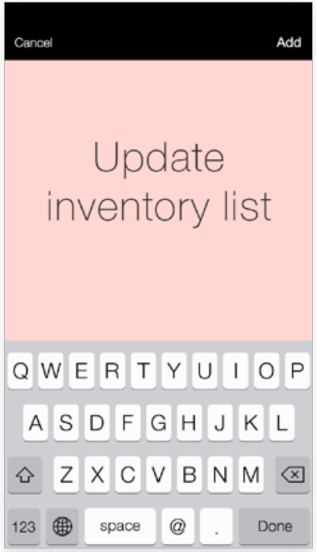


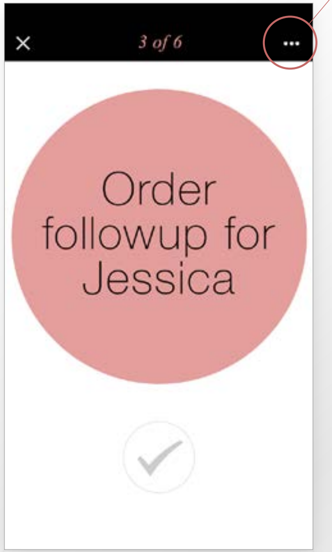
My 6 Things

Tap the +6 if you would like to clear out your 6 Things and start with a new list









Want to keep it simple? Set any of your tasks to recurring so that they will auto-populate every time you start a new 6 Things.

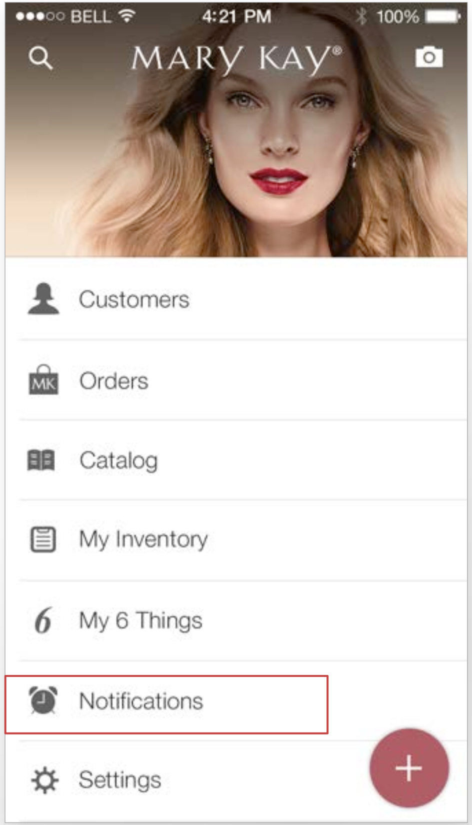
Tap each empty bubble to create your 6 Things.

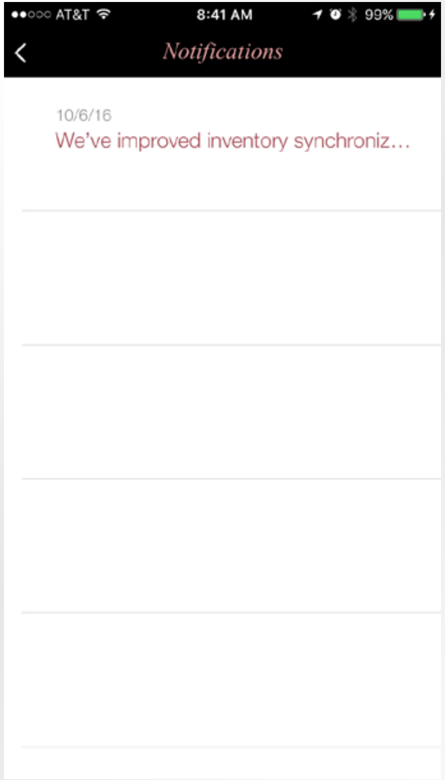
Double-tap to complete, or single-tap to view & edit each item

Notifications

You can activate push notification on your device to be alerted of notifications from Mary Kay regarding the app. You will see a indicator letting you know there are new and unread notifications. All your Push Notifications can be found in the Notifications section for you to access at anytime.

Keep an eye out for alerts about PWS orders by checking the “Orders” section of the app regularly as well as the “Inventory” section for Low inventory warnings & other important reminders.





Profile, Settings & Security

① The top section of Settings displays your consultant profile details. If you have a photo on your Personal Website, it will be displayed here

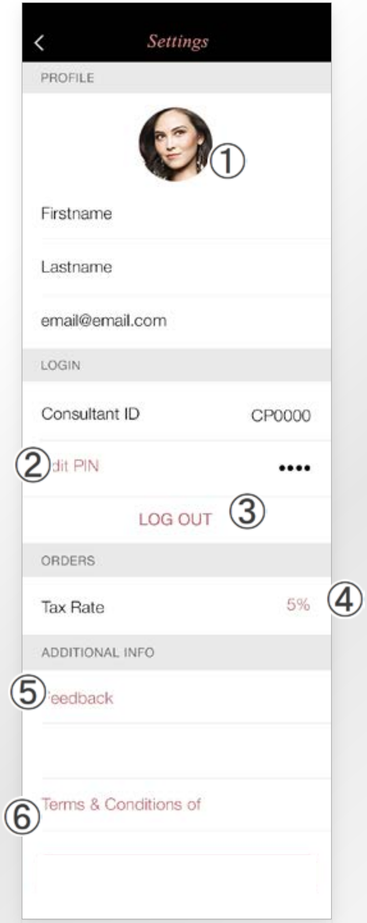
② Change your 4 digit PIN

③ Tap to log out of the app

④ Set your global tax rate for all of your orders

⑤ Please share your feedback with us so we can improve your experience

⑥ Tap here to read the myCustomers+ Terms & Conditions



Login & Security

1. Log in using your Consultant ID & InTouch password
2. The first time you log in, you will be prompted to create a 4 digit PIN
3. If you forget your password, we'll send you to the proper place on InTouch for help
4. If you forget your PIN, we'll let you login with your Consultant ID & InTouch password, then prompt you to update your PIN
5. You will be able to Enable Touch ID on any devices with this feature