

# My.Tupperware.com Getting Started Guide

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This Getting Started Guide is intended to provide you with step-by-step instructions as you become familiar with Tupperware's sales force web site, My.Tupperware.com. This web site is the gateway to company news, business-building information, training, team communication and your online store. You'll learn how to activate your my.Tupperware.com account, navigate the website, and use key features.

## Contents

<b>Which Account Type Should You Have?</b> .....	<b>2</b>
<b>Activating Your Account</b> .....	<b>2</b>
<b>How to Get Help</b> .....	<b>2</b>
<b>Before You Begin</b> .....	<b>3</b>
<b>Minimum System Requirements</b> .....	<b>3</b>
<b>Accessing the Activation Page</b> .....	<b>3</b>
<b>Adding My.Tupperware.com to Your Favorites</b> .....	<b>3</b>
<b>How to Activate Your Account</b> .....	<b>2</b>
<b>How to Log In and Log Out</b> .....	<b>2</b>
<b>How to Use the Site Navigation</b> .....	<b>2</b>
<b>How to Find News</b> .....	<b>2</b>
<b>How to Find Consumer and Host Offer Information</b> .....	<b>2</b>
<b>How to Create Your Personal Web Site</b> .....	<b>2</b>
<b>How to View Your Team Site</b> .....	<b>2</b>
<b>How to View the Discussion Board</b> .....	<b>3</b>
<b>Where to Place Orders</b> .....	<b>4</b>

# My.Tupperware.com Getting Started Guide

## Activating Your Account

### **What Type of Account Should I Have?**

There are three types of account types available: Starter, Plus and Gold.

*Starter Account (Free)* – This is the basic My.Tupperware.com account, free of charge to all active Consultants.

- Information on Tupperware's offers and upcoming events
- Up-to-the minute business information and late-breaking news
- A personal e-mail account
- Access to the My Sales Web Application, where you can enter customer and business orders
- MORE Benefits information
- Frequently-used business forms
- Access to training materials and business growth tips
- Access to your up-line team Web pages
- Note: when you activate a new Plus account, you will receive the first 30-days free.

*Plus Account (\$7.95/month)* – The My.Tupperware Plus account gives you all the benefits of the Starter account plus the advantages of an online Web site.

- Advanced e-mail options and promotional e-mail
- Banner Manager to organize your Web site marketing banners.
- Business tools to maximize your communications with customers and team members
- Team Site (for Managers and Directors)
- Personal Web site where your customers can purchase Tupperware products from online and you receive the commission. You can also use this site to date and hold online parties
- Note: when you activate a new Plus account, you will be receive the first 30 days for free. (This does not apply to account upgrades).

*Gold Account (\$15.95 per month)* - The My.Tupperware Gold account is a superb way to boost your online sales. It includes all the features of a Starter and Plus account and more.

- Easy-to-use automated marketing toolbox to advertise your online business
- Automatic submission of your personal My.Tupperware Web site to over 400 search engines
- Guaranteed placement of thousands of banners advertising your Web site.
- Note: when you first activate a new Gold account, you will receive the first 30 days for half price. (This does not apply to account upgrades).

## How to Get Help

### **Help Documentation**

This Getting Started Guide covers the most common tasks a new user will perform when using My.Tupperware. If you have questions about using your account that were not answered in this guide, consult the following sources:

### **Help by Phone**

To receive help with account activation and other account problems, call the Customer Care Center.

Dial Toll-Free:

- **1-888-921-7395** (English)
- **1-888-833-5732** (Spanish)

Phone support is Available:

- Monday-Friday  
8:30AM until 12:00AM  
Eastern Standard Time (EST)
- On the last Friday of each Sales Month support is available until 3:00am (EST)

### **Help via E-Mail**

To e-mail the Customer Care Center, click the Contact Us link at the bottom of the Home tab.

### **Forgotten Password**

1. Click the **Forgot your password** link the My Sales Web Application log in screen.
2. Enter the requested information in the fields provided.
3. Click the **Submit** button.

Your password will be e-mailed to you.

# My.Tupperware.com Getting Started Guide

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## Activating Your My.Tupperware.com account

In order to access Tupperware's sales force web site, My.Tupperware.com, you must first activate your account. Activation is a two-part process. First you must register your personal contact information and select a Username for your account. Once you've registered your Username, log in and complete the activation process by selecting your account type and setting your account preferences.

## Before You Begin

You will need the following:

- A Consultant ID number: the unique 11-digit number you received from your sponsor upon becoming a Consultant or your Social Security number.
- A computer that meets the minimum system requirements
- A debit/credit card (Visa, MasterCard, Discover) or Freedom Card for payment of Consultant cost of upgraded web site after 30 days (necessary only if establishing a Plus or Gold account)

## Minimum System Requirements

- At least 32 MB of Random Access Memory
- Internet capability and Web browser installed (Internet Explorer 6.0 or higher, or Netscape Communicator/Navigator 6.0 or higher)
- Macintosh users must use Netscape 6.2 or higher
- WebTV is not supported
- Hard disk with at least 30 MB of free disk space
- VGA monitor (minimum screen resolution of 1024 x 768, 256 colors strongly recommended)
- Modem (minimum speed of 56 Kbps recommended)

## Accessing the Activation Page

1. Connect to the Internet and type:  
<http://my.tupperware.com> in the address section of your browser and press the Enter key.
2. Click the **Activate your account now** button.
3. Enter **Social Security Number** or a combination of your **11-digit Id#** (found in your New Consultant Welcome Letter) and **PIN** (last four digits of your Social Security number).
4. Click **Next**
5. Enter a **Username** (between six and fifty characters and is not case sensitive) and **Password** (case sensitive). Selecting a good Username is important because:
  - Your Username becomes your My.Tupperware e-mail address
  - Your Username identifies your Web site (for Plus and Gold members).
  - Your Username cannot be changed once the account is activated.

Fill out the My.Tupperware Personal Account Registration form that displays.

Click the Register Now button.

Click the Click Here To Log In Button. The Sales Force Member Log In screen displays.

6. Fill out the My.Tupperware Personal Account Registration form that displays
7. Click **Register Now**.
8. Click the **Click Here To Log In** button. The Sales Force Member Log In screen displays.
9. Enter Username and Password to log in.

## Adding My.Tupperware.com to Your Favorites List

This feature will save you time accessing My.Tupperware.com. Do the following:

1. Click the **Favorites** button on your browser's navigation toolbar. You will now see a side window on the left side of the screen.
2. Click the **Add** button. The title of the web page will now display as a link.
3. Click the **X** button at the top of the side window to exit out of the Favorites window.

# My.Tupperware.com Getting Started Guide

## Navigation Overview

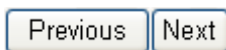
After logging into the My Sales Web Application, you will see navigational links at the top and the right of your screen. This is called the Navigation Menu. If you want to access any of these links, simply use your mouse and click.

Welcome	Sales Force	Reports	Search	Resources	Log Out
<b>Navigation Menu</b>					
Welcome					
Sales Force					
Reports					
Search					
Resources					
Log Out					

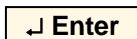
- Provides the **Party History** link where you can view your order history, **Start a New Party** or other order type, or perform a **Party Search**.
- Click the **Register New Consultants** link to add new recruits online.
- Click the **Change Password** link to update your password for My Sales.
- Click the **Address Setup** link to update your *Primary Ship To, Alternate Ship To, Mail To* address, or Language Preference.
- There are many different reports available that track your performance. Click on the various options to see the reports available.
- Click on the **Party Search** link to search for entire parties that you've entered in My Sales.
- Click on the **Order Search** link to search for a single order that entered on a party.
- Click on the **Item Search** link to search for available products and Item#'s.
- Click the **What's Hot** link to view information concerning My Sales.
- Click the **Product Alerts** link to view alerts concerning product availability.
- Click the **My Coupons** link to see what coupons you have earned and are available for you to redeem.
- Click the **Available Coupons/Offer**s link to generate a pop-up window displaying information about all coupons available in My Sales.
- Click the **Shipping Schedule** link for information regarding our shipping schedule and delivery time-frames.
- Click the **My Tupperware** link to jump to the My.Tupperware.com site. A separate window for My.Tupperware.com will open in your browser.
- Click the **User Guide** link to view the My Sales guide in .pdf format.
- Click the **Feedback** link to send an e-mail offering any comments or suggestions to Tupperware.
- Click the **Freedom Card Enroll** link to activate a new Freedom Card.
- Click the **Download Acrobat Reader** if you do not have Acrobat installed on your PC currently, or if you need an updated version.
- Click the **Exit** link to sign out of My Sales. Highly recommended.

# My.Tupperware.com Getting Started Guide

## Navigation Buttons



## Cautions!!



There are navigational buttons located at the bottom of each screen to help you navigate from one screen to another within the My Sales Web Application. Use these buttons to move within the application.

It is highly recommended that you do not use the **Back** or **Forward** buttons that appear on your web browser to navigate within the My Sales Web Application. These web browser features do not function properly when used in My Sales.

Additionally, it is highly recommended that you do not use your keyboard's **Enter** key when typing information in the fields. Doing so can cause errors.

## Understanding Timing

The My Sales Web Application provides you with a specific time-frame to enter and submit your orders for each sales month. It is important to realize that *'sales months'* do not coincide with calendar months. A sales month always begins at 12:00AM (Midnight) on a Saturday and ends on a Friday night @ 11:59PM (your local time). The deadline for entering orders for each sales month is also referred to as your "cut-off".

The My Sales Web Application will display the date and time of your monthly cutoff at the top of the Party History screen.

**April Sales Month ends on Friday, April 28 2006 at 11:59 P.M. ET.**

## Viewing Personal Summary

The Personal Summary page is the first screen you will see once you've logged into the My Sales Web Application and displays your performance statistics for the current sales month. You may also access this report by selecting **Reports -> Personal -> Summary** on the Navigation Menu.

## Updating Parties Up

On the Personal Summary page you also have the ability to enter the amount of parties you have scheduled for the next 5 weeks. Information entered here is made available to your upline Director for planning purposes.

Click on the **Update** button once you have entered the amount of parties scheduled for each week.

The screenshot shows the 'Personal Summary' page for Heather Plamondon. At the top, a blue bar contains the title 'Personal Summary'. Below this, a blue bar indicates the current sales month is 'April'. The page displays the following information:

- Member Name : HEATHER PLAMONDON
- Current Title : Manager
- Member ID Number : ██████████
- Upline Director : ALLISON WALLER
- Recruiter :
- Personal Retail Sales : \$682.50
- Personal Recruits : 0
- Personal Qualified Recruits(POR) : 0

At the bottom, there is a table for 'Parties Up' with columns for 'Current' and five weekly periods. Each cell contains a text input field with the number '0'.

Current	Parties Up				
22-Apr 28-Apr	29-Apr 05-May	06-May 12-May	13-May 19-May	20-May 26-May	27-May 02-Jun
0	0	0	0	0	0

Below the table are three buttons: 'Update', 'Reset', and 'Next'.

# My.Tupperware.com Getting Started Guide

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## Using the Earnings Estimator

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This interactive page not only provides you with current month's performance with earnings, royalties and bonuses in real time, but allows you to change any or all performance indicators and view your potential earnings. The Potential Earnings Estimator is a tool for you to use to set goals and to estimate the impact on your earnings if you were to achieve your goals. You can access this report by selecting **Reports -> Earnings Estimator** on the Navigation Menu.

## Viewing Courts of Excellence

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The Courts of Excellence is an annual recognition program. You can view both your current month as well as previous month's progress on the Tupperware Courts of Excellence page. There are links to previous quarter's performance at the top of the page. You can access this report by selecting in **Reports -> Courts of Excellence** on the Navigation Menu.

# My.Tupperware.com Getting Started Guide

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## Setting up a Party

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Click the **Start New Party** button and then select *Party* from the drop down menu. The Party Setup screen now displays with the following fields pre-filled automatically: **Party Reference #**, **# of Orders** and **Datings**.

### Party Setup

1. Type in the correct information for the following fields and press the Tab key to move your cursor from field to field: **Description**, **Party Date** and **Attendance**.
2. Click the **Host Gift Program** field and choose the appropriate catalog if there is more than one catalog option. (This selection determines product pricing and Host Gift Special availability.)
3. Select the source of the party by clicking the **Source of Party Lead** drop down menu and clicking the appropriate source. This is a required field.
4. Indicate where the items will be shipped by clicking either the **Host** or **Consultant** radio button.
5. Enter the correct information in the **Home Address** section.
  - With the exception of a customer direct shipped order, the Host's home address determines the sales tax applied to customer orders associated with this party, as well as whether the shipping charge is taxed.
  - Last Name, First Name, City, State and Zip are required fields.
  - Phone numbers should be entered with no separating characters (for example, 4076593101.)
  - Information entered for Hosts is stored for future use.
  - If Host was previously entered by you, click the **Host Search** button to find info on that Host. This will prevent you from having to re-type the Host's info.
  - If Host's address is outside city limits, click **Outside City Limits** box. My Sales automatically calculates sales tax based on zip code.
7. Click in the **Same as Home Address** checkbox if Shipping Address and Home Address are the same. If you choose to ship orders to yourself, you may select either your default or alternate shipping address.
8. Type any special instructions or greetings in the **Ship Instruction** field.
9. Review all info entered on the page. If correct, click the **Next** button.

**Note:** Click the **Delete Party** button to delete all party information.  
Click the **Party Orders and Datings** button to view a listing of orders and datings already entered for this party.

# My.Tupperware.com Getting Started Guide

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## Entering the Party Orders

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After completing the Party Setup steps, you are now ready to enter your customer orders on the Customer Order screen. The system automatically pre-fills the first four fields at the top of the screen.

### Setting Up Customer Orders

1. Select the **Consultant** order option if necessary for the **Customer** order selection. Otherwise, the default will always be **Customer**.
2. Click the **This is a Direct-Ship Order** checkbox if the customer wants the order shipped directly to the address they've provided and has paid the additional customer direct shipping charge.
3. Click the **Dated a Party** check box and then enter the party date in the corresponding field if the customer dated a future party.
4. Enter the customer's information in the **Home Address** fields. This information will be stored for future use. The Last Name, First Name, City, State and Zip are required fields.
5. The **Ship Address** fields will be filled automatically based on the **Ship Address** information entered in the **Party Setup** screen if the order is getting shipped to you or to the Host.
6. Click the **Next** button.

### Entering Items

1. The **Item Entry** screen now displays. If you have a coupon, enter the coupon information in the **Coupon Number** fields.
2. Click in the **Item** field and type in the # of the Item (found in the Catalog or Flyer.)
3. Tab to the **Qty** field and type in the quantity desired for that item.
4. Repeat steps 2-3 as necessary until all items have been entered. If there are more than 10 items to enter, click the **Next 10 Items** button.
5. Click the **Verify** button. You will see the descriptions, prices and totals on the **Item Entry** screen. An error message will display if any incorrect items have been entered. You will need to re-enter the correct item numbers to proceed.
6. Click the **Next** button.

### Entering Customer Payments

1. Verify if the total matches on the **Customer Order Summary** screen equals the amount on the order form. If the total does not match, refer to the total amount on the form and ensure it is accurate. If it is accurate, refer to the **Order Summary** to review ordered items. Double check that you did not enter a Sales Special type as a Regular type.
2. Record the customer's payment in the **Customer Payment Information** screen.
  - Click the appropriate **Payment Amount** fields - **Cash**, **Check**, and/or **Credit Card** and type in the amount of each payment. The total of payment amounts should equal the value in the **Amount Due** field.
  - Select the appropriate type of credit/debit card (if applicable) from the **Card Type** drop down menu. You will need to enter the correct and complete billing address for the card. The card will be verified when the Party is submitted.
  - Click the **Print Order** button to print a copy of the order.
3. Click the **Next** button to go to the **Party Orders and Datings** page. To enter another customer order, click the **New Order** button and repeat the above steps until you have entered all Customer Orders.



# My.Tupperware.com Getting Started Guide

## Entering the Host Order

After you have entered all the customer orders associated with the party, enter the Host's order as the last step before submitting the party.

### Setting Up the Host Order

1. Click the **Host Order** button from the **Party Setup** or **Party Orders & Datings** screen.
2. Click a check mark in the **Direct Ship** box if the Host wants the order shipped directly, separate from the rest of the Party, and they have paid the additional delivery service charges.
3. Click the **Next** button. You are now ready to enter items purchased by the Host. (These are not Host reward items, which can be entered later.)

### Entering Host's Retail Items

1. The **Item Entry** screen now displays. If you have a coupon, enter the coupon information in the **Coupon Number** fields.
2. Tab to the **Item** column and enter in the correct Item #.
  - Don't forget to pick the Sales Aids item type to send poly bags to your Host for packing out the orders.
3. Tab to the **Qty** column and enter in the correct quantity of the item requested.
4. Repeat steps 2-3 as necessary until all items have been entered. If required, click the **Next 10 Items** button.
5. Click the **Verify** button to see descriptions, totals and prices.
6. Click the **Next** button.

### Entering Host's Reward Items

1. Proceed to the **Host Bonus Items** section on the **Host Rewards** screen. If the Host qualified and chose any Host Bonuses, click on the underlined Host Item #. It will automatically be added to the Host order in the Host Item Entry section.
  - The Host Qualification amount will display in red in the Host qualification section.
  - The Credit Information section shows the amount of party credits for which the Host qualifies.
2. Enter the correct Free Tupperware, Exclusive Host Products, and ½-Off items by entering the appropriate **Item Type**, **Item #**, and **Quantity** info.
  - If your items selected by the Host are less than the credit, your Consultant Cost will not change.
  - If your items selected by the Host are greater than the credit, your host will be charged the amount of the overage.
3. Click the **Verify** button to see the retail value of the items selected, available remaining credits, gift credits used, and the balance.
4. Click the **Next** button.

### Entering Host's Payment

1. Verify the items entered on the **Customer Order Summary** screen are correct and the **Total** row matches the amount on the Host's order form.
2. Complete the payment information fields. Ensure that the payment amount filled in is the amount received by the Host, not the figure from the Amount Due field.
3. Choose the correct value from the **Credit Card Type** drop down menu, if applicable, and enter the complete **Billing Address** info in the appropriate fields.
4. Click the **Print** button. Retain this for your records.
5. Click the **Next** button to go to the **Party Summary** screen.

# My.Tupperware.com Getting Started Guide

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## Submitting the Party

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After Entering the Party and placing the Host order, don't forget the last step in the process. If the total cost of your order exceeds the total amount of credit card payments submitted, it will be necessary for you to make a payment. You will be issued a refund check if the credit card payments exceed the Consultant Cost.

### Party Summary page

1. Click the **New Card** option and choose the appropriate value from the **Card type** drop down menu.
2. Enter your credit card # and expiration date. For your next payment, you may use the **Existing Card** option to save time. If you want your credit card # to be stored and used for future orders, you can click the **New Card** option and un-checking the **Do not store credit card information** box.
3. Ensure that your **Billing Address** information is accurate.
4. Click the **Submit Party** button after verifying credit card information.
5. Enter your password in the prompt field and click the **Submit** button.
  - You will see a "**Party Authorization has completed successfully for Month**" message on the **Party Summary** screen. Your Consultant payment will be reflected as well.
  - At this point, you can not make any changes to the order; however, you can view it. The order has been submitted to the Tupperware Plant and has a status of In Shipping.
  - If a credit card is rejected, you will see one of the following reasons on the **Consultant Payment Information Screen: Card Not Authorized—Insufficient Funds or Card Not Authorized by Issuer.**
  - If your card is rejected, click the **Payment Help** button located on the right side of the screen for assistance.
  - If the customer's card is rejected, you will also be notified on the **Party Summary** screen. You will need to go back into the customer's order to change the payment information. In most cases, you'll want to contact the customer to secure an alternate form of payment. Click the **Payment Help** button for additional options.
  - After you have modified any payment information, you must re-submit the party for final confirmation.
  - Click the **Previous** button on the **Party Summary** screen to change an order.

# My.Tupperware.com Getting Started Guide

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## Entering a Non-Party Order

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The **Non-Party Order** option allows you to enter orders that are not associated with a party. You would use this option to place orders for customers who didn't attend a party, for your own personal orders, for your product samples at Consultant sampling cost available during the sampling period, and for business supplies/aids. These orders will be shipped to your primary or alternate ship-to address.

### Setting Up the Non-Party Order

1. Click the **Non-Party Order** button on the Party History screen.
2. Enter a unique description in the Description field.
3. Enter today's date in the Date field.
4. Verify your address information as displayed on the screen, click in the Primary Ship To or Alternate Ship To checkbox as appropriate.
5. Click the **Next** button to continue processing the order.

### Setting Up the Customer Order

1. Select the **Consultant** order option if the order is for you. Otherwise, the default will always be **Customer**.
2. Click the **This is a Direct-Ship Order** checkbox if the order is for a customer and the customer wants the order shipped directly to the address they've provided and has paid the additional customer direct shipping charge. The sales tax will be based on the customer's zip code.
3. Click the **Source of Customer Lead** drop-down menu and select the appropriate source if this is a customer order.
4. Enter the customer's information if this order is for a customer in the **Home Address** fields. This information will be stored for future use. The Last Name, First Name, City, State and Zip are required fields.
5. The **Ship Address** fields will be filled automatically based on your address selected on the **Non-Party Setup** screen.
6. Click the **Next** button.

### Entering Items

Entering items in a Non-Party Order is similar to entering items for Party Orders. The following instructions apply to *Consultant Orders*:

1. Click the **My Coupons** button to see a display of *My Unused Coupons* and *My Redeemed Coupons*. Click the **Close This Window** button to return to the Item Entry screen.  
**Note:** You can also click on the **Available Coupons/Offer** link on the Navigation bar for further information.
2. If you need more information on how to redeem a coupon/offer, go to the "Click on the coupon to display a description" box and click on the coupon to bring up a description.
3. To enter a coupon, type in the coupon number in the Enter Coupon Number box, and then verify the item.
4. Press the Tab key to move to the Item # field. Type the item number.
5. Press the Tab key to move to the Quantity field. Enter the quantity.
6. Continue to enter all the items for the order. Use your Tab key to move from field to field.
7. Click the **Next** button. You'll be directed to the Customer Order Summary screen.

Proceed to finalize your order and submitting the Non-Party.