e-Z Returns
User Guide
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# Getting Started

Welcome to e-Z Returns, a yourAVON.com business tool that helps you organize and process credits and replacements.

With e-Z Returns:

- You can enter credits and replacements to your account **anytime** during a campaign. The credits you enter are **applied to your account immediately and update your balance due**.

- You can set aside the items to be returned until you have enough to fill an envelope or box (or for up to 28 days), and then create return shipment paperwork immediately. It’s as simple as selecting the items you are returning and printing the shipping list. This is a huge time-saver that allows your return to move through the processing stages faster and gives you flexibility in the shipping process.

- Select how you want to return the package – either UPS or the Post Office – and e-Z Returns calculates the shipping costs and provides a shipping label you can print.

- After you ship the package you can track its progress – from the time it is scanned by the carrier until it is processed at Avon’s National Returns Processing Center.

This guide explains the e-Z Returns process and the procedures to enter, ship, and track your returns.

| From YourAVON.com, enter the items at e-Z RETURNS | Print the shipping list and shipping label | Pack the return shipment and attach the shipping label | Ship to Avon by UPS or the USPS |
Getting Started (continued)

**e-Z Returns Requirements**

If you currently access yourAVON.com then you have met the system requirements to use e-Z Returns. To use e-Z Returns to your greatest benefit, consider these system requirements:

- Computer Operating System – Windows 98 or above
- Modem – 56K modem or above
- Printer – any printer
- Browser – Internet Explorer 5.0 or Netscape 6.0 or above

**e-Z Returns Help Resources and Troubleshooting Contacts**

You have many resources to get help while you use e-Z Returns:

- You have this user guide to describe the whats, whys, and hows of e-Z returns.
- There is online help on every screen. Click Get Help to display information about using e-Z Returns. You can also click the About this page link on each e-Z Returns screen for help about that screen.
- For technical and non-technical questions, email Avon using the Contact Us link on yourAVON.com or call the phone number listed on your invoice.

**e-Z Returns Benefits and Messages**

One of the great benefits of using e-Z Returns is that you can create credits and replacements at one time and then ship the items back at another time.

- Once items are credited, you have up to 28 days – 2 campaigns – to consolidate the items into an RMA (Returns Merchandise Authorization) using the Create Shipment tool.
- Once you create an RMA, you have up to 10 days to deliver that shipment to the carrier you selected.

When you ship a package you will receive an email confirmation from Avon after the carrier receives it – typically within 1-4 days. You’ll receive another email after the shipment is processed at Avon.

You will also receive emails and see messages on the e-Z Returns Home page if you received credit for items but didn’t prepare a shipment or if Avon doesn’t receive notification from the carrier that they have received your shipment.

**Please note:** If you go past the time limits for RMA Creation or Shipment, you will be restricted from entering credits and/or making further shipments until you take action on the items that are delinquent. During the time you do not have full access to e-Z Returns, you are still able to process credits and replacements by following the link provided in the restriction message on the Home page.
Accessing e-Z Returns

Accessing e-Z Returns is easy. On the yourAVON.com home page simply click on Process Returns located beneath the “my account” heading.

OR from the “my account” page, click on Process Returns under the “manage” heading.

Note to representatives who enter credits by customer: e-Z returns does not provide the ability to enter credits by customer. You can, however, enter returns by product through e-Z Returns and then manually adjust your customer’s invoices later if you so desire.
Getting Started (continued)

Initialization

The first time you access e-Z returns the “Welcome to e-Z Returns” page displays. Read the welcome information and then click on Start Initialization Process.

The Initialization screen shows any credits or replacements that were previously processed. Click the Select check box in front of any item that has already shipped, then click Continue.

Please note: If you have not yet shipped items that are listed, do not select them. Any items you did not select will remain available for you to add to a future return shipment.
Getting Started (continued)

If you do not have any outstanding credits or replacements you will see a message stating this. Simply click **Continue**.

Your e-Z Returns account is now initialized and the *Home* page will be displayed. In the future when you log in to e-Z Returns you will be taken directly to the *Home* page.
Home

Each time that you enter e-Z Returns you will first be taken to the Home page.

The Home page – like all e-Z Returns screens – displays the e-Z Returns functions in the navigation bar located on the left side of the screen:

- **Home** – Click Home at any time to return to the Home page.

- **Credits & Replacements** – Click Credits & Replacements to identify and select the items you want to return for credit or to replace. When you finish selecting the items they are saved in the View Pending Credits/Replacements screen until you are ready to submit them to Avon.

- **View Pending Credits/Replacements** – After you identify the items that you want to return for credit or replacement, they are saved in the View Pending Credits/Replacements screen until you are ready to process your request. Click View Pending Credits/Replacements to display the pending list and then select the desired items and submit them to Avon to apply credit to your account.

- **Rebill for Sold Items** – If you entered a credit but then were able to sell the item before you shipped it back to Avon, you can use this screen to reverse the credit and rebill your account.

- **Create Shipment – Ship Returns** – Click this link when you are ready to ship your returns to Avon. This will allow you to generate the Shipping List that goes in the package with the products as well as make the Shipping Label that goes on the outside of the package.

**Please note:** Some representatives enter credits as they receive them but wait until they have several items to return before shipping them. Other representatives enter credits and then immediately continue on to prepare a shipping list/label. With e-Z Returns, you can choose the method that works best for you.

- **View RMA Summary** – Each package you ship back to Avon through e-Z Returns is assigned a Returns Merchandise Authorization number, or RMA. Avon saves information about the shipment and you can review the RMA Summary screen to verify shipment status. The summary information includes the RMA number, the date it was created, its status, the
estimated value, the number of items in the shipment, when the shipment was first acknowledged in your selected carrier’s system, and the date it was closed.

**View Credit History** – Click **View Credit History** to see a list of items credited to your account. This allows you to verify the items you received credit for, the disposition of credited items (*Return or Do not return*), their status (*Received or Outstanding*), and a summary of the credits that can be used for tax purposes.

**No Credit Due – Many Extra Items to Return** – Use this screen to return large quantities of items that were sent to you in error.

**Get Help** – The *Get Help* page provides links to the English and Spanish User Guides, Questions and Answers, and Training Classes.

**Log Out** – Click **Log Out** to exit the e-Z Returns system.
Credits & Replacements

The first step in the credit process is to identify the items that you want to return to Avon for credit or replacement.

To Request Credit and/or Replacement

1. Click Credits & Replacements in the e-Z Returns left navigation bar.

2. On the Credits & Replacements screen, enter the search criteria to find the item. There are three ways to do this.

<table>
<thead>
<tr>
<th>By Product Description</th>
<th>By Product Number</th>
<th>By Campaign Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Click the button next to &quot;by Product Description&quot; and then type a description of the item, e.g. Anew.</td>
<td>• Click the button next to &quot;by Product Number&quot; and then type in the product number of the item, e.g. 051610.</td>
<td>• Click the button next to &quot;by Campaign Received&quot; and then select the desired campaign from the drop down menu.</td>
</tr>
<tr>
<td>• Click Submit.</td>
<td>• Click Submit.</td>
<td>• In the Optional Description field you can enter a product description. Please note: If no optional description is entered then all of the items from the selected campaign will be displayed.</td>
</tr>
<tr>
<td>• See step 3 on page 10.</td>
<td>• See step 4 on page 11.</td>
<td>• Click Submit.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• See step 4 on page 11.</td>
</tr>
</tbody>
</table>
3. On the Select the items you would like to credit/replace page, you’ll see the items you purchased that match the description you entered. Click the Select check box before the specific item(s) you want to credit and click Continue.

Please note: This screen only appears when you use the “by Product Description” search method.

Other options:
- You can refine the search by selecting a different campaign range in the drop down menu located near the top right of the page. The choices are Showing Last 9 Campaigns (default), Showing Last 18 Campaigns, and Showing Last 27 Campaigns.
- If the available results do not include the item(s) you want to credit, click on Try Again to return to the Credits & Replacements screen where you can search with different criteria.
4. On the Please enter return quantity and return reason for your credits/replacements screen you’ll see a list of the items you purchased that match your product number look up for each campaign the items were billed or that match those you selected in Step 3. The most recent campaign will appear at the top of the list. If you selected “by Campaign Received” the items from all orders placed for that campaign will be displayed.

Please note: Depending on the number of items, you may need to page through the list. Click the page links at the bottom left of the page to move forward or backward through the list.

- For each item that you want to return for credit:
  ⇒ Click the Credit check box that represents the campaign of purchase and amount paid for the item that you are returning.
  ⇒ Enter the quantity.
  ⇒ Select a Reason Code from the drop down list.
  ⇒ Repeat the above steps for each item you want to select.

- For each item that you want to replace:
  ⇒ Click the Replace check box that represents the campaign of purchase and the amount paid for the item that you are returning for replacement.
  ⇒ Enter the quantity.
  ⇒ Select a Reason Code from the drop down list.
  ⇒ Click Click to Replace. A pop up window will appear.
In the Select Replacement Item pop up window, click the checkbox for the item that you want to select as a replacement. The pop up window closes and the replacement item displays in the Replacement Item column in the Please enter return quantity and return reason for your credits/replacements screen.

⇒ Repeat the above steps for each replacement needed.

• If a suitable replacement item does not display:
  ⇒ Close the Select Replacement Item pop up window.
  ⇒ Click the Replace check box to deselect it.
  ⇒ Click the Credit check box to select it.
  ⇒ When you return to yourAVON.com, order the replacement product that you want, if available, on your next order.

5. Click Continue to display the Pending Credits screen.

Other options for this screen:
• If none of the items shown are what you want, click Try Again to return to the Credits & Replacements screen and enter other search criteria to locate the item. The items you selected will not be saved.
• If you want to add another item, click Add More Items. The items you selected will be saved to View Pending Credits/Replacements and you'll return to the Credits & Replacements screen where you can perform a search for additional items.
**Credits & Replacements (Continued)**

**Marketing Sets**

Marketing sets are special offers that appear in the campaign brochure to encourage buying a mixture of products at a reduced price. In the below example, the marketing set is the R.P.M. Trio and includes the R.P.M. Hair and Body Wash, R.P.M. Men’s Body Scrub, and the R.P.M. Roll On Deodorant. The wash, scrub, and deodorant are components of the marketing set.

If you are returning a marketing set for credit, you must select the set item in the list. You will not be able to obtain credit for individual components of the set.

If you need to replace all or part of the marketing set, you will need to select the replacement check box for each component that needs replaced, indicate the quantity to replace, and select the replacement item.

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Credit</th>
<th>Replace</th>
<th>Qty</th>
<th>Reason Code</th>
<th>Product Name</th>
<th>Product Number</th>
<th>Qty Req</th>
<th>Qty Avail</th>
<th>Price Each</th>
<th>Year Cost</th>
<th>Campgl Year</th>
<th>Replacement Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td></td>
<td></td>
<td></td>
<td>[select a reason]</td>
<td>C15 Rep Times Pink</td>
<td></td>
<td>1</td>
<td>1</td>
<td>$0.00</td>
<td>$0.00</td>
<td>15-2004</td>
<td><a href="#">Click to Replace</a></td>
</tr>
<tr>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td>[select a reason]</td>
<td>R.P.M. Trio</td>
<td>199767</td>
<td>1</td>
<td>1</td>
<td>$7.99</td>
<td>$4.79</td>
<td>15-2004</td>
<td><a href="#">Click to Replace</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>21-Item broken with use</td>
<td>R.P.M. Hair &amp; Body Wash</td>
<td></td>
<td>1</td>
<td>1</td>
<td>$0.00</td>
<td>$0.00</td>
<td>15-2004</td>
<td><a href="#">Click to Replace</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>[select a reason]</td>
<td>Men Bdy Scrub R.P.M.</td>
<td></td>
<td>1</td>
<td>1</td>
<td>$0.00</td>
<td>$0.00</td>
<td>15-2004</td>
<td><a href="#">Click to Replace</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>[select a reason]</td>
<td>R.P.M Roll On Deodorant</td>
<td></td>
<td>1</td>
<td>1</td>
<td>$0.00</td>
<td>$0.00</td>
<td>15-2004</td>
<td><a href="#">Click to Replace</a></td>
</tr>
</tbody>
</table>
**View Pending Credits/Replacements**

*Pending Credits/Replacements* is the holding area for the items you have entered for credit or replacement but have not yet submitted to Avon.

Once the *Pending Credits/Replacements* screen is displayed, you can:
- Add more items.
- Delete items.
- Edit the items to reduce the quantity.
- Select items and submit them to Avon for credit or replacement.

### To View Pending Credits and Replacements

Click *View Pending Credits/Replacements* in the navigation bar or follow the steps to enter credits and/or replacements until the *Pending Credits/Replacements* screen appears.

### To Add More Items to Pending Credits and Replacements

Click *Add More Items*. You’ll return to the *Credits & Replacements* screen where you can enter new credits and/or replacements.

### To Edit the Pending Credits and Replacements List

1. Click *Edit pending items* if you want to reduce a quantity or delete an item.
2. On the *Edit Pending Credit/Replacement Items* screen:
   - To change a quantity, change the number located in the *Qty* column.

*Please note:* You can only reduce the quantity to credit and/or replace. If you need to increase the quantity, use the *Credits & Replacements* screen to enter a new credit or replacement from purchase history.
- To remove an item or items from the list, click the *Delete* check box in the right hand column for each item to be removed.
3. When you finish editing the pending items, click **Update changes** to save the changes and return to the **Pending Credits/Replacements** screen.

**To Select and Submit Items for Credit and/or Replacement**

On the **Pending Credits/Replacements** screen, click the **Select** check box before each item you want to select. (You can click **Select All** to select all of the items in the list or **Clear All** to deselect all of the items in the list.) Click **Submit to Avon**. Your account will be credited and the **Credit and Replacement Summary** screen will display.
View Pending Credits/Replacements (Continued)

Credit and Replacement Summary

The Credit and Replacement Summary screen shows the details of the transactions that were applied to your account, the beginning balance, the current balance, and the disposition (Return, Do not return, or Replacement) of the credited item(s).

- To print a copy of the screen for your records, click Print Transaction Summary.
- To create the return shipment at another time, click Create shipment later. You will be returned to the Home page.
- To create the return shipment now, click Create shipment now.
Rebill For Sold Items

Occasionally you may find that another customer would like to order an item that you have already requested credit for. Instead of returning the item to Avon and ordering another one, you can rebill yourself for the previously credited item and sell it to the customer.

Please note: Once an item has been placed into an RMA for shipment you will not be able to rebill that item. Be sure to only place items into an RMA when you are ready to ship them back to Avon.

To Rebill Your Account for Sold Items

1. Click Rebill For Sold Items in the e-Z Returns left navigation bar.
2. On the Select Items to be Rebilled screen, click the Select check box before the item(s) you need to rebill, enter the quantity (Qty) you are rebilling, and then select a Reason for Rebill from the drop down menu.
3. Click Submit to Avon for rebill now. Your account will be charged and the Re-Bill Summary screen will display.

![Select Items to be Rebilled](image)

Note: Previously Credited Amount does not include Sales Tax.
**Re-Bill Summary**

The Re-Bill Summary screen shows the details of the transactions that were applied to your account, the beginning balance, the current balance, and the disposition (Rebilled) of the charged item(s).

- To print a copy of the screen for your records, click **Print Transaction Summary**.
- If you have entered credits or replacements and want to create the return shipment at another time, click **Create shipment later**. You will be returned to the Home page.
- If you have entered credits or replacements and want to create the return shipment now, click **Create shipment now**.

![Re-Bill Summary Screen](image-url)
Create Shipment – Ship Returns

Once you submit items to Avon for credit or replacement, you should create a shipment and return it within 28 days. This 28-day grace period allows you to enter other items until you have enough to ship back in one bubble envelope or box, or to sell them to another customer and rebill your account.

When you create a shipment:
- If you are returning only a few items and have a bubble envelope or box ready, assemble the items in the envelope or box and then create the Return Merchandise Authorization (RMA) shipping list, select a carrier, and print a shipping label.
- Never place more items into an RMA than will fit in the container you are planning to use. Each package must contain only one complete RMA. Do not put more than one RMA in a package and do not split a single RMA into multiple packages.
- If you have many items to return, it is suggested that you first print a packing worksheet to use. This will enable you to check off each item as you place it in the envelope or box. When you finish packing the shipment, you can use the packing worksheet to create the Return Merchandise Authorization (RMA) shipping list. After creating the shipping list you will select a carrier and print a shipping label.

The Packing Worksheet

The packing worksheet is a list of all the items you’ve submitted to Avon for credit but have not yet returned. Use the worksheet to mark off the items you are returning as you put them in the envelope or box. When you fill out the packing worksheet, be sure to note the quantity of each item packed in the Quantity Packed column. In the In Carton column, note what package the item is in. For example, if you have three packages and the item is in package 3, write a 3 for the carton number.

Please note: If you are packing extra items, such as items that were sent to you in error or that have no credit due, write the number of pieces in the space provided.

<table>
<thead>
<tr>
<th>Product Name</th>
<th>Product Number</th>
<th>Quantity Packed</th>
<th>Total Credit</th>
<th>Quantity Packed</th>
<th>In Carton</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeless 1.7 Spray</td>
<td>011626</td>
<td>2</td>
<td>$7.69</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Odyssey 1.7 Spray</td>
<td>011650</td>
<td>1</td>
<td>$3.04</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Unisex Slip Chrc Gry L</td>
<td>438211</td>
<td>1</td>
<td>$7.49</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Unisex Slip Chrc Gry M</td>
<td>438207</td>
<td>1</td>
<td>$0.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: All Total Credit Amounts shown above are exclusive of taxes. Your original credit included the applicable Tax.

Did You Pack Extra items (No Credit Due, Sent to you in Error?) How Many? 5
Create Shipment – Ship Returns (Continued)

The Shipping List

The shipping list is a document that you must include in the envelope or box with the items that you return. Each shipping list has a Return Merchandise Authorization (RMA) number that you and Avon will use to track the package from the time it is shipped until the time it is processed at Avon. Along with the tracking information, every RMA number will identify the items in the package, the shipment method, an estimated package value, and an estimated shipping cost. If you indicated that an item was received in error then you will not be charged the shipping cost for that item.

If the item is in the envelope or box then it must be on the shipping list, with the exception of No Credit Due items. **You will not receive credit for extra items that are in the envelope or box but are not on the shipping list.**

![Shipping List Example]

Review Shipment

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Product Name</th>
<th>Product Number</th>
<th>Estimated Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeless 1.7</td>
<td></td>
<td></td>
<td>$7.69</td>
</tr>
<tr>
<td>Spray</td>
<td></td>
<td>011626</td>
<td></td>
</tr>
<tr>
<td>Odyssey 1.7</td>
<td></td>
<td>011650</td>
<td>$3.84</td>
</tr>
<tr>
<td>Spray</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unilex Slip Circ Gry L</td>
<td></td>
<td>438211</td>
<td>$7.49</td>
</tr>
<tr>
<td>Unilex Slip Circ Gry M</td>
<td></td>
<td>438207</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Note: All Estimated Value amounts shown above are estimated and are exclusive of taxes. Your original credit included the applicable Tax.

Extra Items Included (NO CREDIT DUE) 0
To Create a Return Shipment

1. Click **Create Shipment – Ship Returns** in the e-Z Returns left navigation bar.
2. On the **Create Shipment – HELPFUL HINTS** screen, read the bullet points to decide if you are ready to ship now or if you should ship later.
3. If you are **not** ready to ship the products now, click **Create Shipment Later**. You will be returned to the Hompage.
4. If you are **ready** to ship the products now, click **Create Shipment Now**.
Create Shipment – Ship Returns (Continued)

Shipping Single or Multiple Boxes

If you are shipping only one package, click **Continue**.

If you are shipping multiple boxes, click **Print Packing Worksheet**. Wait for the sheet to print and then click **Continue**.

*Please note:* You can log off e-Z Returns while you assemble the items and pack the envelope or box. When ready, log back into e-Z Returns and click **Create Shipment – Ship Returns** to return to this screen.
Select Items for Shipment

1. On the Select the items you are sending in this shipment screen, click the Select check box before each item that will be included in this shipment, and if necessary change the quantity amount to match the quantity being returned at this time. You can only lower the quantity, not raise it. You can click Select All to select all the items in the list or Unselect All to deselect all the items in the list.

2. If you are including extra items, such as items sent to you in error, click the check box to the left of Click this check box if you have received extra items that you were not charged for... and enter the quantity of extra items included. You may also include optional comments in the comment box. You will not be charged any extra shipping fees for including the extra items. You will not receive credit for the extra items.

3. Click Submit.
Create Shipment – Ship Returns (Continued)

Package Type

1. On the *What kind of packaging are you using?* screen, click the button next to the container type that best describes the package you will be using for the shipment.
2. Note that the RMA number has been issued at this point.
3. Click *Continue.*
Choose Shipment Method

1. On the Please select your shipment method screen, choose either the United States Postal Service (USPS) or the United Parcel Service (UPS) as your carrier.

Please note:
- The RMA number is your tracking number with Avon.
- The estimated weight of the package is used to determine the shipping cost.
- Any products that must be returned due to an Avon error or a defect are not included in the shipping cost.
- Your Avon account will be billed for the shipping cost on your next invoice.

2. Click Continue.

3. If you chose:
   - The United States Postal Service (USPS), see Shipment Method 1 – United States Postal Service (USPS) on page 26.
   - The United Parcel Service (UPS) and you will be dropping the package off at a UPS location, see Shipment Method 2 – United Parcel Service (UPS) with Drop Off on page 27.
   - The United Parcel Service (UPS) and will schedule a pickup by UPS, see Shipment Method 3 – United Parcel Service (UPS) with Pickup on page 28.
1. Read the information on the *Shipping Method Details* screen and then click **Continue**.

2. The *Print Shipping Lists and Shipping Label* screen will appear. See *Print Shipping Lists and Shipping Label* on page 29.
Create Shipment – Ship Returns (Continued)

Shipment Method 2 – United Parcel Service (UPS) with Drop Off

1. Read the information on the Shipping Method Details screen and then click **Continue**.

2. The **Print Shipping Lists and Shipping Label** screen will appear. See **Print Shipping Lists and Shipping Label** on page 29.

   **Please note:** The shipping label must be printed within 10 days of creating the RMA. If the label is not printed within this time frame then it will expire.
Shipment Method 3 – United Parcel Service (UPS) with Pickup

1. Read the information on the Shipping Method Details screen and click the check box to the left of I would like to Schedule a Pickup by UPS... If the address shown is not the address where the package is to be picked up from, click Edit to change the address.

2. Click Continue.

3. You will receive a pop up box. Read the contents and then click OK.

4. The Print Shipping Lists screen will appear. See Print Shipping Lists on page 33.
Print Shipping Lists and Shipping Label

1. On the Print shipping lists and shipping label screen, click Print this Shipping List. This Shipping List must be included with the items in the return package. If you would like a copy for your records simply click Print this Shipping List a second time.

2. On the Print shipping lists and shipping label screen, click Print your Shipping Label.
3. **USPS Label:**
A pop up window will appear and the shipping label will be displayed. Click **Print Label** to print the label. Once the label has printed, verify that it printed correctly.
- If the label did not print correctly, try again.
- If the label did print correctly, click **Close** in the pop up label window. The pop up window will close.

Please note: This label should only be used on this shipment of one package. If you copy the label and use it on another package, your account will be billed incorrectly for the shipping cost and the items will not be processed correctly – if at all – at Avon.
Create Shipment – Ship Returns (Continued)

**UPS Label:**
A pop up window will appear and the shipping label will be displayed. Click the Print button in your browser to print the label. Once the label has printed, verify that it printed correctly.
- If the label did not print correctly, try again.
- If the label did print correctly, close the pop up label window.

The shipping label must be printed within 10 days of creating the RMA. If the label is not printed within this time frame then it will expire.

*Please note: This label should only be used on this shipment of one package. If you copy the label and use it on another package, your account will be billed incorrectly for the shipping cost and the items will not be processed correctly – if at all – at Avon.*
4. On the Print shipping lists and shipping label screen, click **Continue**.

![Print shipping lists and shipping label screen]

- **Print one (1) Shipping label now.**
- **Print two (2) Shipping Lists now, one to enclose in your box and one for your records.**

![RMA (Return Merchandise Authorization) Summary]

<table>
<thead>
<tr>
<th>Qty</th>
<th>Product Name</th>
<th>Product Number</th>
<th>Estimated Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>P.Spackled Spaul M</td>
<td>624919</td>
<td>$10.40</td>
</tr>
<tr>
<td>1</td>
<td>Union Stayer Wsl L</td>
<td>903503</td>
<td>$7.45</td>
</tr>
</tbody>
</table>

5. Read the information on the Finish RMA screen and then click **Next** to go to the e-Z Returns Home page.

![Finish RMA screen]

**Congratulations! You have now completed your RMA.**

- Please take your Package to the Carrier you selected within 7 days.
- Please do not add any items to your shipment as this action could delay processing of your Return.

- Note: Clicking Next will navigate to the Welcome Page. Click Previous to reprint your Shipping Label or Shipping Lists.

6. Place a copy of the Shipping List in the package with the return items, seal the package, and affix the Shipping Label to the top of the package. Within the next 10 days drop the package with the appropriate carrier, either the USPS or UPS.
Print Shipping Lists

1. On the Print shipping lists screen, click Print this Shipping List. This Shipping List must be included with the items in the return package. If you would like a copy for your records simply click Print this Shipping List a second time.

2. On the Print shipping lists screen, click Continue.
Create Shipment – Ship Returns (Continued)

3. Read the information on the Finish RMA screen and then click **Next** to go to the e-Z Returns Home page.

4. Place a copy of the Shipping List in the package with the return items and seal the package. Have the package ready for the UPS driver on the scheduled delivery day. The driver will bring a shipping label to affix to the package; you will not print the shipping label in this website.
Reprint the Shipping Label

If your shipping label gets damaged and can no longer be used, it is possible to reprint it.

1. Click **View RMA Summary**.
2. In the **RMA (Return Merchandise Authorization) Summary** screen, click **Ready to be Shipped** to the right of the RMA number that you need a new label for.
3. In the **Finish RMA** screen, click **Previous**.
4. In the **Print shipping lists and shipping label** screen, click **Print your Shipping Label**.
View RMA Summary

Because each return shipment is assigned an RMA number that you, the carrier, and Avon use as a reference, you can verify the status of a return shipment from the time you enter the shipment through the time Avon receives and processes the shipment.

Please note: e-Z Returns maintains a rolling 12-month history.

To View the RMA Summary

Click View RMA Summary in the e-Z Returns left navigation bar. Use the drop down menus to change the visible RMAs. To print the RMA History click Print RMA History.

To view what was included in a specific RMA, click on the RMA number. A pop up window will appear with a list of the RMA contents. Click Print to print the RMA contents. When finished viewing the RMA contents, click Close Window.
**View Credit History**

The entire credit history of your account is available for a rolling 12-month period.

**To View Your Credit History**

1. Click **View Credit History** in the e-Z Returns left navigation bar.

2. If you would like to print the Credit History screen at any point, simply click **Print entire credit history**. This will print the entire list of items that is currently visible on your screen.
3. Change the Credit Status by choosing another option in the drop down menu and then click Submit. The choices available for Credit Status are:

- **All Transactions** – Everything you have received credit for or replaced regardless of its status. Pending items are not included. Items that Avon has received back are included.
- **Outstanding** – All items that are due to be returned but Avon has not yet received. This includes both items attached to an RMA and items not attached to an RMA. This is the default filter for the Credit History screen. When using this filter, the dates cannot be changed.
- **Assigned** – Items that are attached to an open RMA.
- **Unassigned** – All outstanding items that are not attached to an RMA.
- **Item History** – The original credit/replacement transactions, showing the product number, quantity, date credited, estimated value, product number for replacements, and the original disposition. Links in this screen will provide a pop up window with the Credit History Detail for each item.
4. In all screens except Outstanding you can filter the items you see by changing the From and To dates.
Occasionally you may receive a large quantity of items by mistake. For example, you did not order the products, they do not appear on your invoice, and you were not billed for them. If this happens to you, it’s possible to use e-Z Returns to send them back to Avon. We appreciate your honesty and want to give you an easy method of returning the products.

Please note: Any products returned using the Extra Box label will not be credited to your account. Do not use this label to return any products that you need to receive credit for.

To Prepare a No Credit Due Extra Box

1. Click No Credit Due – Many Extra Items to Return in the e-Z Returns left navigation bar.
No Credit Due – Many Extra Items to Return (Continued)

2. Read the screen and answer the four questions with either Agree or Disagree, then click Continue.

3. Depending on your answers to the questions you will see one of two possible responses.
   - One response is a message that indicates the Extra Box option applies to your situation. Click OK to allow the pop up label window to appear. Print the label, attach it to the package, and return it via UPS.
   - The other possible response is a message that indicates the Extra Box option does not apply to your situation. Either click OK to return to the Extra Box screen and verify your responses or click Cancel to return to the Home page.
Get Help

There are several very useful help items available to e-Z Returns users. Find all you need on the Get Help screen.

To Get Help

Click Get Help in the e-Z Returns left navigation bar.

A pop up window will appear with links to this user guide, training classes, a question and answer page, a training guide, and ideas to sell instead of return. Click the links to utilize these items. To close this window, click Close Window.
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