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Getting Started

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

With Online 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 USPS – and Online 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 returns process and the procedures to enter, ship, and track your returns.

Online Returns Help Resources and Troubleshooting Contacts

There are many resources available to help while you use Online Returns:

- The Help section of Online Returns contains the following:
  - This user guide describes the whats, whys, and hows of Online Returns.
  - The tutorial video shows step by step how to process your return or exchange.
  - Answers to some of the most commonly asked questions can be found in the Questions and Answers document.
  - The one page training guide is a brief outline of the four step returns process.
  - Many short and easy to remember tips for successfully using the returns system and for turning a return into another sale can be found in the Online Returns Tips and Don’t Return/Earn documents.

- Tips for Success are located on the bottom of each Online Returns 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.
Getting Started (continued)

Online Returns System Requirements

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

- Computer Operating System –
  - Windows XP 32-bit with Service Pack 2 (SP2) or higher
  - Windows Vista with Service Pack 1 (SP1) or higher
  - Windows 7
  - Mac OS X 10.5.8 or higher

- Minimum Browser Version –
  - Internet Explorer 8
  - Chrome 8
  - Firefox 3
  - Safari 5

- Display – Super VGA (1024x768) or higher resolution monitor with 256 colors

- Modem – 56K modem or above

- Printer – any printer

Online Returns Benefits and Messages

One of the great benefits of using Online 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 Ship Returns 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 Online 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 Online Returns, you are still able to process credits and replacements by following the link provided in the restriction message on the Home page.
Accessing Online Returns

Accessing Online 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 Returns under the “my account’ heading or click on Process Returns under the “manage my account” heading.

Note to Representatives who enter credits by customer: Online Returns does not provide the ability to enter credits by customer. You can, however, enter returns by product through Online Returns and then manually adjust your customer’s invoices later.
Setup Returns

The first time you access Online Returns the “Welcome to the new Returns System!” page displays. Read the welcome information and then click on Setup Returns.

Welcome to the new Returns System!

We are pleased to offer a new business tool, “Returns @ YourAVON.com”, to assist in managing your Avon Business. Based on representative input, we hope you enjoy the advantages of “one stop shop” for handling your returns.

Returns @ YourAVON.com allows you to:

- Request and receive Credit for returns at any time
- Request Replacements to ship with your next order
- Create and print the necessary return shipment paperwork
- Select the Shipping method that fits your needs
- Print your shipping label
- Monitor and Track your Returns

To begin, click on “Setup Returns”

The Setup Returns 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.

Setup Returns

The products displayed have been credited previously to your account. Place a check in the “Select” box on the products you have already returned. Leave all products you would like to ship using online returns unselected. The products you leave unselected will be passed into the Returns System; you will then be able to create a shipment using the Returns System. Click “Send to Avon” now to continue.

<table>
<thead>
<tr>
<th>Select</th>
<th>Product Name</th>
<th>Product Number</th>
<th>Qty</th>
<th>Price Each</th>
<th>Estimated Value</th>
<th>Reason Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mdh Thrpy In Hed Crm</td>
<td>196218</td>
<td>1</td>
<td>$5.00</td>
<td>$5.00</td>
<td>17-Shipped wrong Product</td>
</tr>
<tr>
<td></td>
<td>Nat Pom&amp;Mango Shwr Gel</td>
<td>201520</td>
<td>1</td>
<td>$9.99</td>
<td>$0.99</td>
<td>13-Didn’t meet Customer’s expectations</td>
</tr>
<tr>
<td></td>
<td>Nts ClbrMin ShwrGel</td>
<td>266931</td>
<td>1</td>
<td>$6.00</td>
<td>$4.80</td>
<td>13-Didn’t meet Customer’s expectations</td>
</tr>
<tr>
<td></td>
<td>Ksia Mutich Ht Pend</td>
<td>340406</td>
<td>1</td>
<td>$1.00</td>
<td>$0.00</td>
<td>13-Didn’t meet Customer’s expectations</td>
</tr>
<tr>
<td></td>
<td>Filgree Bold Ear Prcd</td>
<td>626882</td>
<td>1</td>
<td>$9.99</td>
<td>$7.99</td>
<td>13-Didn’t meet Customer’s expectations</td>
</tr>
</tbody>
</table>

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

Your Online Returns account is now set up and the Home page will be displayed. In the future when you log in to Online Returns you will be taken directly to the Home page.
Each time that you enter Online Returns you will first be taken to the *Home* page.

### Returns

<table>
<thead>
<tr>
<th>Home</th>
<th>Credits and Replacements</th>
<th>View Pending</th>
<th>Rebill for Sold Items</th>
<th>Ship Returns</th>
<th>RMA Summary</th>
<th>Credit History</th>
<th>No Credit Due</th>
<th>Many Extra Items</th>
<th>Help</th>
</tr>
</thead>
</table>

**Welcome**

*Returns Tip:* Did you know that there are multiple ways to search for products in Returns? You can search by product number from your invoice, the campaign in which the products were billed, UPC number, and by product description. The most efficient search method is product number.

---

**Tips For Success:** Welcome to Avon's Returns website. If you are a first time user, [click here](#) for a tutorial.

---

The *Home* page – like all Online Returns screens – displays the Online Returns functions in the navigation bar located at the top 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* screen until you are ready to submit them to Avon.

- **View Pending** – After you identify the items that you want to return for credit or replacement, they are saved in the *View Pending* screen until you are ready to process your request. Click **View Pending** 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.

- **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 Online Returns, you can choose the method that works best for you.

- **RMA Summary** – Each package you ship back to Avon through Online 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.

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

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

**Help** – The Help page provides links to the video tutorial, English and Spanish User Guides, Questions and Answers, a short training guide, and useful tips.
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 and Replacements in the navigation bar.

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

<table>
<thead>
<tr>
<th>By Product Description</th>
<th>By Product Number</th>
<th>By UPC</th>
<th>By Campaign Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Click the button next to “by Product Description” and then type a description of the item, e.g. Anew. Click Submit. See step 3 on page 10.</td>
<td>• Click the button next to “by Product Number” and then type in the product number of the item, e.g. 051610. Click Submit. See step 4 on page 11.</td>
<td>• Click the button next to “by UPC” and then type in the UPC of the item, e.g. 094000111111. Click Submit. See step 4 on page 11.</td>
<td>• Click the button next to “by Campaign Received” and then select the desired campaign from the drop down menu. 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. Click Submit. See step 4 on page 11.</td>
</tr>
</tbody>
</table>

Tips For Success: The easiest way to find products is to use product line numbers from original invoice of purchase.
3. On the Select Items 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 in your purchase history that match your search for each campaign the items were billed. 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.

<table>
<thead>
<tr>
<th>Product</th>
<th>Qty</th>
<th>Reason Code</th>
<th>Price</th>
<th>Campaign</th>
<th>Replacement Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lotus Shield Frizz Trint</td>
<td>1</td>
<td>credit or replace</td>
<td>$9.99</td>
<td>23-2010</td>
<td>Click to Replace</td>
</tr>
<tr>
<td>Nat R/O Deo Lav Cham</td>
<td>5</td>
<td>credit or replace</td>
<td>$0.99</td>
<td>23-2010</td>
<td>Click to Replace</td>
</tr>
<tr>
<td>P.W.X Lt Lp Linite Bry</td>
<td>1</td>
<td>credit or replace</td>
<td>$0.00</td>
<td>23-2010</td>
<td>Click to Replace</td>
</tr>
</tbody>
</table>

**Tips For Success:** Carefully review all reason codes and please select the reason code that most accurately reflects the reason for your request.

- For each item that you want to return for **credit**:
  ⇒ Click the **credit or replace** drop down menu that represents the campaign of purchase and amount paid for the item that you are returning.
  ⇒ Select **Credit**.
  ⇒ 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 **credit or replace** drop down menu that represents the campaign of purchase and amount paid for the item that you are returning for replacement.
  ⇒ Select **Replace**. A pop up window will appear.
Credits & Replacements (Continued)

⇒ 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.
⇒ Enter the quantity.
⇒ Select a Reason Code from the drop down list.
⇒ Repeat the above steps for each replacement needed.
⇒ If you need to change or remove the replacement item that you selected, you can do so by clicking on the item description in the Replacement Item column. This will reopen the Select Replacement Item pop up window.

• If a suitable replacement item does not display:
  ⇒ Close the Select Replacement Item pop up window.
  ⇒ Click the credit or replace drop down menu.
  ⇒ Select Credit.
  ⇒ 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 and you’ll return to the Credits & Replacements screen where you can perform a search for additional items.
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 Haiku five piece bundle and includes the Haiku Body Lotion, Haiku eau de parfum 1.7oz Spray, Haiku Shower Gel, Haiku Skin Softener, and Haiku Body Powder. The lotion, parfum, shower gel, skin softener, and body powder 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 Replace option in the drop down menu for each component that needs replaced, indicate the quantity to replace, and select the replacement item.
View Pending

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 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**

1. 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**.
2. You will receive a pop up box. Read the contents and then click **OK**.

3. Your account will be credited and the *Credit and Replacement Summary* screen will display.
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.

---

Credit and Replacement Summary

```
Account #  
Date: 3/3/2011

<table>
<thead>
<tr>
<th>Product</th>
<th>Number</th>
<th>Quantity Requested</th>
<th>Quantity Credited</th>
<th>Brochure Price</th>
<th>Credited Amount</th>
<th>Disposition</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSS StnlSlk Roll On</td>
<td>584365</td>
<td>1</td>
<td>1</td>
<td>$0.91</td>
<td>-$0.79</td>
<td>Return</td>
</tr>
<tr>
<td>PW Eyewtr Eving Blck</td>
<td>845633</td>
<td>1</td>
<td>1</td>
<td>$4.99</td>
<td>$0.00</td>
<td>Return</td>
</tr>
<tr>
<td>PW Eyewtr Bronze</td>
<td>510730</td>
<td>1</td>
<td>1</td>
<td>$0.00</td>
<td>$0.00</td>
<td>Replacement</td>
</tr>
</tbody>
</table>

Transaction Subtotal $4.70
Sales Tax $0.86
Total Amount Applied $5.56

Current Balance as of 3/3/2011 10:26:00 AM ($131.47)
```

Note: Remember to print a copy of this screen for your records.

Items due back to Avon should be placed into a shipment within 28 days. Delays may limit your access to Returns.

- Orders processed before or during the Returns Transaction may not be reflected in the Adjusted Balance. For up-to-date balance information and your current amount due, be sure to check your account balance.
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 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

Please select items you would like to have rebilled.

<table>
<thead>
<tr>
<th>Select</th>
<th>Product</th>
<th>Item Number</th>
<th>Qty</th>
<th>Brochure Price</th>
<th>Previously Credited Amount</th>
<th>Reason for Rebill</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Shwr Bdy Pwdr Nt Magic</td>
<td>692979</td>
<td>1</td>
<td>$1.99</td>
<td>$1.39</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Nbrs Raspbr Body Spy</td>
<td>368110</td>
<td>5</td>
<td>$3.99</td>
<td>$15.56</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SSS Bq+ Grt Breez Ln</td>
<td>687825</td>
<td>2</td>
<td>2914.00</td>
<td>$9.80</td>
<td></td>
</tr>
<tr>
<td>✓</td>
<td>Natwr Pk Fovrl Pnk</td>
<td>669383</td>
<td>1</td>
<td>$2.99</td>
<td>$1.94</td>
<td>Sold Product Credited In Error</td>
</tr>
<tr>
<td></td>
<td>Lip Swirls Naturals</td>
<td>174464</td>
<td>2</td>
<td>$3.99</td>
<td>$6.38</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tnttn Holiday EDT</td>
<td>091548</td>
<td>1</td>
<td>$9.99</td>
<td>$7.99</td>
<td></td>
</tr>
<tr>
<td></td>
<td>OnDuty Cl Protect Deo</td>
<td>542826</td>
<td>1</td>
<td>$0.99</td>
<td>$0.79</td>
<td></td>
</tr>
<tr>
<td></td>
<td>UCR 24k Lp ChofGld</td>
<td>333408</td>
<td>1</td>
<td>$9.99</td>
<td>$2.33</td>
<td></td>
</tr>
</tbody>
</table>

---

**Note:** Previously Credited Amount does not include Sales Tax.

**Tips For Success:** Selling products to be returned is a great way to generate additional income. If you have sold a product to be returned, Rebilling your account will remove the item from the outstanding returns and charge your account accordingly.
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**.

<table>
<thead>
<tr>
<th>Returns</th>
<th>Credits and Replacements</th>
<th>View Pending</th>
<th>Rebill for Sold Items</th>
<th>Ship Returns</th>
<th>FMEA Summary</th>
<th>Credit History</th>
<th>No Credit Due</th>
<th>Many Extra Items</th>
<th>Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Item » Request » Review » Create Shipment » Print Label » Finish</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Re-Bill Summary**

<table>
<thead>
<tr>
<th>Product</th>
<th>Number</th>
<th>Quantity Requested</th>
<th>Quantity Rebilled</th>
<th>Brochure Price</th>
<th>Amount Rebilled</th>
<th>Disposition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Never Pro Powerl Pink</td>
<td>653802</td>
<td>1</td>
<td>1</td>
<td>$2.99</td>
<td>$1.94</td>
<td>Rebilled</td>
</tr>
</tbody>
</table>

**Beginning Balance ($138.35)**

**Transaction Subtotal** $1.94
**Sales Tax** $0.18
**Total Amount Applied** $2.12
**Current Balance as of 3/2/2011 10:42:00 AM** ($136.23)

Note: Remember to print a copy of this screen for your records. Items due back to Avon should be placed into a shipment within 28 days. Delays may limit your access to Returns.

- Orders processed before or during the Returns Transaction may not be reflected in the Adjusted Balance. For up to date balance information and your “current amount due”, be sure to check your account balance.
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.

Introduction to 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>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>
</tr>
<tr>
<td>Odyssey 1.7 Spray</td>
<td>011650</td>
<td>1</td>
<td>$3.64</td>
<td>1</td>
</tr>
<tr>
<td>Unisex S/S Chr Gry L</td>
<td>438211</td>
<td>1</td>
<td>$7.49</td>
<td>1</td>
</tr>
<tr>
<td>Unisex S/S Chr Gry M</td>
<td>438207</td>
<td>1</td>
<td>$0.00</td>
<td>1</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
Introduction to 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.

<table>
<thead>
<tr>
<th>RMA #:</th>
<th>[Redacted]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>[Redacted]</td>
</tr>
<tr>
<td>Shipment Method:</td>
<td>United Parcel Service™ (UPS) Ground</td>
</tr>
<tr>
<td>Shipment Cost:</td>
<td>$4.72</td>
</tr>
<tr>
<td>Estimated Value:</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

- Please be sure that you have placed each of the items in the quantity shown in your package.
- Please do not place any items that do not appear on this list except Extra Items for which No Credit is Due.
- Caution: You will not receive credit for items placed in this carton that do not appear on this list.
- Make sure you keep a copy of this Shipping List for your records and place another copy with Returns.

<table>
<thead>
<tr>
<th>Items in this Carton:</th>
<th>Product Name</th>
<th>Product Number</th>
<th>Estimated Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Kds Bdy Paint BubbleGum</td>
<td>016412</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.

Note: For NIC Representatives, the Total Credit Amount Shown is based on Avon receiving these items in our Returns Center. Your actual credit & applicable taxes will be processed on Receipt.

Extra Items Included (NO CREDIT DUE) 0

08/04/2011
To Create a Return Shipment

1. Click **Ship Returns** in the navigation bar.
2. On the *Create Shipment* screen, read the bullet points beneath *Rules of making a shipment* to decide if you are ready to ship now or if you should ship later.
   - If you are not ready to ship the products now, click **Create Shipment Later**. You will be returned to the *Home* page.
   - If you are ready to ship the products now but you are unsure how many packages you will have, click **Print Packing Worksheet**.
     - Use the worksheet to sort the items into packages to determine how many RMAs you will be shipping.
     - Once you know how many packages you have, continue to the next step.
   - If you are ready to ship the products now and you know how many packages you will be shipping, click **Create Shipment Now**.
     - If you know that you have more than one package, before you click **Create Shipment Now**, click the checkbox to the left of *Click here if you have more than one package* and read the bullet points that appear.

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

1. On the Select Items To Ship 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. Enter the product descriptions in the text 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.

Tips For Success: Extra items are items that you received in your shipment but you did not order them and you were not charged for them.
Select Shipment Method

1. On the Select Shipping Method screen, you will choose either the United States Postal Service (USPS) or the United Parcel Service (UPS) as your carrier.
   - If you intend on using the USPS as your carrier, you can click Click here to schedule a pickup. This will open a new window displaying the Carrier Pickup page in the USPS website.

   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. If you chose:
   - The United States Postal Service (USPS), see Shipment Method 1 – United States Postal Service (USPS) on page 25.
   - 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 26.
   - The United Parcel Service (UPS) and will schedule a pickup by UPS, see Shipment Method 3 – United Parcel Service (UPS) with Pickup on page 27.
Create Shipment – Ship Returns (Continued)

Shipment Method 1 – United States Postal Service (USPS)

1. Click **Continue** in the Select Shipping Method screen.

   - **Postal Service™ (SmartLabel®) - Cost $4.55**
     - An easy way to return - Convenient package drop off anywhere in the Postal Service.
     - Leave in your mailbox or hand to your postal carrier
     - Drop off in any Postal Box
     - Drop off at the Post Office, without waiting in line
     - Take it to work and mail it from there

     [Click here to schedule a pickup](#)

   - **United Parcel Service™ (UPS) Ground - Cost $4.72**

   [Continue](#)

   **Tips For Success:** Costs are determined by estimated weight and do not include defective items or items received in error.

2. The Print Shipping List and Label screen will appear. See Print Shipping List and Label on page 28.
Create Shipment – Ship Returns (Continued)

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

1. Click **Continue** in the **Select Shipping Method** screen.

   - **Click** Continue in the **Select Shipping Method** screen.
   - **The Print Shipping List and Label screen will appear.** See Print Shipping List and Label on page 28.
   - **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.
Create Shipment – Ship Returns (Continued)

Shipment Method 3 – United Parcel Service (UPS) with Pickup

1. In the Select Shipping Method screen, click the check box to the left of I would like to schedule a pickup. 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 List screen will appear. See Print Shipping List on page 32.
Print Shipping List and Label

1. On the Print shipping list and 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.

   ![Print Shipping List and Label](image)

   **Tasks To Complete**

   1. Print a shipping list to include with items inside the shipment.
   2. Print a shipping label to affix to the outside of the package.
   3. Click Continue to finish creation of your RMA.

   **Tips For Success:** Costs are determined by estimated weight and do not include defective items or items received in error. Print a copy of the shipping list to keep in your personal records. Be sure to include only the items on the Shipping List in your shipment.

2. On the Print shipping list and label screen, click **Print your Shipping Label**.

   ![Print Shipping List and Label](image)

   **Tasks To Complete**

   1. Print a shipping list to include with items inside the shipment.
   2. Print a shipping label to affix to the outside of the package.
   3. Click Continue to finish creation of your RMA.

   **Tips For Success:** Costs are determined by estimated weight and do not include defective items or items received in error. Print a copy of the shipping list to keep in your personal records. Be sure to include only the items on the Shipping List in your shipment.
Create Shipment – Ship Returns (Continued)

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)

4. **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.*

![Sample UPS Label]

https://www.ups.com/u/a/L_class?7RA614X69090udqv5QbeqM%3DSs
11/28/2006
5. On the Print shipping list and label screen, click **Continue**.

6. Read the information on the Finish RMA screen and then click **Next** to go to the Online Returns Home page.

7. 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 List

1. On the Print shipping list 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.

Print Shipping List

RMA (Return Merchandise Authorization) Summary
RMA #: 
Shipment Method: United Parcel Service™ (UPS) Ground 
Shipment Cost: $7.72

Items To Be Returned

<table>
<thead>
<tr>
<th>Qty</th>
<th>Product</th>
<th>Number</th>
<th>Est. Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PW Eyewrtr Evening Blck</td>
<td>846833</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Tasks To Complete

1. Print a shipping list to include with items inside the shipment
2. Click Continue to finish creation of your RMA

Tips For Success: Costs are determined by estimated weight and do not include defective items or items received in error. Print a copy of the shipping list to keep in your personal records. Be sure to include only the items on the Shipping List in your shipment.

2. On the Print shipping list screen, click Continue.
3. Read the information on the Finish RMA screen and then click **Next** to go to the Online Returns Home page.

![Finish RMA screen](image)

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

**Please follow the next steps to ensure a speedy returns process:**

- Please take your Package to the Carrier you selected within 10 days.
- Please do not omit or 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.

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 list and label screen, click Print your Shipping Label.
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: Online Returns maintains a rolling 12-month history.

To View the RMA Summary

Click RMA Summary in the Online Returns 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.
Credit History

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

To View Your Credit History

1. Click Credit History in the Online Returns 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 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.
Credit History (Continued)

4. In all screens except Outstanding you can filter the items you see by changing the From and To dates.

<table>
<thead>
<tr>
<th>Product</th>
<th>Number</th>
<th>From</th>
<th>To</th>
<th>Credit Status</th>
<th>Bocure Price</th>
<th>Est. Value</th>
<th>Replacement Item</th>
<th>RMA Number</th>
<th>RMA Status</th>
<th>Qty</th>
<th>Outstanding</th>
<th>Disposition</th>
</tr>
</thead>
<tbody>
<tr>
<td>NW Eyewtr Eving Bck</td>
<td>646633</td>
<td>February</td>
<td>2011</td>
<td>Assigned</td>
<td>$4.99</td>
<td>$0.00</td>
<td>510730</td>
<td>R</td>
<td>Ready to be Shipped</td>
<td>1</td>
<td>Return</td>
<td></td>
</tr>
<tr>
<td>Kids Bly Paint Bbl/Gum</td>
<td>016412</td>
<td>August</td>
<td>2011</td>
<td>Assigned</td>
<td>$1.99</td>
<td>$0.00</td>
<td>241665</td>
<td></td>
<td>1 Return</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nat ShrwbryOva Bly Ltn</td>
<td>414279</td>
<td>August</td>
<td>2011</td>
<td>Assigned</td>
<td>$3.99</td>
<td>$0.00</td>
<td>053977</td>
<td></td>
<td>1 Return</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSS B0+ Ondt Breez Ltn</td>
<td>687826</td>
<td>August</td>
<td>2011</td>
<td>Assigned</td>
<td>$14.00</td>
<td>$0.00</td>
<td>247262</td>
<td></td>
<td>1 Return</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ageless PM Night Crm</td>
<td>n/a</td>
<td>7/25/2011</td>
<td>7/25/2011</td>
<td>Assigned</td>
<td>$0.00</td>
<td>$0.00</td>
<td>n/a</td>
<td></td>
<td>1 Return</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ageless PM Night Crm</td>
<td>376592</td>
<td>7/25/2011</td>
<td>7/25/2011</td>
<td>Assigned</td>
<td>$15.00</td>
<td>$0.00</td>
<td>767541</td>
<td></td>
<td>1 Return</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Inari 1oz EDP</td>
<td>n/a</td>
<td>7/25/2011</td>
<td>7/25/2011</td>
<td>Assigned</td>
<td>$0.00</td>
<td>$0.00</td>
<td>n/a</td>
<td></td>
<td>1 Return</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Tips For Success: When an item appears as "exhausted" when trying to process credit, you have the ability to review the "Credit History" folder to determine when the credit replacement for that product was previously processed.
No Credit Due – Many Extra Items

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 Online 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 in the navigation bar.

Extra Item Separate Shipment

This shipment option is intended to be used only in special circumstances in which you need to return a large amount of merchandise you have received and for which you have not been charged.

The steps here will allow you to print a UPS label to use for the package you will send to Avon.

Please Note: If you have another return package you are preparing, please include these items with that shipment if they will fit in that box - you will not be charged for the cost of their shipment.

If you want to proceed with a separate shipment, please indicate your answers to the following questions. Otherwise, click Cancel.

<table>
<thead>
<tr>
<th>Agree</th>
<th>Disagree</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>I did not order the items I am returning.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The items I am returning do not appear on my invoice and have not been billed to my account.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>These items will not fit into a box with any of my normal returns.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>I understand that I will not receive credit for any of these items.</td>
</tr>
</tbody>
</table>

Please click Continue when you have provided all of your answers.

Tips For Success: If you have another return package you are preparing, please include these items with that shipment if they will fit in that carton - you will not be charged for their shipping cost.
2. Read the screen and answer the four questions with either **Agree** or **Disagree**, then click **Continue**.

<table>
<thead>
<tr>
<th>Agree</th>
<th>Disagree</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>I did not order the items I am returning.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The items I am returning do not appear on my invoice and have not been billed to my account.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>These items will not fit into a box with any of my normal returns.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>I understand that I will not receive credit for any of these items.</td>
</tr>
</tbody>
</table>

Please click **Continue** when you have provided all of your answers.

**Tips For Success:** If you have another return package you are preparing, please include these items with that shipment if they will fit in that box - you will not be charged for the cost of their shipment.

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.

   ![Window Internet Explorer](image1)

   - 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.
Help

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

To Get Help

Click Help in the navigation bar.

Welcome

Returns Tip: Did you know that there are multiple ways to search for products in Returns? You can search by product number from your invoice, the campaign in which the products were billed, UPC number, and by product description. The most efficient search method is product number.

Tips For Success: Welcome to Avon's Returns website. If you are a first time user, click here for a tutorial.

A pop up window will appear with links to the video tutorial, this user guide, a question and answer page, a training guide, and many different tips to help you with your business.

Online Help

Video (English) (Spanish)
Watch a short video that explains the steps to processing a return.

User Guide (English) (Spanish)
The User Guide link will take you to a detailed review of the Returns process. The User Guide is designed to provide screen-by-screen help. Printable

Questions and Answers (English) (Spanish)
For answers to the most frequently asked questions about your Returns process. Printable

Returns Training Guide (English) (Spanish)
The Returns Training Guide is an outline of the four step Returns process. Printable

Tips For Success (English) (Spanish)
Helpful hints to create an RMA, that can be processed accurately and timely. Printable

Don’t Return Earn (English) (Spanish)
Need ideas on ways to sell these products to other Customers? Printable

Tips For Success: Welcome
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