

Ordering Made Easy: A Simple Guide to Placing Orders Through Mary Kay In Touch

Point, Click, Order!

Ordering product has never been easier! Mary Kay Inc. offers Consultants the most convenient and efficient ordering system in the industry. Place your product order online, 24/7, through the In Touch community.

Follow these simple steps to place your product orders:

- Logon to www.marykayintouch.com.
- Enter your Consultant Number and Password and click on the "Click Here to Continue" button.
- When the Home page of the In Touch Web site comes up, click on "Online Ordering" in the upper tool bar.
- The Create Order page will appear; click on the "Click Here to Create a New Order" tab.
- The Shipping Info. & Order Minimum page will appear; verify your primary address or make any necessary changes.
- The Order Minimum section is EXTREMELY IMPORTANT if you are tracking your Section 1 wholesale orders to reach a Star Consultant goal. In this box, you enter the minimum amount you want your order to reach.
- Read through the Ordering Guidelines, if you have not already, and click "Accept."
- The next screen will be optional items you can order (typically a quarterly Consultant Power Hour tape and an additional promotional item); follow the prompts to continue.
- Select an Order Sheet from the list. It will usually be the first sheet on the page and is typically seasonal; for example, Spring Fever! Order Form).
- Follow the prompts through the order sheet and select the desired category from the list displayed (*Note: your screen will temporarily go blank as your order sheet loads*).
- Enter the desired quantities for the products you wish to order in each category.
- To add the products to your order or update your Section 1 subtotals, either select another category or click on the "Click here to Check Section 1 Subtotals" button.
- When you are finished, click on the Review Order tab in the upper tool bar.
- Review your order then click on View Order Summary.
- Proceed to Checkout and enter your billing information.
- Submit your order.

CONGRATULATIONS! You have successfully placed a new order!

PROPAY: Solutions for Your Payment Needs

Finally...accepting MasterCard, Visa and Discover credit cards is affordable and easy to do. There are two easy ways to process your credit card payments.

- Call 1 (800) 922-3234.
- Have your Consultant ID number ready.
- Follow the prompts; you will receive a check in the mail in 2-3 business days for deposit into your Mary Kay bank account.

OR

- Logon to www.propay.com.
- To create an account, click on the "Sign Up" tab in the upper tool bar.
- Fill in the required information on the ProPay Classic Account Sign Up Form and Submit. You will need to provide your bank account number that you want to link to your ProPay account, the bank's routing number and your Social Security Number.

That's it! Your account should be ready in 24-48 hours. You will receive an email confirmation from ProPay upon completion.

Frequently Asked Questions

Q. How do I process a MasterCard, Visa or Discover Credit Card?

A. Taking credit card payments with your ProPay account is very easy. You will need your customer's first and last name, MasterCard, Visa or Discover card number and the expiration date. To process their card:

- Go to www.propay.com and log on to your ProPay account by entering your e-mail address and password.
- Enter your customer's credit card information in the "Submit My Customer's Credit Card" area and click "Submit."
- Enter any desired optional information in the next screen.
- Click "Submit" and review your transaction on the confirmation screen.
- Click "submit" again and the transaction will be processed.

You'll get an instant approval (or denial) and the money will be moved from "Transactions in Process" to "Available Balance" in your ProPay account within 2-3 business days.

****Remember: When finalizing your customer's order, make sure to get their first and last name, card number and the expiration date. Make sure to process their card on the same day you take the order to ensure timely payment.**

Q. How do I get the money into my checking account?

A. The money from your credit card orders is settled in your ProPay account within 3 business days. ProPay does not deposit money automatically into your

checking account, nor will you receive a check from ProPay.

You may transfer money out of your ProPay account into your checking account at your bank anytime you wish, after it settles in your ProPay account. You'll know it has settled when it's listed under "available" instead of "pending." Such transfers cost 35 cents each, no matter the amount, and usually take about 3 business days.

Here's how you do it:

- Go to www.propay.com and log on to your ProPay account by entering your e-mail address and password.
- Enter the amount you wish to be transferred to your checking account in the "Transfer Funds to my Checking" area and click "Submit." (If you haven't entered your checking account number and bank routing number into your ProPay account, you'll be prompted to do so by clicking the "Add a Bank Account" link in the text. We recommend that you contact your bank and confirm those numbers to ensure accuracy.)

Click "Submit" after you review your transaction on the confirmation screen and the transaction will be processed.

Q. How Do I Refund A Credit Card?

A. Refunding credit card payments with your ProPay account is also easy. To do so:

- Go to www.propay.com and log on to your ProPay account by entering your e-mail address and password.
- Pull up either your "Pending" or "Completed" report.
- Click on the transaction number of the item you wish to refund to bring up a "Detail Report" for that item.
- Enter a refund amount in the space provided, and click on "Refund."

You may refund a portion of the transaction or the entire amount. Note that if you issue a refund before the transaction has been completely processed, the fees (\$0.35) for the amount you refunded may be returned to your account. Additionally, you will not be required to have funds in your account to process the refund (i.e. the charge will simply be reversed). However, if you issue a full refund after the transaction has been processed, or a partial refund at any time, the fees (\$0.35) will not be refunded to you, and you will be required to have enough money in your account to process the refund. Transactions are processed each evening.