

Preparing a Telephone Order

How It Works

If you would like Tupperware Customer Care to process your orders, you may call when you are ready to submit your customer, Host and Consultant orders over the telephone. The Customer Care Representative will enter and process your order information for you. For best results, please make it a habit to follow these guidelines for preparing your telephone orders.

Small Fee

There is a small Consultant fee for calling in your orders; however, new consultants (within the first 13 weeks of their business) can enjoy this service for FREE!

What Do You Need?

- 11-digit Consultant ID#
 - Party Summary
 - All Customer and Host Orders
 - All Valid Item Numbers
 - Credit/Debit Card (Visa[®], Master Card[®] and Discover[®] only)
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Prepare Your Orders

- 1. Organize Your Paperwork:** It's important that you organize your paperwork **before** you call Customer Care. Your paperwork should be organized in the following order:
 - **Party Summary**
You'll be asked to provide the Party Date, "Ship To" information, Host Name and Address, Party Attendance and Datings information.
 - **Customer Orders**
 - Customer Direct-Shipping Orders
 - Customer Credit Card Orders
 - Customer Check or Cash Orders
 - **Consultant Order**
 - Sales Aids/Sample Order
 - **Host Order**
 - Retail Purchase
 - Host Gifts/Bonuses/Half-Off Order
- 2. Prepare Your Orders**
 - **Highlight the Customer Information:** Please be prepared to provide each customer's first and last name. For Customer-Direct Shipping and Customer Credit Card orders, you must also provide the customer's address.
 - **Highlight the Items:** Highlight all of your items on each order. For **each** item, you'll provide the item# and quantity needed. Please also specify the type of each item:
 - Catalog (Regular) Items
 - Sales Specials (Monthly Flyer) Items
 - Replacement Parts Purchases
 - Warranty/Defective Items
 - Samples Items
 - Business Supplies (Sales Aids)
 - **Highlight the Order Summaries:** For each order, you'll need to confirm the Retail Sales, Shipping & Handling, and the Tax Total for verification.
 - **Highlight the Customer Payment Information:** For customers who paid with a credit card, you'll need to provide credit card information for payment.
- 3. Consultant Credit/Debit Card:** Have your credit/debit card information ready so you'll be able to provide your billing information.

Things to Remember

Telephone Order Processing Fee — Customer Care will charge a 1.5% processing fee for each party entered over the phone. This processing fee is waived for new Consultants during a Consultant's first 13 weeks in the business.

Remember your Monthly Cut-Off Time — Your Sales Month always ends at 11:59 p.m. (your local state time) on the last Friday of every Calendar Month.

In order for your sales to be applied to the correct sales month, you'll need to have all of your orders entered before your monthly cutoff time.

Customer Care is usually busiest on the last day of the sales month. If your order is received very near the cutoff time at the end of the month, Customer Care cannot guarantee your order will be entered and submitted in time to make the cutoff. Because of this, we highly recommend that you do not wait until the end of the month to enter orders (or have them entered by Customer Care).

Tupperware Customer Care — Order Processing

Monday – Friday 8:30 a.m. Eastern Time to 12:00 a.m. (Midnight) Eastern Time

- On the Last Friday of each Sales Month: 12pm (Noon) Eastern Time to 3:00 am Eastern Time

Call Toll-Free: **1-800-818-1138** (for telephone orders only)