

# How to Place an Order

- 1. Login to your workstation** Bookmark this login page or save it as a favorite. Type in your consultant ID and the password you created when you signed up.)
- 2. Click on the Blue Order Tab**
- 3. Choose an Order Type**

The order input is the same but choosing which type of order it is will allow you to see your statistical analysis of how many basket parties you have or the average order of a Fundraiser, etc. **Even if you're ordering product for yourself, you can put it in as a party! You'll be able to use the hostess ½ price and free items to turn around and sell for full price.**

  - Home Party
  - Basket Party (Select this party type if your host is only doing an online party)
  - Fair & Show Order
  - Fundraiser
  - Individual Order (This is any order less than \$150 USD or \$200 CAD and doesn't have host rewards)
  - Business Supply Order
- 4. Choose USA or Canada:** depending on where you will have the party shipped.
- 5. Hostess Entry**
  - Enter a party name. (i.e.: Liz's Scentsy Party, Keira's DAV Fundraiser, etc.) What you enter here will appear on your personal Scentsy website under "My Open Parties" and people can order online or them.
  - Enter the Hosts name.

If the hostess is a previous customer use the Auto Fill on the left hand side to auto populate her name and contact info. To use Auto Fill, type in the host's first name. Then click on their name in the list that appears. Now click Add.

**Note:** You will be the host of your business launch party and any party after that that you host. If you get random orders, you can combine them into one party (orders need to total 150 PRV to be considered a party and get host rewards). You're the host for that as well. You'll get commission and the host rewards!
  - Party Date – Can be past, present, or future
  - Address – If you don't use Auto Fill, type in the host's address and zip code. The County, City and State will fill in based on the zip code but you can use the drop down menus to change them if necessary.
  - Phone (This will auto populate if you use the Auto Fill function and you've previously entered this person's phone number.)
  - Email (This will auto populate if you use the Auto Fill function and you've previously entered this person's email address.)
  - Send a Party Assistant Invite to the Hostess – Click the check box if you want your host to send evites to her friends.
  - Click the Purple Set Your Default Shipping button in the lower right corner to continue.
    - If you selected Send a Party Assistant Invite to the Hostess, you'll be taken to that invite. You can type in a custom message that will appear in the invite after the 3<sup>rd</sup> paragraph.
    - If you don't want to add anything to the message, click on Skip this Step.
    - If you did add a custom message, click on Send Your Invitation Email. (Please see the last page of this document to learn how to use the Party Assistant so you can answer any questions your host may have about it.)
- 6. Shipping Information**

You can select one of the options in the box on the left or type in the address info on the right. The info will be auto populated if you select any of the options on the left. Ship the order to yourself whenever possible so that you can label all of the products with your contact information and show great customer service by putting the order together and making the delivery to the hostess or guests.

  - Ship to Hostess – Ship to your hostess if you aren't able to deliver the products to her (i.e: they live far away) and ask if she will label the products for you before delivering to her guests for an added incentive. (ex. free bar, car candle, etc.)
  - Ship to Consultant – When the shipment arrives, it will be addressed to you (but you won't know which party it is for). If you want to be able to keep track of which party it is for, use the Add New option and type in the host's name. Then on the 2<sup>nd</sup> address line type c/o you at your address.
  - Or Add New – Use this option if the order is being sent to someone other than the hostess or the consultant. Then type in the address in the form on the right.

If you'd like, you can click on the option to Save for Next Time in the top right corner. Up to 5 addresses can be saved. Then you can select it the next time from the Alternate Addresses list.
  - Click on the purple Enter Your Party Guests button to continue.
- 7. Add Guests**
  - On the left hand side you can add a new guest by typing in their name or find a previously entered guest by using the auto-populate function.
  - Once the guests name is entered or found, click on Add.

Edit Guest: Once the name is added click on the icon just to the left of their name to edit their information.
- 8. Add Items**
  - Click +Add Items to the right of the guest's name.
  - On the left hand side of that guest's "cart", add product using the auto-populate function (start typing in the name of the product and it'll appear in a drop down menu. Select it and click on Add Product.) or typing in the code (print off a current Spring/Summer or Fall/Winter Wishlist from the Resources tab so you'll have all the product codes handy) and click Add Product.
  - Multi-Packs: if the guest ordered a multipack, enter the code for that multipack and click on Add Product. A box will come up allowing you select the contents of that multipack. If the box doesn't come up, click on Edit Multi Pack Contents under the order to input the products for that multi-pack.

**Note:** You will be able to edit the contents of the multi-pack if you need to before completing the order.

- Once you have finished with the guest order, click on Save & Return to Guest List at the bottom right.
- Continue to add guests and the items they ordered until you've entered everything for the party. Now it's time to select host rewards. Click on the purple Finish the Hostess Order button on the bottom right.
9. **Finish the Hostess's Order:** This is a use it or lose it situation so if your host doesn't want anything for free or half price, you can order and pay for them yourself.
- Choose Half Price or Credit on the left hand side and then select the products.
    - Host Credit: This is the "free stuff" or the amount your host can apply toward what they want. If they want something that costs more than the host credit they've earned, they'll just be charged the difference (it's called an overage).
    - Half Price Items: Your host can select almost anything from the catalog to get for half price, including the multipacks.
    - Note:** These multipacks CANNOT be selected for half price: Perfect Plug-Ins, Perfect Scentsy, Scentsy Sampler & Double the Scentsy.
    - Extra Half Price Item: You will notice there is an extra half price item on every party order. (i.e. the party totals \$200 so the host should receive 1 half price item but you'll see 2.) It is up to you, the consultant, to decide what you want to do with the extra half price item.
      - Use it as a booking reward: If this host booked a show from a previous show, offer the extra half price item to the host of the first show. For example: Amy hosts a party and Linda and Brenda book a party at Amy's party. You can offer Amy a half price item at both Linda and Brenda's parties.
      - Other uses: as a future incentive (example: offer it to a repeat host when they do another show with you in the Fall), offer to the guest with the highest sales for the party, use it as the door prize giveaway, etc. You can also purchase something for yourself or sell it at full price and make a 50% profit. Please ask if you have any questions regarding this extra half price reward.
- \$5 host rewards fee:** This fee will be in the hostess cart until all the half price items (including the extra one) are used. You won't have to pay it if all the half price items are taken.
10. **Business Supplies**
- You have the option to add Business Supplies to the order (This is great! You don't have to pay shipping on them. Keep in mind they do NOT count towards your hostess sales or rewards).
  - Be sure that your business supplies will be shipped to YOU the consultant, if the party order is being shipped somewhere else.
11. **Review the Order**
- Once all guest orders have been entered and the host rewards chosen, click on the purple Order Review button at the bottom right. You will see all the guest order totals. You can select View Cart for each guest to make sure you have ordered exactly what they asked for.
12. **Pay for the Order**
- Use the Payment Option drop down menu to select the payment type. Enter any credit card payments you received from party guests. You will pay with your own credit card for the orders that were paid for by check or cash. When the Remaining Balance is \$0.00, it's time to submit.
13. **Complete the Order**
- Click on the Complete Order button. A window will come up telling you that you that changes cannot be made after you submit the order.
  - You will then receive a Whew! That was easy! Message and an order number (I write the order number on the top of the order forms.)

#### **What if I'm not done entering an order? Can I save it?**

Yes, it's saved automatically. If you click on another tab in the workstation or logout while you are in the process of entering an order, you can go back into the blue Order tab and click on My Pending Orders to go back into it and continue. Just click Edit on the line of the party you want to continue entering. You'll be taken to the hostess entry page. Verify it's the right party and information then click the Set Your Default Shipping button to continue. Verify the shipping information is correct and then click on Enter Your Party Guests to continue. Follow Steps 7-13 above.

#### **How do I check the status of an order?**

- Click on the blue Order Tab and then View my Order History to view any orders that you have submitted (you'll see orders that have been submitted through your personal Scentsy website here too).
- When the order status is Shipped, you can click on the order number to see the UPS tracking numbers for each package. If you click on the tracking number, you will go to the UPS website and can see where the package is and when it's due to be delivered.
- A Status of PBO means partial back order. You can see what items have not been shipped yet by clicking on the order number and looking for a 0 in the Qty shipped field. Keep checking to see when the item(s) ship. Feel free to contact your Director or Consultant Support to see if they know when the backordered items will be back in stock.