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Q: If I delete customers, will their names be available for enrollment in the next program?

Answer:

No. If you delete customers, you will have to add the customers back to your customer enrollment list. You should only delete customers if you do not intend to include them in any future programs or you do not wish to track any additional information about them in the Customers tab. A benefit of using online enrollment to place Preferred Customer Program orders is the flexibility of choosing which customers to enroll for a particular program. You can keep customers on your list but not enroll them for a program.

Q: Is there a quick way to enroll all my customers?

Answer:

Yes. Simply click the "Select All Customers" link on the Select Customers page and all your customers will be enrolled to receive the available mailers for which the enrollment period is still open. You may click the "Select All" link in a particular mailer column to enroll all your customers for just one mailer. Then simply click the "Next" button and follow the rest of the enrollment process. (Please note that this will not select them for enrollment in the Fall in Love customer brochure.)

Q: What do I do if my customer has not received her Preferred Customer Program mailing?

Answer:

If your customer has not received her mailing, please confirm that you have her correct mailing address and that it's entered correctly in myCustomers®. You also may want to check with your customer to make sure that she does not have a third-class mail restriction. If your customer has received prior mailings, then perhaps the current literature was simply lost in the mail. We suggest that an Independent Beauty Consultant file a complaint with the postmaster in her area if she suspects that mailings are not being delivered properly. If you need further assistance, please contact the Preferred Customer Program Customer Service Department through the Consultant Contact Center at 1-800-272-9333; option 5, Monday through Friday, 8:30 a.m. – 5 p.m., Central time. Independent Sales Directors may call the Sales Director Contact Center.

Q: What is Quick EnrollSM?

Answer:

A new feature to help you enroll your customers quickly and easily for all mailers through the Preferred Customer Program. Your last Preferred Customer Program order* is used to prepopulate your next Preferred Customer Program order with all your customers' names and mailers. With one click you can simply re-enroll your customers. Or if you need to make some changes, you can modify your last order or even create a whole new order. It's up to you!

Q: When can I start using Quick EnrollSM?

Answer:

Preferred Customer Program Quick EnrollSM is now available. However, you will only see a Quick EnrollSM order if you've placed a Preferred Customer Program order within one of the last four programs.

Q: How do I use Quick EnrollSM?

Answer:

You will receive an e-mail with your last* Preferred Customer Program order, in which you will have the option of using Quick EnrollSM. You can also log on to the Mary Kay InTouch® Web site to access the Preferred Customer Program and use the Quick EnrollSM feature to enroll your customers. Other enrollment options include:

- Create a new order from your myCustomers® list by selecting customers and mailers individually.
- Create a group by adding customers and mailers to a group for easier processing the next time you enroll.

Q: Who can I call if I have questions about Quick EnrollSM?

Answer:

You may contact the Preferred Customer Program at (800) 272-9333 option 5 to help you with the enrollment process or help with other questions.

Q: Why should I use Quick EnrollSM?

Answer:

It's a quick and easy way to continue connecting with your customers! You can continue giving great customer service without worrying about finding the time to do it.

Q: What is the Preferred Customer Program Sort Feature?

Answer:

The new Sort Feature will allow you to sort your myCustomers® list by new customers, by enrolled customers, by customers not enrolled, by the customers you have Quick Enrolled; and you can also sort to view all your customers.

Q: Why should I use the Preferred Customer Program Sort Feature?

Answer:

It is a quick and easy way to enroll your customers in the Preferred Customer Program by sorting and reviewing your myCustomers® list in various ways.

Q: How will this work with the Preferred Customer Quick EnrollSM Feature?

Answer:

Think of it as Quick Enrollsm Plus! You can use the Quick Enrollsm Feature plus use the new Sort Features to make your Preferred Customer Program enrollment even quicker.

Q: Who can I call if I have questions about the Preferred Customer Program Sort Feature?

Answer:

You may contact the Preferred Customer Program at (800) 272-9333, option 5 to help you with the enrollment process or help with other questions.