New Consultant Quick Reference Guide: “Getting Started”

This Quick Reference Guide has been put together to help New Consultants with the following:

- Signing onto Mary Kay InTouch
- Reviewing the InTouch Home Page for New Consultants
- Creating a Personal Mary Kay Website
- Understanding how to process an on-line order
- Creating a Propay account for processing credit cards
- Entering Weekly Accomplishments on InTouch
- Creating a Customer List in myCustomers

How should you use this guide?

You do not have to print out this entire guide. Please review the table of contents and print out whatever is section needed. This guide will take you step-by-step as you are completing each activity. There will be pictures of what your computer screen will look like as you navigate each topic. This should help you with most questions along the way.

If you have any questions about the topics covered in this Quick Reference Guide or any other questions regarding your business, please don’t hesitate to call your director.
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SIGN UP FOR MARY KAY INTOUCH

What is Mary Kay InTouch?

Mary Kay InTouch is the online resource exclusively for Mary Kay Independent Beauty Consultants. If you haven’t signed up for InTouch, please continue reading this section.

If you’re already set up on InTouch, please feel free to skip this section, however, be sure to check out the “News” section of InTouch frequently. You’ll find the “News” section in the upper left side of your Home page. Click “View All” to check out all the latest important information from Mary Kay.

How do I sign up for Mary Kay InTouch?

✓ Your first step is to visit www.marykayintouch.com (Please have your Consultant number handy. If you don’t know your Consultant number, you can either call me or Mary Kay’s Consultant Hotline at 800-272-9333.)

✓ After logging on to www.marykayintouch.com, you will see the following screen:
Since this is your first time signing in, you’ll need to create a password. Simply enter your Consultant number in the box. Then under the “Log In” bar, click the words, “click here.”
Welcome to Mary Kay
Three Easy Steps:

1. **Create a password.**
   Your first step is to create a password for the Mary Kay InTouch® Community. This Web Site is a free resource for you and your new business, 24 hours a day, 7 days a week.
   [Tell me more ▼](#)

2. **Create a free MaryKay.com e-mail address.**
   Create a free MaryKay.com e-mail address to use for your Mary Kay business. (Have e-mail forwarded to your personal e-mail address) [Tell me more ▼](#)

3. **Sign up to receive the Beaute-e-News™ Beauty eNewsletter and Product Reorder Reminder.**
   This will keep you informed of the latest makeup and skin care buzz! And, you will be offering a service to your Customers to make ordering even easier.

[Next ▶](#)
Accept Terms of Use

Just click the “Next.”
Terms of Use
Mary Kay InTouch® and E-Mail

PLEASE READ THESE TERMS OF USE CAREFULLY BEFORE USING THIS SITE. BY USING THIS SITE, YOU SIGNIFY YOUR ASSENT TO THESE TERMS OF USE. IF YOU DO NOT ACCEPT THESE TERMS OF USE, DO NOT USE THIS SITE.

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APPLICABLE LAWS

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On this screen, first you will enter your personal information, in order to identify yourself.

Enter your Social Security Number or your nine digit Personal Identification Number (PIN)

Social Security: 

Choose a password six characters in length

Password: 

Confirm Password: 

Select a password reminder question in case you forget your password

Password Question: What is my spouse's middle name? Answer: 

2. Create your free MaryKay.com® e-mail.

If you do not have a personal e-mail address, click here for more information.

All messages sent to your MaryKay.com e-mail address will be forwarded to your personal e-mail address, so be sure the personal e-mail address you provide is correct.

SPECIAL NOTE: The name you select for your free MaryKay.com e-mail will also be reserved for your MaryKay® Personal Web Site address.

Type the name you want for your MaryKay.com e-mail

Mary Kay will suggest a name here. @mary kay.com

This is the location where your MaryKay.com e-mail address will be forwarded.

Type your personal e-mail address

Verify your personal e-mail address

I do not have a personal email account at this time.


I want to offer my Customers the latest makeup and skin care buzz.

I want to make it easy for my Customer to re-order their products on a timely basis.

After completing this page, click “Next.”

Your next screen will be the Mary Kay InTouch Home page. Please feel free to explore the entire Intouch site when you have extra time. For now, this Quick Reference Guide will highlight the subjects that are especially important to New Consultants.
A Quick Review of the InTouch Home Page for New Consultants

If you are a New Consultant, your InTouch Home Page will contain special items just for you! These special items are highlighted below.

Be sure to play this Welcome video!

You can click here to get started with your Personal Mary Kay Website. Visit page 14 of this guide for more information about a Personal Website.

You'll receive a 40% discount on a business kit, which will include 250 FREE business cards. Click here to begin!

These last 2 items in the Getting Started box can only be completed once you add customers to the MyCustomers section of InTouch. Visit page 44 of this guide for more information about MyCustomers.

This clock will keep track of when your offers run out. Be sure to call your Director with any questions!
Entering your Weekly Accomplishments on InTouch

There is a great feature on InTouch that allows you to report your Weekly Accomplishments to your Director in a few short steps. When you use the Weekly Accomplishments feature, you’ll be able to report your weekly sales, upcoming appointments and any questions you have about your business. Please be sure to find out what day your Director requests your Weekly Accomplishments.

To begin, put your cursor on “Business Tools,” then “Weekly Accomplishments,” then “Enter Weekly Accomplishments.”
In Step 1, you’ll enter information for each appointment for a particular week. When you’re finished entering all of your information, click “Next,” at the bottom right.

Select your week

Enter your information for each appointment

If you are unsure what each category means, simply click the blue words for help!
Step 2 is basically a Summary page, however, there are a few categories you should enter information. **When you’re finished, click “Next,” at the bottom right.**

Enter whatever information is applicable for you on this page.
In Step 3, you’ll enter your goals for the next week. You’ll also be able to tell your Director where you may need help with your business. When you’re finished with this page, click “Next,” at the bottom right.
In Step 4, you’ll be able to enter information regarding any new prospects or business partners. If you are unsure what “prospects” or “business partners” mean, please call your Director! When you’re finished with this page, click “Next,” at the bottom right.

If you enter any names in this section, make sure you click “Add!”
The page in Step 5 is informational. It’s all about your Earnings for the week. If you do not understand the information on this page, please call your Director! **When you’re finished with this page, click “Next,” at the bottom right.**
On the final page, your Sales Director’s name will appear and you’ll simply click “Submit My Accomplishments.”

THIS IS THE LAST PAGE OF THIS SECTION
CREATE YOUR PERSONAL MARY KAY WEBSITE

As a Mary Kay Independent Beauty Consultant, you have the option of having a Personal Mary Kay Website.

Here are some questions to ask yourself regarding your Personal Website, otherwise abbreviated PWS:

1.) **Why do I need a Personal Website? Doesn’t Mary Kay have one?**

   Yes, there is a general Mary Kay website at [www.marykay.com](http://www.marykay.com). Customers can visit that site and view the products, however, they cannot purchase products directly from that site. Orders can only be placed with Consultants.

   So, the first benefit of having a PWS would be the fact that your friends, relatives and other customers can place orders directly with you, online, 24/7.

2.) **Do I have the opportunity to pick my own features on my PWS?**

   Yes, you will be able to make choices on certain features, such as displaying the details of the Hostess Program, offering free samples and offering limited edition products.

3.) **How will my customers find my PWS?**

   Of course you will be able to list your PWS on your business cards and you should also email your PWS address to your friends and family, but Mary Kay has another feature to help you find customers.
On the www.marykay.com general website, there is a Find-A-Consultant feature. This feature works 2 ways. First, if one of your customers forgets your PWS address (or they didn’t put it in their favorites) they can simply enter your name and state in the Consultant Finder and they’ll be linked directly to your PWS.

Second, if a customer does not have a Mary Kay Beauty Consultant, but wishes to purchase products, they must locate a Consultant in their geographic area. These customers would simply enter their own zip code into the Consultant Finder and your name may appear. When you set up your PWS, you’ll have the chance to select zip codes from where you want to find customers. (This will be explained in detail in the following section of setting up your PWS.)

4.) **How do my customers pay for their orders when they order online?**

Your customers can either pay with a credit/debit card, through the secure online payment system, or they can pay you directly with a check or cash. Your customers choose their method of payment at checkout.

5.) **How will I know when a customer places an online order?**

You’ll be notified about PWS orders in 2 ways:

1. **Through email** - You’ll receive an email alerting you to an online order. When you open your email, you’ll link directly to your InTouch site for the order details.

2. **On the home page of your InTouch site** - When you have an online order, there will be green $$ in your Action Items box. Just click “Actions Items” first, then click the $$ and you’ll link to the details of the order.

When you see the $$, in your Actions Items box, just click them and you’ll link to the details of your online order!
6.) **Is there any cost involved for my PWS?**

Yes, there is an amount you pay once a year and here’s the great news... as a New Consultant you’ll receive a 50% discount for your first year! For only $25, you’ll enjoy a full year of your Personal Mary Kay Website! Then, when your year is up, you can decide if you’d like to continue your website for only $50. You are not obligated to renew your website after the first year if you don’t want to.

**So... let’s get started!**

The following section covers each step when setting up your Personal Mary Kay Website.
SETTING UP YOUR PERSONAL MARY KAY WEBSITE

Starting at your Home page of Mary Kay InTouch, simply click “Signing up for your Personal Mary Kay Website. See the yellow arrow below.
There are 10 steps to completing your PWS.

Your first screen will look like this:

On this screen, review the terms and conditions and select “I Agree.”
On the screen for Step 2, you will confirm how your name and phone should appear on your PWS.

When you have entered all of this information, click “Next.”
On the screen for Step 3, you will complete your PWS Profile. If you don’t have, or don’t want, your picture on the web site, you do not have to upload a picture.

Just fill out whatever information you want posted on your PWS and click “Next.”

The information you provided here will be public.

**Upload Profile Picture:**

**Facebook Profile Url:**

**Twitter Url:**

**Linked In Public Profile Url:**

**How will you provide Golden Rule service to your customers:**

Sample text...

*500 Character Maximum*

**Specialties (choose up to 5):**

- Bridal Looks
- Makeovers
- On-trend Looks
- Quinceañera
- Foundation Shade Matching
- Skin Care Solutions
- Gift Giving
- Age Fighting Skin Care
- Looks for your Lifestyle
- Makeup Application
- Mother-daughter parties
- Fragrance and Body Care
- Facials
- Corporate Gifts
- Color Consultations
- Image Consulting

If you’re not sure what to write for your Golden Rule service to your customers, just click “Sample Text” for an idea!
Earlier in this Quick Reference Guide, I mentioned that new customers can locate you by entering their zip code on the general Mary Kay website for customers.

On this screen, you can enter up to 5 zip codes from wherever you want customers to find you from. For example, if you want new customers from your own town to locate you, then enter your town’s zip code.

You can also choose up to 4 languages that you speak fluently, so you can attract new customers who also speak those languages.

When you’ve entered all of the locator information, please click “Next.”
On the screen for Step 5, Mary Kay will give you your official web site address. Please take note of this address. You can use this address on your business cards.

Your website address is www.marykay.com/yourname

Then click “Next.”
On the screen for Step 6, you will be able to choose what Limited Edition, Optional or Discontinued Products you’d like to display on your PWS.

**Limited Edition Products** are specific products from previous quarters that are only available until supplies last. **Optional Products** are products that are not shown in The Look, but can be shown on your website. For example, Day Radiance Cream Foundation is mentioned in The Look, but not displayed. However, you can choose to include them on your website. **Discontinued Products** are regular line products that have been officially discontinued, but supplies may still remain in stock. Discontinued Products are never shown in the current Look.

If you want to display the **Limited Edition Products**, click the dot next to that category and then click “Add All.” You’ll see the list of products pop into the bottom box labeled “Display on your Website.”

If you want to add the **Optional Products**, click the dot next to that category. A new list of products MAY appear. Simply click “Add All,” as noted above.

And if you want to add the **Discontinued Products**, click the dot next to that category. A new list of products MAY appear. Simply click “Add All,” as noted above.

When you’re finished with all of your selections, click “Next.”

---

**Product Selection / Last Chance  Step 6 of 10**

You can now choose to include "Limited Edition or Discontinued Products" from the Consultant order form to display in the "Last Chance" section of your Web site if you carry them in your inventory. Optional products will be displayed separately in an "Optional" products section. The products you select below will be displayed on your Web site for up to a one year period. You can remove any item at any time. You can select multiple products by holding down the 'Ctrl' key while clicking on the products.

(All regular-line and current limited-edition products are automatically displayed.)

Please click on each category below to select products in that category

- **Limited Edition Products**
- **Optional Products**
- **Discontinued Products**

**Items Available:**

- 045193 - Limited-Edition Beauty That Counts® Mary Kay® Creme Lipstick: Give Dreams
- 045194 - Limited-Edition Beauty That Counts® Mary Kay® Creme Lipstick: Give Hope
- 042483 - Limited-Edition Lashes Love It Bundle

![Add/Remove Buttons]

Display on your Web site:

After clicking “Add All,” the list of products in the “Items Available” box will pop into this box.

---

After following and completing the directions on this screen, click “Next.”
On this screen for Step 7, you can decide if you want to display Free Shipping on your PWS.

You will also decide if you want to send Product Reminder emails to your customers.

There is no right or wrong answers to these choices. It is completely up to you!

When you have finished making your choices on this screen, click “Next.”
On this screen for Step 8, you can decide if you want to display the Gift with Purchase program on your PWS. If you do not know what the Gift with Purchase program is, you can click “What’s this?” or call me.

You will also decide if you want your customers to have the option of requesting a sample. If you choose “yes” to the sample option, you must also select what sample product you want displayed.

Again, there is no right or wrong answers to these choices. It is completely up to you!

When you have finished making your choices on this screen, click “Next.”
On this screen for Step 9, you can decide if you want to display the Hostess Rewards Program on your PWS.

You will also decide if you want to send the Beauty-e News online newsletter to your customers.

Once again, there is no right or wrong answers to these choices. It is completely up to you!

When you have finished making your choices on this screen, click “Next.”
This is your last screen! One more step and your PWS will be up and running immediately.

This is the payment screen. Enter your payment information and click “Purchase.”

The next page will be a receipt for your purchase. Please print a copy for your records.

---

**Payment Information**

**Step 10 of 10**

Your 12 month subscription will cost **$25.00**. Due to the set-up costs involved, this subscription is fully earned and **non-refundable**. Please check to be sure your payment information is correct below. When you have entered all of the required information, press the “Purchase” button below to process payment. Credit Card processing may take several minutes. Please wait until the process is complete before proceeding.

*All fields are required information.*

---

**Credit Card Billing Information**

(Exactly as it appears on your credit card statement)

- **Card Number:**
- **Type:** Visa
- **Expiration Date:** January ▼ 2011 ▼

- **Name on card:**
- **Billing Address:**
- **ZIP Code:**

---

**Important final notes about your Personal Website:**

1) After you print your receipt, you should visit your new website and familiarize yourself with your own website, the one that your customers will be shopping on!

2) You can also make changes to your website any time you want, so don’t worry if you think you made a mistake when you set it up. You can change the zip codes in the Locator Page or anything else. If you need to make any changes, from the InTouch Home Page click “Business Tools” and then click “Personal Website Manager.”

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**THIS IS THE LAST PAGE OF THIS SECTION**
Processing an Order Received from Your Mk Website

On page 15 of this Reference Guide you were shown how you’ll receive notification of a website order. Once you click into one of those notifications, you’ll see the following:

First you must select how you will deliver the products to your Customer.

Click here if you are delivering products yourself.

Click here if you want Mary Kay to send products through the Customer Delivery Service. You can only use this service if you are an Active Consultant and have a ProPay account. Call your Director if you’re not sure if you’re Active.

PAGE 28
Whether you deliver the order yourself or use the Customer Delivery Service, your 1st Step is to review the shipping address. When you are finished with this screen, click Next. You may also go back or delete the order.

**You will deliver this order yourself**

**Step 1 of 3: Shipping Address**

Review the address for your customer.

- **Confirmation #:** e047ea
- **Order Date/Time:** 3/3/2012 8:26:20 PM

**Customer Information**

- **Customer:**
- **Shipping Information:**
- **Payment Preference:** Contact Me
- **Order Confirmation Preference:** Phone

- **Home:**
- **Work:**
- **Cell:**
- **E-mail**
- **E-mail Status:** Valid
- **Best way to deliver your order:**

**Receipts and Order Follow Up**

The order follow up date is set for 3/8/2012.

**Gift Message Information**

250 out of 250 characters remaining.

**A message from your Customer**
Whether you deliver the order yourself or use the Customer Delivery Service, your 2nd Step is to add or update products. When you are finished with this screen, click Next. You may also go back or delete the order.
If you are delivering the order yourself, this will be the final screen. You may also go back or delete the order before completing the payment information. If you are using the Customer Delivery Service, please skip this page.

**You will deliver this order yourself**

**Step 3 of 3: Payment**

Determine what to charge your customer, create a receipt, or set a follow-up date for this customer order.

- Confirmation #: e047ea
- Order Date/Time: 3/3/2012 8:26:20 PM

**Payment Information**

As you determine the amount you will charge your customer, remember:
- You have 'Free Shipping' displayed on your Personal Web Site.
- You need to calculate the amount of tax to charge your customer. This order's tax rate is 7.00%.
- Standard ProPay transaction fees will apply.
- You decide the price you charge your customer for products and the

If your Customer entered credit or debit card info on-line, you only need to enter the total amount of the order, being sure to include tax.

If your Customer is paying by cash or check, click Mark Order As Paid. If your Customer wants to pay by debit or credit card but they did not enter the info on-line, click Enter Credit Card and enter the card info yourself.

**Estimated Order Amount for Suggested Retail:** $37.00

**How will you pay for your order?**

- Enter Credit Card
- Mark Order As Paid

**Amount to charge customer's credit card:**

[Net Paid] [What's this?]

**Receipts and Order Follow Up**

The order follow up date is set for 3/8/2012.
If you are using the Customer Delivery Service, your 3rd Step lets you customize the order with several options. Just select the option that suits your customer. You may choose The Look or two samplers at no additional cost to you. Click Next when you’re done.

This order will be sent via Customer Delivery Service

Step 3 of 4: Customize the Order

Add a sampler, The Look book, or team building brochure to be included with the order.

Confirmation #: 58bb30
Order Date/Time: 3/23/2012 12:28:07 PM

Customize Your Customer Delivery Service Order

As part of the Customer Delivery Service, select from the items below to send to your customer in her shipment. You may choose The Look or two samplers. To see an image and description of this product click the product description.

- Optional - NEW! The Look (Spring 2012 issue), pk/1
- Optional - INYEVO! La imagen (edición de primavera 2012), pk/1

OR

- Optional - NEW! Botanical Effects™ Sampler, pk/1: Cleanse Formula 1 (Dry Skin)
- Optional - NEW! Botanical Effects™ Sampler, pk/1: Cleanse Formula 2 (Normal Skin)
- Optional - NEW! Botanical Effects™ Sampler, pk/1: Cleanse Formula 3 (Oily Skin)
- Optional - NEW! Botanical Effects™ Sampler, pk/1: Mask Formula 1 (Dry Skin)
- Optional - NEW! Botanical Effects™ Sampler, pk/1: Mask Formula 2 (Normal Skin)
- Optional - NEW! Botanical Effects™ Sampler, pk/1: Mask Formula 3 (Oily Skin)
- Optional - NEW! Botanical Effects™ Sampler, pk/1: Freshen Formula 1 (Dry Skin)
- Optional - NEW! Botanical Effects™ Sampler, pk/1: Freshen Formula 2 (Normal Skin)
- Optional - NEW! Botanical Effects™ Sampler, pk/1: Freshen Formula 3 (Oily Skin)
- Optional - NEW! Botanical Effects™ Sampler, pk/1: Hydrate Formula 1 (Dry Skin)
- Optional - NEW! Botanical Effects™ Sampler, pk/1: Hydrate Formula 2 (Normal Skin)
- Optional - NEW! Botanical Effects™ Sampler, pk/1: Hydrate Formula 3 (Oily Skin)
If you are using the Customer Delivery Service, this is your final Step.

If your Customer entered credit or debit card info on-line, you only need to enter the total amount of the order, being sure to include tax.

Since Mary Kay is mailing out the product to directly your Customer, you must pay Mary Kay for the products. The company will charge your ProPay account the calculated Consultant Cost.

It is impossible to give every detail of the Customer Delivery in this Guide, so for further info, go to the Home Page of InTouch, put your cursor on Ordering, and then select Customer Delivery Service from the drop down menu.
CREATE YOUR PROPAY ACCOUNT

ProPay is the company that Independent Beauty Consultants use to process credit or debit cards. Consultants can accept payments from Visa, Mastercard, Discover and American Express.

A Consultant first creates an individual ProPay account. Think of this account as a type of bank account. After a Consultant processes and receives authorization for a debit or credit card transaction, the funds become available to the Consultant within 24 hours.

Once the funds are available, the Consultant can withdraw the funds in one of three ways: (1) the funds can be transferred to a checking account (there is a .30 fee for this) or (2) the funds can be accessed through a free debit card that’s connected to the ProPay available balance, or (3) funds can be transferred to another Consultant’s ProPay account (no fee).

Although there are fees associated with ProPay, research has proven that customers spend more money when they know they can use a debit or credit card. And the fees associated with ProPay are an expense for your business, which means they can be deducted on your taxes.

Here is the breakdown of the ProPay fees:

(1) $39.95 Annual Fee – This fee opens your account. The $39.95 can be paid in 1 payment or spread out over 3 monthly payments of $13.31 each.

(2) 2.69% of the total amount charged is deducted from the available funds when a Visa, Mastercard, or Discover card is processed.

For example, if a Consultant processes a $100 charge using a Visa, Mastercard, or Discover card, $2.69 will be deducted from the $100 and the remaining $97.31 would be available to the Consultant within 24 hours.
(3) 3.19% of the total amount charged is deducted from the available funds when an American Express card is processed.

For example, if a Consultant processes a $100 charge using an American Express card, $3.19 will be deducted from the $100 and the remaining $96.81 would be available to the Consultant within 24 hours.

(4) There is a .30 fee when a Consultant transfers funds from their ProPay account to their personal checking account. Please also note that transfers to personal checking accounts may take anywhere from 1 - 4 days, depending on the bank’s processing time.

Once again, please note that although there are fees to use ProPay, the fees are tax deductible and enable a Consultant to accept debit and credit card payments.

**Getting started...**

The following pages will help you set up your ProPay account. Please use this Quick Reference Guide as you set up your account.
SETTING UP YOUR PROPAY ACCOUNT

When you are setting up your Propay account, **YOU MUST** enter the ProPay website through your Mary Kay InTouch home page. You must do this in order to get the $39.95 annual fee. If you do not go through the InTouch home page, you will pay more for the annual fee.

From your InTouch home page, put your cursor on the words “Ordering” from the top left side of the home page. Then put your cursor on “ProPay,” and then click on “About ProPay.”
Your next screen will look like this:

On this screen, you can read the summary of the ProPay features.

When you’re finished reading the features, click “Sign Up.”
The next screen is another summary of the Premium Account, which is the only account that is available.

Click “Sign Up for Premium.”
On the next screen, you’ll choose how to pay for your ProPay yearly fee. Choose between 1 yearly payment or 3 monthly payments.

Choose Your ProPay Account

<table>
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<th>Account</th>
<th>Fee</th>
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<tr>
<td>Premium + 3 Payments</td>
<td>3 monthly payments of $13.31</td>
</tr>
<tr>
<td>Premium + 1 Payment</td>
<td>$39.95</td>
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If you qualify for the rebate (click here to see if you qualify), please select the 1 payment option. Selecting the 3 payment option will disqualify you from receiving the rebate.

With a ProPay Merchant Account you can accept credit and debit card payments anytime, anywhere, while helping to minimize some of the security risks associated with credit and debit card payments. In fact, ProPay has signed up over 1.3 million small businesses like yours and what we’ve learned is that:

Small Businesses Like ProPay for What They DO Get...
- Fast, easy online sign up
- Low annual account fee
- Simple, straightforward pricing
- Accept all major card brands under one merchant account
- Multiple ways to process cards
- Free linked Prepaid MasterCard® Card
- Instant commission payments on purchases from your website on select accounts
- Toll-free, U.S.-based customer service
- Check your balance and transactions anytime online
- A self-directed account for your business
- Immediately use funds from customers’ cards to purchase products from corporate on select accounts.
- Secure storage of customer cards for repeat billing
- Company stability

Small Businesses Like ProPay for What They DON’T Get...
- NO contract term
- NO monthly processing minimums
- NO variable, ever-changing transaction rates
- NO required equipment
- NO PCI Compliance fees
- NO online statement fees
- NO gateway fees
- NO surprises

After choosing your payment plan, click “Continue.”

On the next screen, you’ll enter information regarding your new account.
The payment plan you selected on the previous screen will be noted here.

Continue entering the appropriate information in this section.

Choose your password in this section. Pay special attention to the requirements of the password.

ProPay works hard to create a secure site, so, on this screen you’ll be asked to establish 3 security questions and answers.
This final screen asks for your payment information.
You should think strongly about selecting “Yes” here to a free Debit card for your ProPay account. ProPay calls it a Prepaid Mastercard. There is no fee for using this debit card.

Complete this last section and click “Submit.”
Final notes on your ProPay account:

✓ After submitting the payment page, ProPay will ask you to officially sign into your account. You’ll be asked to answer one of your security questions.

✓ Once your ProPay account is set up, you can simply go to www.propay.com to sign in. You no longer have to go through Mary Kay InTouch. Once you’ve logged on to your ProPay account, you can start processing credit/debit card orders! The system is easy to use!

✓ If you have any questions about how to use your ProPay account, you can either call me or ProPay’s Customer Service. The Customer Service number is 866-573-0951. Their hours are 6:30am to 7pm (Mountain Time), Monday through Friday.
ENTERING CUSTOMER NAMES INTO myCustomers

The “myCustomers” program is located on the Mary Kay InTouch Home Page.

Once on the Home page, please put your cursor on “Business Tools”, and then on “myCustomers,” and then “Add a Customer.” See the screen below:
The first time you try to add a customer to myCustomers, you will see this introduction screen.

It’s just an informational page, so please click “Click to begin.”
Please review the terms and conditions and then click “I Agree.”

myCustomers® Terms and Conditions

1. I agree to abide by the Company’s Internet Guidelines. (see link below)
2. I agree to abide by the Company’s Privacy Statement. (see link below)
3. In order to protect and preserve the Company’s valuable intellectual property, I understand the Company reserves the right to suspend or revoke my participation in the myCustomers® Program (“Program”) at any time or to discontinue the Program.
4. I understand that the content of the Program software is copyright-protected and cannot be altered from its original form.
5. Realizing that the Program may be temporarily interrupted for reasons beyond the Company’s control, terminated permanently, or that I may be denied access, I understand it is solely my responsibility to maintain, backup and/or retain any and all of my customer information. I understand the Program is an optional, supplemental service made available to me to use in my sole discretion as part of my independent business. Customer information is the property of me, the Independent Beauty Consultant, and will not be used by Mary Kay Inc. or disclosed by Mary Kay Inc. except as set forth herein to other parties without my permission, except as may be required by law.
6. I understand that Mary Kay Inc. is not responsible for any incorrect or inaccurate information, whether caused by third parties entering the site or by any of the equipment or programming associated with or utilized in the Program and assumes no responsibility for any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, destruction or unauthorized access to the Web site.
7. BY PARTICIPATING IN THE PROGRAM I AGREE THAT MARY KAY INC.,
The next screen you will see is this “Search Customers” page.

However, since you have not entered any customers yet, you need to go back to “Add a Customer.” Here’s a reminder on how to get there:
Here is a picture of the screen to enter your customers!

- Simply enter their information and click either “Save” or “Save & Add Another,” depending on if you have another name to enter or you are finished.

Once you have finished entering all of your customers, return to the Home page of InTouch and select the icon for your 15 Free Catalogs. Just follow the instructions from there to order your 15 Free Catalogs.