

# **Mary Kay<sup>®</sup> Ordering App**

## **Frequently Asked Questions**

**1. What is the purpose of the *Mary Kay<sup>®</sup> Ordering App*?**

The *Mary Kay<sup>®</sup> Ordering App* is a convenience that will allow Independent Beauty Consultants to place wholesale orders via their mobile devices (iOS<sup>®</sup>/Android<sup>®</sup>).

**2. How do I get the *Mary Kay<sup>®</sup> Ordering App*?**

You can download the app by going to [www.mkapps.com](http://www.mkapps.com) from any mobile browser. Please note that this link will NOT work on a desktop or laptop browser.

**3. Why is the *Mary Kay<sup>®</sup> Ordering App* not available in the App Store<sup>SM</sup> or in Google Play<sup>TM</sup>?**

Due to frequent changes in product offerings, we developed an app solution to allow for frequent and faster updates.

**4. Is the *Mary Kay<sup>®</sup> Ordering App* available for all members of the independent sales force?**

Yes. Any independent sales force member can download and use the app by going to [www.mkapps.com](http://www.mkapps.com) from any mobile browser.

**5. Is the *Mary Kay<sup>®</sup> Ordering App* available for consumers?**

No. It is only available for Mary Kay independent sales force members. A valid Consultant number is necessary to download and use the app.

**6. Is there a cost for the *Mary Kay<sup>®</sup> Ordering App*?**

No. The app is free.

**7. Is the *Mary Kay<sup>®</sup> Ordering App* available for use on smartphones and tablets?**

Yes. The app can be used on both smartphones and tablets.

**8. Is the *Mary Kay<sup>®</sup> Ordering App* available for iPhone<sup>®</sup> and Android<sup>®</sup> devices?**

Yes. The app will work on most iPhone<sup>®</sup> and Android<sup>®</sup> devices.

**9. What are the minimum device requirements for the app?**

For iOS<sup>®</sup> devices: iOS<sup>®</sup> version should be 9.0 or above.

For Android<sup>®</sup> devices: Android<sup>®</sup> OS version should be 5.0 (Lollipop) or newer.

**10. Will an order that is placed through the app show up in my Order History on *Mary Kay InTouch<sup>®</sup>*?**

Yes. You will see any orders placed through the app in your Order History on *Mary Kay InTouch<sup>®</sup>*.

**11. What is the difference between ordering on *Mary Kay InTouch*<sup>®</sup> versus placing an order on the *Mary Kay*<sup>®</sup> Ordering App?**

On *Mary Kay InTouch*<sup>®</sup>, the order is placed from a desktop or laptop computer. On the *Mary Kay*<sup>®</sup> Ordering App, the order is placed from a mobile device (smartphone or tablet). There are not any other differences. For more information about ordering, payment and shipping, please visit *Mary Kay InTouch*<sup>®</sup> > Ordering > Online Ordering > FAQs.

**12. Who do I call if the app is not working on my mobile device?**

You can contact Internet Support Services at 800-272-9333.

**13. Is the *Mary Kay*<sup>®</sup> Ordering App available in Spanish?**

Yes. You can change the language on the app through the Settings.

**14. How do I use the *Mary Kay*<sup>®</sup> Ordering App?**

A video tutorial is available on *Mary Kay InTouch*<sup>®</sup> > Resources > Digital Zone > Go Mobile With Mary Kay Apps! > Videos.

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