

Mary Kay® Shop My Party!

Frequently Asked Questions

1. **What is the *Mary Kay® Shop My Party!* tool?**

Mary Kay® Shop My Party! is a tool that helps you manage your parties. It allows you to create a unique, shareable link and QR code for each hostess. You and your hostess can send this link or QR code to guests, family and friends via email or text that will enable them to shop her party! All sales will be automatically calculated to her party so you can easily track sales toward her hostess rewards.

2. **Is *Mary Kay® Shop My Party!* available to all sales force members?**

Yes, it is available to all sales force members.

3. **Does *Mary Kay® Shop My Party!* cost anything?**

No. There is no cost to use *Mary Kay® Shop My Party!*

4. **Where will *Mary Kay® Shop My Party!* be located?**

Mary Kay® Shop My Party! can be accessed at *Mary Kay InTouch®* > Education > Party Central.

5. **Are there *Mary Kay® Shop My Party!* educational resources to help me learn how to use it?**

Yes. Please go to *Mary Kay InTouch®* > Education > Party Central.

6. **How do I create a *Mary Kay® Shop My Party!* link?**

From the Shop My Party! home page, click on Get Started in the CREATE PARTY area. Then complete the fields, and click on Create to generate the Shop My Party! link or QR code. For more information, review the *Mary Kay® Shop My Party!* Instruction Guide on *Mary Kay InTouch®* > Education > Party Central > Shop My Party! > Supporting Materials.

7. **How can I keep track of the individual *Mary Kay® Shop My Party!* links?**

You can keep track and manage all individual party links through a personalized dashboard created specifically for you in the *Mary Kay® Shop My Party!* tool. For more information, review the *Mary Kay® Shop My Party!* Instruction Guide on *Mary Kay InTouch®* > Education > Party Central > Shop My Party! > Supporting Materials.

8. **How can the hostess share the *Mary Kay® Shop My Party!* link?**

The Independent Beauty Consultant can share the link with her hostess and guests via email or text. Hostesses can also send the *Mary Kay® Shop My Party!* link to her guests, family and friends through email and/or text messages. For more information, review the *Mary Kay® Shop My Party!* Instruction Guide listed on *Mary Kay InTouch®* > Education > Party Central > Shop My Party! > Supporting Materials.

9. **What is the *Mary Kay® Shop My Party!* dashboard?**

You can create a new party and view your active and close parties on the dashboard, which can be found at *Mary Kay InTouch®* > Education > Party Central > Shop My Party! Track sales and orders per party to help you calculate hostess rewards. You can search parties and filter by All, Current, Future and Closed parties.

For more information, review the *Mary Kay*[®] Shop My Party! Instruction Guide at *Mary Kay InTouch*[®] > Education > Party Central > Shop My Party! > Supporting Materials.

10. Is *Mary Kay*[®] Shop My Party! mobile-friendly?

Yes, *Mary Kay*[®] Shop My Party! is mobile-friendly. Log onto *Mary Kay InTouch*[®] from your phone, and you can navigate to the *Mary Kay*[®] Shop My Party! page.

11. To use *Mary Kay*[®] Shop My Party! do I have to have a *Mary Kay*[®] Personal Web Site?

No. You do not need to have a *Mary Kay*[®] Personal Web Site to use *Mary Kay*[®] Shop My Party! If an Independent Beauty Consultant does not have a *Mary Kay*[®] Personal Web Site, the Shop My Party! link or the QR code will direct the customer to the Contact page of the Independent Beauty Consultant if the link is accessed from a computer. If the customer accesses the link or the QR code from a mobile device, she will be directed to shop the party from the *Mary Kay*[®] App.

For more information, review the *Mary Kay*[®] Shop My Party! Instruction Guide on *Mary Kay InTouch*[®] > Education > Party Central > Shop My Party! > Supporting Materials.

12. Do I need to have a ProPay[®] account?

No. You do not need to have a ProPay[®] account in order to use *Mary Kay*[®] Shop My Party!

13. Do I need to be in active status?

No. You do not need to be in active* status to start using *Mary Kay*[®] Shop My Party!

14. Can I use *Mary Kay*[®] Shop My Party! to create and manage my own party sales?

Yes. You can use *Mary Kay*[®] Shop My Party! to create and manage your own party sales.

15. Is there a limit to how many parties I can have active at one time?

No. There are no limits to how many parties you can have active at one time.

16. How long can I keep a *Mary Kay*[®] Shop My Party! link open for ordering?

To motivate your guests to make their purchases promptly, you may want to set up a Order end date within a few days after your Party Start Date. If needed, you can extend the Order End Date up to 30 days from the Party Start Date.

17. Will the party automatically close on the Order End Date I selected when creating the party?

Yes. The *Mary Kay*[®] Shop My Party! link will automatically close for ordering on your selected Order End Date. For more information, review the *Mary Kay*[®] Shop My Party! Instruction Guide on *Mary Kay InTouch*[®] > Education > Party Central > Shop My Party! > Supporting Materials.

18. How long prior to the actual Party Start Date can I create a party?

You can create a *Mary Kay*[®] Shop My Party! Link for your party up to 30 days prior to the start date and time. However, it is recommended that you wait until a day or two before the party to send the actual party link to the hostess. For more information, review the *Mary Kay* Shop My Party! Instruction Guide on *Mary Kay InTouch*[®] > Education > Party Central > Shop My Party! > Supporting Materials.

19. Will my parties disappear from my dashboard once they are ended?

No. You can always view your current, future and closed parties from your dashboard. For more information, review the *Mary Kay*[®] Shop My Party! Instruction Guide on *Mary Kay InTouch*[®] > Education > Party Central > Shop My Party! > Supporting Materials.

20. How can my hostess and her guests shop with the Shop My Party! link?

Once your hostess and her guests click on the *Mary Kay*[®] Shop My Party! link or QR code, they will be directed to the *Mary Kay*[®] App or to your *Mary Kay*[®] Personal Web Site to shop your party.

- If a guest opens the Shop My Party! link using her mobile device, she will be directed to place her order using the *Mary Kay*[®] App.
- If a guest opens the *Mary Kay*[®] Shop My Party! link using her computer, she will be directed to place her orders using your *Mary Kay*[®] Personal Web Site.
- If you do not have a *Mary Kay*[®] Personal Web Site, the *Mary Kay*[®] Shop My Party! link will be directed to the IBC Contact Card.

For more information, review the *Mary Kay*[®] Shop My Party! Instruction Guide on *Mary Kay InTouch*[®] > Education > Party Central > Shop My Party! > Supporting Materials.

21. Will guest checkout be available for the customers who shop using the *Mary Kay*[®] Shop My Party! link?

Yes. If your customer clicks her Shop My Party! link or the QR code from her computer, she will be directed to shop from your Personal Web Site, and she can choose to check out as a guest. The order will still be attributed to the party. Keep in mind that you must opt into the guest checkout feature.

If your customer clicks her Shop My Party! link or the QR code from her mobile device, she will be directed to shop from the *Mary Kay*[®] App, and guest checkout is not available from the *Mary Kay*[®] App.

22. If one of my customers uses the *Mary Kay*[®] App to shop with another Independent Beauty Consultant's Shop My Party! link, will she still remain my customer on the app?

Because she is accessing the *Mary Kay*[®] App through the Shop My Party! link created for another Beauty Consultant's party, she will automatically be connected with her to shop for that party even if she is registered with you as her Beauty Consultant. However, after she completes her order, she will automatically be reconnected with you, her current Beauty Consultant.

For more information, review the *Mary Kay*[®] Shop My Party! Instruction Guide on *Mary Kay InTouch*[®] > Education > Party Central > Shop My Party! > Supporting Materials.

23. If one of my customers uses another Independent Beauty Consultant's Shop My Party! link and shops on her *Mary Kay*[®] Personal Web Site, will she remain registered my *Mary Kay*[®] Personal Web Site?

If a customer is already registered with your *Mary Kay*[®] Personal Web Site, upon clicking the Shop My Party! link created by another Independent Beauty Consultant, she will register with her to complete her order for her party. She will then receive her order confirmation and need to manually re-register with you when she is placing her next order with you, or she can go directly to your *Mary Kay*[®] Personal Web Site address.

If the customer clicks on the Shop My Party! link and does not register with the other Independent Beauty Consultant and add items in the bag, all will be cleared within 24 hours, and she will still be registered with you.

For more information, review the *Mary Kay*® Shop My Party! Instruction Guide on *Mary Kay InTouch*® > Education > Party Central > Shop My Party! > Supporting Materials.

24. If guests click on the *Mary Kay*® Shop My Party! link after the party is closed, will they still be able to place orders?

Yes. If a guest (who is not registered with another Independent Beauty Consultant) clicks on the *Mary Kay*® Shop My Party! link after party has closed, the Party Closed Page will open, but she can still shop. However, her purchases will not count toward the party.

25. Will I be able to see my party orders from *myCustomers+*SM on *Mary Kay InTouch*®?

Yes. The *Mary Kay*® Shop My Party! tool is connected with *myCustomers+*SM. For more information, review the *Mary Kay*® Shop My Party! Instruction Guide on *Mary Kay InTouch*® > Education > Party Central > Shop My Party! > Supporting Materials.

26. Will I be able to see my party orders from the *myCustomers+*SM App?

Yes, *Mary Kay*® Shop My Party! tool is connected with the *myCustomers+*SM App. For more information, review the *Mary Kay*® Shop My Party! Instruction guide on *Mary Kay InTouch*® > Education > Party Central > Shop My Party! > Supporting Materials.

27. Can I share the *Mary Kay*® Shop My Party! link I have created on my social media platforms?

You as an Independent Beauty Consultant can share your Shop My Party! link on your social media platforms pursuant to the Social Media Guidelines.

- On your personal social media page, you can share the party link as part of an informational post.

Example: photo of product with the caption: "Loving our Spring Collection" and "Learn more here: (add your party link)."

- On your business page or closed customer page, you can include the link in a commercial post.

Example: photo of product with a caption: "Come shop my party to get 20% off this spring's awesome collection: (add your party link)."

*An Independent Beauty Consultant is considered active with a personal retail sales volume of \$225 in wholesale Section 1 products and will remain active for two months following any month with this amount in sales.