

MARY KAY

CUSTOMER DELIVERY SERVICE

What is Customer Deliver Service

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Shipping and Fulfillment

WHAT IS CUSTOMER DELIVERY SERVICE

Customer Delivery Service is a great way for an active Independent Beauty Consultant to quickly and conveniently deliver products directly to customers who live out of town, order a shade or a product you don't keep in stock or for managing inventory on products like acne or sun care with a two-year expiration date.

Customer Delivery Service is not designed to replace your in-person, face-to-face business – it's an added option for delivering product to your customers which can save you time, speed up a delivery, build customer loyalty and help you provide **Golden Rule customer service**.

HOW CAN CUSTOMER DELIVERY SERVICE HELP MY BUSINESS?

If you find yourself unable to deliver product face-to-face, Customer Delivery Service can assist you.

CDS can help you:

- Keep your business running smoothly.
- Speed up delivery.
- Find new customers.
- Build customer relationships and loyalty
- Select two free product samplers or to add a copy of *The Look* in each order.



WHAT DO I NEED TO DO TO GET STARTED?

Getting started is easy! To ship with Customer Delivery Service, you need to:

- Have an active* status.
- Have a ProPay[®] account.
- Accept orders on your *Mary Kay*[®] Personal Web Site or create orders from a sales ticket.
- Use myCustomersSM or myCustomers+SM.
- Have a valid customer shipping address.

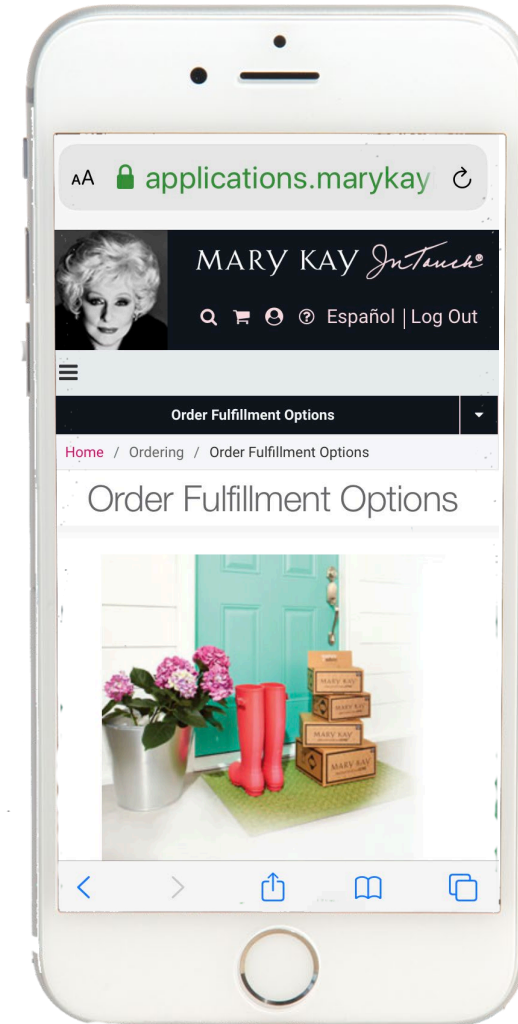
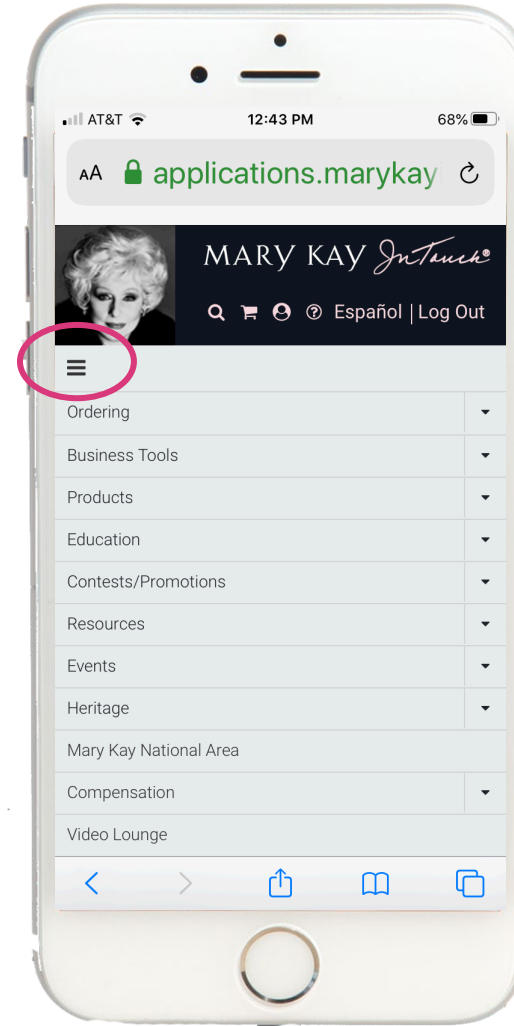
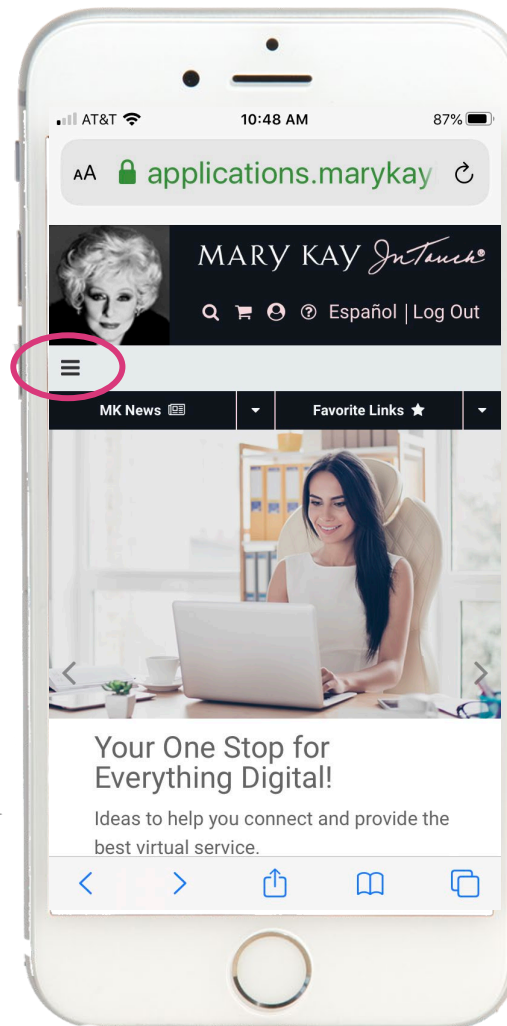
* An Independent Beauty Consultant is considered active in the month a minimum \$225 wholesale Section 1 product order is received and accepted by the Company and in the following two calendar months.



HOW DO I USE CUSTOMER DELIVERY SERVICE?

Let's get started!

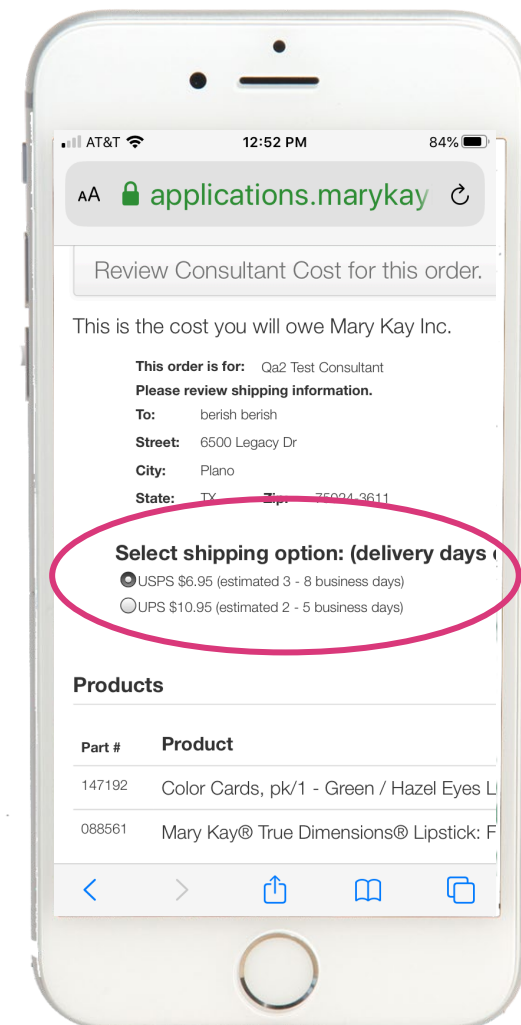
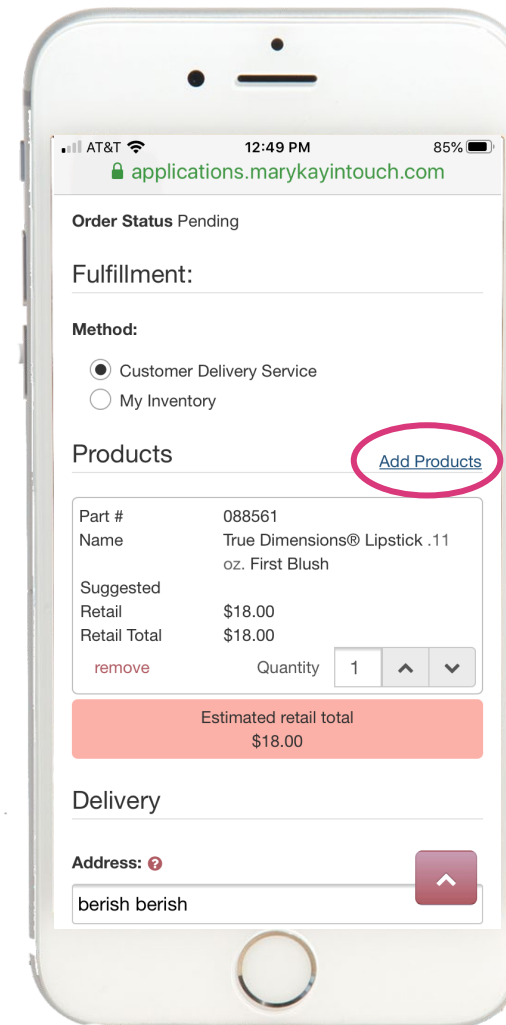
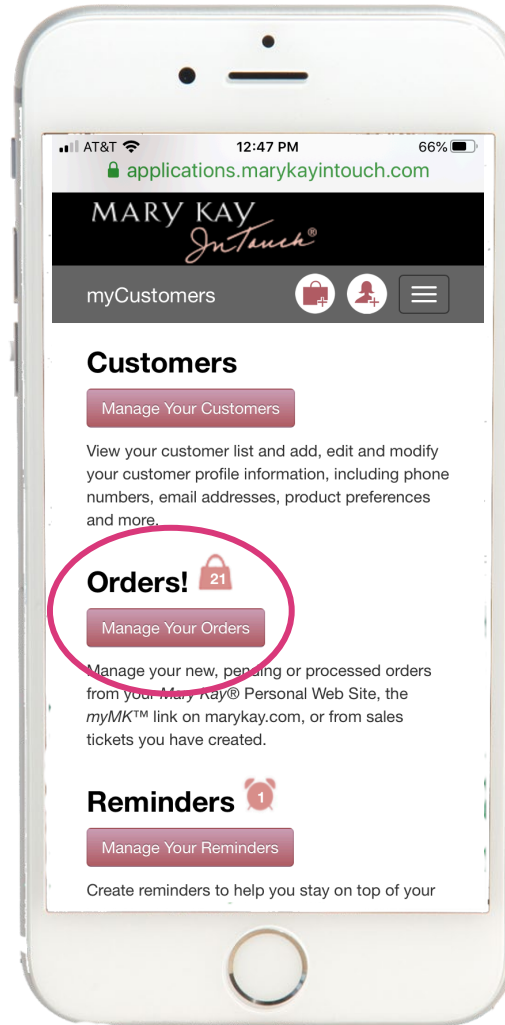
- Go to *Mary Kay InTouch*® on your desktop, phone or tablet.
- Click on **Ordering > Ordering Fulfillment Options**.
- Scroll down to Customer Delivery Service and click **Start Now**.



HOW DO I USE CUSTOMER DELIVERY SERVICE?

You're almost ready to ship!

- Click on **Manage Your Orders**
- Within *myCustomers*SM or *myCustomers+*SM, review products purchased, click on **Add Products>Product Catalog>CDS Samplers** to include two free samplers in the order.
- You can also customize your order with a **personalized message**. Once complete, click on **Continue to CDS**.
- Select **shipping option**, finalize **payment** and **Ship!**



SOCIAL MEDIA & CUSTOMER DELIVERY SERVICE

You can use Customer Delivery Service to engage with your customers via Social Media

Social posting suggestions:

📦 Special delivery! You don't need to leave your home for your beauty essentials. Mary Kay's Customer Delivery Service allows me to ship products straight to your door with no face-to-face contact.

Special delivery! Did you know that by using Mary Kay's Customer Delivery Service, I or your independent beauty consultant can ship your favorite skin care to your home without meeting in person?

Go to *Mary Kay InTouch*[®] > Education > Party Central > Virtual Parties > Digital Library for more suggestions.



SHIPPING AND FULFILLMENT

Delivery Made Easy

With multiple shipping options in the continental U.S., Customer Delivery Service allows you to ship orders generated from your *Mary Kay*® Personal Web Site or from a sales ticket.

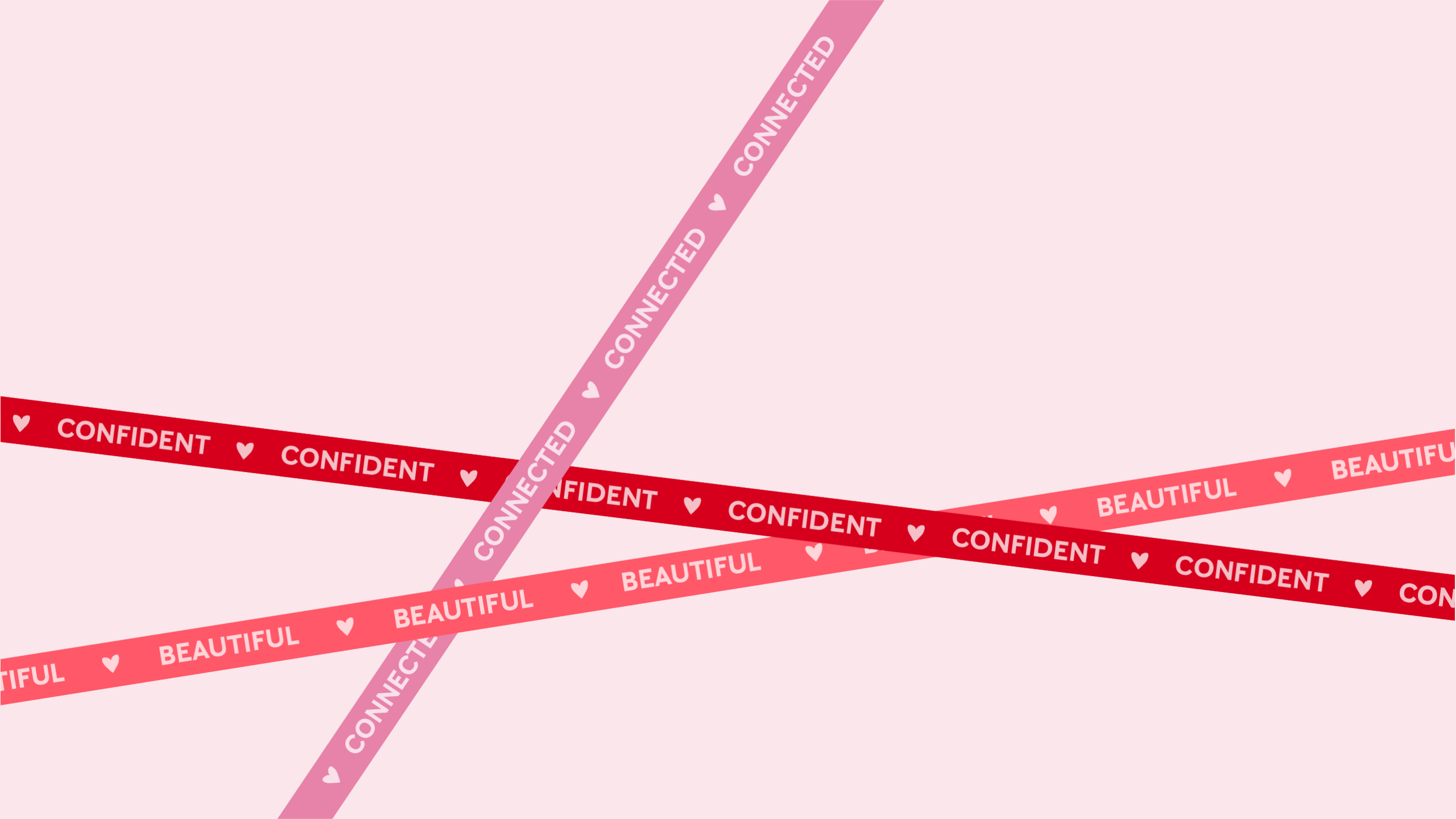
You have two shipping options for CDS orders.

- U.S. Postal Service costs \$3.50*
- UPS costs \$7.00*

The UPS option will deliver faster than the U.S. Postal Service option. The shipping and handling fee for CDS orders to Alaska, Guam, Hawaii, Puerto Rico and the U.S. Virgin Islands is \$37. We currently cannot ship overseas or to the Dominican Republic.

	Customer Delivery Service
Fulfillment	By Mary Kay
Customer	<i>Mary Kay</i> ® Personal Web Site order or Sales ticket
Action needed	You review and approve the CDS order.
Display in <i>myCustomers</i> SM or <i>myCustomers+</i> SM	You review and approve the CDS order.
Enrollment	Not needed when completing order – choose option within <i>myCustomers</i> SM or <i>myCustomers+</i> SM

*Discounted rates apply to Continental U.S. shipments only, and do not apply to Hawaii, Alaska, Puerto Rico, Virgin Islands or U.S. territories. Discount expires 12/31/20.



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