



AVON

the company for women

Justine
The beauty of science and nature

New Picking Slip
and
'Return & Adjustment /
'Not In Box' Process

Beauty for a Purpose

- The checker will sign here once your box has been 100% 'checked'
- This means that your box has been photographed
- In case of a query the photograph will be retrieved

PICKING SLIP



C04	ORDER	WWW1362079	INV	23666846	100% Check
ACCOUNT 107120437				DATE: 2016/04/22 08:04:00	Name: _____
NILTON MENDES				PAGE: 1 of 2	Date: _____
102 WESTERN SERVICES ROAD				BATCH: 1604212230	Signature: _____
WOODMEAD, 1863				<Priority Level>	
TEL: 0828971583					
BOX C 1 OF 1		WEIGHT 5.17 KG	PIECES 23		

ST	BIN	Q	FSC	DESCR	WHT	R&A QTY	R&A CODE
S1	15F	2	94889				
S2	15E	2	93857				
S3	16E	2	32507	AVON LUCK HIM B-SPR 150ML WE+T	153		
		6	870170	TIS			
		3	870399	BRO			
B2	14F	6	32451	AVON LUCK HER B-SPR 75ML WE+T	80		
C3	19F	3	25930	FL SPD BDY SPRY 150M WET	150		
D2	13F	5	53471	AC GENTLE ALOE LGT CR 400M ZA	443		
E3	19F	1	41400	ODUTY MINERAL WMN RON 50M WING	83		
F2	13F	2	89848	BLACK SUEDE B-SPY 150M WET	150		
F3	18F	6	41249	ODUTY MINERAL RON MEN 50M VING	83		
I2	11E	3	11067	CT NAILWEAR BLUSH 8ML ALL	40		
	12G	4	39843	ASPIRE MAN B-SPRAY 150ML WET	150		
	15F	7	15446	BLACK SUEDE ROLL ON 50ML V1	80		
I3	16F	3	35311	ILLUMINATING PEARLS 22GR ALL	63		
	17F	5	06828	SNS HEAV HARM H-SOAP 250 VING	292		
I4	09D	3	11776	SNS REFLECT LIQ SOAP 250M VING	280		
J2	14E	3	69995	BIG MULTI MASC BLACK 10ML WECE	34		
K1	02B	2	70443	MESMERIZE HIM B-SPR 150M WET	150		
K2	13E	1	15970	A-CARE 3IN1 CLNSG LTN 200ML V1	226		

Return & Adjustment Quantity

Return & Adjustment Code

RETURNS & ADJUSTMENT (R&A) REASONS

01	Damaged Products
02	Allergy/skin irritation
03	Wrong colour/Looked different in brochure
04	Product did not work
05	Wrong Size
11	Late Delivery
21	Duplicate Order
22	Product Not In Box
23	Incorrect box received due to incorrect labels
32	Back order item returned
33	Price incorrect
34	Substitute product received - not wanted
42	Unable to collect money from customer

New Reason Codes

ORDER WWW1362079
INVOICE 23666846
ACCOUNT 107120437

FSC: QTY:



Required signatures for product returns

ACCOUNT HOLDER:	SL / BL:	ASM:
SIGNATURE	SIGNATURE	SIGNATURE
DATE: _____	DATE: _____	DATE: _____

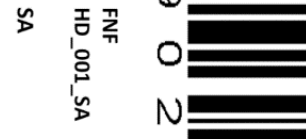
Important:

NIB returns – only the account holder's signature is required.
For product returns and adjustments – all 3 signatures are required

C04 ORDER WWW1362079 INV 23666846 RETURN & ADJUSTMENT
A Return and/or adjustment request for this order was received by:

_____(NAME) _____ TOTAL RETURNS VALUE

- Upline to complete this section and sign
- Representative to keep tear-off slip in case of follow up query



New Reason Codes:

RETURNS & ADJUSTMENT (R&A) CODES

01	Damaged Products
02	Allergy/skin irritation
03	Wrong colour/Looked different in brochure
04	Product did not work
05	Wrong Size
11	Late Delivery
21	Duplicate Order
22	Product Not In Box
23	Incorrect box received due to incorrect labels
32	Back order item returned
33	Price incorrect
34	Substitute product received - not wanted
42	Unable to collect money from customer

- Use these **Reason and Adjustment Codes** to link the reason you are returning/adjusting products
- Code 22 will be used for the Product Not In Box process

100% Check

Name: _____

Date: _____

Signature: _____

- The 'Checker' at DC will sign in this section once your box has been 100% 'checked'
- This means that your box has been photographed
- In case of a query the photograph will be retrieved

How to process a NIB (Not in Box) claim

ST	BIN	Q	FSC	DESCR	WHT	R&A QTY	R&A CODE
S1	15F	2	94889	FAR AWAY B-S 75 WET	80	2	22
S2	15E	2	93857	BLCK SUED ESNTL BSPR 150M WE+T	153		
S3	16E	2	32507	AVON LUCK HIM B-SPR 150ML WE+T	153		

RETURNS & ADJUSTMENT (R&A) CODES	
01	Damaged Products
02	Allergy/skin irritation
03	Wrong colour/Looked different in brochure
04	Product did not work
05	Wrong Size
11	Late Delivery
21	Duplicate Order
22	Product Not In Box
23	Incorrect box received due to incorrect labels
32	Back order item returned
33	Price incorrect

ACCOUNT HOLDER:
SIGNATURE _____
DATE: _____

1. Identify the product that was not received
2. In the **R&A QTY** column, write the quantity that is missing
3. In the **R&A CODE** column, write the code for NIB as per the Returns & Adjustment codes (in this case it will be code **22**)
4. Sign as the account holder (you don't need your Upline or ASM to sign)
5. Submit the picking slip as well as copy of ID to nib.credits@avon.com

- Please note: **we only require the signature of the account holder** (the person submitting the claim)
- You can use any scanner to scan these documents. CamScanner is known to be successful
- If all scanned R&A copies are received in order, the credit will be passed within 48 working hours of being submitted
- An automated email will be sent through to the account holder providing a ref number for the credit as soon as the email is received by an Avon Justine Consultant

Submitting an Adjustment, Product or a Full Box Claim

ST	BIN	Q	FSC	DESCR	WHT	R&A QTY	R&A CODE
S1	15F	2	94889	FAR AWAY B-S 75 WET	80	1	2
S2	15E	2	93857	BLCK SUED ESNTL BSPR 150M WE+T	153		
S3	16E	2	32507	AVON LUCK HIM B-SPR 150ML WE+T	153		

3

ACCOUNT HOLDER: _____ SL / BL: _____ ASM: _____

SIGNATURE _____ DATE: _____ SIGNATURE _____ DATE: _____ SIGNATURE _____ DATE: _____

4

CO4 ORDER WWW1362079 INV 23666846 RETURN & ADJUSTMENT

A Return and/or adjustment request for this order was received by:

_____ (NAME) _____ TOTAL RETURNS VALUE

_____ (DATE) _____ (SIGNATURE)

Keep this tear-off slip as proof with your invoice in the event of future queries

1. Write the quantity that is missing in the **R&A QTY** column
2. Write the reason code as to why you are returning the products in the **R&A CODE** column
3. **The account holder, Sales/Business Leader & Area Sales Manager is required to sign**
4. The following must be completed:
 - a) Sales/Business Leader's name
 - b) Total value of the returns
 - c) Date you handed the return in
 - d) Sales/Business Leader's signature

NB to remember:

- Keep the tear-off slip for your reference (you might need to enquire about your return and you will need to provide this slip and copy of invoice to the returns team to investigate)
- Normal process of delivery will be followed, picking slip just replaces the R&A form

Important things to keep in mind:

A credit will not be passed for the following reasons:

- Products returned later than 90 days from date of invoice
- Returns of sales aids, brochures and incentive products
- Products returned with incomplete Picking Slip form
- Incomplete forms include:
 - Missing names and signatures of the Representative/Consultant, Sales/Business Leader or Area Sales Manger
 - Reason & Adjustment Code not specified
- Returned product(s) not received
- Return summary sheet not received