

Preparing a Telephone Order

How It Works

If you want Customer Care to process your orders, you may call Tupperware Customer Care to submit your customer, Host, and Consultant orders over the telephone. The Customer Care Representative will then enter and process your order information for you.

Note...

There is a small Consultant fee for calling in your orders; however, new consultants (within the first 13 weeks of their business) can enjoy this service for FREE!

What Do You Need?

- 11-digit Consultant ID#
 - **Party Summary Sheet**
 - All Customer and Host Orders
 - All Valid Item Numbers
 - Credit/Debit Card (Visa[®], Master Card[®] and Discover[®] only)
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Prepare Your Orders

- 1. Organize Your Paperwork:** It's important that you organize your paperwork **before** you call Customer Care. Your paperwork should be organized in the following order:
 - **Party Summary Sheet**
You'll be asked to provide the Party Date, Ship To: information, Host Name & Address, Party Attendance, and Datings information.
 - **Customer Orders**
 - Customer Direct-Shipping Orders
 - Customer Credit Card Orders
 - Customer Check or Cash Orders
 - **Consultant Order**
 - Sales Aids/Sample Order
 - **Host Order**
 - Retail Purchase
 - Host Gifts/Bonuses/Half-Off Order
- 2. Prepare Your Orders**
 - **Highlight the Customer Information:** For **each** order, you will provide the customer's First & Last Name. For Customer-Direct Shipping and Customer Credit Card orders you must also provide their address as well.
 - **Highlight the Items:** Highlight all of your items on each order. For **each** item, you'll provide the item# and quantity needed. Please also specify the type of each item:
 - Catalog (Regular) Items
 - Sales Specials (Monthly Flyer) Items
 - Replacement Parts Purchases
 - Warranty/Defective Items
 - Samples Items
 - Business Supplies (Sales Aids)
 - **Highlight the Order Summaries:** For each order, you'll need to confirm the Retail Sales, Shipping & Handling, and the Tax Total for verification.
 - **Highlight the Customer Payment Information:** For customer's that paid with a credit card, you'll need to provide their credit card information for payment.
- 3. Consultant Credit/Debit Card:** Have your credit/debit card information ready so you'll be able to provide your billing information.

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Things To Remember..

Telephone Order Processing Fee - Customer Care will charge a 1.5% processing fee for each party entered over the phone. For New Consultants (within the first 13 weeks of their business) the telephone order processing fee will be waived.

Remember your Monthly Cut-Off Time! - Your Sales Month always ends at 11:59pm (local state time) on the last Friday of the Calendar Month. It is important to enter all of your orders before your monthly cut-off in order for your sales to be applied to the correct sales month. Customer Care is usually busiest on the last day of the sales month so it is strongly encouraged that you do not wait until the end of the sales month to enter your orders. For Telephone Orders received near the monthly cut-off Customer Care can not guarantee that the order will be entered and submitted in time.

Tupperware Customer Care — Order Processing

Monday - Friday 8:30 AM Eastern Time to 12:00 AM (Midnight) Eastern Time

Call Toll-Free: **1-800-818-1138** (for telephone orders only)