Online ordering through Mary Kay InTouch is now available. You can now place your orders online easily from any computer, any place, and better still, anytime!

**Online Ordering offers:**
- Fast and easy service
- The ability to place an order any time - day or night
- Interaction with product information and images
- Selection from the online catalogue
- Updates on promotions
- A practical and pleasant experience interacting with the Company while expanding your business
- Payment online through credit card

**FREQUENTLY ASKED QUESTIONS**

Q: Who can use this Online Ordering facility?
A: Online Ordering facility is open to all Beauty Consultants.

Q: How do I get started?
A: Login to Online Ordering at Mary Kay Corporate Website. Step by step guideline is available at website and the following page.

Q: Is Mary Kay Philippines’ Online Ordering secure?
A: The security of the facility is certified with Secure Socket Layer (SSL) method. All transactions are secure and protected.

Q: I received an error message that stops me from making an order. What should I do?
A: Please contact Customer Service for more details.

Q: What is the payment method for Online Ordering?
A: Credit Card, (Visa & MasterCard) issued from major banks.

Q: Will my credit card be charged if my computer shuts down while payment is processing?
A: No. Your credit card will only be charged after successful transaction. Please keep order confirmation and statement for verification.

Q: What is the latest time to submit orders online?
A: You may submit your order online anytime. For month-end dates, online ordering will be closed at 12:00am and re-open at 9:00am the following day.

Q: If I submit my order online on the last day for pick up, will I be able to go to the Beauty Center to pick up products on the same day?
A: Order submitted online on month-end cut-off days, may only be picked-up at the Beauty Center, two working days after the month-end cut-off.
step 1 - getting started.
Follow these six simple steps to get to the Online Ordering page.

1. Go to Mary Kay Philippines website. Open your Internet explorer and type www.marykay.com.ph in the address bar.

2. Click on the MK InTouch logo found below the homepage. It will open the MK InTouch Login page.

3. Enter your BC ID and Password in the text box provided.

4. Click the Login button to submit. The Marykay InTouch website will open.

5. Click the My Account link on the menu bar and select the Online Ordering submenu. This will open the Online Ordering main page.

6. Review ORDER page

7. Current Order Summary is displayed here.

step 2: How to order? (OPTION A)
You can choose from three easy ways to order. Option A - order by product, Option B - order by part number and Option C - order by Consultant Order Sheet.

1. On the Online Ordering Main page, choose the “Create a Cosmetic Order” found on the left part of the online ordering page, this will open the Order by Product Category page.

2. Click on the name of the desired product to select it. The product's image, price and full name will be shown. To see the complete details of the product, click on its image.

3. Enter the desired quantity of each product in the text box provided.

4. To add your order to the Current Order Summary, click on the “Update My Order”.

5. Repeat steps 1-4.

6. To add products to your order, Repeat steps 1-4.

7. If you are done adding products or just want to check your order, click “Submit My Order”.

8. You can choose from three easy ways to order. Option A - order by product, Option B - order by part number and Option C - order by Consultant Order Sheet.

9. Click on the name of the desired product to select it. The product's image, price and full name will be shown. To see the complete details of the product, click on its image.

10. Enter the desired quantity of each product in the text box provided.

11. To add your order to the Current Order Summary, click on the “Update My Order”.

12. Repeat steps 1-4.
8 Verify the details. This page lists all the selected products and their details (Description/Unit Price/Quantity/Total Price.)

9 Check the summary total amount if correct.

10 Click “Proceed to Payment” to go to the next step.

A list of bonus items will appear if the consultant is qualified for ESRS, NCB or MOB.

11 If the order is entitled to bonus items, they are listed here.

12 Click Continue to proceed to Shipping Information.

13 Select if it's a personal order or for another consultant.

14 Choose if for Delivery or for Pickup.

15 Select if the order is to be delivered to the primary address or to a different address. Make sure to indicate your complete and correct address and contact number information.

16 Click Continue to proceed to next step.

* Only Sales Director can order in behalf of another consultant within her unit.
17 Verify that all the information is correct.

18 Click the checkbox to agree to the Ordering Guidelines.

19 Select Payment Type and Click Purchase to continue with the Payment.

20 Payment page. On this page, Enter the details required and Click Continue. (Credit Card Type, Credit Card Number, Amount to be charged, Credit Card Holder Name & Expiry Date).

21 Congratulations! You have completed your online order correctly.

Important! Please ensure that all information you enter is complete and accurate before submitting. DO NOT CLOSE THE WINDOW WHILE IT IS BEING PROCESSED.

Upon successful transaction, the page will be routed to the Order Confirmation page. Otherwise, if there’s an error on the information you have provided, or if your card is declined, the page will show an error message.

CREATE NEW ORDER
Select this if you want to start a new order.

CHECK ORDER STATUS
Select this if you want to check the status of your order.

PRINT CONFIRMATION
Select this if you want to print the confirmation page of your order.

SAVE ORDER.
Select this if you want to save your ongoing order and go back later.

CANCEL ORDER.
Select this if you want to cancel your order.
**ORDER LIST**
The list of the corresponding products of the part number/s you entered.

**Order by part number (OPTION B)**

1. **On the Online Ordering Main page,** Choose the “Create an order by part” found on the left part of the online ordering page, this will open the Order by Part page.

2. **Enter the PART NUMBER** of the product to order and the desired quantity.

3. **Click “Update My Order”** to initialize the order list or add to the current order list.

4. **Add more products by entering part numbers in the text fields.**

5. **Click “Submit My Order”** once your order list is complete.

6. **Proceed to Review order page,** follow step 8 to step 21 of “Order by Product Category” (refer to pages 4-7).

**OPTIONAL BUTTONS:**
- **SHOP BY CATEGORY**
  Select this if you want to Order by Product Category.
- **ONE PAGE ORDER**
  Select this if you want to Order by One-Page COS Type.

**ORDER LIST**
The list of the corresponding products of the part number/s you entered.

**Remove**
Click Remove for each product you will not include in the order list.

**SHOP BY CATEGORY**
Select this if you want to Order by Product Category.
order by one page cos catalog (OPTION C)

1. On the Online Ordering Main page, choose the “CREATE AN ORDER WITH ONE PAGE PRODUCT CATEGORIES” found on the left part of the online ordering page. This will open the order by “One page Product Categories” page.

2. You may choose to view products from under Section 1, Section 2 or both.

3. Look for the item and enter the desired quantity. Click “Update My Order” to initialize the order list or add the current list to your order.

4. Click “Submit My Order” once your order list is complete.

5. Proceed to Review order page, follow step 8 to step 21 of “Order by Product Category” (refer to pages 4-7).

helpful features
Here are steps to help you view previously saved orders or check your order status.

RETRIEVE SAVED ORDER

1. On the Main page, under the “VIEW SAVED ORDERS” is a short list of the most recent saved orders. If you can find the order you want to retrieve in the short list, CLICK on it. Otherwise CLICK MORE. This will open the Saved Orders page.

2. To review an order, Click on the link listed under Saved Order Name. This will open that saved order—“Review Orders” page.

3. Review order details or continue adding more products in this order.

4. Proceed to Review order page, follow step 8 to step 21 of “Order by Product Category” (refer to pages 4-7).
helpful features

CHECK ORDER STATUS

1. On the Main page, click “ORDER STATUS.”
   This will open the Order Status page.

2. On the Order Status page, select the option for the following:
   - Type of Order
   - Order Channel
   - Status of the Orders

   You may view order status history for the past 60 days.

3. At order status, click on the Order Date.

4. The order details will be displayed. At the bottom page, click Shipment Tracking.
   2GO web page will be displayed with the parcel tracking information for the particular order.

Visit our website: www.marykay.com.ph
Customer service: (632) 859-6200

MARY KAY (PHILS), INC.
2/Fir Allegro Center,
2284 Pasong Tamo Ext., Makati City
Tel. Nos: (02) 859-6200/859-MARY
Fax Nos: (02) 859-6299
Email: mkpcservice@mkcorp.com

QUEZON CITY
G/Fir Casa Rafael Building
1223 Quezon Avenue
Quezon City
Tel. Nos: (02) 371-83-55
Fax No: (02) 371-8322

DAVAO CITY
Door 6 & 7 Regina Complex
CM Recto Avenue
Davao City
Tel. No: (082) 224-5956
Fax No: (082) 224-5955

CEBU CITY
G/Fir Cebu Capitol
Comm. Complex
N. Escario Street
Bgy. Camputhaw, Cebu City
Tel. No: (032) 254-8081
Fax No: (032) 253-4661

ZAMBOANGA
2/Fir YPC Building
Veteran’s Avenue
7000 Zamboanga City
Tel. No: (062) 992-6222

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