

## COMMONLY ASKED QUESTIONS

### ***Q. How do I log into the Mary Kay web site***

A. GO TO [WWW.MARYKAYINTOUCH.COM](http://WWW.MARYKAYINTOUCH.COM) AND YOU WILL NEED YOUR CONSULTANT NUMBER. LEAVE THE PASSWORD BLANK AND HIT CONNECT.

### ***Q. How do I set up my web site?***

A. GO TO [WWW.MARYKAYINTOUCH.COM](http://WWW.MARYKAYINTOUCH.COM) AND LOG IN AS A CONSULTANT. YOU WILL HAVE THE OPTION TO PURCHASE YOUR WEB SITE FOR \$25 IN THE MONTH YOU BEGIN YOUR BUSINESS AND THE MONTH AFTER.

### ***Q. How do I order business cards?***

A. GO TO [WWW.MKCONNECTIONS.COM](http://WWW.MKCONNECTIONS.COM) OR CALL 800627-9577

### ***Q. How do I accept credit cards as payment?***

A. LOG INTO [WWW.MARYKAYINTOUCH.COM](http://WWW.MARYKAYINTOUCH.COM) AND ON THE HOME PAGE SCROLL DOWN AND ON THE RIGHT HAND SIDE CLICK ON THE PROPAY LINK OR CALL 800-630-8115

### ***Q. How do I order my product?***

A. YOUR DIRECTOR WILL PLACE YOUR FIRST ORDER FOR YOU. AFTER THAT YOU CAN ORDER ON [WWW.MARYKAYINTOUCH.COM](http://WWW.MARYKAYINTOUCH.COM) BY CLICKING ON THE "ONLINE ORDERING" LINK AT THE TO OF THE PAGE OR CALL 800-272-9333

### ***Q. How do I know if I'm active?***

A. LOG INTO [WWW.MARYKAYINTOUCH.COM](http://WWW.MARYKAYINTOUCH.COM) AND CHECK YOUR PERSONAL REPORTS AND YOUR STATUS WILL BE NEXT TO YOUR NAME OR CALL 800-272-9333

### ***Q. When do I receive my "Star Consultant Ladder"?***

A. AFTER THE QUARTER ENDS (3/15, 6/15, 9/15, OR 12/15) THE COMPANY BEGINS THE MAILING. PLEASE CALL BRANCH CUSTOMER SERVICE IF YOU DO NOT RECEIVE IT WITHIN 8 WEEKS. 800-272-9333

### ***Q. How do I select my Star Consultant Prize?***

A. YOU CALL THE PRIZE DEPARTMENT AT 800-919-7735

### ***Q. How do I order my Red Jacket?***

A. CALL 800-619-0055

### ***Q. I have a problem with my MK e-mail or web site***

A. CALL MK INTOUCH SUPPORT AT 800-272-9333

### ***Q. My order was missing a product?***

A. CALL BRANCH CUSTOMER SERVICE AT 800-272-9333

### ***Q. My order had extra product?***

A. CALL BRANCH CUSTOMER SERVICE AT 800-272-9333