2015

The new Justine mobile APP
User Guide

Functions of the new Justine mobile APP

Social:

- Create your own profile

- Upload social photos

- Share the Brochure online

- View the latest online offers

- View and share videos

- Easy to share through Facebook

- Share the APP with your Customers

- Enjoy exclusive APP content (videos and product images)

Managing your business:

- Place your own orders

- Download the latest Brochure and *Just For You*

- Edit your Customers' personal information

- Receive orders on Smart Devices from new and existing Customers

- Accept pending orders on the go

- Accept or reject Customer orders

Supporting information for you:

- Receive alerts and Inbox messages

- View your order history and status updates

Getting started:

1. Go to your Google Play Store or Apple APP Store on your smart phone / device.

- Search for 'Justine Mobile'

- Tap 'open' and follow the prompts
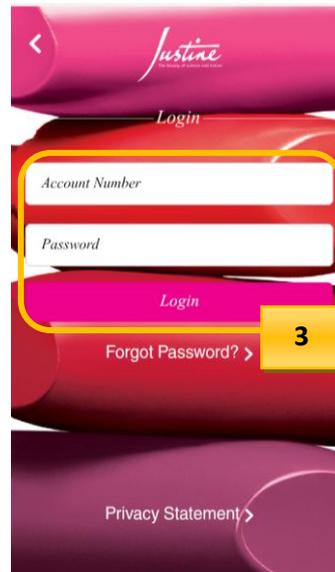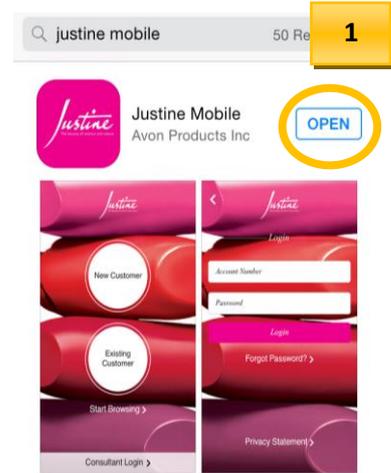
2. Tap on the 'Consultant Login' button.

3. Enter your account number and password (the same detail you use to access your account on www.justine.co.za) and then tap on the Login button.
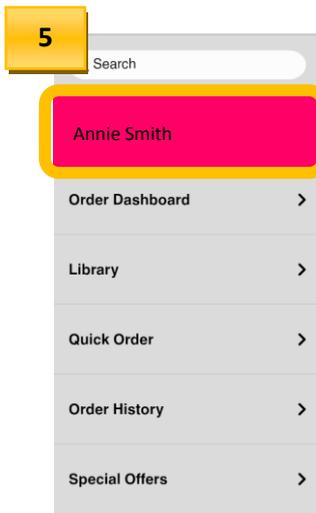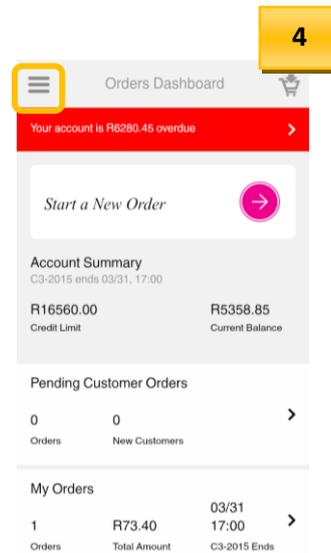
   To create your PIN for additional security, you may follow the prompts (this is not a compulsory step).

   Note: If you are a new Consultant (or have a reinstated account) you will need to register on www.justine.co.za before you will receive access to use the mobile APP. Please follow below steps:
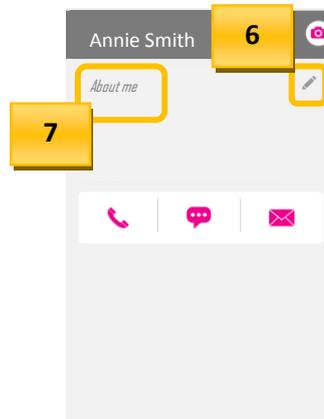
   1. Go to www.justine.co.za
   2. Click on 'Login to your Justine account'
   3. Click on 'Register now'
   4. *If you have registered before, but can't remember your password, click on 'Forgot password' and follow the prompts for reset to take place*
   5. Accept the terms and conditions (scroll down to the bottom of the page)
   6. Complete all the required information
   7. Confirm that you have read and understood the Terms and Conditions / Privacy & Security statement by ticking in the box
   8. Click the 'Submit' button to complete the registration process

Social:

4. Create your own profile by tapping on menu icon (top left - 3 stripes).

4

Orders Dashboard

Your account is R6280.45 overdue >

Start a New Order →

Account Summary
C3-2015 ends 03/31, 17:00

R16560.00   R5358.85
Credit Limit   Current Balance

Pending Customer Orders

0   0   >
Orders   New Customers

My Orders
                              03/31
1   R73.40   17:00   >
Orders   Total Amount   C3-2015 Ends

5

Search

Annie Smith

Order Dashboard   >

Library   >

Quick Order   >

Order History   >

Special Offers   >

5. Tap on your name and surname in the highlighted section.

Annie Smith **6**

About me   **7**

☎   💬   ✉
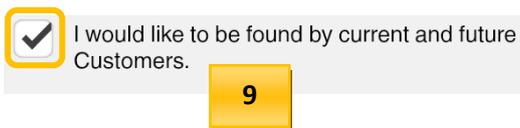
6. Tap on the edit button (pencil icon).

7. Enter all your personal detail and a short description of yourself and your Justine business.

Allow Text Message **8** ⚪ ON
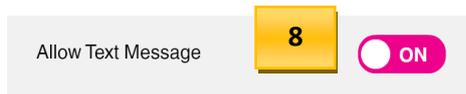
8. Select the 'ON' button to receive text messages from your Customers.

☑ I would like to be found by current and future Customers.
9

9. If you would like to grow your Customer base and don't mind your personal details to reflect on the Justine APP, select the 'I would like to be found by current and future Customers' tick box.

Save
10
Cancel

10. Tap 'Save' if you are happy with your changes or 'Cancel' if you would like to start again.

11
Annie Smith 📷

sarah@surelinkwealth.co.za   ✏
27832327538

Annie Smith
4 Catania Close
Silver Oaks. Brackenfell,
Cape Town. 7560   **12**
I love Avon.

☎   💬   ✉

11. To upload a photo of yourself, tap on the camera icon and follow the prompts.
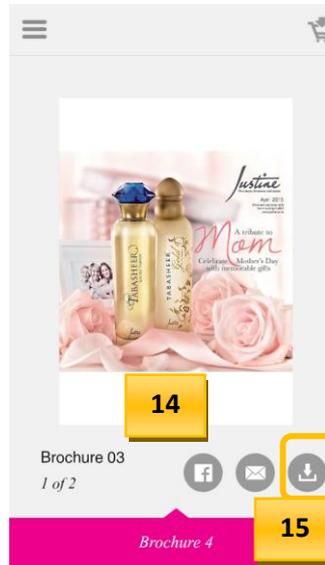
12. When your Customers tap on the telephone, message or email icon they will be able to communicate directly with you, so ensure all your details are uploaded correctly. You can tap on these buttons to ensure your details are correctly uploaded.
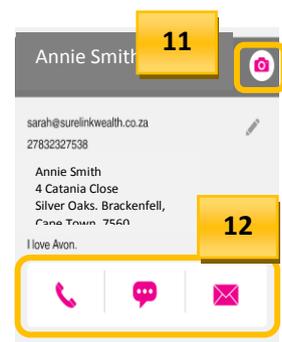
Using your library:
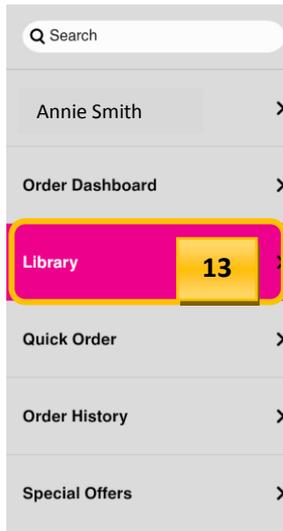
13. Tap on Library to view current Brochure download options.

14. You can circulate the current Brochure by sharing it on your Facebook page or by emailing the link to your Customers. Tap on the icons and follow the prompts.

15. Should you want to download or view the current Brochure online, tap on the 'Download' button.


16. After selecting the 'Download' option, you have 3 download options: Full / Mini Brochure or you can view the Brochure online. After making your selection, tap on the pink download options and follow the prompts.
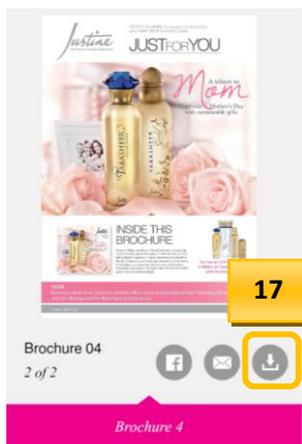

17. Should you wish to view or download the *Just For You*, select your download option by tapping on the download icon and follow the prompts.

Managing your Customer List:

Q Search

Quick Order	>
Order History	>
Special Offers	>
Customer List **18**	>
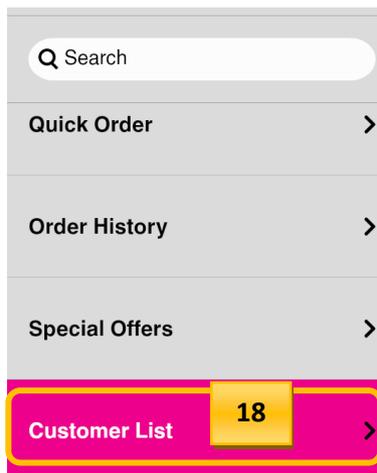
18. Tap on your Customer List option to add, delete or edit your Customers' details.

19 Customer List

+ Add Q Search Customers

A

aaron finch **20**

aashish kumar
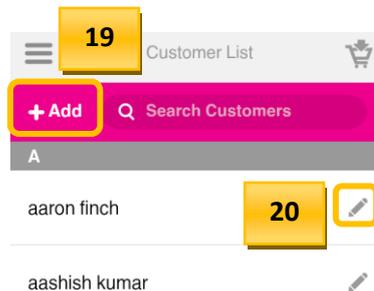
19. To add a Customer to your list, tap on the '+ Add' icon.

20. To edit a Customer's details, tap on the pencil icon.

× Add Customer ✓

Add a New Customer

NOTE: New Customers must receive Avon's confirmation email and take the appropriate actions before they appear in your Customer list.

Required information **21**

SELECT * ⌄

Code _optional_

Number _optional_

First Name

Last Name

Complex/Street

Code _optional_

21. When adding a new Customer, ensure that you enter all the required fields.

22. Once you are satisfied you have entered all your Customer's information, tap 'Add'.
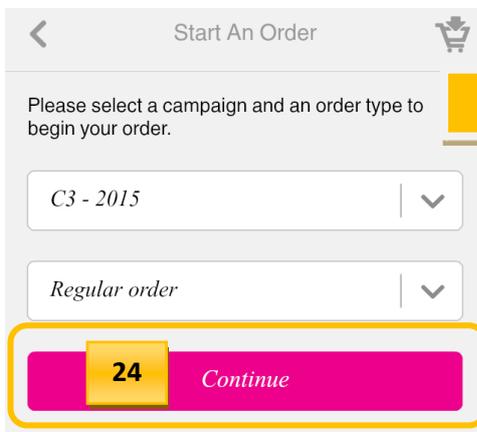
22 *Add*

Please keep in mind that your new Customers will receive a confirmation email from Justine. They will need to follow the instructions in the email before their detail appears in your Customer list.

How to place a new order

Q Search

Annie Smith >

23

Order Dashboard >

Library >

Quick Order >

Order History >
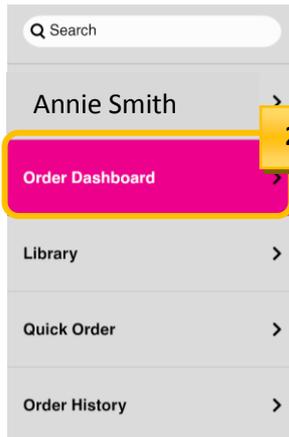
23. After tapping on your 'Orders Dashboard' tab, tap on the 'Start a new Order' button.

☰ Orders Dashboard 🛒

Your account is R6280.45 overdue >

23

Start a New Order →

< Start An Order 🛒

Please select a campaign and an order type to begin your order.

Campaign = Month

C3 - 2015 ⌄

Regular order ⌄

24 Continue
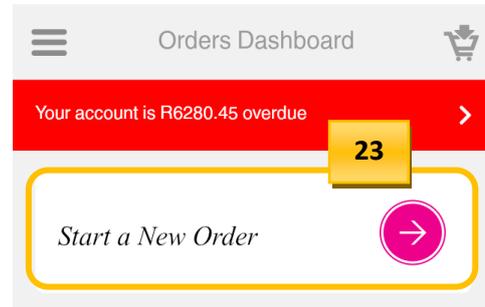
24. The month (C3-2015) and order type is automatically highlighted, so tap on

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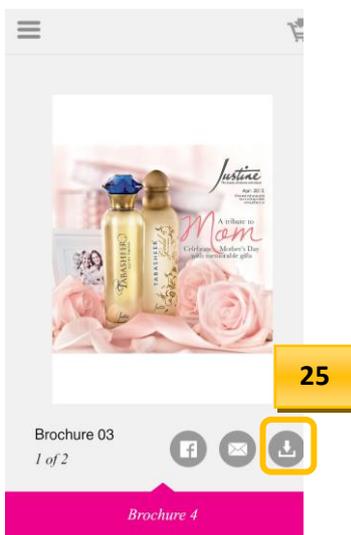
25. Tap on the 'Download' button.

Note: you also have the opportunity to share the online Brochure via Facebook or email the link to your Customers.

Brochure 03
1 of 2 🅕 ✉ ⬇

25
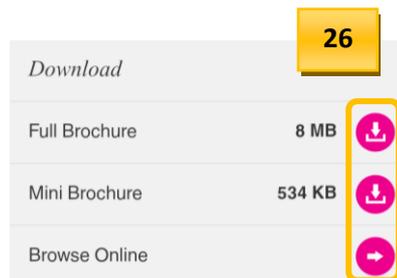
Brochure 4

26. You have 3 options to choose from:

Download

26

Full Brochure 8 MB ⬇

Mini Brochure 534 KB ⬇

Browse Online →

a. Full Brochure (8 MB in size)
b. Mini Brochure (534KB in size)
c. To Browse online

27. To browse through the Brochure online, tap on the Brochure image and swipe from right to left to turn the pages.

28. Tap on the page containing the products you wish to order.
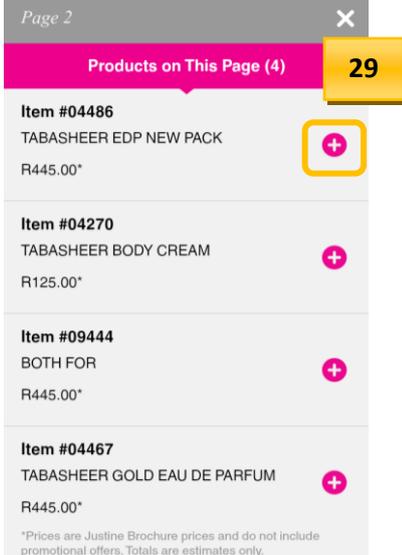
29. All the products on this page are listed. Simply select the products and quantity you wish to order by tapping on the + sign in the pink circle.
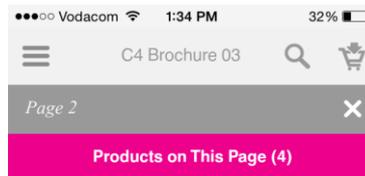
30. You have the opportunity to enter the quantity you would like to order.

31. After you have entered the correct quantity, tap on the tick button.

32. You are directed back to the online Brochure where you can continue tapping on the pages containing the products you wish to order.

33. Follow point 30 and 31 to enter the quantity of products you wish to order.

34. Once you are happy with the products ordered, tap on the top right hand shopping cart button to continue.

Shopping Cart

Date & Time

Item #04486
C4 - 2015 Regular order
TABASHEER EDP NEW PACK

NKULULEKO MAKHUBELA

R445.00*   ● Available

Qty: **5**   **R2225.00***
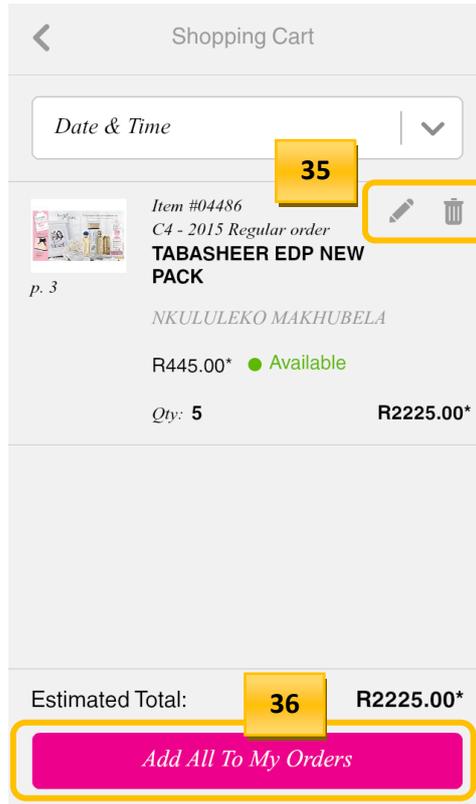
35. The Shopping Cart page is displayed. You have the opportunity to edit or delete orders if necessary.

Estimated Total: **R2225.00***

Add All To My Orders

36. Once you are happy with your order, tap on the 'Add all to my orders' button.

Estimated Total: R2225.00*

*Prices are Justine Brochure prices and do not include promotional offers. Totals are estimates

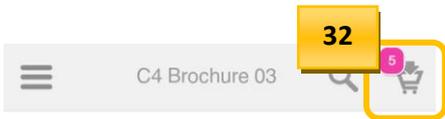*Add All To My Orders*

Continue Shopping

Privacy Statement ❯
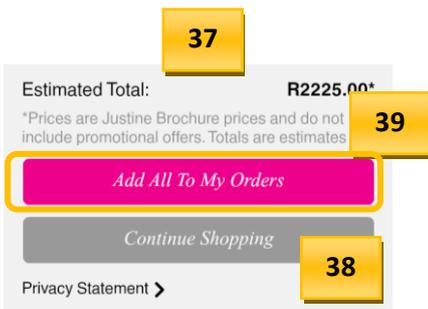
37. An Estimated Total page appears.

38. In case you have forgotten to add a product to your order, you now have the opportunity to select the 'Continue Shopping' button.

39. If you have completed your order, go ahead and tap on the 'Add all to my orders' button to finalise your order.

Enter Your Password ✕

Entering your password will allow you to create a new PIN.

Password

••••• ⊗

40

Go

41
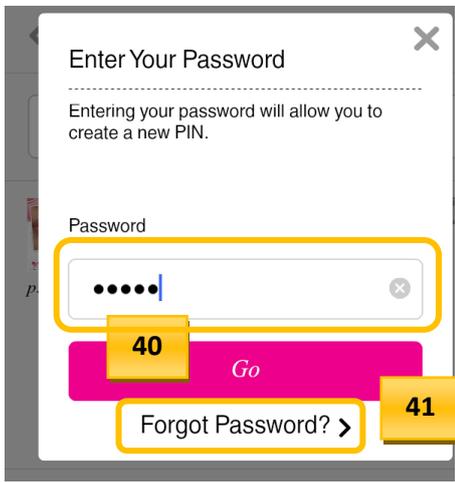
Forgot Password? ›

40. Enter your usual password and tap 'Go'.

41. If you need a reminder of what your password is, tap on the 'Forgot Password' button and follow the instructions.

‹ My Orders **42** 🛒

Select the order you want to see or manage

C4 - 2015 Regular order
Campaign Ends: **43**
30/04/2015, 17:00 ›
Brochure Price: R2225.00

42. A confirmation of the order is displayed.

43. To see a summary of the order, tap on the highlighted section.

‹ Order Details 🛒

44

Quick Add

Enter product ID numbers to quickly add items to your order. →

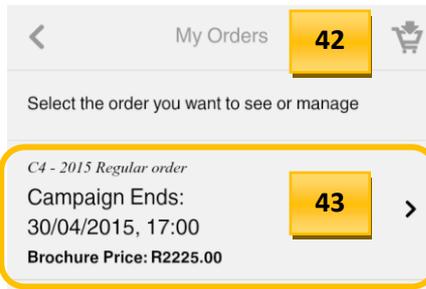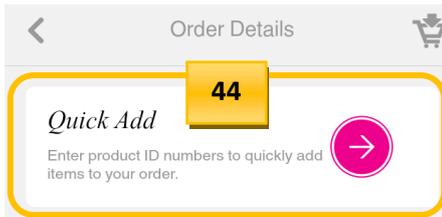44. Should you wish to, you have a second opportunity to quickly add items, edit or delete products from your order.

45. If you are still happy to continue finalising your order, scroll down to the bottom of the page.

45

Continue to Checkout
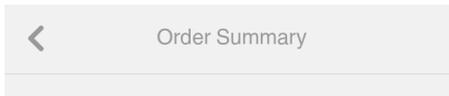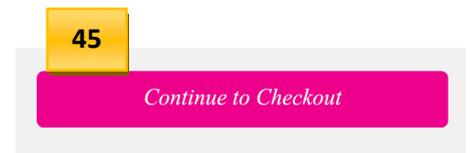
‹ Order Summary

Complete the following sections to finish checkout and place your order with Avon.

46

● Order Brochure Packs
0/0 brochure packs added to your order. You ›
must add 0 more.

● Add Demo Items
0 demo items added to your order. ›

● See Eligible Offers ›

● Sales Tools
0 sales tools added to your order. ›

47
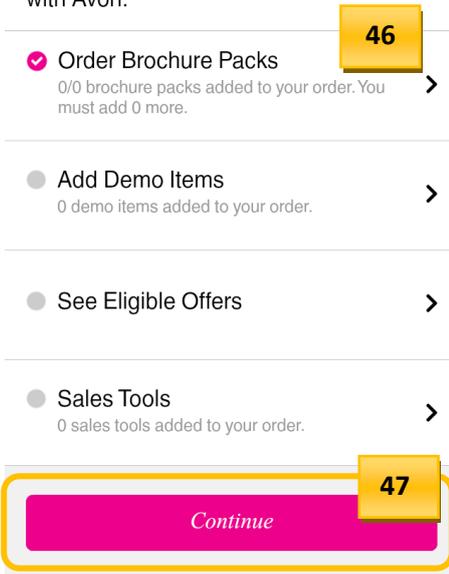
Continue

46. The order summery page is displayed.

47. Scroll down to view the entire page and then click 'Continue'.

‹ Step 1 of 4
Brochure Packs

You have added 0/0 required brochure packs to your order.

Item #870130
C3—2015
BROCHURE 10 C03 (2015) Qty. | 3

48

Item #870131
C3—2015
BROCHURE 25 C03 (2015) Qty. | 0

Item #870132
C3—2015
BROCHURE 100 C03 (2015) Qty. | 0

49

Add and Continue

‹ Previous
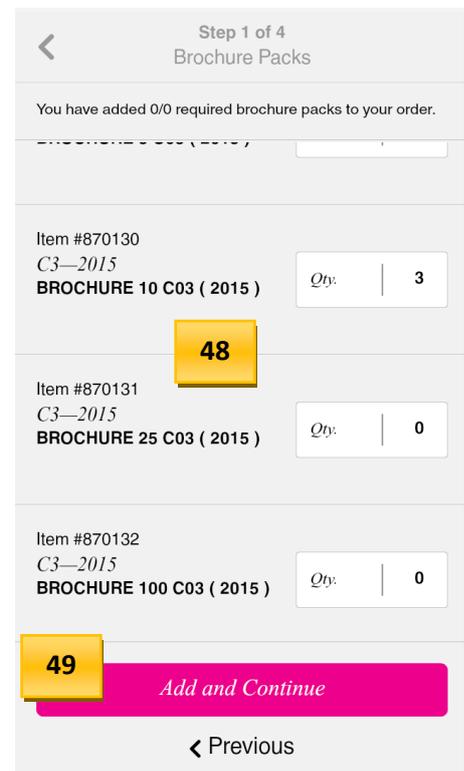
48. Go ahead and order Brochure packs by tapping in the appropriate Qty field.

49. Once you are happy with your order, tap 'Add and Continue' to move to the next section.

My Orders:
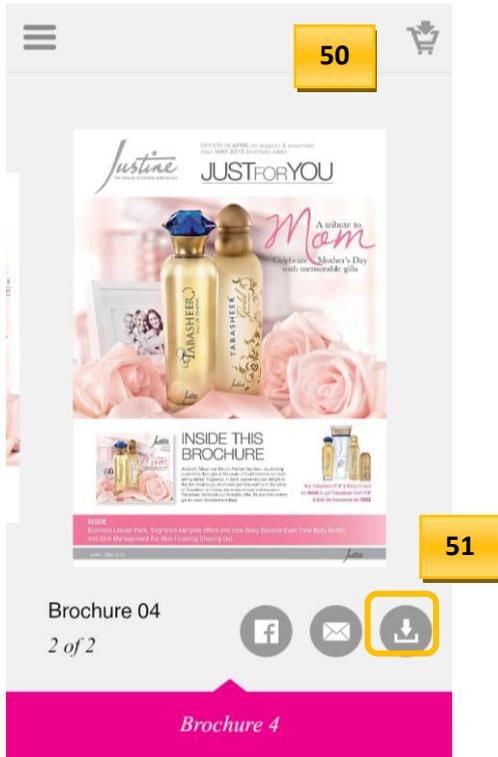
50. The *Just For You* is displayed for you to browse and tap on the products you wish to order.

51. Follow the prompts to continue to the next step.

Brochure 04
2 of 2

Brochure 4

Step 3 of 4
Offers

Partially Qualified Offr | Web Exclusive Offers

"In order to continue, swipe above to see the available offers."
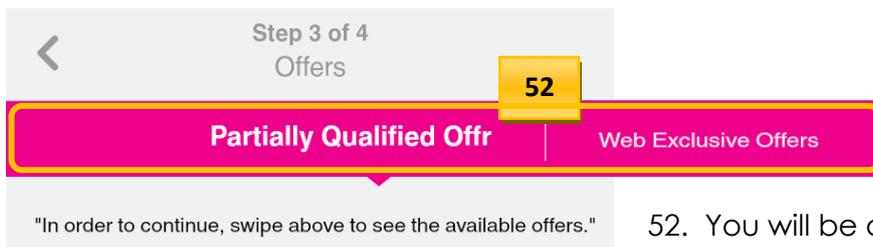
52. You will be directed to 'Eligible Offers' where you have the opportunity to order from 'Partially Qualified Offers' or 'Web Exclusive Offers'.
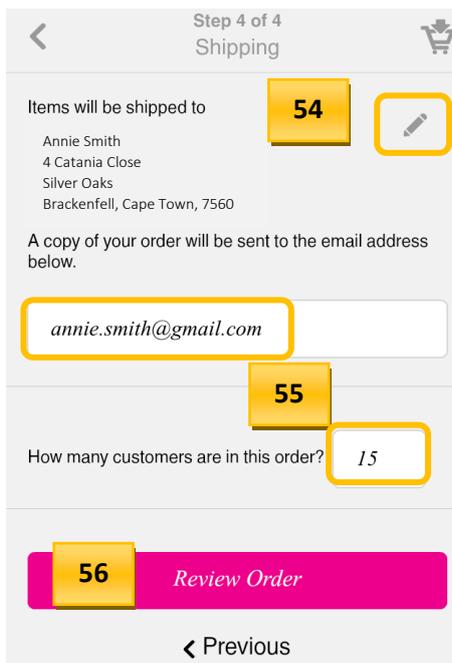
53. Complete the same step for 'Sales Tools' if you wish to place an order for them.

Step 4 of 4
Shipping

Items will be shipped to

Annie Smith
4 Catania Close
Silver Oaks
Brackenfell, Cape Town, 7560

A copy of your order will be sent to the email address below.

annie.smith@gmail.com

How many customers are in this order?   *15*

Review Order

‹ Previous

54. Here you will need to confirm your delivery address. If you need to make edits to the address, tap on the pencil icon to make your changes.

55. Type in your email address and confirm the number of customers included in your order.

56. Tap on the 'Review Order' button.

57 Reivew Your Order

Silver Oaks
Brackenfell, Cape Town, 7560

✓ Order Brochure Packs
3/0 brochure packs added to your order. You must add 0 more. >

⦿ Add Demo Items
0 demo items added to your order. >

✓ See Eligible Offers >

⦿ Sales Tools
0 sales tools added to your order. >

✓ *I Agree to the Terms of Use.* **58**
See Terms of Use
59
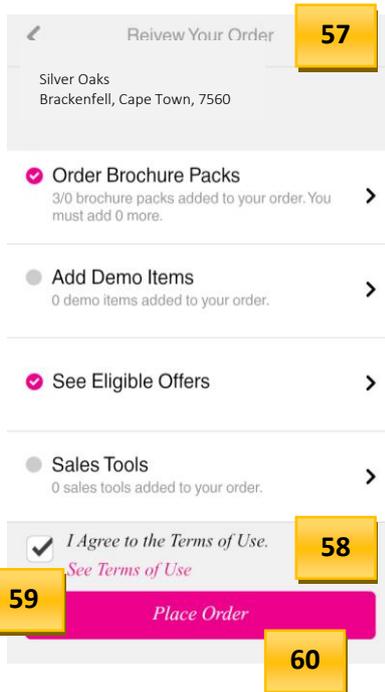
Place Order
60

57. A summary of the Brochure pack, demo items, offers and sales tools that you might have ordered is displayed.

58. Tap in the box next to 'I Agree to the Terms of Use'.

59. Should you wish to read the 'Terms of Use', tap on the pink link above the 'Place Order' button.

60. To place order tap on 'Place Order'.

☰ Confirmation **61** 🛒

Order ID#4229045

Justine received your C4 - 2015 Regular order ordered on 30/04/2015, 17:00

Delivery Date Range
Apr 1 - Apr 1, 2015

Items will be shipped to
Annie Smith
4 Catania Close
Silver Oaks
Brackenfell, Cape Town, 7560

62

See Order History

Continue Shopping ›
63

61. A confirmation page is displayed confirming your order ID number, your expected delivery date and address.

62. Should you wish to 'See Order History', tap on the button and follow the steps.

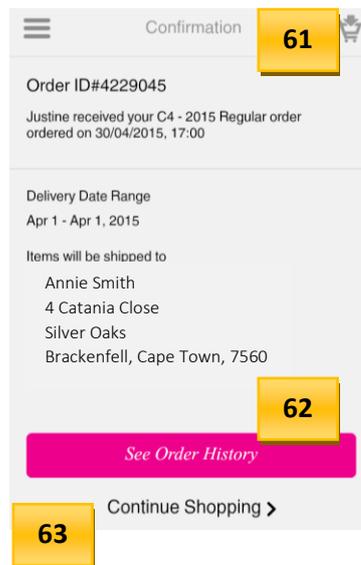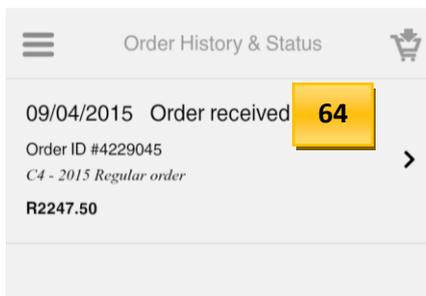63. Should you wish to continue shopping, tap on the link below the 'Continue Shopping' button.

64. If you tapped on the 'See Order History' button, you will have access to see your previous orders received as well as the order numbers and the amount at which the order was invoiced.

☰ Order History & Status 🛒

09/04/2015 Order received **64**
Order ID #4229045
C4 - 2015 Regular order
R2247.50 >

‹ Order History Detail 🛒

Order ID #4229045

Justine received your C4 - 2015 Regular ordered on 09/04/2015, 14:43

Order Status
Order received

Total Products **65** 2

Total Units 8

Total Price **R2247.50**

Delivery Date Range
Apr 1 - Apr 1, 2015

Items will be shipped to
Annie Smith
4 Catania Close

THABO TO COLLECT

Item #870243
C4-2015
APR 2015 SINGLE BROCHURE

65. On the 'Order History Detail' screen your Order ID number is provided. The total number of products and units ordered as well as the total price is available. Your expected delivery date and address appear and so does a detailed list of products you ordered.

Order History

Annie Smith >

Order Dashboard >

Library >

Quick Order >

Order History >

66

Special Offers >
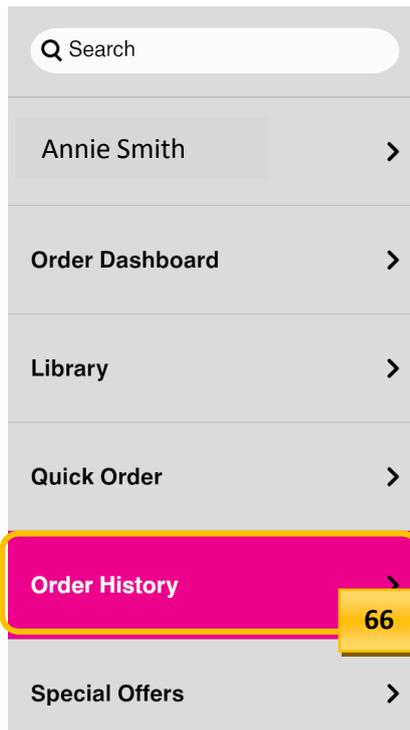
66. Should you wish to track your previous orders, tap on the 'Order History' button.

67. The Order History & Status screen will be displayed.

68. If you would like more detailed information for any order, tap on the specific order.

67

Order History & Status

09/04/2015   Order received

Order ID #4229045

C4 - 2015 Regular order

68

R2247.50

Order History Detail

Order ID #4229045

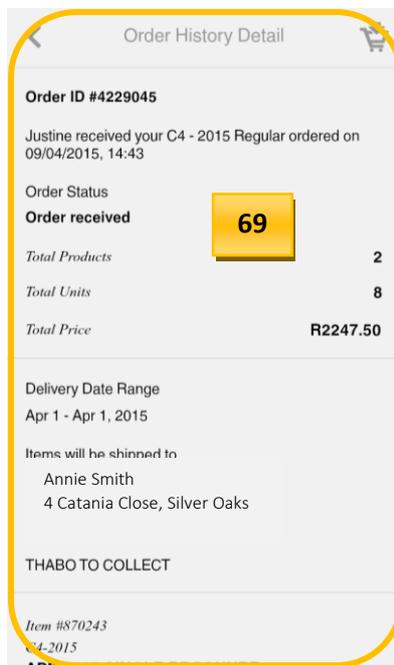Justine received your C4 - 2015 Regular ordered on 09/04/2015, 14:43

Order Status
Order received

69

Total Products   2

Total Units   8

Total Price   R2247.50

Delivery Date Range
Apr 1 - Apr 1, 2015

Items will be shipped to
Annie Smith
4 Catania Close, Silver Oaks

THABO TO COLLECT

Item #870243
C4-2015
APR 2015 SINGLE BROCHURE

69. On the 'Order History Detail' screen your Order ID number is provided. The total number of products and units ordered as well as the total price is available. Your expected delivery date and address appears and so does a detailed list of the products you have ordered.
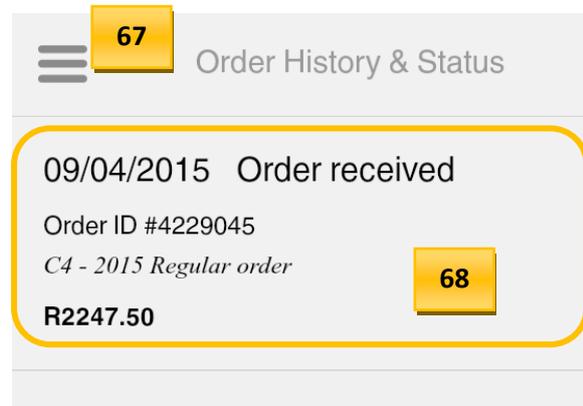
Special Offers

Q Search

Quick Order >

Order History >

Special Offers 70 >

Customer List >

⚙ Settings

🔗 Share App

🔳 Sign Out

ⓘ Privacy & Legal
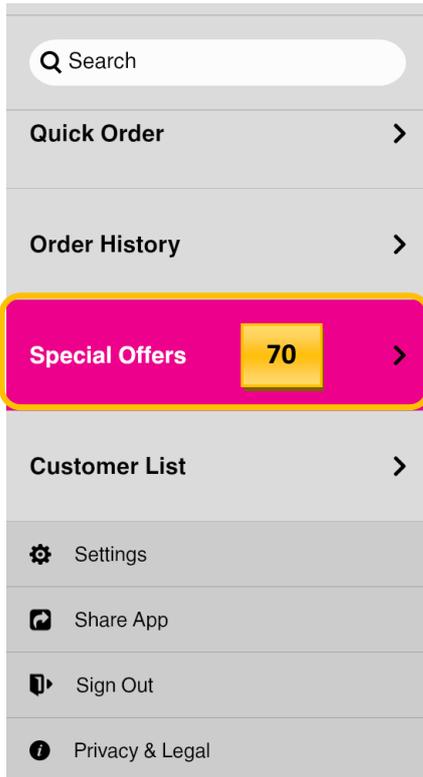
70. On the 'Special Offers' screen you have access to see at a glance what special offers Justine currently has for you.
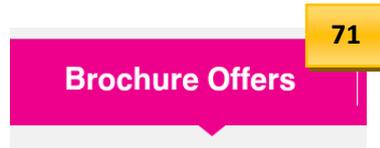
Brochure Offers 71

71. You have Brochure offers to choose from.
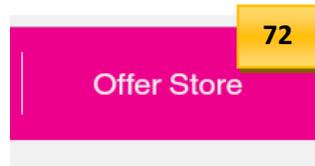
Offer Store 72

72. You also have the 'Offer Store' to browse and shop from.

73. In order to continue, tap on the headings and follow the prompts.

Privacy & Legal

Q Search

Quick Order >

Order History >

Special Offers >

Customer List >

⚙ Settings

↗ Share App

↪ Sign Out
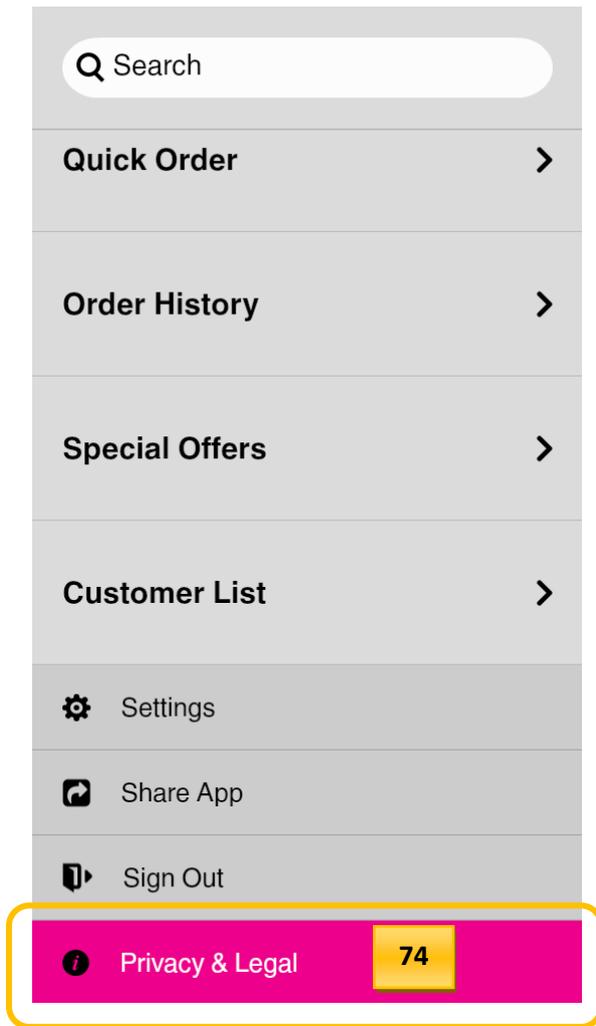
ⓘ Privacy & Legal   **74**

74. Should you wish to read the Privacy Statement or Terms of Use, tap on the 'Privacy & Legal' button.

Privacy Statement ›   **74**

Terms of Use ›
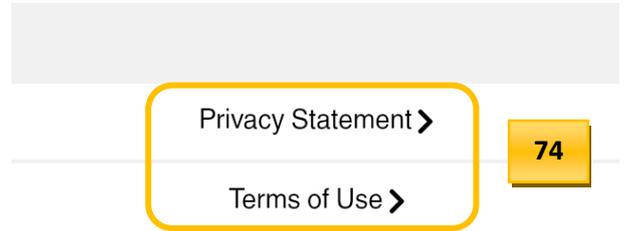
75. Select the option you would like to view.

Understanding the Settings tab

Q Search

Quick Order	>
Order History	>
Special Offers	>
Customer List	>
⚙ Settings	**76**
🔗 Share App	
⬤ Sign Out	
ⓘ Privacy & Legal	
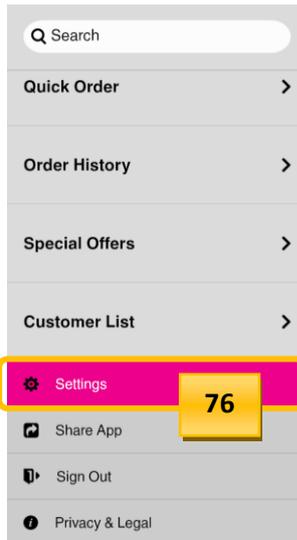
76. Tap on the 'Settings' button if you would like to:

   a. Receive notifications on New Campaign (month) offers
   b. See you order status
   c. Change your password
   d. Create a PIN (a PIN will allow you to navigate the APP without remembering your password)
   e. Log out or reset your APP

Push Notifications

These notifications will be sent to your mobile device.

New Campaigns and Offers
Justine will notify you when there are new campaigns and offers available.
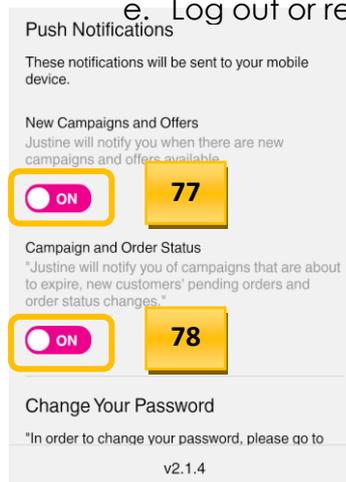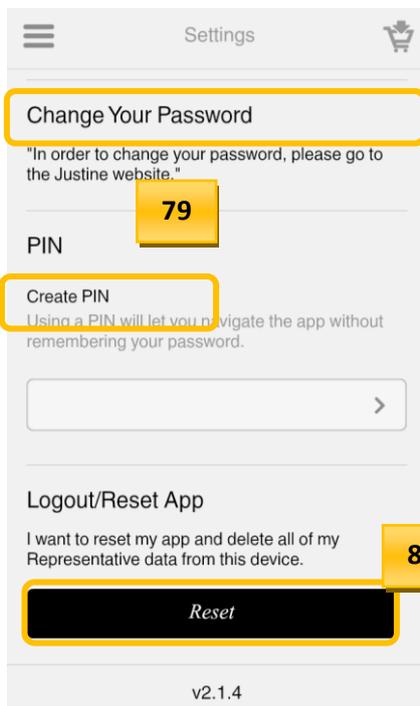
[ON] **77**

Campaign and Order Status
"Justine will notify you of campaigns that are about to expire, new customers' pending orders and order status changes."

[ON] **78**

Change Your Password
"In order to change your password, please go to

v2.1.4

77. Swipe the 'ON' / 'OFF' button to activate New Campaign (month) notifications.

78. Swipe the 'ON' / 'OFF' button to activate Campaign (month) and order status notifications.

☰ Settings 🛒

Change Your Password
"In order to change your password, please go to the Justine website."

79

PIN

Create PIN
Using a PIN will let you navigate the app without remembering your password.

[>]

Logout/Reset App
I want to reset my app and delete all of my Representative data from this device.

80

Reset

v2.1.4

79. To change your password or to create a PIN number, tap on the applicable buttons.

80. To log out or reset your APP (which will delete all your personal data from this device), tap the 'Reset' button.

Your New Mobile APP

Frequently Asked Questions

Q What is an APP?

A The abbreviation 'APP' is used for software designed to perform certain actions for the user. APP is the abbreviation for 'application' and it has to be downloaded to mobile devices like Smartphones or iPads and tablets.

Q How will I know if I have a Smartphone?

A A Smartphone is a mobile phone that can perform many of the functions of a computer. Many Smartphones have a touch screen interface, internet access, and it is able to run downloaded applications. If you can access your email and social media on your phone, and if you have GPS navigation and a voice search function, chances are that you do own a Smartphone.

Q Will the Justine APP work on all Smartphones?

A Unfortunately not. The Justine APP is compatible with phones that run on iOS and Android operating systems.

Q So what is an operating system?

A An operating system is the software that supports your phone's basic functions, such as scheduling tasks and executing applications (APPS).

Q Why does the Justine APP only work on iOS and Android operating systems?

A iOS and Android operating systems are the latest and most frequently used technology that will be around for a long time to come. Many other operating systems are reaching the end of their life span and may soon be phased out.

Q Will the APP work on my Blackberry?

A Unfortunately not. The Blackberry uses the Blackberry Operating System and is therefore not compatible with the Justine APP.

Q Will the APP work on my computer?

A No. The APP was developed for mobile devices like Smartphones and tablets or iPads only. You will have to log in to www.justine.co.za on your computer if you want to browse the e-Brochure.

Q How much does the Justine APP cost?

A The Justine APP is completely free.

Q   Will I have to pay data download fees?

A   Yes. However, the APP is only 72.8MB in size, so the download cost should be minimal, depending on who your service provider is.

Q   Will there be data costs every time I want to browse a Brochure?

A   No. Once you have downloaded a Brochure via the APP, it will be available to you off-network.

Q   How will the Justine APP contribute to my Justine business?

A   There are a great many benefits to the APP:

It will save time	You won't have to spend time delivering printed Brochures and you won't have to wait until you receive your Brochure shipment or until you can get to a computer to view the online Brochure. In addition, your customers will be able to order their products whenever and where ever they are – they don't have to wait until you come around.
It will save money	You won't have to spend money on fuel to deliver printed Brochures to your customers. You and your customers will be able to download the latest Brochure at a fraction of the cost of printed Brochures. In this business, time is money and with this APP you will be able to save large pockets of time.
It will assist in growing your customer base	Every customer in your area who downloads the APP will be able to find your detail on the APP. They will then be able to send their orders quickly and easily to you using only their phones. Just by opting in and filling in your detail on the Justine website, you will be opening yourself up to unlimited growth possibilities.
It will assist with growing your sales	Customers are more likely to order now that we have made ordering so much easier. Whether they are visiting friends, waiting in a queue or sitting in public transport, they will be able to place their orders with you quickly and easily.

Q   I want to be in charge of the orders I send through to Justine. What happens if I receive an order from someone who is unlikely to pay for the products?

A   The APP makes it possible for you to reject orders.

Q   Will I be able to delete or edit orders?

A   Yes

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Q   I see we have to enter a PIN. What if I forget my PIN?

A   You don't have to enter a PIN if you don't want to. If, however, you do enter a PIN and you forget what it is, you will need to uninstall the APP from your phone and download it again. The PIN is an extra security feature, so you can decide whether you want one.

Q   How can I change my password?

A   Your password is linked to your Consultant website login detail. You will need to change your password by calling the Justine Contact Centre on 086 10 23 45 or updating your details on www.justine.com

Q   How will I know if an order has been placed with me?

A   You will receive an alert and an Inbox message to ensure you know about all new orders.

Q   Where will I be able to see my new orders?

A   All new orders will be on your Orders Dashboard within your APP under **Pending Orders** – just waiting for your approval. You will also find the same orders on (www.justine.co.za) when you login to your account.

Q   I don't want everyone downloading the APP to know where I live.

A   Don't worry, customers will only be able to see your name, the contact detail you have entered when you opted in, your suburb and your postal code. They will not be able to see your exact street address. Should you prefer not to have your details displayed for current and future customers, you can switch this option off.

Q   I don't want my existing customers to start placing orders with another Consultant in my area.

A   We completely agree. Provide all your existing customers with your name and contact detail, including your email address, and ask them to search for you by selecting **Existing Customer** option. After entering your email address or phone number or first / last name and city, they should tap on the **'Find Consultant'** button.

Q   Can I place my own orders using the APP?

A   Yes, you can.

Q   Some of my customers are not that comfortable with technology. Is it easy to order using the APP?

A   It is very easy to order, browse and manage orders on the APP.

Q   How do I opt in to use this tool?
          After you have downloaded your Justine brochure APP from the Google Play Store or Apple APP Store click on **Consultant Login** and then **enter your account number and password.** (same details you use to access your account on www.justine.co.za).

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