

# My.Tupperware Consumer Shopping Experience

Tips for using the new shopping experience  
March 16, 2023

# What is this training for?

- During the different phases of the "Beta" program, we have identified certain situations that made the new shopping experience a bit bumpy.
- Some of these discoveries have resulted in development and fixes to issues. The team has implemented several fixes and continues to add more as needed.
- Other discoveries present an opportunity for additional information and training, and that's what this document is for.

# How you share links is important

It is very important that your Customers follow the correct links. Otherwise, their order may not be connected to you or your party.

- Sending Customers to your My.Tupperware Personal Web Site is a great way to make sure their order is connected.
- Customers who visit your My.Tupperware Personal Web Site can click on Shop (New) and that will connect them to you as they move over to Tupperware.com/.ca.
- They can also choose Shop Now (New) from the Open Parties page and that will connect them to you and to the party.

The screenshot shows the Tupperware website interface. In the top navigation bar, the 'Shop (New)' link is circled in blue. A blue arrow points from this link to the 'Shop Now (New)' link in the table below. The table lists existing parties with columns for Party Title, Host Name, Date, Time, Location, Party Link (New), and Party Link. The 'Shop Now (New)' link in the 'Party Link (New)' column is also circled in blue.

PARTY TITLE	HOST NAME	DATE	TIME	LOCATION	PARTY LINK (NEW)	PARTY LINK
Anna's Party	Anna Walker	11/25/2022	6:30 pm EST	Orlando, FL	<a href="#">Shop Now (New)</a>	<a href="#">Shop Now</a>

**Tupperware** Home Join Us Shop (New) Contact My Order Sign In English SARAH SMITH Contact Me

Lives in Florida Speaks English Contact via email

Looking For An Existing Party?  
Below is A List Of Parties You're Welcome To Shop With Now.

CONTACT ME

**THERE'S ON**  
Fall & Winter Catalog

**Tupperware** Find Support

# How you share links is important

From the Manage Invitations tab in each party you can get a link to share with your customers by clicking on “Copy Party Link (New)” Make sure when you share this link that your customers understand that they need to click the link in order to shop the party and have their order connect correctly.

The screenshot shows the Tupperware® user interface. At the top, the Tupperware® logo is centered. Below it, there are three main navigation tabs: **Manage Invitations** (with an envelope icon and '1 Invitees'), **Party Orders** (with a shopping cart icon and '3 Orders | -- Total'), and **Review & Submit** (with a bar chart icon and '0 Payments'). The 'Manage Invitations' tab is currently selected and highlighted with a blue underline. Below the tabs, there is a row of five buttons: 'Add Guest', 'Send All Pending Invites', 'Send All Reminders', 'Copy party link', and 'Copy Party Link (New)'. A large blue arrow points from the text box above to the 'Copy Party Link (New)' button. On the right side, there is a dropdown menu for 'Inv' with options: 'Not Invited', 'No Reply', 'Declined', and 'Attending'. The text 'Invitations' and 'uests' is partially visible on the left side of the interface.

# Sharing links to products

You can also share links to specific products and recipes. Make sure that you:

- Start from your My.Tupperware Personal Web Site
- Once you arrive at Tupperware.com/.ca, find the page you want to share

The image shows two screenshots of the Tupperware website. The top screenshot shows the main navigation menu with the 'Shop (New)' link circled in blue. A blue arrow points from this link to the bottom screenshot. The bottom screenshot shows the 'Special Offers' page, which features a search bar, navigation tabs (SHOP, SPECIAL OFFERS, RECIPES, HOST A PARTY, JOIN US, DO GOOD), and a grid of product categories with filters. The product grid includes items like 'KITCHEN TOOLS 3-PC. SET', 'THERMAL JUG WITH FACETS 400Z', 'TUPPERKIDS® FEEDING SPOON WITH', and 'MICKEY MOUSE EAT & DRINK SET'. A 'Chat' button is visible in the bottom right corner.

# Sharing links to products

- Verify that your name is in the banner at the top

The screenshot shows the Tupperware website's 'Special Offers' page. At the top, a teal banner contains the text 'SHIPPING WITH: USA TEST', which is circled in blue. A blue arrow points from a text box on the left to this banner. Below the banner is a search bar and navigation links. The main content area is titled 'SPECIAL OFFERS' and features a grid of four product categories, each with a 'SALE' or 'NEW' badge and a product image:

- KITCHEN TOOLS 3-PC. SET**: Three black kitchen tools (spatula, spoon, and fork) with green handles.
- THERMAL JUG WITH FACETS 40OZ**: A blue thermal jug with a silver cup.
- TUPPERKIDS® FEEDING SPOON WITH**: A green and orange feeding spoon.
- MICKEY MOUSE EAT & DRINK SET**: A Mickey Mouse character mug and a red bowl.

On the left side of the page, there is a 'Category' filter with the following options:

- Food Storage (8)
- Kids Shop (7)
- Kitchen (6)
- On The Go (4)
- Table (5)

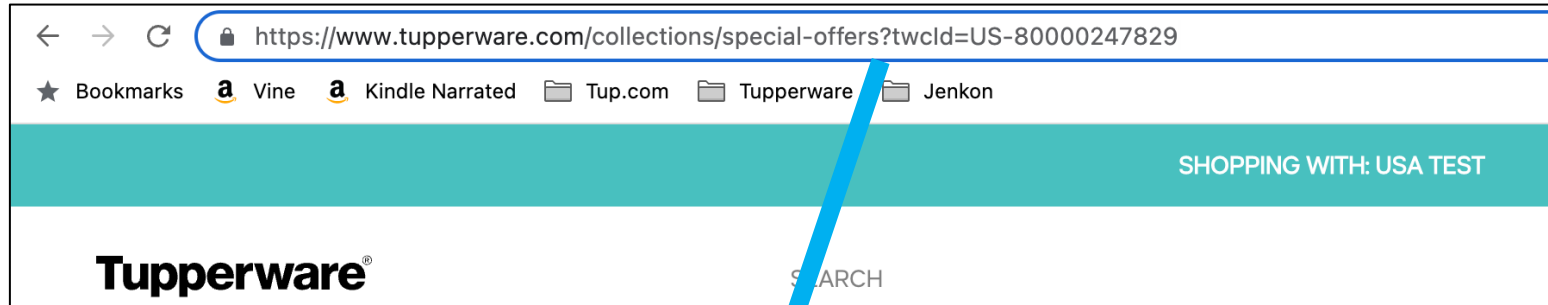
Below the category filter is a 'Product Type' filter with the following options:

- Cleaning (2)

The page also includes a 'SORT' dropdown menu and a 'Chat' button in the bottom right corner.

# Sharing links to products

Make sure you copy the entire link and that it includes your ID at the end.



Test your link to make sure that you've copied it correctly before you send it to your customers.

<https://www.tupperware.com/collections/special-offers?twclid=US-80000247829>

# Look for the banner

When a Customer is shopping with you, whether they are shopping within a party or not, your name and, if applicable your party info, will be displayed in a banner at the top of each page while they shop, and in a gray box on each of the checkout pages.

The image shows two screenshots of the Tupperware website. The top screenshot shows a purple banner at the top of the page with the text "SHOPPING WITH: SARAH SMITH" circled in blue. Below this is the Tupperware logo, a search bar, and icons for user profile, heart, and cart. The bottom screenshot shows a red banner with the text "ANNA'S PARTY - FRIDAY, NOVEMBER 25, 2022 AT 6:30 PM EST" and "SHOPPING WITH: SARAH SMITH" circled in blue. To the right of the text are two buttons: "CHANGE PARTY" and "LEAVE PARTY". Below the banner is the Tupperware logo, search bar, and navigation links for HOME, CATALOG, and CONTACT. The bottom navigation shows "Home > Products".



Let your customers know that they will see your name and party information, and that if they don't, they should contact you for help BEFORE placing their order.

The image shows a screenshot of the checkout page. At the top right, it says "Show order summary" with a dropdown arrow and the total amount "\$53.24". Below this is a breadcrumb trail: "Cart > Information > Shipping > Payment". A gray box contains the following text: "Your Consultant Sarah Smith", "Your Party Anna's Party", and "Your Party Anna's Party". This text is circled in blue. Below the gray box are two input fields: "Contact" with the value "order2@gmail.com" and "Ship to". Both fields have a "Change" link to their right.



# Order Confirmation Email

The email confirmation that the Consumer receives will also have the Consultant name and, if applicable, the party information. This email will also show the order details, including the items that were ordered.

If you hear of an order that did not connect as expected, ask the customer to forward you their email confirmation. You can call Customer Care with the order number, customer email address, and order total, and they can connect the order to you.\*

If the email confirmation shows your information but you do not see the order in MyOffice, give it some time. It is possible that the order is being reviewed. If 24 hours pass, call Customer Care for help.

*\*If an order is already connected to another Consultant or party, Customer Care cannot move the order.*

**Tupperware®** ORDER #2099


**Thank you for your purchase with Sarah Smith!**

Hi Anna, we're getting your order ready to be shipped. We will notify you when it has been sent.

This order is linked to Party Name **Anna's Party** with Party ID **4101019285**

[View your order](#) or [Visit our store](#)

**Order summary**

	Season-Serve® Container × 2	<b>\$54.00</b>
<hr/>		
	Subtotal	<b>\$54.00</b>
	Shipping	<b>\$9.99</b>
	Taxes	<b>\$4.16</b>
<hr/>		
	Total	<b>\$68.15 USD</b>

# Payment tips

## Credit card info must match

- The name of the card holder must be the name in the billing info
- The zip code of the card holder must be the zip code in the billing info
- If you or your customer sees a pink error message like this one, please review the payment and billing information to make sure everything is correct.



Your payment couldn't be processed because your order total has changed. Check your order total and try again.

# Connecting Orders

The Link Website Orders to Party can be used to link orders that are connected to you but not to a party.

- You will need to use the entire order number from Tupperware.com/.ca, including letters and numbers.

Website  
Party Order  
(New) WEB-US-  
1761

The screenshot shows the Tupperware website interface. At the top, the Tupperware logo is centered, with a navigation menu icon on the left and a user profile section on the right that says 'Welcome Sarah Smith CONSULTANT' next to a profile icon with a notification badge. The main content area features a form titled 'Link Website Orders to Party'. The form has two input fields: 'Order Number\*' and 'Party Number\*'. A blue arrow points from the 'Website Party Order (New) WEB-US-1761' text box above to the 'Order Number' input field. At the bottom right of the form, there are 'Submit' and 'Cancel' buttons.

# FAQ

Q: What should I do if I encounter any issues?

A: Call Customer Care. Have as much detail available as possible.

Q: What happens when the "Beta" ends?

A: The Shop (New) links on your My.Tupperware Personal Web Site will go away, and the regular Shop links will be redirected to [Tupperware.com/.ca](https://tupperware.com/.ca)

Q: Is my My.Tupperware Personal Web Site going away or changing?

A: No, your web site will remain, and your URL or address will not be changing. This is still where your Customers can go to see your information, contact you, join your team, etc. Only the shopping links will change.

Q: Why is "Find a Rep" displaying on [Tupperware.com](https://tupperware.com) even when my customer is connected to me?

A: Our development team is working on enhancements for the "finder," and part of those enhancements will include hiding this for connected customers. Look for this change in the future.

# My.Tupperware Consumer Shopping Experience

Tips for the best Consumer Experience