

Completing the Customer Order Form

Discovery Toys

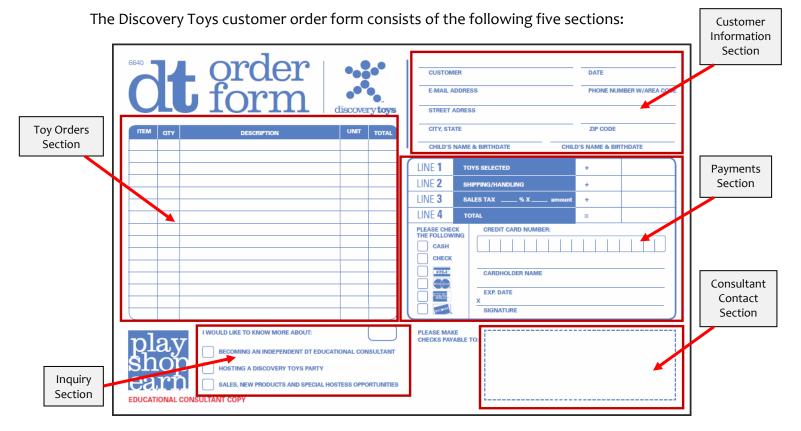
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Purpose

The purpose of this document is to describe how to properly fill out a Discovery Toys customer order form at a private sales event. The order information on this form is then used to complete an on-line order using the E-clic tool on the Discovery Toys web site.

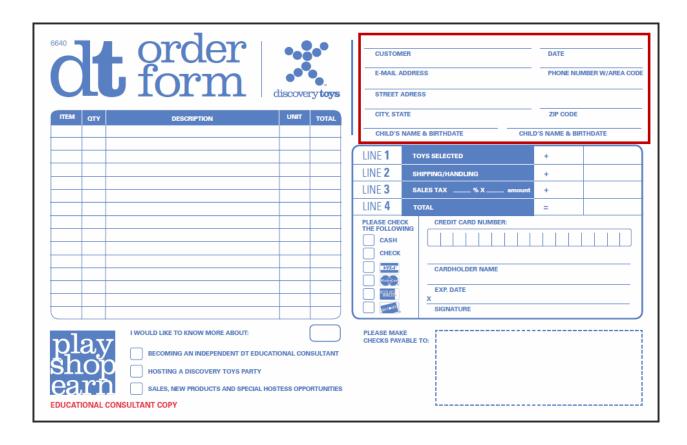
The Discovery Toys Customer Order Form



Completing the Customer Information Section

Distribute the customer order forms to all your customers at your event. Request that each customer complete the customer information section at the upper right corner of the form by providing the following information:

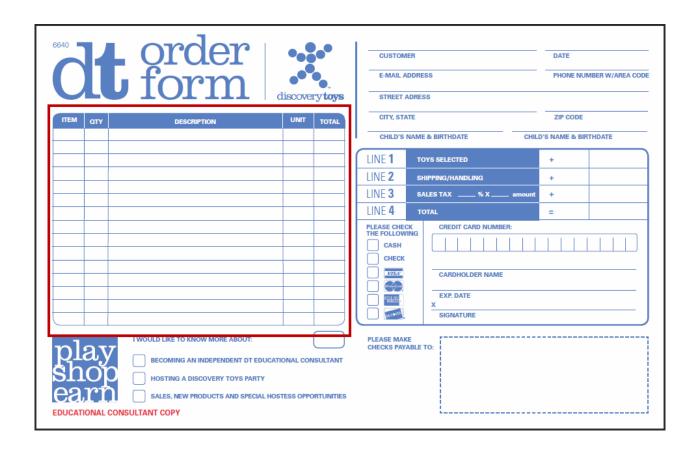
- Name
- Date
- Mailing address
- Phone numbers
- Email address
- Child's name and birthdate



Completing the Toy Orders Section

As you begin receiving toys orders from your customers, start filling out the toy orders section on the left side of the form. List each product within the chart in the following manner:

- Item number
- Quantity
- Description
- Unit price
- Total price



Completing the Payment Section

In the payment section, add the total price of products listed on the left side of the form. Include any odds and ends and add that amount to the total. Add 12% shipping and handling and your local tax rate (for California tax rates, please refer to the <u>California Tax Rates</u> section on page 7).

If the customer is paying by personal check, they must make the check payable to the Discovery Toys consultant name listed inside consultant contact section.

If the customer is paying by credit card, they must complete the lower part of the payment section. The following credit card information must be included:

- Account number
- Card type
- Cardholder's name
- Expiration date
- Signature



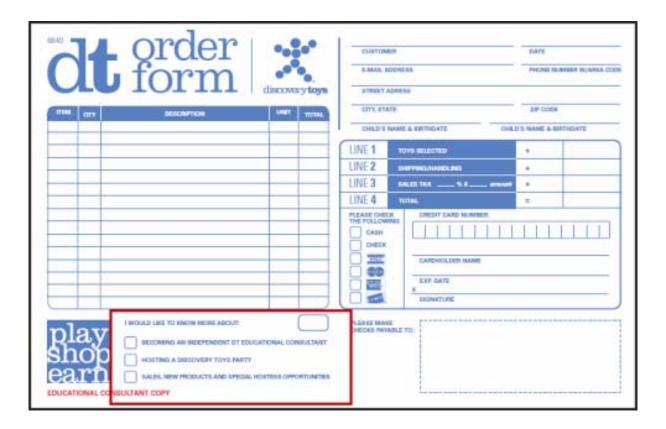
Completing the Inquiry Section

During or after the event, ask your customers the following questions to assess their future interest in selling Discovery Toys:

- Are you interested in becoming an independent Discovery Toys Educational Consultant?
- Are you interested in hosting a Discovery Toys party?
- Are you interested in information on upcoming sales, new products, and special hosting opportunities?

Check the box or boxes in the inquiry section if the customer answers "yes" to any of these questions.

Important Note: Always receive permission from the customer before placing them on your mailing list.



Completing the Consultant Contact Section

Before handing the customer their receipt, make sure you write or stamp your contact information in the consultant contact section. Include the following information:

- Your name
- Phone numbers
- Email address

Tear off the bottom copy of the form and hand it to the customer as their receipt.



California Tax Rates

For the current California sales tax rates, please refer to the California State Board of Equalization web site at: http://www.boe.ca.gov/cgi-bin/rates.cgi.