

## Transcript for How to Process Cooking Class Orders in My Epicure

Slide #	Script
Slide 1	Let's walk through how to place Cooking Class orders in My Epicure.
Slide 2	A Cooking Class booking must first be added to the system before orders can be placed through the Class, which means they are linked to the class and the Host will accrue benefits from them. Make sure to watch the short video that shows you how to enter a booking.
Slide 3	There are two different kinds of orders connected to a Cooking Class: a General Order and a Direct Ship
Slide 4	A General order is a group order made up of multiple customer orders placed by the Consultant and shipped to ONE address, usually to either the Consultant or the Host who sorts and distributes the orders to the various customers. The General Order offers a slightly lower shipping rate.
	Though you can add multiple orders to a general order, you can only submit a General Order once. You must make sure all the orders and their payment details are entered before you submit the General Order.
Slide 5	A Direct Ship order offers efficiency and convenience – it processes immediately and ships directly to an address of a single customer's choosing. It is placed separately from the General Order.
	A customer can order online through the Cooking Class link, or the Consultant can place their individual direct ship order for them on My Epicure.
	You can place direct ship orders at any time while the Cooking Class is still open.
Slide 6	To begin adding orders to a class, go to MY COOKING CLASSES and hover your cursor over your class until options pop up. Click on ADD ORDER.
Slide 7	The first time you do this, you will be given the option to add either a General Order or a Direct ship order. Both order flows are the same, for the most part.
Slide 8	To begin, choose your customer from your contacts or add a new contact.
Slide 9	To select their product simply start typing the name of the product and select it from the options that pop up below.
	Before you proceed through the shipping and payment pages, you will need to add a second customer's order. This is because once there is more than one customer in the order, the system will make the Host's and Consultant's address available for you to choose.

Slide 10	To add the second customer, click on the '+' sign to the right of the first customer's name at the top of the 'Select Products' page. You will be given the option to select or enter another customer.
Slide 11	By clicking on the drop-down arrow beside the customer's name, you can toggle between the orders.
Slide 12	Once you have entered at least two customers on the Select Products page, you can proceed to shipping to enter or select the shipping address.
Slide 13	Make sure to check the box beside 'Use this address' and confirm that the green arrow is showing up. If the address is showing as not validated, double check to make sure the address is correct. If it's in a newer area, it may not yet register in the delivery agent's system. If you have confirmed the address, you may proceed even if it is not validated.
Slide 14	When the total value of the combined orders reaches \$80 or more, the shipping rates will adjust from the flat rate of \$7.50 per order to 9% and will be prorated between the orders.
Slide 15	On the Review & Pay page, you can enter the payment details for your first two customers. Make sure to watch the video "How to process Payment" for all the details on how to smoothly navigate payment.
	If you have more customers to enter, you can jump back to the SELECT PRODUCTS page and flow through the same process.
Slide 16	You can leave and come back to the General Order, but once you've already opened a General Order, you will access it differently when you come back to it. If you hover your cursor over the Cooking Class and click on ADD ORDER, it will default to a direct ship because you can only open a General Order once.
Slide 17	To get to the General Order you've already started, click on 'view details' for your Cooking Class, where you will see all entered orders for your class.
Slide 18	The General Order is highlighted with a light blue band. To add orders to the General Order, hover your cursor over it and click 'continue order'
Slide 19	Alternatively, you can go to your ORDERS page and access the General Order there.
Slide 20	Once you submit a General Order or a Direct Ship order, do NOT click on CLOSE at the end of the order flow until you are absolutely sure you are done adding orders to the class. Once closed, a Cooking Class cannot be reopened.

Slide 21	To get a qualified Cooking Class and activate benefits for your Host, your class must have \$250 in compensable sales and 4 buying guests. Each order in a General Order counts as a buying guest, with the exception of orders placed by the Consultant or the Host. So, if you have four orders in a General Order, you have four buying guests.
Slide 22	<p>Here are a few need-to-knows regarding General orders.</p> <p>As a Consultant, you can add a personal order to a General Order by adding yourself as a customer, in which you can purchase product and supplies, but neither your order nor an order for your Host will count as one of the four buying guests.</p> <p>As well, if you are acting as the Host of the class these options will not be available to you.</p> <p>Remember, you never have to enter yourself as a contact – that will confuse the system. You will always want to present as yourself, the Consultant, whether you're acting as a Host or putting in an order as a customer.</p>
Slide 23	<p>And finally, here are a few reminders about Cooking Classes.</p> <p>You can start placing orders through a Cooking Class 30 days prior to the date of the booking.</p> <p>A Cooking Class will be auto-closed by the system at 11:59 PM (PT) five days after the date of the class, but you can manually close it at anytime before then.</p>
	Remember, once a Cooking Class is closed it cannot be re-opened, so make sure everything is in order before you close the class in the system.
Slide 24	Happy Ordering!