

Getting Started With PamperedPartner®

Welcome to PamperedPartner®

This document was created to help you get acquainted with PamperedPartner®. We recommend you read the entire document prior to installing PamperedPartner® to fully understand how PamperedPartner® works.

About PamperedPartner®

You will find step-by-step instructions on how to enter and transmit your show, downloading software updates and more in the PamperedPartner® Tutorials located in the program under the menu option “**Help**”, then “**Tutorial**.”

PamperedPartner® help files are available under the menu option “**Help**,” then “**Contents**,” by clicking on the “?” icon or clicking the “? **Help**” button on each screen. Print a help topic by clicking the “**Print**” button.

Apply for Your TPC Debit Card or Visa®

If you will be submitting orders electronically, you need either The Pampered Chef® (TPC) Proprietary Debit Card or The Pampered Chef® Visa® card. A debit card application form is available online at www.pamperedchef.com, under “**Download Center**” or you may request an application by calling (800) 449-2433. Press the “**Finance**” option.

A Pampered Chef® Visa® card application form is available online at www.pamperedchef.com, under “**Managing Your Business, Financial Forms and Applications**” or you may request an application by calling Chase at 1-888-211-9095 and mention card code 289B.

Obtain Your Password

To transmit Shows and orders using PamperedPartner® you must have a valid System Login and System Password.

Your System Login is the letter “**C**” followed by your six-digit Consultant number.

Your PamperedPartner® password is identical to your Pampered Chef® password used at The Pampered Chef® Web site, www.pamperedchef.com.

Please obtain your password prior to installing PamperedPartner®. You will be asked to enter it during installation.

To obtain your password, choose one of the options below:

0. Refer to your welcome letter from The Pampered Chef®.
0. Call the Express Information System at (800) 449-2433, option 2, to retrieve your password seven days a week, 24 hours a day.
0. E-mail pamperedpartner@pamperedchef.com with your name, Consultant number and last 4 digits of your Social Security number. Technical Support will reply with your password within 24-48 business hours.
0. Call 1-888-OUR-CHEF (888-687-2433).

Please Read if You've Been Inactive

Consultants who have been inactive for one or more years must have a new password issued with their new Consultant number. Call 1-888-OUR-CHEF (888-687-2433) or e-mail pamperedpartner@pamperedchef.com to request your new password. Make sure to update your User Profile with your new Consultant number. Passwords will be activated within 24 to 48 hours from receipt of request.

If you need technical assistance, please contact 1-888-OUR-CHEF (888-687-2433) or e-mail your questions to pamperedpartner@pamperedchef.com. Technical Support is available Monday through Friday, 7 a.m. - 11 p.m. CT.

System Requirements

Please verify these recommended system requirements prior to installing the software:

Computer	Pentium II 300mhz or higher
RAM (Random-Access Memory)	32 MB or higher
Available Disk Space	45 MB
Monitor	VGA 1024x768x16K color
Operating System	Windows 95 or higher (In Windows NT/2000 and XP Pro you must have administrative privileges to install the program.)
Printer	Any Windows printer
Modem	56k baud modem, cable, DSL or ISDN capability
CD-ROM	16x CD-ROM or higher
Internet Explorer	5.0 or higher
Optional	Internet Access: Dial up, cable, DSL or ISDN

Due to different computer manufacturing standards for hardware, operating systems, modems and printers, we cannot guarantee 100 percent compatibility of PamperedPartner® with your personal computer system. If you will be purchasing a new modem, Technical Support recommends a standard data/fax modem.

Installation Instructions

The following instructions are provided to assist you with the CD-ROM installation of PamperedPartner®. Please inspect the CD-ROM carefully. If the CD-ROM appears bent or damaged, DO NOT insert it into the CD drive. Contact 1-888-OUR-CHEF (888-687-2433) immediately to obtain a new CD-ROM or e-mail Technical Support at pamperedpartner@pamperedchef.com. A new package will be mailed within 24 business hours.

1. Close all running applications before you begin.
2. Insert the CD-ROM in your drive.
3. The installation selection should begin automatically. If it does, go to step 4.
4. Select the <Start> button, and then select <Run>.
5. Type D:\install.exe (depending on which drive you use) and press <Enter>. Follow the on screen steps.

Double-click on the PamperedPartner® icon on the desktop to start PamperedPartner®.

Set-Up Steps

After starting PamperedPartner® for the first time, you will be taken through a one-time set-up process. You must click on each of the steps to complete the installation.

1. **Copy Information from 16-bit Version of PamperedPartner®.** If you are using the 16-bit version of PamperedPartner® you can copy the information into the 32-bit version during this step.
2. **Set Up User Profile.** Enter your Consultant number, name, address, The Pampered Chef® Visa® and/or debit card numbers, and default tax rates the program will use when entering orders.
3. **Set Up Electronic Connection.** The program will walk you through setting up your connection to the Home Office. This includes modem settings and password entry. If you don't have Internet access or a modem on your computer, or if your modem is not compatible with PamperedPartner®, you have the option of printing the Show Order form in PamperedPartner® and mailing it to the Home Office.

If you are unable to complete any of the above steps, the program will prompt you to complete the setup each time you enter into the program. Once the set-up process is complete, PamperedPartner® is ready for use.

Transmitting Shows and Orders

IMPORTANT:

Due to the large number of orders transmitted on the last business day of the month, we highly recommend that you transmit your orders as early in the month as possible to avoid any technical difficulties that may occur. Orders received after the Midnight deadline will be considered as received for the following month – there are no exceptions.

If you have never transmitted information using a software program, you will want to familiarize yourself first on how this works. For your first time, you'll want to transmit as early in the month as possible. This way, if there are any modem or software problems, you can contact 1-888-OUR-CHEF (888-687-2433) to assist you with any difficulties before month end. All transmissions to the Home Office are considered "live" or "real" orders.

The option of transmitting your orders to the Home Office is available to you 24 hours a day, seven days a week. Here are some guidelines you'll want to keep in mind when transmitting your orders.

- Please be sure all items for the orders have been entered. We cannot make changes, additions or deletions to orders received by the Home Office. Therefore, allow enough time to verify guest and host orders, special ship-to addresses and outside orders.
- The end of the month is the busiest time to transmit orders. To avoid delays in the processing of your order and busy signals, and to maximize the availability of Technical Support, allow yourself ample time to transmit your order to the Home Office prior to the end of the month.

- If you have transmitted an order with a problem, such as a rejected credit card, the Order Processing department will contact you to rectify the problem.

Status of orders will be available on The Pampered Chef® Express Information System the next business morning after you have transmitted your Show(s) at (800) 449-2433 or at The Pampered Chef® web site at www.pamperedchef.com.

PamperedPartner® Technical Support is not able to answer specific questions on orders that have been transmitted.

Tips on Using PamperedPartner®

Downloads are updates to PamperedPartner® that are made available electronically for PamperedPartner®. PamperedPartner® has the ability to obtain these downloads through Electronic Connection or the Internet. Throughout the year, there will be updates that change some aspects of the program and there will be updates to your product list in PamperedPartner®. The product list update in PamperedPartner® is available on a regular basis. You will be notified through Weekly Bites when any of these updates are available for downloading.

PamperedPartner® will prompt you to back up your Show data. Always back up (make an extra copy) your Show data.

Audios are available from past National Conference PamperedPartner® workshops for purchase. These workshops go beyond the basics of PamperedPartner® to topics such as how to use Contact Management, using reports in your business, how to use the Income and Expense section of PamperedPartner®, and much more. To order an audio, please refer to the Training Resources listing on the paperwork/supply order form.

ALWAYS check that your order(s) was successfully received at the Home Office. Orders not received by midnight (CT) the last day of the month will not count toward that month.

Please send your suggestions or comments about PamperedPartner® to pamperedpartner@pamperedchef.com. We'd love to hear from you!