

How to use the Tupperware Text Message Service

Once you subscribe to the service, you can update your Party Line ups, Receive Sales information and look up parts and warranty information using Mold numbers.

Sales

Use the keyword "SALES" to receive your current sales and recruiting information.

To receive this information, send the keyword SALES to TWARE (89273).

Consultants receive

- Personal Retail Sales (PRS)
- Personal Qualified Recruits (PQR)
- Personal Recruits (PR)
- Personal Active Recruits (PAR)

Managers–DIQs receive

- Personal Retail Sales (PRS)
- Personal Qualified Recruits (PQR)
- Personal Recruits (PR)
- Personal Active Recruits (PAR)
- Team Retail Sales (TRS)
- Active Team Members (ATM)

Directors and above receive

- Personal Retail Sales (PRS)
- Personal Qualified Recruits (PQR)
- Personal Recruits (PR)
- Personal Active Recruits (PAR)
- Team Retail Sales (TRS)
- Active Team Members (ATM)
- Organization Sales (ORG)

Party

Send the keyword "PARTY" followed by a date (in format MMDDYY) and a number to TWARE (89273). This updates your parties up information, for the week of the date that you sent, to the number that you sent. For example: PARTY 060111 3 TWARE

Send multiple updates in one text using this feature. For example: PARTY 060111 3 060811 2

Note: The party line up feature does not add the most recent number you send to an earlier total. The number you send is your new total for that week. For example, you previously reported you have 1 party for the first week of June 2011 (060111 1). If you send an update of 1 party on another day that falls within the same Tupperware business week, the system will report 1 party, not 2. You'll need to send an update for 2.

Mold

Send the keyword "MOLD" to TWARE (89273) to receive information on a product based on the mold number. For example, MOLD 5107 TWARE.

Active products: If the item currently is active, the application will send you the item description, item number and item price. If more than one product is associated with the same mold number, the application will send back information on all of the items available for that mold.

Obsolete products: If the item is an obsolete product, the application will send the item description, mold number and obsolete credit amount.

You also may request multiple mold numbers at the same time. For example, MOLD 5107 4922 TWARE.

Help

Help

Send the keyword “HELP” to TWARE (89273) by itself will retrieve messages with a summary of all available keywords and what they do.

Detailed Help

Use the keyword “HELP” followed by one of the mail keywords will retrieve a message with detail on that particular keyword and how to use it. For example, HELP PARTY TWARE. You’ll receive information on updating your party lineup through the text messaging system.

Email

Just add the word “email” to the end of any text message. You’ll receive the information in your email instead of through text message. For example, MOLD 5107 email. Or, SALES email.

Please remember that when you do this, you won’t immediately receive the information on your phone. The information will be sent to your email, so you’ll need to access it there.

Unsubscribe

To unsubscribe from the Tupperware text message services, simply text UNSUBSCRIBE to TWARE (89273). The keywords “Cancel”, “QUIT” and “END” also perform the same function.

Troubleshooting

If you experience any issues with the application, quickly check the following before calling Customer Care.

Check the message: Make sure the message includes all of the correct information, such as a valid keyword. Also make sure everything is spelled correctly.

Check the message format: Does the message contain any incorrect characters, such as periods or other punctuation? Make sure the spacing is correct.

Check the messaging outbox: Was the message actually sent from your phone? Sometimes text messages fail to send properly and need to be resent. This could be due to cell phone reception, phone battery life, etc.

Check your messaging plan: Some cell phones do not accept Short Codes. Some people may have a limited text message plan that limits how many messages they can send. Make sure your cell phone plan includes text messaging. And, please check the rates that your cell phone company may charge.

Wait a few minutes: Sometimes, the text message may reach the Tupperware system, but there is a slight delay in sending back the requested information. Please wait a short time to verify that this is not the situation. Usually, response messages should be received within one minute, but there may be instances where it could take two minutes or longer.

In most situations, you should receive a message back. If the system is unable to complete your request, you should receive an error message. This error message provides the reason for the error so you can change the text message request and receive the correct information.