



Hints and Tips for Entering Customer Accounts and Electronic Checks

Hints and Tips for Entering Customer Accounts

Enter customer name correctly

Double check the spelling of your customer's name to avoid any processing errors or confusion.

Enter valid email

If a customer has no email or does not want to share their email address, enter as firstname.lastname@lbri.com OR IDnumber@lbri.com (such as 123456@lbri.com)

Enter phone number

Phone numbers are very important if we need to reach a customer for an order question or verification. Enter as XXX-XXX-XXXX (no 1 in front). If you have no phone number for the customer, enter as 000-000-0000.

Review address guidelines below

It is important that addresses be as correct as possible. L'BRI uses address verification reports to ensure each address conforms to US Postal Service guidelines. If the address is already correct in the system, the order can go out without delay. If the address does not meet the USPS guidelines, it is manually corrected.

Try This for Addresses

Do not use periods, commas or dashes in addresses at all
Enter street address and ZIP code; city will automatically prefill
If a customer has a PO Box, use that for their shipping address
Remember to enter unit, apartment, lot, or suite number
Spell street names correctly
Examples of correct addresses – but there are always exceptions!
1234 County Road X (not Cty X or CR X)
N111W23456 Smith Road (no spaces in house address)
N1234 Smith St (make sure the “N” is in place and no space between N and 1)
St not Street, Ave not Avenue, Ct not Court, Cir not Circle, etc.



Hints and Tips for Electronic Checks

Unless you are entering orders electronically at a Show, the EXACT amount of your customer's order, including tax and shipping, may not be accurate to the penny. An order's tax is based on the customer's delivery address and can be difficult to calculate. This can make it necessary to obtain a corrected check from your customer as the dollar amount must be exact on a completed check.

Recommended: To avoid delays, we recommend having your customer VOID their check and then give that check to you so you may enter their information electronically. If the amount is different than what you estimated at the Show, make sure they get the correct amount for their records.

When entering ACH electronic checks (also known as EFT – Electronic Funds Transfer), see copy of check below for the location of the routing and account numbers. Both routing and account numbers may contain leading zeros. Please include these when entering your customer's EFT information.

Routing numbers are ALWAYS 9 digits (all routing numbers begin with 0, 1, 2 or 3 only).

Account numbers can vary in length.

Make sure routing numbers and account numbers are entered in the correct fields. Also, make sure you don't add the check number at the end of the account number...sometimes it's confusing.

It is good practice to keep all paper checks for at least two weeks prior to shredding. When a check is transmitted electronically to the bank, it can take up to a week before it is returned to us if there are errors. If an error occurs, you will be contacted to verify the information on the check so L'BRI can redeposit it manually.

A sample check from Chase Bank. The check is for JANET C. MORRISON, 1234 N. MAIN STREET, CITY, STATE 45678. The amount is 1234. The check number is 1234. A large 'Void' watermark is overlaid on the check. Callouts identify the routing number (123456789), the checking account number (987654321), and the check number (1234).

The routing/transit number
contains nine digits and is surrounded by ⑆

The checking account number
In some cases the order of the checking account number and the check number is reversed.

The check number