

## Shows Frequently Asked Questions

<b>Customer Orders</b>	
<b>How do I process a Show order with a customer who wants to pay with Cash?</b>	<i>You would create a Show order using the customer's account. You would then use your personal payment method to pay for the order.</i>
<b>What do I do if my customer/host does not have an email?</b>	<i>Because each account needs a unique email address, you could help them set up an email account. If they prefer not to have email, we suggest using this format: <a href="mailto:firstname.lastname1234@lbri.com">firstname.lastname1234@lbri.com</a>. Your customer can still log onto your website to place an order using their customer number and password. They will not receive confirmation, tracking or special emails from L'BRI without a valid email address in our system.</i>
<b>Will a customer's free samples and/or promotions automatically get added to orders in the Show module?</b>	<i>No, orders that qualify for a free sample and/or promotion you would need to click on <a href="#">Click Here to Review Available Promotions</a> to add to the order.</i>
<b>If a customer returns a product prior to closing a Show will the total of that order be deducted from the Show sales? Will the Show be able to close with an open return order attached?</b>	<i>Show orders returned prior to the close of the Show are deducted from the sales total used to calculate Show rewards. Outstanding Show return orders must be received and processed by L'BRI Home Office before an open Show can be closed.</i>
<b>Can orders be transferred to a Show?</b>	<i>No, orders cannot be transferred at any point to a Show.</i>
<b>Can a Free Sample Set be applied to a Show?</b>	<i>No, a Free Sample Set cannot be added to a Show.</i>
<b>Why are the Basic, Intense, and Anti-Aging Sets not available as half-price host items?</b>	<i>Our skin care sets provide customers with some great perks, including a discount on the products, a complimentary tote bag, and the option to purchase a discounted serum. Because of the total set discount, along with other perks, our sets are not eligible to be purchased by hosts as a half-priced item.</i>
<b>Why Do host have to pay for their host rewards?</b>	<p><i>L'BRI loves to reward your host for inviting you into their home and introducing L'BRI to their friends. Our Host Program is designed to give host the opportunity to purchase L'BRI products at a significant savings. For example, a host can purchase \$200 in L'BRI products for just \$30 plus shipping, handling and tax plus fees. Many companies pre-select the products that host can buy at a discount, but L'BRI believes in giving host the choice of products.</i></p> <p><i>Once a host pre-pays their \$30, a \$200 L'BRI host credit is added to their account. The credit does not expire and can be applied to products, monthly product specials, and even skin care sets. L'BRI hosts can earn \$100-\$400 in L'BRI host credit with their Qualified Show. *A Qualified Show consists of a host, five or more individual orders, \$300 or more in retail sales and at least one booking.</i></p>
<b>Host Credits</b>	
<b>How would the \$50 Host Bonus be redeemed?</b>	<i>The \$50 Host Bonus will automatically be issued into the host account as long as the Show is qualified and closed within your first 45 days. The \$50 credit issued in one business day to reflect on the customer account. To redeem the \$50 Host Bonus your customer would need to log into their shopping cart. Once logged in it would be a normal shopping experience. At checkout they would apply their credit by checking the box <b>PAY WITH L'BRI CREDIT</b> and click <b>APPLY</b>.</i>
<b>Do L'BRI Host Credits expire?</b>	<i>Yes, host credit expire one year after they are issued.</i>

<b>How do host redeem their L'BRI host credit?</b>	<i>To redeem host credits your customer would need to log into their shopping cart. Once logged in it would be a normal shopping experience. At checkout they would apply their credit by checking the box Pay with L'BRI Credit and click apply. You can also opt to place the order, for your customer, through Customer Management.</i>
<b>Do the Host Credits have to be all used at once?</b>	<i>No, the Host can use their credits as they wish.</i>
<b>Can a host spend more than their host credit when placing an order?</b>	<i>Yes, at checkout they would check the box Pay with L'BRI Credit and click apply. When the screen refreshes, they would scroll down to the bottom of the checkout screen to pay with either a credit card or check (EFT).</i>
<b>Can a previous host spend their host credit at another host Show and have their order count toward the total sales for that Show?</b>	<i>The Host Credit option does not appear in the Show module because L'BRI Credit does not count toward the Show sales. However, you can place an order for the host to use the Host credits and at checkout input the Show ID. The order will count as an order on the Show but will not add Show sales.</i>
<b>Be Your Own Host</b>	
<b>How can I be a Host if I'm not a "customer" in the system?</b>	<i>You will need to create an account or use your existing customer account.</i>
<b>Does my Qualified Show count for incentives like Show Me the Money and Trip Qualification points?</b>	<i>Yes, your Qualified Show contributes to all incentive programs.</i>
<b>Do I receive all the same Host Rewards my customers would receive?</b>	<i>Yes, you will receive the same Host Rewards as your customers would.</i>
<b>Can I book off of my own show?</b>	<i>Yes, you can book another future Show from your own Show, keeping in mind that you are earning Host Rewards for introducing new people to L'BRI.</i>
<b>Can I book off another host Show?</b>	<i>No, the goal of holding a self-hosted Show is to help you reach new customers and grow your business and would not be appropriate to reward a previous host with your own booking. We pay booking credit to host who help you further your business.</i>
<b>If I'm a new Consultant, and planning multiple Debut Shows, can I be the Host for all of them?</b>	<i>Yes, we encourage new Consultants to host multiple debuts with different groups of people.</i>
<b>How do I redeem the host credits I earned on my Self Hosted Show(s)?</b>	<i>Log into your Business Center and on the top selection choose Business. From the side menu choose Customer Management. Find your customer account and click New. This will take you into your customer shopping cart and from here it would be a normal shopping experience. You would select your items and at checkout you would apply your L'BRI credit by checking the box Pay with L'BRI Credit and click apply.</i>
<b>Can the host credits I earned be used for my business supplies?</b>	<i>No, your host credits may be used for retail products by shopping in your customer shopping cart.</i>
<b>Does my Qualified Show count for incentives like Show Me the Money and Trip Qualification points?</b>	<i>Yes, your Qualified Show contributes to all incentive programs. Your Start and End dates must be within the incentive period for that Show to count towards the incentive program.</i>
<b>Booking Rewards</b>	
<b>Why is my booking not showing up under my Open Shows?</b>	<i>You have not scheduled your booking. Go to your Show and view the section Upcoming Show Bookings. From this section click on View All. Edit the unscheduled booking you want to schedule. Input your Show information and</i>

	<i>click on Upgrade to Event. Choose if it is a Home Show or Online Show and click Continue. From the Create a New Show screen input your Show details and click on Save New. You would be directed right to the new Show you just scheduled.</i>
<b>Can I add a booking to a closed Show?</b>	<i>No, however If the customer was listed as a guest, we can count this as a booking. However, when that booked Show qualifies and closes within 45days of the Original Show you need to fill out the Booking Reward Redemption Form in your Library. You can find the form in Promotions and Programs listed under Host Rewards Program. Please remember the original Show must be qualified to receive booking rewards.</i>
<b>When is L'BRI Booking Credit issued?</b>	<i>The L'BRI Booking Credit is issued one business day after the Booked Show is closed and qualified within 45 days of the Original Show close date. For the Original Show to be eligible for the \$75 Booking Credit, the Original Show must be qualified and closed prior to the Booked Show closing.</i>
<b>When do I fill out a Booking Redemption Form?</b>	<i>Booking Redemption forms are filled out when the link between the Original Show and the Booked Show is broken. This happens if you void the Show you scheduled and create a new one, if your host becomes a L'BRI Consultant and they hold the Show or if you forget to input a booking from your guest list. Within 2 business days the L'BRI Credit will be on the host account.</i>
<b>Show Program</b>	
<b>What date does L'BRI use for all of our Show recognition?</b>	<i>We use the Show close date.</i>
<b>When will the host rewards be awarded for the Show?</b>	<i>For Qualified Shows, the host rewards that were claimed will be awarded when the Show is closed. With booking credits and \$50 Host Bonus, they will be applied to the host account one business day after the Show closes. For Unqualified Shows, the L'BRI 10% host credit will be applied to the host account one business day after the Show closes.</i>
<b>Show System</b>	
<b>Why don't I see the option to "click here to add &amp; edit host rewards"?</b>	<i>A reward was selected on a previous order. You will need to go back to the original order and complete adding the host rewards</i>
<b>Why do I not see a Post Order option on my Host Order?</b>	<i>The Host Order is unique, when you claim all the Host Rewards and pay for the order, you then close the Show and once the Show is closed the Host Order will post.</i>
<b>Why is the monthly Host Bonus not saving to my host order?</b>	<i>If your host order was created in a previous month any promotions after that date will not save. Delete any rewards already selected, void the order and then create a new host order.</i>

If you have a question that isn't listed in our Show FAQs, please contact our L'BRI home office [support@lbri.com](mailto:support@lbri.com) or 262-363-9674.