



## Get to “YES” with Product Search

**Business Center tool helps identify customers most likely to purchase or book a Show to earn their favorites**

When you use Product Search you can offer customers the chance to earn their favorites for FREE or help them place an order so they can continue to experience the benefits of L'BRI! Using this feature in your Business Center makes it super easy for customers to say “YES!”

Imagine how much more likely it would be to get a “YES” if you contacted a customer BEFORE they run out of their favorite products or when their favorites go on sale?

You can also contact them just after they received a sample! Your Business Center provides a way to do just that!

Here's how PRODUCT SEARCH works:

1. Click on ORDERS tab.
2. On the left click on and open CUSTOMER ORDERS.
3. In SEARCH box click drop down arrow and choose ITEM DESCRIPTION or ITEM #.
4. In the blank box, type ITEM DESCRIPTION (product name) or ITEM # and click SEARCH.
5. Select ORDER DATE and select DESCENDING (listed by newest to oldest orders) or ASCENDING (listed oldest to newest orders) before clicking Search.
6. All orders in the chosen category will display, even if the customer bought a sample of the product.
7. Please note: If there are more than 3 items in the customer order, scroll below the third item and click VIEW ALL for a complete list of products ordered.
8. When you view the customer order, you will be able to see her phone number and email address to make contacting simple.

This is a very effective way to provide excellent customer service. It will make you stand out from everyone else! Your customers will appreciate you thinking of them and showing them a way to receive their favorite products for FREE or at a super DISCOUNT. You will be their HERO!