

## Business Center Frequently Asked Questions

<b>Contacting Home Office</b>	
Do I have to use the support ticket system, or may I call or email the home office?	<i>No. The support ticket system is one of your communication options with L'BRI. You may also call or email the Customer Care Team for support.</i>
<b>System Questions</b>	
What time zone is the L'BRI system on and how does it affect my business?	<p><i>A: The L'BRI system is on Eastern Time. It is important that all orders, parties, and program incentives be submitted before 12:00 a.m. Eastern Time. Orders placed after 12:00 a.m. Eastern Time are dated for the following day.</i></p> <ul style="list-style-type: none"> <li><i>All orders must be placed and posted by 12:00 a.m. Eastern Time.</i></li> <li><i>Show Incentives, including the Monthly Host Bonus and Booking Rewards, may be affected by the submission time, as well as orders that have products with "special" sale prices.</i></li> <li><i>We recommend working well ahead of 12:00 a.m. Eastern Time, so any system delays can be resolved. A system clock is located in the Business Center and displays the current system time.</i></li> </ul>
How do I log into the Consultant Business Center?	<i>Go to your L'BRI site, lbri.com/Your website, and click on Consultant Login, located on the lower right side of the page. Login using your email address or Consultant ID number and your password.</i>
<b>Technology Fee</b>	
Why are there charges on my credit card or bank statement (\$9.95)?	<i>All Consultants are required to pay a monthly \$9.95 Technology Fee, which is charged to their debit or credit card each month.</i>
When is the Technology Fee billed?	<i>Technology fees are auto-billed approximately every 30 days from your enrollment date on Fridays. With the exception of when the last day of the month lands on a business day, Technology Fees will then be processed on the second to last business day of the month.</i>
Can I cancel the Technology Fee and remain a Consultant?	<i>No, the only requirement to remain a Consultant is to be up-to-date and current on your monthly technology fee payments.</i>
What happens if I don't pay my \$9.95 monthly Technology Fee?	<i>The technology fee is required and is auto-billed every month. Failure to pay the technology fee will result in commissions being withheld. If you fail to pay the technology fee over time, you may lose your L'BRI Consultant status.</i>
What does the monthly Technology Fee cover?	<i>For \$9.95 a month (just \$.33/day), you receive a personalized website where customers can order directly from you. You also have access to the Business Center, Learning Center, L'BRI Connect App, and L'BRI LIVE Shopping.</i>

<b>Orders</b>	
Can I process more than one payment method on an order?	<i>Split payments can only be processed in the Show Module. To process a split payment in the Show Module, click on "Pay with Credit Card," edit the "Original Balance" to the specific amount you want to process on that card, and click "Process Payment." Repeat the process with the next form of payment.</i>
<b>Commissions</b>	
I was just promoted to a new rank. When will my commission reflect my updated income and promotion bonus?	<p><i>Your monthly bonus will reflect your new rank-earned commissions the same month you qualified at the new rank. This monthly bonus will also include your new promotion bonus.</i></p> <p><i>Weekly commissions will be updated after the first of the new month when the previous month's bonus is processed.</i></p>
When will I receive my commissions?	<i>Pay is processed on Thursdays and will be deposited into accounts on Friday. You will receive weekly direct deposits for commissions earned on Customer Orders. Any additional bonuses or incentives earned will be paid out as a monthly bonus on the second Thursday of the new month.</i>
Which rank is used to pay out for weekly commissions and monthly bonuses?	<i>Weekly commission is based on your lifetime rank. Monthly bonuses are earned according to your performance rank according to the Profit Plan.</i>
What is the difference between lifetime rank and performance as rank?	<i>Lifetime rank (or current rank) is the highest rank that you have earned. Performance rank (or paid as rank) is based on your qualified rank in the previous month.</i>
What is the difference between Rank, Bonus Rank, and Current Period Rank?	<ul style="list-style-type: none"> <li>• Rank = Your highest achieved rank (lifetime rank)</li> <li>• Bonus Rank = Your achieved rank for last month's monthly bonus.</li> <li>• Current Period Rank = Your qualified rank for the current month.</li> </ul>
<b>1099s</b>	
Will I receive a Form 1099-NEC to report my income for taxes, and when will it be mailed?	<i>L'BRI will mail a Form 1099-NEC to any Consultant who earned \$600 or more for the year. These forms will be mailed before the end of January. A 1099-MISC will also be mailed to any Consultants if prizes and/or rewards are earned at \$600 or more. Examples of prizes and awards reported on the 1099-MISC include Jump Start product credits or trip earns. who go on the Founder's Club trip.</i>
How can I confirm my total earnings for the year?	<i>You can confirm your yearly earnings by viewing each pay period under the Commissions tab in your Business Center. If you are unsure of your total, please contact <a href="mailto:support@lbri.com">support@lbri.com</a> to confirm.</i>
How should I report my earnings?	<i>This information should be discussed with the Internal Revenue Service, your tax preparer, or your accountant.</i>

If you have a question that isn't listed in our Business Center FAQs, please contact our Customer Care Team at [support@lbri.com](mailto:support@lbri.com) or 800-742-8828.