

Managing a Show Step-by-Step with Tips & FAQs

Creating a Guest

1. From the left-side menu, click Shows and then select SHOWS.
2. From the SHOW DETAILS column, click VIEW for the Show you would like to work with.
3. On the home page of the Show, click CREATE NEW CUSTOMER GUEST under SHOW ORDERS & HOST ORDERS section.
4. Complete the new guest form; the fields marked with a red asterisk are required.
5. Leave the data field Business blank; entering a business name will populate as the account name in their L'BRI account.
6. To populate billing information for shipping, click the SMALL ARROW labeled COPY BILLING TO SHIPPING.
7. Click SAVE NEW and the new Guest account will populate into the Guest list.
8. If the guest is already your customer, click on MANAGE GUESTS and choose your customer from the list.
9. If you have a customer list that exceeds 50, start to type in the customer's name, first or last, and then choose the customer from the dropdown list that populates.

Helpful Tips

- If the customer you are entering shops with another Consultant or does not have an email address, we suggest using this format: firstname.lastname234@lbri.com.
- A password is not required; however, inputting a password and providing your Show Guest that information will help them when they log in to place future orders and/or use their Show Credits. If you leave the password blank, the system will default their password to their ZIP code.

Entering a Booking

1. Click NEW in the Upcoming Show Bookings section.
2. Choose the BOOKING GUEST from the dropdown menu.
3. Enter the required information as indicated by red asterisks.
4. Click SAVE CHANGES.
5. Choose the type of SHOW you are holding, either a HOME SHOW or an ONLINE SHOW. Click CONTINUE when you have made your selection.
6. Verify the SHOW information and edit as necessary. When complete, click SAVE NEW.
7. You are now on the home page of the BOOKED Show. To return to the original Show, click on the SHOWS from the left-side menu and choose SHOWS.

Helpful Tips

- If you are not finding your Booking Guest in the drop-down menu, they were not added as a guest to the Show. First, enter them as a Guest, and then you can create a booking for that guest.
- If your Guest has not committed to a Show date, use a date that you would like to follow up with that guest as the SCHEDULED DATE of the Show.

FAQs	
Can I add a booking to a closed Show?	<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 45 days of the Original Show, you need to fill out the Booking Reward Redemption Form, which can be found in Resources. You can find the form under Show Support. Please remember the original Show must be qualified to receive Booking Rewards.</i>
When is the L'BRI Booking Credit issued?	<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.</i>
When do I fill out a Booking Redemption Form?	<i>Booking Redemption forms only need to be filled out when the link between the Original Show and the Booked Show are 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 of submitting the form, the L'BRI Booking Product Credit will be on the host account.</i>
Why is my booking not displaying under the list of my Open Shows?	<i>If the booking is listed as <i>Unscheduled</i>, it is missing information and has not been fully established in the system yet. Follow the steps below on how to update an unscheduled booking so it will display under your Open Shows.</i>

Updating an Unscheduled Booking

1. Click VIEW ALL to go to the Bookings home page.
2. Choose the Show you want to upgrade by clicking EDIT.
3. Enter the required information as indicated by red asterisks.
4. Click UPGRADE TO EVENT.
5. Choose the type of SHOW you are holding, either a HOME SHOW or an ONLINE SHOW. Click CONTINUE when you have made your selection.
6. Verify the SHOW information and edit as necessary. When complete, click SAVE NEW.
7. You are now on the home page of the BOOKED Show. To return to the original Show, click on the SHOWS from the left-side menu and choose SHOWS.

Enter Show Orders

1. From the left-side menu, click Shows and then select SHOWS.
2. From the SHOW DETAILS column, click VIEW for the Show you would like to work with.
3. Click NEW ORDER under SHOW ORDERS & HOST ORDERS section.
4. Choose from your guest list who you want to place an order for.
5. Click START ORDER.
6. From the SHOW GUEST dropdown, choose the guest that is placing the order.
7. If the guest isn't listed, choose CREATE ORDER FROM A NEW GUEST.
8. If you choose CREATE ORDER FROM A NEW GUEST, you are creating a new customer in your customer list. When complete, click on SAVE NEW.
9. To add items, click on CLICK HERE TO ADD PRODUCT FROM LIST.

10. Choose all the products from the list by entering the quantity.
11. When the order is complete, click on FINISH CHANGES.
12. To add items quickly, type in the item number or product name from the Quick Add section. Click on ADD ITEM for each product you add to the order.
13. If the order contains a SET or is \$75 or more, click on [CLICK HERE TO REVIEW AVAILABLE PROMOTIONS](#).
14. Click CONTINUE on the message informing you that your order should be complete before going into the promotions screen.
15. Choose all the applicable promotions; when complete, click on SAVE PROMOTIONS.
16. Enter payment information by clicking PAY WITH CREDIT CARD.
17. When you have entered all the payment information, click on PROCESS PAYMENT.

FAQs	
Can a previous host spend their host product credit at another host's Show and have their order count toward the total sales for that Show?	<i>The Host Product Credit option does not appear in the Show module because L'BRI Product Credit does not count toward Show sales. However, you can place an order for the host using the Host product credits and input the Party ID # on the order details page of your shopping cart. The order will count as an order on the Show but will not add Show sales.</i>
Can orders be transferred to a Show?	<i>No, orders cannot be transferred at any point to a Show.</i>
Why do I not see a Process Order option on my Host Order?	<i>The Host Order is unique and will automatically process once the Show is closed. All Host Rewards need to be claimed and paid for before closing the Show to process the Host Order.</i>
How do I process a Show order with a customer who wants to pay with Cash?	<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>
Can a Free Sample Set be applied to a Show?	<i>No, a Free Sample Set cannot be added to a Show.</i>
How do I process a split payment in the show Module?	<i>To process a split payment, enter the specific amount you want to apply to the first card in the "Original Balance" field, enter in the card information, and select "Process Payment". The specific amount will be applied toward the total, leaving the remaining balance. Repeat these steps to process additional split payments.</i>
Can a Customer with another Consultant place an order on my Show?	<i>Yes, if a Customer wants to support the Host by placing an order on your show while retaining their original consultant for future purchases, they can do so by using Show ID Override. This feature allows the Customer to enter the specific Show ID # on the Order Details page in the shopping cart for the Show they want to support. The order will be credited to your show, and you will receive the commission. However, the customer's account will continue to be linked to their original consultant for any future orders.</i>



Be Your Own Host FAQs	
Does my Qualified Show count for incentives such as President Circle and Trip Qualification points?	<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>
Can I book off of my own Show?	<i>Yes, you can book another future Show from your own Show. Keep in mind that Shows are a way of introducing new leads to L'BRI, who will benefit from the generous Host Rewards.</i>

If you need additional assistance, please contact our L'BRI home office support@lbri.com or 800-742-8828.