

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

Creating a Guest	
<ol style="list-style-type: none"> 1. Log into your Business Center 2. Under the Show tab choose SHOWS. 3. Under Show Details click VIEW for the Show you would like to work with. 4. On the home page of the Show, click CREATE NEW CUSTOMER GUEST. 5. Complete the new guest form, the fields marked with a red asterisk are required. 6. Leave the data field Business blank, entering a business name will populate as the account name in their L'BRI account. 7. To populate billing information to shipping click the SMALL ARROW labeled Copy Billing to Shipping. 8. Click SAVE NEW and the new Guest account will populate into the Guest list. 9. If the guest is already your customer, click on MANAGE GUESTS and choose your customer from the list. 	
Helpful Tips	
<ul style="list-style-type: none"> • If the customer you are entering shops with another Consultant or does not have an email address, we suggest using this format: firstname.lastname1234@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	
<ol style="list-style-type: none"> 1. Click NEW in Upcoming Show Bookings. 2. Choose the BOOKING GUEST from the dropdown menu. 3. Enter required information as indicated by red asterisks. 4. Click SAVE CHANGES. 5. SELECT THE TYPE OF Show; HOME SHOW OR ONLINE SHOW. 6. Click CONTINUE. 7. Verify Show information and edit as necessary when complete click SAVE NEW. 8. You are now on the home page of the BOOKED Show. To return to the original Show click on the SHOWS tab and choose SHOWS. 	
Helpful Tips	
<ul style="list-style-type: none"> • 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 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 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</i>

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 Credit will be on the host account.

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 required information as indicated by red asterisks.
4. Click UPGRADE TO EVENT.
5. SELECT THE TYPE OF Show; HOME SHOW OR ONLINE SHOW.
6. Click CONTINUE.
7. Verify Show information and edit as necessary when complete click SAVE NEW.
8. You are now on the home page of the BOOKED Show. To return to the original Show click on the SHOWS tab and choose SHOWS.

Enter Show Orders

1. Log into your Business Center.
2. Under the Show tab choose SHOWS.
3. Under Show Details click VIEW for the Show you would like to work with.
4. Click NEW ORDER.
5. Choose from your guest list who you want to place an order for.
6. Click START ORDER.
7. To add items, click on CLICK HERE TO ADD PRODUCT FROM LIST.
8. Choose all the products from the list by entering the quantity.
9. When the order is complete click on FINISH CHANGES.
10. If the order contains a SET or is \$75 or more, click on CLICK HERE TO REVIEW AVAILABLE PROMOTIONS.
11. Click OK to the message informing you that your order should be complete before going into the promotions screen.
12. Choose all the applicable promotions, when complete click on SAVE PROMOTIONS.
13. Enter payment information, clicking PAY WITH CREDIT CARD.
14. When you have entered all the payment information click on PROCESS PAYMENT.

FAQs

Can a previous host spend their host credit at another host's Show and have their order count toward the total sales for that Show?	<i>The Host Credit option does not appear in the Show module because L'BRI Credit does not count toward Show sales. However, you can place an order for the host using 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>
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, 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's Order will post.</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>

Be Your Own Host FAQs



Does my Qualified Show count for incentives like Show Me the Money 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, keeping in mind that you are earning Host Rewards for introducing new people to L'BRI.</i>

If you have a question that isn't listed in our Business Center FAQs, please contact our L'BRI home office support@lbri.com or 262-363-9674.