



## Closing a Show Step-by-Step with FAQs

### Closing a Show

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 HOST ORDER.
4. Your HOST will be pre-selected. Click START ORDER.
5. Choose CLICK HERE TO ADD AND EDIT HOST REWARDS.
6. Click SELECT REWARD for each selection outlined below to select ALL applicable rewards.
  - a. **First**, choose the 5-Piece Brush Set if your Host qualified for this award. Enter QTY of 1 and click SAVE CHANGES.
  - b. **Second**, choose the L'BRI Host Product Credit, enter QTY of 1, and click SAVE CHANGES.
  - c. **Third**, choose the Half-Price Reward. Enter QTY of 1 for any half-priced product your Host chooses.
  - d. **Fourth**, choose the Host Monthly Bonus, enter QTY of 1, and click SAVE CHANGES.
7. If the order contains retail items such as a SET or is \$75 or more click on CLICK HERE TO REVIEW AVAILABLE PROMOTIONS.
8. Click CONTINUE to the message informing you that your order should be complete before going into the promotions screen.
9. Choose all the applicable promotions; when complete, click on SAVE PROMOTIONS.
10. Enter payment information by clicking PAY WITH CREDIT CARD.
11. When you enter all the payment information, click on PROCESS PAYMENT.
12. From the Show menu, click HOME to return to the Show Home Screen.
13. From the top menu bar, click on CLOSE SHOW.
14. Read the Closing Statement to ensure you have completed all the action items for your Show.
15. Click I'M READY TO CLOSE MY SHOW.
16. Click CLOSE SHOW AND PROCESS ORDERS.
17. You should see CONGRATULATIONS! as your final screen; if you do not see this, your Show is still open.

### FAQs

<b>When do L'BRI Host Product credits expire?</b>	<i>L'BRI Host Product credits are valid for a period of one year (365 days) from the date they are awarded. For example, credits with an expiration date of August 1 must be used prior to 11:59 pm ET on August 1. Expired credits may not be redeemed, and no substitutions are available.</i>
<b>Why don't I see the option to "click here to add and 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>

<p><b>Why is the monthly Host Bonus not saving to my host order?</b></p>	<p><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></p>
<p><b>Will the Show be able to close with an open return order attached?</b></p>	<p><i>Outstanding Show return orders must be received and processed by Home Office before an open Show can be closed.</i></p>
<p><b>If a customer returns a product prior to closing a Show, will the total of that order be deducted from the Show sales?</b></p>	<p><i>Show orders returned prior to the close of the Show are deducted from the sales total used to calculate Show rewards.</i></p>
<p><b>Why are the Basic, Intense, and Anti-Aging Sets not available as half-price host items?</b></p>	<p><i>Our skin care sets provide customers with some great perks, including a discount on the products, a complimentary promotional 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></p>
<p><b>Why do hosts have to pay for their host rewards?</b></p>	<p><i>L'BRI loves to reward your host for inviting you into their home and introducing L'BRI to their friends. Our Host Reward Program is designed to give hosts 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. Many companies pre-select the products that their hosts can buy at a discount, but L'BRI believes in giving our hosts their choice of products.</i></p> <p><i>Once a host pre-pays their \$30, a \$200 L'BRI host product credit is added to their account. The credit expires after one year and may be applied to products, monthly product specials, and even skin care sets. L'BRI hosts can earn \$100-\$400 in L'BRI host product credit with their Qualified Show. *A Qualified Show consists of a host and \$300 or more in retail sales.</i></p>
<p><b>When will the host rewards be awarded for the Show?</b></p>	<p><i>For Qualified Shows, the host rewards that were claimed will be awarded when the Show is closed. With booking product credits, they will be applied to the host's account one business day after the Show closes.</i></p>
<p><b>What date does L'BRI use for Booking Rewards?</b></p>	<p><i>We use the Show close date.</i></p>

<b>Be Your Own Host FAQs</b>	
<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>How do I shop with the Host Product Credits?</b>	<p>From Quick Links, choose Customer Management, or from the left-side menu, click Business, and then choose Customer Management.</p> <p><i>Find your customer account and click NEW. This will take you into your customer shopping cart, and from here, it will be a normal shopping experience. You would select your items, and at checkout, you would click APPLY or select ONLY USE A PORTION OF THIS CREDIT to use a portion of the credit.</i></p>
<b>Can the host product credits I earned be used for my business supplies?</b>	<i>No, Host Product Credits are only available on your Customer account and can only be used for retail products.</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](mailto:support@lbri.com) or 262-363-9674.