



## Show Order Tips & Guidelines

### What is a Show ID Number?

Every L'BRI show has a Show ID Number, which is used to connect a customer order with a specific show. Make sure you provide this ID Number to every guest to include when placing an order on a show. When the Show ID Number is entered, the commission and show credit will be assigned to the Consultant who is holding the Show.

### What is a Show Ordering Link?

You may provide your Customer with a Show Ordering Link. When the Customer uses the Show Ordering Link to place their order, the Show ID Number is automatically populated on the checkout page. Customers will have the opportunity to verify the correct Show ID Number has been entered at the time of checkout.

### What if my Customer places their order on the wrong Show?

In the event a Customer's order is placed on an incorrect Show, Customer Care will be able to move the order to the correct Show within 7 days. Both the incorrect Show and the correct Show must be still open. The correct Show must have been set up prior to the order being placed. An order associated with a Show can only be moved one time to a different Show.

**Please note:** Customer orders can only be moved to another Show under the same Consultants. Orders cannot be moved to a Show under a different Consultant.

### What if my Customer places an individual order on my website instead of putting it on a Show?

During the checkout process your Customer is given the opportunity to choose to enter a Show ID Number or indicate their order is not associated with a Show. If a Customer indicates their order is not associated with a Show, this order must remain as an individual order and cannot be transferred to a Show.

**Note:** If an order has not shipped a Consultant or Customer can choose to cancel the order, receive a refund and then place the order towards a Show. Once the original order and payment is cancelled the new order can be placed on the Show at any time.

### I'm a New Consultant and forgot to provide a Show ID Number. What should I do?

It's important to create a consistent habit of sharing the Show ID Number and the Show Ordering Link with your Customers so they can apply their orders to the correct Show. Customer Care is committed to working with New Consultants to assist with errors. If you notice an order placed incorrectly, contact Customer Care right away, and before the Show is closed, for help.

If you have a question please contact our L'BRI home office [support@lbri.com](mailto:support@lbri.com) or 262-363-9674.