

Welcome to lia sophia Online Order Entry!

We're so excited that you're eager to begin surfing the Internet Superhighway! To make getting started easier, we've created this detailed guide. Simply print it out and refer to it as often as needed. We're confident that it won't be long until YOU'RE an expert—helping others on your team learn to navigate this state-of-the-art tool! All the best!

Entering Online Orders:

To begin:

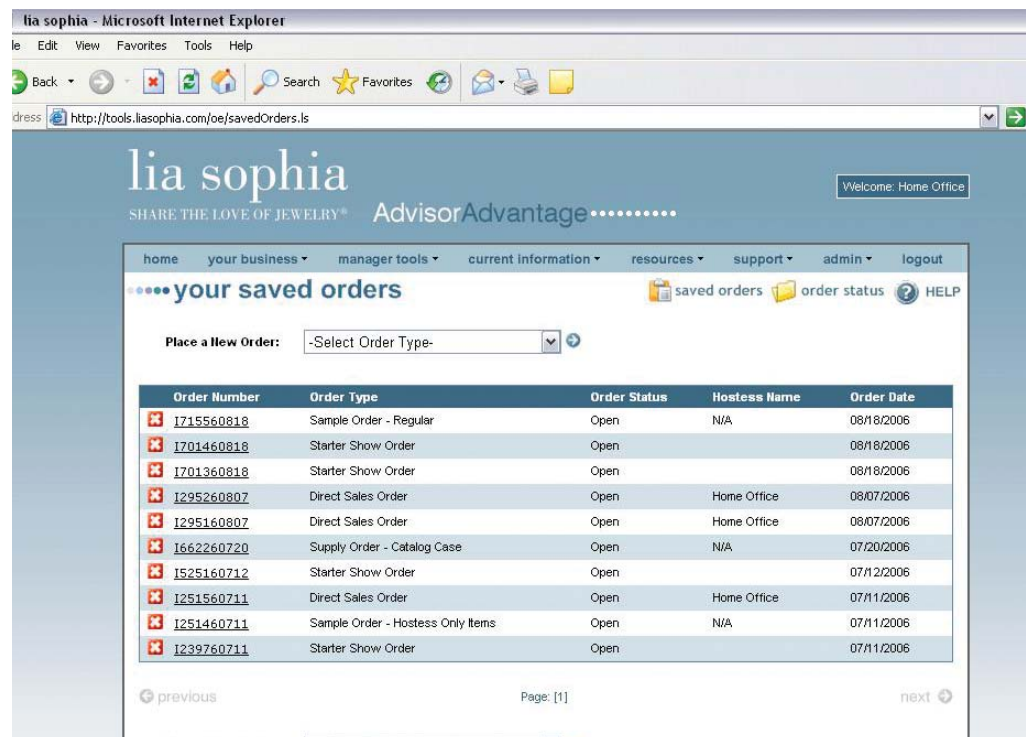
- Log onto the *Advisor Advantage* section of the Corporate website.
- From the drop down menus at the top of the screen, click on "Your Business."
- From there, click on "Ordering."

The first screen will show you any SAVED orders you have pending.

- If you have saved orders you may:
 - Click on the order number to EDIT them
 - Click on the red "x" to DELETE them.

If you would like to place a NEW order:

- Select the order you would like to enter from the choices on the bottom or top of your screen.
- You may choose from the following order types:
 - Show Order
 - Sample Order- Regular
 - Sample Order- Hostess Only Items
 - Supply Order
 - Direct Sales Order
 - Starter Show Order
 - Privilege Purchase Order



For your convenience, this guide is organized into two categories:

- Entering Show orders
- Entering all OTHER orders

Before explaining any details, we think it's important to review commonalities across ALL types of online entry.

■ **General**

- You have the ability to enter orders and save for completion at a later date. You may add purchases, revise quantities and/or pricing at any time.
- You may save as many orders as you like for UP TO SIX WEEKS.
- There are help menus for each section with detailed instructions. Click on them for help or contact your Manager with questions.
- If you would like to cancel a SAVED order, you may click the “Delete Order” button at the left of your screen while editing the order.
- DO NOT use the Back key that appears in your browser functions at the top of your screen.
- “Update All” or pressing ‘Enter’ will save all information that you have entered so far on a given page. You will remain on the same page. We recommend updating frequently.
- “Cancel Entry” will cancel any entries made since the last time you saved the order. Your order will not be deleted. You will advance to the Saved Orders List page.

■ **Address information**

- An auto-find icon is located next to the zip entry field for all available cities and counties.
 - To use the auto-find, you simply enter the zip you would like the order shipped to, then click on the auto-find icon.

■ **Shipping information**

- If you are shipping outside of the city limits you must check the box to apply the appropriate tax rate. (note: option not available for IL orders.)
- To select a shipping method, click the arrow for a drop down menu of available couriers.
 - All orders ship by the most economical courier.
 - Your profits will be charged for any shipment methods other than regular ground shipment.

■ Order entry information

- You must enter the quantity, purchase code, style number and size. (note: the purchase code will default to regular price for sample orders.)
 - For example, size 6 is entered as 06.
 - If ordering a toe ring use size 02.
- All alpha characters in style numbers must be in capital letters.
- You have 12 lines on a typical order.
 - If you are ordering more items click the update button or press ‘Enter’
 - Items previously entered will be displayed with descriptions, price and extended totals. Use this to verify your entries.
- Using the tab button on your keyboard to advance to the next field is a quick method to entering items instead of using the mouse.
- The purchase code will pre-fill once it recognizes a letter from the drop down menu. That means if an item was purchased at regular price just type “R” in the purchase code field and tab to the next entry field.
- The system will alert you to any incorrect item numbers by displaying an error message at the top of your screen.

■ Using certificates

- All fields must be entered.
- You will receive an error message if any fields are not entered, if the certificate is no longer valid, type is incorrect, or if the certificate has already been redeemed.
- Once a certificate number is entered it is no longer valid.
- Expired certificates are invalid.
- Certificates may be applied to regular price items only.
- Certificate types 707 may be used in \$5 increments (maximum \$25.00), only redeemable on Show, Direct or Starter Shows.

■ Using cards

- Once you have entered your order, you will go to the payment section.
- Click on “Payment” tab and then the “New Payment” button. You will be prompted to select a customer for payment.
- Once you have completed entering required credit card data, click on “Continue”
- You must include the decimal point when entering the amount. (i.e. \$26.84)
- ALL bank charge amounts must match the Order Summary total to process. An error message will notify you of any discrepancy.

■ Understanding Automated Credit Card Authorization

Automated credit card authorization will offer orders entered online some terrific additional functionality. As you utilize this wonderful tool, please keep the following in mind.

– Show Customer and Hostess orders are entered as usual. It is important to note that each individual’s credit card billing name and address information MUST match the bill-to information for their card.

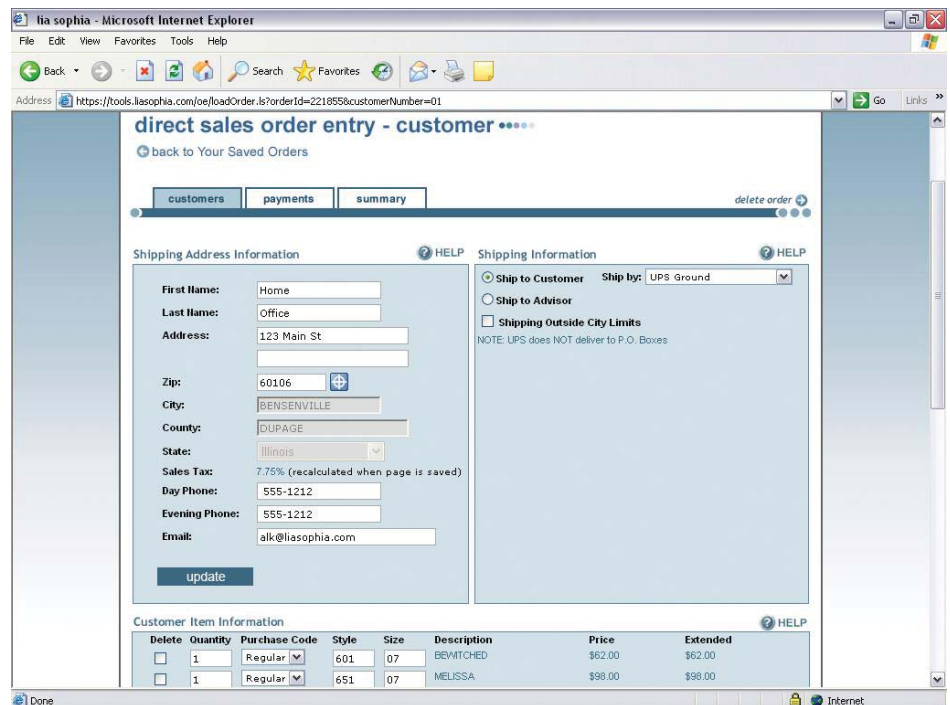
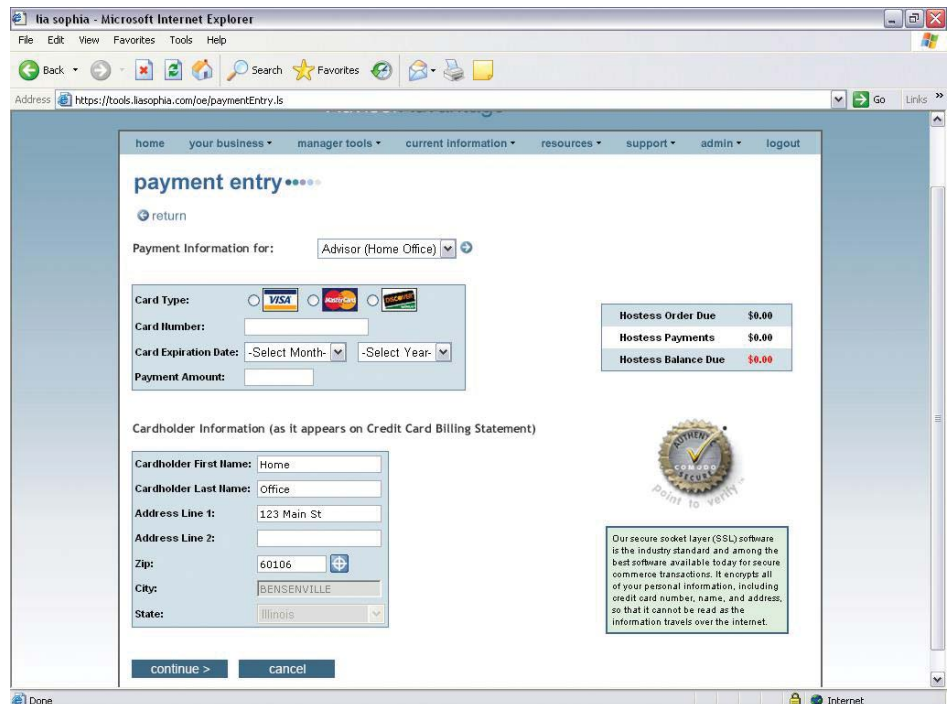
– When you submit your order, the Show’s credit cards are authorized in the following order:

- Customer 2-98
- Hostess Credit Card
- Advisor Credit Card
- Please note: While YOU WILL CONTINUE to submit as normal, the Show credit cards are PROCESSED in the order listed above. For example, if you receive an error with a Hostess Credit Card, know that customers 2-98 have cleared without issues.

– WHEN YOU RECEIVE AN ERROR MESSAGE, THE SHOW WILL NOT HAVE BEEN SUBMITTED TO THE HOME OFFICE and will continue to appear on your order list.

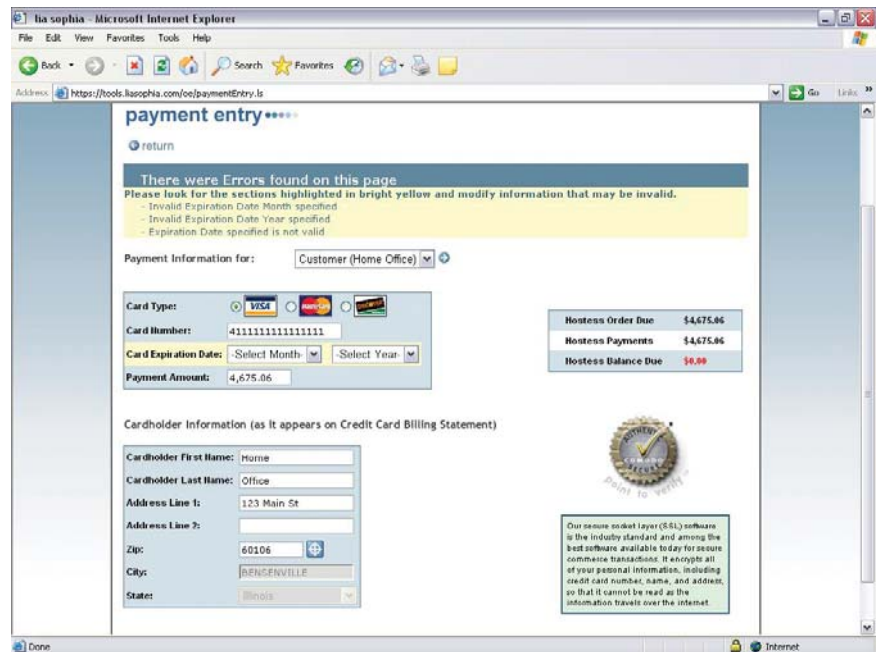
– It will ONLY be SUBMITTED to the Home Office AFTER all issues, INCLUDING CREDIT CARD ERRORS, are resolved.

– Note: once an order’s credit card is authorized, it CANNOT be deleted. Please make sure you complete the ENTIRE order before submitting it for authorization.



What does this mean for you?!!
Simple.

- YOU will have the opportunity to IMMEDIATELY contact the Hostess or Customer and get corrected information.
- YOU will effectively be in control of your own holds! Simply enter the corrected information and transmit.
- Best of all, because internet credit cards are being authorized right away, Advisors will NOT incur a \$4.00 charge per bank card decline, or for incorrect Customer or Advisor bank card information.



At month-end close, please keep in mind:

- **Advisor will need to have at least one credit card per Show authorized PRIOR to Monday at Noon for their orders to be eligible for the previous week's sales.**
- Shows not transmitted because of error codes WILL NOT be included in week-end or month-end UNLESS CORRECTED and transmitted successfully to the Home Office PRIOR TO Tuesday at 9:00 p.m. CST (note: if there is one credit card with authorization and another that declines, you have until 9:00 p.m. CST. Tuesday to fix the declined credit card in time for that order to be included in that week-end or month-end.)
 - Should an issue arise at month-end with a Guest's credit card, you may want to encourage your Hostess to authorize use of her own card and settle up with her Guest at a later date.

As your Hostesses and Customers continue to enjoy the additional efficiencies of Shows entered online, please keep the following in mind:

- Allow ample time to correct data errors. For your convenience, we've summarized the MOST common errors, and recommended actions:
 - Invalid expiration date—verify date and contact Customer if needed.
 - Credit card declined as duplicate transaction—contact **lia sophia** Customer Service.
 - Card not yet active—contact Customer.
 - Issuer declined card—contact Customer.
 - Not authorized—contact Customer. (note: if you are confident that the card is a DEBIT card, you may try to resubmit again the next day.)
 - Card expired—contact Customer.
 - Transaction declined code XXX—contact **lia sophia** Customer Service.

- Because of the challenges associated with debit card daily limits, we encourage the use of credit cards. 50% of errors that we currently encounter are caused by debit card daily limit issues so minimize their use whenever possible.
- When accepting credit cards from Customers, be sure the address they list on their order form matches the bill-to address on the credit card they are using.
- Finally, one very important additional point to remember...Once you have entered an order and pressed SUBMIT, the order MUST BE COMPLETED ON THE INTERNET. DO NOT FAX A SUBMITTED ORDER this will AUTOMATICALLY result in DOUBLE processing. Keep in mind, this would mean ALL credit/debit cards associated with the Show WOULD be DOUBLE charged BEFORE the situation could be corrected.

■ Summary page

- To move to the Summary page, you will need to click on the Summary tab located at the top of your screen.
- At the top of the page you will notice an order number.
- We recommend that you print and retain this page (or write the number down) BEFORE submitting your order.
- By selecting 'View Detail' from the "Summary View" pull-down menu on the summary page, you will be able to see a detailed invoice on the order including:
 - Shipping information
 - Item descriptions
 - Extended costs
 - Tax
 - Shipping charges
 - Bank card payment
 - Balance due total

To enter a Show Order:

To enter a Show Order click on Show Order button from drop down menu.

As you proceed through each section, we strongly recommend that you update and save the information frequently by clicking on the update button or pressing 'Enter'. You may also wait and click the "Update All" button at the end of the page. However, timeout errors that occur may result in the loss of unsaved information.

The screens are divided into four entry pages

- Hostess page
- Customer page
- Payments page
- Summary page.

Hostess Address Information

The Hostess Address Information is required regardless of who the order is shipping to.

Please note: the ZIP CODE entered on ship to field and city/county WILL DETERMINE YOUR TAX RATE for total calculations. This listing is comprised from a Tax software system, which is updated monthly.

Hostess Credit Information

The Hostess Credit 20% option will calculate as the order is entered. Simply select the "Hostess Credit Update" button, and apply the amount of credit for the Hostess on this show, or enter the amount you are authorizing.

- A \$6 charge will be applied to your commissions for the Hostess Program.
- If you are offering your Hostess the 40% Hostess Credit, the Show must have at least 10 buying customers and two bookings. Click the appropriate option to have the \$15 charge for the 40% Hostess credit added to the Hostess' order (Hostess paying) or to be taken from your commissions (Advisor paying).

The amount of the Hostess Credit you have given will be verified against the Show totals and the Hostess Credit calculated. If the Hostess amount given

is MORE or LESS than the Hostess Credit ALLOWED (based on Show totals) the Advisor will be notified. If the amount is more than that calculated the advisor will be charged 30% of the overage against her profit check. The difference will be noted before you submit your order.

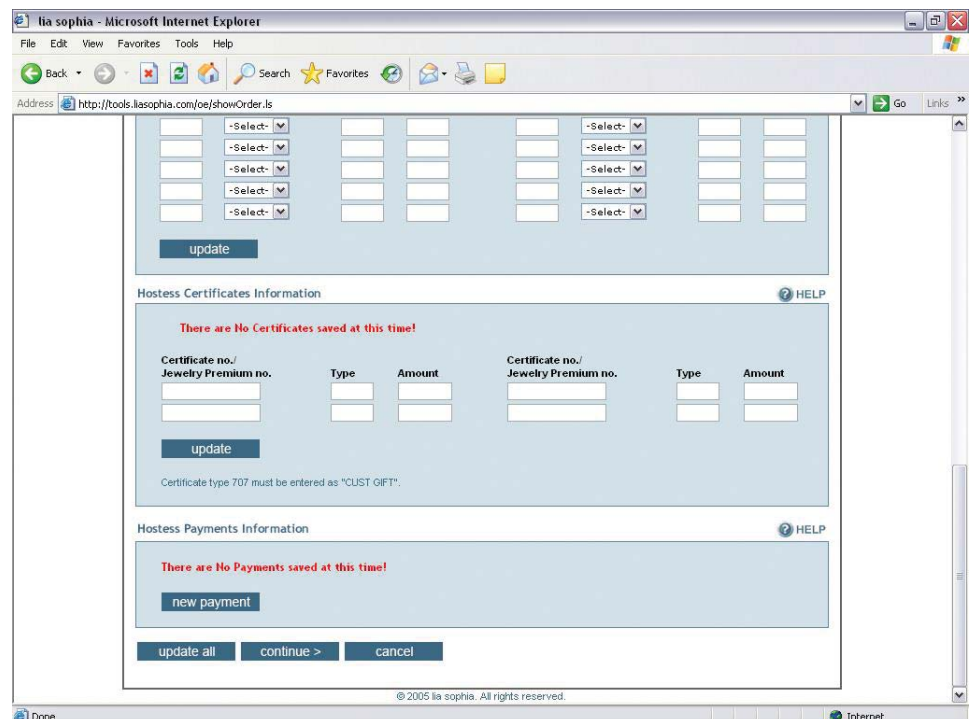
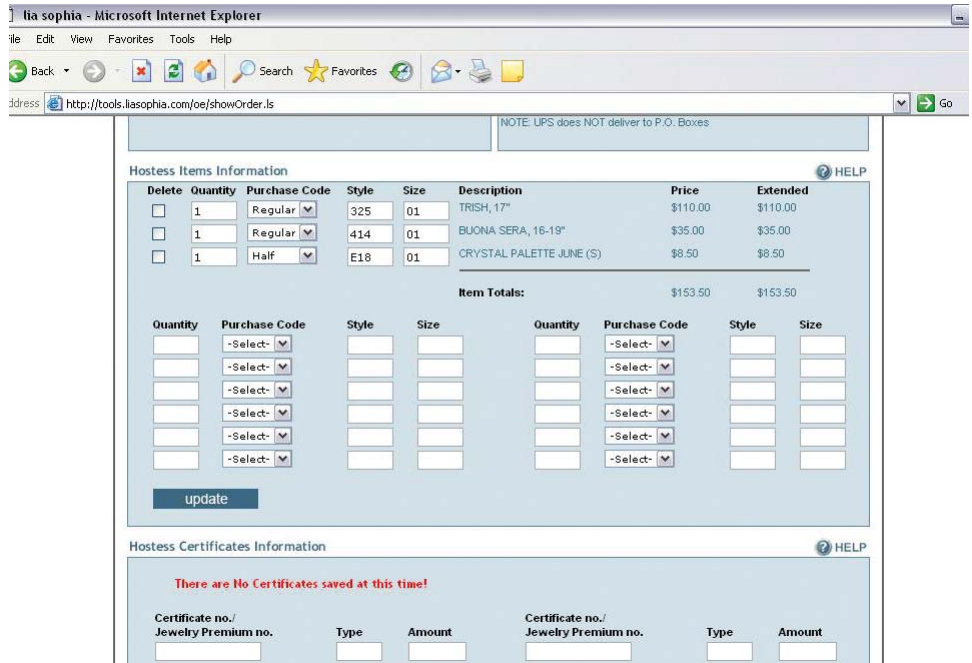
Shipping Information

The shipping options will default to “Ship-to Hostess”. Select the “Ship-to Advisor” if you would prefer the order to ship to you. Tax will be charged based on the “ship-to” destination.

Hostess Item Information

Enter your Hostess purchases including Thank You Gifts as “Bonus” selections in the entry fields provided.

- There are 12 item lines defaulted as a typical Hostess Order.
- You may add additional items by clicking the update button or pressing ‘Enter’.
- Once items have been added and you click “Update,” they will appear above the entry fields including the description, price and extended price.
- Use this to verify your Hostess purchases.



Hostess Certificate Information

Once you have entered the items you wish to order for your Hostess, you may enter any applicable certificates.

Hostess Bank Card Information

Once you have entered your order you may go to the payment section.

- Select “New Payment” button or go to the “payments” tab.
- Select “Hostess” from drop-down menu.
- Enter your bank card type, card number, expiration month and year information.
- Refer to page 4, Understanding Automated Credit Card Authorization for more details.

You have now finished your Hostess’ order. At the bottom of the screen you will have a series of buttons to proceed:

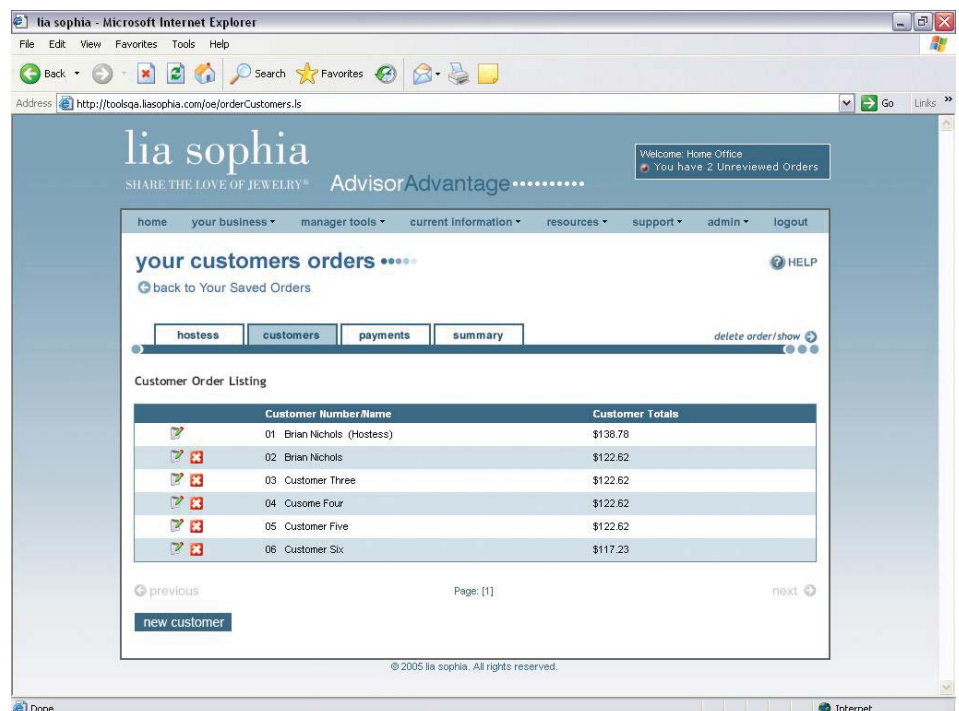
- Update all-click here to update hostess information and keeps you on the same screen.
- Save/continue to summary - click here to update all Hostess Information on this page.

Customer Order List Page

This is a convenient listing to all of your Customer Orders for this Show.

- You may edit or delete any Customer by
 - Clicking on the pencil/memo pad to edit
 - Clicking on the red “x” to delete
- You may also
 - Review Customers’ names and totals
 - Enter new Customers
 - Enter an Advisor Order

To enter a new customer, click the new Customer button below the listing fields.



Regular Customer Information

- The system will automatically assign the Customer number in a sequential order.
- The system requires a Customer name to be assigned to each Customer.
- You are required to have a minimum of one regular customer other than the hostess to place a Show order.
- If the order does not have more than one Regular Customer other than the Hostess, it is considered a Direct Sale.

Customer Item Information - Select Customers Tab

Enter your Customer purchase information in the entry fields provided.

- There are 12 item lines defaulted.
- You may add additional items by clicking the “Update” button located beneath the entry fields.
- Once items have been added the items will appear above the entry fields including the description, price and extended price. Use this to verify your Customer purchases.

Customer Certificate Information

Once you have entered the items you wish to order for your Customer, you may enter any applicable certificates.

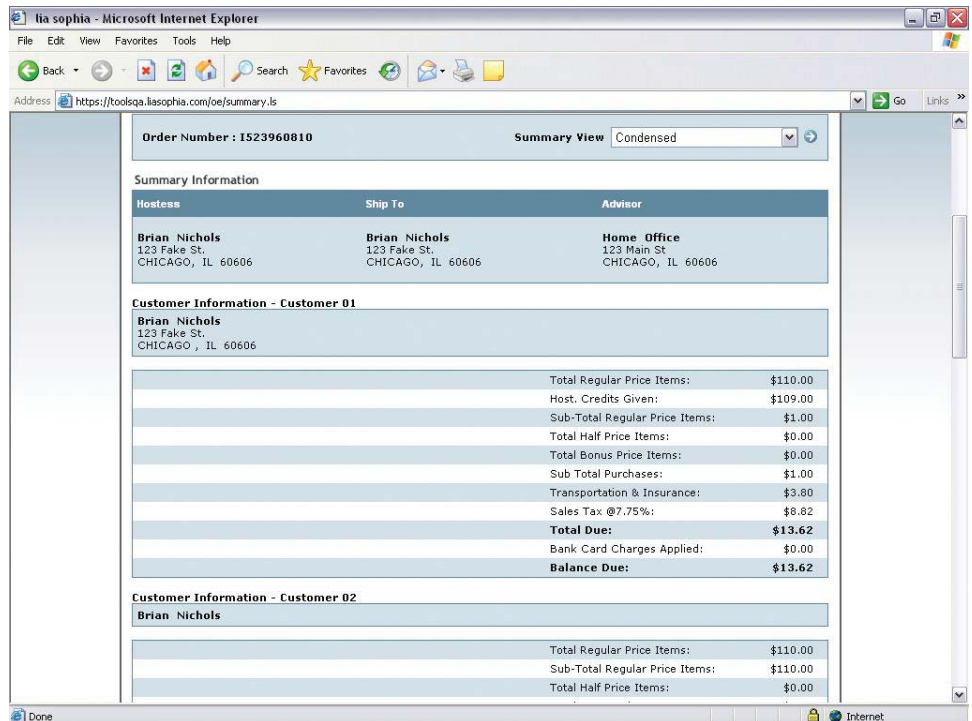
Customer Bank Card Information

Once you have entered your order you may go to the payment section.

- Select the “Payment” button and you will see a detailed invoice of your Customers’ order.
- select the customer you'd like to process payment for and fill in all required fields. The amount due will automatically pre-fill.
- Refer to page 4, Understanding Automated Credit Card Authorization for more details.

Summary Page

You will have an option to see a short summary listing totals only, or a detailed summary which displays a detailed invoice of your order including shipping information, item descriptions, extended costs, tax and shipping charges, bank card payment and balance due total. If you find a discrepancy, you may return to the Hostess or Customer Tab and revise any incorrect information.



To Enter a Sample Order:

To enter a sample order select Sample Order-Regular from the order list screen, then click the arrow next to the pull down menu. To enter a sample Hostess order click on the Sample Hostess order button from the order list screen. The screens are divided into three pages as you will see by the tabs at the top of your screen: an Advisor page and a Summary page. The Summary page allows you to submit the order.

Advisor Address Information

Your name and address, as we have on file, will automatically fill into the proper fields. This will serve as the shipping information. If you prefer the order to ship to an alternate address you may change the address information. The proper tax will be applied for the zip code entered.

Please follow the general directions as stated at the beginning of this guide for:

- Shipping information
- Item information
- Jewelry Premium Information
- Bank card information, including automated Credit Card Authorization
- Summary information

To Enter a Supply Order:

To enter a supply order click on the supply order button from the order list screen. The screens are divided into three entry pages as you will see by the tabs at the top of your screen: an Advisor page, a Summary page and a Payment page. The Summary page allows you to submit the order. You begin on the Advisor page.

Advisor Address Information

Your name and address, as we have on file, will automatically fill into the proper fields. This will serve as the shipping information. If you prefer the order to ship to an alternate address you may change the address information. The proper tax will be applied for the zip code entered.

Please follow the general directions as stated at the beginning of this guide for:

- Shipping information
- Item information
- Bank card information, including automated Credit Card Authorization
- Summary information

To Enter a Direct Sales Order:

To enter a direct order click on the direct order item from the “place a new order” pull-down menu, then click the arrow next to the pull down menu. Your order entry is very similar to placing a Regular Order. The screens are divided into three pages as you will see by the tabs at the top of your screen: an advisor page, a payments page and a summary page. The Summary page allows you to submit the order. You begin on the Advisor page.

Advisor Address Information

Your name and address, as we have on file, will automatically fill into the proper fields. This will serve as the shipping information. If you prefer the order to ship to an alternate address you may change the address information. The proper tax will be applied for the zip code entered.

Please follow the general directions as stated at the beginning of this guide for:

- Shipping information
- Item information
- Certificate information
- Bank card information, including automated Credit Card Authorization
- Summary information

Microsoft Internet Explorer window showing the 'direct sales order entry - customer' page. The address bar shows the URL: <https://toolsqa.liasophia.com/oe/loadOrder.ls?orderId=135398&customerNumber=01>. The page title is 'direct sales order entry - customer'. The page has tabs for 'customers', 'payments', and 'summary'. The 'customers' tab is selected. The page contains two main sections: 'Shipping Address Information' and 'Shipping Information'. The 'Shipping Address Information' section includes fields for First Name (Home), Last Name (Office), Address (855 Foster Ave.), Zip (60606), City (CHICAGO), County (COOK), State (Illinois), Sales Tax (7.75%), Day Phone (630-830-3323), Evening Phone, and Email (alk@liasophia.com). The 'Shipping Information' section includes radio buttons for 'Ship to Customer' (selected) and 'Ship to Advisor', a dropdown for 'Ship by' (UPS Ground), and a checkbox for 'Shipping Outside City Limits'. A note states 'NOTE: UPS does NOT deliver to P.O. Boxes'. There is an 'update' button at the bottom of the 'Shipping Address Information' section. At the bottom of the form, a red message reads 'There are No Line Items saved at this time!'.

To Enter a Privilege Purchase Order:

To enter a Privilege Purchase Order click on the button from the “Order List Screen.:

- New Line-Award —for contest award winners

The screens are divided into three entry pages as you will see by the tabs at the top of your screen: an Advisor page and a Summary page. The Summary page allows you to submit the order. You begin on the Advisor page.

Advisor Address Information

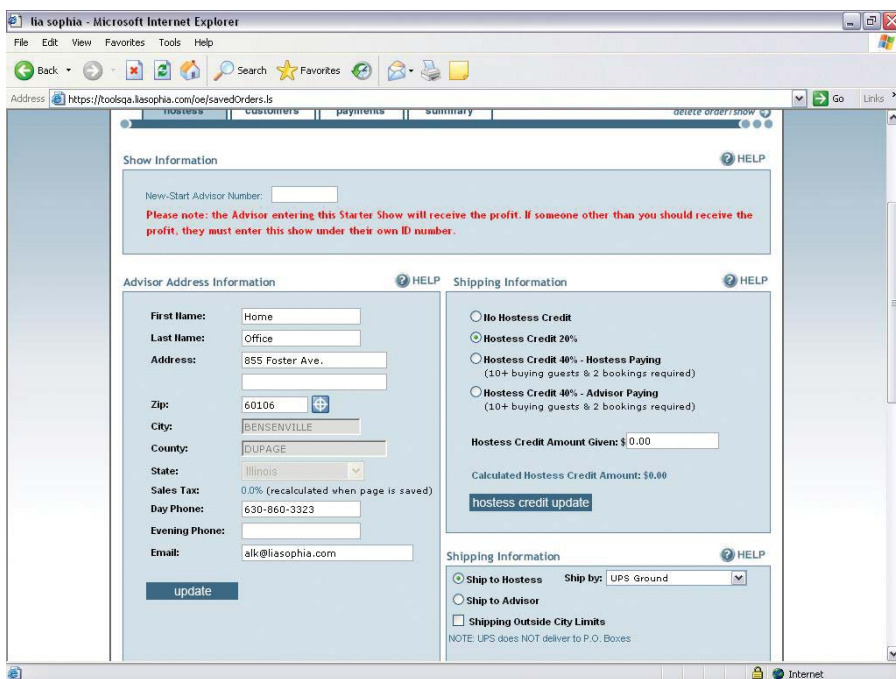
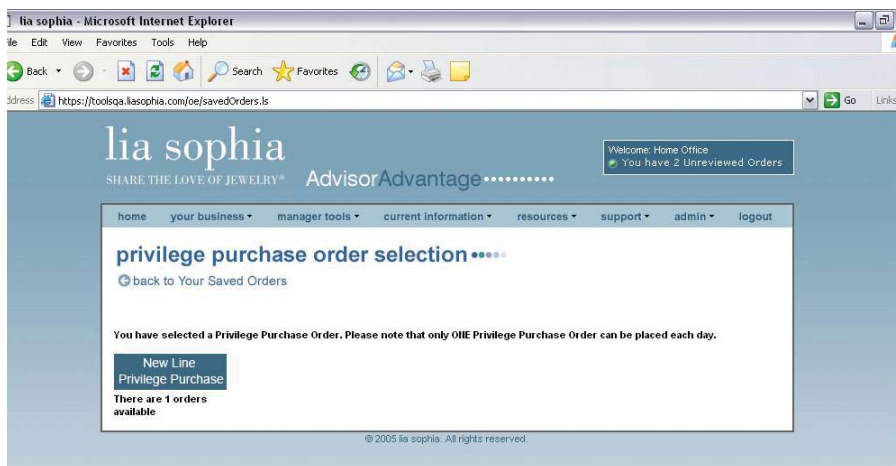
Your name and address, as we have on file, will automatically fill into the proper fields. This will serve as the shipping information. If you prefer the order to ship to an alternate address you may change the address information. The proper tax will be applied for the zip code entered.

Please follow the general directions as stated at the beginning of this guide for:

- Shipping information
- Item information
- Certificate information
- Bank card information, including automated Credit Card Authorization
- Summary information

To enter a Starter Show

- New Advisors and their recruiters will receive an email from Manager Services after the Agreement has been processed providing them with the temporary Advisor number and password to be used in the “New Start Advisor Number” field.
- The show holder, whoever gets the profit, needs to be the advisor logged-on to advisor advantage for the starter show entry.



You may follow Show entry instructions for the remainder of Starter Show entry.