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Visit MagnoliaAndVine.com and click on the “Join Now” link to become a new Style Consultant.

By clicking on the “Starter Kit” link, the recruit is taken into the Enrollment process. Clicking on the “Learn More” link displays the current Starter Kit details.

Note: After clicking on the “To Order Your Starter Kit” link, the recruit will be notified via a text box of the Style Consultant Sponsor, or the person the recruit is enrolling under. Once enrollment is complete, the Sponsor cannot be changed.

Next the recruit is presented with various Magnolia and Vine Consultant Agreements and a Consent to Electronic Record which must be agreed to:

The recruit must agree to all agreements before proceeding.
Next the recruit is prompted to add her personal information. She will also choose her own personalized website password here, which should not be shared.

The recruit will need to remember her password for future logins.

As part of the enrollment process, the recruit is automatically subscribed to the Magnolia and Vine Stylist E-Marketing Suite, which will be billed each month. The subscription is free during enrollment month and the first full month following enrollment.
Next, a direct deposit account must be set up for future commission payments:
And finally, the new Recruit is prompted to enter credit card information to pay for her Starter Kit and other future purchases.

The new recruit has a final review page where she can see her Order Summary, Finalize Enrollment, Change any of her choices, or Cancel Enrollment as a Magnolia and Vine Style Consultant:

Only when the recruit clicks on the “Finalize Enrollment” link will her Style Consultant ID be established and her Starter Kit be ordered. The Style Consultant will then receive a confirmation message and email providing next steps on how to Log In to her personal Back Office.

It is important for the recruit to save her Style Consultant ID as this is what she will share with others to direct them to her personal website. The direct URL is mymagnoliaandvine.com/consultantID
ACCESSING THE BACK OFFICE

For best results when accessing the Stylist Workstation, please review the following recommendations:

1. Set display resolution to 1024 X 768
2. Disable all popup blockers when visiting the website
3. Use Google Chrome, FireFox 9 or newer, or Safari 5 or newer

Connect to the stylist workstation from either MagnoliaAndVine.com or from your personal Web Page, www.mymagnoliaandvine.com/consultantID

Click on the “Stylist Login” link on the bottom of the page, enter Consult ID and password, and the Back Office will be displayed.
THE BACK OFFICE HOME PAGE

After a successful login, the Stylist Back Office Home Page will be displayed:

Stylist name, title and current personal volume information are displayed on the left side of the screen. Important Announcements appear below the personal info.

The Navigation Bar at the top of the page takes the Stylist to the other areas of her Back Office:

- **My Accounts** displays your Orders, Returns and any adjustment to your accounts.
- **My Profile** allows you to update your contact and banking information, and personalize your website.
- **My Downline** will allow you to view your downline recruit status.
- **My Events** is where you can schedule a Social, send out E-Vites and track responses.
- **My Files** is the Magnolia and Vine filing cabinet containing important corporate documents.
- **My Commissions** is where you will see current and historical commission detail.
- **My Orders** is where you will place orders as well as manage your Contacts and Bookings, view Backorders and Returns, and subscribe to Stylist Newsletters.
- **My Order History** allows you to view and print submitted orders, as well as SEARCH for orders and Customers.
- **My Training** gives you access to many different tools that will enhance your business.
- **Help** provides an e-mail link to Customer Support to answer questions or solve problems.
- **Logoff** will end your Back Office session and clean up any browser information.
My Accounts tab displays the details of various kinds of business activities a Consultant may have with Magnolia and Vine:

In the “Account” dropdown menu there are three types of accounts that a Style Consultant can review. The selection windows at the top of the screen display account activity for a specific time frame or for a given order.

- **Style Consultant Order Account** - As an Order is placed, an amount due for the order and payments applied to it are shown on this screen. If a balance is due to the Consultant for commission, the balance will be positive. If an amount is owed to Magnolia and Vine the balance will be negative.

- **Retail Product Credits Account** - This account details the personal merchandise orders a Style Consultant places using her Retail Product Credits.

- **Business Supply Credits Account** - This account details the Business Supply Orders a Style Consultant places using her Business Supply Credits.
MY PROFILE

My Profile tab has sections for maintaining personal information such as mailing and shipping addresses, credit card and bank deposit numbers, and website personalization options. My Profile tab also allows a Style Consultant to manage account passwords and alerts.

ADDRESS INFORMATION TAB
On this tab a Style Consultant may modify her Shipping and Mailing Information.

ADDITIONAL INFORMATION TAB
The Additional Information tab is where a Style Consultant can update her contact phone numbers, maintain her valid credit card, and manage stylist email alerts and passwords.
Clicking on “Manage Cards” opens a window where a Style Consultant can enter or edit one or more of her credit cards on file. All Magnolia and Vine Style Consultants are required to maintain a valid credit card on file. These stored cards can be used as payment for any order type, and also to settle any other amounts due to Magnolia and Vine.

The credit card entered during the Enrollment process does not save here. The Style Consultant will want to enter her credit card information here before placing ANY orders.

Clicking on “Manage Alerts” opens a window where a Style Consultant can choose which email notifications she wants to receive. The possible email alerts are listed below:
COMMISSIONS OPTIONS TAB
This tab allows the style consultant to enter her direct deposit information for commission processing.

MY WEBSITE INFORMATION TAB
The My Website Information Tab provides all Magnolia and Vine Style Consultants the ability to customize their personal website. The links in blue allow you to personalize your home page message and upload a photo.

A photo is not required on your Style Consultant personal website, but may make it more personal to your Guests. Click on the “Upload Photo” link to open the dialog window. Use the Browse button to locate your photo on your personal computer, and once selected, use the Upload button to add it to your Magnolia and Vine personalized website.
Clicking on the “Personalize” link will open a page where you can enter and customize your personal message to those who visit your site:

The **Name to Show** does not need to be your official name with Magnolia and Vine. It will be the name visitors see on your website home page.

The **My Website Name** is how people find you on the internet. There are 2 ways to search for your personal website:

- [www.mymagnoliaandvine.com/consultantid](http://www.mymagnoliaandvine.com/consultantid) - where “consultantid” is your numeric ID
- [www.mymagnoliaandvine.com/websitename](http://www.mymagnoliaandvine.com/websitename) - where “websitename” is the name you specify here.

(These names are granted on a first come first serve basis).

The **Google Analytics Code** is an optional field. If you have a code you may enter it here. If you do not have a code, you can either leave the field blank or sign up for a free Google Analytics account at [http://www.google.com/analytics/](http://www.google.com/analytics/). This will allow you to see how customers found your replicated site and what they looked at.

The **Meta Descriptions** and **Meta Keywords** are web parameters used to assist search engines in placing your site in web searches, in addition to information on your page. The *descriptions* should be short and to the point, and tell the reader exactly what they can do if they click through to your site. The *keywords* are words someone may use while searching for your site or similar items on the web. These are optional fields. Examples of each are provided below:

**Meta Description Examples:**
- Fall in love with customizable jewelry from Magnolia & Vine. Shop the large selection today.
- Shop beautiful customizable jewelry and accessories from Magnolia & Vine. Create your look today!
- Earn free jewelry while having fun with your friends. Host a Magnolia & Vine Social today!
- Take advantage of amazing hostess rewards while creating a style you love. Contact Magnolia & vine today!
- Magnolia & Vine offers a wide variety of customizable jewelry. Learn more about the benefits and rewards of hosting.

**Meta Keywords Examples:**
- Fashion Jewelry
- Interchangeable Jewelry
- Customizable Jewelry
- Snaps
- Snap Jewelry
- Magnolia and Vine
- Direct Sales Jewelry
- Direct Sales Party
- Hostess Benefits
- Hostess Jewelry
- Hostess Rewards

The **Display Options** give you the option of how much personal and contact information you show to visitors on your website. The “Show My Events” selection provides a link to your calendar of events – future parties or other events you have set up in the Events tab. The “Show in Locator” link refers to a Corporate Level Consultant locator to be implemented in the near future.

The **Welcome Message** section is where you will enter the personal message that will appear on your personalized Home Page. This section is a full web editor, and has the ability to insert links to other web pages and images.
Once you’ve entered your message, you can click on **Update Your Site** to make your updates visible on your personal Home Page.

Open another browser window to view your personal website. Go to mymagnoliaandvine.com/consultantID

**Home** displays the Style Consultants personal message and other items selected in My Profile.

The other links on this personalized website allow Style Consultant customers to join the Magnolia and Vine team, host a social, and shop.
My Downline is a place where a Style Consultant can create a report of her downline. The initial display provides her the opportunity to customize the view of her downline. The Click here link will run a quick downline report.

**ADVANCED REPORT FILTERING**

Define your reports further by using the Advanced Filtering options below. Your filter choices remain in effect until you change them or log off. You can also select a Volume Period and then lead a Saved Filter or create a new Saved Filter. Click here to run your current downline report.

**DISPLAY PARAMETERS**

- **Page Size:**
  - 25

- **Volume Periods:**
  - JAN2015
  - DEC2014
  - NOV2014
  - OCT2014
  - SEP2014
  - AUG2014
  - JUL2014

**FILTER OPTIONS**

- Only Style Consultants who meet ALL of the criteria specified below will be displayed.

- **Ranking Order:**
  - Sponsor
  - Enroller

- **Active Style Consultants Only:**

  - **PV:**
    - Min: [ ]
    - Max: [ ]

  - **Min Recruits:** [ ]

  - **Max Depth:** [ ]
Your Downline List Display shows information about each individual in your group as well as statistics for the time period:

<table>
<thead>
<tr>
<th>Level</th>
<th>ID</th>
<th>Name</th>
<th>Email</th>
<th>Tools</th>
<th>Rank</th>
<th>Entry Date</th>
<th>St/Prov</th>
<th>Recruits</th>
<th>PV</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1</td>
<td>Magnolia and Vine</td>
<td></td>
<td></td>
<td>NSD</td>
<td>11/5/2014</td>
<td>MN</td>
<td>3</td>
<td>$0.00</td>
</tr>
<tr>
<td>1</td>
<td>IT</td>
<td>Terminated Tree</td>
<td></td>
<td></td>
<td>D</td>
<td>11/3/2014</td>
<td>MN</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>1</td>
<td>TEST11</td>
<td>Test Consultant</td>
<td></td>
<td></td>
<td>USC</td>
<td>12/20/2014</td>
<td>OH</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>1</td>
<td>TEST12</td>
<td>Them Tester</td>
<td></td>
<td></td>
<td>USC</td>
<td>12/24/2014</td>
<td>OH</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>1</td>
<td>TEST13</td>
<td>PPS Tester</td>
<td></td>
<td></td>
<td>USC</td>
<td>12/24/2014</td>
<td>CA</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>1</td>
<td>TEST14</td>
<td>PPS Toddess</td>
<td></td>
<td></td>
<td>USC</td>
<td>12/24/2014</td>
<td>CA</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>1</td>
<td>TEST15</td>
<td>Stacey Cunningham</td>
<td></td>
<td></td>
<td>USC</td>
<td>12/20/2014</td>
<td>MN</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>.2</td>
<td>TEST16</td>
<td>Jones House</td>
<td></td>
<td></td>
<td>USC</td>
<td>12/22/2014</td>
<td>HI</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>1</td>
<td>TEST17</td>
<td>bonne belle</td>
<td></td>
<td></td>
<td>USC</td>
<td>12/18/2014</td>
<td>MN</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>1</td>
<td>TEST18</td>
<td>Brooke Anderson</td>
<td></td>
<td></td>
<td>USC</td>
<td>1/6/2015</td>
<td>MN</td>
<td>0</td>
<td>$0.00</td>
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<tr>
<td>1</td>
<td>TEST19</td>
<td>Fred Flintstone</td>
<td></td>
<td></td>
<td>USC</td>
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<td>JAK</td>
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<td>$0.00</td>
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<tr>
<td>1</td>
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<td>Laura Reber</td>
<td></td>
<td></td>
<td>USC</td>
<td>1/8/2015</td>
<td>MN</td>
<td>0</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Level refers to the sponsoring relationships in your group.

Email Link opens your email program to send a note to the selected individual.

Tools open windows with additional information about the selected downline:

- Displays details for the Consultant.
- Shows this consultant’s downline in a separate window.
- Opens a Window with additional statistics for the downline.

Rank is the Consultant’s Title for the selected month.

Entry Date is the date the Consultant enrolled.

Recruits refers to how many recruits the Style Consultant enrolled for the period.

PV displays the Personal Volume* for the period.

The icons in the upper left corner allow you to send an email to this entire group, or export the list to Excel, Word, or an HTML document.
MY EVENTS

Events can be created in your Back Office for upcoming Socials and other events. Once you create an event, you can invite guests with Evites, show the details on your replicated website, and monitor RSVPs.

Create NEW Social Event

- **New Events** – allows you to select the type of event to create.
- **My Follow-Ups** – allows you to add and view follow-ups sent by potential leads; 10 most recent are viewable.
- **My Events** – allows you to edit your existing events or view the details of an event. To make changes to your event select Edit and to remove your event select Cancel.
  - **Date** – Date of the Social
  - **Event Header** – Name of the Social
  - **Responses** – Number of guests that have responded
  - **RSVP** – Number of guests attending
  - **Resulting Orders** – Number of orders from the Social

**Step 1** - To create a new event, select the Social link:

![Create NEW Social Event](image)

**Step 2** - Create the Social by entering the party details and Hostess information.

Your Socials can be displayed on your replicated site so that customers can easily view current events or locate Social information. You can also link your Social events directly to your replicated site homepage.

Start by entering the party details on the top half of the screen

- **Type** – type of event; Social or Non-Social.
- **Party Date** – date of the Social. The Calendar icon is clickable and will allow you to select a date versus typing the information in the field.
- **Planned Closing Date** – date the Social will end and orders will not be accepted after
- **Starting Time** – starting time of the Social. Only hours are available in the drop down but you can input minutes by clicking in the field.
- **Show On Your Site** – check the box to display the Social on your replicated site
- **Description** – name of the Social, also the name that will be displayed on your replicated site.
- **Event Details** – description of the Social and information Guests will be able to view when they click on the event through your replicated site.
- **Address Line 1 & 2** – address of the Social.
- **Zip Code** – zip code of the Social.
- **Allow Shopping** – check the box to allow Guests to shop products prior to the event or if unable to attend.
Next, enter the Hostess information on the bottom half of the screen.

- **Display Host Address** – Uncheck the box to hide the Hostess address from appearing on your replicated site. If checked, the Hostess address will be available to anyone viewing events information on your replicated site. **DEFAULTS TO CHECKED BOX.***
- **Send Login Information To Host** – check the box to email login information, created by you, to the Hostess so she may access the Hostess Portal.
- **Email** – HOSTESS email address.
- **Password** – password the Hostess will use to access the Hostess Portal. **THIS IS CREATED BY YOU, THE CONSULTANT.**
- **First & Last Name** – HOSTESS name.
- **Address Line 1 & 2** – HOSTESS address.
- **Zip Code** – HOSTESS zip code. This will prompt a pop-up box for you to select the Tax Rate associated with her city/state/zip code.
- **Home Phone** – contact number for HOSTESS. Can be a cell phone.

Check the box to allow the Hostess access to the Hostess Portal, which allows her to manage her guest list and create a wishlist.
Make sure to click “Update and Continue”. This will create the Social in your events and also save the Hostess information in your Contacts.

Next, you have the option of finalizing the Social details by entering the Guest List or allowing the Hostess to complete this step through the Hostess Portal.

If THE HOSTESS is going to complete this information, SKIP step 3-6.

The Hostess will receive an email with login information and a link to her Hostess Portal if you checked the box in step 2. Once logged in, the Hostess can view the Party Details, select her Guest List, and manage her Wish List.

Instructions for the Hostess are located in your Back Office under “My Training”. You can access these instructions to provide to your Hostess by printing them or saving the file and emailing them.

If THE CONSULTANT is going to complete this information, continue to step 3 below.

**Step 3** - Select an Invitation Type from the dropdown menu.

You have the option to Preview/Change the invitation before moving on to the Guest List. Click Preview/Change. If you have any changes to make, close the window and make the necessary changes in Event Details. Don’t forget to save.

Click “Update and Continue to the Guest List”.

**Step 4** - Add Guests to the Social.

- **New Guest** – allows you to add a new guest or search for an existing contact
- **Guest List** – allows you to view and edit information for each guest. You can Edit/View a guest’s information or Delete them from the list.
  - **Name** – Guest name
  - **Invited** – shows if a Guest was sent an invite
  - **RSVP** – shows if a Guest has responded
  - **Attending** – shows if a Guest is attending
  - **Follow-Up** – shows if the Guest has asked for follow-up
  - **Order** – shows if the Guest has placed an order
There are two ways to add Guests, (1) through your Contact List, and (2) by manually entering their information.

Click **Search Contacts** to locate the Guest and have their information auto-populate.

If the Guest is not in your Contact List, enter their email address and click “Add Guest”.

You will then be prompted to enter the Guests information.

- **Can Attend** - displays whether or not a guest can attend. If they RSVP on the invitation this box will be checked automatically.
- **Send Invitation** - displays whether or not a guest will be sent an invitation. Once invites are sent this box will be unchecked automatically. If you want to re-send an invitation, you can check this box again.
- **First & Last Name** - Guest name
- **Address Line 1 & 2** - Guess address
- **Zip Code** - Guest zip code
- **Email** - Guest email address
- **Phone Number(s)** - Guest contact number
Only required information is the Guest's email address, first name, and last name.

After entering all Guest information click “Update” to save.

Follow these steps until all Guests have been added to the Social.

**Step 5 - Preview Invitation**

Click on the “Preview Invitation” link to see a list of Guests the Evite is being sent to. Click on View next to each Guests name to view the Evite. If you have any changes to make, go back to Party Details and update the information. Make sure to save your changes.

Once you have approved the invitation details you are ready to send the Evite. Click Return To The Guest List to send your Evites.
Step 6 – Send the Invitations

Click on “Send Invitations Now”.

Once sent, you will see a confirmation on your screen showing the successful and failed recipient list. If any fail, you can update the Guests email address by editing their information and resending the Evite.

When the recipients open their email, they will see the Evite and can click a link to RSVP or shop. You will see their responses in the “My Events” section of your Back Office by clicking on the Social name. To force a manual RSVP, click on the Edit/View link for the Guest, and check the “Can Attend” box.

- Yes, I can't wait to attend
- No, I’m unable to attend, but would like to support you by shopping online
- No, I’m unable to attend

Guests that want to shop online ahead of time or can’t attend the Social can access the event by clicking the SHOP link at the bottom of the email. This will take them directly to the Consultants replicated site. Any orders placed online will be linked to the Social and count toward the Social total, providing the Hostess with the most rewards.

You can add additional Guest(s) to the Social after the Evite is sent. When adding additional Guest(s), make sure to check the “Send Invite” box and save their information. Click “Send Invitations Now” and the Evite will be sent.

Step 7 – Close your event and Create your social order

When your event or Social has concluded and you are ready to submit the order, go to My Events, edit the specific Event, and select ‘Create the Order’. By selecting ‘Create the Order’, you are officially marking this Event or Social as closed. A closed event means that guests are no longer able to shop online under this event. Also, by selecting ‘Create the Order’ all of the pending shopping cart orders linked to this event will transfer over to the My Orders section of the Back Office. This event or Social order will now display as an un-submitted order in your Back Office. At this point you can add to or edit the order for any guest.
HOSTESS PORTAL BACK OFFICE INSTRUCTIONS

Thank you for hosting a Social! Here are some hostess instructions to help you set up your party and send Evites to your guests. Go to the Hostess Portal link in the Magnolia and Vine Social confirmation email you received from your consultant or visit http://mymagnoliaandvine.com/consultantID and click on “Hostess Login” to enter the Hostess Portal. Your username and password were provided in the confirmation email.

Now you are ready to start planning your party!

Step 1 - Click on Party Details to see the Social information provided by your Style Consultant.

- **Starting Time** - time your Social begins
- **Date** – date your Social is scheduled for
- **Description** – name of the Social, also the name that will be displayed on your Style Consultants website for your Guests to easily locate
- **Event Details** – description of the Social and information Guests will be able to view when they click on the event through your Style Consultants website

Touch base with your Style Consultant to see if she has already created the Guest List, sent the Evite, or both.

If Evites HAVE been sent you don’t need to do anything on this screen but can use it as a reference. Click Preview/Change to see a copy of the Evite.

If Evites HAVE NOT been sent you have the option to change the Description and personalize the Event Details, or leave them as they currently are. Select “Magnolia and Vine Social Evite” as the Invitation Type from the dropdown. Click Preview/Change to see a copy of the Evite before sending. Make sure to click “Save Event Information” before proceeding.
Step 2 - Click on Guest List to add contact information for your Guests or view the list of Guests already invited.
  - **New Guest** – allows you to add a new guest or search for an existing contact
  - **Guest List** – allows you to view and edit information for each guest. You can Edit/View a guest’s information or Delete them from the list.
    - **Name** – Guest name
    - **Invited** – shows if a Guest was sent an invite
    - **RSVP** – shows if a Guest has responded
    - **Attending** – shows if a Guest is attending
    - **Follow-Up** – shows if the Guest has asked for follow-up
    - **Order** – shows if the Guest has placed an order

If your Style Consultant **HAS** already created a Guest List it will be listed here. You can add additional Guests to this list.

If your Style Consultant **HAS NOT** created a Guest List you will enter their contact information here. Enter their email address and click “Add Guest”.

You will then be prompted to enter the Guest’s information.
  - **Can Attend** – displays whether or not a guest can attend. If they RSVP on the invitation this box will be checked automatically.
  - **Send Invitation** – displays whether or not a guest will be sent an invitation. Once invites are sent this box will be unchecked automatically. If you want to re-send an invitation, you can check this box again.
  - **First & Last Name** – Guest name
  - **Address Line 1 & 2** – Guest address
  - **Zip Code** – Guest zip code
  - **Email** – Guest email address
  - **Phone Number(s)** – Guest contact number
Only required information is the Guest’s email address, first name, and last name.

After entering all Guest information click “Update” to save.

Follow these steps until all Guests have been added to the Social.

If Evites HAVE been sent and NO NEW Guests were added, you can use this screen as a reference to your Guest List.

If Evites HAVE been sent and NEW Guests were added, make sure the box is checked next to “Send Invitation” for those added.

If Evites HAVE NOT been sent you will do so at this time.

**Step 3** – Click “Preview Invitation” to see a list of Guests the Evite is being sent to. If any Guest already received the Evite they will not be listed. Click on View next to each Guest name to preview the Evite for that Guest.
Click **Return to the Guest List** to send your Evites.

**Step 4** – Click “Send Invitation Now” to send the Evite to your Guests.

Once sent, you will see a confirmation on your screen showing the successful and failed recipient list. If any fail, you can update the Guests email address by editing their information and resending the Evite.

When the recipients open their email, they will see the Evite and can click a link to RSVP. If any Guest declines, they are provided the option to shop now without attending the Social. Guests who accept your invitation are also provided the option to shop now.

**Step 5** – Click Wish List to add items you are hoping to receive or purchase to a list that will be viewable by your Guests.

- **Item Code** – item code of the item you want to add, if known
- **Quantity** – quantity of the item you want to add
- **Add Item** – click this button to add the item to your wish list
- **Browse Items** – click this button to view all items available to purchase

- **Edit** – allows you to change the item quantity
- **Delete** – delete the item
- **Item Code** – use to identify the item
- **Description** – item description
- **Quantity** – quantity added to the wish list
- **Qty Ordered** – actual quantity of the item ordered
Your Wish List will be accessible on your Style Consultants website under My Events. Guests can view your Wish List and even purchase items off of it while shopping. They must select your Social from the listed events in order to (1) see your Wish List, and (2) have their purchase count toward your Hostess rewards.

You are now ready to start preparing for your Social. Connect with your Style Consultant with any questions about hosting a successful Social or to find out your next steps. Connect with your Guests to remind them of the upcoming event and let them know how excited you are they plan to attend. Offer the option to shop ahead of time, especially if a Guest is not able to attend. Remember, you can always reference the Hostess Packet provided by your Style Consultant for more information on preparing for your party.

Don’t forget to search the Magnolia and Vine catalog at http://magnoliaandvine.com/ to find your favorite pieces because once your Social ends, it’s time for you to SHOP, SHOP, SHOP! and take advantage of our amazing Hostess benefits!
MY ORDERS

This tab allows the Style Consultant to place different types of orders.

<table>
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**Annual Renewal** - You will be prompted to renew your Magnolia and Vine Style Consultant Agreement annually on the anniversary date of your enrollment.

**Business Supply Order** - You will click on this order type to order business supplies.

**Customer Individual Order** - This is the place to enter individual orders for customers. This order type is similar to a customer shopping directly on your replicated website.

**Product Credit Order** - Here you place product orders using your credits from the Fast Start Program or any other marketing programs where you earned product credits. You do not earn personal volume on these orders.

**Social Order** - Click here to enter orders for Socials. Social Order allows you to purchase merchandise from our catalog for your customers.

**Stylist Personal Order** - Place your own personal Stylist order under this link. You do not earn personal volume on these orders, but you do maintain the commission discount.

**Stylist Sample Order (50% off)** - Each Magnolia and Vine Style Consultant is entitled to purchase one of every catalog item for 50% off. This order opportunity is an excellent way to build your selling kit. You do not earn personal volume or commission on these orders.

*Items included in the Starter Kit are not available to purchase on a Stylist Sample Order (50% off).*

If you have begun an order but not submitted it to the Home Office, it will be displayed on the My Orders screen. Note that old unsubmitted orders are automatically deleted after 15 days. If you wish to continue with the order, you will need to re-enter it.

The My Orders tab also provides a number of choices for Management of your orders.

- **Backorders** displays the current outstanding backorders that may exist for your customers. Magnolia and Vine does not allow Backorders.
- **Bookings** allow you to view and create Social Bookings.
- **Contacts** is where you’ll maintain your Customer Information.
- **Follow-Ups** allow you to maintain a to-do list regarding leads or tasks.
- **Returns** displays the status of your Returns.
- **Subscriptions** allow you to view your current subscription with Magnolia and Vine.
**Entering Style Consultant Orders** (for all order types except Social Order):

**Step 1:** Confirm your Shipping Information:

```
Shipping Information

Shipping Method
Ground

First Name *

Last Name *

Address Line 1: *
[Street Address, No PO Boxes]

Address Line 2:
[Apt, Unit, Suite, ...]

Zip Code: *
55446-

Tax Information
City: 
State: ...
County: 
Tax Rate: 7.28 %
Food Tax Rate: 0.00 %

Email
Sally.Smith@MagnoliaAndVine.co

Home Phone *
(000)000-0000

Save and Continue
```

Your Consultant Shipping information will appear by default; however, you may modify this.

Note that as you enter your Zip Code, a list of possible Cities, Counties and Tax jurisdictions within that Zip Code are displayed. Click the Select link to choose the right one.

When you are ready to proceed with your purchase, click "Save and Continue."
Step 2: Enter your Items

Your order entry screen has three sections:

A. A line where you’ll enter item numbers and quantities to add to the order.
B. A section showing the product retail value of the items ordered, including shipping and handling and tax.
C. An Order Summary, showing any personal volume and commission.

Enter an item number and quantity in Section A and click “Add/Lookup” to add to or update your order:

Repeat to add all the items you wish to order. Click the Payments button to enter your payment information.
**Step 3: Enter Your Payment and Submit**

To enter your card information, click on the Add+ link:

You will see your name by default, but you can also choose your CARD ON FILE from the drop-down list. Enter or confirm your credit card information, and enter the payment amount. Most often the payment amount will be the Outstanding Balance, but if you want to enter two cards, you can repeat the process with two smaller payments to make the total.

When your Outstanding Balance is zero, click **Submit Order** to finish.

Submitting the order WILL authorize the card – you will see an error message if the authorization is unsuccessful. Correct any payment errors by using the edit or delete payment links, and/or adding a different card. When the order processes, you’ll see your order number:
Entering Social Orders:

**Note:** Social Orders require a minimum of four orders and $150 in sales.

**Step 1: Enter Hostess Information**

Begin a Social Order by entering your Hostess Information. If the party came from a prior booking you can enter the Booking ID if you know it, or look it up by clicking the link.

The Party Date must be prior to the current date.

If you have the Hostess in your Contacts List, you can use the Auto Fill Link to find them and copy their information into the order. Otherwise, just enter the new Hostess information.

Social Orders default to Ship to Hostess. If the Hostess wants the order to ship to the Style Consultant, enter Consultant address instead.

Note that as you enter the Hostess Zip Code, you’ll be able to select the appropriate City, County, and Tax jurisdiction from a list of all those in that zip code.

Capture the Hostess Email and Phone Number so you can contact them about this order. Next click “Submit” to begin entering the Social Guests and purchases.
Step 2: Enter Guests and Social Orders

After Host Entry, you’ll see the single screen where you’ll enter your party. It’s divided into three sections:

A. The Select Guest/Price Level is a drop-down list to select the type of order the Hostess or Guest is placing - Hostess Credit, Hostess 1/2 Price, Hostess Retail, or Guest Order. The Social Order is created with the Hostesses’ information but you will want to enter all other Guest Orders and finish with the Hostess Order. Click on Add Guest/Booking (top right) to enter contact information for each Guest. Select the Guest name from the drop-down and enter the items and quantities, and her order will be created. Select the correct Hostess Reward from the drop-down and enter the items and quantities to enter the Hostess Order.

B. The center of the page shows the Order Details by Guest. As you add Guests and items, this list will become longer and you’ll need to scroll through it.

C. An Order Summary is at the bottom of the page. Here you’ll be able to see the Order Totals including Volume, Profit, and Host rewards as you enter items into your order.

On the Guest Information screen, the “Ship Product to Hostess” box is the default and normal ground shipping rates apply. If the Guest wants their purchases shipped separately to their own address, uncheck this box and add the Guests mailing address. An additional Drop Ship Fee will be added.

If the Guest has scheduled a future Party, check the Create a Booking box to set a future Party date. When this Guest is submitted, the Booking will be added to your Bookings list.

As each Guest is added, a section in the Order Details in the middle of the page will be added for their items, and their name will be added to the drop-down list Select Guest.
Party Order Step 3: Enter Items

When you have entered your Guests, you can then select their name from the drop-down listing and enter their purchases items:

As you enter and save items for each Guest, their totals will be updated:

You can see the items ordered by each Guest, as well as their Shipping and Handling, Tax, and total Amount due. If you wish to remove an item from a Guest at any time, just click the "Remove" link.

The Order Summary on the bottom will also be updated with each item added:

Here you can see the Personal Volume, Stylist Earnings, Order Subtotal (reduced by your profit), Order Total Due (including S/H and Tax) and Hostess Credits so far.

You will not be able to enter more Hostess Reward orders that have been earned.
Step 4: Review Your Order

When you’ve entered all your ordered items, compare items for each Guest and the Hostess in the Detail section to the actual Order Forms. Make sure items and order totals are correct.

The Style Consultant should have either Cash/Check or a signed Credit Card authorization for the total amount due from each Guest and the Hostess. This is the full amount each guest owes.

If each Guest/Host total is correct, review the Order Summary at the bottom of the screen:

The Order Summary is going to show you the final Volume and Commission for the Party, and also tell you if any Host Rewards have been missed.

Note that the Order Total here is reduced by your Consultant Profit — allowing you to pay only this minimum and keep any Profit you may already have in Cash or Check. This Order Total will ALWAYS be less than the total of each Guest/Host in the order detail above.

When you’re ready to enter your Credit Card Payments, Click on the button at the bottom of the screen.
**Step 5: Enter Payments**

To enter your payments for your party, click on the “Payments” link. Then, select the Guest or Host making a Credit Card payment from the drop down list. (No need to enter anything for those who paid by cash or check here):

The amounts shown next to each Guest/Host in the list are the amounts each owes in full, and the Outstanding Balance on the bottom is the minimum amount that you owe Magnolia and Vine.

You’ll want to enter the credit information for each Guest or Host, and enter the payment amount. Most times this will be the Outstanding Balance, but if you want to enter two cards, you can repeat the process with two smaller payments to make the total.

Click on the “Update Amount” button to enter the payment. NOTE THAT THE CARD IS NOT AUTHORIZED AT THIS TIME, just checked for validity. You will see your saved payment and remaining balance due.

If you wish to modify the payment or delete it, use one of the links next to the customer name. If you want to use two credit cards, click on “Add” again to add your second payment. You’ll want to repeat this process for each card you have, by clicking on the “Add” link.

If you still have a positive Outstanding Balance once you have completed entering all the Guest and Host credit cards, select your credit card from the list and enter one final payment for the Outstanding Balance. This is going to be the minimum amount, reduced by your commission. It assumes you have Cash or Check in addition to credit cards for each Guest/Host order detail shown on the previous page.

If your Outstanding Balance is zero or you have an overpayment, click “Submit Order” to finish. An overpayment means you have paid more than the minimum and are asking Magnolia and Vine to return your commission to you at month end.

Pressing “Submit Order” WILL authorize the credit cards. You will see error messages if authorization of any submitted card was unsuccessful. These errors must be corrected before the order will be submitted and processed.

An order confirmation will be generated once the order is complete.
Create a Booking from an existing Social

The booking process begins when a Guest(s) at a Social volunteers to hold another Magnolia and Vine social. The consultant will then check the box for 'Create a booking' on the appropriate guest information screen when creating the order for original party. See the Guest information box below:

By checking this box, a booking number will be assigned to that Guest who volunteered to host a future social.

Once the order is entered, the consultant will see the confirmation screen and be able to view her bookings in the back office under My Orders.
Next, the Guest will hold her booked Social at some future day (hopefully within 60 days**). Then when the order is placed by the consultant at this subsequent Social, the booking ID created at the original Social will be entered on the Hostess screen. This booking ID will link the booked party to the original party. If the booking ID is unknown, click Lookup a Booking to find the correct ID. See the Host information screen below:

**Socials created from bookings need to be held within 60 days of the original Social or the Hostess will forfeit her benefits and the Social is closed.

Finally, the Hostess of the original party needs to be added to the new social order as a Guest so that she can redeem her booking benefits. * The PPS system will automatically recognize the Hostess and give her a “Previous Hostess Credit” of $X that she can spend on retail items.

*Note: the system recognizes the previous Hostess by their first and last name, but the name needs to be entered EXACTLY as it was entered on the original party or they will not receive the booking credit.

Hostesses earn more rewards the more bookings they have created from their Social. These rewards are offered AFTER the booking is held.

1st Booking – Hostess received $25 in product for $5
2nd Booking – Hostess receives $60 in product for $15
3rd Booking – Hostess receives $100 in product for $25
The Order History page has two sections:

The section on the right shows Orders (or Contacts) that have been entered. For each Order shown there is a link to the order detail, which contains all the information from the Order, including Guest totals and Credit Card info, as well as a Status of the Order. The possible Status includes:

- **Entered** – Order has been submitted but not yet processed by Magnolia and Vine. Order is being picked by Magnolia and Vine.
- **Shipped** – Order has been shipped by Magnolia and Vine.

Clicking on any Order Number will display the detail of the order, as well as provide links to tracking information for the shipments, and any Returns that may have been processed.

If you don’t see your Order in this list, it’s probably outside the default date range for the display. Just select the proper date range.

The section on the left allows you to search and filter by orders, products and customers.
CREATE A PENDING ORDER EXCHANGE

Consultants initiate all returns and exchanges for both Consultant items and Customer items through their Back Office. This process creates a Pending Return. Returns and exchanges are triggered for defective items, missing items, general returns and replacements. Once a Pending Return is submitted in the Consultant Back Office, it is sent to the corporate office for processing.

Step 1 - To create a return or exchange, login to the Back Office and select the My Orders tab. Select Returns, listed under Management.

Select Click Here to create a new Pending Return

Step 2 - Enter the Order Number and click “Lookup”. Select the appropriate customer from the drop down list.

You will see a list of items from the selected order that are eligible to be returned/exchanged.
**Step 3** - Locate the item to be returned/exchanged and select the Type of Return from the drop down menu. There are three types of returns to choose from:
- Replace Same Item (use for missing items)
- Refund
- Exchange for Different Item

You will need to select the Type of Return for each item, if more than one.

**Step 4** - Select the Return Reason from the drop down menu. There are 6 Return Reasons to choose from:
- Product is defective or damaged
- Missing item
- Customer changed mind
- Wrong quantity received
- Product is wrong size
- No Reason

Please add a note to further explain the return or exchange. This will help Customer Support finish processing your return once received (i.e. 2/22 – emailed photo to Customer Support of damaged item or customer did not like item once received).

Continue to the next screen.
Step 5 - Next, enter the shipping information where the exchange or replacement item should be sent, or confirm the pre-populated contact information.

Step 6 - Review the summary of the returned items to ensure accuracy. Select the credit card from the drop down to be used for any refund or credit.

ALL items being returned or exchanged will be refunded. If no items are being exchanged, move to Step 7. If items are being exchanged, they are returned and refunded, and then re-billed for the replacement item that is shipping out; shown below.

If items are being exchanged, you will also see shipping information and a list of the items being shipped. Review this information to ensure accuracy. Select the credit card from the drop down or enter a new card. This will charge you for the items being shipped (these items were refunded above so you need to be charged again).
Step 7 - Click ‘Save Return’ and you will see a confirmation that your request has been submitted.

Make a screen print of this page to retain your return records.

If you click Print at the bottom of the confirmation page it WILL NOT print a copy of the confirmation. It will print a return address label to be used for any items that need to be shipped back to Magnolia and Vine.

Back to Returns will take you to the Returns homepage from Step 1 where you can either start another return/exchange or view a list of any Pending Returns.