# ℜℜ RUBY RIBBON

# Hostess Program & Party FAQs

**What is the Hostess Program?**
Sharing Ruby Ribbon's products has never been easier! When you have a customer who would like to share Ruby Ribbon with her friends and family, she can earn FREE products just by hosting a Party.

**What are Hostess Rewards?**
When a Party is qualified, the Hostess will earn Ruby Rewards based on the total Party Qualifying Volume (PQV), with potential to earn up to $1,000 in Rewards.

| Party Qualifying Volume (PQV) | Total Ruby Rewards |
|---|---|
| 300 - 500 PQV | $25 Total Rewards |
| 501 - 750 PQV | $50 Total Rewards |
| 751 - 1,000 PQV | $75 Total Rewards |
| 1,001 - 1,500 PQV | $125 Total Rewards |
| 1,501 - 2,000 PQV | $175 Total Rewards |
| 2,001 - 10,000 PQV | 10% of total PQV in Ruby Rewards, up to $1,000 |

**What is a qualified Party?**
A qualified Party must have a minimum of 300 in party qualifying volume.

**How is the Party Qualifying Volume calculated?**
Party Qualifying Volume (PQV) is the qualifying volume assigned to every item purchased in a party. Typically, the qualifying volume matches the selling price of an item. However, some discounts or promotions may reduce the amount of PQV tied to an order. Always check the promotions fine print.

**How can I create a Party?**
It's so easy to set up a Party! Go into your Virtual Office, click on My Parties and then Create New Party button. You'll need to add in contact information (or search for existing customers) and determine Party link.

Are Party links customizable?
Yes! All Party links are created during Party set up and can be customized with the Party extension. All Party links will include your *PWS link /Party /CUSTOMURL.* If a Party already exists in your account with the same URL, you will receive an error. Every Party URL must be unique to the Stylist's account.

We suggest making the extension simply and correlating back to your Hostess. The simpler the link, the easier to share!

Once a Party link is created, you cannot edit it or change.

Can I edit any of the Party information once it's created?
No. Once the Party is created, you cannot make edits or changes to it. If there are no orders yet on the Party, you could choose to close the Party and then re-open a new one.

How do I set a Party start date?
Right now, the system automatically assigns the start date based on when the Party is created in the Virtual Office. Since Parties can stay open indefinitely, the start date isn't as relevant for the Rewards Program, as you may be used to.

Are Rewards issued based on total customer sales or total volume attached to the customer orders?
Good question! Rewards are awarded based on the total qualified volume awarded with each customer order. Rewards are not issued based on commissionable volume.

Where can I see if a Party is qualified?
Login to your Virtual Office and navigate to My Parties. Click on gear on the far right to Manage your Party. From there, the total party volume is listed on the right hand side and shows your current Rewards total.

Total Volume
**300.30**
Current Promotion
**$25 Host Reward**

CLOSE PARTY

How long can my Hostess's Party be open to collect rewards?
Parties can be open indefinitely. However, your Hostess will not receive rewards until the Party is closed.

How long does a Hostess have to redeem her Rewards?
Once the Party closes, the Hostess will receive her Rewards deposited into her account for use within 72 hours.

Will my Hostess receive notification when her Party is closed?
Not currently. We will investigate setting up email notifications in the future when a Party is closed.

Will she receive reminders as she approaches her 72 hour window for Reward redemption?
Currently there are no reminders available for the Reward redemption time frame. We are looking into ways that we could notify Hostess's as rewards approach its expiration.

Can my Hostess save her Rewards and use them later?
No, as the Hostess she must use her rewards within 72 hours of the Party closing. If she does not use them all, she will lose them.

Can my Hostess close her own Party?
Absolutely! A Hostess can use her Party portal to close her Party and redeem her rewards.

How does my Hostess access her Party portal?
Once your Party is set up in the Virtual Office, the last step of the setup process will include a copy/paste option for you to send to your Hostess that will include her Party link and Party portal link (where she can manage her event) with username and password. Provide this to her so she can manage her Party, view Rewards and shop.

Can the Hostess edit or change her Party information in the portal?
No. A Hostess cannot change her Party link or Party date. She can send out invites, view her Party orders and close / redeem Party Rewards.

Do all Rewards have to be redeemed in one order?
Yes! All rewards must be applied to a single order. Any Rewards unused within 72 hours of the Party closing will expire.

Can Rewards or coupons be stacked and applied to the same order?
No. Only one coupon code per order.

What can the Rewards be applied towards?
Ruby Rewards can be applied towards full price items, excluding new arrivals (items displayed in the New Arrivals category on the website). Rewards cannot be used towards enrollment kits, business supplies or sale items. Rewards cannot be used in conjunction with other promotions or discounts.

Do I receive PQV or CV on items purchased with Hostess Rewards?
Stylists do not receive personal qualifying volume (PQV) or commissionable volume (CV) on items purchased with Ruby Rewards. Stylists do receive both PQV and CV for the remaining amount of the item(s) after the rewards have been applied.

Example:
      Hostess received $50 in Ruby Rewards
      Applies $50 towards a Lace Cami that retails for $89
      Stylist receives volume on the $39 amount that is left, after the $50 Rewards were applied.

How do I or my Hostess close a Party?
For Stylists, login to your Virtual Office and navigate to My Parties. Click on Manage next to the Party you want to close, and then click on the Close Party button (on the right side).

Hostesses will need to login to their Hostess portal to close her Party. When she lands in her portal, she can easily see her Party totals, available rewards and choose to click on the Close Party button.

How do I or my Hostess redeem her Rewards?
Once the Party is closed, Rewards will be automatically applied to the Party. There will be a unique coupon code for the total rewards amount, and an option to "Copy code and shop." Click the button to shop to be taken to the website. Add items in the cart and apply the code during checkout.

**Coupon Code: reward-sFYI-XN4E**
Current Party Rewards
**$25.80**

[ Copy Code and Shop ]
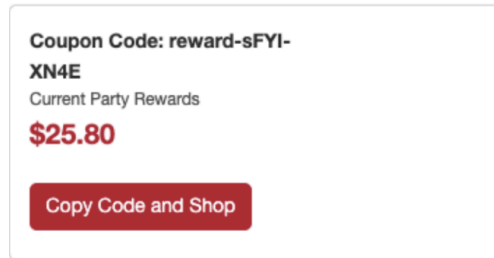
As a Stylist, can I host a Party and earn Rewards?
Absolutely.

What is the Return and Exchange policy for the Hostess order?
Review our standard return and exchange policy [here](#).

Can a Party be transferred?
No, parties cannot be transferred to another Stylist or Hostess.

Can I transfer an order into a Party?
No. Orders must be placed using the Party link or the customer must locate her
Hostess during checkout to count towards a Party and for a Hostess to earn Rewards.

Can a Hostess have more than one open Party in the system?
Yes! Technically there is no limit to the number of open Parties a Hostess can have.
However, there is no benefit to having more than one party open at a time because she
can continue to accrue Ruby Rewards up to 10,000 party volume.

I have a Hostess who would like to become a Stylist during her Party and take
advantage of her Party as a launch Party. Is this possible?
We encourage Stylists to start to have the conversation about becoming a Stylist
BEFORE the Party begins. Once the Party has been created, it cannot be moved to
another Stylist (in the instance that the Hostess decides to join as a Stylist during her
Party).

Does a Hostess receive free shipping with her Rewards?
Currently there is not guaranteed free shipping with Hostess Rewards redemption. If
the Hostesses order retails over $150 (before rewards applied), she would be eligible
for ground free shipping.