Setting Up Your New Back Office

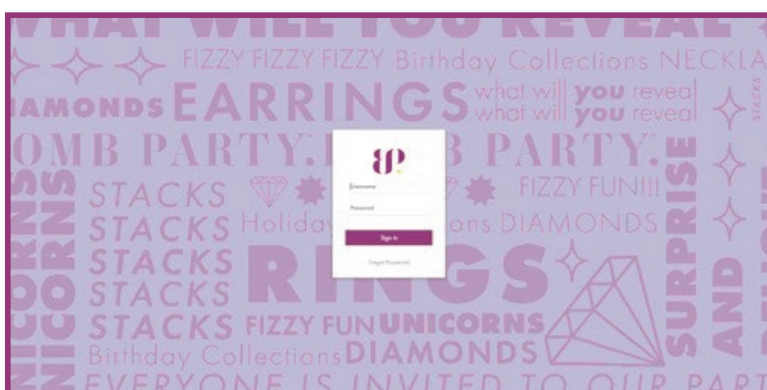## New Back Office Tips

- When you click a button and do not see action immediately, check your browser tab for a "working" icon... some pages and functionality take a few seconds to load.
- Data shown in the training manual is not an actual rep Back Office account; some items are blank; product names and data are not shown in the manual exactly as they will show up in your Back Office.
- Disable pop-up blockers on your computer.
- Reps will no longer link bank accounts as payment methods. See the Payment Methods section, and additional FAQs/training materials for PayQuicker for more information.

Log in to your new Back Office

- After the new Back Office is live, go to the login page: https://myoffice.bombparty.com/
- Enter your email address in the username field.
- Select "Forgot Password." A password reset email will be sent to your email address giving you the option to reset your password. Be sure to check your spam or junk folder if you don't see the email after one minute. Every Rep needs to do this before they can log in for the first time.
- Follow the directions in your email to create a new password. Use special characters, numbers, etc. to make your password as secure as possible.
- Go back to the login screen: https://myoffice.bombparty.com/
- Use your email address as your username.
- Use your newly reset password as your password.

Log in to your new Back Office Cont.
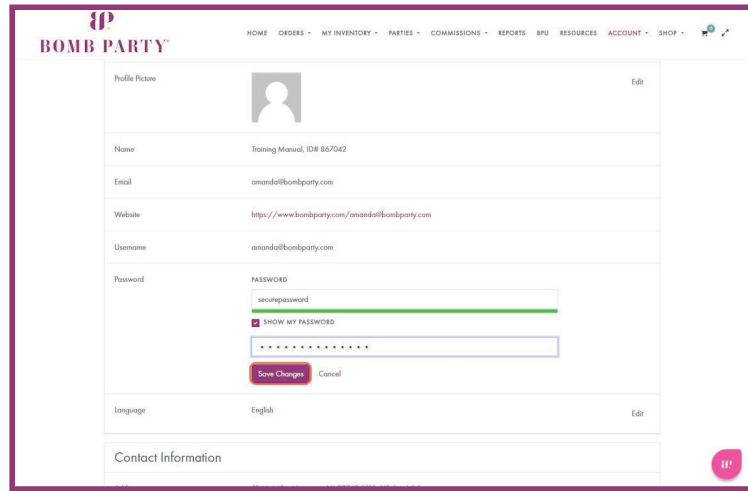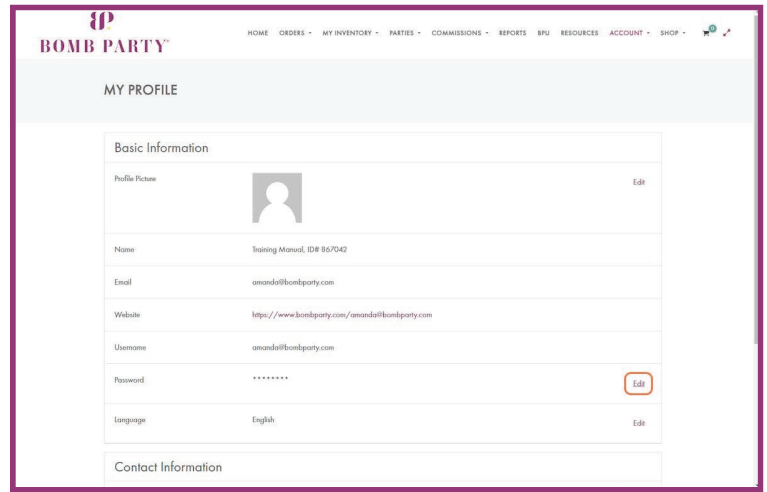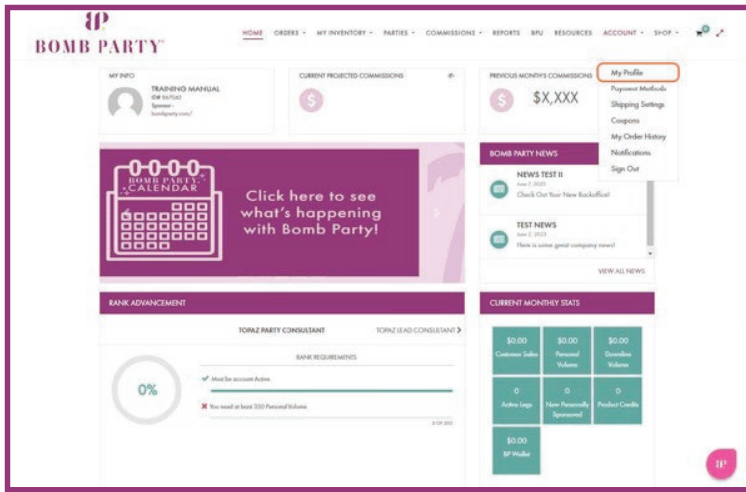
Review and update your Account Information

• Where to find your account information: From top menu go to
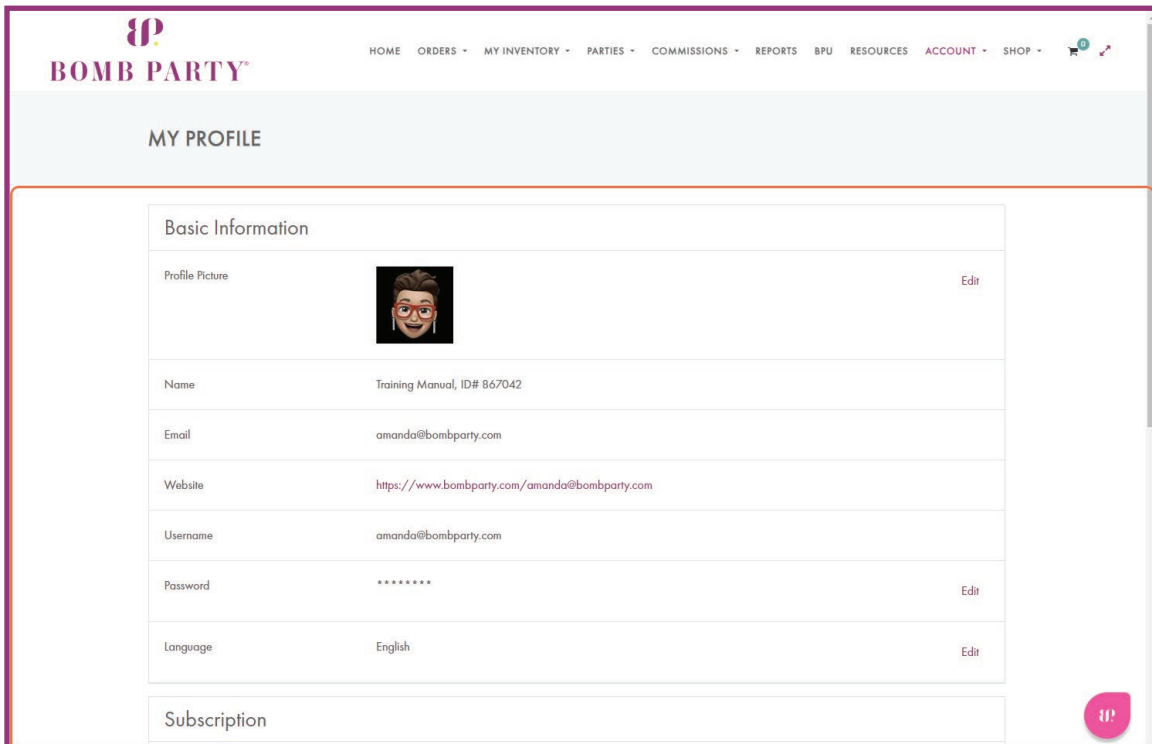**Account > My Profile > Basic Information**

Add A Profile Picture

- Use a square image of yourself. Do not use a logo, group picture, scenery, patterns, product, etc. Please make sure the photo is YOU! Bomb Party may pull this image for use in BP communications such as recognition, Rep features, shout outs, etc.
- Note: It may take a few minutes for your image to update in the system and to show up on your profile.
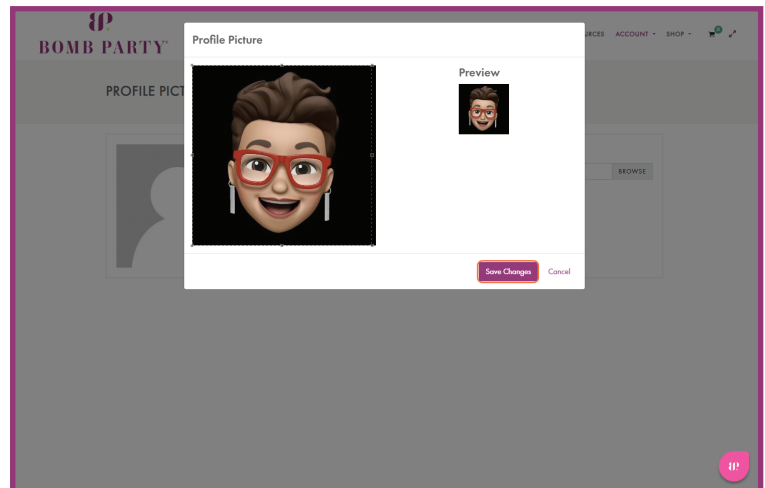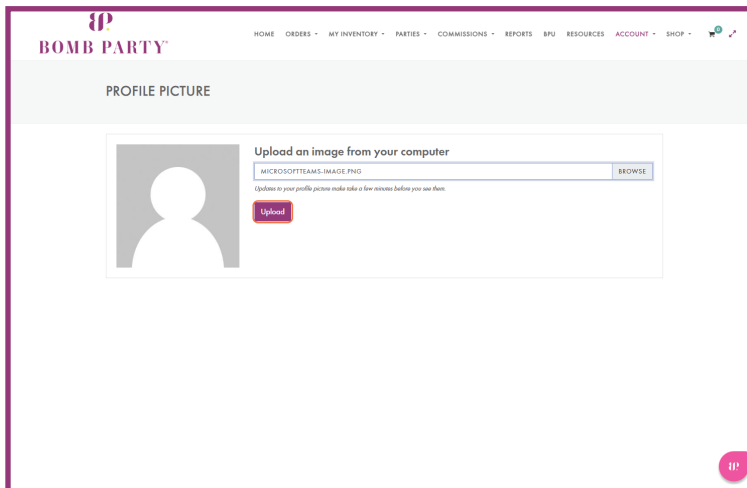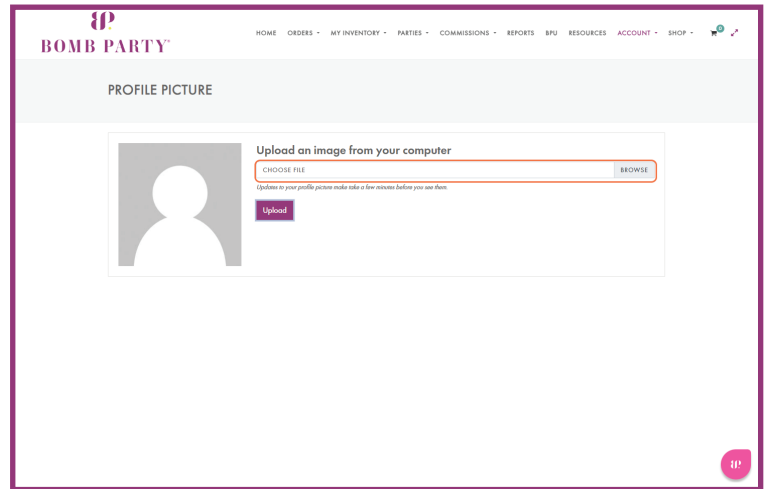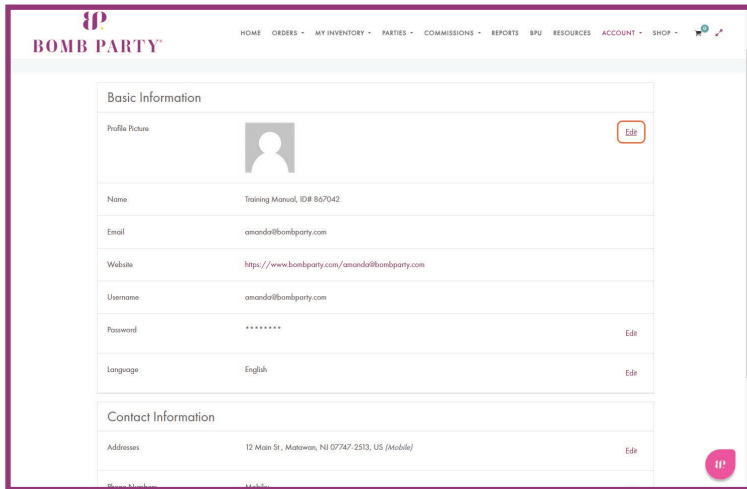
Review and update your Account Information Cont.

- Confirm all the **Basic Information** fields are correct.
  - Name & Rep ID (this field is locked and cannot be edited.)
  - Email (This field is locked and cannot be edited without reaching out to Customer Support.)
    - The email address shown on this line where all corporate communications are sent. Corporate communications include, but are not limited to, newsletters, announcements, confirmations, event-related correspondence, one pagers, product credit notifications, and more! Correspondence may be to you individually, to select groups, or to all active Reps. **Opting out of these communications may mean you miss all field announcements as well as direct correspondence sent only to you.** Bomb Party is not responsible for missed communications due to unsubscribing.
  - Website (This field is locked and cannot be edited.)
  - Username (This field is locked and cannot be edited.)
  - Password
  - Language
    - This will not translate the website; it is just a note of reference. Note that choosing your preferred language will not translate the Bomb Party websites or documents. The selection serves as a reference to help Bomb Party best accommodate Reps, based on their preferred language.

Review your Subscription details.

- Price = monthly fee billed to your primary card on file each month
- Payment method
  - ▪ This fee will be billed to your primary credit card on file.
  - ▪ To change to a different payment method, click Edit > to add a new credit card "Click Here".
  - ▪ Save Changes
- Renewal date is the date that your selected payment method will be billed for the technology fee.

Review your Contact Information
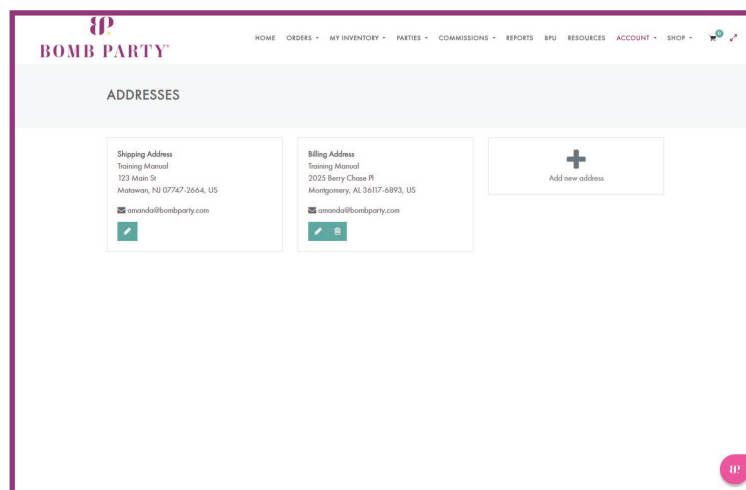
- Addresses
  - Shipping Address.
  - Billing. Add a billing address if it is different from your shipping address.
    - When adding addresses, you must click "Verify" before "Save Changes"
    - Please skip adding a third address; this will not be used by Bomb Party and will be removed from the Back Office during a future update.
  - Phone Numbers
    - Mobile
    - Alternate

Add your Social Media links under Website Information.

- Bomb Party may use these links to verify your social media identity when requesting to join private BP social media groups. These web addresses are for reference and records only and **will not show on your replicated site.**
    - Facebook
    - Twitter
    - YouTube
    - Instagram
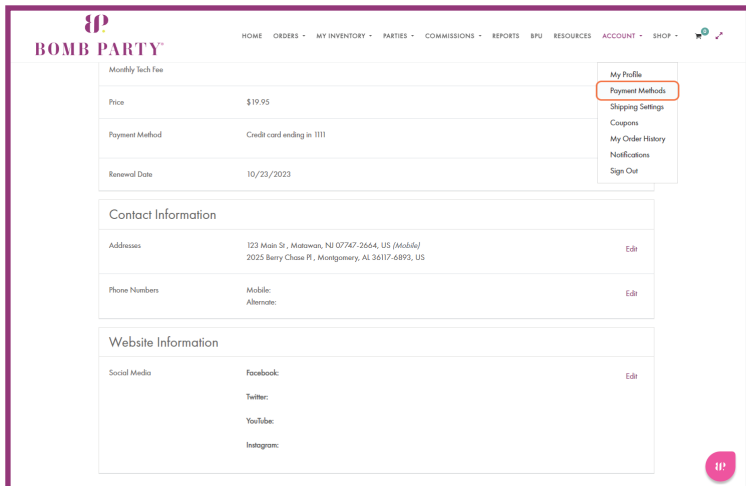   - TikTok will be added to this list during a future update to the Back Office.

Set up and review your Payment Methods

- Where to find Payment Methods: Account > Payment Methods
  - Your Credit Cards
    - Primary card will be the default payment method for your account.
    - Secondary card is optional and can be used as a backup form of payment.
    - All card types are accepted.
    - Our system will verify the credit card number once it has been saved.
  - Other Payment Methods
    - BP Wallet (formerly eWallet)
    - This link to your BP Wallet ledger will show all transactions.
    - PayQuicker Spend Back
    - More information on PayQuicker will be presented in separate training documents.

Configure Your Shipping Settings

- Where to find Shipping Settings: Account > Shipping Settings
- Ship.com button takes you to their external site
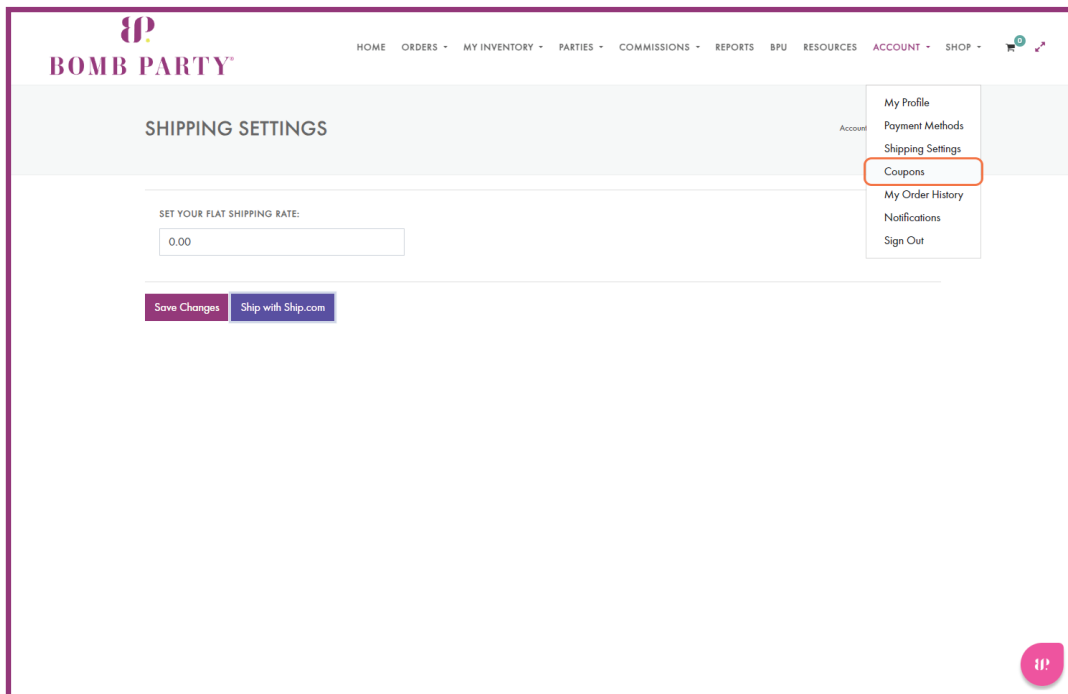 - If you are an existing Rep and you already have a Ship.com account, you will be automatically logged in when you click on the "Ship with Ship.com" button and go to their external site.
  - If you are a new Rep, or you do not have a Ship.com account, you will be prompted to create one when you click on the "Ship with Ship.com" button and go to their external site.
- Once you are signed into your Ship.com account you will see your Bomb Party orders in these categories:
  - Party orders
  - Customer invoices
  - Rep invoices
- For more information on Shipping Rates (calculations, shipping origin, fulfillment times), please see the Shipping Rates FAQ located in your Back Office Resource Library
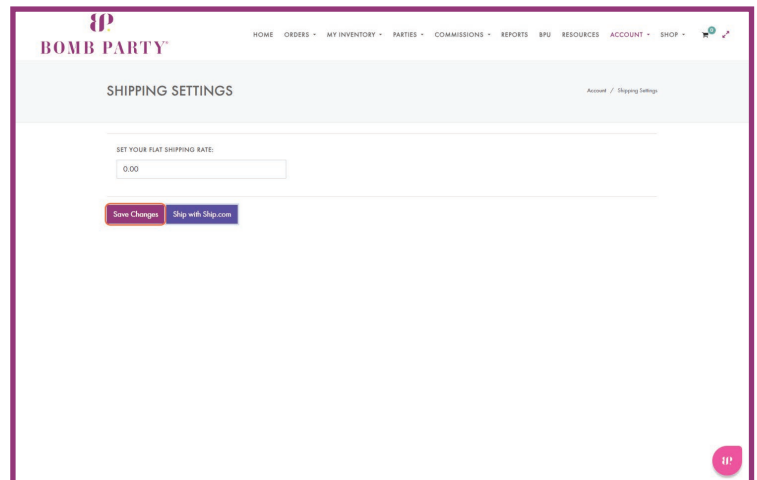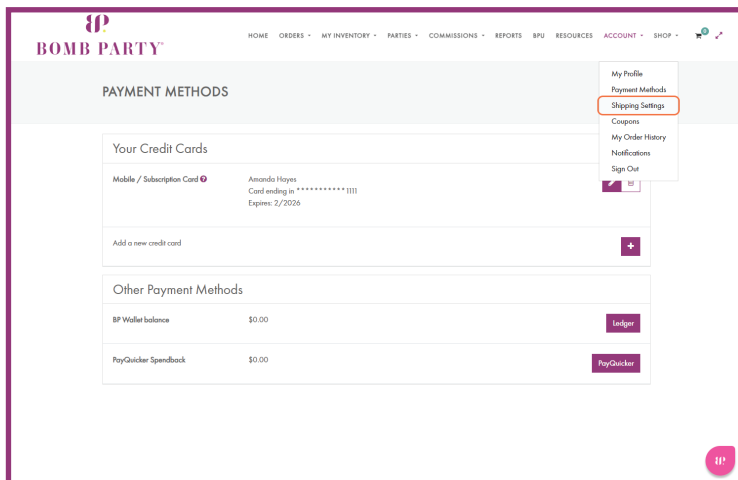
Configure new/review existing Coupons

- Where to find Coupons: Account > Coupons
  - Review your existing coupons that were transferred to the new system to ensure they carried over correctly
    - If a coupon was not imported to the new Back Office correctly, you will need to re-create it.

Review & Configure Customer Coupons Cont.

- To add a new coupon, click the "Create New Coupon" button.
 - ° Add a coupon name (this is an identifier for your records; it is not the coupon code) and description.
    - □ The description should capture a summary of this coupon's settings.
  - ° Discount Type can be a percentage or dollar amount.
    - □ $ off or % off
  - ° Max number of uses: How many times do you want this coupon to be able to be used?
  - ° Min Purchase: what is the minimum subtotal purchase amount that a customer must spend before the coupon can be applied?
  - ° Expires: Do you want this coupon to expire? If so, check this box and set the expiration date.
  - ° Code: You can enter your own coupon code such as "5pack" or "ship," or you can use the autogenerated one provided on screen. Coupon codes are not case sensitive.
  - ° Click "Create Coupon" to save and activate the code.
  - ° NOTE: Once a coupon is created, it cannot be edited. If you need to make changes to the coupon, you will need to create a new one from scratch.
- You can view All, Active, Consumed, and Expired coupons by clicking the corresponding buttons above the chart.
 - ° You can run a spreadsheet report of coupons in those categories by clicking "Download CSV."
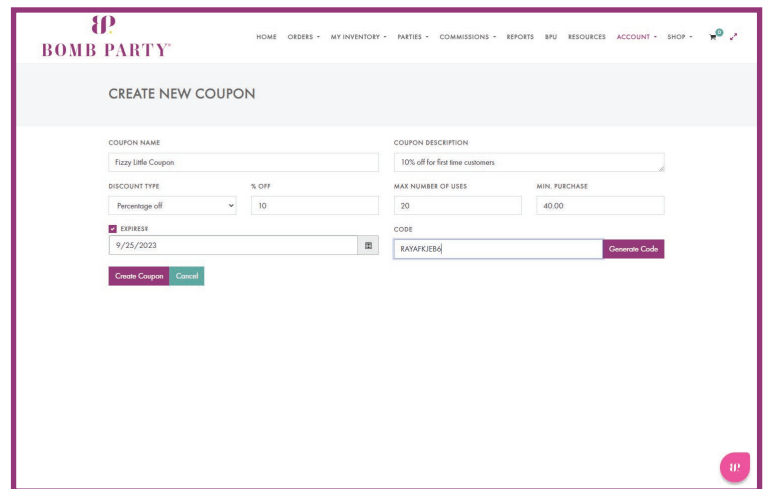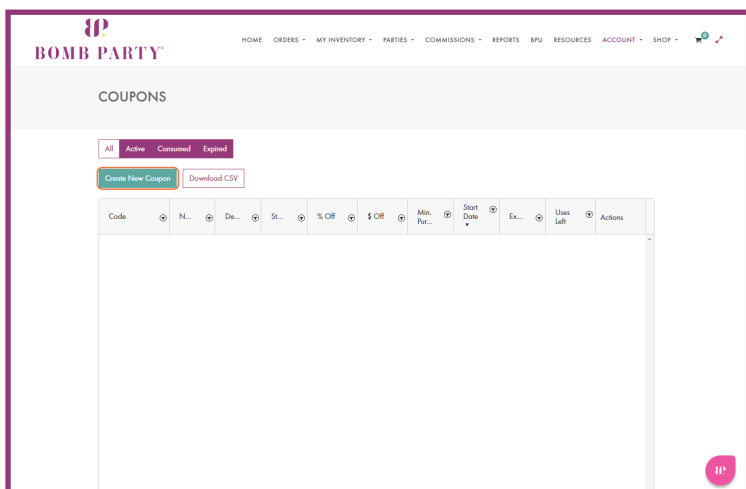
Getting Set Up To Sell

- Stock up on Inventory
  - Where to purchase your Bomb Party inventory: Shop > Purchase Inventory
  - NOTE: Inventory and business supplies cannot be purchased together; Reps will need to shop for inventory and business supplies in two separate transactions.
- Get set up for success with Bomb Party Business Supplies
  - Where to purchase business tools and supplies: Shop > Business Supplies
  - NOTE: Inventory and business supplies can not be purchased together; Reps will need to shop for inventory and business supplies in two separate transactions.
- Purchasing
  - Scroll through the thumbnails or click on a specific category to browse available inventory items.
  - Hover over the image for a quick "Add to Cart" option.
    - You can adjust your quantity on the "Shopping Cart" page.
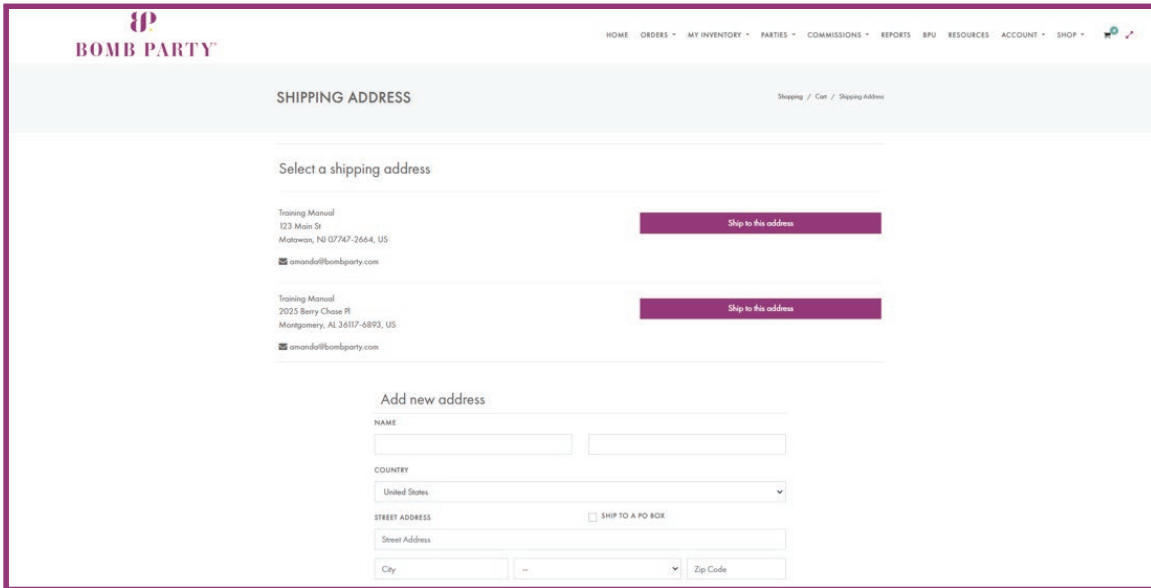 - Or click on the item to view it's details page.
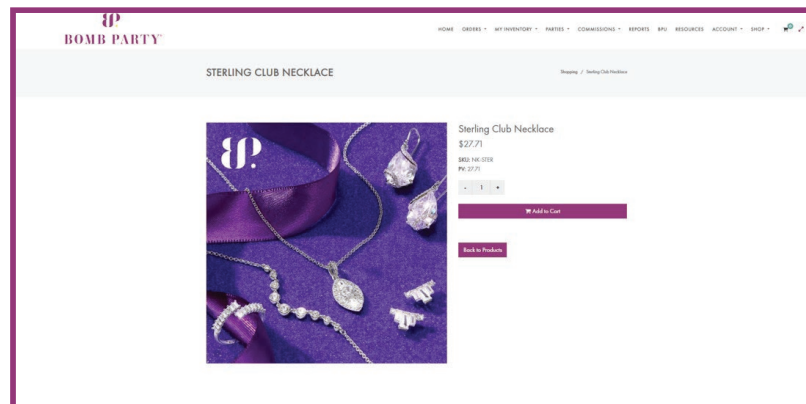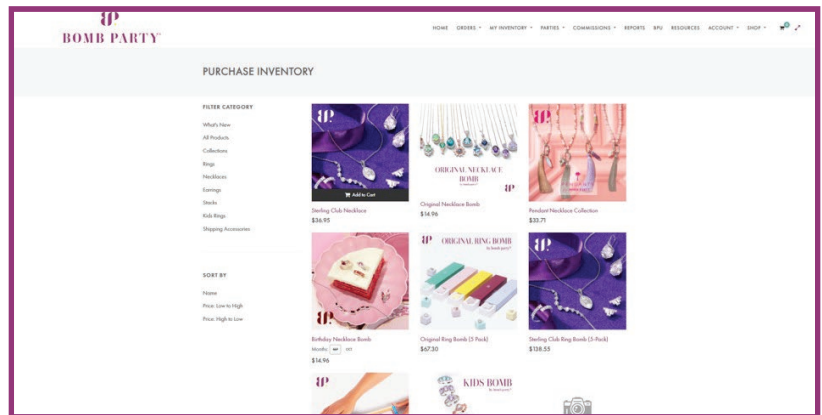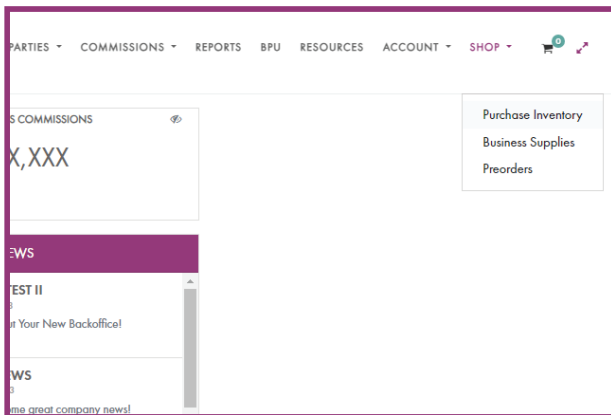
▪ Click on the shopping cart icon to view your cart, adjust quantities, or remove items.
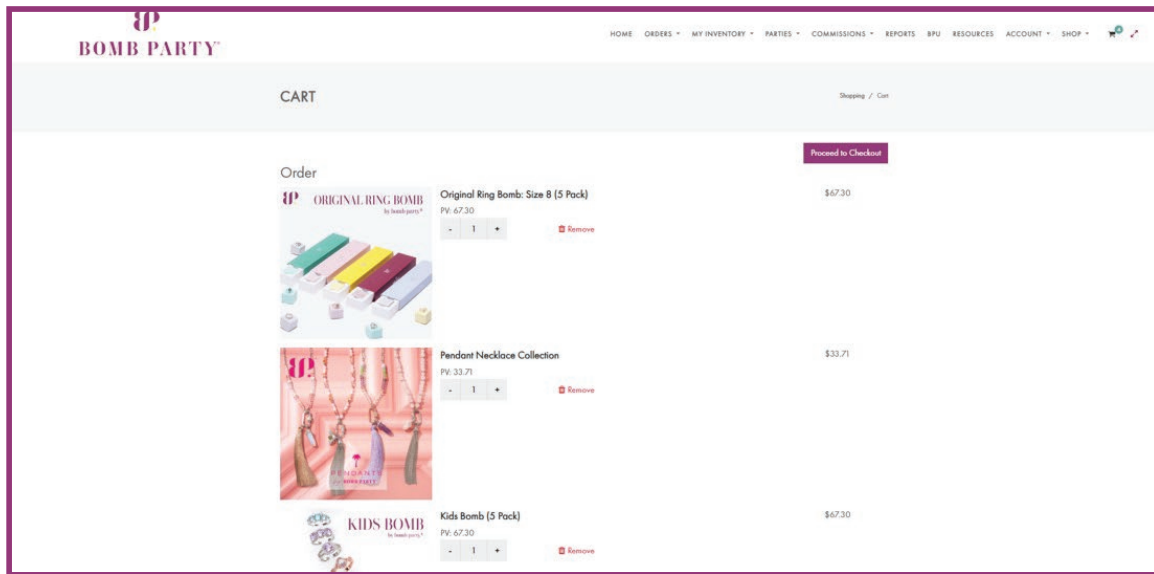
▪ Click on "Proceed to Checkout."
▪ Select from one of your saved addresses or enter a new address.
▪ Click "Ship to this address" to proceed to the payment page.
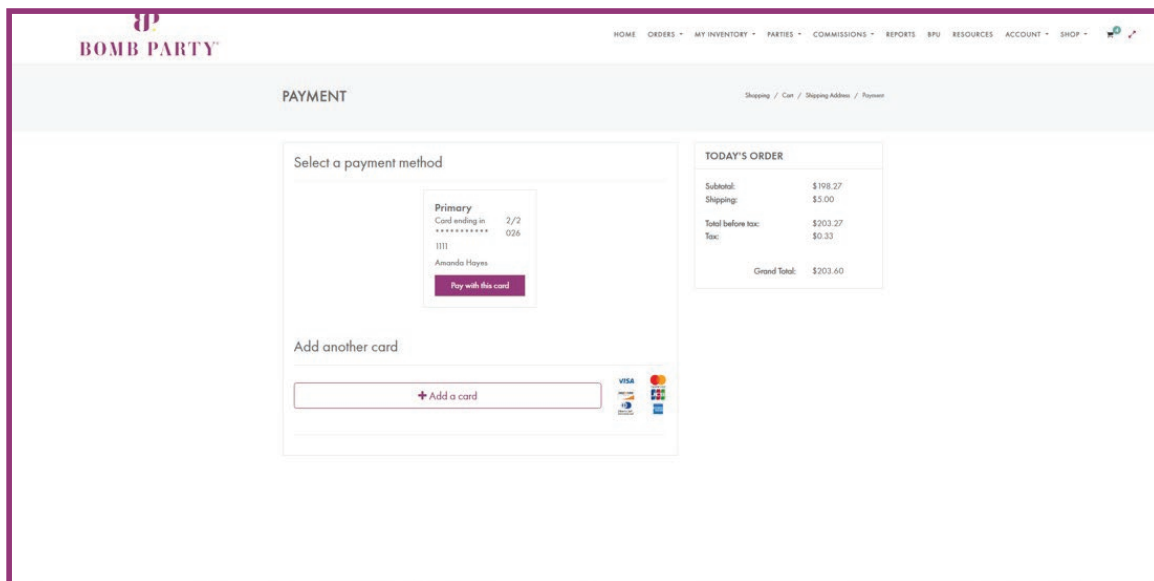
▪ Select from one of your saved payment methods, or add a new card.
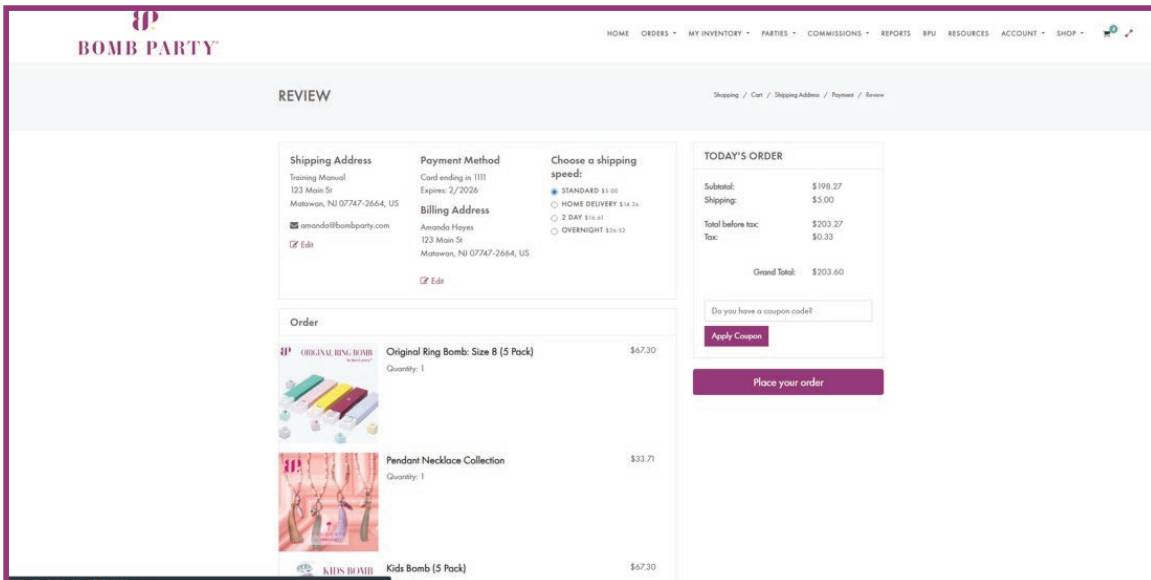
▪ Review the order page.
  ° Select your preferred shipping speed.
  ° Apply any coupons.

▪ Click "Place your order" which will take you to a copy of your order invoice.

▪ NOTE: You need to go to My Inventory > Inventory Dashboard and accept the order for those items to be made available for customers to purchase.
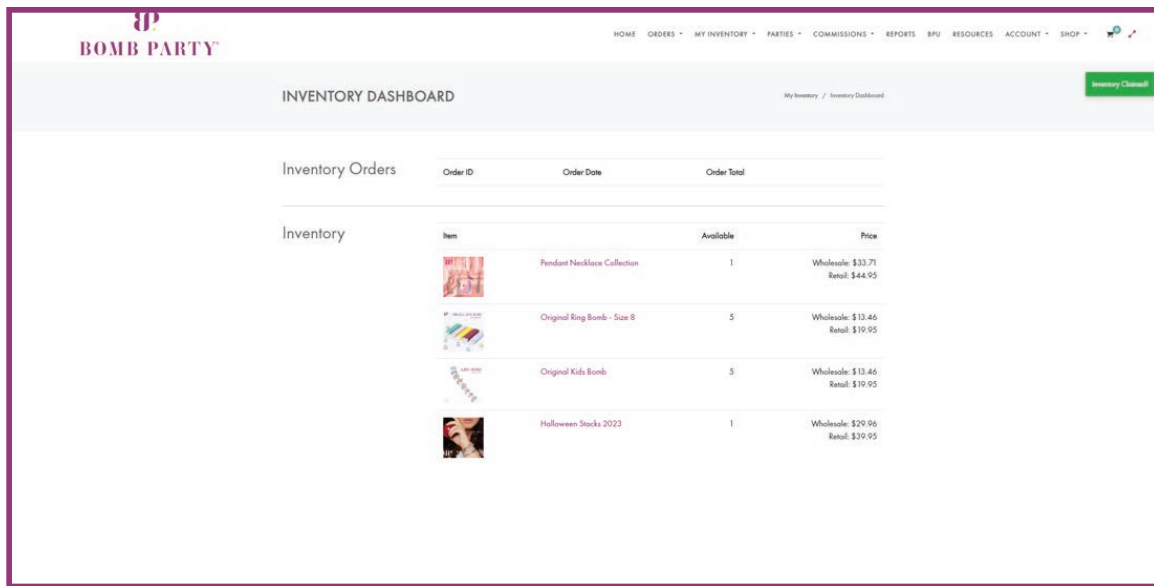
- **Prep for the party**
  - Where to set up a new party: Parties > Create New Party
  - What's Available?
    - ° Check the box to make all your inventory available for this party, or
    - ° Click the "Add" button on the inventory item you want to make available and set the quantity to add to this party's available products.
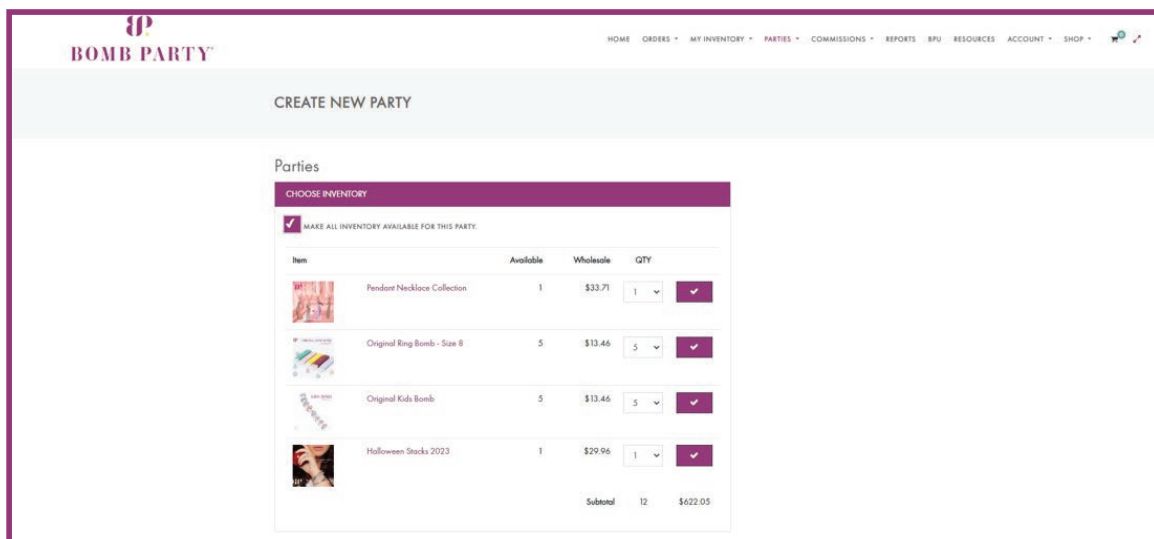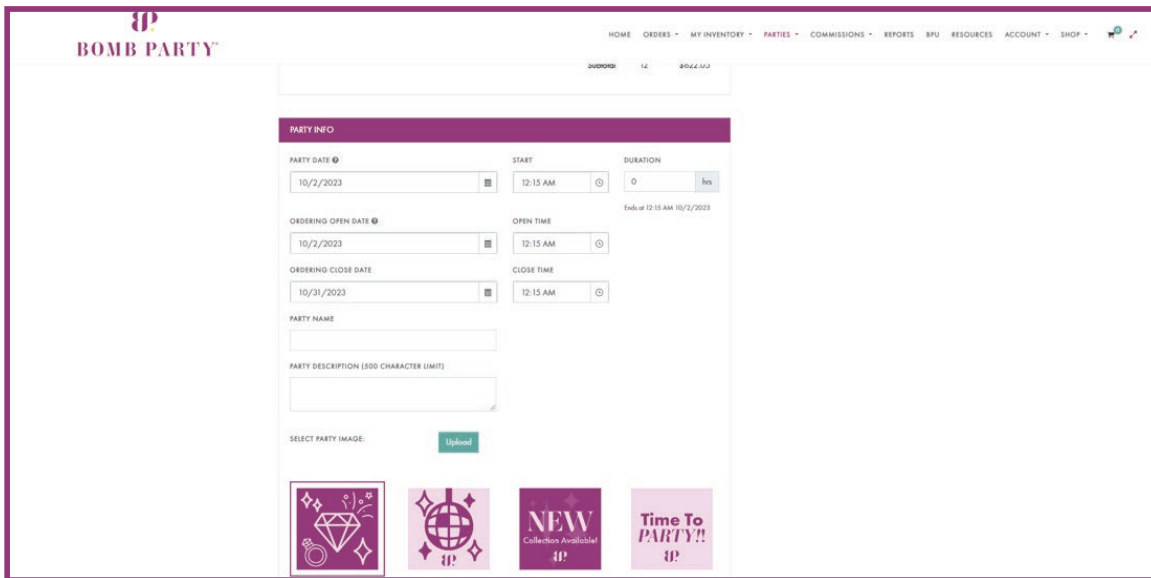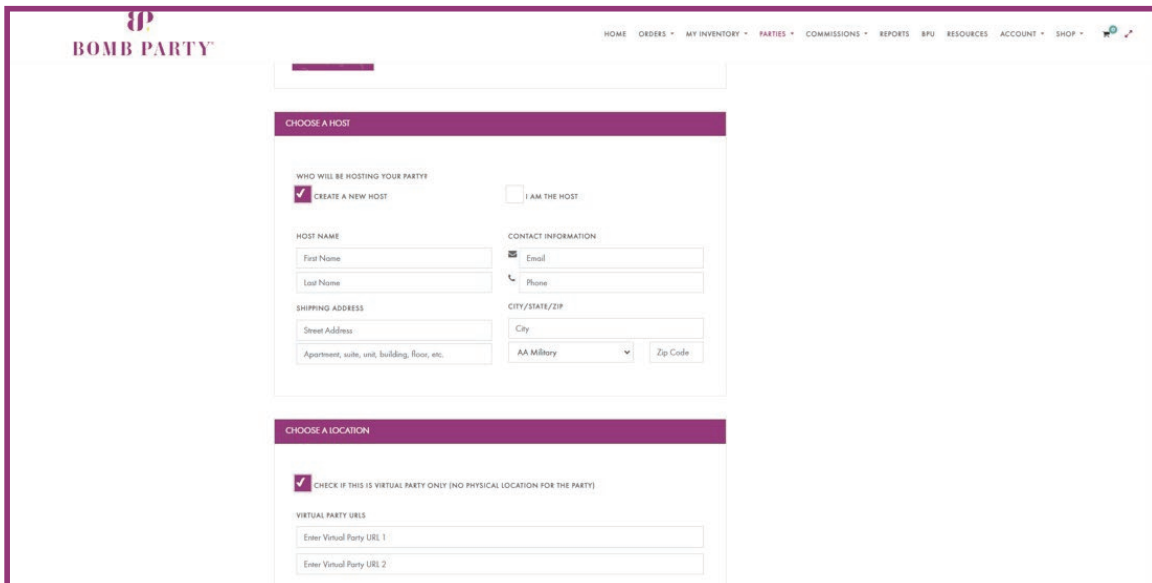
- What are the details?
  - Enter the Party Info
  - Party Date & Start: the date and time you will be live online, or selling at an in-person event
  - Duration: how many hours this party will be live
  - Time Zone: This is your time zone.
  - Ordering Open Date & Time: the date and time customers can begin ordering in advance of the live party starting
  - Ordering Close Date & Time: the cutoff date and time for placing orders for this party
  - Party Name & Description: the title and details of the party as they will show in your dashboard and to customers
  - Party Image: choose from one of the provided images or upload your own
    - The image will be a cropped square once uploaded.

- Who's Hosting?
  - Set the party Host
  - If your host has been a host for you before, search for them by entering their name in the search field
  - Note that all three checkboxes above the search field must be unchecked to access the search field.
  - If your host has never hosted with you before, check the "create a new host" box and then enter the contact info for a new, first-time host.

- Where Will You Be Partying?
  - ° Set the party Location
  - ° The virtual party box is checked by default.
  - ° If your party is, indeed, a virtual party such as a livestream on social media, add party links for your customers to use.
  - ° If your party is in person, uncheck the virtual option and enter the details of the in-person party or event.
  - ° Click "Create New Party" to save your party and be taken to the Party Dashboard page.
  - ° NOTE: When the party window has ended, return to the Party Dashboard to close the party.