



Introduction

Welcome to the LuvBuds Buyer Portal User Guide.

The LuvBuds Buyer Portal provides a central location for managing your company's account, users, locations, orders, shopping lists, invoices, and available account credits.

This guide provides step-by-step instructions for:

- Accessing and navigating the Buyer Portal
- Managing company users and user permissions
- Viewing your company hierarchy and assigned locations
- Creating and managing shopping lists
- Creating and submitting orders
- Reviewing order history and order status
- Viewing Invoices and Unapplied Credit Balance

The features and information available to you may vary depending on your assigned role and permissions. Company administrators generally have access to manage users and company information, while other users may have access limited to specific locations or purchasing functions.

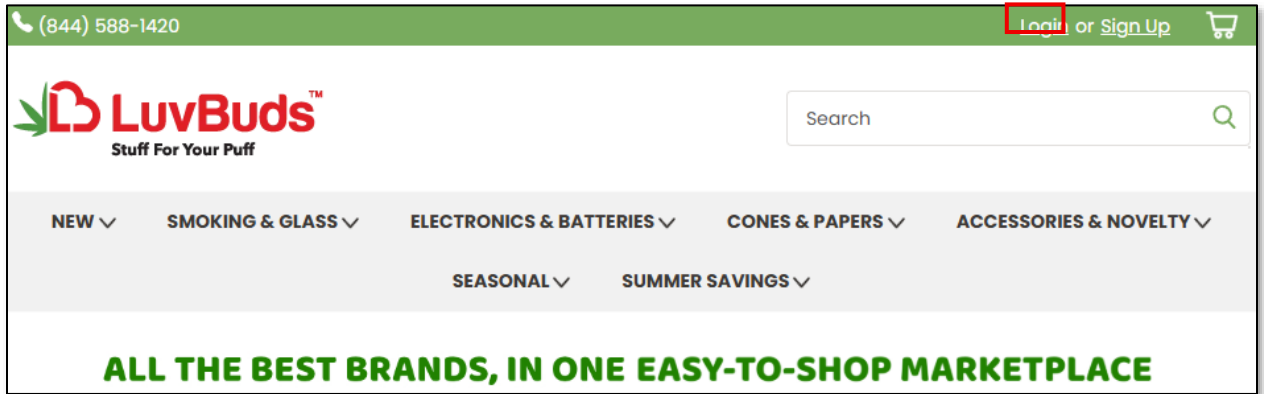
For assistance with your account or the Buyer Portal, contact your LuvBuds sales representative or Customer Service.



Accessing and Navigating the Buyer Portal

Logging In

1. Go to the LuvBuds website.
2. Select **Login**.



3. Enter the email address and password associated with your LuvBuds company account.
4. Select **Sign In** to access your account.

Sign in

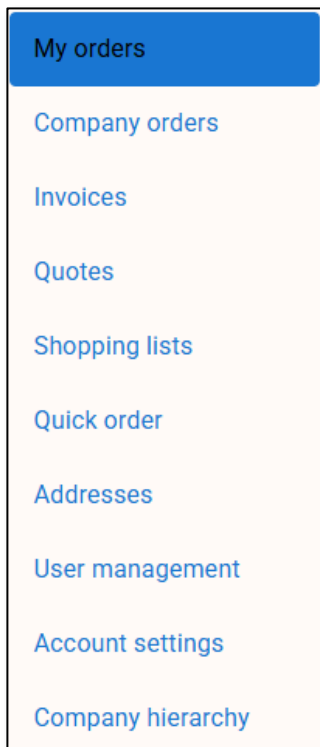
 [Forgot your password?](#)

After signing in, the **Buyer Portal** will open.

Note: Each user should sign in using their own email address and password. The information and features available in the Buyer Portal may vary based on the user's assigned role and permissions.

Navigating the Buyer Portal

The Buyer Portal navigation menu appears along the left side of the page. Select any menu option to open that section.



My Orders: Displays orders associated with your individual user account. Use this section to review the orders you created and monitor their current status.

Company Orders: Displays orders placed across the company accounts and locations that you have permission to access. Users with access to multiple company locations may use this section to review orders submitted by other authorized buyers.

Invoices: Displays invoices available for the company accounts and locations assigned to you.

Use this section to:

- Review open and paid invoices
- View invoice balances and due dates
- Access invoice details
- Review the unapplied credit total available on the account

Quotes: Displays quotes for custom LuvBuds Swag products associated with your company account.

Use this section to review available quotes and complete any actions permitted for your assigned user role.

Shopping Lists: Allows users to create, review, and manage saved lists of products.

Shopping lists can be used for frequently purchased items, recurring orders, or products that may be ordered at a later date.

Quick Order: Allows users to add products to an order quickly by entering item numbers or other available product information without browsing the full product catalog.

Addresses: Displays the company addresses available to the user.

The addresses shown may include billing and shipping locations assigned to the user through the company hierarchy. Adding, removing, or updating existing addresses must be done by a LuvBuds representative.

User Management: Allows authorized company administrators to manage users associated with the company account.

Depending on the administrator's permissions, this section may be used to:

- Add users
- Edit user information
- Assign user roles (Parent Admin, LB Junior Buyer, LB Senior Buyer)
- Control which company locations a user can access
- Activate or deactivate users



Account Settings: Allows the signed-in user to review or update available account and profile settings.

The specific settings available may vary based on the user's role and account configuration.

Company Hierarchy: Displays the structure of the company account, including the parent company and its associated billing regions and locations.

The company hierarchy determines which accounts, locations, orders, invoices, addresses, and credits a user is authorized to view.

NOTE: At the top of the Buyer Portal screen, you will see the company you are representing which can be different than the company you initially logged into.



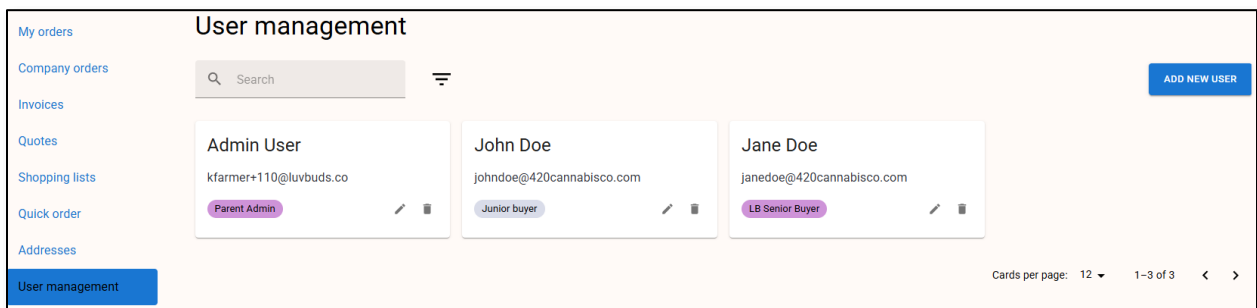
Managing Company Users and User Permissions

Authorized company administrators can use the **User Management** section of the Buyer Portal to add users, update user information, assign roles, and control access to company locations.

The options available in this section depend on the signed-in user's assigned role and permissions.

Accessing User Management

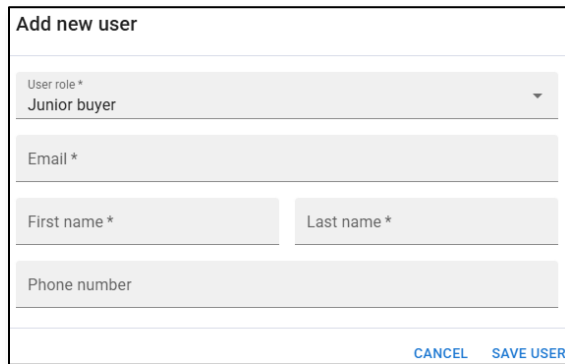
1. Sign in to the LuvBuds Buyer Portal.
2. Select **User Management** from the left-side navigation menu.
3. Review the list of users currently associated with your company account.



From this screen, authorized users can manage existing users or add a new user.

Adding a Company User

1. Open **User Management**.
2. Select the option to add or create a user.
3. Enter the user's required information:



4. Assign the appropriate user role.



Important: Use LuvBuds Custom Roles

When assigning a role, select one of the LuvBuds custom roles:

- **Parent Admin**
- **LB Senior Buyer**
- **LB Junior Buyer**

If you use the standard BigCommerce roles named **Admin**, **Senior Buyer**, or **Junior Buyer** users will not be able to view and navigate the company hierarchy.

5. Review the information entered.
6. Save the user.

The user will receive an email with instructions for accessing their LuvBuds account.



LuvBuds User Roles

Parent Admin

The **Parent Admin** role is intended for users responsible for managing the company's overall Buyer Portal account.

A Parent Admin will be able to:

- View the company hierarchy
- View all company locations
- Add and manage company users
- Assign user roles
- Assign users to authorized locations
- View company orders
- View invoices and account information
- Create and manage shopping lists
- Create and submit orders

Because this role may provide broad access to company information, it should only be assigned to authorized users.

LB Senior Buyer

The **LB Senior Buyer** role is intended for users who purchase on behalf of the company and require broader purchasing access.

Depending on assigned company in the hierarchy, an LB Senior Buyer will be able to:

- View the company hierarchy
- View orders for authorized company locations
- Create and manage shopping lists
- Create and submit orders
- Review invoices and account information
- Access assigned shipping and billing addresses
- View invoices and account information

LB Junior Buyer

The **LB Junior Buyer** role is intended for users who assist with purchasing but have more limited permissions.

Depending on assigned company in the hierarchy, an LB Junior Buyer will be able to:

- View the company hierarchy
- View assigned company locations
- Create shopping lists for approval
- View orders and account information available

Assigning Users to Company Locations

The LuvBuds Buyer Portal uses a company hierarchy to organize related company accounts and locations.

When adding or editing a user, assign the user only to the location they are authorized to access.

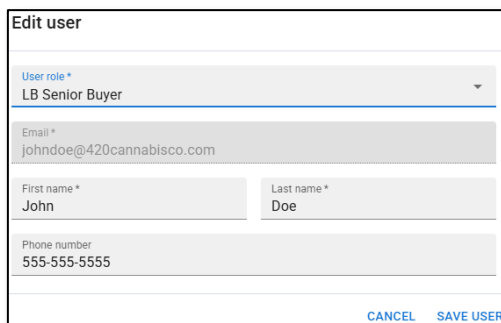
A user's location assignment will determine which:

- Orders they can view
- Invoices they can access
- Shopping lists they can use
- Account balances and credits they can see
- Locations they can purchase for

User access is determined by the position within the company hierarchy. A user's permissions will follow from the account they are assigned and each account falling under the assigned account within the company hierarchy.

Editing an Existing User

1. Open **User Management**.
2. Locate the user you need to update.
3. Select the user or the available edit option.
4. Update the user's information.
5. Confirm that one of the LuvBuds custom roles is selected.
6. Save the changes.



Edit user

User role *
LB Senior Buyer

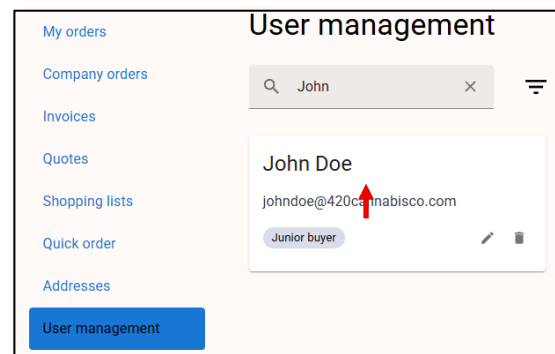
Email *
johndoe@420cannabisco.com

First name *
John

Last name *
Doe

Phone number
555-555-5555

CANCEL SAVE USER



User management

My orders

Company orders

Invoices

Quotes

Shopping lists

Quick order

Addresses

User management

Search: John

John Doe

johndoe@420cannabisco.com

Junior buyer

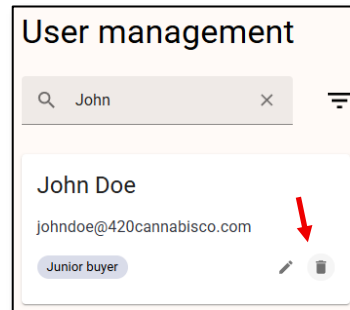
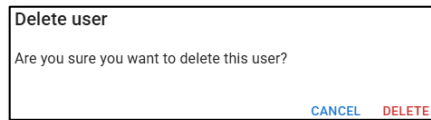
If you wish to provide the user with a different level of access within the company hierarchy, you must remove the user from their current position in the company hierarchy and add them to the new position.

Changes to a user's role or position in the company hierarchy will affect the information and functions available the next time the user signs in.

Deactivating or Removing a User

When a user should no longer have access to the company account:

1. Open **User Management**.
2. Locate the applicable user.
3. Select the option to delete the user.
4. Confirm the change.



Company administrators should review user access regularly and promptly remove access for employees who no longer require it.

User Management Best Practices

- Create a separate login for each user.
- Do not share usernames or passwords.
- Assign the lowest level of access needed for the user's responsibilities.
- Use only the LuvBuds custom roles.
- Limit access to the position in the hierarchy the user is authorized to manage.
- Review user access periodically.
- Deactivate users promptly when access is no longer required.



Viewing Your Company Hierarchy and Assigned Locations

The **Company Hierarchy** section shows how your company's accounts and locations are organized within the LuvBuds Buyer Portal.

Your company may have:

- A Parent or Corporate account
- Region accounts that direct billing and invoicing
- Delivery/Shipping Location accounts

The locations and company information visible to you are based on your assigned role and account access.

Accessing the Company Hierarchy

1. Sign in to the LuvBuds Buyer Portal.
2. Select **Company Hierarchy** from the left-side navigation menu.
3. Review the companies and locations available to your user account.

Company hierarchy	
Name	
▼ 420 Cannabis Company	Your company
▼ 420 CC - East Region	...
420 CC - Denver - Holly	...
420 CC - Ft Collins	...
420 CC - Denver - Colfax	...
▼ 420 CC - West Region	...
420 CC - Durango	...
420 CC - Telluride	...
420 CC - Grand Junction	...

The hierarchy displays the relationship between the parent company and its associated regions and delivery locations.



Understanding the Hierarchy

The company hierarchy is organized from the highest-level account down to the individual locations beneath it.

Parent or Corporate account

The Parent/Corporate account is the highest level of the account structure. Users assigned to this account will be able to view and manage information for all locations, depending on their role.

Region – Billing & Invoice Routing

Region accounts represent what accounts payable routing is responsible for the locations beneath it in the company hierarchy.

Users assigned to this account will be able to view and manage information for this account and all Delivery/Shipping Location accounts beneath it in the company hierarchy.

Delivery/Shipping Locations

The Delivery/Shipping Location accounts listed beneath the Parent or Region account represent related storefronts or shipping locations.

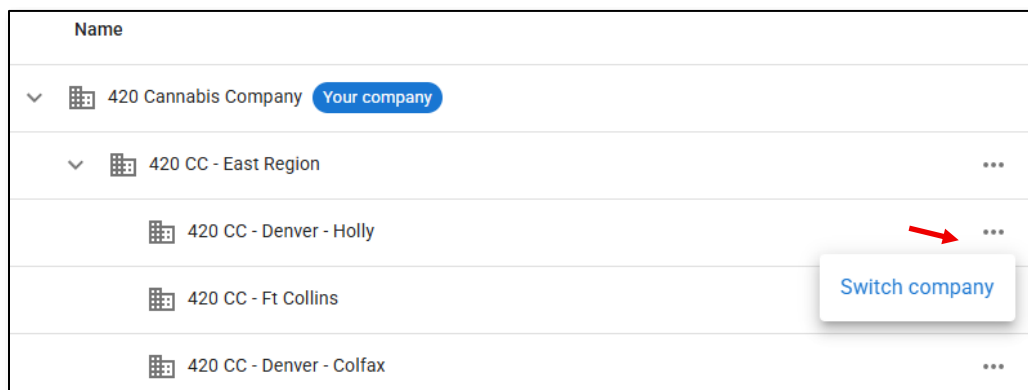
Each location may have its own:

- Orders
- Invoices
- Users

Viewing an Assigned Location

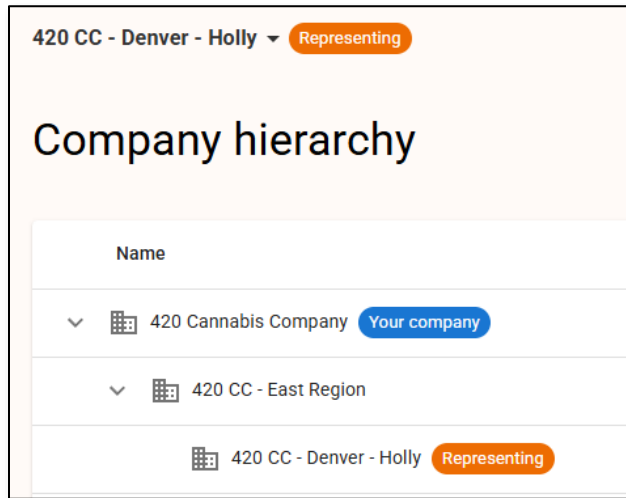
To view a location:

1. Open **Company Hierarchy**.
2. Locate the applicable company or location.
3. Select “meatball menu” icon to switch companies “...“





4. Confirm the Buyer Portal is “Representing” the intended location.



After selecting a location, the portal will update to show the orders, invoices, addresses, shopping lists, and account information associated with that location.

Switching Between Locations

Users with access to more than one company or location can move between their assigned accounts through the company hierarchy or the available company-selection option.

Before creating an order or reviewing account information:

1. Confirm the company or location currently selected.
2. Switch to the correct location when necessary.
3. Verify the selected shipping address and account information before submitting an order.

Information shown in the Buyer Portal will change when a different location is selected.

How Location Access Affects the Buyer Portal

Your assigned locations determine which company records you can access.

Depending on your permissions, location access may affect which:

- Company orders you can view
- Invoices you can review
- Unapplied credits you can see
- Billing and shipping addresses are available
- Shopping lists you can access
- Users you can manage
- Locations you can purchase for

A user assigned only to an individual location will generally have more limited visibility than a user assigned at the parent-company level.

Adding New Locations

New locations must be added by a LuvBuds representative. To request a new location be added to your company account, please send your request to compliance@luvbucks.co

Best Practices

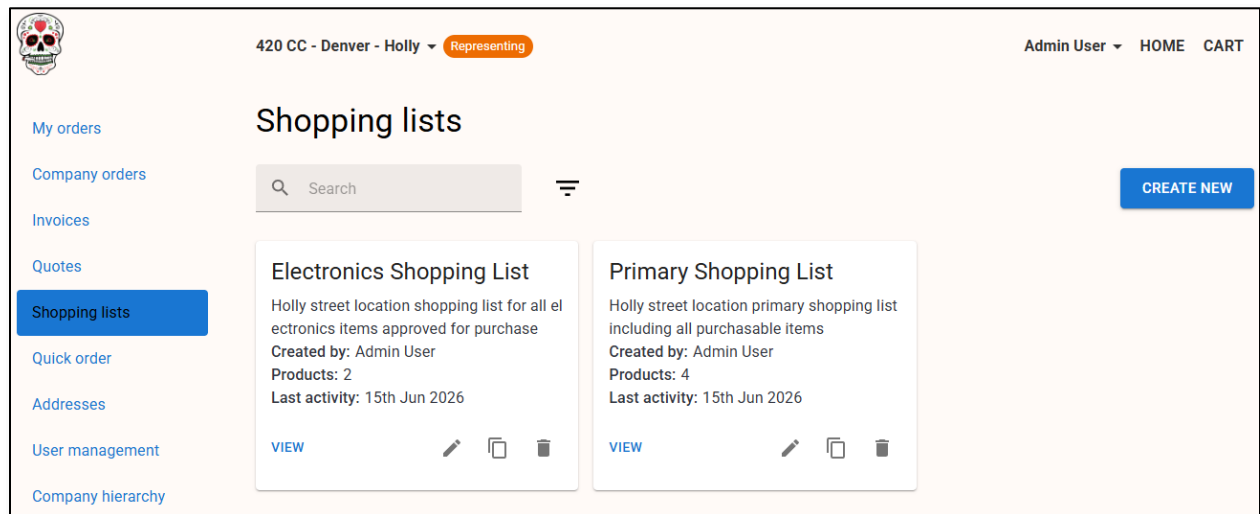
- Confirm the selected location before placing an order.
- Review the company name and shipping address during checkout.
- Do not place orders under another location unless you are authorized to do so.

Creating and Managing Shopping Lists

Shopping lists allow you to save products for future purchases, organize frequently ordered items, and prepare an order before adding the products to your cart. **Shopping lists are unique to the Delivery/Shipping Location.** Shopping lists maintained at the Parent or Region level cannot be converted into an order.

Accessing Shopping Lists

1. Sign in to the LuvBuds Buyer Portal.
2. Select **Shopping Lists** from the left-side navigation menu.
3. Review the shopping lists available to your user account.



The screenshot shows the LuvBuds Buyer Portal interface. At the top, there's a header with a skull logo, the location '420 CC - Denver - Holly', a 'Representing' button, and user information 'Admin User' with 'HOME' and 'CART' links. The left navigation menu includes 'My orders', 'Company orders', 'Invoices', 'Quotes', 'Shopping lists' (highlighted), 'Quick order', 'Addresses', 'User management', and 'Company hierarchy'. The main content area is titled 'Shopping lists' and features a search bar and a 'CREATE NEW' button. Two shopping lists are displayed:

- Electronics Shopping List**: Holly street location shopping list for all electronics items approved for purchase. Created by: Admin User. Products: 2. Last activity: 15th Jun 2026. Includes a 'VIEW' button and edit, copy, and delete icons.
- Primary Shopping List**: Holly street location primary shopping list including all purchasable items. Created by: Admin User. Products: 4. Last activity: 15th Jun 2026. Includes a 'VIEW' button and edit, copy, and delete icons.

The shopping lists available to you may depend on your assigned company, location, role, and permissions.

Creating a Shopping List

1. Open **Shopping Lists**.
2. Select **Create New**.
3. Enter a name for the shopping list.
4. Enter a description, when helpful.
5. Save the shopping list.

Create new shopping list

Name *
Holly Street Shopping List

Description
Holly street location shopping list

[CANCEL](#) [SAVE](#)

Use a name that clearly identifies the list's purpose, such as:

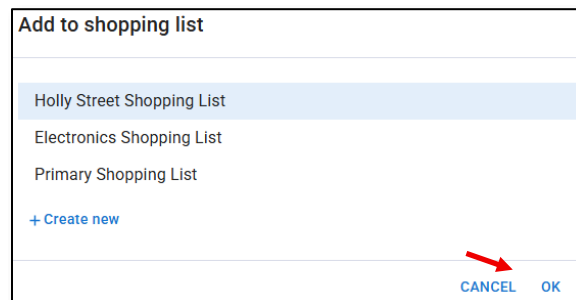
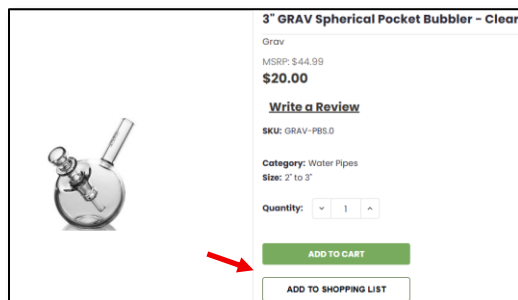
- Monthly Store Order
- Standard Accessory Supplies
- New Location Opening
- Frequently Ordered Products

Parent Admins, LB Senior Buyers, and LB Junior Buyers can create shopping lists.

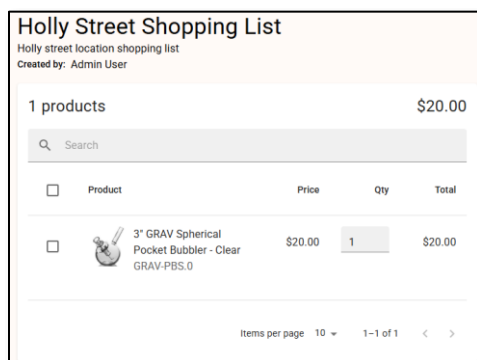
Adding Products from the Product Catalog

Products can be added to a shopping list while browsing the LuvBuds website.

1. Find the product you want to save.
2. Select the option to add the product to a shopping list.
3. Enter or update the desired quantity.
4. Choose an existing shopping list or create a new one.



5. Confirm the addition.

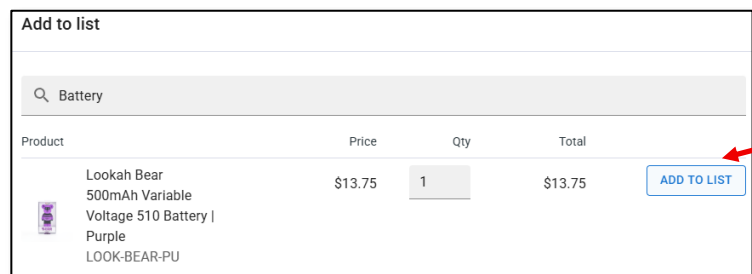
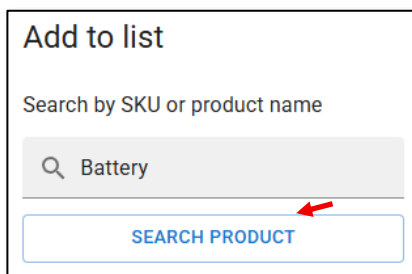
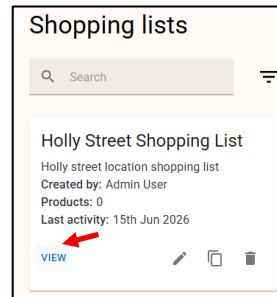


Repeat these steps for each product you want to include.

Adding Products from the Shopping List

You may also be able to add products directly from the shopping-list page.

1. **View** the applicable shopping list.
2. Select the option to add products.
3. Search for or enter the product information.
4. Enter the desired quantity.
5. Add the product to the list.



Updating a Shopping List

To update an existing list:

1. Open **Shopping Lists**.
2. **View** the shopping list you want to edit.
3. Review the products and quantities.
4. Make the necessary changes.
5. Save the updated list.

Available changes may include:

- Changing product quantities
- Adding additional products
- Removing products
- Updating the list name
- Updating the description or notes

Parent Admins, LB Senior Buyers, and LB Junior Buyers can update shopping lists available to them.

Adding a Shopping List to the Cart

Parent Admins and LB Senior Buyers can add a shopping list to the cart and complete checkout.

When you are ready to purchase the products on a shopping list:

1. **View** the applicable shopping list.
2. Review the products and quantities.
3. Make any required updates.
4. Select **Add Selected To** to purchase the list.
5. Review the products in your cart.
6. Continue through the normal checkout process.

Before submitting the order, confirm:

- The correct company location is selected.
- The product quantities are accurate.
- The correct shipping address is selected.

Adding a shopping list to the cart does not submit the order. The order is created only after checkout is completed.

LB Junior Buyers cannot complete checkout. They must submit the shopping list to a Parent Admin or LB Senior Buyer for approval and checkout.

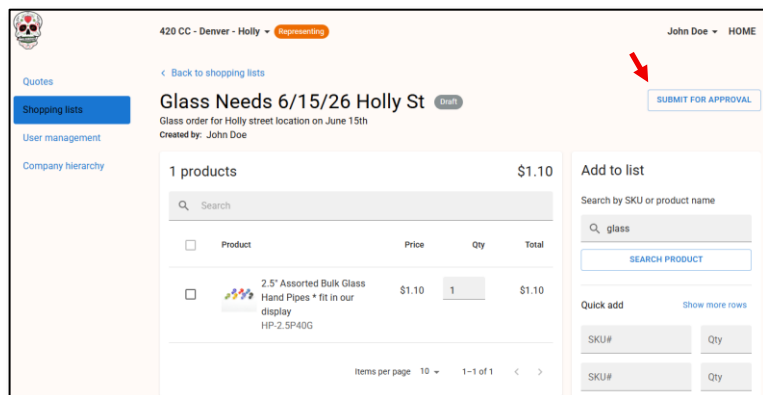
Shopping-List Approvals

Shopping-list approvals allow LB Junior Buyers to prepare a list of products and submit it to a Parent Admin or LB Senior Buyer for review.

Submitting a List for Approval

LB Junior Buyers must submit completed shopping lists for approval.

1. **View** the shopping list.
2. Review the products and quantities.
3. Select **Submit for Approval**.
4. Confirm the submission.

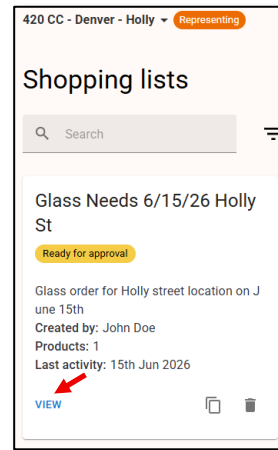
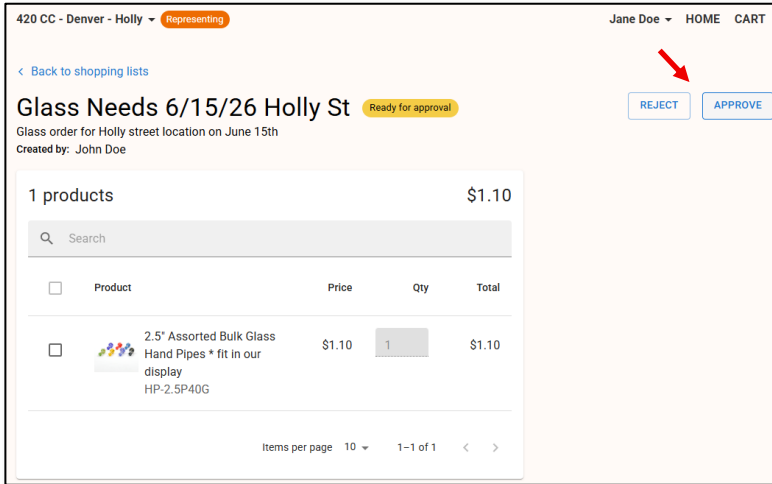


Once submitted, the shopping list is sent to an authorized Parent Admin or LB Senior Buyer for review.

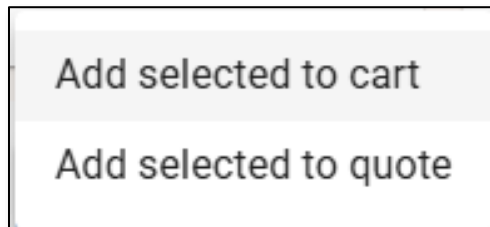
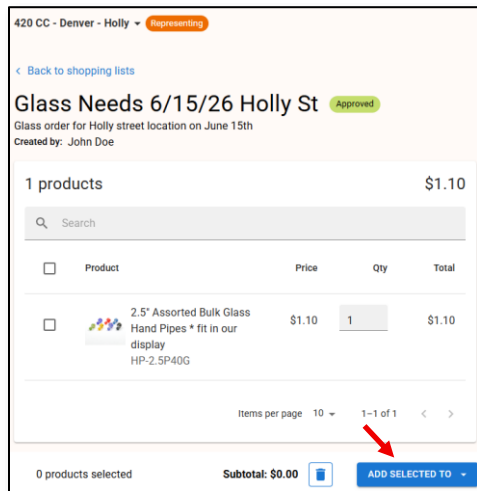
Approving a Shopping List

Parent Admins and LB Senior Buyers can review shopping lists submitted by LB Junior Buyers.

1. Open **Shopping Lists**.
2. Locate the list awaiting approval.
3. **View** the products, quantities, and notes.
4. Approve or reject the list.



Once approved, the shopping list can be added to the cart and processed through checkout by a Parent Admin or LB Senior Buyer. Select the items and “Add Selected To”





Role-Based Shopping-List Access

<p>Parent Admin</p> <ul style="list-style-type: none"> • Create and manage shopping lists • View shopping lists for all company locations • Review lists submitted by LB Junior Buyers • Approve or reject submitted shopping lists • Add shopping lists to the cart • Complete checkout 	
<p>LB Senior Buyer</p> <ul style="list-style-type: none"> • Create and manage shopping lists • View shopping lists for authorized locations • Review lists submitted by LB Junior Buyers • Approve or reject submitted shopping lists • Add shopping lists to the cart • Complete checkout 	<p>LB Junior Buyer</p> <ul style="list-style-type: none"> • Create shopping lists • Add, remove, and update products • Update product quantities • Submit completed shopping lists for approval • View the status of submitted lists <p><i>An LB Junior Buyer cannot approve a shopping list or complete checkout. The list must be reviewed by a Parent Admin or LB Senior Buyer.</i></p>

Note: Available shopping lists are specific to company Delivery/Shipping Location accounts within the company hierarchy.

Shopping-List Best Practices

- Give each shopping list a clear and specific name.
- Use separate lists for different locations or purchasing needs.
- Review product quantities before submitting the list for approval or adding it to the cart.
- Confirm that you are working under the correct company location.
- Remove discontinued or no longer needed products.
- Use the description or notes field to explain the purpose of the list.
- Review pricing and product availability during checkout, as these may have changed since the list was created.



Creating and Submitting Orders

Parent Admins and LB Senior Buyers can create and submit orders through the LuvBuds website. Products can be added to an order by browsing the product catalog, using a shopping list, or using the Quick Order feature.

LB Junior Buyers cannot submit orders. They must create a shopping list and submit it to a Parent Admin or LB Senior Buyer for review and purchase.

Before creating an order, confirm that you are working under the correct Delivery/Shipping Location account within the company hierarchy. The selected location determines the account, shipping addresses, billing information, and other information available during checkout.

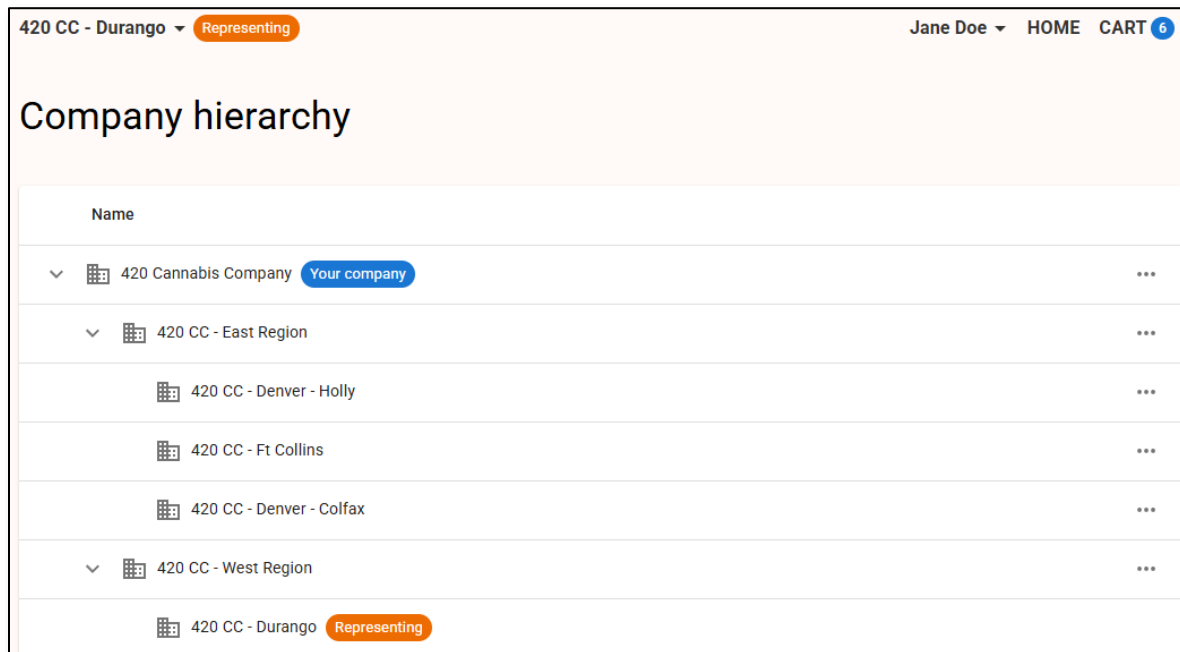
Role-Based Ordering Access

<p>Parent Admin</p> <ul style="list-style-type: none"> • Create and submit orders • Purchase for authorized companies and locations • Add products from the catalog, shopping lists, or Quick Order • Review and approve shopping lists submitted by LB Junior Buyers • View orders for authorized company locations 	
<p>LB Senior Buyer</p> <p>An LB Senior Buyer can:</p> <ul style="list-style-type: none"> • Create and submit orders • Purchase for authorized companies and locations • Add products from the catalog, shopping lists, or Quick Order • Review and approve shopping lists submitted by LB Junior Buyers • View orders for authorized company locations 	<p>LB Junior Buyer</p> <p>An LB Junior Buyer can:</p> <ul style="list-style-type: none"> • Browse the product catalog • Create and manage shopping lists • Add products and quantities to shopping lists • Submit shopping lists for approval • View available order information <p>An LB Junior Buyer cannot submit an order or complete checkout. A Parent Admin or LB Senior Buyer must review the shopping list and complete the purchase.</p>

Confirming the Company and Location

Before adding products to an order:

1. Sign in to the LuvBuds website.
2. Open the **Buyer Portal**.
3. Review the company or location currently selected.
4. Use the **Company Hierarchy** to select the location for which the order is being placed.
5. Confirm that the correct company and location are displayed.



Name				
420 Cannabis Company	▼	🏠	420 Cannabis Company	Your company
420 CC - East Region	▼	🏠	420 CC - East Region	
420 CC - Denver - Holly		🏠	420 CC - Denver - Holly	
420 CC - Ft Collins		🏠	420 CC - Ft Collins	
420 CC - Denver - Colfax		🏠	420 CC - Denver - Colfax	
420 CC - West Region	▼	🏠	420 CC - West Region	
420 CC - Durango		🏠	420 CC - Durango	Representing

The selected location will determine:

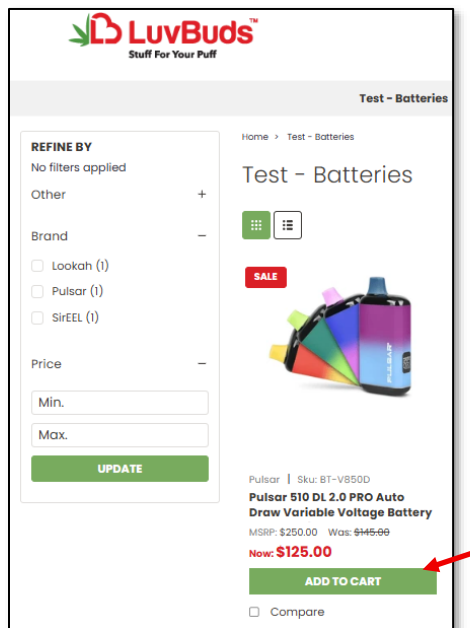
- Available shipping address
- Billing information
- Account terms
- Credit availability
- Order and invoice visibility
- Products or pricing available to the account

Important: Confirm the selected company and location before completing checkout. An order submitted under the wrong location may require cancellation and re-entry.

Adding Products from the Product Catalog

Products can be added to the cart while browsing the LuvBuds website.

1. Browse or search for the product you want to purchase.
2. Open the product page when additional product information is needed.
3. Select the appropriate product option or variation, when applicable.
4. Enter the desired quantity.
5. Select **Add to Cart**.
6. Continue shopping or open the cart to review the order.

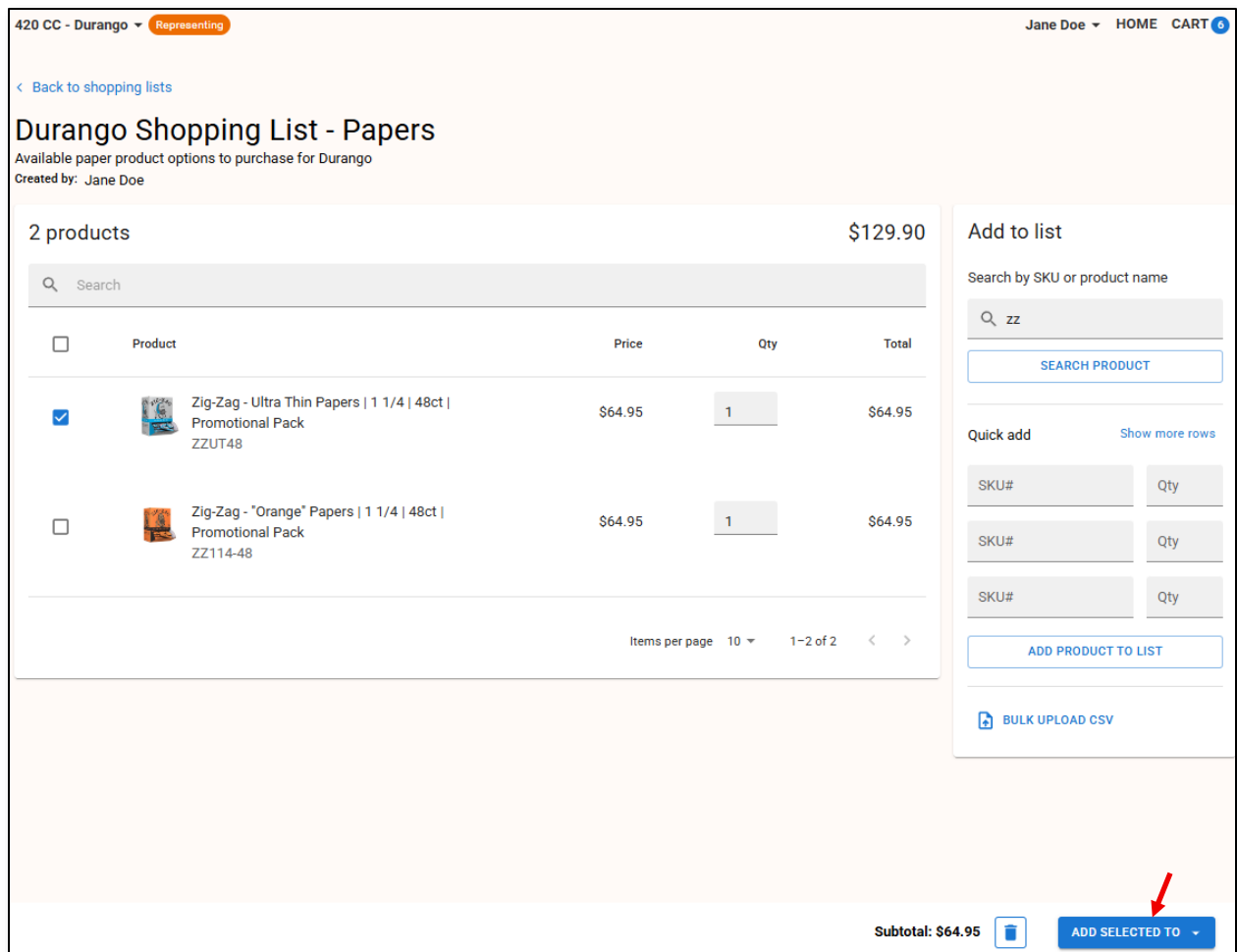


Repeat these steps for each product you want to purchase.

Adding Products from a Shopping List

Parent Admins and LB Senior Buyers can add products from a shopping list to the cart.

1. Open the **Buyer Portal**.
2. Select **Shopping Lists**.
3. **View** the applicable shopping list.
4. Review the products and quantities.
5. Make any necessary updates.
6. Select **Add to Cart** or the available purchasing option.



420 CC - Durango Representing Jane Doe HOME CART 6



[Back to shopping lists](#)

Durango Shopping List - Papers

Available paper product options to purchase for Durango
Created by: Jane Doe

2 products \$129.90

Search

<input type="checkbox"/>	Product	Price	Qty	Total
<input checked="" type="checkbox"/>	 Zig-Zag - Ultra Thin Papers 1 1/4 48ct Promotional Pack ZZUT48	\$64.95	1	\$64.95
<input type="checkbox"/>	 Zig-Zag - "Orange" Papers 1 1/4 48ct Promotional Pack ZZ114-48	\$64.95	1	\$64.95

Items per page 10 1-2 of 2

Add to list

Search by SKU or product name

zz

[SEARCH PRODUCT](#)

Quick add [Show more rows](#)


SKU# Qty

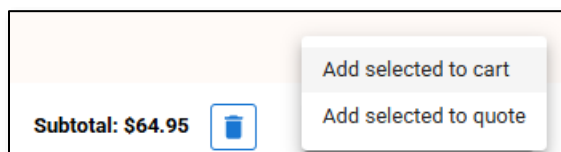
SKU# Qty


SKU# Qty

[ADD PRODUCT TO LIST](#)

[BULK UPLOAD CSV](#)

Subtotal: \$64.95  [ADD SELECTED TO](#)



Subtotal: \$64.95 

- Add selected to cart
- Add selected to quote

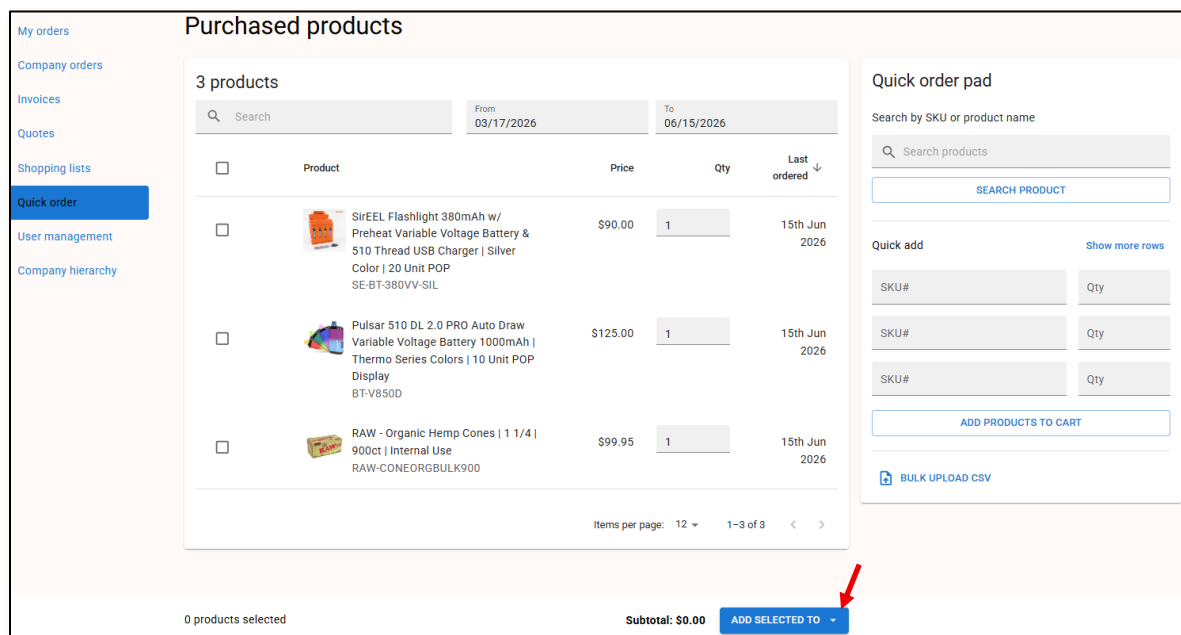
7. Open the cart and review the products added.

Adding a shopping list to the cart does not submit the order. Checkout must still be completed.

Creating an Order with Quick Order

The **Quick Order** feature allows Parent Admins and LB Senior Buyers to add products without browsing the full product catalog.




1. Open the **Buyer Portal**.
2. Select **Quick Order** from the left-side navigation menu.
3. Search for or enter the applicable product number.
4. Select the correct product.
5. Enter the desired quantity.
6. Repeat the process for additional products.
7. Add the selected products to the cart.



Purchased products

3 products

From 03/17/2026 To 06/15/2026

<input type="checkbox"/>	Product	Price	Qty	Last ordered ↓
<input type="checkbox"/>	 SirEEL Flashlight 380mAh w/ Preheat Variable Voltage Battery & 510 Thread USB Charger Silver Color 20 Unit POP SE-BT-380VV-SIL	\$90.00	1	15th Jun 2026
<input type="checkbox"/>	 Pulsar 510 DL 2.0 PRO Auto Draw Variable Voltage Battery 1000mAh Thermo Series Colors 10 Unit POP Display BT-V850D	\$125.00	1	15th Jun 2026
<input type="checkbox"/>	 RAW - Organic Hemp Cones 1 1/4 900ct Internal Use RAW-CONEORGBULK900	\$99.95	1	15th Jun 2026

Items per page: 12 1-3 of 3

0 products selected Subtotal: \$0.00 **ADD SELECTED TO**

Quick order pad

Search by SKU or product name

Search products

SEARCH PRODUCT

Quick add Show more rows

SKU# Qty

SKU# Qty

SKU# Qty

ADD PRODUCTS TO CART

BULK UPLOAD CSV

8. Open the cart and review the order.



Quick Order is useful when you already know the product numbers or have previously ordered the product.


Reviewing the Shopping Cart

Before proceeding to checkout:

1. Open the shopping cart.
2. Review each product and quantity.
3. Update quantities when needed.
4. Confirm that you're representing the correct company.
5. Select **Checkout**.

Your Cart (6 Items)

Item	Price	Quantity	Total
 SirEEL SirEEL Flashlight 380mAh W/ Preheat Variable Voltage Battery & 510 Thread USB Charger Silver Color 20 Unit POP	\$90.00 \$81.00	<input type="text" value="3"/>	\$270.00 \$243.00
 RAW RAW - Organic Hemp Cones 1 1/4 900ct Internal Use	\$99.95 \$89.95	<input type="text" value="3"/>	\$299.85 \$269.86
Subtotal:			\$512.86
Shipping:			Add Info
Coupon Code:			Add Coupon
Grand total:			\$512.86

 You are representing **420 CC - Durango**

CHECKOUT

Selecting the Shipping Address

During checkout:

1. Select the shipping address for the order (only one option should be available).
2. Confirm the company name, street address, city, state, and ZIP code (if a change is necessary, contact your sales rep or customer service before proceeding).
3. Select your shipping method
4. Add any order comments. Order comments follow the order through to invoicing.
5. Continue to the next checkout step.

Shipping

Shipping Address

SELECT AN ADDRESS

Durango Delivery
 Delivery/ 420 CC - Durango 555-555-5555
 420 Main St
 Durango, Colorado, 81301 / United States

Order Comments

CONTINUE



Only the address assigned to the selected Delivery/Shipping Location will be available.

Contact your Parent Admin or LuvBuds Customer Service if:

- The required shipping address is missing.
- An address is incorrect.
- You can see an address that should not be available to you.
- A new location needs to be added.

Reviewing Billing Information

Select the billing information from the dropdown.

The billing account may be different from the Delivery/Shipping location when invoices are consolidated under a parent or regional account.

Confirm that:

- The correct company is being billed.
- The billing address is accurate.
- The applicable payment terms or payment method are displayed.
- Any required purchase order number is entered.

Contact LuvBuds Customer Service before submitting the order if the billing information appears incorrect.

Order Confirmation

After the order is successfully submitted, an order-confirmation page will display.

The confirmation will include:

- Order number
- Order date
- Ordering Delivery/Shipping Location Company
- Shipping address
- Products and quantities
- Order total
- Current order status

A confirmation email may also be sent to the email address associated with the user account.

Save the order number for reference when contacting LuvBuds about the order.

Credit and Payment Review

Submitting an order does not always mean that it will be released immediately for fulfillment.

An order may require additional review when:

- The order exceeds the available credit limit.
- The account has past-due invoices.



- Payment is required before fulfillment.
- Payment authorization cannot be completed.
- Account or order information requires review.

When additional action is required, the order may remain in an On Hold or Awaiting-Payment status until the issue is resolved.

LuvBuds will contact the company regarding payment or account requirements.

Viewing a Submitted Order

To review an order after submission:

1. Open the **Buyer Portal**.
2. Select **My Orders** to view orders associated with your user account.
3. Select **Company Orders** to view orders for authorized company locations.
4. Locate the applicable order.

Order ↓	Company	PO / Reference	Grand total	Order status	Placed by	Created on
492	420 CC - Durango	-	\$582.81	Awaiting Payment	Jane Doe	Jun 15th 2026
491	420 CC - Grand Junction	-	\$532.70	Awaiting Payment	Jane Doe	Jun 15th 2026
490	420 CC - Telluride	-	\$641.26	Awaiting Payment	Jane Doe	Jun 15th 2026
489	420 CC - Denver - Colfax	-	\$654.49	Partially Shipped	Jane Doe	Jun 15th 2026
488	420 CC - Ft Collins	-	\$969.50	Shipped	Jane Doe	Jun 15th 2026
487	420 CC - Denver - Holly	-	\$724.70	Awaiting Shipment	Jane Doe	Jun 15th 2026
486	420 CC - Durango	-	\$677.40	Shipped	Jane Doe	Jun 15th 2026

The orders available to you depend on your assigned role and company-hierarchy access.

Order Statuses

Order statuses provide information about where an order is in the fulfillment process.

Statuses may indicate that the order is:

- Awaiting payment – Your order requires prepayment
- Awaiting Fulfillment – Your order is ready for picking
- Awaiting Shipment – Your order is in process of being picked and packed
- Partially shipped – Your order was partially shipped
- Shipped – Your order was fully shipped



- Cancelled – Your Order was cancelled

An order may be fulfilled in more than one shipment when all products are not available at the same time. NOTE: All accounts are setup to cancel the backordered items. If you wish to change this status to wait for backordered items, please contact your sales rep directly.

Updating or Cancelling an Order

An order generally cannot be edited through the Buyer Portal after it has been submitted.

Contact LuvBuds Customer Service as soon as possible when:

- An incorrect product was ordered.
- The quantity needs to be changed.
- The wrong company or location was selected.
- The shipping address is incorrect.
- The order needs to be cancelled.

Changes or cancellations may not be available once the order has entered the fulfillment process.

Order Best Practices

- Confirm the selected company and location before ordering.
- Review product numbers, descriptions, and quantities carefully.
- Confirm the shipping and billing information before submission.
- Do not select the order-submission button more than once.
- Save the order-confirmation number.
- Review the order in the Buyer Portal after submission.
- Contact LuvBuds promptly when an order requires correction.



Viewing Invoices and Unapplied Credit Balance

The **Invoices** section of the LuvBuds Buyer Portal allows you to review invoices for the companies and locations assigned to your user account.

Depending on your access, you will be able to view:

- Open invoices
- Paid invoices
- Invoice dates
- Due dates
- Original invoice amounts
- Remaining balances
- Invoice details
- Available invoice documents
- Unapplied credit balance
- Total outstanding balance
- Amount past due

<input type="checkbox"/>	Invoices ↓	Company	Order	Invoice date	Due date	Invoice total	Amount due	Amount to pay	Status	Action	
<input type="checkbox"/>	>	INV-716070	420 CC - West Region	492	June 22, 2026	June 22, 2026	\$639.80	\$639.80	\$ 639.80	Overdue	...
<input type="checkbox"/>	>	INV-716064	420 CC - West Region	491	June 22, 2026	June 22, 2026	\$587.45	\$587.45	\$ 587.45	Overdue	...
<input type="checkbox"/>	>	INV-716059	420 CC - West Region	490	June 22, 2026	June 22, 2026	\$704.75	\$704.75	\$ 704.75	Overdue	...
<input type="checkbox"/>	>	INV-716041	420 CC - East Region	487	June 22, 2026	June 22, 2026	\$797.45	\$797.45	\$ 797.45	Overdue	...
<input type="checkbox"/>	>	INV-699168	420 CC - East Region	489	June 16, 2026	June 21, 2026	\$589.55	\$0.00	\$ 0.00	Paid	...
<input type="checkbox"/>	>	INV-698267	420 CC - East Region	488	June 15, 2026	June 20, 2026	\$1069.45	\$0.00	\$ 0.00	Paid	...
<input type="checkbox"/>	>	INV-698264	420 CC - West Region	486	June 15, 2026	June 20, 2026	\$744.90	\$0.00	\$ 0.00	Paid	...

The invoices visible to you depend on your assigned LuvBuds role and your assigned company or locations within the company hierarchy.

Accessing Invoices

1. Sign in to the LuvBuds Buyer Portal.
2. Select **Invoices** from the left-side navigation menu.

Users assigned to multiple companies or locations should confirm that they are viewing the correct account before reviewing invoice information.

Role-Based Invoice Access

<p>Parent Admin A Parent Admin can view invoices for the companies and locations included within their assigned hierarchy.</p>	
<p>LB Senior Buyer An LB Senior Buyer can view invoices and account information for the companies and locations assigned to them within the company hierarchy.</p>	<p>LB Junior Buyer An LB Junior Buyer can view invoice and account information available for the companies and locations assigned to them.</p>

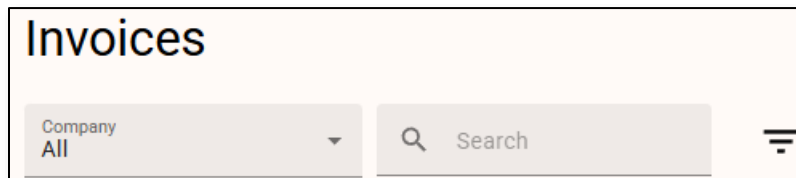
Note: A user can only view invoices for companies and locations included within their assigned hierarchy access.

Viewing Open Invoices

Open invoices are invoices that still have an outstanding balance.

To view open invoices:

1. Open **Invoices**.
2. Select the available filter for **Company, Search, or Filter** 



3. Review the list of invoices.
4. Select an invoice to view additional details.

Open invoice information will include:

- Invoice number
- Invoice date
- Due date
- Original invoice amount
- Amount paid or applied
- Remaining balance
- Invoice status

Invoices

Company: All | Search: | Filter: | Open Credit: \$1,069.00 | Open: \$2,729.45 | Overdue: \$2,729.45

<input type="checkbox"/>	Invoices ↓	Company	Order	Invoice date	Due date	Invoice total	Amount due	Amount to pay	Status	Action
<input type="checkbox"/>	>	INV-716070	420 CC - West Region 492	June 22, 2026	June 22, 2026	\$639.80	\$639.80	\$ 639.80	Overdue	...
<input type="checkbox"/>	>	INV-716064	420 CC - West Region 491	June 22, 2026	June 22, 2026	\$587.45	\$587.45	\$ 587.45	Overdue	View invoice Pay Print Download
<input type="checkbox"/>	>	INV-716059	420 CC - West Region 490	June 22, 2026	June 22, 2026	\$704.75	\$704.75	\$ 704.75	Overdue	

An invoice may remain open when it has been partially paid or when an available credit has not yet been applied.

Viewing Paid Invoices

Paid invoices are invoices with no remaining balance.

To view paid invoices:

1. Open **Invoices**.
2. Select the available filter for **Paid**.
3. Locate the applicable invoice.
4. Select the invoice to review its details.

Paid invoices remain available for account reference after the balance has been satisfied.

Filters

Status

- Open
- Partially paid
- Paid**
- Overdue

Reviewing Invoice Details

To review an invoice:

1. Open **Invoices**.
2. Locate the applicable invoice.
3. Select the invoice.
4. Review the invoice details.



Invoice details will include:

- Invoice number
- Related order number
- Customer order reference
- Billing company
- Shipping location
- Invoice date
- Due date
- Products and quantities invoiced
- Shipping, Discounts, and other charges
- Original invoice total
- Payments or credits applied
- Remaining balance

Review the billing company and shipping location carefully when your user account has access to multiple locations.

Accessing an Invoice Document

When an invoice document is available:

1. Open the applicable invoice.
2. Select **View**, **Download**, or the available document option.
3. Open or save the invoice for your records.

Sandbox7		Invoice#: INV-716070							
LuvBuds,LLC. 4001 Holly St. Unit 24 Denver, CO 80216 United States of America United States (844) 588-1420		Invoice Source: ShopLuvBuds ChannelTEST Order ID: None Order Reference Note: Order #: 492 Issued At: Jun 22nd 2026 Due Date: Jun 22nd 2026							
Bill to: 420 CC - West Region 4001 Holly St Ste 24 DENVER, CO 80216 USA		Ship to: 420 CC - Durango 420 Main St Durango, CO 81301 USA							
		<table border="1"><tr><td>Invoice Amount:</td><td>\$639.80</td></tr><tr><td>Invoice Paid:</td><td>\$0.00</td></tr><tr><td>Invoice Due:</td><td>\$639.80</td></tr></table>		Invoice Amount:	\$639.80	Invoice Paid:	\$0.00	Invoice Due:	\$639.80
Invoice Amount:	\$639.80								
Invoice Paid:	\$0.00								
Invoice Due:	\$639.80								
Invoice Lines									
Description	Quantity	Unit Price	Unit Discount	Comments	Subtotal				
[DISCONTINUED] RAW Organic Hemp - Pre Rolled Cones - 1 1/4 Size 900 pk Internal Use	3	\$99.95	\$0.00		\$299.85				
SIREEL Flashlight 390mAh Preheat Variable Voltage 510 Thread & USB Charger Silver Color 20 Unit POP	3	\$90.00	\$0.00		\$270.00				
Subtotal					\$569.85				
Freight					\$69.95				
Sales Tax					\$0.00				
Invoice Amount:					\$639.80				
Invoice Paid:					\$0.00				
Invoice Due:					\$639.80				



Understanding Invoice Statuses

Invoice statuses identify whether an invoice still has an outstanding balance.

Open: The invoice has a remaining balance that has not been fully paid or credited.

Partially Paid: A payment or credit has been applied, but a balance remains due.

Paid: The full invoice balance has been satisfied through payments, credits, or a combination of both.

Overdue: The full invoice balance or an unsatisfied balance remains open past the due date of the invoice.

Invoices for Multiple Locations

Users with access to multiple companies or locations may see invoices from more than one account.

Before reviewing or taking action on an invoice, confirm:

- The billing company
- The applicable store or shipping location
- The invoice number
- The related order number
- The remaining balance
- The payment due date

Bill to: 420 CC - West Region 4001 Holly St Ste 24 DENVER, CO 80216 USA	Ship to: 420 CC - Durango 420 Main St Durango, CO 81301 USA	<table border="1"><tr><td>Invoice Amount:</td><td>\$639.80</td></tr><tr><td>Invoice Paid:</td><td>\$0.00</td></tr><tr><td>Invoice Due:</td><td>\$639.80</td></tr></table>	Invoice Amount:	\$639.80	Invoice Paid:	\$0.00	Invoice Due:	\$639.80
Invoice Amount:	\$639.80							
Invoice Paid:	\$0.00							
Invoice Due:	\$639.80							
Invoice Lines								
Description	Quantity	Unit Price	Unit Discount	Comments	Subtotal			

Invoices may be billed to a Parent or Regional account even when the related order was shipped to an individual location depending on your account structure.

Missing or Incorrect Invoices

Contact LuvBuds Accounts Receivable when:

- An expected invoice is not visible.
- An invoice appears under the wrong company or location.
- The billing or shipping information is incorrect.
- An invoice balance does not reflect a known payment or credit.
- You need a copy of an invoice that is not available in the Buyer Portal.



When requesting assistance, provide the invoice number, order number, company name, and location whenever available. You can reach Accounts Receivable at accountsreceivable@lubbuds.co

Invoice Review Best Practices

- Review open invoices regularly.
- Confirm that you are viewing the correct company and location.
- Monitor invoice due dates and remaining balances.
- Compare invoice information to the related order or purchase order.
- Download invoice copies when needed for your records.
- Contact LuvBuds promptly when invoice information appears incorrect.