

Start date: \_\_\_\_\_

Name: \_\_\_\_\_

Business ID: \_\_\_\_\_

Online StoreFront address: \_\_\_\_\_

1. Sign up as an ACN Independent Business Owner (IBO) by completing an IBO Agreement at [www.acnpacific.com/aujoin](http://www.acnpacific.com/aujoin)

2. Obtain your Business ID and Password

Once you sign up online, your Business ID will be emailed to you.

Go to ACN Pacific's website at [www.acnpacific.com](http://www.acnpacific.com) and click on "IBO Back Office" from the very top menu.

You will then need to select "First Time Login" to create your password.

3. Complete your "10 Steps to Success"

In IBO Back Office, navigate to Training & Accreditation and select the "[Getting started - 10 Steps to Success](#)" button. **Completing these 10 steps will help you to get your business off to a strong start.**

4. Define your "WHY"! When you have a strong enough reason why you're doing ACN, then everything is possible!

## YOUR WHY

5. Complete relevant Accreditation

Accreditation is a requirement of ACN under the terms of your IBO Agreement and must be completed before you are permitted to sell products and services to your customers. Australian IBOs must complete the following accreditation:

**Australian IBOs**

- Customer Acquisition Code Training
- Vodafone Mobile Accreditation Training
- Energy Accreditation Training

**Please note:** If you are selling 2degrees in NZ you must complete the NZ Customer Acquisition Code Training and 2degrees Mobile Accreditation Training.

6. Set yourself a goal, i.e. earn Executive Team Trainer (ETT) in your first 30 days

ETT Executive Team Trainer	ETL Executive Team Leader
<div style="text-align: center;">  <p><b>20</b> PERSONAL CUSTOMER POINTS</p> <p>- OR -</p> <p>YOU</p> <div style="display: flex; justify-content: center; align-items: center;"> <div style="text-align: center; margin-right: 10px;">  <p><b>7</b> QTT</p> </div> <div style="text-align: center; margin-right: 10px;">  <p><b>7</b> QTT</p> </div> </div> <p>Acquire a minimum of 7 Personal Customer Points Plus 2 QTT legs</p> </div>	<div style="text-align: center;">  <p><b>50</b> PERSONAL CUSTOMER POINTS</p> <p>- OR -</p> <div style="text-align: center;">  <p><b>50</b> TOTAL CUSTOMER POINTS <i>(Personal and Downline)</i></p> </div> <p>Acquire a minimum of 10 Personal Customer Points. Maximum of 20 Customer Points per leg.</p> </div>

7. This month's quick start bonuses are:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

8. Set up your in home presentation (Private Business Reception)

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Presenter Name: \_\_\_\_\_

Presenter Phone: \_\_\_\_\_

Address: \_\_\_\_\_

## 9. Create your warm market contact list

1.	11.
2.	12.
3.	13.
4.	14.
5.	15.
6.	16.
7.	17.
8.	18.
9.	19.
10.	20.

## 10. Invite people from your warm market contact list to attend your first Private Business Reception (PBR)

Use the below example of an **inviting script**

Hi (*prospect name*), it's (*Insert IBO Name*) How are you?,  
 Hey, I am just rushing out, but just had to give you a quick call!  
 I know this is left field, but do you look at other ways of making money in addition to what you are doing right now? ...*(PAUSE for response...Yes...)*  
 Yes, I thought you would! Now you may not know this about me but... *(INSERT YOUR REASON WHY...)*  
 I knew that there had to be a better way, and what I found is a company that is expanding here, specialising in new technologies and Energy! What I am most excited about is the person leading the expansion I met called.....who is having massive success and he/she is launching into our area.  
 I don't know how I did it, but I have managed to secure 45 minutes of his/her time and he/she is coming over to my place on (*insert date...day...time*).  
 I was thinking of key people, and I thought of you! Can I put you down for coming?

### Handling any question from the prospect is to be answered this way only:

"That is a very good question and that is exactly why I have the expert coming over to answer those questions for us. Can I count on you for coming?"

### If they can't make it:

"When is the soonest we can get together?"

### If they say no:

Move onto the next person on your list of warm market contacts.

## 11. Understand the Private Business Reception (PBR) essentials

PBR Checklist	Role of a PBR host
<ul style="list-style-type: none"> <li>✓ Opportunity video queued and ready to play</li> <li>✓ 1-8 Opportunity Overviews printed</li> <li>✓ Home &amp; Business Customer Survey Forms printed</li> <li>✓ Pens and writing pads available</li> <li>✓ Upbeat background music playing</li> <li>✓ Light refreshments (no alcohol)</li> <li>✓ Minimise distractions – children in bed or with a babysitter</li> <li>✓ Positive attitude</li> <li>✓ Have fun!</li> </ul>	<ul style="list-style-type: none"> <li>✓ Never cancel a PBR</li> <li>✓ Introduce and edify a speaker</li> <li>✓ Never interrupt the speaker</li> <li>✓ Talk to guests with confidence and excitement</li> <li>✓ Answer questions truthfully and honestly</li> <li>✓ Collect completed Survey Forms</li> <li>✓ Follow up with guests the next day – either get them as a customer or sign them up as an IBO and get them to the next event!</li> </ul>

## 12. Customers are very important!

**To reach your goal positions, you must acquire customers.**

**Your initial customer sources:**

1. Yourself
2. Friends and family
3. Prospects who are not interested in the ACN Opportunity or have not yet joined ACN



Use the below example of a **Customer Acquisition Script**

Hi \_\_\_\_\_ do you have a minute?

Great, the reason I'm calling you is to ask you for a huge favour and I was wondering if you could help me out?

I've just started a part time business from home, helping people save money on their monthly bills. (Share your reason why)

If I could match or save you money on your Telecommunications, Energy & Essential Services would you give me the opportunity to try? This would really mean a lot to me?

## 13. Register for the next event

- Saturday trainings / regional meetings: [www.acnpacific.com/ibo/events/regional-events](http://www.acnpacific.com/ibo/events/regional-events)
- International Events: [acnreg.com.au](http://acnreg.com.au)

## 14. Record your Upline / Support contacts

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## 15. Getting in touch with ACN and its partners

### ACN Pacific (AU time)

#### Customer Service

Webchat: [www.acnpacific.com/contact](http://www.acnpacific.com/contact)  
Enquiry form: [www.acnpacific.com/contact](http://www.acnpacific.com/contact)  
Phone: 1300 881 778  
(9:00am - 8:00pm AEST/AEDT Mon to Fri)

#### Technical Support

Phone: 1300 881 778  
(8:00am - 10:00pm AEST/AEDT Mon to Fri)  
(10:00am - 6:00pm AEST/AEDT Sat to Sun)

#### IBO Support

Webchat: [www.acnpacific.com/contact](http://www.acnpacific.com/contact)  
Enquiry form: [www.acnpacific.com/contact](http://www.acnpacific.com/contact)  
(9:00am - 6:00pm AEST/AEDT Mon to Fri)  
Phone: 1300 767 226

### ACN Pacific (AU + NZ)

Marketing: [comms@acnpacific.com.au](mailto:comms@acnpacific.com.au)  
Events: [events@acnpacific.com.au](mailto:events@acnpacific.com.au)  
Compliance: [compliance@acnpacific.com.au](mailto:compliance@acnpacific.com.au)

### ACN Pacific (NZ)

#### Customer Service

Enquiry form: [www.acnpacific.com/nz/contact](http://www.acnpacific.com/nz/contact)

#### IBO Support

Enquiry form: [www.acnpacific.com/nz/contact](http://www.acnpacific.com/nz/contact)  
Webchat: [www.acnpacific.com/nz/contact](http://www.acnpacific.com/nz/contact)  
(10:00am - 8:00pm NZDT Mon to Fri)

### 2degrees (NZ)

Sales & Customer Support: 0508 226 000  
(10:00am - 8:00pm NZT Mon to Fri)  
Enquiry form: [www.acnpacific.com/nz/mobile](http://www.acnpacific.com/nz/mobile)

### Vodafone

Dedicated ACN Vodafone Sales Line 1300 365 898  
Hours: 8:00am - 8:00pm Mon to Wed  
8:00am - midnight AEST/AEDT Thurs to Fri  
8:30am - 9:00pm AEST/AEDT Sat  
9:30am - 9:00pm AEST/AEDT Sun

#### Please note:

- If your customer uses any other number for ordering Vodafone services you are likely to lose your customer.
- When your customers are due to renew their contract please direct them to your StoreFront or use 1300 365 898.
- If your customers renew through their Vodafone App or online, you will lose the customer as well.

### Click Energy

Sales & Service: 1300 567 236  
Hours: 9:00am - 6:00pm AEST/AEDT Mon to Fri

### Anovia Payments

Customer Service: 1800 875 292 - Select option 1  
Sales: 1800 875 292 - Select option 2  
Technical Support (First Data): 1800 243 444 - Select option 2

### ADT Security

Sales: [www.acnpacific.com/security](http://www.acnpacific.com/security)  
Support: 131 238

### MyNetFone

Sales: 1300 119 140  
Customer Service: 1300 887 899  
Hours: 8:00am - 6:00pm AEST Mon to Fri