

Claiming Missing Customers

- To sign up for any ACN service, your customers need to complete an online order at acnpacific.com, or via your Personal IBO Website.
- You are able to assist your customers with their online order; however, you are not able to complete the order on their behalf.
- When your customers place their orders online through acnpacific.com, entry of your Business ID is not a mandatory field. This is a global ACN policy, which ensures that all customers are able to complete their order for ACN services, with or without their IBO's Business ID. This ultimately means that we don't prevent any customer from signing up for ACN services the first time they try.
- We recommend that you either sit with your customer when they order online or alternatively, talk them through the process over the phone to ensure that they enter your Business ID.
- If, however, your customer does not use your Business ID they will, by default, be assigned to the ACN Corporate Business ID. You will be able to claim that customer via your IBO Back Office. Note: you will need to wait 24 hours after your customer has completed their online order to check whether they appear on your PCL. If they do not appear on your PCL after 24 hours, you can claim the missing customer following the steps below.

There are numerous other reasons why a customer may not be found:

- Your customer has not successfully placed an order online and does not exist in the system.
- Your customer may have entered your Business ID incorrectly.
- Your customer may have been claimed by another IBO.
- You have entered the incorrect information into the search facility.

If your customer cannot be found via the 'Claim Missing Customers' facility, please contact IBO Services on 1300 767 226.

How to claim missing Vodafone customers:

- Complete the form available on Pacific Compass at www.acnpacific.com/ibo-enquiry-form-missing-points

How to claim missing Energy customers:

- Complete the form available on Pacific Compass at www.acnpacific.com/ibo-enquiry-energy
- Ensure "Missing Points" is selected from the dropdown list in the Enquiry Category section.