



Vodafone Mobile Sales Checklist



Why Vodafone?

1

30 day Network Satisfaction Guarantee.
www.vodafone.com.au/network

2

Bundle and save up to 20% off plan fees
www.vodafone.com.au/plans/bundle

3

\$5 international roaming in selected countries
www.vodafone.com.au/plans/international-roaming

4

Unlimited national calls as well as national and international SMS in Australia



Sales



Upsell. Ask your customer if they have a tablet - this opens up the conversation to discuss mobile broadband plans and could save customers up to 20% off plan fees.



Recommend 24 month and higher contract terms. This will earn you more points and residuals.



Future-proof your customer's data allowance. According to the ABS, mobile data usage has increased 60% year on year. Pick a data allowance to see your customer through to the end of their new contract term.



Recommend handset and tablet plans as they have Loyalty Discounts and more value for customers.



Order Journey



To ensure you receive compensation, process orders via your Personal IBO Website, not in a Vodafone store. Never submit an order on behalf of a customer.



Use the Conxxion dedicated Vodafone Webchat Support. Ensure your customers don't call or go in-store if they cannot sign up online.



Advise your customer to have their 100 points of ID on hand, as well as their payment details, e.g. credit card.



Customers can check the status of an order at www.vodafone.com.au/tracking



Identification



Match the customer details to their official government identification documentation.



Take care when entering details to avoid mistakes and typos.



Credit



Avoid signing up customers on your own device and home Wi-Fi or mobile hotspot, as orders can be flagged as suspicious and consequently declined.



If your customer has more than 3 services in their name, recommend placing the new service in their partner's/ family member's name (with their permission).



Never submit multiple applications for the same order. This can be detrimental to your customer's credit history.



Do not enter your own address or contact details on behalf of your customer. This can cause orders to be declined.

For more credit tips visit: <http://bit.ly/credit-tips>