

# IBO RESOURCES AT A GLANCE Australia



## ESSENTIAL RESOURCES - PACIFIC COMPASS

The screenshot displays the ACN Pacific Compass website interface. It features a navigation bar with links like Home, Getting Started, Back Office, Resources, Recognition, Events, Success Store, News, and RVP+ Dashboard. The main content area is divided into several sections: 'Compensation Plan' (AU, NZ, Archives), 'Bonus Documents' (AU, NZ, Archives), 'ACN at a Glance (AU/NZ)' (PDF, PPT, mobile versions, training video), 'Launching your business' (AU, NZ), 'ACN Surveys' (AU, NZ Home), 'Weekly Business Training Pack' (AU, NZ), 'Weekly Product Training Pack' (AU, NZ), and 'Most Searched' (Vodafone, Mobile Credit, Energy). A 'Latest News' section on the right shows recent updates. A green 'DIRECT LINK' button is at the bottom right.

### Compensation Plan and Bonus Documents:

Details the ways you can earn money by explaining monthly residual commissions, Customer Acquisition Bonuses plus the requirements for achieving higher positions.



### ACN Opportunity Overview PDF:

This flyer is your go-to recruiting tool to explain the ACN Opportunity.



### Launching your ACN Business:

As a new IBO, you will receive welcome emails providing you with all the essential information to launch your business. This flyer provides an overview of the 10 Steps to Success.

### ACN Overview:

This resource is used to promote the ACN opportunity to prospects, especially at Business Opportunity Meetings. The ACN Online Overview video - Business Presentation is also showcased in the powerpoint pack.

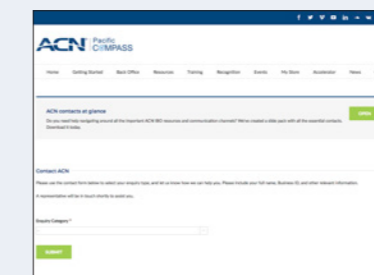


### Business Training Pack / Product Training Pack:

This contains presentations and all the information required to host a Saturday Training Event.



## BUSINESS SUPPORT RESOURCES

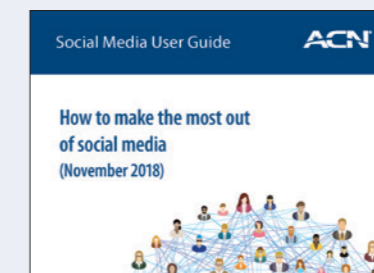


### Contact us page:

If you are looking to book an Office Tour or have questions on Cancellation, Compensation, the sign up process, Success Store, events or just want to provide feedback, please use this form to ensure you get a timely response.

**Found in:** Pacific Compass > Top menu bar > Envelope icon

[DIRECT LINK](#)

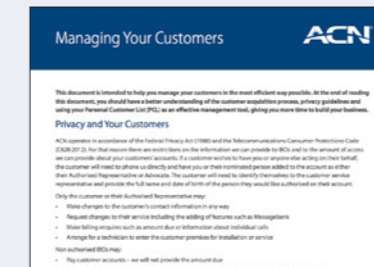


### Social media policy and user guide:

We encourage you to share the ACN opportunity and our products with your friends and family. To find out some tips and tricks to using social, check out our guidelines.

**Found in:** Pacific Compass > Resources > IBO Resources AU > Guidelines and Policies

[DIRECT LINK](#)

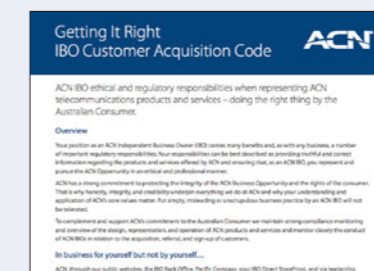


### Managing your customers:

There are many helpful guidelines to help you navigate your ACN business. This handy document covers rules around privacy and your Personal Customer List.

**Found in:** Pacific Compass > Resources > IBO Resources AU > Guidelines and Policies

[DIRECT LINK](#)



### Getting it right Customer Acquisition Code Accreditation:

ACN IBOs have an ethical and regulatory responsibility when representing ACN telecommunications products and services. This document explains the Code and provides links to the Customer Acquisition Code Accreditation module.

In Australia, it is a compulsory requirement to complete the Customer Acquisition Code Accreditation training to be able to sell any services.

**Accreditation found in:** Pacific Compass > Resources > Training > Accreditation > Get Accredited

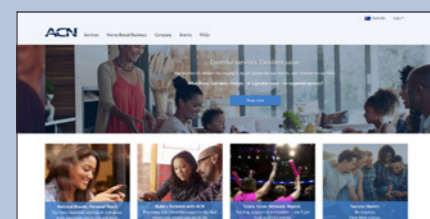
[DIRECT LINK](#)

**Getting it right:** IBO CaC Accreditation

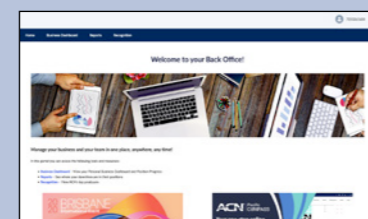
[DIRECT LINK](#)

## ACN WEBSITES / PORTALS

### Personal IBO Website:



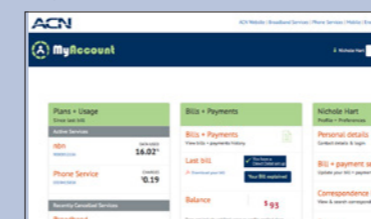
### BackOffice/YBA:



### Pacific Compass:



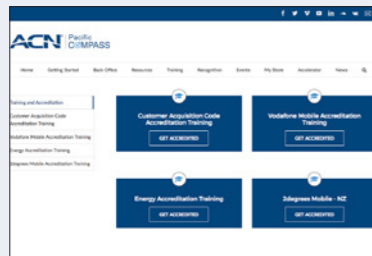
### MyAccount:



# IBO RESOURCES AT A GLANCE Australia



## PRODUCT RESOURCES

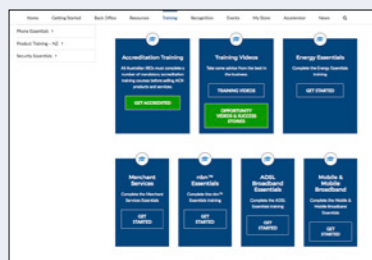


### Product Accreditation:

In Australia, to sell Vodafone services it is mandatory to firstly complete the accreditation modules (and the Customer Acquisition Code Accreditation). These modules cover important knowledge required to promote Vodafone, information you need to know to help customers have a positive sign up experience, and who you should contact if or when you have queries.

**Found in:** Pacific Compass > Resources > Training > Accreditation > Get Accredited

[DIRECT LINK](#)



### Product Essentials Training:

You can also complete more detailed training on all products to help you prepare for talking with your customers or training your team.

**Found in:** Pacific Compass > Resources > Product Resources/ Training

[DIRECT LINK](#)



### Product Resources:

There are multiple support and marketing documents to assist you in selling our Products. Each product has its own resources page with links to Frequently asked questions (FAQs), Tipsheets, Customer flyers, webinars/podcasts and forms.

**Found in:** Pacific Compass > Resources > Product Resources AU > choose Product of choice

[DIRECT LINK](#)



## RECOGNITION

We recognise top producing IBOs in the region by position as well as by customer acquisition.

### Monthly and quarterly recognition by position:

**Found in:** Pacific Compass > Recognition

[DIRECT LINK](#)



### Certificates:

Customer acquisition certificates are downloadable from Pacific Compass to distribute at your weekly training events.

**Found in:** Pacific Compass > IBO Resources > IBO Customer Acquisition Certificate

[DIRECT LINK](#)



## PRODUCT TROUBLESHOOTING

If you need to contact ACN about missing customers, points or a credit reassessment, please complete a Missing Customer forms.

Vodafone Mobile, Mobile Broadband and Broadband (nbn™) Missing Points form:

[DIRECT LINK](#)

Energy Enquiry Form:

[DIRECT LINK](#)

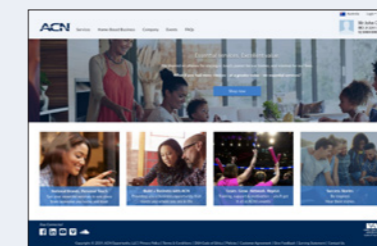
## TRAINING - ACN OPPORTUNITY

All videos can be found at: Pacific Compass > Training > ACN Opportunity Videos



### ACN Online Overview video - Business Presentation:

This video provides a more in-depth overview of the ACN opportunity, how it works, residual income and support provided. It aims to motivate prospective IBOs to seek more information and sign up to ACN.



### Personal IBO Website:

The Personal IBO Website is a site designed for recruiting IBOs. It allows prospects to explore the ACN Opportunity and even sign themselves up as an IBO.



### Aspire Magazine:

The Aspire Magazine is a fantastic resource for building credibility and showcasing all things 'ACN'. Produced twice a year.



### Success Stories:

Showcase ACN Pacific's top IBO leaders by showing either the overview video or separate success stories.