

Overview

The RVP Dashboard is available to RVPs, GRVPs, PRVPs and SVPs in the Australia and New Zealand region.

The RVP Dashboard provides all RVPs and above with a more efficient and effective method of logging and tracking escalations related to your customers and downline.

Having access to a dashboard provides transparency on how Head Office is progressing through issues that have been raised and whether they are being actioned or solved. Additionally, it allows internal teams in ACN to better manage the acceptance of escalations and confirm whether an existing issue has been raised prior to reviewing.

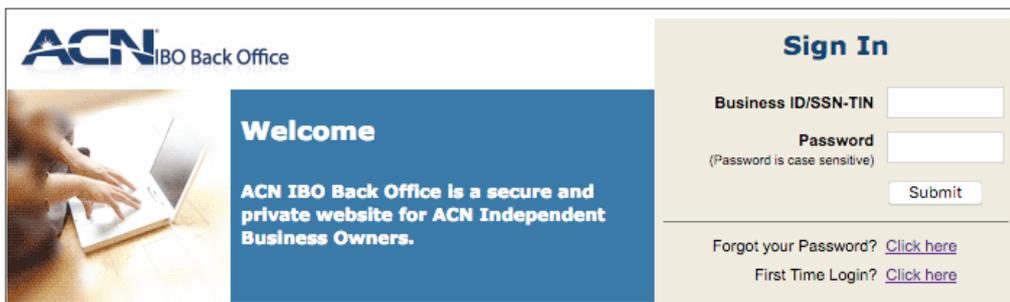
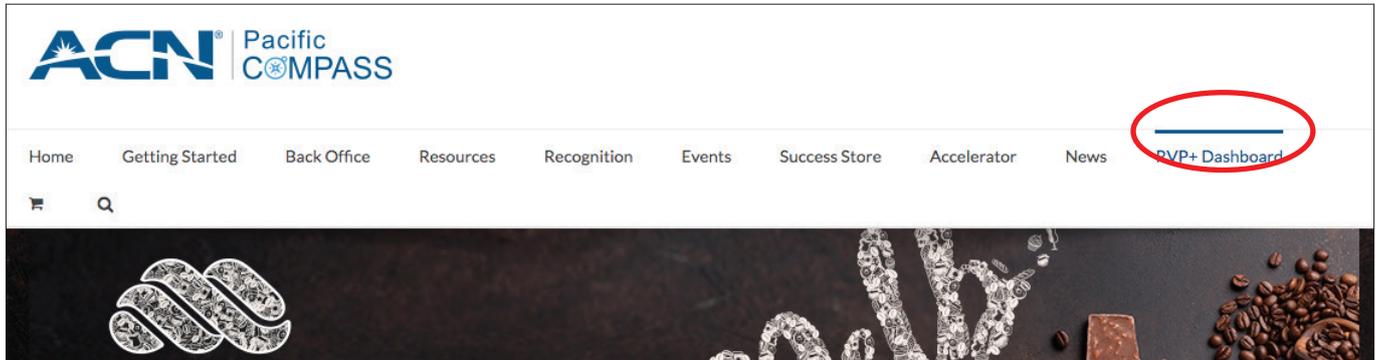
Accessing the RVP Dashboard

The RVP Dashboard is now a menu option on the Home page of Pacific Compass: www.acnpacific.com/ibo.

It is visible to everyone, but once an IBO selects it, they will be directed to sign in via Back Office (if you aren't already signed in) and only RVPs and above will have access to the dashboard.

As a RVP, when you first access the site, you will be prompted to log in using your Business ID number and password. This information is the same as the password used for your Back Office.

In the backend, ACN will match up your information with VIP to verify that your status is a RVP, GRVP, PRVP or SVP and you are working in Australia or New Zealand. The verification will also include those positions who have met RVP and above qualifications in the past 3 years and are known to be operating in this market.



What does the dashboard include?

The new dashboard lists your escalation tickets, the issue category, sub-category, status and target resolution date. You can choose to view escalations logged in the past month or 7 days.

You will be able to click on each issue and review the current history/notes plus you can click for more history. In addition to having this view, you will be able to log an escalation, withdraw an escalation and close an escalation. Only you will be able to see your escalations.

Updated within

Show entries

Ref.	Summary	Relates to IBO	Relates to Customer	Status	Target Resolution Date	Last Updated	SMS	Action
RVP-62	IBO Tools / Storefront	Nei Groll	Test name	Resolved	TBA	27-Apr-2018	<input checked="" type="checkbox"/>	
RVP-42	IBO Tools / Storefront	John Smith	Neil Groll	Resolved	TBA	27-Apr-2018	<input checked="" type="checkbox"/>	
RVP-51	Compensation Plan / CAB Enquiry	Sharon Thompson		With Vendor	26-Apr-2018	27-Apr-2018	<input type="checkbox"/>	<input type="button" value="Withdraw"/> <input type="button" value="Resolve"/> <input type="button" value="Add comment"/>

New Escalation

Category	Meaning
Ref.	RVP Complaint Reference Number
Summary	Summary of complaint based on RVP selection of complaint category
Relates to IBO	The name of the downline IBO in which the issue relates to
Relates to Customer	The name of the customer the issue relates to
Status	Status of the complaint - Open, Resolved, In progress, With Vendor
Target Resolution Date	Expected time of resolution
Last Update	When the complaint was last updated by IBO Support
SMS	Option for RVP to opt into SMS notification
Action	Option for RVP to withdraw, close or add a comment to the complaint

Target resolution date

Once you have logged an escalation, the team will review, accept and provide a target resolution date within 24 business hours. For any escalations logged and accepted after 2pm on a Friday, the target resolution date will be entered the next business day (Monday).

Logging an escalation

You can only log an escalation on a previously known issue (which means that you must be able to cite the ticket reference number). An RVP escalation should be a complaint that has already been raised via the Customer Service or IBO Support team but has not been resolved.

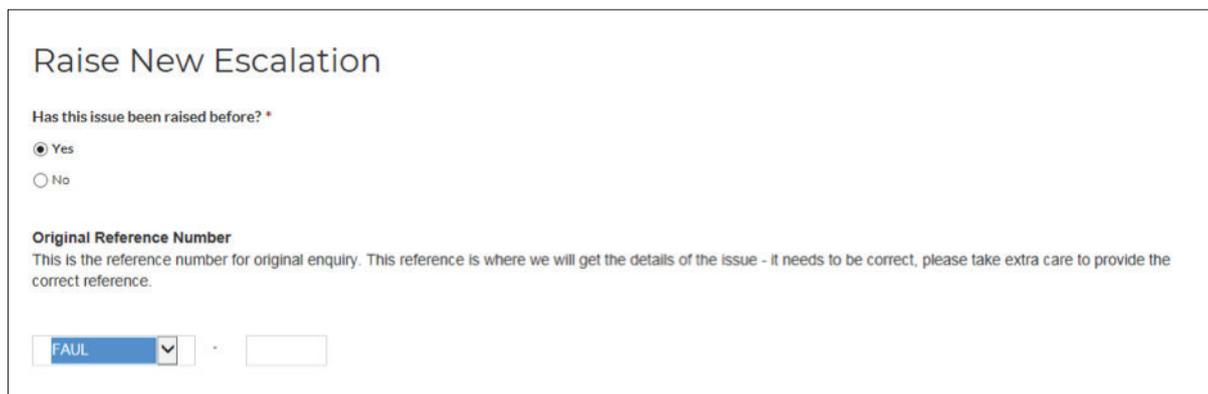
If you are currently raising issues or escalations using other channels such as email, phone call, text or even social, it will not be connected to the dashboard.

To raise a new RVP escalation, select "Raise New Escalation" as per the screen shot.

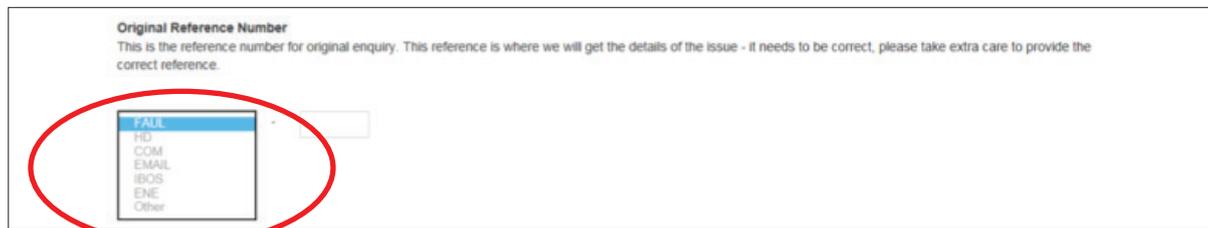


To complete the form, the first question you will be asked: *Has this issue been raised before?*

- a. If you answer 'No', you will not be able to proceed and will be referred to the standard IBO Enquiry form.
- b. If you answer 'Yes', you will be asked to provide the 'Original Reference Number'. A list of corresponding tickets will be displayed.



- c. Choose the relevant category issue from the the dropdown menu



d. Enter details about the affected IBO or customer.

Affected IBO ID *
Enter the Team ID of the IBO who raised or is affected by the the original issue.

0 of 10 max characters

Affected IBO Name *

First Last

Affected Customer's Name
Please enter Customer's Name if applicable

First Last

e. Provide more details about the escalation and include attachments where relevant.

Escalation Detail *
Please let us know why this issue is being escalated

Attachments
Please add any supporting documents that may help us resolve this issue.

Drop files here or

[SELECT FILES](#)

f. Once a ticket has been successfully logged, this will become a part of your RVP+ Dashboard information.

Updated within

7 days | 1 Month

Show 10 entries

New Escalation

[Raise New Escalation](#)

Search:

Ref.	Summary	Relates to IBO	Relates to Customer	Status	Target Resolution Date	Last Updated	SMS	Action
RVP-62	IBO Tools / Storefront	Nei Groll	Test name	Resolved	TBA	27-Apr-2018	<input checked="" type="checkbox"/>	
RVP-42	IBO Tools / Storefront	John Smith	Neil Groll	Resolved	TBA	27-Apr-2018	<input checked="" type="checkbox"/>	
RVP-51	Compensation Plan / CAB Enquiry	Sharon Thompson		With Vendor	26-Apr-2018	27-Apr-2018	<input type="checkbox"/>	Withdraw Resolve Add comment

Checking on an escalation

You can also find out more information on the status of an escalation still under investigation.

1. Click on the summary link of the relevant issue (in this example we've clicked on an example called RVP-73)

Ref	Summary	Test Fname	Cust Name	Status	Target Resolution Date	Invalid date	SMS	Action
RVP-67	Fixed Line / PCL Status	Test Fname	Test IName	Open	TBA	Invalid date	OFF	Withdraw Resolve
RVP-68	IBO Tools / Storefront	asf agsdgf		Open	TBA	Invalid date	ON	Withdraw Resolve
RVP-74	Fixed Line / Connection Delay	asf	asdf ewr	Open	TBA	Invalid date	ON	Withdraw Resolve
RVP-73	IBO Tools / Compass Website	Test Fname	asdee	Open	TBA	Invalid date	ON	Withdraw Resolve
RVP-72	Fixed Line / Missing Points	Test Fname	asdgf	Open	TBA	Invalid date	ON	Withdraw Resolve

2. A summary box opens where you can then read a description of the issue, see notes from ACN Pacific Head Office as well as previous comments you have added.

Updated within: 7 days | 1 Month

Show 10 entries

New Escalation: Raise New Escalation

Search: _____

Ref	Summary	Relates to IBO	Relates to Customer	Status	Target Resolution Date	Last Updated	SMS	Action
RVP-69	Fixed Line / PCL Status	Test Fname	blacktown	Resolved	TBA	Invalid date	OFF	Add comment
RVP-67	Fixed Line / PCL Status	Test Fname	Test IName	Open	TBA	Invalid date	OFF	Withdraw Resolve

Escalation details

Ref: RVP-73

Summary: IBO Tools / Compass Website

Description: asd fasd fasdf

Messages from RVP: No messages

Messages to RVP: No messages

Close

Notifications re updates to the dashboard

We recommend that you review the dashboard regularly if you have raised an escalation, but to save time, we will also SMS you when a change in status occurs. You will be prompted to opt into SMS notifications when you initially log the escalation. Please note, you can turn off the SMS notification within the dashboard if you don't wish to be notified.

Withdrawing/Resolving an escalation

If you need to withdraw the escalation as it's been solved separately or no longer relevant, you choose the 'Withdraw' button and you will then be prompted to withdraw.

RVP-68	IBO Tools / Storefront	adsf agsdgf		Open	TBA	Invalid date	<input checked="" type="checkbox"/>	<button>Withdraw</button> <button>Resolve</button>
RVP-74	Fixed Line / Connection Delay	Test Fname asdf				Invalid date	<input checked="" type="checkbox"/>	<button>Withdraw</button> <button>Resolve</button>
RVP-73	IBO Tools / Compass Website	Test Fname asdee				Invalid date	<input checked="" type="checkbox"/>	<button>Withdraw</button> <button>Resolve</button>
RVP-72	Fixed Line / Missing Points	Test Fname agsdgf	sdgf htrrr	Open	TBA	Invalid date	<input checked="" type="checkbox"/>	<button>Withdraw</button> <button>Resolve</button>
RVP-70	Compensation Plan / Commission Enquiry	Test Fname gasde		Open	TBA	Invalid date	<input checked="" type="checkbox"/>	<button>Withdraw</button> <button>Resolve</button>

Are you sure?

You are going to withdraw escalation. Are you sure?

If you withdraw an escalation by mistake, you cannot re-open it.

You can also resolve an escalation if it's been solved outside the escalation process. All you need to do is choose 'Resolve' and you will be prompted to confirm this. Once it is resolved, you will be able to comment.

Re-opening an escalation

Once an escalation is closed, either by you or ACN when it is deemed solved/rectified, it can be re-opened within 5 working days if you believe it requires more investigation.

Other escalation channels

You still have access to the RVP line and can phone in escalations to us if you are out and about. The team will then log them on your behalf. We hope that you find the online dashboard more convenient.