

IBO Sign-Up Process and Fees

What do I need to do to become an ACN Independent Business Owner (IBO)?

Individuals (including sole traders), companies, trusts or partnerships can apply to become an IBO with ACN by completing an ACN IBO Agreement online via acnpacific.co.nz.

All IBO Applicants (except Companies) must inform ACN of their Tax Code in order to receive any earned bonuses and/or commissions. CABs and commissions will not be paid until ACN receives the IR330C form correctly filled out and stating your ACN IBO Business ID number.

A company, trust or partnership must provide ACN with a list of all partners, shareholders, trustees and beneficiaries by completing the appropriate form (1, 2, or 3) which can be downloaded via the “Business Documents” section of your IBO Back Office. It is the IBO’s responsibility to ensure that ACN has received all of the required documentation to list the IBO’s status as a company, trust or partnership. If ACN has not received the appropriate documentation within 30 days, ACN will suspend the IBO’s position until all of the documentation is received and processed by ACN.

For more information please refer to the “Business Documents” section located in the “My Business” page of your IBO Back Office.

What does the Sign-Up Fee cover?

The Sign-Up fee enables IBOs to have their own telecommunications and essential services business and ‘outsource’ all aspects of servicing customers to ACN: customer service, data entry, provisioning, rating and billing, collections and certain marketing activities. The fee also covers costs for supporting IBOs, including marketing support, educational materials, public and secure websites, online reporting tools and Personal IBO Website.

Is there an annual renewal fee?

Yes, the fee is payable within 30 days of each anniversary of the start date of the IBO.

The IBO will be notified via the IBO Back Office and by email when the renewal fee is due prior to the anniversary date. Payment can be made by calling IBO Services or online via the IBO Back Office.

If payment is not received within 30 days of the anniversary date, the IBO will be placed on “non-renewed” status and will not be entitled to receive the support services provided by ACN or to receive CAB and commission payments.

Can ACN IBOs residing outside of New Zealand sponsor IBOs and acquire customers in New Zealand?

Yes.

IBO Training, Support and Marketing Materials

Am I able to visit the ACN Pacific Office?

ACN is currently not holding Head Office tours. We will advise when tours will be available again to IBOs. If you have any questions about this, please email events@acnpacific.com.au.

How can I access my IBO Back Office?

You will need your Business ID number and a password to access your IBO Back Office (via acnpacific.co.nz). If you are a first-time user, simply follow the prompts to obtain your password.

If you are unsure of your Business ID and/or the password that you require to access your IBO Back Office, please call IBO Services on **0508 226 002**.

What training is available to ACN IBOs?

Training presentations, videos and other support materials are available under the “Training” section of your IBO Back Office.

In addition to this, ACN’s leaders conduct regular local and regional IBO training sessions across New Zealand and Australia. These training sessions provide important tips for presenting the ACN Opportunity to prospective IBOs and invaluable customer acquisition training for new and current IBOs. Bringing guests to these events is a great way of introducing prospects to the ACN Opportunity. For a schedule of upcoming local and regional training events, please refer to the “Events” section on the IBO Back Office.

ACN International Training Events are also held in locations around the world. You haven’t been in business until you’ve attended an ACN International Event. You can register for these events by going to the “Events” section on the IBO Back Office.

Do I have to register for ACN’s email news service?

You will be automatically subscribed to ACN in Action, ACN’s email news service, using the email address you entered on the IBO Agreement. We strongly recommend that you continue your free subscription as important information relating to your business will be communicated via this service on a weekly basis. You can also refer to acnpacific.com.au/ibo for product announcements, training and business updates.

Where can I purchase business materials?

ACN has a range of business materials such as magazines, recognition pins and tools available for purchase through its online Success Store. You can access the Success Store via the IBO Back Office tools page.

Am I able to produce my own marketing collateral such as brochures, business cards, and websites?

ACN discourages IBOs from creating their own marketing and sales material and sets strict limits on what the material can contain (see section 1.2 of ACN’s Policies and Procedures).

IBOs are prohibited from creating and/or distributing any marketing material without the prior written approval of ACN Compliance and your upline RVP. These rules ensure that a consistent message is communicated to the market and that marketing material does not breach fair trading and consumer protection laws. Read ACN’s Marketing & Advertising guidelines in the “Business Documents” section of the IBO Back Office for more details.

ACN has developed a success system based on solid experience and knowledge. We have created marketing materials and activities to fully support this model and as such we believe that no other marketing materials or activities are necessary to become successful as an ACN IBO.

What support tools are available to help me in my ACN business?

We understand that as an ACN IBO you are in business for yourself but not by yourself. The IBO Back Office provides the latest information on ACN’s products and services, PowerPoint and video training, important ACN news, information on regional and International events, and recognition of top achievers. IBO Back Office also allows you to check your customers’ details, and use ACN tools to help you better manage your business.

What tools can I use to manage and promote my ACN business?

ACN offers a wide array of tools to help you manage and promote your business, including a Personal IBO Website, an all encompassing resources centre called Pacific Compass, the ACN Opportunity overview and the ACN Aspire Magazine.

Your IBO Back Office provides you with:

- access to Back Office Reports, which gives you a high-level overview of your organisational structure and the activity of IBOs in your team,
- a Personal IBO Website to promote the ACN Opportunity to your prospects,
- alerts to keep you up to speed with events that occur in your organisation,
- personal development tools and a training program to help you reach your fullest potential

How do I keep track of my new Customers?

Your Personal Customer List (PCL) will show all your customers together with the status of their application.

When do I know that my customer is active with ACN?

Your customer will appear as “complete” on your PCL.

Customer Acquisition Bonuses (CABs), Commissions and Position Qualifications

Where can I find details on ACN’s Compensation Plan?

The compensation plan and supporting documents can be found on the “IBO Resources” section of Pacific Compass.

How do I qualify for the ACN QuickStart Bonuses?

Each month, ACN offers new IBOs the opportunity to earn special bonuses based on their customer acquisition activity in their first 30 days. IBOs can find more information on these bonus promotions via the “Business Documents” section of IBO Back Office and their ACN in Action newsletters.

How do I qualify for Customer Acquisition Bonus (CAB) payments?

Depending on the number of IBOs in your organisation and the position that you and each of these IBOs holds, you may be eligible to receive CAB payments on your downline IBOs if they become qualified in 30 days.

When do I receive my Customer Acquisition Bonus (CAB)?

CABs are only released after the new IBO becomes qualified. CABs will be processed approximately 7-14 days from the day ACN receives confirmation of your downline IBO qualifying within 30 days.

What are the main reasons as to why my account is placed on a revenue hold?

There are two reasons why your account could be placed on revenue hold:

1. Your IBO account has not been updated with your direct deposit details.
2. You have not sent ACN the necessary paperwork.

Your account will remain on hold and you will not receive any CABs and commission payments until ACN has received the required information.

Acquiring & Managing Your Customers

What is the process for acquiring customers?

Customers must complete an online order before they can be transferred across to ACN. IBOs must not place orders on the customers' behalf. IBOs should ensure their customer signs up via their personal IBO website. This will ensure the correct Business ID is specified. ACN also recommends coaching your customer through the online sign up process.

Services – General

What services does ACN currently offer in the New Zealand market?

ACN is proudly partnered with ADT Security; a leading security brand in New Zealand who specialises in Home, Personal and Business Security.

Customer Invoicing & Payment Methods

How and when will my customers be billed?

Orders for security services can be placed via your Personal IBO Website (recommended) or www.acnpacific.com/nz.

Contacting ACN

What are the main contact details for ACN's New Zealand IBOs?

IBO Chat

IBOs are encouraged to use IBO Chat – real time, online communication with specially trained IBO Services Representatives. To access IBO Chat login to IBO Back Office or visit www.acnpacific.com/nz/contact.

Please refer to your IBO Back Office for more contact details.

Postal Address:

ACN Pacific Pty Ltd
PO Box 90694
Victoria St West
Auckland 1142

Telephone Number:

0508 226 002