

Jumpstart January 2018



Melbourne

ACN® | Pacific
www.acnpacific.com



ACN Overview

VP Of Sales

Mark Boonzaier

Jumpstart January 2018



ACN[®] | Pacific
www.acnpacific.com



Winning in 2018

Joey Ballota

Regional Vice President



Alain Prost Winning Career

- Championship Career 1980-1993
- Entered 202 races – Started 199 races
- 106 Podium (3rd all time in the world) & 51 WINS
- 4 World Championships 1985, 1986, 1989, 1993

Alain Prost Winning Mindset:



“People don’t understand that it was maybe my biggest pleasure to drive an F1 car when it’s wet”

What are the challenges in the wet ?

- F1 cars accelerate to 100 km/h in less than 2 seconds
- F1 cars can hit a top speed of 320 km/h in qualifying



1. It pushes their skills and talents to the limit.
2. The race becomes unpredictable in the wet.
3. Wet conditions caused a flurry of pit stops.
(Slows them down to win the race)

What are those flurry of pit stops we face in ACN ?



- IBOs quitting
- People say No
- No Show PBRs
- Customer leaving
- IBOs not being coachable
- Guests not showing up at events

ALWAYS REMEMBER

..there are two great days in your LIFE?

1. The day you were born.
2. The day you discovered WHY.



Discover your WHY & lock it down!

Must Touch, Move and Inspire you!

1. What you are dealing with (your circumstances)

- More time with family
- Pay off some debt
- Help kids with college education
- Help parents retire
- Help Charity
- Help your community

2. Your current feelings right now (your emotions)

E.g. Stress? Frustration? Tired? Fed up? Over it? ... etc.

DESIRE

Desire breeds determination.

COMMITMENT

...to yourself

“ I will stay with this until I WIN ”

EMOTIONS TO EMBRACE ... and WIN!



- Failure
- Disappointments
- Frustration
- Fear
- Doubt
- Confusion
- Embarrassment

Every RVP & SVP extracted the lesson learned from these experiences and moved on!

Feed your mind with success



1 hour per day!



Call To Action



Be Accountable
Be Responsible
Be Persistent



Pre-registration promotion price: \$175

Valid: Until 3 March (11.59pm AEDT*) 2018

Jan new IBO promotion price: \$129[^]

Valid: Join in Jan 2018 & register in your first 30 days

No refunds, exchanges, cancellations, or transfers

*Australian Eastern Daylight Savings Time

Register at ACNREG.COM.AU



Jumpstart January 2018



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Billy Sarkovski

State Trainer, VIC

A man in a dark suit, light blue shirt, and blue tie is sitting on a red couch, looking down at a tablet computer he is holding with both hands. A red speech bubble originates from the word 'Vodafone' and points towards the man. The background is a plain, light gray wall.

Vodafone



Topics

- Why Vodafone
- Sales Tips
- Summer Offers
- Devices & SIMO



Why Vodafone - Simple, Transparent & Flexible

- No Lock-In contracts with 12, 24 or 36 Months Interest-free phone repayments.
- Commit to a SIMO for 12 months and double the inclusions.
- Get Loyalty Discounts on plans when you take a phone over 24 and 36 month interest-free repayments.
- \$5 Roaming to more than 55 countries.
- Always double Qantas Points Online



Sales Tips

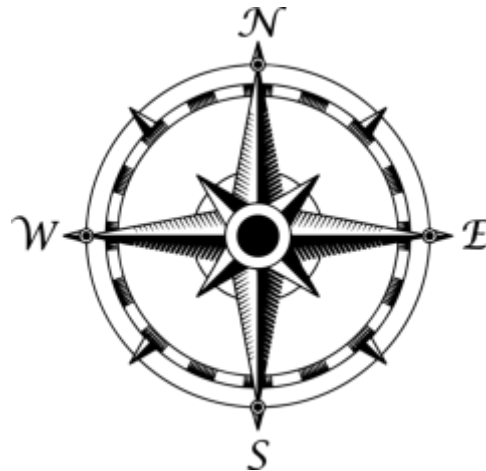
1. Discover all you can about your customer.....



Discover... Understanding the customer

Let's build Rapport with the Discovery Questions

- 🔴 **N** - Next of kin
- 🔴 **S** - Social Activities
- 🔴 **E** - Education
- 🔴 **W** - Work



Discover... Understanding the customer

What information do you need to help find the best solution for our customer?



- 📍 **T** - Timeline/ contract length
- 📍 **A** - Authority- who's the decision maker?
- 📍 **P** - Product Preference
- 📍 **S** - Spend Level



Sales Tips

2. Sell the cake, not the ingredients







The Vodafone cake

Price

Data

Int'
Minutes

What am I getting, how much is it and who am I taking care of?



Order processing tips.

1. **Process orders via your Direct StoreFront**, not in a Vodafone store, to ensure you receive compensation.
2. Advise your customer to have their **100 points of ID on hand (Medicare Card, Driver's license, Passport etc.)**, as well as their payment details, e.g. credit card or Bank details.
3. Use the dedicated **ACN Vodafone Hotline – 1300 365 898** if the order cannot be processed online. Ensure your customers don't call any other numbers.
4. Advise your customer to **not submit multiple applications** and ensure **details are entered correctly. Never submit an order on behalf of a customer.**
5. Don't put all family members' accounts in the one name.
6. Fill out a Credit Reassessment Form for customers who have been declined.


For more details refer to credit check process on **Pacific Compass**





Summer Offers





Triple Data

Limited time only. Offer ends 30.01.18.

\$80 Red Global M2M
90GB
+ IDD

\$80 Red Data M2M
96GB

\$100 Red Plan
150GB

T&Cs apply



Triple International Minutes

Up to 3000
total
international
minutes

to Eligible Countries, available on selected plans.

Standard International voice mins to these Eligible Countries.



The future is exciting.

Ready?



Limited time only. Offer ends 30.01.18.

The nitty gritty: Triple Minutes: Business customers must have an ABN/ACN. Triple International Minutes to Eligible Countries available to approved new and upgrading customers who sign up to a \$80 12 Month SIM Only Global Plan or a \$60 or \$80 Red Global Plan (for each, 2000 Bonus Minutes, 3000 minutes in total). Calls charged in per minute increments. All international minutes expire after 1 month. Standard voice calls from Australia to Eligible Countries only. Excludes video calls, Premium Services & numbers. Eligible Countries may change, see www.vodafone.com.au/plans/international-calls for list of current countries. Fair Use Policy applies. Bonus Minutes applied months 1-24 if you remain continuously connected. Forfeited if you cancel. Offer not transferrable or redeemable for cash. Plans: Red Plans are only available if you simultaneously purchase a phone from Vodafone under a Mobile Payment Plan ('MPP') of 12, 24 or 36 months duration. Minimum Monthly Spend, Early Exit Fees, Total Minimum Costs and further terms and conditions apply to all plans – see Vodafone.com.au for details. Services subject to capabilities, network limitations & customer location.

V12886 12.17

Online Exclusive

Score double Qantas Points.

Sign up online to a Global Plan and earn up to 30,000 Qantas Points.

T&Cs apply

Offer ends 31st Jan 2018

FREQUENT
FLYER 

\$50 Global M2M/12M SIMO
16,000 Qantas Points

\$60 Global M2M/12M SIMO
20,000 Qantas Points

\$80 Global M2M/12M SIMO
30,000 Qantas Points



Save Up to \$250!!!!

Receive **\$25 credit for you and your friend** when you sign them up to Vodafone.

Maximum 10 credits per account

Available on all the following Red plans

- SIM Only Global/Data 12mth plans
- Red M2M plans



Offer ends 30th Jan
2018



Student offer

Receive **10% off monthly access fees** on the following \$30 and above plans

Available on:

- \$30/40/50/60/80/100 Red plans for the length of the MPP contract
- 30/\$40/50/60/80/100 SIM Only 12 month plan for the length of the contract
- \$40/50/60/80/100 SIM Only M2M plans for 12 months

Offer ends
6 March 2018



T&Cs apply



Devices and Plans



iPhone Offers

Offer ends 31st Jan 2018

 **iPhone SE**
32GB



**Bonus
2GB**

**Price
Drop**

\$40.25 /mnth

4GB Data

(\$30 Data plan + 36m MPP)

 **iPhone 8**
64GB



**Bonus
20GB**

**Save
\$234**

\$83.74 /mnth

40GB Data


(\$60 Data plan + 36m MPP)
(Inc. \$6.50 Loyalty Discount)

T&Cs apply



iPad Offers!!!

Offer ends 30/01/2018

 iPad 32GB Gen 5

\$40


per month

7GB Data

(Plan \$45 + iPad \$0 24m
Inc. \$5 Discount offer)



Save
\$168 over
24 Months.

 iPad 128GB Gen 5

\$50

per month

12GB Data

(Plan \$60 + iPad \$0 24m)
Inc. \$10 Discount offer



Save
\$240 over
24 Months.

T&Cs apply



Samsung Devices



Sell as 1 Price Point!

Galaxy Note 8

Triple
Data.



\$116.36 /mnth

96GB Data

(\$80 DATA plan + 36m MPP)

(Inc. \$2.50 Loyalty Discount)

Galaxy S8



20,000
Qantas
Points

\$79.25

/mnth

36GB Data

(\$60 GLOBAL plan + 36m MPP)

(Inc. \$8.50 Loyalty Discount)

TAB A



\$26

/mnth

3GB Data

(\$30 plan 24 months)

(Inc. \$4 Discount)

+

Total Bundle Price

\$105.25 /mnth with **39GB** Data

T&Cs apply

Offers end
30/01/2018



Mate 10

BONUS
360
Camera



\$70.97

per month

16GB Data

(\$50 plan + 36m MPP)

(Inc. \$4 Loyalty Discount)

Offers ends
30/01/2018



Sell as 1 Price Point!

Nova 2i



\$61.86

/ month

16GB Data

(\$50 plan + 36m MPP)

T3 Tablet



(Inc. \$8 Additional Service Discount)

\$22

/month

3GB Data

24 months.

Total Bundle Price

\$83.86 with **19GB Data**

T&Cs apply



Additional Service offers SIMO Offers

Add to an
existing
account and
Save!!

Offers end 30/01/2017

~~\$40~~
\$36 /mnth
12M SIMO

12M SIMO Plan

15GB Data

+

500 IDD Minutes

To eligible countries

~~\$50~~
\$45 /mnth
12M SIMO

Data Plan

32GB Data

Global Plan

30GB Data

+

16,000 Qantas Points

+

1000 IDD Minutes

To eligible countries.

~~\$60~~
\$50 /mnth
12M SIMO

Data Plan

52GB Data

Global Plan

50GB Data

+

20,000 Qantas Points

+

2000 IDD Minutes

To eligible countries.

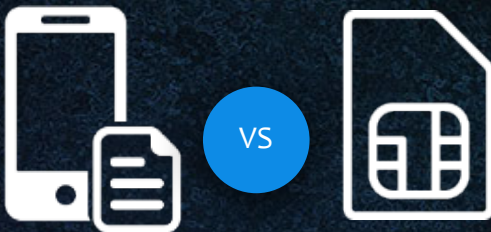


Keys to Mobile success

Promote handset plans over SIM only

Benefits for customers

- ✓ Flexibility to spread handset repayments over 12/24/36 months
- ✓ Better plan value
- ✓ Loyalty discounts locked in for upto 36 months



Benefits to IBOs

- ✓ Up to 4 customer points
- ✓ Compensation paid for up to 36 months
- ✓ A suitable option for everyone
- ✓ You get compensated on undiscounted (higher) plan value



Example: **SIM only**



Example: **With devices**

- ✓ Additional services for family & cross-sell mobile broadband
- ✓ Data sharing

IBO Rewards

- ✓ Up to 2 customer points
- ✓ Points & commissions for up to 12 months (opportunity to upgrade after 12 months)
- ✓ Residuals for maximum 12 months

IBO Rewards

- ✓ Up to 4 customer points for each handset or MBB plan
- ✓ Compensation for up to 36 months
- ✓ New connects residual of 85% for up to 36 months
- ✓ Ease of qualification
- ✓ Great opportunity to boost your points
- ✓ Re-contracting opportunities

Promote the value of Vodafone

Samsung Galaxy S8



\$79.25 p/month over 36 mths

40GB (incl bonus data)

Owned handset



\$85 p/month over 24 mths

16GB (incl bonus data)

Leased handset








\$99 p/month over 24 mths

20GB (incl bonus data)

Leased handset

Information correct as at 15.01.2018

Keys to Mobile Success

-  Use the Mobile Sales Checklist (Pacific Compass / Mobile Resources)
-  Make sure your customer signs up online via your Direct StoreFront
-  Only if customer has issues signing up, call ACN Vodafone line – do NOT call other Vodafone numbers
-  Missing customer? Wait 3 days before submitting claim form
-  Manage customer retention

Jumpstart January 2018



ACN® | Pacific
www.acnpacific.com



Mark Boonzaier

ACN Pacific VP of Sales



1 in 2 Australians are
able to connect to the
nbn™ network



1,272,315

homes & businesses
able to connect

nbn™ standalone pricing

PLAN NAME	ACN BASIC BROADBAND	ACN VALUE BROADBAND
PRICE	\$59.95 per month	\$79.95 per month
DATA	100GB	Unlimited* Data
SPEED	Basic Speed (nbn™ 12 speed tier)	Boost Speed (nbn™ 25 speed tier)
DEVICE	TP-Link “N” Modem/Router	
SPEED UPGRADE (per month fee)	<div>\$10 Boost Speed (nbn™ 25 speed)</div> <div>\$20 Turbo Speed (nbn™ 50 speed)</div> <div>\$30 Max Speed (nbn™ 100 speed)</div>	<div>\$10 Turbo Speed (nbn™ 50 speed)</div> <div>\$20 Max Speed (nbn™ 100 speed)</div>
CONTRACT (one-off fees)	12 Month \$49 activation + \$53.95 modem and delivery	24 Month \$49 activation + \$0 modem

Best
value

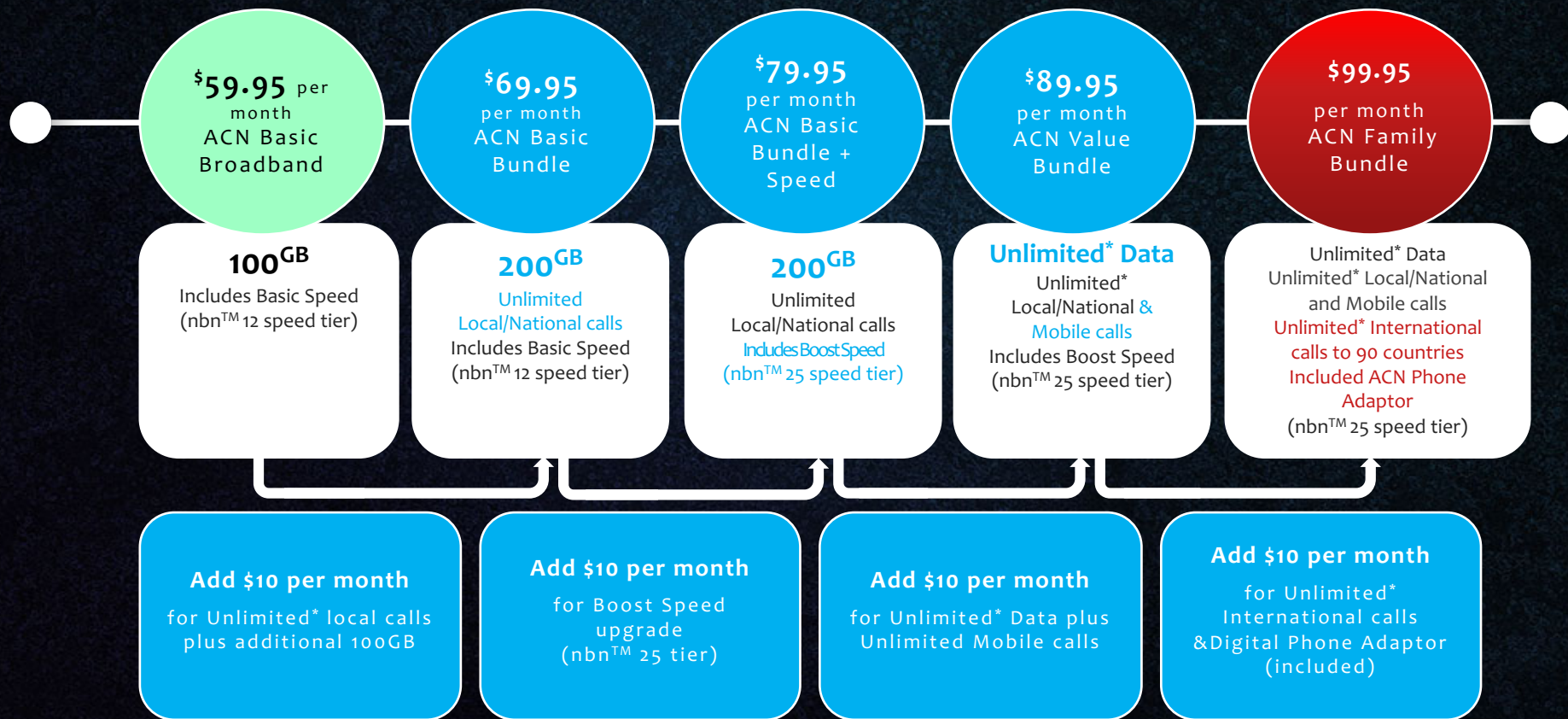
nbn™ Broadband customer upsell



nbn™ bundled pricing

PLAN NAME	ACN BASIC BUNDLE	ACN VALUE BUNDLE	ACN ULTIMATE BUNDLE
PLAN FEE	\$69.95 per month	\$89.95 per month	\$99.95 per month
DATA	200GB	Unlimited* Data	Unlimited* Data
VOICE	Unlimited* local & national	Unlimited* local, national & mobile	Unlimited* local, national & mobile Unlimited* International (90 landline + 38 mobile destinations)
DEVICE	TP-Link "N" Modem/Router	TP-Link "N" Modem/Router	TP-Link "N" Modem/Router plus an ACN Phone Adaptor (ATA)
	ACN Companion	ACN Companion	
SPEED	Basic Speed (nbn™ 12 Speed tier)	Boost Speed (nbn™ 25 Speed tier)	
SPEED UPGRADE (per month fee)	<div>\$10 Boost Speed (nbn™ 25)</div> <div>\$20 Turbo Speed (nbn™ 50)</div> <div>\$30 Max Speed (nbn™ 100)</div>	<div>\$10 Turbo Speed (nbn™ 50 speed tier)</div> <div>\$20 Max Speed (nbn™ 100 speed tier)</div>	
DEVICE OPTIONS	\$20 one-off fee ACN Phone Adaptor (Grandstream ATA)		
CONTRACT (one-off fees)	12 Month \$49 activation + \$53.95 modem and delivery		24 Month \$49 activation + \$0 modem

Bundled nbn™ customer upsell



Compensation Plan

Residual commission – customer life

Commission rate – 50% of monthly plan fee

nbn standalone



3 points

nbn bundle



4 points

Majority of technologies available via ACN



Fibre to the Premises (FTTP)



Fixed Wireless (FW)



Fibre to the Building (FTTB)



Fibre to the Node (FTTN)



Hybrid Fibre Coaxial (HFC)



Satellite



Residential grade service



Suitable for home / home office



Not suitable for businesses
needing 24/7 support

Commit to
selling nbn



Jumpstart January 2018



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Chris Zondanos

General Manager, Sales & Marketing

&

Jack Ives

Channel Manager

Agenda

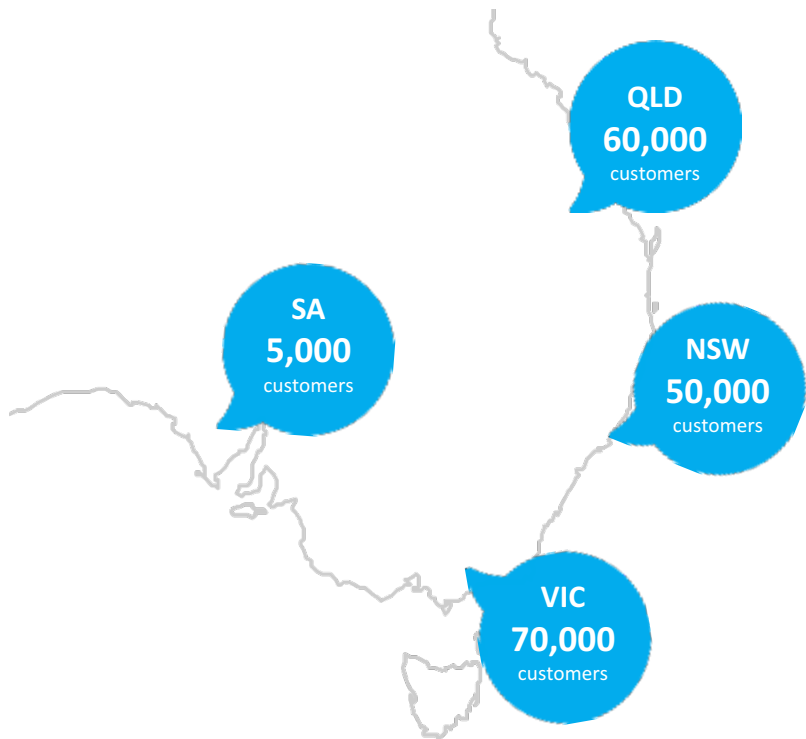


1. Who is Click Energy
2. How to Use the Quote Tool
3. ACN Exclusive Products
4. How Does Solar Work
5. Monthly Billing
6. Onboarding Process



**WHO IS
CLICK ENERGY**

Who is Click Energy?



Australia First 100% Online Energy Retailer

One of the Fastest Growing Energy Retailers

11 years of great value energy

More than 185,000 happy customers

Award winning customer service

Why Click Energy



Discounts off
usage AND
supply
charges



Discounts
that don't
expire



No lock-in
contracts



Great value energy
plans and
generous solar
feed-in tariffs



Support from
our award
winning service
centre



Sign up easily in just 4 steps!

What our Customers are Saying



ELECTRICITY PROVIDERS - QLD
2015



ELECTRICITY PROVIDERS - QLD
2015 - 2016




2016 AWARDS WINNER

ENERGY PROVIDERS



Valid as of 15 Aug 2017

acn.clickenergy.com.au



HOW TO USE THE QUOTE TOOL

Click Energy Quote Calculator



ACN IBO not specified Add IBO

Home About Us - Sign Up Online FAQs Contact Us 1300 567 236

Online Energy. Online Prices.

Hi, we're Click Energy, an online energy retailer.

We've partnered with ACN to bring competitive electricity and gas offers to Australia. Find out how much you could save by switching to an online energy retailer today!

[Get a Quick Quote](#) [Switch to Click Now →](#)

ACN Home About Us - Sign Up Online FAQs Contact Us

Get a quick quote

See how much you could save switching to an online energy retailer.

- Get a tailored quote in less than 1 minute by telling us a little bit about yourself.
- Have solar panels? Find out how a Click Energy funded feed-in tariff can help you make the most of them.
- All Click Energy plans offer no lock in contracts or exit fees, so switching is risk-free!
- Reduce the chance of bill shock each quarter by opting for a Click plan with monthly billing.

Your postcode

[Get a Quick Quote →](#)

ACN Home About Us - Sign Up Online FAQs Contact Us IBO not specified Add IBO

[click energy](#)

Get a quick quote

Your quick energy quote.

Postcode 4000 [Change](#)

Customise Quote

Select your energy usage profile¹

☒ Minimal ☒ Small

☐ Medium ☐ Large

Enter your exact usage

Plan requirements

☒ Pay via Direct Debit

☐ Small Business

☐ I have solar panels

ACN Marine

ELECTRICITY - 20% discount off usage and supply charges

\$313.96
Estimated* quarterly cost

\$442.45
Annual pay-on-time savings*

[Switch to Click Energy →](#)

Using the Calculator

Customise Quote

Electricity Tariff

Three rate: single rate

Electricity Usage

Peak	400	kWh
Dedicated 1	300	kWh
Dedicated 2	150	kWh
Period	91	days

[Use a energy usage profile](#)

Plan requirements

☒ Pay via Direct Debit

☒ Small Business

☒ I have solar panels

ACN Marine

ELECTRICITY - 26% discount off usage and supply

\$293.98

Estimated^A cost per 91 day period

\$414.30

Annual pay-on-time savings[†]

[Switch to Click Energy →](#)

Step 1 – Choosing the Tariff Type

- *Peak Only; Peak & Off Peak; etc.*

Step 2 – Entering Usage Amounts

- *Peak Usage*
- *Number of Days*

Step 3 – Other Requirements

- *Is it a business premises*
- *Does the customer have solar panels*

Quote Breakdown

Your quote's full breakdown.

⚡ Click ACN Marine

- 26% prompt-payment discount off usage & supply charges[†] when you paid your bill on time
- Monthly bills either actual reads or \$130 instalments with a quarterly settlement
- Tree friendly e-mail bills
- No exit fees

Description	Usage	Rate	Total (inc. GST)
Electricity Usage	400.0 KWH	30.165¢ / KWH	\$132.73
Dedicated Circuit 1 Usage	300.0 KWH	25.156¢ / KWH	\$83.01
Dedicated Circuit 2 Usage	150.0 KWH	28.096¢ / KWH	\$46.36
Supply Charge	91 DAYS	135.036¢ / DAY	\$135.17
Subtotal			\$397.27
26% pay-on-time discount			-\$103.29
Total	Including \$26.73 GST		\$293.98

Start saving with Click Energy

Switch to Click →



ACN EXCLUSIVE PRODUCTS

Click Products – Victoria



Residential

Electricity

ACN MARINE

29%

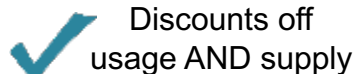
pay on time discount

Gas

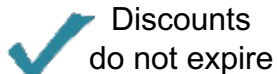
ACN MARINE GAS

19%

pay on time discount



Discounts off
usage AND supply



Discounts
do not expire

Business

Electricity

ACN PRIME

22%

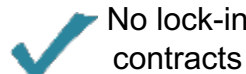
pay on time discount

Gas

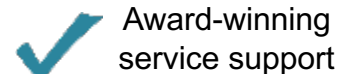
ACN PRIME GAS

15%

pay on time discount



No lock-in
contracts



Award-winning
service support

Click Products – New South Wales



Residential

Electricity

ACN MARINE

33%

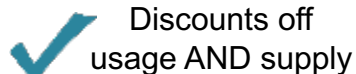
pay on time discount

Gas

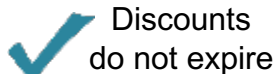
ACN MARINE GAS

11%

pay on time discount



Discounts off
usage AND supply



Discounts
do not expire

Business

Electricity

ACN PRIME

20%

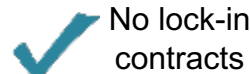
pay on time discount

Gas

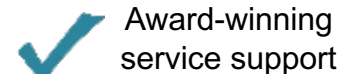
ACN PRIME GAS

15%

pay on time discount



No lock-in
contracts



Award-winning
service support

Click Products - Queensland



Residential

ACN MARINE

26%

pay on time discount

Business

ACN PRIME

14%

pay on time discount



Discounts off
usage AND supply



Discounts
do not expire



No lock-in
contracts



Award-winning
service support

Click Products – South Australia



Residential

ACN AQUA

23%

pay on time discount

Business

ACN PRIME

17%

pay on time discount



Discounts off
usage AND supply



Discounts
do not expire



No lock-in
contracts

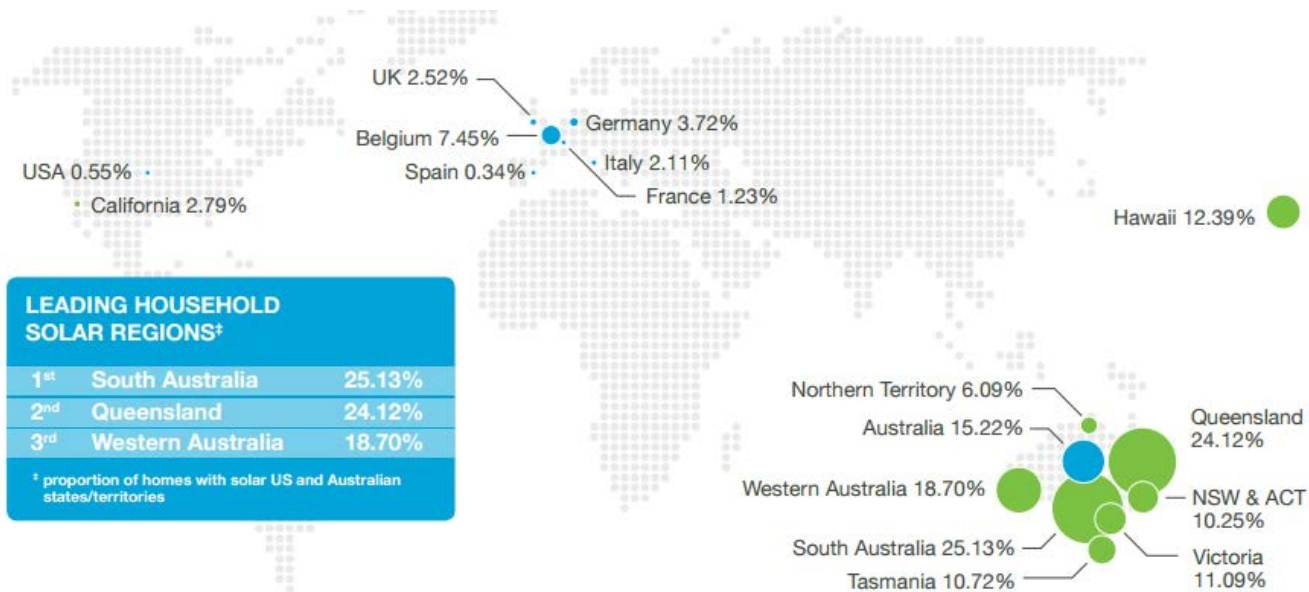


Award-winning
service support



HOW DOES SOLAR WORK

Solar customers

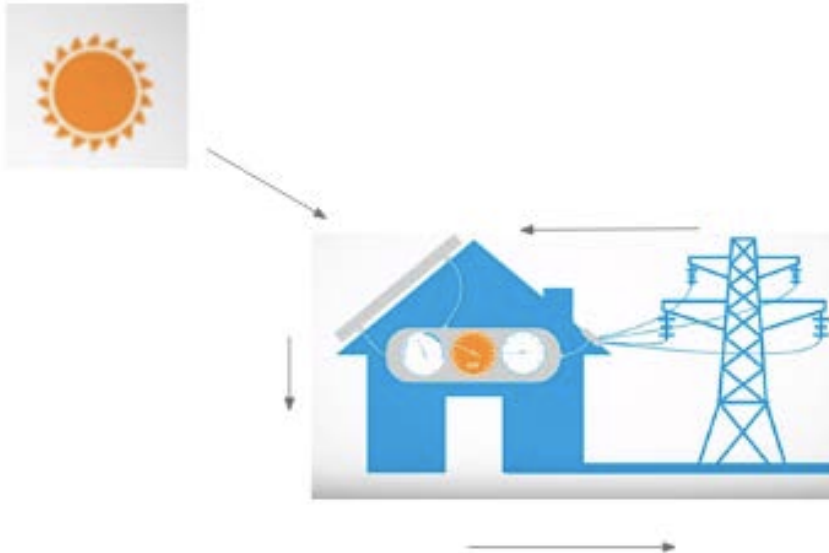


Source: ESA002-factsheet-renewables © Energy Supply Association of Australia.
Valid as of 23 Mar 2016.

Are you on the right plan?

Click offers a choice of solar plans, a balance between high pay on time discounts vs high feed in tariff.

How Does Solar Work



1. Solar panels convert sunshine to electricity for household use.
2. Any excess that isn't used up will be fed back to the grid.
3. Customers get paid a Feed in Tariff for returning the power to the grid.
4. For additional power requirements, customers will import from the grid just like non-solar customers.

Solar Products - Victoria

ACN SOLAR

7%

pay on time discount

+

20ct

Feed in Tariff

OR

SHINE BONUS

20%

pay on time discount

+

13ct

Feed in Tariff



CLICK TIP

Use the quote tool to
work out the best plan



Discounts off
usage AND supply



Discounts
do not expire



No lock-in
contracts



Award-winning
service support

Solar on the Quote Tool



Customise Quote

Electricity Tariff

Single Rate (Tariff 11) ▾

Electricity Usage

Peak 500 kWh

Period 91 days

[Use a energy usage profile](#)

Plan requirements

Pay via Direct Debit

Small Business

I have solar panels

Plan preferences

High Feed-in Tariff ▾

Solar Export for 31 day period

1092 kWh

Eligible Feed-in Tariff

QLD Solar Bonus Scheme from 10 ▾

ACN Solar

ELECTRICITY - 7% discount off usage and supply charges

\$108.41

Estimated[^] cost per 91 day period

\$32.73

Annual pay-on-time savings[†]

[Switch to Click Energy →](#)

Choose Plan Preference

**Quote using Government Feed in
Tariffs (if applicable)**

Solar Products - Queensland



ACN SOLAR

7%

pay on time discount

+

16ct

Feed in Tariff

OR

SHINE BUDGET

15%

pay on time discount

+

10ct

Feed in Tariff



Discounts off
usage AND supply



Discounts
do not expire



No lock-in
contracts



Award-winning
service support

Solar Products – New South Wales



ACN SOLAR

15%

pay on time discount

+

18ct

Feed in Tariff

OR

SHINE SAVER

15%

pay on time discount

+

12ct

Feed in Tariff

OR

SHINE

7%

pay on time discount

+

17ct

Feed in Tariff



Discounts off
usage AND supply



Discounts
do not expire



No lock-in
contracts



Award-winning
service support

Solar Products – South Australia



ACN SOLAR

5%

pay on time discount

+

22ct

Feed in Tariff

OR

SHINE ESSENTIAL

17%

pay on time discount

+

15ct

Feed in Tariff



Discounts off
usage AND supply



Discounts
do not expire



No lock-in
contracts



Award-winning
service support

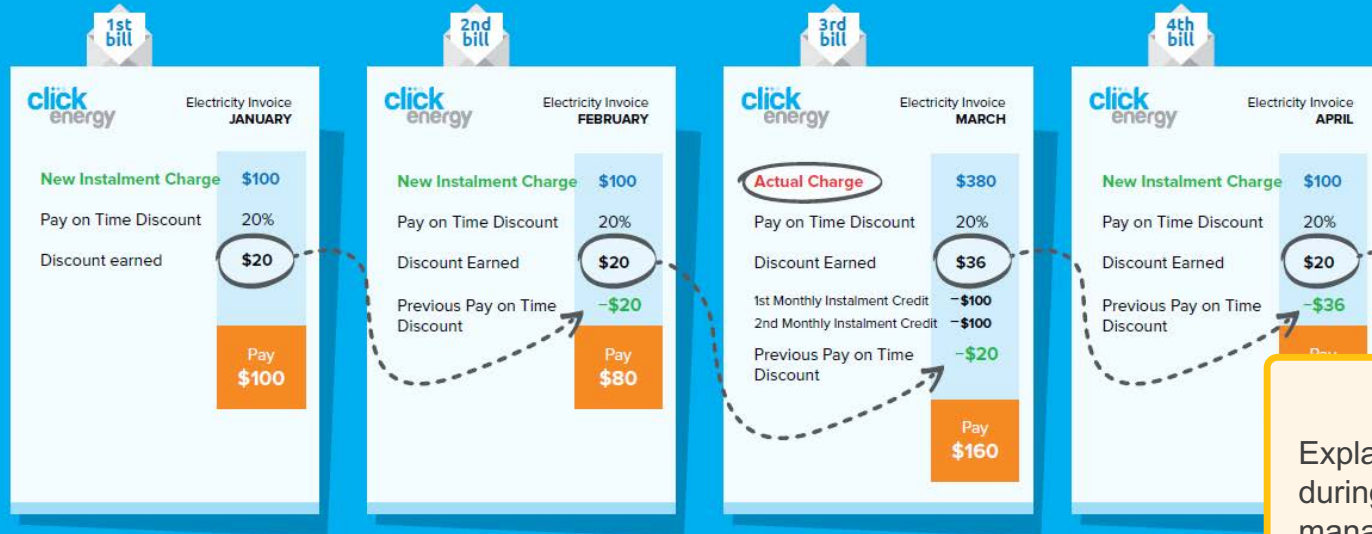


**MONTHLY
BILLING**

Click Energy Billing



1. Bills are Issued Monthly
2. Pay-on-time discounts are applied to following bills



CLICK TIP

Explain this clearly during sales process to manage expectations



ON BOARDING PROCESS

A Mover Vs a Transfer

Step 1. Find A Plan

Are you moving home?

☐ Yes ☒ No

Your Postcode

4000



What services do you need?

☒ Electricity

Household / Business Size

Small Household

Do you have solar panels?

☐ Yes ☒ No

Do you want to pay by Direct Debit?

☒ Yes ☐ No

Do you want a "Green" plan?

☐ Yes ☒ No

Find A Plan →

No

*Not moving home
Just changing retailer*

Yes

*Moving into a new address
Has a defined move in Date*

Switching to Click

Customer experience



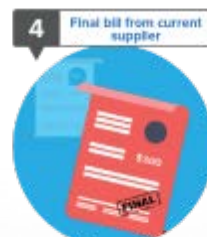
1 Receive welcome email in the next few days



2 Cooling off period



3 Send you transfer date



4 Final bill from current supplier



5 You're switched!

The Click Team

NMI discovery



Follow up with IBO if customer is not contactable

Verify customer details through welcome call

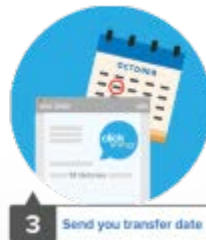
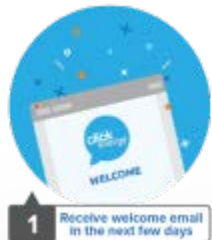


Co-ordinate with distributor to arrange for site transfer

Arrange for special meter read in selected cases

Making it stick

Switch process



What stops/delays the sale?

Credit check fail

Set up account in name of person with good credit history

Incomplete /erroneous details. eg Missing ABN for SME accounts

Inform customers what information they need to give

Winback activity from previous retailer

Reinforce value propositions. Make sure the sale is clear

Access issues for final meter read

More Questions? Talk to us!



Email us: acn@clickenergy.com.au

Call us: 1300 567 236

Let our support team support you!



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2018 goal setting

Mark Boonzaier

Lewis Hamilton

- 4 x World Formula 1 Champion
 - McLaren 2008
 - Mercedes 2014, 2015, and 2017
 - Youngest Formula 1 World Champion in History
- Regarded as the best driver of this generation
- Statistically the most successful British Driver Ever



*“I want to be the
best driver there has
ever been.”*

Lewis Hamilton



Goal Setting 101

- Specific
- Measurable
- Achievable
- Relevant
- Time bound



My 2018 goals

By knowing what you want to achieve, you know what you need to focus on. Decide specifically what it is you want.

Your goals are the roadmaps that guide you and show you what is possible....

Jan - March:

ADELAIDE
International Event
March 9-11, 2018

April - June:

July - September:

October - December:

2018 ACN RECORD-BREAKER COMPETITION

Your name:

Your record:



Join our 30 day Record breaker promotion!

1. Simply fill in your record sleeve with the personal record you want to break in 30 days and your name.
2. Take a photo of your record; post to social and tag us with **#ACNRecordbreaker**. We'll share all of them in March and you can vote on the best achievement.

Rules

1. Goal must be quantifiable, eg:
 - ETT open line production
 - Customer acquisition achievement (double your best month)
 - Double number of New IBOs
2. Similar goals will be grouped and the best will be shortlisted
3. Only the top 15 winners will be rewarded



Your reward

30min achievers only meeting with
Co Founder Mike Cupisz

Check in calls with VP of Sales
Mark Boonzaier

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Hollie Jones

General Manager, Australia

Agenda

1. What are the correct businesses to target?
2. Sharing the opportunity: How do you approach a merchant?
3. Submitting a lead is as easy as 1-2-3!
4. What should you expect after submitting a lead?
5. What's new at Anovia?

Sharing Anovia: Who to target?

- Focus on local small & medium sized businesses
- Our top businesses:
 - Restaurants & cafes
 - Salons & barbershops
 - Grocery stores & specialty food markets
- Avoid large businesses/franchises: McDonalds, Priceline Pharmacy, and Woolworths



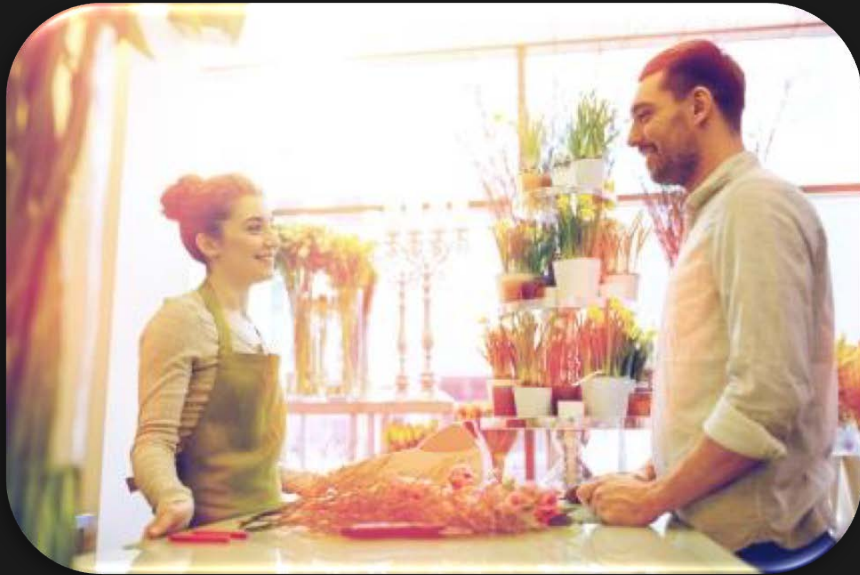
Sharing Anovia: Who to target?

Step 1: Create a list of businesses based on:

- Anyone you know who owns or holds an influential position in a business
- The businesses you frequent – places you eat, shop, or use services

Step 2: Create a 2nd tier list of local businesses that you can start visiting to develop a relationship with the owner and their staff

Sharing the opportunity: How to approach a merchant



Ask if they have 5 minutes to chat?

Ask if they would be interested in a tailored offer on their credit card processing program?

Be sure to let them know...

No cost or obligation to them!

Sharing the opportunity: Your key selling points

- **Price:** Transparent & competitive rates
- **Product:** Variety of product solutions and easy to switch from a previous provider
- **Service:** Personalised service from a dedicated rep
- **Award winning company:** 2017 Global Payments Company of the Year by the ETA



Submitting a lead is as easy as 1-2-3!

- **Step 1:** Take a merchant to the Anovia site via your Direct Storefront where you can click 'Get Started'
- **Step 2:** Fill out the online form with as much information as possible
- **Step 3:** Submit their most recent credit card (or EFTPOS) processing statement



What are your keys to success?

- Work from your warm network of local small – medium sized businesses
- Submit the lead with your IBO info, merchant contact info, and best time to reach them
- Include a credit or EFTPOS processing statement to speed up the process
- Does the merchant have questions? Let them know that an Anovia sales rep will contact them soon

What to expect after you submit

- Be aware that in most cases it may take 2-3- weeks from lead submission to an activated account



- We do the hard work, but you can be the gentle nudge
- Look for emails & calls from our team if they are having a hard time getting a hold of your merchant

Just Remember!

Keep it Simple:

- ❖ Share the Anovia opportunity
- ❖ Submit the lead with 1-2-3 easy steps
- ❖ Stay involved as much as you can for 2-3 weeks after the lead submission
- ❖ You receive points after a signed contract is approved and residual money for every card swiped on that account!

What's new at Anovia?

Move 5000 Terminal



- Much faster transaction times
- Larger font
- Modern look with larger buttons and an easy touch screen

What else is new at Anovia?

- Same-day settlement – weekdays
- Terminal & software updates to improve transaction times
- Faster on-boarding process with a shorter lead submission to activation time

Coming soon!

- Same-day settlement – everyday!

Thank you!



Come visit our
stand & check out
the new terminal!



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Becoming a Leader

Jannis Fatuleai



In order to become a LEADER one must know and understand what a LEADER is

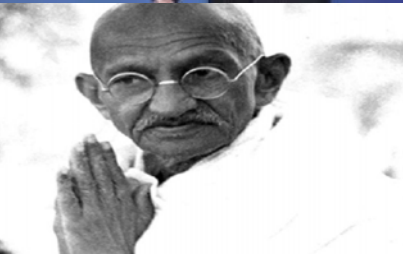
WHAT IS A LEADER?

Leadership is Influence

“LEADERSHIP IS NOT ABOUT TITLES.
POSITIONS OR FLOWCHARTS. IT IS ABOUT
ONE LIFE INFLUENCING ANOTHER.”

— JOHN C. MAXWELL





Attributes of an ACN Leader

- **Leaders** are coachable
- **Leaders** constantly work on themselves
- **Leaders** are impeccable with their word
- **Leaders** build relationships
- **Leaders** always share the Vision
- **Leaders** lead by example and do it first
- **Leaders** have a desire to be a professional not an amateur







Leadership is
nothing
about size...
It's an **ATTITUDE.**

Attitude of a Leader



- **Leaders** are always in positive state
- **Leaders** have a selfless mentality and put others first
- **Leaders** have a 'can do' attitude
- **Leaders** create a winning environment for others to develop & learn
- **Leaders** are always striving to be better versions of themselves
- **Leaders** are always solution orientated
- **Leaders** manage their emotions

Skills of a Leader

- **Leaders** quickly learn how to present
- **Leaders** develop the skills to train IBOs
- **Leaders** develop skills of Sorting and Closing
- **Leaders** master promoting events
- **Leaders** always stay in Phase

Activity of a leader

A Leader knows the difference between

PRODUCTIVITY

BUSY

DO - BE - HAVE

Actions of a Leader

- Leaders *SERVE*
- Leaders *work on themselves FIRST*
- Leaders *build RELATIONSHIPS*
- Leaders *lead by EXAMPLE*
- Leaders *are PROFESSIONAL*

Leaders Lead

Time Management - 'If your *EARLY*, your *ON TIME*. If your *ON TIME*, your *LATE*. If your *LATE*, don't bother'

Presentation - 'If you present yourself like *TRASH*, don't expect to be treated like *TREASURE*'

Participation - '*PLAYING* is my passion, *WINNING* is my aim, *FAILURE* is my teacher, *PARTICIPATION IS THE GAME*'

Leaders Create an Environment to win

Teamwork occurs when diverse abilities and insights join together to work toward a common goal.



Leaders talk with Vision

The ability to think about or plan the future with imagination or wisdom

- Inspire people to see the possibilities
- Inspire you to be the best version of yourself
- Create a vision of where the company is going
- Create a vision of where you are going



Call to Action

1. Make a decision
1. Master the skills to reveal talent in others
2. Put yourself as the anchor of your destiny

Think and Act like a SVP
to
attract an SVP in your team...



#WeAreACN

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Fast tracking your ACN journey

Sinan Abu-Aisheh

First Game Plan, 180 days.

Congratulations!



Second Game Plan, 90 days.

Congratulations!



&

Congratulations!



Third Game Plan, 90 days.

Congratulations!



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2018

Fourth Game Plan, 90 days.

TC Bara Polath

TC Anit Gourges

TC Ayline Oshana

TC Andy Toma

TC Randy Toma

TC Abdullah Balaghi

TC Taylor Balaghi

RD Wesam Hassan

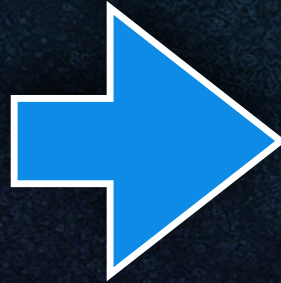
RD Albert Toma

RD Ayden Toma

Fifth Game Plan, 90 days.

TO BE CONTINUED...







Pre-Launch



**The
Launch**



**Maintaining
Momentum**



1

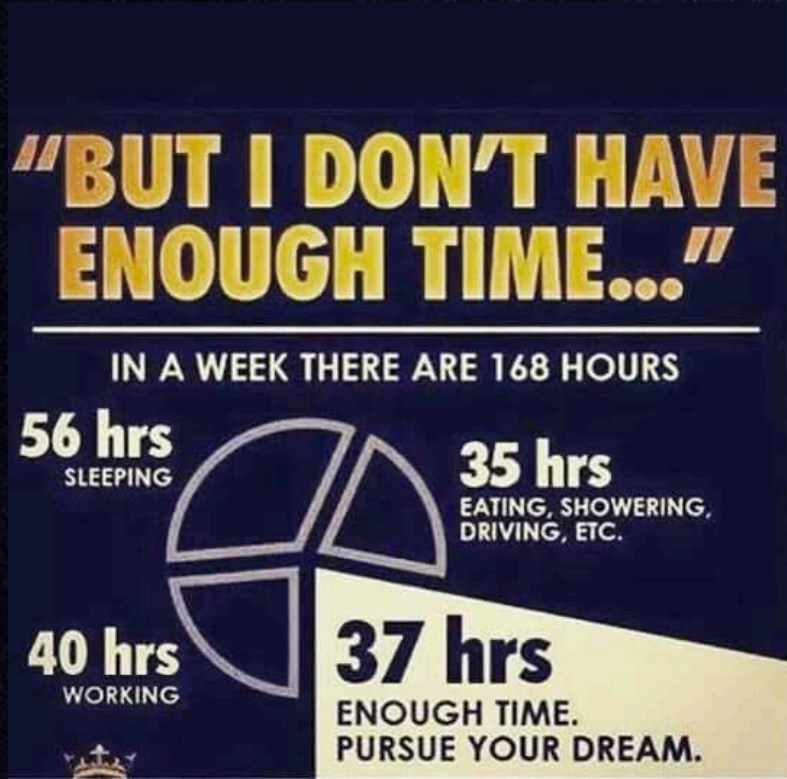
Pre-Launch

Preparation



- Goals
- New List
- Read Go For No
- Conversation with Spouse/Family
- Spoil Family in the end

Time Management & Sacrifices



Eliminate Distractions

Set Priorities, PLAN your days

Reward Yourself

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Vision is the art of seeing
what is invisible to others.

Jonathan Swift

TC Strategy

90 Day TC

7pts a Day

OR

1 H/P a Day

1 IBO a Day

1 QTT a Day

180 Day TC

4pts a Day

OR

4 H/P's a Week

4 IBOs a Week

4 QTTs a Week

1 Year TC

14pts a Week

OR

2 H/P/s a Week

2 IBOs a Week

2 QTTs a Week

Results

- TC, Top 10, Recognition, PC Trip, RVP Trip
- 100 Personal Points
- Out of Control Momentum

3 Key Ingredients

- Attend all Events
- Personal Development
- HAVE FUN!!!



2

The Launch

Tracking your Progress

Track your daily calls

5 Exposures per week

Walking to TC in 9 months

10 Exposures per week

Jogging to TC in 6 months

15 Exposures per week

Running to TC 90-120 days

20 Exposures per week

Sprinting to TC in less than 90 days

Calls and Exposures Tracker												
Days	Week 1		Week 2		Week 3		Week 4		Week 5		Week 6	
	No. of Calls	Exposures	No. of Calls	Exposures	No. of Calls	Exposures	No. of Calls	Exposures	No. of Calls	Exposures	No. of Calls	Exposures
Monday												
Tuesday												
Wednesday												
Thursday												
Friday												
Saturday												
Sunday												
TOTAL												
	Week 7		Week 8		Week 9		Week 10		Week 11		Week 12	
Monday												
Tuesday												
Wednesday												
Thursday												
Friday												
Saturday												
Sunday												
TOTAL												

Day 1-30 Sprint



AOMA on Personal Invites, 20+ calls p/day

Focused on the Exposure NOT the Result

Focus on What YOU can Control

What a Leader Should Do:

Part Time:

- 15 Exposures per Week
- Attend all events
- 2-3 Home Meetings

Full Time:

- 30 Exposures per Week
- Attend all events
- 5-7 Home Meetings

3

Maintaining Momentum

Days 30-90

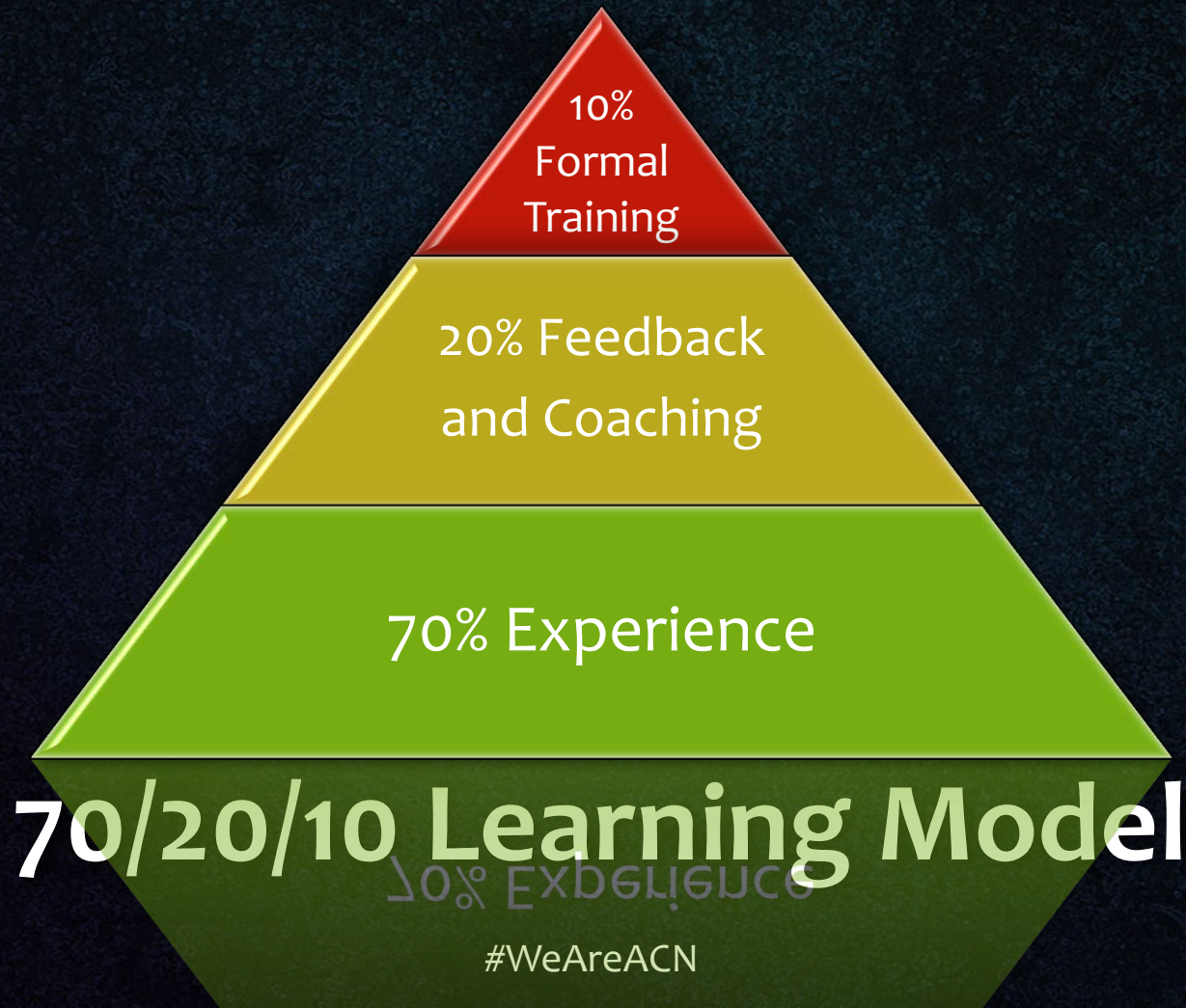
- Creating Success Stories
- ETT/ETL Promotions every Saturday
- Enrol new ETT's/ETL's into training and growth
- Charts or Closing in on TC

Amateur

- Sponsors 2-3 people and sits back
- Moves through their list slowly
- Sell friends & family then quits
- Makes 1 list and stops
- Expects their team to recruit
- Never learns the skills

Professional

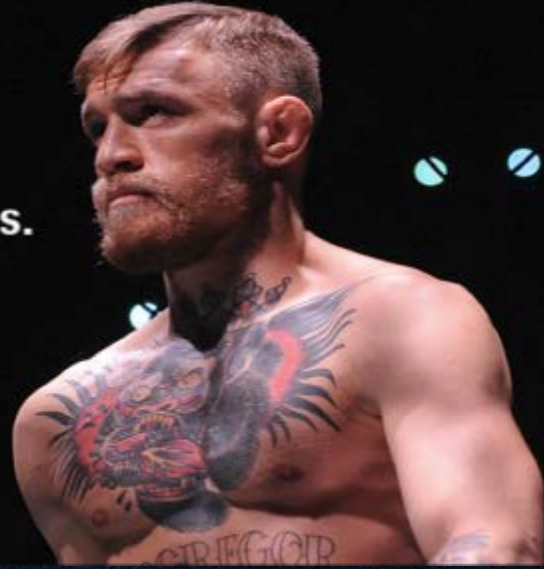
- Sponsors 100+ people and drives depth
- Moves fast
- Sorts and never sells
- Has a never ending list
- Does it without their team
- Becomes a student of the game



Commitment

- Train the new and show the old
- Raise the bar
- Call to action

**"There's no talent here,
this is hard work.
This is an obsession.
Talent does not exist,
we are all equals as human beings.
You could be anyone if you
put in the time.
You will reach the top,
and that's that.
I am not talented,
I am obsessed."**



Skill vs. Circumstance

Jumpstart January 2018



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Pre-registration promotion price: **\$175**

Valid: Until 3 March (11.59pm AEDT*) 2018

January new IBO promo price: **\$129[^]**

Valid: Join in January 2018 & register in your first 30 days

No refunds, exchanges, cancellations, or transfers

*Australian Eastern Daylight Savings Time

Register at ACNREG.COM.AU

