

Profit Updates + TLO's

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 2 attachments (278 KB)

Store Memo Staff - TLO.pdf; Store Memo Agreements - TLO's.pdf;

Hi All,

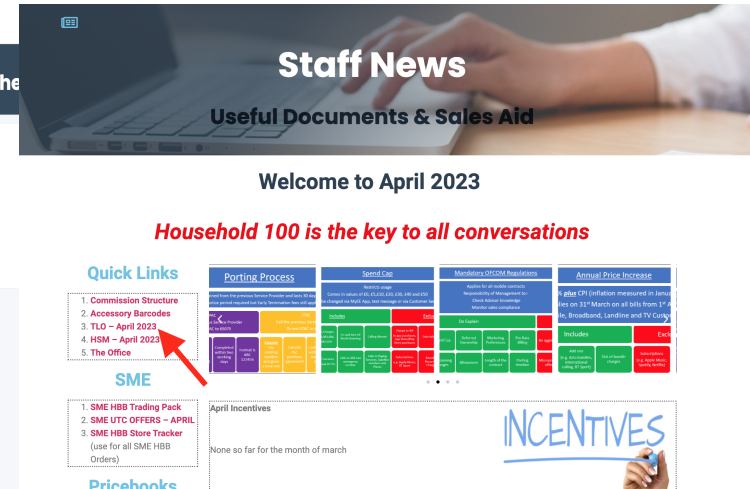
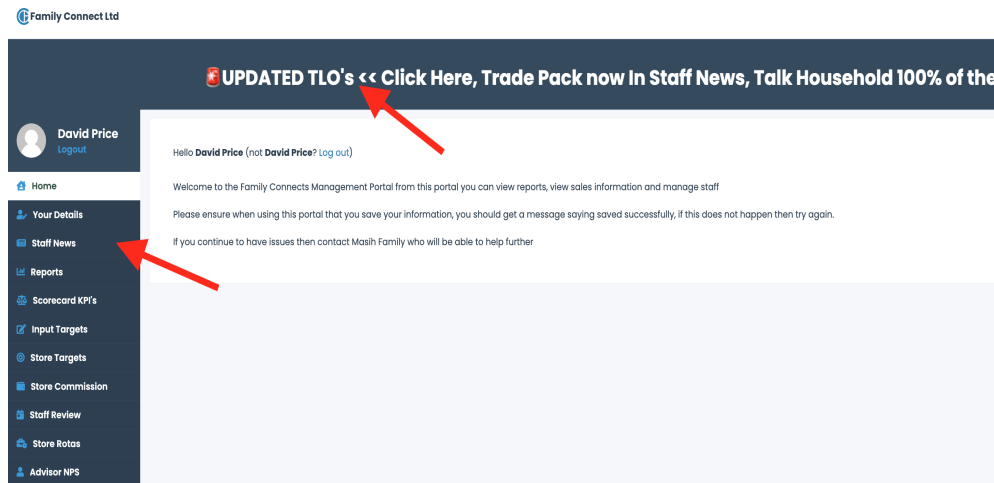
Following todays call

A few changed on the Portal has occurred:

1. All the Old tariffs have been removed from the Portal so that Managers and Staff can no longer see these in the Input Sales Section. These past tariffs are still in the portal however can only be accessed via Myself, Aiden, Masih and Jav, due to this change this means that once the TLO's have ended, and new ones come out you will no longer be able to amend tariffs to TLO's if any have been declared incorrect, you will need to come to one of us to amend the sale.
2. EE HBB there has been a reduction in the EE Standard, EE Fibre and EE Fibre Plus plans, these are now £10, £25 and £30. The Full Fibre plans remain as was, these reductions happened in February and was missed, the changes have been made on the portal already and any affected sales amended.
3. 30 Day SIMO, these were using the same multiplier in the portal as 12m SIMO, a 30 Day Simo is only paid at x1 of the MRC minus the VAT, we have had to manually bring the profit down on these, to be totally honest on these they will make slightly less than stated in the commission book due to the Portal unable to work out the formular correctly.
4. TLO's - these are updated as and when EE send over the updated Commissions that include any new TLO's in order to add TLO's to the website this involves over 2 hours work manually creating the list and uploading the tariffs to the website, With TLO's we need to make sure that EVERY staff member understands what a TLO is, where to find the current list and how to process on the portal.

Staff and Managers must be aware of:

- TLO's stands for Time Limited Offers
- TLO's are deals that are reduced in MRC for a short period of time, due to this reduction to customers this also hits the profit we make from the sale.
- TLO's should only be sold as a last resort, used as a deal closer to stop the sale from walking.
- TLO's can be found on the Portal in Staff News and on the scrolling banner across every page of the portal.



- Any TLO Sale must be correctly declared on the portal

Advisor *

David Price

Choose Sale Type *

New

Choose Product Type *

Handsets

Products

Choose Device *

iPhone 14 Pro Max 5G 128GB Space Black

Device Discount *

No Discount

Select the Correct Handset first then
for tariff type you select
Time Limited Offers

Tariffs

Choose Tariff Type *

Time Limited Offers

Products

Choose Device *

iPhone 14 Pro Max 5G 128GB Space Black

Choose the correct MRC and Handset
from the Choose Tariff list, this will always Match
TLO Name from the TLO List

Device Discount *

MARCH £73iPhone 14 Pro Max 5G 128GB

MARCH £77iPhone 14 Pro Max 5G 128GB

MARCH £78iPhone 14 Pro Max 5G 128GB

MARCH £81iPhone 14 Pro Max 5G 128GB

MARCH £85iPhone 14 Pro Max 5G 128GB

MARCH £86iPhone 14 Pro Max 5G 128GB

Select Tariff Type *

MARCH £73iPhone 14 Pro Max 5G 128GB	X22PPL071	£73.00	Essentials 25GB £73	Acquisition	07-Mar-23	Until Further Notice	£131.77	£171.77
MARCH £77iPhone 14 Pro Max 5G 128GB	X22PPL107				07-Mar-23	Until Further Notice	£141.73	£181.73
MARCH £78iPhone 14 Pro Max 5G 128GB	X22PPL107				07-Mar-23	Until Further Notice	£144.22	£184.22
MARCH £81iPhone 14 Pro Max 5G 128GB	X22IPL52				07-Mar-23	Until Further Notice	£151.69	£191.69
MARCH £85iPhone 14 Pro Max 5G 128GB	X22IPL88	£85.00	All Round iPhone 12GB £85	Acquisition	07-Mar-23	Until Further Notice	£161.65	£201.65
MARCH £86iPhone 14 Pro Max 5G 128GB	X22IPL118	£86.00	All Round iPhone 12GB £86	Acquisition	07-Mar-23	Until Further Notice	£164.14	£204.14

TLO Name should Match Tariff
name on the Portal

We need to make sure that any TLO sold is correctly declared, as managers it's your responsibility to approve all sales on the portal, Sales Must be approved no later than 2 days after the sale. what does this mean when we say approve:

- Check every day's sales paperwork matches what has been submitted to the portal.
- check for any duplicated submitted sales
- check for any missing sales not submitted

- check the advisor's name on the receipt to who uploaded too the portal
- check the Handset make and model match's
- check the tariff name on the contract or Compass matches what was declared on Portal.
- check any TLO devices have been declared.
- check that any Discount on the receipt has also been declared on the portal.
- check any MRC, Perk, F&F, Add Line, BOB, P2P, % Discount on the contract/compass, is declared on the Portal.

once you're happy that everything is correct you should then click approve, we do not just assume the sales are correct and use the approve button as a tick box exercise.

Any Sales that have been declared incorrect and approved incorrect is fully the store managers responsibility and anyone found to be failing to check sales correctly and allowing these errors to happen will result in further action will be taken against you.

I would like to also inform you that the Commision Books are always uploaded to the Family Connect SharePoint Drive, for any of you to view whenever needed, its all of our responsibilities to make sure things are correct, and if you spot anything that looks incorrect or seems out of character on the website you MUST inform one of the senior management team so that it can be looked into and rectified if needed.

A quick overview of how the profit is worked out for handsets.

Consumer Handsets under £629

- NEW - MRC times 0.83 times 4.4
- UPG - MRC times 0.83 times 3.4

Consumer Handsets Over £629 - NEW and UPG

MRC	times	VAT	times	Multiplier
£0 - £29.99		0.83		1.6
£30 - £39.99		0.83		2.0
£40 - £49.99		0.83		2.4
£50 - £59.99		0.83		2.6
£60+		0.83		3.0

As stated on the call, the slate is wiped clean for anything previous however going forward we must make sure anything declared is accurate as possible, going forward on our visits sales will be spot checked by any one of us.

You must make sure you fully brief your teams regarding the context of this email.

attached are two memos, one for managers and one for the staff, Please can every manager sign, date and send this back to myself before close of play Tuesday 11th April, once you have briefed your teams make sure they sign the staff document and upload to BHR for each staff member.

If anyone does not understand or needs further help and support on anything detailed in this email, please get in touch.

Kind Regards



David Price
Regional Commercial Manager,

Family connect Ltd.

An EE Limited Franchise

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