



LEADERS HOLDING CO.TM

Est. 1971

Whose Sale Is It?

Leader's Casual Furniture® has many retail locations, some as close as 10 miles apart. It is always our goal to operate as one team with one goal. In the event it is not clear which salesperson should get credit for the sale please follow the table and guidelines below.

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Whose Sale Is It? – Decision Table

If you wrote a “Customer stage” in a location and the sale happened in “Your Store,” “Another Store,” or “Internet” then....

Customer Stage	Your Store	Another Store	E-commerce Store
Guest	NO - Salesperson NO- Store	NO - Salesperson NO - Store	NO - Salesperson YES – Store by Customer Address
Opportunity	YES - Salesperson 90 Days	NO - Salesperson NO Store	NO - Salesperson YES – Store by Customer Address
Quote	YES - Salesperson 90 Days	NO - Salesperson NO - Store	NO - Salesperson NO - Store
Add On	YES - Salesperson 90 Days	NO - Salesperson NO - Store	NO - Salesperson NO - Store

Decision Table Definitions

- Decision Table - Illustrative of the path of a potential customer from their initial entry into NetSuite or in the case of an add-on from a previous purchase.
- Customer Stage - Represents the stage that the potential customer is at in our NetSuite CRM (Customer Relationship Management) pipeline or their status after their initial purchase and they choose to “Add On” additional purchase(s) at a later date.
- Add On - Defined as the same customer returning to purchase “any” additional product after their initial purchase.
- Salesperson & Store – The prefix “Yes” or “No” in front of either the Salesperson or Store represents “Whose Sale Is It” or who gets credit for the sale. For example, E-commerce – NO Salesperson, YES – Store by Customer Address = the Salesperson does not get credit for the sale, but the Store does and which store is determined by the customer’s address. The store closest to the customers address will get credit for the sale.
- 90 Days – Is the established and defined timeframe attached to a customer, or potential customer, from the initial entry into the Customer Stage until purchase. For example, an Opportunity, Quote or Add On is valid, and attached to, the original salesperson for a 90-day period. After the 90-day period any purchase made by a customer is not guaranteed to the original salesperson.

Guidelines & Rules

- Once you have completed the Leaders Essentials Book you are eligible to write sales under your name and begin earning commission.
- All information, regardless of the Customer Stage, must be entered into NetSuite to qualify.
- The customer is the ultimate decision maker. At any time during the Customer Stage if the customer requests or chooses to work with another team member, other than the original salesperson, we as a team will honor the customers decision. When this situation occurs Sales Leadership must be contacted and alerted of the customers decision.
- Individual showroom rules or side deals amongst sales team members are not permissible and at no time take precedent over the Whose Sale Is It guidelines and rules.
- All Quotes that change salesperson are automatically reported by NetSuite to the Sales Leadership Team. The Sales Leadership Team reviews the report regularly. If you have any concern, please contact the Sales Leadership Team.