



LEADERS HOLDING CO.TM

Est. 1971

Contract Sales

Contract sales are a great opportunity to make more money. Leader's Casual Furniture® generates contract leads by showing at contract shows around the state of Florida, from word of mouth, and by retail sales team members actively searching outside the showroom for sales. We believe that everyone should make a fair commission based on their ability to effectively handle the account. In this section we will outline the three types of contract accounts.

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Contract Guidelines

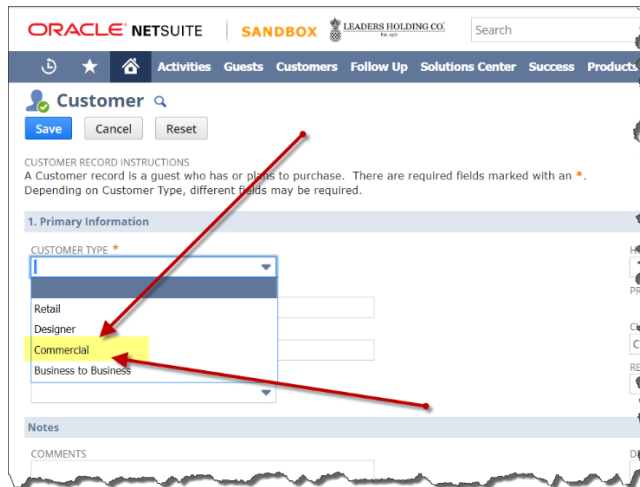
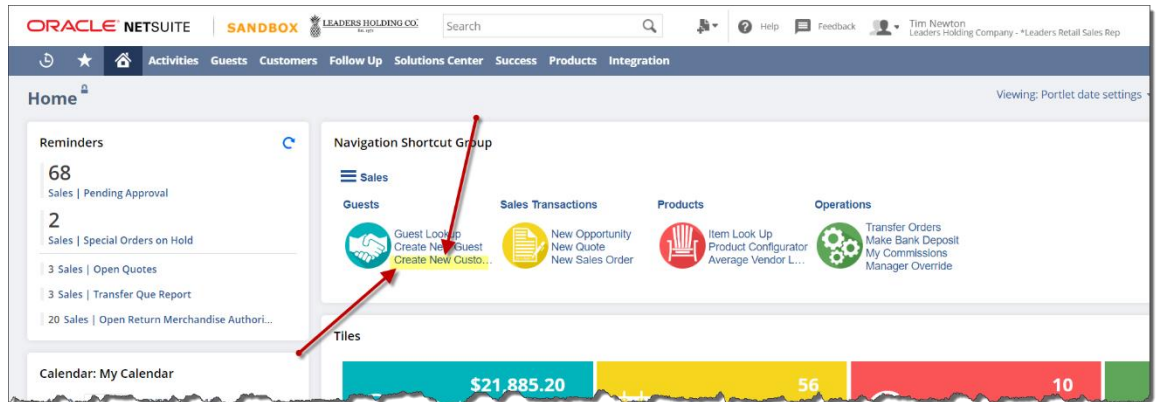
1. **Do not shortchange the delivery charge.** Our margins are very low on contract sales. We need to get full contract delivery charge on every contract sale to keep the sale profitable and healthy for our company. Why shortchange yourself? Commission is reduced on the sale of merchandise because the margins are low. **You still make full commission on the delivery charge!**

You risk making no commission on the entire sale if the contract delivery rate scale is not followed.

2. Try hard to not wipe out stock. On large orders of in stock merchandise try and give lead times so you will not affect retail rate of sale. Sales Leadership & Purchasing can help you with this.
3. Must charge 3% convenience fee if payment is by Credit Card.
4. No order will be placed into production without half down.
5. Do Not over Promise; if we panic, we can fail. Give Leader's Casual Furniture® an opportunity to properly service your customer. Do not promise unrealistic timelines. Remember, we deliver 2000 pieces a day in addition to your contract sale.
6. If the salesperson transfers to another Leader's Casual Furniture® retail store the contract account sales volume stays at the original store location and the salesperson receives their commissions at their new store.
7. How to determine 12+, 20+, 50+ pricing - Items that cannot be used without the other are considered 1 complete piece:
 - a. Umbrella + base = 1 piece
 - b. Dining chair + cushion = 1 piece
 - c. Table base + top = 1 piece

Create a Commercial Account Customer Record

1. Create a new customer record with the customer type Commercial
 - a. NetSuite Retail Sales Rep Dashboard / Navigation Shortcut Group / Guests / Create New Customer



2. Discounted pricing levels need to be approved. An alert will pop up on the Sales Leadership Dashboard. If you need faster approval reach out directly to a Territory Leader by phone or email.
3. Once the customer is approved at a discounted price level than you can use the quote form. The pricing will automatically be at the discounted price
4. Delivery will be for white glove set up. If the customer would like to reduce the delivery fee, we can do curbside delivery. Please contact a Territory Leader for the discount and to arrange.

