



EMPIRE
TRADE EXCHANGE

MEMBER SUPPORT

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Member Service:
Excellent member service is the ability of an organisation to constantly and consistently exceed the members' expectations



MISSION STATEMENT

Our mission is to facilitate the exchange of goods and services between businesses in an environment conducive to fair and equitable trading, to create a feeling of wellbeing over and above the member's expectation.

ORGANISATIONAL VALUES

ETX International will realise its vision by actioning its guiding principles. We aim to empower businesses and communities globally with our innovative trading concepts by combining integrity, respect, education, and knowledge.

GUIDING PRINCIPLES

Empire Trade's Guiding Principles.

Our prosperity parallels that of our community, locally, nationally and internationally.

We endeavour to create a feeling of wellbeing over and above the expectation of members, agents and staff.

Members are most important to continued growth, as are agents and staff

New ideas are valued as we continually strive to improve the business formula

One thing that can be promised is change – it inspires innovation

Communication engenders trust and loyalty – ring back

Xchanging the way you do business ...



POSITION DESCRIPTION MEMBER SUPPORT OFFICER

Overview

As a team member within the Member Services Department, the Member Support Officer provides support for the Empire Trade Membership base nationally, assisting with general enquiries, sourcing goods and services on trade, updating member details online, promoting member goods and services and liaising with new and existing members in person and by phone. The Member Support Officer provides backup for the company Receptionist. Duties include maintaining membership files, ensuring supply of member publications, acting on activity summaries, and promoting Empire Trade membership services. The Member Support Officer also assists the Empire Trade Regional Agents with membership queries and services.

Detailed Duties

1. The Member Support team assists members to promote and source goods and services within the Empire Trade exchange so that members can actively accumulate and spend trade dollars. The Member Support Team provides Member service to all members including:
Taking general Member Support calls - we need to put our members in touch with other members with whom they can spend their trade on their business and/or home.
Actively calling each new member in the agency area, welcoming them to our exchange; ensuring they have received their new membership kit and understand its contents; answering any queries they may have; and ensuring they understand our philosophy: "Right Price, Trade Component Negotiable"
Acting on the Activity Summary to call each member to ensure they are trading effectively, encouraging those with little trade to advertise and allow us to promote their business within the exchange
Continuously educating our members on how to spend their trade dollars and how to use the trade exchange to benefit them to the fullest potential
2. Communicate with members to ensure accurate and complete account details are displayed in the directories. Assist members to provide detailed promotional messages.
3. Liaise with new and existing members to:
Promote and advertise goods and services;
Follow up on information and services requests;
Meet members in person who visit office and answer any queries;
Promote head office and Agents warehouse services;
Ensure members' needs are satisfactorily met.
4. Support the Agents with all aspects of Empire Trade Member Support procedures by:
Assisting Agents and their staff with general Member Support queries;
Assisting Agents to support the members in their area;
Sharing our knowledge of the membership base;
Promoting all of our available services and programmes.
5. File relevant Member Support information to the appropriate member folder, and ensure a supply of member brochures and promotional material is available.
6. Maintain current and up to date knowledge of all information on the corporate and administration websites. Encourage members to be aware of and use the services available from the corporate website and assist online members to effectively manage their account and access information.



7. Provide support during special trade events and promotional functions held from time to time.
8. Provide backup for the company Receptionist by answering incoming calls and transferring them accordingly.
9. General clerical duties using Microsoft Word and Works and a good knowledge of the Internet.

ANSWERING THE PHONE

Incoming call:

Incoming calls to the main Empire Trade number are received in reception. These will be received by the Receptionist, or, if she is on a call, by a Member Support Officer (MSO). Member Support Officers should listen for calls not immediately answered by the Receptionist.

Response to call:

The Receptionist or the MSO will say "Welcome to Empire Trade, this is [first name]". When the receptionist transfers the call to Member Support, the MSO will say "Member Support. This is [first name]".

Further Response:

If the call is to another employee of Empire Trade, the Receptionist or MSO will transfer the call immediately identifying the caller. If the employee is away from his/her desk, the Receptionist or MSO will advise the caller accordingly, take a message and send it electronically to the employee. If the employee is on the phone, the Receptionist or MSO will advise the caller, and ask them if they would like to hold. If they want to hold, the Receptionist or MSO must continue to communicate with the caller at intervals not exceeding two minutes. If the caller does not want to hold, the Receptionist or MSO will take a message and send it electronically to the employee.

Specific Responses:

If a member requests to be put through to the accounts department, the receptionist or MSO should clarify whether it is accounts payable or members' accounts.

VERIFICATION PROCESS:

Member Communication: A member usually contacts Empire Trade by telephone.

The Member Support Officer (MSO) asks for the business name or the account number.

The member account is brought up on the screen.

The MSO then asks for the name of the person calling and the "Account PIN", which is a verbal password. If the member supplies the "Account PIN", required information is given to the member over the phone.

If the member cannot supply the "Account PIN" the required information is emailed to the member using the email address details from the member account.

If the member does not have email, the MSO will ring the member at the phone number detailed on the member account and supply the required information. At the same time the MSO will set up the "Account PIN".



UPDATING MEMBER INFORMATION

The Action Box:

The “Action Box” is located at the top of the screen on the member’s account on the Intranet. It provides details of what information is still required from the member to facilitate the operation of their account. Details in it are automatically provided through the operating system.

Updating Information:

The Member Support Officer (MSO) will access the member’s account details on a telephone request by the member. After dealing with a member’s query or any other matter, the MSO will use the “Action Box” to request additional information from the member. This information, if provided, will be correctly added to the member’s account details.

The (MSO) will confirm all other contact details on a members account and update any changes immediately. The (MSO) needs to pay special attention to email address on account as they change regularly.

COMMUNICATION

Communication engenders trust and loyalty. Communication is essential in providing excellent Member service.

Answer your phone within three rings if possible.

It is important to always return phone calls and emails.

Always get a clear understanding of what the member is looking for, obtaining as many details as possible.

A professional approach with a pleasant, friendly & patient phone manner is required.

A Member Support officer needs to be helpful, courteous and knowledgeable.

Remember to ask the member if there is anything else that you can do for them. When speaking to any member on the phone – offer your help “While I have you on the phone is there anything else I can help you with?”

When looking for goods or services for a member, search all possible avenues - Members directory – Classifieds – Second hand dealers – General Traders - Warehouse

Give more than expected. Take the extra step, throw in something extra, and offer more information.

Always tell your member what you can do for them. Do not begin your conversation by telling them what you can’t do. Do not make promises unless you can keep them.

Follow up on your solution.

Make the members feel important and appreciated and treat them as individuals.

Listen attentively.

You are to supply the contact details of the business that provides the product or service the member requires. Pass this information on and put the two members in contact with each other. (Problems can occur and the responsibility is put on you if you order or arrange goods or service for the member.) “Let Them Do This Themselves”.

Always contact the member even if you were unable to find that particular product on trade.

Communication– “I am sorry we were unable to help you with this particular product.” You could then follow with – “Perhaps you know of someone we could contact that does supply this item?

The Sales Team may be able to join them to Empire Trade for supply to you in the future.” Pass these leads onto the Sales Manager for the Sales Team to contact.

We need to help our members to understand our systems and procedures. Our members have the right to have a full understanding of the service they are using.



We also need to encourage our members to train their staff on the trade concept so that there is no confusion in store when someone comes to spend trade dollars. The member needs to let all their staff know what trade percentage they accept and how it works. The Member Support staff can talk to a member's staff either over the phone or in person to assist them to understand how it works.

When speaking to any member always have their account open. Golden Rule: Always check past statements and notes, this gives you the entire trading history of the member. This will tell you everything, and show you the entire picture. This may vary from what the member is telling you. When looking at a member's statement you can see who they have traded with and you may notice they have not used a supplier that would be of benefit to their business and inform them of this.

Use the member's name at different points in the call.

Always conclude each call with "Thank you" or a verbal message of appreciation for their business.

A good attitude and the desire to serve your Members is the foundation to great Member Support. Being friendly, efficient, knowledgeable, honest and helpful are just a few of the attributes to being a successful Member Support representative. Make all members feel important and give them your full attention. They will appreciate your positive attitude and YOU!

DIFFICULT SITUATIONS

If you cannot answer a question or deal with a problem or are simply having difficulty communicating with a person – pass it on. Difficult situations must be resolved. Pass it on to an objective person.

When dealing with a challenging member, keep in mind she or he might be going through a difficult time in their life before you reply. Take a few deep breaths, concentrate and maintain a friendly tone of voice. This will allow you to focus on a solution and show that you've got the situation under control.

Be empathetic, use phrases such as; "I understand how upsetting that might be.." or "I can see how that would be frustrating.."

Allow irate members to vent. Do not interrupt them or start to speak until they have finished having their say. Sometimes people just need someone to listen.

Know how to apologise when something goes wrong and take responsibility.

Use the member's name at different points in the call. Make the members feel important and appreciated and treat them as individuals.

Follow up on your solution.

Be courteously respectful and serve your Member. Even if the member is wrong, your strategy should be to proceed with humility. This will put the Member at ease and can easily change the direction of communication to be more positive and solution oriented.

Remember, you have the thrilling opportunity of being in direct contact with the members and are the person they will remember. You will only be successful if you have the genuine willingness to consistently serve people from your heart – selflessly and cheerfully.

USERNAME & PASSWORD

A username and password is generated for every account and is used by online members to access their statement information. The user name and password is mailed to every new member with their membership kit.

We cannot issue the username and password to the contact name on the account, unless we have written approval from the account holder on file, and only after identifying them by asking



for the account PIN. The account PIN (a word or number) is a verbal password and is used to identify the correct person who is enquiring about the account.

If the member misplaces this information we cannot verbally advise them of the original user name and password, however we can email the username and password to the email address on the account but not to any other email address.

This is to protect our members against fraud and deception.

The member's account is private and personal information including home phone numbers are never to be given out, and are for office purposes only.

PRIVACY

We must respect the privacy of our members. Obtain account pin before giving out information on a member and/or their account. Under no circumstance can statement information be given out to any person other than the account holder and/or authorised signatories on the account.

NOTES SYSTEM

Each member has a notes area on his or her account.

When notes have been entered against a member's entry, the "N" will change from blue to yellow. This "N" displays at the top of the member's details page, or to the right of an entry when you do a directory search. It is only viewable from the admin website and not from the corporate website.

Notes allow for member information to be stored on the admin website against a member's entry and accessed from the member's screen, or the directory listing when you use the search function. These member notes can be seen by all staff (with admin access) and Agents. You can edit notes you have placed on the notes system but only on the day they were entered. Notes older than a day cannot be edited.

Always read the notes on the account before contacting a member. And when speaking to a member that has phoned in it is also important to check their notes.

Every staff member in Australia can view the notes on an account, so if we need to get certain information from a member or they are uncontactable we put this in the notes so that if the member does contact someone the staff member will know to ask them for their contact information.

All important and relevant information must be added the Notes of the appropriate account.

The Notes System is divided by subject matter. Administrative information has been separated from information relating to Member Support. There is also a Real Estate Notes classification for information on member's property purchase requests or transactions.

It is important to remember that each time you enter a member note, you need to identify if it is administrative in nature; a Member Support note; or real estate related. Simply select the appropriate type from the drop down menu.

Administrative Information about a member that needs to be communicated to all staff and Agents, i.e. they are in breach of the rules and regulations; they are not to be issued with chequebooks; account information such as a bar on funds transfers between accounts; etc.

Anything that assists the Member Support staff to better meet the needs of the member, i.e. goods they are seeking; problems they may be having; brief record or relevant conversations; temporary suspension of trading; trade component: etc.

This Notes system is not an appropriate means of communication between staff. If you wish to communicate with staff, use the Message System. If you wish to leave Notes about a member for other staff and Agents to see, use the Notes System. Always remember that under the Freedom of Information Act, members have the legal right to request to see all online

information stored about them, and this includes the Notes system, so please use common sense when entering information that may be considered sensitive, inflammatory, or in bad taste.

Reminder Notes

If you wish to be reminded to carry out a task associated with a member note, you can select the reminder date when you enter the note to the system. On the morning of the date you specify, you will receive an email that will remind you of all the tasks you have identified for that particular day. You can also view all your reminder notes by selecting "Notes To Do" from the list under Administration on the admin website.

Forwarding Notes

If you wish to forward your note to an agent or staff member for their attention, you can select the staff members name from the "Forward To" drop down box before you click add note. This will send a copy of the note to the relevant staff member through the message system.

Adding Notes to additional accounts

If you wish to add the same note to a different account, you can enter the additional account number in the box "Add note to additional account" before clicking on "Add note" this will duplicate your note on the account number provided.

Agent Response Required

The Function

This works within the Notes & Message systems to keep track of requests for action sent to Agents or staff. Only those staff with Level 2 access can enter a 'Response Required' Note. Typically this will be National Agents, staff with full admin access and Managers at National Head Offices.

Where action on behalf of a particular member is required, the request can be entered in that member's Notes and it is sent via the message system (also logged to the member's notes) to the agent or staff member who is required to action the request. This function is only to be used for a specific action required for that member's account. It must be appropriate to be entered into the member's notes because these notes can be accessed by the member under the Freedom of Information Act in Australia and most probably under similar Acts in other countries.

The process:

A request is posted to the notes of a specific member account. Before 'Adding the Note' the sender also selects the person who needs to act on the request in the "Forward" field, and also places a tick in the box labeled 'Response Required'.

The request message is displayed on the member's account and the agent or staff member to whom the note is forwarded is notified via the message system that an action requiring a response has been forwarded to them regarding member account number xxxxxx. When the agent or staff have completed the request, they open up the original message, select 'Logged Response', enter the response message, then click on 'Send Message'. This will enter the text of the message as a Note in the relevant member's account, and also reply to the original sender to confirm the required action has been taken.

Those agents and staff with the relevant access can 'Track' these messages from the Note Centre. By selecting the text link 'Track' from the top of the 'Note Centre' all the notes you have entered that require a response from an agent or staff will be listed, plus any responses that have been made. You can keep these entries, or delete them once they have been actioned.



The agent or staff can choose to reply to the message without it being submitted to the Member's Notes by clicking on 'Reply' rather than 'Logged Response'. This would be relevant if more information was required in order to complete the task as this type of message would not be suitable in the member's notes. A 'Logged Response' can be entered at a later date if required.

Viewing Notes

You can also view all notes you have personally entered to the system by year and month. Select "View Notes" from the list under Administration on the admin website. This is a great memory jogger when you are talking to members, or trying to find information you know you placed on the system, but just can't remember against which member it was logged.

SPEND DOWN

The Member Support team is available to assist members to source goods & services within Empire Trade so that members can spend their accumulated trade dollars.

We need to put our members in touch with other members with whom they can spend their trade on their business and/or home.

For example a restaurant needs: Fruit & Vege, Meat, packaging, cleaning products, uniforms, crockery, catering supplies and so on.

So therefore a list of Empire Trade members that provide these goods & services can be compiled.

Restaurant and Accommodation list, Restaurant and accommodation Supply list, Building Contractors List, Business Services/Supplies Tourist List and a Wedding directory are available to download for any particular area.

Every New Member should be educated on how best to use the trade system and how to source goods and services on part trade dollars. Members with accumulated trade dollars looking to spend should also be encouraged to spend with other traders.

A member needs to be educated to think trade first and to check if a product or service is available before spending cash.

Members need to be able to conserve cash by spending trade dollars on items that would normally cost cash.

So many goods can be purchased interstate where postage is minimal; sometimes members may need to look outside their local area to purchase. Items such as printing needs, promotional matter or uniforms.

The Member Support officer needs to educate members how to use the trade system to its fullest potential. Teaching them how to source various goods and services on part trade.

Members need to be encouraged to keep up to date with information and read the newsletters and bulletins.

Members can be assisted to spend down by regularly checking the online classifieds, the auction site, the catalogue the newsletters and email bulletins.

The membership directory is printed every two weeks to allow for changes. The full membership directory is available online with up to the minute information. Online members can update their hardcopy directory by printing the monthly new members list from the website. Hardcopy members receive a new member's printout in their monthly mail out to supplement their original hardcopy directory.

The Member Support officer may need to make suggestions to a member encouraging them to spend trade dollars. Accountants, carpet cleaning, cleaners and cleaning products, couriers, dentists, financial services, hairdressers, holidays, leaflet distribution, music on hold, office equipment, optometrists, pest control, printing, promotional products, renovations, security,



stationery, storage, telecommunications, uniforms, vehicle maintenance, vets, water coolers, web page development, window cleaning.

Offer to send the member a Business Expense Checklist. A (BEC) is a list of expenses a general business would use. The member can tick the boxes of the industries that they would like to receive member information on. Once complete the member will need to return it to their local office who will provide them with the member information requested.

The member who is not proactive may not realise the businesses available in the membership base.

Also the member needs to be aware that they can always contact Member Support to source a certain product or service, as some of our members wish to be broker driven members, they are not published in the membership directory.

SOURCING GOODS AND SERVICES FOR MEMBERS

Members Contact Member Support:

Members contact the Member Support Team by phone, fax, and email or in person, and request assistance in spending their Trade Dollars by Member Support sourcing goods and services with a Trade Dollar component.

Noting the Request:

The Member Support Officer (MSO) uses the intranet to bring up the Member's Account on the screen. The member account is verified, and any additional information that is needed is requested. The MSO makes a note of the request in the notes box.

Immediate Supply of Information:

If the request is possible at that time, the MSO uses the search facility on the intranet to offer immediate information to the Member. The MSO notes the information supplied to the Member in the notes box.

Information on a Difficult Item:

If the request is considered to be more difficult and will require time to research, the MSO advises the Member accordingly and agrees to contact the Member (according to the future contact with the member below). The MSO records the request in their note pad or in the "Notes Centre" on the Intranet. The MSO uses the Intranet and a key word search by typing into the data fields. The MSO also searches in the "Classifieds" or may contact another Member to source the requirement. The "Guide to Using the Intranet" gives useful advice on using these tools.

Future Contact with the Member:

Whatever the result of the search, the MSO will contact the Member the next working day and give an update on the problem. If the information has still not been provided the MSO will advise the Member when the information will be supplied. In no case will this be more than two working days after this contact.

Multiple Requests:

Sometimes a Member requests information on a list of items or they have returned a Business Expense Checklist. In this case the MSO will provide the required information within 5 working days of the second contact with the Member. If the required information cannot be provided then the Member shall be informed accordingly.

Members' Trade Dollars:

In some case the Member does not request specific goods and services, but simply wants to spend its accumulated Trade Dollars. In this case the MSO examines the Member's business for possible use of sub-contractors, suppliers, advertising etc, and also questions the Member on his/her personal needs. The MSO will respond to the Member within one working day and then to complete within five further working days.

Completion:

Once the information has been supplied to the Member, a note is added to the Member's Account in the notes box. The note pad entry is crossed off as completed, or, as appropriate, the note in the Notes Centre is deleted.

TRADE PERCENTAGE

"Right Price, trade component negotiable!"

Our members are not forced to operate on full trade; they are not forced to offer any set trade percentage.

Our members can choose a blend of cash and trade to transact business.

The trade percentage is at the member's discretion and is totally flexible.

Members can change this from job to job or for different times of the year for example: a Motel may trade at 60% trade 40% cash in the off-peak season, but choose to only trade at 30% trade 70% cash in their peak holiday season.

Different industries have different overheads and profit margins and therefore will trade at a different trade percentage.

Depending on the type of business 50% Trade is a good starting ground for a member to use whilst getting used to the system. 50% is also easy for their staff to calculate.

We do not advertise in the directory member's trade percentages, so they are not locked into a certain trade component, unless the member specifically asks for it to be advertised.

Members are encouraged to take the GST in cash.

We encourage our members to take part trade part cash for the goods and service they provide.

We encourage our members not to take full trade unless they are getting a reciprocal benefit from the other member, or unless they are able to spend their trade dollars successfully and are aware that we give total flexibility to all our members. They need to realise that when they go to spend it will most likely be on part trade.

This flexibility is what creates a fair and equitable trading environment. Because we give our members total flexibility they are then able to trade at the right price.

Listing Trade percentage for staff use

The (MSO) when speaking to a listed member will always ask what trade percentage they offer, the member will provide an average trade percentage. The (MSO) will keep record of this trade percentage in the members account in the "Misc" screen "Latest Trade Percentage" When the (MSO) updates a members trade percentage the date it is entered is displayed. This enables staff to estimate that a member is trading at a particular trade percentage on the displayed date. If the date is fairly current we can be fairly confident that the member is still trading at that percentage. When the (MSO) carries out a category search in the admin site the list of members will display the trade percentages and date entered.

MONTHLY ACCOUNTS

There are only two options: to be an online member or a hardcopy member

If a member wishes to receive their statements in hardcopy form, they pay \$5.50 cash a month. They will receive via the post, their statement, the tax invoice, the monthly newsletter and an update of new members.

An online member does not pay a monthly fee. Any tax invoices generated along with the statement will be sent to the elected email address as well as a monthly bulletin

NEW MEMBER CONTACT

To actively welcome new members and inform them of all aspects of the trade exchange. This is an essential part of Member Support. It is our first contact with our members and it is a great opportunity to let our members know we are here to support them. As this is the initial call and may be time consuming, you need to be aware that our members are generally busy and to confirm that it is a convenient time. Confirm they have received their new membership kit and cheque book

Member Support and agents should preferably make physical contact with every new member to ensure that they fully understand the contents of their membership kit, if your office is not delivering new membership kits in person a new member phone call is essential and to answer any queries. **The Officer must use the New Member Contact Checklist.**

Membership Directory.

The membership directory is printed every two weeks to allow for changes. The full membership directory is available online with up to the minute information. Online members can update their hardcopy directory by printing the monthly new members list from the website. Members can also purchase updated national and state directories from head office.

Cheque book.

Explain how to use. To re-order simply call 1800 675 092, or log on to the Empire Website and with your username and password and click on order cheque book.

Password for Online use .

Ensure members understand how to login to the Members area on our corporate website. To access their account online, select "Members' Login" from our home page (www.empireexchange.com). A login screen will display. Enter the username and password in the appropriate boxes and select "OK". A summary of their account will display. Members should change the password on their first login

Direct Debit Request form.

Simply fill out this form to have your cash fees paid by direct debit

Facility.

As a trading member you can apply for a facility on your account which is like a line of credit. The facility is valid for 24 months and is available to help get you trading.

Cheque Deposit Summary.

If one or more cheque needs to be submitted, complete this form and send in with the cheques. The member needs to keep a record of the cheques they are sending in.

Authorisation.

To authorise a transaction, the seller is requested to phone 24hour the Authorisation line (displayed on your cheques) for amounts over \$200 up to \$3000. For amounts over \$3000, both



the buyer and seller must complete an ITT Form in place of a cheque before the goods are dispatched or work carried.

Additional Signatory Form.

Account holders can elect to have additional people to be signatories on his/her account. Additional signatories can sign cheques and receive account information.

Display Welcome Here Sticker.

Encourage member to display this sticker on their front entrance or contractor's vehicle.

Confirm Contact Details.

Before going to visit the new member, print out a copy of their account details from our admin site to take with you.

Address.

Check the business address and postal address

Email Address.

Check email address, as this needs to be exact.

Account PIN.

This is a verbal password that we use to confirm the caller when enquiries on the account are being made

ABN Number.

We must have an ABN number.

Promotional message.

This is the descriptive message about the member's business that is printed in the directory. It must be more than just the category.

Example: If someone simply puts Painting Contractors in their promotional message, we need them to elaborate, giving more information about the services they provide.

Categories.

Each member can be listed in up to four categories. The same promotional message will appear for each category.

Understanding of Empire Trade.

Online Services available.

Stress to the members that this is a secure site. Information regarding the security of this site is available online from a link on our splash page.

If the member is an online member, ensure they understand the online services that are available and ask them if they would like us to forward an email explaining how to access all the available information online from the Members section.

\$5.50 OR Email.

If a member wishes to receive their statements in hardcopy, they pay \$5.50 cash a month. The statement, along with a newsletter and a new members' list and any bulletins will be sent to them via the post.

An online member does not pay a monthly fee. Any tax invoices generated will be sent to the elected email address as well as a monthly bulletin. The member must then go to our website www.empireexchange.com and log into the Members Login with the username and password allocated to them when they first joined, to access all of their statement information.



Prior involvement in trade industry.

Check their understanding of trade, whether or not they have been part of a trade exchange before, pointing out the important differences between Empire Trade and other trade exchanges

Consider Trade Percentage.

Prompt them to consider what percentage of trade they will accept. Explain to them that there is total flexibility and their trade percentage may change from job to job or for different times of the year, pointing out that they must respect the right of other members to have the same flexibility. Also help them to understand that if they choose an unreasonably low trade percentage, then they will probably not attract extra business from the exchange.

Right Price, Trade Component Negotiable.

"Right Price, Trade Component Negotiable" - Ensure they understand fully that the trade percentage is at the members discretion.

\$11 per month cash Administration fee.

This is charged to members accounts every month.

Transaction Fees.

When a member does a sale, the buyer is charged a percentage of the trade component in cash. Members are invoiced every month for outstanding fees. Please refer to National Rules.

Advertising.

Advise the new member that free advertising is available in the email bulletin and in the electronic and hardcopy Newsletter. Advertising is to be sent to publications@empireXchange.com by the 10th of every month for the email bulletin and by the 20th of every month for the Newsletter. The email bulletin is text-based only.

Agents around the country produce their own local publications, articles for local publications will need to be submitted to the member's local agent. Head Office produces a South East Queensland Spotlight that gets produced every 2 weeks and is faxed and emailed to all South East Queensland Members

Online Auction Site.

Members can list items on the online Auction Site, items cost \$5.50 50% trade to list. Members can bid on items listed in a traditional Auction style or Dutch style auction. Members will need to regularly visit the online Auction Site to view current items for auction.

Online Catalogue.

Members can browse products listed on our Online Catalogue. Much like an online shopping cart, members can add products to their shopping cart for online purchase. Members can list products for sale on the online catalogue by contacting the Catalogue administrator and providing product information, price and photographs. Members will need to regularly visit the online Catalogue to view current items for sale.

Classifieds.

Members can either enter a classified themselves on our website by logging on to the member's area or they can call a Member Support Officer to enter it for them.

Listings must be at least 30% trade. Classifieds are deleted after 1 month.

Real Estate.

Advise the new member that a list of real estate for sale with a trade dollar component is available online and in hardcopy through Olympus Realty.



A Property Bulletin is emailed to all members every month, which includes a selection of properties available.

Advertising Subsidy.

Empire Trade is happy to assist members with their advertising costs when they follow a few guidelines and include our logo. The subsidy will be paid in trade dollars, GST inclusive. This can apply to printed ads, web pages, television ads and radio ads. They simply need to contact Head Office. The members are advised of the subsidy via Advertising Subsidy Fact Sheet D041 located in document centre/services from the intranet. (See Advertising Subsidy Guidelines D041)

Warehouse.

Some agencies around the country including Head Office have a warehouse or show room consisting of members products. Members can stock their products in the warehouse on consignment for a small consignment fee of 11% inc in part cash part trade the warehouse is an additional retail outlet that can be utilised freely by all of our members, Shopping in the warehouse is a great opportunity to also meet the Member support staff. (See Consignment Stock Policy)

50% Plus Club.

Members of good standing can apply online to join the 50% Plus Club. Members within the club trade reciprocal with other club members at a minimum of 50% trade. The 50% Plus Club is for retail quantities only, Commercial quantities must be negotiated. Members of the 50% Plus Club must still trade with other members of the exchange, but can elect their trade component in these transactions. (See Application 50% Plus Club)

Gold Club.

Members of good standing can apply online to join the Gold Club. Members within the club trade reciprocal with other club members at a minimum of 100% trade. The Gold Club is for retail quantities only, Commercial quantities must be negotiated. Members of the Gold Club must still trade with other members of the exchange, but can elect their trade component in these transactions. (See Application Gold Club)

Online Transactions.

Members can log on to the corporate website and pay another member trade dollars using the online transaction feature. Once completed, the seller will receive an email transaction receipt.

The Member Support Team:

Make the member aware of the support that is available for information regarding their account, membership enquiries and the availability of goods and services throughout the entire membership base.

Compliments/Complaints & Feedback:

Inform the new member of the Member Complaints/Feedback section on the web page

Reporting:

The Member Support Officer will complete a new member checklist for each new member call or personal kit delivery. The completed checklist will be delivered to the Member Support Manager or Local Agent.

CONTACTING MEMBERS BY CATEGORY



The Member Support Manager will give the Member Support Officer a list of members in a particular category. The MSO will contact each member by phone in this list and record this information on the relevant report- (available from the Intranet)

Before calling a member you should:

Bring up the member's account.

Check the date of joining.

Look at their statement to get an idea of how they have been trading.

Read all notes on the account.

Read their description to gain an understanding of what their business offers.

Check if they have a PIN registered to their account.

CONTACT MEMBERS BY PHONE

The member is then phoned and informed that the purpose of the call is to assist the member to promote their goods and services amongst the membership base, to help them to trade successfully, and to spend their trade dollars to effectively conserve cash.

The aim is to put the member in touch with other members with whom they can spend their trade on their business and their personal needs.

If you know of a supplier that would be of benefit to this type of industry, ensure the member you are speaking to knows that they can spend trade dollars with this supplier.

Assist the member to produce a "Good and Services Requested list" of purchases they would like to make.

Remind the member that Member Support is there to assist them with any information regarding the membership base and on the availability of goods and services throughout the entire membership base. Remind them that some members are broker driven and do not display on the directory

Discuss trade percentages, and ensure they understand they can be flexible in their decisions on trade percentages. Make sure they know they must advise us if they wish to stop trading for a while.

Discuss advertising in the newsletter, email bulletins and spotlights, ensuring that the member reads our spotlights and knows how to submit advertisements to any of our publications.

Encourage members to shop in the warehouse, also inform them that they can display their brochures and business cards at the office and in the warehouse.

Encourage members to meet with Member Support staff.

Check if the member has a recent directory or if they have access to the Internet.

Ask online members if they require assistance in accessing all the available information, and downloading new member lists.

Check their contact details and promotional message and update any changes.

Promote any special events or trade deals available at the time of the call

As you will be speaking to members in the same industry, when you put together a list of suppliers for one member, this should be relevant to the other members. You can then pass on this suppliers list by fax, email or post to all the members in that category.

USING THE ACTIVITY SUMMARY AND STATS REPORT

The activity report is an excellent tool to keep up to date with the membership base and identify possible issues in advance. Activity summaries and the Stats Report are produced monthly and emailed to Agents. It provides information on the activity of the member during the month.

Procedure:

Bring up members account – remembering the Golden Rule.

Check date of joining; look at the statement; and read all notes on account.

Call member – introducing yourself as a Member Support Officer from Empire Trade

Office. The purpose of your call is to assist the member to promote their goods and services amongst our membership and to help them trade successfully, encouraging them to spend their trade dollars to conserve cash.

Check if they would like any changes to their directory message.

If they are online members, check that they have been receiving the bulletin and explain that they can access the newsletters online. If they have not heard from us, check their email address.

If we don't already have a PIN for their account, ask for one, explaining why we need it.

Ask for an ABN if we don't already have it. This is an ATO requirement.

Members who have Sold but not Purchased

We need to put our members in touch with other members with whom they can spend their trade on their business and/or home.

Send the member a Business Expense Checklist to be completed and returned to your office.

The (MSO) needs to think about the varying expenses the member may have and produce a directory of members relevant the businesses needs.

Remind the member that we have a Member Support team who are available to assist them with any information regarding our membership base and the availability of goods and services throughout our entire membership base.

Encourage members to come to shop in the warehouse, being a great opportunity to also meet the Member Support staff.

Check if the member has a recent directory or if they have access to the Internet where our directory is available online. If the member is an online member, ask them if they would like us to forward an email explaining how to access all the available information online from the Members section. Remind the member to view the Online Catalogue where they can purchase products advertised, the Auction Site, and the Classifieds regularly.

Make sure online members know how to download new member lists to keep their directory up to date.

Ensure members are aware that they can purchase interstate as they can probably arrange delivery on trade.

Members who have Purchased but not Sold

Find out what trade percentage they are working on. Explain to them that there is total flexibility and their trade percentage may change from job to job or for different times of the year, pointing out that they must respect the right of other members to have the same flexibility.

Discuss advertising – newsletter, email bulletins, brochures and business cards.

The warehouse is an additional retail outlet that can be utilised freely by all of our members.

This is a perfect place for members to source extra business.

Members who are not Trading

Ask if there is anything you can do to help them trade – find out why they are not trading.

Discuss Facilities and how they work. Sometimes members may think they have more in their account than they really do.

Always ask what trade percentage they are trading at, reminding them of the extra business and the cash they have generated through Empire Trade.

(See above also)

Always ask how we can assist them and be prepared for any negative responses you may receive.



When speaking to members who have had difficulty spending trade dollars the Member Support officer should remind them to read all publications as the members advertising in them are looking for more business and will accept their trade dollars. Encourage the member to use the online facilities including the online catalogue, the auction site and classifieds. Offer to send the member a Business Expense Checklist to complete and return to the office. Provide information on members that they could be trading with on a regular basis.

METHOD FOR MEMBERS TO PROMOTE THEIR BUSINESS WITHIN THE TRADE EXCHANGE

Contact with Member Support:

A member contacts Member Support by phone, fax or email and requests assistance in promoting its business to other Members. The Member Support Officer (MSO) will verify the member and update any information needed. The MSO will offer assistance to the Member in the following areas:

Advertising:

The MSO will ask the Member to create an advertisement, which will be inserted in the Empire Trade National Newsletter and/or the Email Bulletin, and/or local publication as a free service.

Business Cards and Brochures:

The MSO will ask the Member to supply their business cards or brochures, and Empire Trade will display these in special areas in reception and the warehouse as a free service.

Classified Section:

The MSO will offer to place any products the Member has for sale in the "Classifieds" section of the web page. The Member will be advised how to use the "Classifieds" if they want to insert products themselves.

Consignments:

The MSO will describe the process of putting consignments of a Member's products in the warehouse for sale to Members. (Refer Consignment Stock Policy)

Online Catalogue.

The MSO will inform the member of the Online Catalogue. Much like an online shopping cart, members can add products to their shopping cart for online purchase. Members can list products for sale on the online catalogue by contacting the Catalogue administrator and providing product information, price and photographs.

Auction Site.

The MSO will inform the member of the Online Auction site where members can list items for auction.

Informing other Members:

The MSO can use their database of Members to select other Members who may be potential purchasers of the Member's products or service. The MSO will then inform these other Members of the goods offered for sale by the Member by phone or email.

Using other Member Support Officers:

The MSO will advise Member Support and Agents around the country that the Member is trying to promote its business, and this information will be used when appropriate with other Members.

MEMBER & STAFF COMPLAINTS & FEEDBACK

To describe how the organisation will seek feedback from both internal and external Members.

General:

It is imperative that the organisation seeks continual improvement through successfully handling complaints and feedback from its internal Members (staff) and its external Members (members).

Member Complaints through an Officer:

Any officer who is talking to a member is required to record any complaint that the member makes. This will be performed electronically. A complaint may be either a general comment on the functioning of the exchange or a specific comment concerning that member. When in 'Member Account', select 'Actions' and then 'Complaint'. This opens a 'Complaint form' in a separate window.

There are two types of complaints:

A general complaint such as "can't spend", not enough business "inflated pricing" and similar. This complaint is unlikely to be handled at that time, but is extremely useful for continual research and improvement.

A specific complaint should be typed into the appropriate section. Any corrective action taken should also be added into its appropriate section. Complaints will automatically be forwarded to the Quality Representative for further action. If the complaint requires corrective action to avoid future reoccurrence, the Quality Representative will record the complaint on Non-Conformance Form D004 with the Member Complaint box ticked, and in the Member Complaint Control Log D005.

Member Complaints directly from Members:

A member is able to make a complaint from within their member account in the web page. This is forwarded to the Quality Representative for action as in above.

Member Feedback:

Member feedback is sought in two ways: • Member Feedback Form D013 is available in the reception and the warehouse for members to complete. All completed Member Feedback Form D013 will be given to the Quality Representative and, after analysis, filed in Member Feedback File QF09.

Around 100 members will be randomly automatically emailed each week to seek feedback. All returned Member feedback questionnaires will be analysed by the Quality Representative and after action, the resulting information should be passed on to employees. The returned forms and the analysis should be filed in Communication/Member Feedback File QF09.

Staff Feedback:

All staff (internal Members) suggestions relating to quality and the Business Management System will be forwarded to the Quality Representative for appropriate consideration and review. The Quality Representative will file the information in Communication/Member Feedback File QF09.

MEMBER BUSINESS STAFF ACCOUNTS

Members can arrange to pay their staff in part trade via a dedicated staff account that can be established for this purpose. This could be a situation where an above award percentage of a

staff member's wage is paid in trade, or arrangements are made to pay overtime or bonuses in trade dollars.

Staff accounts can only be established for the deposit of funds associated with their employment and the staff member does not pay fees on this account. The employer who pays their staff in part trade will be charged the transaction fee when transferring the funds into the staff member's account.

Should the holder of a staff account wish to receive trade dollars from any other source, a separate account will be opened, the joining fee paid, \$11 administration fees and a transaction fee on the purchase of goods and services, and on real estate or contractual purchases, will apply.

Staff accounts do not qualify for a trade facility.

The employer must advise Empire Trade within 7 days of the staff member leaving their employ. If Empire Trade is not notified, the employer is responsible for any amounts the ex staff member spends over their account balance.

Application

The staff member completes a membership application form for a "transaction fee free" account to be opened in their name.

Where possible, an email address should be provided or a \$5.50 monthly cash stationery fee will be charged to the staff account for hardcopy mail outs. The employer's email address may be used if both parties are agreeable.

In the section, 'Directory Information', write 'Staff Account – (company name & Membership account number)'.

Membership fee and ongoing purchase fee sections are left blank, however a Direct Debit Request does need to be completed to facilitate payment of transaction fees by the employer when the trade dollars are transferred from the employer's account.

Finally, the employee and the employer sign the bottom of the completed form, and send the original copy to Empire Trade Head Office, ensuring a copy is kept by the employer and the staff member.

If you wish to establish a staff account, please contact head office on 07 5437 7220 or email accounts@au.empireXchange.com.

Note: Legal advice we have received indicates that payments in trade should only be used for incentives and over-award payments and not for basic wages. If payments, which are contractually due, are to be paid in trade then it needs to be a term of the employment contract (in writing). Trade payments to staff may be considered as Fringe Benefits payments by the ATO. Businesses owners should always check first with their account.

CLOSURE OF A MEMBER'S BUSINESS

To advise the actions to be taken when notification is received from a member that the business has been closed.

Notification of Closure:

Initial notification of the closure of a member's business is usually by phone. Every effort should be made to obtain a letter signed by the original signatory of the account, advising of the closure. If this is not received, The (MSO) may send the member a "Close Business Notification" form to be completed. The Member Support Officer (MSO) will complete an unlist request form on first notification of the closure. All communications regarding the closure will be recorded in the "notes system" on the member's account.

**Member Support Actions:**

Member Support Officers will be automatically advised by email of the unlisting of the business. Any business cards or brochures on display in the reception and warehouse area should be removed.

Records:

It is imperative that all communications and actions are recorded in the “notes system” on the member’s account.

SALE OF A MEMBER’S BUSINESS

To advise the actions to be taken when notification is received from a member that the business has been sold.

Notification of Sale:

Initial notification of the sale of a member’s business is usually by phone. Every effort should be made to obtain a letter signed by the original signatory of the account, advising of the sale and giving details of the new owner and details of the ownership of the trade funds. If this is not received, the (MSO) may send the member a “Sold Business Notification” form to be completed. The Member Support Officer (MSO) will complete an unlist request form on first notification of the sale. All communications regarding the sale will be recorded in the “notes system” on the member’s account.

Transfer of Trade Funds to new Owner:

When the sale of the business includes the transfer of trade funds to the new owner, a letter is required from the original owner authorising this transfer. The existing business account will be closed and a new business account set up with the new owner as signatory. A check is made to see if there has been a facility on the business account. If so, it is either removed or the new owner is asked if they want the same facility. If so a new facility is established. The MAO is responsible for this transfer and will record the actions in the “notes system”.

Old Owner to retain Trade Funds:

When the sale of the business does not include the transfer of trade funds to the new owner, a letter is required from the original owner advising that this situation exists. The MAO must check if the account is in trade debit or credit, after removing any facility from the account. If in trade credit, the MAO will open a new account in the original holder’s personal name, close the original business account and record the actions in the “notes system”. The member will be asked whether promotional emails should continue to the new account. If in trade debit, the MAO will suspend the account and write to the member (once written notification has been received) using “Close of Account with Debt Letter” from ‘Create Mail’ in ‘Actions’. A copy of this letter will be placed in the member’s file, and the actions recorded in the “notes system”. If written notification has not been received three weeks after initial notification of the sale, the MAO will write to the member as above.

Outstanding Cash Fees:

The MAO must check if any cash fees are outstanding. The MAO will log a reminder note to follow up on cash fee payment every two weeks until the account is settled. The MAO will record all actions in the “notes system” on the member’s account.

**Member Support Actions:**

Member Support Officers will be automatically advised by email of the unlisting of the business. Any business cards or brochures on display in the reception and warehouse area should be removed.

Records:

It is imperative that all communications and actions are recorded in the “notes system” on the member’s account.

REPAYMENT OF A FACILITY IN CASH

To describe the process by which a member pays off any outstanding facility with cash.

General:

A member’s facility may need to be repaid in cash for the following reasons: · the member’s account has been closed · the membership has been terminated. · the facility agreement has come to an end

UNLISTING MEMBERSHIP ACCOUNTS

To describe the valid reasons for unlisting a member, and the process involved.

General:

It is extremely important that the membership directory has the most current and accurate information for members to view. Unlisting a member simply removes their business information from the hardcopy and online membership directories.

Request for Unlisting:

In Australia, all requests for unlisting must be forwarded to the Member Support Manager using Unlist Request Form D023 available from the intranet under ‘Document Centre/Forms’. The Unlist Request Form D023 should be completed with an explanation why the member is to be unlisted, and faxed to Head Office.

Valid Reason to Unlist - Member is Uncontactable:

After every effort has been made by the Member Support Team at the appropriate office to contact the member, and the efforts have failed, the member is unlisted. A letter will be posted by MAO/Staff from Head Office to the member’s address advising that they have been unlisted and the account temporarily suspended. The member is requested to contact Head Office as soon as possible to provide their correct contact details. If the letter is returned to sender, or a response is not received within two weeks, the facility on the account will be reversed by the Member Accounts Officer (MAO). The returned envelope together with the letter requesting updated contact details must be placed in the Member’s Folder MF12. The Member Support Manager (CSM) from Head Office will inform the member’s Agent that the member has been uncontactable, and request them to visit the member personally and to notify the CSM if they are still in business, and their updated contact number.

Valid Reason to Unlist – Closure of the Member’s Business:

See MEM-15 Closure of a Member’s Business for the process following closure of the business. The MAO will temporary unlist the business on first notification of closure.

Valid Reason to Unlist – Sale of the Member’s Business:

See MEM-16 Sale of a Member’s Business for the process following sale of the business. The MAO will unlist the business on the first notification of sale.

Valid Reason to Unlist – Member Not Trading:

Members can be temporarily unlisted if they wish to take a trading break, as long as their account is not in debit, after allowance for any facility. Members may unlist their account for a particular period of time for the following reasons: · They are too busy on the cash market · It is peak time and they are unable to accept trade · They want to spend down to a manageable trade balance (Note: The MSM should contact and assist any spend down). Members will also be unlisted if they are found to be deliberately not trading for three months.

Valid Reason to Unlist – Member in Breach of Rules/Regulations:

A member will be unlisted if resolution of any breach of the company’s rules and regulations is not resolved with Head Office.

Valid Reason to Unlist – Broker Driven:

A member may choose to be broker driven, so that all enquiries for their goods and services will be directed via Head Office or their Agent. All trading enquiries must be directed via the nominated broker.

Valid Reason to Unlist – Sponsored Members:

Sponsored members can elect not to be trading members.

BROKER DRIVEN MEMBERS

To describe the reasons and the process by which a member can elect to have their business with other members driven by Empire Trade.

A member may choose to be broker driven so that all enquiries for their goods and services will be directed via Head Office or their local Agent. Where a member is marked as broker driven, they will not display in the online or hardcopy directory.

The entry will be visible to staff from the Intranet and the text will display in orange to notify broker driven. All trading enquiries must be directed via the nominated broker.

A note must be placed on the notes programme explaining why this member is broker driven and which Agency area controls the brokerage.

An existing account will be changed to Broker Driven on receipt at head Office of the Request to Unlist form. The membership application form must be marked as broker driven if a new member is to be designated broker driven.

A complete directory message must still be included plus a note stating: Broker Driven, please contact _____ (the responsible local Agent).

Process for Head Office:

In the member’s account, click on the ‘Main’ tab and then on the ‘Broker Driven’ box. Change this box to YES, and click on ‘Update Member’.

ADDITIONAL SIGNATORIES

To provide a method by which a member can allow additional people to operate the member’s account.

General:

A member operating a member's account may want a second person to sign cheques and have authority to discuss the account.

Process:

If needed the MSO may suggest an additional signatory on a member's account. The MSO obtains the form and gives it to the member, in person or by fax or email. The member needs to post the completed form to Head Office, as we require the original signatures. If the MSO receives the completed form, they will give it to the Membership Accounts Officer to process. The member completes Additional Signature Form D037. This can be obtained either from the members' website or from Head Office. The completed Additional Signatory Request D037 (available on the intranet under 'document centre/forms') is forwarded to the Member Accounts Officer (MAO) at Head Office, who verifies the member's signature.

CHANGE OF AGENCY AREA

To describe the process by which an existing member can change their Agent

General:

A member may want to have a different Agent overseeing them. When a member signs-up, they must go under the Agent of their physical area for the first two months. After that they may change their Agent.

Process:

The member should complete a Member Request to change Agency Area D039 located on the intranet under document centre/forms and forward it to the Member Account Officer (MAO). This is to be signed by the member and the existing and new Agent. All transaction fees must be paid at this time before the process can continue. The MSO gives this to the Member Account Officer to process.

Records:

The Member Request to change Agency Area D039 is filed in the Member Folder MF12.

DIRECT DEBIT

To describe the method by which new and existing members can pay their fees by direct debit

General:

New or existing members can choose to pay their fees by direct debit.

New Members:

The new member can choose to pay by direct debit by filling in their details on the appropriate section of Membership Form D017. If they want to pay from their bank account, they should fill in Direct Debit Request D035 available on the intranet under 'document centre/forms', and tick the appropriate box in Membership Form D017.

Existing Members:

Existing members should download and complete the Direct Debit Request D035 from the member's website. Members who do not have access to the website should obtain Direct Debit Request D035 from Head Office or an Agent. The completed Direct Debit Request D035 should be sent to the Member Accounts Officer (MAO).

**Processing:**

The Member Accounts Officer is responsible for updating the payment details onto the Member's Account on the intranet. Cancellation of the direct debt cannot be carried out unless it is received from the member in writing.

Security:

Full access to Member's Payment Details is only available to approved employees. Other employees who access the Member's Payment Details can only view the last four digits and the expiry date of the credit card. Hardcopies are stored in the safe.

DIRECT TRANSFER

To describe the process by which two members can set up a direct **transfer** between themselves for a set amount and a set period of time.

General:

Two members who regularly trade together may wish to set up a direct debit for the same amount on a weekly, fortnightly or monthly basis to make payments for goods or services received.

Communication:

A member (either the buyer or the seller) contacts the Member Account Officer (MAO) and requests a direct transfer. The MAO sends them a Direct Transfer Request D036, which they fill in and get signed by both parties. The form is returned to the MAO.

FACILITY AGREEMENT

To describe the method by which a member can receive a loan of trade dollars in order to make large purchases.

General:

A trade facility is a loan of a sum of trade dollars to a member, repayable by that member in an agreed time.

New Members:

A new member is automatically given T\$1,000 for goods and services if they fill in Facility Agreement D026 when they join. Facility Agreement D026 is filed in Facility Agreement File and stored in the safe. Higher amounts may be applied for.

Existing Members:

Any member of the trade facility may apply for a facility for goods and services by completing Facility Agreement D026.

Approval of Facility:

The Member Account Officer (MAO) or the Executive Manager approves the facility applications by considering the trading history of the member, fee payment history, general reliability, proof of trade dollar earning capacity may need to be provided in writing. In some cases a second mortgage may be required.

CHANGE OF A BUSINESS NAME

To describe the process by which a business's name change is handled.

General:

A member has decided to change the name of their business. They contact Empire Trade.

Process:

Initial notification of the changed member's business details is usually by phone. The Member Account Officer (MAO) requires a signed letter from the member that states that the name of their existing business has been legally changed by the original signatory of the account. If this is not received, the (MSO) may send the member a "Change Account Details" form to be completed.

PAYMENT OF TRANSACTION FEES

To describe the method by which members pay their transaction fees and how the payment is entered into the system

General:

Payment can be received by cash, by cheque, by credit card (telephone or on-line), **BPAY** and by direct payment into the bank.

Payment by credit card on the Members' Web Page:

This is done in the member's section of the web page. In the left hand navigation bar, the member selects 'Fee Payment', clicks on 'Next', and fills in the credit card details and the amount. If approved, the paid fees are automatically deducted from the member's account, and a receipt number is given to the member. If declined, the member is informed.

SUSPENSION AND TERMINATION OF A MEMBER

To advise the process by which membership may firstly be suspended and then terminated.

General:

Any member who is in breach of the rules and regulations is liable to have their trading restricted by suspension, or stopped completely by termination.

Reasons for Suspension:

1. Member is uncontactable, and has been unlisted. 2. Member has made no attempt to pay outstanding fees, after repeated reminders. 3. Member continues to spend funds that are not in their account without any rectification. 4. Member is in breach of Rules and Regulations and has been unlisted.

Decision to Suspend:

The decision to suspend a member will be taken after a thorough review of all relevant information, and following approval of the Information Systems Manager.

Termination of Membership:

Termination of membership follows suspension if no attempt has been made by the member to resolve the initial reasons for the suspension within a reasonable period of time, generally not



exceeding two months. Termination of membership of the trade exchange requires approval of the Executive Manager

MEMBER SEARCH COLOUR KEY

To describe the meaning of text and background colours used for every member, and the meaning of a letter key against the member.

General:

On the Intranet a colour key and a letter key are used by Admin to inform on the status of a member.

Text Colours:

Text colours advise on whether information can be provided to other members. · Black: member information can be provided to anyone. · Orange: member is broker driven, can be contacted, but information cannot be provided to a member. · White: member is temporarily unlisted; information cannot be provided to anyone.

Background Colours:

Background colours relate to fees, and their payment. · Grey: fees are paid up to date. · Red: fees are more than 30 days overdue (refer to INTER-03). · Green: first overdue fees letter has been sent (30 days overdue). · Blue: second overdue fees letter has been sent (45 days overdue). · Purple: third overdue fees letter has been sent (60 days overdue). · Yellow: gone to debt recovery.

Letter Key:

When entering 'Member Search', on the far right against each member are 2 letters. These letters indicate the status of a member. The first letter indicates the following: · 'A': member is active · 'C': this is a contract account (second account). · 'P': this is a sponsorship. · 'U': member is suspended. · 'L': member is suspended locked. · 'D': member is deactivated (closed). The second letter indicates the following: · 'L': member is listed. · 'N': member is unlisted.

PURCHASING

To describe the method by which employees may purchase materials.

General:

All purchases will be from approved suppliers, using an approved purchase order.

Material Procurement:

All material purchases must be ordered using computer generated Purchase Order D029. The purchaser will obtain approval from their supervisor and authorised personnel. The Purchase Order D029 will clearly state the product or service required and any necessary technical description together with the type and quantity or other product definition to ensure that the Member requirement is met. The Purchase Order D029 will be submitted to Accounts, who will allocate a sequential purchase order number. The purchaser will send a copy of the Purchase Order D029 to the supplier. The Purchase Order D029 is filed in Purchase Order File POF17.

**Approved Suppliers:**

The Quality Representative will maintain an approved Suppliers List D011, which is retained in the Suppliers File QF06. All direct material purchases should only be purchased from suppliers on the Approved Suppliers List D011.

Approval of Suppliers:

Prior to inclusion on the Approved Supplier List D011, supplying companies may be requested to complete Supplier Questionnaire D010 to ensure that they meet the standards required by the Company's Quality System. Existing suppliers can be evaluated against historical experience. All the documents relating to Approved Suppliers will be held in Suppliers File QF06.

Monitoring of the Supplier List:

Suppliers on the Approved Supplier List D011 will be re-evaluated annually. The Quality Representative will assess all suppliers listed on the Approved Supplier List D011.

Quotations:

Telephone quotes are acceptable if they are written down by the employee. One quote is required for values of single items up to \$500 (cash and trade), and two quotes are required for values of single items over \$500.

Deliveries:

Deliveries of goods to Head Office will be checked by the purchaser against Purchase Order D029 stored on their computer. The purchaser will sign and date the supplier invoice, if applicable, and forward it to Accounts, who will check it against Purchase Order D029.

Incorrect Delivery:

If the delivery quantity is incorrect, the purchaser will inform the Supplier, agree the shortages and request correction. The purchaser informs accounts.

Control of Non-Conforming Material:

The purchaser and administration will identify any material that does not conform as specified and advise the Quality Representative accordingly. The materials are segregated or are identified and remain in the allocated area for disposal. The Quality Representative completes Non-Conformance Form D004. The Supplier is informed for the return of the reject goods. Non-Conformance Form D004 is retained in the Non-Conformance File QF07 for review at the Management Review Meeting.

Material Movement:

Movement and storage of materials at Head Office is to be carried out with due care and attention and in accordance with any manufacturer's instruction and the Company's health and safety regulations.

DOCUMENT CREATION AND AMENDMENT

To control the process by which documents are created and amended.

General:

Letters, forms and promotional material may need to be created or amended. Approval for such creation and amendment is through the Admin Manager.

**Process:**

The employee will communicate their need to the appropriate supervisor, who will discuss the change with the Admin Manager. If the Admin Manager agrees that the change is necessary, the document is prepared and submitted to the Admin Manager for editing and approval. The Admin Manager will discuss with the Quality Representative whether to include the new document in the Business Management System, and if so, the Quality Representative will allocate it a number. An amended document will be formally issued as the next Issue Number. The old document will be archived by the Admin Manager.

Use of the New or Amended Document:

The new or amended document will be made available on the intranet and must not be stored on or used from individual computers. Copies of the document must not be held in hard copy, and use of the document must always be from the intranet.

USE OF THE CORPORATE IMAGE

To define the corporate image and its use.

General:

The corporate image is defined as the logo, its colours and its font style, and the font style of the body of the text. Head Office, International Head Offices, Agents and their staff are obliged to use the logo in all forms of business stationery. The corporate images available to members can be downloaded from the web page under 'Corporate Images'.

The Corporate Image:

The Empire Trade corporate image must be on all letterheads, faxes, invoices, complimentary slips and business cards. All employees and Agents must use the corporate email stationery. Whereas the logo proportions are fixed, the colours may vary. Colours are brown with orange, brown with orange and white, or black & white. The choice of colour will depend on the background. Nothing else is allowed without prior permission of the Administration Manager.

The Official Font:

The official font of the corporate image is "Arial".

The Company Name:

When referring to the Company, the full name "Empire Trade" is to be used.

Corporate Image in Countries where Empire is not suitable:

In some countries and regions (e.g. France, Malaysia, China) the word "Empire" has negative social or cultural implications. In these cases "Empire Trade Exchange" is replaced with "ETX International". Colours remain as above.

I.T. POLICY

To describe how company provided computers are to be used by all employees.

General:

The company requires its employees to use the company provided computers and software to strict guidelines.

Access to the Intranet:

All new employees will be given access to the intranet by the Information Systems Department on receipt of an approved Employee Access Request D040. The Employee Access Request D040 will also list any software requirements not normally provided. All employees gain access to the intranet through a username and password. Under no circumstance should an employee write down their username and password, or give it to any other employee. Workstations should be shut down at the close of each business day.

Use of Software:

All employee computers come fully equipped for work. Under no circumstances are employees allowed to download any other software or executable files onto their computer. All requests for the use of additional software must be made to the Information Systems Manager.

Drives available on the Server:

There are three drives available on the server that employees can access as soon as they log in with their username and password. These are: • ADMIN for accessing all official documents under the Quality Management System. Available to all. • CORRESPONDENCE for storing documents that will be shared with other employees. Available to all. • [NAME] for saving all of their own work. Individual availability. Official documents to be used should always be accessed on the ADMIN drive. No employee should copy across to their own drive an official document from ADMIN. Employees must save their work to their [NAME] drive and not to their own hard drive.

Emails:

Employees shall not use their personal computer for personal matters. The company email address is not to be used for sending and receiving personal emails. Employees are not allowed to set up their own email address within Outlook or any other software package. Employees must not send or forward emails that are larger than 1Mb. Where an attachment over 1Mb is necessary for work purposes, prior approval is to be obtained from the Information Systems Manager. Large files can be shared in-house by using the CORRESPONDENCE drive.

Spam:

Under no circumstances are employees permitted to email to multiple employees anything that remotely resembles Spam. It is the responsibility of all employees to familiarise themselves with the requirements of the Spam Act.

Internet Browsing:

Employees shall not use their personal computer for personal matters. Access to the Internet is provided solely for company business use. In no circumstance should material of a personal or illegal nature be downloaded to a personal computer.

Chat Lines:

The Information Systems Manager must approve downloading of chat programs for company use. Personal chatting on the computer is not allowed.

Access to Data on Company Computers:

The company reserves the right to access all data on company computers and to monitor email usage. Software audits will be carried out regularly.

Locking of Workstations:

All employees are required to lock their workstation when leaving their desk. This is done by pressing Ctrl+Alt+Delete and selecting 'Lock Workstation'. The workstation is unlocked by pressing Ctrl+Alt+Delete and entering their username and password.



INTERNAL COMMUNICATION

To describe various requirements of internal communication between employees and employees, and employees and Agents.

General:

There are acceptable ways for employees to communicate between other employees and Agents.

Communication between Employees and Agents:

Employees and Agents are able to communicate on general matters by email using the @au.empireXchange.com address or by the message system on the intranet. Anyone with Admin access can use the on-line message system. All users need to be aware of the laws relating to privacy and data protection when using information on members in a system accessible to all. • Information on a member account can be communicated by using the Notes System. Notes are attached to a member's account, and these can be seen by anyone having access to that account. Such notes should therefore avoid comment that is detrimental to the member. • Head Office employees who may wish to communicate with all employees or Agents (rather than individuals or groups) must pass such communication through the Administration Manager. • when employees communicate with other employees in a different Agency area; the communication must always be copied to the Agent.

ONLINE SERVICES: CORPORATE WEBSITE

It is important for the Member Support staff to have a good knowledge of the corporate website and be able to walk a member through the Members Area. As we are always updating the site, it is important for staff to keep updated themselves.

World Wide Web Internet page – www.empireXchange.com. Our site is constantly under review to improve its usability and attractiveness. Our goal is to provide a site that is stylish, functional, and provides everything there is to know about Empire Trade.

CORPORATE WEBSITE: GENERAL INFORMATION

Members and the general public can access certain information relating to Empire Trade and the available services by going to our corporate website www.empireXchange.com. The welcome page allows members to select a country.

MEMBERS' SECURE AREA

Logging on

The member goes to www.empireXchange.com clicks on "Members' Login" in the top left hand corner, they will then be asked for their username and password, enter this information and press ok.

This will bring up the members account showing them an account summary and account details

Empire Barter Solutions

Clicking on the Barter Solutions Icon takes the member straight to the Solutions/Auction Site

Members' Area

Members can access the following from the secure Members Area:



Account Summary

Access current and past Statement of activity.

Contacts

Access to National Agents contact details

Member Search

Search our membership Directory by Business Name, Category, Country and Location.

Multiple searches can be performed, searching by keywords, categories, different areas and countries.

The member can also print this information for their records.

Directory Downloads

Download Directories by Country or Area. Members can also download pre-selected directories by Contractor; Restaurant & Accommodation Supplies; Restaurant and Accommodation; Tourist Information; or Contractor's list
They can print a full directory or a directory for a certain area

Display New Members

View/print a list of New Members who joined in the month previous to the date you are logging on.

Order Cheque Book

From here the member can order a chequebook, which will be posted in the mail.

Order Directory

From here the member can order a National or State directory, which will be posted in the mail and charged to the members account.

Download Forms

Download useful forms from this link: stationery Notification Slip, Intention to Trade form, Cheque deposit form in A4 and A5, Facility form

Compliments and Complaints

From here the member can submit any feedback compliments or complaints. This information sends an email to the Quality Representative for action.

Transactions

A member can transfer money to another member's account.

By clicking on "Transfer Funds" link, the member can then enter the sellers account number and the amount.

Details must be entered, relating to the purchase.

The member then submits the transaction.

Before final submission, the tentative details are shown.

Full company names and account numbers for both accounts are shown.

They will then have the choice to either Cancel or Transfer.

Once clicking "transfer" a receipt will be produced which the member can print and keep as a record.

The same buyer and seller cannot transfer any more than \$2999.00 per week.

A currency convert is also available for members to use to calculate the conversion rate between countries.



Statements

Once an online member logs into their account, they will see the current statement.

By clicking on past statements, they will be given a choice to go back between 1 and 12 months.

The member can then print statements that they require and can see everything they have ever traded.

Fee Payment

In the members area the member can pay their transaction cash fees owing.

By clicking on Fee payment the member will be able to enter their credit card number and chose the amount to pay.

Once payment has been processed, a receipt number will be generated.

Classifieds

In the members' area, members can add their own classifieds.

If they have any item for private sale they can add this by clicking on classifieds "add".

The member can then insert all the relevant information on the item, list it under a category and attach a photo if available.

If errors are made, the member can edit the classifieds they have entered.

Members can search the classifieds for particular items by using key words or searching under a category.

Real Estate Search

In the members' area the member simply clicks on Real Estate "search".

This allows the member to search under a particular category.

My Details

Members can click on "Change Details" and change some of their own details on their account.

The member can update their contact name, email address, web Page URL, phone, fax and mobile numbers, change their password, or update their business/residential street address and postal address.

NEWS AND EVENTS

The Empire Trader Newsletter

The Empire Trader newsletter that is printed in hardcopy and sent to the hardcopy members once a month is also available to download on the corporate website.

Members can click on Current Newsletter.

Every newsletter ever published is available to download.

Members can click on "Submit your Article" and enter all relevant details to include an ad in the Newsletter. This will go to the publications department at Empire Trade head office.

Events

This lists all upcoming Empire Trade events.

Sponsorships

Includes a full list of all the people and clubs who are sponsored by Empire Trade.

Empire Application Form is available online to download.

Empire Trade provides Trade Credit Sponsorship support to community based programs, organisations, charities, clubs, sports people and other non-profit community groups.

World Aid

The face of Empire Trade. Full information on the current charity support programmes.



Empire Trade believes success can be measure in part by how much you give freely. We are committed to supporting humanitarian organisations and issues, both domestically and abroad.

Special Directories

Where you can download directories by category or area. You can select a special directory: contractor, Rest & Accom Supplies, Rest & Accom, Wedding or Tourism.

Classifieds

Buy and sell items over the Internet for FREE with our online classifieds.

Agency Areas

Provides a full list of every Agent World wide.
Full contact information is available for all the Agents.

Download Directories

They can print a full directory or a directory for a certain area.
The following downloads are also available to print – Restaurant and Accommodation, Restaurant and Accommodation Supplies, Wedding, Tourist and a Contractors directory.

Business Opportunities

Where business opportunities and businesses for sale can be listed together in the one place for easy access.

While it is not practical to embrace every good idea that comes our way, we will provide information regarding opportunities that we believe to be worthy of further investigation. Rather we would encourage all those who are interested to evaluate further any opportunities posted on this site, forming their own opinions as to their desired level of involvement.

Gift Certificates

Gift certificate Cheques are a voucher that allows a non-member friend, family, or staff member the ability to share in the lifestyle benefits of Empire Trade. The transaction fees are paid when the Gift Certificate cheques are purchased, and not when Gift Certificate Cheques are spent. These certificates will provide access to the goods and services of Empire Trade members throughout Australia, Gift Certificate Cheques are not to be given to juniors under 18 year of age. these gift certificates are valid for 6 months from date of issue and are available in denominations of \$T10, \$T15, \$T20 and \$T50.

Gift Certificates Cheques are for single use only, and must be used for one purchase, as there is no facility for change to be given in cash or trade credits.

Conditions

This single use certificate cannot be redeemed or exchanged for cash and must be fully used in one transaction only. Change in cash or trade credit will not be given. All transactions involving Gift Certificates are subject to the terms and conditions set out in the Empire Trade Operating Rules and Regulations and posted on this website, or available from Empire Trade offices. The bearer must advise the trader that they wish to use this Gift Certificate Cheque before the sale takes place. This Gift Certificate Cheque is valid for a nominated period and used only in the country of issue. Certificates that have expired cannot be used or deposited into a member's account. The seller must write their membership details in the space provided, and mail the certificate to head office for deposit to their account. This voucher is valid for use with participating Empire Trade members for goods and services only.

Using Gift Certificate Cheques

To enjoy the full benefits of our system, it is important to apply a little research into the wide range of goods and services available. This can be done by perusing a hard cover directory available from Empire Trade offices, or by checking out the online directory from our website.

It is then simply a matter of contacting the member from whom you wish to purchase the goods or services required. Remember that the Certificate Cheque you have will need to be supplemented with cash when purchasing goods or services, as Empire Trade members all trade on a part cash and part trade basis. It is also important to take into account that each of our members is in business in their own right. Gift Certificate Cheque recipients are not to place any undue pressure on our members, such as unreasonable demands in relation to the trade content of articles or services, or related to the delivery of such articles or services.

Where to purchase Gift Certificate Cheques

Members can purchase Empire Trade Gift Certificate Cheques from Head Office by mail, or by faxing +61 [7] 5437 7230. Prior notice of an order can be advised to hq@au.empireXchange.com.

Empire Trade Alliances

With a vision for the future, and a focus on providing a mutually beneficial environment within the Empire Trade system, we are always looking for ways to improve our facility and offer additional benefits to our members.

In light of this, Empire Trade is often given the opportunity to become involved with like thinking or like philosophy organisations with which we can strike an alliance that will be beneficial to the members of both organisations.

This area provides full contact information for our alliances.

Terms and Conditions

This provides the Memorandum of Membership Arrangements and Operating Rules and Regulations.

Join Today!

This takes you to information about joining Empire Trade.

People can join Empire Trade online by completing the online application form and paying the membership fee. The account will be activated within 24 hours of receipt of the application.

About Empire Trade

This page provides full information about what is Empire Trade.

Empire Trade is a community and membership based barter exchange company formed to assist small business survival and growth. We facilitate the exchange of goods and services on a part trade dollar, part cash basis, promoting strong business relationships and loyalty.

Real Estate

People are able to search our entire Real Estate listing from this link.

Empire Trade, in association with Olympus Realty, offers a range of services that can assist you to reach your financial goals. By trading through Empire Trade, you can take advantage of the trade component of the property purchase price to leverage your way into property investment.

Conclusion

This Member Support Manual is to be used as a guide for Member Support Officers to assist our members. Our services and procedures are constantly being updated and improved, for up to date procedures always go to the Intranet <https://admin.ebanctrade.com>. All forms, stationery, procedures, manuals, documents, publications; basically everything needed can be downloaded from the Intranet. The information on the Intranet is updated continuously; it is your best resource.

The achievements of an organisation are the results of the combined effort of each individual.