



EMPIRE  
TRADE EXCHANGE

# MEMBER'S MANUAL



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**Welcome** to the business of barter and congratulations for choosing to become a member of the ETX International incorporating Empire Trade Exchange, E Banc Trade and E Planet Trade. Our barter exchange ranks highly as the most innovative and equitable barter company in the industry. Please take the time to read the below information regarding your international exchange account.

## Understanding the Trade Exchange

### How ETX International Can Improve Your Market Share

By becoming an ETX International trade member your business is exposed to our full membership, nationally and internationally. You are gaining access to a database of members offering supreme customer loyalty. You will acquire extra business through our membership that you would not normally have, and it will generate both cash and trade. Customer loyalty is secured within the ETX International membership as members motivated to spend trade credits in place of cash will travel beyond their normal area to purchase your goods and services. Why? Because your business accepts ETX credits. We all know the best advertising is word of mouth, and quite often a job done well by an ETX International member will be result in referrals to others, including those on the cash market.

### Where You Can Spend Your ETX Trade Credits

Members spend their trade credits on property or goods and services. A successful trader will be active in sourcing goods and services on trade, however as you are new to the business of barter you may not be aware of the many opportunities to spend your trade. The following goods and services are currently available on part trade from within the membership.

- Pay your telephone bills/internet with part trade.
- Office supplies such as Stationery, Couriers, Office furniture, Pest control, Packaging, Security Services, Toilet paper, Water, Toner cartridges, Office equipment and repairs.
- Computer supplies, sales and repairs.
- Web page design and other advertising needs.
- Cleaning products and services.
- Accommodation for business clients travelling interstate.
- Catering for functions.
- Promotional Services such as Printing, Banners, Sign writing, Embroidery, Uniforms, Marketing, Promotional Products and Advertising.
- ETX International Gift certificates - incentives for staff or gifts for clients.
- Professional services including Solicitors, Accountants, Debt Collection and Financial Advisors.
- Vehicle sales and service
- Pay your staff in part trade.

The cash and trade dollars that you receive are earned from extra business you would not have gained if you were not an ETX International member. So you see if you spend your trade dollars on existing cash expenses such as the examples listed, above you are effectively conserving your cash dollars.

Personal items on which you spend your trade credits on is in effect, spending within your business as your personal drawings.

**Do you ever offer a discount?** Do you know that you are literally throwing your money away?

**Why?** The ETX International system is designed to allow you to retain the difference between the discounted price and the retail price. The bigger your discount, the smaller your profit!

Do you spend money on advertising to dispense with unwanted stock?

**Why?** As an ETX International Member we are happy to offer you free advertising. By not discounting, and saving cash on your expenses, you have taken advantage just two ways membership with ETX International can conserve your cash flow.

Remember to contact Head Office or your Regional Agent if you need assistance to locate products or services. If you are unable to find what you want, always ask. You may be pleasantly surprised at what we are able to source for you.

### Consider Your Trade Percentage

Think about the trade percentage you would like to accept. ETX International offers its members total flexibility when accepting trade: you may change your percentage from job to job, or at different times of the year, however you must respect the right of other members to have the same flexibility. Please note however that members who offer a very low trade percentage statistically will not receive as much extra business as a member offering a higher trade percentage. The idea is not only to offer your profit margin as the trade component, but also to cut into the cost of producing your sale to help generate the extra business, but make sure that you are spending your trade dollars wisely by using them on cash expenses you already incur.

### Right Price, Trade Component Negotiable

"Right Price, Trade Component Negotiable" is our motto. Simply, this means we don't enforce a standard trade percentage across the board as other trade exchanges do, however we expect your price to remain comparable with prices on the cash market. You decide what trade percentage to offer.

### How Our Exchange is Different from Our Competitors

Although there are similarities in our concept with other trade exchanges, there are two very big differences.

1. Cost effectiveness - the structure is correct because the member is only charged a transaction fee on the trade component when they buy. You can sell as much as you like through ETX International without incurring any fees
2. Negotiable trade component - we give you the ability to choose a trade component to suit your business. We also pride ourselves on our personal service.

## Online Services Available

The Exchange website **[www.empireXchange.com](http://www.empireXchange.com)** offers 24 hour service and account information via our secure site. Information regarding the security of this site is available online from a link on our website.

Members can access up to the minute account information, transfer trade to another member's account, pay transaction fees online, search the membership directory, join the Clubs on offer, list product for sale on Empire Barter Solutions, a one stop Auction / Swap / Classifieds centre, order cheque books, membership cards, or leave feedback on our services.





#### Cash OR Email

If you wish to receive your monthly statements in hardcopy, a cash fee will be incurred per month. The statement and tax invoice, along with the national newsletter and a new members' list will be sent via the post.

If you have an email address, you do not pay a monthly fee. All tax invoices, statements and bulletins will be sent to the nominated email address.

## How to Trade

### Membership Directory

All trading member except broker driven members are listed in the directory which is available online and in hardcopy. Broker driven members are managed by the member support team and are not listed in the directory which is why you should call your Regional Agent or head office if you can't find what you are looking for in the Directory. Members are listed under categories similar to those you see in the Yellow Pages. Get into the habit of looking up the ETX International directory for products or services before you spend cash. You will be amazed at how easily you conserve your cash.

The membership directory included in your membership kit is only current on the day it was printed (the date is displayed on the bottom of one of the pages). Head office prints directories approx every two weeks to allow for changes to the membership base. All members are encouraged to order a new directory approximately every 6 months as new members are added daily, and you will not find them in the old directory. State wide and national directories are available for minimal cost. To order a directory, simply phone our office or log on to the Exchange website with your username and password and click on "Order Directory".

The most up to date Directory is available from the member's section on the Exchange's website. New members display immediately they are listed and you have the added advantage of making more refined searches – by category, by postcode, by town, by region – or you can simply download the entire membership listing. Members using the internet can keep their hardcopy directory updated by regularly printing the "Monthly New Members List" which is available from the "New Member" link on the secure member site.

### Contacting Members to Trade

When contacting other members with the intention to trade, industry etiquette requires that you identify yourself as an ETX International member and agree to the trade percentage prior to purchase. Once you negotiate your purchase with another ETX International member you have the option to complete the transaction online via the Internet or via your ETX International cheque book for amounts up to a certain limit. The limits vary from country to country, so please check your National Trading Rules for this information. More information on the ITT form is available below.

### Cheque Book

You can use your ETX International cheque book for purchases up to the ITT limit. Check your country's National Trading Rules for this information. Simply write the seller's account name, account number and the trade dollar amount on the cheque. If the amount is over the authorisation limit (see your National Trading Rules), the seller must ring our dedicated authorisation line for an authorisation number. To reorder a cheque book simply call our office, or log on to the Exchange's website with your username and password and click on "Order Cheque Book". There is no charge for a cheque book.

### **ITT – Intention to Trade**

When a transaction is over a certain limit as set out in your National Trading Rules, an Intention to Trade form needs to be completed by the buyer and both buyer and seller must sign. This form is available from the member's section of the website and it must be lodged at your country's Head Office at least 24 hours prior to the transaction taking place. The buyer must pay the relevant transaction fee on the trade component of the purchase in advance of the transaction taking place. Payment must be forwarded to Head Office with the ITT form. Sellers, please note that if you do not ensure an ITT form has been completed by the purchaser as required, you should not hand over your goods as the transaction will not be honoured by the Exchange. The transfer of trade credits is made when the form is processed at head office.

### **Authorisation**

Transaction amounts of over the authorisation limit, but below the ITT limit require a phone authorisation before the transaction is completed. Sellers call their country's Authorisation line to receive an authorisation number which must be written on the trade cheque before posting it to head office. Without this authorisation number, you are not guaranteed of receiving your funds. For amounts over the ITT limit both the buyer and seller must complete an ITT Form in place of a cheque. This must be authorised prior to the transaction being completed to guarantee transfer of funds.

### **Password for Online Use**

Included in your membership kit is your Username and Password to log onto your account. To access your account online, select "Members' Login" from our home page ([www.empireXchange.com](http://www.empireXchange.com)). A login screen will display. Enter the username and password in the appropriate boxes and select "OK". A summary of your account will display. You should change the password on your first login. You are able to do this by clicking on 'Change Details' at the bottom of the left hand column, type your new password in the box provided and then click 'Go'

### **Online Transactions**

Your online trade account operates similarly to your regular online banking facility. Access your account by selecting Members' Login from the Exchange website. Transactions below the ITT limit can be completed immediately online provided there are sufficient funds in the buyer's account. The Buyer simply selects "Transfer Funds" under the "Transactions" heading, completes the requested information (both Buyer and Seller details), and notes the transaction authorisation number issued on the screen. This is your record that the transaction has taken place and confirms the transfer of the funds from Buyer's account to Seller's account. The Seller is also given this number as a record of their transaction.

### **Taxation**

ETX International administers and develops a co-operative of businesses that trade amongst themselves. The use of a common currency, as a portion of every sale between members, facilitates this process. This currency is known as ETX credits or Trade credits. One ETX Credit is equal to one unit of your country's currency. For example, one ETX credit is equal to one dollar. Members must treat ETX credits the same as they would their cash when making a tax declaration. For more information on taxation, please contact your country's head office, or visit the government website on taxation.

### **Inflating Prices**

**RIGHT PRICE** - At ETX International we investigate all reported cases of members inflating their prices. We also monitor the Classifieds listings that are free to members of the exchange, and also prices in articles submitted to our newsletter and online bulletins. It is a breach of our Trading Rules to inflate prices or differ pricing for trade members.

**BUT REMEMBER**, just as in the cash market, you will always come across different prices when obtaining quotes from more than one company. Sometimes it may seem one member is inflating prices, when in reality, they just have a different pricing structure from another company who may have quoted more cheaply for a similar product or service. All businesses work on differing profit levels, have different overheads, and have the right to price their product as they see fit. If you think it is too expensive, simply choose a cheaper supplier. If, on the other hand, you feel it is definitely a case of inflated pricing, please advise your Regional Agent of national head office so they can follow up with the member concerned.

## **Included in your Membership Kit**

### **Welcome Letter**

Please sign this letter to confirm you have received your membership kit, and return it to head office by mail or fax.

### **Facility Request Form**

As a trading member you can apply for a goods and services facility, which operates similarly to a line of credit. The facility is valid for 24 months and is available to help kick start your trading. Please note a facility is not a gift. The trade credits spent must be repaid. Full terms and conditions of the Facility are displayed on the Facility Request Form.

### **Cheque Deposit Summary**

If one or more cheque needs to be submitted, complete this form and send in with the cheques. You will need to keep a record of the cheques you are sending in, in case they get lost in the post. This form can also be downloaded from the Member's section of the website.

### **Additional Signatory Form**

Account holders can elect to have additional people as signatories or contacts on their account. Additional signatories can sign cheques and receive account information.

## **Services Available to Members**

### **Online Auction Site**

Available through Empire Barter Solutions, members can list items for sale, buy now, or swap on the online Auction site. Items cost \$3 cash and \$2.50 trade (Australian) to list. There is a 1% fee charged on the winning bid, payable in the same cash/trade ratio as the item is offered. Members can bid on items listed in a traditional style Auction or Dutch style auction. Remember to regularly visit the online Auction Site to view current items for auction.





### Online Catalogue

Members can browse products listed on our Online Catalogue which is available from the Exchange website. Items available from the Head office warehouse can be added to your shopping cart for online purchase. You must contact the seller direct for items listed by other members, or Regional Agent. Members can list products for sale on the online catalogue by contacting the Catalogue Administrator and providing product information, price, photographs and trade percentage. Remember to regularly visit the online Catalogue to view current items for sale.

### Classifieds

Classifieds are products 'for sale' or 'wanted to buy' that have been listed on the website.

Available through Empire Barter Solutions, members can list a classified for products they have for sale, or items that they want to buy. Items can be listed for sale free of charge when they are under the equivalent of \$374.99 Australian. Items \$375 Australian or equivalent and above are charged to normal listing fee of \$3 cash and \$2.50 trade Australian. Listings must be at least 30% trade, and are automatically deleted after 1 month. Classifieds are for advertising specific new or used items. General advertising of your business products and services is prohibited on the Classifieds. Contact your Regional Agents to have your business advertised in the Exchange newsletter.

### Advertising

Members can advertise their business in a range of ETX International publications at no cost. Online members receive a monthly Email Bulletin that is sent on the 15th of each month to all national members. Hardcopy members receive a Newsletter that is posted at the beginning of the month with their statement and tax invoice. The monthly newsletter is also available to view from the website and online members are advised by email when it is published. Due to the large number of members wishing to be advertised, we cannot run consecutive ads for a member in every issue. To advertise your business in our national publications email, fax or mail your article, or submit it from the newsletter section of the website. We are unable to send out an email message promoting individual members unless there are exceptional circumstances. Members can elect to receive extra promotional emails over and above the monthly bulletin, fortnightly spotlight and National newsletter, by advising head office.

Regional Agents produce their own local publications. Articles for local publications will need to be submitted to your Regional Agent.

### Real Estate

Members can purchase Real Estate using trade credits. To view the current listings, log on to the corporate website or request a hardcopy list from Member Support. Trading members can apply for a trade credit facility to purchase property. If you are interested in selling a property with a trade component, contact your Regional Agent. It has been our experience that property with a trade component sells much faster than properties without trade.

A Property Bulletin, including a selection of Hot Properties is emailed to online members every month. Members will need to log onto the corporate website to view a full list of properties available.

### Advertising Subsidy

ETX International is happy to assist members with advertising costs when you follow a few guidelines and include our logo in your advertising. The subsidy will be paid in ETX credits, tax inclusive. The subsidy applies to printed ads, web pages, television ads and radio ads. Visit the website for the Advertising Subsidy Guidelines or contact Member Support to request a copy of the guidelines.



### **Warehouse Consignment**

Some Regional Agents including Head Office have a warehouse or show room displaying members' products for sale. Members can stock their products in the warehouse on consignment for a small consignment fee payable in part cash and trade. The warehouse is an additional retail outlet that can be utilised by all of our members. Shopping in the warehouse is a great opportunity to also meet the Member Support staff. Contact your Regional Agent for consignment information or request a copy of the Consignment Stock Policy document from Member Support.

### **50% Plus Club**

Members of good standing can apply online to join the 50% Plus Club. Members within the 50% Plus Club trade reciprocally with other 50% Plus Club and Gold 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 for these transactions.

### **Gold Club**

Members of good standing can apply online to join the Gold Club. Members within the Gold Club trade reciprocally with other Gold Club members at 100% trade. Gold Club members must also trade with 50% Plus Club members at a minimum 50% 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 for these transactions.

### **Online Transactions**

Members can log on to the corporate website and transfer trade credits from their account to another member's account using the online transaction feature. Once the online transaction is completed, the seller will receive an email transaction receipt in confirmation that the transaction has been completed successfully. A trade cheque is not needed if you are transferring funds online. Providing you have sufficient funds in your account, you can transfer amounts up to the ITT limit using the online transaction function.

### **Referral Bonus**

Members who refer a new business to ETX International may receive a cash or trade referral bonus. To qualify for this bonus, the member referring the new business must bring the new business owner to their local Exchange office where they will receive a presentation and complete a membership application. The referrer must complete a Referral Form to receive the bonus. Please check with your National Head office to see if they offer a cash or trade referral bonus.

### **Multi Purchase Vouchers**

Multi Purchase Vouchers are available from Head Office and are used when a member uses a business's service or product on a regular basis involving transactions of a small amount.

The buyer pays upfront an amount of trade dollars that is registered on the Multi Purchase Voucher and presents the Voucher each time they purchases an item. The transaction amount is deducted from the balance of the Voucher, until the voucher holds a nil balance. If there is room left on the voucher, the buyer can put more money onto the voucher and continue using it. The Multi Purchase Vouchers is to be used for the trade portion of a transaction only. The selling member may choose to take both the cash and trade upfront, or only the trade, charging the cash amount at the time of each purchase.



The Multi Purchase Voucher is useful for the member who buys lunch regularly from the takeaway store member. For example, the member purchases lunch for \$6.00 50/50. Instead of writing out a cheque for \$3.00 trade each time, the member has the \$3.00 deducted from the balance on their Multi Purchase Voucher.

While Multi Purchase Vouchers can be used by any type of business, they are particularly useful for the food industry, video rental stores, alcohol stores, butchers, bakeries, fruit & veg stores, or beauty salons - any business where the buyer will be regularly using your service. The Seller must initial each transaction as the buyer uses his Multi Purchase Voucher and the buyer is responsible for the safe keeping of the voucher.

### **Gift Certificate Cheques**

Gift certificate Cheques, available from head office, are a voucher that allows a non-member friend, family, or staff member the ability to share in the lifestyle benefits of our trade exchange. 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 Exchange 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 preset denominations. Check with your head office for availability.

Gift Certificate 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. Certificates that have expired cannot be used or deposited into a members account. Gift Certificates are valid for use with participating Exchange members for goods and services only. The person receiving the Gift Certificate Cheque must fully understand how to spend the trade credits.

### **Pay your Staff in Trade**

Do you know that you can set up a fee free ETX International account for your staff? Use your ETX credits as incentives and over-award payments. Members can arrange to pay their staff in part trade via a dedicated staff account that can be established for this purpose. Some conditions apply.

### **Member Support Available**

Contact your local agent to assist with any trade enquiries, account information, to source products and services, and for free local advertising.

## Trading Tips

- ▶ Read our website, newsletters and email bulletins to keep up to date with new services and member specials.
- ▶ Don't let your trade dollars accumulate before you even think about spending them, when all that time you could have been spending trade on day to day expenses!
- ▶ It is a matter of educating yourself every time you are about to spend cash on any goods and services - check first if you are able to source that particular product or service on trade.
- ▶ If you come across a business that is closing, changing location or not able to trade please inform your local Empire office.
- ▶ When trading with ETX International members, we suggest you act in accordance with your normal business practices on the cash market. If you normally require a cash deposit, do the same thing with ETX International members. If you normally require the cash up front, again do the same thing with ETX International members and ask for payment up front.

Make sure the agreed trade percentage is clearly understood by both parties.

- ▶ If you prefer to use a hardcopy directory when you are searching for goods and services always check the date of your directory in the bottom left hand corner.
- ▶ When contacting other members to spend your trade dollars, it is important to clarify that you are an ETX International member. Sometimes confusion occurs where a member phones another member and asks "Do you take Trade?" or "Do you take Barter?" The person taking the call may assume you are referring to a different trade exchange. They may not be taking other trade currencies, but still accepting ETX International.
- ▶ Who does the shopping? Or who in your office does the purchasing? It is important to communicate with your partner or your staff and educate them on how to use trade dollars as well. Ensure the person in your office who purchases items knows to check with trade first, either by searching online or obtaining an up to date membership directory from ETX International.
- ▶ When booking your Christmas party – think trade first! We have many members with venues that cater for Christmas parties.



## Fees Explained

### Monthly Administration Fee

Member's accounts are charged a monthly cash Administration fee.

### Goods and Services Transaction Fee

When you purchase from a member you are charged a cash transaction fee that is a percentage of the trade component. This amount displays on your online statement and you are invoiced monthly. There are no fees when you earn your trade credits.

### Real Estate / Contractual Transaction Fee

Members who purchase Real Estate are charged cash transaction fee that is a percentage of the trade component in the property transaction.

### Optional Stationery Fee

A cash Stationery fee is payable monthly unless ETX International receives notification that the member will obtain their invoice, statements of account, monthly newsletters and updated ETX International Membership Directory listings via online facilities.

This information is emailed monthly and also available from the Exchange website.

### Bad Debt Reserve Contribution

A trade contribution of \$48 is debited annually to fund any debts incurred by the exchange and to ensure that trade credits retain their value and integrity. This is an industry standard.

### Facility Administration Fee

A cash fee of 1% (plus tax) is charged for the establishment of goods and services facilities over a certain limit.

### International Transaction Fee

An additional 1% (plus tax) transaction fee will be payable on trade component of all international transactions. This is incurred by the buyer.

**NOTE:** Please check your National Trading Rules for Fees and percentages that apply in your country. The National Trading Rules are available from the exchange website and were also given to you with your copy of the Membership Application form when you joined.



## Payment Methods Accepted

Payment methods available in your country of operation will display on your monthly invoice. If in doubt, check with your national head office. Some or all of the following payment methods may be available to you.

**Bill Payment System** An easy method of paying monthly transaction fees online or over the phone through your financial institution. Your monthly invoice will display your country's Bill Payment icon if this payment system is available to you. This requires you to be registered for internet or phone banking with your financial institution.

### **Credit Card**

Over the phone, or by logging onto our secure member site.

Visa and MasterCard accepted

### **Internet transfer**

Or direct deposit to the Exchange's bank account

Name: .....

BSB: .....

Account: .....

Ref: Your membership account number

### **Cheque**

Made out to: .....

### **Cash**

Come into the head office and pay your invoiced fees in cash

### **Direct Debit**

Complete a direct debit request form and have your monthly cash fees automatically debited from your nominated bank account or credit card on the 21st of each month. Your nominated account is not debited until a minimum amount is due and payable.

## Website Assistance

As an online member of the Exchange, there are many services available to you from the corporate website [www.empireXchange.com](http://www.empireXchange.com) by logging into the secure member's section. These services are listed on the left side of the screen.

### Logging on to the Secure Site

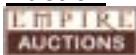
To access your account online, select the "Members' Login" link from our home page at [www.empireXchange.com](http://www.empireXchange.com). A login screen will display. Enter your username and password in the appropriate text fields and select "OK". The default view when you first log on displays a summary of your account. If you have misplaced your username and password, please contact your national head office.

### Catalogue



By clicking on the catalogue icon you are taken to the Empire Online Catalogue of members' products. By clicking on the individual categories of products members can view items for sale including pictures, description, price and trade component. Some items are available to purchase with the "Buy Now feature, via a shopping cart for online purchase. Other items must be ordered direct from the member and an email link to the member is provided.

### Auction



Select this link to go to the Empire Trade Auction site. This service allows members to place items for sale, or bid on items already listed for sale.

View a "**Summary**" of your account and directory listing.

Click on **Contacts** to view the contact details of Empire Trade offices both nationally and internationally.

**Products/Service request** – if you can't find what you are looking for in the online member's directory complete the Product/Service Request online form. This will be submitted to head office member support who will act on your request.

**Newsletters** – Members can view current and past National newsletters by clicking on this icon.



Members can also submit articles for publication in the national newsletter or Spotlight email by clicking on 'Submit your Article' icon

Click on **New Members** to view a list of new businesses that joined Empire Trade in the last 30 days and the product or services they offer. Contact details are also displayed

**Directory 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. You can also limit your search to Gold Club and 50% Plus Club members.

### **Directory Downloads**

Download and print a directory of members by Country or Area. Members can also download directories of pre-selected categories such as: Contractor; Restaurant & Accommodation Supplies;



Restaurant and Accommodation; Tourist Information; Business Services/Supplies; or Wedding Directory. These can be selected by region or state.

### **Order Cheque Book**

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

### **Order Directory**

From here members 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: Facility Agreement, Intention to Trade form, Direct Debit/Transfer Requests, Additional Signatory, Supplier Statement form, and Member Deposit Summary forms in A4 and A5.

### **Compliments and Complaints**

Submit a compliment or a complaint by filling in the boxes provided. You will receive a response to your feedback the next business day. If you have had a great trade experience you can also use this form to 'dob' in a member who you think deserves a trading bouquet. Trading bouquets are published in our monthly newsletter and email bulletin.

### **50% Plus Club**

Read about the benefits of the 50% Plus Club and register to join.

### **Gold Club**

Read about the benefits of the Gold Club and register to join

### **Transfer Funds**

Members can transfer funds online to the account of another member up to \$2999. Select "Transfer Funds" under the "**Transactions**" area. Enter the account number into which you wish to transfer funds, enter the amount to transfer, enter a description under 'Details'. After checking the information is correct, select "Process".

You can also perform currency conversion calculations with our new **Currency Convert** function

### **Access to Statements**

Tax Invoices are sent by email during the first week of each month, provided that new fees have been generated during the previous month. A statement of account will be emailed each month. You can also view current or past transactions online from the "**Statement**" area of the secure member section. Selecting "Current" will display the current month's statement and activity. By selecting "Past" you can view up to 12 months of trading activity back to the year 2000, or select particular month to display and print. Any fees owing will also be displayed.

### **Fee Payment**

You can pay your fees online by Credit Card. Select "**Fee Payment**" from the left side of the screen, and either accept the total amount of fees owing, or change the amount you wish to pay. Enter your credit card details and select "Confirm". The members' section is encrypted to ensure



your details are secure. Please refer to our **Secure Member Services** page available from a text link on the footer section of our website.

**Bid N Buy** – This link will take you to the Auction Site

### **Classifieds**

You can "add" items to our online classified, "edit" or delete your entries, and "search" all items for sale or wanted to buy from our Classifieds Section.

### **Real Estate**

You can search our entire Real Estate listings from this link or download the complete listing by country.

### **My Details**

Access or update your details by selecting "Change Details". You can update your contact name, email address, web page URL, phone, fax and mobile numbers, change your password, or update your business/residential street address and postal address. Once you have made your changes, submit them by selecting "Go".

If you need any further assistance, please contact the Member Support team at our National Head Office.



## **Contacts**

Your National Head Office

Your Regional Agents

International Contacts