



EMPIRE
TRADE EXCHANGE

NATIONAL AGENT'S MANUAL

TABLE OF CONTENTS

SECTION 1

INTRODUCTION.....	3
MISSION STATEMENT	4
ORGANISATIONAL VALUES	4
GUIDING PRINCIPLES	4
TEAM WORK PHILOSOPHY	5
THE HISTORY OF TRADE.....	6
THE ORIGINS OF THE TRADE EXCHANGE	6
HOW ETX INTERNATIONAL WORKS	6
ETX INTERNATIONAL CORPORATE STRUCTURE.....	7
BENEFITS OF MEMBERSHIP TO ETX INTERNATIONAL	9
HOW TO ESTABLISH AN ETX INTERNATIONAL AGENCY	8
NATIONAL AGENTS OBLIGATIONS	11
INCOME STREAMS	12
STAFF REQUIREMENTS	12
FINANCIAL REQUIREMENTS.....	12
GENERAL	13
THE ETX INTERNATIONAL CORPORATE WEBSITE.....	14
UNDERSTANDING THE PAPERWORK.....	15
APPENDIX.....	17
NOTES.....	18

SECTION 2	Intranet
SECTION 3	Sales Training
SECTION 4	Sales Presentation
SECTION 5	Member Support
SECTION 6	Forms
SECTION 7	Agency Contacts

INTRODUCTION

Sustaining the **continual growth** of the Trade Exchange requires an ongoing commitment to acquiring new members, providing support to existing members and developing real estate trading.

To achieve **strong membership growth** the National Agents team must be dedicated, highly trained in all of the ETX International systems, procedures, code of practice, and have the ability to **effectively communicate** that knowledge to potential new members.

To provide adequate member support, personnel must be fully versed in all aspects of the systems and philosophies, and must be focused on members needs.

Teamwork is essential to our success. As an organisation, each of us has a major role to play. The Exchange is **only as proficient** and **dynamic** as its people. While we are essential from an administrative perspective, our members are the unique ingredient that makes the exchange what it is today.

To ensure continuity of procedures and practices it is important that management understand our company's aims towards a **Quality Management System (QMS)**. ETX International is striving towards accreditation under a **world standard** and acceptance of a Quality Management System through the ISO 9001:2000 requirements, and it is vital that all staff are made aware that company procedures and policies are clearly understood, and only accredited forms and documents are used at all times.

Communication is also of paramount importance to our success. Timely, accurate and reliable information flow through our entire operation is essential. We must make every effort to ensure this occurs.

This '**Agency Training Manual**' introduces you to "The ETX International story," from the humble beginnings of the Barter Exchange to the company of today. It also outlines our "Code of Practice" and provides the basis for you to successfully establish a dynamic ETX National Agency.

The '**Intranet**' section provides a full explanation of the features available from our online administration system.

The '**Sales**' section focuses on the sales aspects and provides a full understanding as a foundation assisting agents and sales people to become more competent and confident in presenting the ETX International concept.

The '**Sales Presentation Kit**' provides sales people with the necessary sales aids to enable them to present the concept to potential members. The Sales Presentation Kit Supporting Guide gives clear instructions on how to present the concept.

The '**Member Support**' section provides the procedures and processes necessary to provide an effective Member support service to members.

In addition to the National Agents Manual, the '**Business Management Systems Procedures**' manual describes all the processes and procedures to be followed in the day to day running of a National Agency. As a resource tool, this manual will provide quick and easy access to enable the National Agent or their staff to identify the correct processes to perform any administrative action or duty.

A Message from the Directors of the International Exchange

ETX International provides trading alternatives for business and lifestyle, through a community and membership based organisation, using ETX credits as the medium of exchange. Through the promotion and support offered to member businesses, ETX International fosters commercial growth, within the community, and provides an avenue of support for community organisations, charities, and sporting sponsorships.

Chris Sun

Peter Barnes

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.

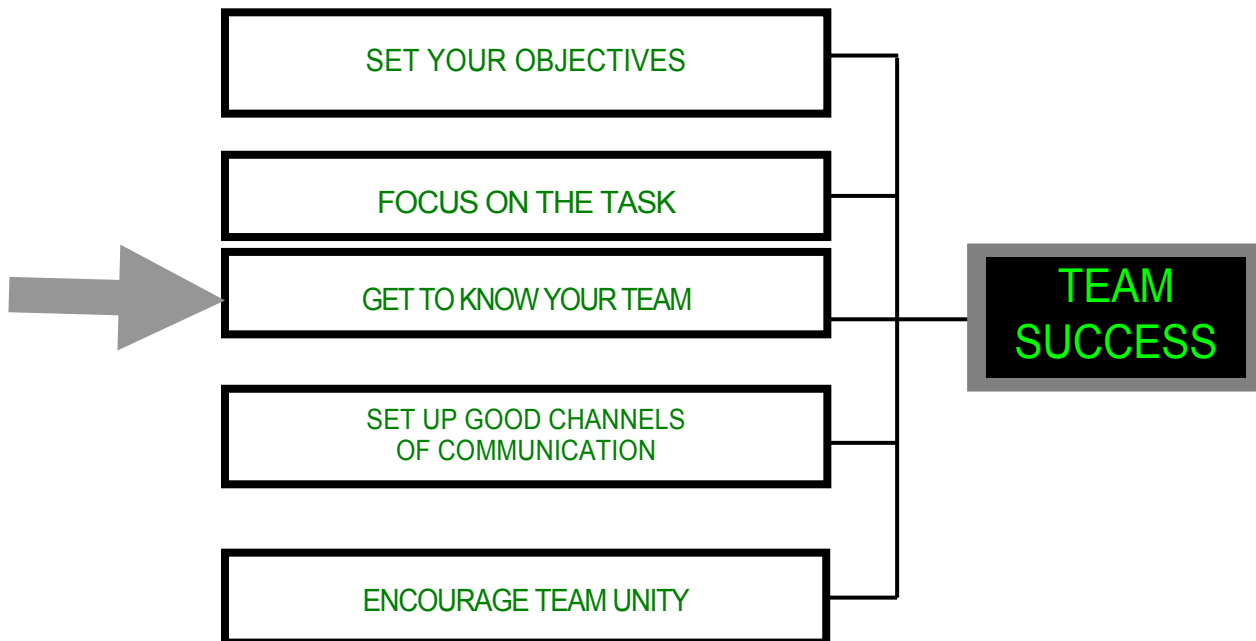
Organisational Values

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

- ◆ 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

Team Work Philosophy



Getting to know people as well as you would like is not always possible. Team members sometimes come and go, and there isn't always the time or the opportunity to communicate on a personal level. Yet as your experience will no doubt tell you, when you get to know people well, and learn to get along together, all kinds of benefits ensue, including:

- ❖ **Greater coordination of effort**
- ❖ **Mutual trust**
- ❖ **Increased cooperation**
- ❖ **Improved efficiency**

At ETX International we think of everyone as being an integral part of the team. In fact, because we spend approximately a third of our available time at work we think of each other as part of our extended family. Your effort in maintaining this ethos will ensure your time at ETX International will be the best working days of your life.

THE HISTORY OF TRADE

Before cash, cheques, credit cards and way before banks, Barter was the only way of doing business. You can imagine the person who invented the wheel exchanging his product for food or building materials such as rock or timber.

Today Barter is still used extensively throughout the modern world. Large corporations have used Barter for various reasons.

The Origins of the Barter Exchange

The Barter Exchange is based in Vanuatu, and through its management companies commenced operations in February 2000 in Australia with the appointment of the first National Agent in a small office/showroom at Maroochydore on Queensland's Sunshine Coast. Rapid growth soon necessitated a move to larger premises at 2 Production Ave, Warana in August 2000 which included a 1200 square metre warehouse for display of member goods. Turnover was in excess of \$100 million in the first year. Within three years, the Trade Exchange established branch offices in nearly every state and territory of Australia and was operational in 4 countries. Membership rapidly swelled to over 10,000 within 4 years and now ETX International has a presence in over 10 countries around the world.

To check membership growth in your country or region, log on to the ETX International administration website (<https://admin.ebanctrade.com>), and look under "GRAPHS".

Real Estate and ETX International

The provision of real estate services has been an important part of our services from the day our doors first opened. The real estate sales arm for the Trade Exchange has generated many millions of dollars in property contracts since opening in February 2000. The special services offered by ETX International to help members purchase property are second to none. With trade credits being made available interest free, property purchase becomes simpler than the normal negative geared options offered by conventional Real Estate operators.

ETX International's success is built on helping all businesses to trade with each other to gain a competitive edge in today's tough market conditions.

How ETX International Works

ETX International is **an innovative and progressive Trade Exchange**. A membership and community based organisation, ETX International offers real and **practical solutions to all businesses** through alternative marketing strategies that can **help to increase turnover and profits**, and provide an improved lifestyle while **easing cash flow restrictions**.

ETX International administers and develops a cooperative of businesses that trade among themselves. The use of a common currency as a portion of every sale between members facilitates this process. This currency is known as Empire Trade credits or ETX credits. They are also known as trade dollars in Australia, USA and New Zealand. In other countries they are also known by the currency of the country, i.e. England has Trade Pounds while Europe has Trade Euros and so forth.

The ETX International Corporate Structure

The PARTIES participating in the BARTER EXCHANGE known as ETX International, the Trade Exchange or the Exchange are:-

- ETX International Inc (Number 25171 Vanuatu) (called "the Exchange Company") which does not trade, but houses the Traders' transaction records.
- ETX Management Inc (Number 31162 Vanuatu) (called "the Manager") and its Delegates which manage the Trade Exchange.
- ETX Administration Pty Ltd (incorporated in Australia) which acts as the manager of the exchange.
- National Agents, who operate the International Barter Exchange in countries, who are appointed by the manager or its delegates.
- Regional Agents within countries who are appointed by the National Agents of each country of operation.

ETX International Members

Trading members of the Trade Exchange who agree to be bound by these Rules and the Constitution of the Exchange Company and who trade with other trading members within the Trade Exchange nationally or internationally are called "Traders" or "Buyers" and "Sellers".

The parties agree that the rules of the exchange constitute a contract initially between the Exchange Company and the Manager establishing the Trade Exchange and then as each Trader joins, constitute a contract between the Exchange Company, the Manager and each Trader. The exchange and the traders agree that their mutual promises and obligations shall be binding. The Parties agree that these Rules shall establish ETX International as a trade exchange facilitating reciprocal trade amongst the Traders nationally and internationally and shall govern the management and operation of the Trade Exchange.

The exchange company and the manager agree to be legally bound by the rules and each trader agrees to be legally bound by the Rules upon signing the membership application form.

What Does the ETX International Exchange Do?

*The company facilitates the exchange of goods and services amongst its members. Members with the ETX International advantage, gain the opportunity to **increase market share, conserve cash, improve profit levels, promote member goods and services**, improve lifestyle, purchase property and receive special assistance packages or special trade facilities.*

Overview

- Product and services are exchanged between members for "Cash" and "Trade Credits".
- The trade percentage of the transaction is at the selling member's discretion.
- Members can elect to participate in the 50% Plus Club or the Gold Club and access goods and services from other club members at a minimum of 50% trade.
- Payment of trade between members is made either by a trade dollar cheque or online funds transfer between the members' accounts.
- To become a member, a client pays a once only membership fee.

- Members who elect to receive their directory updates, newsletters and account information in hardcopy are charged a monthly cash stationery fee. Members can obtain this information free of charge by email, or by logging onto our website at <http://www.empireXchange.com>.
- A transaction fee is charged when members purchase goods or services and it is calculated on the trade component of a transaction; a low monthly administration fee also applies to each account.
- There are NO fees charged on the cash component of the transaction, or on Trade Credits earned by a business.
- The value of ETX credits is assured by the existence of the Debt Reserve Fund. Any unpaid debts to the exchange which would normally erode the value of the currency are repaid from the Debt Reserve Fund, and this ensures the efficacy of the exchange. The Debt Reserve Fund is funded by an annual contribution from the members in trade credits. This payment is made direct to the Manager and is exempt from a country's consumption tax.

ETX International Services

- The membership directory of goods and services is available in hardcopy and online.
- The ETX International corporate website promotes, markets, and advertises members' businesses to an ever-expanding membership base nationally and overseas. This provides an established market for members' goods and services.
- Members are invited to join one of the Clubs below by agreeing to trade with other club members at the stipulated trade percentage. Apart from the higher trade component available when trading with other club members, other special benefits are offered exclusively to club members from time to time.
 - **50% Plus Club:** By joining the 50% Plus Club, members agree to trade with other Club members at a minimum of 50% trade. Members are assured of receiving higher trade percentages from other club members than they might normally be offered outside the club.
 - **Gold Club:** By joining the Gold Club, members agree to trade with other Gold Club members at 100% trade. Gold Club members are also automatically entitled to membership in the 50% Plus Club which allows them to access trade percentages of 50% or higher when trading with 50% Plus Club members.

Full information on these Clubs and the terms and conditions are available by secure log in to the member's site.
- Online Internet transactions and account information are available 24 hours of the day.
- Warehouse space for display and sale of goods and services is made available to members at ETX International warehouse locations.
- Regular trade nights, membership seminars, and promotional events to assist members to network with other members and to expand their business.
- The National Newsletter is published monthly by the National Head office promoting monthly events, special deals, sales, and member information. Members can advertise for free in the newsletters and the monthly email bulletin. Current and past newsletters are available online from the company's corporate website.
- Regional Agents also promote their member goods and services in their local area newsletters called "Members' Spotlight". The Spotlight promoting fortnightly events, special deals, sales, and member information and is circulated throughout a regional area only.
- National Agents offer advertising subsidies in Trade Credits to members up to a maximum of 25% of advertising cost provided certain requirements are met. Subsidies are also available for web site promotions, television advertising and radio advertisement. Full details are available online.
- Exclusive online Classifieds service.
- Universal online Buy Sell Swap and Trade service "**Empire Barter Solutions**".
- Centralised Member Support department to assist in sourcing general goods and services plus construction materials
- Special trade credit facilities are available to allow for the purchase of property on part trade.

BENEFITS OF ETX INTERNATIONAL MEMBERSHIP

Increases Market Share

ETX International members attract new customers from within the ever expanding membership base as they prefer to obtain the goods and services for business and lifestyle using their trade credits. The new member's market share will therefore increase in an area to which they previously did not have access, and because ETX International makes it easy for its members to improve their financial situation, their trading capacity will also increase. Member loyalty is supreme.

Conserves Cash

There will always be institutions, such as banks and government agencies that do not offer alternatives to cash payment. Members are able to conserve cash income for these expenses by trading in ETX credits for goods and services available through other members. Members prefer to use trade credits for their purchases where possible as this frees up cash from their cash flow.

ETX International members find that because of the trade services, they can purchase property or expand their business using ETX credits, where the cash would not otherwise have been available. Trading with ETX International opens up growth and allows members to take advantage of opportunities as they arise by removing the problem of restrictive cash flow.

Increases Profit Levels

By using ETX credits to obtain the usual goods and services required to meet business needs, members reduce the costs associated with using cash. The bottom line is increased net profit. Impress clients with promotional packages using member goods and services. Again by not expending cash, costs are reduced and profit increases.

Low Membership Fees

ETX International has established truly affordable membership fees allowing more businesses to participate. This affords a more diverse range of membership that, in turn, provides a greater variety of product and services to members wanting to spend down accumulated trade credits.

No Hidden Fees

ETX International does not levy unnecessary hidden charges that eat into member accounts. **Low transaction fees** apply only when trade credits are spent, and a **low monthly administration fee** provides members with full use of their trade account balances, generating more transactions that can translate into increased profitability for all traders.

Promote Goods And Services

ETX International will promote market and advertise goods and services amongst its members through local and national directories, and also through the **directory listings** on the corporate website. ETX International also provides brochure mail outs, email promotions, a World Wide Web listing on the internet, trading events, retail display, and breakfast meetings. Exchange members will also promote goods and services by word of mouth because they have benefited from trading with other member businesses. ETX International's advertising and dynamic membership drives will also promote members' businesses to those outside our membership circle. Members can also promote their goods and services free of charge in the National and Regional newsletters and email bulletins.

Strong Internet Presence

Utilising the latest in multimedia and internet technology, ETX International's interactive website is innovative and user-friendly. This allows traders to keep up to date on new developments, access trader information, and check on accounts, inspect properties, peruse classifieds carry out transactions and authorisations, and keep in touch with other members via email. Our web presence reflects the company's desire to provide members with a unique service, second to none.

Empire Barter Solutions Universal Online Trading Service

Buy, sell, swap or trade on Empire Barter Solutions universal trading service. Members can list products for auction, sale or swap and can purchase from the many products listed for auction, sale or swap. Empire Barter Solutions is also open to non members of the exchange, and all trade currencies can be converted to ETX Credits to allow non exchange members to purchase. Only Exchange members can list items for sale with a trade component included. All Empire Barter Solutions members can list product for sale through a combination of cash and swap.

Flexibility in Amount of Trade Credits Exchanged

ETX International believes that all members should have the right to run their businesses as they see fit. To this end, the Exchange in no way determines or controls the level at which traders operate. All traders decide their own percentage level of trade on any given transaction, and have the right to negotiate a percentage of trade on a deal by deal basis. Our philosophy is "*Right price; Trade component negotiable*". By allowing members to choose their own trade component, our membership base can continually trade, unlike other systems where a 100% trade requirement means members temporarily cease trading when the balance between trade and cash income is heavily weighted towards trade.

Improves Lifestyle

Because members are conserving the cash portion of their income, the trading portion will allow for budgets to include services that members might normally forego. A dinner for two at a romantic restaurant; a family holiday; travel; a therapeutic massage; a weekend away; or the luxury of takeaways on the way home from a busy day. There are many other scenarios and the ETX International trading advantage can **provide them all.**

Special Assistance Packages

Our range of 'easy to access' services provides members with the added advantage of being able to expand with business demands and invest to strengthen the company asset base. On a personal level: you can help to secure the financial future of your family with a property purchase; use our membership facility to take a holiday; make home alterations; buy a second car; or take out a special purpose loan with one of our members who specialise in financial services.

Assistance with Property Purchases

Ever wanted the security of investment property but know the conventional banking institutions will not support your request for finance? By trading through ETX International, members can take advantage of the trade component of the property price to leverage into property investment. The Exchange offers a range of services that assist members to realise their dreams.

Opportunity to Buy and Sell Real Estate

As an ETX International member the opportunity exists to borrow a percentage of the valuation of a property. This facility is made in trade credits with an up front cash fee payment. This fee is the only charge incurred and secures the facility amount for a **5 year period**. Transaction fees do not apply to any payments made to reduce this facility. If selling a property, a member has the advantage of advertising to the large ETX International membership base, selling quickly, at their asking price, incorporating cash and trade credits. A member may also introduce cash sellers to the ETX International system by explaining to the seller the benefits of ETX membership and encouraging them to join, and turn what was originally a cash sale property into a trade/cash deal to sell their property quickly.



HOW TO ESTABLISH AN ETX INTERNATIONAL AGENCY

Recommended Steps to Starting a National Agency

Once the agency agreement is signed, as a national agent you are now responsible for the establishment of the exchange in your designated country, which requires regional agents, members and member support.

The first step is to establish an office, installing telephone, fax, and internet services. To operate effectively you are required to have a Broad Band Internet connection allowing permanent online access to the Administration database called the **Intranet**. We are an online company and our communication with agents, staff and members is mainly online.

You would then contact as many people in your sphere of influence to promote your new business venture. The opportunity exists to involve people you already have a relationship with at various levels within your organisation.

Step two: Employ on wages, contract or commission, suitable sales people and if possible a telemarketer.

Step three: Employ member support personnel.

Step four: Appoint regional agents.

Step five: Establish an alliance with a Real Estate agent or look at opening your own real estate arm. Real Estate is crucial to the ongoing development and profitability of your region.

Ongoing steps: Always remain focused on introducing new members as this encourages existing members to trade, and instils confidence in members to provide referrals and property deals. It will also attract other opportunities to generate additional income through conversion of other trade currencies, and special purchasing opportunities for products, i.e. vehicles, boats, gems and other general goods and services.

In summary, as with most businesses, your success is measured by the effort that you are prepared to put into it. Worked correctly, the ETX International concept can greatly increase your earning potential and wealth creation opportunities, opportunities that are limited only by the extent of your vision and imagination.

Training

ETX International provides training for National Agents as part of their Agency package. They can also provide training for Regional Agents, Sales and Administration personnel for a fee. It is essential that full training is completed by the National Agent prior to commencement of operations.

Training Programme

National Agents are required to attend a minimum of 2 weeks training either at the head office or at the National Agent's office. Training may be split into two sessions.

Regional Agents can also be trained by head office, however in most cases the National Agent provides this training. A Regional Agent will need approximately four to five days to complete training. Sales and Administration personnel require on average two to three days.

An online administration system, or Intranet, is provided by EXT International. Computers to access the online administration system are the responsibility of the Agent. This system has been developed in house by the exchange since its inception, and is constantly under review for improvement and includes a range of automated features that enable National and Regional

Agents and their staff to operate efficiently.

National Agents Obligations

The terms, conditions and obligations of an Agent are set out in the National Agency agreement and the Regional Agency agreement and must be adhered to at all times. Failure to comply with the terms of the agreement may result in a breach by the National Agent. Extreme breaches could result in the Agency agreement being terminated. In the event of termination, there may be no financial compensation for the time and money that has been invested. National Agents must ensure that all staff are aware of the legal requirements of the agency.

Income Streams

Income is generated through new memberships, plus an agreed percentage of the cash flow from the fees generated by the agency regions. The more business members that are joined, and the more spend down opportunities created, the more the Agent will earn. Other ways to generate cash flow can include cash converting trade through resale of goods, and commissions from the conversion of other trade currencies.

As your national network grows you will find that sourcing product for your warehouse and other interests will become easier and ways to utilise your trade credits to full effect will present more readily. A wide and diverse range of product is available with a trade credit content, including motor vehicles and real estate. On the subject of real estate there is a lot of income potential when you can involve trade credits in purchases and sales.

It is recommended that you work on monthly targets for new members. The agency agreement has a minimum monthly requirement for members. It is also important that you regularly call on existing members to ensure that they are receiving the correct service and at the same time ask if they have any referrals for you. A surprising number of new members come from such referrals. The agency agreement also has a requirement for the agent to provide an agreed level of member support. Effective member support needs to be created and maintained at all times. Being able to source product for your members when necessary will not only form lasting business relationships, it will also bring new business opportunities by way of referrals.

Regular networking events at agent's premises, member's premises or at hotels, clubs etc., will foster good relationships between members, and increase product awareness, thereby increasing trading activity.

Staff Requirements

Skilled sales consultants are essential. The number that you engage is of course up to yourself, however we do recommend that the initial people you choose are fully trained and understand the barter system prior to any operational activities.

You will also need general office and member support personnel, and once a warehouse is established, a sales person / storeman may be required. The international head office meets all IT requirements for the online admin intranet, however it is useful to have an IT skilled contractor on call.

We do not suggest that you gather all of these staff at once unless you have the financial resources to do so. Generally, it takes time to establish a successful operation, and people can be recruited on an "as needed" basis as your business grows.

Initially, you may wish to start with yourself and a small number of sales consultants. All staff should be able trained to fill a member support role until dedicated support staff can be employed. It is a good practice to have at least one of your personnel capable of assuming a management role in your absence as occasions will arise when you will need this type of backup as your membership increases. Proper training in the ETX International system is essential for all personnel in your business.

Financial Requirements

It is extremely difficult to formulate accurate financial projections, as each area is different. Generally you will find that when a regional agent achieves around 600 trading members in their area, they should be self supporting on commissions from goods and services transaction fees alone. It is therefore of paramount importance that you have sufficient resources to cover your operations in the meantime, or have the ability to create such resources through business dealings, property transactions, trade currency conversions, etc. In this respect, once you become active as an agent of ETX International, you will find that your business contact base will expand dramatically.

General

As the National Agent you will be required to provide Regional Agents with Agency Kits, Sales Presentation Kits and an initial quantity of promotional literature in the local language to assist the Agent to commence operations. Examples of these documents will be provided as part of your National Agency agreement.

The most important aspect of commencing operations is of course networking with local businesses and promoting ETX International at every opportunity. It is recommended that Agents run regular information evenings or networking events inviting potential members and existing members. This will allow non-members to meet and discuss the concept with members, and will also help to keep existing members updated with any new developments.

New membership growth is the key to success and the more new members you can introduce into the system, the better it will be for the entire membership. A broad membership base gives you a wider network of contacts within your area and will enhance spend down opportunities available to your members. Spend down opportunities are of course not limited to your immediate area as every member you sign up has access to goods and services supplied by other members worldwide.

Inter country trade is encouraged via the online Import / Export website linked from the corporate website. International head office assists all National Agents to promote their member's goods and services throughout the entire exchange membership base.

THE ETX INTERNATIONAL CORPORATE WEBSITE

Understanding the Website

The website is constantly undergoing change and improvement, which is part and parcel of modern technology, and is also part and parcel of ensuring that ETX International continues to grow with this technology, offering a service to our members that is second to none.

For this reason it is **important that you understand what the website provides** to members and that you **regularly improve and update your own knowledge** by keeping up to date with changes, **using the website yourself** as often as possible, and offering in-house training to your agents and staff. **You as a National Agent are also responsible** for updating your country's corporate website.

The website can also form an important part of the sales presentation, and in some cases by simply talking a prospective member through the website can be enough to convince them to join.

Full training is provided to you on understanding the website and ongoing training will be available to you upon request. It is important that your sales consultants are fully versed in the website, its functions and services, and can readily access a computer as a means of ongoing training.

During a presentation a potential member with Internet access can be readily shown;

- The complete members directory;
- The classifieds and other online services;
- Empire Barter Solutions- Members can Buy, Sell, swap or Trade on our Universal Trading service;
- The ease of access to member statements and transaction history.
- How to perform an online transaction.

All of these topics can quickly support your presentation providing credibility to the principles and practices of our organisation. The website is also an excellent visual tool that impresses potential members and highlights our commitment to them and their community.



UNDERSTANDING THE PAPERWORK

Membership Application Form

The membership sale is not finalised until the paperwork is complete. Complete means filled out properly to the satisfaction of the authorising membership officer which includes the chosen form of payment. A correctly completed membership application form will ensure:

- a. memberships are processed quickly
- b. sales commissions for Consultant are not delayed
- c. new members do not have to be contacted again for necessary information.

It is imperative that the application form is completed with all required details shown in a legible fashion. Often forgotten are the business registration number, PIN number, both names and signatories for partnerships or multiple directors, the members driver's licence number and home contact details including a landline in case they sell or close up the business. Payment for membership must always accompany the application form and can be made via cheque, cash, credit card (where available) or direct bank transfer. [\(See section 6.c- Guide to completing the membership Application form.\)](#)

Member Cheque Book

Each member is currently presented with a cheque book similar to a bank cheque account. [\(See section 6.d\)](#) Authorisation is required for transactions exceeding the amount stated in the country's National Trading Rules. Transactions exceeding the specified ITT amount require the completion of the Intention to Trade Agreement (ITT) at least 24 hours prior to the transaction taking place.

On completing a transaction, a member will pay their trade component via a trade cheque or by online transaction. An online transaction occurs immediately providing there are adequate funds in the buyer's trade account. For cheque transactions, the member can retain a record of the transaction on a cheque butt. Where an authorisation number has been provided by phone, the transaction details will appear on the transacting members' statements immediately as **uncleared** funds. The funds will be cleared when the cheque with the authorisation number written on it is received, together with the "Cheque deposit form [\(See section 6.e\)](#), and processed by the national head office.

For those transactions that do not require authorisation, details of cleared funds will appear on the member accounts once the cheques are received and processed by national head office. Cheques must be forwarded within the time specified in the rules of the Exchange. National cheques are valid for 12 months from the date of issue. International cheques are valid for three months from the date of issue.

Members Cheque Deposit Form

A member will use this form when forwarding cheques they have received to head office for processing. Once received by the Member Accounts Officer, cheques will be reconciled against this document and the information will be processed to the relevant member's account. [\(See section 6.e\)](#)

Multiple Sales Voucher

The Multiple Sale Voucher is made available to members who are dealing with a particular member on a regular basis, where the size of the transaction does not warrant trade credits being exchanged for each transaction.

Some examples of this would be:

Where a member buys his lunch daily from a cafe, a multiple sale voucher would be purchased from the cafe for a set amount, say 50 trade credits, and transactions completed would be deducted from this credit balance until fully expended.

Similarly, a member who is a tradesman may purchase a multiple sale voucher at a member hardware store, pay a trade credit amount in advance, and collect his materials as required under this arrangement. [\(See section 6.f\)](#)

Intention to Trade Agreement (ITT)

Members wishing to complete a transaction in excess of the amount prescribed in the National Rules, must complete the ITT form prior to the transaction taking place. This document must be authorised by the Member Accounts Department to ensure that members are protected and the parties involved in the transaction have the capacity to fulfil their obligations to each other and to the Exchange or its agent. [\(See section 6.g\)](#)

Trade Facility Agreement

A member has the opportunity to apply for a "Trade facility" as part of their membership. The "Trade facility," is similar to a business operating a bank overdraft, with one very big exception: the ETX International facility attracts NO INTEREST CHARGES and a minimal fee only applies to goods and services facilities over 20,000 trade credits, or to real estate facilities.

The availability of the member's "Trade facility" can form an important part of your sales presentation as it gives the new member the ability to trade with the Exchange's large membership base immediately.

The "Trade facility" operates with a minimum and maximum facility amount as specified in the National Rules. **All original Trade facility applications** are to accompany the member's application form FOR FINAL APPROVAL by National Head office. Faxed or photocopied forms are not accepted. Requests for facilities above the specified limit require Senior Management approval. [\(See section 6.h\)](#)

Direct Debit Request

The "Direct debit request" form is made available for members who wish to pay their cash transaction fees by credit card or direct debit from their bank account. It is advantageous to have this form completed at the sign up stage and attached to the new membership application form. [\(See section 6.i\)](#)

Request For Conversion Form

The "Request for conversion" form is to be completed by a member wishing to convert trade currency from another trade organisation to ETX credits. A conversion fee applies, however If the conversion is for Barter currency from the major competitor, the conversion fee may be waived at the discretion of the National Agent. ALL CONVERSIONS are to be confirmed by the appointed Head office staff member PRIOR to the "Request for conversion" form being raised. [\(See section 6.j\)](#)

Sponsorship Application Form

If a member or Agent has an affiliation or association with a potential sponsorship organisation, then the "Sponsorship Application" form, which includes the "Sponsorship Guidelines", can be given to the member for completion ONLY when approval to proceed has been authorised by the Sponsorship Coordinator. [\(See section 6.k\)](#)

Newsletter Advertising Online Submission Form

The National newsletter is a monthly publication that is available from the corporate website and is mailed to hardcopy or offline members. Online members also receive a monthly email bulletin of member promotions and specials. Members are invited submit articles to the newsletter and the email bulletin online from the corporate website, to a designated email address publications@....., or by fax to national head office. Members are to be encouraged to take

advantage of this free service to promote their goods and services to other members. (See [section 6.I](#))

Members Trading Account Details

The “Members trading account” details provide the members with all relevant information regarding transactions, fees and available trade credits in their Empire Trading account. A member can access this information via the website twenty-four hours a day, seven days a week.

APPENDIX

SECTION 2

How to use the Intranet

SECTION 3

Sales Training Manual

SECTION 4

Sales Presentation Kit

SECTION 5

Member Support Manual

SECTION 6

- a. ETX International Event Subsidy
- b. Advertising Subsidy information
- c. Membership Application Form
- d. Member’s Cheque Book
- e. Member’s Cheque Deposit Form
- f. ETX International Multiple Sales Voucher
- g. Intention to Trade Agreement (ITT)
- h. Trade Facility Agreement
- i. Direct Debit Request
- j. Request for Conversion Form
- k. Sponsorship Guidelines
- l. Newsletter Advertising Form

SECTION 7

National and Regional Agents Details

NOTES