



Guidelines and Assistance for Club Members

The Q&As and trading tips below will help you make the best use of the Club membership.

How do I identify another Empire Trade Club member?

As a Club member, it is your responsibility to confirm the purchaser is a member of either the 50% Plus or Gold Club. You can do this in a number of ways.

1. Request the member's account number before you confirm your trade component. Account numbers are displayed on member cheque books, statements and tax invoices. Open our website, www.empireXchange.com and select Directory Search from the top right of the screen. Enter the member's account number in the 'Data' field box and select search. The member's information will display and if they are a current member of the club, this will also be displayed. You can also log into the secure member's section and go to Directory Search. Type the member's account name or account number in the data field and select 'Search'. If the member is a current Club member, the Club membership will display against their account name, and you can confidently trade with them at your required club level.
2. Call our 1800 675 092 number to request confirmation of club membership.
3. The Club icon appears on the member's cheque book, however this alone cannot be used to confirm membership as your purchaser's club membership may not be valid even though they still have cheque slips in the book.
4. You can download or view the current list of club members by logging onto the website clicking on 'Directory Search' and ticking the 50% and/or Gold Club boxes and then clicking 'Search'.

Will Empire Trade regularly update me on Club members?

All Club members receive a fortnightly email containing a full list of club members. If you don't have access to online confirmation at point of sale, please keep this email list somewhere easily accessible to you and your staff as a means of checking Club membership.

What is required of me as a Gold Club Member?

1. Gold Club members are required to trade at 100% trade with other Gold Club members and at a minimum 50% with 50% Plus Club members.
2. Your business must be listed in the directory
3. You must have a current direct debit authority in place
4. Your Club percentages must be on your general product range, not selective items only. This means that whatever you have advertised in your directory listing is what you have agreed to offer to other club members. Also this percentage must not be restricted to labour only, with another percentage applicable to goods. If you are unable to offer 100% trade on your complete service / product, consider joining the 50% Plus Club as this may suit your needs better.
5. All prices that include trade are to be inline with your prices to the cash market. Inflated pricing is a breach of the Club rules and may result in trading suspension.
6. You must ensure your directory listing is current at all times.

What is required of me as a 50% Plus Club Member?

1. 50% Plus Club members are required to trade at a minimum 50% trade to both 50% Plus and Gold Club members.
2. Your business must be listed in the directory
3. You must have a current direct debit authority in place
4. Your Club percentages must be on your general product range, not selective items only. This means that whatever you have advertised in your directory listing is what you have agreed to offer to other Club members. Also this percentage must not be restricted to labour only, with another percentage applicable to goods.
5. All prices that include trade are to be inline with your prices to the cash market. Inflated pricing is a breach of the Club rules and may result in trading suspension.
6. You must ensure your directory listing is current at all times.

What trade component can I offer non Club members?

Your trade component is negotiable with non Club members.

As a Club member, can I offer the Club percentages to all traders?

Some members may choose to offer the same percentage to all members of the Exchange, as long as they meet the above percentage requirements.

Can I place any limits on the quantities I sell to other Club members?

As a Club member you are only obligated to sell retail quantities to other Club members. Trade percentages for commercial orders can be negotiated.

Must I accept trade for the GST component?

Club members can choose to accept the GST portion of the sale in cash, however some members may choose not too, to make the transaction simpler.

Can I suspend trading while I am member of a Club?

Club Members are expected to trade at all times whilst listed as Club members. If, for any reason, you are not accepting Empire Trade dollars please contact head office immediately to be removed from the Club.

When a Club member advertises in Empire Trade promotional emails or newsletters, their trade component does not always match their Club membership. Why is this?

If a Club members is advertising their business in our publications and they are identified as Club members by the 50% Plus or Gold Club icons, the trade percentage advertised usually applies to non club members. They will still trade at the required Club percentages with other Club members.

General Trading Tips:

When contacting a Club member to make a purchase, make sure you ask to speak with the account holder as staff may not be aware of trade practices. Advise them of your Club membership with Empire Trade (formerly E Banc) and that you wish to make a purchase.

Ensure your Club membership remains valid by informing head office in writing when direct debit details change. If direct debit details are incorrect or have expired, you may have your Club membership suspended or cancelled.

If you come across a member who is not trading, please inform Head Office immediately so that the listing can be updated. It is not acceptable for members to pretend to be trading in order to spend on higher percentages. This behaviour will result in trading suspensions.

To ensure the clubs operate fairly and honestly, please take the time to notify head office whenever you feel the trading rules are being breached by a member.

Our strict guidelines are in place to ensure all parties have a positive trading experience.