

ACN Home Security in collaboration with Verisure by Securitas Direct

Order Process Guide



ORDER PROCESS

Step 1

The IBO fills in the ACN/Verisure lead form together with the prospect



Step 2

The prospect, together with the IBO, calls Verisure to schedule an appointment with a Security Consultant



Step 3

A Security Consultant installs the service, the prospect signs the contract and makes the payment

Important Reminders

Important Reminders



- The only way to successfully place a lead is via the [Lead Form](#) available on your Online Shop or myacn.eu
- The **dedicated phone number** - exclusive for ACN leads - to book an appointment with a Verisure Security consultant is **0 800 800 689** (free), available Monday to Friday from 09:00 to 20:00
- If the prospect does not contact Verisure, Verisure will attempt to call them at least 10 times over a period of 10 days. The **calling hours** are weekdays from 9am to 8pm. The prospect will be called from a number that begins with **06** or **04**
- Please provide a day-time contact number for the prospect on the lead form, preferably a mobile number

Remember

the IBO doesn't need to complete the sale or confirm the order, they just need to submit good quality leads and Verisure will take care of the rest!

Important Reminders



- **Do not** complete the Verisure lead form available via the web search engines
- **Do not** contact Verisure directly to place your lead or request a quote
- **Do not** visit the Verisure offices or branches to submit a lead
- **Please do not** communicate prices to the prospects as the price might change depending on the home's needs

Step 1

The IBO fills in the ACN/Verisure lead form together with the prospect

Step 1: The IBO fills in the ACN/Verisure lead form together with the prospect

- Go to “Home Security Partnership” on the ACN IBO’s Online Shop or www.myacn.eu to complete the ACN/Verisure lead form
- To ensure the IBO receives compensation:
 - Submit your lead using **ONLY** the ACN lead form via the ACN Online Shop or www.myacn.eu
 - **Do not** fill in the Verisure lead or quote form available via the web search engines
 - **Do not** contact Verisure directly to place your lead or request a quote

The image shows a sequence of three screenshots from the ACN website. The first screenshot shows the 'PARTENARIAT DE SÉCURITÉ À DOMICILE' section with a grid of services including 'Sécurité résidentielle', 'Sécurité professionnelle', 'Jeu vidéo', 'Téléphone numérique ACN', 'Téléphone fixe', and 'Partenariat Haut débit, Télévision et Téléphone'. A blue arrow points to the 'Partenariat Sécurité résidentielle' icon. The second screenshot shows the 'Partenariat Verisure - Sécurité Résidentielle & Professionnelle' page, which includes instructions for completing the form and a 'CONTINUER' button. A blue arrow points from the 'CONTINUER' button to the third screenshot. The third screenshot shows the 'FORMULAIRE ACN' form, which includes fields for 'Données commercial ACN' (Matricule*, Nom*, Numéro de téléphone*, Adresse mail*) and 'Données prospect' (Habitation ou entreprise*, Nom et Prénom*, Adresse*, Code postal*, Ville*, Téléphone fixe, Téléphone portable*, Disponibilités de rappel*). A blue arrow points to the 'ENVOYER' button at the bottom of the form.

Step 1: The IBO fills in the ACN/Verisure lead form together with the prospect



FORMULAIRE ACN

Merci de remplir tous les champs obligatoires* du formulaire.

Données commercial ACN

Matricule*

Nom*

Numéro de téléphone*

Adresse mail*

Données prospect

- Habitation ou entreprise* -

Nom et Prénom*

Adresse*

Code postal*

Ville*

Téléphone fixe

Téléphone portable*

- Disponibilités de rappel* -

ENVOYER

Enter the IBO details here

Enter the prospect details here

Click on "ENVOYER" to continue

A confirmation pop-up will appear after the lead is submitted



Step 2

The prospect, together with the IBO, calls Verisure to schedule an appointment with a Security Consultant

Step 2: The prospect calls Verisure to schedule an appointment with a Security Consultant

- Once the lead is submitted, the prospect - together with the IBO - needs to call Verisure on their dedicated phone number to book an appointment with a Verisure Security Consultant

The phone number exclusive for ACN leads is **0 800 800 689** (free), available Monday to Friday from 09:00 to 20:00

- If the prospect does not contact Verisure; Verisure will call them within 24 hours in order to schedule an appointment. The calling hours are weekdays from 9am to 8pm. The prospect will be called from a number that begins with 06 or 04
- If the prospect is not reachable, Verisure will attempt to call them a minimum of 10 times over a 10 day period. It is important to provide a day-time contact phone number to ensure a successful contact

Step 3

A Security Consultant installs the service, the prospect signs the contract and makes the payment

Step 3: A Security Consultant installs the service, the prospect signs the contract and makes the payment

- The Verisure Security Expert will visit the prospect to demonstrate and sell the service, and agree on the final product based on the agreed action plan. They will also sign the contract and agree on the installation date.
- The price of the Kit and the recurring monthly fee will vary depending on the type of Security Kit the prospect will purchase. The Security Consultant will advise the prospect on the cost during the visit. The IBO does not need to sell the product but simply send good quality leads. Please **do not** communicate prices to the prospects as the price might change depending on the home's needs.

Residential Customers

The service subscriber must be present during the installation and must provide the following documents:

- Copy of contract and action plan
- Proof of Address (copy of ID card/ utility bills/ bank statement/ council tax)
- Valid payment method (credit card, debit card, cheque, cash)

Business Customers

The legal representative of the business must be present during the installation and must provide the following documents:

- Copy of contract and action plan
- Proof of Address (copy of ID card/ utility bills/ bank statement/ council tax)
- Copy VAT Registration (only if a proof of address is not available)
- Valid payment method (credit card, debit card, cheque, cash)

Loyalty Programme

Loyalty Programme

Objective

The Loyalty Programme is an incentive designed to increase your sales using your customers' referrals

Eligibility

Valid for Verisure customers whose service was acquired via an ACN Independent Business Owner

Offer

Any customer whose Verisure service was acquired via an ACN Independent Business Owner and refers a prospect who gets their service installed and invoiced, will benefit from a 50% discount on their monthly recurring fee (Residential or Business) for a period of 6 months

In order to get the discount, the prospect must submit their ACN/Verisure lead form and follow the process mentioned in this guide



Loyalty Programme





Important

- An ACN/Verisure lead form needs to be submitted for each referral
- In order to increase your sales, it is recommended that you systematically offer the Loyalty Programme to all your prospects and customers
- Verisure Security Consultants may offer the Loyalty Programme to prospects during the installation

Loyalty Programme

Process

1. The prospect - together with the IBO - needs to click on “Home Security Partnership” on the IBO’s Online Shop or www.myacn.eu, and fill in the ACN/Verisure lead form
2. When filling in the ACN/Verisure Lead form, the name and surname of the prospect should be entered together with the name and surname of the customer who referred them; as shown below:



verisure par Securitas Direct **ACN**

FORMULAIRE ACN

Merci de remplir tous les champs obligatoires* du formulaire.

Données commercial ACN

Matricule*

Nom*

Numéro de téléphone*

Adresse mail*

Données prospect

Local professionnel

Marie Martin envoyé par Baptiste CALLOT

Raison sociale*

Adresse*

Code postal*

Ville*

Téléphone fixe

Téléphone portable*

- Disponibilités de rappel* -

ENVOYER

ACN

Where is Verisure available?

Where is Verisure available?

Verisure coverage includes all of France, Monaco and Corse

Below you can see the 60 Verisure Agencies

