



IBO Back Office Guide

Welcome to your IBO Back Office Guide!

This document provides you with a step-by-step explanation of how to navigate through the IBO Back Office; find answers to your questions, get information about events, documents, reports and more.

To start, let's have a glance at the sections that the **IBO Back Office – Home Page** has to offer!

- **Extra:** Preferences, Contact Us and Log Out.
- **Top Menu – Tabs:** All Back Office information is classified and organised into 7 convenient tabs.
- **Quick Access - My Business:** Find relevant and specific information about your business: your current position, customers, organisation, and more. Plus, you will see notifications highlighted in **red** if you need to update your data.
- **Quick Navigation - Banners:** here you can find the most relevant news about the business, new launches, products, news and more!

Let's have a look at where you can find these features and so much more on the **IBO Back Office** home page!

Home Page

Extra


Preferences | Contact Us | Help | Logout

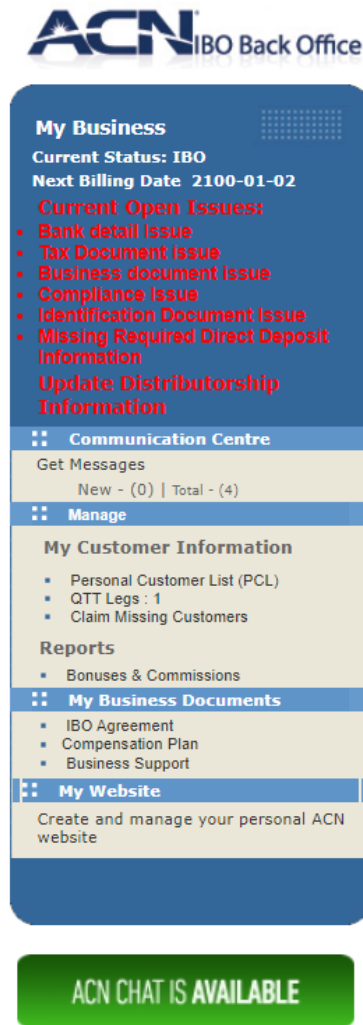
Top Menu – Tabs

All Back Office information is classified and organised into 7 convenient tabs.

Quick Navigation - Banners

Here you can find the most relevant news about the business, products and more!

 Click the marked section for further information.



ACN IBO Back Office

My Business

Current Status: IBO
Next Billing Date 2100-01-02

Current Open Issues:

- Bank detail issue
- Tax Document issue
- Business document issue
- Compliance issue
- Identification Document issue
- Missing Required Direct Deposit Information

Update Distributorship Information

Communication Centre

Get Messages
New - (0) | Total - (4)

Manage

My Customer Information

- Personal Customer List (PCL)
- QTT Legs : 1
- Claim Missing Customers

Reports

- Bonuses & Commissions

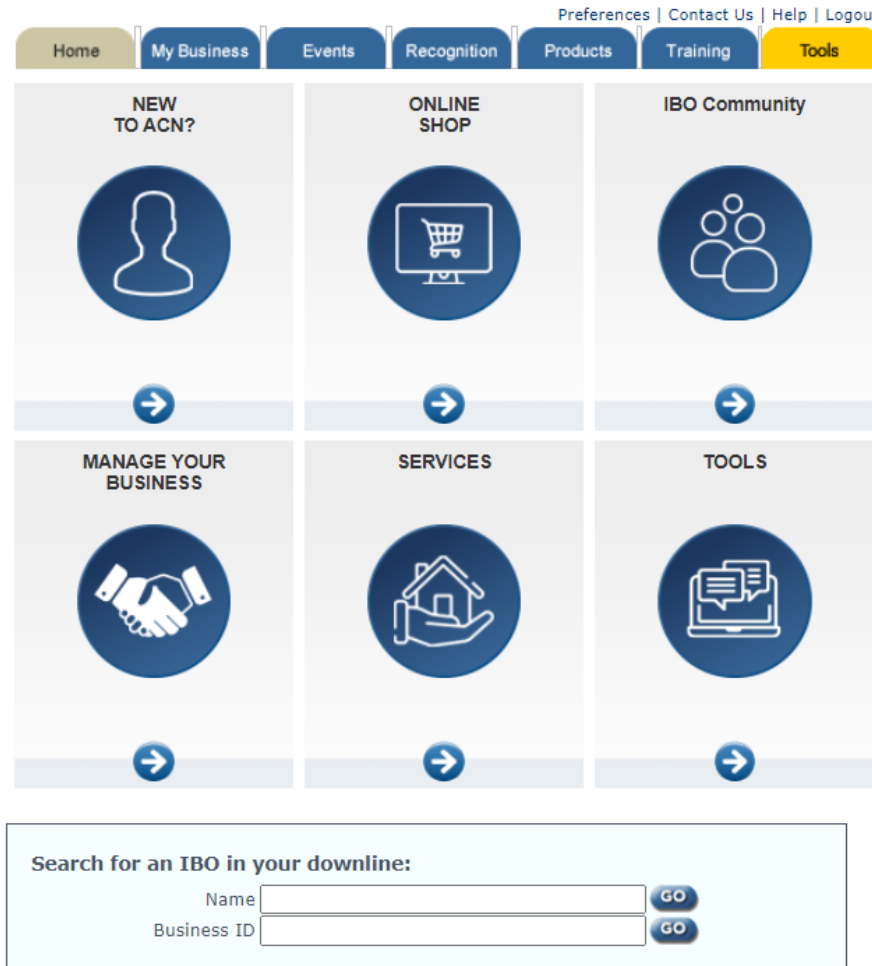
My Business Documents

- IBO Agreement
- Compensation Plan
- Business Support

My Website

Create and manage your personal ACN website

ACN CHAT IS AVAILABLE



Home | My Business | Events | Recognition | Products | Training | Tools

Preferences | Contact Us | Help | Logout

NEW TO ACN?

ONLINE SHOP

IBO Community

MANAGE YOUR BUSINESS

SERVICES

TOOLS

Search for an IBO in your downline:

Name **GO**

Business ID **GO**

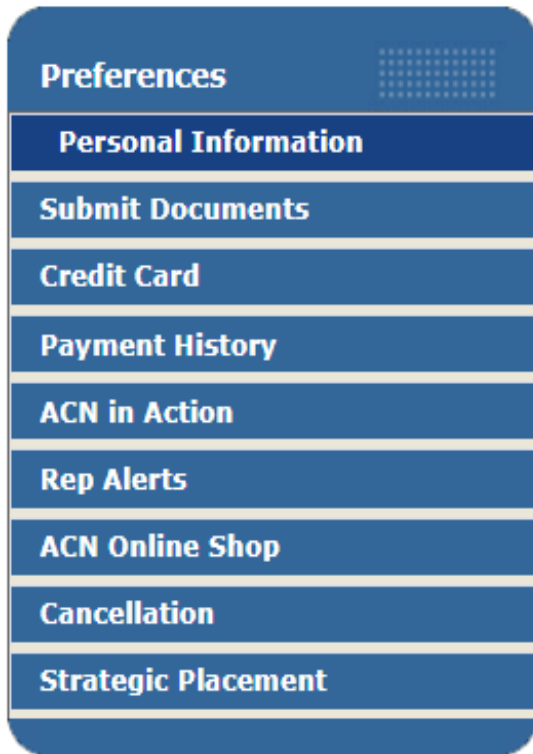
Quick Access - My Business

Find relevant and specific information about your business: your current position, customers, organisation, and more. Plus, you will see notifications highlighted in red if you need to update your data.

Chat button

Click here to contact one of our agents!

Preferences: in this section you will be able to update, edit, activate tools, and more. Everything to make sure all your information are up-to-date to have your business ready to go.



Personal Information: Update the personal information required for your commissions and payments e.g. address details, contact phone number, bank account, etc.

Submit documents: Submit a scanned document, e.g. submit business paperwork to ACN.

Credit Card: Edit the payment information for your business tool subscriptions.

Payment History: See a record of your payment history and download the associated invoices.

ACN in Action: Subscribe to our global newsletters to be updated about the recent trainings and important news.

Rep Alerts: Choose which notifications you wish to receive about important happenings in your Distributorship & organisation.

ACN Online Shop: Access your Online Shop.

***Cancellation:** Cancel your Distributorship.

**only available in UK*

Strategic Placement: A tool to move directly-sponsored downlines to another position within your organisation.

Contact Us / Help: Takes you to the Contact Details page, where you can find the contact information for all ACN support centres worldwide.

Logout: By clicking here your will be logged out from your Back Office.

Top Menu – Tabs

Home

will take you to the IBO Back Office's Home Page with direct access to:

- Preferences
- My Business
- Online Shop
- IBO Community
- Chat and more...

Recognition

detailed information about:

- President Club
- European Leadership Retreat
- Production Reports

Tools

find useful materials and tools to improve the business:

- IBO.tools
- Vistaprint
- DLR Training

My Business

divided into 5 sections. You will find the up-to-date support materials necessary for maintaining your business:

- Message Center
- Customers
- Downline reporting (DLR)
- CABs & Commissions
- Business documents (incl. Compensation Plan, IBO FAQs, Marketing materials and more...)

Products

this section provides you with the documentation, latest information, FAQs, etc. you need to get familiar with the portfolio of product and services and make sure your customers get connected:

- Product overview (Cyber Security, JOi Mobile, Broadband, Energy, Home Security and more...)
- Calling Plans, Price Lists and more...

Events

find information about:

- National events
- International events

Training

contains all training materials, videos and PowerPoint presentations. This section of training ensures that you have everything you need to grow your business.

- Presenting the ACN Opportunity
- The Company
- Services
- Leadership & Motivation

Quick Access - My Business

Located on the left-hand side of the homepage, here you will find four sub-sections vital to the overall growth of your business:

My Business

Current Status: IBO
Next Billing Date 2100-01-02
Current Open Issues:
• Bank detail Issue

Communication Centre

Get Messages
New - (0) | Total - (4)

Manage

My Customer Information

- Personal Customer List (PCL)
- QTT Legs : 1
- Claim Missing Customers

Reports

- Bonuses & Commissions

My Business Documents

- IBO Agreement
- Compensation Plan
- Business Support

My Website

Create and manage your personal ACN website

Communication Centre:

Stay informed with all of the relevant business updates. This serves as the personal inbox for ACN in Action communications.

Manage:

- My Customer Information – Access your Personal Customer List (PCL) and a tool to claim missing customers.
- Reports - Bonuses & Commissions; enables you to efficiently monitor your payouts.

My Business Documents:

Broken down into 3 main areas (appropriately referred to as IBO Agreement, Compensation Plan and Business Support). Here you can find all documents and support materials necessary for maintaining your business.

My Website:

Create your own ACN website.