

DECLINED CREDIT CONVERSION ORDER PROCESS

JULY 2022

Pres Les has introduced a **NEW PROCESS** to assist Consultants and Customers to **CONVERT** a Credit order that would be declined for credit to either a Cash or Fixed Plan order **AND RETAIN THE PRODUCT PRICES ON THE ORDER (including promotional product prices)**. This new process is effective from **JULY 2022**.

PURPOSE OF THIS NEW PROCESS:

- To assist Consultants to focus their selling activities on the two order types with the highest Personal Sales commission, which are **CASH (22%)** and **CREDIT (16%)**, and
- To reduce the number of cancelled orders of consultants which are highest with the Fixed Plan order type.

HOW THE NEW PROCESS WORKS:

PAPER ORDERS:

1. Submit your Customer's Credit Order to Head Officer via your Branch Manager as normal.
2. Head Office will vett your Customer's Credit order.
3. If Pres Les is unable to grant your Customer the credit, the order will now be **HELD**, with the reason: **CREDIT DECLINED-PENDING CONVERSION**.
4. **YOU OR YOUR CUSTOMER** can now **CALL HEAD OFFICE** and request that the order be converted to either a **CASH** or **FIXED PLAN** order type. You have **60 DAYS** to convert the order before it will be cancelled by Head Office.
5. Head Office will amend the Paper Order as requested and your Customer will **KEEP THE ORIGINAL PRODUCTS AND PRICES** or they can amend the products selected.
6. Head Office will advise you or your Customer the deposit needed depending on the **CASH** or **FIXED PLAN** order type selected.
7. Your Customer's order will now be **HELD-AWAITING PAYMENT**.
8. Your Customer can now pay the required amount depending on the **CASH** order or deposit on the **FIXED PLAN** order type selected and the order will be **ACCEPTED** by Head Office for Commission.

DIGITAL APP ORDERS:

1. Submit your Customer's Credit Order on the Pres Les App as normal.
2. Head Office will vett your Customer's Credit order.
3. If Pres Les is unable to grant your Customer the credit, instead of declining the order, the order will now be **PENDING**, with the Action Required: **CREDIT DECLINED-PENDING CONVERSION**.
4. **YOU** can now select **'CHANGE ORDER'** in your Pending Orders tab on the Pres Les App to retrieve your Customer's order. You have **60 DAYS** to convert the order before it will be cancelled by Head Office.
5. An **OTP** will be sent to your Customer to confirm they are happy to convert the order and your Customer can send the **OTP** to you.
6. You are now able to **CONVERT** the order to either a **CASH** or **FIXED PLAN** by clicking on **"Select Order Type"** and resubmit the order to Head Office with another **OTP** from your Customer once they are happy to confirm the new order.
7. Your Customer's order will **KEEP THE ORIGINAL PRODUCTS AND PRICES** or they can amend the products selected.
8. Your Customer's order will now be **PENDING-AWAITING PAYMENT**.
9. Your Customer can now pay the required amount depending on the **CASH** order or deposit on the **FIXED PLAN** order type selected and the order will be **ACCEPTED** by Head Office for Commission.

QUERIES

For all queries, you can contact Pres Les Customer Care via telephone on **0860 773 753** or email at customer.care@presles.co.za.



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