



PRES LES

NEW YEAR - NEW BEGINNINGS!

KEY INFORMATION

JULY 2022 CHANGES

Pres Les always strives to enrich the journey of our valued Sales Consultants and Customers. Therefore, we would like to share information regarding positive changes effective 14th July 2022. These changes aim to make it easier to grow your Pres Les business!

NEW COMMISSION STRUCTURE

We bring you exciting news with the launch of our enhanced Commission Structure! Your earning potential has increased significantly as you sell and recruit, to help you grow your Pres Les Business.

LAUNCH OF A NEW ORDER TYPE: FIXED PLAN

To remove our reliance on the South African Post Office, we will no longer offer COD as an order type. However, we are introducing a new order type called **FIXED PLAN!**

Fixed Plan allows your Customer to place an order with a **25% deposit and pay the remaining 75% balance over a period of 3 months**. All payments can be made on the App or via our FNB deposit account using the order number as the reference number. A debit order option will also be available.

This order type will offer your Customer both Courier or Post Office as delivery options. Fixed Plan is available for products on promotion but not for personalised orders. Should an order be cancelled, a cancellation fee of 25% will be retained for administrative and operating costs.

ID NUMBERS REQUIRED FOR ALL ORDER TYPES

To validate the guarantee on your Customer's Pres Les product, we will require an ID number for **ALL Order Types** i.e. Cash, Credit and Fixed Plan, either on the order form or on the Pres Les App.

MONTH-END PERIOD CHANGES

To simplify our processes, we are adjusting our month-end dates. New promotions will launch on the 11th of every month and end on the 10th of the following month. Therefore, commissions will be processed on the 10th of every month and reach your bank account on the 11th or 12th of the month!

MANDATORY DEBIT ORDER FOR CREDIT ORDERS

To simplify Credit Order payments, debit orders are now mandatory.

App orders: You will receive an in-App notification that your Customer will be contacted for Debit Order consent. Credit orders will however no longer be held for outstanding debit order mandates. Customers will be contacted either during or after order acceptance.

Note: If your Customer is not able to take the call during the day, they are able to contact us during office hours when it is convenient for them. Customers can contact our Accounts department on 0860 773 753 to verify their details and confirm their debit order mandate.

Paper orders: Your Customer must complete the debit order mandate on the order form. If properly completed, your Customer will not need to be contacted.

Note: An incomplete debit order mandate on a paper order form indicates that your Customer has not given their consent and therefore must be contacted before the order can be accepted. The order will remain held until your Customer is contacted by Head Office to complete the debit order mandate telephonically.

SUBMISSION OF AN ID FOR CREDIT ORDERS AND RECRUIT VETTING

As a security measure we have introduced mandatory submission of an ID for all Credit Orders and for new Recruits who join Pres Les.

EASY WAYS TO SUBMIT SUPPORTING DOCUMENTS TO PRES LES

To submit supporting documents to Pres Les, you, your Customer, or your Recruit can submit these documents via the following easy to use channels:

- Upload your documents on the **Pres Les App** on behalf of your Customer or Recruit
- Send the **upload link from the Pres Les App via SMS** to your Customer or Recruit to upload their own documents
- E-mail the supporting documents directly to Pres Les at **info@presles.co.za**
- Submit your documents via WhatsApp at **+27 63 650 4393**
- Hand the physical documents to your **Branch Manager** to submit to Pres Les

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**.