



DIGITAL BUSINESS SPECIALIST

SPONSOR SUPPORT PACK



The Freedom Era

DIGITAL BUSINESS SPECIALIST SPONSOR SUPPORT PACK

This information is to support the Sponsor in understanding the DBS process and the role and responsibilities of you, the Sponsor.

This ensures your customer understands what to expect and you both have a winning experience

Key Language

Enagic®

Your direct sales business model

TFE

The Freedom Era - education platform that supports people launching their Enagic® business online

Sponsor

You - the person enrolling the 'customer' or 'client' or 'lead' into the Enagic® business

Customer

Your lead or client who you are enrolling into the Enagic® business

DBS

Digital Business Specialist - this is the sales person that has 1:1 call with your customer to close the Enagic® sale on your behalf and assists the process into the business

DBS Processing Department

The VAs (Virtual Assistants) that assist the DBS and yourself as 'sponsor' in completing your customers paperwork and the processing of paperwork into Enagic®

ID

Your sponsor identification number that you will be enrolling your NEW customer under

Rank

The rank or 'lane' you will be placing your NEW customer in E.g 1A/2A/3A etc

Completed Call

When the call is done and they are a yes, no or not right now

Closed Sale

The sale is complete and paperwork is into Enagic®

DIGITAL BUSINESS SPECIALIST SPONSOR SUPPORT PACK

The Role of a DBS

The DBS is responsible for taking the 'discovery call' for your customer, at a time and date that has been selected by your customer.

The DBS discusses the best way for your customer to get started with Enagic®, provides information and different options available, answers any questions about getting started and directs your customer on what the next steps in The Academy are.

The DBS discusses your NEW customers personal situation regarding how to get started, including trifecta and quad strategies, the Ukon business hacks, the online component, financing options and leveraging The Freedom Era Academy for setting up their Enagic® business.

Here's the sequence:

1. Customer lands on the TFE Dashboard, watched the welcome video and books their Discovery Call (date and time) with the DBS. Please note the time zone will default to their relevant time zone.
2. Your customer will then receive a text message and email confirmation from the DBS confirming the day, date and time of the call, along with a welcome video from their allocated DBS, and some important things to note before the call, ie. completion of the Discovery process etc
3. If you have something really important that the DBS needs to know about your member, please ONLY message your scheduled DBS on their DBS Facebook account. These are set up with the words 'DBS' before their first name (e.g DBS Jennifer) through Facebook. It should be noted that if you personally message them on their private Facebook account, they will not respond. You are only to use the DBS Facebook profile for anything urgent. This is not to be used to ask for updates about your member or for anything that the DBS will update you on via email. This is an extra step for DBS and purely for your benefit. The DBS will share the outcome of the call after it's completed via email along with making notes in the back end of the platform which you will be able to see so always go here to see the update from the call.
4. Your customer will complete the Discovery Process and this must be completed prior to the customer's Discovery Call with the DBS. The best way to convert the client on the call is if they have all the information and have completed the Discovery Process. If they haven't it could result in having to reschedule a call so they can watch the videos which means a longer wait time for us to close your sale

DIGITAL BUSINESS SPECIALIST SPONSOR SUPPORT PACK

5. The Discovery Call takes place with the DBS via phone call

6. The DBS will email you with the outcome of the call, so you, the sponsor are up to date with the direction your NEW customer is taking. E.g. how they are starting, financing options etc.

NB: It is very important you understand that although you may have had a conversation go one way when talking about the business opportunity and options with your customer - we also ask for your understanding and respect that the DBS are sales experts and the conversation and outcome may go a completely different way to what you expected.

This is always based on the best interest of your NEW customer starting in a way that is most suitable to them. Please don't contact the DBS before the call to request they start on a quad. We will always promote the quad and trifecta as the best way to start the business because this is what we believe is best for the customer but if things go a different way based on current financial situation or personal reasons we will always offer other options for them to start. Please know the quad and trifecta will always be what we lead with and make sure it's the right fit for the client as we start them on their journey to success with enagic.

We also highly encourage, that if you are using the DBS Service to not 'sell' to your member prior to their call, and let them know of their options, as this can become confusing and overwhelming for them if the DBS suggest something else to them. It also means the DBS won't be able to do their job effectively.

Who is the DBS team

Digital Business Specialist

The DBS department is our highly skilled TFE sales team. They rotate their call calendars to provide call times and availability 24/7, servicing all regions and most time zones.

As the demand for DBS service increases, so too will the expansion and range of call times and regions.

We have DBS teams currently in Australia, USA, and South Africa.

NB: our current DBS availability includes European times.

DIGITAL BUSINESS SPECIALIST SPONSOR SUPPORT PACK

DBS Customer Support

Email: dbsclientsupport@thefreedomera.com

Our DBS customer liaison and support service includes customer services for customer questions, concerns, complaints, and general support pre and post-discovery call, for any customers who need:

- Rescheduling of DBS call for whatever reason - this should be done via the reschedule link that has been emailed to your member.
- Any questions or feedback regarding the DBS sales process
- General FAQ

DBS Main Tasks

- Initial Discovery Call
- Follow Up Call (if required)
- Close an Enagic® sale (if applicable)
- Send Enagic® Order Forms to your customer to get started

What's included in the Discovery Call?

- Discuss the best way for your customer to get started with Enagic®
- Provide more information on Enagic® (if required)
- Discuss finance options (if applicable)
- Answer any questions relating to Enagic® and/or building an Enagic® business
- Direct your customer to their next step on The Freedom Era Academy

What's not included

- Goal Setting Session
- Individual Coaching/Mentoring
- Personal advice on financials or how a DBS got started themselves
- Doing discovery calls for people who are already an Enagic® distributor

DIGITAL BUSINESS SPECIALIST SPONSOR SUPPORT PACK

DBS Sales Processing Team

Email: dbssalesprocessing@thefreedomera.com

The DBS sales processing team are responsible for the processing of your NEW customers paperwork, based on the advice and directive given by the DBS, and the conversation between customer and DBS.

The DBS processing team is responsible for the liaison between the DBS, the customer, the sponsor and Enagic®, ensuring all details and information are true and correct for processing into Enagic®.

To ensure a smooth and swift process to get your Enagic® sale submitted and processed - DBS sales processing support includes:

- Supporting your customer with their Enagic® order forms - Online
- Paperwork provided
- Liaising with you, the Sponsor to organise Enagic® Distributor ID & Rank for the sale
- Ensuring ALL Enagic® order forms are completed correctly with no details missing
- Ensuring orders are processed successfully through Enagic®
- Providing clear communication between your customer, you the Sponsor and Enagic®
- Ensuring all supporting documents required by Enagic® are provided
- Providing support with any issues that might arise pertaining to order form completion, customer queries regarding Enagic®, questions from both customer and sponsor
- Sending confirmation to your customer once the sale has been processed by Enagic®, including Distributor ID

NB: If you are utilising the DBS Service then you are entitled to also utilise our sales processing team to support you with your paperwork as this is part of the service.

If you are NOT utilising the DBS Service or you are currently an Independent Advisor, then you cannot request for our processing team to handle your paperwork for you. This must be handled by you as you have elected to become an Independent Advisor.

DIGITAL BUSINESS SPECIALIST SPONSOR SUPPORT PACK

Step-by-Step DBS Process

Step 1

Your NEW customer signs up to TFE and you receive an email notifying you of this - YAY!

Once you receive an email saying you have a new affiliate sale, YOU send your lead a welcome message.

Here's an example script:

Hi <<INSERT CUSTOMER NAME>>.

I'm so excited to welcome you to the family!

You're now ready to see just what's possible for you in creating true freedom online.

Here are few next steps for you to follow:

Step 1: Book your Digital Business Specialist (DBS) call first thing.

Please allow yourself 1 hour to complete the Discovery Process prior to this call.

Step 2: Please complete the Discovery Process (located on your dashboard).

I highly recommend you review the offers section, so you can see what's working for me and our community.

We're partnered with Enagic®, so pay close attention to that, as this is how we make a high level income!

Step 3: Enjoy your DBS call, which will ignite your vision and give you suitable options around how you can get started on creating your own highly profitable freedom business.

Let's connect after and see where you're at, once you can truly see what's possible with this business, and make an educated decision if this is in alignment with your business income and lifestyle goals.

Super pumped for you to discover more of what's available to you here - can't wait to chat!

<<INSERT YOUR NAME>>

DIGITAL BUSINESS SPECIALIST SPONSOR SUPPORT PACK

Step 2

The call date and time is now booked, and a confirmation of call text message and email has been sent to your new member.

Step 3

Your customer will go through the full Discovery Process in preparation for the call. This includes a series of videos and questions.

NB: it is important that you go through the NEW discovery process at least once so you have an understanding and appreciation of the process that your customer goes through, and can help guide them and answer any questions.

Step 4

The DBS will call your customer at the scheduled time on the phone number they provided.

NB. Your new member will receive a 24 hour and 1 hour reminder of the call via text message and email.

The DBS will also check to ensure that your member has completed the Discovery process and watched the videos. If they have not completed it, the DBS will send them an email 1 hour prior to the call reminding them to complete it along with the 'why Enagic' video if they haven't completed their discovery process to make sure they know all about our Enagic offer before their call.

Step 5

The DBS will complete the Discovery Call with your customer. The main focus of the call is to discuss the best way for your customer to get started with Enagic® and guide them to their next step in the process and into the Academy.

The DBS will either close the Enagic® sale if your customer is ready, set a follow up time if needed or close the call if it's a no to Enagic®.

DIGITAL BUSINESS SPECIALIST SPONSOR SUPPORT PACK

Step-by-Step DBS Process

Step 6

Once the Discovery Call is complete the DBS will provide you with an update on the outcome of the call via email

There are 3 potential outcomes in which a DBS call will conclude:

1. Your customer is ready to get started with Enagic® and the DBS will send your customer through an e-form to complete their customer details for paperwork.
2. Your customer needs a follow up call and this will be scheduled by the DBS.
3. Your customer is not ready to get started with Enagic® and the DBS will encourage your customer to continue with the TFE Academy education.

When an Enagic® sale is done the DBS will send the relevant next steps to your customer.

This could be either:

- Finance application information (if customer is applying for finance)
- The customer will be sent a 'customer information upload' document, where they will complete all personal information for the DBS sales processing team to complete all the paperwork on your customers behalf.
- Enagic® paperwork will be completed by the DBS processing team (if customer is paying cash up front/finance is already secured)

This will be in the email along with an electronic form for your Enagic® Distributor ID and Rank for this sale, so all paperwork can be completed at the same time.

Only once paperwork is sent to Enagic® and processed with their new ID Numbers, is the call classified as 'closed.'

DIGITAL BUSINESS SPECIALIST SPONSOR SUPPORT PACK

Step 7

The DBS will Cc the DBS Sales Processing team into the email with call directives and what your customer is getting started on, including the completed 'customer information upload file,' if completed.

If not, then the DBS Sales Processing Team will liaise with your customer for processing.

NOTE: Once Paperwork has been sent to the DBS processing team, the DBS will step out of the process and hand your customer over to the DBS Sales Processing Team.

However, if any issues arise or a customer changes their mind/needs another call - the DBS Sales Processing Team will refer your customer back to their DBS (or ask the DBS to be in contact with your customer).

Step 8

Enagic® Paperwork is completed by both your customer (customer information upload document) and the the DBS Sales Processing Team will populate all Enagic® forms on your customers behalf.

Step 9

Once all Enagic® Paperwork has been finalised, including customer and sponsor signature, all supporting documents have been received and the forms

have been checked to ensure no details are missing - the order is submitted to Enagic® for processing by the DBS Sales Processing Team.

Step 10

Once the order has been processed by Enagic® the DBS Sales Processing Team will send a confirmation email to your customer with their Distributor ID and the sale is now closed.

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DIGITAL BUSINESS SPECIALIST SPONSOR SUPPORT PACK

Sponsor Roles and Responsibilities

There are certain steps that you can take as the Sponsor to ensure a smooth process for your customer and to support the DBS, so they can offer the best possible standard of service to both you and your customer.

1. Ensure customer has completed discovery process prior to DBS call

2. If, and only if there is something that could be helpful for the DBS to know about your new member, connect with them on their DBS Facebook profile only about your customer. For example;

- Are they a friend who has watched you for years and it's finally their time?
- Are they a cold lead from a Facebook ad and you don't really know them?
- From your conversations, is there a block you know of or an objection that needs to be handled?
- They already know about the investment options etc

This chat is NOT to be used for general conversation, please respect that the DBS has multiple chats happening each week. This conversation needs to be kept at a minimum and straight to the point.

- Short, concise messages, no 5 minute long voice messages - we ask that you are respectful of the DBS time (DBS won't listen to long voice messages). Keep voice message to 1 minute or text message information that is essential to the call, not a life story.
- Anyone that continues to disrespect this agreement will be banned from using the service.

DIGITAL BUSINESS SPECIALIST SPONSOR SUPPORT PACK

Confirm your Customers Discovery Call time

Check what Date and Time your customer has booked for their Discovery Call – this can be found in your TFE Back Office under ‘Affiliates > Members’.

The DBS team run a very tight schedule so it’s important that your customer shows up. To minimize the risk of missing their call please ensure you send a reminder, as there may be extended wait times if they do not make their appointed call time.

The DBS are here to close a sale for you and are constantly supporting you with the growth of your business - please have your customer qualified on what to expect on this call.

To ensure that we do not need to reschedule your customers call and we can provide them with the best possible experience, please make sure they are ready for their call.

Ensure they know when their call is so they show up and are excited. You can do this by remaining in contact with them prior to their call and nurturing them to keep them excited!

Ensure your customer knows where the call will take place

The DBS calls are completed via phone call - please ensure your customer has provided the correct phone number and no digits are missing or incorrect.

This ensures that the DBS can get through to your customer at the time of the call without any issues, and the call can proceed within the appointed call time.

Be Proactive

Once the DBS has notified you of an Enagic® sale via email update, reach out to your customer and offer them your support.

DIGITAL BUSINESS SPECIALIST SPONSOR SUPPORT PACK

We highly recommend that you set up a call with your lead to discuss the call and get them ready to start their business.

Remember they are joining YOU so this extra step always supports the customer feeling fully supported by the person they came in with and will build an empire with.

Send your Enagic® Distributor ID and Distributor Name exactly as it appears on your Enagic® ID and Rank in the online form, as soon as you get it. This also helps speed up the process.

Remember - the DBS Team are here to support you to grow your business. We are super excited that we get to be a part of both yours and your customers journey.

The more we work together as a team, the better we can serve you and your customer, the better the experience gets to be!

Follow up

- Check email post Discovery Call to see outcome of call
- Maintain open communication with DBS
- When Sale is complete: keep an eye out in your emails to provide Enagic® Rank and ID
- Sponsor does FINAL CHECK of completed paperwork before submission to Enagic®
- Enagic® ID and Rank is accurate
- Sponsor Name (Company OR Personal)
- Check in with the customer after the call - how did it go?
- All information in ONE place (emails), avoids confusion and multiple sources of communication
- After Calls, Email Communication

We are excited to create a streamline system together so we can welcome more incredible people into this community and create their dream life.

DIGITAL BUSINESS SPECIALIST SPONSOR SUPPORT PACK

E-Payment

E-payment is one of the ways your new member can get started in Enagic, however, this is NOT our most preferred method of financing and as a result, is to be offered by the DBS ONLY, as a final resort, if the DBS feels that your customer qualifies as a good candidate for E-payment.

Remember, our DBS team are a team of skilled sales professionals, so there are a number of steps they will follow to support your new member in becoming resourceful before E-payment is offered.

We ask that you please DO NOT mention, or offer E-payment to your customer prior to their call with their DBS, and that you allow the DBS to do their job in supporting your new member with other options first.

Once the DBS has gone through all options with your member, they will empower them, and give them the opportunity to come up with the investment whilst booking in a follow up call with your member, to see how they went, and to ensure they have tried every other avenue before E-payment is offered.

If on the follow up call, your member has tried every other avenue, and the DBS has decided that they are a good candidate for E-payment i.e. they can fulfil their responsibility of making the minimum monthly repayments, they will then offer E-payment.

Remember, if E-payment is not offered to your member by the DBS, there is a very good reason for that, and is most likely because your member is in a financial position that does not allow them to make the repayment each month, which then in turn is going to effect YOUR commissions moving forward with Enagic, as Enagic will withhold commissions from you as their sponsor if payments are not being made. Remember, Enagic is a business, and are loosing money if they are giving someone a machine on E-payment and the payments are not being made on that machine each month.