



AMANDLA BUSINESS NETWORK

Tel: 031 462 1426 Fax: 086 536 9339,
53 Bredell Place, Montclair, Durban, 4004, South Africa, (By Appointment Only)
Website: www.amandla.biz Email: admin@amandla.biz

AGENT INFORMATION BROCHURE

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1. What is an Accredited Amandla Agent(Agent)

An Agent is an individual or business entity under contract to ABN to give marketing and support services to our prospective and existing clients.

These services are related directly to Amandla Products and Benefits, and include (but are not limited to) presentations, consultations, administrative and technical services.

2. What are the benefits of being an Agent?

- 1. Service Fees from Clients-** Agents charge their clients for services rendered, and keep 100% of the service fee.
- 2. Service Fees from ABN** - Agents receive money from ABN for registering clients on our system.
- 3. Recognition & Accreditation** - Agents are recognized by Amandla and therefore their clients, and also Accredited for the various categories of services they are permitted to supply to Amandla Clients.
- 4. Support Escalation** - Agents are seen as the first line of support to our clients out in the field and on the ground, and have direct access to Level 3 support staff and resources.
- 5. Ongoing Support & Training** - Agents works closely with Amandla to streamline support to Clients and improve our services.



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3. How does the Area allocation work for Agencies?

We have two categories of Agent status's:

1. **Agent, Basic** - an agent who works out in the field and travels to see clients, instead of meeting them at an established physical office address. This type of agent does not have a business premises or presence where clients can walk in and receive service during normal business hours.
2. **Agent, Corporate** - an agent who has a physical office available to the public during business hours, in a designated area; The area is called the Base of Operations Area (Base) and is granted at Amandla's discretion to an Agent, if he/she applies for a Base. The Base can be an office or a shop, and is open during business hours manned with staff to attend clients.

Depending on the population density where the Base is situated, Amandla may restrict the number of Agents holding a Base in the same area within a certain radius. E.g. City centres may have more Agents per km than Corporate Agents in remote areas.

A maximum of ten (10) Base's will be issued to any one Agent at this time.

4. What training is available for Agents?

Agents are not allowed to issue paid services to clients and represent themselves as our Agent unless they are accredited by Amandla in the category of services they wish to render. It is compulsory for all Agents and their Employees who intend to offer our services, to attend our courses to maintain a standard throughout the agency network.

Regardless of the Agents Status, all Agents are expected to operate under the same minimum standards of conduct.

The Agent who is the owner/director is expected to complete the entire course, and can also send staff members to do some of the modules. For example, Admin staff, Technical staff, Sales staff can each do different course modules.

A schedule showing current course modules and fees at the time of writing this brochure is available at the end of this document.



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5. What certification do trained Agents receive?

Each Agent receives the following Certificates:

1. Agent Certificate - confirming you are a registered ABN Agent.
2. Service Accreditation Certificates - smaller certificates showing what services you or your staff are accredited to charge for.
3. Service Awards - Service Points (SP)'s are earned by your Agency throughout the year and you have a chance to earn awards for the services.
4. Quest Awards - Quests also earn you SP's and prizes you can proudly display in your Agency office and on your website.

6. What marketing materials do Agents get?

Agents can purchase branded and customized business cards, flyers, receipt books, banners, clothing, and other paraphernalia.

Corporate Agents can also purchase branded signage for their corporate offices. They can also purchase items exclusively for Corporate agents, such as branded clothing, jackets, uniforms, staff badges etc.

Agents also take part in promotional events and meetings, competitions etc.

7. What support do Agents get?

We want you to succeed so that we will succeed. Therefore, as long as you are prepared to put the effort into your business, we are prepared to work with you.

Apart from the service escalation support that is covered in your training, we also provide ongoing support and training. We also hold update meetings and workshops. We can assist you with providing leads, holding promotional events, helping you with presentations, brainstorming and more.

We call it reciprocal support; you put the effort in and do what we advise, communicate with us and attend the events we arrange for Agents, and we will be there supporting you as and when you need it. In other words, be involved and be active!



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8. What does it cost to be an Agent?

The fees quoted below may change at any time - please confirm current prices before applying.

1. **R500.00** - Application Fee, **NON REFUNDABLE.**

This is a once off fee and will not be refunded if your application is declined. Your application **will** be declined if:

1. You have been convicted of fraud or any type of misrepresentation or crime which we see as detrimental to our business.
2. You are under 18 years old.

After your application is approved, the following costs become applicable.

2. **R1,000.000 - per Base of Operations approved.** This is payable within two business days of Base application approval. If payment is not made on time, we reserve the right to grant the Base to another applicant.
3. **R50.00 per month** - for the online Agent Back Office system. All Agent regardless of Status are entered into our Agent Directory once they receive their first Accreditation.
4. **Training Courses** - See above for the last known prices at the time of creating this document.

9. I'm ready to apply - what must I do?

1. Gather together the required documents as per the required DOCUMENT REQUIREMENTS CHECKLIST below.
2. Deposit the total fees into our bank account. Use the form on the next page to help you calculate the amount to pay in. Use your name and cell no as reference on the deposit slip or EFT payment system.
3. Contact us to make an appointment to complete the application forms and sign the contract.
4. Book for training.
5. Start operating your Agency!



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10. I have more questions, what must I do?

For any further questions, give us a call or submit a ticket at www.amandla.biz/helpdesk.

DOCUMENT REQUIREMENTS CHECKLIST - AGENT REGISTRATION

- | |
|--|
| 1. Proof of Identity - SA Green Bar-coded ID Book or Passport |
| 2. Proof of Residential Address |
| 3. Proof of Office Address (Corporate Agent Only) |
| 4. Proof of Business Registration (Business entities only) |
| 5. Proof of Bank Account |
| 6. No 1 & 2 above for each director, member or partner of the business |
| 7. Letter authorising one of the people in No 5 to sign on behalf of the business. |

DOCUMENTARY REQUIREMENTS FOR STAFF TO BE TRAINED

- | |
|---|
| 1. Employment Confirmation Letter (Form provided by ABN) |
| 2. Copy of Employee's SA ID Book or Passport |
| 3. Signed ABN Confidentiality Agreement (Provided by ABN) |



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FEE GUIDELINE

Use this guideline to calculate the estimated cost for registration and training. For assistance, give us a call.

DESCRIPTION	UNIT PRICE	QTY	TOTAL PRICE
ABN Member Start Up Pack (Reg & Subscription)	R 564.00		R
Agent Application Fee	R 500.00		R
Agent Course All Modules - Owner/Director only	R 2,700.00		R
Agent Back Office Subscription	R 50.00		R
Agent Corporate Area Fee	R 1,000.00		R
Course Module Breakdown for Agents Staff:			
Technical Course Module 5.1 to 5.5 - 1 Day (Android, Symbian, Blackberry, Windows, Service Dockets Back Office)	R 1,000.00		R
Administration Course Modules - 1.5 Days (Processor Level 1, Processor Level 2, SA Compliance)	R 1,500.00		R
Marketing Course Modules - 1.5 Days (Consultation, Marketing, Presentations)	R 1,500.00		R
Talk Time Vouchers	R 50.00		R
			R
Your Total Order --->			R

*All fees quoted above may change at any time without notice. Please check with us at the time of booking for any changes.

ALL FEES ARE NON REFUNDABLE AND NON TRANSFERRABLE.