

E-TERRA SERVICE AGENT STEP BY STEP SALES GUIDE

- **Identify target consumer.** Compile list of target consumers on paper.
- **Send out introduction** information/ documents. Could be introductory letter with accompanying company profile alone or/ and an additional presentation document or other similar sensitising documents.
- **Schedule meeting** to present information in person to a larger audience. Introduce or carry additional sensitising info if required. Questions back and forth to engage with client's specific needs.
- **Also communicate** that small-scale equipment can be pre-evaluated or inspected by E-terra for free to aid *e-waste collection service*. Free pre-count service of hard drive regardless of volume, to aid *data destruction and degaussing*.
- **Proposal letter** tailored to client and their specific needs. Should include pricing - S.L.A figure and one-off mention.
- **If client requests one-off quote**, ask for an inventory of e-waste. Inventory should include electronic type, description, quantity, and asset tag number if possible for easy traceability during evaluation. Free pre-count service may become applicable.
- **Provide quote for one-off**, according to inventory information supplied.
- **Terms of Service document** from E-Terra to client, officially confirming terms of engagement and legalities.
- **Follow up and close deal.** Vendor registration in soft or hard copy issued by client.
- **Client sends PO** (Purchasing Order) by email, which is handed over to finance for post service fee processing.
- **Technical team takes over** and executes service.
- **Feedback form** sent to client upon completion of job.
- **Payment processing.** Send client an invoice. Receive money. Comms paid.
- **Issue post-service certificates** such as certificate of data destruction. Technical report for degaussing and data destruction issued by plant manager. Also issue job completion form.

ESA's job is strictly Sales. Approach companies, negotiate contracts and close deals. All required sales training will be provided by E-Terra. All administrative and legal documents required to facilitate negotiation processes will also be provided by E-Terra. Once PO is sent over to E-Terra, first contact between company and client will be made. ESA is 100% responsible for following up with client from start to finish.