

Outbound Excellence's

Account Transition Policy

Effective 11/14/08

#1. Eligibility for transition of accounts from termed Sales Associates will be as follows:

- a) Must have averaged a minimum of 3:15 of Customer Contact Time the previous month
- b) Must have exceeded 90% of the previous quarter's sales quota (rolling 3 month average)
- c) Must have exceeded 90% of the previous quarter's Average Line Items quota (rolling 3 month average)
- d) Must have exceeded 90% of the previous quarter's Active Buying Customers quota (rolling 3 month average)
- e) Must not have exceeded Minimum Monthly Returns Average (using a rolling 3 month average).

#2. A report of the Sales Associates that meet these eligibility requirements will be published and distributed to all Sales Associates prior to the distribution of any accounts from a termed Sales Associate.

The report will rank the AE's based on their performance to the requirements listed above.

#3. The top 24 accounts will be segmented into 3 groups of 8 and offered to the top 3 ranked SA's

Mode of distribution = Rotate top 24 accounts A=1,2,3...B=4,5,6...C=7,8,9... A=10, 11, 12 etc.

The second group of 24 accounts will be distributed in the same manner.

The remaining accounts will be distributed, based on performance, amongst AE's with less than 1-year tenure.

#4. Once an AE accepts a block of accounts, 80% of the 3 month average (revenue) will be added to the new AE's forecast beginning the following month.

(Based on the Current Sales Forecast).

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#5. An AE will only be eligible to acquire new accounts from termed AE's once per quarter
(based on a 90 day running calendar).

#6. The number and names of eligible AE's will change on a monthly basis so the data used for the distribution of termed AE's accounts will ALWAYS BE BASED ON THE PREVIOUS MONTHS DATA.

#7. To eliminate "buddy system" transfers Sales Managers will be responsible for managing the back-up support of team members to ensure that calls are routed to the members of their team with the highest ranking on the eligibility report.

Any AE violating the above mentioned policy will be subject to a written warning and will not be eligible for the transition of accounts for one year from the date of the violation.

#8. Once per quarter, a maximum of 5 accounts may be distributed to an AE with previous sales AND industry experience.

However, in order to be eligible the AE Associate being recruited must meet the following requirements:

- 1) Must have documented experience working in the same industry within the previous 6 months**
- 2) Performance to goal for the previous 3 months must exceed 90%**
- 3) Must have documented support of 3:15 of customer contact time**
- 4) Must be approved by the VP**

All requirements must be documented and made available to all AE's prior to distribution.