



GUIDE TO CUSTOMER ACQUISITION IN EUROPE

Note: No one should be attempting to secure out-of-country customers until qualified in-country with in-country customers!

1. Go to **www.acneuro.com**
2. Click INTERNATIONAL at the top right of the page.
3. Choose and click flag of the country of your potential customer.
4. When that country's front page displays click the "MyACN" or its equivalent in the language of the country you are looking at ("LA MIA ACN" in Italian for example)
5. DO NOT LOG IN! *If you do, you will get put back to your own country's MyACN.*
6. Instead, look down the bottom of this LOGIN PAGE. Where it says: "Any problems with logging in?" (or that language equivalent) and locate the Phone Number of REP SERVICES in that country.
7. Add all the appropriate country codes for that country (check your phonebook) and ring ACN REP SERVICES of that country.
8. Tell REP SERVICES (of that country) you need CAF forms sent to your customer (make sure you've got the customer's correct address!).
9. Ring your potential customer in that country to tell him to watch for a packet from ACN and to ring you or email you when it arrives. When that happens, you and the potential customer should fill out the CAF form together over the phone.
Note: You can see a sample of the country's CAF by accessing their documents on their information page.
10. Make sure the customer signs the CAF, then ask that the signed and completed CAF be **faxed to YOU**.
11. Be sure to check the CAF thoroughly and sign it, do not miss entering YOUR REP ID #.
FAX the completed CAF to the number at the top of the form.
12. **Do not enter the international customer online!** For Europe that is not possible at this time.