

Insight Referral Program FAQ's

Who do I contact to get started or have questions?

You can simply send an email with your contact information and note that you are interested in referring Insight to your clients. Contact: Laurie Taylor, Marketing Director, Insight Software. Toll Free Phone: 1-800-805-4532 ext. 307 or Local Phone: 1-780-489-1777 ext. 307 Email: affiliates@salon-software.com

Who would use Insight Software?

Primarily Insight Software is used by salons, spas, medi spas and tanning businesses. However, other industries like tattoo studios, doggy daycares & groomers, movie rental stores and retail stores have used Insight to successfully manage their business.

How much does it cost to become an Insight Referral?

There is no charge to become an Insight Referral.

I live outside of North America, can I still be a Referral?

Yes, you can. Insight is serving over 6,500 businesses in 26 countries.

How can I market Insight Software?

You can market Insight Software through emails, newsletters, banners, or in person when you meet with your clients. Please contact affiliates@salon-software.com to discuss how Insight can assist you with your marketing needs.

Where do I get brochures, banners or other marketing material to promote Insight?

Insight will provide you with customized marketing materials. If there is specific marketing piece you need, please contact us via email at affiliates@salon-software.com.

How do I refer my client to Insight Software?

There are several ways you can refer someone.

1. **Email:** Email your clients contact information to Insight. affiliates@salon-software.com
2. **Phone:** Call Insight Sales 1-888-919-5841 and provide them with your clients contact information.
3. **Online Booking:** Book an appointment online. When you are with your client you can simply go to Insight's Online Booking Form and choose a date and time that suits your client. Please make sure you put your name in the comments section. <http://va.insighthosted.com/>
4. **Online Form:** Fill out the online form. <http://www.salon-software.com/affiliate-program/>
5. **Promo Code:** A customized promo code will be supplied to you. If your client receives a brochure or email from you, ensure your client quotes your promo code. Your client can contact Insight directly and quote your promo code by either phone, email or booking online.

What questions do I ask my client to determine if they are interested in Insight Software?

Depending if your client already has an existing software management platform or not, the range of questions could vary.

Do you currently have a management software?

If yes -- Which software are you using? Are you happy with your current software?

- a. Are you interested in looking at a new software that will save you time, bring in more revenue and give you options?
 - i. Provide your client with the Insight Features brochure.

- b. Ask your client if they have time in the next day or two to talk with an Insight Consultant to go over the advantages of Insight over other competitors.
 - i. Provide the Insight team with your clients contact information and you are done.

If No - What 2 challenges are you facing with your business right now?

- c. For example if they say “spending time booking appointments or confirming appointments or managing employees or inventory, or even driving revenue”, you can let them know that Insight has all the powerful tools they need to manage their business and you can point out the key features.
 - i. Provide your client with the Insight Features brochure.
- d. Ask your client if they have time in the next day or two to talk with an Insight Consultant to go over the advantages of Insight over other competitors.
 - i. Ask for their business card and write the date and time on the card or book online.
 - ii. Provide the Insight team with your clients contact information and you are done.

How do I know when the Insight Sales Team is available to schedule an appointment?

You can book an appointment online with our sales team on any device at <http://va.insighthosted.com/> or you can book a time that best suits your client and contact our sales team. The sales team will contact your client if the time booked needs to be rescheduled. The sales team is available Monday to Friday from 9:00 am to 4:00 pm EST for appointments.

How much do I get paid?

To keep the program as simple as possible, the commission you will receive for each sale will be 25% of the total profit. A typical payout can range from \$100 for a simple chair renter to \$625 for sales to larger businesses and even higher for multi-location organizations.

Will you promote our product and company to your clients?

Yes, as an incentive bonus to those Referrals that provide us with sales, we will promote your company through our social media channels, blogs and newsletter.

How long do I earn commission?

You will receive commission up to 24 months from the first sale date on any Insight product your client(s) purchases. (Excluding technical support and programming.)

What if my client doesn't purchase an Insight product right away?

If you refer a client, we will honor your referral for up to 180 days.

What if another Insight Referral refers the same client?

The Referral who refers the client first will receive the commission.

When do I get paid?

Every reporting period (monthly or quarterly depending on your volume) you will receive a report detailing every lead you have sent to us and their current status in the sales process. All sales closed during the reporting period will be outlined in a statement so that you know exactly how your compensation check is calculated. All payouts of commissions will be sent within 5 days of the end of each month.

How do I get paid?

We will send you a check (cheque) by mail.

How do I keep track of my sales and referrals?

We will send you a monthly or quarterly report (depending on your sales volume). You can keep track of your sales by this report or you can create your own report to track.

Can I bid on keywords and advertise with search engines?

No, only Referrals with prior written permission from Insight can bid on keywords. Please contact Insight prior to developing any marketing or promotional material.

All Referrals must abide by the Terms and Conditions of the site including but not limited to the use of logos, copyrights, trademarks and designs without expressed permission. Syntec Business Systems has the right to modify the Insight Referral Program at any time.

Insight Referral Program

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