

WELCOME TO TVC!

Your training will start at _____ am/pm at _____.
(time) (location)

Your TVC Trainer will teach you all you will need to know to build a successful business. Your training will consist of five days, with a minimum of six hours per day.

TVC Associates get paid weekly. The sales week runs from Sunday through Saturday. All sales that have cleared for commission by Wednesday, pay on Friday. Direct deposit is available for all Associates; otherwise, checks are mailed every Thursday.

During your training period, your Trainer will use the "With Him" Principal:

- First - Your Trainer will Sell, You will Watch
- Second - Your Trainer will Sell, You will Help
- Third - You will Sell, Your Trainer will Help
- Fourth - You will Sell, Your Trainer will Watch

This process will ensure that you will be comfortable with the presentation, before you sell solo.

During your training, if you would like to work in the booth on your own so that you can practice, ask your Trainer to set this up for you. He or she will check the schedule and do their best to fit some time in for you. Any sale made on your own, will be your sale and commissioned to you.

Your Trainer _____ Phone _____

Your Truck Stop Schedule:

	LOCATION:						
	SUN	MON	TUE	WED	THU	FRI	SAT

HOW TO EARN \$8,000 EVERY MONTH

You can earn \$8,000 a month by selling just 15 TVC 4885 Pro-Driver memberships, first and last with on-going pay, each and every week! Here's how it works: Each TVC 4885 Pro-Driver Plan counts for two toward bonus.

15 - 4885 sales (paid advance) + the same 15 - 4885 sales (paid through matrix) = \$112.80 per sale (paid at the 30 level) or \$1,691.70 per week, \$6,766.80 per month (the first month). In the 2nd and consecutive months, you could earn:

Sales Commissions	\$6,766.80
Plus, Insurance Commission Bonus paid for 120 (105 to qualify) sales the previous month =	\$480.00
Plus, EDIR Commission Bonus (qualified previous month) paid for \$5 ea. on 60 sales current month =	\$300.00
Subtotal =	\$7,546.80

Plus, in a year or so, you could start qualifying for as much as \$800 in reward commission income each month.

Subtotal =	\$7,546.80
Matrix Comm. Reward Income =	\$800.00
TOTAL =	\$8,346.80 per month!

What other opportunity do you know where you can set your own paycheck? So aim high, and set your goal to enroll at least fifteen (15) 4885 Pro-Driver memberships each week.



Dear Associate,

Please help us pay you your commissions in a timely fashion. If you currently have a checking account we will need that information so we can make direct deposits to your account. Please fill out the following information and return to our home office. This will avoid unnecessary delays in receiving your commissions.

Print Member Name _____

Print Member ID# _____

Name of Bank _____

Bank City _____

Bank State _____

Routing Number _____

Account Number _____

I authorize TVC Marketing Associates to make direct deposits into the account indicated above.

Associate Signature

SETTING YOUR BUSINESS GOALS

What is your Income Goal? _____

To accomplish your goal, you will need:

_____ Sales Applications per Week

_____ Sales Applications per Month

You can qualify for monthly bonus for insurance:

- \$100 - 22.5 Applications per Month - Average 5.6 Applications per Week
 - \$213 - 32.5 Applications per Month - Average 8.1 Applications per Week
 - \$380 - 42.5 Applications per Month - Average 10.6 Applications per Week
 - \$480 - 52.5 Applications per Month - Average 13.1 Applications per Week
 - \$525 - 95 Applications per Month - Average 23.75 Applications per Week
 - \$600 - 125 Applications per Month - Average 31.25 Applications per Week
- (Based on sales of Pro-Driver 4885 with on-going pay)

You can also qualify for the Executive Director (EDIR) Bonus with 75 personal sales in the previous month. (Details, other bonuses and additional qualifications will be discussed in Class Four of this Training Manual.)

I am interested in building a downline through recruiting. Yes No

I have friends or family I wish to share this opportunity with. Yes No

If yes, jot down a few names below of those who might be interested:

You and your sponsor should review your goals every month.

The following will assist you in setting your goals.

# OF SALES	COMM. ADV. PER SALE	APPROX HRLY COMM	COMM. ADV. PER WK	COMM. ADV. PER YR
3	\$82.78	\$6.21	\$248.34	\$12,913.80
4	\$87.78	\$8.78	\$351.12	\$18,258.24
5	\$90.28	\$11.29	\$451.40	\$23,472.80
7	\$92.78	\$16.24	\$649.46	\$33,771.92
9	\$97.78	\$22.00	\$880.02	\$45,761.04
12	\$102.78	\$30.84	\$1,233.36	\$64,134.72
15	\$112.78	\$42.29	\$1,691.70	\$87,968.40
20	\$112.78	\$56.39	\$2,255.60	\$117,291.20
30	\$112.78	\$84.59	\$3,383.40	\$175,936.80

DREAM SHEET

Vacations:
Where and how

Automobile:
Kind, color, options

House:
Size, style, extras

Money:
Savings, Investments

Career:
Salary increase, benefits, promotions

Children and Family:
Education, activities, shared time

Friendship:
Respect, helping others

Health:
Body weight, exercise

Religion:
Church involvement, religious study

Mind:
Education, reading, recall

24 Hours Later Write Why
In One Sentence Or Less

SEVEN STEPS FOR GOAL SETTING

1. Identify the Goal
2. Set a deadline for achievement
3. List obstacles to overcome
4. Identify the people and groups to work with to accomplish your goal
5. List skills and knowledge required to reach your goal
6. Develop a plan of action
7. List the benefits – What's in it for me.

GOAL SETTING

Look at dream sheet and select only those items you truly want to achieve.

Combine items from both the dream sheet and the self-evaluation to get a comprehensive list of your major goals.

Before you transfer items to your Major Goal Sheet, make sure you can answer yes to these 5 questions.

1. Is it really my goal?
2. Is it morally right and fair?
3. Are my short-range goals consistent with my long-range goals?
4. Can I commit myself emotionally to complete the project?
5. Can I visualize myself reaching this goal?

If so record the item on your Major Goal Sheet.

From the new list select at least 2 goals that you will work on every day.

For each goal you work on daily apply the seven steps to goal setting.

Identify Goal	Identify People
Set Deadline	List Skills
List Obstacles	Develop Plan
List Benefits	

Evaluate all of your goals on a regular basis.

When one goal is reached, replace it immediately with another goal.

Certain emphasis on goals may change so review your entire list regularly and adjust.

If it is a give up goal share it with everybody.

If it is a go up goal share it only with those you love and trust who will give you support.

In order to reach your Goal you have to make a Commitment.

DO IT NOW!

BENEFITS OF GOALS

Goals enable you to:

- Know, be, do and have more...
- Use your mind and talents fully...
- Have more purpose and direction in life...
- Make better decisions...
- Be better organized and effective...
- Do more for yourself and others...
- Have greater confidence and self-worth...
- Feel more fulfilled...
- Be more enthusiastic and motivated...
- Accomplish uncommon projects...

In order to succeed in life you must become a Flee Trainer.

- Flee Trainers are driven from within.
- Flee Trainers are not a SNIOP, they are not Susceptible to the Negative Influences of Other People.
- Flee Trainers understand that you will get everything you want in life if you just help enough other people get what they want from life.
- Flee Trainers don't tell other where to get off, they show them how to get on.
- Flee Trainers don't try to see through other people, they try to see other people through.

CLASS ONE

THE PRESENTATION

Presentation Basics, Invitations & Approaches, Trial Closes & Issuing Membership Packet

PRESENTATION BASICS

Preparation

Think positive! Prepare yourself to have a great day.

Set a goal! How many memberships do you plan to sell during your shift?

Dress professionally! Remember, you are asking a prospective member to entrust you with his money. He won't do this if you look and act like a bum. Besides, when you look good, you feel good, and if you feel good, it shows!

Smile! Come to the truck stop with a smile on your face. Remember, you are here to share an invaluable service with drivers.

Prepare to Achieve! If you set your goal for five applications, have five member packs ready to sell. If you set your goal for ten applications, have ten member packs ready to sell. Remember, if you can believe it, you can achieve it.

How to Present Yourself

Present yourself in a professional and confident manner. If you aren't confident about yourself and your product, why should a prospective member be?

Posture is extremely important. Good posture translates into confidence. Always stand at the booth, never sit. When you stand, **STAND TALL!** Also, stand beside or in front of the booth, don't hide behind it.

Avoid standing with your hands in your pockets. Many people, often without even being aware, associate this with hiding something. You are a TVC Pro-Driver Associate, and TVC Associates have nothing to hide. You sell a service that you can be proud of.

When you speak with prospective members, speak clearly. By speaking clearly, you present yourself as a professional, knowledgeable, and confident person.

It is basic knowledge to anyone in sales that first impressions are very important. Your appearance, your greeting and your overall attitude must be pleasing to the customer.

The booth counter should always be kept clean. Keep coffee cups, soft drinks, etc. out of sight.

INVITATIONS & APPROACHES

INVITE, INVITE, INVITE drivers to the booth! Give everyone the opportunity to be a TVC Pro-Driver member. If you let one driver slip by without inviting him to the booth, you may have just lost a sale.

Introduce yourself and shake hands firmly with your prospect. Find out his name and use it repeatedly throughout your conversation. Everyone likes to hear his own name. And, it is especially impressive if you can remember it the next time he comes in, even if he didn't become a member. In this case, you can really "wow" him by letting him know that you remembered his name anyway; and he may buy this time.

Some Approaches to Try

- Hello, my name is _____. And your name? It's nice to meet you. How many years have you been driving?
- Have you checked out our Pro-Driver program yet?
- Do you have your membership card?
- Have you seen our new program?
- Where are you from?
- (If at a busy truckstop) When you finish your business, I would like to invite you to our counter. I have some important information to share with you before you leave.
- Who do you drive for?

The Presentation

After you have someone at the booth, you need to be ready to give a well thought out and effective presentation. This section covers what we consider to be an effective presentation and mirrors what is in our training flip chart. In the training flip chart folder, there are bubbles over the pages with the words we want you to use while giving a presentation. This is not only effective, but also easily duplicatable. Refer to your training folder to see which pages go with the following presentation so that you will have it in the correct order. This presentation should take no more than 2 to 5 minutes.

AD&D page: We give you \$50,000 AD&D

Serious Traffic Violation Page: You know two tickets can cause you some problems, that is why we fight them all.

You are covered page: You are covered in the U.S.A. and Canada in anything that you drive.

Membership Card page: Here is what your membership card looks like. We are open to assist you 24 hours a day, 7 days a week.

Moving and Non-Moving Violation page: We fight all moving and non-moving violations, and we have over 17,000 provider attorneys on retainer to ensure you have the representation you need where you need it.

Testimonial Page: Have you ever driven in California? Well you know how tough it is out there then. This driver had a \$1,400 ticket carrying two points, we got it reduced to \$76 and no points on his license. This other driver had 5 tickets in 5 years - we got every single one of them dismissed.

\$200 Bail Bond Page: We give you a \$200 cash appearance bond. If the officer wants money on the spot, call us or hand him your membership card and we'll wire the money directly to the holding authority.

\$5,000 Bond Serious Accident Page: We have a \$5,000 police bond if you are ever in a serious accident....

Serious Accident Page: And we pay 100% of your legal defense for those same charges...

Serious Accident Testimonial: This was a driver that it actually happened to. He was in a serious accident where three people died. He was charged with 3 counts of misdemeanor death. He was facing 18 years in prison, \$4,500 in fines, and a three year suspension of his license. We represented him, and he got no jail time, no probation, and his fines were reduced to \$500. He couldn't drive in North Carolina for one year, but do you know what he had to pay our attorney for this defense and result? ZERO! We spent \$30,000 to represent him and he paid zero.

Pre-Existing Page: Do you have a ticket now? (If no, then skip, If yes, refer to the next section in this manual.)

Personal Injury Page: We also give you a free consultation with an attorney for personal injury and property damage collection.

Credit Card Page: You have credit and debit cards don't you? (Nod your head yes, while asking this question, also don't say "Do you have..." - always say "You have...") Great, we protect them if they are ever lost or stolen.

Discount Benefit Pages: You also get car rental, hotel and motel discounts. Prescription and eyewear discounts. A free simple will and set legal discounts on other legal matters.

25% Discount Page: If you ever need an attorney for anything other than a moving or non-moving violation, we get you a 25% discount off our provider attorney's normal rates.

Tax Deductible Page: The best part about this is that it's 100% tax deductible. At the end of the year you get to write off 100% of your membership dues. So Uncle Sam basically pays this for you!

Now you are ready to pick up the packet and go through the close. The close is covered in the next class.

Now put your 5 packs together and go through your close until you nail it down tight.

(At the end of each day your trainer will help you put together 5 membership packs and then go through and mock the close with you. You will do this at the end of each class - each day)

Notes

CLASS TWO

CLOSING THE SALE

Common Objections & Rebuttals, Pre-Existing Citations & Truck Stop Etiquette

TRIAL CLOSES

After each point, "trial" close your prospect with statements like these. Always begin with a positive statement and ask them to agree.

- ➔ You can see how this would benefit you, can't you?
- ➔ This would help you on the road, wouldn't it?
- ➔ Your CDL is important to you, isn't it?
- ➔ You can see how this could save you money, can't you?
- ➔ You can see how you would benefit by these savings, can't you?

If you feel that he is ready to purchase, start completing the application. Ask him to spell his name and start filling out the paperwork. When he responds with his name, continue on through the application. Once you have completed the application and given the new member his packet, summarize the benefits and explain how to use the service.

- ➔ One of the best things about this membership is that you can let your bank or credit card make the payments for you. And this will qualify you for monthly payments. Would you prefer to use your bank or credit card?
- ➔ Because they are on the road most of the time, most of our members prefer to let their bank or credit card make their payment each month. Which do you prefer?

These are Assumptive Closes. THIS IS HOW IT SHOULD BE DONE. When you arrive at the end of the presentation, you make your closing remark and end it with a question to start completing the application. (i.e. "What is your Social Security Number?" or "How do you spell your last name?")

When they reply with the information, follow through and complete the application.

After you have completed the application, ask them to "okay" their membership and point to the signature line. DO NOT ask them to "sign," ask them to "okay."

SAMPLE CLOSE

After the presentation, pick up the member pack and say:

"I am going to give you this membership card and stickers for your log book and truck. If you get a ticket, need a bond, or have an accident, call the 800 number, they will help

you. The Power of Attorney is for tickets, and there is a Summary of Benefits. This is your pack for your truck. A membership pack will come to your house with all the other benefits. Be sure to look it over and fill out your beneficiary form."

Unfold the application and have a pen in your hand. The very next thing you say is "What is your name?" Be quiet and wait for a response. If you get an objection, answer it and then say again, "What is your name?" Be focused on getting the information. Do not mention the words price, check, credit card, money, or bank draft. Once he gives you his name ask for his address, phone number and social security number. If you get an objection, answer it and restate your question.

Once you have the name and address filled out, fill out the member's gray membership card. As soon as you have filled out his card, say, "We bill you through your bank. What is the name of your bank? Do you have that card in your wallet? Remember, keep quiet, the next person to talk loses.

If you have to hold a membership, hold it to the end of your work week. Tell the driver to call you if **HE DOES NOT WANT THE MEMBERSHIP.**

If you have a bank name and no account number, suggest calling his work if he has direct deposit for his paycheck, call his wife, or if the driver is from a small town, you may be able to call the bank with the driver on the phone and get the number.

The key to selling a lot of memberships is writing out information. The more information you get, the closer you are to finishing the sale. Be confident, look your prospect in the eye, assume that everybody wants what you are selling.

Do not give out cards or brochures. If they want that information they have to give you **their** information. Tell them it is better to write it on the application where he can keep a copy than to take information by fax or over the phone at a later date.

Just before the driver signs the application, tell him about the first and last months payment. Explain that we do it this way so that they never lose their ticket and accident protection even if for some reason they miss a payment. We also want their reward income to remain in force. Having a buffer month allows us to keep those safe for them.

Other Closing Techniques

Feel, Felt, Found

This is a great way to handle objections. It shows the customer that you are understanding his feelings.

FEEL - I can see why you'd FEEL that way...

FELT - Other drivers I have talked to have also FELT that way...

FOUND - What I have FOUND is that...

Then restate the objection in a way you feel comfortable handling it."

The 3-Step Close

1. Use a softening statement. ("I can see why you might feel that way.")
2. Question the objection.
 - a. "Let me see if I understand what you are saying..."
 - b. "You like the membership, right?"
 - c. "And you feel like it is worth the investment. Is that what I understand you to be saying?"
3. Restate the objection in a way that you can solve the problem.
4. Then ask a closing question.

Read Zig Ziglar's *Secrets of Closing the Sale* for more great closing ideas.

OVERCOMING COMMON OBJECTIONS & REBUTTALS

Objection: I need to think it over.

Rebuttals:

1. What do you need to think about? (Find out WHY and respond accordingly).
 - a. Amount (cost)?
 - b. Credit card use?
 - c. Can't spare the cash? No problem. You do have it in the bank, don't you? Okay, then we can just do a bank draft.
 - d. Specific benefits of the plan (moving violation representation, non-moving violation representation, traffic accident representation, etc.)
2. Is 30 days long enough to think about it? Great! The company will even cover you while you are thinking about it. Pay for one month, and if you decide you don't need the coverage, just send a letter to the home office saying you want to cancel.
3. How many years have you been driving? What is your plan if you get a ticket or have an accident? Wouldn't it be a relief to you to have one less worry? So, what is your social security number?

Objection: How do I know that this really works?

Rebuttal:

1. Well, let me show you the testimonials from other drivers. With our 17,000 provider attorneys representing our drivers, most of the tickets we have handled have either been reduced (less points on their record) or sometimes even dismissed (so that it won't appear on their record at all). One thing you will notice from the testimonials is that the member is still responsible for paying the fines and/or court costs; but you can see from their statements, that it was a big relief for the driver to know that his record was kept clean.

Objection: Can I take a brochure with me?

Rebuttal:

1. Well, you could take a brochure with you, but you know that the brochure would be exactly like the one that you are looking at here, and I'm sure that you can tell from the two or three things we have covered so far, that there is a lot more information that you would be missing by reading the brochure only. What I would really like to do is take the time to explain it here so I can answer any questions you might have. It will just take a few minutes to run over some of the major benefits of TVC Pro-Driver, and I'm sure that you will find that it really is worth your time to listen.
2. I would really be happy to send a brochure with you; but, when you see that police car with lights on in your rear view mirror, pulling you over for a ticket, that brochure isn't going to help you at all, but this membership card will.

Objection: I am against a Bank Draft.

Rebuttal:

1. I understand, but there are two other options: credit or debit card. Which would you prefer?
2. Why are you against a bank draft? It is so safe and easy. The bank gets the bill and sends the money, or you get the bill and send a check. It really is the same thing, except you don't have to worry about getting home in time to get the bill or remember to write a check and mail it. Did you know, most of our members pay by bank draft. Since they are on the road most of the time, they find it really convenient to have the bank take care of it for them.

Objection: Do you have a business card I can have?

Rebuttal:

1. Well, I could give you a business card, but what you really need is your membership card with the 800 number on it. First, if you have to call me long distance, it is going to cost you some money. Second, I can't really do anything for you once you get a ticket. So, I would rather give you a membership card with your name on it. Then, you can take the membership packet with you so if you do get a ticket, you'll be covered. If you look at this as costing only \$1.33 a day, isn't it worth a few cents a day for the knowledge that if you do get pulled over, you won't have to worry.

Objection: I don't have any charge cards.

Rebuttal:

1. That is only one payment method option. Let me show you how easy we can arrange a method that will work best for you.

Objection: I have to discuss this with my spouse.

Rebuttal:

1. I understand. But you'll have more information to give them if you have the membership packet, right? In order to get the packet, you need to fill out the application to get enrolled. If, after you talk it over with them, you decide against the coverage, just call the home office. You can cancel it at anytime.
2. I understand how you FEEL. I have talked to other drivers who have FELT the same way. What I have FOUND is that if they can go home with the membership packet, they have an easier time showing their spouse the value of TVC Pro-Driver. In order to give you this packet, I must have at least the first month to send in with your application. Then you'll be covered while you are talking it over. Remember, you are not obligated to more than one month at a time, so if you change your mind, you can just send in a cancel letter in one of the return envelopes you get with your membership packet. If this works for you, let's get this paperwork out of the way. What's your social security number?

Objection: I don't have a bank or credit union.

Rebuttal:

1. Just cash? Well, earlier you mentioned that you have credit cards. Do you have any with you today?
2. Does your spouse or someone handle your business affairs for you while you are on the road?

Objection: Just give me an application to take with me. I'll send it in later.

Rebuttal:

1. I'd like to do that, but the application has to be dated, timed and signed with my signature to say that you have everything you need to benefit from this service. And I can't give you a packet and membership card without a completed application.

Objection: I'll be back on _____. I'll have money then.

Rebuttal:

1. That's great. You know, the only problem with that is that I might not be here. I spend a lot of time here, but not 24 hours. And if your schedule and mine aren't the same, I might miss you. Even worse, you could get a citation between now and then, and if you do, there would be a \$295 handling fee.

You know you would benefit from the service, and you can see how much it can save you in time and money, so let's just get you enrolled now. After all, we can start counting down the ten-day pre-existing waiting period and a delay might only cost you more.

Objection: I don't have my bank numbers.

Rebuttal:

1. That's no problem. We can call you bank and get them. Or maybe someone is at home that can help us out.

Objection: My truck goes too slow so I'll never get a ticket.

Rebuttal:

1. Yes, it is true that some companies can fix trucks so that they can only go 60 or 65 mph, but they still give you an 80 mph trailer to put on the back.
2. True, you may only be able to get up to 60 or 65 mph, but many of the tickets our drivers get seem to be from small towns or in construction sites where the speed is drastically reduced. And often, we see tickets from drivers who were driving their car at home. With one computer system, all tickets, whether you get them in your car or truck, go on your record.
3. Well, our plan covers moving violation, not just speeding tickets. We also cover improper lane changes, following too closely, running a stop light, failure to obey a traffic signal, failure to yield, driving in the wrong lane, and much more.
4. We cover moving AND Non-moving violations. Did you know that there are more non-moving violations that carry the penalty of serious, than there are moving(in some states). Having a slow truck won't matter much then will it?

PRE-EXISTING CITATIONS

Definition: A Pre-Existing citation is one which was received before becoming a member, or within the first 10 days of membership. A handling fee is required for all pre-existing tickets.

If you are enrolling a driver who has a citation he would like us to work, fax us the application immediately, call to confirm that the application was received, then have the member speak to Customer Service. He will need to give them the following information:

1. Type of Citation: If you are not sure if it is covered under the moving or non-moving violation representation benefit, call the home office to be sure.
2. Accident Involved: If an accident was involved, the ticket would be handled as a 25% case, meaning that the member would be responsible for the attorney's fees less a 25% discount off their normal hourly rate.
3. Court Date: The office must receive the information with at least 10 working days remaining prior to the court date to have time to get an attorney.
4. Handling fees: If the office receives the citation with at least 10 working days prior to the court date, the handling fee is \$295. If the office receives the citation with 5 or less days prior to the court date, the fee is \$395 and there is no guarantee that we can obtain an attorney on such short notice. If an attorney cannot be obtained, the pre-existing handling fee will be refunded. If the office receives the citation on or after the court date, the citation would be handled as a 25% case. All court costs and fines are not covered and are the responsibility of the driver.
5. The home office will have the member mail in the original citation (or legible copy of both front and back sides), a statement of fact regarding the citation, a completed and signed Power of Attorney certificate and the applicable handling fee. They need to mail this information to the home office IMMEDIATELY.

6. If Customer Service determines that the citation is to be handled as a 25% case, the member will still need to mail in the citation, (or legible copy of both front and back sides), a statement of fact regarding the citation, and the completed and signed Power of Attorney certificate IMMEDIATELY. The member will be informed that he is responsible for the attorney's fees (less a 25% discount off the normal hourly rate), as well as court costs and fines. He can discuss the approximate fee totals with his Provider Attorney when his case has been assigned.
7. Inform the member to call the toll-free number a couple of days after he has mailed the citation to be sure the office has everything they need to fight the case. If the case is a 25% discount case, the member will be able to get the name and number of the Provider Attorney at this time. Also, inform the member to call the home office a few days before the court date to make sure the attorney has everything he needs, and again about five days after the court date to find out the results of the case, and if he needs to mail fines to the court.
8. Inform the member to forward any correspondence he receives from the court to TVC as soon as possible.

TRUCK STOP ETIQUETTE

You will be leasing a space at a Truck Stop so you will be working closely with others in that Truck Stop. Although you are not an employee of the Truck Stop, it is extremely important to be courteous and polite for several reasons. First, if you have developed good relationships with the truck stop employees, they will often bring drivers to your booth. You'll find your business will improve as a result. Second, the success of TVC's image at your truck stop may be the reason for TVC to be able to expand to another truck stop.

Under the unwritten rules of the "Vendor's Code," you should not bother another Vendor's customer. And, you should never invite a customer to your booth who may be standing in front of another vendor's booth. If you find yourself in a situation where a driver is asking you a question while standing at another vendor's booth, answer the question briefly and invite the driver to your booth after he has finished his business with the other vendor.

Each truck stop has an Employee/Vendor parking area. Always park in the designated areas, as truck stops want their customers to park as conveniently as possible.

Truck stops require professional conduct and appearance of their vendors. Some may also require drug testing.

Now put your 5 packs together and go through your close until you nail it down tight.

(At the end of each day your trainer will help you put together 5 membership packs and then go through and mock the close with you. You will do this at the end of each class - each day)

CLASS THREE

COMPLETING THE APPLICATION

Pay Methods & Completing Different Types of Applications

PAY METHODS

Bank Draft:

Whenever possible, attach a voided check or deposit slip of the account to be drafted. Be sure to complete the name, street address, city and state of the bank to be drafted in order to verify the transit numbers (bank routing numbers).

All transit numbers must be nine (9) digits. Draftable transit numbers CANNOT begin with any number greater than 32. If the member does not know his transit number, but has a check or deposit slip with him, the number is listed at the bottom of the check or slip with the account number and check number.

SCS cards, ATM cards, and most other cash cards CANNOT be used for drafts. The numbers on these cards are generally NOT the account number, and are therefore useless when trying to draft from an account.

If you are having trouble getting bank account numbers from the bank by phone, ask if you can fax the application with the signature for verification. Usually, the bank will then call you back with the account numbers.

Bank drafts are sent for collections monthly a few days prior to the enrollment date. Occasionally, when the draft day falls on a weekend, the draft may hit on Friday before the weekend.

Canadian banks can now be drafted. **It is important to attach a voided check or deposit slip of the Canadian account to the application.** Canadian checks marked "U.S. Funds" can be cashed and are gladly accepted. These applications can only be input by the home office.

Bank draft authorizations must be signed by the **SIGNER ON THE BANK ACCOUNT ONLY**. Do not sign for the member or write "Per Phone Call To Member".

If a customer must call their home or bank for account numbers, stay with them at the phone to answer any questions or objections from the spouse or bank.

If the member wants his account to be drafted on a specific date, this can only be handled by the home office. Associate services will inform you how to process these applications.

Be sure to send the appropriate copy of all applications to the home office.

Credit Cards:

After you input an application using a credit card as the method of payment, make sure to send the appropriate copy to the home office as soon as possible for all of that weeks sales. If the member happens to dispute the charge on their credit card because they

did not recognize our name on their statement, or deny the charge for any other reason, we must produce a copy of the signed application to avoid being charge back by the credit card company.

Convert Members

If a driver is an ACTIVE member of any other motor club and enrolls as a TVC Pro-Driver member, the ten (10) day pre-existing waiting period is waived. However, if he has a ticket prior to enrollment, the pre-existing handling fees still apply.

Verification of the membership (his membership card) must accompany the application, and be mailed to the home office.

Pre-Existing Period

The Pre-Existing Period is anytime before the member enrolled and ten (10) days after the enrollment date. If a member gets a ticket within this time, he will be charged a Pre-Existing Handling Fee.

The Enrollment Date is reflective of the date the membership was entered and accepted into the computer system. The Pre-Existing Period will extend for ten (10) days after that entry date.

A Pre-Existing Handling Fee of \$295 is due when a member has a citation that occurred prior to or within ten (10) days after membership enrollment date. **This fee CANNOT be waived.** If the pre-existing ticket is received in the office with five (5) or less business days from the court date, the pre-existing fee is \$395; however, there is no guarantee that an attorney can be obtained on such short notice. If an attorney cannot be obtained, the pre-existing handling fee will be refunded.

Other Helpful Tips

Often, drivers do not wish to "sign up" for anything (they "signed up" for the army). So, if you use the term "enroll" instead, you may find a better success rate.

TVC Pro-Driver is 100% tax-deductible as a professional membership, so long as the taxes are itemized. Have the driver check with their accountant. Professional associations and membership dues are normally tax deductible.

All cancellations must be in writing and the bond cards returned with the cancellation notice. Refer to the bank draft and credit card authorization sections on the application, as well as the cancellation section in the membership handbook.

Now put your 5 packs together and go through your close until you nail it down tight.

(At the end of each day your trainer will help you put together 5 membership packs and then go through and mock the close with you. You will do this at the end of each class - each day)

Notes

TVC MEMBERSHIP APPLICATION

TVC Marketing Associates, Inc.® and Subsidiaries
PRINT ONLY

Social Security Number (MUST be filled out) 1

--	--	--	--	--	--	--	--	--	--

Enrollment Date 2 / 3 / 4 Time 5 am/pm

Pre-Existing Period Ends 6 / 7 / 8

Name 9 Last 10 First 11 Middle 12

DOB 13 DL# 14 ST 15

Email: 16

Mailing Address 17

City 18 State/Prov 19 Postal Code 20

Country 21 Phone: Area Code (22) 23

Employer 24

City and State 25

Dispatch 800 No. 26 TK/Code # 27

I hereby acknowledge that on the date hereof, I purchased this contract at:
City 28 State 29

Truck Stop (if applicable) 30

X 31 Signature of Applicant

Selling Associate No:

--	--	--	--	--	--	--	--

Selling Associate Name: 32

X 33 Signature of Selling Associate

Benefits pending application processibility and current member dues.

SELECT ONE OF THE TWO (2) PAYMENT OPTIONS BELOW

Please indicate initial payment option as well as continuing payment option.

1. Bank Draft AUTHORIZATION TO HONOR CHECKS OR ELECTRONIC TRANSFERS drawn by and payable for Premium/Bond Forfeiture, Pre-Existing fees, fines or other costs. I hereby authorize TVC MARKETING ASSOCIATES, INC.® of Oklahoma City, OK to charge/draft my checking account from the financial institution listed below. I agree that if any charge is dishonored, whether intentionally or inadvertently, TVC MARKETING ASSOCIATES, INC.® shall be under no liability whatsoever. THIS AUTHORITY IS TO REMAIN IN EFFECT UNTIL TVC MARKETING ASSOCIATES, INC.® RECEIVES WRITTEN NOTIFICATION FROM ME REVOKING THE AUTHORIZATION. In the case of electronic funds transfer, we indemnify against the National Automated Clearing House and local clearing house rules. Furthermore, in the event that the information I have provided is incorrect or incomplete, I authorize my financial institution to provide TVC MARKETING ASSOCIATES, INC.® the information necessary to successfully draft this account.

Bank Credit Union

34 Institution Name: _____

Address: 35 _____

I wish to pay: 36

Initial Draft: 37 month(s) @ _____ + Pre Fee \$ _____ = \$ _____

First Month Last Month

Monthly Draft: \$ 38 Semi-Annual Draft: \$ _____

Annual Draft: \$ 39 Quarterly Draft: \$ _____

Checking Account 40
(Attach check from Acct. to be drafted)

Account No. 41

Savings Account 42

Institution Transit No. 43

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X 44 SIGNATURE OF APPLICANT

2. Charge Card I hereby authorize TVC MARKETING ASSOCIATES, INC.® of Oklahoma City, OK to charge my credit card listed below for Premiums or costs, variously consisting of amounts for Bond Forfeiture, Pre-Existing fees, fines or other costs. I agree that if any charge is dishonored, whether intentionally or inadvertently, TVC MARKETING ASSOCIATES, INC.® shall be under no liability whatsoever. THIS AUTHORITY IS TO REMAIN IN EFFECT UNTIL TVC MARKETING ASSOCIATES, INC.® RECEIVES WRITTEN NOTIFICATION FROM ME REVOKING THE AUTHORIZATION. Furthermore, in the event that the information I have provided is incorrect or incomplete, I authorize my credit card company to provide TVC MARKETING ASSOCIATES, INC the information necessary to successfully charge my account.

MasterCard Visa AmEx Discover

45

I wish to pay:

Initial Charge: _____ month(s) \$ _____ + Pre Fee \$ _____ = \$ _____

First Month Last Month

Card#

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

46 Exp. Date

--	--	--	--

Monthly Charge: \$ _____ Semi-Annual Charge: \$ _____

Annual Charge: \$ 47 Quarterly Charge: \$ _____

48 **X** Signature of Cardholder

Office Use Only

DE _____ STAT _____

_____ CK _____ CA _____ MO _____

_____ BD _____ _____ EFT _____

COMM. 49

Plan (Please check one): 50

4885

Green Plus

SBCA _____

Other _____

(if other, please list)

Total Enclosed 51

Make payable to TVC Marketing Associates, Inc.®

\$ _____ enclosed First Month Last Month Pre-Existing

Paid by:

Check Cash Money Order

***This enrollment application, your handbook, and your Member/Bond card, together constitute your membership contract.

Bank Draft or Credit Card (Red) Application

1. **Member's Social Security Number.** This will be the membership number for the member.
2. **Enrollment Date.** This should be the date you enroll him as a member. This date will change to reflect the date the application was entered and accepted into the computer system. So applications should be entered daily.
3. **Pre-existing Period Ends.** The Pre-existing period ends 10 days after the enrollment date.
4. **Name.** This is the primary member's name.
5. **DOB.** The primary member's date of birth.
DL #. The primary member's driver's license number.
ST. The state in which the primary member is licensed.
6. **Email.** This is the email address of the primary member.
7. **Mailing Address.** This is where the member will receive handbooks, direct bills, updates on benefits, important information pertaining to pending citations, and other mail from the home office.
8. **City/Prov., State, Zip/Postal Code, Country.** The city/prov., state and zip/postal code of the mailing address, as well as the country.
9. **Phone.** The member's home phone number.
10. **Employer.** The member's current employer.
11. **City and State.** The city and state where the employer is located.
12. **Dispatch 800 No.** The dispatcher's 800 number, in case we need to leave a message for the driver.
TK/Code #. The member's truck code, identification, or driver number, if needed to refer to when calling the dispatch number.
13. **City, State and Truck Stop.** List where the membership was sold.
14. **Signature of Applicant.** Application cannot be processed without member's signature.
15. **Selling Associate No., Name and Signature.** Complete with your Social Security number, name and signature, to get credit for the sale.
16. **Bank Draft.**
 - 16a. **Bank or Credit Union Name**
 - 16b. **Address, and Phone of financial institution.**
 - 16c. **Signature of Applicant.**
 - 16d. **Initial Draft.** Complete the number of months to draft initially (usually one or two), and check the appropriate box (first month or first and last month). If a member is giving you cash, check or money order for the first or for the first and last months, do not complete the initial draft.
 - 16e. **Choice of Ongoing Draft.** Member can choose to be drafted monthly, quarterly, semiannually or annually. Check the appropriate box and put amount of draft in amount space.
 - 16f. **Checking or Savings Account.**
 - 16g. **Account Number and Insitution Transit Number.** Be sure that the member gives you his ACCOUNT number. This is not the number on his SCS/ATM card. We cannot draft from an SCS/ATM card number. The Transit or Routing Number is a nine digit number generally found to be the first nine digit on the bottom left hand side of a check.
17. **Credit Card Draft**
 - 17a. **Choice of Card.** We accept MasterCard, Visa, American Express, and Discover.
 - 17b. **Card Number and Expiration Date.** Be sure to double check these numbers for accuracy.
 - 17c. **Initial Charge.** Check the number of months to charge initially (usually one or two), check the appropriate box and put amount of charge in the space provided.
 - 17d. **Choice on Ongoing Charge.** Member can choose to be charged monthly, quarterly, semiannually or annually. Check appropriate box and put the amount to be charged in the space provided.
 - 17e. **Signature of Card Holder.** To charge a credit card, cardholder must sign here to authorize the charge. If the member and cardholder are different, the card holder must sign here to authorize the charge.
18. **Total Enclosed.** Complete this section **ONLY** if member gives you cash, check or money order. Be sure to check the box(es) that apply and circle the correct plan. IF CASH IS COLLECTED... the money and the application must be received in the home office by Tuesday so that commissions can be paid on Friday.
19. **Plan Type.** Check the appropriate box to select which plan they want.
20. **Office Use Only.** Do not mark in this box. It is used during processing by the Home Office.

Bank Account Draft
With Two Months Up Front

This application will pay a
75% ADVANCE

Notes

TVC MEMBERSHIP APPLICATION

TVC Marketing Associates, Inc.® and Subsidiaries
PRINT ONLY

Social Security Number (MUST be filled out)

1	2	3	-	4	5	-	6	7	8	9
---	---	---	---	---	---	---	---	---	---	---

Enrollment Date 08 / 05 / 07 Time 8.45 am/pm
Mo Day Yr

Pre-Existing Period Ends 8 / 15 / 07
Mo Day Yr

Name Brown John W
Last First Middle

DOB 7-1-50 DL# 123456789 ST TX

Email: jbrown@yahoo.com

Mailing Address 1234 Main St

City Dallas State/Prov TX Postal Code 75252

Country: USA Phone: Area Code (214) 123-2345

Benefits pending application processibility and current member dues.

Employer ABC Trucking

City and State Dallas , TX

Dispatch 800 No. 987-6543 TK/Code # None

I hereby acknowledge that on the date hereof, I purchased this contract at:
City Denton State TX

Truck Stop (if applicable) 76

~~X~~ John Brown
Signature of Applicant

Selling Associate No:

0	1	3	-	4	5	-	6	7	8	9
---	---	---	---	---	---	---	---	---	---	---

Selling Associate Name:
Mary J Doe

~~X~~ MJDoe
Signature of Selling Associate

SELECT ONE OF THE TWO (2) PAYMENT OPTIONS BELOW

Please indicate initial payment option as well as continuing payment option.

1. Bank Draft AUTHORIZATION TO HONOR CHECKS OR ELECTRONIC TRANSFERS drawn by and payable for Premium/Bond Forfeiture, Pre-Existing fees, fines or other costs. I hereby authorize TVC MARKETING ASSOCIATES, INC.® of Oklahoma City, OK to charge/draft my checking account from the financial institution listed below. I agree that if any charge is dishonored, whether intentionally or inadvertently, TVC MARKETING ASSOCIATES, INC.® shall be under no liability whatsoever. THIS AUTHORITY IS TO REMAIN IN EFFECT UNTIL TVC MARKETING ASSOCIATES, INC.® RECEIVES WRITTEN NOTIFICATION FROM ME REVOKING THE AUTHORIZATION. In the case of electronic funds transfer, we indemnify against the National Automated Clearing House and local clearing house rules. Furthermore, in the event that the information I have provided is incorrect or incomplete, I authorize my financial institution to provide TVC MARKETING ASSOCIATES, INC.® the information necessary to successfully draft this account.

Bank Credit Union
Institution Name: National Bank
Address: 123 Bank Rd
Dallas , TX

I wish to pay:
 Initial Draft: 2 month(s) @ 48.85 + Pre \$ _____ = \$ 7.70
 First Month Last Month

Monthly Draft: \$ 48.85 Semi-Annual Draft: \$ _____
 Annual Draft: \$ _____ Quarterly Draft: \$ _____

~~X~~ John Brown
SIGNATURE OF APPLICANT

Checking Account (Attach check from Acct. to be drafted) Account No. 12345678
 Savings Account
Institution Transit No.

0	9	8	7	6	5	6	5	4
---	---	---	---	---	---	---	---	---

2. Charge Card I hereby authorize TVC MARKETING ASSOCIATES, INC.® of Oklahoma City, OK to charge my credit card listed below for Premiums or costs, variously consisting of amounts for Bond Forfeiture, Pre-Existing fees, fines or other costs. I agree that if any charge is dishonored, whether intentionally or inadvertently, TVC MARKETING ASSOCIATES, INC.® shall be under no liability whatsoever. THIS AUTHORITY IS TO REMAIN IN EFFECT UNTIL TVC MARKETING ASSOCIATES, INC.® RECEIVES WRITTEN NOTIFICATION FROM ME REVOKING THE AUTHORIZATION. Furthermore, in the event that the information I have provided is incorrect or incomplete, I authorize my credit card company to provide TVC MARKETING ASSOCIATES, INC the information necessary to successfully charge my account.

MasterCard Visa AmEx Discover
I wish to pay:
 Initial Charge: _____ month(s) \$ _____ + Pre Fee \$ _____ = \$ _____
 First Month Last Month

Card#

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Exp. Date

--	--	--	--

Monthly Charge: \$ _____ Semi-Annual Charge: \$ _____
 Annual Charge: \$ _____ Quarterly Charge: \$ _____

~~X~~ _____
Signature of Cardholder

Office Use Only

DE _____ STAT _____
_____ CK _____ CA _____ MO _____
_____ BD _____ EFT _____
COMM. _____

Plan (Please check one) :
 4885
 Green Plus
 SBCA _____
 Other _____
(if other, please list)

Total Enclosed

Make payable to TVC Marketing Associates, Inc.®
\$ N / A enclosed First Month Last Month Pre-Existing
Paid by:
 Check Cash Money Order

***This enrollment application, your handbook, and your Member/Bond card, together constitute your membership contract.

©TVC MARKETING ASSOCIATES, INC.
3200 W. Wilshire Blvd. Oklahoma City, OK. 73116 (405) 843-2722 01/97
24

Bank Account Draft
With One Month Up Front

This application will pay a
50% ADVANCE

Notes

TVC MEMBERSHIP APPLICATION

TVC Marketing Associates, Inc.® and Subsidiaries
PRINT ONLY

Social Security Number (MUST be filled out)

1	2	3	-	4	5	-	6	7	8	9
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Enrollment Date 08 / 05 / 07 Time 8.45 am/pm
Mo Day Yr

Pre-Existing Period Ends 8 / 15 / 07
Mo Day Yr

Name Brown John W
Last First Middle

DOB 7-1-50 DL# 123456789 ST TX

Email: jbrown@yahoo.com

Mailing Address 1234 Main St

City Dallas State/Prov TX Postal Code 75252

Country: USA Phone: Area Code (214) 123-2345

Benefits pending application processibility and current member dues.

Employer ABC Trucking

City and State Dallas, TX

Dispatch 800 No. 987-6543 TK/Code # None

I hereby acknowledge that on the date hereof, I purchased this contract at:
City Denton State TX

Truck Stop (if applicable) 76

X John Brown
Signature of Applicant

Selling Associate No:

0	1	3	-	4	5	-	6	7	8	9
---	---	---	---	---	---	---	---	---	---	---

Selling Associate Name: Mary J Doe

X MJDoe

Signature of Selling Associate

SELECT ONE OF THE TWO (2) PAYMENT OPTIONS BELOW

Please indicate initial payment option as well as continuing payment option.

1. Bank Draft AUTHORIZATION TO HONOR CHECKS OR ELECTRONIC TRANSFERS drawn by and payable for Premium/Bond Forfeiture, Pre-Existing fees, fines or other costs. I hereby authorize TVC MARKETING ASSOCIATES, INC.® of Oklahoma City, OK to charge/draft my checking account from the financial institution listed below. I agree that if any charge is dishonored, whether intentionally or inadvertently, TVC MARKETING ASSOCIATES, INC.® shall be under no liability whatsoever. THIS AUTHORITY IS TO REMAIN IN EFFECT UNTIL TVC MARKETING ASSOCIATES, INC.® RECEIVES WRITTEN NOTIFICATION FROM ME REVOKING THE AUTHORIZATION. In the case of electronic funds transfer, we indemnify against the National Automated Clearing House and local clearing house rules. Furthermore, in the event that the information I have provided is incorrect or incomplete, I authorize my financial institution to provide TVC MARKETING ASSOCIATES, INC.® the information necessary to successfully draft this account.

Bank Credit Union

Institution Name: National Bank

Address: 123 Bank Rd
Dallas, TX

I wish to pay:

Initial Draft: 1 month(s) @ 48.85 + Pre \$ _____ = 48.85
 First Month Last Month

Monthly Draft: \$ 48.85 Semi-Annual Draft: \$ _____
 Annual Draft: \$ _____ Quarterly Draft: \$ _____

Checking Account
(Attach check from Acct. to be drafted)

Account No. 12345678

Savings Account

Institution Transit No.

0	9	8	7	6	5	6	5	4
---	---	---	---	---	---	---	---	---

X John Brown
SIGNATURE OF APPLICANT

2. Charge Card I hereby authorize TVC MARKETING ASSOCIATES, INC.® of Oklahoma City, OK to charge my credit card listed below for Premiums or costs, variously consisting of amounts for Bond Forfeiture, Pre-Existing fees, fines or other costs. I agree that if any charge is dishonored, whether intentionally or inadvertently, TVC MARKETING ASSOCIATES, INC.® shall be under no liability whatsoever. THIS AUTHORITY IS TO REMAIN IN EFFECT UNTIL TVC MARKETING ASSOCIATES, INC.® RECEIVES WRITTEN NOTIFICATION FROM ME REVOKING THE AUTHORIZATION. Furthermore, in the event that the information I have provided is incorrect or incomplete, I authorize my credit card company to provide TVC MARKETING ASSOCIATES, INC the information necessary to successfully charge my account.

MasterCard Visa AmEx Discover

I wish to pay:

Initial Charge: _____ month(s) \$ _____ + Pre Fee \$ _____ = \$ _____
 First Month Last Month

Card#

Exp. Date

Monthly Charge: \$ _____ Semi-Annual Charge: \$ _____

Annual Charge: \$ _____ Quarterly Charge: \$ _____

X _____
Signature of Cardholder

Office Use Only

DE _____ STAT _____
_____ CK _____ CA _____ MO _____
COMM. _____ BD _____ EFT _____

Plan (Please check one):

4885
 Green Plus
 SBCA _____
 Other _____
(if other, please list)

Total Enclosed

Make payable to TVC Marketing Associates, Inc.®
 First Month Last Month Pre-Existing
\$ N / A enclosed

Paid by:
 Check Cash Money Order

***This enrollment application, your handbook, and your Member/Bond card, together constitute your membership contract.

Credit Card Draft
With Two Months Up Front

This Application will pay a
75% ADVANCE

Notes

TVC MEMBERSHIP APPLICATION

TVC Marketing Associates, Inc.® and Subsidiaries
PRINT ONLY

Social Security Number (MUST be filled out)

1	2	3	-	4	5	-	6	7	8	9
---	---	---	---	---	---	---	---	---	---	---

Enrollment Date 08 / 05 / 07 Time 8.45 am/pm

Pre-Existing Period Ends 8 / 15 / 07

Name Brown John W

DOB 7-1-50 DL# 123456789 ST TX

Email: jbrown@yahoo.com

Mailing Address 1234 Main St

City Dallas State/Prov TX Postal Code 75252

Country: USA Phone: Area Code (214) 123-2345

Employer ABC Trucking

City and State Dallas , TX

Dispatch 800 No. 987-6543 TK/Code # None

I hereby acknowledge that on the date hereof, I purchased this contract at:
City Denton State TX

Truck Stop (if applicable) 76

X John Brown
Signature of Applicant

Selling Associate No:

0	1	3	-	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---	---

Selling Associate Name: Mary J Doe

X MJDoe
Signature of Selling Associate

Benefits pending application processibility and current member dues.

SELECT ONE OF THE TWO (2) PAYMENT OPTIONS BELOW

Please indicate initial payment option as well as continuing payment option.

1. Bank Draft AUTHORIZATION TO HONOR CHECKS OR ELECTRONIC TRANSFERS drawn by and payable for Premium/Bond Forfeiture, Pre-Existing fees, fines or other costs. I hereby authorize TVC MARKETING ASSOCIATES, INC.® of Oklahoma City, OK to charge/draft my checking account from the financial institution listed below. I agree that if any charge is dishonored, whether intentionally or inadvertently, TVC MARKETING ASSOCIATES, INC.® shall be under no liability whatsoever. THIS AUTHORITY IS TO REMAIN IN EFFECT UNTIL TVC MARKETING ASSOCIATES, INC.® RECEIVES WRITTEN NOTIFICATION FROM ME REVOKING THE AUTHORIZATION. In the case of electronic funds transfer, we indemnify against the National Automated Clearing House and local clearing house rules. Furthermore, in the event that the information I have provided is incorrect or incomplete, I authorize my financial institution to provide TVC MARKETING ASSOCIATES, INC.® the information necessary to successfully draft this account.

Bank Credit Union

Institution Name: _____

Address: _____

I wish to pay:

Initial Draft: _____ month(s) @ _____ + Pre \$ _____ = \$ _____
 First Month Last Month

Monthly Draft: \$ _____ Semi-Annual Draft: \$ _____

Annual Draft: \$ _____ Quarterly Draft: \$ _____

Checking Account
(Attach check from Acct. to be drafted)

Account No. _____

Institution Transit No.

Savings Account

--	--	--	--	--	--	--	--	--	--

X _____
SIGNATURE OF APPLICANT

2. Charge Card I hereby authorize TVC MARKETING ASSOCIATES, INC.® of Oklahoma City, OK to charge my credit card listed below for Premiums or costs, variously consisting of amounts for Bond Forfeiture, Pre-Existing fees, fines or other costs. I agree that if any charge is dishonored, whether intentionally or inadvertently, TVC MARKETING ASSOCIATES, INC.® shall be under no liability whatsoever. THIS AUTHORITY IS TO REMAIN IN EFFECT UNTIL TVC MARKETING ASSOCIATES, INC.® RECEIVES WRITTEN NOTIFICATION FROM ME REVOKING THE AUTHORIZATION. Furthermore, in the event that the information I have provided is incorrect or incomplete, I authorize my credit card company to provide TVC MARKETING ASSOCIATES, INC. the information necessary to successfully charge my account.

MasterCard Visa AmEx Discover

I wish to pay:

Initial Charge: 2 month(s) \$ 48.85 + Pre Fee \$ _____ = \$ 97.70

First Month Last Month

Card#

4	0	9	8	7	6	5	6	5	4	3	6	2	1	4	3
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Exp. Date

0	3	1	2
---	---	---	---

Monthly Charge: \$ 48.85 Semi-Annual Charge: \$ _____

Annual Charge: \$ _____ Quarterly Charge: \$ _____

X John Brown
Signature of Cardholder

Office Use Only

DE _____ STAT _____

_____ CK _____ CA
_____ MO _____ BD

_____ EFT

COMM. _____

Plan (Please check one) :

4885

Green Plus

SBCA _____

Other _____

(if other, please list)

Total Enclosed

Make payable to TVC Marketing Associates, Inc.®

\$ N/A enclosed

First Month

Last Month

Pre-Existing

Paid by :

Check Cash

Money Order

***This enrollment application, your handbook, and your Member/Bond card, together constitute your membership contract.

©TVC MARKETING ASSOCIATES, INC.

3200 W. Wilshire Blvd. Oklahoma City, OK. 73116 (405) 843-2822 01/97

DISTRIBUTION *White-Home Office *Yellow-Associate *Pink-Member

Credit Card Draft
With One Month Up Front

This Application will pay a
50% ADVANCE

Notes

TVC MEMBERSHIP APPLICATION

TVC Marketing Associates, Inc.® and Subsidiaries
PRINT ONLY

Social Security Number (MUST be filled out)

1	2	3	-	4	5	-	6	7	8	9
---	---	---	---	---	---	---	---	---	---	---

Enrollment Date 08 / 05 / 07 Time 8.45 am/pm
Mo Day Yr

Pre-Existing Period Ends 8 / 15 07
Mo Day Yr

Name Brown John W
Last First Middle

DOB 7-1-50 DL# 123456789 ST TX

Email: jbrown@yahoo.com

Mailing Address 1234 Main St

City Dallas State/Prov TX Postal Code 75252

Country: USA Phone: Area Code (214) 123-2345

Employer ABC Trucking

City and State Dallas, TX

Dispatch 800 No. 987-6543 TK/Code # None

I hereby acknowledge that on the date hereof, I purchased this contract at:

City Denton State TX

Truck Stop (if applicable) 76

X John Brown
Signature of Applicant

Selling Associate No:

0	1	3	-	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---	---

Selling Associate Name: Mary J Doe

X MJDoe
Signature of Selling Associate

Benefits pending application processibility and current member dues.

SELECT ONE OF THE TWO (2) PAYMENT OPTIONS BELOW

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Bank Credit Union

Institution Name: _____

Address: _____

I wish to pay:

Initial Draft: _____ month(s) @ _____ + Pre \$ _____ = \$ _____
 First Month Last Month

Monthly Draft: \$ _____ Semi-Annual Draft: \$ _____

Annual Draft: \$ _____ Quarterly Draft: \$ _____

Checking Account
(Attach check from Acct. to be drafted)

Account No. _____

Savings Account

Institution Transit No.

--	--	--	--	--	--	--	--	--	--

X _____
SIGNATURE OF APPLICANT

2. Charge Card I hereby authorize TVC MARKETING ASSOCIATES, INC.® of Oklahoma City, OK to charge my credit card listed below for Premiums or costs, variously consisting of amounts for Bond Forfeiture, Pre-Existing fees, fines or other costs. I agree that if any charge is dishonored, whether intentionally or inadvertently, TVC MARKETING ASSOCIATES, INC.® shall be under no liability whatsoever. THIS AUTHORITY IS TO REMAIN IN EFFECT UNTIL TVC MARKETING ASSOCIATES, INC.® RECEIVES WRITTEN NOTIFICATION FROM ME REVOKING THE AUTHORIZATION. Furthermore, in the event that the information I have provided is incorrect or incomplete, I authorize my credit card company to provide TVC MARKETING ASSOCIATES, INC.® the information necessary to successfully charge my account.

MasterCard Visa AmEx Discover

I wish to pay:

Initial Charge: 1 month(s) \$ 48.85 + Pre Fee \$ _____ = \$ 48.85
 First Month Last Month

Monthly Charge: \$ 48.85 Semi-Annual Charge: \$ _____

Annual Charge: \$ _____ Quarterly Charge: \$ _____

Card#

4	0	9	8	7	6	5	6	5	4	3	6	2	1	4	3
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Exp. Date

0	3	1	2
---	---	---	---

X John Brown
Signature of Cardholder

Office Use Only

DE _____ STAT _____
_____ CK _____ CA _____
_____ MO _____ BD _____
_____ EFT _____
COMM. _____

Plan (Please check one) :

4885
 Green Plus
 SBCA _____
 Other _____
(if other, please list)

Total Enclosed

Make payable to TVC Marketing Associates, Inc.®

N/A enclosed First Month
 Last Month
 Pre-Existing

Paid by :
 Check Cash Money Order

***This enrollment application, your handbook, and your Member/Bond card, together constitute your membership contract.

©TVC MARKETING ASSOCIATES, INC.

3200 W. Wilshire Blvd. Oklahoma City, OK. 73116 (405) 843-2722 01/97

DISTRIBUTION *White-Home Office *Yellow-Associate *Pink-Member

Bank Draft
With Two Months Cash Up Front

This Application will pay a
25% ADVANCE

Notes

TVC MEMBERSHIP APPLICATION

TVC Marketing Associates, Inc.® and Subsidiaries
PRINT ONLY

Social Security Number (MUST be filled out)

1	2	3	-	4	5	-	6	7	8	9
---	---	---	---	---	---	---	---	---	---	---

Enrollment Date 08 / 05 / 07 Time 8.45 am/pm
Mo Day Yr

Pre-Existing Period Ends 8 / 15 / 07
Mo Day Yr

Name Brown John W
Last First Middle

DOB 7-1-50 DL# 123456789 ST TX

Email: jbrown@yahoo.com

Mailing Address 1234 Main St

City Dallas State/Prov TX Postal Code 75252

Country: USA Phone: Area Code (214) 123-2345

Benefits pending application processibility and current member dues.

Employer ABC Trucking

City and State Dallas, TX

Dispatch 800 No. 987-6543 TK/Code # None

I hereby acknowledge that on the date hereof, I purchased this contract at:
City Denton State TX

Truck Stop (if applicable) 76

X John Brown
Signature of Applicant

Selling Associate No:

0	1	3	-	4	5	-	6	7	8	9
---	---	---	---	---	---	---	---	---	---	---

Selling Associate Name:

Mary J Doe

X MJDoe

Signature of Selling Associate

SELECT ONE OF THE TWO (2) PAYMENT OPTIONS BELOW

Please indicate initial payment option as well as continuing payment option.

1. Bank Draft AUTHORIZATION TO HONOR CHECKS OR ELECTRONIC TRANSFERS drawn by and payable for Premium/Bond Forfeiture, Pre-Existing fees, fines or other costs. I hereby authorize TVC MARKETING ASSOCIATES, INC.® of Oklahoma City, OK to charge/draft my checking account from the financial institution listed below. I agree that if any charge is dishonored, whether intentionally or inadvertently, TVC MARKETING ASSOCIATES, INC.® shall be under no liability whatsoever. THIS AUTHORITY IS TO REMAIN IN EFFECT UNTIL TVC MARKETING ASSOCIATES, INC.® RECEIVES WRITTEN NOTIFICATION FROM ME REVOKING THE AUTHORIZATION. In the case of electronic funds transfer, we indemnify against the National Automated Clearing House and local clearing house rules. Furthermore, in the event that the information I have provided is incorrect or incomplete, I authorize my financial institution to provide TVC MARKETING ASSOCIATES, INC.® the information necessary to successfully draft this account.

Bank Credit Union

Institution Name: National Bank

Address: 123 Bank Rd
Dallas, TX

I wish to pay:

Initial Draft _____ month(s) @ _____ + Pre Fee \$ _____ = \$ _____
 First Month Last Month

Monthly Draft: \$ 48.85 Semi-Annual Draft: \$ _____

Annual Draft: \$ _____ Quarterly Draft: \$ _____

Checking Account
(Attach check from Acct. to be drafted)

Account No. 12345678

Savings Account

Institution Transit No.

0	9	8	7	6	5	6	5	4
---	---	---	---	---	---	---	---	---

X John Brown
SIGNATURE OF APPLICANT

2. Charge Card I hereby authorize TVC MARKETING ASSOCIATES, INC.® of Oklahoma City, OK to charge my credit card listed below for Premiums or costs, variously consisting of amounts for Bond Forfeiture, Pre-Existing fees, fines or other costs. I agree that if any charge is dishonored, whether intentionally or inadvertently, TVC MARKETING ASSOCIATES, INC.® shall be under no liability whatsoever. THIS AUTHORITY IS TO REMAIN IN EFFECT UNTIL TVC MARKETING ASSOCIATES, INC.® RECEIVES WRITTEN NOTIFICATION FROM ME REVOKING THE AUTHORIZATION. Furthermore, in the event that the information I have provided is incorrect or incomplete, I authorize my credit card company to provide TVC MARKETING ASSOCIATES, INC the information necessary to successfully charge my account.

MasterCard Visa AmEx Discover

I wish to pay:

Initial Charge: _____ month(s) \$ _____ + Pre Fee \$ _____ = \$ _____

First Month Last Month

Card#

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Exp. Date

--	--	--	--

Monthly Charge: \$ _____ Semi-Annual Charge: \$ _____

Annual Charge: \$ _____ Quarterly Charge: \$ _____

X _____
Signature of Cardholder

Office Use Only

DE _____ STAT _____
_____ CK _____ CA _____ MO _____
COMM. _____ BD _____ EFT _____

Plan (Please check one):

4885
 Green Plus
 SBCA _____
 Other _____
(if other, please list)

Total Enclosed

Make payable to TVC Marketing Associates, Inc.®

\$ 97.70 enclosed First Month
 Last Month
 Pre-Existing

Paid by:

Check Cash Money Order

***This enrollment application, your handbook, and your Member/Bond card, together constitute your membership contract.

©TVC MARKETING ASSOCIATES, INC.

3200 W. Wilshire Blvd. Oklahoma City, OK. 73116 (405) 843-3222 01/97

DISTRIBUTION *White-Home Office *Yellow-Associate *Pink-Member

CLASS FOUR PAY INCENTIVES & BONUSES

Understanding Your TVC Marketing Plan & Bonuses

UNDERSTANDING YOUR TVC MARKETING PLAN FOR DIRECT AND PRO-DRIVER SALES

TITLE CODES & TITLES

Associate: Independent Contractor who qualifies for commission advance.

Executive Director: Associate with 36 or more PGV in the previous month, who has 1 or more qualified 1st generation Associates with 36 or more PGV in the previous month.

Senior Director: Associate with 36 or more PGV in the previous month who have 3 or more qualified 1st generation Executive Directors with 36 or more PGV in the previous month are promoted to Senior Director.

National Director: Associate with 36 or more PGV in the previous month who has 5 or more qualified 1st generation Executive Directors with 36 or more PGV in the previous month are promoted to National Director.

National Training Director: Associate who in any one calendar month have 36 or more PGV, an ACTIVE PERSONAL MEMBERSHIP, with an on-going payment method, of \$42.90 per month or greater and who have 20 or more qualified 1st generation Executive Directors with 36 or more PGV in that same calendar month, qualify as a National Training Director. National Training Directors are vested for earned commissions and overrides and never have to re-qualify for earned commissions and overrides, as long as they keep an ACTIVE PERSONAL MEMBERSHIP, with an on-going payment method, of \$42.90 or greater in force.

The graphic below shows the levels you earn overrides on and number of generations you receive overrides on, based upon your title qualification.

Personal Sales	Annual Override on Downline Sales			
Associate	Executive Director	Senior Director	National Director	Natl. Training Director*
Commission Advance	36 PGV in the Previous Month & 1 or More Qualifying Associates With 36 PGV in the Previous Month	36 PGV in the Previous Month & 3 or More Qualifying Executive Directors With 36 PGV in the Previous Month	36 PGV in the Previous Month & 5 or More Qualifying Executive Directors With 36 PGV in the Previous Month	36 PGV in the Previous Month & 20 or More Qualifying Executive Directors With 36 PGV in the Previous Month
ACA Pacesetter Product Pays 1, 2 or 3 levels of Overrides Only	1st Gen. Overrides	1st Gen. Overrides	1st Gen. Overrides	1st Gen. Overrides
	2nd Gen. Overrides	2nd Gen. Overrides	2nd Gen. Overrides	2nd Gen. Overrides
	3rd Gen. Overrides	3rd Gen. Overrides	3rd Gen. Overrides	3rd Gen. Overrides
		4th Gen. Overrides	4th Gen. Overrides	4th Gen. Overrides
			5th Gen. Overrides	5th Gen. Overrides

* See National Training Director definition above for exact qualifications

DEFINITIONS

Personal Membership: A current, active membership of TVC Marketing is one of the following: Pro-Driver, Motor Club of America Enterprises, Inc. (MCA), Small Business Club of America (SBCA).

Active Membership: Any PERSONAL MEMBERSHIP which is not past due on the payment of the membership dues.

Renewal: Any PERSONAL MEMBERSHIP which has been in the system for more than 12 months is paid 80% of first year earned commission as earned.

Personal Sales: Sale of a PERSONAL MEMBERSHIP made directly by an Associate.

Personal Sponsorship: When you have recruited and trained an Associate to work directly in your sales organization and they have written at least one sale.

Personal Group Volume (PGV): Total PERSONAL VOLUME CREDITS you earn in a given month.

Personal Volume Credits: Each NEW MEMBERSHIP sold with an on-going payment method, each annual RENEWAL of a MEMBERSHIP with an on-going payment method, each NEW PERSONAL SPONSORSHIP, and the holding of an ACTIVE PERSONAL MEMBERSHIP, with an on-going payment method, by an Associate carry Credit Values for PGV as seen below.

PERSONAL VOLUME CREDIT TABLE

PGV CREDIT TYPE	PRODUCT	CREDIT VALUE
Personal Sale	Any TVC Pro-Driver	1
Personal Sale	Any SBCA	1
Personal Sale	Any Motor Club	1
Renewal (at Anniversary Month)	Any TVC Pro-Driver	1
Renewal (at Anniversary Month)	Any SBCA	1
Renewal (at Anniversary Month)	Any Motor Club	1
Personal Sponsorship (New Associate)	N/A	1/6 of their PGV the first 3 months
Active Personal Membership in previous month	N/A	6
First Generation Associate with 36 PGV	N/A	6

Active Associate: To be an Active Associate you must meet one of the following:

1. Having sold a NEW MEMBERSHIP, with an on-going payment method, in the previous three (3) months and have any ACTIVE PERSONAL MEMBERSHIP, with an on-going payment method; **OR**
2. Make 1 new sale with on-going payment method in the previous month or sponsor 1 new associate in the previous month; **OR**
3. Be a new Associates in your first three (3) months with the company.

Qualified For Overrides on New Sales: Any ACTIVE ASSOCIATE with 36 PGV in the previous month; or a New Associate in their first 3 months with the company; or any ACTIVE ASSOCIATE can receive overrides on qualified sales by a newly recruited 1st generation recruit during that recruits first 3 month with the company.

Qualified For Earned Commissions on Direct Sales: Any ACTIVE ASSOCIATE with 36 PGV in the previous month and having an ACTIVE PERSONAL MEMBERSHIP, with on-going payment method, worth \$5.95 or greater.

Debit Balance: Any amount of money you have been advanced, charged, or bonused over and above what you have earned.

Company Incentives and Promotions: Company programs which will vary from time to time at the Company's option, and are subject to change without notice. (Advances, commissions, rewards, bonuses, etc. are considered Company Incentives and/or Promotions).

Statement and Commission Checks: Any commissions or adjustments will be viewable in your back office on your website, at the companies option and are subject to change without notice.

Earned Commission: Associate's earned commission pays back their debit balances based on collected funds. Anything that is sold "as-earned" and never advanced, is paid "as-earned" for twelve (12) months as long as you are an ACTIVE ASSOCIATE. Once your debit balance is zero, all earned commissions are paid to you, as long as you are an ACTIVE ASSOCIATE with an ACTIVE PERSONAL MEMBERSHIP, with an on-going payment method, worth \$42.90 per month or more and you qualify with 36 PGV the previous month, or you have qualified for vesting as National Training Director.

ADDITIONAL INFORMATION

1. Checks of \$10.00 or more may be paid via the following methods:
 - a. Check mailed to you; or
 - b. Direct deposit.

2. A Data Processing Fee will be deducted from weekly commission checks, according to the following chart:

WEEKLY COMMISSIONS	FEE
Up to \$100	\$ 3.00
\$101 to \$200	\$ 6.00
\$201 to \$300	\$ 9.00
\$301 to \$400	\$12.00
\$401 and above	\$15.00

3. Chargeback and Truck Stop Rent:

Chargeback Bonus: Associates may earn a chargeback bonus, which offsets a portion of their chargebacks for the week. The bonus amount depends on their sales count for the week.

 - With a sales count of 10 or more, 100% of chargeback deductions are bonused back.
 - With a sales count of 5-9, 75% of chargeback deductions are bonused back.

Truck Stop Rent Bonus: Truck stop rent is charged to an Associate based on the number of shifts worked at a TVC truck stop booth and is deducted from their commission checks. Truck stop rent generally costs \$5.95 per shift. Based upon the Associate's sales count for the week, the truck stop rent bonus can cancel out some or all of the truck stop rent an Associate has been charged.

 - If an Associate has a sales count of 10 or more in a week, no truck stop rent will be deducted from that week's commissions.
 - If an Associate has a sales count of 5 - 9 in a week, only 25% of the truck stop rent will be deducted from that week's commissions.
 - Truck stop rent will not exceed 50% of commissions in any given week.
 - New Associates automatically qualify for the truck stop rent bonus in their first eight weeks in business.

4. You can enroll a member with credit card information on the computer until Midnight (CST) Saturday night, and they will be processed on Thursday and paid on Friday the following week. You will know immediately if the credit card is valid if you process your application through the website.

5. Checks take a minimum of four (4) working days to clear, so they must be in by Midnight, Monday to pay the following Thursday. You should always input your applications daily from the website to ensure they clear in time for your check.

6. The week the payment clears for an application is the week it will count and pay your commission.

7. All Pro-Driver and Matrix applications count for count to determine the level of your Pro-Driver advance commissions, even though some might be paid as-earned through the Matrix.

BONUSES

Health Bonus

To qualify for the health bonus you must have an ACTIVE SBCA MEMBERSHIP with an on-going method of payment worth \$42.90 or greater. Once you qualify, the Health Bonus is strictly based on personal sales count each month. (The following indicates potential Health Bonus based on sales of 4885 Pro-Driver memberships with on-going pay.)

\$100 - 22.5 Applications per Month - Average 5.6 Applications per Week
\$213 - 32.5 Applications per Month - Average 8.1 Applications per Week
\$380 - 42.5 Applications per Month - Average 10.6 Applications per Week
\$480 - 52.5 Applications per Month - Average 13.1 Applications per Week
\$525 - 95 Applications per Month - Average 23.75 Applications per Week
\$600 - 125 Applications per Month - Average 31.25 Applications per Week

Executive Director (EDIR) Bonus

To qualify for the Executive Director Bonus, you must have 36 PGV the previous month and you must have 75 personal Pro-Driver or SBCA sales with on-going payment method in the previous month or have a team of three first-level legs that produce 25 Pro-Driver or SBCA sales with on-going payment method per leg in the previous month. (One leg cannot count for more than 25 Pro-Driver or SBCA sales to qualify).

The following month, you will receive an additional \$5.00 on all personal Pro-Driver or SBCA sales with an on-going payment method and on all team Pro-Driver or SBCA sales with an on-going payment method, made that following month, down to the next Executive Director Bonus Qualifier. At that point, you receive \$2.50 on all Pro-Driver or SBCA sales with an on-going payment method down to the second Executive Director Bonus Qualifier; \$1.50 down to the third Executive Director Bonus Qualifier and \$1.00 per Pro-Driver or SBCA sale with on-going payment method down to the fourth Executive Director Bonus Qualifier in your downline.

Cash Winner Bonus

The amount of cash you earn for each sale with on-going payment increases the more sales you make each week. For example, when you sell 4885 ProDriver memberships, you could earn: from \$82.78 to \$112.78 per sale. The difference between the base commission and the commission you are paid as the result of your sales count is your Cash Winner Bonus.

4885 Apps.	COMM. ADV. PER SALE
1	\$82.78
4	\$87.78
5	\$90.28
6	\$92.78
8	\$97.78
10	\$102.78
15	\$112.78

All Bonuses are based on commissionable and processable sales with on-going payment method.

Marketing Plans, Bonuses, Incentives, Product Availability, Policies and Procedures and etc., may be amended by the Company from time to time without notice at its sole discretion and without consent of Associates or any related party.

Income Projections for TVC Pro-Driver Marketing Plan

Truck Stop and Direct Sales

Sales Per Week	Commission Advance Per Sale	Commission Advance Per Week	Commission Advance Per Year	1st Level Override Adv. Per Sale	1st Level Override Adv. Per Week **	Earned Override Per Sale	Annual Override	Executive Dir. Bonus Per Week **	1st Level Override & Bonus Per Week **
----------------	-----------------------------	-----------------------------	-----------------------------	----------------------------------	-------------------------------------	--------------------------	-----------------	----------------------------------	--

Pro-Driver 4885 Plan (Monthly Retail Value \$48.85)

Up To 7	82.78	\$579.47	\$30,132.65	13.77	96.41	1.31	15.77	\$35.00	\$131.41
8 - 9	87.78	\$790.04	\$41,081.98	13.77	123.95	1.31	15.77	\$45.00	\$168.95
10 - 11	90.28	\$993.10	\$51,641.30	13.77	151.50	1.31	15.77	\$55.00	\$206.50
12 - 14	92.78	\$1,298.95	\$67,545.30	13.77	192.82	1.31	15.77	\$70.00	\$262.82
15 - 19	97.78	\$1,857.86	\$96,608.62	13.77	261.68	1.31	15.77	\$95.00	\$356.68
20 - 29	102.78	\$2,980.68	\$154,995.26	13.77	399.40	1.31	15.77	\$145.00	\$544.40
30 Plus	112.78	\$3,383.46	\$175,939.92	13.77	413.18	1.31	15.77	\$150.00	\$563.18

Pro-Driver Green Plus Plan (Monthly Retail Value \$31.90)

Up To 7	33.33	\$233.29	\$12,131.03	5.54	38.81	0.53	6.35	\$35.00	\$73.81
8 - 9	38.33	\$344.94	\$17,937.04	5.54	49.90	0.53	6.35	\$45.00	\$94.90
10 - 11	40.83	\$449.10	\$23,353.04	5.54	60.99	0.53	6.35	\$55.00	\$115.99
12 - 14	43.33	\$606.58	\$31,542.06	5.54	77.63	0.53	6.35	\$70.00	\$147.63
15 - 19	48.33	\$918.21	\$47,747.08	5.54	105.35	0.53	6.35	\$95.00	\$200.35
20 - 29	53.33	\$1,546.48	\$80,417.12	5.54	160.80	0.53	6.35	\$145.00	\$305.80
30 Plus	63.33	\$1,899.81	\$98,790.12	5.54	166.34	0.53	6.35	\$150.00	\$316.34

** "1st Level Override & Bonus Per Week" is the sum of "Executive Dir. Bonus Per Week" and "1st Level Override Adv. Per Week". See requirements and additional qualification on Bonuses. Dollar amount are based on the assumption that all sales are made by an associate 1st Generation to you. (Any PERSONAL MEMBERSHIP which has been in the system for more than 12 months is paid 80% of first year earned commission as earned.)

CLASS FIVE YOUR SUPPORT SYSTEM

Who's Who at TVC, Conference Calls, Understanding Your Website, Enter an App Online

WHO'S WHO AT TVC

Home Office (for Associates only):	1-866-467-2221
Home Office (for Drivers):	1-800-288-2889
Lynn Havener, Associate Services	Ext. 579
David Kircher, President	Ext. 511

Our 800# is open 24 hours a day, 7 days a week. There is always someone there who can help. If you have a customer who has a question, please offer help. The Home Office is there to help you and the customer. TVC prides itself in outstanding customer service.

CUSTOMER SERVICE

Customer service is a sale waiting to happen. Any great company excels in Customer Service (just look at American Express and Southwest Airlines).

You may be the only one representing TVC that actually comes into contact with the customer, so be sure you have the tools necessary to provide information. If a customer comes by with a complaint, listen. Take down the information and call Associate Services. They will help to assess the problem and determine what needs to be done.

Make sure the customer understands the product. Always validate their feelings and resell the membership. Make sure they understand the value of their membership.

CONFERENCE CALLS

You can hold weekly and monthly conference calls with your teams. These are designed to offer training and recognition, as well as keeping Associates informed on their standing for the month (are they close to reaching a bonus, etc.?). Most importantly conference calls bring your team together.

UNDERSTANDING YOUR WEBSITE

As a TVC Associate, you have the benefit of having your own website. On your website, you have the ability to monitor your business, monitor your team's progress, and enter your own sales.

To receive your own website, just sign up for your TVC membership. Any membership you purchase gives you a website. (To qualify for bonuses, you must have a membership value of \$42.90 or above. See section in Training Class Four for more information).

Your web-site address will be www.tvcmatrix.com/YOUR_USER_NAME. You will be prompted to choose a "User Name" when you enroll. You can then send prospects to your website to purchase products and services. Any sale purchased through your website will be credited to you for sales commissions and/or Matrix commission.

Your trainer will show you how to access your website, walk you through the process of entering sales and answer any questions you may have, or you can schedule a tour of your website by phone by calling Associate Services at TVC.

HOW TO ENTER AN APPLICATION ON-LINE

To enter an order on your web-site, log on to your web-site using your username and password. After you are logged on, click on the tab at the top of the screen labeled "Associates". Click on the "Order Entry" button on the left hand side of the screen, and the following screen will appear.

The screenshot shows the TVC Matrix website interface. At the top left is the TVC Matrix logo. To the right, it says "Nothing in Cart Total:\$0.00" and "William Associate This is the last opportunity you will need to take advantage of ever again." with a small image of a person. Below the logo is a navigation bar with tabs: Shopping, Opportunity, Account, Associates, and Support. Underneath are buttons for Order Entry (highlighted), PGV, Sales, Renewals, Matrix, Genealogy, and Team. Further down are buttons for Matrix Tree, Picture, Associate Payments, Sales Support, and Team Sales. At the bottom of the navigation bar are Newsletter and FAQ buttons. On the right side, it says "Logged In • Logout". The main content area is titled "Order Entry" and shows "Order History From 1/19/2007". Below this is a table header with columns "Date", "Member", and "Product". On the left side, there are links for "Enter New Order" and "Show all orders". Below these are input fields for "From" and "To" with a "GO" button.

Click on "Enter New Order" which will take you to the following screen to enter the new member's Social Security Number.

The screenshot shows the TVC Matrix website interface, similar to the previous one. The main content area is titled "Tax ID" and says "Enter the Tax ID for the customer (including dashes)". Below this is the text "594-33-9031". At the bottom right, there is a blue "Next" button.

Once you have entered the member's social security number, click the next button to enter the member's personal information.

The screenshot shows the TVC Matrix website interface. At the top, there is a navigation menu with tabs for Shopping, Opportunity, Account, Associates, and Support. Below this are several buttons: Order Entry, PGV, Sales, Renewals, Matrix, Genealogy, Team, Matrix Tree, Picture, Associate Payments, Sales Support, and Team Sales. A 'Newsletter' and 'FAQ' button are also present. On the right side, there is a 'Nothing in Cart' message with a total of \$0.00, a 'William Associate' message with an image of a person, and a 'Logged In • Logout' link.

Member Info

Tax ID	594-33-9031
First Name	John
Last Name	Doe
Address Line 1	3411 South Street
Address Line 2	
City	Oklahoma City
State	Oklahoma
Zip	73142
Country	USA
Province	
Phone	4058432722
Driver's Licence #	123443211OK
Driver's License State	Oklahoma
Birth Date	07-04-1960
Email	Jdoe@yahoo.com
User Name	jdoe
Password	

Previous Next

First and Last Name, Address, Phone number are required, as well as, a username and password for the member. (If the member did not give you a username and password, use the first and last name of the member with no spaces in between, for the username and password.) Don't forget to enter as much information as possible including email address and multiple phone numbers. This gives us more ways to contact the member to better serve them. Once this information has been entered, click on the next button, and the Promotion and Product selection screen will appear.

The promotions you use determine the commission you will be paid...so pay special attention to the promotion you select.

Matrix Monthly - This promotion pays 50% of the Commissionable Value of the product to the member and 10% of the Commissionable Value to the Selling Associate. This promotion is used primarily with the Motor Club Products - TVC Plus, TVC Plus Family, TVC Plus 100, and TVC Plus 100 Family - when you are only collecting 1 months membership dues on the sale.

Motor Club First and Last Two Months - This promotion pays the Selling Associate according to the commission plan outlined on page 40 based upon the type of Motor Club sold. This promotion is used in the sale of Motor Club Products - TVC Plus, TVC Plus Family, TVC Plus 100, and TVC Plus 100 Family - when you are collecting an initial payment of 3 months membership dues on the sale.

(Both of the above promotions require a valid On-Going method of payment - credit card or bank draft. No cash sales are accepted. All TVC Plus products have a sales count of 1 and a PGV count of 1.)

Prodriver/Matrix Combo - These promotions are used with the Pro-Driver products which have a Motor Club component with them - a TVC Plus \$5.95 membership. This includes the Pro-Driver 4885, Pro-Driver Green Plus, or Pro-Driver California Green Plus. (All of these products have a sales count of 2 and a PGV count of 1). The **Quarterly, Semi-Annual** and **Annual** promotions pay 3, 6 and 12 months earned commissions respectively. With an valid On-Going method of payment, credit card or bank draft, the **First Month Collection** pays a 6 month advance commission, and the **First and Last Month Collection** pays a 9 month advance commission. (See pages 38 and 39)

Ordering For John Doe

Choose a promotion for this order:

- Promotion
- Matrix Monthly
 - Prodriver Paid Quarterly
 - Prodriver Paid Semi-Annually
 - Prodriver Paid Annually
 - Prodriver First and Last Month Collection
 - Prodriver First Month Collection
 - Prodriver/Matrix Combo Paid Quarterly
 - Prodriver/Matrix Combo Paid Semi-Annually
 - Prodriver/Matrix Combo Paid Annually
 - Prodriver/Matrix Combo First and Last Month Collection
 - Prodriver/Matrix Combo First Month Collection
 - Motor Club First Month and Last Two Months

Choose a product for this order:

Product Name	Retail Price
<input checked="" type="radio"/> Pro-Driver 4885 Plan	\$48.85
<input type="radio"/> Pro-Driver Calif. Green Plus	\$31.90
<input type="radio"/> Pro-Driver Green Plus	\$31.90
<input type="radio"/> Pro-Driver Group Plan	\$29.95
<input type="radio"/> Pro-Driver Truckers Aid	\$14.95
<input type="radio"/> SBCA Green	\$42.90
<input type="radio"/> SBCA Matrix Plus	\$49.95
<input type="radio"/> SBCA Membership	\$29.95
<input type="radio"/> SBCA Platinum Plus	\$110.00
<input type="radio"/> TVC 100 Plus Motor Club	\$11.25
<input type="radio"/> TVC 100 Plus Motor Club Family	\$15.95
<input type="radio"/> TVC Plus Motor Club	\$5.95
<input type="radio"/> TVC Plus Motor Club Family	\$8.95

[Previous](#)

[Next](#)

Prodriver - These promotions are used when selling the SBCA products and the Pro-Driver Truckers Aid plan. (These products have a sales count of 1 and a PGV count of 1). The **Quarterly, Semi-Annual** and **Annual** promotions pay 3, 6 and 12 months earned commissions respectively. With an valid On-Going method of payment, credit card or bank draft, the **First Month Collection** pays a 6 month advance commission, and the **First and Last Month Collection** pays a 9 month advance commission. (See pages 38 and 39 for details). All SBCA products are placed in the matrix, and pay matrix commissions in the third month on money collected in the second month.

Once you select the appropriate Promotion and Product click Next and you will be taken to the Payment Screen.

TVC Matrix

Nothing in Cart
Total: \$0.00

William Associate
This is the last opportunity you will need to take advantage of ever again.

Shopping Opportunity Account Associates Support

Order Entry PGV Sales Renewals Matrix Genealogy Team

Matrix Tree Picture Associate Payments Sales Support Team Sales

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Payment

Cash Payment Received

\$ 0

Transfer to Company Via: Money Order
 American Express - xxxxxxxxxxxx3004

Ongoing Payment Method

New Credit Card
 New EFT
 New Direct Bill
 New **EFS Account**
 New Canadian Bank Draft

Previous Next

Cash Payment Received - If the member paid you cash for any reason you must enter the amount received in the Cash Payment Received field. If you have a payment method on file, as our associate does in this example - **American Express - xxxxxxxxxxxx3004**, then you can select your credit card or bank draft to have the cash paid to you extracted from your credit card or bank account. Using this method to transfer cash to the company will expedite the commission process on the sale. If you do not have a method of payment on file you will need to select **Money Order**. You will need to get a money order for the amount of cash you received from the member, and send it to the home office. The processing of the sale for commission will be held until we have received the money order. ALL CASH RECEIVED MUST BE SENT OR PAID TO THE HOME OFFICE.

New Credit Card - Select this button if the member has given you credit card information to process his order.

New EFT - Select this button if the member has given you bank draft information to process his order.

New Direct Bill - Select this button if you received cash and did not receive an on-going method of payment. Such sales are paid only as-earned and are highly discouraged.

New EFS Account - Do Not Use

Once you select **New Credit Card** or **New EFT** it will take you to one of the following screens depending on your selection.

Edit Payment Method

Credit Card

Name on Card
Card Number
Card Type
Exp Date /

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Edit Payment Method

Electronic Funds Transfer (EFT)

EFT Institute Name
EFT Institute Type Bank Credit Union
EFT Institute Phone
Routing Number
Account Number
Account Type Checking Savings
Is Business Yes No

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Enter the appropriate information given you by the member and click **Next**. The original payment screen will be redisplayed with the newly created payment methods listed at the top of the Ongoing Payment Methods.

TVC Matrix

Nothing in Cart
Total: \$0.00

William Associate
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Payment

Cash Payment Received
\$ 0

Transfer to Company Via: Money Order
 American Express - xxxxxxxxxxx3004

Ongoing Payment Method

- Bank Draft - xxx2341
- Bank Draft - xx5665
- New Credit Card
- New EFT
- New Direct Bill
- New **EFS Account**
- New Canadian Bank Draft

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Select the newly created payment method given to you by the member and press the **Next** button. A screen will appear asking you to confirm the order.

TVC Matrix

Nothing in Cart
Total:\$0.00

William Associate
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Confirm Order

Sponsor Name **William Associate**
 Member Name **John Doe**
 Payment Method **Bank Draft - xx5665**
 Membership Name **Pro-Driver 4885 Plan**
 Months To Be Collected **2**
 Promotion **Prodriver/Matrix Combo First and Last Month Collection**
 Amount Due **\$97.70**

[Previous](#) [Place Order](#)

Once you have confirmed the information click the Place Order Button.

TVC Matrix

Nothing in Cart
Total:\$0.00

William Associate
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Results

The order was completed successfully.

[Order Entry Summary](#)

A results screen will appear letting you know the result of your transaction. If the credit card is declined or if the bank routing number is incorrect you will receive a message indicating that result. Once the order is completed, click on Order Entry Summary to see the order you have entered. You are ready for to enter you next order.

TVC Matrix

Nothing in Cart
Total:\$0.00

William Associate
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Order Entry PGV Sales Renewals Matrix Genealogy Team

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[Enter New Order](#)

[Show all orders](#)

Show Orders

Order History From 1/19/2007

Date	Member	Product
1/26/2007 1:33:25 PM	John Doe	Pro-Driver 4885 Plan

From

To

