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Ipropstore Franchise Operational Manual

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Introduction

Congratulations, you have joined the winning franchise team of Ipropstore AdvanceQT , where we collaborate many years of our developed IT software systems for professional businesses to earn and perform better.

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Section 1 – Introduction

We are a franchise team with many years of IT development systems to get your business ahead on ecommerce, smart use of IT technology as well as best economic practices in commercial IT techs management.

About us – Stallion Technologies LLC our parent company is an IT Technology Development Company that designs and find innovative ways to improve online ecommerce by combining low-cost online products with ecommerce professional services.

Mission and Vision - Find a new specialized products and make them sell for each specialized franchise.

Strategic Goals – Start with online sales by specialized digital technology products then advance with smarter ecommerce retail.

Organization – Stallion Technologies Llc

Chief Operating Officer

Director of IT Development

Director Sales and Marketing

Asst. Director for IT Customer Services

Section 2a – Role of Franchisor and Franchisee

Stallion Technologies (Franchisor) have designed IT online processes to ensure effective ecommerce and professional online services guaranteed to ensure the success of the franchise. These areas include.

1. Effective commencement training with continuous innovation with updating to designed technology and updated training.
2. Methods of operations
3. Techniques of sales and services
4. Advertising
5. Corporate Administration
6. Corporate Accounting
7. Product Purchasing Support

Section 2b – Franchisee Roles and Responsibilities:

The franchisee has many responsibilities which includes dedicated interest in the franchise with eagerness to learn the concept and excel in the function. These also includes:

1. Pay Franchise dues and maintenance fees.
2. Loyalty to the franchise
3. Main assign Territories
4. Order Stocks of products
5. Use designated franchise professional services.

- It is imperative that a franchisee focuses on these responsibilities and at times avoids any cause of termination. The common causes of termination are: None payment of Franchise Dues, selling unauthorized products, violating state regulations, disclosure of company product or services secrets and violating any of these manual rules.

Section 3

Our Business Model – Primarily online ecommerce with IT innovations for Professionals – Services 24/7

Daily Activities: Stock Review

Monthly Activities: Sales Review

Section 3a

Franchise Training Schedule

Day 1 – Introduction and Review

Team A Commercial – Ipropstore, AdvanceQT and Questcts - Professional Sales and Service Specialty Determination

Ipropstore Seller Account/Seller Website

Uploading Products Process – Physical/Electronic, Products Description, categories, Inventories, Price, Image upload

Product Sale type – Direct Sale or Auction Sale

Processing Orders

Paid Purchase and Shipment

Tracking Shipment and Buyer receipt of shipment

Ipropstore Drop shipped.

Seller Drop shipped.

AdvanceQT Message Center – Send and receive message from Buyer

AdvanceQT – Orders and Invoice Center

AdvanceQT Ad Center – Web traffic ads, Message Ads, Announcement ads and Appointment ads

AdvanceQT Blogs, Articles and Video Posting

QuestCts

Review of Request Slip for Products and Services Orders

Handle Franchise pay and basic accounting services

Issue Invoices and Receipt

Post Payments

Review daily list of attended clients

Encounter documentations.

Section 3b

Franchise Training Schedule

Team B Healthcare – N/A

Section 4

Administration of the Franchise

Ordering of Products

Product price list

Standards of Ordering

Stock Control process – minimum stock levels, check weekly,

Discount Policy

Collection Items

Return Items Policy

4a - Product or Service Specialty Type and Franchise Promoting

Target Audience – Age, Gender, Class or wealth low, middle, high

Where target audience live and how they spend

Radio Station listed to

Social media Sites

Websites, TV Stations, Magazines, newspaper

Where do target audience work

Section 5

Financial Procedures

Online Ecommerce Payment

Our payments are processed electronically by online merchant card payments, Stripe. All payments are processed, and biweekly payouts are made via our QT paid system by the end of the business day on Tuesdays and Thursdays.

Location Payment items

Float Funds for cash payments – max 1- $50, 3- $20 5- $10, 5-$5, 10 - $1, 10-50c, 25 – 25c, 50 – 10c, 50 – 5c, 50 – 1c

Cash Policy – POS Excess of $300 removed for safe keeping.

Banking – Daily Deposits

Dos and Don'ts of financials

Do Nots

 Do Not - ignore early signs or evidence of theft or fraud.

Do not – Slack in enforcement.

Do not – Accuse without a cause.

Do not – Lay unclear guidelines.

Dos

 Do – Fairness

Do – Transperency

Do – Confidentiality

Do – Keep evidence.

Do – Investigate

Theft normally starts slowly, often occurs by padding or correct figures with POS processes of void, no sale

Refunds, clever ways of padding actual figures.

Standard Forms: Franchise Company Name and Logo

Order Forms – Date, Delivery address, Delivery Contact Person, Delivery Items includes Item Name, Product Code and or Sku #, Item Quantity, Item Description, Unit Price, Total price

Price List – Date - Product Code and or Sku #, Name of Item, Item Descriptions, Unit Price, Unit Wholesale Price 1 (Retail level Sellers), Wholesale Price Level 2 (Larger Wholesale Sellers)

Stock Level Check Form – Date – Location - Item Product Code and or Sku #, Name of Item, Item Descriptions, Item

Minimum Required in Stock, Item number in Stock, Item number to order

Section 6 – Franchise Brand

Website Unique design identity

Uniforms – male and female

Stationaries

Vehicle Signage

Section 7 – Equipment Machinery

Equipment used mainly lap top, desktop, smart phones

Later phase POS machines

Section 8 – Dispute Resolution Procedures

Resolve issues promptly.

Issue focused.

Win/Win resolutions are best and always the target for both sides.

Section 9 – Human Resources

Recruitment of employees

IT Digital Marketers

Social Media Marketing

Office Managers

Sales Attendants

Job descriptions

Job Training

Leaves and entitlements

Section 10 – Franchisee Training

Franchise Training Sections

Introduction and Review

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Review of Request Slip for Products and Services

Issue Invoices and Receipt

Post Payments

Review daily list of attended clients

Encounter documentations.

Franchise Training B

Team B Healthcare – N/A

Section 11 – Lead Generation

Target Market – Depends on specialty sales and Service.

Concept of prime focus on market audience – Identify age, income level, residence, website visits, radio station, workplaces, social groups and target ads to the specific group

Digital Marketing

Social Media Engineering

New Sign-up forms

Section 12 – Reporting and Monitoring

Biweekly accounting report of sales

Online POS Sales Report

Key Performance Indicators (KPI)

Ongoing Support and Monitoring

Way to Keeping in touch.

12a. Key Performance Indicators Review

of items sold

Cost of each item sold

Item Buyer's information

Tracking the ad that resulted in the sale

Keeping in touch with buyer

Section 13 The "How To" of Franchising

Know the franchise.

Training, training, and more training

Monitor your KPI.

Adhere to the franchise rules and procedures.

Take care of the franchise and the business will take care of you

Section 14 – Occupational Health and Safety

Risk Management – Reducing workplace hazards

Working environment, the entrance, exit, housekeeping, work area, workstations, floors, lightening, toilets, drinking water

Hand washing, personal belongings.

Emergency plans

Alcohol drinking policy

Smoking Policy

Lifting objects

Electrical, sharps, slips

Notice boards.

Incident Report forms

End of Manual