

Free Loaner Program

MONITORING FREE LOANER KITS

Since the Free Loaner Program allows a representative to borrow a kit, the kit remains part of the manager's sample consignment. Therefore, while the rep is borrowing the kit, you, the manager, **are responsible/liable for it**.

Olean assists you in following up and monitoring reps that are loaning kits from your office. The loaner program has been designed to work alongside the process that you have in your office to retrieve kits back, and is NOT a replacement for it. The outline for this communication program is as follows:

1. **Representatives are considered active when they have either received CPO, or are working as a paid assistant in your office.** If a rep goes one week without activity, a gentle reminder [email](#) is sent to the rep reminding them that the kit belongs to Vector and that they need to either become active, or they need to return or purchase the sample kit. This process continues for 3 weeks of inactivity and is discontinued once the rep becomes active again. Likewise, the emails will restart if the rep does not have activity at a later date.
 - In each email the representative is encouraged to follow up with you. Again, they are encouraged to sell, and are also given the option to purchase or return their kit. They can purchase the kit online with a credit card payment, return the kit to your office, or they can print a free UPS ARS (return shipping) tag to return the kit to Olean. (See RETURNING KITS section for further details.)
2. If the rep fails to become reactivated or to return or purchase the kit for 3 consecutive weeks, you are then charged for the kit (\$55 + tax) on the 4th week and the rep account goes on hold. The kit is then subtracted from your consignment. (See CHARGEBACKS section for details.)

There are tools available which assist you in monitoring your representative's activity to give you and your office staff resources to determine who needs to be followed up with.

1. You will receive a weekly email that lists all reps that have gone at least 1 week without activity. The report will list each rep, and how long they have gone without activity.
2. You can also view this information on VectorConnect which lists each rep in your office, and can be sorted upon level of activity. The report is located in My Office-Contracts/Sample Kits-Sample Kit Dashboard-Loaner Report.

RETURNING FREE LOANERS

When a rep returns their kit to your office, notify Olean immediately. This can be done on VectorConnect: My Office-Contracts/Sample Kits-Sample Kit Dashboard- Kit Returns. You can also email samples@cutco.com with that information. Update your Sample Log. (See RETURNING KITS section for further details.)

CONVERSION (Purchasing)

A rep may purchase their free loaner kit at any time. As mentioned, an inactive rep will receive weekly emails with the options on how to purchase the kit. The conversion price is \$115 plus tax. The options they have to purchase are:

- The rep can purchase the kit on VectorConnect: My Account-Buy/Return Sample Kit (click on the link to purchase the kit) or can pay online through the link in the email.
- The rep can call Field Service at 716-373-6146 and purchase the sample kit using a credit card.
- The rep can use their commission account if they have enough money to fully cover the charge.
- The rep can mail the payment directly to our Administrative Headquarters in Olean.

- You can accept the payment from the rep and send it to Olean, clearly marked as a purchase/conversion. If you accept cash, please send a personal check or money order with the rep name and number included on the payment, or email samples@cutco.com to charge your commission account.

Note: Upon purchase, the sample kit will then be subtracted from your consignment since it is now a purchased kit that you are no longer responsible for. Remember to update your Sample Log.

RE-ISSUING KITS

This process is used if a rep has returned their kit and later would like another kit from you. The first step is that the rep must go to VectorConnect and request a new kit from your office. They find the option by going to My Account-Additional Resources-Sample Kit Reissue. They simply click "Request A Sample Kit". Once the rep has requested the kit, you will see a banner on VectorConnect when you sign on that indicates a rep has requested a kit. You can click on the link, or you can navigate to: My Office-Contracts/Sample Kits-Sample Kit Dashboard-Reissue Kits. Once you approve the re-issue request, Olean's records will be updated and will show the rep is now loaning a kit again. Note: If the rep is currently at a chargeback they will not have access to request a kit reissue on VectorConnect. You will need to contact Olean to provide the rep's information and Olean will issue the kit. Remember to update your Sample Log.

CHARGEBACKS

As mentioned previously, after 4 weeks of no activity, you are charged \$55 plus tax for the rep's kit and the kit is subtracted from your consignment and the rep's account goes on hold. If you recover the kit at a later date, the return must be marked on the Sample Kit Dashboard on VectorConnect. To assist you in tracking which reps' kits you have been charged for, you can review a report on VectorConnect: My Office-Contracts/Sample Kits-Sample Kit Dashboard-Chargeback Report. You will be credited the chargeback fee and the rep account will be removed from hold if:

1. The rep becomes active again within 3 weeks of the charge. (An order with a minimum CPO of \$20.)
2. If the rep returns or purchases their kit at any time (\$115 +tax). Remember to update your Sample Log.

REP TRANSFERS (Impact on Sample Consignment)

When an active loaner rep is transferred to an office with sample kits, the loaned sample kit will transfer with the rep. If the new office does not have sample kits, the previous manager is responsible for the sample kit and will need to get the kit back, or the rep can purchase it. If the transferring rep has returned their kit to the previous office, it will not be assumed that the new office will be giving the rep a sample kit. The new manager will need to issue a kit on VectorConnect and then their consignment will be affected accordingly. The new manager would have the normal 4 weeks before a chargeback would occur. Use the comment box on the rep transfer request on VectorConnect to let us know of any situations regarding the sample kit. Additional information regarding the impact that a rep transfer has on your sample consignment can be found at the bottom of the rep transfer request on VectorConnect.

****Note to Branch Managers: If you are loaning a kit from your manager, your personal loaned kit will be transferred into your office's consignment.****

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