



Dubai office Operations Know-How

A. Roles Clarification

<i>Actions</i>	<i>Distributor</i>	<i>CS team</i>	<i>Upline / 6A</i>	<i>Remarks</i>
<i>Technical Questions</i>	Yes	Yes	Yes	
<i>Sale Payment</i>	Yes 24/7 links	Yes Tailored	Yes	
<i>Sale Registration</i>	Yes	NO	Yes	Staff are prohibited to input and / or modify any forms.
<i>Required Docs for sale</i> <i>i.e. Payment Proof</i> <i>Alternate Payer Form</i> <i>S/N for Consignment</i>	Yes	NO	Yes	Failure to submit the missing documents, will make the sale process on hold , and commission delay
<i>Sales Demo</i>	Yes	NO	Yes	Staff are prohibited to deal with direct clients.
<i>Potential Client/ Sale</i>	Yes	NO	Yes	Staff are prohibited to deal with direct clients.
<i>DSP – DSS – DSG</i>	Yes	NO <i>Only PW is OK</i>	Yes	Staff has no idea about such portals know-how. Please ask your upline/ 6A.
<i>Filter Forms input/ submission</i>	Yes	NO	Yes	Staff are prohibited to input and / or modify any forms.
<i>Ukon form input/ Submission</i>	Yes	NO	Yes	Staff are prohibited to input and / or modify any forms.
<i>Incomplete forms correction</i> <i>i.e. missing IBAN in bank details</i>	Yes	NO	Yes	If missing part is there in the form, it should be completed <u>and resent by applicant</u>



إيناجيك كانجين لمعدات المياه ذ.م. م

ENAGIC KANGEN WATER EQUIPMENT L.L.C

Office No.105, Hassanior Building, AL Barsha First, Dubai, United Arab Emirates

Telephone: 043955011 Fax: 043955150 P.O. Box: 282885

B. Operations Clock

The process	how long it takes
WhatsApp queries	15 ~ 20 minutes
Email queries	4 ~ 5 hours
Application form registration	Within 24 Hours by HQ team
Tailored Payment link validity	End of the month
Enagic Website 24/7 payment links	Unlimited validity and frequencies
UAE Home Delivery orders (Machines)	2 days
UAE Home Delivery orders (Accessories)	A. 2 days B. Same day option is available for extra fees
Overseas Home delivery orders (Machines)	5 ~ 7 Working Days
Overseas Home delivery orders (Accessories)	5 ~ 7 Working Days
Overseas SMART Home delivery orders (Machines & Accessories)	5 ~ 15 working days *Ask CS Team for it
Unpaid registered IDs	Delete on 5 th of the following month
Application form entries Correction/ Modification	5 days since registration date
Commission Payout	10 working days after the date of completed docs. * If one single item is missing, Application will be on hold and 10 days won't start to count.
Delivery follow up	Only after the expected duration as mentioned above, send to CS WhatsApp
Commission follow up	Only after 10 working days, send to accounts2@enagic.ae Or, Whatsapp 0547928423
2 nd part commission for E-Payment	15 working days after the final installment pay-off.



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6A Title incentives	25 th of the following month of the 6A sale.
Office Timing	We can be flexible and extend while distributors are doing demo but please be respectful of the office timing, NOT all the time we can extend
Room Booking	We will confirm booking via WhatsApp, no show/no call/no update after 15 minutes of the booking time, automatically the room will go to other distributors
Photos of delivery items	We can't share photos of the shipped items. We can only share the INVOICE / AWB copy as proof. If photos are needed for the distributor, s/he can find it online on any of Enagic websites.
Refund processes	Once all docs are completed and submitted, it takes 2 days for Enagic processing, and 10 to 30 days for bank to process it based on each bank category and client.
Special Orders	TIME. We understand and appreciate when you come with special order that require special arrangements. But then we can't get such orders on spots as it needs time to make sure that everything is correct and properly done. <i>i.e. for 100 machine order, it took 3 months to be confirmed and closed.</i>