



# LAFAYETTE MEMORIAL PARK

## CEMETERY & MAUSOLEUM

2301 Ramsey St. Fayetteville, NC 28301

### **SALES LEAD CODES/ SALES COMMISSIONS**

EFFECTIVE JANUARY 1<sup>ST</sup>, 2017

#### **AT NEED**

- An At-Need Sale is the site to be used by the deceased individual either a full body or a cremation where the death is within one week of the purchase for full body and within one month for a cremation interment. All spousal or additional sites beyond the one being used are considered a preneed developed lead and sale.
- A cremation site chosen after one month of the date of death is considered preneed and may be either office or self-developed depending on the source of the lead.
- A sale made to an imminent need where the death occurs 7 days of the sale, the site to be used will be considered At Need and any commission adjustments will be made appropriately in the salesperson's next commission check.
- All Sales of second (or additional) rights of interment are considered At Need for commission purposes.

#### **Pre Need**

- Office developed leads and subsequent sales are those in which the office and/ or its personnel play a major role in the development of that lead. Examples of an office developed lead are; paid in full certificate deliveries, web site leads, spousal, walk-in and phone in requests for information, all advertising responses, or from other personnel etc.
- Self-developed are those leads that are generated by the salesperson through the development of relations with a client family. Examples are; referrals, aftercare sales and any personal direct contacts.

#### **Interment Fees**

- No commissions will be paid on interment fees.

## Commission Rates

**Hourly Rate:** All Family Service Personnel will be paid \$10.00 per hour up to 40 hours per week and time and a half after 40 hours worked in a week. All overtime must be approved by your manager in advance. This is a wage rate and not a draw against commissions.

**Commissions:** A Family Service Person's minimum total sales expectation is \$25,000.00 per month on a total sales volume from all sources.

Commissions will be paid in the biweekly check after the week's close, i.e. there will be a two week lag in commission payments.

Commissions on cancelled contracts will be charged back if the contract is cancelled within one year of the agreement date if the cancellation is due to delinquency. Charge back will be proportionate to the amount paid into the contract.

Commission will not be paid on endowment care, sales tax, shipping fees, or any other service sales item.

SALES VOLUME	PRENEED INTERMENT RIGHTS	ATNEED INTERMENT RIGHTS	MERCHANDISE, ANCILLARY MEMORIAL ITEMS AND INSTALLATIONS
0 - \$25,000	15%	6%	10%
\$25,001 - \$40,000	16%	6%	10%
\$40,000 +	18%	6%	10%

\*Sales Volume is the total including all commissionable sales for a month.

The bonus commission rate for preneed interment sales will be added to the amounts between the plateaus and is not retroactive to the first dollar. This will be paid the first paycheck in the month after the added sales occur.

Individual large sales over \$25,000, sales for which the price is negotiated or is not in the price book will pay a commission discussed and agreed on with the counselor before the sale is completed.

Commissions will be calculated based on the contract number and date of the purchaser's signature (or payment date)

Interment rights are: lots, mausoleum crypts, niches, private mausolea, or additional rights in a single site.