

Qdos – Website Guide

Version 3
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British Gas 
Looking after your world

What you will find in this document

A simple guide showing you how to get the most from your account online, including how to:

- Use the new 'Qdos Reception Zone'
- Navigate around the website
- Use the statement viewer
- Check your performance
- Use the shopping area of the site to spend your points
- Check your card balance
- Log a query or contact Qdos
- Use the 'sales query' function
- Update your profile

For Team Managers:

- Check your team's performance
- Check your team's banding and raise banding appeals (for TMs with agents on banded schemes only)

The Qdos Reception Zone

- When you access www.qdosreward.co.uk from a work computer you will be taken to the Qdos Reception Zone.
- In the Reception Zone you can get hold of key information and forms without having to log in to your account. You can:
 - Check out who's in the Qdos team, what we do and how to contact us.
 - Discover everything you ever wanted to know about Qdos, from how to set up a new programme to how payments are made.
 - “Ask Qdos” - here's where you log a query and receive a personalised response, or just let us know your feedback.
- But don't worry, you can easily access your personal Qdos account, just click 'Login to Qdos' in the header menu.
- If you logon to www.qdosreward.co.uk from home then you'll only be able to view your personal account.

How to Navigate

Once you have logged in, you will reach the 'homepage' and from here you can easily access any page within the website.

- The header and footer menus are always present, wherever you are within the Qdos site, allowing you to navigate around easily. Just click on any of the items to navigate to the page.
- Remember, you might need to scroll down using the bar at the side of your screen to see the full footer menu.
- The four central boxes provide shortcuts to areas within your account:
 - The Welcome box on the top left will always show your available points balance, and provide access to your Qdos statement. Just click 'View my statement'
 - The Qdos News box on the top right will update you on the latest news and any tactical campaigns, click 'More News' to read more on the current story.
 - The Latest Offers box on the bottom left shows you any great offers available the purchase through the shopping area of the website. Click 'View latest offers' for all the details.
 - My Performance on the bottom right allows you to compare the volume of sales you are making and the value you are earning against colleagues in your team, site and division (residential or service) within British Gas. Just click 'View My Performance'.

Header menu; click these tabs to access the named pages

The screenshot shows the Qdos website homepage. At the top, there is a header menu with tabs: BONUS SCHEME, HOME, QDOS CARD, SHOPPING, MY PROFILE, ASK QDOS, and LOG OFF. A red arrow points to the QDOS CARD tab. Below the header, there are four main content boxes: 'Welcome' (top left) with a 'View my statement' button; 'Qdos News' (top right) with a 'More News' button; 'Latest Offers' (bottom left) showing two offers with 'View latest offers' button; and 'My Performance' (bottom right) with a 'View my performance' button. At the bottom, there is a footer menu with columns for 'My Account', 'About Qdos', 'The Small Print', 'News', 'Tacticals', and 'TM Tools'. A red arrow points to the 'News' column in the footer menu.

Footer menu; click these headers to navigate to the page

My Statement

- To view your statement you can click 'View My Statement' from the top left box on the Qdos homepage or alternatively click 'My Statement' from the footer menu from any page within the website.
- Your Qdos Points balance is always visible on the homepage also in the top left box, but the statement page shows how you reached this figure.
- The statement will automatically show data for 1 month, but you can change this by clicking the calendar icon at the side of the date from and date to boxes, followed by the 'View' button to refresh the page.
- The statement will show you a summary of the number of payments, total points and their equivalent Qdos value, and the value of any debits/redemptions on a day by day basis.
- You can view a more detailed version of your statement using the drop down list labelled 'More Data'. Select 'Yes' and then click 'view' to refresh the page.
- The statement will expand across the page with more detailed headers, use the scroll bars at the side and bottom of the statement to move across the page.
- You can click the plus icon for any date to show the details e.g. the product type, reference number and value awarded.
- Any pending sales (i.e. sales which you have made but which have not credited to your account) will be shown at the bottom of the statement. Just click to view the pending sales. Remember, they could be duplicate payments so make sure you check before logging a query.

My Performance

- My Performance is where you can compare the sales you are making and the value you are earning against colleagues in your team, site and division (residential or service) within British Gas.
- Click 'View My Performance' from the bottom right box on the Qdos homepage or alternatively click 'My Performance' under 'My Account' from the footer menu from any page within the website.
- The report will automatically show data for the current month, and will show the number of payments you have received within that period. You can then see how the number of payments you are receiving measures up to those of your colleagues.
- The number of payments is calculated based on the number of individual payments received into the account e.g. an ad hoc payment of £30 to your account would show as 1 sale, but 2 energy sales for example would pick up as 2 sales.
 - **Premier Energy;** agents and TMs in Premier Energy will see retention payments split out from both from the number of payments received and the Qdos value earned. The retention figure will cover both 13 and 26 week payments.
 - **Customer Care Team, Uddingston;** agents in the customer care team currently receive their retention payment as one bulk payment, and therefore this will only count as one 'payment' so remember, this is not reflecting the individual retentions.
- To change the timescale click the drop down menu and select from; 'Current Month', 'Previous Month', 'Current Quarter' or 'Previous Quarter', then click 'view' to refresh the page.
- To change the view click the drop down menu and select from 'Payments' or 'Qdos value', then click the 'view' button to refresh the page.
- The 'Qdos Value' setting shows the monetary value you have earned in the period. This is rounded up to the nearest pound.
- You can also download a record of your performance to excel. Just click the 'export to excel' button.
- **Coming soon: extra functionality which allows you to split out your earnings so you can track sales performance, tactical and ad hoc earnings separately.**

Go Shopping

- Whenever you log into your account you will be able to see your balance on the homepage in the welcome box in the top left corner of the website.
- When you decide to redeem your points, click the 'Shopping' tab in the header menu.
- Then click 'continue' on the following page to open up the reward catalogue.
- Once in the reward catalogue you can:
 - Transfer funds to a Qdos Visa card
 - Order Vouchers
 - Order Merchandise
 - Donate funds to charity
 - Check on previous orders

Qdos Card Transfers

- To transfer funds to an active Qdos Visa card click the card transfer option from the header menu.
- Enter the value you wish to transfer in the box. Enter the value in pounds e.g. 10.00 to transfer £10 or 50.00 to transfer £50.
- The minimum transfer value is £10 but you can transfer anything greater than this, as long as the total available balance on your card does not exceed £5000.
- Once you are happy with the value click the 'Confirm' button to complete the transfer.
- A message will appear to confirm the transaction has been successful, and the funds will be available on your card instantly!

Go Shopping

- Voucher & Merchandise Orders and Charity Donations

Voucher & Merchandise Orders and Charity Donations

- To order vouchers click the vouchers option from the header menu, and then select from the category depending upon the type of vouchers you require.
- Click on the voucher you require from the list available. A brief description of the voucher will then appear.
- Use the drop down list next to quantity to select the value of vouchers you wish to order. Then click 'Add to basket'.
- You are then taken to your basket, and have the option to purchase the vouchers now, or continue shopping.
- To continue shopping select 'Shop more' and you will be taken back to the 'Go shopping' screen where you can select from a range of merchandise to purchase, categorised by product type.
- Browse the merchandise, clicking on any products for further details, or to add the product to your basket. To amend the quantity simply click in the box and type the value you require.
- To make a charity donation select the 'green and giving' category from the 'Go shopping' page.
- Select 'charitable purchases' from the submenu and then select your charity of choice, typing in the value you wish to redeem (to the nearest pound e.g. 5 to donate £5.)
- Then click add to basket to process with the purchase.
- To purchase, click 'buy now'. You will then be asked to confirm your delivery address (if you are site based you cannot edit this).
- Please enter your email address and a phone number in case the customer service team need to contact you about the order
- Click 'Continue order' to proceed.
- You will then be asked to confirm your order for the final time, followed by a confirmation screen with your order reference number and verification of the delivery address.
- If you have entered an email address you will shortly be issued with a confirmation email.

Qdos Visa Card

- To order a card click the 'Qdos Card' tab in the header menu, as long as you have a balance of £10 you'll be able to order a card.
- Complete the order form which appears, and a card will be issued to you in the next 7-10 days.
- Existing cardholders can click the 'Qdos Card' link and select 'Continue' to access their Qdos Card account online.
- Use the left hand menu to navigate:
 - My Profile allows you to update the address to which your card is registered.
 - My Account is where you can view transactions stretching back 6 months, along with your available balance and the value of any pending transactions.
 - The card terms and conditions are also available here.

Log a query or contact Qdos

- To log a query select the 'Ask Qdos' option from the header menu.
- Your name, Qdos ID and email address should already be present, but if you don't have an email address registered to your account you will be prompted to enter one before you can proceed.
- Select a category which best describes your query or feedback from the dropdown list.
- Complete the template which appears, giving full details of your query/feedback and then click 'Submit'.
- You'll then get the option to copy the query to an additional email, click to submit and you'll get a confirmation message that the query has been logged.
- You will receive a copy of the email generated by your query, and will then receive a reply to your email in the next 2 working days.
- You can also contact Qdos by email direct, and by phone. Just click the 'Contact Us' tab in the footer menu to view the details.

Sales Queries

- The 'Sales Queries' feature is designed to help you track down specific sales and check their payment status.
- To access the application, click the 'Sales Queries' option from the footer menu under the 'My Account' header.
- You then need to set a date range, based on the date of sale, by clicking the calendar icons beside the 'From' and 'To' boxes.
- Input a reference number and postcode (if you know them otherwise leave as 'All') making sure to enter the postcode without any spaces, e.g. HP234RN.
- Use the drop down list to select the product/contract type and then click the 'View' button to return the results.
- The records of all employees' sales are held here so you need to be specific in your search; don't panic if you see 'Attributed to another agent', you probably just need to narrow your search criteria.
- Remember, if you want to view **your sales** you need to select 'My Statement'
- If after checking on 'Sales Queries' you still have an issue, click on the 'Ask Qdos' menu option to log the query. You will receive a response within 2 working days.

Update your profile

- You can update some aspects of your profile by using the 'My Profile' area of your account online. Click the 'My Profile' tab in the header menu.
- You can change your password at any time, just input the current password, the new password, and then enter it again to confirm. Click the 'update' button to complete the change.
Remember the password must be made up of at least 8 characters, and be a combination of letters and numbers.
- You can also update your email address, just enter your new email address in the box and click the 'update' button to confirm the change.
- Any other changes in your profile such as a change to team manager or address will be fed through from HR data so please ensure that your team manager makes updates as appropriate.

My Team's Performance

- You can use this area to check how your team members are performing against each other, and how the team as a whole compares with other teams at your site, P&L and division (residential or service) within British Gas.
- Click 'View My Team's Performance' from the footer menu under the 'TM Tools' section.
- The report will automatically show data for the current month, and will show you graphs based on 'Payments' and 'Qdos value'. 'Qdos Value' shows the monetary value earned by your team over the period selected (rounded up to the nearest pound).
- The number of payments is calculated based on the number of individual payments received into the account e.g. a team reward payment of £50 would show as 1 sale, but 2 energy sales or leads for example would pick up as 2 sales.
- The default setting is your 'Team Members' and shows you the individual stats for each agent in your team, along with an average and maximum figure.
- You can use the drop down menu to select from the following comparisons, just click 'view' to confirm the selection and update the report:
 - Of Team Members
 - Team against Site
 - Team against P&L
 - Team against Division

These show figures for your team as a whole compared to other teams within your site, P&L and division (residential or service) within British Gas.

- Use the drop down box called 'Timeline' to change the period for which data is shown. Select from:
 - Current month
 - Previous month
 - Current quarter
 - Previous quarter
- You can also download a record of your team's performance to excel. Just click the 'export to excel' button.

My Team's Bandings and Banding Appeals

(for TMs with agents on banded schemes only)

- Team managers can view their team's bandings by selecting 'My Team's Banding' from the 'TM tools' area in the footer menu.
- Use the drop down boxes to select the month and year you wish to view, then click 'update' to refresh the report.
- If any of your team are missing a banding, or wish to appeal an existing banding* select the 'Banding Appeals' option from the 'TM tools' area in the footer menu.
- Input the Qdos ID of the agent you need to appeal a banding for and click 'find'.
- A list of the agent's bandings will then appear. To appeal an existing banding click on 'Select' adjacent to the banding you wish to appeal.
- To add a banding where an agent is missing one for any given period click the 'missing' button.
- Complete the web form by selecting a category from the drop down list (this will be automatically entered as 'missing banding' if you clicked the 'missing' button), input your email address, and then provide full details of the reason for the appeal . If you selected 'Missing banding' you will also need to specify a date range.
- Click 'submit' to log your appeal on the system.
- Your appeal will then be assessed by the Qdos team and approved or rejected as appropriate. An email is issued to the address entered on the appeal to inform you of the decision made. Any increase in banding level may result in an uplift being paid to accounts. This would process overnight so agent accounts will be updated by the following day.

* Please note that appeals against existing bandings may need to fall within a specific appeals window