



MAM SalesRep

A feature-rich tablet app for field-based sales representatives

AFS SERVICES LTD
TONS BUSINESS PARK
EARLEY

Departments [HO] Branch [HO] Operator [TP] Source [ALL]
To Date [07 Jan 2014] Specific Text

	Branch	Source
4	HO	Notes
d!	HO	Notes
,14	HO	Notes
/12/13	HO	Notes
	HO	Notes
	HO	Notes
as arrived	HO	Notes
01/06/14	HO	Notes
	HO	Notes
leared	HO	Notes
es arrived	HO	Notes

11 note(s) being viewed.
11 note(s) in total.



Customer Notes
AFS Services Ltd.
Between: Dec-22 2013 and: Jan 07 2014

Op. Date	Time	Comment
TP 12/22/2013	10:18	Check paid 12/20/13 bounced 12/22/14
TP 12/28/2013	11:25	Always ensure delivery times are noted!
TP 12/28/2013	12:58	Andy on vacation 12/31/13 until 02/01/14
TP 01/02/2014	08:36	Check paid 12/28/13 bounced 29/12/13
TP 01/05/2014	10:14	Sandra requested new check
TP 01/05/2014	09:56	Completed
TP 01/05/2014	11:43	Ring to ensure Copy Invoice has arrived
TP 01/06/2014	08:50	Check paid 01/05/14 bounced 01/06/14
TP 01/07/2014	08:56	Andy requested new check
TP 01/07/2014	09:23	Check paid 01/06/14 cleared
TP 01/07/2014	10:45	Ring to ensure Copy Invoice has arrived

Driving Business Performance

MAM SalesRep has been designed to be used by field-based sales representatives working on behalf of suppliers, wholesalers and distributors.

What is SalesRep?

MAM SalesRep is a feature-rich tablet app that empowers your field-based sales representatives to strengthen customer relationships and improve productivity..

It communicates directly with your MAM business management solution via Wi-Fi or 3G, enabling your staff to access account information, customer notes and transaction history. They can check pricing, view stock availability and raise orders directly from the app. It also allows your staff to conduct consigned or managed stock checks and create replenishment orders. Details of visits and calls can be logged on the app and synced instantly with your branch or head office.

How is it delivered?

Available for Apple and select Android tablets, SalesRep works in conjunction with suitable MAM business management solutions to provide you with secure, real-time access to business-critical functions and data. SalesRep is available for a range of MAM applications, both cloud-hosted and on-premise.

iPad 10:57 98%

Back Account Inquiry

A001 Vehicle Spares Ltd

All Invoices Credits

Balance: **898.77** Current: **0.00** 30 Days: **0.00** 60 Days: **0.00** 90 Days: **0.00**

Document	Type	Date	Total	Balance
000167	INV	21/02/2008	101.57	101.57
IN000659	INV	24/09/2004	144.67	101.03

Who is it for?

MAM SalesRep has been designed to be used by field-based sales representatives working on behalf of suppliers, wholesalers and distributors.

What are the benefits to your business?

- ▶ Strengthened customer relationships
- ▶ Increased revenue opportunities
- ▶ Improved productivity
- ▶ Secure user management
- ▶ Get access to real-time data anytime, anywhere*

*Requires 3G or Wi-Fi access



Key benefit

Allow your sales representatives to strengthen customer relationships by giving them instant access to customer-specific notes.

SalesRep allows your sales representatives to see a complete list of all their customers in one place, along with contact details, customer status and ranking flags and account 'on stop' status.



What does SalesRep offer?

The purchase/sales processing functionality allows for the efficient re-ordering of stock, allowing your staff to check stock availability for specific parts and alternatives and re-order directly from the tablet app. As many products as you wish can be added to a customer order, which can be saved to the device to be retrieved later. This means that you can build orders for multiple customers and submit the orders all at once after a complete working day.

Business intelligence graphs

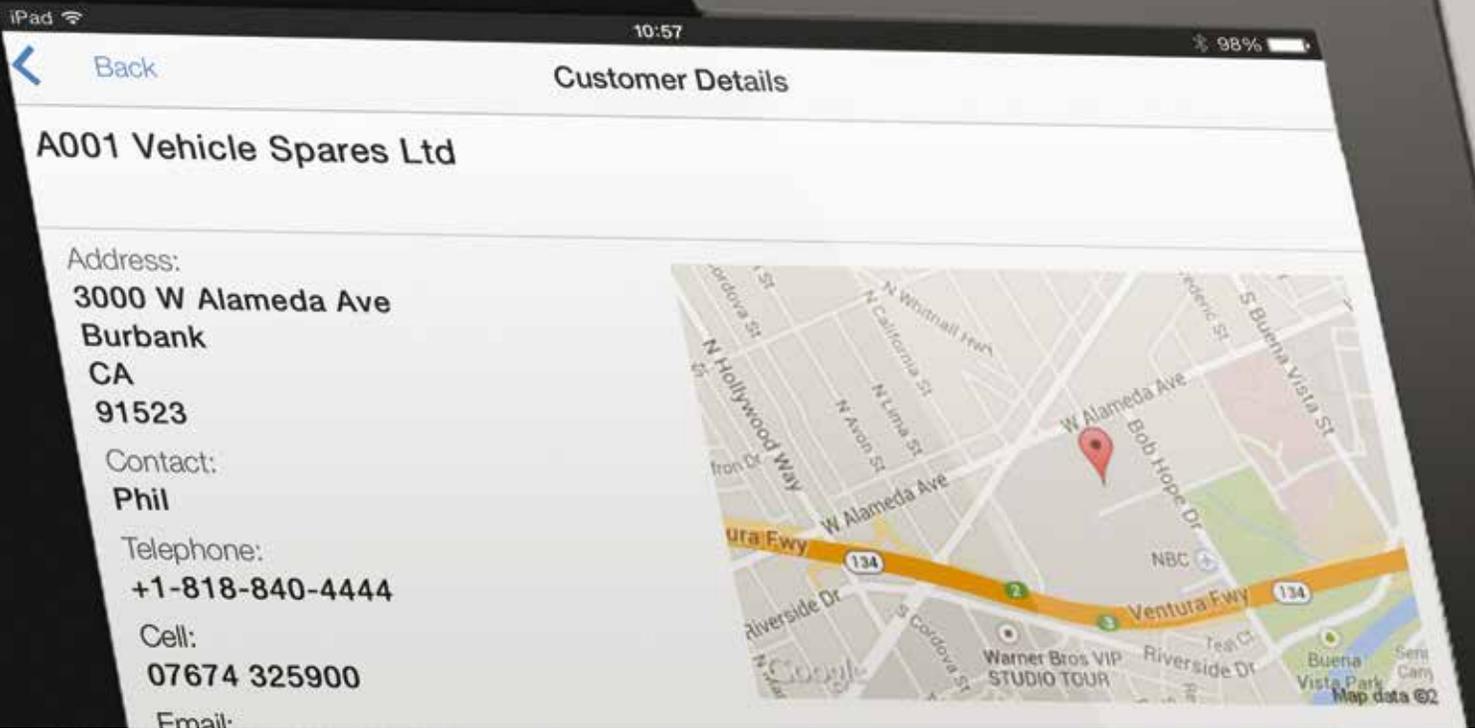
Graphs and charts enable staff to visualize customers' buying patterns over a 12 month period in terms of unit sales and sales value. This makes it easier to identify trends and highlight opportunities for improvement. At a glance, staff can instantly detect gaps in buying patterns or isolate events that are affecting margins.

Benchmark reporting

SalesRep's benchmark report allows staff to select up to ten product categories and profile percentage spend against branch averages. This allows users to generate extra revenue by identifying where a customer could be spending more or which product categories they could be buying from competitors.

Customer & status summary

SalesRep allows your sales representatives to see a complete list of all their customers in one place, along with contact details, customer status and ranking flags and account 'on stop' status together with last call and next call dates. Ranks can be assigned to customers at your head office based on pre-determined sales parameters, and customer status can be decided based on factors you choose; for example, sales frequency or customer loyalty. Ranks and status can also be used to filter customers on SalesRep and produce reports via your branch or head office management software.



What does SalesRep offer?

Detailed customer information

Clicking on an account allows you to drill-down to more detailed information including:

- ▶ Address
- ▶ Contact name and phone number
- ▶ Google Maps to route your journey to the customer premises
- ▶ Account balances
- ▶ Payment terms
- ▶ Last sale date
- ▶ Customer type and area/line of business codes

Customer notes

SalesRep allows your staff to improve customer communication during direct visits by giving them instant access to departmental or all customer notes, with the ability to add new notes. Department specific notes can be created and password protected, and all notes added to SalesRep sync instantly with your management software.



Key benefit

Empower your sales representatives to improve productivity by allowing them to check stock availability for parts and alternatives - and re-order them directly from the app in real-time.

Sales representatives can enhance customer service by being able to easily view a list of recent orders and carry out stock and price inquiries.



What does SalesRep offer?

Customer call and visit logging

Customer call logs link to the Rep Call Management system in your management software and allows your staff to complete a call and enter details relating to the visit. They can also check when their next call date is scheduled for with details of current objectives for each customer. Rep schedules can be created in your head office software or in SalesRep. Next call dates appear by customer details on the home screen/ customer list screen, with no need to drill down to check next scheduled visit.

Financial account inquiries

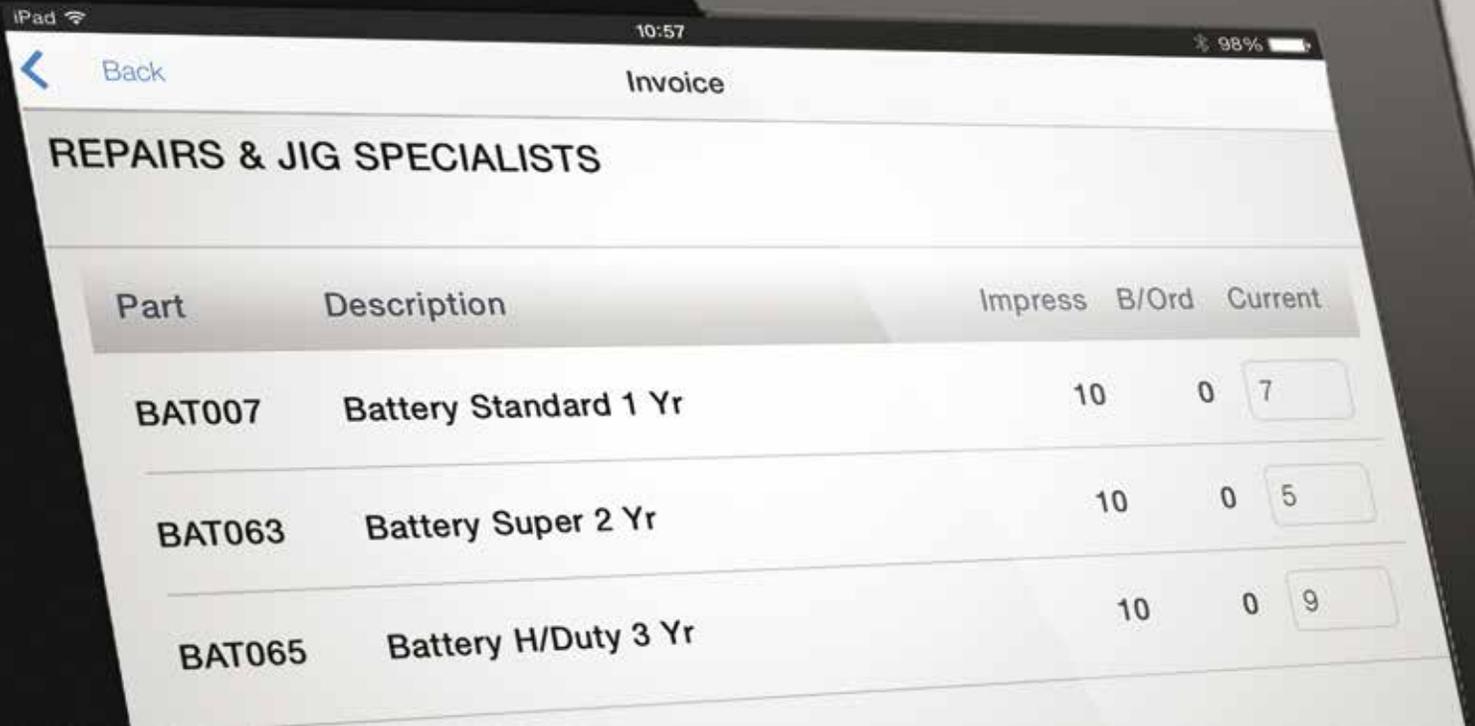
SalesRep allows your sales representatives to make a full account inquiry on any of their customers, showing last paid date and amount. It also allows you to improve debt collection by encouraging your staff to follow up on outstanding customer invoices.

Product purchase history

Sales representatives can enhance customer service by being able to easily view a list of recent orders and carry out stock and price inquiries. They can also improve the chance of a sale by suggesting alternative products and ordering straight from the app. Orders made using SalesRep sync instantly with your management software and can be allocated to any document you choose (e.g. pick notes, incoming orders).

Outstanding and recent transactions

SalesRep's recent transactions functionality empowers your sales representatives to enhance customer service by being able to chase up a customer's back orders on-the-go. This feature will also allow your staff to view and follow up quotes, suspended documents and pick notes - enabling them to provide instant updates to your customers.



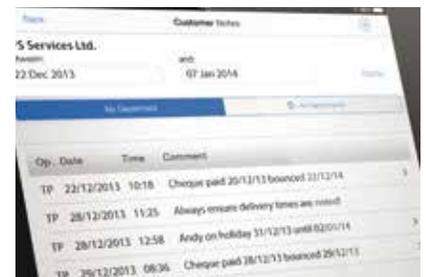
What does SalesRep offer?

Consigned and managed stock

Consigned stock is a tried and tested way for you to increase your profits and gain product popularity. It's also great for your customers, as they can assure their own customers that popular products are always readily available. SalesRep not only allows your sales representatives to monitor consigned stock levels, it also allows them to carry out a consigned stock check and create replenishment orders directly from the app.

Secure, real-time access to data

Each of your sales representatives has their own secure login to see their own accounts with the ability to carry out a number of actions. A secure login screen ensures that only the staff can access their customer base, whether the device is stolen, lost, or accidentally picked up by another sales representative. With data accessed via the internet from your head office management system, all information and updates can be viewed in real-time. Representatives can also be flagged as 'super users' in order to gain access to all customer lists.



System requirements

SalesRep has been designed to give you real-time access to information stored in your MAM business management solution. In order to access SalesRep and utilize all of its features, you may require additional infrastructure, software updates and/or configuration.

For full specifications, requirements and compatibility, please visit www.mamsoft.com/salesrep

Please note: Screenshots are subject to change.

Account No: AFS

AFS
AFS SERVICES LTD
TOWNS BUSINESS PARK
EARLY

Name: AFS SERVICES LTD

Company: ALL - All Departments

Branch: HO

Operator: IP

Source: <ALL>

From Date: 22 Dec 2013

To Date: 07 Jan 2014

Display: List

Account	Department	Date	Description	Branch	Source
SAL		23/12/2013	Cheque paid 2013/12/3 bounced 2013/12/4	HO	Notes
SAL		23/12/2013	Money transfer delivery failed, not sufficient	HO	Notes
SAL		23/12/2013	Money on holiday 21/12/13 until 02/01/14	HO	Notes
SAL		23/12/2013	Cheque paid 2013/12/3 bounced 2013/12/4	HO	Notes
SAL		02/01/2014	Transfer requested new amount	HO	Notes
SAL		05/01/2014	Deleted	HO	Notes
SAL		05/01/2014	Ring to receive copy invoice for arrival	HO	Notes
SAL		06/01/2014	Cheque paid 06/01/14 bounced 06/01/14	HO	Notes
SAL		06/01/2014	Money requested new amount	HO	Notes
SAL		07/01/2014	Cheque paid 06/01/14 failed	HO	Notes
SAL		07/01/2014	Ring to receive copy invoice arrived	HO	Notes

Driving Business Performance

11 note(s) being viewed
33 note(s) in total