



# **GlowRep features**

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## 1 Introduction

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This document details the application features and the current pricing model for the GlowRep application.

## 2 GlowRep Overview

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GlowRep is a representative ordering system with various connecting interfaces:

- Online web-based system for all users

The web portal can be used by the rep, area manager, national manager and various levels of administration personnel. The portal gives a comprehensive set of reports and background administration features to enable the company to fully support the day to day management of the reps.

- Android tablet application for the rep and area manager

The Android application enables sale representatives to access their product catalogue, orders, quotes and customer cycle (daily) schedule while visiting the customer. This information is kept offline on the device until a network connection is available. The user can then proceed to transmit this information to a previously defined target.

This application was designed to work for Android 4.0 and newer. The screen was based on a Nexus 7" device and results may vary on other devices but it is compatible with phones as well. There is also a Windows version available that works for a call centre type ordering department, which can be used in support of the sales rep team.

This application provides a secure and reliable way of getting orders through to head office by using the latest technology available. Orders cannot be duplicated and the necessary statistics are provided to manage a sales force.

Information is updated on a daily basis, but the system can also be integrated to retrieve this information faster.

- Call centre desktop application for head office support

This application provides full ordering and cycle functionality for a call centre to support the rep in the field. The call centre agent can see all customer and rep data to enable them to help the rep with any customer related queries or completing any order.

- Shop desktop application

This application was designed to allow POS transactions in a shop.

- Integrated CRM (customer relationship management) solution in Android app and online web portal for head office support

This part of the web portal was designed as a helpdesk to provide feedback on customer related queries.

### 3 Feature list

General	Support for companies that span across multiple countries
	System works offline and syncs when network is available
	App notifies user on start-up of all new information available
	System provides comprehensive dashboards of the monthly progress
	System can be rebranded for each company
	System can integrate into third party systems
	Master data can be entered manually or synched from a third party system
	GlowRep uses the newest security technology to ensure that data is kept safe
	Data is backed up regularly which ensures that no data loss can occur
Customer	View your customer's history, debts, bestselling and suggested products
	Use history or top products to create quick orders
	New prospects can be added and used for quotes
	Cash customers can be added and used for orders and later converted to account customers if applicable
	Capture contact information and allow updates of master data
	Changes to customer data must first undergo a verification process before accepted
	Set update intervals to remind user to update information of customer
	Save GPS data to allow new users to easily find customers
	Customers are inserted into a call cycle planner which generates a schedule
	Schedules can be easily adjusted according to availability of customer

	Visits are recorded to keep track of user's movements
	Area manager and rep can exchange comments on customer
	Customer queries are entered on app and received by CRM personnel. A complete helpdesk system is available to handle these queries and provide the necessary feedback to the client using a custom template for different categories.
	Notifications are sent for changes to the customer queries
	Customers can be given a specific customer class and colour to provide additional information of the sales done by this customer. E.g. the customer is a small, medium, large customer in terms of sales or customer is declining.
	Customers can be split into subaccounts to handle big clients with different address information while still keeping the same account for order processing

Ordering	Allow discounts on orders
	Temporarily save any order or quote that has not been completed in case of battery failure or app is closed by user
	Provides a save order or quote option to save order or quote for later submission
	Order confirmation or quote can be emailed to customer
	Products can be displayed according to customer history or the top 20 products for the customer's market segment
	Products can be marked as on special and display these products separately
	Unsubmitted orders or quotes can also be cancelled in the event of the order being done incorrectly.
	Quotes can easily be changed into orders
	Orders capture GPS coordinates when order is created for assessment by management
	Orders or quotes can be customized to display logo and format as determined by the company using this product. The system can also display the company logo on the first screen.
	Orders capture if customer will wait for back orders where stock is not currently available
	Orders or quotes can be done from the customer cycle directly and a summary is displayed for the day and the cycle (week) for both the rep and area manager. As changes are made to the cycle they are transmitted to the area manager as well. If the area manager makes a change this is also transmitted to the rep.
	If the rep receive payment amounts while visiting the customer, the amount can be entered to alert the area manager of this payment.

Product	Product catalogue is saved on device
	Images and information of products can be maintained from the web interface
	Products that were replaced by other products can be marked and distinguished to allow a gradual phase out of the deprecated products
	Displays stock available for different distribution warehouses
Work appraisals	Performance appraisals or workouts can be done by the area manager where the rep is evaluated and customer plans are determined. These notes are added as customer comments. The rep also evaluates his job satisfaction and improvements can be entered. This information is then submitted to head office.
Vehicle inspections	Vehicle inspections can also be done and submitted to the area manager for approval and then submitted to head office.
CRM	Customer queries are entered into the android application or web portal to be handle by a call centre team. Any status changes or feedback is sent back to the initiating rep or user.
	Custom templates are used for direct customer feedback using the correct company format which allows a fast and efficient way of getting the correct message back to the customer.
Reports	Dashboards and data downloads are available
	Over 20 reports are available in terms of sales, customers, products, work appraisals, daily and monthly summaries, uncaptured master data, customer spread on maps, cycles and many more.

## 4 Summary

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Thank you for your interest in our product.

GlowRep provided a clean, secure and efficient way for reps and managers to keep track of all orders and customer information. The system is reliable and easy to use and ensures that your sales team is working on the best available technology.

Regards,

Glowlight Team