



MANAGESALES

SALES FORCE AUTOMATION

**Increase efficiency and effectiveness
in pre-sales and van sales
operations within your organisation.**

INTRODUCTION

Grand-Flo's ManageSales is a comprehensive sales force automation solution with multiple front-end mobility options for your field sales force and a centralised backend system for your sales operation and management teams.

Designed on the basis of highly visible and easy-to-use forms, the system provides buying pattern analysis, sales history and daily up-to-date pricing, allowing promotions and special pricing to be applied when required.

It also allows mobile workers to perform route sales, direct store deliveries, market and distributions check.



ManageSales-SFA comprises the following:

■ **Web Application for Sales Operation and Management**

A web based operations management application designed on the basis of highly visible and easy-to-use forms that allows both sales manager and sales administrator personnel to handle day-to-day operations such as maintaining customer information, rebate scheme, route planning, sales history and more.

■ **Mobile Application for Van Sales**

A mobile application that works with rugged or non-rugged Windows Mobile devices, allowing van sales team to perform sales and delivery on the go. The mobile application for van sales cover the full cycle of the day-to-day activities ranging from stock request, load-in, load-out, perform customer visits and day closure.

■ **Mobile Application for Order Taking**

A mobile application that works on both Android and Windows Mobile devices, allowing the sales force to perform day-to-day sales activities such as order taking, stock take, retrieving sales history and payment collection.

Note:

ManageSales-SFA Front-end and Backend are GST ready, allowing the sales operation and management teams to free themselves of tedious calculations and speedy recovery of GST claims from the government.

** Please contact us for more information on ManageSales-SFA Standard Edition and ManageSales-SFA Lite Edition. Note that only Mobile Application for Order Taking on Android device is currently available on the Lite Edition.*



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BENEFITS

■ **Speedy Recovery of GST Input Tax**

Enable organisations to capture all GST output tax at source and allows the speedy consolidation of GST input tax information from business and thereby able to submit claims at the earliest date possible.

■ **Streamline Sales Processes and Improve Productivity**

Help organisations in doing more business while reducing the cost of sales by giving sales force the tools and immediate access to the knowledge required to make sales.

■ **Improves Stock and Sales Forecasting**

Built-in with system intelligence, the system is able to calculate the forecast sales for each of the routes. The system also supported manual stock request input via web system or mobile application. It can help to increase the forecast accuracy and better manage the stock inventory required for delivery.

■ **Increase Sales Opportunities and Wins**

Enable sales professionals in the field to be more responsive to evolving opportunities. The solution helps improve customer relationships by having access to customer history, inventory and order information on hand.

■ **Capture Accurate Market Intelligence**

Enable organisations to view sales management reporting immediately or extend the backend systems to provide cross-reference information. It offers sales management greater visibility and control in all aspects of the business.



KEY FEATURES

■ **Route and Time Management**

The call routing and scheduling function allows for the most comprehensive call and customer visit planning and management to be achieved. Features include call planning, coverage, call frequency management and call status.

■ **Customer Management**

Complete customer history information is available to allow the user to review past performance.

■ **Product Management**

A comprehensive product cataloguing system includes product description, promotional events and pricing on the products.

■ **Rebate Management**

Enable organisations to tightly control and measure promotional activities. ManageSales-SFA also allows organisations to build promotion from a set of pre-approved promotional activities called Rebate profiles which are available by customer, period and activity type.

■ **Sales Management**

For Order Taking, the function allows the orders to be captured and passed to the backend system without the need for double entry and errors resulting from double work. Captures delivery remarks for efficient delivery, provides customer's outstanding balance information to enable Sales person to remind the customer of payment in an attempt to make a collection.

For Van Sales, the function allows ad hoc stocks balance enquiry on the Van and enable the Sales person to make the best decision to satisfy both current outlets and the remaining outlets in the route. It incorporates the GST ready invoice printing for outlets or delivery notes printing for modern trade customers. Giving latest customer's outstanding balance enables the Sales person to make collection first before delivery of goods to prevent bad debt accounts from worsening.

■ **Goods Return Management**

Under goods return, the system provides the options to handle product returns received from customers that are not good for resale as well as product buyback from customer that are good for resale.

Under Order Taking, the backend will handle the issuance of Credit Notes when the goods are received.



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SFA Backend
Web Modules

Customer
Management

User
Management

Promotion
Management

Standard
Reports

Product
Management

System
Maintenance

Route
Planning

Access
Control

Pricing
Management

Van Stock



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**SFA
Front - End Van
Sales Process**

**Stock
Request**

**Start
Day**

**Load
In**

**Route
Plan**

**Van
Sales**

**Return
Handling**

Collection

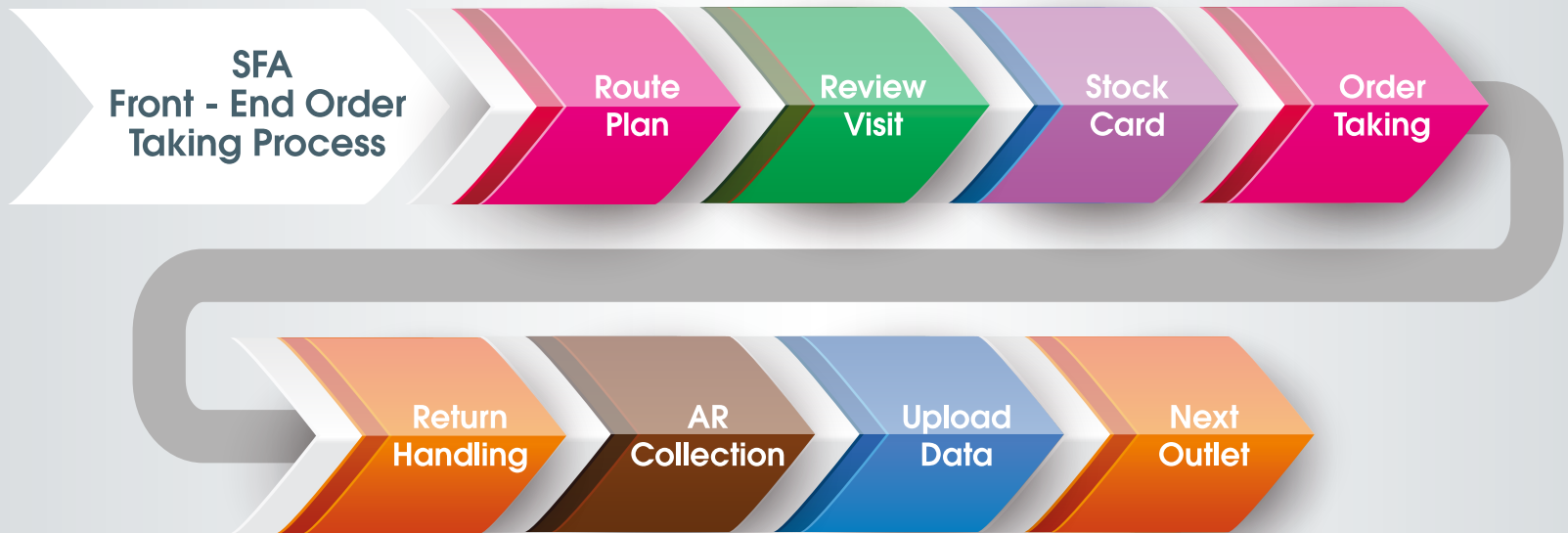
**Receipt
Printing**

**Load
Out**

**End
Day**

**Handover
HHT &
Cash**

**Summary
Report**





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