



AMC South Africa Consultant App Guide

August 2020

The AMC Cookware Consultant App provides services and support to AMC Consultants in South Africa.

YOU CAN DO THE FOLLOWING WITH THE APP:

- ▶ Look up the status of your current orders.
- ▶ Use the Ready Reckoner Calculator.
- ▶ Place new orders.
- ▶ Look up your recent Consultant Statements.
- ▶ Access the AMC website.



QUICK START

TO DOWNLOAD:

For Android phones



Go to the Google PlayStore and search for 'AMC Cookware'. Select 'Install'.

For iPhone phones



Send an email to **consultantservices@amcsa.co.za** requesting to download the app. You will be sent a link as well as a pin in order to download the latest version of the app. You can then place orders on your AMC app.

Log in with your Consultant Code.

Enter the One Time PIN sent to your cell number.

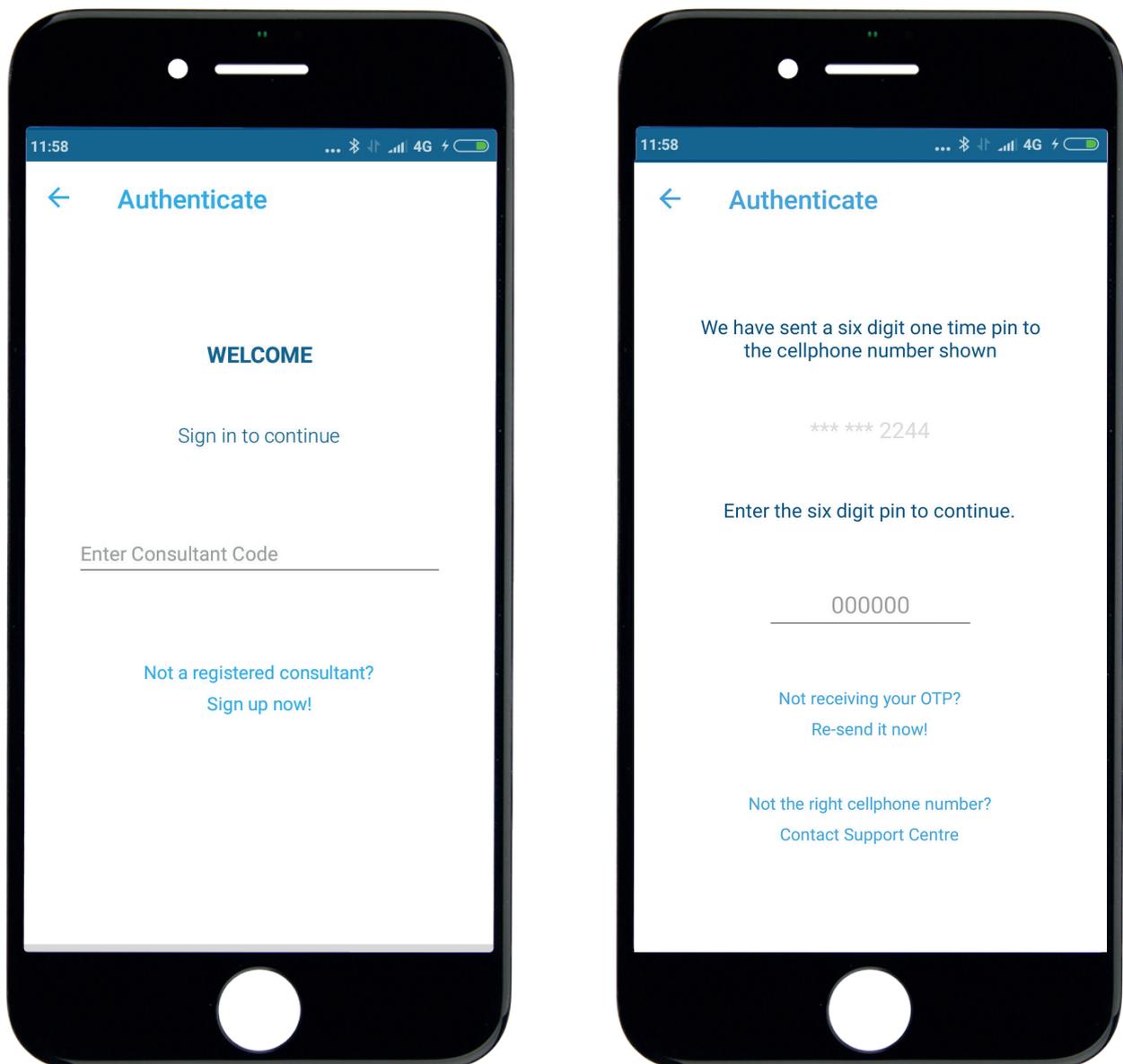
LOGGING IN

You will have to log in on the Welcome screen. Please enter your consultant code in the space provided.

You will have to be a current, registered consultant to have access. If you are on idle, or have only recently signed up, please contact Support Centre.

Once you have entered your code, you will then be sent a one time PIN. Please enter the PIN to log in.

You will be required to enter a one time PIN every few days. This keeps your login secure.



IMPORTANT: by using the AMC Consultant App, you are agreeing to our terms and conditions. They are available on the App – please make sure you have read and understand them. You may not give access to your login to another person and you may not give customer information to another person or use that information for any other purpose.

DATA: The AMC App is free. You will need to use data to download the app and use it, or download and use when you have a wifi connection.

YOUR DASHBOARD

YOUR DASHBOARD SHOWS:

- ▶ Your estimated Personal Gross Points for the current month so far. This does not include cancellations.
- ▶ Your estimated Personal Commission for the current month so far.

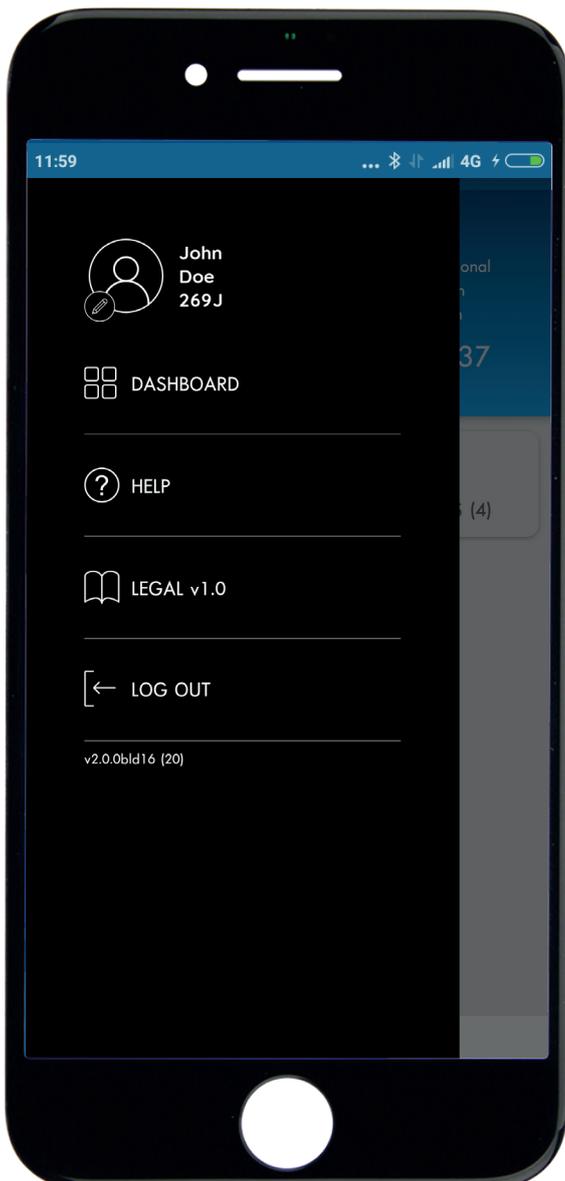
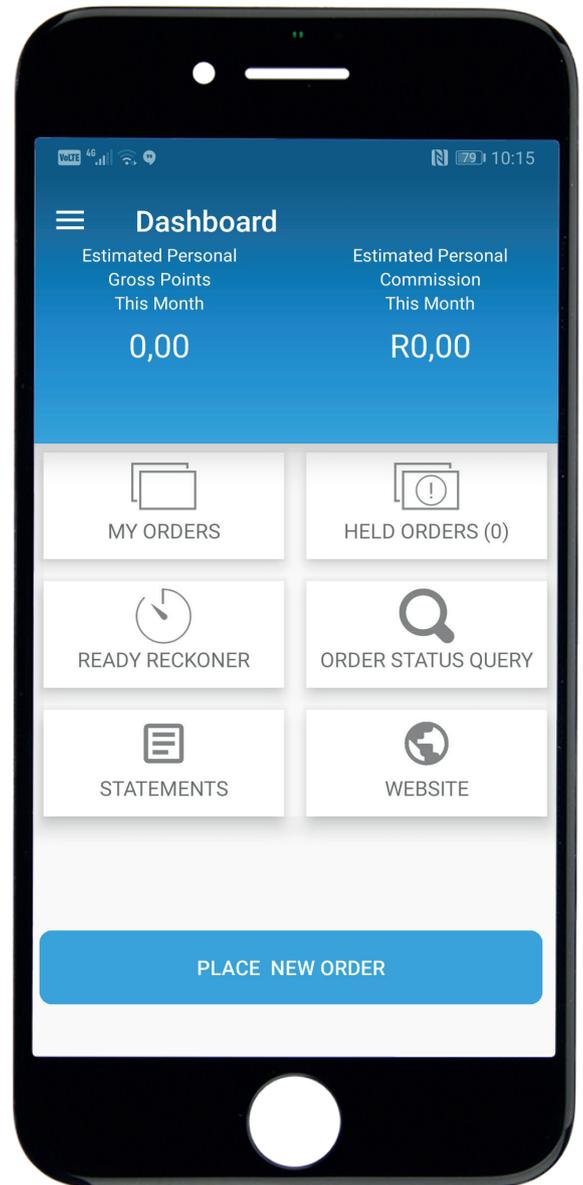
Click on 'My Orders' to see your Current Orders

Click on 'Held Orders' to see your Held Orders

Click on 'Ready Reckoner' to use the Ready Reckoner Calculator.

Click on 'Place new order' to place an order.

Click on the three stripes at the top left of the Dashboard to access the menu.



FROM THE MENU YOU CAN:

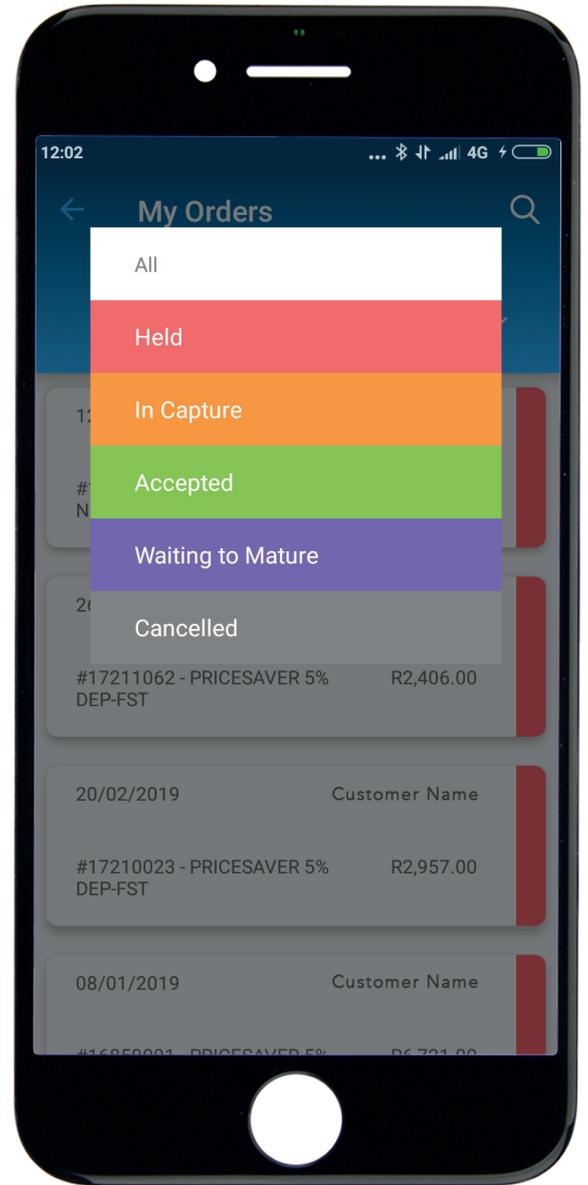
- ▶ Change your profile picture
- ▶ Access Help information
- ▶ Access Terms & Conditions (Legal v1.0)
- ▶ Log out
- ▶ Go back to the Dashboard

MY ORDERS

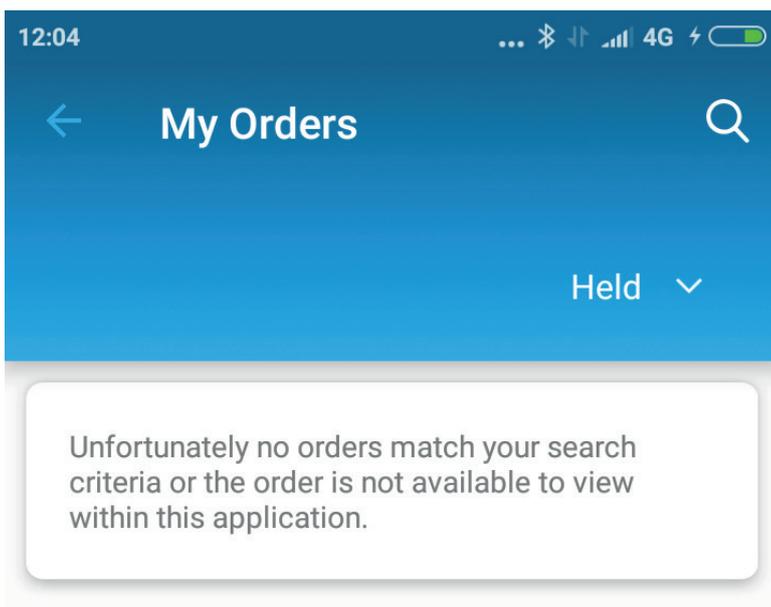
You can only see CURRENT orders.

You can see 'ALL' orders or you can select a status:

- ▶ **Held** - all orders in Held status
- ▶ **In Capture** - all orders that are being processed
- ▶ **Accepted** - all orders that have been Accepted in the current period
- ▶ **Waiting to Mature** - PriceSaver orders that are waiting for full payment
- ▶ **Cancelled** - all orders that have been Cancelled in the current period

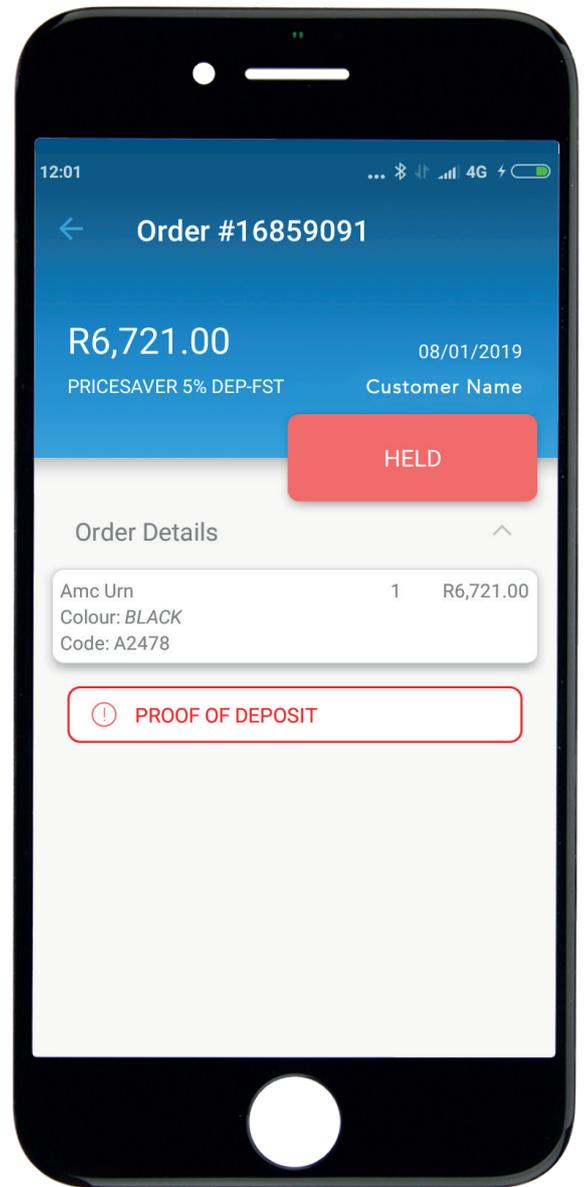
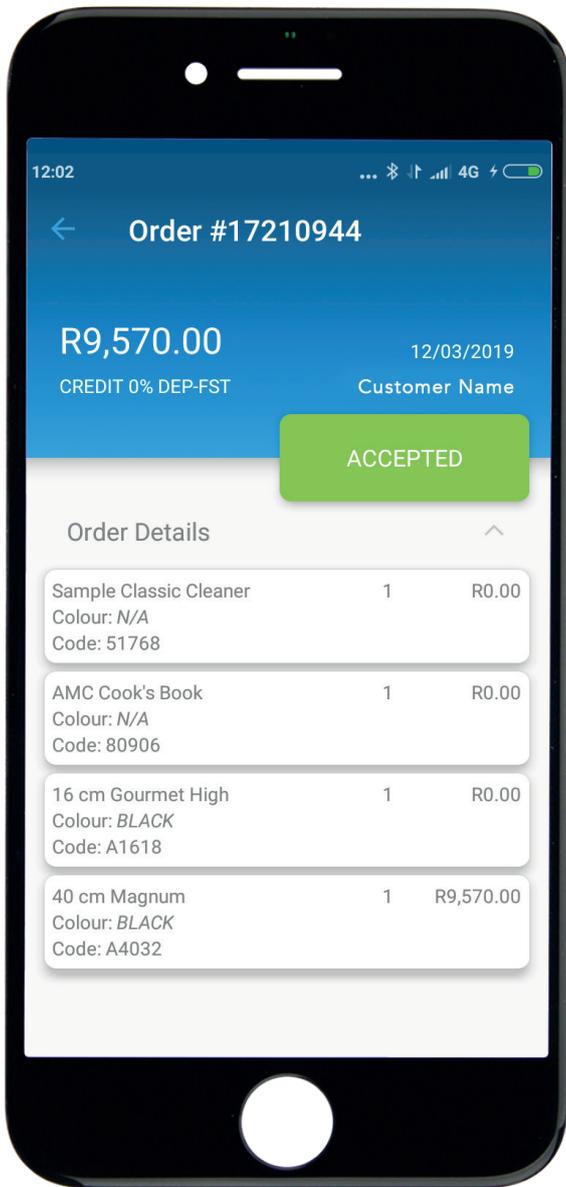


If there are no orders in the status you selected you will see the following message:



MY ORDERS continued

You can select an Order to see the Order Detail:



If the order is Held, you will see the reasons for the Order being Held in RED.

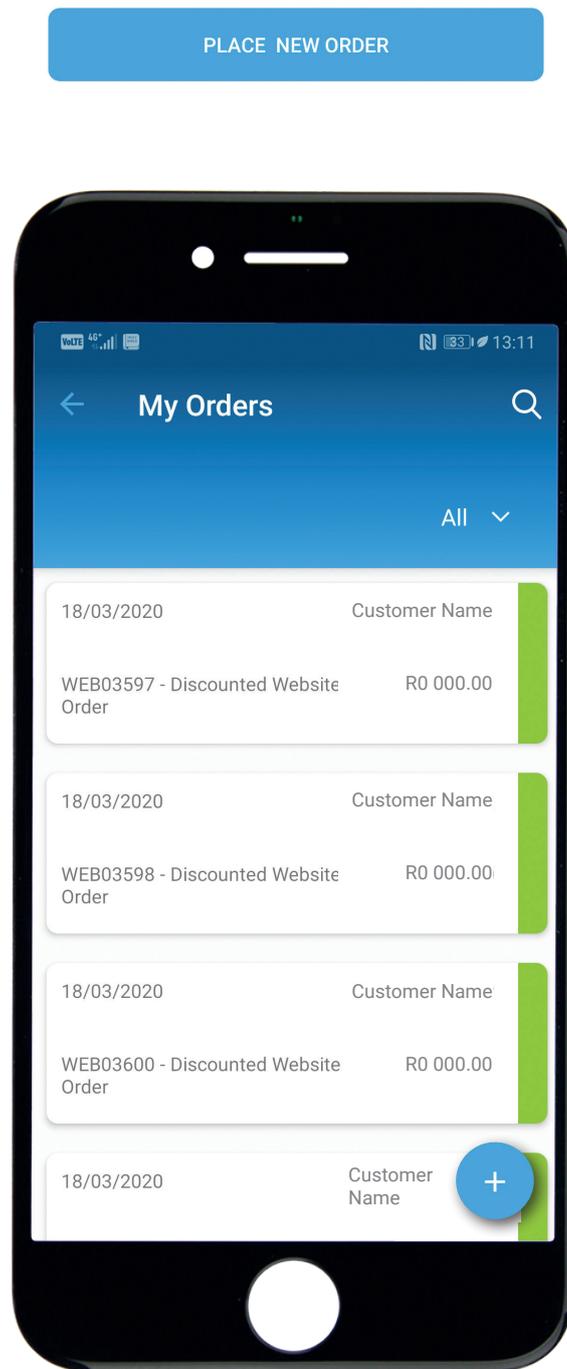
Use the Order Details chevron (small arrow) to show the products on the order.

Place Orders via the App

You can place a new order in two ways:

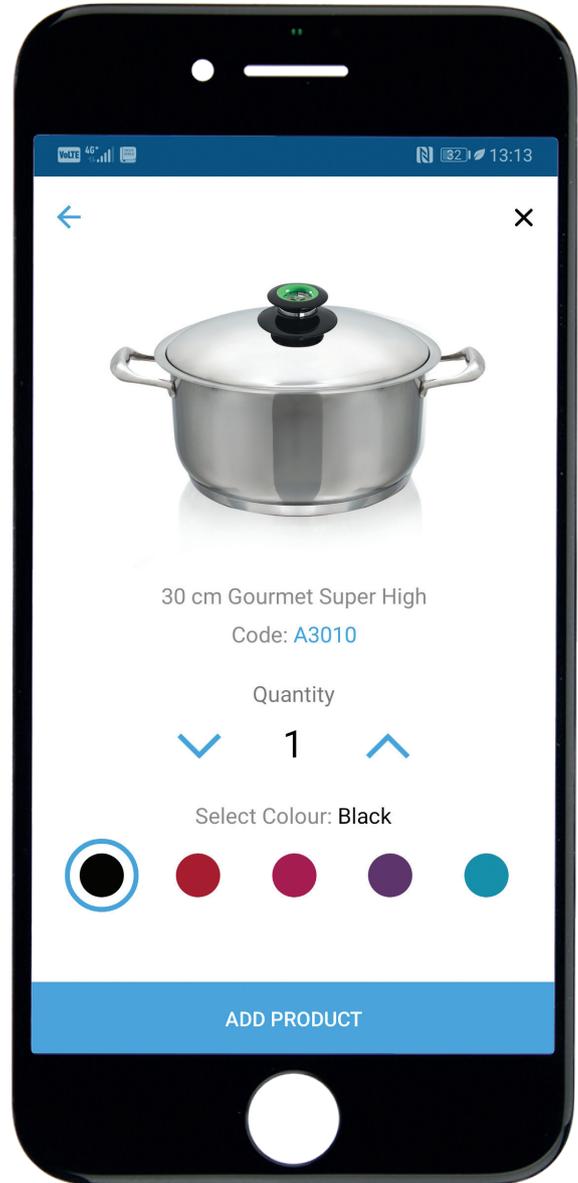
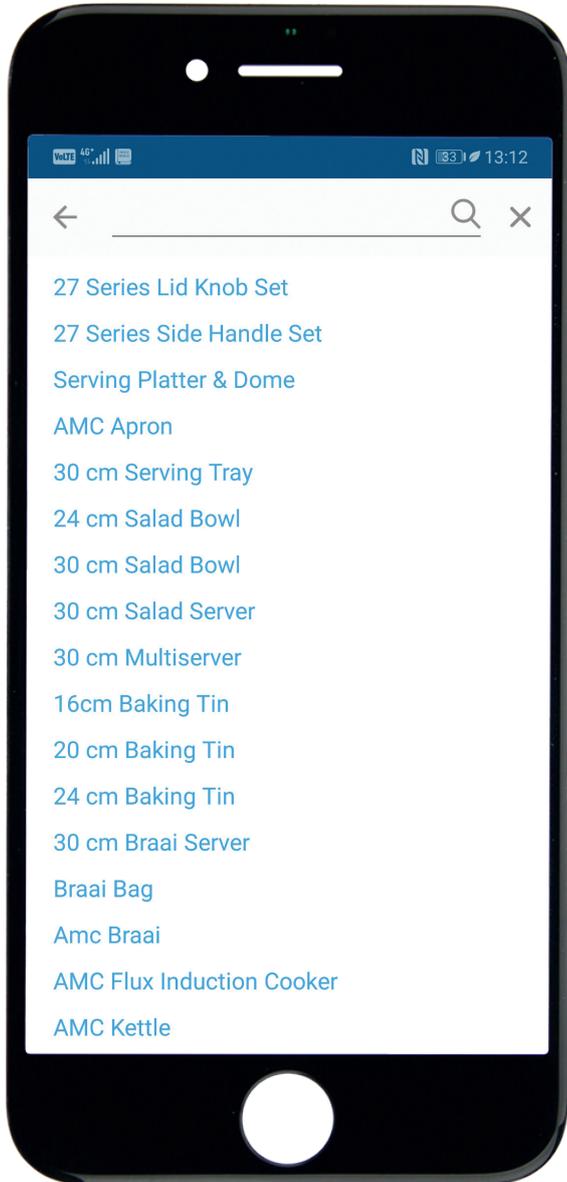
From your Dashboard, you will press the **'Place New Order'** button.

From **'My Orders'**, press the + button on the bottom right of your screen.



Product Selection

Select the product(s) you want by entering the name into the search bar at the top of the screen. You can enter a product code or any part of the product name to find it.

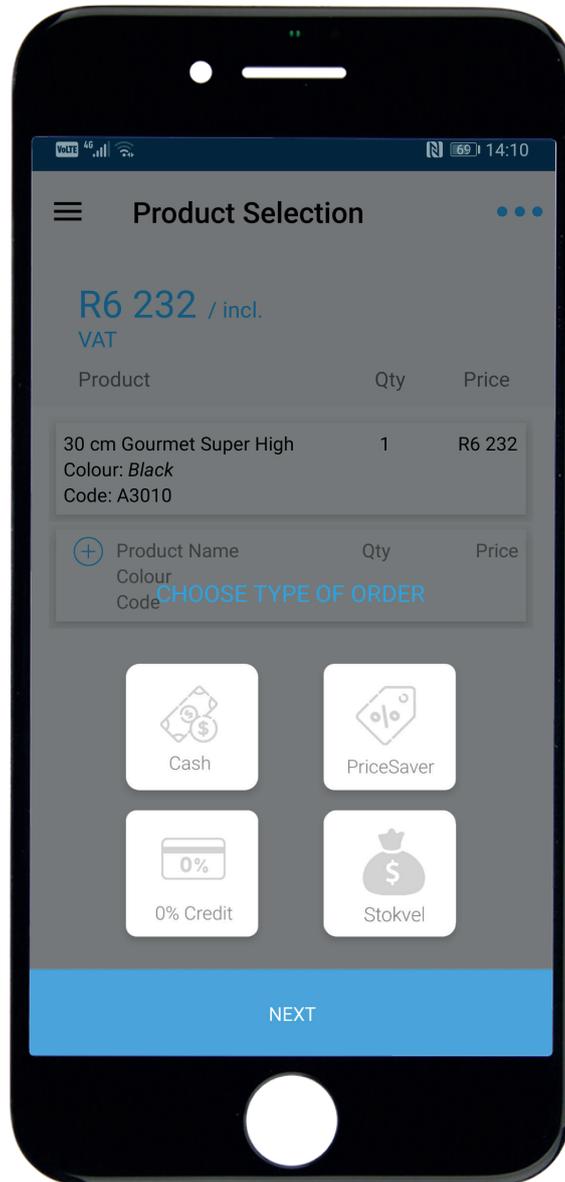


Select the colour and quantity you want and press **'Add Product'**

Product Selection continued

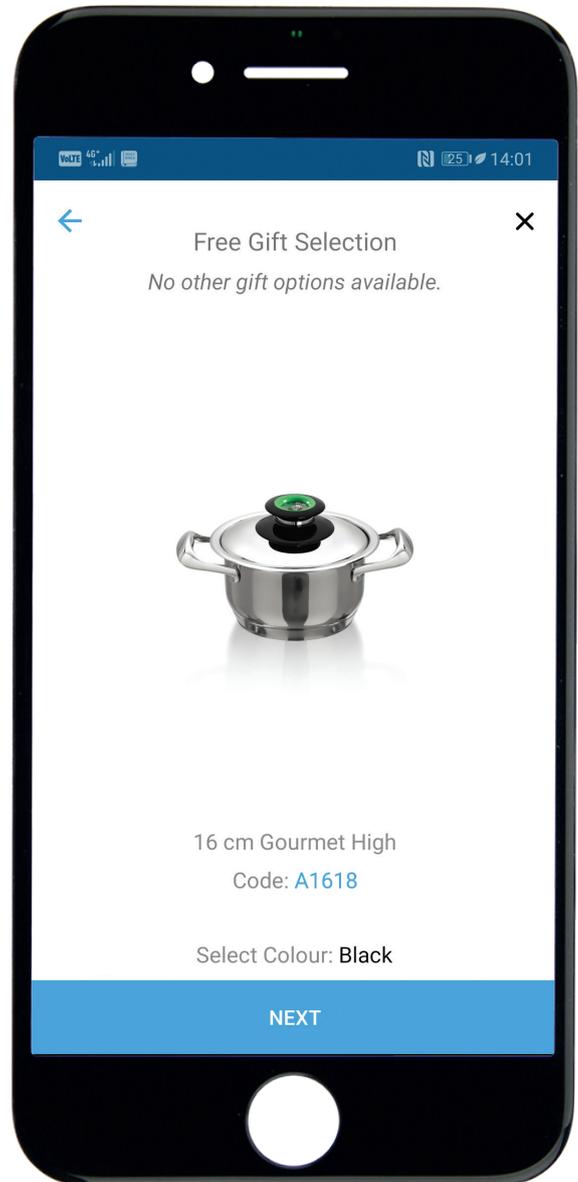
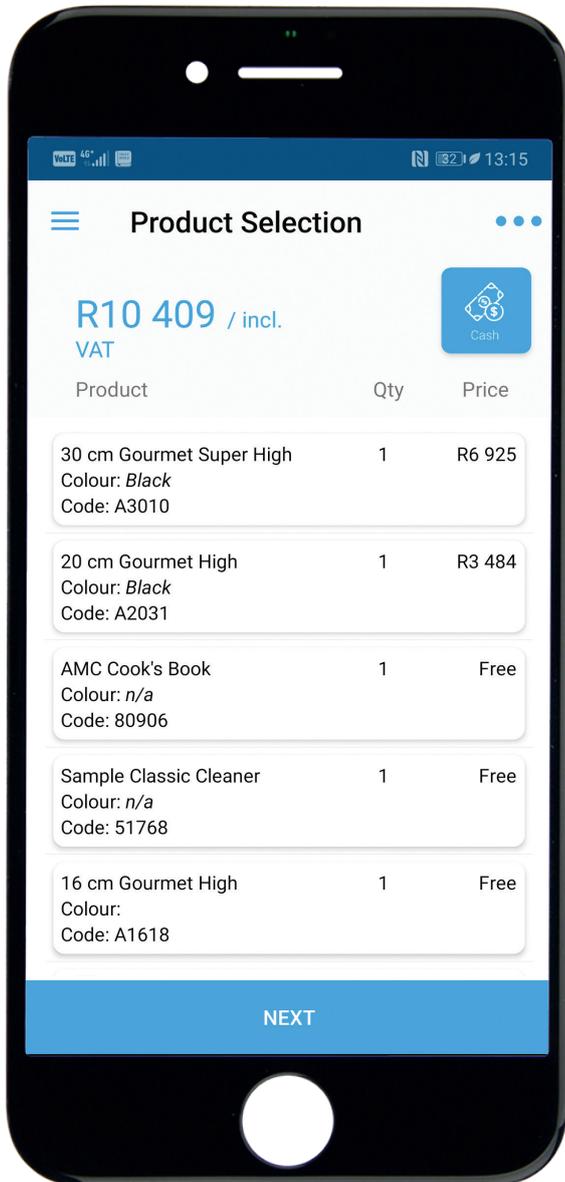
You will be asked to choose your order type (Cash, PriceSaver, Interest Free Credit or Stokvel) and press **Next** - don't worry if you are not sure at this stage, you can still change later.

Add additional products if you want.



Product Selection continued

You do not need to add the free gifts - they will show up automatically! You do need to select the Visiotherm colour option for the free gift though, so please click on the gift to do so.



If you need to change the order type, select the block at the top right of your screen - you can select a different type.

Once you have added all the products you need, press **'Next'**

CREDIT QUALIFICATION (For credit orders only)

Please complete the Personal Credit Application - fill in the Gross Salary, Deductions per Payslip, Instalment Account Payments and Living Expenses. You will see the Disposable Income calculated at the bottom.

CREDIT QUALIFICATION (For credit orders only) continued

Remember: the amount owing after the deposit must be lower or equal to the customer's gross income and the instalment must be less than the customer's disposal income.

When you have completed the Credit Application, press **'Next'**

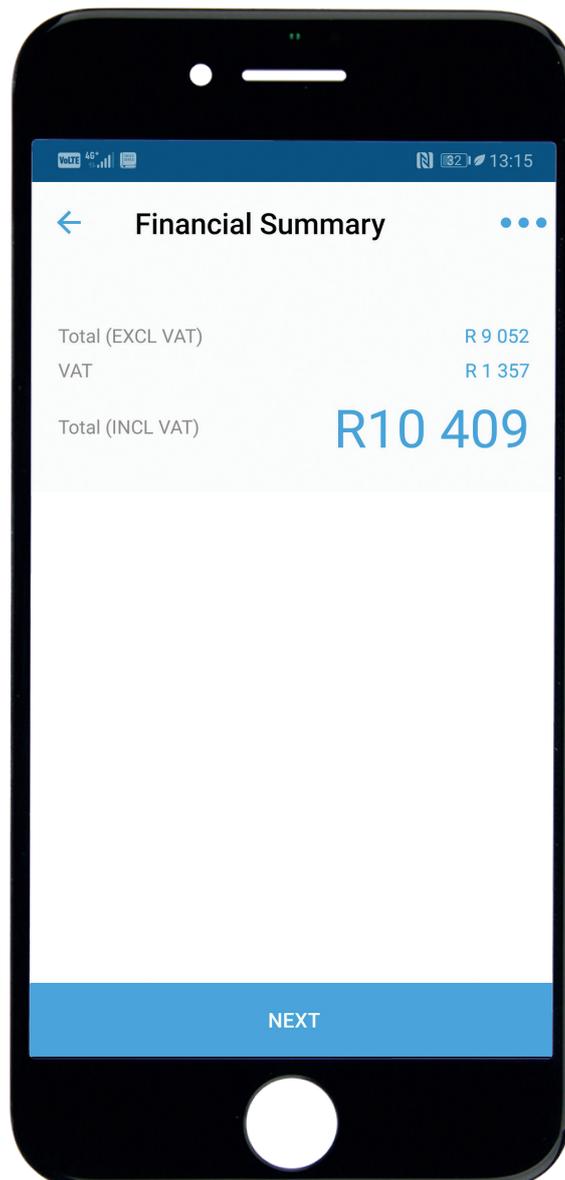
Input the Deposit Amount or use the slider to select the Deposit amount.
Select 15 or 24 months credit.

Press **'Next'**

Check the financial information

CASH & STOKVEL ORDERS:

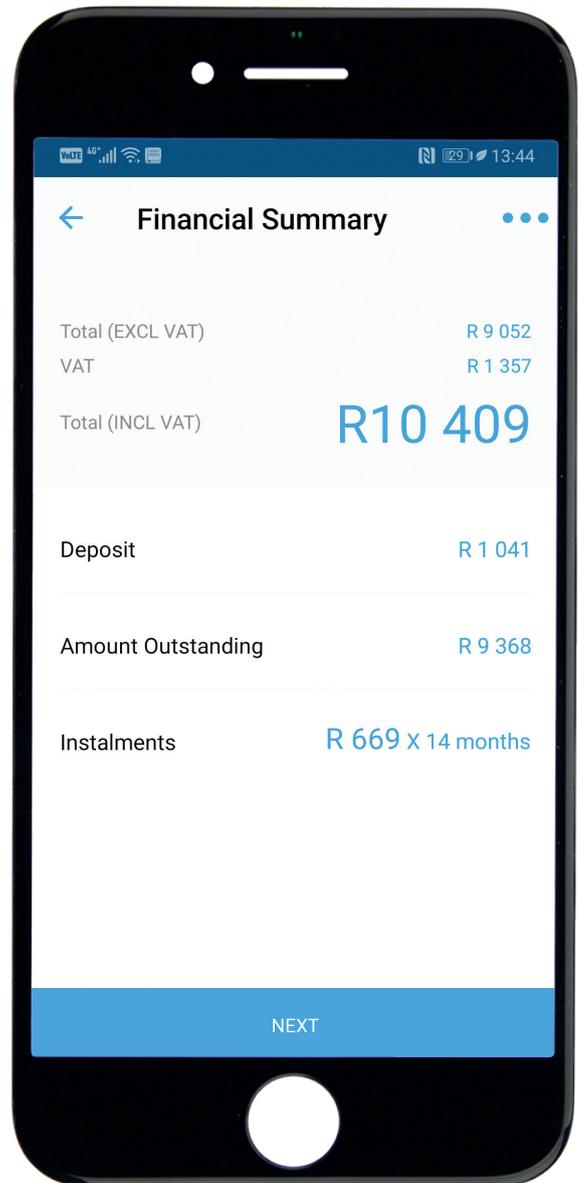
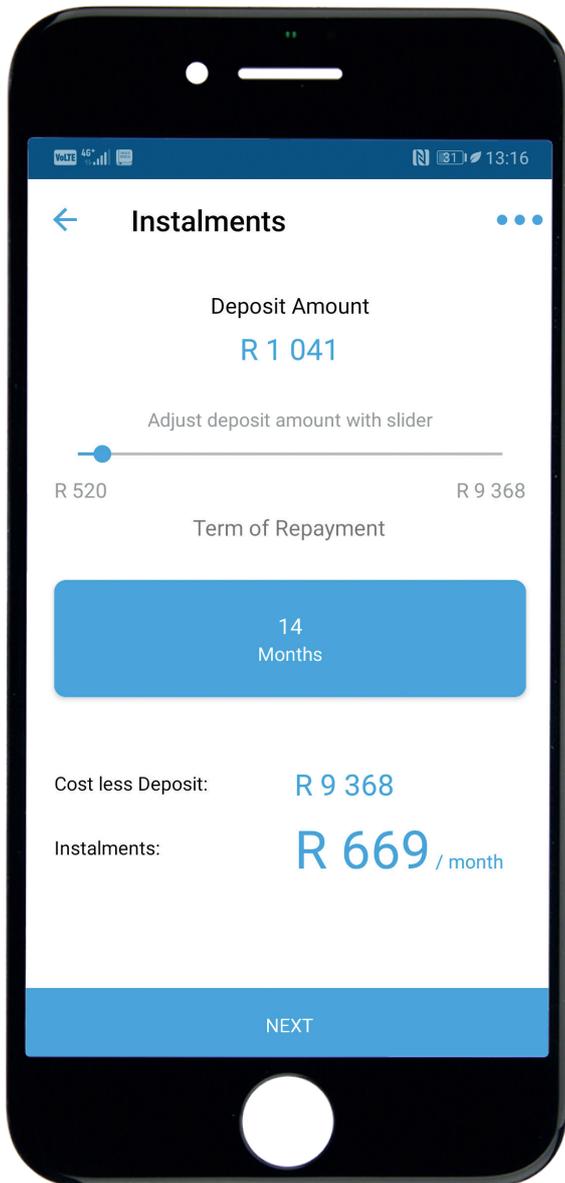
You will see the Financial Summary screen, check that your customer agrees with the Total.
Press **'Next'**.



Check the financial information continued

PRICESAVER ORDERS:

You will see the **'Instalments'** screen. The deposit will default to 10%. Use the slider to adjust the deposit amount up or down to see how the instalment changes. Press **'Next'**



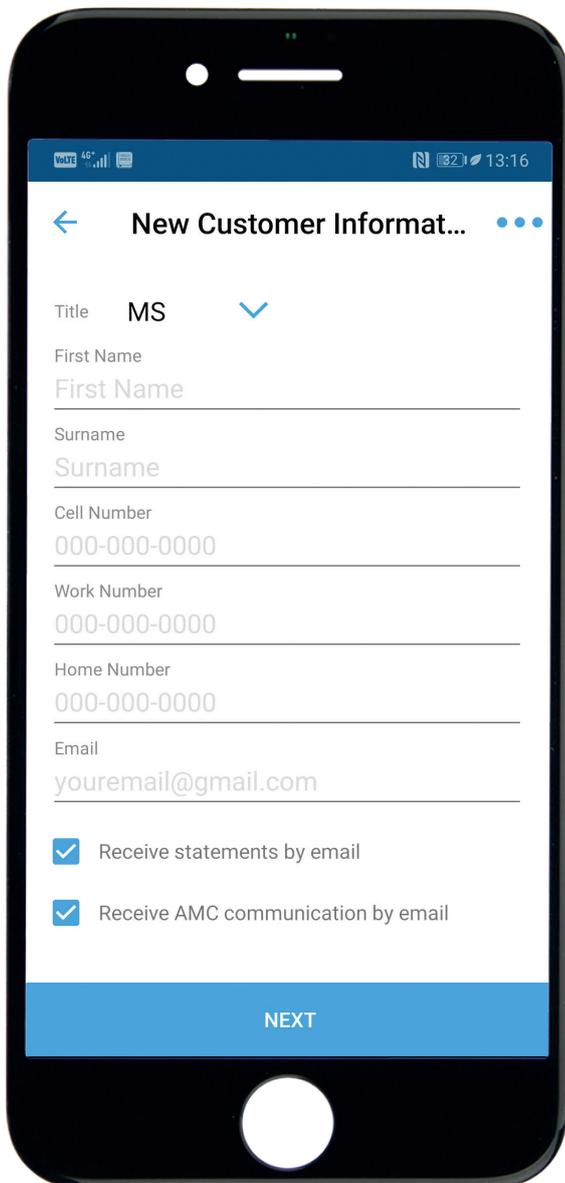
You will see the **'Financial Summary'** screen, check that your customer agrees with the Total, Deposit and Instalment. Press **'Next'**

All order types

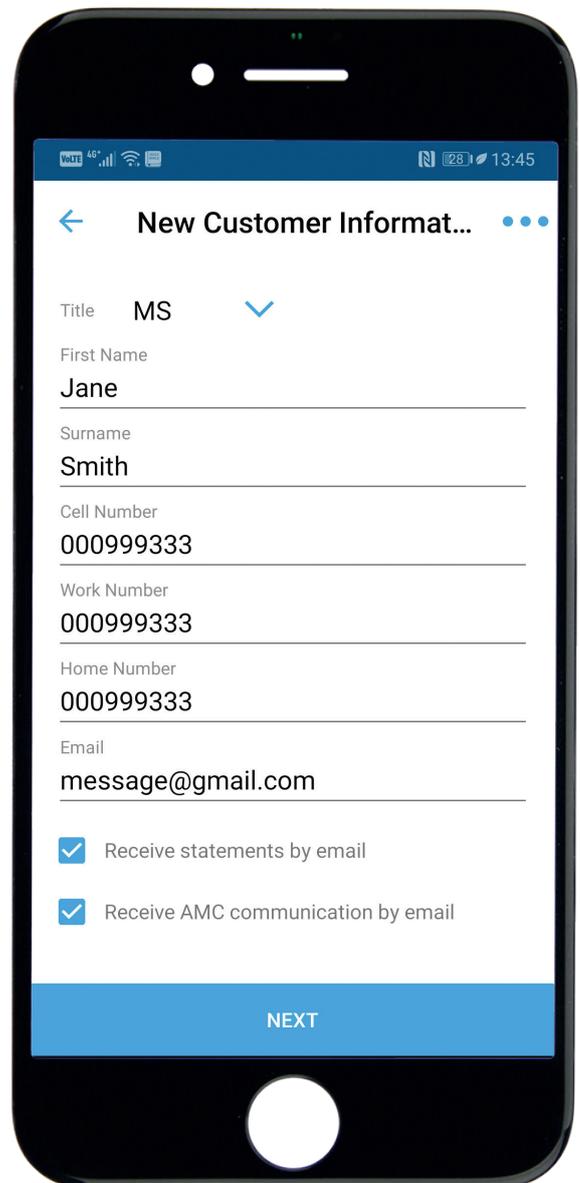
Enter customer information

YOU WILL SEE THE NEW CUSTOMER INFORMATION SCREEN:

- ▶ You must choose the customer's title
- ▶ You must fill in the First Name, Surname, Cell number and Email address of the customer
- ▶ Please fill in the Home and Work numbers of the customer, if available
- ▶ Check with the customer that they are happy to receive their statements via email and to receive further communication from AMC by email. Untick the boxes if they are not.
- ▶ Press 'Next'



Smartphone screenshot of the 'New Customer Information' form. The form is titled 'New Customer Informat...' and has a back arrow and three dots on the left. The fields are: Title (MS), First Name (First Name), Surname (Surname), Cell Number (000-000-0000), Work Number (000-000-0000), Home Number (000-000-0000), and Email (youremail@gmail.com). There are two checkboxes at the bottom: 'Receive statements by email' and 'Receive AMC communication by email', both checked. A blue 'NEXT' button is at the bottom.



Smartphone screenshot of the 'New Customer Information' form. The form is titled 'New Customer Informat...' and has a back arrow and three dots on the left. The fields are: Title (MS), First Name (Jane), Surname (Smith), Cell Number (000999333), Work Number (000999333), Home Number (000999333), and Email (message@gmail.com). There are two checkboxes at the bottom: 'Receive statements by email' and 'Receive AMC communication by email', both checked. A blue 'NEXT' button is at the bottom.

Enter customer information continued

ENTER THE CUSTOMER ADDRESS INFORMATION:

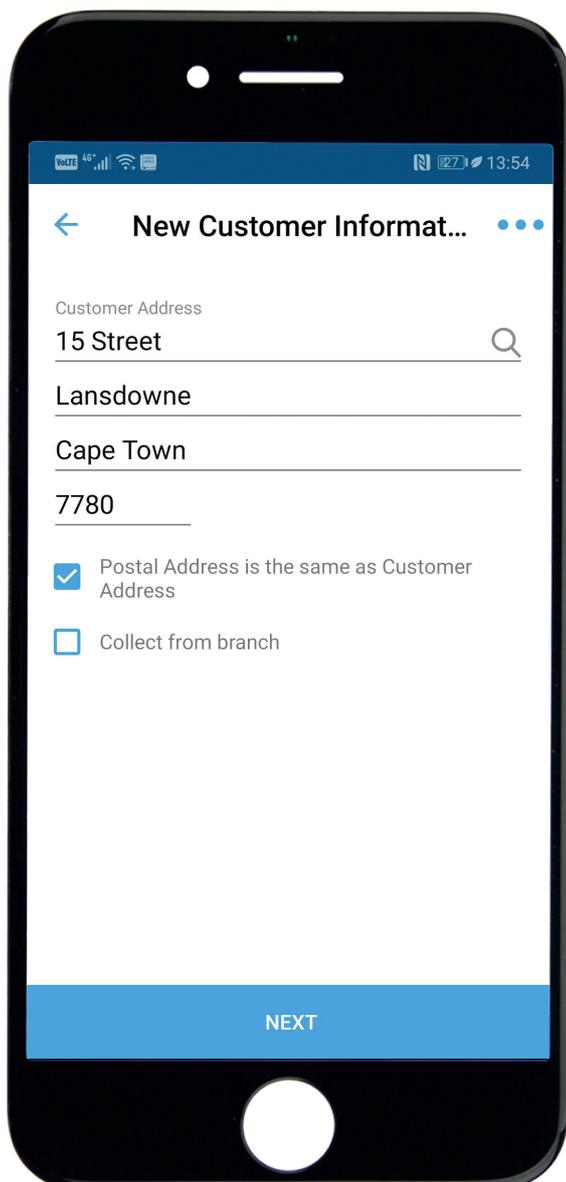
- ▶ Enter the customer's address. This will be the address where the customer wants to receive delivery. If the customer is receiving stock from the branch (cash orders only), this will be the customer's home address.
- ▶ If the customer's postal address is different to the home address, untick the box that says 'Postal address is the same as Customer Address' and complete the postal address of the customer.
- ▶ If the customer will be collecting from the branch (cash orders only), tick the 'Collect from branch' box and select the branch from the drop down menu.

EMPLOYMENT INFORMATION (CREDIT ORDERS ONLY)

- ▶ Please input the name of the customer's employer, the customer's occupation and the employer's contact number

PERSONAL REFERENCE (CREDIT ORDERS ONLY)

- ▶ Please input the name and surname of a friend or family member and their contact number.



UP UNTIL THIS POINT, YOU CAN CLICK ON THE THREE DOTS ON THE TOP RIGHT OF THE SCREEN:

- ▶ Select '**Edit Products**' to go back to the screen and change the products or order type.
- ▶ Select '**Leave Order**' to discard the order.
Warning - you will lose all the information you have submitted this far.

All order types

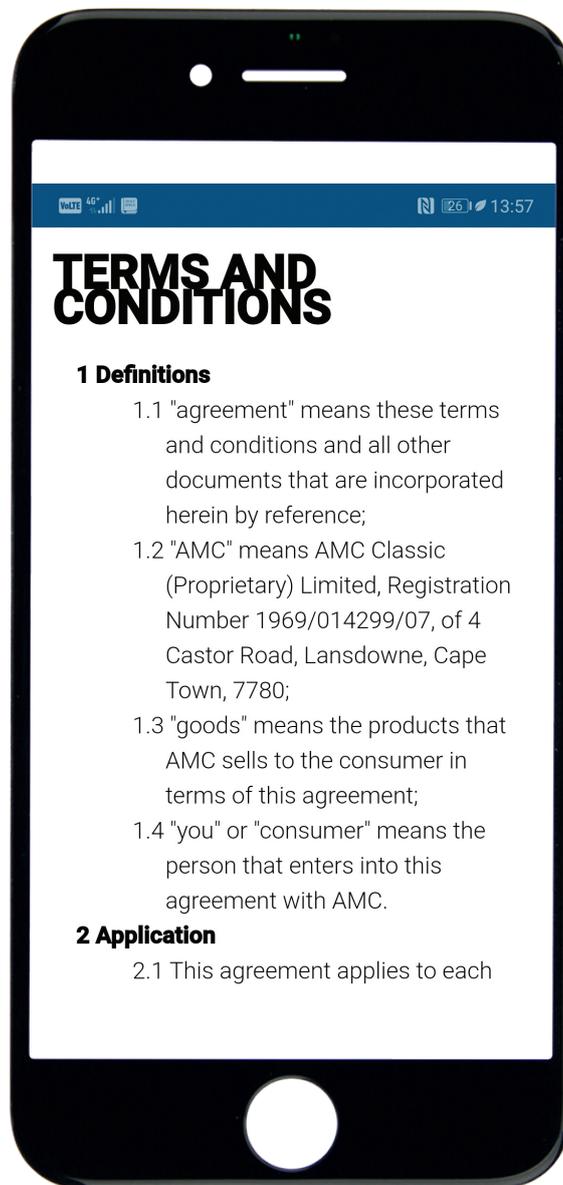
Agree to the terms and conditions

TERMS AND CONDITIONS:

- ▶ Ask the customer if they agree to the terms and conditions, give them time to read through them if requested. Let them know that a copy will be emailed to them.

FOR CREDIT ORDERS:

- ▶ Ask the customer to sign a copy of the Credit Agreement which is sent to them via email.
- ▶ The following documents must be sent to **orders@amcsa.co.za** with the Order Number in the subject line:
 - Customer ID • Customer payslip/bank statement • Signed Credit Agreement.



Payments continued

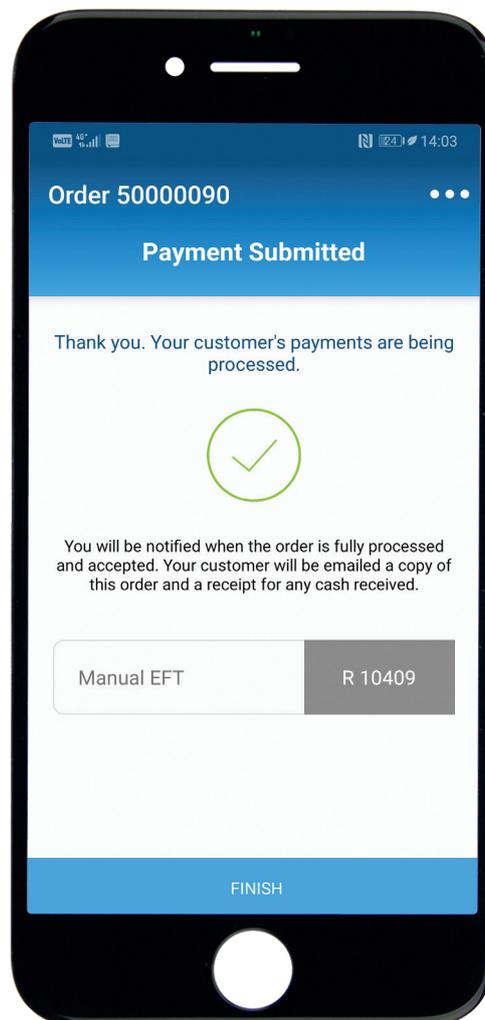
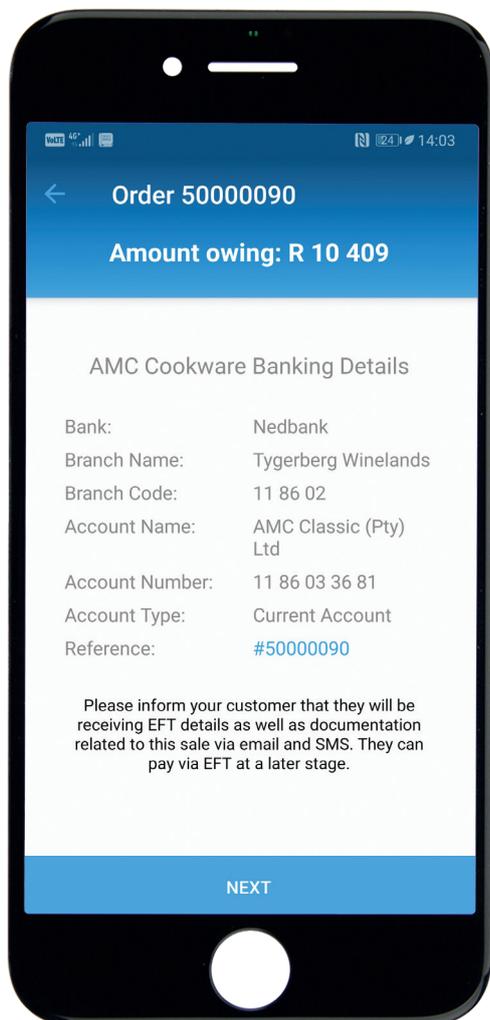
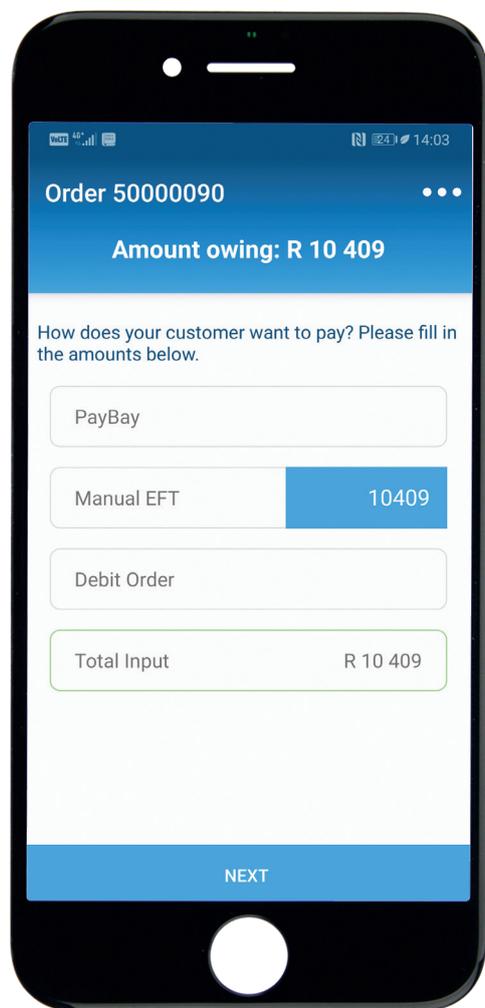
FOR CASH AND STOKVEL ORDERS

Currently only the following payment types are accepted on the App:

- PayBay (credit or debit cards)
- Manual EFT
- Debit Order

Fill in the amount at the payment type and press **'Next'**.

- ▶ If EFT is selected, you will have a screen showing the EFT details. This is also emailed to the customer. Click **'Next'**.
- ▶ Completed screen appears. Click **'Finish'**.
- ▶ Your order will be visible under **'My Orders'**.
- ▶ You will receive a copy of the order via email. A copy will also be sent to your customer and to your Sales Centre.

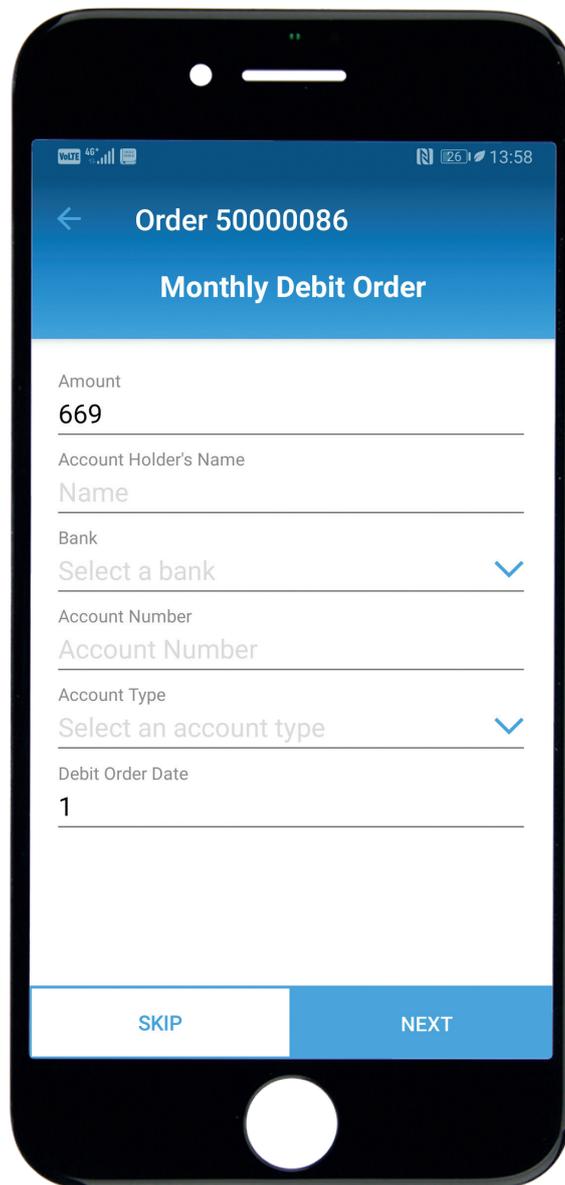


Payments continued (PriceSaver)

DEBIT ORDER

Monthly debit order (PriceSaver and Credit only)

- ▶ Fill in the details for the monthly debit order for the payment. Press **'Next'**. Press **'Skip'** to skip this step.
- ▶ Confirm the Debit Order Summary with the customer and press **'Next'**



The image shows a smartphone screen displaying a 'Monthly Debit Order' form. The form is titled 'Order 5000086' and 'Monthly Debit Order'. It contains several input fields: 'Amount' with the value '669', 'Account Holder's Name' with the placeholder 'Name', 'Bank' with a dropdown menu showing 'Select a bank', 'Account Number' with the placeholder 'Account Number', 'Account Type' with a dropdown menu showing 'Select an account type', and 'Debit Order Date' with the value '1'. At the bottom of the form, there are two buttons: 'SKIP' and 'NEXT'.

Payments continued

PAYMENT OF DEPOSIT

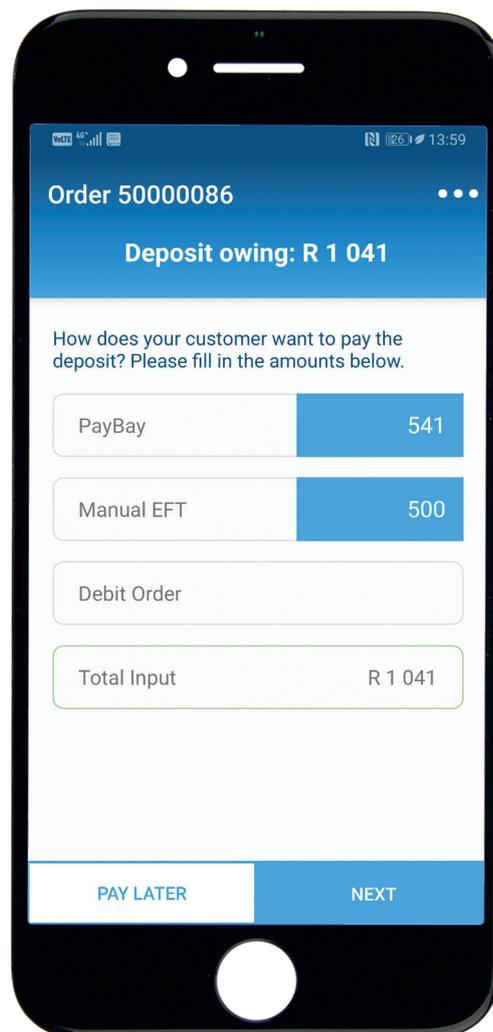
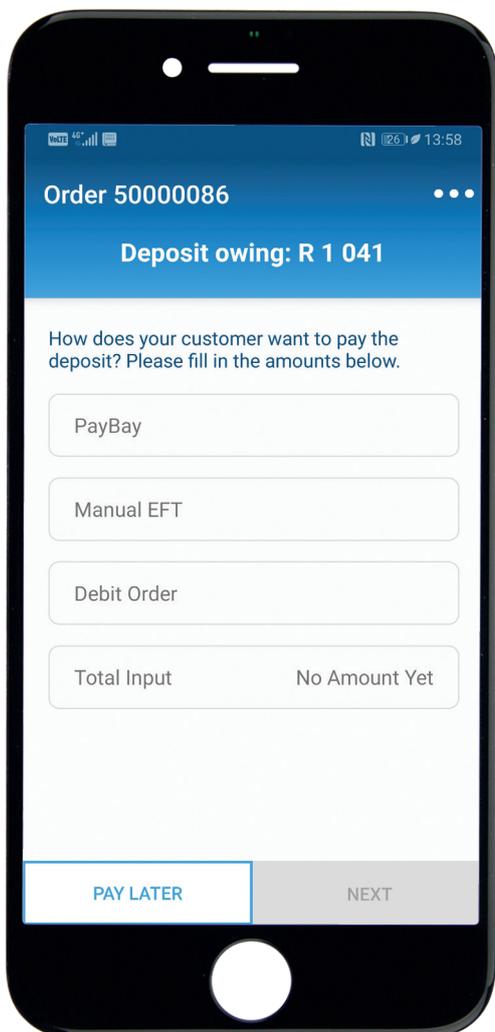
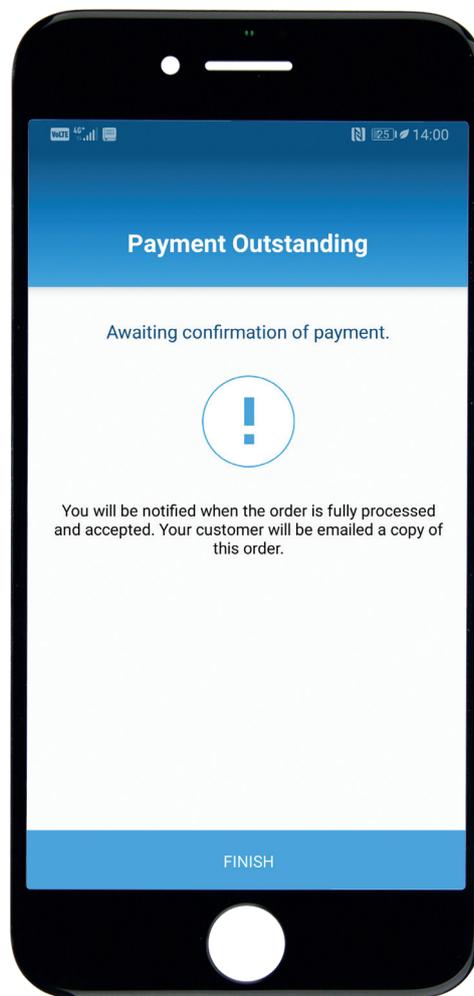
- ▶ Put in the amounts next to the different payment types and press **'Next'**. You will see a warning if the amount is too low, but you can still continue.

You can press **'Pay Later'** to skip this step. Press **'Confirm'** to skip or **'Cancel'** to submit the payment.

If you press later, you will get the following screen:

Currently only the following deposit payment types are accepted on the App:

- PayBay (credit or debit cards)
- Manual EFT
- Debit Order



Payments continued

PAYMENT OF DEPOSIT

PayBay

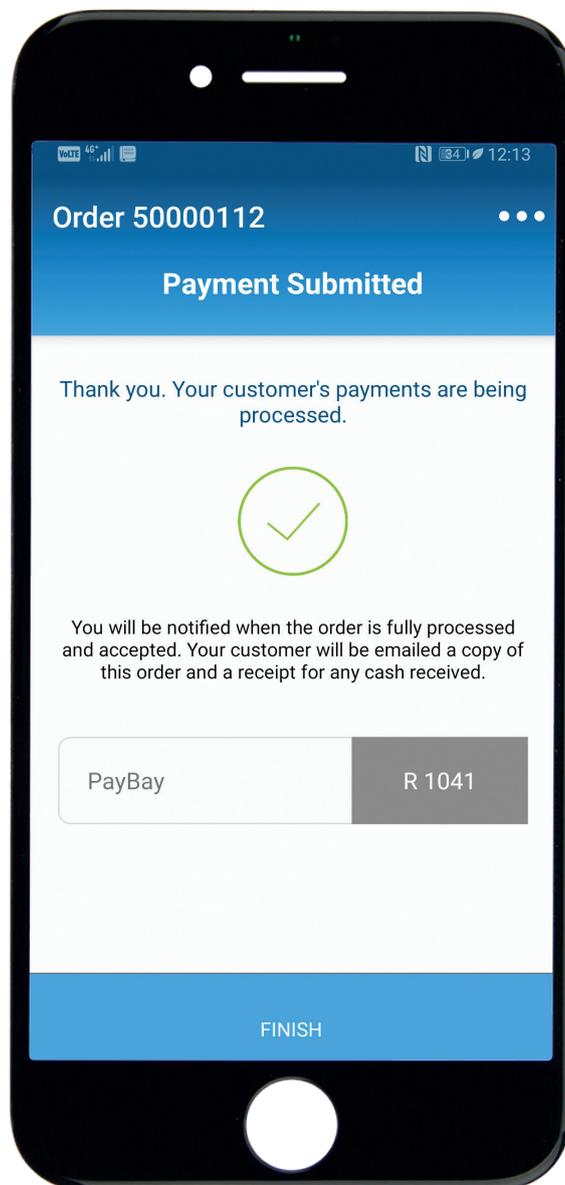
- ▶ The App will prompt you to process payment on your PayBay machine

Manual EFT

- ▶ The App will display the AMC bank details on the screen to give to your customer. These will also be on the email sent to the customer.

Deposit Debit Order

- ▶ Fill in the details for the once off debit order for the deposit. Press **'Next'**.
Confirm the Debit Order Summary with the customer. Press **'Next'**.



You will be able to see the completed Order in the **'My Order'** screen. The status of the order will still be **'In Capture'** or **'Held'** until final processing is complete at Support Centre.

You will receive a copy of the order via email.

A copy will also be sent to your customer and to your Sales Centre.

Payments continued

FOR STOKVEL ORDERS ONLY

You will still need to tell us which Stokvel orders belong together as part of the same Stokvel by completing a **Stokvel Control Sheet**. The Stokvel Control Sheet can be completed electronically here. <https://forms.gle/BJ2gJNMFz9KPNMon6>

A copy of this form will be emailed to you for your records.

Dashboard Tools

LOOK UP YOUR RECENT COMMISSION STATEMENTS

Please press the **'Statements'** icon on your Dashboard

Enter the period that you need the Statement for in the format YYYYMM.

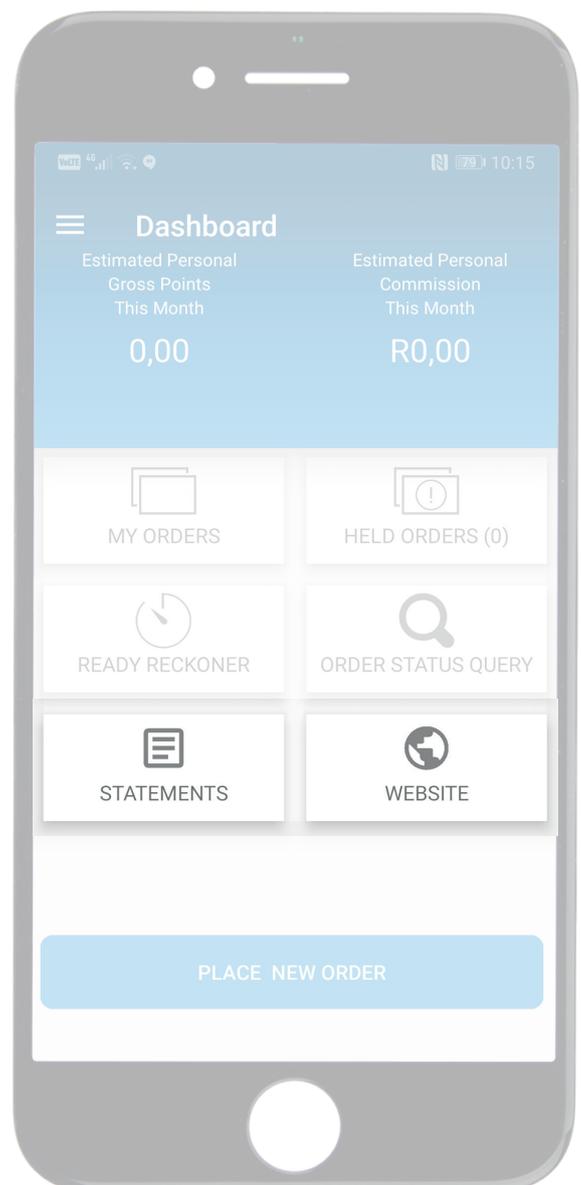
For example, if you want your payslip for June 2020, please enter 202006 and press the Search icon.

Your commission statement will be shown on the screen in landscape. This will show the details of your personal commission, the summary of payments and deductions for you and your personal history.

ACCESS THE AMC WEBSITE

Please press the **'Website'** icon on your dashboard. This will open your browser and take you directly to the AMC website.

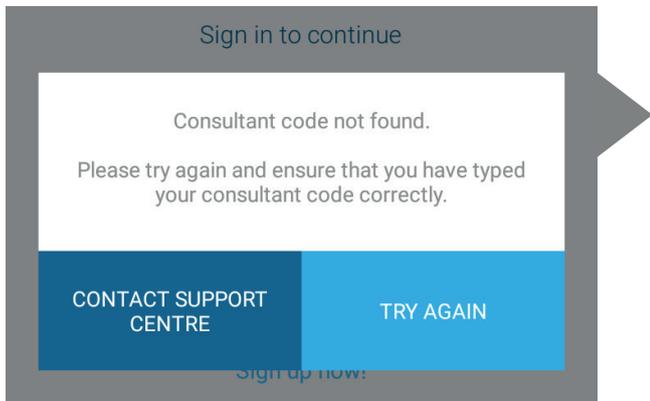
There is lots of useful information on the AMC website that can assist you and your customer.



FREQUENTLY ASKED QUESTIONS

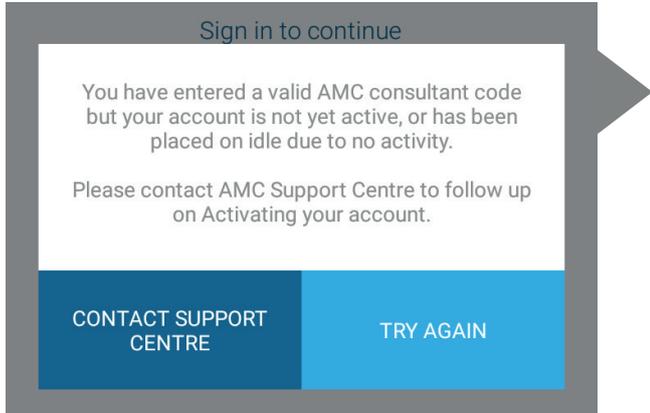
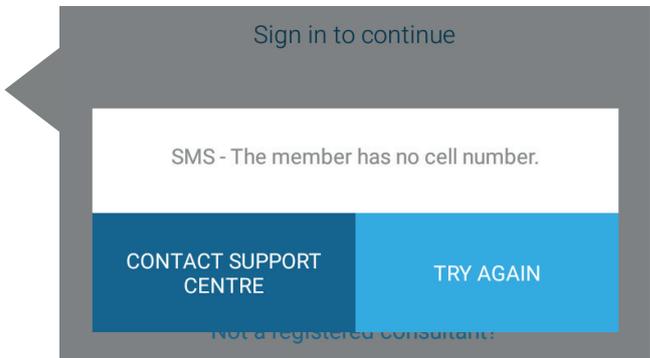
Q1. Why can't I log in?

If you receive the following message:



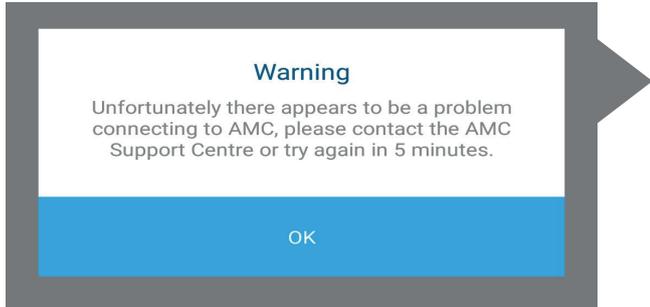
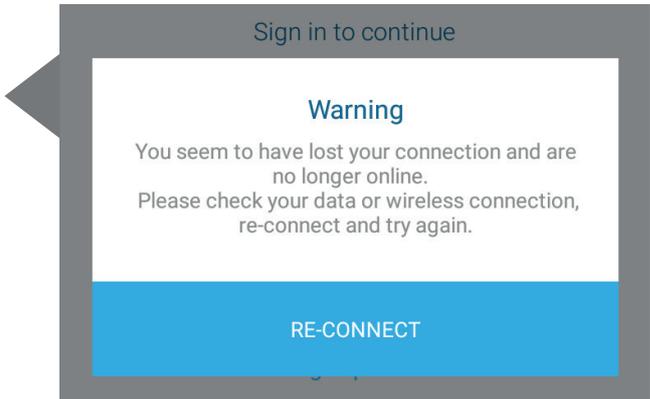
A1.1. You may have entered the wrong consultant code. Click 'Try again' and re-enter carefully. If you are still experiencing a problem, please contact Support Centre.

A1.2. Your cell number is not entered on the system. Please contact Support Centre to capture your cell number.



A1.3. You may be on Idle or you may not have been activated on the system yet. Contact Support Centre.

A1.4. Your phone has lost its internet connection. Check your connection and try again.



A1.5. There may be a temporary connectivity issue with the AMC Server. Try again. If the problem persists, try again later or contact Support Centre.

FREQUENTLY ASKED QUESTIONS continued

Q2. I am not receiving my one time PIN.

A2. If you are not receiving an error message and you have not received your one time PIN, it's possible that AMC does not have your correct cell number. Please contact Support Centre to check.

Q3. Why is my personal commission negative?

A3. The personal commission calculation is only an estimate until we run the final Commission month end. If the commission on your cancelled orders is more than the commission on accepted orders, your personal commission could be negative.

Q4. When will the points and commission be final?

A4. Points and commission will be final when we run the final Commission month end. You will receive your statement with your final results.

Q5. Where can I see my orders, points or commission for previous months?

A5. You are not currently able to see orders, points or commission for previous months on the App. Please contact your Sales Centre for assistance.

Q6. Why are some of my orders missing?

A6. The App only shows the current month. Orders from previous months will not be shown on the App. If you have submitted an order very recently, it may not have been captured yet. Check again in a day or two.

Q7. Why can't I see the products on an order?

A7. Click the chevron (small arrow) next to the 'Order Detail' line on the Order screen. This will drop down the products on the order.

Q8. My order is held - what do I do?

A8. Continue to follow the normal process. Submit any outstanding information via your Sales Centre or usual channels. Contact Support Centre if you need assistance.

Q9. Can I use the App outside South Africa?

A9. Unfortunately, the App can only be used within the borders of South Africa for now.

Q10. Can I process stokvel orders on the App?

A10. Yes, you can submit your stokvel orders on the App.
Don't forget to email the Stokvel Control Sheet which you can find online.

Q11. My customer wants to pay another way. What can I do?

A11. Contact Customer Service on **086 1111 262** or **info@amcsa.co.za** so that they can assist you.

Q12. How can I make suggestions or comments about the App?

A12. We would love to hear your suggestions or comments.
Please send them to **marketing@amcsa.co.za**

CONTACT SUPPORT CENTRE FOR ASSISTANCE

If you need assistance with the App, contact Consultant Services at Support Centre on:
086 1111 262 or consultantservices@amcsa.co.za

Alternatively contact Customer Service at Support Centre on:
086 1111 262 or info@amcsa.co.za