



AMC South Africa Consultant App Guide

April 2019

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.



QUICK START

TO DOWNLOAD:

For Android phones



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

For iPhone phones



go to the iStore and search for 'AMC Cookware'. Select 'Install'.

Log in with your Consultant Code.

Enter the One Time PIN sent to your cell number.

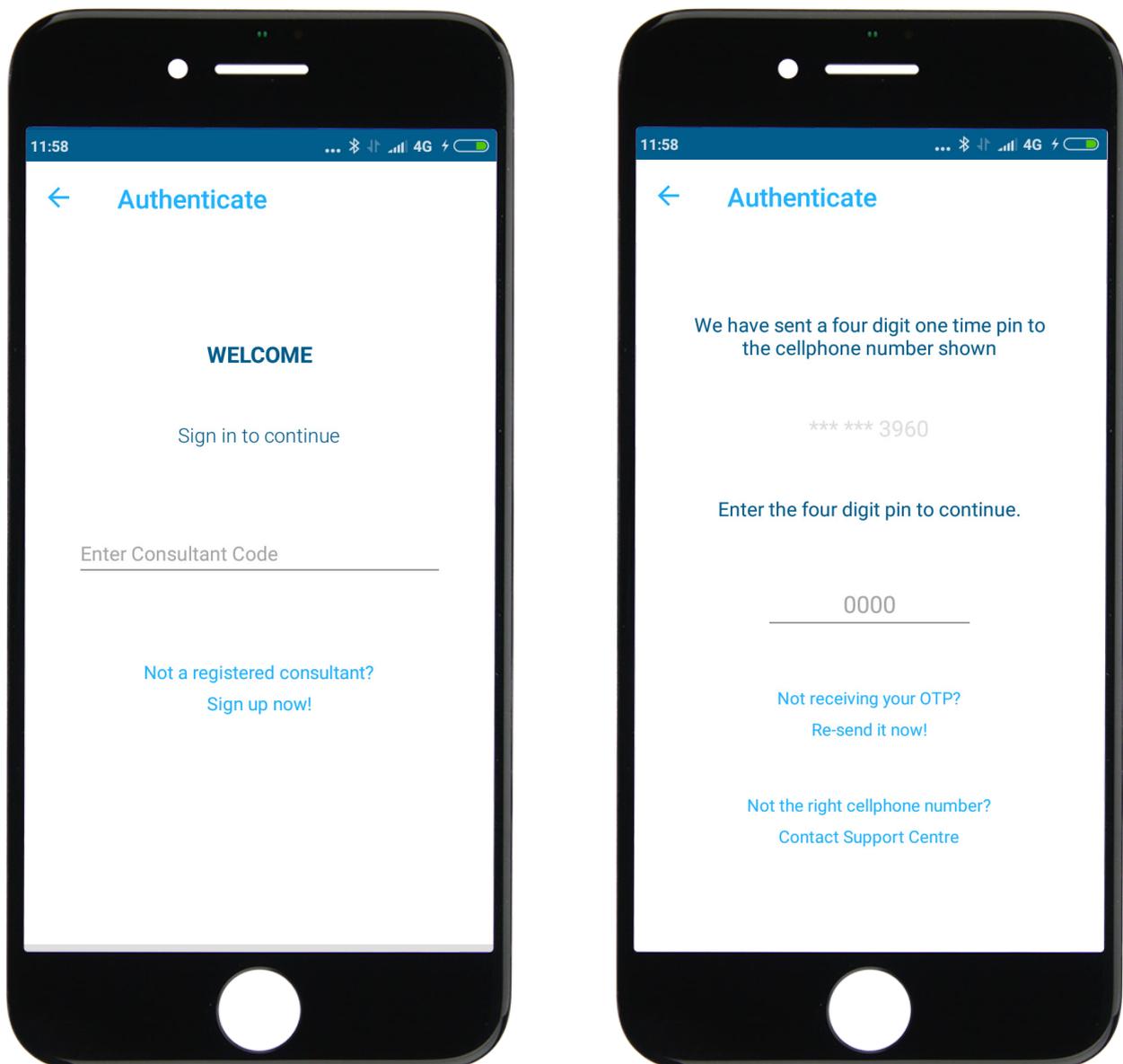
LOGGING IN

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:

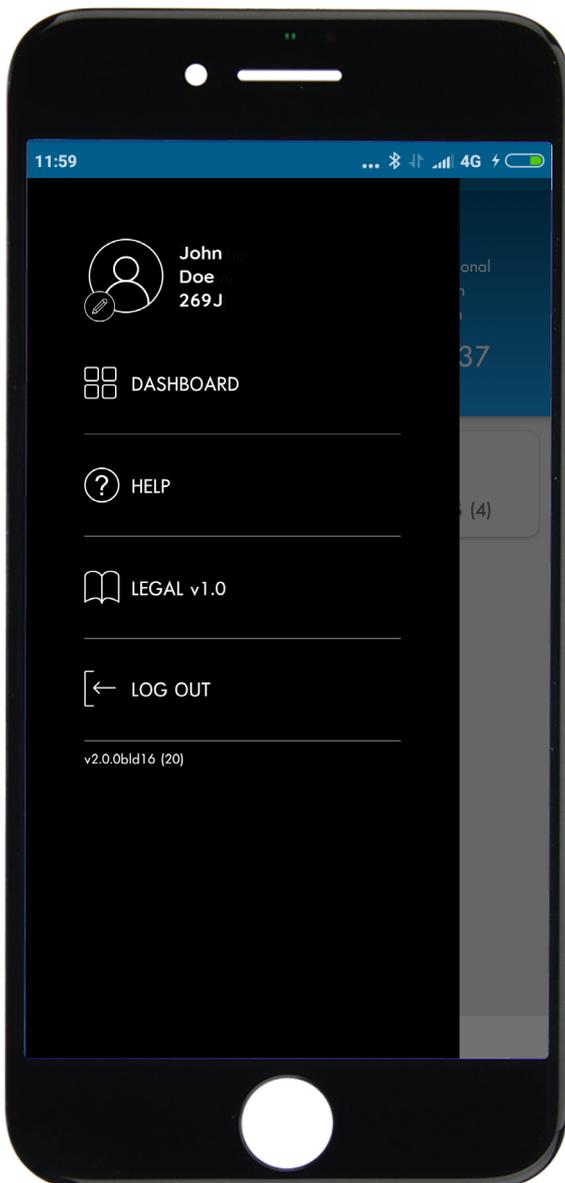
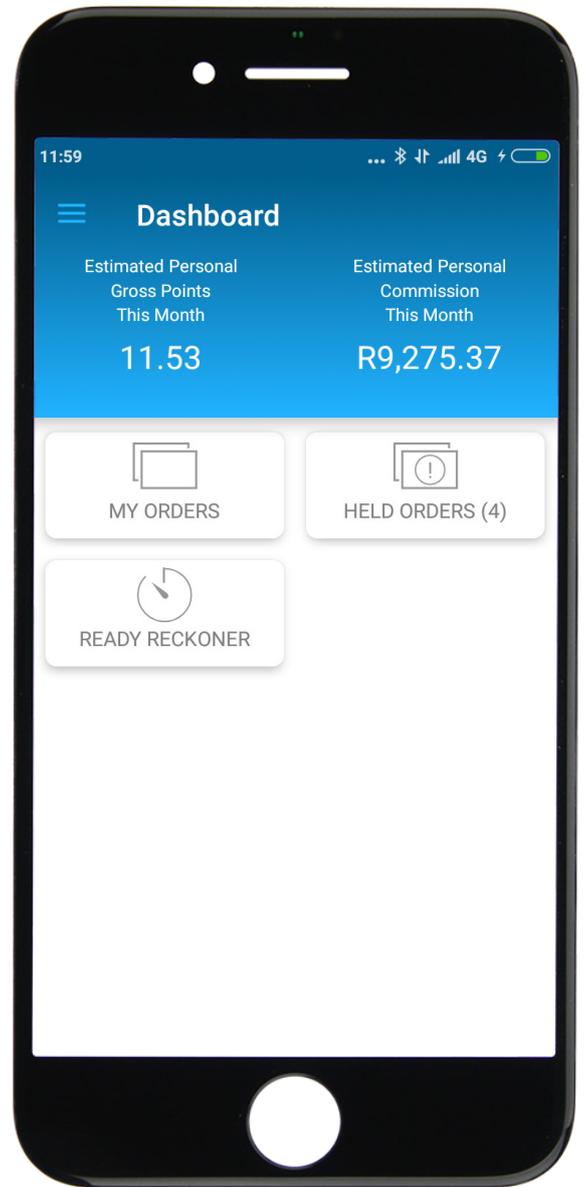
- ▶ Your estimated Personal Gross Points for the current month so far. This does not include cancellations.
- ▶ Your estimated Personal Commission for the current month so far.

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



FROM THE MENU YOU CAN:

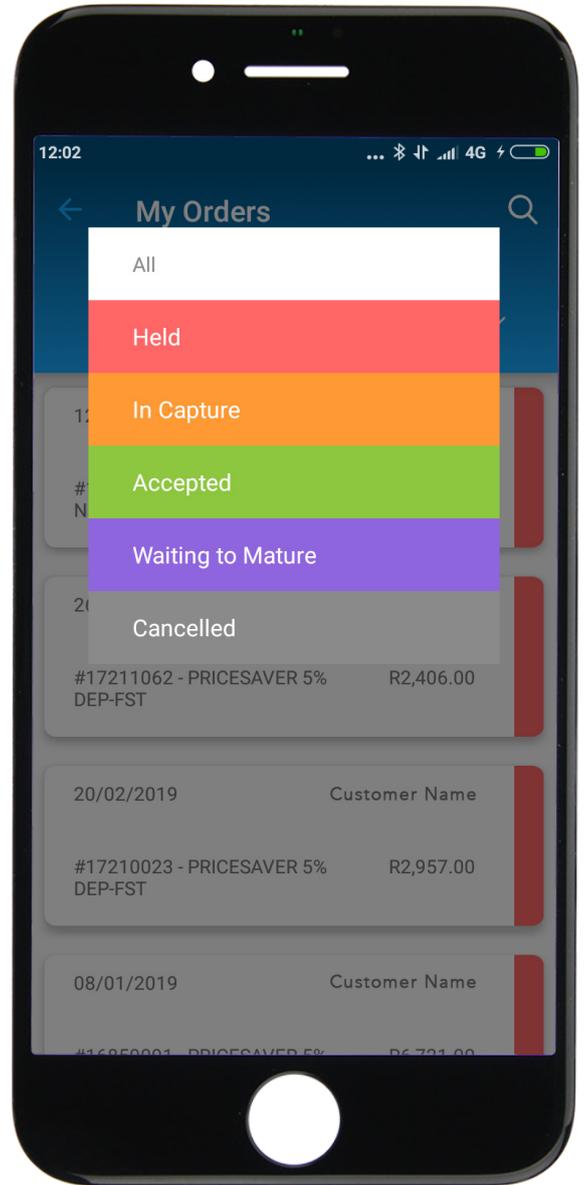
- ▶ Change your profile picture
- ▶ Access Help information
- ▶ Access Terms & Conditions (Legal v1.0)
- ▶ Log out
- ▶ Go back to the Dashboard

MY ORDERS

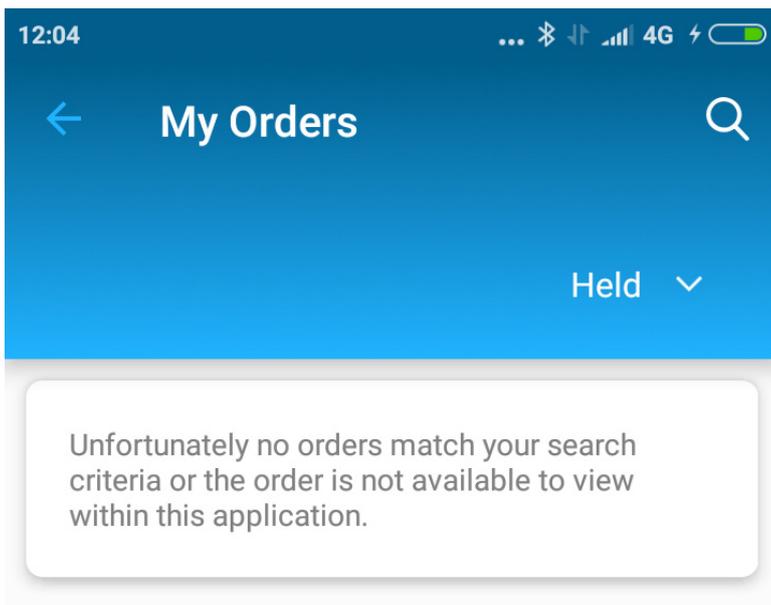
You can only see CURRENT orders.

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

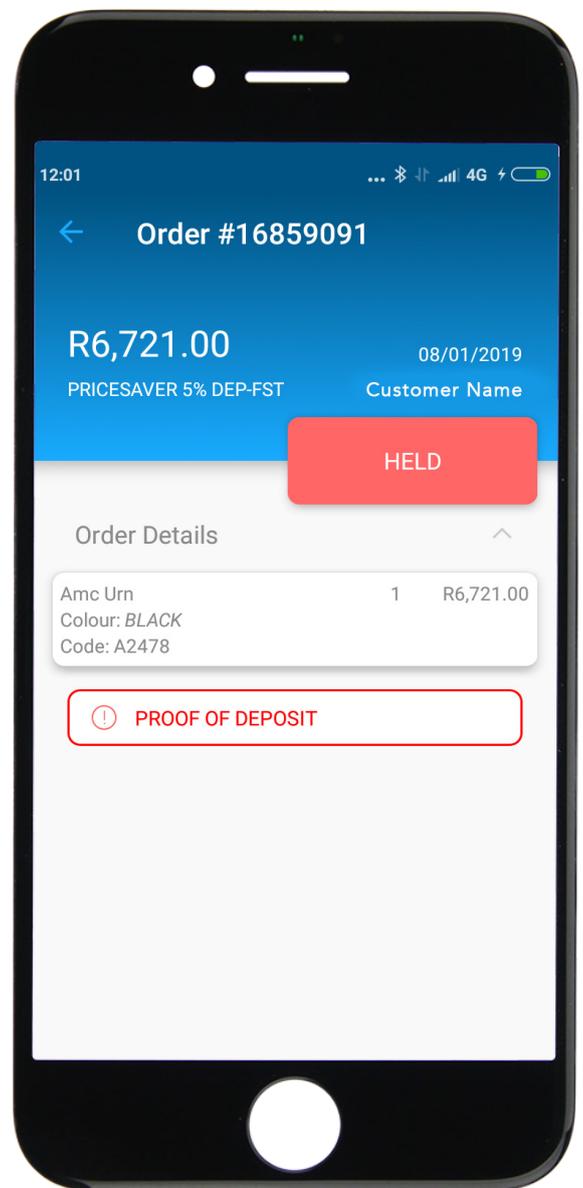
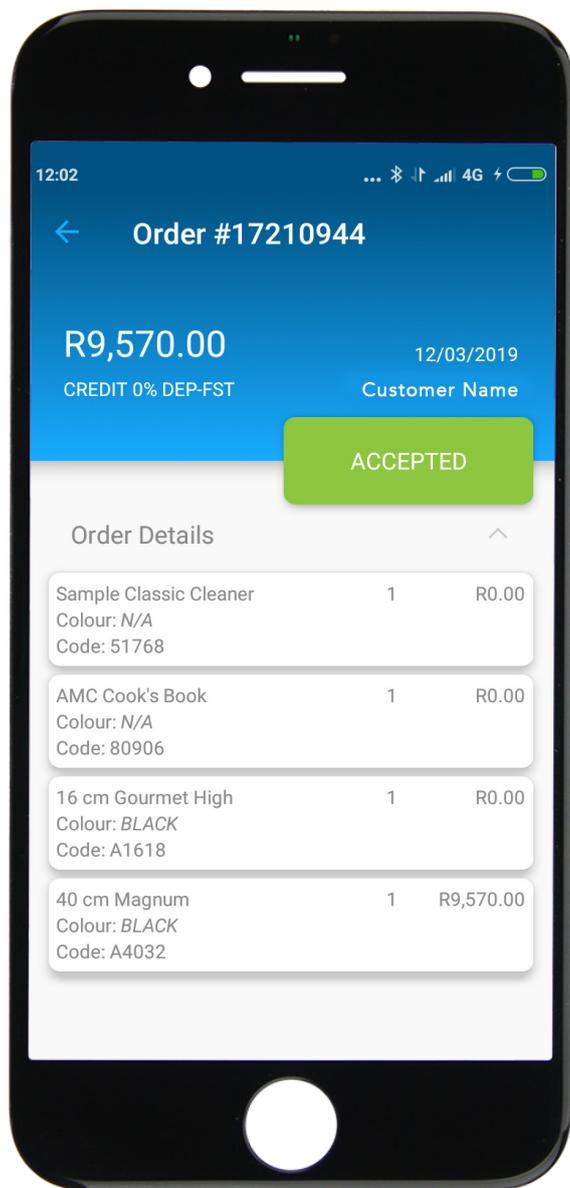


If there are no orders in the status you selected you will see the following message:



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.

CONTACT SUPPORT CENTRE FOR ASSISTANCE

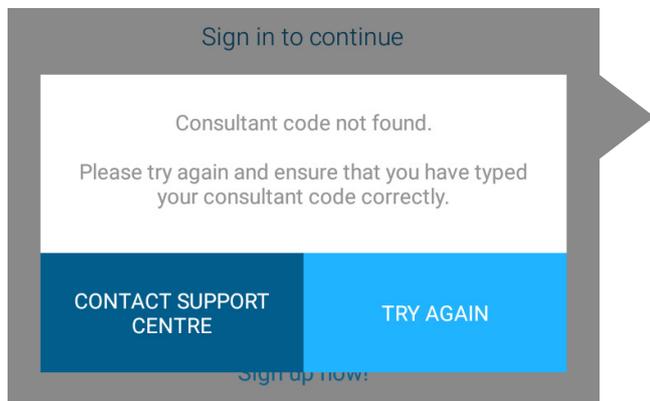
If you need assistance with the App, contact Commissions at Support Centre on: 086 1111 262 or commissions@amcsa.co.za.

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

FREQUENTLY ASKED QUESTIONS

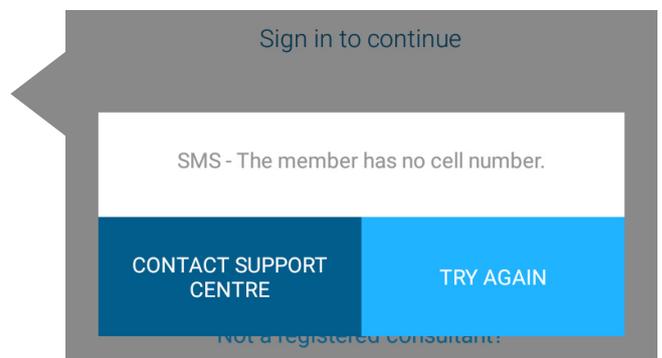
Q1. Why can't I log in?

If you receive the following message:

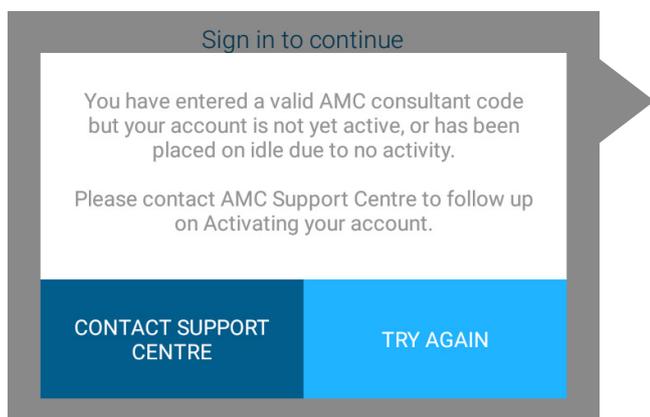


A1.1. You may have entered the wrong consultant code. Click 'Try again' and re-enter carefully. If you are still experiencing a problem, please contact Support Centre.

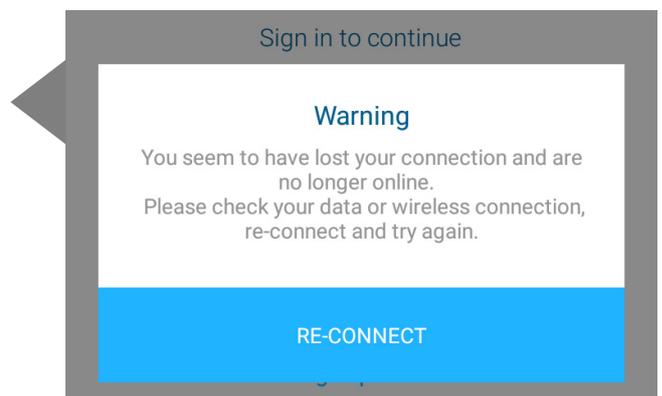
A1.2. Your cell number is not entered on the system. Please contact Support Centre to capture your cell number.



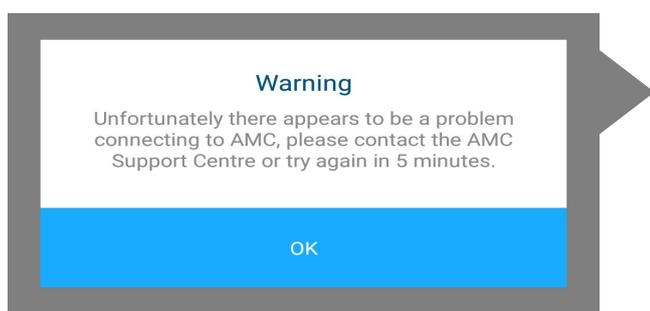
A1.3. You may be on Idle or you may not have been activated on the system yet. Contact Support Centre.



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

A9. We would love to hear your suggestions or comments. Please send them to marketing@amcsa.co.za