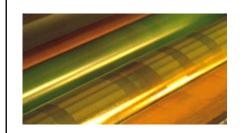




Sales Management Through Self Management



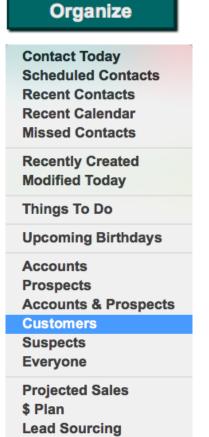
Part 2; People

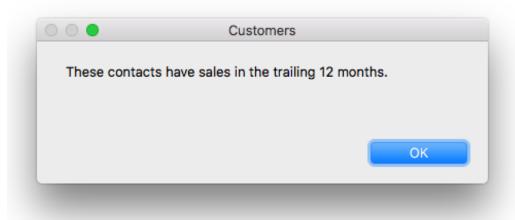


JOBZ!

Seize the Data

- Sales reps maintain <u>contact</u> data in JOBZ!
 - Customers, Prospects, Delivery Destinations etc.
- Contact data supports workflow.
 - RFE > Proposal > SOP > Invoice
- JOBZ! also organizes the contact data into Sorts and Reports.
 - Contact history, reminders, marketing groups, etc.
- Sales reps use these Sorts and Reports to manage themselves.
- Management uses the same Sorts and Reports to manage sales.





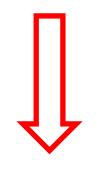






The Data Set

Sales Rep



Rep Data

Manager





Rep Data

Rep Data

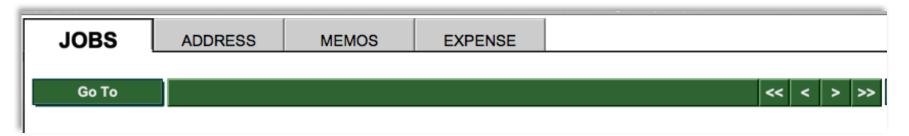




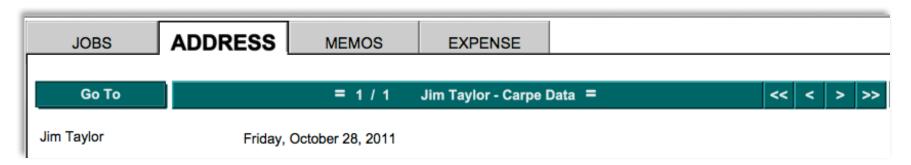


Objective-CRM (Customer Relationship Management)

- Paperwork Flow & Communications
 - Request for Estimate, Proposal, Order Entry, Confirmations, etc.
- The JOBS tab:



- Contact (People) Management:
 - Prospecting
 - Marketing
 - Territory & Account Assignments
- The ADDRESS tab:





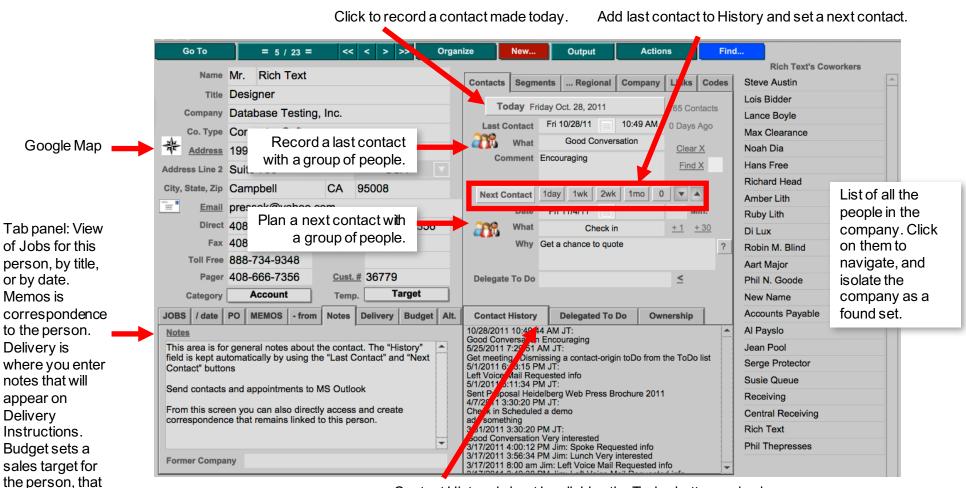




ADDRESS Contact Management: Sales Automation

can roll up to a

company-wide sales budget.



Contact History is kept by clicking the Today button and using the fields below it, then clicking the Next Contact buttons.

Knowledgeable use of this screen benefits the Sales Rep, and by extension, Management







ADDRESS Categories

Multiple

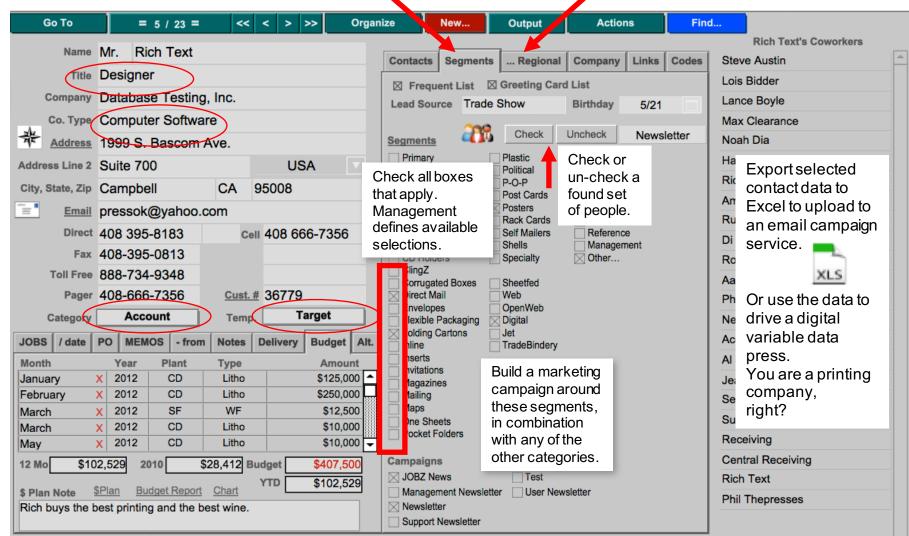
ways to

categorize

a person.

Company-wide Segments on this tab.

Regional-specific Segments are behind this tab.





ADDRESS: Merge Mail Capabilities



Build a found set of contacts by category, then send each of them a letter, or post card, or email.

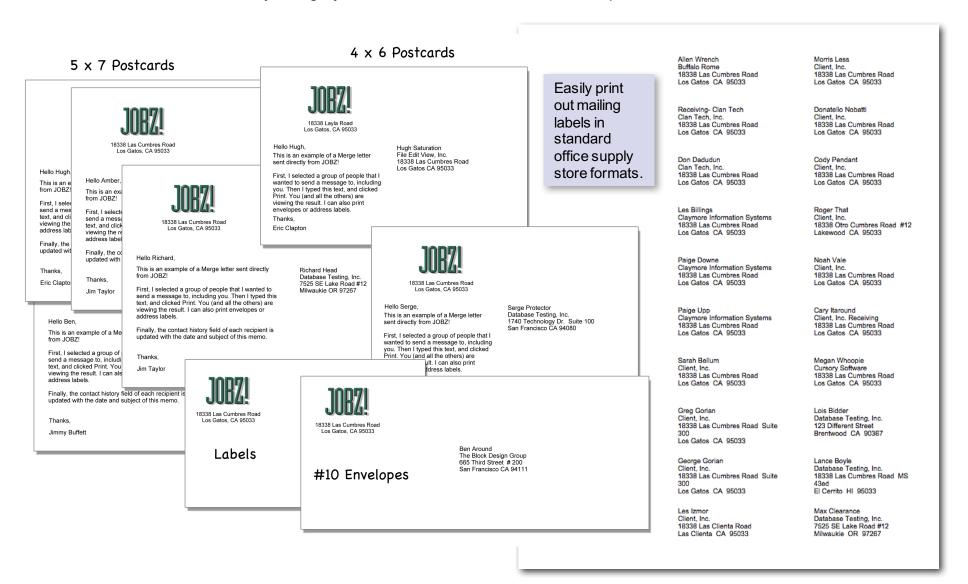
10R71	וקחחר				
JUDA:	JAR4i	JOBZ!	.10R7.1	וקחת	Printing Sales Software 1838 Las Cumbres Road Los Gatos, CA 95033
February 25, 2007	February 25, 20		OUDIL.	JND7i	Printing Sates Software Los Gatos, CA 95033 408-395-183 jim@carpedata.com www.carpedata.com
Hugh Saturation File Edit View, Inc	Amber Lith	February 25, 20	February 25, 20		
18338 Las Cumbr Los Gatos CA 950	Database Testin 18338 Las Testii Los Gatos CA 9	Richard Head Database Testin	Ben Around The Block Desid	February 25, 200	February 25, 2007
Hello Hugh,		7525 SE Lake R Milwaukie OR 9	665 Third Street San Francisco C	Seymour Hickies One.com 665 Third Street	Serge Protector Database Testing, Inc.
This is an example	Hello Amber, This is an examp	Hello Richard,	Hello Ben,	San Francisco CA	1740 Technology Dr. Suite 100 San Francisco CA 94080
First, I selected a defining this group my Designers. The	First, I selected a	This is an exam	This is an exam	Hello Seymour,	Hello Serge,
segment. Then I typed this t	my Designers. T segment.	First, I selected a defining this group my Designers. T	First, I selected defining this gro	This is an exampl First, I selected a	This is an example of a Merge letter sent directly from JOBZ!
result. Personalize print envelopes or	Then I typed this result. Personali	segment. Then I typed this	my Designers. T segment.	defining this group my Designers. Th	First, I selected a group of people that I wanted to send a message to, including you. The criteria for defining this group can be extremely flexible. For example, I might want to send a printing sample to
Or, using the JOB email to each recip	print envelopes of Or, using the JO	result. Personali print envelopes	Then I typed this result. Personali print envelopes	segment. Then I typed this t	my Designers. Then I can narrow this list down, or expand it to include Prospects in the Banking segment.
Finally, the contac can later be remin	email to each re-	Or, using the JO email to each re	Or, using the JC email to each re	result. Personalize print envelopes or	Then I typed this text, a salutation and signoff, and clicked Print. You (and all the others) are viewing result. Personalized for you, with my company's letterhead graphics and even my signature. I can all print envelopes or address labels.
remind me later to Thanks,	can later be rem remind me later	Finally, the conta can later be rem	Finally, the cont	Or, using the JOB email to each reci	Or, using the JOBZ! / Email integration capability, I could eliminate the paper and send an individual email to each recipient.
mane,	Thanks,	remind me later	remind me later	Finally, the contact can later be reminated from the contact of th	Finally, the contact history field of each recipient is updated with the date and subject of this memo, can later be reminded of what I sent to whom, and when. I can even schedule follow-up phone calls
Ere		Thanks,	Thanks,	Thanks,	remind me later to have a conversation about it with each recipient.
Eric Clapton		- June	Aun F	1.	Thanks,
Carpe Data	Jim Taylor Carpe Data	Jim Taylor	Jimmy Buffett	Me	Each letter is signed by the assigned Sales
		Carpe Data	Carpe Data	Jimi Hendrix Carpe Data	Rep. Or, if you like, by
				Jaipe Data	carpe Data the Sales Rep's manager.



ADDRESS: Merge Mail Capabilities



Build a found set of contacts by category, then send each of them a letter, or post card, or email.



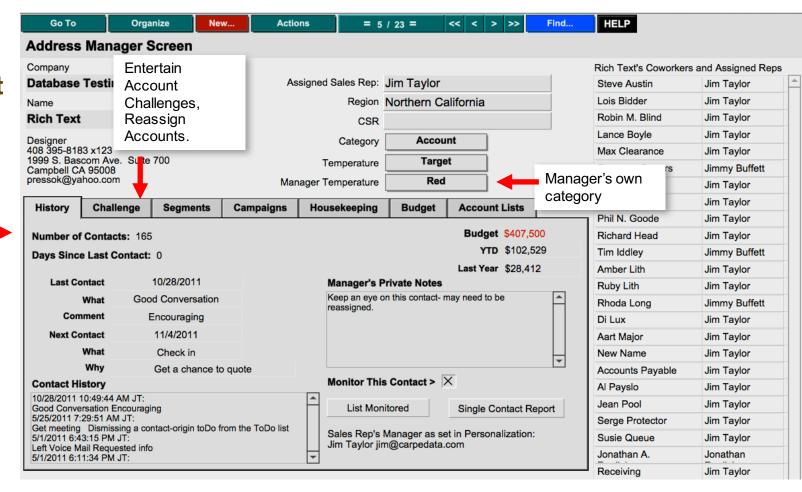






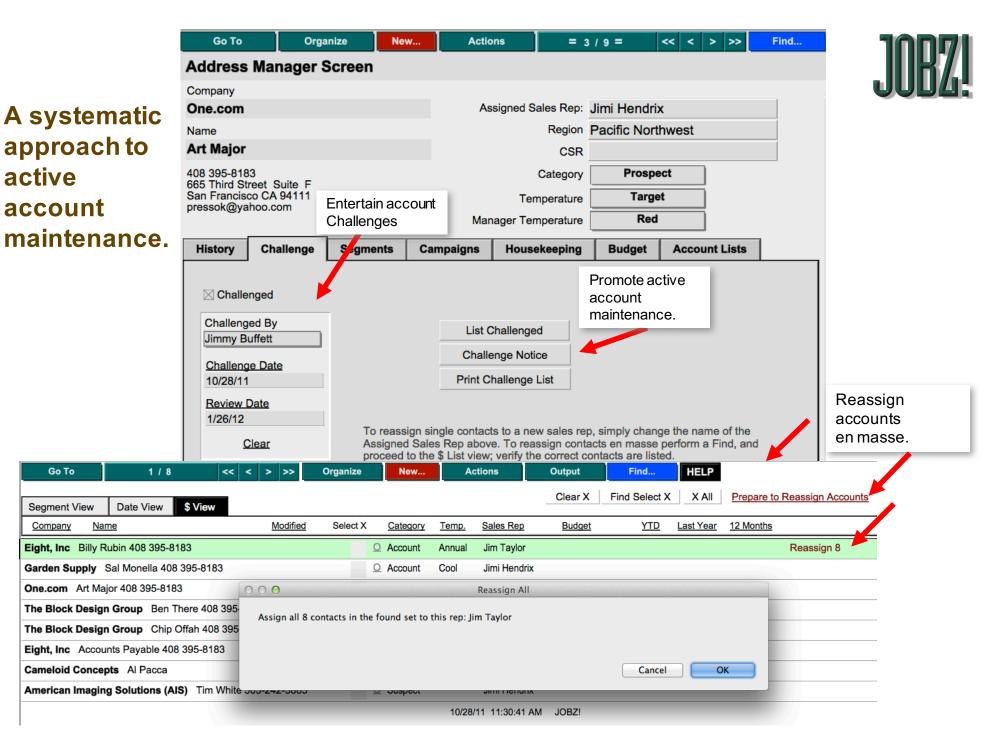
ADDRESS Sales Management

Keep private
Manager notes,
and monitor
selected
contacts.









active

Go To

Company



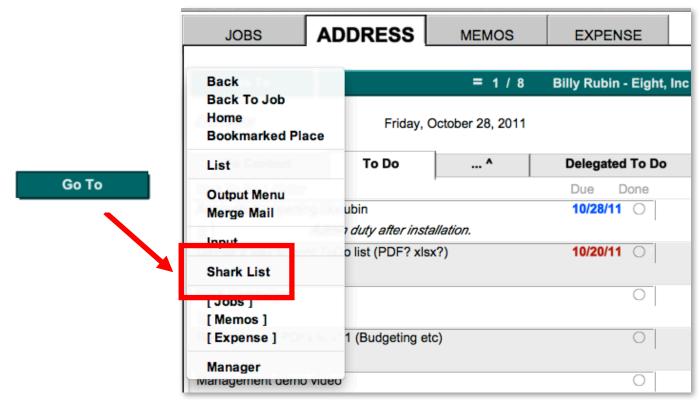




The Shark List



- Answers the question: Is anybody calling on...?
- Enables the question: Can I call on them instead?
- Encourages competition for accounts.

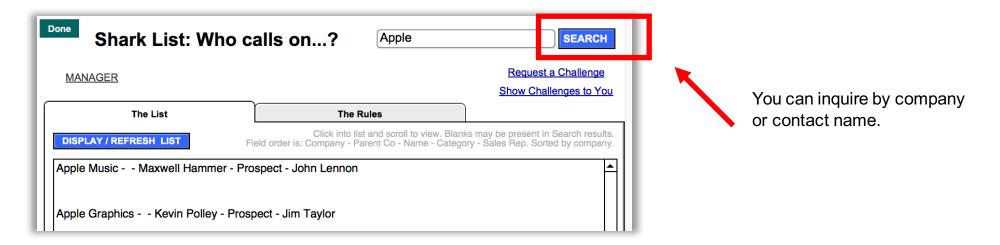




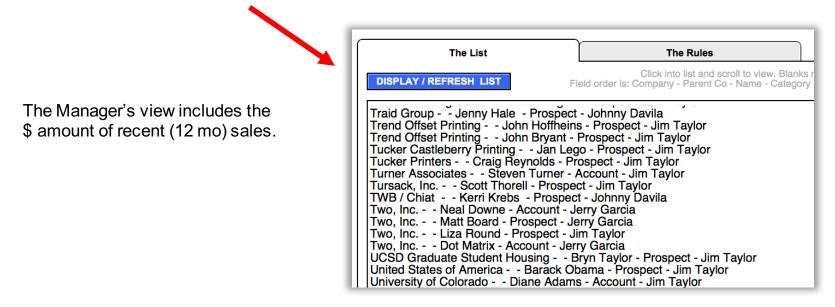




The Shark List: Keep the waters churning



This will display the entire list of Assigned Accounts and Prospects, and who the assigned rep is.









The Shark List: Account Challenge



These questions are also available on the contact's Strategic Account Profile, accessed on the Company tab. (next slide)

This generates an email to the manager, with list of questions:

The manager then decides whether or not to entertain the challenge, and if so, records it on the Sales Management screen, sets a date for review, and notifies the current rep by email. This message then appears on the contact's input screen:

> Challenged! Review 9/8/2009

Company Name:

Primary Contact:

Why this Account Should Be Assigned to Me:

Describe Our Current Relationship with this Company:

Company's Annual Sales: \$ Fiscal Year End Month:

Describe the Company's Industry & Marketplace:

Number of Employees:

Names of Divisions:

Number of Facilities & Locations:

Major Products & Recent Product Introductions:

Products & Services We Offer That They Need:

Their Annual Spend in these Segments: \$

Our Potential Annual Sales: \$

Where is their Pain?

Who is Our Competition?

What is Their Incentive to Change Suppliers?

Ease of Implementation:

Seasonality of Work:

Profitability of Work:

(etc.)





Strategic Account Profile



Segments Company Contacts ... Regional Links Codes Web Site www.carpedata.com Parent Co. # Employees SIC FY End 455454 25,000 Carpedata.com Jan **Annual Sales** Year Estab. A STATE OF THE PARTY OF T 1950 50,000,000 Click here to set all contacts in company with common fields and to create a NEW Company Level Strategic Account Profile. Strategic Account Profile Company Name: Database Testing, Inc. Established 1950 Sales Rep: Jim Taylor Our Current Relationship with this Company: Very little Company's Annual Sales: \$50,000,000 Fiscal Year End Month: Dec. Company's Industry & Marketplace: Computer Manufacturer SIC: 455454 Number of Employees: 25,500 Names of Divisions: Services, Printers, Computers Number of Facilities & Locations: About 12, worldwide Major Products & Pagent Product Introductions

This screen helps a sales rep to approach a prospect in a professional manner, with forethought, displaying knowledge of the prospect's needs, and how those needs can be met with your company's capabilities.

Describe Our Current Relationship with this Company:

Company's Annual Sales: \$ Fiscal Year End Month:

Describe the Company's Industry & Marketplace:

Number of Employees:

Names of Divisions:

Number of Facilities & Locations:

Major Products & Recent Product Introductions:

Recent Financial Performance, Stock Price Trend,

Mergers & Acquisitions, etc.:

Top Priorities of CEO:

Primary Business Objectives:

Strategies in Place to Achieve these Objectives:

Critical Success Factors: Performance Indicators: Issues & Challenges:

Products & Services We Offer That They Need:

Their Annual Spend in these Segments: \$

Our Potential Annual Sales: \$

Where is their Pain? Who is Our Competition?

What is Their Incentive to Change Suppliers?

Ease of Implementation: Seasonality of Work:

Profitability of Work:

Sales Cycle, Accelerators:

Org Chart (Formal) and Informal (Political):

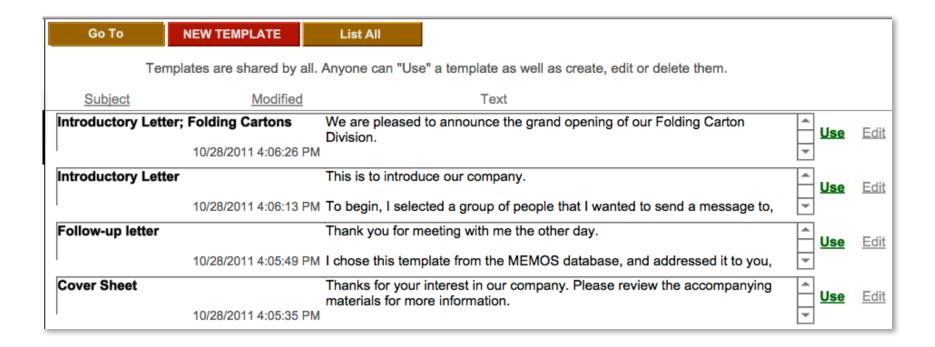
Short Term & Long Term Goalsfor this Account: Team & Resources Needed, Management Participation Required:







Business Letter Templates



Compose, or hire a professional writer to compose, standard business letters that any of the sales reps can use when they need to correspond with a prospect.

A sales rep simply clicks <u>Use</u>, then addresses the letter, and prints it out.







It's a Win - Win

- Self Management is the origin and philosophy of JOBZ!
- Sales Management applies the same tools & skills to a larger data set.
- Communicate your expectations. Share this presentation with Sales.
- Thanks for using JOBZ!

What's good for the goose, is good for the gander.





