

COSMO PROF®

HELP DESK

— SALES —
MEETING

*"THE FIRST HOUR OF THE MORNING, IS THE
RUDDER OF THE DAY."*

Henry Ward Beecher

THE WHY

Everyone knows **WHAT** they do

Some know **HOW** they do it

Very few know **WHY** they do
WHAT they do

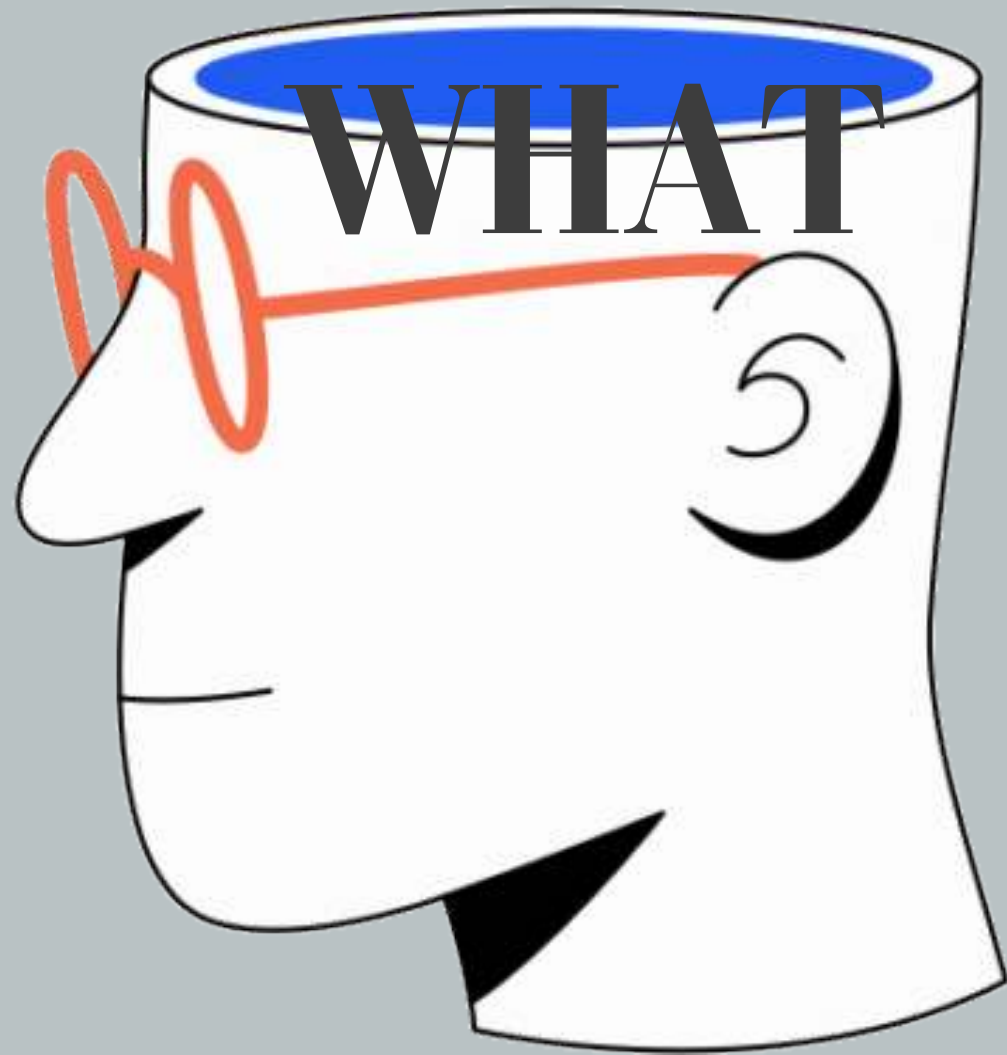


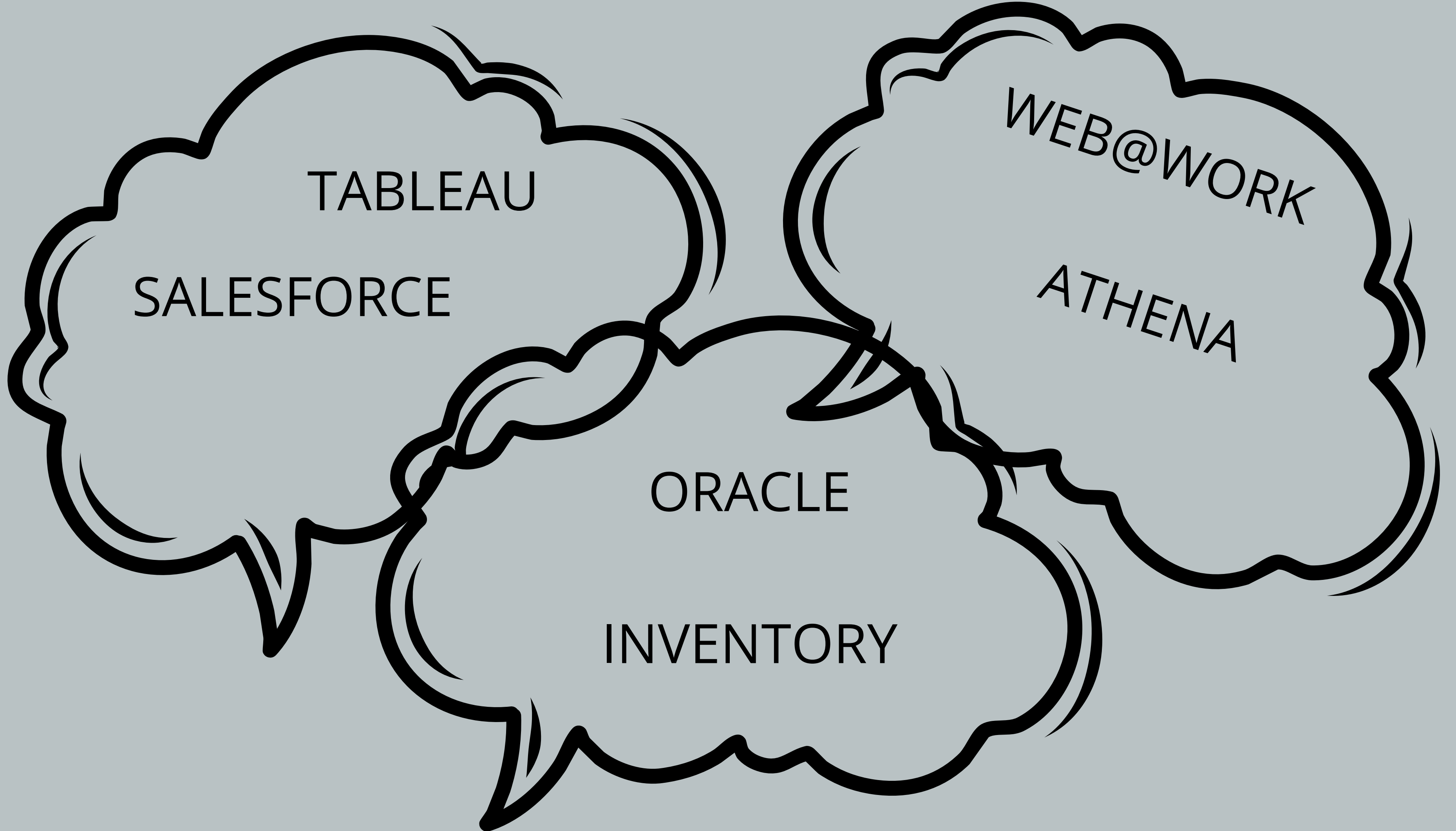
Daily Best Practices



- Check email
- Sales reports
- Shipping notifications-for order clarification
- SF OMS-order clarification
- SF chatter and groups
- Enter orders
- Fill backorders
- Shortages/replacements via cases
- Social media

WHERE TO
LOOK
FOR
WHAT





Tableau

- Order Tracking
- Locate Inventory
No MSUs Reported
- Account Base Report
For clarity on customer purchases for the last 90 days
- DSC Dashboard
- Pricelist w/premium pricing
- Account Overview



Sales Force



- GROUPS TO FOLLOW:
 - Your FSL'S Group Page
 - BSG - DSC - NORTH - ALL
 - COSMOPROF SKU BUSTERS (Q&A)
 - BSG - DSC - ALL - ENGAGEMENT
 - BSG - North Price Lists
 - BSG - DSC - ALL - US - OPS
 - BSG - DSC - ALL - OPS
- OMS - Order Tracking
- Business Helpers: Leads / Tasks / Cases
- Helpful / Engagement: Chatter / Knowledge / Posts

Web@Work



- DSC BI Dashboard
 - DSC's customers by brands
- Pro-Club Look up
- Outlook Web Access
 - Change email password
- Sales Report
 - Daily sales that processed
- Oracle

Oracle

- What It's For:

- Account Summary
- All Past Invoices
- RGAs

- How To Find:

- Search acct. # in search bar
- Click on the 'sunglasses' far right
- Choose "account" tab
- Begin search

Ms
Current Name
Street Name. 1
70000 City Name

Street Name. 1
70000 City Name
Tel: 0000 5555555
E-Mail: emailname@server.com

Invoice

Dear Ms Current Name,
I authorize myself to make following Invoice:

Num.	Qty	Units	Article Nr.	Goods, Service	Unit Price	Price
1	1	pcs		Food photography for summer menu. Menu design and printing on glossy cardboard DIN A5 double sided 50 pieces	273,11 €	273,11 €
1	33	pcs.		Single product photo on white background	2,52 €	83,16 €
1	1	pcs.		Photo for Certificates	16,80 €	20,00 €
						273,11 €
						51,81 €
						325,00 €

Athena



- CosmoProf Tool Kit
 - iPad Help
 - Training
 - Human Resources
 - DSC Learning Journey
- CosmoProf Vendors
 - Vendor Updates
 - Marketing Images & More!



When To Utilize Concierge



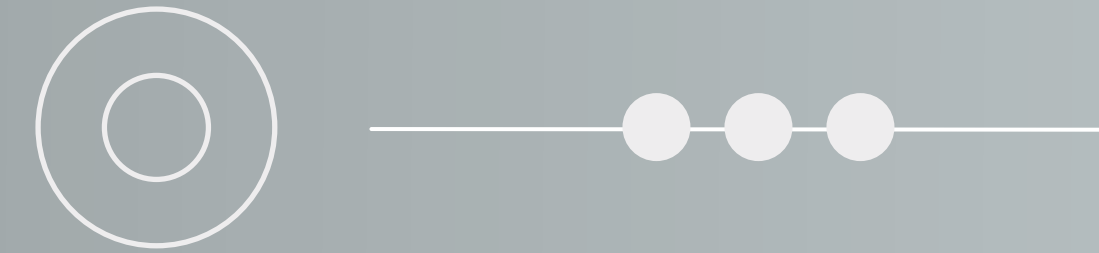
- When do you utilize concierge:
 - Large QTY in West Coast, Minimum \$100
 - East Coast Minimum \$35
- Format Email:
 - Email FSL
 - Acct. Name / Acct. #
 - Do not need to write: Concierge Order
- CosmoProf Vendors
 - Vendor Updates
 - Marketing Images & More!

RESOURCES

BEST PRACTICES DOCS



<https://linktr.ee/cosmoprofbestpractices>



THANK YOU