

SUPERIOR
AUTO EXTRAS

THE NEW
SUPERIOR
AUTO EXTRAS
MOBILE APP IS HERE!
OUR CATALOG IS AT YOUR FINGERTIPS!



Place your orders with blazing speed and accuracy as you view your pricing and real time inventory availability



Superior Auto Extras Mobile App User Manual

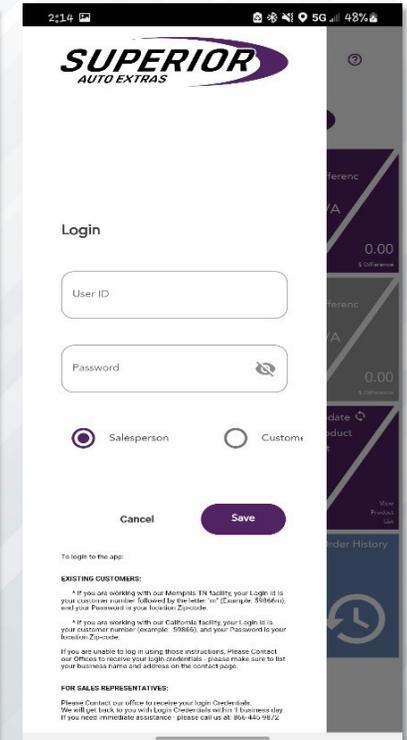
Superior Auto Extras Mobile App User Manual

Superior Auto Extras' customers and sales reps use our app to connect with us, place orders, request returns, and track up to date inventory availability. Our app will allow you to streamline your communication with us, order products with ease, have comfort in knowing what is in stock, review your order's history/status as well as replicate past orders as new orders or drafts, send us your special requests/remarks, and receive a faster turnaround time for your orders or return requests.

The Mobile app is available on all IOS mobile machines (iPhone, iPad) on the following link: <https://apps.apple.com/us/app/superior-auto-extras/id1584077693>

and available for all android users (phones and Tablets) on the following link: <https://play.google.com/store/apps/details?id=com.sae.superiorapp>

1. After downloading the app from the app store, you will be required to log into your account. To do so – click on the menu option on your main screen as seen in the attached image on the left, and put your login credentials as seen on the right – please make sure to click on the correct login option- Salesperson if you are a Salesperson, and Customer if you are a customer



New Customers:

Please [open an account](#) with us, once your account is open, please [Contact our Offices](#) to receive your login credentials.

Existing Customers:

- * If you are working with our Memphis, TN facility, your Login ID is your customer number followed by the letter "m" (Example: 59866m), and your Password is your location Zip-code.
- * If you are working with our California facility, your Login ID is your customer number (example: 59866), and your Password is your location Zip-code.

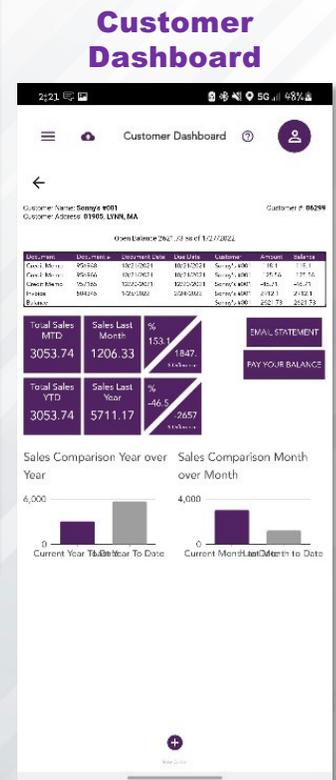
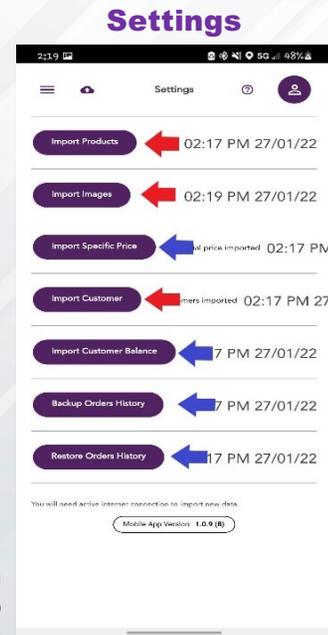
If you are unable to log in using those instructions, Please [Contact our Offices](#) to receive your login credentials - please make sure to list your business name and address on the contact page.

For Sales Representatives:

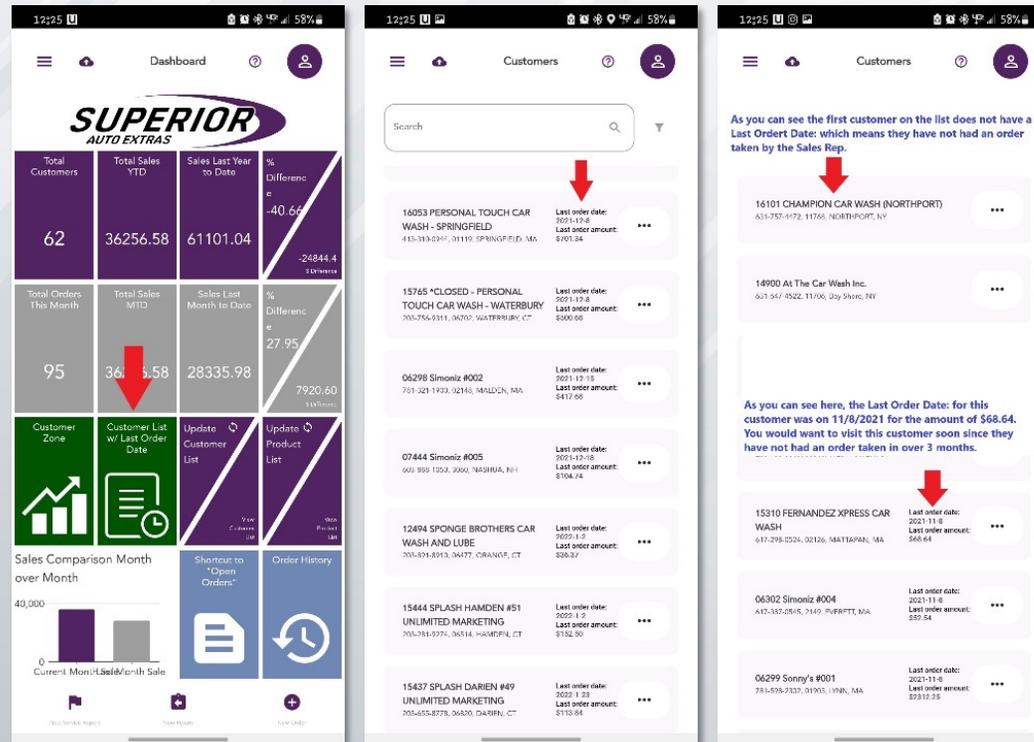
Please [Contact our office](#) to receive your login Credentials.

We will get back to you with Login Credentials within 1 business day. If you need immediate assistance - please call us at: 866-445-9872

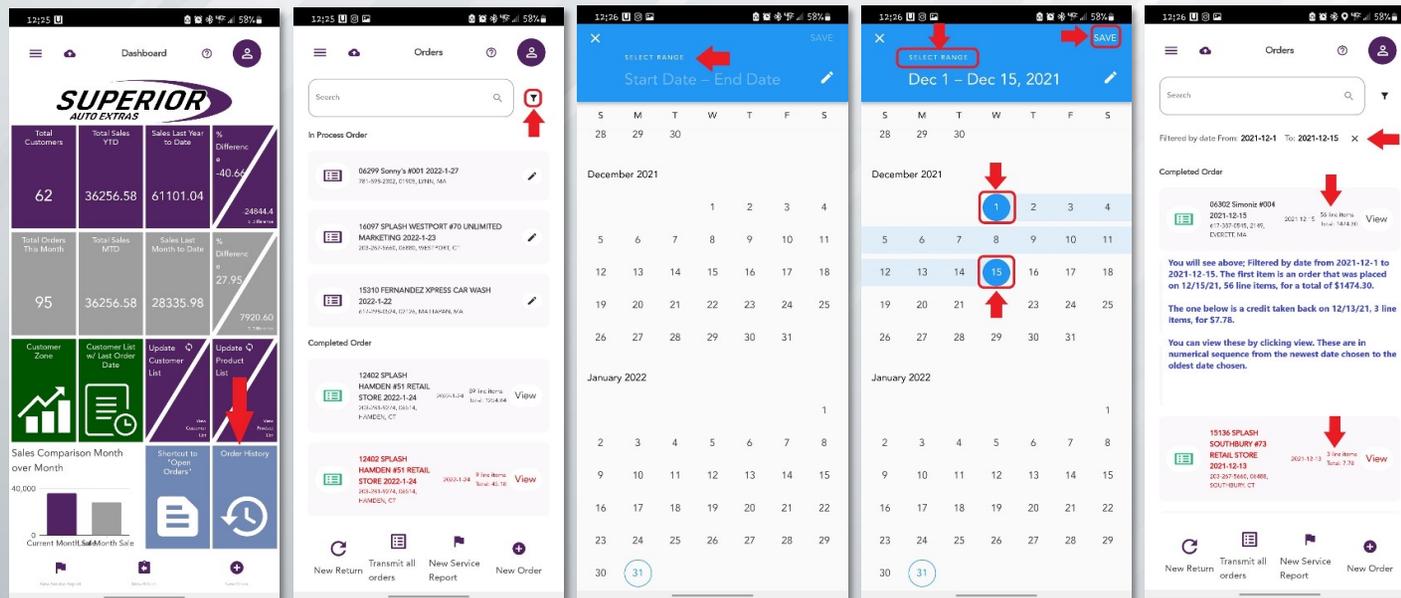
2. After Login – your inventory and Customers' information will automatically be downloaded to your mobile device. You are now ready to use the app to place orders – and Sales reps can also use it to request returns (Customers need to contact our office for return requests).
3. Your Menu allows you to:
 - a. View your customers list and start an order, or a return for each customer by clicking the three dots on the customer field, it also allows you to see all the customer sales history – order history by clicking on dashboard – See image on the right.
 - b. The setting's field on the menu will take you to see the status of your inventory, images, customers' specific prices, customers' list, customers' balance, order history backup, and restore order history backup – Products, Images, and Customers are updated twice a day automatically (red arrow) and Specific Prices, Customer Balances, Backup Order History, and Restore Order History are updated once a day automatically (blue arrow), but you can update them anytime you want by going to this screen and clicking on the import option as seen in this image.



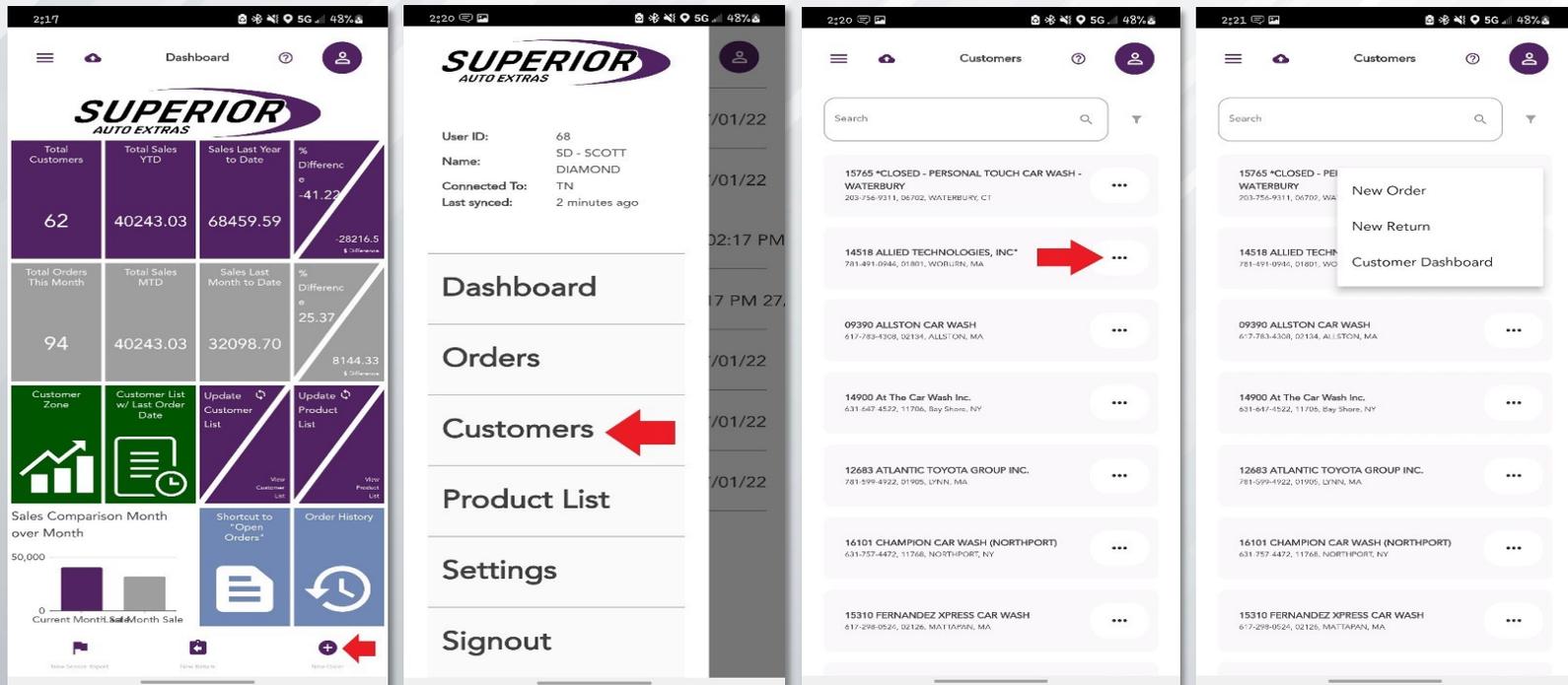
4. Customer List Last Order Date: A new function to the iPad App is viewing your customer list with the last order date. When you pull up your dashboard you can select Customer List w/ Last Order Date. You can now see that the first customer on your list is going to be the one you either have not visited or that you have not visited in a while and need to visit first. The customers you just placed orders for will now be at the bottom of your list so that you do not accidentally place another order for them before it is time. See below images for reference.



5. Order History by Date Range: Another new function to the iPad App is viewing your order history within a specific date range. When you pull up your dashboard you can select Order History at the bottom right. On the next screen you will see a list of orders, In Process Order (if you have any you have not submitted) and Completed Order; if you look right beside the search bar you will see a filter sign, click the filter sign and it will take you to a calendar. On the calendar page you will then select the date range. This would be useful if you wanted to double check how many orders you placed for a customer in a month, duplicate a specific order from a previous month, or find an order with a specific product that a customer may be asking about. The first month it is going to show is the current month if you take your finger and scroll down you will see the previous months. Once you find the month and date range click on the days as seen in the images below. Click save. Then a list of the orders/credits will pull up from that date range from newest to oldest. See images for reference.



- To start a new order, you can click on the “New Order” icon at the bottom part of your main screen called “Dashboard” – see image on the left or go from the menu to your customers list and click on the three dots and select New Order –see image on the right.



5. Once you clicked on new order you will see the order entry screen showing the items you can order and the items availability – you can use the “List Mode” that is the default that this screen comes at, or you can click on the Gallery/Grid View option on the right of the search bar to change to the Gallery.

List View

Customer ID: 16207 Patrick Almalem New
Customer Details: 5678 Distribution Dr, 901-794-2988 2021-9-20

Search by item number or description

All Products Top 100 Displays New Products Air Fresheners 01 Air F

01000 Little Tree Air Freshener - Royal Pine	\$0.85	-	0	+	+ 24 Pack
01004 Little Tree Air Freshener - Jasmine	\$0.85	-	0	+	+ 24 Pack
01007 Little Tree Air Freshener - Coconut	\$0.85	-	0	+	+ 24 Pack
01008 Little Tree Air Freshener - Strawberry	\$0.85	-	0	+	+ 24 Pack
01010 Little Tree Air Freshener - Green Apple	\$0.85	-	0	+	+ 24 Pack
01011 Little Tree Air Freshener - Cinnamon Apple	\$0.85	-	0	+	+ 24 Pack
01012 Little Tree Air Freshener - Vanilla	\$0.85	-	0	+	+ 24 Pack
01015 Little Tree Air Freshener - New Car	\$0.85	-	0	+	+ 24 Pack
01017 Little Tree Air Freshener - Wild Cherry	\$0.85	-	0	+	+ 24 Pack
01018 Little Tree Air Freshener - Bubble Gum	\$0.85	-	0	+	+ 24 Pack
01019 Little Tree Air Freshener - Rainforest Mist	\$0.85	-	0	+	+ 24 Pack
01020 Little Tree Air Freshener - Summer Linen	\$0.85	-	0	+	+ 24 Pack
01023 Little Tree Air Freshener - Leather	\$0.85	-	n	+	+ 24 Pack

Order Summary: 0 Items | \$0.0 Cancel Order Done

Gallery View

Customer ID: 16207 Patrick Almalem New
Customer Details: 5678 Distribution Dr, 901-794-2988 2021-9-20

Search by item number or description

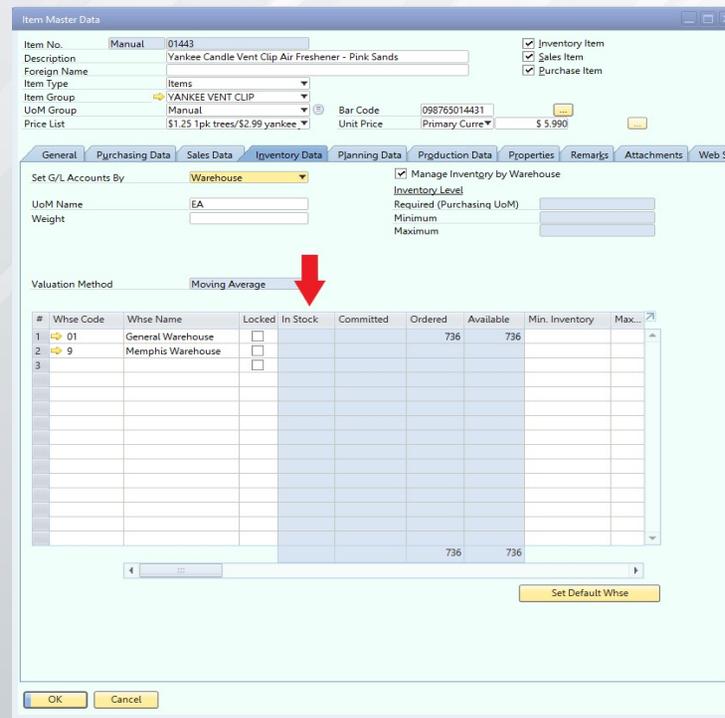
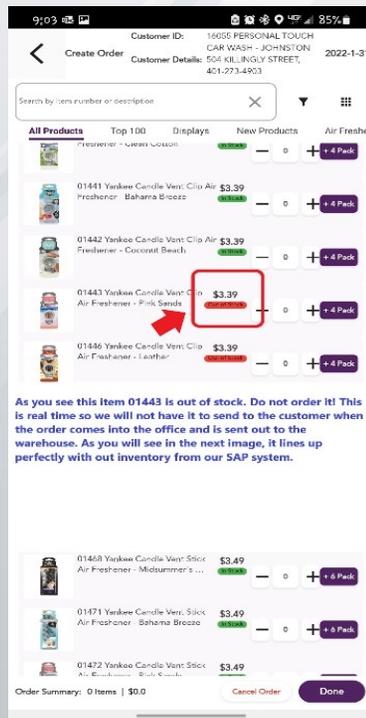
All Products Top 100 Displays New Products Air Fresheners 01 Air F

In Stock Little Tree Air Freshener - Royal Pine 01000 \$0.85 - 0 + + 24 Pack	In Stock Little Tree Air Freshener - Jasmine 01004 \$0.85 - 0 + + 24 Pack	In Stock Little Tree Air Freshener - Coconut 01007 \$0.85 - 0 + + 24 Pack
In Stock Little Tree Air Freshener - Strawberry 01008 \$0.85 - 0 + + 24 Pack	In Stock Little Tree Air Freshener - Green Apple 01010 \$0.85 - 0 + + 24 Pack	In Stock Little Tree Air Freshener - Cinnamon Apple 01011 \$0.85 - 0 + + 24 Pack

Order Summary: 0 Items | \$0.0 Cancel Order Done

A. Tracking Your Inventory and Order Pricing:

1. Real Time Inventory – When using your iPad, you are connected directly with our inventory in real time therefore, you will see exactly what we have in our warehouse at any given time. This should help with ordering out of stock items and making sure orders are sent complete.



2. Display to Each – If you see that the display is out of stock, but we have multiples of the each or the each is out of stock but we have the display, you can order this item and we will send them complete. The out of stock is internal and not true inventory for displays and each only.

9:05 AM Customer ID: 10555 PERSONAL TOUCH
CAR WASH - JOHNSTON 2022-4-31
Customer Details: 504 KILLINGLY STREET, 401-273-4903

Search by item number or description

All Products Top 100 Displays New Products Air Fresh

- 14027 2 Inch Blind Spot Mirror 2 Pack \$1.84
- 14032 Premier 200 Lumen Pocket Light Display - 12 Piece \$71.88
- 14043 Premier 200 Lumen Hand-Lite Display - 12 Piece **\$48.00**
- 14044 Premier 200 Lumen Hand-Lite Each **\$4.00**
- 14047 Premier Led 400 Lum Jumbo Pen Light Combo Display \$63.92
- 14048 Premier Led Flashlight Screwdriver Display - 9 Piece \$50.5
- 14050 Premier Led Porta Bulb 200 Lumens Display - 8 Piece \$31.92
- 14051 Premier Led Porta Bulb 200 Lumens - Each \$3.99
- 14057 Premier Led Light Switch Display - 12 Piece \$71.84
- 14058 Premier Led Light Switch - Each \$5.99

Order Summary: 0 Items | \$0.00 Cancel Order Done

Item Master Data

Item No. Manual 14043
Description Premier 200 Lumen Hand-Lite Display - 12 Piece
Foreign Name
Item Type Items
Item Group LEDFLA12/LED FLASHL
UoM Group Manual Bar Code 098765140437
Price List \$1.25 1pk trees/\$2.99 yankee Unit Price Primary Curre \$ 6.990

General Purchasing Data Sales Data Inventory Data Planning Data Production Data Properties Remarks Attachments Web Sto

Set G/L Accounts By Warehouse Manage Inventory by Warehouse
Inventory Level
UoM Name DISPLAY Required (Purchasing UoM)
Weight Minimum
Maximum

Valuation Method Moving Average

#	Whse Code	Whse Name	Locked	In Stock	Committed	Ordered	Available	Min. Inventory	Max.
1	01	General Warehouse	<input type="checkbox"/>	12			12		
2	9	Memphis Warehouse	<input type="checkbox"/>						
3			<input type="checkbox"/>						

Set Default Whse

OK Cancel

Item Master Data

Item No. Manual 14044
Description Premier 200 Lumen Hand-Lite - Each
Foreign Name
Item Type Items
Item Group LEDFLA12/LED FLASHL
UoM Group Manual Bar Code 098765140444
Price List \$1.25 1pk trees/\$2.99 yankee Unit Price Primary Curre \$ 6.990

General Purchasing Data Sales Data Inventory Data Planning Data Production Data Properties Remarks Attachments Web Sto

Set G/L Accounts By Warehouse Manage Inventory by Warehouse
Inventory Level
UoM Name EA Required (Purchasing UoM)
Weight Minimum
Maximum

Valuation Method Moving Average

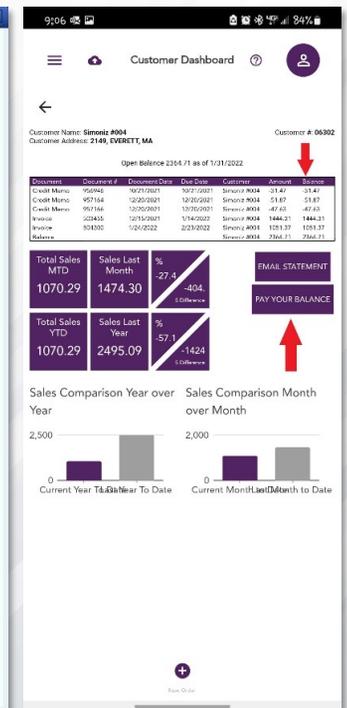
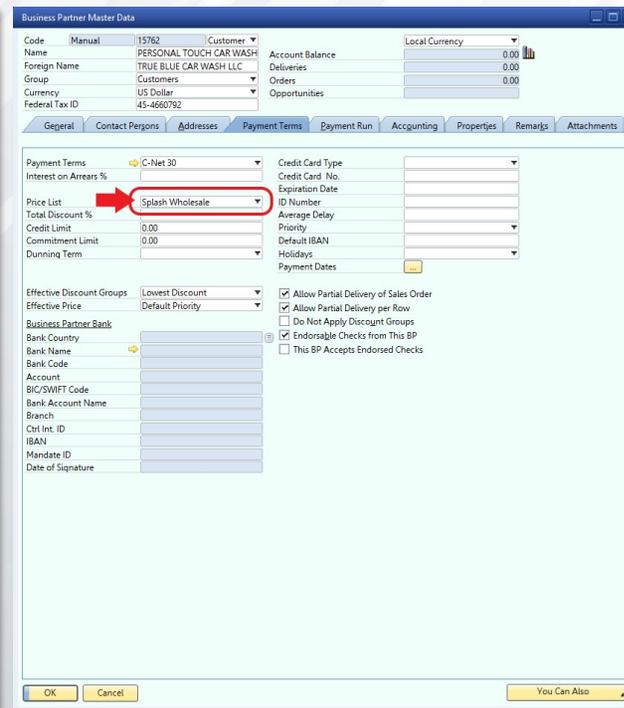
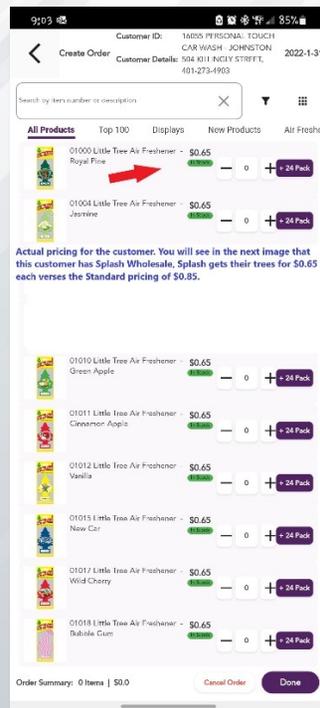
#	Whse Code	Whse Name	Locked	In Stock	Committed	Ordered	Available	Min. Inventory	Max.
1	01	General Warehouse	<input type="checkbox"/>						
2	9	Memphis Warehouse	<input type="checkbox"/>						
3			<input type="checkbox"/>						

Set Default Whse

OK Cancel

3. Tracking Pricing Budget – When ordering on the iPad, pricing is accurate for each customer. You will no longer need to order more than you normally would because of discounts. Each customer's price list is automatically uploaded to the iPad so when you are given a budget for a customer, and you place an order with all in stock items, the customer will receive the entire order complete. This helps the customer to keep from having bare walls, they can sell more, you will have a better commission, and you will have a much happier customer!

4. Just a side note – Please check your customer's balance on the customer's dashboard prior to placing the order. If you have a good report with your customer, you could mention to them any open balances that are past due and see if you can obtain payment. This helps the office to immediately process the new order you are taking instead of having to place the order on hold and contacting the customer and you. This will speed up the process for the customer of receiving the order, get your commission on time, and usually helps with the communication between you and your customer.

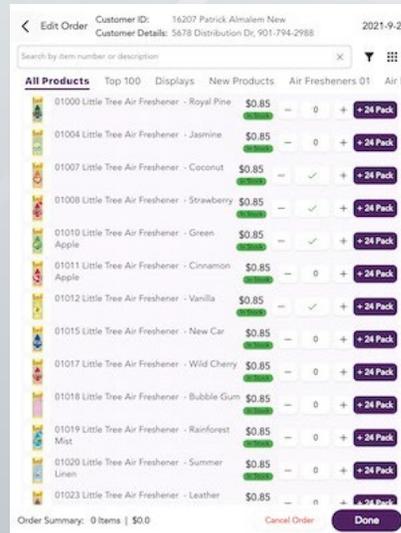


B. Order entry: you can use several methods to enter the requested quantities:

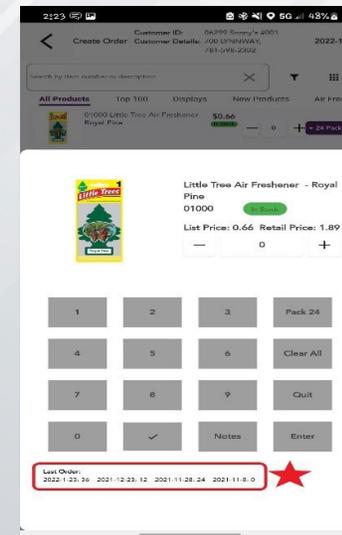
1. Click on the + sign to add 1,
2. Click on the "Pack" option to add the pack quantity appearing in purple.
3. Click on the item line to open an "Onscreen" keyboard that will allow you to enter different quantities and see a large image of the item – as seen in the image below.
4. Some users like to mark items that they chose NOT TO ORDER so they won't order them later by error – to do so you can use the ✓ mark that can be entered to the item quantity and will indicate that you checked this item and decided not to order it – you can input the ✓ sign to the item by clicking on the (-) symbol on the order entry main screen when the quantity is 0 – this will change the quantity to ✓ - or by clicking on the ✓ sign on the item "Onscreen" keyboard – this will mark the ✓ button Green and input the ✓ sign to the item quantity.

See examples on the following images:

Click on the (-) sign to get the ✓ sign on the item quantity



"Onscreen" keyboard



7. Once you completed order entry you can save the order or transmit it directly to our system. –
- Click “Done”
 - Answer the “Service Questions” on your Screen.
 - Click “Save&Exit” or click “Transmit to Office”

2:23 5G 48%

← Edit Order Customer ID: 06299 Sonny's #001 2022-1-27
Customer Details: 700 LYNNWAY, 781-598-2302

Order Summary: 36 Items | \$23.76

Customer ID: 06299 Sonny's #001

Customer Details: 700 LYNNWAY, 781-598-2302

Customer Details:
06299, Sonny's #001
700 LYNNWAY, 781-598-2302

cwm001@washdepot.com

P/O Number

Instructions to Office
0/240

Notes to customer
0/150

Met with owner/manager

Suggested item to add

Suggested item to remove

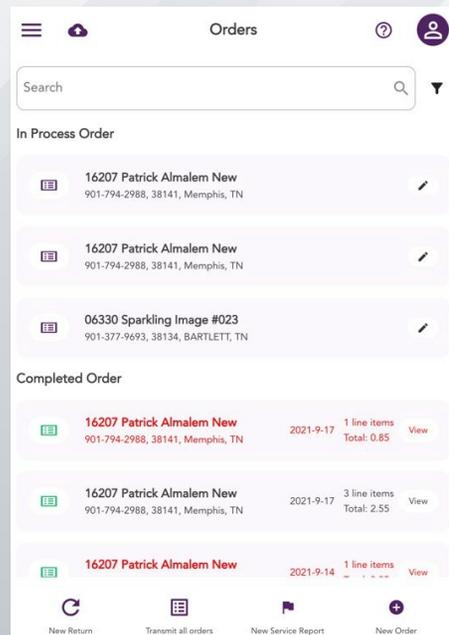
Processed returns

Left catalog

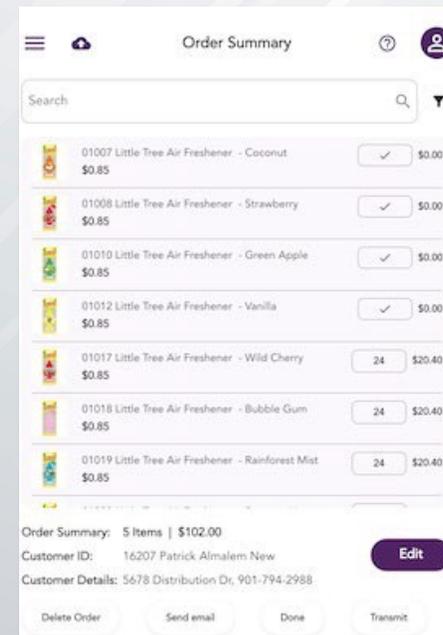
Save & Exit Transmit to Office Quit

- d. Before transmitting to office – make sure you are connected to the internet – this will send the order in and give you a green bar notice that the order was transmitted.
- e. If you are not connected to internet – Save the order and transmit it later when you have solid internet connection.
- f. Orders are automatically saved if you transmit them to the office in your orders screen (Access it from your menu) as “Completed orders”, orders that were not yet transmitted to the office are saved on the same screen as “In Process Orders” – you can get back to them and display them or edit them before sending them to the office.

Orders Screen



“Orders In Progress” Screen



- g. Completed Orders may be accessed whenever you need and you can view them for reference, as well as “Duplicate as Draft” as seen in the image below – this option will duplicate the order to a new order draft allowing you to assign the draft to anyone of your customers and continue editing the order before transmitting it as a new order to anyone of your customers.

The screenshot displays an 'Order Summary' window with a search bar at the top. Below the search bar, three items are listed:

	01000 Little Tree Air Freshener - Royal Pine \$0.85	1	\$0.85
	01011 Little Tree Air Freshener - Cinnamon Apple \$0.85	1	\$0.85
	01015 Little Tree Air Freshener - New Car \$0.85	1	\$0.85

Order Summary: 3 Items | \$2.55
Customer ID: 16207 Patrick Almalem New
Customer Details: 5678 Distribution Dr, 901-794-2988

Buttons: Duplicate to Draft, Send email, Done, Transmit

- h. You can also email your complete order by clicking on the email option at the bottom of the completed order screen.
 - i. Please note – an automated email is being sent to your customer on any order or return you are doing in case the email address field on the service report has an email address – if we have an email address in our system – it will automatically populate this field – you may change it if you want or add a new email if this field is empty.
8. Returns: For Salesperson only – same logic and instructions as orders – please note – your returns screens will have the text in **RED** to make sure you are aware that you are making a return and not an order.

