



NITOL MOTORS LTD

(SERVICE AND PARTS)



100 TONGI INDUSTRIAL AREA, GARZIPUR

SOFTWARE DOCUMENTARY

(IT DIVISION)

REF : IT CIRCULAR_REF_NML_SE_IT_SOFT_16062012_34

AGENDA

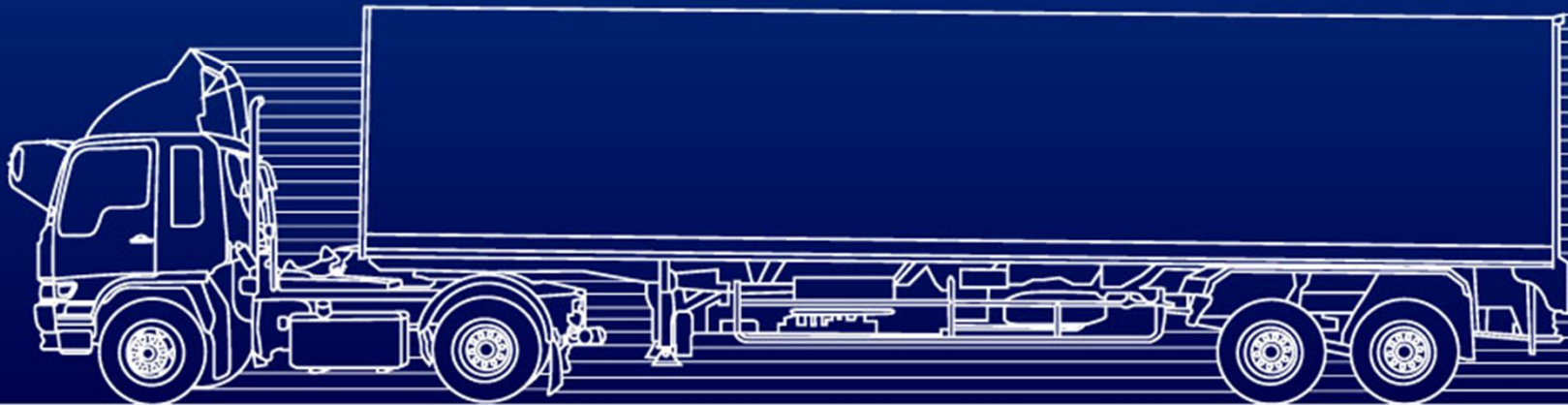
1. Pink Book Customer Manual



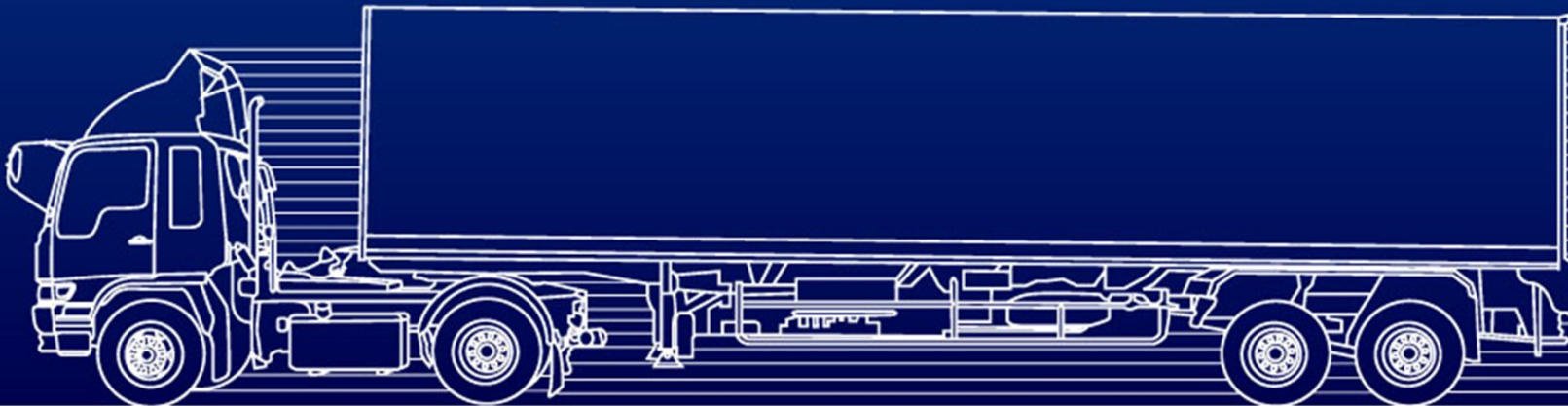
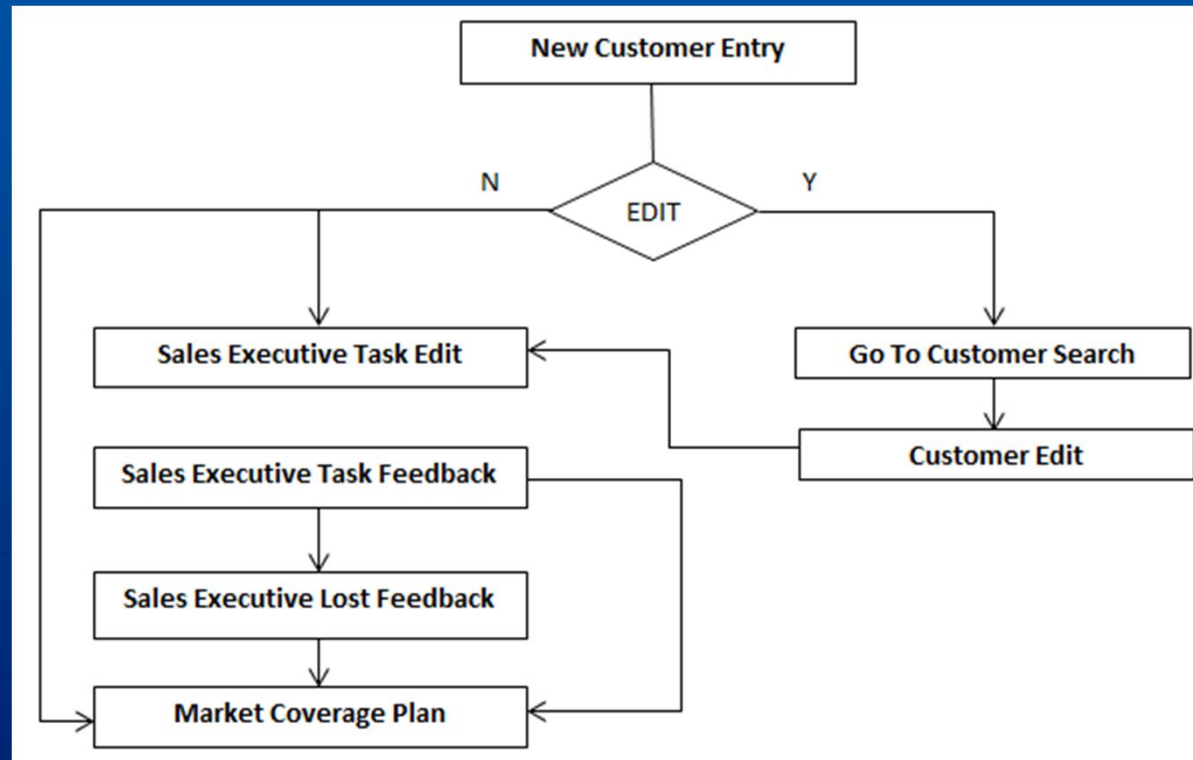
Pink Book Customer

What is Pink Book ?

- Pink Book is a system that makes a relationship between customer and company to generate a report of customer feedback and motivation of customer to get company service which could be identify company market value to a customer.



Pink Book Customer Flow Chart



Pink Book Customer Manual

The screenshot displays the 'Pink Book Customer Manual' software interface. The main menu on the left includes the following options:

- Service Marketing
- Credit System
- Tools
- Parts Manager
- MIS
- Gift Item List
- Issue Gift
- Individual Customer Point
- Customer Point Table
- Service Wise Customer List
- List Of Gift Item
- Customer Contact (By Code)
- Customer Contact Edit (By Code)
- Vehicle Booking Register
- Vehicle Booking Report
- Customer Contact Report
- Conversion Ratio Report
- Gift Issue Report
- Pink Book Customer** (highlighted with a red box and an arrow)


The sub-menu for 'Pink Book Customer' includes the following options:

- Pink Book Customer Search
- Pink Customer Entry
- Pink Customer Edit
- Sales Executive Task Edit
- Sales Executive Task FeedBack
- Sales Executive Lost FeedBack
- Market Coverage Plan
- Market Coverage Plan Print



Pink Book Customer Manual

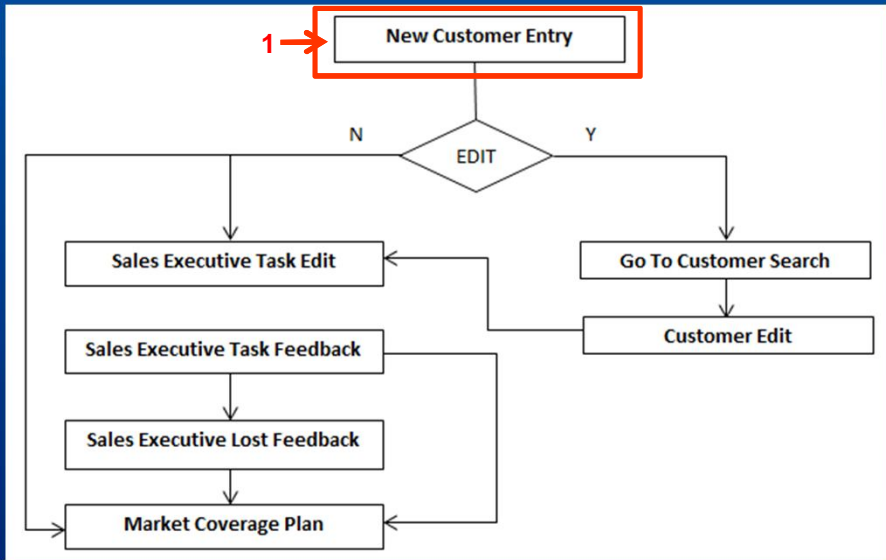
1. Pink Customer Entry



The screenshot shows a software menu with a top bar containing 'Service Marketing', 'Credit System', 'Tools', 'Parts Manager', and 'MIS'. Below this is a list of menu items. 'Pink Book Customer' is highlighted with a red box and a red arrow. To its right, a sub-menu is visible, with 'Pink Customer Entry' highlighted by a red box.

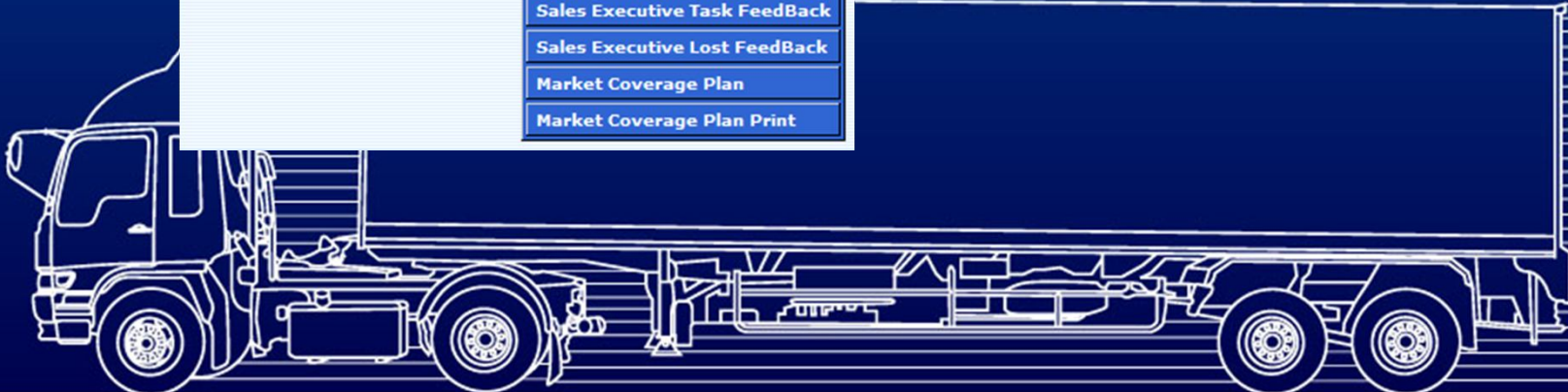
Service Marketing	Credit System	Tools	Parts Manager	MIS
Gift Item List				
Issue Gift				
Individual Customer Point				
Customer Point Table				
Service Wise Customer List				
List Of Gift Item				
Customer Contact (By Code)				
Customer Contact Edit (By Code)				
Vehicle Booking Register				
Vehicle Booking Report				
Customer Contact Report				
Conversion Ratio Report				
Gift Issue Report				
Pink Book Customer				

Pink Book Customer Search
Pink Customer Entry
Pink Customer Edit
Sales Executive Task Edit
Sales Executive Task Feedback
Sales Executive Lost Feedback
Market Coverage Plan
Market Coverage Plan Print



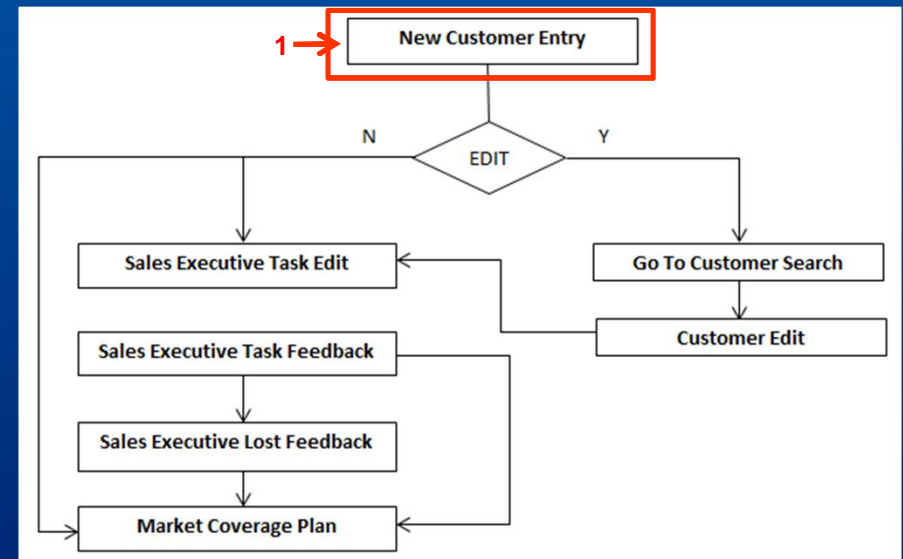
```
graph TD; A[New Customer Entry] --> B{EDIT}; B -- N --> C[Sales Executive Task Edit]; B -- Y --> D[Go To Customer Search]; C --> E[Sales Executive Task Feedback]; E --> F[Sales Executive Lost Feedback]; F --> G[Market Coverage Plan]; D --> H[Customer Edit]; H --> C;
```

The flowchart illustrates the process starting from 'New Customer Entry'. It leads to a decision point 'EDIT'. If the answer is 'N', the process continues through 'Sales Executive Task Edit', 'Sales Executive Task Feedback', 'Sales Executive Lost Feedback', and finally 'Market Coverage Plan'. If the answer is 'Y', the process goes to 'Go To Customer Search', then 'Customer Edit', which loops back to 'Sales Executive Task Edit'.



A white line-art illustration of a truck is positioned at the bottom of the slide.

1. Pink Customer Entry



Pink Book Customer Manual

1. Pink Customer Entry

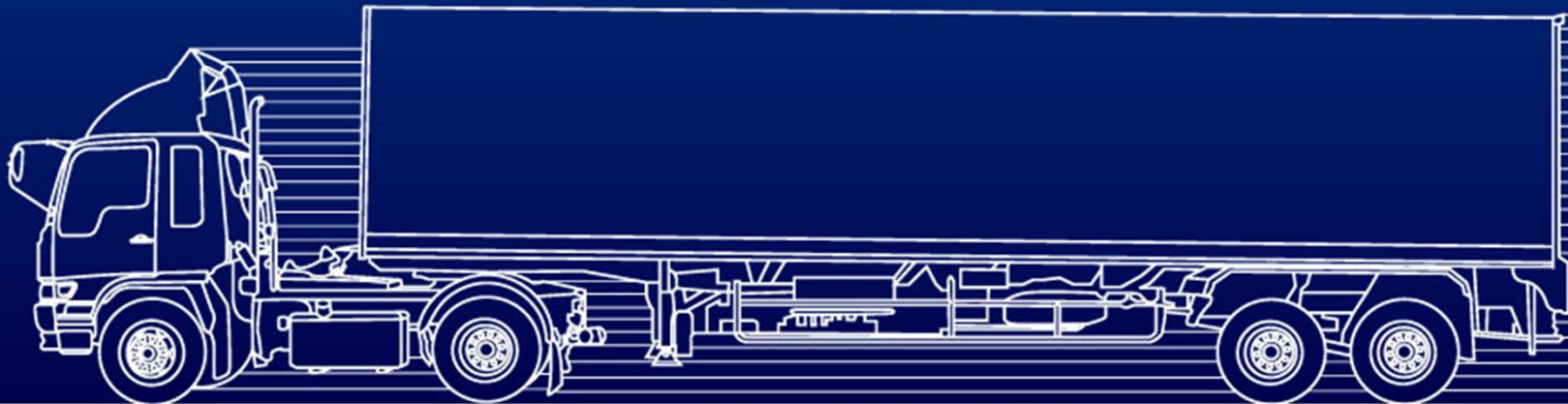
Pink Book Customer Entry

1.1. Enter Customer Name	Contact Person Name	Mr. ABC	
1.2. Enter Company Name	Company Name	XYZ Group Of industries	
1.3. Enter Company Address	Address	Dhaka	
1.3. Enter Customer Phone Number	Phone	01713140224	
1.4. Select District	District	Dhaka	Town/Thana Badda
1.6. Select Status And Communication Via Here Initial Level Customer Status C0 And Communication Via T = Over Telephone Or P = Personal	Status	C0 By T	
	Sales Executive	Saifur Rahman Bin Kamal-20080610	
	Segment	Body Building	Qty 1
1.9. Enter Number of vehicle	Number Of Vehicles	8	
	Date(dd-mmm-yyyy)	13-Jun-2012	
1.10. Click Save	Save	Reset	

1.5. Select Thana

1.7. Select Sales Executive

1.8. Select Segment And Enter the Qty



Pink Book Customer Manual

1. Pink Customer Entry

Pink Book Customer Entry

Contact Person Name

Company Name

Address

Phone

District

Status


Sales Executive

Segment

Number Of Vehicle

Date(dd-mmm-yyyy)

Message from webpage

 Pink Book Customer saved successfully

OK

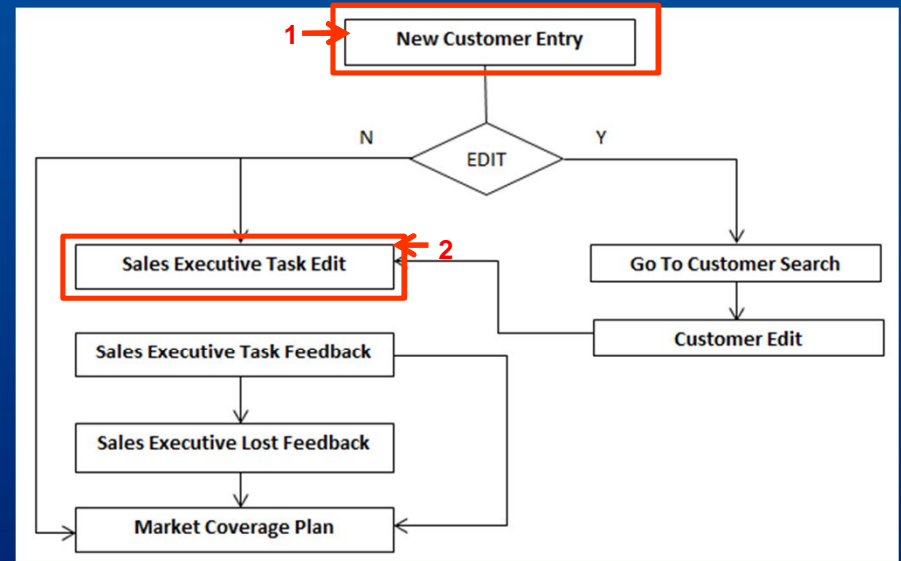


Pink Book Customer Manual

2. Sales Executive Task Edit

- If no need to edit customer

Service Marketing	Credit System	Tools	Parts Manager	MIS
Gift Item List				
Issue Gift				
Individual Customer Point				
Customer Point Table				
Service Wise Customer List				
List Of Gift Item				
Customer Contact (By Code)				
Customer Contact Edit (By Code)				
Vehicle Booking Register				
Vehicle Booking Report				
Customer Contact Report				
Conversion Ratio Report				
Gift Issue Report				
Pink Book Customer				
	Pink Book Customer Search			
	Pink Customer Entry			
	Pink Customer Edit			
	Sales Executive Task Edit			
	Sales Executive Task FeedBack			
	Sales Executive Lost FeedBack			
	Market Coverage Plan			
	Market Coverage Plan Print			



Pink Book Customer Manual

2. Sales Executive Task Edit

2.1. Select Sales Executive

2.2. Select Customer

2.3. Enter Date

2.4. Click Search

After Click on Search Customer
Details Will display

Sales Executive Task Edit

Sales Executive: Saifur Rahman Bin Kamal-20080610

Customer: XYZ Group Of industries

Date From: 01-Jun-12 Date To: 13-Jun-12

SL	Cust Code	Customer	Task Date	Task Type	Location	Status	IsMeet	Comments
1	<u>136201223</u>	XYZ Group Of industries	6/13/2012 4:03:00 PM	T	Badda	C0	False	



Pink Book Customer Manual

2. Sales Executive Task Edit

Sales Executive Task Edit

Sales Executive: Saifur Rahman Bin Kamal-20080610
Customer: XYZ Group Of industries
Date From: 01-Jun-12 Date To: 13-Jun-12

SL	Cust Code	Customer	Task Date	Task Type	Location	Status	IsMeet	Comments
1	136201223	XYZ Group Of industries	6/13/2012 4:03:00 PM	T	Badda	C0	False	

2.5. Click Customer Code To Edit the Task

Sales Executive Task Edit

Sales Executive: Saifur Rahman Bin Kamal-20080610 Customer: XYZ Group Of industries

Task Type: T District: Dhaka

Date From: 6/13/2012 4:03:00 PM Thana: Badda

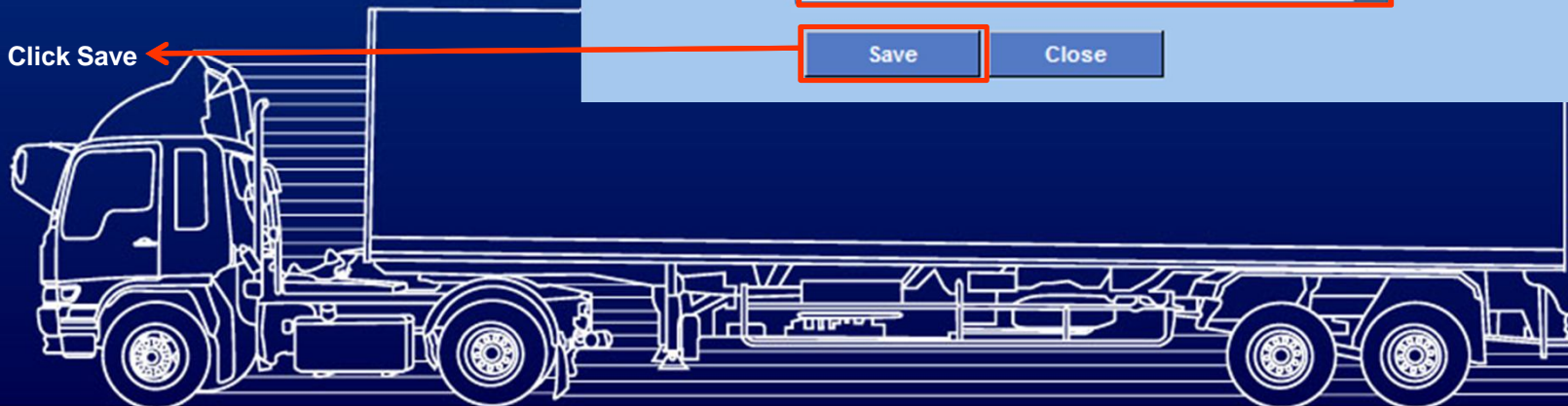
Comments: test comments

2.6. Select Task Type

2.7. Enter next communication date/time

2.8. Enter Comments

2.8. Click Save



Pink Book Customer Manual

3. Sales Executive Task Feedback

The screenshot displays the 'Pink Book Customer' menu with various options. The 'Sales Executive Task Feedback' option is highlighted in red. To the right, a flowchart illustrates the process flow for customer management tasks.

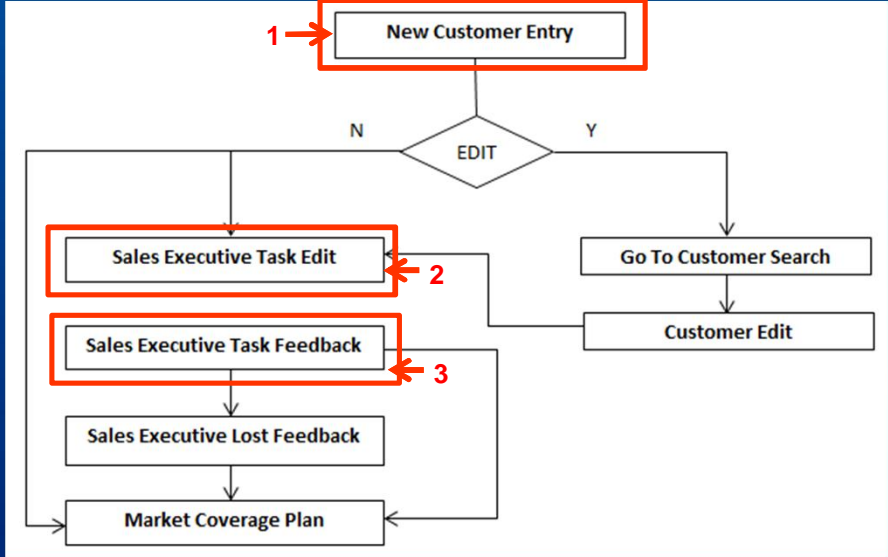
Flowchart:

```
graph TD; A[New Customer Entry] --> B{EDIT}; B -- N --> C[Sales Executive Task Edit]; B -- Y --> D[Go To Customer Search]; D --> E[Customer Edit]; E --> C; C --> F[Sales Executive Task Feedback]; F --> G[Sales Executive Lost Feedback]; G --> H[Market Coverage Plan]; H --> A;
```

The flowchart shows the following steps:

- New Customer Entry
- EDIT (Decision point)
- If EDIT is No (N), proceed to Sales Executive Task Edit.
- If EDIT is Yes (Y), proceed to Go To Customer Search, then Customer Edit, which loops back to Sales Executive Task Edit.
- From Sales Executive Task Edit, proceed to Sales Executive Task Feedback.
- From Sales Executive Task Feedback, proceed to Sales Executive Lost Feedback.
- From Sales Executive Lost Feedback, proceed to Market Coverage Plan.
- From Market Coverage Plan, the flow loops back to New Customer Entry.

3. Sales Executive Task Feedback



Pink Book Customer Manual

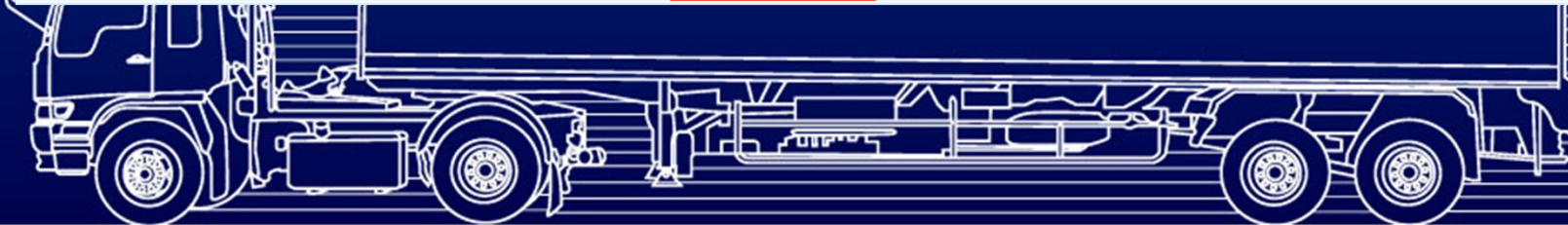
3. Sales Executive Task Feedback

3.2. Select Customer ← Sales Executive: Saifur Rahman Bin Kamal-20080610 → 3.1. Select Sales Executive
Customer: XYZ Group Of industries
3.3. Enter Date ← Date From: 01-Jun-12 Date To: 13-Jun-12
3.4. Click Search ← Search Reset

	SL No	Cust Code	Cust Name	Task type	Task Date	Location	Current Status	Meet	Edit Status	Note
<input checked="" type="checkbox"/>	1	136201223	XYZ Group Of industries	T	6/13/2012 4:03:00 PM	Badda	C0	<input checked="" type="checkbox"/>	C1	Test Feedback

3.5. Check the box
3.6. Check the box if you meet
3.7. Select Edit Status of Customer
3.8. Write Customer feedback

3.9. Click SAVE ← Save Cancel



Pink Book Customer Manual

3.a. Sales Executive Lost Feedback

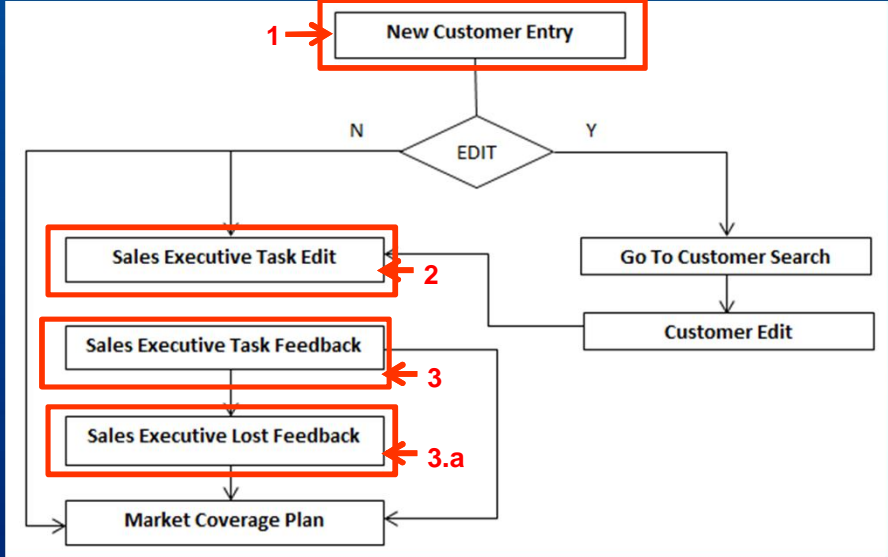
The screenshot displays the 'Pink Book Customer' menu in the 'Service Marketing' section. The 'Pink Book Customer' option is highlighted with a red box and an arrow. A secondary menu is open, showing options like 'Pink Book Customer Search', 'Pink Customer Entry', 'Pink Customer Edit', 'Sales Executive Task Edit', 'Sales Executive Task FeedBack', 'Sales Executive Lost FeedBack' (highlighted with a red box), 'Market Coverage Plan', and 'Market Coverage Plan Print'.

The flowchart illustrates the process for 'Sales Executive Lost Feedback':

- 1. New Customer Entry
- Decision: EDIT (N for No, Y for Yes)
- If N: Sales Executive Task Edit
- If Y: Go To Customer Search → Customer Edit
- From Sales Executive Task Edit: Sales Executive Task Feedback
- From Sales Executive Task Feedback: Sales Executive Lost Feedback
- From Sales Executive Lost Feedback: Market Coverage Plan
- From Market Coverage Plan: back to Sales Executive Task Edit

```
graph TD; A[New Customer Entry] --> B{EDIT}; B -- N --> C[Sales Executive Task Edit]; B -- Y --> D[Go To Customer Search]; D --> E[Customer Edit]; C --> F[Sales Executive Task Feedback]; F --> G[Sales Executive Lost Feedback]; G --> H[Market Coverage Plan]; H --> C;
```

3.a. Sales Executive Lost Feedback



Pink Book Customer Manual

3.a. Sales Executive Lost Feedback

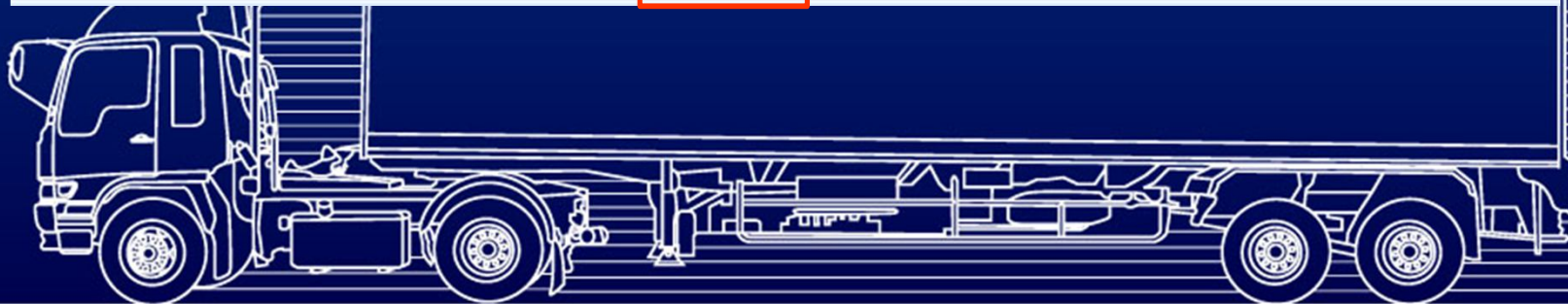
Sales Executive Lost Feedback

3.a.1. Select Sales Executive → Sales Executive: Saifur Rahman Bin Kamal-20080610
Date: 13-Jun-2012

3.a.2. Click Search → Search Reset

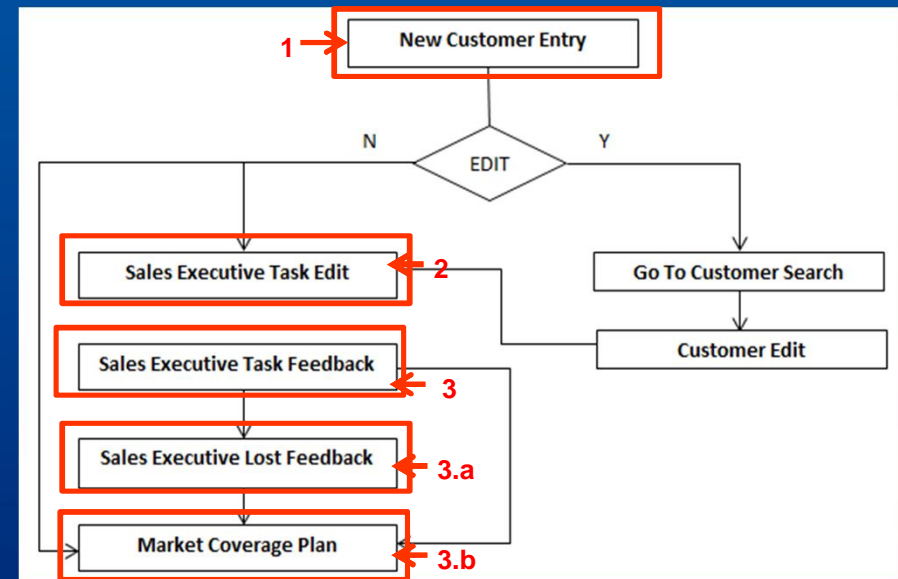
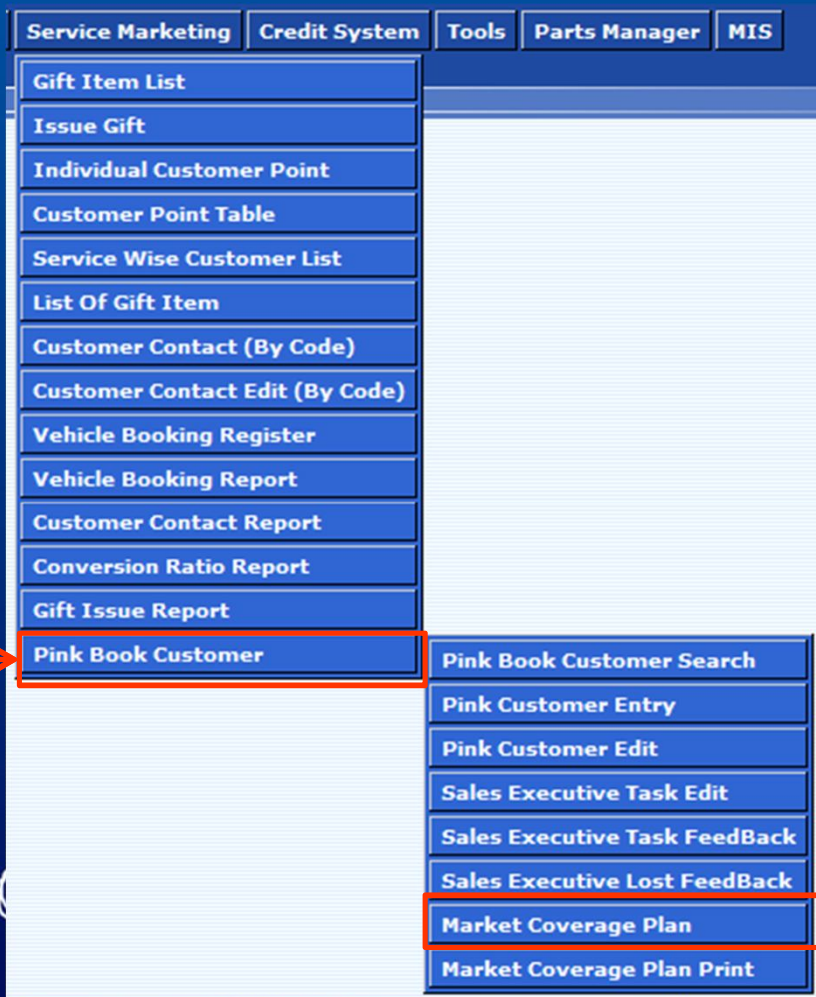
	SL No	Cust Code	Cust Name	Phone	Segment	Cur. Status	Lost Note
<input type="checkbox"/>	1	46201220	Monir ahmed	01915667779	Recon	C1	--
<input type="checkbox"/>	2	36201216	Pranab	01937400873	Service Scheme	C0	--
<input type="checkbox"/>	3	36201215	Bipul	01713140229	DTS	C1	--
<input type="checkbox"/>	4	136201222	XYZ	01713140224	Body Building	C1	--
<input checked="" type="checkbox"/>	5	136201223	XYZ Group Of industries	01713140224	Body Building	C1	High Down Payment

3.a.3. Check the Box → 3.a.4. Select lost note → 3.a.5. Click on Save → Save Cancel



Pink Book Customer Manual


3.b. Market Coverage Plan



Pink Book Customer Manual

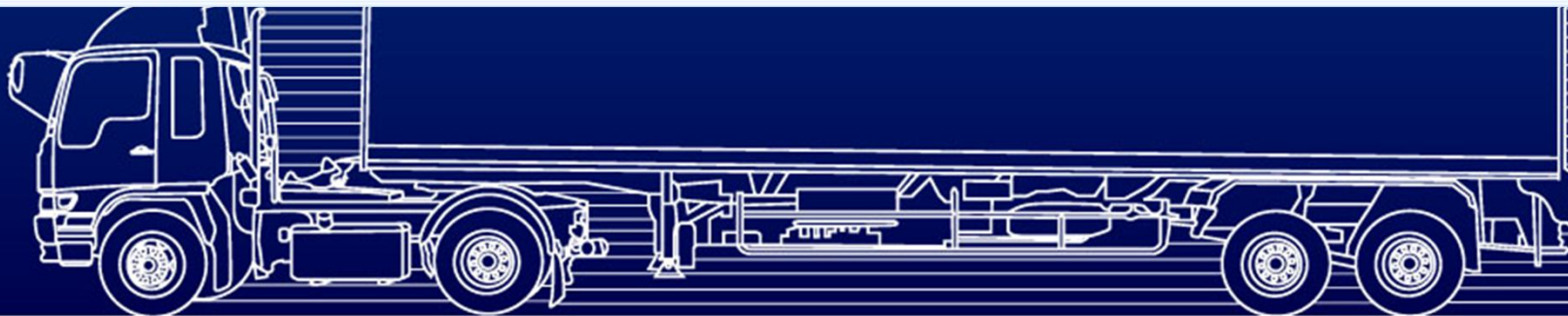
3.b. Market Coverage Plan

Market Coverage Plan

Sales Executive: → 3.b.1. Select Sales Executive
Segment: → 3.b.2. Select Segment
Date(mmm-yyyy): 

3.b. Click on Show →

SL	Customer Code,Name,Phone	Location	Segment	Status	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
1	136201222,XYZ,01713140224	Dhaka	Body Building	C1													T						P												

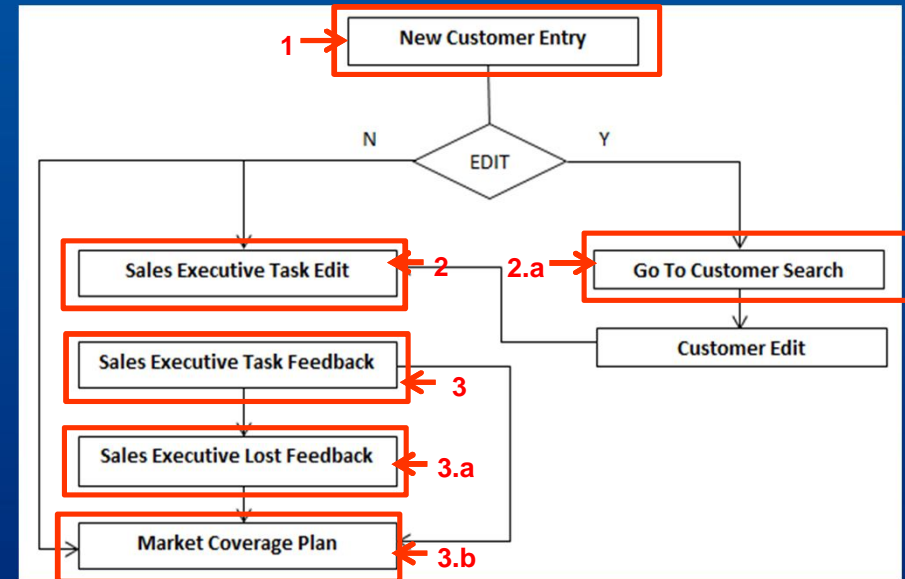


Pink Book Customer Manual

2.a. Customer Edit

- If need to edit customer

Service Marketing	Credit System	Tools	Parts Manager	MIS
Gift Item List				
Issue Gift				
Individual Customer Point				
Customer Point Table				
Service Wise Customer List				
List Of Gift Item				
Customer Contact (By Code)				
Customer Contact Edit (By Code)				
Vehicle Booking Register				
Vehicle Booking Report				
Customer Contact Report				
Conversion Ratio Report				
Gift Issue Report				
Pink Book Customer				
	Pink Book Customer Search			
	Pink Customer Entry			
	Pink Customer Edit			
	Sales Executive Task Edit			
	Sales Executive Task FeedBack			
	Sales Executive Lost FeedBack			
	Market Coverage Plan			



Pink Book Customer Manual

2.a. Customer Edit

Pink Book Customer Search

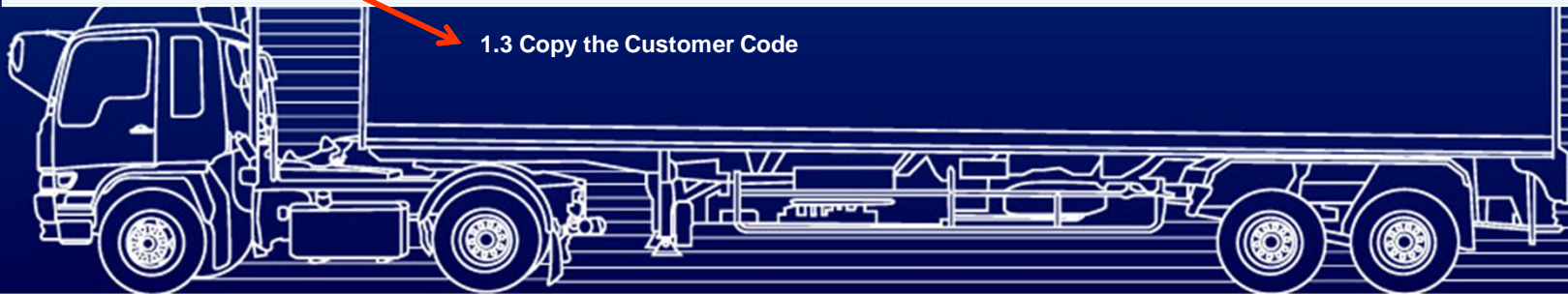
Sales Executive [2.a.1 Select Sales Executive](#)

Customer Code

[2.a.2 Click on Search](#)

2	235201212	Shamoly Enter Prize	Pabna	01912510042	Lubricant	C0
3	205201211	Sorowar Hossain	Ishwardi	01713140220	Recon	C0
4	46201220	Monir ahmed	Dhaka,mirpur	01915667779	Recon	C1
5	36201213	Shamim	Tongi	01713140220	Service Scheme	C1
6	36201216	Pranab	Dhaka	01937400873	Service Scheme	C0
7	46201218	Hasan	Pabna	01713140220	Service Scheme	C0
8	36201214	Mr.Kabir	Mirpur,Dhaka	01713140296	Tyre	C1
9	46201217	Mr. Kuddus Boyaty	Savar	0167845126	Tyre	C0
10	36201215	Bipul	Dhhaka	01713140229	DTS	C1
11	136201222	XYZ	Dhaka	01713140224	Body Building	C1
12	136201223	XYZ Group Of industries	Dhaka	01713140224	Body Building	C1

[1.3 Copy the Customer Code](#)



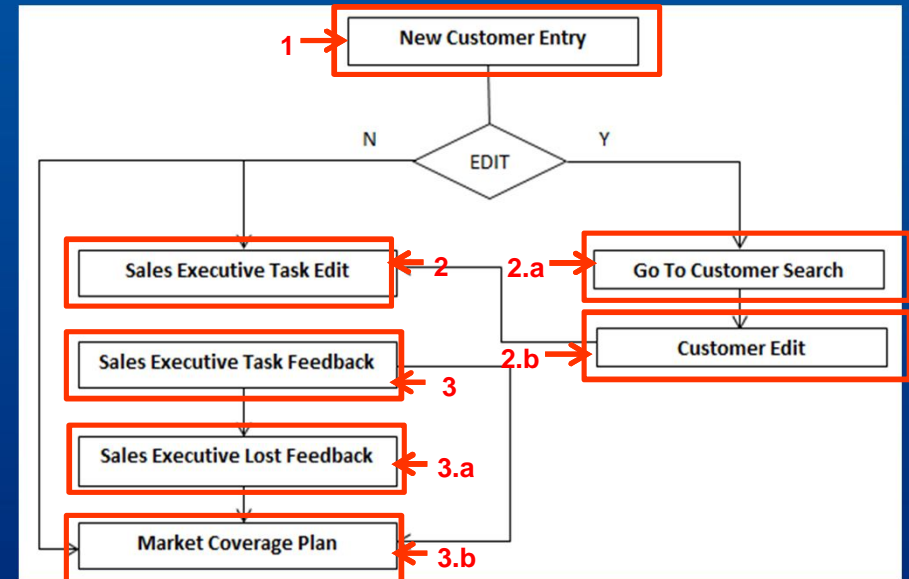
Pink Book Customer Manual

1. Customer Edit

Service Marketing	Credit System	Tools	Parts Manager	MIS
Gift Item List				
Issue Gift				
Individual Customer Point				
Customer Point Table				
Service Wise Customer List				
List Of Gift Item				
Customer Contact (By Code)				
Customer Contact Edit (By Code)				
Vehicle Booking Register				
Vehicle Booking Report				
Customer Contact Report				
Conversion Ratio Report				
Gift Issue Report				
Pink Book Customer				
Pink Book Customer Search				
Pink Customer Entry				
Pink Customer Edit				
Sales Executive Task Edit				
Sales Executive Task FeedBack				
Sales Executive Lost FeedBack				
Market Coverage Plan				
Market Coverage Plan Print				

Search	
amal-20080610	
Reset	
10042	Lubricant
40220	Recon
67779	Recon
40220	Service Schem
00873	Service Schem

Address	Phone
Mirpur, Dhaka	017131
Savar	01678
Dhaka	017131
Dhaka	017131
Dhaka	017131



Pink Book Customer Manual

2.b. Customer Edit

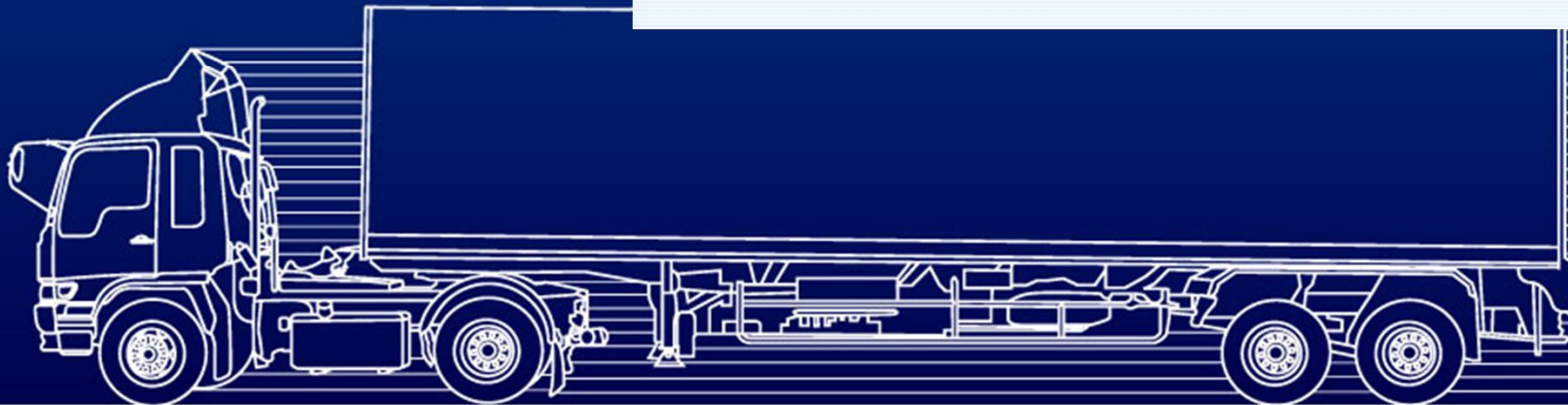
2.b.4 Enter the customer code and load

2.b.5 Edit the information

2.b.6 Click Update

Pink Book Customer Edit

Customer Code	136201223	...
Sales Executive	Saifur Rahman Bin Kamr	
Contact Person Name	Mr. ABC	
Company Name	XYZ Group Of industries	
Address	Dhaka	
Phone	01713140224	
District	Dhaka	Town/Thana Badda
Status	C1	By T
Segment	Body Building	Qty 1
Number Of Vehicles	8	
Date(dd-mmm-yyyy)	6/13/2012 4:03:00 PM	
<div>Update Reset</div>		



THANK YOU

