ACPlus Mobile App

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ACPlus Mobile App

ACPlus have a companion application that can be installed on Android devices via the Google Play Store.

The app can be used alongside the ACPlus Stock, Datamail, Jobs and Orders programs to allow users to view data on-the-go. The main back office program will upload data to an FTP area every hour to allow the app to download the latest copy of the data, so that the data on your app is updated every hour.

The app will work in either portrait or landscape, so setting your device to auto-rotate may be a useful tool for you, so that you can view different screens in different orientations for better optimisation.

Login

To log into an ACPlus user account, open the app and press 'Login'. If a user account is already logged in, then you'll have the option to log out of the user account. Otherwise, enter your username and password into the textboxes provided to log in. You'll now be able to view data and access a range of features.
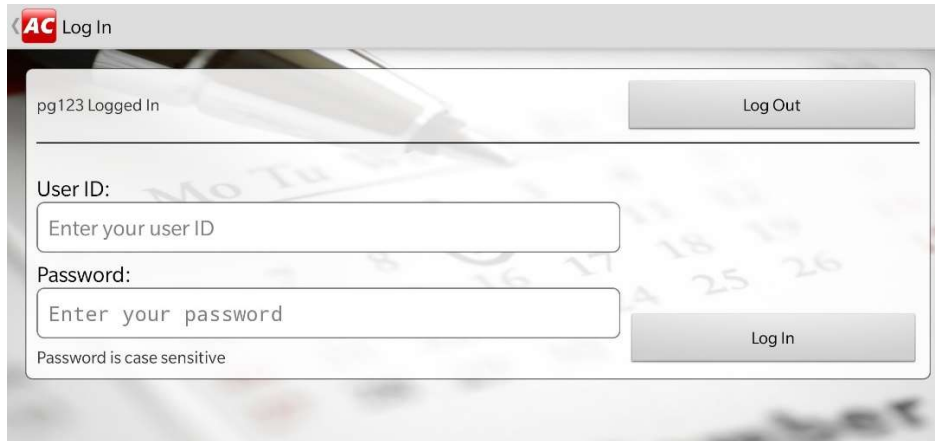

Fig. 1 – Login Screen.

Settings

There are a number of settings that can be used to change how the app functions. These can all be viewed in the 'Settings' tab, which will appear in the drop-down menu when you press the 3 dots in the top right-hand corner. The settings page will allow you to change your FTP details (including whether or not you wish to use passive FTP transfer), control whether the app downloads the latest data overnight or not as well as how reminders work and multiple other settings to alter the functionality of the core aspects of the app.
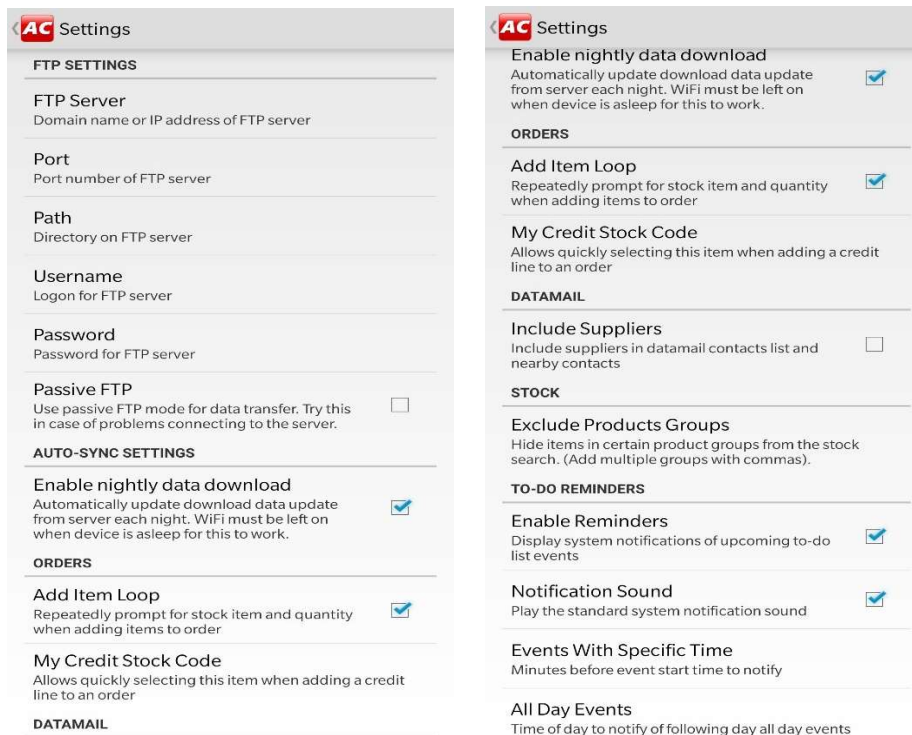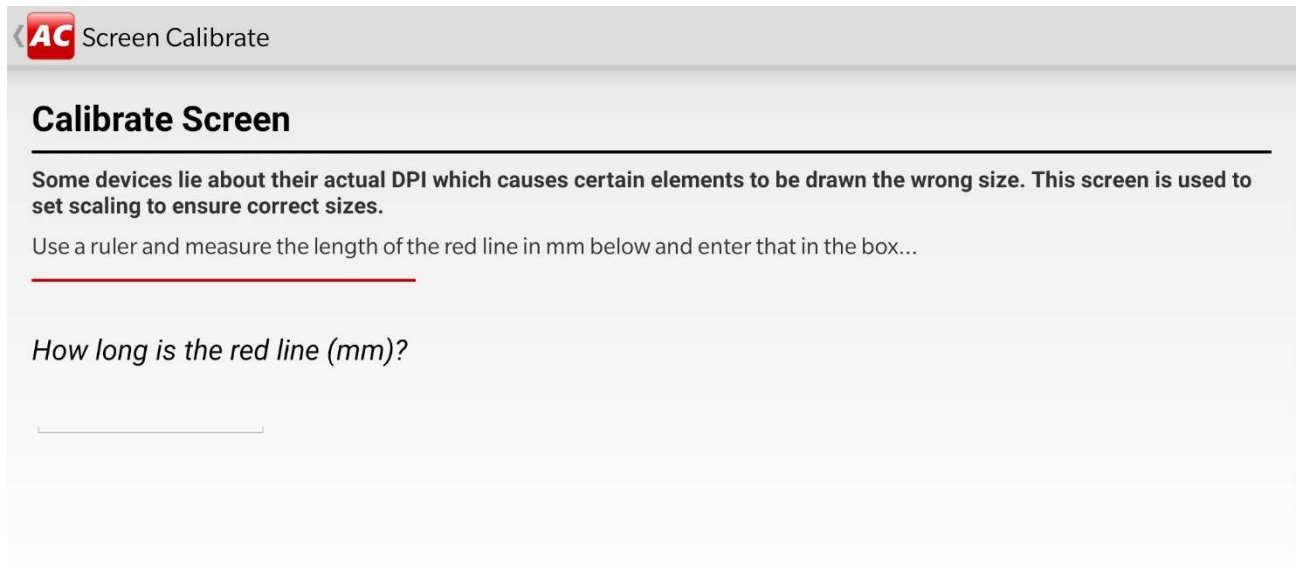

Fig. 2 & Fig. 3 – Settings.

Calibrate Screen

Some devices will give a DPI measurement that doesn't reflect the true DPI of the device's display. Due to this, some items within applications can have display issues. To prevent this from happening, our app can calculate your device's actual DPI simply by allowing you to measure a red line with a ruler and enter the size (in mm) of that line. Based on the measurement of this line, the app will calculate the correct DPI for your device and scale the items on the screen accordingly.

Fig. 4 – Calibrate Screen.

Data

If you wish to view live data, update the back office program with the latest job and order information or view a data synchronisation history, press the 'Data' button.

The latest data from the mobile app (job records, orders and diary entries) can be uploaded to the FTP area for back office synchronisation using the 'Upload Only' button, whilst the latest back office data (stock, customer and diary information) can also be downloaded using the 'Download Only' button.

To do both tasks at once (upload and download the latest data to/from the FTP area), press 'Full Data Sync'.
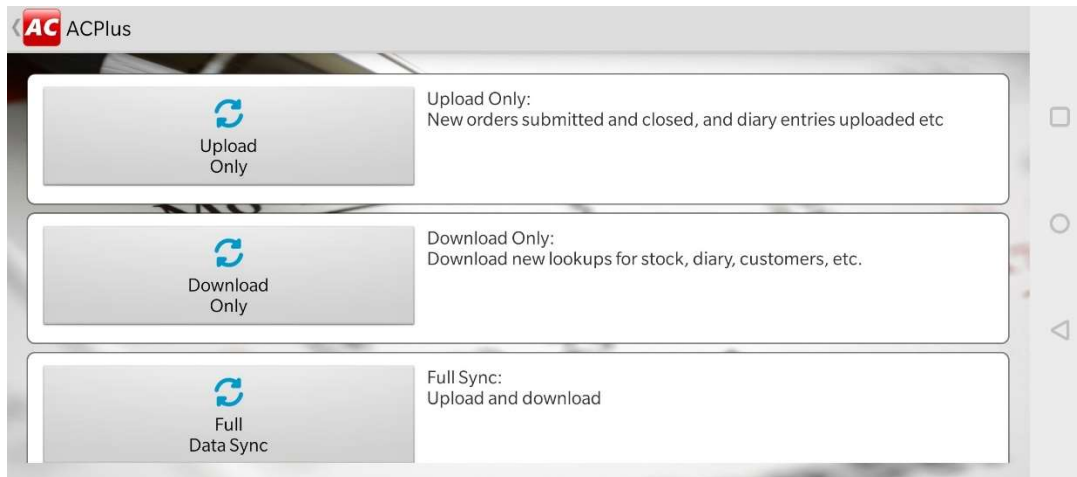
Fig. 5 – Data synchronisation.

Stock

Pressing the 'Stock' button will allow you to search for stock items that exist in the system to view free stock, costs and prices. The stock list will show all stock items, including their stock code, description, standard price and a stock picture (if one has been assigned).

Stock items can also be filtered by group, whilst you can also search for stock items by their description or code.

Clicking on a stock item will open up a view of that stock item, which will display more information on the item, such as the product group, RRP, VAT code, manufacturer and stock quantities. You'll also be able to open the stock item's webpage from here too.

You'll also have the ability to search by barcode. Press the 3 dots in the top right-hand corner and then 'Scan Barcode', which will allow you to scan a barcode using your device's camera.

Fig. 6 & 7 – Standard price list & stock enquiry

Datamail

Pressing the 'Datamail' button will load a list of clients that exist in the system. You'll be able to search for clients using their name or a part of their name, whilst the app also offers the ability to limit results to just the logged in user's clients. The list of clients will show their name, company account code and account type. Clicking on a client will open their account in Datamail.

There'll be a wide range of information available within the customer's account. You'll be shown their address, contact details, account information and additional details along with a button to show the customer's location on Google Maps, plus other tabs with extended information.

These additional tabs include 'Contacts' – a list of contacts for the customer, 'Notes' - which is where notes on the customer can be viewed, 'Sales' - to view the sales you've made to the customer, 'Top' - will show the products they've purchased most often in the last 12 months, 'Last' – displays the last price paid for an item, 'Diary' – which will contain a list of any diary entries for this account, 'Lost' – a list of lost sales for the account and 'Inv' – a list of previous invoices for the customer.

This data is all read only, so the back office cannot be updated from Datamail, but all of the customer information and history you might need is available in this feature.

Fig. 8 – Datamail contacts list.

Fig. 9 – Customer account information.

Orders

To view, edit or delete existing orders or create a new order, press the 'Orders' button.

Orders will work in a more condensed version than they would on the back office system, but still have the core functionality, in terms of: adding & removing of lines, setting required dates, emailing of orders, viewing PDFs, taking signatures and more.
This will mean that jobs can be updated on-the-go, rather than having to write down what has been carried out, what still needs doing and other information and then updating the information on the system once a rep is back in the office.

Fig. 10 – Order entry.

To Do

The 'To Do' button will open a view of all of the diary entries with tasks that are yet to be carried out. You can search for an entry by searching for words in the description, which will find only jobs with a description that features all of the words in the description.

You can also open task (tap a task to open it), from which you can create a job from, use it to create a sales visit, change the date or time of the task and record information on the result of the task once it's been carried out. This will synchronise with the diary system in the ACPlus back office program.
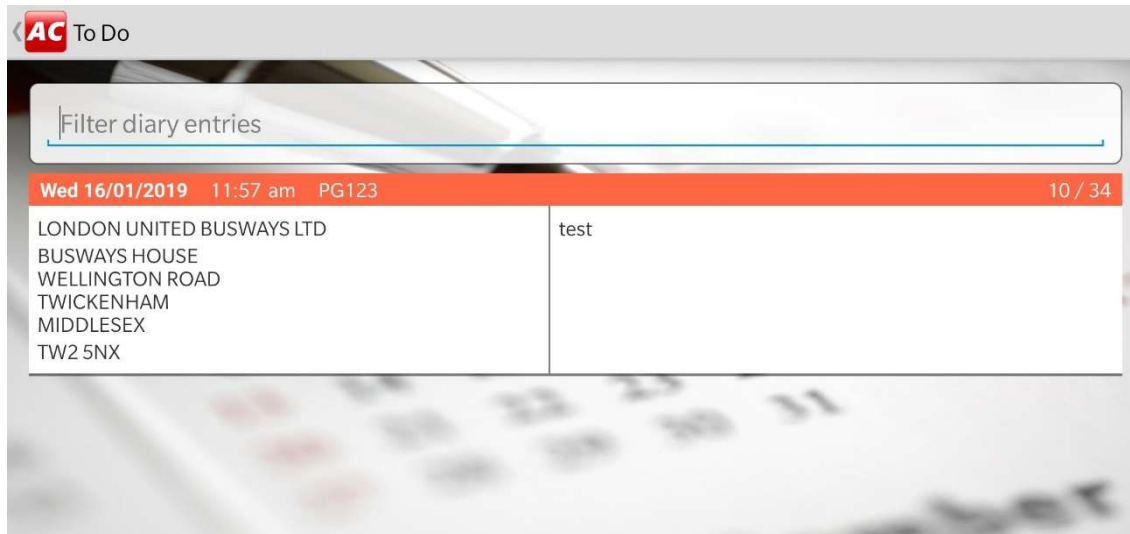

Fig. 11 – Tasks list.

Fig. 12 – Diary entry.

Jobs

This app works in conjunction with a job control program which resides upon the server as well as the mobile app and then back office Enterprise system which handles the invoicing.
The job control program sends, via SMS, the job to the engineer. The app intercepts this message and creates a job within the app. Within this function, the app displays the customer, the location of the job, what is required and any special instructions, for example "Take a picture before and after doing the work".
Once the engineer has completed his work he would take any pictures which are then stored with the job, gathered any signature, again stored with the job and this is all synchronised up to the ACPlus Enterprise system.
The ACPlus system then generates the invoice and down dates any stock from the engineer's location. The Job Control program also intercepts this and provides information that is then also available via the website for the customer to view.

Sales Visits

'Sales Visits' will open up a list of any scheduled visits to clients and potential customers. These will be downloaded from the back office program, but can also be created from the tasks in the 'To Do' section of the application.

The app will allow you to modify sales visit details, to record how the visit went and any follow up action once the visit has been done.