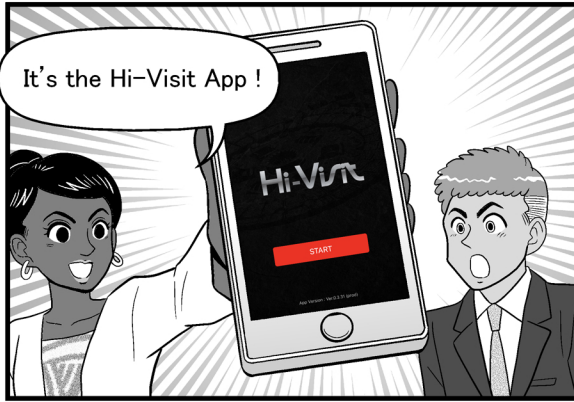


Hi-Visit App

Hino Way of Business



Lesson1

Hino Marketing Style and System

●Introduction to Hino Marketing Style

- Hino Terminology “Total Support”, “OYAKUDACHI (Customer Care) Activities”, “3S”
- Team Structure

●Introduction to Hi-Visit App overall and Benefits



Lesson2

How to prepare a customer visit

●HINO REPRESENTATIVE ATTITUDE AND BEHAVIOR

●HI-VISIT APP USAGE

1.Prepare Customer Data:

- Synchronize with Dealer or Distributor’s CRM
- Enter and update customer information
- Enter and update product information and product photos
- Assign sales representative to each customer

2.Sort & Select Target Customers:

- Sort Customers by last visited day / Frequency / Industries
- Select Customers from Map
- Bookmark selected target customers for making appointments

3.Make Appointments & Create Visit Schedule

- Make appointments from the Bookmarked target customers
- Manage appointment schedule in the Calendar
- Register visit Aims & Tasks
- Control and enter new appointments by Managers or Administrators

Lesson3

Visiting Customers

●Work and attitude at customers

●HI-VISIT APP USAGE

4.Visiting Customers

- Display visiting route on the map based on the visiting schedule
- Check Customer info, and other activities before the visit
- Check off Aims & Tasks as you complete
- Easily enter the customer comments, issues, and sales opportunities, by typing or voice entry.

5.Submit Report

- Submit Visit Report by just one tap
- No need to open PC or go back to office, or write complicated sentences

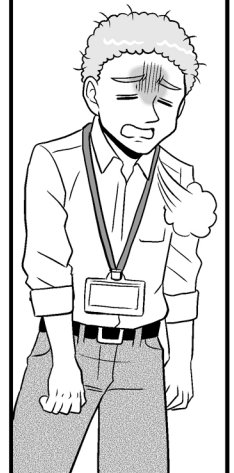
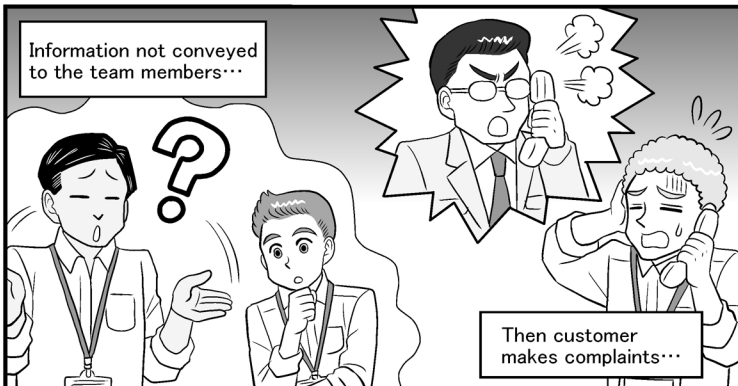
6.Share Information

- Instant Info. Sharing using SNS to your 3S team & Manager
- Group chat to share customer support information
- Managers can instruct and guide the team through SNS

7.Action Follow-up and Analysis (Web based)

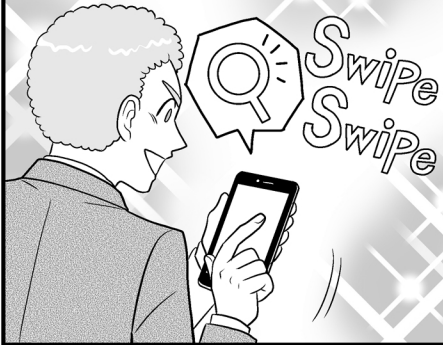
- Visually manage sales progress
- Manage sales progress based on pre-set lead time
- Create sales prospect report by one click
- Analyse bottle-neck process, sales opportunities, visit performance

Until now...



From now on...

Search customers on the smart phone...



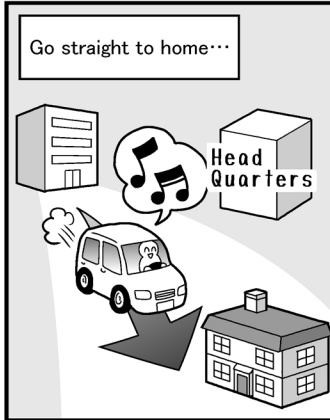
Visit customers...



Input visit results into the smartphone...



Go straight to home...



The work becomes efficient and easy.



Information shared amongst other team members amongst the smart phone...



Gain trust from the customers...