



# ADD



## The Only Live Web Self-Service Solution!

**The SmartConnect® portfolio of web services empowers you and your web developer to offer your customers something special.**

The right website blended with real-time access to your customers' accounts makes your website a destination site that customers will return to. When customers revisit, you have the ability to enhance your marketing presence, target new customers through referral programs and engage current customers with promotions and offers. All of this is in addition to enhancing the customer experience by allowing customers to order deliveries and services, and even pay their bills online, anytime, anywhere.

Operational efficiencies increase your ROI through automation of orders, payments and inquiries, freeing up your customer service team's time so it can focus on more sales and new account acquisitions.



**ADD**  
**SYSTEMS**  
ADVANCED DIGITAL DATA®

To ADD more to your business,  
contact us at 800.922.0972 or  
email us at [sales@addsys.com](mailto:sales@addsys.com)  
[www.addsys.com](http://www.addsys.com)



## **SELF-SERVICE CUSTOMER PORTAL**

Reduce your call center expenses by offering a fully interactive customer portal where prospects can even sign up for a new account. The portal maintains and enforces your business rules, including credit and delivery hold. Customers gain full access to their accounts where they can view:

- General account information
- Account balance and payment history
- Budget program status
- Delivery locations and history
- Service locations and history
- Service plan status

## **THIRD-PARTY SALES AND MARKETING SYSTEMS**

Do you have a third-party sales and marketing product deployed, such as Salesforce.com? Capture and track sales leads in the third-party product. When the prospect becomes a customer, invoke SmartConnect web services to create an account electronically in ADD Energy E3®.

## **THIRD-PARTY MAILING AND MARKETING SYSTEMS**

Work with third-party mailing companies to create online campaigns to sell additional products and services such as price protection plans, service contracts, budget plans, referral programs and multi-product discount programs.

## **CREATE MOBILE APPS**

Provide your customers with full on-the-go mobile apps that offer advanced customer service anywhere in the world. Custom branded apps keep your company in front of your customer all day. Even offer inline notification services like push messages.

## **TANK MONITORS**

Are you considering deploying tank monitors or already have? SmartConnect web services provide the ability to fully integrate tank monitor levels into the ADD Energy E3® forecasting system.

## **ADD SYSTEMS SMARTCONNECT MODULES AVAILABLE:**

- Customer lookup
- Delivery ticket creation
- Service order creation
- Plan pricing AKA-SLPP creation
- Payment and credit card entry
- Customer account add and modify
- Log entry creation
- Tank monitoring
- Wholesale order creation
- EFT payment and entry

**ADD** ▶ More to  
E3 with  
SmartConnect



Seamless management of accounts receivable, credit, delivery, service, inventory and more.



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