



sales*f*orce champion

Region's Summary



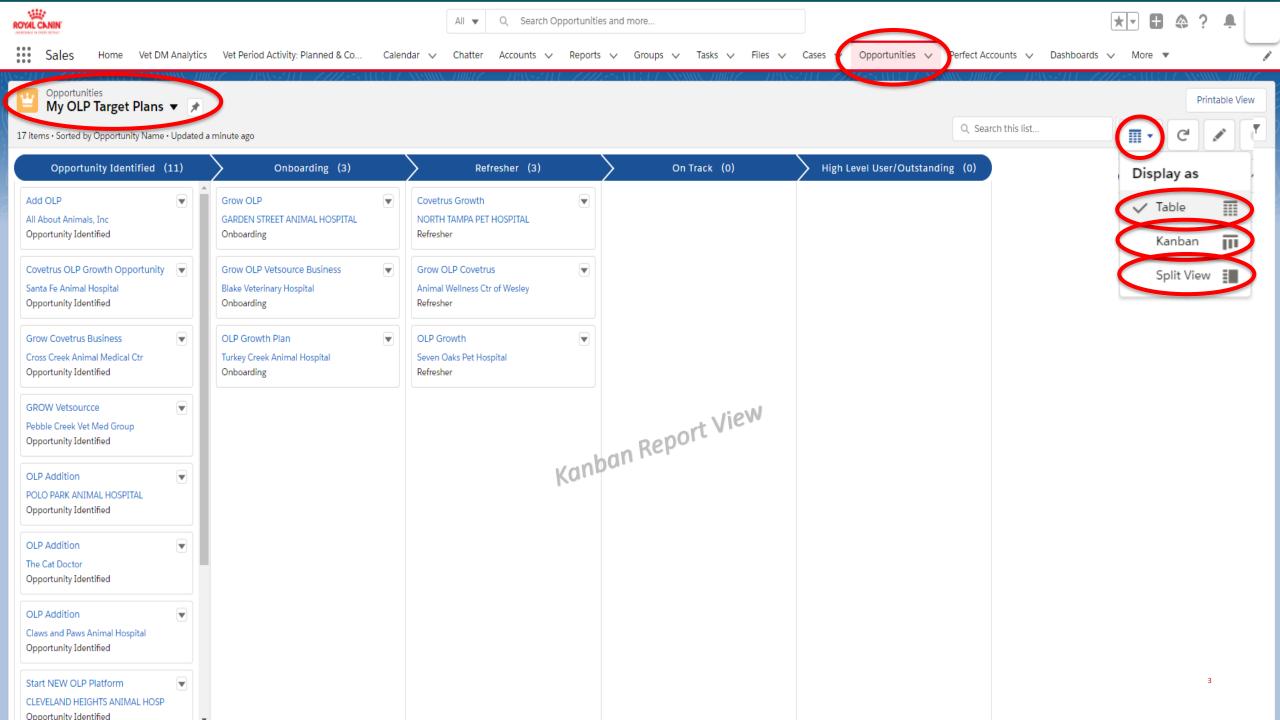
CASE REASON UPDATES

NEW

- B2B Help
 - D2C Error
 - For any errors or questions related to the D2C platform (shop.royalcanin.com)
 - Credit Card Error
 - To be used if a customer encounters issues adding/checking out with a credit card. Ex Customer attempts to add in CC but the page doesn't respond
 - Application Error
 - To be used if there is an error with an application
 - Block/Unblock Username -
 - To be used for reactivating or deactivating a username on b2b
- Finance
 - Credit Limit Review
 - If a customer would like to have their account credit limit reviewed.
 - High Radius Issue
 - The customer is getting an SSO error when redirected or they are not seeing an invoice or payment.









17 items	• Sorted by Opportunity Name • Filtered by My tea	m's opportunities - Close Date, Closed, Owner Last Name	• Updated a few seconds ago					Q Search this list		\$	III *	C 🖊	¢	Y
	Opportunity Name 1	Account Name	Stage	✓ Target ✓	Diet Category 🗸	Team Resour 🗸	Close Date	✓ Target Quarter ✓	Owner First	t ∨	Owner	Last Na	. ~	
1	Add OLP	All About Animals, Inc	Opportunity Identified				11/26/2021	»	Dennis		Alexand	ler		▼
2	Covetrus Growth	NORTH TAMPA PET HOSPITAL	Refresher				12/7/2021		Dennis		Alexand	ler		▼
3	Covetrus OLP Growth Opportunity	Santa Fe Animal Hospital	Opportunity Identified				11/19/2021		Dennis		Alexand	ler		▼
4	Grow Covetrus Business	Cross Creek Animal Medical Ctr	Opportunity Identified				11/16/2021		Dennis	nis Alexander		der 💌		V
5	Grow OLP	GARDEN STREET ANIMAL HOSPITAL	Onboarding				12/17/2021		Dennis		Alexand	ler		▼
б	Grow OLP Covetrus	Animal Wellness Ctr of Wesley	Refresher				11/5/2021		Dennis		Alexand	ler		▼
7	Grow OLP Vetsource Business	Blake Veterinary Hospital	Onboarding				10/8/2021		Dennis		Alexand	ler	•	▼
8	GROW Vetsourcce	Pebble Creek Vet Med Group	Opportunity Identified	Table Re	ort Vie	N	11/22/2021		Dennis		Alexand	ler	•	▼
9	OLP Addition	POLO PARK ANIMAL HOSPITAL	Opportunity Identified	Table Re	port		6/14/2021		Dennis		Alexand	ler		▼
10	OLP Addition	The Cat Doctor	Opportunity Identified	TOP			8/13/2021		Dennis		Alexand	ler		▼
11	OLP Addition	Claws and Paws Animal Hospital	Opportunity Identified				10/8/2021		Dennis		Alexand	ler		▼
12	OLP Growth	Seven Oaks Pet Hospital	Refresher				10/4/2021		Dennis		Alexand	ler	•	▼
13	OLP Growth Plan	Turkey Creek Animal Hospital	Onboarding				5/18/2021		Dennis		Alexand	ler	•	▼
14	Start NEW OLP Platform	CLEVELAND HEIGHTS ANIMAL HOSP	Opportunity Identified				12/10/2021		Dennis		Alexand	ler		▼
15	Start OLP	Allendale Animal Health Center	Opportunity Identified				11/15/2021		Dennis		Alexand	ler		▼
16	Start OLP Business	Advanced Veterinary Services	Opportunity Identified				7/15/2021		Dennis		Alexand	ler	•	▼
17	Vetsource Growth	SAN ANTONIO ANIMAL HOSPITAL	Opportunity Identified				12/15/2021		Dennis		Alexand	ler	•	▼





Sales H	Iome Vet DM Analytics Vet Perioc	Activity: Planned & Co	Calendar ∨ Chatter A	ccounts 🗸 Reports	∨ Groups ∨ Ta	sks ∨ Files ∨ Cases ∨	Opportunities 🗸	Perfect Accounts 🗸 🗸 Dashb	oards 🗸 Contacts	v More 🔻 💉
24 items • Updated a few		Opportunity OLP Gro	wth	<u> </u>	<u> </u>	-111111 - 1111182 - 11 (- 777		+ Follow	Edit Delete	Printable View
Q Search this list	5	Account Name Seven Oaks Pet He	Close Date ospital 10/4/2021	Opportunity Owner	der 🗈					
Recently Viewed ↓	,		· ·	↓ ✓	Refresi	ner C	Dn Track	Closed	✓ Mar	rk Stage as Complete
OLP Growth Refresher	Seven Oaks Pet Hospital 10/4/2021	Part and allowed a					6.11(n n)		William Com	
Add OLP Opportunity Identified	All About Animals, Inc 11/26/2021 »	Details Re	elated					Activity Chatter		
Grow OLP Covetrus Refresher	Animal Wellness Ctr of Wesley 11/5/2021	✓ Account Info						Open Activities (3)		
NVA webinar target-All	Creatures Animal-Dennis All Creatures Animal Clinic	Account Name Region Name	Seven Oaks Pet Hospital Brady, Greg	/	Website Phone	https://sevenoakspet.com/ (813) 929-4100		SEND OLP Packet Name:		
Opportunity Identified	7/30/2021	Classification	Core		Hospital Contact for OLP	Marymargaret S		Task: Due Date: 6/7/20	021	
Start NEW OLP Platform (Opportunity Identified	n CLEVELAND HEIGHTS ANIMAL HOSP 12/10/2021	#FTEs	4.00		ew Report	0 0		OLP/Nutrition Champion		
Covetrus OLP Growth O		✓ Opportunity	Details	culit Vi	ewner			Due Date: 6/17/2		
Opportunity Identified	Santa Fe Animal Hospital 11/19/2021	Opportunity Name		Spire	Stage		1	Q3 OLP Target Contest Er Name: Kather Task: 🗸	nds ine Hesten	
GROW Vetsourcce Opportunity Identified	Pebble Creek Vet Med Group 11/22/2021	Current OLP Utilization	Underutilizing		Probability (%)	50%		Due Date: 9/10/2	2021	
Covetrus Growth Refresher	NORTH TAMPA PET HOSPITAL 12/7/2021	Objections		/	Close Date	10/4/2021			View All	
Grow Covetrus Business Opportunity Identified		✓ Plan								
Start OLP	Allendale Animal Health Center	High Level OLP Overview	Clinic is under-utilizing Co Approx \$5000 going to P		High Level OLP Challenges					
Opportunity Identified Start OLP Business	11/15/2021 Advanced Veterinary Services	OLP Strategy	OLP Training Growth Contest	1	OLP Results Achieved	Training Completed 5/28/202	21			
Opportunity Identified	7/15/2021									
Vetsource Growth Opportunity Identified	SAN ANTONIO ANIMAL HOSPITAL 12/15/2021									
Grow OLP	GARDEN STREET ANIMAL HOSPITAL									



Croate a Tack/Event attached to an Opportunity

+ Follow Edit Delete Printable View 🔻

			Crea	ate a Task/Event attached to an O	pportunity		
Account Name Seven Oaks Pet Hospital	Close Date Oppor 10/4/2021	tunity Owner ennis Alexander 🔊					
✓		✓		Refresher	On Trick	Closed	✓ Mark Stage as Complete
Details Related						A	
Open Activities (3)					New Task New Event	Open Activities (3)	
Subject	Name		Task	Due Date		SEND OLP Packet	
SEND OLP Packet			\checkmark	6/7/2021		Name: Task:	
OLP/Nutrition Champion	Katherine Hest	en	 Image: A start of the start of	6/17/2021		Due Date: 6/7/2021	
Q3 OLP Target Contest Ends	Katherine Hest	en	\checkmark	9/10/2021		OLP/Nutrition Champion Name: Katherine Hesten	
			View All			Task: ✓ Due Date: 6/17/2021	
Activity History (3)					View All	Q3 OLP Target Contest EndsName:Katherine HestenTask:	
Subject	Name		Task	Due Date		Due Date: 9/10/2021	
TRAINING OLP COMPLETED				5/28/2021		View All	
TRAINING OLP Covetrus with	POS Materials			5/28/2021		If created here, they will also show in you	ur activity feed
Training Request Follow Up			\checkmark	5/19/2021		on the account page, not just in the OLP	-
			View All			feed.	
(i) Opportunity Team (0))			Add Default Team Add	Opportunity Team Members	If not "Related to" an OLP opportunity, th appear in this feed.	hey will not
Task Screen E ~ Additional Information	Examples:						
Subject Q	3 OLP Target Contest Ends			Related To	OLP Growth		1
Type Pł	hone Call			Name	Katherine Hesten		
Subject Cre	eate QR labels for OLP Cards			Related To	Seven Oaks Pet Hosp	pital	
Type Ore	der Placement			/ Name			

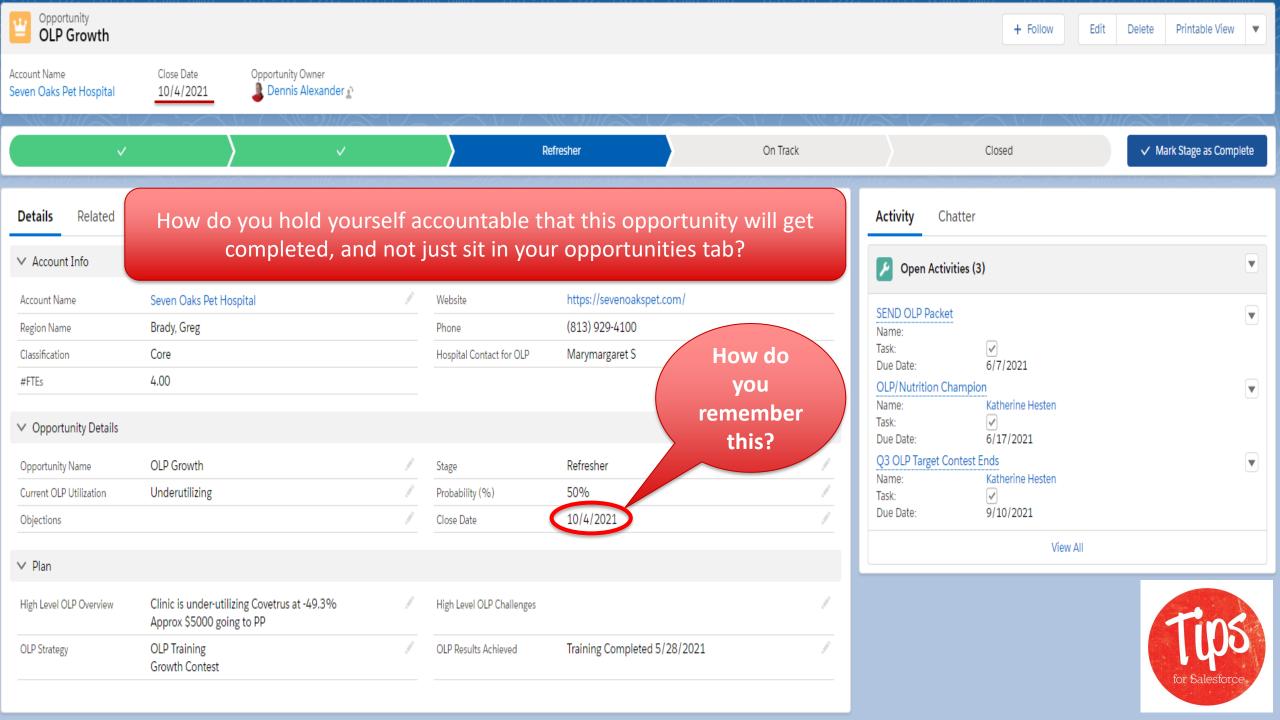


Sample OLP Tasks

SEND OLP P	lacket		✓ Mark Complete	Create Follow-Up Task	Edit	Edit Comments	٣
ame Relate OLP	ed To Growth						
Details Relat	ted	Va N					
 Task Information 							
Assigned To	Dennis Alexander	Due Date	6/7/2021				
Status	Not Completed	Reminder Set	Jun 7, 2021 at 8:30 am				
Priority	Normal						
 Additional Information 	ation						
Subject	SEND OLP Packet	Related To	OLP Growth				
Туре	Drop Off	Name					
 Description Inform 	mation						
Comments	DROP OLP Packet with supporting OLP tools * OLP Cards with QR * OLP Fyew with QR * FAX Challenge * Quick tips for client check Out						
 System Informatic 	on						
Created By	Dennis Alexander, 5/28/2021 2:33 PM	Last Modified By	Dennis Alexander, 6/2/2021 2:51 PM				

Task OLP/Nutrition	Champion			✓ Mark Complete	Create Follow-Up Task	Edit	Edit Comments		
Name Katherine Hesten	Related To OLP Growth								
Details Related				X II F XW BDILAX		AI 7 - XW 310			
✓ Task Information									
Assigned To	Bennis Alexander		Due Date	6/17/2021					
Status	Not Completed		Reminder Set	Jun 17, 2021 at 9:45 am					
Priority	High								
✓ Additional Information	on								
Subject	OLP/Nutrition Champion		Related To	OLP Growth					
Туре	Email		Name	Katherine Hesten					
✓ Description Informat	ion								
Comments	Email to Katerine to see if she has chosen a OLP/Nutrition Champion to work with me directly								
✓ System Information									
Created By	Dennis Alexander, 6/2/2021 2:49 PM		Last Modified By	Dennis Alexander, 6/2/2021	2:49 PM				

Tasi Q3		Contest Ends		✓ Mark Complete	Create Follow-Up Task	Edit	Edit Comments		
Name Katherine	Hesten	Related To OLP Growth							
Details	Related			NG 1 - XXX 41911 - XX		A. 7 - XW 810	/~~~		
∨ Taski	Information								
Assign	ied To	Dennis Alexander	Due Date	9/10/2021					
Status		Not Completed	Reminder Set	Sep 10, 2021 at 8:30 am					
Priorit	y .	High							
✓ Addit	ional Information								
Subje	t	Q3 OLP Target Contest Ends	Related To	OLP Growth					
Type		Phone Call	Name	Katherine Hesten					
✓ Desci	ription Informatio	n							
Comn	ients	OLP Contest EndsDid they meet their OLP Target?							
✓ Syste	m Information								
Create	ed By	Dennis Alexander, 6/2/2021 2:51 PM	Last Modified By	Dennis Alexander, 6/2/2021	2:51 PM				



Opportunity OLP Growth					+ Follow Ed	it Delete Printable View 🔻
Account Name Seven Oaks Pet Hospital	Close Date Opportunity Ow <u>10/4/2021</u> Dennis Ale					
•	>	~ >	Refresher	On Trac	Closed	✓ Mark Stage as Complete
Details Related					ity Chatter	
Open Activities (3)				New Task New Event	Open Activities (3)	
Subject	Name	Task	Due Date		OLP Packet	
SEND OLP Packet		\checkmark	6/7/2021		✓ 6/7/2021	
OLP/Nutrition Champion	Katherine Hesten	\checkmark	6/17/2021			
Q3 OLP Target Contest Ends	Katherine Hesten	\checkmark	9/10/2021		rition Champion Katherine Hesten	
		View All			✓ ate: 6/17/2021	
Activity History (3)				View All	OLP Target Contest Ends Nyme: Katherine Hesten Task: Image: Contest Ends	
Subject	Name	Task	Due Date		Due Date: 9/10/2021	
TRAINING OLP COMPLETED			5/28/2021		Target Date 30 from Closing	
TRAINING OLP Covetrus with P	OS Materials		5/28/2021		Task:	
Training Request Follow Up		\checkmark	5/19/2021		Due Date: 9/3/2021	
		View All				Frink
(0) Opportunity Team			Add Default Team	Add Opportunity Team Members		for Salesforce