

mango



# CUSTOMER MESSAGE CENTRE

## MULTI-CHANNEL CUSTOMER COMMUNICATION THAT'S FAST, SECURE, AND PRIVATE.

**It has never been easier  
to communicate with  
your customers quickly  
and effectively!**

- ✓ Seamless integration with RMA
- ✓ One plan for all your communication needs: Fax, SMS, Voice, and Email
- ✓ Secure connection for privacy
- ✓ Free email communication
- ✓ Send large batches of emails
- ✓ Send multi-language messages
- ✓ Manage customer replies
- ✓ View message statuses

From marketing to billing, clear customer communication drives your business and helps you maintain better client relationships.

With Mango Customer Message Center, you can easily manage multi-channel communication – all from one system. It integrates voice, SMS, fax, and email into a seamless process that allows you to reach out to your customers using the channel that they prefer.

- **Pre-Delivery Calling** – Automatically call customers prior to their delivery to inform them their delivery is delayed. Convenient for when snow closes the roads or a driver calls in sick.
- **Customized Emails** – Customize your emails to create branded statements with logos and links for a more professional look.
- **Automated Messages** – Effortlessly schedule messages to go out at any time of the night or day. You can even send invoices to customers on posting – all automatically.
- **Mass Generation of Messages** – Send bulk messages to a segment of your customers that meet specific criteria. These mass messages are particularly useful for billing follow-up on past-due balances and other accounting messages.

### STREAMLINE YOUR CUSTOMER COMMUNICATION

Simply create a template and choose the best method of delivery – SMS to your customer's cell phone, voice call to a customer's home phone, fax to the business, or email to their inbox. Mango CMC will automatically deliver your message on the scheduled date or at a specific interval. Furthermore, you can reuse messages or design templates for more efficient communication.



## HOW DOES A VOICE CALL WORK?

If your customers prefer phone calls, you can use Mango CMC to automate messages by converting the text you type, into a voice message. Your customer will receive a call where the message is automatically read aloud by a digital voice, to notify them of your arrival, service delay, or more.

## POINT SYSTEM

Pricing is based on a point system which gives you the flexibility to use whichever communication method you would like. Just sign up for a point plan, and use them until they are gone.

Choose a point package that matches your needs, and as you send a fax, SMS, or voice message, points are deducted from your available balance. You can manually add more points at any time, or you can sign up to auto-refill when your points get low. The points never expire, and there are no overage fees.

**The points used for each activity are shown below:**

Points	Fax*	Voice**	SMS*	Email
US/Canada	8	3	2	FREE
Australia	15	8	7	FREE
Trinidad	13	30	14	FREE
Jamaica	11	40	18	FREE
<small>*Per page      ** Per minute      *Per 160 char. message 2 points if carrier is Verizon</small>				

### Point Packages

Package	Basic	Plus	Pro	Enterprise	Platinum
Price	\$ 11.95	\$ 59.95	\$ 185.95	\$ 310.95	\$ 479.95
Points	400	10,000	10,000	20,000	40,000

## GET UP AND RUNNING IN NO-TIME

Mango CMC integrates directly into your RMA to streamline your communication. You can sign up and add points packages at any time, directly from your RMA menu. Simply pick your plan and fill out the form.

## CUSTOMER MESSAGES CAN INCLUDE

- Past-due balances and billing
- Statements
- Invoice copies
- Upcoming delivery notifications
- Delayed services
- Marketing promotions
- Text messages that you're arriving soon
- And much more

## GET MORE FOR YOUR MONEY!

Enjoy a full suite of tools at competitive rates. Leverage our partnerships with communication businesses throughout the world to get "bulk rate" pricing, regardless whether you send 10 messages or 10,000.

## AFFORDABLE PRICING

- ✓ Pay-per-use point system
- ✓ Purchase Point Packages that never expire
- ✓ Add more points at any time
- ✓ No overage charges
- ✓ No monthly fees

## SYSTEM REQUIREMENTS

- ✓ RMA v.6.2.2 or later
- ✓ Internet Connection

LEARN MORE AT

[WWW.ADVANTAGEROUTE.COM/CUSTOMER-MESSAGE-CENTER](http://WWW.ADVANTAGEROUTE.COM/CUSTOMER-MESSAGE-CENTER)

**WHO IS ARS?**

Advantage Route Systems is the global leader in route automation solutions, trusted by thousands of route delivery companies worldwide to deliver progressive solutions for route accounting, handheld devices, and GPS-based technologies. ARS products have become an essential part of in-field and office operations in industries such as bottled water, water treatment, ice, propane, oil recycling, coffee, and more. Built on a commitment to help our customers' businesses run optimally, we provide 24/7 world-class support that is second to none.

3/5/24