

# FREQUENTLY ASKED QUESTIONS

## GENERAL

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- Q:** Will my private account information be shared with any third party?
- A:** Please refer to the privacy policy on the mobile app for details.
- Q:** Will Pumper Parts and additional accessories be available through the app?
- A:** The addition of Pumper Parts and an expanded accessory selection is being planned for future phases of the app.
- Q:** What if I forget my user name and password?
- A:** Your user name is always your e-mail address. You may reset your password by selecting either the “Settings” or “Log In” menus and following the onscreen instructions.
- Q:** Is there a way to access Bills of Material for kits through the app?
- A:** BOMs are not available through the mobile app at this time. However, these documents may be accessed through the VM Distributor Portal. [www.versamatic.com](http://www.versamatic.com)
- Q:** Can other team members within my organization obtain access to my customized notes and data with my authorization?
- A:** Yes, working groups can be created in the “settings” area of the mobile app. Additional on-line and on-site training will be offered in the coming weeks.
- Q:** Can other users not in a group with me access my scanned data?
- A:** No, users outside of a group cannot access the information visible to the group.
- Q:** Do I need to be a registered user to work the app?
- A:** The app is functional for RFQs without registration. Customer information must be entered with each RFQ as with common websites when the user is not registered. Once registered, the customer information is automatically populated for RFQs. Adding specific notes for each of your pumps is a feature available only to registered users.
- Q:** Will my information be shared outside the app?
- A:** No, your information will be used for mobile app purposes only. Information is subject to our privacy policy available for review on the mobile app.
- Q:** Can I use the app from my PC?
- A:** Yes. To access a web-based version of the app, please visit: [www.vmpumpdetails.com](http://www.vmpumpdetails.com)
- Q:** Can I delete an item from my scan history?
- A:** Not at this time. Accidental deletion of history is avoided by not allowing history deletion.
- Q:** How can I scan multiple pumps with my Android or Blackberry?
- A:** Currently, you will need to restart the scan feature on your QR reader app for each pump that you wish to scan. Android and Blackberry native apps will be available by 2013 and then multiple scans will be supported by the native apps.
- Q:** If an employee leaves my organization, how do I revoke their access to my group in the app?
- A:** You must have administrator privileges to revoke access to groups. If you are the admin, you can go to “group settings” and “current group members” to revoke access.
- Q:** How many people can I add to my group?
- A:** There is no current limit on the number of members in a group.
- Q:** Can I still link a distributor to an End-User customer group if the customer group is already set up?
- A:** Yes, the admin of the end user group can send an invitation to a distributor to join the existing group.
- Q:** What should I do if I do not receive a response to a request for quote?
- A:** After 24 hours, you will receive an automated follow-up email from the app to confirm that your request has been satisfied. You may click a link within that email to “expedite” the RFQ. You may also use the “contact” button located at the bottom of every page in the mobile app to notify the factory that you have not been contacted after submitting an RFQ.
- Q:** If I have any problems or questions with the app, who and how can I contact someone?
- A:** Use the “contact” button located at the bottom of every page in the mobile app to ask questions about the mobile app and our products.
- Q:** What are the benefits of this app?
- A:** The VM Mobile App is quick, easy to use, and free. It simplifies kit selection and ensures that you order the right parts for your specific pump. Service videos available through the App assist you in maintaining your pump. The VM Mobile App places all the information you need to know about your pump in one easily-accessible location. For additional information regarding app capabilities and benefits, please refer to our website at [www.versamatic.com](http://www.versamatic.com)
- Q:** What do I do if I can't locate the model number I am looking for?
- A:** Use the “contact” button located at the bottom of every page in the mobile app to notify the factory if you cannot get information for a pump through the mobile app.
- Q:** How do I begin using the app?
- A:** Reference the mobile app landing page on the VM website located at “[www.versamatic.com](http://www.versamatic.com)”. You can also simply scan the QR code on new pumps produced after September 17, 2012, or, if you are an Apple product user, you may download the app from iTunes by simply searching for “Versa-matic”. The Versa-Matic mobile app is a free download. An informational video is available for review on the Versa-Matic website.

## DISTRIBUTORS

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- Q:** How do I ensure that my end users' requests for quotes (RFQs) will be sent only to my company?
- A:** The mobile app is simply a tool for ease of use of our products. Your customer relationship is dependent on your performance with them as it has always been. The best practice is to personally set-up your customers in groups with the mobile app. This will ensure the linkage of RFQs from your customers to your company.
- Q:** Is Versa-Matic concerned about our competitors getting company confidential information through the app?
- A:** No confidential information is available to unregistered users. Registration is not available to our competitors or individuals using non-industrial e-mail domains.
- Q:** Will additional training be offered? If so, how do I schedule that for my organization?
- A:** Mobile app, service and product training can be scheduled by contacting your Versa-Matic District Sales Manager. On-line training sessions will also be announced in the coming weeks, which your organization may attend via WebEx.

