



Graco Sales Book App

Frequently Asked Questions

What is Graco Sales Book?



Sales Book

Graco Sales Book is a innovative mobile application. Graco Sales Book app is designed to give you access to Graco product information, including brochures, manuals, videos, and training documents – **all on your mobile device**. Graco Sales Book app is available to Graco Distributors. You must have a current, valid Graco account number to access the mobile app.

Users will need to have 3 to 5 GB of storage available on your mobile device to download the app and content. Users will need a Wi-Fi connection for the initial download of the app. After the initial download, the content is stored locally to your device - **you can access the content anywhere, anytime**, without Wi-Fi or a data connection. You will need Wi-Fi or a data connection to install periodic content updates or to access web links within the app.

Graco Sales Book Content and Features

- Product literature and manuals
- Links to product landing pages
- Videos
- Training
- ROI calculators
- Product selector tools
- Distributor development tools and resources
- Access content anytime, anywhere, without WiFi or data connections
- Much, much more!

Quick Start Guide

**note, screen shots below may differ depending on the mobile device*



Download Graco Sales Book from your app store.

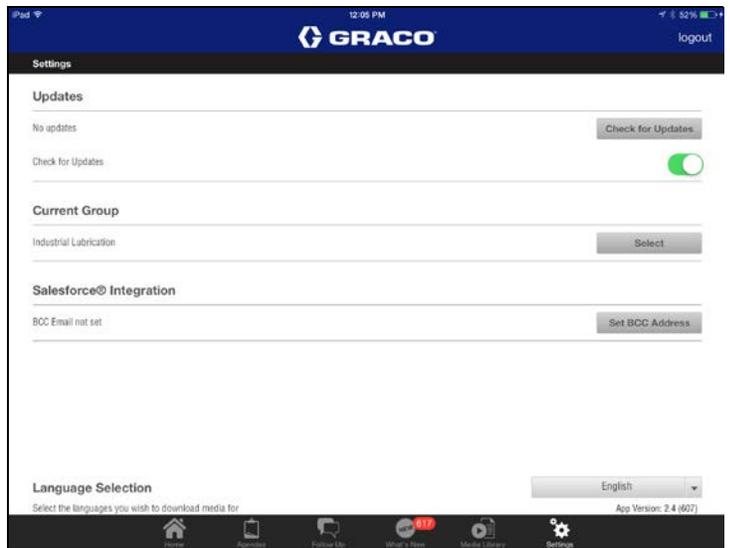
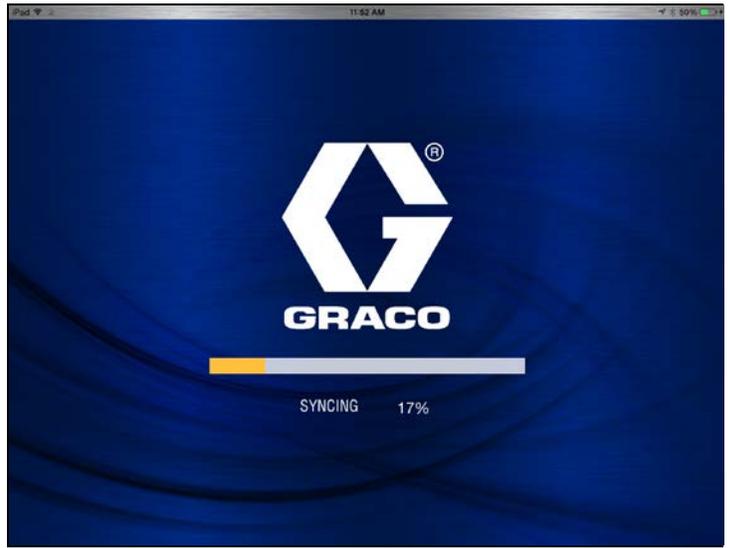
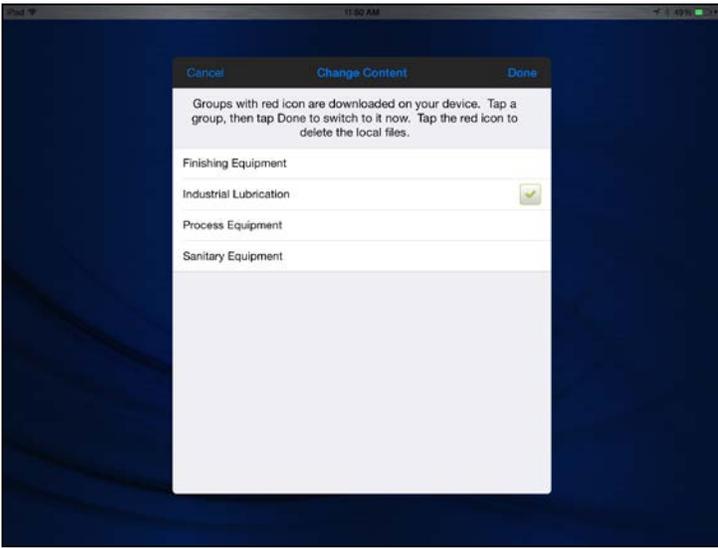
Login to the app

You can register for a FREE account at salesbook.graco.com or "Request Access". You will need to know your Graco account number.

If you forget your password, you can always click Forgot Password? from the login screen.

After logging in, you will receive a pop-up menu asking you to select the divisional product content you wish to view. Select one division and click 'Done'. You will be able to select additional division's content once in the app, within the Settings menu.

The initial download may take some time depending on your connection, please ensure you are connected to WiFi to avoid data charges. After the download is complete - you are now ready to use the app!



Navigation menus are along the bottom of the app.

Home – this is the home screen within the app. You can search the entire app via the Search icon in the upper right corner.

Agendas – Agendas are a way to gather commonly used documents into one folder. Agendas are often helpful for application or market focused selling techniques.

Follow-Up - You can email documents directly from within Graco Sales Book app. Simply select "Send as Follow-up Now" to send a document via email. You can also "Add to Follow-up" and collect multiple documents to send via email.

What's New - When the app downloads updates, new documents will appear in the What's New menu.

Media Library – Allows you to view documents by document type.

Settings – Manage updates, Graco divisions, and languages you have downloaded

To download additional divisional product content or additional languages, please visit the Settings menu.

Click 'Select' next to the group name to select additional Graco divisional product content to download. You can remove a group from your device by clicking the 'Select' button and then clicking the red dot or X to remove the content.

To select additional languages – click the language drop-down and select the additional languages you wish to download. Not all Graco content is available in all languages; some content is only available in English. English documents should always be downloaded to your device.

Please keep in mind, each additional group and language you download will require additional storage space on your device

General Graco Sales Book App FAQs

Q: How do I get access to Graco Sales Book app?

A: You can register for a FREE account at salesbook.graco.com. You will need to know your Graco account number. If you are unsure of your account number, please contact your Graco Account Manager. [Click here for registration instructions.](#)

Q: Is there training available for the app?

A: Yes, please visit Graco University, training.graco.com, and view Graco Sales Book Training Courses.

Q: Where can I download the app?

A: Graco Sales Book is available in iTunes Store (Apple), Google Play (Android) and Windows Store (Microsoft).

Q: What devices is the app available for?

A: Graco Sales Book is available for Apple, Android and Microsoft mobile devices.

Q: Can I use the app on my Blackberry?

A: If you have a Blackberry 10, are on the 10.3.1 operating system and are able to download Android apps then you should be able to download and use the app on your Blackberry.

Q: Can I access Graco Sales Book on my computer?

A: A web version of Graco Sales Book is available at salesbook.graco.com. This web version can be accessed via any web browser with internet connection.

Q: How many users can one Distributor have?

A: There is currently no limit to the number of users a Distributor can have given users are abiding by the Terms and Conditions.

Q: Does this replace GEDI?

A: No. Graco Sales Book is a mobile app containing product information to help you sell. Please continue to use GEDI to place your orders. There are links to GEDI within the app.

Q: How do I update the app?

A: Go to the Settings menu and Check for Updates. You will need to have WiFi or a data connection to download updates. Once updates are completed, the content is stored locally on your device. The app should automatically update when you are connected to WiFi if you have Check for Updates turned on.

Q: Do I need a WiFi or cellular connection to use the app?

A: You need a strong WiFi connection for the initial download of the app. After the initial download, the app will display downloaded content without being connected to WiFi or a data connection. You will only need WiFi or a data connection to receive pending updates. You will also need WiFi or a data connection to access URL links within the app.

Q: What languages is the content in the app available in?

A: The app currently contains documents in over 40 languages. Not all Graco content is available in all languages; some documents and videos may only be available in English. [Click here for instructions on how to update your available languages.](#)

Q: How do I download documents in additional languages?

A: Under the Settings menu, open the Language drop-down menu and select the languages you wish to download. English must always remain checked. Once you have selected the languages, simply click off the drop-down and click "Check for Updates". The additional languages will download. Adding additional languages will increase the size of the app and content on your device.

Q: What languages is the app available in?

A: Graco Sales Book app will download in the language your mobile device is set to, but is best used in English.

Q: Can I download more than one Graco division's product content?

A: Yes. Each Graco division has product content available in the app. Each division is approximately 1.5 GB in size.

Q: App looks empty or incomplete – did my download complete?

A: If your app download cannot complete due to device storage, you will receive a warning message on your device, indicating storage full. The app will have downloaded as much content as possible, but not all content may have downloaded.

Q: How do I delete a Group / Business Unit?

A: On the Settings menu, click the Groups button, click the red dot or red x next to the Group you wish to remove. Click Done and click Check for Updates. The Group and the content will be removed from your device.

Q: Document does not open – failure message displayed.

A: This is likely due to the fact that the app did not download completely, due to storage. Click Check for Updates on the Settings menu to make sure your app is fully downloaded.

Q: I'm looking for a specific product and it doesn't appear to be available.

A: Graco is adding more content and divisional product groups every week. [Click here for instructions on how to update your available Groups.](#)

Q: How do I view captions or subtitles in other languages for videos within the app?

A: There are many videos posted to Graco Sales Book and some videos do have captions or subtitles available. To view video within the app, navigate to the video - the video may play automatically or you can press play to begin. To view the captions - click the lower right corner, you will notice the navigation bar turns gray. You will then see a small caption bubble. Click the caption bubble and select the captions you wish to view. Return to play the video and the captions will now appear in the video.

Q: How can I send documents via email from the app?

A: When viewing a document, click the 'share' icon in the upper right corner, and select a Share action:

- **Add to Follow-up** - this will add the document to the Follow-up menu (across the bottom). This is a way to collect several documents in one location so you can send one email to your customer
- **Send as Follow-up Now** -this will open your email and send a link to the document to your customer
- **Email Annotated Document** - this will send a flattened PDF file of the document if you made any edits/annotations to the document.
- **Add to Agenda** - this will add the document to the Agenda menu (across the bottom). Agendas are another way to collect documents you reference often in one place. Agendas are unique to each user.
- **Add as First Page to Agenda** - this will add the current page you are viewing as the first page to the Agenda menu. This is useful for longer documents when you want to open the document in a particular place
- **Slideshow** - view a multiple page document as a slideshow
- **Print** - this will print the document if you have a printer setup
- **Open in** - this will allow you to open the document in a different mobile app

Q: What is the "BCC Email Address" on the Settings menu?

A: You can set an email address using this BCC setting. Every document you Send as Follow-Up will automatically include this BCC email address on the email

Q: What is the BCC email address populated on Send as Follow-Up?

A: The BCC address (analytics@mailtrack.appdataroom.com) is for tracking and will send you a notification when your recipient opens the documents you are sending. It's recommended you leave this BCC populated.

Q: I can't send a document via Follow-Up, the app won't allow it, - why?

A: You may not be able to Share some documents via Follow up. Some items can be viewed in the app, but cannot be sent via email

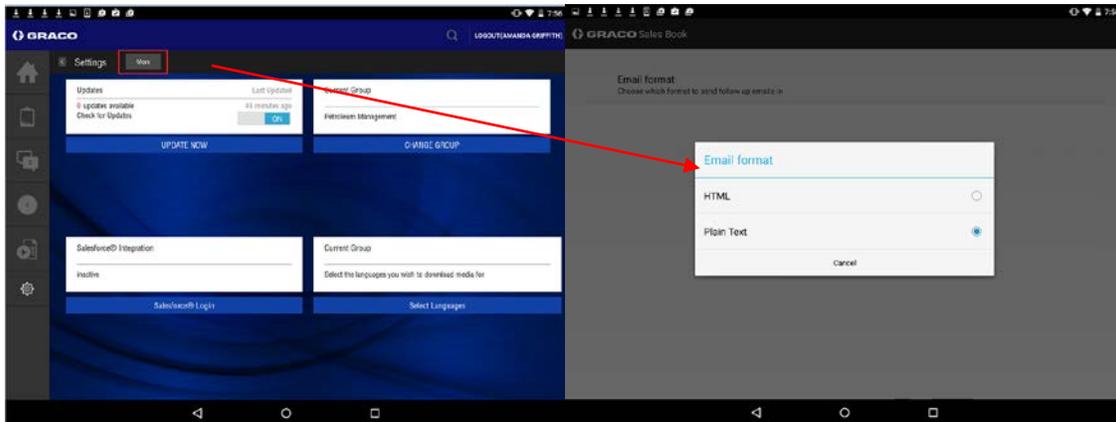
Q: What is the Share Agenda?

A: Graco may occasionally share agendas with Distributors to communicate new product launches, application folders, etc. Once Graco has shared an agenda with Distributors it can be accessed under the Shared Agendas menu in Agendas. Distributor users

cannot currently "Share an Agenda" with Graco. You can view and send Shared Agendas from Graco to customers via "Add All Content to Follow-Up. You can create Agendas under the My Agendas – these are unique to you.

Q: Android Devices: I sent documents via Follow-Up, but the email did not link to the documents?

A: Android devices allow you to set your email format preference within the app. Click your Settings menu, in the top bar, click the "More" button. Then select your preferred email format: HTML or Plain Text. Plain Text is necessary if your email client strips out HTML Code.



Q: Android Devices: There is no content on my device?

A: The app is best viewed in Landscape on Android devices. If you rotate your device from Portrait to Landscape, the app content will be available. If rotating your device does not display the content, please confirm the app has downloaded completely – see above.

Q: What does each navigation button do?

A: The app navigation is often along the bottom of the app, or along the side. Each menu option serves a unique function:

- **Home** – this is the main home screen within the app. Categories are along the left. You can search the entire app via the Search icon in the upper right corner. Simply click the Home screen anywhere in the app to be taken back to the main screen.
- **Agendas** – Agendas are a way to gather commonly used documents into one folder. Agendas are unique to each user. Agendas are often helpful for application or market focus selling techniques.
- **Follow-Up** - You can email documents directly from within Graco Sales Book app. Simply select "Send as Follow-up Now" to send a document via email. You can also "Add to Follow-up" and collect multiple documents to send via email. Once you are ready to send the email, click "Send Follow Up". This will open your email client on your device.. Note, if you do not have an email client setup on your device, the Send Follow Up will not work.
- **What's New** - When the app downloads updates, all new documents will appear in the What's New menu. This allows users to see documents that have been updated or newly added to the app.
- **Media Library** - Media Library is another way to view documents, by document type.
- **Settings** – Manage your updates, Graco divisional product content and languages.

Q: I have a question that isn't in this FAQ document – who can I contact.

A: Please contact Graco Sales Book support by filling out the form on salesbook.graco.com or send an email to salesbook@graco.com.