



## QUICK START GUIDE LIBRARY

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# INSTALLATION, ACTIVATION, AND LOGGING IN

## INSTALLATION

Contact your organization's technical support group for directions, as the application may be deployed to your device via your organization's mobile device management software.

The application can also be accessed via the *Apple App Store*, if your organization permits. Click or tap on the image to the right to find *MTPmobile* in the *Apple App Store*.



## ACTIVATION AND LOGGING IN

To activate *MTPmobile*, open the application on your device.

Tap **Request Activation Code** at the bottom of the Login screen, shown in *Figure 1*.

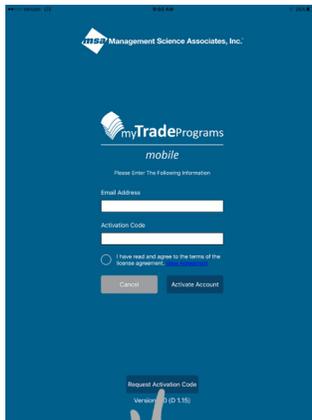


FIGURE 1



FIGURE 2

Enter your email address in the appropriate field, then tap **Request**, as shown in *Figure 2*. The code will be sent to you via email from the MSA Product Support Help Desk.

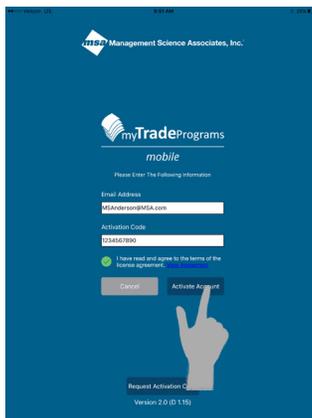


FIGURE 3

Enter your email address and the code into the appropriate fields of the application. Then, tap on the empty circle to left of the license agreement text. You will then see a green circle with a check mark next to the license agreement.

Tap **Activate Account** to proceed, as shown in *Figure 3*. You will then be prompted to create a password for your account.

### Requirements for *MTPmobile* passwords:

- A minimum of 8 alphanumeric characters.
- At least one alphabetical character and one numerical character must be included.
- Special characters (!@#\$, etc.) are permitted.
- Passwords can use upper or lower case letters.
- Keep in mind that passwords are case-sensitive.

MSA Product Support Help Desk: 1-877-544-4435 or [ProductSupport@MSA.com](mailto:ProductSupport@MSA.com)



# ENROLLMENT - ENROLLING A STORE IN A TRADE PROGRAM

## CREATING AN ENROLLMENT

1. Select an unenrolled store from the list. You will then be taken to the *Trade Program* list.
2. Tap **Create New Enrollment** to create a contract, shown in *Figure 1*.
3. Then, decide to enroll a single store, or multiple stores, as shown in *Figure 2*. Tap **Next**.

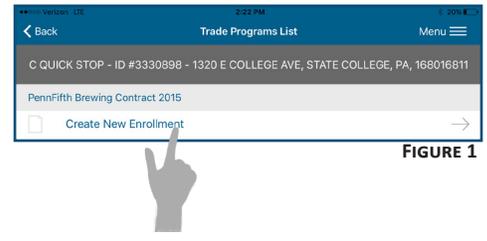


FIGURE 1

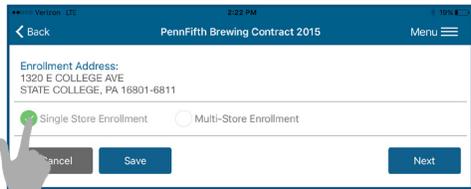


FIGURE 2

4. Complete the contract details set forth on the next screen:
  - Add the store's payment address information manually or, if that information is the same as the address above, tap the slider indicating "Same as physical address," shown in *Figure 3*.
  - Be sure to select items that meet the contract's requirements.
  - Select a distributor.
  - Have a store representative fill out their information in the appropriate fields, sign their name, and authorize the enrollment.
5. Tap **Submit**. You must then confirm the enrollment, as shown in *Figure 4*.

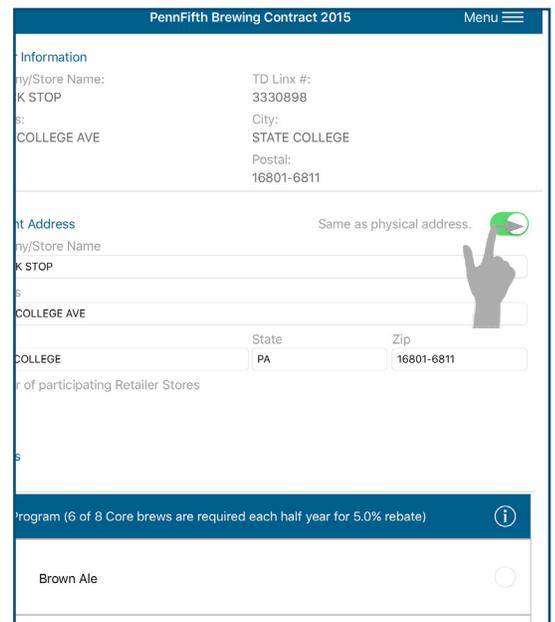


FIGURE 3

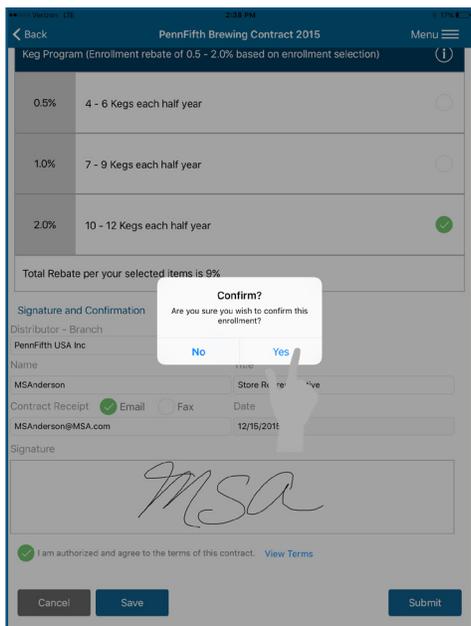


FIGURE 4

*If errors are present, you will be able to fix those errors, re-submit the contract, and confirm.*

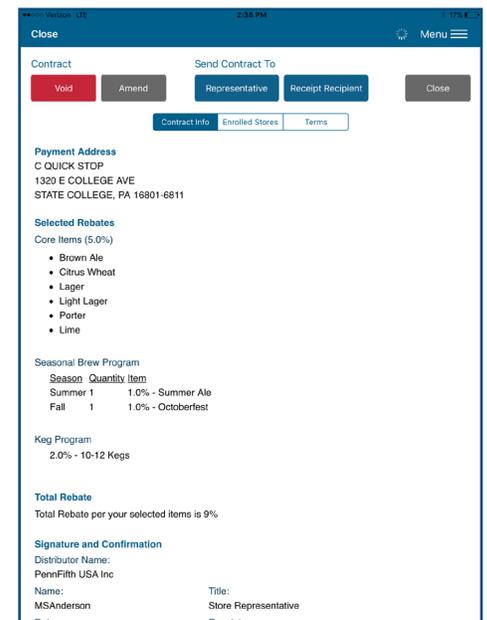


FIGURE 5

6. You have successfully enrolled a store in a program! You should see the *Contract Summary* screen, shown in *Figure 5*. A copy of this contract will be sent to you via email.
7. Close the *Contract Summary* screen to be taken back to the *My Stores* list.



# ENROLLMENT - VOIDING AND AMENDING ENROLLMENTS

## VOIDING ENROLLMENTS

Begin on the My Stores list.

1. Tap to select the appropriate enrolled store.
2. Then, tap on the enrollment you wish to void to return to the *Contract Summary* screen.
3. Tap **Void**, as shown in *Figure 1*.
4. On the next screen, shown in *Figure 2*, select a reason for voiding the contract, or manually enter a reason for the void.
5. Tap **Yes** to confirm the void, when prompted. Please note that this action will void the enrollment for *all* stores included on the enrollment.

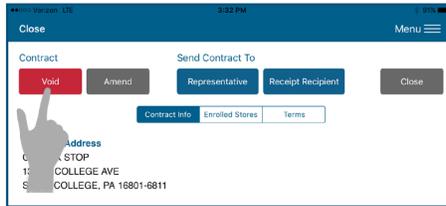


FIGURE 1

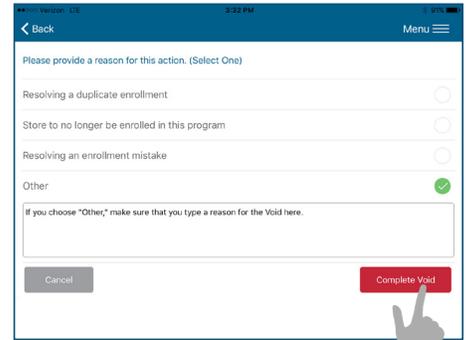


FIGURE 2

## AMENDING AN ENROLLMENT

Begin on the *My Stores* list.

1. Select the appropriate enrolled store.
2. Return to the *Contract Summary* screen by tapping on the existing enrollment.
3. Tap **Amend**. Then, choose a reason for the amendment, as you would for a void. You will then be able to amend any part of the contract, including the stores enrolled and the items associated with the enrollment.

### To Remove Stores from the Enrollment

- Tap **Enrollment Stores**.
- Tap the corresponding, empty circles to select the stores to remove from the enrollment.
- Tap the footer to remove the selected stores, as shown in *Figure 3*.

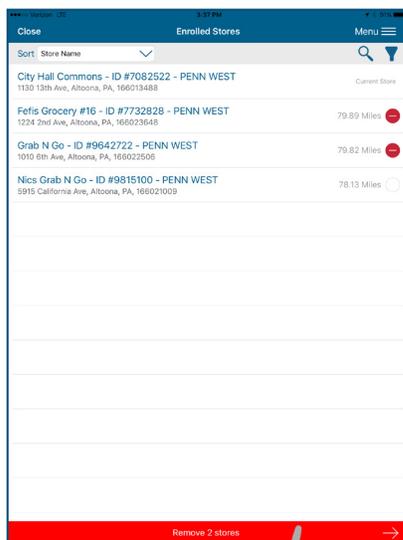


FIGURE 3

### To Add Stores to the Enrollment

- Tap **Stores from previous enrollment year** or **Stores from My Stores** to view additional stores.
- Tap the corresponding, empty circles to select the stores to add to the enrollment.
- Tap the footer to add the selected stores, as shown in *Figure 4*.

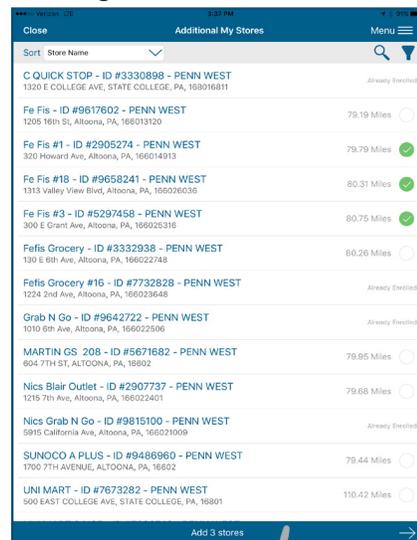


FIGURE 4

4. After you have finished adding and removing stores, tap **Next** to proceed to the *Contract Details* screen.
  - Here, you can **amend** the contract's details as needed.
5. Obtain the required signature from the store representative and tap **Submit** to complete amending the enrollment.



# E-ORDERING - CREATING AND SUBMITTING AN ORDER

## CREATING AND SUBMITTING AN ORDER

Begin on the *My Stores* list.

1. Find and tap on the appropriate, eligible store.
2. Select a distributor from the *Store Orders* screen by tapping on "Create New Order," as shown in *Figure 1*.
3. From the *My Items* list, find the items you would like to order using the **Search** or the **Filter** functions, labeled in *Figure 2*.

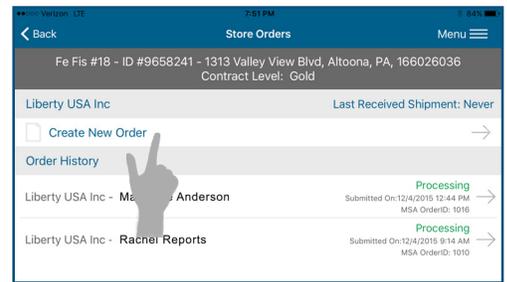


FIGURE 1

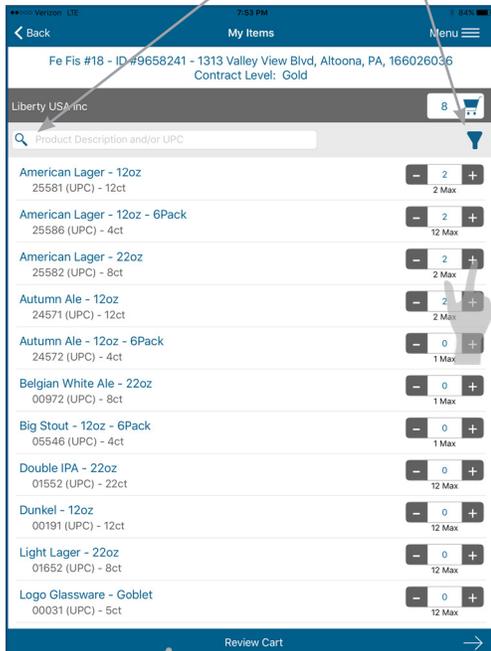


FIGURE 2

4. For each item, use the item counter's + or – buttons to add or subtract items from your cart.
  - Remember! The item count is different from the item quantity. For example, an item reading as 12ct will mean that it is a package of twelve (12), not twelve (12) packages.

5. When you are done adding items to your cart, tap on the blue footer labeled **Review Cart** to confirm or edit your cart.

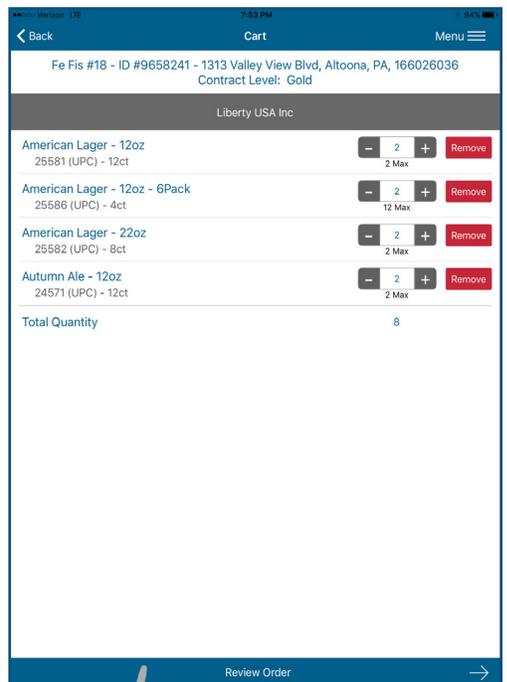


FIGURE 3

6. If your cart has the correct items and quantity of items, tap the blue footer, now labeled **Review Order**, shown in *Figure 3*.

7. You'll then be taken to the *Review Order* screen, shown in *Figure 4*. Here, you will be able to review your order and submit it. Be sure to have the store representative review the order, type in their own name and title, sign their own name, and tap the circle to confirm "I am authorized to place this order."

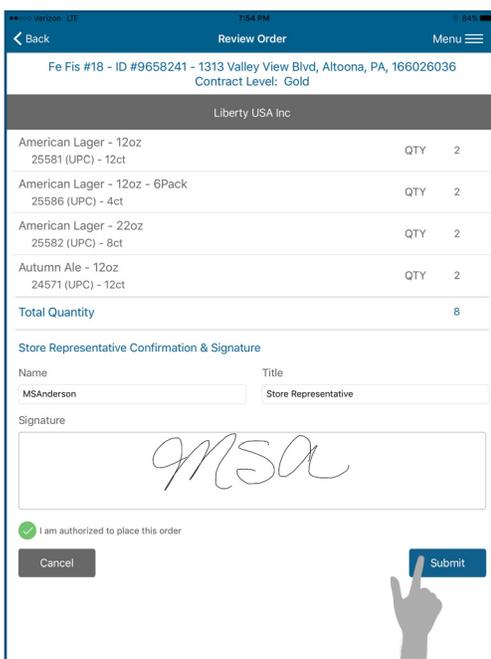


FIGURE 4

8. Tap **Submit**, as shown in *Figure 4*.

9. Confirm the order, then view the *Order Summary* that appears.

We recommend that you send a copy of the order to the store representative by tapping **Email Address** below "Send Summary To" on the *Order Summary* screen.



## E-ORDERING - ORDER STATUSES

Order Statuses tell you what stage in the ordering process a certain order has reached. See the chart below as a guide for your Order Status.

<b>Submitted</b>	The order is submitted in the application, but the device has not synced. The order is still voidable at any time.
<b>Accepted</b>	The order has been submitted and the device has synced. The order is still voidable before 12:00AM EST (midnight).
<b>Processing</b>	<b>Accepted</b> orders change to <b>Processing</b> at 12:00AM EST and are no longer voidable.
<b>Processed</b>	The order has been processed in the <i>Clearinghouse</i> , but not yet sent to the distributor.
<b>Partially Processed</b>	Order has been processed in the <i>Clearinghouse</i> , however not all line items on the order were successfully processed. Order has not yet been sent to Distributor. Items that were not successful may successfully process on future <i>Clearinghouse</i> processing runs.
<b>Processing Error</b>	Order has been processed in the <i>Clearinghouse</i> , however all line items on the order were unsuccessful in being processed.
<b>Void Pending</b>	A void has been requested; however, the void transaction has not yet been synced. You can only void in <b>Submitted</b> or <b>Accepted</b> status.
<b>Voided</b>	Order has been successfully canceled. An order goes from <b>Void Pending</b> to <b>Voided</b> upon the void transaction being synced.
<b>Submitted - Sync Error</b>	The order has not been sent to MSA. Attempt to perform a Full System Sync or contact the MSA Product Support Help Desk for assistance.
<b>Void Pending - Sync Error</b>	The order has not been sent to MSA. Attempt to perform a Full System Sync or contact the MSA Product Support Help Desk for assistance.
<b>Sent to Distributor</b>	The order has been sent to the distributor for fulfillment.
<b>Partially Sent to Distributor</b>	Order has been sent to the distributor for fulfillment, however some line items have not yet been sent as they have not processed successfully. Items that were not successful may successfully process on future <i>Clearinghouse</i> runs.





**HEADQUARTERS**

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