



SAMSIIC / MGUK POST PANDEMIC RECOVERY DEVELOPMENTS

To support Samsic and its client base in their recovery following the ongoing challenges created by the Coronavirus pandemic, Merton Group UK Ltd have evaluated both the cost-to-serve and pricing models within the Samsic Supply Agreement.

The newly signed agreement includes:

- **Current price freeze in place (for 2021)**
- **A price reduction, across the entire product portfolio**
- **Extended rebate scheme**

To enable these cost savings, we have updated the cost-to-serve agreements at contract level. This includes:

- Small increase to minimum order values
- Orders via schedules or 3 – 5 day lead times and using standard delivery services

This should also reinforce Samsic’s desired approach to stock and consumable management across all sites.

Projects to be rolled out as part of the new agreement:

- Reduction of White Glove Services - wherever possible with a project designed to convert sites to standard delivery if and where possible.
- Latent Spend - maximising opportunities offered by Samsic’s captive market we will identify all potential additional spend available across the entire estate.
- Innovation Delivery - formalising the approach to product development and innovation. This will culminate in regular updates from MGUK with potential product developments including time savers, greener choices and latest advances.

Projects will be managed by Paul Mundy and his Team working with the Samsic Divisional Management Team.

Please refer to the included and updated FAQ / Supply Guide for more details regarding the above.

Noted in that guide are Key Contacts -

Paul Mundy – National Sales Manager	pmundy@mertongroup.co.uk	07734 366 081
Iain Houston – Group Sales Manager	ihouston@mertongroup.co.uk	07712 407 480
Simon Lester – Group Sales Manager	slester@mertongroup.co.uk	07918 760 092
Chris Ware – Group Sales Manager	cware@mertongroup.co.uk	07864 918 555

SUPPORT SUMMARY

Please read on for more details about the services available from the MGUK Team which you may be unaware of currently.

Pro-active Attendance to Management, Start-up, Sales and Divisional/Regional Meetings along with daily attendance at site level whenever required including -

- Direct Access to Area Sales Managers
- Direct Access to National Account Manager
- Direct Access to Director Level support

EDI Templa Ordering Integration and Technical Support

Technical Product Helpline

Full UKAS Accredited Laboratory

Training Facility via various supporting Manufacturers *including* Chemical and Cleaning products

Onsite Training and Conversion Support

Free Samples and Product Trials

Special Product Sourcing and Holding

3rd Party Manufacturer and

Distributor Stock Support

Site Level, Regional and Global Estate Reporting on -

- Spend
- Product Usage
- Order Patterns
- *Bespoke Data*

Marketing Department Bespoke Support –

- Samsic Display Materials
- Samsic Literature
- Samsic Sales Collateral
- Product Information
- Environmental Promotion
- Conversion Materials
- Project Support i.e. provision of necessary graphics and information for the Samsic Online Training Developments

Start-Up and Ongoing Site Support –

- Site Surveys
- Site Installs
- Start-up Product Review/Recommendation
- Start-up Training and Conversion

FOL Dispensers *including fitting*

Tender Support *including content, presentations attendance, pricing and soft launch branded products*

Access to MGUK 360 (Swiftcloud) App OR potential integration to the Samsic App for –

- Complete catalogue of products
- MSDS and Technical Data
- Product Specifications
- Downloadable Display/Support Materials
- Quick Communication Requests – Surveys, Installs, Start-Up Details, Complaints & Concerns
- Live Chat
- Reporting Access (P2)
- Audit Reporting (P2)
- POD Access (P2)
- Wallchart Building (P2)