IvyRep

A green and black logo

Description automatically generated with low confidenceFrequently Asked Questions

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**IvyRepTM iPad Application**

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**DOCUMENT HISTORY**

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1. **My dashboard is not displaying the KPIs. What is wrong?**

If you don’t synchronize your master data, the KPIs appear blank on the dashboard. Before you start for the day, download master data on the Synchronization screen on your IvyRep app.

1. **Why visit plan shows doctor visits out of my route?**

Please contact your Area Sales Manager (ASM) to reset your visit plan. The ASMs configure visit plans on the backend web portal.

1. **The app is not letting me submit my Monthly Tour Plan for review as I crossed the submission date.**

Monthly Tour Plans must be supported by the end of the month. If you missed the deadline, the app auto-submits the previous month’s plan.

1. **Whom should I contact when my Stockist says no samples are available for distribution?**

Stockists replenish samples every 2 weeks. You can select “No samples for distribution” on your app to let your supervisor know.

1. **My data upload was disrupted due to a poor network connection. If I re-upload, will my master data be overwritten?**

The backend server saves master data with timestamps. Re-upload will not cause any issues to your sales records.

1. **I forgot to synchronize before raising a DCR Unlock request.**

Synchronization fetches the latest data from the backend server. Your unlocked DCR will have the old visit data and the app will not unlock the DCR.

1. **My non-field activities are not updated and appear blank on the tour plan.**

Your supervisor must approve non-field activities. Without approval, the app will not update them on the tour plans.

1. **I’m working with two other representatives from my area for the day. Can I enter their details too?**

Yes, you can include as many representatives as you work with on the app.

1. **My reports show wrong sales data. How can I modify them?**

Reports fetch information directly from the master sales data. Upload any changes to the sales data to the server. Synchronize again to view your sales data on the reports.

1. **I have the previous version of the application. How do I get the latest version?**

If there are new releases, your app will show notifications to download the new version. You cannot install new versions on your own from the Play Store.