



# **MERCHANT LINK**





# ABOUT US

We are a specialist inside sales and revenue activation partner for construction product suppliers.

Our focus is simple: helping suppliers selling into builders' merchants get more consistent value from their existing accounts, without adding permanent sales headcount.

We work alongside field sales teams to re-engage dormant accounts, improve order frequency, support product launches, and provide reliable sales coverage where internal resources are stretched.





# HOW WE WORK

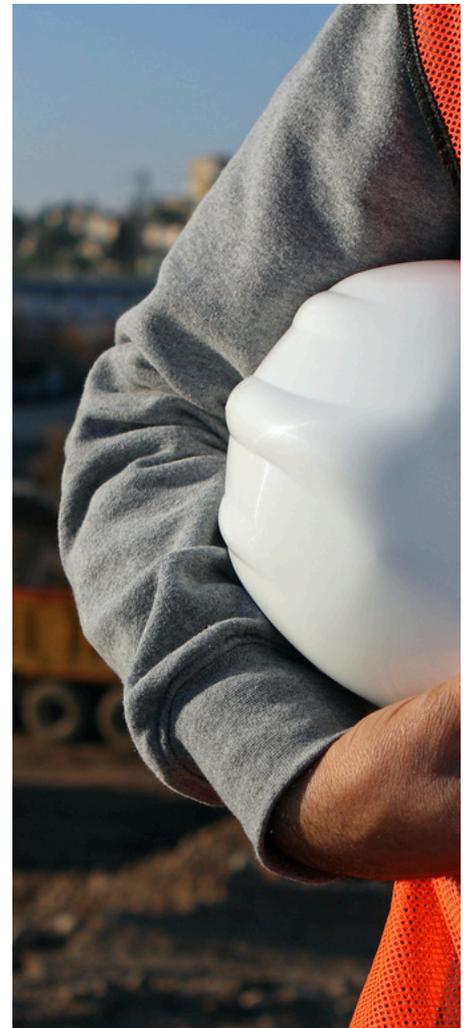
Construction is a relationship-driven industry. Phone calls, trust, and commercial understanding still matter. Our approach reflects that.

We don't operate as a call centre, and we don't apply generic marketing tactics.

Every programme is built around:

- Practical, relationship-led conversations
- Clear commercial objectives
- Defined account lists and territories
- Structured hand-off to existing sales teams

The aim is always to support and strengthen the supplier's existing sales operation, not replace it.

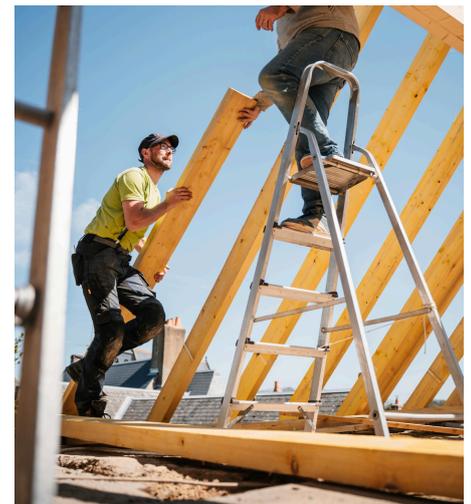




# WHY CHOOSE US

Suppliers choose to work with us because we:

- Understand how construction buying decisions are made
- Speak the language of merchants and trade buyers
- Focus on measurable commercial outcomes, not activity for activity's sake
- Offer low-risk pilots and clear reporting
- Fit naturally alongside existing field sales teams





# OUR PHILOSOPHY

Good sales support in construction is not about volume calling or aggressive scripts.

It's about:

Consistency  
Commercial awareness  
Following up when others are too busy  
Making it easier for customers to buy

That's what we provide.





# OUR PILOT SERVICE

We understand that introducing a new inside sales partner can feel like a big step.

That's why we offer pilot programmes across any of our services at a reduced rate, so you can test our approach and see measurable results before committing to a longer-term engagement.

**Choose a service from our portfolio, including:**

- Merchant Account Reactivation Programme
- New Product / Range Launch Support
- Quote Follow-Up & Conversion Service
- New Business Development Programme
- Territory Coverage Support (Rep Assist)
- Seasonal Demand Activation
- Pre-Visit Account Qualification

**Duration:** 30 Days

**Account or territory list:** We work with you to select a target segment

**Channels:** Phone-based outreach (primary), Light email follow-up where appropriate

**You will receive a clear list of:** Contacted accounts, Reactivated or warmed accounts

This gives you both short-term revenue impact and longer-term commercial insight.

**At the end of the pilot, you receive:** Full account or territory reporting, Insights and feedback from merchants, Recommendations for next steps.

**You can then decide whether to:** Extend into a retainer or ongoing programme, Run a follow-up pilot on a different service, Scale up activity in line with results.

**Initial Investment: £1,500**



# OUR SERVICES

Merchant Account Reactivation Programme

New Product / Range Launch Support

Quote Follow-Up & Conversion Service

New Business Development Programme

Territory Coverage Support (Rep Assist)

Seasonal Demand Activation

Pre-Visit Account Qualification

Buying Group Engagement Programme

Inside Sales Retainer





## MERCHANT ACCOUNT REACTIVATION PROGRAMME

We restart buying conversations with dormant or underperforming builders' merchant accounts and convert them back into active, revenue-generating customers, without adding sales headcount.

We run a structured, relationship-led outbound initiative to re-engage a defined group of merchant accounts. The aim is to:

- Re-establish contact
- Understand current buying needs
- Identify barriers to ordering
- Prompt new orders, quotes, or rep follow-ups where appropriate

**Duration: Ongoing Monthly Service**

**Accounts covered:** Typically 50–100 existing merchant accounts per month  
Selected by the supplier (e.g. dormant, low-spend, underperforming)

**Channels:** Phone-based outreach (primary) Light email follow-up where appropriate

What you receive:

**You will receive a clear list of:** Contacted accounts Reactivated or warmed accounts  
This gives you both short-term revenue impact and longer-term commercial insight.

**Price: £3,000 per month**



## NEW PRODUCT / RANGE LAUNCH SUPPORT

We help construction suppliers introduce new products or ranges into builders' merchants more effectively, ensuring they gain awareness, early traction, and meaningful feedback, without relying solely on field sales coverage.

This programme is designed to support and accelerate launches, not replace existing sales teams. New products in construction often struggle because:

- Reps don't always have time to discuss new ranges on every visit
  - Merchants default to familiar products
  - Early feedback is fragmented or anecdotal
  - Stock is introduced without clear demand signals
- This results in slow uptake, poor visibility, and underperforming launches.

### What our New Product / Range Launch Support programme does:

We run a time-bound, phone-led outreach programme focused on introducing the new product or range to a defined list of builders' merchants. The aim is to:

- Make merchants aware of the new product
  - Explain where it fits and when it's relevant
  - Encourage trial orders or stocking discussions
- Gather structured feedback from the trade Identify high-potential accounts for rep follow-up

**Duration:** Typically 4–8 weeks

Targeted list of Existing active merchants Previously inactive or low-engagement accounts (where relevant)

**Channels:** Phone-based outreach (primary) Supporting email follow-ups where appropriate

**Price: £2,500 per product or range launch**



## QUOTE FOLLOW-UP & CONVERSION SERVICE

We help construction suppliers convert more issued quotes into confirmed orders, improve cash-in, and reduce revenue leakage caused by delayed or missed follow-up.

This service ensures quotes don't sit idle while sales teams are focused elsewhere. In construction, many quotes are lost not on price or product, but on timing and follow-up.

Sales teams are often:  
Too busy to chase every quote  
Focused on new opportunities rather than live ones  
Unable to consistently handle small-to-mid-value follow-ups

As a result, genuine buying intent is left unrealised. We provide structured, phone-based follow-up on live quotes, focused on moving the conversation forward and prompting a decision. The aim is to:

Confirm receipt of the quote  
Understand the current status and timing  
Address objections or questions  
Encourage progression to order  
Escalate viable opportunities to reps where appropriate

Conversations are handled in a practical, trade-appropriate manner, not with aggressive closing tactics.

**Duration:** Ongoing monthly service or time-bound campaign

**Quotes Covered:** Defined list of open or recently issued quotes.

**Typically focused on:** Small to mid-value quotes and quotes that reps don't have time to chase  
**Channels:** Phone follow-up (primary), Light email support where appropriate

**Price: £2,500 per month**



## NEW BUSINESS DEVELOPMENT PROGRAMME

To help construction suppliers win new merchant and trade accounts through structured, relationship-led outbound engagement, without relying solely on field sales prospecting.

This programme is designed to generate genuine new business conversations, not just leads. New business in construction is often inconsistent because:

- Field reps are focused on existing accounts
- Prospecting gets deprioritised
- Cold outreach feels disconnected from how the trade actually buys
- This results in slow pipeline growth and uneven territory development

We deliver targeted, phone-led new business outreach to pre-agreed merchant and trade accounts. The aim is to:

- Introduce your business and offering clearly
- Identify buying needs and current supply arrangements
- Qualify genuine opportunities

**Secure next steps such as:**  
Trial orders, Quote requests, Rep meetings

**Duration:** Campaign-based or ongoing programme

**Quotes Covered:** Agreed list of new merchant or trade accounts Prioritised by territory, segment, or product category

**Channels:** Phone follow-up (primary), Light email support where appropriate

**Price: £3,500 per month**



## TERRITORY COVERAGE SUPPORT (REP ASSIST)

We provide reliable inside sales coverage for defined sales territories, supporting field sales reps by maintaining regular merchant contact, identifying opportunities, and ensuring no accounts are neglected due to time or travel constraints.

This service strengthens territory performance without increasing permanent headcount.

Field sales teams are most effective when focused on high-value accounts, site visits, commercial negotiations and strategic relationship building.

However, many territories suffer because reps cannot regularly contact every merchant, smaller or lower-frequency accounts receive minimal attention and opportunities go unidentified between visits. This leads to missed revenue and uneven territory performance.

We act as an inside sales extension of your field sales team, working to a clearly defined territory and account list. The aim is to:

- Maintain consistent contact with merchant accounts
  - Prompt reorders and product discussions
  - Identify upcoming demand or issues
  - Surface opportunities that warrant a rep visit
- All activity is aligned with the rep's priorities and sales objectives.

**Duration:** Ongoing monthly support

**Territory Coverage:** Defined territory or region; Agreed list of merchant accounts per territory

**Channels:** Phone follow-up (primary), Light email support where appropriate

**Price: £3,500 per territory, per month**



## SEASONAL DEMAND ACTIVATION

We help construction suppliers capitalise on time-sensitive buying windows by activating merchant demand ahead of, and during, key seasonal periods.

This service ensures seasonal products are front-of-mind when merchants are ready to buy, not discovered too late. In construction, seasonal opportunities are often missed because:

- Merchants order reactively rather than proactively
- Reps cannot contact every account at the right moment
- Seasonal messaging gets lost among day-to-day sales activity

As a result, suppliers face rushed production, missed sales, or excess stock once the season passes.

We run a time-bound, phone-led activation campaign focused on preparing merchants ahead of peak demand and prompting timely orders. The aim is to:

- Create early awareness of seasonal products
- Understand anticipated demand at branch level
- Encourage forward ordering or stocking decisions
- Support merchants with planning rather than last-minute buying

Conversations are practical and trade-focused, aligned with how merchants actually plan their workloads.

**Duration:** Typically 4 weeks, timed to suit the buying cycle

**Merchant Coverage:** Existing active merchants, High-potential or historically seasonal buyers

**Channels:** Phone follow-up (primary), Light email support where appropriate

**Price: £2,500 per seasonal campaign**



## PRE-VISIT ACCOUNT QUALIFICATION

We ensure field sales visits are better prepared, better targeted, and more productive by qualifying merchant accounts ahead of time.

This service helps sales teams focus their time on visits that are most likely to result in meaningful commercial outcomes. In construction sales, reps often arrive at visits without clarity on:

- Current buying intent
- Upcoming projects or demand
- Stock issues or gaps
- Whether the account is actually ready to buy

This leads to wasted travel time, reactive meetings, and missed opportunities.

We conduct phone-based qualification calls ahead of scheduled or planned rep visits. The aim is to:

- Confirm whether a visit is commercially justified
- Identify what the merchant wants to discuss
- Surface opportunities that need rep involvement
- Equip reps with clear context before they arrive

This turns visits from check-ins into purpose-driven sales conversations.

**Duration:** Campaign-based or ongoing support

**Accounts Covered:** Defined list of merchant accounts scheduled for rep visits

**Channels:** Phone follow-up (primary), Light email support where appropriate

**Price: £3,500 per month**



## BUYING GROUP ENGAGEMENT PROGRAMME

We help construction suppliers increase visibility, compliance, and share of wallet within buying group member merchants by providing consistent, structured engagement at branch level.

This programme ensures buying group agreements translate into real, repeat purchasing on the ground. Buying group agreements often look strong on paper, but in practice:

- Branches are unaware of full ranges or agreed terms
- Group deals are not consistently prioritised
- Reps cannot visit every branch frequently enough
- Head office visibility doesn't reflect branch-level reality

This leads to underperformance against agreed group potential. We deliver a structured, phone-led engagement programme focused on buying group member branches. The aim is to:

- Reinforce awareness of group-agreed ranges and terms
  - Encourage consistent purchasing behaviour
  - Identify branches underutilising the agreement
  - Surface issues preventing compliance or uptake
  - Support field sales teams with prioritised branch insight
- Conversations are commercial and practical, aligned with how branches actually buy.

**Duration:** On-going monthly engagement

**Accounts Covered:** Defined list of buying group member branches

**Coverage prioritised by:** Spend potential, Historical performance, Strategic importance  
**Channels:** Phone follow-up (primary), Light email support where appropriate

**Price: £4,500 per month**



## INSIDE SALES RETAINER

We provide construction suppliers with consistent, ongoing inside sales support that strengthens account engagement, supports field sales teams, and delivers predictable commercial momentum.

This retainer is designed for suppliers who want a longer-term sales partner, not a one-off campaign. Many suppliers struggle to maintain consistent account contact because:

- Field sales teams are focused on high-value or reactive work
- Smaller or lower-frequency accounts receive minimal attention
- Short-term campaigns create spikes, but not sustained momentum

This results in uneven performance and missed revenue between rep visits. We act as a dedicated inside sales extension of your commercial team, delivering structured outbound activity across agreed accounts, territories, or buying groups.

The aim is to:

- Maintain regular merchant contact
- Drive reorder activity and order frequency
- Support product, seasonal, and promotional initiatives
- Surface opportunities for field sales follow-up

All activity is aligned with your sales priorities and internal processes.

**Duration:** Ongoing monthly retainer

**Coverage:** Defined territories, account lists, or buying groups, Scope tailored to business priorities

**Channels:** Phone follow-up (primary), Light email support where appropriate

**Price: Dependant on services required 20% discount on all retainers**

### What we handle

- Consistent outbound contact with merchant accounts
- Relationship-led commercial conversations

**Promotion of:** Core product ranges, priority or strategic lines, Seasonal or campaign-led initiatives

**Identification of:** Reorder opportunities, Underperforming accounts, Competitive pressure at branch level Qualified hand-off to field sales teams where appropriate.

**\* All Inside Sales Retainers have a minimum commitment of 6 months to ensure consistent results and measurable commercial impact. "**



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