

PFW eServices

# PFW eServices

Adding self service to your full-service dealership

## Key Features

- Online administration tools to customize your eServices web site's color combinations by branch, logos, pictures, messages and contact/carbon-copy contact e-mail addresses
- Preview changes made to the site—before they are applied site-wide
- eServices' security features allow you to control and customize each customer's access to your site
- Maintain promotional messages and product specials
- Create a user-defined dealership contacts page
- Perform a site-traffic analysis to find out who is visiting your eServices site, and how frequently
- Link from each eServices screen to the built-in help system, which provides detailed screen descriptions and how-to instructions

## Take a tour of eServices!

To view a demo of PFW eServices, please call (519) 474-3300 ext. 230.

PFW eServices allows you to extend your dealership's services via the Internet. For your customers' convenience, eServices offers an around-the-clock ability to electronically access their account and equipment information, perform service scheduling, order parts, and print out copies of individual invoices.

Your dealership's eServices site gives your customers an increased level of information convenience and control. Your customers expect you to deliver an array of services, with the same quality of service they receive in person—and with eServices, you can. The results are better customer relationships, which increases loyalty and raises retention rates.

## Reduce Costs

As transactions are performed electronically, your dealership saves time and money. As an example, your accounting department will spend less time dealing with inquiries, as customers can view online account information and print invoices. As well, the sales and service departments can devote more time to improving the quality of day-to-day walk-in business, and view current customer data as customers update their equipment profiles.



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Welcome to eServices.  
Enjoy your stay.

Your eServices web page is a personalized dealership portal for your customers.

## Integration

With eServices, you can gain a competitive advantage over those whose business-system provider isn't offering their customers integrated e-business applications. Customers can see account information, check outstanding invoices, review recent payments, and even print copies of old invoices—complete with electronic signatures. This viewable data is even more valuable when you consider it is real-time, as it's contained in the business system.

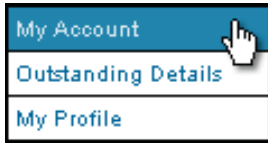
## Innovation

eServices' interface is the familiar web browser, which provides easy navigation of your eServices web site. Customers have access to their information with just a simple click of a mouse, so they can get the information they need—when they need it. Additionally, through a dealership's eServices page, links can be provided to online manufacturers' parts books so that your customers don't have to possess part numbers, names, and descriptions.

Once authorized users are securely logged into eServices, they can work in a customizable environment in order to maintain and receive information regarding their account, equipment and parts inventories, perform transactions, and accept quotes. Customers can also save time by, for example, creating purchase orders in eServices, which eliminates phone calls, paper or e-mails, or faxes.

## Customer Self Service

eServices frees up your staff, by allowing your customers to view details of their outstanding account balances, tax summaries for selected invoice groups, and to reproduce invoices. With eServices, customers can also update their profile and equipment information, notify the dealership that they want to trade or sell, schedule service, shop for and order equipment and parts, purchase merchandise, look up their own work orders and identify repairs, check their rental invoices, add to a machine's parts history, and interact with a complete parts, service and equipment quoting system.

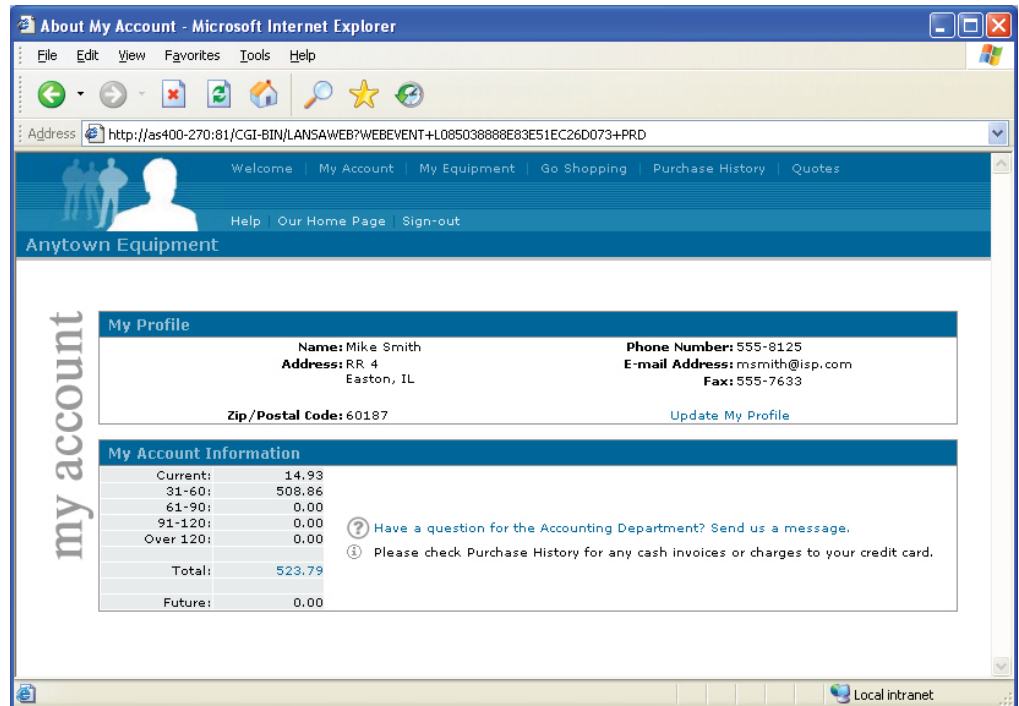


## System Requirements

- Windows® Vista Business, 2000 or XP Pro SP2 Operating System
- Processor and memory size based on Operating System recommendations (or greater)
- Internet Explorer 5+
- Ethernet Ready
- IBM® Power6™ recommended, scaled by number of users
- 8 GB RAM for server or greater, depending on number of users
- VPN access to server via Internet
- 512 Kbps remote store connection, determined by number of devices
- Current PFW system release
- Current IBM OS release
- LANSA® License
- Internet connection
- Firewall solution recommended

## Request More Information

If you would like more information, please visit [www.pfw.com](http://www.pfw.com) or contact our Sales Team at (519) 474-3300 ext. 230 or [sales@pfw.com](mailto:sales@pfw.com).



Check on your account information anytime, from anywhere, via the browser-based "my account" screen.