

Customer Intelligence

By adding a self-service component to your full-service dealership, you offer your customers an around-the-clock ability to manage their relationship with you and an increased level of information convenience and control. PFW eServices provides Customer Intelligence and results in better customer relationships—ultimately increasing loyalty and retention rates.

Outstanding Details

my account

Sort by: Date

Outstanding Details

Invoice Number	Date	Location
044885	12/23/2004	Guelph
M00459	12/05/2004	Guelph
044793	11/29/2004	Guelph
044670	11/16/2004	Guelph
043911	11/15/2004	Guelph
043656	11/01/2004	Guelph
042945	10/12/2004	Guelph
042943	10/12/2004	Guelph

(1 - 8)

My Account

Customers can look up the status of their account, view details of outstanding balances, and regenerate invoices, (complete with signature if Signature Transaction Terminals are used in the dealership) without ever having to place a call to your dealership. They can even update their own profile, including address and phone number, so your sales and service departments will have access to the most current contact data available to them.

My Equipment

my equipment

About My Equipment

Description	Model	Serial Number
02 Toyota Highlander	YT02	5409910E071243
Used Clark Lift Trk	500	5409140T2344124
Jd 6110L Openstation	6110	M9876504
Jd9650	9650	222888
Jd 7720 (Breim/Mraln)	7720	620206
Jd 9500	9500	647096
2555 2W		N/A
Jd 7720		620206
Jd 9500		647096
Jd9650		222888
686 Snow		W00686X001582
20" 4-Cyl Mower	20	21311
Quick Hitch	HTCH	N/A
Tractor	2120	70451

Schedule Service

Update Hours

Interested in selling?

No longer owned?

My Equipment

Customers can view and update information about the equipment they own, including service history and recommended maintenance schedules with detailed descriptions. If desired, customers can also schedule service agreement (preventative maintenance) work, and notify the dealership if they want to sell or trade a piece of their equipment. To increase the trade-in values of their equipment, eServices also allows the customer to eliminate their personal self-managed equipment database and load and maintain all equipment history directly into My Equipment.

Go Shopping

Your customers can browse and shop for parts for pickup or delivery and view equipment the dealership has for sale. To make ordering easier, links can be provided to online manufacturer parts books so that your customers don't have to possess part numbers, names and descriptions. Additionally, if PFW's Service Agreement Management is set up, customers can also purchase parts from existing lists for specific repairs. As an extension to eServices, the eMerchandise software allows you to provide yet another opportunity for your customers to get what they need from you—from safety equipment and equipment manuals to toys and clothing.

Purchase History

Without needing to place a single call to your dealership office, your customers can look up their own work orders and identify repairs, check their own rental invoices, find out what parts they purchased for a particular machine the year before and then print copies of the invoices themselves, plus view a tax summary for a selected group of invoices.

Quotes

Your customers can display outstanding parts and service quotes, view quote details, accept a quote and schedule service with your dealership's service department, as well as request a re-quote if a quote has expired.

eServices: Intelligent software for your dealership too.

eServices offers features that allow you to customize the software to meet your own individual company needs: online administration tools to specify color combinations by branch and the ability to add logos, pictures, messages and contact e-mail addresses; promotional message and product specials that can be maintained by user; an on-screen link to the built-in help system on each page which provides detailed screen descriptions and how-to instructions, as well as the ability to perform site-traffic analysis to find out who is using your eServices site and how frequently.

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