



# SiteWatch<sup>®</sup>

A POINT-OF-SALE SYSTEM FOR THE QUICK LUBE INDUSTRY



DRB Systems, Inc.

THE POWER IS IN THE SOFTWARE

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## A Closer Look At SiteWatch Capabilities



### SiteWatch As A Bay Workstation

- ▶ Supports touch screen, mouse or standard style keyboard.
- ▶ Touch screen option allows for reduced training and more productive staff.
  - Configurable screens allow multiple pages of buttons for quick, easy access.
  - Small footprint takes up minimal counter space.
- ▶ All reports can be run throughout the day, at any station (with proper security passcode).
- ▶ Accurately tracks tens of thousands of inventoriable items.
- ▶ Prints multi-color invoices, service recommendations, workorders and Chek-Chart diagrams from plain paper.



- ▶ Static sticker printer allows for configurable stickers printed at any time throughout the transaction.
- ▶ Bay station can support a cash drawer, mag-stripe reader (for credit card clearing) and bar-code reader.
- ▶ Tracks multiple sales roles, allowing you to reward the right person.
- ▶ No “Z” tape or closeout at day’s end. SiteWatch automatically starts the new day.
- ▶ Supports automated credit card clearing for fast, easy transactions.

### SiteWatch As A TimeClock

- ▶ Tracks up to 99 different labor departments. Each employee may punch into or out of any labor department throughout the day.
- ▶ Eliminate unplanned overtime by using the “Employees Present” and “Employees Available” reports.
- ▶ Track your staff by upper and lower tech as well as by individual sales roles.
- ▶ Tracks unlimited number of employees across the entire chain.
- ▶ Produces end-of-period time cards, allowing for the employee’s signature.
- ▶ By using the timeclock portion of SiteWatch, up-to-the-minute productivity statistics are available automatically.

### Multi-site And Remote Communications

- ▶ Comes with PC Anywhere, which can be installed on any IBM-compatible computer.
- ▶ Allows information to automatically replicate back to HQ or any off-site location.
- ▶ Key information can be assigned to replicate to all other locations. For instance, customer visit history can be sent to all locations within minutes of the original visit.
- ▶ Using “Replication” (optional), off-site locations can run any report available on the system for any of the locations.
- ▶ Configuration data can be changed at one location (with proper security, of course) and automatically updated to all other locations. This makes configuration control for a large chain of sites a much easier process.

## A Closer Look At SiteWatch Capabilities

### Inventory Control

- ▶ Track inventory units as they are sold and received.
- ▶ Supports bar-code scanning.
- ▶ Re-order quantity reports available anytime, at the bay, at the cashier, or in the office.
- ▶ Tracks cost-per-unit and produces an “Inventory Build-up Report”.

### Fleet Tracking

- ▶ Ability to assign fleet cards to individuals or companies.
- ▶ Scan fleet cards (or static stickers) with bar-codes for easy re-entry into system.
- ▶ Encourage repeat business by assigning special pricing to fleets.
- ▶ Group fleets into one account for monthly billing (monthly billing information only available through ODBC).



### Club Plans & Promotions (Optional)

- ▶ Club Plan tracking allows special packages and pricing for preferred customers.
- ▶ Tracks and controls pre-paid services, either in dollars or credits. When a customer’s account is running low, system automatically warns greeter or cashier. Renewal logic allows your cashier to re-energize a customer’s card easily and with full cash control.
- ▶ Supports “Frequent Buyer” discounts based on last visit date, number of credits, number of points, etc.
- ▶ Other available promotions include random winners or time windows.

### Open Database Connectivity (Optional)

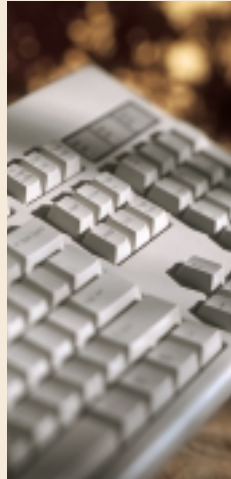
- ▶ Allows you to create your own reports using data collected by SiteWatch.
- ▶ Provides access to 48 of the most popular and useful SiteWatch tables.
- ▶ Protects your SiteWatch data through read-only access.
- ▶ Provides you access to your data through a password that you choose.
- ▶ Works with many ODBC-compliant applications, such as Microsoft® Office.
- ▶ Comes with example queries that you can modify to suit your needs.

### Credit Card Clearing (Optional)

- ▶ Approves credit card transactions directly from SiteWatch Cash Register, eliminating double entry.
- ▶ Accepts MasterCard®, Visa®, American Express® and Discover®.
- ▶ Provides report of credit card transactions for fast reconciliations.

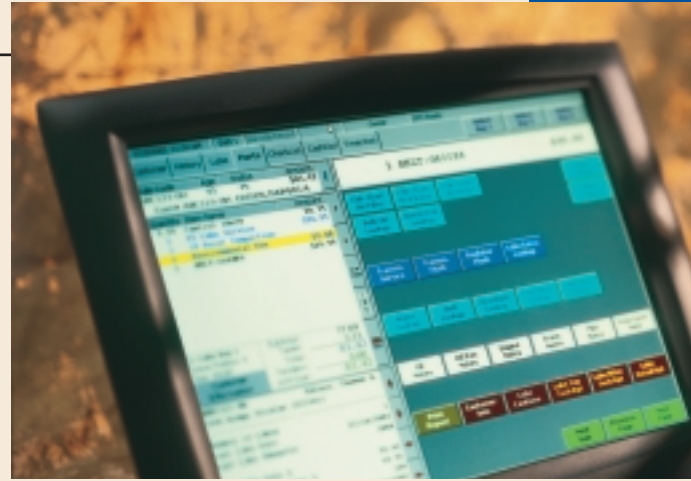
### Carwash Controller Interface (Optional)

- ▶ Assures that all cars entering the carwash must have an assigned number from the SiteWatch cash register. Numbers can be assigned in the quick lube or at the carwash entrance.
- ▶ Programs all functions automatically, thus assuring each car receives only what is ordered.



## Ease of Use Features

SiteWatch has been designed to be very easy for you and your staff to use. Because you can create the work flow to match your operation, transactions can be handled efficiently. Here are some examples of the work flow design:



Notes can be added quickly, providing important information for the next visit. These notes can come from your pre-set list or be added in free form.

Tab row buttons allow you to easily switch from screen to screen.

Filter type is automatically entered for repeat customers. This can be overridden if the customer changes their brand.

**North Coast Quick Lube**  
5/18/2003, 7:47 AM Shift 1 Henry Allison EPS Ready

History Lube Services **Sale Entry** Notes/Extras Time Clock Admin

Sale Code: 311 Age: 0 Status: -PL Amount: \$29.95  
Cust# DSI123-OH: BARTHELL,SUE Q

**Suggestion: Offer to replace the Rear Wiper for \$16.95 with the purchase of the front pair.**

Quantity	Item Name	Amount
4.53	Full Service Lube	29.95
	Bulk Castrol 10w-40	0.00
	Fram OF: 987ABC23	0.00
	15 Point Inspection	
	Note: Oil/Pan Gasket Leak	
1	Wiper Blade	16.95
1	Cash	49.90

In: Lube Bay 2 Queue Position: 1 Subtotal: 49.90 Taxes: 0.00 Total: 49.90  
Customer Information: Tenders: 0.00 Amt Due: 49.90

#DSI123-OH Barthell, Sue Q.  
1998 Chevrolet Venture Mini-Van (Silver)

Number of Visits: 9  
Last Lube Date: 03/13/2003  
Average Lube Sale \$: 43.37  
Last Lube Odometer: 78,454  
Lube Extra Service %: 50%  
Lube Extra Sales \$: 14.92

Buttons: Full Srv Lube, Lube 'n' Wash, Lube Lookup, Punch In Lube, Punch Out, Bay #1 Start, Bay #2 Start, Bay #3 Start, Password Access, Cancel Access, \$3 Off Lube, 10% Off Lube, 10% Sr. Citizen, Coupon Lookup, Lube Part Lookup, Enter Quantity, Enter Amount, Enter Barcode, Detail Lookup, Fuel Lookup, Free Form Note, Receive Invent., Lube Sales 1, Lube Sales 2, Lube Top Tech 1, Lube Top Tech 2, Lube Btm Tech, Current User, Lube Stats, Site Stats, Customer Info, Chk-Chrt Cautions, Employee Roles, Print Report, Open New Sale, Next Page

Create your own suggestive selling messages, which can be viewed automatically as any item is entered into the transaction.

Any key can have a short-cut assigned for quick entry from your keyboard.

SiteWatch allows multiple forms of customer input – either Touch Screen, mouse or standard keyboard.

Text Form Display can show key stats updated live for tight tracking of site performance.

Buttons can be placed where you want with choices of button heading, size and color.

Detailed sales history is available for all your locations.

Visit history can be viewed at a glance for all your sites.

Chek-chart service recommendations are shown to allow your staff to up-sell the customer.

Chek-Chart cautions are automatically displayed.

Service checklist is configurable by you, including the various service statuses.

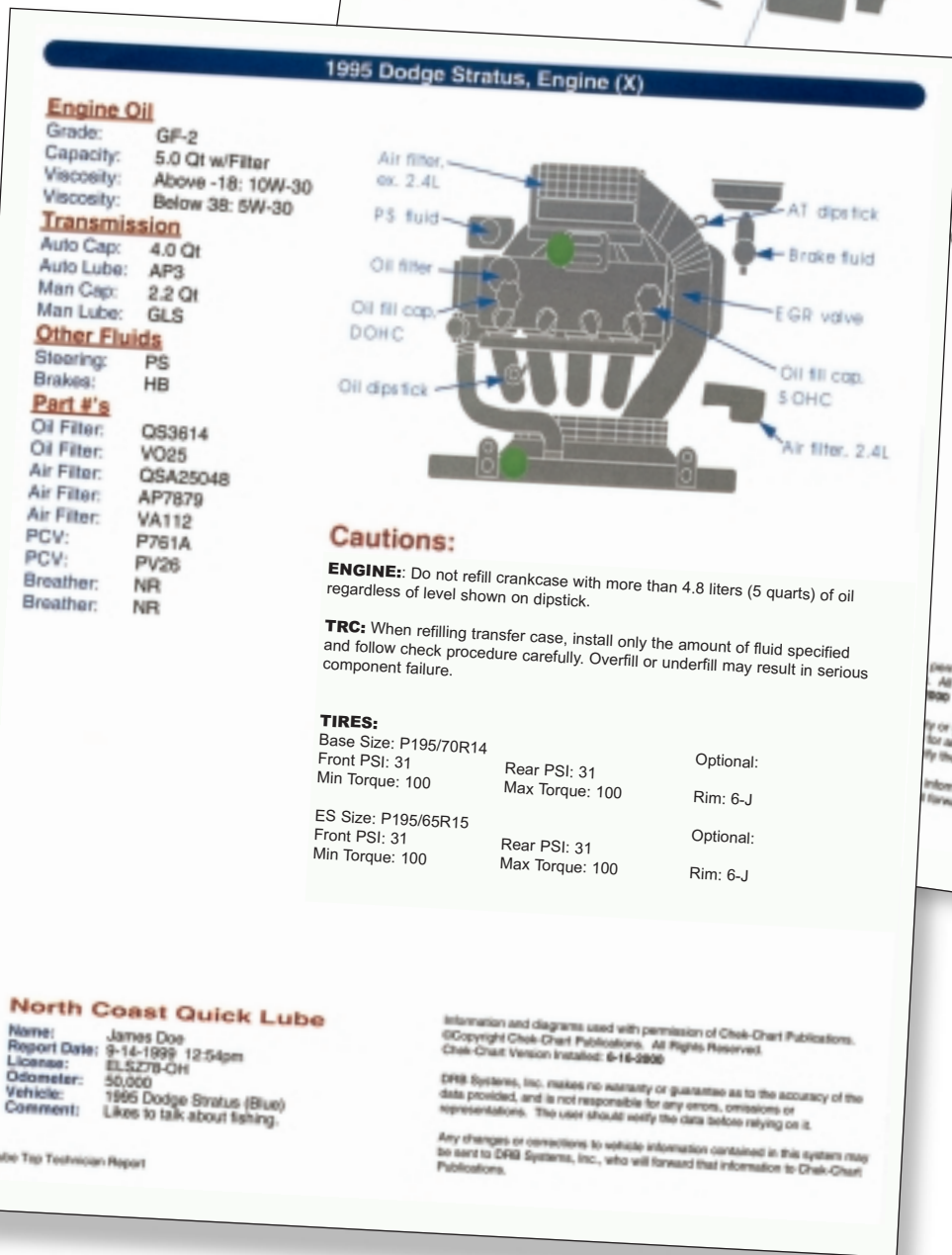
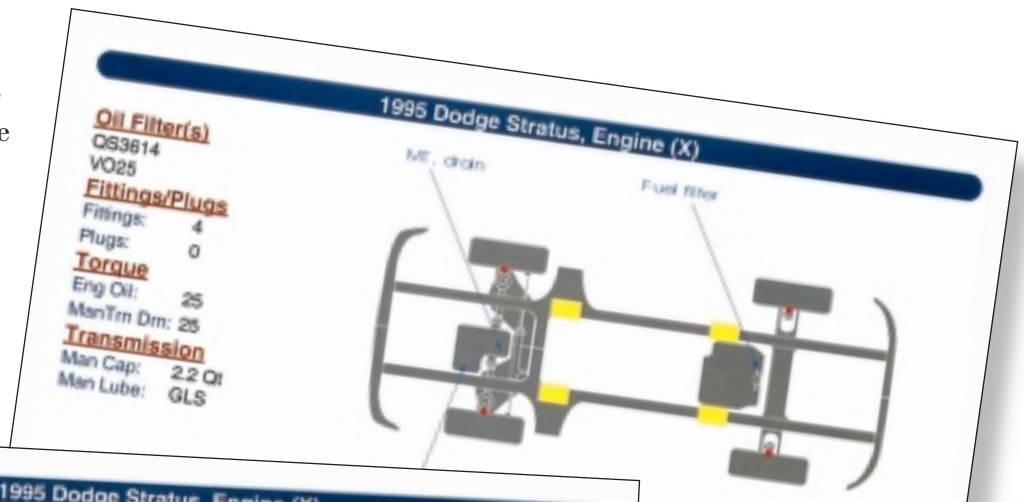
This list can shrink or expand, depending on the mix of services ordered.

Instructions can be created by you to match any line within the services being offered. Changing these instructions is easy and can be automatically replicated to any or all of your sites.



# Engine & Chassis Diagrams

With SiteWatch, you're able to see the Engine & Chassis diagrams for the vehicle, either viewed on screen or printed in color. These can be sent to an optional printer in the lower bay.



4.8 liters (5 quarts) of oil

CRDT

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ly or guarantee as to the accuracy of the for any errors, omissions or ty the data before relying on it.

information contained in this system may forward that information to Chak-Chart

# SiteWatch System Pricing

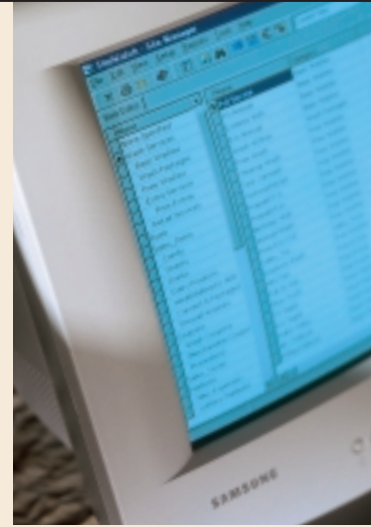
**SiteWatch System** ..... **\$12,995**

*SiteWatch Software Includes:*

- ▶ Two Site Manager Seat Licenses
- ▶ SiteWatch Reports
- ▶ Timeclock with Labor Costing
- ▶ Customizable Help Screens
- ▶ Vehicle Tracking
- ▶ Chek-Chart Database Software, Including Engine & Chassis Diagrams
- ▶ Basic Inventory
- ▶ Custom Forms Generator
- ▶ Work Flow Manager

*SiteWatch Hardware Includes:*

- ▶ Dedicated File Server with Windows NT
- ▶ Lube Bay Station, including PC Bay Terminal, Color Forms Printer & Static Sticker Printer
- ▶ Lube Cashier Station, including PC Cashier Terminal, Color Forms Printer & Cash Drawer



**Additional Bay Station** ..... **\$2,080**

*Includes:*

- ▶ Site Manager Seat License
- ▶ Forms Printer
- ▶ PC Bay Terminal

**Back Office Computer** ..... **\$1,890**

*Includes:*

- ▶ Site Manager Seat License
- ▶ Manager's Workstation PC

**Upgrade To Touch Screen Capability**

- ▶ Upgrade Lube Cashier Station or Lube Bay Station to Touch Screen ..... **\$690**

**Optional Component Prices**

- ▶ Club Plans & Promotion Giving ..... **\$1,990**
- ▶ Multi-site Replication (Allows replication between HQ and sites 1 & 2) ..... **\$4,995**
- ▶ Additional Replication Licenses ..... **\$395**
- ▶ Open Database Connectivity (ODBC) ..... **\$5,000**
- ▶ Credit Card Clearing ..... **\$1,615**
- ▶ Bar Code Reader ..... **\$995**

**Volume Discount Schedule**

- ▶ 2nd Through 5th System ..... **5%**
- ▶ 6th Through 10th System ..... **7%**
- ▶ 11th And Up ..... **10%**

**Other Notes**

Installation, freight & sales tax not included. For precise price estimates, please call for a quotation.

**Limited Warranty**

Seller warrants that it will repair or replace, at its option, any component listed above which proves to be defective in materials or workmanship within one (1) year of the date of installation.

See sales contract for complete disclosure of seller's warranty conditions.

*Prices are subject to change without notice.*



## SiteWatch Key Benefits

- ✓ **SiteWatch will save you and your technicians time.** SiteWatch creates a variety of reports, each designed to save you valuable bookkeeping time.
- ✓ **The system is very easy to use, allowing for faster training and quicker transactions.** Use a touch screen, standard keyboard or mouse to enter data. Custom short cut keys can be created to speed up your transactions.
- ✓ **By providing immediate sales feedback, your team will get a higher average ticket.** Just like in a sports competition, your technicians will perform better by always being able to see the “score” at any time.
- ✓ **Your labor expenses will be reduced.** SiteWatch’s timeclock feature allows your managers to see their exact labor productivity at any time of the day, resulting in more informed staffing decisions.
- ✓ **Keep tight control over your inventory** by using SiteWatch’s perpetual inventory capabilities. You can enter inventory and generate inventory reports at the bay stations.
- ✓ **Increase repeat traffic by using the automated Word for Windows™ interface for mailing reminders.** You’re able to generate reminders and other mailings, using the most popular word processing software sold today.
- ✓ **Keep a close eye on all your sites by using PC Anywhere** at any time to see the latest performance information for that site. You can see exact numbers at any time without interrupting site operations or optionally use replication.
- ✓ **SiteWatch is upgradeable to handle up to 64 workstations per site,** interface to gas pumps, carwashes, and tie into a credit card network.
- ✓ **Impress your customers with multi-color forms,** generated from plain, non-pin-fed paper. By using plain paper and hi-speed inkjet printers, you no longer need to stock multiple types of forms.
- ✓ **Prevent technician mistakes with Chek-Chart’s Electronic Service Manual,** with diagrams for both the Engine and the Chassis. These diagrams can be viewed on screen or printed remotely for fast access by your technicians.
- ✓ **Improve customer loyalty by tracking customer history easily across the entire chain.** SiteWatch can track all your customers’ detail sales history across your entire enterprise.

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To find out how **SiteWatch** can improve your business  
**Call: 1-800-336-6338**

*Phones answered personally from 8:30 am to 5:00 pm, EST - Monday through Friday*



**DRB Systems, Inc.**

P.O. Box 550 • Uniontown, OH 44685 • 330-645-4200 • Fax: 330-645-2299 • Sales: 800-336-6338  
Support: 330-645-3299 • E-Mail: info@DRBSystems.com • Internet: www.DRBSystems.com

