

Announcement Details

November 7, 2011

SiteWatch® 2012

a product of DRB Systems, Inc.

PA-DSS Compliant Xpress Card Clearing™

Social Circle™

FastPass®

NorthCoast Car Care Center
60430-112772

Sara Socca
...just washed
plan. Click "Get"
4 minutes a

4556 702
10/06



DRB Systems, Inc.

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For SiteWatch 2012 (file version 21)

Revision 012512

Letter to SiteWatch Owners

We are pleased to announce **SiteWatch 2012**.

This new version continues to build on a solid base of features by expanding the capabilities that help you market your carwash and improve your customer's experience. In a nutshell, a few items that this version includes are:

- **CARFAX integration.** At your quick lube, you can automatically send service records to CARFAX, which adds value to your customers' vehicles, and provides you with free advertising. Likewise, CARFAX can automatically populate the make, model, year, and engine type. This feature speeds up your service and improves accuracy.
- **Social Circle Module™.** Provide incentives to your existing customers to help you advertise to their friends through Facebook. Each visit of your Social Circle™ members can post a note to the wall of their friends, enabling you to reach thousands of potential customers.
- **Enhancements to the Xpress Pay Terminal®.** Starting its 8th year, the XPT® helps you sell more to your customers by providing new tools that help you analyze the effect of different sales screens. Also, it can change its sales technique (or profile) based on the customer's previous visit history, allowing you to tune your XPT message to that customer's particular buying habits.
- **ARM® Family Plans!** Let SiteWatch make it easy for you to offer monthly pass plans to your customers who have multiple vehicles.
- In addition, SiteWatch 2012 includes significant "under-the-hood" changes to meet the latest credit card security requirements, including **PA-DSS certification**.

If you would like to order the upgrade (\$995 per site), please send an email to Support@DRBsystems.com or call **330-645-3299**. If you have questions regarding the upgrade or want to order any of the new software modules, please call your sales representative at 800-336-6338. We'd be happy to assist you.

Thank you for being a DRB Systems SiteWatch customer. We appreciate the trust you have placed in us to be your technology provider in the car care industry.

Sincerely,



Ken Brott

Vice President, Marketing

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Executive Overview

Since its introduction in 1998, SiteWatch has helped many organizations increase their revenue by marketing to existing customers – getting them to visit more frequently and to spend more when they do visit. SiteWatch 2012 introduces the **Social Circle Module**, which presents a different angle to view your marketing: Use your existing customers to help you reach new customers.

Xpress Card Clearing (XCC) replaces the popular Instant Card Clearing module. It still clears credit cards in less than 2 seconds, but is now PA-DSS certified – that’s a PCI (Payment Card Industry) term that means it has been through a rigorous security review designed to protect your customers’ credit card information. XCC also optionally supports the add-on PIN-debit module.

The Xpress Pay Terminal (XPT) has continued its tradition of having lots of new features and capabilities. It reads and dispenses gift cards, has a dual bill dispenser, uses a super speedy receipt printer, and more. A very cool feature is that you have some new analysis tools at your disposal so you can test different sales techniques at the XPT and see which ones **make you more money**.

FastPass offers a new **Hanging FastPass Tag** as an option for those that want to offer unit-based family plans. The latest FastPass reader includes lights to let you quickly see what it is doing and troubleshoot issues.

SiteWatch 2012 is chock-full of features, as you will see, but we also want to highlight a few new items particularly for our **Quick Lube Pro users**: CARFAX interface, WorkflowOne interface, year/make/model extraction from the VIN, retrieval of the VIN using the license plate, and more.

Thank you for being a SiteWatch customer. We appreciate the continued trust that you place in us to help your business be even more successful.



Social Circle Module™

SiteWatch is already good at helping you market to your existing customers, to get those customers to visit more frequently, and to increase your average ticket. The new Social Circle Module uses the viral marketing power of Facebook to help you reach new customers.

When customers join your Social Circle™ club, their Facebook friends are automatically notified whenever the club member visits your site. You can offer special discounts to these friends to come to your carwash, detail center or quick lube, or to join the Social Circle club themselves. When they do, their friends are notified...and the cycle continues.



Use existing customers to reach potential new customers through social media

This means you have the potential to reach out to a lot of new folks who are not yet your customers!

Here are some features and options of the Social Circle Module:

- You can **offer incentives** for customers to join your Social Circle club. For example, you could give them \$1 off per wash, \$3 off per month on their monthly pass, a free tire shine every visit, etc.
- When a Social Circle member visits your site, a **message you create** is posted to their Facebook "wall" for all their friends to see. Current statistics indicate that Facebook users have an average of 229 friends.
- The message can simply be an advertisement for your business, or it can **include a single-use incentive** for those friends to visit. That incentive could include, for example, a:
 - **Specific amount off** a particular wash or any wash.
 - **Free month** off an automatically billed monthly pass when they join.
 - Discount to visit during a specific **time frame**, such as Wednesdays before 11am.
 - **Sense of urgency** by utilizing an expiration date.



Deals are flexible and can be limited to a specified number of people with an expiration date

- **Limitation on the number** of friends that get the deal, such as “Limited to the first 5 friends”.
 - You can provide a “**consolation offer**” if **their friend** doesn’t claim their wash fast enough, such as “Sorry, all the half-price washes have been claimed. Here is a \$3 off coupon.”

- Customers can learn about the **offer to sign up** for your Social Circle club at your site. Their receipt will have an offer to join along with a code that is unique to them. When they install the Social Circle Facebook app and enter that code, it links their Facebook account to your SiteWatch system.




It is easy for customers to sign up at your site or on Facebook

- Customers can also see the offer to sign up for your Social Circle club **on your business’ Facebook page**. If they install the Facebook app and are not already linked to SiteWatch, they will get a barcode that they can print – and that barcode could include a discount if you choose. When they scan that barcode at your site, it links your SiteWatch system to their Facebook account.
- If a club member quits by uninstalling the Facebook app, they **automatically lose any benefits** that you gave them for signing up. For example, if they were getting a free tire shine every time they washed, they will now have to pay for their tire shine.
 - When trying to post to a member’s Facebook account and there is a problem doing so, the **member is notified** when they show up at your site so they can resolve it.
- A **Social Circle administration page** is available on Facebook so you can see how many members you have, how many posts have been made, how many friends have seen those posts, how many have clicked “Get My Deal”, etc.
- If your Internet connection is down, SiteWatch will **queue the Facebook posts** for when the connection is restored.
- You can **customize the text** of the various Facebook pages that the Social Circle members will see:
 - **Main Page**. This explains what the Social Circle club is all about and the benefits they will receive. It can include a link to sign up.
 - **Sign Up Page**. This is where the customer either enters the code they received at your site on their receipt, or where they would generate the barcode to be used at your site.
 - **Deal Page**. When your customers’ friends click the “Get My Deal” on the Facebook post, they will typically see and print a description of the deal being offered plus a barcode that can be scanned at the site to redeem the deal.
- **Joining bonuses** given to new Social Circle members can be limited to a one-time use. For example, if someone gets a free wash when joining your Social Circle club

and they later drop out, they won't get another free wash if they rejoin. This prevents folks from joining and dropping in order to keep getting free washes.

- New configuration objects in SiteWatch help you control the benefits given to your Social Circle members. Among them are:
 - Two new item rules: **SCMemberChecking** and **SCNewMemberChecking**. These help you restrict giving services and discounts to only Social Circle club members, and to Social Circle members who are brand new (meaning, they've not yet claimed their signup bonus, if any).
 - One new plan type: **SCPromo Ppd Units**.
 - Several conditional rules to assist you in **creating customized receipt trailers** and Facebook posts.
 - A **new barcode type** (\$J) for joining the club.
 - A new terminal function, **Join Social Circle**, for manually entering the Facebook code at Touchscreen Terminals, Keypad Terminals, Portable Touchscreen Terminals, and Xpress Pay Terminals.
- Several different methods can be used to **track customers** that are members of your Social Circle club, including:
 - License plate
 - Barcode affixed to the windshield
 - Club card (mag stripe or barcode)
 - FastPass tag
 - Vehicle Identification Number (VIN), including scannable ones

North Coast Car Care Centers Hub Office		Site Operations Report		From 07/07/2011 Thru 07/07/2011	
Database "Snapshot" Statistics (As of 7/07/2011, 3:06 pm)					
Number of Sales Items	712 (707 active)	Oldest Sale Paid for on	n/a		
Number of Employees	35 (35 active)	Most Recent Sale Paid for on	n/a		
Number of House Accounts	3 (3 active)	Last Inventory Balance Date	7/01/2011, 12:00 am		
Number of Customers	8 (8 active)	Last Replication Packet Built	n/a 12:00 PM		
Number of Customer Codes	16 (All Active)	Last Replication Packet Applied	n/a		

Number of SC Members	 500 (400 Active, 20 Blocked, 80 Former – 125,000 friends)				

[The Site Operations report includes information on your Social Circle members](#)

- A new filter option in the Site Manager Customer Listing allows you to **review and print** a list of all your Social Circle members.

- The new **Social Circle Members statistical report** lists the number of:
 - Visits by members
 - Facebook posts
 - Potential friends seeing the post
 - Deals redeemed by club members
 - Deals redeemed by non-members
 - Total deals redeemed per thousand views
 - Percentage of deals redeemed per post

Social Circle Statistics							From Thu, 11/01/2012 Thru Fri, 11/30/2012	
North Coast Car Care Centers								
Date	Potential Post Views	Member Posts	Member Visits	Deals to Members	Deals to Non-Mbrs	Total Deals	Deals/ Posts	Deals/ KViews
Thu, 11/01/2012	914	6	2	2	4	6	100.0%	6.56
Fri, 11/02/2012	1,547	14	4	3	7	10	71.4%	6.46
Sat, 11/03/2012	9,946	62	12	19	51	70	112.9%	7.04
Sun, 11/04/2012	7,794	34	3	5	11	16	47.1%	2.05
Mon, 11/05/2012	1,687	12	10	2	4	6	50.0%	3.56

[The new SCM Statistics report lets you see how well your Facebook marketing is working](#)

- An indicator that a customer is a Social Circle member and **the number of their friends** is shown in the Customer terminal page, the customer information form, and in the customer editor in the Site Manager.
- Posts to a member's Facebook wall can use the powerful **Intelligent Receipts** feature of SiteWatch **to automatically vary the message** that is posted. For example, you might have one message automatically post on Monday and Wednesday, a different one post on Tuesday and Thursday, and yet another one post on the weekend.

Xpress Card Clearing™ (XCC™) Enhancements

Xpress Card Clearing (XCC) replaces the popular Instant Card Clearing (ICC) as the integrated credit card software for SiteWatch. It still has the features that you've come to rely on:

- Fast Internet processing to keep your lines moving on those busy days. Approval times are **less than 2 seconds**.
- **Local Approval Mode** keeps you accepting credit cards when your Internet connection goes down.
- **Signature requirements** can be turned off for lower transaction amounts as configured by you.
- **Detail transaction reporting** is available over the web and available at any time.



Accepting credit cards using your SiteWatch system is fast and secure

In addition to these existing features, XCC was built from the ground up with the latest security tools and techniques, in order to further protect your customers' credit card information. It is PA-DSS validated, which is important if you are looking to be PCI compliant. For more information on PCI security, go to www.pcisecuritystandards.org.

In addition to passing the PA-DSS validation, XCC brings several new features to the table in SiteWatch 2012.

- **PIN-debit** support is now available as an option for the Touchscreen Terminal (TST) and PC Terminal (PCT). Note that the PIN pads must be purchased from DRB Systems as there is a hardware component (it must be pre-injected with a security key specific to the processor) and a software license component.



Customers can use their PIN debit cards at PC based SiteWatch terminals

- Because PINs are not permitted to be stored due to PCI rules, bank cards with PINs cannot be used for ARM plans or when the system is in Local Approval Mode. For the same reason, sales paid for using PIN-debit cannot be voided, cancelled or changed without the customer and the card being present.
- PIN-debit is not supported in Canada, which uses a different validation process than in the U.S.

- A new terminal function, **Tender by Debit Card**, is provided to allow a cashier to tender a sale to a customer's PIN-debit card. When used, the terminal will prompt for the card to be swiped, and then will prompt the customer for entry of the PIN.
- PIN-debit is a **new tender type** and will be shown separately on the General Sales Report, giving you the ability to see your customers' payments by type.
- The **Bank Deposits Report** includes a column for "Debit", in order to list the amount of PIN-debit transactions accepted each day.
- You can now specify the number of days **the system will warn** you prior to a credit card expiring for your ARM customers. By default, 30 days is used.
 - At a manned terminal, a message can pop up.
 - At the Xpress Pay Terminal, the customer can see a different screen asking them to scan their new credit card.
- When updating an ARM customer's credit card information, an option allows you to validate that information without charging anything to the account (called an "**auth only**").

This is useful when you are updating that information over the phone, when the customer changes their credit card at the cashier or Xpress Pay Terminal, if you are giving the first month free on a monthly pass, etc. It allows you to verify the credit card is good, and to immediately address the situation with the customer if it is not.
- A new function, **Change ARM CC ExpDt**, allows you to change the expiration date of the credit card for an existing ARM plan in the event the customer gets a new credit card where only the expiration date has changed. One nicety of this feature is that the customer only has to read the new expiration date to you over the phone if you are calling because their monthly pass credit card has expired and they have a replacement for the same card. If your system is configured to perform an "auth only", XCC will do so to make sure the credit card information is valid.
- When viewing sales paid with a credit card in the Site Manager Sale Viewer and Sale Charges Viewer, you can now **see the credit card expiration date**. Also, the sale status and authorization codes are in separate columns in order to make reconciliation easier.
- A new **XCC configuration screen** provides more intuitive access to credit card specific settings for each site. Although you still need to contact DRB Systems support staff for access to this tool, it makes it easier in the rare event you must make a change.
- New options in the SiteWatch Program Manager give you tools to **backup and restore XCC files**. Note that, for PCI security reasons, the XCC data is stored in files separate from the standard SiteWatch database.



New XCC features make managing ARM plans even easier for you

- If a gift card from one of the major credit card companies does not have enough on it to pay for the entire sale, **the balance of the card will be used** toward the sale, and the customer can pay the remainder using another tender (cash, credit card, etc.). Previously, that gift card was declined.
- When a gift card from one of the major credit card companies is used, the receipt now **shows the balance** remaining on that gift card.



New features help you work better with gift cards issued by the major credit card companies

XCC Synchronizer

The new Xpress Card Clearing Synchronizer is a Replication-like tool that keeps credit card information synchronized between sites.

- Credit card data and **configuration files are automatically synchronized**. You can manually force a synchronization, if desired.
- The new **Synchronization Status Viewer** – an option from the SiteWatch Program Manager – allows you to keep an eye on the XCC Synchronizer by showing the timestamp of the last files received from the sites.

Other PCI-Related Features

The Xpress Card Clearing module of SiteWatch 2012 has been **PA-DSS validated**. Whether or not you are working toward achieving your PCI certification, this helps protect your customers' credit card information.

Some features specifically added to SiteWatch to help you achieve a PCI certified status are as follows:

- The SiteWatch **Xpress Card Clearing Implementation Guide** is available on the SiteWatch 2012 installation CD, and from DRB Systems support staff at 330-645-3299.
- The SiteWatch Program Manager can run as a **shell program** on the server. This lets you lock down the server such that no other programs can be started.
- The Terminal Controller (TC.EXE) program can also run as a **shell program** at the terminals.
- A new SiteWatch **Account Manager** program helps configure and manage the special "user accounts" needed by the shell environment.
- The existing administrator account (SWAdmin) has its password changed daily to a new one, generated uniquely for your specific site. This makes sure there are no "vendor default passwords" for administrative accounts.



Guarding your customers' credit card information

- Remote access capabilities have been changed to **LogMeIn Pro** (instead of pcAnywhere), which complies with PCI requirements such as “2-factor authentication”. This switchover was made at no cost to you by DRB Systems support staff, and was completed by the end of 2010.
- When using the Remote WashCAP (Wash Code At the Pump) module, SiteWatch now supports a **Digi to Digi Bridge** interface. This provides a serial tunnel (instead of a WAN over VPN connection), which can help alleviate PCI compliance concerns that the remote gas station may have by putting the Digi converter on a LAN segment that is separate from the cardholder data environment.
 - With this change, each SiteWatch system can support up to 6 Remote WashCAP interfaces. Meaning, you can sell washes at the pumps at up to 6 remote gas stations per carwash site.



Xpress Pay Terminal® (XPT™) Enhancements

The Xpress Pay Terminal has been a favorite choice of many users since its introduction in 2004. In addition to continuously improving the hardware – and, this year is no exception – new SiteWatch versions have given this popular self-pay terminal more functions to help you run your business and market to your customers.

- You can **create and specify “profile salesmen”** (special "Employee" records) and assign them to your XPT sales profiles. This allows you to run any of the statistical reports by salesman to compare the profiles' business results such as dollars per car, car counts, and even **average sale time** (a new statistic added for this purpose).
- A new **Profile Stats Comparison Report** gives you the information you need to make smart decisions about which XPT profile you want to use. This can help you determine which profiles work best for your organization.
 - This report includes a new statistic that **tracks the time** it takes to process a sale. This allows you to balance higher transaction revenue at an XPT against the time it takes to get that higher revenue. For example, you may find that you make more money during busy times by using a lower-revenue, but faster, profile. But, during slow times, you might automatically use the higher-revenue profile.
- You can use a customer's prior sale amount to **change the marketing message** delivered at the XPT. For example, if the customer buys the \$9.99 Silver Wash today and they spent at least \$14.99 for the Gold Wash last time, you could ask them if they want to upgrade to the Gold Wash today.
 - You can also **offer a different message** if they spend a specified average amount per visit during a specified timeframe. For example, if they spent \$29.99 or more per visit in the past 30 days, you might prompt them to join your unlimited monthly pass program.
- The gift card dispenser automatically **reads the gift card number** when dispensed. This reduces the steps required for your customers to purchase gift cards at the XPT. As always, gift cards purchased at one XPT or at one site can be used at all terminals and at all sites.
- Additional sensors in the gift card dispenser **alert your staff** when the XPT is low on gift cards, out of gift cards, etc.
- More options can be used to **guide the customer** through their purchase of a gift card. Meaning, the XPT can sense when a gift card has been dispensed, has been taken by the customer, had its barcode read, etc. This allows you to put up a screen that tells the customer to “please take your gift card”, for example.



The Xpress Pay Terminal sells and dispenses gift cards right at the terminal

- An option – a recommended option, by the way – is that the XPT dispenses the gift card only after the customer has paid for the sale. This **reduces wasted gift cards** due to a customer changing their mind.
- The **Enable & Test Hardware** screen at the Xpress Pay Terminal is modified to be more intuitive and to include the Gift Card Dispenser.
- An **external loop** can be used to detect a vehicle at the XPT. This can be used in place of the built-in proximity detector for more reliable vehicle sensing.
- More recent XPTs have a receipt printer with a **receipt taken sensor**. You can use this feature to keep the gate from going up until the customer takes the receipt, for example.
- When the **customer restarts a sale**, you have additional flexibility on what that means:
 - Clear everything and start over.
 - Clear everything except for cash inserted.
 - Keep the customer code and tenders entered (credit card, cash, etc.) and clear just the items in the sale.
- If a customer is a member of an ARM (automatically billed monthly) plan, you can allow that customer to charge a sale at an XPT to their **credit card on file**. For example, this could be used to allow the customer to upgrade their wash and pay for it without having to pull out their wallet.
- The Vault Access Deposits report printed at the XPT has a **new Net Deposits** line that indicates the amount of cash that is to be deposited. This takes into account money (bills and coins) added to the XPT dispensers, because most sites refill them using cash removed from the XPT.
 - On the **Bank Deposits Report**, the cash/check column uses the new “Net Deposits” value instead of the previously used “Total Removed” value.
- A new software security lock, **XPT Test Cash Disp**, controls and logs the use of the functions used to test the dispensing of cash and coins. For security purposes, the use of this function requires that the XPT door be unlocked.
- The Site Operations Report adds **three new XPT security counts** to the Security Events section: Door Access, Vault Access and Test Dispensers. This lets you quickly keep an eye on important security events at the Xpress Pay Terminal.
- As you know, SiteWatch can alert you when certain XPT events happen. This helps you keep even **tighter control** over the use of your XPTs. The following new alerts have been added:
 - The door is opened.
 - The vault is opened.



Security events such as opening the XPT door or cash vault are reported in security logs and system alerts

- The dispensers are tested.
- If you choose, you can **turn off the automatic XPT deposits reporting** when the vault is accessed. This will also turn off the Vault Access Deposits alert.
- When a gift card or prepaid unit card is scanned at the XPT, it can now **show the plan and balance** on the card. This makes it easy for the customer to see how much is left on the card before they place their order. Previously, the system only displayed the card number.
- You can choose to let customers **trade vouchers for cash** at the XPT without buying any services. If the XPT cannot dispense the entire amount of the voucher, it will dispense what it can and issue a new voucher for the remainder. If the XPT cannot dispense anything, the existing voucher remains active.
- The **XPT Profile Transition List** report is improved:
 - Columns are reordered to match the sort order.
 - Blank lines between sections have been removed.
 - Page names on subsequent lines are displayed.
 - Pages specified as <Main Page> are indicated with an asterisk (*).
 - Profile levels are listing in the report header.
 - Running the report copies the data to the clipboard, which can be pasted into a spreadsheet.
- SiteWatch 2012 makes it **easier to sell club plans** at the Xpress Pay Terminal. The customer can purchase and pay for a club plan at the XPT, and have a FastPass tag applied to their vehicle at the tunnel entrance by the operator. The system will properly tie that tag to the customer's club plan.

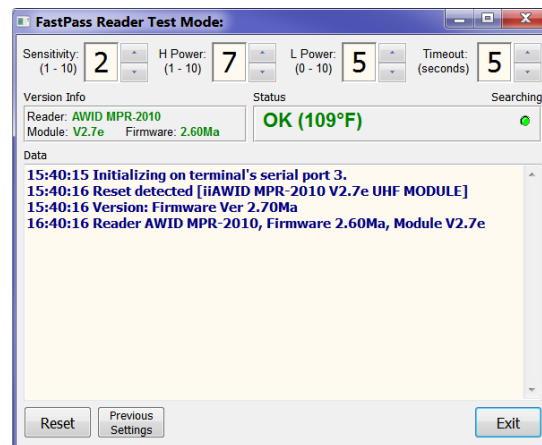
FastPass® Features

- DRB Systems offers a **Hanging FastPass Tag** option. This can be useful if you want to allow your customers to use a FastPass lane, but also want them to be able to transfer their FastPass tag between vehicles. For example, a real estate agent (house account) that pays at the end of the month for each wash used would be a good candidate. Also, you might want to allow customers that are using unit-based ARM (Automatic Recharge Module) plans to move their tag between vehicles.
- **You can restrict** the new Hanging FastPass Tag from being used for unlimited passes.
- A new **FastPass reader enclosure includes lights** that make it easy to see:



The new Hanging FastPass Tag offers an option for ARM unit plans, house accounts, and more

- A **flashing attention light** when an error occurs or when “help” is pressed by the customer. This light is designed to be viewed from behind the reader by your staff, who can quickly determine the cause by viewing the Quick Status screen at the XPT.
- A **green “reading” light** when the reader is looking for a FastPass tag. This helps you see that the system is actively trying to read a tag.
- The **FastPass Blocked** alert now specifies both the terminal that is trying to use the FastPass tag, and the terminal that currently has that tag in its sale. This makes it easier to troubleshoot the problem if a customer moves from one lane into another, or if there has been a cross-lane read.
- The FastPass reader **monitors its temperature** and takes action to keep itself from overheating, which keeps the reader working in certain hot parts of the country. (We recommend that you have canopies no matter where you are.)
- **Assigned terminals control** their FastPass readers. This reduces errors caused by intermittent networks and allows each terminal to see its FastPass reader status. This also means that terminals can no longer see the status of another terminal’s reader.
- At locations where cross-reads are an ongoing issue, SiteWatch can use a new **Closer Look** feature to double check and help make sure the FastPass customers are in the correct lane.
- An enhanced XPT maintenance mode screen allows you to easily change the FastPass power and sensitivity settings. This helps you **quickly test different options** when you are trying to get them “just right”. Once perfected, the settings are saved to the SiteWatch database so you don’t need to re-do them in the Site Manager.
- The Test FastPass Reader terminal function is enhanced to give more options for controlling and monitoring the reader.
- New **power settings are more intuitive**. Plus, the scale now ranges from 1-10 instead of from 1-100, because the additional granularity was not needed.
- Once you install SiteWatch 2012, FastPass tags are only **valid at the organization** that purchased them. This, for example, can prevent your competitor from using tags that you purchased and paid for. It also prevents you from using your competitor’s FastPass tags.



Testing the FastPass reader has never been easier

Miscellaneous Features

In addition to the enhancements already described, a number of other new features are included in SiteWatch 2012 making this version even more valuable to your business.

ARM Family Plans

The Automatic Recharge Module (ARM) was introduced in 2008 and is already in use at 700 carwashes. It makes monthly billed passes easy to sell, easy to use, and easy to manage. In SiteWatch 2011, this concept of “easy” is now extended to customers who want to have all of their family’s vehicles on a single plan.



Since 2008, the SiteWatch Automatic Recharge Module has been helping carwash owners make money, even when the weather doesn't cooperate.

- Prices can be set based on the **number of vehicles in the plan**. For example, you might price a monthly pass at \$29.99 for one car, \$24.99 for the second car, and \$19.99 for each car after that.
- When a vehicle is added to or removed from an existing plan, SiteWatch **automatically knows how much to charge** the next month. In the above example, the month after the third car is added, the system will charge \$74.97 (\$29.99 + \$24.99 + \$19.99) to the customer’s credit card on file.
- When a vehicle is added to an existing plan, SiteWatch will **automatically calculate and prorate** the appropriate amount to immediately charge. In the above example, if the third car is added halfway through the month, the system will calculate and charge the customer \$10 now to join the plan.
- A **single charge** is made to the credit card on file each month, no matter how many vehicles are in the plan. This saves you money on interchange fees.
- A new terminal function, **Find/Set ARM Leader**, makes it easy to find an existing plan using the credit card. By requiring the existing credit card number to be entered, your customers can rest assured that only they can add a vehicle to their plan.
- **Find/Set Grp Leader** and **Make Group Leader** are new terminal functions that make it easy to find a family (group) and set up a monthly pass plan for them. When the leader is sold a pass, the entire group is automatically set up. If you need to move a group leader out of a group in order to sell a monthly pass to only that person, the new terminal function **Change Group Leader** helps with that.
- When cancelling a customer’s plan, you can easily **cancel all the vehicles**. If you decide you need to terminate the plan immediately (instead of leaving it active until next month’s charge), SiteWatch will automatically prorate the amount to credit back the customer. If you need to immediately terminate just one vehicle, SiteWatch will **automatically calculate the correct prorated amount** to credit back for that as well.

- When using limited monthly passes – for example, each vehicle might be limited to 4 washes per month – the limitation **applies to each vehicle**. Meaning, if a customer has 3 cars and each car is limited to 4 washes a month, the customer could not instead wash a single car 12 times.
- **ARM reports have been enhanced** to show the number of members in a plan and to retrieve the ARM history for all vehicles in the plan.
- A new receipt function, **CustGroupMembers**, is available so you can list all the family plan members on the receipt, if you choose.
- The **ARM Customer Status Viewer** and **ARM Customer Analysis Viewer** have a new field listing the number of members in a plan, and they can be sorted on when you are looking for customers with family plans.

Hayes, Rutherford B., AXC103-OH 1999 Honda Civic (Blue) Other Codes: 0001722	

Cust Group Leader:	AXC103-OH
WASHINGTON, GEORGE	
Group Members:	
HAYES, RUTHERFORD B	DHF746-OH
MCKINLEY, IDA	DHG344-OH
GARFIELD, JAMES A	AYM820-OH
ARM Unlimited Works*4	Current
Sold @ Hub Office	on 03/28/2011

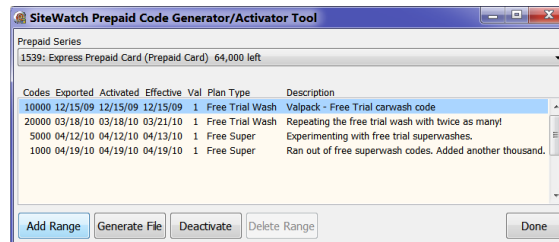
SiteWatch reports, such as the part of the Customer Information text form shown here, are modified to make it easy for you and your staff to see ARM members with family plans.

Site Manager Features

- A new **security override procedure** is incorporated to lend even more security to SiteWatch. It ensures that there is a more complete audit trail for any system overrides given by DRB Systems support staff to you or your staff.
- The sample Microsoft Word documents provided for the Customer Data Reports (menu option Reports>Customer Data) are updated to **Microsoft Office 2007 format**, which is also used by Office 2010.
- Employee **Social Security numbers** are encrypted in the database and masked in the employee editor. Only authorized users are able to view that information.
- A new **Report Format Analyzer Tool** helps to quickly identify item report categories that may be missing from a sales report format.
- The Item Import feature has been improved to allow you to **match importing items by name**. Currently, the import capability matches only by barcode number.
- The Item Import feature has also been improved to allow you to use the **Item Group field**, if specified. This gives you more flexibility when importing a list of items into SiteWatch.
- The existing Edit Cust Emp & Acct lock is renamed to **Edit Bday/Emp/Acct** and its usage expanded to include editing the birthdate field. This lets you restrict the changing of a customer's birthday to authorized users.
 - When this lock is being logged, the security log includes what was modified.



- The **DaysSinceLast** condition rule is modified to detect when customers have never received a particular service. This allows you to market a service to customers who have never tried it before.
- Similarly, the **ServiceDateChecking** item rule is modified to recognize customers that have never received a service. This allows you to restrict any "first time" discounts you're promoting to only people who are actually eligible.

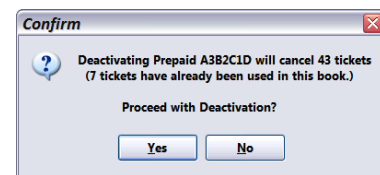


SiteWatch 2012 puts the power of managing prepaid codes on your system

- A new password protected tool is available to DRB Systems' support staff to **generate and manage prepaid codes** right on your local system. Some of the things that can be done are:
 - **Generate all or part of a series** of prepaid codes and activate them with either credits or dollars. This can be useful if you want to send out a mailing of one-time use promotional postcards.
 - See the **number of codes** in a series that have not yet been generated.
 - **Generate and activate a subrange** of a series' codes. This is useful if you've already activated part of a series, and you need more codes.
 - **Enter a description** for why that range was activated. This information is available when reviewing the list of active ranges.
 - Generate a **file of codes** that can be used for barcodes, magnetic stripes, or both. This file can be sent to your gift card printer, or to an Internet sales organization such as Groupon.
 - Specify an **Effective Date**, which automatically calculates the expiration date, if the prepaids will have one. This allows you to prepare a mailing for next month that expires two weeks after the target mailing date, for example.
 - **Deactivate a range** of codes. This is useful if a mistake is made when activating a range, or if you want to stop that range of codes from being further used.
- In the Site Manager, a new function allows you to **deactivate all unused tickets** remaining in a specific book. This is useful, for example, if a customer says they used 3 tickets out of a book of 50 and then lost it.

This function allows you to see how many tickets were used and to deactivate the remainder.

- This function can also be used to deactivate the



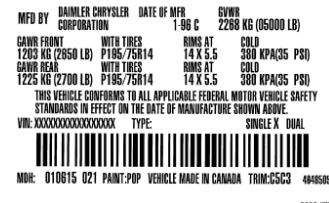
SiteWatch 2012 gives you an easy way to deactivate the balance on a gift card or in a ticket book

remaining balance of a gift card if a customer tells you they lost their card. It will tell you the balance of the card prior to deactivating it.

- When a deactivated ticket or gift card is scanned at a terminal, the system will tell you that it is deactivated rather than used. This tells you when a customer is attempting to use a prepaid card or ticket they (or someone else) claimed was lost or stolen.
- Some **new sale types** are added to help you use the Sale Viewer to find imported sales, prepaid activation / deactivation sales, and sales with pending / unpaid credit cards.
- Formatting is improved for monthly pass eMail receipts. Also, a new conditional rule, **IsARMTerminal**, is added to allow you to create a **custom eMail receipt trailer** for monthly pass recharge transactions.
- In addition to **converting “O”** (the letter oh) to “0” (the number zero) for license plates, you now have the option to do the same for other customer codes.

Terminal Enhancements

- When you enter a license plate, the system will optionally **retrieve the VIN** from CARFAX (a feature known as “QuickVIN”) and add it to the customer’s record.
 - If there are **multiple VINs** available for that plate number, SiteWatch will allow you to select the one that matches the vehicle.
 - If the VIN is not listed – as may be the case in a car newly purchased – you can manually enter the VIN.
- When a VIN is scanned or entered, SiteWatch optionally will **automatically populate** the vehicle year, make, model and (if available) engine code fields in the customer’s record.
 - If these values don’t match those in the customer record, you will be **prompted to fix** them one time. You won’t be bugged by that prompt on subsequent visits by that customer if you choose not to change the record.
 - If you change the VIN for a customer and vehicle information exists, the system will prompt you to accept changes to that information.



Scan the VIN to quickly extract key vehicle information

Key feature for quick lubes and some full service carwashes

- You can use a Vehicle Identification Number (VIN) as a customer identifier to look up existing customers – instead of using the license plate, FastPass tag, and customer barcode methods currently supported. This new **Find Cust by VIN** function may be handy at sites that prefer to scan the VIN instead of using one of the current methods.

- With proper security, you can now **reprint an instant prepaid form**. This gives you or your manager added flexibility while still keeping control on that functionality.
- A new **Punch Out All** function is available for those sites that would like to punch all employees out at the same time. This is handy for those locations that close during lunchtime, or close suddenly due to a storm.
- You can **separately lock cash voids** from credit card voids. For example, this means you can allow cashiers to reverse credit card sales, but require them to get a manager's approval to change a sale that has been paid with cash.
- At the terminal, when the masked credit card number is displayed for customers on an automatically recharged monthly pass, the **expiration date is also shown**. This helps your staff see when customers may need to give you a new credit card for their monthly pass plan.
- Forms that show customer credit card and monthly pass expiration dates, wording has been changed to make it **clear which expiration date** is being shown.
- Formats for customer information forms at the terminal are **enhanced to be more consistent**. This makes it quicker for your staff to find the information they are looking for.
- Dealing with declined credit cards for monthly recharged plans is easier. For example, an **optional instructional section** is added to some of the ARM forms that guide your staff on how to handle situations such as an expiring or declined credit card.

ODBC Module

For users of the ODBC Module, the following new features are delivered with SiteWatch 2012:

- The Microsoft Access database provided with the ODBC module is updated to **Microsoft Office 2007 format**. Microsoft Access 2003 and earlier versions are no longer supported.
- Three new tables are added to those already available:
 - **V_ScMember**. This table lists the status of your customers as Social Circle members.
 - **V_SiteSpecific**. For those Replicating organizations that build reporting applications for the sites (note that a Site ODBC license is required), this table gives you a programmatic method of determining the site ID for the database.
 - **V_WfoService**. This gives you additional reporting capabilities when using the WorkflowOne interface.
- Three new stored procedures make it easier for you to extract specific information:
 - **ArmCustomerAnalysis** lists Automatic Recharge Module statistics for each customer. It replaces stored procedure ArmPlansAndStats.



- **ArmPlanInfo** gives the ODBC user information about the various ARM plans, similar to what is on the ARM Plan Analysis report.
- Given a specific prepaid code, **Prepaid_Balance** returns useful information such as the balance, date last used, timestamp sold, and more.
- When importing customer data, the **Modified Date** (if imported) is written to the customer record if it is newer than that in the customer record.
- Sales created by importing certain customer information have a status of **CustImp**, which make it easier to find these sales.

Miscellaneous Features

- Vehicle service information can optionally be **sent to CARFAX**. This provides a valuable service to your customers who regularly maintain their vehicle at your site, as it provides a prospective buyer the proof of that regular maintenance. It also provides you with advertising for your business as buyers see you providing that service.

Date:	Mileage:	Source:	Comments:
04/20/2008	5	Michigan Motor Vehicle Department	Title or registration issued. First owner reported. Registered as rental vehicle.
12/02/2008	5,100	Your Shop Your City, Your State 703-555-5555 www.yourshop.com	Manufacturer's recommended maintenance performed Radio/sound system checked
04/15/2009	7,155	Michigan Motor Vehicle Department	Registration issued or renewed
09/11/2009	10,462	Your Shop Your City, Your State 703-555-5555 www.yourshop.com	Manufacturer's recommended maintenance performed Tire repaired Wheels checked State inspection complete
4/13/2010	15,802	Michigan Motor Vehicle Department	Registration issued or renewed
12/20/2010	20,813	Your Shop Your City, Your State 703-555-5555 www.yourshop.com	Manufacturer's recommended maintenance performed Tires rotated and balanced Exterior lights checked Exterior light bulbs replaced

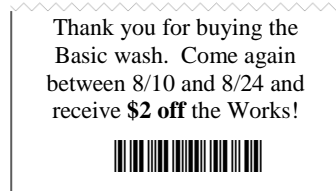
Service you deliver to customers is transmitted to CARFAX

- A new **menu option for controlling** the Xpress Card Clearing system is provided on the main SiteWatch Program Manager menu. It allows you to start/stop XCC, view the synchronization status, configure XCC, and review XCC logs.
- The Network Status in the SiteWatch Program Manager now shows the **DynDNS status**, if it is configured.
- System level alerts have been modified to **use a standard format**, making it easier to read them.

- A new **LubeCautions** message section is available to add on-going custom messages to the lube worksheets. For example, you might want to include alerts or reminders for special customer requests such as “Customer requests no added windshield washer fluid”.



- You can now print **barcoded time-sensitive coupons** on your receipts to market to your existing customers. For example, if a customer purchases a Basic wash, you might choose to offer \$2 off a Works wash, starting the day after they purchase the Basic wash, and expiring in two weeks.



Customized, time-sensitive coupons can be printed on receipts or on postcards

- The Data Migrator tool, in some cases, is able to **import lube service history**. This may come in handy if you purchase a quick lube site using SiteWatch and want to import their service history into your organization.
- As you know, Local Approval Mode is a valuable feature of SiteWatch that keeps you taking credit cards when your Internet connection is unavailable. SiteWatch 2012 is enhanced to **make accounting easier** when a credit card is locally approved on one day and received final approval on another day.
 - Credit card money is allocated to the day the charge is made, while sales revenue is allocated to the day the sale is made, if they happen on different days.
 - Historic daily sales reports won't change just because the credit card was processed on a later day.
 - The Site Operations report has been simplified to reflect this enhancement.



- When using a grace period with the Automatic Recharge Module, SiteWatch now accounts for the money on the day the charge is approved. This makes it **easier to reconcile** your credit card deposits.
- Database maintenance functions give **better animation and status updates** while they are running. Previously, some functions left you wondering if they were really operational.
- You can specify a **return eMail address for the Transporter**. This allows responses to Transporter eMails to go to an eMail account that you are monitoring.

- The Replication Status Viewer will report **site status based on the local system time**. This will help you determine the true status of your locations when they are located in a time zone different from the Replication Hub.
- As an **added level of security**, you can use Website Connect to require a customer to enter a sale ID and their customer code before checking the history on their monthly pass plan or managing their club plan. Previously, the system only required a valid customer code.
- Website Connect can now **extract key statistics** for presenting to your customers on your website. Just a few of the bits of information available are: club plan type and expiration, date of last wash/detail/lube, points available, wash/lube credits, and more.

New SiteWatch 2010 Features

After SiteWatch 2010 was initially released in the Fall of 2009, our programmers stayed busy. We released these features as part of a later release of SiteWatch 2010 so you wouldn't have to wait for them. They are included here so as not to be overlooked, and are carried forward in SiteWatch 2012!

StatWatch®

StatWatch is a new web-based statistical tool that puts key data at your fingertips anytime through your web browser, or web-enabled phone. It was announced at the Las Vegas ICA convention in 2010, and already has over 650 carwashes using it.

Just one glance at the StatWatch sales screen will give you a good idea of how well your site is generating revenues and profits. StatWatch makes it easy to view hourly and daily traffic count (by graph and table), dollars per vehicle, extra service sales per vehicle, total extras sales by type of service and sales by employee for any profit center.

StatWatch also makes it fast and simple to see how efficiently your site is operating by providing graphical presentations that show traffic volume per man hour, labor cost per vehicle and labor cost as a percentage of revenue.

You can gauge how well a particular site or manager is doing by comparing StatWatch figures for different locations in your organization. StatWatch also shows hour-to-hour, day-to-day and month-to-month comparisons for sales and labor stats.

It is available at no additional charge, and only to Support Group members. To get started, go to www.drbsystems.com/statwatch.

Additional key features include:

- Can be installed if you are running **SiteWatch 2008 or higher**.
- Provides constant and secure up-to-the-moment updates of **key sales and labor stats** through your web browser or web-enabled phone. Statistics are presented in easy-to-read presentations with user-friendly intuitive navigation and full color graphics.
- Makes it easy for you to monitor your operation remotely through **any Internet connection**, or on-site from your manager's workstation or other PC.
- Gives you at-a-glance **comparisons between sites**, as well as hour-to-hour and day-to-day comparisons.



StatWatch is free to Support Group members

- Integrates **weather tracking**, including a 5-day forecast from AccuWeather®.
- Shows you which **employees are working** at any time, and allows you to see their hours worked for the day and week.
 - If you have an Android phone or an iPhone, you can tap the screen to call the employee (which may also be a manager) directly from this list.
- **Compares data reports** between different sites or different time periods.
- If you have an **Android phone** or **iPhone**, there is a special app you can download to see the same data specifically formatted for your cell phone.



Although any web-enabled phone can use StatWatch, iPhone and Android users have specific apps to uniquely format the information

WorkflowOne eXact Interface

Another addition to SiteWatch 2010 is an automated interface with eXact, a proprietary Reminder Card Marketing System developed by WorkflowOne, a leader in quick lube customer reminder programs. Once you are enrolled in the program, quick lube transaction data and, optionally, carwash and detail center transaction data are automatically sent to WorkflowOne every night, which keeps your reminder card program up-to-date and makes it easy to manage.



Bring more customers back to your business

At locations where the eXact Reminder System has already been implemented, quick lubes have experienced up to a 25% increase in frequency or one extra visit per vehicle per year. One additional visit per year from 3000 customers with a \$30 ticket average provides an additional \$90,000 of revenue per year.*

*Experience data provided by WorkflowOne

Key features of the eXact Reminder System interface include:

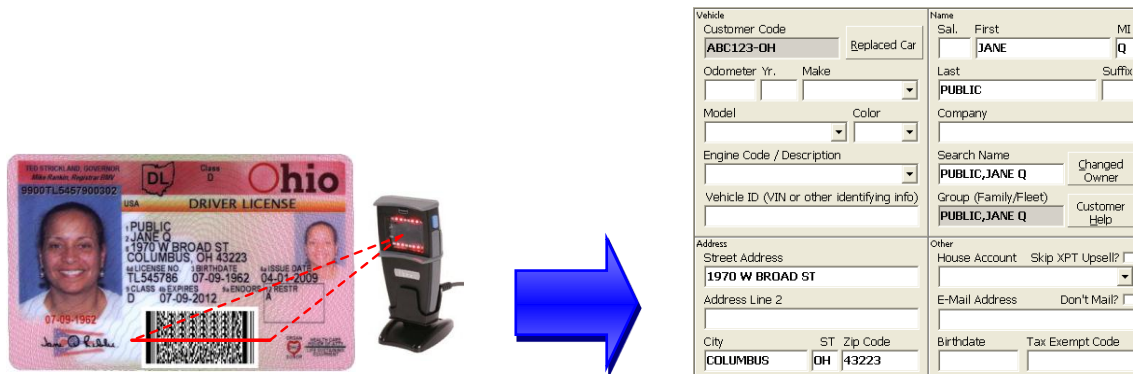
- **Automatic transmission** of quick lube transaction data to your eXact account on a nightly basis.
- “Active” campaigns **automatically mailed** every week to keep a steady flow of traffic to your store location(s).
- Ability to setup **multiple campaigns** including: Thank You Campaigns, 90 Day Reminders, Past Due Reminders, Late Notice Reminders and Lost Customer Campaigns.
- Reminder campaigns mailed based on **anticipated mileage intervals**, not just days.
- **Address validation & correction** of your list prior to mailing.
- You can submit **custom artwork**, images, logos and messages
- Pricing is **\$.44 per card**, postage included. No startup fees. No monthly fees. No hidden fees. (Price is subject to change.)
- **Target specific zip code areas**, if desired.
- **Web-based reports** for comparing campaigns performance with the ability to drill down to individual customers.

To enroll in the eXact Reminder System or to get additional information, please call 866-222-1015. Tell them you are using the DRB Systems SiteWatch system.

The WorkflowOne eXact Interface is provided at no additional charge to users of the SiteWatch Quick Lube Pro module. Once you are signed up with WorkflowOne, call DRB Systems support staff at 330-645-3299 to activate the interface.

Miscellaneous Features

- 2D barcode readers can be used to **capture customer information from the driver's license**. Previously, you could only capture this information if it was on a magnetic stripe. Note that only states using standard driver's license formats are supported.



Scanning the 2-D barcode or magnetic stripe on some states' driver licenses will enter that information into the customer page at the terminal.

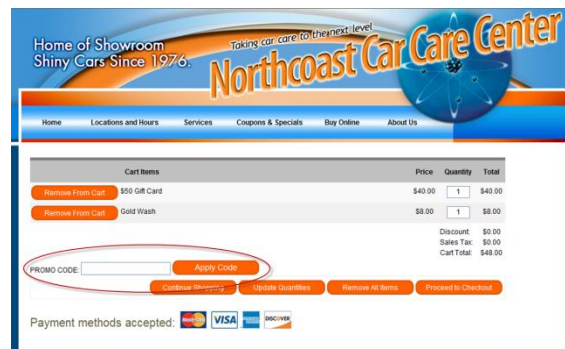
- A new **PercentOfPriorItem** rule is available. It will apply a discount percentage to the last item entered into the sale. This is useful, for example, if you want to apply a 20% discount coupon to one item in the sale, instead of the entire sale. You would simply enter the item into the sale and then scan the coupon.
- With proper security, the **Restart SiteWatch** function is now supported at Keypad Terminals and Portable Touchscreen Terminals.
- The MC7090 model of the Portable Touchscreen Terminal **logs its serial number** in the Computer list. This helps you keep a more complete inventory of your hardware.
- Sites without an Xpress Pay Terminal (XPT) can use **gates to control traffic flow** and queuing to the tunnel through the Gate Controller Interface attached to the SiteWatch server.
- A new **FastPass Tag Blocked** profile event is added so you can display a message to the customer stating why they cannot use their FastPass tag at the XPT. For example, their FastPass tag may already be in another sale if they pull up to one XPT, back up, and then pull into another XPT lane.

- In addition to the Power setting for the FastPass reader, a new **Sensitivity** setting gives you more control over the readability of your FastPass tags.
- Now you can offer customers the convenience of buying gifts cards right at your self-pay station. New XPTs feature an optional **gift card dispenser** that holds 50 high quality credit card sized gift cards.



The SiteWatch Xpress Pay Terminal (XPT®) has a built-in gift card dispenser so customers can buy their own cards directly from the self-pay station.

- Cards are not activated until they are dispensed by the XPT. This minimizes control issues, since cards don't have to be treated like cash before being loaded into the self-pay station.
- New XPTs include a **Dual Bill Dispenser** that dispenses \$1 and \$5 bills. This means fewer bills given in change.
 - The dispenser uses cassettes to hold the bills, which makes it easier for you to load cash into the unit.
- New XPTs include a **super fast receipt printer** that prints receipts more than twice as fast as the previous model.
- A new peripheral parameter, **BCFZ (Barcode Font Size)**, is added to allow you to specify the point size of a barcode printed on receipts. This is helpful when you need to adjust the size of barcodes to help them read better for certain scanners.
- Website Connect has been enhanced to allow you to **offer promotion codes** that your customers can use when ordering online. For example, you might offer a 10% discount off gift cards if they enter the promotion code "Wash Me!"



With Website Connect, customers can enter a promotion code to get a discount or additional bonus for ordering online through your website

- Just about any kind of SiteWatch promotion can be offered through Website Connect. For example, you might offer a free air freshener if the customer enters the code "AirFresh".
- You can limit the number of offers claimed. For example, to create a sense of urgency, you might offer a discount to the first 46 customers to claim a discount during Super Bowl XLVI by entering your favorite team's name.

Issues Addressed in SiteWatch 2012

There have been several software issues in SiteWatch 2010 and earlier that have been changed in SiteWatch 2012.

Some of the more significant ones are:

- For the ODBC user, stored procedure **CustClubPlan_Balances** returns the correct club plan expiration date.
- The sample ODBC query **SWCLB01a** is fixed to return all club plans sold.
- When using the **ImportCCT** program in command line mode to import customer data, any warnings about SiteWatch being active are suppressed. This helps that program run better in an unattended environment.
- An updated **ODBC driver** fixes the situation where Kanji-like characters are returned in queries.
- Items with **LPMChecking** and **ARMPlanSale** rules are no longer removed from the sale when a change is made to the customer's information on the Customer Page of the terminal.



Features Withdrawn

In SiteWatch 2012, the following features have been removed:

- **Windows Server 2000 and Windows NT** operating systems. Microsoft has not supported these operating systems in a long time, which in turn makes it impractical for us to support them on SiteWatch 2012. Telephone support for these operating systems on older versions of SiteWatch is unaffected and continues to be provided.
- **Symbol 2846 Portable Touchscreen Terminal (PTT)**. Due to wireless security requirements mandated by the Payment Card Industry (PCI), support for the Symbol 2846 PTT is removed from SiteWatch 2012. Telephone technical support for this device on older versions of SiteWatch is provided on a “best effort” basis. Hardware service is no longer available.
- **Approved Web Sites List**. Previously, this allowed you to use SiteWatch to set up a “white list” of web sites that were allowed at the site, which was then used to automatically update the router. Frequent changes to router firmware made this feature unreliable. You can still manually update the router if you wish to create a white list. The list is still maintained in SiteWatch, but is now only used as a shortcut list of “favorites” for the terminal’s Approved Web Sites keypage key.
- Third party keyboards that have integrated credit card readers (using what is known as “**wedge mode**”) can no longer be used due to PCI rules.
- **WEP encryption** support for wireless devices has been removed in favor of PCI-approved methods. The upgrade conversion report will list any Portable Touchscreen Terminals (PTTs) still using WEP.
- The obsolete **Peripheral PC** option has been removed from the SiteWatch installation program.
- The **CarWatch® Journal Exporter** has been removed from SiteWatch. Users of this feature should consider switching to the QuickBooks Interface module or utilizing the ASCII exporter feature.

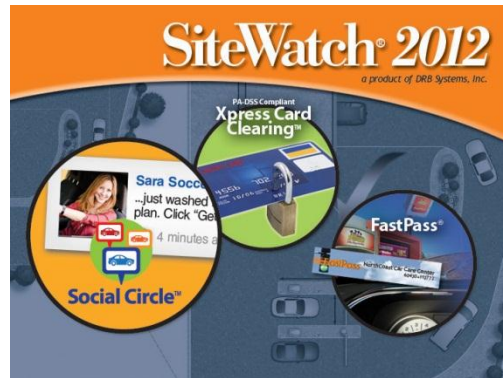
Upgrading to SiteWatch 2012

Installation Process

Upgrading to SiteWatch 2012 is straightforward and easy. You should plan on the upgrade taking about an hour at each site.

Due to the enhancements and changes that are being delivered with SiteWatch 2012, we recommend that you upgrade on Monday through Thursday, on a day when the weather forecast doesn't look good. Even though you likely won't experience any problems, it is best not to take chances.

Please contact DRB Systems support at (330) 645-3299 if you are not already running on SiteWatch 2010, file version 19.4.0 or higher.



The upgrade to SiteWatch 2012 is straightforward

Single Site

In general, the upgrade process consists of the following steps:

1. Shut down SiteWatch.
2. Install SiteWatch 2012 on the server.
3. After the server is rebooted, each terminal will automatically upgrade itself when it is restarted.

Multiple Sites

If you have multiple locations, the process will be slightly different as follows:

1. Upgrade the Replication Hub to SiteWatch 2012.
2. Upgrade any Query Servers.
3. Upgrade each site server. Note that once the server is upgraded, the terminals will automatically upgrade themselves when they are restarted. You can use the Replication Status Viewer at the Replication Hub to monitor the upgrade status of each of the sites.

Charges and Availability

Upgrades to SiteWatch 2012 will be available on a limited basis beginning November 7, 2011. The planned general availability for SiteWatch 2012 is February 6, 2012.

The upgrade from SiteWatch 2010 to SiteWatch 2012 is \$995 per site for Support Group members and includes updates for all licensed SiteWatch modules. New systems that were installed 11/1/2010 or later will receive SiteWatch 2012 at no additional license charge.

The license fee for the new optional PIN Debit Client License is \$355 per terminal. The PIN pad hardware is \$130 per terminal, and comes pre-injected with a key from Mercury Payment Systems.

StatWatch is available now for sites running SiteWatch 2008 and higher. It is available at no charge for Rapid Response members of the SiteWatch Support Group.

Requirements

The following are the requirements for SiteWatch 2012:

- To upgrade to SiteWatch 2012, you must have installed SiteWatch 2010 (file version 19.4.0 or higher). Your file version can be found in the Site Manager option Help>About Site Manager.
- The site server requires Windows XP Professional Service Pack 3 or higher.
 - Windows 2003 Server has had limited testing and is permitted for use on site servers. Support for site servers with Win2003 is on a best effort basis. Windows 2000 Server, Windows 2008 Server and Windows 7 are not supported on site servers.
- Replication hub servers and query servers require Windows XP Professional Service Pack 3 or higher.
 - Windows 2003 Server service pack 1 has had limited testing and is permitted (meaning, support is on a best effort basis) for use on replication hub servers. Windows 2008 Server and Windows 7 are not supported.
- PC Terminals and Touchscreen Terminals require Windows XP Professional (service pack 3 is recommended). Windows 7 is not supported.
- Manager workstations and office workstations require Windows XP Professional (service pack 3 is recommended) or Windows 7 Professional, Enterprise or Ultimate (service pack 1 is recommended). Please contact our support staff at 330-645-4233 for questions and limitations on Windows 7 functionality.
- During the upgrade, the server requires disk space equivalent to the 1.25 times the current database size be available on the drive that contains the database.
- Use of CARFAX's VIN decoding and QuickVIN features require that you accept their end user license agreement during the upgrade process and send service information to CARFAX.



Future Plans

SiteWatch 2010 Updates

With the release of SiteWatch 2012, DRB Systems will fix only critical defects in SiteWatch 2010. Telephone technical support for SiteWatch 2010 and earlier is unaffected and continues to be provided.

Future Changes

In future versions of SiteWatch, DRB Systems intends to make the following changes:

- Windows 7 will be supported on site servers and workstations.
- DRB Systems intends to remove the DayPriced, TimePriced and DayChecking item rules. You should switch to use the new DayTimePriced and DayTimeChecking item rules.
- Service Pack 3 for Windows XP will be required. When you install SiteWatch 2012 on your server, if you get the warning telling you that some of your computers have Service Pack 1 or 2 installed, you should take the time now to install Service Pack 3.

Summary

With all the new features in SiteWatch 2012 to help you market and manage your business, there are likely a few new ones that hold a particular interest for you. If you are ready to **order your SiteWatch 2012 upgrade**, please send an email to Support@DRBsystems.com or call **330-645-3299**.

If you have questions regarding the upgrade or any of our other products, please call your sales representative at 800-336-6338.



Bob Kopko
South



Judy Dunn
Mid-West & Northeast



Brandon Jordan
Mid-Atlantic



Rich Hays
West



Bonnie McMillan
Sales Manager



Harold Guthrie
National Accounts

