



**Thank you for expressing an interest in becoming a DRB Systems Support Group Member! As a valued DRB Systems customer, you deserve a choice in Support Group membership options.**

### **Support Rapid Response Benefits**

- **Phone Support.** DRB Systems Support is staffed 8:30am to 9:00pm Monday – Friday for all of your questions. We hold ourselves accountable to provide you with responsive, quality service. We track how we do daily and target 88% of inbound calls answered within 3 minutes and 96% of calls answered within 7 minutes. We strive to obtain first call resolution on over 90% of all inbound calls.
- **Emergency Support.** Your business is important to us! If you have an emergency and you cannot wash or lube cars or if you can't process payments our Support team is available any hour and any day, including weekends and holidays.
- **E-mail Support.** We also offer you the ability to contact us for assistance via email at support@drbsystems.com. We will provide either an answer to your question or a plan to solve the question within 4 hours during normal business hours. If it is an emergency, please be sure to call us.
- **Loaner equipment.** We maintain a fleet of loaner equipment which you may use if your equipment (supplied by DRB Systems) needs to be repaired, free of rental fees.
  - Loaner equipment has certain restrictions and time limits as specified in the DRB Systems Loaner agreement and credit application. Loaner service does not include the cost of shipping, repair of equipment out of warranty, or the costs of data recovery.
  - 30-Day Rapid Response membership account status is COD

### **Rapid Response Support Membership Options**

#### **Annual Membership**

Support membership is billed annually for your organization on a per-module basis. Your exact amount is included on the next page. If your organization has more than one location, volume discounts apply.

#### **30-Day Membership**

30-Day membership gives you the same benefits as an Annual membership for a flat rate. You will have peace of mind knowing that your organization is backed by responsive and knowledgeable support technicians who are there to help.

#### **Chek-Chart and PW subscriptions**

Chek-chart or PW subscriptions are not automatically included in Support Membership pricing. There are additional fees for these programs. If you are interested, please contact DRB Systems, Inc.



# DRB Systems, Inc.

## Sign Up Now!

To get started with the **30 day** membership, fax the completed payment information back to us at 330-645-2299. We will process your request and our support staff will contact you ASAP.

Annual support fees vary by module. If you would prefer to sign up for a yearly membership, please call us at 330-645-3299, Monday – Friday 8:30am-5:30pm, for pricing.

**Organization Name:** \_\_\_\_\_ **Loc Code:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**CarWatch 30 day Membership** **\$600.00** \_\_\_\_\_

**SiteWatch 30 day Membership** **\$1000.00** \_\_\_\_\_

\_\_\_\_\_  
**Authorized signature** **Date**

### **Credit Card Authorization**

I authorize DRB Systems, Inc. to charge my credit card for Rapid Response Support Membership for my entire organization.

Master Card       Visa       American Express

Card number: \_\_\_\_\_      Expiration date: \_\_\_\_\_

CVV2/CID#: \_\_\_\_\_

On back of card for Visa, Master Card and on front of card for American Express

Cardholder's name (please print) \_\_\_\_\_

Billing address for card (street) \_\_\_\_\_

City, state, zip code \_\_\_\_\_

**Cardholder's signature** \_\_\_\_\_ **Date** \_\_\_\_\_