

Customer Care Plan

An Introduction to Your DRB Support Group Membership & The Knowledge Center for Technical Support



Table of Contents

Welcome to the DRB Knowledge Center for Technical Support	3
Getting Started with the Knowledge Center	3
Contact DRB Knowledge Center Support	3
Telephone and E-Mail Support	3
In-House Support.....	4
Emergency Support.....	4
E-Mail Support.....	4
Knowledge Center Hours of Operation	4
Steps to Optimize Your DRB Customer Support Experience	5
Support Group Membership Benefits	5
Added Value Services	6
Training Services	6
Authorized Contacts	7
Software Assurance	7
Repair Services	7
Scheduled Services.....	7
Website Connect Services	9
Mobile Connect Services	9
Best Practices Guidelines	10
Call Management Processes.....	11
Before Placing a Call to Support.....	11
Placing a Call - What to Expect from DRB	11
Call Flow Process	13
Call Escalation Process	13
Criteria for Closing Cases	13
Mutual Resolution Commitment.....	14
DRB's Knowledge Center Responsibilities.....	14
Customer Responsibilities.....	14
Service Level Objectives.....	14
Customer Satisfaction	15

Welcome to the DRB Knowledge Center for Technical Support

When your organization selected DRB, you gained a partner with the right tools in place to meet your business needs, along with a commitment to provide the best overall customer experience in the car wash and lube industry. We understand that technology alone isn't enough to meet your increasingly complex and dynamic business and information needs. We are committed to providing the services and support you need to maximize the value of your DRB products.

Our Rapid Response Annual Support and Added Value Services are designed to ensure that your DRB products operate efficiently and productively. Our goal is to help you keep your business up and running.

This guide provides information about our maintenance and support programs, policies and procedures. It will help you locate valuable information and show you how to access DRB's Knowledge Center for technical support.

Getting Started with the Knowledge Center

This guide is designed to help you understand and maximize the benefits of your DRB Support Group Membership and the Knowledge Center.

We recommend that you review this guide so you can effectively utilize all aspects of your support programs and options. This guide can help you to locate resources, tools and information that will aid you in resolving your issues. It can also help you to understand key processes and policies during your Knowledge Center interactions.

Rapid Response Annual Support	Added Value Services
24x7 Technical Support Coverage	Training Services
Emergency Support 365 Days a Year	Professional Services
Fast Response Time	Repair Services
Unlimited Telephone & Email Support	Software Upgrades
Swap Equipment with signed RMA agreement	Website & Mobile Connect Services
StatWatch Access	Consultation Services

Contact DRB Knowledge Center Support

Telephone and E-Mail Support

Software and hardware support for your technical issues is available 24x7, 365 days a year. We have a team of dedicated Technical Support Representatives (TSR) to assist with getting the maximum value from your DRB products.

In-House Support

Our Knowledge Center is staffed with qualified Technical Support Representatives (TSR), who have extensive training and experience in DRB software and hardware technologies. In-house support is designed to meet all the daily needs of our customers from answering questions to helping you recover from a lightning strike.

Emergency Support

For your peace of mind, our Knowledge Center is staffed for Emergency Support with highly qualified TSR's who have extensive training and experience in DRB software and hardware technologies. In addition, After Hours Emergency Support is available. Emergency Support are limited to emergency situations. Emergency situations are defined as circumstances that severely impede the running of your business such as not being able to wash cars, service cars or process credit cards.

E-Mail Support

For issues not requiring an immediate response, you may e-mail the Knowledge Center, or you may request help by visiting our website. E-mail Support is available from 8:30 am - 5:30 pm EST Mon Fri. Please include all pertinent information including approval to access your site remotely if needed.

- knowledgecenter@drbsystems.com
- <https://www.drbsystems.com/contact-knowledge-center/>

Knowledge Center Hours of Operation

In House Support	Mon-Fri 8:30 am – 9:00 pm EST Saturday 7:00 am – 6:00 pm EST
In House Emergency Support	Mon-Fri 6:30 am – 8:30 am EST Mon-Fri 9:00 pm – 10:00 pm EST Saturday 6:00 pm – 8:00 pm EST Sunday 8:00 am – 5:00 pm EST
After Hours Emergency Support	Mon-Fri 10:00 pm – 6:30 am EST Saturday 8:00 pm – 8:00 am EST Sunday 5:00 pm – 6:30 am EST
E-Mail Support	Mon-Fri 8:30 am – 5:30 pm EST knowledgecenter@drbsystems.com

Steps to Optimize Your DRB Customer Support Experience

Implement DRB's Best Practices Guidelines

Every site, regardless of product, software version or workflow can benefit from following our Best Practices Guidelines (please see page 9). These are common tips and suggestions to minimize potential emergencies and keep your business up and running.

Utilize Product Help

The fastest way to answer a question or resolve a problem is to access Product Help which is available to all customers through your installed SiteWatch and TunnelWatch systems. We strongly encourage you to make use of these on demand resources and provide feedback on areas where we can expand and improve.

Don't want to call? E-Mail!

For those issues that do not require an immediate response, you may e-mail the Knowledge Center or complete the form on our website with all the details of your issue. Please include all pertinent information including authorization to access your site remotely if needed.

- knowledgecenter@drbsystems.com
- <https://www.drbsystems.com/contact-knowledge-center/>

Regularly Visit www.drbsystems.com

Our company website is updated frequently and is a helpful source of information including support documents, product information, customer testimonials and the latest news in the car washing industry

Support Group Membership Benefits

The Knowledge Center is here for you, not only when you experience a problem, but to help you to configure your site's workflow to increase your volume, improve your revenue per car, or lower operating costs and to assure the high performance of your carwash. The Knowledge Center exists to help our customers become successful and profitable.

Hardware Maintenance

DRB understands that equipment in good working order is mission critical for any car wash business, and our loaner, swap and warranty policies are designed with uptime in mind. If you experience an equipment failure that cannot be resolved by Technical Support, you have the option to receive refurbished equipment to swap existing faulty equipment under our RMA program or purchase new equipment.

RMA Swap Equipment

For added peace of mind, all customers with a Rapid Response Support Group Membership are eligible to receive refurbished equipment. If a customer is not a Rapid Response Support Group Member, faulty equipment is not eligible for swap of refurbished products. As the customer, you are responsible for freight of the faulty equipment and the refurbishment costs when the unit is no longer under warranty.

Warranties

Every piece of equipment sold by DRB is fully guaranteed and comes with a warranty.

- All new equipment has a 1-year warranty from the date the equipment is shipped to the customer.
- All refurbished equipment has a 90-day warranty from the date the equipment is shipped to the customer.
- All supplies (power supplies, cables, connectors, etc.) have a 90-day warranty from the date the supply is shipped to the customer.

When equipment is under warranty the refurbished equipment is shipped to the customer at the cost of DRB and a call tag (UPS pickup slip) will be issued to bring the faulty equipment in for warranty repair. Warranty repair only covers failure of the equipment. Any damages due to abuse, lightning storms, power surges, etc. are not covered under warranty. Warranty status is determined by the Service Department once the equipment is evaluated.

Added Value Services

As with your own business, the Knowledge Center understands that strategic advantage is win or lose in service delivery. Through our Added Value Services, we will assist you by closing gaps and achieving improvements that deliver demonstrable, reportable returns. How can we provide value to your business?

Training Services

DRB's offers a variety of training options from classroom to individualized and tailored training sessions. The sessions are intended to help address your business needs. Please contact the Knowledge Center for more information and pricing for any of your training needs.

Web Based Training

The Knowledge Center will provide web-based training. During this session, our trainer will teach your team various aspects of SiteWatch/TunnelWatch using your own database. The trainer will also demonstrate key features and options available in SiteWatch/TunnelWatch while discussing their use and value to you as an operator.

In-House Training

The Knowledge Center will provide an in-depth training session at our corporate headquarters. Our trainer will walk you through hands-on training and software setup exercises using the same setup that is actively running at your facility. By completing your training at our corporate headquarters, it will give you one-on-one instruction from our knowledgeable trainer and allow you to focus your attention on training without interruption from the daily requirements at your location.

On-Site Training

The Knowledge Center will send a qualified trainer to your location for on-site training. The trainer will become familiar with your software configuration before arriving and be able to walk you through in-depth hands-on training right at your own facility. The trainer will also be able to help you with areas such as workflow management, report changes, software setup, promotions, security and much more.

DRB University

DRB University offers an instructor-led, collaborative environment, utilizing hands-on labs to enhance learning. We partner with a long-time car wash owner who will share their experience using our products and cover commonly requested software and hardware topics. DRB University is hosted in cities across the US to make it convenient and affordable to attend in person training. To request additional information, please visit our website at <https://www.drbsystems.com/drbs-university/>.

Authorized Contacts

As a Support Group member, you have the option to authorize certain contacts within your organization to interface with the Knowledge Center. When utilized, only authorized technical contacts may open a call with a Technical Support Representative. Authorized technical contacts should have a basic understanding in the tasks related to administering and troubleshooting your DRB products.

Software Assurance

Software updates are developed to resolve specific issues, increase security and offer enhanced functionality. By staying current with the latest version of SiteWatch and TunnelWatch your systems will remain up to date providing protection to the investment you have in your business. By paying a nominal annual fee, you will be enrolled into DRB's Software Assurance Program offering access to the most current software version.

Repair Services

DRB offers swapping of refurbished products for faulty equipment. We can efficiently and professionally handle any DRB related equipment exchange needs you may have regardless of warranty status. Please contact the Knowledge Center to learn more about the RMA process.

Scheduled Services

The Knowledge Center offers a wide variety of customer solutions, tailored to provide an implementation that meets your requirements, and delivered in a way that fully supports your business goals and processes. In order to deliver the highest possible quality services in a timely manner, a Scheduled Services coordinator will work with you to schedule a delivery date and will assign a specific technician dedicated to the completion of your solution to your satisfaction. You can visit <https://www.drbsystems.com/contact-knowledge-center/> to schedule your service as well. Please refer to the chart below for Scheduled Services which are included in your Rapid Response Support Membership.

Rapid Response Scheduled Services

Included in Rapid Response Support Group Membership. Please contact the Knowledge Center or visit <https://www.drbsystems.com/contact-knowledge-center/> to schedule your service.

Type of Service	Description
Changes to the General Sale Report (GSR)	Customizing the GSR by adding or removing sections
XPT Media Changes	Uploading new media (screens, video files, audio files) to XPT's <i>*Fees Apply for Media design or screen changes</i>
Additional Prepaid Plan Setup and Configuration	Adding additional Prepaid Plans to an existing setup
Additional Loyalty Promotion Setup and Configuration	Adding additional Loyalty Promotions to an existing setup
Automatic Recharge (ARM) Plan Setup and Configuration	Adding additional Automatic Recharge (ARM) Plans to an existing setup or modifying the behavior of existing plans
Offered Services Make Over	Restructuring of a site's wash or lube menu (changing all prices or switching workflows)
Data Deletion	Deleting historical sales or time clock information for a range of dates in a SiteWatch database for when an owner sells a site (Please note customers using SiteWatch Version 21.7.0 or later must purchase the SiteWatch Data Deleter Module)

Please refer to the chart below for Scheduled Services *not included* in your Rapid Response Support Membership. To receive a quote and to schedule your Professional Service described in the chart below, please contact the Knowledge Center.

Rapid Response Fee Based Scheduled Services

These services are available but are *NOT* included as part of your Rapid Response Support Membership. Please contact DRB'S Knowledge Center for a quote and to schedule your service.

Type of Service	Description
Data Recovery	Attempting to recover data from a failed or corrupt hard drive (Please note that due to the condition of the data on the drive or the drive itself, the data recovery process may not be successful - Fees still apply)
Database Setup	Setup of a new SiteWatch database for when a new owner takes over a site and the previous owner retains their database or for when a site loses their database and does not have a backup

Website Connect Services

Website Connect was created to allow you to link your SiteWatch POS to your business' website to expand your sales of prepaid services. The connection between your new website and SiteWatch will provide the ability to sell prepaid cards, ticket books and unlimited monthly passes. It allows your customers to quickly and easily manage their Automatic Recharge plans which is automatically entered into SiteWatch. The Knowledge Center will work with you to implement any changes you may have to your website after implementation. Any requests for changes to your website generally require a 1-week lead time. To reach the Website Connect team, please contact the Knowledge Center or visit our website at <http://www.drbsystems.com/contact-website-connect-team/>.

Mobile Connect Services

Mobile Connect was created as an extension of Website Connect to give an additional method for your customers to interact with your business using native Android and iOS apps. It allows your customers to quickly and easily purchase and manage Automatic Recharge plans, access a personal wallet, send digital prepaid cards to friends and family, update their contact information, and provides turn-by-turn directions to your wash locations. All that information is automatically entered into SiteWatch. The Knowledge Center will work with you to implement any changes you may have to your app after implementation. Any requests for changes to your website generally require a 1-week lead time. To reach the Mobile Connect team, please contact the Knowledge Center or visit our website at <http://www.drbsystems.com/contact-website-connect-team/>.

Best Practices Guidelines

Every site, regardless of product, software version or workflow can benefit from following the best practices guidelines below.

1. **Backup your sensitive information.** Your database IS your site! It contains important information like sales records, taxes collected, employee data, and payroll information. It contains the basic configuration of your site's washes, details, lubes, coupons, and inventory levels. It also has customer information, history, and prepaid and loyalty promotions. Theft or a natural disaster might destroy all your computer equipment, but a good backup strategy will ensure that you are well-protected.
 - a. Use flash drives or disks to keep a backup somewhere off-site for safekeeping. This step is extremely important - speak with a Technical Support Representative on the options for your organization.
 - b. SiteWatch makes nightly backups and weekly archives of your database, when so configured. These backups are typically also saved to another computer in the office. Contact the Knowledge Center to verify which computer the backups are being stored, and the best way to access them.
2. **Develop a disaster recovery plan.** To minimize down time and lost profits work with our experienced Technical Support Representative to develop contingency plans in case of emergencies.
 - a. Invest in spare equipment. Consider purchasing spare pieces of essential equipment. When something vital breaks you can simply replace it instead of having to wait for it to be shipped to you.
 - b. Be prepared to run on overrides, if needed.
 - c. Set up TunnelWatch to run independently of SiteWatch. If you encounter a problem with your SiteWatch server, you can set up a keypad to interface directly with the TunnelWatch server. The interruption in business will be nominal, and your customers will still receive the same quality of service they always receive.
 - d. Label all computers so employees will know which one is the SiteWatch server, TunnelWatch server, etc.
 - e. Label network devices like the router, the network switch, etc.
 - f. Label network cables. Sometimes you might be looking at a mass of wires and not know which one goes where. From the network switch, label which cable goes to the SiteWatch server, which one goes to XPT1, which one connects to WashCashier1, etc. Also, any wall wiring network jacks should be labeled to easily identify where they end up.
3. **Take steps to prevent equipment failure.**
 - a. Ensure that all equipment is on surge protection. These devices fail with age, so replace them regularly!
 - b. Use anti-virus software on any computers that you do use to get online.
 - c. Clean your equipment and make sure all wire connections are secure. You can purchase card reader cleaning kits for all terminals, including XPT terminals, from DRB.

Call Management Processes

Resolving technical problems and questions requires a partnership between you, the customer, and DRB's Knowledge Center staff. This section focuses on actions you can take to expedite your support experience and will guide you through the DRB call management and resolution process by providing helpful hints to optimize your support experience.

Before Placing a Call to Support

1. **Define the question/ problem.** Clearly state the question/problem, providing specific information, such as product involved, problem symptoms, the frequency of occurrence and business impact.
2. **Identify possible sources of the problem.** Examples: system (hardware, software and network) changes and upgrades; introduction of new applications or processes into system environment and recent configuration changes. Note any known steps that led to failure, whether the problem can be recreated.
3. **Gather environmental and product information.** Identify and provide all product information and relevant environment information such as operating system, networking components and versions of software when the problem occurred.
4. **Gather diagnostic information.** Gather and provide diagnostic information such as error messages, error logs, beep codes, report discrepancies, specific customer codes and license plate numbers.
5. **Check self-service resources in TunnelWatch or SiteWatch Help included with your installed system(s).** Often, the fastest way to answer a question or resolve a problem is to access TunnelWatch or SiteWatch Help. It's available to all customers through your installed system. Many questions and problems can be resolved via self-service resources such as product documentation. We strongly encourage customers to make use of these resources and provide feedback on areas where we can expand and improve their value. Just press F1!



Placing a Call - What to Expect from DRB

When you place a support call to the Knowledge Center, the Technical Support Representative (TSR) logs your problem using call management software and creates a record of the problem (a case) which assigns a unique reference number to the case and then provides this number to you as an acknowledgement. This section explains what you can expect when you contact the Knowledge Center to open a case for technical assistance.

Specific support information may be requested from you:

1. Your company location code, name or address.
2. You or your authorized contact's name and confirmation of phone number and email address.
3. Your DRB product identification: SiteWatch and/or TunnelWatch.

A support membership check will be conducted:

1. A Technical Support Representative will validate that your support membership is current.
2. Should your support membership be expired, a DRB team member will discuss your options for renewal.

Important: Organizational contacts not authorized as eligible contacts will be advised to seek the assistance of an authorized technical contact before receiving support assistance.

Detailed problem/question information will be requested from you:

1. **Problem statement or question.** Clearly state the question or problem, providing specific information such as problem symptoms, frequency of occurrence, etc.
2. **Product and environmental information.** Identify and provide all relevant product environment information, such as operating system, networking components and versions of software that were running when the problem occurred.
3. **Other background information.** Identify and provide possible sources of the problem such as system (hardware, software and network) changes and upgrades; information of new applications or processes into system environment, recent configuration changes and any known steps that led to the failure, and whether the problem can be recreated.
4. **Diagnostic information.** Gather and provide diagnostic information such as error messages, error logs, beep codes, report discrepancies, specific customer codes and license plate numbers as this will aid in isolating the problem.
5. **Business impact.** The Knowledge Center considers both the technical as well as the business impact of your problem. During peak time periods, DRB may need to prioritize call severity. This ensures priority allocation of DRB technical resources where necessary and ensures like effort by your staff. The Technical Support Representative will indicate when you should expect a return call or an e-mail response.
6. **Other support in formation.** Provide any other information as requested by the Technical Support Representative.

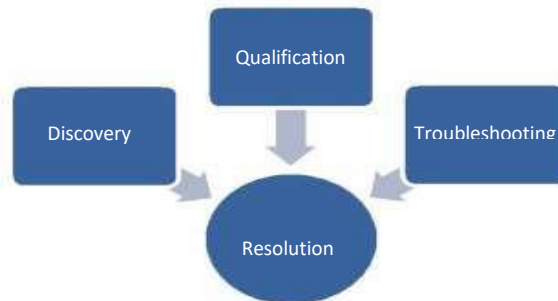
A support case will be created for you as a result of:

1. **Your product is identified.** Product identification allows us to route your call to the appropriately skilled technician.
2. **Your support membership and issue severity are verified.** We make the best effort to direct connect you to a Technical Support Representative during our normal business hours, 8:30 am - 9:00 pm EST, Monday - Friday.

Call Flow Process

The Knowledge Center uses an automatic call distributor (ACD) software program to route your call to the Technical Support Representative (TSR) best suited for your issue. To promptly resolve your issue, the Knowledge Center uses a four-level internal method of consistent and thorough troubleshooting technique (DQTR).

1. **Discovery.** Your TSR will quickly find out what your issue involves.
2. **Qualification.** Your TSR will gather information to help identify the source of your issue and potential causes.
3. **Troubleshooting.** Your TSR will form a plan of attack and execute through logical reasoning to eliminate the potential causes one at a time.
4. **Resolution.** Your TSR will work with you to resolve your issue to your satisfaction. If the issue is resolved during your initial contact, the case will then be closed. If the issue is not resolved during your initial contact, your TSR will inform you of the next steps. Those steps may include further research and time spent actively working on your issue off the phone through remote connectivity and testing or escalation.



Call Escalation Process

Depending on the type and scope of your issue, the Knowledge Center may determine the need to redirect your issue to the appropriate resources for a prompt resolution. Knowledge Center management will then assign a Technical Support Representative (TSR) with experience in the type of technical support issue you are encountering. The TSR will coordinate with you to arrive at a satisfactory resolution of your issue.

Criteria for Closing Cases

Your case will remain open until one of the following events occurs:

- We have provided you with a solution that you have confirmed resolved the problem.
- You or an authorized technical contact asks us to close a case.
- A TSR has left three or more phone or e-mail messages on three different business days requesting contact and has not received a response.
- The issue is determined to be a desired feature that is currently not in a DRB product. An enhancement request will then be submitted to DRB's Development Department.
- The issue is outside of the scope of DRB's software/hardware and we have directed you to the appropriate resource.

Mutual Resolution Commitment

If you encounter a serious problem that greatly impedes your business, DRB's objective is to provide you help to get your system up and running again as quickly as possible to minimize disruption of your business processes.

The Knowledge Center will apply all appropriate resources 24 hours, 7 days a week. It is critical that you are willing and able to apply the necessary resources towards mutual resolution.

DRB's Knowledge Center Responsibilities

During the term of your annual support contract, the Knowledge Center will exercise reasonable efforts to track your technical issues using DRB's call tracking software and correct any problem reported by you or your authorized technical contact.

The Knowledge Center has no obligation to provide technical support for the following:

- Absence of a current support membership on file
- Support of any software or hardware not purchased through DRB.
- Assistance with problems caused by customer negligence, abuse or misapplication; use of DRB products other than as is specified in the product documentation or other causes beyond the control of DRB; any other problem that is excluded under DRB standard maintenance terms or problems caused by any hardware and/or software not supported by DRB.

Customer Responsibilities

The following responsibilities are expected by DRB of its customers. To ensure that your problem or question is resolved as promptly as possible, please be sure to have met these responsibilities before you contact DRB's Knowledge Center:

1. Have a current support membership. If you do not, please contact the Knowledge Center for available support membership options.
2. Thoroughly review all product documentation before you contact the Knowledge Center for assistance. Documentation is available through both SiteWatch and TunnelWatch Help systems.
3. Use reasonable efforts to isolate, document and report errors in your software or hardware accurately to the Knowledge Center.
4. Provide the required specific support information, mentioned previously, to the Knowledge Center.
5. Be willing and able to conscientiously carry out the troubleshooting steps given by the Knowledge Center.
6. Follow DRB's Best Practices Guidelines (please see pages 10).

Service Level Objectives

The Knowledge Center's goal is to exceed our customers' expectations for service, quality, and value. We constantly strive to earn our customers' long-term loyalty by working to deliver more than promised, being honest and fair, and "going the extra mile" to provide exceptional personalized service that creates a pleasing business experience.

Customer Satisfaction

The Knowledge Center is committed to provide support that:

- Meets a reasonable initial response time and resolve issues in a timely manner as set by DRB's leadership
- Is professional, knowledgeable, and friendly
- Meets terms and conditions of active support group memberships
- Is a defined process for call handling and the escalation of customer issues
- Delivers a high level of customer satisfaction, which is evaluated by customer feedback

Important: You may be required to provide appropriate authorization to access your SiteWatch and/or TunnelWatch system. Any delay in authorizing access may impact DRB's attempt to provide help.