



## Customer Support Checklist

COMPANY INFORMATION			
Address: Suite 340, 3115-12 <sup>th</sup> St N.E. Calgary, Alberta T2E 7J2	Phone and Fax: 403-261-2962, Fx: 403-261-2813		
Customer Support Rep: Vicki Biggar, Ext. 21 Email: support@geotracinternational.com	Websites: <a href="http://www.geotracinternational.com">www.geotracinternational.com</a> ; <a href="http://www.safetyonsitesystems.com">www.safetyonsitesystems.com</a>		
FIRST DAY			
<input type="checkbox"/> Provide customer with Asset Control Center User's Guide <input type="checkbox"/> Provide customer with Installation Manual			
Customer Support Materials			
<input type="checkbox"/> Provide customer with hard copies  <input type="checkbox"/> Provide directions to <a href="http://www.geotracinternational.com/support">www.geotracinternational.com/support</a>  Or <a href="http://www.safetyonsitesystems.com">www.safetyonsitesystems.com</a>	<ul style="list-style-type: none"> <li>MDT User's Guide</li> <li>MDT Quick Reference Card</li> <li>Truck to Truck Messaging Quick Reference Guide</li> <li>Dispatch to Truck Quick Reference Card</li> <li>SOS Worker's Guide</li> </ul>	<ul style="list-style-type: none"> <li>GEOTrac Overview of Products and Services</li> <li>Service Sheet – SHACTrac</li> <li>Service Sheet - CDMA</li> <li>Service Sheet – Freight Forwarding</li> </ul>	
Training Program			
<input type="checkbox"/> Review classroom, webinars and self-help training with customer	<ul style="list-style-type: none"> <li>Arrange classroom style training for dispatchers, administrators or drivers</li> <li>Provide Quick Start documents for GOTO Meeting webinars</li> </ul>	<ul style="list-style-type: none"> <li>Access online feature videos                             <ol style="list-style-type: none"> <li>1. <a href="http://www.assetcontrolcenter.com">www.assetcontrolcenter.com</a></li> <li>2. Enter in Company ID</li> <li>3. Enter Username</li> <li>4. Enter Password</li> <li>5. Click on link for demo at bottom of main page</li> </ol> </li> </ul>	
Website			
<input type="checkbox"/> Direct customers through Support tab on <a href="http://www.geotracinternational.com">www.geotracinternational.com</a> Overview "What's New" Tab for latest			
<input type="checkbox"/> Review Customer Bulletin board (left hand side of main page for ACC)	<ul style="list-style-type: none"> <li>Network updates</li> <li>Latest features launched</li> <li>Schedule for upcoming training</li> <li>Updates to ACC</li> </ul>	<ul style="list-style-type: none"> <li>Latest News</li> <li>Installations</li> <li>Field Service</li> <li>Company News</li> </ul>	
Customer Support Contact Information			
<input type="checkbox"/> Toll Free Customer Support – 1-403-261-2962 (specific issues on reports, tracking)			
<input type="checkbox"/> Email to <a href="mailto:support@geotracinternational.com">support@geotracinternational.com</a> (mapping features, dispatch, administrator functions)			
<input type="checkbox"/> Go to <a href="http://www.geotracinternational.com/support">www.geotracinternational.com/support</a> (downloads of all manuals, guides and Quick Reference Cards)			
<input type="checkbox"/> Go to <a href="http://www.geotracdemo.com">www.geotracdemo.com</a> : username: geotrac; password: demo (videos on ACC features)			
Installation, Repairs, RMA, Warranty			
<input type="checkbox"/> Review Process for In-field Service	<ul style="list-style-type: none"> <li>Single customer contact (for all branches)</li> <li>Single contact at GEOTrac Kelly Cowan – kcowan@geotracinternational.com Cell: 403-461-6114</li> </ul>		