



DRM INC
software for fuel delivery

Customer Care Portal

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*The Customer Care Portal is a new service available from DRM. It is a **secure** website that allows your customers and staff to access up-to-date account information.*

Your customers have the ability to:

- 1. View their account(s) online.** You control what information they see. Select from Fuel Delivery history, Transaction History, Service History, Equipment, Statements. They can even learn about degree days and how it relates to their fuel usage.
- 2. Print a statement or a specific invoice.** Encourage paperless billing and save on mailing costs.
- 3. Make secure payments online.** The customer no longer has to divulge this sensitive information to your office and has the flexibility to make payments when your office is closed. The payments get automatically posted to their DRM account next day, freeing up your staff.
- 4. Be informed of activity.** Customers will automatically receive an email after you post a delivery or upload a new statement.
- 5. Be informed of your services.** Every time someone logs in, the first thing they see is your current promotion. It is easy for you to add marketing content to promote budget plans, service contracts, etc.

Log In

Please enter your email address and password.

Email Address:

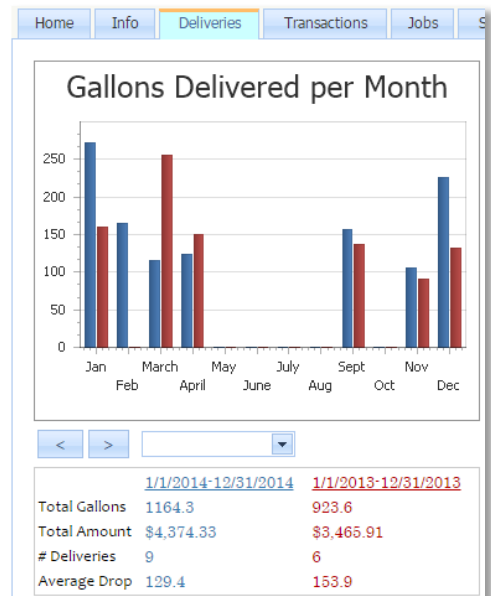
Password:

Remember my Email address

Log In

Forgot your password? [Click here:](#)

Request access to your account. [Click Here](#)



You and your staff have the ability to:

- 1. Log In Remotely.** Log in from any internet enabled device (home PC, tablet, smart phone etc.)
- 2. Account Lookup.** Look up any customer's account information. If the customer is reporting a run-out, you can quickly check things like confirming that the account is in good-standing or on automatic delivery. If the customer has no heat, your on-call technician can review recent service calls and access equipment details.



How does it work? Every night a special program runs automatically at a scheduled time that publishes your up-to-date account information. The only information that is shared with your customers is that what you would expect to see printed on a ticket, work order or statement.

How do customers get access? You have complete control over which customers can or cannot access the portal. Take a proactive approach and use DRM-Windows to grant online access to specific customers. These customers will automatically receive an email welcoming them to the portal and explaining what it is. Alternatively, customers can request access when they visit the portal. You will be alerted to these pending requests when you login to DRM-Windows, and can quickly review the requests and approve/decline accordingly.

Will customers use this? Yes they most certainly will! Perhaps not all your customers want to go on-line but there is a large and growing population that expects this level of service from their suppliers. You can easily monitor its usage to confirm the success of this exciting new DRM service.

Check it out! Provide us with your email(s) and we will set you up with access to our demo system. Then you can log in and see how it all comes together. You'll be impressed!

Number of Customers that have logged on:				
MTD	Last Month	Prior Month	YTD	Last Year
1258	1109	989	9849	1026

Number of New Customer logons:				
MTD	Last Month	Prior Month	YTD	Last Year
120	98	87	764	462

Number of Unique logons:				
MTD	Last Month	Prior Month	YTD	Last Year
1189	1004	961	2045	1650