



## Technical Service Bulletin No. 18-01 New Technical Service Tracking System

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To our valued customers:

To serve you better and faster, RH Peterson Co. is implementing a new software-based system in the technical services department. This software facilitates tracking issues (Cases) better and gives visibility to everything that is going on. The package is a *Salesforce* package called *Service Cloud*. Here are some of the advantages:

- **Tracking cases and issues better...**all communications, all conversations, RMAs, Tech issued credits, Tech orders and shipments, etc.
- Any member of the department will have access **to complete case history**
- **Better visibility to each case** to show which case is still open or urgent or still waiting on a response.
- **Automatic emails inform you when milestones in your case occur**

As the system evolves, we will be more efficient in processing credits and RMAs and additional features will be added.

**To make this system more efficient and effective now, please help us by doing the following:**

- Please send your warranty claims only to [warrantyclaims@rhPeterson.com](mailto:warrantyclaims@rhPeterson.com)
- Please send your technical questions to [support@rhpeterston.com](mailto:support@rhpeterston.com)
- **Don't send multiple emails on an issue unless the email is a response to our email on the case or claim.**
  - **By responding to one of our emails, the reference #** (example [ ref:00D1I3HnaT.\_5001I99XPE:ref ]) in the subject line and/or in the body of the email will be **automatically included**
  - This will assign the new message to the proper case.
- Sometimes you will need to send multiple **emails** with pictures in each. After sending the first one, wait for the automatic response, then send the rest of the emails and pictures as a response to the automatic response you received from us.
- When **calling** about a case please have the **case number** (5- or 6-digit) available so we can find out which case you are referring to.

Thank you very much and let me know if you have any questions.

A handwritten signature in blue ink that reads "Samir Barudi".

Samir Barudi  
Sr. Managing Director