



October-05-12 2:31 PM

**Subject:** Gilbarco Web Closure (Warranty and Commissioning) - NEW!

**Importance:** High

**Attn: NEE Service Managers and DSS Subcontractors**

Starting **November 1, 2012** our DSS subcontractors will have access to **web closure for Gilbarco warranty and commissioning work**. This will mean technicians will no longer call in the details to Gilbarco, they can enter all the details online. This will not be done through the Extranet, Gilbarco is setting up a direct login into the SMS for us.

All DSS subcontractor technicians we have on file have now been enrolled in the following free online courses:

1. (GVRWCLS) Web Closure 2012
2. (GVRWCOM) Web Commissioning

These are currently available on the WISE site (<http://wise.gilbarco.com>), check under the "United States" link, select the "General" option.

**Important points:**

- It should take less than one (1) hour to complete both courses
- It is very important that during the training technicians download or print the documentation by clicking on the "Click Here to Download Standard Work" button. This documentation is a big help once technicians start using web closure
- After the training is done and the documentation is downloaded or printed, technicians do NOT have to contact Loryn Anapol at Gilbarco as indicated in the training session. Owing to the large number of technicians completing this training she has asked that you contact me for your login details or if you have any questions. My contact details are below
- Logins and passwords for the SMS site (where the web closure is done, not the training) are currently being set up at Gilbarco, they will be communicated to you as soon as they are available
- Web closure will not be available until November 1<sup>st</sup>, but please ensure the necessary training is done well before go-live!
- It is possible to have admin staff do web closure instead of your technicians if that is your preferred business practice, please let me know if that is what you intend to do
- Any payment rejections from Gilbarco will still be sent to National Energy Equipment

If you have any questions or concerns you may contact me at [vhennessey@nee.ca](mailto:vhennessey@nee.ca), or at 905-766-1310 or my cell 647-654-8185.

Best regards,  
Valorie



**Valorie Hennessey BA BEd**  
*Corporate Trainer/ERP Specialist*  
*National Energy Equipment Inc*  
*1850 Derry Rd East*  
*Mississauga ON L5S 1Y6*  
*B: (905) 564 - 2422 x1310*  
*B: (905) 766 -1310*  
*C: (647) 654-8185*  
[vhennessey@nee.ca](mailto:vhennessey@nee.ca)