



November-14-13 11:27 AM

Subject: ****Urgent**** SPOT Activation Tool - Canada - IMPORTANT INFORMATION
Importance: High

Subject: SPOT Activation Tool (online and phone) currently not available

Attn: NEE Service Managers and DSS Subcontractors

The SPOT activation tools put in place this week by Gilbarco (online and phone) have been **temporarily suspended and are not available right now**. Gilbarco is working on updating their system and advises that in the interim technicians will need to call into the Gilbarco help desk for any SPOT activations, please call 1-866-606-8966. Please ensure this information is passed along to your staff asap.

Gilbarco apologizes for any inconvenience this may cause and are hoping to have the system up and running very soon. If you have any questions on this please contact our Gilbarco Market Service Manager Adam Grasso (adam.grasso@gilbarco.com) or Dan Closson (dan.closson@gilbarco.com).

Best regards,
Valorie

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To: Company Principals for Canada GVR Authorized Service Contractors and Service Technicians

Subject: **SPOT Activation App / Automated SPOT Phone Activation**

Date: November 14, 2013

Gilbarco Veeder-Root recently deployed an automation tool for SPOT activations to allow techs in the field to complete the activation without the need to involve help desk personnel. Although we are very pleased with the response from the field, unfortunately we have been experiencing some data integrity issues with the application.

The application will need to be brought offline until further notice so that we can work to resolve the issues. We do regret the need for this action after such a great initial response and we will provide further notification once the application is back up and available for use. We thank you for your understanding.

This will affect both the mobile web link as well as the automated phone option.

As always, Gilbarco Veeder-Root appreciates and respects our relationship with you. We thank you for your continued support.

Please direct any questions to your Market Service Manager or to Dan Closson via email at dan.closson@gilbarco.com.

Regards,

Gary Buchelt
Support Center Manager