

November 26, 2014.

To: Don Crossley, Reliable Pricing System

From: Rick Jarusauskas, Service Mgr. HAMCO

Re: Your new Online Pricing System

Don – I just wanted to take some time to let you know how delighted we are with the launch of the On-Line version of the Reliable Pricing System.

As you may know, we started out with the Book version of the Pricing System, 12 years ago back in 2002. Have to admit that at first we were a bit skeptical about the promises of increased Profitability, an up-to-date pricing catalogue, flat rate pricing v.s. time and material, a User friendly system etc. etc.

We took a chance, and invested in a set of Pricing Manuals for all of our Service Techs. It was one of the best Business decisions we made for our Service Department. The initial cost of the Investment in the Reliable Pricing Manuals, paid for itself many times over in the first year alone. The system proved itself to be well laid out, User (Tech) friendly, current in HVAC related parts listing and accurate pricing. We chose the Labour rate and the Manuals were customized for us specifically, good for a 3 year period.

Since that initial Investment, we have updated our Manuals again every 3 years (in 2005, 2008, 2011 and now again in 2014 – with the Online version).

Most customers have accepted the Flat Rate charge for repairs, although there will always be some who insist on a breakdown (which we don't give them of course).

So far, the Techs have taken to the new On-Line version. There is a learning curve involved in the transition from the Printed Manuals, given the smaller format used on our mobile devices, but it is a minor adjustment process. We appreciate the larger database of repair prices available on the On-Line version and the more frequent updates to the system with added repair pricing, and pricing revisions where costs on components have proven to be on the increase.

I'd say that technology has allowed the Reliable Pricing System to have come of age.

Sincerely

Rick Jarusauskas
Service Manager,
Hamco Heating & Cooling Ltd.