

Mr Shannon Whitty
Reynolds Pty Ltd
547 Blackburn Road
NOTTINGHILL VIC 3149

Dear Shannon,

On reviewing the new version of Carservice.com.au brought me to congratulate you and the team at Reynolds on the development and introduction of Carservice.com.au to the Reynolds Product Range.

With the introduction of Internet technology and how this would be embraced by the Motor Industry - Carservice.com.au was the flagship for any future development in the integration of other Internet programs and the Reynolds System.

Dealing with Shannon and Matthew and the team is a very rewarding experience. Carservice.com.au has given us the opportunity to service our customers 24 hours. It has allowed our business to market our services and still have the confidence of the stability of the Reynolds back end system.

This has always been the guideline that if it could not be integrated into the main frame it would be too hard to maintain. We have a tool that has allowed us to reconsider such expenditure as having to upgrade our phone system immediately due to the redirection of how our customers now book their vehicles in for service. It has allowed us to streamline our driveway booking in process and more importantly due to the ability to stagger our booking times streamline operations within our workshop area.

The product Carservice.com.au is very simple, user friendly and straight forward in its operation it gives the customer their vehicle information at anytime, it gives them the opportunity to reprint any of their Repair Invoices, it gives them the opportunity to not be restricted to collection time of their vehicles because they can look up what has been done on their vehicle that day. They can even look at the progress of their vehicle during the day it is booked in.

It is always easy to criticise but I would sincerely like to thank Reynolds for giving us Car Service.

Yours truly,

Eva Di Medio
PENFOLD HOLDEN

THERE'S NOTHING QUITE LIKE A HOLDEN