



**DRM INC**  
software for fuel delivery

# DRM Customer Care Portal

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The **DRM Customer Care Portal** is a cloud-based service. It is a **secure** website that allows your customers and staff to access up-to-date account information. Many consumers expect this type of service today from their suppliers and now you can offer it to them for a low monthly fee.

## Your customers have the ability to:

- **View their account(s) online.** You control what information they see. Select from Fuel Delivery history, Transaction History, Service History, Equipment, Statements.
- **Print a statement or a specific invoice.** Encourage paperless billing and save on mailing costs.
- **Make secure payments online.** The customer no longer has to divulge their sensitive card or bank information to your office and has the flexibility to make payments when your office is closed. The payments will be automatically downloaded & posted to their DRM account, freeing up your staff.
- **Be informed of activity.** Your customers will automatically receive an email after you post a delivery invoice or upload a new statement.
- **Place an order online.** The office is notified about new orders and can review them within DRM. Upon approval they turn into tickets and the customer is automatically notified of the pending delivery.
- **Be informed of your services.** Every time someone logs in, the first thing they see is your current promotion. It is easy for you to add marketing content to promote budget plans, service contracts, etc.

Log In

Please enter your email address & password...

Email

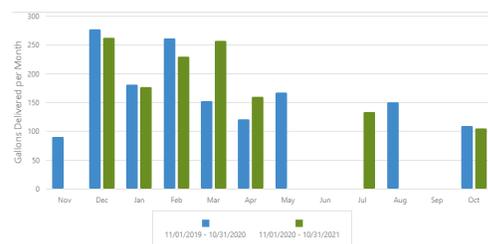
Password

Remember My Email

[Log In](#)

[Forgot your password? Click Here!](#)

[Request access to your account. Click Here!](#)



Period	Total Delivered	Total Deliveries	Average Drop
11/01/2019 - 10/31/2020	1827	19	96.16
11/01/2020 - 10/31/2021	1567	16	97.94



## You and your staff have the ability to:

- **Log In Remotely.** Log in from any internet enabled device (home PC or laptop, tablet, smart phone etc.)
- **Account Lookup.** Look up any customer's account information. If the customer is requesting after-hours service, you can quickly confirm that the account is in good-standing or on automatic delivery. If the customer has no heat, your on-call technician can review recent service calls and access equipment details.
- **Send an Email Blast!** Send an announcement or offer a coupon by email to a select group of your accounts regardless of whether they use the portal. All you need is their email address. Of course they can choose to opt out of subsequent blasts if they are not interested in the material you are sending.

**ONLINE  
BILL PAY  
AVAILABLE  
SAFE & SECURE**



**How does it work?** Every night a special program runs automatically at a scheduled time that synchronizes the portal with your latest account information from DRM. The only information that is shared with your customers is that what you would expect to see printed on a ticket, invoice or statement.

**How do customers get access?** You have complete control over which customers can or cannot access the portal. Take a proactive approach and use DRM-Windows to grant online access to specific customers. These customers will automatically receive an email welcoming them to the portal and explaining what it is. Alternatively, customers can request access when they visit the portal. You will be alerted to these new requests when you login to DRM-Windows and can quickly review and approve/decline them accordingly.

**Will customers use this?** Yes, they most certainly will! Perhaps not all your customers want to go on-line but there is a large and growing population that expect this type of service from their suppliers.

**Over the past year more than 180,000 payments were securely processed via the DRM portal. By analyzing this activity, we can see a clear pattern where many folks prefer to pay when your office is likely closed.**

**Check it out!** Provide us with your email(s) and we will set you up with access to our demo system. Then you can log in and see how it all comes together. **You'll be impressed and your customers will be thrilled !**

# of Customers that have Logged on :				
MTD	Last Month	Prior Month	YTD	Last Year
188	932	679	1120	5955
# of New Customer Logons :				
MTD	Last Month	Prior Month	YTD	Last Year
11	43	34	54	369
# of Unique Logons :				
MTD	Last Month	Prior Month	YTD	Last Year
158	499	410	533	951
Credit Card Payments :				
MTD	Last Month	Prior Month	YTD	Last Year
83	453	322	536	2493
\$ MTD	\$ Last Month	\$ Prior Month	\$ YTD	\$ Last Year
\$22,783.69	\$117,201.90	\$72,444.54	\$139,985.59	\$557,557.97