

DATE: November 28, 1994
TO: Field Service Representatives
FROM: Andy Mallinger x2516
RE: SNAPSHOT disk collection

The Snapshot information we are collecting will be very valuable in terms of getting up-to-date installed base information for both on-going support and for developing marketing plans for Delta.

As you contact shops, please keep the following in mind:

- The deadline for contest entry is passed, but the data is still valuable to CCC
- The information being collected pertains to the configuration of our customers systems only, we are not collecting any information about their business or rates

Depending on the situation with the shop, you'll have the option of using the original disk, using one of the new disks or running the program from the CD. If you run from the CD, you (or the shop) will need to provide a diskette and a sturdy mailer.

Instructions - For Pro-call shops:

- If shops have the diskette, please ask them to run Snapshot while on the phone
 - 1) Place the diskette in the diskette drive
 - 2) Type A: (or B:) **note** - be sure to include the ':'
 - 3) Type SNAPSHOT and press ENTER
 - 4) At the 'Hardware audit completed' message, eject the diskette and return to CCC in the pre-paid mailer or some other protective envelope
- If the shop needs use the CD
 - 1) Insert the December EZESt CD in the CD drive
 - 2) Insert blank diskette in diskette drive
 - 3) Type CD D:\ (Replace 'D' with CD Drive name if necessary)
 - 4) Type COPY D:\UTIL\SNAPSHOT*. * a:*. *
 - 2) Type A: (or B:) **note** - be sure to include the ':'
 - 3) Type SNAPSHOT and press ENTER
 - 4) At the 'Hardware audit completed' message, eject the diskette and return to CCC in the pre-paid mailer or some other protective envelope

- Check that the shop has the mailer or the proper address

Snapshot
CCC Information Systems
PO Box 3795
Chicago, IL 60654

If you are at the customer's shop:

- 1) run Snapshot from the diskette (if using the CD, please see above)
- 2) Collect Diskettes (please write serial number and shop name on the label and return to CCC Chicago at the end of the week)