

# Info-PLUS



## **OGC SELECTED AS THE ONLY PREFERRED SUPPLIER OF TSG- THE SIGNATURE GROUP**

OGC is proud to announce the signing of an agreement with The Signature Group (TSG) confirming the selection of OGC as the only recommended supplier for point of sale/information management IT solutions to their members. TSG is responsible for negotiating purchase programs for all non-core products and services for Tim-Br Mart, IRLY, ILDC and other dealers across Canada.

According to Ken Pompey, Executive Director of The Signature Group, "OGC Inc. offers a solid track record of product performance and stability, advanced product features focused on our industry needs and established capabilities for present and future product development, which is critical for assuring solid growth of our dealers' businesses."

This agreement will allow OGC to reach an important network of members spread out in more than 1,000 stores across Canada and to strengthen its credibility and its commitment in the Ontario, Central and Western Canada regions .

We are confident that this agreement will strongly support our business development in these regions and will be an important element in our growth plan.

---

## **CHANGES TO OGC'S CUSTOMERSERVICE**

There have been changes to the OGC support team! As a matter of fact, you may have already noticed some new voices when you call OGC.

First, let us welcome Christianne Lantier, newly appointed to the position of administrative assistant and receptionist.

We also want to take this opportunity to announce the departure of Stephen and Lisa Perkins. Lisa and Stephen, husband & wife , have decided to pursue their career in a new province. We wish them all the best for this new challenge .

In order to complete the support team and, thereby always offering a better service to you, Isabelle Marchand and Josée Dagenais have joined the OGC support team. Their background and experience in customer service and in the Hardware and Lumber industry will be important assets to our support team.

We are certain that you will join us in welcoming them.

.....

We also take this opportunity to inform you that the OGC is still looking for candidates in customer service or any other position. Do you know someone who has the necessary assets and who likes working with customers? Contact us by telephone or by e-mail, or visit the careers section of our Web Site.

**OGC Inc.**

Calgary  
Kitchener  
Montreal

TELEPHONE :  
1-888-OGC-PLUS

FAX :  
1-866-900-2112

## DID YOU KNOW?

### The RF portable computer can help your "line-busting" initiatives!

In fact, it is possible to use the device's option named "sales order" to create a customer order directly while the customer waits in line by scanning the items in the cart.

The only thing left to do will be to provide this order number to the cashier, who will invoice the order in a blink of an eye, and will then be able to process the payment. You can thus handle twice as many customers at the same time!

For more information, please contact our customer service department or consult the RF portable computer documentation available on our Web Site.

---

## SEASONAL TILLS

Spring is around the corner and it will soon be time to set up your seasonal checkout POS'.

We strongly suggest that you test the equipment a few weeks in advance to avoid delays during very busy weekends. You can also ensure a faster service by advising us a few days before so that a technician can quickly help you if need be.

In conclusion, we reiterate the importance of connecting equipment to the correct checkout machines. Your devices should always be clearly identified in the fall , hence greatly simplifying the task when come springtime .

Happy Easter and may this season be even better than the last!

### STATUTORY HOLIDAYS

Please note that our offices will be closed on Monday, March 24, as well as on Monday, May 19. Emergency support will be available. Simply call 1-888-OGC-PLUS and dial 8, or call 514-386-7653 to leave a voicemail message.

OGC Inc.

Calgary  
Kitchener  
Montréal

TELEPHONE :  
1-888-OGC-PLUS

FAX :  
1-866-900-2112

**NEW** web portal  
The perfect add-on for OGC-Plus

info@ogcinc.ca 1.888.642.7587

MORE THAN  
A WEB SITE AND  
EVEN MORE THAN  
AN ONLINE STORE !

**Contact us for  
more information!**

[www.ogcinc.ca](http://www.ogcinc.ca)