



ServiceWorks™ Solutions

PartsWorks™ & PartsBooks™

At your finger tips

In today's 24/7 environment having access immediately to the tools to enable you to perform your role is paramount. Pitney Bowes is able to offer to all customers the option to order parts via a web portal 24 hours a day. The system is user friendly with enhanced parts listings to assist you together with digital photos of parts* in situ to help you clearly identify you are ordering the correct item. Whether you are a self maintainer, service plus parts customer or a dealer – this facility is available by subscription through out Europe.

*refers to Pitney Bowes spares only.



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Parts

Over 60,000 line items covering Pitney Bowes and non Pitney Bowes parts. Regular reviews of our stock holding ensures that we understand the requirements of our customers. Using SAP and Servigistics systems, we optimise our parts availability.

On Line Ordering

Your unique order confirmation reference will allow you to check the status of your order on line 24/7. Invoices will be received showing each line item and your purchase order number enabling you full budgetary control of your spare parts spend.

Is it the right part?

Our library of enhanced digital images will help you identify the correct part number and description – how often have you tried to explain over the phone, "the board behind the lever, in front of the flywheel!". This new technology minimises the possible time wasted swapping incorrect parts and greatly assists machine uptime.

Parts Lists

It can be difficult to maintain hard copies of parts lists when part numbers are frequently updated or superseded – with PartsWorks™ Parts Books™ – the most up to date information is available to you to ensure requesting parts is as seamless as possible for you and your employees.