



SMITTY'S CANADA INC.

#500, 501 – 18TH AVENUE S.W.
CALGARY, ALBERTA, CANADA T2S 0C7
TEL: (403) 229-3838 FAX: (844) 274-4056 www.smittys.ca

Bulletin #155/21

DATE: October 20, 2021
TO: All Locations
FROM: Crystal Davies
RE: **Scheduled Punchh Platform Maintenance**

Good afternoon,

There is scheduled maintenance on **Wednesday October 27, 2021**. The platform will be down for an hour between the following times.

2:00am-3:00am PST
3:00am-4:00am MST
4:00am-5:00am CST
5:00am-6:00am EST
5:00am-6:00am AST
6:30am-7:30am NST

This will temporarily have an affect the Dashboard and the Squirrel System communication.

If the above times are during your operational times. Please note the following.

Squirrel Locations- The updating of reward will be slower then normal. Please inform the guest their account updates may be slower during this time.

POS Console Locations- Please have the server write the guest number on the bills and award the points once the platform becomes active.

If you have any questions or concerns, please reach out to me at cdavies@smitty.ca.

Warmest regards,

A handwritten signature in black ink, appearing to read 'Crystal'.

Crystal Davies
Business Intelligence and Operations Manager