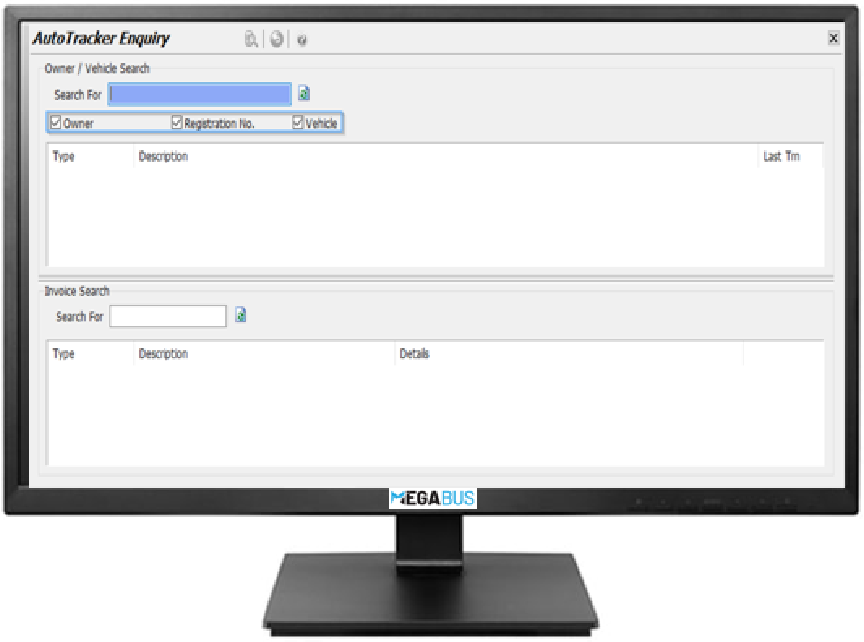
MEGABUS SOFTWARE PTY LTD

Megabus Customer Update

Tips, New Features and Troubleshooting on all the key areas in Marlin® GTX and Marlin HR®

Please find below some useful tips for your business. The team at Megabus is here to help <u>you</u>. Please contact me on the number above if you have any concerns or need assistance with your business systems. We will be sending out regular updates so you can make informed decisions on the key areas in your business.



AUTOTRACKER ENQUIRY FEATURES

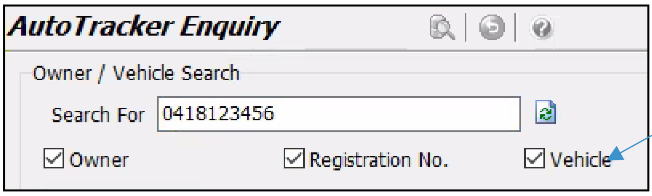
1. Search Feature	• Searching for a customer or vehicle
2. Multiple owners / Vehicles	• Viewing multiple owners allocated to a vehicle/s or view a customer and multiple vehicles
3. Transaction information	• Viewing transaction information, e.g., deposits, future work orders, payment details
4. Follow-ups	• Checking follow-up reminders
5. Attachments	• Viewing attachments
6. Modify a Registration Number	• Modifying a registration number
7. Merging information	• Merging owner or vehicle info e.g., duplicate record/s
8. Editing a record	• You can update information e.g., Address, phone, email etc.

1. Search Feature

Did you know that as well as searching by registration and surname, you can also search by given name, mobile number or Car Make/Model and even street name or suburb.

Mobile number is often the quickest way to search for an owner.

You can untick the area below to search in the categories of owner, registration number and vehicle.



2. Multiple owners/vehicles

When you are recording information in your planner, there will be times when the system will prompt you advise if you are updating an owner, adding an additional owner or creating a new owner OR updating a vehicle, adding an additional vehicle to an owner or creating a new Vehicle.

It is important that you answer this prompt correctly so that your Autotracker enquiry can display accurate information about owner/s and their vehicle/s.

If a family brings their cars in to get serviced, it is possible to have multiple owners against various vehicles.

These are examples of some of the scenarios:

One owner, multiple Cars

One vehicle, multiple owners

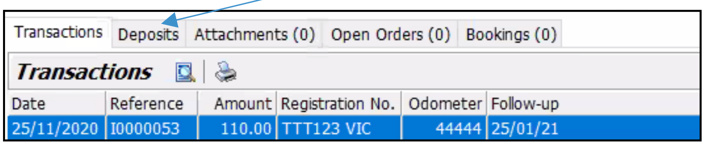
Multiple vehicles, multiple owners

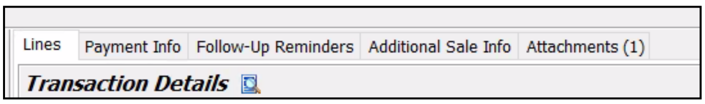
3. Transaction information

When you are looking at the transactions there are various tabs that provide additional information.

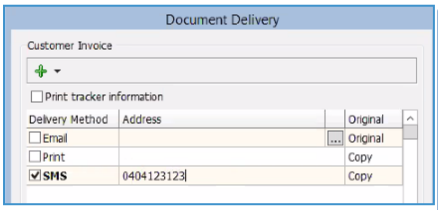
You can view open orders, and future bookings, check to see if a deposit has been taken for this owner.

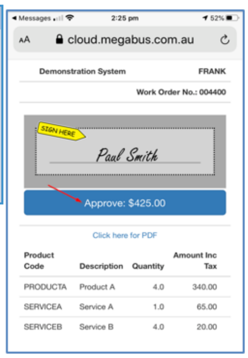
You can also check how an invoice was paid.





We can now SMS work orders and invoices. Please call me if you would like to discuss this new feature.

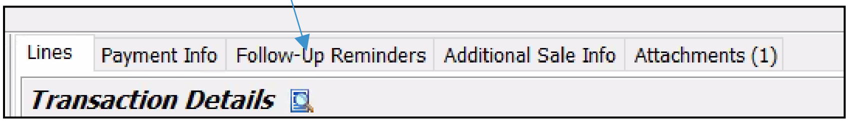




4. Follow-ups

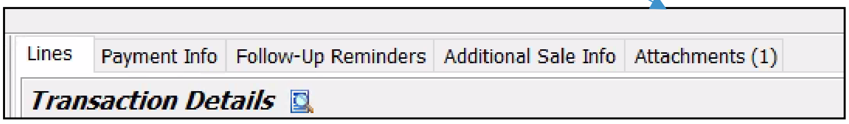
The system will also show you if you have recorded any future follow up reminders.

Click on this tab to view the date and the details.



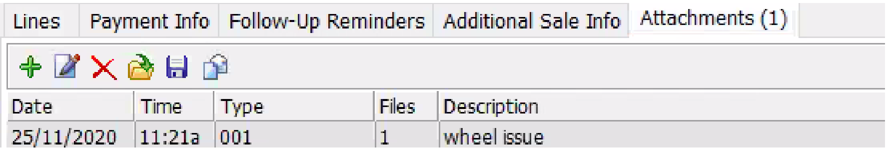
5. Attachments

You can also add or view attachments. If there is an attachment already there you will see the number of attachments in brackets e.g. (1)



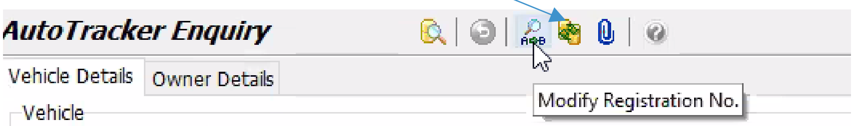
Click on the attachments tab and you can view the date, type and details of the attachment.

Please note: If you don't have an attachments tab then please give me a call.



6. Modifying the registration number

If you notice that the Registration number is incorrect or if the car has new a new registration plate – e.g., personalized plate, then you can click on this icon and change the registration number.

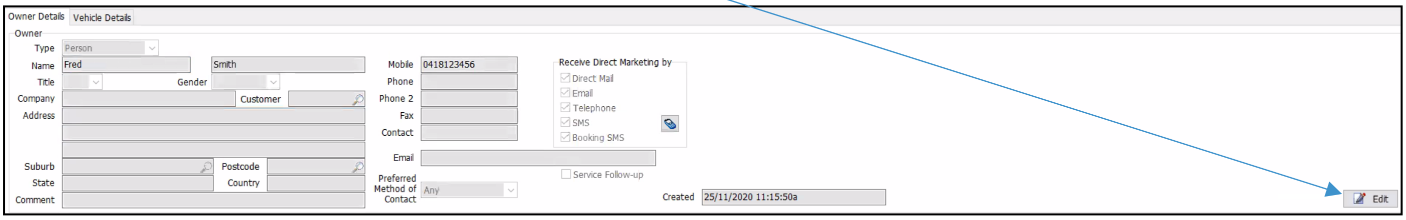


7. Merging the registration number

If you discover that you have 2 owners or vehicle records that are the same, you can merge the older record into the new record by clicking on this record. Please note. This action cannot be reversed so it is important to double check what records are being merged.

8. Editing a record

When you have an owner or vehicle you can click on the edit button and update information as required. e.g., Address, phone numbers, email address.



Update	Weekly Topics
#1	Remarks
#2	Business Planner Tips
#3	Payments details
#4	Managing Salespeople and Single Touch payroll – Phase #2
#5	Customers – Part One
#6	Customers – Part Two
#7	Customers – Part Three
#8	Customer Statements
#9	Suppliers – Part One
#10	Suppliers – Part two
#11	Recording and entering supplier purchase and expenses
#12	Investigating Transaction issues
#13	Statistics enquiry