



Bulk SMS – Initial Setup

Introduction:

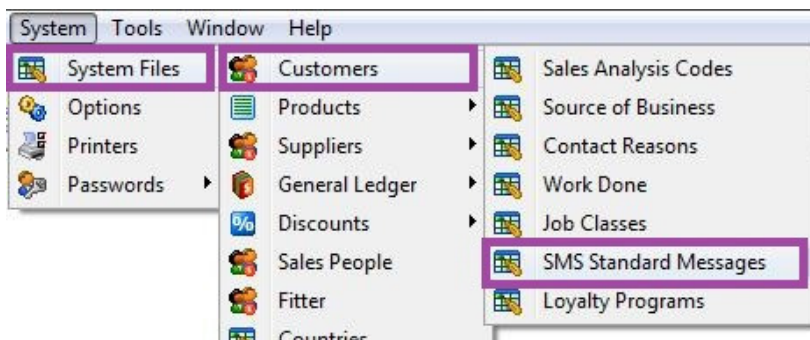
Marlin GTX enables you to send bulk SMS messages to customers from the Business Planner and when running the End of Day. This can be particularly useful for sending future booking reminders or thankyou messages.

Setup of this facility requires the following steps:

1. Megabus activate SMS in your Marlin GTX system
2. You create appropriate 'standard' SMS messages
3. You select appropriate 'standard' SMS messages for Thankyou, Reminder & Pickup.

Note: Dependent upon access level settings in your system, steps 2 and 3 may require Manager/Franchisee login.

Create 'standard' SMS messages



From the menu toolbar select System | System Files | Customers | SMS Standard Messages (if this option is greyed out please email support@megabus.com.au).

Click on the Add icon (green '+') to add a new standard SMS message.

Code

Text

%N = Tracker Customer Name
%R = Registration No.
%D = Booking/Transaction Day/Date
%T = Booking Time

Enter a Code to identify the message and then enter the message text.

Displayed on the screen are some customisation variables that you can use to have Marlin automatically insert personalised information for each customer and their vehicle. For example, including %D in your message will automatically insert the booking date in place of the %D.

When finished, click on the Save icon.

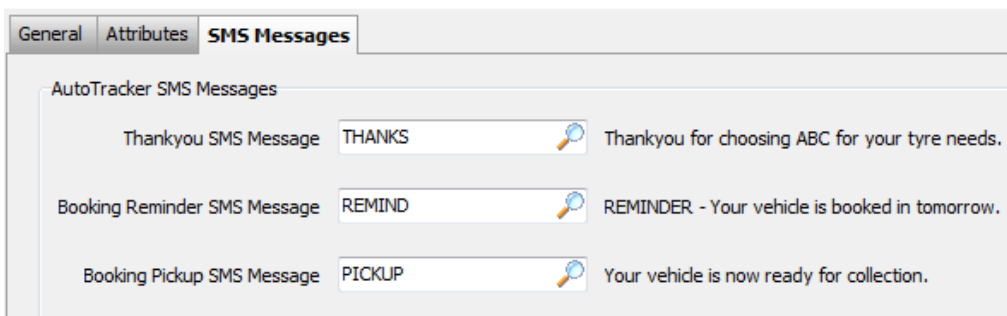
Repeat the process for other standard SMS messages that you wish to create. For example, you may create one called PICKUP that advises customers that their vehicle is ready for collection, or another called THANKS to thank customers for their business.

Select the 'standard' SMS messages

You now need to select which standard SMS messages will be used for which purpose.

From the menu toolbar, select System | Options.

Select the AutoTracker tab and then the SMS Messages tab.



Message Type	Code	Preview
Thankyou SMS Message	THANKS	Thankyou for choosing ABC for your tyre needs.
Booking Reminder SMS Message	REMIND	REMINDER - Your vehicle is booked in tomorrow.
Booking Pickup SMS Message	PICKUP	Your vehicle is now ready for collection.

From the drop down lists, select the standard SMS message to be used for each of Thankyou, Booking Reminder and Booking Pickup messages, then click on the Save icon.

Your system is now configured and ready to send bulk SMS messages from the Planner or End of Day (please refer to the Bulk SMS guide in Marlin inform).