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Welcome to 1link Service Network.

Please take a moment to explore this presentation by clicking on the menu items to the left. To see a full demonstration please take a look at the 'product view' menu item. If you have any questions, please do not hesitate to contact us.

The 1link Service Network is the only true alternative to pushing paperwork backwards and forwards between fleets, dealers and service centres. It can deliver massive financial benefits to your business by minimising invoice rejection using a completely paperless invoicing process.

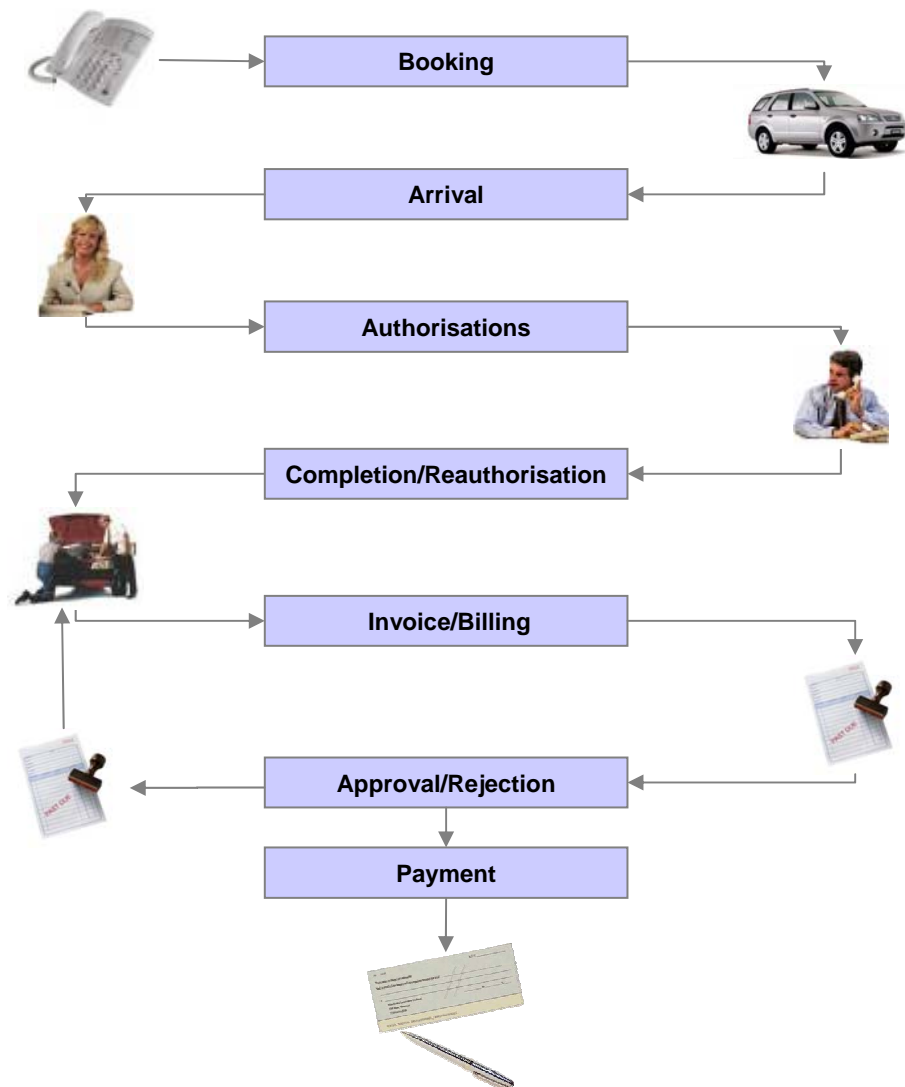
- No more paperwork and minimal invoice rejection
- Save time, resource and money. Reduce authority calls, banish paperwork and automate resource-heavy processes
- Gain access to some of Australia's leading fleets
- Access to fleet operators' online booking processes with instant email notification
- 1link Service Network will give you better control and deliver a massive reduction in the cost of processing



PRODUCT OVERVIEW

Your vehicle servicing process at the moment probably looks something like this.

This method of service booking is time consuming, inefficient and, with the advent of 1link, totally unnecessary.





PRODUCT OVERVIEW

let us simplify things for you





PRODUCT OVERVIEW



The driver confirms the booking request using either the telephone or internet.

Work Details [View Vehicle History](#)

Service Type
If the vehicle requires a manufacturer's recommended service, please indicate from the menu provided the service required. If the service required is not shown in this menu, please enter the specific details in the Investigation/Repair area below.

40000 kms Service

Tyres
If replacement tyres are required, please specify the details here.
Add any additional information in the investigation/repair area below.
[How to identify tyre size](#)

Work Required
Wheel Alignment ☐ Required ☒ Not Required

Investigation/Repair
Please enter details of any investigation or repair requirements or add any additional items here.

Problem with boot catch sticking - please investigate

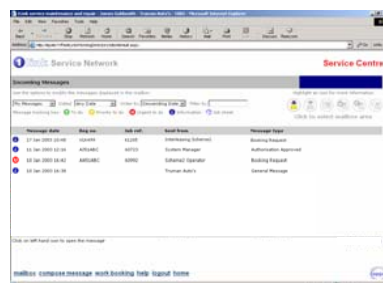
Booking Details [View Booking Notes](#)





Delivery/Collection
Please select one of the options to specify whether the vehicle should be collected, or whether it will be taken to the repairer. If the vehicle is to be collected, please complete details for the delivery/collection of the vehicle and any collection instructions.

☐ This vehicle will be delivered to the repairer.
☒ Please arrange for the repairer to collect the vehicle

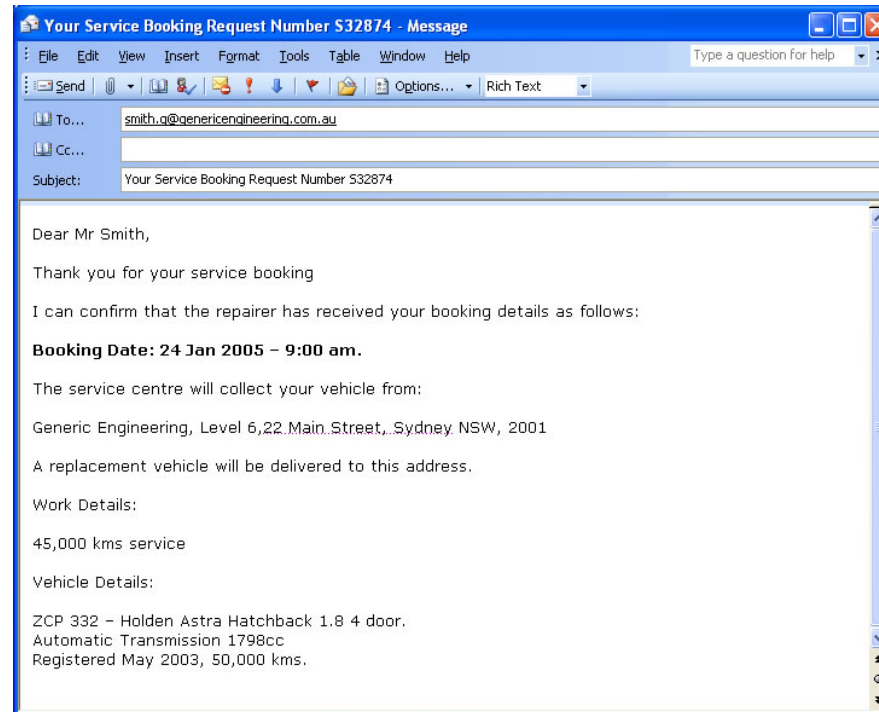
Contact Name: Connell G
Telephone: 02 1234 9876
Address: [Postcode lookup](#)

The booking arrives via 1link at the service centre.



	11 Jan 2003 16:09	AA51ABC	60754	Scheme2 Operator	Authorisation Declined
	11 Jan 2003 12:16	AJ51ABC	60723	System Manager	Authorisation Approved
	10 Jan 2003 16:42	AA51ABC	60992	Scheme2 Operator	Booking Request
	10 Jan 2003 16:38			Truman Auto's	General Message

The service centre's 1link mailbox shows that there is a new incoming booking request from a driver and you can confirm acceptance.



The driver is informed of the booking confirmation by telephone, fax, email or SMS – whichever of the options they selected when they made their vehicle request.

If the driver selected to be contacted by email or SMS, this is automatically created and sent by the 1link system.

PRODUCT OVERVIEW

The day prior to the service the driver receives a reminder SMS message



REMINDER - Please remember
your vehicle ZCP 332 is
booked in for work on 24
Jan 2005 with Brand Holden



PRODUCT OVERVIEW



When the vehicle arrives at your service centre, the work to be undertaken is identified and entered into the 1link system. An authorisation request is then forwarded to the fleet controller.

1link service maintenance and repair - James Goldsmith - Truman Auto's - 1005 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media History Mail Print Edit Discuss Real.com

Address <http://epdev1.fleetlinkuk.com/WorkingDirectory/JobSheet.asp> Go Links

1link Service Network Service Centre

Jobsheet Ref. 61205 - In Progress

Booking Created 17 Jan 2003 10:44 by Scheme2 Manager of Scheme2 Operator Job Date : 24 Jan 200 08:00

Vehicle Details VLK499 - Holden Vectra Sedan 2.2 Equipe 4dr

Customer Name Scheme2 Operator - Fleet OPEN 1

Standard Instructions n/a

[Return to Mailbox](#) | [Booking information](#) | [Authorisation details](#) | [Completion/Invoice Details](#)

Job Sheet Line Items

This area holds details of individual line items for this job sheet. Once the work to be undertaken has been identified, and authorisation is required, firstly add the line items of work to this jobsheet by select the 'Add Line Item' options below. Authorisation may be requested in the Authorisation Details area. View more information about each line item by selecting it's name below.

Customer Work Request - Prior to check in, the customer requested the following work:

Service type 5th ECOService-Flex Service

Investigation/Repair Boot Catch Sticking

☒ Already Authorised ☐ Scheme modified, needing acceptance ☐ Declined Item ☐ Warranty Item

Line Item Description	Labour Value	Parts Value	Oil & Lubes	Discount Value	Line Total
5th ECOService-Flex Service	130.00	0.00	10.50	0.00	140.50
Faulty boot catch replacement	16.25	18.45	0.00	0.00	34.70
Totals					175.20

[Add Line Item](#)

[mailbox](#) [compose message](#) [work booking](#) [help](#) [logout](#) [home](#)

Done Local intranet

Proposed Work Details
[View/Edit Jobsheet](#)

A Already Authorised
 R Requires Authorisation
 D Declined Item
 W Warranty Item

Authorise	Line	Item Description	Labour Value	Parts Value	Oil & Lubes	Discount Value	Line Total
Yes No							
<input type="radio"/> <input type="radio"/>	R	2nd ECOService-Flex Service - Routine	130.00	0.00	10.50	0.00	140.50
<input type="radio"/> <input type="radio"/>	R	Replace Boot Catch - Routine	31.25	12.50	0.00	0.00	43.75
Totals			161.25	12.50	10.50	0.00	184.25

Step 1 Select the line items to authorise or decline by using the Yes or No options above.

Step 2 Enter any notes to accompany the response.

Step 3 Enter an Authorisation code to accompany the response. Alternatively, the system will generate an authority code if you leave this area blank.

[Transmit Authority Response](#) | [Return to Authority Request](#)

A message arrives, asking for authorisation of the work required. The fleet controller can quickly and easily accept or decline authorisation electronically.

PRODUCT OVERVIEW

Job Sheet Line Items

This area holds details of individual line items for this job sheet. Add the line items of work to this jobsheet by select the 'Add Line Item' option below. View more information about each line item by selecting it's name below. If the option below says 'Confirm Vehicle Details' select 'Booking Information' and check the 'Make/Model' is correct.

Customer Work Request - Prior to check in, the customer requested the following work:
Service Reason 3rd ECOService-Flex Service

A Already Authorised	S Customer Modified & Authorised	D Declined Item	W Warranty Item			
Line Item Description		Labour Value	Parts Value	Oil & Lubes	Discount Value	Line Total
A	2nd EcoService - Fleet Service - Routine	169.00	0.00	10.50	0.00	179.50 delete
A	Replace Boot Catch - Routine	31.25	12.50	0.00	0.00	43.75 delete
Totals						223.25

[Add Line Item](#) [Request Authorisation](#)

Once authority is granted by the fleet controller an authorisation message is sent to you in order to carry out the work.



CUSTOMERS

1link Service Network is the largest service and maintenance trading platform in the UK and Europe looking after over two million vehicles. This includes vehicles from most of the top International fleets including...



Business Partner



DaimlerChrysler Services
Fleet Management



Hitachi Capital



MAIN
MENU





CUSTOMERS

...over 10,000 repairers and growing, including most replacement outlets...



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CUSTOMERS

...and manufacturers worldwide.



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TECHNOLOGY

1link solutions provide adaptability, compatibility and scalability and support modern multi-brand look and feel.

In line with today's approach to client/server application development, 1link uses a multi-tier application methodology generally referred to as n-tier architecture.

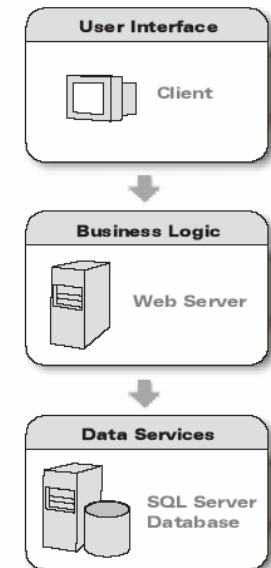
By implementing this model 1link can separate the types of intelligence used into three fundamental layers.

- Tier 1: User Interface and Navigation, which comprises of the general functionality that makes up the users experience of the site. This deals with graphical layout, data input, data editing and data presentation.
- Tier 2: Business Logic, which represents the instruction code that governs the system and delivers the services required between the data layer and the user interface layer.
- Tier 3: Data Services, which as the name suggests, acts as a data store in either a structured (SQL) or unstructured (Exchange) format. Many separate data stores may be used in an application if required.

The 3 tier architecture separates each major piece of functionality so that presentation can be independent of both instruction code and data.

This approach to solution development provides significant advantages by allowing:

- Flexibility in the look, feel and branding of user interfaces
- Several user interfaces can access a common Business Logic economically
- Control of deployment and development by having all Business Logic located centrally
- Security over valuable data by storing it centrally





TECHNOLOGY

1link team skills

1link has multiple country specific teams all of which have significant experience and skills within the Automotive Sector.

In Australia, the Sydney based team can offer skills, knowledge and support from a central source.

The UK based development personnel have been responsible for the production of key software solutions, within the industry, including web based vehicle supply technologies and multi-lingual client reporting software. Alongside the Infrastructure Management team, development personnel offer support to the country specific teams on a 24 hour basis allowing for rapid issue resolution.

1link views its team as it's most valuable resource and strongly believes that by attracting individuals of the highest calibre, it can provide it's customers with the most effective e-business solutions available in the automotive sector today.





REGISTRATION

Registration to 1link Service Network is simple and will only take a matter of minutes to complete.

[Click here](#) or on the image below to access the registration form. You can complete it by keying your details into the fields provided, print and fax back to the 1link team at 1300 132 856.

Order and Registration

ACCOUNT REF:

For internal use only

Agreement to Join 1link Service Network

Welcome and thank you for your interest in 1link Service Network. These notes are provided to help you complete your Registration.

1link Service Network provides a National Directory of online Repairers from which fees can select and book work through, authorise work and process invoices. It is therefore critical to ensure that the details you submit are accurate.

There are three simple steps to complete to apply for your directory entry. Comments have been provided to explain how you complete each stage of the process. If you have any queries or need any further information, please contact us on 1300 132 856.

If the account information is common across a number of Repair Outlets you only need complete one Order and Registration form and for any additional sites please complete the Additional Directory Entry form. You can of course manage individual Repair Outlets through single accounts, for this situation please complete a separate order and registration form for each Repair Outlet.

This agreement is made between 1link and the Customer defined below (Section a - Your Account Details) to join 1link Service Network. This agreement is made for an initial period of 12 months from the date of signature of this agreement and is automatically renewable for each 12 month period thereafter. Each Site Directory application also forms an Agreement under these terms between 1link and the Repair Outlet Details specified. Full terms and conditions are available at www.1link.com.au

This form can be completed online and once finished should be printed and faxed to 1300 132 856.

Account Application

The account information you supply is used by the 1link team to administer your account. This account will be used to collect your 1link fees for using the platform. If you have any queries please call us on 1300 132 856.

a Your Account Details

These are the details of your 1link account. Please provide your company information here.

Company Name or Full Entity Name

Trading Name

Address

 State Post Code

Telephone Number Fax Number

ACN ABN

Finance Contact Name Job Title

E-Mail Address Purchase Order No.

b Invoice Details

If your invoice details differ from the company details shown above, please enter them here. Each 1link invoice will contain full details of the work and account.

Invoice Company Name

Address

 State Post Code



Adobe Reader is required to view this guide, [click here to download](#).

**MAIN
MENU**



TRAINING

We run a series of training seminars to ensure that you make the most of your investment. There is a suite of training programmes that have been specifically designed around the 1link product to guarantee you make the most of this opportunity.

Typically these seminars will be held in capital cities Australia wide. Furthermore we can also hold training sessions at manufacturers and other business partners, and even deliver tailored on-site training programmes to suit your individual needs.

You will learn all you need to get up and running with 1link, and the courses range from the basic to the more advanced functionality. Please contact our dedicated Product Support department for further information.

**MAIN
MENU**



All of our customers are provided with access to our unique product support service. If you have a query of any nature there are a variety of options you can utilise that will assist you.

Our Online Help facility is available within the 1link Service Network product which invariably will cover most queries, although if you feel more comfortable talking to someone in person, you can contact the telephone helpline directly.

If you require a more in-depth incite into the product and would like to read more, the 1link Technical guide is a great tool to provide you with an overview of the product and details on the joining process, the functionality that is available to you, the repairer outlet, and the processes including work bookings and creating job sheets.

The Technical Guide is available by simply [clicking here](#) or on the image below.

**Technical Product Guide
for
1link Service Network**



Adobe Reader is required to view this guide, click here to [download](#).





CONTACT US

if you would like further information on the 1link product portfolio or would like to see a demonstration
please contact us

telephone: 1300 132 655

email: enquiries@1link.com.au

web: www.1link.com.au

write: 1link
Innovation Group (Motorconsult) Pty Ltd
Suite 16, 33 Waterloo Road
North Ryde NSW 2113

we look forward to hearing from you soon

**MAIN
MENU**



ABOUT US

1link Service Network is the first of three modules to be introduced to Australia and is brought to you by Innovation Group (Motorconsult), the Australian distributor of the 1link range of products.

Innovation Group (Motorconsult) is a leading provider of Automotive Software solutions and are recognised as the market leading provider for maintenance data and software solutions to fleet management organisations and lessors in Australia, the UK and Europe, representing over 1,500,000 vehicles in use on a daily basis.

Through using a range of sophisticated data applications, Innovation Group (Motorconsult) assist fleet management organisations and self-managed fleets to reduce their maintenance costs and the overhead of maintenance data collection and management.

Innovation Group (Motorconsult) have a local development and support team based in Sydney who are on hand to answer any enquiries you may have. Visit our website at www.au.innovation-group.com

1link products are developed by epyx who provide new technology to the automotive industry, leveraging the considerable expertise of a team of people who have operated in the automotive software development environment and motor distribution sector for most of their lives.

The business world has now accepted that new technology can provide significant business benefits. The Internet is an obvious example of this. Initially adopted as a tool for marketing and communication, it is now recognised as an enabling mechanism to transform the supply chain, bring about efficiencies and reduce costs.

For more information on the 1link Service Network visit www.1link.com.au



Product View

For a walk through presentation of 1link Service Network, please [click here](#)

A new window will open and prompt you to download the presentation.

A voice over is included, so please ensure that you have sound activated in order to get the most benefit from the presentation.

**MAIN
MENU**