

Marketing – Roadside Assistance (RSA)

Roadside Assistance

Roadside Assistance, Overview: Microbase administers a national roadside assistance plan for Automation users. It is also possible to cover vehicles for roadside assistance (RSA) by flagging the field trigger RSA on the service form. When a service is performed with the choice set to true roadside assistance details will be printed at the bottom of the invoice including contact phone number and RSA membership number. Vehicles flagged for the issue of roadside assistance can be exported using an Internet connection or setting up the necessary form letter in Microsoft Word can produce membership cards in house.

Roadside Assistance, Settings: You need to turn the roadside assistance functions on from the site settings. Select file / settings from the top of the screen, click on the program options and tick the checkbox against track RSA option.

You need to setup the RSA parameters RSA option, enter the service provider's phone number and save your changes with OK (F12).

Roadside Assistance, Viewing Details Roadside assistance details can be viewed from the vehicle record or vehicle listing, note the RSA number is the site ID followed by the customer number. The membership details are also printed on the invoice.

Roadside Assistance

This vehicle is covered by our nationwide roadside assistance service 24 hours a day, 7 days a week. Your membership expires on **22/3/18**. If you require service please call **1800 622 222** and quote your membership number **4444/24**.

Details include the service phone number in the site settings, membership number and the expiry date. You can print, email or SMS membership at point of sale.

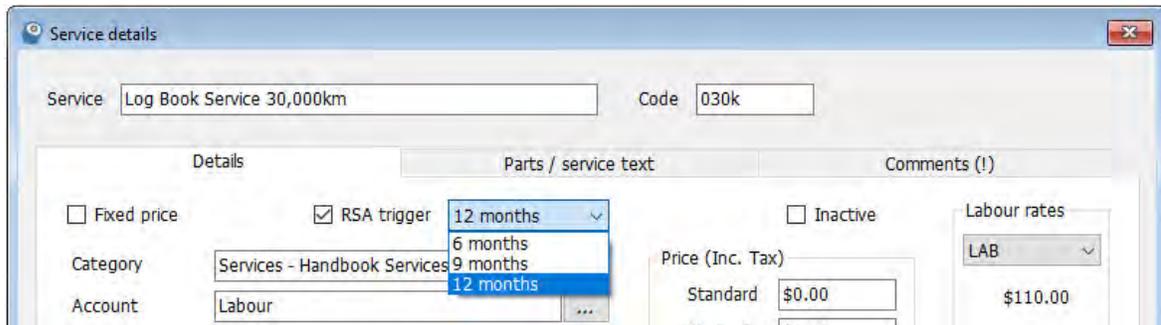
RSA Services, Setup: To be able to issue roadside assistance to your clients you must first contact Microbase requesting your records are queried for new issues. We will talk you through the local setup and log your requests on our CDM server to start issuing roadside assistance for your site further information on cover and costs can be accessed from

<https://www.myautoconnect.com.au/dealer/roadside-assistance>
<https://www.myautoconnect.com.au/rsa>

The issuing method allows you to choose the length of cover by flagging a service or placing one of the roadside assistance issue services onto the job card.

Services, Editing for RSA Issue: Go to the top of screen select services, scroll or use the search field to locate the service you wish to edit for issuing roadside assistance. Point and double click on the service record to open the service form. You will see an option trigger RSA followed by a field with a drop-down menu containing the 6/9/12 month period selection, click on the button to the right of this field then point and double click on your selection, which will now populate the field.

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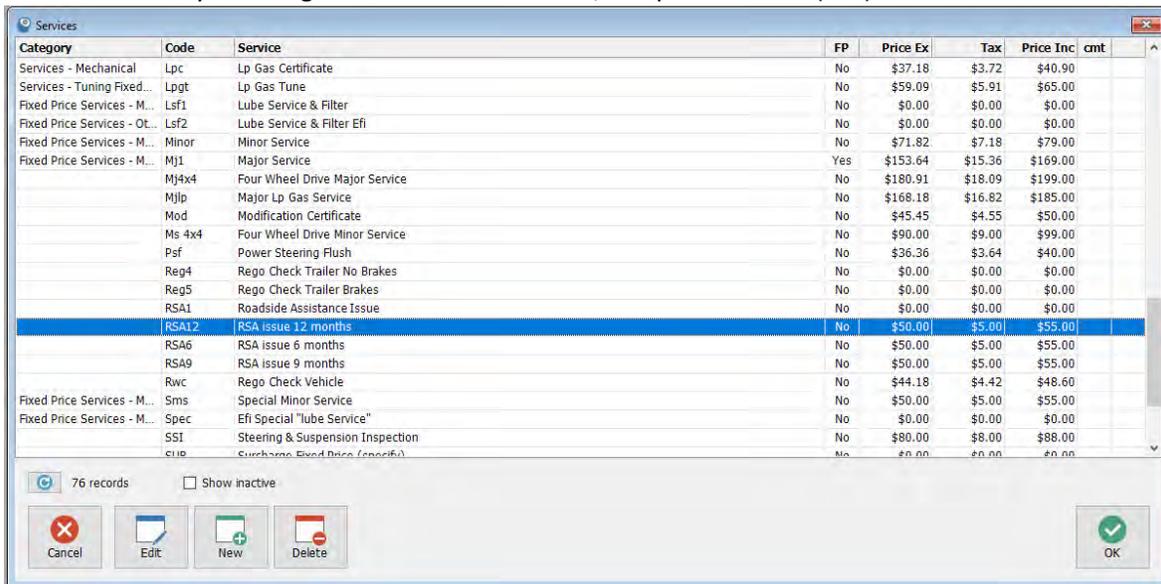


Above is the automatic method for setting up roadside assistance issue, each time you place a service that is set to issue roadside assistance (trigger set to true).

Manual RSA Issue: Automation has 3 x pre-set services in the service listing, adding any of these to the job card will initialise roadside assistance membership. These are setup to issue cover for the period you require.

RSA ID	Description	Status
RSA12	RSA issue 12 months	No
RSA6	RSA issue 6 months	No
RSA9	RSA issue 9 months	No

To Issue roadside assistance manually, from the job card select services, highlight the period you wish to cover by selecting one of the entries above, complete with OK (F12).



Sites that were issuing roadside assistance prior for 6 months all services that were triggered to issue RSA will now be set by default to 6 months so if you wish to extend the cover for any of these you will need to edit cover from the service form. It is also suggested that if you were previously using a service with the code RSAISS1 or RSA1 that you open the service form and select inactive so you no longer see this entry in your service listing. In future simply use the new services provided to issue roadside assistance cover.

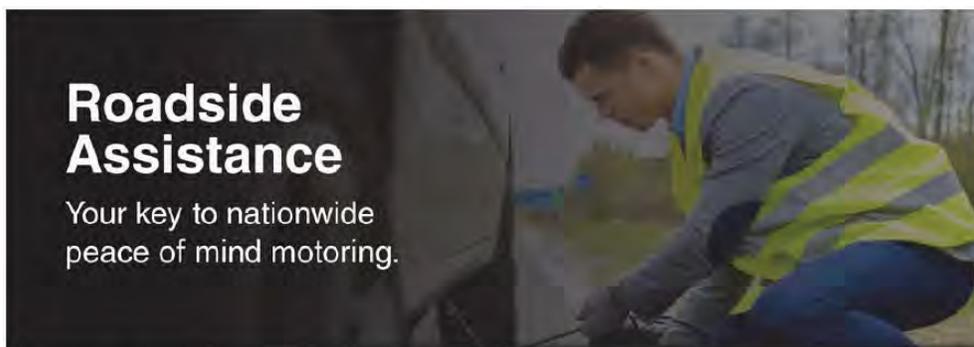
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Job Close, Issuing RSA: There are now 4 issuing methods, print, SMS, email and MyAutoConnect as you close the job card you will see the choices displayed on the job update screen.

RSA issue

Print Email SMS MyAC

If your customer is already registered to receive communications via MyAutoConnect the MyAC option is flagged by default, you can choose to notify the client that he / she is now covered via any or all options. If you choose to print a membership form will be printed, this can be folded in three (like an A4 being inserted into a DL envelope) and handed to the client. Depending on whether you print in monochrome or colour this will of course determine the final appearance of the membership.



Your Vehicle is now covered 7 days a week, 24 hours a day.

Commitment to quality service is the key.

Our automotive service centre is committed to providing you the best possible service. Service that extends past our front door and is available 7 days a week, 24 hours a day. With this cover, you have access to over 1,000 service units nationally.

**For assistance, please call:
1800 062 222**

Assistance Cover (full terms & conditions www.myautoconnect.com.au/rsa)

Restrictions: We tow for 20km after which the customer is liable for a charge on an excess kilometre basis. We provide one tow per breakdown, smash towing is NOT included.

Point Of Return: Return must be to the service centre listed below. However if the tow exceeds 20km, you can nominate to take the vehicle to the closest service centre. After hours towing requires your vehicle to be towed to the service centre and secured at the owners risk. Alternatively the vehicle can be towed to secure storage for delivery to the service centre ASAP. The customer is liable for the cost of the second tow.

Cover & Termination: Roadside assistance is only valid for the vehicle detailed below. It is however transferable to a new owner. We reserve the right to terminate the benefits of roadside assistance without notice at anytime with no right of claim whatsoever.

Access to unlimited emergency call-outs during your cover.

Call us when you need assistance:

- **Breakdown;** we will tow up to 20km.
- **Flat battery;** we can assist with a jump start.
- **Flat tyre;** we can fit your spare wheel.
- **Lockout;** gain entry and call a locksmith if required (to the value of \$77.00).
- **No Fuel;** we can deliver 5L to get you moving again.



Preferred Customer Nationwide Roadside Assistance Cover

Customer: Mr Dave Beecroft	Issuing Site Details
	Site Name: AA Automotives
Vehicle Make/Model: MERCEDES 250C	Address: 1123 Kings Highway
Registration: VEH789 Member #: 4444/48	Fremantle WA 6959
Cover Valid From: 11/12/18 to: 11/6/19	Phone #: 08 9568 4587

Allow 48 hours for cover to be validated. We suggest you keep this membership in the vehicle glovebox.

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You can alternately email cover by selecting the email option, your client will receive a separate email titled RSA issue from <your site name>. The final method is SMS, your client will receive an SMS including membership details and a link to the terms and conditions of cover

<https://www.myautoconnect.com.au/rsa>.

RSA Cover Viewing & Reprinting: RSA cover is recorded on the vehicle form and can viewed by selecting the servicing tab and the send / Print RSA Issue option, to notify your customer you can select a single or multiple method.

Rego/Warrant

Rego check Warrant due

Due every: 6 months 12 months

RSA cover

Member No. First issued

Valid from Valid to

RSA issue

Client

Vehicle

RSA issue

Print Email SMS MyAC

These details are also displayed in the vehicle listing

Rego	Make	Model	Series	Last Ser...	Next Ser...	Next Service	RSA Nu...	RSA Expi...	Ref	Driver	Contact	VIN	cmt
700123	HOLDEN	APOLLO JK.CA...		25/10/24	01/02/25	Minor Service							
7PO654	HOLDEN	BARINA	TM	25/10/24	24/04/25	Log Book Servi...	5555/3	21/03/03					
7PP123	Citroen	Xantia 2.0l 16v...		12/09/02	12/12/02	Log Book Servi...	4444/18	12/03/03					
7PPL854	Honda	Prelude 2.2l Vt...		03/10/02	03/01/03	Minor Service	4444/7	03/04/03					
7TT712	ALFA ROM...	ALFA 90 SUPE...		23/10/24	23/04/25	Hi-tech Tune 6...	4444/21	23/03/03					
7UU821	FORD	COURIER	PH	22/10/24									
896U1L	FORD	FALCON AU-II...		16/10/02	16/01/03	Minor Service	4444/24	16/04/03					
8LK123	Daewoo	Lanos 1.6l Efi...		24/10/24	28/04/25	Log Book Servi...							
8MN666	Jeep	Cherokee 4.L E...		28/10/24			4444/4	21/03/03					
8PO777	FORD	FALCON	ED	05/11/24	25/01/25	Minor Service	5555/13	05/11/25					
91L887	BMW	325i B25 EFL...		03/08/24	03/02/25	Log Book Servi...	4444/2	03/02/03					
900564	Bmw	318is 1.9 E36...		03/10/02	03/01/03	Minor Service	4444/10	03/04/03					
9PLO895	Nissan	Pathfinder 3.0l...		26/09/02	26/03/03	Log Book Servi...	4444/1	26/03/03					
9RT874	FORD	FAIRLANE AU...		03/11/24	03/02/25	Minor Service							
9TY784	Hyundai	Grandeur Xg V...											
9YU741	Holden	Comm Vn.V8.E...											
AFC034	ALFA ROM...	ALFETTA GTV6...		23/10/24									
AFC034				31/10/24	31/10/25	Air Conditionin...							
AFC034													
AFC034	MAZDA	3	BM523,BN523	28/10/24	28/04/25	Log Book Servi...							
CH1234	Daihatsu	Charade G11		17/09/02									

33 records Show inactive

If you wish to reprint a RSA membership you will need to go to the client list point and double click on the record, select the tasks tab, you will see a list of the various communications send to the client. Point and double click on the RSA issue entry.

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The screenshot shows the 'Client Form' window for 'Beecroft'. The 'Contact details' tab is active, displaying a table of communication history:

Date/Time	Type	Done by	Item
25/10/2024 6:23:09 PM	Email		RSA issue emailed
23/10/2024 2:30:03 PM	Email		Test email
16/10/2024 2:44:55 PM	Email		Test email
30/09/2024 4:47:11 PM	SMS		SMS Reply Receiv
30/09/2024 4:44:31 PM	SMS		SMS Sent

Below the table is a 'Message' button and a toolbar with icons for Cancel, Vehicles, Estimate, Print, Note, Email, Task, Delete, and OK.

This action will open the note form, from there to view the membership you simply select the folder icon situated to the right of the contact method form. The file can be viewed from your PDF reader and printed or emailed from there.

The screenshot shows the 'Client Form' window with a 'Note' dialog box open. The dialog box contains the following information:

- Title:** RSA issue emailed to client
- Additional info:** File: C:\Users\George\source\repos\Automation\bin\Debug\net8.0-windows7.0\PDF\RSA for job 1.pdf
- Sent to:** gt@microbase.com.au
- Contact method:** Email
- Email:** gt@microbase.com.au
- Sent:**
- Note created on:** 25/10/24 6:23PM

The dialog box has a toolbar with icons for Cancel, Client, and OK.

Note: We replicate records to our service provider's server every 24 hours, however please allow 48 hours for validation, this lead time ensures the record is recorded on Australia Wide Assists server.