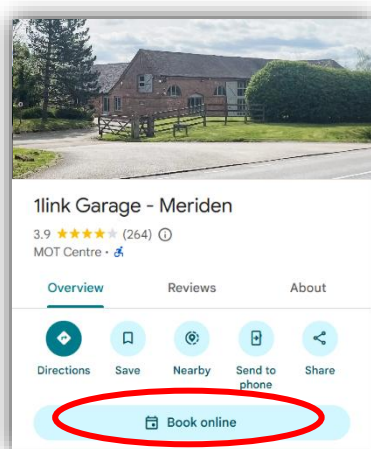


RETAIL LINK USER GUIDE

STEP 01

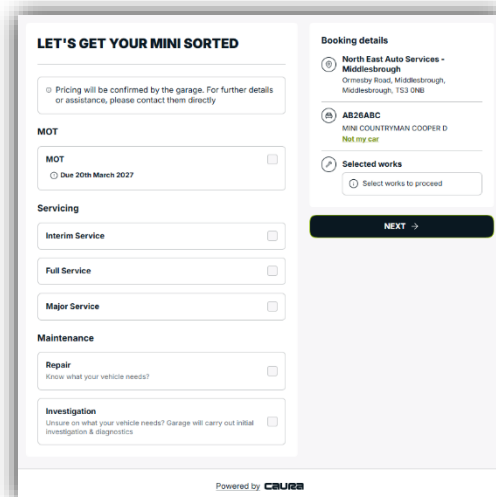
CUSTOMER MAKES BOOKING



Customers searching your garage on Google can now select **Book Online** to request a service appointment.

The customer will:

- Enter vehicle **details**
- Choose a **service**
- Select a preferred **dates**
- Submit their **request**

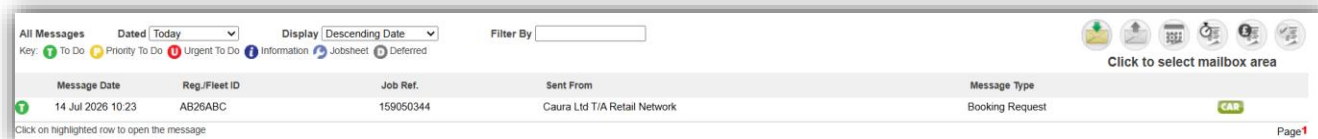


The customer is submitting a booking. The appointment is **not confirmed** until you process it within 1link.

STEP 02

BOOKING ARRIVES IN 1LINK

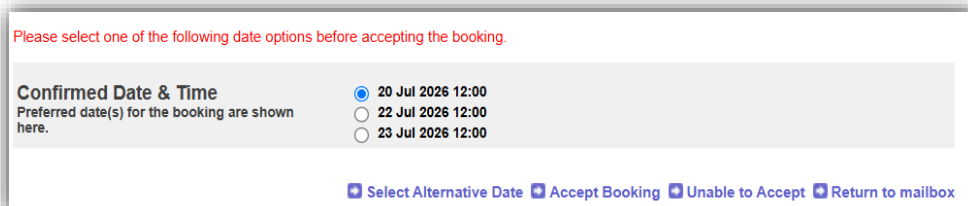
New booking requests are automatically delivered into your 1link **mailbox**.



STEP 03

REVIEW & MANAGE THE BOOKING REQUEST

Review all information supplied by the customer before deciding how to proceed.



- ✓ Vehicle **registration** and vehicle information
- ✓ Requested **service**, MOT, repair, or investigation
- ✓ Preferred booking **dates** and times



IF THE BOOKING CAN BE ACCEPTED

Select **Accept Booking**.

Confirmation will automatically be sent to the customer. You will also need to update your own **internal diary system**. The booking status will update to **Booking Confirmed**.

There is **no** need to check the vehicle into 1link on the day of the appointment. The jobsheet will remain as a **Work Booking Only** within 1link.

IMPORTANT INFORMATION

	No jobsheet is created for Retail Link booking
	Authorisation is not required via the 1link platform
	Customer will approve the work and pay the invoice



IF THE BOOKING IS NOT SUITABLE

If you are unable to accommodate the customer's preferred date, you may offer an **alternative appointment**. This will be managed by the **Scheme Operator** who will contact the customer directly.

If the booking request is **declined**, the Scheme Operator will contact the customer

Need help?

Please contact Network Support:

networksupport@epyx.co.uk or 08700118800

FAQ'S

Q: IS THE BOOKING CONFIRMED IMMEDIATELY AFTER THE REQUEST IS RECEIVED?

A: No, the booking is only confirmed once the garage processes it in 1link.

Q: WHERE DO I FIND RETAIL LINK BOOKING REQUESTS?

A: All booking requests appear in your 1link mailbox.

Q: CAN I EDIT THE BOOKING?

A: You may offer an alternative date if you are unable to accept the ones offered. Once you have accepted the booking if you do need to amend you would need to contact the customer directly to arrange.

Q: CAN A CUSTOMER CANCEL THEIR BOOKING?

A: yes, the customer can cancel the booking but they would need to contact you directly. You will not receive cancellation notifications through the platform.

Q: WILL I RECEIVE A NOTIFICATION OF A NEW BOOKING?

A: Yes, like Fleet bookings, you will receive an email notification to let you know you have a new 1link booking. The booking will then be available for you to action within your 1link mailbox.

Q: WHY CAN'T I CHECK THE VEHICLE IN?

A: Unlike fleet bookings, you do not need to check the vehicle in as **no** authorisation needs to go through the 1link platform. The customer authorises the work directly with your garage, and payment should be taken using your normal invoicing process.

Q: DO I NEED TO CONTACT THE CUSTOMER TO DECLINE THE BOOKING REQUEST?

A: No, this will be managed by the Scheme Operator.

Q: DO I NEED TO CREATE A JOBSHEET WITHIN 1LINK?

A: No, the jobsheet will not need to be created within 1link as the customer will authorise the work directly with yourselves.

Q: THE CUSTOMER ENTERED THEIR CARD DETAILS WHEN MAKING THE BOOKING. WILL I RECEIVE THIS PAYMENT?

A: No. The card details provided during the booking process are not charged and are not transferred to your garage.

The card details are collected only as a booking commitment to help reduce missed appointments and discourage customers from making bookings they do not intend to keep.

If the customer attends their appointment, they will pay your garage using your normal payment process. The booking reservation does not form part of the customer's invoice and no payment is deducted from the final balance.