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## Communications Centre

### Overview

The communications centre has been developed to enable the automatic dispatch of various client communications via MMS. This includes Service Reminders, Registration Renewals, Booking Reminders, and RSA Expiry Notices. MMS stands out from SMS due to its ability to accommodate approximately 4,000 + characters along with a graphic, providing greater flexibility in crafting your messages. This enhancement aims to streamline client communications and improve overall the client engagement experience.

### Client Benefits

- Stay on top of their vehicle's service schedule with Service Reminders via MMS.
- Receive timely notifications for Registration Renewals directly to their mobile device.
- Benefit from Booking Reminders to never miss an upcoming service appointment.
- Get notified about RSA Expiry Notices conveniently through MMS.

The messages sent via the communications centre are seamlessly integrated with various Automation features, enhancing the overall user experience. Updates in the task section of the client form plus booking generation and acceptance functions are now synchronised with MMS messages, providing a cohesive and efficient communication process.

### User Benefits

- Messages sent via the Communications Centre are automatically recorded in the communications centre home page plus the task section of the client form for easy reference.
- Responding to messages triggers seamless booking generation and acceptance functions within Automation.
- Cost effective “set and forget” service resulting in increased work generation and reduced administration costs.

The communications centre works in conjunction with your service reminder management, please ensure before using the communications centre you are fully familiar with how to create, edit and apply service reminders both from the vehicle and service form. Below are a couple of links to service reminder topics that may assist you:

<https://www.microbase.com.au/V4Help/CVS/topic.htm?rhtocid= 2#t=Clients%2C Vehicles Services.htm%23IX Adding Service Reminders>

### Marketing Function

Please ensure you read the operating instructions so you fully understand how to deploy this marketing tool effectively into your service centre. Anything you are unsure about feel free to call our support personnel for advice.

**Release Notes Version 4.1.0e:** If you have not yet accessed the release notes for this version, they are available from this link:

<http://www.microbase.com.au/resources/Release%20Notes%20V4.1.0e.pdf>

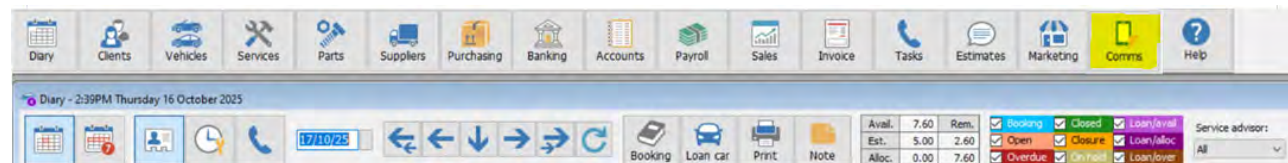
## Initializing the Communications Centre

Firstly, you need to go to File / Site Settings / Online > Enable MMS.

The screenshot shows the 'Settings' window with the 'Online settings' tab selected. The 'SMS' section has 'Enable SMS sending' checked, 'Job close SMS' set to 'Job Close', 'Booking SMS' set to 'Booking Reminder', 'Check for SMS replies and updates on this machine' checked, 'Use alpha tag' set to 'AAAUTO', 'Enable MMS for Communications Centre' checked, and 'Process Communications Centre on this machine' checked. The 'Repco' section has 'Repco supplier' set to 'Repco Auto Parts', 'Repco invoice retrieval' checked, 'GLN' set to '45454545', 'Check for Repco invoices on this machine' checked, and 'Maintain profit margins when updating parts' checked. The 'Site messages' section has 'Enable site messages for this database' checked and 'Check for site messages on this machine' checked. The 'Remote group' section has an 'Add' button and a 'Remove' button. The 'Remote bookings' section is empty.

Select the Enable MMS option, the second option Process Communications Centre on this machine should only be selected on ONE machine within your network, this ensures that any replies from clients will only be received on what is normally the admin terminal.

Next, you need open the communications Centre home page by selecting the Comms Centre icon at the top of screen.



Your home page is now visible

The screenshot shows the 'Communications Centre' home page. It displays a list of transactions with columns for Date/Time, Status, Sent, Client, Mobile, Type, Vehicle, Job, Booking, and Message. The list shows various transactions, including RSA expiry reminders, service reminders, and bookings. The 'Count' is 25. The 'Configuration' section at the bottom has checkboxes for 'Client', 'Job', and 'Registration', and buttons for 'Service reminders', 'Registration renewals', 'Booking reminders', and 'RSA expiry reminders'.

Date/Time	Status	Sent	Client	Mobile	Type	Vehicle	Job	Booking	Message
14/10/2025 3:17:41 PM	Sent	14/10/2025 3:17:42 PM	Riseley	0412951377	RSA expiry re.	9RT874		Pending	Dear Charlie Riseley,
14/10/2025 2:42:53 PM	Sent	14/10/2025 2:42:54 PM	Reid	0412951377	Service reminder	9TY784		Pending	Hello Earl
14/10/2025 2:38:55 PM	Sent	14/10/2025 2:38:56 PM	Standish	0414371422	Service reminder	ED4223		Accepted	Hello Nick
14/10/2025 2:21:35 PM	Sent	14/10/2025 2:21:36 PM	Southern Cross...	0412951377	Booking remind.	79P123		No	Hi Southern Cross Publications, Just a friendly reminder to inform you that you have a b...
14/10/2025 11:23:53 AM	Sent	14/10/2025 11:23:53 AM	Smith	0412951377	Booking remind.	XOF585		No	Hi Jason, Just a friendly reminder to inform you that you have a booking for XOF585 to...
14/10/2025 11:11:24 AM	Sent	14/10/2025 11:11:25 AM	Hare	0412951377	Booking remind.	8LK123		No	You have a booking for 8LK123 tomorrow!
14/10/2025 11:11:22 AM	Sent	14/10/2025 11:11:23 AM	Richardson	0424578110	Booking remind.	AF034		No	You have a booking for AFC034 tomorrow!
13/10/2025 4:26:46 PM	Sent	13/10/2025 4:26:46 PM	Booth	0422269726	RSA expiry re.	8MN666		Rejected	Dear Sean Booth,
13/10/2025 4:12:13 PM	Sent	13/10/2025 4:12:13 PM	Underwood	0422269726	RSA expiry re.	GO1234		Accepted	Dear John Underwood,
13/10/2025 4:05:43 PM	Sent	13/10/2025 4:05:43 PM	Richardson	0422269726	RSA expiry re.	AF034		Accepted	Dear Richardson,
13/10/2025 4:05:43 PM	Sent	13/10/2025 4:05:43 PM	Underwood	0422269726	RSA expiry re.	GO1234		Accepted	Dear John Underwood,
13/10/2025 3:45:54 PM	Sent	13/10/2025 3:45:54 PM	Porter	0422269726	Booking remind.	1EXQ118		No	You have a booking for 1EXQ118 tomorrow!
13/10/2025 3:45:53 PM	Sent	13/10/2025 3:45:54 PM	Stoker	0422269726	Booking remind.	BOOKING (LEX188)		No	You have a booking for BOOKING (LEX188) tomorrow!
10/10/2025 4:29:02 PM	Sent	10/10/2025 4:29:02 PM	Richardson	0422269726	RSA expiry re.	AF034		Rejected	Dear Richardson,
10/10/2025 4:29:01 PM	Sent	10/10/2025 4:29:02 PM	Underwood	0422269726	RSA expiry re.	GO1234		Rejected	Dear John Underwood,
10/10/2025 1:53:13 PM	Sent	10/10/2025 1:53:14 PM	Dennis Nash B...	0422269726	RSA expiry re.	7LK555		Rejected	Dear Dennis Nash Backhoe Hire,
10/10/2025 1:43:53 PM	Sent	10/10/2025 1:43:53 PM	Moore	0422269726	RSA expiry re.	7LK556		Rejected	Dear Eddie Moore,
1/10/2025 5:46:43 PM	Sent	1/10/2025 5:46:44 PM	Turner	0422269726	RSA expiry re.	700123		Accepted	Dear Robert Turner,
1/10/2025 5:33:08 PM	Sent	1/10/2025 5:33:09 PM	Dennis Nash B...	0422269726	RSA expiry re.	7LK555		Accepted	Dear Dennis Nash Backhoe Hire,
1/10/2025 5:27:20 PM	Sent	1/10/2025 5:27:20 PM	Moore	0422269726	RSA expiry re.	7LK556		No	Dear Eddie Moore,
1/10/2025 4:41:55 PM	Sent	1/10/2025 4:41:56 PM	The Games Pla...	0422269726	RSA expiry re.	7J3666		Accepted	Dear The Games Place,
1/10/2025 4:35:20 PM	Sent	1/10/2025 4:35:20 PM	Goh	0422269726	RSA expiry re.	900564		No	Dear Ken Goh,
1/10/2025 4:31:29 PM	Sent	1/10/2025 4:31:30 PM	Burgess & Bur...	0422269726	RSA expiry re.	606884		No	Dear Doug Burgess & Burger,
1/10/2025 4:00:49 PM	Sent	1/10/2025 4:00:50 PM	Frad	0422269726	RSA expiry re.	456NBN		Rejected	Dear Fred Frad,
1/10/2025 4:00:03 PM	Sent	1/10/2025 4:00:04 PM	Reid	0422269726	Registration re.	9TY784		No	Did you know that your TOYOTA L/CRUISER HDJ80T/DSL90/98 needs registration rene...

## Home page

**Date / Time:** The date and time the record was accessed

**Status:** Sent or fail

**Sent:** Date and time the message was actually dispatched

**Client:** Who received the message (Vehicle Owner)

**Mobile:** The mobile # the message was sent to.

**Type:** Communication ie: Service Reminder / Booking Reminder / RSA Expiry / Registration Renewal.

**Vehicle:** Registration #

**Job:** Only recorded when sending a booking reminder

**Booking:** This column indicates the current status of the communication. Pending indicates that a reply has been received but has not yet been actioned, pointing and clicking on the entry will display the online booking form, once you accept the booking the status will change to accepted. No, indicates no response at this time, Rejected relates to a booking being rejected by the user.

## Composing A Message

The example displays MMS messages already sent, obviously when you first use the feature your screen will be blank so the next action you need to perform is setting up your messages. To do this select the message type at the bottom of the display ie: Service Reminder, you are presented with a blank form in the title field enter the header of the message ie: Vehicle Service Due In 1 month / Vehicle Service Due In 7 days etc. Next move down to the activate field click on the arrow to the right and select the time frame you wish your communication to be sent on. In the example we have chosen 1 week before (7 Days). The next stage is to compose your message; you have the ability to enter merge fields the same as when constructing an SMS message.

The image shows two screenshots of a 'Communications template' form for a 'Service reminder'.  
Left screenshot: The 'Title' field contains 'Vehicle Service Due In 7 Days'. The 'Activate' dropdown menu is open, showing options from '1 day before' to '3 months before', with '1 week before' selected. The 'Body' field is empty. There is an 'Add field...' button and a 'Cancel' button at the bottom.  
Right screenshot: The 'Title' field contains 'Vehicle Service Due In 7 Days'. The 'Activate' dropdown menu is closed, showing '1 week before'. The 'Body' field contains 'Hi'. A 'Merge fields' dropdown menu is open, showing a list of fields including 'Site name', 'Site phone', 'Site address', 'Site suburb', 'Site state', 'Site postcode', 'Client name', 'Client first name', and 'Client contact'. The 'Client first name' field is selected. There is a 'Cancel' button at the bottom left.

To merge a record, click on the Add Field option, you will see a drop-down list of merge fields, to insert simply point and double mouse click below is an example of a service reminder including the booking URL.

Communications template

Service reminder

Title

Activate

Body

Hi <!--ClientFirstName--> This is a friendly service reminder just to let you know your <!--VehicleMake--> <!--VehicleModel--> Registration <!--VehicleRegistration--> is due for a <!--ServiceDue--> on the <!--ServiceDate--> To make a booking please select the link below, once received we will confirm via SMS.

Thank you your service team at AA Automotives ...  
Phone: 08 9456 9988

Click below to secure a booking on a day and at a time that suits you.

<!--BookingURL-->

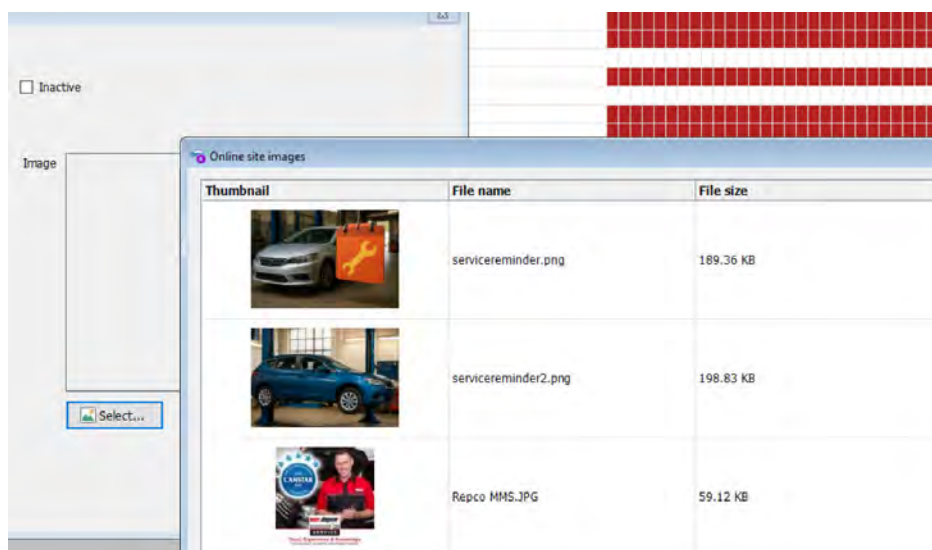
+ Add field...

Cancel

As you can see, we have inserted various merge fields so the message is totally customised, do not alter the merge field format, also be aware we automatically leave a space after each merged record. We also suggest that you use carriage returns when compiling a message as this prevents the message being delivered as one block of text.

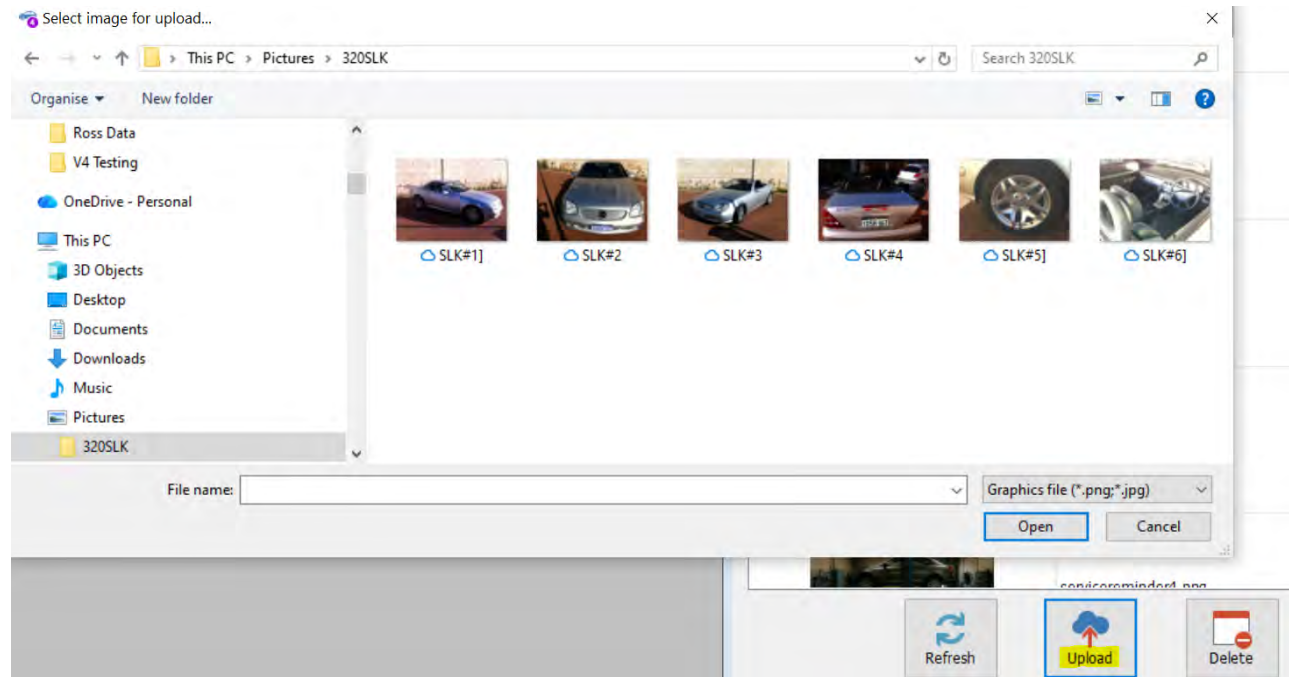
### Inserting a Picture

On the right-hand side of the communications template form you will see you have the ability to add a graphic. Firstly, be aware you can only use Jpegs or Png files with a size of up to 400Kb. It is also suggested for rendition purposes that you use a portrait graphic rather than a landscape image. Clicking on the select option will take you to your personal image storage area on the Microbase cloud server. If you already have a file stored that you wish to use simply point and double click on the image and select insert to populate the template.

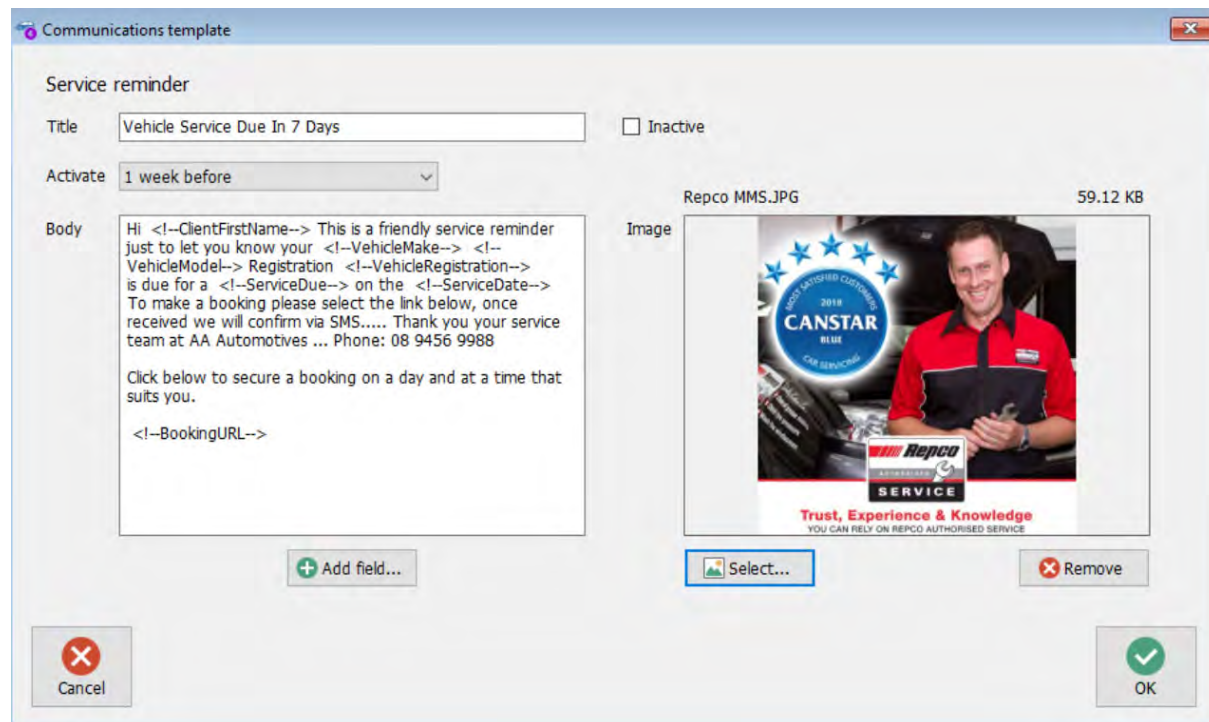


## Uploading a Picture

From the bottom of the Communications Template click on the upload option, this opens Windows Explorer, you can navigate to the graphic required, point and double click this image is then uploaded to your graphic space on the cloud server. To insert follow the instructions: **inserting a picture**.



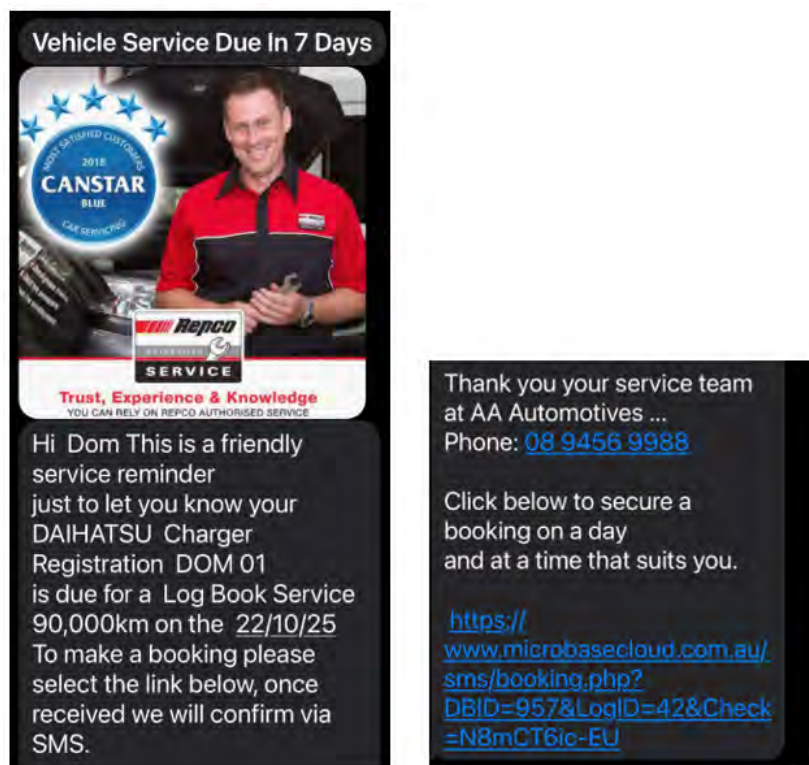
Your template now presents like this:



If you want to include a booking option (strongly recommended) select the booking URL option from the merge fields, it is suggested that you place this at the bottom of the message. Another option is your ability to create

multiple templates for the same communication type, possibly you send a service reminder message 2 weeks before and another 1 week before the service date.

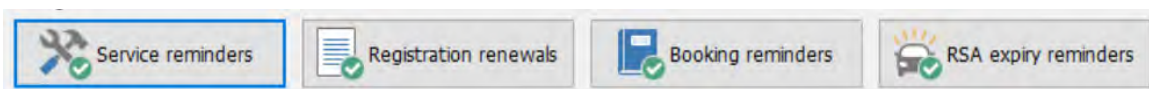
Below is an example of what the client actually receives:



To achieve this format, it is suggested that you use carriage returns (enter key at the end of a line) and enter spaces between the text. Send a test message to yourself to check the layout and adjust as needed.

### Communication Templates

Communication templates are stored for each communication type; to display these click on the communication icons at the bottom of the screen.



Class	Title	Trigger	Body
Service reminder	This Is The Title That Will Appear As The Subject	1 days before	Hello <!--ClientFirstName-->
Service reminder	Vehicle Service Due In 7 Days	1 week before	Hi <!--ClientFirstName--> This is a friendly service reminder just to let you know your <!--VehicleMake--> <!--VehicleModel--> Registration <!--VehicleRegistration--> is due for a <!--ServiceDue--> on the <!--ServiceDate--> To make a booking please select the link below, once received...

Search:  2 records ☐ Show inactive


Cancel Edit New Delete OK

You will see in the above example that it is possible to hover over a message and see the full text, to view the full display it is essential that you use carriage returns and spaces in your message otherwise the message will appear as a long line of text that runs off the screen.

## Service Reminders

It is suggested you send service reminders 14 and 7 days prior to service and ALWAYS place the booking URL at the bottom of all of your communications; this strategy ensures that your client has a quick and easy way to make a booking. When a booking is generated from a service reminder and accepted ALWAYS reply with a booking schedule SMS confirming the booking has been recorded.

**AA Automotives**  
**Request a Booking**



Trust, Experience & Knowledge  
Your one stop car service solutions

Date:  Time:

Dropoff: 17 Oct 2025 8:00 AM

Pickup: 17 Oct 2025 5:00 PM

Additional Comments

Please replace the front RH Tyre

**Submit Booking**

**Remote booking**

Client Surname:  Title:  First name:

Work phone:  Home phone:  Mobile:

Address:  Suburb:  State:  Post code:

Email:

Vehicle Registration:  Make:  Year:

Model:  Type:

Service Service:

Additional notes / work to be done:

Date & time

Dropoff:  Date:  Time:

Pickup:  Date:  Time:

Reject Dismiss Accept

When your client selects the booking link they are presented with a simple booking form displaying your business name and the graphic you used in the communication they are replying to. The client can choose a day and time from the drop down options and make notes if required it is then submitted, the site receives the request on a remote booking form. There are 3 options on this form, Reject, which means you want to refuse the booking, Dismiss, will allow you to deal with the inquiry at a later time, Accept, on selection the standard diary booking

screen will be displayed with the details already inserted. To send a confirmation SMS automatically you will need to select the option in File / Site Settings / Online > SMS.

SMS

☒ Enable SMS sending

☒ Job close SMS 

Job Close

☒ Booking SMS 

Booking Scheduled

We suggest you set up an SMS titled Scheduled Booking so there is no confusion between a scheduled and confirmed booking reply via MMS.

New Booking

Client

DOM 01

Vehicle

DOM 01

Vehicle availability

Date

From

17/10/25

To

17/10/25

Time

8:00AM

5:00PM

☐ Confirmed

Promotion

Referrer

Services

Service

Log Book Service 130,000km

Details

Send SMS

Recipient

Dom Domic Torretto

Number

0412951377

SMS template

Booking Scheduled

Message

Hi <!--clientfirstname--> We Are Please To Confirm Your Booking For Your <!--vehiclemake--> <!--vehicmodel--> For A <!--servicedue--> On The <!--servicedate--> Thank You For Choosing Us To Take Care Of Your Motoring Needs.  
  
The Aa Automotives Service Team

ABC

Check

Characters: 266

Messages: 2

Vehicle visuals

Cancel

OK

Prior faults

Comments

related to cooling system Transmission dip stick

dust cover split.

able requires replacement.

Cancel

Create job

Job card

Client

SMS

Vehicle

Tech time

Print

OK

The accepted action will automatically update the communications center home page to accepted.

14/10/2025 2:38:55 PM	✓ Sent	14/10/2025 2:38:56 PM	Standish	0414371422	Service reminder ED4223	Booking 421	✓ Accepted	Hello Nick
14/10/2025 2:42:53 PM	✓ Sent	14/10/2025 2:42:54 PM	Reid	0412951377	Service reminder 9TY784		✓ Accepted	Hello Earl
14/10/2025 3:17:41 PM	✓ Sent	14/10/2025 3:17:42 PM	Riseley	0412951377	RSA expiry re... 9RT874		✓ Accepted	Dear Charlie Riseley,
15/10/2025 4:21:12 PM	✓ Sent	15/10/2025 4:21:13 PM	Stoker	0412951377	Service reminder BOOKING (CKING15)		✗ No	Hi Phoenix This is a friendly service reminder
15/10/2025 4:30:53 PM	✓ Sent	15/10/2025 4:30:54 PM	Domic Torretto	0412951377	Service reminder DOM 01		✓ Accepted	Hi Dom This is a friendly service reminder
Count	27							10

Booking Reminder

The communications centre allows you to have multiple templates for the same reminder classification ie: for booking reminders 1 day, 3 days. 1 week (7 days). Possibly you set booking reminders to be sent 7 days & 1 day prior to the service date, they can contain the same text but to distinguish the messages you will need to use a different title as an example Your vehicle is booked for service in 7 days and one titled Your vehicle is booked for service tomorrow (choose 1 day).

Communications template

**Booking reminder**

Title:  ☐ Inactive

Activate:

Body:

Greetings <!--ClientFirstName-->

We have a booking for your  
 <!--VehicleMake--> <!--VehicleModel-->  
 Registration <!--VehicleRegistration-->  
 which is due for a <!--ServiceDue--> on  
 <!--ServiceDate-->.


We would greatly appreciate you confirming this booking  
 with us by selecting the link below.

Thank you ... Regards The AA Automotives Service Team

<!--BookingURL-->

[+ Add field...](#)

Image: Repco MMS.JPG 59.12 KB

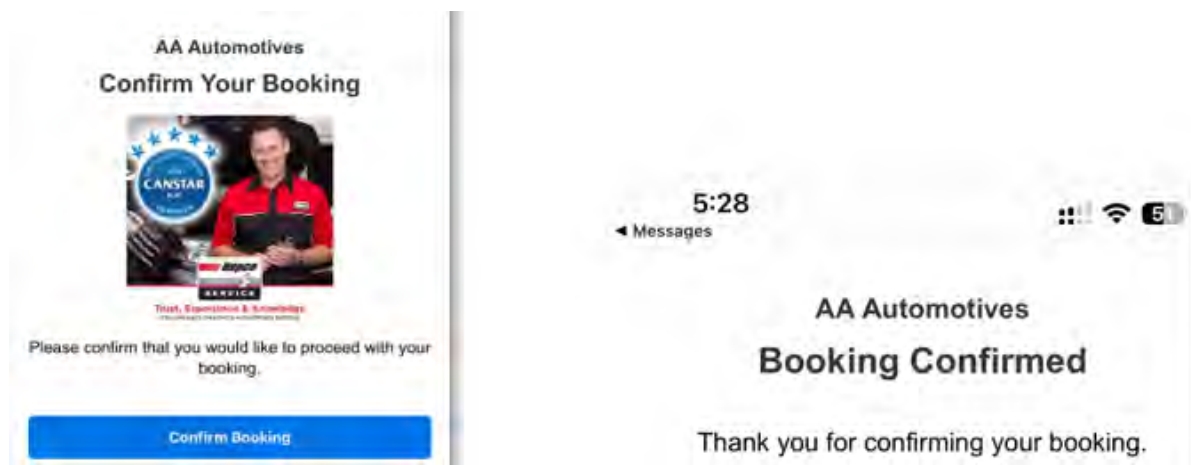


[Select...](#) [Remove](#)

[Cancel](#) [OK](#)

Booking reminder templates MUST contain the BOOKING URL, the recipient will click on this to confirm the booking, once a confirmation is received the booking in the diary screen will be confirmed.

After clicking the MMS link your client will see the following displays



The booking is now confirmed automatically by a tick on the relevant job nuKber

<div><div><div></div><div></div></div><div><div></div><div></div><div></div></div><div><div>18/10/25</div><div><div></div><div></div><div></div><div></div><div></div></div></div><div><div></div><div></div><div></div><div></div></div></div>					Avail.	0.00	Rem.
					Est.	6.00	-6.00
					Alloc.	0.00	0.00
Client		Rego	Make/Model	Job#	SA/SP		
Hare, Ross		8LK123	DAEWOO LANOS 1.6L EFI DOHC 97/01	428	<input checked="" type="checkbox"/>		
Smith, Jason		XXF585	FORD COURIER 4WD 2.6 EFI 96/00	430	<input checked="" type="checkbox"/>		

## Registration Renewals

The next communication type we need to look at is registration renewals, we suggest you handle these in the same way as service reminders. Time frame, again would be 14 and 7 days, remember the communications centre is accessing services due directly from your vehicle records making it absolutely imperative that you manage the

services due either from the service or vehicle form or directly while closing a job by selecting the service reminder option.

Again, you will need to ensure your message contains the booking URL at the bottom of the text as an example your registration renewal template could present like this:

The screenshot shows a 'Communications template' window with the following details:

- Title:** Rego Due For Renewal Soon
- Activate:** 2 weeks before
- Body:**

Hi <!--ClientFirstName--> Just to let you know your vehicle inspection for <!--VehicleMake--> <!--VehicleModel--> Registration <!--VehicleRegistration--> is due on the <!--ServiceDate-->

To ensure your roadworthy does not expire please select the link below to make a booking prior to the due date.

<!--BookingURL-->
- Image:** Repco MMS.JPG (59.12 KB). The image shows a Repco service technician in a red shirt holding a clipboard, with a 'CANSTAR 2018 BLUE OIL SERVICE' award logo in the background.
- Buttons:** 'Add field...', 'Select...', 'Remove', 'Cancel', and 'OK'.

Note: We have used carriage returns and placed the booking link at the bottom of the text field.

You could use the same text and image for your 7-day reminder (1 week) applying a different title, as a suggestion – Your Vehicle Roadworthy Is About To Expire!

### RSA Expiry Reminders

If your location issues roadside assistance the communications centre can generate reminder messages when the cover is about to expire, again we suggest 14- and 7-day intervals. Roadside assistance reminders are different from service reminders as cover is usually issued or renewed when a service is performed.

Bear in mind when sending RSA reminders that the client may have already made a booking for a service that will initialise cover renewal hence the reason for mentioning that a booking may already be in the system. Another point to consider with RSA renewals is the service (if one is booked) may not necessarily renew roadside assistance, we suggest if that is the case you discuss how to initialise renewal with the client on arrival.

Below is a suggest template:

Communications template

**RSA expiry reminder**

Title  ☐ Inactive

Activate

Body

Hi <!--ClientFirstName--> a friendly reminder that roadside assistance cover for vehicle <!--VehicleMake--> <!--VehicleModel--> Registration <!--VehicleRegistration--> will expire on the <!--ServiceDate--> To avoid the inconvenience of voiding your membership if you have not booked a service already please click on the link below.


Best Regards .... The AA Automotives Service Team

<!--BookingURL-->

+ Add field...

Repco MMS.JPG 59.12 KB

Image



Trust, Experience & Knowledge  
YOU CAN RELY ON REPCO AUTHORISED SERVICE

Select... Remove

Cancel OK

### Excluding Clients From Communications

If you wish to exclude a client from receiving communications, open the client form, Repco sites will see 2 x options Opt Out Of Repco Marketing an Opt Out Of Standard Marketing. To ensure your client does not receive and MMS communications select the Opt Out Of Standard Marketing option.

Any Repco marketing activity will continue as normal.

Contact details Profile History Tasks Comments Referrals Drivers

Title  First name

Contact  Salutation

ABN

Ph (Work)  Ph (Home)

Mobile  ...

Fax

Email  ...

Address Billing Address

19 MOONDARRA CRES

Suburb

State

Postcode

☐ Use parent address

☐ Export ☐ Opt-out of Repco marketing ☒ Opt-out of standard marketing

For independent sites there is only one selection on the client form, to cease all communications including MMS simply select the Opt Out Of All Marketing option.

### Sample Templates

To assist you with setting up your templates we have provided examples that you can simply copy and paste into the text field and change any reference to the sample company to your own.

#### Service Reminder

Hi <!--ClientFirstName--> This is a friendly service reminder

just to let you know your

<!--VehicleMake--> <!--VehicleModel-->

Registration <!--VehicleRegistration-->

is due for a <!--ServiceDue--> on the <!--ServiceDate-->

To make a booking please select the link below, once received we will confirm via SMS.

Thank you your service team at AA Automotives ...

Phone: 08 9456 9988

Click below to secure a booking on a day

and at a time that suits you.

<!--BookingURL-->

#### Registration Renewal

Hi <!--ClientFirstName--> Just to let you know your  
vehicle inspection for  
<!--VehicleMake--> <!--VehicleModel-->  
Registration <!--VehicleRegistration--> is due  
on the <!--ServiceDate-->

To ensure your roadworthy does not expire please select  
the link below to make a booking prior to the due date.

<!--BookingURL-->

### **Booking Reminder**

Greetings <!--ClientFirstName-->

We have a booking for your  
<!--VehicleMake--> <!--VehicleModel-->  
Registration <!--VehicleRegistration-->  
which is due for a <!--ServiceDue--> on  
<!--ServiceDate-->.

We would greatly appreciate you confirming this booking with us by selecting the link below.

Thank you ... Regards The AA Automotives Service Team

<!--BookingURL-->

### **RSA Renewal**

Hi <!--ClientFirstName--> a friendly reminder that  
roadside assistance cover for vehicle  
<!--VehicleMake--> <!--VehicleModel-->

Registration <!--VehicleRegistration-->

will expire on the <!--ServiceDate-->

To avoid the inconvenience of voiding your meKbership  
if you have not booked a service already, please  
click on the link below.

Best Regards .... The AA Automotives Service Team

<!--BookingURL-->

### Frequently Asked Questions

[If I send multiple reminders for the same service will the client receive duplicate reminders after a booking has been made?](#)

No, your comms centre tracks bookings received and matches them against future messages, if a booking is present in the system, then no further service reminders will be sent to the client.

[How do I track responses to the communications sent?](#)

On the comms centre home page, you will see two values at the bottom of the sent and booking columns.

[Can I view the message sent?](#)

Yes, from the home page hover over the message column text and it will expand, the message stays visible for around 20 seconds.

[Do I have to enter any service or vehicle information into the communications centre to be able to send MMS's to my clients?](#)

No, the comms centre is linked to your client, vehicle and diary the utility scans these databases and sends the communications with no on-going input from the user

[How much does the service cost?](#)

MMS's cost a few cents more to send than SMS messages as they have the ability to send graphics and 4,000+ characters of text. Microbase charges 35 cents (inc) per MMS sent with a minimum monthly fee of \$10.00 for up to 30 messages, for example, if you send 20 messages you will be charged \$10.00, if you send 100 messages you will incur a bill of \$35.00. Fees are charged on a monthly basis and will be itemized separately to your SMS communications.

As a note, If you are currently using SMS for service reminders you maybe incurring a 2 x SMS charge for each communication which equals 44 cents, so sending an MMS for 35 cents with the ability to include 4,000+ characters a graphic and booking link would be more cost effective. Plus of course the communications center automates the whole process, potentially saving you administration costs.