

# Order and Registration

## Agreement to Join 1link Service Network

ABN 99 161 721 106

For internal use only

ACCOUNT REF: 

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 an online national directory of repairers from which fleets 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 132 655.

If the account information is common across a number of Repair Outlets you only need to 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](http://www.1link.com.au)

Complete the fields below and then email this form to [support@1link.com.au](mailto:support@1link.com.au)

## 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 132 655.

### 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

# Repairer Directory Details

Use this section of the Order and Registration form to provide the 1link directory listing information of the Repair Outlet you wish to allocate to the account you have specified. You can request directory entries for as many Repair Outlets as you wish to trade through the account specified overleaf (providing that the account information is common) by using the Additional Directory Entry form provided. More forms are available, if required, by contacting 1300 132 655. 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.

## a Repair Outlet Details

The name and address of the Repair Outlet you wish to list in the directory.

Repair Outlet Name

Address

  

Telephone Number

 State  Post Code 

Fax Number



Use ERANet Interface. Note: Additional charges apply. Refer to Terms & Conditions for further information.

## b Repair Outlet Contact Details

This will be the main contact 1link will display in the 1link Directory. This will also be the person who will receive the username and password to enable them to access the system and set up details for this Repair Outlet.

Main Contact Name

Job Title

E-Mail Address

## c Additional Repair Outlet Details

Please indicate the services you wish to offer to all of your customers. Your opening hours should also be recorded here.

Core Services:



Service Maintenance & Repair



Legal Inspection Testing



Tyres



Glass

Opening Hours

Open

Sun

Mon

Tues

Wed

Thurs

Fri

Sat

Close

## d 1link Directory Entry Details

1link provides two national repairer directories.

1. The Franchise Directory entry is restricted only to those repairers holding an official manufacturer's franchise.
2. The Non-Franchise Directory provides repairers with a directory entry promoting their ability to undertake work on all vehicle marques. Each outlet you operate may join either of the directories, or if relevant, the outlet can join and appear in both directories.

Where the group has agreed group Terms, please enter the joining code supplied here

Please indicate below the directory option you would like for this site.

Outlet Type



Franchise Directory Only



Non-Franchise Directory



Both

If you are an official franchise dealer, please specify the franchise held here.

If this repairer holds multiple official franchises, once joined you can specify additional franchises as relevant.

## e Authorisation Details

Terms and Conditions apply to the use of the 1link Service Network. By signing this registration form you are confirming that you have read and understood the Terms and Conditions and upon use of the system will accept the Terms and Conditions online.

Name (Print)

Job Title

Signature

Date

# Direct Debit Service Agreement

Please note that Business Fuel Cards Pty Ltd 1link system (User ID - 607112, Financial Institution - Westpac Banking Corporation) will only accept payment in the form of Direct Debit.

The following Terms and Conditions will apply in conjunction with the information provided on the Direct Debit Request. In terms of the Direct Debit Request arrangement the 1link system will debit the initial registration fee and periodically, fees for purchases of transactions made via the internet system as itemised on your account.

1. The Annual Registration Fee is payable annually in advance, the first payment being due prior to the Commencement Date and thereafter on each twelve month anniversary of the Commencement Date during the continuance of the Service. You the Customer authorises 1link to charge the annual Licence Fee to their defined account unless 1link has agreed to charge the Licence Fee to a central source.  
Transaction Fees are payable in advance with the creation of a pre-paid account of fees. On completion of each relevant Transaction you, The Customer authorises 1link to deduct the appropriate Transaction Fee from the pre-payment account.
2. 1link undertakes to provide notice of at least 10 working days to advise you of any varied arrangement to the existing Agreement. If you have any questions regarding the proposed changes, these must be directed to 1link within those 10 working days.
3. Applications for the deferment, alteration, stopping, suspending or cancelling of the agreed drawing schedule must be made in writing to 1link at least 10 working days before the next due Annual Registration Fee debit.
4. The agreed Fees shall not be refundable, once authorised by you via the 1link system. However, if you believe that a drawing has been initiated incorrectly, please contact us directly with a full description of why the item is disputed. 1link will endeavour to resolve the dispute within 10 working days. An adjustment will be made once the dispute is resolved.
5. If you do not receive a satisfactory response from us to your dispute, contact your financial institution who will respond to you with an answer to your claim:
  - within 7 business days (for claims lodged within 12 months of the disputed drawing) or
  - within 30 business days (for claims lodged more than 12 months after the disputed drawing).You will receive a refund of the drawing amount if we cannot substantiate the reason for the drawing.
6. Direct debiting is not available on the full range of accounts. Please check with your Financial Institution whether the facility is available on your nominated account before submitting the Direct Debit Request.
7. It is the responsibility of you, the Customer, to have sufficient clear funds available in the relevant account by the due date to permit the payment of Debit items initiated in accordance with your Direct Debit Request.
8. If the due date for payment falls on a weekend, the debit will be processed on the following weekday, even if that weekday is a public holiday.
9. If Debit items are returned unpaid by your Financial Institution, your account will automatically be put on hold until the account balance has been paid in full, including the reimbursement of any related bank fees.
10. You must direct all queries, requests for cancellation of a Direct Debit Request or requests to stop individual Debit items directly to 1link.
11. 1link guarantees the only debits processed will be those according to the agreed arrangement.
12. 1link guarantees that your records and nominated bank account details will remain strictly confidential.

## Direct Debit Request

### Bank Account Details

Name(s) of Account Holder(s)

Name of Financial Institution

BSB Number

Account Number

Signature 1

Name

Date

Signature 2

Name

Date

### For Official Use Only

Joining Code

Network Approval

Accounts Approval

Date Loaded (Acct.)

Franchise Approved by

Initial Site Brand

Initial Site Tariff

Date Loaded (Support)

Loaded By (Name)

Approved By (Support)

Site ID No.

# Terms and Conditions

Full 1link Service Network Terms and Conditions are available online at [www.1link.com.au](http://www.1link.com.au). In completing and returning this form you are agreeing to abide by these Terms and Conditions.

## Fees

The Annual Registration Fee is payable in advance. Thereafter the Annual Registration Fee will be payable on each twelve month anniversary. The anniversary being based on registration date for each Repair Outlet. The Annual Registration Fee shall not be refundable unless the Company declines a Customers request for registration.

Annual Registration Fee (per franchise)	\$810
Annual Registration Fee (non-franchise)	\$810

Transaction fees are payable by the Customer, fees are charged at the rates as detailed at [www.1link.com.au](http://www.1link.com.au)

The payment of the Transaction fees is managed through a prepayment account, this system of charging reduces administration, and an account usage report allows Customers to reconcile individual transactions and the associated Transaction fees.

All Fees are exclusive of GST which the Customer must also pay.

Complete the fields above and then email this form to [support@1link.com.au](mailto:support@1link.com.au)