

# The Leading Hand

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WORKSHOP MANAGEMENT  
**MADE EASY**

theleadinghand.com

abn: 32 002 781 811

Improve communication with your customers with

## **THE LEADING HAND SMS SERVICE**

### What is it?

The Leading Hand includes a facility by which you can SMS text messages to your customers. These can be to advise a customer to organise a service, a reminder of a booking, a thank you for a job.

There is very little effort in initial set-up and the SMS Service is quick and efficient.

### How does it work?

For The Leading Hand SMS Service to work, your computer must be connected to the Internet. The SMS message to your customer is sent from The Leading Hand via the Internet to the AMPL SMS server. It is then sent to the recipient. These messages can be to individuals or a group.

AMPL makes it possible for you to send such messages at a very low cost. Instead of the usual 25c per message, our price is just 15c per message!

### What is the cost?

AMPL charges your credit card \$40.00 for set-up and 267 messages. When your credit gets down to \$10.00 we top your account back up to \$40.00 with a \$30.00 charge. This will return you to a credit of 267 messages. A Tax Invoice will be issued for the set-up charge and each top-up.

A usage statement is emailed to you every month. There is no time limit on your usage.

### How do I get started?

If you wish to use The Leading Hand SMS Service, fill out the SMS Service form on the other side of this page, then mail or fax it to AMPL Software. And that's it!

*"The Leading Hand SMS facility is fabulous. We use it to remind the customer their car is booked in the next day and to let them know their car is ready. Our customers really appreciate the extra service. All this, with the click of the button!"*

*Gavin Cleary, Better Performance, Margate TAS*

# THE LEADING HAND – SMS SERVICE APPLICATION

## What You Need

You need a live Internet connection from the computer that is running The Leading Hand.

## Pricing

The Leading Hand SMS Service is charged at the rate of A\$0.15 per message.

There will be an Initial Non-Refundable Charge of \$40.00 for Set-up. This includes 267 messages.

When the Account Balance reaches A\$10.00, your Account will be automatically topped up with a charge of A\$30.00, bringing your Credit back up to A\$40.00.

Pricing is inclusive of GST.

Prior notice will be given of any variation in pricing.

Failure to make a Payment due to us under this agreement may result in the Account being suspended or cancelled.

## Payment

Payment is to be made by Credit Card (MasterCard, Visa or American Express). A Tax Invoice will be issued.

## Statement

An SMS Usage Statement will be emailed at the end of each month.

## Termination

If you chose to terminate this service, AMPL Software must be notified in writing.

AMPL Software will refund any Remaining Account Balance (except the Initial Charge) within 10 Business Days of receipt of this Letter of Termination.

**To be part of The Leading Hand SMS Service please complete the details below:**

Workshop Name

Contact

Address

City

State / Postcode

Phone

Mobile

Fax

Email (as on Leading Hand Workshop Control File)

I Authorise AMPL Software to charge my account **\$40.00 Set-up Fee** and thereafter **\$30.00 Top-up Fee** as required.

**Credit Card:** (please circle) Visa / MasterCard / American Express

Card Number:

Expiry Date:

CSC:

Name on Card:

Signature: