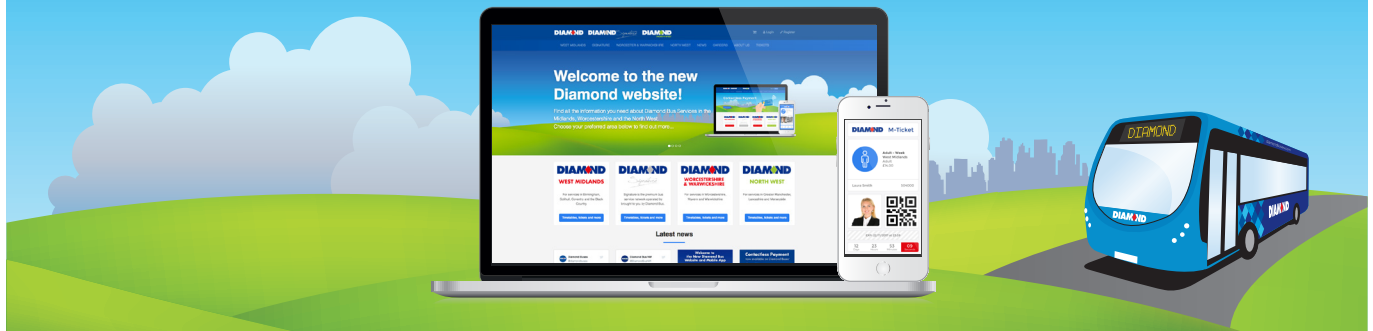


Get even more connected with Diamond Bus

bus tracker • journey planner • timetables • m-tickets
...all at the touch of a button



M-Ticket Business Accounting Services on the Diamond Bus Website

Diamond Bus are able to provide Business Account Ticketing services through our website at www.diamondbuses.com

Business Account holders are able to apply for an invoicing account through our portal or simply create a regular online account to purchase tickets using a credit/debit card. Once created this allows a Business Account to purchase M-tickets through our website and send them to travellers of their choice, through a process we call 'gifting'.

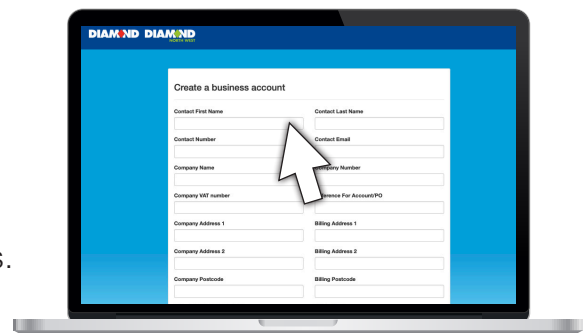
The process of purchasing and 'gifting' M-tickets is easy and can be managed within a company profile page online.

This system can be used by a wide variety of businesses to administer purchasing M-tickets for their intended bus users such as; employees, students or trainees.

The Process:

Setting up a Business Account:

- Simply complete the details on the online account application form.
- If you are happy to make your business purchases on debit/credit card, your account will be immediately available.
- If you select an "Invoice Account", your application will be sent to our accounts department for authorisation, they may contact you to discuss your purchasing needs.
- Once authorised, our accounts department will send notification of your credit limit, payment terms and a PIN number which should be used when purchasing on your account.



Setting up your Company Profile:

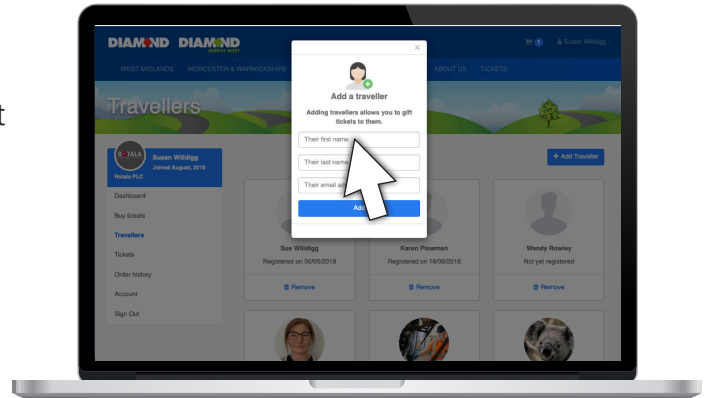
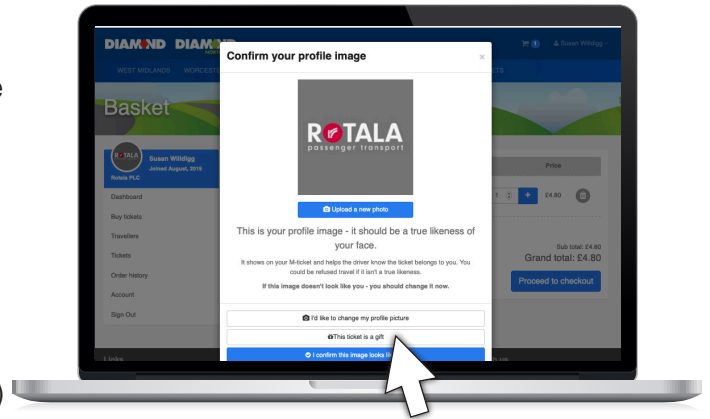
- When creating your company profile page, please insert an image of your logo into the photo box
- Please ensure that the name and contact details of your key administrator for the account are inserted into the profile information.

How to purchase a ticket:

- Go to "Buy Tickets" and select the ticket(s) you require.
- Proceed to checkout, When prompted select "This ticket is a gift".
- Click "Pay on Account" and enter your company PIN number or pay by credit/debit card.
- Your purchase will now appear in your "Tickets" tab.



Handy Tip! Keep a selection of the most popular tickets in stock in your Tickets section and they will be there ready and waiting to issue when you need them



How to gift a ticket to the bus user:

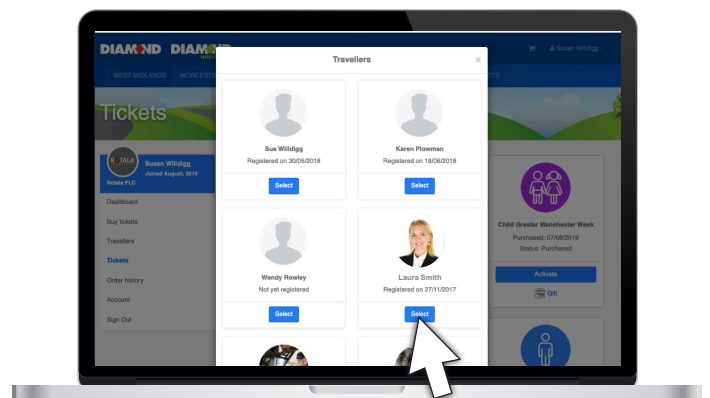
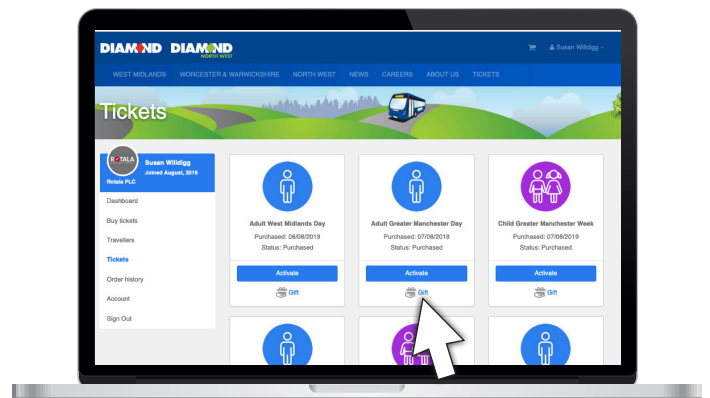
- Take the name and email of the person who requires the ticket and add them to your "Travellers" tab.
- In your "Tickets" tab, select the ticket they require and click "Gift"
- Select the Travellers details you have just entered.

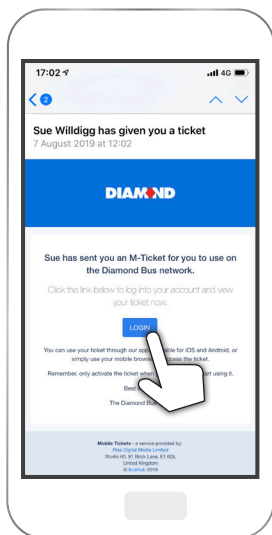


Please Note! It is possible for the administrator to activate a ticket directly for themselves within the web portal. However the profile image will be your company logo and will not be accepted as a true likeness of the traveller on the bus. If the administrator for the account also wishes to use tickets themselves, please gift them to a personal m-ticket account rather than activating within the business account.

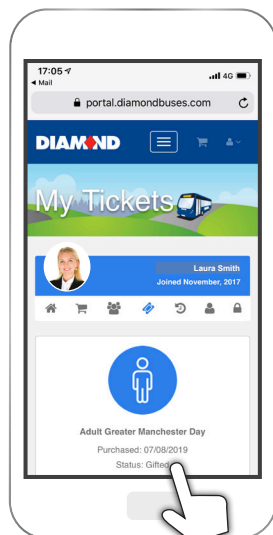


Termlink Photocards In the West Midlands and Worcestershire regions, selected **Termlink** passes are available as traditional photocard style passes for children, when a photocard style pass is required, there is no need to follow the "Gifting" process above. Please email us with your order confirmation and details of the photocard required. We will then cancel the M-ticket and issue a pass for you. Please Note, not available for North West Termlink passes.

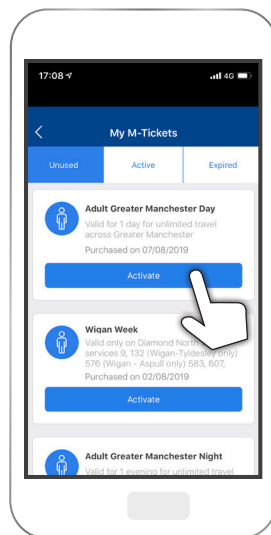




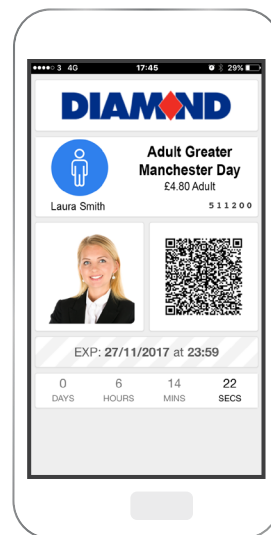
The bus users email notification



Ticket becomes visible their online M-ticket account as a Gifted Ticket



Ticket also becomes visible to activate in their App Wallet



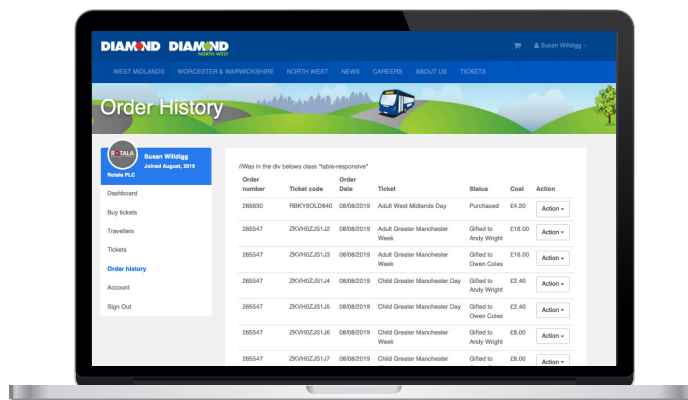
They simply need to activate their M-ticket when ready to travel

How the bus user accesses their M-ticket:

- The bus user will receive an email with a link to their ticket.
- The email will prompt them to log-in (if they already have Diamond Account), or register with diamondbuses.com.
- Once they have logged-in or registered, they will be able to upload a picture of themselves which will appear on the m-ticket and will be able to activate their ticket whenever they require. It can remain unactivated in their own M-ticket wallet until they require it for travel.
- If they have downloaded the Diamond Bus App, their ticket will also appear in their ticket wallet within the app.

Reconciliation and Invoicing:

- All of your ticket purchases will appear in your Order History.
- This will show ticket types purchased and who they were 'gifted' to
- If you have an invoice account, the value of your orders will be drawn down from your agreed credit limit
- Your account will be invoiced by our accounts team based on your agreed terms
- Once payment is received your Credit limit will be reset to its full limit



For all business account queries, please email our Business Account Sales Team on:

DBBusinessTicketSales@rotala.co.uk

Diamond Bus Ltd & Diamond (North West) Ltd. Registered Address: Hallbridge Way, Tipton Rd, Tividale, West Midlands B69 3HW