



# March 2022 Advisory Board Email Results

## [Learn about the results from our First Advisory Board Survey](#)

We wanted to share the results from our first Advisory Board survey as well as the actions we are taking because of them.

Before we proceed, we would like to take this opportunity to thank everyone that responded to the survey. Your opinions are incredibly valuable and help us to prioritise different developments and gain insight into other areas.

The completion rate for this first survey was quite low at 55%. We would welcome any suggestions for improvement for future surveys to increase the uptake.

Here are the results and other key information we gained from the survey:

## Manufacturer/Supplier Integrations

### [Bike It](#)

We asked you about possible integrations with Bike It.

Whilst a high percentage of the motorcycle dealers who responded do supply and stock Bike It products, based on the responses and additional information given, we will not proceed with a Parts Locator or Purchase Order export at this time.

However, we will look into the possibility of adding additional information to the price updates provided.

### [Advertising Websites](#)

We were interested to know which advertising websites you use to list stock for sale and how you use them.

82% of you responded to say you do use advertising websites and those mentioned included Autotrader, eBay and own websites.

62% said they uploaded stock directly from Platinum daily and the majority of those would be interested in a real time update.

Around half of you were interested in receiving data back from these sites.

We also had some interesting additional comments from some of you which will help us.

All the information gathered will prove useful for research purposes and we will hold this on our records.



# General Queries

## Go Cardless

We wanted to know your opinions on a possible integration between Platinum and Go Cardless.

70% of you said that you would be interested in this.

We will therefore contact Go Cardless again to progress discussions on an integration and will keep you updated with progress.

## Warranty Module

We are considering the introduction of a new module for Platinum to cover the processing of warranty claims and were interested in your thoughts on different features.

70% of you said that the idea of a Warranty module would be of interest.

The options for automatic raising of warranty claims from a workshop job and warranty reporting were ranked highest of the features.

Some of you also provided additional information for us to consider.

Based on this we will consider this for future development and may ask for further feedback at a later date.

## Debt Letter Improvements

We are considering offering an enhanced debt letter module to better provide for debt letter production and debt chasing.

Around 60% of you said your company would be interested in this module with the most interest in logging entries in CRM and improving debt letter production.

Although 60% of you knew there was an option in Platinum currently to record debt chasing only 20% are actually using this facility.

Based on these responses we will consider this for future development and may contact you again for further feedback.



## Automatically Processing Supplier Purchase Invoices

We asked for your thoughts on a chargeable service allowing you to scan in purchase invoices which would then be matched to suppliers and posted in Platinum.

The majority of you said you receive invoices by email/PDF and the volumes varied from 100+ up to 1200.

Around half of you use an internal approval process.

82% of respondents said they would be interested in this service and some of you provided some additional information for us.

Based on your responses we will go back to the third party to discuss this option in more detail.