[2/1/2012 6:35:34 AM] millie.pitstop101: [Wednesday, February 01, 2012 6:34 AM] millie.pitstop101:

<<< HI Mike I have a good news for you

I was able to setup an account (asset-bank) for Pitstop101 media pty ltd

also, an income for that

I am not done with it though but this is defintely a good news,

[2/1/2012 6:54:45 AM] Pitstop 101: Hi Millie - how are you....

what is asset bank

[2/1/2012 6:55:19 AM] millie.pitstop101: Hi Joe good morning..

[2/1/2012 6:55:36 AM] millie.pitstop101: MYOB is linked to old CBA account

[2/1/2012 6:55:56 AM] millie.pitstop101: so If you dont have an account in MYOB for Pitstop101 media all transaction will got old pitstop 101

[2/1/2012 6:56:28 AM] Pitstop 101: aha i see - please check with Mike re that as i dont think we want online myob at this stage

[2/1/2012 6:56:32 AM] millie.pitstop101: So instead of waiting for the accountant to do that I took the inittiative to do it

[2/1/2012 6:56:40 AM] millie.pitstop101: initiative

[2/1/2012 6:56:58 AM] millie.pitstop101: i will talk to him later

[2/1/2012 6:57:22 AM] millie.pitstop101: I just have to go, i wanted to share the good news to mike

[2/1/2012 6:57:31 AM] millie.pitstop101: he has been stressed out about this

[2/1/2012 6:57:39 AM] millie.pitstop101: re marissa i already setup her skype

[2/1/2012 6:57:51 AM] millie.pitstop101: she can start calling out clients later

[2/1/2012 6:57:51 AM] Pitstop 101: ok thanks Millie....can you sort out the credits so Marissa can make calls etc ....i have put in some 40 dollars into cc

[2/1/2012 6:58:03 AM] Pitstop 101: cool does she know what to do

[2/1/2012 6:58:07 AM] millie.pitstop101: yes

[2/1/2012 6:58:12 AM] millie.pitstop101: i emailed her the steps

[2/1/2012 6:58:20 AM] millie.pitstop101: also re erica i called her up this morning

[2/1/2012 6:58:32 AM] Pitstop 101: ok cool and what did erica say

[2/1/2012 6:58:43 AM] millie.pitstop101: she is happy with the outcome

[2/1/2012 6:58:52 AM] Pitstop 101: what is the outcome

[2/1/2012 6:58:53 AM] millie.pitstop101: her email is working now

[2/1/2012 6:59:01 AM] Pitstop 101: wow how?

[2/1/2012 6:59:16 AM] millie.pitstop101: i walked her through last night

[2/1/2012 6:59:24 AM] millie.pitstop101: and called her this am to check if tis working

[2/1/2012 6:59:38 AM] Pitstop 101: wow you did that by yourself?

[2/1/2012 6:59:41 AM] millie.pitstop101: yes

[2/1/2012 6:59:50 AM] Pitstop 101: CONGRATULATIONS

[2/1/2012 7:00:04 AM] millie.pitstop101: oh patrick sent me the details of course of her outlook email

[2/1/2012 7:00:24 AM] Pitstop 101: WELL DONE MILLIE THAT IS EXCELLENT are you serious her email is now working - did you do it via phone or teamviewer

[2/1/2012 7:00:24 AM] millie.pitstop101: thanks to pat and marissa too.

[2/1/2012 7:00:52 AM] millie.pitstop101: first sent her email re the steps on how to do it

[2/1/2012 7:00:59 AM] millie.pitstop101: then i called her right away last night

[2/1/2012 7:01:09 AM] Pitstop 101: what time last night

[2/1/2012 7:01:18 AM] millie.pitstop101: 630pm

[2/1/2012 7:01:49 AM] Pitstop 101: wow you are AWESOME MILLIE - WELL DONE - THANKS HEAPS FOR THAT - that is exactly what i wanted

[2/1/2012 7:02:11 AM] millie.pitstop101: no worries..

[2/1/2012 7:02:13 AM] millie.pitstop101: have to go now

[2/1/2012 7:02:20 AM] millie.pitstop101: just wanted to tell you the good news

[2/1/2012 7:02:21 AM] Pitstop 101: ok are you in at 2

[2/1/2012 7:02:33 AM] millie.pitstop101: yes..i just took a break with the other client

[2/1/2012 7:02:37 AM] millie.pitstop101: :)

[2/1/2012 7:02:45 AM] millie.pitstop101: so i can help you guys here

[2/1/2012 7:02:57 AM] Pitstop 101: well done Millie thanks heaps - VERY MUCH APPRECIATED

[2/1/2012 7:03:03 AM] Pitstop 101: see you at 2

[2/1/2012 1:19:20 PM] Pitstop 101: Millie i just deosited $316 cheque into meda account from marist college for 2 invoices....3593 and 7057 ....could you please mark it off - thanks Millie

[2/1/2012 1:29:02 PM] millie.pitstop101: hi Joe

[2/1/2012 1:29:04 PM] millie.pitstop101: yes I will

[2/1/2012 1:29:11 PM] millie.pitstop101: just with marissa asking for tips

[2/1/2012 1:29:12 PM] millie.pitstop101: :)

[2/1/2012 1:29:20 PM] millie.pitstop101: on how to communicate with the clients

[2/1/2012 1:54:54 PM] Pitstop 101: ok cool - Millie calling you in a minute

[2/1/2012 1:55:08 PM] \*\*\* Call from Pitstop 101, duration 00:01. \*\*\*

[2/1/2012 1:55:12 PM] Pitstop 101: how much do we charge for platinum

[2/1/2012 1:55:25 PM] \*\*\* Call from Pitstop 101 declined. \*\*\*

[2/1/2012 1:55:43 PM] Pitstop 101: call me please Millie - you keep hanging up

[2/1/2012 1:55:44 PM] millie.pitstop101: hi with acos

[2/1/2012 1:55:56 PM] Pitstop 101: aha cooooooool....going well i hope/

[2/1/2012 2:00:03 PM] Pitstop 101: millie how much should we charge for platinum package for trade clients

[2/1/2012 2:11:07 PM] millie.pitstop101: Hi Im still talking Ola of acos

[2/1/2012 2:11:21 PM] millie.pitstop101: i based the price from our website

[2/1/2012 2:11:39 PM] millie.pitstop101: it says there SPECIAL $5,279 incl. GST if will be paid by trade dollar

[2/1/2012 2:13:05 PM] millie.pitstop101: we can add 10,20 or 30% from the project cost

[2/1/2012 2:15:22 PM] Pitstop 101: ok thanks Millie....much appreciated

[2/1/2012 2:27:30 PM] millie.pitstop101: no worries

[2/1/2012 2:27:32 PM] millie.pitstop101: [Wednesday, February 01, 2012 1:19 PM] Pitstop 101:

<<< Millie i just deosited $316 cheque into meda account from marist college for 2 invoices....3593 and 7057 ....could you please mark it off - thanks Millie

[2/1/2012 2:28:06 PM] millie.pitstop101: invoice 3593- $275 + inv 7057 $66=

[2/1/2012 2:28:13 PM] millie.pitstop101: $341

[2/1/2012 3:13:34 PM] millie.pitstop101: Hi Joe, can i do some extra hours because I need to manually separate the pitstop media from the old cba chq account in MYOB.

[2/1/2012 3:13:37 PM] millie.pitstop101: thanks

[2/1/2012 3:15:03 PM] Pitstop 101: ok cool

[2/1/2012 3:16:04 PM] Pitstop 101: sounds like they did not pay the gst ....ok invoiuce them for it i think

[2/2/2012 11:22:10 AM] Pitstop 101: Millie are you in this afternoon ....lots of issues and billing to be done

[2/2/2012 12:24:23 PM] millie.pitstop101: Hi Joe Im sorry Im late..computer issues again.

[2/2/2012 12:24:44 PM] millie.pitstop101: They said i need to get a dual core laptop

[2/2/2012 12:24:49 PM] millie.pitstop101: to avoid these issues

[2/2/2012 12:24:57 PM] millie.pitstop101: and plus my laptop is already old

[2/2/2012 12:25:17 PM] millie.pitstop101: anway I got a good news from Marshall freeman

[2/2/2012 12:31:34 PM] millie.pitstop101: please check your email re this

[2/2/2012 1:04:04 PM] Pitstop 101: Hi Millie - you mean $50/week repayment or something else

by the time we pay marshalls bill each month of $64 which is $768 which is - $17.76/week then i think we pay 15% of the collected amount - we get almost nothing

i kind of dont see it as good news at all?

[2/2/2012 1:07:43 PM] millie.pitstop101: I know, but at least he replied to us finally. I will talk to Marshall about the goodwill thing, we will ask for a lumsum

[2/2/2012 1:07:49 PM] millie.pitstop101: lumpsum

[2/2/2012 1:08:32 PM] Pitstop 101: raheel has not got the money for lump sup

[2/2/2012 1:08:40 PM] Pitstop 101: sum

[2/2/2012 1:10:58 PM] millie.pitstop101: ok maybe work something out like 500/fortnight?until he gets paid up

[2/2/2012 1:14:29 PM] Pitstop 101: yes lets hope but at the most it will be 75/week and if that is the case we may as well drop the whole thing

[2/2/2012 1:15:22 PM] millie.pitstop101: ok

[2/2/2012 1:16:53 PM] \*\*\* Call from Pitstop 101 \*\*\*

[2/2/2012 1:23:09 PM] Pitstop 101: [4:10:12 PM] 8 PITSTOP 101 - Patrick: they can't order 1 item though there's a minimum of 6 items

[4:10:26 PM] 8 PITSTOP 101 - Patrick: i believe that instruction came from them

[4:10:52 PM] 8 PITSTOP 101 - Patrick: i'll ask millie to give them a call

[4:12:12 PM] Pitstop 101: is Millie ok for them to lead her through what is exactly the matter over the phone while you listen in the background - make sure you are texting her in skype as she does that ....lets aim to fix this issue today before its hits 5pm here - its 4.11

[2/2/2012 1:25:34 PM] \*\*\* Call ended, duration 08:41 \*\*\*

[2/2/2012 1:40:31 PM] \*\*\* Call to Pitstop 101, duration 08:18. \*\*\*

[2/2/2012 1:59:44 PM] millie.pitstop101: email sent ti Lyndon

[2/2/2012 2:16:04 PM] Pitstop 101: Millie jbrc and westside hosting to be all annual please from now on

i think one of them is already

pls check and let me know

[2/2/2012 2:44:33 PM] Pitstop 101: vqc

Pitstop 101

[2/2/2012 2:47:06 PM] millie.pitstop101: Hi Joe just back from lunch

[2/2/2012 2:47:30 PM] millie.pitstop101: I would like to clarify JBRC wants to add a standard hositng with us

[2/2/2012 2:47:51 PM] \*\*\* Call from Pitstop 101, duration 17:09. \*\*\*

[2/2/2012 3:07:41 PM] Pitstop 101: oh have you sent the invoice to pyramid 545+gst + ikecho 524for biztec

[2/2/2012 3:08:36 PM] millie.pitstop101: yes

[2/2/2012 3:08:39 PM] millie.pitstop101: i already did

[2/2/2012 3:08:47 PM] millie.pitstop101: im talking to suzanne

[2/2/2012 3:08:49 PM] Pitstop 101: cooooooooooool excellent

[2/2/2012 3:11:04 PM] millie.pitstop101: well she said she is happy with the outcome of the member link,, just awating for the confirmation re the post code..

[2/2/2012 3:11:21 PM] millie.pitstop101: so i will make sure this will be resolved tonight

[2/2/2012 3:11:28 PM] millie.pitstop101: and will talk to her tomorrow

[2/2/2012 3:46:35 PM] millie.pitstop101: good night joe ill logout of my skype now but still clocked in to finish the support issues

[2/2/2012 3:46:45 PM] millie.pitstop101: I have learned that cusotmer service is the key to get more clients

[2/2/2012 3:47:15 PM] millie.pitstop101: so we will keep our standards and make sure that all enquiries are answered in a timely manner

[2/2/2012 3:49:11 PM] Pitstop 101: yes well done Millie - excellent understanding of what is important - well done with everything

i am having a meeting with debora from zumbashop in the morning with Mike re all these issues - i am hoping Lyndon and marissa can sort it all out before we get there - but anyway i need to sell them a support plan that is more than $100 / year maybe the teconix biztec

[2/2/2012 3:50:10 PM] millie.pitstop101: i cannot logout yet

[2/2/2012 3:50:13 PM] millie.pitstop101: need to call suzanne

[2/2/2012 3:50:21 PM] millie.pitstop101: need to ask crucial info

[2/2/2012 3:50:27 PM] millie.pitstop101: re the paypal link

[2/2/2012 3:50:29 PM] millie.pitstop101: will give you an update

[2/2/2012 3:53:10 PM] Pitstop 101: coooooooool - you are doing an awesome job!!!

[2/2/2012 4:04:07 PM] Pitstop 101: heeeeeeeeeeeeeeeeeelp

Millie I need to dig up what our $99 support plan entitles zumba to ....whats written there

can you send me the location of that please

[2/2/2012 4:09:07 PM] millie.pitstop101: 101 ADVANCED Support Plan - $99 (inc gst) per site /year

· Priority support over email, phone and Skype (instant messaging)

· Ongoing CMS support, assistance and direction in content entering related issues

· General website troubleshooting and bug fixes

· Shopping cart, end customer and order troubleshooting (for ecommerce sites)

· remote hands support for email setup related issues and general troubleshooting

· Daily website & database backups

· 24/7 Emergency paging

· Recommended for high use websites including e-commerce/shopping/catalogue sites

[2/2/2012 4:09:34 PM] millie.pitstop101: [Thursday, February 02, 2012 4:09 PM] millie.pitstop101:

<<< · Priority support over email, phone and Skype (instant messaging)for this you need to someone to talk to them eg.patrick or marissa

[2/2/2012 4:10:07 PM] millie.pitstop101: its indicated in the quote just right after the $49.95

[2/3/2012 4:38:20 PM] Pitstop 101: Millie how are you - hope all is well and going smoothly?

Joe

[2/3/2012 4:38:37 PM] millie.pitstop101: yes,

[2/3/2012 4:38:39 PM] millie.pitstop101: everything is fine

[2/3/2012 4:39:14 PM] millie.pitstop101: my cascading the jobs to the support team and answering emails kinda help ease the tention

[2/3/2012 4:39:23 PM] millie.pitstop101: i forwarded suzanne's email to you

[2/3/2012 4:39:35 PM] millie.pitstop101: she was happy for the support we gave her

[2/3/2012 4:41:04 PM] Pitstop 101: cool well done Millie you are excellent at this - well done just please keep up the great work you are doing and this will lead somewhere as we talked about yesterday

[2/3/2012 4:45:14 PM] millie.pitstop101: i sent some quotes today

[2/3/2012 4:45:35 PM] millie.pitstop101: actually irena and lyndon approved my quote i prepared for wealth client of bink creative

[2/3/2012 4:45:50 PM] millie.pitstop101: please check it again before I send it to the client

[2/3/2012 5:00:07 PM] millie.pitstop101: have a great weekend Joe

[2/6/2012 11:59:53 AM] Pitstop 101: Hi Millie please see forllowing re BBS

[2:52:23 PM] Pitstop 101: Millie is online she must call client asap now to clear up so we can go live - just go live asap

[2:53:16 PM] 8 PITSTOP 101 - Patrick: we'll setup site to go live on development end (i'll email client requirements) kindly inform Millie re:invoice pls

[2/6/2012 12:11:08 PM] Pitstop 101: Hi millie are you there

[2/6/2012 12:11:28 PM] millie.pitstop101: yes tlaking to BBS

[2/6/2012 12:15:14 PM] Pitstop 101: coooooooooooool thanks millie

[2/6/2012 12:16:20 PM] millie.pitstop101: I will him agian because as per patrick the site is already live, i need t know the login details so they can see their site

[2/6/2012 12:27:32 PM] Pitstop 101: ok thanks please sort them out - have they paid?

[2/6/2012 12:28:21 PM] millie.pitstop101: not yet

[2/6/2012 12:28:24 PM] millie.pitstop101: im calling now

[2/6/2012 12:28:29 PM] Pitstop 101: ok

[2/6/2012 12:28:39 PM] millie.pitstop101: no they havent paid yet

[2/6/2012 12:32:26 PM] millie.pitstop101: he said he will pay it on friday

[2/6/2012 12:33:40 PM] millie.pitstop101: he will pay the total $2853.40 on Friday

[2/6/2012 1:06:44 PM] Pitstop 101: ok cool so are we going live for him now and he pays 2853.40 friday?

[2/6/2012 1:06:58 PM] millie.pitstop101: yes

[2/6/2012 1:07:02 PM] millie.pitstop101: well as per patrick

[2/6/2012 1:07:07 PM] millie.pitstop101: the site is already live

[2/6/2012 1:07:16 PM] millie.pitstop101: he aleady gave me the details and called ed earlier about it

[2/6/2012 1:07:28 PM] millie.pitstop101: emaild ed as well for documentation purposes

[2/6/2012 1:07:48 PM] Pitstop 101: ok just make sure please all is fine by calling client

[2/6/2012 1:09:15 PM] Pitstop 101: Hi Millie

Please bill Melissa from AJB for 4 hours of work [ take the usual 50% 1st payment ]

Just a note to do No.7 using our already constructed system for testimonials

So basically please bill Melissa for 4 hours work x $100 + GST /hour = $440 ] 220 will be the 1st payment and rest on completion ]

We need to complete this by Friday latest

Thanks very much Millie

Best Regards

Joe

[2/6/2012 1:12:14 PM] millie.pitstop101: noted

[2/6/2012 1:12:39 PM] Pitstop 101: thanks Millie please tell Patrick to proceed as well on the AJB

[2/6/2012 1:12:46 PM] millie.pitstop101: yes

[2/6/2012 1:12:56 PM] Pitstop 101: thanks

[2/6/2012 1:13:09 PM] millie.pitstop101: no worries

[2/6/2012 1:13:18 PM] millie.pitstop101: just making the invoice of ajb

[2/6/2012 1:13:29 PM] Pitstop 101: coool

[2/6/2012 2:07:36 PM] millie.pitstop101: HI joe

[2/6/2012 2:07:42 PM] millie.pitstop101: what is this for? invoicing?

[2/6/2012 2:07:43 PM] millie.pitstop101: From: Nadine Coady [mailto:nadine.coady@gallopinggourmet.com.au]

Sent: Monday, 6 February 2012 4:01 PM

To: 'Pitstop101 - Edison'

Cc: 'Patrick'

Subject: RE: RE: http://client.pitstop101.com/gallopinggourmet/mockup-007.jpg

Thanks guys,

This is great and good to proceed...

Cheers,

Nadine

[2/7/2012 11:31:25 AM] Pitstop 101: Millie please refer this to Patrick regards galloping gourmet

also did Pyramid pay

[2/7/2012 11:39:19 AM] Pitstop 101: Millie are you there

[2/7/2012 11:40:31 AM] millie.pitstop101: Yes, I was making a video for Mike for the screenshots

[2/7/2012 11:40:56 AM] Pitstop 101: cool excellent and how are funds coming in

[2/7/2012 11:41:13 AM] Pitstop 101: i mean are we expecting anything today / overnight

[2/7/2012 11:41:43 AM] millie.pitstop101: Yes, please give me 10mins to sort this out as I am emailing Patrick re george

[2/7/2012 11:41:48 AM] millie.pitstop101: 2.5 months??

[2/7/2012 11:43:33 AM] millie.pitstop101: Patrick is offline isnt he?

[2/7/2012 11:50:24 AM] \*\*\* Call to Pitstop 101, no answer. \*\*\*

[2/7/2012 12:27:49 PM] millie.pitstop101: talking to peter

[2/7/2012 12:27:55 PM] \*\*\* Missed call from Pitstop 101. \*\*\*

[2/7/2012 12:27:59 PM] millie.pitstop101: of hornsby cycles

[2/7/2012 12:28:54 PM] millie.pitstop101: Patricka nd Dennis

[2/7/2012 12:29:01 PM] millie.pitstop101: why did not you just email the client?

[2/7/2012 12:29:18 PM] millie.pitstop101: He feels like we are not doing our jobs here..

[2/7/2012 12:29:24 PM] millie.pitstop101: he wanted to speak to you dennis

[2/7/2012 12:29:33 PM] millie.pitstop101: because you made a mistake on the website

[2/7/2012 12:29:42 PM] millie.pitstop101: Sorry wrong window

[2/7/2012 12:29:56 PM] Pitstop 101: ok

[2/7/2012 12:34:32 PM] millie.pitstop101: Hi Joe I just finished talking to Peter and not happy with it.

[2/7/2012 12:34:53 PM] millie.pitstop101: He said Lyndon was the one working on the site, then Patrick, then Dennis, he got passed on several time

[2/7/2012 12:35:18 PM] millie.pitstop101: He has been explaining what to do to Patrick, but Patrick did not cascade the jobs to dennis well

[2/7/2012 12:35:27 PM] millie.pitstop101: so I wrote it down and will email the guys

[2/7/2012 12:35:43 PM | Removed 12:46:12 PM] millie.pitstop101: This message has been removed.

[2/7/2012 12:45:17 PM] Pitstop 101: so its sorted as far as info that need to get done

[2/7/2012 12:45:57 PM] millie.pitstop101: yes

[2/7/2012 12:46:01 PM] millie.pitstop101: just emailing it to them

[2/7/2012 2:15:47 PM] \*\*\* Call to Pitstop 101, no answer. \*\*\*

[2/7/2012 2:15:56 PM] millie.pitstop101: Hi Joe I am sorry to disturb you

[2/7/2012 2:16:19 PM] millie.pitstop101: I tried recharging the aussiehq but the credit card on file doesnt want to go through

[2/7/2012 2:17:03 PM] millie.pitstop101: the cc details listed in WHMCS is ending at 7233 expiry date of 11/14 VCC 540

[2/7/2012 2:17:07 PM] millie.pitstop101: please let me know if correct

[2/7/2012 2:33:36 PM] millie.pitstop101: Jason's reply to my email re additinal 2GB of disk space: All good. Please go ahead!

[2/7/2012 2:39:52 PM] Pitstop 101: ok use this one

[2/7/2012 2:41:13 PM] \*\*\* Call from Pitstop 101 declined. \*\*\*

[2/7/2012 2:42:29 PM] \*\*\* Call from Pitstop 101 \*\*\*

[2/7/2012 2:42:33 PM] Pitstop 101: Millie r you there need to check CC

[2/7/2012 2:43:23 PM] Pitstop 101: Pitstop 101

[2/7/2012 2:48:36 PM] \*\*\* Call ended, duration 06:07 \*\*\*

[2/7/2012 3:00:41 PM | Removed 3:01:00 PM] millie.pitstop101: This message has been removed.

[2/7/2012 3:09:25 PM] millie.pitstop101: Hi Joe I will continue working later or early morning tomorrow

[2/7/2012 3:09:37 PM] millie.pitstop101: just need to tun some errands

[2/7/2012 3:09:37 PM] millie.pitstop101: thanks

[2/7/2012 8:24:22 PM] Pitstop 101: ok thanks Millie - well done on sorting some clients - excellent job - just please be reliable with your time on etc as we need you and as you can see you are slowly fitting into a varied role and doing a great job there so Just need you to be on time and onboard all the time so we can run Pitstop 101 Media with some certainty.....much appreciated Millie

ok see you tomorrow

Joe

[2/8/2012 11:13:44 AM] millie.pitstop101: Hi Joe

[2/8/2012 11:13:44 AM] millie.pitstop101: yes,

[2/8/2012 11:14:10 AM] millie.pitstop101: I have been sorting them out since them

[2/8/2012 11:14:35 AM] millie.pitstop101: as you would notice on my emails ot clients it was already night time,.. i sorted out the back logs

[2/8/2012 11:14:53 AM] millie.pitstop101: forwarded and cascaded them to patrick marissa and dennis respectively

[2/8/2012 11:15:01 AM] millie.pitstop101: calling out some voice messages

[2/8/2012 11:18:05 AM] millie.pitstop101: is michael's of teconix number working?

[2/8/2012 11:18:15 AM] millie.pitstop101: 0280113482?

[2/8/2012 12:03:43 PM] Pitstop 101: not yet i supose as he hasnt been onboard - i need to know how much we owe remoteWorkmate so we can get Michael back on

[2/8/2012 12:04:20 PM] millie.pitstop101: ok Joe i am speaking to tpp and aussiehq

[2/8/2012 12:04:36 PM] millie.pitstop101: i need to know what happened to roy's domains

[2/8/2012 12:05:52 PM] Pitstop 101: ok go for it

[2/8/2012 12:13:33 PM] millie.pitstop101: for remotemate- $320.85

[2/8/2012 12:22:35 PM] Pitstop 101: how may teconix customers do we have including ikecho

[2/8/2012 12:23:15 PM] millie.pitstop101: only pauly though.. so maybe you can perhaps explain it to patrick what to do?

[2/8/2012 12:23:19 PM] millie.pitstop101: to save money

[2/8/2012 12:23:42 PM] millie.pitstop101: pauly just want to speat to someone icalled him up but he is onl available during fridays

[2/8/2012 12:35:39 PM] Pitstop 101: ok i will call remoteworkmate and try to pay the 320 and michael can help with support generally + teconix

Millie surely we have more customers than 1 for teconix - there is probably 20 i think

[2/8/2012 4:43:06 PM] millie.pitstop101: Hi Joe

[2/8/2012 4:43:10 PM] millie.pitstop101: I will logout now

[2/8/2012 4:43:29 PM] millie.pitstop101: I will register the domains later this site doesnt want to load up

[2/8/2012 4:44:15 PM] millie.pitstop101: I will og back in to renew both 9pm your time

[2/8/2012 7:15:42 PM] Pitstop 101: ok thanks Millie - just top up the aussie hq is what Lyndon said and then go to whmcs or something just read his message or email him direct if you have questions - thanks Millie

[2/8/2012 7:15:52 PM] Pitstop 101: but this one is urgent

[2/8/2012 8:34:24 PM] millie.pitstop101: hi Joe

[2/8/2012 8:34:36 PM] Pitstop 101: hi Millie how are you?

[2/8/2012 8:34:47 PM] millie.pitstop101: I am fine just got home from supermarket

[2/8/2012 8:35:03 PM] millie.pitstop101: anyway I am nor renewing Roy's and Annemarie's domains

[2/8/2012 8:35:13 PM] millie.pitstop101: I will cc you on my email to them

[2/8/2012 8:35:23 PM] millie.pitstop101: these domains are now resolved

[2/8/2012 8:36:17 PM] Pitstop 101: excellent to hear Millie - wow - great job Millie very much appreciate you in this role as well...excellent

[2/9/2012 11:15:30 AM] Pitstop 101: Hi Millie,

Existing client needs to be called to process $1,100 incl GST [ lets get it up-front if possible – otherwise more than 75% hopefully – no discounts ] into Media account – please give her BSB and account details and tell her if she can put that through this afternoon we can begin on her site tomorrow – much appreciated

Its upfront since we will finish it in a few days so no use getting half now and half on completion…..I am sure Mike will agree – I will ask him

She needs e-commerce for her site which is Kitch-n-things I think

Anyway her name is Margaret Winley Ph – 02 4573 0655

Thanks very much Millie

Best Regards

Joe

[2/9/2012 11:28:02 AM] Pitstop 101: Millie Hi - who paid that $1045 into wrong account ?

[2/9/2012 11:30:06 AM] millie.pitstop101: Sydney Eisteddfod

[2/9/2012 11:30:36 AM] Pitstop 101: we could have used that amount - anyway bad luck

[2/9/2012 11:31:06 AM] Pitstop 101: can you call Margaret please for the 1.1k for ecommerce

[2/9/2012 11:34:43 AM] millie.pitstop101: yes, after my call

[2/9/2012 11:34:46 AM] millie.pitstop101: I received an email from BBX

[2/9/2012 11:34:53 AM] millie.pitstop101: there is a client who is interested

[2/9/2012 11:35:10 AM] millie.pitstop101: and would like to me to email her for our samples without cms

[2/9/2012 11:38:44 AM] millie.pitstop101: done

[2/9/2012 11:38:46 AM] millie.pitstop101: i will email her the invoice

[2/9/2012 11:40:20 AM] millie.pitstop101: Could you please let me know what are the sites we made wihout CMS?

[2/9/2012 11:43:42 AM] Pitstop 101: call me please in 5

[2/9/2012 11:50:14 AM] Pitstop 101: i need to call sydney eisteddfod - what is their number

[2/9/2012 11:51:17 AM] millie.pitstop101: '02 9261 8366

[2/9/2012 11:57:05 AM] Pitstop 101: thanks Millie

[2/9/2012 11:57:51 AM] Pitstop 101: speaking with Lorraine

[2/9/2012 12:01:38 PM] millie.pitstop101: can i process cc payments now?

[2/9/2012 12:01:49 PM] millie.pitstop101: or eway is not linked to new bank yet?

[2/9/2012 12:25:21 PM] \*\*\* Call from Pitstop 101 \*\*\*

[2/9/2012 12:27:13 PM] Pitstop 101: Contact: Nina Brennan

Ph: 0410 449 836

[2/9/2012 12:49:03 PM] \*\*\* Call ended, duration 23:42 \*\*\*

[2/9/2012 1:38:57 PM] Pitstop 101: Millie have the 2 payments been processed and also has BBS paid

[2/9/2012 2:59:47 PM] millie.pitstop101: ok

[2/9/2012 3:03:09 PM] Pitstop 101: not sure what you mean by saying "ok"

did they make payment into corect account - have they paid or not....pls let me know - thanks Millie

[2/9/2012 3:50:22 PM] millie.pitstop101: Sorry was talking to Tina of BBX, BBS has not paid, as well as Loraine's and Margaret's.. Loraine will make a payment on friday..

[2/9/2012 3:50:32 PM] millie.pitstop101: I sent you an update re those two clients

[2/9/2012 3:50:32 PM] millie.pitstop101: thanks

[2/9/2012 3:50:47 PM] millie.pitstop101: I will log back in later to check the updates

[2/9/2012 3:50:49 PM] millie.pitstop101: thanks

[2/9/2012 3:51:38 PM] Pitstop 101: thanks Millie for update - hope you are ok - also things seem more under control today what do oyu think?

[2/9/2012 3:52:09 PM] Pitstop 101: and well done as you are part of the picture that has helped it to be more under control - well done

[2/9/2012 3:52:56 PM] millie.pitstop101: I am okay.. No worries about me.. Everything is okay now and I gelt the difference..I dont receive any complaints anymore

[2/9/2012 3:53:12 PM] millie.pitstop101: I made sure all of their enquiries are answered accordingly

[2/9/2012 3:53:33 PM] Pitstop 101: wooooooooooooow and welll done indeed!!!!!

[2/9/2012 3:56:34 PM] millie.pitstop101: I dont care if the support people get mad at me if i sound pushy but we just have to be like that...

[2/9/2012 3:56:38 PM] millie.pitstop101: Remember that it’s much easier to keep a client than it is to get a new one. So you should stay aware of your clients and what their business needs are. By talking to them ahead of time to find out their current status, you can avoid late (or non-) payment and get them on your side. You want to show your clients that you understand that tough economic times calls for tough decisions.

[2/9/2012 3:57:11 PM] millie.pitstop101: That what I have been doing actually

[2/9/2012 3:57:29 PM] millie.pitstop101: emailing them at night

[2/9/2012 3:57:39 PM] millie.pitstop101: hopefully they reply first thing in the morning

[2/9/2012 3:58:08 PM] Pitstop 101: BRILLIANT AND YES TOTALLY AGREED excellent job Millie

[2/9/2012 3:59:04 PM] millie.pitstop101: I am sorry if I snap sometimes, I got mad sometimes becuase, when I ask Patrick, he would say he doesnt know,,if i ask marissa she would pass me to pat or dennis and dennis would say the same thing

[2/9/2012 4:00:38 PM] Pitstop 101: ok yes understood - Ok yes i would not be happy if i dont get answers from team so yes i understand - sometimes they need to try harder to give you the answers....

[2/9/2012 4:05:37 PM] millie.pitstop101: Ok.. see you tomorrow..I will reply to clients if need be.

[2/9/2012 4:13:49 PM] Pitstop 101: thanks Millie - see you tomorrow

[2/9/2012 4:15:02 PM] millie.pitstop101: well

[2/9/2012 4:15:03 PM] millie.pitstop101: i cannot go yet i think

[2/9/2012 4:15:13 PM] millie.pitstop101: because i am reviewing BBS emails

[2/9/2012 4:15:25 PM] millie.pitstop101: im not sure if patrick replied to it already

[2/9/2012 4:16:13 PM] millie.pitstop101: [4:13:00 PM] Patrick Sy: i dont think so

[4:13:17 PM] Patrick Sy: can u forward to L ung SSL? I dont know anything about that

[4:13:56 PM] Patrick Sy: will forward the rest to Dennis

[2/9/2012 4:21:14 PM] Pitstop 101: ok Millie thanks for sorting this out - please refer him to Lyndon so he can find out if he knows nothing about it

[2/9/2012 4:31:54 PM] millie.pitstop101: ok i will email Patrick and Lyndon as well.. have to go I have fever and will buy meds now..thank

[2/9/2012 4:44:37 PM] Pitstop 101: wow i hope you are ok overnight - ok get well see you tomorrow

[2/10/2012 11:03:44 AM] Pitstop 101: Millie need ths fixed asap please

[2/10/2012 11:03:46 AM] Pitstop 101: [Friday, February 10, 2012 11:01 AM] Pitstop 101:

<<< IMMEDIATELY get www.timeriteremovals.com.au online

I have requested that all suspensions MUST go via me

[2/10/2012 11:04:34 AM] Pitstop 101: Millie are you there

[2/10/2012 11:05:09 AM] Pitstop 101: Millie r u there i need to sort this out asaps

[2/10/2012 11:05:35 AM] \*\*\* Missed call from Pitstop 101. \*\*\*

[2/10/2012 11:21:38 AM] millie.pitstop101: yes, I m speaking to Mark

[2/10/2012 11:21:47 AM] millie.pitstop101: sorry had a minute of power interruption

[2/10/2012 11:21:49 AM] millie.pitstop101: but ok now

[2/10/2012 11:21:53 AM] millie.pitstop101: with a client now

[2/10/2012 11:25:54 AM] millie.pitstop101: Joe, i need to refill the TPP wholesale

[2/10/2012 11:26:11 AM] millie.pitstop101: please let me know if I can and im planning to refill with it $50

[2/10/2012 11:29:40 AM] Pitstop 101: ok cool - theres $90 in there please go for it and resolve asap for clients - thanks Millie

[2/10/2012 11:32:51 AM] millie.pitstop101: no worries

[2/10/2012 11:33:08 AM] millie.pitstop101: I called timerite and let them know this would take an hour to resolve as per TPP

[2/10/2012 11:35:29 AM] Pitstop 101: ok thanks Millie i will leave it with you

[2/10/2012 11:35:33 AM] Pitstop 101: saigon?

[2/10/2012 12:47:33 PM] Pitstop 101: Millie please sort out Saigon....has that been sorted? thanks Millie

[2/10/2012 12:48:01 PM] millie.pitstop101: yes I am trying to fix it now.i am just with pauly on the phone and said no one has ever replied to him yet

[2/10/2012 12:53:56 PM] Pitstop 101: ok cool well done on sorting

our procedure from here on with tech support with biztec and teconix is that the customer will be called and you will document the issue they have and will then assign it to the correct best support person available and they will action their request/issue

[2/10/2012 12:54:35 PM] millie.pitstop101: yes i documented the issue

[2/10/2012 12:54:45 PM] millie.pitstop101: ao will Patrick do it?

[2/10/2012 12:55:37 PM] Pitstop 101: well you may want to begin with Patrick and see what he says then you and Mike decide what needs to happen and who will do that

[2/10/2012 12:56:10 PM] Pitstop 101: for now that is but once we have beefed up our support it will go via them and not always you

[2/10/2012 12:57:00 PM] millie.pitstop101: ok..But so far so good isnt it? yeah we have some issues left and right but not like first week of january it seems like its falling apart.

[2/10/2012 12:57:12 PM] millie.pitstop101: Are you happy with the outcome though?

[2/10/2012 12:58:35 PM] Pitstop 101: yeeeeeeeeeeeees TOTALLY millie - a great job and actually just had a meeting with Mike and we are looking at getting you more involved with customer relations and support etc - so well done Millie and going as per plan

[2/10/2012 12:58:59 PM | Edited 12:59:25 PM] Pitstop 101: have you called saigon and timerite

[2/10/2012 12:59:53 PM] millie.pitstop101: yes, timerite i informed them that it would take 1 hour for their domain to be up again- sorted out

[2/10/2012 12:59:59 PM] millie.pitstop101: with saigon yes also sorted out

[2/10/2012 1:12:13 PM] Pitstop 101: i can see it now

http://www.timeriteremovals.com.au/

what needed sorting with saigon

+

abigail florist is that sorted

+

TUSKC call left for Lyndon but please call them

[2/10/2012 1:41:38 PM] millie.pitstop101: I spoke to Mai of saigon and I am now chagning all the dtails..I will email her once everything is done, but I will let Lyndon know what I am going to do with WHMCS so no more fuss..

[2/10/2012 1:41:44 PM] millie.pitstop101: The kitch n things paid $110

[2/10/2012 1:41:48 PM] millie.pitstop101: $1100

[2/10/2012 1:41:53 PM] millie.pitstop101: to the right bank account media

[2/10/2012 2:02:03 PM] Pitstop 101: WELL DONE MILLIE with the saigon just follow it through till all sorted and let client know via email cc Mike then call client please - that way we are sure all is fine rather than guesswork

also thanks for the funds report

need lorraine from sydneyeisteddfod to pay 900incGST for block of 10 hrs

need Daryl Grima to pay 600 for CMS

[2/10/2012 2:04:50 PM] Pitstop 101: theres $115 in credit card now - please use it if necessary

[2/10/2012 2:05:13 PM] Pitstop 101: how did you go with

[Friday, February 10, 2012 2:02 PM] Pitstop 101:

<<< need lorraine from sydneyeisteddfod to pay 900incGST for block of 10 hrs

need Daryl Grima to pay 600 for CMS

[2/10/2012 2:06:04 PM] millie.pitstop101: lorraine said she will pay it on Monday

[2/10/2012 2:06:14 PM] millie.pitstop101: Darry has not answered my call just left VM and emailed him as well

[2/10/2012 2:06:24 PM] millie.pitstop101: will give them a call in a few

[2/10/2012 2:07:06 PM] Pitstop 101: ok we need those funds asap though

[2/10/2012 3:09:42 PM] millie.pitstop101: HI Joe yes.. I emailed them and will check on it tomorrow

[2/10/2012 3:10:02 PM] millie.pitstop101: anyway, I called Mai and explained that everything is okay now

[2/10/2012 3:11:50 PM] Pitstop 101: coooooooool excellent thanks Millie....just please monitor what might transpire so we can stay on top of it all over next day or so etc - is that ok

[2/10/2012 3:13:36 PM] millie.pitstop101: yes. no worries.

[2/10/2012 3:16:13 PM] millie.pitstop101: Anyway, most of the times, Mike and I talk over the weekend.. we see each other sometimes over the weekend.. like I said its rewarding to know clients are now at ease and comfortable with us again.

[2/10/2012 3:16:49 PM] millie.pitstop101: Plus of course I am looking forward to my raise and promotion.. I am enjoying my extra role and maintain the accounts as well.

[2/10/2012 3:16:51 PM] millie.pitstop101: :)

[2/10/2012 3:17:04 PM] millie.pitstop101: thanks Joe for the support and I owe it all to you as well

[2/10/2012 3:31:45 PM] Pitstop 101: Thats great Millie and well done - yes i like the way things are looking with Pitstop 101 Media and your added role - please keep being dilligent and on top of things and we will move forward with all that we have planned and discussed

glad you are enjoying the rewards of keeping customers happy etc and yes you will be further rewarded .... lets fgo through this transition period and renew positions and roles where we need to and all will be fine

i just spoke with Abigail florists new web company they went to due to no-one getting back to them for a month over Christmas - they wanted more work done and obviously the issue with domain etc so no worries i just told them its with Melbourne IT so they will follow that up - Millie please dont call them at this stage as there is no need to - I though one of us did tell them that today but no Patrick fell apart there and didnt action the response via email to them instead he told me all about it and Lyndon knew it but unfortunately client was not told and had to wait all day plus the whole month just to hear from someon and that in the end was me as she just called

also Zoran [ our long term customer ] went elsewhere due to january issues where noone got back to him...amyway lucky he is a good friend and i am quoting him on a new upgrade by monday

OK so lets not let any issue get unresolved at all - have an organised workspace where you know of every issue in existence and prioritise it carefully and quickly

also going forward we need to see if you will be available full time for this new and additional role looking after accounts and customer relations - please let me know - we can do it this way part time if we have to but honestly will be better full time - dont action it till we have given you the go-ahead but just start thinking in that way please and let mike and i know

next we need more funds please - how much is coming and on what days please - thanks Millie

[2/11/2012 8:58:12 AM] millie.pitstop101: Hi Joe

[2/11/2012 8:58:15 AM] millie.pitstop101: good morning

[2/11/2012 8:58:36 AM] millie.pitstop101: just to give you an update

[2/11/2012 9:37:08 AM] Pitstop 101: Hi Millie - good morning

yes please give me some sort of update if it isnt going to take you too long to do - just skype it or email to me or we can talk on skype....

thanks very much Millie - I am feeling a lot better about things - keep it going full speed and we will have a recovery soon....

[2/11/2012 3:25:04 PM] millie.pitstop101: Hi Joe I m sorry intermittent for skype

[2/11/2012 3:25:21 PM] millie.pitstop101: but I am emailing the clients and checking if they have received the supports email to them and vice versa

[2/11/2012 3:25:38 PM] millie.pitstop101: darrell grima paid the full cms version

[2/11/2012 11:29:50 PM] Pitstop 101: thanks Millie - I can see your emails and you keeping an eye on everything outstanding - I definitely am starting to feel much better re how things are going - YOU are doing an EXCELLENT job - really well done Millie

Keep up the excellent job you are doing - trust me it will go a long way ....

Joe

[2/13/2012 3:05:46 PM] millie.pitstop101: I am talking to Verne

[2/13/2012 3:30:20 PM] Pitstop 101: ok coooool and how did it go?

[2/13/2012 3:31:31 PM] millie.pitstop101: Verne said she wants to have the same as Lynda's concept -exactly like that.

[2/13/2012 3:31:49 PM] Pitstop 101: yes i know that

[2/13/2012 3:32:00 PM] millie.pitstop101: What DEnnis told me is that he has to look at Lynda's website and Verne and check iwhat else Verne needs to have

[2/13/2012 3:32:14 PM] Pitstop 101: are you on the phone to her now

[2/13/2012 3:32:25 PM] millie.pitstop101: so that he could properly quote the job in terms of hours and tasks

[2/13/2012 3:32:27 PM] millie.pitstop101: yes

[2/13/2012 3:32:30 PM] millie.pitstop101: on the ohone with verne

[2/13/2012 3:33:04 PM] Pitstop 101: ok cool well done keep going to document everything she says so it can be forwarded to Dennis and or Lyndon for proper price

[2/13/2012 3:33:15 PM] millie.pitstop101: ok

[2/13/2012 3:33:34 PM] millie.pitstop101: also Joe I spoke to Mai Nguyen and she was sooooooooooooooooo unhappy and dissatisfied with Pitstop 101

[2/13/2012 3:33:58 PM] millie.pitstop101: BUT THE GOOD THING IS

[2/13/2012 3:34:04 PM] millie.pitstop101: WE WERE ABLE TO TURN IT AROUND

[2/13/2012 3:34:22 PM] Pitstop 101: well thats EXCELLENT Millie how?

[2/13/2012 3:34:34 PM] millie.pitstop101: I spoke to her explained everything and she said Pitstop 101 is lucky you have me becuase without me she would completely go elsewhere

[2/13/2012 3:35:10 PM] Pitstop 101: well thats wy you got yourself a promotion today - spoke with Mike and you are in!!!

[2/13/2012 3:36:00 PM] millie.pitstop101: She even said that now pitstop will be fine because there is someone talking to them!!

[2/13/2012 3:36:16 PM] millie.pitstop101: I just said this is the voice behind invoices and she laughed out loud

[2/13/2012 3:36:55 PM] Pitstop 101: yes very funny Millie - i can see the funny side now

ok you got yourself a promotion

[2/13/2012 3:41:36 PM] Pitstop 101: r u there

[2/13/2012 3:42:40 PM] millie.pitstop101: yes just finishing everything with verne

[2/13/2012 3:43:13 PM] Pitstop 101: ok signal me when done and then i need to tlk to you re other ones just quickly b4 you go

[2/13/2012 3:43:46 PM] millie.pitstop101: ok

[2/13/2012 3:43:52 PM] Pitstop 101: ok

[2/13/2012 3:51:27 PM] millie.pitstop101: im done

[2/13/2012 3:51:38 PM] millie.pitstop101: can i call you?

[2/13/2012 3:51:48 PM] Pitstop 101: yes

[2/13/2012 3:52:07 PM] \*\*\* Call to Pitstop 101, duration 23:07. \*\*\*

[2/14/2012 11:01:52 AM] Pitstop 101: Hi Millie - glad to see you in etc ....ok have an excellent day

[2/14/2012 11:02:11 AM] millie.pitstop101: Hi good morning

[2/14/2012 11:02:21 AM] millie.pitstop101: I have been monitoring the support emails

[2/14/2012 11:02:32 AM] millie.pitstop101: been answering them too while working with the other one

[2/14/2012 11:02:44 AM] millie.pitstop101: anyway, I am listening now to my voicemails i have 10!

[2/14/2012 11:02:49 AM] millie.pitstop101: how can I help?

[2/14/2012 12:07:42 PM] millie.pitstop101: Hi Joe

[2/14/2012 12:08:00 PM] millie.pitstop101: we have one client in WHA would like to reactivate the account with us

[2/14/2012 12:29:12 PM] Pitstop 101: Hi Millie - please call me so i can answer your questions - will be quicker than typing

also please call melissa from AJB regards all the changes - she is happy that you will be calling and making sure all is clear and described prperly for the guys to complete today....thanks Millie

[2/14/2012 12:32:12 PM] Pitstop 101: mILLIE PLEASE call ikecho immediately please to document the changes etc and answer Paulys question....sorry but he wrote the following

\_\_\_\_\_\_\_\_\_\_\_\_\_

Hi Joe,

Thanks for the talk this morning.

As you appreciate, this is almost 3 working days that I have not been able to have rectification to a couple of issues.

You were saying someone will call me, probably millie in the next couple of hours but no one has phoned me as such.

[2/14/2012 12:32:27 PM] Pitstop 101: Millie are you there

[2/14/2012 12:34:02 PM] \*\*\* Missed call from Pitstop 101. \*\*\*

[2/14/2012 12:39:36 PM] \*\*\* Missed call from Pitstop 101. \*\*\*

[2/14/2012 12:43:20 PM] Pitstop 101: millie just call Ikecho - i am trying to sort out the issue with AJB

[2/14/2012 12:43:33 PM] millie.pitstop101: Im now with Pauly on the other line

[2/14/2012 12:43:43 PM] Pitstop 101: coooooooooooool excellent

[2/14/2012 12:49:42 PM] millie.pitstop101: i think Joe better is we have teamviewer setup

[2/14/2012 12:49:54 PM] millie.pitstop101: because wht ever patrick has done with Ikecho is not working at all

[2/14/2012 12:49:59 PM] millie.pitstop101: im stil on the ohone with him

[2/14/2012 12:50:14 PM] Pitstop 101: ok do it via teamviewer with him

[2/14/2012 12:53:00 PM] millie.pitstop101: is patrcik online?

[2/14/2012 12:53:10 PM] millie.pitstop101: I already gave him pauly's id and pw for teamviewer

[2/14/2012 12:56:22 PM] Pitstop 101: this really will be best if you did it with teamviewer while on the phone with him - it is really easy

[2/14/2012 12:57:13 PM] millie.pitstop101: yes

[2/14/2012 12:57:26 PM] millie.pitstop101: but i dont know what to do with the website

[2/14/2012 12:57:37 PM] millie.pitstop101: but patrick is not replying to my skype messages

[2/14/2012 1:00:24 PM] \*\*\* Call from Pitstop 101, duration 04:21. \*\*\*

[2/14/2012 1:11:10 PM] \*\*\* Call to Pitstop 101 \*\*\*

[2/14/2012 1:12:43 PM] Pitstop 101: Hi Lyndon,

Not sure re Patrick and what is going on with him but with this issue I have asked Millie to call client right away and ask for 1 PDF and 1 image they are trying to upload and Millie will then email it to you so you can see what issue he is having and hopefully after many emails thus far we will be able to sort it out with them……thanks heaps Lyndon much appreciated

As you can imagine Lyndon Patricks lack of something or other is just upsetting what already is a shaky situation anyway so really appreciate your help here Lyndon

Thanks very much Lyndon

Best Regards

Joe

[2/14/2012 1:13:31 PM] \*\*\* Call ended, duration 02:21 \*\*\*

[2/14/2012 1:52:47 PM] Pitstop 101: Hi Millie how are we going with the following quotes to get ot me so i can approve and go over and get to client

QUOTES TO DO

1 - Verne - ASAP

2 - dave - www.myshuttle.com.au - asap

6 - BINKS client - gold or platinum ??? - can you check how that is going and at same time check with any issues - please call them

6a - BINK - singleton

[2/14/2012 1:55:03 PM] millie.pitstop101: 1 - Verne – still waiting for Marissa and Dennis’ comments

2 - dave - www.myshuttle.com.au - hi All,

I will need to check on all the competitor sites and available resources - like calendar, booking apps etc then I will send in my input tomorrow.

Thanks,

Marissa

6 - BINKS client - gold or platinum ??? - can you check how that is going and at same time check with any issues - please call them

6a - BINK – singleton- talking to marc right now

have not

[2/14/2012 1:56:06 PM] millie.pitstop101: Joe do you still remember cheekie? she replied to me

[2/14/2012 1:56:11 PM] millie.pitstop101: and ill forward it to you

[2/14/2012 1:58:21 PM] Pitstop 101: ok thanks Millie - i need all the items i mentioned here in skype to me by 6pm tonight....thanks Millie

[2/14/2012 2:22:12 PM] millie.pitstop101: Hi Joe have you spoken to Michael of Instyle videos?

[2/14/2012 2:22:32 PM] Pitstop 101: no i have not

[2/14/2012 2:22:34 PM] millie.pitstop101: he said he is happy with the quote but he would like to talk to you

[2/14/2012 2:22:36 PM] millie.pitstop101: hmm

[2/14/2012 2:22:38 PM] Pitstop 101: have you

[2/14/2012 2:22:40 PM] millie.pitstop101: ok ill call him again

[2/14/2012 2:22:45 PM] Pitstop 101: thanks

[2/14/2012 2:22:46 PM] millie.pitstop101: i have yesterday

[2/14/2012 2:23:05 PM] Pitstop 101: yes i know he was going to get some work done on site

[2/14/2012 2:23:19 PM] millie.pitstop101: Im stillw ith marc on the other line, he said no one has replied to him yet except me acknowledging his emails

[2/14/2012 2:23:43 PM] millie.pitstop101: he still waiting for the client's call for if they will go for platinum or gold

[2/14/2012 2:24:34 PM] Pitstop 101: ok please make notes on what are hisissues and reassure him that you will make sure this gets done by tonight /tomorrow

[2/14/2012 2:25:07 PM] millie.pitstop101: As per Singleton I have not heard anything form the support team who will be able to do it and how many hours or tasks so I can come up with a quote

[2/14/2012 2:25:34 PM] millie.pitstop101: Yes I told him I will look after his issues and will email him the progress and he is ok with it

[2/14/2012 2:25:50 PM] Pitstop 101: coooooooooooooooooooool - EXCELLENT

[2/14/2012 9:18:58 PM] millie.pitstop101: Hi Joe

[2/14/2012 9:19:36 PM] Pitstop 101: Hi Millie how are you

[2/14/2012 9:19:48 PM] millie.pitstop101: I am fine..

[2/14/2012 9:20:23 PM] millie.pitstop101: joe when you were away I took the initiative of calling out clients for possible sales

[2/14/2012 9:20:45 PM] Pitstop 101: thats great Millie any sales?

[2/14/2012 9:20:46 PM] millie.pitstop101: one of them replied now but i dont think we do her enquiry

[2/14/2012 9:21:12 PM] millie.pitstop101: no im not sure she is aksin if:

[2/14/2012 9:21:13 PM] millie.pitstop101: Sorry for the late reply. We are a small family owned business and are interested in a portfolio in paper form not on computer. Do you do that? It would not be very extensive as it is a reasonably small business that we have been running just under 2 years.

[2/14/2012 9:21:52 PM] Pitstop 101: is it existing client

[2/14/2012 9:22:18 PM] millie.pitstop101: Squeeky Clean Cleaning <squeakycleancleaning@bigpond.com>

[2/14/2012 9:22:30 PM] millie.pitstop101: new client

[2/14/2012 9:26:10 PM] Pitstop 101: i think they want brochures which we dont really do but you can point them to our site portfolio if they need web design or programming done or need an upgrade to their site

[2/14/2012 9:28:05 PM] millie.pitstop101: ok.. will come up with a reply now thanks Joe

[2/14/2012 9:33:51 PM] Pitstop 101: thanks Millie

also please ensure that nothing slips through your fingers regarding support related issues to resolve - like the Mike from touch up paint - please get back to the "FOOL" but be nice of course

[2/15/2012 11:39:25 AM] millie.pitstop101: Hi Joe good afternoon

[2/15/2012 11:39:33 AM] millie.pitstop101: just want to ask cn i refill the TPP?

[2/15/2012 11:40:16 AM] millie.pitstop101: Does the card have funds to cover the refill?

[2/15/2012 11:40:59 AM] millie.pitstop101: I need to renew domains

[2/15/2012 11:41:01 AM] millie.pitstop101: thanks

[2/15/2012 11:44:43 AM] Pitstop 101: Hi Millie - yes cc has 158 in it is that enough or do you need more for tpp and skype and domains etc?

[2/15/2012 11:49:33 AM] millie.pitstop101: ok thanks

[2/15/2012 11:50:46 AM] Pitstop 101: [2:44:48 PM] Pitstop 101: Hi Millie - yes cc has 158 in it is that enough or do you need more for tpp and skype and domains etc?

[2/15/2012 11:55:13 AM] millie.pitstop101: Ok thank you. I will refill those accounts now and will renew domain

[2/15/2012 11:55:18 AM] millie.pitstop101: domains thanks

[2/15/2012 11:56:00 AM] Pitstop 101: is it enough is what i was asking you and if not enough then i will put in more?

[2/15/2012 11:56:18 AM] millie.pitstop101: enough for now

[2/15/2012 11:56:27 AM] millie.pitstop101: i only need to refill tpp anyway

[2/15/2012 11:56:57 AM] Pitstop 101: and skype before it runs out i think

[2/15/2012 12:37:03 PM] millie.pitstop101: Hi Joe, I will grab a quick lunch first be back after 30mmins

[2/15/2012 12:37:04 PM] millie.pitstop101: thanks

[2/15/2012 12:46:53 PM] Pitstop 101: ok enjoy

[2/15/2012 12:54:16 PM] Pitstop 101: Millie please call - rs.clientrelationsteam

her name is Kath

and tell her that you dont want to work for the other company any more but with us

[2/15/2012 12:54:23 PM] Pitstop 101: she is waiting

[2/15/2012 12:54:39 PM] Pitstop 101: [Wednesday, February 15, 2012 12:54 PM] Remotestaff || Client Relations Team:

<<< remotestaff.katherine

[2/15/2012 1:17:31 PM] Pitstop 101: Millie please call Roy

LAST I HEARD U WERE GOING TO RING ME YESTERDAY MORNING??????????????????????????

ZEMO.COM.AU VERY IMPORTANT- CATALOGUES ABOUT TO BE PRINTED!!

[2/15/2012 1:20:50 PM] millie.pitstop101: HI just got back form lunch...

[2/15/2012 1:20:55 PM] millie.pitstop101: ok ill call Roy

[2/15/2012 1:21:04 PM] millie.pitstop101: also Joe about Pauly of ikecho

[2/15/2012 1:35:52 PM] Pitstop 101: ok first sort out Roy and then let me know re pauly

[2/15/2012 1:48:07 PM] millie.pitstop101: Hi Joe

[2/15/2012 1:48:30 PM] millie.pitstop101: sorry for the delay remotestaff called and asking me that you would like to buy me out from them

[2/15/2012 2:02:18 PM] \*\*\* Call from Pitstop 101 declined. \*\*\*

[2/15/2012 2:02:25 PM] millie.pitstop101: with Roy joe

[2/15/2012 2:02:25 PM] millie.pitstop101: sorry

[2/15/2012 2:02:36 PM] Pitstop 101: ok no worries call me when done

[2/15/2012 2:07:20 PM] \*\*\* Call to Pitstop 101 \*\*\*

[2/15/2012 2:09:14 PM] Pitstop 101: 1 - 16hrs

[2/15/2012 2:09:20 PM] Pitstop 101: 2 - 4 hrs

[2/15/2012 2:09:28 PM] Pitstop 101: 3 - we are now looking at it

[2/15/2012 2:10:17 PM] millie.pitstop101: $2772

[2/15/2012 2:10:20 PM] millie.pitstop101: for 2 items

[2/15/2012 2:24:52 PM] \*\*\* Call ended, duration 17:32 \*\*\*

[2/15/2012 3:02:17 PM] millie.pitstop101: Hi Joe I already sent the Erica's quote as well as my payslips

[2/15/2012 3:02:17 PM] millie.pitstop101: thanks

[2/15/2012 3:15:47 PM] Pitstop 101: Thanks Millie much appreciated

you misspelled Madsen....please correct

[2/15/2012 3:16:27 PM] Pitstop 101: 1 month free support but if you sent it leave it for now

[2/15/2012 3:16:33 PM] Pitstop 101: not 3 months

[2/15/2012 3:16:58 PM] millie.pitstop101: no i havent sent it yet.. I can change it if you like

[2/15/2012 3:18:08 PM] Pitstop 101: ok yes just do that please and it should be fine.....also in email please let her know that we will get back to her re the item no. 3 regards the shipment etc

[2/15/2012 3:18:18 PM] millie.pitstop101: ok

[2/15/2012 3:18:20 PM] millie.pitstop101: noted

[2/15/2012 3:18:30 PM] millie.pitstop101: will send you the revised for approval

[2/15/2012 3:21:17 PM] \*\*\* millie.pitstop101 sent Ikecho Programming Quote.pdf \*\*\*

[2/15/2012 3:31:19 PM] Pitstop 101: Millie the 3 months remains unchanged...please change to 1 month

[2/15/2012 3:34:06 PM] millie.pitstop101: really?

[2/15/2012 3:34:11 PM] millie.pitstop101: hmm weird

[2/15/2012 3:34:14 PM] millie.pitstop101: ok let me check

[2/15/2012 3:34:17 PM] Pitstop 101: ok

[2/15/2012 3:34:42 PM] Pitstop 101: also waiting for the payslips screenshots and info ....need to have ameeting with mike

[2/15/2012 3:43:55 PM] Pitstop 101: Millie are you there

[2/15/2012 3:44:12 PM] millie.pitstop101: yes

[2/15/2012 3:44:15 PM] millie.pitstop101: I already sent it

[2/15/2012 3:44:17 PM] millie.pitstop101: 5 mins ago

[2/15/2012 3:44:25 PM] millie.pitstop101: im just making a quote

[2/15/2012 3:44:54 PM] millie.pitstop101: for the singleton since dennis and marissa already gave their comments

[2/15/2012 3:45:20 PM] Pitstop 101: a ha cool just got it thanks Millie

what one are you working on now and wheres or quote for verne and how did you go with instyle

[2/15/2012 3:47:34 PM] Pitstop 101: Millie - please send quote to ikecho but dont forget to say somewhere in the email [ not quote ] that we will give the quote for the shipping part to her tomorrow [ thursday]

[2/15/2012 3:47:49 PM] Pitstop 101: instyle

verne

??

[2/15/2012 3:49:23 PM] millie.pitstop101: Instyle- Michael said he badly needs to talk to you.. Does not want to tell me the reason why, but I asked him to tell me so I can relay it to you but he insist of just talking to you personally

[2/15/2012 3:49:29 PM] millie.pitstop101: please call him if you can

[2/15/2012 3:50:13 PM] millie.pitstop101: Verne quote is my next task, I am still talking to marissa right now, asking sime clarification because its not clear to me and i am minimising the frustration of verne

[2/15/2012 3:50:33 PM] Pitstop 101: michaels nunber please?

[2/15/2012 3:50:52 PM] millie.pitstop101: 0418 232 832

[2/15/2012 3:51:05 PM] Pitstop 101: verne - ecellent - ok need it asap tonight if at all possible?

[2/15/2012 3:51:30 PM] millie.pitstop101: no worries

[2/15/2012 3:51:42 PM] millie.pitstop101: i will send it tonight before I clock out

[2/15/2012 4:03:17 PM] Pitstop 101: cooooooooooooooool....looking forward to that

OK - please send invoice to michael from instyle and he will make eft payment i said to him usually do 50% but if he does 100% payment then you would give him a %age discount - i dont think its more than 2% - anyway all yours - he is awaiting your invoice for the correct amount we quoted

[2/15/2012 4:03:21 PM] Pitstop 101: thanks Millie

[2/15/2012 4:03:26 PM] Pitstop 101: pls cc me and mike

[2/15/2012 4:03:41 PM] millie.pitstop101: LOL

[2/15/2012 4:03:57 PM] millie.pitstop101: ok..he could have just talked to me regarding the disc.. yeah ok will revise it now

[2/15/2012 4:04:15 PM] Pitstop 101: coooooool thanks Millie

[2/15/2012 8:40:18 PM] millie.pitstop101: Hi Joe

[2/15/2012 8:40:31 PM] millie.pitstop101: Michael paid and Erica said to go ahead with the quote

[2/15/2012 8:40:35 PM] millie.pitstop101: Im making the invoice now

[2/15/2012 8:41:34 PM] millie.pitstop101: Did you want to give Erica a discount? because I can email her with the same setup as Instyle, in case she pays upfront but I doubt it.... but its up to you.

[2/15/2012 8:55:16 PM] millie.pitstop101: Hi Joe?

[2/15/2012 8:55:58 PM] Pitstop 101: yes saw that - that is excellent and well done on organising etc - that is fantastic news - we are definitely improving as we go along

please email me all quotes you do for checking so Mike and i can see if there is anything we could add etc or Upsell

discount can be from here on as a 2% guideline i think for us internally so what you would possibly do is if someone is paying 100% you calculate the 2% on the NON GST amount and see what it comes up as then just round it off and give it as discount

i think people should get 2% discount if they pay all upfront - ok heres an example - the prie is 2500 + gst [ you then do a calc on calculator 2500 x 2 % = $50 - so then what happens is it becomes $50 off the 2500 - then you just say ok your price is 2450 + GST - Millie maybe 3 % is perhaps better if someone pays upfront - therefore for erica its $2520 + GST - so 3% of 2520 = $75.60 off the 2520 - so its $2444.40 + GST = $2,688.85 instead of the full price of $2772 incl GST

hi Millie how was your night?

[2/15/2012 8:57:06 PM] millie.pitstop101: Productive night for me.. Been sorting out the client's issues and made a list for me to call tomorrow

[2/15/2012 8:57:31 PM] millie.pitstop101: and i have been bugging the support about the arcap issue before we say anything..

[2/15/2012 8:58:10 PM] millie.pitstop101: because I saw the spreadhseet Lyndon sent us and yes we were waiting for them. However I need to know if someone from the support team replied to arcap's email

[2/15/2012 8:58:13 PM] millie.pitstop101: etc.

[2/15/2012 8:59:21 PM] Pitstop 101: ok good to hear thats great Millie OK pls get on the phone to them asap tomorrow to avoid any issues and just check on things with them then get everyone to do what it takes to complete and communicate with them

- and did you celebrate

[2/15/2012 9:01:07 PM] millie.pitstop101: LOL.. no i dont even drink and no money for that yet..maybe on my payday..

[2/15/2012 9:01:55 PM] Pitstop 101: aha ok yes - something to look forward to soon hey!

[2/15/2012 9:02:10 PM] millie.pitstop101: I know..!

[2/15/2012 9:02:39 PM] Pitstop 101: cool - OK big day tomorrow Millie

[2/15/2012 9:03:30 PM] millie.pitstop101: Yup.. Good night for you.. I still have to do some emails to support who did not answer my emails today

[2/15/2012 9:03:51 PM] millie.pitstop101: Well Marissa did

[2/15/2012 9:04:32 PM] Pitstop 101: aha gotcha - I know the feeling - i do a few late nights myself as you know

Marissa did but no timing on anything

[2/15/2012 9:04:58 PM] millie.pitstop101: I even read Patrick's comment about Pauly's email... well have to come up with a nice one for that..

[2/15/2012 9:05:12 PM] millie.pitstop101: about us advertising 24/7 phone and email support

[2/15/2012 9:05:34 PM] millie.pitstop101: well for me we wont have a lot of issues if we answer them on a timely manner

[2/15/2012 9:05:55 PM] Pitstop 101: yes correct

[2/15/2012 9:05:56 PM] millie.pitstop101: anwyay Joe, as per remotestaff, I still have to work for the other client tomorrow

[2/15/2012 9:06:22 PM] Pitstop 101: yes unfortunately you do but we'll see you at 2

[2/15/2012 9:06:37 PM] millie.pitstop101: that means I will clock in same time 2pm but don't worry i will answer the emails from time to time

[2/15/2012 9:07:14 PM] Pitstop 101: yes thanks for that Millie - much appreciated

so basically depending on what needs to be organised you will be with us by friday

[2/15/2012 9:09:05 PM] millie.pitstop101: Ok. Thanks. see you tomorrow. I know a good boss doesn't sleep but you should at least close one eye...so you could get half rest..

[2/15/2012 9:10:06 PM] Pitstop 101: thanks Millie see you tomorrow and yes will get rest as soon as i do a couple of quotes ....

nite

[2/15/2012 9:10:27 PM] millie.pitstop101: ok bye

[2/15/2012 9:10:34 PM] Pitstop 101: bye

[2/16/2012 11:10:10 AM] Pitstop 101: Hi Millie

this one is well overdue for a sorting out and a phone call Millie....could you please call her urgently and be really positive with her and alert and ensure it will all get up to speed right away for her - thanks Millie

\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dear Millie

I am very concerned that Pitstop has taken so long to respond to the ARCAP complaint when delays in responding to emails are an aspect of the complaint.

My phone number is 0407 224 567 this afternoon, I am in Melbourne. i am free between 2 and 3.30 pm. ARCAP is very anxious to get the website active ASAP.

Ione Lewis

[2/16/2012 11:10:29 AM] Pitstop 101: Millie you appear offline or away in skype

[2/16/2012 11:11:21 AM] millie.pitstop101: Im sorry Im online

[2/16/2012 11:11:41 AM] millie.pitstop101: just repsonding to some emails

[2/16/2012 11:11:42 AM] millie.pitstop101: ok

[2/16/2012 11:11:50 AM] millie.pitstop101: will call her at 230

[2/16/2012 11:11:52 AM] Pitstop 101: ok cool

[2/16/2012 11:12:00 AM] millie.pitstop101: i will call roy first to let him know about the domain

[2/16/2012 11:12:07 AM] millie.pitstop101: as per Lyndon I cannot dispute it myself

[2/16/2012 11:12:44 AM] Pitstop 101: ok no worries but please call the Ione asap at 2.30

[2/16/2012 11:12:56 AM] millie.pitstop101: yes

[2/16/2012 11:13:07 AM] Pitstop 101: ok thanks

[2/16/2012 12:01:53 PM] millie.pitstop101: Hi I called Arcap again for the 3rd time but voicemail only

[2/16/2012 12:01:56 PM] millie.pitstop101: regarding the cessnock

[2/16/2012 12:01:57 PM] millie.pitstop101: Hi Millie

Please a quick check with Mike but I would suggest we add something for communication and admin and more communication and billing after the job is done and all that

I don’t mean to skyrocket the quote but adding another half hour to the quote would be OK by me

Millie please check with Mike on this and obtain response from him before quoting and invoicing…..much appreciated

[2/16/2012 12:05:13 PM] millie.pitstop101: so it would $126 +gst plus the $49.95 basic support plan- the tasks are two different things anyway.. for me its ok and I dont find it skyrocketing the quote..i am still waiting for Mike's comments though

[2/16/2012 12:38:23 PM] Pitstop 101: Hi Millie

2 things at the moment

please callARCAP and leavea message each time - call each hour please during the time she said was available

also with the 1 hour quote i meant 126 + gst + half hour additional which is $63 + gst

total 1.5 hrs = 126 + gst + 63 + gst = $189 + gst

see what Mike says

but anyway if they dont have a support plan in future they need to have one

the support plan may or may not cover everything so the question needs to be asked to our support team what falls into support and what doesnt

[2/16/2012 12:38:49 PM] millie.pitstop101: can i call you?

[2/16/2012 12:38:53 PM] millie.pitstop101: re arcap

[2/16/2012 12:39:19 PM] Pitstop 101: in 10 please Millie

[2/16/2012 12:39:36 PM] millie.pitstop101: ok no worries.. I will email Lyndon re this while waiting

[2/16/2012 12:40:19 PM] Pitstop 101: cool

[2/16/2012 1:46:06 PM] millie.pitstop101: Hi joe will grab a 25 minute lunch... thanks'

[2/16/2012 1:46:25 PM] Pitstop 101: ok - enjoy

[2/16/2012 1:46:56 PM] millie.pitstop101: thanks-

[2/16/2012 1:47:59 PM] Pitstop 101: np

[2/16/2012 2:02:24 PM] Pitstop 101: Millie when you get back- have you responded to Mark bonnici

urgent no doubt

[2/16/2012 2:25:21 PM] millie.pitstop101: hi called mark

[2/16/2012 2:25:49 PM] millie.pitstop101: i called mark and asked what are the changes he wants to do on his website

[2/16/2012 2:27:04 PM] millie.pitstop101: i aksed him tow rite it down and send it directly to me

[2/16/2012 2:29:26 PM] Pitstop 101: ok please get guys onto it Millie and any other massively urgent ones

[2/16/2012 2:29:40 PM] millie.pitstop101: working on it

[2/16/2012 2:29:49 PM] Pitstop 101: coooooooooooooooooooooool

[2/16/2012 2:47:22 PM] Pitstop 101: Millie will be back in 2 hrs - gtg late

gtg

ok please sort out urgents ...thanks M

gtg

[2/16/2012 2:47:42 PM] millie.pitstop101: ok see you

[2/16/2012 7:05:54 PM] millie.pitstop101: Hi Joe

[2/16/2012 7:05:56 PM] millie.pitstop101: good evening

[2/17/2012 7:11:21 AM] millie.pitstop101: Hi Joe

[2/17/2012 7:11:27 AM] millie.pitstop101: Good morning

[2/17/2012 7:11:37 AM] millie.pitstop101: Hi Millie,

Can you please send me an invoice and payment details (can I pay via AMEX) for the programming task and a 101 BASIC support plan.

Thanks.

Regards,

Brett.

Brett R. Euler | Business and Communications Manager

Rushmore Distributors

[2/17/2012 7:11:53 AM] millie.pitstop101: Is our eway linked to media account already?

[2/17/2012 7:12:11 AM] millie.pitstop101: I would like to know so I can repsond accordingly. Thanks

[2/17/2012 7:27:38 AM] Pitstop 101: Hi Millie - the eway connected to media bank acc thing is a few days away to get completed - we have done all the paperwork just need to wait for bank

for now payments need to be made using EFT you just need to tell customers that we are changing banks at the moment

but if someone insists then YES you can accept the payment via CC

[2/17/2012 7:31:26 AM] millie.pitstop101: ok thanks

[2/17/2012 7:32:31 AM] millie.pitstop101: I would like to know also, are there any updates on my status with remotestaff? Thanks

[2/17/2012 7:35:57 AM] Pitstop 101: yes we are now in the process of working all that out re transition with Chris and Mike and I so likely start date for you in monday at this stage - i will let you know today - so all is well so far and ontrack

[2/17/2012 7:55:11 AM] millie.pitstop101: Ok. I just want to focus in one thing that is why...Remotestaff been telling me its not safe etc... but I trust you anyway...

[2/17/2012 7:55:36 AM] millie.pitstop101: You might be receiving a lot of emails from me to the support team, as they are not following my timetable

[2/17/2012 7:56:20 AM] millie.pitstop101: specially wogs for christ..no one has ever emailed the client the URL for approval.

[2/17/2012 7:56:42 AM] millie.pitstop101: anyway i have to go back to my other client first... just checking on your repsonses and emails here

[2/17/2012 7:56:43 AM] millie.pitstop101: thanks

[2/17/2012 7:56:47 AM] millie.pitstop101: see you at 2pm

[2/17/2012 8:22:05 AM] Pitstop 101: Thanks Millie and well done getting on top of it - i need to go to meeting now will be back 3ish and we'll have more to talk about

and yes not nice of them to say its not safe - wow - with us you get a promotion and payrise - anyway we can discuss in afternoon

you know you can trust me !

os see you soon

[2/17/2012 3:02:28 PM] millie.pitstop101: Hi Joe

[2/17/2012 3:20:14 PM] millie.pitstop101: You must have been busy all day

[2/17/2012 3:20:28 PM] millie.pitstop101: I will log back in later.. to finish some tasks

[2/17/2012 3:21:02 PM] millie.pitstop101: i made some quotes to discuss with you

[2/17/2012 3:21:05 PM] millie.pitstop101: see yah

[2/17/2012 3:57:12 PM] Pitstop 101: Hi Millie

yes a pretty hectic day etc - ok lets talk tonight later on i will go through any emails you sent me

[2/17/2012 7:20:36 PM] millie.pitstop101: Hi Joe.. Can i have a 2 hour overtime tomorrow? I need to speak to Ione and i will fix the MYOB so I can send the updates to Mike.

[2/17/2012 7:21:07 PM] Pitstop 101: yes approved Millie - excellent

[2/17/2012 7:21:22 PM] millie.pitstop101: Thank you

[2/17/2012 7:26:21 PM] Pitstop 101: no worries - is ione getting resolved or not?

[2/17/2012 7:26:30 PM] millie.pitstop101: It is getting resolved..

[2/17/2012 7:27:23 PM] millie.pitstop101: I just emailed them with the updated URL.. just waiting for her approval

[2/17/2012 7:27:55 PM] Pitstop 101: aha ok hopefully its all fine hey

[2/17/2012 7:28:19 PM] millie.pitstop101: Yes.. I hope so

[2/17/2012 7:28:30 PM] millie.pitstop101: but my talking to her really helped a lot

[2/17/2012 7:28:41 PM] Pitstop 101: aaaaaaaaa good

[2/17/2012 7:29:30 PM] millie.pitstop101: By the way, how did it go with remotestaff?

[2/17/2012 7:36:11 PM] Pitstop 101: yes all fine just need to make sure we can tick all the boxes with the Philippine government which Mike is looking into but from my understanding its all really straight forward and even easier and simpler than employing Aussies by far!

so all should be fine with everything and Mike is just making sure of it all etc

also i kind of was not too impresse with remote staff when they said to you that it was not safe

i mean i dont think that would have come from Chris as him and i had a good chat the other day and all is fine and we are both keen to proceed

I mean on one hand we are buying out the contract for a few thousand dollars all sorted with Chris and on the other hand someon eis telling you something isnt safe

wow surprising cause i cant see what could be unsafe anyway....

i assume they are probably sad to have some go from their books and control and that would be it...

so anyway its going ahead as planned just waiting on Mike to sus out the employment law in more detail

I am meeting with him on monday to go through this and get it going

so all fine Millie

[2/17/2012 7:41:39 PM] millie.pitstop101: Oh I see, this is longer than I expected. i didnt know there were so many legal issues...

[2/17/2012 7:41:58 PM] millie.pitstop101: I guess Its necessary to read between the lines for everything..

[2/17/2012 7:42:26 PM] millie.pitstop101: and Yes they are losing a piece of my pie..

[2/17/2012 7:42:52 PM] millie.pitstop101: and yes, I was not impressed of what they told me about not being safe..

[2/17/2012 7:44:21 PM] Pitstop 101: yes correct Millie and if I may say this in confidence we will be giving you a payrise while at the same time outlaying less moneys to them for your positon

[2/17/2012 7:47:54 PM] Pitstop 101: so we will be saving money [ which is one of the many reasons why we are employing you direct ]

by buying out the contract we dont have to pay their fees for going through them and at the same time you will still get a payrise from what they are paying you now

in a nutshell by being employed direct with us we will pay you more than they are paying you but because we dont pay their commissions we in the end pay less out

good for you and for us financially + you also get a new role and we also get you working with us full time and everything else

[2/17/2012 7:49:41 PM] millie.pitstop101: In other words its a complete win-win package..

[2/17/2012 7:49:55 PM] Pitstop 101: yes absolutely

[2/17/2012 7:50:31 PM] millie.pitstop101: I just had a bad impression with RS, because they will I think blaclist me with them which I don't care....out of mind out of sight

[2/17/2012 7:50:45 PM] millie.pitstop101: \*blacklist

[2/17/2012 7:51:42 PM] Pitstop 101: I would not worry about that Millie as we have it covered for your future and position with us

[2/17/2012 7:52:58 PM] millie.pitstop101: Now my skilss are gonna grow with the company.. So whatever ideas I have I can implement them (with your approval of course)

[2/17/2012 7:53:05 PM] millie.pitstop101: \*skills

[2/17/2012 7:55:57 PM] Pitstop 101: great to hear Millie - as you know how much i like to talk about ideas that interest the company and growth of company and all that - yes always keen to talk re your ideas

we have some cool plans for you going forward also but for now when you start it will be business as usual for oyu - you will do mostly what you have been doing till now but going forward there will be some other great things to do as well - you will like it

[2/17/2012 7:57:51 PM] millie.pitstop101: wow if i just have an extra money i would really celebrate.... See, this is I am persistent to know because i want to focus with Pitstop 101

[2/17/2012 7:58:54 PM] millie.pitstop101: I did not go to work with the other client earlier, that is why I was able to cover most of the support issues earlier...I mean my heart is not with them, I just have to because I am financially tight right now

[2/17/2012 7:59:34 PM] millie.pitstop101: So does it mean I will get AUD or still Philippine peso?:)

[2/17/2012 8:01:16 PM] millie.pitstop101: I know RS is just scaring me not to say yes to you but my decision wont change regardless....

[2/17/2012 8:01:46 PM] millie.pitstop101: I have known and trusted you for quite awhile..

[2/17/2012 8:02:29 PM] Pitstop 101: yes appreciate all that Millie - thats really great - the feeling is mutual and we have to just keep doing the right thing for one another and we just continue as normal

re peso or AUD i can do whatever you like it will essentially be the same value i suppose - but i would probably go for peso as you will not have to change it over to peso from AUD

[2/17/2012 8:03:58 PM] millie.pitstop101: That is fine.. it just sounds better if I am making australian dollars..LOL

[2/17/2012 8:04:10 PM] millie.pitstop101: Coz I can brag it to my dad..:)

[2/17/2012 8:05:38 PM] Pitstop 101: sure it doesnt make much difference with me i dont think - should be all fine i will let mike know

sorry so did i misunderstand....would you prefer AUD or peso

[2/17/2012 8:06:09 PM] Pitstop 101: i mean to say do we pay you in peso or aud

[2/17/2012 8:08:27 PM] millie.pitstop101: I dont have an AUD account......YET...:) Peso is fine... :)

[2/17/2012 8:10:23 PM] millie.pitstop101: You know Joe I almost got mad at Patrick earlier because he gave a wrong information.. I mean we were talking about two different clients.. Luck Lyndon confirmed it, So i will email the support team to be sure of what they are sending me... (I am talking about Mark Bonnici)-Lucky I did not send it to the client yet

[2/17/2012 8:16:51 PM] millie.pitstop101: Am I the first staff you bought out from RS?

[2/17/2012 8:20:09 PM] Pitstop 101: yes good spotting by Lyndon - i did see that - and we have to careful etc ...very careful

cool peso it is then...will tell Mike

yes you are the first contract we have bought out from rs - we could do more as we progress but please dont say anything to anyone just behave as you would normally and during the business course of the days hours noone really talks about rs anyway

[2/17/2012 8:21:11 PM] millie.pitstop101: Thanks Joe it just feels good to be appreciated....

[2/17/2012 8:21:32 PM] millie.pitstop101: Nah I dont say anything to them.. They alsready thought I am from Sydney

[2/17/2012 8:22:04 PM] millie.pitstop101: because I speak to them in English and my skype is pitstop101 not rs skype

[2/17/2012 8:33:10 PM] Pitstop 101: no worries Millie

aha cool yes that is excellent then Millie - ok all fine then

[2/17/2012 8:45:42 PM] Pitstop 101: oh just quickly Millie what is it that i am paying Lyndon for that $350 per week - dont ask him or anything as i should know but is it some sort of time accrued or sick leave accrued or something - are you able to check it for me and email to info @

[2/17/2012 8:46:42 PM] millie.pitstop101: Yes, That is for his accrued sick leave.. That is what I need to to in MYOB i need to calculate the remaining days and check when will the last payment of such

[2/17/2012 8:47:52 PM] Pitstop 101: ok cool let me know please and i will see if his view and calculation of it is correct

[2/20/2012 1:24:46 PM] Pitstop 101: Hi Millie are you online - you appear away...

has ikecho paid the 2770

[2/20/2012 1:27:28 PM] millie.pitstop101: no erica did not pay today..Can I email her that the deal will be forfeited if she does not pay til wednesday?

[2/20/2012 1:28:04 PM] millie.pitstop101: Also mike has not approved my email re rule implemenation

[2/20/2012 1:28:13 PM] Pitstop 101: Did you reply to ger that paying today was Ok

[2/20/2012 1:28:18 PM] millie.pitstop101: I sent it to his skype

[2/20/2012 1:28:26 PM] \*\*\* Call from Pitstop 101 \*\*\*

[2/20/2012 1:28:36 PM] Pitstop 101: hi

[2/20/2012 1:41:06 PM] \*\*\* Call ended, duration 12:40 \*\*\*

[2/20/2012 1:41:23 PM] Pitstop 101: thanks Millie

[2/20/2012 1:41:36 PM] millie.pitstop101: no worries Joe

[2/20/2012 1:41:52 PM] millie.pitstop101: take care and talk to you later

[2/20/2012 1:43:17 PM] Pitstop 101: yes will do Millie and we'll catch up later - please double check on all issues and communiaction needed - please be thorough so nothing slips through the fingers Millie - thanks for that

[2/20/2012 1:46:28 PM] Pitstop 101: Millie please get to ones like the following - so we can tick them off the list Millie - any issues please refer it to me if client is being difficult to sort through the issue

What is happening Millie

I have still heard nothing?

Roy Latham

[2/20/2012 2:35:49 PM] millie.pitstop101: yes.. I emailed him last saturday.. he might have overlooked it

[2/20/2012 2:35:53 PM] millie.pitstop101: I will call him

[2/20/2012 2:36:31 PM] millie.pitstop101: I called Erica and Deborah but no answer i left a voice mail instead

[2/20/2012 2:36:37 PM] millie.pitstop101: I will email them both

[2/20/2012 2:36:50 PM] millie.pitstop101: as per the implementing the project manager site mike said this:

[2/20/2012 2:37:05 PM] millie.pitstop101: [Monday, February 20, 2012 2:12 PM] Mike Schrafft:

<<< I have just been discussing this with this afternoon & there are a number of different systems. I will need to understand them first.

[2/20/2012 10:02:05 PM] Pitstop 101: ok thanks Millie - have a great day and we'll talk today asap

[2/21/2012 11:20:35 AM] Pitstop 101: Hi Millie - hope you are well

I have been trying to get hold of Chris from RS to speed up the transition process for you but he isnt online - Tam is chasing him

any news re some important collections at all

regards the occassional C Card that needs to be processed is fine but wherever possible everyone needs to try to pay using EFT so it either lands inside the Coomonwealth bank or ANZ bank Pitstop 101 Media Pty Ltd

[2/21/2012 11:23:49 AM] millie.pitstop101: Hi Joe good afternoon

[2/21/2012 11:24:06 AM] millie.pitstop101: I am just trying to fix my internet as it seems intermittent

[2/21/2012 11:24:41 AM] millie.pitstop101: I will look into our collections now

[2/21/2012 11:25:18 AM] millie.pitstop101: Also, Erica paid the $2,688.85 incl GST

[2/21/2012 11:30:23 AM] Pitstop 101: ok no worries - you seem online now - is it fixed etc

also thanks regards report on ikecho - excellent and well done Millie

[2/21/2012 11:32:16 AM] millie.pitstop101: Thank you..

[2/21/2012 11:32:50 AM] Pitstop 101: no worries millie

[2/21/2012 11:37:48 AM] Pitstop 101: [2:33:18 PM] Pitstop 101: left him a message - where is he

[2:35:20 PM] 34 PITSTOP 101 - Tam - accounts: he's attending a conference

[2:37:27 PM] Pitstop 101: ok

[2/21/2012 12:13:08 PM] millie.pitstop101: Hi Joe could you please let me know your thoughts about Erica's email:

[2/21/2012 12:13:09 PM] millie.pitstop101: Dear Millie and Joe,

I have written that I paid this account but I have had a good look over this invoice before transferring payment and just wanted to discuss and understand, for future events how the pricing works.

Both myself and colleagues have dealt with several IT companies over the last few years and the pricing for this job does seems excessive.

I just want to understand how you come about this? When you appointed a staff member to work on this. If it had taken them say, two solid working days, (15 hrs), this would equate to $180 an hour to carry out this job.

I do understand that amendments to our web site are timely but, I just want to qualify premiums such as this for future matters.

Our company is continuallly growing and we are going to require continual gradual amendments to our web site. I understand, as previously discussed, most of your clients, must have stock standard services and may not require upgrades to their web sites on regular basic, but we want to move forward knowing that, by continuing a long terms service with you – it’s going to be fairly economical and transparent, both dealing with every day IT questions and occasional short projects such as this one.

I would like you to consider this email and take this into account as we are going to be requiring your services more and more.

Please do get back to me personally at your earliest convenience.

[2/21/2012 12:53:23 PM] millie.pitstop101: Hi Joe

[2/21/2012 12:53:29 PM] millie.pitstop101: I will just grab a quick bit

[2/21/2012 12:53:30 PM] millie.pitstop101: bite

[2/21/2012 12:53:31 PM] millie.pitstop101: thanks

[2/21/2012 1:26:59 PM] Pitstop 101: Millie just skype me what you would say to Erica and i will add anything that may need to be added - so dont send her anything before i see it just to make sure you and i and Mike agree on final message - then send to her and proceed with getting her payment i suppose

thanks Millie

[2/21/2012 1:46:22 PM] \*\*\* Call from Pitstop 101, duration 07:04. \*\*\*

[2/21/2012 2:25:19 PM] millie.pitstop101: Hi Erica,

I am glad to hear that your company is growing and we’d like to grow with you as well.

For different customers there are different prices, for example is yours. You would not be quoted the same price for new customers. It’s our nature to carefully consider all the prices especially if the task is about customization.

Your programming task is not standard that we just need to grab a template and post it in your website. Yours would be original and customized.

As stated in the quote and invoice, programming task would take 16 hours for adding a currency to shopping cart and another 4 hours for adding new fields to customer’s database for state and country.

This is a total of 20 hours and once quote is accepted, this only means you agreed on the pricing terms.

After much deliberation, we have come up with the discounted price of $2,688.85 incl GST .

[2/21/2012 2:26:12 PM] millie.pitstop101: Please let me know your thoughts about this Joe

[2/21/2012 2:26:15 PM] millie.pitstop101: Thanks

[2/21/2012 2:26:59 PM] Pitstop 101: ok let me see

[2/21/2012 2:35:01 PM | Removed 2:35:22 PM] Pitstop 101: This message has been removed.

[2/21/2012 6:49:58 PM] Pitstop 101:

Millie just sent you what we need to say to ikecho - thanks Millie

[2/22/2012 12:48:44 PM] Pitstop 101: Hi Millie how did you go with erica

[2/22/2012 12:52:01 PM] millie.pitstop101: Hi Joe

[2/22/2012 12:52:08 PM] millie.pitstop101: Erica paid the amount stated in the email

[2/22/2012 12:52:16 PM] millie.pitstop101: $2672 incl GST

[2/22/2012 12:52:33 PM] Pitstop 101: cooooooooooooooooooool so you sent her the thing i wrote?

[2/22/2012 12:54:11 PM] millie.pitstop101: yes

[2/22/2012 12:54:35 PM] millie.pitstop101: Yes i sent her what you wrote, and I said it was from me and you

[2/22/2012 12:56:02 PM] Pitstop 101: coooooooool good Millie - excellent

a client i just saw is going ahead with 3.5k incl gst - will write you tonight with details

[2/22/2012 12:56:24 PM] millie.pitstop101: ok cool

[2/22/2012 12:56:54 PM] Pitstop 101: going into meeting now -will text you tonight + email you etc - is everything ok

[2/22/2012 12:57:10 PM] millie.pitstop101: ok.. Im keeping an eye on everything.

[2/22/2012 12:57:24 PM] Pitstop 101: great

[2/22/2012 12:57:31 PM] millie.pitstop101: Btw Joe can I do overtime later as I need to reconcile bank accounts for Mike

[2/22/2012 12:57:55 PM] Pitstop 101: accepted

[2/22/2012 12:58:22 PM] Pitstop 101: ok have a great day we'll catch you tonight

[2/22/2012 12:58:29 PM] millie.pitstop101: Sure..take care.

[2/22/2012 12:58:45 PM] Pitstop 101: you too

[2/23/2012 11:35:46 AM] millie.pitstop101: Hi Joe good afternoon

[2/23/2012 11:37:23 AM] millie.pitstop101: I need to recharge my skype credits

[2/23/2012 11:38:19 AM] millie.pitstop101: I tried the card but i think no more money left in the card

[2/23/2012 11:38:20 AM] millie.pitstop101: thanks

[2/23/2012 12:20:43 PM] millie.pitstop101: Also I spoke to Mona of sweet impression, please call her as she is already pissed and disappointed with us.

[2/23/2012 1:54:29 PM] Pitstop 101: ok no worries Millie please use the following number 5371 9613 0003 2805 --- exp 11/14

[2/23/2012 1:55:03 PM] Pitstop 101: why is she disapointed

[2/23/2012 1:55:35 PM] Pitstop 101: also pls call Nina

[2/23/2012 1:57:02 PM] millie.pitstop101: HI millie,

I must say I am very disappointed in the time frame this exercise has taken,. I have tried calling Joe but I get no answer.

Joe promised me at x-mas time that if I prepaid this package which I did, I would have my website up and running by 12th January on our return from holidays. We are now at the end of February and no progress. I get a few emails here and there with 1 pages attached. I don’t know what is going on. I have lost 6 weeks of online trading and made no sales from my site.

So far I see that all the categories still need to be worked on plus the setting up of my shopping cart options, facebook and whatever else we had discussed.

I did not expect this from Pitstop 101 and that is why I opted to stay with you instead of going with someone else who would most definitely have had the site up and running by now.

I would like to speak with joe if possible please and need an explanation as to why all this is not complete as yet.

regards

[2/23/2012 1:57:44 PM] millie.pitstop101: [Thursday, February 23, 2012 1:54 PM] Pitstop 101:

<<< ok no worries Millie please use the following number 5371 9613 0003 2805 --- exp 11/14what is the account name? thanks

[2/23/2012 1:58:51 PM] Pitstop 101: Pitstop 101 Media

[2/23/2012 1:59:27 PM] millie.pitstop101: OK THANKS

[2/23/2012 1:59:35 PM] Pitstop 101: Millie call me please

[2/23/2012 1:59:49 PM] \*\*\* Call to Pitstop 101 \*\*\*

[2/23/2012 1:59:56 PM] \*\*\* Call to Pitstop 101 \*\*\*

[2/23/2012 2:03:08 PM] Pitstop 101: [Thursday, February 23, 2012 8:37 AM] Patrick Sy:

<<< I'd say about 50% / half now (this month) compared to January

[2/23/2012 2:04:28 PM] Pitstop 101: please compare the situation and panic and volume of support and enquiries and volume of issues outstanding in JANUARY to NOW

[2/23/2012 2:10:39 PM] Pitstop 101: rs.edison.des.jl

[2/23/2012 2:14:38 PM] \*\*\* Call ended, duration 14:42 \*\*\*

[2/23/2012 2:33:23 PM] Pitstop 101: I said this to Emma from RS

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[Thursday, February 23, 2012 2:06 PM] Pitstop 101:

<<< Hi Emma we have an issue with Patrick - he is not online

Edison and Patrick need to be prioritising their jobs according to what Millie has asked we have a couple of very urgent clients to do work for etc....

can Edison work an extra shift tonight - if yes please let Millie know or get him and Patrick contacting Millie and she will have a set of priorities to get done first - thanks Emma

[2/23/2012 2:39:00 PM] millie.pitstop101: Hi Joe, can i question these guys? because I know you are busy, i dont want to bug you with these things... you should just be thinking about the quotes etc. I just want to speak on your behalf.. or let them know Im handling the projects.. etc...

[2/23/2012 2:39:45 PM] millie.pitstop101: Emma sent me a skype message re edison and patrick

[2/23/2012 2:39:47 PM] millie.pitstop101: [Thursday, February 23, 2012 2:38 PM] RS Emma:

<<< millie

Joe is not online right now on skype, I have to log off in a while to attend to an emergency, could you kindly inform Joe that I will be logging off for now, but will make up for the hours loss later as soon as I get back.. I'll send an email to the pitstop email also

mag work daw si Patrick later

trying to call Edison

[2/24/2012 7:07:28 AM] Pitstop 101: yes Millie please let them all know thart you are co-ordinating projects so they need to listen to you as far as priorities etc -

no issue to be outstanding longer than 12 hours

no new web project to take olonger than 3 weeks etc etc

[2/24/2012 11:17:17 AM] millie.pitstop101: Hi joe

[2/24/2012 11:17:24 AM] millie.pitstop101: good arvo

[2/24/2012 11:33:07 AM] Pitstop 101: hi Millie good to see you online - how are you

[2/24/2012 11:33:18 AM] Pitstop 101: ooooops you arre now offline??

[2/24/2012 11:46:48 AM] millie.pitstop101: Hi Joe

[2/24/2012 11:47:01 AM] millie.pitstop101: sorry about that..my internet gone bad earlier

[2/24/2012 11:47:05 AM] millie.pitstop101: but its fine now

[2/24/2012 12:10:01 PM] Pitstop 101: aha cool ok excellent -

[2/24/2012 12:10:24 PM] millie.pitstop101: im just talking to remotestaff..just issues with the pay.

[2/24/2012 12:10:42 PM] millie.pitstop101: please give 5 mins to sort this out.

[2/24/2012 12:10:45 PM] millie.pitstop101: thank you

[2/24/2012 12:14:00 PM] Pitstop 101: what issues with pay

[2/24/2012 12:15:18 PM] millie.pitstop101: they are some onvertime that are not covered.. but I will talk to them after work..

[2/24/2012 12:15:23 PM] millie.pitstop101: I will sort it out later

[2/24/2012 12:15:50 PM] millie.pitstop101: anyway, Dennis would like to do overtime to finish Ikecho and Peter Blanjaar of Hornsby cycles

[2/24/2012 12:38:17 PM] millie.pitstop101: Hi Joe,

[2/24/2012 12:38:28 PM] millie.pitstop101: I would like to ask your thoughts about this:

[2/24/2012 12:38:28 PM] millie.pitstop101: Millie, Can you please direct me to your upgrade package offers etc?

I saw something about a one off fee to have the web site redesigned / facelift?

I’m just wondering if this is going to be much more affordable that having separate bills for basic design changes.

[2/24/2012 12:39:43 PM] Pitstop 101: Dennis is fine to do OT

where has he seen the upgrade package?

[2/24/2012 12:46:17 PM] millie.pitstop101: I asked Patrick about Nina's progress and this is his reply:

[2/24/2012 12:46:17 PM] millie.pitstop101: [Friday, February 24, 2012 12:44 PM] Patrick Sy:

<<< Hi Millie, if you can tell me how it is possible to update two websites at the same time, i'll be sure to try and give you a better answer to that question :)

[2/24/2012 12:46:33 PM] millie.pitstop101: ill handle it Joe

[2/24/2012 12:51:50 PM] Pitstop 101: i told him to prioritise as follows

1- sweetimpression

2-hamers site

he suggested to work overtime tonight and weekend - i said yes

he asked if we can have dennis or whoever work overtime - i said yes

[2/24/2012 12:52:39 PM] millie.pitstop101: I know.. I will keep an eye on this

[2/24/2012 12:56:42 PM] millie.pitstop101: [Friday, February 24, 2012 12:39 PM] Pitstop 101:

<<< where has he seen the upgrade package?he saw it in our website

[2/24/2012 12:58:11 PM] millie.pitstop101: pitstop 101 website

[2/24/2012 12:58:20 PM] Pitstop 101: i will call him shortly - how much are we quoting for his work currently - as it always gets priced propery rather than a standard price for facelift

the facelift we were talking about goes over 1500 + gst

[2/24/2012 12:58:20 PM] millie.pitstop101: i think the same as Instyle videos

[2/24/2012 12:59:40 PM] Pitstop 101: it says if you spend more than 1500 on a facelift design - it isnt talking about upgrades of all kinds and sorts and programming etc

[2/24/2012 12:59:49 PM] Pitstop 101: i willtalk to him

[2/24/2012 1:00:10 PM] millie.pitstop101: ok

[2/24/2012 1:00:16 PM] Pitstop 101: Millie how much are we expecting to clear overnight

[2/24/2012 1:02:32 PM] millie.pitstop101: I am still trying to collectt he BBS money worth $2853.40. The amount expecting to clear overnight will $1039.50

[2/24/2012 1:03:01 PM] Pitstop 101: ok thanks Millie - ok go for it

[2/24/2012 1:03:33 PM] millie.pitstop101: thanks..

[2/24/2012 2:34:15 PM] Pitstop 101: Millie did you actually call the client this afternoon

Hi Joe,

This is one is already fixed. We are no waiting for his approval for the final url we gave him.

Thanks,

Millie

[2/24/2012 2:34:35 PM] Pitstop 101: blackmore furniture

[2/24/2012 2:43:15 PM] millie.pitstop101: I was not able to speak to John because my call was transferred to voicemail. But I already emailed him about the url Patrick sent me. So we are just waiting for his approval.

[2/24/2012 3:03:27 PM] millie.pitstop101: Hi Joe, I will log back in at 8pm tonight to check on the projects and support issues

[2/24/2012 3:12:07 PM] Pitstop 101: thanks millie - well done - see you online tonight

[2/24/2012 3:16:07 PM] millie.pitstop101: I just need to ask RS about my pay if they can release it soon.

[2/24/2012 3:16:23 PM] millie.pitstop101: My internet will be down if I dont pay it soon

[2/24/2012 4:23:45 PM] Pitstop 101: ok no worries

[2/24/2012 4:28:29 PM] millie.pitstop101: RS said they cannot release it

[2/24/2012 4:28:42 PM] millie.pitstop101: unti the end of the month

[2/24/2012 4:31:00 PM] Pitstop 101: wow are you kidding - also with Chris he said he iss till not ready to realease you for us to by the contract as he has to check with you and the other client you are working for in the mornings

we are getting desperate to have you on full time and may have to employ someone else for the mornings as customer relations so we can get ahead till such time we can sort things out with chris

[2/24/2012 4:31:58 PM] Pitstop 101: also Nina is getting ticked off

[2/24/2012 6:54:38 PM] \*\*\* Call to Pitstop 101, no answer. \*\*\*

[2/24/2012 7:13:09 PM] millie.pitstop101: Hi Joe are you available to talk now?

[2/24/2012 7:13:40 PM] millie.pitstop101: Im saddend with the news that i cannot be with you yet and that you have to employ another one in the morning?

[2/24/2012 7:13:43 PM] millie.pitstop101: :(

[2/24/2012 7:14:10 PM] Pitstop 101: yes same here

[2/24/2012 7:15:57 PM] Pitstop 101: what i have said to Mike is that we put someone on part time mornings till we sort things out with chris and the changeover and all that

then you can come onboard full time and we let the other person go or keep them as part time as yor assistant and you go full time

[2/24/2012 7:17:22 PM] millie.pitstop101: You know honestly Im having a hard time communicating to the programmers number 1. They speak tagalog.. they cannot talk to the clients.. If you are looking for support who can talk to clients, maybe my husband can apply? He grew up in Los Angeles, so he knows how to speak english fluently.. He worked with Optus before as a technical support.2. The guys are putting me down... I asked them and asked and it seems like they dont know what they are doing..

[2/24/2012 7:17:34 PM] millie.pitstop101: Edison said he is not familiar with CMS?

[2/24/2012 7:17:45 PM] millie.pitstop101: and he is waiting for Patrick to do something for Mona and Nina?

[2/24/2012 7:17:52 PM] millie.pitstop101: those 2 are being handled by those guys

[2/24/2012 7:17:59 PM] millie.pitstop101: I am sad

[2/24/2012 7:18:07 PM] millie.pitstop101: What I just quit RS?

[2/24/2012 7:18:25 PM] millie.pitstop101: And go to you directly?

[2/24/2012 7:18:28 PM] millie.pitstop101: I dont know

[2/24/2012 7:18:36 PM] millie.pitstop101: (facepalm)

[2/24/2012 7:19:17 PM] Pitstop 101: ok does your husband currently work

[2/24/2012 7:20:12 PM] millie.pitstop101: Yes part time too

[2/24/2012 7:20:15 PM] millie.pitstop101: not with RS

[2/24/2012 7:20:20 PM] Pitstop 101: good

[2/24/2012 7:20:24 PM] Pitstop 101: call me

[2/24/2012 7:20:29 PM] Pitstop 101: give me 5

[2/24/2012 7:25:05 PM] millie.pitstop101: ok. let me know when you're ready

[2/24/2012 7:28:57 PM] Pitstop 101: ok

[2/24/2012 7:29:00 PM] Pitstop 101: ready now

[2/24/2012 7:29:30 PM] \*\*\* Call to Pitstop 101, duration 00:06. \*\*\*

[2/24/2012 7:29:51 PM] \*\*\* Call to Pitstop 101 \*\*\*

[2/24/2012 7:56:35 PM] millie.pitstop101: Mikels Rilloraza

[2/24/2012 7:58:05 PM] millie.pitstop101: Mikels is currently working for Optus as a Technical Support/ Customer service/Activations

[2/24/2012 7:58:15 PM] millie.pitstop101: and he has a IT too

[2/24/2012 8:03:19 PM] Pitstop 101: English speaking tech person that can talk to clients

Millies Husband - Mikels - currently works with optus support

[2/24/2012 8:03:24 PM] Pitstop 101: [Friday, February 24, 2012 8:02 PM] rs.edison.des.jl:

<<< hi Joe, yes that's good to hear i've been waiting for that actually. my other client is just 3days/week, 3hours/day and it's just for trial status. inform me if that offers good to go ;)

[2/24/2012 8:07:36 PM] Pitstop 101: Millie possibly quits with RS and we employ her direct

[2/24/2012 8:19:27 PM] Pitstop 101: [11:03:52 PM] Pitstop 101: ok so which hours and days are you available fo us

[11:04:56 PM] 7 PITSTOP 101 - Edison: actually i can work same time as before 9am-6pm (AUS) mon-fri

[2/24/2012 8:24:16 PM] Pitstop 101: [11:04:56 PM] 7 PITSTOP 101 - Edison: actually i can work same time as before 9am-6pm (AUS) mon-fri

[11:23:10 PM] 7 PITSTOP 101 - Edison: hi Joe, just inform me when i'll be going full-time again so i can properly inform RS (remotestaff) about it. thanks

[11:24:07 PM] Pitstop 101: ok you have yourself a full time job as of now

please do overtime tomorrow [ saturday full day ]and commmunicate directly with Millie as to what needs urgently doing as we are a lot behind on stuff and then if Mille or patrick require you please do Sunday full time

then starting monday you start full time with us again 9am to 6pm mon to fri

Edison thanks for that but please be efficient and accurate in all you do

[2/24/2012 8:42:36 PM] \*\*\* Call ended, duration 1:12:45 \*\*\*

[2/25/2012 8:38:51 AM] millie.pitstop101: Good morning

[2/25/2012 8:39:17 AM] Pitstop 101: Good Morning Millie - how are you going this morning

[2/25/2012 8:40:47 AM] millie.pitstop101: Everything is okay so far

[2/25/2012 8:40:58 AM] millie.pitstop101: Edison and Dennis are online

[2/25/2012 8:41:01 AM] millie.pitstop101: Patrick isnt

[2/25/2012 8:42:25 AM] Pitstop 101: ok thanks for the update Millie - ok plrease get them onto ugrgent stuff asap and Patrick needs to catch up when he gets online

[2/25/2012 8:43:24 AM] millie.pitstop101: ok

[2/25/2012 8:44:02 AM] millie.pitstop101: I sent an email regarding my thoughts about my working status with you.

[2/25/2012 8:56:11 AM] Pitstop 101: ok let me see

[2/25/2012 9:05:00 AM] Pitstop 101: Millie i sent you a reply via email - also i forgot to mention the i think all those clients need to be called to make sure you understand what is outstanding and Nina if she has not given feedback that could be because something isnt right - you can call her to get her opinion and relay it to client

just tell her we are working overtime and weekend to complete asap and she will be fine with it

[2/25/2012 9:50:18 AM] Pitstop 101: Millie - urgent

please call client - please recall that we do not want to suspend customers at all till they say so - usually we make the mistake not them

please confirm he knows or whatever

Dear Mark Anthony,

Your hosting account has been suspended due to non-payment. Details of the account are below:

Product/Service: 101 Instant Website

Domain: jimaniclothing.com

Amount: $26.95AUD

Due Date: 11/02/2012

Please contact us as soon as possible to get your website back online.

[2/25/2012 10:14:26 AM] millie.pitstop101: Hi Joe could you please give me the card verification code for this credit card: ok no worries Millie please use the following number 5371 9613 0003 2805 --- exp 11/14

[2/25/2012 10:14:39 AM] millie.pitstop101: I am going to top up my skype credits

[2/25/2012 10:14:44 AM] millie.pitstop101: thanks

[2/25/2012 10:15:05 AM] Pitstop 101: ok getting it now

[2/25/2012 3:35:19 PM] Pitstop 101: sorry Millie totally forgot to get it its as follows

[2/25/2012 3:35:23 PM] Pitstop 101: 660

[2/25/2012 3:52:30 PM] millie.pitstop101: thanks

[2/25/2012 3:56:33 PM] Pitstop 101: no worries

[2/25/2012 3:56:40 PM] Pitstop 101: how did everything go

[2/25/2012 3:59:54 PM] millie.pitstop101: For CMS templating on Mona's website -about 50%

[2/25/2012 4:00:19 PM] millie.pitstop101: Nina BBX's site would depend on when she will approve of the design changes, it has already been sent to her, she has yet to reply - we need her approval for the template so we can begin on development of her website. As for CMS template for that it's about 40%

[2/25/2012 4:00:38 PM] millie.pitstop101: I am going to top it up now so i can call Nina

[2/25/2012 4:01:19 PM] Pitstop 101: ok nearly there - well done Millie

I am sure clients appreciate us working overtime and weekend to speed up the process...thanks Millie

[2/25/2012 4:07:33 PM] millie.pitstop101: Your payment was successful

Thank you for shopping with Skype! We have started to process your order number 587267007 containing:

Skype Credit purchase of AU$40

[2/25/2012 4:07:45 PM] millie.pitstop101: $40 is usually good for a month

[2/25/2012 4:08:07 PM] millie.pitstop101: I only call mobile if necessary

[2/25/2012 4:08:27 PM] Pitstop 101: yes good idea avoid mobiles wherever possible

[2/25/2012 4:14:39 PM] millie.pitstop101: Nina's mobile though... she said give her 5 minutes and hell be home to check the latest url the guys sent her

[2/25/2012 4:15:38 PM] Pitstop 101: Millie sent you the next site going ahead 3k + gst

but for that price which is discounted to customer - we must not take longer than following

all combined time from everyone involved with the site including my time and your time must NOT exceed 20 hours

obviously we must time every project from now on accurately please Millie

i have already spent 3 hours for quoting and talking to client and seeing them etc

so theres 17 hours left

I would like to get these sites completed by end of the next week but time worked on project must not exceed 17 hours from here on

[2/25/2012 4:16:27 PM] Pitstop 101: agreed?

[2/25/2012 4:16:40 PM] millie.pitstop101: Agree

[2/25/2012 4:17:27 PM] Pitstop 101: cool excellent please tell the guys when you put it through after getting payment etc....thanks Millie

[2/25/2012 4:17:39 PM] millie.pitstop101: Edison will continue OT tomorrow for Mona

[2/25/2012 4:17:54 PM] millie.pitstop101: and Patrick as well

[2/25/2012 4:18:07 PM] millie.pitstop101: We still have instyle video and Chrsit the church...

[2/25/2012 4:18:40 PM] Pitstop 101: ok sounds like you are on top of it all - I am impressed Millie - great job

[2/25/2012 4:21:24 PM] millie.pitstop101: Thank you

[2/25/2012 4:22:00 PM] Pitstop 101: no worries

[2/25/2012 4:22:36 PM] Pitstop 101: also when you see this kind of email this is really urgent and it can be fixed - please alert the guys onto this one

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hi Millie,

We are still unable to edit/insert images when editing category details or product details. The warning message that appears is attached.

Why are these problems arising? When all we asked for was a copy of the BBS website that should have included changing any static/fixed code that looks at BBS addresses and change to mrcpeptides?

We are involved in a major conference (FitEx) in Melbourne on 16/3 to 18/3 and the website is crucial to our success.

If need be, can a support person review all the issues and contact me direct on the mobile number below – ANY TIME

Regards,

Best Buy Supplements

Ed & Adam Van Spanje

Mob: 0411157222

[2/25/2012 4:23:08 PM] Pitstop 101: i will be back in 1.5 hrs

[2/25/2012 4:24:00 PM] millie.pitstop101: yes... I left a voice message reaging this issue earlier.. I will wait for Dennis to go online tonight

[2/25/2012 4:24:13 PM] millie.pitstop101: We made an agreement that he will be online tonight

[2/25/2012 4:28:35 PM] millie.pitstop101: I will be back in 2 hours too..need to do some errands

[2/26/2012 7:17:28 PM] Pitstop 101: hi Millie we will need to get someone monitoring emails like you and i do so that if there is anything urgent it needs to be fixed on the spot....what do you think?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

like the following VERY URGENT ISSUE THAT PATRICK OR SOMEONE NEEDS TO FIX ASAP

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I bet you no-one apart from you or i noticed this

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hello Support and Joe CEO Pitstop101,

We have been told the website mrcpeptides.com.au was ready to go. This IS NOT the case.

We spent the weekend entering products so the website could go live.

INSTEAD, we find placing an order up to the point of checking out the prompts sends the customer to bestbuysupplements.com.au???

THIS TYPE OF FUNDAMENTAL TESTING SHOULD HAVE BEEN PERFORMED BEFORE TELLING THE CUSTOMER THE WEBSITE IS READ TO GO!!!

THIS TYPE OF POOR SERVICE WAS NEVER AN ISSUE WITH THE SUPPORT RECEIVED BY LYNDON AND IRENA.

THE WEBSITE HAS THE ICONS FOR ON-LINE CREDIT CARD PROCESSING ETC,. DOES THIS NOT REQUIRE CONFIRMATION/SETUP BY THE APPROPRIATE FINANCIAL INSTITUTION? IF SO, WHAT ARE MY LOGIN DETAILS?

THIS IS CRUCIAL – FIX THIS BEFORE CUSTOMERS LOG IN AND TRY TO PURCHASE PRODUCT.

Regards,

Best Buy Supplements

Ed & Adam Van Spanje

Mob: 0411157222

Phone/Fax: 02 47398551

www.bestbuysupplements.com.au

[2/27/2012 11:49:20 AM] Pitstop 101: Hi Millie - have Glenmar Joinery paid for site + have you given go ahead for the kitch n things site for ecommerce

[2/27/2012 12:46:04 PM] millie.pitstop101: Kitch n things ecommerce has been paid in full last 10.2.2012

[2/27/2012 12:47:04 PM] Pitstop 101: so why has it not been put forward to team to build - 17 days ago

[2/27/2012 2:09:02 PM] millie.pitstop101: VERY URGENT--------http://www.touchuppaints.com.au/buy-Car\_Touch\_Up\_Paint\_Kit-45.html

[2/27/2012 2:09:10 PM] millie.pitstop101: I am speaking to Mike right now

[2/27/2012 2:09:14 PM] millie.pitstop101: and so MAD

[2/27/2012 2:09:32 PM] Pitstop 101: ?

[2/27/2012 2:09:57 PM] millie.pitstop101: he said if you need his business please call him at your earliest convenience,

[2/27/2012 2:15:03 PM] millie.pitstop101: as per Mike:of touchuppaints

[2/27/2012 2:15:10 PM] millie.pitstop101: please check and fix my website

[2/27/2012 2:16:24 PM] Pitstop 101: what website and why is he mad

[2/27/2012 2:17:12 PM] millie.pitstop101: http://www.touchuppaints.com.au/buy-Car\_Touch\_Up\_Paint\_Kit-45.html

[2/27/2012 2:17:35 PM] millie.pitstop101: because of poor service.. im still tlaking to him though

[2/27/2012 2:18:38 PM] millie.pitstop101: he said he paid a lot of money and when we said we cannot acct BC before, he paid cash, then he is saying that the bandwidth is always exceeding etc... he wants to have the bandwidth fixed rgiht now

[2/27/2012 2:18:44 PM] millie.pitstop101: i emailed this patrick already

[2/27/2012 2:19:00 PM] millie.pitstop101: he wants to speak to you and find out what is going on with Pitstop101

[2/27/2012 2:20:54 PM] Pitstop 101: is it just bandwidth issue ???

[2/27/2012 2:21:13 PM] millie.pitstop101: yeah

[2/27/2012 2:21:19 PM] millie.pitstop101: still on the phone with him

[2/27/2012 2:21:23 PM] millie.pitstop101: his website is ok now

[2/27/2012 2:21:27 PM] millie.pitstop101: but still ranting

[2/27/2012 2:25:20 PM] millie.pitstop101: we can accept Bartercard payment now right? regardless if its hosting, basic support plan and websites?

[2/27/2012 2:27:47 PM] millie.pitstop101: He said if you can soeak to him after we talk would be greatly appreciated

[2/27/2012 2:28:13 PM] millie.pitstop101: He said, he appreciated bumping up the bandwidth...

[2/27/2012 3:09:03 PM] Pitstop 101: i will tlk to him tomorrow unless he has a mobile i can call him soon

but the following needs addressing asap Millie and i mean as soon as poss

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hi Millie

Thanks to Lyndon for sorting out the BBs site but I think he is saying that we need to ask client to purchase the ssl – is that right Lyndon

Lyndon didn’t understand what you meant by ssl needs requesting - - do you mean we have to purchase it still??

If so Millie please ask Lyndon and please sort out for BBS asap

Thanks very much Millie

Best Regards

Joe

[2/27/2012 4:35:11 PM] millie.pitstop101: Hi Millie,

Your on the money, job well done Millie, lets go live and see if it brings in some more work for my company.

Thank you for your assistance over the last two weeks much appreciated, I will update you in six month time on how the new website is working for us.

Regards

John Blackmore

Blackmore Furnitrure Concepts

Unit 9/250 Milperra Rd,

MILPERRA NSW 2144

Tel: 9771 4933

Mob: 0416 168 251

Fax: 9771 4733

Web: http://www.shopfittingandcommercialjoinery.com.au

[2/27/2012 6:30:39 PM] Pitstop 101: yeeeeeeeeeeeeeeeeeeeeeeeeeeeeeeha

[2/27/2012 6:31:10 PM] Pitstop 101: excellent work Millie - well done and keep up the excellent standard

joe

[2/28/2012 12:36:20 PM] Pitstop 101: hi Millie

[2/28/2012 12:36:24 PM] Pitstop 101: are you there

[2/28/2012 12:36:46 PM] Pitstop 101: you appear offline

[2/28/2012 12:40:57 PM] millie.pitstop101: Hi Joe

[2/28/2012 12:41:10 PM] millie.pitstop101: sorry about that..Im ok now.. internet is sporadic

[2/28/2012 12:41:33 PM] millie.pitstop101: it was, i got disconnected

[2/28/2012 1:05:23 PM] Pitstop 101: no worries - has the 1650 been paid by commercial joinery

[2/28/2012 1:08:21 PM] millie.pitstop101: I would not know that since the bank details I used there was the new bank details from ANZ

[2/28/2012 1:08:27 PM] millie.pitstop101: i dont have access on that

[2/28/2012 1:08:56 PM] Pitstop 101: aha i see

[2/28/2012 1:10:07 PM] Pitstop 101: just call them to ask for a receipt to be sent or just confirmation of payment - i will pursue the online details

[2/28/2012 1:12:24 PM] millie.pitstop101: ok

[2/28/2012 1:15:15 PM] millie.pitstop101: Hi Joe did you get email regarding my quitting RS? and when will my new role be official?

[2/28/2012 1:18:10 PM] millie.pitstop101: I spoke to Glen and everything is ok should i contact Don to chase the payment

[2/28/2012 1:18:19 PM] millie.pitstop101: I called Don but no answer, VM

[2/28/2012 1:18:38 PM] millie.pitstop101: I will call him after an hour

[2/28/2012 1:27:44 PM] millie.pitstop101: Thanks,

Erica and i will await his call.

Pauly Jason Marinucci

Marketing & Administration Co-ordinator

[2/28/2012 1:29:29 PM] Pitstop 101: ok cool - yes call me by 5.15 so we can discuss your question - also yes you can call don etc when you can this arvo

[2/28/2012 1:30:46 PM] millie.pitstop101: Please let me know if have already spoken to Pauly. thanks I will call them this arvo

[2/28/2012 1:33:23 PM] Pitstop 101: i spoke with him relating to some stuff he is waiting for us to do and / or price.....

[2/28/2012 1:34:06 PM] Pitstop 101: so Patrik may have those details

[2/28/2012 1:36:35 PM] millie.pitstop101: Hi Millie,

Kindly send Pauly (ikechopearls) a quote for a Flash Application: Stockists Search World Map

Graphics - 12 hours

- World map (with divisions for future addition of stockist location)

- Australia, New Zealand maps with state divisions

Flash integration (layout) - 6 hours

- World map view

- Australia map (click-able states)

- New Zealand map

Flash programming - 12 hours

- must be flexible enough to add stockists (future changes/additions)

- must link to CMS page for stockist search

Total: 30 hours

[2/28/2012 1:37:22 PM] Pitstop 101: ok cool

[2/28/2012 1:44:27 PM] millie.pitstop101:

ok. how much will it be?

[2/28/2012 1:44:28 PM] millie.pitstop101: or

[2/28/2012 1:44:37 PM] millie.pitstop101: can we give them the hour block?

[2/28/2012 1:44:38 PM] millie.pitstop101: 5. 30 hour Block of Web Development - $2,520 incl GST [ works out to be $84 incl GST per hour ]

[2/28/2012 1:59:20 PM] millie.pitstop101: Joe I had to process a cc payment as a coutesy to the client, veruy upset..Teina of signature moves

[2/28/2012 1:59:43 PM] millie.pitstop101: $99 for domain renewal

[2/28/2012 2:03:48 PM] millie.pitstop101: Hi Joe can I use the Pitstop 101 media in refilling th TPP ?

[2/28/2012 2:03:52 PM] millie.pitstop101: we only have Account Bal: AU$8.80

[2/28/2012 2:03:56 PM] millie.pitstop101: i need to renew domain

[2/28/2012 2:14:19 PM] millie.pitstop101: Hi Millie,

Just had a look at the website live, looks great and fresh, I hope my future clients like it too, once again thank you for your assistance, if you are ever in the Milperra / Bankstown area please call in and I will shout you a coffee.

Regards

John Blackmore

[2/28/2012 2:17:17 PM] millie.pitstop101: I spoke to Don and he said he wants to see samples first or links, to check if its ok for him

[2/28/2012 2:33:32 PM] Pitstop 101: Spoke with Glen and he says he will chat with Don....Glen said for you to call Glen tomorrow afternoon and he will sort out the payment

[2/28/2012 2:33:47 PM] millie.pitstop101: ok

[2/28/2012 2:50:04 PM] millie.pitstop101: I am talking to Marissa right now

[2/28/2012 2:50:08 PM] millie.pitstop101: issues with Patrick

[2/28/2012 2:50:14 PM] millie.pitstop101: attitude towards work

[2/28/2012 3:04:08 PM] millie.pitstop101: Hi Team,

In addition to this, this is not a one man band, you cannot just say to each is own because one way or another, we all have to communicate. Especially me, I need all of your comments and updates with the client’s websites you are working on, why? Because I’m the one who has to deal with their complaints, their irate attitude and you guys don’t.

Regardless of whatever manpower issue we are facing now, the bottom line is the show must go on. I need to know if you will be able to update the PM or not. I can add tasks / projects to the system and If I do so, I am expecting everyone’s cooperation.

I am encouraging everyone to say their piece before I upload projects.

Thanks,

Millie

[2/28/2012 3:06:46 PM] millie.pitstop101: I had to email him with that one, because im sick and tired of his jaw jabbing

[2/28/2012 3:49:07 PM] Pitstop 101: ok thats fair enough Millie

[2/29/2012 8:05:04 AM] Pitstop 101: H Millie i need to take off to a meeting with client v soon

noticed you charged 1138 for 1 hour work for laguna was that correct....does the client know it would take 1 hr or did Marissa say to you it would take 1 hr and you charged clinet over 1k

i'm fine if we are charging 1k/hr but just wandering?

[2/29/2012 8:06:45 AM] millie.pitstop101: Hi Joe good morning.. Just checking the situation here at pitstop

[2/29/2012 8:06:52 AM] millie.pitstop101: Im sorry that was a typographical error

[2/29/2012 8:07:00 AM] millie.pitstop101: marissa said 1 hour programming

[2/29/2012 8:07:07 AM] millie.pitstop101: so $138.60 incl GST

[2/29/2012 8:08:26 AM] millie.pitstop101: also when you were not here I made some quotes for Richard re revamping his site. I think he has been emailing us since last year but no one replied to him.. so I asked marissa to give me ideas for the quote

[2/29/2012 8:08:57 AM] millie.pitstop101: i ll send you the email

[2/29/2012 8:10:02 AM] millie.pitstop101: also Joe can I use Pitstop 101 media to refill Aussiehq? I need to refill it

[2/29/2012 8:10:46 AM] millie.pitstop101: regarding Ikecho

[2/29/2012 8:10:48 AM] millie.pitstop101: [Tuesday, February 28, 2012 1:44 PM] millie.pitstop101:

<<< 5. 30 hour Block of Web Development - $2,520 incl GST [ works out to be $84 incl GST per hour ]

Joe I had to process a cc payment as a coutesy to the client, veruy upset..Teina of signature moves

$99 for domain renewal

Hi Joe can I use the Pitstop 101 media in refilling th TPP ?

we only have Account Bal: AU$8.80

i need to renew domain

[2/29/2012 8:11:15 AM] Pitstop 101: yes you can use the media account

ok no worrie thanks Millie

[2/29/2012 8:12:17 AM] millie.pitstop101: ok thanks will log out now

[2/29/2012 8:12:20 AM] millie.pitstop101: oh btw

[2/29/2012 8:12:44 AM] millie.pitstop101: dennis is working on BBS and msreptides

[2/29/2012 8:12:56 AM] millie.pitstop101: talk to you later

[2/29/2012 8:13:21 AM] Pitstop 101: ok talk you you later

[2/29/2012 2:05:48 PM] millie.pitstop101: Hi Joe I already solved the Teina signature moves issue.. Also, I would like to follow up on Ikecho's quote? are we going to use the 30hour block or different price?

[2/29/2012 2:05:55 PM] millie.pitstop101: [Wednesday, February 29, 2012 8:10 AM] millie.pitstop101:

<<< regarding Ikecho

[Tuesday, February 28, 2012 4:44 PM] millie.pitstop101:

<<< 5. 30 hour Block of Web Development - $2,520 incl GST [ works out to be $84 incl GST per hour ]

[2/29/2012 3:15:57 PM] millie.pitstop101: Hi Joe, Please let me know about Ikecho's price for 30 hour project... I dont know if you have a diffrent price for that or if you want me to use the 30 hour block you proposed before?

[2/29/2012 7:12:45 PM] Pitstop 101: ok lets talk about that asap but once again i think this is taking too long to sort out - we need a better system Millie - you and i need to discuss what you have in mind + my idea on all that

i would say if we have quoted for 30 hours that means we take the risk if it goes over 30 hours - if its over which sometimes it can go over by double - or it may be 30

this is why we charge our programming rate at 126+gst / hr

if they buy the 30 hours block of time at the reduced rate we basically stop at 30 hours so if the project isnt completed by then they would need to buy anothe rblock of hours or we quote them for the rest of the work

at this stage i dont know if the 30 hours should be priced at 84incl gst it should be more like 100 + gst or 115 + gst making it $3450 + GST

BUT i dont like this game of them taking the risk cause we get to 30 hrs and we want more they are not going to like it at all

i would just give them the usual price of 126 + gst / hr x 30 hrs i think

if they complain we can have a look at dropping it to block of time

what do you think

[3/1/2012 11:37:11 AM] Pitstop 101: Hi Millie

[3/1/2012 11:37:22 AM] Pitstop 101: call me when you get in - is anything wrong

[3/1/2012 12:33:32 PM] millie.pitstop101: Hi Joe Im sorry for being offline earlier. RS asked me to restart my timesheet and screen capture thing because i appear offline to them..

[3/1/2012 12:33:48 PM] millie.pitstop101: So i restarted and everything is ok now

[3/1/2012 1:31:24 PM] Pitstop 101: ccooooooooooooooool...ok excellent'

[3/1/2012 1:34:44 PM] Pitstop 101: Millie please tell me the following how much accrued leave Lyndon accumulated? thanks

[3/1/2012 1:40:25 PM] millie.pitstop101: Holiday Leave accrued- 238.163 hours + Sick Leave acrual- 152.894= 391.057 hours

[3/1/2012 1:44:54 PM] Pitstop 101: thanks Millie

[3/1/2012 1:45:07 PM] Pitstop 101: hav eyou emailed quote 3999 to ikecho

[3/1/2012 1:45:28 PM] Pitstop 101: $3,999 incl GST

[3/1/2012 1:49:04 PM] Pitstop 101: Millie are yu there

[3/1/2012 1:50:38 PM] millie.pitstop101: yes im here..

[3/1/2012 1:50:44 PM] millie.pitstop101: I am talking to James karp

[3/1/2012 1:50:45 PM] millie.pitstop101: that is why sorry

[3/1/2012 1:51:09 PM] Pitstop 101: [4:45:14 PM] Pitstop 101: hav eyou emailed quote 3999 to ikecho

[4:45:34 PM] Pitstop 101: $3,999 incl GST

[3/1/2012 1:52:03 PM] millie.pitstop101: I am going to send it now

[3/1/2012 1:52:08 PM] millie.pitstop101: It has been sitting in the outbox

[3/1/2012 1:52:26 PM] Pitstop 101: why in outbox

[3/1/2012 1:52:28 PM | Removed 1:52:35 PM] millie.pitstop101: This message has been removed.

[3/1/2012 1:52:40 PM] millie.pitstop101: inbox full

[3/1/2012 1:53:20 PM] Pitstop 101: have you sent it now Millie as client is not going to be happy at all

[3/1/2012 1:54:24 PM] Pitstop 101: i need a reason why something like this isnt taken care of

[3/1/2012 1:55:04 PM] Pitstop 101: I emailed you this yesterday

[3/1/2012 1:55:20 PM] Pitstop 101: this isnt workable Millie

[3/1/2012 1:55:32 PM] Pitstop 101: no w i am pulling my hair out

[3/1/2012 1:55:43 PM] Pitstop 101: has it been sent yet?

[3/1/2012 1:56:08 PM] Pitstop 101: i dont need a reason any more Millie

[3/1/2012 1:56:29 PM] millie.pitstop101: yes, but I read the email late already... then I have work in the morning. I just saw it earlier. and I checked on some issues ealrier. now quote sent

[3/1/2012 1:58:39 PM] Pitstop 101: Millie I am not happy - we have lost Bink as a client because noone for 2 days took their email or My email seriously....for 2 days my email and client email was ignored

I require you at least to be on top of it all - we have potentially lost 100k / year because there was not a word from anyone to client

[3/1/2012 2:02:41 PM] Pitstop 101: didnt anyone see my email

anyway please continue Millie but i am very upset re this and this is not the attitude to have when we have so kindly offerwed you a full time position with a payrise and potential for promotion even further down the track on top of this promotion

I really need you to get on top of extremely urgent stuff immediately otherwise i am not really sure that you will be able to handle this new position?

please convince me otherwise

i know its overwhelming but we need to get up and fix this asap

i am trying to find someone to help the team and have asked Patrick to ask his friends

[3/1/2012 2:04:49 PM] Pitstop 101: i expect a lot more from you Millie as i believe in you - i think its a matter of getting organised a bit more

do you have a system of how you are prioritising issues and quotes and projects - you need a system Millie

[3/1/2012 2:05:29 PM] Pitstop 101: you can tategorise into the following

[Thursday, March 01, 2012 11:48 AM] Pitstop 101:

<<< EXTREMELY URGENT - now

VERY URGENT - this morning or this afternoon

URGENT - sometime today

SEMI URGENT - next morning

NOT URGENT - next afternoon

[3/1/2012 2:06:31 PM] Pitstop 101: Millie?

[3/1/2012 2:06:55 PM] millie.pitstop101: I know this is frustrating and alraming etc.. and I dont know what to say but sorry and my sincerest apologies Joe...

[3/1/2012 2:07:45 PM] millie.pitstop101: I know I can do it and I think I have already proven myself to this new role as we have accomplised some clients like blackmore, christ the church nina and mona

[3/1/2012 2:07:54 PM] millie.pitstop101: nadine at some point

[3/1/2012 2:08:56 PM] millie.pitstop101: the HVL or Bink creative i know is one of the biggest resellers.. I have my system to organise these clients but like what I told Patricka nd the rest of the team that each client should be treated as extremely urgent

[3/1/2012 2:09:02 PM] millie.pitstop101: its just a matter of time management,,,

[3/1/2012 2:09:41 PM] millie.pitstop101: The people behind the websites I think should be allowed to do overtime to finish all

[3/1/2012 2:10:33 PM] millie.pitstop101: I told them 4 hours for bink's clients then after that they can work ninas and monas

[3/1/2012 2:10:41 PM] millie.pitstop101: Ikecho's site is almost done as per dennis

[3/1/2012 2:13:36 PM] millie.pitstop101: And for the new role if you cannot give it to me that is fine.

[3/1/2012 2:14:09 PM] millie.pitstop101: I will continue the work and task given to me no worries at all.. If I need to convince you then Ill do it..and will prove it to you

[3/1/2012 2:15:42 PM] Pitstop 101: they are given overtime - each time Patrick asks for one of the team i say yes for overtime

yes well done on those accomplishments but the bad ones overshadow the good ones unfortunately

also Millie it is NOT true that each client needs to treated as urgent - you as the co-ordinator must organise them into

[Thursday, March 01, 2012 11:48 AM] Pitstop 101:

<<< EXTREMELY URGENT - now

VERY URGENT - this morning or this afternoon

URGENT - sometime today

SEMI URGENT - next morning

NOT URGENT - next afternoon

this is the problem Millie

please revert to categorising all issues and clients and projects and quotes [ everything ] into

[Thursday, March 01, 2012 11:48 AM] Pitstop 101:

<<< EXTREMELY URGENT - now

VERY URGENT - this morning or this afternoon

URGENT - sometime today

SEMI URGENT - next morning

NOT URGENT - next afternoon

that way we will get to the most irate and extremely urgent first

i give you permission to tell team to drop everything just to focus on EXTREME FIRST

Millie please sort them into these categories and be prepared to get the correct staff to drop everything just to handle extreme then once that is done onto VERY URGENT

ETC \

[3/1/2012 2:16:20 PM] millie.pitstop101: ok

[3/1/2012 2:18:18 PM] Pitstop 101: ok lets get past this Millie please show me you are following this method - NO more of what we had today .............

prove to me you can achieve this and i will be happy and we can continue with the plan of your position but today was a disaster Milli???

[3/1/2012 2:18:55 PM] millie.pitstop101: ok let me go back to work now

[3/1/2012 2:19:39 PM] Pitstop 101: sorry to say it that way but really had no choice but to say this in that way as i thought we were past this point

ok forget about today please focus - thanks Millie

[3/2/2012 10:31:25 AM] millie.pitstop101: Hi Joe good morning

[3/2/2012 10:31:31 AM] millie.pitstop101: good arvo

[3/2/2012 10:31:45 AM] millie.pitstop101: The other client told me my last dayw ith them is today.

[3/2/2012 10:31:52 AM] millie.pitstop101: FYI.

[3/2/2012 10:31:54 AM] millie.pitstop101: thanks

[3/2/2012 11:15:21 AM] Pitstop 101: Hi Millie wow excellent ok lets move forward asap hey!!!

[3/2/2012 11:35:17 AM] Pitstop 101: Millie please call Don and see if he has paid for the commercial joinery site and yes leave it at 3500incl gst as total no need to change it to 3300

[3/2/2012 11:35:29 AM] Pitstop 101: so that deposit is1750

[3/2/2012 11:42:49 AM] millie.pitstop101: Don already paid the $1750... being transferred yesterday receipt number 32859907

[3/2/2012 11:43:06 AM] millie.pitstop101: please let me know if cleared so i can mark off the invoice paid

[3/2/2012 11:53:16 AM] Pitstop 101: thanks for update - Millie did it go to ANZ

[3/2/2012 11:54:03 AM] millie.pitstop101: yes

[3/2/2012 11:54:04 AM] millie.pitstop101: anz

[3/2/2012 1:42:23 PM] Pitstop 101: aha thanks Millie i will try to get online access asap

[3/2/2012 1:45:12 PM] millie.pitstop101: No worries..

[3/2/2012 1:50:30 PM] millie.pitstop101: Hi Joe can I request for Marissa, Dennis and I to do overtime tomorrow?

[3/2/2012 1:51:06 PM] millie.pitstop101: I will be categosring all issues of pitstop tomorrow and marissa and dennis will finish the bink's and peter hornsby and BBS

[3/2/2012 1:51:48 PM] millie.pitstop101: plus the glenmar..i marked it as URGENT so they can give me an update tomorrow

[3/2/2012 1:51:52 PM] millie.pitstop101: at least

[3/2/2012 2:08:31 PM] Pitstop 101: WELL DONE MILLIE - good plan and yes all approved....excellent Job on managing that - well done Millie

[3/2/2012 2:09:03 PM] millie.pitstop101: I called the voice message.. no answer only voicemail.. I will call her again after 30 minutes

[3/2/2012 2:09:27 PM] millie.pitstop101: But I speficially told her I willl be here in the office tomorrow to cater her needs..so she can call me anytime tomorrow

[3/2/2012 4:09:57 PM] Pitstop 101: EXCELLENT - thanks for update Millie

[3/3/2012 8:34:50 AM] millie.pitstop101: Hi Joe good morning

[3/3/2012 8:34:51 AM] millie.pitstop101: Hi Millie,

can you pls. inform Joe that i'll be working full-time overtime today 6PM-3AM (AUS) and tomorrow at 3PM to 12AM (AUS)

to finish the following tasks (RE: commercialjoinery design, decorations2you coding, sweetimpressions product photos issue)

Regards,

Edison

[3/3/2012 8:35:56 AM] millie.pitstop101: Marissa and Dennis will be 3pm to 12am AUS for Bink tasks, Hornsby and BBS/Mcrpeptides

[3/3/2012 8:35:59 AM] millie.pitstop101: thank you

[3/3/2012 8:36:16 AM] millie.pitstop101: I will be with them to monitor and assist them with anything

[3/3/2012 8:36:27 AM] millie.pitstop101: I will be marking off MYOB invoices too. will present screenshots for Mike

[3/3/2012 8:36:35 AM] millie.pitstop101: thanks

[3/3/2012 8:37:26 AM] Pitstop 101: ok thanks Millie - well done

[3/3/2012 8:38:37 AM] Pitstop 101: Millie are you there

[3/3/2012 8:39:39 AM] \*\*\* Call from Pitstop 101, duration 22:00. \*\*\*

[3/3/2012 5:04:48 PM] millie.pitstop101: Hi Joe

[3/3/2012 5:04:52 PM] millie.pitstop101: good evening

[3/3/2012 5:05:23 PM] Pitstop 101: Hi Millie how have you gone today with team etc

[3/3/2012 5:37:29 PM] millie.pitstop101: I already sent the screenshots for making an invoice at WHMCS.

[3/3/2012 5:37:40 PM] millie.pitstop101: I emailed Patrick to change the logo and to put the anz bank details ASAP

[3/3/2012 5:38:04 PM] millie.pitstop101: I need to generate a invoice for Laguna Lavender.. I will try the WHMCS

[3/3/2012 5:40:00 PM] Pitstop 101: if it does not have the correct bank details there is no need to do it at all - so please just wait till Patrick does it - have the guys been online today?

[3/3/2012 6:44:47 PM] millie.pitstop101: Edison and Marissa are online now

[3/3/2012 6:45:27 PM] millie.pitstop101: I have problems with the internet..intermittent

[3/3/2012 6:45:33 PM] millie.pitstop101: online then offline i

[3/3/2012 6:46:59 PM] Pitstop 101: aha no worries and Patrick

[3/3/2012 6:47:16 PM] millie.pitstop101: Patrick did not do overtime today

[3/3/2012 6:47:51 PM] millie.pitstop101: Edison, Marissa and Dennis. Dennis will be online later.

[3/3/2012 6:51:56 PM] Pitstop 101: aha ok

[3/3/2012 6:52:25 PM] millie.pitstop101: Edison will doing overtime too tomorrow..

[3/3/2012 6:53:06 PM] millie.pitstop101: so by monday (hoping) the glenmar and mona and decorations to you can go live

[3/3/2012 6:54:20 PM] millie.pitstop101: I think its already late for us to talk about RS... I dont know my situation with RS, because I already stopped working for the other one.

[3/3/2012 7:01:02 PM] Pitstop 101: ok well planned with jobs by monday - ok go for it

yes we can talk re RS by monday or tomorrow afternoon if you like

[3/3/2012 7:01:28 PM] Pitstop 101: also Millie how do i delete and order after creating a fake client in whmcs

[3/3/2012 7:33:48 PM] millie.pitstop101: sorry late reply..

[3/3/2012 7:34:21 PM] millie.pitstop101: at the home section-scroll down-right bottom part of the screen it says- delete clients account

[3/3/2012 7:34:32 PM] millie.pitstop101: i will delete mine too

[3/3/2012 7:34:47 PM] millie.pitstop101: ok we can talk about RS tomorrow

[3/3/2012 7:35:49 PM] Pitstop 101: thanks Millie ok cool talk to you soon

[3/3/2012 7:36:46 PM] millie.pitstop101: ok ill log out now talk to you tomorrow

[3/3/2012 7:36:48 PM] millie.pitstop101: thanks

[3/3/2012 7:36:53 PM] millie.pitstop101: good night

[3/3/2012 7:37:09 PM] Pitstop 101: thankd Millie - ok tlk soon - nite

[3/3/2012 7:43:45 PM] millie.pitstop101: hi Joe, i need to refill the TPP again I need to renew 2 domains

[3/3/2012 7:43:46 PM] millie.pitstop101: thanks

[3/3/2012 7:43:58 PM] millie.pitstop101: we have $11.85 left with TPP

[3/3/2012 7:44:32 PM] Pitstop 101: ok just use the details i gave you last time .....can you try now so i know it has worked for you?

[3/3/2012 7:44:41 PM] millie.pitstop101: ok thanks

[3/3/2012 7:44:49 PM] Pitstop 101: np

[3/3/2012 7:46:43 PM] millie.pitstop101: yes it worked.. I used the Pitstop 101 media. I used $50 so we have total of $61.85 with TPP

[3/3/2012 7:48:25 PM] Pitstop 101: ok cool excellent

[3/3/2012 8:47:55 PM] millie.pitstop101: hi Jpe

[3/3/2012 8:48:02 PM] millie.pitstop101: did you try adding a client and making an invoice?

[3/3/2012 8:48:51 PM] Pitstop 101: yes i did and made a few adjustments

[3/3/2012 8:48:57 PM] millie.pitstop101: ok

[3/3/2012 8:48:59 PM] millie.pitstop101: thanks

[3/3/2012 8:49:12 PM] Pitstop 101: havent done the logo yet but patrick can do that

[3/3/2012 8:49:18 PM] millie.pitstop101: yes.

[3/3/2012 8:50:24 PM] Pitstop 101: the rest of the info is fine ----oh sorry the bank details not done yet for the anz though sorry i think Patrick has the logis to change that i think - but i will try to work it out

[3/3/2012 8:51:30 PM] millie.pitstop101: Yes I already emailed Patrick about that (twice i think) he will do it i know maybe tomorrow or monday morning

[3/3/2012 8:51:50 PM] Pitstop 101: ok thats great thanks Millie

[3/3/2012 8:53:32 PM] millie.pitstop101: I asked Marissa and Edison to give me their latest update on the tasks i gave them yesterday

[3/3/2012 8:53:35 PM] millie.pitstop101: will email it to you once done

[3/3/2012 8:53:59 PM] Pitstop 101: great excellent

[3/5/2012 11:12:33 AM] Pitstop 101: Hi Millie - I'm back from meeting

how are you going?

[3/5/2012 11:30:29 AM] millie.pitstop101: Hi doing fine

[3/5/2012 11:30:54 AM] millie.pitstop101: im talking to Mike Langanke re the confusion about their domain invoice

[3/5/2012 11:38:43 AM] Pitstop 101: AHA no worries

[3/5/2012 12:44:20 PM] millie.pitstop101: Hi Joe ill grab a quick 30 min lunch

[3/5/2012 12:44:21 PM] millie.pitstop101: thanks

[3/5/2012 1:32:15 PM] Pitstop 101: Millie please let me know re situation with ACOS

[3/5/2012 1:41:54 PM] millie.pitstop101: with ACOS? about the refund? I have not heard from them anymore.. as I talked to them before saying the amount cannot be refunded as stipulated in the contract

[3/5/2012 1:54:23 PM] Pitstop 101: have we fixed everything and is there any more we need 2 do?

[3/5/2012 1:54:39 PM] Pitstop 101: is there any more we need to do to fulfil the contract?

[3/5/2012 1:57:18 PM] millie.pitstop101: I need to ask Patrick about it, because ACOS paid upfront and i think they just finished 50% of it.. so I need to make sure about it.. Please give me 5 mins

[3/5/2012 1:57:24 PM] millie.pitstop101: ill ask Patrick about it

[3/5/2012 1:57:35 PM] Pitstop 101: ok

[3/5/2012 2:04:09 PM] millie.pitstop101: this is what Patrick said:

[3/5/2012 2:04:27 PM] millie.pitstop101: [Monday, March 05, 2012 2:01 PM] Patrick Sy:

<<< as far as i know its complete but they've been asking for different stuff from us so hard to say since I dont know what they're notion of 'complete' is perhaps Irena(or whoever talked to them) should know?

what complete is for ACOS that is...

[3/5/2012 3:03:11 PM] Pitstop 101: ah i see....Millie we need the original contract that was signed or the quote that was accepted - so we can cross check if all is done - thanks Millie

[3/5/2012 3:10:52 PM] millie.pitstop101: I dont have the quote / contract signed by them however i mentioned the task description in the invoice the date it was paid..

[3/5/2012 3:18:17 PM] millie.pitstop101: Hi Joe,

Since my being full time is not official yet, is it ok with you if I login at 1pm tomorrow?

I need to do some errands tomorrow. I want to finish my errands as early as tomorrow so that if we become official, no distractions anymore.

Thanks,

Millie

[3/5/2012 3:36:58 PM] Pitstop 101: Millie yes understood but can we work on the time though

how about log in at 9am for an hour and finish at 10am then take a break and log back in 4 hours later which would make it 2pm and finish at 6pm

if that suits then at least we would be able to take care of issues and communication and billing in the first hour and you get 4 hours break anyway as per your example [ you wanted breat for 4 hrs 9am to 1pm ]

how does that sound?

[3/5/2012 8:21:12 PM] millie.pitstop101: millie.pitstop101 is not available for chat. This is an auto-reply message from HD Call Recorder for Skype. Download from http://www.hdaisy.com.

[3/5/2012 8:24:17 PM] Pitstop 101: did you get my message Millie on skype that i left for you 19 minutes after you asked the question on time for tomorrow

[3/5/2012 8:25:39 PM] millie.pitstop101: Hi Good evening.. Yes. no worries. ill login at 9am and logout at10am.. I want to finish my bank errands early so I can go back on time. ARCAP is done finally

[3/5/2012 8:25:45 PM] millie.pitstop101: I will email it to Ione now

[3/5/2012 8:25:57 PM] millie.pitstop101: so she would see it first thing tomorrow

[3/5/2012 9:39:51 PM] Pitstop 101: thats great Millie - i will also email you any phone calls that came through

[3/6/2012 7:01:22 AM] Pitstop 101: Hi Millie how did you go this morning and is arcap done - i will see you back at 1

[3/6/2012 7:05:30 AM] millie.pitstop101: Hi Joe good morning

[3/6/2012 7:05:50 AM] millie.pitstop101: arcap should be done by 11am but Marissa is in charge of this one and she will be in at 2pm????

[3/6/2012 7:06:25 AM] millie.pitstop101: I asked Patrick to ask Lyndon if he has any idea so Patrick can just do it

[3/6/2012 7:06:59 AM] millie.pitstop101: I marked arcap as double extremely urgent and i would like this to be done at 11am

[3/6/2012 9:55:19 AM] Pitstop 101: Hi Millie - was arcap done by 11am

[3/6/2012 9:55:39 AM] millie.pitstop101: unfortunately not it was done 30 minutes ago

[3/6/2012 9:55:47 AM] millie.pitstop101: Marissa isnt online yet

[3/6/2012 9:56:12 AM] millie.pitstop101: but we already sent the updated one for ARCAP awaiting for her comments

[3/6/2012 9:56:22 AM] Pitstop 101: thats fine as long at it was done

[3/6/2012 9:56:31 AM] millie.pitstop101: I asked Edison to finish nina today too

[3/6/2012 9:56:42 AM] Pitstop 101: great excellent

[3/6/2012 9:57:28 AM] Pitstop 101: Millie dont put through any hosting auto payments that auto come out paid by CC as it will go into the old pitstp account

[3/6/2012 9:57:51 AM] millie.pitstop101: noted

[3/6/2012 9:58:01 AM] millie.pitstop101: i think there were two payments made today

[3/6/2012 9:58:06 AM] millie.pitstop101: ill email them the new details

[3/6/2012 9:58:54 AM] Pitstop 101: turn those auto payments OFF in whmcs till we sort out the merchant facility

[3/6/2012 9:59:00 AM] millie.pitstop101: ok

[3/6/2012 9:59:14 AM] millie.pitstop101: noted..im on the phone with Irene of Boston Pacific

[3/6/2012 10:12:45 AM] Pitstop 101: ok cool

[3/6/2012 10:13:25 AM] Pitstop 101: also are you getting the following sent to billing@pitstop101media.com.au

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hello

Please send the invoice.

Thanks

Judy

The FIRM Australia Pty Ltd

PO Box 490 Gladesville NSW 1675

231A Victoria Rd Gladesville NSW 2111

E) enquiries@thefirmfitness.com.au

W) www.thefirmfitness.com.au

P) 02 9879 5622 F) 02 9879 5633

[3/6/2012 10:13:45 AM] millie.pitstop101: done

[3/6/2012 10:14:00 AM] millie.pitstop101: i already sent the invoice earlier

[3/6/2012 10:14:04 AM] millie.pitstop101: this morning

[3/6/2012 10:26:03 AM] Pitstop 101: cool thanks Millie

[3/6/2012 10:39:04 AM] Pitstop 101: Millie the vm you could partly hearwas stephen wells

https://clients.pitstop101.com/psadmin101/clientssummary.php?userid=282

[3/6/2012 10:39:20 AM] Pitstop 101: could you pls sort him out if there is anything to sort out

[3/7/2012 7:31:31 AM] Pitstop 101: Hi Millie

[3/7/2012 3:19:25 PM] millie.pitstop101: Hi Joe

[3/7/2012 3:23:04 PM] Pitstop 101: Hi Millie - just came back from meetings today and still going with stuff to do etc....how are you and how was your day

[3/7/2012 3:26:07 PM] millie.pitstop101: I am fine how about you? busy day as usual.. I am asking the guys if they are done with ARCAP- almost just awaiting for ACA registrant code to be ok., Nina's site is already ok we are just waiting for her approval. Kitch n Things- just waiting for her merchant facility. Mona of sweet impression awating for her feedback. Glenmar Commercial Joinery- Edison sent you another draft for approval before presenting it to Glen/Don

[3/7/2012 3:26:37 PM] millie.pitstop101: Ikecho world currency is done just waiting for Dennis url or link to give to erica and Pauly

[3/7/2012 3:27:09 PM] millie.pitstop101: Making quotes for Boston Pacific- amendments to be done on their website www.bostonpacific.net.au

[3/7/2012 3:27:37 PM] millie.pitstop101: My only problem is Hornsby cycles taking longer than usual

[3/7/2012 3:27:52 PM] millie.pitstop101: Dennis just finished with Ikecho

[3/7/2012 3:28:01 PM] millie.pitstop101: but I asked him to extend to finish it tonight

[3/7/2012 3:28:13 PM] millie.pitstop101: I have not given any update yet since yesterday

[3/7/2012 3:46:40 PM] Pitstop 101: Hi Millie - ok sounds stable - sounds like you are basically on top of things if i am not mistaken?

[3/7/2012 3:48:43 PM] millie.pitstop101: well there are some clients that are still demanding but its under control.. I am focusing on the extremely ones and taking advantage of time while waiting for client's approvals... I am pushing the guys to finish it ASAP..

[3/7/2012 3:49:17 PM] millie.pitstop101: I want the ARCAP, Nina's, Maitland and Hornsby to be done within the week

[3/7/2012 3:49:24 PM] millie.pitstop101: (yn)

[3/7/2012 3:50:12 PM] millie.pitstop101: Also Joe there is someone who would like to have a meeting with us? is it with me or only you? I was just cc's on the email?

[3/7/2012 3:50:22 PM] millie.pitstop101: Patrick Reynolds?

[3/7/2012 3:53:37 PM] Pitstop 101: ok sounds good re work just please revise over the week so far and go through if really there is anything still not done to our / clients satisfaction and if so its worth slotting it into the categories and get the guys onto it

i am quite happy to see that you have got it to this stage - excellent

ok re reynolds just refer him to me please and i will deal with it

are you onboard in mornings and afternoons at this point ?

[3/7/2012 3:54:02 PM] millie.pitstop101: yes

[3/7/2012 3:54:42 PM] millie.pitstop101: however earlier the RSSC (RS timesheet had a porblem) so it was fixed around 12nn (AUS) time

[3/7/2012 3:56:31 PM] millie.pitstop101: What is my status with RS now? SHould i just login tomorrow at 9am then after 2 hours go back and login at the RS time which is 2-6pm?

[3/7/2012 3:57:06 PM] millie.pitstop101: I mean 9-11am then 2-6pm set up?

[3/7/2012 4:20:54 PM] millie.pitstop101: Hi Joe I will log out now..I hope to see your response later if you're not busy anymore.

[3/7/2012 4:21:32 PM] millie.pitstop101: Oh btw Patrick reschedules the meeting from yesterday to Thurs (tom) at 9pm

[3/7/2012 4:21:34 PM] millie.pitstop101: thanks

[3/7/2012 5:14:31 PM] Pitstop 101: sorry Millie

9am to 1pm and then 2pm to 6pm

[3/8/2012 1:08:23 PM] Pitstop 101: hi Millie

[3/8/2012 1:08:36 PM] Pitstop 101: r you there

[3/8/2012 1:08:37 PM] \*\*\* Call from Pitstop 101 declined. \*\*\*

[3/8/2012 1:08:57 PM] millie.pitstop101: hi joe please give me 5 mins

[3/8/2012 1:09:00 PM] millie.pitstop101: marissa is talking to me re patrick

[3/8/2012 1:10:00 PM] \*\*\* Call to Pitstop 101, duration 29:46. \*\*\*

[3/8/2012 2:23:53 PM] Pitstop 101: Millie i'm leaving you in charge - need to go - will be back later on

[3/8/2012 2:24:13 PM] millie.pitstop101: ok take care

[3/8/2012 2:24:25 PM] Pitstop 101: u 2

[3/13/2012 10:59:18 AM] millie.pitstop101: Hi Joe good arvo

[3/13/2012 10:59:25 AM] millie.pitstop101: I have a question

[3/13/2012 10:59:34 AM] millie.pitstop101: Hi Millie

Thanks for that.

Jeni has “Liked” your facebook & received a 50% off domain registration does this apply for the 2 invoices?

If so how do we apply this?

[3/13/2012 11:00:06 AM] millie.pitstop101: do we have a ongoing promotion?

[3/13/2012 11:32:10 AM] Pitstop 101: Design template change: Menu and Login tabs.

Total project cost for3 hours programing task: $519.75 incl GST

[3/13/2012 11:32:19 AM] \*\*\* Call from Pitstop 101, duration 23:26. \*\*\*

[3/13/2012 12:11:28 PM] Pitstop 101: millie are we on top of charging everyone for the work we are doing

[3/13/2012 12:11:46 PM] Pitstop 101: Ed - MRC Peptides for example

[3/13/2012 12:11:51 PM] \*\*\* Missed call from Pitstop 101. \*\*\*

[3/14/2012 8:32:13 AM] Pitstop 101: Millie are we on top of charging everyone for the work we are doing - we are doing websites and stuff but NOT sure when team gets stuff done or when Patrick or Marissa do stuff that client asks them to do I am NOT sure that they are telling you to charge client - is that happening?

[3/14/2012 8:35:13 AM] millie.pitstop101: Hi Joe, yes they are telling me to charge clients.. but most of the clients they are working on are the extremely tasks and like Nina BBX, Loraine Sydney Eisteddfod, Hornsby Cycles, ED of BBS or MRC

[3/14/2012 8:35:44 AM] millie.pitstop101: Edison is now working on Instyle video- they just emailed us what they want to have on their eway

[3/14/2012 8:42:39 AM] Pitstop 101: ok thanks Millie

we need to get more funds in - how much will come in today / tomorrow

[3/14/2012 8:44:45 AM] millie.pitstop101: I havent checked the bank statements yet, I am replying and calling out clients since 930am. also I dont have access with ANZ yet so i wont be able to check if the clients paid their onvoices or not.. there are some paying at the old one still.. ill give you an update in a few thanks

[3/14/2012 8:53:08 AM] Pitstop 101: ok

[3/14/2012 10:11:18 AM] \*\*\* Pitstop 101 sent IMG\_14032012\_131122.png \*\*\*

[3/14/2012 10:11:32 AM] Pitstop 101: that is from ANZ account

[3/14/2012 10:16:49 AM] millie.pitstop101: thank you

[3/14/2012 10:16:59 AM] millie.pitstop101: I'm marking off the payments now

[3/14/2012 10:22:08 AM] Pitstop 101: ok and are we going to get more in

[3/14/2012 10:24:28 AM] millie.pitstop101: I'm working on it

[3/14/2012 10:32:09 AM] Pitstop 101: ok let me know please soon

[3/14/2012 1:42:42 PM] Pitstop 101: Millie - Roy asked for some things to be done with linking sites to pdf or whatever - please elt me know where that is at

[3/14/2012 1:42:54 PM] \*\*\* Missed call from Pitstop 101. \*\*\*

[3/14/2012 1:52:32 PM] millie.pitstop101: Hi Patrick, I called Small wine to ask for payment and yet they issues with their site: could you please check on this one? thanks

[3/14/2012 1:52:33 PM | Removed 1:52:52 PM] millie.pitstop101: This message has been removed.

[3/14/2012 1:52:56 PM] millie.pitstop101: sorry

[3/14/2012 1:53:09 PM] Pitstop 101: wrong window Millie

[3/14/2012 1:56:16 PM] millie.pitstop101: yes sorry all receivables are on hold due to these issues.. also the ANZ does not have account with MYOB... I am waiting for Mik'es decision on account MYOB

[3/14/2012 1:57:31 PM] Pitstop 101: ?

[3/14/2012 1:57:38 PM] \*\*\* Call from Pitstop 101 declined. \*\*\*

[3/14/2012 1:57:48 PM] millie.pitstop101: one minute on a call with kelly hunter wine

[3/14/2012 1:58:03 PM] Pitstop 101: call me back please when you are finished

[3/15/2012 4:17:53 PM] Pitstop 101: Millie

how was your day - are you coping OK?

also have you sent the invoice to Steven from Media PR for the $1100

[3/15/2012 4:39:14 PM] millie.pitstop101: Hi Joe yes.. I already did send him a invoice and a quote too..

[3/15/2012 4:39:23 PM] millie.pitstop101: I sent a quote to roy and small wine makers

[3/15/2012 4:39:29 PM] millie.pitstop101: I am coping slowly.

[3/15/2012 4:39:42 PM] millie.pitstop101: I am sorry too for being a slack this past few days

[3/15/2012 4:39:58 PM] millie.pitstop101: I feel like I am useless as I am not effective as before

[3/15/2012 4:40:19 PM] Pitstop 101: did you revise roys quote as its 150 not 165/h

[3/15/2012 4:41:42 PM] millie.pitstop101: yes

[3/15/2012 4:41:53 PM] Pitstop 101: ok

[3/15/2012 4:41:54 PM] millie.pitstop101: i revised it

[3/15/2012 4:42:05 PM] Pitstop 101: you have time for a quock chat

[3/15/2012 4:42:12 PM] millie.pitstop101: Hi Mike would you be kind enough toconfirm the new programming rate is it $150 +gst per hour? and if the client pays via trade (BBX or bartercard) add 50% on it?...

[5:51:52 PM] Mike Schrafft: Yes

[3/15/2012 4:43:32 PM] Pitstop 101: wow ok not sure that is totally correct - just double check and put it like

is it 150 + gst or 150 incl gst

[3/15/2012 4:43:47 PM] Pitstop 101: call me Millie for a quick chat if you can

[3/15/2012 5:02:56 PM] Pitstop 101: ok thats fine Millie we can talk tomorrow then

[3/16/2012 9:13:51 AM] Pitstop 101: Millie pls call me

[3/16/2012 9:14:26 AM] \*\*\* Missed call from Pitstop 101. \*\*\*

[3/20/2012 11:29:53 AM] Pitstop 101: Millie welcome back!!!!

[3/20/2012 11:30:05 AM] Pitstop 101: are you Ok?

[3/20/2012 11:30:09 AM] millie.pitstop101: oh my God Joe

[3/20/2012 11:30:11 AM] millie.pitstop101: Im so sorry

[3/20/2012 11:30:24 AM] millie.pitstop101: i had mild concussion when I hit my head on the dashboard

[3/20/2012 11:30:24 AM] Pitstop 101: what happened we heard you were in hospital

[3/20/2012 11:30:43 AM] Pitstop 101: wooooow and are you ok now

[3/20/2012 11:30:44 AM] millie.pitstop101: we got rear ended last wednesday and the manifestation appeared Firday

[3/20/2012 11:30:47 AM] millie.pitstop101: yes..

[3/20/2012 11:31:00 AM] Pitstop 101: oh good to hear - wow a close one

[3/20/2012 11:31:05 AM] millie.pitstop101: yes

[3/20/2012 11:31:17 AM] Pitstop 101: ok so are you ok to do work now

[3/20/2012 11:31:25 AM] millie.pitstop101: I am reading all the emails and as per Patrick he needs the brief and help from SWC

[3/20/2012 11:31:35 AM] millie.pitstop101: I am looking for it

[3/20/2012 11:31:36 AM] millie.pitstop101: hang on

[3/20/2012 11:35:19 AM] Pitstop 101: Millie pls sort the followign first - thanks heaps

[Tuesday, March 20, 2012 10:56 AM] Pitstop 101:

<<< Hi,

Margaret carr has the following enquiry through your website :

I have been trying to get help for our website. have rang and still waiting for help our website www.fordwichestate.com which is hosted with your company\'s SSL certifiate is down and website is showing that the site is UNTRUSTED HELP PLEASE NO ONE IS GETTING BACK TO ME FOR HELP FOR THIS I HAVE RANG AND RANG AND KEEP GETTING PUT ON HOLD

Ph: 02 65745443

Email: wines@fordwichestate.com

You may reply Margaret carr by replying to this email.

[3/20/2012 11:35:43 AM] Pitstop 101: their SSL is expired

[3/20/2012 11:35:48 AM] \*\*\* Call from Pitstop 101 \*\*\*

[3/20/2012 11:35:50 AM] Pitstop 101: need that activated and paid for

[3/20/2012 11:36:00 AM] Pitstop 101: hi cant hear

[3/20/2012 11:40:27 AM] \*\*\* Call ended, duration 04:39 \*\*\*

[3/20/2012 11:43:49 AM] Pitstop 101: Millie is it all sorted with fordwichestate with ssl - how did it get missed - but anyway please sort it out for them - thanks Millie

[3/20/2012 11:47:55 AM] millie.pitstop101: the SSL issue has to be raised to Lyndon and I will ask L now that the client is already paid.. I will call margaret as soon as possible

[3/20/2012 11:48:05 AM] millie.pitstop101: also, the site is under David Rath

[3/20/2012 11:48:21 AM] millie.pitstop101: not Margaret merely the reason why Patrick is having a hard time looking for it

[3/20/2012 11:48:35 AM] millie.pitstop101: i spoke to margaret aand re assred her this will be rectified

[3/20/2012 11:48:35 AM] Pitstop 101: please install it asap to fix then call client please

[3/20/2012 11:48:43 AM] Pitstop 101: aha coooooooool

[3/20/2012 12:53:58 PM] Pitstop 101: Millie is Lyndon not looking in the right spot

\_\_\_\_\_\_\_\_\_\_\_

can you confirm the right domain, nothing under fordwichestate.com, domain isnt even registered..

On 20/03/2012, at 2:53 PM, support@pitstop101.com wrote:

Hi Lyndon,

Just following up on this one, as Joe says it's urgent.

Thanks,

Patrick

[3/20/2012 12:54:44 PM] millie.pitstop101: Let me check this real quick

[3/20/2012 12:54:54 PM] Pitstop 101: ok

[3/20/2012 12:57:34 PM] millie.pitstop101: the domain indicated in WHMCS is fordwichestate.com..

[3/20/2012 12:58:29 PM] Pitstop 101: why could they both not find?

[3/20/2012 12:59:13 PM] millie.pitstop101: I asked L to check on this and I gave him the domain name under their account. I ll ask Patrick about this

[3/20/2012 1:03:40 PM] Pitstop 101: i thought you found it earlier or was that another client?

[3/20/2012 1:04:56 PM] millie.pitstop101: its just the same client

[3/20/2012 1:15:35 PM] millie.pitstop101: I confirmed it with Margaret and she said the David Rath is the owner and she is the sales manager

[3/20/2012 1:28:56 PM] millie.pitstop101: we are fixing it now. i informed pat client is paid up

[3/20/2012 1:48:40 PM] Pitstop 101: ok lets fix it asap please Millie - great job there

[3/20/2012 1:51:04 PM] millie.pitstop101: this is Lyndon's reply

[3/20/2012 1:51:04 PM] millie.pitstop101: The ssl you installed us self signed and not the supplied one. I can take a look soon, only have iPhone on me.

Regards

Lyndon

[3/20/2012 1:51:53 PM] Pitstop 101: ok please sort out with L

[3/20/2012 1:55:56 PM] Pitstop 101: also Millie pls inv Avantelinemarking asap for $995 incl GST

for the following work and get Patrick onto this asap please

Adding a CMS to existing site www.avantelinemarking.com.au + put in existing content onto pages - NO design CHANge

remove current front animation from index page so that first index page is the page with the menu etc

no design change just add a full cms to the site and put back the current content

[3/20/2012 1:56:29 PM] Pitstop 101: so pls call clients accounts dept and get them paying 50% into ANZ bank acc

[3/20/2012 2:02:02 PM] Pitstop 101: Epic Industries Mike Azzaparti

[3/20/2012 2:02:19 PM] Pitstop 101: need their mobile

[3/20/2012 2:02:25 PM] \*\*\* Missed call from Pitstop 101. \*\*\*

[3/20/2012 2:02:26 PM] millie.pitstop101: im with Michael Bonello

[3/20/2012 2:02:32 PM] Pitstop 101: aha cool

[3/20/2012 2:02:32 PM] millie.pitstop101: I will call as as its finished

[3/20/2012 2:02:36 PM] Pitstop 101: ok

[3/20/2012 2:10:44 PM] Pitstop 101: millie please be online tonight as i need to ask you a few questions re clients - also pls email Leanne from BINK the amount we owe her and let her know that we will pay them asap between now and 2 months time

[3/20/2012 2:10:46 PM] millie.pitstop101: i am now with mark voodoo

[3/20/2012 2:10:54 PM] millie.pitstop101: sorry just busy with a lot of voicemaik

[3/20/2012 2:10:56 PM] Pitstop 101: ok cool

[3/20/2012 2:11:14 PM] Pitstop 101: ok excellent lets get threough them all please good job Millie

[3/20/2012 2:11:37 PM] millie.pitstop101: ok.. i emailed you that one i think but will check it again if we can just pay it by making the websites..etc.. ill call you later ill be online tonight

[3/20/2012 2:12:28 PM] Pitstop 101: ok lets discuss tonight - i will be bck in 2hrs

[3/20/2012 2:12:44 PM] Pitstop 101: pls get through as amny enquiries as possible

[3/20/2012 2:13:21 PM] millie.pitstop101: invoice sent to avante..will call them after mark voodoo

[3/20/2012 2:17:36 PM] Pitstop 101: cooooool

[3/20/2012 5:00:09 PM] Pitstop 101: Hi Millie how are you going?

[3/21/2012 11:28:20 AM] Pitstop 101: Millie hi- mike needs the invoice for last zumba

[3/21/2012 11:28:41 AM] millie.pitstop101: yes im gathering them now

[3/21/2012 11:33:48 AM] Pitstop 101: coooooooool

[3/21/2012 11:34:22 AM] millie.pitstop101: im talking to RS.

[3/21/2012 11:34:26 AM] millie.pitstop101: Lorena Limbing

[3/21/2012 11:34:30 AM] \*\*\* Missed call from Pitstop 101. \*\*\*

[3/21/2012 11:34:39 AM] Pitstop 101: ok call me after that

[3/21/2012 11:35:17 AM] Pitstop 101: just getting a (coffee)

[3/21/2012 11:35:24 AM] millie.pitstop101: ok Deborah is skyping me and saying that nothing has been fixed yet etc..

[3/21/2012 11:35:51 AM] Pitstop 101: Skype Mike re this ASAP now and he will call her now

[3/21/2012 2:05:28 PM] Pitstop 101: Millie did avante pay

[3/21/2012 2:07:53 PM] \*\*\* Pitstop 101 sent IMG\_21032012\_170749.png \*\*\*

[3/21/2012 2:08:20 PM] millie.pitstop101: i dont know because the payment details are anz no access yet

[3/21/2012 2:09:35 PM] Pitstop 101: i just sent it to you + you still have comm bank details - Correct?

[3/21/2012 2:12:46 PM] millie.pitstop101: yes

[3/21/2012 2:13:19 PM] Pitstop 101: aha good

[3/21/2012 3:08:01 PM] Pitstop 101: Millie are you in tomorrow all day?

[3/21/2012 3:08:17 PM] Pitstop 101: and how are you coping with calls and issues and all that?

[3/21/2012 3:12:38 PM] \*\*\* Missed call from Pitstop 101. \*\*\*

[3/21/2012 3:25:05 PM] \*\*\* Missed call from Pitstop 101. \*\*\*

[3/21/2012 6:04:49 PM] millie.pitstop101: Hi Joe sorry i logged out at exactly 6pm

[3/21/2012 6:05:37 PM] millie.pitstop101: I will not be able to login tomorrow morning as I have to process my health benefits claims at the hospital. I will be able to login at 2pm til noght time.

[3/21/2012 6:06:02 PM] millie.pitstop101: I will do overtime tonight to cath up for all the loss hours as well as the emails that were not addressed properly.

[3/21/2012 6:06:07 PM] millie.pitstop101: Thank you

[3/22/2012 11:05:19 AM] Pitstop 101: ok are you onboard now or ,,

[3/22/2012 11:15:44 AM] millie.pitstop101: yes

[3/22/2012 1:44:33 PM] Pitstop 101: cooool

[3/22/2012 1:45:16 PM] Pitstop 101: we put on Jake to helpyou with all the stuff with support etc and client relations...can you ask him to help you out

[3/22/2012 1:45:52 PM] millie.pitstop101: Ok I will speak to him after my break thanks

[3/22/2012 1:49:09 PM] Pitstop 101: ok excellent

[3/22/2012 1:50:10 PM] Pitstop 101: he will not have access to any accounting or finances like you do but will be responsible to help you better manage the backlog of support and client relations

[3/22/2012 1:51:48 PM] Pitstop 101: please set him up with a new pitstop 101 media skype account with credit for calls

for now his sype is rs.joaquin.ts.jl

[3/22/2012 1:52:28 PM] Pitstop 101: thanks Millie - and how are you feeling with health and also with worek etc???

[3/22/2012 2:01:48 PM] millie.pitstop101: I am ok with health i finally claimed by health insurance earlier. with work, I am just overwhelemed with the emails and complaints etc but i will get by soon of course.i will setup an account for Jake now

[3/22/2012 2:03:39 PM] Pitstop 101: ok good to hear and this is the reason why we had to have 2 people in the section of support and client relations.......ok get jake onto some urgents immediately before the day is out + first thing in the morning of course...he will be a great help ...let me know if he is working out well or not

[3/22/2012 2:03:59 PM] millie.pitstop101: ok

[3/22/2012 2:07:02 PM] Pitstop 101: ok

[3/22/2012 2:07:24 PM] Pitstop 101: jake@pitstop101media.com.au is his email

[3/22/2012 2:08:05 PM] millie.pitstop101: ok thanks I am telling him that I will setup jake.pitstop101media as hin skype id

[3/22/2012 2:09:41 PM] millie.pitstop101: He is asking me if im from Remotestaff too

[3/22/2012 2:09:45 PM] millie.pitstop101: :)

[3/22/2012 2:10:44 PM] Pitstop 101: you dont need to answer that if you dont want but you can

what do you think?

yes that skype id is fine

[3/22/2012 2:11:59 PM] millie.pitstop101: im gonna say no- learned my mistake when i told everyone im from RS, they started talking in vernacular

[3/22/2012 2:15:44 PM] Pitstop 101: ok agreed

[3/22/2012 2:17:42 PM] millie.pitstop101: oh i will just use support.pitstop101media

[3/22/2012 2:19:11 PM] Pitstop 101: ok fine

[3/22/2012 2:24:56 PM] millie.pitstop101: ok im talking to marissa and dennis for the bbs

[3/22/2012 2:25:40 PM] millie.pitstop101: also, speaking of RS, is the buyout thing still stands? or due to a lot of problems it wont happen anymore?

[3/22/2012 4:24:04 PM] Pitstop 101: got a sec

[3/22/2012 4:26:03 PM] \*\*\* Missed call from Pitstop 101. \*\*\*

[3/22/2012 4:39:01 PM] Pitstop 101: are you there call me please to discuss

[3/22/2012 5:02:59 PM] Pitstop 101: are you there

[3/22/2012 5:03:02 PM] \*\*\* Missed call from Pitstop 101. \*\*\*

[3/26/2012 12:05:28 PM] millie.pitstop101: Hi Joe could you please send me all the transactions in ANZ from 1 Feb (if there's any) to date?

[3/26/2012 12:05:42 PM] millie.pitstop101: I am reconcilliating all accounts as per Mike's request

[3/26/2012 12:05:54 PM] millie.pitstop101: thanks

[3/26/2012 1:10:13 PM] Pitstop 101: heres the anz account - not much in there millie - could you please chase some accounts - thanks

[3/26/2012 1:13:05 PM] \*\*\* Pitstop 101 sent IMG\_26032012\_161305.png \*\*\*

[3/26/2012 6:20:45 PM] Pitstop 101: Hi Millie - i wanted to talk to you the other day but not sure if you got my skype message

[3/27/2012 4:42:40 PM] millie.pitstop101: Hi Joe, is it okay if I do overtime tonight? I need to finish my unfinished tasks since last week. I did not know you wanted me for full time status. RS informed me last week that you wanted to replace me extremely urgent that is why I felt bad. Earlier I spoke to one of them and they said you wanted me to be on a full time basis.. So if that is the case. thank you and will log in at 9am tomorrow. thanks

[3/28/2012 8:05:03 AM] Pitstop 101: Millie i just got your skype message - sorry have been EXTREMELY BUSY

yes they have managed to confuse you completely......

the only reason why i would ever want to replace someone with someone else is if the person is not turning up to work when they are supposed to be turning up at work or their internet connection was not stable and there were unacceptable amounts of outages

the other reason is if they were doing something really bad at work

in your case you were not turning up to work or your internet wsd not stable too many times and you came into work late lots of times and if i look at the amount of times that i got notified

about you not being able to log in or not there or not reachable - it was too many times Millie

Also Millie when you were given your additional role of customer relations yes that was EXCELLENT and we got really excited for you and us and you were really helpful in getting team or yourself to sort out issues ---- then just at the time when we were preparing to buy your contract out so you can work direct and be paid MORE and get a kind of a promotion - you started missing work and being not contactable and internet was down and there was even a time when you just didnt turn up to work at all on a few occassions

when that happened even Chris suggested that we dont buy your contract out

it seems that you put yourself in that position and we were the innocent bystanders

also issues were not being dealt with to completion as there were plenty of issues that fell through the fingers and as a result i could see you were overwhelmed and you needed assistance

well when that happened too many times it was literally unbarable for us to continue so we asked RS to find someone like Jake where he can be the project manager sort of a role and between you 2 nothing will slip through the fingers

Going forward Pitstop 101 Media is not looking at replacing you as you have been given another chance to show us you are serious and that you can do your given role effectively and beyond our expectations

also going forward we have directed all emails going to support@pitstop101.com to go to jake@pitstop101media.com.au so that he can get our head above water and we can get down to a manageable situation

so you will not be getting hundreds of emails going to you from people emeiling support@

Jake needs to focus on all things to be project managed and nothing slipping through - you will be asked to assist him from time to time and this is your chance to prove you can do it - i think you can! youjust need to be focused and dont let anything get unresolved

what is an important area right now for us is for you to do your utmost best in the invoicing section - we curently have very little happening in new work so we MUST bill for everything possible that can be billied even if its low amounts

finances are back to very low again so could you please focus on getting lots of funds in please asap - i hope that is starting to look better

we need to land lots of small and medioum jobs and clients paying for som sort of support that can be charged + any client buying blocks of programming hours etc.....

OK Millie you got yourself a chance to get the finances in order so focus only on that - basically money coming in will make you shine + anything that Jake gives you to look after + any billing enquiries to be sorted

+ no suspensions to happen any more till client is properly contacted via phone and says to suspend - we had quite a few last week and while you were not there Jake and Patrick had to sort out

OK Millie you can do it - I still believe in you - lets make it happen

Joe

[3/28/2012 8:29:32 AM] Pitstop 101: quick chat?

[3/28/2012 8:29:39 AM] \*\*\* Call from Pitstop 101 \*\*\*

[3/28/2012 8:33:02 AM] \*\*\* Pitstop 101 created a group conversation with Mike Schrafft.

Show group conversation \*\*\*

[3/28/2012 9:01:53 AM] Pitstop 101: sorry Millie you dropped out and i cant seem to add oyu

[3/28/2012 9:44:11 AM] millie.pitstop101: Joe jake and i will take turns

[3/28/2012 9:44:38 AM] millie.pitstop101: I will have my lunch now

[3/28/2012 9:44:39 AM] millie.pitstop101: thanks

[3/28/2012 9:45:31 AM] Pitstop 101: great idea thanks Millie - very happy re that and your dedication - ok great meeting by the way and appreciated your input

have a great lunch

[3/28/2012 10:23:08 AM] \*\*\* Pitstop 101 sent IMG\_28032012\_132312.png \*\*\*

[3/29/2012 6:42:00 AM] Pitstop 101: Hi Millie - its 9.41am ?

[3/29/2012 6:44:01 AM] millie.pitstop101: Hi Joe, yes I am late today, Sorry.

[3/29/2012 6:53:31 AM] Pitstop 101: OK no worries Millie - lets have a gereat day - please remember that you are to focus on what brings in the dollars......currently we have 1 or 2 projects when finished it will be a few thousand.....commercial joinery that we have been on for 1 month just on design....please endure edison gets going on this asap - deadline for completion for that one and the kitchen site for same client is next wed

[3/29/2012 7:39:15 AM] Pitstop 101: Millie ?

[3/29/2012 7:42:11 AM] millie.pitstop101: Yes I am here I am marking off invoices

[3/29/2012 7:42:23 AM] millie.pitstop101: and updating and locating the payment

[3/29/2012 7:43:10 AM] Pitstop 101: ok cool heres a cheque as well that i will need to deposit -

Molly Morgan management

$66

7203

[3/29/2012 7:43:35 AM] millie.pitstop101: great thanks..I have been looking for a client's payment. thanks

[3/29/2012 7:44:26 AM] Pitstop 101: ok

[3/29/2012 12:05:55 PM] millie.pitstop101: Joe, Jeni's client registered 2 domains. I need to know if the credit card has a balance because I need to refill Aussiehq

[3/29/2012 12:07:13 PM] Pitstop 101: ok see hq and if low update it with more funds or are you unsure on how to do that - also did they pay into ANZ

[3/29/2012 12:08:34 PM] millie.pitstop101: they have not paid the invoice yet, but I need to register the domain first.

[3/29/2012 12:09:02 PM] millie.pitstop101: the quote for the website isnt done yet..ill check with jake

[3/29/2012 12:28:18 PM] Pitstop 101: Millie please make sure that it gets paid in the coorect account otherwise we will need them to reverse the payment and put it into anz

[3/29/2012 12:28:30 PM] Pitstop 101: ok so are you on top of it then?

[3/29/2012 12:30:21 PM] millie.pitstop101: yes,,if i receive payments from the cba i send them email and let them know the correct bank anz details

[3/29/2012 12:30:45 PM] Pitstop 101: vqc

[3/29/2012 12:30:55 PM] \*\*\* Call from Pitstop 101, duration 02:17. \*\*\*

[3/29/2012 12:33:18 PM] \*\*\* Call to Pitstop 101 \*\*\*

Pitstop 101

[3/29/2012 12:45:47 PM] \*\*\* Call ended, duration 12:29 \*\*\*

[3/29/2012 12:45:55 PM] \*\*\* Call to Pitstop 101 \*\*\*

[3/29/2012 1:30:46 PM] Pitstop 101: http://www.lightsearch.com.au/

[3/29/2012 1:38:31 PM] \*\*\* Call ended, duration 52:36 \*\*\*

[3/29/2012 2:17:34 PM] \*\*\* Pitstop 101 sent IMG\_29032012\_171738.png \*\*\*

[3/29/2012 2:57:15 PM] millie.pitstop101: [Thursday, March 29, 2012 2:32 PM] Patrick Sy:

<<< [4:35 PM] millie.pitstop101:

<<< http://www.lightsearch.com.au/

[3/29/2012 2:57:17 PM] millie.pitstop101: done

[3/30/2012 9:15:37 AM] millie.pitstop101: Hi Joe good morning.. i am just giving you a heads up its raining here and my connection has been intermittent since yesterday...I already notifed RS too.. FYI

[3/30/2012 9:24:39 AM] Pitstop 101: OK -

Millie need that price list asap

[3/30/2012 9:47:07 AM] \*\*\* millie.pitstop101 sent Projects in Pitstop.xls \*\*\*

[3/30/2012 11:32:00 AM] Pitstop 101: Thanks Millie

[3/30/2012 11:32:16 AM] Pitstop 101: how did you go with V3 payment to netlogistics

[4/2/2012 9:25:09 AM] Pitstop 101: Hi Millie

have you called Hunter prelude...we need to finish site so we can get paid

[4/2/2012 9:30:52 AM] millie.pitstop101: yes.. no answer so i called david to process the payment

[4/2/2012 9:31:03 AM] millie.pitstop101: will call him after this

[4/2/2012 9:34:03 AM] Pitstop 101: wait ...DONT process payment if its CC rrmember it goes into wrong account and Mike will notr be happy

[4/2/2012 9:36:15 AM] millie.pitstop101: oh my... i just processed it.. I thought it will go to the new account already.

[4/2/2012 9:36:50 AM] Pitstop 101: we have been saying NOT to process any CC payments for some time now

[4/2/2012 9:37:00 AM] Pitstop 101: reverse it please

[4/2/2012 9:37:05 AM] millie.pitstop101: ok

[4/2/2012 9:37:07 AM] Pitstop 101: call eway to reverse

[4/2/2012 9:50:43 AM] millie.pitstop101: eway said we cannot reverse however, we can refund it

[4/2/2012 9:50:49 AM] millie.pitstop101: i am processing the refund now

[4/2/2012 9:52:59 AM | Edited 9:53:56 AM] millie.pitstop101: how many months do we have to wait before we can process their cc payments?

[4/2/2012 10:46:44 AM] Pitstop 101: ask Mike he is supposed to be getting the merchant facility organised with ANZ Bank -

just monitor it as well so we dont miss out on payment - keep note of the refunds

[4/2/2012 10:47:23 AM] Pitstop 101: how far can we go to refund - can we refund the whole of febrruary

[4/2/2012 10:47:30 AM] Pitstop 101: + march

[4/2/2012 10:48:07 AM] millie.pitstop101: that I am not sure.. if we refund the payment.. that means we need to ask the cleints to pay via eft again

[4/2/2012 10:48:30 AM] millie.pitstop101: some paid directly to WHMCS,, there are a few that I rpocessed manually

[4/2/2012 10:48:49 AM] millie.pitstop101: Maybe out of 20 ccpayment I have only processed 2

[4/2/2012 10:49:19 AM] Pitstop 101: call me in 5 to sort this out

[4/2/2012 10:49:31 AM] millie.pitstop101: ok

[4/2/2012 10:55:54 AM] \*\*\* Call from Pitstop 101, duration 00:36. \*\*\*

[4/2/2012 10:56:43 AM] millie.pitstop101: wait let me fix my headset..

[4/2/2012 10:56:48 AM] Pitstop 101: k

[4/2/2012 10:57:33 AM] \*\*\* Call to Pitstop 101 \*\*\*

[4/2/2012 11:20:45 AM] \*\*\* Pitstop 101 sent IMG\_02042012\_132044.png \*\*\*

[4/2/2012 11:23:00 AM] \*\*\* Call ended, duration 25:27 \*\*\*

[4/2/2012 3:40:42 PM] Pitstop 101: Millie did you call trev

[4/3/2012 7:04:24 AM] Pitstop 101: Millie - what happened with Exacta print [ mike] he sms'd me and says has been sending emails re billing issue

[4/3/2012 7:08:40 AM] millie.pitstop101: What about Mike? I already emailed them about that promo re facebook "like" thing- I already emailed them saying the invoice they received (jewelleryroadshow) isnt not for them

[4/3/2012 7:09:00 AM] millie.pitstop101: Jeni told me late that all invoices should be sent DIRECTLY to the cusotmer

[4/3/2012 7:09:09 AM] millie.pitstop101: and just cc her for email correspondence

[4/3/2012 7:09:22 AM] millie.pitstop101: i emailed and asked him or them which domain they want me to renew?

[4/3/2012 7:09:23 AM] millie.pitstop101: no reply

[4/3/2012 7:09:57 AM] millie.pitstop101: I WILL CALL HIM NOW

[4/3/2012 7:11:03 AM] millie.pitstop101: WHAT ABOUT THAT FACEBOOK THING? IS IT EXPIRED OR NOT? BECAUSE WE HAVE THESE PROMOS THA TI AM NOT EVEN AWARE OF?

[4/3/2012 7:16:45 AM] Pitstop 101: facebook promo is finished

[4/3/2012 7:16:59 AM] millie.pitstop101: OK

[4/3/2012 7:17:08 AM] Pitstop 101: ok call exactaprint and sort him

[4/3/2012 7:18:23 AM] millie.pitstop101: Contact sent to Pitstop 101

[4/3/2012 7:40:19 AM] millie.pitstop101: i already did

[4/3/2012 7:40:22 AM] millie.pitstop101: im talking to him right

[4/3/2012 7:40:23 AM] millie.pitstop101: now

[4/3/2012 7:40:36 AM] millie.pitstop101: and he wants to know if he can call you

[4/3/2012 7:40:37 AM] millie.pitstop101: not me

[4/3/2012 7:40:46 AM] millie.pitstop101: he just wants to raise some issues etc

[4/3/2012 8:03:12 AM] Pitstop 101: ok he can call 0410 440 817 in 10 minutes

[4/3/2012 8:06:03 AM] millie.pitstop101: still talking to jake i think to fix the issues

[4/3/2012 8:13:47 AM] Pitstop 101: ok

[4/3/2012 8:42:36 AM] Pitstop 101: Millie a quick chat

[4/3/2012 8:43:23 AM] millie.pitstop101: just give me a sec

[4/3/2012 8:43:35 AM] millie.pitstop101: im consolidcating the invoices for JAM

[4/3/2012 8:43:47 AM] Pitstop 101: ok

[4/3/2012 9:10:43 AM] \*\*\* Call to Pitstop 101 \*\*\*

[4/3/2012 9:11:37 AM] \*\*\* Pitstop 101 created a group conversation with Support 02 8003 4101.

Show group conversation \*\*\*

[4/3/2012 9:16:52 AM] Pitstop 101: Millie pls email me the email you sent to jam re a site they needed done [ i need to know what was included and price...just forward it to me - thanks Millie

[4/3/2012 10:04:12 AM] millie.pitstop101: joe did you get the email?

[4/3/2012 10:04:18 AM] millie.pitstop101: thanks

[4/3/2012 10:04:39 AM] millie.pitstop101: also can you please send me screenshiots of the payments made today

[4/3/2012 10:04:41 AM] millie.pitstop101: thanks

[4/3/2012 12:24:25 PM] Pitstop 101: Millie Gordon is trying to reach you

[4/3/2012 12:24:53 PM] Pitstop 101: pls answer him via email

[4/3/2012 12:25:05 PM] Pitstop 101: he is trying to get us more clients....

[4/3/2012 12:26:40 PM] Pitstop 101: Millie please call Gordon - 02 9873 3392

[4/3/2012 12:28:39 PM] Pitstop 101: also pls call me re lightsearch quote

[4/3/2012 12:42:39 PM] millie.pitstop101: I'm sorry Joe for the delay

[4/3/2012 12:42:59 PM] Pitstop 101: thats fine

[4/3/2012 12:43:10 PM] millie.pitstop101: I've been trying to call out but it seems like either something is wrong with my signal or my headset

[4/3/2012 12:44:03 PM] millie.pitstop101: I'm trying to fix that as we speak but if worst co0mes to worst I'm going to run to the store and just purchase a new headset

[4/3/2012 12:44:29 PM] millie.pitstop101: Clients are complaining about terrible connection

[4/3/2012 12:45:14 PM] \*\*\* Call from Pitstop 101 \*\*\*

[4/3/2012 12:45:24 PM] Pitstop 101: hi

[4/3/2012 12:45:28 PM] millie.pitstop101: hi joe

[4/3/2012 12:45:32 PM] millie.pitstop101: i can hear you

[4/3/2012 12:45:36 PM] millie.pitstop101: i think my headset

[4/3/2012 12:45:42 PM] millie.pitstop101: speaker or i dnt know

[4/3/2012 12:45:46 PM] millie.pitstop101: im so frustrated now

[4/3/2012 12:45:58 PM] millie.pitstop101: gordon is been saying he cannot hear me

[4/3/2012 12:46:12 PM] millie.pitstop101: ill use my lunch or break to grab one

[4/3/2012 12:46:14 PM] Pitstop 101: is he on now

[4/3/2012 12:46:21 PM] millie.pitstop101: no

[4/3/2012 12:46:29 PM] millie.pitstop101: fast

[4/3/2012 12:46:31 PM] millie.pitstop101: im sorry

[4/3/2012 12:46:34 PM] Pitstop 101: ok how long is it going to take

[4/3/2012 12:46:36 PM] millie.pitstop101: the store is just near

[4/3/2012 12:46:40 PM] millie.pitstop101: 30 mins

[4/3/2012 12:46:42 PM] millie.pitstop101: at most

[4/3/2012 12:46:48 PM] millie.pitstop101: at least

[4/3/2012 12:46:50 PM] millie.pitstop101: sprry

[4/3/2012 12:46:51 PM] Pitstop 101: ok go now please

[4/3/2012 12:46:53 PM] \*\*\* Call ended, duration 01:39 \*\*\*

[4/3/2012 12:46:54 PM] millie.pitstop101: ok thanks

[4/3/2012 12:47:07 PM] Pitstop 101: pls be back asap

[4/3/2012 2:12:19 PM] Pitstop 101: Millie are you back

[4/3/2012 2:12:30 PM] \*\*\* Call from Pitstop 101, duration 10:09. \*\*\*

[4/3/2012 7:17:27 PM] Pitstop 101: Hi Millie good evening - just got back from paret/teacher evening

how did everything go and the 2 sales we are trying to land by tomorrow

[4/3/2012 7:21:27 PM] millie.pitstop101: Jake hasn't gotten back to me about it

[4/3/2012 7:21:37 PM] millie.pitstop101: but I emailed roy

[4/3/2012 7:21:47 PM] millie.pitstop101: and hasn't replied to me yet

[4/3/2012 7:22:17 PM] millie.pitstop101: however I sent a quote to Kabex worth 2.5hrs of email issues

[4/3/2012 7:22:36 PM] millie.pitstop101: I used whmcs as instructed by Mike

[4/3/2012 7:23:14 PM] millie.pitstop101: \* I used whmcs for quoting

[4/3/2012 7:23:30 PM] millie.pitstop101: Jason said go ahead

[4/3/2012 7:23:44 PM] Pitstop 101: yes saw that well done Millie

[4/3/2012 7:23:52 PM] millie.pitstop101: so we will have an additional $375 tomorrow

[4/3/2012 7:24:27 PM] millie.pitstop101: i've been online since earlier

[4/3/2012 7:25:16 PM] millie.pitstop101: I've been updating the whmcs and myob for more accurate details

[4/3/2012 7:31:07 PM] Pitstop 101: excellent well done

[4/3/2012 7:31:30 PM] Pitstop 101: tomorrow we need to sus out what we can do to land sales on the day

[4/3/2012 7:32:43 PM] Pitstop 101: do you also see vtiger items for you?

[4/3/2012 7:33:42 PM] Pitstop 101: millie

[4/3/2012 7:38:44 PM] millie.pitstop101: Is it the new Project Management System?

[4/3/2012 7:40:02 PM] Pitstop 101: yes

[4/3/2012 8:16:02 PM] Pitstop 101: anything to bill for millie on the next lot of projects completed

[4/3/2012 8:16:05 PM] \*\*\* Pitstop 101 sent IMG\_03042012\_221606.png \*\*\*

[4/3/2012 8:17:38 PM] Pitstop 101: Millie did you call trevor from avantelinemarking from the other day

[4/4/2012 7:26:29 AM] Pitstop 101: Hi Millie are you there?

[4/4/2012 7:28:19 AM] millie.pitstop101: yes

[4/4/2012 7:28:27 AM] millie.pitstop101: on a call with Amy Cheng of instyle

[4/4/2012 7:28:58 AM] Pitstop 101: ok

[4/4/2012 7:30:00 AM] Pitstop 101: heres the ANZ payments

[4/4/2012 7:31:05 AM] \*\*\* Pitstop 101 sent IMG\_04042012\_093107.png \*\*\*

[4/4/2012 7:31:56 AM] Pitstop 101: also greygums paid $56.50....inv 7279

[4/4/2012 8:19:36 AM] millie.pitstop101: hi Joe

[4/4/2012 8:20:16 AM] millie.pitstop101: can you please confirm if you want the screenshot on because I'm not comfortable with it

[4/4/2012 8:20:43 AM] millie.pitstop101: I'm handling accounts with crucial information about you and the clients

[4/4/2012 8:20:46 AM] millie.pitstop101: thanks

[4/4/2012 8:31:33 AM] Pitstop 101: turn it off then

[4/4/2012 8:32:00 AM] Pitstop 101: Millie drop everything and pls call Gordon as he has sales for us ......

[4/4/2012 8:32:08 AM] millie.pitstop101: ok

[4/4/2012 8:32:12 AM] millie.pitstop101: on it

[4/4/2012 8:32:19 AM] Pitstop 101: we NEEEEEEEEEED sales asap and he will help us

[4/4/2012 8:32:29 AM] millie.pitstop101: [Tuesday, April 03, 2012 12:26 PM] Pitstop 101:

<<< 02 9873 3392

[4/4/2012 8:32:31 AM] millie.pitstop101: right?

[4/4/2012 8:32:35 AM] Pitstop 101: ok you onto him

[4/4/2012 8:32:51 AM] Pitstop 101: not sure try it

[4/4/2012 8:33:25 AM] Pitstop 101: yes its the one

[4/4/2012 8:33:39 AM] Pitstop 101: is the call clear this time

[4/4/2012 8:33:43 AM] millie.pitstop101: yes

[4/4/2012 8:33:53 AM] millie.pitstop101: loud enough for him to hear me

[4/4/2012 8:34:16 AM] Pitstop 101: coooooooooooool - ok he will get us some leads get all the info

[4/4/2012 8:43:23 AM] millie.pitstop101: I spoke to Gordon and he said the leads he sent me are kinda vague

[4/4/2012 8:43:55 AM] millie.pitstop101: so as soon as we receive the leads we just have to email him whatevver idea we have on top of heads and then email it to him

[4/4/2012 8:44:14 AM] millie.pitstop101: he will be the one to talk to the clients to for further clarification

[4/4/2012 8:51:11 AM] Pitstop 101: that sounds excellent then - ok work with him closely and see if you and Gordon can land a first sale

[4/4/2012 8:54:21 AM] Pitstop 101: Millie call me re sales

[4/4/2012 8:54:26 AM] Pitstop 101: in 5 mins

[4/4/2012 9:27:48 AM] millie.pitstop101: i already received few leads from Gordon

[4/4/2012 9:28:17 AM] millie.pitstop101: i will co-ordinate with Jake also so we can come up with a good proposa; or quote

[4/4/2012 9:28:38 AM] Pitstop 101: excccccccccccceeeellent

[4/4/2012 9:28:45 AM] Pitstop 101: ok do it asap please

[4/4/2012 10:14:43 AM] millie.pitstop101: hoe

[4/4/2012 10:14:45 AM] millie.pitstop101: Hoe

[4/4/2012 10:14:47 AM] millie.pitstop101: Joe

[4/4/2012 10:15:08 AM] millie.pitstop101: I would like to ask you what does Patrick do here in Pitstop 101?

[4/4/2012 10:17:09 AM | Removed 10:17:31 AM] millie.pitstop101: This message has been removed.

[4/4/2012 10:27:00 AM] Pitstop 101: Hi Millie - is there an issue with him...let me know and i will sort out for you?

[4/4/2012 10:28:07 AM] \*\*\* Call to Pitstop 101 \*\*\*

[4/4/2012 10:32:42 AM] Pitstop 101: [12:32:21 PM] Pitstop 101: Gordon we do e-commerce sites anywhere from $3,000 to $5,000 depending on their details

[4/4/2012 10:38:53 AM] \*\*\* Call ended, duration 10:47 \*\*\*

[4/4/2012 10:48:44 AM] Pitstop 101: Millie call me in 5 min - gordon just emailed us all the numbers - you and i will divide them up and make calls

[4/4/2012 10:53:40 AM] \*\*\* Call to Pitstop 101, no answer. \*\*\*

[4/4/2012 10:54:12 AM] millie.pitstop101: can I call you now?

[4/4/2012 10:56:28 AM] Pitstop 101: yes

[4/4/2012 10:56:55 AM] millie.pitstop101: wait a minute joe.

[4/4/2012 10:57:04 AM] Pitstop 101: ok

[4/4/2012 10:57:04 AM] millie.pitstop101: I'm still with instyle video

[4/4/2012 10:57:09 AM] Pitstop 101: ok

[4/4/2012 11:09:14 AM] Pitstop 101: Millie dont forget the staff meeting at 3pm

[4/4/2012 11:09:49 AM] Pitstop 101: also yes pls call me asap re those leads frm gordon

[4/4/2012 11:17:44 AM] \*\*\* Call to Pitstop 101, duration 00:17. \*\*\*

[4/4/2012 11:36:23 AM] \*\*\* Call from Pitstop 101 \*\*\*

[4/4/2012 12:01:08 PM] millie.pitstop101: 0466 333 388

[4/4/2012 12:01:17 PM] millie.pitstop101: Steve

[4/4/2012 12:01:32 PM] \*\*\* Call ended, duration 25:09 \*\*\*

[4/4/2012 12:30:31 PM] Pitstop 101: How did you go with lead you were calling - I called steve and it went well - we should definitely land a sale there

[4/4/2012 12:46:35 PM] millie.pitstop101: I spoke to Kevin

[4/4/2012 12:46:48 PM] millie.pitstop101: He would like us to email him a quote

[4/4/2012 12:47:07 PM] millie.pitstop101: as per Jake the whmcs task would take 2 hours

[4/4/2012 12:47:31 PM] Pitstop 101: ok send him a quote please then - well done

then follow it up tomorrow

[4/4/2012 12:47:43 PM] millie.pitstop101: ok

[4/4/2012 12:47:43 PM] Pitstop 101: next one you can call

[4/4/2012 12:47:52 PM] \*\*\* Call from Pitstop 101, duration 11:15. \*\*\*

[4/4/2012 1:00:22 PM] Pitstop 101: OK add me into the meeting Millie

[4/4/2012 1:02:24 PM] \*\*\* Call from Pitstop 101, duration 01:00. \*\*\*

[4/4/2012 1:11:53 PM] millie.pitstop101: this is jakes number

[4/4/2012 1:11:56 PM] millie.pitstop101: [Wednesday, April 04, 2012 1:11 PM] millie.pitstop101:

<<< 02 8003 4101

[4/4/2012 1:12:01 PM] millie.pitstop101: i schoose with 101

[4/4/2012 1:12:09 PM] millie.pitstop101: so it would like its personalised

[4/4/2012 1:12:23 PM] Pitstop 101: excellent choice Millie - well done

[4/4/2012 4:00:22 PM] Pitstop 101: Millie did you call mad balloons - david taylor?

[4/4/2012 4:02:34 PM] millie.pitstop101: yes and I passed him to Jake. Jake is now talking to him

[4/4/2012 4:03:07 PM] Pitstop 101: when was this done and is jake talking to him right now or was this all passed onto jake earlier

[4/4/2012 4:03:40 PM] millie.pitstop101: Jake is talking to him as we skype

[4/4/2012 4:04:49 PM] millie.pitstop101: yes this was passed onto him earlier roughly, 30 mins ago

[4/4/2012 4:11:20 PM] Pitstop 101: ok all fine then - no worries

[4/5/2012 7:21:52 AM] Pitstop 101: Millie have you spoken with avante via phone today or...?

[4/5/2012 7:28:19 AM] millie.pitstop101: the other day was a voicemail, today is a voice mail too I called their office today and voicemail so I just left a voicemail saying that the site will be done today. I called again this morning and spoke to him and he says thank you the site is done. I tild him I will email him the link for his approval

[4/5/2012 7:33:56 AM] millie.pitstop101: Joe

[4/5/2012 7:34:27 AM] millie.pitstop101: Could you please confirm if A Roon Singh of ABE is still a active client for hosting?

[4/5/2012 7:34:34 AM] millie.pitstop101: thanks

[4/5/2012 7:34:51 AM] millie.pitstop101: And Aida Letinic is just used for testing right?

[4/5/2012 7:34:57 AM] millie.pitstop101: thanks

[4/5/2012 8:06:34 AM] Pitstop 101: Aha excellent re avante - well done Millie

Aroon is still active client yes

Aida Letinic is a test client [ not real ]

[4/5/2012 8:08:55 AM] millie.pitstop101: ok thanks

[4/5/2012 8:31:53 AM] Pitstop 101: np

[4/5/2012 9:04:25 AM] Pitstop 101: hey Millie how are the sales and collections going

[4/5/2012 9:06:37 AM] millie.pitstop101: not good Joe, I am actualy bugging jake and the rest of the guys re our past projects so i can quote them

[4/5/2012 9:06:44 AM] millie.pitstop101: 1. PR MEdia

[4/5/2012 9:07:22 AM] millie.pitstop101: 2. Avante- has not paid the 50% deposit

[4/5/2012 9:07:36 AM] millie.pitstop101: 3. Light search said- he will still think about he quote

[4/5/2012 9:08:15 AM] millie.pitstop101: 4. Roy's Email re Louise- being fixed

[4/5/2012 9:56:17 AM] Pitstop 101: MILLIE please sort this out immediately

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Hi Joe or any person at this address.

We have sent numerous messages and many phone calls with almost zero response. The only two being “please pay us some more money $495”, and then today “we have set up the external access and have emailed you”.

The email we have not received and we have made two calls which have gone nowhere… we were left on hold on the phone.

To say we have just given up is an understatement. The only service we seem to get is…”give us some more money”.

What are you guys doing?

We ask that you refund these moneys (of $495)and we hope we can find someone else to fix this web site for us. I didn’t think it was all that difficult, according to your words.

Is it possible to respond to this???

Trev

[4/5/2012 9:56:57 AM] millie.pitstop101: ha?

[4/5/2012 9:57:02 AM] millie.pitstop101: I just spoke to him this morning?

[4/5/2012 9:57:22 AM] Pitstop 101: this was sent to me at 11.12am and then at 11.21

[4/5/2012 9:57:40 AM] Pitstop 101: where is the site at - is it finished

[4/5/2012 9:59:19 AM] Pitstop 101: Millie what is going on here

[4/5/2012 10:00:09 AM] millie.pitstop101: Joe I asked Jake about this and he told me Marissa is the one handling it. I asked Jake to call Marissa earlier and ask what is the status of the site. marissa informed Jake that site will be done today

[4/5/2012 10:00:17 AM] millie.pitstop101: I called Trev right away

[4/5/2012 10:00:25 AM] millie.pitstop101: and told him that site will be done today

[4/5/2012 10:00:30 AM] millie.pitstop101: I will email him the link'

[4/5/2012 10:01:03 AM] millie.pitstop101: we are talking about avantelinemarking arent we?

[4/5/2012 10:01:08 AM] millie.pitstop101: i will call trev again

[4/5/2012 10:01:10 AM] millie.pitstop101: hang on

[4/5/2012 10:01:52 AM] Pitstop 101: talk to jake the site will be done in 30 mins

[4/5/2012 10:02:03 AM] millie.pitstop101: I know

[4/5/2012 10:02:09 AM] millie.pitstop101: so what is Trev talking about?

[4/5/2012 10:02:18 AM] millie.pitstop101: I told him to wait and ill email him the link?

[4/5/2012 10:03:10 AM] Pitstop 101: i dont know but lets fix it immediately - client does not get this mad if we have doe our job in \\\

[4/5/2012 10:11:53 AM] millie.pitstop101: SOLVED

[4/5/2012 10:11:55 AM] millie.pitstop101: avante

[4/5/2012 10:12:49 AM] millie.pitstop101: I called Trev

[4/5/2012 10:12:51 AM] millie.pitstop101: and apoligised

[4/5/2012 10:12:57 AM] millie.pitstop101: evertyhing is solved

[4/5/2012 10:13:05 AM] millie.pitstop101: i just need the website in 20 mins

[4/5/2012 10:13:12 AM] millie.pitstop101: i told jake to finish it NOWWWWW

[4/5/2012 10:13:18 AM] Pitstop 101: are you sure its solved

[4/5/2012 10:13:23 AM] millie.pitstop101: YES

[4/5/2012 10:13:43 AM] millie.pitstop101: as far as communicating wit him and updating him - yes

[4/5/2012 10:14:03 AM] millie.pitstop101: and I told him to drop all the numbers and just keep my direct number for ANYTHING

[4/5/2012 10:14:11 AM] millie.pitstop101: he can CALL ME for any issues

[4/5/2012 10:21:33 AM] Pitstop 101: ok good - thanks Millie

[4/5/2012 10:22:35 AM] Pitstop 101: now please get that sirte to him and call him as the email is sent so you can catch his comments as he sees the site etc so anything he wants to address he can do it with you right there on the phone

[4/5/2012 10:23:10 AM] millie.pitstop101: yes.. i called jake to ask marissa to go onboard now

[4/5/2012 10:23:18 AM] millie.pitstop101: get onboard

[4/5/2012 10:23:23 AM] millie.pitstop101: and finish it in 20 mins

[4/5/2012 10:23:29 AM] Pitstop 101: ok

[4/5/2012 4:00:36 PM] \*\*\* Pitstop 101 sent IMG\_05042012\_180037.png \*\*\*

[4/5/2012 4:28:12 PM] millie.pitstop101: Joe

[4/5/2012 4:28:23 PM] millie.pitstop101: I dont have teconix payment details or statements

[4/5/2012 4:28:38 PM] millie.pitstop101: where can I see the payments from there?

[4/5/2012 5:15:46 PM] millie.pitstop101: Hi Joe

[4/5/2012 5:17:53 PM] millie.pitstop101: I spoke to Trev now

[4/5/2012 5:18:29 PM] millie.pitstop101: not now I mean i spoke to him earlier and let him know that site is ok now

[4/5/2012 5:18:36 PM] millie.pitstop101: and for approval

[4/5/2012 5:18:55 PM] Pitstop 101: and how did it go - but are you ok witht he site i mean is it really ok

[4/5/2012 5:18:58 PM] Pitstop 101: also

[4/5/2012 5:18:59 PM] Pitstop 101: [Thursday, April 05, 2012 2:46 PM] Pitstop 101:

<<< https://www.teconix.com/billing/whaadminonly/login.php

user: joe

pass: jtc9381a

[4/5/2012 5:22:59 PM] millie.pitstop101: as per Jake

[4/5/2012 5:23:06 PM] millie.pitstop101: minor changes

[4/5/2012 5:23:11 PM] millie.pitstop101: like the font color

[4/5/2012 5:23:20 PM] millie.pitstop101: but Trev said he just needs the CMS instructions

[4/5/2012 5:23:46 PM] millie.pitstop101: i think he will edit it

[4/5/2012 5:27:19 PM] Pitstop 101: so has he got that now millie?

[4/5/2012 5:27:30 PM] Pitstop 101: the cms instructions i mean

[4/5/2012 5:27:33 PM] millie.pitstop101: yes he already did

[4/5/2012 5:27:48 PM] millie.pitstop101: i sent him and called him and informed him

[4/5/2012 5:27:54 PM] Pitstop 101: and how did he go

[4/5/2012 5:28:08 PM] millie.pitstop101: he said he is still in the meeting

[4/5/2012 5:28:13 PM] Pitstop 101: ok

[4/5/2012 5:28:17 PM] millie.pitstop101: he will look into it tonight

[4/5/2012 5:28:33 PM] Pitstop 101: ok cool

how much did we collect today

[4/5/2012 5:29:20 PM] millie.pitstop101: since avante is done I can collect $995

[4/5/2012 5:29:40 PM] millie.pitstop101: also Joe who will make the quote for pet essentials

[4/5/2012 5:57:36 PM] Pitstop 101: dont worry about being in a hurry to collect avante and i would give them another month to pay please - + also lets getthem using the cms and getting the use out of it and get the help from us on it and training etc - then when they are happy in a weeks time tell them due to our delay we would like to let them pay in another 4 weeks time or how long ever it took us to do this

[4/5/2012 5:58:12 PM] Pitstop 101: so if it took us 2 months from the time they gave the order they can have that long to pay it

[4/5/2012 5:59:03 PM] Pitstop 101: the quote to sharlene jake needs to work it out with the team and patrick and then give me the hours and i will email quote

leaves you free to do collections where we need to do collections

[4/10/2012 2:10:29 PM] Pitstop 101: Millie how much does zumba currently pay for just hosting

[4/10/2012 2:12:56 PM] Pitstop 101: Millie are you there

[4/10/2012 2:17:57 PM] \*\*\* Missed call from Pitstop 101. \*\*\*

[4/10/2012 3:10:07 PM] millie.pitstop101: Hi Joe I was on a late lunch break.. and spoke to Elena Ornig, Malcolm Ford, and Carl of LN- I passed it on to Jake for further assistance. As for Deborah she pays $216 on a quarterly basis

[4/10/2012 3:10:45 PM] Pitstop 101: ok thanks Millie

[4/11/2012 8:57:09 AM] millie.pitstop101: Hi Joe

[4/11/2012 8:57:26 AM] millie.pitstop101: good morning

[4/11/2012 8:57:35 AM] millie.pitstop101: we have a problem with Warren

[4/11/2012 8:57:59 AM] \*\*\* Call to Pitstop 101, no answer. \*\*\*

[4/11/2012 8:58:16 AM] millie.pitstop101: he said that why do you outsource in thePhilippines

[4/11/2012 8:58:18 AM] Pitstop 101: give me a sec Millie - on a call to Jake

[4/11/2012 8:58:23 AM] millie.pitstop101: i see

[4/11/2012 8:59:02 AM] millie.pitstop101: ok

[4/11/2012 8:59:05 AM] millie.pitstop101: let me call him again

[4/11/2012 8:59:21 AM] Pitstop 101: wait for me to call you first

[4/11/2012 8:59:35 AM] millie.pitstop101: Joe, Warren said he knew Pitstop101 is an aussie based company

[4/11/2012 8:59:46 AM] millie.pitstop101: why all of a sudden someone from the phils is calling him?

[4/11/2012 9:00:02 AM] millie.pitstop101: I spoke to him and he said he would only talk to me and Lyndon

[4/11/2012 9:00:18 AM] Pitstop 101: talk to me first

[4/11/2012 9:00:20 AM] millie.pitstop101: ok

[4/11/2012 9:00:24 AM] Pitstop 101: i will call you

[4/11/2012 9:00:26 AM] millie.pitstop101: ok

[4/11/2012 9:35:48 AM] \*\*\* Missed call from Pitstop 101. \*\*\*

[4/11/2012 9:35:56 AM] Pitstop 101: give me a sec

[4/11/2012 9:36:09 AM] millie.pitstop101: ok deborah goldberg is talking to me too

[4/11/2012 9:38:48 AM] millie.pitstop101: can I call you now?

[4/11/2012 9:38:53 AM] Pitstop 101: yes

[4/11/2012 9:39:01 AM] millie.pitstop101: I still have to chase a lot of people no money coming in hey

[4/11/2012 9:39:11 AM] \*\*\* Call to Pitstop 101 \*\*\*

[4/11/2012 9:40:56 AM] millie.pitstop101: Warren- 0407215574

[4/11/2012 9:42:27 AM] Pitstop 101: cant hear you

[4/11/2012 9:42:37 AM] Pitstop 101: adjust mic

[4/11/2012 9:42:50 AM] millie.pitstop101: yes

[4/11/2012 9:43:10 AM] millie.pitstop101: warren exclusive video

[4/11/2012 9:43:47 AM] millie.pitstop101: www.exclusivevideo.com.au

[4/11/2012 9:46:31 AM] millie.pitstop101: hello

[4/11/2012 9:46:34 AM] millie.pitstop101: can you hear me?

[4/11/2012 9:46:42 AM] \*\*\* Call ended, duration 07:30 \*\*\*

[4/11/2012 9:47:00 AM] Pitstop 101: Millie call me back

[4/11/2012 9:47:05 AM] \*\*\* Call to Pitstop 101 \*\*\*

[4/11/2012 9:57:23 AM] \*\*\* Pitstop 101 sent IMG\_11042012\_115726.png \*\*\*

[4/11/2012 10:01:13 AM] \*\*\* Call ended, duration 14:08 \*\*\*

[4/11/2012 12:36:51 PM] Pitstop 101: Millie - Nina from hampers site needs to be contacted asap please - thanks Millie

just to put you in the picture the site was supposed to be finished 14th of FEB 2012 - client needs this site to be done asap please Millie

Patrick should be finishing this

Thanks Millie

[4/11/2012 12:38:40 PM] millie.pitstop101: ok

[4/11/2012 3:50:10 PM] Pitstop 101: Millie can you call providors online asap please

[4/11/2012 3:51:17 PM] millie.pitstop101: ok

[4/11/2012 3:55:10 PM] Pitstop 101: you got the email yes?

[4/11/2012 4:01:50 PM] Pitstop 101: Millie do you have jakes mobile number to sms him on re issues clients are having with emails

i think its either their disck space in which case you adjust it or they need to change their incoming server should be mail.THEIRwebsite

so for a website called XYZ.com.au

the POP3 incoming server setting should be mail.xyz.com.au

[4/11/2012 4:02:05 PM] Pitstop 101: get Jake to assist if you cant please

[4/11/2012 4:02:31 PM] Pitstop 101: there are Voicemail messages coming through that need to be called

[4/11/2012 4:10:35 PM] millie.pitstop101: im on a call with providors online

[4/11/2012 4:10:49 PM] millie.pitstop101: while asking patrick to give me answers

[4/11/2012 4:16:59 PM] millie.pitstop101: providors done

[4/11/2012 4:17:06 PM] millie.pitstop101: and emails fixed

[4/11/2012 4:24:14 PM] Pitstop 101: wow Millie you have a telent in this - OK keep it going as we have tons to do

great work there Millie - well done

[4/11/2012 4:27:59 PM] millie.pitstop101: thanks

[4/11/2012 4:28:06 PM] millie.pitstop101: Joe Jake is offline?

[4/11/2012 4:28:37 PM] millie.pitstop101: anyway, Lyndon replied and he said he can fix the logo and the details in WHMCS later but we need to pay him?

[4/11/2012 4:28:58 PM] millie.pitstop101: is he the only one who has an access in WHMCS?

[4/11/2012 4:29:08 PM] millie.pitstop101: anyway

[4/11/2012 4:29:13 PM] millie.pitstop101: i will ask Jake tonight

[4/11/2012 4:29:15 PM] millie.pitstop101: to do it

[4/11/2012 4:29:35 PM] millie.pitstop101: let us see if he can fix it..instead of asking Lyndon'd time

[4/11/2012 4:47:38 PM] Pitstop 101: yes see if we can do it instead of Lyndon but give yourself a deadline and if not done by 8pm then ask Lyndon....and i dont mind paying him...keeps him closer to Pitstop 101 Media and we get to further our relationship with him as i know he will come in good use on many future occassions - actually ask him to fix it but he needs to as part of fixing it to give instructions to jake and patrick for future use

[4/11/2012 5:49:55 PM] Pitstop 101: what is your phone number

[4/11/2012 5:50:05 PM] Pitstop 101: i have waren on phone

[4/11/2012 5:50:20 PM] millie.pitstop101: 8005 1824

[4/11/2012 6:15:20 PM] millie.pitstop101: my number is 02 8005 1824

[4/11/2012 6:16:19 PM] millie.pitstop101: Is Warren worried about the overseas thing?

[4/11/2012 7:53:26 PM] Pitstop 101: [Wednesday, April 11, 2012 5:57 PM] Pitstop 101:

<<< Jake please call warren asap - bad stuff happened as he tried to use cms ...pls show him remotely etc....thanks heaps Jake

http://westcitycrusaders.com.au/

02 9833 3124 or 0421 910 413

[4/11/2012 7:53:46 PM] Pitstop 101: no its a different warren - west city crusaders

[4/12/2012 8:44:06 AM] millie.pitstop101: Hi Joe

[4/12/2012 8:44:09 AM] millie.pitstop101: jake is not online

[4/12/2012 8:44:12 AM] millie.pitstop101: I asked Patrick

[4/12/2012 8:44:13 AM] millie.pitstop101: [Thursday, April 12, 2012 8:41 AM] Patrick Sy:

<<< added a comment on that sa vtiger - http://proj.pitstop101.com/crm/index.php?module=HelpDesk&parenttab=Support&action=DetailView&record=112

we didnt develop that website - http://westcitycrusaders.com.au/

[4/12/2012 8:46:58 AM] millie.pitstop101: give me a sec Joe

[4/12/2012 8:47:03 AM] millie.pitstop101: Im talking to Jne Cull

[4/12/2012 8:47:09 AM] \*\*\* Call from Pitstop 101 \*\*\*

[4/12/2012 8:47:21 AM] Pitstop 101: ok

[4/12/2012 8:56:08 AM] Pitstop 101: Hi,

I have been trying to contact your company 3 times in the last 24 hours by phone with no response. I need my MX record to be changed so that I can continue with the installation of my SBS.

The MX record needs to be changed to the following IP – 203.45.140.200

I have been told by my IT tech that we should not be charged for this.

Please contact me immediately if you require any more information or when you have changed the MX record for us. This is of high importance as it is delaying production in our business.

Regards,

Joel Gardiner | General Manager

P 02 4987 2899 | F 02 4987 4406 | M 0410 829 131

www.indgas.com.au

[4/12/2012 8:58:23 AM] Pitstop 101: Millie wheres Jake

[4/12/2012 8:58:53 AM] millie.pitstop101: Well he said he is going to Australia?

[4/12/2012 9:02:52 AM] millie.pitstop101: He said he will work there

[4/12/2012 9:48:24 AM] \*\*\* Pitstop 101 sent IMG\_12042012\_114828.png \*\*\*

[4/12/2012 9:48:34 AM] Pitstop 101: anz account

[4/12/2012 9:49:36 AM] millie.pitstop101: im with maureen on the other line

[4/12/2012 9:49:46 AM] millie.pitstop101: Is jake still under pitstop?

[4/12/2012 9:49:52 AM] millie.pitstop101: when will he start workking again?

[4/12/2012 9:54:13 AM] Pitstop 101: he is travelling to singapore today i think - he logs in at 1pm i think.....just make do with team you have - patrick etc

[4/12/2012 9:54:19 AM] Pitstop 101: till he arrives

[4/12/2012 9:54:52 AM] millie.pitstop101: noted

[4/12/2012 9:55:17 AM] Pitstop 101: ok

[4/12/2012 9:57:08 AM] millie.pitstop101: om on the phone with Joel Gardiner

[4/12/2012 9:57:12 AM] millie.pitstop101: re the mx records

[4/12/2012 10:14:29 AM] Pitstop 101: ok cool

[4/12/2012 10:35:00 AM] Pitstop 101: Millie pls get onto ikecho

[4/12/2012 10:38:16 AM] Pitstop 101: Hi,

Sadly, despite this being an urgent matter pit stop has not come back to us.

Can you look into this kindly?

Pauly Jason Marinucci

Marketing & Administration Co-ordinator

Ikecho Pearl Company Pty Ltd

Wholesale Pearl Jewellery Supplier Australia & New Zealand

263 Sussex Street, Sydney NSW 2000, Australia

P + 612 9266 0636

F + 612 9266 0969

E + pauly@ikecho.com.au

W + www.ikecho.com.au

[4/12/2012 10:38:25 AM] Pitstop 101: pls get Patrick to fix

[4/12/2012 11:02:36 AM] Pitstop 101: Millie get someone onto ikecho immediately...Marissa is on now

[4/12/2012 11:26:42 AM] millie.pitstop101: ok i asked marissa and she is working on it now

[4/12/2012 11:26:52 AM] millie.pitstop101: also she was instructed to drop the zumba first

[4/12/2012 11:26:54 AM] millie.pitstop101: [10:41:39 AM] M & D Goldberg: Hi Millie

[11:00:10 AM] M & D Goldberg: I need INDIA to be added to our shipping list

[11:00:15 AM] M & D Goldberg: no one has replied my emails

[11:15:08 AM] millie.pitstop101: ok

[11:25:13 AM] M & D Goldberg: and vietname for the wholesale program

[4/12/2012 11:51:58 AM] millie.pitstop101: Hi Joe

[4/12/2012 11:52:08 AM] millie.pitstop101: i have been emailing the clients with these words"

[4/12/2012 11:52:10 AM] millie.pitstop101: To all valued clients,

Please be advised that Pitstop101 Media has transitioned from Commonwealth Bank to Australian New Zealand (ANZ). All future payments should be paid to BSB: 012-370, Account Number: 2636-41811 Account Name: Pitstop 101 Media Pty Ltd

We will not be accepting payments thru the old CBA account. We have been sending our new bank details via email, so please pay accordingly. Failure to do so will make your payment late. This is for your strict compliance. Your confirmation is much appreciated.

[4/12/2012 11:53:33 AM] millie.pitstop101: Also, Lyndon is now working on the WHMCS logo and bank details for the invoices and quotes template

[4/12/2012 1:08:15 PM] Pitstop 101: warren from - www.ExclusiveVideo.com.au regards putting back the gallery he is saying is now missing - NO CHARGE FOR IT as it used to be there

millie pls get someone to fix for client then pls call him yourself

[4/12/2012 1:09:31 PM] Pitstop 101: Millie is Ninas site done - pls give her a call and get someone onto it

[4/12/2012 2:01:12 PM] millie.pitstop101: ok sorry was on a call

[4/12/2012 2:01:18 PM] millie.pitstop101: warren is now being fixed by patrick

[4/12/2012 2:01:39 PM] millie.pitstop101: nina site sint done yet we are waiting for nina's more images for the content

[4/12/2012 2:05:23 PM] Pitstop 101: well could you please call Nina as i am getting the urgent signal from her but you are telling me we are waiting for her...please call her so we both know where things are at...thanks millie

[4/12/2012 2:06:08 PM] millie.pitstop101: I called her but voicemail. will call her after 10 mins

[4/12/2012 2:06:13 PM] Pitstop 101: ok

[4/12/2012 2:06:24 PM] Pitstop 101: call me for a quick update on things

[4/12/2012 2:06:46 PM] Pitstop 101: gmas

[4/12/2012 2:12:12 PM] \*\*\* Missed call from Pitstop 101. \*\*\*

[4/12/2012 2:12:20 PM] Pitstop 101: are you there

[4/12/2012 2:12:29 PM] Pitstop 101: call me in 4 mins please

[4/12/2012 2:16:41 PM] \*\*\* Call to Pitstop 101, no answer. \*\*\*

[4/12/2012 2:19:55 PM] millie.pitstop101: joe im with TPP

[4/12/2012 2:20:01 PM] \*\*\* Missed call from Pitstop 101. \*\*\*

[4/12/2012 2:20:01 PM] millie.pitstop101: re exacta print domains

[4/12/2012 2:20:50 PM] Pitstop 101: ok good - glad you are going through all the billing issues and tasks etc...

ok when you are free pls call me

[4/12/2012 2:21:56 PM] Pitstop 101: is ikecho sorted

[4/12/2012 2:23:29 PM] millie.pitstop101: yes ikecho has been rectified

[4/12/2012 2:26:41 PM] Pitstop 101: has Pauly been called by you or by jake

[4/12/2012 2:28:57 PM] millie.pitstop101: I m calling Warren now

[4/12/2012 2:29:08 PM] millie.pitstop101: Pauly earlier but no asnwer

[4/12/2012 2:29:11 PM] Pitstop 101: ok and pauly frm ikecho

[4/12/2012 2:29:24 PM] Pitstop 101: and warren frm west city crusaders

[4/12/2012 2:29:43 PM] millie.pitstop101: warren of exclusive video

[4/12/2012 2:30:05 PM] Pitstop 101: yes ok cool is it all done for him

[4/12/2012 7:07:11 PM] Pitstop 101: Hi Millie how are you and how was the day?

[4/12/2012 7:09:27 PM] millie.pitstop101: Hi Joe I am fine and there are some billing issues still and Im working on it..

[4/12/2012 7:09:51 PM] Pitstop 101: ok aim to sort them out permanenetly please

[4/12/2012 7:09:55 PM] millie.pitstop101: yes

[4/12/2012 7:10:03 PM] Pitstop 101: ok good work then

[4/12/2012 7:10:07 PM] millie.pitstop101: lyndon is working o n the logo, bank details

[4/12/2012 7:10:29 PM] millie.pitstop101: and then I am asking for your approval so i can mass email clients re the new bank details

[4/12/2012 7:17:54 PM] Pitstop 101: good excellent - we should have the anz merchant facility active tomorrow or latest monday but in the meantime

please DO NOT process any CC payemnts yet till i give you the approval

yes email everyone again please the message re anz as follows

----------------------------

To all valued clients,

Please be advised that Pitstop101 Media has transitioned from CBA Bank to the ANZ.

All future payments should be paid to BSB: 012-370, Account Number: 2636-41811 Account Name: Pitstop 101 Media Pty Ltd

We will not be accepting payments through the old CBA account.

We have been sending our new bank details via email, so please process your payments accordingly.

Failure to do so will make your payment late. This is for your strict compliance. Your confirmation is much appreciated.

If you have any questions please call us on 02 8005 1824 or email us on billing@Pitstop101Media.com.au

Thank you for your co-operation

[4/12/2012 7:18:29 PM] millie.pitstop101: noted

[4/12/2012 7:18:44 PM] Pitstop 101: thanks Millie

[4/12/2012 11:04:25 PM] millie.pitstop101: the mass email task is done

[4/13/2012 8:55:48 AM] Pitstop 101: excellent thanks Millie

[4/13/2012 9:58:34 AM] millie.pitstop101: exactaprint domain has now been renewed as well ainsworthaccounting.com.au

[4/13/2012 9:58:58 AM] Pitstop 101: ok let client know asap

[4/13/2012 9:59:37 AM] Pitstop 101: our merchant facility will either be ready today or monday so keep holding off on those CC payments

[4/13/2012 9:59:47 AM] millie.pitstop101: ok

[4/13/2012 9:59:54 AM] millie.pitstop101: i am on the phone with robyn

[4/13/2012 10:00:03 AM] Pitstop 101: if we were to process all those failed ones - how much is that totalling to

[4/13/2012 10:04:45 AM] Pitstop 101: vqc

[4/13/2012 10:05:42 AM] millie.pitstop101: with gordon's lead on the phone

[4/13/2012 10:05:45 AM] millie.pitstop101: real quick

[4/13/2012 10:05:55 AM] Pitstop 101: ok when you are ready call me

[4/13/2012 10:23:57 AM] Pitstop 101: how did you go with the lead

[4/13/2012 10:28:03 AM] millie.pitstop101: asking the guys to give me a quote for flash design

[4/13/2012 2:06:04 PM] Pitstop 101: if its a general quote then here it is but a spsecif flash idea / design to specs from customer yes please time it and multiply x 150 incl gst

so then tell client only the price but not hourly info

or if general quote as follows then:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Flash headers - slideshow 15 images - $495.00

[4/13/2012 2:08:23 PM] millie.pitstop101: ok thanks

[4/13/2012 2:15:29 PM] Pitstop 101: ok

[4/13/2012 2:15:40 PM] Pitstop 101: was it a sale

[4/13/2012 2:18:07 PM] millie.pitstop101: not yet.. i still have to call her back. she asked me to call her back at 430pm today

[4/13/2012 2:19:15 PM] Pitstop 101: ok

[4/13/2012 2:22:23 PM] millie.pitstop101: Hi Joe

[4/13/2012 2:22:28 PM] millie.pitstop101: I called this lead

[4/13/2012 2:22:29 PM] millie.pitstop101: Details

Customer Name: Mary Bindu

Customer Location: Blacktown, NSW, 2148

Type of work required: Web graphics project

Type of website: A flash website

Job Timing: within 2 weeks

[4/13/2012 2:22:40 PM] millie.pitstop101: and she is not a lead, she is looking for a job

[4/13/2012 2:22:53 PM] millie.pitstop101: if we need web designer etc..

[4/13/2012 2:23:04 PM] millie.pitstop101: oh well had to delete this in vtgier

[4/13/2012 2:23:05 PM] millie.pitstop101: thanks

[4/13/2012 3:04:59 PM] Pitstop 101: k thanks for update Millie

[4/13/2012 3:50:55 PM] Pitstop 101: millie pls pickup urgent

[4/13/2012 3:51:04 PM] \*\*\* Call from Pitstop 101, duration 08:09. \*\*\*

[4/13/2012 4:00:28 PM] millie.pitstop101: EWAY IS NOW WORKING

[4/13/2012 4:00:40 PM] millie.pitstop101: processed one for $27

[4/13/2012 4:00:45 PM] millie.pitstop101: and it went through

[4/13/2012 4:12:01 PM] millie.pitstop101: also when you come back please send me the anz payments thanks

[4/13/2012 4:12:07 PM] millie.pitstop101: when can we have the access for it?

[4/13/2012 4:12:18 PM] millie.pitstop101: so i can just genreate the csv report and apply payments

[4/13/2012 4:12:20 PM] millie.pitstop101: thanks

[4/13/2012 4:12:25 PM] millie.pitstop101: have a great weekend

[4/13/2012 4:38:40 PM] Pitstop 101: thanks Millie - can you wait to process others till i see that the 27 has made iinto the correct account

yes will send the payments from anz

if you processed everything from overdue that is meant to be paid via cc how much roughly is it?

[4/16/2012 8:20:05 AM] Pitstop 101: Millie quick chat re that payment you processed

[4/16/2012 8:20:22 AM] Pitstop 101: i still cant see it going into ANZ

[4/16/2012 8:20:32 AM] millie.pitstop101: ok just warpping up the call from RS

[4/16/2012 8:20:48 AM] Pitstop 101: ok call me

[4/16/2012 8:20:52 AM] \*\*\* Missed call from Pitstop 101. \*\*\*

[4/16/2012 8:49:18 AM] Pitstop 101: millie pls give me a call

[4/16/2012 9:07:56 AM] \*\*\* Call from Pitstop 101 \*\*\*

[4/16/2012 9:08:06 AM] Pitstop 101: hi

[4/16/2012 9:08:10 AM] Pitstop 101: cant hear you

[4/16/2012 9:08:22 AM] millie.pitstop101: Hi Jake

[4/16/2012 9:08:23 AM] millie.pitstop101: joe

[4/16/2012 9:10:57 AM] millie.pitstop101: Processed 2 separate payments from Mr David E Taylor $81 and $28. A total of $108

[4/16/2012 9:11:02 AM] millie.pitstop101: Via AMEX

[4/16/2012 9:13:53 AM] \*\*\* Pitstop 101 sent IMG\_16042012\_111359.png \*\*\*

[4/16/2012 9:14:05 AM] Pitstop 101: 147

[4/16/2012 9:14:07 AM] Pitstop 101: 66

[4/16/2012 9:17:01 AM] \*\*\* Call ended, duration 09:04 \*\*\*

[4/16/2012 10:08:31 AM] millie.pitstop101: can I process cc payments now?

[4/16/2012 10:51:02 AM] Pitstop 101: no i have not called them yet

[4/16/2012 10:51:08 AM] Pitstop 101: i will let you know ehn ok

[4/16/2012 11:19:44 AM] millie.pitstop101: I will be on lunch now

[4/16/2012 11:25:46 AM] Pitstop 101: ok see you at 2

[4/16/2012 12:29:09 PM] Pitstop 101: Millie pls add this to leads in vtiger

[Friday, April 13, 2012 1:14 PM] Gordon Doherty:

<<< Contact History with Darren

029279 4600

$90.00 / hour Update Price Estimate

View Messages (1)

Details

There are 2 items we are looking to get done. The first is a shop front style website that will be selling stationery and the 2nd is a file upload system for our existing customers

For the shop front we already have the script work in place using our online ordering system which is developed by OPS What we need developed is the user end html to be designed and laid out. For a rough idea of what we are looking for visit ..withheld..

With the file upload it must have these items.

1. Username and Password login

2. Upload progress bar

3. Information field

4. Mulitple file option

5. Email notification that a file has been uploaded

6. Link on email to download file

[4/16/2012 12:41:07 PM] Pitstop 101: Millie are you there

[4/16/2012 12:41:49 PM] millie.pitstop101: Yes i just added Darren to the leads list

[4/16/2012 12:41:56 PM] millie.pitstop101: im now talking to Elena Ornig

[4/16/2012 12:42:05 PM] millie.pitstop101: asking about her domain

[4/16/2012 12:42:10 PM] millie.pitstop101: Jake already fixed it

[4/16/2012 12:42:15 PM] Pitstop 101: ok thanks Millie

[4/16/2012 12:42:18 PM] millie.pitstop101: but she said otherwise

[4/16/2012 12:42:29 PM] Pitstop 101: whats wrong

[4/16/2012 12:44:50 PM] millie.pitstop101: she said her email add is wrong but i checked everything is correct... she said she will call their office first then call me back

[4/16/2012 1:13:19 PM] Pitstop 101: ok

[4/16/2012 2:17:03 PM] Pitstop 101: Millie please DO NOT process any credit cards at all seems like there is an issue of a bit of a delay with anz - we will see tonight or tomorrow

i will let you know but for now DONT process credit cards

thanks Millie

[4/16/2012 3:04:36 PM] Pitstop 101: Millie i need you to send me profit/loss statement asap in next few minutes please

expenses versus earnings basically

[4/16/2012 3:06:24 PM] millie.pitstop101: dated?

[4/16/2012 3:07:15 PM] Pitstop 101: january

february

march

[4/16/2012 3:08:55 PM] \*\*\* millie.pitstop101 sent Profit & Loss [Cash].pdf \*\*\*

[4/16/2012 3:16:42 PM] Pitstop 101: i meant separate Millie please

jan

feb

mar

[4/16/2012 3:16:52 PM] millie.pitstop101: ok

[4/16/2012 3:16:53 PM] millie.pitstop101: thanks

[4/16/2012 3:16:59 PM] Pitstop 101: eta?

[4/16/2012 3:18:53 PM] millie.pitstop101: now

[4/16/2012 3:19:08 PM] \*\*\* millie.pitstop101 sent Profit &amp; Loss [Cash]\_FEBRUARY\_2012.pdf,... \*\*\*

[4/16/2012 3:21:42 PM] Pitstop 101: well done Millie - pery quick and prompt - excellent - very much appreciated

[4/16/2012 3:22:06 PM] Pitstop 101: ok since you are quick with this pls email me the april one as well to date

[4/16/2012 3:24:17 PM] millie.pitstop101: done please check email

[4/16/2012 3:24:18 PM] millie.pitstop101: thanks

[4/16/2012 3:24:40 PM] Pitstop 101: ok thanks millie

[4/16/2012 3:31:11 PM] Pitstop 101: millie DONT process more CC payments please till i give you the word tomorrow

[4/16/2012 3:31:42 PM] millie.pitstop101: yes ill call after trev

[4/16/2012 3:31:54 PM] millie.pitstop101: or brett of e-save.net.au

[4/16/2012 3:32:13 PM] Pitstop 101: ok

[4/16/2012 3:32:15 PM] \*\*\* Missed call from Pitstop 101. \*\*\*

[4/16/2012 4:38:50 PM] Pitstop 101: need to know if you included the income that landed in the old Pitstop 101 account - into that report

also once you process all the CC's how much will it be roughly

[4/17/2012 8:46:52 AM] millie.pitstop101: Hi Joe good morning. I spoke to Jake yesterday and why are you asking him for an opinion if is hould stay or go? If you wanted to replace me a long time ago just let me know.. Thank you for giving me a chance but if you are doubtful and find me unreliable it's better to accept my resignation immediately. and I was not late yesterday nor late coming back from lunch?? why do you have to ask Jake about my coming back from lunch? Its hard to work if the other person doesnt trust you anymore.. etc..

[4/17/2012 8:53:48 AM] Pitstop 101: Hi Millie - i have no idea about that - let me call you in 10 mins pleas

[4/17/2012 9:57:28 AM] Pitstop 101: sorry Millie - just doing something v urgent - i will call you shortly to see what has gone on

[4/19/2012 7:16:49 AM] Pitstop 101: Millie have we registered kitchenprojects for Glen and don from Commercial joinery

[4/19/2012 7:26:27 AM] millie.pitstop101: No we havent yet, are we talking about domains or hosting?

[4/19/2012 7:59:49 AM] Pitstop 101: domains and hosting i suppose but he wants that domain secured - just go ahead and register it if its available - the one that i wrote in the quote

[4/19/2012 8:00:25 AM] millie.pitstop101: ok

[4/19/2012 8:01:42 AM] Pitstop 101: The domain name burgerandahalf.com has expired and is now in a state of suspension. Any subscription services (hosting, email etc) associated with the domain will not be canceled. If you wish to cancel these services you must complete this cancellation form online, located in your Account.

[4/19/2012 8:02:48 AM] millie.pitstop101: I have emailed the client to get back to me. I told them should they wish to renew let me know so I can generate a invoice for them

[4/19/2012 8:04:12 AM] Pitstop 101: you may need to call everyone i think as we are going to upset clients in case they didnt get email or it went to spam

[4/19/2012 8:05:03 AM] Pitstop 101: Hello,

Thank you for contacting TPP Wholesale. This email is an automatic reply to confirm we have received your enquiry regarding "STATUS OF DOMAIN breadbasket.net.au". Your ticket has been assigned an ID of [[TPP Wholesale Support #813865]. Please use this tracking number in all correspondence for this issue.

A copy of your submitted email is below:

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Hi Support,

I would like to know the status of this domain: breadbasket.net.au

The client already paid the domain and I renewed it last week and yet it

saying "expired"

Could you please check this for me at your earliest convenience?

Should you require further assistance, please do not hesitate to contact me

and I would be more than happy to assist you.

Thank you for your continued patronage.

Best regards,

Millie

[4/19/2012 8:06:00 AM] millie.pitstop101: ok

[4/19/2012 8:06:17 AM] Pitstop 101: Millie also can you fix the following in invoices

[4/19/2012 8:06:20 AM] Pitstop 101: Bank Deposit

Deposit into our Commonwealth Bank account using the following details:

PLEASE NOTE NEW BANK ACCOUNT DETAILS:

Bank Name: ANZ

[4/19/2012 8:06:46 AM] Pitstop 101: tells them to deposit into CBA then it tells them its ANZ as well

[4/19/2012 8:08:42 AM] millie.pitstop101: ok

[4/19/2012 8:08:55 AM] millie.pitstop101: i thought i have already changed that

[4/19/2012 8:09:02 AM] millie.pitstop101: hang on let me check one invoice

[4/19/2012 8:15:00 AM] Pitstop 101: ok

[4/19/2012 8:17:39 AM] millie.pitstop101: joe my outlook has send and receive error, im going to use webmail could you please reset my pw so I enter the webmail?

[4/19/2012 8:17:41 AM] millie.pitstop101: thanks

[4/19/2012 8:17:56 AM] millie.pitstop101: i asked Patrick and Jake and they said to go to you for reset passwor

[4/19/2012 8:17:57 AM] millie.pitstop101: thanks

[4/19/2012 8:18:14 AM] Pitstop 101: try restarting comp first then let me know or just restart outlook

[4/19/2012 8:18:31 AM] millie.pitstop101: i already did restart the pc and outlook

[4/19/2012 8:18:45 AM] millie.pitstop101: this will be my 4th time.. let me try again

[4/19/2012 8:29:02 AM] millie.pitstop101: Hi joe

[4/19/2012 8:29:22 AM] millie.pitstop101: outlook is not setup properly

[4/19/2012 8:29:31 AM] millie.pitstop101: I need to have my ow reset

[4/19/2012 8:29:45 AM] millie.pitstop101: like i said im working on a different computer as my laptop is being fixed

[4/19/2012 8:30:41 AM] millie.pitstop101: jake the whmcs has to renew ssl...

[4/19/2012 8:31:38 AM] millie.pitstop101: also Joe is the ANZ for all accounts ncluding WHA?

[4/19/2012 8:31:44 AM] millie.pitstop101: or WHA account is still active?

[4/19/2012 8:52:25 AM] Pitstop 101: Your account billing@pitstop101.com has been changed.

your new password is: NUBguYm1

[4/19/2012 8:53:11 AM] Pitstop 101: Your account millie@pitstop101.com has been changed.

your new password is: 74KbcaSe

[4/19/2012 9:08:36 AM] Pitstop 101: Millie who si the following

19/04/2012 DOMAIN SERVICS INT CHIPPENDALE NS AUS

Card xx2805

Value Date: 15/04/2012 $200.00

[4/19/2012 9:09:57 AM] millie.pitstop101: I remember as per Lyndon, This is an auto debit, this for the WHMCS domain services

[4/19/2012 9:16:29 AM] \*\*\* Pitstop 101 sent IMG\_19042012\_111637.png \*\*\*

[4/19/2012 10:24:24 AM] Pitstop 101: Millie do you have logins for eway

[4/19/2012 10:44:12 AM] millie.pitstop101: billing@pitstop101.com password mw7gy107

[4/19/2012 10:46:11 AM] Pitstop 101: thanks Millie

you all OK etc?

[4/19/2012 10:46:29 AM] millie.pitstop101: yes, i am ok.

[4/19/2012 10:46:35 AM] millie.pitstop101: was i offline?

[4/19/2012 10:46:50 AM] millie.pitstop101: I wasnt offline

[4/19/2012 10:47:51 AM] Pitstop 101: GOOOOOOOOOOOOOOOD to hear

yes your skype showed offline for a few minutes

[4/19/2012 10:48:15 AM] millie.pitstop101: weird

[4/19/2012 10:48:20 AM] millie.pitstop101: but i am here

[4/19/2012 10:48:31 AM] millie.pitstop101: need to delete emails from webmail

[4/19/2012 10:48:40 AM] millie.pitstop101: I cannot read them unless I delete some

[4/19/2012 10:49:10 AM] Pitstop 101: ok no worries dont delete anything important and try to store them if needed

[4/19/2012 11:13:16 AM] millie.pitstop101: I spoke to one client Philip and he said the bank details on the invoice says anz

[4/19/2012 11:13:19 AM] millie.pitstop101: not cba

[4/19/2012 11:46:14 AM] millie.pitstop101: Hi Joe Im about to have my lunch. took a late lunch because Jake went on lunch earlier..i received a lot of support calls

[4/19/2012 11:46:20 AM] millie.pitstop101: and have been asnwering for him

[4/19/2012 11:46:23 AM] millie.pitstop101: thanks

[4/19/2012 11:51:26 AM] Pitstop 101: ok no worries Millie see you when you get back

Millie there seems to be an issue with whmcs - dont process payments via that as it seems like it does not work...can i call you just quickly

[4/19/2012 11:52:20 AM] millie.pitstop101: with a client antoniio kelzi

[4/19/2012 11:52:22 AM] millie.pitstop101: prettypink

[4/19/2012 11:52:29 AM] Pitstop 101: ok

[4/19/2012 11:53:33 AM] millie.pitstop101: inv 347

[4/19/2012 12:03:21 PM] millie.pitstop101: Im going to take my lunch now thanks

[4/19/2012 12:35:54 PM] Pitstop 101: ok have a good lunch Millie

[4/19/2012 2:04:43 PM] millie.pitstop101: Hi joe Im with Jake on the phone and trying ot fix the gateway in WHMCS

[4/19/2012 2:05:46 PM] millie.pitstop101: can we try the credit card on file to run $1 dollar payment- just to check when will that payment fall under?

[4/19/2012 2:20:36 PM] Pitstop 101: you can try $1 but let me speak with jake first just want to see if Lyndon has responded to him

[4/19/2012 2:21:52 PM] millie.pitstop101: Ok. I already emailed Lyndon earlier but no response yet, I am not going to check the eway customer ID

[4/19/2012 2:22:00 PM] millie.pitstop101: to check if its different

[4/19/2012 2:22:30 PM] Pitstop 101: yes please check it first

[4/19/2012 2:23:23 PM] Pitstop 101: millie are you there

[4/19/2012 2:23:35 PM] millie.pitstop101: yes Im here.. with the eway rep

[4/19/2012 2:23:45 PM] millie.pitstop101: eway rep is checking

[4/19/2012 2:24:16 PM] Pitstop 101: ok - roughly if we were to process all the CC card payments due to process - HOW much ??? would it be roughly

[4/19/2012 2:26:00 PM] Pitstop 101: $$$ how much

[4/19/2012 2:26:17 PM] millie.pitstop101: for this month roughly $500-700..

[4/19/2012 3:21:30 PM] Pitstop 101: Millie has Lyndon sorted it or has Jake sorted the whmcs

[4/19/2012 3:25:18 PM] millie.pitstop101: [Thursday, April 19, 2012 3:09 PM] Support 02 8003 4101:

<<< That has to be done with eway, Joe will need to lodge a support request with them for this, he can probably call them also and request this.

Lyndon

[4/19/2012 3:30:50 PM] Pitstop 101: what has to be done - ??? i have no idea what i am requesting from eway

[4/19/2012 3:30:59 PM] Pitstop 101: let me know and i will call them now

[4/19/2012 3:33:59 PM] millie.pitstop101: You need to ask Eway online payments to fall on our ANZ account instead CBA

[4/19/2012 4:36:19 PM] Pitstop 101: it does already have any landed into CBA?

[4/19/2012 4:36:42 PM] Pitstop 101: this is sorted but pls screenshot the ones going to cba

[4/19/2012 4:36:47 PM] Pitstop 101: to me and i will tell them

[4/19/2012 4:44:05 PM] \*\*\* millie.pitstop101 sent OLD CBA ACCOUNT.docx \*\*\*

Pitstop 101