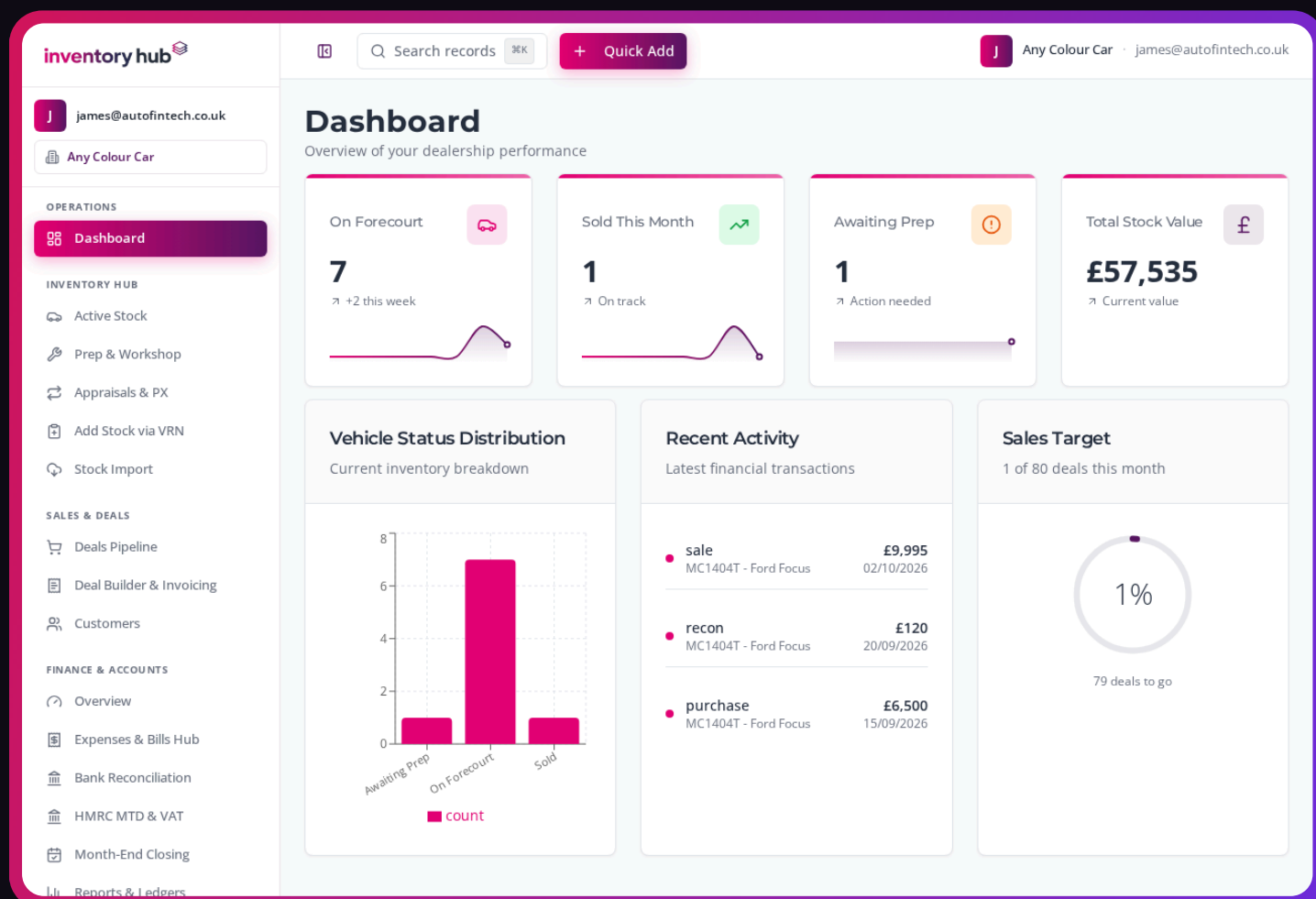


Stock in. Cars sold. Books balanced.

The step-by-step guide to Inventory Hub for dealership Admin, Sales and Accounts teams.

For Admin · Sales · Accounts

Version 6 · 10 October 2026



Sixteen chapters.

Read only what you need.

Each chapter says who it's for. Steps are numbered, and words in **bold** are exactly what you see on screen.

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02	Finding your way around Everything one click away. Everyone	15	03	Getting stock in Every car, set up right. Sales, Admin	20
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Start here.

Find what you need, fast.

For Everyone

Updated 10 October 2026

WHAT YOU'LL LEARN

- ✓ How to use this guide
- ✓ The most important things to know
- ✓ Which chapter to read for any task
- ✓ What's new

How to use this guide

- You don't need to read it all. Use the table below to jump to what you need.
- Each chapter says who it's for at the top.
- Steps are numbered. Do one step at a time.
- Words in **bold** are exactly what you see on screen.
- Each chapter ends with **What you can't do yet** where something isn't available.

I want to...

I WANT TO...	CHAPTER
Set up the dealership, invite staff, set invoice details	1. Getting set up
Learn the menu, search and Quick Add	2. Finding your way around
Add a car, import stock, add photos, write the description	3. Getting stock in
Track prep, use the workshop, advertise on AutoTrader or portals	4. Preparing and advertising
Add a customer or record a part exchange	5. Customers and part exchange
Build a deal, take a deposit, finalise a sale	6. Selling a car
Sell a car on finance, manage finance companies	7. Finance deals
Find, print or email an invoice; set terms and conditions	8. Invoices and order forms
Credit, refund or void a sale; send a statement	9. After the sale
Record supplier bills and receipts	10. Expenses and bills
Connect a bank or upload a statement and match it	11. Bank feeds and reconciliation
Check VAT, connect to HMRC, see Notice 718 records	12. VAT and HMRC

I WANT TO...	CHAPTER
Close the month, post a journal, run reports	13. Month-end and reports
Change settings, connect portals or other software	14. Settings and connections
Fix a problem, learn the words, practise	15. Help and reference

Who each chapter is for

CHAPTER	ADMIN	SALES	ACCOUNTS
1. Getting set up	✓	—	—
2. Finding your way around	✓	✓	✓
3. Getting stock in	✓	✓	—
4. Preparing and advertising	✓	✓	—
5. Customers and part exchange	—	✓	—
6. Selling a car	✓	✓	—
7. Finance deals	—	✓	✓
8. Invoices and order forms	✓	✓	✓
9. After the sale	—	✓	✓
10. Expenses and bills	—	—	✓
11. Bank feeds and reconciliation	—	—	✓
12. VAT and HMRC	✓	—	✓
13. Month-end and reports	✓	—	✓
14. Settings and connections	✓	—	—
15. Help and reference	✓	✓	✓

The most important things to know

- 1 Answer the purchase VAT question correctly** when adding a car. It decides the VAT scheme and can't be changed once sold.
- 2 Always enter purchase cost and purchase date.** Without them your profit is wrong and you can't file VAT.

- 3 A customer needs a full address before you can invoice them.** You can save them with just a name.
- 4 Finalising a sale can't be undone.** To correct it, use a credit note or void the invoice.
- 5 Invoices keep the details they were issued with,** including your terms and conditions.
- 6 Closed months are locked.** Close a month only when it's checked.
- 7 Sending VAT returns to the real HMRC service isn't switched on yet.** Use the DMS figures and file as you do today.
- 8 Press `Ctrl + K` (`Cmd + K` on a Mac) to find a car, customer, deal or bill.**

What's new

10 OCTOBER 2026

- Chapter 3 (Getting stock in) now shows real screens for each step — adding a car, importing stock, photos, archiving and the write-up.
- Most chapters now show the real screen for the job they describe — the dashboard, search, job cards, feeds, customers, deals, invoices, bills, bank reconciliation, VAT, month-end, reports and settings.

9 OCTOBER 2026

- Guide refresh: corrected stock import, workshop, bills, VAT, reports, feeds and settings instructions to match the latest screens.

7 OCTOBER 2026

- Archive: take a car out of stock without deleting it, and restore it later.

6 OCTOBER 2026

- Marketplace Feeds: build your own portal feeds with custom columns, filters and schedules.
- Stock Import: bring your existing adverts in from MarketCheck in one go.
- Bank Reconciliation: upload statements from major UK banks and match lines to your records.
- VAT: the VAT screen lists every car blocking a clean return, with a button to fix each one.
- Advert readiness: see which portals a car is ready for and fix what's missing.
- Customers can be saved with just a name; a badge shows who needs an address before invoicing.
- AI Assistants: connect an AI assistant to your DMS.

Getting set up. Ready to trade.

For Admin

Updated 10 October 2026

WHAT YOU'LL LEARN

- ✓ What to do on your first day
- ✓ How to finish the setup wizard
- ✓ How to set up invoice numbering, signatures and terms and conditions
- ✓ How to keep your account secure
- ✓ How to sign in and invite your team
- ✓ How to enter your dealership details, logo and bank details
- ✓ How users and roles work

First-day checklist

Work through this list in order. Each item links to the section below.

- 1 Sign in for the first time (see **Signing in**).
- 2 Finish the setup wizard (see **The setup wizard**).
- 3 Check your dealership details, including your VAT number (see **Dealership details**).
- 4 Upload your logo (see **Your logo**).
- 5 Enter all four bank details (see **Bank details**).
- 6 Set your invoice number prefix and next number (see **Invoice numbering**).
- 7 Add your terms and conditions (see **Terms and conditions**).
- 8 Decide whether you want signature lines on invoices (see **Signature lines**).
- 9 Invite your team and give each person the right role (see **Users and roles**).
- 10 Turn on two-factor authentication for your own account (see **Security**).

GOOD TO KNOW

Until steps 3 to 5 are done, invoices may be missing your address, VAT number or payment details.

Signing in

You don't sign up yourself. Your account is created for you, or your dealership admin invites you. If you try to sign up you will see **Signup is invite-only**.

Sign in

- 1 Go to the DMS sign-in page.
- 2 Enter your **Email**.
- 3 Enter your **Password**.
- 4 Click **Sign In**.

✓ You will see **Welcome back!** when you are in.

If you forget your password

- 1 On the sign-in page, click **Forgot password?**
- 2 Enter your email address.
- 3 Click **Send Reset Link**.
- 4 Check your email for a password reset link. Look in your spam folder if it doesn't arrive.
- 5 Open the link.
- 6 Enter a **New Password** (at least 6 characters).
- 7 Enter it again in **Confirm Password**.
- 8 Click **Update Password**. You will see **Password updated successfully!** and return to sign-in.

If you see **Invalid or Expired Link**, ask for a new reset link.

Accepting an invitation

When an admin invites you, you get a link by email (or the admin sends it to you directly).

- 1 Open the invitation link.
- 2 Enter your **Full Name**.
- 3 Your **Email** is filled in for you. The invitation is tied to that address.
- 4 Choose a **Password**.
- 5 Click **Accept invitation**.

✓ You will see **Welcome to** followed by your dealership's name.

If you submit the invitation for an email that already has an account, you will see **You already have an account**. Sign in to the DMS, then open the invitation link again. An account already linked to another dealership cannot join a second dealership.

PROBLEMS YOU MIGHT SEE

MESSAGE	WHAT IT MEANS
Invitation expired	The link is too old. Ask your admin for a fresh invitation link.
Invitation revoked	Your admin cancelled it. Ask for a new one.
Invitation already used	Someone has already accepted it. Try signing in.
Invitation not found	The link is wrong or incomplete. Ask for a new one.

The setup wizard

Until setup is finished, every user who signs in sees **Welcome to your new dealership**. Finish setup before inviting staff. It has four steps: **Business Details**, **Legal & Compliance**, **Banking** and **Branding**.

- 1 On **Business Details**, enter your **Dealership Name** and **Business Address**. Both are required.
- 2 Add your **Phone Number**, **Email Address** and **Website** if you have them.
- 3 Click **Next**.
- 4 On **Legal & Compliance**, enter your **VAT Registration Number** with the GB prefix (for example GB123456789).
- 5 Enter your **Company Registration Number** (up to 8 characters).
- 6 Enter your **FCA Registration Number** only if you offer consumer finance. Check it carefully because it cannot be changed after the wizard.
- 7 Click **Next**.
- 8 On **Banking**, enter **Bank Name**, **Account Name**, **Sort Code** (format 00-00-00) and **Account Number** (8 digits).
- 9 Click **Next**.
- 10 On **Branding**, check the **Default VAT Rate** (20% is the UK standard rate). It cannot be changed after the wizard.
- 11 Click **Complete Setup**.

You can click **Skip for now** at the top. You still need a dealership name. Skipping finishes onboarding permanently; complete any remaining details later in **Settings > Dealership & VAT Profile**.

TIP

It's easier to upload your logo from Settings afterwards than to paste a web link in the wizard. See **Your logo**.

Dealership details

You can change your details at any time.

- 1 In the menu, under **Settings**, click **Dealership & VAT Profile**.
- 2 Find **Business Details**.
- 3 Update any field: **Dealership Name, VAT Registration Number, Company Registration Number, Address, County, Postcode, Phone, Email, Website**.
- 4 Click **Save Changes**.

THINGS TO KNOW

- **Postcode** is needed for CarGurus.
- Your address and contact details print on invoice PDFs.
- **System Preferences (Default VAT Rate (%), Default Currency, Financial Year Start)** are managed by support. Contact support to change them.
- You may see **Access Keys** and storefront settings on the same page. Only change these if your website provider asks you to. See chapter 14.

Your logo

Your logo appears on newly generated invoices.

- 1 Go to **Settings > Dealership & VAT Profile**.
- 2 Find **Dealership Logo**.
- 3 Click **Upload logo**.
- 4 Choose a PNG or JPEG file of 500 KB or smaller.

✓ You will see **Logo uploaded — it will appear on newly generated invoices**. Invoices already issued keep their old look.

To take it off, click **Remove logo**.

MESSAGE	WHAT TO DO
Logo must be a PNG or JPEG image	Save the logo as .png or .jpg and try again.
Logo must be 500 KB or smaller	Make the image smaller and try again.

Bank details

Your bank details print on invoices so customers know where to pay.

- 1 Go to **Settings > Dealership & VAT Profile**.
- 2 Find **Bank Details**.
- 3 Enter **Bank Name**.
- 4 Enter **Account Name** — the payee name exactly as your bank holds it.
- 5 Enter **Sort Code**.
- 6 Enter **Account Number**.
- 7 Click **Save Changes**.

If you fill in only some of them you will see **Bank details are incomplete — payment details will not appear on invoices until all four fields are filled in**.

GOOD TO KNOW

Bank details for invoices are not the same as connecting a bank feed. Bank feeds are in chapter 11.

Invoice settings

Invoice settings are near the bottom of **Settings > Dealership & VAT Profile**. Only dealership admins can change them. Other users see **Only dealership admins can change these settings**.

Invoice numbering

Under **Invoice & Document Numbering** you control the prefix and the next number.

- 1 Find the document type you want to change.
- 2 Click **Edit**.
- 3 Enter a **Prefix** of 1–10 characters, starting with a letter — for example **INV**, **SLINV** or **BRI-INV**.
- 4 In **Set next number to**, enter a higher number for the next invoice. The number cannot be moved backwards.
- 5 Add a **Reason (optional)**, for example "Moving from our old system, last invoice was INV-04231".
- 6 Save.

The screen shows **Last issued number is** so you do not pick a number already used. **Change history** lists earlier changes.

GOOD TO KNOW

Set this before you issue your first invoice. Once invoices are issued, numbers are never reused.

Signature lines

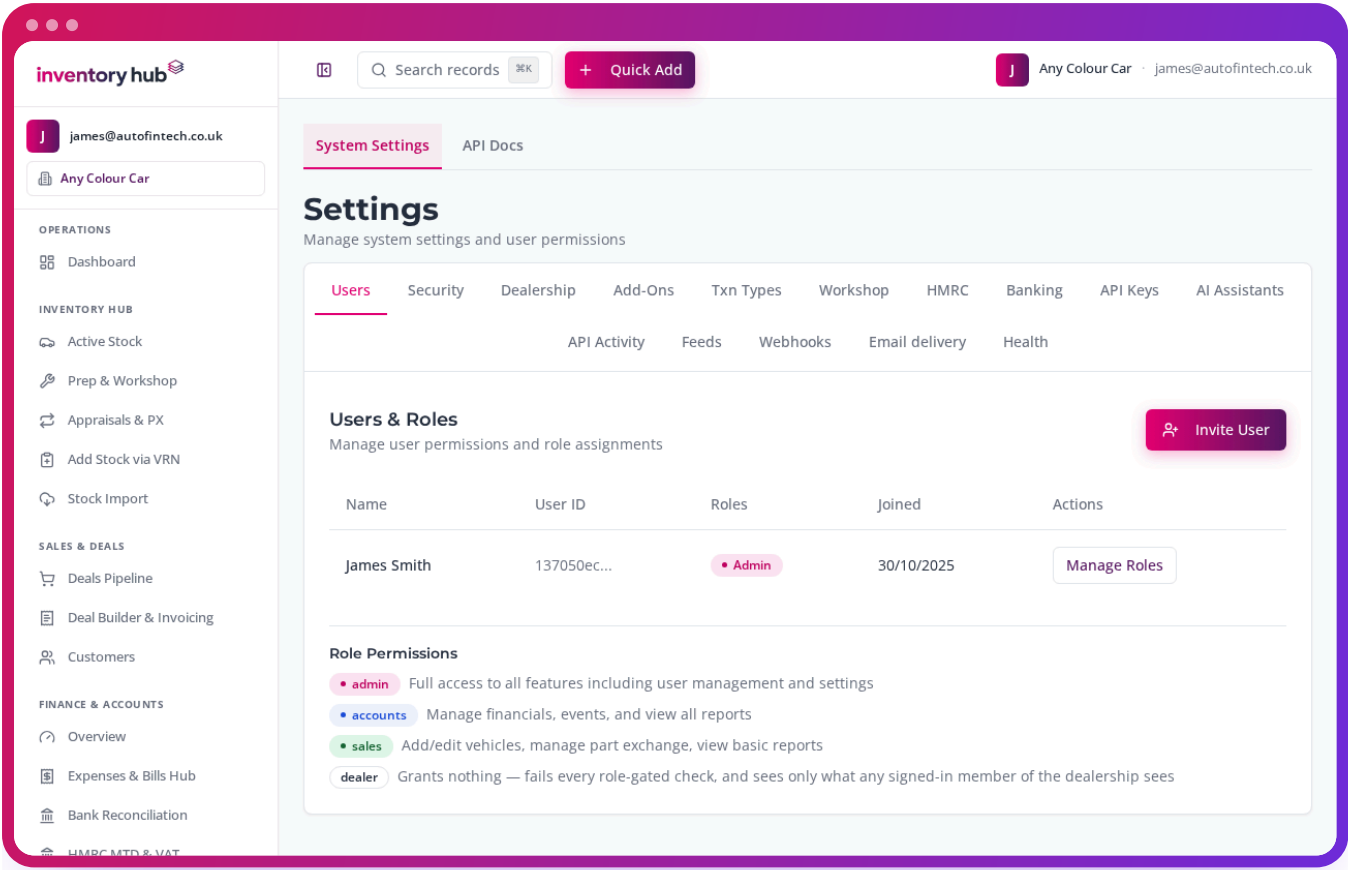
- 1 Find **Signature blocks on invoice**.
- 2 Switch on **Print signature lines on invoices**.
- 3 Change the **Dealer label** if you like (default: **Signed for and on behalf of the dealer**).
- 4 Change the **Customer label** if you like (default: **Received in good condition by the customer**).
- 5 Check the **Preview**.
- 6 Save.

Terms and conditions

- 1 Find **Terms and conditions**.
- 2 Type or paste up to 500 characters.
- 3 Click **Save terms**.

Your terms print on invoices and order forms. Each issued invoice keeps the terms that were in place when it was issued. See chapter 8.

Users and roles



The Settings page, open on the Users & Roles tab

Roles

ROLE	WHAT THEY CAN DO
Admin	Full access, including user management and settings.
Accounts	Manage financials and events, and view all reports.
Sales	Add and edit vehicles, manage part exchange, view basic reports.

A person can have more than one role. The on-screen key also lists **dealer**, but it grants no permissions and cannot be assigned. Give everyone at least one of the three assignable roles.

Invite a new user

- 1 Go to **Settings > Team & Permissions**.
- 2 Click **Invite User**.
- 3 Enter their **Email Address**.
- 4 Choose a **Role: Admin, Accounts or Sales**.
- 5 Click **Send Invitation**.

The invite appears under **Pending Invitations**. From there you can:

- **Copy Link** — copy the invitation to send it yourself. You will see **Invitation link copied to clipboard**.
- **Resend** — send the email again.
- **Revoke** — cancel the invitation.

GOOD TO KNOW

If the invitation email doesn't arrive, use **Copy Link** and send it by your own email or message.

Change someone's roles

- 1 Go to **Settings > Team & Permissions**.
- 2 Find the person.
- 3 Click **Manage Roles**.
- 4 Tick or untick **Admin, Accounts** and **Sales**.
- 5 Save.

Remove a user

- 1 Find the person in the user list.
- 2 Click the bin icon on their row.
- 3 Read the warning in **Delete User**. It removes their access, account and roles. **This action cannot be undone.**
- 4 Click **Delete User**.

You cannot remove yourself or the dealership's only admin.

Security

Go to **Settings** and open the **Security** tab.

Turn on two-factor authentication

You need an authenticator app such as Google Authenticator, 1Password or Authy.

- 1 Under **Two-factor authentication**, click **Enable 2FA**.
- 2 Scan the QR code with your app, or use **Or enter manually:**.
- 3 Enter the 6-digit code from the app.
- 4 Click **Verify & enable**.

✓ You will see **Two-factor authentication enabled**.

Your personal data

Under **Your personal data**, click **Export my data (JSON)** to download your information or **Delete my account** to remove it. A sole admin must hand over the admin role first. Deleting asks you to type **DELETE** and signs you out.

Dealership data export

Admins can generate a **Dealership data export** of the dealership's records from the same tab.

● What you can't do yet

- Change **Default VAT Rate (%)**, **Default Currency** or **Financial Year Start** yourself. Ask support.
- Sign up without an invitation.
- Belong to more than one dealership with the same login.

Finding your way around.

Everything one click away.

For Everyone

Updated 10 October 2026

WHAT YOU'LL LEARN

- ✓ How the menu is laid out
- ✓ How to search for anything
- ✓ What the dashboard shows
- ✓ How to use **Quick Add**

The menu

The menu runs down the left of the screen. It has five sections. On a phone, tap the menu icon to open it. On a computer, click the collapse icon in the top bar to make the menu narrow.

Operations

- **Dashboard** — your home page.

Inventory Hub

- **Active Stock** — your stock. Archived cars are under **Archived** at the top right. See chapter 3.
- **Prep & Workshop** — workshop job cards. See chapter 4.
- **Appraisals & PX** — part exchanges. See chapter 5.
- **Add Stock via VRN** — add one car by its registration. See chapter 3.
- **Stock Import** — bring in your existing adverts in one go. See chapter 3.

Sales & Deals

- **Deals Pipeline** — all your deals at a glance. See chapter 6.
- **Deal Builder & Invoicing** — your sales and invoices. See chapters 6 and 8.
- **Customers** — your customer records. See chapter 5.

Finance & Accounts

- **Overview** — money in, money out and profit. See chapter 13.
- **Expenses & Bills Hub** — supplier bills and receipts. See chapter 10.
- **Bank Reconciliation** — match bank lines to your records. See chapter 11.
- **HMRC MTD & VAT** — your VAT returns. See chapter 12.
- **Month-End Closing** — check and lock a month. See chapter 13.
- **Reports & Ledgers** — every report. See chapter 13.
- **Accountant Ledger** — the general ledger. See chapter 13.

Settings

- **Dealership & VAT Profile** — your details, logo, bank and invoice settings. See chapter 1.
- **HMRC Integration** — connect to HMRC. See chapter 12.
- **Team & Permissions** — users and roles. See chapter 1.
- **Portals** — marketplace feeds. See chapter 14.
- **Developer API Docs** — technical information for your website or software provider. You won't normally need this.

To sign out, click **Sign Out** at the bottom of the menu.

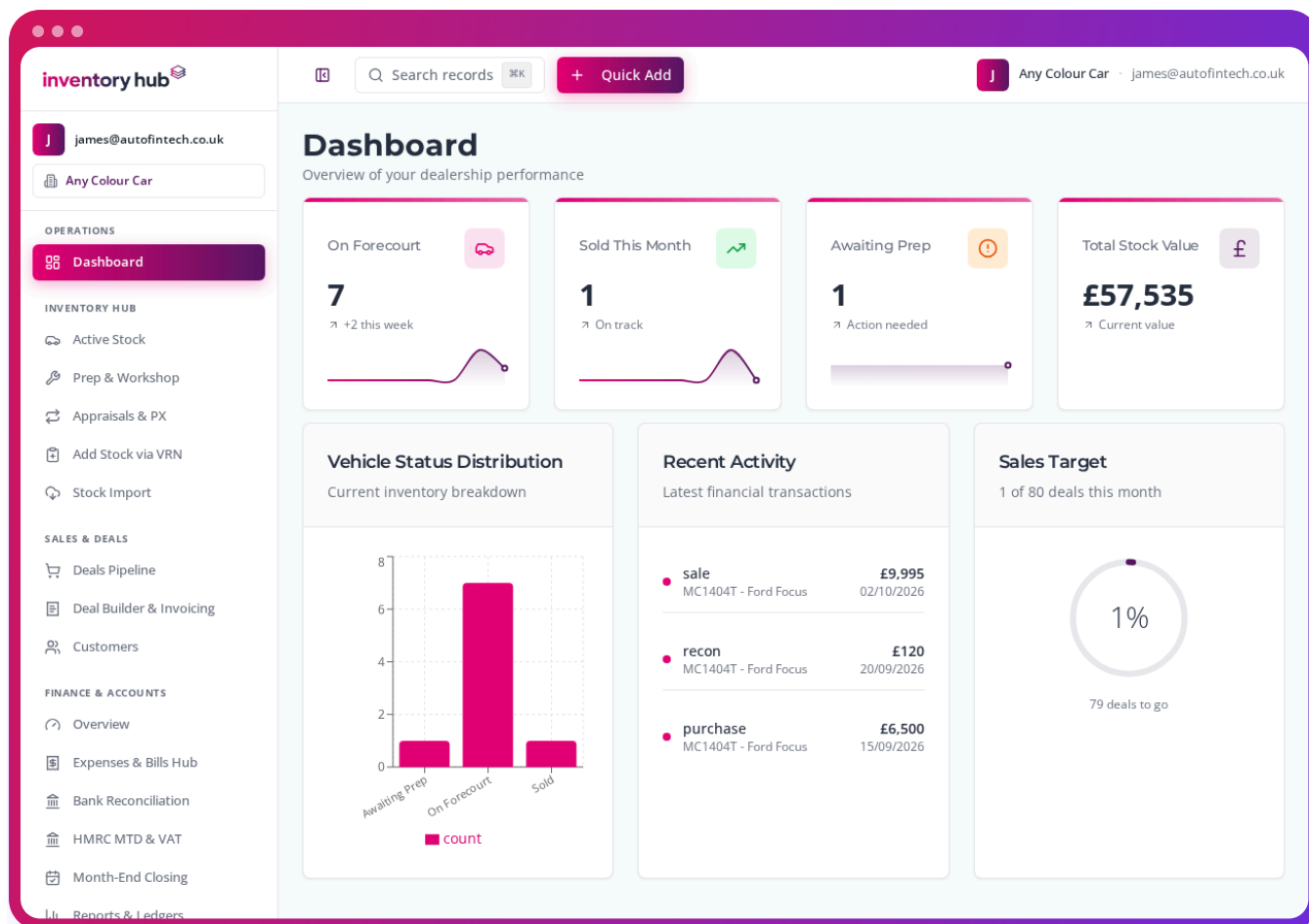
Tabs along the top

Inside a section, a row of tabs sits at the top of the page so you can jump between related pages:

SECTION	TABS
Inventory Hub	Vehicles & Stock, Stock Import, Marketplace Feeds, Part Exchange
Sales & Deals	Deal Builder, Customers
Finance & Accounts	Transactions, Reports, General Ledger
Settings	System Settings, API Docs

The dashboard

The **Dashboard** gives you an overview of your dealership. It shows:



The Dashboard: stock counts, total stock value and quick links

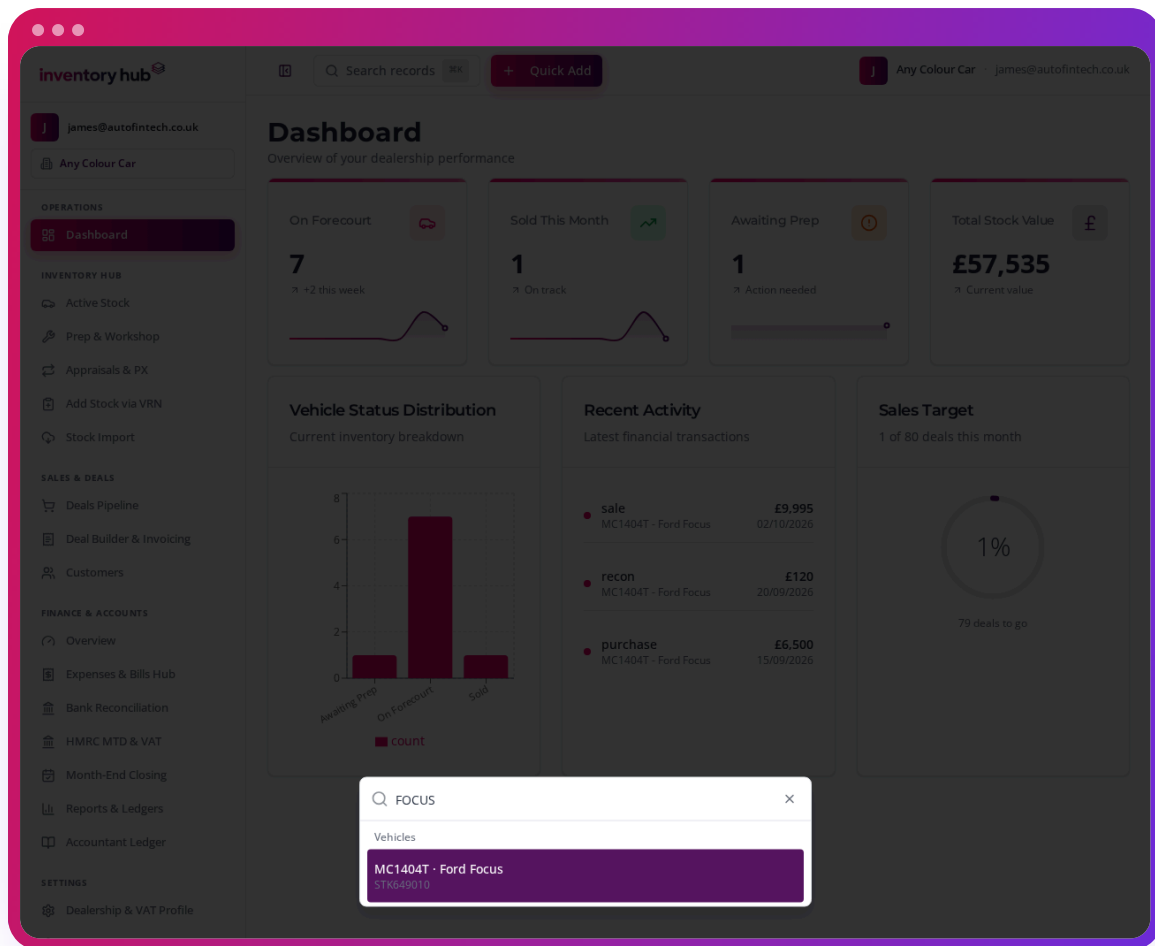
- **On Forecourt** — cars ready for sale.
- **Awaiting Prep** — cars still being prepared.
- **Sold This Month** — cars sold this calendar month.
- **Total Stock Value** — the total asking price of cars that are **On Forecourt** or **Awaiting Prep**.
- **Vehicle Status Distribution** — a breakdown of your stock by status.
- **Recent Activity** — your latest financial transactions.
- **Sales Target** — progress towards the fixed target of 80 sales.

If you are new, **Recent Activity** says **No recent activity yet**. Start by adding a car (chapter 3).

Searching

You can search from any page.

- 1 Press **Ctrl + K** (or **Cmd + K** on a Mac).
- 2 In **Search records**, type at least two characters. Search by registration (VRN), stock number, customer name, order form number or bill reference.
- 3 Click the result you want.



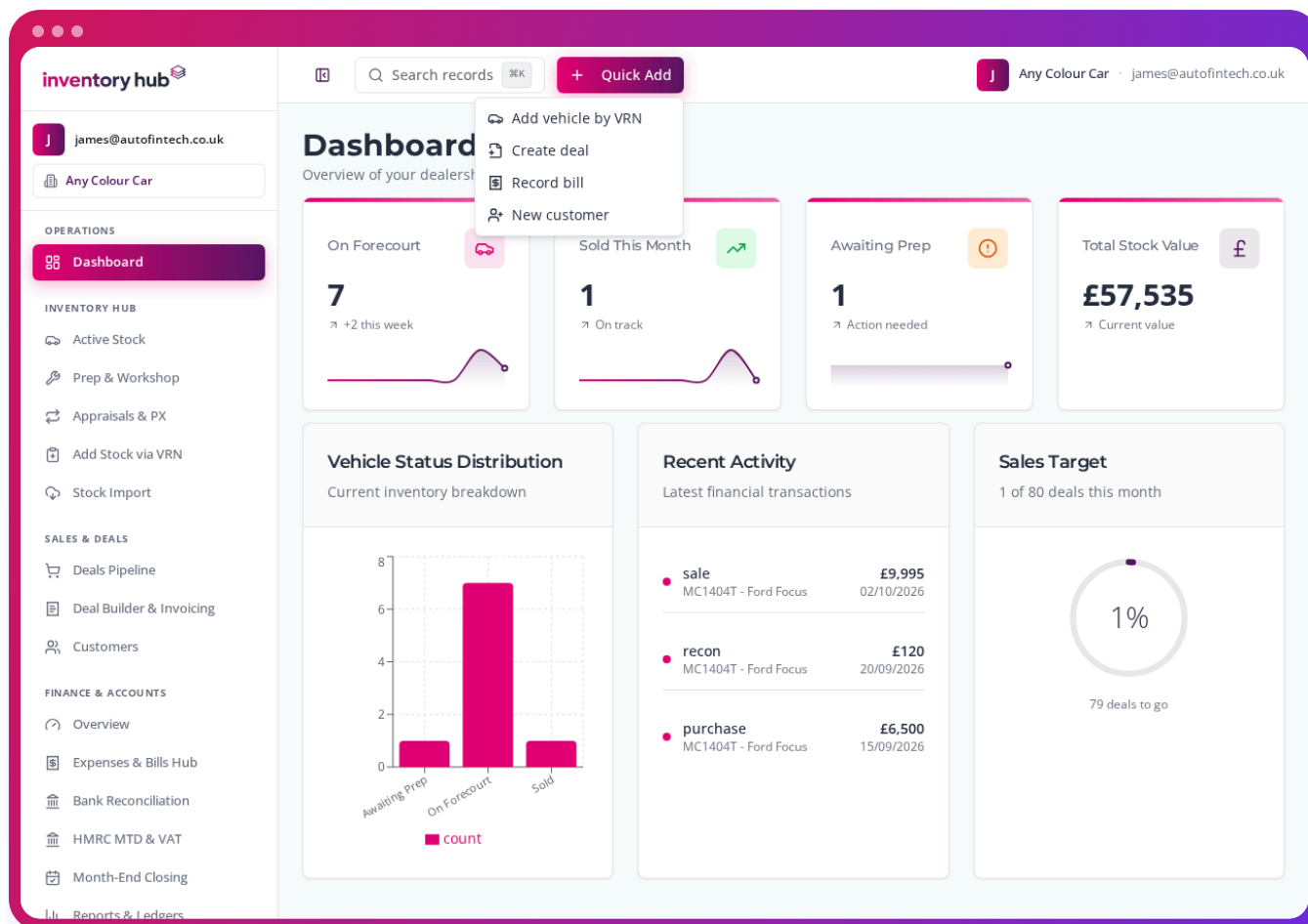
Search records with matching cars, customers and documents

TIP

Searching by registration is the quickest way to find a car.

Quick Add

Quick Add is the button at the top of the screen. It lets you start common jobs from anywhere.



The Quick Add menu

1 Click **Quick Add**.

2 Choose one:

- **Add vehicle by VRN** — opens the add-a-car form (chapter 3).
- **Create deal** — opens the deal builder (chapter 6).
- **Record bill** — opens the supplier bill form (chapter 10).
- **New customer** — opens the new customer form (chapter 5).

Working inside your CRM

If your dealership opens the DMS inside your CRM, the DMS menu and top bar are hidden and the CRM's own menu is used. The pages work the same way.

Getting stock in.

Every car, set up right.

For Sales, Admin

Updated 10 October 2026

WHAT YOU'LL LEARN

- ✓ How to add a car by its registration
- ✓ What every field on the vehicle form means
- ✓ What each vehicle status means
- ✓ How to add photos, including from your phone
- ✓ How to import your existing stock in one go
- ✓ How to answer the purchase VAT question
- ✓ How to edit, archive and delete a car
- ✓ How to write the description

Add a car by registration

- 1 In the menu, click **Add Stock via VRN** (or **Quick Add > Add vehicle by VRN**).
- 2 Click **Start VRN lookup** if you're on the **Add Stock** page.
- 3 In **Add New Vehicle**, type the registration into **VRM**.
- 4 Click **Lookup**.
- 5 Check the details that fill in. You will see **Auto-populated** followed by the number of fields filled.
- 6 Fill in anything still empty, including **Purchase Price (£, VAT inclusive)**. **Acquisition Date** starts with today; change it to the date you bought the car.
- 7 Answer **Purchase VAT** (see below).
- 8 Choose a **Vehicle Status**.
- 9 Click **Add Vehicle**.

✓ You will see **Vehicle added successfully**.

The Add New Vehicle window, with the registration typed in and the Purchase VAT question below

The **Lookup** button stays greyed out until you enter a registration.

The purchase VAT question

Purchase VAT must be answered. It decides how VAT is charged when you sell.

- **We bought it with a VAT invoice** — for example from a VAT-registered dealer, and you can reclaim the VAT. The car is sold under the **Qualifying** scheme. This is pre-selected for vans.
- **We bought it without a VAT invoice** — a trade-in or private buy. The car is sold under the **Margin Scheme**.

Not sure? Ask your supplier. **This can't be changed once the vehicle is sold.**

Double-cab pickups

If the DMS spots a double-cab pickup you will see **Double-cab pickup detected**. You must choose **We bought it with a VAT invoice** and enter **Payload (kg)** before you can save. A pickup bought without a VAT invoice cannot currently be saved.

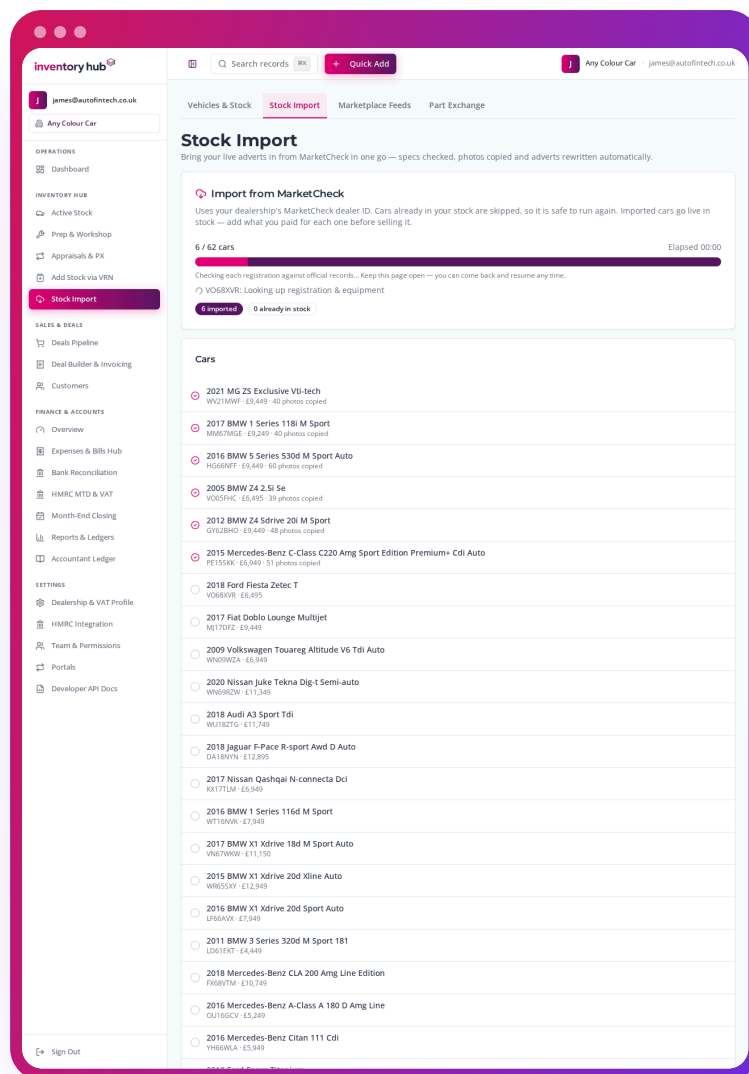
Every field on the vehicle form

FIELD	WHAT TO ENTER
VRM	The registration. Required.
Sale Price (£, VAT inclusive)	Your asking price, including VAT.
Purchase Price (£, VAT inclusive)	What you paid, including any VAT. A Margin Scheme car needs this before it can move to On Forecourt , Reserved or Pending , and every sold car needs it for VAT.
Advertising Spend (£)	Money spent advertising this car.
Mileage	Current mileage.
Make, Model, Year	Required. Filled by the lookup.
Variant	The trim, for example "320d M Sport".
VIN	The chassis number.
CAP ID	Enter it if available; it is not filled when adding a car.
Plate	Enter it if needed; it is not filled when adding a car.
Vehicle Type	Car or Van.
Body Type, Colour, Transmission, Fuel Type, Doors, Seats	Basic details.
Purchase VAT	See above.
Vehicle Status	See Vehicle statuses .
Acquisition Date	The date you bought the car. It starts with today; change it if needed. Required for VAT.
First Registration	The date the car was first registered.

Import your existing stock

If you already advertise online, you can bring all your current adverts in at once from MarketCheck.

- 1 Go to **Inventory Hub > Stock Import**.
- 2 Click **Import my stock**. On later runs the button reads **Import again**.
- 3 Watch the progress bar and each car's status icon.
- 4 When it finishes, click **View active stock**.



Stock import part way through — each car shows its own status icon as it is brought in

The import checks each car's spec, copies its photos and rewrites the advert for you. Keep the page open while it runs. If the connection is lost, return and click **Resume import**.

THINGS TO KNOW

- The import button is always shown. If no MarketCheck dealer ID is set up, you will see **Import couldn't continue**. Ask your account manager to set it up.
- Imported cars go straight into active stock as Margin Scheme and **Show On Website**.
- **The import does not know what you paid or when**. Add the **Purchase Cost** and **Purchase Date** to every imported car (see **Edit a car**). Without them you can't file VAT.
- It does not keep syncing, but you can use **Import again** later. Cars already in stock are skipped.

If a car fails, click **Retry** beside that car. If the whole import shows **Import couldn't continue**, read the message and click **Import my stock** or **Resume import** as shown.

Vehicle statuses

STATUS	MEANING
On Forecourt	Ready for sale.

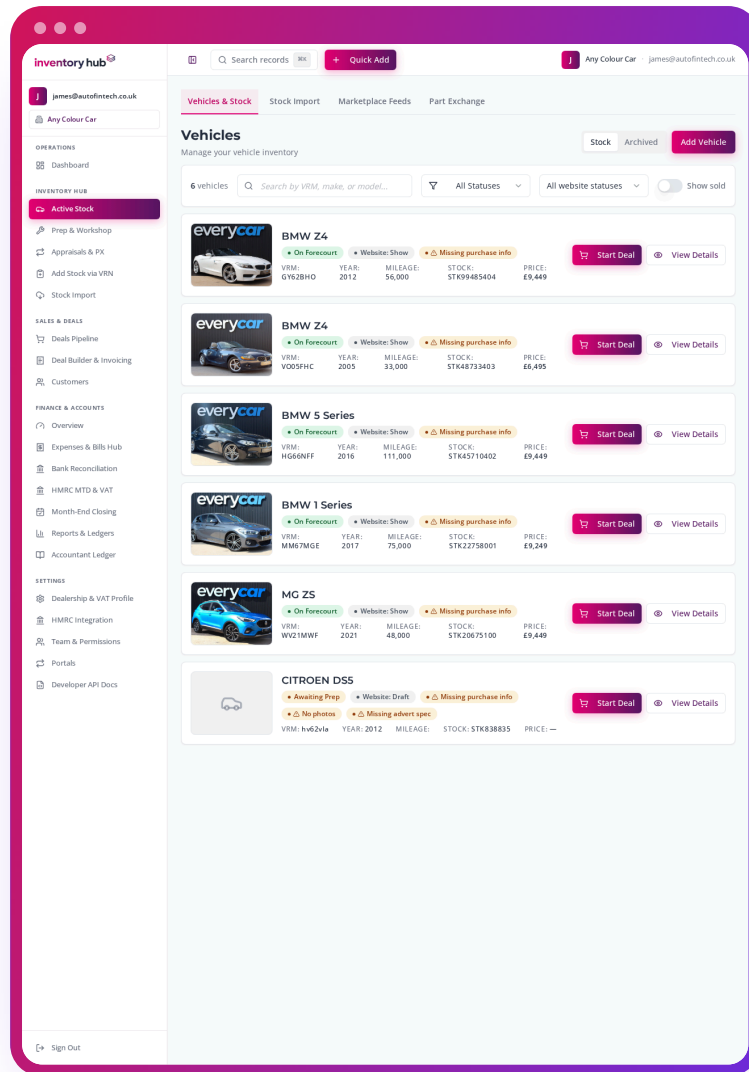
STATUS	MEANING
Awaiting Preparation	Still being prepared. Shown as Awaiting Prep in lists.
Pending	On hold.
Reserved	A customer has reserved it.
Sold	Sold. Set automatically when you finalise a sale.
Archived	Taken out of stock, off your website and off AutoTrader. Use the archive icon; it is not in the Vehicle Status list.

Separately, each car has a **Website status**:

WEBSITE STATUS	MEANING
Draft (not on website)	Not shown on your website.
Show On Website	Shown on your website.
Hidden	Hidden from your website.
Sold	Sold and not shown as active website stock.

Finding a car

- 1 Click **Active Stock**.
- 2 Choose **Stock** or **Archived** at the top right, beside **Add Vehicle**. **Archived** shows a count when there are archived cars.
- 3 On **Stock**, type in **Search by VRM, make, or model...**
- 4 Use **Filter by status** (**All Statuses**, **On Forecourt**, **Awaiting Prep**, **Pending**, **Reserved**, **Sold**) or **Website status**.
- 5 Turn on **Show sold**, or filter by **Sold**, to include sold cars.
- 6 Click **View Details** on the car.

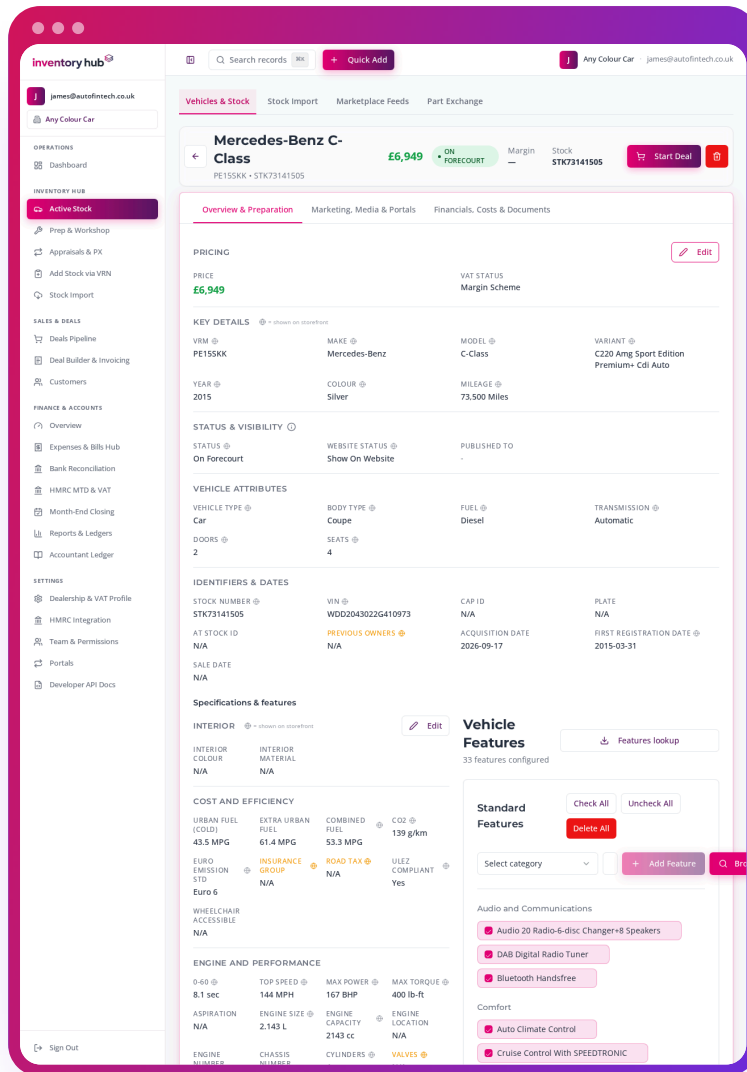


The Active Stock list, with the search box, status filters and the Stock and Archived tabs at the top right

Archived cars never appear under **Stock**. Each tab shows the 100 most recently added cars, so use search to find older records. Cars missing important details show warning chips.

Edit a car

A car's page has three tabs: **Overview & Preparation**, **Marketing, Media & Portals** and **Financials, Costs & Documents**.



A car's page, showing the three tabs and the car's price, status and stock number at the top

Change the basic details

- 1 Open the car.
- 2 On **Overview & Preparation**, click **Edit**.
- 3 Change the fields you need.
- 4 Save.

✓ You will see **Unsaved changes** until you save. Click **Cancel** to throw your changes away.

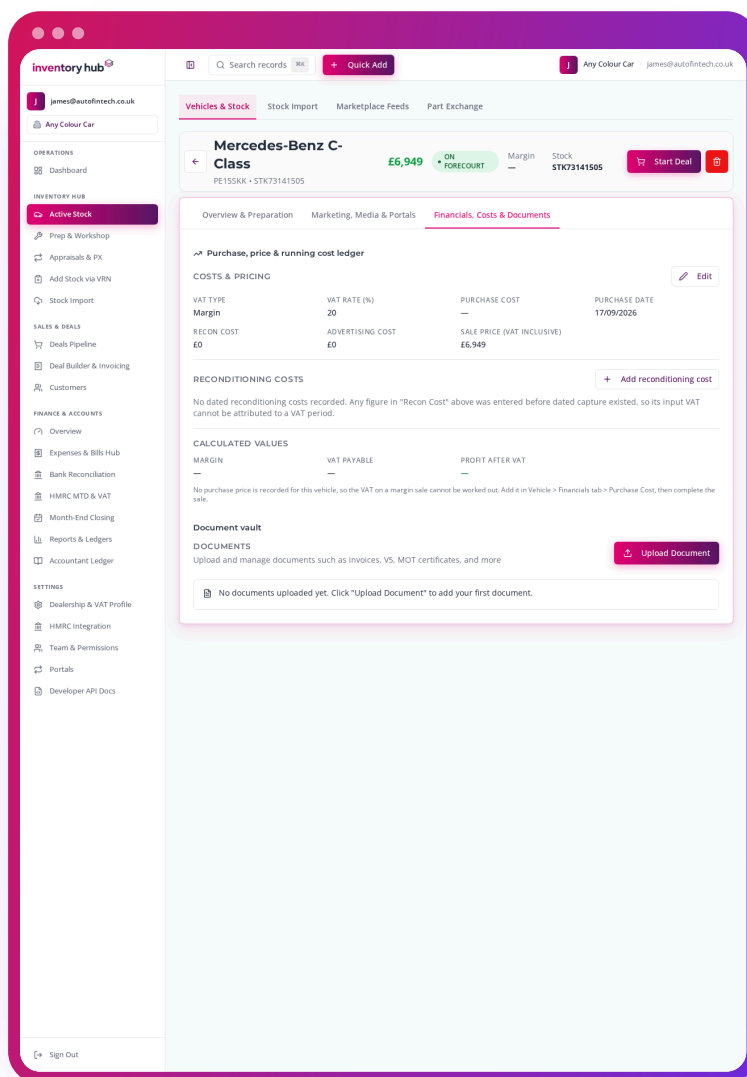
If the car is set to **Show On Website** and has no price, you will see **Vehicle saved but has no sale price — it will show as £0 on your storefront**.

Change purchase cost, purchase date and price

- 1 Open the car.
- 2 Click **Financials, Costs & Documents**.

- 3 Under **Costs & Pricing**, click **Edit**.
- 4 Update **Purchase Cost (£, VAT inclusive)**, **Purchase Date**, **Recon Cost (£)**, **Advertising Cost (£)** or **Sale Price (£, VAT inclusive)**.
- 5 Check the **VAT Type** is right.
- 6 Save.

Margin, VAT Payable and Profit After VAT are worked out for you.



The Financials, Costs & Documents tab, with Costs & Pricing open for editing

Once a sale is posted you will see **Financials are locked because a sale event has been posted**.

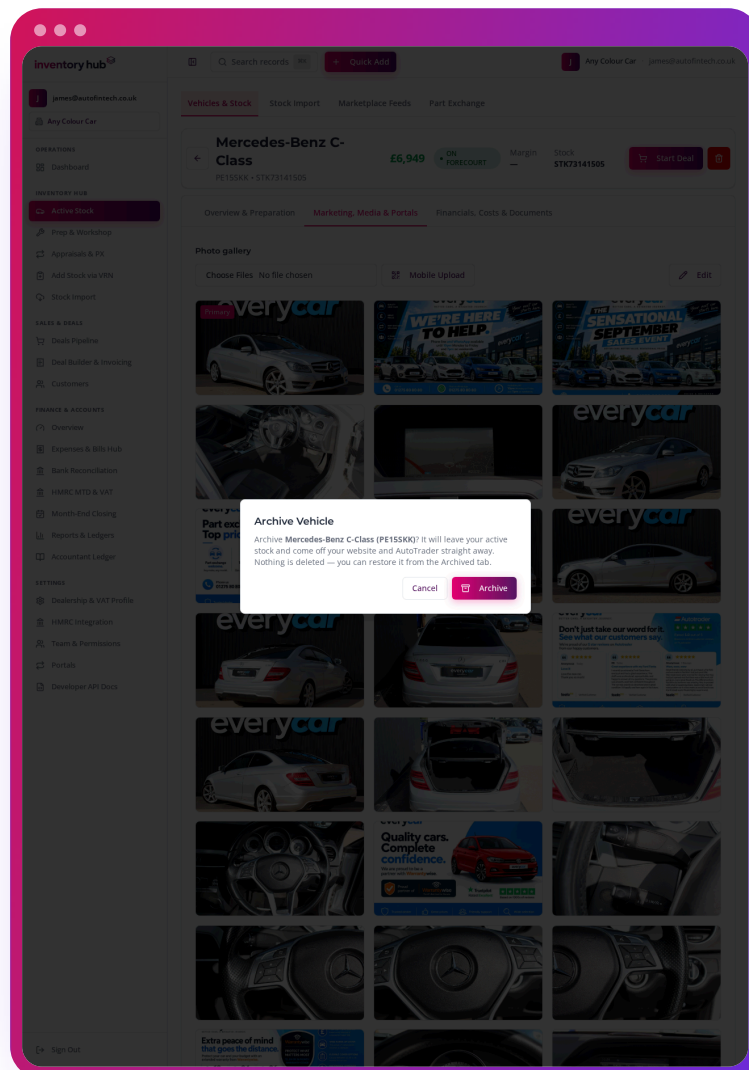
Specifications

Under **Specifications & features** you can click **Edit** to change things like **Interior Colour**, **Insurance Group**, **CO2**, **Engine Size** and **Kerb Weight**.

Archive a car

Archiving takes a car out of your stock without losing anything. It comes off your website and AutoTrader straight away.

- 1 Open the car.
- 2 Click the archive box icon at the top right. Its hover text is **Archive vehicle**.
- 3 Click **Archive**.



The Archive Vehicle confirmation — the car leaves active stock and comes off your website and AutoTrader, but nothing is deleted

- ✓ You will see **Vehicle archived** and return to the stock list. The car leaves active stock, comes off your website and its AutoTrader advert is taken down. Nothing is deleted. Sold cars have no archive icon, and archived cars have no **Start Deal** button.

Bring a car back

- 1 Click **Active Stock**.

- 2 Click **Archived**.
- 3 Click **Restore** on the car.

✓ You will see **Vehicle restored**. The car returns as **Awaiting Prep** and **Hidden** from your website. Change its **Vehicle Status** and **Website status** when ready, and re-publish it to AutoTrader if needed.

Delete a car for good

- 1 Click **Active Stock**.
- 2 Click **Archived**.
- 3 Click **Delete** on the car.
- 4 In **Delete Vehicle Permanently**, click **Delete permanently**.

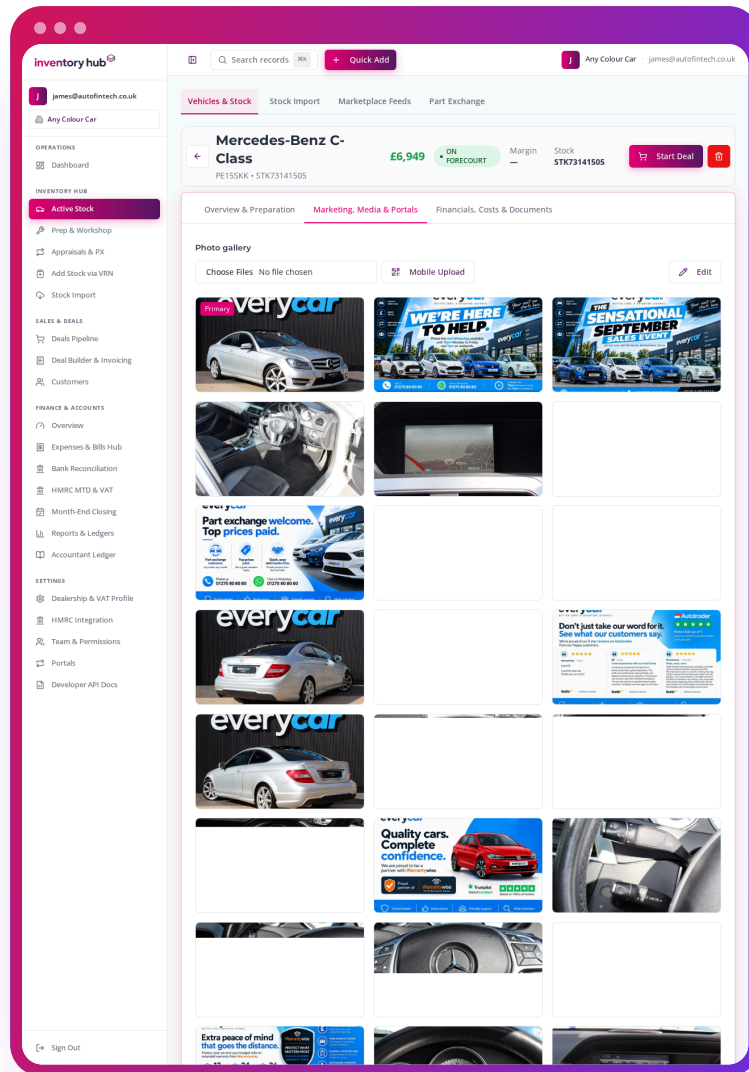
✓ You will see **Vehicle deleted**. Its financials, features, events and documents are removed and this cannot be undone. Only delete cars added by mistake; archive cars that have gone.

A car with accounting entries or a completed sale cannot be deleted and stays archived. You may see **This vehicle is linked to a sales order and can't be deleted. Void or cancel the sale first.** or **This vehicle can't be deleted because it's still referenced by other records**. See chapter 9. If AutoTrader cannot be reached, the car is not archived; try again or unpublish it first. While archived, its **Website status** is always **Hidden**.

Photos

From your computer

- 1 Open the car.
- 2 Click **Marketing, Media & Portals**.
- 3 Find **Photo gallery**.
- 4 Use the file chooser to add photos.
- 5 With two or more photos, click **Edit** to drag them into order. The first is **Primary**.
- 6 Click **Save Images**.

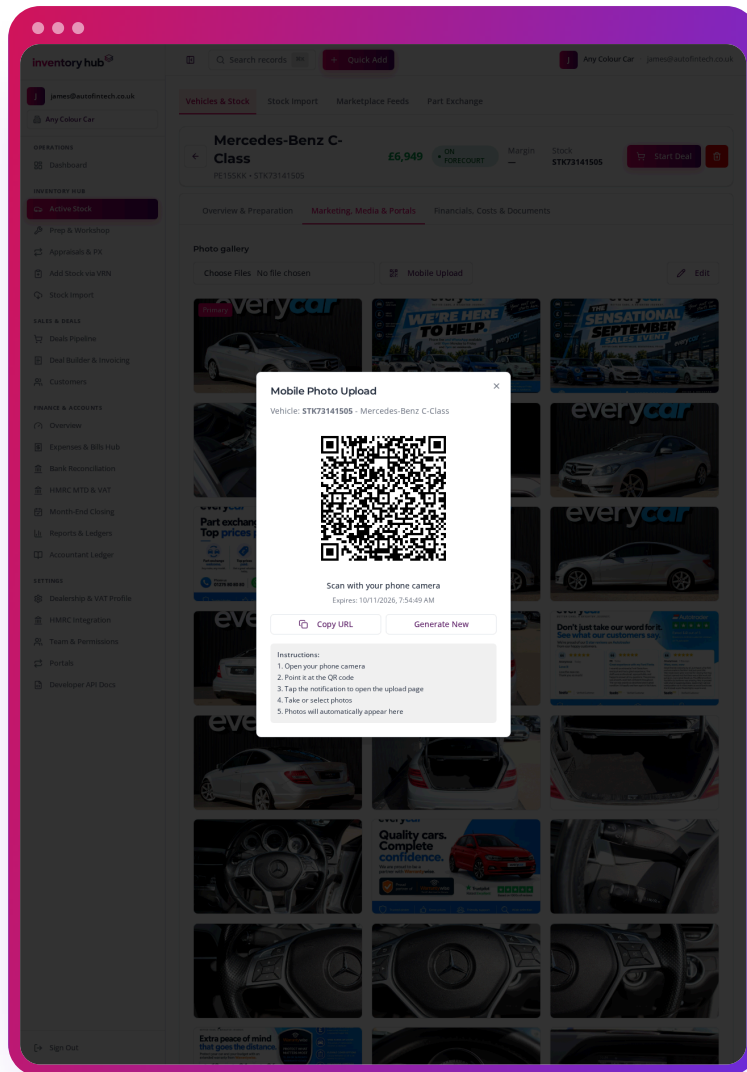


The Photo gallery on the Marketing, Media & Portals tab, with the file chooser, Mobile Upload and Edit buttons

✓ You will see **Images updated successfully.**

From your phone

- 1 In **Photo gallery**, click **Mobile Upload**.
- 2 Click **Generate QR Code**.
- 3 Point your phone camera at the QR code.
- 4 Tap the link that appears.
- 5 Tap **Take Photos** or **Choose from Gallery**.
- 6 Tap **Upload N Photos**.
- 7 Wait for **Photos Uploaded!**.



The Mobile Photo Upload window — point your phone camera at the QR code, or copy the link to send to a colleague

The photos appear on the car automatically. The link works for a limited number of hours (shown on screen). Click **Copy URL** to send the link to a colleague instead.

Tips shown on the phone: clean the car first, use good light, include all angles, and photograph any damage.

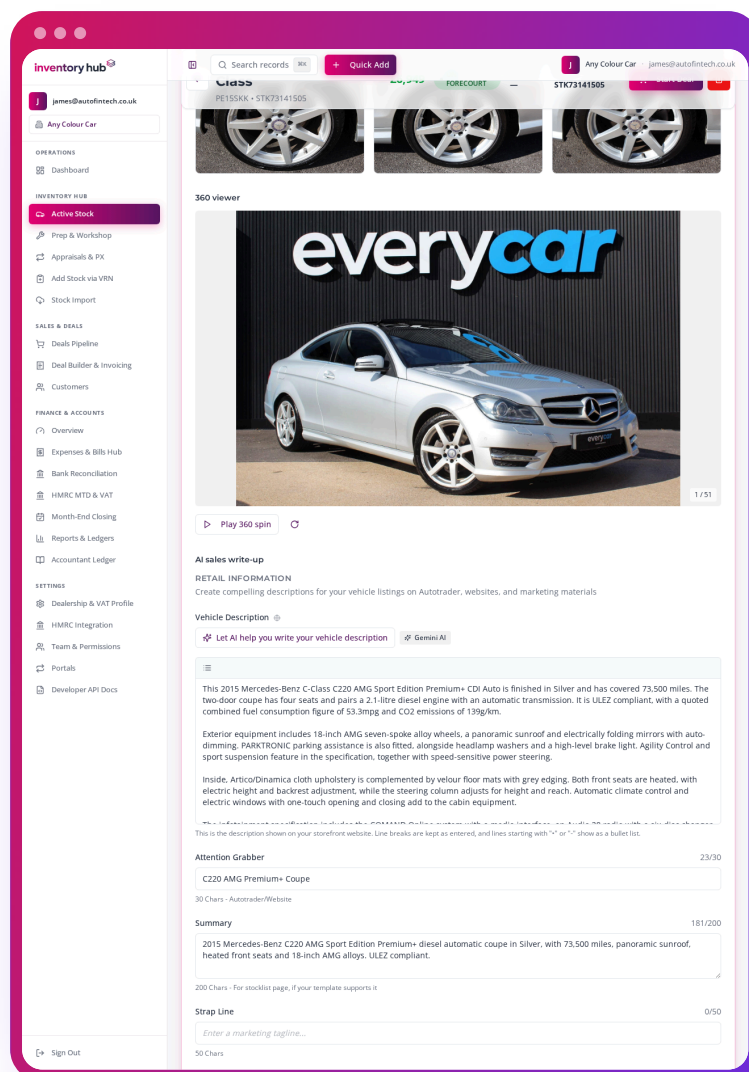
Video

Under **Video**, paste a link into **Paste YouTube URL here...** and click **Add**.

The description (write-up)

- 1 Open the car.
- 2 Click **Marketing, Media & Portals**.
- 3 Find **AI sales write-up**.
- 4 Write or edit the **Vehicle Description**. Click **Let AI help you write your vehicle description** to have one written for you; **Gemini AI** is the tag.
- 5 Optionally fill **Attention Grabber**, **Summary**, **Strap Line** and **Strap Colour**.

6 Click **Save Changes**.



The AI sales write-up section, with the Vehicle Description, Attention Grabber, Summary and Strap Line fields

The **Vehicle Description** is what your website shows. Lines starting with "•" or "-" show as a bullet list.

A description is written automatically during **Stock Import**, or when you click **Lookup** while editing a car that has no write-up. A manually added car starts with website status **Draft**.

● **What you can't do yet**

- Import stock from a spreadsheet. Stock import works from MarketCheck only.
- Keep imported stock syncing automatically.

Preparing and advertising.

Forecourt-ready, portal-ready.

For Sales, Admin (feeds: Admin only)

Updated 10 October 2026

WHAT YOU'LL LEARN

- ✓ How to track prep work and costs
- ✓ How to check a car is ready to advertise
- ✓ How marketplace feeds work
- ✓ How to use workshop job cards
- ✓ How to publish to AutoTrader
- ✓ How cars appear on your own website

Preparation checklist

Each car has a **Preparation checklist** on its **Overview & Preparation** tab. Use it to track **Mechanical**, **Bodywork**, **Service / MOT** and **Valet** work.

- 1 Open the car.
- 2 Find **Preparation checklist**.
- 3 Choose the type of work.
- 4 Enter **Work required** and **Est. cost**.
- 5 Add it. You will see **Preparation item added**.
- 6 When the work is done, enter the **Actual cost**.
- 7 If a supplier invoiced you, use **No linked bill** to choose the bill.

The checklist is for tracking. Costs reach the car's running cost through the bill or a reconditioning cost (below).

Reconditioning costs

Use **Reconditioning costs** on the **Financials, Costs & Documents** tab to record what a supplier charged you.

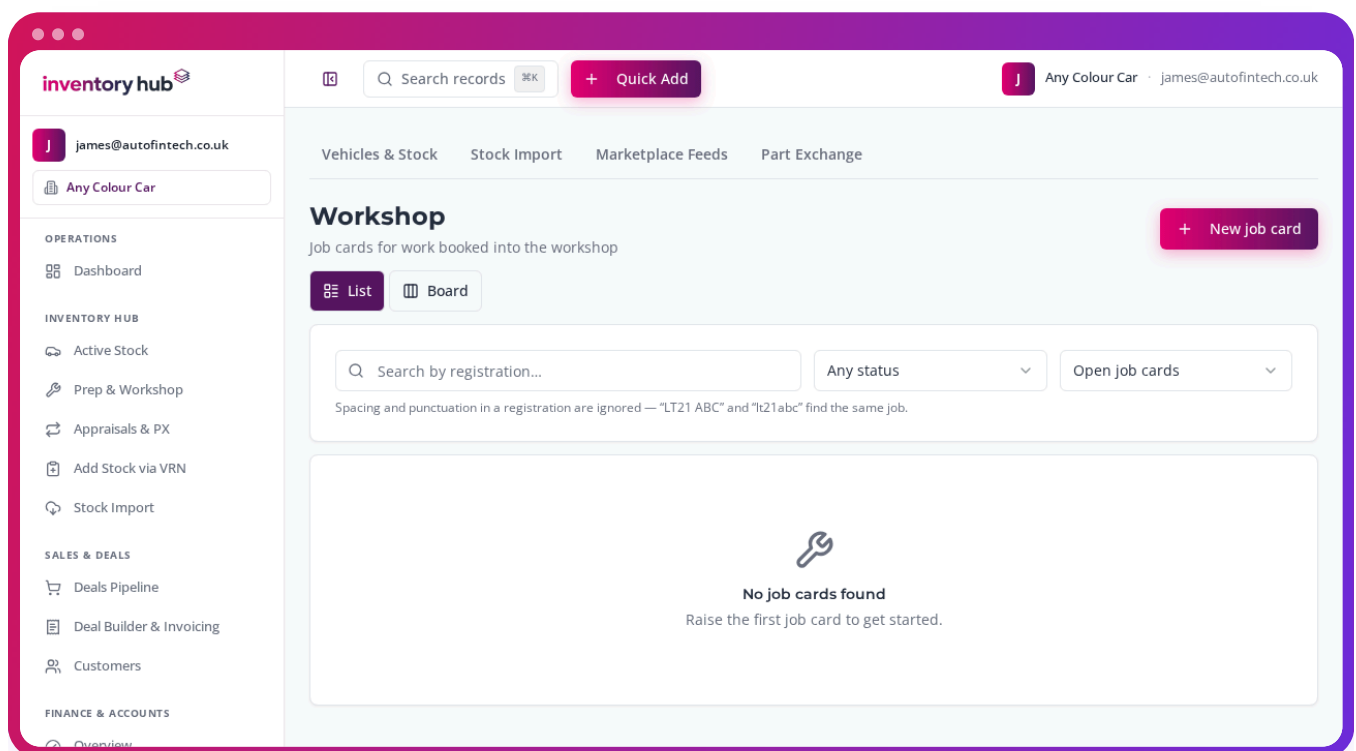
- 1 Click **Add reconditioning cost**.
- 2 Enter the **Supplier's invoice date** — the date on the invoice, not today's date.
- 3 Choose **Supplier**. The empty field says **Who did the work**.

- 4 Choose the **VAT the supplier charged**.
- 5 Enter **Net amount (£)** and **VAT (£)** as shown on the invoice.
- 6 Add the **Invoice reference (optional)**.
- 7 Save.

If you make a mistake, use the pencil icon to correct the cost or the bin icon to remove it. These are disabled once the car is sold.

Workshop job cards

Go to **Prep & Workshop** to see job cards. Switch between **List** and **Board** at the top.



The workshop job card board

Raise a job card

- 1 Click **New job card**.
- 2 Enter the **Registration**. If it is not in stock, enter the required **Make** and **Model**.
- 3 Choose a **Job type**.
- 4 Choose a **Status**.
- 5 Link a **Customer** if there is one.
- 6 Enter a **Summary** (for example "Annual service and MOT") and any **Notes**.

7 Add **Labour** and **Parts** lines.

8 Click **Raise job card**.

The vehicle on a job card can't be changed later. Raise a new card for a different vehicle.

Move a job along

- On the board, click **Move**, then choose the new status under **Move to**.
- A job can move to any status, including back from Done.
- To close a card, click **Archive**, then **Archive job card**.

Job types and statuses are set by an admin in **Settings** → **Workshop** (chapter 14).

To find a job, use **Search by registration....** Spaces and punctuation are ignored. Use the dropdown: **Open job cards**, **Archived only** or **Everything**.

Advert readiness

On the **Marketing, Media & Portals** tab, **Advert readiness** shows which portals the car is ready for and what's missing.

It checks **Registration**, **Make**, **Model**, **Year**, **Mileage**, **Fuel type**, **Gearbox**, **Body type**, **Advertised price** and **Photos**. **Doors** is required only for AutoTrader and eBay Motors. **Colour** is required only for Motors.co.uk and eBay Motors. Photo minimums vary by portal: one, three or four.

Click **Fix** next to any missing item to jump straight to it.

AutoTrader

AutoTrader must be connected for your dealership first (chapter 14).

Publish a car

1 Open the car.

2 Click **Marketing, Media & Portals**.

3 Find **Portal syndication**.

4 Turn on **AutoTrader UK**. Turning it on publishes the car automatically.

A car with no price or no mileage cannot be published. A red message says what is missing.

AutoTrader: CAPPED means the account has reached its advertised-stock limit; the alert is **AutoTrader allowance reached**. **AutoTrader: REJECTED** includes the alert **AutoTrader rejected this advert** and a reason.

Under **AutoTrader Connect** you can:

- Click **Resolve from AutoTrader** to set the exact model (derivative), or **Pick manually**.

- **Choose optional extras.**
- Choose where it shows under **Advert types** (AutoTrader marketplace, My website, Retailer store page and so on), then click **Save advert types**.
- Set the **Lifecycle state** (Forecourt, Due in, Sale in progress, Sold, or Auto from vehicle status), then click **Save lifecycle**.
- Fill in **Condition & history** (service history, MOT, keys and condition), then click **Save condition**.
- Once the car is published, use **Due in** to mark it as arriving.

The features list on the **Overview & Preparation** tab is not sent to AutoTrader. AutoTrader shows the standard equipment for the matched model plus the optional extras you tick.

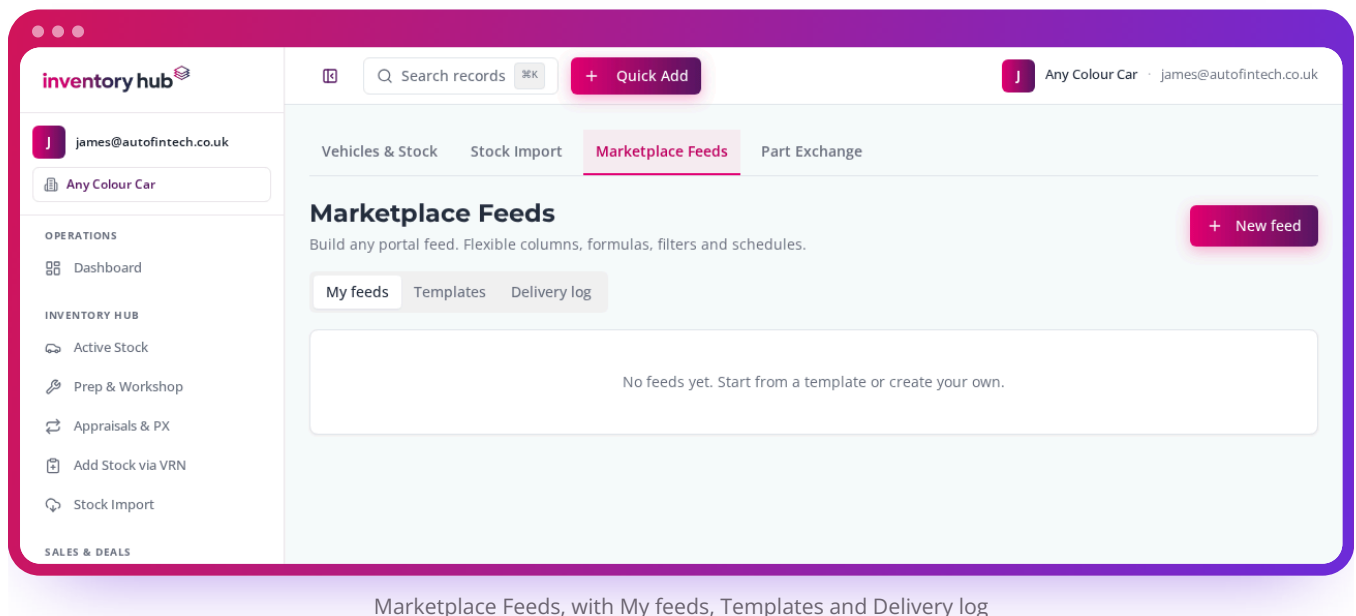
Update or remove

- **Re-publish to AutoTrader** — send all current details again. Most edits are sent automatically when you save.
- **Sync from AutoTrader** — once published, refresh the advert's status (**Published**, **Capped** or **Rejected**) and any warnings.
- **Unpublish** — remove the advert. You'll see **Remove from AutoTrader?**. You can re-publish at any time.

Turning the **AutoTrader UK** switch off removes the advert, the same as **Unpublish**. Archiving a car also takes its advert down.

Marketplace feeds

A feed is a file of your stock that a marketplace reads. Go to **Inventory Hub > Marketplace Feeds**. Only an admin can create or change feeds.



Create a feed

- 1 Click **New feed**, or open **Templates** and click **Use template**.
- 2 Enter a **Feed name** and choose a **Format**.

- 3 On **Columns**, click **Add column** for each column. Each can be a **Vehicle field**, **Fixed value**, **Formula**, **If/then** or **Photos**.
- 4 On **Filter stock**, click **Add rule**. Codes mean: **eq** equals, **neq** does not equal, **gt** greater than, **gte** at least, **lt** less than, **lte** at most, **contains** includes text, **not_contains** does not include text, **in** is one of several values, **not_in** is not one of several values, **empty** has no value and **not_empty** has a value. Tick **Include sold vehicles** if needed.
- 5 Click **Run** under **Preview** to see the first rows.
- 6 Click **Save draft**. This saves the feed and also changes the live output.
- 7 After the first save, use **Destinations** to add **Email** or **API push** delivery. Use **Send now** rather than relying on a schedule.
- 8 Use **Save & publish** when you also want to record a version under **History**.

History is inside the feed editor. Click **Restore & publish** to restore a version. **Delivery log** is on the main page. **Send now** and **Download** are the working ways to get a feed out.

GOOD TO KNOW New feeds include only cars set to **Show On Website** by default. If **Preview** shows no cars, check your filters.

If you set a schedule, times use UTC. In summer a feed runs one hour later than the time entered. Scheduled delivery is not confirmed, so use **Send now**.

The older portal feeds are in **Settings > Feeds** (chapter 14).

Your own website

A car can show on your website when:

- 1 Its **Vehicle Status** is **On Forecourt**, and
- 2 Its **Website status** is **Show On Website**.

If a car is set to **Show On Website** but has problems, a warning appears on its page. A car with no price shows as £0 — you'll see **This vehicle has no sale price. It will appear with £0 on your storefront**.

Your website provider connects your website to the DMS (chapter 14). Archiving a car removes it from the website, and an archived car can never be shown there.

• What you can't do yet

- Some portals show **Coming Soon** on the car's portal list. Those can't be switched on yet.

Customers and part exchange.

Every buyer on record.

For Sales

Updated 10 October 2026

WHAT YOU'LL LEARN

- ✓ How to add, find and edit a customer
- ✓ How to record a part exchange
- ✓ What happens to the part exchange when you sell
- ✓ What the customer page shows
- ✓ How to send a customer an appraisal link

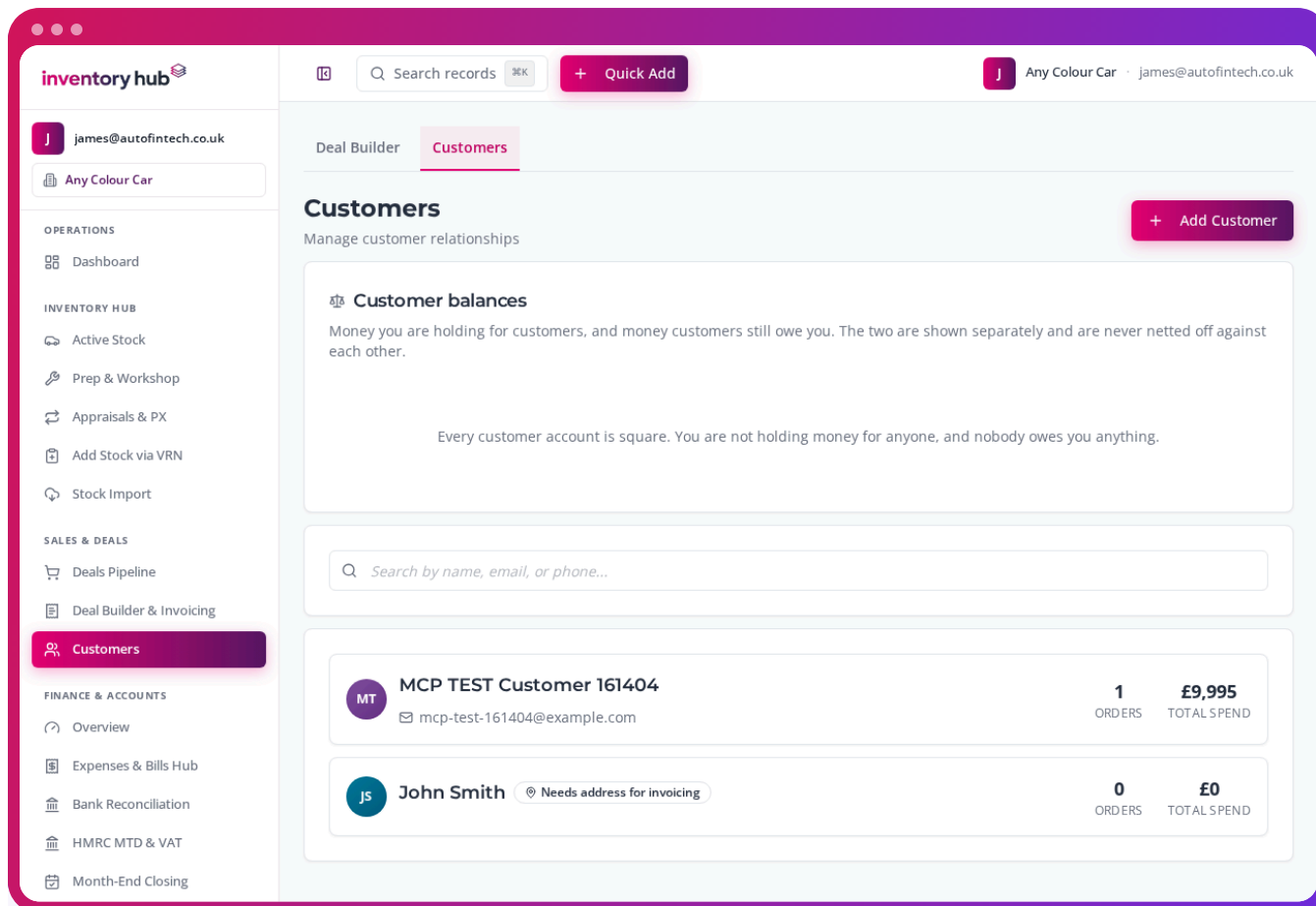
Add a customer

- 1 Click **Customers**, then **Add Customer** (or **Quick Add > New customer**).
- 2 Enter **Full Name**. This is the only required field.
- 3 Add **Email** and **Phone** if you have them.
- 4 Add **Street Address**, **City**, **Postcode** and **Country** if you have them.
- 5 Save.

You can save a customer with just a name. But **you need a full address before you can invoice them**. Customers without one show a **Needs address for invoicing** badge. You can add the address later, including from the deal itself.

Find and edit a customer

- 1 Click **Customers**.
- 2 Type in **Search by name, email, or phone...**
- 3 Click the customer.
- 4 Click **Edit** to change their details in **Edit Customer**.



The Customers list, with customer balances at the top

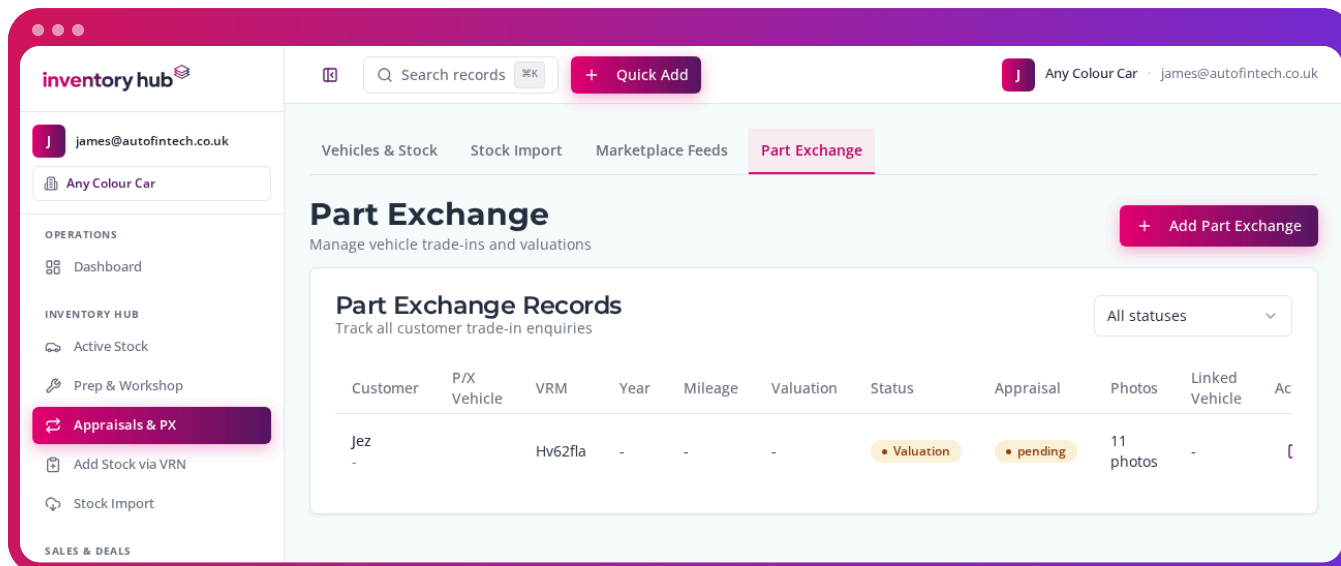
The customer page

The top shows **Finalised Orders**, **Total Spent** and **Customer Since**. Below are four tabs:

- **Customer** — contact and **Address Details**.
- **Purchase History** — every car they've bought.
- **Statement** — what they owe and have paid. See chapter 9.
- **Documents** — files saved against the customer.

Part exchange

Go to **Appraisals & PX** (or **Inventory Hub > Part Exchange**).



The Appraisals & PX page

Record a part exchange

- 1 Click **Add Part Exchange**.
- 2 Choose a customer under **Select Existing Customer (Optional)**, or type **Customer Name**, **Contact Phone** and **Contact Email**.
- 3 Under **Trade-In Vehicle Details**, enter the required **VRM**.
- 4 Click the magnifying-glass icon to look it up. You will see **Vehicle details populated from VRM lookup**.
- 5 Check **Make, Model, Year** and enter **Mileage**.
- 6 Enter your **Valuation (£)**.
- 7 Choose a **Status: Valuation, Accepted, Rejected** or **Completed**.
- 8 Add any **Notes**.
- 9 Save.

To change it later, click the pencil icon on the row to open **Update Part Exchange**.

Ask the customer to appraise their car

You can send the customer a link so they photograph their own car.

- 1 On the part exchange row, click the link icon. The **Customer Appraisal Link** window opens.
- 2 Click the copy button next to the link. You'll see **Link copied!**.
- 3 Send it to the customer. It expires in 48 hours.

The customer takes the photos on their phone, guided step by step. When they finish, they see **Thank You!** and the record shows how many **photos submitted**. **Awaiting Review** is a filter option. Their photos appear under **Appraisal Photos**, with any **Damage noted**.

Using the part exchange in a deal

In the deal builder, under **Part Exchange (Optional)**, choose the **Part Exchange Vehicle** (or **Add New PX**) and enter the **PX Allowance (£)**. See chapter 6.

When you save the deal, the part-exchange car enters stock as **Awaiting Preparation** with website status **Draft**. Its valuation becomes the purchase cost. A part exchange without a valuation stops the deal being saved.

Open the new stock record and check its purchase details before selling it on.

Selling a car. From deal to delivered.

For Sales, Admin

Updated 10 October 2026

WHAT YOU'LL LEARN

- ✓ How to build a deal
- ✓ How to take deposits and payments
- ✓ What the warnings before finalising mean
- ✓ How to use the deals pipeline
- ✓ How to produce an order form
- ✓ How to finalise a sale

Build a deal

- 1 Click **Deals Pipeline**, then **New Deal** (or **Quick Add > Create deal**).
- 2 Under **Vehicle Selection**, choose the **Vehicle**. Or click **Add New Vehicle**.
- 3 Under **Customer Selection**, choose the **Customer**. Or click **Add New Customer**.
- 4 Choose the **Channel: Retail (consumer), Trade sale (another dealer) or PX disposal (auction / wholesale)**.
- 5 For trade and PX disposal, enter **Buyer Name**, and **Buyer VAT Number** and **Buyer Address** if you have them.

Building a deal in the Deal Builder

- 6 Add a part exchange under **Part Exchange (Optional)** if there is one (chapter 5).
- 7 Under **Pricing**, enter **Retail price (£) — what the customer pays**. This is the VAT-inclusive price, the same as you advertise it.
- 8 Add any **Dealer Discount (£)** and **Admin Fees (£)**.
- 9 If finance is used, fill in **Finance Details** (chapter 7).
- 10 Under **Deposits & Payments**, enter the **Deposit Amount (£)**, required **Payment Method (Cash, Card, Bank Transfer or Finance)** and **Payment Reference (Optional)**. The deposit is recorded as a payment only when you finalise.
- 11 Enter the **Sale date**.
- 12 Check **VAT Configuration** (below).
- 13 Add any **Add-On Products (Optional)**, such as warranties.
- 14 Click **Save Draft**. It reads **Save Changes** after the deal has been saved once.

✓ You will see **Draft saved**. The deal stays open on the page.

If you see **This car already has a deal in progress.**, click **Open it instead**.

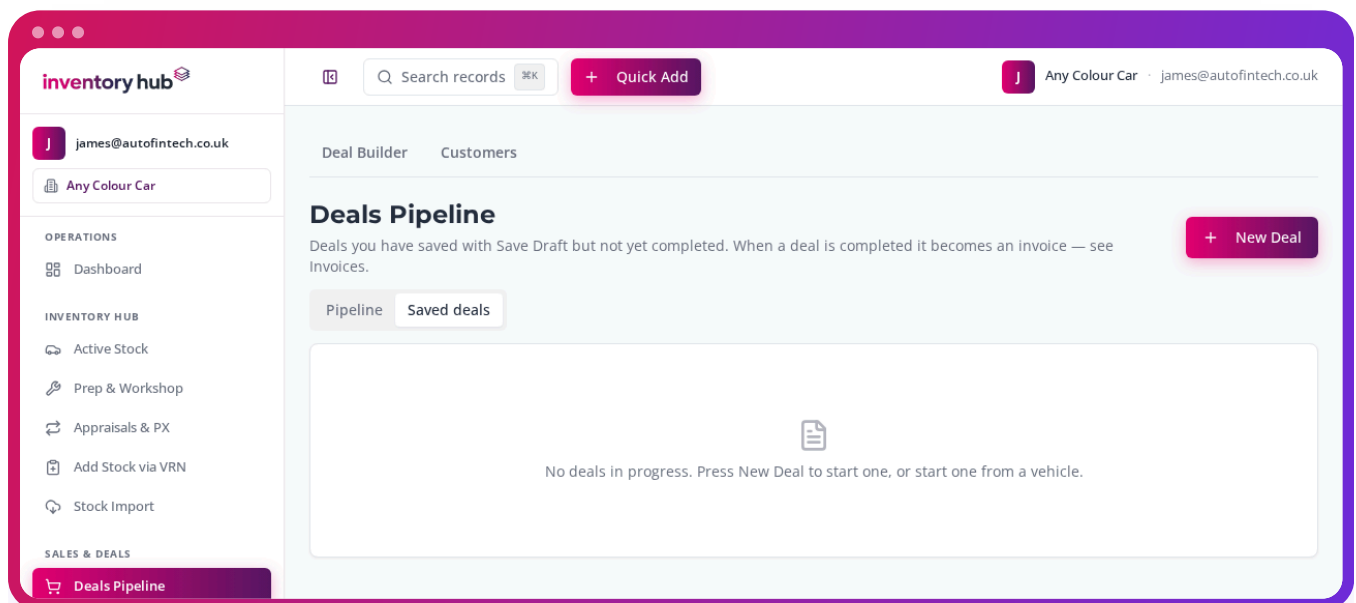
VAT Configuration

- **VAT Type** is filled in from how you bought the car: **Margin Scheme**, **Qualifying** or **Exempt**.
- Tick **Export sale (outside the UK)** for exports. The **Margin Scheme** isn't allowed on exports. You'll see **Margin Scheme not allowed on exports** until you fix it.
- **Tax point (time of supply)** is in the **Dates** card. **Check which VAT return this belongs to** is a warning.
- **Mileage warranted** is on by default. Switch it off if the mileage is not warranted.

The deals pipeline

Deals Pipeline has two views:

- **Pipeline** — cards in columns: **Leads**, **Deposits**, **Finance / Docs** and **Handover / Invoiced**. A card under **Handover / Invoiced** opens the car.
- **Saved deals** — the page opens here. It contains deals saved with **Save Draft** or **Save Changes** but not completed.



The Deals Pipeline

When a deal is completed it becomes an invoice. Find invoices under **Deal Builder & Invoicing** (chapter 8).

Order form

When the deal is ready, generate an order form for the customer to sign.

- 1 Open the deal.
- 2 Click **Generate Order Form**.

3 Open or print the PDF.

You can't generate it while an export is set to **Margin Scheme**. See chapter 8 for what the order form looks like.

Warnings before finalising

At the top of the deal, a checklist shows anything the invoice still needs. When all is well you see **Ready to complete — Everything the invoice needs is on file**.

Common items:

WARNING	WHAT TO DO
Customer name missing	Choose or add a customer.
Purchase price missing	Add the purchase cost on the car (chapter 3).
Sale price missing	Enter the retail price.
Sale date missing	Enter the sale date.
Stock book number missing	Click Add stock number to open the car, then complete Stock Number .
Your VAT number is missing	Add it in Dealership & VAT Profile (chapter 1).
Part-exchange details incomplete	Finish the part exchange record.
Finance company address incomplete	Add the finance company's address (chapter 7).
No payments recorded	Optional. You can still complete; the balance stays owing.

The customer must also have a full address. Some items have a fix link, but not every one; the finance company link does not currently work.

If you click **Complete Sale** with problems, empty required boxes are marked in red. **Finalise Sale** refuses completion and shows one reason at a time under **Sale not completed**. Fix that reason, then try again to see whether anything else is still outstanding.

Finalise the sale

- 1** Open the deal.
- 2** Click **Complete Sale**.
- 3** Read **Finalise Sale: Sale Price; Balance Due; VAT Payable; Estimated Profit; and Time of supply (tax point)**: VAT and profit show “—” if the purchase price is missing. Do not finalise a Margin Scheme sale while **Purchase price missing** is shown.

4 Click **Finalise & generate invoice**.

This action cannot be undone. When you finalise:

- The car's status changes to **Sold**.
- The sale is recorded in your accounts.
- The car's financials are locked.
- The sales order is finalised.
- An invoice number is generated and the invoice PDF is made.

✓ You will see **Sale finalised! Invoice: INV-...**, then the car's **Completed sale** opens.

Afterwards, the deal cannot be edited. You will see **This deal has already been invoiced — void the invoice to change it**. See chapter 9.

Taking payments after the sale

- 1** Open the car and click **Financials, Costs & Documents**.
- 2** Find **Completed sale**.
- 3** Click **Record payment**. This appears only while money is owed.
- 4** Enter **Amount (£)**, **Method**, **Date received** and **Reference (optional)**.
- 5** Click **Record £...**

The **Settlement** panel shows **Net owed (after credit notes)**, **Net paid (after refunds)** and **Balance due from customer**. When fully paid, it shows **Status: Settled**.

Finance deals.

Quote it. Pay it out.

For Sales, Accounts

Updated 7 October 2026

WHAT YOU'LL LEARN

- ✓ How to record a sale on finance
- ✓ How to manage your list of finance companies
- ✓ Who the invoice goes to

Record a finance deal

- 1 Build the deal as usual (chapter 6).
- 2 Under **Finance Details**, switch on **Finance Used?**.
- 3 Under **How is the finance structured?**, choose one:
 - **Hire purchase / PCP / conditional sale — the finance company buys the car**
 - **Customer's own personal loan — the customer buys the car**
- 4 Choose the finance company.
- 5 Enter the **Finance Settlement (£)** — the amount the lender pays you.
- 6 Enter any **Commission from Lender (£)**.
- 7 Click **Save Draft**, or **Save Changes** if it was saved before.

Who the invoice is addressed to

FINANCE TYPE	INVOICE GOES TO
Hire purchase / PCP / conditional sale	The finance company . It's delivered to the customer, but the finance company's copy is the legal VAT invoice. Its name and address are required before you can invoice.
Customer's own personal loan	The customer . The lender is recorded for your records only.

The field label tells you which: **Finance Company (invoiced party)** or **Finance Company (for your records — NOT the invoiced party)**.

For HP, PCP or conditional sale, **Email invoice** sends the customer a handover note and sends the invoice to the finance company's email address. A **Handover note PDF** is also available.

Your finance company list

You keep a list of finance companies so you don't retype them.

Add one

- 1 In the deal, next to the finance company, click **Add**.
- 2 In **Add finance company**, enter **Name** (for example Black Horse Finance).
- 3 Add **VAT number**, **Address line 1**, **Address line 2**, **City**, **Postcode**.
- 4 Add **Contact name**, **Contact phone** and **Contact email** if useful.
- 5 Save.

Edit or retire one

- 1 Next to the finance company, click **Manage**.
- 2 Click **Edit** to change details.
- 3 Click **Retire**, then click **Retire** again to confirm. It shows **Retired — not offered on new deals**.
- 4 Turn on **Show retired companies**, then click **Restore** to bring one back.
- 5 Click **Done**.

Retiring doesn't change past invoices.

● What you can't do yet

- Send finance proposals to lenders from the DMS. You record the deal after the lender has approved it.

Invoices and order forms.

Paperwork that's always right.

For Sales, Accounts, Admin

Updated 10 October 2026

WHAT YOU'LL LEARN

- ✓ What order forms and invoices contain
- ✓ How your terms and conditions work
- ✓ How to find, print and email invoices

What's on them

Order form — produced before the sale is finalised, for the customer to agree the deal. It has an order form number, not an invoice number.

Invoice — produced when you finalise the sale. It shows:

- Your logo, name, address, contact details and VAT number (chapter 1).
- The customer (or finance company — chapter 7).
- The car, any add-ons, any part exchange, and totals.
- The VAT treatment and the time of supply (tax point).
- Payments received when the sale was finalised and the balance. Payments added later do not change the invoice PDF.
- Your bank details, if **Account Name**, **Sort Code** and **Account Number** are filled in.
- Signature lines, if switched on.
- Your terms and conditions.

On a **Margin Scheme** invoice, VAT is not shown separately. That is the law.

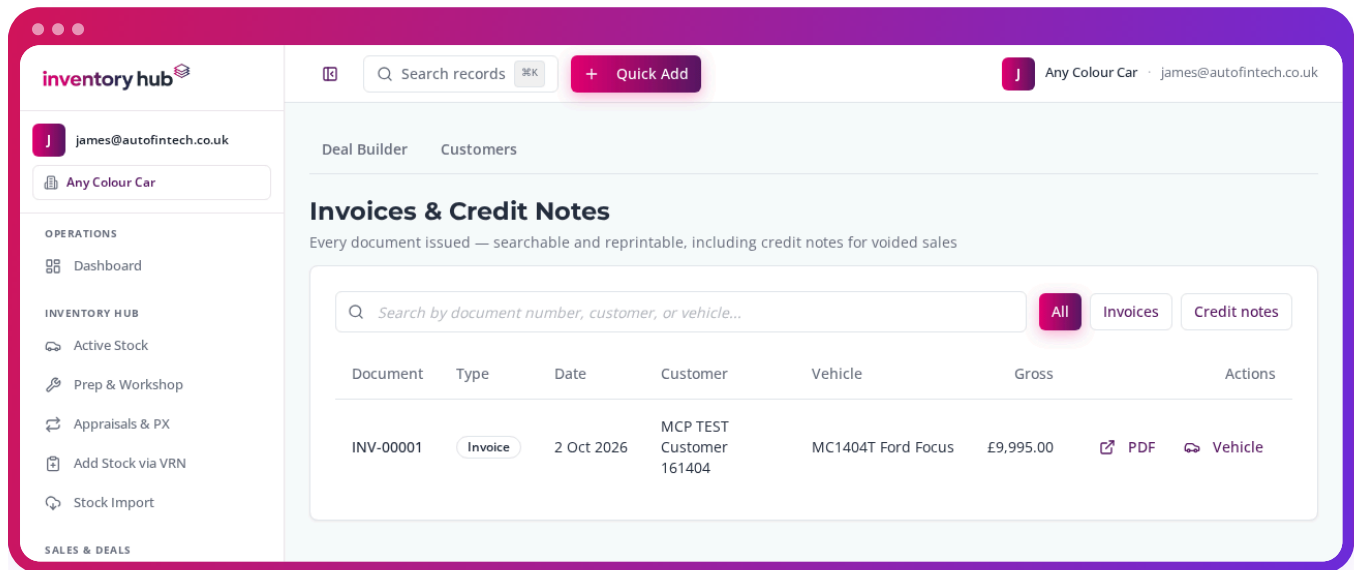
Terms and conditions

- **Where:** Settings > Dealership & VAT Profile > Terms and conditions.
- **Who:** only dealership admins can change them.
- **Which documents:** invoices and order forms.
- **Issued invoices don't change.** Each invoice keeps the terms in place when it was issued. Changing your terms only affects documents made afterwards.

Steps are in chapter 1.

Find an invoice

- 1 Click **Deal Builder & Invoicing**.
- 2 The page **Invoices & Credit Notes** lists every document issued.
- 3 Type in **Search by document number, customer, or vehicle....**
- 4 Use the filter to show only **Credit notes** if needed.



The Invoices & Credit Notes list

Voided invoices are marked **Voided**.

While the car is **Sold**, you can also find its invoice on the car: **Financials, Costs & Documents > Completed sale**.

Print an invoice

- 1 Find the invoice.
- 2 Click **PDF** in the invoice list, or **Preview invoice PDF** on the car.
- 3 If a pop-up is blocked, click **Open PDF**. Then print or save from the PDF viewer.

Email an invoice

- 1 Open the car and go to **Completed sale**.
- 2 Click **Email invoice**.

3 Check the **Recipient email**.

4 Send.

Last emailed to appears under the invoice header. After two or more sends, click **View history** to open **Email history**.

If the email fails, an admin can see it under **Settings > Email delivery** (chapter 14). You can always download the PDF and send it yourself.

● **What you can't do yet**

- Edit an issued invoice. Void it and start again (chapter 9).

After the sale.

Credits, refunds, statements.

For Sales, Accounts

Updated 7 October 2026

WHAT YOU'LL LEARN

- ✓ When to void, credit or refund
- ✓ How to refund a payment
- ✓ How to produce a customer statement
- ✓ How to issue a partial credit note
- ✓ How to void an invoice

While the car is **Sold**, these actions start on the car: open it, click **Financials, Costs & Documents**, then find **Completed sale**.

Which one do I need?

SITUATION	USE
The whole sale is cancelled or was a mistake	Void invoice
Part of the price needs reducing (goodwill, removed add-on, pricing error)	Partial credit
You need to give money back	Refund

Issue a partial credit note

- 1 Click **Partial credit**.
- 2 Enter a **Reason (required)** of at least 10 characters, for example "Goodwill discount".
- 3 Under **Credit lines**, use the line already shown, or click **Add line** for **Custom / goodwill**.
- 4 Enter the **Description (shown on CN)** and amounts in **Net** and **VAT**. Margin-scheme sales have no VAT box. Check **Credit net**, **Credit VAT** and **Credit gross**.
- 5 Tick **Also return the vehicle to its previous status (unsell)** only if the car is coming back.
- 6 Click **Issue credit note**.

The invoice stays on the record. Use **Void invoice** instead if the whole sale should be cancelled.

If credit notes now exceed what the customer paid, you'll be prompted to record a refund.

Refund a payment

- 1 Under **Payments**, click **Refund** next to the payment.
- 2 Check **Refundable remaining**:
- 3 Enter the **Amount**. If it's too high you'll see **Amount exceeds refundable balance**.
- 4 Enter a **Reason** of at least 5 characters (for example "Deposit returned").
- 5 Click **Issue refund**.

Pay the money back to the customer through your bank as normal. The refund in the DMS records it.

Void an invoice

- 1 Refund any payments first.
- 2 Click **Void invoice**.
- 3 In **Void invoice ...?**, enter **Reason for voiding (required)** of at least 10 characters.
- 4 Click **Void & issue credit note**.

A credit note is issued for the full amount and the invoice is marked **Voided**. The car leaves **Sold, Completed sale** disappears and the deal leaves the pipeline. Start a new deal if needed. Refunds are refused after a void.

GOOD TO KNOW Invoice numbers are never reused. A voided invoice keeps its number.

Customer statements

- 1 Open the customer.
- 2 Click **Statement**.
- 3 Choose **From date** and **To date**.
- 4 Read **Opening, Debit (period), Credit (period)** and **Closing**.
- 5 Click **Generate PDF**. Then click **Open statement PDF** to print or send, or **Download CSV** for a spreadsheet.

✓ You'll see **Statement PDF generated and archived**.

Expenses and bills.

Every cost, captured.

For Accounts

Updated 10 October 2026

WHAT YOU'LL LEARN

- ✓ How to record a supplier bill
- ✓ How to mark a bill as paid
- ✓ How to attach receipts
- ✓ What each step does to your books

Go to **Finance & Accounts > Expenses & Bills Hub**.

The Expenses & Bills page

The screenshot shows the 'inventory hub' interface. The sidebar on the left contains sections for OPERATIONS, INVENTORY HUB, SALES & DEALS, and FINANCE & ACCOUNTS. The main content area is titled 'Expenses & Bills' and includes a summary of costs and a table of bills.

Expenses & Bills Summary:

- Net overheads: £10.00 (1 bill(s) in this period)
- VAT on bills: £2.00 (Reclaimable input VAT)
- Total including VAT: £12.00
- Still to pay: £0.00

Bills Table:

Date	Supplier	Category	Reference	Due	Net	VAT rate	VAT	Total	Status
2026-10-02	MCP TEST Supplier	Software & subscriptions	MCP-161404	—	£10.00	20% (standard)	£2.00	£12.00	Paid

The Expenses & Bills page

Across the top you'll see:

- **Net overheads** — bills before VAT.
- **VAT on bills** — its caption is **Reclaimable input VAT**.
- **Total including VAT**.
- **Still to pay** — unpaid bills.

Below is the **Bills** list. Filter by date using **From** and **To**, by **Status** (**All**, **Unpaid**, **Paid**) and by **Category**. Overdue bills are marked **Overdue**. Click **Export CSV** for a spreadsheet.

Record a bill

- 1 Click **Record bill** (or **Quick Add > Record bill**).
- 2 Enter the **Supplier** (for example Auto Trader Limited).
- 3 Choose a **Category**.
- 4 Enter the **Bill / invoice reference** (for example AT-884213).
- 5 Enter the **Invoice date** — the date on the bill.
- 6 Enter the **Due date**.
- 7 Enter the **Net amount (£)**.
- 8 Choose the **VAT rate**. The **VAT amount (£)** is worked out. Adjust it if the supplier rounded differently.
- 9 Check **Total including VAT**.
- 10 Choose **Status: Unpaid** or **Paid**.
- 11 If paid, enter **Date paid** and choose **Paid from: Bank account** or **Petty cash**.
- 12 Add any **Notes**.
- 13 Click **Record bill**. When editing, click **Save changes**.

GOOD TO KNOW

Bills for work on a specific car (bodywork, mechanical) are better recorded as a reconditioning cost on the car, so they count towards that car's profit. See chapter 4.

Attach receipts

- 1 On the bill's row, open **Receipts & attachments**.
- 2 Upload the file.

Mark a bill as paid

- 1 On the bill's row, click **Mark as paid** (the tick icon).

The bill is marked paid with today's date. A bill in a closed month cannot be marked paid.

Choose one way to pay a bill: match it in Bank Reconciliation or use **Mark as paid**, never both. Doing both posts the payment twice.

Edit or delete a bill

- Click the pencil icon (**Edit bill**) to change it.
- Click the bin icon (**Delete bill**), then **Delete** in **Delete this bill?**

A bill whose **Invoice date** is in a closed month cannot be edited, deleted or marked paid. You will see **That bill falls in a closed accounting period. Reopen the period first**. Editing a bill does not update the entries already posted.

What each step does to the books

You don't need to know this to use the DMS, but your accountant may ask.

STEP	EFFECT
Record an unpaid bill	The cost goes into your expenses for the invoice date. The amount is owed to the supplier. Any VAT is counted as VAT you can reclaim.
Mark it as paid	The amount owed to the supplier is cleared, and the money leaves your bank or petty cash.
Record a bill as paid straight away	Both of the above at once.
Delete a bill	The bill is removed, but its ledger entries are not removed.

Bank feeds and reconciliation.

Every line, matched.

For Accounts

Updated 10 October 2026

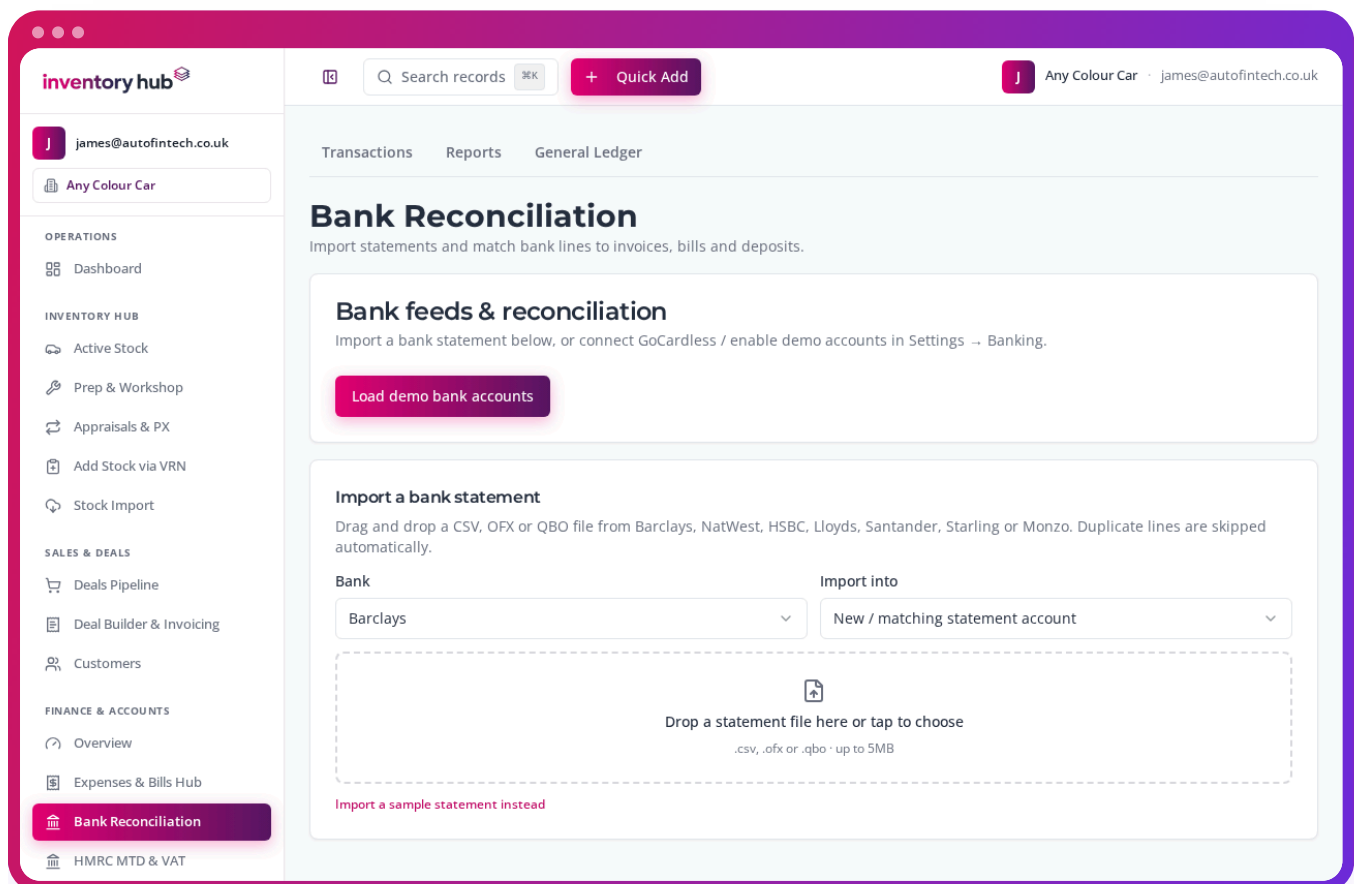
WHAT YOU'LL LEARN

- ✓ How to upload a statement file
- ✓ How to match bank lines to your records
- ✓ How to split one bank line across several records
- ✓ What to do when nothing matches

Go to **Finance & Accounts > Bank Reconciliation**.

Get bank lines in

Upload a statement downloaded from your online banking. Do not use **Sandbox / Demo bank mode**, **Load demo bank accounts** or **Import a sample statement** instead.



Bank Reconciliation, with your bank accounts and the statement import

Upload a statement file

- 1 On **Bank Reconciliation**, find **Import a bank statement**.
- 2 Choose your **Bank**: Barclays, NatWest, HSBC, Lloyds, Santander, Starling or Monzo.
- 3 Choose which account to **Import into**. Always choose the same **Bank** and account for that statement, or the same lines may import twice.
- 4 Drag and drop your CSV, OFX or QBO file onto the box, or click to choose it.

✓ You will see how many transactions were imported. Do not rely on automatic duplicate detection when changing the selected bank or account.

MESSAGE	WHAT TO DO
File too large	Statement files must be under 5MB. Download a shorter date range.
No transactions could be read from that statement file.	Check you chose the right bank and file type, then try again.

Match bank lines

The 250 most recent lines, including reconciled ones, appear under **Bank transactions**. The DMS suggests matches with the exact same amount: invoices, customer deposits, supplier bills, finance settlements and so on.

Confirm a suggested match

- 1 Find the bank line.
- 2 Check the suggestion.
- 3 Click the tick icon to confirm the match.

✓ You will see **Transaction reconciled**. Matching an invoice also records the customer payment for you. A match cannot be undone.

Find a match yourself

- 1 Open **Find a match**. It is a dropdown and has no search.
- 2 Choose the record.
- 3 Click the tick icon to confirm.

Split one line across several records

For example, one bank payment covering two supplier bills.

- 1 Click the plus icon to add a split allocation.
- 2 Use **Select record** and the amount box to enter the allocation.
- 3 Repeat for each record.
- 4 Click the tick icon when the amounts add up to the bank line.

✓ You will see **Split reconciliation saved**. Use the bin icon to remove a split before confirming.

When nothing matches

The record probably isn't in the DMS yet.

- Money out to a supplier → record the bill first (chapter 10), then match.
- Money in from a customer → match it to the invoice; this records the payment for you.
- Bank charges, loan payments or anything else → ask your accountant. They may post a manual journal (chapter 13).

A bank line cannot be ignored or hidden, and a confirmed match cannot be undone.

- **What you can't do yet**
 - Make payments from the DMS.

VAT and HMRC.

Margin scheme, done properly.

For Accounts, Admin

Updated 10 October 2026

WHAT YOU'LL LEARN

- ✓ How to connect to HMRC
- ✓ What stops a return being filed
- ✓ How reminders work
- ✓ How to read the VAT return screen and its nine boxes
- ✓ How the margin scheme (Notice 718) summary works
- ✓ What is and isn't switched on today

Important: what works today

Sending a VAT return to the real HMRC service from the DMS is switched off. On screen you'll see **Coming soon — HMRC live filing in review:**

GOOD TO KNOW

Filing to the real HMRC service is switched off while our production access is being reviewed by HMRC.

Leave the **HMRC service** setting unchanged. **Sandbox (testing)** does not send anything to HMRC even if the screen says **Filed with HMRC**. With **Live (real filings)** selected, filing stays switched off.

What you **can** do today:

- See your nine-box figures for any period.
- See exactly which cars are stopping a clean return, and fix them.
- Export the figures and the margin scheme summary for your accountant.
- View return periods, export your figures and see any Sandbox test filings under **Filing history**.

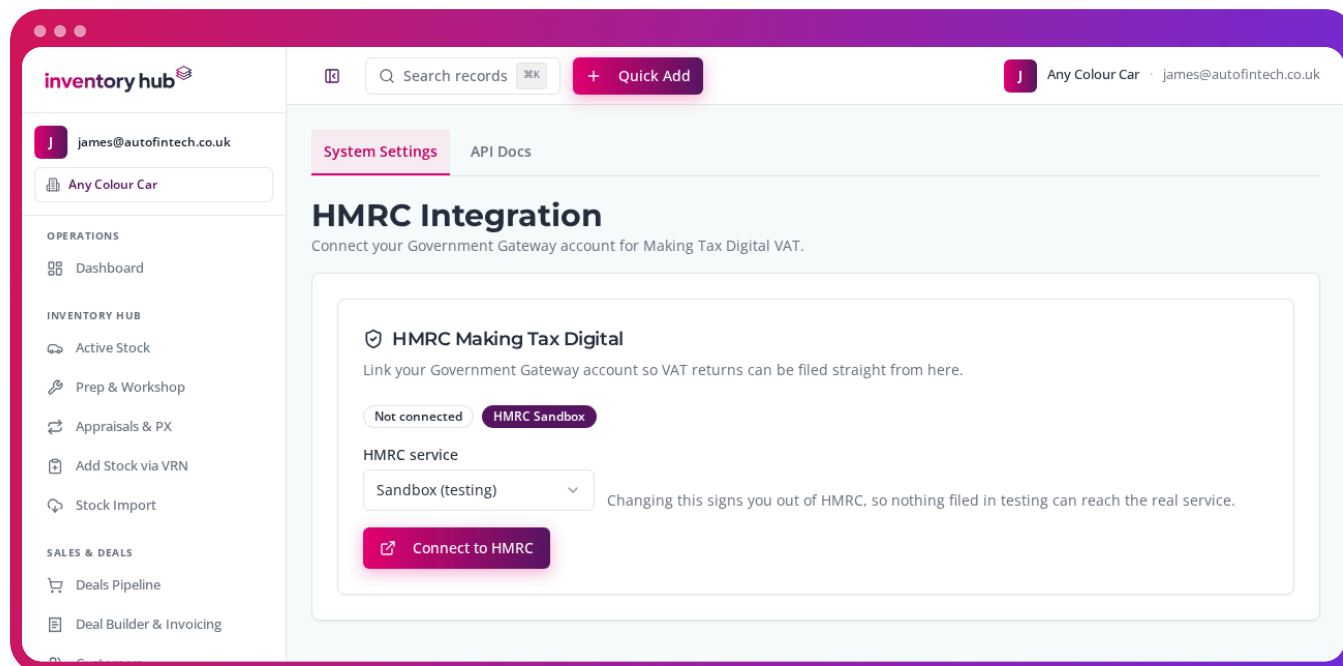
Until live filing is switched on, file your return the way you do now (for example through your accountant or your own MTD software), using the figures from the DMS.

Connect to HMRC

- 1 In the menu, click **HMRC Integration** (under **Settings**).
- 2 Make sure your VAT number is saved in **Dealership & VAT Profile** (chapter 1).
- 3 Click **Connect to HMRC**.

4 Sign in with your Government Gateway account on HMRC's website.

5 Allow access.



The HMRC Integration settings page

6 You come back to the DMS, which shows **Connected**.

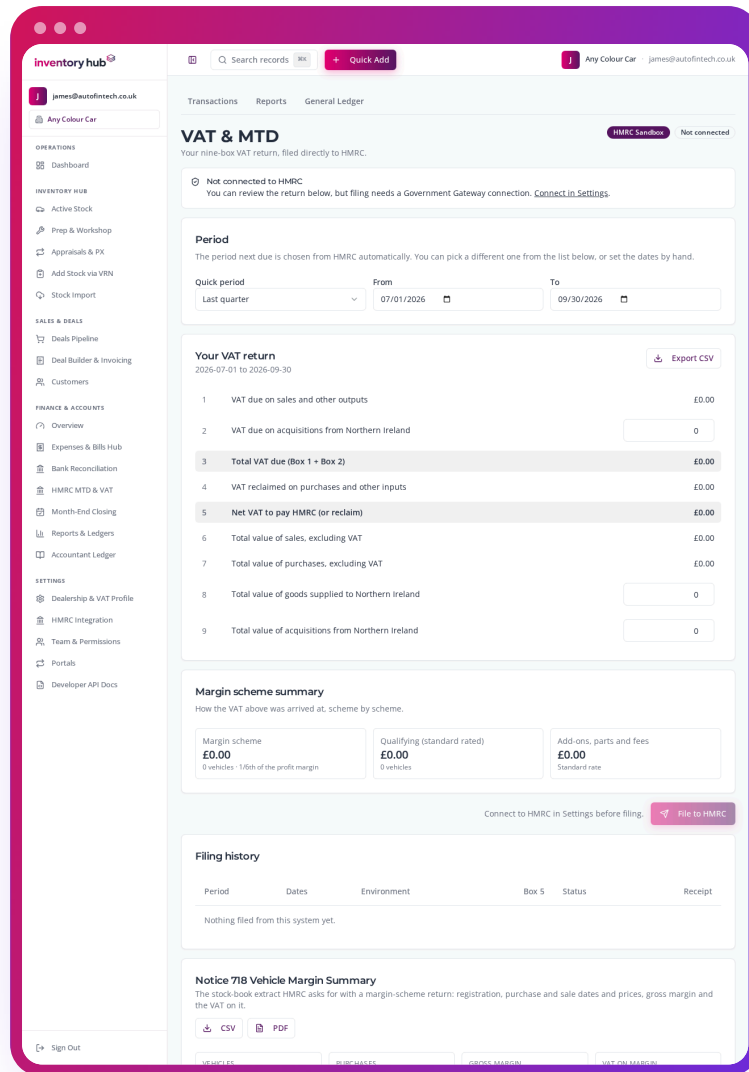
If the business changes, click **Reconnect**. **No VAT registration number** appears only when an already connected account has no VAT number.

To disconnect, click **Disconnect**.

Do not change the **HMRC service** setting.

The VAT return screen

Go to **Finance & Accounts > HMRC MTD & VAT**.



The VAT return screen

- 1 Choose a **Period** using **Quick period** (This quarter, Last quarter, This month, Last month, This year or Custom).
- 2 If connected, your **Open obligations from HMRC** are listed. Under the **Use** column, click **Select**. Filed periods show **View**.
- 3 Read **Your VAT return**.

The nine boxes

BOX	WHAT IT IS
1	VAT due on sales
2	VAT due on goods bought from the EU (normally 0)
3	Total VAT due (box 1 + box 2)
4	VAT reclaimed on purchases
5	Net VAT to pay or reclaim (box 3 minus box 4)

BOX	WHAT IT IS
6	Total sales, excluding VAT
7	Total purchases, excluding VAT
8	Goods supplied to the EU (normally 0)
9	Goods bought from the EU (normally 0)

Click **Export CSV** to save the figures.

Margin scheme summary

Below the boxes, **Margin scheme summary** shows how the VAT was worked out: **Margin scheme**, **Qualifying (standard rated)** and **Add-ons, parts and fees**.

What blocks a return

The DMS checks every car sold in the period. If any has missing or wrong details you'll see:

The VAT return cannot be filed until every sold vehicle has complete, accurate source data.

Each car is listed with the problem in plain English:

PROBLEM	WHAT TO DO
Purchase date missing	Add the purchase date.
Purchase date is after the sale date	Correct the purchase date.
Purchase cost missing or zero	Add what you paid.
VAT treatment not set	Set the VAT type on the car.
Sale price missing or zero	Check the sale.
Margin VAT not calculated	Check purchase cost and sale price.

Fix a blocked car

- 1 Click **Add purchase details** next to the car.
- 2 The car's **Financials, Costs & Documents** tab opens in edit mode, on the missing field.
- 3 Enter the details.
- 4 Save.
- 5 Go back to **HMRC MTD & VAT**. The car drops off the list.

GOOD TO KNOW

Cars brought in by **Stock Import** never have purchase details. Add them as soon as you import.

Notice 718 (margin scheme) records

HMRC's Notice 718 says you must keep a record for every margin-scheme car. The DMS builds it for you.

Go to **Reports & Ledgers** and open:

- **Notice 718 Summary** — each car's **Purchased** date, **Purchase price**, **Sold** date, **Sale price**, **Gross margin** and **VAT on margin**. Click **CSV** or **PDF**.
- **Margin Stock Book** — every margin-scheme invoice, including credit notes. Tick **Include voided invoices** to see voided ones too.

Cars marked **No cost** are missing their purchase price. Fix them before you rely on the figures.

For PDF, allow pop-ups. If blocked you'll see **Your browser blocked the print window**. In the print window choose **Save as PDF**.

Filing history

Filing history can show returns sent through **Sandbox (testing)**. These are test filings and were not sent to the real HMRC service. When live filing is available, **View at HMRC** opens a return as HMRC holds it (**Return held by HMRC**).

Reminders

When connected to HMRC, a reminder appears on the **Dashboard** from 45 days before the due date, with an **Open VAT & MTD** button.

● What you can't do yet

- **Send your VAT return to the real HMRC service from the DMS**. The **File to HMRC** button stays switched off for live filing.
- **Correct a return already filed with HMRC**. Do this with HMRC directly or through your accountant.

Month-end and reports.

Close it. Lock it. Report it.

For Accounts, Admin

Updated 10 October 2026

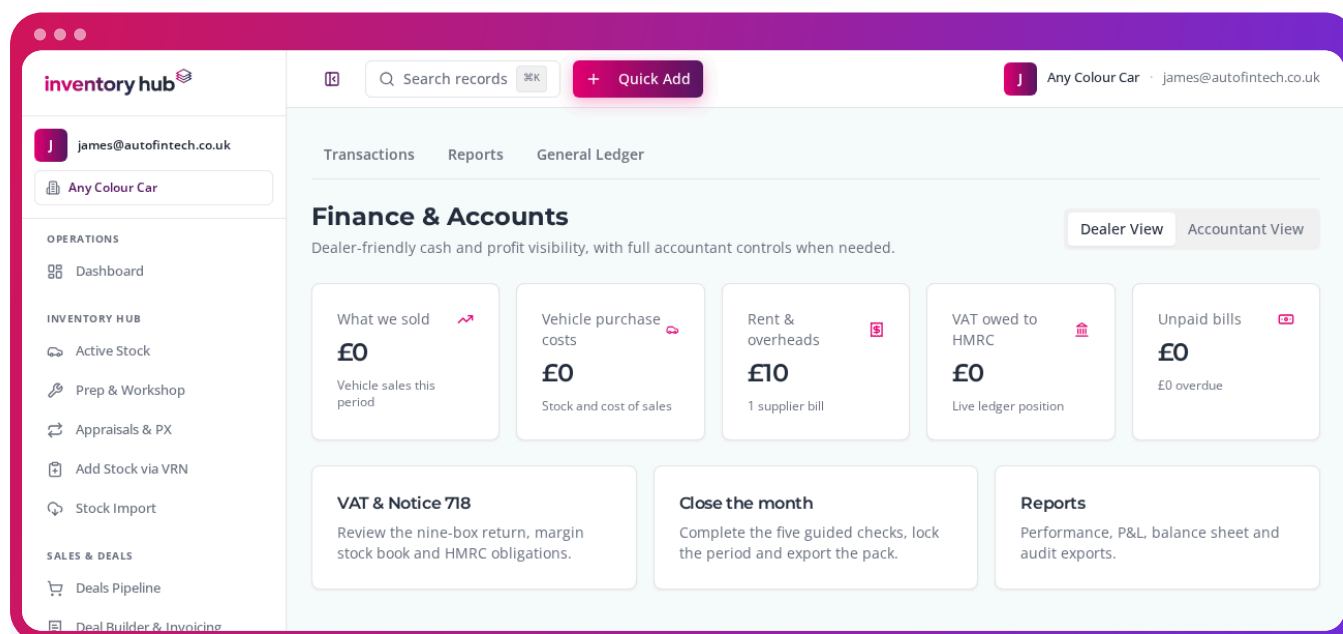
WHAT YOU'LL LEARN

- ✓ The **Dealer View** and **Accountant View**
- ✓ How to close and reopen a month
- ✓ How to use the general ledger and trial balance
- ✓ How to run the month-end wizard and download the pack
- ✓ How to post a manual journal
- ✓ What every report is for

Dealer View and Accountant View

Go to **Finance & Accounts > Overview**. At the top choose:

- **Dealer View** — a quick overview with five summary cards and shortcuts to **VAT & Notice 718**, **Close the month** and **Reports**. Do not rely on **What we sold**, **Vehicle purchase costs** or **Rent & overheads** for accounting decisions; use the detailed reports.
- **Accountant View** — **Manual journal**, **Trial Balance**, **General Ledger**, **Period controls** and **Nominal balances**.



The Finance & Accounts overview in Dealer View

Accountant View is only available to users with the Accounts or Admin role. The DMS remembers your choice.

Month-end wizard

Go to **Month-End Closing**. Choose the **Month**. Then work through five steps, clicking **Next** after each.

The screenshot shows the 'Month-End Closing' wizard in the Inventory Hub application. The interface is divided into a left sidebar with navigation links and a main content area. The main content area is titled 'Month-End Closing' and includes a sub-header 'Five checks, then lock the month and download the report pack for your accountant.' Below this, there's a 'Month' dropdown set to 'September 2026' and buttons for 'Open', 'Export CSV', and 'Print / PDF'. The wizard is currently on 'Step 1 of 5 — Bank & cash check'. It prompts the user to 'Confirm the money in and out for the month has been recorded.' and shows three input fields: 'Money in (bank & cash)' with a value of £0.00, 'Money out (bank & cash)' with a value of £6,620.00, and 'Balance at month end' with a value of £-15,120.00. Below these fields, there's a checkbox labeled 'I have reviewed the money in and out for this month.' and a 'Next' button. At the bottom of the main content area, there are three summary tables: 'Executive performance summary', 'Departmental profit & loss', and 'Motor trade balance sheet'. The 'Executive performance summary' table shows units sold, revenue, and gross margin. The 'Departmental profit & loss' table shows vehicle sales gross profit, F&I commission, and net operating profit. The 'Motor trade balance sheet' table shows stock at cost, bank & cash, debtors, and total assets. The 'Notice 718 stock book audit' table shows margin-scheme vehicles sold, records complete, and VAT on margin.

Units sold (total)	0
— retail	0
— trade / PX disposal	0
Average days in stock	—
Total revenue	£0.00
Total vehicle cost	£0.00
Total gross margin	£0.00
Average gross profit per unit	—
F&I commission	£0.00
Overheads	£0.00
Net dealership operating profit	£0.00

	£0.00
Vehicle sales gross profit	£0.00
F&I commission	£0.00
Preparation costs (within vehicle cost)	£120.00
Overheads	—
Total overheads	£0.00
Net operating profit	£0.00

Stock at cost	£13,583.33
Bank & cash	£-15,120.00
Debtors	£0.00
Other assets	£0.00
Total assets	£-1,536.67
Creditors	£0.00
VAT liability	£-1,416.67
Total liabilities	£-1,416.67
Net assets	£-120.00

Margin-scheme vehicles sold	0
Records complete	0
Records missing a purchase cost	0
Net sales (margin scheme)	£0.00
Gross margin	£0.00
VAT on margin	£0.00
Unpaid supplier bills	0
Total outstanding	£0.00
Of which past due	£0.00

The Month-End Closing wizard

- 1 Bank & cash check — Money in (bank & cash), Money out (bank & cash) and Balance at month end.** Tick **I have reviewed the money in and out for this month.**
- 2 Stock valuation & WIP freeze — Vehicles on the forecourt, Stock at cost and Average days in stock.** Tick **The vehicles on the forecourt and their cost are correct.**
- 3 Unpaid bills & invoices — Owed to you (debtors), Unpaid supplier bills and Of which past due.** Tick **I have reviewed what is owed to and by the business.**
- 4 Notice 718 & VAT audit — Margin-scheme vehicles sold, Gross margin and VAT on margin.** Tick **I have reviewed the margin scheme records and VAT for this month.**
- 5 Lock the month & export the pack — add Notes for your accountant (optional), then click Close the month.**

If you skip a tick you'll see **Some checks are not ticked yet**. You can go back, or close anyway if you're sure.

Once closed, the month shows **This month is closed**. New accounting entries dated in that month are blocked; other records, such as car details, can still be edited.

Download the pack

Click **Executive pack (PDF)** or **Executive pack (CSV)**. The pack contains:

- **Executive performance summary**
- **Departmental profit & loss**
- **Motor trade balance sheet**
- **Notice 718 stock book audit**

Send it to your accountant.

Reopen a month

- 1 Choose the closed month.
- 2 Click **Reopen**.
- 3 Say why. The reason is kept so your accountant can see it.
- 4 Click **Reopen**. You will see **Period reopened**.

Only reopen if you must. Close it again when done.

Manual journals

For accountants and admins only. Use them for things that don't come from a sale, bill or payment — for example an accountant's adjustment.

- 1 In **Accountant View**, click **Manual journal**.
- 2 Enter the **Entry date**.
- 3 Enter the reason in **Journal memo**.
- 4 For each line, choose the **Account**, enter a **Line description**, and a **Debit** or **Credit**.
- 5 Click **Add line** for more lines.
- 6 Check the debits and credits are equal.
- 7 Click **Post journal**.

✓ You'll see **Balanced journal posted**. If debits and credits don't match, you can't post.

General ledger and trial balance

Go to **Accountant Ledger** (or **Finance & Accounts > General Ledger**). The page **Ledger & Accounts** has three tabs.

- **Trial Balance** — choose **From Date** and **To Date**, click **Generate**. It shows each account's **Debit**, **Credit** and **Balance**, and says **Balanced** or **Unbalanced**.
- **General Ledger** — every journal, grouped by source. Filter by date, **Account**, or **Reference search** (for example an invoice number, VRM or stock number), then click **Generate**. Click a row to see its lines.
- **Chart of Accounts** — your nominal codes.

If you see **More than 5,000 ledger lines in this range** — **narrow the dates to see everything**., choose a shorter period.

Transactions

Finance & Accounts > Transactions (Financial Transactions) lists money events across your cars. Use **Add Transaction** only for a simple money event not covered by a sale, supplier bill, payment or accountant's journal. Complete the required **Transaction Type**, **Direction**, **Amount (£)** and **VAT Treatment**. The list shows the most recent 500; use filters to narrow it.

Reports

Go to **Reports & Ledgers**. Most reports use **Export CSV**. On the VAT screen, use **Export CSV**. **Notice 718 Summary** has **CSV** and **PDF**.

The screenshot displays the 'Reports & Analytics' section of the Inventory Hub software. The interface includes a sidebar with navigation links and a main content area. The 'Reports & Analytics' section is active, showing a 'Vehicle P&L' report. The report includes a search bar, date filters, and a table of financial data.

Vehicle	VRM	Sale Date	Sale Price	Total Cost	Margin	VAT	Fin. Commission	Net Prof
Ford Focus	MC1404T	02/10/2026	£9,995	£6,620	£3,495	£582.5	£0	£2,912.

REPORT	WHAT IT'S FOR
Vehicle P&L	Profit on each car sold in a period: sale price, total cost, VAT, finance commission, net profit.
Monthly P&L	Revenue, costs and profit month by month.
VAT Returns	Output VAT, input VAT and net VAT for a period, split by scheme, with every car sold. For checking — file via chapter 12.
Stock Ageing	How long cars have been in stock, grouped by age. Needs acquisition dates.
Margin Analysis	Average margin By Body Type , By Make or By Fuel Type .
Profitability by Source	Profit and ROI by where you bought cars. Needs acquisition sources on cars.
Margin Stock Book	Notice 718 stock book of margin-scheme invoices (chapter 12).
Notice 718 Summary	Per-car margin record for HMRC (chapter 12).

Cars marked **No cost** in reports are missing a purchase price; their profit will be wrong until you add it.

Settings and connections.

Your rules, your portals.

For Everyone (saving restrictions vary)

Updated 10 October 2026

WHAT YOU'LL LEARN

- ✓ What every Settings tab is for
- ✓ The common jobs on each tab
- ✓ Who can change it

Go to **Settings** in the menu. The tabs run along the top: **Users, Security, Dealership, Add-Ons, Txn Types, Workshop, HMRC, Banking, API Keys, AI Assistants, API Activity, Feeds, Webhooks, Email delivery, Health.**

GOOD TO KNOW

Every role can see all 15 tabs. Restrictions apply when saving, so leave dealership-wide changes to an admin unless a section says otherwise.

Users

The screenshot shows the 'inventory hub' interface. The top navigation bar includes a search bar, a 'Quick Add' button, and user information for 'Any Colour Car' (james@autofintech.co.uk). The left sidebar lists various modules: OPERATIONS (Dashboard, Active Stock, Prep & Workshop, Appraisals & PX, Add Stock via VRN, Stock Import), SALES & DEALS (Deals Pipeline, Deal Builder & Invoicing, Customers), and FINANCE & ACCOUNTS (Overview, Expenses & Bills Hub, Bank Reconciliation, HMRC MTD & VAT). The main content area is titled 'Settings' with the subtitle 'Manage system settings and user permissions'. It features a tabbed interface with 'System Settings' and 'API Docs'. The 'Users' tab is active, showing a table of users and roles. Below the table, there is a 'Role Permissions' section listing roles like 'admin', 'accounts', 'sales', and 'dealer' with their respective permissions.

Name	User ID	Roles	Joined	Actions
James Smith	137050ec...	Admin	30/10/2025	Manage Roles

Role Permissions

- admin**: Full access to all features including user management and settings
- accounts**: Manage financials, events, and view all reports
- sales**: Add/edit vehicles, manage part exchange, view basic reports
- dealer**: Grants nothing — fails every role-gated check, and sees only what any signed-in member of the dealership sees

The Settings page

Invite people, change roles and remove users. Admin only. See chapter 1.

Security

Your own two-factor authentication, personal data download and account deletion. Admins can also make a dealership data export. Everyone. See chapter 1.

Dealership

Your business details, logo, bank details, invoice numbering, signature lines, terms and conditions, and storefront access keys. Admin. See chapter 1.

Also here:

- **Storefront Tenant ID, MSAI Limited Access Key and MSAI Full Access Key** — used to link your website. Only change these if your website provider asks.
- **PDF archive** — admins can make sure every invoice PDF is stored.

Add-Ons

Products you sell alongside cars, such as GAP insurance, warranties and service plans.

Add a product

- 1 Click **Add Product**.
- 2 Enter **Product Name** and choose a **Category**.
- 3 Enter the **Retail Price (RRP)** and **Cost Price**.
- 4 Choose the **VAT Treatment: Standard VAT (Exclusive), VAT Inclusive** or **VAT Exempt**.
- 5 Tick **FCA Regulated** if it is.
- 6 Make sure **Active** is on.
- 7 Save.

The form has many optional fields (finance rules, vehicle limits, FCA documents, invoice label). Fill in only what you need. **Invoice/Line Item Label** is how the product appears on invoices.

Add-ons then appear under **Add-On Products (Optional)** in the deal builder.

Txn Types

The types available when you click **Add Transaction** (chapter 13). Click **Add Type** to add one, with a **Label**, **Default Direction (Incoming (Money In), Outgoing (Money Out) or Neutral)** and **Colour**. Accounts or

Admin.

Workshop

The **Job types** and **Statuses** used on workshop job cards (chapter 4). You can add, reorder (**Display order**), rename or switch off each one. A switched-off status shows **Switched off** on the board; move its cards to an active status.

HMRC

Connect to HMRC for VAT. Same as **HMRC Integration** in the menu. See chapter 12.

Banking

Connect a bank feed. See chapter 11. Don't use **Sandbox / Demo bank mode** — it adds sample accounts that aren't real.

API Keys

Keys that let other software (such as your website) read your stock.

- **Create API Key** — for general integrations. Give it a name and tick only the **Scopes (Permissions)** it needs.
- **Create Storefront Key** — for your website's vehicle search.

A key is shown once. Copy it straight away and give it only to the provider who needs it. To revoke a general API key, click its revoke icon (**Revoke key**). Storefront keys have an on/off switch and a delete control.

Only create keys when a provider asks for one.

AI Assistants

Lets you use an AI assistant (such as Claude or ChatGPT) to work with your DMS.

The **Access** card controls assistant access and is on by default; only an admin can change it.

- 1 Under **Connect an assistant**, click **Copy**.
- 2 Add the copied connection to your assistant.
- 3 Sign in with your normal DMS login when asked.

If your tool cannot sign in itself, an admin can use **Assistant keys**. Enter a **Name**, choose **Expires after (days)** and click **Create key**. Copy it immediately because it is shown once. The assistant can only do what the admin's role allows.

API Activity

A log of calls made with your API keys. Useful if your website provider is troubleshooting.

Feeds

You can also reach this page from **Settings** → **Portals** in the sidebar.

The portal feeds and connections:

- Turn a marketplace on to see its **Feed URL** and **Copy** button. AA Cars is labelled **Beta**. AutoTrader has no feed URL, and Facebook is not available yet.
- Only CarGurus has a prerequisite: **Postcode**. If it is missing, click **Open Dealership Settings**.
- After switching a marketplace on, click **Configure FTP**, then **Add FTP Server**. Enter a **Name**, choose a **Protocol**, then enter **Host**, **Port**, **Username**, **Password** and **Remote Path**. Turn on **Auto-sync on schedule** to show **Cadence**. Click **Test connection**, then **Sync now**.

Connect AutoTrader

- 1 Turn on the **AutoTrader UK** switch. The connection panel appears.
- 2 Choose **Production**.
- 3 Enter the **API Key** AutoTrader issued to you.
- 4 Enter the **API Secret** AutoTrader issued to you.
- 5 Enter the **Advertiser ID** AutoTrader issued to you.
- 6 Click **Save**. Only an admin can save these details.
- 7 Click **Test Connection**. You'll see **AutoTrader connection successful**.

After that you can publish cars (chapter 4).

For new or custom feeds, use **Marketplace Feeds** in the Inventory Hub (chapter 4).

Some marketplaces show **Coming soon** and can't be used yet.

Webhooks

Sends instant notices to another system when your stock changes. Only set up if your website provider asks.

View Logs shows each delivery.

Email delivery

Invoice email failures lists invoice emails that didn't arrive. If it says **No recent email failures. Invoice emails are delivering successfully.**, all is well. If an email failed, check the address and click **Retry**, or

download the PDF and send it yourself.

Health

System Health Dashboard shows whether connections are working: **API Health**, **Webhook Delivery** and **Feed Generation**, rated **Healthy**, **Degraded** or **Critical**. Contact support if anything stays **Critical**.

- **What you can't do yet**

- Change **System Preferences** (default VAT rate, currency, financial year start). Ask support.

Help and reference.

Answers when you're stuck.

For Everyone

Updated 9 October 2026

WHAT YOU'LL LEARN

- ✓ What common messages mean and what to do
- ✓ Practice sessions for new staff
- ✓ Words used in the DMS
- ✓ Which document you need
- ✓ Safe drills
- ✓ A one-page cheat sheet

Troubleshooting

YOU SEE	WHAT IT MEANS	WHAT TO DO
Signup is invite-only	You can't create your own account.	Ask your admin to invite you.
Invitation expired	The invite link is too old.	Ask your admin for a fresh one.
Invalid or Expired Link (password reset)	The reset link is old or used.	Request a new one with Forgot password?
Vehicle saved but has no sale price — it will show as £0 on your storefront.	A car set to Show On Website has no price.	Add a price or change its Website status .
This vehicle is linked to a sales order and can't be deleted. Void or cancel the sale first.	The archived car is on a sale.	Leave it archived. To delete it for good, void the invoice first (chapter 9).
This car already has a deal in progress.	Someone already started a deal.	Click Open it instead .
This sale is finalised — void the invoice to make changes.	Finalised deals can't be edited.	Void and start again, or use a partial credit note (chapter 9).
Financials are locked because a sale event has been posted.	The car is sold.	Use a credit note if something needs correcting.
Bank details are incomplete — payment details will not appear on invoices until all four fields are filled in.	One of the four bank fields is empty.	Fill in all four (chapter 1).
Logo must be 500 KB or smaller	The image is too big.	Make the image smaller.
The VAT return cannot be filed until every sold vehicle has complete, accurate source data.	A sold car is missing details.	Click Add purchase details on each car (chapter 12).

YOU SEE	WHAT IT MEANS	WHAT TO DO
Coming soon — HMRC live filing in review	Live filing isn't switched on.	File your return outside the DMS for now (chapter 12).
Amount exceeds refundable balance.	You tried to refund more than was paid.	Lower the amount.
File too large	The statement file is over 5MB.	Download a shorter period.
Some checks are not ticked yet	Month-end steps aren't all confirmed.	Go back and check, or close anyway if sure.
Allow pop-ups to print	Pop-ups are blocked.	Allow pop-ups for the DMS and try again.
Missing required dealership details (on a feed)	The feed needs more of your details.	Click Open Dealership Settings .

If something keeps failing, take a screenshot of the message and contact your dealership administrator or usual support contact.

Which document do I need?

YOU WANT TO...	DOCUMENT	WHERE
Agree the deal with the customer before the sale	Order form	Deal builder > Generate Order Form (chapter 6)
Bill the customer for a completed sale	Invoice	Made when you finalise (chapter 6)
Reduce part of an invoice	Partial credit note	Car > Completed sale > Partial credit (chapter 9)
Cancel a whole sale	Void + credit note	Car > Completed sale > Void invoice (chapter 9)
Show a customer what they owe	Customer statement	Customer > Statement (chapter 9)
Give your accountant the month	Executive pack	Month-End Closing (chapter 13)
Prove margin-scheme records to HMRC	Notice 718 summary / Margin Stock Book	Reports & Ledgers (chapter 12)

Practice sessions for new staff

Do these on a real car you're actually selling, with a colleague watching. Don't create made-up cars or customers on your live system.

Session 1: Get a car ready (Sales, 20 minutes)

- 1 Add your next car by registration (chapter 3).
- 2 Answer the purchase VAT question and enter purchase cost and date.
- 3 Add photos from your phone using **Mobile Upload**.
- 4 Generate or write the description.
- 5 Open **Advert readiness** and click **Fix** on anything missing.

Session 2: Sell it (Sales, 20 minutes)

- 1 Add the buyer as a customer with a full address.
- 2 Build the deal and click **Save Draft**.
- 3 Find it on **Deals Pipeline**.
- 4 Click **Generate Order Form**.
- 5 Read the checklist at the top until it says **Ready to complete**.
- 6 Click **Complete Sale** and read **Finalise Sale** before confirming.

Session 3: Issue and send the invoice (Sales/Accounts, 10 minutes)

- 1 Find the invoice in **Deal Builder & Invoicing**.
- 2 Click **PDF** and check your logo, bank details and terms.
- 3 Click **Email invoice** from the car.

Session 4: Bills and bank (Accounts, 20 minutes)

- 1 Record a real supplier bill.
- 2 Upload your latest bank statement.
- 3 Match the bill payment.

Safe drills

Try these only with care. Some screens can save a real record. Click **Cancel** before saving.

- 1 Open **Add New Vehicle**, type a car registration without clicking **Lookup**, leave **Purchase VAT** unanswered, then click **Cancel**. Do not use a van because VAT is pre-selected.

- 2 In the deal builder, tick **Export sale (outside the UK)** on a margin-scheme car. You'll see **Margin Scheme not allowed on exports**.
- 3 Go to **Finance & Accounts > Overview**, switch to **Accountant View**, then click **Manual journal**. Enter £1 as a debit with no matching credit. The totals show **Difference £1.00** and **Post journal** stays switched off. Click **Cancel** without saving.
- 4 Open **Refund** on a payment and enter more than was paid. You'll see **Amount exceeds refundable balance**.
- 5 Upload a logo bigger than 500 KB. You'll see **Logo must be 500 KB or smaller**.

Word list

WORD	MEANING
VRM / VRN	The registration number.
PX	Part exchange — a car the customer trades in.
Margin Scheme	VAT is paid only on your profit. Used for cars bought without a VAT invoice.
Qualifying	VAT is charged on the full price. Used for cars bought with a VAT invoice.
Notice 718	HMRC's rules for the margin scheme.
Tax point / time of supply	The date that decides which VAT return a sale belongs to.
Recon cost	Reconditioning — money spent preparing a car.
Credit note	A document that reduces or cancels an invoice.
Void	Cancel an invoice completely, with a full credit note.
Reconciliation	Matching bank lines to records in the DMS.
Journal	An accounting entry with equal debits and credits.
Trial Balance	A list of every account's balance.
MTD	Making Tax Digital — HMRC's online VAT system.
Feed	A file of your stock that a marketplace reads.
Closed month	A month locked so records can't change.

One-page cheat sheet

Find a car, customer, deal or bill: **Ctrl + K** (**Cmd + K** on Mac).

Start anything: **Quick Add**.

New car: **Add Stock via VRN > Lookup > answer Purchase VAT > add purchase cost and date > save**.

Photos from phone	car > Marketing, Media & Portals > Mobile Upload > Generate QR Code .
Advertise	car > Advert readiness > Fix > Portal syndication .

Sell: New Deal > vehicle > customer > price > deposit > **Save Draft** > **Generate Order Form** > **Complete Sale**.

Take a payment: car > **Completed sale** > **Record payment**.

Fix an invoice: **Partial credit** (part) or **Void invoice** (all).

Bill: **Quick Add** > **Record bill**.

Archive a car: car > archive icon > **Archive**. **Restore:** **Active Stock** > **Archived** > **Restore**.

Bank: Bank Reconciliation > upload statement > tick icon.

VAT: HMRC MTD & VAT > choose period > fix any blocked cars. Live filing to HMRC isn't switched on yet.

Month-end: Month-End Closing > four ticks > **Close the month** > **Executive pack (PDF)**.

Before you can invoice	customer name and full address, your VAT number, purchase price, sale price and sale date. Margin Scheme cars also need a stock number.
Before you can file VAT	every sold car has purchase date and purchase cost.