

PJFC Automotive CRM *user manual.*

How to set up and run your workshop in PJFC Automotive CRM: bookings, jobs, inspections, messages, calls, invoices and marketing in one place. Written for owners, office staff and technicians.

Last updated 9 October 2026 · Screenshots use a made-up demo workshop, "Coastline Auto Inspections". Every name, number and rego in them is invented.

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1. Quick start

From purchase to your first booking. Each step is covered in detail later.

1. **Buy a plan** on pjfcsolutions.com. Your licence key arrives by email.
2. **Create your workshop** from the link in that email: enter the key, your workshop's name and your state.
3. **Make your admin login** on the next screen (this link works once).
4. **Fill in the welcome page**: business details, logo, time zone, service-area postcodes and the services you offer.
5. **Set your prices** in Manage → Services and prices. Every price starts at \$0, so nothing is quoted until you set it.
6. **Set your hours** in Calendar → Opening hours & closed days.
7. **Add your staff** in Manage → Team and permissions.
8. **Connect texts, email and card payments** in Manage → Messages and connections.
9. **Switch on online booking** in Manage → Business settings and put the booking link on your website and Google profile.
10. **Practise first** if you like: Manage → Test profile gives you a made-up copy where nothing is ever sent.

2. What you need

- **A web browser:** Chrome, Safari, Edge or Firefox on a computer, tablet or phone. Nothing to install.
- **An internet connection.**
- **Optional accounts**, all in your own business's name so the money and messages are yours:
 - **Twilio** for texts and phone calls (an Australian number needs your business ID and address on file with Twilio).
 - **Stripe** for booking deposits and invoice payment links. Money goes straight to your Stripe account.
 - **Business email** on iCloud, Gmail/Google Workspace or another provider that supports IMAP.
 - **Facebook Page and Instagram** if you want those messages in the Inbox.
- **PJFC Car Inspection** (optional) if your inspectors use it on phones or tablets.

3. Sign-up and sign-in

Create your workshop

1. Open the link in your purchase email (or go to the start page and paste your licence key).
2. Enter your **workshop name**, choose your CRM's **web address** (or leave it blank and we'll make one from your name), your **state** and your **email**.
3. Click **Create my workshop**. Your workshop gets its own private database: nobody else's data is ever mixed with yours.

Make your admin login

You go straight to **Create your admin account**. Choose a username and a password of 8 or more characters. This page only opens from your one-time set-up link, so nobody else can claim your workshop. Lost the link? Email us and we'll send a new one.

Signing in later

Go to your CRM's address (it's in your welcome email) and log in. After 5 wrong passwords for a username, or 20 from one connection, logins pause for 15 minutes.

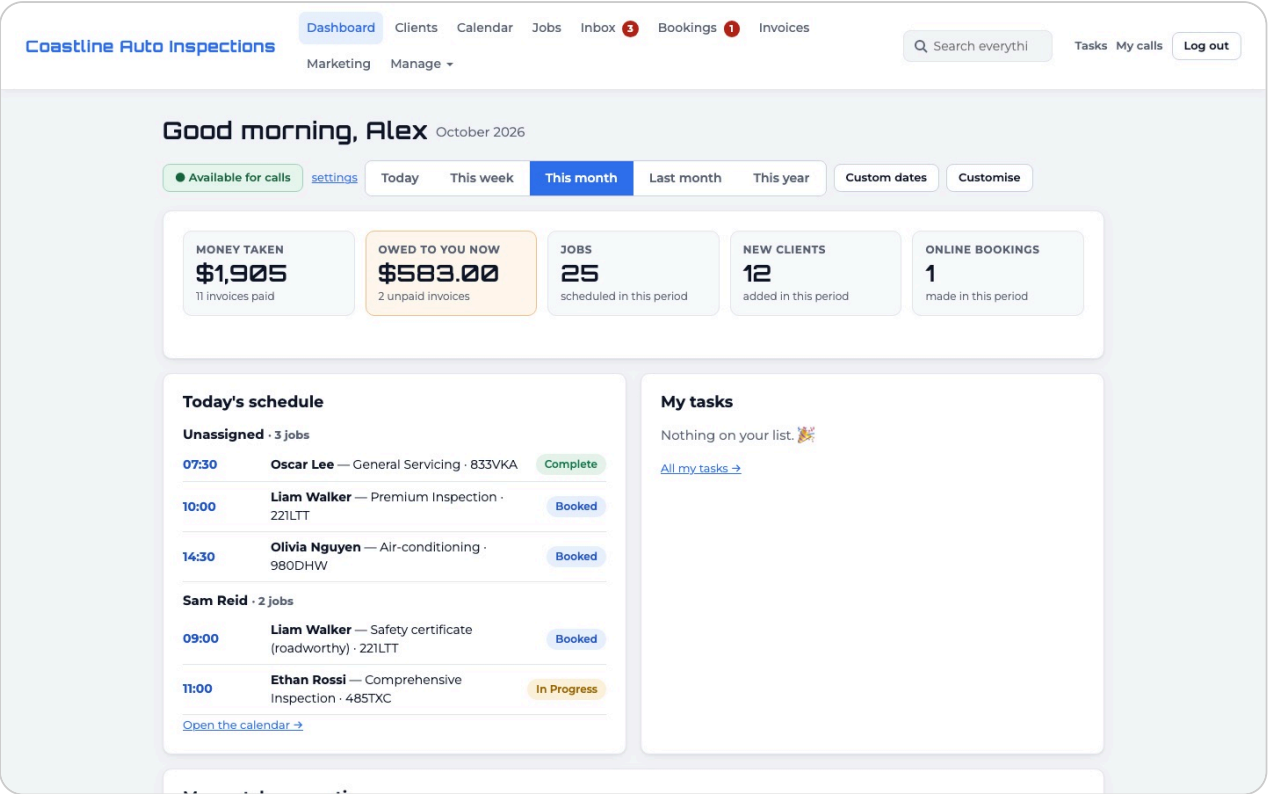
4. Licence and subscription

Plan	Workshops	Staff logins	AI included each month
Solo	1	Up to 3	Up to US\$5 of AI
Workshop	1	Up to 10	Up to US\$10 of AI
Multi-site	Up to 3, each its own CRM	Unlimited	Up to US\$10 of AI per workshop

Every plan has every feature. Texts and calls are paid to Twilio by your workshop directly. Manage → Team and permissions shows how many staff logins you're using. For Multi-site, use the same licence key at the start page for each workshop.

- Plans are monthly or yearly (a year costs 10 months). Manage or cancel them from your account at pjfcsolutions.com.
- Your CRM checks your licence about once a day. If pjfcsolutions.com can't be reached, nothing changes: you're never locked out because of an internet hiccup.
- If a plan ends or a payment fails for good, your workshop is **paused**: staff and customers see a short notice, and all your data is kept. Renew and it opens again straight away.
- Cancelled plans keep working to the end of the period you've paid for.

5. Tour of the screen



The dashboard: today's jobs, bookings to approve, money and messages at a glance.

Menu	What it's for
Dashboard	Your day at a glance. Arrange or hide panels with the layout button. Switch yourself Available/Off for calls.
Clients	People and businesses, their vehicles, history, files and messages.
Calendar	Day and week views of every job, by technician.
Jobs	Every job, with filters by status and technician.
Inbox	Texts, emails, website chat, voicemail and social messages in one list.
Bookings	Online bookings waiting for you to approve (the number shows how many).
Invoices	Tax invoices, payment links and what's owing.
Marketing	Website visitors to paying customers, AI settings, review requests and marketing lists.
Manage	Reports, services and prices, activity log, team, settings, connections, PJFC Car Inspection and the Test profile.

The search box at the top finds clients, vehicles (by rego or VIN), jobs and invoices. **Tasks** shows your to-do list; **My calls** your recent calls.

6. How to

Welcome set-up

The first time an admin logs in, the welcome page opens. You can come back to it any time at [/welcome](#), and everything on it can also be changed in Settings.

1. **Your business:** the name customers see, legal name and ABN for tax invoices, phone, address, email, website and logo (PNG, JPG or WebP, under 2 MB).
2. **Where you work:** your state and time zone (every time in the CRM uses it), and your service-area postcodes, e.g. *4207-4230*, *4270-4275*.
3. **What you offer:** untick anything you don't do.

Coastline Auto Inspections

Dashboard Clients Calendar Jobs Inbox 2 Bookings 1 Invoices

Marketing Manage

Q Search everything Tasks My calls Log out

Welcome – let's set up Coastline Auto Inspections

A few details and you're ready. You can change any of this later in Manage → Settings.

1. Your business

Workshop name (shown to customers)

Coastline Auto Inspections

Legal entity name (for tax invoices)

Coastline Auto Inspections Pty Ltd (demo)

ABN Phone

07 5550 1234

Address

12 Example Street, Southport QLD 4215

Email Website

hello@example.com example.com

Logo (PNG, JPG or WebP, under 2 MB)

Choose file No file chosen

2. Where you work

State Time zone

QLD Australia/Brisbane

Service area postcodes

4207-4230

Single postcodes or ranges. Online bookings outside this area are refused politely, and marketing lists use it too. Leave blank for anywhere.

3. What you offer

Then

The welcome page: three short sections.

Services and prices

Manage → **Services and prices**. Your workshop starts with roadworthy (named the way your state names it), pre-purchase inspections at three levels with add-ons, air-conditioning and general servicing. All are editable.

- Prices include GST and start at \$0. Set them before you switch on online booking.
- Each level has a "what's included" list. Lines are also the technician's checklist, unless they start with + (customer-facing only, like "PDF report with photos").
- A higher level can include everything in the one below ("Everything in Essential, plus:").
- Add-ons marked "Included in Premium" are never charged on a Premium booking.

- Turn **online booking** on or off per service. Servicing and repairs usually stay "contact us".

Coastline Auto Inspections

Dashboard Clients Calendar Jobs Inbox **2** Bookings **1** Invoices

Marketing **Manage** Search everything Tasks My calls Log out

Services

Prices include GST. These are what staff pick when booking a job, and what customers will see online.

Service	Price	Mobile adds	Duration	Options	Online
Safety certificate (roadworthy)	\$95.00	\$15.00	60 min		Yes
Pre-purchase Inspection	by level	\$15.00	60 min	3 levels, 4 add-ons	Yes
Air-conditioning	\$120.00	\$15.00	60 min		Yes
General Servicing	\$0.00	\$15.00	60 min		No

New service, e.g. Tyre Fitting **Add service**

Services, levels, add-ons and online booking switches.

Opening hours and closed days

Calendar → **Opening hours & closed days** has three sets of hours:

- **Workshop hours:** when jobs can go in the diary.
- **Office hours:** what the public sees. Calls, the AI and after-hours messages follow these.
- **Online booking hours:** the first and last start time customers can pick.

Add closed days (holidays, training days) and online booking skips them automatically.

Staff and permissions

1. Manage → **Team and permissions** → Add a person.
2. Give them a username, password, mobile and email, and tick what they can do: see all jobs or only their own, inspect, invoice, see money, send messages, make calls, manage bookings and more.
3. Admins can do everything, including settings and the team. Keep admin for owners and managers.
4. When someone leaves, **deactivate** them. Their history stays and their jobs can be reassigned.

Texts, calls, email and card payments

Manage → **Messages and connections**. Each section shows Connected or Not connected.

Texts and calls (Twilio)

1. Make a Twilio account in your business's name and buy an Australian number.
2. Paste your Account SID, Auth Token and the number, then send yourself a test text.
3. In Twilio, point the number's "A message comes in" webhook at the address shown on the page.
For calls, follow the extra steps on the page (API key and TwiML App).

Email

1. Choose your provider: iCloud, Gmail/Google Workspace or another IMAP provider.
2. Make an **app password** with your provider (the page shows where). Never use your normal password.
3. Enter your email login, the business address and the app password, then Connect. Emails to and from that address appear in the Inbox within a couple of minutes.

The CRM only reads your mailbox: it never marks emails as read, moves or deletes anything.

Card payments (Stripe)

1. In your Stripe dashboard: Developers → API keys → Create restricted key (Checkout Sessions, Payment Links, Refunds and Prices: write).
2. Paste it under **Card payments**. Booking deposits and invoice links now work, paid straight into your Stripe.
3. Optional: add the webhook shown under **Instant payment updates** so payments show the moment they're made.

Coastline Auto Inspections

Dashboard

Clients

Calendar

Jobs

Inbox 2

Bookings 1

Invoices

Marketing

Manage

Q Search everything

Tasks My calls Log out

Messages and connections

Text messages (Twilio) Connected

Sending from 0491 570 110. This month: 2 texts sent (0 parts — Twilio charges per part).

Your mobile

Send a test text

Disconnect

Twilio sends texts from the CRM and delivers replies to <https://demo-workshop.example.com/hooks/twilio/sms> — set that as your number's "A message comes in" webhook (see the setup steps).

Phone calls Not Connected

Needs texting connected first (above). Then in Twilio: create an **API key** and a **TwiML App** (the setup steps explain where), and point your number's incoming calls at <https://demo-workshop.example.com/hooks/twilio/incoming>.

API Key SID (starts with SK)

API Key Secret

TwiML App SID (starts with AP)

Your Twilio number (calls come from this)

Connect calls

Email Not Connected

- **iCloud:** [account.apple.com](#) → Sign-In and Security → App-Specific Passwords → +, name it *Workshop CRM*.
- **Gmail / Google Workspace:** [myaccount.google.com](#) → Security → 2-Step Verification (must be on) → App passwords → make one called *Workshop CRM*.
- **Other providers:** make an app password if they offer one, and find their IMAP and SMTP server names in their help pages.

Messages and connections.

Coming One-click "Connect" buttons for Stripe, Twilio, Google and Meta.

Clients and vehicles

- Clients → **New client**: a person or a business (with ABN, accounts email and payment terms), plus extra contacts.
- Add vehicles with rego, VIN, make, model, year, colour, odometer and fleet number.
- The client page shows jobs, invoices, files and photos, and every text, email and call.
- Clients → **Export** downloads a CSV.

Coastline Auto Inspections

Dashboard
Clients
Calendar
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Manage

Search everything
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Log out

Liam Walker

Book a jobEdit

Phone

0491 570 006

Email

liam.walker@example.com

Payment terms

Business default

Address

10 Example Street, Southport
QLD 4215

Marketing

No

Made-up client for training.

Vehicles

Add vehicle

Rego	Vehicle	Odometer
221LTT	2019 Toyota Hilux	183,000 km

Jobs

When	Vehicle	Service	Where	Status
2026-10-09 10:00	221LTT	Premium Inspection	Workshop	Booked
2026-10-09 09:00	221LTT	Safety certificate (roadworthy)	Workshop	Booked
2026-10-05 08:00	221LTT	Safety certificate (roadworthy)	Workshop	Invoiced

A client with their vehicles, jobs and messages.

Jobs and the calendar

1. From a client, a vehicle or the calendar, click **New job**.
2. Choose the service and level, add-ons, date and time, technician, workshop or mobile (with the address), and notes.
3. The price is worked out from your services; you can change it.
4. Move the job through its statuses: requested → booked → en route → in progress → complete → invoiced.

The day before, customers get an automatic reminder text (from the hour set in Messages and connections). Technicians can get a text when a job is assigned to them or moved.

Coastline Auto Inspections

Dashboard
Clients
Calendar
Jobs
Inbox
Bookings
Invoices

Marketing
Manage

Q

Search everything

Tasks
My calls
Log out

Week of 5 Oct

<

Today

>

09/10/2026

Day

Week

Add to my phone

Opening hours & closed days

Calendar settings

Mon

5 Oct

7:00am–6:00pm

08:00 Liam Walker

Safety certificate (roadworthy)

Sam Reid

10:30 Olivia Nguyen

Comprehensive Inspection

Dave Kelly · Mobile

14:00 Noah Patel

Air-conditioning

Sam Reid

Book

Tue

6 Oct

7:00am–6:00pm

07:30 Ava Thompson

Safety certificate (roadworthy)

Dave Kelly

09:00 Jack Wilson

Premium Inspection

Sam Reid · Mobile

13:30 Mia O'Brien

General Servicing

Dave Kelly

Book

Wed

7 Oct

7:00am–6:00pm

08:00 Lucas Kowalski

Air-conditioning

Dave Kelly

09:00 Jack Wilson

Premium Inspection

Sam Reid

11:00 Chloe Martin

Essential Inspection

Sam Reid · Mobile

15:00 Ethan Rossi

Safety certificate (roadworthy)

Sam Reid

Book

Thu

8 Oct

7:00am–6:00pm

08:30 Zoe Campbell

Comprehensive Inspection

Dave Kelly

12:00 Harper Singh

Safety certificate (roadworthy)

Sam Reid · Mobile

Book

Fri

9 Oct

7:00am–6:00pm

07:30 Oscar Lee

General Servicing

Dave Kelly

09:00 Liam Walker

Safety certificate (roadworthy)

Sam Reid

10:00 Liam Walker

Premium Inspection

Sam Reid

11:00 Ethan Rossi

Comprehensive Inspection

Sam Reid

14:30 Olivia Nguyen

Air-conditioning

Dave Kelly

Sat

10 Oct

7:00am–6:00pm

08:00 Noah Patel

Safety certificate (roadworthy)

Sam Reid

08:30 Ava Thompson

Air-conditioning

Dave Kelly

09:30 Ava Thompson

Essential Inspection

Dave Kelly · Mobile

13:00 Noah Patel

Essential Inspection

Sam Reid · Mobile

Book

Sun

11 Oct

7:00am–6:00pm

10:00 Mia O'Brien

Safety certificate (roadworthy)

Unassigned

Book

Week view: every job by day, with the technician and workshop or mobile.

Coastline Auto Inspections

Dashboard
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Search everything

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Ethan Rossi

Comprehensive Inspection

In Progress

Edit job

When

2026-10-09 11:00 · 60 min

See on calendar

Where

Workshop

Assigned to

Sam Reid

Vehicle

485TXC Toyota LandCruiser

Contact

Ethan Rossi 0491 571 266

Notes

Buyer will call at 1pm for the result.

Status

In progress

Update status

Invoice

Create invoice

Delete job

This job can't be deleted:

- Inspection results have been recorded.

Set its status to **cancelled** instead — cancelled jobs are hidden from the calendar and the jobs list.

Inspection

6 Of 13 Checked

Continue checklist

Client report

Messages

All Texts

Change

No messages yet.

Send by

Text (SMS)

Mobile

0491 571 266

Template

Choose...

A job: status, inspection, invoice, messages and files in one place.

Add to my phone (on the calendar) gives each person a private calendar link for Apple, Google or Outlook Calendar.

Online booking

1. Manage → **Business settings** → Online booking: switch it on, and choose no payment, a fixed or percentage deposit, or full payment.
2. Set the minimum notice, how far ahead people can book and the slot length.
3. Choose whether bookings are confirmed straight away or wait for you under **Bookings**.
4. Copy your booking link (or a link that opens one service or level) to your website, Google Business Profile, Facebook and Instagram. There's also code to put the booking page inside your website.

The screenshot shows the 'Settings' page for 'Coastline Auto Inspections'. The page is divided into two main sections: 'Business' and 'Invoices'. The 'Business' section contains fields for 'Legal entity name' (Coastline Auto Inspections Pty Ltd (demo)), 'ABN', 'Address' (12 Example Street, Southport QLD 4215), 'Phone' (07 5550 1234), 'Email' (hello@example.com), 'Website' (example.com), and 'CRM web address' (https://demo-workshop.example.com). The 'Invoices' section contains fields for 'Number prefix' (INV-), 'Next number' (1015), 'GST rate (%)' (10), 'Default payment terms (days)' (7), 'Payment terms' (Payment due within 7 days of invoice date.), 'Bank details for transfers (optional)' (BSB 000-000 Account 000000000 Name ...), and an 'Inspection report disclaimer' (printed at the bottom of every report) which states: 'This report records the visible condition of the vehicle at the time of inspection, based on a non-invasive check without dismantling. It is not a guarantee of future condition or reliability, and it is not a safety certificate or roadworthy certificate unless one is issued separately. Some faults can only be found by dismantling components or may develop after the inspection.'

Coastline Auto Inspections

Dashboard Clients Calendar Jobs Inbox 2 Bookings 1 Invoices

Marketing Manage

Search everything

Tasks My calls Log out

Settings

These details print on every tax invoice.

Business

Legal entity name

Coastline Auto Inspections Pty Ltd (demo)

ABN

Address

12 Example Street, Southport QLD 4215

Phone

07 5550 1234

Email

hello@example.com

Website

example.com

CRM web address (for staff phones and calendar links)

https://demo-workshop.example.com

Invoices

Number prefix

INV-

Next number

1015

GST rate (%)

10

Default payment terms (days)

7

Payment terms

Payment due within 7 days of invoice date.

Bank details for transfers (optional)

BSB 000-000 Account 000000000 Name ...

Inspection report disclaimer (printed at the bottom of every report)

This report records the visible condition of the vehicle at the time of inspection, based on a non-invasive check without dismantling. It is not a guarantee of future condition or reliability, and it is not a safety certificate or roadworthy certificate unless one is issued separately. Some faults can only be found by dismantling components or may develop after the inspection.

Business settings, including online booking.

Customers see real free times, pay any deposit by card, and a slot is held while they pay. Postcodes outside your service area are politely refused.

[← Back to website](#)

[Coastline Auto Inspections](#)

07 5550 1234

Staff preview. Bookings made here are real.

Book online

Book your inspection or service online. Pick a time that suits and we'll confirm shortly.

What do you need?

Safety certificate (roadworthy)

\$95.00

A safety certificate inspection for selling or re-registering a vehicle in Queensland.

Pre-purchase Inspection

from \$195.00

An independent check of a vehicle before you buy it, at three levels of detail.

Air-conditioning

\$120.00

—
Prices include GST

Next

What customers see (the yellow "staff preview" note only shows when you're logged in).

Internal Server Error

The server encountered an internal error and was unable to complete your request. Either the server is overloaded or there is an error in the application.

Bookings to approve.

Inspection checklists and reports

1. On the job, click **Start checklist**. The items come from the level's "what's included" list; add extra items on the job if needed.

2. Mark each item Pass, Needs attention or Fail, add notes and take photos straight from a phone or tablet.
3. Write the overall summary and finish. **Client report** gives a printable report with your logo and disclaimer.

Coastline Auto Inspections

Dashboard Clients Calendar Jobs Inbox 2 Bookings 1 Invoices

Marketing Manage

Search everything

Tasks My calls Log out

Comprehensive Inspection

Inspection checklist

Ethan Rossi · 485TXC Toyota LandCruiser

6 of 13 checked Report

Overall driveability and performance check

Pass Needs attention Fail N/A

Note (optional) — what you found Camera Photos

Body, paint and panels visual check

Pass Needs attention Fail N/A

Note (optional) — what you found Camera Photos

Engine bay check for leaks and obvious faults

Pass Needs attention Fail N/A

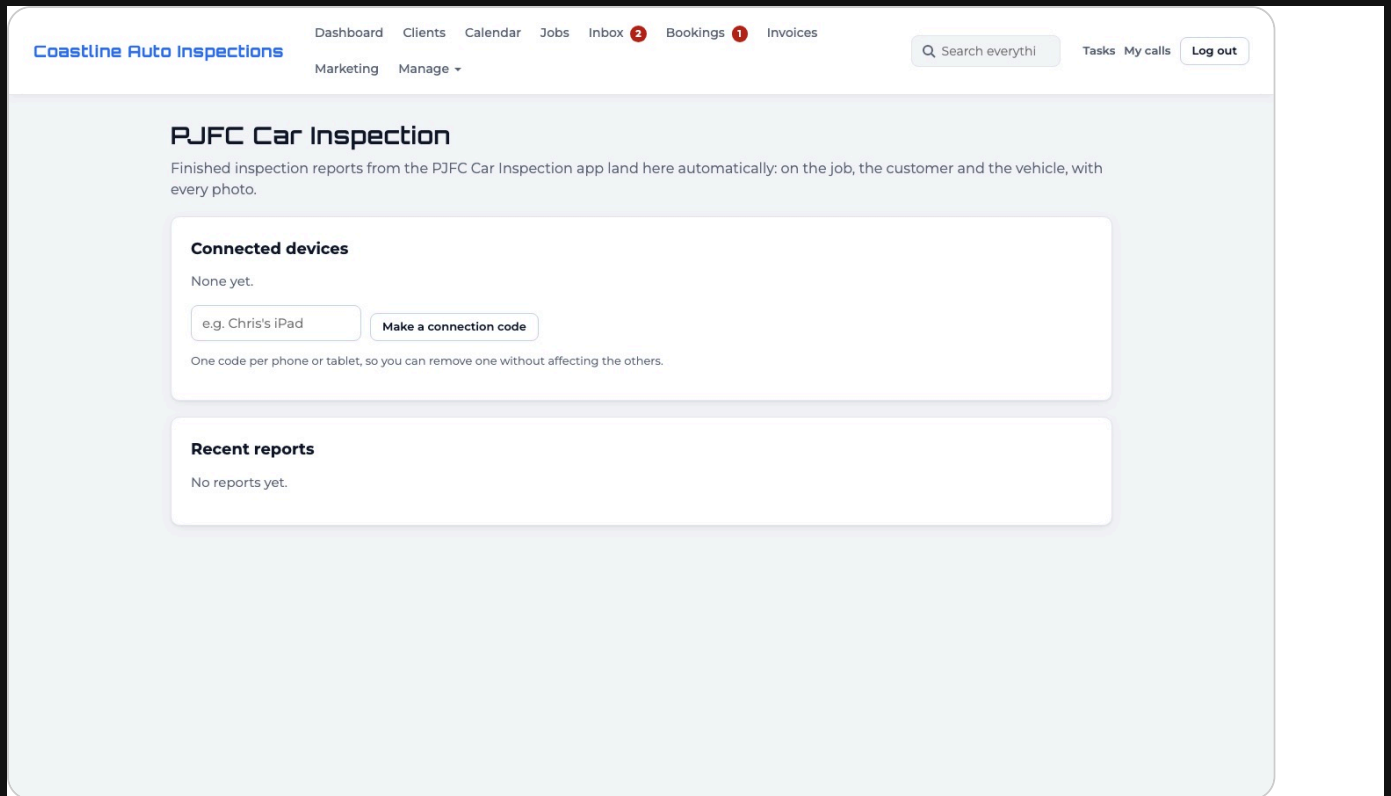
Note (optional) — what you found Camera Photos

The checklist on a tablet-sized screen.

PJFC Car Inspection app

If your inspectors use PJFC Car Inspection, finished reports land in the CRM by themselves: on the job, with the customer and the vehicle, with every photo.

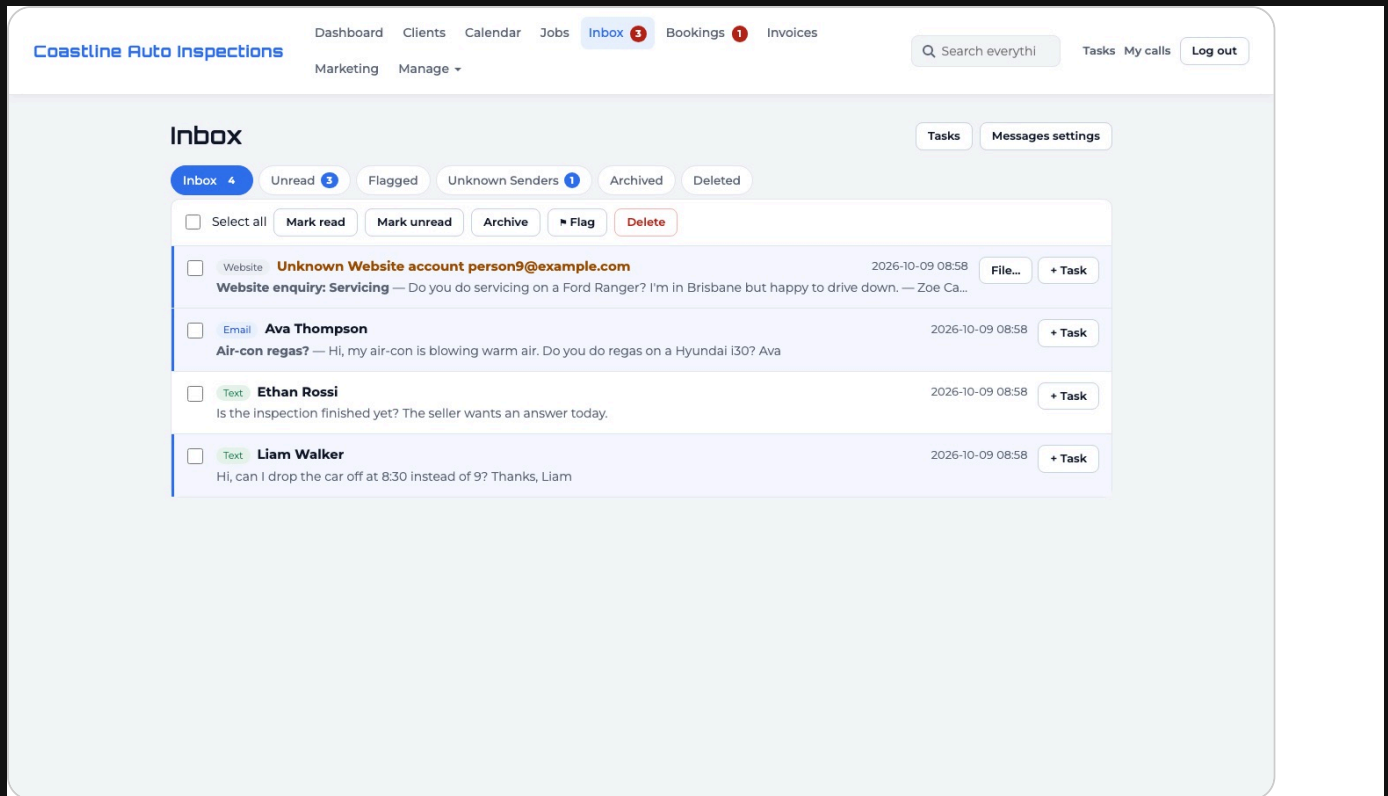
1. Manage → **PJFC Car Inspection** → type a name for the device (e.g. "Chris's iPad") → **Make a connection code**.
2. In the app, paste the code into the CRM connection setting. The code is shown once; make one per device.
3. When a report is sent, the CRM finds the job (the job number picked in the app, or an open job with the same rego), otherwise the customer by mobile or email, otherwise it adds a new customer and vehicle.
4. Sending the same inspection again replaces the earlier copy. **Remove** a device to stop it sending.



Connected devices and recent reports.

The Inbox

- Texts, emails, website chats, voicemails and Facebook/Instagram messages arrive here, matched to the client when we know them.
- Reply in the same channel, use quick replies, attach files, assign a task, archive or delete.
- Emails from unknown senders' newsletters and automated mail are skipped (you can change this).
- Customers who reply STOP stop getting texts; IMPORTANT means booking updates only.



One list for every channel.

Phone calls and voicemail

- Calls to your Twilio number ring staff in the CRM (browser and headset), on their mobile, or both, as each person chooses under **Me**.
- On a mobile, staff hear "Business call from ..., press 1 to accept", so their personal voicemail never takes a customer's call.
- Outside call hours, callers hear your after-hours message and can leave a voicemail. It appears in the Inbox to play.
- Missed-call text-back (off until you switch it on) texts the caller straight away.
- Call recording is optional, with a notice played first.

AI after hours

Marketing → **AI assistant**. The AI answers the website chat, texts and missed calls outside office hours (or any time, if you choose), only from what you've told it:

- **What the AI should know:** write your FAQs and rules in plain words: what you do and don't do, which vehicles, how long jobs take, payment and parking.
- It also uses your services and prices (only if you tick "The AI may quote prices"), hours, closed days, address and service area.
- It never diagnoses faults, never makes up prices or times, says it's an AI, takes the customer's details and flags the conversation for your team.

- Daily and monthly spend limits stop it automatically. AI is included in your plan up to its allowance; you can add your own Anthropic key for more.
- Use **Try it** to ask it a question before switching it on.

Invoices and payments

1. On a job, click **Create invoice**. Lines come from the job; edit, add or remove them.
2. Send a **payment link** by text or email (needs Stripe), or mark it paid by cash, EFTPOS or bank transfer.
3. Print or email the tax invoice. Your legal name, ABN, payment terms and bank details come from Business settings.
4. Refunds through Stripe, and voiding with a reason, are on the invoice page.

Coastline Auto Inspections

Dashboard

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New invoice

All

Draft

Sent

Paid

Void

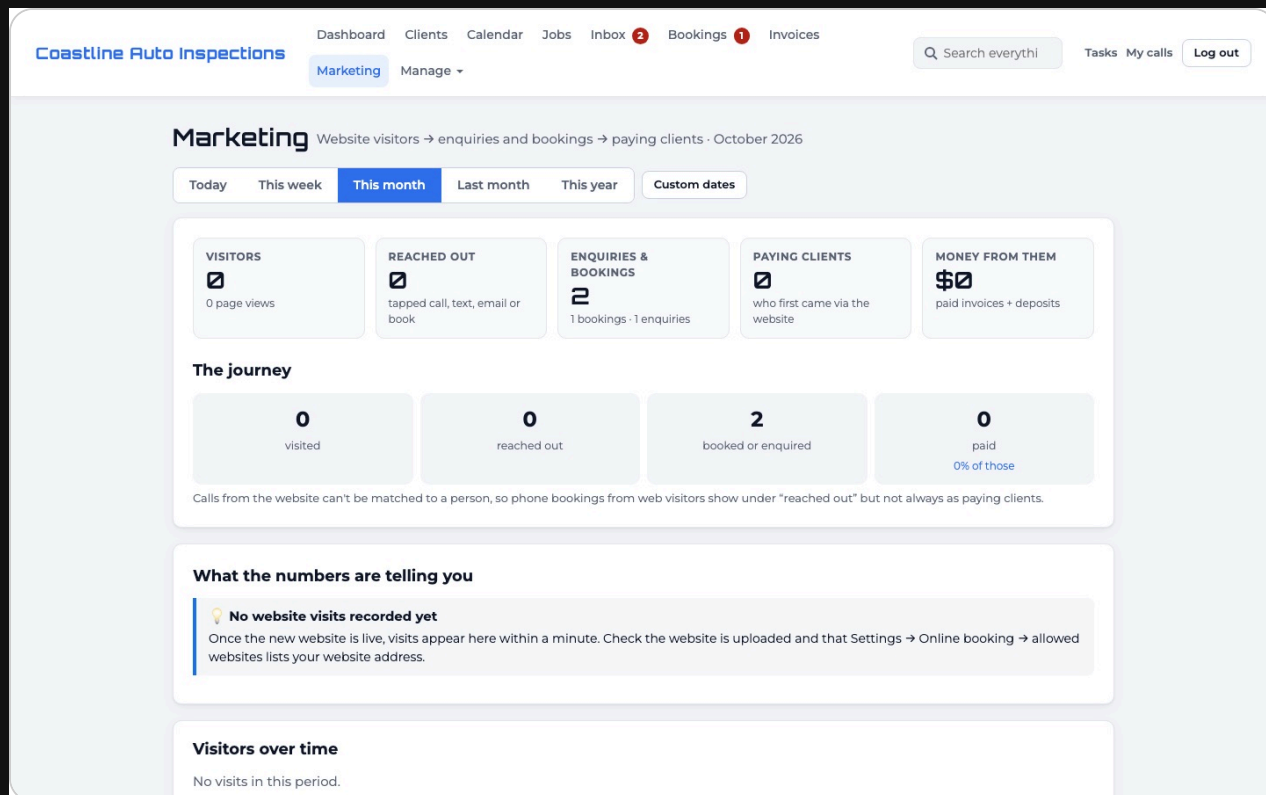
Refunded

Number	Date	Client	Trading as	Total	Status
INV-1014	2026-10-08	Harper Singh	Coastline Auto Inspections	\$95.00	Paid
INV-1013	2026-10-08	Zoe Campbell	Coastline Auto Inspections	\$275.00	Paid
INV-1012	2026-10-07	Ethan Rossi	Coastline Auto Inspections	\$95.00	Paid
INV-1011	2026-10-07	Chloe Martin	Coastline Auto Inspections	\$195.00	Paid
INV-1010	2026-10-07	Lucas Kowalski	Coastline Auto Inspections	\$120.00	Paid
INV-1009	2026-10-06	Jack Wilson	Coastline Auto Inspections	\$420.00	Paid
INV-1008	2026-10-06	Ava Thompson	Coastline Auto Inspections	\$95.00	Paid
INV-1007	2026-10-05	Noah Patel	Coastline Auto Inspections	\$120.00	Paid
INV-1006	2026-10-05	Olivia Nguyen	Coastline Auto Inspections	\$275.00	Paid
INV-1005	2026-10-05	Liam Walker	Coastline Auto Inspections	\$95.00	Paid
INV-1004	2026-10-09	Chloe Martin	Coastline Auto Inspections	\$48.00	Draft
INV-1003	2026-08-30	Jack Wilson	Coastline Auto Inspections	\$349.00	Sent

Invoices: paid, sent and overdue.

Marketing, reviews and lists

- **Website tracking:** visitors → enquiries → bookings → paying customers, by source and page, with plain-English insights. Add the Meta Pixel and Conversions API for Facebook and Instagram ads.
- **Review requests:** after an invoice is paid, a polite text asks for a Google review (once your review link is set).
- **Marketing lists:** clients and leads in your area, filtered by last visit, vehicle age, what they've had done or "due". People who opted out are always left out, and the counts show who was excluded.
- Send a text or email campaign (opt-out wording is added for you), or export a CSV or a Meta Custom Audience file.



From website visit to paying customer.

Test profile for training

Manage → **Test profile** makes a separate copy with your services and settings plus made-up customers, cars and jobs, and three trainee logins. Nothing in it is ever texted, emailed, charged or shared, and it never touches your real data. Rebuild it any time.

7. Settings reference

Where	Setting	What it does
Business settings	Legal name, ABN, address, phone, email, website	Printed on tax invoices and reports, used by the AI.
Business settings	Invoice prefix and next number, GST rate, payment terms, bank details	How invoices are numbered and what they say.
Business settings	Report disclaimer	Printed at the bottom of every inspection report.
Business settings	Online booking (on/off, payment, notice, days ahead, slot length, postcodes, intro, terms, allowed websites)	How the public booking page behaves.
Messages and connections	Twilio, email, Stripe, Facebook/Instagram	Your own accounts for texts, calls, email and payments.
Messages and connections	Reminder hour, opt-out line, automatic texts, quick replies	Wording and timing of automatic messages. {first_name}, {date}, {time} and similar are filled in for you.
Calendar → Opening hours	Workshop, office and online booking hours; closed days	When jobs, calls, the AI and online booking are available.
Calendar settings	Who appears on the calendar, colours	How the diary looks.
Me	Mobile, where calls ring, call hours, alerts	Each person's own preferences.
Marketing	AI assistant, Meta Pixel, review link, marketing area	Marketing and AI behaviour.
PJFC Car Inspection	Connection codes	Which devices can send reports in.

8. Tips and tricks

- Search by rego from anywhere: type it in the top search box.
- Give each service level its own booking link, so a Facebook ad for pre-purchase inspections opens straight on that service.
- Open your website once on each staff device with `?pjfc_ignore=1` so your own visits don't count in the marketing numbers.
- Use mobile jobs for inspections at the seller's place: the address shows on the job and in the reminder text.
- Keep "+" lines in a level for things the customer gets but the technician doesn't check (reports, phone debriefs).
- Try a new automatic text on yourself first with the Test button.
- Train new staff in the Test profile. Their trainee login can't see your real data.

9. Troubleshooting

Problem	Fix
"Use your set-up link" when making the first login	Open the one-time link from your sign-up. Lost it? Email us for a new one.
Can't log in, "too many failed attempts"	Wait 15 minutes. An admin can reset the password in Team and permissions.
Texts show "Not sent: texting isn't connected yet"	Connect Twilio in Messages and connections, then send a test.
Replies to texts don't arrive	Check the Twilio number's "A message comes in" webhook matches the address on the connections page exactly.
Email won't connect	Use an app password, not your normal password. For Gmail, 2-Step Verification must be on. For other providers, check the IMAP/SMTP server names and port.
Online booking says "isn't open yet"	Switch it on in Business settings, and make sure at least one service is set to online booking with a price.
No times showing on the booking page	Check online booking hours, closed days, minimum notice and how far ahead people can book.
Payment links don't work	Add your Stripe key under Card payments.
The AI says "call or text us" straight away	The daily or monthly AI spend limit has been reached, or the AI is off. Check Marketing → AI assistant.
Car Inspection app says the code isn't valid	The device was removed, or the code was mistyped. Make a new code.
"This workshop's CRM is paused"	Your plan has ended or a payment failed. Renew at pjfcsolutions.com/account and it reopens straight away.

10. FAQ

Is it only for inspections?

No. It's built for service, inspection and repair workshops: roadworthies, pre-purchase inspections, air-con, servicing and mobile jobs. It's not a car-dealer CRM (no stock or finance).

Can other workshops see my data?

No. Every workshop has its own separate database and files, and logins only work for their own workshop.

Does PJFC Solutions take a cut of my payments?

No. Card payments go straight into your own Stripe account; Stripe charges its normal fees.

Who pays for texts and calls?

You pay Twilio directly for your number, texts and calls, at Twilio's prices.

Does it work in my state?

Yes. Choose your state and time zone at set-up. Roadworthy services are named the way your state names them, and you can rename anything.

Can I use my own web address for booking?

Coming Your own address (e.g. book.yourworkshop.com.au) is planned. Until then, use the booking address shown in Business settings.

11. Updates, backups and your data

- **Updates** happen on our servers: there's nothing to install.
- **Backups**: every workshop's database and files are backed up nightly to separate storage, and kept for 30 days.
- **Where it lives**: servers in Sydney, Australia.
- **Your data is yours**: export clients any time (Clients → Export). If you leave, ask us for a full copy.
- **Activity log** (Manage → Activity log) records who did what and when.

The [terms](#) and [privacy policy](#) have the full details.

12. Getting help

- **Email us:** hello@pjfcsolutions.com. Tell us your workshop's name and what you were doing. Please don't send passwords or keys.

PJFC Automotive CRM is made in Australia by PJFC Solutions, and used every day in a real workshop.