



# Motor Insurance Database (MID)

## How To Guide

**For Brokers**

|| External ||

# Executive Summary

This training guide provides a step-by-step explanation with screenshots on how to navigate the new **Motor Insurance Database portal (MID)**.

Executive Summary

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The below are the recommended browsers and versions to ensure optimised user experience.

NFR – Provided versions	Latest 2 versions
<b>Browser versions (Windows)</b>	
Microsoft Edge current version	Version 133.0xxxx Version 134.0xxxx
Google Chrome current version	Version 134.0xxx (Stable) Version 135.0xxx (Beta)
<b>Browser versions (Mac)</b>	
Safari current version	Safari 18.3 Safari 17.6
Google Chrome current version	Version 134.0xxx (Stable)
<b>Mobile Devices</b>	
iPhone SE 3 <sup>rd</sup> Generation	iPhone 16 iPhone 15
iPad 9 <sup>th</sup> Generation	iPad 11 <sup>th</sup> Generation iPad 10 <sup>th</sup> Generation
N/A	Android 14 Android 15
<b>Operating System</b>	
Windows 11	Windows 10 Windows 11

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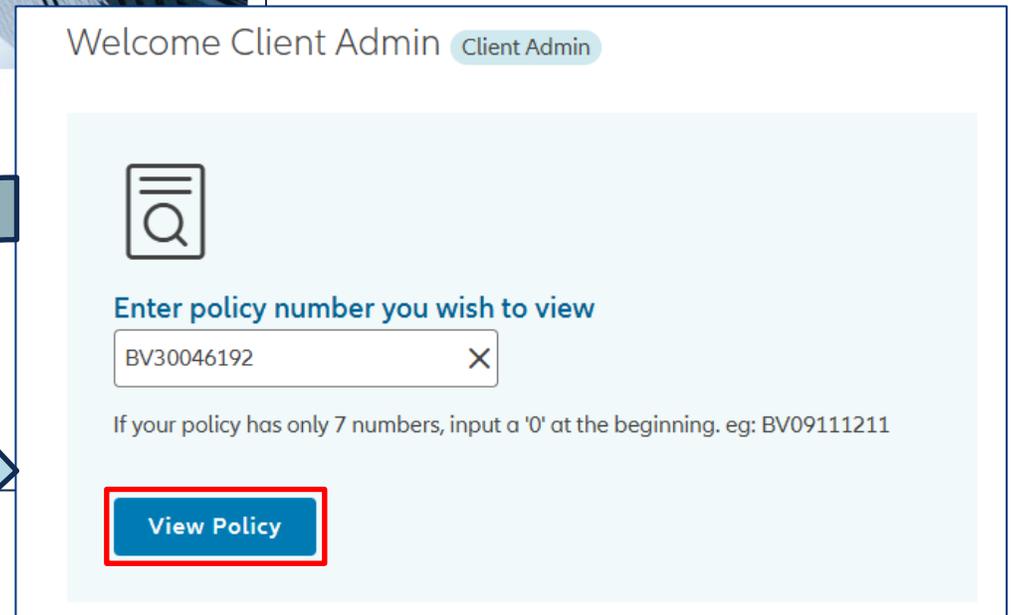
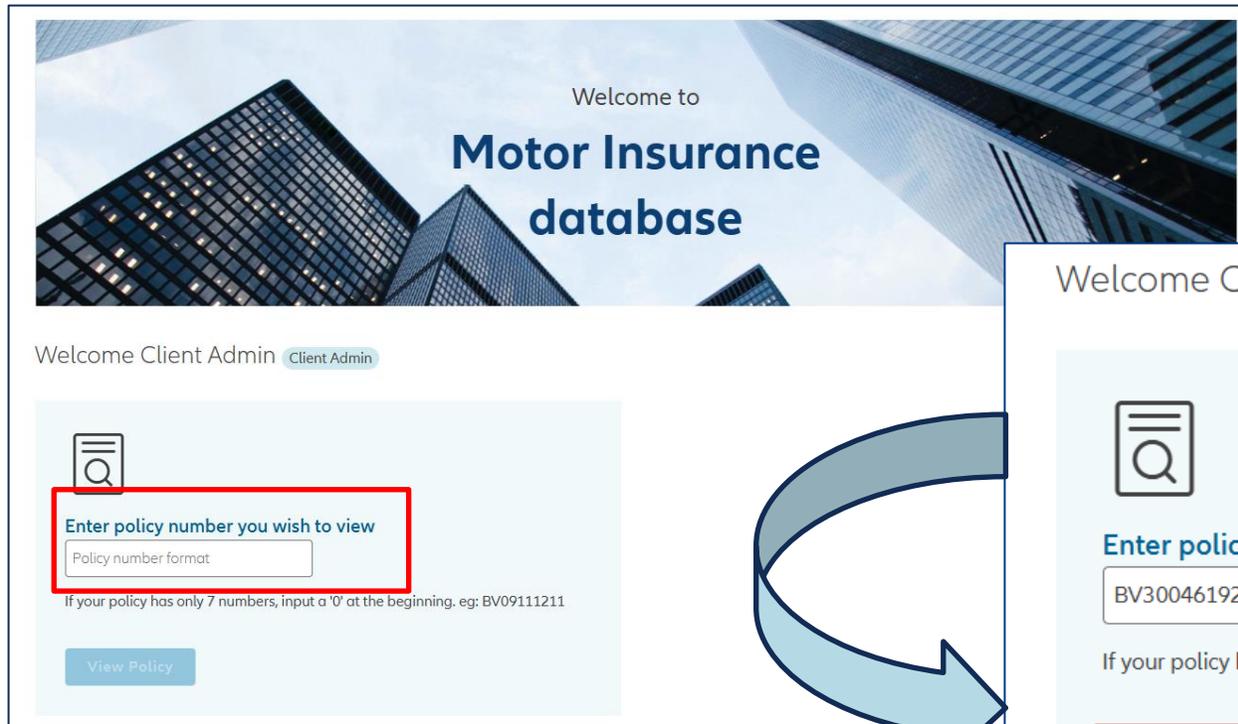
How to...

search for a  
policy

# How to search for a policy

1. The screenshot below shows the MID after logging in. Enter the policy number in the text box and click 'View Policy'. If the policy only has 7 numbers, enter a '0' after the policy prefix.

Note: when a user is logged into the MID but is inactive, after 20 minutes the system will timeout and the user will have to log back in again



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# How to search for a policy

2. After inputting the policy number, a dialogue box will open to inform you that the search has been successful. The below screen will then show detailing policy and vehicle information.

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View another policy

View policy

If your policy has only 7 numbers, input a '0' at the beginning, eg:

**BV30046192**  
This policy has **4 vehicles on-cover**

Policyholder name	Policyholder address	Inception date	Renewal date	Update method
INSTANDA FLEET	57 LADYMEAD, LINE 2, LONDON, ZA	01-08-2025	02-08-2026	Policyholder us Allianz website updates

**List of vehicles** Split by locations

+ Add Vehicles
Bulk upload
Compare & Amend
Download
Print

Format of registration number

Vehicle On-Cover
Vehicle Off-Cover

This policy has **4 vehicles on-cover**

Reg No	Make	Model	On Date	Off Date	Cover	Type	Status	Actions
AE23RWV	LAND ROVER	DEFENDER	21-08-2025	22-08-2025	COMP	COMMERCIAL VEH/VAN	On Cover	Delete

✓

**Policy search successful**

Your policy has been searched successfully.

✕

# How to search for a policy

3. To search for a different policy from the Policy details screen, enter the policy number in the text box in the top right-hand corner of the screen and click 'View Policy'.

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**Policy details**

**BV30046192**  
This policy has 4 vehicles on-cover

Policyholder name	Policyholder address	Inception date	Renewal date	Update method
INSTANDA FLEET	57 LADYMEAD, LINE 2, LONDON, ZA	01-08-2025	02-08-2026	Policyholder uses Allianz website for updates

View another policy  [View policy](#)

If your policy has only 7 numbers, input a '0' at the beginning. eg: BV09111211

**List of vehicles**

[Search Vehicle](#)    [+ Add Vehicles](#)    [Bulk upload](#)    [Compare & Amend](#)

Format of registration number

[Vehicle On-Cover](#)    [Vehicle Off-Cover](#)

This policy has 4 vehicles on-cover

Reg No	Make	Model	On Date	Off Date	Cover	Type
AE23RWV	LAND ROVER	DEFENDER	21-08-2025	22-08-2025	COMP	COMMERCIAL VEH/VAN

View another policy  [View policy](#)

If your policy has only 7 numbers, input a '0' at the beginning. eg: BV09111211

# How to search for a policy

4. If a policy cannot be found or a notification is received stating a policy number is invalid, this will need to be raised with the administrator. Check with the organisation administrator and then escalate to the [MID Helpdesk](#).

Welcome Client Admin Client Admin



**Enter policy number you wish to view**

If your policy has only 7 numbers, input a '0' at the beginning. eg: BV09111211

 Invalid Policy Number: Please enter a valid number

[View Policy](#)

Note: the other possible error messages which can appear when searching are:

- Policy cannot be accessed through MID Portal;
- Policy is no longer a current policy/is inactive;
- Policy cannot be fetched due to connectivity issues
  - Policy has been removed from the system;
- User does not have access to the policy number which they entered.

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How to...

download a  
vehicle schedule

# How to download a vehicle schedule

1. On the policy details page click on 'Download'. Then click on 'Excel' or 'Pdf' depending on the required format. The schedule will then appear in your downloads.

**BV30046192**  
This policy has **4 vehicles on-cover**

Policyholder name	Policyholder address	Inception date	Renewal date	Update method
INSTANDA FLEET	57 LADYMEAD, LINE 2, LONDON, ZA	01-08-2025	02-08-2026	Policyholder uses Allianz website for updates

**List of vehicles** Split by locations

ABC123  + Add Vehicles  Bulk upload  Compare & Amend  Download  Print

Format of registration number

Download  Print

Excel

Pdf

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How to...

print a vehicle  
schedule

# How to print a vehicle schedule

Note: if filters have been applied and there are no vehicles in the filtered view the 'Print Current View' option will be disabled.  
 Printing will still be permitted for the entire schedule.

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1. On the policy details page click on 'Print'.

**BV30046192**  
 This policy has **4 vehicles on-cover**

Policyholder name	Policyholder address	Inception date	Renewal date	Update method
INSTANDA FLEET	57 LADYMEAD, LINE 2, LONDON, ZA	01-08-2025	02-08-2026	Policyholder uses Allianz website for updates

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**List of vehicles**

Split by locations

Format of registration number

+ Add Vehicles
 Bulk upload
 Compare & Amend
 Download
 Print

# How to print a vehicle schedule

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2. This will bring up the Print Screen. Select the required printer from the 'Destination' drop down box. Then click 'Save' to print.

**Current Vehicle Schedule**

Number of vehicles on cover for this policy: 3  
**Inception Date** : 01/08/2025    **Renewal Date** : 02/08/2026  
**Policy Number** : BV30046192    **Policyholder** : INSTANDA FLEET

Veh Reg. No	Make	Model	On Date	Off Date	Cover	Type
LR22VZP	AUDI	G2 SPORT 30 TFS	20250829	20260802	COMP	PRIVATE CAR
LR23ZDW	AUDI	Q4 E-TRON S LIN	20250801	20260802	COMP	PRIVATE CAR
VO69ZJU	HONDA	HONDA 324	20250924	20251024	COMP	PLANT

Print 1 sheet of paper

Destination Webex Document Loadi

Pages All

Copies 1

Colour Colour

More settings v

Print
Cancel

Print 1 sheet of paper

Destination Webex Document Loadi

How to...

check vehicles  
on/off cover

# How to check vehicles on/off cover

1. On the policy details page the system will automatically show vehicles which are On-Cover; there will be a note detailing how many vehicles are currently On-Cover. Click on 'Vehicle Off-Cover' to show vehicles which are Off-Cover.

**List of vehicles**

ABC123 Search Vehicle

Format of registration number

**Vehicle On-Cover** **Vehicle Off-Cover**

This policy has **4 vehicles on-cover**

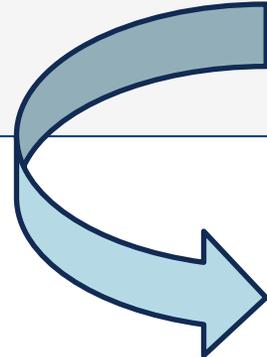
**List of vehicles**

ABC123 Search Vehicle

Format of registration number

**Vehicle On-Cover** **Vehicle Off-Cover**

This policy has **1 vehicles off-cover**



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How to...

sort vehicles by  
date

# How to sort vehicles by date

1. On the policy details page click on the arrows next to the date the vehicles need to be sorted by ('On Date' or 'Off Date'). This will sort the vehicles by the oldest date first, click on the arrow again to sort by newest date first.

**List of vehicles** Split by locations

ABC123  + Add Vehicles Bulk upload Compare & Amend Download Print

Format of registration number

**Vehicle On-Cover** Vehicle Off-Cover

This policy has 4 vehicles on-cover

Reg No	Make	Model	On Date	Off Date	Cover	Type	Status	Actions
AE23RWV	LAND ROVER	DEFENDER	21-08-2025	22-08-2025	COMP	COMMERCIAL VEH/VAN	On Cover	Delete
LR22VZP	AUDI	Q2 SPORT 30 TFS	29-08-2025	02-08-2026	COMP	PRIVATE CAR	On Cover	Delete
LR23ZDW	AUDI	Q4 E-TRON S LIN	01-08-2025	02-08-2026	COMP	PRIVATE CAR	On Cover	Delete
VO69ZJJ	HONDA	HONDA 324	24-09-2025	24-10-2025	COMP	PLANT	On Cover	Delete

Results per page: 10

Showing 1 to 4 of 4 vehicles ← BACK 1 of 1 NEXT →

**On Date** ↑

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01-08-2025

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29-08-2025

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How to...

add a vehicle

# How to add a vehicle

1. On the policy details page click on 'Add Vehicles'.

### List of vehicles

Split by locations

+ Add Vehicles
Bulk upload
Compare & Amend
Download
Print

This policy has **4 vehicles on-cover**

Reg No	Make	Model	On Date	Off Date	Cover	Type	Status	Actions
<a href="#">AE23RWV</a>	LAND ROVER	DEFENDER	21-08-2025	22-08-2025	COMP	COMMERCIAL VEH/VAN	On Cover	<a href="#">Delete</a>
<a href="#">LR22VZP</a>	AUDI	Q2 SPORT 30 TFS	29-08-2025	02-08-2026	COMP	PRIVATE CAR	On Cover	<a href="#">Delete</a>
<a href="#">LR23ZDW</a>	AUDI	Q4 E-TRON S LIN	01-08-2025	02-08-2026	COMP	PRIVATE CAR	On Cover	<a href="#">Delete</a>
<a href="#">VO69ZJJ</a>	HONDA	HONDA 324	24-09-2025	24-10-2025	COMP	PLANT	On Cover	<a href="#">Delete</a>

Results per page: 10

Showing 1 to 4 of 4 vehicles

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# How to add a vehicle

2. Select vehicle type from the drop-down box and enter the vehicle registration number.

**Add vehicle**

**Find Vehicle**

\*Vehicle type:  ▼

\*Vehicle registration number:

Format of registration number

**Add**

- PRIVATE CAR
- COMMERCIAL VEH/VAN
- COACH/MINIBUS
- AGRICULTURAL
- PLANT
- TRAILER

▲

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# How to add a vehicle

3. Fill in the fields marked with an \*. The system will automatically update the Make and Model of the vehicle. The Road Registered Indicator (whether the vehicle is registered with the DVLA to drive on the road) will need to be filled in manually.

### Add vehicle

#### Find Vehicle

\*Vehicle type: PRIVATE CAR

\*Vehicle registration number:

Format of registration number

#### Vehicle details [Clear fields](#)

*Make: CITROEN	*Model: C1 SPLASH	Value: <input type="text"/> Enter the vehicle value Enter in Pound(s)	Year of Make (YYYY): 2010
Engine Size (cc): 998	Derivative: <input type="text"/> Enter derivative		
*Road Registered Indicator: <input type="text"/> Select	Special Registration: <input type="text"/> Select		

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# How to add a vehicle

4. Select the cover for the vehicle from the drop-down box and input the 'On Date' and the 'Off Date' for the vehicle. Then click 'Add' to add the vehicle to the MID.

**Coverage details** [Clear fields](#)

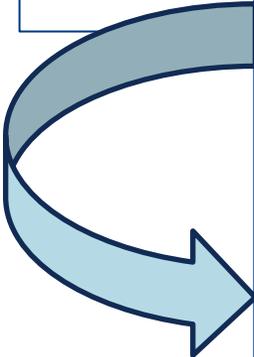
\*Cover \*On Date \*Off Date

Select dd/mm/yyyy 22/10/2025

eg: dd/mm/yyyy eg: dd/mm/yyyy

- ✓ Comprehensive
- Laid Up, Accidental Damage
- Laid Up, Damage, Fire & Theft
- Laid Up, Fire and Theft
- Third Party, Fire and Theft
- Third Party Only

Comprehensive ^



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How to...

manually add a  
vehicle

# How to manually add a vehicle

1. On the policy details page click on 'Add Vehicles'.

### List of vehicles

Split by locations

**+ Add Vehicles**
 Bulk upload
 Compare & Amend
 Download
 Print

Format of registration number

This policy has **4 vehicles on-cover**

Reg No	Make	Model	On Date	Off Date	Cover	Type	Status	Actions
<a href="#">AE23RWV</a>	LAND ROVER	DEFENDER	21-08-2025	22-08-2025	COMP	COMMERCIAL VEH/VAN	On Cover	<a href="#">Delete</a>
<a href="#">LR22VZP</a>	AUDI	Q2 SPORT 30 TFS	29-08-2025	02-08-2026	COMP	PRIVATE CAR	On Cover	<a href="#">Delete</a>
<a href="#">LR23ZDW</a>	AUDI	Q4 E-TRON S LIN	01-08-2025	02-08-2026	COMP	PRIVATE CAR	On Cover	<a href="#">Delete</a>
<a href="#">VO69ZJJ</a>	HONDA	HONDA 324	24-09-2025	24-10-2025	COMP	PLANT	On Cover	<a href="#">Delete</a>

Results per page: 10

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# How to manually add a vehicle

2. Select vehicle type from the drop-down box and enter the vehicle registration number. If the vehicle registration is not found, click on 'OK' to add the vehicle manually.

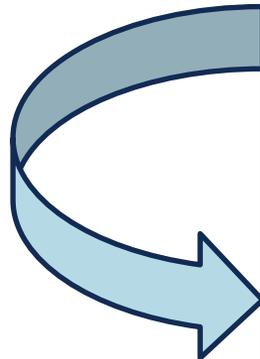
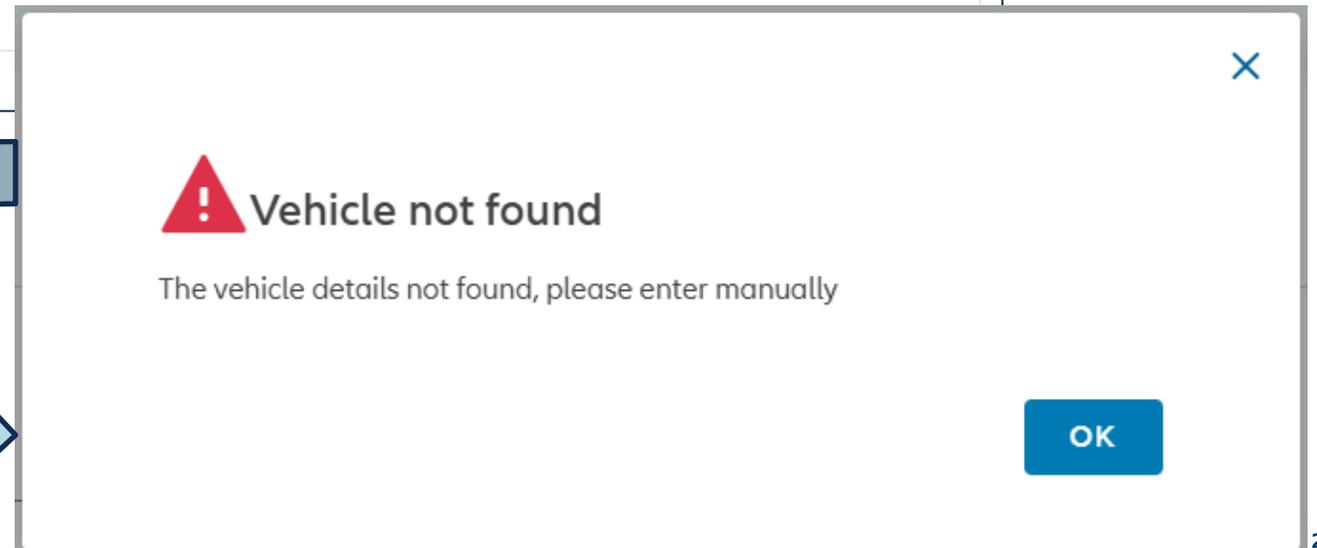
**Add vehicle**

**Find Vehicle**

\*Vehicle type  ▼

\*Vehicle registration number

Format of registration number

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# How to manually add a vehicle

3. Enter the vehicle details and click 'Add'.

**Vehicle details** [Clear fields](#)

<p><b>*Make</b></p> <input style="width: 95%;" type="text" value="Enter the make"/>	<p><b>*Model</b></p> <input style="width: 95%;" type="text" value="Enter the vehicle model"/>	<p><b>Value</b></p> <input style="width: 95%;" type="text" value="Enter the vehicle value"/> <small>Enter in Pound(s)</small>	<p><b>Year of Make (YYYY)</b></p> <input style="width: 95%;" type="text" value="Enter vehicle year of make"/>
<p><b>Engine Size (cc)</b></p> <input style="width: 95%;" type="text" value="Enter engine size"/>	<p><b>Derivative</b></p> <input style="width: 95%;" type="text" value="Enter derivative"/>		
<p><b>*Road Registered Indicator</b></p> <input style="width: 95%;" type="text" value="Select"/>	<p><b>Special Registration</b></p> <input style="width: 95%;" type="text" value="Select"/>		

---

**Coverage details** [Clear fields](#)

<p><b>*Cover</b></p> <input style="width: 95%;" type="text" value="Select"/>	<p><b>*On Date</b></p> <input style="width: 95%;" type="text" value="dd/mm/yyyy"/> <small>eg: dd/mm/yyyy</small>	<p><b>*Off Date</b></p> <input style="width: 95%;" type="text" value="02/08/2026"/> <small>eg: dd/mm/yyyy</small>
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How to...

amend vehicle  
details

# How to amend vehicle details

1. On the policy details page click on the relevant vehicle registration number.

### List of vehicles

Split by locations  [Manage Locations](#)

[Search Vehicle](#)

Format of registration number

[+ Add Vehicles](#)
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[Compare & Amend](#)
[Download](#)
[Print](#)

[Vehicle On-Cover](#)
[Vehicle Off-Cover](#)

This policy has **2 vehicles on-cover**

[Location](#) [Reset filters](#)

Reg No	Make	Model	On Date	Off Date	Cover	Type	Location	Status	Actions
<b>LR22VZP</b>	AUDI	Q2 SPORT 30 TFS	29-08-2025	02-08-2026	COMP	PRIVATE CAR	--	On Cover	<a href="#">Delete</a>
LR23ZDW	AUDI	Q4 E-TRON S LIN	01-08-2025	02-08-2026	COMP	PRIVATE CAR	--	On Cover	<a href="#">Delete</a>

Results per page: 10

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2. Click on 'Amend'. This will allow the vehicle details to be amended.

**Vehicle details** ✎ Amend

---

<b>Vehicle registration number</b>	<b>Type</b>	Vehicle registration number	
<b>LR22VZP</b>	PRIV	Vehicle registration number <b>LR22VZP</b>	

*Vehicle type PRIVATE CAR	*Effective Date dd/mm/yyyy
------------------------------	-------------------------------

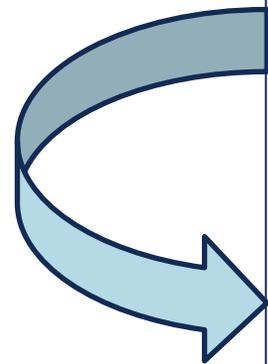
Vehicle details [Clear fields](#)

*Make AUDI	*Model Q2 SPORT 30 TFS	Value 123456	Year of Make (YYYY) 2024
---------------	---------------------------	-----------------	-----------------------------

Enter in Pound(s)

Engine Size (cc) 999	Derivative Enter derivative
-------------------------	--------------------------------

*Road Registered Indicator Yes	Special Registration Select
-----------------------------------	--------------------------------



# How to amend vehicle details

23.. Click on 'Update vehicle' once the amendments have been made to save any changes.

Vehicle details [Clear fields](#)

*Make	*Model	Value	Year of Make (YYYY)
<input type="text" value="AUDI"/>	<input type="text" value="Q2 SPORT 30 TFS"/>	<input type="text" value="12345"/> <small>Enter in Pound(s)</small>	<input type="text" value="2024"/>
Engine Size (cc)	Derivative		
<input type="text" value="999"/>	<input type="text" value="Enter derivative"/>		
*Road Registered Indicator	Special Registration		
<input type="text" value="Yes"/> ▼	<input type="text" value="Select"/> ▼		

---

Coverage details [Clear fields](#)

*Cover	*On Date	*Off Date
<input type="text" value="Comprehensive"/> ▼	<input type="text" value="29/08/2025"/>  <small>eg: dd/mm/yyyy</small>	<input type="text" value="02/08/2026"/>  <small>eg: dd/mm/yyyy</small>

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# How to amend vehicle details

4. When amending vehicle details, if the cover type is changed to any version of 'laid up' an error message will appear if 'Y' is selected for 'Road Registered Indicator' and the 'Update vehicle' button will be greyed out until the cover type or Road Registered Indicator is amended correctly.

Plant type  
Fork Lift Truck

\*Road Registered Indicator: Yes  
Special Registration: Select  
\*Location: 63-Delhi

Coverage details [Clear fields](#)

\*Cover: Laid Up, Damage, Fire & Theft  
\*On Date: 30/10/2025  
eg: dd/mm/yyyy

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Note: the error message will read 'Vehicle can not be road registered for the selected cover type.'

Plant type  
Lawn Mower

\*Road Registered Indicator: Yes  
**⚠ Vehicle can not be road registered for the selected cover type**

Special Registration: Select  
\*Location: 65-Thanjavur

Coverage details [Clear fields](#)

\*Cover: Laid Up, Accidental Damage  
\*On Date: 05/11/2025  
eg: dd/mm/yyyy

\*Off Date: 01/02/2026  
eg: dd/mm/yyyy

[Cancel](#) [Update vehicle](#)

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How to...

delete a vehicle

# How to delete a vehicle

1. On the policy details page click on 'Delete' next to the vehicle which needs to be removed.

### List of vehicles

Split by locations

ABC123  Format of registration number

[+ Add Vehicles](#) [Bulk upload](#) [Compare & Amend](#) [Download](#) [Print](#)

**Vehicle On-Cover**

This policy has **4 vehicles on-cover**

Reg No	Make	Model	On Date	Off Date	Cover	Type	Status	Actions
AE23RWV	LAND ROVER	DEFENDER	21-08-2025	22-08-2025	COMP	COMMERCIAL VEH/VAN	On Cover	<a href="#">Delete</a>
LR22VZP	AUDI	Q2 SPORT 30 TFS	29-08-2025	02-08-2026	COMP	PRIVATE CAR	On Cover	<a href="#">Delete</a>
LR23ZDW	AUDI	Q4 E-TRON S LIN	01-08-2025	02-08-2026	COMP	PRIVATE CAR	On Cover	<a href="#">Delete</a>
VO69ZJJ	HONDA	HONDA 324	24-09-2025	24-10-2025	COMP	PLANT	On Cover	<a href="#">Delete</a>

Results per page: 10

Showing 1 to 4 of 4 vehicles

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# How to delete a vehicle

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2. Enter the 'Off Date' in the highlighted text box, then click 'Update'.

**VRN: AE23RWV**

Type	Make	On date
COMMERCIAL VEH/VAN	LAND ROVER	21-08-2025

**Off Date**

dd/mm/yyyy

eg: dd/mm/yyyy

⚠ Off Date is required

Cancel

**VRN: AE23RWV**

Type	Make	On date
COMMERCIAL VEH/VAN	LAND ROVER	21-08-2025

**Off Date**

22/10/2025

eg: dd/mm/yyyy

Cancel **Update**

How to...

bulk upload

# How to bulk upload

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1. On the policy details page click on 'Bulk upload'.

## Policy details

If your policy has only 7 numbers, input a '0' at the beginning, eg BV09111211

**BV10271915**  
This policy has 16 vehicles on-cover

Policyholder name	Policyholder address	Inception date	Renewal date	Update method
John Doe	Allianz Insurance 57 ladymead, Guildford, Surrey	24/03/2025	14/09/2025	Policyholder uses Allianz website for updates

### List of vehicles

Split by location:

Format of registration number

+ Add Vehicles
📄 Bulk upload
✎ Compare & Amend
⬇ Download
🖨 Print

Vehicle On Cover

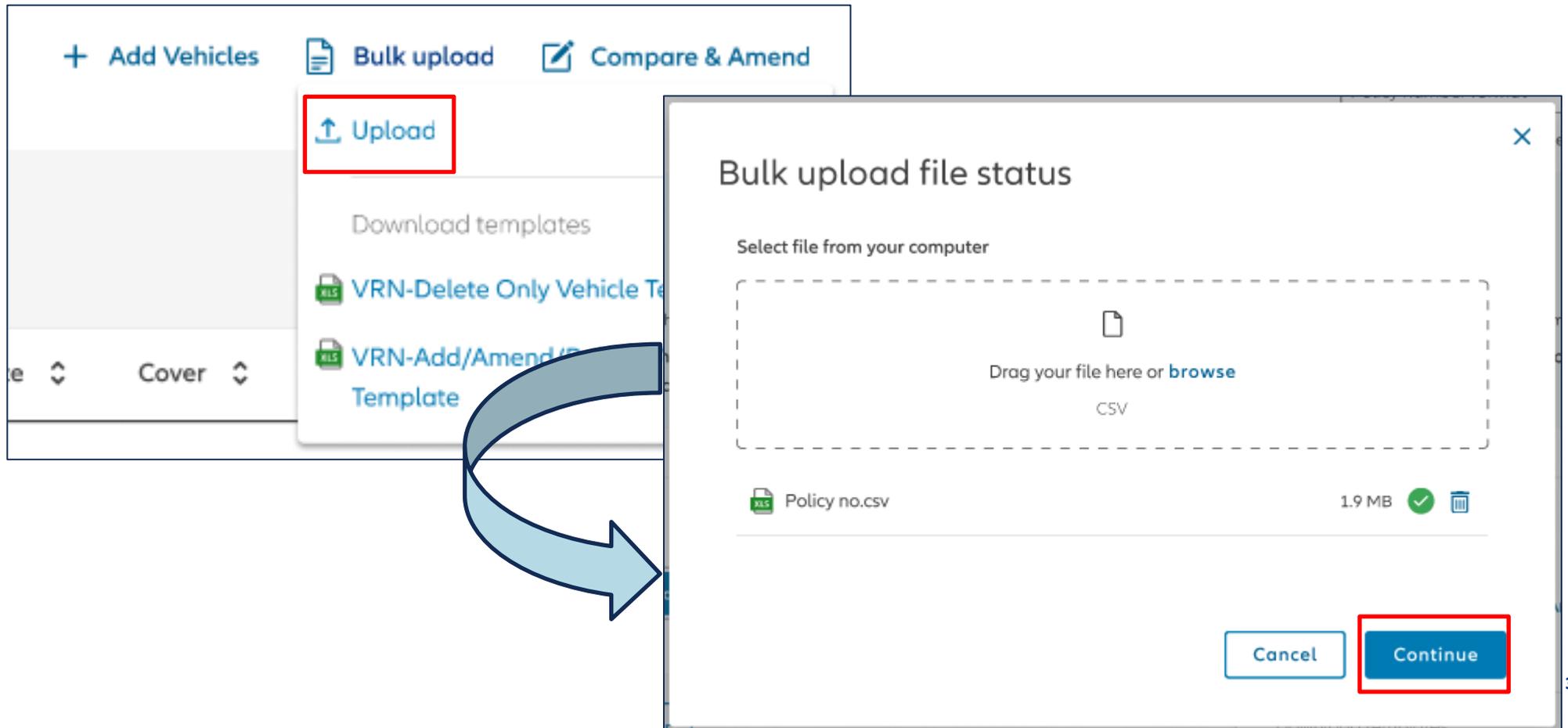
Vehicle Off Cover

Number of vehicles on cover for this policy: #

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2. Click on 'Upload'. Drag over the relevant CSV file or click on 'browse' to open File Explorer and upload the file. Then click 'Continue'.



# How to bulk upload

3. The CSV file used for the bulk upload will then be processed by the system and the data will be validated. If the majority of the data contains errors, these will be called out and the user prompted to correct the issues.

**Policy details** If your policy has only 7 numbers, input a '0' at the beginning, eg BV09111211

**BV10271915**  
This policy has 16 vehicles on-cover

Policyholder name	Policyholder address	Inception date	Renewal date	Update method
John Doe	Allianz Insurance 57 ladymead, Guildford, Surrey	24/03/2025	14/09/2025	Policyholder uses Allianz website for updates

**Policy no.csv**  
Data validation is being processed ...

**Data contains errors**

Uploaded on 06/08/2025 - 11:34 AM  
by User name

**85% of the data contains errors.**  
Please review ([Policy no.csv](#)),  
correct the issues, and upload the file again to proceed.

[Download file and discard](#)

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# How to bulk upload

4. Once the vehicle template has been processed and validated the system will provide notification. Click on the arrow to continue.

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✔ **Template is ready to proceed** ✕  
 Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Home > Policy Details

View another policy

View Policy

**Policy details**

If your policy has only 7 numbers, input a '0' at the beginning, eg BV09111211

BV10271915

This policy has **16 vehicles on-cover**

Policyholder name	Policyholder address	Inception date	Renewal date	Update method
John Doe	Allianz Insurance 57 ladymead, Guildford, Surrey	24/03/2025	14/09/2025	Policyholder uses Allianz website for updates

✔
Vehicle template is ready
>

Uploaded on 06/08/2025 - 11:34 AM

# How to bulk upload

5. The system will then split the vehicles in the bulk upload into four categories. Vehicles which are new, existing vehicles where amendments have been identified, existing vehicles with no changes and any identified anomalies and errors. To progress with the bulk upload any anomalies and errors have to be rectified. Click on 'Anomalies & errors' to continue.

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**⚠ Action required: Results from check on proposed vehicle changes, please review before submitting vehicles (errors need to be resolved to proceed)**

[New vehicles \(152\)](#)
[Vehicles to amend/delete \(05\)](#)
[Vehicles with no change \(05\)](#)
**⚠ Anomalies & errors (04)**

Reg. no. ↕	Make ↕	Model ↕	On-date ↕	Off-date ↕	Cover ↕	Type ↕	Location ↕	Status ↕
<a href="#">LD25 XRT</a>	Mercedes	SL500	24/03/2025	14/09/2025	Personal	Private Car	13	On Cover
<a href="#">BX24 MJK</a>	Audi	SL500	24/03/2025	14/09/2025	Personal	Commercial Vehicle Van	12	On Cover
<a href="#">GF23 ZPL</a>	Mercedes	SL500	24/03/2025	14/09/2025	Personal	Plant	33	On Cover
<a href="#">CN22 HYW</a>	Mercedes	SL500	24/03/2025	14/09/2025	Personal	Private Car	55	Off cover
<a href="#">SY21 QEB</a>	Mercedes	SL500	24/03/2025	14/09/2025	Personal	Coach/Minibus	13	On Cover
<a href="#">KT20 VNM</a>	Mercedes	SL500	24/03/2025	14/09/2025	Personal	Private Car	23	On Cover
<a href="#">PL19 RAX</a>	Mercedes	SL500	24/03/2025	14/09/2025	Personal	Commercial Vehicle Van	45	On Cover
<a href="#">DE18 JLU</a>	Mercedes	SL500	24/03/2025	14/09/2025	Personal	Plant	40	Off cover

# How to bulk upload

5. On the 'Anomalies & errors' tab, the system will list out the vehicles where any errors have been identified. These errors can be fixed either on the system, using the edit button, or the system will create an excel file of all vehicles where an error has been identified and this can be downloaded. The bulk upload cannot be submitted until either of these options have been completed.

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**⚠ Action required:** Results from check on proposed vehicle changes, please review before submitting vehicles (errors need to be resolved to proceed)

New vehicles (152)   Vehicles to amend/delete (05)   Vehicles with no change (05)   **⚠ Anomalies & errors (04)**

The following records have errors and will not be added to the vehicle schedule. Kindly fix the errors to proceed

Reg. no.	Description	Edit	Delete
ABC123EF	Mandatory fields are missing		
ABC123EF	Mandatory fields are missing		
ABC123EF	Mandatory fields are missing		
ABC123EF	Mandatory fields are missing		

Alternatively, you can download the list of error vehicle records, make the necessary corrections, and re-upload the updated file.

Error\_Vehicle\_Records\_To\_Correct.xlsx

Cancel   Discard bulk upload   Submit Vehicles

# How to bulk upload

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- Bulk upload

6. Once any errors have been manually edited or the file detailing the vehicles with errors has been downloaded, the bulk upload can be submitted. Click 'Submit Vehicles'.

**⚠ Action required:** Results from check on proposed vehicle changes, please review before submitting vehicles (errors need to be resolved to proceed)

New vehicles (152)   Vehicles to amend/delete (05)   Vehicles with no change (05)   **⚠ Anomalies & errors (03)**

The following records have errors and will not be added to the vehicle schedule. Kindly fix the errors to proceed

Reg. no.	Description	
ABC123EF	Mandatory fields are missing	
ABC123EF	Mandatory fields are missing	
ABC123EF	Mandatory fields are missing	

Alternatively, you can download the list of error vehicle records, make the necessary corrections, and re-upload the updated file.

Error\_Vehicle\_Records\_To\_Correct.xlsx   Download completed

Cancel   Discard bulk upload   Submit Vehicles

Note: if selecting the option to download the error file rather than manually update, any vehicles included in the error file will not be included in the bulk upload

# How to bulk upload

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Manually add vehicles

Amend vehicle details

Delete vehicles

Bulk upload

7. The bulk upload can then be submitted. To update the policy immediately select 'Update the policy now' or, to schedule the update for after working hours, select 'Update the policy after 7.00 PM (BST).'

The screenshot shows a confirmation dialog box with a close button (X) in the top right corner. The main heading reads "You are submitting 161 vehicle records to BV10271915". Below this, there is a bulleted list: "• 153 New vehicles", "• 5 Vehicles to amend/delete", and "• 3 Vehicles with No changes". Underneath the list, the text asks "you want to update the policy now or later". At the bottom, there are three buttons: "Update the policy now" (a solid blue button), "Update the policy after 7.00 PM (BST)" (a solid blue button), and "Cancel" (a white button with a blue border).

Note: larger bulk uploads should be scheduled for after working hours, so the system is not impacted for other users

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8. If the option to delay the upload until after working hours is chosen, the following screen will show. To cancel this scheduled upload click on 'Discard schedule'. To change the schedule update to an immediate update click on 'No, update the policy now' or to cancel the update click on 'Yes, discard the update.'

**BV10271915**  
This policy has 16 vehicles on-cover

Policyholder name	Policyholder address	Inception date	Renewal date	Update method
John Doe	Allianz Insurance 57 ladymead, Guildford, Surrey	24/03/2025	14/09/2025	Policyholder uses Allianz website for updates

**Update Scheduled**  
Starting after 5 hours

**Discard schedule**

Note: whilst a bulk upload is ongoing another bulk upload cannot be started in the same policy. The CSV templates can still be downloaded.

Are you sure you want to discard?

You're about to discard this schedule.  
Any changes made so far will not be saved. Proceed?

No, update the policy now

Yes, discard the update

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9. Once the upload has been completed the system will show a notification stating that the file has been processed and the vehicle data has been updated. If there are any updated errors found the system will pull these into a downloadable file; click on 'Download' to download this file.

**BV10271915**  
This policy has 16 vehicles on-cover

Policyholder name	Policyholder address	Inception date	Renewal date	Update method
John Doe	Allianz Insurance 57 ladymead, Guildford, Surrey	24/03/2025	14/09/2025	Policyholder uses Allianz website for updates

✔ **File processed, and vehicle data updated in the policy**  
on 07/08/2025 - 7:14 AM
Found 56 errors

 Download

Note: if the user does not want to download the error file immediately then the file will remain downloadable in the history until a new upload is started and a new file is uploaded.

