

Motor Insurance Database (MID)

How To Guide

For Policyholders

Executive Summary

Executive Summary

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

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

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

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How to...

add a vehicle

How to add a vehicle

Note: when a Client is logged into the MID but is inactive, after 20 minutes the system will timeout and the Client will have to log back in again. The system will prompt the Client if they wish to remain logged in, click on Continue to stay logged in for a further 20 minutes.

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

List of vehicles

ABC123

Search Vehicle

+ Add Vehicles

Bulk upload

Compare & Amend

Download

Print

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

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 - amend

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

Add vehicle

Find Vehicle

*Vehicle type

Select Type ▼

*Vehicle registration number

eg: AB12BEF

Find

Format of registration number

Note: if adding or amending a vehicle which has a private registration number and this registration number has previously been attached to a vehicle which has been adding to the MID the MID Help Desk will need to be contacted to add this vehicle.

PRIVATE CAR

COMMERCIAL VEH/VAN

COACH/MINIBUS

AGRICULTURAL

PLANT

TRAILER

Select Type ▲

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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

×

Find

Format of registration number

Vehicle details

Clear fields

*Make

CITROEN

*Model

C1 SPLASH

Value

Enter the vehicle value

Enter in Pound(s)

Year of Make (YYYY)

2010

Engine Size (cc)

998

Derivative

Enter derivative

*Road Registered Indicator

Select

▼

Special Registration

Select

▼

Note: the system will automatically update the details of a vehicle following a check against the DVLA. If the vehicle has been registered recently, the data may not present.

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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

Select

▼

*On Date

dd/mm/yyyy

📅

eg: dd/mm/yyyy

*Off Date

22/10/2025

📅

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

^

Cancel

Add

Note: when returning to the vehicle schedule page after successfully adding a vehicle the new vehicle will appear at the top of the list.

How to...

manually add a vehicle

How to manually add a vehicle

1. When a vehicle cannot be found through looking up or the data is out of data, then a manual entry will be required. On the policy details page click on 'Add Vehicles'.

List of vehicles

Split by locations ☐

ABC123

Search Vehicle

Format of registration number

+ Add Vehicles

 Bulk upload

 Compare & Amend

 Download

 Print

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

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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**

Select Type

***Vehicle registration number**

eg: AB12BEF

Find

Format of registration number

Note: if adding or amending a vehicle which has a private registration number and this registration number has previously been attached to a vehicle which has been adding to the MID the MID Help Desk will need to be contacted to add this vehicle.



Vehicle not found

The vehicle details not found, please enter manually

OK

How to manually add a vehicle

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

Vehicle details

Clear fields

*Make

Enter the make

*Model

Enter the vehicle model

Value

Enter the vehicle value

Enter in Pound(s)

Year of Make (YYYY)

Enter vehicle year of make

Engine Size (cc)

Enter engine size

Derivative

Enter derivative

*Road Registered Indicator

Select

▼

Special Registration

Select

▼

Coverage details

Clear fields

*Cover

Select

▼

*On Date

dd/mm/yyyy

eg: dd/mm/yyyy



*Off Date

02/08/2026

eg: dd/mm/yyyy



Cancel

Add

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How to...

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How to amend vehicle details

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

List of vehicles

Split by locations ☒ Manage Locations

ABC123

Search Vehicle

Format of registration number

+ Add Vehicles

Bulk Upload

Compare & Amend

Download

Print

Vehicle On-Cover

Vehicle Off-Cover

Location

Reset filters

This policy has 2 vehicles on-cover

Reg No	Make	Model	On Date	Off Date	Cover	Type	Location	Status	Actions
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

Results per page: 10

Showing 1 to 2 of 2 vehicles

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How to amend vehicle details

Note: if adding or amending a vehicle which has a private registration number and this registration number has previously been attached to a vehicle which has been adding to the MID the MID Help Desk will need to be contacted to add this vehicle.

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

Vehicle details

Vehicle registration number

LR22VZP

Type

PRIV

Amend

Vehicle registration number

LR22VZP

*Vehicle type

PRIVATE CAR

*Effective Date

dd/mm/yyyy

eg: dd/mm/yyyy

Vehicle details

Clear fields

*Make

AUDI

*Model

Q2 SPORT 30 TFS

Value

123456

Enter in Pound(s)

Year of Make (YYYY)

2024

Engine Size (cc)

999

Derivative

Enter derivative

*Road Registered Indicator

Yes

Special Registration

Select

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

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Vehicle details

Clear fields

*Make

AUDI

*Model

Q2 SPORT 30 TFS

Value

12345

Enter in Pound(s)

Year of Make (YYYY)

2024

Engine Size (cc)

999

Derivative

Enter derivative

*Road Registered Indicator

Yes

Special Registration

Select

Coverage details

Clear fields

*Cover

Comprehensive

*On Date

29/08/2025

eg: dd/mm/yyyy

*Off Date

02/08/2026

eg: dd/mm/yyyy

Cancel

Update vehicle

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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

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

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Cancel

Update vehicle

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

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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. If the vehicle to be deleted is not on the current page, it can be searched for in the search box, as the entry is typed matches will appear.

List of vehicles

Split by locations ☐

ABC123

Search Vehicle

Format of registration number

+ Add Vehicles

Bulk upload

Compare & Amend

Download

Print

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:

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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

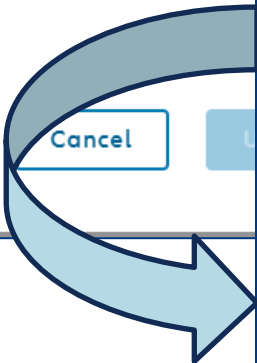
⚠ Off Date is required

Cancel

Update

Note: any future date or the cover on date can be chosen as the off-cover date.

Note: vehicles can also be deleted by following the amendment process and entering the off date.



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

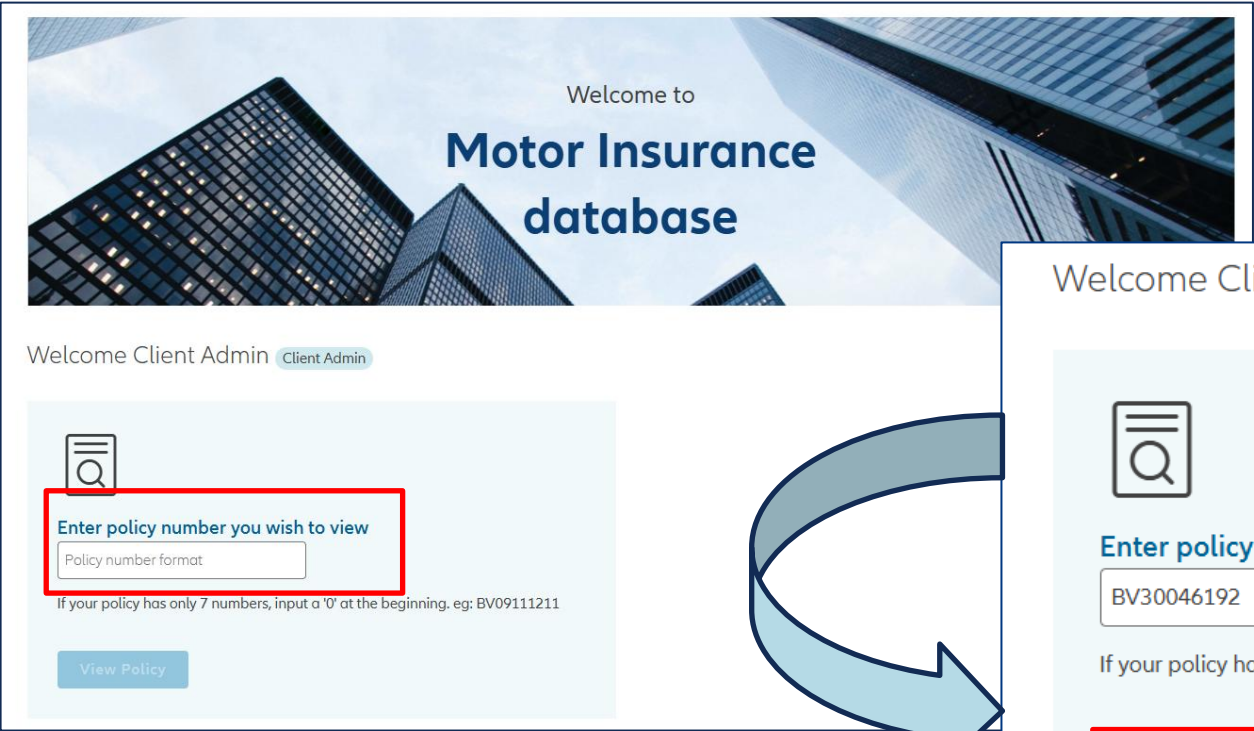
How to...

search for a policy

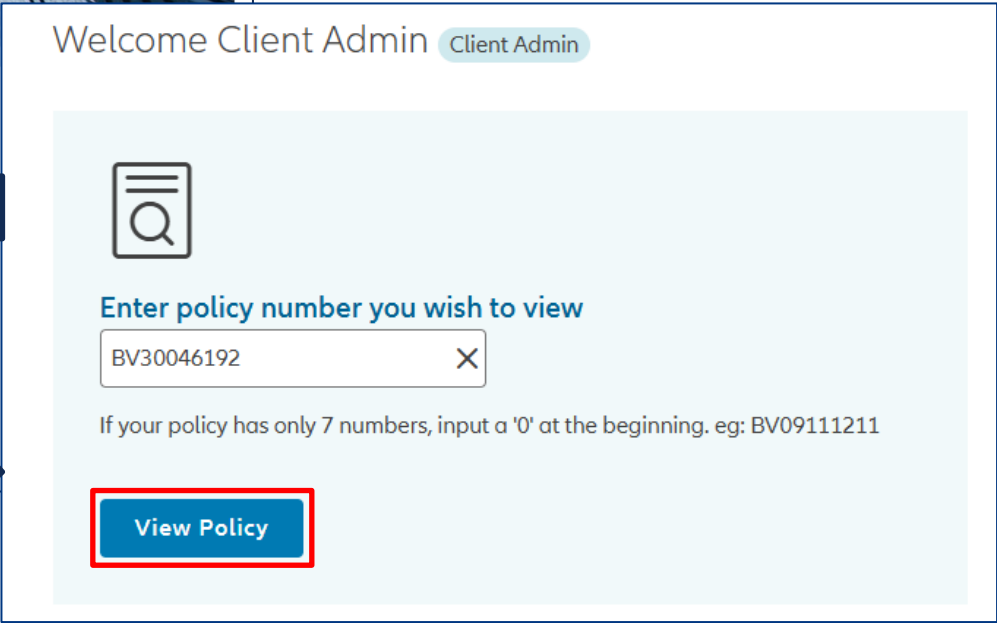
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1. The screenshot below shows the MID after logging in. Enter the policy number in the text box and click 'View Policy'. If the policy only has 7 numbers, enter a '0' after the policy prefix.



Note: if a Client only has one policy, then they will be taken straight to their policy and will not need to enter a policy number. Only a multi-policy Client will need to search for a policy.



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Policy details

View another policy

Policy number format

View policy

If your policy has only 7 numbers, input a '0' at the beginning, eg: 01234567

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 updates Allianz website updates

List of vehicles

Split by locations ☐

ABC123

Search Vehicle

Format of registration number

+ Add Vehicles

Bulk upload

Compare & Amend

Download

Print

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

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

[View another policy](#) [View policy](#)

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

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

[Search Vehicle](#)

Format of registration number

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

[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

Inception date	Renewal date	Update method
01-08-2025	02-08-2026	Policyholder uses Allianz website for updates

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 Help Desk](#).

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;
- Client does not have access to the policy number which they entered.

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split by location

How to split by location

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1. On the policy details page click on the 'Split by locations' toggle. This will allow you to filter by location; select the required location by selecting the location details from the drop-down box.

BV30046192
This policy has 2 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 ☐

Format of registration number

This policy has 2 vehicles on-cover

Note: the MID portal allows Clients to record vehicles against a depot, company, location, division etc. any split that is required by the business in question. By setting up location codes with personal headings the Client can then attach these to the vehicle. This becomes a mandatory field at vehicle addition/amendment. The location codes will be displayed in the vehicle schedule and will allow a user to view only one location's vehicles.

Note: split by location is an open-ended text field. Clients can use this as a tag e.g. to group vehicles registered at a specific location, or to manage a group of vehicles used by a certain Branch. This features is open to interpretation depending on how the Client wishes to group the vehicles.

Split by locations ☒

Manage Locations

 Location

Reset filters

How to...

manage
locations

How to manage locations

1. On the policy details page click on the 'Split by locations' toggle. Then select 'Manage Locations'. This will take you to the Manage locations page.

List of vehicles

Split by locations ☒

Manage Locations

ABC123

Search Vehicle

+ Add Vehicles

Bulk Upload

Compare & Amend

Download

Print

Vehicle On-Cover

Vehicle Off-Cover

Location

Reset filters

This policy has 2 vehicles on-cover

Reg No	Make	Model	On Date	Off Date	Cover	Type	Location	Status	Actions
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

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How to manage locations

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2. On the Manage locations page enter the vehicle registration number in the search bar to find a location. Click on the edit icon to alter a location name. Click on the dustbin icon to delete a location.

Manage locations

Enter REG. to find location

AB12BEF

X

Find location

+ Add new location

ID ↕	Location name ↕	Action	
01	XYZ		
02	ABC		
03	Location name		
04	Location name	Deleted	
05	Location name	Deleted	
06	Location name		

How to...

add a location

How to add a location

1. On the policy details page click on the 'Split by locations' toggle. Then select 'Manage Locations'.

List of vehicles

Split by locations ☒

Manage Locations

ABC123

Search Vehicle

Format of registration number

+ Add Vehicles

Bulk Upload

Compare & Amend

Download

Print

Vehicle On-Cover

Vehicle Off-Cover

Location

Reset filters

This policy has 2 vehicles on-cover

Reg No	Make	Model	On Date	Off Date	Cover	Type	Location	Status	Actions
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

Results per page: 10

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How to add a location

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2. Click on 'Add new location'. Enter the Location name and click 'Add'.

BV30046192
This policy has 2 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

Manage Locations

Find location

+ Add new location

Id	Location name
No Records Found	

Add Location

Location name

Cancel

Add

Note: the MID portal allows Client's to record vehicles against a depot, company, location, division etc. any split that is required by the business in question. By setting up location codes with personal headings the Client can then attach these to the vehicle. This becomes a mandatory field at vehicle addition/amendment. The location codes will be displayed in the vehicle schedule and will allow a Client to view only one location's vehicles.

How to...

sort vehicles by date

How to sort vehicles by date

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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. If this option is selected where the column value is not numerical i.e. Reg Number, the data will sort alphabetically.

List of vehicles

Split by locations ☐

ABC123

Search Vehicle

+ Add Vehicles

Bulk upload

Compare & Amend

Download

Print

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 →

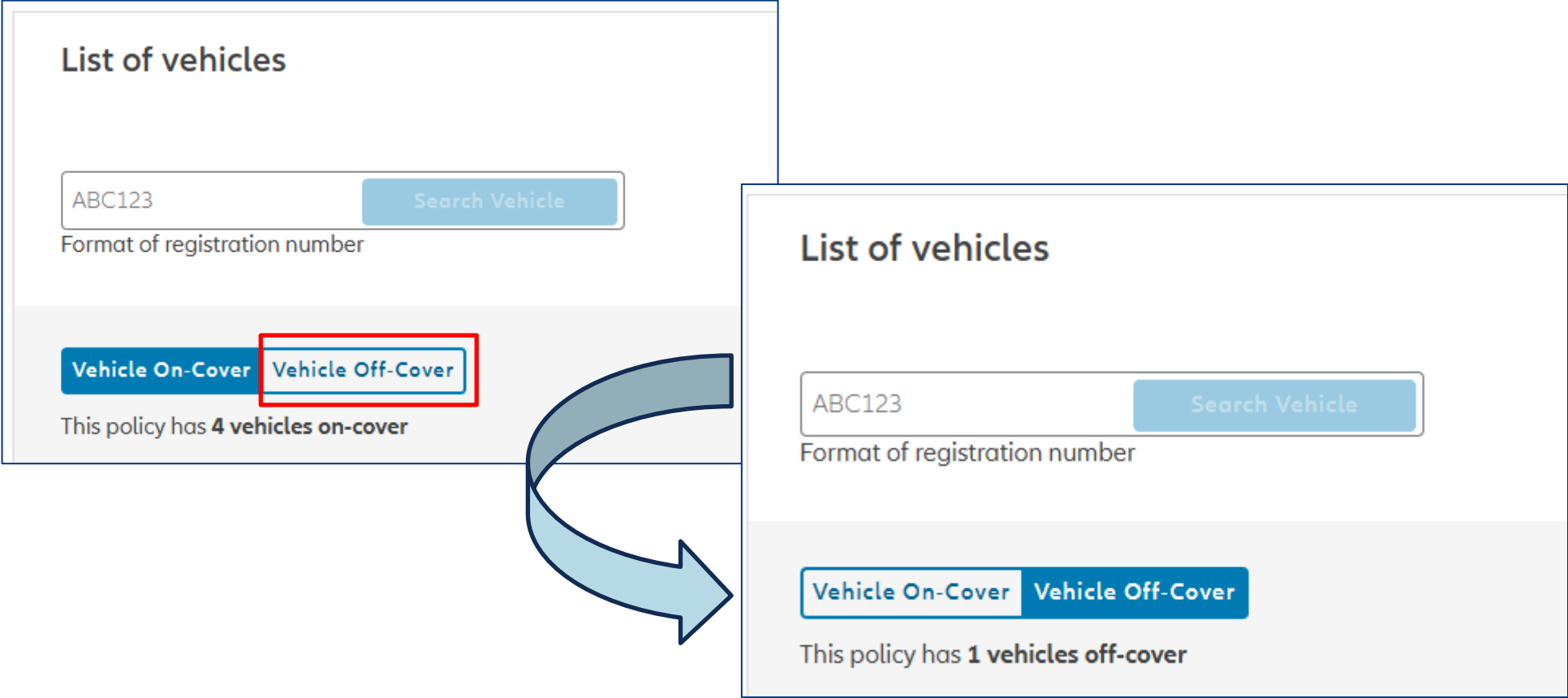
On Date
01-08-2025
29-08-2025

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.



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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: ☐

ABC123

Search Vehicle

Format of registration number

Vehicle On Cover

Vehicle Off Cover

Number of vehicles on cover for this policy: #

+ Add Vehicles

Bulk upload

Compare & Amend

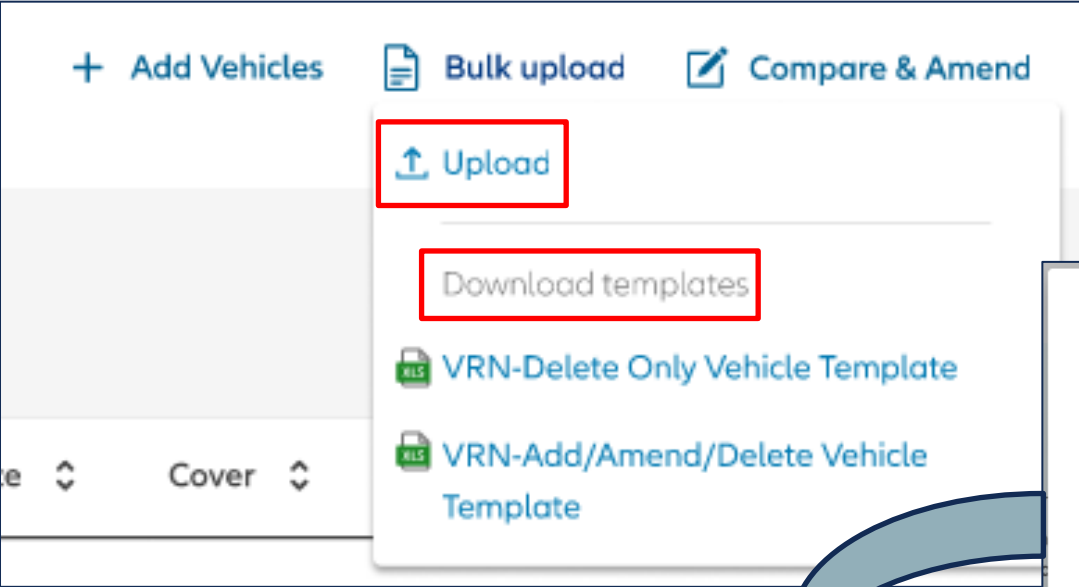
Download

Print

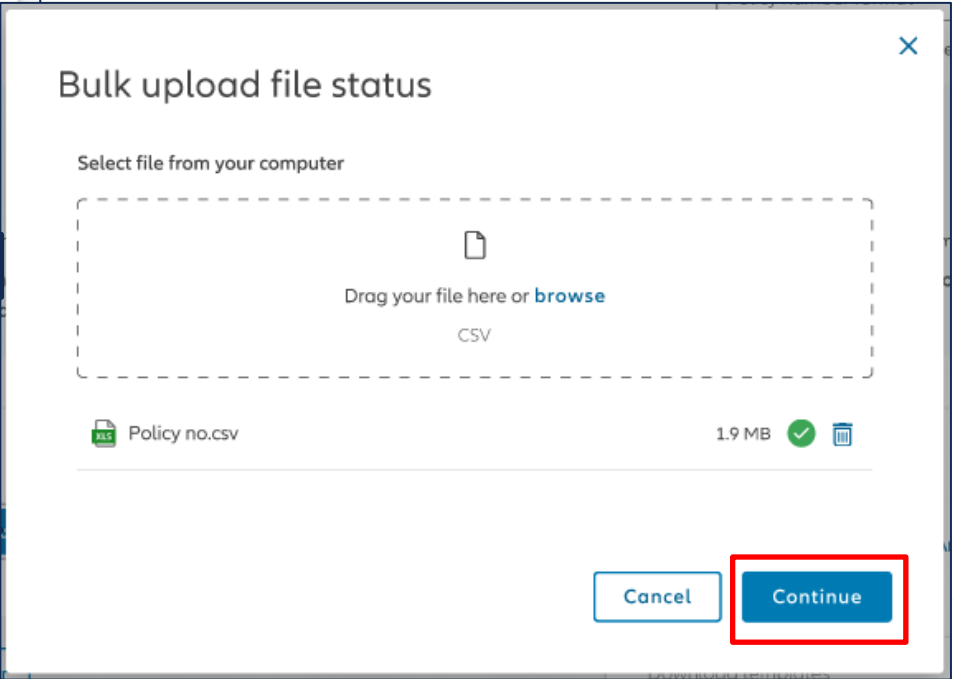
How to bulk upload

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2. Click on 'Upload'. Download the templates from the 'Download Templates' section which is accessed once selecting Upload. Drag over the relevant CSV file or click on 'browse' to open File Explorer and upload the file. Then click 'Continue'.



Note: the upload must be a CSV file and titled as the policy number. To check this the document will end with .csv. Ensure the upload format is correct before continuing with the upload.



How to bulk upload

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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 client will be 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

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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Policy number format

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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

>

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.

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
LD25 XRT	Mercedes	SL500	24/03/2025	14/09/2025	Personal	Private Car	13	On Cover
BX24 MJK	Audi	SL500	24/03/2025	14/09/2025	Personal	Commercial Vehicle Van	12	On Cover
GF23 ZPL	Mercedes	SL500	24/03/2025	14/09/2025	Personal	Plant	33	On Cover
CN22 HYW	Mercedes	SL500	24/03/2025	14/09/2025	Personal	Private Car	55	Off cover
SY21 QEB	Mercedes	SL500	24/03/2025	14/09/2025	Personal	Coach/Minibus	13	On Cover
KT20 VNM	Mercedes	SL500	24/03/2025	14/09/2025	Personal	Private Car	23	On Cover
PL19 RAX	Mercedes	SL500	24/03/2025	14/09/2025	Personal	Commercial Vehicle Van	45	On Cover
DE18 JLU	Mercedes	SL500	24/03/2025	14/09/2025	Personal	Plant	40	Off cover

How to bulk upload

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



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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.

⚠️ 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	
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

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- Print vehicle schedule

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

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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).'

You are submitting 161 vehicle records to BV10271915

- 153 New vehicles
- 5 Vehicles to amend/delete
- 3 Vehicles with No changes

you want to update the policy now or later

Update the policy now

Update the policy after 7.00 PM (BST)

Cancel

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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How to bulk upload

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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.

Note: errors must be corrected before the next file is uploaded.

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 Client 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.

How to...

compare and amend

How to compare and amend

Note: this process compares the complete schedule of vehicles against those currently live on the database. Vehicles which appear for the first time will be added, any changes amend and vehicles missing from the file will be taken off cover with the previous day's date. This method should only be used by clients uploading daily files to ensure accurate off dates for vehicles.

1. On the policy details page click on 'Compare & Amend'.

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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: ☐

ABC123

Search Vehicle

Format of registration number

Vehicle On Cover

Vehicle Off Cover

Number of vehicles on cover for this policy: #

+ Add Vehicles

 Bulk upload

Compare & Amend

 Download

 Print

Note: bulk upload is the preferred process over compare and amend. Where possible use the bulk upload process instead of the compare and amend process.

How to compare and amend

2. Click on 'Upload'. To download the template, select the Compare and Amend template under 'Download templates'. Drag over the relevant CSV file or click on 'browse' to open File Explorer and upload the file. Then click 'Continue'.

Compare & Amend

Download

Print

Upload

Download templates

Compare & Amend Template

Compare & Amend File status

Select file from your computer

Drag your file here or browse

.CSV

Policy no.csv

1.9 MB

✓

Cancel

Continue

Note: the uploaded file must be a CSV file. The correct file will say .csv at the end of the file name. Ensure the file is saved as the policy number.

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3. The system will then process the CSV file and validate the data. When the template is ready the system will provide notification.

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 ...

 **Vehicle template is ready**
Uploaded on 06/08/2025 - 11:34 AM

How to compare and amend

Note: if changes are detected when uploading the file for compare and amend then the process to update these will be the same as the bulk upload process

4. If no changes are detected the template upload will be completed.

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Policy details

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

Template Upload Completed

All vehicle details in the uploaded template already match the existing policy. No changes were detected.

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

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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**

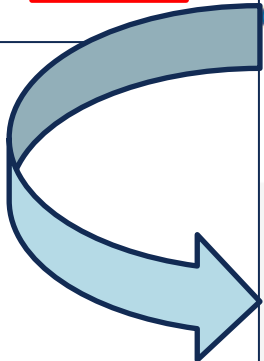
Policyholder name	Policyholder address	Inception date	Renewal date	Update method
INSTANDA FLEET	57 LADYMEAD, LINE 2, LONDON, ZA	01-08-2025	02-08-2026	Policyholder uses Allianz website for updates

List of vehicles

Format of registration number

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

Split by locations ☐



[Download](#) [Print](#)

 Excel

 Pdf

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.

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

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BV30046192

This policy has 3 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

ABC123

Search Vehicle

Format of registration number

+ Add Vehicles

 Bulk upload

 Compare & Amend

 Download

 Print

Split by locations ☐

How to print a vehicle schedule

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- Compare and amend
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2. This will bring up the Print Screen. Select the required printer from the 'Destination' drop down box. Then click 'Print' 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	Q2 SPORT 30 TFS	20250829	20260802	COMP	PRIVATE CAR
LR23ZDW	AUDI	Q4 E-TRON S LIN	20250801	20260802	COMP	PRIVATE CAR
VO69ZJJ	HONDA	HONDA 324	20250924	20251024	COMP	PLANT

Print 1 sheet of paper

Destination

Webex Document Load

Pages

All

Copies

1

Colour

Colour

More settings

Print

Cancel

Print 1 sheet of paper

Destination

Webex Document Load

