

Customer Connect

Dealership Customer Manual



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For more information on Ibcos Computers Ltd.,
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1. INTRODUCTION

This manual is a simplified guide for dealership customers who use the Customer Connect portal to manage their own transactions. It focuses only on the essential tasks customers need to perform, such as creating an account, logging in, viewing the My Transactions dashboard, and accessing invoices.

2. SET UP

2.1 Create an Account and Log in

An email to set up an account will be sent to you.

Once the email has been received, they can simply follow the steps below to create their account:

1. Select **Complete My Account**.
2. Create a new password.
3. Enter your email address as the username and enter the password you created.
4. Select **Log In** to complete the account verification.

You can use the following link to access the portal in the future: dcp.ibcos.gold

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Create Your Account

Dear testingmobile@gold.com,
You have been sent an invitation to use Customer Connect.
Click the button below to finish setting up your account.

[Complete My Account](#)

[Globe](#) [Facebook](#) [Instagram](#) [LinkedIn](#) [Twitter](#) [YouTube](#) [SoundCloud](#)

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Username / Email
e.g Paul.Smith123

Password

[Forgot Password](#)

[Log In](#)

[Stay Connected](#)

[Globe](#) [Facebook](#) [LinkedIn](#)

2.2 My Transactions Dashboard

Once you've logged in, you will be able to view the My Transactions dashboard.

- Customer activity is listed on the screen which include the invoice date, reference and other relevant details extracted from Gold.
- Transactions can be filtered by **Type** and their current Gold **Status**.
- The **Notifications** and **Sign Out** button are located on the top right corner.

Inv. Date	Reference No	Type	Outstanding	Total	Disc. Date	Settlement	Age	Description	Download
28/02/2020	127027	Invoice	£74.31	£74.31	28/02/2020	£74.31	Current	General Parts ...	Download
31/10/2019	126867	Invoice	£728.20	£728.20	31/10/2019	£728.20	3 Months	Workshop Inw...	Download

My Transactions

Type
Show All

Status
Current

2.3 View, Print and Download Invoices

You can easily view, print and download invoices from the My Transactions dashboard.

Follow the steps below to view, print and/or download invoices:

1. To locate an invoice, you can scroll through the list of transactions, use the **Search** bar, or use the **Type** and **Status** filters.
2. Once you've located the invoice, select the **Document** icon from the **Download** column to view it.
3. Select the **Printer** icon to print or select the **Download** icon to download it to a local device.
4. Click anywhere on the **My Transactions** dashboard to return to it.

Download



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My Transactions

Type
Show All

Status
Current

Inv. Date	Reference No	Type	Outstanding
28/02/2020	127027	Invoice	£74.31
31/10/2019	126867	Invoice	£728.20
30/09/2019	126828	Invoice	£1,093.50

Pooler
102 Shady Lane
Epping
City of London
W17 3AG
V.A.T. No. GB

Stanley Wojtak
170 Roberts Road
Banbury
Surrey
TA48 1SY

GBP COPY INVOICE
Account..... 1202
Depot..... 1
Order No.....
Cust Adv No.....
Rep Code..... JF
Workshop Invoicing
Job No..... 106915
Vat No. GB

Page No 1
Date 31/12/2019
Invoice No. 126968

Part Number Description Qty Unit Price Amount
Wholegood Ref : 10000710
Model : DT-XF105 Make : DAF Trucks
01106915126968 Duis accusan n unc a condimentum ullamcorper eros.

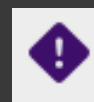
Total Labour 450.00

IB-968745 HOT AIR KIT 1 Each 174.61 174.61
IB-230397A FILTER OIL 1 Each 23.09 23.09
IB-887354 HOSE 1 METRE 3.08 3.08
IB-1306 METAL STRAP 1 EACH 4.01 4.01
CO-CONS CONSUMABLES 1 8.18 8.18



Did you know?

The dispute icon is shown on any transactions that have been recorded as disputed in Gold.



4. USEFUL INFORMATION



Support Number:
+44 (0) 1202 714200
Press Option 1



Support Email:
support@ibcos.co.uk



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