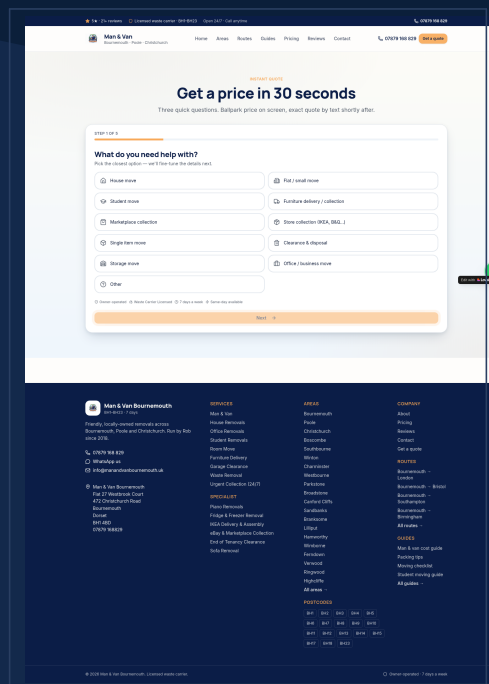


CASE STUDY · 2026

How we quote your move in under a minute.

Inside the smart quotation platform powering manandvanbournemouth.uk — from the online enquiry form to your final, itemised PDF.



Prepared for our customers · manandvanbournemouth.uk · 07879 168 829

INTRODUCTION

A quote you can trust — built around you.

When you ask Man & Van Bournemouth for a price, you're not getting a guess scribbled on the back of a clipboard. Every quote is produced by a purpose-built platform that captures the details of your move, applies our published rates, and returns an itemised, professional document — usually within minutes of your enquiry landing with us.

This case study walks you through how the system works, what it does for you as the customer, and how the online quote form on manandvanbournemouth.uk connects directly into the same back-office tool we use to confirm your final price. The result is faster replies, fewer mistakes, and a price you can read line by line.

What this means for you

| | |
|--|--|
| <p>Fast turnaround</p> <p>Enquiries reach us instantly through the website form. Most quotes are returned the same day, many within the hour.</p> | <p>Transparent pricing</p> <p>Every line is itemised — hours, mileage, extras and tip charges — so you can see exactly what you're paying for.</p> |
| <p>Honest hourly billing</p> <p>We bill in whole hours only. No surprise half-hour rounding, no creeping minutes added to your bill.</p> | <p>Itemised tip fees</p> <p>If your job involves disposal, each item — fridge, TV, mattress, sofa — is priced individually using current BCP Council weighbridge rates.</p> |
| <p>Delivered your way</p> <p>Receive your quote as a branded PDF, by email, or directly on WhatsApp — whatever's easiest for you.</p> | <p>Nothing forgotten</p> <p>Every enquiry is logged with a unique reference. We can pick up the conversation right where it left off, even weeks later.</p> |

HOW IT WORKS

Your enquiry, end to end.

Behind a single ‘Get a quote’ button sits a connected pipeline that takes your details from the website all the way through to a finished, personalised quotation. Here's the journey:

- 1

You visit the website
 On manandvanbournemouth.uk you tap **Get a quote** and answer a few short, friendly questions about your move — what you're moving, where from and to, and when.

- 2

Instant indicative price
 The form gives you a ballpark figure on-screen straight away, so you know roughly what to budget for before anyone calls you back.

- 3

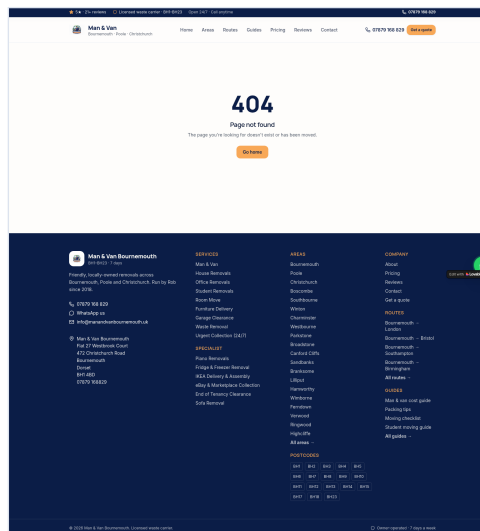
Secure handover to our quoting app
 Your details are sent through a private, signed channel to our back-office quotation app. Nothing is lost; nothing sits in a spam folder.

- 4

We fine-tune your quote
 We review your enquiry, add anything the form couldn't capture (parking, stairs, disposal items, drive time), and the system recalculates the price live.

- 5

You receive the finished quote
 A clean, branded PDF — or a WhatsApp message with the price and reference — lands with you. You always know who to call back, and what number to quote.



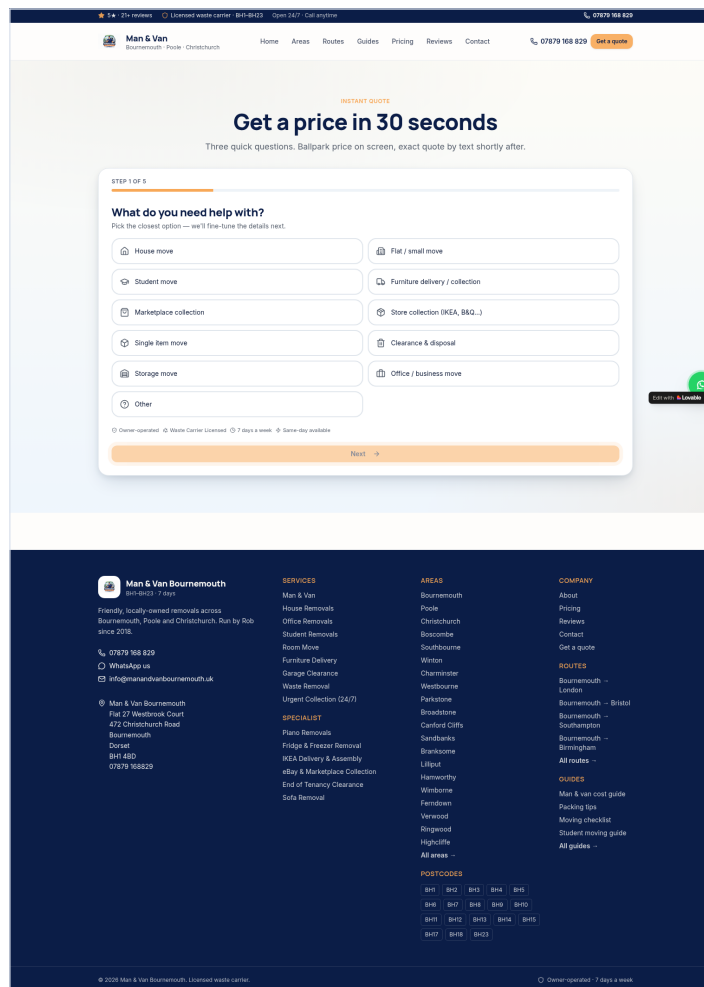
The public website — manandvanbournemouth.uk — where the customer journey begins.

STEP 1 · WEBSITE

The online quotation form.

The form is designed to feel like a short, friendly conversation rather than a paperwork exercise. In five quick steps it captures the kind of move you need (house, flat, student, delivery, clearance, single item), pickup and delivery addresses, the date, the headline items, and any access notes such as floors or parking restrictions.

Before you ever submit, the form gives you an on-screen indicative price so you know roughly where you stand. The moment you press send, your enquiry travels through a secure intake endpoint straight into our quoting platform — there is no manual re-typing, no copy-paste between inboxes, and nothing for us to lose.



Step 1 of the online quotation form on manandvanbournemouth.uk.

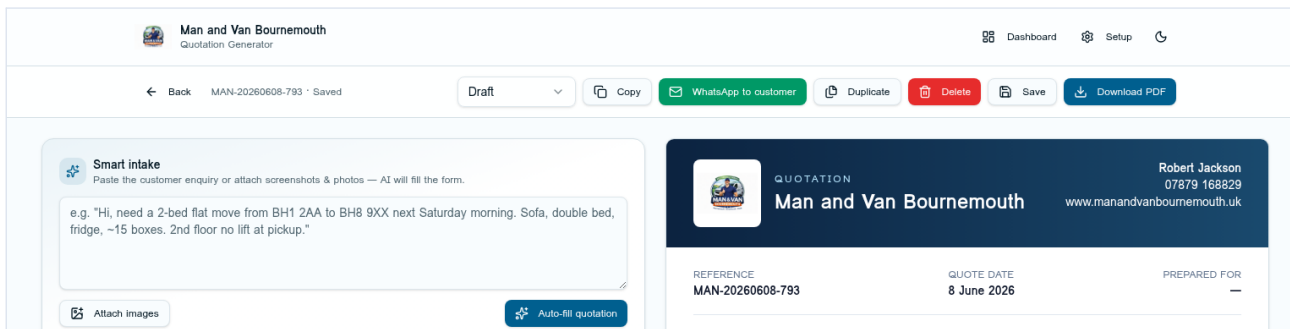
STEP 2 · INTAKE

Smart intake — paste it in, the AI does the rest.

Not every enquiry arrives through the website. Many come through phone calls, WhatsApp threads, emails, or screenshots forwarded from family members. Re-typing those into a quote form is where mistakes creep in — and it's where our **Smart Intake** feature earns its keep.

Our team can paste the customer's original message — or upload screenshots, photos of a room, or a WhatsApp conversation — and the platform's AI reads it and fills in the quotation automatically: customer name and phone, pickup and delivery addresses, the move date, every item it can identify (tables, beds, wardrobes, sofas, white goods, boxes), the suggested crew size, the estimated hours, even the mileage.

What previously took ten minutes of careful typing now takes about ten seconds. The benefit to you is simple: a faster reply, with fewer mistakes, and a quote that genuinely reflects what you asked for.



The Smart Intake panel — paste an enquiry or attach images and the form auto-fills.

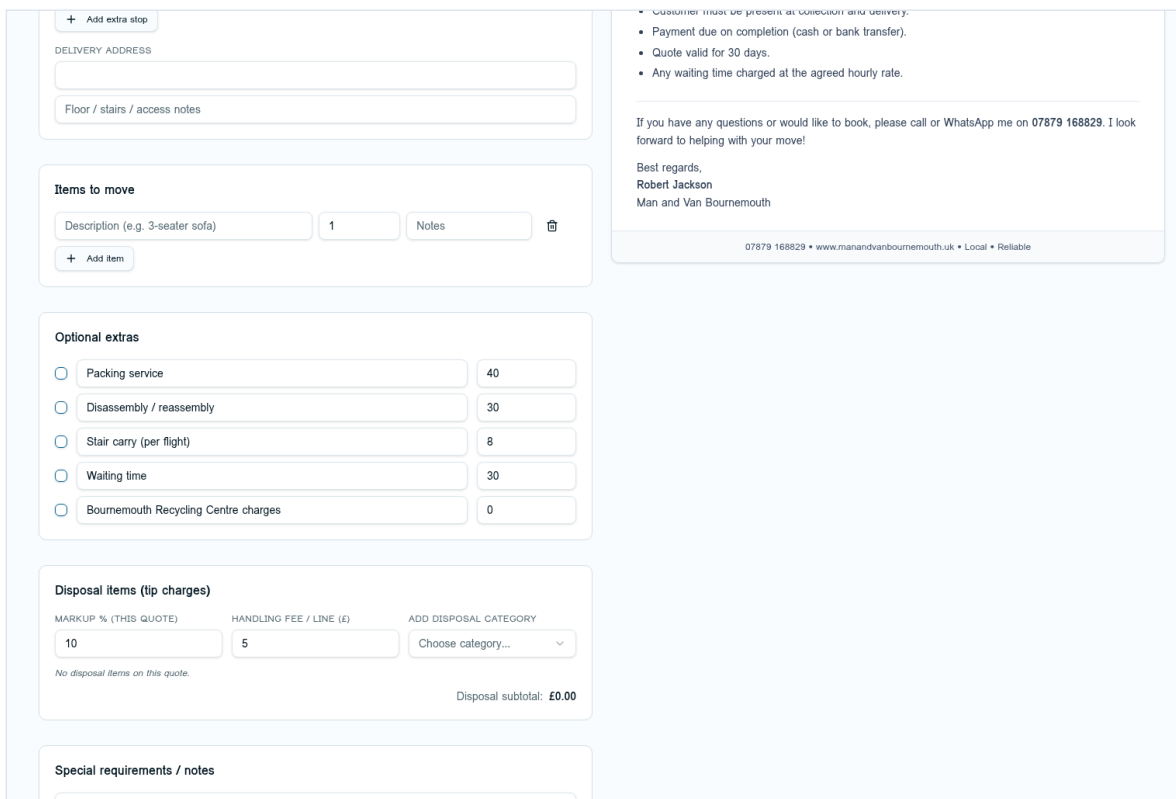
STEP 3 • BUILDER

The quotation builder.

Once your details are in, the builder turns them into a fully costed quote in real time. The right-hand side of the screen is a **live preview of the PDF you'll receive** — every change we make is reflected instantly, so what we see is exactly what you see.

What goes into your price

- **Crew size and hourly rate** — chosen based on the size of the job; rates differ for weekdays, Sundays, and UK bank holidays (auto-detected from the official Government feed).
- **Whole-hour billing** — a hard rule built into the system: we never round up to a half hour. If a job needs five hours, you're billed for five.
- **Call-out fee and mileage** — a fixed call-out plus a fair per-mile rate beyond the free-miles allowance, with drive time calculated from your postcodes.
- **Optional extras** — packing service, disassembly & reassembly, stair carry, waiting time — only added if you ask for them.
- **Disposal & tip charges** — when items are going to the Bournemouth Recycling Centre, each item (TV, fridge, mattress, sofa, microwave...) is itemised on the quote at the council's published weighbridge rate, plus our handling fee. Rates can also be overridden per quote if your job is unusual.
- **Manual adjustments** — discounts, returning-customer credits or one-off charges can be added as visible line items so nothing is hidden.



The builder — items, extras, itemised tip charges and a live PDF preview side-by-side.

STEP 4 · SETUP

Pricing control — fair, current, consistent.

Every figure that appears on your quote is configured in one place: the platform's **Setup** page. This is where our published hourly rates, weekend and bank-holiday rates, call-out fee, free-mile allowance, optional extras and disposal categories are maintained.

Keeping pricing centralised means every customer is quoted against the same rate card on the same day — no 'making it up', no arguing about what was promised. UK bank holidays are pulled automatically from the official Government feed, and the Bournemouth Recycling Centre commercial weighbridge rates can be refreshed straight from the council's published page so disposal costs stay accurate.

What's controlled here

- Hourly rates for 1-, 2- and 3-man crews, separately for Mon–Sat, Sunday, and bank holiday.
- Call-out fee, included free miles, and per-mile rate beyond that.
- Optional services list — packing, disassembly, stair carry, waiting time and more.
- Disposal categories — weight-based waste streams and per-item charges for white goods, TVs, mattresses, small appliances and electronics.
- Automatic email notification when a new quote arrives from the website.

STEP 5 · DELIVERY

PDF, email or WhatsApp — your call.

Once the quote is ready, it's sent to you in whichever format suits you best. The **branded PDF** is a complete record: your reference number, the move details, every priced line, the customer responsibilities and the standard terms. It's safe to print, forward, or keep for your records.

For customers who prefer to communicate quickly, the platform composes a **one-tap WhatsApp message** with the headline price, the quote reference and a friendly note — pre-filled and ready to send. No copy-pasting, no fiddling with phone numbers. If you'd rather have it by email, that's a single click too.

The screenshot displays the Man and Van Bournemouth quotation platform interface. On the left is a form for creating a quotation, and on the right is a live PDF preview of the generated quotation.

Form Fields:

- Smart intake:** A text area for pasting customer enquiries, with an example: "Hi, need a 2-bed flat move from BH1 2AA to BH8 9XX next Saturday morning. Sofa, double bed, fridge, ~15 boxes. 2nd floor no lift at pickup." Below it are buttons for "Attach images" and "Auto-fill quotation".
- Quotation:** Fields for "REFERENCE" (MAN-20260608-793) and "QUOTE DATE" (06/08/2026).
- Customer details:** Fields for "NAME", "EMAIL", and "PHONE".
- Move details:** Fields for "MOVE DATE" (mm/dd/yyyy) and "PREFERRED TIME WINDOW" (e.g. 9am - 11am). Below are fields for "PICKUP ADDRESS" and "Floor / stairs / access notes".

PDF Preview Content:

QUOTATION
Man and Van Bournemouth
Robert Jackson
07879 168829
www.manandvanbournemouth.uk

REFERENCE: MAN-20260608-793 | QUOTE DATE: 8 June 2026 | PREPARED FOR: —

Dear Customer,
Thank you for your enquiry and for considering Man and Van Bournemouth for your move. Please find below our quotation for your requirements.

MOVE DETAILS

MOVE DATE: — | TIME WINDOW: —
PICKUP ADDRESS: —
DELIVERY ADDRESS: —

ITEMS TO BE MOVED
No items added yet.

PRICE BREAKDOWN

| | |
|-------------------------------------|----------------|
| Call-out fee | £35.00 |
| Labour — 2-man crew × 2h @ £90.00/h | £180.00 |
| TOTAL | £215.00 |

CUSTOMER RESPONSIBILITIES & TERMS

- Parking is the customer's responsibility – please provide adequate space or permits.
- All items should be securely packed and ready for loading unless packing service is booked.

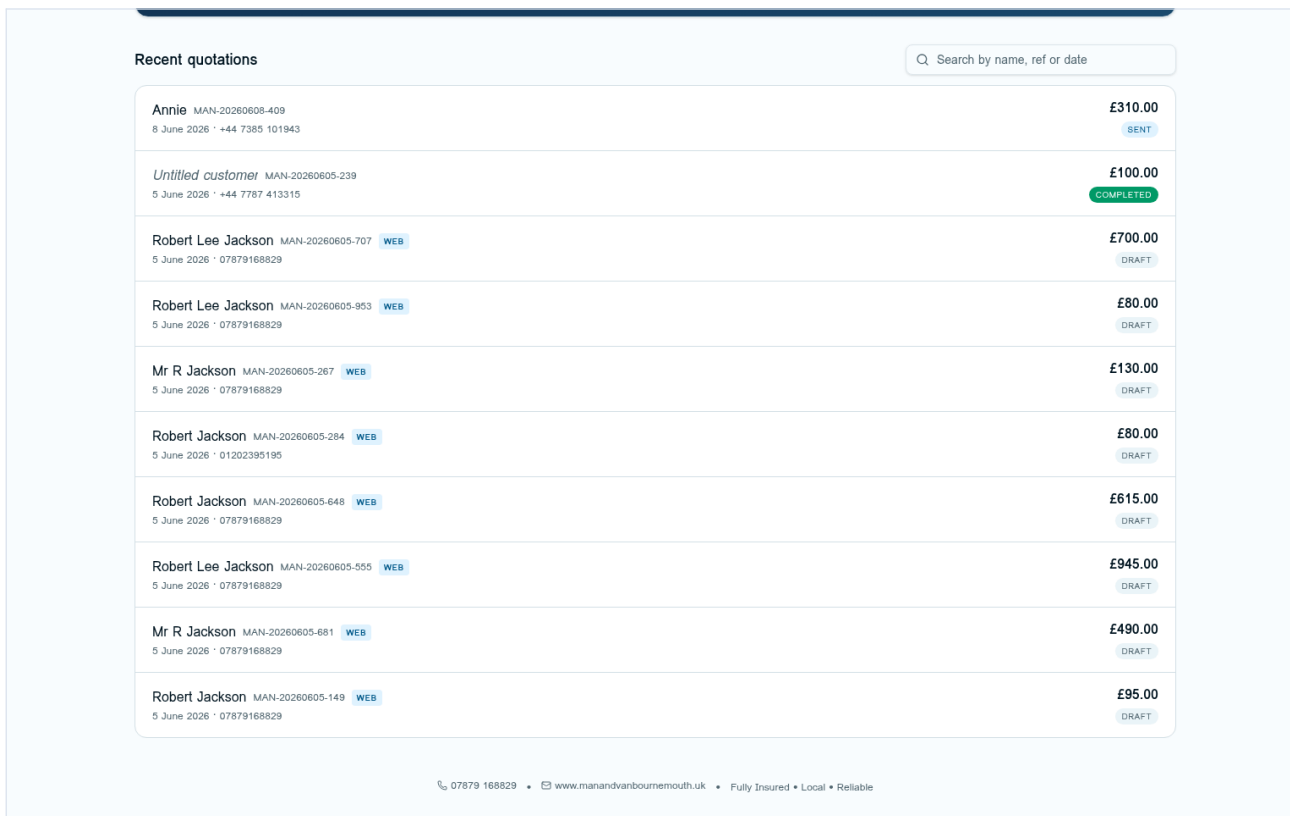
Live PDF preview — what you see in the platform is exactly what arrives in your inbox.

STEP 6 · FOLLOW-UP

Every quote remembered.

Every quotation — whether typed up from a phone call, generated by Smart Intake or submitted through the website — is stored on the platform's **Recent Quotations** dashboard. Each one has a unique reference (for example, MAN-20260608-409), a status (draft, sent, completed), a customer name and phone number, and the total.

For you this means two things. First, when you phone or message us back — even weeks later — we can find your quote instantly by name, phone number, date or reference. Second, nothing slips through the cracks: open quotes are visible at a glance, so we follow up properly rather than relying on memory.

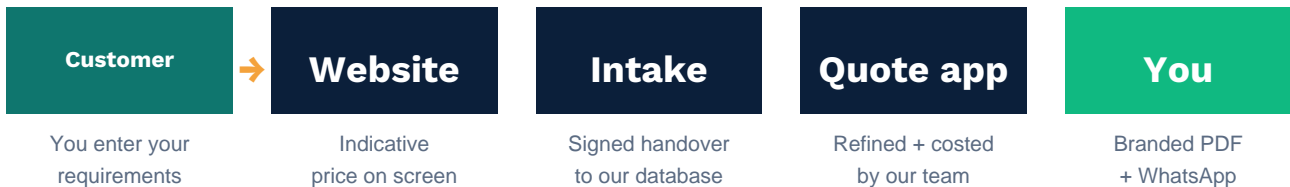


The Recent Quotations dashboard — every enquiry tagged, searchable, and traceable.

UNDER THE HOOD

How the website and the quoting app fit together.

The website (manandvanbournemouth.uk) and the quoting platform aren't two disconnected systems — they're two ends of the same pipeline. The diagram below summarises the journey:



Why this matters for you

- **No lost enquiries.** The website talks directly to our quoting database; nothing depends on someone remembering to check an inbox.
- **A single source of truth.** One platform, one record per customer — whether you came in via the website, a phone call or a WhatsApp.
- **Private and secure.** Your details are sent through a signed channel and only stored in the back-office database that our team uses to prepare your quote.
- **Consistent pricing.** Whatever route your enquiry takes, the same rate card and the same rules calculate your price.

THE BENEFITS

What you get from working with us.

Pulling it all together, here is what the platform delivers from your perspective as the customer:

| | |
|---|--|
| <p>Speed</p> <p>Enquiries are quoted in minutes, not days. Same-day replies are the norm, not the exception.</p> | <p>Transparency</p> <p>Every quote is itemised. You can see the hours, the mileage, the extras and any disposal charges, line by line.</p> |
| <p>Accuracy</p> <p>Smart intake, automatic distance calculation and a live PDF preview mean fewer mistakes between your enquiry and your invoice.</p> | <p>Honest billing</p> <p>Whole-hour billing is enforced by the software itself. There is no 'half hour' option, anywhere.</p> |
| <p>Fair disposal pricing</p> <p>Tip fees follow the BCP Council's published weighbridge rates, refreshed on demand. You pay what we pay, plus a clearly stated handling fee.</p> | <p>Traceability</p> <p>Every quote has a reference and a status. We can pick up where we left off, weeks later, with no awkward 'remind me what you wanted'.</p> |
| <p>Delivered your way</p> <p>Branded PDF, email, or one-tap WhatsApp — whichever you prefer.</p> | <p>Run by a real local team</p> <p>The platform exists to support our service, not to replace it. You're always talking to the same people who'll do your move.</p> |

READY WHEN YOU ARE

Get your free quote.

Three quick questions, an indicative price on screen, and a proper itemised quote in your inbox or on WhatsApp shortly after.

manandvanbournemouth.uk/quote

Get a price in 30 seconds

07879 168 829

Call or WhatsApp anytime

Man & Van Bournemouth · Owner-operated, locally based, 7 days a week. Licensed waste carrier serving BH1–BH23.

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