

JULY 2026 RESULTS

# Your customers rated the ARI portal **97.4%** positive.

2,079 vehicle owners rated it in July — while they were paying an invoice, booking a slot or checking on their car. Across 359 shops. Here is what they used, and what they said about it.

**2,024** / 2,079

gave it a thumbs up. Nobody was paid or prompted — they were asked once, at the moment they used it.

**359**

SHOPS IN THE NUMBERS

**84.4%**

USED IT ON A PHONE

**77**

RATINGS A DAY

**23/27**

DAYS ABOVE 95%

# Your customers already like doing business this way

Every rating below came from a vehicle owner in the middle of a real job — paying an invoice, booking a slot, checking on their car. No survey panel. No incentive. Just a thumbs up or thumbs down, once, at the moment they used it. **5-31 JULY 2026**

**97.4%**  
RATED IT POSITIVE  
2,024 up · 55 down

**2,079**  
CUSTOMERS RATED IT  
Across 27 days in July

**359**  
SHOPS IN THE NUMBERS  
Independent + mobile

**84.4%**  
USED IT ON A PHONE  
iOS 58.0% · Android 26.5%

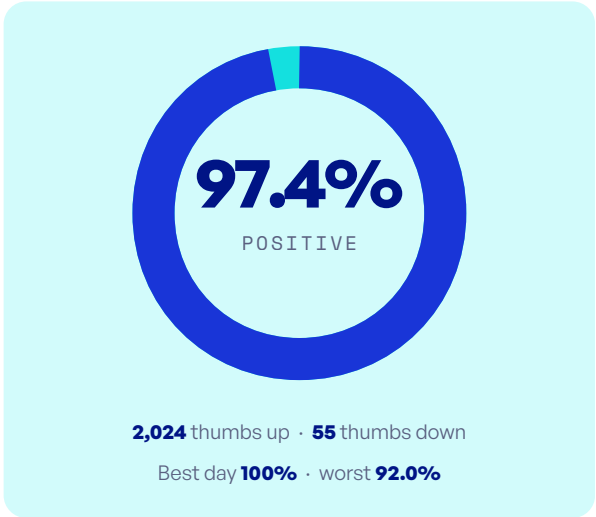


### Why the consistency matters more than the score

Any tool can have a good week. Across July the portal cleared 95% positive on 23 days out of 27, hit a clean 100% on 5, and its worst day still came in at 92.0%.

That holds across 359 shops, every make of vehicle and every hour of the clock — so it is a fair guide to what your own customers would make of it.

[See what the client portal does >](#)



### Getting paid is the busiest part

67.3% of July's ratings came from a customer paying an invoice — rated 98.0% positive.

### Two new features, straight to the top

Both shipped mid-July and rated 98.7% and 100.0% positive in their first fortnight.

### 171 customers wrote in

Unprompted, in their own words. Section 04 quotes them exactly.

2,079 ratings left inside the ARI client portal, 5-31 July 2026, across 359 shops. Anonymous, and nobody was paid or prompted to leave one.

# Nine ways your customers reach your shop

Every part of the portal that collected a rating in July, busiest first, with the share of customers who rated it positive. JULY 2026

| FEATURE                                                                                             | STATUS | RESPONSES | POSITIVE    | RATE   |
|-----------------------------------------------------------------------------------------------------|--------|-----------|-------------|--------|
| <b>Online Payments</b><br>Pay an invoice from a link — card, wallet or bank, no login required.     | Core   | 1,399     | <div></div> | 98.0%  |
| <b>Online Booking</b><br>Self-service appointment booking straight into the shop calendar.          | Core   | 484       | <div></div> | 95.7%  |
| <b>Client Dashboard</b><br>The signed-in hub: vehicles, history, invoices and live job status.      | Core   | 91        | <div></div> | 96.7%  |
| <b>Single Vehicle Dashboard</b><br>A focused per-vehicle view of service history and upcoming work. | New    | 79        | <div></div> | 98.7%  |
| <b>Service Story</b><br>A plain-English narrative of what was done to the vehicle and why.          | New    | 11        | <div></div> | 100.0% |
| <b>AI Cost Estimator</b><br>Instant ballpark pricing before the customer commits to a booking.      | Beta   | 7         | <div></div> | 85.7%  |
| <b>AI Chatbot Booking</b><br>Conversational booking handled end-to-end by the assistant.            | Beta   | 6         | <div></div> | 83.3%  |
| <b>Voice Booking</b><br>Appointments captured by the AI voice agent.                                | Beta   | 1         | <div></div> | 100.0% |
| <b>Vehicle Care Forecast</b><br>Predicts what the vehicle will likely need next, and when.          | Beta   | 1         | <div></div> | 100.0% |

### The two moments that decide the job

Booking and paying are where customers give up on a shop. Together they were 90.6% of July's ratings — and both clear 95% positive.

### Customers find the new tools on their own

The Single Vehicle Dashboard went live on 15 July and picked up 79 ratings before the month was out, at 98.7% positive. No training required.

### Your quiet hours stay covered

Booking ratings arrived around the clock, including overnight — jobs that would otherwise have waited for someone to pick up the phone.

A note on the small numbers: the Beta rows had only a handful of ratings each in July, so read those percentages as early signs rather than settled results. All figures cover 5–31 July 2026.

# Five features, from your side of the counter

What each one actually changes about running a shop — and what your customers said about it in July.

JULY 2026 RESULTS

01

## Online Payments

July 2026 · 1,399 customers rated it

98.0%  
POSITIVE

You close the job, ARI sends the invoice as a link, and your customer pays from wherever they are. No account to create, no app to download, no cheque in the post.

CASE STUDY – GETTING PAID BEFORE THEY LEAVE THE DRIVEWAY

Payment is the part of the job that happens after the work is done and the customer has already relaxed. Chasing it costs you days, and sometimes it costs you the money. This turns it into a link they tap on their phone while your van is still parked outside.

1,399 customers rated it in July — more than any other part of the portal — and 98.0% gave it a thumbs up. The word that keeps coming back is **easy**: “The pay portal is so nice I can do it on a quick break,” “Convenient online payment option as opposed to give cash or venmo.”

1,399  
CUSTOMERS RATED IT

98.0%  
POSITIVE

67.3%  
OF ALL JULY RATINGS

[Explore ARI payment processing >](#)

02

## Online Booking

July 2026 · 484 customers rated it

95.7%  
POSITIVE

Customers book their own slot, on their own time, straight into your calendar. No phone tag, no double-booking, no job lost because nobody could pick up at 7pm.

CASE STUDY – THE BOOKINGS THAT ARRIVE WHILE YOU'RE CLOSED

Booking ratings came in at every hour of the clock in July, including the middle of the night. Every one of those is a job that would otherwise have depended on the customer remembering to ring back in the morning — and plenty of them don't.

484 customers rated the booking flow, 95.7% positively. “Fast and easy appointment booking,” “Worked great and easy,” “I'm happy with my service so far, everything is moving smoothly with this process.”

484  
CUSTOMERS RATED IT

95.7%  
POSITIVE

484  
BOOKED IN JULY

[See how online booking works >](#)

03

## Single Vehicle Dashboard

July 2026 · 79 customers rated it

98.7%

POSITIVE

Live since 15 July 2026. One vehicle, one screen: full service history, documents, current job status and what is coming up — the answer to “what have you actually done to my car?”

### CASE STUDY — THE PAPERWORK CONVERSATION, ALREADY HANDLED

You lose real time re-explaining past work to customers who have mislaid the paperwork. This puts that record permanently in their hands, so the conversation starts with both of you looking at the same thing.

It went live on 15 July and collected 79 ratings before the month was out, at 98.7% positive — the highest of any feature with real volume. Customers describe it in the terms you would want them to: “Professional and easy to read documents,” “Communication with repair facility,” “Its simplicity.”

16

DAYS LIVE IN JULY

79

CUSTOMERS RATED IT

98.7%

POSITIVE

[Browse the full ARI feature set >](#)

04

## Service Story

July 2026 · 11 customers rated it

100.0%

POSITIVE

Live since 14 July 2026. Instead of a line-item invoice full of part numbers, your customer gets a plain-English account of what was wrong, what you did, and why it mattered.

### CASE STUDY — FEWER ARGUMENTS AT THE COUNTER

Most disputes are not really about price. They are about not understanding what the price bought. Service Story does the explaining for you, in language the customer can follow and forward to whoever actually pays the bill.

It is early days, but the signal is clean: 11 ratings, 100.0% positive, not one negative. The comments say exactly what it was built to do — “clear and easy to understand,” “great service story.”

11

CUSTOMERS RATED IT

100.0%

POSITIVE

14 Jul 2026

LIVE SINCE

[See Service Story and what ships next >](#)



## Client Dashboard

July 2026 · 91 customers rated it

96.7%

POSITIVE

The signed-in home of the portal: every vehicle, every past job, every invoice, and the live status of whatever is in your bay right now.

### CASE STUDY – THE CUSTOMER WHO CHECKS IN INSTEAD OF RINGING IN

“Is it ready yet?” is the most expensive question in a busy shop. It pulls a technician off a job to answer something the system already knows. The dashboard lets the customer look it up themselves.

91 customers rated it 96.7% positive in July. What they mention is being kept in the loop: “Tracking work progress,” “Very honest and trustworthy,” “Everything works good.” That is your reputation, in their words.

91

CUSTOMERS RATED IT

96.7%

POSITIVE

27

DAYS LIVE IN JULY

[Set the portal up for your shop >](#)

## Also live in July: the AI layer

Four AI-driven ways into your shop took their first ratings in July. We are releasing these slowly, so the numbers are small — but every one of them completed a real job for a real customer during the month.

### AI Cost Estimator Beta

7 estimates completed in July at 85.7% positive. Gives a customer a ballpark before they take up your time.

### AI Chatbot Booking Beta

6 bookings taken by the assistant in July, 83.3% positive — “Everything worked amazingly.”

### Voice Booking Beta

First appointment taken by the voice agent on 9 July 2026, rated positive.

### Vehicle Care Forecast Beta

Tells a customer what their vehicle will need next. First rating, 14 July 2026: “another great feature.”

[See ARI's AI estimating and labour guides >](#)

# What your customers actually wrote

171 people typed a comment in July without being asked to. Every quote below is word for word, spelling and all, exactly as they left it. 5-31 JULY 2026

“Everything went better than expected. Will most definitely use again.”

THUMBS UP · ONLINE PAYMENT

## “It was easy”

The most common thing they said, by a distance. 29 comments in July described it as easy, simple or straightforward.

“It was easy to navigate. I think you got it.”

THUMBS UP · PAYMENT

“Super easy to use the app on my phone.”

THUMBS UP · PAYMENT

“The entire process was user friendly.”

THUMBS UP · PAYMENT

## “It was quick”

18 comments picked out how fast it finished, and how little went wrong on the way.

“No glitches, quick screen changes.”

THUMBS UP · PAYMENT

“It just worked as intended.”

THUMBS UP · PAYMENT

“Everything worked amazingly.”

THUMBS UP · AI CHATBOT BOOKING

## “I trust these people”

Here is the part worth reading twice. Most comments praise the **shop**, not the software. Customers used the feedback box to thank the mechanic who fixed their car. The portal is your front door, and it is making a good impression on your behalf.

“Smooth process, good communication. Have not driven car yet, but I’m sure they did good if their mechanic skills are half as good as their customer service.”

THUMBS UP · PAYMENT

“Fast, knowledgeable and honest — hard thing to find in a mechanic these days.”

THUMBS UP · PAYMENT

“Professional and easy to read documents.”

THUMBS UP · SINGLE VEHICLE DASHBOARD

## “I'd use it again”

The comments that matter most commercially — customers saying they would come back to the shop that sent them the link.

“Everything went better than expected. Will most definitely use again.”

THUMBS UP · PAYMENT

“You guys did a great job. I will definitely recommend them.”

THUMBS UP · PAYMENT

“Love the service, will definitely use Ivan again.”

THUMBS UP · PAYMENT

# Your customers talk. We build.

Every comment left in the portal is read. Here is what customers asked us for in July 2026, and what it turned into.

### Two features went live mid-month

Shops kept telling us the same thing: customers want to see what was done to their vehicle without ringing up to ask. Service Story shipped on 14 July 2026 and the Single Vehicle Dashboard on 15 July. Between them they took 90 ratings before the month was out, at 98.9% positive. That is the loop working.

|    |                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| 01 | <b>Fewer questions at booking</b> <p>Customers told us the booking form asked for more than it needed to — and for details they do not carry around, like a VIN or an engine size. We are cutting the form down and making those fields optional, so more of your bookings finish.</p> <p><b>WHAT CHANGES FOR YOU</b> Fewer half-finished bookings, and less chasing customers for details you can look up yourself.</p> | <b>Q3</b><br>in progress |
| 02 | <b>Your regulars stop repeating themselves</b> <p>“As a regular customer it would be nice not to have to enter everything every time.” Returning customers are being recognised, with their vehicle and contact details already filled in.</p> <p><b>WHAT CHANGES FOR YOU</b> Repeat business books in seconds, which is exactly how loyal customers expect to be treated.</p>                                           | <b>Q3</b><br>in progress |
| 03 | <b>More ways to pay</b> <p>Customers named the cards and wallets they wanted and could not use in July. We are widening what the portal accepts, so the payment method is never the reason an invoice sits unpaid.</p> <p><b>WHAT CHANGES FOR YOU</b> Money lands sooner, and you are not the one apologising for a card that would not go through.</p>                                                                  | <b>Q3</b><br>in progress |
| 04 | <b>Smoother on a phone</b> <p>With 84.4% of your customers on a phone, small things matter: keyboard order, autofill, and being able to type a signature instead of drawing one with a fingertip.</p> <p><b>WHAT CHANGES FOR YOU</b> Fewer customers giving up halfway through paying, standing in a car park.</p>                                                                                                       | <b>Q3</b><br>in progress |
| 05 | <b>The total, up front</b> <p>Customers want to see the number before they commit — at booking and again at payment. We are surfacing it earlier in both.</p> <p><b>WHAT CHANGES FOR YOU</b> Fewer surprises at the counter, which means fewer arguments about the bill.</p>                                                                                                                                             | <b>Q3</b><br>in progress |

Based on the 171 written comments left in the ARI client portal between 5 and 31 July 2026. Timings are our current plan and may move.

# Your customers do this from their phone

84.4% of July's ratings came from a mobile device. Nobody is sitting at a desk to pay your invoice — they are in a driveway, a waiting room, or on a lunch break.

JULY 2026

## Platform split and satisfaction

|         |                        | SHARE | POSITIVE |
|---------|------------------------|-------|----------|
| iOS     | <div><div></div></div> | 58.0% | 97.0%    |
| Android | <div><div></div></div> | 26.5% | 98.5%    |
| Windows | <div><div></div></div> | 12.1% | 96.4%    |
| macOS   | <div><div></div></div> | 2.8%  | 96.6%    |
| Other   | <div><div></div></div> | 0.6%  | 100.0%   |

It behaves the same wherever your customers are — under three points separate the best platform from the worst. Whatever phone they walked in with, it will work.

84.4%

RATED IT FROM A PHONE

The other 15.6% used a computer

## Why that matters to your shop

A customer standing in a car park with one bar of signal has about thirty seconds of patience. If paying takes longer than that, the invoice waits — and so does your money. The portal is built for those thirty seconds first, and the desktop version second.

[See what else ARI does >](#)

## Round the clock

Ratings came in through the working day, the evening and well past midnight. Your customers deal with you when it suits them, not when the phone is staffed.

## Nothing to install

Safari and Chrome cover about nine in ten sessions. It opens in the browser your customer already has — no app store, no download, no support call to you.

## No account needed

Most customers who paid or booked in July never made a login. It works on first contact, which is why this many people got far enough to rate it.

## What 2,079 of your customers said in July

### What this gets you

- Paid faster — payment is the busiest part of the portal and the best rated, at 98.0% positive.
- Bookings while you sleep. In July they arrived at every hour of the clock.
- Fewer “is it ready yet?” calls pulling techs off a job.
- Paperwork your customers call professional, without you writing it.
- Something that works on whatever phone they walk in with.

### What your customers get

- Book a slot at 11pm without waiting for you to open.
- Pay from their phone in under a minute, with no account to create.
- Read what was done to their vehicle, in plain English.
- Check on the job themselves instead of ringing to ask.
- Keep every invoice and service record in one place, for good.

## See it from your customer's side

Every figure here came from real vehicle owners using the ARI client portal between 5 and 31 July 2026. If your customers are still ringing to ask whether the car is ready, this is what the alternative looks like.

[Explore the Client Portal](#)[See all ARI features](#)[ari.app](#)

### Where these numbers come from

After key actions in the ARI client portal, customers see a single thumbs up / thumbs down and an optional comment box. This report covers every rating left between 05 July and 31 July 2026 — 2,079 of them, from 359 shops. Ratings are anonymous. Nobody was paid or prompted to leave one, and nothing has been filtered out. 171 customers (8.2%) also wrote a comment; those quoted in this report appear word for word. Percentages are rounded to one decimal place.