

USER GUIDE

Consultant User Guide

Joining the Guild consultant network, running engagements, getting paid

Audience Approved consultants on The Motor Guild platform

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Support support@themotorguild.com

Overview

Consultants deliver paid advisory work to dealers, importers, and suppliers across the GCC. This guide covers application, onboarding, brand setup, project briefs, proposals, engagements, hours logging, and payouts.

1. Becoming a consultant

Consultant onboarding is gated. Members can apply directly; non-members need an invite code from an existing consultant or the team.

1. Go to </consulting/apply>.
2. Members: complete the application form (specialities, experience, references).
3. Non-members: enter your invite code first, then complete the same form.
4. Submit. Applications are reviewed within 5 business days.
5. On approval you receive an email and the Consultant Workspace activates.

2. How you win customers

Every consulting lead comes through The Motor Guild. There is no cold pitching and you do not need to source your own clients. Clients submit briefs through the AI Concierge on </consulting> or the Direct Enquiry form on the same page. The team triages each brief and routes it to consultants whose specialities, sectors and availability match. Your job is to respond fast and well to the briefs you receive.

1. A client submits a brief via the AI Concierge or Direct Enquiry form on </consulting>.
2. The team triages the brief, then assigns it to one or more matched consultants.
3. You receive an in-app notification and an email with a link to the brief in </consulting/my-projects>.
4. Review the brief: scope, budget band, timeline, client context.
5. Within 24 hours (recommended), Accept, Decline, or post a clarification question in the brief thread.
6. On acceptance an Engagement is created at </consulting/engagements/{id}> and you move into proposal.

TIPS

- Response time and acceptance rate are tracked and influence which briefs you see next.
- Keep your availability up to date — On hold pauses routing without removing you from the network.
- Your public consultant card is visible on </consulting>; a strong headline, photo and specialities materially increase how often you are matched.

3. Onboarding wizard

Once approved, the 6-step wizard at </consulting/onboarding> sets up your public profile, brand, and payout details.

1. Welcome — confirms your status and what's ahead.
2. Profile — display name, headline, bio, photo, LinkedIn.
3. Brand Choice — Own Brand (3% platform fee) or TMG Brand (6% platform fee, requires admin approval).
4. Brand Setup — name, contact details, sign-off, colours.
5. Logo — upload primary and alt logos. Stored in the consultant-brands bucket.
6. Review — confirm and submit. You can edit any of this later from </consulting/settings>.

4. Choosing your brand

Brand choice is consequential and visible on every proposal you send. It also sets the platform fee deducted from your earnings.

TIPS

- Own Brand — you deliver under your own consultancy brand. You control logo, colours, contact info and sign-off. Platform fee: 3%.
- TMG Brand — you deliver under The Motor Guild brand. Requires admin approval and proposal sign-off before it is sent. Platform fee: 6%.
- You can switch later by contacting the team.

5. KYC and bank details

To receive payouts you must complete KYC at </consulting/kyc> — identity verification and bank account details. Payouts cannot be released until KYC is complete.

1. Open </consulting/kyc>.
2. Upload a government ID (passport or Emirates ID).
3. Add your bank account or IBAN.
4. Submit. KYC review takes 1–3 business days.
5. On approval your status updates to 'Verified' and payouts unlock.

6. Availability & settings

Manage availability at </consulting/settings>. Mark yourself as Available, Limited, or On hold. Link your Cal.com URL so clients can self-book intro calls when relevant.

TIPS

- Availability is shown publicly on your consultant card.
- Use 'On hold' instead of disappearing — clients value transparency.
- Your Cal.com link is surfaced inside the AI Concierge flow when a brief matches you.

7. Incoming briefs & engagements

Briefs land in `/consulting/my-projects` (see section 2 for how they get there). Once you accept a brief, an Engagement is created at `/consulting/engagements/{id}` which becomes the single home for that piece of work — proposal, hours, comments, status changes and client emails.

1. Open `/consulting/my-projects`.
2. Click into a brief and read scope, budget band, timeline and client context.
3. Accept, Decline, or post a Clarification question — clarification is preferred when scope is unclear.
4. On Accept, an Engagement is created and the brief disappears from the open inbox.
5. Open `/consulting/engagements/{id}` to start the proposal.

8. Creating a proposal

Proposals are drafted from `/consulting/proposals/{id}`. The editor supports rich text, scope sections, timeline, deliverables and pricing in AED.

1. Open the engagement and click 'Draft proposal'.
2. Fill scope, deliverables, timeline and price.
3. Preview the client view — proposals render in your chosen brand.
4. Submit. TMG-branded proposals are reviewed by an admin before being sent.
5. Once sent, the client receives an email and a public proposal link at `/proposal/{token}`.
6. The client can accept, request revisions, or comment inline.

9. Logging hours

All billable work must be logged at `/consulting/hours` to be paid. Logs go through a lightweight approval workflow before they count toward your payout.

1. Open `/consulting/hours`.
2. Click 'Log hours' and pick an engagement.
3. Enter date, duration, and a brief description of the work.
4. Submit. Hours appear as 'Pending approval'.
5. Once approved by the client or admin, hours move to 'Billable' and accrue toward your next payout.

10. Earnings & payouts

Track earnings at `/consulting/earnings`. Payouts run monthly on the 5th, for the prior calendar month's approved hours. There is no minimum payout — every AED of approved billable work is paid out at the next run.

1. All hours approved by the last day of the month are included in the next payout.
2. On the 5th of the following month, the platform issues a payout to the verified bank account on file.
3. A payout statement (PDF) is generated and available on `/consulting/earnings`.

4. Funds arrive within 1–3 business days depending on your bank.

TIPS

- Platform fee is deducted from gross — Own Brand 3%, TMG Brand 6%. The breakdown is visible on every payout statement.
- No minimum threshold — small balances are paid out, not rolled over.
- Payouts are blocked until KYC is Verified. Complete /consulting/kyc as soon as you are approved.
- Statements include engagement-level detail so you can reconcile against your own records.

11. Worked example: an aftersales transformation brief

An end-to-end illustration of how a typical engagement flows from inbound brief to payout. Figures are illustrative.

WORKED EXAMPLE**Aftersales transformation — UAE dealer group**

A UAE multi-brand dealer principal submits a Direct Enquiry on /consulting: 'We need a 6-week diagnostic and improvement plan for our aftersales operation across three sites. Budget band AED 60–90k.' The brief is triaged and routed to two consultants whose specialities include Aftersales and UAE Retail.

1. Day 0 — Brief lands in /consulting/my-projects. You receive an email and in-app notification.
2. Day 1 — You read the brief, post one clarification question in-thread (current DMS, headcount per site).
3. Day 2 — Client replies. You click Accept. An Engagement is created at /consulting/engagements/{id}.
4. Day 3 — You draft a proposal: 40 hours over 6 weeks at AED 1,800/hr, total AED 72,000. Three deliverables: diagnostic report, 90-day action plan, exec readout. Preview in your Own Brand, then Submit.
5. Day 4 — Client opens the proposal link, accepts.
6. Week 1–6 — You log hours weekly in /consulting/hours. Client approves them inside the engagement thread. Status moves through Kickoff → Milestone 1 → Milestone 2 → Complete, each triggering an automated client email.
7. Last day of the month — All approved hours for that month are locked into the next payout.
8. 5th of the following month — Payout issued. Statement available on /consulting/earnings.
9. Funds land in your verified bank account within 1–3 business days.

Outcome. Gross billed: AED 72,000. Platform fee (Own Brand, 3%): AED 2,160. Net payout: AED 69,840, paid in two monthly runs as hours were approved across calendar months. Engagement marked Complete; client is asked for a rating which feeds future routing weight.

12. Client communication

All structured communication happens inside the engagement thread. Use Messages for ad-hoc questions and the engagement comments for scope-level decisions.

TIPS

- Sensitive client documents should be uploaded inside the engagement, never by email.
- Status changes (kickoff, milestone, completion) trigger automated client emails — use them deliberately.

13. Code of conduct for consultants

Consultants represent the Guild. You may not solicit Guild clients outside the platform once an engagement begins. Conflicts of interest must be disclosed to the team.

Can I bring my own clients to the platform?

Not as part of the day-one network. Today every consulting lead flows through Guild-managed routing. If you have an existing client you'd like to onboard, contact the team to discuss.

What happens if a client requests work outside the original scope?

Create a change request inside the engagement. It generates a mini-proposal the client approves before work begins.

Can I subcontract to another consultant?

Yes, with client consent. Add the second consultant to the engagement and split hours/earnings via the splits panel.

What if hours are disputed?

Disputed hours stay in Pending and the team mediates. Once resolved, approved hours flow into the next monthly payout.

14. Getting help

Consultant support: support@themotorguild.com. For payout or KYC issues, mark the subject [PAYOUT] or [KYC] for faster routing.