

# How to change or add a Primary Manager

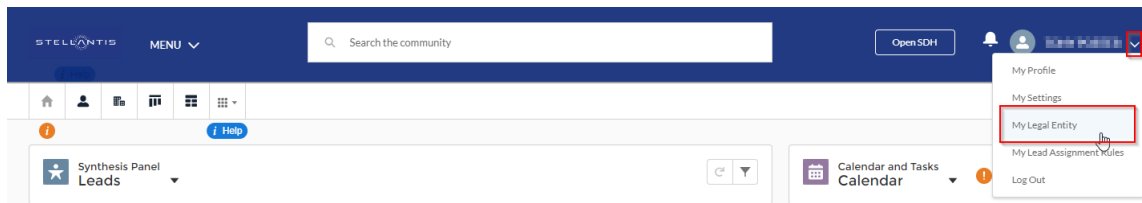
It is vital that all retailers correctly maintain their 'Principal Managers' within C1st. Failure to do this can result in no lead notifications and leads not being allocated to the retailer. Note the principal manager just defines the user a lead is initially owned by, it should not effect visibility or notifications to other manager users.

For retailers holding a Sales contract they must ensure they have the principal manager defined for 'Sales Manager' and 'B2B Sales Manager' for each of the brands the outlet holds contracts for.

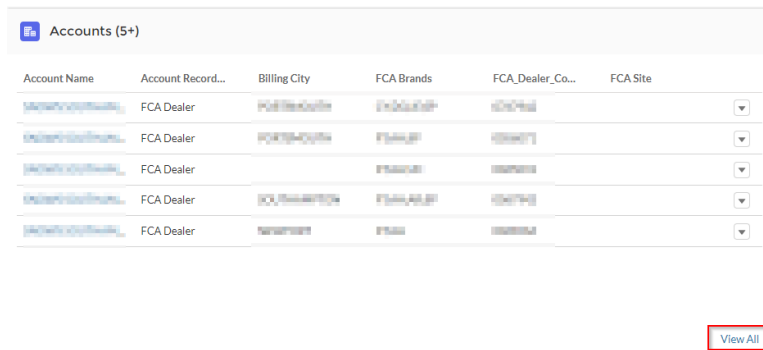
For Peugeot, Citroen, DS or Vauxhall retailers holding Aftersales contracts they must ensure they have the principal manager defined for 'Aftersales Manager'.

**A retailer can check/update their 'Principal Managers' by following the steps below:**

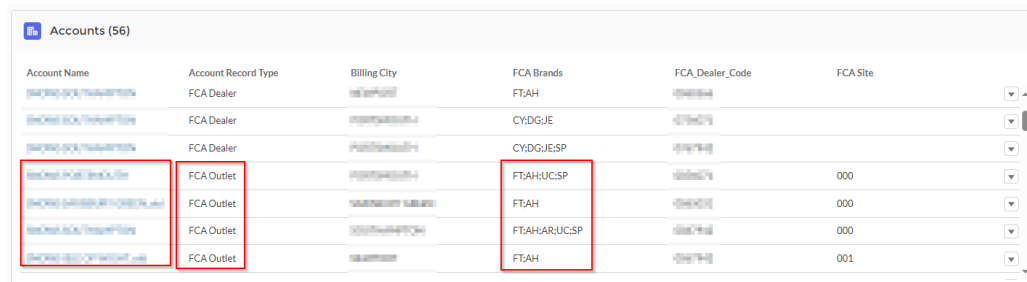
**Within C1st go to the little arrow on the top right and select "My legal entity"**



**Then scroll down to the "Accounts box" and click the "View All" option.**



**On the Accounts screen scroll down to the relevant retailer. Important: it must have an "Account Record Type" of "FCA Outlet" click the "Account Name" to access the relevant record.**



## Select the object displayed in the “Responsables des ventes” box

Account  
**SHOW'S PORTSMOUTH** + Follow

Physical Site Id: [000000000000](#) Text\_FCABrands: FT:AH:SP Main Actor Code: [00000000](#) FCA Dealer Outlet: [000000000000](#) Billing Address: [000000000000](#)

**Responsables des ventes (1)**

Sales Manager Object Name  
a8h69000000LVDI ▼

[View All](#)

Here you will be able to view and edit (by clicking the relevant pencil icon) the current principal managers for Sales, B2B Sales and Aftersales for each brand. You must ensure these users are kept up to date to ensure correct lead allocation and notifications. Note these settings to not limit visibility or notifications of leads to the principal manager.

Outlet

### ▼ Sales Manager

Sales Manager AC



Sales Manager OP



Sales Manager DS



Sales Manager VX



Sales Manager AP



Sales Manager AH

[View Details](#)



Sales Manager AR



Sales Manager SP

[View Details](#)



Sales Manager CY



Sales Manager DG



Sales Manager FO



Sales Manager LA



Sales Manager JE



Sales Manager FT

[View Details](#)



Sales Manager UC



### ▼ Sales Manager B2B

Sales Manager B2B AC



Sales Manager B2B CY

