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Free sample
Systems Vault

One complete playbook from the Vault, free, plus the full list of what's inside. Written for any small business. Doable yourself, no coding, no setup from us.

5 pages

1 full playbook

17 in the full Vault

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What's inside the full Vault

17 step-by-step playbooks and 30 copy-paste templates in a members web app. Tick steps off as you go; it remembers your progress on phone or computer.

Section	Playbook	Time
Automate	**Instant reply to every enquiry** (this sample)	30 minutes
Automate	**Website enquiries straight into a lead tracker**	1 hour
Automate	**Online booking with automatic reminders**	45 minutes
Automate	**WhatsApp Business: greeting, away messages and quick replies**	20 minutes
Automate	**Ask for a Google review after every job**	30 minutes
Automate	**Get paid faster: automatic invoice reminders**	30 minutes
Automate	**A week of social posts in one hour with AI**	1 hour a week
Scale & Systems	**Write your how-to guides (SOPs) in 30 minutes with AI**	30 minutes per process
Scale & Systems	**Your weekly numbers on one page**	1 hour to set up, 10 minutes a week
Scale & Systems	**A simple CRM so no customer falls through the cracks**	1–2 hours
Scale & Systems	**Build an AI assistant that knows your business**	1 hour
Scale & Systems	**Delegate your first 10 hours a week**	2 hours
Monetise	**Build an offer people say yes to**	2 hours
Monetise	**Price for profit (and raise prices without losing customers)**	2 hours
Monetise	**Turn one-off jobs into repeat income**	2 hours
Monetise	**Build an email list with a free lead magnet**	3 hours
Monetise	**Outreach that works and stays within UK rules**	1 hour to set up

Sample playbook: Instant reply to every enquiry

Every email enquiry gets a helpful reply within seconds, even when you're on a job or asleep.

Time	Cost	Level
30 minutes	Free	Beginner

Why it matters

People who enquire often contact several businesses at once. The first useful reply usually wins the conversation. An instant, friendly holding reply buys you time without losing the lead.

Tools

- Gmail or Outlook
- Your phone

Steps

1. **Write your holding reply**: Use the template below. Keep it short: thank them, say when you'll reply properly, give one useful next step (your booking link or price list) and your phone number.
2. **Gmail: switch on templates**: Gmail on a computer: Settings (cog) → See all settings → Advanced → Templates → Enable → Save changes. Then compose a new email, paste your reply, and choose ⋮ More options → Templates → Save draft as template → Save as new template.
3. **Gmail: create the rule**: In the search bar, click the filter icon. In 'To' put your enquiries address (or in 'Has the words' put words like quote OR price OR booking). Click Create filter → tick 'Send template' → choose your template → Create filter.

Steps (continued)

4. **Outlook instead**: Outlook on the web: Settings → Mail → Rules → Add new rule. Condition: 'Sent to' your enquiries address (or 'Subject includes' quote, price, booking). Action: 'Reply using a template' (desktop Outlook) or use an automatic reply if your plan doesn't offer templates.
5. **Test it**: Send an email to yourself from a different address using one of your trigger words. Check the reply arrives, reads well on a phone and every link works.
6. **Reply properly within your promised time**: The holding reply only works if you keep its promise. Block two short slots a day (for example 12:30 and 17:00) to answer properly.

Copy-paste templates

> **Holding reply:** Subject: Thanks for getting in touch Hi, Thanks for your message. I've got it and I'll reply properly by [time, e.g. 5pm today / tomorrow morning]. If it's quicker, you can: - book a time here: [booking link] - see our prices here: [price page] - or call me on [phone] Thanks, [Your name] [Business name]

Done when

- [ ] Template saved
- [ ] Rule or filter created
- [ ] Tested from another address
- [ ] Reply times blocked in your diary

Avoid these

- Don't promise a reply time you can't keep.
- Don't send the auto-reply to existing customers mid-conversation: limit the rule to your enquiries address or trigger words.
- Gmail sends a template once per sender per filter, so repeat emails from the same person won't get a second copy.

The 90-day quick start in the full Vault

1. Week 1: Instant reply to every enquiry, then WhatsApp Business auto-replies.
2. Week 2: Website enquiries into a lead tracker, then online booking.
3. Week 3: Review requests and invoice reminders.
4. Week 4: Your weekly numbers, then your first two SOPs.
5. Month 2: Offer, pricing and repeat income.
6. Month 3: Lead magnet, AI assistant and delegation.

Get the full Systems Vault

All 17 playbooks and 30 templates, £47 one-off, lifetime access, instant access after payment.
See inside: **lumin42.com/systems-vault**

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