VerifyForged Deal Operations

A production-intent dealership workflow platform for customer intake, ID and document readiness, packet control, task ownership, and finance handoff visibility.

Dealer ops Primary buyer	**F&I workflow** Core lane	**Vendor powered** MVP mode	**Human review** Decision model

What VerifyForged does

VerifyForged organizes the front-door dealership workflow from meet-and-greet through finance handoff. The staff application owns operational queues, tasks, packet readiness, audit events, and manager review. The separate Customer portal owns customer-entered registration, application, document upload, and driver license capture steps.

Product architecture

Surface	Purpose	Operational output
Staff app	Sales, desk, front desk, finance, management, and admin work.	Deal Operations, task queues, packet status, reports, audit trail.
Customer portal	Customer-owned meet-and-greet, prequalification inputs, documents, ID readiness, and messages.	Progress state, uploads, acknowledgements, and customer tasks.
Verification layer	Vendor-powered document verification and consent-based 1:1 checks when approved.	Verification result, reason codes, manager review route.
Admin controls	Stores, roles, templates, notifications, retention, vendors, and recovery operations.	Published rules, delivery recovery, archive controls, evidence logs.

MVP operating circuit

1. Start deal Sales creates a deal, selects vehicle interest, and issues the Customer portal link.	**2. Customer portal** Customer completes contact, budget, trade, consent, application, and document steps.	**3. ID readiness** Driver license capture and verification request state route to staff review.
4. Sales sheet Sales and desk collaborate on payment structure, disclosure copy, and customer-safe export.	**5. Front desk packet** Packet items, missing documents, hard stops, returns, and finance readiness are owned.	**6. Finance handoff** F&I; receives the packet, records return or acceptance, and leaves audit-ready evidence.

Build position

VerifyForged is not positioned as a biometric engine, credit decision platform, or passive facial recognition system. The MVP is a workflow, consent, audit, reporting, and dealer/lender coordination layer around vetted verification providers.

Why now

Dealers need fewer handoffs, clearer packet ownership, cleaner customer follow-up, and a stronger record of what happened before a deal enters finance. Lenders need clearer identity and document evidence without forcing each store to invent its own process.

Backend-readiness already proven locally

Area	Current proof
Persistence	PostgreSQL and Prisma-backed deals, portal progress, documents, packets, finance handoff, sales sheet, tasks, notifications, reports, and audit events.
Notifications	Redis queue, worker authorization, retry, dead-letter, admin rule publishing, notification center actions, and delivery recovery requeue.
Documents	Local encrypted object envelopes, metadata-only staff review, retention archive/delete controls, and audit events.
Verification	Provider-neutral session/result ingestion with signed webhook contract and manager review routing.
Governance	RBAC, route separation, admin publish controls, archive controls, and completion ledgers.

Production gates

Before production use, VerifyForged still needs hosted OAuth/OIDC/MFA, S3-compatible encrypted storage with KMS and lifecycle policy, hosted worker deployment, live email/SMS credentials, live IDV vendor credentials, counsel-approved consent and retention copy, and deployment monitoring.

Investor readout

The near-term value is an operating system for dealership front-door work: fewer lost documents, fewer unclear owners, faster finance handoff, stronger audit trail, and a practical path to vendor-powered identity verification without building a proprietary biometric engine.