



USER GUIDE



BNP PARIBAS
LEASING SOLUTIONS

LEASETRACK 

LEASETRACK. HELPING YOU TAKE CONTROL

In today's digital world, traditional methods struggle to meet our modern expectations and demands, with on-line banking, digital insurance accounts and paperless billing in our personal lives, we expect more and more to see this sort of convenience in our working lives too.

INTRODUCING LEASETRACK FROM BNP PARIBAS LEASING SOLUTIONS

This tool offers you a more flexible and responsible solution at the touch of your finger tips, it puts you in control of your lease portfolio with us, any time of day.

Digitally receive and retrieve invoices and credit notes, copy contracts and more as well as action many of the aspects of your contract yourself.



ACCESS YOUR DOCUMENTS

Invoices
Credit notes
Payment reminders



REQUEST CHANGES AT ANY TIME

Changes of bank details
Changes to company information
General enquiries



VIEW YOUR CONTRACT INFORMATION

Contract details
Rental details
Asset information

ACCESSIBLE FROM
MULTIPLE DEVICES

SECURED
DATA

DIGITAL
INVOICES

MULTI-USER
ACCESS

ACCESS FROM
ANYWHERE

01

GETTING STARTED

LEASETRACK. REGISTRATION

Getting started

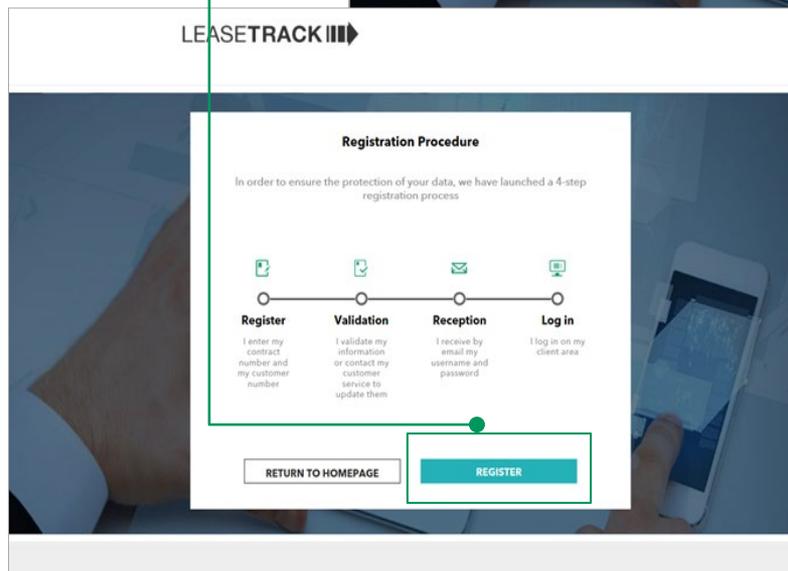
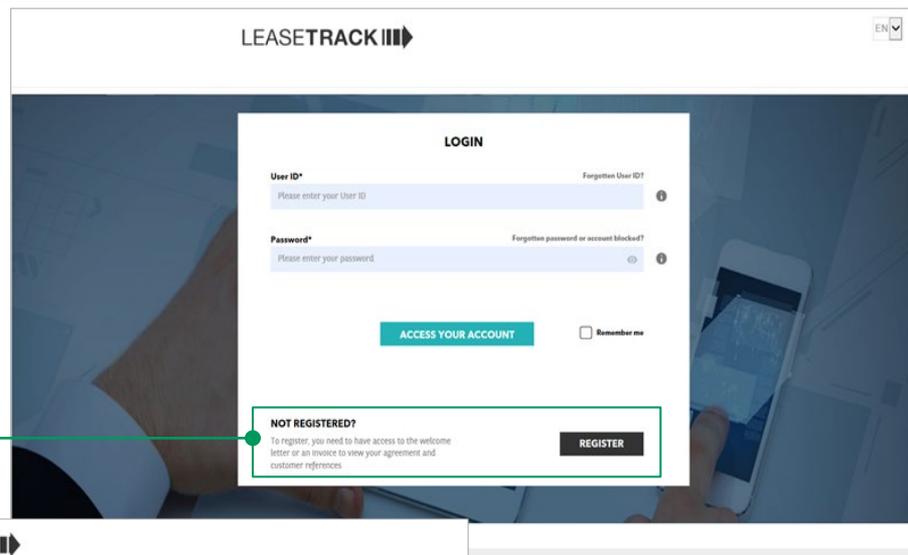
In the black box in the top right of either your Welcome Letter or an invoice from us you will find your contract number and your customer reference number. You will need these to get going.

1

Select Register

You will see the following screen, select **Register**.

2



LEASETRACK. REGISTRATION

Find your agreement number and customer number on your Welcome Letter or an invoice.

Click Search.

3

LEASETRACK

Registration

Input all of the required information to create your Lease Track account. Once completed you will receive your customer ID and your temporary password by e-mail.

Agreement number*
20019376

Client number*
10372440

Country
United Kingdom

CANCEL SEARCH

LEASETRACK

APPLICANT

CANCEL

Last name of applicant*
WYDWUVL

Email address*
jeanette.mcelroy@uk.bnpparibas.com

First name of applicant*
NAAB

Language
Select language

Mobile phone (optional)
GB 07400 123456

If any of the information is incorrect, please do not validate and contact your Customer Service Department

Update form button SEND

YOUR DETAILS WILL BE DISPLAYED HERE.

4

From this screen you can:

- Check and accept your details
- Amend the language
- Add a phone number
- Request for your details to be amended

By selecting 'Update form button', you can submit a request for the information to be updated. **You will be advised by us when this is done before continuing to register.**

LEASETRACK. REGISTRATION

You're registered!

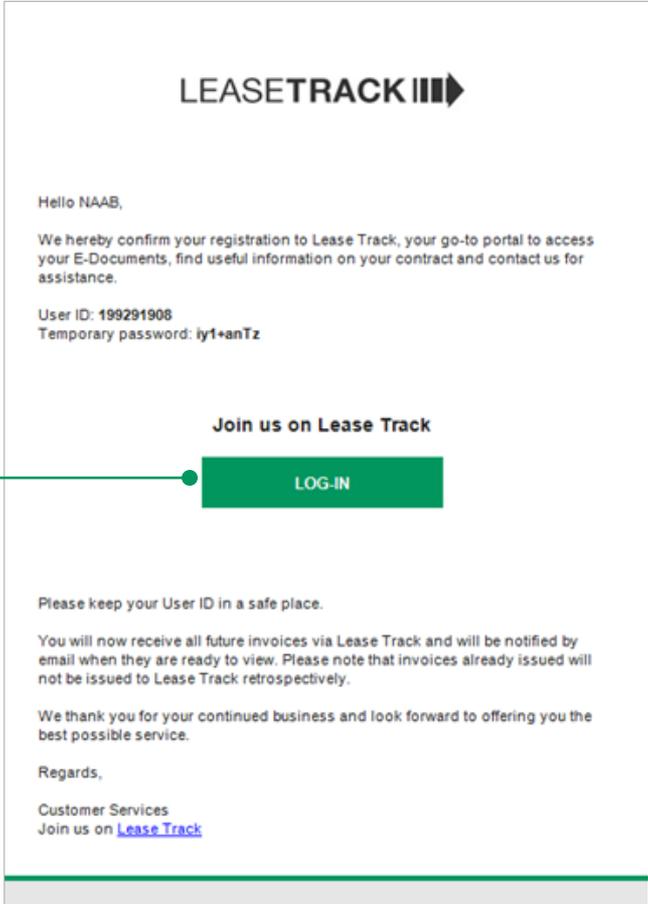
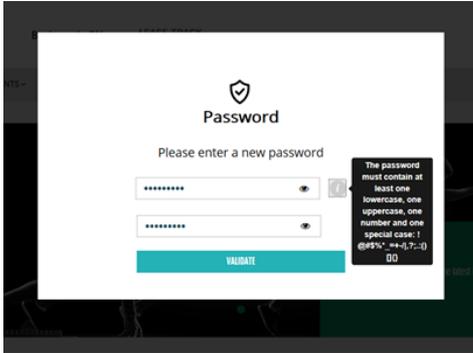
You will receive an email within 10 minutes with your username and a temporary password.

The link displayed in the email takes you to a 'set your password' screen.

Once your password is validated you are all set up and able to access your account.

Nb. if you have had to submit a request to change your registration details you will receive your log in details by email, Approx. 2 working days later.

5



02

YOUR LEASETRACK

LEASETRACK. HOMEPAGE

A ONE STOP SHOP FOR YOUR LEASE REQUESTS.

The homepage is designed to be really simple to use. From here you can access all the tools functionality.

- A list of your agreements
- E-documents
- Frequent actions
- Your company information
- Manage your profile
- Answers to FAQs

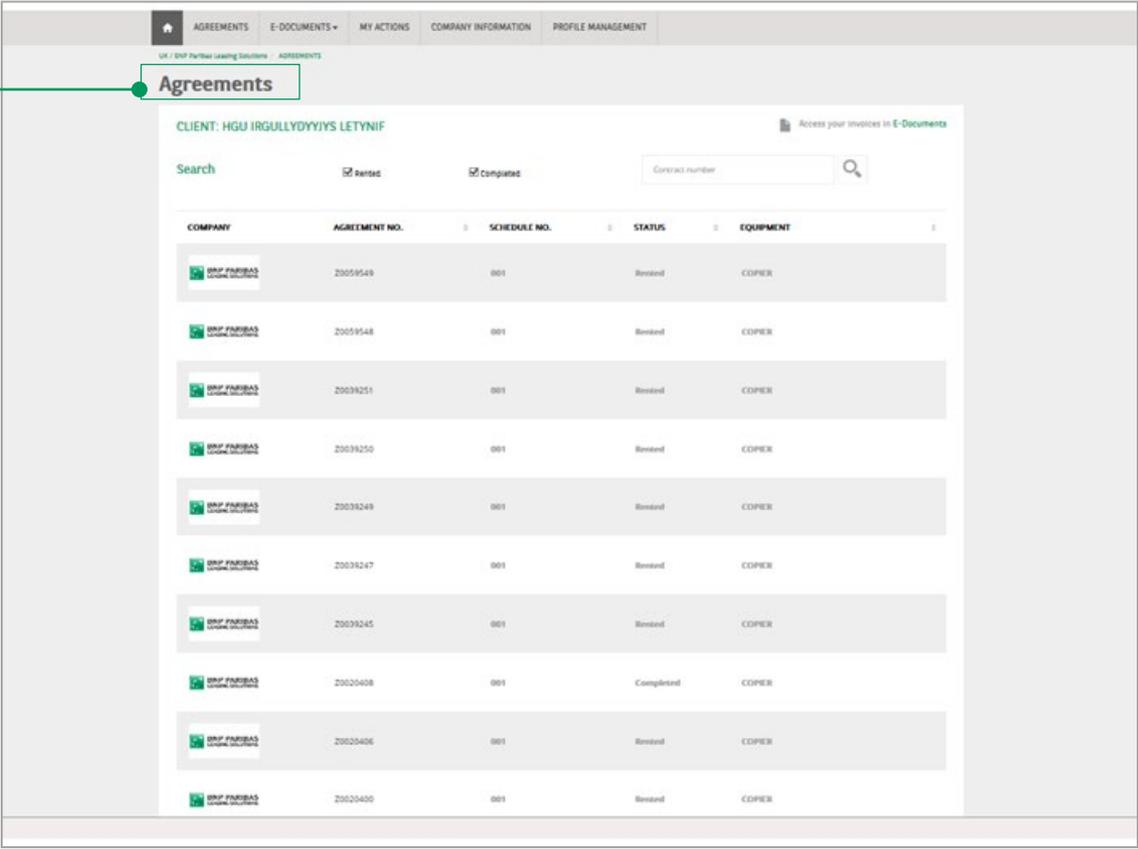
The screenshot displays the LeaseTrack homepage. At the top, the BNP Paribas Leasing Solutions logo is on the left, with 'Business is ON' and 'LEASE TRACK' on the right. Below the logo is a navigation bar with links for 'AGREEMENTS', 'E-DOCUMENTS', 'MY ACTIONS', 'COMPANY INFORMATION', and 'PROFILE MANAGEMENT'. A breadcrumb trail shows 'US / BNP Paribas Leasing Solutions / Homepage'. The main content area features a hero image of runners with a green overlay containing the text 'LEASETRACK Your self-serve portal to access the latest invoices and submit requests to update your company profile.' Below this, there are two main sections: 'Lease Track allows you to request:' which lists actions like changing bank details, company address, settlement figures, equipment collection, and asset protection, and 'Frequent questions' which includes a 'VISIT THE FAQ PAGE' button.

LEASETRACK. AGREEMENTS

From the home screen, **click on the Agreements tab** to view a list of your agreements.



From here you will see a list of your agreements and their status. Click on the agreement number for details on specific agreements.



LEASETRACK. AGREEMENTS

From the home screen, **click on the Agreements tab** to view a list of your agreements.



Once you have clicked on an **Agreement number** you can see further information about that contract:

- Last rental due date & amount
- Rental frequency
- Asset details
- Equipment supplier name
- Finance product
- Payment frequency

The screenshot shows the 'Agreement information' page for agreement 2005954-001. The page is divided into several sections: 'LAST PAYMENT DETAILS', 'INTRODUCTORY SOURCE', 'PRODUCT & FREQUENCY', 'EQUIPMENT', and 'SUPPLIER'. A green box highlights the 'Access your invoices in E-Documents' link in the top right corner, with a line pointing to the text on the left. The 'EQUIPMENT' section contains a table with columns for REG. NO., SERIAL NO., MANUFACTURER, TYPE, and MODEL.

REG. NO.	SERIAL NO.	MANUFACTURER	TYPE	MODEL
-	1542638346	KYOCERA	COPIER	RES400N X 4
-	WDL7103287	KYOCERA	COPIER	PS201CDW X 5
-	VER0754644	KYOCERA	COPIER	PS300N X 7
-	C5079801572	BROU	COPIER	MPC307SPF X 5

You can quickly access **E-documents** from this page - Click here to access documents linked to this contract

LEASETRACK. E-DOCUMENTS

From the home screen **click on the E-Documents** to view documents for all of your agreements.

Under the heading **invoices & credit notes** you will see a list of available documents including:

- Invoices
- Credit Notes
- Payment Reminders
- Statements

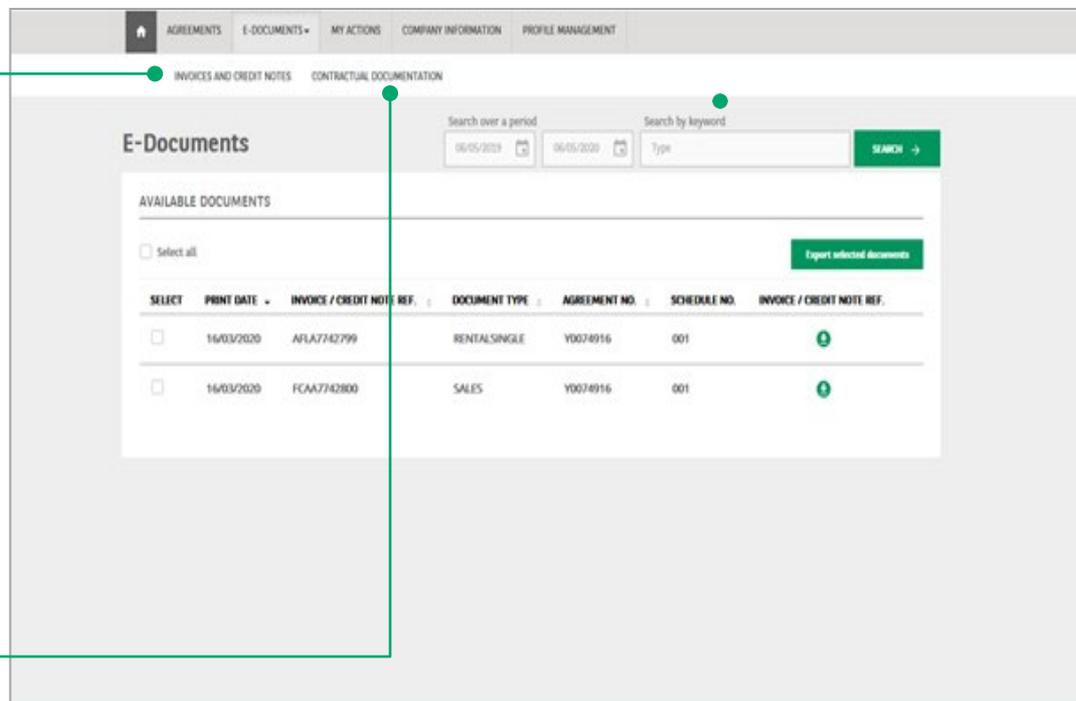
Different types of invoice would be identified under 'Document type'

Eg.

- 'RENTAL SINGLE' would be your normal rental amount
- 'RENTALCONSOLID' would be your rental including any additional charges such as your annual admin fee

Under the heading '**Contractual documentation**' you will see a list of available documents including:

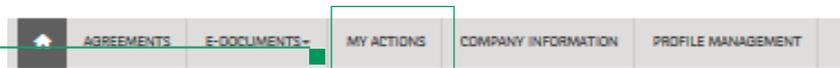
- Your welcome pack
- Copy of contract



LEASETRACK. MY ACTIONS

From the **My Actions tab** you can choose from a list of self-serve actions.

This enables you to manage aspects of your contract without having to pick up the phone, giving you freedom to request or update things in your own time.



REFUND

- I have a credit on my account I would like to query

INSURANCE/DAMAGE DECLARATION

- I have a query regarding asset protection

TERMINATION

- I would like a settlement figure to terminate my agreement
- I would like my equipment collected

UPDATE CONTACT DATA

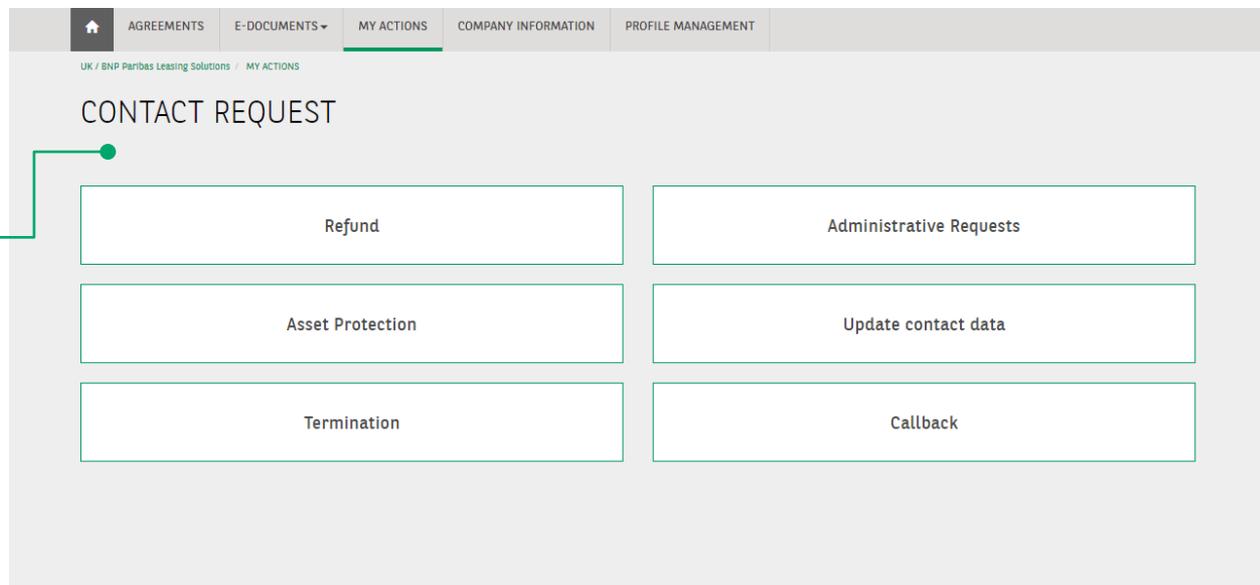
- I would like to update contact details, company name, address, bank details

ADMINISTRATIVE REQUESTS

- I would like a copy of my agreement
- I have a general enquiry

CALLBACK

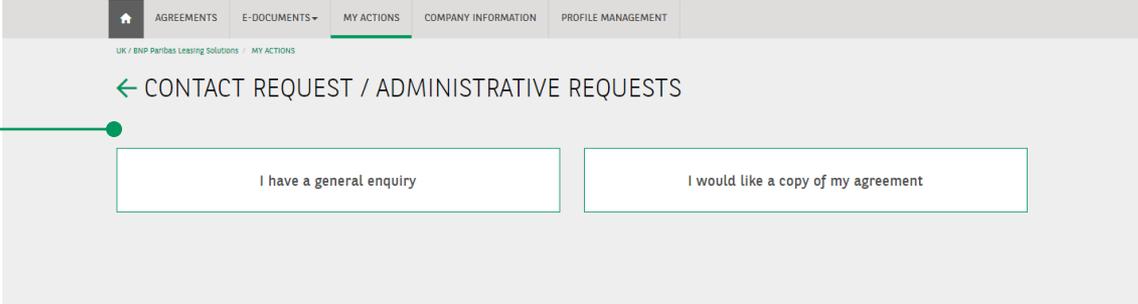
- I would like customer services to contact me by phone



LEASETRACK. MY ACTIONS

Select the action you want to complete, click next to go to a prefilled form to complete

1



Depending on the form type you can:

- Choose the relevant agreement number(s)
- Attach documents (this is not mandatory)
- Add information/detail

2

➔ I WOULD LIKE A COPY OF MY AGREEMENT

Contract reference

X0068631
A1C06839
A1B84825
A1B61591
A1B40270

Additional information

[Empty text box for additional information]

You can attach documents to support your request here

Drop your files here
or click to browse local files

PDF, JPG of up to 4 MB

CANCEL

VALIDATE

3

Once you click validate, a request is sent to our team of customer service advisors, who will action your request within 2 working days.
You will be provided with a reference number for your query and will see a history of your requests in the My Actions screen

LEASETRACK. COMPANY INFORMATION

YOUR COMPANY INFORMATION

On this screen you can see a snap shot of the details we hold on your company. This includes:

- Company name
- Address
- Email address & phone number
- Bank account
- Invoice address

There are quick links available here, these take you direct to the right 'My Actions' form to request an update

A screenshot of the 'COMPANY INFORMATION' page. The page has a header with navigation tabs: AGREEMENTS, E-DOCUMENTS, MY ACTIONS, COMPANY INFORMATION (selected), and PROFILE MANAGEMENT. Below the header, the page title is 'COMPANY INFORMATION'. The main content is divided into four sections: MANAGEMENT, CONTACT, INVOICE ADDRESS, and BANK ACCOUNT INFORMATION. Each section contains key-value pairs of company data and a green button with a checkmark icon for updating that section. Callout boxes with green lines point to these buttons: one points to the 'Change management information' button in the MANAGEMENT section, and another points to the 'Change contact details' button in the CONTACT section. The MANAGEMENT section shows: Company name: HGU IRGULLYDYJYS LETYNIF; Company Registration Number: 03020522; Head office address: 243 HYDFICEBO MIUP, NW1 6JQ LONDON NW1, GBR. The CONTACT section shows: Email address: jeanette.mcelroy@uk.bnpparibas.com; Phone number: 02011223344. The INVOICE ADDRESS section shows two addresses: Invoice Address 1 (243 HYDFICEBO MIUP, NW1 6JQ LONDON NW1, GBR) with 2 associated agreements, and Invoice Address 2 (243 HYDFICEBO MIUP, NW1 6JL LONDON NW1, GBR) with 44 associated agreements. The BANK ACCOUNT INFORMATION section shows 'No IBAN found'. The POST CODE section shows Post Code 1 (243 HYDFICEBO MIUP, NW1 6JL LONDON NW1, GBR) with 44 associated agreements.

LEASETRACK. PROFILE MANAGEMENT

PROFILE MANAGEMENT

From here you can add users within your organisation to the portal and can manage their access rights.

PUTTING YOU IN CONTROL

By selecting 'My profile' from the main toolbar you can:

- Update email address details
- Reset your password
- Change language
- Deactivate the account
- Manage notifications

The image displays two screenshots of the LeaseTrack web application interface. The top screenshot shows the main navigation menu with 'PROFILE MANAGEMENT' highlighted. Below the menu is a 'Profile management' section containing a table of users. The table has columns for 'USER ID', 'FIRSTNAME', 'LASTNAME', 'EMAIL', 'PROFILE', and 'STATUS'. One user is listed with ID '2000000', first name 'JAVIETE', last name 'MCLROY', email 'javiete.mclroy@l3group.co.uk', profile 'Level 2', and status 'Active'. Below the table are buttons for 'CREATE BRANCH' and 'CREATE USER'. The bottom screenshot shows the 'Profile management' page for a user, with sections for 'CHANGE EMAIL', 'CHANGE PASSWORD', 'LANGUAGE', 'NOTIFICATION', and 'DEACTIVATE ACCOUNT'. The 'CHANGE PASSWORD' section has a red dot indicating a focus point. The 'NOTIFICATION' section has radio buttons for 'YES' and 'NO'. The 'DEACTIVATE ACCOUNT' section has a button labeled 'I WANT TO DEACTIVATE MY ACCOUNT'. Both screenshots have a navigation bar at the top with a home icon and links for 'AGREEMENTS', 'E-DOCUMENTS', 'MY ACTIONS', 'COMPANY INFORMATION', and 'PROFILE MANAGEMENT'.

03

ADDITIONAL FUNCTIONS

LEASETRACK. ADDITIONAL FUNCTIONS

KEEPING YOU IN CONTROL

From the log in screen you can also **reset your user ID** if you have forgotten it.

When selecting this option, you will get a form to complete with basic account information for verification.

An email is then sent to you, containing the user ID and a link that directs you back to the log in screen.

FORGOTTEN PASSWORD

Clicking on this will take you to a screen to enter your user ID. Once you click send you will receive an email to the registered email address, containing a link to a 'reset password' screen.

The screenshot shows the LEASETRACK LOGIN interface. At the top, the LEASETRACK logo is displayed. Below it, the word "LOGIN" is centered. There are two input fields: "User ID*" and "Password*". The "User ID*" field has a callout box labeled "Forgotten User ID?". The "Password*" field has a callout box labeled "Forgotten password or account blocked?". Below the input fields, there is a teal button labeled "ACCESS YOUR ACCOUNT" and a checkbox labeled "Remember me". At the bottom, there is a section titled "NOT REGISTERED?" with a "REGISTER" button. The background of the screenshot shows a person's hands holding a smartphone displaying the same interface.

LEASETRACK. FAQs

KEEPING YOU IN CONTROL

We want you to be able to access the information you need as easily as possible. That's why we have set up an FAQ section, that we will continue to update.

You can access the from:

- the Homepage
- the tool Bar

The screenshot displays the LeaseTrack web application interface. At the top, there is a green navigation bar with the BNP Paribas Leasing Solutions logo and the text "Business is ON LEASE TRACK". Below this, a secondary navigation bar contains links for "AGREEMENTS", "E-DOCUMENTS", "MY ACTIONS", "COMPANY INFORMATION", and "PROFILE MANAGEMENT". A user profile dropdown menu is visible in the top right corner, showing the name "NIELLO REANETTE" and options for "FAQ" and "LOG OUT".

The main content area features a large banner image of runners. Below the banner, there is a green box with the text "LEASETRACK" and a sub-header "Your self online portal to access the latest invoices and submit requests to update your company profile".

Below the banner, there are two main sections. On the left, a white box titled "LeaseTrack allows you to request:" lists several options: "a change to your bank details", "a change to your company address", "an early settlement figure", "to collect equipment", "asset protection", and "or, a callback?". On the right, a green box titled "Frequent questions" contains the text "Here you can find answers to the most common questions" and a "VISIT THE FAQ PAGE" button.

At the bottom of the page, there is a footer with the BNP Paribas Leasing Solutions logo and a list of links: "Complaints", "Data Privacy", "NSR Statement", "Legal and Other Information", "Cookies Policy", "Contact us", and "Copyright © 2020 Lease Track - All rights reserved".



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