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

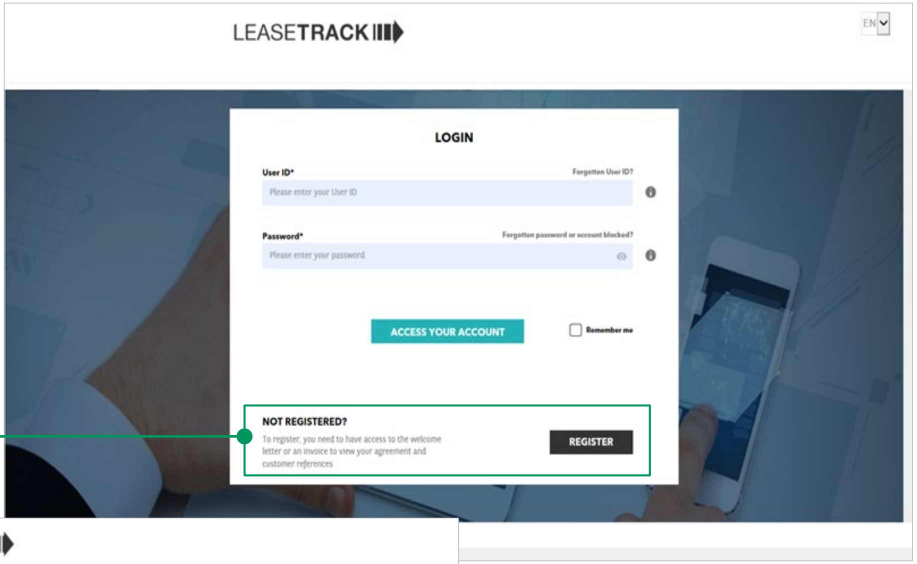
1

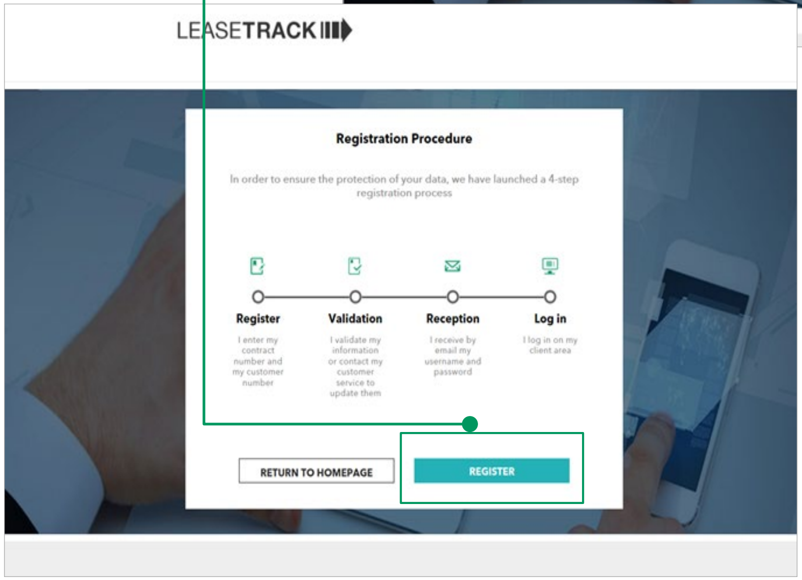
In the black box in the top right of either your Welcome Letter or an invoice from us you will find your contract number and your customer reference number. You will need these to get going.

Select Register

2

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



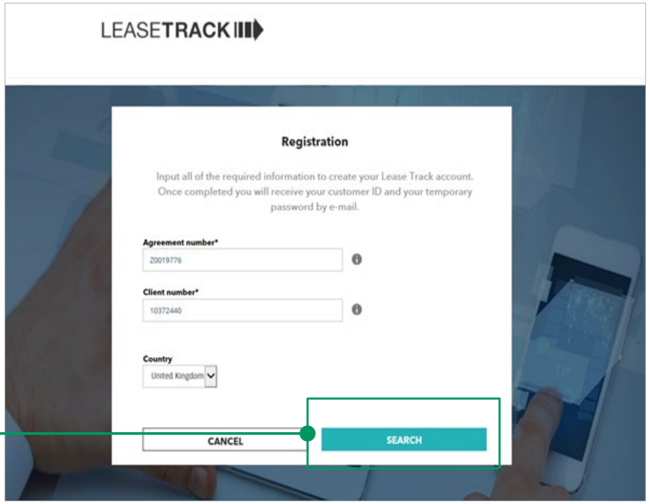


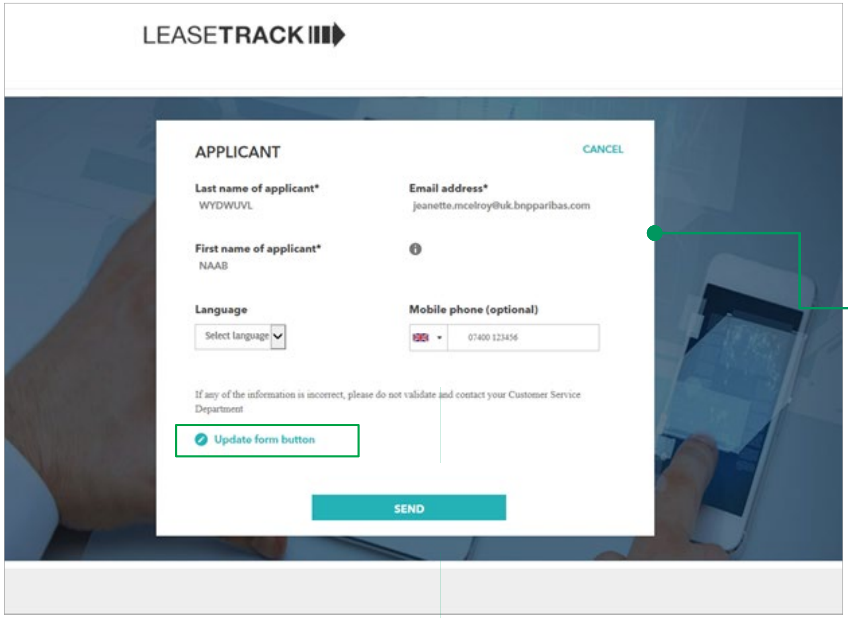
LEASETRACK. REGISTRATION

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

Click Search.

3





4

YOUR DETAILS WILL BE DISPLAYED HERE.

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

5

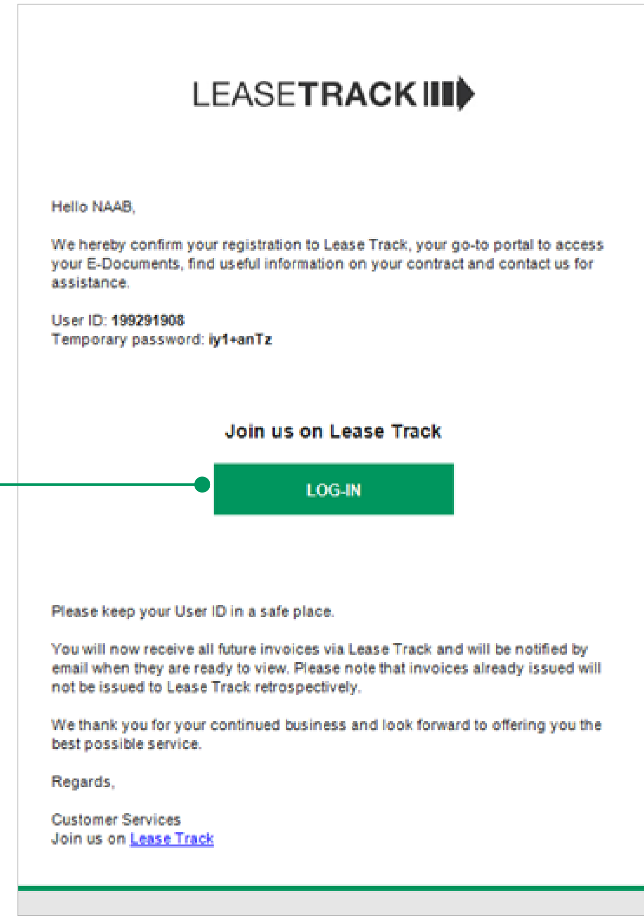
You're registered!

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.



LEASETRACK

Hello NAAB,

We hereby confirm your registration to Lease Track, your go-to portal to access your E-Documents, find useful information on your contract and contact us for assistance.

User ID: **199291908**
Temporary password: **iy1+anTz**

Join us on Lease Track

LOG-IN

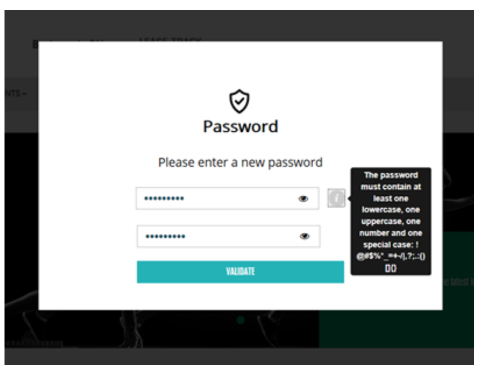
Please keep your User ID in a safe place.

You will now receive all future invoices via Lease Track and will be notified by email when they are ready to view. Please note that invoices already issued will not be issued to Lease Track retrospectively.

We thank you for your continued business and look forward to offering you the best possible service.

Regards,

Customer Services
Join us on Lease Track



02

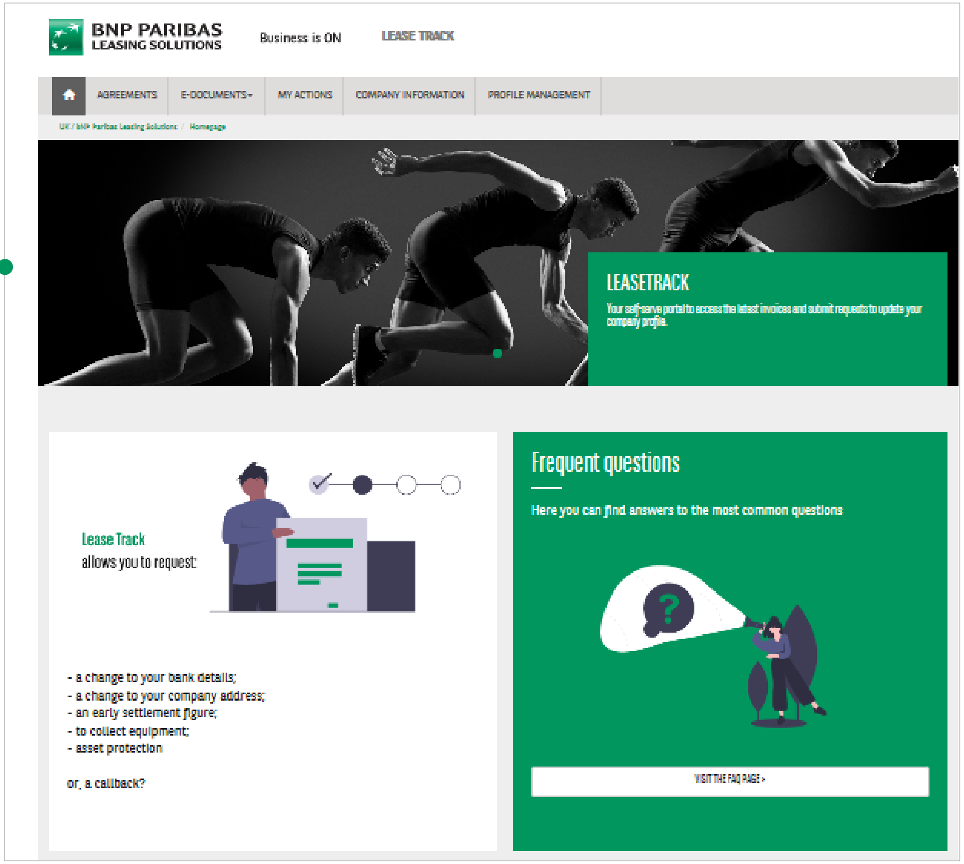
YOUR LEASETRACK

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.

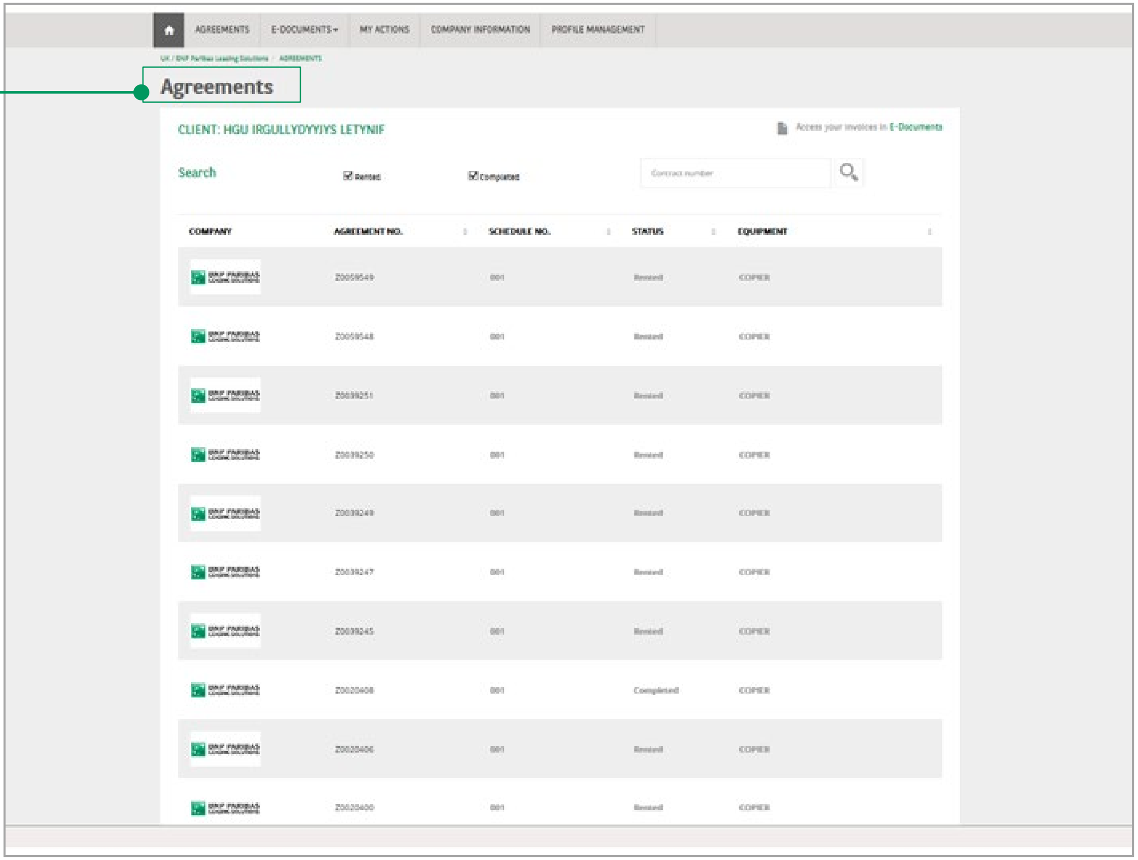
- A list of your agreements
- E-documents
- Frequent actions
- Your company information
- Manage your profile
- Answers to FAQs



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.

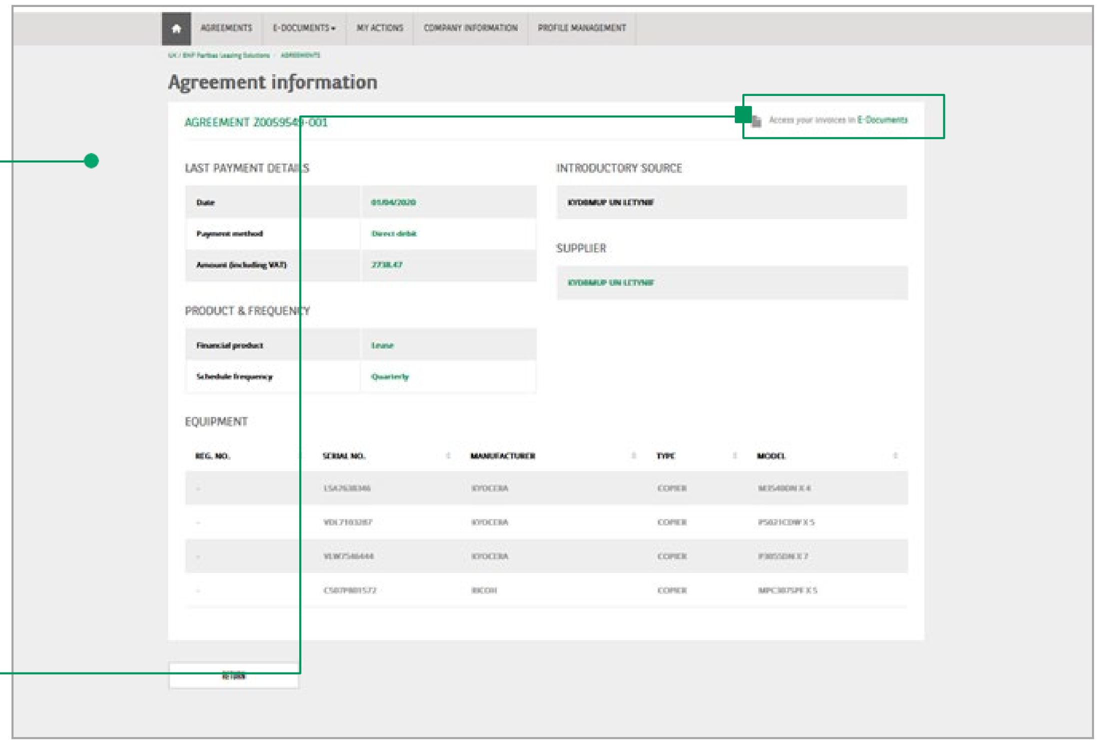


LEASETRACK. AGREEMENTS

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



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

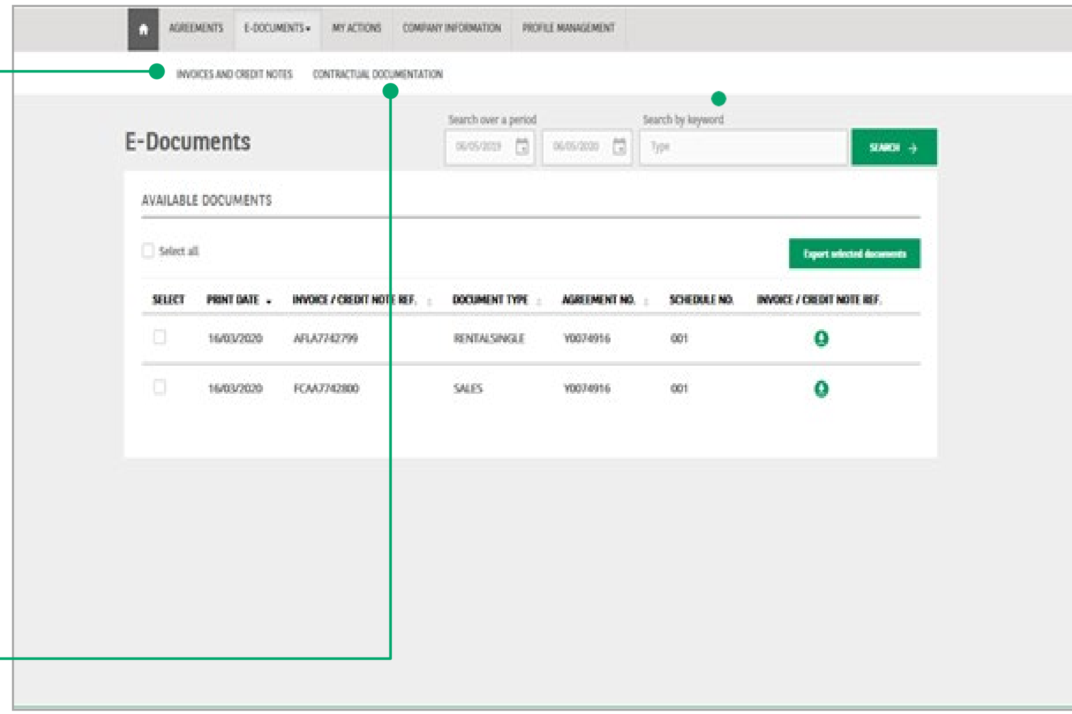
Different types of invoice would be identified under 'Document type'

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:

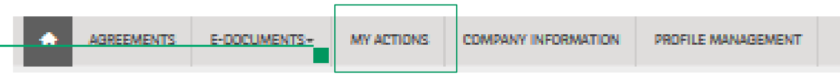
- Your welcome pack
- Copy of contract



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

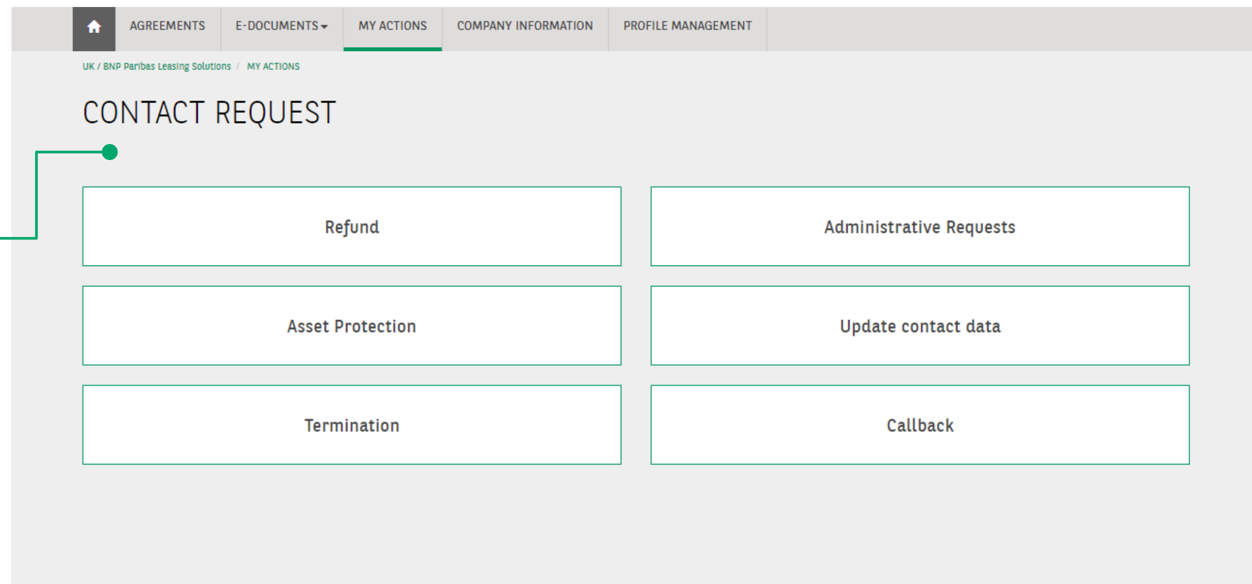
INSURANCE/DAMAGE DECLARATION
- I have a query regarding asset protection

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

1

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

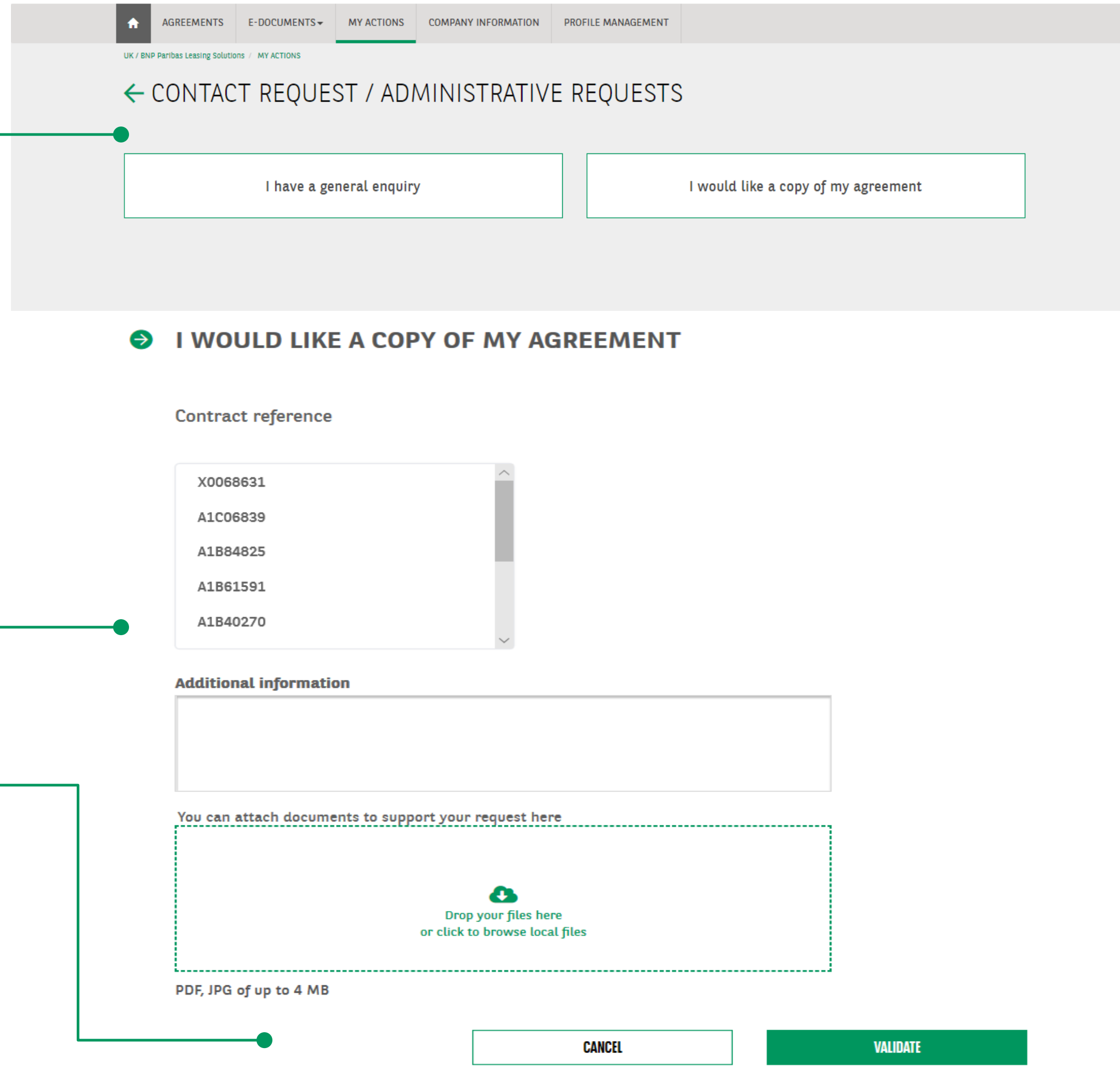
2

Depending on the form type you can:

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

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

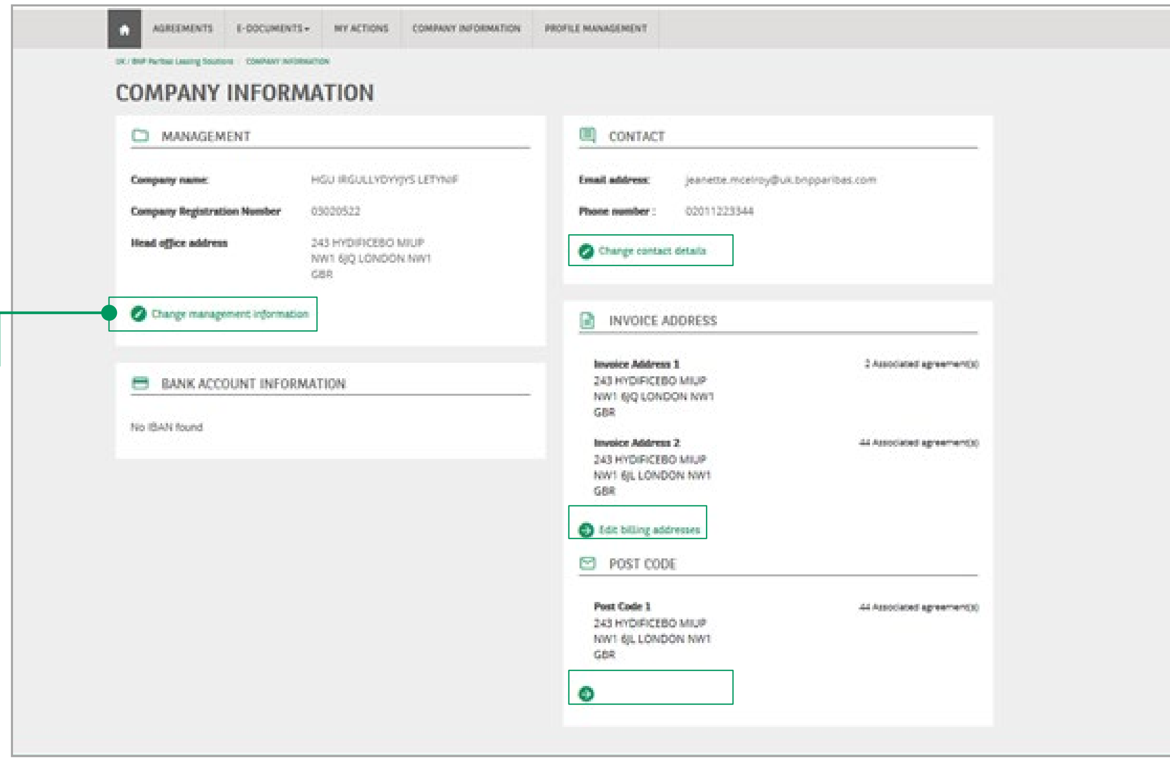


LEASETRACK. COMPANY INFORMATION

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

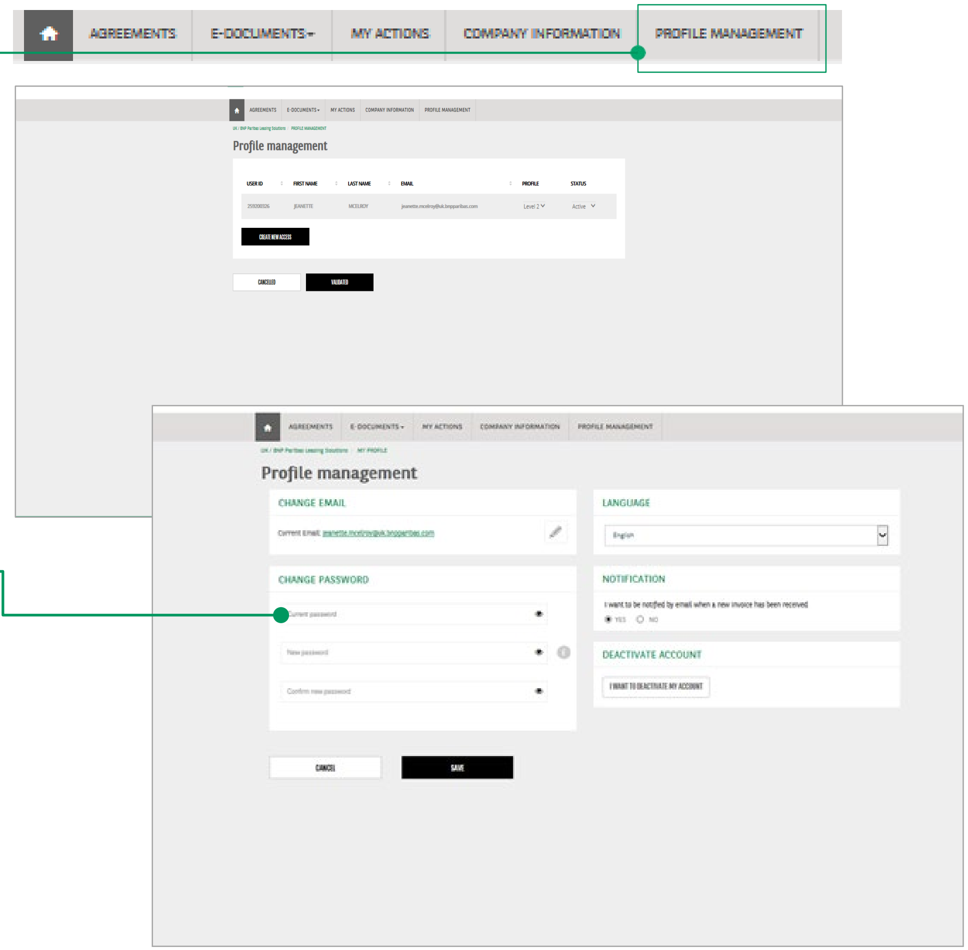
- Company name
- Address
- Email address & phone number
- Bank account
- Invoice address

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



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

03

ADDITIONAL FUNCTIONS

LEASETRACK. ADDITIONAL FUNCTIONS

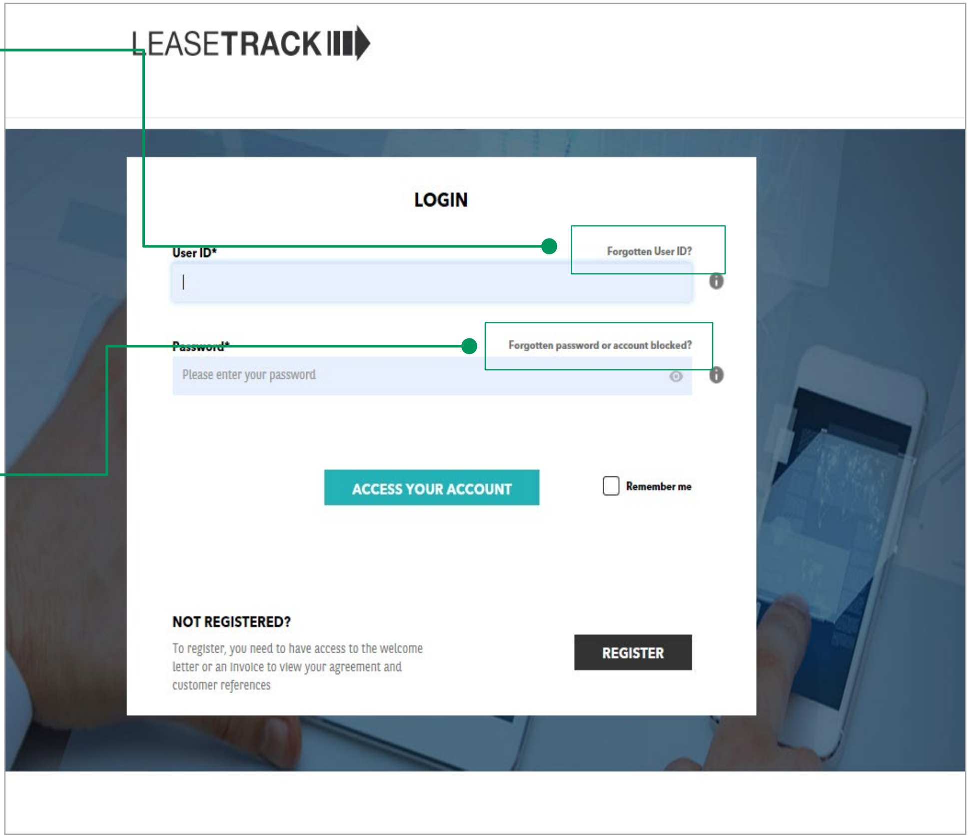
KEEPING YOU IN CONTROL
From the log in screen you can also **reset your user ID** if you have forgotten it.

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.



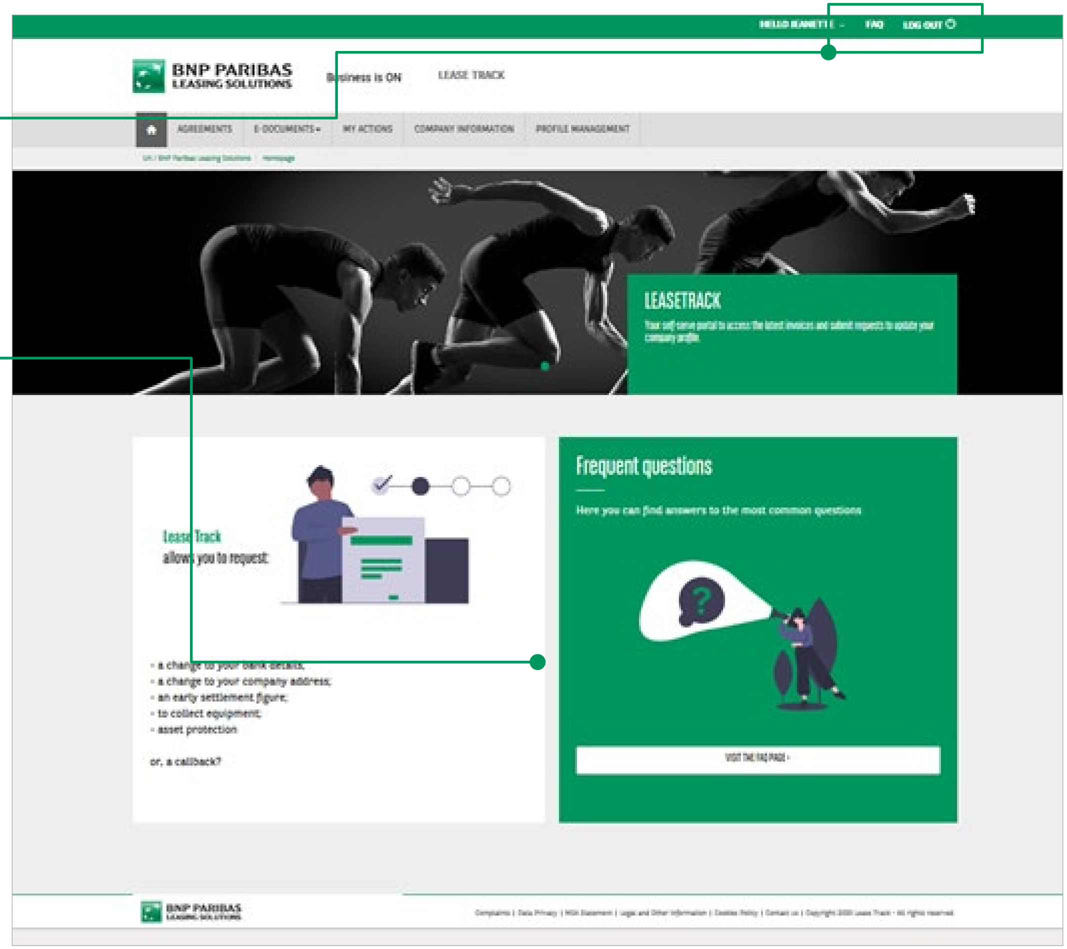
LEASETRACK. FAQs

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



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