

PSA Finance Free2Move Lease Booking Portal Guide

/ Manheim Inspections & Assurance
2.0 07082020 Customer Support

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Booking Portal Guide

Manheim Inspections & Assurance



New Users

Arranging a Collection

From the homepage, please tick the box to agree to the terms of use and then click the 'Arrange Collection of Vehicle' button.

A screenshot of the Manheim booking portal interface. The top navigation bar is dark grey and contains the 'FREE2 MOVE LEASE' and 'PSA FINANCE' logos on the left, a 'Helpline 0333 136 1025' link, and 'Collections', 'Help', 'Account', 'Admin', and 'Logout' menu items on the right. The main content area is white and features a large image of two men in business attire reviewing documents. To the right of the image is a light blue information box with a warning icon and the text 'Please ensure you are logged into your account if you wish to make multiple bookings.' Below this is a blue button with a calendar icon and the text 'Arrange Collection of Vehicle'. Underneath the button is a checkbox with the text 'I confirm that I have read and agree to the Terms & Conditions, and Cookie & Privacy Policy which govern this portal.' At the bottom of the main content area, there is a link: 'Please click to see our [Terms & Conditions](#) and [Cookie & Privacy Policy](#).' The footer is dark grey and contains links for 'Terms & Conditions' and 'Cookie & Privacy Policy' on the left, and the Manheim logo on the right.

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You will then be presented with a 7-Step process.

This starts with the search of your vehicle's Registration Number and Agreement Number.

The screenshot shows the 'Find Vehicle' step of a 7-step process. At the top, there are logos for 'FREE2 MOVE LEASE' and 'PSA FINANCE', along with a 'Helpline 0333 136 1025' and navigation links for 'Collections', 'Help', 'Account', 'Admin', and 'Logout'. The progress bar shows 7 steps, with Step 1 being the active 'Find Vehicle' step. The main content area has a blue header 'Find Vehicle' and a prompt: 'Please enter your Registration Number and Agreement Number and press next.' Below this are two input fields: 'Registration Number*' with the value 'URV0000' and 'Agreement Number*' with the value 'URA0000'. A blue 'Find Vehicle' button is positioned to the right of the second field. To the right of the input fields are two grey boxes with notices. The first notice states: 'Notice: if your desired appointment is not available please call 0333 136 1025 for assistance. If you do not have your Agreement Number, please contact us on 0333 136 1025.' The second notice states: 'Also, if your booking is for any of the following locations please contact the office on 0333 136 1025:' followed by a bulleted list: Northern Ireland, Channel Islands, Isle of Wight, Isle of Man, and Scottish Isles. At the bottom of the form area, there is a link: 'Click [here](#) to cancel your arrangement and return to the homepage.' The footer of the page contains 'Terms & Conditions' and 'Cookie & Privacy Policy' links, and the Manheim logo.

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In the event of a failed search, you will receive a notification with contact information.

Alternatively, you can search again with your "corrected" Registration and Agreement Numbers.

A screenshot of the Manheim booking portal interface. At the top, there are logos for 'FREE2 MOVE LEASE' and 'PSA FINANCE', along with a 'Helpline 0333 136 1025' link and navigation links for 'Collections', 'Help', 'Account', 'Admin', and 'Logout'. Below the logos is a progress bar with seven steps, where Step 2 is highlighted. The main heading is 'Find Vehicle'. Below this, a message asks the user to enter their Registration Number and Agreement Number. A red error message box states: 'Notice! The following errors were encountered. Please check your input and try again. • Vehicle not found. Please check your input and try again or contact the collections agent at 0333 136 1025.' Below the error message are two input fields: 'Registration Number*' with the value 'ABC123' and 'Agreement Number*' with the value '12345'. A blue 'Find Vehicle' button is positioned below the Agreement Number field. To the right of the input fields, there are two grey boxes with notices. The first notice says: 'Notice: if your desired appointment is not available please call 0333 136 1025 for assistance. If you do not have your Agreement Number, please contact us on 0333 136 1025.' The second notice says: 'Also, if your booking is for any of the following locations please contact the office on 0333 136 1025:' followed by a list: Northern Ireland, Channel Islands, Isle of Wight, Isle of Man, and Scottish Isles. At the bottom of the form area, there is a link: 'Click [here](#) to cancel your arrangement and return to the homepage.' The footer contains links for 'Terms & Conditions' and 'Cookie & Privacy Policy', and the Manheim logo.

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On a successful search, you will then be asked to confirm that your vehicles details are correct.

The screenshot shows a web interface for 'Arrange Collection'. At the top, there are logos for 'FREE2 MOVE LEASE' and 'PSA FINANCE', a helpline number '0333 138 1025', and navigation links for 'Collections', 'Help', 'Account', 'Admin', and 'Logout'. The main heading is 'Arrange Collection'. Below it is a progress bar with seven steps, where 'Step 2' is highlighted. The current step is 'Confirm Vehicle', indicated by a blue header bar. A message states: 'We have found a vehicle matching your registration/agreement numbers. Please confirm your vehicle details below.' The form contains the following fields:

Registration Number	ABC123	Engine Size	-
Agreement Number	1234567	Registration Date	-
Make	Peugeot	Termination Date	31/08/2020
Model	108	Fuel Type	-
		Transmission	-

At the bottom of the form, there is a confirmation question: 'Is this information correct?' with two buttons: 'No, Search Again' (red) and 'Yes, Continue' (blue). Below the form, there is a link: 'Click here to cancel your arrangement and return to the homepage.' At the bottom of the page, there are links for 'Terms & Conditions' and 'Cookie & Privacy Policy', and the Manheim logo.

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After confirming the vehicle details, you will need to provide the predicted mileage at the end of your contract term.

A screenshot of a web application interface for 'Arrange Collection'. The page has a dark header with logos for 'FREE2 MOVE LEASE' and 'PSA FINANCE' on the left, and 'Helpline 0333 136 1025' and navigation links ('Collections', 'Help', 'Account', 'Admin', 'Logout') on the right. The main content area is white and titled 'Arrange Collection'. Below the title is a progress bar with seven steps, where 'Step 3' is highlighted. The current step is 'Odometer Reading', indicated by a blue header bar. Below this, there is a text prompt: 'Please enter your predicted mileage at the end of the contract term.' A text input field labeled 'Predicted Mileage' is provided. To the right of the input field is a grey box containing a note: 'Please note, if you have exceeded your contract mileage you will be charged for excess mileage at the rate detailed in your agreement. Please contact 0333 136 1025 for additional information regarding excess mileage charges.' Below the input field are 'Back' and 'Next' buttons. At the bottom of the page, there are links for 'Terms & Conditions' and 'Cookie & Privacy Policy', and the Manheim logo.

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You'll be required to tick the boxes to confirm the roadworthiness of your vehicle upon its return.

If you select no to any of these questions, then you will be unable to proceed with the online booking and you will be prompted to contact PSA/F2ML to discuss further.

FREE2 MOVE LEASE | PSA FINANCE | Helpline 0333 138 1025 | Collections | Help | Account | Admin | Logout

Arrange Collection

1 Step 1 | 2 Step 2 | 3 Step 3 | 4 Step 4 | 5 Step 5 | 6 Step 6 | 7 Step 7

Collection Checklist

For us to collect your vehicle, it must be legal, roadworthy, and MOT'd (if required) and with all tyres meeting the legal requirement. Please confirm below that these will be checked prior to your vehicle collection.

Vehicle running and in legal and roadworthy condition	<input checked="" type="radio"/> Yes <input type="radio"/> No
All four tyres meet legal requirements (min. tread depth of 1.6mm)	<input checked="" type="radio"/> Yes <input type="radio"/> No
All spare keys and documentation including MOT certificate, V5, and Service History (V5 not applicable to Contract Hire)	<input checked="" type="radio"/> Yes <input type="radio"/> No
The vehicle can be collected with only one set of keys (you will be charged for any missing spare keys)	<input checked="" type="radio"/> Yes <input type="radio"/> No
Is the vehicle battery fully charged and does the vehicle start on its own accord?	<input checked="" type="radio"/> Yes <input type="radio"/> No

At the point of collection, we will verify the above and record the mileage. Your vehicle will be assessed for any damage that is outside of fair wear and tear and you will be supplied with a vehicle condition report; you will be contacted shortly afterwards if any charges are due.

[Back](#) [Next](#)

[Click here](#) to cancel your arrangement and return to the homepage.

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Following confirmation of the vehicles roadworthiness, you will be asked to provide your contact information, as well as the address of where the vehicle will be collected from.

For ease of use, you can complete a Postcode Lookup and select your address from a list.

You can also make necessary adjustments or manually type in the address details.

The final part of this step is to input your email address and phone numbers, as well as to create a password for provisioning an account for future use.

Arrange Collection

1 Step 1 2 Step 2 3 Step 3 4 Step 4 5 Step 5 6 Step 6 7 Step 7

Contact Details

Please enter your collection contact and location details below (an * indicates a required field). NOTICE: a person over the age of 18 must be present at the time of the collection to hand the vehicle over.

Contact Title* Contact First Name* Contact Surname*

Select

Notice: to comply with updated Covid 19 safety measures the inspection and collection are unable to take place simultaneously, therefore once the vehicle has been inspected, our collection agents will be in touch to arrange collection of the vehicle during the 2 days following the inspection. The inspection will take place any time during daylight hours and can be at any UK mainland address of your choosing. Anyone over the age of 18 is able to hand the vehicle over on your behalf as long as you are happy for them to sign the damage report.

Postcode Lookup Postcode Results

AA11AA

Please Select an Address

Please Select an Address

1 HIGH STREET

3 HIGH STREET

7 HIGH STREET

BIG HOUSE, HIGH STREET

LITTLE COTTAGE

Address Line 1* Address Line 2*

Town* Postcode* Country*

UNITED KINGDOM

Telephone Number* Mobile Number* Email Address*

[Click here to cancel your arrangement and return to the homepage.](#)

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You will then need to select a collection date from the calendar.

Only "available" collection days will be presented.

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Arrange Collection

« September 2020 »

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

16/09/2020

Step 3 | 4 Step 4 | 5 Step 5 | 6 Step 6 | 7 Step 7

Please ensure the vehicle is parked in a place that the inspector can access all the way around.

Back | Next

Click [here](#) to cancel your arrangement and return to the homepage.

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The final step allows you to review all of the information that you have submitted.

You'll then need to click to arrange the collection, in order to complete the booking.

FREE2 MOVE LEASE **PSA FINANCE** Helpline 0333 136 1025 Collections Help Account Admin Logout

Arrange Collection

1 Step 1 2 Step 2 3 Step 3 4 Step 4 5 Step 5 6 Step 6 7 Step 7

Summary

Please ensure all of the collection details below are correct and press Arrange Collection to schedule your vehicle collection.

Collection Date 16/09/2020	Full Name Ms Emma Davies
Collection Address BIG HOUSE, HIGH STREET CRAFTY VALLEY POSTAL COUNTY BIG CITY AA1 1AA UNITED KINGDOM	Telephone Number 07777222888
Mobile Number 07777222888	Email Address
Registration No. ABC123	Predicted Mileage 25000
Agreement No. 1234567	Engine Size
Make Peugeot	Registration Date
Model 108	Fuel Type
	Transmission

Cancel, Go Back

[Click here](#) to cancel your arrangement and return to the homepage.

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Upon selecting yes to arrange, you will now see an appointment confirmation.

You will also receive one or two emails:

1. Confirmation of the booking
2. New account set up confirmation (for new users)

FREE2 MOVE LEASE | PSA FINANCE | Helpline 0333 136 1025 | Collections | Help | Account | Admin | Logout

Arrange Collection

1 Step 1 | 2 Step 2 | 3 Step 3 | 4 Step 4 | 5 Step 5 | 6 Step 6 | 7 Step 7

Collection Confirmed

Your vehicle collection is now confirmed. You will also receive an email confirmation. If you wish to cancel or change your collection please use the Login option. If you cancel your collection after 12 PM the day before collection, or if your vehicle is not available on the day of collection, you will incur a collection charge.

Notice: to comply with updated Covid 19 safety measures the inspection and collection are unable to take place simultaneously, therefore once the vehicle has been inspected, our collection agents will be in touch to arrange collection of the vehicle during the 2 days following the inspection.

Your reference number for the collection scheduled on 21/10/2020 is: 5F3D160C803BC.

Please click [here](#) to view a video of the inspection process.

To avoid incurring additional charges please ensure that the following items are in the vehicle when you hand it over to the inspector:

- Completed Service History Documentation
- Manufacturers Handbook
- Spare Keys
- Spare Wheel & Wheel bolt key/locking wheel nut (where applicable)
- Sat Nav Disc(where applicable)
- Manufacturers In-Car Entertainment System (including any related items)
- Any other original manufacturer equipment supplied with your vehicle
- V5 Document and MOT Certificate (if applicable) (not applicable to contract hire)

Click [here](#) to return to the homepage.

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Existing Users

Arranging a Collection

Once an account has been created, you can log in to the portal and add new collections, review current collections and view previous collections.

Additionally, you can edit basic information such as name, password, phone numbers etc.

A screenshot of the 'Account Login' page. The page has a dark header with logos for 'FREE2 MOVE LEASE' and 'PSA FINANCE' on the left, and 'Helpline 0333 136 1025' and navigation links 'Collections', 'Help', and 'Login' on the right. The main content area is white and contains the title 'Account Login' with a lock icon. Below the title is a message: 'Please enter your account credentials below to access your vehicle collections.' There are two input fields: 'E-Mail Address*' with the value 'Emma.Davies@ABC123.com' and 'Password*' with masked characters. To the right of the password field is a 'Forgot Your Password?' link that says 'Click here to recover your account password.' Below the input fields are 'Cancel' and 'Login' buttons. At the bottom of the form area, there is a link: 'Click here to return to the homepage without logging in.' The footer of the page contains 'Terms & Conditions | Cookie & Privacy Policy' and the Manheim logo.

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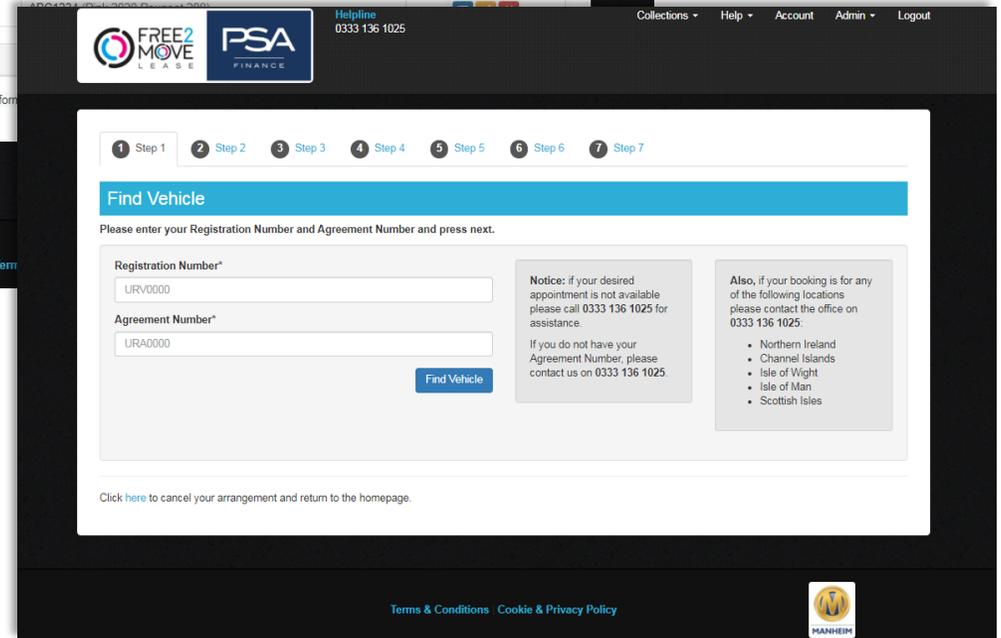
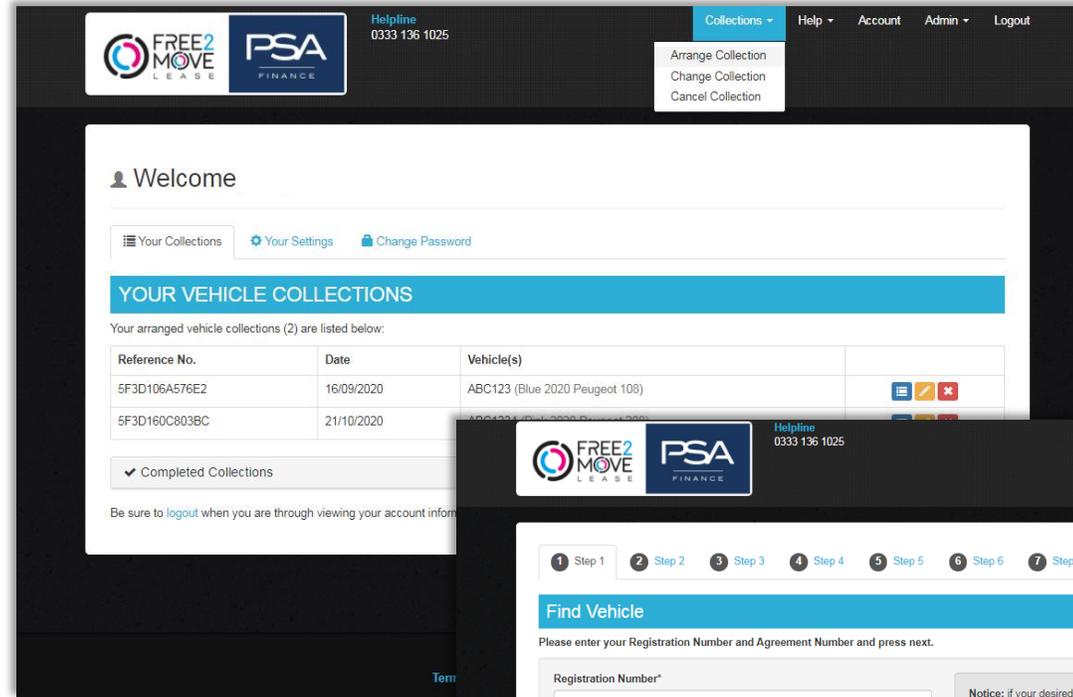


Existing Users

Arranging Additional Collections

Any additional bookings can be made after logging in through the arrange collection tab.

You will then be guided through the same process as previously outlined.



Amendments or Cancellations

Please note: At present, all booking amendments and/or cancellations must be completed via phone. This includes rebooking a previously aborted collection.



Manheim Inspection Services

Call Centre
0333 136 1025 (Option 3)

Mon-Thurs: 8:00am - 6:00pm

Fri: 8:00am - 5:00pm

Weekends: Closed

Thank you

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