



■ USER GUIDE

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 MANITOU FINANCE

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.

Select Register

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

1

2

LEASETRACK

EN

LOGIN

User ID* Forgotten User ID?
Please enter your User ID

Password* Forgotten password or account blocked?
Please enter your password

☐ Remember me

[ACCESS YOUR ACCOUNT](#)

NOT REGISTERED?
To register, you need to have access to the welcome letter or an invoice to view your agreement and customer references

[REGISTER](#)

LEASETRACK

Registration Procedure

In order to ensure the protection of your data, we have launched a 4-step registration process

- Register**
I enter my contract number and my customer number
- Validation**
I validate my information or contact my customer service to update them
- Reception**
I receive by email my username and password
- Log in**
I log in on my client area

[RETURN TO HOMEPAGE](#) [REGISTER](#)

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*
20019176

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.

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.**

4

LEASETRACK. REGISTRATION

You're registered!

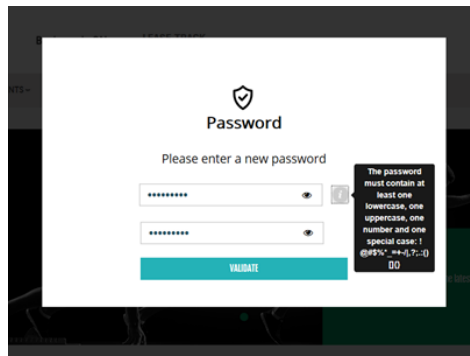
You will receive an email within 10 minutes with your username and a temporary password.

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.

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The screenshot shows a 'Password' validation screen. At the top is a shield icon and the word 'Password'. Below it, the text 'Please enter a new password' is displayed. There are two input fields, each with a password mask (dots) and an eye icon to toggle visibility. A teal 'VALIDATE' button is at the bottom. A black tooltip box on the right side of the screen contains the following text: 'The password must contain at least one lowercase, one uppercase, one number and one special case: ! @#%* -+~.,:;() DO'.

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

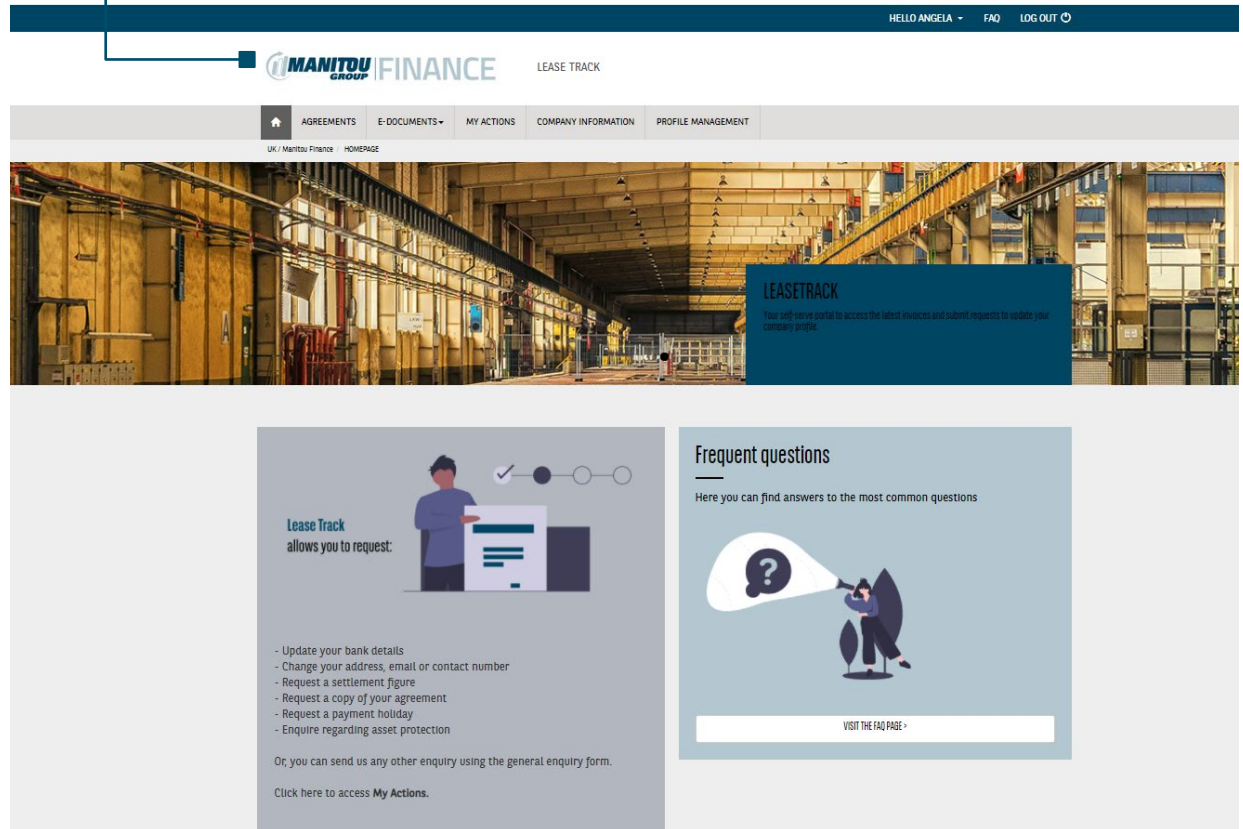
YOUR LEASETRACK

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



The screenshot displays the LeaseTrack Finance homepage. At the top, a dark blue header bar contains the text "HELLO ANGELA", "FAQ", and "LOG OUT". Below this, the "MANITOU FINANCE" logo is visible, followed by the text "LEASE TRACK". A navigation bar below the logo includes links for "AGREEMENTS", "E-DOCUMENTS", "MY ACTIONS", "COMPANY INFORMATION", and "PROFILE MANAGEMENT". A small breadcrumb trail shows "UK / Manitou Finance / HOMEPAGE". The main content area features a large background image of a factory interior. On the right side of this image, a blue box contains the text "LEASETRACK" and "Your self-serve portal to access the latest invoices and submit requests to update your company profile." Below the main image, there are two sections. The left section, titled "Lease Track allows you to request:", lists several actions: "Update your bank details", "Change your address, email or contact number", "Request a settlement figure", "Request a copy of your agreement", "Request a payment holiday", and "Enquire regarding asset protection". It also includes the text "Or, you can send us any other enquiry using the general enquiry form." and "Click here to access My Actions." The right section, titled "Frequent questions", states "Here you can find answers to the most common questions" and features an illustration of a person with a magnifying glass over a question mark. At the bottom of this section is a button labeled "VISIT THE FAQ PAGE".

HELLO ANGELA FAQ LOG OUT

MANITOU FINANCE LEASE TRACK

AGREEMENTS E-DOCUMENTS MY ACTIONS COMPANY INFORMATION PROFILE MANAGEMENT

UK / Manitou Finance / HOMEPAGE

LEASETRACK
Your self-serve portal to access the latest invoices and submit requests to update your company profile.

Lease Track
allows you to request:

- Update your bank details
- Change your address, email or contact number
- Request a settlement figure
- Request a copy of your agreement
- Request a payment holiday
- Enquire regarding asset protection

Or, you can send us any other enquiry using the general enquiry form.

Click here to access **My Actions**.

Frequent questions
Here you can find answers to the most common questions

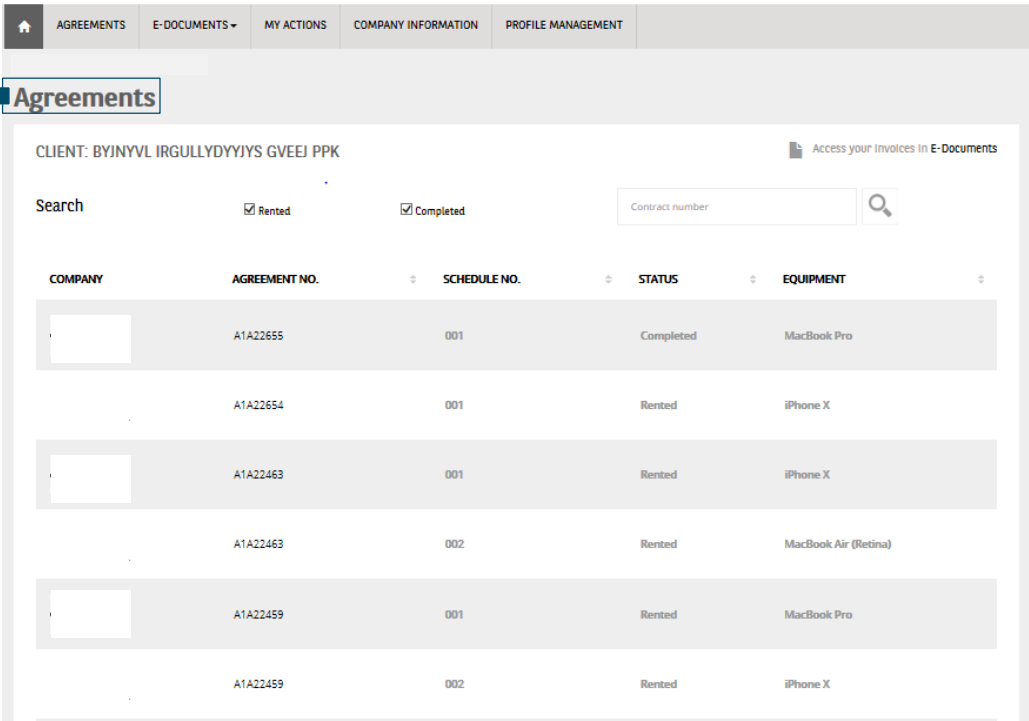
VISIT THE FAQ PAGE

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

AGREEMENTS E-DOCUMENTS MY ACTIONS COMPANY INFORMATION PROFILE MANAGEMENT

Agreement information

AGREEMENT A1A22655-001

[Access your Invoices in E-Documents](#)

LAST PAYMENT DETAILS

Date	01/10/2019
Payment method	Direct debit
Amount (including VAT)	1877.52

INTRODUCTORY SOURCE

SUPPLIER

PRODUCT & FREQUENCY

Financial product	Lease
Schedule frequency	Monthly

EQUIPMENT

REG. NO.	SERIAL NO.	MANUFACTURER	TYPE	MODEL
-	968798798798798		-	-

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

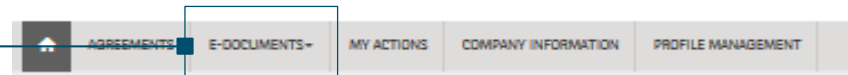
Different types of invoice would be identified under 'Document type'

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



The screenshot shows the 'E-Documents' page. At the top, there's a navigation bar with 'AGREEMENTS', 'E-DOCUMENTS' (selected), 'MY ACTIONS', 'COMPANY INFORMATION', and 'PROFILE MANAGEMENT'. Below this, there are two tabs: 'INVOICES AND CREDIT NOTES' (selected) and 'CONTRACTUAL DOCUMENTATION'. The main heading is 'E-Documents'. There are search filters: 'Search over a period' with date pickers for '09/06/2019' and '09/06/2020', and 'Search by keyword' with a text input field and a 'SEARCH' button. Below the search filters, there's a section titled 'AVAILABLE DOCUMENTS'. It includes a 'Select all' checkbox and an 'Export selected documents' button. The main content is a table with the following columns: 'SELECT', 'PRINT DATE', 'INVOICE / CREDIT NOTE REF.', 'DOCUMENT TYPE', 'AGREEMENT NO.', 'SCHEDULE NO.', and 'INVOICE / CREDIT NOTE REF.'. The table lists six documents, all of which are 'ANNUAL_TAX_INVOI' type. Each row has a checkbox in the 'SELECT' column and a 'Copy for information' link in the last column.

SELECT	PRINT DATE	INVOICE / CREDIT NOTE REF.	DOCUMENT TYPE	AGREEMENT NO.	SCHEDULE NO.	INVOICE / CREDIT NOTE REF.
<input type="checkbox"/>	01/04/2020	FA7783501	ANNUAL_TAX_INVOI	A1A22654	001	Copy for information
<input type="checkbox"/>	30/01/2020	FA7652317	ANNUAL_TAX_INVOI	A1A22459	001	Copy for information
<input type="checkbox"/>	30/01/2020	FA7652318	ANNUAL_TAX_INVOI	A1A22459	002	Copy for information
<input type="checkbox"/>	30/01/2020	FA7652319	ANNUAL_TAX_INVOI	A1A22463	001	Copy for information
<input type="checkbox"/>	30/01/2020	FA7652320	ANNUAL_TAX_INVOI	A1A22463	002	Copy for information
<input type="checkbox"/>	28/01/2020	FA7644790	ANNUAL_TAX_INVOI	A1A22454	001	Copy for information

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

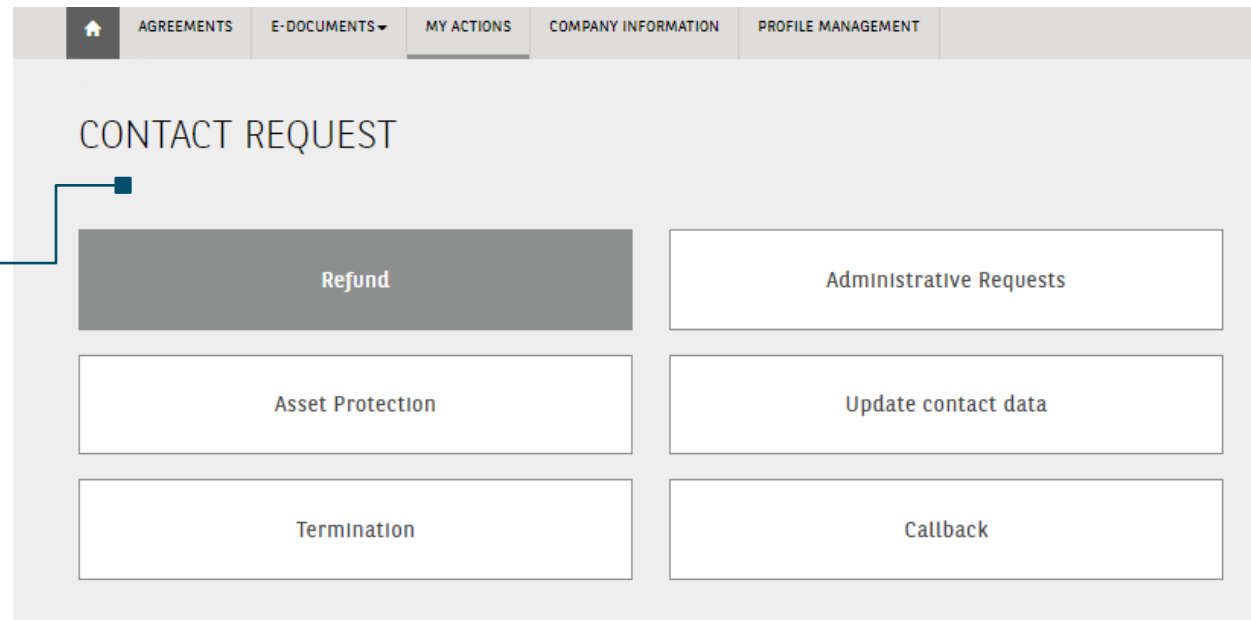
- I would like to update contact details, company name, address, bank details

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

AGREEMENTS E-DOCUMENTS MY ACTIONS COMPANY INFORMATION PROFILE MANAGEMENT

← CONTACT REQUEST / ADMINISTRATIVE REQUESTS

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

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

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

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

3

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

The screenshot shows the 'COMPANY INFORMATION' page in the LeaseTrack system. A top navigation bar includes links for AGREEMENTS, E-DOCUMENTS, MY ACTIONS, COMPANY INFORMATION (highlighted), and PROFILE MANAGEMENT. The main content area is divided into three sections: MANAGEMENT, CONTACT, and INVOICE ADDRESS. The MANAGEMENT section displays company details and a 'Change management information' link. The CONTACT section shows email and phone details with a 'Change contact details' link. The INVOICE ADDRESS section shows the current address and an 'Edit invoice address' link. A 'POSTAL ADDRESS' section is also visible at the bottom. Callout lines connect the explanatory text on the left to the 'Change management information' link and the top navigation bar.

COMPANY INFORMATION

MANAGEMENT

Company name: BYJNYVL IRGULLYDYJYS GVEEJ PPK

Company Registration Number: 02342138

Head office address: 11 PLY RIIBOSYBM
RH10 1UX CRAWLEY
GBR

[Change management information](#)

BANK ACCOUNT INFORMATION

No IBAN found

CONTACT

Email address: day@wave.com

Phone number:

[Change contact details](#)

INVOICE ADDRESS

Invoice Address 1 7 Associated agreement(s)
11 PLY RIIBOSYBM
RH10 1UX CRAWLEY
GBR

[Edit invoice address](#)

POSTAL ADDRESS

Postal Address 1 7 Associated agreement(s)
11 PLY RIIBOSYBM
RH10 1UX CRAWLEY
GBR

[Edit postal address](#)

LEASETRACK. PROFILE MANAGEMENT

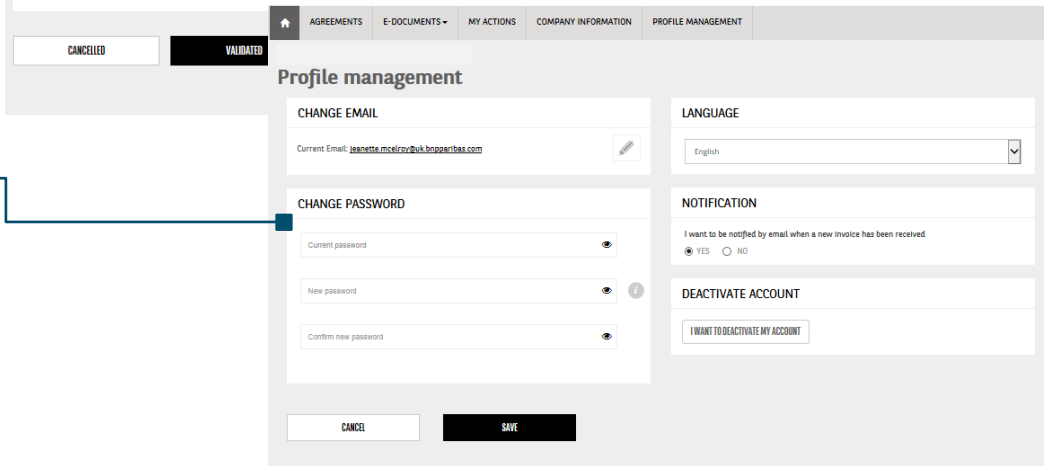
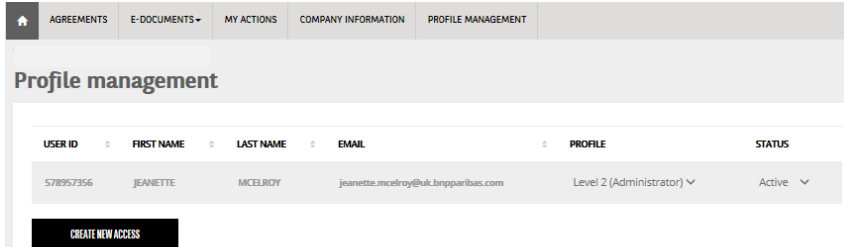
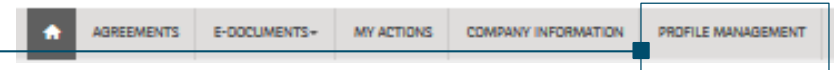
PROFILE MANAGEMENT

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.

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 "Forgotten User ID?" link to its right. The "Password*" field has a "Forgotten password or account blocked?" link to its right. Below the password field is a placeholder text "Please enter your password." and a small eye icon. A teal button labeled "ACCESS YOUR ACCOUNT" is positioned below the input fields. To the right of this button is a checkbox labeled "Remember me". At the bottom left, there is a section titled "NOT REGISTERED?" with a subtext: "To register, you need to have access to the welcome letter or an invoice to view your agreement and customer references". A dark grey button labeled "REGISTER" is located at the bottom right. Two blue lines with square endpoints point from the text on the left to the "Forgotten User ID?" and "Forgotten password or account blocked?" links respectively.

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

HELLO ANGELA **FAQ** LOG OUT

MANITOU GROUP FINANCE LEASE TRACK

AGREEMENTS E-DOCUMENTS MY ACTIONS COMPANY INFORMATION PROFILE MANAGEMENT

UK / Manitou Finance HOMEPAGE

LEASETRACK
Your self-serve portal to access the latest invoices and submit requests to update your company profile.

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allows you to request:

- Update your bank details
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- Enquire regarding asset protection

Or, you can send us any other enquiry using the general enquiry form.
Click here to access **My Actions**.

Frequent questions
Here you can find answers to the most common questions

VISIT THE FAQ PAGE >

