



# Fleet Portal FAQs

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### **Q. What is the Fleet Portal?**

A. The portal gives customers an easy way to obtain quotations to purchase or lease standard-build cars and light commercial vehicles (LCVs). This only applies to Lot 1 and Lot 2 standard build vehicles (up to 3.5t) on RM6060 and Lot 1 standard build vehicles (up to 3.5t) on RM6096.

### **Q. Who can use the portal?**

A. Any member of a public sector organisation can use the Fleet Portal using their public sector email address. If you are a private limited company working on behalf of the public sector you may be asked to provide evidence of this.

### **Q. How to access the portal?**

A. You can access the portal through the following link:

<https://fleetportal.crowncommercial.gov.uk/home.mth>

You must first register for an account in order to use the portal and will need to attach yourself to an organisation during the registration process.

### **Q. What to do if your organisation isn't on the portal?**

If your organisation's name does not appear in the drop down list when registering for an account then please contact Crown Commercial Service (CCS) and we will add the organisation to the Fleet Portal system: Email: [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk) / Telephone: 0345 410 2222 - When you get in touch please send us the following information to allow us to add your organisation to the portal:

Organisation Name:

Address:

Post Code:

*To enable the suppliers to generate accurate lease quotes, customers who create the organisation profile will also need to complete a lease profile. Setting up a lease payment profile carries no obligation whatsoever to lease vehicles and you will still be able to view purchase quotes on the portal.*

You can select up to 3 payment profiles from the following list which will enable you and those registered to your organisation to view quotes in those prices. You are also able to choose the same payment profiles but with one including and one excluding SMR or RFL for instance if you wanted a comparison:

[Annual in advance](#)

[Quarterly in advance](#)

[Quarterly in arrears](#)

[Monthly in advance](#)

## Monthly in arrears

Service and Maintenance (SMR) included in your lease?: Yes/No

Road Fund Licence (RFL) included in your lease?: Yes/No

*NB. unless you are exempt from paying Road Fund License/Vehicle Excise Duty the answer to the last question will always be Yes*

### **Q. What is a Payment Profile?**

A. When leasing a vehicle, different methods of payment and payment durations can be chosen. A payment profile is the lease quote type that will appear and covers the period and method of payment. As well as this, having a lease profile will also calculate a Whole Life Cost of your vehicle so you can see the true cost of running that vehicle over a certain duration and annual mileage. You can choose up to three payment profiles to be associated with your account: Annual In Advance, Quarterly In Advance, Quarterly In Arrears, Monthly In Advance, Monthly In Arrears.

### **Q. Can you direct award?**

A. As the portal displays all of the technical and pricing information for every vehicle, it enables you to compare one vehicle against another and therefore make a decision to direct award a particular supplier.

### **Q. How do you contact a supplier?**

A. All Vehicle Purchase RM6060 and Vehicle Lease RM6096 framework suppliers are listed with their contact details and any relevant documentation on the "Suppliers" tab on the Fleet Portal.


### **Q. How do you compare vehicles?**

A. A maximum of 3 vehicles can be selected to compare side by side. Simply click on 'Compare' and select the vehicles you wish to view. Once the vehicles have been selected then click 'View Compared Vehicles' to see them side by side. The 'Get Quote' tab will generate a purchase and a lease quote for all vehicles.

### **Q. What is the Whole Life Cost and how is it calculated?**

A. The 'Whole Life Cost' calculation will be shown by clicking on the 'i' as shown below and is calculated using the lowest lease rental (including SMR) plus the cost of fuel (using the vehicle's average MPG and current fuel costs). Costs are calculated for the full lease term and mileage specified in your lease terms e.g. 4 years, 80,000 miles. The cost of fuel for hybrids will use petrol/diesel prices and deduct 30% on the assumption that 30% of the mileage driven will be battery powered. Cost of fuel for pure electric vehicles is based on 4p per mile.

## Quote Summary

Vehicle	MRP Excl. VAT	Discount Rate	Discounted purchase price	Total Incl. VAT & Options	Whole of Life Cost 	Lowest lease price
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Save My Quote

Save all quotes to PDF

Change Terms

Back to Search

### Q. What do my quote figures mean?

A. At the bottom of the quote page will show all quotes from the lease suppliers under the selected lease profile pricing. The “*Quote Reference*” is what customers will need to use when contacting their chosen lease provider with their completed order form. The “*Finance Rental*”, only shown on annual in advance quotes, is the lease price excluding the “*SMR Rental*” which is the cost of servicing, maintenance and repair. The “*Total Rental*”, the most important figure for customers to take note of, is the “*Finance Rental*” plus the “*SMR Rental*”.

### Q. How long are quotes valid for?

A. There will be an expiry date on the top of every quote. Quotes are valid for 30 days. After 30 days they will no longer be valid and you will have to rerun the quote to get an up-to-date price.

### Q. How do you place an order to lease a vehicle?

A. To place an order with the chosen supplier simply contact the supplier stating the relevant ‘Quote Reference’ number with a completed framework order form. Supplier contact details can be found on the ‘Suppliers’ page and then select the ‘Lease Suppliers’ tab. The order form can be found within the ‘Documents’ section named ‘Vehicle Lease RM6096 Order Form’.

### Q. How do you place an order to purchase a vehicle?

A. If you wish to purchase a vehicle and you have chosen the make and model you want, contact the manufacturer directly using the contact details found on the “Suppliers” tab under “Purchase Suppliers”, as shown above. Send the supplier the PDF version of the quote of the vehicle you wish to purchase along with a completed version of the order form in order to place your order. The order form can be found within the ‘Documents’ Section named ‘Vehicle Purchase RM6060 Order Form for All Lots’.

Once a vehicle has been selected, contact your chosen supplier to confirm

pricing, volume and the supplier's vehicle ordering process. At this point advise the supplier if you have a preferred local dealership you would like to use.

## Further information

If you need any further information please contact or if you would like to share any other ideas of how we can improve the portal then please contact CCS.

[info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)

0345 410 222

You can also learn more about Crown Commercial Service at:

Website:

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