

# CCS Fleet Portal

## Customer User Guide



Crown  
Commercial  
Service

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## What is the Fleet Portal?

The Fleet Portal is an online, self-service system where public sector organisations can obtain live pricing quotes for either purchasing or leasing standard build cars and light commercial vehicles (LCVs). Standard build means the vehicle is the same specification as it comes from the manufacturer's production line and has no additional modifications or conversions. For example popular passenger vehicles such as a Ford Fiesta, a Fiat 500, BMW 3 series for cars or a Ford Transit, Renault Trafik or Mercedes Sprinter for LCVs.

In addition to pricing information the portal also shows the discounts CCS has agreed with vehicle manufacturers as well as full vehicle technical details. These include all vehicle dimensions, weights, vehicle emissions and miles per gallon (mpg) (economy). The portal also provides pricing for factory fitted vehicle options such as sat nav, sunroof, as well as some tow bars etc. However, if you are looking for pricing of conversions or modifications, you will have to contact the suppliers for a quote directly.

The web address for the portal is as follows - <https://fleetportal.crowncommercial.gov.uk>

## Registration Process

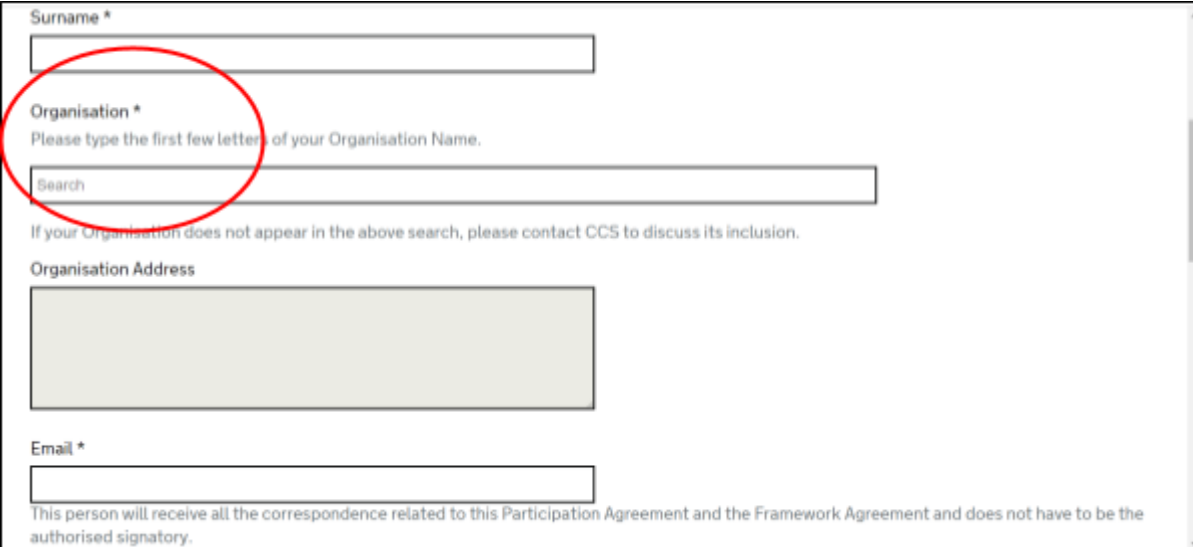
### Registering to Use the Portal

All customers must register using a public sector email address to use the portal and this can be done by clicking 'Register' on the homepage. If you have not accessed the portal since 2019 you will need to re-register as we have since rebuilt the system and any previous details from pre-2020 will not be recognised.

Fill in the account application form with your title, name, organisation, public sector email address and telephone number. Once you've ensured you agree with the terms and conditions, you have successfully registered for an account.

If you are a private limited company working on behalf of the public sector you may be asked to provide evidence of this.

Once you start typing the first few letters of the organisation's name a drop down list will appear with any relevant organisations. Once you select your appropriate organisation the organisation address and the lease payment profiles associated with the organisation will self populate.



Surname \*

Organisation \*

Please type the first few letters of your Organisation Name.

Search

If your Organisation does not appear in the above search, please contact CCS to discuss its inclusion.

Organisation Address

Email \*

This person will receive all the correspondence related to this Participation Agreement and the Framework Agreement and does not have to be the authorised signatory.

### New Organisation on the Fleet Portal

If your organisation's name does not appear in the drop down list 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*

### Lease payment profiles

For customers who are only looking to purchase vehicles, we recommend that you still select a lease 'Payment Profile' so when you are searching for vehicle quotes on the portal you can see the comparison cost of purchasing a vehicle versus leasing. In addition, having a lease profile will also calculate a Whole Life Cost (WLC) so you can see the true cost of running that vehicle over a certain duration and annual mileage.

The lease payment profile information you choose will be linked to your organisation. This means anyone who registers for another account under your organisation will see the information you've chosen pre-populated and frozen on the registration page for the Profile Name (something memorable to distinguish between profiles e.g. Annual in Advance inc SMR), Payment Profile, and tick boxes for SMR and RFL.

If your organisation is already set up on the portal

If you are the first person to register for a profile under an organisation, these boxes won't be pre-populated and frozen so simply complete the information with a relevant payment profile name, the chosen lease profile, and whether you want SMR and RFL included in your quotes. This lease profile will also contribute to the calculation of a whole life cost for each vehicle.

Get in touch with us if you require more than one lease payment profile or a different profile to what is displayed if it is already populated.

Profile Name \*

Annual in Advance

This field is used as the descriptor for the payment profile chosen. Where more than one payment profile is required please contact CCS at [fleet@crowncommercial.gov.uk](mailto:fleet@crowncommercial.gov.uk) or call 0345 410 2222. You may add up to a maximum of 3 payment profiles against your organisation.

Payment Profile

Annual in advance



Service and Maintenance

By selecting this option all costs associated with routine service, maintenance and repairs will be included within the standard lease rental. Where this is not selected the customer is responsible for all SMR related costs.



Road Fund Licence

Road Fund Licence, also referred to as car tax or Vehicle Excise Duty. This box must be selected unless your organisation is exempt from paying this.

### Portal Access

Once a customer has registered to use the portal, CCS will then approve/reject the application within 3 days. Login details will then be sent via email and these will be used to access the portal going forward.

Make sure to click the link in your email confirmation as soon as possible as only then will you be able to access your account and view quotes on the portal. Also check your spam folder for your email confirmation if you don't think you have received it.

Once a profile is active then it may take up to a couple of hours to receive any lease quotes as suppliers will also need to set up lease profiles for you to calculate lease costs.

## Using the Portal

### Information and Data

The fleet portal is run with CAP (Car Auction Price) data which is updated daily. This means that all of the vehicle data is up-to-date including the specification and pricing information.

The portal has a number of filters, for example; fuel type, bodystyle, NCAP safety rating, emissions etc so if you are unsure which vehicles are available to fulfil any particular specification requirements using the filters will help with refining your search.

### Ability to Direct Award

As the portal displays all of the technical and pricing information for every vehicle, you can compare both price and the capability of a vehicle to meet your operational requirements enabling you to make a direct award.

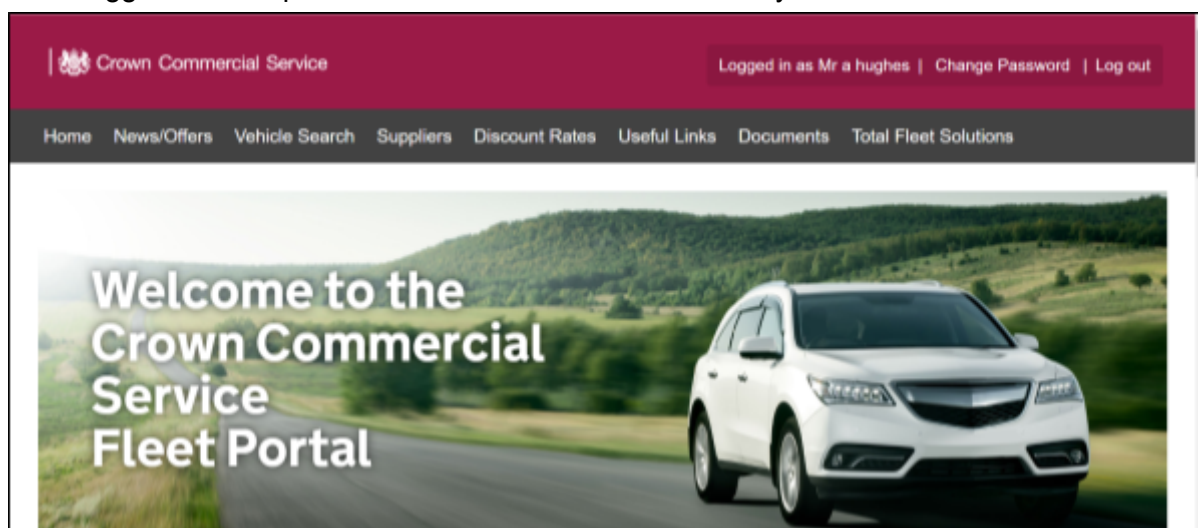
For lease requirements you can view lease quotations based on your payment profile, annual mileage and lease term from a range of lease providers on the RM6096 vehicle lease framework. These are shown in order of best value on your quotation and again this enables you to compare supplier quotations and make a direct award.

Pricing information is all live as populated by CAP and framework suppliers. The system is therefore generating accurate and current purchase and lease quotations hence no additional competition or negotiation is required.

All lease quotes include the discounts that have been agreed via the Vehicle Purchase Framework RM6060.

## Portal Navigation

Once logged into the portal there are a number of tabs that you can access



### Home

This will always bring you back to the Home page.

### News/Offers

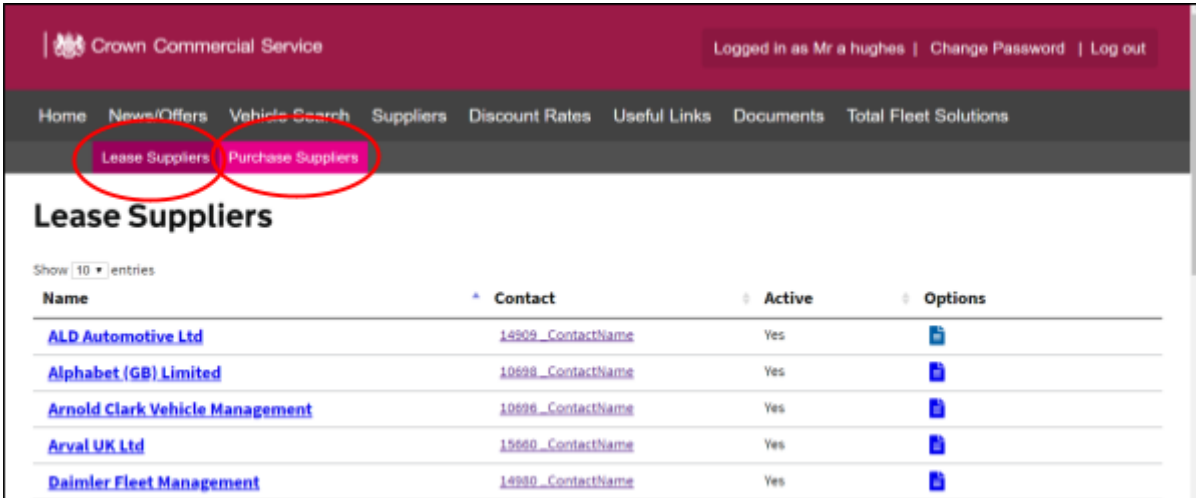
All news items and any special offers that a supplier wants to publicise will be found here. This can include any new discounts or deals that suppliers are offering, case studies of contracts they have fulfilled or information on new vehicles or campaign launches.

### Vehicle Search






Gathering technical and pricing information on cars and Light commercial vehicles can be found here. Once any vehicle options are selected a purchase and lease quote will be generated. *More information on how to use this function is outlined below.*

### Suppliers

All Vehicle Purchase RM6060 and Vehicle Lease RM6096 framework suppliers are listed with their contact details and any relevant documentation. Ensure the relevant list of suppliers, either lease or purchase, are selected as shown below.



The screenshot shows the Crown Commercial Service website. The top navigation bar includes links for Home, News/Offer, Vehicle Search, Suppliers, Discount Rates, Useful Links, Documents, and Total Fleet Solutions. Below this, there are two sub-links: Lease Suppliers and Purchase Suppliers, both of which are circled in red. The main content area is titled 'Lease Suppliers' and displays a table of suppliers.

Name	Contact	Active	Options
<a href="#">ALD Automotive Ltd</a>	<a href="#">14909_ContactName</a>	Yes	
<a href="#">Alphabet (GB) Limited</a>	<a href="#">10598_ContactName</a>	Yes	
<a href="#">Arnold Clark Vehicle Management</a>	<a href="#">10596_ContactName</a>	Yes	
<a href="#">Arval UK Ltd</a>	<a href="#">15660_ContactName</a>	Yes	
<a href="#">Daimler Fleet Management</a>	<a href="#">14980_ContactName</a>	Yes	

### Discount Rates

A manufacturer and model can be selected to show the discount rate.

### Useful Links

A list of some useful fleet related websites such as Fleet News and the DVLA.

### Documents

A list of documents relevant to the Vehicle Purchase RM6060 and Vehicle Lease RM6096 frameworks including eAuction standard car specifications.

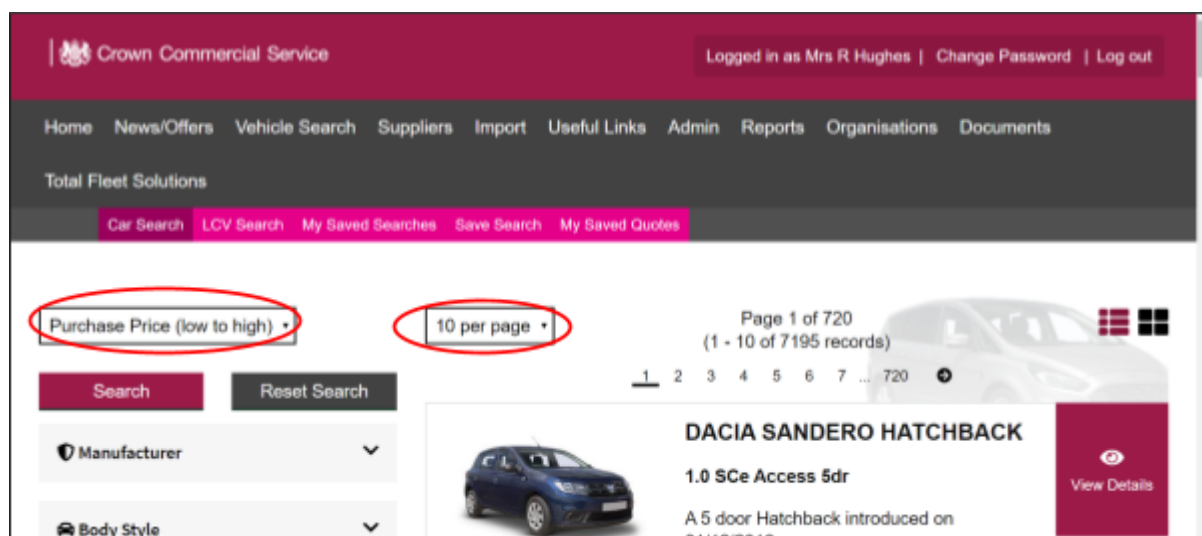
### Total Fleet Solutions

Details of the full fleet portfolio and access to our Fleet Solutions brochure. This section also provides details of the latest news and events from the CCS Fleet Team.

## Vehicle Search

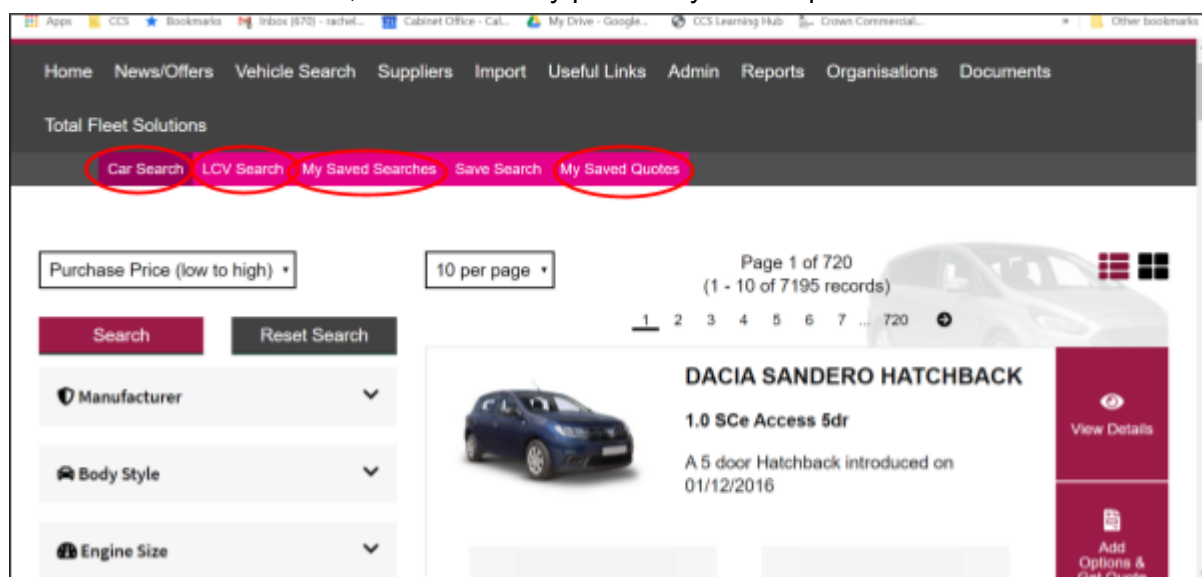
### Filtering on Vehicle Searches

Vehicle searches can be filtered in different ways by changing the filters, the way vehicles are displayed and also by how many vehicles are listed on the page.



### Car or LCV

Before any search is started please ensure you have selected the right search area for your needs: Car or LCV Search, or return to any previously saved quotes or searches.



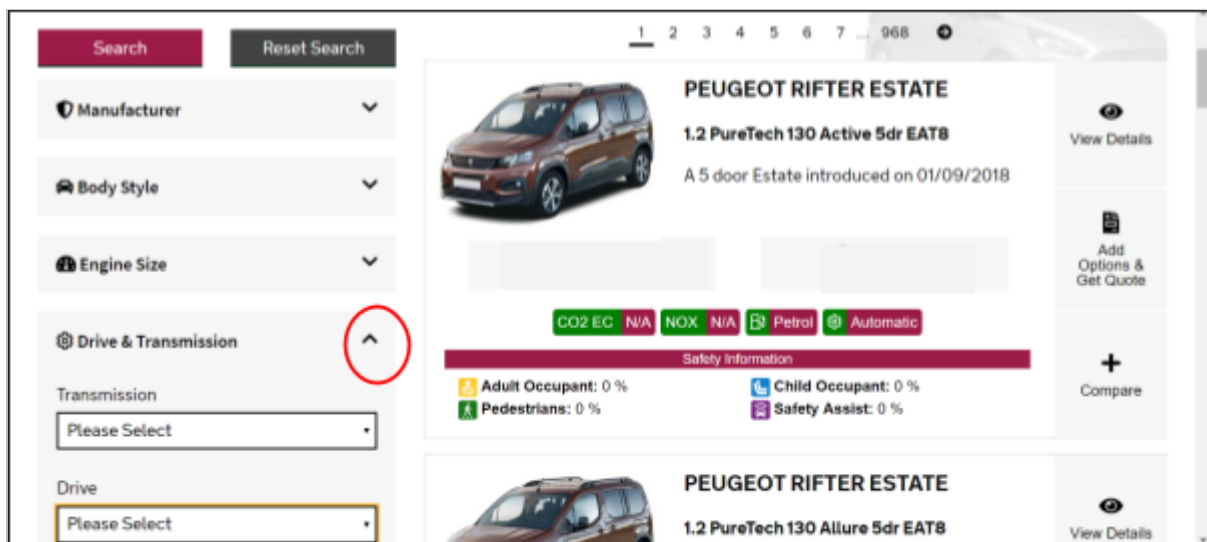
### Vehicle Selection

When searching for a vehicle there are a number of different criteria that can be selected. If you are already aware of the exact vehicle that you require then you can simply select the manufacturer and model.

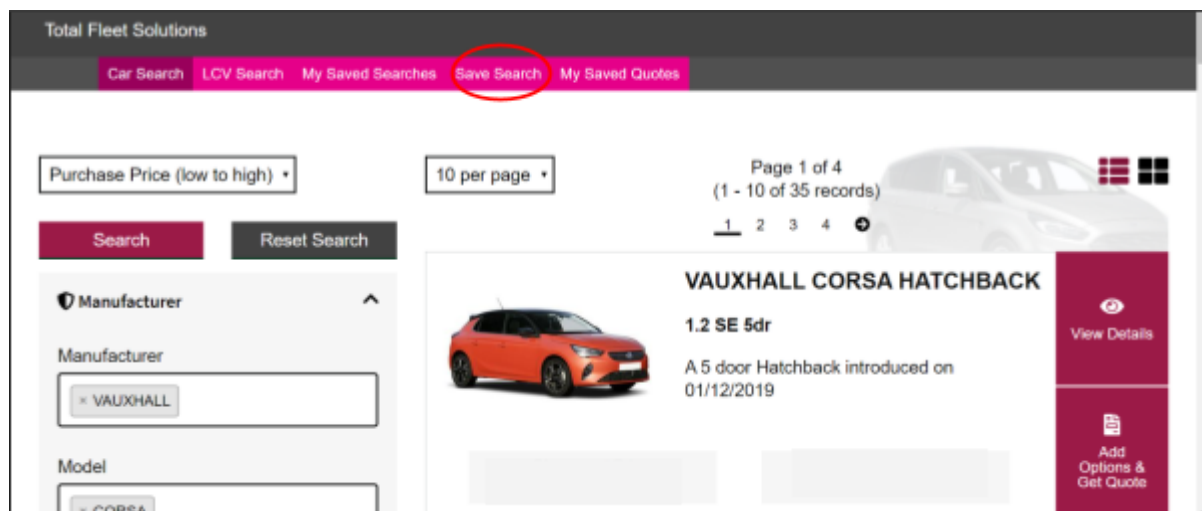
Alternatively, if you are unsure on what will meet your specification then a search can be run on other criteria. Clicking on the arrow next to the criteria will show a drop down menu. You are able to filter based on the following criteria:

- Manufacturer

- Body style including number of doors (*Car search only*) or seats (*LCV search only*)
- Dimensions and weight (*LCV search only*)
- Engine size
- Drive and transmission
- Fuel type
- Electric vehicle connector type and NEDC range
  - Type 1 - A five pin plug with a clip
  - Type 2 - A seven pin plug with one flat edge
- Budget
- Miles per gallon
- CO2 emissions
- NCAP safety rating (*Car search only*)
- Optional extras



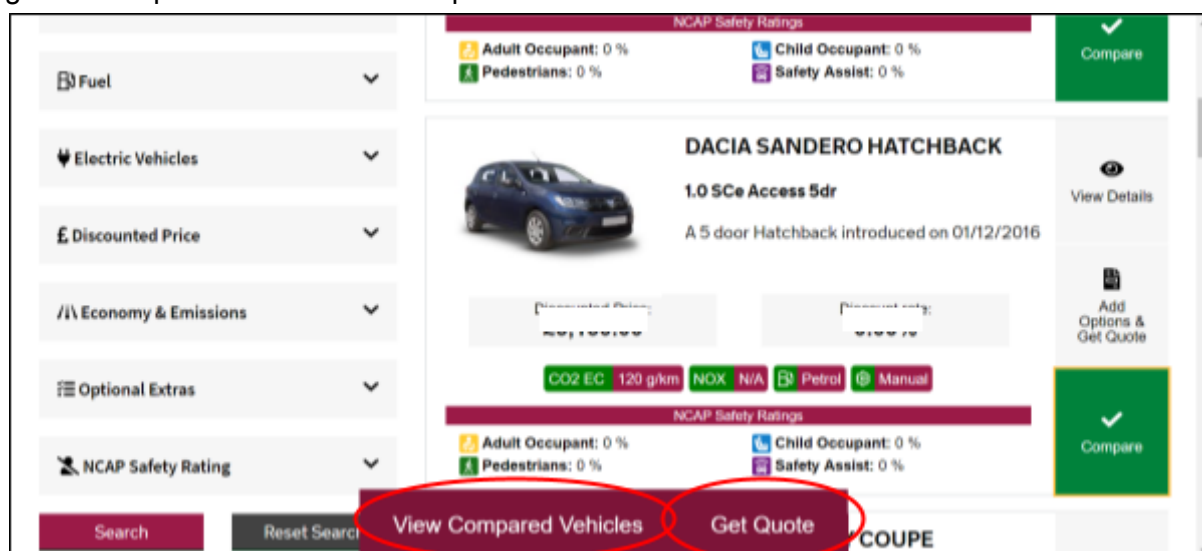
If you are running similar searches regularly, then you can click 'save search' to save time entering the same criteria. It will show you the date of the search, enable you to name it and re-run it with any amendments.



Each vehicle is shown with a picture, price and discount (excluding VAT), full model and derivative details, date of introduction, and safety information.

### Comparing Vehicles

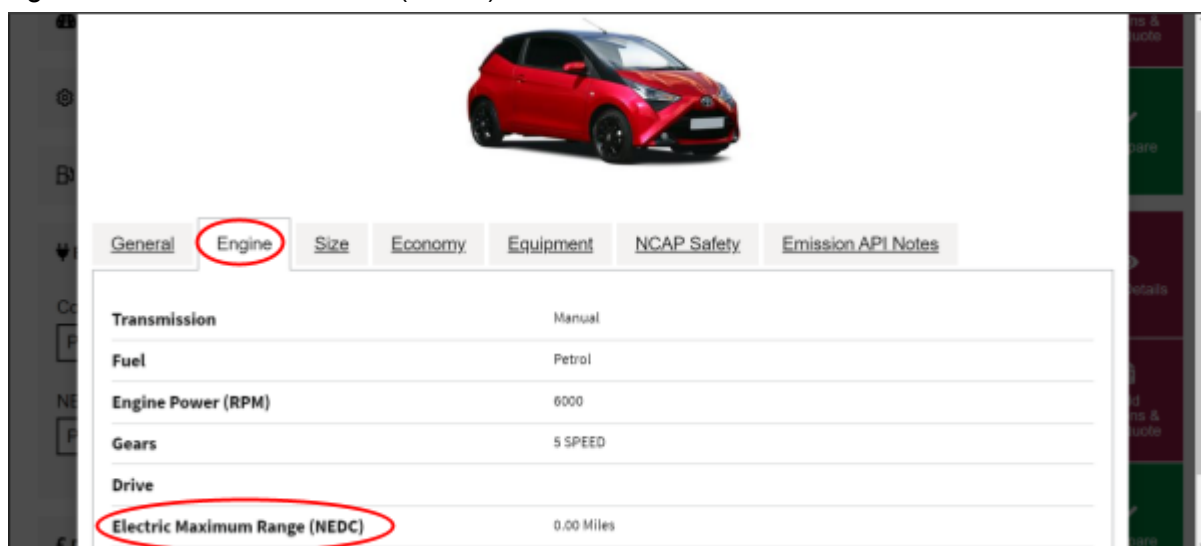
A maximum of 3 vehicles can be selected to compare side by side. Simply click on 'Compare' and select the vehicles you wish to view. Once the vehicles have been selected then click 'View Compared Vehicles' to see them side by side. The 'Get Quote' tab will generate a purchase and a lease quote for all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



### Vehicle Details

The 'View Details' tab once selected will show all of the information about the vehicle including the full dimensions, how economical it is, NCAP safety ratings and any included equipment.

Under the 'Engine' tab New European Driving Cycle (NEDC) figures have been used for the electric car range and efficiency but these will be replaced by the Worldwide Harmonized Light Vehicles Test Procedure (WLTP) once available.



The 'Economy' section details the new Worldwide Light Vehicle Harmonised Testing Procedure (WLTP) figures, in place of NEDC testing. The testing focuses on CO2 and Miles Per Gallon (MPG) so that it focuses on real driving data, better matches on-road performance and takes into account optional extras added to a vehicle. Please note that this information is not available from all manufacturers in "real time" and that the data is being phased in with the introduction of new models. Therefore some of the CO2 information provided on the portal, and also from some of the suppliers lease quotations, may not be 100% accurate.

The CO2 affects both Benefit in Kind and Vehicle Excise Duty charges which make up part of the lease rental. Therefore any changes could have a positive or negative impact on the individual employee or your organisation. When ordering any vehicles, please liaise with the supplier to ensure there is an agreed process for notifying and updating any changes.

General	Engine	Size	Economy	Equipment	NCAP Safety	Emission API Notes
WLTP - CO2 (g/km) - Low			0 CO2 (g/km)			
WLTP - CO2 (g/km) - Medium			0 CO2 (g/km)			
WLTP - CO2 (g/km) - High			0 CO2 (g/km)			
WLTP - CO2 (g/km) - Extra High			0 CO2 (g/km)			
WLTP - CO2 (g/km) - Comb			129 CO2 (g/km)			
WLTP - MPG - Low			42.8 MPG			
WLTP - MPG - Medium			53.3 MPG			
WLTP - MPG - High			53.3 MPG			
WLTP - MPG - Extra High			40.9 MPG			
WLTP - MPG - Comb			48.7 MPG			
Insurance Group			3E			

### How to get a quote

Once you have chosen your manufacturer and model you will need to get a quote. Selecting the 'Add options & Get Quote' tab will enable you to pick any optional extras that need to be included in the quote such as paint, trim and lighting. If the additional options you require are not shown, e.g. roof rails, racking, or if you require any complex modifications, contact the lease provider or manufacturer to obtain an accurate quote directly.

Purchase Price (low to high) 10 per page (1 - 10 of 9546 records)

Search Reset Search

Manufacturer Body Style Engine Size Drive & Transmission Fuel Electric Vehicles

**RENAULT TWIZY COUPE**  
13kW Expression 6kWh 2dr Auto  
A 2 door Coupe introduced on 01/05/2015

Discounted Price: Discount rate:

CO2 EC 0 g/km NOX N/A Electric Automatic

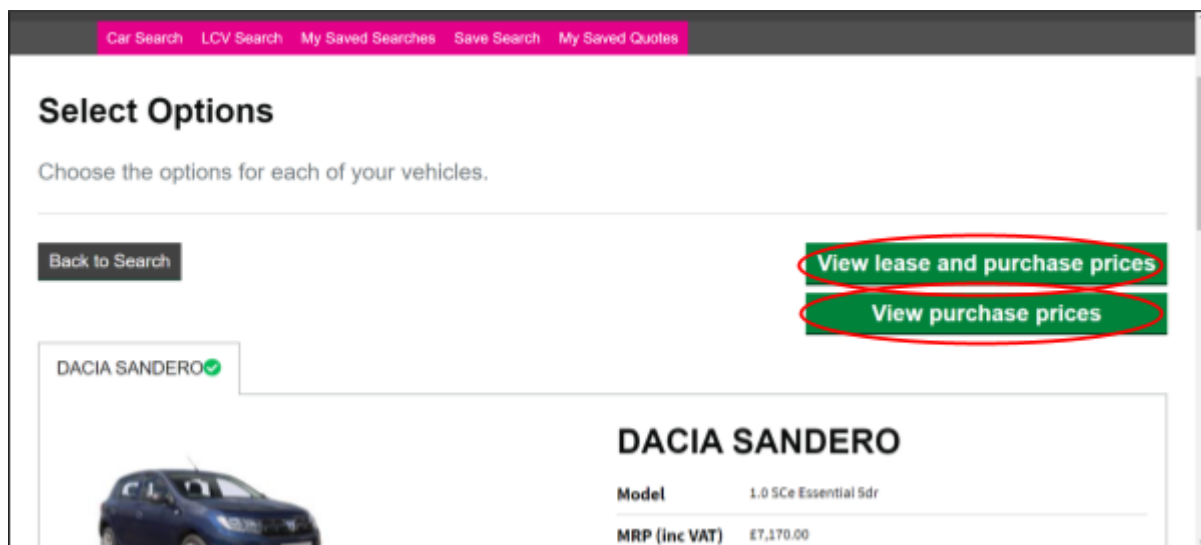
NCAP Safety Ratings

Adult Occupant: 0 % Child Occupant: 0 %  
Pedestrians: 0 % Safety Assist: 0 %

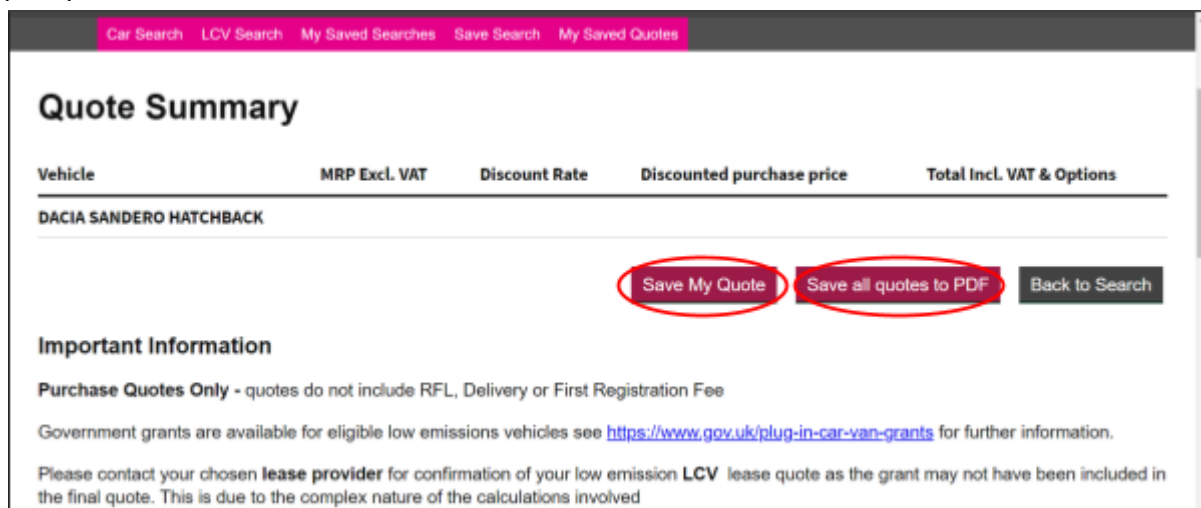
Add Options & Get Quote

DACIA SANDERO HATCHBACK

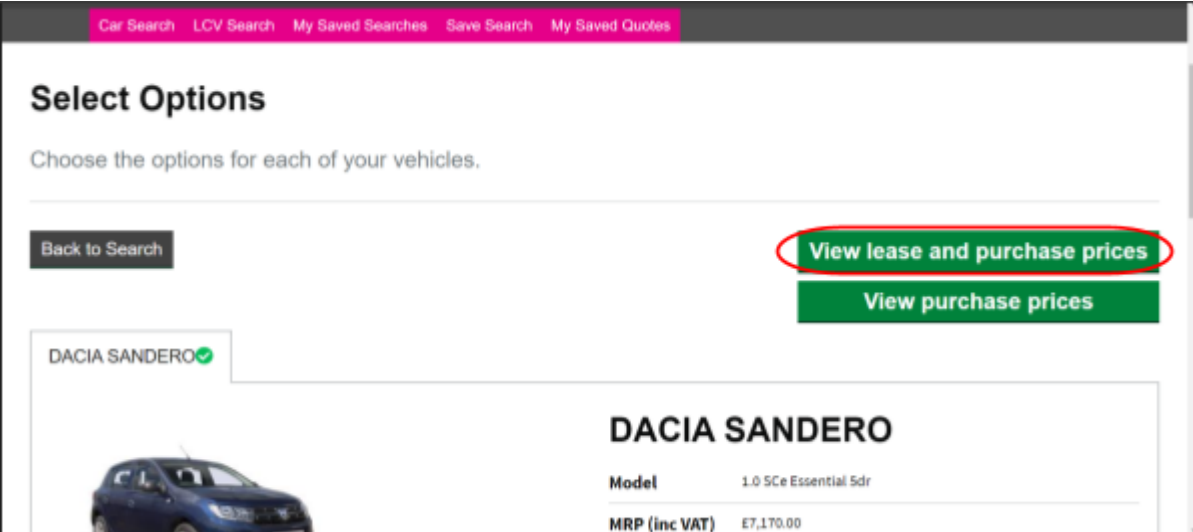
Once any additions have been made then you can either select 'View Lease and Purchase prices' or 'View Purchase prices' to view the relevant quotes.



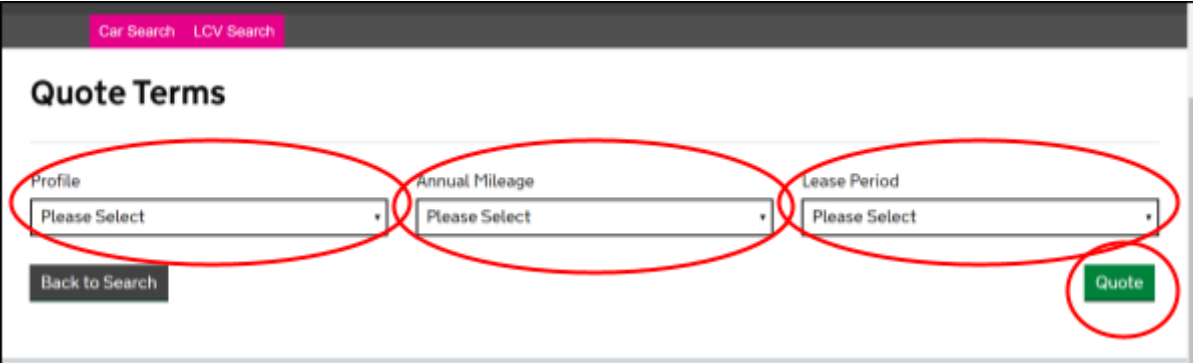
Selecting the 'View purchase price' will provide you with a summary of any additional options you have added and the discounted price. You can then 'Save quote to a PDF' or 'Save my quote' and this will have its own distinct name so you can refer back to this. The saved quotes will detail how long they are valid for and can be retrieved at any time from the top pink panel.



To access a lease quote then select 'vehicle lease and purchase prices'



Some additional details will need to be added to calculate a lease quote so select a lease payment 'Profile', 'Annual Mileage' and 'Lease Period' from the drop down boxes and then select 'Quote'.



The 'Quote Summary' page will display all of the pricing information for the selected vehicle.

***Scroll down for all of the pricing information.***

The quote can be saved, saved as a PDF or you can change the lease terms and re-run the quote.

The summary displays prices, showing relevant options and discounts.

### Whole Life Cost

The 'Whole Life Cost' calculation will be shown by clicking on the 'i' 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.

Crown Commercial Service

Logged in as Mrs R Hughes | [Change Password](#) | [Log out](#)

[Home](#) [News/Offers](#) [Vehicle Search](#) [Suppliers](#) [Import](#) [Useful Links](#) [Admin](#) [Reports](#) [Organisations](#) [Documents](#)

Total Fleet Solutions

[Car Search](#) [LCV Search](#) [My Saved Searches](#) [Save Search](#) [My Saved Quotes](#)


## Quote Summary

Vehicle	MRP Excl. VAT	Discount Rate	Discounted purchase price	Total Incl. VAT & Options	Whole of Life Cost <b>1</b>	Lowest lease price
VAUXHALL CORSA HATCHBACK						

[Save My Quote](#) [Save all quotes to PDF](#) [Change Terms](#) [Back to Search](#)

Full vehicle details are shown.

RENAULT TWIZY COUPE



### Vehicle Details

Manufacturer	RENAULT
Model	13KW Expression 6kWh 2dr Auto
MRP (inc VAT)	£6,690.00
P11D Price	£6,940.00
Emissions	0 g/km
Body Type	Coupe
Transmission	Automatic
Fuel	Electric
eClass Code	XDB

If you scroll down the page you will see the selected lease profile and all of the quotes that have been returned from the lease companies based on your chosen lease payment profile. The 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.

## Lease quotes - Breakdown of costs

All lease quotes are broken down into a number of columns to reflect all costs. Each is explained below:

- **Finance Rental (excl VAT)** - the cost to lease a vehicle
- **SMR Rental (excl VAT)** - the cost for service and maintenance of the vehicle
- **Total Rental (excl VAT)** - combines the cost of both **Finance Rental** and **SMR Rental**
- **Residual value** - the estimated value of the vehicle at the end of your chosen lease term
- **Finance Rate (%)** - The rate of finance to be paid on a lease

Profile Information							
Payment Profile		Annual in advance					
Service & Maintenance		Included					
Road Fund Licence		Included					
Lease Period		3 years					
Rates for 12000 miles, valid from 22/01/2019 to 21/02/2019							
Leasing Company	Quote Reference	Finance Rental (excl VAT)	SMR Rental (excl VAT)	Total Rental (excl VAT)	Residual value	Finance Rate (%)	Comment
ALD Automotive Ltd		£0.00	£0.00	£0.00	£0.00	0.00%	
Alphabet (GB) Limited		£0.00	£0.00	£0.00	£0.00	0.00%	






## Placing an order

### Lease Quotes

All lease quotes which are generated include a start and end date and also a 'Quote Reference' which is specific to each lease supplier.

Profile Information							
Payment Profile				Annual in advance			
Service & Maintenance				Included			
Road Fund Licence				Included			
Lease Period				3 years			
Rates for 12000 miles, valid from 22/01/2019 to 21/02/2019							
Leasing Company	Quote Reference	Finance Rental (excl VAT)	SMR Rental (excl VAT)	Total Rental (excl VAT)	Residual value	Finance Rate (%)	Comment
ALD Automotive Ltd		£0.00	£0.00	£0.00	£0.00	0.00%	
Alphabet (GB) Limited		£0.00	£0.00	£0.00	£0.00	0.00%	

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 as shown below. The order form can be found within the 'Documents' section named 'RM6096 Vehicle Lease Simple Order Form'.

Crown Commercial Service				Logged in as Mr a hughes   Change Password   Log out			
Home	News/Offers	Vehicle Search	Suppliers	Discount Rates	Useful Links	Documents	Total Fleet Solutions
Lease Suppliers	Purchase Suppliers						
Lease Suppliers							
Show 10 entries							
Name	Contact	Active	Options				
<a href="#">ALD Automotive Ltd</a>	<a href="#">14909_ContactName</a>	Yes					
<a href="#">Alphabet (GB) Limited</a>	<a href="#">10598_ContactName</a>	Yes					
<a href="#">Arnold Clark Vehicle Management</a>	<a href="#">10596_ContactName</a>	Yes					
<a href="#">Arval UK Ltd</a>	<a href="#">15660_ContactName</a>	Yes					
<a href="#">Daimler Fleet Management</a>	<a href="#">14980_ContactName</a>	Yes					

### Purchase Quotes

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:

[crowncommercial.gov.uk](http://crowncommercial.gov.uk)

Twitter:

[@gov\\_procurement](https://twitter.com/gov_procurement)

LinkedIn:

[Crown Commercial Service](https://www.linkedin.com/company/crown-commercial-service)