



customfleet.com.au
1800 812 681

End of Lease Inspection Portal **Quick start guide**



We're launching a smarter, more streamlined way to manage your end-of-lease inspections.



Our new digital portal will give you a central place to access inspection reports, approve charges, and communicate with us – *no more email threads or static PDFs.*



From **May 2025**, end of lease inspection reports will no longer be emailed as PDFs.



Instead, you'll receive a **link via email** to view your report in our new portal. If we're selling the asset for you, you'll get another link with the **condition and valuation.**



Initial account setup to the End of Lease Portal

1. Check your email

You will receive a link to update your password. This is to verify and setup your account to the End of Lease Portal.

2. Click the link

This opens a page in your browser.



Subject: Set your password for the End of Lease Inspection Portal

Hi [Name],

Your account has now been created for the End of Lease Inspection Portal

To finish setting up your account, please click the link below to set your password:

https://p160F1770rTWXXmmhw1SUOCVWNgTAocpy4mrt5zJlp8ocQZ1wH6aQou6HACtroC-3b0ap8eCll8ocvrtFEgNTQOCNTx43veJ0_54e3p8fEMa1D0Sralbuens7cndGT9m1CVk_XsN7aggyOUaeKA7Tn2wv3c42m1v9h0_YmqVq8Q820B5y3p33F5Gghm0KQnFvnm5C8ipYAlqyFV8guYm18eyLqAA3Qa*3D...QIIRPaKVUaEVdscH4apSM3UQ8Q11n1TWJ2zAAAQdcF9xvSYaT3cl_DrCInoIHQg5_MeqJnUYm8BtHv9JhQQ89Tf8CNGA9K9uA8LZ8AAAGoedF8

After you've set your password, you can close your browser. We'll send you a separate email with a link to view your End of Lease Inspection Report.

We've also attached a Quick Start Guide to help you find your way around the portal once you've logged in.

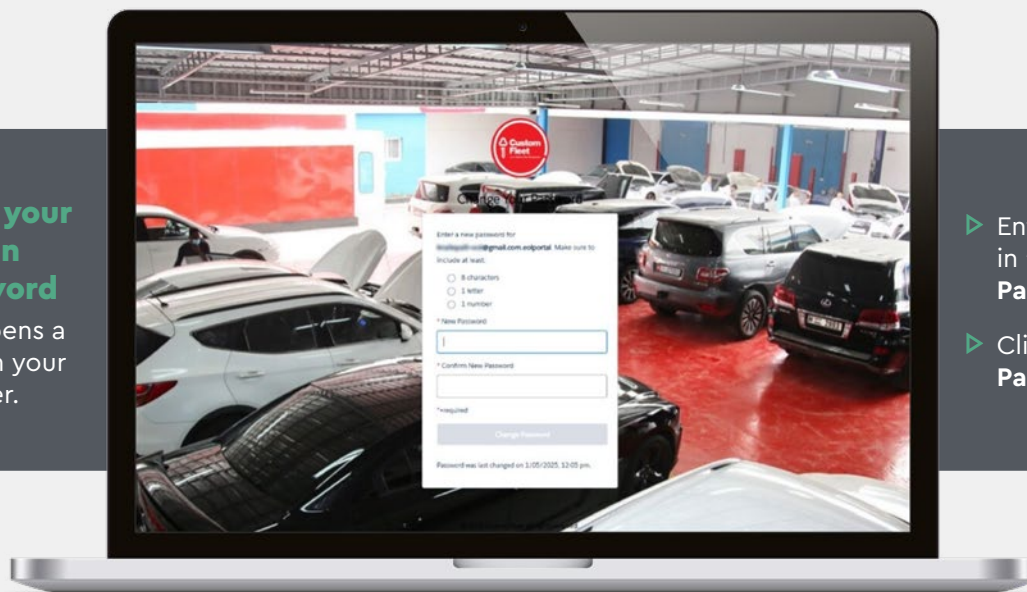
If you have any questions, feel free to contact your Custom Fleet Account Manager.

Best regards,
Remarketing Team

3. Enter your chosen password

This opens a page in your browser.

- ▶ Enter the same in "Confirm New Password"
- ▶ Click on **Change Password**.



4. Complete

Once done, you can then close this page, you are now logged into the portal. Your access to the End or Lease portal is now setup.



Important: These steps are only required to set up your account for the first time. The link to view your End of Lease inspection will not be valid unless these steps are completed.

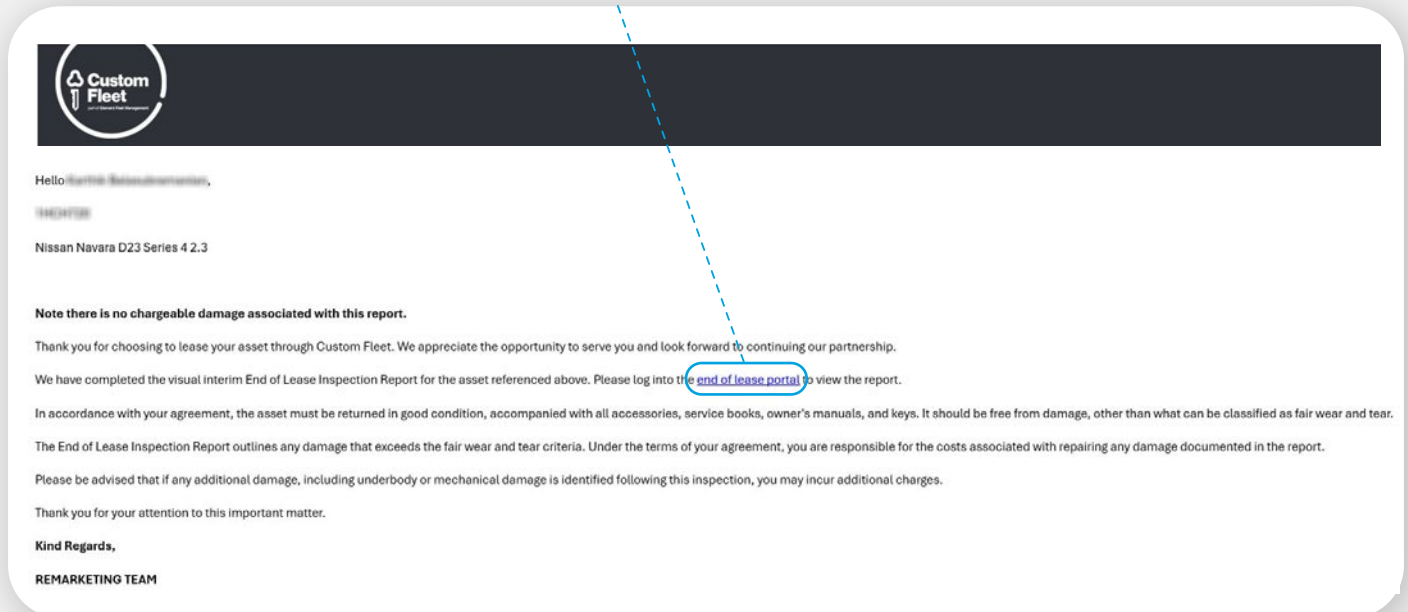
Note: If you don't see the email in your inbox, please check your junk or spam folder.



How to access the Portal

1. Check your email

You'll receive a link to view your inspection.



2. Click the link

This opens a page in your browser.

3. Enter your email

Use the same email that received the link and click **Verify**.

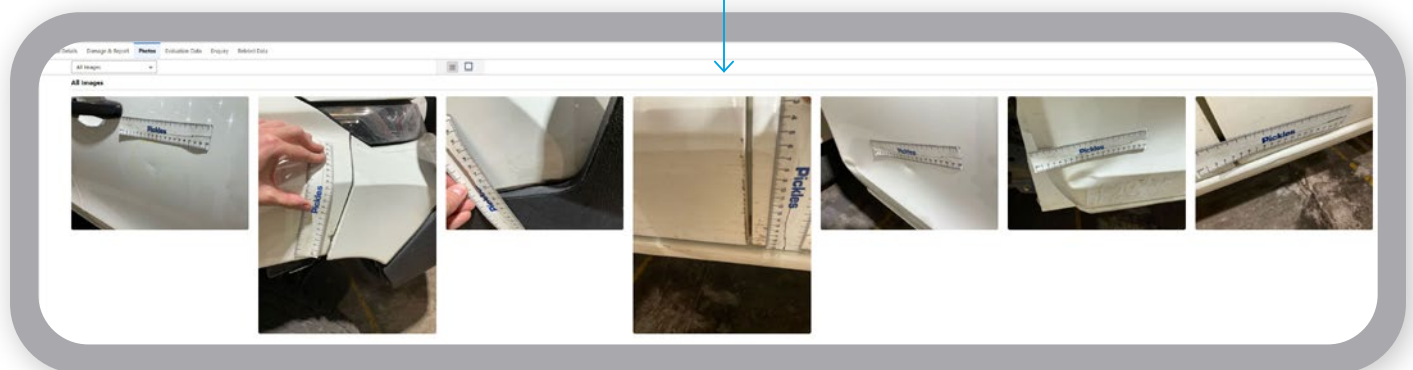
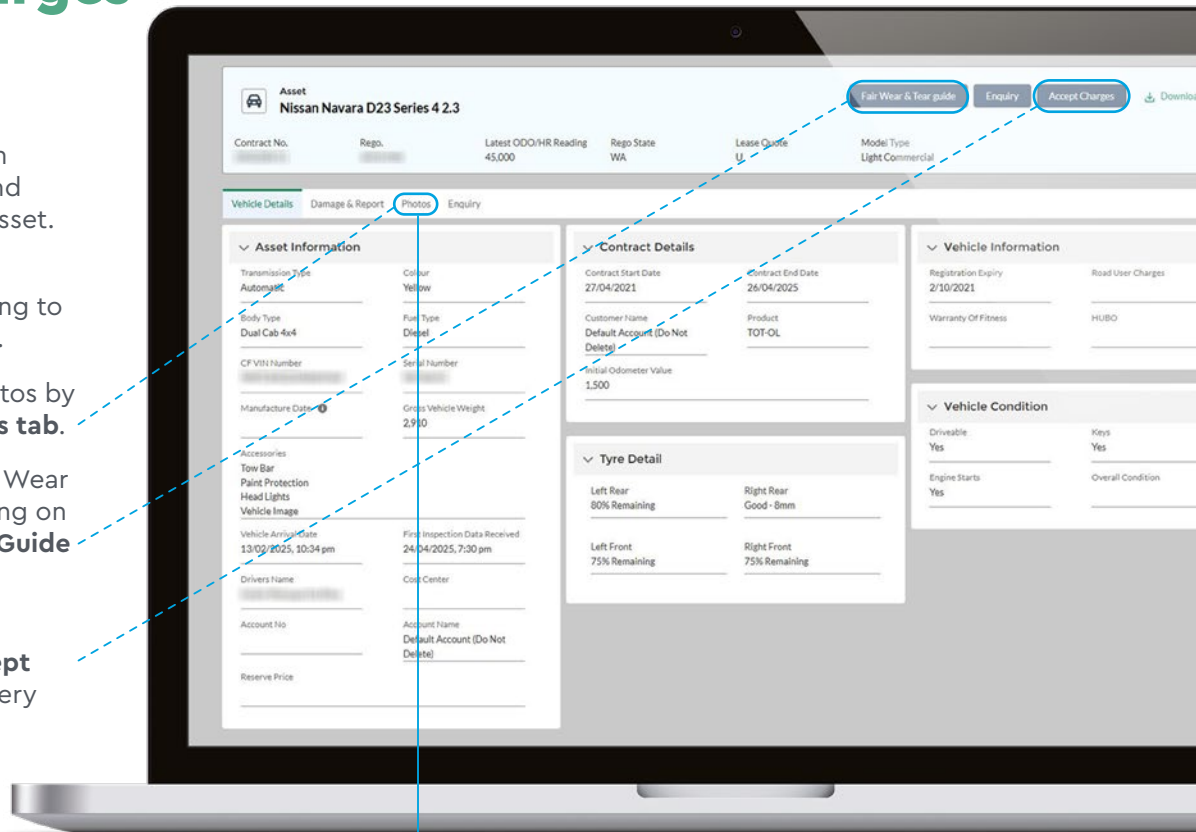
4. Enter the one-time password (OTP)

It will be emailed to you. Enter it, click **Submit**, and you're logged in!

Note: If you are already logged in by setting up your password for the very first time, the one-time password process as outlined above will not be required.

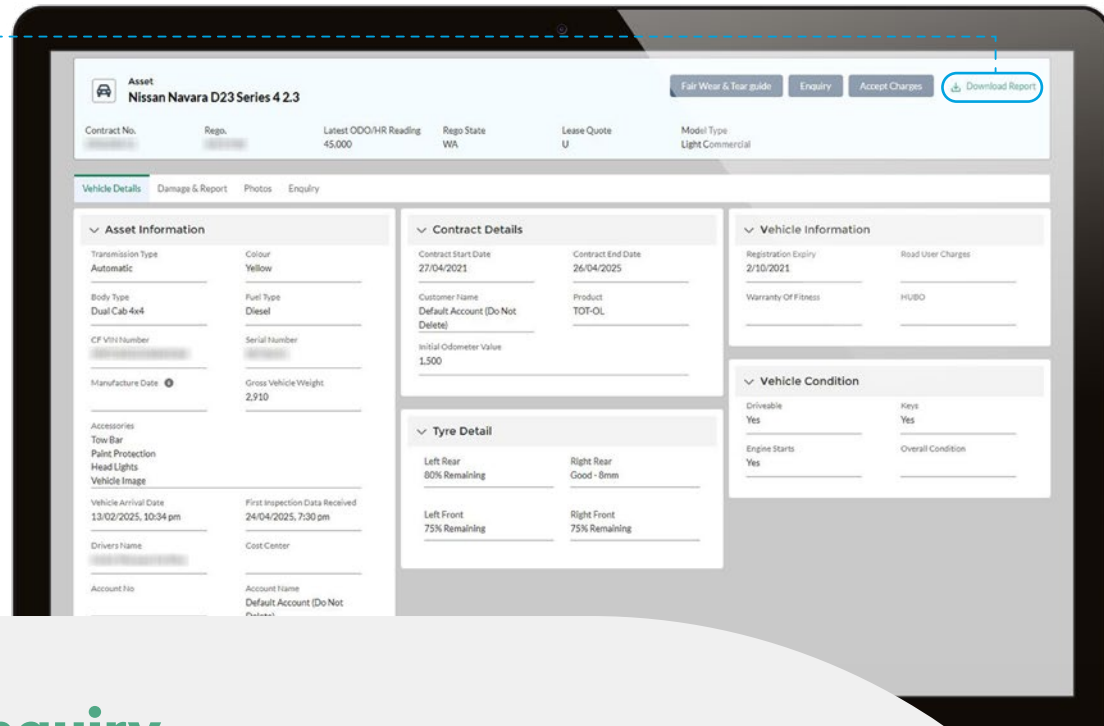
Using the portal to review inspection report and accept charges

- ▶ Review the inspection report for fair wear and tear charges for the asset.
- ▶ Review condition and damage photos relating to the inspection report.
- ▶ You can view the photos by clicking on the **Photos** tab.
- ▶ You can view the Fair Wear & Tear guide by clicking on the **Fair Wear & Tear Guide** button.
- ▶ After reviewing the inspection, click **Accept Charges** or raise a query via portal.
- ▶ Then click **Confirm to Proceed**.
- ▶ Charges will appear on your next invoice.



Downloading your inspection report

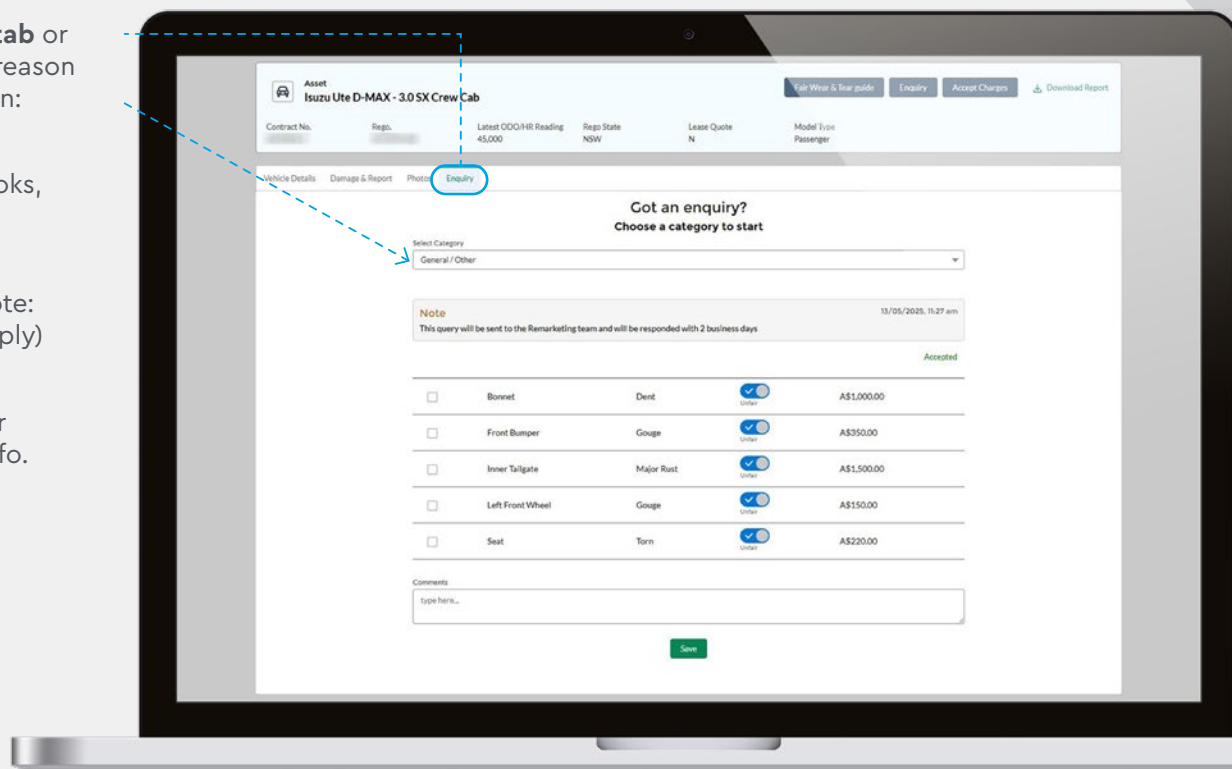
- ▶ Click **Download Report**
- ▶ A new page will open – download or print your report from there



Raising an enquiry

Click the **Enquiry** tab or button. Choose a reason from the dropdown:

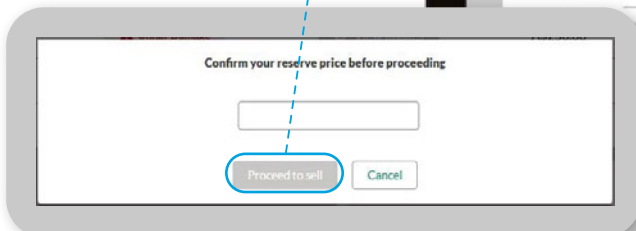
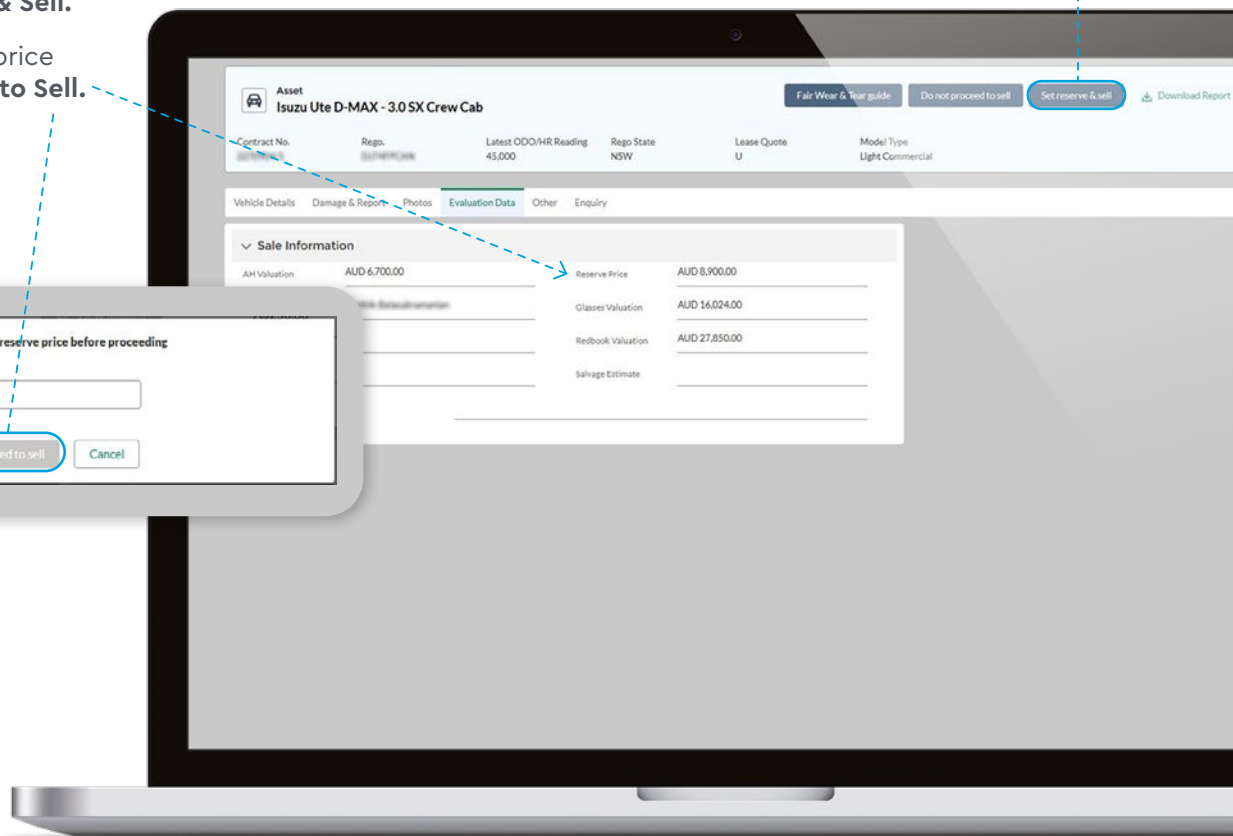
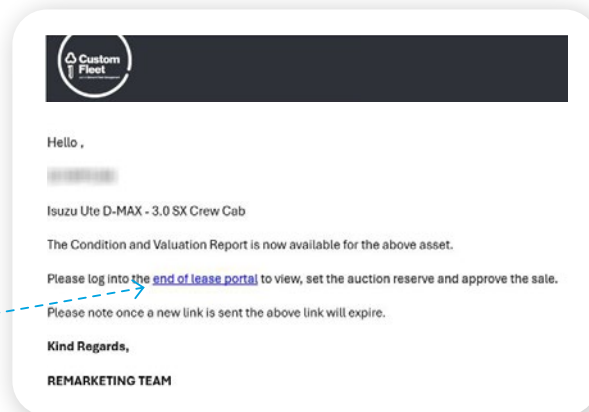
- ▶ **Missing Item**
Return keys, books, or other items
- ▶ **Insurance**
Start a claim (note: charges may apply)
- ▶ **General/Other**
Ask questions or request more info.



If we're selling the asset for you, and you want to:

Set a reserve & approve the sale

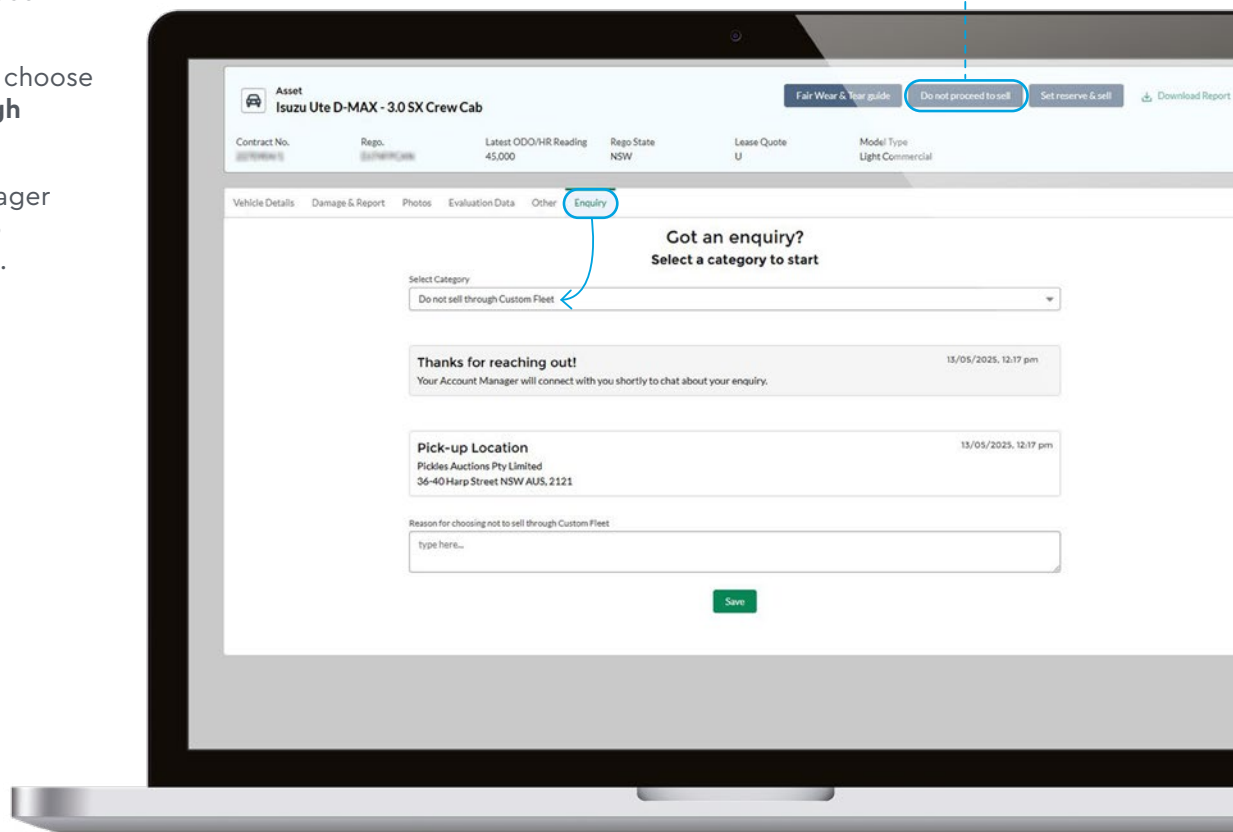
- ▶ **Check your email**
You'll receive an email advising your condition and valuation report is available.
- ▶ **Click the link**
This opens a page in your browser.
- ▶ Click **Set Reserve & Sell**.
- ▶ Enter your selling price and click **Proceed to Sell**.



If we're selling the asset for you, and you want to:

Don't want to sell?

- ▶ Click **Do Not Proceed to Sell**.
- ▶ In the Enquiry tab, choose **Do not sell through Custom Fleet**.
- ▶ Your Account Manager will contact you to confirm next steps.





Questions?

If you need any further assistance with the End of Lease portal, please contact your Account Manager.



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