



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 **9 December 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.**

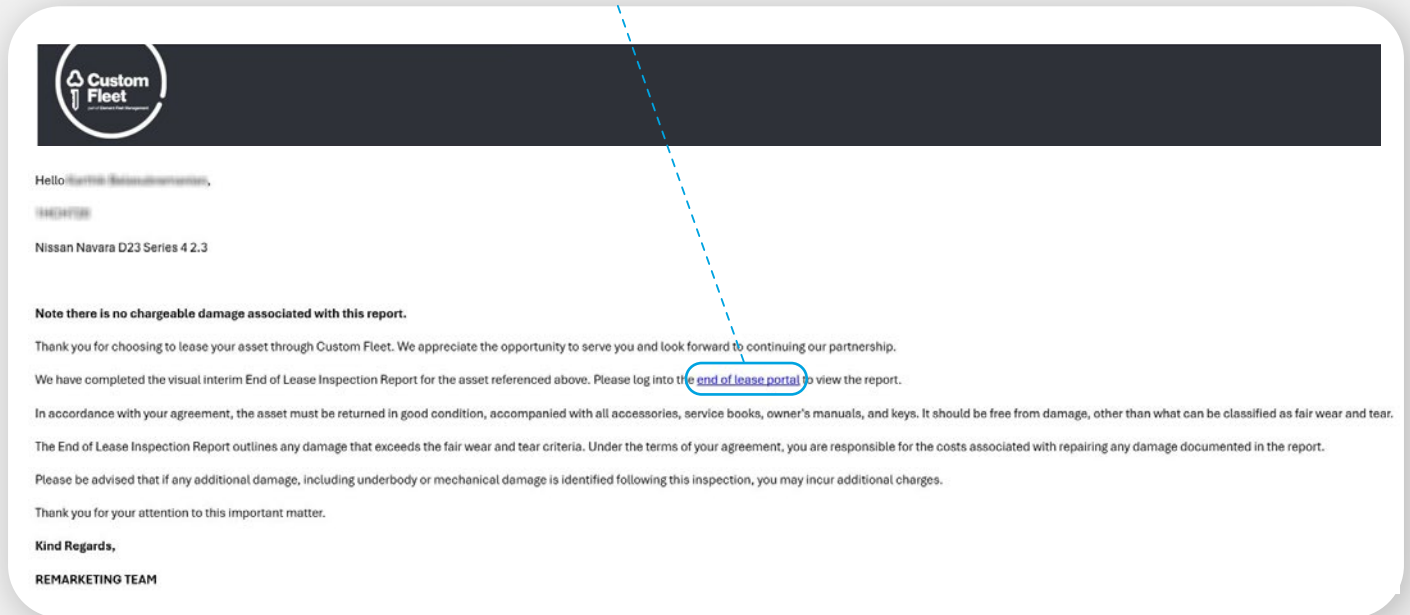




How to access the Portal

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!

5. First Time User, or your password has expired?

Info | We have initiated an email verification request. Please click on the link in the verification email to complete your log in. If you do not receive this email in your inbox, please check your spam folder. ✕

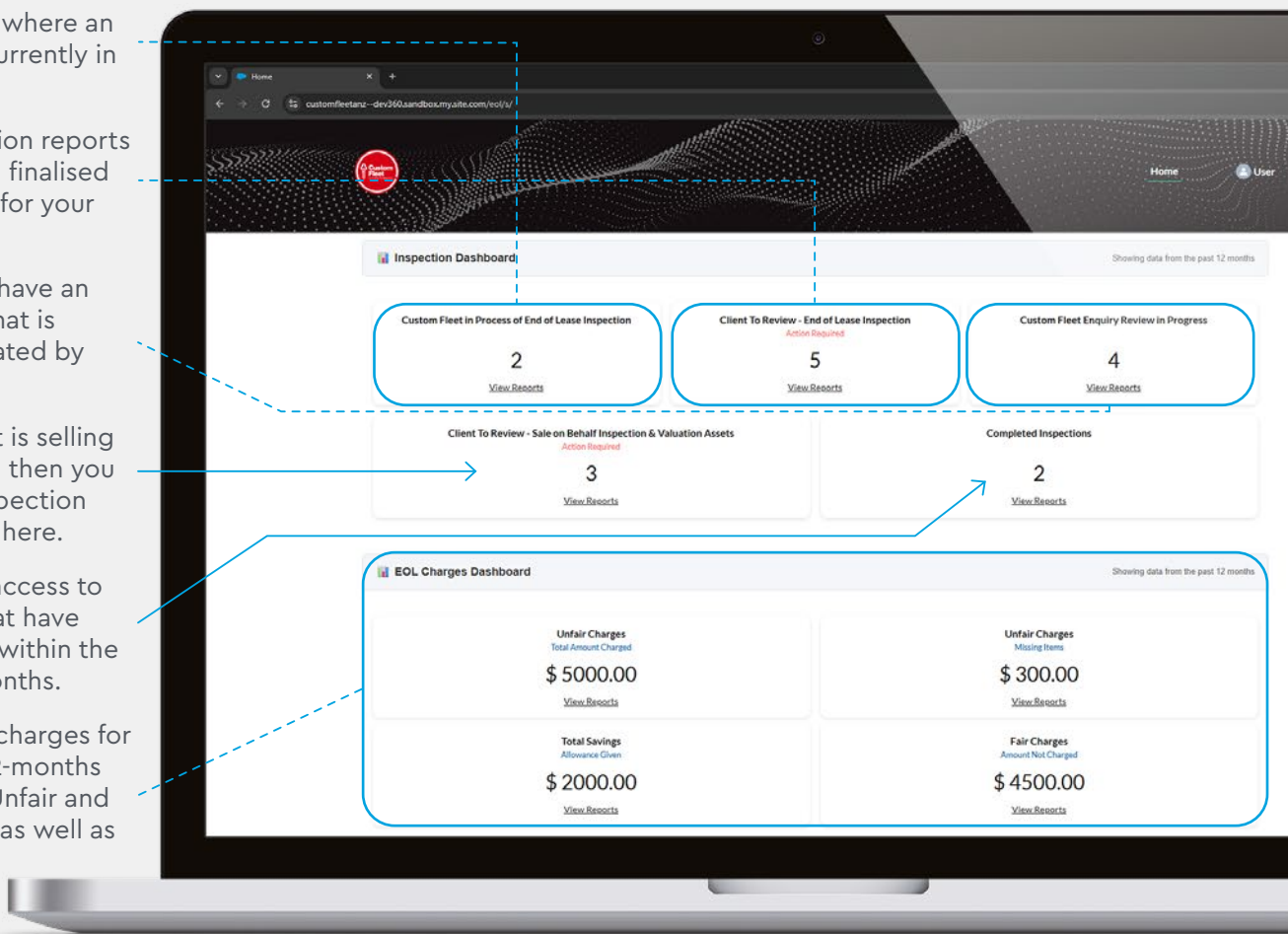
You will be sent an email to create or update your password if it has expired (See Page 4 for instructions on how to do this).

Introducing the Dashboard View for the End of Lease Portal

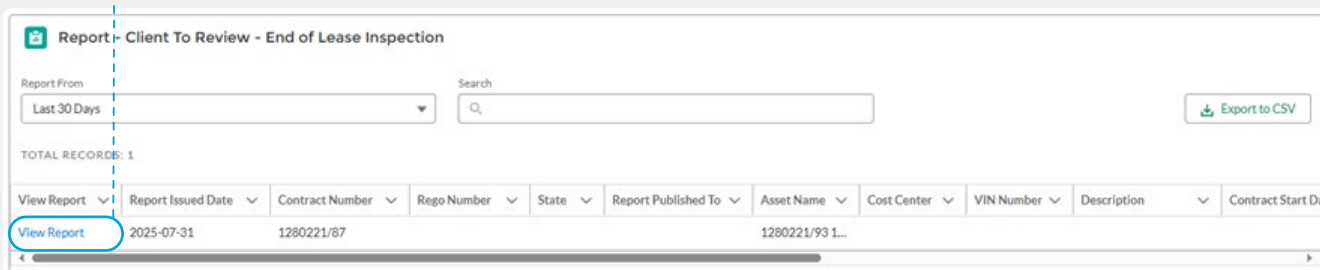
Introducing the EOL Dashboard view, which gives users a real time snapshot of all inspections, either in progress or finalised, within the previous 12-months. This new feature will allow users to access inspection reports once they have been approved and download a PDF copy of historical reports.

We have also provided a simplified view of charges that have been incurred on your account within the 12-month time frame.

- ▶ See the assets where an inspection is currently in progress.
- ▶ Action inspection reports that have been finalised and published for your review.
- ▶ These reports have an open inquiry that is being investigated by Custom Fleet.
- ▶ If Custom Fleet is selling on your behalf, then you can review inspection and valuations here.
- ▶ This provides access to any reports that have been finalised within the previous 12-months.
- ▶ A summary of charges for the previous 12-months showing Fair, Unfair and missing Items, as well as any savings.

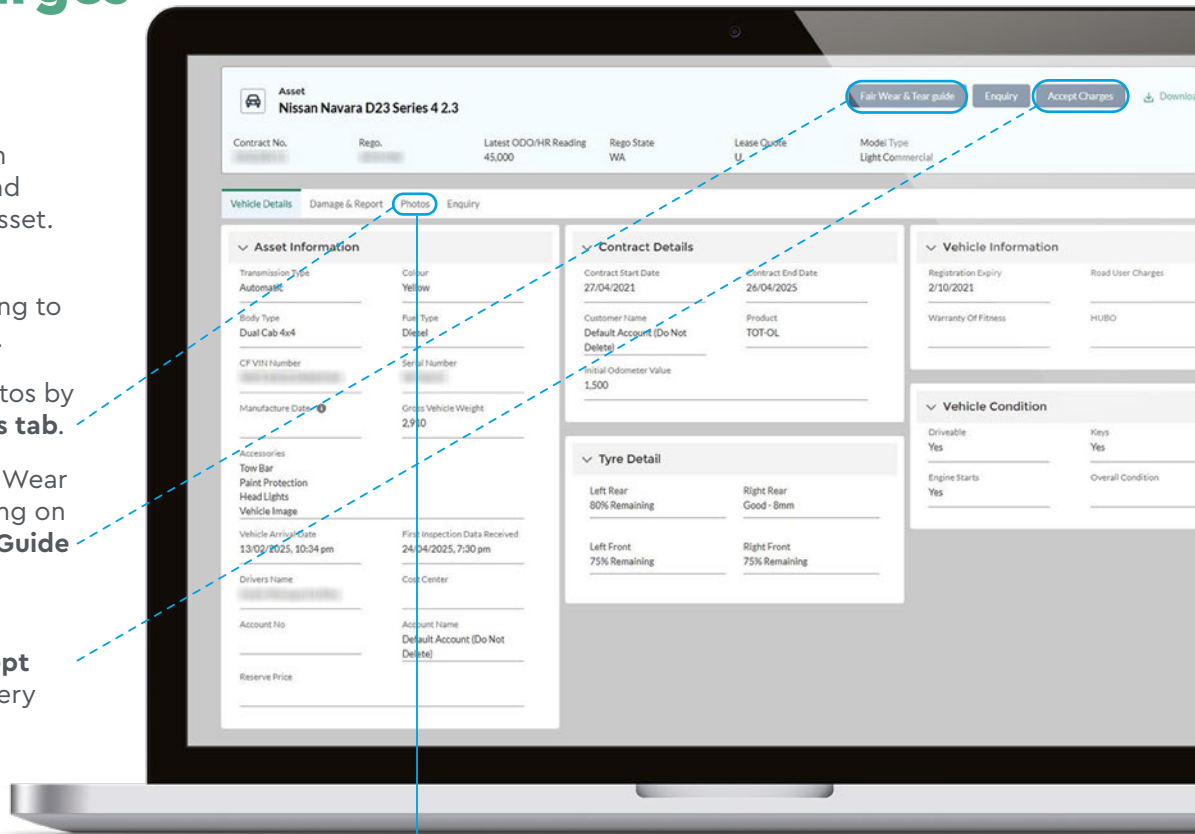


- ▶ In the list view, click on View Report for the inspection you wish to access.



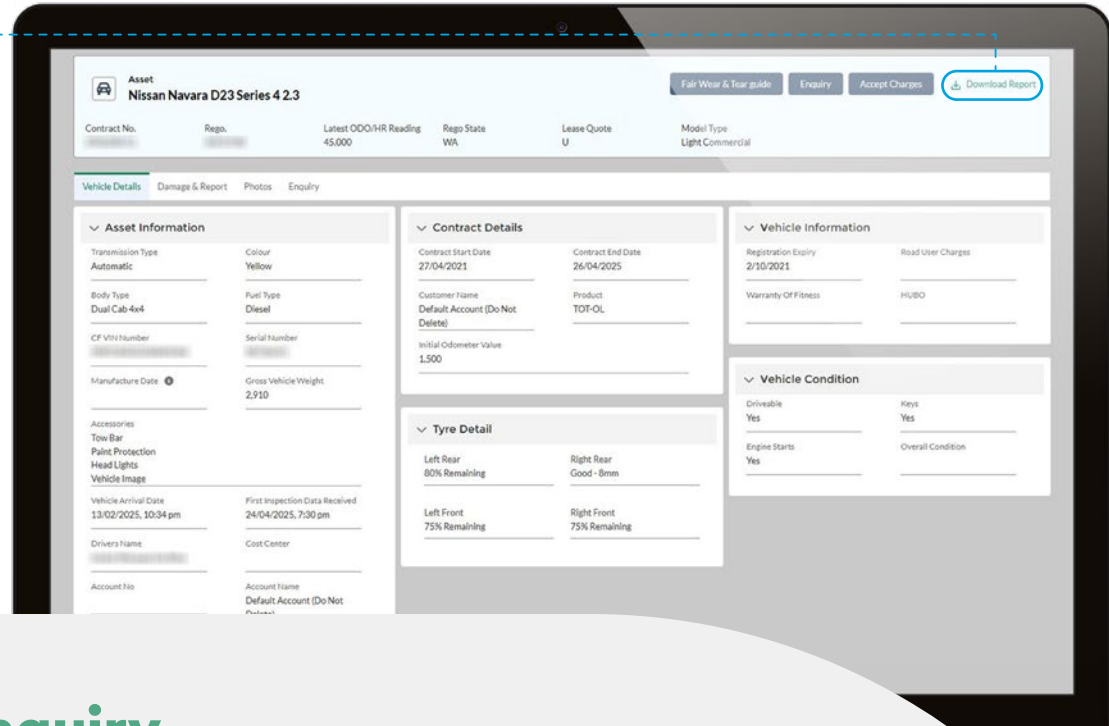
Using the portal to review inspection report and accept charges

- ▶ 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

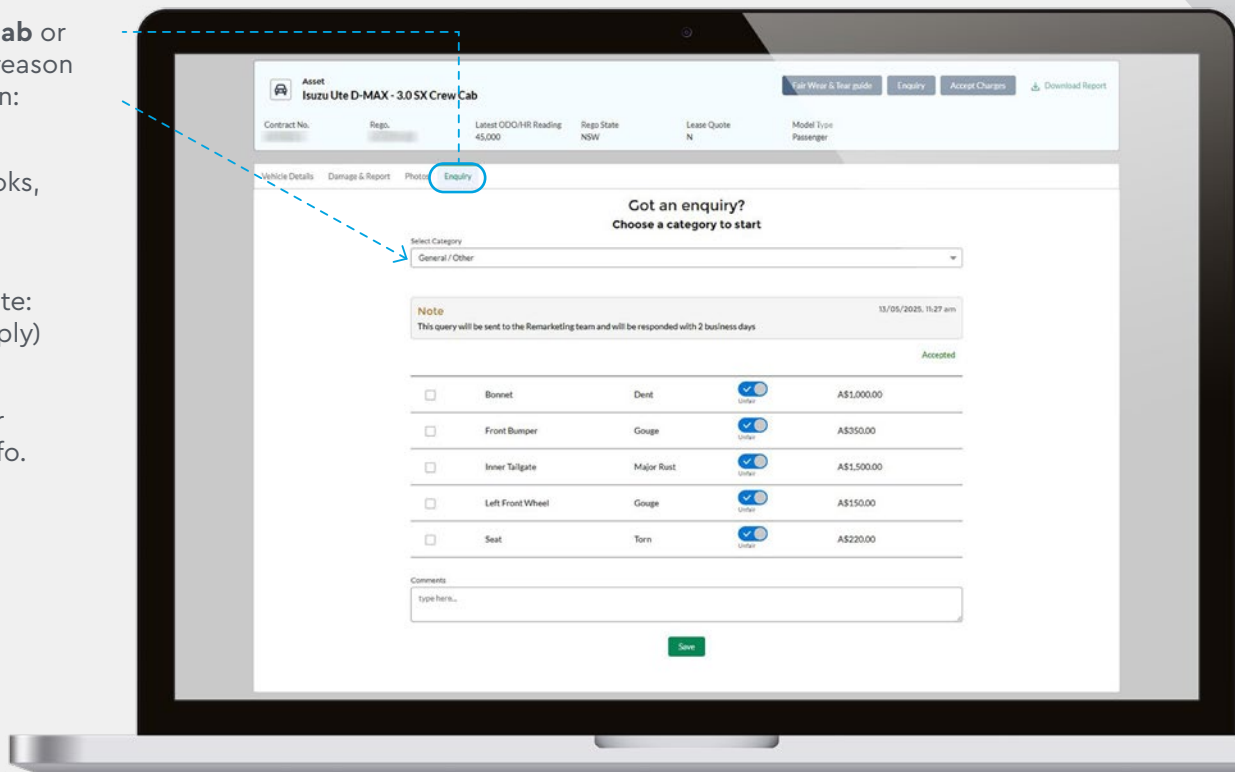
- ▶ Click **Download Report**
- ▶ A new page will open – download or print your report from there



Raising an enquiry

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

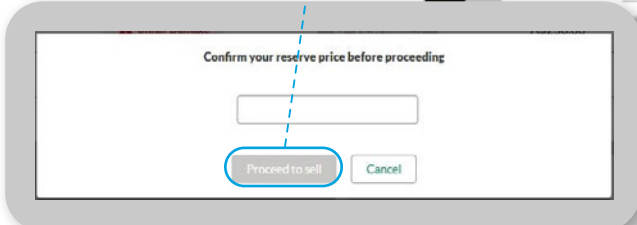
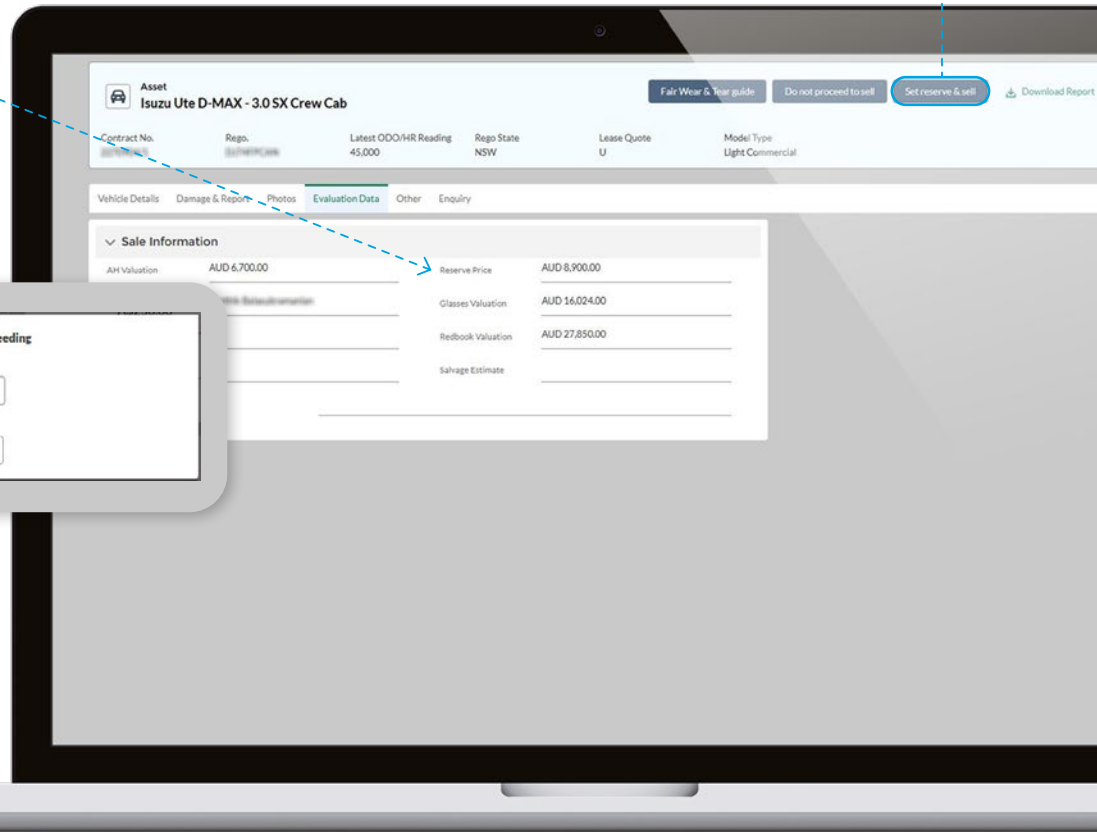
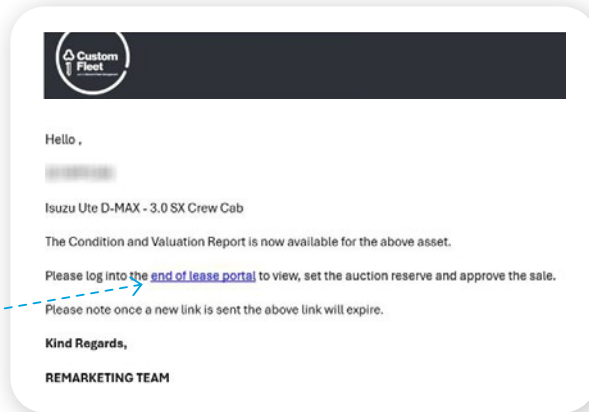
- ▶ **Missing Item**
Return keys, books, or other items
- ▶ **Insurance**
Start a claim (note: charges may apply)
- ▶ **General/Other**
Ask questions or request more info.



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

Set a reserve & approve the sale

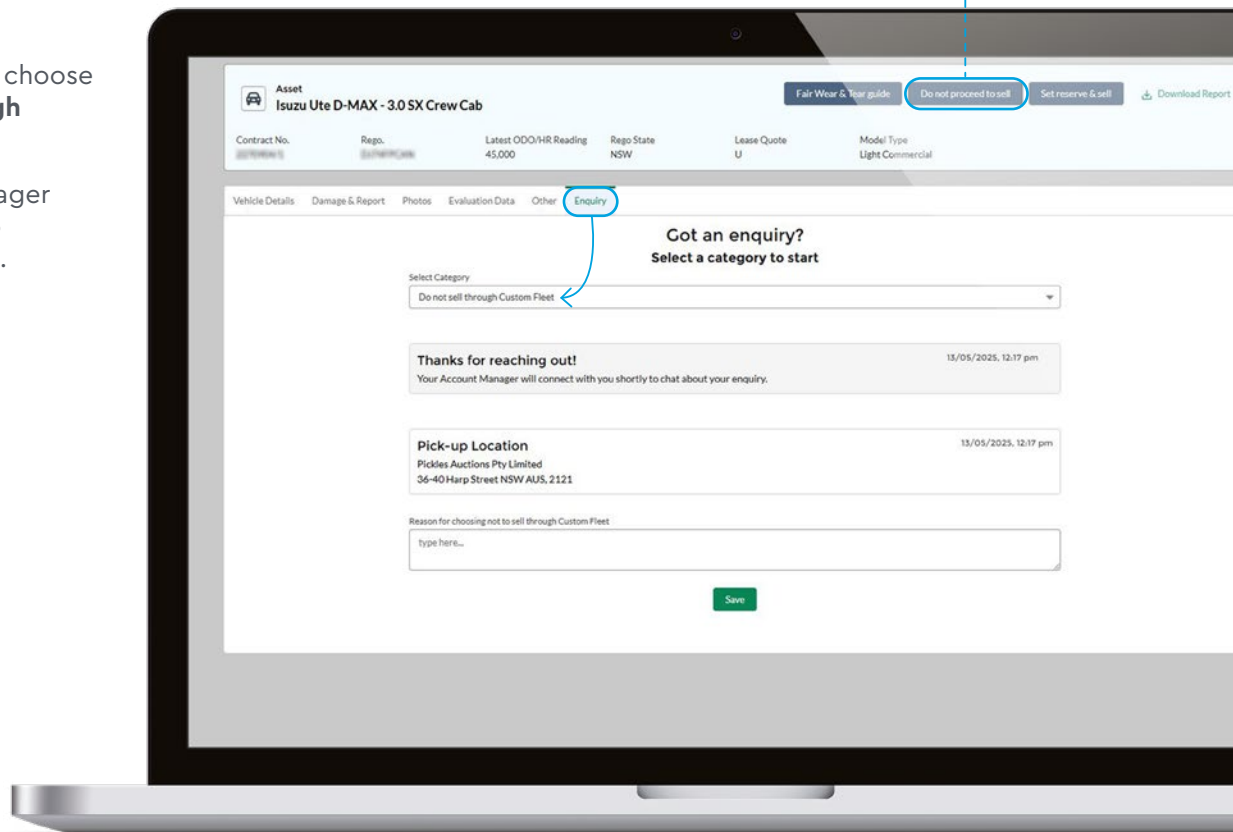
- ▶ **Check your email**
You'll receive an email advising your condition and valuation report is available.
- ▶ **Click the link**
This opens a page in your browser.
- ▶ Click **Set Reserve & Sell**.
- ▶ Enter your selling price and click **Proceed to Sell**.



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.



[customfleet.co.nz](https://www.customfleet.co.nz)
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